

City of Meridian Citizen Survey

Survey Findings Report

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2020

Submitted to the City of Meridian, Idaho

by:

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2020 City of Meridian Citizen Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Meridian during the summer of 2020. The purpose of the survey was to help the City of Meridian focus planning and budget decisions pertaining to the delivery and quality of services provided. The findings of this survey will help the City better understand citizen use of and satisfaction with City services, programs, and citizen impressions about the performance of the City as a whole.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Meridian. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Meridian from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. The goal was far exceeded, with a total of 704 residents completing the survey. The overall results for the sample of 704 households have a precision of at least $\pm 3.7\%$ at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2014 and 2017 citizen surveys,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the results for Meridian compare to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Meridian with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Overall Perceptions of the City

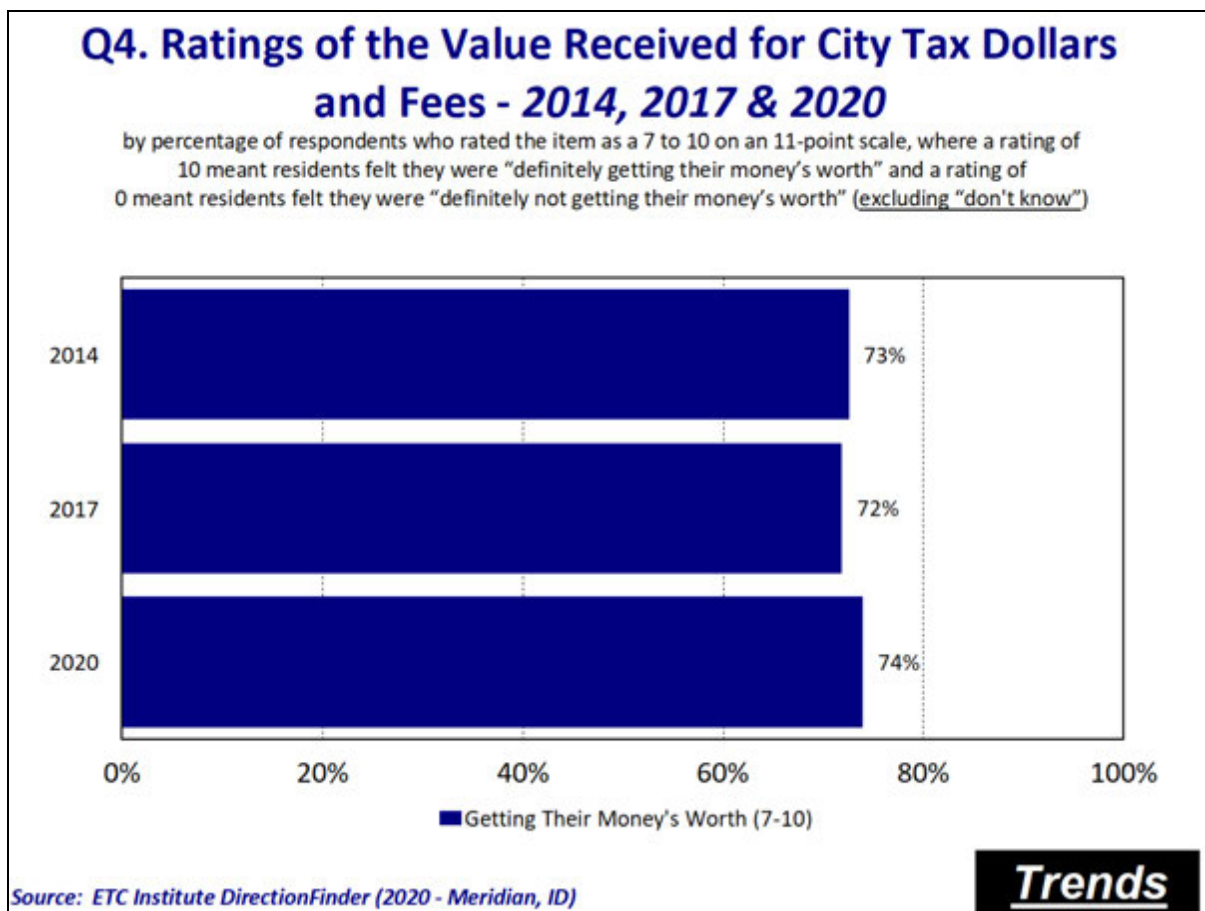
Respondents from the City of Meridian were asked to rate items that may influence perceptions of the City. They were asked to use a scale of 0 to 10, where 10 means “Excellent” and 0 means “Poor”. Ninety-one percent (91%) of the residents surveyed, *who had an opinion*, indicated the City as a place to raise a family is “excellent” or “good” (rating of 7 to 10 on an 11-point scale). Ninety-one percent (91%) of those surveyed, *who had an opinion*, indicated that the City as a place to live is “excellent” or “good” (rating of 7 to 10 on an 11-point scale). Residents were least satisfied with the City’s ability to provide mobility options other than driving, with 23% giving a rating of “excellent” or “good” (rating of 7 to 10 on an 11-point scale).

