

**City of University Place
Community Survey 2010
Final Report**

Prepared for

University Place City Council

By

Sound Communication

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CITY OF UNIVERSITY PLACE

CITIZEN SURVEY 2010 PRELIMINARY REPORT

I. INTRODUCTION

Background, Purpose, and Methodology

In May 2010 Sound Communication was invited to submit a proposal for conducting a survey of citizens residing in the City of University Place. Upon acceptance of that proposal and subsequent contract agreement, input was sought from City staff (and council members via staff) regarding possible topics and questions for the survey. The final set of proposed questions for a written/online survey were reviewed and approved by the City of University Place Council.

Based on consultation with the staff at the City of University Place, it was decided to invite all of the citizens of UP to participate in the survey. The survey was formatted as a mail insert placed inside the city's monthly newsletter. A self-addressed, postage paid format was provided, with returns sent to the City of UP town hall office.

The written survey was mailed to University Place residents the second week of October. After the collection period ended the total number of surveys received was 626 with a total of 556 usable surveys. The overall response rate offers a confidence interval of +-4%, which is very acceptable for survey projects.

Completed written survey forms were coded for computer data entry, and all items capable of objective, mathematical analysis were entered and then analyzed using a Microsoft Excel statistical package instrument. The statistical analysis provided percentages, frequency distribution of responses, and comparisons of desired variables. Compilation of frequency distribution results are reported in **Table** format in the text, and in **Chart** or **Table** form as Appendix materials. Respondent comments were also compiled for open-end questions or where other comments were made. These additional comments were made in a comment boxes provided throughout the written survey and have also been analyzed for themes and patterns. Patterns and major elements in those questions are included in the text discussion, and the total list of comments is provided in the report as **Appendix C** material.

Scope and Limitations of the Study

Names were not recorded in data gathering therefore insuring respondent anonymity. Much was openly provided; many respondents volunteered encouraging or critical opinions and comments.

Sound Communication's primary duty for this project was to serve as data gatherer and compiler, and then to identify and describe themes, patterns, highlights, relationships, and particularly significant issues arising from the data. Conclusions have been drawn and recommendations made when the findings of the study have appeared to warrant attention. The Excel data of compilations and analyses (**Appendices**) provide additional details beyond the scope of the primary variables examined for this study.

Finally, conclusions and recommendations made herein are the educated and considered opinions of the analyst. The City of University Place has full right and responsibility to review the results of the survey and to make decisions about accepting, rejecting, or implementing any recommendations. The report is submitted in confidence that the data will clearly indicate and warrant the conclusions made, and that suggested action steps might be appropriate.

II. RESULTS

The results provided here have been reached after analysis of the survey data collected in September 2010. In some instances, a result will refer to data essentially from a single survey question. Other conclusions will be made after examining interactions and relationships from several survey questions and respondent comments. It is important to recognize that the conclusions contained herein, and the recommendations that follow are based on the perceptions and opinions of those who responded to the survey. The reader will need to refer to report "Highlights" below, which are a summary, and to Tables and Appendix comments in order to locate all the details from which the conclusions have been generated.

Highlights- Positive Factors

- 1.** A great number of citizens (over 75%) take advantage of the City of UP Parks and Park facilities and about one-third of them visit a park, on average, about once a month or more. Most citizens appreciate the effort the City of UP makes in maintaining the

appearance of the facilities; these high rating are consistent with the gains made in the previous evaluation cycle. Just over half of all residents indicated a willingness to pay fees to keep or add Parks and Recreation programs.

2. Residents of University Place are very pleased with street and road conditions —one of the highest levels of agreement of any issue in the survey (87.4% excellent or good). Likewise, over three-quarters of citizens who had cause to interact with a street or parks staff member rated their interaction as excellent or good.
3. Residents provided consistently enthusiastic evaluations (ranging from 82-89% in agreement) across all questions concerning the *garbage collection* and *recycling programs* offered by the City.
4. There appears to be very strong agreement about the *safety* of neighborhoods and businesses in the City of University Place. Over 92% of resident indicate their neighborhoods are safe and over 94% of residents agree that business areas are safe. Further, of those residents who did report contact with city police, over 85%, rated police handling of the contact favorably. This rating is a 10% increase over the last evaluation cycle.
5. Many citizens (over 74%) indicated an awareness of where stormwater travels when it runs off their property. About 55% of residents offered that they wash vehicles at commercial car washes or charity events. Further, citizens are interested in learning about ways by which their personal practices can help prevent stormwater system pollution.
6. There appears to be very strong agreement about the importance of *sustainability issues* in the City of University Place. Over 80% of all residents indicated that issues of sustainability, energy, environmental health and natural resources, transportation and community vitality in University Place are important.
7. Support was offered by citizens for using tax revenue to encourage business recruitment and retention (63%) and developing the Town Center to increase the tax base (69%).

Highlights – Areas of Concern

1. Many citizens appreciate the effort the City of UP makes in putting together quality parks programs for residents. Still, when compared to those who rated programs in the previous evaluation cycle the number of those citizens who selected “excellent” or “good” dropped by 15%.

2. Most citizens recognize efforts made by the City to keep them informed about City issues. While this is a positive finding, whether or not the City has changed the way by which they keep residents informed, when compared to previous years, the favorable perception of communication has declined by about 15%.
3. When asked to consider whether or not the City Council is responsive to citizen concerns, many residents (46%) indicated that they could not respond meaningfully to this question perhaps because they had no basis for judgment at this time. About one-third of all residents (29%) indicated agreement that the City Council is responsive to their concerns, whereas another 25% of residents disagreed. The large number of residents who couldn't respond presents an opportunity for the new Council to demonstrate how seriously they consider and respond to citizens' concerns.
4. Just under one-half (46%) of residents agreed that recent changes made the City of University Place more livable. When considering the value of recent changes improving the livability of the city, one-quarter of the residents could not respond. These "undecided" responses afford the City another opportunity to communicate and inform citizens about the positive changes the City has made.
5. While 41% of UP citizens agreed with the City's direction, roughly 20% of the respondents chose not to make a decision. The remaining residents disagreed or strongly disagreed with the direction of the City. These results indicate that while a favorable number of residents agree with the City of University Place's direction, when compared to the previous evaluation, the favorable resident response to the City's direction has declined by about 25%.

III. RECOMMENDATIONS

The following recommendations are based strictly upon what has come from the findings of this survey. No claims are made about special knowledge of City of University Place policies, or about the actions or events that may have been referred to by respondents to the survey. There is no special knowledge either about existing programs under way or being considered by the City. It is the writer's judgment that recommendations provided here are warranted by the data.

1. About 70% of residents indicated there are no or only small code problems. Still, about 25% of University Place citizens indicated there were problems with enforcement. Many comments in Appendix B will provide an opportunity to create an action plan. Small, well-focused actions can create larger impressions among residents concerning the City's attention to details.
2. Continue to keep residents informed about city growth and planning. Across many questions concerning city issues about communication, taxes and general impressions of the City at least 20% chose not to respond. This may be due to the fact that new residents have not yet created informed opinions about, for example, animal control, code enforcement, or how responsive the City is in addressing these concerns. This influx of new residents within the past five years offers opportunities for the City of University Place to find additional ways to inform and involve newcomers as well as longer-term residents in developing a culture of inclusion and involvement in city affairs.
3. Given the varied age distribution among the UP population continue providing important City communication through a variety of traditional and electronic forms of communication. Further, open-ended responses to preferred forms of communication suggest that email may offer a new method by which the City can communicate with residents.
4. When considering services in trade for their tax dollars, in the previous 2007 evaluation, about half of UP residents agreed or strongly agreed. Similarly, in this year's evaluation about 46% of UP citizens agreed that the tax burden is right for the services they receive. Still, another 23% of citizens were not able to make an assessment on this question. This is an opportunity for the City to continue to demonstrate just how many services are provided with tax dollars, while also showing sensitivity to the burden given the current economic climate.
5. While citizens are pleased with garbage and recycling programs, many open-ended comments reveal that glass recycling is highly desired by citizens.
6. While three-quarters of residents indicated knowledge of dropoff locations for hazardous materials, about 37% admitted that they rarely recycle hazardous waste, and another 10% of residents admitted they never recycled their hazardous waste materials. Since citizens indicated broad interest in issues of sustainability and educational outreach by the City,

this is an opportunity for the City to further offer ways by which citizens can more regularly participate in hazardous waste programs and other practices they might employ to improve sustainability in the City.

7. Build upon both the positive highlights and areas of concern from the findings of the 2010 survey in establishing priorities for making improvements in City practices and operations. Where there are findings that offer areas for concern or opportunities for further development develop target goals and action steps to make the changes that will bring improvement. Focus on sequential progress and then evaluate the results of the efforts made to effect desired change.

IV. FINDINGS

The survey findings listed below summarize the results of the written survey conducted with citizens living within the City of University Place in September 2010. These findings include responses from 556 citizens who self-selected to participate in the Community Survey. Findings are arranged in the order of the questions on the survey form. Where feasible, information will be placed in Table format in the text of this section. More extensive data may be placed in the Appendices and will be so noted by Appendix designation, by Question or Chart number. A copy of the survey is found in **Appendix A**. Open-end comments or answers have been compiled and are included, by question number in **Appendix B**. Fully detailed materials for every question-- in the form of Excel tables and charts--are also available and provided as **Appendix C – Tables**, or in **Appendix D -- Charts**.

For Questions 1 through 8 respondents were asked to indicate their position on the statements using this Excellent-Poor Scale: 1=Excellent, 2=Good, 3 =Don't Know, 4=Fair, 5=Poor. Respondents could decline to answer any of the questions if they so chose. In Questions 1-8 all percentages are reported as "valid" percent. If "Fair" or "Poor" was selected, respondents were provided a comment box to expand on their answer. These additional comments are available in Appendix B.

Section A. Parks and Recreation

Question 1: How many times have you or someone in your household visited a City park or park facility in the last year?

Virtually all those surveyed answered this question. While just less than one-quarter (23.4%) of the respondents indicated they had not visited a city park or park facility in the last

year, all other participants indicated they had frequented a park at least one time. In particular, just under a quarter of those responding to the survey (23.2%) reported 1-3 park visits, another quarter indicated either 4-6 or 7-10 visits and about one-third (29.9%) of all respondents indicated visiting parks more than 11 times in the year. Clearly, a great number of citizens take advantage of the City of UP parks and park facilities and about one-third of them visit a park, on average, about once a month or more. The distribution of responses across the range of possible answers will be seen in **Table 1**.

Table 1 Park or park facility visits in the last year						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	548	0	128	23.0	23.4	23.4
		1-3	127	22.8	23.2	46.5
		4-6	89	16.0	16.2	62.8
		7-10	40	7.2	7.3	70.1
		11+	164	29.5	29.9	100.0
Missing	8	NR	8	1.4	100.0	
Total	556		556	100.0		

Question 2: How many City recreation programs have you or someone in your household participated in during the last year?

Most residents answered this question. While most respondents (69.4%) indicated that no household members had participated in a recreation program in the last year, the remaining households indicated they had participated in multiple programs. Of the respondents that indicated recreation program involvement, just under one-quarter (24%) participated in 1-3 programs. Another 4% participated in 4-6 programs, and another roughly 2% of participants were divided between 7-10 programs or 11 or more. The distribution of responses across the range of possible answers will be seen in **Table 2**.

Table 2 Recreation program participation in the last year

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	546	0	379	68.2	69.4	69.4
		1-3	134	24.1	24.5	94.0
		4-6	22	4.0	4.0	98.0
		7-10	4	0.7	0.7	98.7
		11+	7	1.3	1.3	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Question 3: How do you rate the range of programs offered by Parks and Recreation?

Virtually all those surveyed answered this question. Somewhat less than half of those responding to the survey (44.4%) indicated they felt the range of the city’s programs were good to excellent. A comparable number of respondents (42.95) weren’t able to evaluate the programs and some respondents (12.2%) rated the city’s program variety as “fair” or “poor”. Many citizens appreciate the effort the City of UP makes in putting together quality programs for residents. Still, when compared to those who rated programs in the previous evaluation cycle the number of those citizens who selected “excellent” or “good” dropped by 15%. The distribution of responses across the range of possible answers will be seen in **Table 3**.

Table 3 Range of programs offered by Parks and Recreation

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	536	Excellent	64	11.5	11.9	11.9
		Good	174	31.3	32.5	44.4
		Don't Know	230	41.4	42.9	87.3
		Fair	59	10.6	11.0	98.3
		Poor	9	1.6	1.7	100.0
Missing	20	NR	20	3.6	100.0	
Total	556		556	100.0		

Question 4: How do you rate the appearance of Parks and Recreation facilities?

Ratings of the appearance of parks and recreation facilities were overwhelmingly positive. Well over three-quarters of UP citizens feel that the appearance of parks and recreation is either good or excellent. About 14% of citizens didn't indicate an evaluation of the parks' appearance and about 6% felt that the appearance was fair or poor. Clearly, most citizens appreciate the effort the City of UP makes in maintaining the appearance of the facilities; these high ratings are consistent with the gains made in the previous evaluation cycle. Very few citizens (3.6% provided no answer). **Table 4** below gives a detailed distribution of responses.

Table 4 Appearance of UP Parks and Recreation Facilities						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	536	Excellent	161	29.0	30.0	30.0
		Good	268	48.2	50.0	80.0
		Don't Know	74	13.3	13.8	93.8
		Fair	31	5.6	5.8	99.6
		Poor	2	0.4	0.4	100.0
Missing	20	NR	20	3.6	100.0	
Total	556		556	100.0		

Question 5: How do you rate the safety of Parks and Recreation facilities?

Ratings of the safety of Parks and Recreation facilities were mostly positive; just over sixty percent (61.5%) of UP citizens offered either good or excellent safety ratings. Another 33% of citizens responded “don't know” and about 6% felt that safety was fair or poor. Just under 5% of citizens provided no answer. When compared to previous ratings, there was a shift of by about 10% of those who appeared to have no impression in the past that have now shifted to have a favorable impression of safety in the parks. **Table 5** below gives a detailed distribution of responses.

Table 5 Safety of UP Parks and Recreation Facilities

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	532	Excellent	98	17.6	18.4	18.4
		Good	229	41.2	43.0	61.5
		Don't Know	173	31.1	32.5	94.0
		Fair	28	5.0	5.3	99.2
		Poor	4	0.7	0.8	100.0
Missing	24	NR	24	4.3	100.0	
Total	556		556	100.0		

Question 6: How do you rate the quality of University Place Parks and Recreation Programs?

Ratings of the quality of parks and recreation facilities were split between those who were positive and those who couldn't form an impression. Just under half (46.4) of UP citizens rate the Parks and Recreation Program quality as either good or excellent. Another 44% of citizens indicated "don't know" and just under 10% felt that the program quality was either fair or poor. Just over 5% of citizens provided no answer. **Table 6** below gives a detailed distribution of responses.

Table 6 Quality of UP Parks and Recreation Programs

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Excellent	69	12.4	13.1	13.1
		Good	175	31.5	33.3	46.4
		Don't Know	233	41.9	44.3	90.7
		Fair	40	7.2	7.6	98.3
		Poor	9	1.6	1.7	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Question 7: Do you have any additional of follow up comments regarding your responses in the Parks and Recreation section?

All responses to this open-ended question can be found in **Appendix B, Question 7**.

Responses have been sorted into categories to aid in reading commonalities across opinions.

Section B. Street Road and Maintenance

Question 8: How do you rate the condition of streets and roads in your neighborhood?

There is strong agreement among University Place residents that streets and roads are in good condition. A full 87.4% of the residents responded that roads are in good condition overall or in mostly good condition. A few more than one out of ten residents (12.2%) felt that there exist many bad spots and only 9 residents offered no review. Most city residents recognize the attention paid to the maintenance of City roads and streets. **Table 8** below offers the full range of responses.

Table 8 Condition of streets and roads in your neighborhood						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	547	Good condition	168	30.2	30.7	30.7
		Mostly good condition	310	55.8	56.7	87.4
		Many bad spots	67	12.1	12.2	99.6
		Don't know	2	0.4	0.4	100.0
Missing	9	NR	9	1.6	100.0	
Total	556		556	100.0		

Question 9: How do you rate the quality of street sweeping services in your neighborhood?

Almost six out of ten residents rated the quality of sweeping services as excellent or good. Just under one-fifth of the residents felt that the quality of services in their neighborhood was fair and just under 7% rated street sweeping as poor. Most citizens were able to respond to this question with very few (13.3%) of the residents indicating that they did not know how to rate the services. **Table 9** provides the full breakdown of citizens' responses.

Table 9 Quality of street sweeping services in your neighborhood

	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	543	Excellent	75	13.5	13.8	13.8
		Good	247	44.4	45.5	59.3
		Don't Know	72	12.9	13.3	72.6
		Fair	112	20.1	20.6	93.2
		Poor	37	6.7	6.8	100.0
Missing	13	NR	13	2.3	100.0	
Total	556		556	100.0		

Question 10: If you have had any personal interaction with the streets or parks maintenance department in the last year, how would you rate your experience?

As might be expected, very few citizens interacted with maintenance staff. Over three-fourths of UP residents indicated they had no interaction with the staff. Of those citizens who did have contact with a staff member, over three-quarters (79%) rated their interaction as excellent or good. Some citizens, just over 10%, indicated they had a fair staff interaction and another roughly 10% indicated they had a poor staff interaction. **Table 10** displays the full range of responses.

Table 10 Rating of interaction with streets or parks maintenance staff

	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	497	Excellent	36	6.5	7.2	7.2
		Good	62	11.2	12.5	19.7
		No interaction	373	67.1	75.1	94.8
		Fair	13	2.3	2.6	97.4
		Poor	13	2.3	2.6	100.0
Missing	59	NR	59	10.6	100.0	
Total	556		556	100.0		

Question 11: Do you have any additional of follow up comments regarding your responses in the Streets and Roads Maintenance section?

All responses to this open-ended question can be found in **Appendix B** under the listing of **Question 11**. Responses have been sorted into categories that offer general comments, concerns, and requests.

Section C: Refuse and Recycling Services

Question 12: Overall, how do you rate residential garbage collection services in UP?

UP residents offer highly favorable ratings of the residential garbage collection services that the City of UP offers. Almost nine out of ten residents (89.1%) think the service is either excellent or good. Some residents (6.6%) rated the service as fair and very few (1.7%) indicated a poor service rating. A full list of comments on residents’ ratings can be found in **Appendix B** under the listing of Question 11. **Table 12** illustrates the full range of responses.

Rating of residential garbage collection services						
Table 12						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Excellent	242	43.5	44.6	44.6
		Good	241	43.3	44.5	89.1
		Don't Know	13	2.3	2.4	91.5
		Fair	36	6.5	6.6	98.2
		Poor	10	1.8	1.8	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Question 13: Overall, how do you rate University Place’s residential recycling?

Consistent with garbage collection services, most UP residents seem to appreciate the residential recycling services. Residents (81.6%) agreed that services were either good or excellent. Very few residents (7.8%) indicated that the recycling service was fair or poor. In additional comments many citizens wished the City would also pick up glass. A full list of comments on residents’ ratings can be found in **Appendix B** under the listing of Question 11. **Table 13** illustrates the distribution of all responses to the question.

