

SALT LAKE CITY RESIDENT SURVEY

OFFICIAL 2021 SURVEY OF SALT LAKE CITY RESIDENTS





1. **Though quality of life remains stable, most residents report being negatively affected by COVID-19 in some way**

Quality of life and optimism for Salt Lake did not change significantly from previous waves. In other aspects, however, [the pervasive effects of COVID-19 are evident.](#)

2. **Residents are satisfied with their neighborhoods, and are willing to pay for infrastructure improvements**

Respondents report satisfaction with their neighborhoods on many dimensions, including [walkability, location, and safety.](#) We also find [overwhelming support](#) for a fee to fund [infrastructure improvements](#)

3. **Residents' economic outlook has declined but remains positive**

A majority of respondents say they agree Salt Lake City has [job opportunities for them, though the number has decreased from last wave.](#) Likely exacerbated by COVID-19, respondents were [very enthusiastic about the need to support local businesses.](#)

4. **Email is a popular two-way mode of interacting with the city, but many residents still prefer to reach out via telephone**

Respondents reported high levels of satisfaction with communicating with the City. Regarding preferred communication channels, respondents [prefer to interact via telephone or email, while email, social media, and newspaper are the most preferred news sources](#)

5. **Residents trust the police, but are supportive of community-based changes**

Though certain sub-groups differ, the [majority say they trust SLCPD.](#) However, the overwhelming majority of our respondents also support [greater community involvement on the part of the police.](#)

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
- Gauge the impacts of COVID-19 and evaluate residents' perceptions of the City's response
- Quantify attitudes toward Salt Lake City law enforcement

SURVEY METHODOLOGY

SAMPLING, MODE, & MARGIN OF ERROR

- 1,214 residents within the boundaries of Salt Lake City participated in this survey. Survey was offered in both English and Spanish. 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 regarding age, city council district, race, gender, and home ownership.
- Live telephone interviews conducted April 14-21, 2021.
Self-administered online interviews via mailed invitations conducted April 14-26, 2021.
- Margin of error ± 2.8 percentage points (or 3.4, for online-only questions)

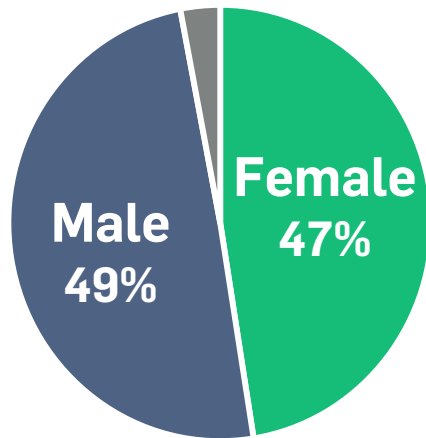
The post-weighting age distribution matches the ACS Census estimates for the Salt Lake City population. Gender data was weighted to estimates from the ACS Census Data for Salt Lake City as well, which estimates a gender balance of 51% male and 49% female.

Home ownership data was also weighted to estimates from the ACS Census Data for Salt Lake City, which estimates a home ownership balance of 48% owning their homes and 52% renting/other living arrangement.

Race data was also weighted to estimates from the ACS Census Data for Salt Lake City, which estimates a race balance of 65% White, 22% Hispanic/Latino, 5% Asian, 1.5% Native American, 3% Black, 1.6% Pacific Islander, and 13% Other or mixed race.

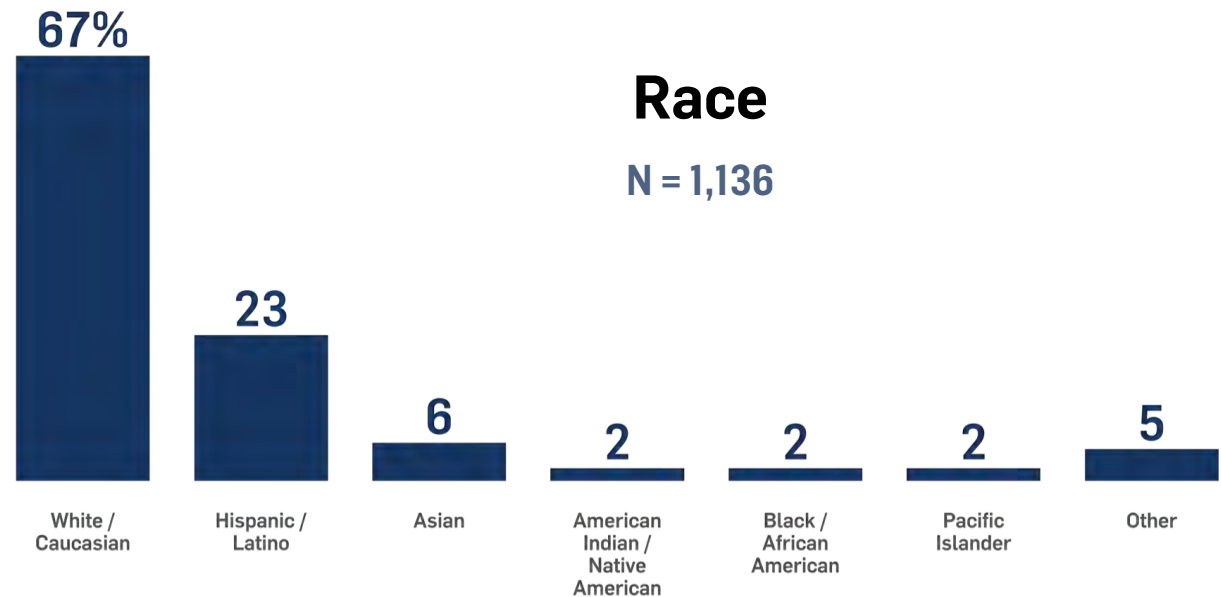
Gender

N = 1,154



Race

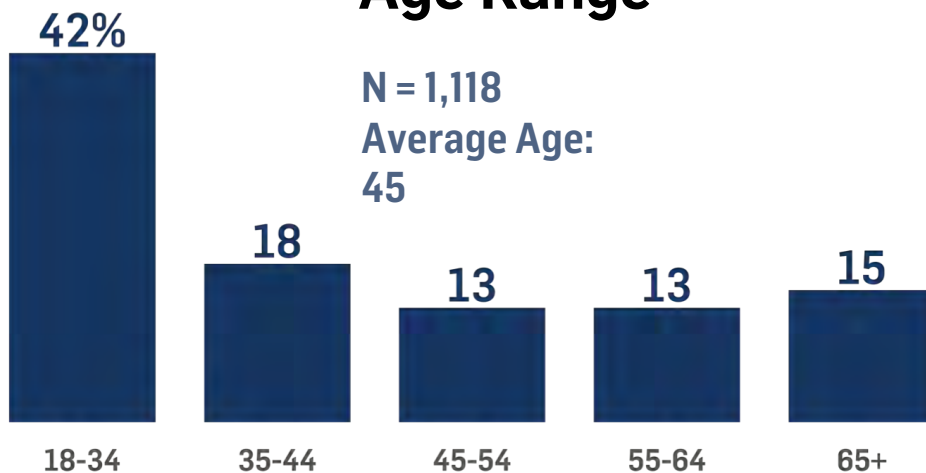
N = 1,136



Age Range

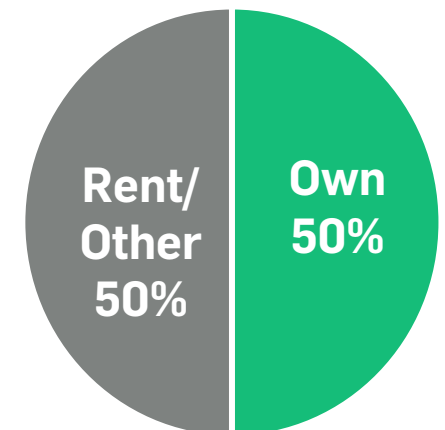
N = 1,118

Average Age:
45



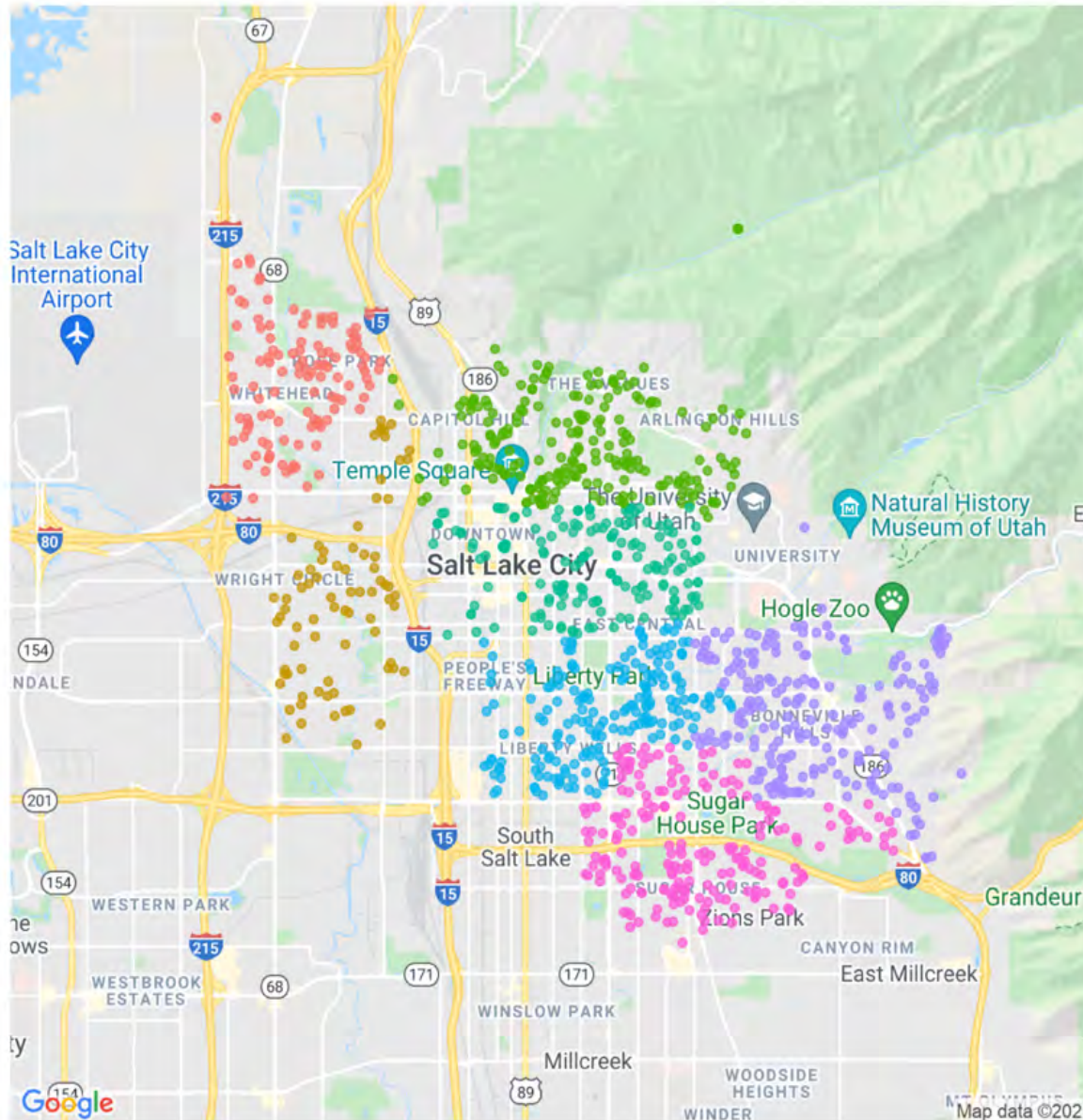
Home Ownership

N = 1,157



GEOGRAPHIC DISTRIBUTION (COUNCIL DISTRICT)

The raw frequencies and geographical distribution of our sample with regards to Salt Lake City Council District are shown below. While certain City Council Districts appear to be overrepresented in the sample, the responses were weighted to reflect observed proportions of district residence in the publicly-available Utah Voter File.



District 1	(n = 115)	10%
District 2	(n = 77)	9
District 3	(n = 222)	18
District 4	(n = 179)	17
District 5	(n = 192)	15
District 6	(n = 213)	16
District 7	(n = 209)	16

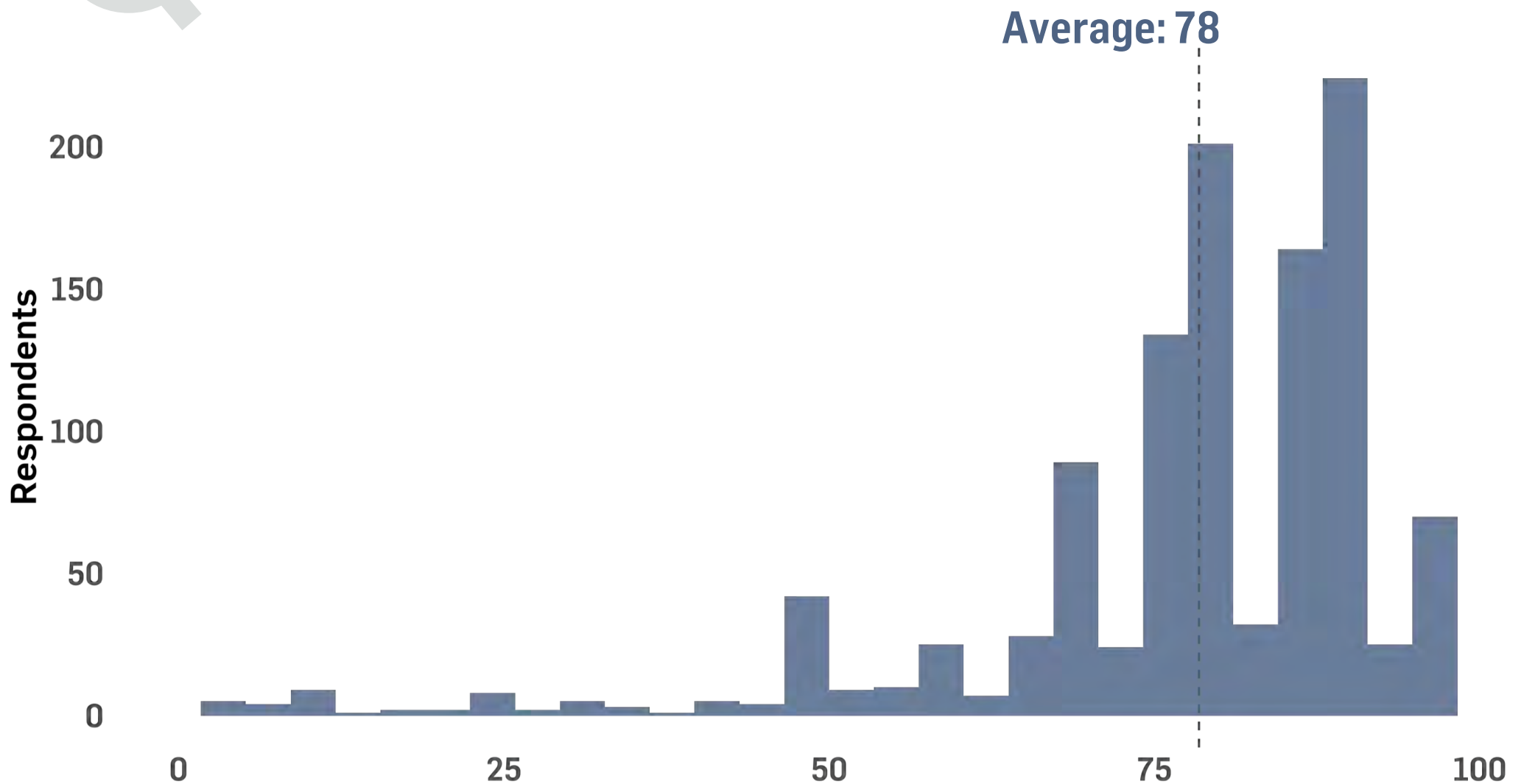
CITY METRICS & SERVICES

QUALITY OF LIFE IN SALT LAKE CITY

Though the average self-reported quality of life has dipped slightly since 2019, more than half of residents still 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? (n = 1,207)

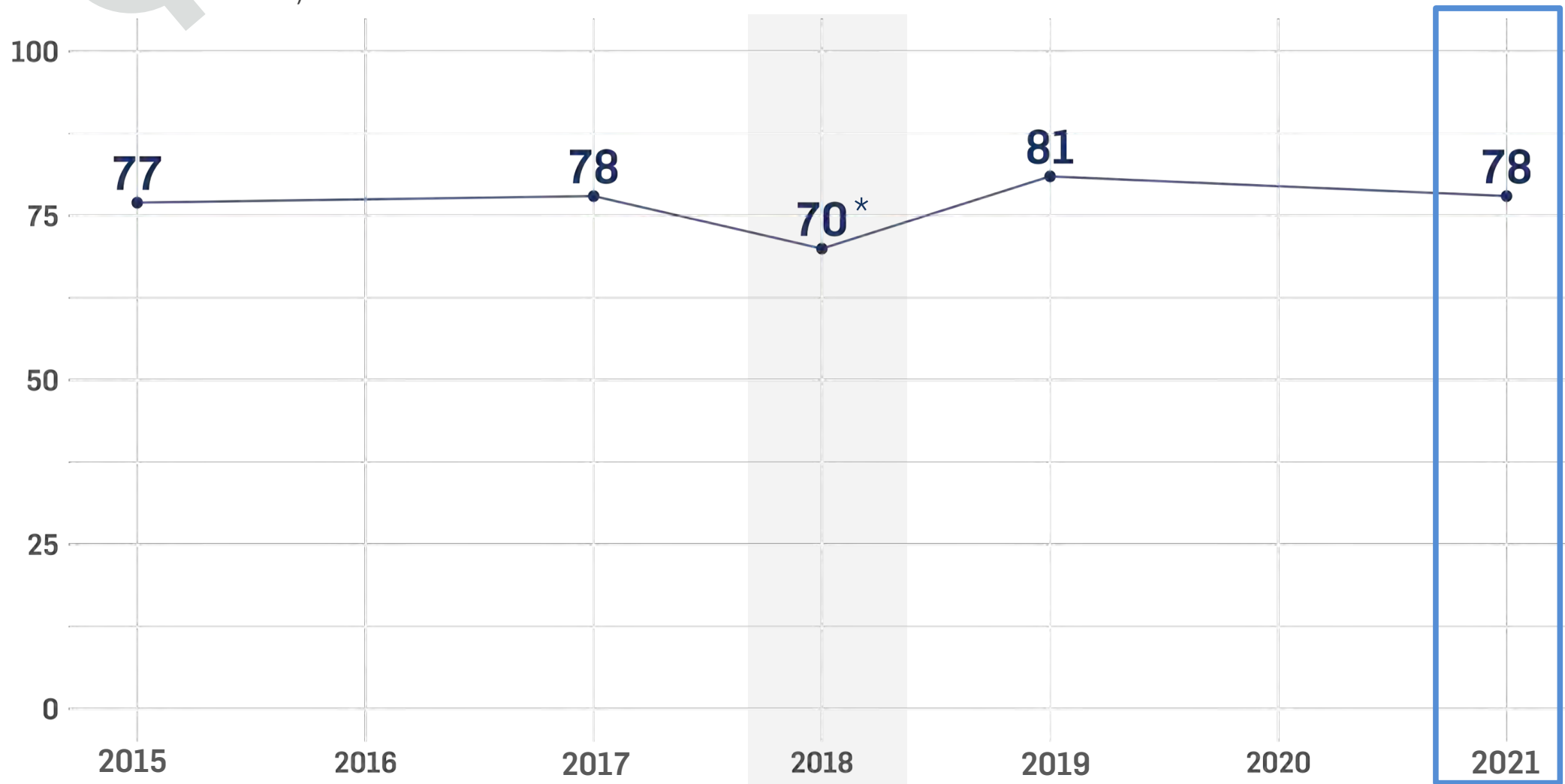


QUALITY OF LIFE REMAINS STABLE

Though the average rating for quality of life tends to be stable, there was a slight dip in quality of life this year. Unlike with other results in this survey, it is not obvious that this drop in quality of life is primarily due to COVID-19, but it is likely.



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 = 1,207 in 2021)



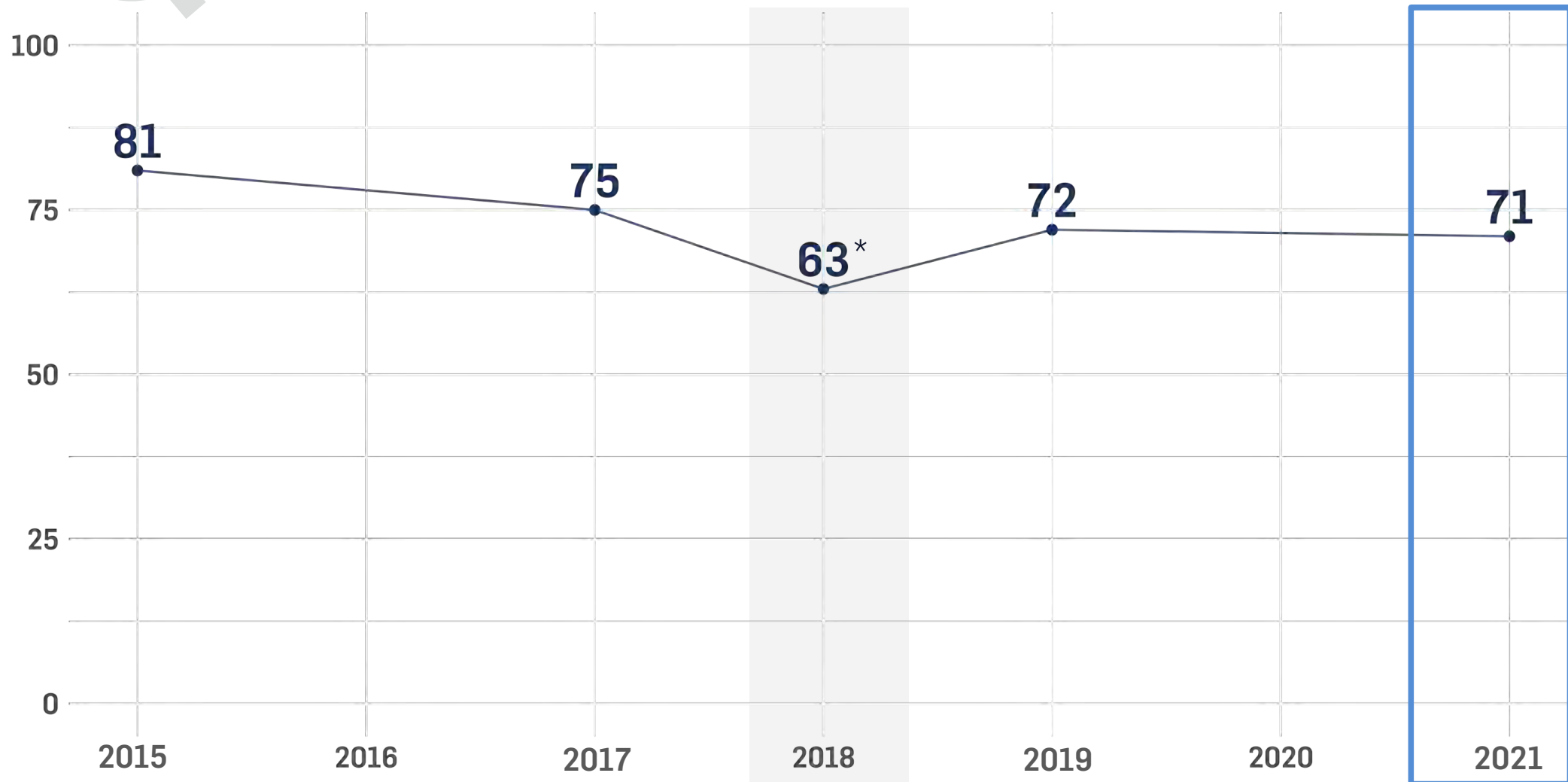
* Survey of SLC registered voters, not all SLC residents

MAJORITY SAY SLC HEADED IN RIGHT DIRECTION

In our most recent survey, 71% of residents think Salt Lake City is headed in the right direction, relatively stable since last wave.



Overall, would you say Salt Lake City is headed in the right direction or the wrong direction? (n = 1,166 in 2021)



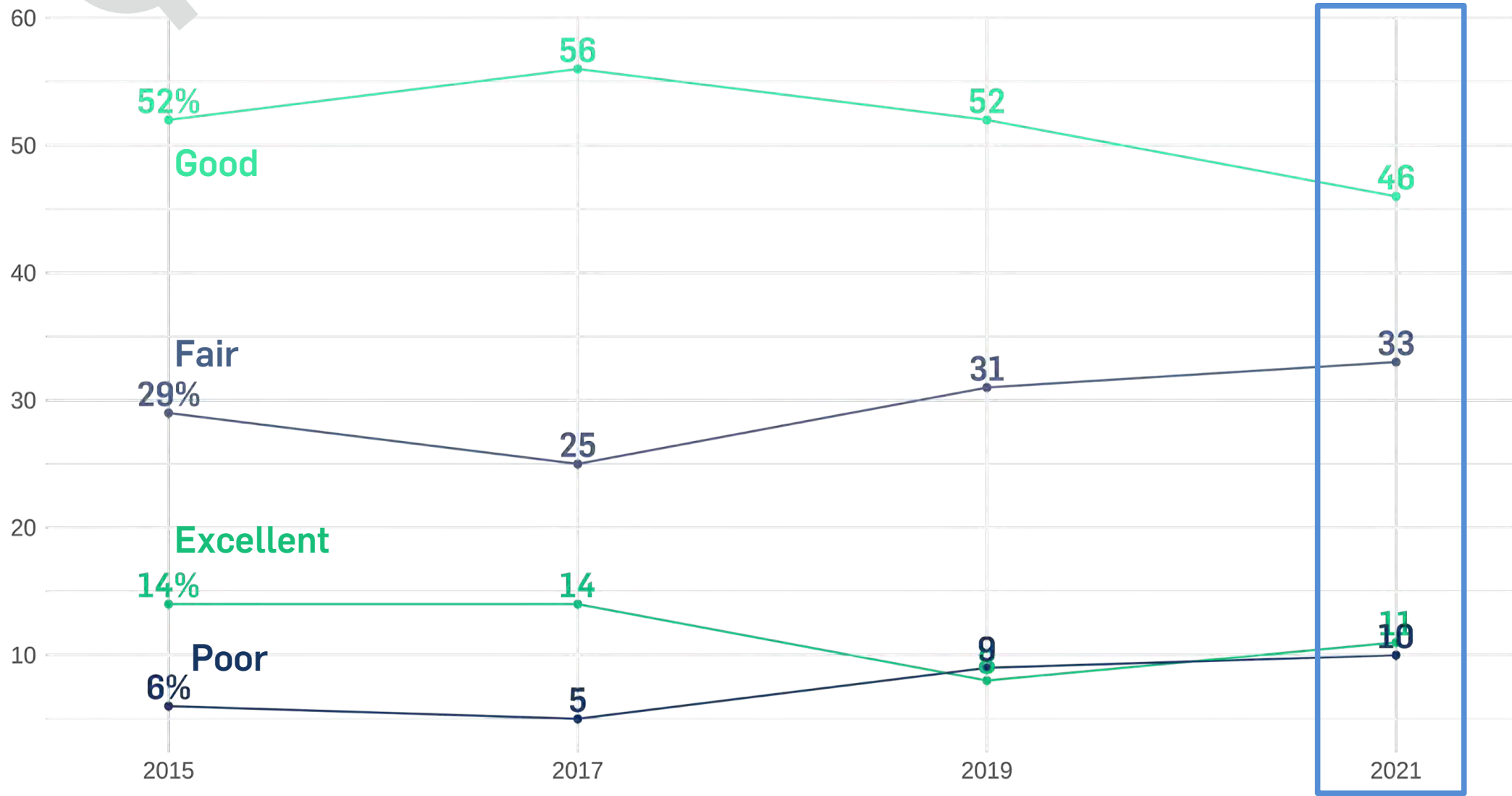
* Survey of SLC registered voters, not all SLC residents

PERCEIVED VALUE FOR TAX DOLLARS

A majority of respondents (57%) still rate the service they receive for their tax dollar as good or better. 10% of respondents rated the service as poor. Overall, the opinions on taxes have remained relatively consistent since 2015 with a decline in good ratings that has been evenly distributed in the other categories – not surprising for a year underpinned by COVID-19.

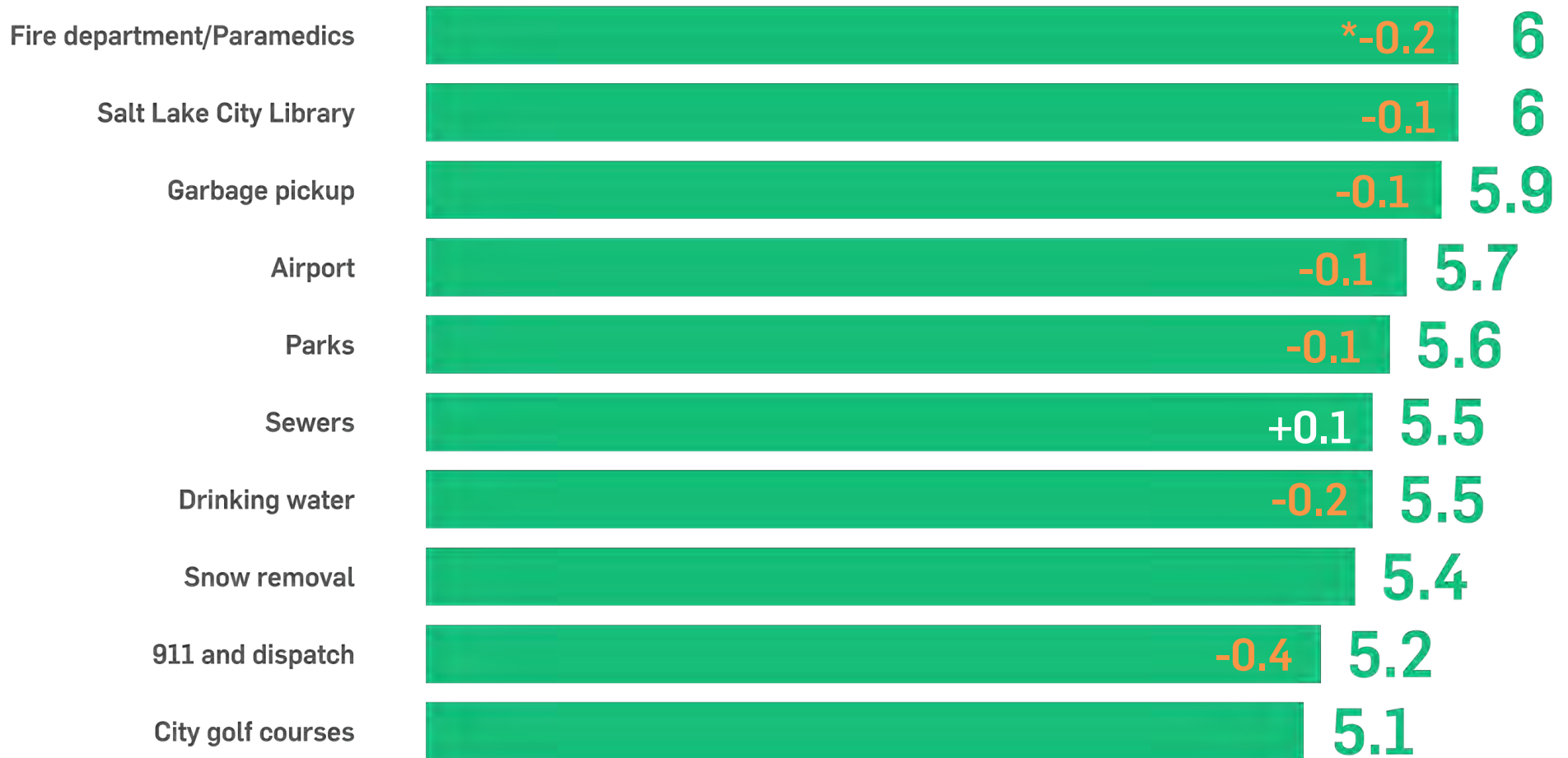


In general, how do you rate the service you receive from Salt Lake City for your tax dollar? (n = 1,205 in 2021)



TOP 10 RATED CITY SERVICES

As with 2019, the Fire department and City Library are the highest-rated services among respondents. Many of the highest-rated city services have moved slightly in average ranking, but the general contours of ranking remain the same as was observed in the 2019 survey.

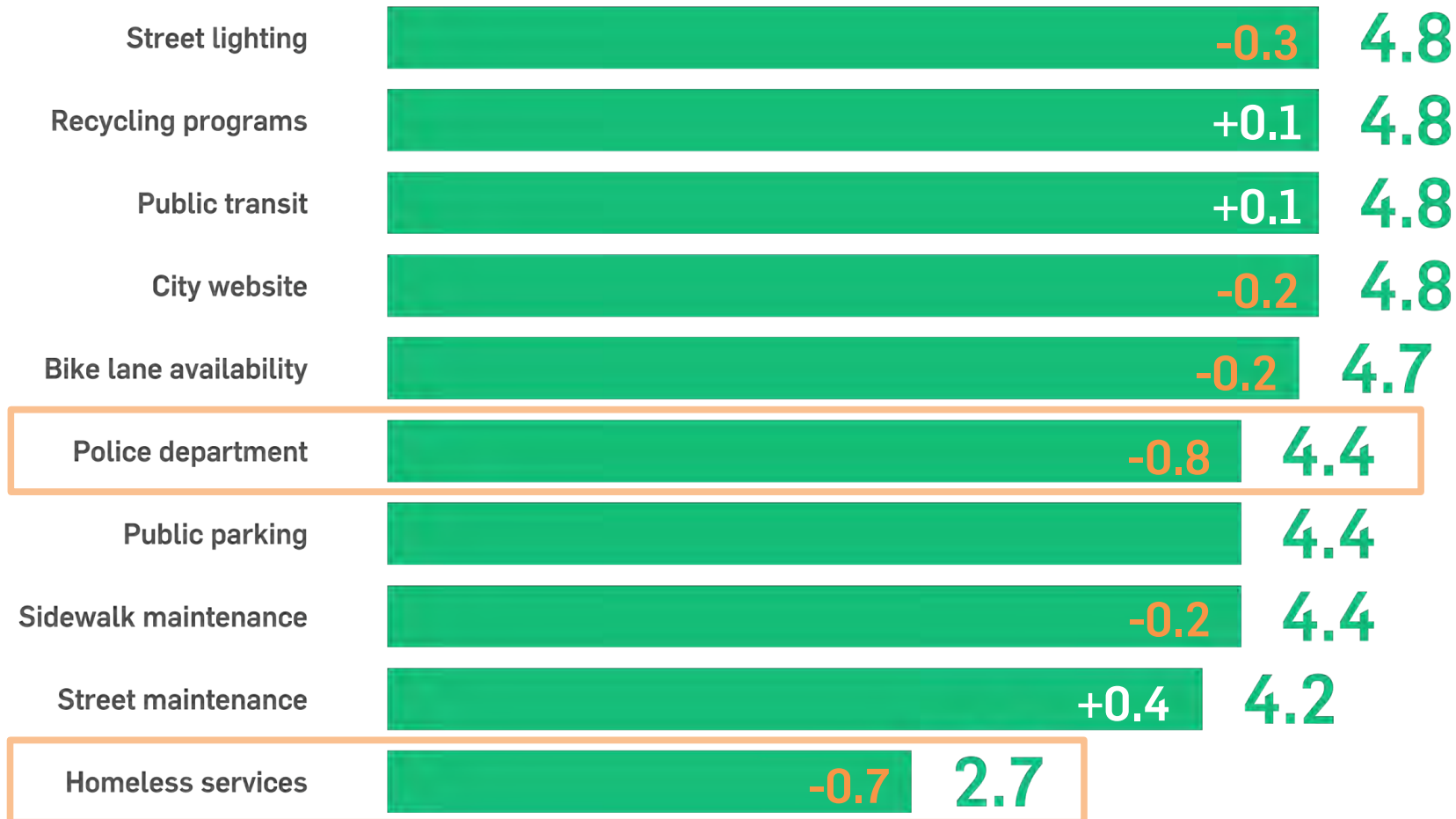


Q: Using a scale of 1-7 with ONE meaning POOR and SEVEN meaning EXCELLENT how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just select "Not applicable." (n = 799 to 1,200)

*denotes change from 2019 survey wave

BOTTOM 10 RATED CITY SERVICES

As with 2019, homeless services has a ranking near poor on our scale, with street and sidewalk maintenance and public parking likewise being ranked low. Along with homeless services, the SLC Police Department saw a significant drop in its average rating since 2019.



Q: 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." (n = 799 to 802)

COVID EXPERIENCES

RATING GOVERNMENT COVID RESPONSES

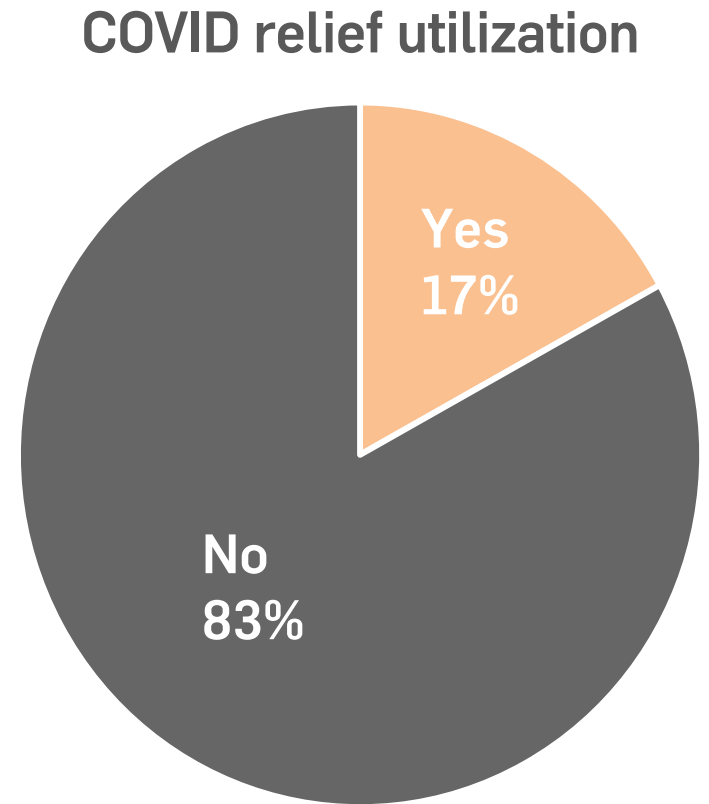
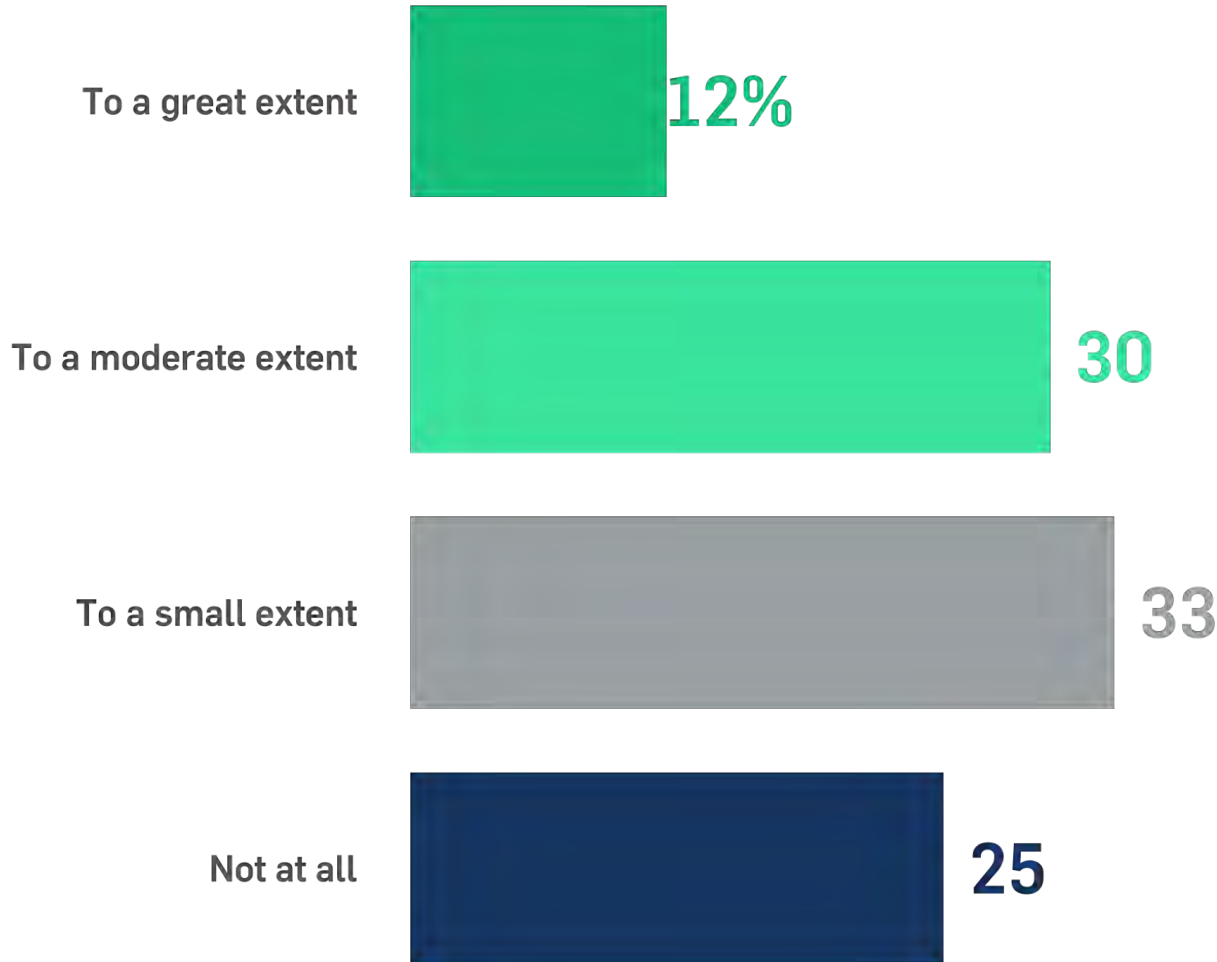
In general, the majority of respondents say that all levels of government are doing either good or fair at responding to to the COVID-19 pandemic. The highest marks from our sample went to the Salt Lake City government, with 22% saying it's doing excellent, and nearly 2/3rds saying it's doing good or better. High marks similarly went to the Salt Lake County government, but only about 40% respondents think the federal or state governments are doing "good" or better.



