

2013 Citizen Survey

City of Spearfish
October 21, 2013

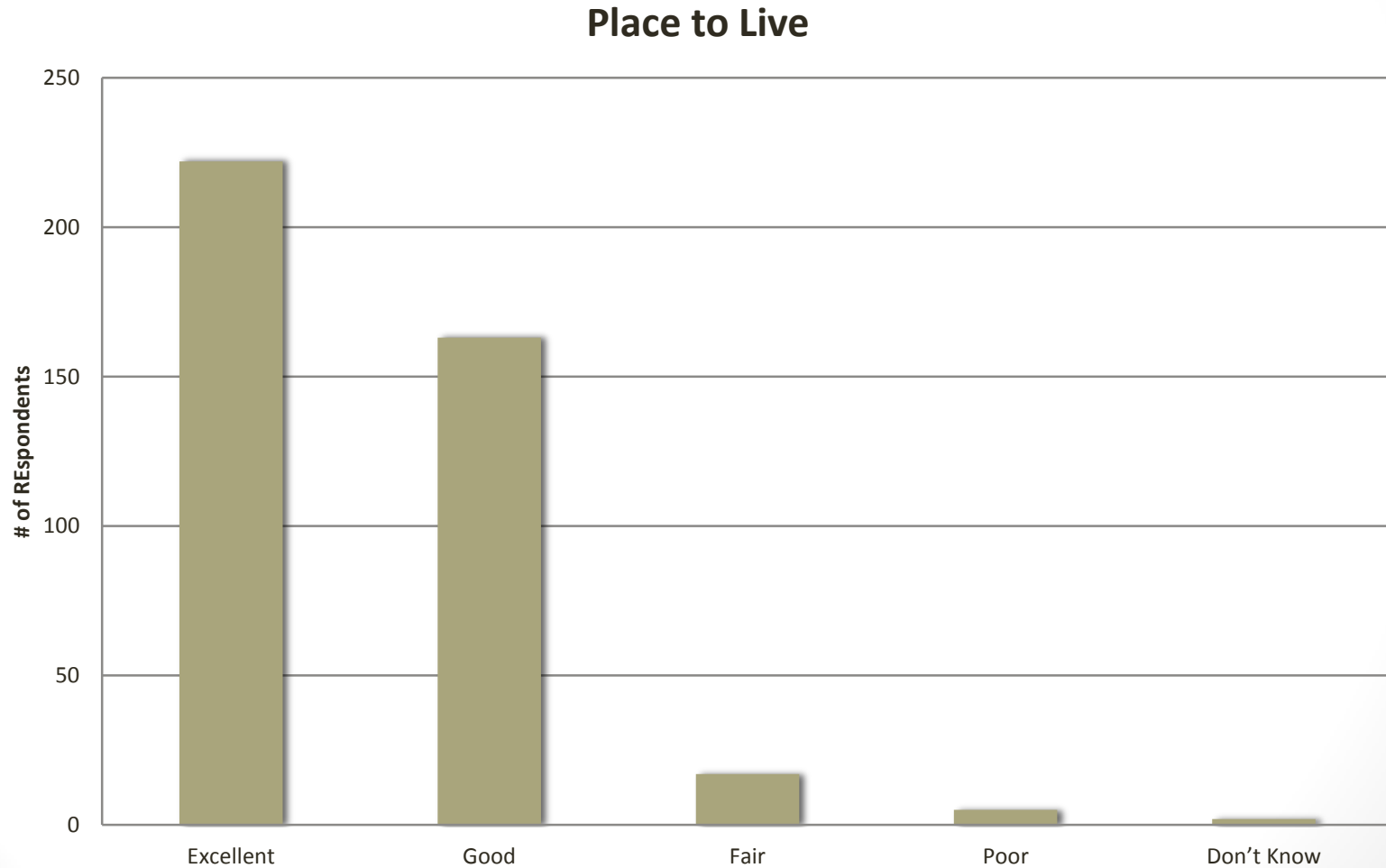
20 Questions

- How would you describe the City of Spearfish as a place to live?
- How would you rate the City's efforts to involve residents in the decision making process?
- How safe do you feel walking the streets of your neighborhood after dark?
- Have you visited the City of Spearfish website or Facebook within the past six months?
- If yes, were you satisfied with the information found on the website?
- In general, do you feel you are getting your money's worth from your tax dollars?
- Do you feel you are getting your money's worth from solid waste, water and sanitary utilities?
- Overall, how would you rate police service?
- Overall, how would you rate fire and emergency service?
- Overall, how would you rate the following administrative services?
- Overall, how would you rate the parks and recreational opportunities?
- Overall, how would you rate the department of public works?
- How would you rate the customer service provided by the building and planning and zoning departments?
- Overall, how would you rate the City offices?
- Overall, how would you rate the library system?
- Have you attended a Spearfish Board, commission, committee or taskforce meeting in the past 12 months?
- Overall how would you rate the city in terms of overall upkeep and cleanliness?
- What is the biggest problem you see facing the City or what do you like least about the City of Spearfish?
- What do you like best about the City of Spearfish?
- How long have you lived in the City of Spearfish?
- If you have any other comments please place them below.

Specifics

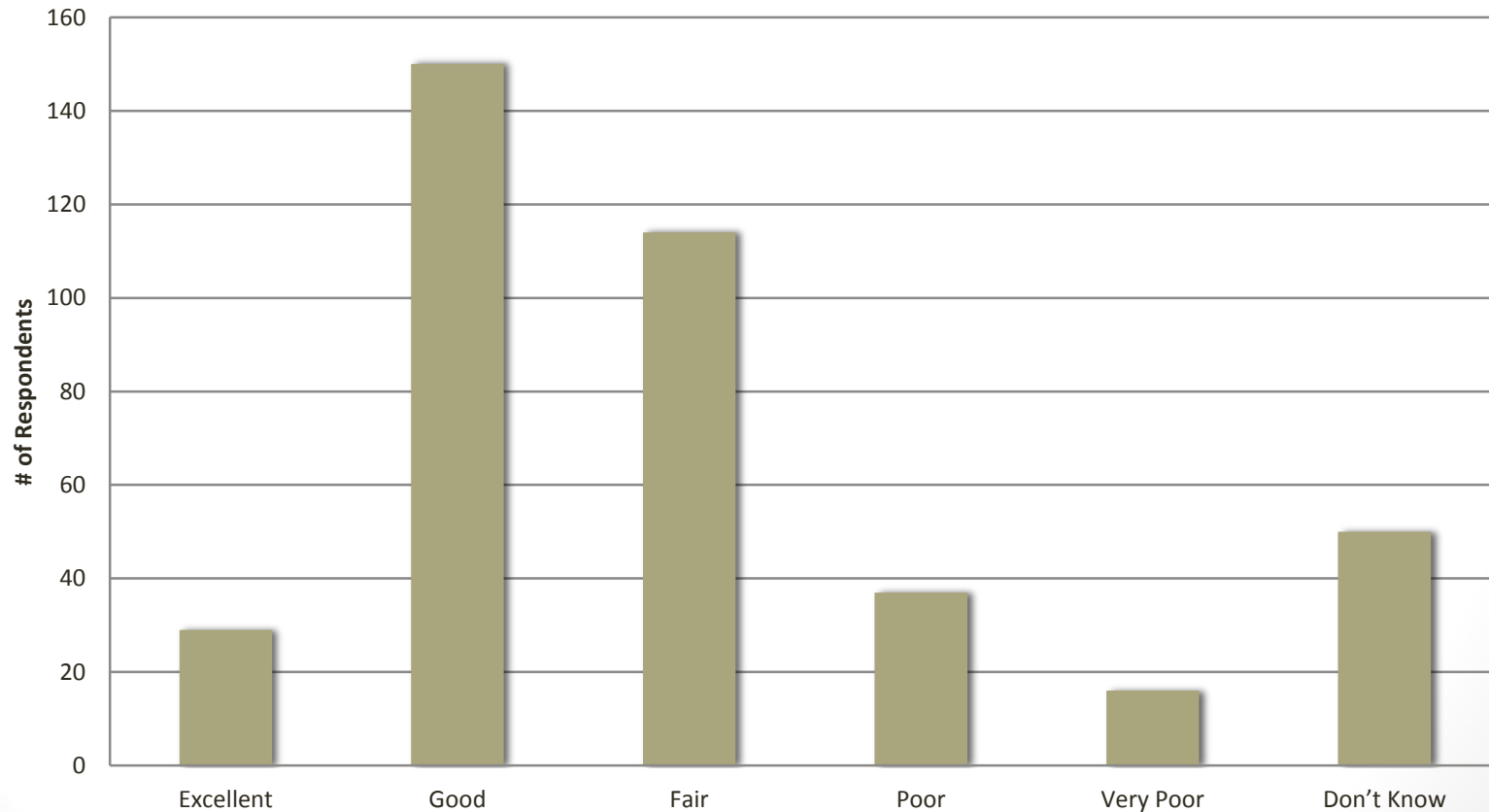
- Surveys sent through utility billing
- 410 Responses returned
- When considering the Excellent/Good scores, ratings received between 51.3% to 95.6%
- Using 80% as our goal for the 50 categories reviewed, 28 are considered above 80%