Rating of residential recycling services						
Table 13		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	543	Excellent	167	30.0	30.8	30.8
		Good	249	44.8	45.9	76.6
		Don't Know	27	4.9	5.0	81.6
		Fair	70	12.6	12.9	94.5
		Poor	30	5.4	5.5	100.0
Missing	13	NR	13	2.3	100.0	
Total	556		556	100.0		

Section D: Police Services

For Questions 14-18 respondents were asked to indicate their position on the statements using this scale: 1=Very Safe, 2= Reasonably Safe, 3=Don't Know, 4=Somewhat Unsafe, and 5=Very Unsafe. Respondents could decline to answer any of the questions if they so chose.

Question 14: How safe do you feel walking alone in your neighborhood in general?

This was the most clearly agreed upon response in the survey. Nearly all residents had an opinion and nine out of ten residents either strongly agreed or agreed that they feel safe in their neighborhoods. Few citizens (5.4%) feel somewhat unsafe and less than 2% of citizens indicated they feel very unsafe. The large number of residents who indicated strong feelings of safety indicates a significantly positive association for the City of University Place. **Table 14** will clearly show the trends in neighborhood safety.

Table 14 How safe do you feel walking alone in your neighborhood in general						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Very safe	253	45.5	46.7	46.7
		Reasonably safe	242	43.5	44.6	91.3
		Don't Know	11	2.0	2.0	93.4
		Somewhat unsafe	29	5.2	5.4	98.7
		Very unsafe	7	1.3	1.3	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Question 15: How safe do you feel walking alone in your neighborhood after dark?

Although there is a shift from general to nighttime neighborhood safety impressions, just over two-thirds of UP residents indicated that felt very safe or reasonably safe in their neighborhoods after dark. These positive responses are consistent with previous citizen evaluations. Still, about two in ten residents feel it is somewhat or very unsafe to walk in their neighborhood after dark. Very few residents (2.7%) chose not to respond at all. **Table 15** provides the detailed look at all responses.

Table 15 How safe do you feel walking alone in your neighborhood after dark						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Very safe	119	21.4	22.0	22.0
		Reasonably safe	247	44.4	45.6	67.5
		Don't Know	65	11.7	12.0	79.5
		Somewhat unsafe	87	15.6	16.1	95.6
		Very unsafe	24	4.3	4.4	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Question 16: How safe do you feel walking alone in your neighborhood during the day?

As in Question 14, responses to neighborhood safety during the day were overwhelmingly positive, with 92.3% of residents indicating that felt either very safe or reasonably safe. Less than 5% of residents indicated feeling somewhat unsafe and under 1% felt very unsafe. Further, very few residents (10) chose not to respond. **Table 16** provides the detailed look at all responses.

Table 16 Your neighborhood during the day - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	546	Very safe	322	57.9	59.0	59.0
		Reasonably safe	182	32.7	33.3	92.3
		Don't Know	11	2.0	2.0	94.3
		Somewhat unsafe	26	4.7	4.8	99.1
		Very unsafe	5	0.9	0.9	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Question 17: How safe do you feel walking alone in business areas after dark?

Again, questions about safety in business areas after dark result in slightly lower, yet similar numbers as in neighborhoods. Just over 60% of all residents felt reasonably or very safe walking alone in business areas after dark. The next highest responses were divided between citizens who reported feeling somewhat unsafe (18%) and those who did not know about the safety of business areas after dark (17%). Very few residents (2.8%) report feeling it is very unsafe to walk alone in business areas after dark. Since the previous evaluation, these perceptions have shifted somewhat with about 5% of those indicated “don’t know” moving to feelings of being reasonably safe. **Table 17** provides the detailed look at all responses.

Table 17 Business areas after dark - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Very safe	68	12.2	12.5	12.5
		Reasonably safe	268	48.2	49.4	62.0
		Don't Know	94	16.9	17.3	79.3
		Somewhat unsafe	97	17.4	17.9	97.2
		Very unsafe	15	2.7	2.8	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Question 18: How safe do you feel walking alone in business areas during the day?

As in neighborhoods, business areas also receive an overwhelmingly positive rating from UP residents. About 94% of all residents indicated that felt reasonably or very safe in business

areas. Very few residents (2.7%) indicated that felt somewhat unsafe or very unsafe. **Table 18** provides the full range of responses.

Business areas in the day - (How safe do you feel walking alone)						
Table 18						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	Very safe	287	51.6	52.8	52.8
		Reasonably safe	224	40.3	41.2	93.9
		Don't Know	18	3.2	3.3	97.2
		Somewhat unsafe	13	2.3	2.4	99.6
		Very unsafe	2	0.4	0.4	100.0
Missing	12	NR	12	2.2	100.0	
Total	556		556	100.0		

For Questions 19-23 respondents were asked to indicate their position on the statements using a yes/no scale. Respondents could decline to answer any of the questions if they so chose. If “Yes” on any question was selected, respondents were asked to rate their contact with police using the following scale: 1= Excellent, 2= Good, 3 =Don’t Know, 4=Fair, 5=Poor. Respondents were also provided a comment box as Question 23 to expand on their responses to Police Services. These additional comments are available in Appendix B.

Question 19: During the past year, were you or anyone in your household the victim of any crime?

All but nine residents chose to respond to this question resulting in about 16% of all residents reporting being a victim of a crime. The full detail of responses is provided in **Table 19**.

Victim of a crime in the last 12 months						
Table 19						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	547	Yes	89	16.0	16.3	16.3
		No	458	82.4	83.7	100.0
Missing	9	NR	9	1.6	100.0	
Total	556		556	100.0		

Question 20: If yes, did you report all of these crimes to the police?

Of those residents who responded they had experienced a crime in UP, over three-quarters (84%) indicated that they reported the crime to the police. **Table 20** shows the detail of all responses.

Table 20 Did you report all of these crimes to the police					
	Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	86	Yes	72	80.9	83.7
		No	14	15.7	100.0
Missing	3	NR	3	3.4	100.0
Total	89		89	100.0	

Question 21: During the past year, have you had any contact with the University Place Police Department?

Well over one-third of all residents (37%) responding to the survey indicated that they had some contact with the City of UP police department within the last year. **Table 21** illustrates the distribution of all responses to the statement.

Table 21 Contact with the police department in the last year					
	Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	Yes	202	36.3	37.1
		No	342	61.5	62.9
Missing	12	NR	12	2.2	100.0
Total	556		556	100.0	

Question 22: If yes, how would you rate your contact?

Of the roughly one-third of survey respondents who indicated they had contact with the city of UP police, 85% indicated that the contact was handled well. Only 14% of respondents rated the contact as fair or poor. These high evaluations are consistent with previous years and remain a positive point of contact for the City. A full depiction of distribution of responses is in

Table 22.All citizens were invited to offer comment on their contact with police. A full listing of these 50 extra comments can be found in **Appendix B** under the listing of Question 23.

Table 22 If Yes on Q21 - How do you rate the police contact						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	199	Excellent	92	45.5	46.2	46.2
		Good	77	38.1	38.7	84.9
		Don't Know	3	1.5	1.5	86.4
		Fair	16	7.9	8.0	94.5
		Poor	11	5.4	5.5	100.0
Missing	3	NR	3	1.5	100.0	
Total	202		202	100.0		

Section E: Code Enforcement

To understand scope of the possible problem with code enforcement, for **Question 24**, respondents were asked to indicate their position on the following scale: 1=Not a problem, 2=Only a small problem, 3=Don't know, 4=Somewhat of a problem, 5=A major problem. For **Questions 25-27** respondents were asked to indicate their position on the statements using this Excellent-Poor Scale: 1= Excellent, 2= Good, 3 =No interaction, 4=Fair, 5=Poor. Respondents could decline to answer any of the questions if they so chose.

Question 24: To what extent are weed lots, abandoned vehicles, graffiti, and dilapidated buildings currently a problem in your neighborhood?

Many respondents (44%) felt that these issues were not a problem in their neighborhoods. About one-quarter of residents responding the question viewed issues of abandoned vehicles, graffiti, and dilapidated buildings as a small problem, another roughly 15% indicated the issues where somewhat of a problem, whereas very few citizens (7%) felt these issues represented a major problem for the City of UP. Distribution of the responses showing full numbers for each response will be found in **Table 24**.

Table 24 Problem with weeds, abandoned vehicles, graffiti ... in your neighborhood

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	454	Not a problem	201	36.2	44.3	44.3
		Only a small problem	120	21.6	26.4	70.7
		Don't Know	19	3.4	4.2	74.9
		Somewhat of a problem	82	14.7	18.1	93.0
		A major problem	32	5.8	7.0	100.0
Missing	102	NR	102	18.3	100.0	
Total	556		556	100.0		

Question 25: If you have had any personal interaction with the City’s Code Enforcement Department in the last year, how would you rate your experience?

Most of the respondents (72.7%) did not have an interaction with City Code Enforcement personnel. Of those citizens who had contact, just under half of residents rated their interaction positively. Some citizens (28%) indicated they had a fair interaction with City Code Enforcement personnel and even fewer (22%) rated the interaction as poor. **Table 25** provides full breakdown of responses for each choice.

Table 25 Rate interaction with City Code Enforcement Department

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	475	Excellent	11	2.0	2.3	2.3
		Good	24	4.3	5.1	7.4
		No Interaction	404	72.7	85.1	92.4
		Fair	20	3.6	4.2	96.6
		Poor	16	2.9	3.4	100.0
Missing	81	NR	81	14.6	100.0	
Total	556		556	100.0		

Question 26: If you have had any personal interaction with the City’s Animal Control Department in the last year, how would you rate your experience?

The most common response to contact with Animal Control was “no interaction” (83.6%). Of those residents who had contact with the City’s Animal Control personnel, about 6

of 10 respondents, or 62%, rated the interaction as excellent or good. Very few residents, less than one-fifth of those who had contact with Animal Control personnel, rated the interaction as “fair” and the remaining respondents (16%) rated their interaction as “poor”. **Table 26** provides full breakdown of responses for each choice.

Table 26 Rate interaction with City Animal Control Department						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	475	Excellent	12	2.2	2.5	2.5
		Good	36	6.5	7.6	10.1
		No Interaction	397	71.4	83.6	93.7
		Fair	17	3.1	3.6	97.3
		Poor	13	2.3	2.7	100.0
Missing	81	NR	81	14.6	100.0	
Total	556		556	100.0		

Question 27: If you have had any personal interaction with the City’s Building/Planning/Permits Department in the last year, how would you rate your experience?

Similar to contact patterns with Code and Animal Control, the most common response to contact with City Building/Planning/Permits personnel (84%) was “no interaction”. Of those residents who had contact with the City’s Building/Planning/Permits personnel, over 50% rated the interaction as excellent or good. One-quarter of residents with contact rated the interaction as “fair” and the remaining respondents (20%) rated their interaction as “poor”. **Table 27** provides full breakdown of responses for each choice.

Q27 Rate interaction with City Building/Planning/Permits Department						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	472	Excellent	24	4.3	5.1	5.1
		Good	16	2.9	3.4	8.5
		No Interaction	396	71.2	83.9	92.4
		Fair	21	3.8	4.4	96.8
		Poor	15	2.7	3.2	100.0
Missing	84	NR	84	15.1	100.0	
Total	556		556	100.0		

Section F: General Questions about University Place

For Questions 28-33 respondents were asked to indicate their position on the statements using an Agree-Disagree Scale, Where 1=Strongly Agree, 2=Agree, 3 =Don't Know, 4=Disagree, 5=Strongly Disagree. For Questions 34a-h respondents were asked to indicate their position on the statements using this Excellent-Poor Scale: 1= Excellent, 2= Good, 3 =Don't Know, 4=Fair, 5=Poor. Respondents could decline to answer any of the questions if they so chose.

Question 28: The City Council is responsive to citizen concerns.

Many residents (46%) indicated that they could not respond meaningfully to this question perhaps because they had no basis for judgment at this time. About three in ten residents (29%) indicated agreement that the City Council is responsive to their concerns, whereas another 25% of residents disagreed. Distribution showing full numbers for each response will be found in **Table 28**.

Table 28 The City Council is responsive to citizen concerns						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	539	Strongly Agree	28	5.0	5.2	5.2
		Agree	128	23.0	23.7	28.9
		Don't Know	247	44.4	45.8	74.8
		Disagree	101	18.2	18.7	93.5
		Strongly Disagree	35	6.3	6.5	100.0
Missing	17	NR	17	3.1	100.0	
Total	556		556	100.0		

Question 29: University Place is on the right track.

While roughly 20% of the respondents chose not to make a decision concerning the City's direction, 41% of UP citizens agreed with this statement. The remaining residents disagreed or strongly disagreed with the direction of the City. These results indicate that while a favorable number of residents agree with the City of University Place's direction, when compared to the previous evaluation, the favorable resident response to the City's direction has declined by about 25%. A full distribution of responses is found in **Table 29**.

Table 29 University Place is on the right track

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	538	Strongly Agree	31	5.6	5.8	5.8
		Agree	188	33.8	34.9	40.7
		Don't Know	107	19.2	19.9	60.6
		Disagree	149	26.8	27.7	88.3
		Strongly Disagree	63	11.3	11.7	100.0
Missing	18	NR	18	3.2	100.0	
Total	556		556	100.0		

Question 30: The City does an excellent job of keeping citizens informed about City issues.

This was one of the most positive responses concerning general questions about University Place; just over sixty percent of the residents indicated an appreciation for the way by which the City keeps citizens informed about City issues. Further, very few residents failed to give a response – only 67 residents selected the “don’t know” option. Whether or not the City has changed the way by which they keep residents informed, when compared to previous years, the favorable perception of communication has declined by about 15%. **Table 30** gives a detailed distribution of responses.

Table 30 The City does an excellent job of keeping citizens informed about City issues

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	538	Strongly Agree	56	10.1	10.4	10.4
		Agree	269	48.4	50.0	60.4
		Don't Know	67	12.1	12.5	72.9
		Disagree	113	20.3	21.0	93.9
		Strongly Disagree	33	5.9	6.1	100.0
Missing	18	NR	18	3.2	100.0	
Total	556		556	100.0		

Question 31: Recent changes in the City of University Place have made it more livable.

Just under fifty percent of all residents who indicated a response to this question agreed that changes improved the livability of the City. This positive evaluation offers the City important feedback concerning recent decision and changes. While about one-quarter of survey participants indicated they were undecided as to whether recent changes have made the City more livable, part of this number may be explained by those residents who have lived in the City for less than five years. The remaining participants disagreed that recent changes have improved the livability of the City. **Table 31** provides the detail of all responses.

Table 31 Recent changes in the City of UP have made it more livable						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	525	Strongly Agree	43	7.7	8.2	8.2
		Agree	202	36.3	38.5	46.7
		Don't Know	139	25.0	26.5	73.1
		Disagree	105	18.9	20.0	93.1
		Strongly Disagree	36	6.5	6.9	100.0
Missing	31	NR	31	5.6	100.0	
Total	556		556	100.0		

Question 32: The local tax burden is about right for the services we receive.

While about 32% of the respondents disagree about the appropriateness of tax burden for services, 46% of UP citizens agreed with this statement. Another 23% were not able to make an assessment on this question. These results indicate that more residents than not feel that the City of University Place is fair in the amount of services they provide in exchange for the taxes the City receives. A full distribution of responses is found in **Table 32**.

Table 32 The local tax burden is about right for the services we receive

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Strongly Agree	21	3.8	3.9	3.9
		Agree	226	40.6	41.7	45.6
		Don't Know	122	21.9	22.5	68.1
		Disagree	124	22.3	22.9	91.0
		Strongly Disagree	49	8.8	9.0	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Question 33: The enforcement of traffic laws in the city is about right.

While just under 20% of the respondents chose not to make a decision concerning the City’s direction, 64% of UP citizens agreed with this statement. These results indicate that the City of University Place pays good attention to protecting UP motorists and citizens. The full distribution of responses is found in **Table 33**.

Table 33 The enforcement of traffic laws in the City is about right

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	539	Strongly Agree	50	9.0	9.3	9.3
		Agree	295	53.1	54.7	64.0
		Don't Know	103	18.5	19.1	83.1
		Disagree	64	11.5	11.9	95.0
		Strongly Disagree	27	4.9	5.0	100.0
Missing	17	NR	17	3.1	100.0	
Total	556		556	100.0		

Questions 34a-h: For each of the following, please indicate whether the communication method is a good way for the City to communicate with you

a. Mailed Newsletter

Almost all participants offered a response to this question and the newsletter received the highest agreement among all forms of communication; over nine out of ten residents indicated

that the newsletter was a good way to be in touch with City news. Very few residents, less than ten percent, indicated that the newsletter was a fair or poor way to reach them. **Table 34a** displays the full range of responses.

Table 34a Communication - Mailed newsletter						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Excellent	273	49.1	50.5	50.5
		Good	227	40.8	42.0	92.4
		Don't know	5	0.9	0.9	93.3
		Fair	28	5.0	5.2	98.5
		Poor	8	1.4	1.5	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

b. City Website

About four in ten residents agreed that the City website is a good way to get information. The next most common response (35%) was citizens who indicated “don’t know”. Another quarter of residents indicated that the website was a fair or poor means of communicating with them. These responses may be better understood by looking at the age of UP citizens. Given that just under 40% of the respondents are over age 65, they may not feel comfortable or have access to newer forms of electronic communication. The full distribution of responses is found in **Table 34b**.

Table 34b Communication - UP City Website						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	499	Excellent	64	11.5	12.8	12.8
		Good	137	24.6	27.5	40.3
		Don't know	174	31.3	34.9	75.2
		Fair	76	13.7	15.2	90.4
		Poor	48	8.6	9.6	100.0
Missing	57	NR	57	10.3	100.0	
Total	556		556	100.0		

c. UPTV

Similar to the pattern of responses to City’s Website as a form of communication, most residents (40%) indicated that UPTV is a preferred form of communication from the City. Another roughly 40% of citizens indicated “don’t know”. The remaining 30% of citizens indicated that UPTV was a fair or poor way for the City to communicate with them. **Table 34c** provides all responses to the question.

Q34c Communication - UPTV						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	500	Excellent	51	9.2	10.2	10.2
		Good	100	18.0	20.0	30.2
		Don't know	195	35.1	39.0	69.2
		Fair	67	12.1	13.4	82.6
		Poor	87	15.6	17.4	100.0
Missing	56	NR	56	10.1	100.0	
Total	556		556	100.0		

d. Direct Mailings

About three-quarters of residents indicated that direct mailings were a preferred way to receive information from the city. Very few residents, just over ten percent, indicated that the newsletter was a fair or poor way to reach them. **Table 34d** provides all responses to the question.

Table 34d Communication - Direct Mailings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	505	Excellent	149	26.8	29.5	29.5
		Good	228	41.0	45.1	74.7
		Don't know	67	12.1	13.3	87.9
		Fair	40	7.2	7.9	95.8
		Poor	21	3.8	4.2	100.0
Missing	51	NR	51	9.2	100.0	
Total	556		556	100.0		

e. City Readerboard

Somewhat similar to the pattern of responses to UPTV as a form of communication, most residents (40%) indicated that the City readerboard is a preferred form of communication from the City. Another roughly 30% of citizens indicated “don’t know”. The remaining 30% of citizens indicated that the readerboard was a fair or poor way for the City to communicate with them. **Table 34e** provides all responses to the question.

Table 34e Communication - City Readerboard						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	485	Excellent	51	9.2	10.5	10.5
		Good	142	25.5	29.3	39.8
		Don't know	139	25.0	28.7	68.5
		Fair	81	14.6	16.7	85.2
		Poor	72	12.9	14.8	100.0
Missing	71	NR	71	12.8	100.0	
Total	556		556	100.0		

f. Public Meetings

Roughly four in ten citizens (39.5%) indicated that public meetings are an excellent or good means of communication. Another 30% of citizens responded “don’t know” to the value of meetings as a communication form, while just over a quarter of residents indicated that meetings are a fair or poor means of communicating. The full distribution of responses is found in **Table 34f**.