Q: How would you rate the job each of the following is doing responding to the COVID-19 pandemic? (n = 1,183 to 1,193)

SERVICES ACCESS, RELIEF UPTAKE

Even during the pandemic, a narrow majority of respondents reported that their access to city programs or services had only been impacted to a small or no extent (51%). Regarding COVID emergency aid or relief resources, only 17% of respondents reported using such services.

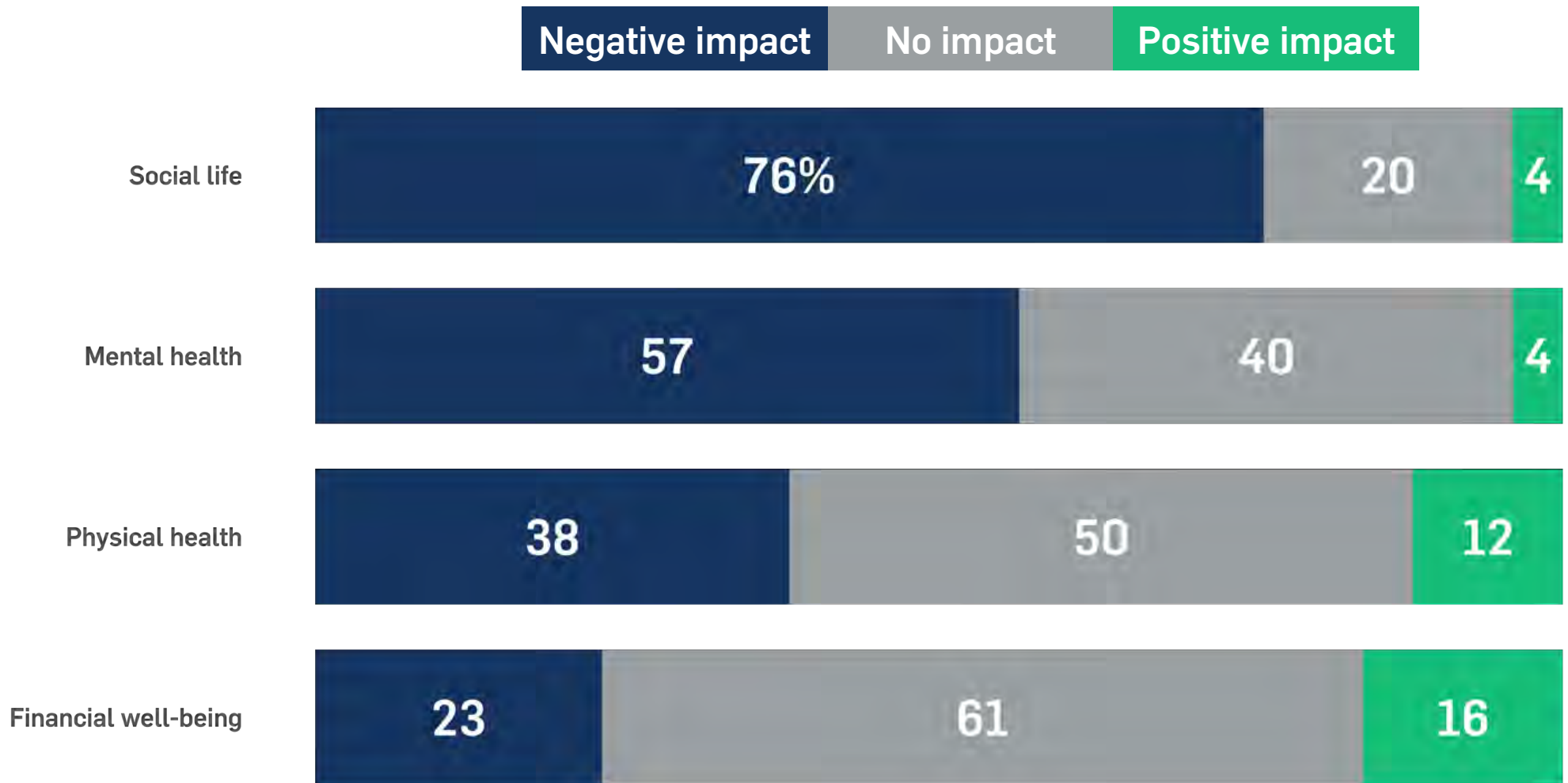


Q: To what extent has the coronavirus pandemic impacted your access to City programs or services(i.e., City offices, public meetings, City utility services, or other programs provided by SLC departments)? (n = 1,181)

Q: Did you or a member of your household utilize any emergency aid or relief resources in the past year in response to coronavirus-related circumstances? (n = 1,195)

IMPACTS OF COVID ON LIFE ASPECTS

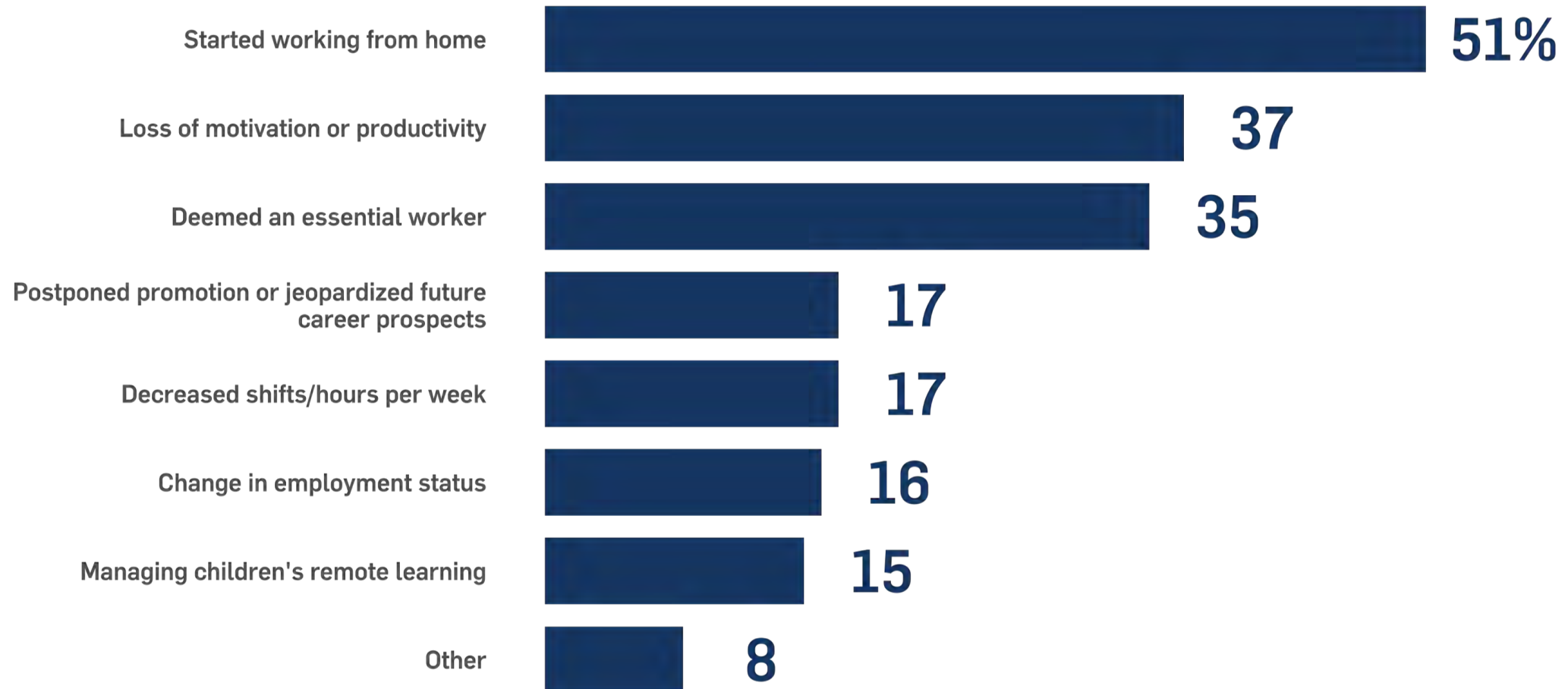
We asked respondents how COVID-19 has impacted various aspects of their lives. When sorted by the size of negative impact, the impact on social life was by far the highest, with over 3/4ths of respondents experiencing a negative impact. Mental health, physical health, and financial well-being were also negatively impacted, with 57%, 38%, and 23% of respondents, respectively.



Q: Would you say the coronavirus has had a positive impact, a negative impact, or no impact on your...? (n = 800)

IMPACTS OF COVID ON EMPLOYMENT

For our entire respondent pool, COVID-19 affected employment in some way. For just over half of them, it meant they started working from home. For sizeable groups of others, it meant a loss of motivation or productivity, or being deemed an essential worker among other effects.

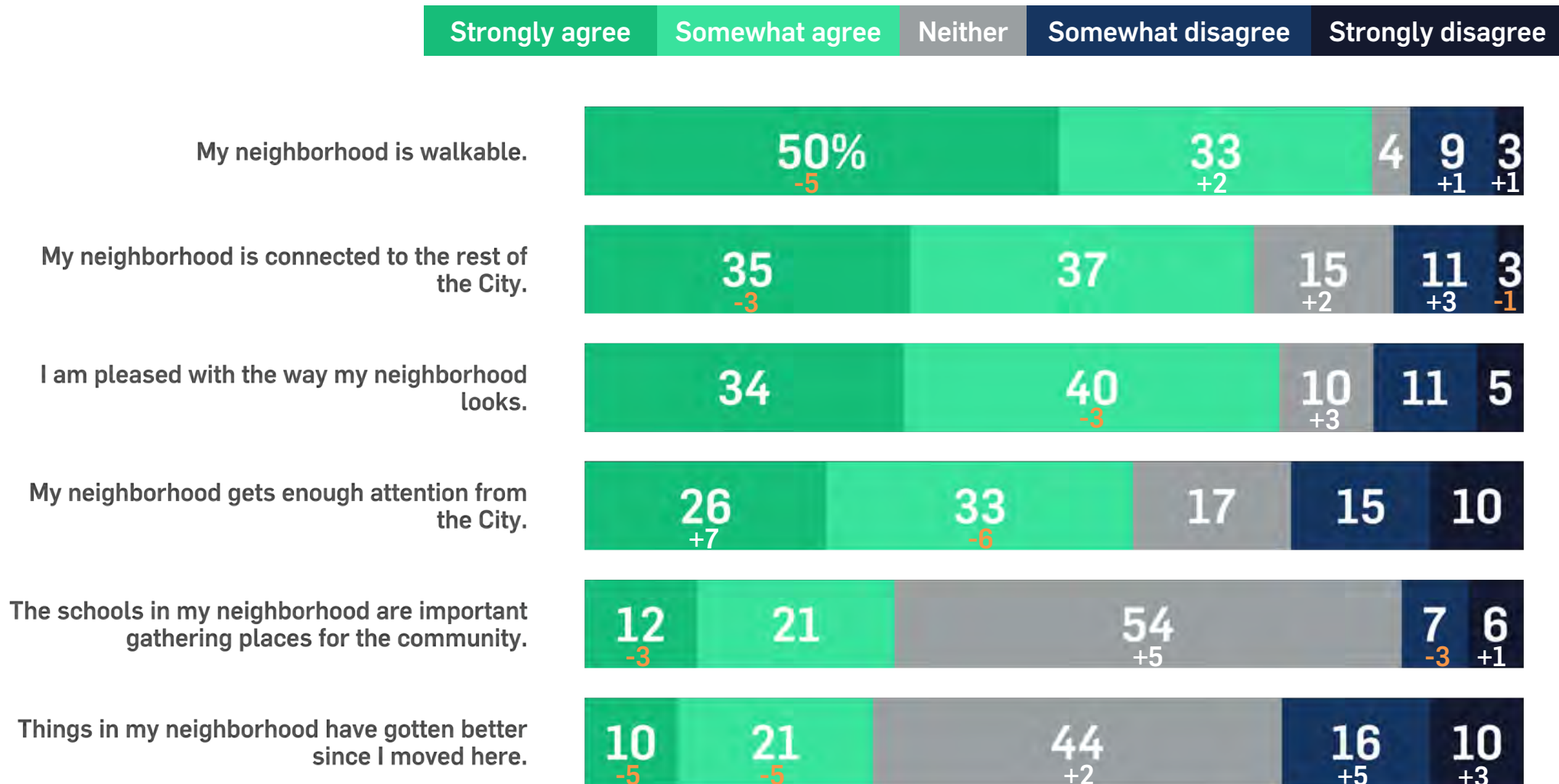


Q: In which of the following ways, if any, has Covid-19 impacted your employment? Select all that apply. (n = 769)

NEIGHBORHOOD ASSESSMENTS

NEIGHBORHOOD ASPECTS – EVERYDAY LIFE

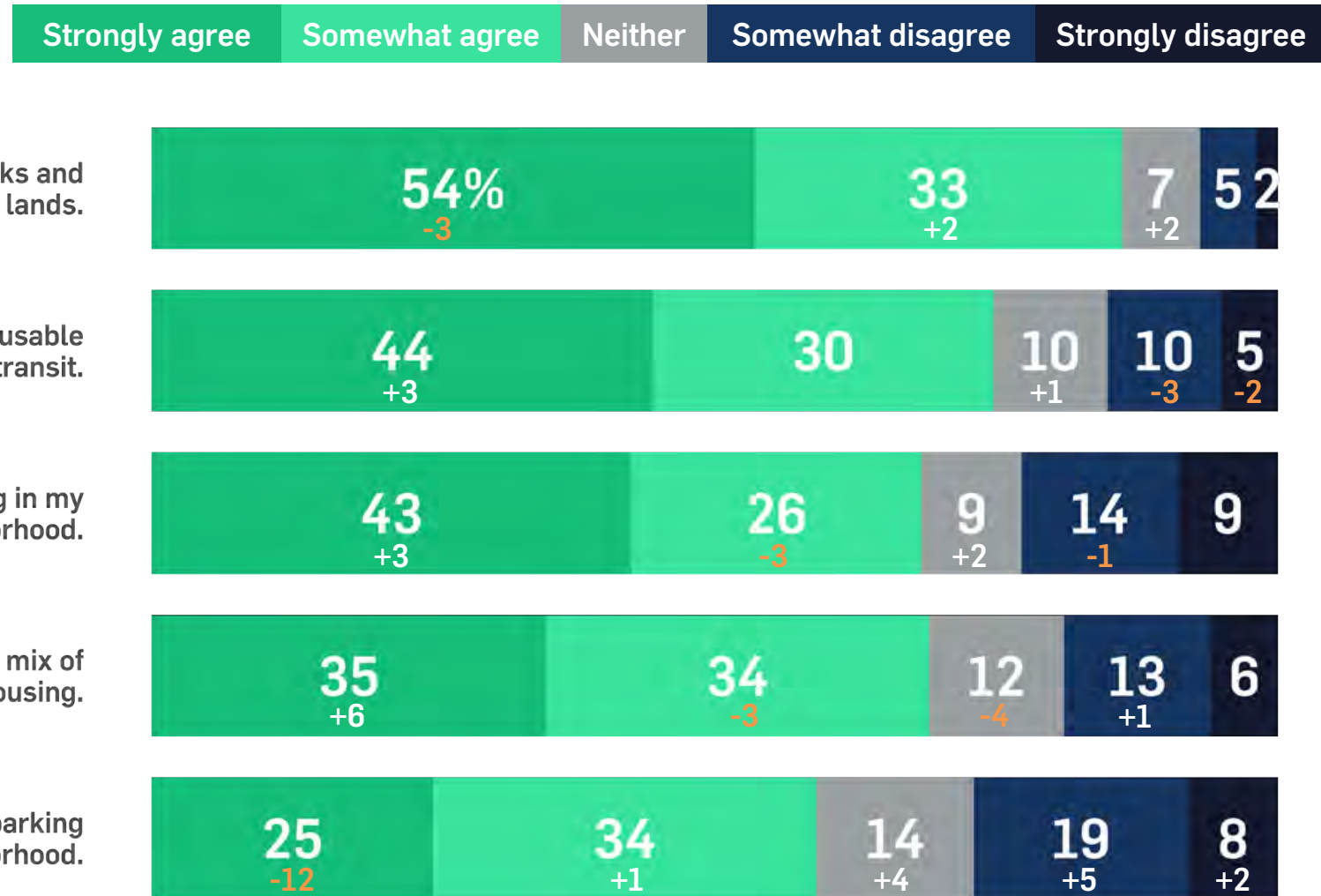
Respondents have differing views on various aspects of their neighborhoods. The overwhelming majority, 83%, think their neighborhood is walkable, and solid majorities also say their neighborhood is connected to the city, looks good, and gets enough attention from the city. Respondents are undecided on whether schools are important gathering places, or if things in their neighborhood have gotten better.



Q: How much do you agree or disagree with the following statements about your neighborhood? (n = 792 to 1,193)

NEIGHBORHOOD ASPECTS – ACCESSIBILITY

Regarding aspects of commerce and movement at the neighborhood level, respondents are generally satisfied. Around 87% of respondents agree that their neighborhood has access to parks and public lands. The statement with the lowest level of agreement (still nearly 6 in 10) is that there is sufficient, convenient, safe parking in their neighborhood.



My neighborhood has access to parks and public lands.

54%
-3

33
+2

7
+2

5
2

My neighborhood has access to usable transit.

44
+3

30

10
+1

10
-3

5
-2

I do most of my food shopping in my neighborhood.

43
+3

26
-3

9
+2

14
-1

9

My neighborhood has the right mix of businesses and housing.

35
+6

34
-3

12
-4

13
+1

6

There is sufficient convenient, safe parking in my neighborhood.

25
-12

34
+1

14
+4

19
+5

8
+2

Q: How much do you agree or disagree with the following statements about your neighborhood? (n = 794 to 1,186)

PERCEPTIONS OF SAFETY DECLINE FROM 2019

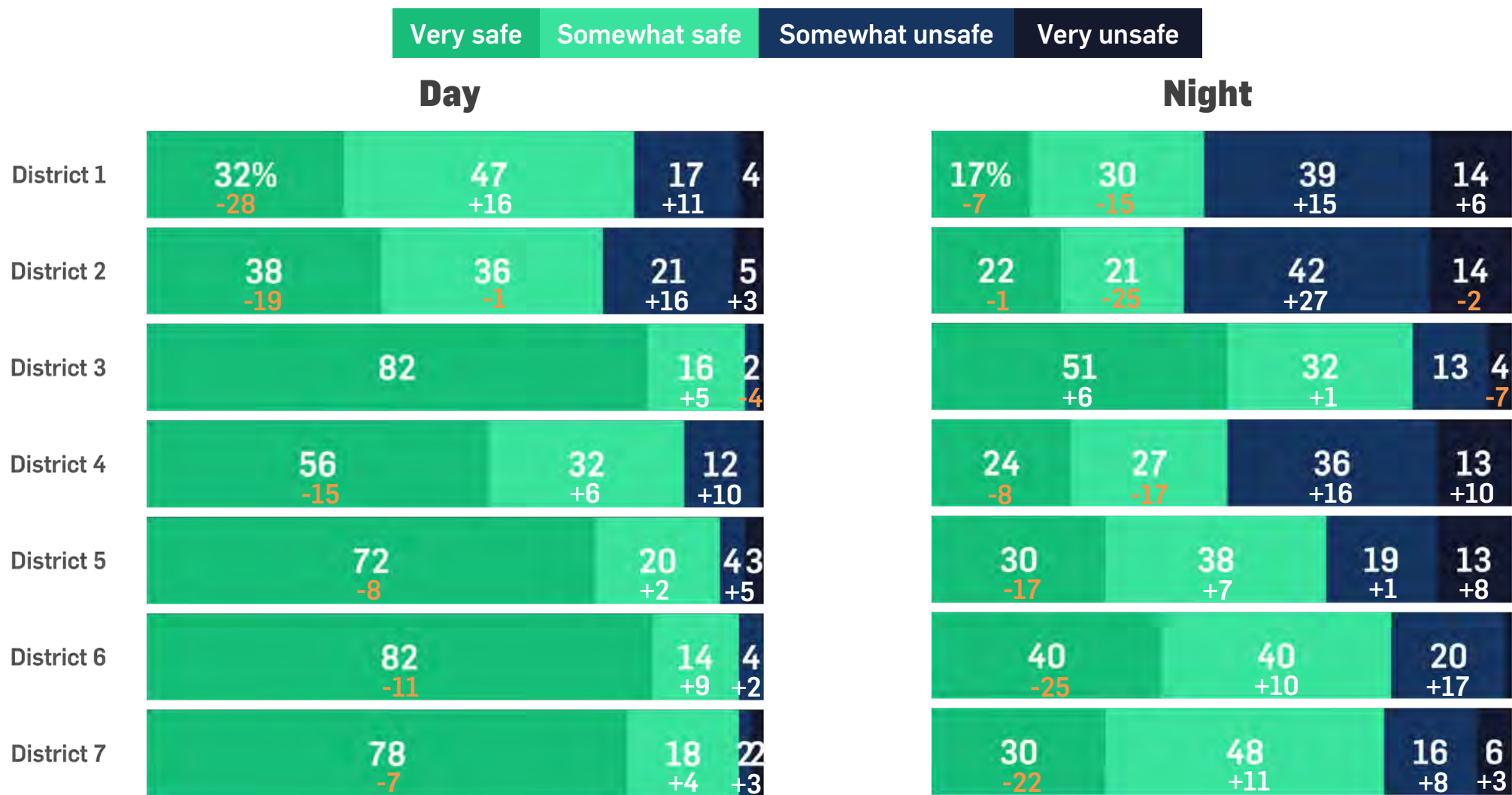
Self-reported safety walking during the day has decreased somewhat since 2019, but the vast majority still say they feel safe walking in their neighborhood and downtown during the day. Self-reported safety walking at night has also decreased. Notably, fewer than half of respondents say they feel safe walking in downtown Salt Lake at night.



Q: How safe do you feel when walking alone in the following places DURING THE DAY? (n = 793)

PERCEPTIONS OF SAFETY BY DISTRICT

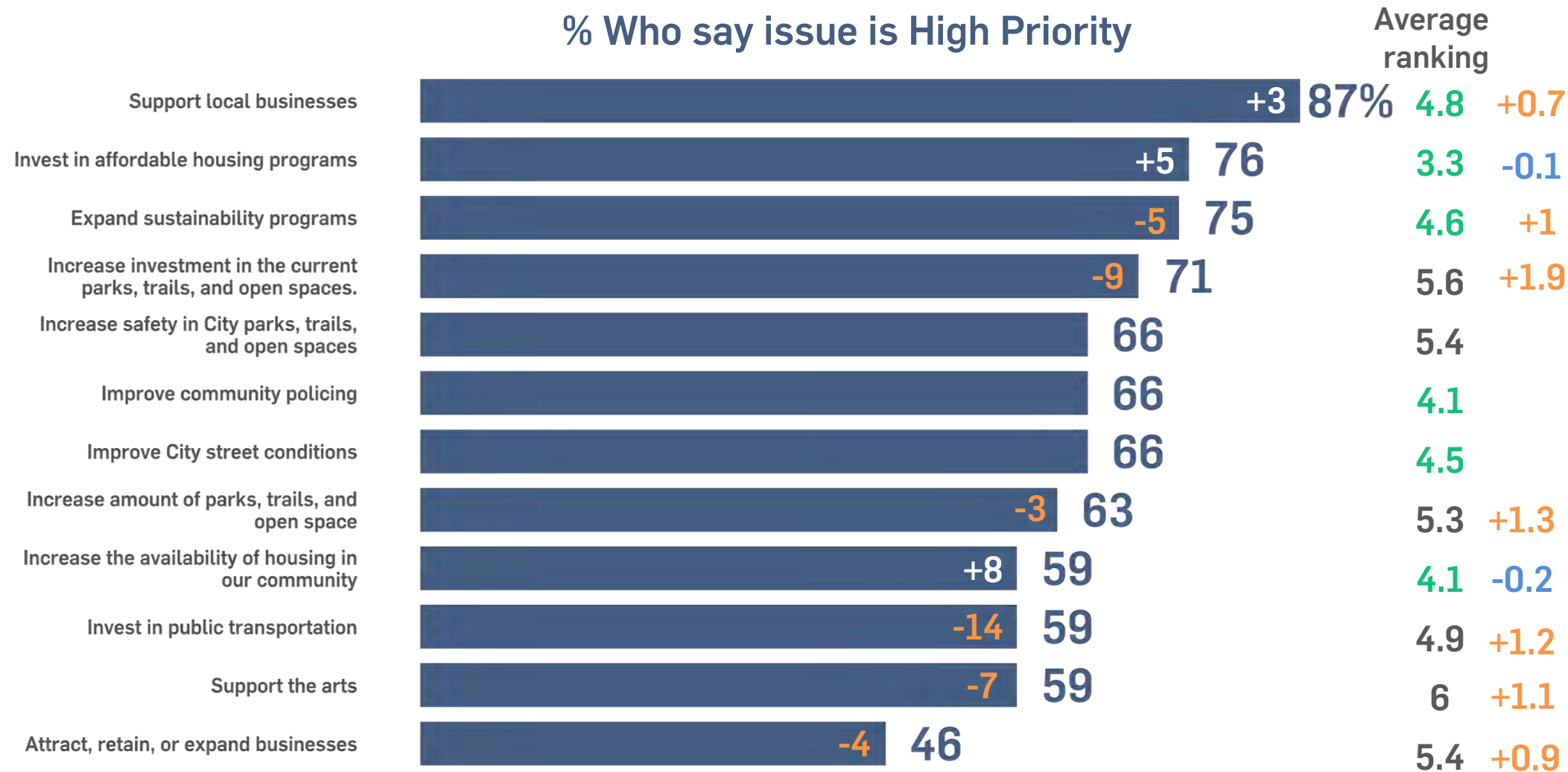
Marked differences exist in feelings of safety with walking in one's own neighborhood with regards to district. Respondents in districts 1 and 2 report feeling less safe walking in their neighborhoods in general and respondents in district 3 feel much safer than average.



Q: How safe do you feel when walking alone in YOUR NEIGHBORHOOD? (n = 793)

CITY INITIATIVE PRIORITIES AND IMPORTANCE

Interesting trends arise when we asked respondents high-priority issues and how they relatively rank those priorities. While 87% of respondents say supporting local business is a high priority, it has an average ranking of 4.8, or about 5th place in a relative ranking of priorities. About 3 in 4 say investing in affordable housing is a high priority, and that city initiative was most often selected as the highest-ranked priority.

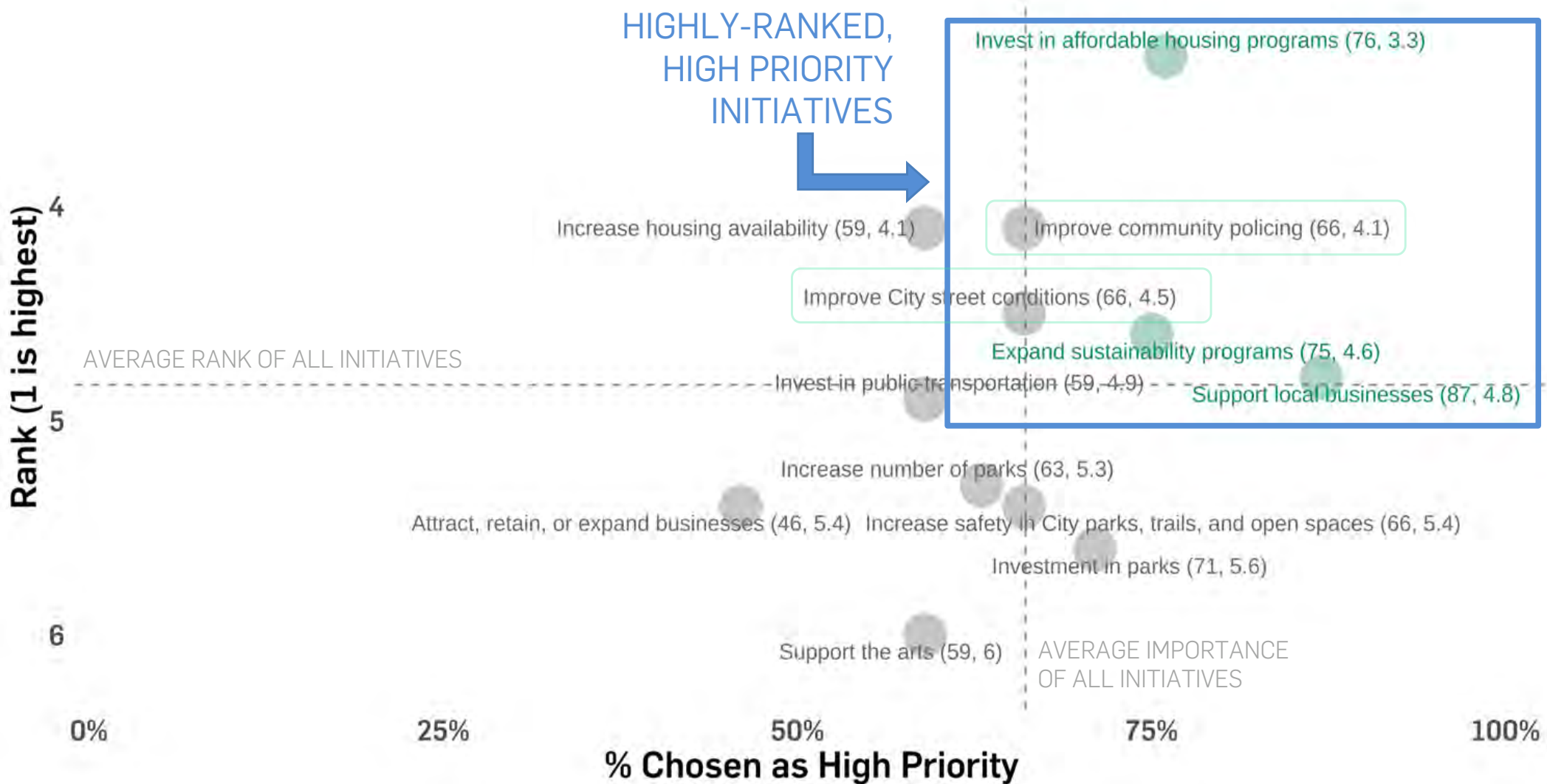


Q: Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue. (n = 782 to 789)

Q: 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. (n = 324 to 610)

AFFORDABLE HOUSING REMAINS TOP PRIORITY

This alternative visualization shows the coalescence of the priority feelings for all initiatives and those initiatives' respective ordinal ranking. Regarding current city initiatives, affordable housing is both a nominally high priority and is ranked higher than most other initiatives. Supporting local businesses has the largest support cohort, but is only ranked as a high priority for 67%.

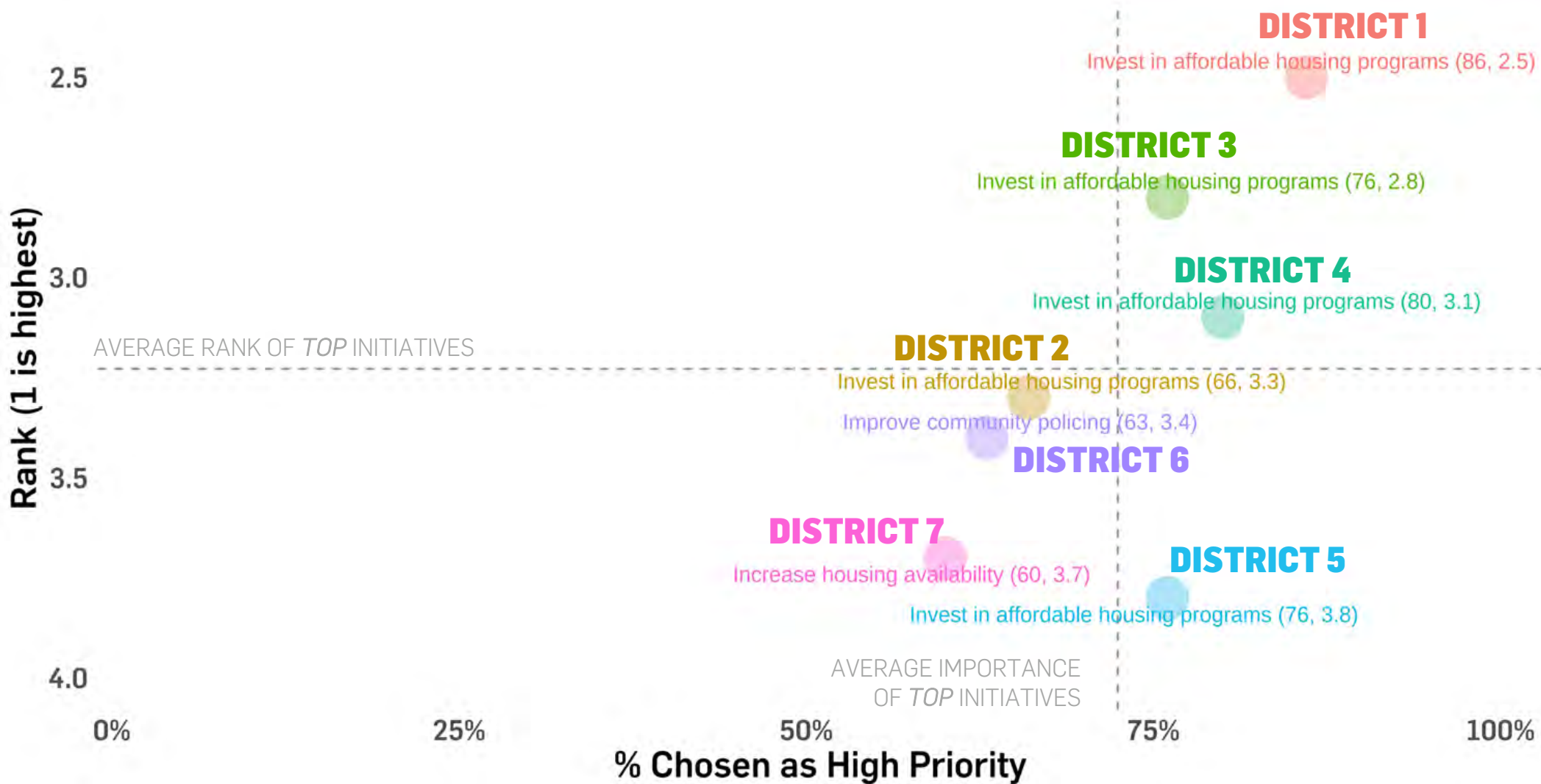


Q: Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue. (n = 782 to 789)

Q: 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. (n = 324 to 610)

TOP CITY INITIATIVES BY DISTRICT

The finding that **investing in affordable housing** is the highest-ranked priority for residents is borne out across nearly all districts. This is true with the exceptions of **districts 6 and 7**, who ranked **improving community policing** and **increasing housing availability** as most important, respectively.

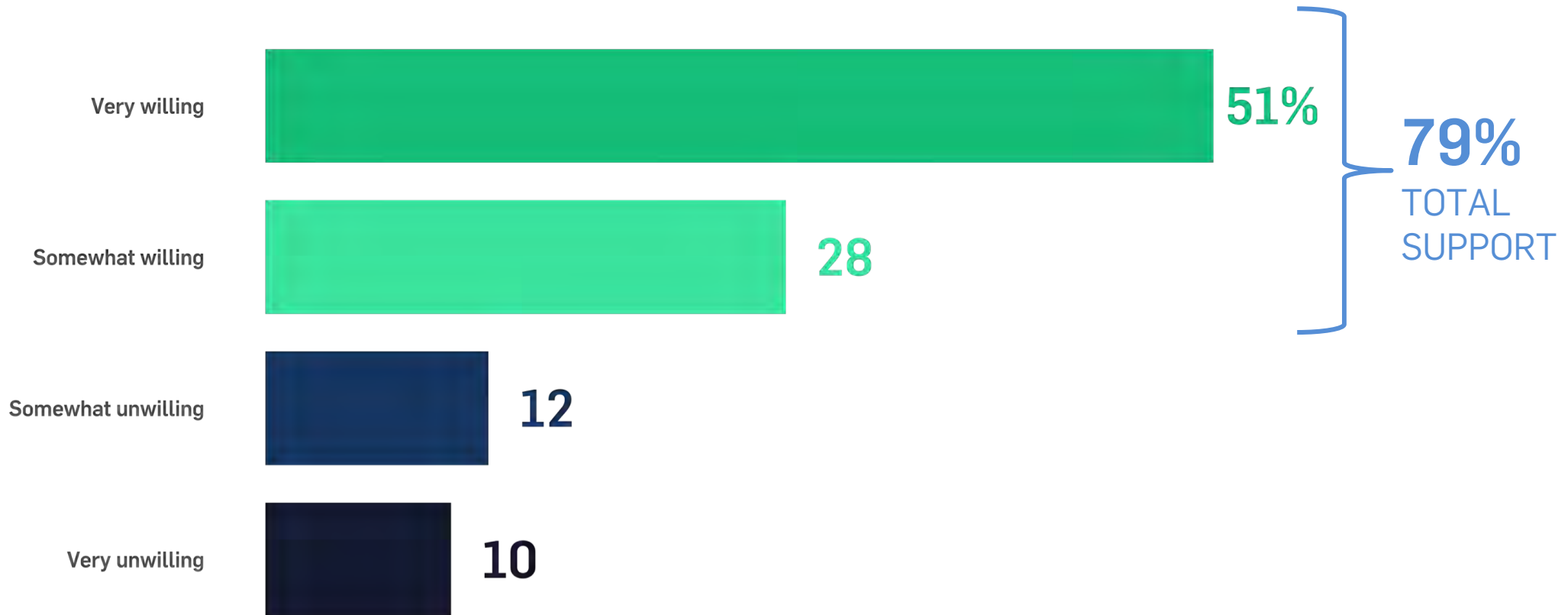


Q: Below is a list of current and potential city initiatives. For each initiative, please select whether you would consider it a high priority issue or a lower priority issue. (n = 782 to 789)

Q: 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. (n = 324 to 610)

INTEREST IN \$25/YEAR INFRASTRUCTURE FEE

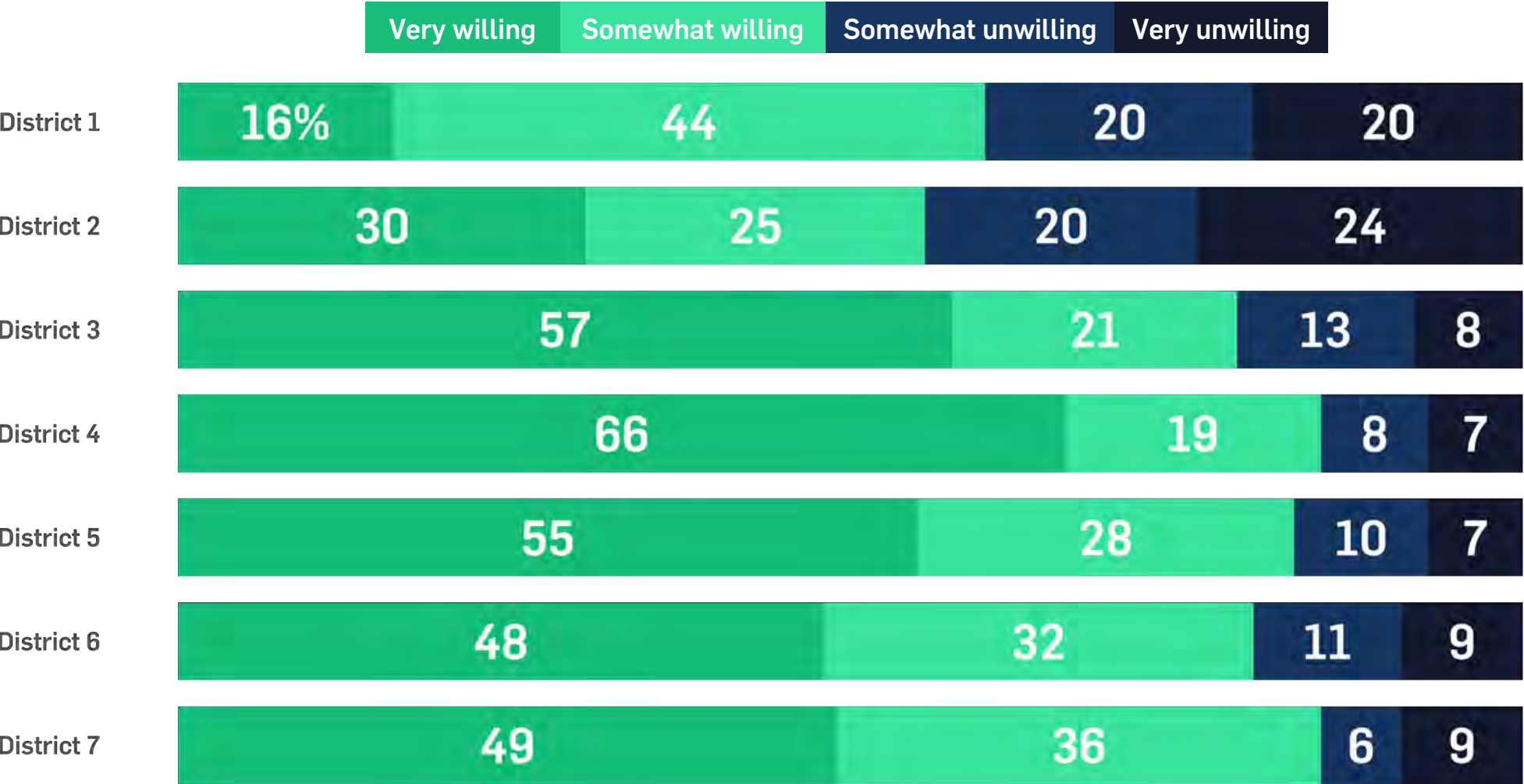
When asked whether respondents would be willing to pay an additional \$25/year in funding for city infrastructure projects, nearly 4 in 5 respondents (79%) expressed interest and most of those were “very” willing.



