



City of Brighton City Survey Results for 2009



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
Streets and Storm Drainage	20%	53%	25%	1%	0%	1%	
Refuse Collection & Disposal	19%	55%	22%	2%	1%	1%	
Refuse Recycling Program	12%	37%	40%	7%	1%	1%	
Yard Waste / Leaf Collection Program	8%	35%	41%	12%	3%	1%	
Sidewalks	13%	39%	40%	6%	1%	2%	
Street Lighting	21%	43%	27%	6%	1%	2%	
Property Regulation (zoning, code enforcement & planning)	11%	35%	46%	6%	0%	2%	
The Appearance of Public Grounds and Facilities	11%	45%	39%	4%	0%	1%	
Civic and Special Events and Promotional Activities	7%	31%	38%	17%	5%	2%	
Water and Sanitary Sewer Services	46%	38%	14%	1%	0%	1%	

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
The Condition of Streets and Storm Drainage	9%	41%	33%	11%	5%	1%	
Street Cleaning Program	8%	29%	33%	16%	12%	3%	
Snow Removal Services	16%	35%	33%	9%	4%	3%	
Traffic Flow Along Main Street	4%	23%	39%	27%	6%	1%	
Traffic Flow Along Grand River Avenue	3%	13%	38%	32%	14%	1%	
Traffic Flow Along Challis Road	4%	20%	45%	22%	4%	5%	
Refuse Collection & Disposal	18%	47%	28%	4%	1%	3%	
Refuse Recycling Program	16%	37%	33%	8%	2%	4%	
Yard Waste/Leaf Collection Program	13%	30%	38%	10%	5%	4%	
Sidewalks	5%	30%	43%	14%	5%	3%	
Street Lighting	10%	37%	42%	6%	1%	4%	
Property Regulation (zoning, code enforcement & planning)	7%	30%	45%	9%	4%	6%	
The Appearance of Public Grounds & Facilities	11%	40%	38%	7%	1%	3%	
Civic and Special Events and Promotional Activities	13%	42%	32%	6%	4%	3%	
Water and Sanitary Sewer Services	16%	47%	27%	4%	4%	3%	
The Ease of Walking in the City's Neighborhood Areas	15%	44%	24%	11%	4%	2%	
The Ease of Walking in the Downtown Area	24%	43%	25%	4%	2%	1%	
Usefulness of the City's Website	7%	31%	38%	12%	3%	10%	
Usefulness of the City's Cable Channel	4%	18%	41%	15%	9%	14%	
Level of Service Provided to You by City Staff	19%	36%	31%	7%	3%	4%	
Overall Satisfaction with the City's Services	11%	45%	32%	7%	3%	2%	



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3. Please Rank the importance of the following Issues Currently Facing the City of Brighton (with 1 being the most important and 5 being the least important)

Description	Most Important	Very Important	Important	Somewhat Important	Least Important	Total Surveys
Controlling Growth	4%	5%	11%	20%	32%	302.00
Encouraging Growth	7%	7%	19%	24%	23%	313.00
Controlling Traffic	4%	20%	30%	17%	4%	281.00
Crime / Resident Safety	36%	25%	12%	3%	2%	230.00
Managing its Budget	39%	37%	13%	5%	1%	209.00
Did Not Answer	11%	7%	19%	46%	60%	

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
Progressive	7%	48%	26%	12%	3%	5%	
A Community with a Small Town Feel	18%	51%	19%	8%	2%	3%	
Friendly	20%	55%	17%	3%	2%	3%	
Congested	16%	33%	31%	14%	2%	4%	
A Place I would Recommend to Other People to Live	34%	49%	9%	3%	1%	4%	
Safe	36%	54%	6%	0%	0%	4%	
An Affluent Community	11%	50%	28%	7%	1%	3%	
A Comfortable Place to Live	29%	59%	9%	1%	0%	3%	
A Regional Service Center	9%	33%	42%	9%	2%	4%	
A Place I Enjoy Living In	39%	47%	9%	1%	1%	4%	
A Business Friendly Community	15%	35%	37%	8%	2%	4%	

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

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

7. Are you the owner of a residential or commercial property in the City of Brighton?	Residential	Commercial	Both	DNA	Total
	86%	8%	4%	2%	335



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8. Would you be willing to pay higher property taxes for road improvements?	Yes 18%	No 79%	DNA 3%	Total 335
9. Would you be willing to participate in a special assessment district to pay for road improvements?	Yes 17%	No 79%	DNA 5%	Total 335
10. Do you feel safe walking and driving in the City of Brighton?	Yes 94%	No 4%	DNA 3%	Total 335
11. Do you feel safe at your home or business in the City of Brighton?	Yes 97%	No 1%	DNA 2%	Total 335
12. Do you participate in the City's solid waste reduction/recycling efforts?	Yes 77%	No 21%	DNA 1%	Total 335
13. Do you leave the City for work?	Yes 46%	No 50%	DNA 3%	Total 335
14. Do you subscribe to cable television?	Yes 81%	No 17%	DNA 2%	Total 335
15. Do you have Internet access at home?	Yes 90%	No 8%	DNA 2%	Total 335
16. Would you accept emails notifications from the City of Brighton for Street Closures, Current Events, or Emergencies etc.?	Yes 71%	No 26%	DNA 3%	Total 335
17. Do you have children under the age of 18 living in your home?	Yes 25%	No 73%	DNA 2%	Total 335
18. Did you respond to the 2007 City Service Survey?	Yes 54%	No 39%	DNA 7%	Total 335
19. IF Yes, have seen an improvement in City service delivery and/or relations since that time?	Yes 46%	No 54%		Total 186.00