Table 34f Communication - Public Meetings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	483	Excellent	41	7.4	8.5	8.5
		Good	150	27.0	31.1	39.5
		Don't know	171	30.8	35.4	74.9
		Fair	85	15.3	17.6	92.5
		Poor	36	6.5	7.5	100.0
Missing	73	NR	73	13.1	100.0	
Total	556		556	100.0		

g. Neighborhood Meetings

When considering neighborhood meetings as a communication source, most respondents (47%) indicated “don’t know”. Another 30% of citizens regarded neighborhood meetings as a good communication channel. While roughly 25% of citizens indicated that public meetings were a fair or poor way for the City to communicate with them, the remaining 13% of citizens did not respond to the question. **Table 34g** displays the full range of responses.

Table 34g Communication - Neighborhood Meetings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	481	Excellent	33	5.9	6.9	6.9
		Good	113	20.3	23.5	30.4
		Don't know	224	40.3	46.6	76.9
		Fair	66	11.9	13.7	90.6
		Poor	45	8.1	9.4	100.0
Missing	75	NR	75	13.5	100.0	
Total	556		556	100.0		

h. Other

While very few residents offered other communication channel suggestions, the list below indicates the preferred form of communication and the number in parenthesis indicates the frequency of residents that mentioned that particular channel.

- Email (5)

- Facebook (2)
- Phone blitz (1)
- Newspaper (1)

Question 35 offered citizens the opportunity to offer additional or follow up comments regarding responses to the **General Questions**. These open-ended comments are available in **Appendix B**, under **Question 35**.

Question 36: What indicators or measures do you personally use to evaluate the City overall and/or specific City services? All responses to this open-ended question can be found in **Appendix B, Question 36**. Responses have been sorted into categories to aid in reading commonalities across opinions.

Section G: Stormwater/Sustainability Questions

To gather specific information about residents’ knowledge and practices concerning stormwater and hazardous waste disposal, question responsesets vary considerably. For Questions 37-38 residents were asked to respond using the following scale: 1=very familiar, 2=somewhat familiar, 3= don’t know, 4=somewhat unfamiliar, 5=very unfamiliar.

Question 37: How familiar are you with the University Place Stormwater Management Plan?

To the question of familiarity with the City’s stormwater plan, most residents (34%) responded “don’t know”. Still, about three in ten residents were very or somewhat familiar with the plan. Some residents (16%) indicated they were somewhat unfamiliar and another 21% indicated they were very unfamiliar with the plan. The lack of knowledge concerning stormwater planning is an opportunity for the City to provide more information to citizens. **Table 37** shows the full range of responses.

Table 37 Familiarity with UP Stormwater Management Plan						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Very familiar	18	3.2	3.3	3.3
		Somewhat familiar	142	25.5	26.3	29.6
		Don't Know	181	32.6	33.5	63.1
		Somewhat unfamiliar	85	15.3	15.7	78.9
		Very unfamiliar	114	20.5	21.1	100.0
Missing	16	NR	16	2.9	100.0	
Total	556		556	100.0		

Question 38: How aware are you of where stormwater travels after it runs off your property?

Most residents indicated they were very or somewhat familiar with the destination of the stormwater runoff. About one-fifth of all residents (20%) responded “don’t know”. Another 18% of residents indicated they were somewhat unfamiliar or very unfamiliar with where the stormwater travels when it leaves their property. **Table 38** displays all responses.

Table 38 Awareness of stormwater runoff destination						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Very familiar	112	20.1	20.7	20.7
		Somewhat familiar	223	40.1	41.2	61.9
		Don't Know	109	19.6	20.1	82.1
		Somewhat unfamiliar	46	8.3	8.5	90.6
		Very unfamiliar	51	9.2	9.4	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

Questions 39-41 asked residents about their practices concerning stormwater and hazardous materials that have environmental impact.

Question 39: Where do you typically wash your car?

Just under half (47%) of residents indicated they use a commercial carwash to clean their car. The next most common response (37%) was washing their car in the driveway. About one in ten residents wash their cars in the lawn area and another 5% use charity car washes. The full distribution of responses is found in **Table 39**.

Table 39 Where do you typically wash your car

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	533	Driveway	196	35.3	36.8	36.8
		Lawn area	56	10.1	10.5	47.3
		Commercial car wash	252	45.3	47.3	94.6
		Charity car wash	29	5.2	5.4	100.0
Missing	23	NR	23	4.1	100.0	
Total	556		556	100.0		

Question 40: Do you know where the closest location is to drop off hazardous materials such as batteries, motor oil, and electronics?

Most residents answered this question. An overwhelming three-quarters of residents indicated they know where to drop off hazardous materials. Roughly one-quarter of the remaining residents did not know where to drop off materials. **Table 40** displays all responses.

Table 40 Do you know dropoff locations for hazardous materials

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	545	Yes	417	75.0	76.5	76.5
		No	128	23.0	23.5	100.0
Missing	11	NR	11	2.0	100.0	
Total	556		556	100.0		

Question 41: How frequently do you recycle hazardous waste such as batteries, motor oil, and electronics?

Most residents (37%) admitted that they rarely recycle hazardous waste. Still, another 34% of residents responded that they recycle hazardous waste all of the time and another 19% indicated they recycle waste sometimes. Just less than 10% of residents stated they never recycled their hazardous waste materials. **Table 41** displays all responses.

Table 41 How frequently do you recycle hazardous waste

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	546	All the time	185	33.3	33.9	33.9
		Sometimes	106	19.1	19.4	53.3
		Rarely	201	36.2	36.8	90.1
		Never	54	9.7	9.9	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Questions 42-44 seek to gauge residents' awareness and interest in learning about local and national sustainability practices. A variety of scales were used to learn about citizens' interest and personal practices regarding sustainability issues.

Question 42: How interested are you in learning ways you can personally prevent pollution on your property from entering the stormwater system?

A high level of interest in learning about pollution prevention was evident in residents' responses. Just under three-quarters of all residents indicated they were very or somewhat interested in stormwater education. About 20% indicated a lack of interest. **Table 42** displays the range of responses.

Table 42 Interest in learning about stormwater pollution prevention

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	533	Very interested	167	30.0	31.3	31.3
		Somewhat interested	228	41.0	42.8	74.1
		Don't Know	41	7.4	7.7	81.8
		Somewhat uninterested	66	11.9	12.4	94.2
		Very uninterested	31	5.6	5.8	100.0
Missing	23	NR	23	4.1	100.0	
Total	556		556	100.0		

Question 43: Are you aware that the City has held workshops and distributed educational information on stormwater and environmental protection?

While about 60% of citizens indicated an lack of awareness about educational outreach programs offered but the City, another 40 % of residents indicated an awareness of the workshops available. These responses indicate that they are opportunities available to the City to reach out and continue environmental education programs. Very few residents (3.2%) chose not to respond at all. **Table 43** provides the detailed look at all responses.

Table 43 Awareness of City workshops on Stormwater/Environmental protection						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	538	Yes	219	39.4	40.7	40.7
		No	319	57.4	59.3	100.0
Missing	18	NR	18	3.2	100.0	
Total	556		556	100.0		

Question 44: How familiar are you with the national movement to go green and improve sustainability?

A large number of citizens (87%) indicated familiarity with the national green movement. A small percentage of residents (6%) indicated they were somewhat unfamiliar and a few residents (2.4%) indicated they were very unfamiliar with the green movement. This awareness offers potential for the City to demonstrate the possibilities to join local activities to the national movement. **Table 44** provides an overview of all responses.

Table 44 Familiarity with national Green/Sustainability movement						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Very familiar	178	32.0	32.9	32.9
		Somewhat familiar	294	52.9	54.3	87.2
		Don't Know	31	5.6	5.7	93.0
		Somewhat unfamiliar	25	4.5	4.6	97.6
		Very unfamiliar	13	2.3	2.4	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

To understand citizens' positions on sustainability issues, for Question 45a-d, respondents were asked to indicate their position on the statements using this Very Important-Very Unimportant: 1= Very Important, 2= Somewhat Important, 3 =Don't Know, 4=Somewhat Unimportant, 5=Very Unimportant. Respondents could decline to answer any of the questions if they so chose.

Questions 45a-d: Please indicate how important you think the following sustainability issues are for University Place

a. Energy

There is strong agreement among University Place residents that energy sustainability is an important issue for the City. Almost 86% of residents agreed that energy is an important issue. About one in ten residents think sustainability of energy is unimportant and very few residents (6%) indicated “don't know”. **Table 45a** displays the full range of responses.

Table 45a Importance - Energy						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Very Important	304	54.7	57.3	57.3
		Somewhat important	152	27.3	28.6	85.9
		Don't Know	32	5.8	6.0	91.9
		Somewhat unimportant	28	5.0	5.3	97.2
		Very unimportant	15	2.7	2.8	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

b. Environmental Health and Natural Resources

Responses to the importance of environmental health and natural resources were strikingly similar to the issue of energy. About 85% of all residents agreed that environmental health is important for the City. Another 8.4% disagreed with the importance of environmental health in UP. Very few residents (6.8%) chose not to respond. **Table 45b** shows the full range of responses.

Table 45b Importance - Environmental Health

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	529	Very Important	318	57.2	60.1	60.1
		Somewhat important	131	23.6	24.8	84.9
		Don't Know	36	6.5	6.8	91.7
		Somewhat unimportant	31	5.6	5.9	97.5
		Very unimportant	13	2.3	2.5	100.0
Missing	27	NR	27	4.9	100.0	
Total	556		556	100.0		

c. Transportation

Again, most residents (83.4%) indicated that transportation is an important issue for the City. Another 6.4% responded “don’t know” and the remaining 10% indicated that transportation is not an important consideration for the City. **Table 45c** below gives a detailed distribution of responses.

Table 45c Importance - Transportation

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Very Important	268	48.2	50.5	50.5
		Somewhat important	175	31.5	33.0	83.4
		Don't Know	34	6.1	6.4	89.8
		Somewhat unimportant	40	7.2	7.5	97.4
		Very unimportant	14	2.5	2.6	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

d. Community Vitality

As with all issues of sustainability, community vitality also had broad support with UP citizens. Most citizens (83.1%) agreed that community vitality is important in the City while, about 8.3% disagreed with its importance. Just under 10% of citizens indicated “don’t know”. **Table 45d** provides the detailed look at all responses.

Table 45d Importance - Community Vitality

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Very Important	300	54.0	57.0	57.0
		Somewhat important	137	24.6	26.0	83.1
		Don't Know	44	7.9	8.4	91.4
		Somewhat unimportant	25	4.5	4.8	96.2
		Very unimportant	20	3.6	3.8	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

For question 46, residents were allowed to select as many ways by which the City should support sustainability efforts, therefore total responses will be greater than the number of survey participants.

Question 46: In what ways do you think the City should support sustainability efforts in University Place?

Just over one-fifth of all residents chose not respond to this question. Still, resident responses offer insight as to how the City might rank priorities. The most popular response was to ask the City to increase citizen education and outreach. The second two most popular options were to support City staff participation in sustainability efforts and to ask the City to facilitate community-led efforts. The least popular response was to mandate sustainability efforts through citywide regulation. **Table 46** shows the numeric totals of all options.

Table 46 What ways should City support sustainability efforts in UP

		Value	Frequency
Valid	439	City Departments	264
		Education/Outreach	302
		Citywide Regulation	119
		Community Efforts	248
Missing	117	NR	117
Total	556	Totals	933

Section H: City Services

In Questions 49-53 respondents were asked to indicate their position on the statements concerning fees and tax revenue using this Support-Oppose Scale: 1= Strongly support, 2=Support, 3 =Don't Know, 4=Oppose, 5=Strongly oppose. Respondents could decline to answer any of the questions if they so chose.

Question 49: Using City tax revenue to lower permit fees for business.

About 41% of citizens would support using tax revenue to lower permit fees, while another roughly 30% said they would oppose the practice. Just over one-quarter of residents indicated “don't know” that indicates some public awareness education might be useful on this issue. Some residents (6%) chose not to respond at all. **Table 49** provides the detailed look at all responses.

Table 49 Support for using tax revenue to lower permit fees						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	521	Strongly support	64	11.5	12.3	12.3
		Support	151	27.2	29.0	41.3
		Don't Know	141	25.4	27.1	68.3
		Oppose	119	21.4	22.8	91.2
		Strongly oppose	46	8.3	8.8	100.0
Missing	35	NR	35	6.3	100.0	
Total	556		556	100.0		

Question 50: Developing Town Center to increase the sales tax base

This was one of the most positive responses among citizens with sixty-nine percent indicating support for developing the Town Center to increase the tax base. Further, very few residents failed to give a response (5.4%) and only ten percent of residents selected the “don't know” option. Still, there are about one-fifth of residents who oppose the strategy of developing the Town Center to increase sales tax revenue. **Table 50** gives a detailed distribution of responses.

Table 50 Support for developing Town Center to increase sales tax base

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Strongly support	185	33.3	35.2	35.2
		Support	178	32.0	33.8	69.0
		Don't Know	57	10.3	10.8	79.8
		Oppose	57	10.3	10.8	90.7
		Strongly oppose	49	8.8	9.3	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Question 51: Using City tax revenue to lower fees for recreation programs

Similar to the pattern of response concerning using tax revenue to lower permit fees, about 45% of a citizens who responded to this question would support using tax revenue to lower fees for recreation programs. Another roughly 35% of citizens said they would oppose the practice. About one-fifth (19%) of residents selected the “don’t know” response. Some residents (5%) chose not to respond at all. **Table 51** provides the detailed look at all responses.

Support for using tax revenue to lower fees for recreation programs						
Table 51		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	530	Strongly support	64	11.5	12.1	12.1
		Support	175	31.5	33.0	45.1
		Don't Know	101	18.2	19.1	64.2
		Oppose	135	24.3	25.5	89.6
		Strongly oppose	55	9.9	10.4	100.0
Missing	26	NR	26	4.7	100.0	
Total	556		556	100.0		

Question 52: Using City tax revenue to encourage business retention and recruitment

Citizens indicated a similar favorable response to the proposition of using tax revenue to encourage business retention and recruitment as they did to developing Town Center to raise the sales tax base. Over sixty percent (63.9) of residents would support the use of tax revenue to

encourage business recruitment and retention. The remaining responses were divided between opposition (18.6%) and the “don’t know” (17.5%) option. About five percent (5.4%) of residents did not answer the question. **Table 52** shows the full range of responses.

Table 52 Support for using tax revenue to encourage business retention and recruitment						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Strongly support	135	24.3	25.7	25.7
		Support	201	36.2	38.2	63.9
		Don't Know	92	16.5	17.5	81.4
		Oppose	67	12.1	12.7	94.1
		Strongly oppose	31	5.6	5.9	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Question 53: How willing are you to pay higher participant fees to keep or add Parks and Recreation programs?

Just over half of all residents indicated a willingness to pay fees to keep or add Parks and Recreation programs. Another 17% were somewhat unwilling to pay higher fees and roughly the same number of residents indicated they were very unwilling to pay fees. **Table 53** displays the full detail of responses.

Pay higher participant fees to keep or add Parks and Recreation programs?						
Table 53						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	529	Very willing	78	14.0	14.7	14.7
		Somewhat willing	206	37.1	38.9	53.7
		Somewhat unwilling	92	16.5	17.4	71.1
		Very unwilling	90	16.2	17.0	88.1
		N/A	63	11.3	11.9	100.0
Missing	27	NR	27	4.9	100.0	
Total	556		556	100.0		

Section I: Optional Citizen Descriptor Questions

Question 55: In what kind of home do you live?

Homeowner or renter status was determined for 97.1% of the respondents. Most respondents (79%) report living in single-family residences with the next largest category (16%) in the apartment/condominium option. **Table 55** shows numbers and percentages of all residential dwelling types.

Table 55 Residence						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Apartment/Condo	86	15.5	15.9	15.9
		Single family residence	427	76.8	79.1	95.0
		Trailer/Mobile home	2	0.4	0.4	95.4
		Townhouse	9	1.6	1.7	97.0
		Duplex	15	2.7	2.8	99.8
		Other	1	0.2	0.2	100.0
Missing	16	NR	16	2.9	100.0	
Total	556		556	100.0		

Questions 56a & b: How many adults and children currently live in your home, including yourself?

a. Adults

Most respondents (over 94%) chose to answer this question. In general just over 60% of all respondents reported two adults living in their residence. Roughly one-fifth of all residences are occupied by single dwellers. **Table 56a** provides all responses to the question.

Table 56a Adults						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	524	1	114	20.5	21.8	21.8
		2	332	59.7	63.4	85.1
		3	64	11.5	12.2	97.3
		4	13	2.3	2.5	99.8
		5+	1	0.2	0.2	100.0
Missing	32	NR	32	5.8	100.0	
Total	556		556	100.0		

b. Children

Most residents (76%) report having no children living with them, with the next highest category (11%) reporting one child under the age of 17 living in the household. A similar number of households (10%) reported having two children living in the household. **Table 56b** shows the full range of responses.

Table 56b Children						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	524	0	397	71.4	75.8	75.8
		1	58	10.4	11.1	86.8
		2	53	9.5	10.1	96.9
		3	8	1.4	1.5	98.5
		4+	8	1.4	1.5	100.0
Missing	32	NR	32	5.8	100.0	
Total	556		556	100.0		

Question 57: How long (in years) have you been a resident of University Place?

Length of residence was obtained for almost 98% of the survey respondents. Because survey residents self-selected to participate, statistics about length of residence are not necessarily representative of the community, however, it is likely that the sample will include some long-time residents, and those somewhat newer to the city. About 15% of residents

reported residing in UP less than five years, whereas almost 48% percent reported living in the city for over 20years. The overall breakdown by length of residence is in **Table 57**.

Table 57 Years of Residency						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	0-1	14	2.5	2.6	2.6
		1-5	71	12.8	13.1	15.6
		6-10	72	12.9	13.2	28.9
		11-15	78	14.0	14.3	43.2
		16-20	49	8.8	9.0	52.2
		20+	260	46.8	47.8	100.0
Missing	12	NR	12	2.2	100.0	
Total	556		556	100.0		

Question 58. Gender?

Overall gender distribution of those responding to the survey was also obtained. **Table 58** shows that 59% of the respondents were female. Just under 5% of residents chose not to respond to this question.

Table 58 Gender						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Female	312	56.1	58.8	58.8
		Male	219	39.4	41.2	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

Question 59: Age group?

Age groupings were also determined for 97% of the respondents. Although there was no way to seek any type of ratio on age of respondents, final results showed that of the pre-determined age categories in the sample there is a reasonable distribution of respondents across all ranges. **Table 59** shows the breakdown of respondents by age.

Table 59 Age						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Under 25	8	1.4	1.5	1.5
		26-35	39	7.0	7.2	8.7
		36-45	50	9.0	9.3	18.0
		46-55	113	20.3	20.9	38.9
		56-65	126	22.7	23.3	62.2
		Over 65	204	36.7	37.8	100.0
Missing	16	NR	16	2.9	100.0	
Total	556		556	100.0		

Question 60: Please tell us the racial or ethnic group of which you consider yourself to be a member?

Over 90% of the survey respondents agreed to answer this optional question. Of those responding to the survey question roughly nine of ten residents reported belonging to the White/Caucasian group. Breakdown by reported racial group is shown in **Table 39**.