95.6% - Place to Live



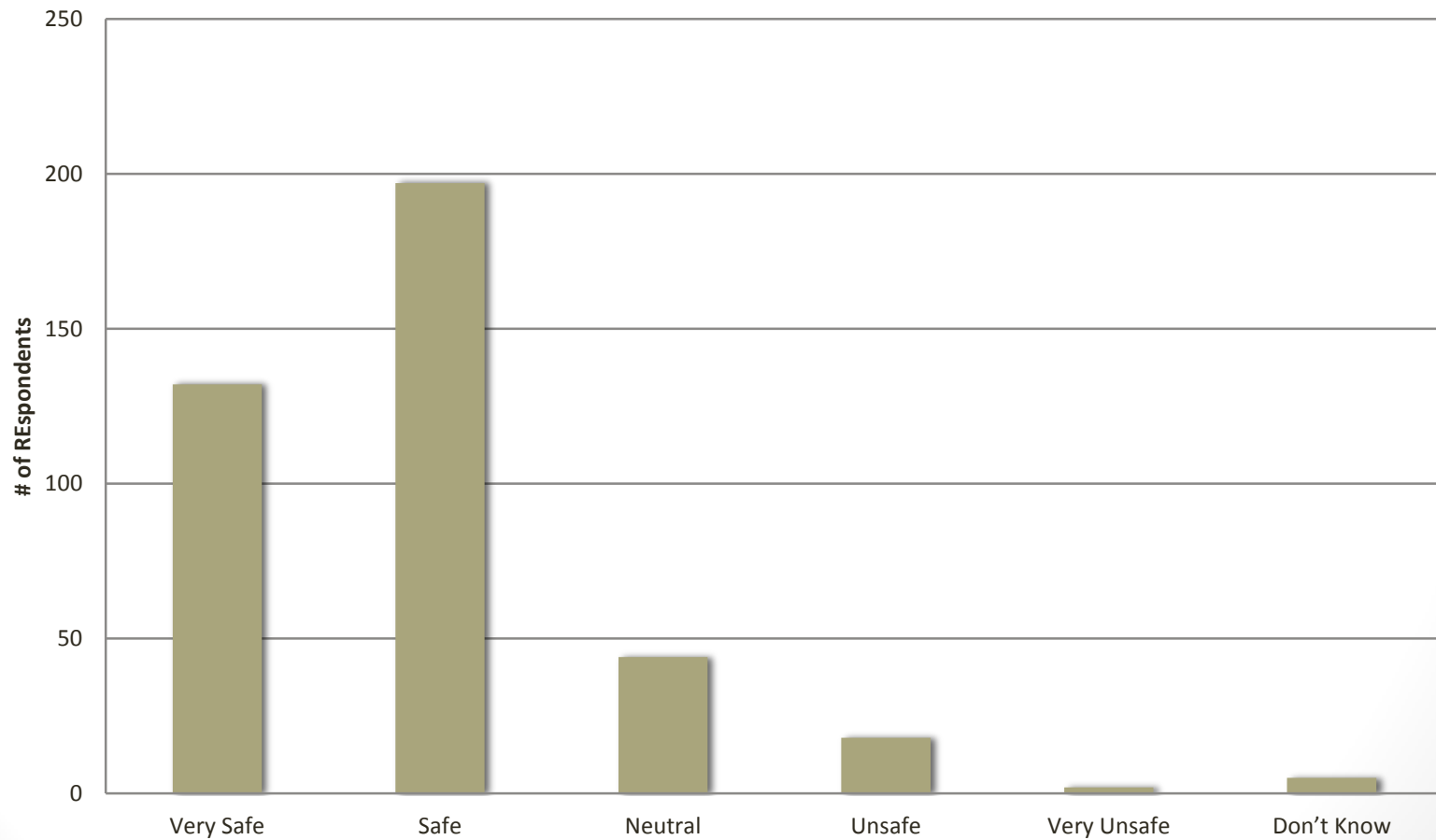
84.7% - Resident Involvement

Resident Involvement in Decision-making



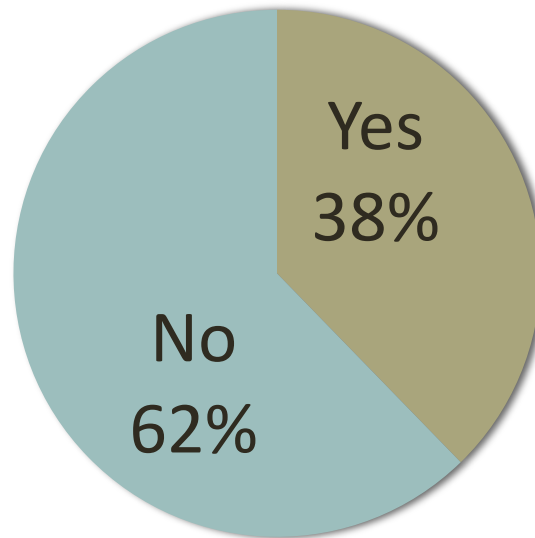
83.7% - Safe after Dark

Safe after Dark



Visited Website or Facebook

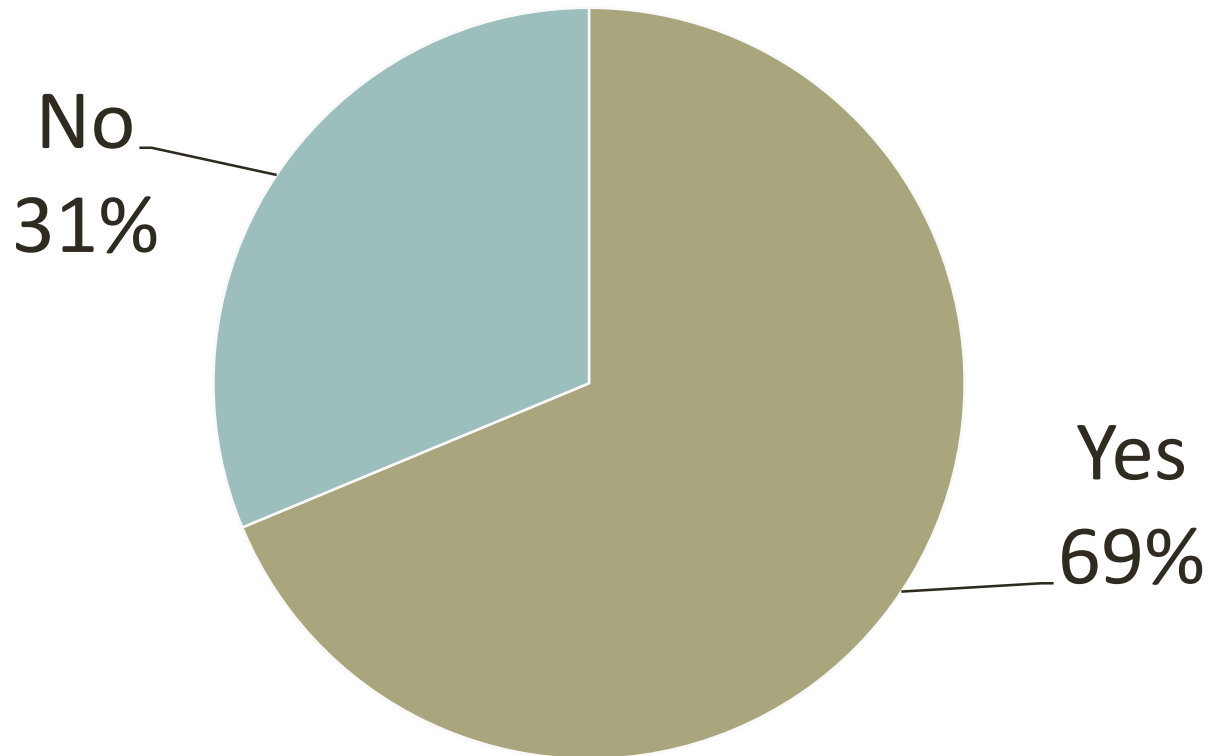
Visit Website or Facebook



Of those who did visit, 64.8% were Satisfied or Very Satisfied.