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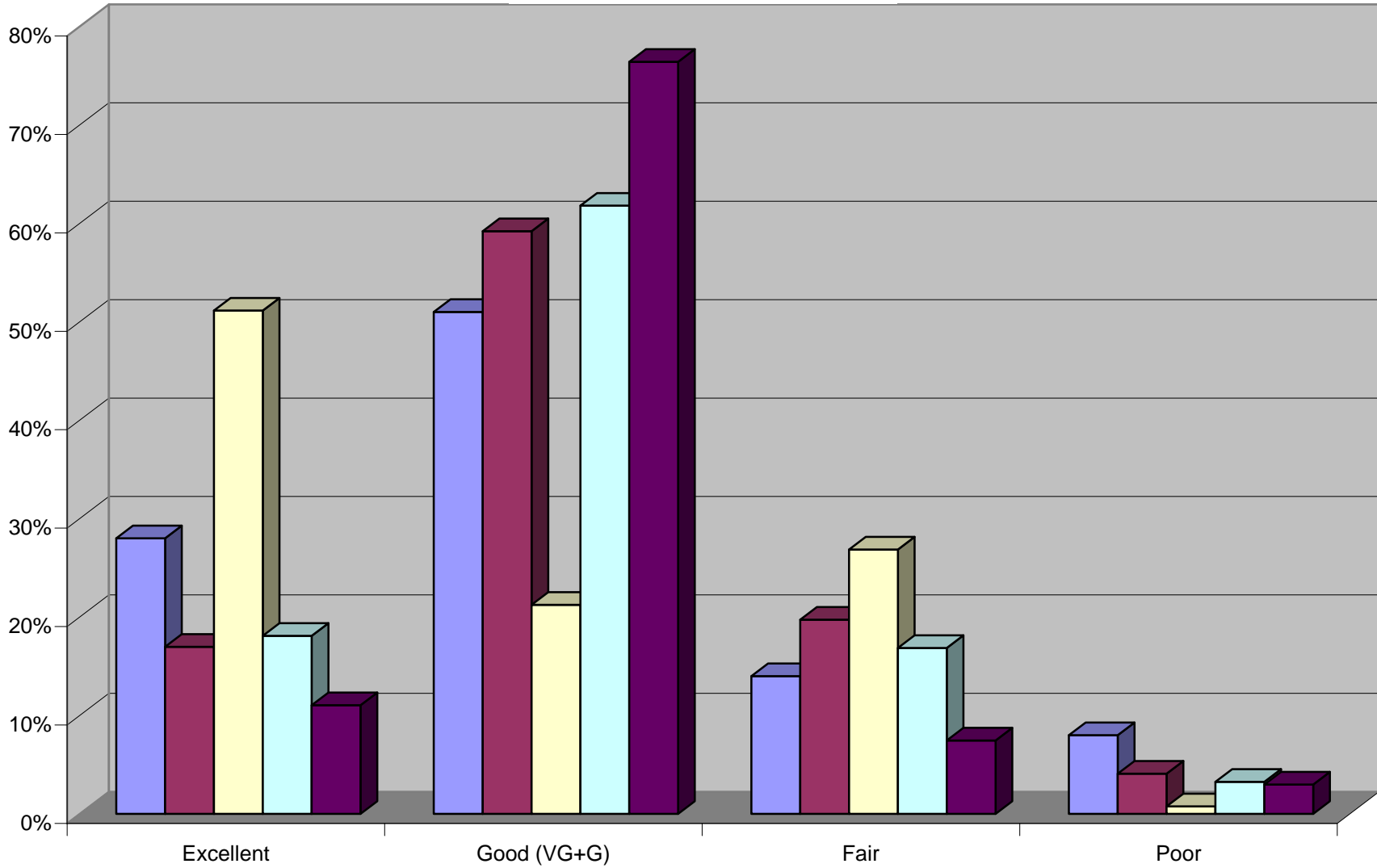