Table 60 Race						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	504	African American	11	2.0	2.2	2.2
		Hispanic	5	0.9	1.0	3.2
		Eskimo/Aleut	1	0.2	0.2	3.4
		Asian/Pacific Islander	23	4.1	4.6	7.9
		Native American	3	0.5	0.6	8.5
		White/Caucasian	451	81.1	89.5	98.0
		Other	10	1.8	2.0	100.0
		Missing	52	NR	52	9.4
Total	556		556	100.0		

Question 61: What is the approximate total annual family income of all members of your household?

About 85% of the survey respondents agreed to answer this optional question, allowing a profile of an income factor. Of those responding to the survey question about 35% reported

between \$35,000-70,000 in annual household income, while just under one-quarter of UP citizens report an income of between \$70,000-100,000. Breakdown by reported income is shown in **Table 61**.

Table 61 Income						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	472	Less than \$35K	73	13.1	15.5	15.5
		\$35K-\$70K	167	30.0	35.4	50.8
		\$70K-\$100K	106	19.1	22.5	73.3
		\$100K-\$125K	59	10.6	12.5	85.8
		\$125K+	67	12.1	14.2	100.0
Missing	84	NR	84	15.1	100.0	
Total	556		556	100.0		

Question 62: In which quadrant of the City do you live?

Citizens were asked to identify which sectors of the city in which they live in order to identify the range of residency across city sectors. Without current census information to determine exact population numbers, readers should simply note the number of responses received in each area marked off by the arbitrary boundaries where:

- Northwest (NW) = North of Cirque Drive and West of Sunset
- Northeast (NE) = East of Sunset and North of Cirque Drive
- Southwest (SW) = South of Cirque and West of Bridgeport Way
- Southeast (SE) = South of 44th and East of Bridgeport Way

Table 62 shows frequency and percent numbers by city quadrant.

Table 62 Reside in areas of the city						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	NW	154	27.7	29.0	29.0
		NE	123	22.1	23.2	52.2
		SW	160	28.8	30.1	82.3
		SE	94	16.9	17.7	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

Appendix A

Community Survey 2010

Parks and Recreation

1. How many times have you or some one in your household visited a City park or park facility in the last year? **(0, 1-3, 4-6, 7-10, 11+)**
2. How many City recreation programs have you or some one in your household participated in during the last year? **(0, 1-3, 4-6, 7-10, 11+)**
3. How do you rate the range of programs offered by Parks and Recreation? **(excellent, good, don't know, fair, poor)**
4. How do you rate the appearance of Parks and Recreation facilities? **(excellent, good, don't know, fair, poor)**
5. How do you rate the safety of Parks and Recreation facilities? **(excellent, good, don't know, fair, poor)**
6. How do you rate the quality of University Place Parks and Recreation Programs? **(excellent, good, don't know, fair, poor)**
7. Do you have any additional or follow up comments regarding your responses in the Parks and Recreation section? **(open ended)**

Streets and Road Maintenance

8. How do you rate the condition of the streets and roads in your neighborhood? **(good condition, mostly good condition, many bad spots, don't know)**
9. How do you rate the quality of street sweeping services in your neighborhood? **(excellent, good, don't know, fair, poor)**
10. If you have had any personal interaction with the streets and parks maintenance department in the last year, how would you rate your experience? **(excellent, good, no interaction, fair, poor)**
11. Do you have any additional or follow up comments regarding your responses in the Streets and Road Maintenance section? **(open ended)**

Refuse and Recycling (excellent, good, don't know, fair, poor)

12. Overall, how do you rate University Place's residential garbage collection services?
13. Overall, how do you rate the residential recycling services?

Police Services (very safe, reasonably safe, don't know, somewhat safe, very unsafe)

How safe do you feel walking alone in...

14. ... your neighborhood in general?
15. ... your neighborhood after dark?
16. ... your neighborhood during the day?
17. ... business areas after dark?
18. ... business areas during the day?
19. During the past year, have you or anyone in your household been a victim of a crime in University Place? **(yes /no)**
20. If yes, did you report all of these crimes to the police? **(yes /no)**

21. During the past year, have you or anyone in your household had any contact with the University Place police department? **(yes/no)**
22. If yes, how would you rate your contact? **(excellent, good, don't know, fair, poor)**
23. Do you have any additional or follow up comments regarding your responses in the Police Services section? **(open ended)**

Code Enforcement / Development Services

24. To what extent are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in your neighborhood? **(not a problem, only a small problem, don't know, somewhat of a problem, a major problem)**
25. How do you rate the City's response to these code enforcement issues? **(excellent, good, don't know, fair, poor)**
26. How do you rate the City's response to animal control? **(excellent, good, don't know, fair, poor)**
27. 10. If you have had any personal interaction with the Building/Planning/Permits Department in the last year, how would you rate your experience? **(excellent, good, no interaction, fair, poor)**

General Questions (strongly agree, agree, don't know, disagree, strongly disagree)

28. The City Council is responsive to citizen concerns.
29. University Place is on the right track.
30. The City does an excellent job of keeping citizens informed about City issues.
31. Recent changes in the City of University Place have made it more livable.
32. The local tax burden is about right for the services we receive.
33. The enforcement of traffic laws in the City is about right.
34. For each of the following, please indicate whether the communication method is a good way for the City to communicate with you. **(excellent, good, don't know, fair, poor)**
- Mailed Newsletter
 - UP City Website
 - UPTV
 - Direct Mailings
 - City Reader Board on Bridgeport Way
 - Public Meetings
 - Neighborhood Meetings
 - Other: _____
35. Do you have any additional or follow up comments regarding your responses in the General Questions section? **(open ended)**
36. What indicators or measures do you personally use to evaluate the City overall and/or specific City services? **(open ended)**

Stormwater / Sustainability

37. How familiar are you with the University Place Stormwater Management Plan? **(Very familiar, somewhat familiar, don't know, unfamiliar)**
38. How aware are you of where stormwater travels after it runs off your property? **(very familiar, somewhat familiar, don't know, unfamiliar)**
39. Where do you typically wash your car? **(driveway, lawn area, commercial car wash, charity car wash)**

40. Do you know where the closest location is to drop off hazardous materials? **(yes/no)**
41. How frequently do you recycle hazardous waste such as batteries, motor oil, and electronics? **(All the time, sometimes, rarely, never)**
42. How interested are you in learning more about rain gardens, rain barrels, or other ways you can personally prevent pollution on your property from entering the stormwater system? **(very interested, somewhat interested, Don't know, uninterested)**
43. Are you aware that the City has held workshops and distributed educational information on stormwater and environmental protection? **(yes/no)**
44. How familiar are you with the national movement to go green and improve sustainability? **(very familiar, somewhat familiar, don't know, unfamiliar)**
45. Please indicate how important you think the following sustainability issues are for University Place. **(Very important, somewhat important, don't know, somewhat unimportant, very unimportant)**
- Energy
 - Environmental Health & Natural Resources
 - Transportation
 - Community Vitality
46. In what ways do you think the City should support sustainability efforts in University Place? **(circle all that apply) (increase sustainable practices in City departments, increase citizen education and outreach, consider citywide regulations, facilitate and support community led efforts)**
47. Do you have any suggestions about how the City can increase sustainability in order to save money and protect the environment? **(open ended)**
48. Do you have any additional or follow up comments regarding your responses in the Stormwater / Sustainability section? **(open ended)**

City Services (strongly support, support, don't know, oppose, strongly oppose)

Please indicate your support for the following:

47. Using City tax revenue to lower permit fees for businesses.
50. Developing Town Center to increase the sales tax base.
51. Using City tax revenue to lower fees for recreation programs.
52. Using City tax revenue to encourage business retention and recruitment.
53. How willing are you to pay higher participant fees to keep or add Parks and Recreation programs? **(Very willing, somewhat willing, somewhat unwilling, very unwilling, NA)**

Citizen Descriptor Questions (circle response or fill in the blank)

54. In what kind of home do you live? **(apartment/condo, single family residence, trailer/mobile home, townhouse, other___)**
55. How many adults and children currently live in your home, including yourself? **(adults___, children___)**
56. How long (in years) have you lived in University Place? **(less than 1, 1-5, 6-10, 11-15, 16-20, 20+)**
57. Gender. **(M/F)**
58. Age group. **(under 25, 26-35, 36-45, 46-55, 56-65, 65+)**
59. Please tell us the racial or ethnic group of which you consider yourself a member? **(African American, Hispanic, Eskimo/Aleut, Asian/Pacific Islander, Native American, White/Caucasian, Other)**

60. What is the approximate total annual family income of all members of your household? (**less than \$35k, \$35k-\$70k, \$71k-\$100k, \$101k-\$125k, \$125k+**)

61. In which quadrant of the City do you live? (**NW [N of Cirque, W of Sunset], NE [N of Cirque, E of Sunset], SW [S of Cirque, W of Bridgeport], SE [S of 44th, E of Bridgeport]**)

62. Other comments. (**Open Ended**)

Appendix B

Parks and Recreation Feedback (Q7)

Facilities and Programs

Not enough options for adults on evenings/weekends

Would like more adult classes - art, craft

A larger play structure at Cirque Park and or swings.

Need a pool or playground. Skate park is full of kinks and coping is too small. No big playgrounds for kids

Park Pool needed

Need to use Curran House, not just orchard as public park

We would like the Curran Apple Orchard Park maintained better

No parking for Colgate anymore. All equipment at the park for kids is the same - kids are bored and prefer Tacoma park areas

No upkeep

Not enough access to baseball fields (too few), outdoor basketball courts, indoor gyms(access sucks) - more pool access needed

The dog park needs plumbing for water. It should also be planted so it is not just mud when it rains.

More off leash areas for dogs

Off leash dog parks are big part of our park usage

Some picnic areas would be nice - everything seems to be for sports teams

Well maintained

I enjoy the green landscape of the city - please preserve

Financial

Why are lights being on at night when only 4-7 peoples are using the park?

You should have built a pool instead of a skate park

Are programs cost effective?

Pay To Play. Don't use City \$\$\$ for parks and recs at this time. Finish town center

Pay for play. Good to upgrade UP school tennis courts or build some new ones.

Cut all possible positions, renegotiate on promised pensions and benefits

Do not raise taxes for any more parks & programs

I thought you did not fund park and rec anymore.

If the city is broke - make parks and rec volunteer sponsored

It is vital to fund parks and rec... need more teen stuff

Not a top priority. Should focus on economic issues. People should pay a fee to use parks. People with dogs should pay a higher fee due to health issues. Kids play on grass where dogs urinate. Not healthy!

Parks are unimportant to me just another tax expense.

Please give some of the budget back to parks and rec. Skip new, fancy street lamps.

Sell homestead; Should be business; liability; No wage; reduce debt

Should not ask pay to play

Stop spending money - we are broke as a city

Terrible waste of city tax funds - Stop wasting City tax money

The constraints is the issue, also the cost. Most of the time, its easier to just do things thru the YMCA

The cost to play a sport is way out of our pockets. We cannot even have our kids in the programs. We are going outside of the city.

They should be self-supporting

Things look good! But why try to look the best while in a depression?

Too much is spent on parks and roundabouts.

Using common sense to do things to save money is important. Going green is a total waste of time and money. We cannot do anything to control the weather.

We are great supporters of a community having parks and recreation facilities for its residents. There is a caveat for this support however, and that is that city leadership must understand that for every piece of land devoted to these purposes, there is tax revenue lost, and an encumbrance placed on the city for maintenance and upkeep. This delicate balance is out of whack in UP, particularly in these times of revenue reduction

General

Varies widely depending on park

Absolutely love Camp Uplay.

Although we don't take advantage of these programs, it's important that we offer them

As my children get older, I use resources less

Based on a little first hand knowledge or observation

Dissatisfied with the treatment Diane DeMars received regarding her yoga class

Do you include Chamber's Bay as city? If not we haven't been to a city park.

Don't go to parks alone even in daytime unless an event is going on

Get a better PR department

Get rid of the remaining flim flam members

I have muscular dystrophy and can't use the parks at all

I haven't used the parks, they seem to have a lot to offer.

I read the brochure for programs there's a wide selection

I spend a lot of time at the Chambers Bay/Grandview trails and enjoy walking there

I walk my dog at Cirque park daily and appreciate the bags - most people do use them

I wish there were more and we had the UP Fest back

In one word - Suck

In these poor economic times there are hardly words for the superb job by staff and volunteers

Is the county going to help take care of traffic to Chambers Bay? Will there be good bus service for outsiders to come to the beach?

Keep up the good work - doing great

Let UP Soccer club take over soccer program

Lots of time information about programs/events is out too late or after the event

Maintain walking paths more frequently.

My family appreciates the efforts of the Park/Rec department

No children, retired widow.

Parks are currently sufficient

Recreation programs are important for the health of UP

Retired

Since I quit driving, I am less aware of the activities and programs in the community

The coaches and refs are doing an excellent job

The various programs and events have been very good

The young lady that maintains Seaview park is EXCELLENT. She works hard and does a great job. I

walk my dog daily and they keep it clean and maintained

This section does not apply to our family.

Too bad it had to reduce its offering

We are looking forward to the playground by the Sound@ Chambers Creek

We have a wide assortment of services that cover the bulk of population areas of UP. Need to concentrate on maintaining what we have

We have enough parks
We love the Chambers Bay park facilities and paths
We love the parks, especially Colgate and Sunset Terrace.
We use the Grandview trail several times a week - not a city park
We use/walk Chambers Bay every week but recognize it as County facility

Programs: General

Appreciate the parent volunteers, however the sports program quality depends on the skill of the parent
- not always strong
BBall games and practices booked to close.
Do not have any idea about UP P&R - suggest they send out quarterly bulletins on what is going to happen.
Don't schedule Mom/Son sports, then cancel
I wasn't happy with the kids computer classes, they didn't learn anything
I wish there were more yoga class. Miss that Wednesday one!
More community programs. Clean up groups
My sons 'coach' was not well screened in my opinion. Better selection process should be implemented
Organization of games is terrible. Use of parks bad
We wish you would offer 9-12 (3 hour) tennis camp group lessons in the summer instead of individual 30 minute lessons
Would enjoy after work aerobics class if offered

Programs: Adults

Not enough options for adults on evenings/weekends
Would like more adult classes - art, craft

Programs: Seniors

Create non-profit SR Center and recreation.
Hopefully more activities for the Seniors can be brought back
Lower prices for seniors would be good
More 55+ exercise programs/choices
Need more city support for Senior center
Priority should be on preserving programs for seniors - Youth will always have many opportunities through our well-funded school district
We would like a larger 'Senior Center'
Would like to see trips and tours return for senior citizens!!
Yoga for seniors or over 55+ * lower senior fees
You SO overemphasize children's programs. I also don't feel all that safe in some of the locations, so I don't go

Programs: Youth

Our children are grown, but I am disappointed to learn that there are fewer programs for children than there were when our children were younger.
Horrible that you got rid of kids sports
More playpark (complete) for toddlers and young kids
My sons are too old to participate in UP sports programs now, but please keep them for other
Not enough programs for children under 3
Plan to do more when our son is older - just a toddler now
UP needs to keep youth recreation programs

Wish there was soccer for teens, at less competitive level - my teen wants to play. Only had 1 season when young, teams her age are too advanced now

Safety

Enforce helmet use at skate park.

I have heard there are a lot of car breakins down by the Chambers Bay Golf Course walk areas

It would be nice if the restrooms were unlocked more at Chamber Bay and soccer field.

Safety at the skate parks - helmets are required! Ignorance is no excuse. Ticket and restrict all violators
- Parents wake-up!

Why don't you leave bathrooms unlocked until parks close?

Would like web cams @ skate park - Added safety for parents who cannot stay while kids use facility

Streets/Sweeping (Q11)

Comments - General

A lot of areas, in fact most, do not have sidewalks or a safe place to walk
Careful attention to potholes and blocked street drains
Community looks prosperous with so many visible maintenance people.
Doing much better job than Tacoma!
Don't let them get like Tacoma. A little more tax now to save more later?
Extremely satisfied
Grandview & Bridgeport have great surfaces. But no sidewalks on my street
Great Job
Have seen sweepers only a couple of times in 33 years
I did not realize that sealing is done right over rocks, weed and other debris in the road. Doesn't make sense to me
I love the roundabouts
I think the city does an excellent job of keeping the streets clean.
Is there a schedule?
Lots of blind stops into oncoming traffic on side roads
More attention needed on areas located closer to edge of boundaries of city vs. roads closer to city center.
Most of UP roads are good, especially compared to North end of Tacoma. Our neighborhood has a lot of bumps and resealing but no potholes.
Need 2 trash pickup days per year
Need to promote 'adopt a street' better - this will help UP
Never seen a street sweeper in UP
Never seen street sweeper in our area - when it snowed, no one cleared our roads
Not seen cleaners on 86th Ave W
Our water meter was moved which required patching our driveway and reseeding part of the lawn. They did a wonderful job - the grass seed is the best I've ever seen
Over the years they have done good.
Overall an excellent job in this area
Public roads seem to be well maintained
Safety question: The roundabouts concept is good, but how difficult is it to signal when exiting the circle?
Should reinforce homeowners taking cans off streets on non-collection days
The public works crew does very well with the low staff level
The recent improvements to 40th are much appreciated. The lights, sidewalks and parking are such an improvement
There seems to be a lot of extra crew members for the jobs at hand
This excellence is remarkable, given the current economic downturn
We live on private roads.
We need to be mindful to keep debris out of bike lanes
When we had a storm drainage problem, UP fixed ASAP - very good job!

Comments - Area

64th Street west of Orchard, very hazardous in snow.
Cirque and 97th w/Bristonwood have a couple of bad spots
Enjoy having Alameda completed to Cirque Drive - also the street lights
Love the roundabout landscape design on 40th/Bridgeport by Albertsons

The parking at the library is dangerous! I am afraid the city will be sued when an accident occurs there (due to poor design, accidents are inevitable)

Complaints - General

Debris from July 4th still on the street at the corner of 32nd and Crystal Springs

I needed gravel delivered to an alleyway, and it was not delivered.

My street needed repair in front of my house. I called - they came out, made a poor repair, looked as though they did not have enough patch mix

On Day Island, the roads are very poor

Our ditch needs to be maintained, and it is not unless I call the maintenance department. They have come out two times on their own in 19 years.

Our street melts in the summer heat and we have tar everywhere

Our subdivision needs ideas for slowing cars down

PW supervisor -rude. Needs to go!

Roads and safety should be #1 priority - weed more often - keep hillsides along roads cleaned and cut back

Roadside edges irregular because cars make U-turns in the middle of the block to pick up kids from school

Should not allow contractors to damage roads and not pay for the repair. Why is the city asking about this privately owned business

Someone should collect the abandoned and stolen shopping carts littering the streets

Street sweepers in the suburbs are inane. What fool authorized those?

Street sweeping - don't sweep all the rocks into the bike lane

Street sweeping should only be done on streets that have curbs. It's a waste of man hours and money on curb-less streets

UP has street sweeping services? Never them on my street!

We don't have street sweepers - poor sidewalk conditions

What street sweeping service?

The damn roundabouts

The reduced lanes will never accommodate the # of cars necessary to cash flow a future town center. I do not shop in UP due to traffic issues. I miss the 4 lane roads in UP. On 27th I sometimes have to wait a long time to make a left turn due to traffic. Was never a problem with 4 lanes. Also 56th backs are a nightmare. No more roundabouts!