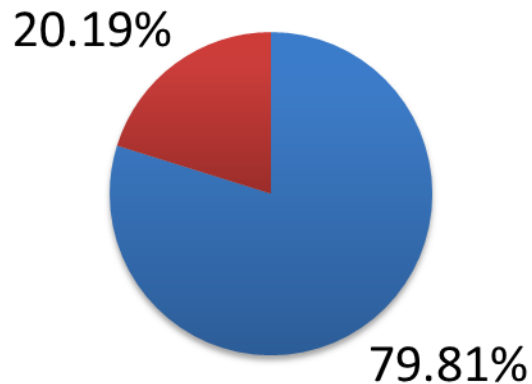
Money's Worth from Taxes

Money's Worth from Tax Dollars

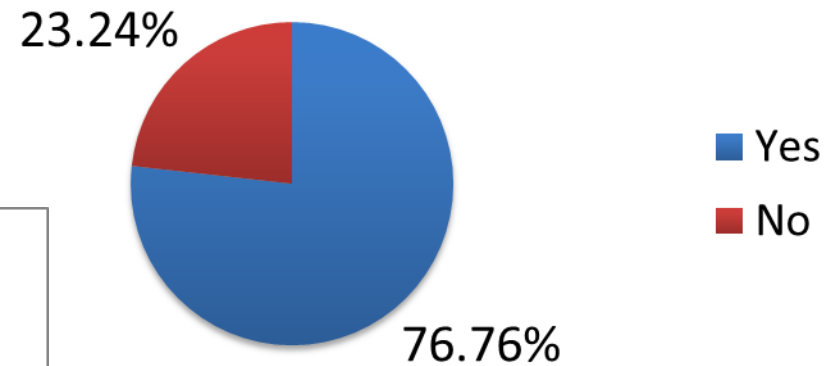


Money's Worth on Enterprise

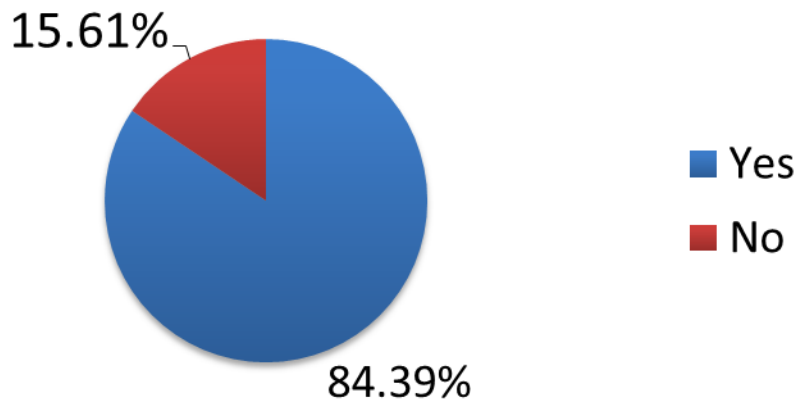
**Money's Worth from
Solid Waste**



**Money's Worth from
Water**

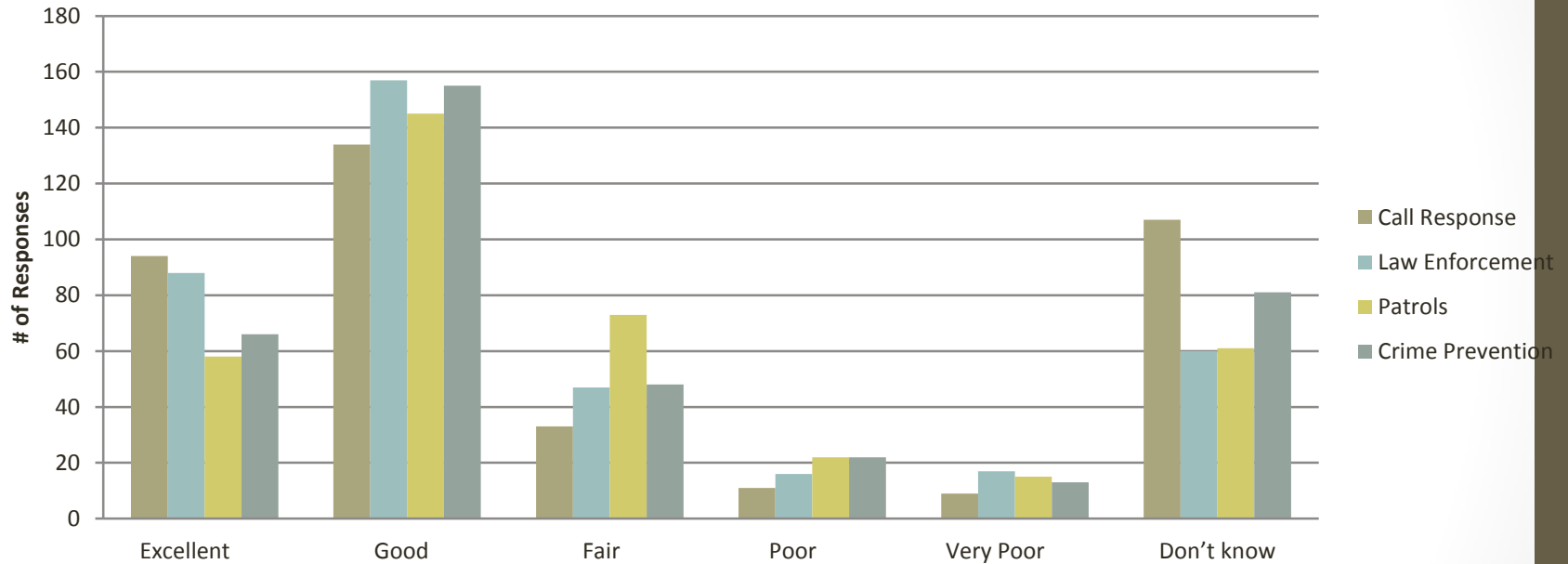


**Money's Worth from
Sanitary**



Police Service

Police Service



Call Response = 81.1%

Law Enforcement = 75.4%

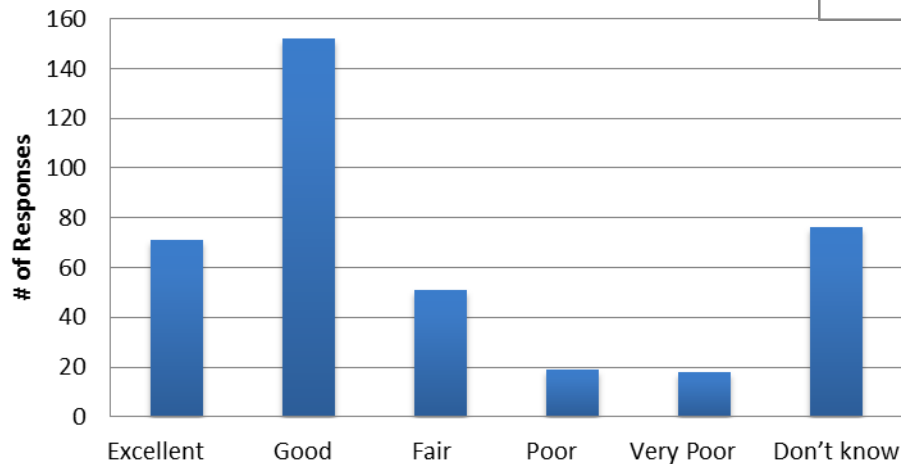
Patrols = 64.9%