20. Are you Male or Female?	Male	Female	DNA	Total
	51%	44%	4%	335

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

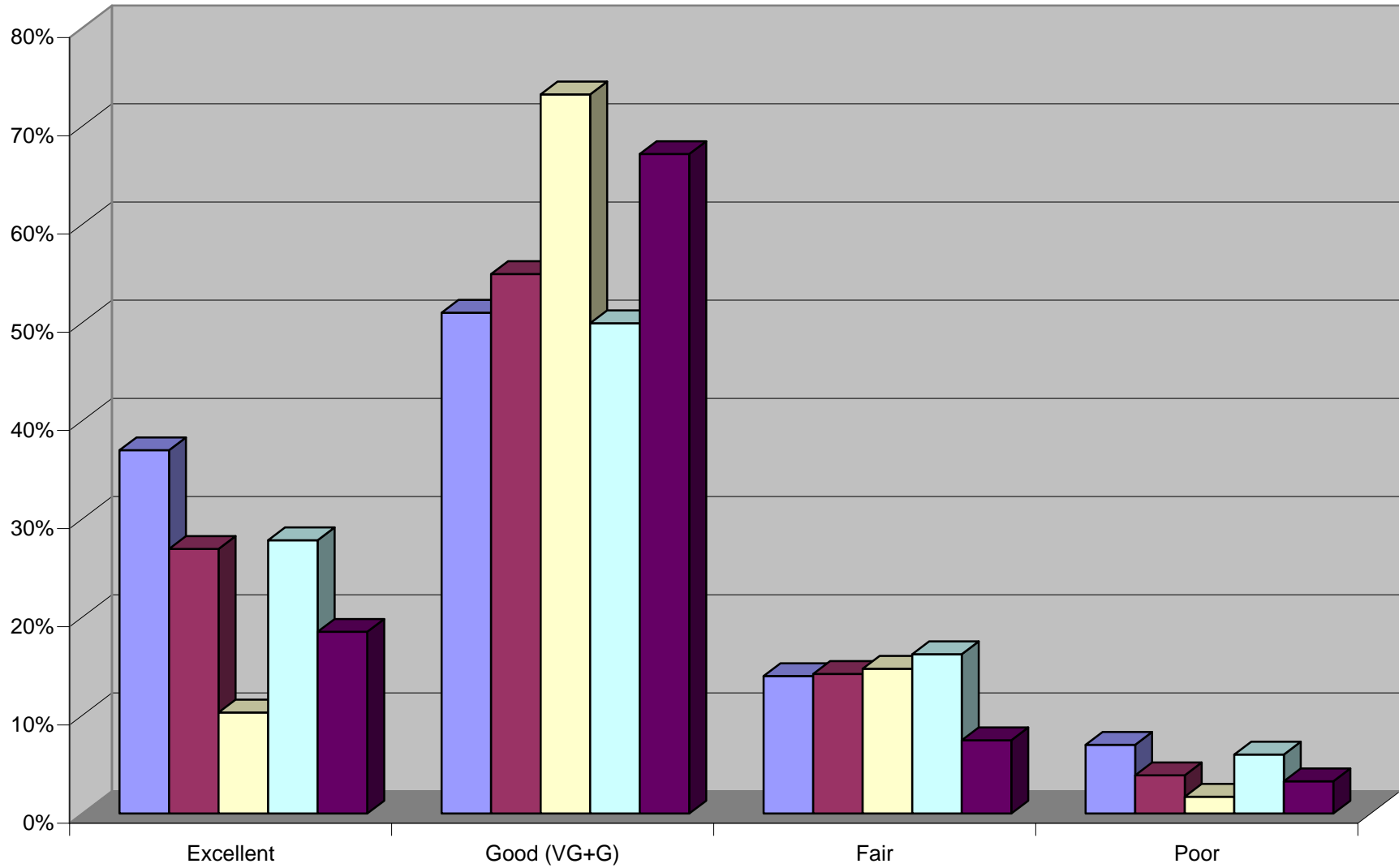
OVERALL SERVICE RATING