Too many stop lights

Too many traffic delays due to landscaping caretaking

Too much blocking of traffic in the main streets by city trucks

Too much unnecessary sweeps.

Ugly patch up lines - hasn't been paved in years - looks like scars all over UP roads

Workers need to honor drivers

Complaints - Area

64th Street coming into Spring Water condo is a disgrace. No lights (NONE), excessive weeds, no control. 64th Street is dark so a lot of garbage is dumped. It's a mess!!

Day Island pays considerable taxes, yet generally forgotten when it comes to maintenance.

Day Island streets get almost no attention

Hedges on Grandview between 60th and 56th need to be maintained and shortened. Cannot see cars coming. This has been brought to your attention many times. How many close calls or accidents need to happen before this is remedied.

I live on 19th and Grandview. 19th from Westridge to Mountainview need pothole repair for the last 3 years. Not Done.

I live on a dead-end road (37th S.W.) Trees, some fallen down and shrubbery are on the road!
Lack of sidewalks on Robin, unsafe because neighbors, emergency vehicles use it for thoroughfare - too fast at curve
More responsibility of litters - garbage truck & dumpster near Grandview Dr W. - preventing one loading
Near Chamber Creek school, who block roads when bridge went out. Your family employees use swear words when wasting on inside roads that are destroyed
Sight distance at the intersection of Alameda and 45th S Court needs to be improved to the north. Cars entering onto Alameda are having some near misses. Rock wall and ivy need to be moved back.
Timing of street lights on Bridgeport Way at city center is bad.
Too many bike lanes. Traffic on 67th & Cirque needs 4 lanes
A lot of speeding on 44th St W. Need speed bumps installed - please!

Financial'

Any future vehicle license fee should be by weight, not per vehicle. Heavier vehicles cause more road damage; lower sustainability
Do not raise taxes for this service
I know it costs \$\$ but more sidewalks or wider road edges
I understand the finances, but wish we could return to nicely cleaned streets
I understand the money issues in our present budgetary environment - less is tough to work with - fewer options is not in our best interest
I'd be willing to pay more taxes for even better road maintenance
Sweeping seems excessive - costs??
The street enhancement project just recently completed between Cirque and 54th on Bridgeport was a complete waste of tax payers money when that money could have been used to patch the many potholes around the area. Natural beauty should always prevail over artificial. Would love to meet the moron or morons responsible for this waste. Hopefully it will not extend any further
We pay taxes but get no city service in Chambers Creek Crossing
Why doesn't 27th street have sidewalks - they have bike lanes. Street sweeping too often on my street

Request – General

Could we put the electrical and phone lines underground?
Get rid of invasive ivy in divider plantings
I would like to see our streets swept at least once a month.
It appears that the bulk of road maintenance and development is being done in the south part of the city to the detriment of the north. In the interest of fairness, equal treatment should be available to the entire community
Parkway needs sidewalks to UPP
Pick up garbage on streets. Replace lights that are out
Please street sweep the bicycle lane for glass. Many places are very dangerous with lots of glass and debris
Trim trees at school bus level(sight)
Would like more frequent sweeps
Would really like our street swept oftener

Request – Area

27th St. needs the same treatment as Bridgeport and Grandview
We need a pedestrian walkway on Bridgeport (27th to 18th)
Need sidewalks on 27th between Bridgeport to Grandview
Need sidewalk on 40th by Narrowsview

Would like sidewalks/bike lanes on my street (44th St W) Have a daughter in a wheelchair that has to travel thru gravel everyday

Need more lighting on 51st street

Needs sidewalks between 54th St to end of Chambers Creek on Bridgeport way. Needs <something> at bus stops

We need a sidewalk on 67th south of Cirque

Fix the rough patches on 67th. The street sweeper rarely comes to Stonewood

I live at Kingston Place the left lane traveling west needs to be looked at. Often I can't get in because cars turning left are already in the lane. Change the arrows

It's the areas without sidewalks that are dangerous - glass in the dirt, etc. We need to have sidewalks going from Bridgeport to the UP Post Office. Pedestrians that need to pick up mail at the PO have a dangerous walk

between Cirque and Chambers as well

Please fix pothole on Cirque - 50' east of Bristonwood

Please turn new signal lights on 35th and Bridgeport into blinking red and yellow lights until Town center is functioning. Wasting electricity causes irritation.

Straighten up Soundview Drive. Identify parking vs. right of way.

The intersection at Rock and Soundview doesn't meet current safety standards. It needs a roundabout to slow traffic

Trikkala on 49th/Alameda - repave the street to 58th

We need sidewalks and curbs for people to walk and kids to use. Did not know we had street sweeping services.

We need street lights on Soundview Dr near Sunset Beach Dr!!!!

Would like some method to slow traffic on Park Ridge Dr

Police Feedback (Q23)

Suggestions/Requests

Both parties involved should get copies of the report, not just one
Cars speed on Tahoma Pl. Need speed bumps
Cut programs and staff at City Hall, but increase police
Have more than 2 officers patrolling per shift. Bring back the officers that were cut
I wish our apartments had patrols
I would like to see increased enforcement, steep fines for illegal fireworks
Keep the PCSD contract going.
More patrols on 27th
More police patrols/officers
Need to enforce speed and traffic laws.
Need to have info on sexual predators living in neighborhood. Neighborhood children, especially the Hispanic families do not watch their little girls who have little clothing
Patrol the neighborhood more
Please patrol Soundview better 4th of July. It's a war zone.
Stop barking dogs
Target speeders and cell phone users
We could use additional patrol cars/police (personnel), officers
We need more cops. Property crime is too high!
We need more officers on the street. Having to get past a gang of kids makes me uncomfortable
We need more police
We need to pay for more police. Why don't juveniles have a 3 strikes policy. 3 nights in jail for residential theft over and over again is obviously not punishment enough.
Wish police could be more realistic about speeding on Elwood
Would like to see increased traffic enforcement - excessive speeding in residential areas
Would like to see more drive by patrols in the residential areas around Bridgeport and 33rd to Grandview - High speeds
Would like to see more patrols to control speeders
Would love to see at least one minority police officer.

Comments: Positive

After someone crashed through our fence and left scene, police responded quickly. Would be nice to hear how case or if it has been resolved.
Appreciate their brave and dedicated service
Called LESA for a police report # and officer was at our door in less than 15 minutes - wonderful!
Excellent police
Feel positive and comfortable with them compared to Fircrest and Fife
Fire Dept response is excellent
Given the reduction in the police force, it is still good to excellent
I have found our police department to be very helpful. Great Job!
If I did, I know it would be excellent
It is good to see more frequent patrols in Meadowpark area.
Liked the way the graffiti was handed - effective
Our deputies are wonderful - because they want to be here, I think
Our police dept. does a great job
Our police officers and services in UP are excellent

Police and fire dept. very involved - nice
Proactive- services are great.
Some of the officers were arrogant, but most are good
The ambulance is very prompt
The officers did a security check. They were so kind. Thanks
The police department is trying to to the best they can
The police dept. is one of the Good Groups
The police in UP are professional and courteous.
They have always been very nice and helpful
They respond quickly to any issues @ our apartment complex
UP PD responded better than Pierce County Sherriff

Comments: Neutral/Mixed

Contact w/ police due to car/ped accident in my neighborhood that I witnessed
Dog owners need to clean up after their dogs, especially in their own neighborhoods, at roadside or grass strips by streets - gives all dog owners a bad name
Glad they are at schools visibly
Good job catching bank robbers. Too many watching people hand out flyers. Too many police
Hire more - but not from Lakewood or Pierce Sheriff
I had minor auto prowl. Service is good
I invite attack - former special forces. Cut other every other city service, including Fire Dept. - leave Police
In West Hampton, on my street there have been homes entered and cars entered in Aug and Sept
Interaction with sister sharing apartment with.
I've been approached in Albertsons parking area twice by men, ranting
No lights during the night in Curran Apple Orchard
Only walk alone at night in well lit, well-populated areas
Reasonably safe was checked because "things happen" something can or might happen anywhere, anytime.
The crime marked is for car egging. It happened 2 times this year
Vandalism - it was unsettling
Very friendly. I feel secure with them. Don't feel secure about cars that drive very fast around our cul-de-sac. My kids wait at the corner for the bus. Need speed bumps at 45th and Elwood.
Wasn't myself or husband.
We did receive email and voicemail alerts. Thank you.

Comments: Negative

Bridgeport from 40th to 19th is very scary
Called 911 for animal control - officer arrived - no gun! What if it was a bear?
Cars blocking sidewalks/crosswalks
Detectives need to be trained to be impartial and nonjudgmental during investigations
Given no respect during very minor incident
Hmmm...never see them around anymore-speeding is out of hand.
Home invasion and burglaries are rampant
I have seen a friend's interaction with police over an accident in which erroneous police reporting of the accident was very harmful to her. It caused me to lose/change my trust of police.
I mostly feel unsafe due to the speeding traffic, not crime
I was calling to report a dog that was loose; he didn't seem to care much

I was told in a manner of speaking "too bad."
I wrote them a letter and received no response.
Interaction with officer at school was a negative experience. Have not had follow up on other issue (car vandalism)
Never see police in the area.
No crime in 2010 but cars vandalized in front of house 3-4 years prior. We need streetlights
No fingerprints were taken from vehicle that was broken into
No response from police - complained about a garage band (rock concert level noise)
No taxes for my public safety
No use to contact the police - they seem to have an unlisted number and don't come
Police are very shorthanded - can't follow up on minor crimes (fraud)
Police liaison does not return phone calls.
Police officer was courteous; however, he seemed a bit frustrated-maybe just the day?
Police officers need to be reminded that they get to keep the peace, to prevent altercations, not just arrest people
Poor speed limit enforcement between Steilacom and Bridgeport Way
Slow response - I am 2 blocks away
Speed limit fluctuations are insane; overzealous enforcement; tickets for 5mph over.. Really?
Stop drinking coffee together at coffee shops. It looks bad
Sure wish the cameras at Chambers Bay would have caught sight of the person who broke into several vehicles on or around Memorial Day - \$600 loss for me alone!
The car traffic on our small side street goes way over 25 MPH - we do not even feel safe enough to collect our mail
The inability of the council to manage the city has cut patrol officers, making us less safe
The officious shaved head cop on UPTV makes the police look rigid and stupid
Too many
Traffic enforcement sorely lacking. There is an absence of police visibility.
Unwilling to provide speed/negligent driver enforcement on Tahoma Place-need radar.
UP is not as safe as it was before
We miss the visibility of our police due to budget cuts = not as safe
What service?
You waste time on nonsense

Other Contact Methods (Q34h)

Bad or no info Linda Bird
Email please
Email please
Email please
Email please
Email please
Email please
Email
Facebook
Facebook
HOA - improving with our assistance
Newspaper
Phone blitz
Readerboard?

Feedback on UP - General (Q35)

Comments - Positive

Code Red does well
Excellent that police called with warnings.
Hardhat tour of the new library was great
I love the direction you are going-too bad it is not faster.
Just keep on doing what you are doing
Mayor was quick to return call - very professional and answered questions
My city property tax is Ok and I'd pay more for police and streets.
Some Council members like Javier do an excellent job of communicating
Telephone notification re: 'Heads up' a good safety feature
We like the smallness of UP.
We love Trader Joes, Chambers Bay Parks

Comments – Neutral

64th West of Lakewood Drive needs attention badly.
An online survey would have been more 'sustainable'
Are there neighborhood council meetings in UP
Called city hall to inquire about street lights on Bridgeport still on at 8am or so. Informed they're on timer.
Felt that someone ought be paying attention as too costly kept on during daylight hours
Can I opt out of the mailers and just have the data sent to my email?
City council should be connected with city wards for accountability
Even in this poor economy, I live to hear updates on Town Center, even if news is bad. Are retail stores still planned?
I am not much of a computer person.
I think we should raise taxes to sustain parks and rec
I would like to see a 35 MPH speed limit on Cirque as on other arterials in residential areas (e.g. Chambers Creek, Grandview). Consider red light camera at Cirque & Bridgeport
Is there any way to affect neglected property that affects quality of life?
It would be helpful to have speakers name and title of business on screen on UPTV
Mail is best for us
Many households do not have computers
Most meetings are before I can get off work. I would love more at 8pm.
Most people don't go to meetings
No form of communication is perfect
Town center and red apple shopping area
We are taxed very highly. Excellent schools make it worth it.
We could save paper and money by emailing info from city
We live in unincorporated PC, so some of this doesn't apply
We should be engaging glass recycling
We need a local newspaper
What are the plans for the city center? Haven't heard much. What a shame to waste money
What reader board?
What reader board?
Where is the reader board? How are public meetings announced?
Where's the University in this place?

Would like some type of summary of each City hall meeting mailed out to citizens. I miss most meetings on TV due to time constraints

Yes, if we are in a budget crunch, reduce length of newsletter!

Comments - Negative

28/29 Town center going on far too long

29) 35th and Bridgeport no - others agree. 31) Traffic lights :(

Bjorn Olson develop 'Chateaus" - major eyesore full of weeds and dumped bags

City Council is horrible - planning dept. is corrupt

City mailings poor/biased/misinformation/agenda based. Need to document and respond to public testimony

Council has lost any ability to complete Town center.

Council listens, but carries out their predetermined agenda. We have a great idea for sidewalks and traffic calming on 27th St.

Council listens, then does what it wants!

Council needs to be honest with citizens, have term limits and give up on the town center project.

Councilmen Figueroa needed to learn about respect for people not harshness.

Decisions on 27th very questionable - development issues lacking towards area citizens' concerns

Disappointed in the progress toward the Town Center

Do something about town Center

Don't lose small town feel. Taxes are high but worth it for services. I wish they were a bit lower.

Don't watch TV. Email would be better way to get newsletters and urgent news

Enforce speed limits on Bridgeport! Lower Bridgeport speed to 30 mph in UP

F&G the hours are hard for working people to make

Fix Town center! Biggest waste of UP taxes yet!

Fix your spelling

Get new city manager. Need new direction and ideas from outside to deal with limited dollars

Getting accurate and complete information from city administration is like dragging a badger out of a hole - 28) Some council members are responsive, others not a all

Getting too 'with it' - cutesy

Give us some 'real' information in the newsletter. Stop spending money for bus directory that does not work

Have called about neighbor having rats, junk cars and truck, blue trap boat, camper and more

Highest property taxes - hate roundabouts

I know the schools are A.I., but not having any children, the taxes are HIGH

I see a lot of traffic issues (regarding driver/pedestrian) Drivers are dangerous to peds - they don't look or yield

I think decisions regarding council development and city debt seem very naïve and unprofessional.

Is this another waste of our tax money?

It has taken the city too long in developing the city center.

Library is almost done - sad nothing else is

Linda Bird left very negative image of council - selfish and arrogant

Look forward to responsible professionals running for office

Lower the speed limit at 79th and Cirque - people blow thru there at 35+ MPH, when the kids are crossing!(Drum Elementary)

Meetings change without notice (note on door) - Meeting minutes published

More businesses closing than opening

More concerned by city of GREEN then debt?

More reader boards on Bridgeport, 19th, 40th?????

More transparency needed. I am concerned that the mostly new council is less transparent than before
My only contact with services was to ask that weeds/blackberries be taken care of. Response was slow, job done poorly and no follow up
Need to quit doing improvements to Bridgeport over and over again
Neighborhood going downhill - eyesore
Newsletter is good to have but somewhat uninformative. What does page 1 tax story really mean?
No new or additional taxes!!
No progress being made. Areas that are run down & nothing being done about it.
Noncompliance of no cell phone law is obviously a low priority to enforce. Why? Its revenue for public safety
Off 27th and Grandview there are homeless/druggies/prowlers.
Please speak to the area north of 27th & surrounding homes as to lights and sidewalks
Poor on UPTV, and fair on website because I don't use them. Reader board hard to read while driving.
Recommend the council give selection of a new city manager high priority
Some of the lowered speed limits are over-protective
Some street plans seemed designed to slow rather than allow easy passage
Speed laws are being ignored-no enforcement.
Spending money foolishly
Still too many speeders and red light runners
Stop printing - email me the information
Stop spending our money like there is no end to it.
Streets should be free of all the litter you always find along sidewalks
Tax burden tends to be high. Some expenditures not frugal
The back in angled parking is going to be a mess when town center traffic comes.
The center of the city looks like a dump site.
The city council failed with regard to the town center
The city has too much traffic enforcement - we are not Fircrest!
The city needs to live within current revenues and quit trying to extract additional money from its residents
The city should have discussed financial problems before school levy vote
The city's portion of property tax is maybe OK, but the overall tax burden in UP is too high.
The council has not always been upfront w/problems w/ town center
The ill planned center is an embarrassment that others laugh at in the area
The UP City website has very little real current information.
The website is not very informative or user friendly
This city is in peril with out of control spending
Too many plantings on Bridgeport - too much money, requires money for upkeep
Too many roundabouts in UP
Too much money spent on 'fluff' in this economy (plants, lights, etc.)
Too much time is spent in UP communication for council member promotion
Unenforced parking restrictions in our neighborhood
UP has a lot of beautiful wooded areas. Too many of them are being cut down for business we do not need
UP highest property taxes in Pierce County. Not a good thing.
We are still paying for mistakes that happened in years past that we already paid and all we have to show is a nice garage and library?
When will the 'ugly' city library building be completed?
Why do we have 2 fire stations - the city is not that big - waste of money
You could fix traffic by taking out the crap in the medians

You don't respond or do anything the citizens want. Why are did you make all the signs come down and lowered. You can't see anything and it made our small business leave they could afford them

How do you evaluate the city (Q36)

Comments - Positive

Ability to address issues without infighting. Attention by officials
Access to parks, playgrounds, rec areas, SAFETY!, appearance (flowers, trees, Christmas lights)
Actions! And what gets done
Am I happy living here? Does it offer what I need?
Amount of new shopping areas, adequate police and fire response, public library services, Lack of progress on town center
Appearance of city streets, parks and neighborhoods; councils ability to adopt budget that reflects citizens input and preferences
Articles in the TNT about how bad it is in UP.
Availability & user friendliness of services
Beauty and cleanliness as one moves around city
Blight, Budget and spending, City web site
Budget review; personal observation
By observation
By using the services, one sees how they respond
City center progress, observed traffic violators, condition of roads
City hall meetings
City spending too much of our money
Clean and safe
Clean streets - pavement in good condition - security
Cleanliness, convenience, safety, quality use of funding.
Cleanliness, courtesy of workers
Cleanliness, feeling of safety, noise levels, public landscaping
Cleanliness-Beautification-Strong Police, and a council that listens. But keep taxes in balance please.
Comfort and safety
Common sense by leadership which has been sorely lacking
Common sense.
Communication.
Compare them to how other neighborhood cities are progressing and are run (ie Gig Harbor)
Compare to other cities we have lived in.
Comparison to other cities
Comprehensive plan, safety, recycling services, progress on town center
Condition of public property (roads/parks)
Conscientious spending
Contact with council, real estate, community
Council gets a grade of F
Crime, Parks and Recs, communication with citizens. The city has to grow, but hopefully will retain a small town charm
Crimes known to me , amount of code enforcement issues throughout the city
Customer service and time
Debbie Klosawoki is very patient, positive, and timely responding to my questions.
Direct mailings
Ease of access, continuous and responsive interaction
Ease of driving and view while driving.
Ease of traffic

Efficiency and costs
Empty city hall (derelict); Bond issue expense; possible recession back to county - amazing amateurs
Fair property taxes, impartial city council treating all citizens the same
Feelings of safety and the appearance of the city
Fiscal wisdom or lack thereof. Our new city spent like crazy and didn't save. Now we are in debt. Poor planning & fiscal foresight
From services I've received
Get city hall done - it's an eyesore
Get out of the public development business. See area of town center - the efforts so far are embarrassing
Goals indicated, then carried out :)
Happy citizen = happy community
Have left turn lights go dark when not needed
Have yet to see any changes from council voted in.
How I feel about the city and how it looks as I drive through it
How it affects me and my comfort level.
How open is communication - what is going on with our town center - visibility
How personally affected
How quickly there is a response - pretty slow and uncaring most of the time
How usable and accessible i.e. streets, sidewalks, and cleanliness, safe, beautification, etc.
How well they keep costs down and live within means. Property taxes are too high. The parking garage is a horrible waste of money
I don't feel safe in my neighborhood. I pay taxes for (didn't finish comment)
I have only had interaction with Parks and Rec and find them very useful
I have rental units in UP too. Tenants discuss their experiences
I live here and see what you do.
I look around - too many apts - and city center a joke
I look at all the 'aesthetics' and 'fluff' and see waste!
I love the library plan, the flowers, hanging baskets, flags and holiday street light décor, Trader Joes, new schools and new streets and busy street sweepers and the amateur golf tournament was AWESOME!
I personally hate the inconvenience and the 'cutesy factor' in the divided main streets
I would like a sidewalk along Bridgeport between 19th and 23rd
If I have seen or participated
If they are well attended and organized.
Impressions from being around town.
info from news, TNT and other residents of UP
Information, appearance, effectiveness, satisfaction
Is there a point of contact readily available? Are questions addressed in a timely manner?
Just look around
Lack of money and playing catch up is understandable somewhat. Sign ordinance application at CHS is stupid - insane - terrible PR move
Lack of work on city center - friend talking - newsletter
Livability
Live in community, my values on what makes a good city
Look around as I go from place to place
Look to see what is being done
Mailed, newsletters
My eyes.