Crime Prevention = 72.7%

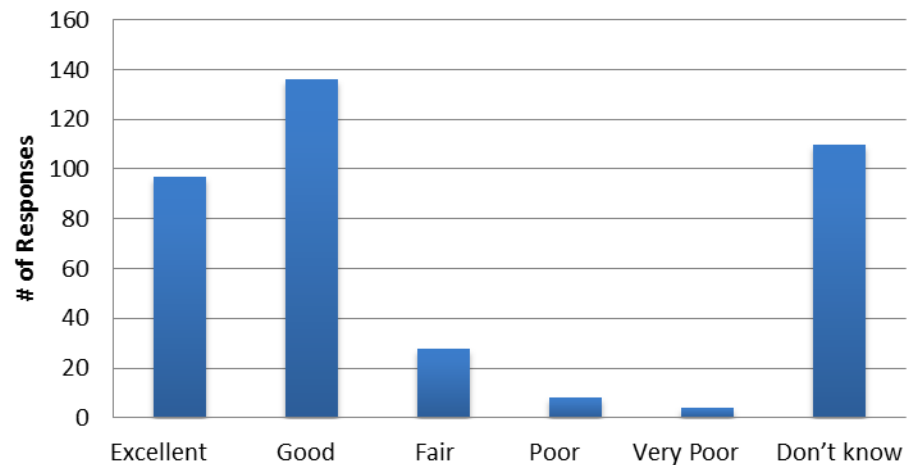
Other Areas of Public Safety

85.3% - Excellent and Good

Animal Control



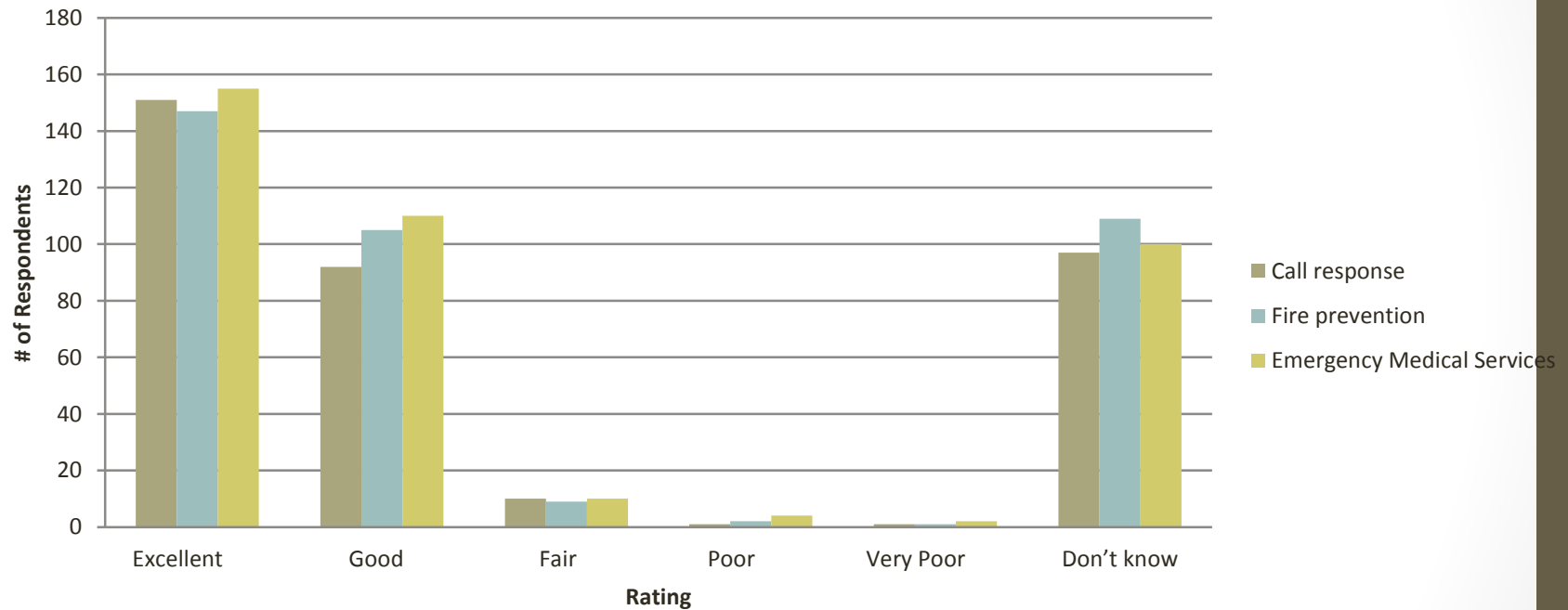
Dispatch Service



71.7% - Excellent and Good

Emergency Response

Fire & Emergency Service



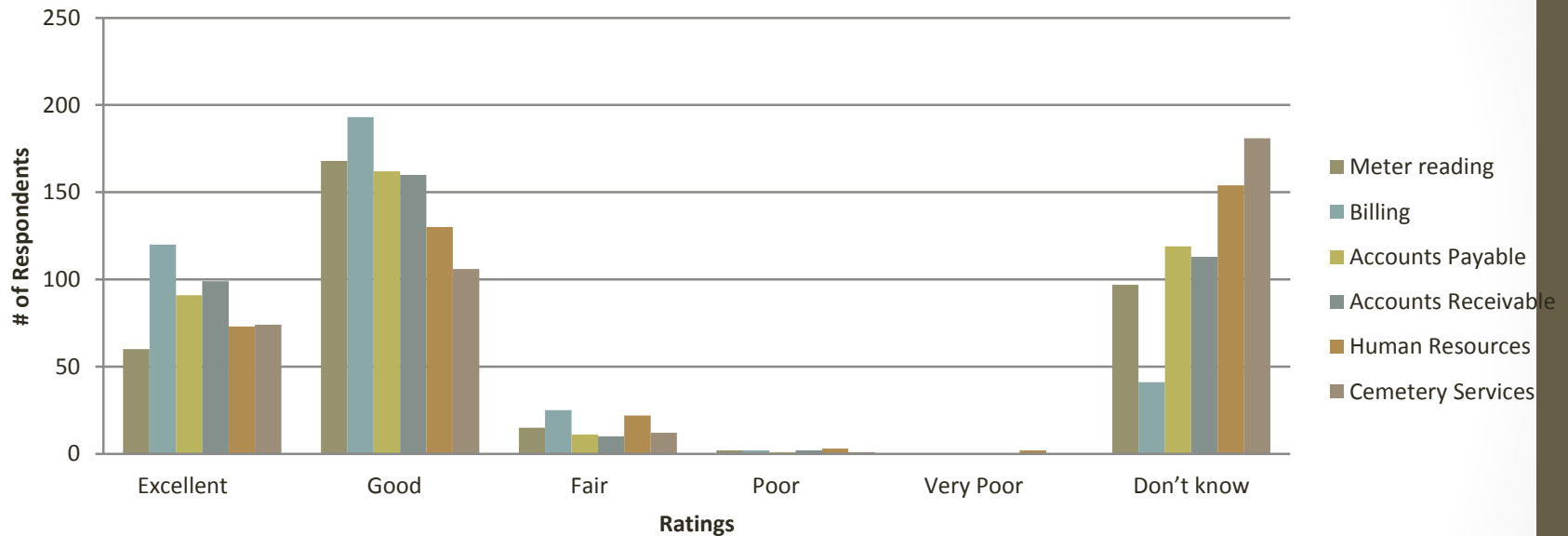
Call Response = 95.3%

Fire Prevention = 95.5%

Medical = 94.3%

Administrative Services

Administrative Services



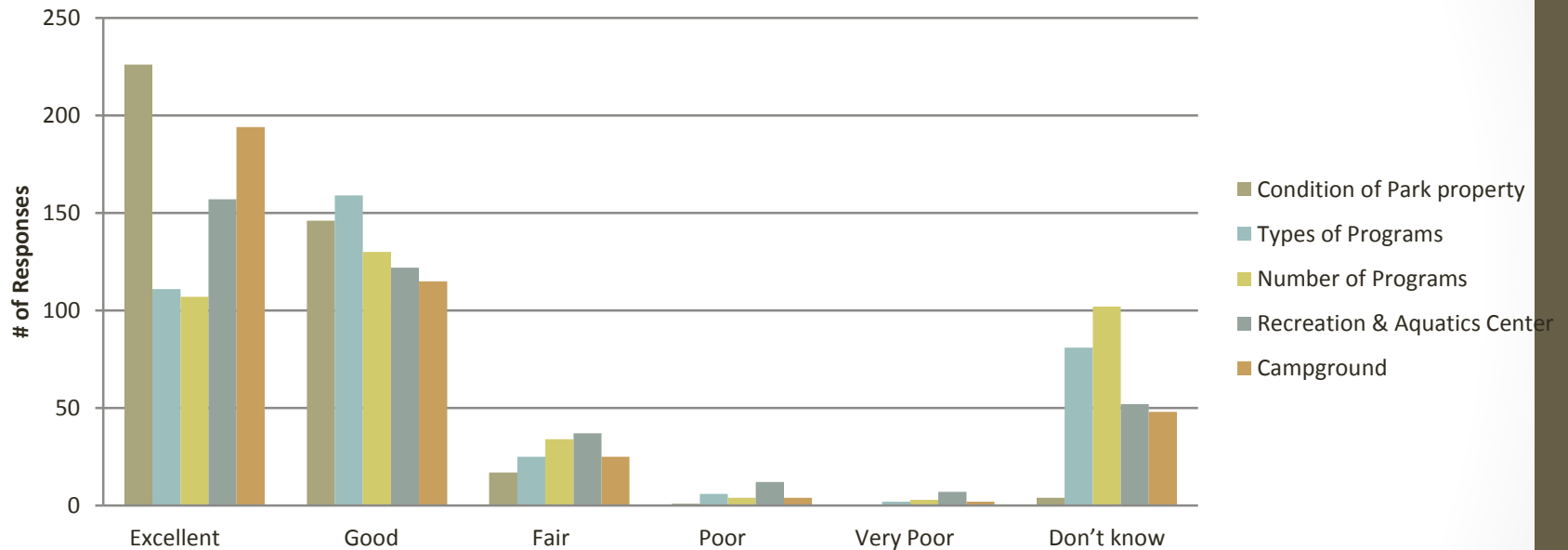
Meter Reading = 93.1%
Acct. Receive = 95.6%

