



COUNCIL STAFF REPORT

CITY COUNCIL of SALT LAKE CITY

TO: City Council Members

FROM: Libby Stockstill
Policy Engagement Coordinator & Policy Analyst

DATE: July 16, 2019

RE: SALT LAKE CITY 2019 RESIDENT SURVEY

Item Schedule:

Briefing: July 16, 2019
Set Date: NA
Public Hearing: NA
Potential Action: NA

ISSUE AT-A-GLANCE

Salt Lake City conducts a citywide satisfaction survey on a biennial basis, contracting with a research firm to create a survey that measures public mood about current issues impacting residents, City initiatives, funding priorities, and the accessibility and efficiency of City services. This information may be used to help develop and implement citywide performance measures and inform future funding and service priorities. The survey questions will also measure changes in the public mood since the prior survey in 2015¹.

The Council will receive a briefing from Y2 analytics on the survey execution, results, and analysis from the 2019 survey and hold a policy discussion on how this information can guide City policies and practices.

Goal of the briefing: Brief the Council on the results of the survey conducted in April-May of 2019.

POLICY QUESTIONS

1. Does the Council wish to continue soliciting feedback from residents on the issues highlighted in the survey through extended engagement?
2. The proportion of respondents who rent (20%) is notably lower than the number of homeowners (74%). This is inconsistent with findings from the Kem Gardner Policy Institute's 2017 Salt Lake City Data Book that 53.4% of occupied units (households) are renters². If the Council has an interest in receiving more information from renting households, the Council might consider dedicating resources to perform additional outreach.

¹ Salt Lake City Council Agenda, Work Session Item A2, [August 4, 2015](#)

² [Kem Gardner Policy Institute, Salt Lake City Data Book 2017, 11](#)



3. Do Council Members have an interest discussing how to incorporate residents' priorities into existing projects and funding opportunities. Residents identified priorities as affordable housing programs and air quality, and to improve the services with the lowest ratings, street maintenance and homeless services?
4. The Council might consider whether the Hive Pass has the necessary outreach resources considering that the majority of respondents were unaware of the Hive Pass, and that few have access to a free or reduced transit fair pass. Survey results indicate public transit is used by select few, although investment in public transportation was a notable priority for a majority of survey respondents. There may be other confounding variables that explain the relationship between these responses.
5. One-third of respondents in Districts 1 and 2 reported not feeling safe in their neighborhoods at night, and one-fourth of respondents in Districts 1, 2, 4 feel only somewhat safe. No information about the reasons for these responses is available because the survey did not ask for open-ended responses. The Council could consider discuss with the Administration whether additional outreach should be conducted to learn more about this issue.
6. Are there questions and topics from this survey the Council would like to retain for the next biennial survey?

ADDITIONAL & BACKGROUND INFORMATION

New Information

In March 2019 the Council and Mayor Biskupski reviewed and approved questions for the Resident Survey. Through April and May 2019, Y2 analytics conducted the resident satisfaction survey electronically and through telephone calls. A sample of 10,000 residents received a postcard invitation including a link for the electronic survey, and 200 residents were selected via cell phone numbers. Weights were used to ensure the composition of the sample reflected the population of the City for age, race, gender, and homeowner status, and to ensure all seven council districts were represented equally. In total, 1,297 individuals responded to the invitation and participated in the survey through live telephone interviews (400) and electronically (897). Respondents were selected through a randomized sample of Salt Lake City addresses and phone numbers. More questions were asked only of online survey respondents to keep the telephone interviews within 8 minutes, an industry best practice according to Y2 Analytics.

The most memorable 7 findings from the survey, according to Y2 Analytics include:

1. Salt Lake City residents consistently report a high quality of life over time.
2. On average, residents rank investing in affordable housing programs as their highest priority city initiative.
3. 95% of respondents rank improving air quality as their highest environmental priority.
4. A majority of respondents believe Salt Lake City has job opportunities for them, but they also believe that the City can do more to attract businesses.
5. A plurality of residents would prefer to receive information regarding SLC via email. Fewer than a quarter report following the City's social media accounts.
6. There is currently a general lack of knowledge regarding the Inland Port Project. Residents who follow the city's social media accounts and use the city website report greater understanding of what the project is.
7. Favorability of the port is heavily divided with an average score of 42 on a scale of 0-100. Currently, greater understanding of the port is associated with less favorable opinions of it.

Background

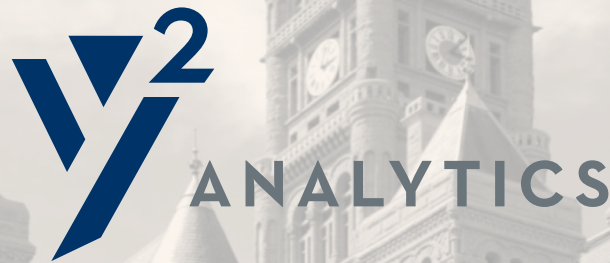
In May 2019 during the 2018 budget deliberations, the Council adopted the Fiscal Year 2019 budget with the contingency that the \$30,000 additional Funding for the Biennial Survey would be allocated based upon the Council having the opportunity for input on survey focus and questions. The Council also adopted a legislative intent that the results from the resident survey inform the FY 2020 considerations for Funding our Future revenue in the next annual City budget.


In Budget Amendment No. 5 of Fiscal Year 2019, the Council also allocated an additional \$13,000 to survey by telephone in addition to the online portion in both English and Spanish, which according to the consultant will capture 91% of respondents.

- **Attachment A- 2019 Resident Survey Summary**
- **Attachment B- 2019 Resident Survey Questions Topline Results**
- **Attachment C- 2019 Resident Survey Open Ended Question Responses**

SALT LAKE CITY RESIDENT SURVEY

OFFICIAL 2019 SURVEY OF SALT LAKE CITY RESIDENTS



- 
1. Salt Lake City residents consistently report a **high quality of life** over time.
 2. On average, residents rank **investing in affordable housing programs** as their highest priority city initiative.
 3. 95% of respondents rank **improving air quality** as their highest environmental priority.
 4. A majority of respondents believe **Salt Lake City has job opportunities for them, but they also believe that the City can do more to attract businesses.**
 5. A plurality of residents would prefer to receive **information regarding SLC via email.** Fewer than a quarter report following the City's social media accounts.
 6. There is currently a general **lack of knowledge regarding the Inland Port Project.** Residents who follow the city's social media accounts and use the city website report greater understanding of what the project is.
 7. **Favorability of the port is heavily divided** with an average score of 42 on a scale of 0-100. Currently, **greater understanding of the port is associated with less favorable opinions of it.**

FINDINGS TO REMEMBER

SURVEY OBJECTIVES

RESEARCH GOALS

- Track approval of the City and the services it offers over time
- Evaluate neighborhood perceptions regarding safety and city maintenance
- Explore residents' priorities regarding current City initiatives, including attitudes about public transit and the conditions of streets and roads
- Examine from which communication channels residents most commonly receive information about the City and which modes they would prefer
- Quantify understanding of and attitudes toward the Utah Inland Port

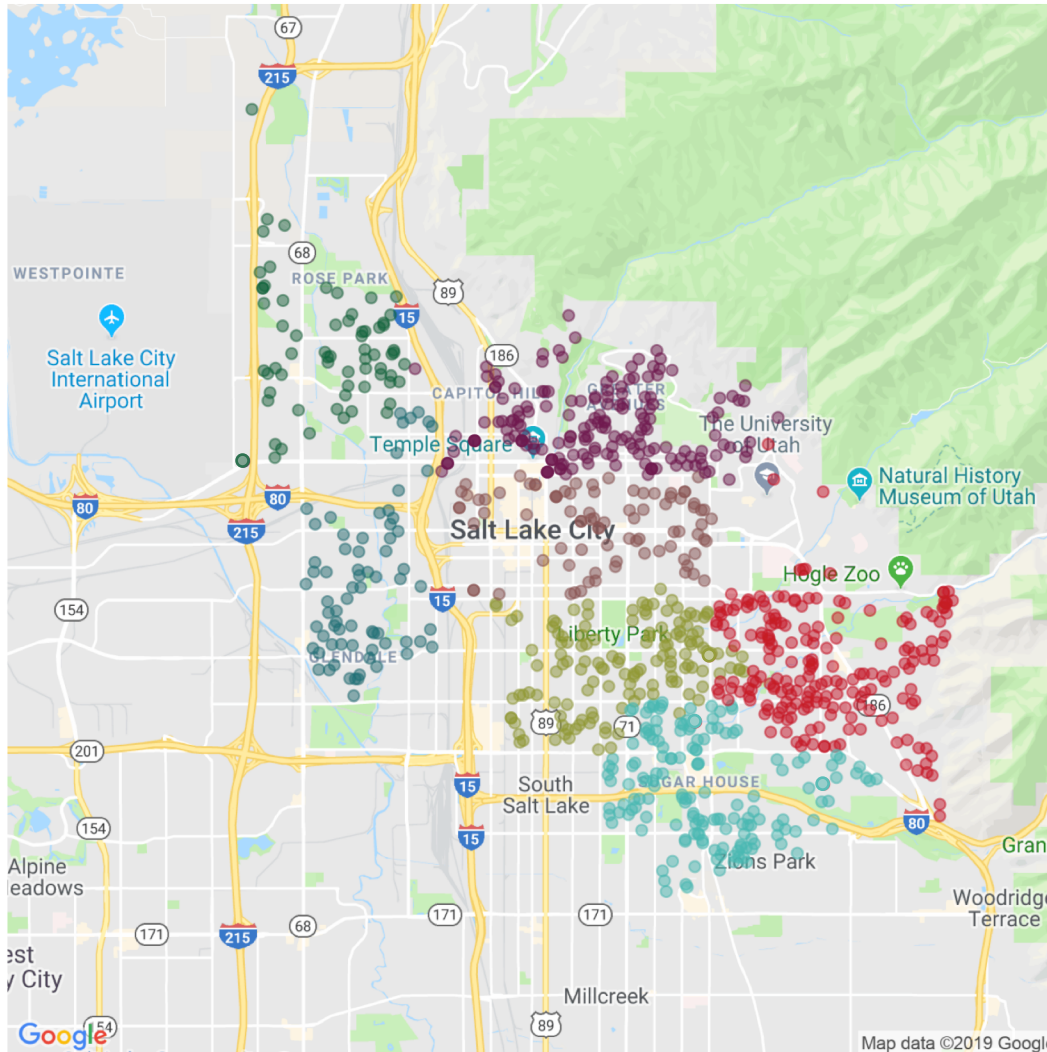
SURVEY METHODOLOGY

SAMPLING, MODE, & MARGIN OF ERROR

- 1,297 residents within the boundaries of Salt Lake City participated in this survey. Residents were randomly selected to participate via Random Digit Dialing (RDD, $n = 400$) and address-based sampling ($n = 897$).
- Survey was offered in both English and Spanish, and mailed invitations to participate in the survey were printed in both languages.
- Data have been weighted to reflect population statistics from the U.S. Census' American Community Survey to ensure that the sample is representative of the City as a whole, specifically in regards to age, city council district, race, gender, and home ownership.
- Live telephone interviews conducted April 9-20, 2019.
Self-administered online interviews via mailed invitations conducted April 19-May 10, 2019.
- Margin of error ± 3.3 percentage points

GEOGRAPHIC DISTRIBUTION

Respondents were relatively evenly distributed across council districts. All but two districts had more than 100 respondents, and all districts have sufficient representation from which to make statistical estimations.



Districts

1	n = 105
2	n = 76
3	n = 119
4	n = 95
5	n = 116
6	n = 136
7	n = 127

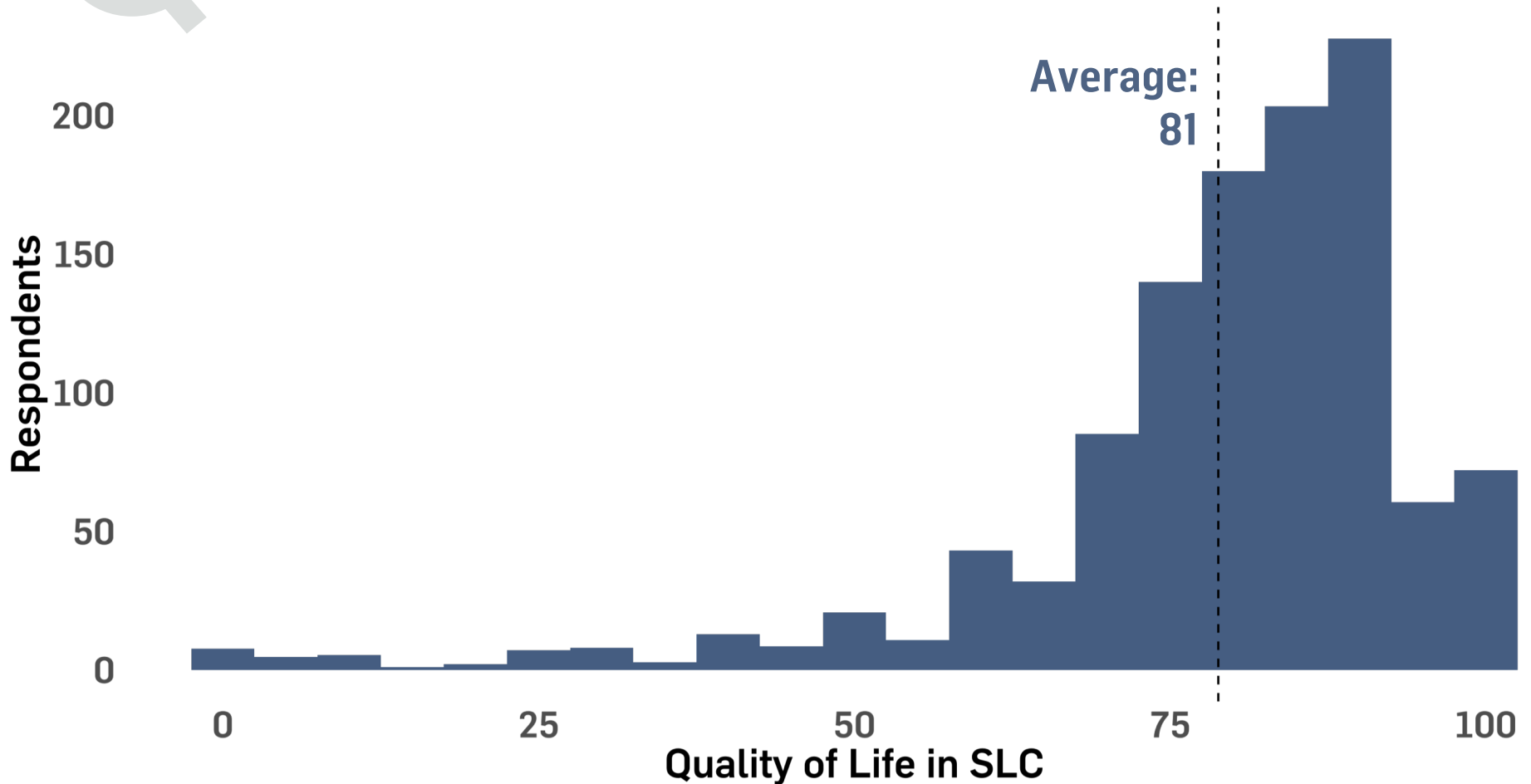
CITY METRICS OVER TIME

AVERAGE QUALITY OF LIFE IS HIGH

More than half of residents rate their overall quality of life in the City above 75 on a 0-100 scale.



All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Salt Lake City?

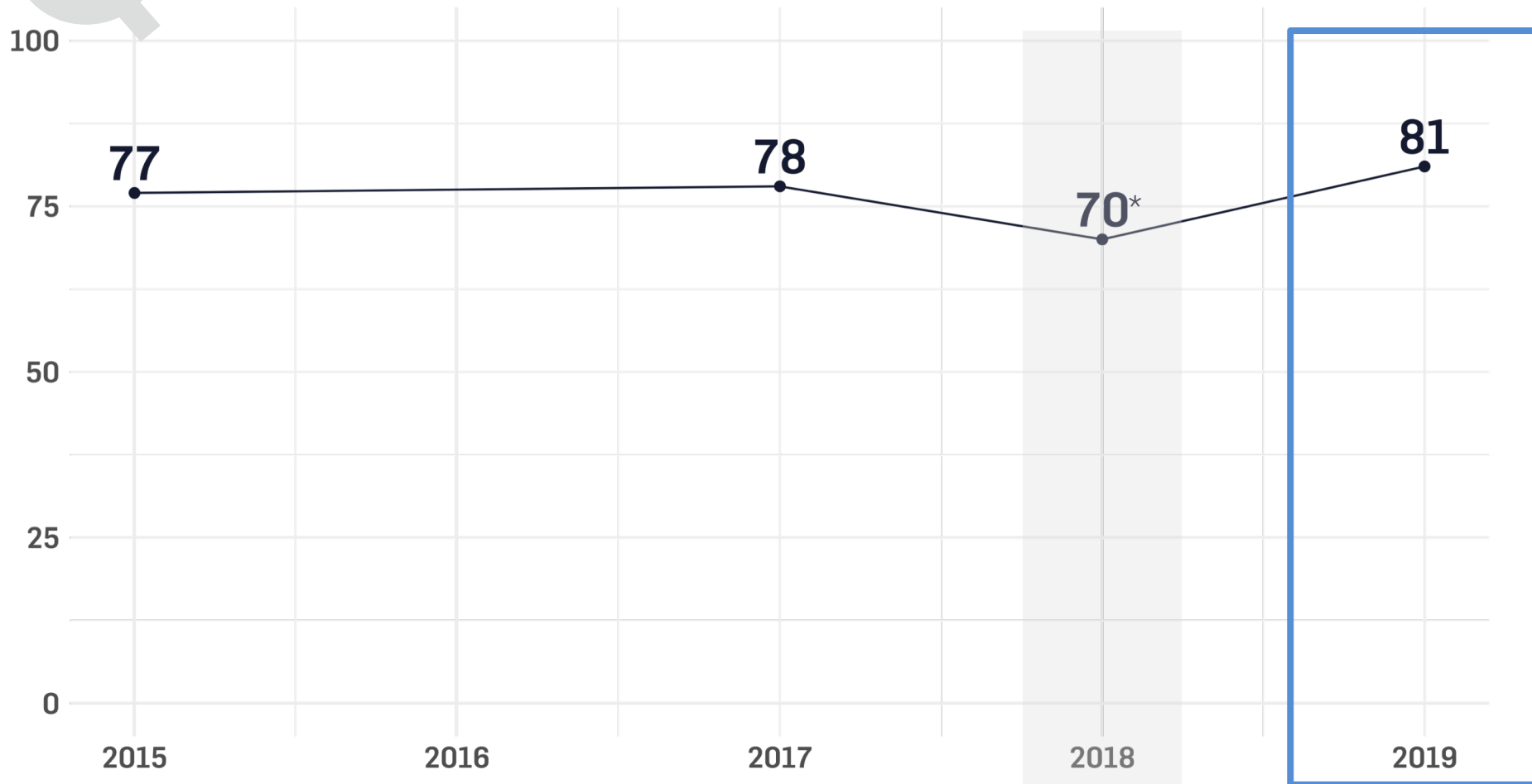


QUALITY OF LIFE STABLE OVER TIME

The average rating for quality of life has remained quite stable over time, with a slightly higher average score on the 0-100 scale this year.



All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Salt Lake City?



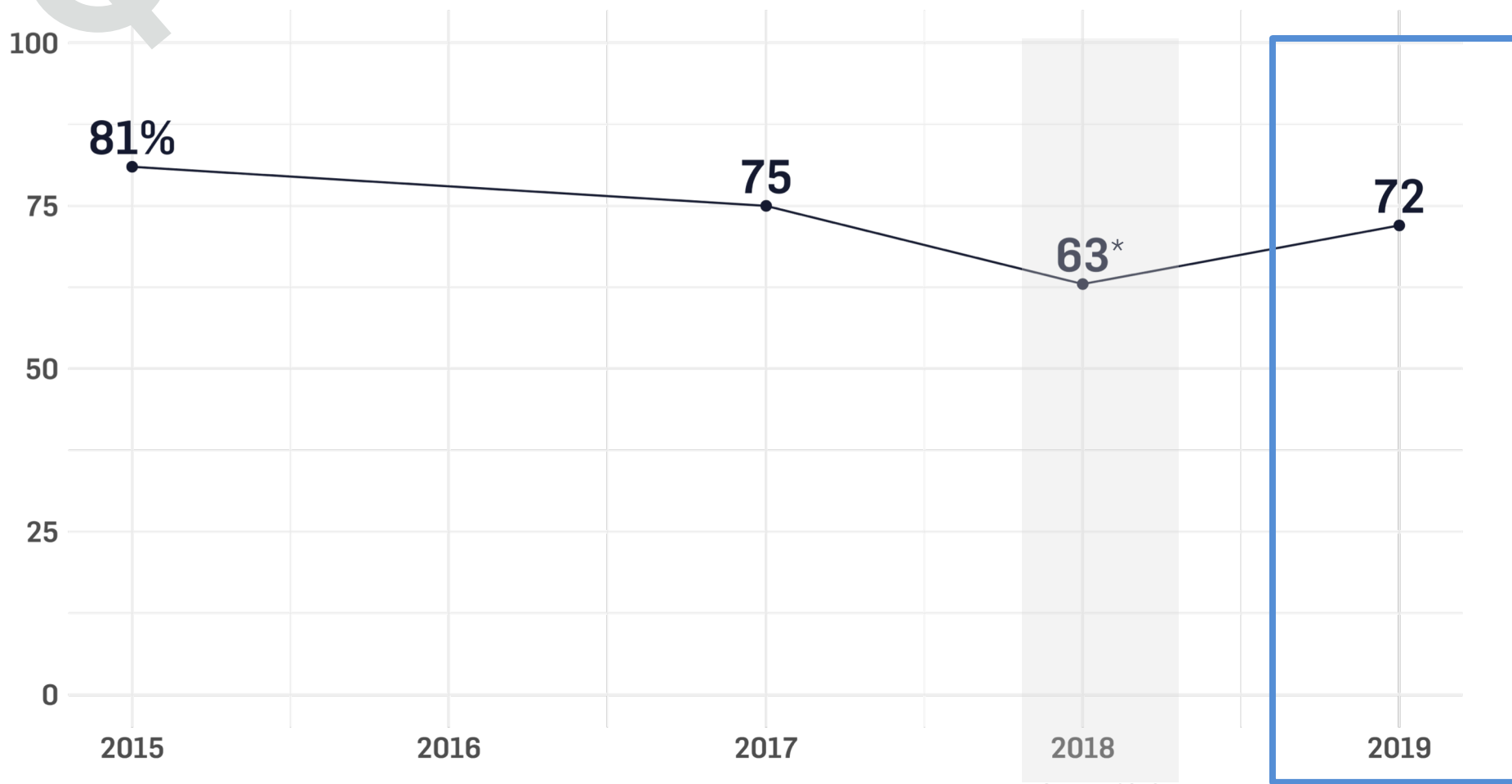
* Survey of SLC registered voters, not all SLC residents

MAJORITY SAY SLC IS HEADED IN RIGHT DIRECTION

72% of residents think Salt Lake City is headed in the right direction, a 9 percentage point drop since 2015.



Overall, would you say Salt Lake City is headed in the right direction or the wrong direction?



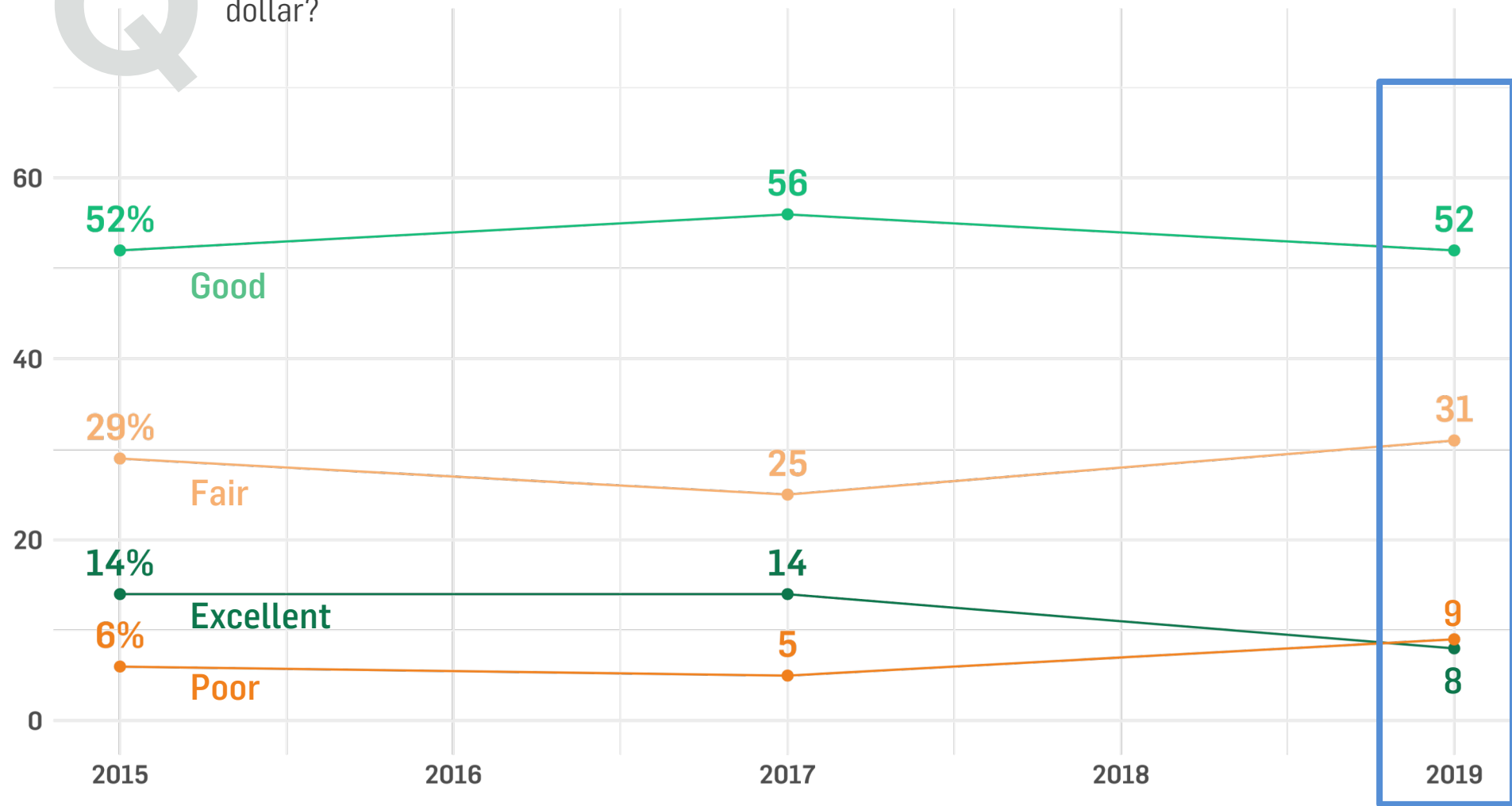
* Survey of SLC registered voters, not all SLC residents

GOOD VALUE FOR TAX DOLLAR

A majority of respondents rate the service they receive for their tax dollar as good. Less than 10% of respondents rate the service as poor. Overall, the opinions on taxes have remained relatively consistent since 2015 with a slight decline in excellent ratings this year. In the wake of a bond election, this should not cause severe alarm.



In general, how do you rate the service you receive from Salt Lake City for your tax dollar?

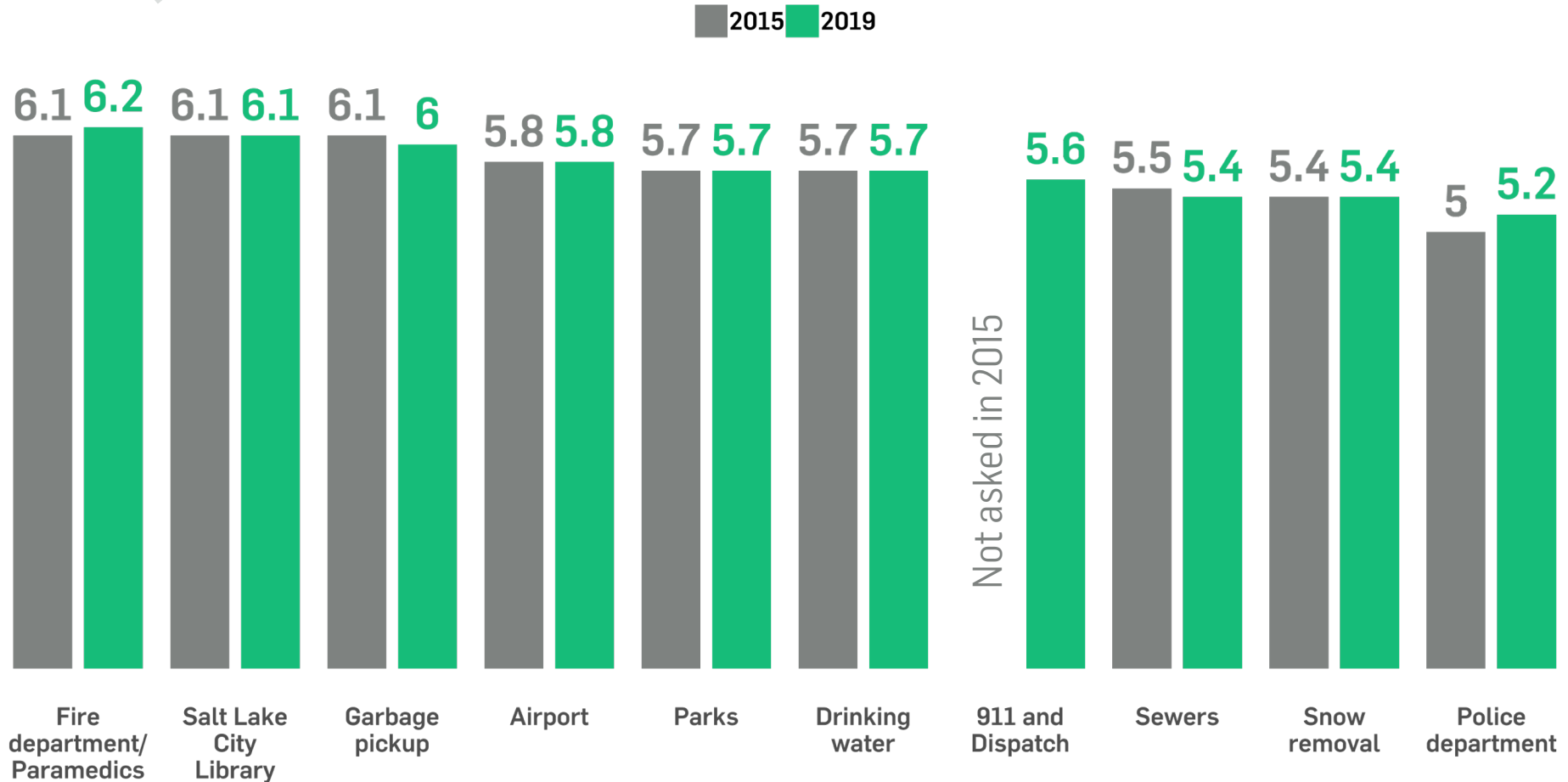


TOP SERVICES: FIRE, LIBRARY, & TRASH

The highest rated services are fire department/paramedics, the SLC Library, and garbage pickup. These top 3 services received an average score of 6 or higher on the 7-point scale from Poor to Excellent.



Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable."



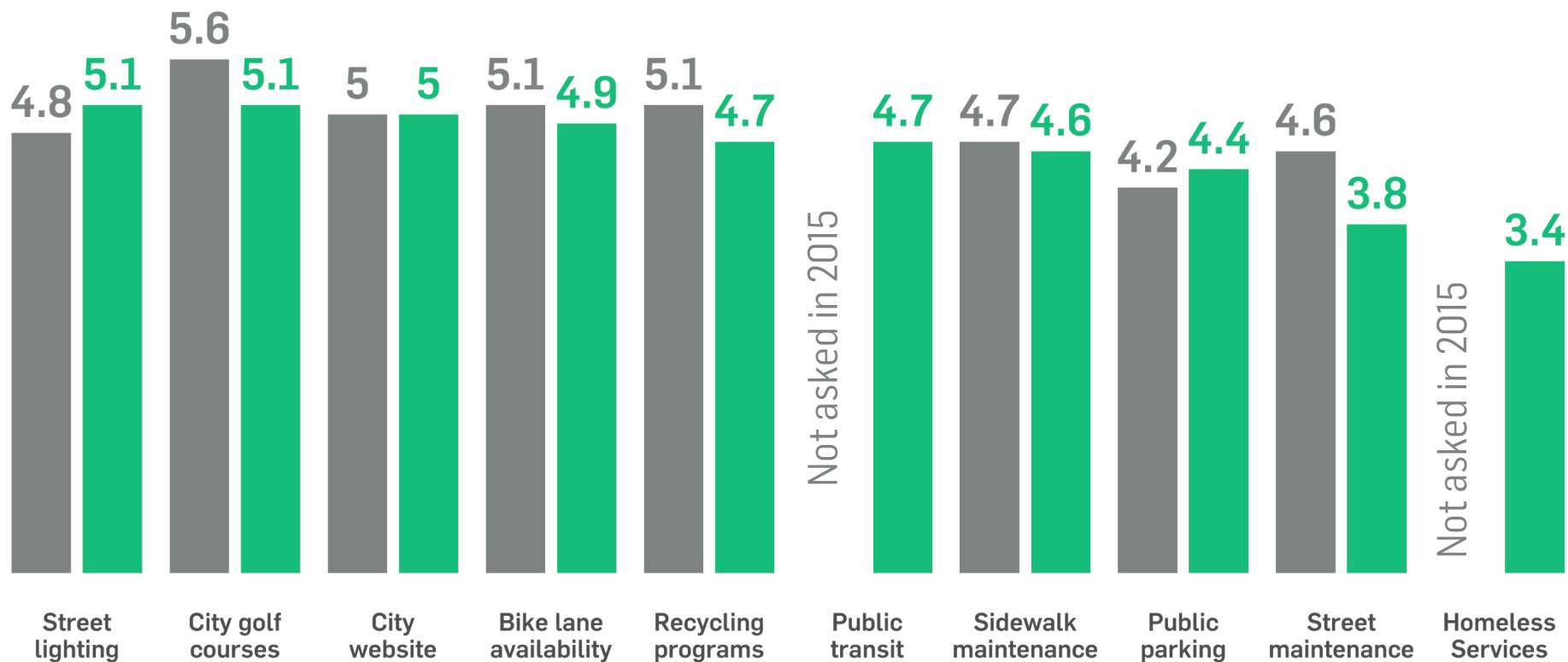
ROOM FOR IMPROVEMENT

The two lowest rated city services by far in 2019 were homeless services with an average score of 3.4 and street maintenance at 3.8.



Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable."

■ 2015 ■ 2019



RESIDENTS' PRIORITIES

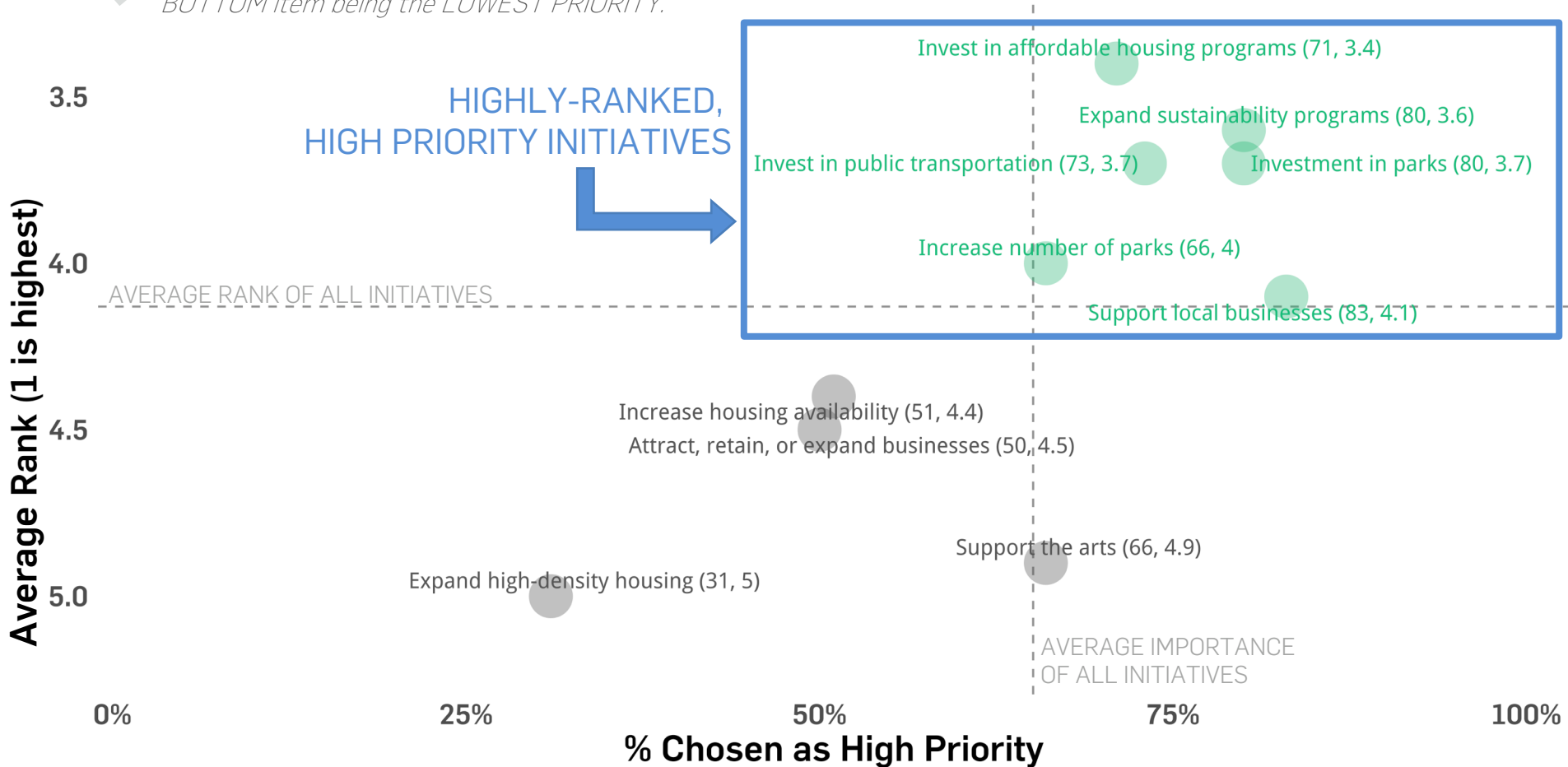
AFFORDABLE HOUSING IS TOP PRIORITY

When classifying listed city initiatives as high or low priorities, a majority of residents classify all initiatives except expanding high-density housing as a top priority. On average, **investing in affordable housing programs was the highest ranked priority for SLC residents**. Sustainability programs, public transportation, parks, and local businesses are also issues that residents said were among their highest priorities.



1) Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue (percent who selected high priority issue).

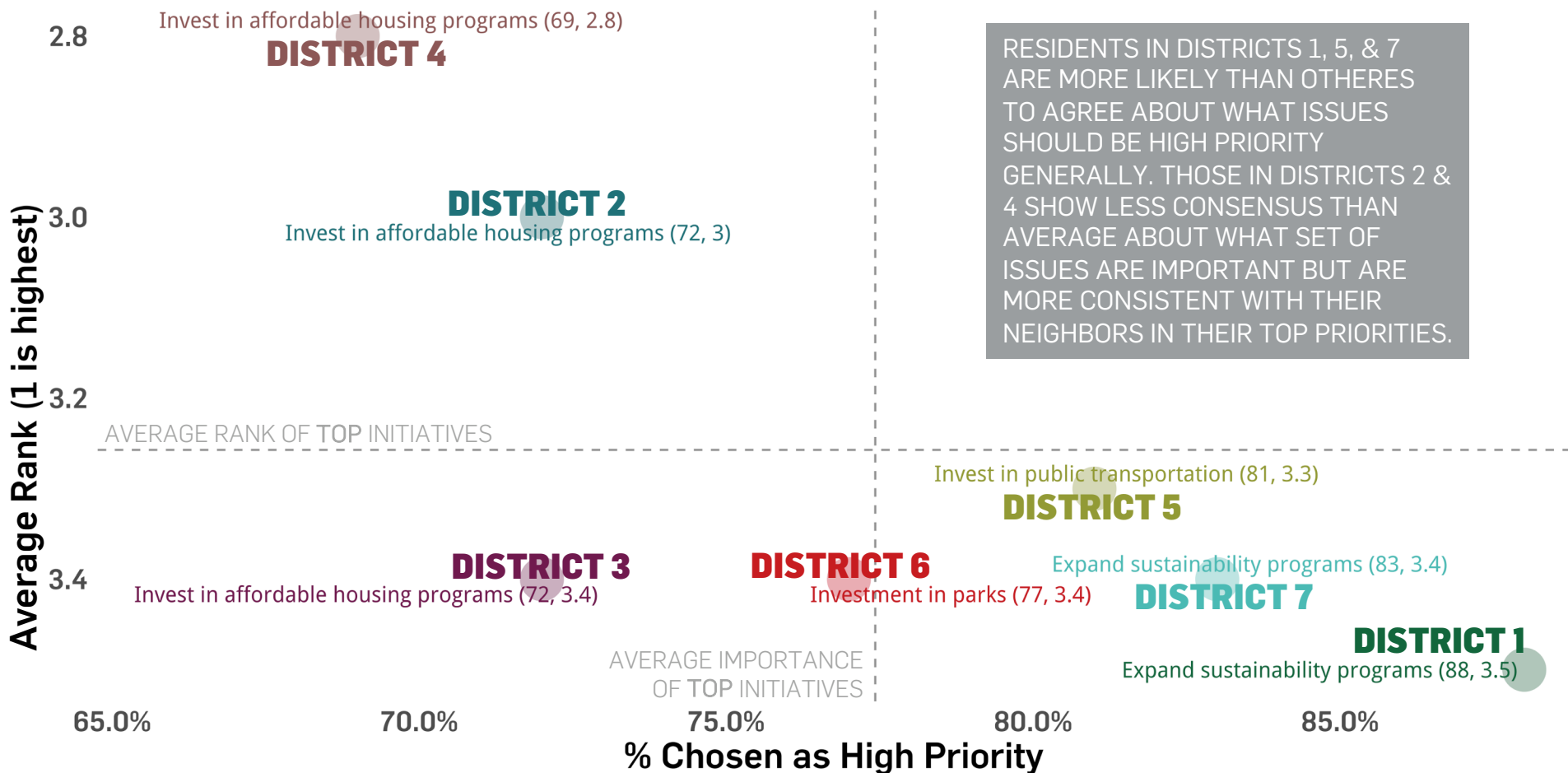
2) Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY (1) and the BOTTOM item being the LOWEST PRIORITY.



HIGHEST PRIORITY ISSUE BY COUNCIL DISTRICT

Districts 2, 3, and 4 all rank **investing in affordable housing programs** as their top priority. Districts 1 and 7 say **expanding sustainability programs** is their top priority. Districts 5 and 6 respectively rank their top priorities **as investing in public transportation and parks**.

The highest ranking city initiative from the previous question was chosen from each district; these cross-district priorities are compared against each other below.

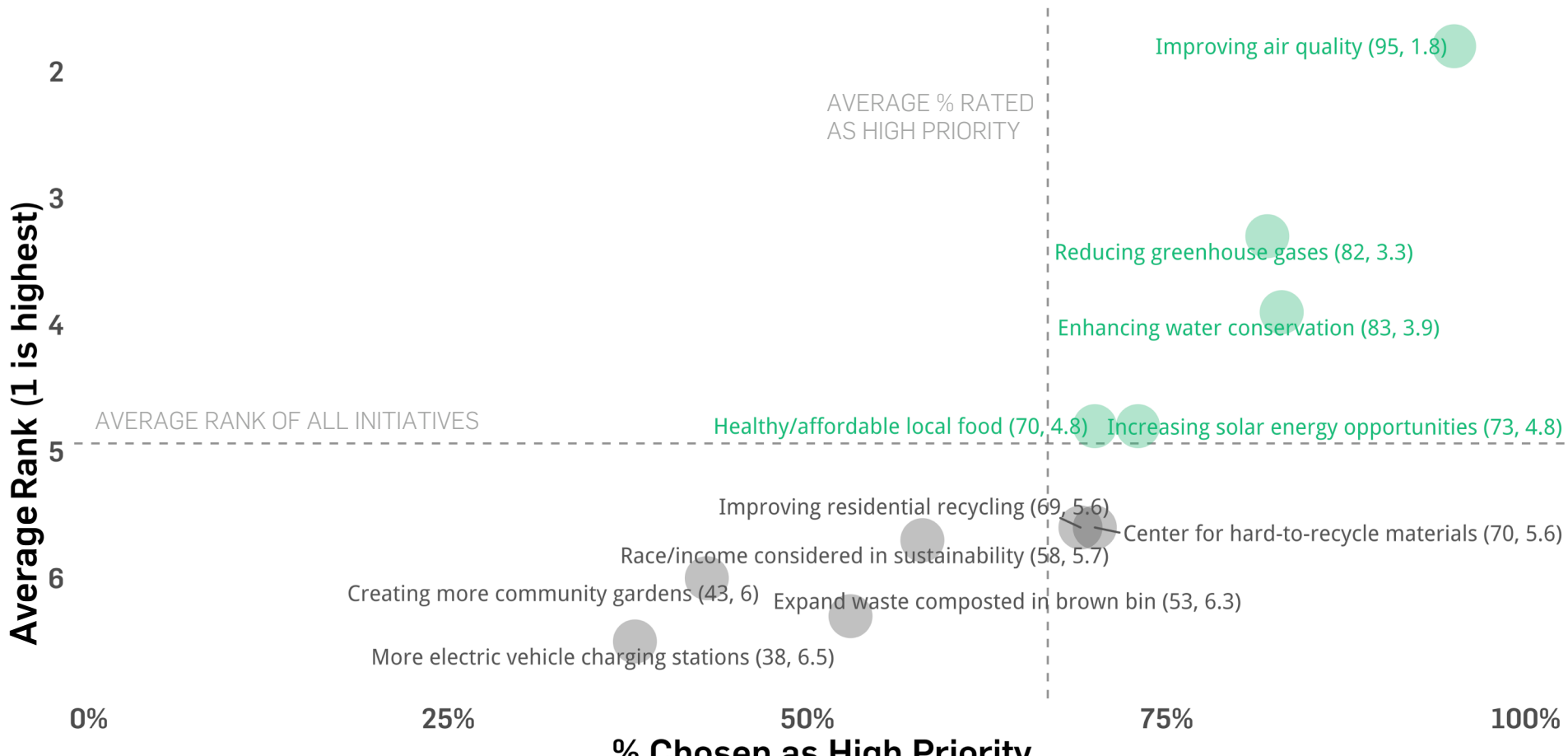


AIR QUALITY IS TOP ENVIRONMENTAL CONCERN

Nearly all residents say improving air quality is a high priority regarding the environment, and air quality is consistently ranked higher than any other environmental initiative. Installing more electric vehicle charging stations was rated as the least important initiative by both measures.



Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative (percent who selected high priority).

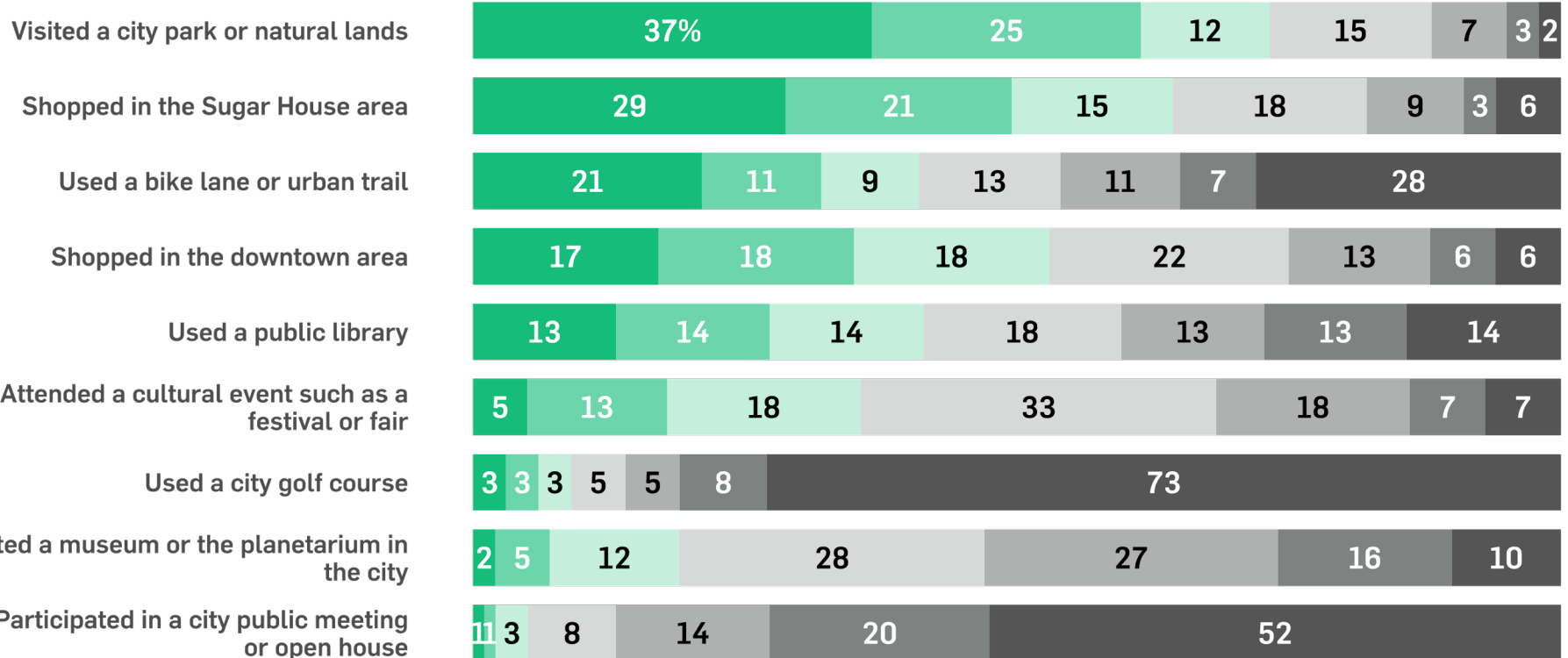
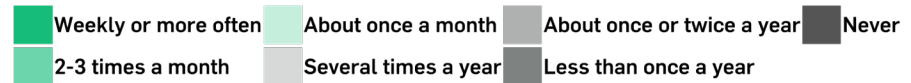


CITY PARKS ARE VISITED OFTEN

A majority of SLC residents visit city parks/natural lands and shop in the Sugar House area at least 2-3 times a month. Most residents rarely use a golf course, visit a museum, or participate in a city public meeting.



Within the last 12 months, approximately how many times have you done the following in Salt Lake City?



SLC HAS JOB OPPORTUNITIES BUT CAN DO MORE

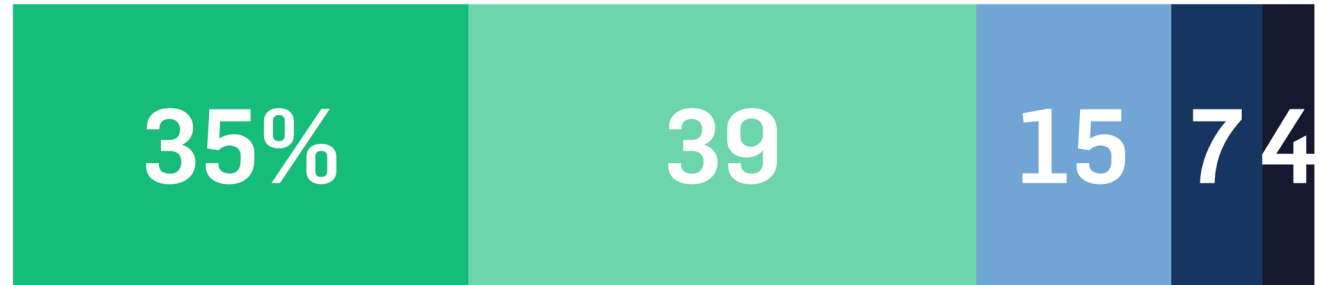
A majority of residents believe there are job opportunities in Salt Lake for people like them. However, a majority also believe that Salt Lake City should do more to recruit or attract businesses.



To what extent do you agree or disagree with each of the following statements about economic development in Salt Lake City?

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree

There are job opportunities in Salt Lake City for people like me



Salt Lake City should do more to recruit or attract businesses



MOST BELIEVE SLC HAS JOB OPPORTUNITIES

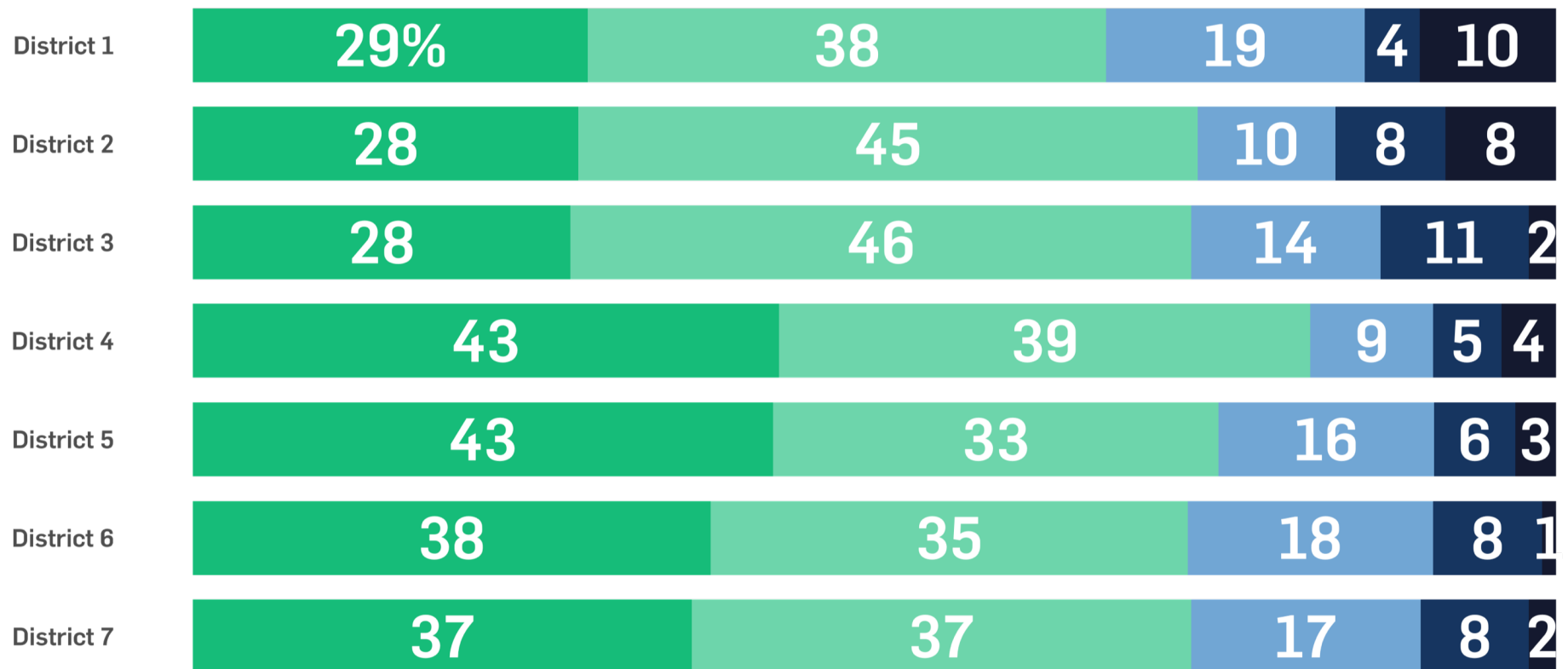
A majority of residents across all districts agree that there are job opportunities for them in Salt Lake City. However, Districts 1, 2, and 3 are less likely to strongly agree that there are job opportunities for them.



To what extent do you agree or disagree with each of the following statements about economic development in Salt Lake City?

There are job opportunities in Salt Lake City for people like me

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree



NEIGHBORHOOD ASSESSMENTS

MOST FEEL SAFE IN THEIR NEIGHBORHOODS

Nearly all respondents feel safe in their neighborhoods during the day, and more than 80% feel safe in their neighborhoods at night or in downtown Salt Lake during the day. However, 40% do not feel safe in downtown Salt Lake at night.



How safe do you feel when walking alone in the following places DURING THE DAY/NIGHT?

Very safe Somewhat safe Somewhat unsafe Very unsafe

Day

In your neighborhood



In downtown Salt Lake



Night

In your neighborhood



In downtown Salt Lake



RESIDENTS FEEL SAFE IN ALL DISTRICTS DURING THE DAY

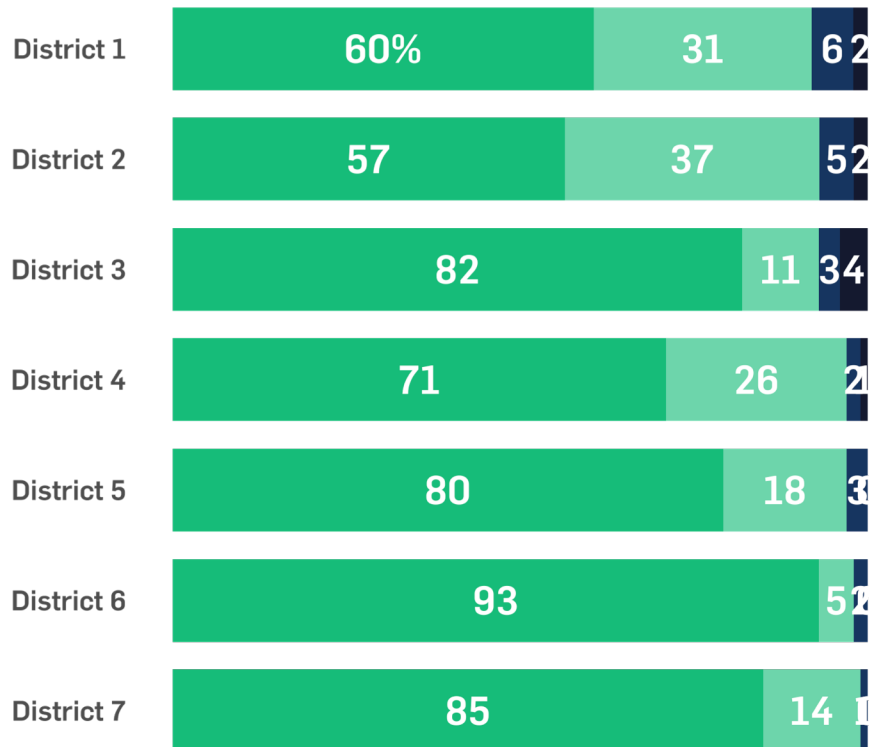
Although 9/10 in all districts feel safe in their neighborhoods during the day, more than 1/4 in Districts 1, 2, and 4 feel only somewhat safe. About 1/3 residents in Districts 1 and 2 do not feel safe in their neighborhoods at night. Those in District 6 feel the most safe, whether day or night.



How safe do you feel when walking alone in your neighborhood DURING THE DAY/NIGHT?

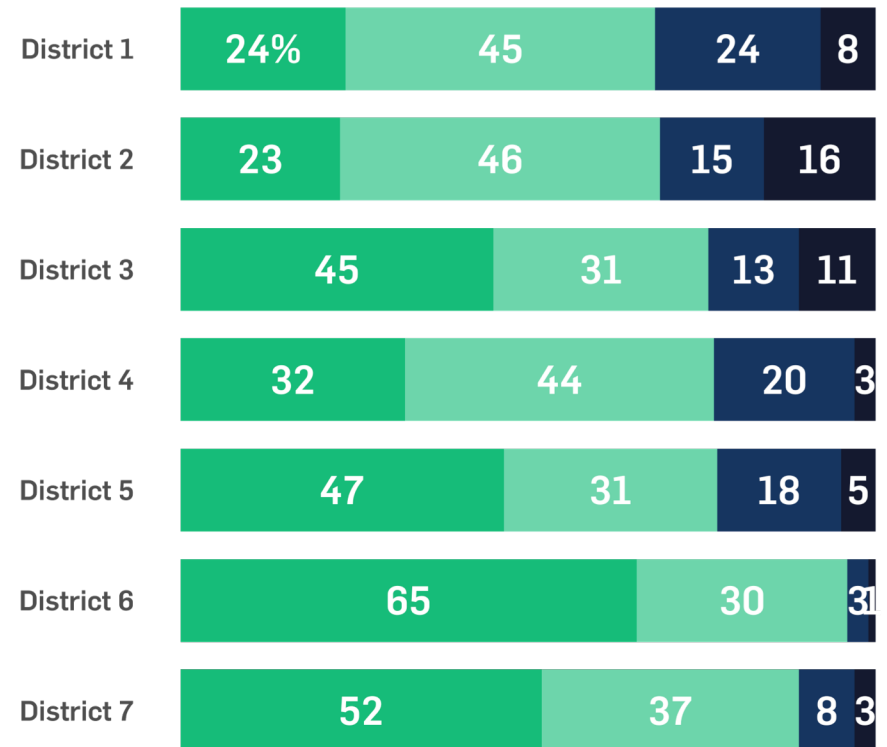
Very safe Somewhat safe Somewhat unsafe Very unsafe

Day



Very safe Somewhat safe Somewhat unsafe Very unsafe

Night



HOMELESS PRESENT IN PARKS AND DOWNTOWN SLC

Almost all residents report frequently observing homeless individuals in downtown Salt Lake City and in public parks. Approximately half of residents frequently observe homeless people in their neighborhoods.



How frequently would you say you observe the presence of homeless individuals is in the following places?

Very rarely Somewhat rarely Somewhat frequently Very frequently

In your neighborhood



In downtown Salt Lake



In public parks



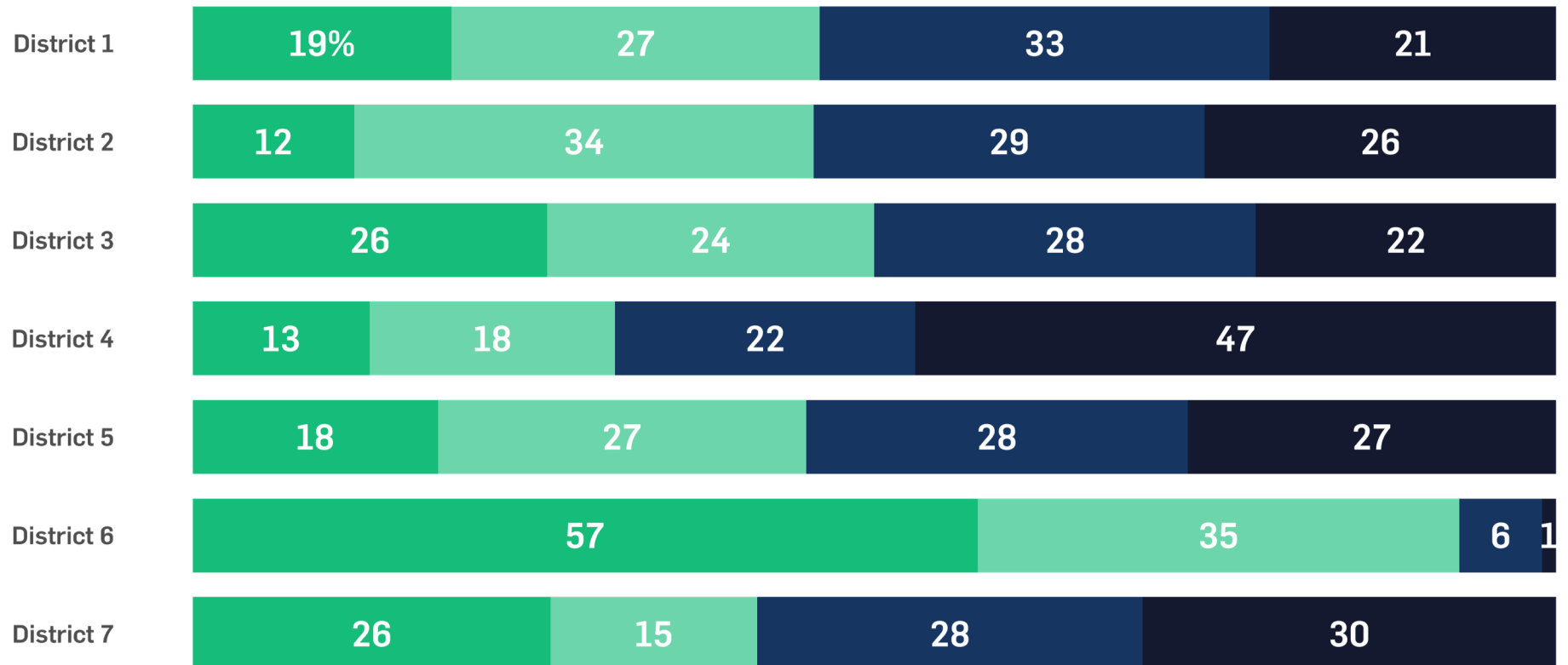
HOMELESS INDIVIDUALS RARELY SEEN IN DISTRICT 6

Over 90% of residents in District 6 report observing homeless individuals only rarely in their neighborhoods. A majority of residents in all other districts report frequently observing homeless individuals in their neighborhoods, with those in district 4 seeing them the most often.



How frequently would you say you observe the presence of homeless individuals is in your neighborhood?

Very rarely Somewhat rarely Somewhat frequently Very frequently



HIGH LEVELS OF NEIGHBORHOOD SATISFACTION

90% of residents agree that their neighborhoods have access to parks/public lands. Most also agree that they are walkable and have access to usable transit. Less than half of respondents feel the schools in their neighborhoods are community gathering places or that things have gotten better in their neighborhoods since they moved there.



How much do you agree or disagree with the following statements about your neighborhood?

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree

My neighborhood has access to parks and public lands.



My neighborhood is walkable.



My neighborhood has access to usable transit.



I do most of my food shopping in my neighborhood.



My neighborhood is connected to the rest of the City.



There is sufficient convenient, safe parking in my neighborhood.



I am pleased with the way my neighborhood looks.



My neighborhood has the right mix of businesses and housing.



My neighborhood gets enough attention from the City.



The schools in my neighborhood are important gathering places for the community.



Things in my neighborhood have gotten better since I moved here.



TRANSPORTATION

NEIGHBORHOOD STREETS RATED SAFER

A majority of residents believe their neighborhood streets are well lit and safe for pedestrians and cyclists. Less than half of respondents believe their neighborhood streets are well-maintained. Respondents have similar views of city streets broadly but think they are slightly less safe and slightly better lit.