Q: How willing would you be to pay an additional \$25 per year if you knew the funding would be used for City infrastructure projects such as preserving Salt Lake City buildings and amenities, maintaining and improving streets and sidewalks, and increasing pedestrian accessibility throughout the City? (n = 783)

WILLINGNESS TO PAY BY DISTRICT

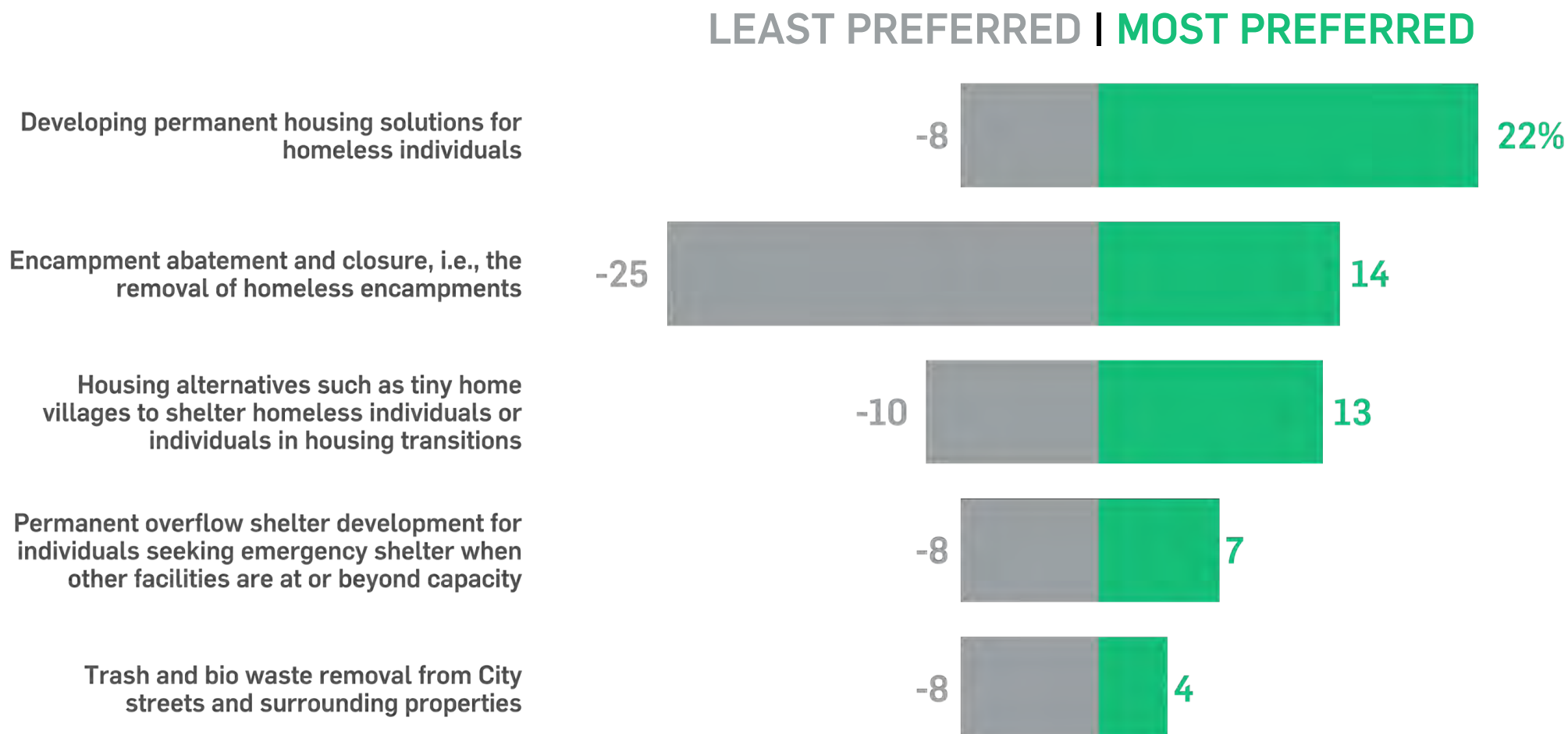
Differences in interest in the infrastructure fee by district are mostly in terms of the magnitude of the interest. Most notably, only 16% of those in district 1 are very willing to pay the fee, while 2 in 3 are very willing in district 4.



Q: How willing would you be to pay an additional \$25 per year if you knew the funding would be used for City infrastructure projects such as preserving Salt Lake City buildings and amenities, maintaining and improving streets and sidewalks, and increasing pedestrian accessibility throughout the City? (n = 783)

INITIATIVES FOR HOMELESSNESS

When posed a series of hypothetical initiatives for addressing homelessness, the option of developing permanent solutions was most-often picked as most-liked. Tiny villages and overflow shelters were more controversial, while the options encampment closure option was most often selected as the least-liked.

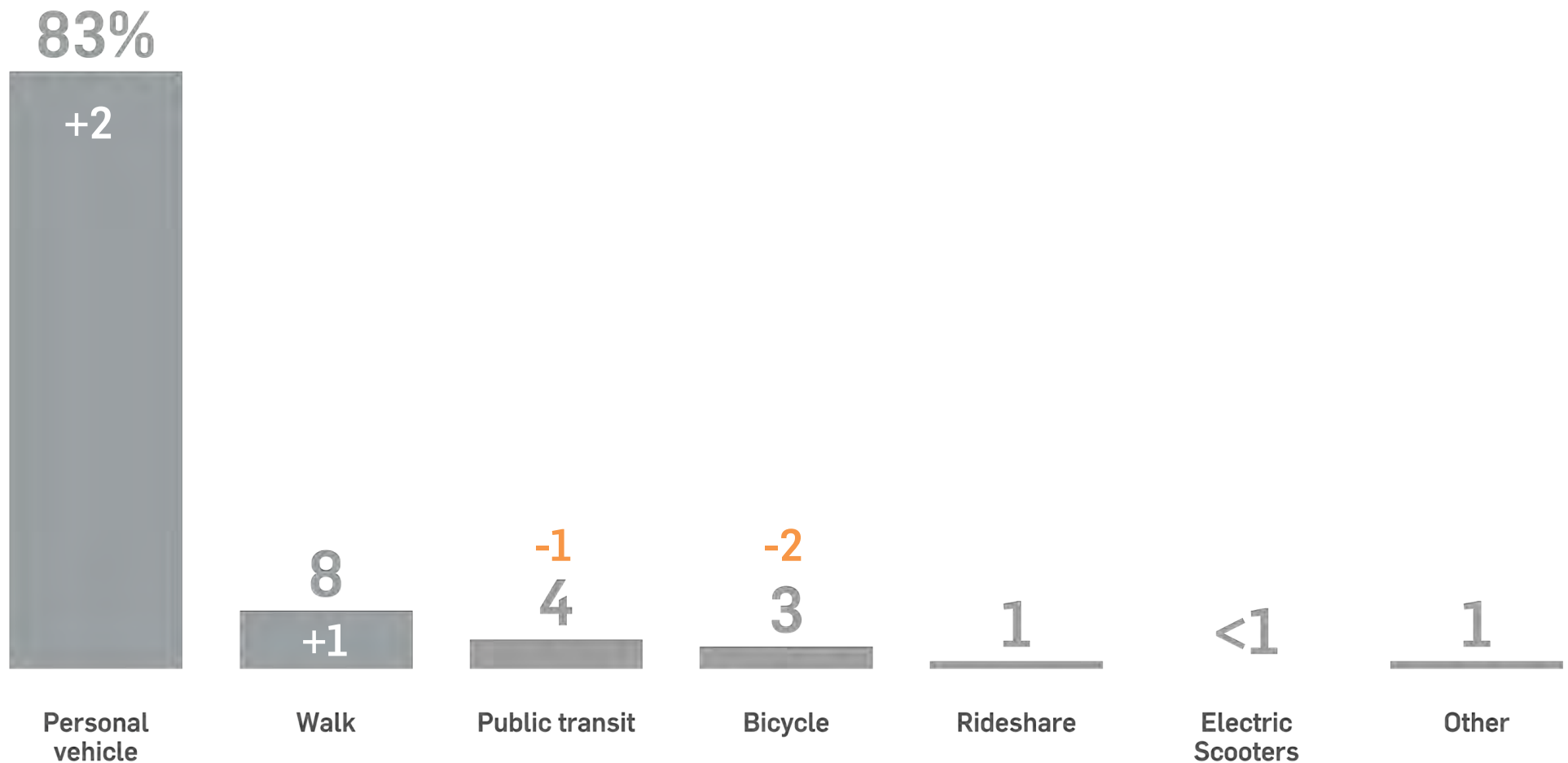


Q: Which of the following potential services or programs regarding homelessness and people experiencing homelessness would you MOST like to see the City prioritize? Which would you LEAST like to see the City prioritize? Please select just one response for each column. (n = 781)

TRANSPORTATION & ROADS

MOST-USED TRANSPORTATION METHODS

Since the previous wave of the survey, the contours of most frequently-used methods of transportation around Salt Lake City have not changed much. Well over 4/5ths of respondents drive as their primary mode of transportation, and there do not appear to be any meaningful changes in other categories since 2019. The relative increase in the prevalence of driving might be due to the pandemic, where using mass transit and biking were seen as unsafe.

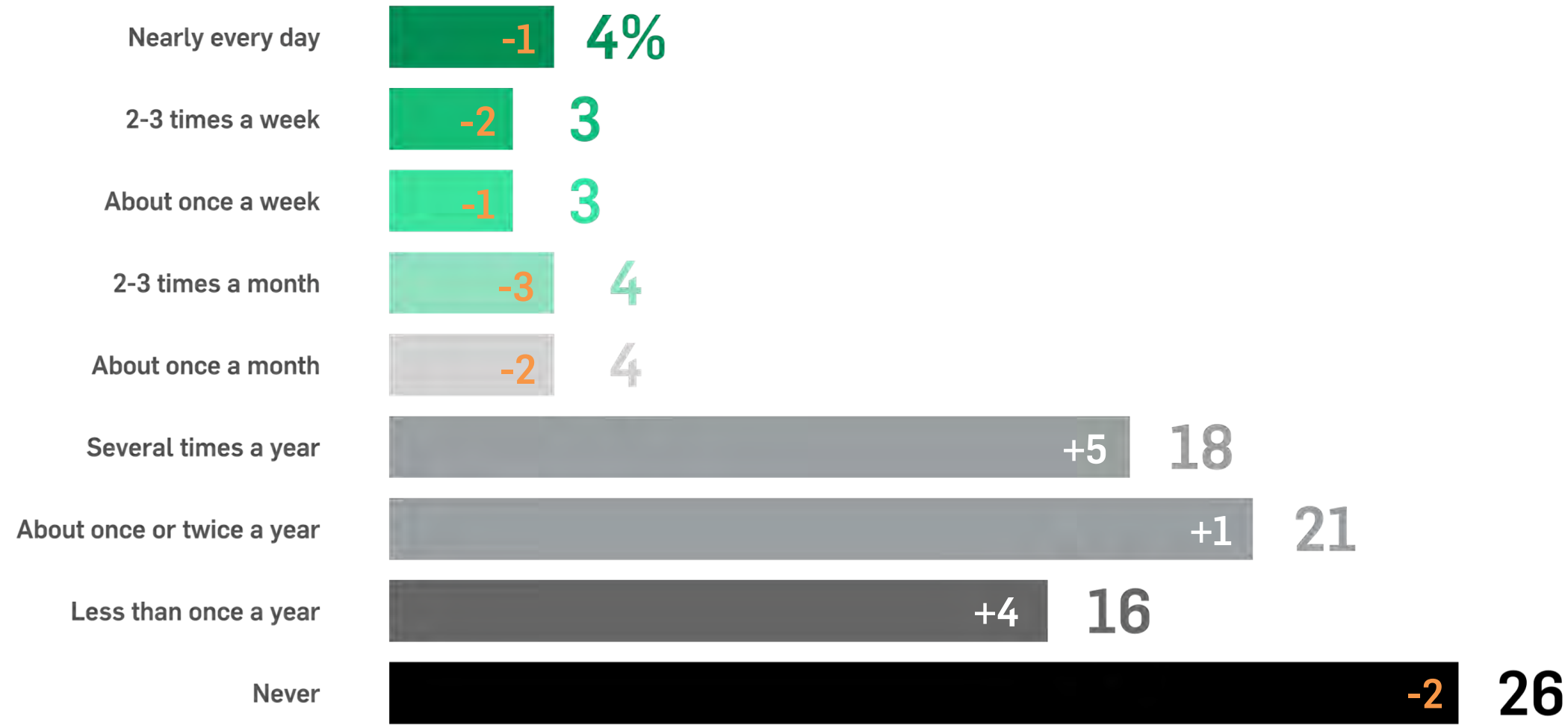


Q: What method of transportation do you most frequently use when traveling around Salt Lake City? (n = 782)

*denotes change since 2019

FREQUENCY OF PUBLIC TRANSPORTATION USE

Public transportation is used more than monthly by only a small proportion of residents (less than 1 in 5). The contours of public transportation use have not changed significantly since 2019. It is likely that the small changes observed have more to do with the pandemic's effect on transportation use than other factors.

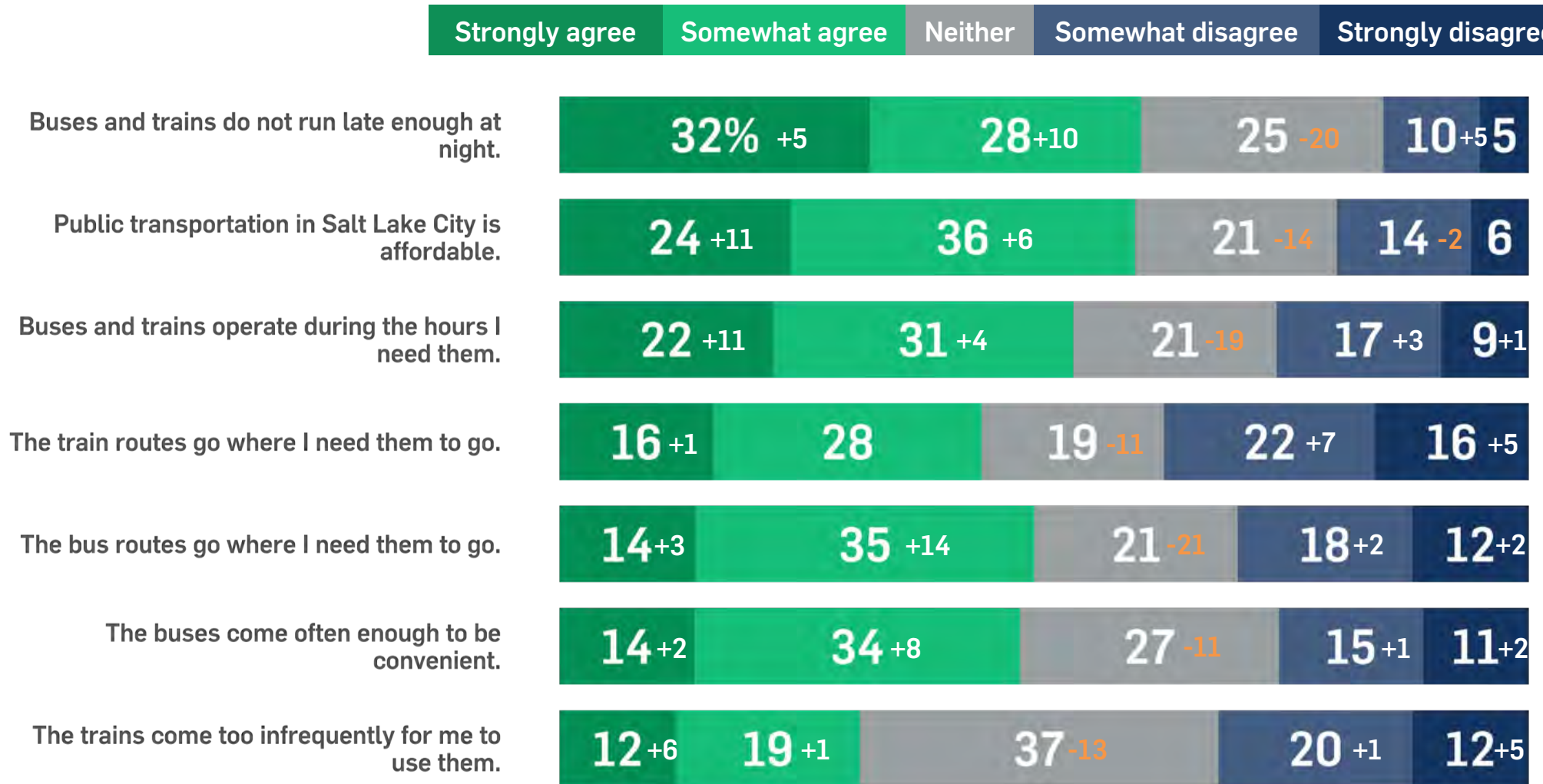


Q: How often do you take public transportation when traveling around Salt Lake City? (n = 781)

*denotes change since 2019

PUBLIC TRANSPORTATION STATEMENTS

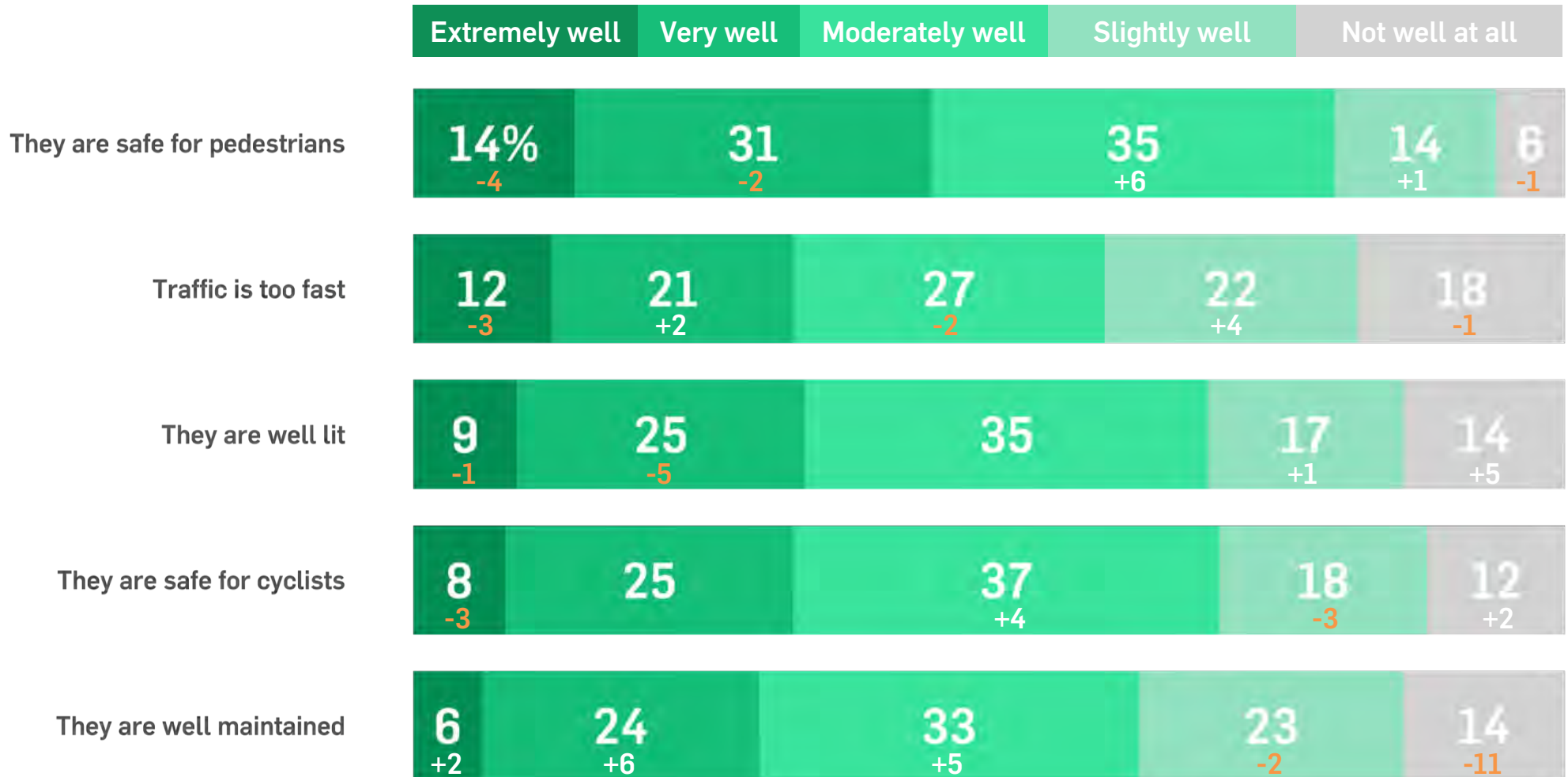
When shown a number of statements about public transportation, the plurality of respondents reported that the statements did not apply to them. This tracks with previous findings that only a small percentage of residents use public transportation frequently. The problems that respondents were mostly likely to agree with were bus and train schedule conflicts and affordability.



Q: How much do you agree or disagree with the following statements about public transportation in Salt Lake City? (n = 511 to 594)

NEIGHBORHOOD ROADS

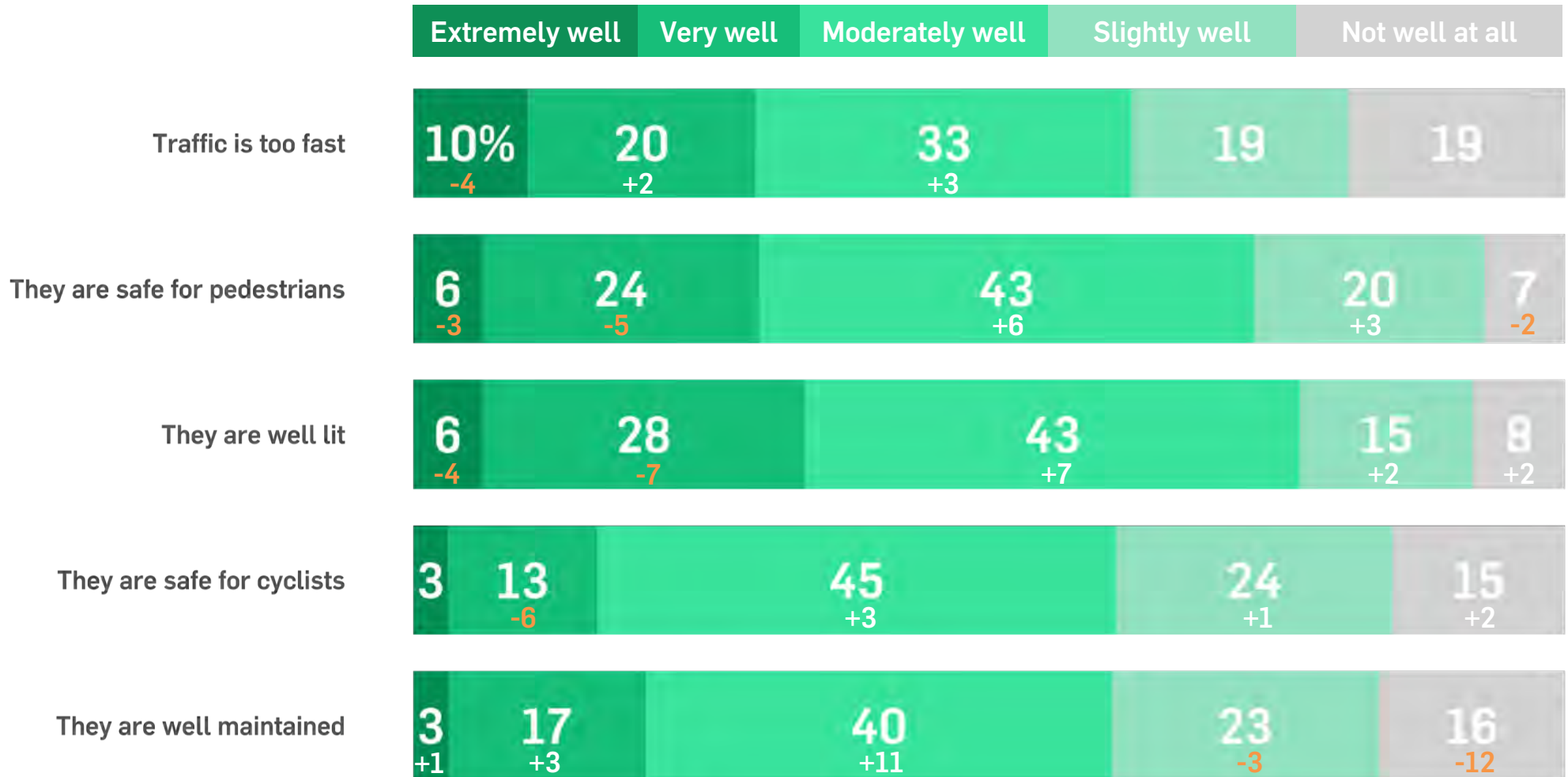
When asked about roads that respondents use around their neighborhood, they were most likely to agree that they are safe for pedestrians. They also say that traffic is too fast. They also agree, though slightly less so, that streets are well lit, safe for cyclists, and well-maintained.



Q: How well would you say that each of the following statements describe the roads in the neighborhood where you live?
(n = 766 to 776)

FREQUENTLY-USED CITY ROADS

The contours of agreement/disagreement on road aspects among residents is not markedly different regarding roads used around the city. Not surprisingly, respondents were less likely to say that roads used around the city were safe for cyclists or well-maintained, and more likely to say that traffic is too fast. However, respondents do say that city roads are well-lit.

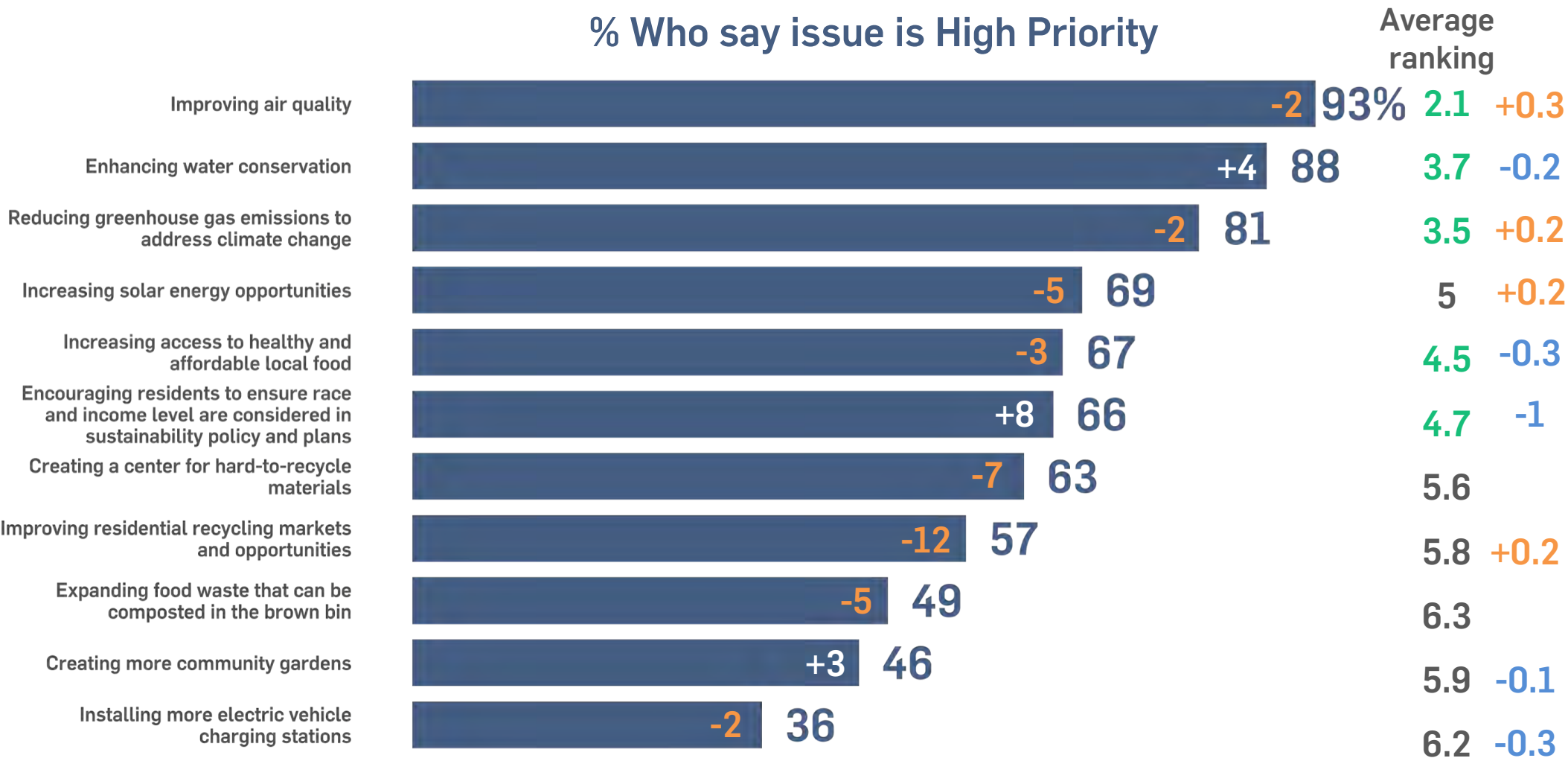


Q: How well would you say that each of the following statements describe the roads you use daily around the city?
(n = 764 to 775)

ENVIRONMENT, ENGAGEMENT & ECONOMIC DEVELOPMENT

ENVIRONMENT/SUSTAINABILITY PRIORITIES

When asked what environmental issues were the highest priority to them, air quality, water conservation, and greenhouse gas emissions were high on the list, while electric vehicle charging stations was not. The average rankings (shown right) mostly track with those findings, with air quality, gas emissions, and water conservation ranked most important, in that order.

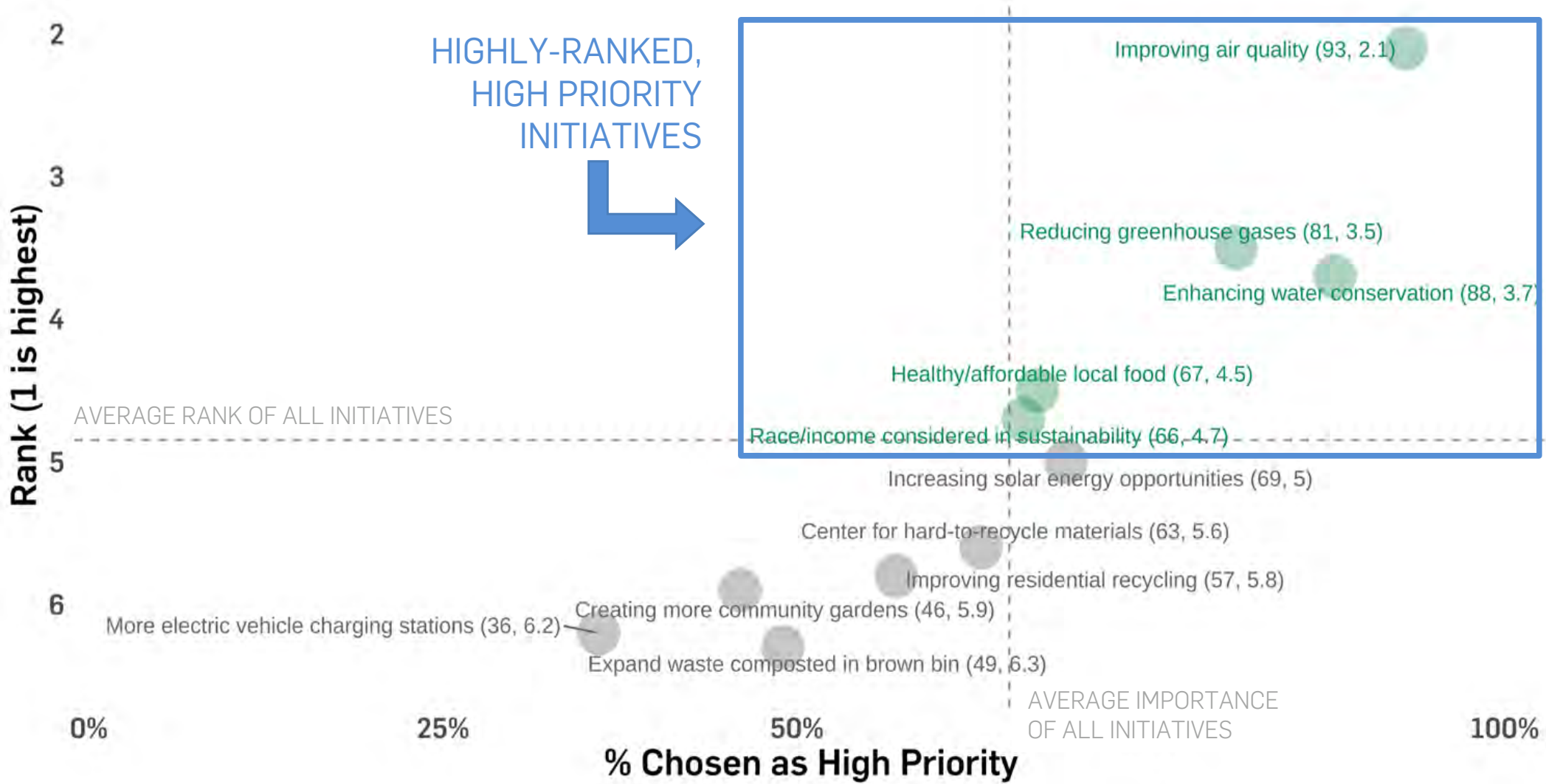


Q: Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative. (n = 765 to 773)

Q: 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. (n = 266 to 653)

ENVIRONMENT PRIORITIES SCATTER CHART

As with previous waves of this survey, improving air quality remains the most widely-agreed, highest-ranked environmental issue for Salt Lake City residents. Reducing greenhouse gas emissions, water conservation, local food, and race/income considerations in sustainability are also seen as important as was likewise the case in 2019.

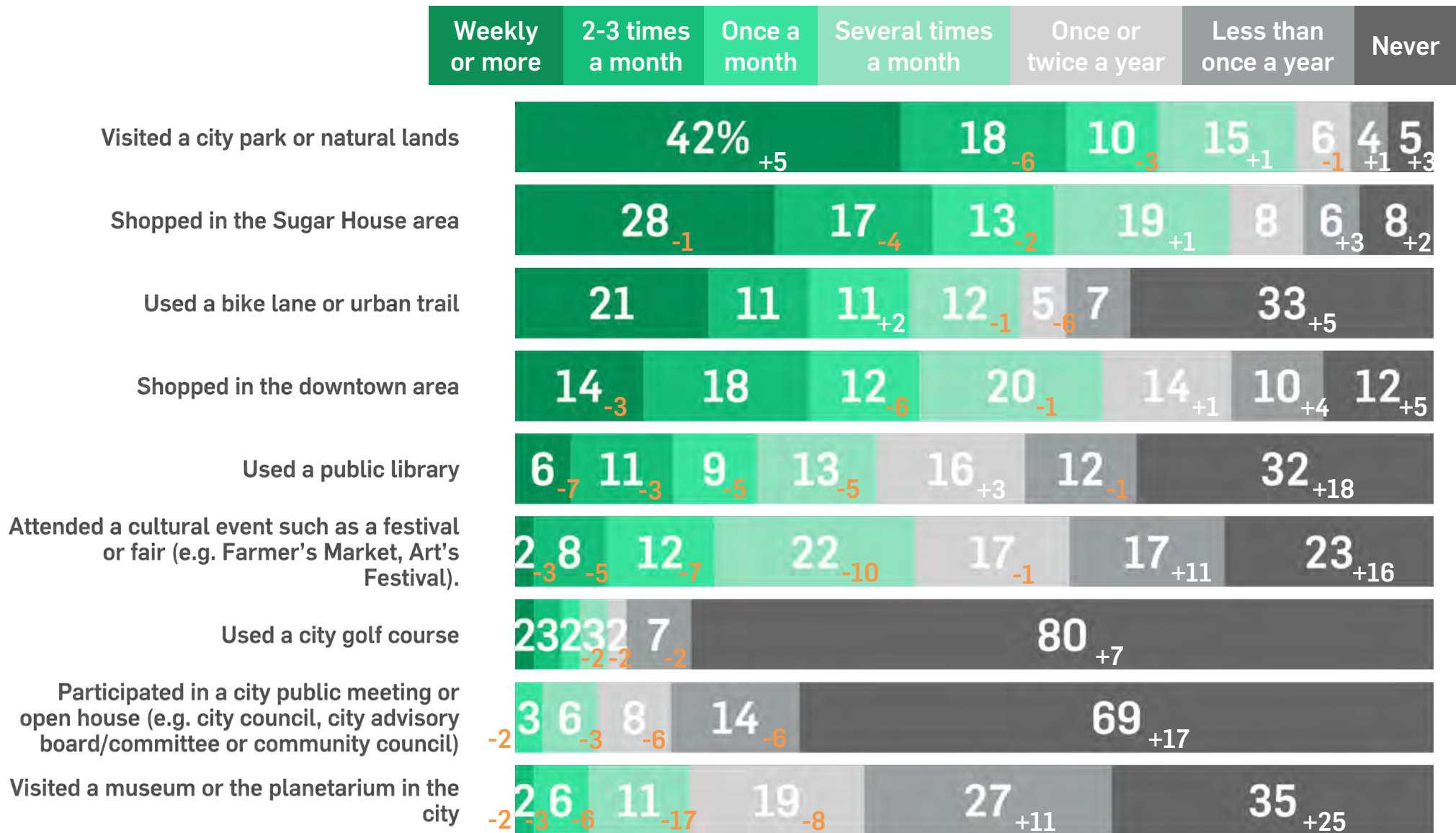


Q: Below is a list of current and potential city sustainability initiatives regarding the environment. For each initiative, please select whether you would consider it a high priority initiative or a lower priority initiative. (n = 765 to 773)

Q: 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. (n = 266 to 653)

ACTIVITIES IN SLC – LAST 12 MONTHS

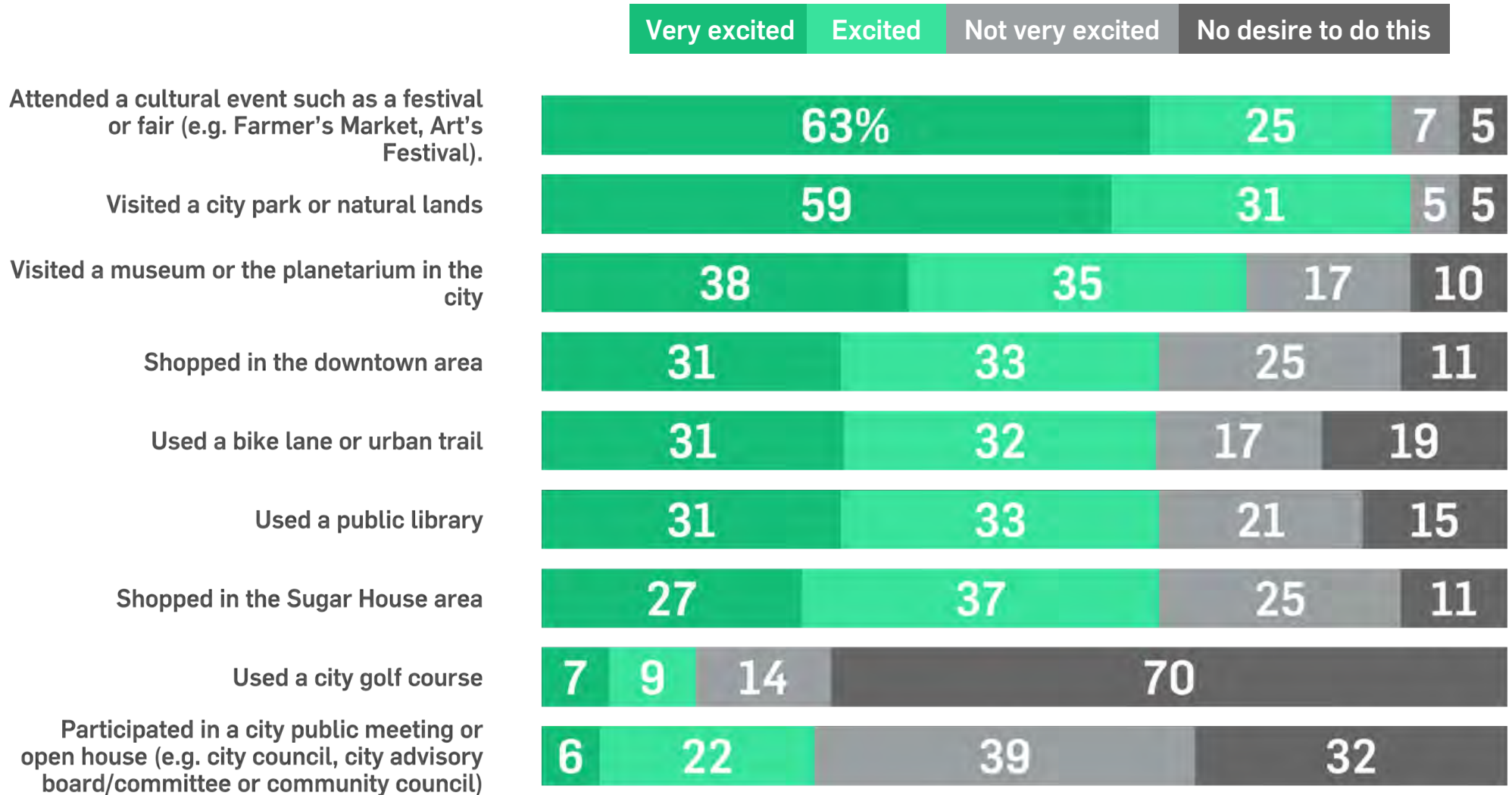
In the last 12 months, certain outdoor/open-air activities have been done with greater frequency than inside activities. 70% of respondents reported going to a park or natural lands at least once a month or more often, and similarly high proportions of respondents reported shopping in Sugar House, using a bike lane, or shopping downtown with comparable frequency.



