

City of Brighton City Survey Results for 2009

City of Brighton City Survey Results for 2007

1. Please rank the IMPORTANCE of the following City Services, Programs and Activities

Description	Critical	Very Important	Important	Not Important	Unnecessary	DNA	Total Surveys
Public Safety (Police)	63%	27%	8%	1%	0%	1%	335
Police	61%	12%	6%	3%	9%	8%	925
Streets and Storm Drainage	20%	53%	25%	1%		1%	335
Streets and Storm Drainage	23%	25%	20%	9%	6%	18%	925
Refuse Collection & Disposal	19%	55%	22%	2%	1%	1%	335
Refuse Collection and Recycling	26%	22%	18%	9%	6%	19%	925
Refuse Recycling Program	12%	37%	40%	7%	1%	1%	335
Refuse Collection and Recycling	26%	22%	18%	9%	6%	19%	925
Yard Waste / Leaf Collection Program	8%	35%	41%	12%	3%	1%	335
Leaf Collection Program	9%	15%	20%	11%	15%	30%	925
Sidewalks	13%	39%	40%	6%	1%	2%	335
Sidewalks/Bike Paths	11%	18%	23%	12%	10%	25%	925
Street Lighting	21%	43%	27%	6%	1%	2%	335
Street Lighting	18%	21%	20%	8%	7%	25%	925
Property Regulation (zoning, code enforcement & planning)	11%	35%	46%	6%	0%	2%	335
Property Regulation	20%	19%	20%	11%	8%	22%	925
The Appearance of Public Grounds and Facilities	11%	45%	39%	4%	0%	1%	335
Appearance of Public Grounds	18%	21%	20%	8%	7%	25%	925
Civic and Special Events and Promotional Activities	7%	31%	38%	17%	5%	2%	335
Civic and Special Events and Promotional Activities	8%	14%	25%	14%	13%	26%	925
Water and Sanitary Sewer Services	46%	38%	14%	1%		1%	335
Water and Sewage	34%	22%	16%	7%	4%	17%	925

2. Please Rate the QUALITY of the following City Services, Programs and Activities

Description	Excellent	Very Good	Good	Fair	Poor	DNA	Total Surveys
Public Safety (Police)	37%	40%	16%	3%	2%	1%	335
In the past year have you or a member of your family called the City Police Department for assistance of any kind? IF YES, please rate the service that was provided:	58%		28%	9%	4%		259
The Condition of Streets and Storm Drainage	9%	41%	33%	11%	5%	1%	335
How would you rate the condition of the City's streets?	9%		64%	21%	3%	3%	925
Street Cleaning Program	8%	29%	33%	16%	12%	3%	335
How do you rate the City's street Cleaning Program?	18%		54%	18%	3%	7%	925
Snow Removal Services	16%	35%	33%	9%	4%	3%	335
How would you rate the City's snow removal services?	26%		51%	14%	3%	6%	925
Traffic Flow Along Main Street	4%	23%	39%	27%	6%	1%	335
How would you rate the traffic flow along Main Street?	5%		38%	39%	16%	3%	925
Traffic Flow Along Grand River Avenue	3%	13%	38%	32%	14%	1%	335
How would you rate the traffic flow along Grand River?	2%		21%	43%	32%	2%	925
Traffic Flow Along Challis Road	4%	20%	45%	22%	4%	5%	335
How would you rate the traffic flow along Challis?	5%		48%	30%	8%	10%	925
Refuse Collection & Disposal	18%	47%	28%	4%	1%	3%	335
Refuse Recycling Program	16%	37%	33%	8%	2%	4%	335
Yard Waste/Leaf Collection Program	13%	30%	38%	10%	5%	4%	335
How do you rate the City's Leaf Collection Program?	14%		50%	17%	3%	15%	925
Sidewalks	5%	30%	43%	14%	5%	3%	335
Street Lighting	10%	37%	42%	6%	1%	4%	335
Property Regulation (zoning, code enforcement & planning)	7%	30%	45%	9%	4%	6%	335
If you have gone through the City's Planning or Zoning review procedures, how would you rate the process?	3%		13%	8%	4%	71%	925

The Appearance of Public Grounds & Facilities	11%	40%	38%	7%	1%	3%	335
How would you rate the City's overall physical appearance?	23%		65%	8%	1%	3%	926
Civic and Special Events and Promotional Activities	13%	42%	32%	6%	4%	3%	335
Water and Sanitary Sewer Services	16%	47%	27%	4%	4%	3%	335
The Ease of Walking in the City's Neighborhood Areas	15%	44%	24%	11%	4%	2%	335
Rate the ease of walking in the City's neighbourhood areas?	34%		52%	9%	1%	4%	925
The Ease of Walking in the Downtown Area	24%	43%	25%	4%	2%	1%	335
Rate the ease of walking in the downtown area?	45%		46%	5%	1%	3%	925
Usefulness of the City's Website	7%	31%	38%	12%	3%	10%	335
Usefulness of the City's Cable Channel	4%	18%	41%	15%	9%	14%	335
Have you ever visited the City of Brighton's Web Site and/or Cable TV Channel for City information? IF YES, how would you rate their usefulness to you as a City Resident?			55%	4%	41%		563
Level of Service Provided to You by City Staff	19%	36%	31%	7%	3%	4%	335
If you had recent contacts with City Staff, how would you rate the level of service provided to you?	22%		39%	13%	5%	23%	925
Overall Satisfaction with the City's Services	11%	45%	32%	7%	3%	2%	335
How would you rate the overall service you receive from the City of Brighton?	17%		59%	16%	3%	4%	925