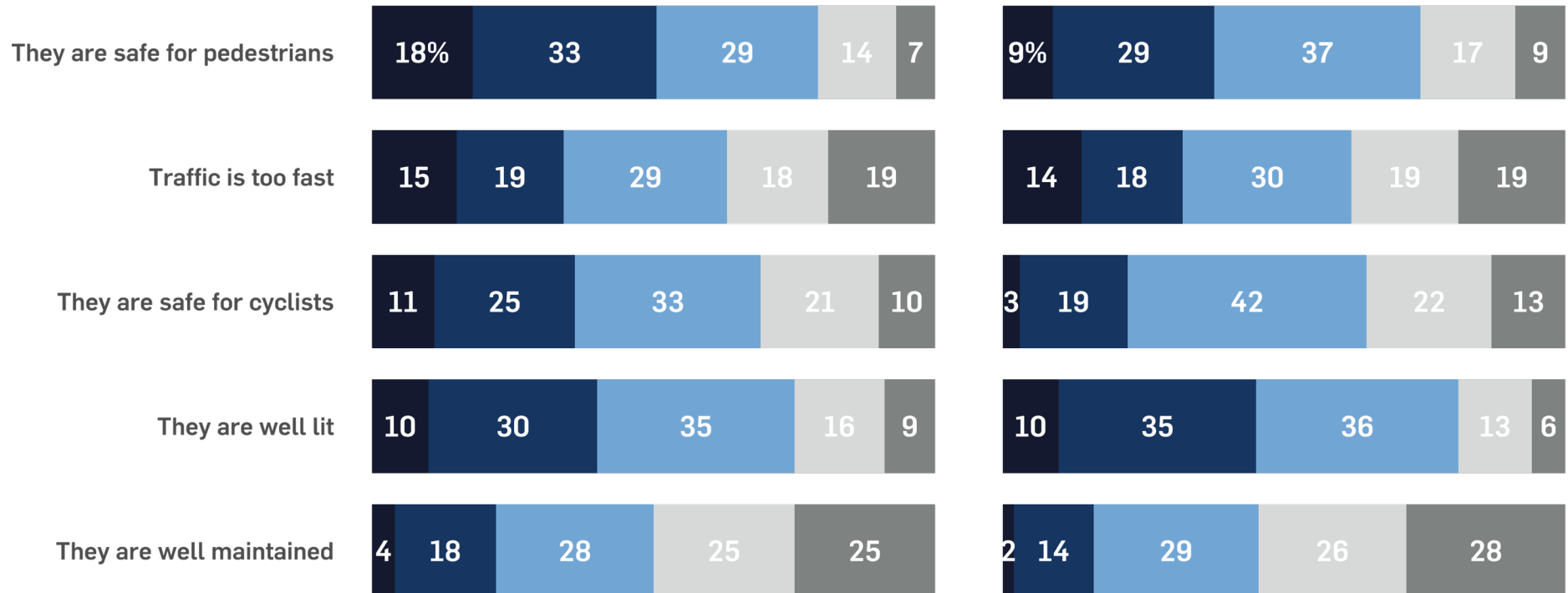


How well would you say that each of the following statements describe the roads **in the neighborhood where you live/you use daily around the city?**

Extremely well Very well Moderately well Slightly well Not well at all

In your neighborhood

In the city



PERSONAL VEHICLES USED MOST FREQUENTLY

82% of respondents use a personal vehicle as their primary mode of transportation, by far the most commonly used transportation method of residents. Only 5% of respondents use public transit.



What method of transportation do you most frequently use when traveling around Salt Lake City?

82%



Personal
vehicle

6

Walk

5

Bicycle

5

Public
transit

1

Rideshare

0

Electric
Scooters

1

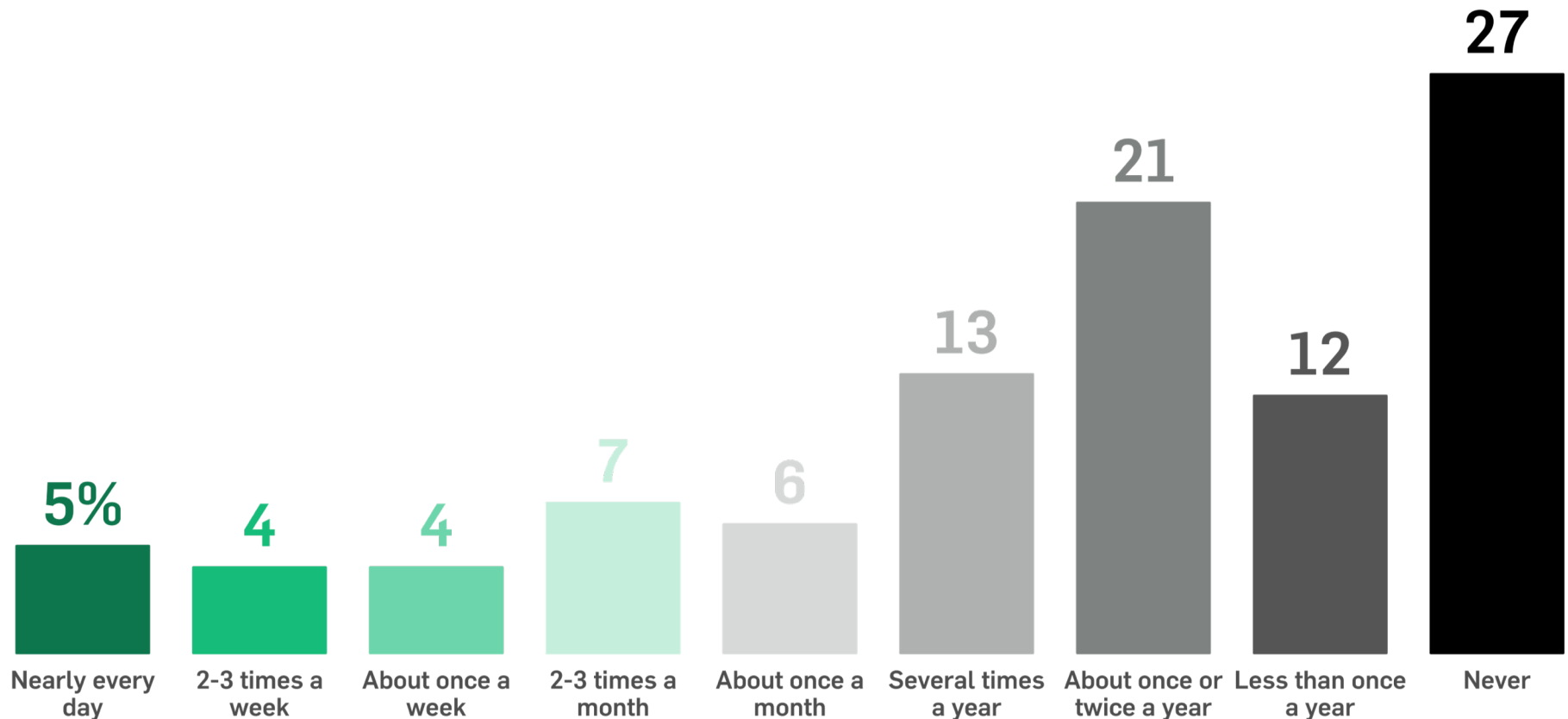
Other

PUBLIC TRANSIT USED BY SELECT FEW

Only 5% of SLC residents use public transportation every day when traveling around Salt Lake City. Meanwhile, 27% of respondents never use public transportation.



How often do you take public transportation when traveling around Salt Lake City?



SLC HIVE PASS LACKS BROAD FAMILIARITY

A majority of respondents are not familiar at all with the Salt Lake City HIVE Pass program. Only 4% of respondents are extremely familiar with the program.



How familiar are you with the Salt Lake City HIVE Pass program?

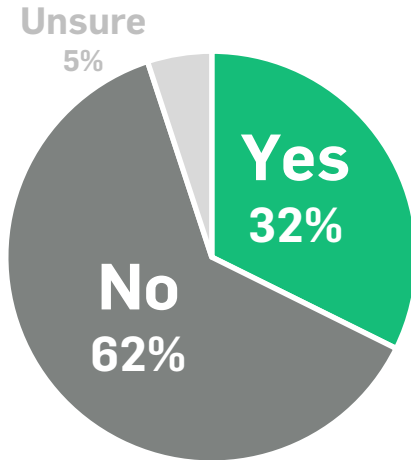
Extremely familiar Very familiar Somewhat familiar Slightly familiar Not at all familiar



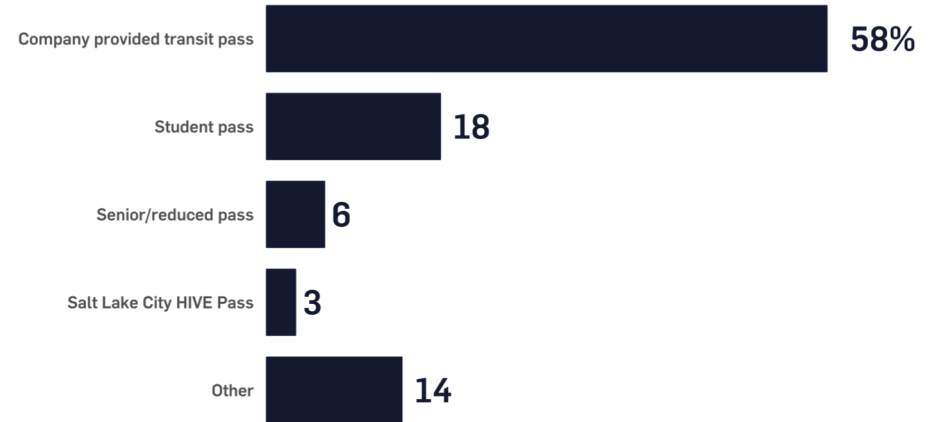
1/3 RESPONDENTS USE FREE/REDUCED TRANSIT PASSES

32% of residents have access to a free or reduced fare transit pass. A majority of these passes are company provided. 17% of those who have passes use them nearly every day, and 24% never use them.

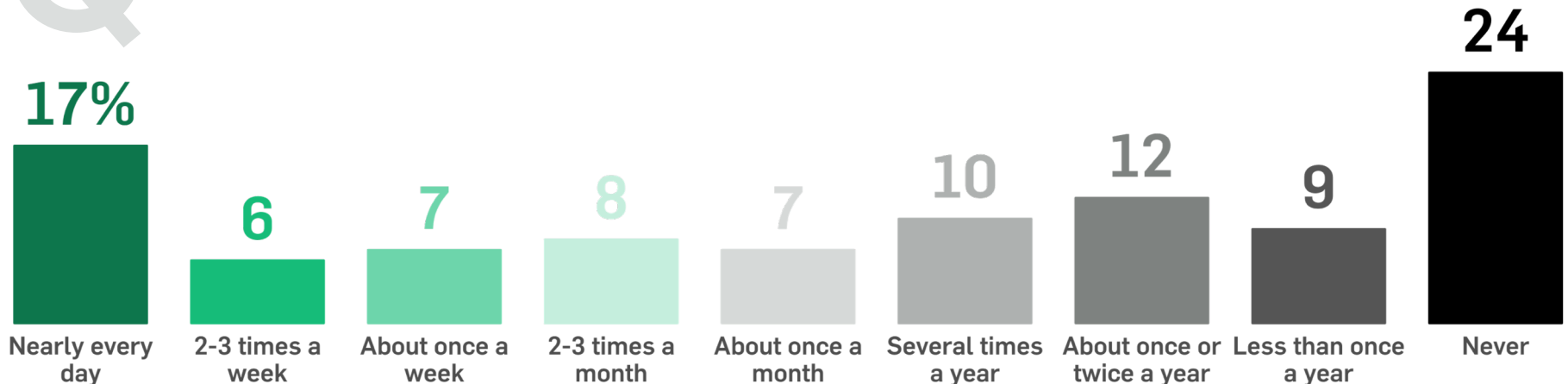
Q Do you currently have access to a free or reduced fare transit pass (through work, school, etc.)?



Q Which of the following best describes your free or reduced fare transit pass?



Q How often do you use a free or reduced fare transit pass?



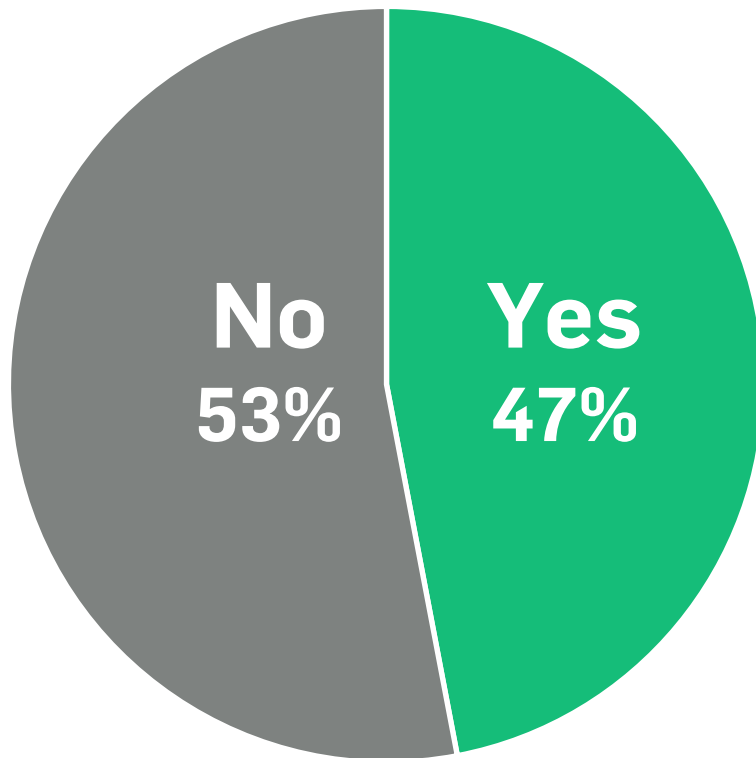
COMMUNICATION

CITY WEBSITE USED TO SEEK INFO ABOUT SERVICES

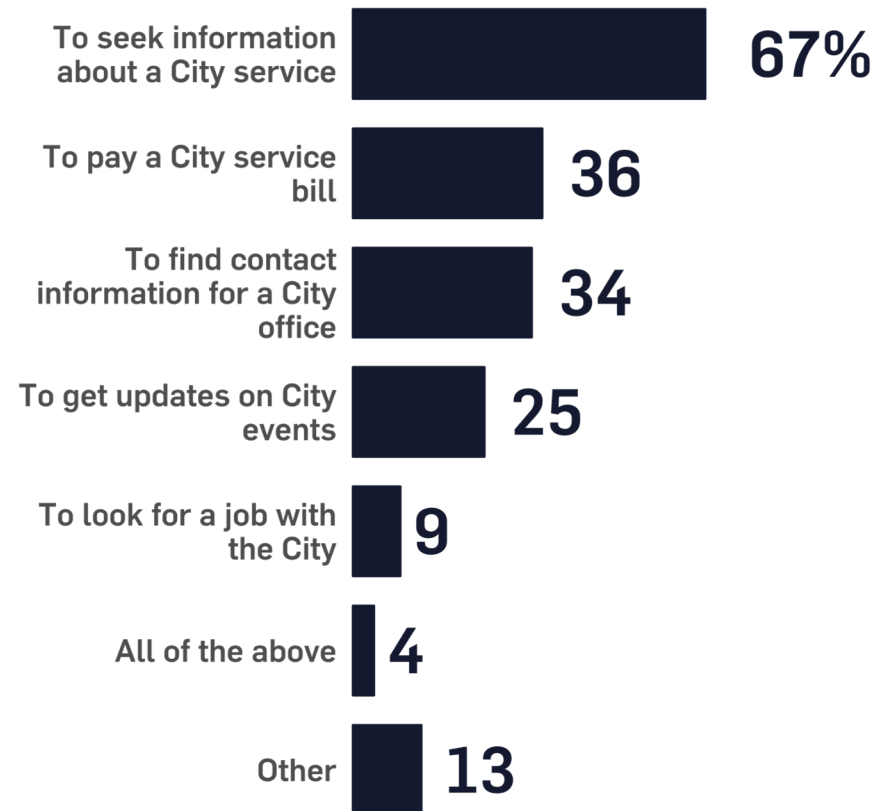
A little less than half of residents have visited the SLC website in the past 6 months. 2/3 of those respondents visited the website to seek information about a City service. Only 9% of respondents visited the website to look for a job with the city.



Have you visited the Salt Lake City website in the past 6 months?



Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply.



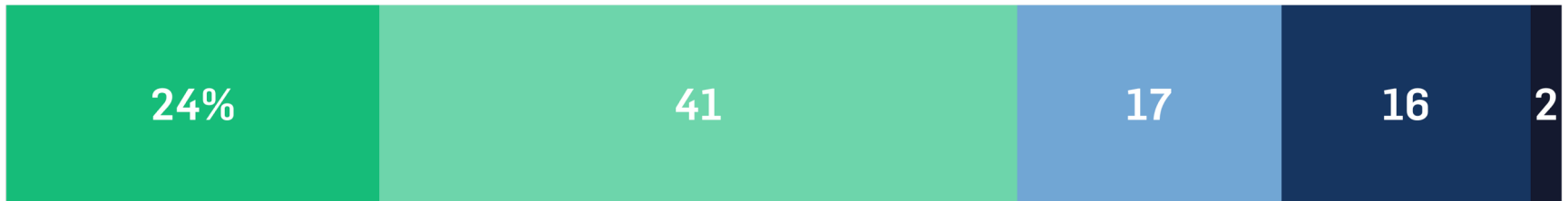
SLC WEBSITE RELATIVELY EASY TO NAVIGATE

Nearly 2/3 of those who have recently visited the city website report that it is easy to complete their task on the website. More than 3/4 report that they quickly completed their task on the website.



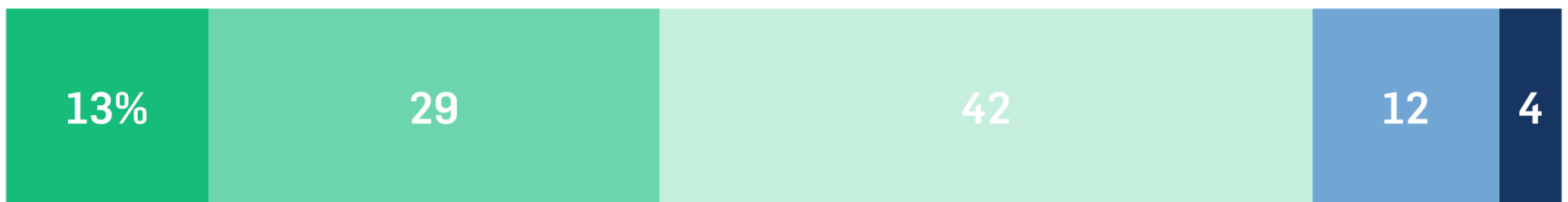
How easy or difficult was it to complete the task that led you to visit the Salt Lake City website?

Extremely easy Somewhat easy Neither easy nor difficult Somewhat difficult Extremely difficult



How quickly were you able to complete the task that led you to visit the Salt Lake City website?

Extremely quickly Very quickly Somewhat quickly Not very quickly Not at all quickly



WEBSITE ORGANIZATION COULD BE IMPROVED

Over half of residents report that the website is well organized; however, 3/4 also report that general information is difficult to find on the website, specifically information about services, parking, and contact information.



To what extent do you agree or disagree with each of the following statements?

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree

I would recommend the City website to my friends and neighbors in Salt Lake City as a resource for information or city services.



The City website is well organized.



It is difficult to find the information I need on the City website.



What information was difficult to find on the Salt Lake City website?



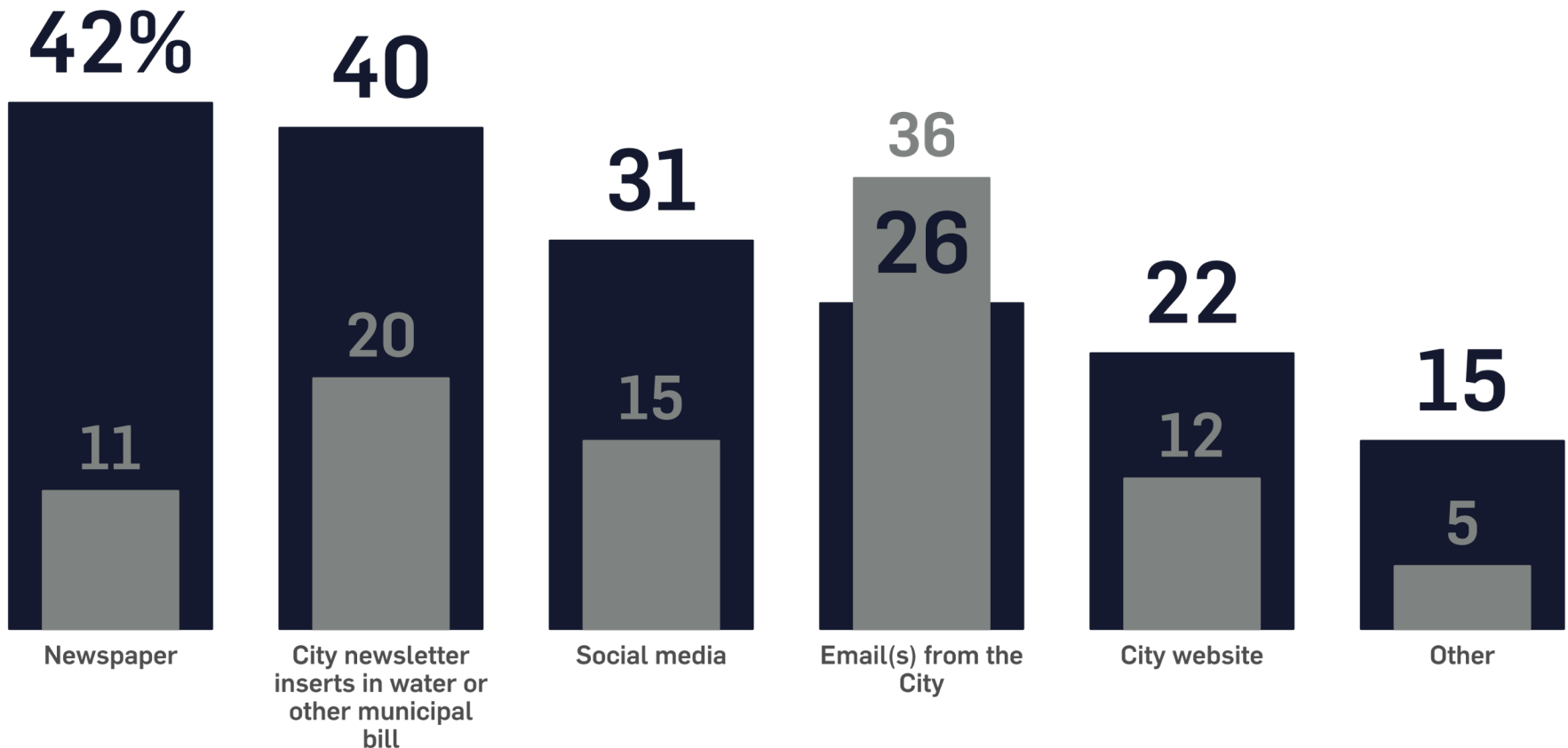
CITY EMAILS ARE PREFERRED SOURCE OF INFO

A plurality of residents currently receive information about the city from newspapers, city newsletters, and social media. However, more would prefer to receive information via emails from the city.



From which sources do you currently receive your information about Salt Lake City? Select all that apply.
From which source would you prefer to receive most of your information about Salt Lake City?

■ Current Info Method ■ Preferred Info Method



MOST RESPONDENTS DON'T FOLLOW SLC SOCIAL MEDIA

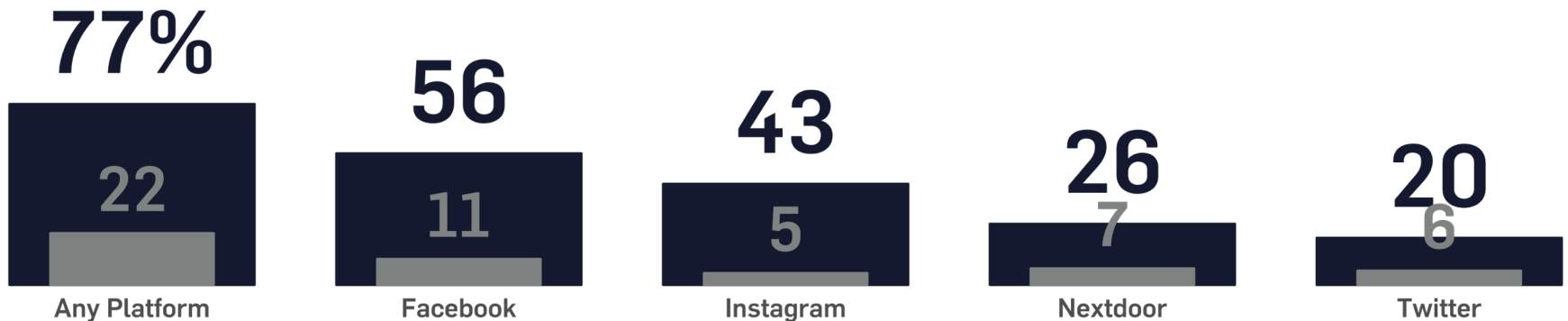
Over half of respondents use Facebook, and nearly half use Instagram. Residents report following Salt Lake City's official account on Facebook more than other platforms. However, only 11% of residents follow the city's Facebook account. 93% of those who follow the city's accounts say it provides useful information.



Which, if any, of the following social media platforms (i.e. websites or apps) do you use or visit?

Do you happen to follow Salt Lake City's official account on any of the following social media platforms?

■ Platforms Used ■ Follow SLC on Platform



How useful are the posts or updates you currently receive from Salt Lake City's social media accounts for you, personally?

■ Extremely useful ■ Very useful ■ Somewhat useful ■ Not very useful ■ Not at all useful

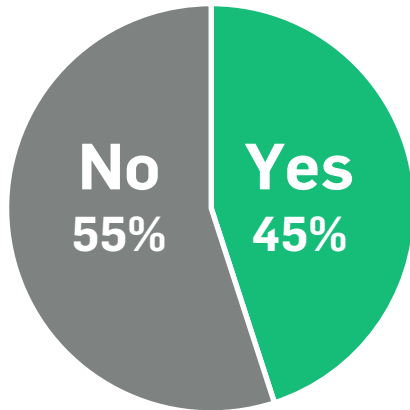


SATISFACTION WITH CONTACTING GOVERNMENT

Slightly less than half of respondents have contacted a SLC government office in the past year. Those who have report that SLC employees were helpful. Over 70% of respondents are satisfied with the city's response.



During the past year, have you contacted a Salt Lake City government office to get information, file a complaint, or obtain services?



If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here.



Overall, were you satisfied or dissatisfied with the city's response(s)?

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied



OVER THE PHONE CONTACT IS HIGHEST

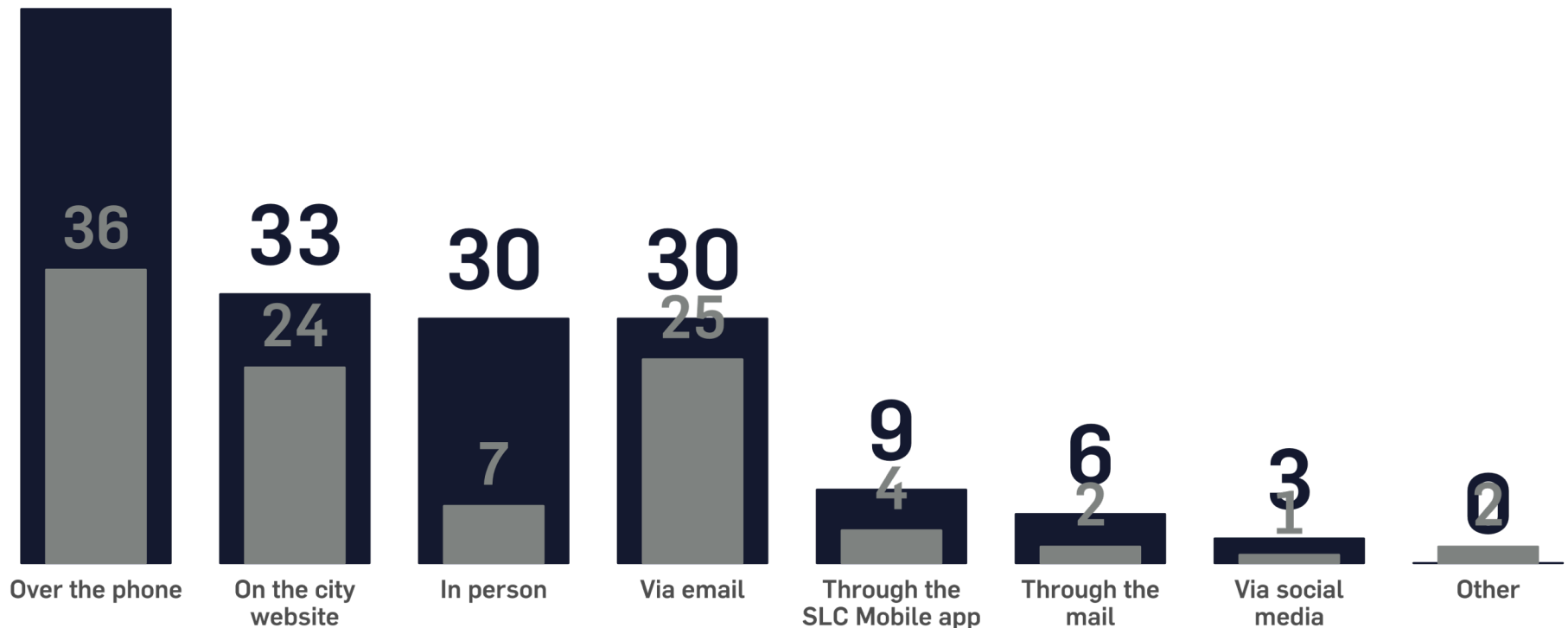
Of those who have contacted the SLC government offices this last year, 2/3 did it over the phone, and a plurality prefer that method as well. Other preferred methods include using the city website or email.



- 1) In the past year, how have you contacted the Salt Lake City government offices?
Select all that apply.
- 2) How do you prefer to contact the Salt Lake City government offices?

■ Current Contact Method ■ Preferred Contact Method

68%



INLAND PORT

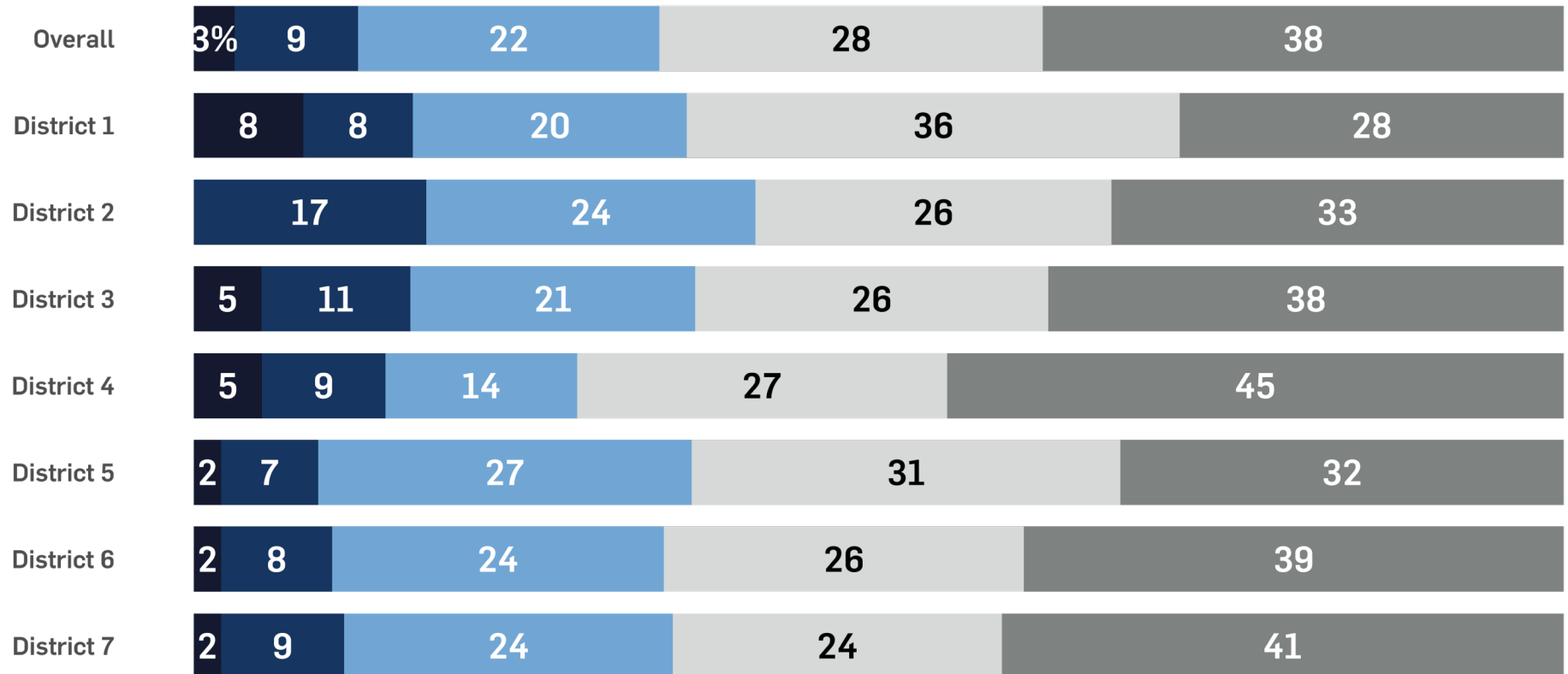
LACK OF KNOWLEDGE ABOUT INLAND PORT

Over half of residents say they do not understand the Utah Inland Port development project. Most districts report relatively even understanding, but district 4 reports slightly lower understanding overall.



How well would you say that you understand the Utah Inland Port development project?