2001 2003 2005 2007 2009



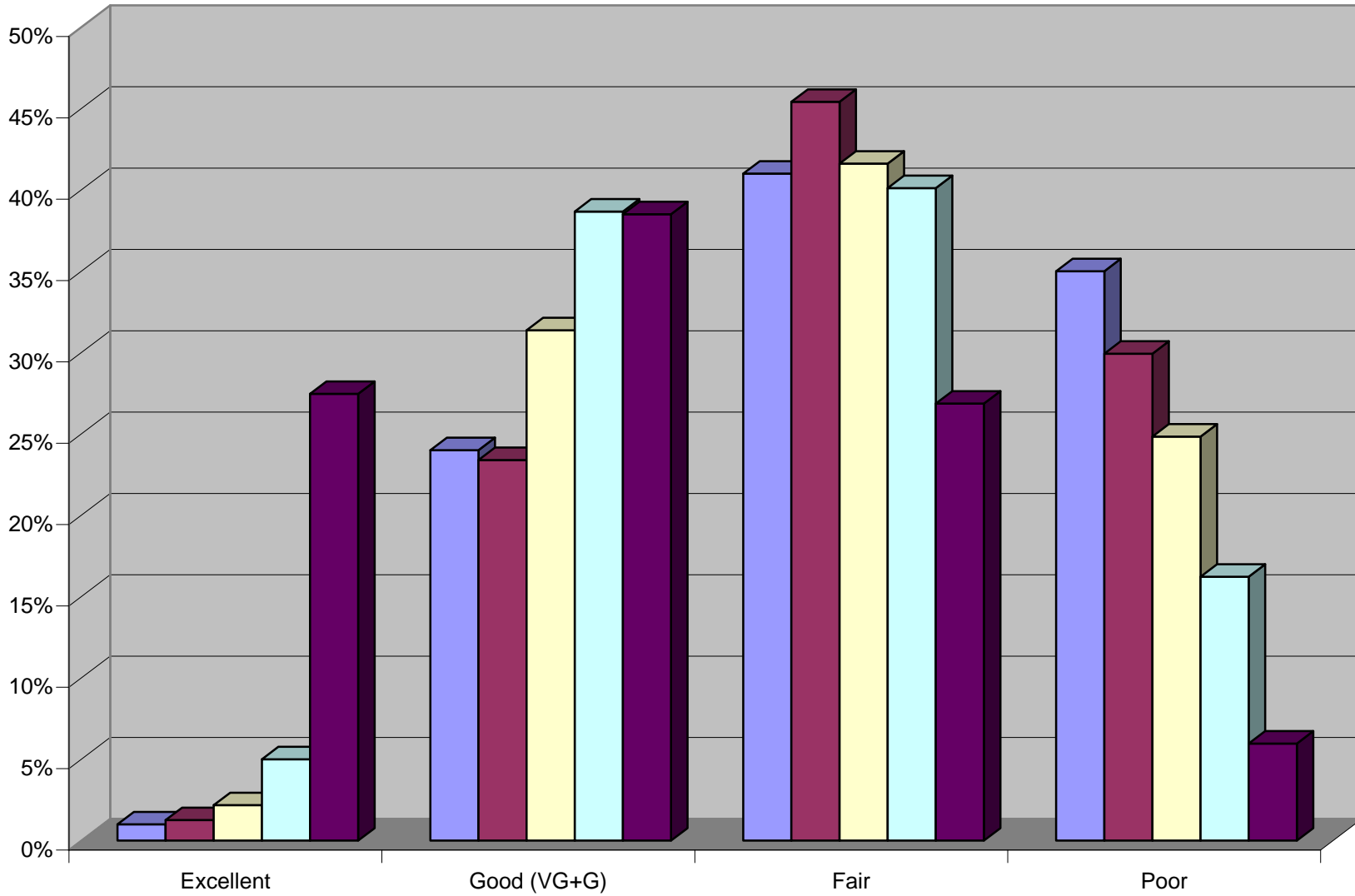
OVERALL STAFF SERVICES RATING

■ 2001 ■ 2003 ■ 2005 ■ 2007 ■ 2009



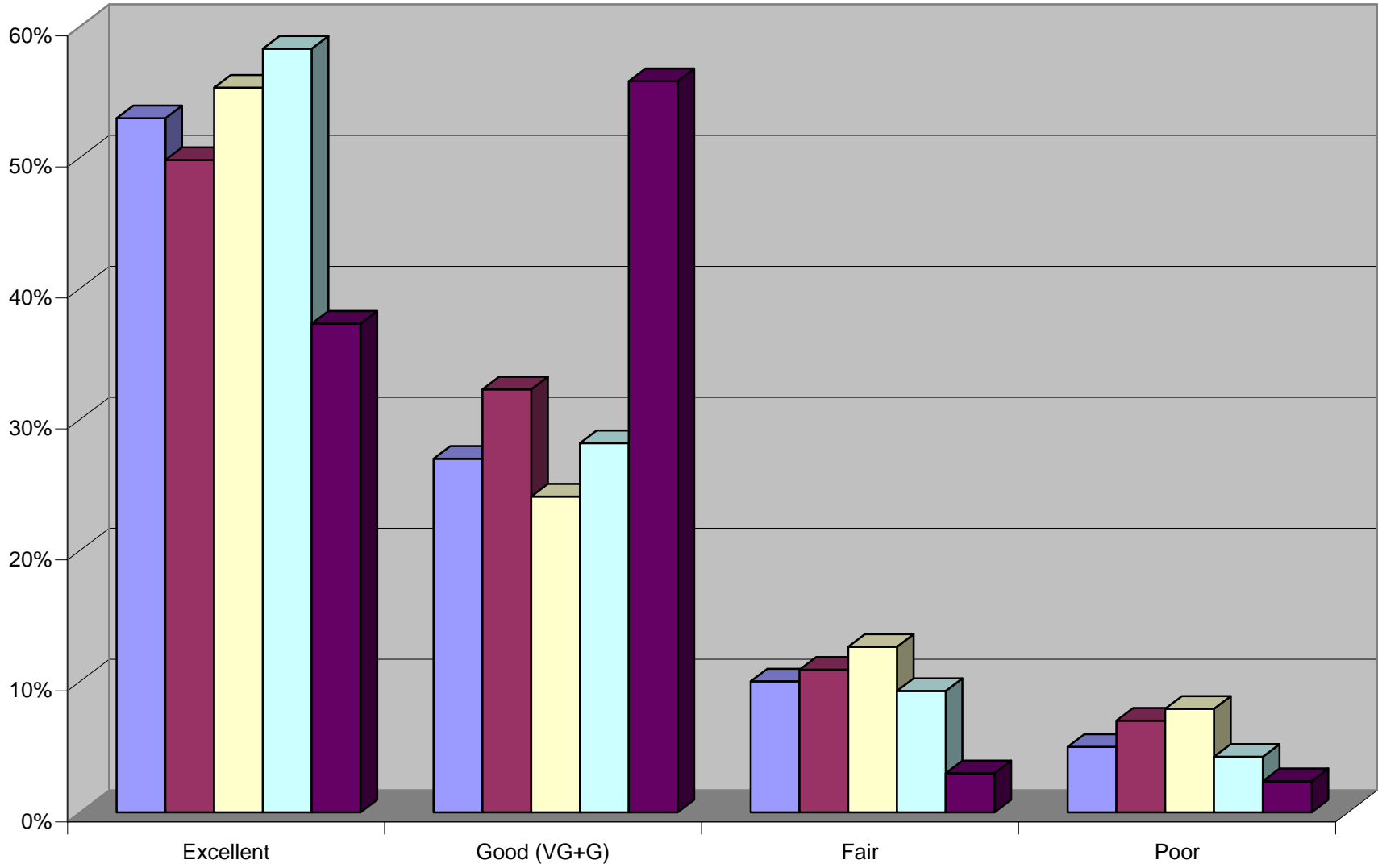