Q: Within the last 12 months, approximately how many times have you done the following in Salt Lake City? (n = 385)

INTEREST IN FUTURE ACTIVITIES IN SLC

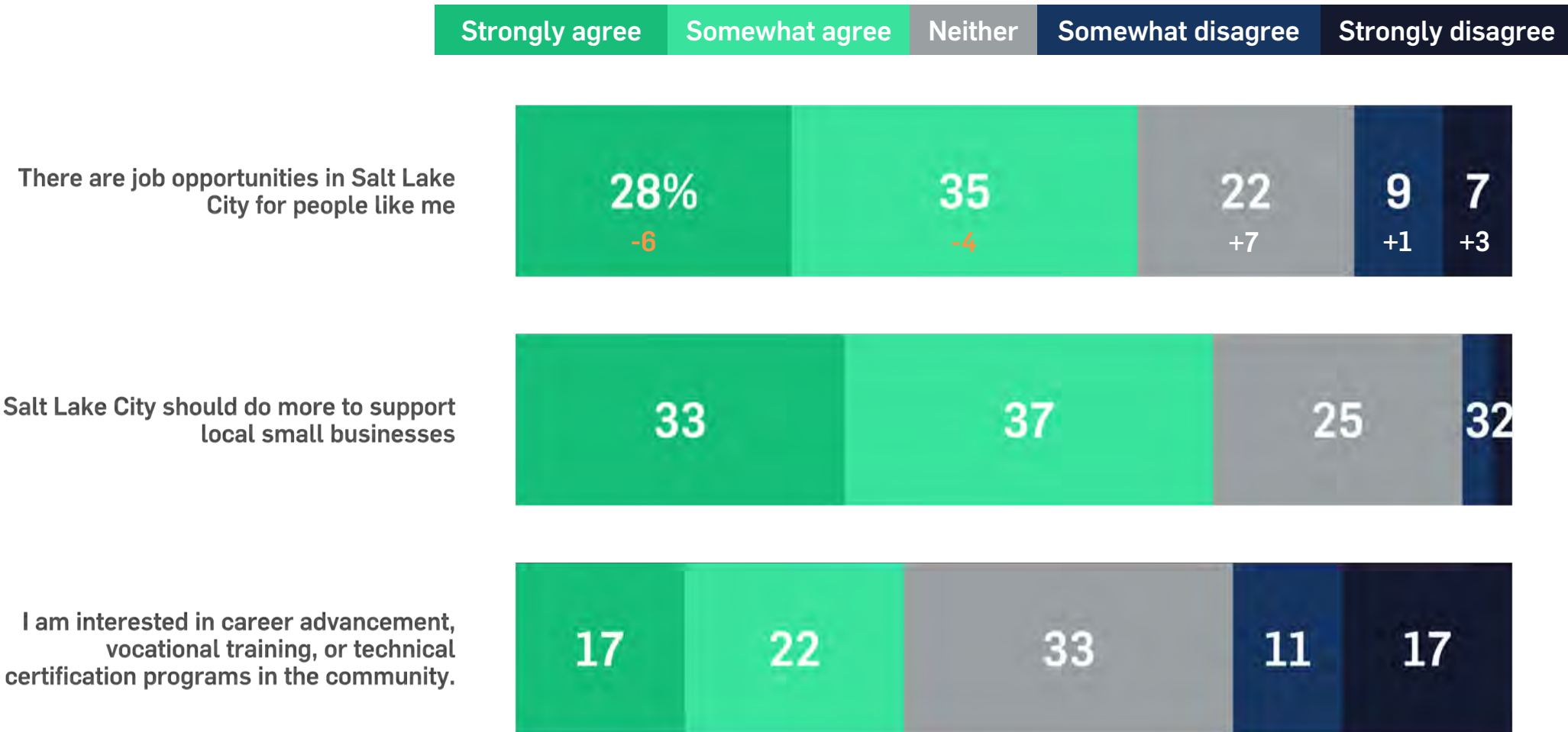
Tracking with the results from last slide, the highest excitement for future activities is for attending a cultural event, such as a festival or fair. There is likewise excitement for visiting a city park or natural lands, and for visiting a museum or planetarium. There is little excitement for using a city golf course or participating in a city public meeting.



Q: How excited are you to do the following activities in Salt Lake City as soon as it's safe and available? (n = 386)

ECONOMIC OUTLOOK IN SALT LAKE CITY

In terms of our respondents' feelings on economic outlook, there is broad agreement in job opportunities in Salt Lake, and a belief that Salt Lake should do more to support local small businesses. It should be noted, though, that belief in job opportunity in Salt Lake has contracted since our 2019 survey. There is comparatively far less interest in career advancement vocational training or technical certification programs.



Q: To what extent do you agree or disagree with each of the following statements about economic development in Salt Lake City?
(n = 771)

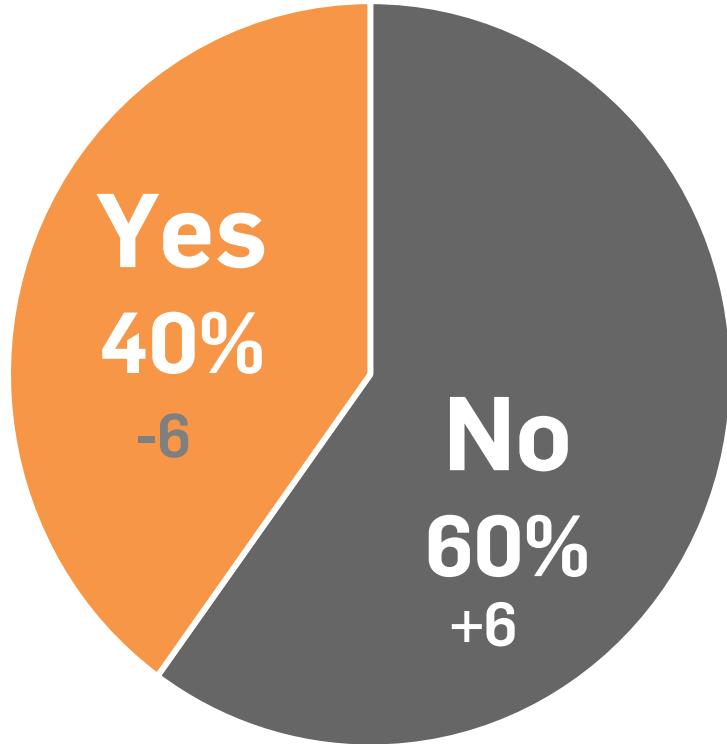
CITY WEBSITE, OFFICE & COMMUNICATION CHANNELS

CONTACTING SALT LAKE CITY OFFICES

Only 4 in 10 respondents reported contacting the City government office in the past year. Fortunately, around 75% of those who did contact the office said they were at least somewhat 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? (n=774)

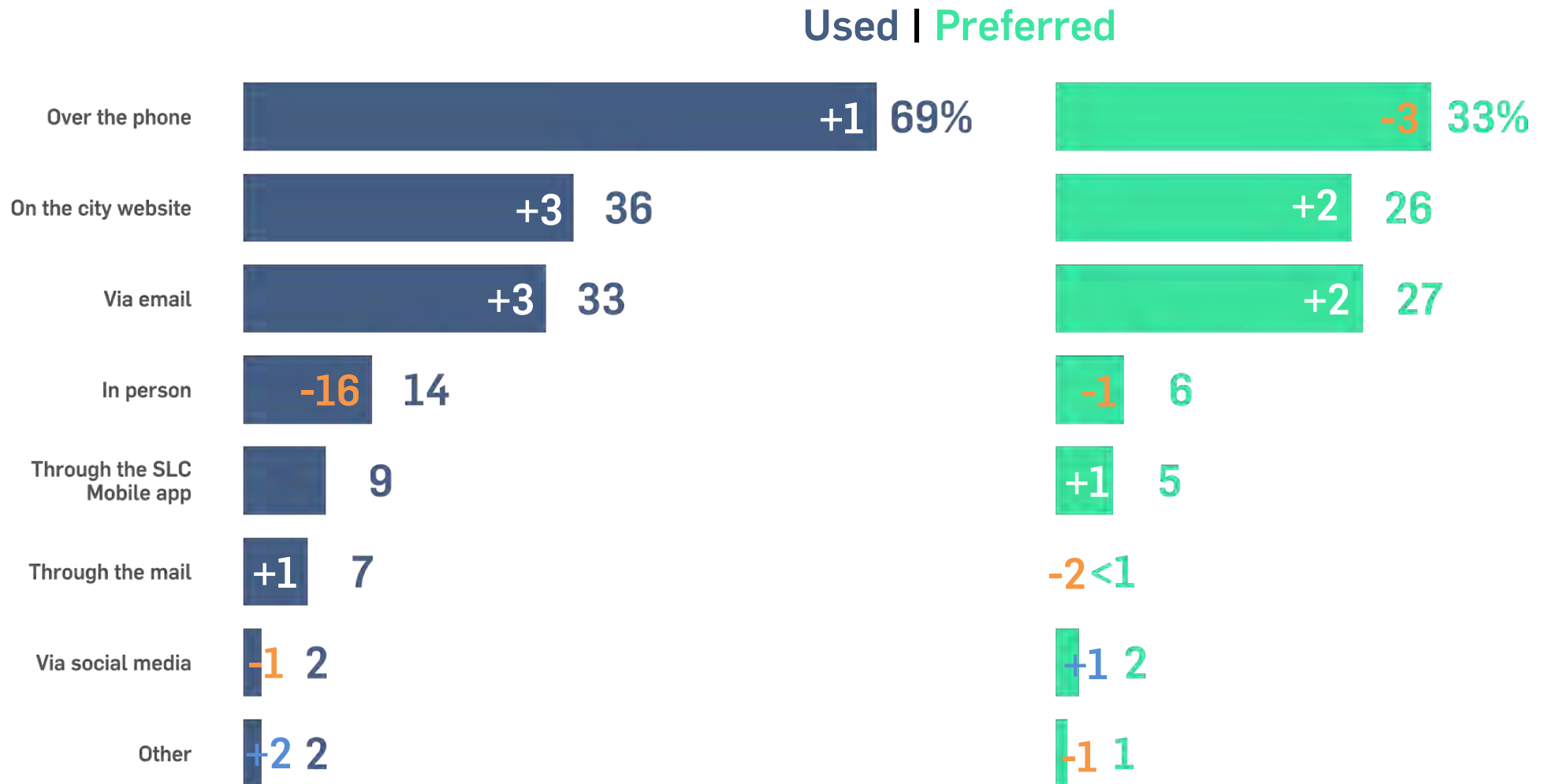


Overall, were you satisfied or dissatisfied with the city's response(s)? (n=358)



METHODS FOR CONTACTING CITY OFFICES

Among those who said they had contacted the Salt Lake City government office in the past year, well over 2 in 3 said they did so through the telephone. The city website and email were also popular. When asked of the entire (online-only) sample what methods were preferred, telephone won out again, with city website and email close behind.



Q: In the past year, how have you contacted the Salt Lake City government offices? Select all that apply. (n = 358)

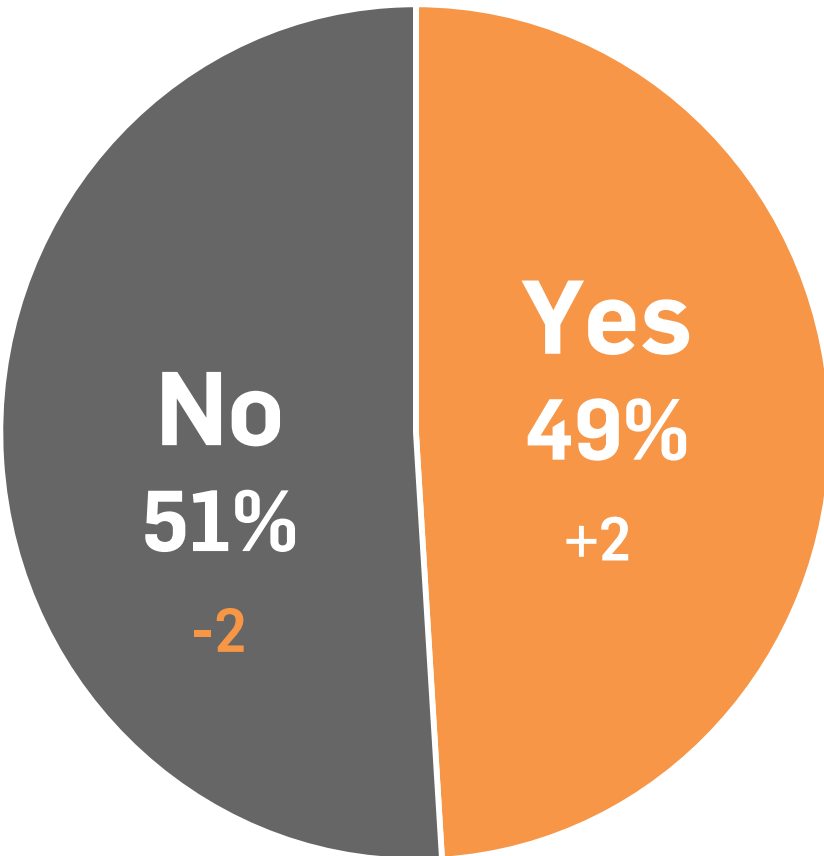
Q: How do you *prefer* to contact the Salt Lake City government offices?. (n = 770)

CITY WEBSITE USE

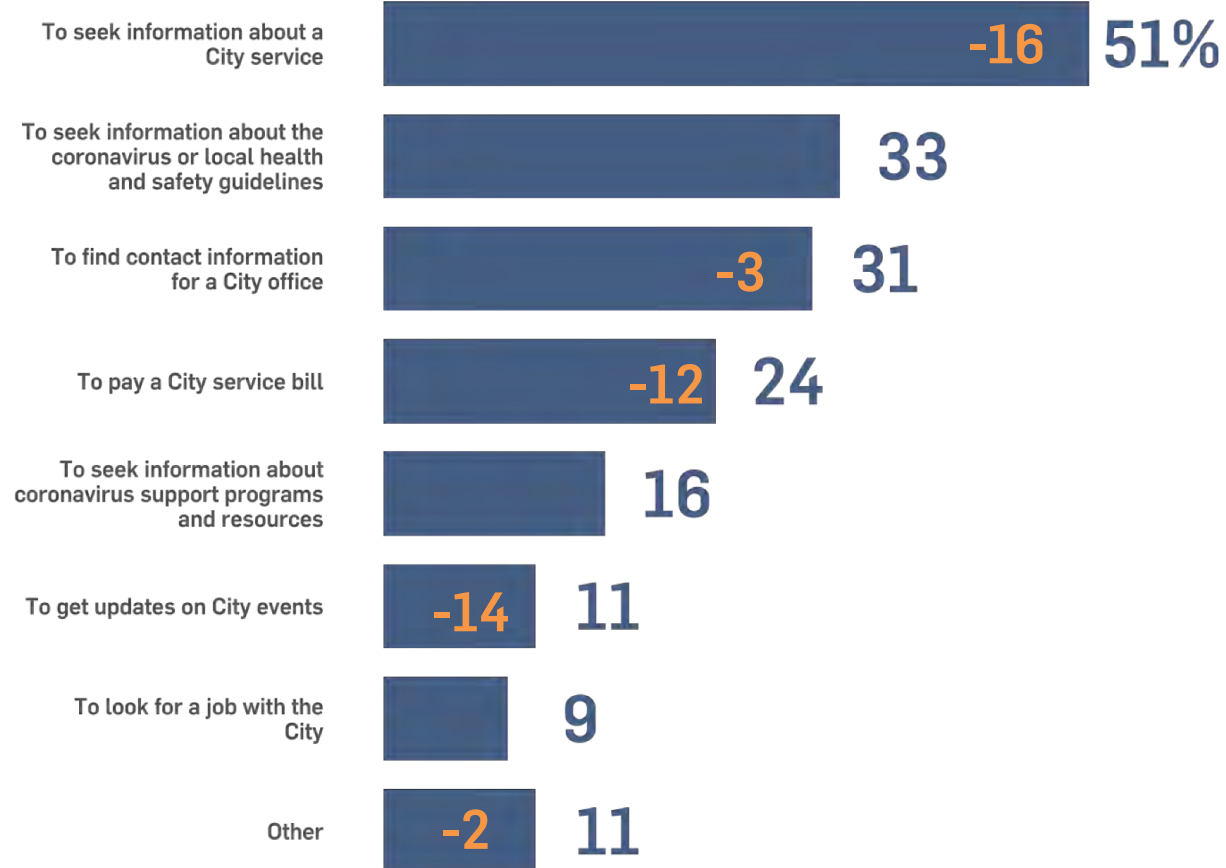
Only about half of respondents reported using the city website in the past six months – not significantly different from the trend observed last wave. Seeking information about a city service remains the most commonly-given reason for visiting the city website, followed by COVID-related information and contact information on a city office.



Have you visited the Salt Lake City website in the past 6 months? (n=774)

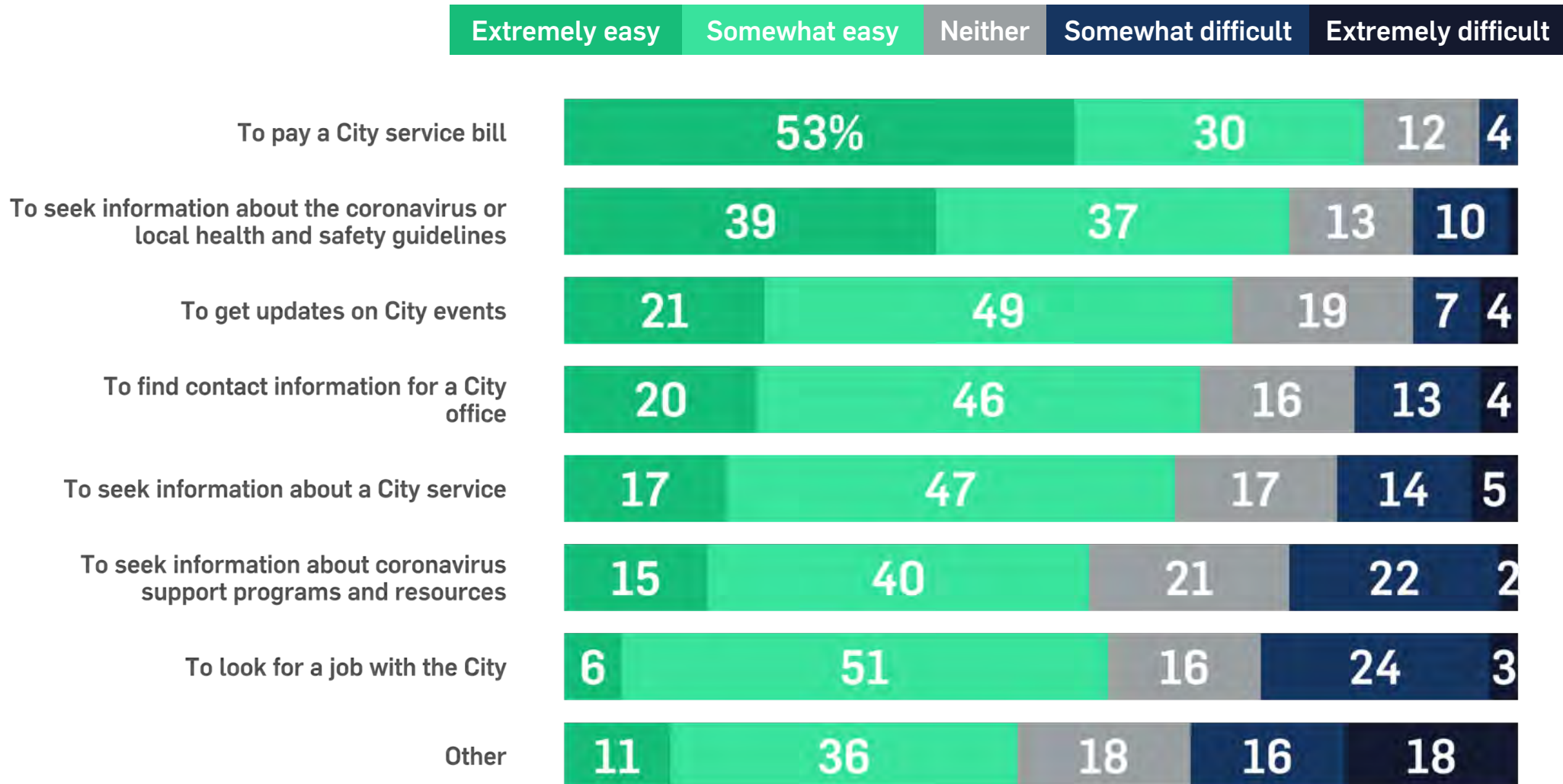


Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply. (n=418)



EASE OR DIFFICULTY OF CITY WEBSITE TASKS

Our respondents reported that completing some tasks on the city website are simpler than others. Over 8 in 10 respondents said paying a bill is at least somewhat easy, and a majority of respondents (56% to 77% of respondents) said the other tasks we asked about were at least somewhat easy as well. Tasks mentioned in the “Other” category (full responses in the appendix) were least likely to be reported as being “easy”.



Q: How easy or difficult was it to complete the task that led you to the Salt Lake City website? (n = 28 to 232)

SALT LAKE CITY WEBSITE ASSESSMENTS

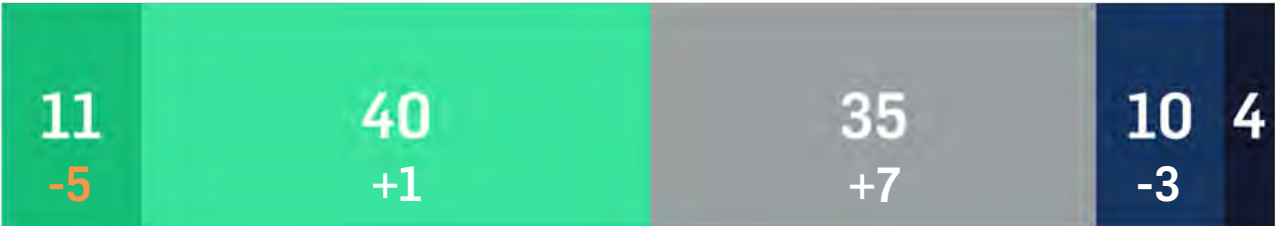
In general, residents who have used the Salt Lake City website report that it is easy to use when asked. Most say it's well organized, and a narrow majority say they would recommend it to their friends and neighbors as a resource for information or city services.



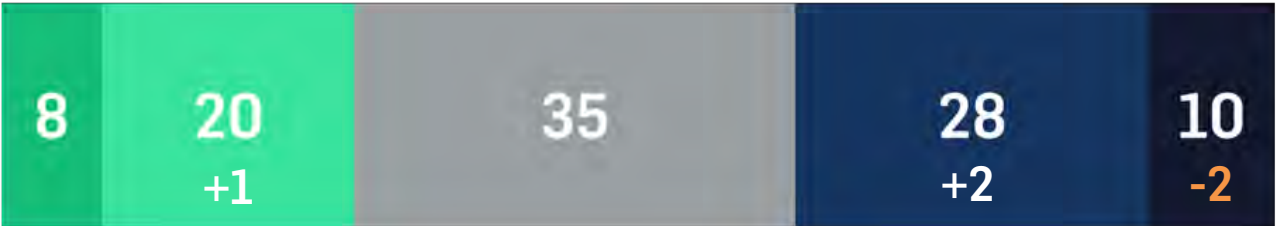
I would recommend the City website to my friends and neighbors in Salt Lake City as a resource for information or city services.



The City website is well organized.



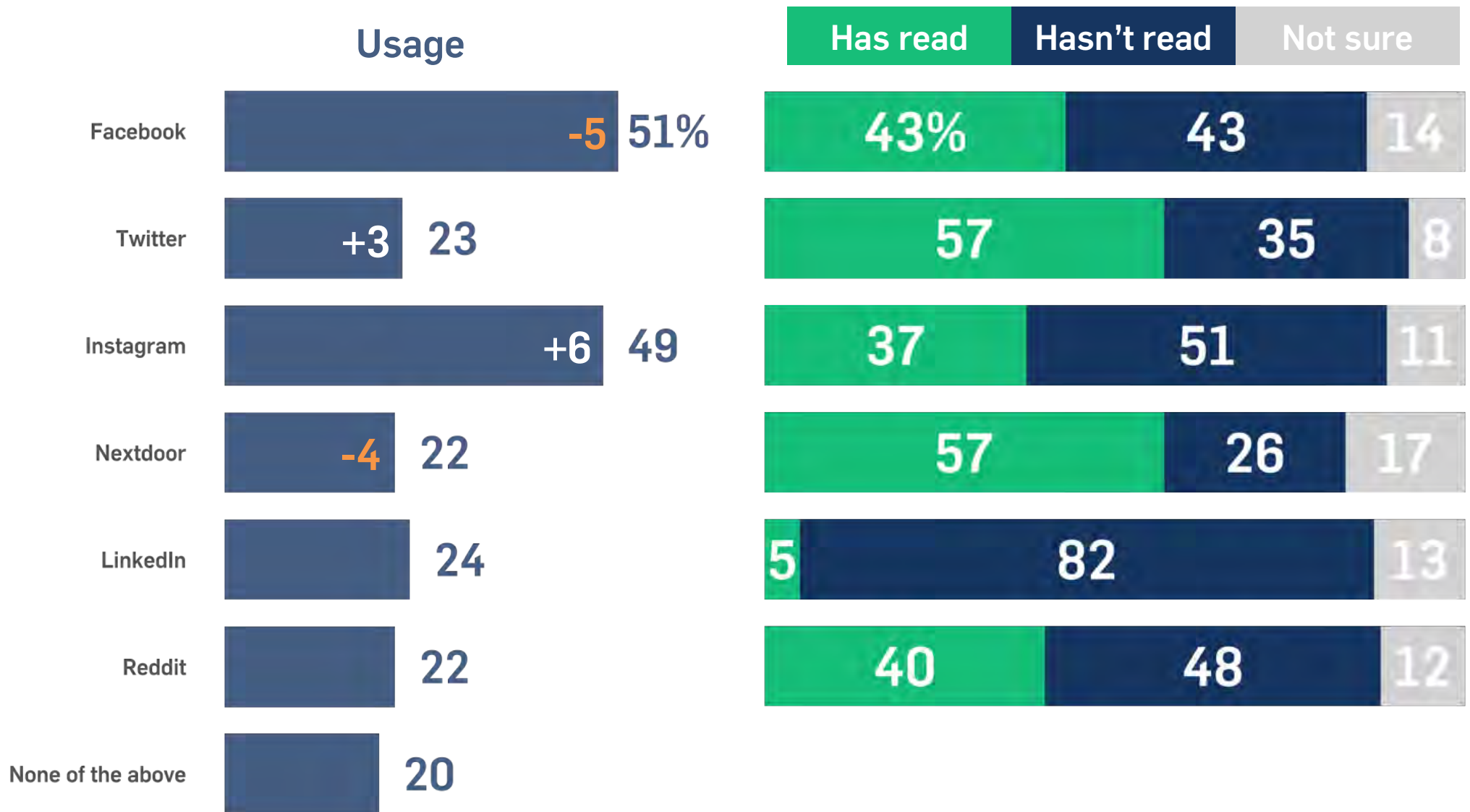
It is difficult to find the information I need on the City website.



Q: To what extent do you agree or disagree with the following statements? (n = 416)

SOCIAL MEDIA USE, ENGAGEMENT WITH CITY

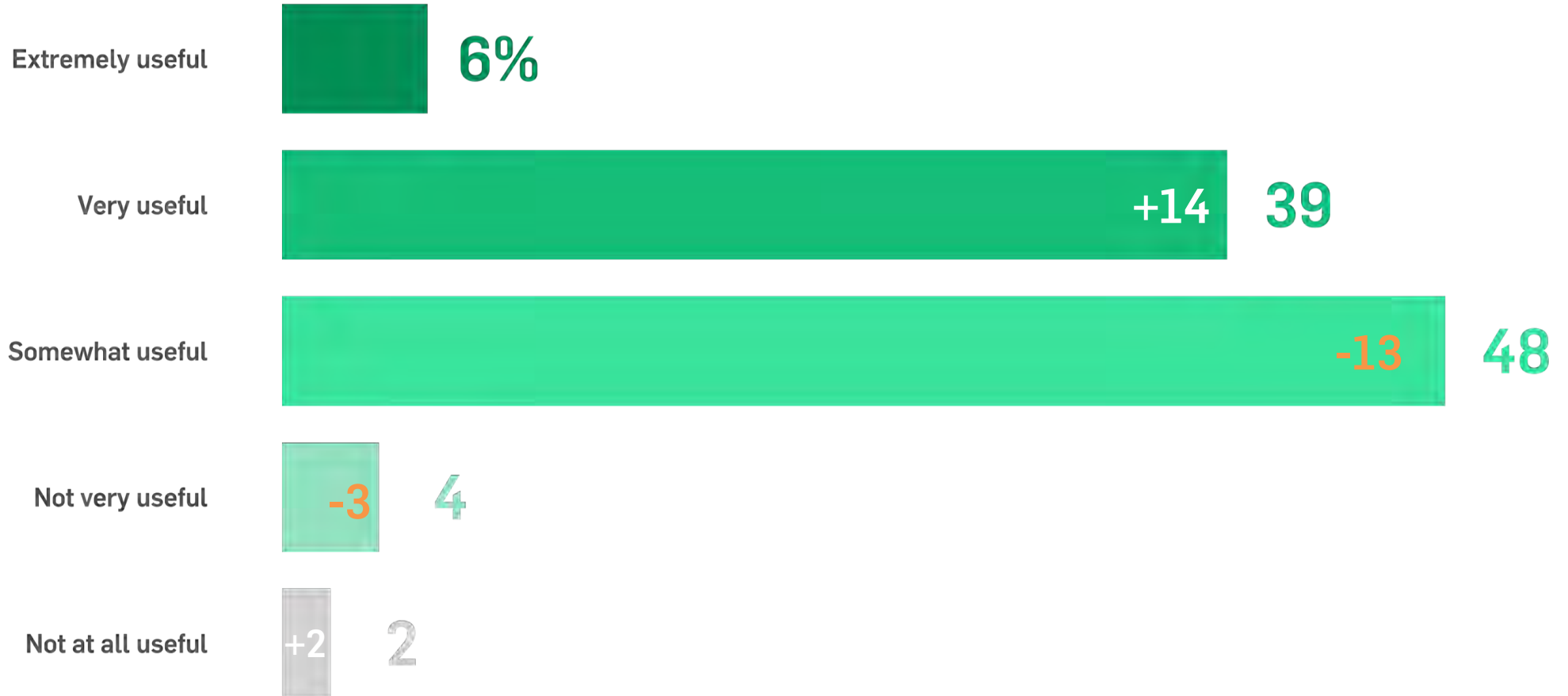
Residents showed predictable patterns of social network platform use. Nearly half of all respondents reported using Facebook and Instagram, with smaller proportions using Twitter, Nextdoor, and other networks. Of all the networks, Twitter and Nextdoor have the highest rate of readership of SLC social media content.



Q: Which, if any, of the following social media platforms (i.e. websites or apps) do you use or visit? Select all that apply. (n = 771)
Q: Do you happen to see or read Salt Lake City's content or posts on any of the following social media platforms? (n = 122 to 364)

USEFULNESS OF CITY SOCIAL MEDIA POSTS

Among the subset of our respondents who do or have read Salt Lake City social media posts, the vast majority say that City social media posts are at least somewhat useful (94%). As the comparison markers show, the amount who think the posts are at least very useful (45%) has gone up about 12 percentage points since 2019.

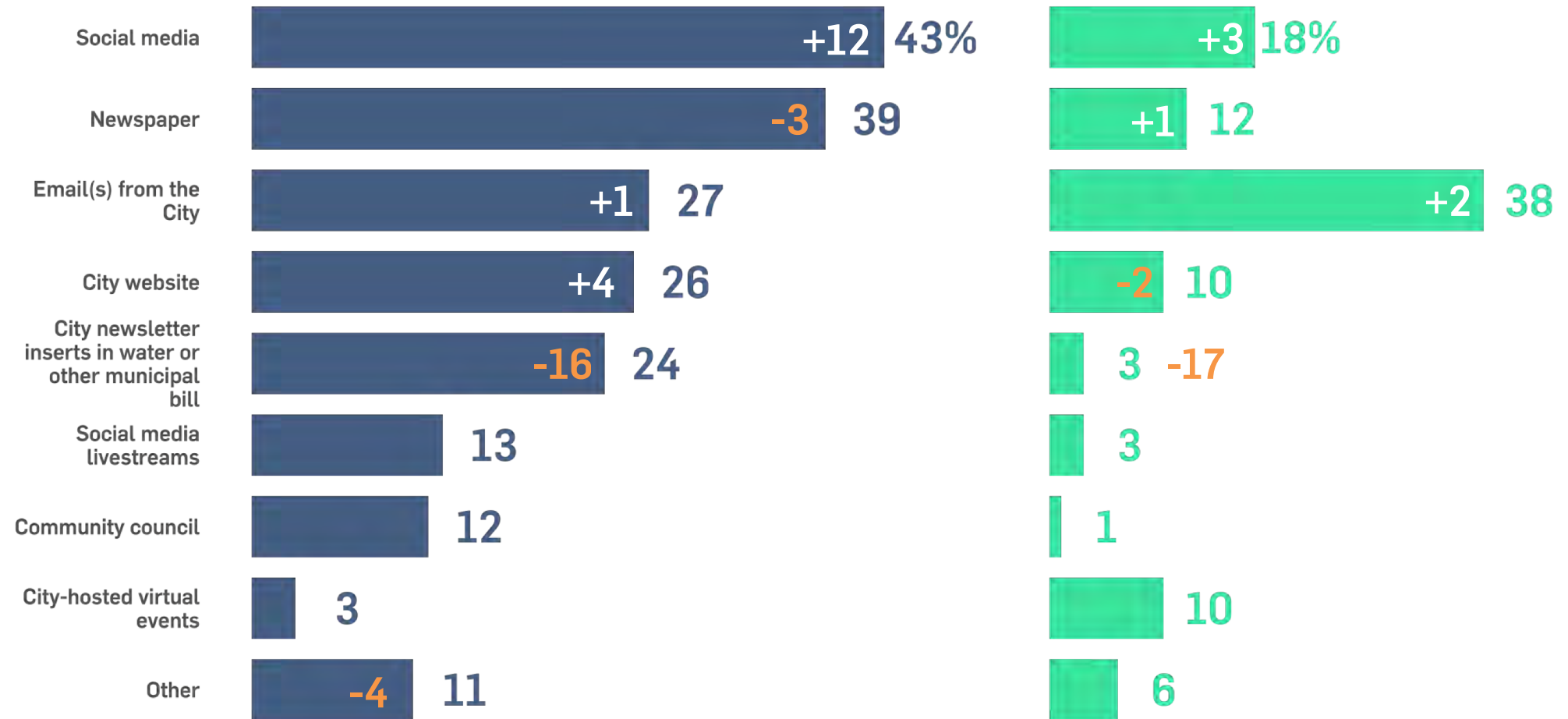


Q: How useful are the posts or updates you currently receive from Salt Lake City's social media accounts for you, personally? (n = 331)

CHANNELS FOR RECEIVING CITY NEWS

When asked which channels of city communicate that respondents used, social media and newspapers were used by around 4 in 10 respondents. Emails and the City Website and Newsletter were also used by sizeable minorities. The plurality of respondents (38%) said they preferred receiving emails from the city, when asked which of the channels they preferred the most. While trends of use have stayed consistent, we see that social media's prevalence has increased and that of newsletters has fallen since 2019.

USED | PREFERRED



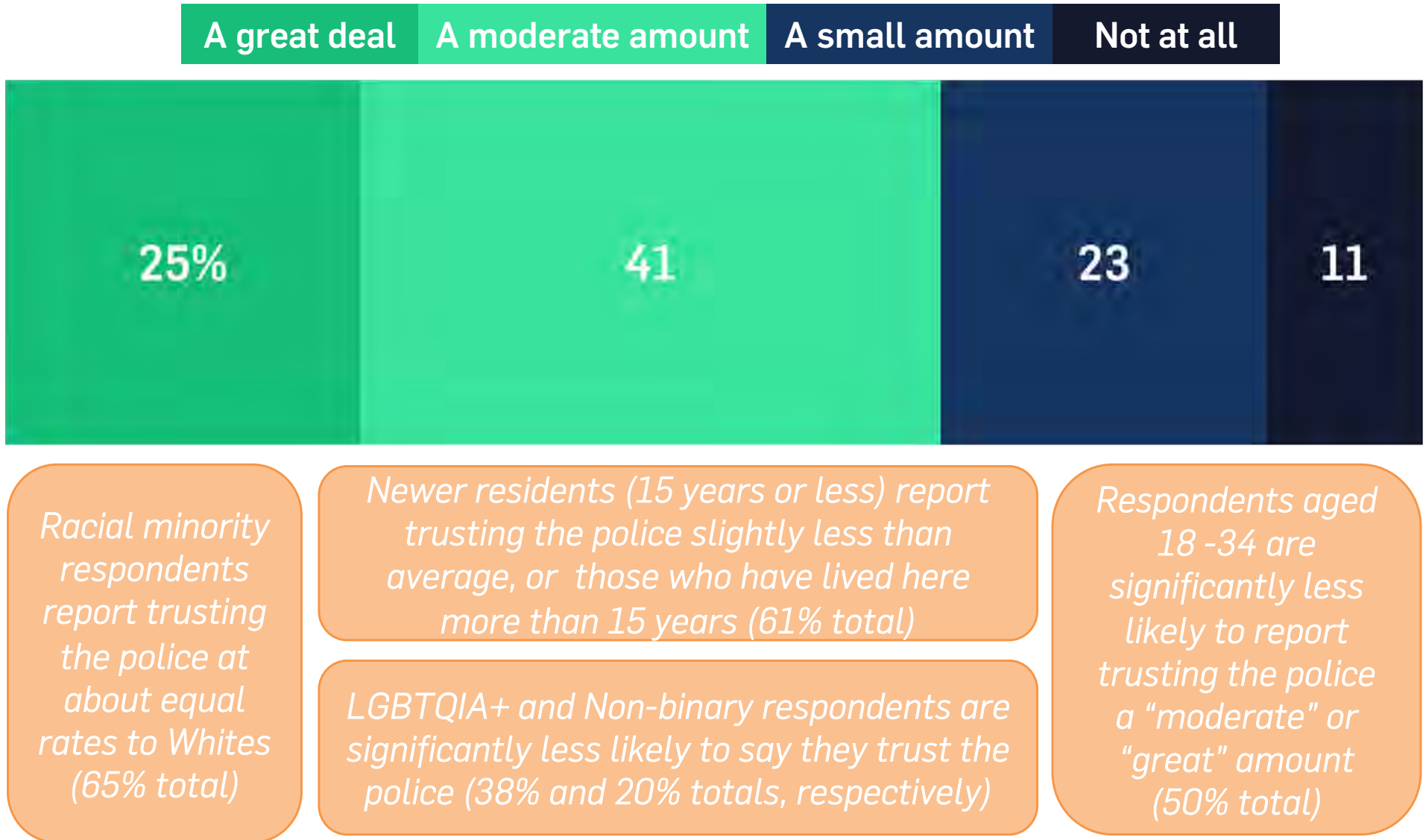
Q: From which sources do you currently receive your information about Salt Lake City? Select all that apply. (n = 758)

Q: From which source would you *prefer* to receive most of your information about Salt Lake City? (n = 761)

LAW ENFORCEMENT

TRUST IN LAW ENFORCEMENT

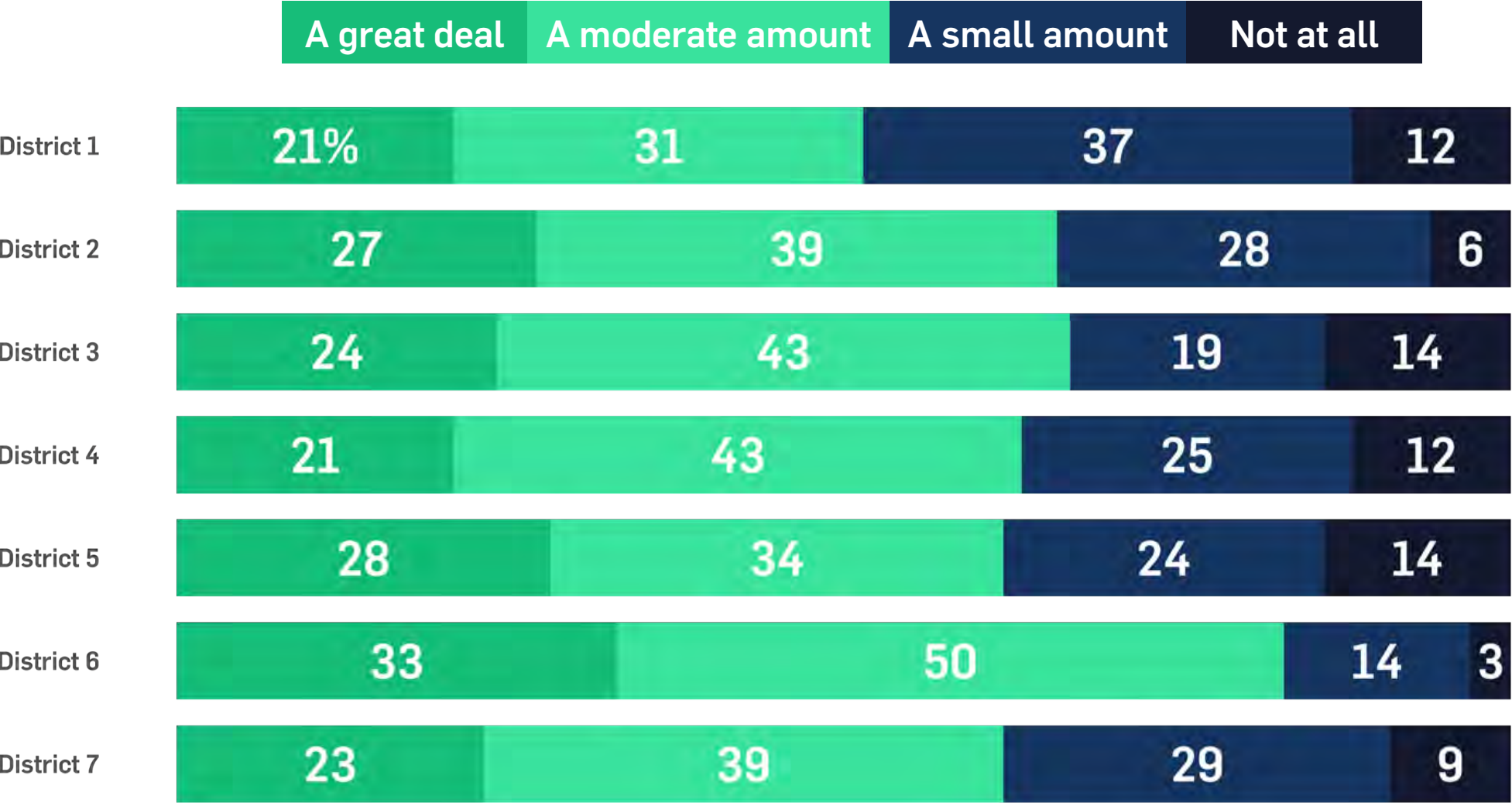
A solid majority of our respondents say they trust Salt Lake City law enforcement, though the magnitude of that trust is mixed. Interesting trends emerge when looking at demographic breakouts. We find that non-whites report trusting the police at similar rates as Whites, but that newer and younger residents report trusting the police less than older, more long-time residents.