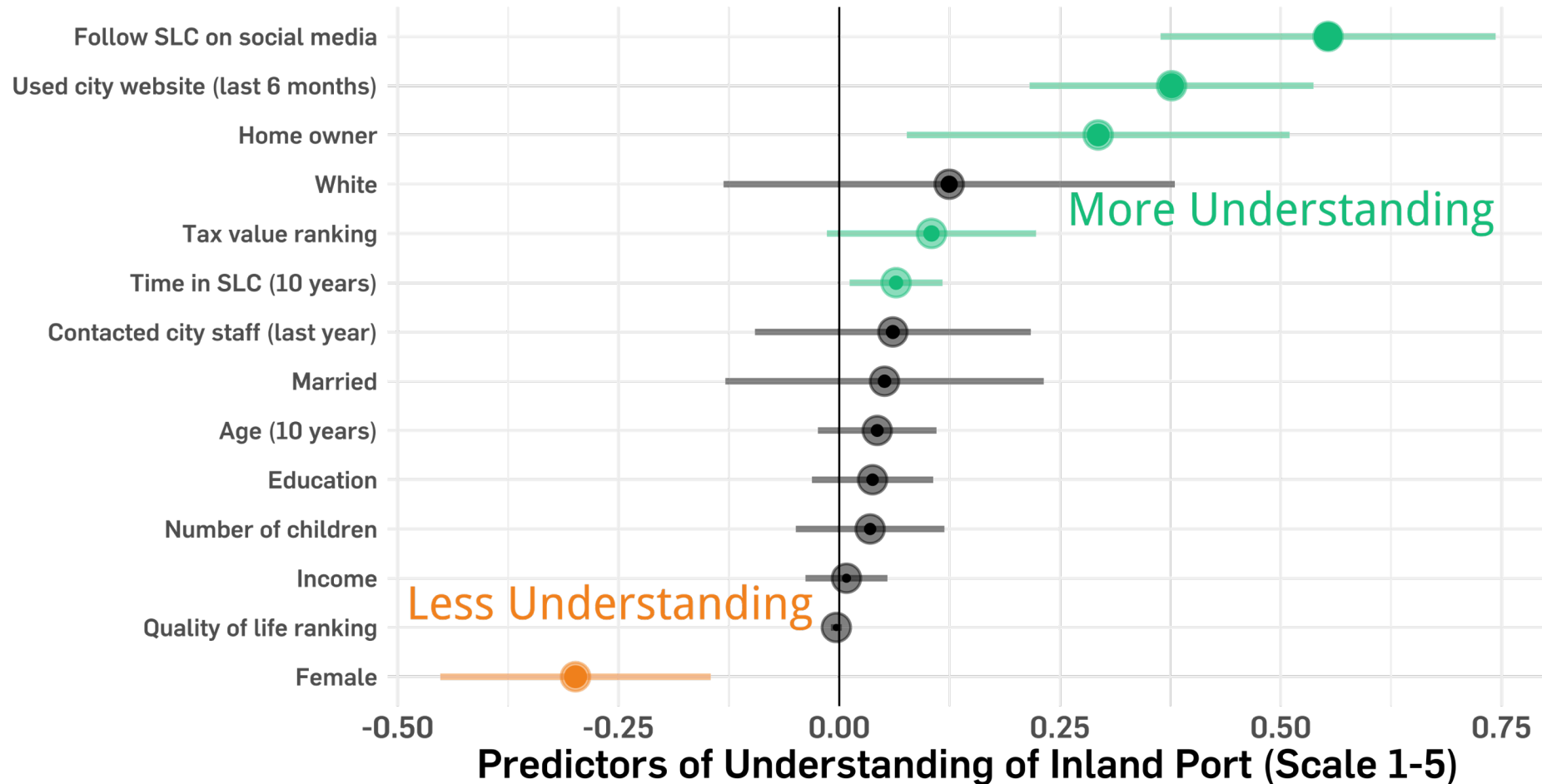
Extremely well Very well Somewhat well Not very well Not well at all



CITY RESOURCES INCREASE UNDERSTANDING

Following SLC on social media and using the city website are the two biggest predictors of increased understanding of the project. Homeowners and males on average also report significantly higher understanding.

Regression analysis used to evaluate which resident characteristics are associated with better understanding of the inland port project. n = 701

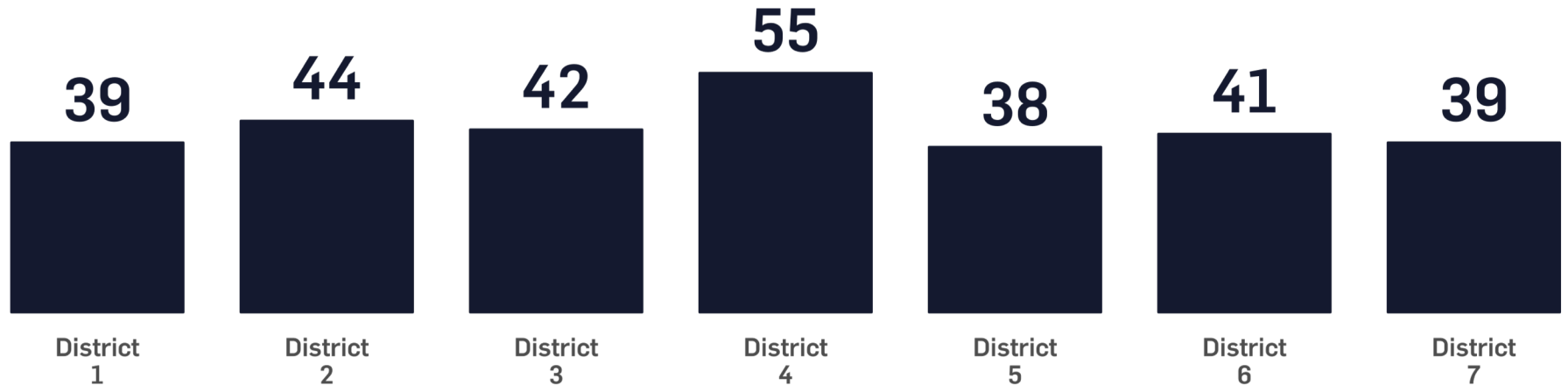
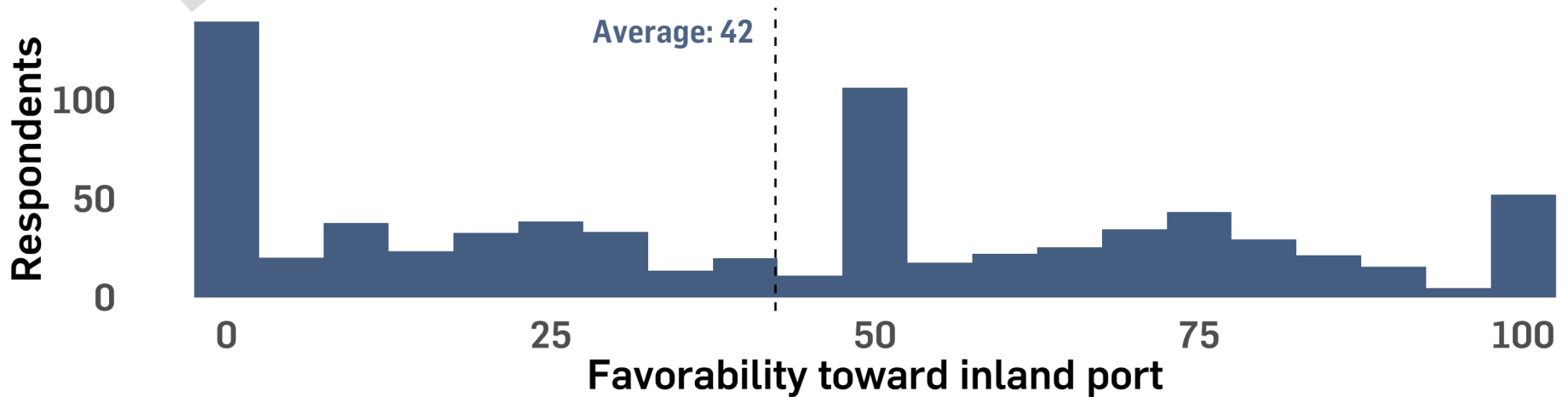


DIVIDED FAVORABILITY OF INLAND PORT

The average favorability rating of the Utah Inland Port project is 42 on a scale of 0-100. However, a significant number of people have no set opinion on the port, indicating the possible large impact of campaigns for or against. A majority of respondents from District 4 find the project favorable, by far the most supportive district.



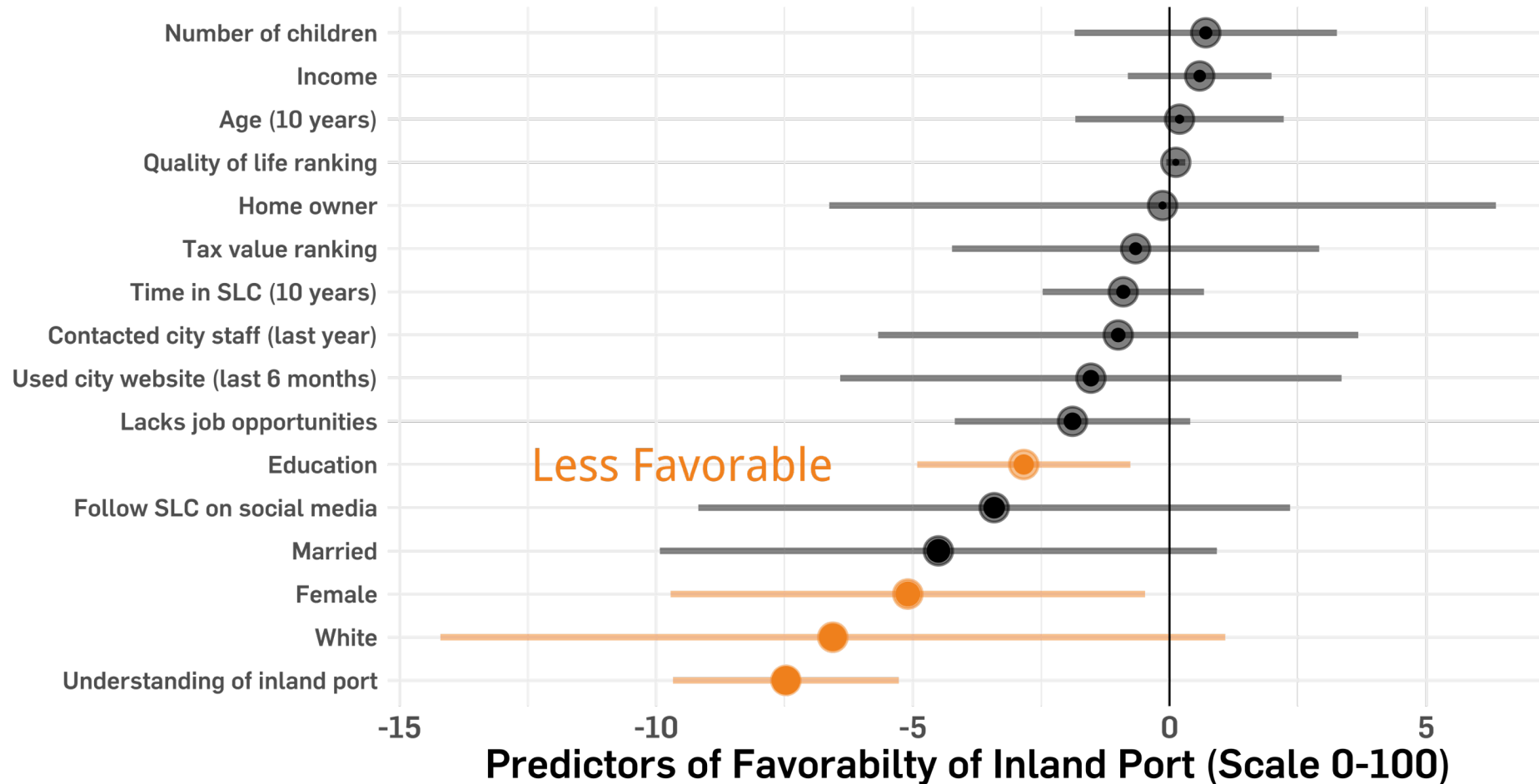
On a scale from 0 to 100, with 0 being extremely unfavorable and 100 being extremely favorable, how would you rate your current overall impression of the Utah Inland Port development project?



UNDERSTANDING PREDICTS LOW FAVORABILITY

The biggest predictors of low favorability of the Inland Port Project are better reported understanding of the port and being white, female, and educated.

Regression analysis used to evaluate which resident characteristics are associated with higher favorability of the inland port project. n = 701



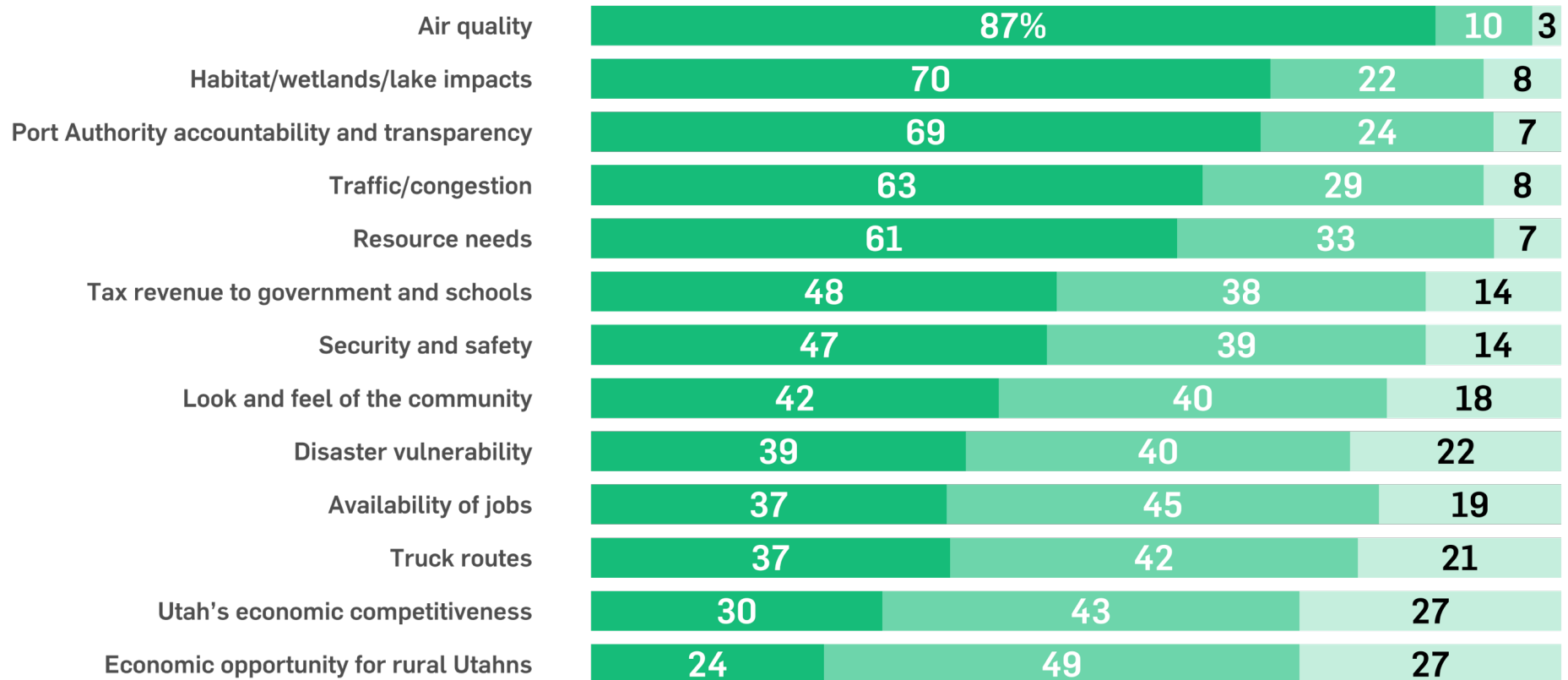
AIR QUALITY IS MOST IMPORTANT ISSUE

An overwhelming majority of respondents rate air quality as the most important issue with regard to the Inland Port Project. However, respondents also rate air quality as their most important city issue overall.



Please rate the importance of the following items with regard to the Inland Port.

Most important Somewhat important Less important

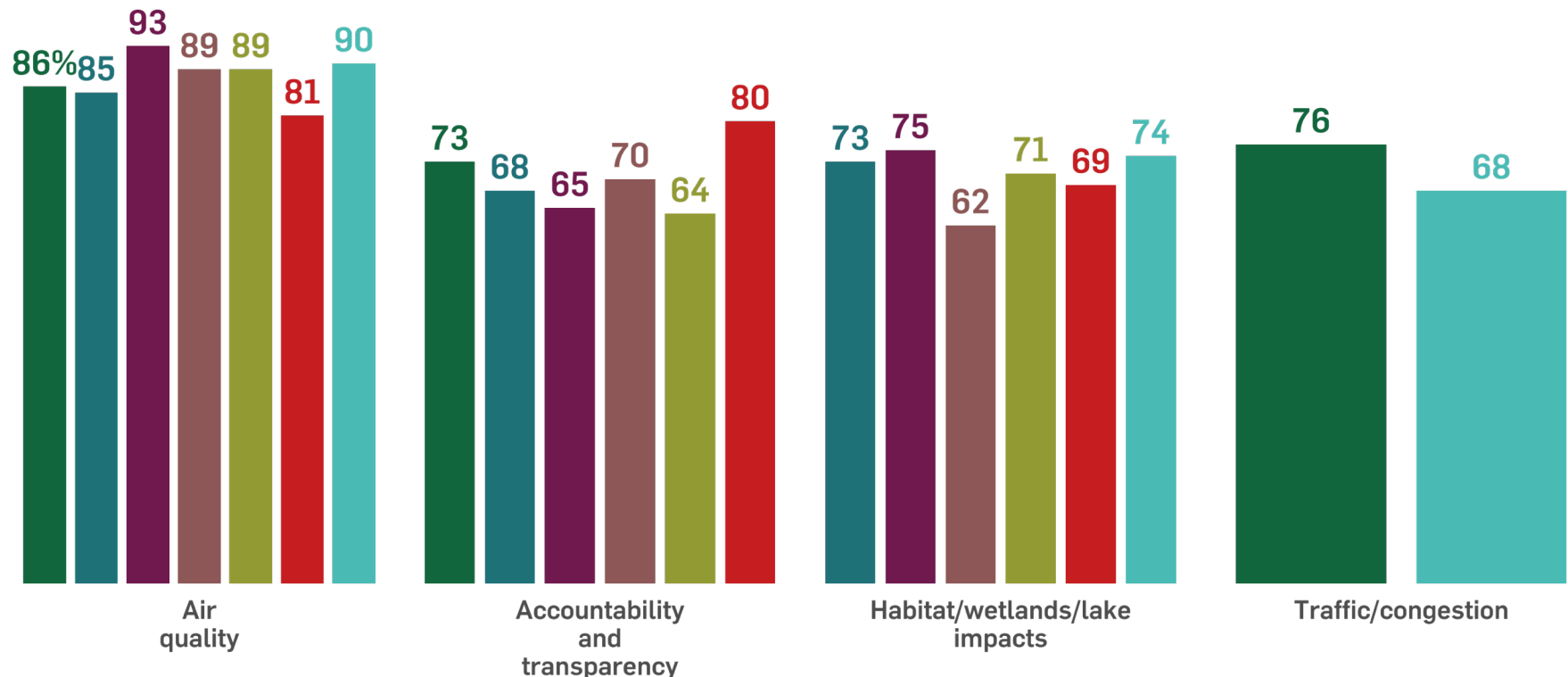


IMPORTANT ITEMS DEPEND ON DISTRICT

Ratings of important items varied across districts. However, almost all districts agree on the top 3 issues: 1) air quality, 2) accountability and transparency, and 3) habitat/wetlands/lake impacts. Districts 1 and 7 also consider traffic/congestion among their top three issues.



Please rate the importance of the following items with regard to the Inland Port.



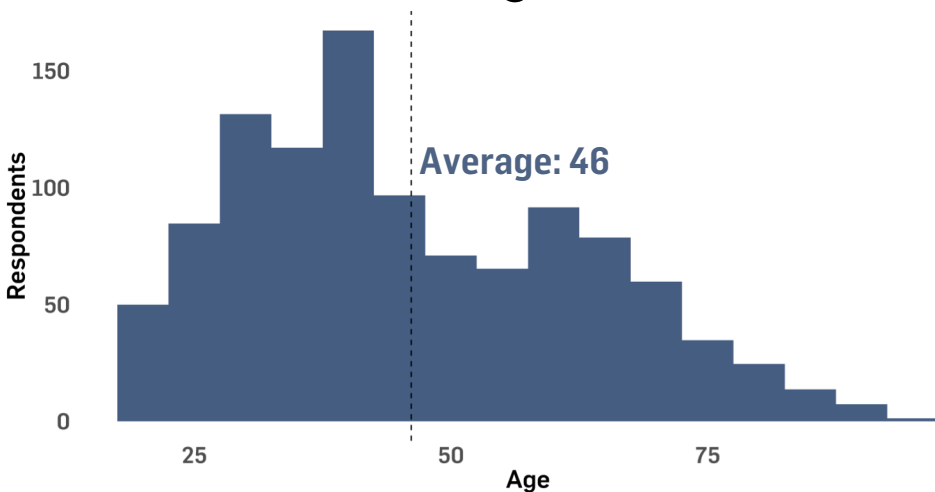


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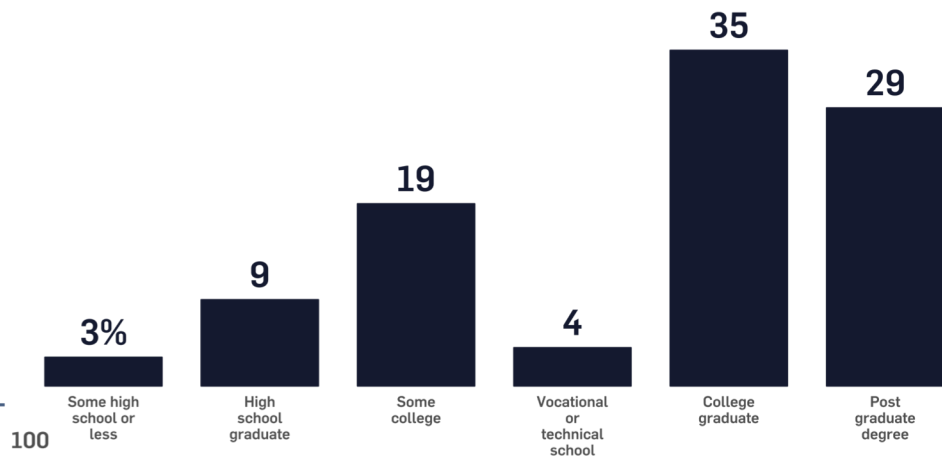
DEMOGRAPHICS

The average age of respondents is 46 with an average of 26 years lived in SLC. Most are college-educated. Respondents are distributed across all income brackets. Despite providing the survey online and including 50% cell phone interviews in the live telephone dialings, respondents are slightly older than average residents.

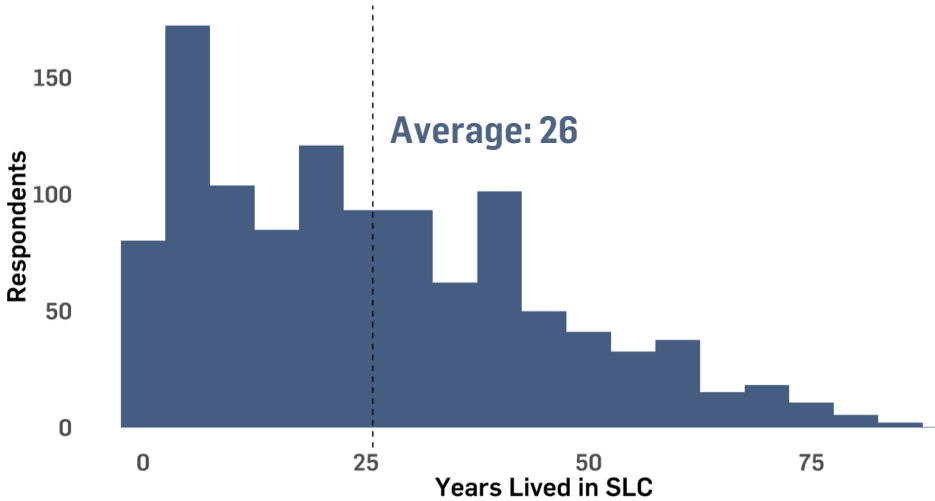
Age



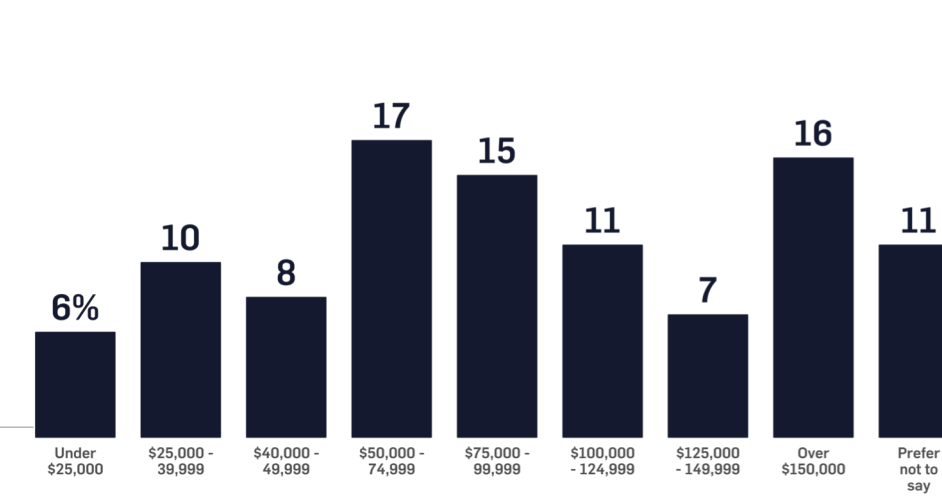
Education



Time Lived in SLC



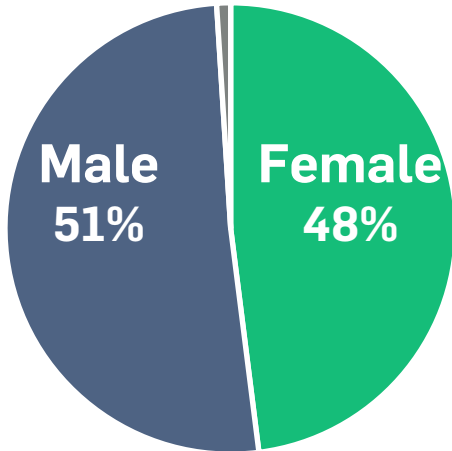
Income



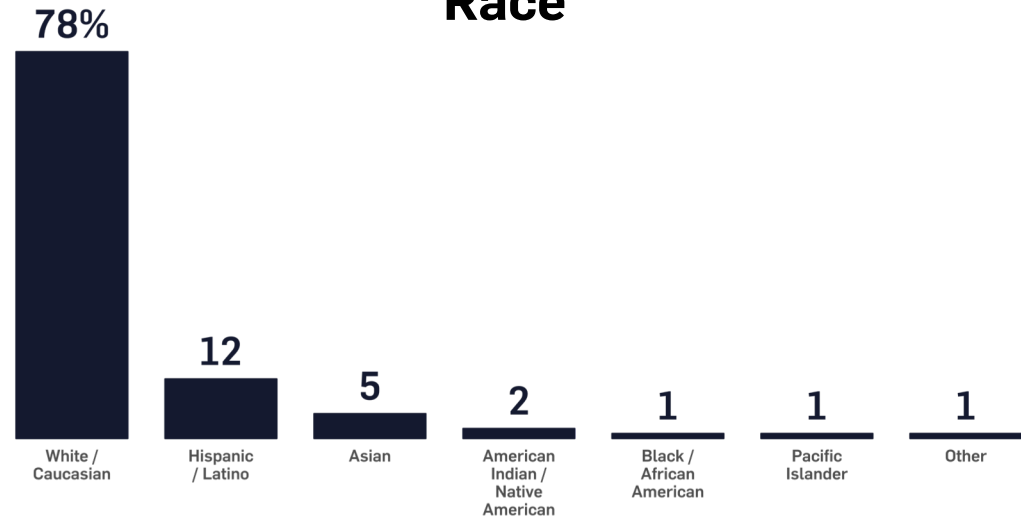
DEMOGRAPHICS

Response rates from men and women were relatively equal. Approximating the demographics of the City as a whole, the majority of respondents indicate that they are white/Caucasian, and 12% indicate Hispanic/Latino heritage. Over half of respondents are married, and about 3/4 are homeowners.

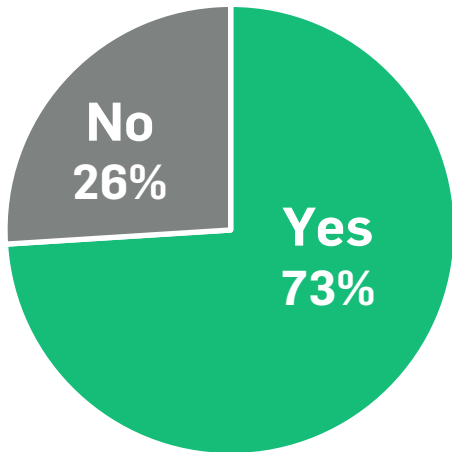
Gender



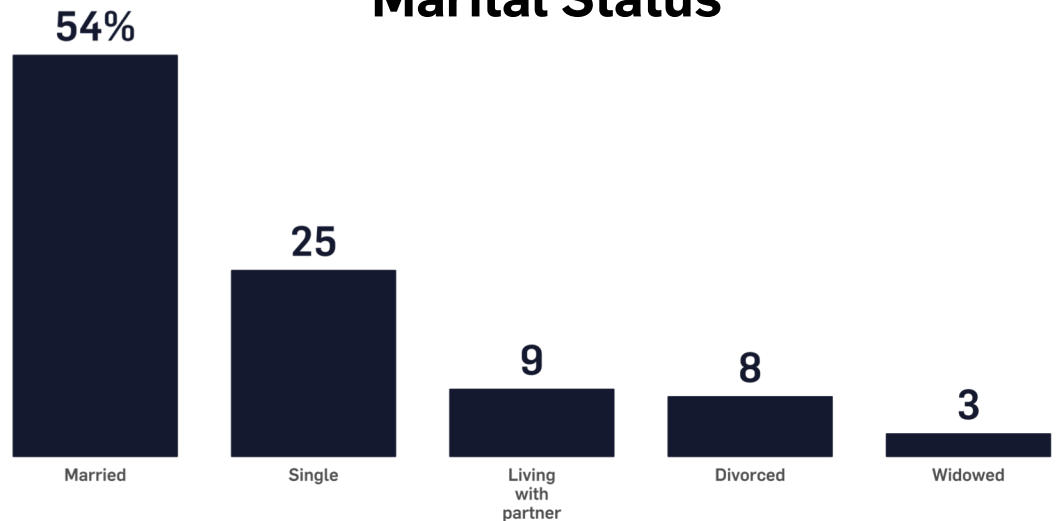
Race



Home Owners



Marital Status





SALT LAKE CITY RESIDENT SURVEY 2019

ONLINE AND PHONE INTERVIEWS

MASTER TOPLINE REPORT

METHODOLOGY DETAILS

n=1,297 Salt Lake City Residents
400 live telephone interviews fielded April 9-20, 2019
897 online interviews fielded April 19 - May 10, 2019
Margin of error +- 3.26

For this survey 1,297 Salt Lake City residents were sampled from a list of Salt Lake City residents via a Random Digit Dial (RDD) list of Salt Lake City residents (n = 400) and Salt Lake City addresses purchased from Dynata (formerly Survey Sampling International, n = 897). Invitations to participate in the online survey were sent to 10,000 randomly selected households in Salt Lake City, and telephone survey includes 200 interviews via cell phone numbers.

The data have been weighted to reflect U.S. Census data from the American Community Survey. Weights were used to ensure that sample composition reflects the population of Salt Lake City as a whole, specifically in regards to age, race, gender, and homeowner status. We also ensured that our survey sample represented residents in all seven Salt Lake City Council Districts approximately equally.

Number of respondents is reported for each question in the following topline results. Many questions were asked only of online survey respondents, therefore sample size for each question should be carefully noted.

CONTACT

For more information, please contact Scott Riding, Kelly Patterson, or Quin Monson at:

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Quin Monson, 801-367-6588, quin@y2analytics.com

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15 W South Temple Ste. 1630
Salt Lake City, Utah 84101



QUALIFY1. Do you currently live in Salt Lake City? (n = 1297)

Yes	100%
No (TERMINATED)	*
Don't know (TERMINATED)	*

QUALITY. All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Salt Lake City? (n = 1290)

Average overall quality of life in Salt Lake City	81
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QDIRECTION. Overall, would you say Salt Lake City is headed in the right direction or the wrong direction? (n = 1235)

Right direction	72%
Wrong direction	28

QTAXDOLLAR. In general, how do you rate the service you receive from Salt Lake City for your tax dollar? (n = 1269)

Excellent	8%
Good	52
Fair	31
Poor	9



Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable."

		1 (Poor)	2	3	4	5	6	7 (Excellent)
QSERVICE1.	Police department (n=1041)	6%	3	7	10	23	30	22
QSERVICE2.	Fire department/Paramedics (n=876)	1	<1	1	4	12	31	50
QSERVICE3.	Parks (n=1219)	1	2	4	7	23	34	29
QSERVICE4.	Street maintenance (n=1247)	12	12	17	18	23	12	5
QSERVICE5.	Street lighting (n=871)	4	4	7	15	24	30	16
QSERVICE6.	Recycling programs (n=848)	6	7	9	15	23	25	14
QSERVICE7.	Sewers (n=755)	2	3	4	13	22	34	22
QSERVICE8.	Drinking water (n=871)	2	2	4	7	18	33	34
QSERVICE9.	Airport (n=844)	1	1	3	8	16	42	29
QSERVICE10.	Snow removal (n=882)	1	2	6	11	22	35	22
QSERVICE11.	Garbage pickup (n=828)	1	1	2	5	13	38	41
QSERVICE12.	Public parking (n=847)	8	5	13	20	25	22	8
QSERVICE13.	Salt Lake City Library (n=773)	2	2	3	3	12	29	49
QSERVICE14.	City golf courses (n=274)	4	3	4	13	30	28	17
QSERVICE15.	Public transit (n=732)	4	5	11	20	25	22	13
QSERVICE16.	City website (n=511)	4	5	5	16	26	31	12
QSERVICE17.	Bike lane availability (n=676)	3	3	9	19	26	24	15
QSERVICE18.	Sidewalk maintenance (n=853)	5	7	10	20	25	23	9
QSERVICE19.	911 and dispatch (n=442)	3	3	4	7	17	33	32
QSERVICE20.	Homeless services (n=611)	17	15	20	18	17	9	4

How safe do you feel when walking alone in the following places DURING THE DAY?

(ROTATED QSAFETY1-QSAFETY2)

		Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
QSAFETY1.	In your neighborhood (n=1281)	76%	20	3	1
QSAFETY2.	In downtown Salt Lake (n=1247)	51	37	9	3

How safe do you feel when walking alone in the following places DURING THE NIGHT?

(ROTATED QSAFETY3-QSAFETY4)

		Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
QSAFETY3.	In your neighborhood (n=1271)	43%	37	14	5
QSAFETY4.	In downtown Salt Lake (n=1241)	17	44	27	13

How frequently would you say you observe the presence of homeless individuals is in the following places?