MAIN STREET TRAFFIC RATING

2001 2003 2005 2007 2009



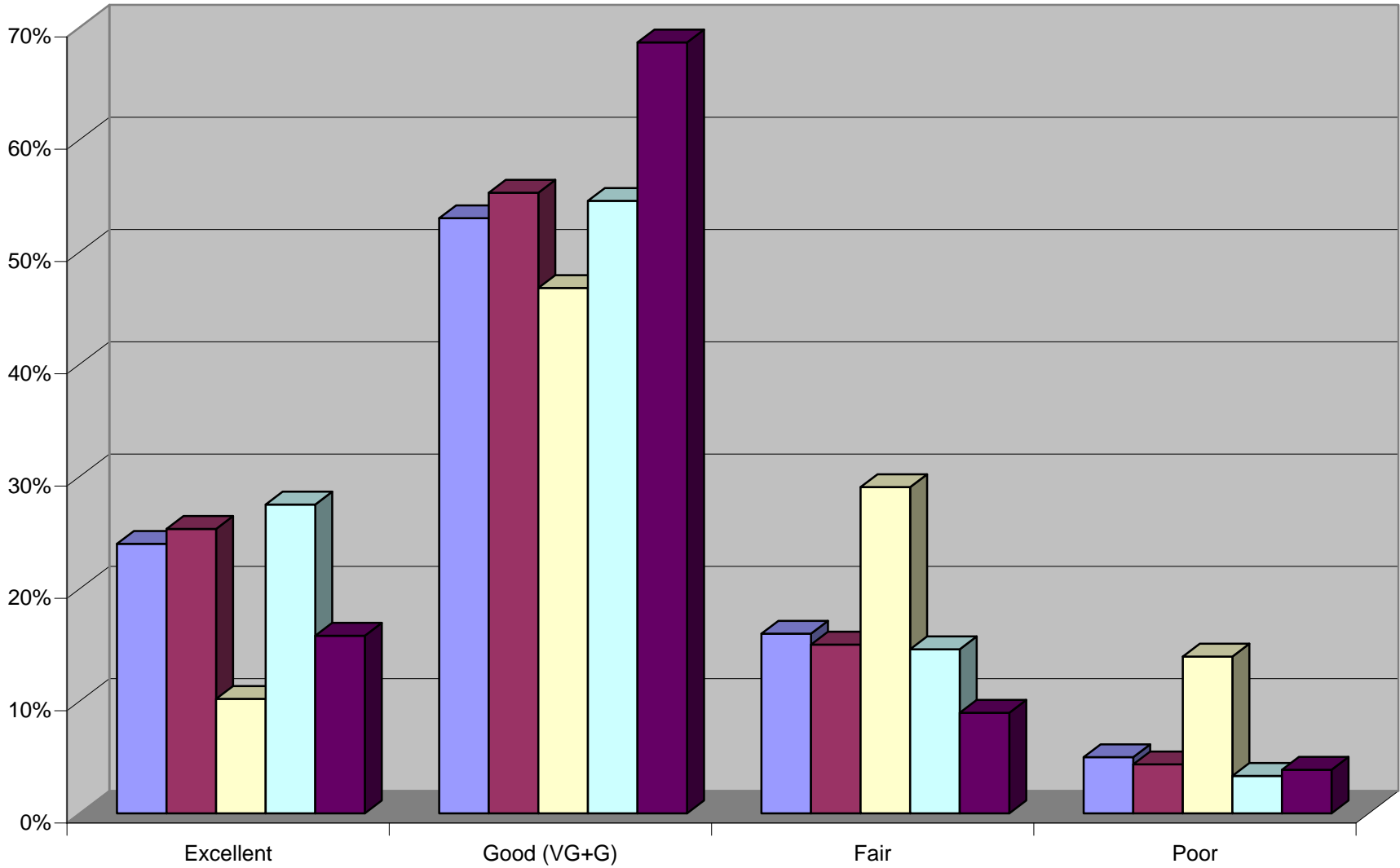
Police Public Safety

2001 2003 2005 2007 2009



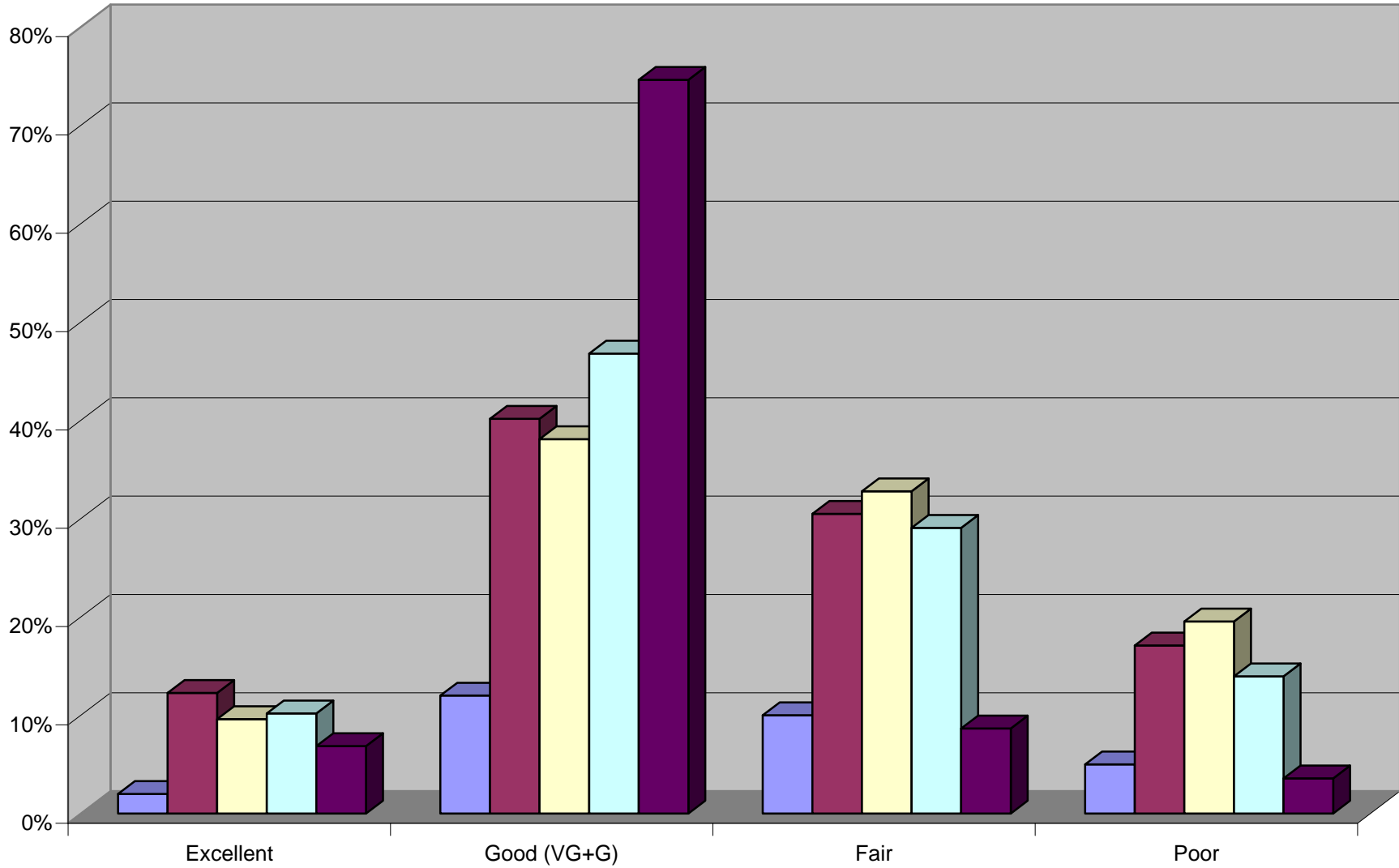