Need to lower the tax rate and the city cut down on expenses that are wasteful, including beautification and street benches used .0001% of the time

Neighborhood discussions

Neighbors (all seem content), Love living in UP because of a great city staff, attention to our needs

New town center

News, media, occasional town meeting

Newsletter and mailings.

newsletter, newspaper

Newsletter, UP TV

Newsletters

Newsletters and websites.

Newsletters, quality streets and overall appearance of public and private property

Newspaper articles, direct involvement with services

No progress on town center

Number of park rec programs, usage of facilities, school district, tax level

Observation

Observation

Observation, comments from friends and neighbors

Observations and personal experience

Observations, progress, ie. Town center lack of progress.

Observe life in general in UP-great concerns about Town Center.

Overall community appearance.

Overall, I believe the city keeps improving all the time.

Own experiences - newspaper

Personal experience, observation.

Personal experience, UPTV, newsletter

Personal interaction, how city looks, no extra taxes

Personal observation and interactions

Personal observation, roads and traffic, park and rec programs, communication

Personal contacts and interactions

Please finish the town center

Please help. I too want a nice neighborhood - West 23rd St

Please listen to citizen - do not put 'civic' offices in upper floor of library - very arrogant

Police response. Road management Choice of business

Police services, Code Enforcement - Are they effective?

Police, Parks, Roads, Taxes

Progress of library, businesses

Progress or lack of it on Town Center

Property taxes

Public meeting interactions, information provide by staff

Response to citizens' concerns

Responsiveness, use of taxes, communication

Response to calls for specific help. Functioning streets, police, clean appearance.

Response to citizens' concerns or lack of response

Response to requests. Decisions-such as roundabouts and massive plantings requiring regular maintenance looks nice but expensive to maintain.

Responsiveness

Responsiveness to concerns.

Results in improvement of how particular service functions
Return on investment and costs
Revenues! We consider UP a bedroom community. No place here for shopping!
Safety level, crime level, noise level, aesthetics.
Safety, cleanliness, retail choices - grocery stores, restaurants, retail
Safety, council members responsiveness to concerns
Safety, vandalism, traffic enforcement, cleanliness
Screwed up traffic (lousy)
Seeing is believing. Participation in such
Senior citizen trips, activities are excellent
Services available - community-wide activities
Safety, accessibility, transparency, stewardship of public funds
Sidewalks and schools
Signs, mailings, conversations/don't know much about city services yet
Specific needs are largely ignored
Streets, Stores
Streets/sidewalks, newsletter, beautification, safety.
Suck
Synchronize lights on Bridgeport
Taxes keep going up and up
Taxes, debt, services
That most of the improvements are near council members' homes
The cities poor decision to obligate its residents to the 42 plus million failed town center idea and continue efforts to continually extract additional money from its residents.
The City Council generally ignores citizens' direct questions.
The city's fiscal inability to manage taxpayers dollars responsibly
The condition of parks and main roads, the amount of trash along roads, traffic flow, condition of homes period.
The condition of the Boondoggle and the lack of financial responsibility
The general appearance & care of neighborhoods, streets, parks, business areas
The latest boondoggle regarding the town center-unfortunately!
The Library project has not been well managed. Sad comment on the town
The new/reallocation of property taxes was made without public input. What else is being done on resident's behalf behind closed doors?
The town center ticks me off! Let business come back!
The way things look when driving thru town. How safe I feel, crime rate, roads, signs
They waste too much money - nice library (NOT!) - what a joke
Tidy appearance of roads, sidewalks. Police/fire response time. LIBRARY AVAILABLE!!!
Town Center
Town center debacle
Town center is a money pit that doesn't seem to end
Town Center or lack thereof
Town center, which is going nowhere!
Town Hall speed limit on 67th, lower it (monitor it) - worked on Regents Blvd
Town center management casts negative shadow.
Trash pickup; Police responsiveness, The use of taxes for all....
Travel conditions/time, vacant buildings

UP doesn't appear to try to be other cities. It sets a standard that some other towns or cities try to emulate in some cases

Use personal experience

Usually just the mailed newsletter is the only information I get

Visible progress or lack thereof

Visual

Visual

Visual

Visual evaluation of what we see day to day traveling around the city

Visual observation taxes, communications

Wasted taxes, increased taxes by levy

We are elderly and don't go out at night and are very very careful

We don't see any physical improvements to our neighborhood compared to others in UP

We have been involved and have attended meetings

What I have lived with in other places compared to here. Worst recycle program

What I pay in taxes. My direct dollar, and what is offered as a whole. Is anything being done that helps me?

What I read, and evidence I see

What I think about them

What neighbors who attend meetings tell me

What other people know and share

When new people want to run for city officer. Term limits are good

When they are honest and upfront about what they are doing. Town center is an example. willingness to listen and courage to take action after researching problem

Within scope of government - too often exceeded

Written performance measures. City manager is very poor

Sustainability Suggestions (Q47)

45 - You have to give me more info on the direction you want to go before I agree to anything
Absolutely - less grass, more community gardens. Farmers market
Add oil disposal (and other chemicals) - curbside glass recycling
An outreach program to 4th and 5th graders
Assist homeowners with installing sewer in all neighborhoods
Be reasonable
Being efficient and frugal produces same result
Better for plastic and glass like Tacoma
Better recycling - more plastics (tubs, etc.) and glass - food waste into yard waste
Bottles should be recycled. See Tacoma plan and make it a UP plan
Bring stores and eating locations in
Build sidewalks on 27th, 35th, etc. for e/w grid and complete Grandview to 19th etc. and do all of Bridgeport to 19th and do all 69th
Citizen education on financing options for solar panels. UP Refuse should accept table scraps in the yard waste tote
Collect glass again
Continue partnership with TPC health department in offering natural yard care workshops
Continue to encourage homeowners to participate
Contract out the landscaping maintenance VS city employees.
Could you recycle everything? Like glass and plastic? Promote solar power more. We have panels on our roof for hot water. It is great.
Council member accountability by each representing a ward
Curbside glass recycling
Curbside glass recycling
Curbside glass recycling. Bus system needs to cover all of UP, not half
Cut all Departments to the bone
Cut back on high maintenance beautification.
Decrease amount spent on plantings/shrubs/trees
Do NOT overregulate
Do not send employees that do not add/bring value
Do not use pesticides and herbicides
Don't follow 'green' fads. Make sure to consider all impacts before changing to 'green'
Don't get ridiculous
Don't just make 'feel good' decisions and rules
Don't spend tax money you don't have
Don't understand the issue, but survey is limited in choices.
Dump the new UP City Hall Building - town center
Encourage people to recycle, clean up the streets of all litter
Education to the community is key!
Eliminate not productive actions and trips
Email out mailers, saves on printing, paper and postage
Energy efficient light bulbs save money
Expand recycling services to include all recyclable plastic and curbside glass collection
Finish the library!
Finish up the library mess
Fix the mess at 35th and Bridgeport

Focus on no-cost programs - information and changing habits. Avoid sexy fads and marketing
Forget P.C. liberal issues and work on the town center fiasco

Free transit zone via Bridgeport and Grandview

Get community involvement, no city or staff

Get employees to work 4-10 hour days - 'to work' transportation is a top 10 carbon footprint.

Get out of spending tax dollars to support this effort

Get rid of roundabouts.

Get some business in Town Center

Get town center completed and quit wasting money on it

Get your budget in order.

Glass and plastic. Wood stove, fireplace, recreational fires air issues - smoke pollution. Force offenders to upgrade systems, certify/permits only. No recreational fires period. We live too close together for smoke to be safe

Glass pickup would be nice

Glass recycling

Glass would be nice. Probably need constant reminders via any media possible

Go back to the way UP was before it became a city

Go green when possible

Have everyone recycle and turn off lights and equipment when not in use

Hire closer to home - why out of state architects?

How about Organics Carts for food waste that can be composted and reduce trash. Glass recycling too

I live in an apartment complex so I can't really control what goes in the storm water system

If the city could/would provide rain barrels for under \$100, I'd want several. I'm an avid gardener

If workshops are done, then people will understand

Implement code changes that encourage/facilitate residential solar/wind upgrades

Improve traffic speeds to avoid inefficient stop-and-go, idling

In addition to solar power, you should look into wind turbines (there are turbines without external blades)

Incorporate Glass recycle with current recycle options
 Increase arterial traffic flow to save money and gas
 Learn from other cities about their programs
 Less talk, more action
 Less use of street sweepers, concern with 'beautification'
 Let us recycle glass again
 Let us recycle more plastic, glass like Seattle & have compost pickup
 Local citizen involvement and awareness
 Make easier for small business
 More effective recycling programs - nearly everything should go into recycling or yard waste - needs to improve
 More recyclables accepted like Seattle
 More sidewalk and bicycle lanes to get people out of cars
 More sidewalks and bike paths; Chambers Bay to Bridgeport Way especially
 Most programs end up costing more than anticipated savings. Not a huge fan
 National energy policy! No city regulations (big govt)
 Need glass and plastic also
 Need glass and plastic also
 Need glass recycling
 Need Glass recycling.
 Need glass recycling. The city is high in maintaining all the trees on all the streets! This is a main cost in maintenance. Did they think about this before all of the beautification? NO!
 Need more explanation about what can and cannot go into recycle bins, especially in rental properties.
 Increase citizen education and outreach neighborhood by neighborhood
 Neighborhood get-togethers
 No glass pickup
 No longer collect glass. I have to take glass & plastic to the recycle center myself. Also no composting pickup. Seattle has all of this
 No. Address basic service now. Use money for directly impacting us at this time
 Obtain grants to install energy saving features on city properties
 Offer cash incentives, lower utilities
 Offer paper shredding annually
 Offer recycling bins next to city garbage cans
 Offer recycling dumpsters at apartment complexes or nearby
 Outsource all possible and build sustainable requirements into RFPs and resulting contracts
 Partial fund or find grants to help citizens/ homeowners afford solar panels.
 Plantings should almost always be native
 Please look into further recycling services. An example is the Boeing museum of flight - almost everything is recycled
 Please advise of recycle acceptance.
 Probably so - I'm a retired energy consultant
 Quit spending
 Recycle more. Have more clean up days
 Recycle to Seattle's level. Start with schoolchildren.
 Recycle/waste. Provide more affordable containers/ allow privates to provide
 Recycling too expensive - pick up hard on property. Live within tax base budget! Plan city with realistic population growth estimates
 Reduce, reuse, recycle
 Replace all the grass at the schools with sustainable/native plantings.

Sewers... Sewers... Sewers...

Should do a good job - it is a paid service - not part of tax dollars. Pursue low carbon emission - hybrid vehicles for city fleet. Police bike foot patrol

Slower growth, retain tax base

Solar panels good choice

Solar power usage, composting

solar wind turbine

Stop attempting to regulate every activity within UP

Stop is my advice. Just save money.

Stop pouring money into Town Center

Stop spending money on ridiculous projects like town center

Stop taking trips for the town center

Stop wasting money

Stop wasting money on unimportant stuff

Tacoma offers better recycling program for less money

The city could save a few dollars by NOT allowing city workers to drive the city cars home! - Only use for work

The city should only spend the minimum for projects - even if not 'green'

The city's past efforts seem too headstrong. Need to involve the people.

Trade in city-owned SUVs for more fuel-efficient vehicles!

Treat all citizens equal that pays taxes, give equal service

Use common sense - not regulate

Use common sense and flexibility

Use grant funding rather than tax funding

Use more volunteers

Use newsletter to ID possibilities and cost savings. Let citizens react

Using solar panel on roofs of more city buildings

We need glass recycling - Bad!

We want glass pickup.

What sustainability

Why can't we recycle glass and table scraps like everywhere else?

Why not have every other week trash pickup and cut the cost to homes in half if they don't need it weekly?

Wish we had glass recycling

Wish they would take glass curbside

Work smarter

Work with UWT and Area colleges

Workshops on solar power, recycle more materials.

Would like glass, food waste. Love that we're putting solar panel on the library

Would like to compost household items and have curbside glass. Have to carefully balance costs (especially tax increases) with environment

You have made the city too big!!

Additional Environmental Feedback (Q48)

A big lake pools at 57th and 62nd after a heavy rain. Lots of oil is visible
All regulation should be weighed against the cost impact
Appreciate more info in newsletters, newspapers
Are educational materials available at local businesses? They should be!
Ban sale and planting of budlea (butterfly bush) - VERY invasive
Be balanced and encouraging vs. Gestapo
By moving sustainability/storm water to higher priority, what issues are we displacing?
Citizen education, reminders
Consider citywide regulation as a last resort. Sidewalks on streets leading to schools - all around them if leading to arterials!
Dismiss economic development director and city manager.
Do what is required of UP by State - nothing more
Don't burn lights in ball field unnecessary
Don't get worked up about it - Al Gore is a fraud
Educate public and mark every storm drain with "drains to Puget Sound" with fish decals.
Education is good, then rely on common sense and public support
Enforce laws against non-running autos; they clutter our developments
Give UPTV outreach to these issues. Fresh programming please!
Glass recycling
Glass recycling
Have a stream in our back that is not on the map and I know it drains to the Sound. I have seen pollution in this stream, also called on it! Nothing has happened!
How can the city ignore sewers?
I have open ditches in front of my house. I consider it unhealthy and unsafe.
I know where the nearest site is - we can't use it. It's Tacoma City- Do a share plan?
I think all persons that garden or care for yards should collect rainwater off their eaves and then dispense as needed
I think that if I had a small pickup of compost to UP Refuse, it should be free since I'm a UP resident. We have a lot of fir tree branches that don't fit in our bin and it is hard to wait for yard waste pick up day.
How about one free load a year in that dumpster (for yard waste) of UP Refuse?
I will start using a car wash business
If we help out at our residence with car washing, do we get a water discount?
Include in information from schools - reaches many families
Increase storm infiltration areas except in hillsides, unstable areas
It works, leave it alone
It would be good to have a way to recycle glass
Keep up the good work
lawns provide better air, as do trees, most of which are gone
My ditch needs maintenance so my house does not flood in the winter. I do not like to babysit my house when I am gone in the winter.
My property always gets flooded
My property and the slope below it going to the sound are forced to receive the storm water from Soundview Drive due to lack of storm sewer on street (dead end culvert).
Need more sewers.
Neighborhood/home owner assoc need maps about spec. area.
New homes construction should have green footprint and plan/regulation.
No citywide regulations. Stop micro managing

Offer cleanup, brush, etc. day more often. 3 times a year would be better.
Offer more hazardous waste recycle locations. Have businesses so they follow stricter regulations
Our neighborhood smells fairly awful on several occasions - like sewers. This needs attention -
concerned about long term health of our children and ourselves
Puget Sound needs all the storm water and runoff protection we can give it
Stop Indian netting in Chambers Creek - no steelhead, silver going upstream
Thank you for the info in this newsletter
The recent article in the newsletter was very good
This newsletter was very informative.
This should not be a city priority
To me there seems to be not neighborhood planning in groups and it is very important for this city to
form them now. Send a call to volunteers
Town center is an eyesore and a major waste- what a mistake
UP needs to maintain the storm water retention ponds
We are all responsible for polluting Puget sound and ecosystems
We compost, use septic and do our best to be green - so should the city
We generally don't go to night meetings
We need more storm sewers to catch runoff
We need to consider an additional fee to pay for treatment of storm water
We use 2 rain barrels
What was the \$300 water bill on our property tax, don't do that again.
Why do we not have sewers for all UP properties?
Workshops in conjunction with TPC HD have been well received
Yes! Improve it. The storm water system does not meet current demands

Additional Service Feedback (Q54)

Comments - Positive

Build the hotel, we're on the right track re: golf course.
Enjoy free park events - concerts, activities
I support taxation with representation. The people of the community need to support city/community services
Impossible to please everyone, but you try
New sign code, flowers, landscaping, Curran orchard, schools, all reflect a council, community with pride in the city
P & R programs are an important part of our children's lives
Parks crew does an excellent job
People who use services should pay. Fire department is awesome. Great service and help.
Thanks to all for doing a great job.
Very dedicated staff! They do so much with very little

Comments - Neutral

Anything except primary services should be voted on by UP residents.
Are your P&R programs accessible to seniors and the disabled?
Being retired on an income that is getting smaller - can't afford more taxes
Charge a small fee to use the parks - I don't use - don't tax me.
Consider online donation capability on the city website
Do not increase or add new property taxes
Do not increase taxes
Don't raise taxes when people don't have jobs. Encourage new business but don't pay for them
Don't use the parks and rec programs - don't fit my needs
Encourage business for job growth = more tax revenue (but you knew that already!)
Fees should cover costs where possible
Finish the town center some day
Give all city service to Chamber Creek Crossing like rest of the city
I don't participate in most because of cost.
I guess we don't use many. We like good roads, safety, chambers golf course, and upcoming bridge are nice. We need amenities but need to balance taxes as we are highest in county.
If my income were not suffering from recession, I would pay more, but I can't! Now when the economy is so bad, is when we need City to support parks and recreation!
Instead of charging fees, encourage more opportunities to donate
Instead of using tax dollars (#49), lower the fees
Keep children's programs affordable for all incomes
Keep parks and rec affordable for all
Lower business taxes - finish town center - add business
Lower fees assist families and seniors in activities
Lower taxes (business) instead of lower fees (permit)
Maintain taxes - user based cost factor
Make park and rec programs totally self-supporting
More workshops for educating local citizens
Need to develop Town Center ASAP so that it is making money. Need to attract private businesses
Ones using services should pay for them
Only use tax revenue if it doesn't increase property taxes.