(ROTATED QHMLS SERIES)

		Very frequently	Somewhat frequently	Somewhat rarely	Very rarely
QHMLS1.	In your neighborhood (n=884)	24%	25	25	26
QHMLS2.	In downtown Salt Lake (n=884)	78	20	1	<1
QHMLS3.	In public parks (n=883)	67	27	5	1

How much do you agree or disagree with the following statements about your neighborhood?

(RANDOMIZED QHOMES SERIES)

		Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
QHOMES1.	I am pleased with the way my neighborhood looks. (n=1279)	34%	43	7	11	4
QHOMES2.	My neighborhood gets enough attention from the City. (n=1266)	19	39	17	15	10
QHOMES3.	My neighborhood is connected to the rest of the City. (n=883)	37	37	13	8	4
QHOMES4.	Things in my neighborhood have gotten better since I moved here. (n=879)	14	26	42	11	7
QHOMES5.	My neighborhood is walkable. (n=883)	55	31	5	8	2
QHOMES6.	The schools in my neighborhood are important gathering places for the community. (n=877)	15	21	48	10	5
QHOMES7.	I do most of my food shopping in my neighborhood. (n=881)	40	29	7	15	9
QHOMES8.	My neighborhood has the right mix of businesses and housing. (n=880)	29	37	16	12	5
QHOMES9.	My neighborhood has access to usable transit. (n=1260)	42	30	9	13	7
QHOMES10.	My neighborhood has access to parks and public lands. (n=1274)	57	31	5	4	2
QHOMES11.	There is sufficient convenient, safe parking in my neighborhood.(n=880)	37	33	10	13	6



Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue.

(ROTATED QIMPORT SERIES)

		High priority	Lower priority
QIMPORT1.	Invest in affordable housing programs (n=875)	71%	29
QIMPORT2.	Increase the availability of housing in our community (n=870)	51	49
QIMPORT3.	Expand sustainability programs (n=863)	80	20
QIMPORT4.	Attract, retain, or expand businesses (n=868)	51	49
QIMPORT5.	Support local businesses (n=866)	84	16
QIMPORT6.	Expand high-density housing (n=871)	30	70
QIMPORT7.	Invest in public transportation (n=875)	73	27
QIMPORT8.	Support the arts (n=874)	66	34
QIMPORT9.	Increase amount of parks, trails, and open space (n=873)	67	33
QIMPORT10.	Increase investment in the current parks, trails, and open spaces. (n=873)	80	20

(IF MORE THAN ONE ITEM IN QIMPORT MARKED AS HIGH PRIORITY, SHOWN QIMPORT_HIGH)

QIMPORT_HIGH. Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being the LOWEST PRIORITY

(SELECTED HIGH PRIORITY ITEMS FROM QIMPORT)

	Average rank
Invest in affordable housing programs (n=611)	3
Increase the availability of housing in our community (n=435)	4
Expand sustainability programs (n=671)	4
Attract, retain, or expand businesses (n=423)	5
Support local businesses (n=713)	4
Expand high-density housing (n=254)	5
Invest in public transportation (n=641)	4
Support the arts (n=573)	5
Increase amount of parks, trails, and open space (n=572)	4
Increase investment in the current parks, trails, and open spaces. (n=680)	4

QGENTRANS. What method of transportation do you most frequently use when traveling around Salt Lake City? (n = 869)

(RANDOMIZED CHOICES)

Personal vehicle (e.g. car, motorcycle, etc.)	81%
Bicycle	5
Walk	7
Public transit (i.e. bus, train)	5
Rideshare (e.g. Uber, Lyft, etc.)	1
Electric Scooters	<1
Other, please specify:	1

QPUBLTRANS. How often do you take public transportation when traveling around Salt Lake City? (n = 1269)

Nearly every day	5%
2-3 times a week	5
About once a week	4
2-3 times a month	7
About once a month	6
Several times a year	13
About once or twice a year	20
Less than once a year	12
Never	28

QFREETRANS. Do you currently have access to a free or reduced fare transit pass (through work, school, etc.)? (n = 869)

Yes	32%
No	62
Not sure	6

QHIVEPASS. How familiar are you with the Salt Lake City HIVE Pass program? (n = 868)

Extremely familiar	4%
Very familiar	7
Somewhat familiar	15
Slightly familiar	9
Not at all familiar	66



(IF QFREETRANS = Yes, SHOWN QUSEPASS1)

QUSEPASS1. Which of the following best describes your free or reduced fare transit pass? (n = 250)

(RANDOMIZED CHOICES)

Student pass	19%
Senior/reduced pass	6
Paratransit pass	*
Company provided transit pass	57
Salt Lake City HIVE Pass	4
Other, please specify:	15

(IF QFREETRANS = Yes, SHOWN QUSEPASS2)

QUSEPASS2. How often do you use a free or reduced fare transit pass? (n = 254)

Nearly every day	17%
2-3 times a week	6
About once a week	7
2-3 times a month	8
About once a month	8
Several times a year	10
About once or twice a year	12
Less than once a year	8
Never	24

How much do you agree or disagree with the following statements about public transportation in Salt Lake City?

(ROTATED QTRANS SERIES)

		Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
QTRANS1.	Public transportation in Salt Lake City is affordable. (n=857)	13%	30	35	16	6
QTRANS2.	The trains come too infrequently for me to use them. (n=855)	6	18	50	19	7
QTRANS3.	The train routes go where I need them to go. (n=1193)	15	28	30	15	11
QTRANS4.	The buses come often enough to be convenient. (n=1172)	12	26	38	14	9
QTRANS5.	The bus routes go where I need them to go. (n=857)	11	21	42	16	10
QTRANS6.	Buses and trains operate during the hours I need them. (n=856)	11	27	40	14	8
QTRANS7.	Buses and trains do not run late enough at night. (n=855)	27	18	45	5	4

(ROTATED ORDER OF QCOMPST SERIES)

How well would you say that each of the following statements describe the **roads in the neighborhood where you live?**

(RANDOMIZED QCOMPST1-QCOMPST5)

		Extremely well	Very well	Moderately well	Slightly well	Not well at all
QCOMPST1.	Traffic is too fast (n=859)	15%	19	28	18	19
QCOMPST2.	They are safe for pedestrians (n=862)	18	33	30	13	7
QCOMPST3.	They are safe for cyclists (n=859)	11	25	33	21	10
QCOMPST4.	They are well lit (n=859)	10	30	35	16	9
QCOMPST5.	They are well maintained (n=861)	4	18	28	25	25

How well would you say that each of the following statements describe the **roads you use daily around the city?**

(RANDOMIZED QCOMPST6-QCOMPST10)

		Extremely well	Very well	Moderately well	Slightly well	Not well at all
QCOMPST6.	Traffic is too fast (n=859)	14%	18	30	19	19
QCOMPST7.	They are safe for pedestrians (n=862)	9	29	37	17	9
QCOMPST8.	They are safe for cyclists (n=858)	3	19	42	23	13
QCOMPST9.	They are well lit (n=861)	10	35	37	13	6
QCOMPST10.	They are well maintained (n=862)	2	14	29	26	28

Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative.

(ROTATED QENVIRO SERIES)

		High Priority	Lower Priority
QENVIRO1.	Improving air quality (n=853)	95%	5
QENVIRO2.	Reducing greenhouse gas emissions to address climate change (n=852)	83	17
QENVIRO3.	Increasing access to healthy and affordable local food (n=852)	70	30
QENVIRO4.	Creating more community gardens (n=849)	43	57
QENVIRO6.	Increasing solar energy opportunities (n=851)	74	26
QENVIRO7.	Expanding food waste that can be composted in the brown bin (n=850)	54	46
QENVIRO8.	Installing more electric vehicle charging stations (n=848)	38	62
QENVIRO9.	Improving residential recycling markets and opportunities (n=849)	70	30
QENVIRO10.	Enhancing water conservation (n=851)	84	16
QENVIRO11.	Creating a center for hard-to-recycle materials (n=851)	70	30
QENVIRO12.	Encouraging residents to ensure race and income level are considered in sustainability policy and plans (n=845)	58	42



(IF MORE THAN ONE ITEM IN QENVIRO MARKED AS HIGH PRIORITY, SHOWN QENVIRO _HIGH)

QENVIRO-HIGH. Rank the items below from highest to lowest priority with the TOP item being the HIGHEST PRIORITY and the BOTTOM item being the LOWEST PRIORITY.

(SELECTED HIGH PRIORITY ITEMS FROM QENVIRO)

	Average rank
Improving air quality (n=759)	2
Reducing greenhouse gas emissions to address climate change (n=667)	3
Increasing access to healthy and affordable local food (n=557)	5
Creating more community gardens (n=355)	6
Increasing solar energy opportunities (n=596)	5
Expanding food waste that can be composted in the brown bin (n=415)	6
Installing more electric vehicle charging stations (n=314)	6
Improving residential recycling markets and opportunities (n=559)	6
Enhancing water conservation (n=682)	4
Creating a center for hard-to-recycle materials (n=561)	6
Encouraging residents to ensure race and income level are considered in sustainability policy and plans (n=467)	6

Within the last 12 months, approximately how many times have you done the following in Salt Lake City?

		Weekly or more often	2-3 times a month	About once a month	Several times a year	About once or twice a year	Less than once a year	Never
QSLC1.	Participated in a city public meeting or open house (e.g. city council, city advisory board/committee or community council) (n=848)	1%	1	3	9	14	19	52
QSLC2.	Attended a cultural event such as a festival or fair (e.g. Farmers Market, Arts Festival). (n=852)	5	13	19	32	17	6	7
QSLC3.	Used a public library (n=847)	13	14	14	18	14	13	14
QSLC4.	Shopped in the downtown area (n=1247)	17	18	18	21	13	6	7
QSLC5.	Shopped in the Sugar House area (n=850)	29	21	15	18	9	3	6
QSLC6.	Visited a city park or natural lands (n=849)	37	24	13	14	7	3	1
QSLC7.	Visited a museum or the planetarium in the city (n=850)	2	5	12	28	27	16	10
QSLC8.	Used a bike lane or urban trail (n=1247)	21	11	9	13	11	7	28
QSLC9.	Used a city golf course (n=849)	3	3	3	5	4	9	73

To what extent do you agree or disagree with each of the following statements about economic development in Salt Lake City?

(RANDOMIZED QECDEV SERIES)

		Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
QECDEV1.	Salt Lake City should do more to recruit or attract businesses (n=850)	22%	31	32	10	6
QECDEV2.	There are job opportunities in Salt Lake City for people like me (n=849)	34	39	15	8	4

QWEBSITE. Have you visited the Salt Lake City website in the past 6 months? (n = 853)

Yes	47%
No	53



(IF QWEBSITE = Yes, SHOWN QWEBSITE2)

QWEBSITE2. Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply.

	Average frequency
To seek information about a City service (n=287)	21%
To find contact information for a City office (n=160)	11
To get updates on City events (n=104)	8
To pay a City service bill (n=126)	11
To look for a job with the City (n=28)	3
All of the above (n=13)	1
Other, please specify: (n=47)	4

(IF QWEBSITE = Yes, SHOWN QWEBSITE3)

QWEBSITE3. How easy or difficult was it to complete the task that led you to visit the Salt Lake City website? (n = 407)

Extremely easy	23%
Somewhat easy	41
Neither easy nor difficult	17
Somewhat difficult	16
Extremely difficult	2

(IF QWEBSITE = Yes, SHOWN QWEBSITE4)

QWEBSITE4. How quickly were you able to complete the task that led you to visit the Salt Lake City website? (n = 407)

Extremely quickly	13%
Very quickly	29
Somewhat quickly	42
Not very quickly	12
Not at all quickly	4



(IF QWEBSITE = Yes, SHOWN QWEBSITE5-7)

To what extent do you agree or disagree with each of the following statements?

(ROTATED QWEBSITE5-QWEBSTE7)

		Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
QWEBSITE5.	It is difficult to find the information I need on the City website. (n=406)	8%	19	35	26	12
QWEBSITE6.	The City website is well organized. (n=406)	16	39	28	13	4
QWEBSITE7.	I would recommend the City website to my friends and neighbors in Salt Lake City as a resource for information or city services. (n=406)	20	36	30	9	5

(IF QWEBSITE = Yes, SHOWN QWEBSITE8)

QWEBSITE8. What information was difficult to find on the Salt Lake City website? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

QCITYSTAFF1.	During the past year, have you contacted a Salt Lake City government office to get information, file a complaint, or obtain services? (n = 850)	
	Yes	46%
	No	54

(IF QCITYSTAFF1 = Yes, SHOWN QCITYSTAFF2)

QCITYSTAFF2. Overall, were you satisfied or dissatisfied with the city's response(s)? (n = 411)

Very satisfied	39%
Somewhat satisfied	36
Somewhat dissatisfied	14
Very dissatisfied	10

(IF QCITYSTAFF1 = Yes, SHOWN QCITYSTAFF3)

QCITYSTAFF3. If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here. (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

(IF QCITYSTAFF1 = Yes, SHOWN QCITYSTAFF4)

QCITYSTAFF4. In the past year, how have you contacted the Salt Lake City government offices? Select all that apply.

(RANDOMIZED CHOICES)

Average frequency

In person (n=124)	9%
Over the phone (n=291)	21
Via email (n=116)	9
On the city website (n=138)	10
Through the mail (n=21)	2
Via social media (e.g. Twitter, Facebook) (n=11)	1
Through the SLC Mobile app (n=29)	3
Other, please specify: (n=3)	<1

QCITYSTAFF5. How do you prefer to contact the Salt Lake City government offices? (n = 841)

(RANDOMIZED CHOICES)

In person	7%
Over the phone	36
Via email	25
On the city website	24
Through the mail	2
Via social media (e.g. Twitter, Facebook)	1
Through the SLC Mobile app	4
Other, please specify:	2

QNEWS1. From which sources do you currently receive your information about Salt Lake City? Select all that apply.

(RANDOMIZED CHOICES)

Average frequency

City newsletter inserts in water or other municipal bill (n=346)	26%
Email(s) from the City (n=218)	17
City website (n=203)	15
Newspaper (n=393)	28
Social media (i.e. Twitter, Facebook, etc.) (n=225)	21
Other, please specify: (n=133)	10

QNEWS2. From which source would you prefer to receive most of your information about Salt Lake City? (n = 844)

(RANDOMIZED CHOICES)

City newsletter inserts in water or other municipal bill	20%
Email(s) from the City	36
City website	12
Newspaper	11
Social media (i.e. Twitter, Facebook, etc.)	15
Other (please specify)	5

QSOCIALMEDIA. Which, if any, of the following social media platforms (i.e. websites or apps) do you use or visit? Select all that apply.

(RANDOMIZED CHOICES)

	Average frequency
Facebook (n=461)	37%
Twitter (n=148)	13
Instagram (n=324)	29
Nextdoor (n=245)	17

(IF ONE OR MORE PLATFORMS CHOSEN IN QSOCIALMEDIA, SHOWN QCITYONLINE)

QCITYONLINE. Do you happen to follow Salt Lake City's official account on any of the following social media platforms?

(SELECTED CHOICES FROM QSOCIALMEDIA)

	Yes	No	Not sure
Facebook	21%	73	6
Twitter	32	65	3
Instagram	11	83	6
Nextdoor	29	53	18



(IF RESPONDENT FOLLOWS OFFICIAL ACCOUNT ON ONE OR MORE PLATFORMS, SHOWN QSOCIALSAT)

QSOCIALSAT. How useful are the posts or updates you currently receive from Salt Lake City's social media accounts for you, personally?
(n = 173)

Extremely useful	6%
Very useful	25
Somewhat useful	61
Not very useful	7
Not at all useful	<1

QINLANDPT1. How well would you say that you understand the Utah Inland Port development project? (n = 846)

Extremely well	4%
Very well	9
Somewhat well	22
Not very well	27
Not well at all	38

(IF QINLANDPT1 = Extremely well, Very well, or Somewhat well, SHOWN QINLANDPT2)

QINLANDPT2. On a scale from 0 to 100, with 0 being extremely unfavorable and 100 being extremely favorable, how would you rate your current overall impression of the Utah Inland Port development project?

Average favorability	30
----------------------	----

(DESCRIPTION BELOW SHOWN TO ALL RESPONDENTS)

The proposed Utah Inland Port is a logistics, manufacturing, and distribution hub that would link shipping and transportation between West Coast ports and the Intermountain West, connecting Utah businesses to global markets. The Inland Port site is located in the Northwest Quadrant of Salt Lake City. Most of the land in the Inland Port area is privately owned and already zoned for development. Landowners are already moving forward with development for offices, warehouses, and manufacturing facilities.

(IF QINLANDPT1 = Not very well or Not well at all, SHOWN QINLANDPT2B)

QINLANDPT2B. On a scale from 0 to 100, with 0 being extremely unfavorable and 100 being extremely favorable, how would you rate your current overall impression of the Utah Inland Port development project?

Average favorability	49
----------------------	----



Please rate the importance of the following items with regard to the Inland Port.

(RANDOMIZED QINLANDPT3 SERIES)

		Less important	Somewhat important	Most important
QINLANDPT3_1.	Resource needs (e.g. power, water, infrastructure, etc) (n=791)	7%	33	61
QINLANDPT3_2.	Port Authority accountability and transparency (n=792)	7	23	69
QINLANDPT3_3.	Traffic/congestion (n=793)	8	29	63
QINLANDPT3_4.	Air quality (n=796)	3	10	87
QINLANDPT3_5.	Habitat/wetlands/lake impacts (n=794)	8	22	70
QINLANDPT3_6.	Economic opportunity for rural Utahns (n=785)	27	48	24
QINLANDPT3_7.	Utahs economic competitiveness (U.S. and beyond) (n=789)	27	43	30
QINLANDPT3_8.	Availability of jobs (n=789)	19	45	36
QINLANDPT3_9.	Look and feel of the community (n=788)	18	40	42
QINLANDPT3_10.	Tax revenue to government and schools (n=791)	14	38	48
QINLANDPT3_11.	Truck routes (n=790)	21	42	37
QINLANDPT3_12.	Disaster vulnerability (n=787)	22	40	39
QINLANDPT3_13.	Security and safety (n=791)	14	39	47



And now just a few more questions that will help us ensure we have a representative sample and to group and categorize responses.

QGENDER. Which of the following best describes how you think of yourself? (n = 1226)

Male	51%
Female	48
In another way, please specify if you wish:	1

QYEARBORN. Please select the year you were born: (RECODED INTO AGE CATEGORIES) (n = 1191)

18-34	29%
35-44	26
45-54	14
55-64	15
65+	16

QTIMELIVED. How many years have you lived in Salt Lake City? (n = 1227)

Less than 2 years	4%
3-5 years	8
6-10 years	12
11-20 years	20
21 or more years	56

QOWNRENT. Which of the following best describes where you are currently living? (n = 1225)

Own or buying my own home	74%
Rent my home or apartment	20
College or university housing	1
Live with parents	4
Other	1

QEDOFR. What is the last year of school you completed? (n = 1222)

Some high school or less	3%
High school graduate	9
Some college	19
College graduate	35
Post graduate degree (e.g. MA, MBA, LLD, PhD)	29
Vocational school or technical school	4



QEMPLOY. What is your employment status? (n = 828)

Sef-employed	11%
Employed by someone else	67
Unemployed	1
Homemaker	3
Retired	16
Student	3

QSTUDENT. Are you currently enrolled at a college or university? (n = 830)

Yes, full time	6%
Yes, part time	4
No	91

(IF QSTUDENT = Yes, full time or Yes, part time, SHOWN QCOLLEGE)

QCOLLEGE. At which college or university are you currently enrolled? (n = 65)

University of Utah	54%
Salt Lake Community College	25
LDS Business College	*
Westminster	2
Other, please specify:	19

QLGBTQ. Do you identify as LGBTQ? (n = 1224)

Yes	9%
No	87
Prefer not to say	4

QMARRIAGE. Are you currently (n = 1216)

Married	55%
Divorced	8
Widowed	3
Living with partner	9
Single	25

QCHILDREN. How many children under the age of 18 live in your home? (n = 822)

None (0)	70%
One (1)	13
Two (2)	11
Three (3)	4
Four (4)	1
Five (5)	<1
Six (6) or more	1

QRACE. Are you:

	Average frequency
American Indian / Native American (n=11)	1%
Asian (n=34)	4
Black / African American (n=8)	1
Hispanic / Latino (n=48)	7
White / Caucasian (n=737)	53
Pacific Islander (n=4)	<1
Other, please specify: (n=12)	1

QRELIGION. What, if any, is your religious preference? (n = 1221)

Protestant	5%
Catholic	10
Latter-day Saint/Mormon	22
Jewish	1
Eastern Orthodox	<1
Muslim	1
Other religion, please specify:	8
No preference / No religious affiliation	45
Prefer not to say	7

QINCOME. What do you expect your 2019 family income to be? (n = 1215)

Under \$25,000	6%
\$25,000 - 39,999	10
\$40,000 - 49,999	8
\$50,000 - 74,999	17
\$75,000 - 99,999	15
\$100,000 - 124,999	11
\$125,000 - 149,999	7
Over \$150,000	17
Prefer not to say	11



QQUALITY. Finally, for quality control purposes, please rate your experience taking this poll. Would you consider the experience:
(n=830)

Excellent	18%
Good	57
Fair	21
Poor	3
Don't know	1

QCOMMENTS. Thank you for completing the survey. If you have any comments about this survey or Salt Lake City in general, please enter them here: (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

COUNCIL DISTRICT CODED FROM ADDRESSES

DISTRICT 1	13%
DISTRICT 2	10
DISTRICT 3	16
DISTRICT 4	12
DISTRICT 5	15
DISTRICT 6	18
DISTRICT 7	16



SALT LAKE CITY RESIDENT SURVEY 2019 APPENDIX

QUSEPASS1. Which of the following best describes your free or reduced fare transit pass?

Other: (n=36)

Company offers discounted pass

Company reimbursed

DWS

Federal subsidy

Fianc works for UTA & gets me a discount

Free Fare Zone Downtown

Government provided transit pass

I live in the free zone for trax

IKON pass

Medicaid

Medicaid Bus Pass

None

Provided by the U as an employee

Retired Life Pass

SL County employee pass

SLC Employee

Salt Lake City Corp Pass

State of UT provided pass

U faculty

U faculty pass

U of U Employee

U of U/BYU employee (have free pass from both)

UTA employee

University Staff

University hospital

University of Utah Ed Pass

University of Utah faculty

Volunteer perk

discounted pass, but takes 4x longer to get to work

dont have one

paratransit

season pass from ski resort

u of u

univ of utah employee pass

university of utah employee pass

university of utah faculty



QWEBSITE2. Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply.
Other: (n=46)

Appropriate habitation for dogs.

Building permit

Business Permitting Info

City-directed development proposals

Employee Information

Find meeting agendas for city meetings

I work for the City

I work for the city

Info about Mayoral office, race

Insurance and Medicare programs

Locate recycling informatin

Look for housing ordinances

Neighbor's zoning variance

Report a problem

Reserve a pavilion at a city park

Tax Info

To figure out why our water was down/out.

To file a complaint

To find regulations related to chickens and bees

To listen to City Council Hearings

To see if there was an incident written up about a small car accident and to see if I need to pay anyone

To try to find the ordinance regarding cars blocking driveways

Urban Tree planting

Use new city app

Work

Work related

Zoning

building codes / CCR

building permit

check on building permit

court

employee page

find a location for a community meeting

if they changed the city pick service

parking ticket

pay parking ticket

permitting

recycle program information

remodeling

report a crime

report no enforcement of business licenses in residential areas

see nearby bldg permits

times things are opened



to contact city council person about a homeless encampment that is risking our city water and potentially causing a fire in the canyon

to find youth programs

zoning, building permits

QWEBSITE8. What information was difficult to find on the Salt Lake City website? (n=211)

Access to information by phone is "iffy"...leave your name and number etc...person answering unable to address question or refer etc....

Activites at different rec centers

All of it you need a better search field the one you have doesn't work well at all. I could only imagine a none comp friendly person trying to find something on that site.

All of it? It's difficult to search, often has old or outdated information.

Any information about this survey.

Archived City ordinances

As a first time user, the Building permit process is not intuitive and not very well explained

Big item pickup, until I figured out the right search terms

Business License Renewal without pin

Business permitting, water reclamation facility information

CERT area training classes

Can't recall...was a while ago.

Can't remember the details

Certain answers to my findings

City council meetings, information I was told by Elaine navar at a community council meeting

City counsel meeting information

Clear development standards and policies

Completing the online form for city tree branch removal. I had to call and leave a message.

Connecting to the correct site to take the survey.

Contact info

Contact info for city council member and meeting agenda for parks dept meeting

Contact information for employees and decision makers

Contact information for various offices

Contact information on the former annual yard cleanup program

Contact information, recycling, neighborhood cleanup that doesn't exist

Contact numbers

Contacting departments or police

DMV related information & application, paying fees, etc..

Dates when the yard waste cans are not collected during winter months.

Department duties and phone numbers.

Don't know. Don't know what you don't know...

Don't remember. A while ago.

Don't remember

Drivers License info

E-waste events and shred events

Everything

Finding who to call about a city tree problem.

Fix an issue with garbage pick up. Solve a security issue with a vacant lot.

Garbage collection

Garbage pick up and lighting issues..maintenance of pot holes

Garbage services schedule, I usually just google it and find it from there, the search function on the website is useless.

Glass recycle contact informtion

Good Landlord program

Graffiti removal through the service request portal
Green waste pickup schedules versus regular garbage collection information
Harder to find really specific info, just takes a little time to search.
How to determine if my neighbor's house renovation was permitted as well as report problems with the house having broken windows.
How to report a dangerous intersection
I can't remember now. Something about potholes?
I don't remember
I found what I needed, but am disappointed and frustrated in the change in neighborhood cleanup. It is not user friendly
I tried looking for current building codes, Covenants Codes and Restrictions. Search bar either gave the wrong info or info too much info on everything.
I wanted to know if I needed to pay someone for hitting their parked car. I told the people about it and they filed a report with the police. I never heard back to see if I needed to pay anyone so I went looking and couldn't find any information on the matter.
I was trying to find out what the current tax rate is for Salt Lake City County
I was trying to get a new recycling can. Mine is breaking apart.
I would like to find out if there are any grand programs to improve the alley behind my house!
INFORMATION ON AN EVENT I WAS INTERESTED
Information about events happening in the city, trash pick up on holidays, road closures, utility work etc....
Information about large item pickup day for my neighborhood :)
Information about recycling
Information about the new cleanup program.
Information on Youth Programs
Information on historical district
Information on how to report a eye sore property
Information on zoning and ADU
Initially, recycling information, however, that may have improved by now.
It was difficult to determine quickly how to report an abandoned car on the street.
It was fairly easy to use.
It was not difficult, but it did take effort and time.
It was simply my lack of knowledge of whether my request had been duly registered.
It wasn't - not sure why I'm being asked this question...
It's difficult to navigate. I first wanted to look into scheduling a pick-up and it was vague. I needed an extra leaf can and also had a hard time finding the correct spot to do it.
Jobs that fit my experiences; info on weed control in residential lawns, (lawns going uncut).
Layout is not easy to navigate. Meeting agendas and minutes should be more prominent.
Local government reps for my area
Location on map within new app.
Logic of the 4th Ave Well project, which will invade neighborhood in an extremely negative way
Menus were confusing with multiple subsites, with multiple links broken
Minutes of meetings
More or less the Department concerning City Tree Maintenance (Arbor)
My city bill
My daughter goes to Youth City and the link to find her program and pay is always buried.
N/A
None
None that I know of
Not difficult at all.

Not difficult in particular. Just a lot of options which is fine but take a look at the high tech companies. They are able to do things with less options. Even the mormon.org site is a good example of condensing choices.

Nothing

Nothing was really "difficult".

Nothing is terribly difficult to find, it just takes some clicking and backtracking

Nothing so far

Nothing was particularly difficult, I don't think I said it was.

Number for information on animals who I think are poorly contained in a neighbor's yard.

Older information about land vs home valuations

Ordinances, phone numbers on who to contact when I can't find an online contact mechanism etc

Park Pavilion Info also info on how to get all the dope junkies and homeless out of our local parks that moved in after operation Rio Grande. Their high and doing drugs in Riverside park and the kids have to go little league practice and see that disgusting mess and no one is doing anything.

Parking

Parking information. You expect "Parking information" to be about parking in SLC, and it kinda is, but there aren't times about metered parking or much other information that's very useful (unless you owe some money)

Parking permits

Parks & Recreation facilities

Pay bills

Pay days, city holidays, snow days extra benefits.

Paying taxes

Permits

Permits and Licensing

Phone numbers

Phone numbers for specific departments. This is very difficult as you really have to spend time deep in the site to get any phone numbers!

Property info, trees for parking strip, garbage pick up, ordinances

Recent changes have taken some getting used to. Usually a google search helps.

Recyclable items for city recycling

Requesting a Traffic Speed Sign

Schedule of road closures for parades, fundraising walks, etc. that affect my neighborhood.

Searched to schedule building inspection and the building services information was impossible to access both online and via the telephone. My permit number did not work and there was no information related to the required inspection.

Secondary dwelling unit ordinances

Services

Some of the various departments information

Somewhat

Sorry, I do not remember.

Sorry. Information was easy to find.

Spctific info on recycling program

Staff directory, org chart, etc. I think you need to use metrics to see what people are accessing the most, and reorganize it a bit.

Street parking enforcement

TMI

The HIVE pass payment portal wouldn't work.

The appropriate office to handle specific services and contact information for individuals

The correct department for certain services

The information I looked for was there.
The number to contact someone about a street curb repair need
The overall site is confusing and difficult to navigate for older residents
The search engine turns up irrelevant information
The website if intuitive and easy to navigate.
The website uses a hierarchical menu that assumes you know what services are in what department forcing trial and error to find services.
There are a lot of organizations that the city works with/agencies involved with city issues such as air quality, open spaces- these corresponding agencies should be listed appropriately on city pages to help people find the information they want.
This survey
To have tree limbs picked up after a storm
Trash pick up scgedule
Trash services
Tree renewal program on your curb area
Tree trimming or removal service for trees on public parking strip (city owned tree in front of my house)
Trying to find programs for seniors, trying to get answers to why things do not get fixed that are coty owned property
Updated list of Community Council contacts/meeting times, a Community Council map, and a summary of frequently needed contacts in the City
Very difficult to pay bills, layout is poor, hard to find the correct department for various issues
Web site was hard to navigate through. was looking for information on a home rehabilitation program
What services are providrd by City, County ans State agencies.
What types/ numbers of plastic are accepted in the recycle bins.
When the brown can program would restart for Spring of 2019. Recycling of hazardous waste in Salt Lake City was near impossible to find information on.
Where to go to report issues
Where to pay my utility bill
Whether bee keeping or raising chickens is allowed -- but I wouldn't say it was "difficult" to find
Which holidays is trash not picked up and when is hte day it is picked up
Who to contact about a possible restraining order and how to get a copy if one existed
Who to contact regarding a parking strip problem.
Why out water service was out in our neighborhood
Worked fine for me
Zoning requirements
Zoning variance history
[REDACTED]
animal services, traffic ticket info
answers i like
building code information
building codes
cant remember
common questions are not answered clearly to much legal phrasinhg
community council contact information
contact info. info on recycling (in 1 place). reporting problems with trash pick up.
contact information for department supervisors
electronics recycling information
garbage collection schedule

getting information about the new curbside clean-up system I got conflicting information about exactly what items can or cannot be picked up by the city.

help getting homes fixed/repared and updated

how to get someone to assess trees in my parkstrip

how to report potholes in the street

i remember having to search to find the specific topic i was looking for - something to do with urban forestry

if there is a recycling program for large appliances like freezers

information on city creek (recreation)

landfill procedures, hours, etc. I have to rent a truck to take things to the landfill. It costs me money if I am turned away.

location and times of planning meetings for my neighborhood. I gave up.

misread questio0n

n/a

n/a

names (and email) of specific employees of the City

navigation

none

not difficult just took a few minutes to be sure that it didn't exist

nothing

oops made a mistake it was easy to find

permit process is a bit clunky and it is tough to navigate

permits for pods on street

permits required for home projects

phone #s for recycling and homeless complaints; had to keep searching the web using different words.

recycling information, but it was a while ago.

recycling programs for electronics

redevelopment agency projects

road closures

rules pertaining to landlords business license. I know over 60 landlord who do not have business license and, who know there is no enforcement. I have always had one, but will not renew as there are no consequences. I have turned in many landlords and, nothing happens. No fines, no response and cannot even find the LAW on the city website. WHY don't u enforce the law? DO NOT put NEW laws on the books when u refuse to enforce the ones we have. I find there is little enforcement of most laws, i.e. pedestrians in crosswalks, seatbelt laws, drug houses, etc. etc. & the SLCPD are known as keystone cops..I support law enforcement, but there really isn't any here. Easier in Los Angeles to get action than SLC. Parking enforcement (other that downtown & U area) is NON existant. NOT ONE officer in 3 years on my street.WHY? broken sidewalk for as long as I've been here. Too many issues and,no response. ALL

scheduling building inspection

somewhat difficult to decide what department to access for information about garbage pickup

specific voter information on candidates

speciifc policies

street pickup info

stuff about stuff.

the EV parking sticker info was a little confusing

things to do

tree trimming, replacement of broken recycling bins. I found it , called and it was never exchanged.

types of services and options provided

urban forestry

urban forestry info



what items i could put in my recycle bin also when the brown can service was starting up

when the compost bin pickup was going to resume

which offices were responsible for which services

who the is in charge of streets and parking



CITYSTAFF3. If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here. (n=170)

84116/84104 is under served - sugarhouse avenues 9th and 9th monopolize funding, infrastructure, retail shopping, schools, etc. etc. have done so for decades and will continue to be the data from this survey will be manipulated to serve that end.

A dog catcher came by and was very helpful with my dogs and licenses

A few years ago the pot holes were filled quickly, not this time

Abandoned car was parked nearly blocking my driveway with expired registration. Parking enforcement fabricated coming out after initial 48 hour warning (I have security cameras) and it took way too long for this vehicle that was creating a hazardous situation to be removed.

After finding a number to call the city department that I thought was the right one, called it and then was told to call many other numbers and departments.

All city employees I have encountered and programs within the city are very responsive. We need more attention paid to roads in Sugar House. Also no more high rise apartments/condos in Sugar House.

All have been helpful and patient

All of the Salt Lake City employees that I have every dealt with have been fantastic. I am SO GRATEFUL for that! It leads me to feel proud of my city and confident that city employees are doing their best to make SLC the best place to live that we can make it.