SNOW REMOVAL SERVICE RATING

2001 2003 2005 2007 2009



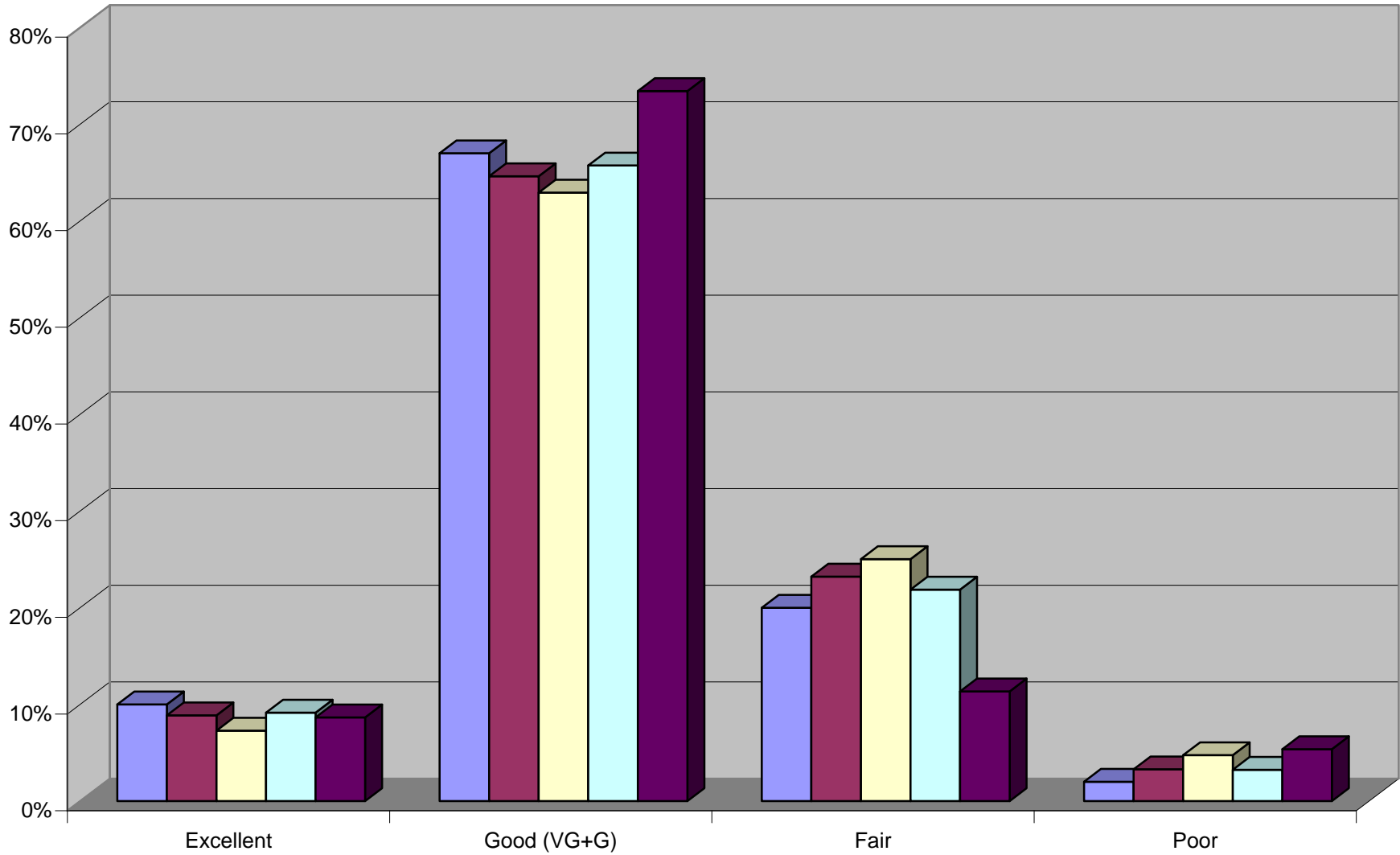
PLANNING AND ZONING RATING

2001 2003 2005 2007 2009

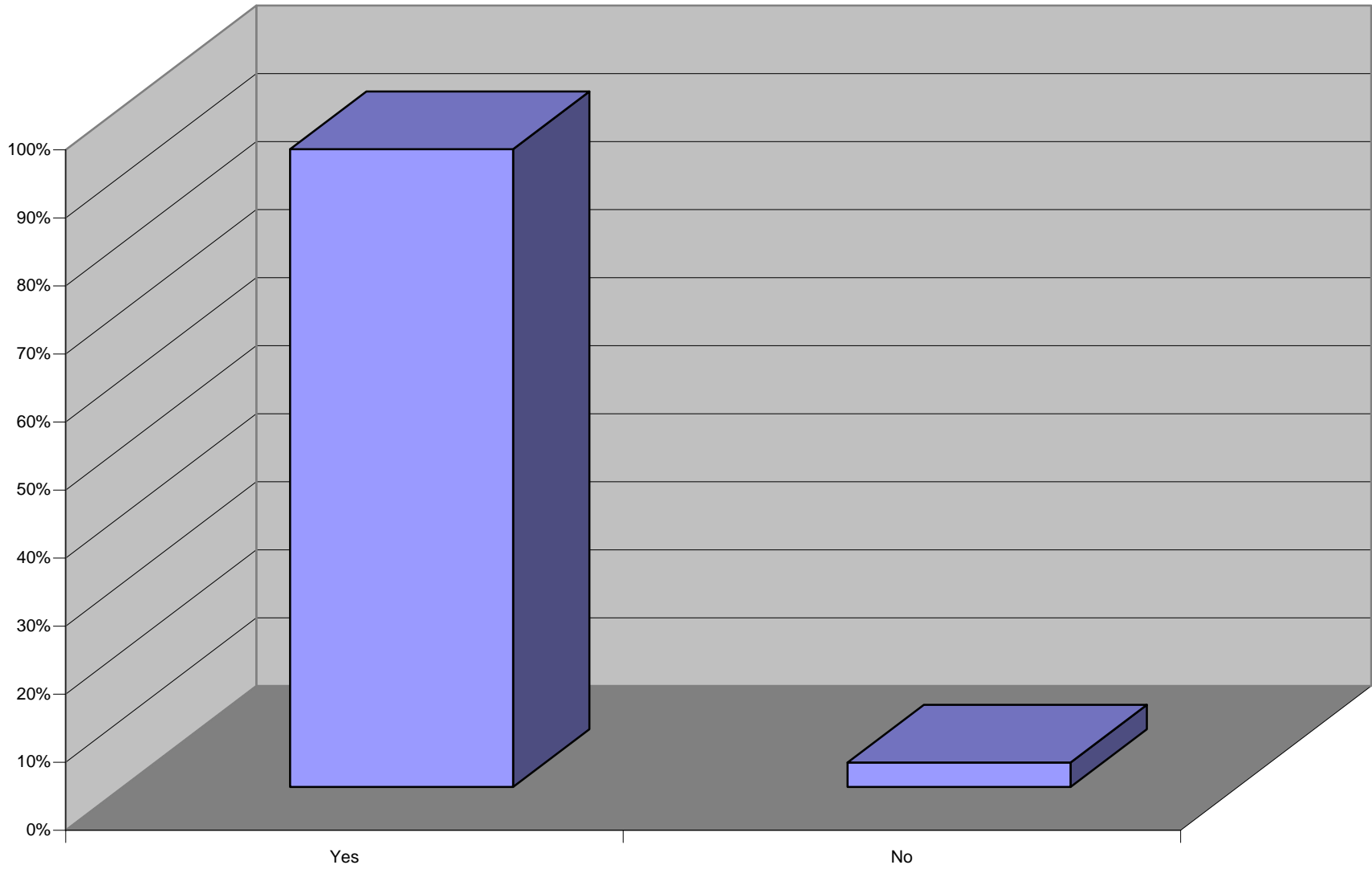