Q: How much do you trust Salt Lake City Police? (n = 763)

TRUST IN LAW ENFORCEMENT BY DISTRICT

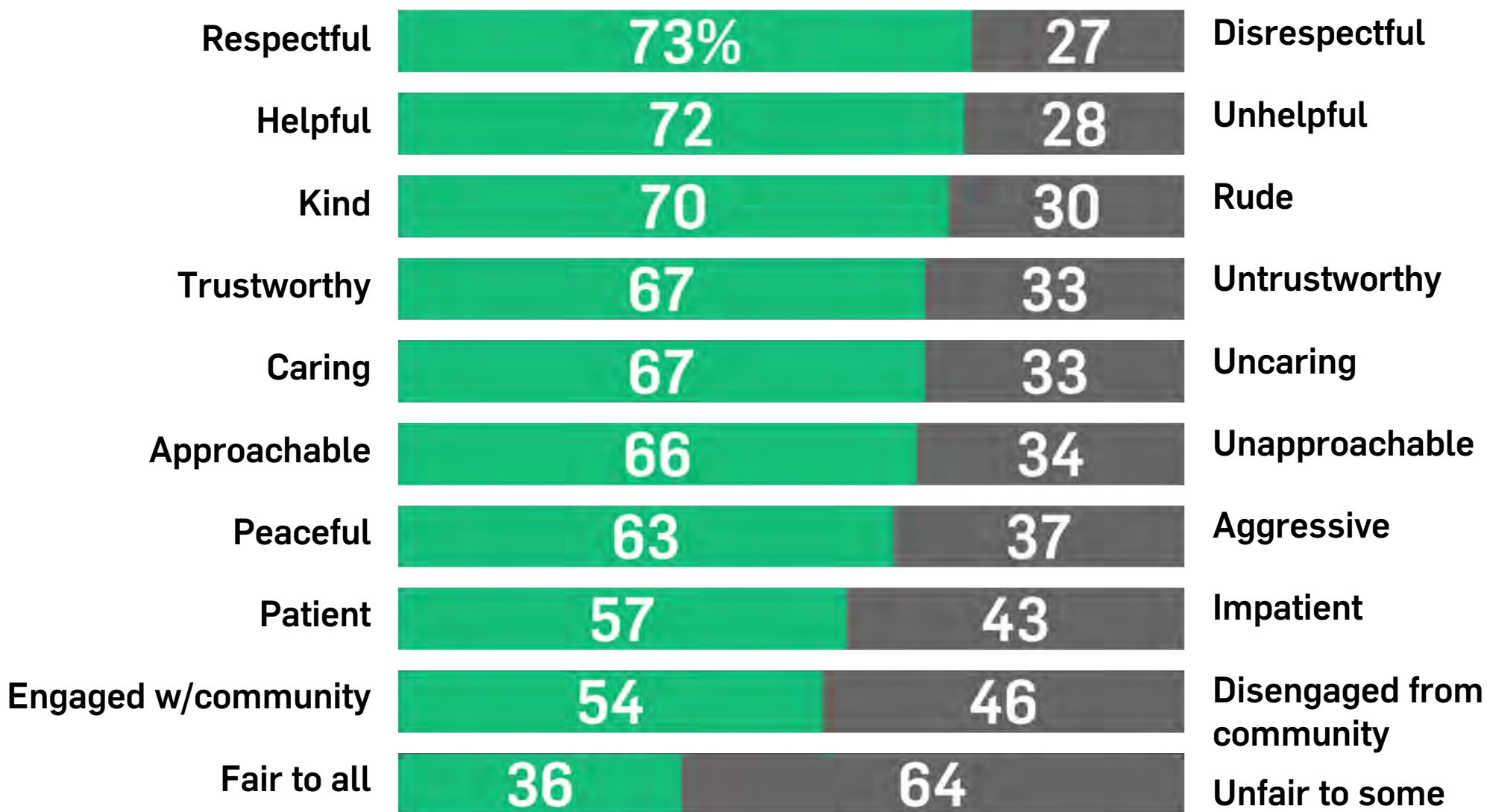
There are few significant differences in levels of trust in law enforcement by City Council district, but some interesting trends appear. Those in District 1 are slightly less likely to report trusting the police, while those in District 6 overwhelmingly trust the police.



Q: How much do you trust Salt Lake City Police? (n = 763)

LAW ENFORCEMENT ATTRIBUTES

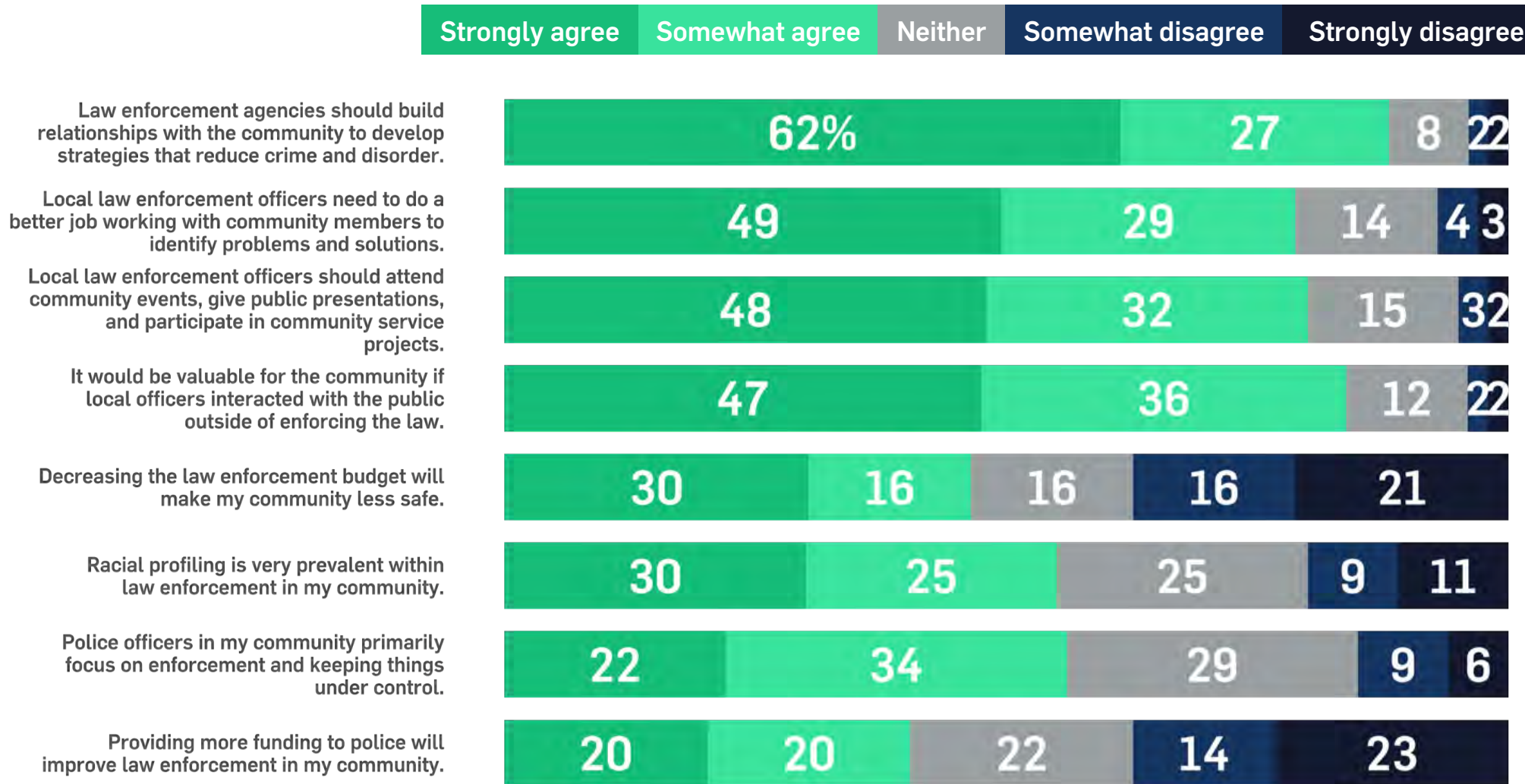
From our survey, we find that the majority of residents have favorable views of the police, though perceptions of police vary based on the attribute being discussed. Nearly 3 in 4 think the police are respectful, and high proportions think they are helpful, kind, trustworthy, and caring among other traits. However, nearly 2 in 3 residents think the police are unfair to some groups.



Q: Below are different words that people could use to describe the police in your area. For each pair, please select the option that you think best describes the police in Salt Lake City. Even if you don't completely agree with either option, select the one option of each pairing that comes closest to your opinion. (n = 728 to 1,114)

POLICE STATEMENTS SUPPORT/OPPOSITION

There are interesting trends in agreement and/or disagreement to the statements about law enforcement that we posed. Generally, statements pushing for greater police involvement in the community enjoy broad support. Statements having to do with police funding and racial profiling appear to be more controversial.



Q: To what extent do you agree or disagree with each of the following statements about local law enforcement? (n = 949 to 1,010)



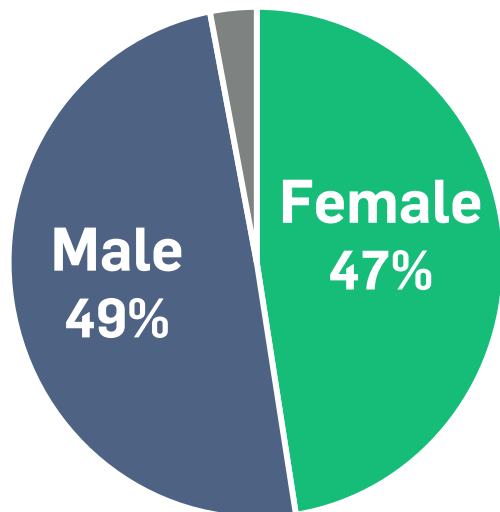
Kyrene Gibb, Scott Riding, & Kelly Patterson, Ph.D.
y2analytics.com | (801) 406-7877

APPENDIX – SAMPLE COMPOSITION

DEMOGRAPHIC DISTRIBUTIONS

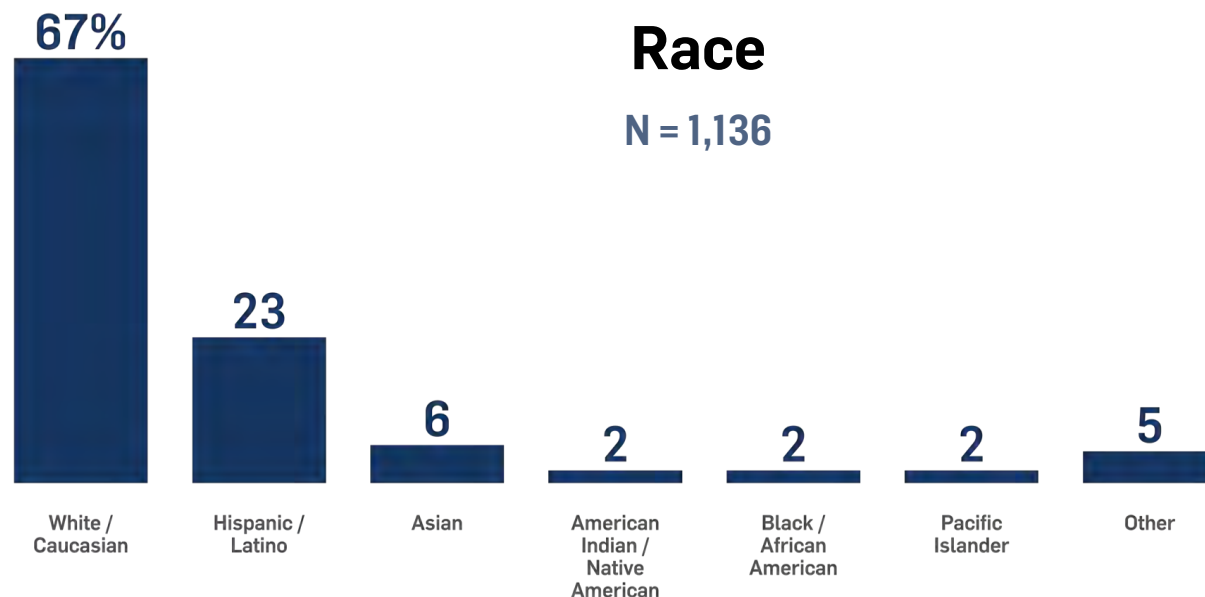
Gender

N = 1,154



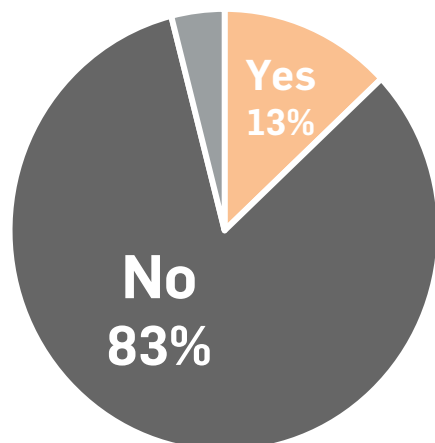
Race

N = 1,136



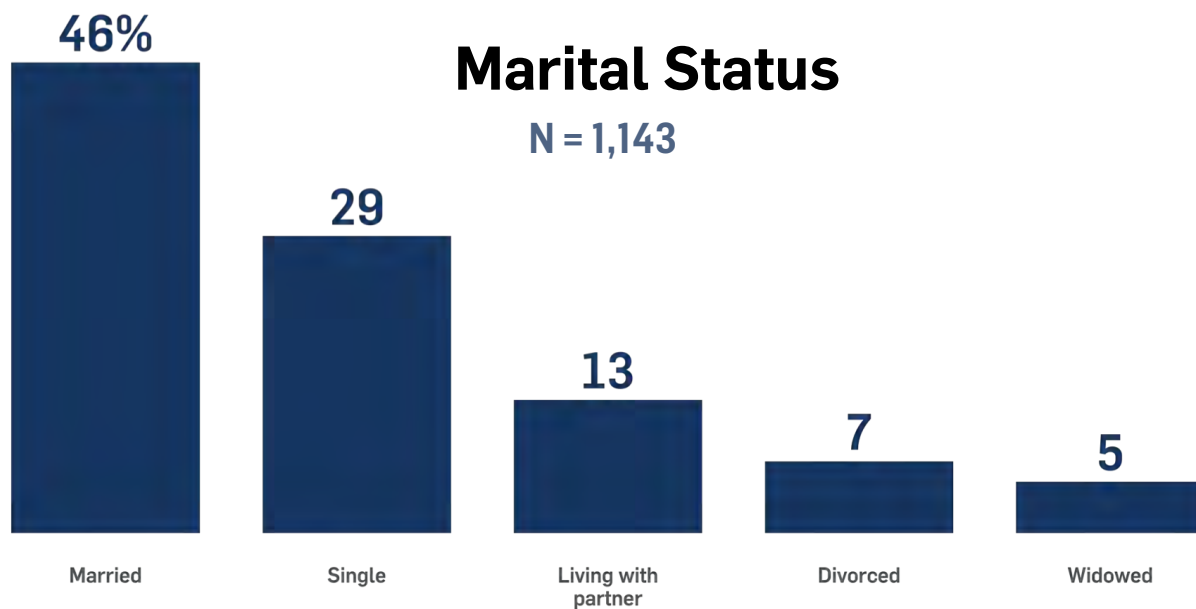
LGBTQIA+

N = 1,133



Marital Status

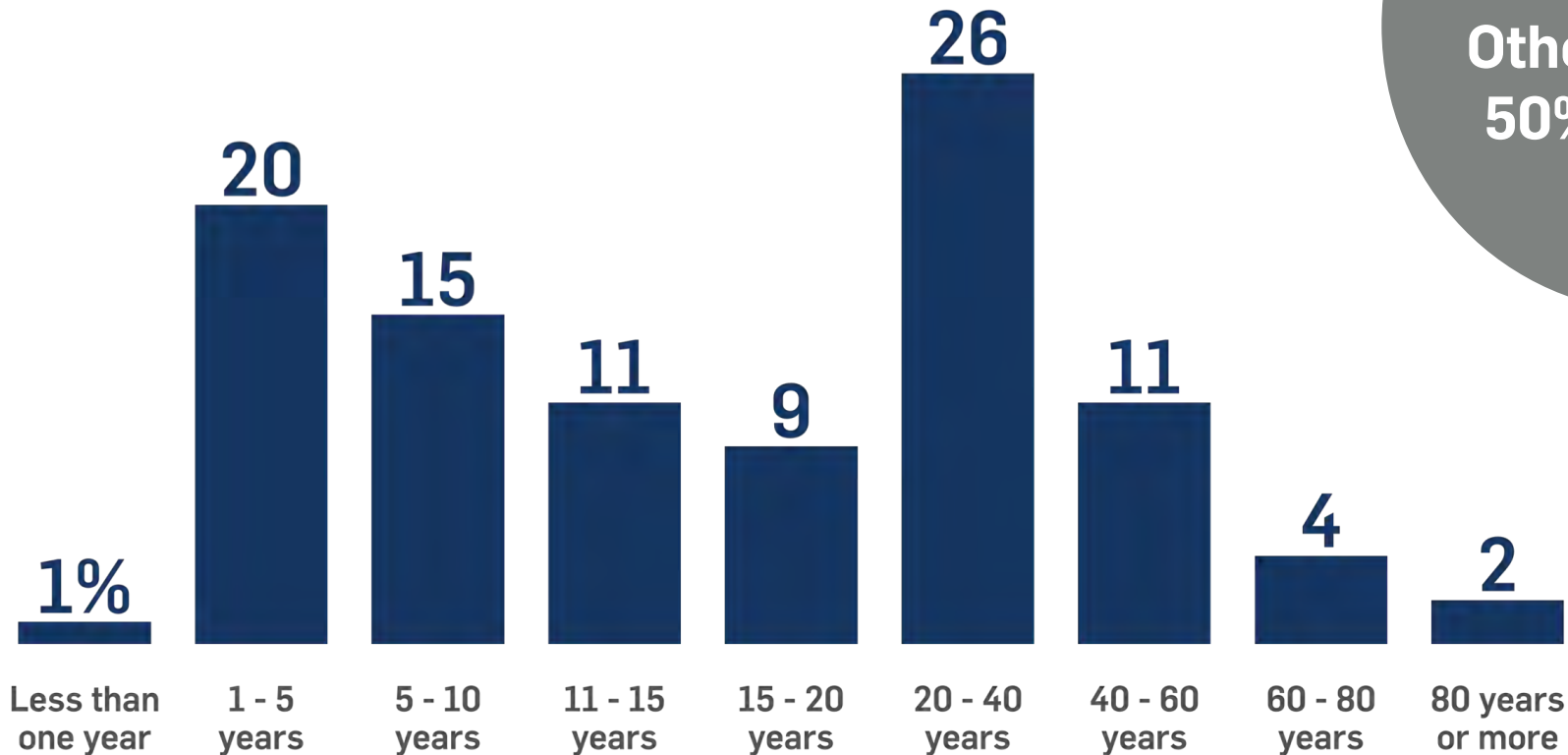
N = 1,143



DEMOGRAPHIC DISTRIBUTIONS

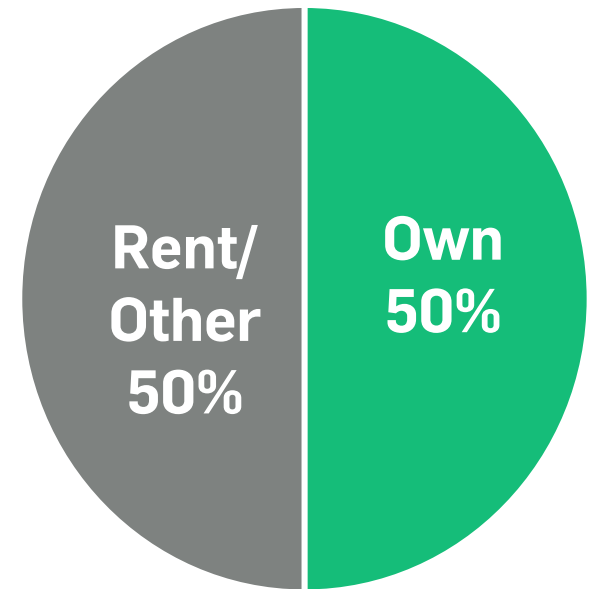
Time lived in SLC

N = 1,159



Home Ownership

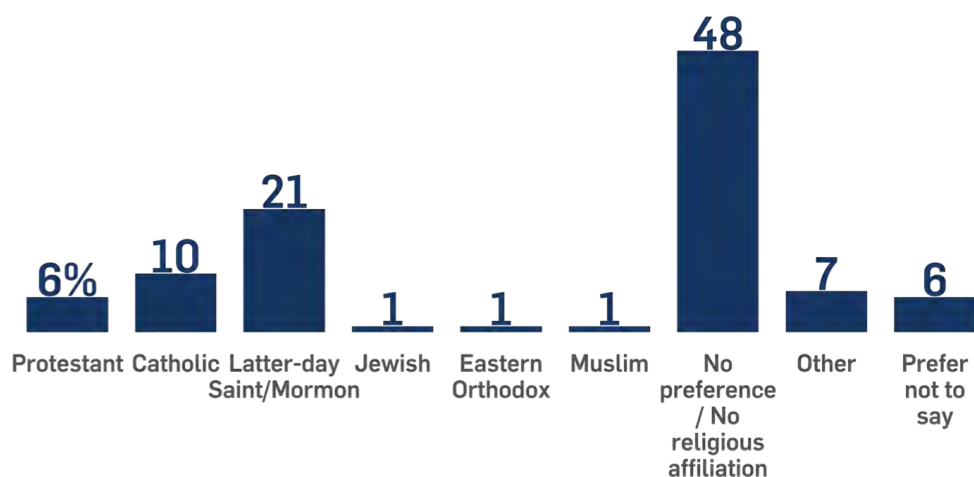
N = 1,157



DEMOGRAPHIC DISTRIBUTIONS

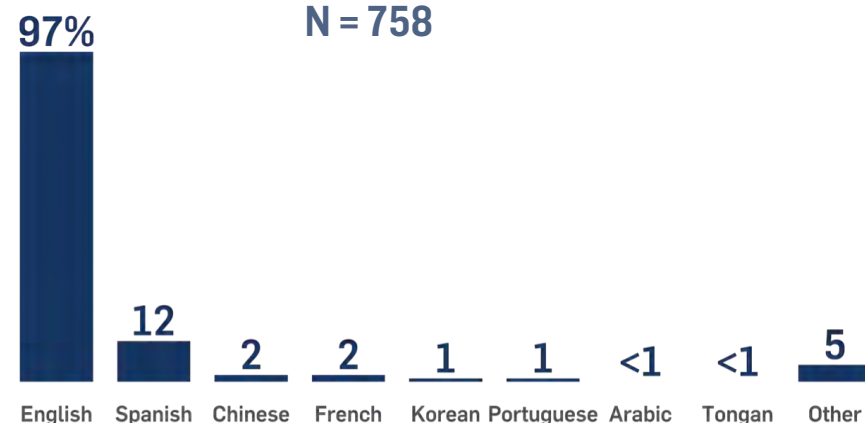
Religion

N = 1,156



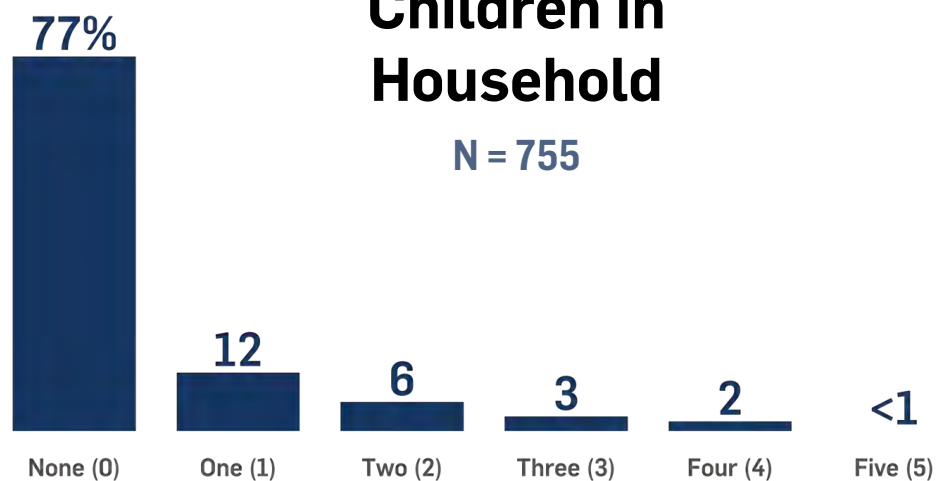
Languages spoken in Household

N = 758



Children in Household

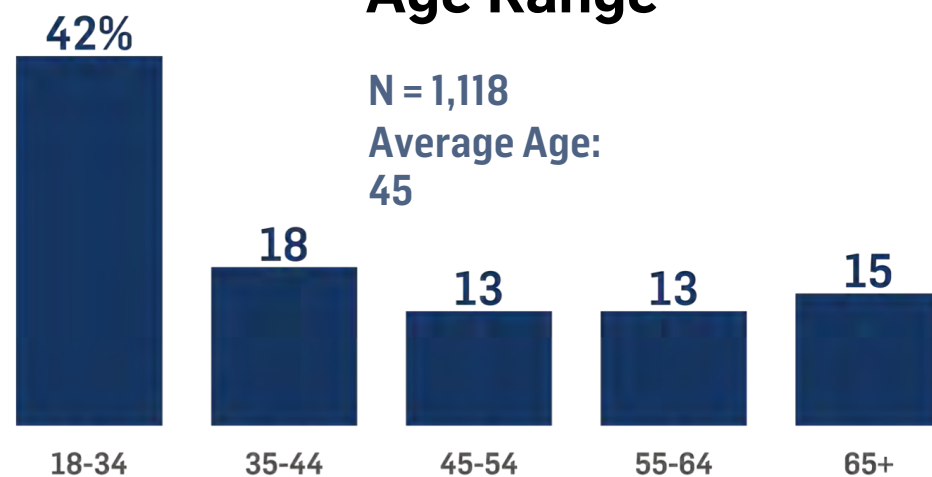
N = 755



Age Range

N = 1,118

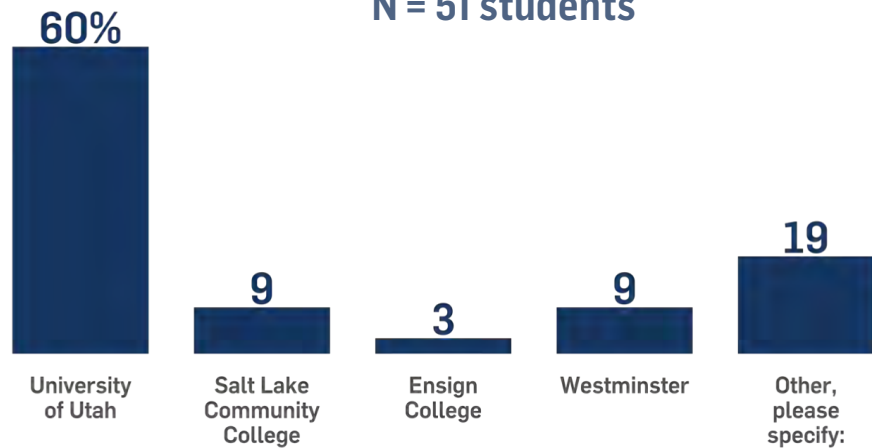
Average Age: 45



DEMOGRAPHIC DISTRIBUTIONS

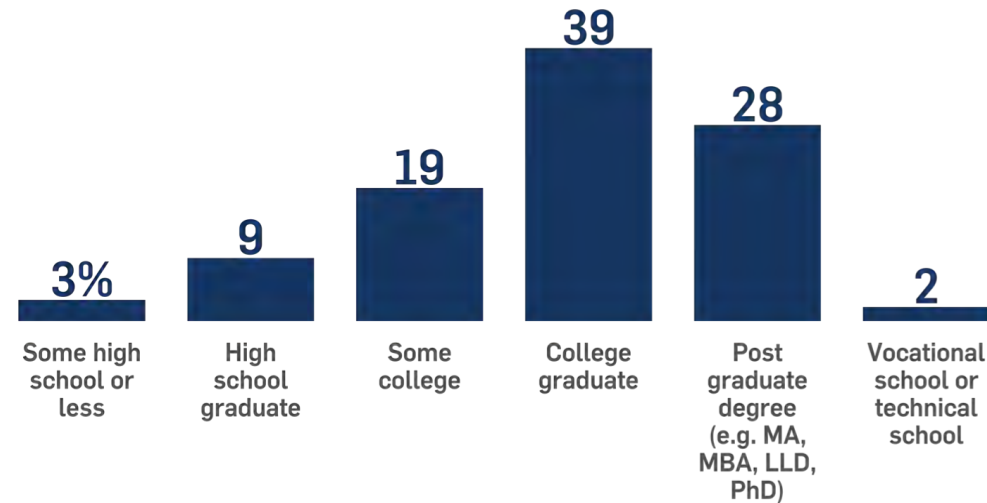
College/University

N = 51 students



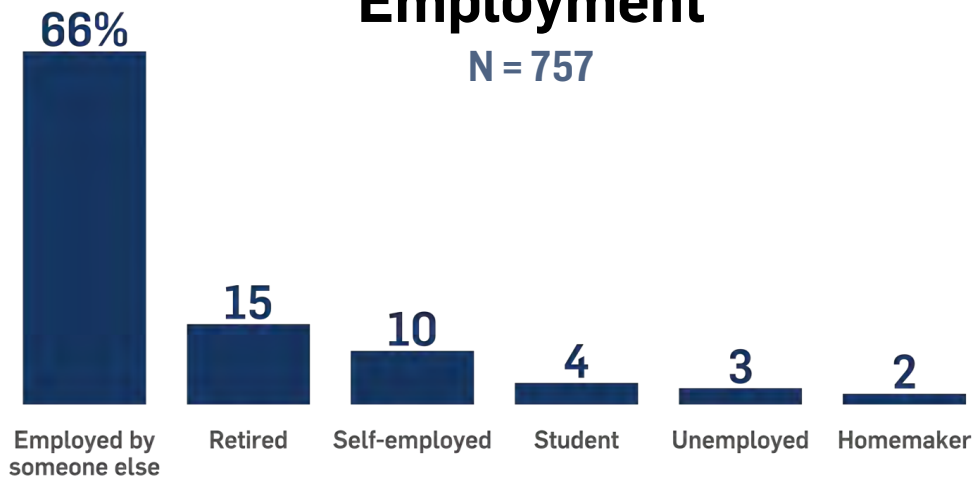
Education

N = 1,151



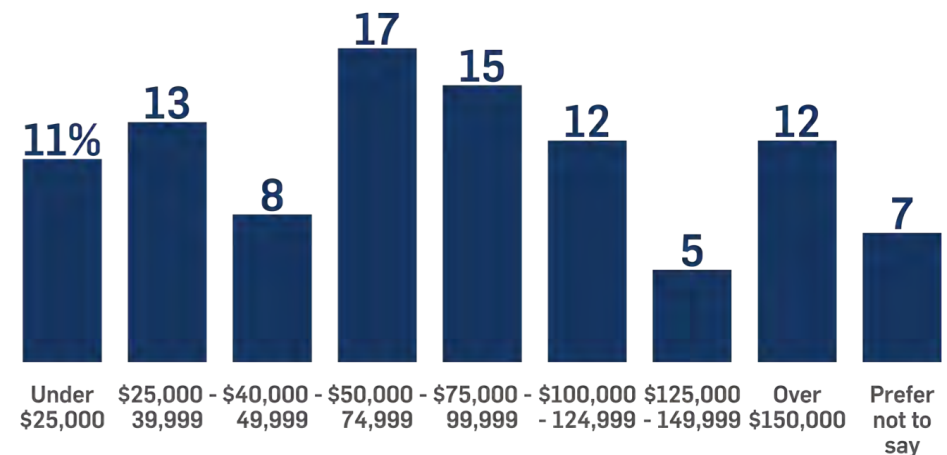
Employment

N = 757



Income

N = 1,109





SALT LAKE CITY 2021 RESIDENT SURVEY

REPRESENTATIVENESS & DEMOGRAPHIC COMPARISONS

MAY 2021

This memorandum serves to explain the representativeness of the 2021 Salt Lake City Resident Survey sample to the general Salt Lake City population.

In total, 1,214 randomly sampled Salt Lake City residents responded to the 2021 Resident Survey, either via telephone or online interviews, with more than 700 respondents completing the full-length, online survey. The margin of error for a simple random sample with a sample size of over 1,200 is about +/- 2.8 percentage points with a 95% confidence interval. This means that in 95 out of every 100 samples of the same size and type, the results we obtain would vary by no more than plus or minus 2.8 percentage points from the result we would get if we could interview every member of the Salt Lake City population. This margin of error increases to approximately +/- 3.4 percentage points for the questions presented only in the online survey format. Thus, the chances are very high (95 out of 100) that the response values measured in this survey would be within 4 percentage points of the true Salt Lake City population value.

A sample that is as representative as possible of Salt Lake City is necessary in order to extrapolate accurate findings about and implications for Salt Lake City, but response bias often undercuts the representativeness of the sample. For that reason, we use a technique called 'weighting' in order to improve the representativeness of the sample with regards to known proportions of population demographics. Generally speaking, the weights are constructed such that when multiplied by survey results, the descriptive variables in the survey results appear as they would if the sample were fully representative, with underrepresented groups and intersecting groups having more weight, and vice-versa for those who are overrepresented.

The survey data are statistically adjusted using post-stratification weighting to correct for potential nonresponse error and potential coverage error. These types of sampling error result from collecting data from some, rather than all, members of the population. Nonresponse error would occur if the non-respondents from our sampling pool (those households randomly selected and invited to participate in the survey via mailed letter or live telephone interview) differed significantly from our actual respondents on their responses to the survey items. Coverage error would occur if the group that accepted the invitation to take the online or telephone survey differed significantly from the group that we are really trying to survey and draw inferences about (all Salt Lake City residents). Salt Lake City has generally high computer ownership and internet access rates among the general population, but in order to minimize our coverage error, we conducted this survey of residents via a dual mode approach (i.e., telephone and online interviews). Additionally, the survey was offered in both English and Spanish to increase accessibility and increase the likelihood that our sample avoids coverage error as much as possible. It is impossible to be absolutely certain about the existence of nonresponse and coverage error but weighting is assumed to minimize the possibility of such error.

Our raw sample of randomly selected Salt Lake City residents was more heavily female than the underlying population, included a higher than average proportion of residents age 65 and older with lower representation in the 18-34 age range, underrepresented non-White respondents, included more homeowners than are represented in the citywide general population, and slightly underrepresented the proportion of residents we would expect to see responding from City Council District 2. As such, for this survey, we weighted our results with regards to sex, age range, race, home ownership, and city council district.

Descriptive Variables

Variable	Value	Population Parameters (Target Result)	Weighted Sample Proportion
Sex	Female	49%	49%
	Male	51%	51%
Age Range	18-34	43%	42%
	35-44	18%	18%
	45-54	13%	13%
	55-64	13%	13%
	65+	14%	15%
Race	Asian	5%	5%
	Black	3%	2%
	Hispanic/Latino	22%	19%
	Native American	2%	1%
	Other	13%	11%
	Pacific Islander	2%	2%
	White	65%	61%
Home Ownership	Own	48%	50%
	Rent/Other	52%	50%
City Council District	District 1	10%	10%
	District 2	9%	9%
	District 3	17%	18%
	District 4	17%	17%
	District 5	15%	15%
	District 6	16%	16%
	District 7	16%	16%

Our weighting procedures take the population distributions for sex, age range, race, home ownership, and city council district and statistically adjusts the data for over- or under-represented groups. Weighting is an iterative process by which the distributions for all of the variables of interest are adjusted until they closely reflect their respective targets. When the weights are applied, the categories for sex, age range, race, home ownership, and city council district are within (at most) four percentage points of their actual values in the Salt Lake City population, according to the Census estimates from the American Community Survey (ACS). Weights are constructed such that the average value of the weights is 1, and trimmed so that any weights with values lower than the 1st or higher than the 99th percentile are assigned to those values respectively, to prevent outlier respondents from skewing the results.



Below, we outline the sources used for each demographic, the limitations and caveats of those sources where applicable, and any additional notes on weighting to that characteristic.

Sex

To weight by respondents' sex, we used as a baseline population data taken from the Census American Community Survey (ACS).

Using this population proportion comes with some loss of specificity as the ACS has no data on those who are non-binary or third gender in Salt Lake City. Because of how the weighting algorithm works, we assign such respondents a value of NA strictly during the weighting process and their weights are assigned automatically to 1. While the sample is not 100% representative of gender makeup in that regard (the ACS itself is off), we retain information on gender in order to look at responses of non-binary/other gender respondents

Age

To weight by respondents' age, we used as a baseline population data taken from the Census ACS for the age composition of the City's adult population.

Race

To weight by respondents' race, we used as a baseline population data taken from the Census ACS.

Making our data to conform to the ACS results on race is often a cumbersome process. Whereas we ask the race question as a series of non-mutually exclusive options (i.e., the respondent may choose as many categorical responses and in any combination as applicable), ACS and the Census more generally have their race data in the format of "Race (alone)", requiring some front-end cleaning on our part. While our sample is weighted on race alone (where a respondent is considered to be of a race when they select that and only that race), we retain the full race information in order to examine sub-group trends where applicable.

Home Ownership

To weight by respondents' owner/renter status, we used as a baseline population data taken from the Census ACS for the rate of home ownership.

Because the Census variable provides only a citywide home ownership rate, we create a binary designation for "Home owner" and "Rent/Other." In principle, the "Other" category contains a number of other arrangements, such as living rent-free with parents, being a university student, or other unspecified situations.

City Council District

To weight by respondents' city council district, we used as a baseline population data taken from the Utah Voter File.

While this is a sample of residents and not registered voters, voter file data on city council district makeup is sufficient for the purpose of tabulating the proportion of the City population within each district. When setting other compounding variables (such as race/ethnicity, home ownership or renter status, and income level) aside, living in one city council district or the other is unlikely to be independently significantly correlated with being registered to vote. Thus, the voter file proportions of city council district makeup suffice as a reasonable approximation of city council district proportions for all residents of Salt Lake City, when separately accounting for other descriptive variables.



SALT LAKE CITY 2021 RESIDENT SURVEY

ONLINE AND PHONE INTERVIEWS

MASTER TOPLINE REPORT

METHODOLOGY DETAILS

n=1,214 (814 online, 400 telephone)
Online interviews fielded 14 - 26, April 2021
Phone interviews fielded 14 - 21, April 2021
Margin of error +- 2.8 to 3.4 (for online-only questions)

For this survey 1,214 Salt Lake City residents were sampled from randomly selected households within City boundaries. Survey invitations to participate online were distributed via mailed letters marked with the Salt Lake City seal, and interviews were completed online and via live-dial telephone interviews.

Both online and telephone interviews were available in English and Spanish based on respondent preference. The telephone format of the survey was substantially pared down due to length of interview restraints for live-dial telephone surveys, but still contained the most pressing questions from the full survey. The percentages reported correspond to the sample size of the surveyed population to which the question was asked – either the full sample or the online-only sample.

The data were weighted to reflect the demographics of residents in Salt Lake City, specifically in regard to age, gender, ethnicity, home ownership, and City Council District.

CONTACT

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

Scott Riding, 801-556-3204, scott@y2analytics.com
Quin Monson, 801-367-6588, quin@y2analytics.com

Y² Analytics
15 West South Temple Ste. 1630
Salt Lake City, Utah 84101
801-406-7877



PRELUDE. Thank you for responding to our survey about public policy and services in Salt Lake City. Your time and opinions are greatly valued. Please note that your participation is voluntary and that all your answers will remain strictly confidential.

This survey takes most people about 15 minutes to complete. If you exit the survey before completion, you will be able to resume it at a later time.

On the next screen you will be asked to input the six-digit Access Code printed on the invitation letter you received in the mail.

To begin the survey, click on the “→” button below. During the survey you can use the navigation button on the bottom of the screen to advance questions. If during the survey you do not see the button, scroll down until you see it.

s_QUALIFY1. Do you currently live in Salt Lake City? (n=1,214)

Yes	100%
-----	------

n_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=1,207)

Quality of life	Average response 77.8
-----------------	--------------------------

s_DIRECTION. Overall, would you say Salt Lake City is headed in the right direction or the wrong direction? (n=1,166)

Right direction	71%
Wrong direction	29

s_TAXDOLLAR. In general, how do you rate the service you receive from Salt Lake City for your tax dollar? (n=1,205)

Excellent	11%
Good	46
Fair	33
Poor	10



s_SERVICE1. 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)	Not applicable
Police department (n=1,197)	9	6	9	14	15	16	12	19
Fire department/Paramedics (n=1,198)	1	0	0	4	11	22	25	36
Parks (n=1,120)	2	1	4	8	24	32	25	5
Street maintenance (n=1,120)	8	9	12	20	24	15	8	4
Street lighting (n=800)	4	4	9	19	24	26	12	1
Recycling programs (n=799)	6	6	7	18	18	25	14	5
Sewers (n=800)	0	1	4	12	16	26	21	18
Drinking water (n=800)	2	3	3	12	16	33	29	1
Airport (n=799)	1	3	3	10	16	27	32	1
Snow removal (n=800)	2	3	5	13	20	31	24	1

s_SERVICE2. 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)	Not applicable
Garbage pickup (n=801)	1	1	3	9	13	30	37	7
Public parking (n=802)	5	5	15	19	24	18	8	5
Salt Lake City Library (n=802)	1	1	2	7	12	24	38	16
City golf courses (n=800)	2	1	1	5	7	9	5	70
Public transit (n=801)	3	5	8	13	22	18	13	18

	1 (Poor)	2	3	4	5	6	7 (Excellent)	Not applicable
City website (n=799)	3	3	4	12	19	15	5	40
Bike lane availability (n=800)	2	5	11	17	19	16	10	21
Sidewalk maintenance (n=801)	7	6	13	19	26	19	6	3
911 and dispatch (n=801)	3	1	4	6	9	14	12	50
Homeless services (n=802)	27	14	11	11	7	3	2	25

s_COVIDASPECTS.	Would you say the coronavirus has had a positive impact, a negative impact, or no impact on your...?		
	Positive impact	Neutral or no impact	Negative impact
Social life (n=800)	4	20	76
Financial well-being (n=800)	16	61	23
Physical health (n=800)	12	50	38
Mental health (n=800)	4	40	57

s_COVIDRATE.	How would you rate the job each of the following is doing responding to the coronavirus pandemic?			
	Excellent	Good	Fair	Poor
United States federal government (n=1,187)	11	32	34	23
Utah state government (n=1,193)	11	30	35	23
Salt Lake County government (n=1,185)	17	45	30	8
Salt Lake City officials/local government (n=1,183)	22	42	26	10



s_CITYACCESS. To what extent has the coronavirus pandemic impacted your access to City programs or services(i.e., City offices, public meetings, City utility services, or other programs provided by SLC departments)? (n=1,181)

To a great extent	12%
To a moderate extent	30
To a small extent	33
Not at all	25

s_RESOURCE. Did you or a member of your household utilize any emergency aid or relief resources in the past year in response to coronavirus-related circumstances?