Always a pleasant experience

As you tell, I favor environmental issue like clean air which the city and state are not doing enough. The air is killing us and we are promoting more trucks with the inland port.

Automobile registration at the DMV has been very smooth and efficient.

Because of a personal accident, we had to do some remodeling in our home. The staff in the Permits office were extremely helpful and gracious.

Building permits take way too long

Called about extra compost bins and was very pleased with the response. I do miss the old neighborhood clean up pile system rather than Caul to Haul though.

Calling is a task-transferred to many times to other workers-pot holes no call back ever

Cant find anyone to answer?s

City Council Chris Wharton is the best! Mayor is worst employee

City Utilities services seem indifferent to my family's and family properties' concerns on 4th Ave Well

Complained about rude contractor working on Highland Dr without flag men with one lane of traffic open.

Contacted Urban Forestry about a dying chestnut tree in the parking strip. Arborist Julie was very helpful & the tree was ultimately removed last summer.

Contacted city about tree problem, took months for a response. Contacted city about sewer issue, they solved it over the phone.

Contacted the local water company about a concern and the gentleman was a complete ass hole

Courteous and helpful.

Dave Pratt was amazing

Employees are fine. Leadership is the problem.

Employees who are in the business licensing department including cashier positions overall are not very personable. It is apparent they do not like their work. My guess is because people asking for their help are not very nice to begin with but still...

Every interaction I've had has been great.

Fix the damn roads. Patched font work

For a fairly large city with all of the challenges that come with urban living (housing shortages, homelessness, road maintenance, etc.) Salt Lake City is managed quite well and its employees have been responsive and do their work with good attitudes.

Friendly and knowledgeable.

Get someone to answer the phones in the social security office it's an HR wait

Graffiti removal has been order full, also when I had people stealing packages from my porch, the police caught one of the thieves.

Great experience about broken tree in our parkstrip.

Great livable city. Clean our air by enforcing driving restrictions on non-green vehicles.

Hanging up on me

Have city employees return your calls. Also do something about these people on bicycles thinking they own the road. And quit shutting down the roads for these marathons.

Helpful

Helpful when inquiry has been made

High density housing is unaffordable. It is creating too much traffic. Going shopping other than groceries isn't any fun any more so I don't do it much. UTAs motto should be 'you can't get there from here'. It amazes me that a city laid out in a grid has buses that meander all over the city. Ask me and I'll show you how to improve it. Funds can be reallocated to buses from the over paid board and administrators. Quit paying for useless travel (vacations). Smaller buses running more often and more routes. In San Francisco I can get to any destination with a short walk with one transfer at most. Yet their streets run every which way. Since the plans for high density housing are already done and this survey won't alter anything try traffic and road improvements. Get building owners kick in the. cost. They'll make a fortune since they'll most likely rent as AirBnBs. Road maintenance could use small pothole repair improvements. Websites good idea and mostly works to get repairs. thank you. Police under staffed. Not enough neighborhood patrols. Cars and homes broke into at an amazing rate. Moving the homeless out of gateway with providing services was a mistake. They all moved to my neighborhood prowling around. I'll support tax increases for case management, mental health treatment, housing subsidies. I won't whine if these places are in my area. I'd welcome it as opposed to not having it. Arts and entertainment is beyond my means and I'd like to see a lottery draw for low cost seating similar to NYC. Tired of this yet? Traffic enforcement absent from SLC. The cosmic question is 'how fast is fast enough and how many cars can pass on red'? Gimme a number. I can go on... ok, I'm content to live here and except for the air I'd like my grandkids to live here. NYC, SF have self contained neighborhoods. A look at that concept is an idea. Ok, I'm done for now. Peace love and happiness.

I am a home owner in a revitalizing area. I've needed to call the police for disturbances in the neighborhood (arguments between neighbors, domestic violence). I am satisfied that people do arrive to the scene, but not completely satisfied as there is more that the city can do to engage with these recurring offenders.

I am told I am responsible for the park strip and curbing both to maintain and keep in good working order. However, I have to use city approved services that are over priced. If there are personal injuries from this area I am liable, yet I can't take care of the repairs with out city approval. Which means I can't afford to get them fixed. So either way I am screwed!

I asked for info. And data to show the round about was the best route for our neighborhood and she was dismissive and rude.

I called the Development/Codes/Building department and they were so helpful and amazing helping direct me to the residential building codes for the city. It was such a help!

I called the Mayor's office to discuss the poor air quality. Left message, never heard back. Very disappointing.

I cannot stress enough the importance of cleaning up the environment. The air quality of Salt Lake City as a whole is unacceptable.

Business are allowed too much freedom to pollute.

I contacted Salt Lake City garbage services through the email on their website to report garbage cans left on the street. The city responded to address the complaint within 24 hours, but I never actually received a reply or acknowledgment that my email was received.

I contacted the city's planning department regarding the construction of a garage for a friend. I personally believe that the city has a vested interest in preventing certain types of construction to take place, but there seems to be a large inequity in the way the rules are applied. I was given the impression that the rules are the rules with no room for negotiation. If I however can afford an attorney to represent me, or if I try to accomplish something under the radar without drawing attention to myself I am more likely to accomplish what I set out to do. Also if a certain contractor has a cozy relationship with the city, more things are apt to be overlooked.

I experienced property theft. Various city computer systems need to be able to communicate with each other, the suspect was arrested in another city and not held or spoken to about my case. This technology gap and lack of action enables criminals to continue. In other communications with city representatives, the experience was good.

I feel my complaint was completely ignored

I filed a police report about a vehicle break in but never received a response from the police. I realize that car break ins are a low priority, but the absence of any human recognition sends the wrong signal.

I found City employees to be friendly and helpful.

I hate the new roadside pickup program. I added a comment to that effect on the website. If you need to trim up lots of bushes and limbs while landscaping, you can't do it. You have to put little bits in your yardwaste bin every week. It could take all year to do your yardwork

I have contacted offices three times and all three times I received very fast responses!!!

I have found that SLC city employees are fantastic at being courteous and helpful.

I have found them to be arrogant and rude

I have tried on multiple occasions to contact my Salt Lake City Council person with absolutely no response back.

I used call 2 Haul program and it is pretty awful. They don't pick up half of what i want and need a complete list of things i want taken. Overall it is a very poor replacement for the previous service. The state employees did nothing wrong the new service is just terrible.

I used the SLC app to report two issues (leaking hydrant & bad pilot hole) -both fixed quickly

I wish that apartments like "The Covey" would install individual gas meters instead of using the current method.

I'm fortunate to have Charlie Luke represent me on the council. He responds quickly, shares my values.

I've interacted with Sanitation employees who seem overwhelmed and have a tough time responding. City records has been very helpful. Watershed is awesome. Roadwork seems inefficient from an outside perspective. Thank you! Everyone seems to have good intentions.

Interactions have been positive. Always remember to point us in the right direction, explain the process of whatever it is we are trying to do whether that is permitting, or zoning, or landfill.

It is a challenge to speak with a live person

It was regarding the gateway hotel and they responded professionally but I left feeling less empowered to really do anything about improving the safety of my neighborhood.

It was to schedule an appointment for the neighborhood clean up -- we were unable to accomplish this. We have an appointment set up this year, I hope it works out.

It's extremely difficult finding the right person to talk to about residential permit violations. It's also tough to report an urgent road issue - too many layers, and not a quick response.

It's more WHO you know to get something done with the city than equality with all citizens. Unofficial word of mouth gets you more than trying to research it yourself on the website. And as an aside - the city's response to the downed trees was not helpful. Oh we will take branches only from parking strip trees. Jeez, why do we pay taxes? And curbside cleanup changes were not appreciated!

Jodi Langford terminated me for missing work due to a sick baby. All of my sick/maternity leave was used after having the baby. I didn't feel that it was in the spirit of the city's mission or in mayor biskupski's vision of equity.

Julie Lepore is excellent to work with. She has been very helpful, understanding, and thorough in her answers to my questions. An outstanding employee of Salt Lake City.

Left a message at the HIVE information line asking for help, never heard back.

Love the app. Very convenient and helps me figure out who I should talk to about my issue (cause I have no clue how the city is structured).

Most employees are very considerate and helpful.

Most seem engaged. Some @ Heber Wells have been "put out" to provide service or information. That's abhorrent to me and everyone else. You need a secret shopper or two.

Mostly a good experience. I struggled a bit to get a response about road resurfacing (20+ years in my neighborhood), I worked with the city for 2+ years to get an inappropriate street light switched out of our neighborhood. During that time, the city didn't communicate with me. They did show up one day and make the switch. The city forgets to plow our cul-de-sac sometimes, and we have to call. Then they are very responsive.

Need off-street parking for rental units, make owners provide the parking space.

Never felt the people I dealt with were very well informed nor interested in the problems I had called about. This regards calls to the Public Works Department.

Nice, competent people are the best.

No one called me back to even tell me if I had the right number or not.

No one has got back to me yet.

No problems, but sometimes aloof.

Offices are often inefficient in processes. Had to mail an application and check for a permit- could not submit information electronically.

Our house backs up to Miller Park. We are VERY concerned that the slope behind our house is eroding at a quick pace. We cannot get anyone to come out and take a look at it. Trees are falling down due to their roots being exposed.

Overall, Salt Lake City is a great place to live. The intense growth of Sugar House is both great and scary at the same time. The growth is providing additional restaurants and culture in the area, but it is not evident that the city has a plan to handle the substantial increase in traffic. I hope the city will consider real public transit options for the area such as a fast-running Trax with access to Downtown and the University. I have tried using the streetcar to access downtown and the airport, but it is not practical.

Parking enforcement is so variable and hit and miss-- you have to call to get any enforcement and then they never follow up after the initial call.

Planning department employees are knowledgeable and responsive

Pleasant and professional

Please focus on our air quality and continue to provide more public transit options. We don't need to chase every growth and economic incentive out there such as inland ports.

Please make the bus service more affordable and substantially increase routes. I do not use the bus because it is very inconvenient and far too expensive.

Please solve the homelessness situation in central city area, it is hurting property prices and neighborhood safety

Police could do more to stop car, garage and home burglaries which are common (stake outs, etc.)

Proud to live here. Overall, excellent progress and direction. Just need to accelerate.

Public Utilities employees were responsive, friendly, and helpful

Quick response to preparing to repave my front sidewalk. AND also quick response to schedule trimming trees in front of my house. They did an excellent job trimming the trees.

Registering to vote was very easy

Replacing a dead tree in the median. Takes over 1 year to replace even when I don't want one.

Reported petty theft to SLC PD. Investigator promptly called to follow up and although they could not help the situation, they were professional and understanding.

Roads need to be a top priority.

SLC employees are generally competent and helpful.

SLC employees were helpful.

SLC is too involved. Please back off. Also, please take care of the grass in front of the sidewalk on my street.

Satisfied all the time but it is not easy to set appointments online in time you need it!

Slow response time to pruning trees along the parking strip

Some are uninterested in assisting, come across as "put-out" that you called and annoyed when you approach them on the street.

Something very important to me that was not asked about were crosswalks, light pollution, and native/water friendly landscaping. I have nearly been hit several times trying to cross the street in a crosswalk to get to the bus. I wish SLC was committed to dark sky friendly lighting. I hate wasting water to water my lawn but I don't know where to go or how to change my landscaping affordably. I

Sometimes my trash isn't picked up

Speed Sign arrived, but I did not ever receive even a notice that my request was received.

THE HEALTHCARE SYSTEM HERE IS HORRIBLE! It is also painfully obvious real estate developers have control of the gov here. We need affordable housing not affordable luxury condos. This will never be a city unless you have more commercial space on the ground floor of all these new residential buildings. I see wasted neighborhood growth everywhere.

THEY ARE VERY HELPFUL

Talk is "cheap" ACTION is what we need. Don't "yes" me to death, just follow through expeditiously...talk, promises? but, no action. Lazy? poorly trained, ATTITUDE, etc. Need neighborhood foot patrols!!! NOT cops in cars. get out and be "part" of the system you are paid to be. (never seen a PD in my neighborhood except once cutting through for a shortcut...hmm! HIRE better educated, better qualified PLEASE.



Have u ever read an incident report?? pathetic. Where do u get these people?

Thank you for all the hard work you do.

The 2 building inspectors I have worked with were GREAT!

The building department people I've interacted with have been professional, helpful and friendly.

The city literally did nothing to make sure that our neighbor living on 1104 east 600 south, was penalized for the mess he is making in our neighborhood. Despite multiple complaints and calls. Please, please help us with this. It is atrocious.

The employees are generally much more helpful than the website.

The homeless situation doesn't seem to be improving, even though redistricting and a lot of time, money, and energy has been given. This is even more attention ASAP.

The mayor of SLC has one, and only one priority: increasing homelessness and funding to address this issue which she is determined to increase. All administrative in city offices are instructed to ignore any and all citizen concerns except those associated with increasing services and attention to the need for more homeless services. She calls this "strategic decision making." It is a travesty.

The mobile app is awesome but the response and communication has gone downhill FAST. Stuff used to get taken care of quickly, graffiti, parking issues and others. Now weeks go by sometimes without a response.

The people I have talked with have always been very well informed and efficient.

The staffer from enforcement was polite, informed, professional and reasonable

The team with the garbage pick-up dept resolved my issue quickly.

The website really needs to be overhauled, not just tweaked. Need to address multiple ways of viewing.

The yearly trash pickup is a joke. When I pay taxes for this service I do not think I should have to get a run around or a itemized list 3mos before pickup as was requested by the employee I spoke with. I liked the old way of yearly trash pickup. It gave me more of the opportunity to clean up. This new system is a joke.

There are a lot of truly dedicated staff who are knowledgeable and could do more if provided the opportunity. As the regional center, the city should have a more collaborative approach. The employees would thrive in working with other municipalities and county government.

They are a waste of money and space

They are great employees and they need more recognition.

They are personable and often knowledgeable...when you can find them.

They have all been very helpful

They need to return calls more promptly.

They often are more interested in explaining the rules than they are in solving the problem.

They rock! Extremely helpful! They care!

They were very kind and helpful.

Train the plow drivers not to plow in culdesacs.

Urban Forestry has been very helpful and informative. They are great to work with. Animal control is not very responsive...

Urban Tree Planting ~~~ restrictions

Very friendly but difficult to get specific information about things like ADUs

Very friendly, helped navigate the restrictions. Was not inhuman about enforcing restrictions but knowledgeable about the laws

Very helpful

Very impressed with the response from government offices

Was nice to get a person instead of an answering machine when I called about garbage cans.

Water conservation, then clean air, are my 2 biggest issues. Incentives for native plant installation, rather than water consuming lawns, should be given.

We have a park next to our neighborhood that has a small designated open run dog area, we have called many times because the dog owners are abusing other areas and letting their dogs run free throughout the park, not leashing their dogs when walking through the neighborhood, not removing their dogs waste off of our lawns, throwing their dog crap in our garbage cans. When we call Animal control, they never respond to site dog owners not following posted signage

When I called the government office for public comment I will like to speak to a real person instead of voice. I appreciates the legislator

squick responses to my text messages.

When our water was out, I emailed the public affairs person, and she was very nice in responding, although by the time she responded, our water was back on :)

Why bother?

Wonderful experiences for the most part. Urban Tree planting service rocks! The woman was very knowledgeable and you could tell she really cared about what she does!

Yes, please bring back the canyons fountain in liberty park!

aloof and do not really just think you are compaining or dumb

called about street concern, left message never got a call back.

called about trimming around a street light and was told by the city and electric company it was the other persons job. They started crack seal in my neighborhood and never finished it. now a lot of pot holes.

employees are nice, policies are stupid

good

i contacted the police about a tresspassing vagrant, quick response but no official plan for dealing with him they just chased him off

individule offices have no interest in any "city problem" they observe that is not part of their specific scope of responsibility. ref: city bldg inspectors do not report observed road, street sign, storm drainage & ect. problems to responsible city departments

knowledgeable

most are very good, some are not. Waste, parks, water are excellent. Policing and management, politics, being politically correct diminish these entities to serve the people.

n/a

na

need to do something wiht the traffic driven by the growth here e.g. the canyons for skiing

none

parks

please kill off the inland port project. not all growth is welcome. wake up

police officers and the manager of 13th E water line renovation were very helpful to me.

police were helpful when they came to my house. Local roads need repaving.

polite but dismissive of an older female

pothole concerns were addressed imminently, bicycle parking issue not so much

slow and unresponsive regarding report of building code violation (via website)

the people in the office were very helpful and friendly

too many homeless

took a week for a return phone call

urban forestry department is great, call to haul is great



CITYSTAFF4. In the past year, how have you contacted the Salt Lake City government offices? Select all that apply.
Other: (n=3)

Prefer human contact

attended public speaking event on recycling

neighborhood council



CITYSTAFF5. How do you prefer to contact the Salt Lake City government offices?
Other: (n=13)

Depending on the situation any or all of the above

Don't care

I never contacted thsm

I only knew of the phone and in person try educating the public so we know what's available

It depends

It depends on the situation. Website, Phone, Mobile App, In Person is last resort

NA

Online chat

ayua de una persona

chat

i dont

it depends on my need.

the phone is not ideal. Too much wait time. call me back with the answer.



QNEWS1. From which sources do you currently receive your information about Salt Lake City? Select all that apply.
Other: (n=101)

City Weekly
City Weekly Paper
City and neighborhood council emails
Clients at work
Community Council
Community council
Community council newsletter
Council person update email
Don't receive any information.
Friends
Friends who are more in touch than me :)
Friends who work for the city
Friends, public radio
From KUER radio station
From people around that are more related to city information
I don't get much
I don't, until an election, then I look stuff up online
I don't. I signed up for emails but don't seems to get any useful information.
I don't have a wat
I don't receive information about the city
I got this postcard in the mail but don't usually know what's going on
Internet news sites
KRCL
KRCL Radio
KUER, KUED
Ksl
Ksl.com
Local TV News
Mail
Mailbox
Mailings, postings.
My neighborhood newsletter
My partner
NPR
Neighborhood Council
Neighborhood newsletter
News
News on TV
News or postal mail
News other than newspaper
News websites, Reddit
Next-door
Nextdoor

Nextdoor app

Nextdoor neighbor has links to the city website and provides information

None

None but I would love to get updates via e-mail

None?

Not aware of any sources of information about the city except the propoganda from the major whenever she has a chance.

Online news

Radio

Reddit

TV

TV News

TV news

The news on TV or online

Through Nextdoor communications.

U S Post

U.S. postal service

US Mail

Word of mouth

all

aquaintants

avenues newsletter

city journals, as in the Sugarhouse Journal

city weekly

community council

community letter

Don't receive information

emails from city council people

emails from city council rep

gacc meetings

google

i don't

i dont

internet

ksl.com, npr

letters from the City

library

mail, and in notices stuck to trash cans

my neighbors

neighborhood council

neighbors

news

nextdoor

nextdoor.com

no info.

note on my door

postcards from the city



public meetings

public meetings!

radio

radio and television

radio. mail

stuff in the mail like the postcard for this survey. OR random things on my door knob

television local news

tv

tv news

via mail city sends out

word of mouth

written letters from the City



QNEWS2. From which source would you prefer to receive most of your information about Salt Lake City?
Other: (n=44)

A monthly mailer would be great. You can't ignore your mail!

A well designed smartphone app that allows me to select push notifications of content I am interested in

All Above

City Weekly

City monthly news email

Community council newsletter

I like what I'm doing already.

Letters

Mail

Mailbox

My neighborhood Community Council newsletter

NPR

News websites

NextDoor

NextDoor App

Nextdoor

No idea because I just watch Netflix and go to work.

Online news

Postcards or newsletters in the mail

Public radio

Radio

Radio, TV

Reddit

Rune casting

TV

TV News

TV news

US mail

Unsure

all

app

direct mailed updates

dont care

google

i dont

letter

mail

mobile app

nextdoor.com

no preference

radio

radio and television

separate postal mail

us mail



QGENDER. Which of the following best describes how you think of yourself?
Other, please specify if you wish: (n=10)

Human

Husband and Wife taking survey together

I am a female but this State requires a woman to think like a man due to its history of repressed women

I hate this, if you dont know if you are male or female.....

Lol

My gender is not relevant.

a million bucks

fellow citizen

really, I don't know if I am a boy or a girl, Female!

your master



QCOLLEGE. At which college or university are you currently enrolled?
Other: (n=16)

BYU online

BYU-Idaho

Cameo College

Distance - out of state

Loyola University Chicago

None

OWATC

Osher

PSU

Rocky Mountain University of Health Professions

Southern Utah University

UVU

Utah State

WGU

Weber State

not currently enrolled, last school UCLA

QRACE. Are you: *Other* (n=13)

Bosnian American

Cymro

Elonian

Genetically American

Human

Northern European

Portuguese

White/Swedish American

american

american citizen

just american

less white than Mormon population

mixed

QRELIGION. What, if any, is your religious preference?
Other: (n=63)

Agnostic
Atheist
Atheist
Atheist
Atheist
Buddhist
Buddhist
Christain
Christian
Christian
Church of God
Church of Jesus Christ of Latter Day Saints. (use the proper terms)
Eastern Orthodox, not currently practicing
Episcapalian
Fake Mormon
Fuck you
Fundamentalist Mormon
God alone
Greek Orthodox
Hindu
Hindu
I follow the Gnostic tradition
I just believe in the universe.
Irquiou
Jehovah's Witness
Jesus
Jewish
Lutheran
Mental health and comfort
More spiritual Mormonism Catholicism
NON-DENOMINATIONAL
NOPE
Pagan
Post-Mormon, and it affects how I think about SLC. Very different than "no affiliation"
Protestant/Jewish
Quaker, drifting toward Buddhism
Raelian
SDA
Spiritual
Unitarian
Unitarian
aetheist
agnostic

agnostic christian

aithiest

atheist

athiest

athiest

backpacker

born again christian

christian

church of Jesus Christ of Latter Day Saints

hindu

jack mormon

jet mormons

mountains

non denmoinational

none

other

pagan

sports

there own

unitarian

QCOMMENTS. Thank you for completing the survey. If you have any comments about this survey or Salt Lake City in general, please enter them here: (n=378)

"None of the above" should have been an option where a choice was requested. No more light rail in city neighborhoods. Only natural gas buses for public transportation!

1. There was no progress bar, I had no idea when the survey would end.
2. The survey was time consuming - I'm pretty sure some percentage of participants will not complete the survey
3. Typos... Why wasn't this proof read?

11th East Between 27th south and 1300 south is in terrible condition and gets worse every year. With all the new developments in sugar house traffic is getting really bad and the roads are just getting worse. Every year I think this is the year the city will fix it and nothing. I have damaged my car on potholes and riding a bike there is taking your life into your own hands. Please!!!!!! Fix it!!!!!! Thank you.

A few of the questions/answer choices seemed conflicting and/or confusing. Over all it was good. At least it shows that the city wants some "customer" input.

A few questions didn't pertain to me so I did my best!

A little long. Would be nice to see what comes from this survey.

A little too long

About the survey, it missed some points. For example there was no way to state dissatisfaction with ranking bicycles over cars, no way to address the issue of the increased time required to use public transportation, and no way to note the prioritization of providing services to the homeless over the needs of contributing citizens (think the Library and filthy homeless camps). Last I suspect the real purpose of the survey is to help find a script that will address public objections concerning the inland port.

Add a progress bar through the survey and a back button

Aesthetics of the environment and the city are important to me. I highly object to increasing building density which in turn contributes to traffic congestion and impacts quality of life. I feel also that there should be building height restrictions in place so that the mountain views are not obscured. This is a prime reason that many of us relocated here to begin with .

Affordable housing and air quality are two of the main reasons I may need to leave this city.

Again, water conservation, above all else, is my main concern. 2nd in air quality.

Air Quality is huge. It is unreal that we can be some of the worst air quality on the planet, that it is definitively hazardous to our health, even to baseline healthy people, and the politicians can't find a way do anything meaningful about it. This issue will be the downfall of this city.

Air Quality is my number one issue with SLC. Followed by increased train traffic due to inland port, increased truck traffic due the Inland Port. Public transportation needs improvement in the Rose Park area. It takes way too long to get to the Intermodal Hub from the Rose Park area.

Air pollution and water pollution need to be immediately addressed. It is causing a lot of diseases in people that live in salt lake. Having oil refineries so close to the city and residential areas has to be reconsidered, it's killing the population slowly.

Also the city should actively mandate increasing the native tree cover in the city to compensate for the pollution we create. Having at least one tree in curbside in front of each house and probably a lot more for businesses should be mandated.

Air quality and pollution is a big problem, and very concerning. Needs to be addressed and enforced.

Air quality is making me consider new locations after 40 years of living here. Please do something.

Air quality is of the utmost importance. If we can't breathe then jobs, roads, homeless won't matter.

Air quality is the number one issue for us. We will move if it doesn't improve.

Air quality is very important to me. I make an effort to bike and use public transit; however, I feel less safe doing both of those than I did two years ago. Increased traffic congestion is inconvenient for motorists but dangerous for cyclists. After Operation Rio Grande, I saw a big increase in the number of homeless, indigent, and disadvantaged folks on Trax between the Power Station and Stadium stops. Most are just catching a free ride or warming up, but a few are aggressive, and the police presence is minimal. Just this week I was hit and threatened by one of these folks (still not sure what I did to invite this). I'm fine, but it might be some time before I take Trax again.



While I cautiously support economic development (and revenues for SLC government!) I want to make sure local businesses aren't left behind. Businesses like Ken Sanders, King's English, Saturday Cycles, Blazing Needles and Western Rivers aren't just retailers: they're Salt Lake institutions that create and unite communities within the city.

Air quality should be your first priority.

Air quality should guide all city decisions. It adversely impacts quality of life. Considering how any/all future economic development impacts air quality should be a major point of discussion.

Allot of these programs are great but the city does, like most cities do, they don't educate the public or advertise changes. Recycling is a must do but 90% of people don't know how to recycle properly we have blue bins but don't put the right stuff in them?

Always nice to have an indication showing how far you are in the survey.

Are you LGBTQZXCVBNM? why would you ask.

The questions that were "higher or lower priority" ones seemed loaded towards a liberal agenda already.

The ones about the the inland port seemed relevant. This whole survey frustrated me and made me remember why I stay away from politics.

The UTA is terrible. It seems heavily subsidized, yet still has high prices.

As a landlord, I object to Salt Lake City's policy to require that a permit be obtained to rent a property. The policy has no added value and is just a means for Salt Lake City to make a profit without providing any added service. Furthermore, this law is not properly enforced around the neighborhood. I find that a number of property owners are not paying this fee because either it has not been enforced or neighbors have not made a formal complaint for Salt Lake City officials to enforce. It is unjust that some property owners pay the fees that continue to increase every year for no reason. I have asked the office each year why it has been increased and no answer could be provided, nor have property owners been consulted to object to the increase. When I asked why some property owners do not pay the fees, I was told that I could make a complaint about these properties. This is not my job for me to carry an investigation, nor would I ever be a snitch towards my neighbor. Please abolish this ridiculous law.

As an artist, I find sales opportunities limited. Wish I knew why. I know this is not NY, but coverage of art activities is very limited. The newspapers do not cover the visual arts any more, and other than 15Bytes, it is hard to add to this market. Exchange of info could be better. Ann Arbor MI had a wonderful central area for the arts AND food, presenting many available businesses in a classy, well tended, always open 4 story structure. Poor Yorick TRIES to do this, but it looks shabby and is rarely open. The Ann Arbor model had designer home furnishings, artists and related businesses, and a food market with quality foods, all open for many hours and days. It became a visitor attraction. Trolley square could amp it up in this direction. But it is not known for having artist studios or shops. From experience in other cities, Seattle's Pike Place Market, for instance, they realized years ago that artists draw people, local and visitors to their area.

SLC tried to do it with the west side Pierpont ave, but artists got priced out of the area. I am constantly amazed how little slc takes advantage of such an idea.

Thanks for listening.

As someone who walks a lot, my biggest frustration in SLC has been the maintenance (or lack of maintenance) of pedestrian walkways in construction zones. Construction is part of city life, but it's crucial walkways are maintained to ensure access and safety. As the 4th West and 400 South areas have grown, this has been a challenge.

Biggest factors impacting quality of life: air quality, homeless population, high cost of homes.

Can we do a PSA about stop signs. People don't seem to know how a 4 way stop works; also, when I am a pedestrian, cars will stop in the middle of the road when they have no stop sign and I have no crosswalk, and wave me across. But this is very unsafe, as the cars going the other way might not stop, and the person behind them could swerve around or hit them, because cars aren't supposed to just stop in the middle of the road. Every single day this happens to me, and I have to wave cars on, sometimes even sit down so they will go. Please tweet about this, or put it in a newsletter, or something. Please.

Can you please look into the property on 1104 East 600 South. It is a triplex that is in awful condition and is bringing the property value down in our neighborhood. The City has been called in several times and they have mentioned that this is the worst case they have ever seen, yet only very minimal warnings are given to the person who owns it. He has not been held accountable for the mess he is making. This is a nice University neighborhood. We have professionals and people of all walks of life who live on our street. Why does one person

get to ruin it for everyone? The most baffling thing to me is that Mayor Biskupski requested a roadway beautification project on 12th east, between 6th and 7th south. Why was no one paying attention to the space between 1100 east and 6th-7th south? Please investigate the home on 1104 east 600 south. Thank you!

City needs really do something about the homeless population and gangs. Need more law enforcement, and be able to take people to JAIL when they are breaking the law. Make sure that the homeless are not camping downtown - otherwise downtown looks like a 3rd world country and not attractive to visitors or business.

Potholes need to be fixed and honestly fewer bike lanes - I hardly ever see them being used. And when they are, it is usually a bicyclist going the wrong way and you almost hit them or they are homeless riding their bike with another bike in tow. Most of the cyclist are above the law, will run red lights, rarely do I come across one that will obey the law - half the time they think they are a pedestrian the other time an auto.

City should invest in more police officers and technology to reduce crime. Non-violent crimes should ALSO be taken seriously. Stop enabling criminals to continue. Homelessness, low-wage jobs, drug addiction, and mental illness issues need to be addressed quickly. Bigger homeless shelters are not the answer. Why are there so many people without homes to begin with? This used to be the great and prosperous America, the land of opportunity. Fix the root problems: learn how to successfully rehabilitate the drug addicted, give the mentally ill homes and support, teach mental health in schools, force corporations to increase wages (especially after they receive enormous tax cuts). Stop the educational institutions from keeping students in debt for life. Our opportunities and sense of prosperity are dwindling.

Clean our air! Dis-incentivize driving of emissive vehicles. Provide heavy tax incentives for electric vehicles operated in the city.

Climate change carbon emissions need to be aggressively addressed. We need to sacrifice our current conveniences. Incentives need to be established for individuals who walk, bike, or use public transportation. Also for low water use, low waste production, and low energy use. Businesses also need incentives that encourage employees to walk, bike, or use public transportation to get to work as well as incentives for low water, waste, energy use. Individuals and businesses who do not aggressively address our climate crisis with actions that fuel carbon emissions need to be highly taxed.

Closing schools disintegrates the community. A need for affordable housing for families should be a priority. Very few apartments have more than 2 bedrooms.

Concerned about air quality and do not want our neighborhood annexed by millcreek. Also concerned about the inland port and how the state taking it from SLC will effect the city.

Concerned about homelessness. I'm concerned about them, but I don't want them in my neighborhood. Since they shut down the Rio Grande, they are now migrating to other areas of the city. They are setting up(squatters) their own shelters in other areas of the city. The scooters are dangerous when you are a pedestrian. There isn't enough room and they are not driving them safely and they are sometimes minors. Snow plows aren't responding quick enough and they shovel the snow in front of the driveway exits. Inversion is very bad and causes headaches and breathing problems. What ever can be done to address this problem would be advised. I would prefer corporations pay a little more for the inversion issue. The potholes and broken water pipes need addressing. Fire hydrant covers are missing. There is a hole near the Capitol. Coordinate traffic lights with traffic flow. Sometimes you have to wait three times to get through light. We like the cherry blossoms at the Capitol.

Cool

Don't allow the Inland Port in the long run it will be a disaster in terms of traffic and potential for more criminal activity and drug trafficking.

Stop the building of apartment complexes. They will create a huge traffic problem; similar to California. The State of Utah should focus on the infrastructure first.(i.e. roads, freeways).

Don't like changes to 900 West, 300 East, etc. places which used to have wide streets and now have narrow.

Appreciate efforts to curtail panhandling.

Appreciate efforts to get squatters off city sidewalks, parking strips, and green areas.

Easy to navigate.

Employment question, self-employed is spelled incorrectly

Estuvo bien

Expand the foothills trail system - over crowded and over used currently.

Fight the inland port with every resource available.

Fix the roads in rose park that the city busses destroy.

Focus on people, not cars and corporations

For me personally, Salt Lake City is great. I have no real complaints. Things that have to do with ME function pretty well. Yes, I would like the streets plowed sooner/better - but it's not that big of a deal. I'm close to everything I need. I do avoid going downtown - find it difficult to park, but I understand it could be worse. I don't use public transportation - the few times I've tried, it just wasn't convenient. Easier to drive. I do own my house, but as I get older, I would like to buy an affordable condominium, but many are over-priced, or if affordable, not well-built. The glut of homes going up now are townhouses, with 3 floors, not suitable for those getting older, who don't want to climb stairs. There is probably an older, but vibrant, population of people who are looking to downsize into more convenient living spaces, in the SLC area - but don't want to move too far out because as they get older they don't want to drive on freeways in the dark, but still want to attend many activities - dinner, theater, art events, etc - in the downtown area. I've not had to use police services - and hope I never do - but also hope that if I do, they will be fast, and efficient. I've no complaints about my public servants and am grateful for the job they do.

Gateway does not help the city one single bit. Only problems come out of it. I am glad pioneer park is getting attention. My husband and I went there when we first moved to SLC and never went back because of the homeless presence. The train has been a life-saver for me. I am grateful for the police presence in my neighborhood. It helps me feel much safer!

Get Mormons out of government & get state separate from their church. We need weed to be legalized & alcohol laws to be normal!!!!

Get more dog parks, fence in the ones you already have and more off leash areas.

Glass recycling from my home- without having to take my glass elsewhere to dump.

Good luck in making SLC a more liveable city!

Good survey. I hope it helps the city to make better decisions for the community.