CONDITION AND DRAINAGE OF CITY STREETS

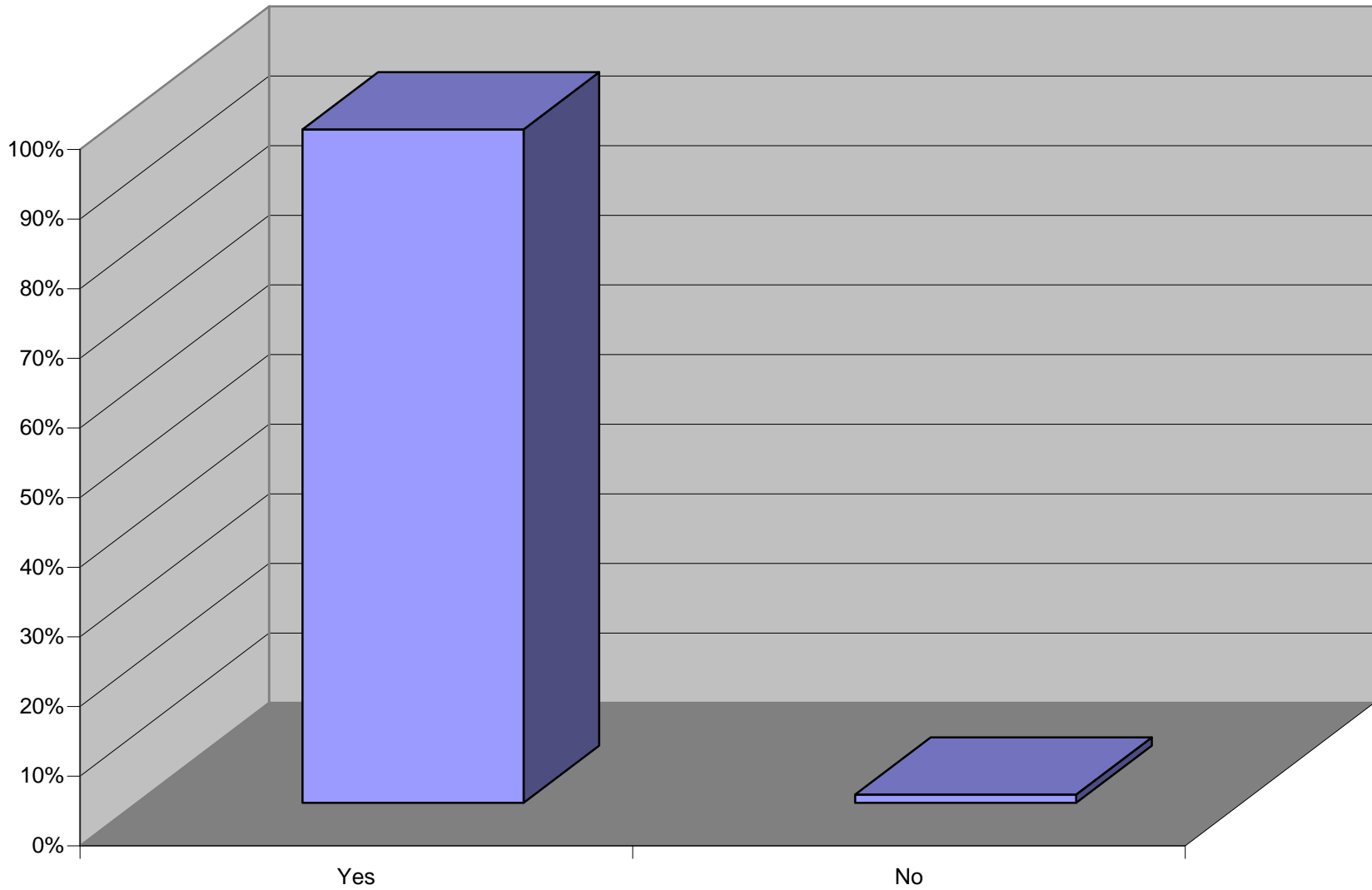
2001 2003 2005 2007 2009



Do you feel safe walking and driving in the City of Brighton?