(These resources include but are not limited to Unemployment Insurance, Pandemic Rental Assistance, SBA Disaster Loans, Utah Leads Together Small Business Bridge Loans, Utah COVID-19 Commercial Rental Assistance, SNAP Benefits, Paycheck Protection Program (PPP) Loan, emergency food assistance programs, Mortgage Assistance, Rapid Rehousing, etc.) (n=1,195)

Yes	17%
No	83

s_HOMES1. 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
I am pleased with the way my neighborhood looks. (n=1,193)	34	40	10	11	5
My neighborhood gets enough attention from the City. (n=1,186)	26	33	17	15	10
My neighborhood is connected to the rest of the City. (n=795)	35	37	15	11	3
Things in my neighborhood have gotten better since I moved here. (n=795)	10	21	44	16	10
My neighborhood is walkable. (n=795)	50	33	4	9	3
The schools in my neighborhood are important gathering places for the community. (n=792)	12	21	54	7	6

s_HOMES2. 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
I do most of my food shopping in my neighborhood. (n=794)	43	26	9	14	9
My neighborhood has the right mix of businesses and housing. (n=1,186)	35	34	12	13	6
My neighborhood has access to usable transit. (n=1,183)	44	30	10	10	5
My neighborhood has access to parks and public lands. (n=794)	54	33	7	5	2
There is sufficient convenient, safe parking in my neighborhood. (n=794)	25	34	14	19	8

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

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
In your neighborhood (n=793)	68	23	7	2
In downtown Salt Lake (n=792)	42	42	12	4

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

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
In your neighborhood (n=794)	33	34	24	8
In downtown Salt Lake (n=793)	12	36	34	18

s_IMPORT. 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.

	High priority	Lower priority
Invest in affordable housing programs (n=785)	76	24
Increase the availability of housing in our community (n=783)	59	41
Expand sustainability programs (n=782)	75	25
Attract, retain, or expand businesses (n=788)	46	54
Support local businesses (n=789)	87	13
Invest in public transportation (n=785)	59	41
Support the arts (n=786)	59	41
Increase amount of parks, trails, and open space (n=784)	63	37
Increase investment in the current parks, trails, and open spaces. (n=785)	71	29
Increase safety in City parks, trails, and open spaces (n=786)	66	34
Improve community policing (n=785)	66	34
Improve City street conditions (n=788)	66	34

r_IMPORT. 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.

	Average ranking
Invest in affordable housing programs (n=528)	3.27
Increase the availability of housing in our community (n=376)	4.08
Expand sustainability programs (n=518)	4.62
Attract, retain, or expand businesses (n=324)	5.4
Support local businesses (n=610)	4.82
Invest in public transportation (n=448)	4.87
Support the arts (n=434)	5.98
Increase amount of parks, trails, and open space (n=463)	5.32
Increase investment in the current parks, trails, and open spaces. (n=514)	5.56
Increase safety in City parks, trails, and open spaces (n=475)	5.35
Improve community policing (n=480)	4.1
Improve City street conditions (n=477)	4.51

s_IMPACTFEE1. How willing would you be to pay an additional \$25 per year if you knew the funding would be used for City infrastructure projects such as preserving Salt Lake City buildings and amenities, maintaining and improving streets and sidewalks, and increasing pedestrian accessibility throughout the City? (n=783)

Very willing	51%
Somewhat willing	28
Somewhat unwilling	12
Very unwilling	10

s_GENTRANS. What method of transportation do you most frequently use when traveling around Salt Lake City? (n=782)

Personal vehicle (e.g. car, motorcycle, etc.)	83%
Bicycle	3
Walk	8
Public transit (i.e. bus, train)	4
Rideshare (e.g. Uber, Lyft, etc.)	1
Electric Scooters	<1
Other, please specify:	1

s_PUBLTRANS. How often do you take public transportation when traveling around Salt Lake City? (n=781)

Nearly every day	4%
2-3 times a week	3
About once a week	3
2-3 times a month	4
About once a month	4
Several times a year	18
About once or twice a year	21
Less than once a year	16
Never	26

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

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Not applicable
Public transportation in Salt Lake City is affordable. (n=776)	19	28	17	11	4	21
The trains come too infrequently for me to use them. (n=774)	9	13	26	14	8	29
The train routes go where I need them to go. (n=776)	12	21	14	16	12	24
The buses come often enough to be convenient. (n=775)	9	23	18	10	7	32
The bus routes go where I need them to go. (n=776)	10	25	15	13	8	29
Buses and trains operate during the hours I need them. (n=775)	17	24	16	13	7	23
Buses and trains do not run late enough at night. (n=775)	23	19	18	7	3	30

s_COMPST1. How well would you say that each of the following statements describe the roads in the neighborhood where you live?

	Extremely well	Very well	Moderately well	Slightly well	Not well at all
Traffic is too fast (n=766)	12	21	27	22	18
They are safe for pedestrians (n=774)	14	31	35	14	6
They are safe for cyclists (n=771)	8	25	37	18	12
They are well lit (n=776)	9	25	35	17	14
They are well maintained (n=776)	6	24	33	23	14

s_COMPST2. How well would you say that each of the following statements describe the roads you use daily around the city?

	Extremely well	Very well	Moderately well	Slightly well	Not well at all
Traffic is too fast (n=764)	10	20	33	19	19
They are safe for pedestrians (n=774)	6	24	43	20	7
They are safe for cyclists (n=770)	3	13	45	24	15
They are well lit (n=774)	6	28	43	15	8
They are well maintained (n=775)	3	17	40	23	16

s_ENVIRO. 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.

	High Priority	Lower Priority
Improving air quality (n=773)	93	7
Reducing greenhouse gas emissions to address climate change (n=772)	81	19
Increasing access to healthy and affordable local food (n=769)	67	33
Creating more community gardens (n=765)	46	54
Increasing solar energy opportunities (n=771)	69	31
Expanding food waste that can be composted in the brown bin (n=770)	49	51
Installing more electric vehicle charging stations (n=769)	36	64
Improving residential recycling markets and opportunities (n=769)	57	43
Enhancing water conservation (n=769)	88	12
Creating a center for hard-to-recycle materials (n=771)	63	37
Encouraging residents to ensure race and income level are considered in sustainability policy and plans (n=765)	66	34

r_ENVIRO. 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.

	Average ranking
Improving air quality (n=653)	2.11
Reducing greenhouse gas emissions to address climate change (n=569)	3.51
Increasing access to healthy and affordable local food (n=469)	4.51
Creating more community gardens (n=294)	5.92
Increasing solar energy opportunities (n=481)	5.01
Expanding food waste that can be composted in the brown bin (n=331)	6.25
Installing more electric vehicle charging stations (n=266)	6.24
Improving residential recycling markets and opportunities (n=421)	5.82
Enhancing water conservation (n=615)	3.74
Creating a center for hard-to-recycle materials (n=468)	5.74
Encouraging residents to ensure race and income level are considered in sustainability policy and plans(n=458)	4.7

s_SLC. 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
Participated in a city public meeting or open house (e.g. city council, city advisory board/committee or community council) (n=385)	<1	<1	3	6	8	14	69
Attended a cultural event such as a festival or fair (e.g. Farmers Market, Arts Festival). (n=385)	2	8	12	22	17	17	23
Used a public library (n=386)	6	11	9	13	16	12	32
Shopped in the downtown area (n=386)	14	18	12	20	14	10	12

Shopped in the Sugar House area (n=386)	28	17	13	19	8	6	8
Visited a city park or natural lands (n=386)	42	18	10	15	6	4	5
Visited a museum or the planetarium in the city (n=386)	<1	2	6	11	19	27	35
Used a bike lane or urban trail (n=386)	21	11	11	12	5	7	33
Used a city golf course (n=386)	2	3	2	3	2	7	80

s_SLCPOST. How excited are you to do the following activities in Salt Lake City as soon as it's safe and available?

	Very excited	Excited	Not very excited	No desire to do this
Participate in a city public meeting or open house (e.g. city council, city advisory board/committee or community council) (n=386)	6	22	39	32
Attend a cultural event such as a festival or fair (e.g. Farmers Market, Arts Festival). (n=386)	63	25	7	5
Use a public library (n=387)	31	33	21	15
Shop in the downtown area (n=387)	31	33	25	11
Shop in the Sugar House area (n=387)	27	37	25	11
Visit a city park or natural lands (n=387)	59	31	5	5
Visit a museum or the planetarium in the city (n=386)	38	35	17	10
Use a bike lane or urban trail (n=387)	31	32	17	19
Use a city golf course (n=385)	7	9	14	70

s_ECDEV. 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 (n=770)	28	35	22	9	7
Salt Lake City should do more to support local small businesses (n=771)	33	37	25	3	2
I am interested in career advancement, vocational training, or technical certification programs in the community. (n=771)	17	22	33	11	17

s_WEBSITE1. Have you visited the Salt Lake City website in the past 6 months? (n=774)

Yes	49%
No	51

m_WEBSITE2. Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply.

To seek information about a City service (n=232)	23%
To find contact information for a City office (n=130)	14
To get updates on City events (n=65)	5
To pay a City service bill (n=100)	11
To look for a job with the City (n=28)	4
To seek information about the coronavirus or local health and safety guidelines (n=149)	15
To seek information about coronavirus support programs and resources (e.g. rental assistance, food services, employment opportunities, childcare, etc.) (n=51)	7
Other, please specify: (n=41)	5

s_WEBSITE3. 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
To seek information about a City service (n=232)	17	47	17	14	5
To find contact information for a City office (n=130)	20	46	16	13	4
To get updates on City events (n=65)	21	49	19	7	4
To pay a City service bill (n=100)	53	30	12	4	
To look for a job with the City (n=28)	6	51	16	24	3
To seek information about the coronavirus or local health and safety guidelines (n=149)	39	37	13	10	1
To seek information about coronavirus support programs and resources (e.g. rental assistance, food services, employment opportunities, childcare, etc.) (n=41)	11	36	18	16	18
Other, please specify: (n=51)	15	40	21	22	2

s_WEBSITE5. 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
It is difficult to find the information I need on the City website. (n=417)	8	20	35	28	10
The City website is well organized. (n=417)	11	40	35	10	4
I would recommend the City website to my friends and neighbors in Salt Lake City as a resource for information or city services. (n=417)	15	39	33	7	5

oe_WEBSITE6. What information was difficult to find on the Salt Lake City website? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)



s_CITYSTAFF1. During the past year, have you contacted a Salt Lake City government office to get information, file a complaint, or obtain services? (n=774)

Yes	40%
No	60

s_CITYSTAFF2. Overall, were you satisfied or dissatisfied with the city's response(s)? (n=358)

Very satisfied	38%
Somewhat satisfied	33
Somewhat dissatisfied	17
Very dissatisfied	12

oe_CITYSTAFF3. 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)

m_CITYSTAFF4. In the past year, how have you contacted the Salt Lake City government offices? Select all that apply.

In person (n=50)	5%
Over the phone (n=248)	26
Via email (n=123)	13
On the city website (n=149)	14
Through the mail (n=20)	3
Social media (e.g. Twitter, Facebook) (n=10)	1
Through the SLC Mobile app (n=35)	3
Other, please specify: (n=7)	1

s_CITYSTAFF5. How do you prefer to contact the Salt Lake City government offices? (n=770)

In person	6%
Over the phone	33
Via email	27
On the city website	26
Through the mail	<1
Via social media (e.g. Twitter, Facebook)	2
Through the SLC Mobile app	5
Other, please specify:	1



m_NEWS1. From which sources do you currently receive your information about Salt Lake City? Select all that apply

City newsletter inserts in water or other municipal bill (n=242)	22%
Email(s) from the City (n=252)	26
City website (n=208)	24
Newspaper (n=337)	36
Social media (i.e. Twitter, Facebook, etc.) (n=254)	40
Community council (n=123)	11
Social media livestreams (e.g. Facebook Live, Instagram Stories, etc.) (n=91)	12
City-hosted virtual events (n=25)	3
Other (please specify) (n=85)	10

s_NEWS2. From which source would you prefer to receive most of your information about Salt Lake City? (n=761)

City newsletter inserts in water or other municipal bill	10%
Email(s) from the City	38
City website	10
Newspaper	12
Social media (i.e. Twitter, Facebook, etc.)	18
Social media livestreams (e.g. Facebook Live, Instagram Stories, etc.)	3
City-hosted virtual events	1
Community council	3
Other (please specify)	6

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

Facebook (n=367)	48%
Twitter (n=152)	21
Instagram (n=309)	46
Nextdoor (n=205)	21
Linkedin (n=167)	22
None of the above (n=189)	19

s_CITYONLINE. Do you happen to see or read Salt Lake City's content or posts on any of the following social media platforms?

	Yes	No	Not sure
Facebook (n=364)	43	43	14
Twitter (n=151)	57	35	8
Instagram (n=307)	37	51	11
Nextdoor (n=205)	57	26	17
LinkedIn (n=166)	5	82	13
Reddit (n=122)	40	48	12
None of the above	0	0	0

s_SOCIALSAT. How useful are the posts or updates you currently receive from Salt Lake City's social media accounts for you, personally?
(n=331)

Extremely useful	6%
Very useful	39
Somewhat useful	48
Not very useful	4
Not at all useful	2

attributes. Below are different words that people could use to describe the police in your area. For each pair, please select the option that you think best describes Salt Lake City Police. Even if you don't completely agree with either option, select the one option of each pairing that comes closest to your opinion.

s_attr1. (n=1,080)

Trustworthy	67%
Untrustworthy	33

s_attr2. (n=1,076)

Fair to all	36%
Unfair to some groups	64

s_attr3.	(n=1,080)	Peaceful Aggressive	63% 37
s_attr4.	(n=1,067)	Patient Impatient	57% 43
s_attr5.	(n=1,082)	Caring Uncaring	67% 33
s_attr6.	(n=1,091)	Respectful Disrespectful	73% 27
s_attr7.	(n=1,114)	Approachable Unapproachable	66% 34
s_attr8.	(n=1,056)	Kind Rude	70% 30
s_attr9.	(n=1,075)	Engaged with the community Disengaged from the community	54% 46
s_attr10.	(n=728)	Helpful Unhelpful	72% 28

s_TRUST. How much do you trust Salt Lake City Police? (n=763)

A great deal	25%
A moderate amount	41
A small amount	23
Not at all	11

s_MESSAGES. To what extent do you agree or disagree with each of the following statements about local law enforcement?

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Decreasing the law enforcement budget will make my community less safe. (n=641)	30	16	16	16	21
Law enforcement agencies should build relationships with the community to develop strategies that reduce crime and disorder. (n=678)	62	27	8	2	2
Police officers in my community primarily focus on enforcement and keeping things under control. (n=350)	22	34	29	9	6
It would be valuable for the community if local officers interacted with the public outside of enforcing the law. (n=522)	47	36	12	2	2
Racial profiling is very prevalent within law enforcement in my community. (n=464)	30	25	25	9	11
Providing more funding to police will improve law enforcement in my community. (n=561)	20	20	22	14	23
Local law enforcement officers should attend community events, give public presentations, and participate in community service projects. (n=528)	48	32	15	3	2
Local law enforcement officers need to do a better job working with community members to identify problems and solutions. (n=497)	49	29	14	4	3

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

s_GENDER. Which of the following best describes how you think of yourself? (n=1,154)

Male	49%
Female	47
Non-binary/third gender	1
Prefer to self-describe -- please specify if you wish	<1
Prefer not to say	3

AgeRange. What year were you born? (coded into age ranges) (n=1,118)

18-34	42%
35-44	18
45-54	13
55-64	13
65 and older	15

s_TIMELIVED. How many years have you lived in Salt Lake City? (n=1,159)

Less than one year	1%
1 - 5 years	20
5 - 10 years	15
11 - 15 years	11
15 - 20 years	9
20 - 40 years	26
40 - 60 years	11
60 - 80 years	4
80 years or more	2

s_OWNTRENT. Which of the following best describes where you are currently living? (n=1157)

Own or buying my own home	50%
Rent my home or apartment	45
College or university housing	1
Live with parents	2
Other	2

m_LANG. Which, if any, of the following languages are frequently spoken in your home? Select all that apply.

English (n=749)	85%
Spanish (n=45)	10
Chinese (n=6)	1
Korean (n=2)	<1
Portuguese (n=5)	<1
Arabic (n=1)	<1
French (n=11)	1
Tongan (n=1)	1
Other, please specify: (n=33)	5

s_EDOFR. What is the last year of school you completed? (n=1,151)

Some high school or less	3%
High school graduate	9
Some college	19
College graduate	39
Post graduate degree (e.g. MA, MBA, LLD, PhD)	28
Vocational school or technical school	2

s_EMPLOY. What is your employment status? (n=757)

Self-employed	10%
Employed by someone else	66
Unemployed	3
Homemaker	2
Retired	15
Student	4

m_COVIDEMPLOY. In which of the following ways, if any, has Covid-19 impacted your employment? Select all that apply.

Change in employment status (laid-off, furloughed, etc.) (n=124)	11%
Started working from home (n=392)	36
Managing children's remote learning (n=134)	11
Postpone promotion or jeopardized future career prospects (n=109)	12
Decreased shifts/hours per week (n=126)	12
Loss of motivation or productivity (n=248)	26
Deemed an essential worker (n=243)	24
Other, please specify: (n=70)	5
None of the above (n=373)	24

s_STUDENT.	Are you currently enrolled at a college or university? (n=758)	
	Yes, full time	7%
	Yes, part time	4
	No	89
<hr/>		
s_COLLEGE.	At which college or university are you currently enrolled? (n=51)	
	University of Utah	60%
	Salt Lake Community College	9
	Ensign College	3
	Westminster	9
	Other, please specify:	19
<hr/>		
s_LGBTQ.	Do you identify as LGBTQ? (n=1,133)	
	Yes	13%
	No	83
	Prefer not to say	4
<hr/>		
s_MARRIAGE.	Are you currently... (n=1,143)	
	Married	46%
	Divorced	7
	Widowed	5
	Living with partner	13
	Single	29
<hr/>		
s_CHILDREN.	How many children under the age of 18 live in your home? (n=755)	
	None (0)	77%
	One (1)	12
	Two (2)	6
	Three (3)	3
	Four (4)	2
	Five (5)	<1
	Six (6) or more	0
<hr/>		

m_RACE.

Are you:

American Indian/Native American (n=11)	2%
Asian (n=32)	6
Black (n=14)	2
Hispanic/Latino (n=86)	21
White/Caucasian (n=987)	63
Pacific Islander (n=10)	2
Other, please specify:	4

s_RELIGION.

What, if any, is your religious preference? (n=1,156)

Protestant	6%
Catholic	10
Latter-day Saint/Mormon	21
Jewish	1
Eastern Orthodox	1
Muslim	1
Other religion, please specify:	7
No preference / No religious affiliation	48
Prefer not to say	6

s_INCOME.

What do you expect your 2021 family income to be? (n=1,109)

Under \$25,000	11%
\$25,000 - 39,999	13
\$40,000 - 49,999	8
\$50,000 - 74,999	17
\$75,000 - 99,999	15
\$100,000 - 124,999	12
\$125,000 - 149,999	5
Over \$150,000	12
Prefer not to say	7

s_QUALITY.

Finally, for quality control purposes, please rate your experience taking this poll. Would you consider the experience: (n=758)

Excellent	20%
Good	54
Fair	21
Poor	3
Don't know	1



oe_COMMENTS. 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)



SALT LAKE CITY 2021 RESIDENT SURVEY
ONLINE AND PHONE INTERVIEWS
MASTER TOPLINE REPORT

APPENDIX

oe_WEBSITE6. What information was difficult to find on the Salt Lake City website? (n=92)

staff contact information, information by area rather than department

Project information and contact information for project managers. As well as a phone number instead of just an email address.

I always feel like whatever I go there for, I always have to go to three or four different pages until I find what I need.

Recent past city council meeting videos are difficult to access. The older ones are right at my finger tips to watch, city needs to update that.

details on proposed new development projects

navigating to the proper location to pay a water bill is not intuitive and requires way too many steps. Contact numbers are also more difficult to find at times

Too much searching and poor information on yard refuse bin pickup

None

nothing

It is difficult finding the trail maps and project updates for the foothill trails adjoining the city

Property information

What each departments services include

there just generally seems to be a lot of layers to everything

the search option is not easy to use and gives a broad amount of information I Had to filter myself

The City code/ordinance is difficult to navigate and link through.

Departments and phone numbers

Salt Lake City Housing was hard to navigate to update personal information for the housing assistance list.

the site was not easy to navigate. I wanted to know about approved residential planning permits in my neighborhood. It took many clicks

Impossible to contact a "live" person. Couldn't find the right department on the very confusing website. When I finally did contact a live person they wouldn't/ couldn't connect me with the person I needed to talk to. I think City employees have used the coronavirus as an excuse to not work and not respond to the taxpaying public.

Address for service

Green Waste Pick Up dates- had to google

Link to Sex Offender's information/site and how to handle homeless person(s) in our neighborhood situations.

the correct department to make a complaint about lack of parking for new business that is negatively impacting my neighborhood I have been passed around without getting any answers

How to replace a broken garbage can

Where to express concern about coronavirus mask violations and concern about the length of time renovations and landscaping are allowed to continue in neighborhoods (over a year)

It takes a few clicks to get my city water bill. Also, a little hard to find the place to call for a leaf can in the fall.

Contacting individuals from building and transportation departments.

I wanted to learn more about the process for getting civilly married during COVID -- for example, what offices were open, who could still perform ceremonies, and whether that process was run by the state, county, or city. Honestly it's confusing knowing what part of government does what -- I have a limited idea of what SLCity does vs. SLCounty.

Trash pickup schedule during the windstorm.

building codes, front lawn codes, additional unit codes, electrical code, soil code, CODES!!!

Permitting information. Had to call and email multiple people.

so many things, from departments, to codes, to neighborhood and housing information. it really is hard and I'm a highly intelligent person. It sometimes almost feels like its intentionally difficult so people just give up.

Where to find topical city ordinances

detail information about my bill... i don't understand why i pay a higher rate (per gallon) for a smaller garbage can.. i would like to see the justification

There's no "careers" or "jobs" tab in the mobile menu.

Don't remember

Green waste and recycling info

Special Exceptions for Zoning.

The code library where all the ordinances live is a little hard to navigate, but I think that's more of a reflection of the content than its structure.

all of it

Proper contact info for each department. The website is disorganized.

I don't know

Department contacts.

Needed Services.

Ordinance information.

Building requirements.

Permit requirements.

General contact information. I think for some who are not familiar with government. You don't know which department to look to for your need. Maybe better promotion of what each department does.

Looking for marriage information and also to renew my DL. It's more that everything is buried and there is so much information it's difficult to know where to go. Something like a "I want to..." option on the site would be useful.

Specific pages with specific information. I was looking for something regarding Police Reform and had a link but couldn't find it on my own without that link.

Finding things on any website is a run-around , period. I'd rather drink poison.

WHO exactly to contact for various home building needs - who can tell me what the easement is, who can tell me if they have water stubbed to the lot, who can tell me what information

zoning

Recycling information

Difficult to find recordings of and info on City Council/ RDA meetings

There is a lot of information and I don't frequent the website so I'm not familiar with the navigation. Because of this I rely on the search tool and this results in an overwhelming number of results. So I recommend having an advanced search where you could narrow down the search.

repair potholes.

Which division I need to contact to blow out my neighbor's culvert which continuously is being clogged by the eroding road thus creating a lake in front of my house nearly every time there is heavy rain. Maybe the "Bus Division" can permanently fix it since it's likely due to its vehicles. There is a bus stop in front of my house.

building permit info and planning and zoning status of neighboring property

Can't recall

There's a maze of organization of city offices and sub-offices; maybe find ways to increase synonyms for referrals? A label for services may make sense to a city planner or web designer but not necessarily to a user. That's why including alternate names/synonyms with referral to the official tile would be helpful.

It was difficult to navigate the page, and to find the menu, services, etc.

Some of the information such as permitting processes seemed to be hard to locate and verify

COVID information seems to becoming more difficult to find over time. Seems less important.

In general

It is always very difficult to find city meeting agendas. The website lacks adequate information about city parks and natural lands, it is not consistent or updated. It is hard to find accurate information about construction projects. I don't know where to go to find information about events. I cant tell how the city is organized on the website.

SLC School information (K-12 grade)

Information about construction in my area

Trash collection fees (i had to search on my web browser for the specific site)

any information about anything. I have tried to find info about parking restrictions, food stand zoning, taxes, police, etc.

I usually just google what I'm looking for and it does a better job of taking me through the website and delivering me where I need to find information (or the lack of info)

Job services are difficult to access. Most services are not programmed or equipped to operate on smart phones. This is irritating because to go try and use a desk top at a library or city building has been restricted due to the corona virus. This sentences people to impending doom because your services are NOT modern or compatible with popular devices.

How to report vehicle emissions

don't know

exactly who to talk to about a zoning violation. To actually talk to a person.

finding the correct contact information

Covis-19 shot centers

The pandemic and earth quakes forced city workers to go online before they had the tools to do so, that is apparent in their availability as well as the UX/UI of the website. Where citizens could talk to someone that day before. It took me a literally a year to get a garage permit where before it would have been a few days. Now I might not be able to build at all due to material costs.

Recycling info, when brown bin pick up would begin

Covid 19

Information about zoning rules and permitting. Found it eventually.

I can't remember.

recycling and waste management

how to participate in this survey, but i know all about surveyors now

Neighborhood bulk item pick up, getting a new garbage can of the apporp

earthquake programs

working around the court systems

Everything. I hate hunting and pecking. Instructions are non-existent. There should be an easy-to-find paper outlining the process and flow of building permits. /// I did not receive some of the notifications that should have gone to the listed email/contact (e.g. second half of building permit invoice.) By the way ... including the total cost of the permit. I was only told of the 1st phase amount. When the permit wasn't coming, I had to call to find out there is another notification of additional charges that should have come by email notification.

The navigation is terrible!

Phone numbers

gramma reporting

Vaccination location events.



The search bar did not help to navigate who and what I was looking for on the site.

Navigation of site

Garbage pickup, start of brown bin pickup. Why the city employs people to sort through garbage containers on the street on garbage pickup days...manpower and vehicle resources deployment..

I attempted to contact the mayor's office in order to seek information and assistance regarding the homeless encampment on 100 South and State and never received any response at all. No response even to a follow-up email that I sent.

Locating the citizen portal and applying for business license.



oe_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=191)

The Salt Lake City court system is racist and allows an elderly lady immigrant to be locked up for life off of one person that is not equal justice.

I accessed street maintenance services and used the fill-in form to report the potholes on Denver St between 300 S and 400 S, the potholes are only increasing and have not been filled.

none

Keep up the good work

My main concern is all the air pollution that we get in the valley and the only solution for this is to have all the dealerships to stop selling and buying cars, I know it's going to affect the economy, but that's the only solution, they can find another job or business, rather than being reaping off people.

Right now it is hard to get an employee to answer the phone without having to leave a voicemail and get a return call. Some offices have a receptionist others do not. Those with a receptionist are easier to get a hold of employees than those who do not.

I don't have an experience to share about a specific employee, but would like to comment in general due to the lack of follow up questions in the survey. The way that the city, state, and federal governments have responded to this virus has made life in this city (and most, I'm assuming) nearly unbearable. I used to take public transportation several times a week, go to all kinds of performances, browse the library often, and generally enjoy city life. All of that is gone. These draconian policies have successfully made everyone terrified to go out into the world to do business, have fun, take in culture, and generally be relaxed while living life. Even masked and separated, people now look on each other with suspicion and disdain. All of the city activities I listed above are no longer enjoyable and some are still not possible. The reaction to the virus has been far more damaging than the virus itself; our kids' education, the way citizens view each other, the sheer number of businesses destroyed, the people thrown into financial ruin and homelessness. Government and specifically the Department of Health should be ashamed. We've had pandemics in the past and have never shot ourselves in the foot the way we have with this one.

Have had to contact SLCPD on several occasions and found them to be very courteous, empathetic and helpful.

Employees of Salt Lake City Housing have been extremely helpful in upgrading different parts of our 1950s home

none

In general I feel that the employee base is all oriented toward providing entertainment and other services that are, in my opinion, not the responsibility of city government.

I am grateful for all you are doing during this difficult time.

I sure wish we could get police officers to patrol the avenues. Crime is through the roof and they really don't want to hear about it

Generally responsive to emails which I appreciate

Water services. Were very helpful.

n/a

n/a

None

Super helpful

The construction company the city hired to redo our street did an awful job. The company eventually came back to fix the gutter in front of my house. Although the gutter water now drains, I now have a huge dip I drive in/out of every day.

Salt Lake City police officers responded quickly to my multiple theft reports

We had a broken water line on the street side that the city fixed. That was last year and we still don't have any grass where they dug the hole. I'm not sure if that's our responsibility but there was zero communication about the process. We also complained about a noisy man hole cover and never heard back.

City Council members have been responsive in responding to concerns I wrote them about.

Many streets on the city's East side are badly needing repairs-some of which I have reported previously--sometimes with good response and other times not at all. I have reported 23rd East from 1700 So to the Zoo with little or no response or action. Please repair Oak Hills

Way, Alton Way, and other streets in this general area. What happened to the 30 plus million bond for streets, etc.?

Why are streets in Poplar Grove and vicinity kept in better repair than so many East Side streets??

no one answers the phone, no one returns calls, message cut me off numerous times. Very poor service. Employees would be fired in a private business.

I tried to get info on "save the bricks" and the person never called me back as promised.

I decided to request a glass recycling bin. The pickup has been smooth. I greatly appreciate the notices of dates of pickup. The cost is reasonable.

Covid meant i refrained from doing things i like to do in SLC,,but thanks to librarians for their ongoing help!

When I asked the city for an extra yard waste barrel in the fall, they are always very responsive

Slow response of theft reports to SLPD

i spoke about better roads no response

The police department is terrible at solving the theft and petty crime issue that is plaguing our neighborhoods. I've called the police about break ins and thefts. They don't do anything to solve problems.

In 2020 the city chose to close Stratford Avenue to cars claiming we needed more walking space during COVID. [REDACTED] right next to Sugarhouse Park and Parley's trail. [REDACTED] sidewalks on every street. It was a politically motivated decision which closed the main artery into our neighborhood and put more pressure on surrounding streets. No one seemed to care about our concerns or complaints.

Sherri Swenson's office does a great job. I'm pleased Mayor Mendenhall is seriously considering permanent housing solutions for the homeless in our area. We need to help provide them stable housing, the only way towards recovery and improving quality of life. Also, while I'm here... let's consider turning those terrible mass-produced corporate apartment complexes that are too expensive for our residents to afford, and therefore are all less than 50% occupied, into permanent housing for our homeless neighbors.

help with parking enforcement and city ordinances for messy yards very helpful

Usually pleasant to deal with.

I guess the time it took to get a reply, but with covid, things were very different.

Failed to complete the tree trimming around the power lines in my backyard. May be a safety risk.

people drive 50+ miles an hour on my side street [REDACTED]. I asked for a speed bump and was given some policy from the 1990's stating the city didnt do that. Someone will be heavily injured on my street and no one seems to care.

some are awesome, some need to get off their phones, overall I have had positive experiences with only a few that don't understand their job

none.

For a small city like SLC, why is it so difficult to get a brief audience with the mayor or police chief? Responsiveness and communications with an average citizen is very difficult. This is not NYC or Chicago. However, Chris Wharton is very responsive.

City employees are virtually impossible to contact by phone and they are using the Coronavirus as an excuse to not work. I haven't missed a day of work due to the Coronavirus. I go into my SLC office in every single day, yet tax payer subsidized city employees don't seem to be working

The Latino street workers are very unfriendly and will not answer you. the Salt Lake City Police officers are very friendly and offer up their lives on a daily basis.

Annual trash removal be reinstated

Our neighbors were unhappy with the plan to restripe 13th east, making it a much faster road than before. The person who I called to discuss this with was less interested in my opinion as a citizen than defending their plan. I was hoping for a receptive conversation and that did not happen. (This call was during Mayor Biskupski's tenure).

I called the city water services because there is a consistent river of water flowing from someone's sump pump into the gutter of our street that is a mosquito breeding area and attracts other bugs. They told me there was no way to help this because the person's sump pump is not city property. I would appreciate more regular clean-up of this gutter at least, or ideally to have the issue somehow dealt with.

I don't remember the office or the person's name but when Google Fiber came through our neighborhood and started tearing out chunks of our parking strip, the city official I spoke with was very helpful to address my concerns. He also gave me the contact info for the Google



Fiber quality control person so I could rectify the issue quickly.

Your Urban Forestry employees are also very responsive and knowledgeable.

I have had to deal with the Urban Forestry Office. The tree in front of my house was old and failing. The tree was removed last fall, and the replacement happened two weeks ago. Everyone with whom I interacted, from the office to the tree cutters, were very professional. Thank you.

City Traffic people do not return calls or address complaints from residents to the traffic divisions in reply to speeding complaints..

911 services. Excellent in all ways.

difficult to reach

The Employee was fine, but he (an animal services guy) needs another 20 or 30 people to help him, way understaffed.

I feel that they are just pretending to take my concerns seriously

I have only dealt with positive, helpful City employees. Service has been very good.

I think our current Mayor is a jerk for cutting the police budget!!!

Not impressed with employees encountered a city and county building

They were very polite but could not answer my questions nor tell me where to go. I had to figure it out myself. I was attacked by a dog and wanted to find out what to do and contacted several departments. Some called me back and others never returned, my call.

City employees are harder to get ahold of, since working from home due to Covid.

No comment.

The city tree planting experience was very easy & convenient.

I want the Hendrickson shooting range open for the public for target practice. I do not want the city to spend millions of dollars remediating the lead in the soil there. Open the range up to the public like it once was. hunters need a place to practice shooting.

There are a number of alleyways in SLC that the city does not maintain, and the residents cannot afford to maintain, so the infrastructure is crumbling. Fuller Avenue is in particularly terrible condition.

Difficult to reach someone during Corona virus.

We are being taxed to death. with little to no decision making influence. seems like there is an enormous amount of waste in our government. granted some isn't just city but county, state and federal. I'm pretty frustrated with how much my property taxes have increased the last 4 years. I'm paying almost \$2k more a year in property taxes than I was 4 years ago!

The police department is overwhelmed. We need better funding and more officers! There is no traffic patrol on State Street, from North Temple to 21st So. It is outrageous how dragsters and racers occupy State Street from North temple to 21st So. It is clearly a dangerous situation!

contacted police for a stolen mail report. Low priority, I know, the process was easy (online). Received confirmation and email "request for evidence" which I thought was good considering the priority of the crime. Received an update a few days later. Overall, I was satisfied. It's a tough job!

I was told that the street I live on is not in the city. I wanted side walk repairs. I do live in the city.

it was concerning garbage pick up.. they came back in the early morning and did our road that they had skipped on garbage day

...

Response time is slow

N/A

Krissy in the Planning Division was very helpful. All the employees in Liberty Park are wonderful. The staff in the Aviary are fantastic. Not sure if all the people who helped with tree clean up after the windstorm were city employees or contractors but they all worked hard and were polite.

No.

The new city flag is BOMB. But I don't see it anywhere. The Public Safety building is still flying the old ugly flag. Make them change it! Flag our glorious flag everywhere!!!!

Employee responded to what I need in a timely fashion, was pleasant and professional

In my old apartment (also in SLC), our neighborhood's water was turned off, without notice, several times and only turned back on after several calls to public works utilities. Officers never responded to an attempted breaking and entering at our apartment but instead called us back six hours after the incident was reported. The maintenance crews doing the slurry seals always do a great job.

They failed to fix a city caused water main leak on our property.

A city employee helped us deal with our flooding water system. He was very helpful!

I would like city employees to put themselves in the citizens place they are dealing with, I would like them to consider the hardships they create by being strict with power instead of being helpful with compassion knowing the burden the city puts on its citizenry.

Employees were not the problem, it is the repair of our street, sidewalks and gutters. Our street was skipped for past 10 yrs.

Love you guys! <3 Stay safe out there!

Keep up the good work Team

I found employees courteous, patient and knowledgeable.

I contacted my local counsel member and the community liaison. I got responses back from both. I feel they are a receptive as they can be, but in general they probably deal with various complaint after complaint. So I think who ever complains the most is heard and acted upon even if its not the best. I live in a house by [REDACTED] and in I am somewhat satisfied with its arrival. Neighbors I feel have disproportionally complained about crime and parking. I feel as though the crime that is around our neighbor has always been there and with more people its coming to light. I think this problem in some sense will solve itself as more people come in the bad aspects will be exposed and eventually rooted out. As far as parking I think its hard for the neighborhood to complain when most houses have driveways to fit multiple cars and still residents with homes still park on the street. I don't see how we can complain about people living in apartments parking on the street. Overall these complaints are brought to council in our area and I hope they don't simply listen to people who complain the most. We should continue with some of the higher density and have it interspersed in neighborhoods.

Salt Lake used to be so beautiful. Now it's hard to find any area of downtown or North Temple leading into town that is not covered in mounds of garbage and populated by angry dangerous people. Each administration promises to "address" the homeless situation. It's time to stop. Every action the city takes only increases the homeless population. If anything you do only makes the problem worse, it's time to wake up. Every approach has failed. we now need front loaders and dump trucks around the clock to attempt to clean up this mess the city has allowed to happen.

Trax should run at least once an hour all night long.

The employees were helpful, it was just again that no one was clear on WHO to go to for these building requests. I was passed between 3 offices.

As the city grows and building increases - y'all need to figure it out! Make it clear and easy for someone other than a hugely experienced builder to know what to do and where to go for info.

poor response to street lights and sidewalk repair on my street

no

Salt Lake City public utilities employee answered the phone and was courteous and helpful

Need more police at night patrolling the neighborhoods. many many car break ins every night

n/a

None

The Urban Forestry Division is awesome! They did a fantastic job addressing the windstorm last fall.

Not applicable

Randy Devereaux and Mark Moore have been helpful with our building inspections

In the interest of full disclosure, I work for the City Library, so my answers specific to the library itself are probably a bit biased.

823522

I've had a couple of items stolen / break-ins. It seems like there are plenty of cops willing to pull people over and give tickets, but no one staffed in the area responding to crime. I don't want the police defunded. I want them reallocated away from traffic tickets.

The police are helpful about 50% of the time. As a single mom I would not expect much help.

Please stop giving blanket approval to every 5 story boring mid rize development... we need more housing sure, but it could be built better, prettier, and higher quality than the crap going up

neighbors are trying to get info about drug house across the street and stop non-permitted remodel. no phone call has been returned.
I was disappointed with how the May 2020 riots were handled.

All Salt Lake City employees that I have ever interacted with have been incredibly helpful and been good overall experiences. My frustration is based on continuously being rerouted to multiple divisions every time I attempt to "deal" with an issue.

I was very pleased with my interaction. The person I spoke with was very nice and immediately knew the answer to my question. I felt good about the interaction afterward.

The water department where I bought the rain barrel was a pleasure to deal with because I spoke with two different ladies who were responsive and informed me on what I was asking about. I wave to city streets drivers when they drive by - and they almost always wave. I consider them to be an important part of our community. I appreciate very much what our public servants do; they contribute every day to a better community. The snowplow drivers, trash collections truck drivers, streets maintainers, sewer and water - all of the infrastructure in our community that works day in and day out - is maintained and operated by unsung heroes, whose jobs may not be exciting, but whose jobs are very important to a well functioning city. without them we would not enjoy the high quality of life that we enjoy. Public civil servant employees are the tortoise - steady and constant - in the story of the tortoise and the hare. It is all respectable and important work they do and they deserve recognition and thanks from the community they serve well every day.

I contacted the department in charge of street lighting to complain about an excessively powerful, bright and invasive street light and advocate for it to be shielded and changed to a less powerful and warmer-colored bulb, but no action or reply was provided.

inconsiderate of my inquiry told me to go to another department

Identifying then "right" person with the power to make decisions/share information can be complicated.

I communicated with Mitch Hanson regarding sidewalk repair shortly after the windstorm in September. Mitch was responsive, polite, professional, and prompt when we met. He continued to follow-up with me over the next few months to let me know the progress of the work request. He is a fine city representative and does a commendable job.

I purchased a pre-owned vehicle in June of 2020 which I needed to register and had to renew a driver's license. Both instances required me to contact the DMV or the Drivers License Division and both experiences with city employees, either in-person or over the phone, were fantastic. Website, appointment booking, and communication were simple and efficient.

animal control is very responsive, the police are not (in responding to email)

The Salt Lake City Public Library system is stellar. I thank each employee for contributing to this important community resource.

It takes an extended period of time to receive responses.

Love the city and how it is run. Strongly support initiatives to improve air quality and sustainability and decrease crowding, if this is possible given population growth.

No personal interaction. I noticed that a large light globe was leaning and about to crash to the side walk on 300 S between Main and W. Temple. I called 2-3 agencies to report. Left messages. It was fixed, but no one followed up with me.

I was very satisfied with the person I dealt with a few months ago

By the most part, the employees are knowledgeable and friendly

We utilized police services. They were more interested in investigating car break-ins than in investigating our home break-in (both happened in the same night and were dealt with by the same officers.) That seems like very backward priorities.

I think Sim Gill acted horrible this summer & continues to do so

no comments

I have generally found SLC employees helpful and responsive.

SLC Road Department employees regularly sleep, for about an hour a day, & leave City vehicles idling while sleeping during that hour.

Generally informed and courteous

I called about google fiber leaving their vehicles in front of our house for months while they worked in another neighborhood. They also left cones and other messes. The city responded promptly and passed on my grievances with google. I appreciated the the city's response and follow-through.

Some are very pleasant, some are disinterested or rude.

When elected officials are contacted, there is never a response from the person. A simple e-mail saying thanks for your communication would be appreciated.

Julie Lepore in code enforcement does a terrific job.



800 South, Westbound from 1300 East to 900 East needs speed abatement badly! Many people are traveling more than 20mph over the speed limit.

I applaud the SLC Mobile App

City building inspectors should be easier to reach
very helpful

I was sent to 3 different departments and three different numbers and dealt with reluctance to handle a street sign issue in front of my apartment. It never got solved so I solved it myself

All of the employees at the DLD that I dealt with were amazingly nice.

I do not recall her name, but a woman that answered the phone to take my suggestion of a street repair was very helpful.