Billing = 92.1%
H/R = 88.3%

Acct. Pay = 95.5%
Cemetery = 93.3%

Parks and Recreation

Parks and Recreational Opportunities



Condition = 95.4%

Types = 89.1%

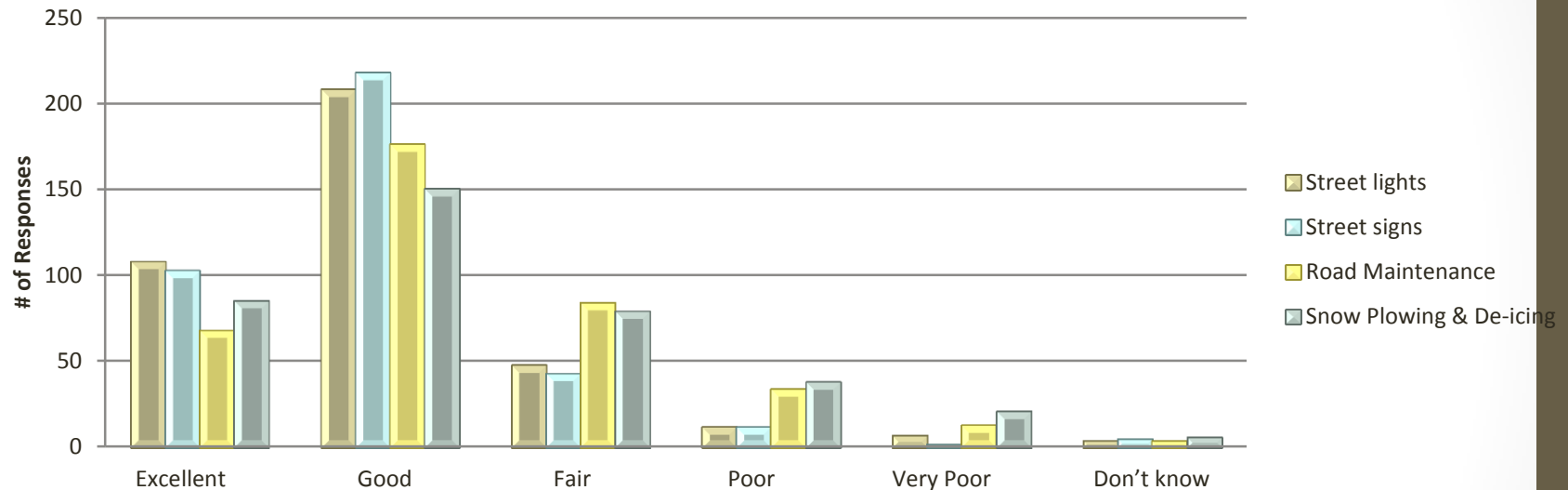
Number = 85.3%

Rec & Aquatics Center = 83.3%

Campground = 90.9%

Public Works

Public Works



Lights = 82.5%

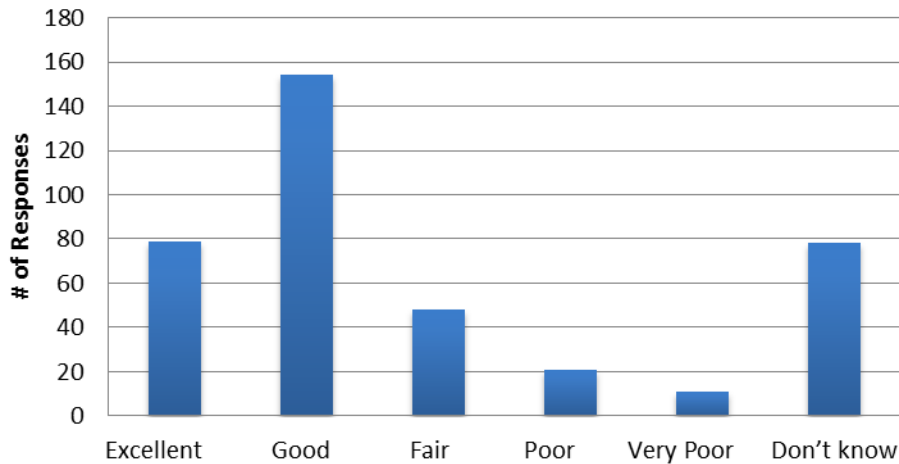
Road Maintenance = 65.1%

Signs = 84.9%

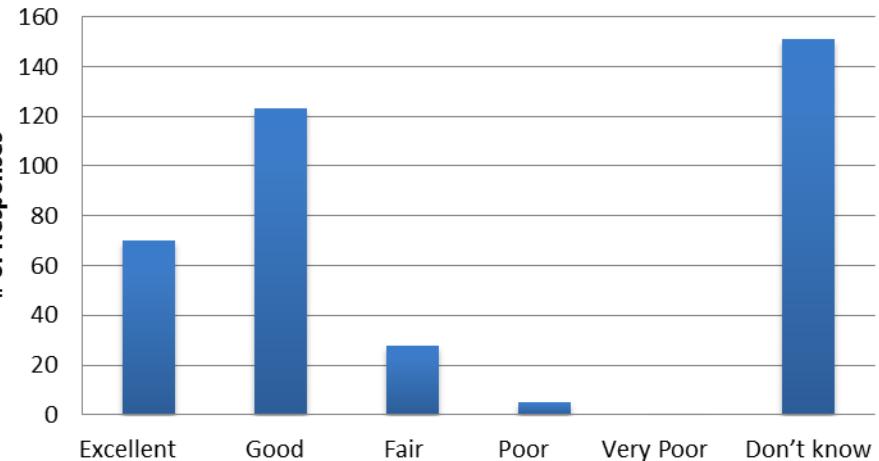
Snow Plowing = 63.0%

Other Public Works Functions

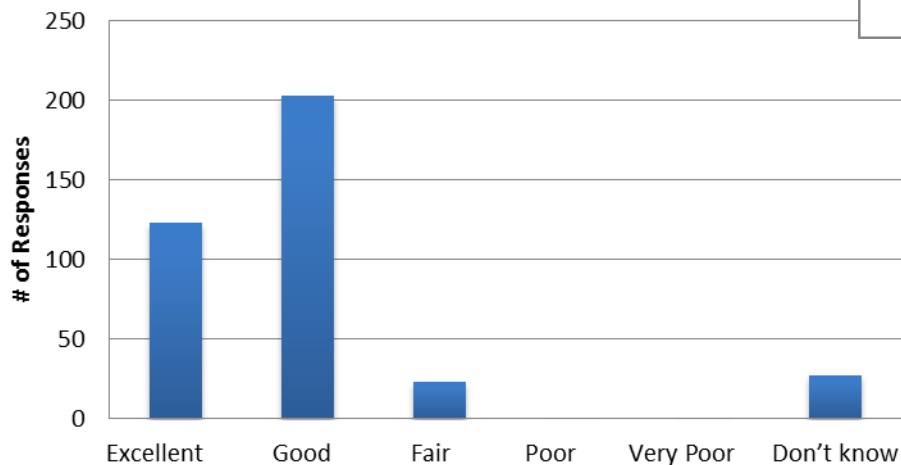
Rubble Site



Building Rentals



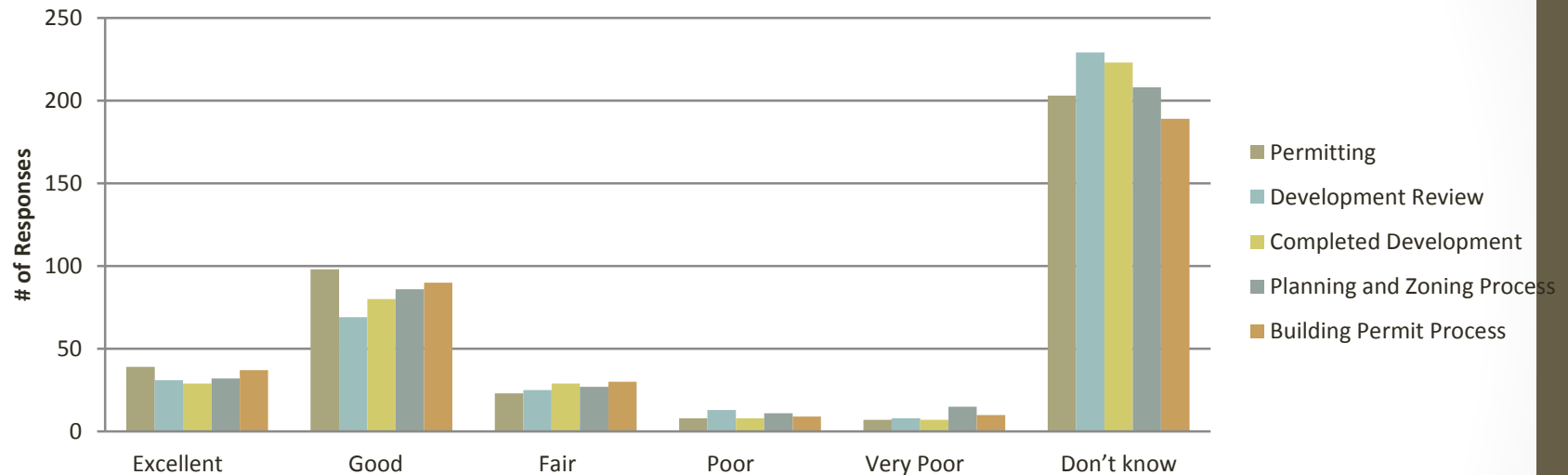