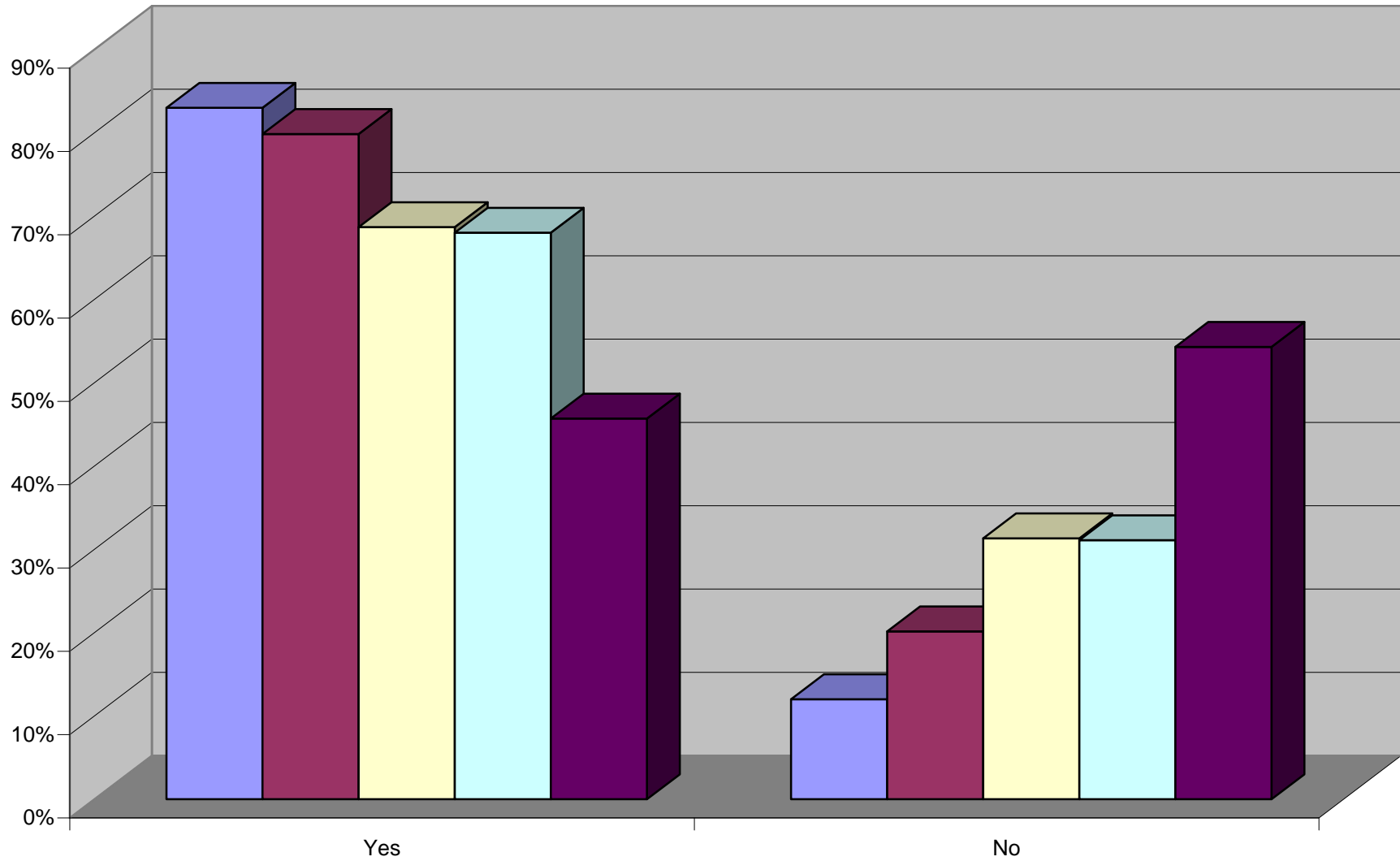


Do you feel safe at your home or business in the City of Brighton?



IMPROVEMENT SINCE LAST SURVEY

2001 2003 2005 2007 2009



Water and Sanitary Sewer Services