Was pleased to to see the repair (pothole) done very quickly.

The SLC employee was polite and informative.

No support with the neighbor's tree blowing into utility lines. However a few years ago my tree on the street was dying and they came to see it, trimmed off alot of the dead stuff and gave advice on caring for it - when we had the wind storms in September I hardly lost a twig - THANKS - I wish I remembered the director's name - he was great!

They seem scattered and disorganized. They made mistakes to our case several times. Misprinting our information and saving it on file that way. Even after being corrected and confronted several times the issues continue to persistent. Regardless of the fact that they are dealing with our livelihood. Things like health insurance and supplemental income are not things that should be handled by teenagers and incompetent lazy good for nothing drones. The employees seem poorly trained and apathetic.

All I could do was leave a voice message. No one called back. I don't even know if I left a message with the right department.

Not sure if they are directly employed by SLC, but the Downtown Salt Lake City Post Office is basically unreachable. I had to escalate an issue to a federal level where even they mentioned that it was difficult to get into contact with them. The issue went away on its own, but no action was done by the local post office.

no comment.

I reached out to the SLC Mayor about serious concerns with, never heard anything back from her or her staff. The mayor also promised in her campaign that she would reinstate the neighborhood curbside pick up, nothing has been done and Call 2 Haul is still a disaster.

while Salt Lake City seems to have more diverse employees and leadership, because the state is gerrymandered, unless you are conservative there is no voice. No voice for the homeless. All I see is development everywhere that makes the city (and Sugarhouse, my area) too much density and no open spaces left, except for Sugarhouse and Liberty parks which lack hiking and are always very crowded.

I called Animal Services to report nuisance dogs on my street. They came in a very timely manner, however, I noticed the officer was NOT wearing a mask (early April) and his report back to me was dismissive and condescending.

I have always had positive experiences with SLC employees.

A woman at the water department (?) helped my buy a Hive pass, and was very informative and efficient. Her name might have been Aleishia - I can't quite remember.

Because they are trying to get to everyone, they don't really have time to help anyone adequately. I would rather be able to get on a waiting list, knowing that when I get off the phone I will have everything I need. The current queue is horribly inefficient.

Have not had any exchange with any city employees.

I called to file a report and ask for the right SLC employees who would come out to home close to mine that illegally digging out sidewalk and curb in front of his house, exposing underground pipes, wiring, etc. I got transferred and given the wrong department over and over. Finally, someone came out, but not until the next day. I was afraid the neighborhood was going to explode.

My interactions with the police have been friendly. I wish they had resources to pursue minor crime though. We've had our vehicle broken into twice this year and a package stolen. I would like to see more patrol in our neighborhood. [REDACTED]

I'm happy with the Mayor.

the phone is very difficult to get someone

I was most pleasantly surprised by my interaction with a person in the building department who went out of his way to help me find information regarding the condominium community in which I live.

Feedback falls on deaf ears.

I think the city has been doing a pretty good job overall.

The water division should improve services to view personal water usage. The staff are not helpful

With City staff working remotely, it would seem that getting call backs would be easier - it is not. I never actually received them and eventually just gave up or found so other way to get what I needed. This wasn't all of them but some.

streets, sidewalks, engineering need to learn that water won't run uphill (5 year effort)

The city employees by phone or email have been very kind, polite and helpful

Have found the Street Department, Recycling and Trash Dept and Urban Forestry Dept to have been very responsive and helpful.

I have not had a response to an email for over three weeks, when I was told this was the fastest way to get my question answered.

My concern had to do with the extreme bright amount of light a street light was producing on our street and the contractor handling this work for SLC did eventually take care of this problem by replacing the current light bulb with a lower intensity one.

have emailed several times over the past several years to ask if a certain item is recyclable in the blue bin and always gotten a prompt response.

Contacted employees suggesting that Sugar House community sidewalks needed to be repaired, but didn't receive a follow up response.

I have yet to hear about our application to get a tax rebate for earth quake-proofing our house.

When I was able to speak with someone in person, online, finally getting through to a live person, they were very courteous and helpful.

I contacted a Salt Lake employee about a question on residential building codes. I was given incorrect information. When I found and read the building codes myself and discovered that the information I was provided was incorrect, I pointed this out to my contact and asked if I was interpreting the building codes correctly. The contact then ghosted me and never responded despite several follow-up emails. Apparently they did not want to admit they were wrong.

Lost my jobs, was evicted bc landlord sold the building (entire building of low income housing was evicted). Went to a housing authority agent for access to a security deposit grant, went back & forth for over a week before the housing agent told me that I had too much in savings for access to the grant. Just a lot of effort thinking I was going to get help, only to be left without help.

With the exception of not getting earthquake assistance information from the Mayor's office (none, nada, nothing useful,) I usually find someone in the other departments who could explain and/or help.

I don't know is not an answer. We are calling our city for help. It is ok to find out the information and call us back. But I have gotten the answer idk from every agency WFS, UI, Labor Commission, SLC public utilities. We need you when we can't help ourselves that is why you are government to help and enforce your community.

We have homeless people camping near my home.

Needles, garbage, human waste. City seems to think it's ok since it isn't their neighborhood. Took many requests and a long time for anything to happen.

At the point of wondering if I need to move to the suburbs which is just depressing :(

I have reported a 'pothole' and broken branch; Both were responded to in a timely manner.

the homeless encampments in my area are out of hand.

The SLC Police are great. I've had 2 cases with them in past 4 years. They handle themselves well and do a great job jumping in to help with crime, protect and serve the community. Grown to love them.

Use SLC Mobile often. Like it! Great response.

I have a neighbor that is a hoarder that is storing items in the street, sidewalk and area across from his house. This has been going on for the last 16 years.

It took a LONG time to get ordinance enforcement to act on removing trashed couches, mattresses and junk car parts from city park strips.

water leaking in the street. came by soon to repair it but took a long time to complete the project

Quick response times and very helpful. Of all my complaints about the city, customer service is not one of them.

Employees were helpful.

When calling the SLC Mayor's office all I get is lip service.

They are professional

City services are generally good. My only complaint is allowing the homeless population to destroy neighborhoods.

My responses, except those critical of the upkeep of city streets, may be influenced by the short time I have lived in Salt Lake City and many visits to the city in the past.

No Thanks

I hope your office is taking into account that some of these questions were in regards to the last 12 months(there was a lot that we did not do in the past 12 months that we normally do) I did my best to answer more on an average. I also would like to point out that my family resides in the downtown area where we have much more access than most.

I received no response, as I previously stated. Therefore, I have no actual contact with any particular employee.

No action as yet on keeping scooters and bicycles off the sidewalks of downtown Salt Lake.

I'm retired, so I'm home A LOT! Just this week my green garbage bin was skipped over by the garbage truck. I caught up with the garbage truck driver while it was stopped two house up the street. I slipped and fell on the sidewalk, but I was able to catch up and say. "You missed my garbage bi," I said to the driver. "I didn't miss anything" he responded. I repeated my claim, and waited. He finally snarled, "Go get it." So I did. I wheeled my FULL green garbage bin up the street and the jerk finally emptied it. I pushed the empty bin back down the street and to the rear of my house. THIS had never happened to me before, and I've lived at this address for over twenty years.

Mayor should appear in public rather than hide in her phone at her fancy address. SLC govt services are useless and rude; they play stupid. City office employees use covid as excuse to be useless. The officer who is supposed to police rule adherence at Memory grove, does not; he just winks at "regular offenders" and drives by. Memory Grove is nothing but an off leash dog park. I have so much more to say.

s



oe_COMMENTS. 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=285)

Salt Lake City justice court is racist.

I am a Salt Lake native and for decades wanted to live elsewhere due to the political climate and dominant religion that muddles too much in politics. The income for women is still poor in our state compared to the National average and our social problems facing minority populations are troubling. Due to the beauty of the area and family here I have stayed and seen growth. Utah's struggles are focused on education - specifically lack of sex education and adequate taxation to fund the needs of our community. A head tax would be appropriate though I know this would never happen. The air quality is poor, childhood rates of asthma much too high, and child abuse is prevalent. I like Governor Herbert and am a big fan of our new governor. I have hope for the future, appreciate the Mayor and believe the ever growing diversity along the Wasatch front is the strength and driving force to build a better future.

Just a note I made to my self while taking the survey: some potential answers said "increase", so respondents may say no because they don't like that service, or no because they think it is already perfect.

We need to have spaces on street level for small businesses and services, cafes, antique stores, etc in downtown SLC. I want our city to be a place where people can gather for social events, dining and services. I want the city itself to be alive. I don't want malls to kill the city. Most of us don't prefer a mall experience. We like a true CITY!! Keep SLC alive with eateries and night spots and live music venues. Don't move everything to malls.

property crime in the Aves is out of control. Would love to see cops back on the beat once in a while.

love the city hate the church overreach

It is GREAT that SLC government cares enough about the opinions of its citizens to initiate/sponsor this survey.

Better communication for all, there are a lot of elderly, different races and non technological families in my area who aren't aware of things that go on or resources available because they don't have access to the internet or don't know how to look it up if they do. It would be great to be able to get you information out to these group in the forms of schools, libraries, public meeting spaces, parks, etc... Don't just take the word from stake holder or community councils that they are spreading the word or that they speak for the community. I have heard from many other residents they didn't know something was happening until it was too late to give input. This shouldn't be the case. It is OUR community we live here everyday, we should have a say.

I appreciate the purpose of the survey. I feel many of the questions do not have answer choices that allow for a true representation of a person's feelings or experience.

There was only one option to respond to homelessness. I think this is the most serious issue for the city and all of the options are very important. I think the city should build a camp site for tent dwellers with free toilets and showers with access to public transportation so that they will camp there and not on public sidewalks. They should not be allowed to camp on the lawns around the library or in places where there is no access to toilets. The Jordan River is polluted with human sewage.

The northwest quadrant of Salt Lake City is traditionally the 'go to place' for the city to put controversial projects/programs in. I.E. Prison, Inland Port, Airport Inn becoming a homeless shelter and most recently a halfway house/transitional housing for criminals. (1025 N 900 West, Salt City Inn) It is tiresome, and it would be nice if other areas of Salt Lake City start taking on some of these burdens instead of them being directed to the North West area. We have been the 'red headed step children' of the city for far too long. It is because of this that after 30 years of living in the Rose Park area, and the drastic increase in housing prices my family is considering selling our beloved home and moving out of state.

The questions were about the last 12 months and since it was during the pandemic it does not reflect what I normally do in the city. I shop more and attend more activities in the city.

The Northwest part of the city should be given the same consideration as ANY other part of the city. Thd city should definitely stop issuing building permits for multiple family units along North Temple. The city must clear the homeless and the biohazard ous waste from North Temple, and the Jordan River Parkway.

Please use tax dollars wisely, carefully, thoughtfully, instead of increasing taxes. Instead of trying to have it all.. Put things on hold or do without. Find ways to get what we need in a very fiscally responsible way.



Increase sustainability in energy use and efforts towards cleaner air. Maybe a program to offer community solar/wind generated electricity to homeowners and businesses?

An inexpensive suggestion: provide better information on what materials are and are not actually appropriate for the blue recycle bins.

Before dedicating more millions to housing the homeless you should take a survey to see how many of "our" homeless were living in Salt Lake City or even in Utah when they became homeless. While there are many who deserve our help, too many migrate to Utah because we have a reputation for being soft on them.

Second those who sign up for housing should also agree to counseling and education on managing their individual lives so that they can become productive.

Some of the questions/answers were ambiguous. Not sure if the answers I gave give you a clear indication of my feelings.

Our homeless issue is a complete shame. With the Mormon community with so much money it is a shame they don't help out more with the issue.

I am very proud that my city does so much in recognizing the LGBTQ+ community.

I am happy to see that you did this survey. Please feel free to ask again.

Salt Lake City Police Officers have a difficult job that they do extremely well. I feel bad that they do not receive more support from our citizens and government for the hard work they do.

Love SLC but something must be done about the homeless problem/loitering/encampments!!!!!!!!!!

The survey took longer than 15 minutes--about 25 minutes.

My biggest complaint with SLC is that they took away my green car parking sticker. I drive a plug-in Prius less than 5 miles a day. It is a high priority for me to drive a low emissions vehicle. I had a green car parking sticker for over 10 years. I don't go downtown as much any more since they took my sticker away. We will probably be moving from SLC in the next 2 to 3 years to some place with better air quality.

Survey a little long; Wording on questions regarding rating in well are confusing

Love the city. i don't go downtown anymore because of the paid parking and the homeless on the streets. please hire more police

Hard to answer use of farmers markets and festivals in the last year, because everything was canceled. But in previous years I attend many of the city events.

The air quality and continuous increase in housing prices, plus lack of housing, in my opinion, are some of the worst problems that Salt Lake City and Utah has in general.

thank you

I worry about the overbuilding in SLC, there are so many large residential projects and people are being displaced. I also do not think the planning commission are considering the impact of this construction and traffic patterns. Things are really a mess and getting too crowded.

Too long

The question(s) regarding the police seemed pointed. Having so little interaction with the police, a good thing, I found the questions off putting.

The top three priorities for SLC should be addressing police violence, addressing homelessness in an ethical and compassionate way, and expanding housing for low income individuals.

none

There were two questions I couldn't figure out how to answer. They were questions that required ranking order, so I left them unanswered.

Homelessness, lack of police presence (enforcing traffic laws and patrolling neighborhoods) and very little infrastructure maintenance makes me feel as though we are on a downward spiral. I love this city, but unless we address the basics the city will lose its appeal to many.

Roads need serious attention. City Creek paved surfaces are heavily used for recreation and very poorly maintained to the point of patching patches and in part going to dirt. The new paths cut into the city creek area look to be done poorly and look like a mud slide and erosion disaster. Same with new trails added above 18th avenue Shoreline trail areas. I would like to see recycling include more plastic waste streams like soft bags. Traffic speed in the residential areas of the avenues where I live are too high and rarely enforced. Vehicles

making excessive noise are not regulated. Fiber optic companies were permitted to cut the roads but only a small percentage of the cuts were actually tar sealed over making it a hazard for bicycles and road maintenance issue.

A lot has changed in the Valley in the last 20 years. Crowds and traffic are big detractors here now. Skiing is nearly a no go due to Canyon and resort crowds, but the same is true for hiking trails/trailheads. It's hard to see the City/Valley being sustainable into the future with our water use patterns, car centric transportation, and consumptive habits. Plus, it's frankly too hot here in the summer these days ...

We just want government to be efficient with our hard-earned money. Erin Mendenhall is not effective. We want leadership that has vision and doesn't just bow to the crowd. Stop trying to follow the national trends that are headed in the wrong direction and just keep our city on track.

Please please please do everything you can to make biking safer. We wish we could bike to commute but it doesn't feel like a safe option. I would love to take my son on bike rides, but that feels reckless with how poorly our streets and drivers accommodate bike lanes.

I'd like to see more roundabouts in the city, especially in neighborhoods like the avenues. Reduce idle time at stop signs or lights, better protect pedestrians, and keep speeds under control

Some of the questions lack specificity

The state of Utah needs to take the people state taxes and use them in a positive way and learn how to budget in each category. The first thing that needs to be done here in the City Utah's to take care of the homeless population. The positive approach would be to give the homeless people a place to live with dignity and make them feel like they're human beings instead of taking away their encampments and treating them like they're trash. These are human beings at the city has decided that it is their responsibility to tell them where they can and cannot live where would you like them to live. Why don't you do something with the tax dollars that I pay and help these people out. Is the out of sight out of mind the way you're trying to work this around the public. These are people treat them as such.

I'm planning on moving out of Salt Lake this year. I used to love it here, but this city (and the region in general) are so overpopulated now. The hiking trails are filled with noisy rude people, and they leave bags of dog poop all over the trails. The electric scooters have made the sidewalks feel unsafe. Teenagers love to buzz by pedestrians at high speed. I have a near-miss situation almost every time I leave my apartment. The whole city feels crowded, messy, and rude, in ways that it never has before. I feel like the government does a good job of maintaining the city. But the quality of life has steadily decreased over the 9 years I've lived here. I know it's good economics to pack as many people here as possible, but it makes for a miserable living experience.

The crime in Sugarhouse area has increased dramatically in the 20 years I have lived at my residence. We have a car break in a minimum of once a month. The Nextdoor social media platform reflects that this is for everyone in our neighborhood. Reports are filed, nothing is done and the perception is that we are not heard as evidenced by lack of police patrolling. However, there is no lack of police giving out speeding tickets on 2100 South. Neighbors have lost thousands of dollars in stolen property yet the police presence is unchanged. It is rare to see any police patrolling the neighborhood. It is disheartening and many people want to sell their homes and leave the area. People who have moved here from much bigger urban cities i.e. Chicago, Washington D.C., have stated on Nextdoor that the crime in our neighborhood is significantly more than huge cities. It just doesn't make sense. I am frustrated and fed up. I have been looking to sell my home and build elsewhere for the stated reasons myself. Enough is enough! Something has to change. We have neighborhood watch, we update each other, we report crime and no change. This doesn't include all those who don't report. The numbers have to be astronomical! We need more police presence period!

So many things to think about & consider! Took me 4x 15 minutes! Questions that included the words "in the past year" I would have answered differently if no covid. For 25 yrs faithfully used bus & train!

N/A

please look into paving roads on arapahoe and maybe the alleyways need paving we have cleaned up our alleyways of homeless and rubbish

It feels like the west side of SLC gets overlooked compared to the avenues. This may be my bias from living in the west side speaking.

Please build some decent parks. There are not enough pickleball courts. There are not good options for young kids. Liberty park is so outdated. Clean up our parks and build modern equipment!

Sugarhouse is a total mess right now. Quit trying to turn us into San Francisco with all these high density housing developments. The streets can't support it and it's changing the nature of our community. Stop with the high rise development.



Again, lets stop wasting all the perfectly usable apartment homes on corporations and the rich, these apartments are empty and waiting to provide shelter to those in need. The apartment complexes are built so lets put pressure on the companies to do the right thing and turn them into a socially revolutionary charitable organizations. They could solve the homeless crisis in a day, if they opened their doors.

Some of the questions within the 'last 12 months' time-frame were difficult to answer, due to the pandemic. For example, I used to commute to [REDACTED] for work everyday on the bus, but I've been working from home since the pandemic started and therefore, haven't been using public transportation at all.

My partner and I moved here in [REDACTED] and have absolutely loved living here. We are very excited with the direction we see the city taking, and we hope to continue to see investments in local communities, especially those who have historically experienced marginalization. What's more, we really hope the city will prioritize initiatives aimed at readying the city for the expected future expansion; Salt Lake is only going to continue to grow in the coming decades, which means we need to invest NOW in programs focused on - for example - more housing (especially affordable housing and tackling the issue of homelessness) and environmental sustainability (e.g., more public transportation, cleaning our air, conserving our water).

Finally, I would LOVE if the city of Salt Lake had an email list serve of sorts, where citizens could sign up for free to receive weekly (daily?) emails detailing news, upcoming events, community spaces, council meetings, etc. As someone who is not on social media at all, I would greatly appreciate a resource like this, to help me become more involved in the community - politically and socially. I cannot express enough how great I think this would be!

Thank you all so much for conducting this survey. I feel honored to have been randomly selected and am eager to see the survey results whenever they are published!

Where will we see results of survey?

Our inner city streets are getting out of control. They need repaired. Graffiti is starting to pop up more in the avenues. Personally we have had only good experiences with policemen who have helped us and we have had some.

Think questions about gender are stupid.

The problem with this survey is there has been no unique input. The questions about police in my neighborhood are distorted because police only pass thru our neighborhood to go somewhere else. The only time they visit is the 24th of July when Liberty Park has over 75,000 visitors. Since they beat up a senior citizen feeding birds at Liberty Pond (about 10 years ago) they haven't come back. I was involved in an accident, my car totaled, we waited over 3 hours and the police never came. This was just a couple of blocks from my home. Last summer there was an accident in front of our home. 3 fire engines, 2 ambulances, the battalion fire chief and the gas utility repair truck all showed up 20 minutes before the first police officer showed up. As I stated earlier they don't know where this neighborhood is located.

When you push the homeless out of downtown where do you think they go? Please get them out of Liberty Park and the surrounding downtown neighborhoods. The police aren't doing it.

You have built colossal apartment buildings downtown. Where are the schools for the coming elementary kids? I understand the apartments were built for singles but what do you think happens when single men and women are at home?

I would have liked to have given feedback about the creation of the inland port. If we are to have clean air, which is one of my main areas of concern, it should be more of a public topic. It is going to be a major polluter and will harm most Utahns.

I love Salt Lake City, but the City's unwillingness or inability to control homelessness and the related issues has been increasingly worrisome. On several occasions when taking my daughters to Sugarhouse park we have encountered broken bottles, human wast, trash, and evidence of drug use left by homeless. Our parks feel increasingly less safe. I don't take my daughters to Fairmont Park anymore because of this. Our streets and public spaces look increasingly dirty and unsafe. As a Salt Lake City resident, my highest priority is ensuring my family feels safe and live in a clean place where I know I can take my kids to the park without having to worry about running



into broken glass or needles left over by homeless people. If SLC doesn't get better in this regard, my family is very seriously considering moving.

Thank you for addressing the needs for better streets and bike lanes! I know there's a lot to be done but I see forward momentum in this area and "complete streets" does not just seem like a catchy phrase!

Salt Lake City and Salt Lake County both desperately need better growth strategies. How does our explosive growth translate to quality of life? Who really bears the burden of our growth? How does it benefit longtime residents and taxpayers? Developers clearly are not paying their fair share for the impacts they are creating in the city and county. How do I benefit from this explosive growth? Clearly not from lower property taxes, pollution and crowded roadways.

you can't go back and re evaluate a response

A lot of these questions will depend on the "how." Especially in how the budget would be used in tackling to homelessness crisis in Salt Lake. We need permanent solutions, breaking up encampments is NOT the answer. Also defunding the police is the only answer to fight crime by police against our communities of color. "One bad apple" is a myth, it's a rotten system founded on racist ideologies.

The police are a requirement! Currently SLC is like the "wild west" since there is no enforcement of anything. I know we pay low taxes, but I guess the quality of the services reflex it.

We have lived in Salt Lake City for [REDACTED] years, owned 3 homes, and have raised our 4 children here. I have worked in SLC those entire [REDACTED] years...but we, and many of our neighbors, are planning to move because:

1) Policing- The city policing has deteriorated badly. Fewer visible officers in our neighborhood; failure to respond; increased crime because of lack of policing. We don't blame the police, rather the lack of support and funding they are given by the Mayor and City Council. It simply is not safe to live in SLC anymore. Our 4 children all moved out of the City into much safer suburbs! The City should fire many less essential personnel, and decrease many less essential services and reallocate the funds to the Police Department. The criminals know the police can't handle them and have become much more brazen in the outlying neighborhoods where thefts and vandalism has increased.

2) Homelessness- I look out my downtown office window every day and see an ever increasing homeless population doing drugs and other illegal activities. It has made SLC a much less desirable place to live and work, and the City doesn't seem to be doing anything about it. I NEVER see police enforcement unless there is an apparent drug overdose, which I have seen a number of times. We are having a very difficult time attracting tenants/clients to our downtown offices because of the poor reputation SLC suffers.

3) Public utilities - The maintenance of city roadways and other public utilities is deteriorating. Instead of maintaining the public infrastructure we have, the City is wasting their time and resources on re-designing and so called "modernizing" and narrowing roads i.e. the proposed narrowing of 2100 S. between 1700 E. and 2100 East when we are experiencing increased traffic due to the University, Research Park and U hospitals.

I love this city, but I feel there were many other questions that could have been asked. I don't like the scooters and I don't see why we need to demean our city with large juvenile works of art or graffiti. there are several empty homes in our area that draw squatters and the tent cities are moving into our neighborhood. None of us like that!

In our [REDACTED] neighborhood we have seen a dramatic uptick in break-ins, car thefts and property theft. Neighbors have written the mayor, the city council and the neighborhood council. There is a general feeling that the police force doesn't regularly police our neighborhood and that nothing is being done to stem the current crime wave. I am in favor of increasing budget for the police force as well as increase budget for de-escalation training. I have had some very good interactions with our police through community councils and would like to see this type of interaction be promoted.

Thank you for collecting these data

Put a train on 700 East that connects Sugarhouse and downtown/University. Or buses. I live off of 700 E and there aren't any buses that run on 700 E near my street. I need to walk to 900 E to catch the first leg of a two leg trip. I'd love to ditch my car for public transit if it made more sense to do so.

Salt Lake City Mayor should leave office due to the ineffective manner she is handling the homeless situation, and so many other of her positions.

I own a home on the block of [REDACTED] a new business was granted a permit to open a restaurant but only provides 3 regular parking spaces so overflow parking is now up and down the 700 block of Roosevelt ave this creates a number of issues day and night with

patrons blocking driveways and creating loud noise late into the night additionally Roosevelt ave is a very narrow street so when parking is full on both sides opposing traffic cannot pass in both directions so that people are pulling into driveways to allow traffic to go in both directions I am concerned that all this increasing traffic presents a hazard to small children living on the street who cannot be seen with all the cars parked along the street also patrons coming out of the restaurant are not stopping at the stop sign when going onto 700 east. a petition objecting to this was submitted prior to permit grant but was not considered the street needs resolution to this issue because we the residents feel we no longer have a livable street but simply a parking lot for this business.

I feel this survey was too long

I think there is a lot of waste in governmental money and there are many ways to reduce overhead costs and use that money more wisely. Cops shoot too many people. Homeless people need to be dealt with. The refineries just north of Salt Lake City MUST BE relocated. Traffic is becoming worse. Canyon traffic for skiing is a disaster. Overall I have a great deal of respect for city workers, but some of the leaders are not bold enough and the State Government is narrow-minded, overly conservative, and beholden to the LDS Church and Trump. it seemed that sometimes the excellent or similar response was on the far right and sometimes on the far left. It can be confusing and cause unattended responses.

Mayor Mendenhall has had some tough issues in her first year. I think she's done a good job. My only comment is that in our neighborhood, there seems to be a huge increase in car break-ins, stolen bikes and packages on the porch, vandalism and prowling. Rarely do the police come to take a report. They are stretched too thin. I would love to see the department beefed up so there are more officers available to all areas of the city. ***One more thing--Salt Lake City is way behind the curve in providing pickle ball courts. We need some premier pickle ball facilities spread throughout the city in parks or other appropriate properties. Please let this be a priority!!***

I think there were some questions raised about issues in Salt Lake City but there are more issues I would have loved to respond to. For instance, quality of learning and quality of leaders in salt lake school district, the ridiculous amount of high density housing going up in Salt Lake City, specifically the sugarhouse area. Salt Lake City and county leaders are SOOO concerned about the environment, yet they continue to ok high density housing which causes more pollution. Also, on that note, would really appreciate a law about backyard fire pits. It's really all about money in the end, not the actual issues. Also, sick of EVERYTHING being about the minority groups. Lets hear some positives instead of all the negatives, and respect everyones voice, not just the minority

It would be useful to know the context of the survey in advance. Its design did not allow for accurately addressing the question. No part of the survey addressed the astonishing change this city is experiencing by allowing the same select group of developers to rip apart the city and build cheap stacked apartment buildings and warehouses.

the answers are a bit skewed because Covid made access to many things hard so the past 12 months were anomaly's.

On some questions, I would have liked to given the reason why I selected the answer I gave or explained my answer.

Great survey - Love being a part of the SLC community.

The survey is too long. Better several surveys with fewer questions that one big long tedious survey. Be succinct!!

Send out more of these, it's a numbers game and the bigger sample size you have the better. Also thanks for doing this, these kind of things are important.

Please stop the traffic jams created by Chick Filet on 2100 South. They are a nightmare all day!!!! Stop building so much high density housing in Sugarhouse. You are destroying Sugarhouse.

I feel minor drug possessions should be handled differently by the police. If possible (not sure if this would conflict with state laws) minor drug offenses/possession should be ticketed. Individuals should not be arrested. Officers should confiscate the drugs/paraphernalia. Jails/prisons should be reserved for violent offenders not minor drug possessions.

There should be more affordable housing. Clean air should be a priority.

We love living in SLC. It's a great environment for all kinds of people. There are a lot of different things going on around town that we also enjoy attending.

The vast majority of our city's homeless are DRUG ADDICTS- yes, there are unfortunately folks out there too that need help but we cannot cater to DRUG ADDICTS. We cannot call them "people experiencing homelessness" they are DRUG ADDICTS. You cannot give handouts to the people! Its time to be tougher on homelessness. Our homes and cars get broken into by DRUG ADDICTS. Our streets are getting less safe as elected officials pander to misguided notions of "compassion" and "humanity" when dealing with these people.

I love living in SLC and believe I have a great quality of life. There is some room for improvement, but overall, I think the Mayor and city managers are doing a good job.

Pushing the homeless out of downtown has ruined my neighborhood. I can't even take family members on the Jordan River Trail anymore because of what they would see. I also want to leave Salt Lake City because of the obnoxious noisy vehicles that race up and down the streets at all hours of the day and night. Why can't noise pollution be a problem we work on? It is so rare to see a salt lake city police car in our neighborhood, which may be a good thing because of the awful interaction I had with 2 officers years ago who treated us with such contempt it was shocking (and I am a well educated white male). I do appreciate the Jordan River Trail improvements, but with the homeless, it has ruined all of it. I can't imagine how many more apartments we will allow to be stuffed into this city and expect the quality of life to ever recover. Salt Lake City was good when I moved here in [REDACTED], but I plan to get out of here as soon as we can afford it. Thank you for the survey though, but there are so many problems I can't imagine you will like the results.

I like that you are soliciting feedback. but, surveys are inherently faulty source of information. but, I would have solicited actual feedback on any given page to expand the experience. I get its hard to quantify that over a large data set, but you would get real meaningful information.

In spite of some problems, SLC is a GREAT place to live!

I think more funds and time have to go towards better, and updated police training, continued training and more quality human recruiting. Also, more mental, emotional and mindfulness training for officers and staff. I'm a veteran, so I know how macho men don't even like to hear these words. That is one problem in our society. Men usually figure this out too late in life. That needs to change.

I wish the city would address the boundaries of the city. We were told we are not in the city limits. [REDACTED] are in the city boundaries. Sidewalks need to be repaired. Several years ago the sidewalks were repaired and replaced from 1300 East to 2000 East. (From the freeway to 2700 South.) They stopped at 2000 East. Several years ago I talked face to face with Amy Fowler and she had a fellow call me. He said he would check and I never heard back. Why weren't we included?

thank you for sending this survey out..

For the survey- there are lots of questions which don't fit with the options grammatically- for example, it should read Q: "traffic is too fast" with the options of strongly disagree, somewhat disagree, somewhat agree, etc. The actual options made no sense with the question.

For the City- I don't understand why the homeless shelter was shut down before there was a viable alternative built. Now I live in an "up and coming neighborhood" blocks away from the homeless encampment on 9th. Destroying these peoples' tents doesn't help- you need to give them somewhere to go.

Let me ask you about this survey. Choose one.

Is this survey: Good or Bad

Right or Wrong

Biased or Unbiased

Nice or Mean

Will Have an impact OR Will Not have an impact

I'll reiterate that Salt Lake needs consistent and informed approaches to the lack of affordable housing.

There were a decent amount of grammar errors, particularly in the questions that had answers with the word "well" in them. LOL.

I would love for the city to increase recycling and environmental programs!

SOO LONG

Please could someone or some department get the street dept. to snow plow 10th East between [REDACTED]. I have lived here [REDACTED] years and have never seen a snow plow on this street and I have asked them why and received no answer maybe you can help.

Thank You

Every year, I think the condition of highland drive can't get any worse before the city fixes it. Every year I am proven wrong. I stopped riding my bicycle because the road is too hazardous. Potholes, cracks, construction, traffic! I double dog dare you to try and ride a bike

from I-15 underpass to 2100 south on highland drive. Just north onto 1100 east isn't much better. It is too dangerous to ride a bike in slc.

None.

God Bless America, Land that I Love

I am strongly opposed to destroying the eclectic vibe in the city neighborhoods in favor of high density and high rents. Build sky high north of ninth east but leave the neighborhoods to the south alone. If we aren't careful all we will have left are row after row of ugly 3 story stacked boxes built right up to the sidewalk. Stop building apartments and condos with inadequate parking. We don't have mass transit like New York so until we do, recognize that people need cars. The questions about homelessness were impossible. There really was no 'low priority' answer I could choose.

The ski buses were very convenient and helpful during ski season. As you already know, a long-term solution for the Cottonwood Canyons is needed.

jjfj

I work at [REDACTED] and have to drive. There used to be a route that went from [REDACTED] near the guadalupe station. But then the routes changed in August 2019 so that ALL of them end at Salt Lake Central station. It doesn't make sense at all that all of the routes go from the same point A to the same point B, with only a small variation on their path. I used to take the bus every day, since it was about a 30 minute ride vs a 12 minute drive. I can give up a half hour every day to be a good citizen and reduce pollution. However, with the line change it took AN HOUR to get home from the U hospital to 4th west. This is INSANE. To commute to work, I had to get on the FrontRunner to go to the central station and change to a bus. For commuting home, the times didn't line up with [REDACTED] AT ALL. I had to wait 20 minutes for the bus, get on a bus, get on the red line, transfer to the green line, and then walk home in the dark. So obviously I started driving because having public transit take TWO HOURS round trip for what should be 25 minutes of driving is a reflection of a VERY poorly designed system.

This survey was waaaaaay too long. You're lucky I really love Salt Lake City. I would spend days taking a survey for my city. But if this was a survey for, say like, Burger King, I would have bounced out 70 questions ago.

I would like to see real solutions for those experiencing homelessness. The current strategy of breaking up camps every few months and shuffling them from place to place shows there's either no vision for a solution or there's no political will, or maybe both.

These big block 1+5 style buildings we've seen over the last decade are going to shape the way our cities look, feel and function for generations. I question the build quality but especially their ability to meet the future needs of neighborhoods in transition, which, is due in part to their massive footprint. Instead of having facades that actually interact with the community, the first floors of these boxes in my area are all dedicated to car storage, so that residents can park conveniently until they feel like leaving the neighborhood.

About this survey; I answered some very similar questions a few weeks ago about the [REDACTED] neighborhood using a survey from the planning department designed using Survey123, but it was less awkward and read much better. SLC has staff that knows how to use the technology already at their disposal, so I question the move to hire consultants, even if they are local ;)

Make Salt Lake City more family friendly

Better Schools in SLCS

No more cycling lanes

Get rid of Erin Mendenhall

Fix homelessness. Utilize the homeless Shelters we have. Work with the State on this. The city is failing.

Stop cutting trees. The City is fast losing open spaces and becoming a concrete jungle. Do stop putting unnecessary concrete medians that eat up turning space and confuse motorists- An unfathomable trend mayor Becker started.

Look to Netherlands-for better city planning

The lack of policing is appalling. Speeding on South Temple is out of control! Most traffic is double the speed limit. There are cars without bumpers and other safety equipment routinely driven. Late at night you can hear LOUD cars and motorcycles street racing.

Also, the homelessness situation is a joke and the city is to blame. I am tired of homeless people panhandling me at EVERY downtown business entrance. Why can homeless people camp on city sidewalks without being cited for loitering or trespassing? Why is it that slc has a homeless problem and the surrounding cities don't?

Homeless camps need to go away. They are an eyesore. The encampment in the old DI parking lot in Sugarhouse keeps growing. I understand that some people are down on their luck but many choose to live this lifestyle. They should be held accountable somehow. Maybe if they were required to pay some sort of fee this would motivate them to seek a better life.

Defend the police

Act on climate change now

GET RID OF GIANT AFFORDABLE HOUSING THAT'S USED AS A TAX WRITE OFF BECAUSE THE RENT IS TOO EXPENSIVE FOR PEOPLE TO LIVE THERE! "Affordable housing" should be 800 or less for 2 bedrooms, anything more is criminal.

Some questions/inquiries of this survey cannot be answered completely truthfully or at least not with 100% accuracy. They are asked in such a way that they can be interpreted in more than one way. The opportunity for the survey taker to indicate how the question/inquiry IS being interpreted is not available. So the survey will easily be construed to fit the desires of the city or the survey giver.

I work in homeless services for a large non profit in the city, and there is not enough local funding available to provide peer support services once client's are successfully housed. Someone that will help them connect with their new neighborhood and community, so that they can feel like they can finally leave the chronically homeless community. The number 1 reason people return to homelessness by choice is due to them feeling alone and unwelcome in their new communities. We need peer support services outside of the shelter to help them with every day living and building new healthy relationships. Those things cannot be accomplished with current shelter staff or outreach. We need peer support specialists that assist once clients are housed. Especially those who are categorized as chronically homeless.

I have loved living in Salt Lake City for the past four years. I own a home on the West side of town, and my only complaint is that the railway often blocks my ability to use public transit in the mornings and evenings. The Salt Lake Central station is often blocked for 15-20 minutes at a time in the mornings and evenings due to cargo trains passing through, and often stopping, on 200 West at the Salt Lake Central station making it somewhat unreliable to use. A pedestrian crossing over the rail system would be amazing.

So far, I haven't found any downside to living in Salt Lake City , The wide streets, good public transport, friendly feel. The architectural mix of Historic, Traditional, Modern as well as the slightly rundown, well lived look gives it more character than most other cities of its size in the US. The fact that there are working restaurants and other businesses still operating in kitschy original 60s' 70s' 80s' structures with Neons and old style signs and hoardings is something that should be encouraged and preserved wherever possible. The recent history of cities, represented partly in Salt Lake by these buildings, is too easily sidelined and dispensed with, perceived as having no value in the pursuit of modernity, resulting in soulless, dull dormitory suburbs , with the only history preservation relegated to the Historic section of the local library.

As a longtime SLC resident, I appreciate being asked my opinion regarding life in the City. I am a downtown condo owner who frequently walks in Liberty Park, shops in both the Sugarhouse and downtown areas. Public services are great, our city officials communicate well via TV, public comments and respond to our needs. SLC is a great place to live. Thanks for the survey.

I think overall the city is moving towards and has been heading the right direction. I honestly didn't vote for this mayor, but I feel our mayor is prioritizing a lot of the correct positions and I have been pleased. I think increasing walkability, higher density housing (but perhaps at not such a large scale). If could get more city employees to actually live in the city would be nice. Then they would be more vested in the community. Knowing some aspect of that I feel that is a problem as there are many employees from various departments such policing to planning/housing and such that may not have full buy in since they don't actually live in the community they serve.

The question about traffic being to fast is confusing and doesn't apply to the responses available.

Survey was repetitious and overly long. Further I am very much against the inland port. Just a landgrab for investors to build a port to store and ship coal out of.

The absurdity of maintaining a staff and vehicle fleet to drive around town looking in recycling bins, is one example of and speaks volumes to, the mismanagement of Salt Lake City. The homeless encampments seem to be a badge of honor for recent administrations - clean it up. Salt Lake City is dying.

I am eager for my tax dollars to support any program that makes an attempt to clean up the city again.

The city involvement question was hard to answer . . . the past year has been unlike any other . . . we spend a lot more time in the community and in our parks than we did in the past year. That question was representative of my experience during the pandemic and NOT a normal year.

I have wanted, for some time, to make some comments on the riots that took place last year in down town Salt Lake City. I was appalled at the length of time it took for any one in city leadership to respond to the events taking place. By the time someone finally decided to call out law enforcement, things were well on their way to becoming out of control. Those people responsible for letting it go so long without seeing that it was headed towards chaos, should have had to be the ones to go out there and deal with the mess. Instead, it was easier to just send out the police and let them take the full brunt of the thing, and then they get criticized and abused for being the ones to have to deal with it. The fact that a police car was allowed to be burned and destroyed was beyond my comprehension. Where does the money come from to pay for those vehicles...my tax dollars! Someone, who shall remain nameless here, says that the rioters should be given at least one avenue to express their frustration. Are you kidding me?! I know that we live in a country that allows all men freedom of expression, but when it comes to destruction of property or hurting of law enforcement , it has gone too far. Your rights to express yourself ends where my nose begins. Everyone is entitled to their own opinions, but if you decide to inflict those opinions through a use of force on others, then you don't understand the meaning of "liberty for all". We all have the right to think as we will without someone inflicting injury upon us for thinking differently. Everyone is so afraid to hurt the rioters with use of force, but maybe the fire trucks should have been brought out and everyone given a good dose of water to cool them off! My husband currently serves as a chaplain with the Salt Lake City Police Department, and is now having to try and help out with the loss of morale in the department because of funding cuts. You people need to realize that cutting the police budget is insanity! When law

No snowplow trucks at all would be better than snowplow trucks that plow the snow against my car. I've had 6 hernia surgeries in the last 10 years to repair hernias I got digging my car out. Cost me thousands of dollars and much suffering.

There needs to be greater access to transportation at night.

- ALL of my negative remarks on city parks are related to the increasing homelessness problem. I LOVE the parks and am a daily visitor of Liberty Park - the homeless situation is getting out of control and increasingly more criminal. These are not people who just need another bed - these are thieves, drug addicts, and mentally ill people who will likely never contribute to society. They can't be treated as they are above the law (doing drugs in public, stealing mountain bikes some of us worked hard for years to purchase, etc.) Look around - look at other cities and how bad it is there and look at the writing on the wall - this NEEDS help before it gets worse. Shelters are great for some but this is a new era, a new population that needs different thinking. Get creative. Stop allowing a population to above the law, and empower law enforcement to help.

- I am a brown person in SLC and I have been hugely impressed with our SLC Police and their response to the recent racial tensions. For a group that doesn't even have much interaction with complex racial issues (let's be real - SLC is very white) I am so impressed. I have had really positive encounters with police here and from CO to NY to AZ, this honestly feels like the LEAST racist place I've ever lived.

You ask about trust of police but not about the city leaders. You ask if I would be willing to pay more per year if I knew it were to be used for XXXX. I don't trust the city leaders to spend money for what it is earmarked for. We wanted roads to be a priority and the city uses the money for other things. I don't understand why the city should be involved in affordable housing other than making zoning changes and favorable tax incentives. Maybe they should encourage families to share housing so 2 or 3 workers can make rent or payment. I would like to see the city come up with a list of things they think are the highest responsibilities/priorities like, police, roads, water, parks/open space, etc. I always feel they take money from the city responsibilities to garner votes or appease the noisy few.

Love the police. Stop chasing homeless people into residential places. Kicking homeless around is causing more crime in residential neighborhoods.

I love it hear would do what I can to make it better

Impressed with the mayor (& staff) and her inclusive and innovative approach to governing, especially during the past year of crises. Also pleased to see a less combative (than previous administrations) approach to the state legislature and a good working relationship with the City Council.