Partner with Pierce Co to install sewer - it was done in Tillicum
Please be careful about using tax revenue. Let's reduce taxes where possible
Promote walkability; more upscale restaurants - less fast food; promote single family residences and less apt. complexes
Provide indoor play areas free of charge or for a small fee
Put out maps for bikes/walkers to go on one continuous trail.
Rec programs need to be very low cost!
Regarding 50 - The current strategy and plan is not very visible. We need new eyes on the development of town center properties
Seemed to be focused on Town Center. Parks seem to need help
Sell all the land on Town center to pay off debt.
Sell Homestead Park. Business - town center - no central park
Sell town center land
Take care of basic youth sports programs first. Everything else must show large enough numbers to justify
The city should use tax revenue carefully to attract businesses, but not subsidize them. Tax money should be used for building a sustainable city, but no fees should be impeded on the taxpayer to enjoy the public green space/parks
The economy is in a depression. At this point, I don't want to pay any more than I already am. This should be re-evaluated in 2 years
The parks are excellent, but now money can help with businesses
User fees the way to go
We are on a fixed income and don't choose to let any of our income leave our home
We don't find any P&R programs that we would use; sidewalks are very important
We need to be friendlier toward new businesses.
We need to keep kids in programs and have them available, even if the cost is higher
Why aren't there more businesses like Lakewood?
Why were there no public hearings on recent funding shifts?

Comments - Negative

35) Follow one of the guiding principles of the universe: When you find yourself in a hole, the first thing to do is stop digging!
50) but will never happen
50) Sell get out of development business
All the city council does is think of more ways to spend money you don't have
As long as the programs are worth it (#53)
At this point you have no revenue to subsidize - at what additional cost? Rec program S/B should be self-supporting
Business permits? Aren't such fees trivial? Developing Town Center will cost more than it will return in revenue
City center project is a mess and a huge drain on our city. It is also an eyesore.
City Council needs to manage their budget better
City of UP should not tax outside utilities because city of UP adds no value
City services a poor value.
City shouldn't be in property management business
Develop Town Center!
Do a better job and we need to restructure how you get in office. Maybe not a council but a real city govt.
Drop the whole Town Center idea. Just bring in business on the land near new library/city offices. Its an eyesore. Get it done before 2015

Fire Steve Sugg. Bring salaries in line with city ability to pay (lower them)! Dismiss deputy city managers
Get people in there who have held private sector jobs - not make work city planning degrees et al
Get Town Center completed. It's an eyesore and shows city is not capable of finishing the project. It's a joke.

Give us our tax money back - you are taxing us out of our homes

How about completing Town Center

I cannot see how the town center can succeed as it cannot be a destination for enough people to support businesses.

I hate that monstrosity of a parking garage. The Taj Mahal (city offices) and what was wrong with the old library? In the meantime, we lost Mama Stortinis

I oppose town center - but since started, complete ASAP

I oppose using any city funds to subsidized youth rec programs (local schools are extravagantly funded with 17+% of students from out of district) - let them provide youth programs

If taxes are lowered, businesses will have more money to expand and hire. Using city tax dollars to supplement business is a Band-Aid effort.

If the city hadn't WASTED millions of dollars, we'd be in better shape

If you don't have money, don't spend it! Those that want the services - pay out of pocket

Is there any city tax revenue to use???

It will be the day when the people of UP don't consider UP a bedroom community. I have been here for 45 years!

Let the private sector develop town center - no more of our taxes

Lose your park

More taxes are going to force us older, longtime residents to move

No more taxes!!

Not happy with the progress of the town center

Painting the roundabouts - are you serious?! Just an example of foolish city spending

Q 50 - what a stupid question

Shame on the council for cutting Police Dept. - we need police, not flowers

Shouldn't have use revenue to offset fees, - if you manage money the right way

Sorry for being so negative, but I don't think you are good stewards of the revenue. Never have gotten over the new town center

Stop attempting to develop additional parks - they drain revenue

Stop messing up medians with crap - make left hand turn lanes

Stop raising our taxes.

Stop spending money - we were fine before incorporation

Stop spending money on frivolous things. NO back in parking!

Sucks

The city has driven out business the average person would patronize

The city should never complete with private business enterprise

The failure of planning for the 'Center" demonstrates lack of professionalism and maturity

The junk cars have been removed but weeds and grass are not controlled.

The Town center has been a huge disappointment - poor leadership in this building development - huge loss in business taxes X years!

The town center has cost tax payers millions. You do not understand how to develop a TC. Both Lakewood and Gig Harbor are successful. Learn from them

The town center project is a boondoggle - too bad it was handled so badly. One very huge expensive building for what?

The town center seems to be costly with inefficient parking - back in parking on Bridgeport - bad idea - waste of money and time

The town center was a bad idea in the first place. We already had a nice library, city govt. offices and business

There is no alternative now on the town center. Unfortunately - develop it or sell it

This was a great city, until?

Today's economy. Home/neighborhood lawn/yard care enforcement ordinance. Some areas are looking shitty!!!

Town center - such a waste. So much incompetence in UP leadership

Town center has always been a waste of money

Town center has been handled very poorly

Town Center is a good idea - why is it not done yet?

Town center needs to be completed or abandoned. Status quo forever is not acceptable. We need business taxes.

We already cannot afford what you have.

we have to choose YMCA programs because UP fees are high

We have virtually no city services. Nearly everything other than city govt/administration is farmed out or contracted

We need to find ways to do all these, given the tax revenue already generated - no new taxes!

When is the town center going to be completed? It's been too long

Would like town center to complete - way too long since its start

You wasted more money on town center than we'll ever see

Your questions are too broad - I oppose all city tax when used in order for other business for recruitment.

UP is a destination place already

General Comments

1) Why did the city logo change to flower. How much did that cost to change? 2) I did not see a deadline for return of survey. Need a timeline to have conclusion or we will never see the results of this survey
2 homes on both sides of us are bank owned and have been sitting forever! Makes our neighborhood look trashy. How do we get them to auction sooner?

60/61 are inappropriate questions for this survey

A traffic revision at Mt View and 31st to stop the constant speeding and collisions and teenage car races
Allow left turns at traffic lights with left turn arrows.

Appreciate improvements in sidewalks, bike areas, parks support, and look forward to opening of library in towncenter and support expansion of town center project.

Better recycling at curb please!

Bridgeport Way is beautiful. Our street is barely wide enough for two cars to pass. Trucks must pull over. No sidewalks-sewer-walking is hazardous. Why not spend a little on other main street?

Business vitality, School Quality and Residential Safety are all deteriorating!

Chambers Bay Park and Curtis Jr. High have significantly increased the traffic on 27th St. It's time the city improve this area - lowering the speed limit to 30mph, sidewalks and medians

City council kicked out all the businesses so get on the stick and get those business back - this is job one
City govt has sucked for years. It was a better place to live when UP was not incorporated.

City leaders nee to give up on the idea of UP becoming the Bellevue of Tacoma. UP residents want to be the snobs of Pierce County. Forget it. Unincorporate UP and then annex it into Tacoma which is the reason UP exists. One less govt. to finance.

City of UP disconnected from city.

Concerned about apparent rise in crime--neighbors home robbed and cars broken into--hope this is a priority concern for the city.

Could the newsletter come via email?

Do not raise property taxes

Don't increase taxes. Citizens can't afford it. Live within the budget. Get creative and stop spending \$\$ on useless staff and projects! Evaluate what can change.

Duck days was a nice community event. The Curran Orchard events are enjoyable too. Thank you

Feel really lucky to live here - retired military

Feel this is really a waste of time, but it didn't cost me postage.

Fight to get our neighborhood in UP school district. Harvest Ridge community!

Fire UP Refuse and contract with city of Tacoma. Install sewers in all neighborhoods. Red light cameras

Get the town center back on track!

Get Town center done! Get businesses in there!

Good info

Good luck. Support family issues first and foremost.

Home/Neighborhoods beginning to look like Eastside Tacoma - "bad"

I didn't fill out the form all the way because if houses and cars are being broken into, who cares about sustainability

I don't know where this fits in, but I called to speak with traffic dept. supervisor, was told he wasn't in, but would call me back. After the 3rd non-returned call, I chalked it up to typical UP bureaucracy

I feel our council members don't always have the city's best interest at heart, we need to encourage change and new ideas

I grew up in UP. I recently moved back. I enjoy this city very much. Please keep the parks and rec dept. movements going forward. As the city grows, hopefully the taxes will slightly fall due to a higher density population, thus more people to pay for services.

I have not been impressed with the city responsibility with upkeep or business

I Like UP and am proud to live here. Will do more volunteer work in the future. I approve of the councils work so far (the past 15 years) and do not want to see it change

I live with the back of my condo to an animal and weed and tree packed lot. One day it will be coming down on my backyard. I have no animals, but loads of running free animals relieving themselves in my yard. Cats run wild in my neighborhood. These animals have worms, and I cannot use my yard because of that.

I love living in UP.

I think that UP is on the right track, but for UP to think that being on the right track is enough would be a mistake. It's not enough. We, as a community, need to keep the momentum going, to put more effort into achieving our goals

I think the city's sign law was stupid. I miss the reader board at Walgreens on Cirque. You had them take that down, and then you built that ugly parking garage

I was laid off last year. I cannot find work. Do not raise taxes. A year ago my income was over 100K and unemployment was 20K which is not enough to cover my expenses. You need to be aware of how many are like me and cannot find work before you ask for any more tax increases. Jobs should be top priority.

If you put utilities underground, you could leave the trees alone

It would be more beneficial to have recycling picked up weekly and garbage biweekly

I've lived here since the 50s and seen lots of improvement. When I grew up here, we only had one school. I'm proud of UP

I've lived in UP since the 60s and 70s. When it started to really grow noticeably in the 80s and 90s, I took a while to get used to it. Now my husband and I don't see ourselves living anywhere else.

Keep it up!

Keep up the great work!

Less council trips to Vegas! Offer more volunteer jobs. UP needs to encourage restaurants; Need better city council members who are creative. Need progress on town center

Let's keep UP beautiful and safe!!!

Love UP!

Me and my family truly appreciate the things our city council and all of our city departments perform on a daily basis. Thank you!

Most development in the city has been very nice. The mess on 35th and Bridgeport must be finished. Gig Harbor got the businesses we should have had

Most of these questions are silly. The city (flim flam) council – that is the past bunch and the member of the original incompetency council and the hold overs have bled UP dry. It is easier to do business in Lakewood or Gig Harbor. I am not willing to pay higher fees for Park, Recreational or any damn thing else until the city council show some progress .

Move forward with Town center, quit second guessing.

My taxes are 5000 a year for a 370K house - out of control - this is the same tax as on million dollar homes in Mercer Island or Gig Harbor

Next time ask which school you live close to. Please enforce dog poop clean up

Nice newsletters!

No more apartments

North of 27th and west of Bridgeport. Look at Red Apple - no one cares :(

Not sure you can add business and residential and still have 'small town' feel

Now that traffic is slow, how are you going to get people in and out of the area?

Old cars that don't run should not be left along the streets and on properties

Our city council is just like many others. You talk an item to death because you are afraid to act on it. Shame on you.

Please clean up the mess at the town center. It is an embarrassment.

Please do not put the 'Brass Puck' in front of the new building. It will make a joke of UP. We already have the birds with the huge egg!!

Please do not raise property taxes. Shifting property tax to public safety is ploy to raise taxes

Please have waste container in front of New City Hall emptied.

Please publish results with # of respondents

Please work on the horrible smell of sewage and the amount of criminal activity in our area - Thank you!
Poor code enforcement when homes are ill-kept, junky, trash everywhere, cars everywhere, rodents in garbage pails - nothing is done. Why don't these workers do their jobs?! You need to replace these so called 'employees'

Property taxes are simply too high

Race shouldn't matter

Recycling should include curbside glass and plastics

Recycling: Too Expensive. Will not pick up in our alley, but do in others. Glass should be allowed.

Customer should receive credit for recyclables. Get some new city council members and city staff

Regular surveys should be available online and mail for senior citizens

SE area is neglected section of UP. We are step children & usually not included in Community events ie Xmas food drive, even after asking to be for 2 years

See Comment

Seems like any area north of 27th is not in the plan of improving streets and sidewalks. All improvement on Grandview stopped at 27th (I have paid taxes for 48 years- no improvement. Is this the slum area?

Shrubs blocking sidewalks, and vision at intersections creates safety hazards

Soundview Drive is becoming hazardous because of vehicles being parked on both sides on encroaching parking strips. After two cars can't pass, fire trucks would never make it. Thank you for asking. Now do something about our concerns.

Sure would like to have my recycled glass picked up. The council has done a lot of good things for UP, but has really wasted so much money. Some rules such as street sign height are ridiculous. I'll try to vote you ALL out

Taxes too high especially now that we see how the money is spent. Seniors are already heavily supporting a school district w/o direct benefits

Terminate publication of UP newsletter - focus on the basics, cut costs, do less

Thank you

Thank you for asking our opinion. We like UP and often reconsider moving or relocating because we believe in this community

Thank you for asking.

Thank you for being interested in my opinion. When I first moved here, 5 years ago, I thought it would be a safe environment but with drug deals, vandalism and arson, I no longer think that

Thank you for doing this survey. I hope it gets > 25% participation

Thank you for giving me an excuse to massage my goose bumps knowing that UP is so preoccupied with the latest politically correct trend. Your obvious posturing induces projectile vomiting. Now there's recycling! - Green, Green, Green, Whoops - there it goes again

Thank you for having council meetings on TV. Please no outlet stores. We deserve top notch retailers. Why can't we bring back businesses like we lost. The garage is ugly and doesn't match the vision
thanks for asking! Appreciate all the hard work and for making this a great place to live!

Thanks for asking, this is good

Thanks for asking. You all have a difficult job. I don't agree on some of your focus, but appreciate your effort

The amount of stoplights that have been added to Bridgeport, I feel is ridiculous - Also the angled parking for the Town Center should face the other way

The back in parking and cross walks with lights on Bridgeport are ridiculous. Town center is a waste of money - who do you think will come to UP to shop? Quit planting stuff in the middle of the streets. No more roundabouts!

The children need the library. Firemen are taking advantage of UP. I am happy with the schools. Quit wasting money

The City Council need to get their act together. Town Center is an embarrassment to UP

The city is in need of more retail facilities including restaurants. There are many fast food establishments, but few fine dining.

The city should at least consider creating its own police department and other services. The library is beautiful. We need to attract business, preferably those that we need (i.e. restaurants, Target (general merchandise))

The closure of Dennys/Mama Stortinis's/Existing library & loss of tax revenues thereof was shameful failure

The council should strive for greater transparency with the recent decision to dedicate property tax to public safety. What issues were formerly supported by this source?

The entry on 40th and the hanging plants on Bridgeport all add to enhancing the image of UP!

The new angled parking on Bridgeport will slow down traffic and cause confusion and delay. Who decided on that? There are too many stoplights now too!

The plants on Bridgeport have hurt business, as turning into businesses is not convenient. Stop doing roundabouts.

There are very often speeders on Chambers Creek Road west (between Chambers Lane and 67th & Bridgeport) - you can often hear squealing tires and loud exhaust

This survey is better the last one

To our UP group of officers. Tax money is our money not yours. For 15 years you officers have wasted millions of our tax dollars – Stop wasting money on goofy ideas. Most of you have been foolish in spending our tax money

Too many personal questions

Too much gridlock on Grandview and 40th because of poor planning with Jr High - too many roundabouts. 27th down to 2 lanes. People driving 5-10 miles under speed limit - very frustrating

Too much too soon, too many people

Town center is a joke - too much wasted money

Trees, groundcover dead in new strip from Cirque to 54th. Use week control-tacky weeks!

UP had a nice library that was torn down - no way to build around. Why build a new one?

UP is a special place to live and I hope we can keep it that way

UP should honor Linda Bird for all she's done for our community (and, no, I am not related, nor is she a friend of mine).

Use European American, not white. If you paid someone to develop this survey, you wasted taxpayer funds

Use the last election as a gauge to the council's performance and success. Why an interim City Manager? Advertise for a City Manager. Traffic impact fees? No!

User fees for recreation. More conservative use of all....

Very disappointed in the council. Town center and library situation is appalling. Council hasn't listened to citizens' complaints. Lack of openness "secretive"

Very grateful for curbside mixed recycling. We fill 2 blue containers every 2 weeks, would encourage others to do same since it is free. Wish Animal Control could help us fight the neighborhood skunks, rats, and raccoons!

Walking is our principle form of recreation. Sidewalks that allow safe access to city businesses and parks are essential. The city has done a fairly good job adding sidewalks, but more are needed

Waste of time

We cannot control the weather, that is ridiculous. Don't let the government make you think you can. Do cost saving things that make logical and common sense.

We need a new council - you have not handled town center or finances well. 1st priority should be public safety, not flowers

We need a street light at 33rd street west and Oas drive west please!

We pay too many taxes for NONE SERVICE - Chambers Creek Crossing - no city services?

We take a lot of pride in keeping our yard and house in good shape!!! What can we do with our neighbors who don't mow their lawns! It is an eyesore to our community.

We would support a Farmers market in the new market square

Weak Survey.

What can be done about dogs that bark nonstop all night/all day

When are we going to get sewer for communities that need it and sidewalks for communities that need it?

Had hoped incoming council would change things for the better, but nothing yet. Is it going to happen?

When I want to watch comedy on TV, I turn on the UP council meetings

When will the town center open? When will the new library open?

Where other streets have sidewalk we have weeds and litter (46th St Court West) Why is his so?

Why can't it be Hispanic/American or White Caucasian American or why isn't it just African or Native?