3. Please Rank the importance of the following Issues Currently Facing the City of Brighton							
Description	Most Important	Very Important	Important	Somewhat Important	Least Important	DNA	Total Surveys
Controlling Growth	4%	5%	13%	30%	51%		
Controlling Growth	13%		18%		27%	41%	935
Encouraging Growth	8%	7%	22%	34%	36%		
Encouraging Growth	11%		9%		10%	69%	935
Controlling Traffic	5%	21%	36%	25%	7%		
Controlling traffic	11%		28%		34%	26%	935
Crime / Resident Safety	40%	27%	15%	4%	3%		
Crime/Resident Safety	18%		15%		22%	46%	935
Managing its Budget	43%	39%	15%	7%	2%		
Total Surveys	302	313	281	230	209		

4. Please indicate how well you believe the following words/statements describe the City of Brighton:

Description	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	DNA	Total Surveys
Fast Growing	10%	37%	37%	11%	1%	3%	335
Fast Growing	38%	21%	20%	6%	2%	11%	925
Progressive	7%	48%	26%	12%	3%	5%	335
Progressive	17%	27%	30%	9%	4%	14%	925
A Community with a Small Town Feel	18%	51%	19%	8%	2%	3%	335
A Community With A Small Town Feel	23%	26%	22%	10%	7%	12%	925
Friendly	20%	55%	17%	3%	2%	3%	335
Friendly	22%	35%	22%	6%	3%	12%	925
Congested	16%	33%	31%	14%	2%	4%	335
Congested	34%	23%	19%	8%	4%	12%	925
A Place I would Recommend to Other People to Live	34%	49%	9%	3%	1%	4%	335
A Place I Would Recommend To Other People To Live	38%	26%	15%	5%	4%	12%	925
Safe	36%	54%	6%	0%		4%	335
Safe	37%	40%	8%	2%	1%	12%	925
An Affluent Community	11%	50%	28%	7%	1%	3%	335
An Affluent Community	22%	38%	21%	4%	2%	13%	925
A Comfortable Place to Live	29%	59%	9%	1%		3%	335
A Comfortable Place To Live	37%	35%	12%	3%	2%	12%	925
A Regional Service Center	9%	33%	42%	9%	2%	4%	335
A Regional Service Center	11%	21%	27%	12%	8%	22%	925
A Place I Enjoy Living In	39%	47%	9%	1%	1%	4%	335
A Place I Enjoy Living In	44%	27%	10%	3%	2%	14%	925
A Business Friendly Community	15%	35%	37%	8%	2%	4%	335
A Business Friendly Community	17%	25%	27%	9%	4%	18%	925

5. Should uniformed police presence and visibility in the City of Brighton be:	Increased	Same	Decreased	DNA	Total
	22%	71%	4%	3%	335
	65%	3%	32%		926

6. Where do you get most of your information about City of Brighton policies, procedures, events, and services?	Other	Newspaper	City Cable Channel	City Web Site	DNA	Total
		67%	7%	22%	4%	335
	10%	69%	15%	18%		

7. Are you the owner of a residential or commercial property	Residential	Commercial	Both	DNA	Total
	86%	8%	4%	2%	335
Do you live in the City, own a business in the City, or both?	4%	79%	13%	4%	926

8. Would you be willing to pay higher property taxes for road improvements?	Yes	No	DNA	Total
	18%	79%	3%	335

9. Would you be willing to participate in a special assessment district to pay for road	Yes	No	DNA	Total
	17%	79%	5%	335

10. Do you feel safe walking and driving in the City of Brighton?	Yes	No	DNA	Total
	94%	4%	3%	335
	94%	2%	3%	926

11. Do you feel safe at your home or business in the City of Brighton?	Yes	No	DNA	Total
	97%	1%	2%	335
	96%	1%	3%	926

12. Do you participate in the City's solid waste reduction/recycling efforts?	Yes	No	DNA	Total
	77%	21%	1%	335
	67%	28%	6%	926

13. Do you leave the City for work?	Yes	No	DNA	Total
	46%	50%	3%	335
	46%	45%	9%	926

14. Do you subscribe to cable television?	Yes	No	DNA	Total
	81%	17%	2%	335
	80%	3%	15%	926

15. Do you have Internet access at home?	Yes	No	DNA	Total
	90%	8%	2%	335
	80%	16%	4%	926

16. Would you accept emails notifications from the City of Brighton for Street Closures, Current Events, or Emergencies etc.?	Yes	No	DNA	Total
	71%	26%	3%	335
Do you use e-mail to communicate?	79%	17%	5%	926

17. Do you have children under the age of 18 living in your home?	Yes	No	DNA	Total
	25%	73%	2%	335
	25%	68%	7%	926

18. Did you respond to the 2007 City Service Survey?	Yes	No	DNA	Total
	54%	39%	7%	335
	30%	7%	63%	926

19. IF Yes, have seen an improvement in City service delivery and/or relations since that time?	Yes	No		Total
	46%	54%		186
	SEEN 16%	SOME 52%	NONE 31%	443

20. Are you Male or Female?	Male	Female	DNA	Total
	51%	44%	4%	335
	5%	47%	47%	891

21. Which of the following best describes your age?	18 - 29	30 - 39	40 - 49	50 - 61	62+	DNA	Total Surveys
	37%	40%	16%	3%	2%	1%	335
	18-24	25-34	35-44	45-54	55-64	65+	DNA
	1%	9%	17%	19%	19%	28%	7%