Having reflective tape on the lines on the road so that it is much easier to see when you drive at night.

Homeless issues were not really addressed here. As a transplant from 25 years in WA State, as practitioner in addiction and mental disorders, it is disheartening that Utah and Salt Lake in particular still does not understand what addressing the problems of its homeless population will require. We need not only more numerous and effective treatment resources...but wrap around supportive services and housing. Until we understand the issues involved from the inside-out of the disorder dynamics, folks will fail and resort to their old ways of coping. We desperately need an effective vocational rehabilitation program staffed by certified vocational counselors.

Homeless people roaming our city seems to be a very big problem. Air quality, especially during winter, is another concerning problem. Other than that, SLC is an ideal place to live.

Dogs seem to run this city. I like to take my kids to parks, stores, hiking trails, but can't seem to escape the dogs off leash. Dog owners disregard signs at open spaces and trails that say "no dogs" or "dogs must be leashed." I wish this was enforced more.

I lament the growth of our city and valley. I grew up hiking, mountain biking, boating, and skiing and continue to do these things. I miss the days when our canyons and trails were not over-crowded. I am sure growth is good, I'm just not very good at sharing :)

Hopefully more in the future!

I am a Utah native, and I understand growth is inevitable and necessary. I strongly urge you to consider better bike paths, blinky crosswalks more occasionally on stretches of busy, fast roads that have no stop lights to rely on. The cottonwood canyon traffic situation is an absolute joke. I have talked to too many people that have given up on the sports due to the traffic. Is there a way to enforce car pooling on the weekends to those canyons in the winter? The road damage is also disturbing, but I suppose that is impossible to keep up on with our seasons. The homeless problem is also horrible, obviously, but I don't understand why we have to build shelters on expensive and desirable land.

I am a strong believer that climate change is real, that it is already affecting us, and that changes are increasing. We must all begin working together, individuals, cities, states and country, to make efforts to remediate the causes of CC. I hope to see programs from the city level on up to: lower the use of carbon fuels (public transit, improved bike routes, support for electric vehicles); improve water conservation efforts (including monitoring water usage by all, pricing water realistically, removing any regulations for households to

maintain a percentage of property as green plants, etc...; opposing the Inland Port, which has serious deficiencies in how pollution (air and water) will be handled and which, with its satellite branches, attempts to facilitate the extraction and usage of large quantities of carbon fuels at a time we need to restrict them and focus our efforts on creating clean energy and related jobs.

I am all for high density urban development and increased public transportation. As a Sugarhouse resident this type of development is currently affecting traffic density and street maintenance in negative ways. There does not seem to be a plan to address the increasing need for public transportation and street maintenance/improvement with the rapidly increasing urban population.

I am concerned about the Utah Legislature's tendencies to "punish" Salt Lake City in water issues, taxation issues, etc. Sometimes, I think Salt Lake City (and perhaps Salt Lake County) should consider seceding from the State of Utah

I am disappointed that Salt Lake City seems to take the full weight of homeless issues, every small house is knocked down to build affordable housing projects with NO parking. my neighborhood has "Homeless Residents" who live in the sidewalks, along every point of the Jordan River and we find them in our backyards and front porches. Other Utah cities need to build affordable housing and take the burden off us residents in Salt Lake. the streets are filthy with human waste, cockroaches are everywhere but more and more housing is being built!

I am for the "Inland Port Authority", but I also believe that our current infrastructure is inadequate to accommodate this proposal. If this were to go through, more major trucking corridors and freight rail ways would be needed to prevent significant increases in traffic congestion. I would like to know how is this going to get paid/done without affecting our current economy. I also believe that SLC has a glut of educated people and not enough job opportunities that match their level of training. My brother just told me that his job will not give pay raises to ENGINEERS no matter how good they do for the company because there is a stack of engineer applicants waiting to take his job at a moments notice. I also believe that the housing market is pricing residents out of affordable homes. When I bought my home nearly 20 years ago. I felt I had paid double of what I felt it was worth. I didn't think my 1,800 sq.ft. "Starter" home could raise a family of five when I bought it. We are making it work, but now I think this maybe the home I will die with. I know there are more unfortunate people than me out there. But, I never thought a \$30 an hour wage would only get me a cramped starter home out in the dump called Rose Park. Maybe I am doing something wrong?

I am happy to see Salt Lake's investment in urban forestry, planting trees, etc. Salt Lake City should have a long-term plan to gradually bury older overhead power lines as they are very unsightly.

I am not sure whether I correctly answered the Inland Port question. I was not able to go back and check. So, let me say here that I am not in favor of how the State has effectively annexed Salt Lake City land. I am worried about lost tax revenue to the City (particularly as it affects our school district's funding) and negative impacts on air quality, wildlife around the lake, traffic flow, and adjacent residential neighborhoods. In general, I feel that Utah is placing too much emphasis on bringing in large companies (like Amazon) to fuel local employment. I think that the better angle is to support local businesses and to encourage a greater culture of self-reliance and supporting our neighborhood/city entrepreneurs. Let me also say how important I feel that our parks and open spaces are. I appreciate (very much!) that SLC takes good care of its parks. That adds so much to our quality of life. I hope the City will continue to work on Liberty Park. It's important that that be a safe, comfortable destination for all City residents. Likewise, Library Square and Pioneer Park are important public gathering spaces that should be comfortable and safe for all residents. Finally, I am very concerned to hear that the school district has made a list of neighborhood schools that they will consider closing in the next several years. Our school is one of those. We have a "Great Schools" rating of 10/10. Rather than consider shutting down such a high-performing, well-functioning school, I think the district and the City should consider how important having a walkable, neighborhood school is in the daily life of residents. If the school-age population is dropping, I guess something has to give, but where our public schools are already so poorly funded it's just so frustrating to think that this neighborhood resource could be lost altogether.

I am pleased to be asked about my opinions. SLC should keep doing this.

I am very concerned about pollution in Salt Lake City. I am also concerned about the decisions made at the state level that directly impact my life that are made by the large number of representatives from the rural and outlying areas of the state. In other words, I feel that people in SLC are not represented very well at the state level and this has a negative impact on the city. I feel that the inland port and also bringing in nuclear waste is going to ruin our city -- it will be a dumping ground so a few people can get richer. I think about moving because of these things -- I can only live in a bowl of pollution for so long so other people can make money. On a positive note, I LOVE the support of the arts in our city, I think this and the support for parks and recreation currently make it a lovely place to live.

Thanks for giving me the opportunity to share my opinion.

I am very pleased with the decreasing LDS majority in Salt Lake City.

I answered the inland port question wrong. I feel more neutral than negative, although I'm not sure what it'll do to the quality of life in the city. Overall, I think Salt Lake does a great job. I would like to see more initiatives to try and fix the air quality. Thanks!

I appreciate the detail in each of the questions. Well done.

I appreciated the simplicity and cleanliness of the survey, but I would have liked to be able to "raise my hand" to get clarity on what a few things meant, or how you were asking some questions. And I'm not sure if this was on purpose or not, but you had the positives on the right side for about 3 screens and then you had the positives on the left. If I hadn't been conscientious about taking this survey, I could have missed that and given you untrue results.

I believe the bike lanes in downtown were designed poorly. They are confusing and the parking confusing. I also believe SLC is incorrect in trying to reduce the lanes on major roads such as 21st south and considering putting in circle where they don't make sense, such as at 11E and 9S where there are 5 entrances at varying distances. The test was a disaster and I hope that was the conclusion of the test.

I couldn't find the back button and I couldn't remember the instructions from the beginning. Dockless electric scooters are the worst thing to happen to Downtown in years. We should ban the car and make the city cycle and disability friendly. We should narrow our streets to decrease speeds and make safer communities.

I couldn't go back to questions which would have been helpful.

I do know some about inland port and do not think it is good for slc population. Do not want it. Citizens of slc never chose or voted for it. Also very concerned with clean air in slc. If I had young children now I would not move here for that reason.

I do not use twitter, facebook or the other two options listed so I had to skip the question. Some of the questions can't be answered very well because of ambiguous response requirements like the area regarding street safety. (not too well??) what does that mean anyway?

I don't mind taking surveys, but I do like when the survey has a feature that tells me how much I have completed and how much more I have left to complete. I know this will be an odd comment to make but there's a small spelling error in one of the last questions; the one that asks about current employment status. Self-employed is spelled sef employed.

I don't remember if you said how long this survey would take, but it did take quite a bit longer than I expected. Can you add a "save and finish later" button?

I don't want my taxes used for a bunch of liberal initiatives. Please use our money for what affects everyone all the time--road quality, air quality, etc.

I dont like the new neighborhood clean up program and I dont see anyone using it.

I feel generally speaking the city does well in trying to keep up with infrastructure but it is a real challenge in much of the city. Snow removal is very good here compared to other cities.

I appreciate all that Salt Lake City has and continues to provide for its citizens.

I feel like Central City gets ignored or picked on by The City. Two examples: Every marathon or fun run locks us into our homes with road closures. Let them run around up in the Avenues...see how the rich folk like being trapped! I understand the need for more and denser housing, but does it have to be so darn ugly? Boxes, hugh ugly boxes! I hope I'm dead before there's nothing but boxy apts from South Temple to Liberty Park! Higher architectural standards are needed! Neighborhood councils should have more say! The City allowed a developer to build a 28 unit monstrosity across the street from my home which in no way fits in with the architectural quality of the neighborhood. Both my city councilman and chair of CCNC were blindsided by the project and Preservation Utah would do nothing to help us. I LOVE my neighborhood. Almost everything I need is less than a five block walk. Liberty Park, grocery, drug store, credit union, Trolly Sq, 2 Trax stations, City Library, community gardens, favorite music venue, City County Bldg, etc. My car is 17 yrs old and it still only has 60 k miles on it! PS: Trax trains need to run later, especially on weekends when concerts and events are happening.. Might help with drunk driving.

I feel that road construction on city streets is poor, slow, and done poorly. Too many streets are in terrible shape. The taxes in this community are too low to be sustainable with the growth rate. Schools should be improved upon. Get rid of the golf courses as they are money and water and chemical intensive

I feel that the inland port information is sporadic at best I would like to see something compiled that give us more information as to the environmental impact thanks

I fell like Sugarhouse planning has been sold to the highest bidder. The number of new apartment units in the last 18months is staggering and will make this once charming area very difficult to navigate. 13th East is a congested mess today and the multiple new

apartment structures are barely populated. We work in healthcare and will be relocating soon based on our lack of faith in the "planning" that has been hastily slapped together. Also, Sugarhouse Park tunnel has become a filthy eyesore with many homeless tossing their items and garbage in a very expensive, fairly newly completed pathway. If looking like the poor side of Brooklyn was the plan, were on target. CLEAN IT UP ! There needs to be greater investment in qualified help, (financial, psychiatric, employment) for the homeless population. We have only moved the deck chairs around... and we are sinking. We have a burgeoning homeless contingent and in those groups people are not only going hungry, they are on a daily basis, the victims of assailants that move among them. I know you have a tall order but we are playing musical beds with this group and its only infecting more of the community to bounce them from Rio Grande to the various parks and neighborhoods thaey went to.

I have a feeling you're not going to get a lot of responses being that there was no incentive for residents to take this survey.

I have lived here in Salt Lake City all of my life and would not live anywhere else. If you ask me what change that has been made that I didn't like is canceling of the annual trash pickup. I feel that the residents in salt lake will not have the time to take their junk to the dumps therefore letting it build up in their yard. I would like to see the annual trash pickup come back.

I hope I have reflected this in my answers, but my greatest concern living in Salt Lake City is the poor air quality during certain periods during the year. I have an asthmatic grandson and fear they may have to move if the air is not cleaned up. I see little to no effort in this direction, or at least little impact of current efforts. Nothing is more basic or more essential than the air we breathe.

I hope to continue to see improvements in the downtown area with the homeless situation.

I know there has been money earmarked for street repairs but I have not seen any action in that respect. Maybe the City could offer free alignments to residents in the mean time. :)

I leave my house about once a month. I depend on my disabled brother (who lives with me) to take me where I need to go. I live on a private road so must move my garbage, recycle & yard waste to the closest public road making it difficult to do. I pay for street lighting however it is not near my house. I am constantly amazed at how many new apartment buildings are appearing each time I leave my house yet the rents are outrageous.

I like living here. Air quality is my number 1 issue by a large, large margin. I have asthma, and if it does not get better, I will move away.

I live on a public golf course. They try to conserve water and preserve the environment but let hundreds of trees die from lack of water. There is an increase of rodents and more weeds than ever. It is not environmentally taken care of to not water the perimeter of the golf course. By mid summer it is a fire hazard. It has made property values decrease and it is an embarrassment to our community.

I love Salt Lake City. I love my neighborhood. My city government is great. But we have many, many potholes in the roads. We need more money and emphasis on re-doing and repairing roads.

I love Salt Lake, but sincerely wish the political climate was more reflective of the diverse views our population actually holds.

I love living here in the city. :)

Your survey definitely reflects the values of the left on the political spectrum. lol

Nevertheless, blessings to you!

I love slc. Great community. Great place to live. One thing that could use the most help is ending homelessness but I think the area is working hard on this.

I love this city! I'm conservative, but I love Salt Lake's liberal outlook. A few things I'd like answers to: how come nicer neighborhoods have street lamps but mine (Liberty Wells) doesn't? How come 15th East is slowed down with traffic calming that cause people to not use it for commuting when clearly 13th East needs capacity relief. And finally, I'm concerned developers are ruining the city (and yes, I am for high density development, but it seems pretty roughshod right now).

I love this city.

I marked your neighborhood road maintenance as good, but thats a bit misleading. 2700 South is being completely torn out and replaced. Thats good. Except for the fact that it should have been done at least 15 years ago. That, and the services in my neighborhood keep shrinking. When I moved here, dump day was twice a year, and you got bags for your leaves every fall that the city then picked up. Now, dump day is whenever, and only once a year. And I can buy my own leaf bags, and stick them in my ear as far as the city is concerned. My property taxes keep going up, and my services keep going down...

I recently had friends visiting from out of state. Their first observation was about the condition of city streets and how poorly maintained

they are. Most streets in the city are in a really bad state of disrepair. 13th East between 13th South and 21st South which was recently worked on should have been resurfaced rather than patched. And after driving on 27th South above 13th East I think every street department employee should be required to take it to and from work daily! Especially the head of the Street Department. If there is one area that needs your attention it is city streets. My property taxes increase with regularity but city services seem to decline. The rapid increase in high density housing in Sugar House has made us find other options for services. Rather than thinking about your tax base you should consider the desires of the residents in the area. So much is said about air quality yet the city continues to approve the over population of these areas.

I still miss the curbside recycling program. It seems inefficient the way the city trims trees at request rather than systematically and the same goes for hauling!

I think gentrification and high-density housing is ruining the character of the city and "affordable housing" isn't affordable. On the Port and Prison issue, where is Salt Lake City's sizable share of the revenue stream? We are getting played.

I think that air quality is beginning to stifle business development along the Wasatch Front.

I think that the city administration has gone overboard on two fronts:

1. Encouraging or allowing too many condo and apartment projects to be developed (we will inevitably experience a bursting of this bubble)
2. Taking away great road access through out the city to facilitate the relatively few who wish to ride bicycles. This climate does not warrant such an action and the city was famous nation wide for its great wide streets and traffic flow before.

I think the city does a good job. I wish the air quality were better.

I think the question about the inland port and taxes is poorly written. According to community council meetings that I have attended, the port authority will not have to pay any taxes. The cost of street maintenance, public safety, water, lights, all of the services will have to be paid for by Salt Lake City and the port authority pays nothing. This is what I was told in the meetings. If this is true it is outrageous and shame on gov. Herbert for not vetoing it. Hurray for our mayor for challenging it.

I tried to use public transit while working but it was so difficult I gave up. Now, in retirement, I am guardian to a brother with developmental disability POA and medical advocate for a sister with liver cancer and on hospice. I have a disability hang tag to use for them and pay attention to ADA access, other aspects of ADA needs. SLC is improving, but there is a long way to go to overcome some access issues. On a fixed income, I am finding it harder and harder to live independently as prices rise, including property taxes, public utilities including water and trash pickup.

I want big garbage haul away back. Better recycling. Less east-side favoritism. Love WestPoint Park. Disappointed with policing on this side of town.

I was very upset by the effort to make alcohol more readily available in neighborhoods. We had a couple establishments start up but they both went out of business.

I wish the mayor's office communications via Social Media were more about the city and less political. I also didn't like prior city surveys with leading questions to get the answers the mayor wanted.

I wish the people of Salt Lake had more influence and were better informed of the Inland Port. I feel like it is happening whether we like it or not and details about it are very secretive. I have even gone to some town meetings about it since I live close to the area and still feel like no one is forthcoming with information, even though it seems to be in the works already. I am very concerned about air quality and the traffic congestion and unsafe roads around Salt Lake county. I also feel like there are parts of Salt lake city that seem dangerous with lots of homeless begging the public or seem to be up to no good. I wish traffic laws and speeds would be better patrolled in my neighborhood. It is a designated bike route with no shoulder for bikes and cars are speeding on it all the time. I also wish that potholes and road maintenance were better taken care of. I also wish that the ban on trucks using the Legacy highway would continue. I enjoy where I live and like that I have close proximity to downtown.

I wish the police would patrol my neighborhood more often and in particular enforce the stop sign ordinances.

I no longer patronize downtown business because of the over zealous meter maids. When I pay for parking I don't want to receive a citation because my state issued registration faded on my license plate.

I worry about all the big housing projects going on right now - apartments, condos, etc. I wonder how adding this huge amount of population in SLC will affect our traffic, environment, pollution levels, etc.



I would have liked a question about the horrible Call 2 Haul program. Last year, I never even received a call back. This year, I learned I can't even put the normal street pickup stuff we were used to putting at the curb so we will have to rent a truck from somewhere and haul it to the dump ourselves. Its great you pick up appliances but how often do people really need that. Please return to the old street pickup service--Caul 2 Haul SUCKS!

I would like to be informed of the results when published and would also like to know the decisions that come from them. Thank you for your public service and thank you for caring about our opinion.

I would like to see more retail stores/shopping centers to include nicer stores like Target, Bed Bath and Beyond, Hobby Lobby, Petsmart....so many of us go to Davis County to shop and then they get the tax dollars. There is a lot of space northwest of the city that use some development in the area of Redwood Road & 2100 North. Unfortunately they are bringing in business that are not really bringing in much tax dollars from our spending. So we still take our wallets north.

I would like to see more affordable housing options. My biggest complaint is how much the church has as say in politics. I supported prop 2 and dont like how the legislature went against that prop, same with medicaid expansion. While that does not relate to this poll it shows how much influence the church has and that needs to be reigned in.

I would like to see more character in the Sugarhouse neighborhood, specifically the old tennis courts which could be converted into a community garden space.

I would like to see more comment blocks placing one after each main section surveyed

I'm a bit of a libertarian, so my preference is for the government to be smaller and do less so I pay lower taxes. However, if the government is going to do something, my preference is for it to be doing something that is a realistic, achievable goal that ideally helps boost the economy or at the very least has some measurable positive impact.

I'm amazed that SLC allows or at least ignores the extremely loud vehicles in the densely populated areas. They definitely affect the quality of life in the expensive housing downtown.

I'm confused about one of the options on one of the questions. After selecting that I thought race and income level should be taken into planning and policy, I thought it might mean the opposite of what I first thought it to mean. I read it as meaning that I think diversity is good and we need more of it here in Salt Lake City. So, I want these taken into consideration so that no group is left out of planning the future.

I'm not aware of any new corporate jobs, investment, or relocation to SLC as a direct result of efforts by Economic Development department. I hope upcoming election is considered a referendum on ED leadership and how they've missed an opportunity to grow during the best economic conditions in SLC in over 100 years. We shouldn't be reliant on state government to ensure the success of our city. Laura needs to go...

I'm not sure if politics play a role in this survey or not... but I would really like to say that as a person who leans more conservative, air quality is my number one issue in this state. It's not right that it's politicized. This is a local issue. It shouldn't get lumped in with climate change, especially in a state that leans right. Climate change is low priority to me. Local air pollution is of the highest importance. We have a unique terrain that frequently traps hazardous matter into our air for everyone to breathe. If we can have our own laws that keep people safe from alcohol, we can have our own laws that are stricter on air pollution. This needs to be taken more seriously!!

ITS GOOD TO DO SURVEY TIME TO TIME TO KNOW WHAT RESIDENT THINK ABOUT THE CITY AND ITS SERVICES

If we don't take drastic measures to mitigate climate change, nothing in this survey matters. That is the ONLY important factor is how SLC is managed.

Impress me do something that corrects the balance the 84116 and 84104 communities

Improve liquor laws!

Improving our air quality is the most important issue facing Salt Lake today. I think making public transportation MUCH more affordable (like half of what it is today) or even free would help *enormously*, not to mention help with traffic. Also, holding companies/factories strictly responsible who are polluting our air and making them change their emissions/methods drastically to reduce pollution.

Overall I think Salt Lake is doing great and it is exciting watching the city grow. Good job, city government.

In general, Salt Lake City does a good job of taking care of its citizens. Unfortunately for me is how you have changed the landscape of Sugarhouse in favor of high density housing. The traffic you have created through the greater Sugarhouse area is atrocious at best. There is little or no traffic enforcement on 2100 South and speeds there often exceed 45 miles an hour. If 2100 South were as bad as 2700

South or 1100 East then maybe they would be forced to slow down due to the number of potholes. We have agreed to paying more in tax dollars for street lighting and street repair but both have been slow to materialize. Obviously these are things that are important to me as a resident of the Sugarhouse area, I assume that each neighborhood has similar important issues and it is difficult to manage all of them equally.

In general, street lighting on the west side is not as robust as on the east side. We lack a vibrant west side business community (I try to support the local businesses and restaurants that are here) and where do I get a cup of coffee west of the freeway? I fear the Inland Port will further segregate the west side with pollution, traffic and industrial chaos. We need strong representation for our community to prevent us from becoming further isolated from the "rest" of the city. I love my neighborhood, I appreciate the opportunity to share my thoughts through this survey.

In regards to the inland port authority, I have large concerns about the board appointments, transparency and ethics. It greatly concerns me that Michael Jensen is on that board. He has a history and reputation for nepotism, cloudy ethical behavior and concerning self serving policies. I'm sure that there are others on the board with similar histories, but only he has been in the news. His tenure with the Unified Fire Authority was disgraceful. If he couldn't treat his fire fighters or the tax payers properly, why would anyone think he would be a good member of the inland port authority board, where opportunity for "working in grey areas" is likely very high.....

In terms of direction the city is going, I indicated it was unfavorable because of the inland port, the move of the state prison, and the emphasis given to attracting business to the area; to the detriment of quality of life, including poorer air quality, overpopulation, increased crime, increased homelessness, ad infinitum. It's my impression that these things are being driven by the state legislature and the governor's office, not the city, and so my beef is more with them than with the city administration.

In the previous comment field it was uncomfortable to write in a single line.

I would like to hear about the results of each question on tv or a newspaper.

I'd like to see improvement in public transportation cost/availability better roads/traffic, cleaner air and a chicken in every pot.

In the survey, you ask what social media sites I have. I suggest you add a box that says none, as I am not on social media. Just a minor suggestion :)

Increase Political Transparency in ALL subject areas.

It is critical for curb side neighborhood clean-up to return!

Snow removal on all city and county public roads must be addressed. There are are extensive efforts to clear snow for businesses and recreation but many properties remain seasonally inaccessible via PUBLIC roads despite continued increases in property taxes.

It would be nice if there was more lighting in the neighborhood. Less crime. We need lots of lighting in our neighborhood. And having some Look out officers present

It would be nice to go back to the yearly pickup of trash/garbage on a certain date, rather than have the initiative of calling when needed. Preparing for the pickup and having one week when the neighborhood is a mess, seems a better option.

It would be very helpful to have a visual representation of my progress of the survey so I know how close I am to completing it.

It's pathetic to see so many context-laden questions just passed off as "Hey! pick 3!" When context is King. Whomever OKed this POS is fishing for [REDACTED] data. Your inland port? BS. You continually asked questions looking for rating but utterly lacking quantification or context within their ability to measured in a way other than forcing a conformation bias to help the weasels claim to have objectively sourced opinions.

Quote me here: "We, the creatures of unelected positions within SLC governance are bullshitting data' to claim that we are operating from 'the will of the people.'

Jeez that was a little long!

Jesus

Just tell me how many more questions I have as I go. I was ready to jump ship!

Keep aiming higher!

Keep making progress toward a better city, focus on a lot of the basics, don't over-extend into areas where investment can only have limited impact. Maybe try to do the right thing, but if your overall impact on an issue can't really make a huge difference, offer some leadership, but don't waste financial resources.

Lgbq is not important to me. Stop pandering to the homeless. It encourages more of them to move here. Be more alcohol friendly, let us grow up. I'd like to see politicians stop their own personal agendas. Stop trying to make me feel guilty because I drive a car. The biggest

thing the city can do to improve air quality is fix the timing of the traffic lights.

Living in Salt Lake City and Salt Lake County I sometimes do not identify Library use because I use both city and country. I also thought often as Salt Lake County Parks rather than specifically thinking of SLCity Parks as I answered the questions. Perhaps statement reminding people to make the distinction.

Longer survey than expected. Maybe give us a progress bar??

Love our city, hate the wasted expenses on bike lanes and libraries- which are now nothing more than glorified shelters. The city is incredible with snow removal and the limitations on signage in central city makes it even more beautiful.

Make smaller buses to run in the neighborhoods and have them run more often.

Most times I see buses go by they are empty. They are too big.

Many questions not relevant, not clear, disappointed in choices. Homeless at Main Library totally out of control, makes visiting library worrisome and unpleasant. Bad air quality not addressed seriously with insane Inland Port.

Many questions were too broad ie public transportation affordability. Trains and the buses are very affordable. However, Front Runner is ridiculously expensive if you don't have a monthly pass I was going to take my grandson to Ogden to see the trains. It was going to cost \$40 for the two of us.

I think SLC And especially Sugarhouse have been ruined by all these damn apartment buildings. They do not have adequate parking (thanks city council for lowering the parking spaces required) and are filling up all of the street parking and making traffic on 21st South and Highland Drive terrible.

I also do not my tax dollars spent on public housing for homeless and low income people! Whatever happened to vagrant laws? I lived in Southern California for several years and overall, it was much better than here!

Maybe a little too long, but I get why you need to know. Thank you!

Miller Bird Sanctuary needs to be maintained. There are downed trees from the storm a few weeks ago and it is full of weeds.

More of this!

More support for fiber optic internet in the Avenues. If not Google, then looking at UTOPIA again.

Most of the streets in my neighborhood have potholes and need repairs/upgrades. Wood-burning stoves and fireplaces are wholly inappropriate in our large city in the 21st century.

My biggest concern regarding SLC of late is the horrible disrepair for our city streets.

My biggest concerns for the city (valley) are air quality, access to public transportation, and sustainability. It seems as though the city is making attempts to work on these issues, but I would definitely like to see more substantial changes to regulations and planning respectively.

My major concern is air quality. We have the highest lung cancer rate for non-smokers in the country.

My most complaint is that the roads are not taken care of - there are so many holes and uneven surfaces and the bike lanes have made roads much more harder and dangerous to travel in a vehicle. In Sugarhouse there are way too many apartment units being built and the roads are not being taken care of to care for the traffic of them. Also Westminster College has outgrown its boundaries and are taking over too much of Sugarhouse - but no one cares!

My only additional comment has to do with the Utah government in general: the governor & Legislative body needs to listen more to the voters. The outcome of several of the propositions voted on in the last election was disappointing to say the least.

My primary concerns for the city are sustainability and conservation efforts, street maintenance (e.g. potholes and street lights, etc), and school quality. Honestly, I feel all three have improved dramatically since I moved here 4 years ago but there is still a long way to go. Keep on keeping on!

My property borders Millcreek and I know there has been controversy about merging the borders with Millcreek. I DO NOT want to be part of Millcreek. I bought in SLC and I want to stay in SLC.

Thank you!

My top priorities are clean air and clean water.

My wife and I really like it here, but please make concrete moves to fix air quality. Make public transit and other non-car alternatives easier like cycling and walking. The lack of movement on air quality concerns will be why we leave.

N/A

Na

Need more specific info re new annual trash pickup

No Sunday or holiday service on FrontRunner is a glaring gap in service in the community.

No comment

No comments

No comments at the moment.

No comments.

No extra comments

No inland port. This project has shown no responsibility to the habitants of our area, both human or otherwise. There is very little transparency and the bads outweigh the good by a long shot.

We value our quality of life in SLC and this inland port will decrease it significantly. There are better ways to create jobs and be economically competitive in the intermountain west.

No to Inland Port, do something about air quality, and homeless people are ruining our city... do something to change this mess or we're moving.

None

Not enough tech jobs in Salt Lake, too many in Utah County

Obviously, the number one problem in this city is AIR POLLUTION. Please fix it.

On some of the questions we are not able to put more than one answer. For example, I am also a graduate of two trade schools and, have attended more than one college. I should be able to answer: "some college" and, trade school graduate. Also, need much more attention to the "laws" and, enforcement issues. Additionally, why is it NEVER brought up, 57% of all poor air is caused by vehicle emissions. WHY can we address this; require mandatory vehicle to yearly get qualified. Only 4 counties out of 29 require it. THOSE (like folks in Park City) come to SLC everyday to work, bring their "smoking" cars. IF u work here, and drive here, GET EMISSIONS DONE. REQUIRE IT. WHY does this city continually wonder how to fix the air and never discuss mandatory emissions for city, state and county workers IF they drive and, car is registered to any county that doesn't mandate. It's a win-win and, does not cost the city, county, state any \$\$\$\$. I am am appalled at the lack of traffic and/or ped. laws being enforced. What about the J-walkers? Also, more bi lingual employees , especially Hispanic? NO, I am not Hispanic, but long overdue. DIVERSITY, please.

On the final question, I said "Don't Know," because, though I understand how many surveys are being conducted with limited time and resources, I think it would have been beneficial to have more spaces for comments.

For example, I have seen an unprecedented increase of crime in the area since Operation Rio Grande. I have lived in the same house most of my life, and it's only the past few years that I've been uneasy and even afraid at times. Just tonight, I placed a call to the non-emergent police, as I heard what sounded like terrified screaming followed by a thump and car speeding away.

I honestly don't see how it can be justified to keep building high-rises and apartments everywhere, when we lack the resources to ensure a safe environment for our community as it is now. The money would be better spent tackling the issues of homelessness (and the many facets that go into it, such as treating addiction, mental health issues, etc.) and crime. Most people I associate with would prefer to raise the pay for our city and county police officers - those in the courthouse and city/county buildings and those out on patrol (not necessarily correctional officers) - rather than support the surge in bringing more people and businesses here.

We have a problem right now in this city that I happen to love, and I would like to use our resources fixing it; attracting more people and businesses to the area will not fix our crime problem, nor will it serve to make our air breathable. It will only exacerbate the problem.

Thank you for your time!

On the question concerning employment, 'self' employed was misspelled as 'sef' employed. I volunteer as a proff-reaader for an educational catalog. Do you meed me to help Salt Lake City, as well? :-)

Operation Rio Grande was a waste of money PR stunt that did nothing to address the problems of homelessness or crime. I'm extremely disappointed in city leaders for supporting and encouraging it. If you want to address homelessness, give people homes. On another note, I support the idea of the inland port in principle, but state and local politicians have been either sneaky or incompetent in their handling of the issue and at this point I think it will do more harm than good.



Overall I believe SLC is moving in the right direction, due to the increased focus on environmental issues including sustainability, climate change, and air quality, but I think change is too slow, and we need to do lot more to address these issues and others, including: recycling, protection of public lands, reduction of waste, incentives for solar and wind power, and accessibility/affordability of electric cars. Thanks for soliciting my views!

Overall we have really been happy with our move from Sandy to SLC. My biggest complaint are the roads are HORRIBLE in SLC. Huge, car swallowing potholes. PLEASE make this a priority to get fixed.

PLEASE address the impact of bicycle riders who do not follow the rule of the roads as they compromise not just their safety but the safety of everyone they encounter. I would like to believe there are bicycle riders who actually follow the rules of the road but rarely if ever see one as they blow through stop signs and lights, weave in an out of traffic and frequently ride in the middle of lanes oblivious to the cars and avoid using the bike lanes. The worst are parents who engage in the above behaviors with children on their bicycles or who are with children on their own bikes as they are teaching them behaviors that are not in their best interests.

Participation in the survey is important. Perhaps to get more people to participate you can give a small gift card once complete.

Perhaps smaller more frequent busses. Typically we have gigantic busses with one or two people on them. An automatic car that came every 5 minutes instead of a bus that comes every 30 would be ideal. But even partnering with uber and lyft to do short rides along a specified bus route would probably save money for the city. Pick up individuals waiting at the bus stop. Take them to their stop while stopping for others that are waiting on the route.

Please address the pedestrian/auto concerns in downtown SLC. State Street crossing is very dangerous. I would like to see a State Street renovation that would make it more pedestrian friendly.

Also, the homeless population has moved to downtown. Perhaps because of the Rio Grande project.

Please advertise more free services available around the city such as VITA/TCE.

Please bring back the annual curbside trash pickup. I am willing to pay my share of the cost of this service. The only reason I would consider moving is for better air quality. More people and more businesses does not make a better community. For example, the density of Sugarhouse is an economic boon to developers and businesses but does not increase the quality of life in the community. In fact, I use businesses in the Sugarhouse area less frequently than I used to, even though there are increased options.

Please bring back the old way of bulk trash pickup. I would also like to know the results of this survey. Lack of public transportation to West Jordan needs to be addressed.

Please come fix the sidewalks on our street -- 3120 South between 700 and 800 East! Also, can you please fix the pot holes/ repave 1300 East and 3300 South -- they are getting deep!

Please do something about the homeless people all around the city.

Please do something about the pot holes.

Please get the homeless people out of my parks and libraries. You have ruined the city by letting them hang out where normal people go. i can't even go to the downtown library anymore because of all the dangerous drug addicts living on the grounds and showering in the bathrooms.

That was a disaster by kicking them out of their confined area behind the Gateway. Now they are everywhere, in every park and street corner. Help those who want it, and protect the people of the city from those who don't want help

Please get the homeless to move somewhere else.