Upkeep of Buildings



Rubble Site = 74.4%
Building Rentals = 85.4%
Upkeep of Buildings = 93.1%

Building and Planning/Zoning

Development Process



Permitting = 78.3%

Completed = 71.2%

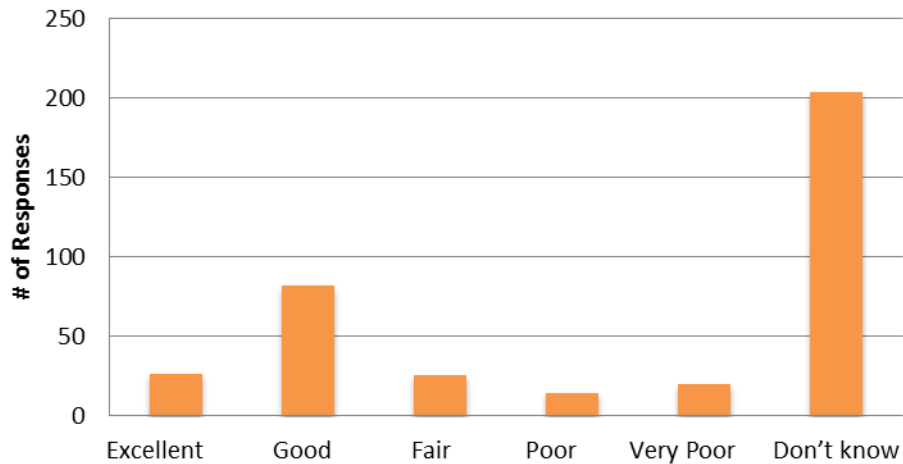
Development Review = 68.5%

P/Z Process = 69.0%

Building Process = 72.2%

Other Development Duties

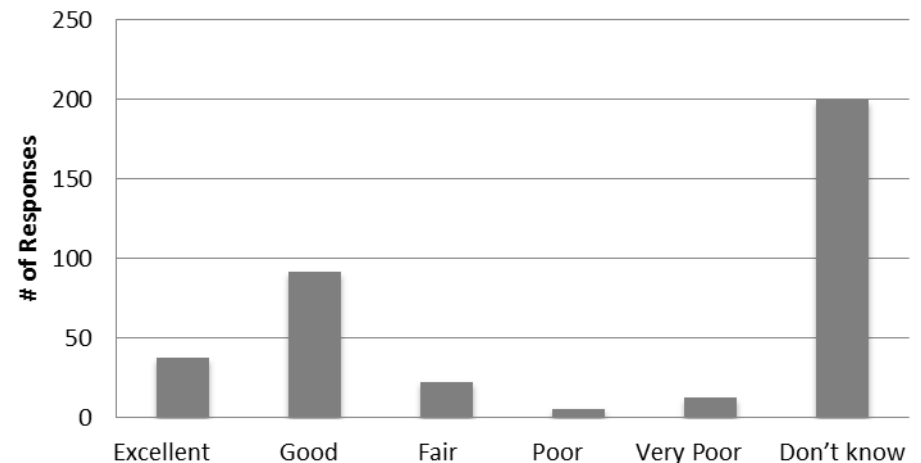
Code Enforcement



64.1% - Excellent and Good

75.6% - Excellent and Good

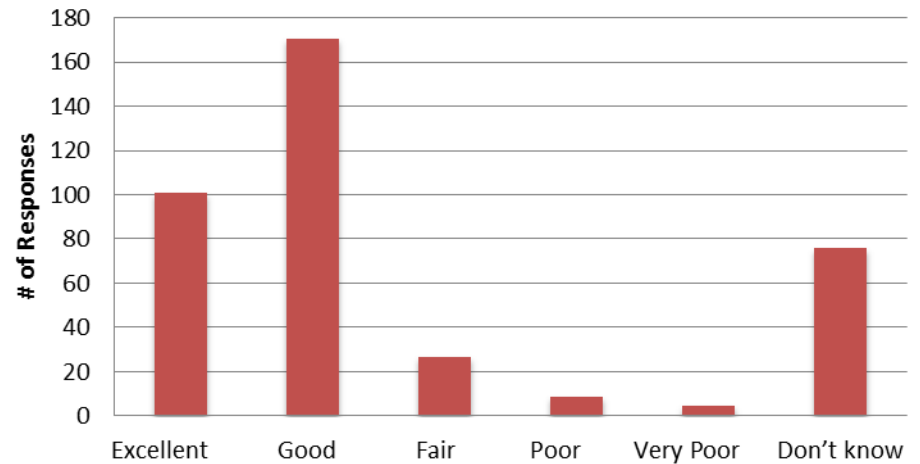
Building Inspections



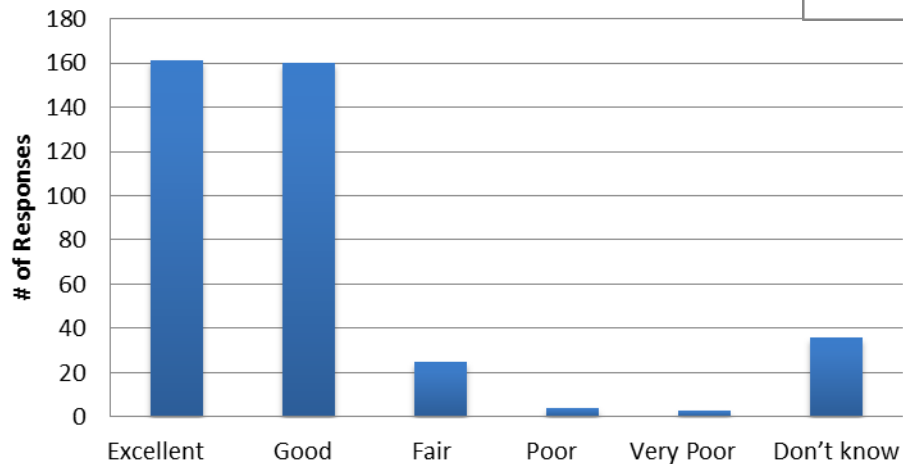
City Offices

86.9% - Excellent and Good