Start focusing on the people that built this city and not the ones trying to tear it down.

n/a



In 2000 when retiring, our property tax was 42% of my [REDACTED] retirement. In 2020 the property tax now takes 82% of current retirement amount. Property assessments have increased too much.

I do wish I could have left more comments through the survey. I have much to say about our current Governor and the one prior and how they're failing our community. Not to mention that I have had to call 911 multiple times recently due to car accidents/fires and I was on hold for at least 4 minutes each time

Mayer Mendenhall does a fantastic job. I think she's an incredibly kind, caring, and effective leader. I would love for our city to re-think public safety and how they use police.

Homeless camp on VictoryRd./Beck St. really needs cleared out. As the grass above dries out, there is many homes and peoples lives at risk with the extreme fire danger. Not to mention it looks horrible but my main concern with it is fire.

If the city decides they can stay then property taxes nearby need to drop and also you have no right forcing evacuations when the fires start. I wish to try and save my home.

Stop ignoring the law abiding, tax paying residents who live above and around the camp while putting their lives and homes at risk. Even the Fire Department says it is unsafe for the homeless to be there but it's the city officials who think they know better.

Then there is the City itself which starting to look like a small San Francisco. Unbelievable and sad what the city politicians are allowing to happen here.

A number of the questions about going out and road use are heavily influenced by COVID in that my answers were uncharacteristic of what I would have stated pre-pandemic and also different from what I expect will be true post-pandemic.

Some of your questions are poorly worded (see those I didn't respond to), I would have liked to be able to go back and check/change answers but don't know how to do that, ranking many options does not appear reliable to me and I would suggest just asking us to use a likert/similar scale for each, thanks for asking, we think Salt Lake is a great place to live, we think we should have irrigation water for gardens and lawns rather than putting treated drinking water on them, please add secondary water, please encourage more electric vehicles, more walkability, more bicycle lanes, more electric public transit:-)

the rate of crime stolen goods i feel like is not being properly handled in the capitol hill aves area

Two questions asking me to prioritize groups was not functioning and I left them unanswered .

Enforcement of any regulations regarding motorized scooters on sidewalks.

Many of the questions did not make sense to answer due to COVID quarantine. For example, in non-COVID times I would take the bus frequently. But I have not done so since COVID. Ditto for things like shopping downtown. And ditto (fortunately) for experiences with the police.

Some of the response options didn't make sense with the question (I believe one about lighting). There also wasn't any way to indicate that you haven't had much contact with police on the forced choice questions.

the question I left blank was poorly worded in that I couldn't express my thoughts with it.

So many questions weren't particularly pertainable to my age or experience. Sorry. It also took almost a half an hour for me to complete. I'm a fast reader but a slow answerer.

I would like to see SLC lead the nation in advancing progressive, liberal, inclusive efforts in social justice, sustainability, gender and environmental issues. This is a special place. Let's lead and show others the way!

I think the police give preference to white males.

I think often Salt Lake City looks to benefit the group at hand instead of seeing the overall big picture. For example we look to create a bike line or crosswalk but we miss that the slowing of traffic from these things is adding to the air pollution of the entire city. Or we plow the residential roads after the storm is no more and the snow is mostly gone to be ruining the infrastructure of streets overall from plowing and salt. Or we will treat wrong doing with leniency and kindness which may not do enough to discourage wrong behavior which degrades the safety and wellbeing of our city.

Thank you for taking time to get our perspective. We appreciate you asking for feedback.

This was a very long survey, recommend condensing or separating into multiple surveys.

We would love to see increased cycling and walking infrastructure to encourage non-motorized travel through our neighborhood. The streets are so wide, it should be possible to put in separated bike lanes in many places. Additionally, we love living in SLC but would consider moving if the air quality doesn't show signs of moving in the next few years, as we want to have a family but the air quality seems especially bad for children.

I suspect special interest groups are receiving too much credit for being representative of local beliefs and attitudes.

Salt Lake City should care more about its people, the people who were here before it was "cool" than about new fun and sparkly development. Salt Lake City should realize that it got caught up in the excitement and lost track of what is important. Acknowledge and admit that Operation Rio Grande should never have taken place. Take it back. Rewind. Bring the resources to the people. STOP "revitalizing" "blighted" neighborhoods. You are demolishing the only housing your native Utahns can afford. Destroying what little hope that may be hanging on to. You are selling Salt Lake City off in chunks. What little soul it had is nearly gone. It will soon be just another placeless stripmall. THANK YOU FOR SAVING ALLEN PARK!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! It is a glimmer of hope for SLC.

AIR QUALITY improvement in SLC is critical. Bad air is making people sick. Solar panels on every government building, school, parking garage, incentives for households to install panels should be a priority, especially since it works very well at the University of Utah and SLC gets so many days of sunshine per year. Communities where coal is mined could become assembly plants for panels.

DEVELOPERS are necessary, but the focus on MONEY is out of balance with fairness and decency. I notice many new housing complexes are 'lease/rental' spaces only. This arrangement is great for lining the pockets of a developer/owner; for many years into the future, they will collect payments from 'the little guy'. People, ordinary working people, who would like to own their own home - and who could potentially afford to buy a condo in one of these enormous buildings don't even have the opportunity to choose that option. These spaces are all huge money makers for the wealthy, leaving the ordinary working person, couple or family with no choice but to pay rent - year in and year out - with no chance of owning their own affordable, simple living space. More of these large complexes ought to be designed for 'urban housing' that people, whose incomes will likely remain low but steady, giving them an option to own. It is a fundamental fairness and part of a family's dream to own a home some day. The wealthy are kept on top by this fundamentally unfair advantage they cling to with a fervent desire to increase their wealth to levels beyond what many working families can ever imagine. The little family should not be kept down and never get ahead, by those whose power comes from their money.

AIR QUALITY The electricity generated by coal must be changed to incorporate a variety of means to generate that same level of electricity. The electric and gas companies should be leading the way on diversity in powering the infrastructure. Staying the same is not feasible.

Taxes are increasing well above the rate of inflation and business property taxes are ridiculously high.

The apartments going up everywhere should meet higher architectural standards. We now have streets lined with vanilla buildings.

Many of the survey questions were designed in a way that made it difficult to capture the respondent's actual preferences and stance. For example, being asked to rate if street lighting is poor to excellent in my street, but my stance is that it is excessive and should be reduced, does not make it easy to determine whether I should have said poor or excellent, since the understanding of the survey-taker could be opposite to mine (e.g., if I said 'poor', that could be interpreted as meaning I think there should be more lighting, whereas my actual preference is for less, i.e., the current amount is poor because it is too much). There needs to be a redesign of many of the questions to allow for the respondent's opinions to be clearly expressed in cases like this.

in the ranking section, telling participants to "drag" the options to the top would have been helpful.

My biggest complaint about living in SLC is the focus on GROWTH rather than QUALITY of what we already have. The INLAND PORT is the greatest threat to our quality of life (in my opinion).

too long, need more not applicable options.

Street lighting improvement desperately needed.

Need to get the homeless out of my area, I do not feel safe in my neighborhood.

Great concerns regarding all the homeless camps pooping up all around Salt Lake City. They are very dirty and stinky. Such a sad situation.

Support the US Constitution please, not the radical democrat party agenda

another survey designed so that no matter the answers those behind the survey can say "see we are doing the right thing"

I love this city! My family has struggled to find a larger home for our growing family in the current real estate market, which has been somewhat troublesome, but overall, I'm proud of the city in which I live and am grateful for all that Salt Lake has to offer.

I tried to contact police, traffic enforcement multiple times about excessive speeding in our neighborhood. I found them to be largely non-responsive and indifferent. I hear this complaint (excessive speeding with no enforcement) in many city neighborhoods..



I contacted Animal Control about the issue of off leash dogs on the Bonneville Shoreline Trail and found them to be sympathetic. Please increase signage around the interface of trails (e.g. BST) and city neighborhoods. Off leash dogs and piles of uncollected feces are negatively impacting the quality and health of trails.

Please include an indication in future surveys about how much of the survey has been completed. It felt too long.

If Salt Lake City could divorce itself from greater Utah, it would be just about perfect. The air would be clean, government rational, education well funded, arts and culture national stars. As it is, I love it for its heart and thank it for sustaining me so well for more than half my life. I grew up in beautiful, rainy northern New Jersey.

We have to start addressing air quality - people are suffering physically, let alone climate change issues. Add the inland port situation and we are basically going to speed up climate change.

What is the city doing about alternative sources of electricity for ALL of its residents?

What is the city doing about addressing the causes of homelessness. The survey made it sound as if the city is asking "what do you want us to do with them - keep them or get rid of them" What about addressing their needs? What is causing them to be homeless?

Make the libraries a place for all to be - not just the homeless.

We haven't attended events/museums, etc. because of COVID - we normally attend frequently.

Public transportation needs to be a reasonable alternative. I tried to use it for work but what is a 20 minute commute by car was a 2 hour each way by bus/train - that is not reasonable.

My household would be happy to spend \$25+/year/month if you were going to address the issues I've listed above.

Too long for the average person

Excellent survey. Provide a way to go back and review responses in case I made a mistake.

Thank you for leaving the Christmas lights up so long this winter. They made me feel hopeful!

Hope that affordable new housing can be made available so as to not gentrify our city and push most of SLC to homelessness.

more police please to combat crime and homelessness

There were a few times I wanted to go back and change an answer and was not allowed to do so. It was very hard to prioritize the lists. There are so many needs and so few dollars and little time. thank you all for your choosing to better Salt Lake City.

I did not answer some questions because they were not applicable to me

Survey is kind of long, and would be nice to get more information on its purposes, and/or results.

You should have used the full name of The Church of Jesus Christ of Latter-day Saints for religious identification (It is an insult to do otherwise, especially in Salt Lake City). Survey is way too long, by the end, I lost interest.

Would like to see more high rises in SLC as well as eliminating the 19th century-esque alcohol liquor laws.

WHY did you cut all those trails on the hillsides!!!!!! They are scars on the land. If you were going to do that you should have reseeded all the cuts. Now they will erode and dump silt in the creeks.

My neighborhood is experiencing loud, fast, traffic at night with people racing, also gathering for parties, leaving all kinds of debris.

Traffic Dept can't control it, police are too busy to respond timely. As a neighborhood we have tried to get the city to respond to no avail.

I wish we had separation of church and state. That is the major reason I would leave Utah. Mormons corrupt government.

Would've been nice to have more litmus scales instead of black/white all/nothing answer choices.

Before the pandemic, I used public transportation 5-6 days a week, but I answered the public transportation usage question based on my current pandemic-based status.

In regards to policing in Salt Lake City, I have had very positive interactions and some really bad interactions. I feel when I was growing up in Salt Lake City the police viewed themselves as friends of the citizens. With the advent of zero tolerance and the militarization of the police force the officers no longer have an option of dealing with people kindly. This causes a disconnect between the citizens and the police.

I hope we don't have any more of the "Becker" bike lane nonsense on the downtown streets They are such an inconvenience for police, fire engines, snow plows, and shoppers, etc.

Please keep the rioters under control. Last summer was far too much.

"How many times in the last 12 months" - hope you realize most things have been shut down and this survey question is not representative of real life.



Salt Lake City is headed in the wrong direction with it's intense focus on densification. The community is rapidly loosing character in that open space and historical structures are giving way to monotonous, megaliths that extend from lot corner to lot corner with no consideration for open space and vegetation. With our air quality this valley can ill afford to fill the place with wall to wall structures and concrete.

Thank you for reaching out to the residents for input!

Please lift mask mandates.

Just a super long survey. Really hard to stay focused for this long.

I would like to see infrastructure in place before new residential or commercial development. I am tired of land development happening and then we have to improve roads, improve access, improve public transportation. It should be the other way around. We should work on roads, public transportation, access.....and THEN, and only THEN, develop new housing or commercial communities.

I would love to see the homeless situation improved. I don't know the best way to help this situation. I think SLC has done a good job towards adding resources to help the homeless, however, the problem seems to continue to grow. I greatly worry about the health conditions that come with homelessness. Sanitation is a huge issue. Mental health issues are prevalent and substance abuse is widespread. I think SLC is on the right track toward getting these issues under control, but there is still a lot to be done.

Thanks.

Salt Lake City is great, I do wish we had more autonomy from the very conservative and religious state. I would fell more well represented on a national level if Salt Lake City or County had its own congressional district. I do certainly live a very different life from the rest of the members of my district represented by Chris Stewart.

I think there are a lot of amazing people doing incredible work in this city. It's a lot to manage and take on. I appreciate all the efforts made by those who devote their energies at work to truly doing their best. I think increased teamwork and connectivity among city groups could help make a difference for the better.

I live in the downtown area

There are hard choices to make. You have good questions, but I feel we need more public discussion about our options and their implications.

stop trying to appear cool and fix the [REDACTED] city. I understand that you don't want to fix all the problems because you would be out of a job, but get [REDACTED] serious about fixing [REDACTED] in this decrepit [REDACTED]-pile we unfortunately call home.

I feel having a clean, attractive city benefits everyone. With all the construction going on it's a good opportunity to install public toilets throughout the city. There is a real need and perhaps the costs could be shared.

I recently was at the DLD. I was so impressed with how nice and helpful everyone I dealt with was. I was concerned, however, when a supervisor came over to the young woman who was helping me, and told her that I had had cataract surgery. I was concerned about how she had that medical information about me. I would think that the HIPPA laws would have prevented that.

I am very impressed with the roll out of COVID vaccines. The entire process was organized and all the workers were very professional, friendly and efficient. Now, we just need to work on the anti-maskers!

I think SLC, and Ut as a whole needs to pull back on growth. The state is exploding extremely fast, and it's going to come back and bite badly.

Water, and air quality will suffer greatly. The inland port is NOT the great savior it's being made out to be.

We need to take a few steps back, fix the things that need repair NOW, and worry about a small managed growth 15 - 20 years down the road.

Moderation in all things, including moderation.

I liked taking this survey because it felt like a way for my voice to be heard for SLC. Also, I would like to stress that I think sustainability initiatives/addressing climate change are one the most important things SLC (and Utah in general) should be doing to improve everyone's well being.

Go Utes! Also, RSLs stadium should be somewhere downtown instead of in Sandy.

To long



I have always been proud to say that I am from Salt Lake City/Sugar House. We have varied ethnic, age, religious, education, and interest groups. In answering this survey I can see what a difficult job it must be for SLC government to make their decisions regarding well-being and growth of the community. I have seen what I consider fast growth and congestion in the Sugar House area even though work is being done to keep up with what is occurring. Some areas are allowed to remodel homes or demolish and rebuild homes that seem too "modern" for the neighborhoods where this is taking place. Some iconic buildings and signs are slated for refurbishing and I know Sugar House works with Salt Lake for cooperative solutions, but in my mind too much of the old is lost for the sake of what some would call need. I do know we need affordable housing but it seems the new existing multiple family housing has swallowed up the uniqueness of what has been here so long. Maybe that is just progress. I have a tea towel on my wall above the kitchen sink that has this saying on it:

Sugar House, The Sweetest of Neighborhoods

I wonder how much longer we will be able to say that.

Salt Lake City has an extremely difficult task and I wish you the best in accomplishing so much. Meanwhile I will do my part as a proud citizen and still brag that I live here.

Having grown up in the Rust Belt, I enjoy life in Salt Lake City, and I look forward to seeing it become the best that it can be. If it weren't for the City's progressive mindset, I would have a difficult time tolerating the state of Utah. I hope that city officials, especially those in positions of power, will seek fulfillment in doing the right things, rather than the self-serving things.

Some of the poll answers were unclear like "very well".

I wish the clean air would focus on moving the oil refinery out of the Rose Park/Capitol hill area. It contributes far more to pollution in the city than the amount of cars ever could. The quality of air in Rose Park is as bad as New York City and is causing health problems. It should be a serious consideration. Our winters are literally disappearing and this being overlooked is one of the biggest reasons. They are pumping gallons and gallons of smog out every second of every day. It's really a pity.

not a single question was asked about how to influence SLC policies or decision making

Many polls make me wonder about the repercussions of my answer, that some questions are asked to give backing to something that I don't want. For example, if I say traffic is fine on my street, it may mean that the agenda to make streets narrower may be inadvertently supported. City: turn off social media--don't be like them, be sane.

Remove grass, xeriscape, improve water quality, clean the air!

My husband has lived in Salt Lake his whole life ([REDACTED] years). Most recently both of us believe life in Salt Lake is not what it used to be. Our education system is failing our children. The homeless population is growing and it seems like the city is enabling this and allowing it to grow. In my neighborhood, I can hear gunfire at least once a week. The police show up after the fact and nothing gets done. I feel like I have to carry a gun because the city won't protect my safety. My city officials don't live in my neighborhood and don't have any idea what I go through. Unless it's news worthy, no one cares.

Some questions had neutral or N/a options, but others didn't. For example, I haven't had much experience with the SLCPD, so deciding if the police were Rude or Kind didn't particularly represent how I actually feel, which is closer to neutral than positive or negative.

The two questions that require moving statements into priority ranking are not well explained. Survey participants should be informed they must slide the various responses into their proper order using their finger.

From the perspective of improving sustainability initiatives, I think it is really important to give residents information as to what they can do or change in their day-to-day lives and what the impact of their participation will be. For example, most people don't know what composting is or why it is important. Not to mention, how do I get started? Can I get some practical tips on starting a composting bin for inside my house? Why should I do that instead of just throwing everything into my garbage can? Most people need help connecting the dots.

The survey could be very difficult for someone with a visual disability.

sugarhouse has grown exponentially over the last 5 years yet the infrastructure and roadways have not improved. crime has also increased greatly in this area and needs to be addressed. a small satellite police station would be ideal in the downtown sugarhouse area.

Love Salt Lake City, but there are issues that need to be improved.



Help the homeless, defund the police, employ more social workers and give them the cop's money, become known for something else than attracting tech companies and running out of places to house incomers, stop tearing down the businesses and buildings that give SLC its charm like Ken Sander's Books, and if you HAVE to create more housing...make it be AFFORDABLE.

Some of the wording on the questions felt misleading or tricky and could have been phrased in a more accessible way. I am grateful to have had the opportunity to share my experience as an SLC resident and take the survey!

I love living in Salt Lake! My [REDACTED] year old son is really torn about moving to Seattle for college, as he plans, because he loves Salt Lake so much! He is a big brown guy (he's Central Asian, but is usually thought to be Latino or, more often, Native American) and he's been stopped by the cops several times for doing stupid things in his car. Each time, the officer treated the stop as a teaching opportunity, and worked with him to help him understand the danger of whichever dopey thing he was doing. I've been very grateful, and have reminded him how lucky he is that he was stopped by a Salt Lake cop and not a cop from another jurisdiction. When he was stopped on the university campus for doing something really dangerous, he was stopped by a retired Salt Lake cop who hit exactly the right note with him and his friends - stern, but not so stern that they ignored him. I mostly trust Salt Lake cops, although of course there have been terrible incidents that must not be repeated.

Some of the questions seemed leading or seemed to provide little information in order to make an informed choice. I have not had interactions with the SLPD so I cannot judge them.

Please fix the street lights on 5th W Rio Grande area that were part of the olympic installation. Its the main entrance in to our city

That was long. It would have been nice to know the time commitment up front.

I have avoided calling the police about a concern because I was concerned that they might behave aggressively.

Salt Lake City should do more to support the west side neighborhoods.

Salt Lake City should either enforce leash laws on trails or change the law, the current system is unacceptable. Start fining people who are on the BST with an off-leash dog, or let everyone know that off-leash dogs are allowed there. As it stands, people blatantly ignore the rules, and I don't feel safe walking with my toddler on the trails.

I think the focus of the city right now needs to be on getting people off the streets and into independent housing, rehab, a halfway house/long term mental care, or jail, depending on the individual and where they best belong. It's heartbreaking. We had one lady die this winter just a few blocks away from CO trying to stay warm in a tent. It has also reduced the quality of life here for us, with the increased litter and I've felt less safe as well. I've been accosted at night by someone who chased me. I wanted to help him, but what he needed was beyond my ability.

I love the river walk, the parks, the libraries, and the museums around here. I think the city services are fairly well maintained in general. I did notice that after the windstorm last fall that put our power out for 5 days, the city has been more proactive in trimming branches above power lines. That's good.

I think loosening zoning restrictions and making Salt Lake a good place for businesses and new construction/remodeling will help increase the amount of affordable housing. I also think that the city would be benefited by greatly increasing the amount of rehab and mental health care beds available in the community as well as shelters in general. I do want to see the tent cities shut down (maybe just keep a well maintained urban campground available when temperatures are above freezing), but we need to have somewhere else for those people to go, first. Otherwise it doesn't help them and they just move around.

I'm not for or against "defunding" the police but I do think it is imperative that funds be allocated in appropriate capacities. Domestic police forces should not have military grade anything to use against citizens and funds need to be directed toward community outreach, increased training in deescalation, mental health crisis specialized units, etc. I also believe officers should have to be placed within the community they reside in to develop a community based law enforcement approach. SLC demographics are gradually becoming more diverse and it's better to get ahead of the curve than be the next Minneapolis.

the word 'well' was not used properly

some questions forced answers the person conducting survey was looking for

a bad question was about library use...i wouldn't go to the downtown library because it IS NOT SAFE

you need to know why folks won't use a facility

i wouldn't use public transportation for the same reason I WOULD NOT FEEL SAFE

you can a C- for this survey

3rd South downtown is an abortion.

I believe the Mayor, City Council, Police, and city employees in general do a great job. I thank them for their service.

A few of the questions were confusing, and I wished I could go back to the previous page a few times.

Thank you for asking for my participation.

My compassion is with homeless individuals and those who can't speak for or take care of themselves. My hope is that more housing is created for them such as tiny homes or permanent housing at no cost to them. I would also hope for more affordable housing that really and truly is affordable. \$1,300 a month is not affordable for many families! Probably two thirds that amount is more reasonable so they can feed and clothe and care for their children the way they should be cared for.

The question "Traffic is too fast" is impossible to answer. The options: "Not well at all" "slightly well" "moderately well" etc., it doesn't make any sense.

Also, the question "How much are you looking forward to participating in the following activities when it's safe," all the options are in the past tense.

In my opinion, longer polls, as such as this one, benefit from a visible page marker that show how much longer the poll has in order to finish.

Many of the listed city initiatives are great in theory but they ARE NOT THE ROLE of city government. Focus on actual local city services rather than initiatives that are already or better handled regionally by the county, local health district, or partner NGO. You are NOT in the business of public health, for example.

Too much growth, too many apartment buildings are being built. Sugarhouse has been ruined and is almost unrecognizable!

I choose that SLC was going in the wrong direction as it seems that all I see are high rise apartments going up and soon we will look like every other city in the US and we are losing our identity.

I could not do the ranking questions. I also think that I may have filled out the opposite answers on one, and could not go back. The survey should have a back button

The survey should allow you to go back as well as forward. If it had that capability, I did not see it.

I'm sure you noticed it in my answers, but I believe helping the homeless, the air quality and water conservation are the biggest issues facing Salt Lake City. City management is able to directly impact all these issues through policy development. Good luck!

There were a couple of questions for which the answer choices were unclear. Air quality is the biggest issue facing Salt Lake City.

your survey took 5 phone calls and about 2 1/2 hours to get on with no cooperation from y2.

Found the inquiries interesting - curious as to the outcome

The city has done a great job considering everything that has been going on! I would love to see more surveys like this as they feel like an approachable way to express how I feel. I know the city is working on it but I would love to see more affordable housing options in Salt Lake. I currently rent because I cannot afford to buy. I rely on public transportation so I need to stay near downtown but costs on everything continue to climb and I'm not sure how long I will be able to. I also wish there were more condos instead of apartments. I'm also concerned about all of the buildings that have been going up. I love Salt Lake but it feels like it's turning into another New York which is definitely not what I would like to see.

Thank you for sending out this survey and I hope that the results of the same help make Salt Lake City an even better, cleaner and more pleasant place to live! Cheers

Air quality is the primary reason my quality of life is not 100 on your scale. though I recognize the city has far less to do with this issue than the county or state government, I hope you continue to pursue solutions to this awful problem in our city.

Regarding police - I haven't had a single personal interaction with SLC police in the 25 years I've lived here, but certainly don't see the point of giving them any more \$\$ than they already have. Our neighborhood doesn't have an issue with personal safety but there are a lot of thefts and car prowls and from what I can tell the police do absolutely nothing. Think we'd be better off addressing homelessness and drug addiction.

Also I personally like most of the new construction in Sugar House (except Liberty Village, that is HIDEOUS) but wish developers were required to provide retail space to local businesses, not just chains/franchises, and to include low-income rental units.

Leave more area for comment rather than leading questions to get the answers you want.

The questions about speed and roads in my areas made no sense. It is routine for cars to run 4 way stop signs, this has become more frequent and dangerous, uncertain how to address this. Both my child and I have nearly been hit by cars, spring has made this worse. The same issues that resulted in the death of a child on 2100 S. 1900 E. last September are pervasive throughout Sugar House.

I appreciate you working on accumulating as much knowledge as possible about the priorities and activities to focus on for the public during this very isolating time. Thank you for your outreach!

We think the #1 priority in Salt Lake City should be improving the air quality. Also, we've had no interaction with Salt Lake City police, so it was very difficult to answer many of the survey's questions regarding police-perhaps including a not applicable section would be helpful next time. We feel that speeding and unsafe driving are not sufficiently enforced in the city. We also rarely see police, but many traffic violations. This survey was estimated to take 15 minutes, but took closer to 40 minutes. We'd appreciate a more accurate time estimate! We do appreciate your reaching out to get feedback. Thank you!

I found some of your questions to be a bit too suggestive, in other words, obviously I would agree to what the questions suggest.

Just say No to the "inland port". It will create more pollution. We don't need it.

We need more solar/wind/geothermal sustainable energy with a new power grid. That will put people to work. Real estate development is causing urban sprawl.

Many questions asked to pick between to very opposite answers, some more options would be nice. Overall ok.

Just that it was a bit long and a bit redundant.

Enforcement of traffic laws are almost non existent. Same with general enforcement of city ordinances; e.g. parking, animal control (leash and barking nuisance), prompt sidewalk snow removal and other restrictions such as non-compliant fencing and intrusive high lumen lighting.

Defund the Police!!!!!!

Invest in green energy

Decentralize recycling

Separate church and state, the mormons have too much political power they should have none!

Spot stealing from the homeless!!!! Defund the [REDACTED] police! Start investing in your citizens.

Defund the Police. No more encampment abatements, permanent housing solutions to ppl who need them. No more luxury apartment development, no micro unit dorm development. We need affordable housing that is based on minimum wage. While developers kick ppl out of their homes, they should also be responsible for helping them find affordable housing in their budget. We need to do a better job of housing and feeding people. Listen to mutual aid organizers, not real estate developers.

Some questions are too generic and the option answers tell you nothing. In addition, all the questions about contacting SLC. You have some really ineffective people who can't answer questions and small few who really seem to care and research to get you a good answer.

And I'm still waiting to hear the Mayor to ask the hurt police officer's who have complaints against the protesters to pls let her know.

Defund the police and reallocate resources to community support

I think asking the community what has happened to them and the city actually read and be concerned about the community is what will help the city. Not just about the city. The people make it a successful city. Resources need to be more available. Because all I have seen is all this money go to the city for community relief yet the community can't even find the relief. If we are still experiencing hardship from COVID we should not be treated as if we are not trying to help ourselves. I have worked in [REDACTED] years. It is hard to find a job when I have children remote learning but not really learning, day cares unsafe or closing every other week etc. In order for anyone to get back on our feet from this we need structure planning because I can't accept a job just to lose it because of child care closure. That would make me ineligible for UI and that is something I can't accept. The city should have had a reliable resource page and employees should answer questions instead of I don't know.

I think we are letting the homeless encampments get out of control.

It's not fair for the people in those neighborhoods.

I feel terrible for the homeless but we need to not allow the encampments to become shanty towns. They are dangerous and not hygienic. We have found needles, garbage, and human waste around our neighborhood. We can't even let our children play in our neighborhoods. Is this where we want to live? Something needs to change.

Get the homeless crisis under control. Stop the equity pandering, and treat everyone fairly.

Streets and curb and gutters are in poor condition need repair.

I think the city should install permeable streets, improve and expand recycling and composting, use the sewer system to create energy, put solar panels on every roof, encourage xerascaping. (eliminate ANY requirement for 'grass'.

How often do y'all send out this survey? This is the first time I've taken it, as far as I recall. More of this, please!

1. Thank you for allowing the community to participate.

2. It would be nice to know how many questions and approximate time to complete survey.

3. It would be good to understand the purpose of the survey. Stated purpose was to help leaders make decisions but that is very vague. Be more transparent on what the agenda is.

4. Some of the questions felt a bit like leading questions (written with an agenda in mind and survey questions written to back that agenda). Meaning, they're not good questions if they're written in a way that you know where answers will lean.

Not big fan of wokeness, equity, BLM, etc.

Big fan of freedom of speech & removing CCP indoctrination from schools.

Big fan of conservative issues.

Thank you.

I would like to see an effort to crack down on distracted driving, driving to fast, running stop signs/lights. This includes in neighborhoods.

The questions about the police show that you understand that the police in this city (as in the rest of the country) are a problem. I am telling you that giving the police more funding for any reason (be it training, cameras, equipment, PR firms, whatever) is NOT the solution. The only solution to police violence in Salt Lake is to defund them with the end goal of abolishing them all together. I don't want to see the police to kill anyone else like Bernardo. I don't want the police to shoot anyone else like that autistic teenager. I don't want to hear the mayor say how sad she is about the latest shooting, then turn around and praise the police for the work they're doing. Their violence has to stop.

N/A

As always in surveys, questions do not always apply to each individual

The survey does not allow for comment. In my neighborhood many houses have turned into rental and have too many persons not related and having too many cars in the street. The law is not enforced.

It is my understanding that most of the contents in the blue garbage cans are no longer recycled. They should be eliminated and neighborhoods should have a place for the items which are to be place.

There are too many high rise apartments in the Sugarhouse are for the parking and traffic.

Do not make being homeless a tenable situation in our city. I don't know what the solution is, but we MUST learn from other cities. There is a whole list of programs other cites have implemented that only worsened the problem. In San Francisco and Seattle these programs have morphed into a kind of Homeless industrial complex. We must study other cites, and find what actually works not what makes us feel good.

Defund the police. The system is broken. Listen to science and keep the mask mandate in place. Start a universal basic income program to help homeless people and decrease crime instead of wasting all that money on the police. Learn how to conserve water, it's ridiculous how little is done in this city. Reeducate drivers on how to respect cyclists and pedestrians, especially when it comes to street harassment. Address the rising rent crisis and housing bubble before it bursts. Tax the mormon church. Make more of the nicely remodeled streets downtown (taking advantage of the ridiculously huge roads here) that have mixed parking and protected bike lanes. More bike lanes, especially protected ones that people can't park in or block with their garbage cans, are needed in general.

Many of the questions are a bit unclear. For example, I am not interested in paying to rennovate buildings, but I would pay to add bike lanes or sidewalks in my neighborhood (we have no sidewalks). I marked that the services in the golf courses are "poor" because I believe we should eliminate golf courses. They are a massive waste of resources in an area where water is scarce to begin with.

Please help Utah locals keep affordable housing! We are getting bought out of our communities and will be forced to leave our home state if the market continues to favor the wealthy and out of state transplants!

Stop enabling the homeless population. The SLC programs spend an exhorbant amount of tax payer dollars for the amount of people it truley helps. Remove any and all homeless encampments. Put the homeless popultation to work to improve the greats SLC area - nothing is free unless one is a homeless person. Again, stop enabling the homeless population. FIX THE CITY STREETS!

Wording somewhat difficult on some questions makes me think of a "double negative type of response" not clear on yes or no agree or disagree. Found it inconsistent that some of the scales of agreement went from left to right and others went from right t left, meaning a high mark of agreement is on the left sometimes and other times it's on the right, why change it?

The BLM mural outside the City building and the murals, located at 800 South 300 W are political and should be eliminated. They represent one side and hurts other people, who do not agree with that agenda. EVERYONE has biases. That seems to be forgotten.

Thank You

Some questions are poorly worded. Some questions grouped several items together asking for one response either in favor or against. This is poorly worded at the very least, and deceptive practice at the worst.

1. Mayor's decision to continue mask mandate beyond state requirements is a mistake, not to mention annoying. Why must our mayors try so hard to conform to leftist ideas?
 2. University of Utah fails to provide sufficient parking for its people. This causes them to park in neighborhoods near the university, which in turn causes problems for residents who lack off-street parking. Why must we bear the brunt of the U's bad parking policies?
 3. Admit curbside recycling is a failure and waste of money and stop it.
-

The listing of Highly agree to dissagree (and similar ratings) are sometimes right to left sometimes left to right. This could lead to entering a response that is opposite to what was intended.



s_GENTRANS_7_TEXT. What method of transportation do you most frequently use when traveling around Salt Lake City? Selected choice - Other, please specify: (n=12)

My son drives me

combination of biking, public, walking, and personal vehicle

Car

automobile

Walk when I can, but for further distances use my car

EV

Taxi

Ride with a friend in car

I'm pretty much home bound

We no longer drive, our daughter drives us around because public transportation around our area is so inaccessible

Carro

Ride share and UTA



m_WEBSITE2_8_TEXT. Which of the following reasons best describes why you visited the Salt Lake City website? Select all that apply.
Selected choice – Other, please specify: (n=41)

Business license
 schedule inspections
 to provide feedback to Mayor and City Council
 find out about "save the bricks"
 Open space trail maps and project updates
 Tax parcel information
 Parking permits
 planning permits
 Urban forestry
 complaint
 Building and Transportation Department
 missed or poor garbage bin pick up
 Permit got dumpster
 Look up City ordinances
 To submit a Proposal
 To report a blocked fire hydrant
 Watch snow plow gps
 Submit GRAMA request
 To get more information on their Equity, Diversity and Inclusion measures and efforts
 To find out how to participate in a public meeting
 parking ticket
 I bought a rain barrel
 urban forestry
 Pavilion rental
 call police and enforcement
 report damaged city property
 building services and illegal dumping in my neighborhood
 Check a building permit
 Flag
 Building permit
 Pay Ticket
 Report vehicle emissions
 renewal information
 Building Permits
 Find out how to help homeless
 Planning Meetings
 New Airport
 make appt for vaccine
 Building Permit
 Laws
 to look at the planning for my residential area



m_CITYSTAFF4_8_TEXT. In the past year, how have you contacted the Salt Lake City government offices? Select all that apply. Selected choice – Other, please specify: (n=7)

I have tried over the phone, mailboxes are always full, can't leave a message. I've also tried email. Many employees don't publish email addresses, never respond, or respond with a pat-on-the-head form letter.

Health department

texting

texting

by phone

Video call

At the City & County Bldg, in-person, several times.



s_CITYSTAFF5_8_TEXT. How do you prefer to contact the Salt Lake City government offices? Selected choice – Other, please specify:
(n=8)

N/A

Text message

no preference

Chat function.

whatever gets results - email doesn't

chat

Clarify question. Depends on the reason for contact.

Over the phone only because no one knows any answers.



m_NEWS1_9_TEXT.

From which sources do you currently receive your information about Salt Lake City? Select all that apply.
Selected choice – Other, please specify: (n=85)

mail like this survey

Radio - KRCL

News

local news

Local media outlets

TV news

local news

News TV

News

news TV or Radio

Internet

radio - kuer

TV News

Pls remember i am in my 80's!

local tv news

Local TV stations

Word of mouth

News

next door app

Local news

Television news.

Social media accounts

None of the above

TV news

mail

KCPW public radio

local newspaper

tv

Broadcast Tv

Other persons.

Mail

TV

SLCTV on YouTube

tv news

Word of mouth

postal mail

Local CBS news

Friends

none

reddit

Tv

news

News media

Local news. T.V.
My mom.
Local tv
council member emails
TV news, Google news
USPS Mail
radio
Media websites, like ksl.com, etc
Direct mail
discussions in community meetings.
local website (ksl, etc.)
tv
TV News
Local news stations
SL Trib, ksl websites
tv
Local television news
Mail
Mailables of Flyers
I really like the public lands newsletter.
I don't
Nextdoor, word of mouth
email from council person and emails in general
local tv news
TV news
not available now
KUER
Mail
by mail
Local TV News
TV
none
Independent local magazines, news websites
News
local news sites on the web
USPS - it needs to stop; not sustainable!
Tv news
TV
news,tv
Television
USPS
Keur radio



s_NEWS2_9_TEXT.

From which sources do you prefer to receive your information about Salt Lake City? Select all that apply.
Selected choice – Other, please specify: (n=37)

Local media outlets

local news

News

TV or radio

online news

kuer

Phone

local tv news

Neighbors

tv

mailers, that's what led me to this survey

TV

tv

Local CBS news

City Council emails

reddit

Tv

T.V. news

I'd like to be called and notified every time someone proposes future demolitions.

Tv

mail

local news websites

local news

all good, though I don't do social media

None of the above

tv news

I don't

Radio

please use as many as possible

tv

none

local news websites

TV news

Radio

USPS

KUER Radio

Mailings.



s_GENDER_4_TEXT. Which of the following best describes how you think of yourself? Selected choice – Other, please specify: (n=5)

Female/agender

Do not understand the question

This is why Trump almost won a second time.

transgender male

man and woman

m_LANG_15_TEXT.

Which of the following languages are frequently spoken in your home, if any? Select all that apply. Selected choice – Other, please specify: (n=33)

German
German
Samoan
Serbian
Swedish
Asl
Russian
German
German
Sinhalese
German
German
greek
German
Urdu
German
Japanese
Bengali
Russian
German
italian
Japanese, Hawaiian
German
German
Tahitian
German
.
Swedish
armenian
russian
German
Armenian
german



m_COVIDEMPLOY_8_TEXT.

In which of the following ways, if any, has Covid-19 impacted your employment? Select all that apply. -
Selected Choice Other, please specify (n=70)

Was furloughed, then unemployed until August, gained temporary employment as a Contact Tracer and just recently found permanent benefited employment via SLCo Health Dept.

supposed to teach evening class. it was cancelled

I am retired. My employment was not at all impacted.

Less business traffic

Worked from home for a small period of time

golf pro - very busy - not slc

Decreased income

Less travel and social activities, especially Church associations

retired no impact

I have loved learning to use Zoom and other media recourses

I work 3 jobs. Since I am self employed for 2 I did not qualify for unemployment benefits. Continued working 3 jobs with decreased pay and no assistance from the government.

Significant increase in workload

No impact

mandatory Overtime

Loss of wages, pay reduction

as a volunteer, working with others was more difficult but I continued each day with less hours.

Please note that my answers to the "within the past year have you" were because of COVID. Otherwise I would have done all of those things frequently

I collected unemployment for roughly 6 months in 2020.

reduced ability to work side job

Teaching has become much more stressful and exhausting. We are solooking forward to a better next year

Salary freeze

My business type was closed by the health department for 5 weeks during COVID

Increase in part-time jobs

self-employment

Slower sales for my employer resulting in less wages for me.

When an expected layoff occurred (not COVID related and known 4 years in advance), I took retirement instead of looking for a job. I was lucky that was an option.

Quit job to ski bum just prior to the pandemic and have struggled finding employment without being considered underemployed by the economic definition

Retired

Reduced benefits

Retired

Self-employed

Retired

Contractor

Decided to go back to college

Slowed everything down

business closures

My business totally disappeared

I wasn't informed and didn't get paid

Doesn't bother any

Worked at car wash

More hours at work, did get a promotion

worked at a assisted living

Retired

I have to quite my jobs for my children who are re

I'm a Teacher

financial

i had my own business, i was self employed. but i

I was promoting COVID Awareness through public ser

restricted access to family members

its a lot harder to get to know people which is a

frozen rates or wages

The safety or uncomfortability working in the hos

finding job is difficult

industrial generator

We didnt feel safe due to the pndemic, cause we bo

Retired

It changed my life; I had a heart attack

Retired

Revenue reduction, salary reduction

Added second job due to more-flexible schedule

Increased hours

On [REDACTED] my employer(Broker) scream in my face to [REDACTED] because my mother was in the hospital and I wanted to ensure it was not COVID. Without allowing me to say one word he assumed it was COVID and forced me out of the building, keeping my hand made trainings, being the only one fired and female, trained my replacement. Then UI taking 9k from me for a none fault overpayment taking over 40%. I've lost everything the only reason I have a roof over my kids head is because Comm.Action which was still very hard to get assistance.COVID has ruined my life and state funding was not there although millions of dollars were given to the state and city.

decreased opportunities and wages offered for my skill set

Damaged relationships with coworkers and hampered research progress greatly

Loss of Daycare

regularly donate money to needy, directly

Decreased income

Retired

no affect

it affect me as teacher



s_COLLEGE_5_TEXT. At which college or university are you currently enrolled? - Selected Choice Other, please specify: (n=9)

Out of State

WGU

Weber State

Boise State University Online

BYU

University of Illinois

Seattle University

Utah State University

Weber

m_RACE_7_TEXT. Are you: - Selected Choice Other, please specify: (n=23)

mixed race
not applicable
Northern European
North Atlantic Islander
Human
prefer not to identify
noneyer
Arab American
Mixed race - White + Pakistani
Mixed
Human
Asian subcontinent
Na
Hawaiian
Not saying
I prefer not to answer
Ashkenazi
Mixed
american indian
MEXIDCAN INDIAN
Eastern Europe
Armenian
Armenian

s_RELIGION_7_TEXT. What, if any, is your religious preference? - Selected Choice Other, please specify: (n=73)

Buddhist
LDS
Unitarian
christian
Jehovah's Witness
Jehovah's Witness
noneyer
Episcopalian
agnostic
Church of Jesus Christ of Latter-day Saints
Athiest
Unitarian
Non-denominational Christian
Buddhist
Normal
Quaker
Athiest
Buddhist
Lutheran
Unitarian Universalist
Buddhist
Presbyterian
Christian
Agnostic
center for spiritual living
Unitarian Universalist
Humanist
atheist
Athiest
penatcostal
Athiest
Issis
Lutheran
Agnostic
Atheist
Buddhist
Non traditional Christian
Hindu
Buddhism
Atheist
Buddhist
agnostic
EPISCOPALIAN
unitarian

chiristianity
Agnostic
Christian
unitarian
HINDU
BUDDHIST
Buddhism
panicostle
athiest
native americans ways/spiritiual sundancer
AETHIST
Just spiritual.
Atheist
Atheist
AGNOSTIC
Buddhism
I love good. Although there are things I disagree with in the LDS Church they have great beliefs I like my children to abide by
Christian
Cherokee
Armenian Orthodox
FSM
Satanist
Armenian Orthodox
Christian
Atheist
Buddhist
peace
AGNOSTIC
Christian