Please have developers put more thought into the multi-family housing units going up. Hire an architect. It is making neighborhoods uninteresting.

Please include a progress bar with the survey so the respondent knows how many more questions there are. It's more than 10 minutes to fill out properly.

Please keep doing these surveys and making Salt Lake City the best it can be. Thank-You

Please make recycling easier. Many of us want to help in the process of preserving our environment, but the rules and restrictions made it so difficult. It is a full time job trying to figure out what is acceptable and what isn't. Also, I live in Rose Park. We need clean grocery stores. We have to go to Woodscross/Bountiful for a decent shopping experience. We also need more audio books available from the public library. Digital copies are the way of the world and in order to listen to the books I have to wait months at a time to get a copy.

Please provide help in paying rent for individuals with chronic diseases. Sometimes medical bills make it harder to pay rent on time.



Please put the fence back up at the Glendale dog park, creating two separate areas for small dogs and large dogs like most other dog parks.

Thanks!

Please resurface the roads in downtown Sugarhouse, they are rapidly becoming cattle trails and dangerous.

Please tax us less. Also, it would be nice to have less strict zoning laws so that housing would be cheaper. Thank you.

Please tell Millcreek they can't have the Brickyard.

Please, please keep air quality issues on the forefront of decision making. This place is so beautiful and wonderful, yet so many people leave here due to this issue. I know when the air quality is good, it's really good, but when it's bad, it's really bad! There is something about those days when the air is extra soupy that I feel like I am in a twilight zone into the future, but it's not the future; it's now. And as a medical provider in this community, I know this is not good for our bodies and is causing damage beyond repair. We cannot keep turning a blind eye to this.

Pretty well done survey. Much better than most.

I do think affordable housing is the number one priority. The enviro stuff the city is really doing the best it can. Been strong leadership on that under multiple mayors. Hands are tied on most bigger things. But there's SO much development energy here right now, so much building. Gotta aggressively push some of that to help poor people. Before you know it, we're Seattle or San Fran. Gotta get ahead of that. Property values have skyrocketed in the short 6 years I've been here - I could not afford to buy my house if I moved here today. I'm extremely worried about a rise in my property taxes. The City needs to look at capping them so people aren't priced out of their homes, especially as they reach retirement age. Thank you!

Protect our air, environment and social equality over industry, profits and special interests. Please and thank you.

Que sigan brindando el servicio a la comunidad como hasta el momento. Y que las calles sean mas seguras para los ciudadanos del vecindario. Porque en alguna manera todos aportamos a la ciudad con nuestros impuestos y apoyo al comerciante local.

Questioner was long. Questions were repetitive. Some questions were confusing.

Questions hard to answer because they were poorly written

Questions regarding the inland port seem leading/biased

Also farmers market should not be considered a cultural event. The farmers market is a valuable economic link between local producers and consumers

Quit blocking the view of the skyline with all the apt projects that half the people living here cant afford. Get some housing thats affordable, Homes that can be purchased familys that work hard but have min. wage jobs. You've developed all the areas that used to be places that were affordable. Now I have people living in my backyard with little hope because of all the red tape. This town used to be decent but now its an illegal immigrant safe house, with no consequences for those who build the apts with the illegals. You lawmakers, all fools sheep, nothing ever happens, just more of the same. Were all doomed. Dick Stewart

Quite a few of the questions were clearly designed to lead to a predetermined outcome

Road repair is a major concern in my neighborhood and places I travel in Salt Lake City.

Roads in general are rough. Potholes

Roads need repair. Please slow down the traffic.

Rose Park needs more retail stores and events at the Fairgrounds - and "NO" to the Inland Port

SLC IS A GREAT CITY AND WELL RUN, BUT THERE ARE MANY PROBLEMS IN IT'S FUTURE, MAINLY CLIMATE CHANGE. IF WE DON'T FACE THE FACT THAT CLIMATE CHANGE IS REAL AND WORK TO LESSEN IT'S EFFECT, NONE OF THE OTHER PROBLEMS WILL MATTER. I WORRY FOR THE FUTURE OF MY GRANDCHILDREN.

SLC is a great place to live!!

SLC is great but has some room for improvement. Stop letting the LDS Church run so much by educating the people of this great city.

Salt Lake City has the worse mayor EVER!! Roads are filled with chuck holes, taxes are too high, basic services neglected, tax dollars unwisely spent i.e. an un-elected official able to sign a \$7 million dollar contract without the mayor knowing, tax payers spending \$1 million dollars in severance pay so the new mayor could fill city hall with her supporters, closing the homeless shelter to build new

housing that will take in FEWER HOMELESS. Leaving discussions on the inland port because she's not mature enough to see the big picture. As you can tell, for the amount of taxes paid to the city there is no COMMON SENSE how it's spent!!

Salt Lake City is a great place to live. Thankfully we are getting sidewalks now in our neighborhood but still need desperately need street lights. Package theft has been a huge problem, and the lack of street lighting does not help. Again we specifically chose to come back to SLC years ago and like it for the values, not being extremely busy, and the amazing outdoor experiences. Would love for these to be focused on but also the city is a little outdated for housing/appearance.

Salt Lake City is a wonderful place to live. However, I am most concerned about the lack of affordable housing. Rent is outrageous for anything east of West Temple. I have two friends, both single moms with kids, and they cannot find anything to rent that fits their family needs for less than \$2,000 a month. That is crazy!! My kids cannot afford to live on their own, unless they share a two bedroom apartment with six other people. I see SO many apartments, condos, and town houses being built but, am aghast at how much they want in rent. Not sure what can be done and I don't know who to talk to about it.

Salt Lake City is becoming too liberal. I understand the homeless issue is complex, but the more infrastructure SLC builds for the homeless, the more homeless will come here.

Salt Lake City is trading the false promise of "growth" for quality of living. All our major problems with schools, traffic, housing, air quality, water use, etc can all be attributed to the frantic quest to relocate more businesses in this area. Quality businesses will come without special tax offerings etc. The cost of growth is the degradation of quality of life for everyone already here and it is being offered essentially for nothing.

Salt Lake City should be praised for their objection to the Inland Port proposal. It is simply something we don't need and has no upside to counter all the downsides.

Salt Lake City please take better care of the roads and make sure that you get your money's worth on the work that you contract out. The specifications need to be followed to get your money's worth. Shortcuts only mean higher cost later to the taxpayers.

Salt Lake needs to be an inclusive community that welcomes all!

Seems the Salt Lake City Street Department has gone into hiding. When can we expect improvement in our horrible streets.

Self employment is not spelled correctly on the employment question.

Selling the State's soul for business sake is a poor decision. The Inland Port would give great wealth to a few, many who don't live in Utah. The negative burden of the Port will be born on the backs of City, County and State residence who will see no benefit but will be continually burdened by escalating taxes needed to offset detrimental effects on all infrastructure.

Moreover, all citizens living in Utah will suffer detrimental effects of noise, air, traffic congestion-pollution, tax assessments for maintaining the infrastructure that will be heavily used and diminished by the thousands of daily miles of freighting vehicles of all sizes. The tax base of every community in Utah will be effected negatively. Not to mention the obsurdity of a unmanaged independent state operating with in the City and State is, if not illegal, should be.

Separate Church from the State and we will improve.

So many important issues in question and it's tough to prioritize them. We would rate air quality, water conservation and homeless rehabilitation at the top. thank you

Some of my responses would offer more insight/information to you if there were a way to recognize that I am very disabled. For example, if I were able to attend events downtown, I would. In other words, don't think that some things are simply more or less popular or important to residents simply by the numbers. In fact, a big part of the picture is missing because of the lack of recognition/attention to abilities and other factors. But this is a good start. Thank you.

Some of the question was hard to answer not knowing what it means, sorry

Some of the questions are geared to generate particular answers. For example, when you ask, is air quality important, duh. What is someone supposed to say. But is it a problem? Is enough being done about it? I'm afraid that just because someone says something is important, the authors of the survey will take that to mean that there is great dissatisfaction about it. That's not always the case. Clean drinking water is important. And I'm completely satisfied on that score. So my saying yes to that question shouldn't be read to mean that I'm unhappy about it, or that I feel we need to spend many millions to make it better. It's fine as is. Do I think bike lanes have their place? Yes. Do I advocate putting them everywhere, even on busy thoroughfares? Absolutely not. So, my concern here is that the survey results will wrongly be used to advocate for spending a lot of money or changing things when they are just fine the way they are.

Some of the questions are poorly phrased, specifically the "how well does this statement describe" questions. There are also some

confusing questions phrased in a negated way that makes answering confusing.

Some of the questions in this survey were very confusing.

Some of the questions were confusing to try to answer by the format provided. Too hard to type about. Would have to show, demonstrate and talk about it.

Some of the questions were hard to understand and/or none of the answers I could choose from reflected how I feel.

Some of these questions were extremely confusing, especially the questions using the word "well" over and over again. Also, some of the questions need to include a "None of the above." The stuff about the Inland Port was ridiculous. If I don't know about it, don't try to educate me here. And, you did not provide an opportunity for me to say -- I HATE ALL BIKE LANES. THEY ARE DANGEROUS FOR EVERYONE. But, of course, I just took that opportunity. Do realize that most of us live in the city in spite of city services -- except trash removal. Three cheers for trash removal. And, three cheers for not having that yearly trash removal every year. That made the city look like one big garbage dump all summer. And, by the way, I am quite well educated and I have no idea what "sustainability" is. At times here I was certain you all were talking to yourselves. Rock on!!!

Some questions and related answers in the survey are ambiguous.

Some questions are assumptions. For example, how would I rate city lighting? The streets are well lit and from that perspective, the city has done well. From the perspective of light pollution, however, the street lighting is absolutely abysmal. There are several of these types of questions where survey assumptions reduce accuracy.

Some questions are not clear on how to answer on the scale

Some questions are vague, such as race and income considerations being included in sustainability concerns. Some might read that as people needing to have a high enough income, others would read it as being inclusive of low income. Gentrification is already an issue in some neighborhoods. Quality of neighborhoods is being destroyed in favor of more, more, more. Just...more. More businesses, more housing, more cookie-cutter buildings, the nuances that make neighborhoods what they are (were) are being trashed as fast as possible.

Questions in the survey seem geared around an assumed expectation of increased development regardless of the concerns of the public, and high-density housing is already increasing at a breakneck speed. Salt Lake City is being overdeveloped as it is, with little consideration for restricting...anything at all. Height, density of businesses and housing, traffic congestion, it's already out of control. Air noise pollution isn't being addressed, either, from small planes to fighter jets over residential areas. Add more traffic noise and noise from people and pets in general, and the city is being turned into a horrible place to be, with no character. Detroit was once a bustling city, too. At least Park City put some restrictions on maintaining architectural style. Salt Lake City is just being gutted of anything and everything that ever made it a good place to live. More isn't always better. Quality over quantity, that's what makes a location valuable. Salt Lake City has become a like a cheap prostitute, sorry to say. No other way to put it. Bends over backwards for anyone that wants to exploit it.

Some questions/answers are poorly worded or don't make sense.

Stop letting the mormon church be the salt lake/ utah government. They're ruining everything and that's why we're 10 years behind the times. Also make jobs more accessible to homeless people so they're not homeless anymore. Maybe some more marked crosswalks too? I'm tired of slamming on my breaks so I don't hit someone who darts out into the middle of the road. Also stop spending money on stuff we don't need (example: DON'T industrialize utah anymore... people can't breathe because you guys are ruining the air quality.) Also, thanks for the survey. I like sharing my opinion. Hopefully you guys are people that actually listen to suggestions. Lastly... MAKE SALT LAKE MORE GREEN!!! How about restoring old buildings rather than building new ones? The history is part of the charm of SLC.

Strangely worded questions

Street lighting is too bright. There is no night sky. New street lighting should meet dark sky standards.

The streets are better paved in most third world countries.

Sugarhouse is a lovely part of SLC but the traffic congestion is becoming a bit of a problem.

Also I am somewhat concerned about the safety for pedestrians during rush hour. In some ways

SLC is not walker friendly.

Sundays everything seems to be closed...things close early too; need a more vibrant downtown with some places open 24/7

Survey feels as though you've 'sneaked in' a major section on the Inland Port, while neglecting the impacts of the Inland Port and its global climate change impacts.

Survey is too long

Fix the streets and stop the patch jobs. They don't work!

Survey is too long.

Survey:

It would be helpful to have a back button to go to the previous page.

SLC:

This place and community is MAGIC.

I would like to see more separation of church and state.

Thank you for providing a platform for community input. With SLC growing as quickly as it has been the past 5 years, the next few will be very important to set a precedent and insure our city doesn't go to the dogs. Air quality has been, and will be one of the largest issues we face until some real changes are implemented. I honestly don't think the Inland Port supports our air quality, climate issues, wetland and habitat preservation, or potential contamination hazards that exist with the surrounding water sources. Please consider how important the decisions and plans SLC is making now will progress and aid the growth of our beautiful city. It is so easy to build build build and move forward, but far more difficult to undo a mistake or retract bad planning, over build, or the loss of historic buildings. Please preserve Salt Lake's diverse history as we move towards a better future! Thank you again for taking community input!

Thank you for providing this survey. I would like to be more involved please work to educate and inform city residents.

Regarding the street lighting questions, I think there are too many street lights. The lamp type, bulb color and type are all very inconsistent throughout the city. The night should be dark. There are more creative and less expensive ways to have proper lighting and safe streets.

Have a nice day.

Thank you for reaching out. This was an excellent survey. My current concern for Salt Lake City is the deplorable condition of our roads. They are in terrible EVERYWHERE around the city. The potholes are multiplying like rabbits, creating car damage and hazardous biking. I bike 15 to 25 miles, 3-4 times a week. Our roads make driving and riding DANGEROUS! How did we ever let it get to this point! I fear the City will never be able to 'catch up' in repairing the roads. Temporary fixes will not work! Why was 13th East from 21st South to approx 13th South just not completely re-paved while they were trenching. I have no idea what the trenching was for, but, for heaven sakes...just re-pave instead of patching (which before long will break and crack). Pennywise and pound foolish! Between the roads and the air quality....I'm damn near dead!!!

Thank you for soliciting input from the "public". I appreciate the opportunity to register my opinions.

Thank you!

Thanks !

Thanks for the opportunity

Thanks for the opportunity to voice my feelings. My major concerns are with growth and pollution. I believe that the Salt Lake Valley doesn't need more population, business or tourism. The entire state of Utah has been exploited for money too often and it needs to stop. We live in a special place.

Thanks! The only things I would add are crosswalks (I've almost been hit many times in crosswalks near my house), dark sky friendly lighting, and native/water friendly landscaping (I hate wasting water on my lawn but I don't know how to make my lawn water friendly in an affordable way).

That was long.

And not very well designed. I question how much useful information you'll get from it.

The Salt Lake valley and Salt Lake City is growing too fast and is fast becoming too populated. It is sad and disappointing.

The air quality in Salt Lake is the only reason I and my husband have ever considered leaving the Salt Lake Valley. It is a big big problem. The inland port, no matter how it is executed, will make the air quality considerably worse. The numbers shared with me at a local meeting concerning emissions were misleading and erroneous. We in the valley struggle meeting EPA guidelines around air quality as it is.

The traffic congestion in the Valley is getting much worse. I-15 is poorly managed and traffic there is bad. The increased truck traffic

from the Inland Port will make the Salt Lake area just plain unsavory and unlivable. The types of jobs that will come here to support the Inland Port are not so desirable either. One needs only to look at other port towns to see how "fork lift jobs" pan out for the development of the local economy. In the last 15 years, Salt Lake City and surrounding areas have been given the golden ticket regarding economic development. I.e. high tech, high education, high paying, clean jobs want to come here because of the livability, access to recreation, and beautiful vistas. The word is already getting out about our pollution problem. It will curtail the draw we have for these types of jobs. If the inland port is built out to its desired size, it will be an ecological disaster, it will seriously impact our ability to differentiate ourselves to the top echelon of companies that drive real value in our economy, it will destroy our air (further) and make our interesting part of the world not so interesting for anyone. We don't need that type of development.

Growth at the University and Hospital have made Foothill Drive a frustration to live by. I.e. the traffic is relentless, the noise is high, the difficulty in crossing the road is profound. Further growth there will impact it even more. This needs to be seriously considered before unfettered growth continues. The way that people get to work in this district (one person

The change to the Neighborhood Pickup seemed to be a disaster last year. I heard that some people could not even get the date they requested and even had to wait weeks or months. Will this again be the same system used this year or will changes be made? I haven't heard any updates as to how it is suppose to work this year.

The city is doing many things well, in my opinion. I feel that there is stagnation in trying to do better. My hope would be that this survey or things like it, can push us to do better. Thank you.

The city is on a precipice and, depending on direction, will either capitalize on its current unique opportunity or fall into the chasm. The trendline, particularly with how the state regards its schools, is towards the chasm, but it need not necessarily be that way...it could be, instead, a model...

The city lighting question is not posed correctly. The city should promote downward facing lightning only if needed at all. Light pollution is a major problem and a bird killer.

Also THERE NEEDS TO BE A ANTI IDLING ORDINANCE THAT IS ENFORCED COMPLETE WITH PUBLIC SERVICE ANNOUNCEMENTS VIA ALL MEDIA.

The city needs to pay more attention to basic infrastructure such as water, sewer and roads.

A prospering economic climate is also very important to support the city needs.

In terms of environment--what about visual pollution from bill boards and electric signs?

The growth rate in SLC is scarce. There is to much focus on building apartment complexes and increasing the population yet we have the most toxic and disgusting air quality, and how are we supposed to have the water for the population/growth rate? Our roads are terrible, 50% of our city workers are lazy, on their cell phones scrolling social media etc and not giving 110% in their job, they dont take pride in their job or their work and it shows. Our schools landscaping is ridiculous and embarrassing for the SLC school district. The SLC School District cant even mow or trim a lawn properly they let it grow to long then leave clumps and mess everywhere for the kids to walk through and track all over the place, and they have NO safety policies they follow and it shows, our children are not safe. The SLC school district FAILS in the summer and in the winter anyone can see you have a bunch of yahoo's working there and running it, anyone can observe this if they cared and took the time to actually have integrity and honor and not turn their head to this dysfunction and mess. Since Operation Rio Grande the homeless have moved into West High School where many of my grandkids go and I have seen them build huts in the baseball dugouts, side of the building, by the track and seen them shooting up with a needle hanging in the arm HOW are they being allowed to bring mattresses and bags of items into the schools property and their filth around our children and get high and lay their all day? The homeless are also moving into Rose Park and our parks in Rose Park since Operation Rio Grande same situation at West High is happening in our neighborhood and its an absolute mess. I took my grandson to practice at Riverside Park and was terrified to even let him practice on the grass as their was homeless in the girls dugouts and the backside of the snack stand HIGH on DRUGS and blabbering crazy talk, wandering, who knows what kind of needles etc their leaving on the lawn and same at Wes

The homeless issue has gotten worse and worse especially the last 2 years...

The homeless population and ensuing security issues have increased significantly in the past few years in the Liberty Wells area.

The items I left out are things I have no experience with, or chose not to say

The lawsuit concerning the Inland Port Authority is a mistake and is an unnecessary expense. Salt Lake City has a poor reputation with

other governmental entities and does not cooperate well. Salt Lake City should cooperate with other governmental entities for the benefit of the taxpayers.

The new prison should not go by the Great Salt Lake.

The only reason I can afford to live in SLC is because I bought my house in 1994. My annual income has not increased at the same rate as my taxes and utilities have. I am praying that I won't be priced out of my neighborhood. Please stop making the residents of SLC pay for the majority of the infrastructure that needs to be done. Raise the cost of building permits! Make the greedy developers take on the cost. Sugarhouse has been destroyed by overdevelopment. Heavy traffic, crowded parks, fast food and apartments everywhere. Tearing down quaint houses for 60 apt units. Greed has taken over the City!

The police in Salt Lake seem to be uncaring on certain matters

The quality of life is good here, let's hope we can maintain it.

The question about which direction SLC is going was impossible to answer accurately. In some things it is going right and some it is going wrong.

The responses to the speed of traffic in my community didn't seem to make sense, at least to me.

The roads in our neighborhood are terrible. City trees need to be trimmed or residents need to have a list of approved contractors they can hire to trim the trees. 300 South is a disaster. Don't try to do anything fancy - stick to what has worked in the past. I strongly believe that the best kind of incentive is a tax incentive. For example, if we want to conserve water more, impose a tax on water use. We should have gradually increasing taxes on fossil fuels. Don't try to do too much through regulating behavior. Use taxes on items that result in social costs and then let people make their own decisions.

The roundabouts in the Harvard/Yale area have not slowed down traffic. People just speed up in between them. They are much more of a hazard than the street was before. On bad snow days, school busses struggle to get around them, the snow plows pile can't make a clean sweep so it makes big piles with no room to get around, and last year a car slammed into one and projected into someone's yard. Huge mistake putting those in. There just isn't enough room in those tiny intersections. Also, 1800 east between Yalecrest and 1300 south is FULL of potholes. The road needs to be redone. Otherwise I love the city and think the Mayor and City Council are going an excellent job. Love the recycling programs (including glass)! Keep supporting the golf courses!

The streets/roads in Salt Lake City need to be repaired in a more timely manner.

There are areas in Salt Lake City, particularly Sugarhouse, where the growth and development seem to have been allowed without plans to adequately handle the increased traffic and congestion.

I'm concerned about 'food deserts' in low income neighborhoods and the seemingly increasing numbers of homeless people.

The survey is very poorly written and designed.

The survey was much longer than the indicated 15 minutes. Include a back button. Add areas for comment within the questions, I had other thoughts to share, but don't recall all of them at this point.

Theft in my neighborhood has gotten really bad- we feel certain we will have something taken if we forget to lock a car or leave the garage door open on accident.

There is a mistake on the question on social media. When one does not click on any social media options, it IS answering the question, not skipping the question. People like me who do not waste their time with social media should be recognized and not potentially be dropped from the survey for "incomplete" data.

There was little opportunity to address my largest concern. The poor quality of our roads. I have a disability that prohibits my using public transportation and I drive very little. But the wear and tear on my car is outrageous and my pain is exacerbated by the rough roads. Fixing our roads is close to my highest priority for our city.

There was recently a city meeting regarding the traffic flow on 17th south between State and 3rd West. To my knowledge, it was approved to be 2 bike lanes, 2 parking, 2 traffic, 1 center lane. Many citizens at the meeting (including the business on the corner of 17th and Richards asked for a crosswalk at that intersection. Has that been approved as a part of the revamped pattern?

There were 2 questions asking for a ranking of items, but no instructions on how to rank them since you asked us to put them in order; the survey automatically put them in the order they were listed and I could not change the response to actually reflect what I think the order of importance should be, so those 2 responses are not particularly valid.

There were a couple of questions that made absolutely no sense with the way they were worded and the quantitative scaled answers. It was like a double negative.

They encourage people to walk all over Sugarhouse however, there exists too many complications for that. The sidewalks are in bad condition in many places and crossing at intersections is as dangerous as crosswalks. Leaving the sidewalk and entering the street in a wheelchair a person can get stuck if there is a dip. The biggest danger is with people turning right, or people who turn left even when the person crossing has the walk signal. Since Salt Lake is trying to bring in more business to the area, that means more automobiles, which not only will cause safety concerns, it will cause more air quality problems. Perhaps we could acquire a new law in the city. No right turn on a red light. If you want people to walk, make it safe for them to do so. Thank you.

This is a wonderful place to live. Please help keep it that way!!

This is the way govt. should work. Getting the opinion of residents to help solve problems. Thanks for asking.

This survey was poorly written.

This survey was to long, and the pot holes in the city are out of control!!!

This survey was way too long. I would have appreciated it if you had provided some time estimate or even the number of questions before I started.

Those electric scooters are a plague.

To preserve the QOL that makes SLC special, we should concentrate on air quality and water conservation: invest in Solar, e-vehicles, local companies, and water.

To stress this again, I would really like to see the city to do everything it can do minimize climate change and improve the air quality. Thank you.

Too crowded here now-- the air quality and traffic are miserable. Who in god's name is doing the urban planning in neighborhoods like Sugarhouse and 9th and 9th (my home)?? Gridlock to the max, insufficient roads for the enormous increase in housing and business. Rats run rampant all over the city as well. Until you fix the air and traffic, STOP bringing in more people and more business!!

One great thing: Salt Lake Community College. Keep it well-funded. Great diversity, vocationally-focused, great instruction-- and I have degrees from Columbia University and the U of U.

Too long

Too long.

Let me go back to change something.

Too many apartments being built. Where will they get enough water and sewer systems?

Too many apt. buildings popping up all over SLC, no parking, redevelopment agency has changed to look and charm of SLC and is turning it into another apt. slum city. What will SLC look like in 20 years, no charm, no historic buildings, just apt. buildings and renters living in single family homes which will destroy family neighborhoods. If they build it they will come, well, what about leaving single family communities as single family communities. Quit changing totally efficient zoning laws to appease the wishes of slum lords and absent property owners just for the sake of more money in their pockets and at the sacrifice of families who want to keep their communities in tact. In other words, I don't like the direction the City Council and Mayor are taking SLC. They are using our hard earned tax money to give to the businesses of "homelessness" instead of using it to maintain the infrastructure of SLC. Government should not be in the housing or social welfare business (tax money giveaways), social welfare should be left to private business and our tax money should go to maintaining our city. Signed, A Not Happy SLC Resident

Too many homeless people, drugs, crime. Public spaces are unsafe and undesirable to use, including the downtown library. Mixed ethnicity and income initiatives are reverse racism. Mixing low income and section 8 housing with regular market driven housing brings in people that raise crime.

Took longer than 15 mins

Transportation is critical to the future of the city - strongly recommend investing in public trans and EV charging stations - ambivalent about fixing the streets because maybe people will get so tired of tearing up their cars they might leave them home.

Very complex survey --

Very good survey and opportunity. Thank you. Would like more opportunities for information and feedback.

Was unable to go back to change an incorrect answer.

Way too long. Shorter surveys focused on one topic are better.

We are losing the character of the city, the growth/redevelopment seems to be the only priority of elected officials. Historic preservation has been brushed aside. Structures, landscapes, neighborhoods need to be protected and preserved.

We believe that improving air quality in Salt Lake City should be the top priority in local government.

We do not need more government!

We don't need growth-growth-growth! We need quality of life improvements. Get religion OUT OF GOVERNMENT!

We don't need anymore condos built, we need affordable rent in the spaces that we have and clean air. Separate the Church and State. Provide more resources and better care for people in poverty and make them accessible/known. People of different race/economic status should have more of a voice in the community. Fund the arts and education. Expand the Medicaid that we voted for. Bills that the community favors in should be carried out

We have lived all over the US and in several countries in Europe. We have lived longer in SLC than any other area the last 58 years. We love it!!!

We live near I-80 between 1300th East and 2300 East which has no sound walls and the noise is presently unacceptable and we fear considerably more trucks will be bringing commodities into SLC at all hours making stepping outside even more unbearable. We fear money by far out ways our areas living conditions.

We love living here. The influence of the LDS church on local policies is disturbing, though.

We moved to SLC four years ago and fell in love with it. I am however getting disappointed with the slowness of progress towards addressing air quality and sustainability issues here. This city needs aggressive and bold action on addressing these issues if it wants to become a place of growth in my opinion. Growth does not happen without people and people will migrate towards clean, sustainable cities if they are able to move. Why can't SLC be more like Portland, OR or Seattle, WA - more ecologically enlightened? Moving towards sustainable food production, reducing plastic use, seriously discussing air quality...You can attract working class I guess with new transportation projects like the one addressed in this survey, but young professionals will not want to move here if the city continues to be stuck in the 20th century business models and outdated ways of thinking about economic development leading to ecological disasters, especially here where air quality is so important.

We need more police patrolling on the avenues

More Animal patrolling at Lindsey Gardens and more citations given to irresponsible dog owners

Where will the survey results be published?

While I wish no one or their family harm, it is a great blessing that Mayor Buskopsy will be unable to run for another term as the most strategically incompetent mayor in the nation, which is quite an accomplishment!! The city and its 'leadership team' are fully and comprehensively incompetent to get involved with or take any action regarding the inland port. I think the governor put it best when he informed the mayor that she is the mayor and he is the governor and he would address those issues properly belonging to the higher level of government. I am greatly disappointed in SLC because of its abysmal government leadership and resulting ineffectiveness.

Whoever is running the City Golf Courses needs to be fired. Wingpointe should have been kept ope, as well as the Jordan River Par 3. We are paying for a for maintenance on a piece of land now that doesn't do anything for anybody. Tony Finau grew up playing there, and now is one of the best golfers in the world. We don't invest in the right things. . More resources need to be put into Rose Park, and other courses besides Bonneville, Mtn dell, and Forrest Dale. Yardage markers have been removed, this is a joke.

Wished for a backbutton on several occasions...

Wording of questions in many instances was poor and difficult to understand. In particular questions about the inland port project, which is why I chose not to answer. I am not in favor of this project and was fearful my responses would show positive. Additionally, I would have liked to have seen my progression within the survey as it was quite long and I experienced question fatigue towards the end.

Would like to see more improvements on the west side, as well as addressing the side streets, curb & gutter and sidewalks.

Would like to see more natural surface trails built. Also would like to see parking enforcement come by periodically and do enforcement of things like parking too close to or blocking driveways.

Would like to see the road from 2700 South from 1300 East to 2000 East re-surfaced soon, it is horrible. We also need lighting on some of the dead end streets off 2700 south below 1300 East, they are extremely dark and unsafe.

Would love to see the Glendale golf course turned into a park space. We love the bike trails on the 9 line and along the Jordan River. Still see a lot of homeless and drug activity along the Jordan River Trail, though. A big investment in trees for Salt Lake would help with air quality.

You didn't ask if we wanted things like more bike lanes (NO!) and if we want more apartments (NO!) and things like that. It was a set of confined questions.

You should have NA as an answer for more questions in the survey. I left questions blank where they don't apply to me or I have never used the service etc.

Your PD needs to be much better at dispute de-escalation practices, not so quick to shoot, and more observant of people's rights, as in asking leading questions with the intent of trying to entrap, trick, or simply confuse. If they can't handle some of these upgrades, then we need to find quality people with higher IQ's that can. Life will be much better for the cops as well. A win win. Don't you think?

Your description of the proposed Utah Inland Port was not entirely accurate. It failed to mention the hub-and-spoke nature of the latest proposal that could include satellite ports outside of Salt Lake City. The last sentence of that survey page also suggested that development of a Utah Inland Port is already underway. That's misleading.

Given that incomplete/inaccurate description page, I found it difficult to complete the next page on importance of listed items...since it was tied to a description that was misleading. I did not complete that page. There should have been questions linked to the potentially much larger project extending into additional counties. Also: the question on tax revenue should not have tied government and schools together. Were you intending that "government" should mean Salt Lake City municipal or Inland Port Authority?

Your survey did not say anything about Seniors - why? When programing your websites - please think of Seniors and High Schoolers who may need to talk to a person in charge at the City which is the most difficult to find in your City Websites. This City is not full of nerds and to make your City information accessible and easier to all - please make simplicity your mantra. Just a phone number by the name of the person we need to talk to and who can answer our questions. Please make all the City employees accountable to answer questions to all the citizens by phone and not necessarily by their emails. Some of us need to talk to someone quickly especially a business owner or just someone wanting to know. We should be able to reach our City employees easily and not have them hide behind someone who says they'll call you back which most never do! By making this City's employees accountable to the public invites an interest by young people and the general public in political affairs! Invite more elementary students to come and watch how to make a zoning complaint - how to get a building license - just how the different departments work.

Civic duties can become a real interest to everyone.

As the population ages in this City - your website information must take that into consideration for those people too - I understand how those who do not have phones can utilize the City's website and talk to someone thru emails too and the homeless also have the right to readily contact any City employee.

air quality, air quality, air quality and homelessness

before bring new business in need to improve roads and parking its to crowd. trying to get around during rush hour is a night mare
gracias

had second thoughts about a selection but was unable to change it

i have noticed that in the last few years more and more traffic lanes have been reduced so as to allow more room for bicycle lanes. This has created more traffic jams, buildup and backing up at traffic lights. The way I see it is that the commuters using the reduced traffic lanes are getting fewer benefits while all related taxes increase and the cyclists get an enormously HUGE benefit of road space while paying NO related taxes. It seems to me there should be a way to balance that out so that the cyclists pay their fair share or at least something for receiving what I consider to be the largest benefits of road usage.

i think there are to many questions. A box should be added that says "does not apply"

inland port project is an extremely bad idea

make the survey shorter...

more attention from the City and State on addressing affordable housing and the increasing drug problems that feed into the homeless problem. more affordable and accessible mental health and drug treatment programs to save our communities.

move the inversion, legalize marihuana, and pave 9th east

n/a

na

no additional comments

no comments

none

none at this time

please fix the roads

please go back to the old city clean up program, the new program is not good. people are not calling and just leaving crap around the city or leaving it in the backyard to waste away.

separation of church and state, please!

should be more "not applicable" possible answers.

some of the questions were poorly worded and hard to understand.

thank you

thank you!!!!

the rating questions didn't work for the 1,2,3.

have a comment section. i.e. the UTA in my area is a joke. 30 minutes by bus to town. (when there is a trax station a mile or so away. A drive is 10 minutes. 40 minutes to the U and that is with several blocks of walking, while a drive is 10 minutes away. The "greatest public transport system" is a joke!! I have lived in places where there is great public transport and this "ain't one of them".

And then all the money for the bike lanes, why? the bikers on 7th East prefer the sidewalk and I have to get out of their way!! as I walk to the park. And why the money for the Franklin Dog Park? Seems to me, dog owners prefer to let their dogs run off leash in Liberty.

When asked why? they like Liberty better. I don't like their dogs off leash. Given the news lately, the statement "MY DOG IS FRIENDLY" is more like famous last words.

the survey does not allow you to express why you answered the way you did on several issues.

there were no questions about access to healthcare. I'm not shocked it doesn't seem to be anyone's priority here.

too long

too long, i can't remember my comments

too much immigration, especially illegal immigration. too many americans not working who should be working.

took longer than I thought

we need mandatory green space in all new housing projects, and a more hardline approach with homeless

why are you creating expensive small high rise apartment communities that focus on accomadating migrants? in 10 years SLC will look like the middle east gangs and non christian groups will soon take over and sharia law will take over...its time to cleanse our city...NOT add to it