Response Time to Requests



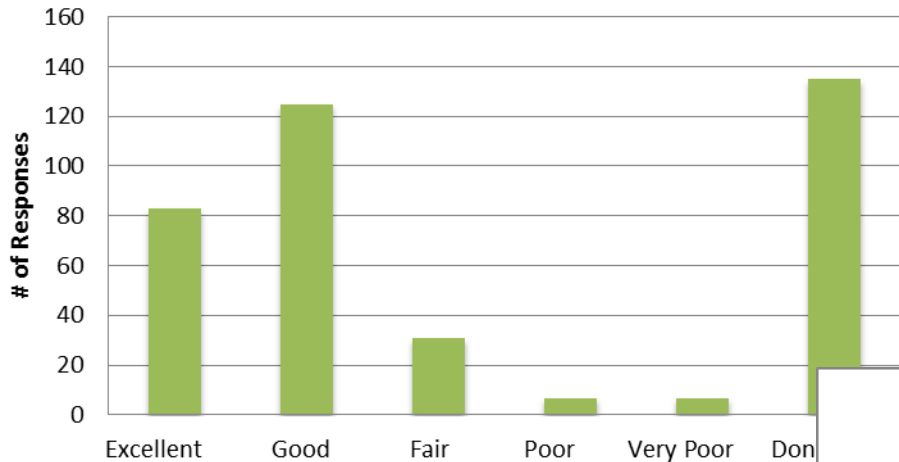
Courtesy



90.9% - Excellent and Good

Access

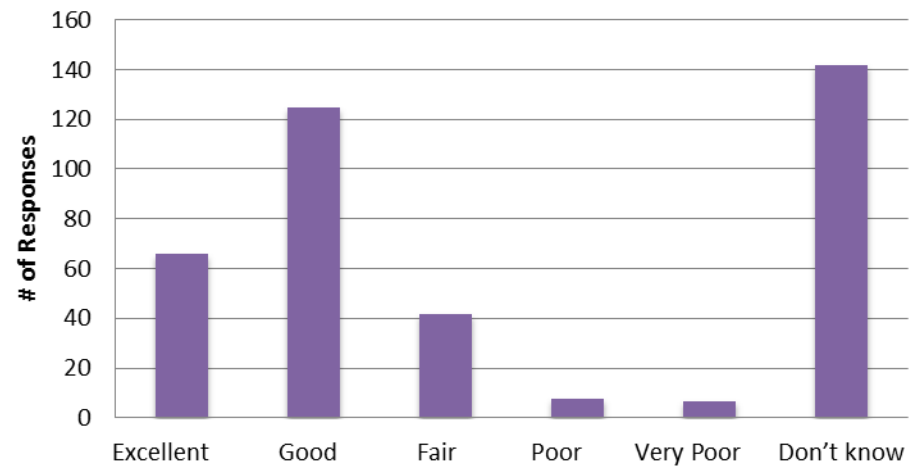
Access to Department Heads



82.2% - Excellent and Good

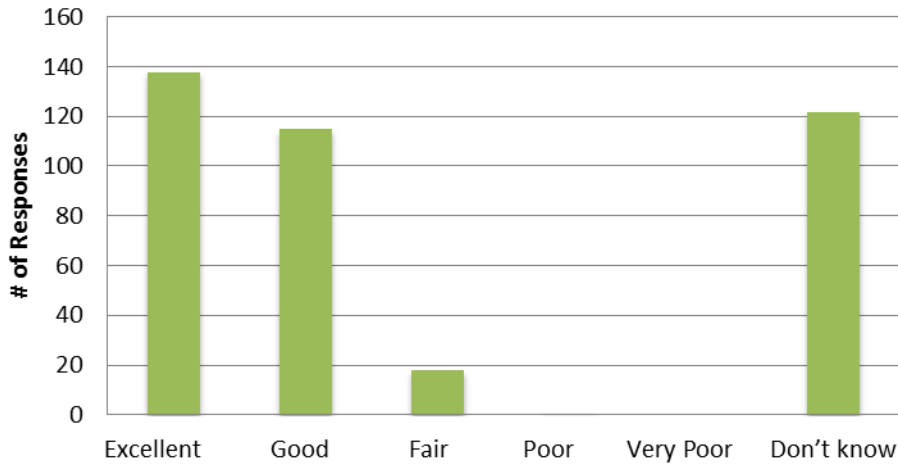
77.0% - Excellent and Good

Access to Elected Officials

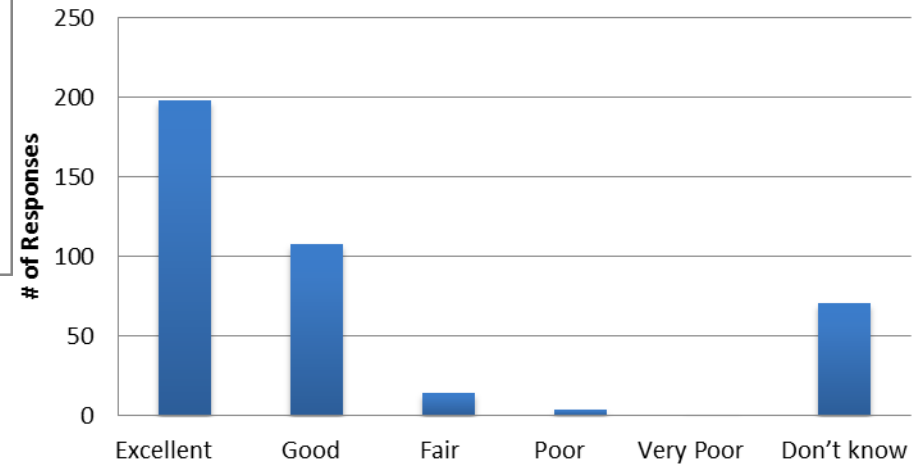


Library

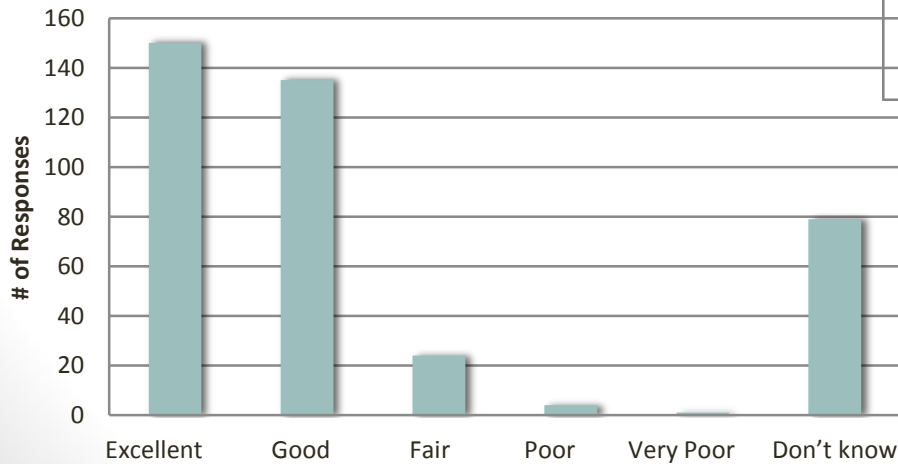
Programs



Courtesy



Available Selection



Programs = 93.0%

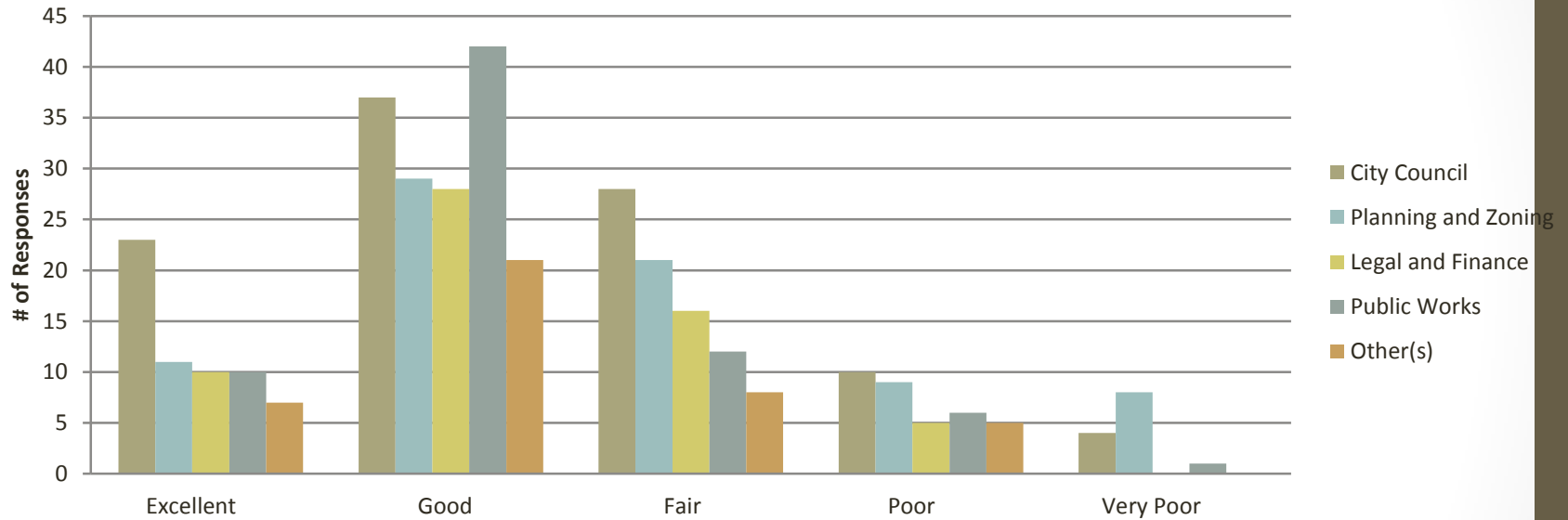
Courtesy = 94.4%

Selection = 90.8%

Attendance

Between 70% and 87% of responses were "Have not attended"