Woodlake

Wow. Some town center. A brand new library - Well we had a new one and U TORE IT DOWN

Yes. Questions appears skewed to elicit favorable feedback response interpretation & publication. We are not total idiots out here. Give us police/fire/EMT/paved streets till the economy improves

Appendix C Tables

A. Parks and Recreation

Q1 How many park visits in the last year						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	548	0	128	23.0	23.4	23.4
		1-3	127	22.8	23.2	46.5
		4-6	89	16.0	16.2	62.8
		7-10	40	7.2	7.3	70.1
		11+	164	29.5	29.9	100.0
Missing	8	NR	8	1.4	100.0	
Total	556		556	100.0		

Q2 Recreation program participation in the last year						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	546	0	379	68.2	69.4	69.4
		1-3	134	24.1	24.5	94.0
		4-6	22	4.0	4.0	98.0
		7-10	4	0.7	0.7	98.7
		11+	7	1.3	1.3	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Q3 Range of programs offered by Parks and Recreation						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	536	Excellent	64	11.5	11.9	11.9
		Good	174	31.3	32.5	44.4
		Don't Know	230	41.4	42.9	87.3
		Fair	59	10.6	11.0	98.3
		Poor	9	1.6	1.7	100.0
Missing	20	NR	20	3.6	100.0	
Total	556		556	100.0		

Q4 Appearance of UP Parks and Recreation Facilities						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	536	Excellent	161	29.0	30.0	30.0
		Good	268	48.2	50.0	80.0
		Don't Know	74	13.3	13.8	93.8
		Fair	31	5.6	5.8	99.6
		Poor	2	0.4	0.4	100.0
Missing	20	NR	20	3.6	100.0	
Total	556		556	100.0		

Q5 Safety of UP Parks and Recreation Facilities						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	532	Excellent	98	17.6	18.4	18.4
		Good	229	41.2	43.0	61.5
		Don't Know	173	31.1	32.5	94.0
		Fair	28	5.0	5.3	99.2
		Poor	4	0.7	0.8	100.0
Missing	24	NR	24	4.3	100.0	
Total	556		556	100.0		

Q6 Quality of UP Parks and Recreation Programs						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Excellent	69	12.4	13.1	13.1
		Good	175	31.5	33.3	46.4
		Don't Know	233	41.9	44.3	90.7
		Fair	40	7.2	7.6	98.3
		Poor	9	1.6	1.7	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

B. Streets and Road Maintenance

Q8 Condition of streets and roads in your neighborhood						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	547	Good condition	168	30.2	30.7	30.7
		Mostly good condition	310	55.8	56.7	87.4
		Many bad spots	67	12.1	12.2	99.6
		Don't know	2	0.4	0.4	100.0
Missing	9	NR	9	1.6	100.0	
Total	556		556	100.0		

Q9 Quality of street sweeping services in your neighborhood						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	543	Excellent	75	13.5	13.8	13.8
		Good	247	44.4	45.5	59.3
		Don't Know	72	12.9	13.3	72.6
		Fair	112	20.1	20.6	93.2
		Poor	37	6.7	6.8	100.0
Missing	13	NR	13	2.3	100.0	
Total	556		556	100.0		

Q10 Rating of interaction with Maintenance staff						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	497	Excellent	36	6.5	7.2	7.2
		Good	62	11.2	12.5	19.7
		No interaction	373	67.1	75.1	94.8
		Fair	13	2.3	2.6	97.4
		Poor	13	2.3	2.6	100.0
Missing	59	NR	59	10.6	100.0	
Total	556		556	100.0		

C. Refuse and Recycling

UP Garbage collection services						
Q12						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Excellent	242	43.5	44.6	44.6
		Good	241	43.3	44.5	89.1
		Don't Know	13	2.3	2.4	91.5
		Fair	36	6.5	6.6	98.2
		Poor	10	1.8	1.8	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

UP Residential recycling						
Q13						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	543	Excellent	167	30.0	30.8	30.8
		Good	249	44.8	45.9	76.6
		Don't Know	27	4.9	5.0	81.6
		Fair	70	12.6	12.9	94.5
		Poor	30	5.4	5.5	100.0
Missing	13	NR	13	2.3	100.0	
Total	556		556	100.0		

D. Police Services

Your neighborhood in general - (How safe do you feel walking alone)						
Q14						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	542	Very safe	253	45.5	46.7	46.7
		Reasonably safe	242	43.5	44.6	91.3
		Don't Know	11	2.0	2.0	93.4
		Somewhat unsafe	29	5.2	5.4	98.7
		Very unsafe	7	1.3	1.3	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Q15 Your neighborhood after dark - (How safe do you feel walking alone)						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	542	Very safe	119	21.4	22.0	22.0
		Reasonably safe	247	44.4	45.6	67.5
		Don't Know	65	11.7	12.0	79.5
		Somewhat unsafe	87	15.6	16.1	95.6
		Very unsafe	24	4.3	4.4	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Q16 Your neighborhood during the day - (How safe do you feel walking alone)						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	546	Very safe	322	57.9	59.0	59.0
		Reasonably safe	182	32.7	33.3	92.3
		Don't Know	11	2.0	2.0	94.3
		Somewhat unsafe	26	4.7	4.8	99.1
		Very unsafe	5	0.9	0.9	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Q17 Business areas after dark - (How safe do you feel walking alone)						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	542	Very safe	68	12.2	12.5	12.5
		Reasonably safe	268	48.2	49.4	62.0
		Don't Know	94	16.9	17.3	79.3
		Somewhat unsafe	97	17.4	17.9	97.2
		Very unsafe	15	2.7	2.8	100.0
Missing	14	NR	14	2.5	100.0	
Total	556		556	100.0		

Q18 Business areas in the day - (How safe do you feel walking alone)						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	Very safe	287	51.6	52.8	52.8
		Reasonably safe	224	40.3	41.2	93.9
		Don't Know	18	3.2	3.3	97.2
		Somewhat unsafe	13	2.3	2.4	99.6
		Very unsafe	2	0.4	0.4	100.0
Missing	12	NR	12	2.2	100.0	
Total	556		556	100.0		

Q19 Victim of a crime in the last 12 months						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	547	Yes	89	16.0	16.3	16.3
		No	458	82.4	83.7	100.0
Missing	9	NR	9	1.6	100.0	
Total	556		556	100.0		

Q20 If Yes on Q19 - Did you report all of these crimes to the police						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	86	Yes	72	80.9	83.7	83.7
		No	14	15.7	16.3	100.0
Missing	3	NR	3	3.4	100.0	
Total	89		89	100.0		

Q21 Contact with the police department in the last 12 months						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	Yes	202	36.3	37.1	37.1
		No	342	61.5	62.9	100.0
Missing	12	NR	12	2.2	100.0	
Total	556		556	100.0		

Q22 If Yes on Q21 - How do you rate the police contact						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	199	Excellent	92	45.5	46.2	46.2
		Good	77	38.1	38.7	84.9
		Don't Know	3	1.5	1.5	86.4
		Fair	16	7.9	8.0	94.5
		Poor	11	5.4	5.5	100.0
Missing	3	NR	3	1.5	100.0	
Total	202		202	100.0		

E. Code Enforcement

Q24 Problem with weeds, abandoned vehicles, graffiti, etc.in your neighborhood						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	454	Not a problem	201	36.2	44.3	44.3
		Only a small problem	120	21.6	26.4	70.7
		Don't Know	19	3.4	4.2	74.9
		Somewhat of a problem	82	14.7	18.1	93.0
		A major problem	32	5.8	7.0	100.0
Missing	102	NR	102	18.3	100.0	
Total	556		556	100.0		

Q25 Rate interaction with City Code Enforcement Department						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	475	Excellent	11	2.0	2.3	2.3
		Good	24	4.3	5.1	7.4
		No Interaction	404	72.7	85.1	92.4
		Fair	20	3.6	4.2	96.6
		Poor	16	2.9	3.4	100.0
Missing	81	NR	81	14.6	100.0	
Total	556		556	100.0		

Q26 Rate interaction with City Animal Control Department						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	475	Excellent	12	2.2	2.5	2.5
		Good	36	6.5	7.6	10.1
		No Interaction	397	71.4	83.6	93.7
		Fair	17	3.1	3.6	97.3
		Poor	13	2.3	2.7	100.0
Missing	81	NR	81	14.6	100.0	
Total	556		556	100.0		

Q27 Rate interaction with City Building/Planning/Permits Department						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	472	Excellent	24	4.3	5.1	5.1
		Good	16	2.9	3.4	8.5
		No Interaction	396	71.2	83.9	92.4
		Fair	21	3.8	4.4	96.8
		Poor	15	2.7	3.2	100.0
Missing	84	NR	84	15.1	100.0	
Total	556		556	100.0		

F. General Questions about University Place

Q28 The City Council is responsive to citizen concerns						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	539	Strongly Agree	28	5.0	5.2	5.2
		Agree	128	23.0	23.7	28.9
		Don't Know	247	44.4	45.8	74.8
		Disagree	101	18.2	18.7	93.5
		Strongly Disagree	35	6.3	6.5	100.0
Missing	17	NR	17	3.1	100.0	
Total	556		556	100.0		

Q29 University Place is on the right track						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	538	Strongly Agree	31	5.6	5.8	5.8
		Agree	188	33.8	34.9	40.7
		Don't Know	107	19.2	19.9	60.6
		Disagree	149	26.8	27.7	88.3
		Strongly Disagree	63	11.3	11.7	100.0
Missing	18	NR	18	3.2	100.0	
Total	556		556	100.0		

Q33 The enforcement of traffic laws in the City is about right						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	539	Strongly Agree	50	9.0	9.3	9.3
		Agree	295	53.1	54.7	64.0
		Don't Know	103	18.5	19.1	83.1
		Disagree	64	11.5	11.9	95.0
		Strongly Disagree	27	4.9	5.0	100.0
Missing	17	NR	17	3.1	100.0	
Total	556		556	100.0		

Q34a Communication - Mailed newsletter						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Excellent	273	49.1	50.5	50.5
		Good	227	40.8	42.0	92.4
		Don't know	5	0.9	0.9	93.3
		Fair	28	5.0	5.2	98.5
		Poor	8	1.4	1.5	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

Q34b Communication - UP City Website						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	499	Excellent	64	11.5	12.8	12.8
		Good	137	24.6	27.5	40.3
		Don't know	174	31.3	34.9	75.2
		Fair	76	13.7	15.2	90.4
		Poor	48	8.6	9.6	100.0
Missing	57	NR	57	10.3	100.0	
Total	556		556	100.0		

Q34c Communication - UPTV						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	500	Excellent	51	9.2	10.2	10.2
		Good	100	18.0	20.0	30.2
		Don't know	195	35.1	39.0	69.2
		Fair	67	12.1	13.4	82.6
		Poor	87	15.6	17.4	100.0
Missing	56	NR	56	10.1	100.0	
Total	556		556	100.0		

Q34d Communication - Direct Mailings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	505	Excellent	149	26.8	29.5	29.5
		Good	228	41.0	45.1	74.7
		Don't know	67	12.1	13.3	87.9
		Fair	40	7.2	7.9	95.8
		Poor	21	3.8	4.2	100.0
Missing	51	NR	51	9.2	100.0	
Total	556		556	100.0		

Q34e Communication - City Readerboard						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	485	Excellent	51	9.2	10.5	10.5
		Good	142	25.5	29.3	39.8
		Don't know	139	25.0	28.7	68.5
		Fair	81	14.6	16.7	85.2
		Poor	72	12.9	14.8	100.0
Missing	71	NR	71	12.8	100.0	
Total	556		556	100.0		

Q34f Communication - Public Meetings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	483	Excellent	41	7.4	8.5	8.5
		Good	150	27.0	31.1	39.5
		Don't know	171	30.8	35.4	74.9
		Fair	85	15.3	17.6	92.5
		Poor	36	6.5	7.5	100.0
Missing	73	NR	73	13.1	100.0	
Total	556		556	100.0		

Q34g Communication - Neighborhood Meetings						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	481	Excellent	33	5.9	6.9	6.9
		Good	113	20.3	23.5	30.4
		Don't know	224	40.3	46.6	76.9
		Fair	66	11.9	13.7	90.6
		Poor	45	8.1	9.4	100.0
Missing	75	NR	75	13.5	100.0	
Total	556		556	100.0		

G. Stormwater/Sustainability

Q37 Familiarity with UP Stormwater Management Plan						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Very familiar	18	3.2	3.3	3.3
		Somewhat familiar	142	25.5	26.3	29.6
		Don't Know	181	32.6	33.5	63.1
		Somewhat unfamiliar	85	15.3	15.7	78.9
		Very unfamiliar	114	20.5	21.1	100.0
Missing	16	NR	16	2.9	100.0	
Total	556		556	100.0		

Q38 Awareness of Stormwater runoff destination						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Very familiar	112	20.1	20.7	20.7
		Somewhat familiar	223	40.1	41.2	61.9
		Don't Know	109	19.6	20.1	82.1
		Somewhat unfamiliar	46	8.3	8.5	90.6
		Very unfamiliar	51	9.2	9.4	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

Q39 Where do you typically wash your car						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	533	Driveway	196	35.3	36.8	36.8
		Lawn area	56	10.1	10.5	47.3
		Commercial car wash	252	45.3	47.3	94.6
		Charity car wash	29	5.2	5.4	100.0
Missing	23	NR	23	4.1	100.0	
Total	556		556	100.0		

Q40 Do you know dropoff locations for hazardous materials						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	545	Yes	417	75.0	76.5	76.5
		No	128	23.0	23.5	100.0
Missing	11	NR	11	2.0	100.0	
Total	556		556	100.0		

Q41 How frequently do you drop off hazardous waste						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	546	All the time	185	33.3	33.9	33.9
		Sometimes	106	19.1	19.4	53.3
		Rarely	201	36.2	36.8	90.1
		Never	54	9.7	9.9	100.0
Missing	10	NR	10	1.8	100.0	
Total	556		556	100.0		

Q42 Interest in learning about Stormwater pollution prevention						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	533	Very interested	167	30.0	31.3	31.3
		Somewhat interested	228	41.0	42.8	74.1
		Don't Know	41	7.4	7.7	81.8
		Somewhat uninterested	66	11.9	12.4	94.2
		Very uninterested	31	5.6	5.8	100.0
Missing	23	NR	23	4.1	100.0	
Total	556		556	100.0		

Q43 Awareness of City Workshops on Stormwater/Environmental protection						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	538	Yes	219	39.4	40.7	40.7
		No	319	57.4	59.3	100.0
Missing	18	NR	18	3.2	100.0	
Total	556		556	100.0		

Q44 Familiarity with national Green/Sustainability movement						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	541	Very familiar	178	32.0	32.9	32.9
		Somewhat familiar	294	52.9	54.3	87.2
		Don't Know	31	5.6	5.7	93.0
		Somewhat unfamiliar	25	4.5	4.6	97.6
		Very unfamiliar	13	2.3	2.4	100.0
Missing	15	NR	15	2.7	100.0	
Total	556		556	100.0		

Q45a Importance - Energy						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Very Important	304	54.7	57.3	57.3
		Somewhat important	152	27.3	28.6	85.9
		Don't Know	32	5.8	6.0	91.9
		Somewhat unimportant	28	5.0	5.3	97.2
		Very unimportant	15	2.7	2.8	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

Q45b Importance - Health/Resources						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	529	Very Important	318	57.2	60.1	60.1
		Somewhat important	131	23.6	24.8	84.9
		Don't Know	36	6.5	6.8	91.7
		Somewhat unimportant	31	5.6	5.9	97.5
		Very unimportant	13	2.3	2.5	100.0
Missing	27	NR	27	4.9	100.0	
Total	556		556	100.0		

Q45c Importance - Transportation						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Very Important	268	48.2	50.5	50.5
		Somewhat important	175	31.5	33.0	83.4
		Don't Know	34	6.1	6.4	89.8
		Somewhat unimportant	40	7.2	7.5	97.4
		Very unimportant	14	2.5	2.6	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

Q45d Importance - Community Vitality						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Very Important	300	54.0	57.0	57.0
		Somewhat important	137	24.6	26.0	83.1
		Don't Know	44	7.9	8.4	91.4
		Somewhat unimportant	25	4.5	4.8	96.2
		Very unimportant	20	3.6	3.8	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Q46 How should UP Support Sustainability			
		Value	Frequency
Valid	439	City Departments	264
		Education/Outreach	302
		Citywide Regulation	119
		Community Efforts	248
Missing	117	NR	117
Total	556	Totals	933

H. City Services

Support for using tax revenue to lower permit fees						
Q49						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	521	Strongly support	64	11.5	12.3	12.3
		Support	151	27.2	29.0	41.3
		Don't Know	141	25.4	27.1	68.3
		Oppose	119	21.4	22.8	91.2
		Strongly oppose	46	8.3	8.8	100.0
Missing	35	NR	35	6.3	100.0	
Total	556		556	100.0		

Support for developing Town Center to increase sales tax base						
Q50						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Strongly support	185	33.3	35.2	35.2
		Support	178	32.0	33.8	69.0
		Don't Know	57	10.3	10.8	79.8
		Oppose	57	10.3	10.8	90.7
		Strongly oppose	49	8.8	9.3	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Support for using tax revenue to lower fees for rec programs						
Q51						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	530	Strongly support	64	11.5	12.1	12.1
		Support	175	31.5	33.0	45.1
		Don't Know	101	18.2	19.1	64.2
		Oppose	135	24.3	25.5	89.6
		Strongly oppose	55	9.9	10.4	100.0
Missing	26	NR	26	4.7	100.0	
Total	556		556	100.0		

Support for using tax revenue to encourage business retention and						
Q52						

recruitment						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	526	Strongly support	135	24.3	25.7	25.7
		Support	201	36.2	38.2	63.9
		Don't Know	92	16.5	17.5	81.4
		Oppose	67	12.1	12.7	94.1
		Strongly oppose	31	5.6	5.9	100.0
Missing	30	NR	30	5.4	100.0	
Total	556		556	100.0		

Q53 Support for using tax revenue to encourage business retention and recruitment						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	529	Very willing	78	14.0	14.7	14.7
		Somewhat willing	206	37.1	38.9	53.7
		Somewhat unwilling	92	16.5	17.4	71.1
		Very unwilling	90	16.2	17.0	88.1
		N/A	63	11.3	11.9	100.0
Missing	27	NR	27	4.9	100.0	
Total	556		556	100.0		

I. Citizen Descriptor Questions

Residence						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Apartment/Condo	86	15.5	15.9	15.9
		Single family residence	427	76.8	79.1	95.0
		Trailer/Mobile home	2	0.4	0.4	95.4
		Townhouse	9	1.6	1.7	97.0
		Duplex	15	2.7	2.8	99.8
		Other	1	0.2	0.2	100.0
		Missing	16	NR	16	2.9
Total	556		556	100.0		

Adults						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	524	1	114	20.5	21.8	21.8
		2	332	59.7	63.4	85.1
		3	64	11.5	12.2	97.3
		4	13	2.3	2.5	99.8
		5+	1	0.2	0.2	100.0
		Missing	32	NR	32	5.8
Total	556		556	100.0		

Children						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	524	0	397	71.4	75.8	75.8
		1	58	10.4	11.1	86.8
		2	53	9.5	10.1	96.9
		3	8	1.4	1.5	98.5
		4+	8	1.4	1.5	100.0
		Missing	32	NR	32	5.8
Total	556		556	100.0		

Years of Residency						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	544	0-1	14	2.5	2.6	2.6
		1-5	71	12.8	13.1	15.6
		6-10	72	12.9	13.2	28.9
		11-15	78	14.0	14.3	43.2
		16-20	49	8.8	9.0	52.2
		20+	260	46.8	47.8	100.0
Missing	12	NR	12	2.2	100.0	
Total	556		556	100.0		

Gender						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	Female	312	56.1	58.8	58.8
		Male	219	39.4	41.2	100.0
Missing	25	NR	25	4.5	100.0	
Total	556		556	100.0		

Age						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	540	Under 25	8	1.4	1.5	1.5
		26-35	39	7.0	7.2	8.7
		36-45	50	9.0	9.3	18.0
		46-55	113	20.3	20.9	38.9
		56-65	126	22.7	23.3	62.2
		Over 65	204	36.7	37.8	100.0
Missing	16	NR	16	2.9	100.0	
Total	556		556	100.0		

Race						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	504	African American	11	2.0	2.2	2.2
		Hispanic	5	0.9	1.0	3.2
		Eskimo/Aleut	1	0.2	0.2	3.4
		Asian/Pacific Islander	23	4.1	4.6	7.9
		Native American	3	0.5	0.6	8.5
		White/Caucasian	451	81.1	89.5	98.0
		Other	10	1.8	2.0	100.0
		Missing	52	NR	52	9.4
Total	556		556	100.0		

Income						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	472	Less than \$35K	73	13.1	15.5	15.5
		\$35K-\$70K	167	30.0	35.4	50.8
		\$70K-\$100K	106	19.1	22.5	73.3
		\$100K-\$125K	59	10.6	12.5	85.8
		\$125K+	67	12.1	14.2	100.0
		Missing	84	NR	84	15.1
Total	556		556	100.0		

Area						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	531	NW	154	27.7	29.0	29.0
		NE	123	22.1	23.2	52.2
		SW	160	28.8	30.1	82.3
		SE	94	16.9	17.7	100.0
		Missing	25	NR	25	4.5
Total	556		556	100.0		