Attendance at City Meeting



City Council = 58.8%

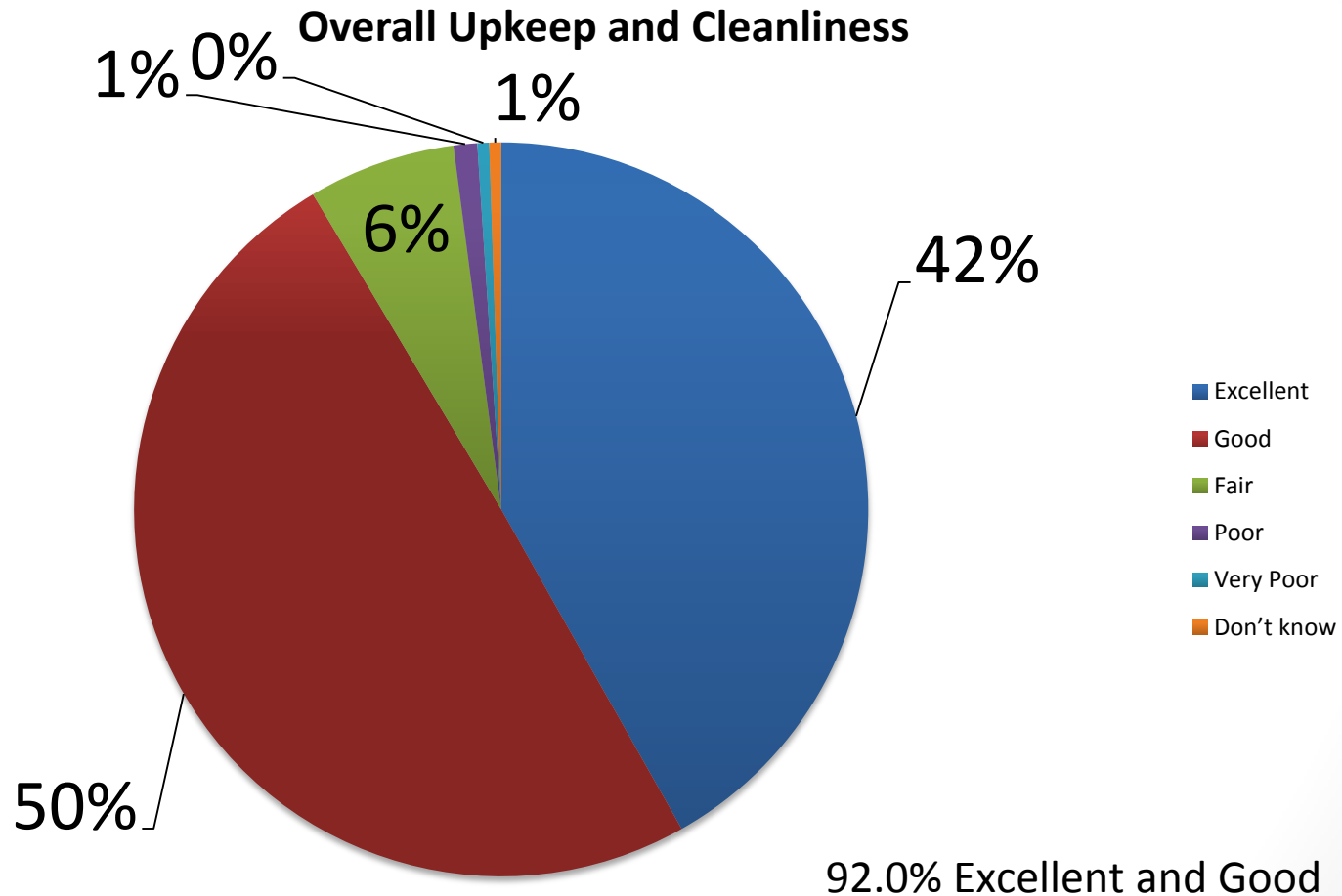
Legal/Finance = 64.4%

P/Z = 51.3%

Other = 68.3%

Public Works = 73.2%

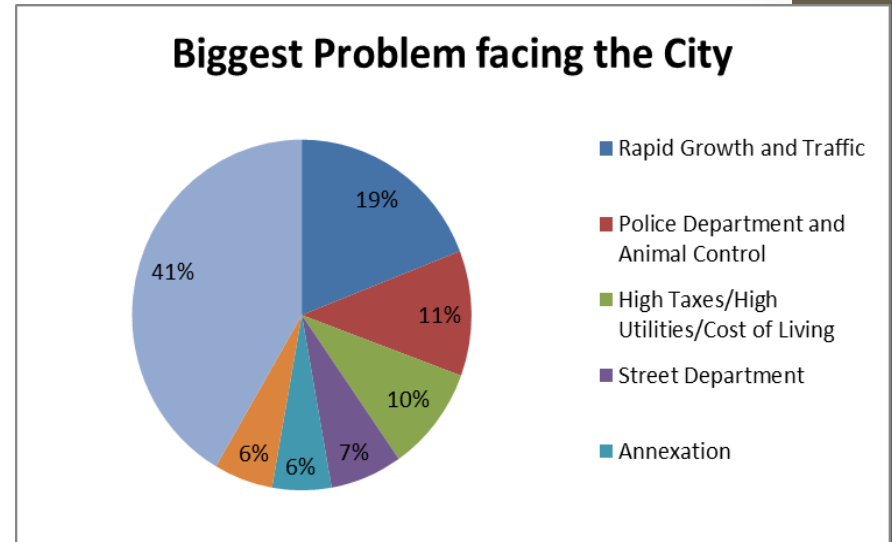
Overall Upkeep and Cleanliness



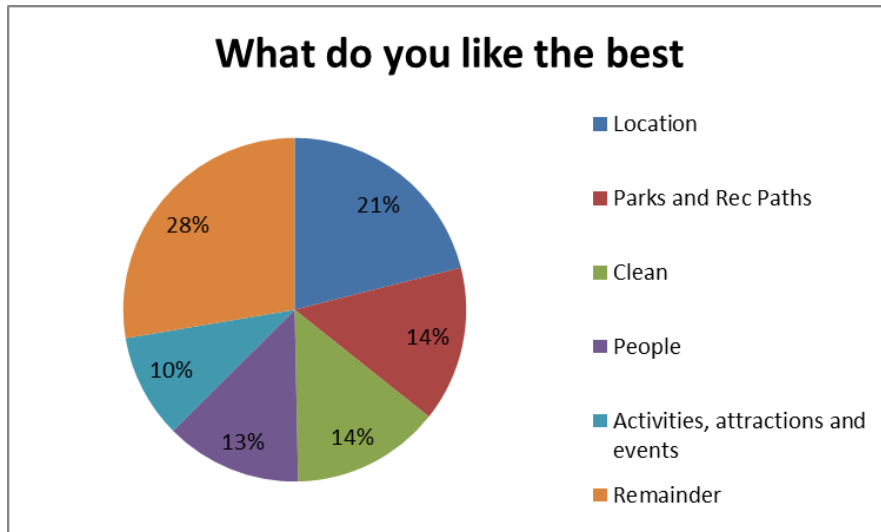
Biggest Problem facing the City

320 Total Comments

Rapid Growth and Traffic	61
Police Department and Animal Control	37
High Taxes/High Utilities/Cost of Living	31
Street Department	22
Annexation	18
City Over-Spending	18
and the remainder of comments submitted	133



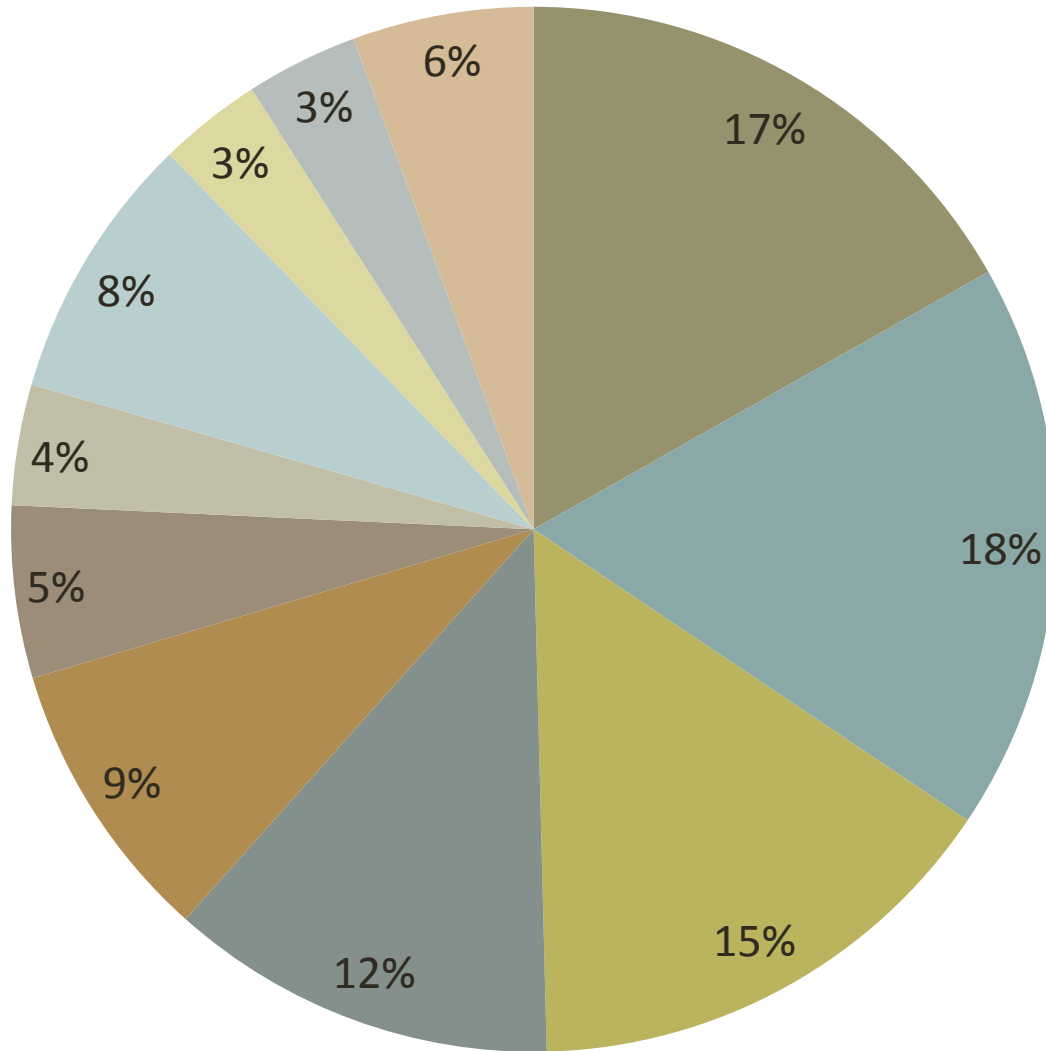
What is the Best



622 Total Comments

Location	131
Parks and Rec Paths	91
Clean	87
People	80
Activities, attractions and events	61
and the remainder of comments submitted	172

How Long Lived in Spearfish

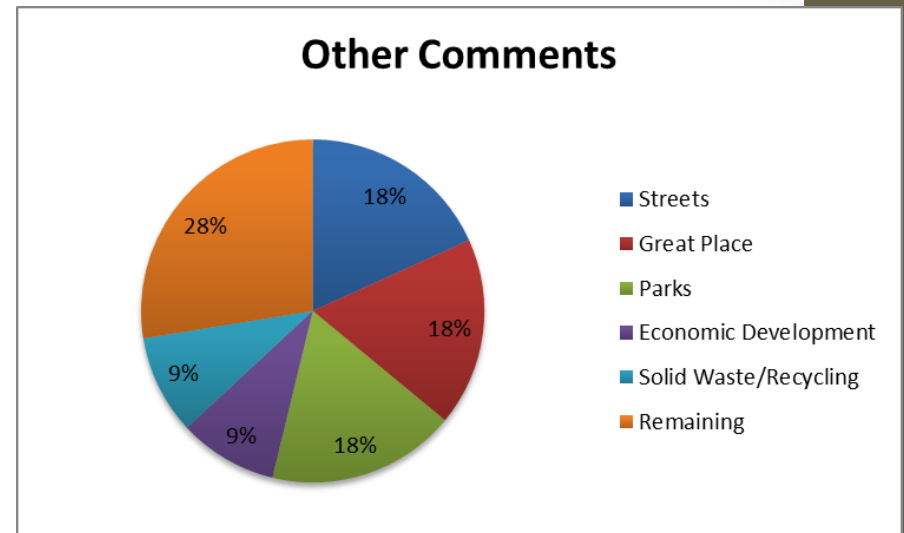


- 1-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- 21-25 years
- 26-30 years
- 31-35 years
- 36-40 years
- 41-45 years
- 46-50 years
- 51 and over

Other Comments

225 Total Comments

Streets	41
Spearfish is a great place to live	40
Parks	40
Economic Development	21
Solid Waste/Recycling	21
and the remainder of comments submitted	62



Summary

- Staff will be utilizing this information to analysis services and adjusting to the needs of our citizens accordingly.
- The goal of the survey is to improve all scores to 80% or better through a series of efforts to better educate and improve services that may be perceived as average.
- City Council is asked to recognize the Citizen Survey report complete