Overall Quality of Life in the City

Overall, 86% of the residents surveyed, *who had an opinion*, indicated that customer service from City employees is exceeding their expectations (rating of 7 to 10 on an 11-point scale). Eighty-five percent (85%) of residents surveyed, *who had an opinion*, indicated that the overall quality of life in the City exceeds their expectations (rating of 7 to 10 on an 11-point scale).

Value Received for City Tax Dollars and Fees

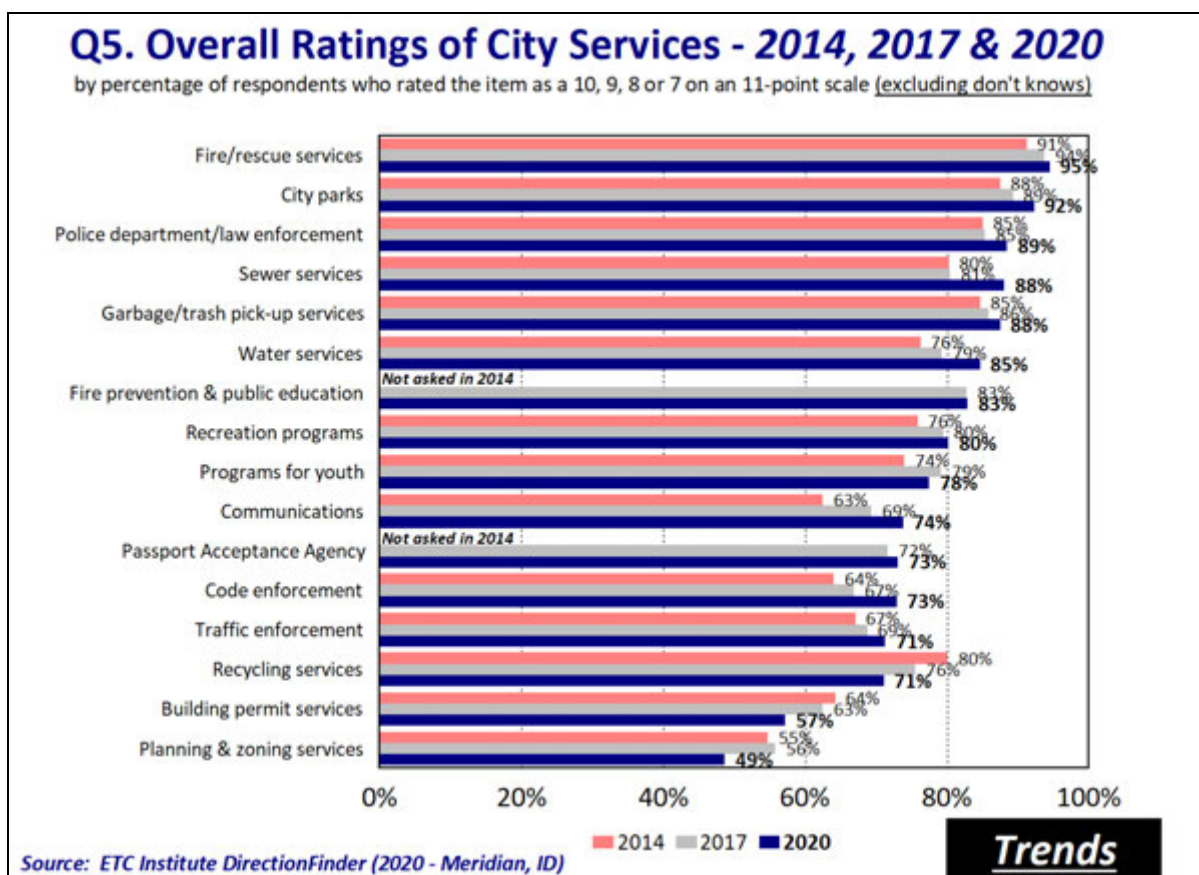
Overall, 74% of the residents surveyed, *who had an opinion*, feel they are getting their money’s worth for the value they receive from City tax dollars and fees (rating of 7 to 10 on an 11-point scale). This is a 2% increase from 2017 and a 1% increase from 2014.



Overall Quality of Services Provided by the City

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of 7 to 10 ratings on an 11-point scale among residents *who had an opinion*, were: fire and rescue services (95%), City parks (92%), police department and law enforcement (89%), and sewer services (88%). For 16 of the 17 major categories of City services that were rated, 50% or more of residents *who had an opinion* were "very satisfied" or "satisfied."

Based on the sum of respondent's top three choices, the City services that residents feel should receive the most emphasis from City leaders over the next two years are: 1) planning and zoning services, 2) police department and law enforcement, and 3) City parks.

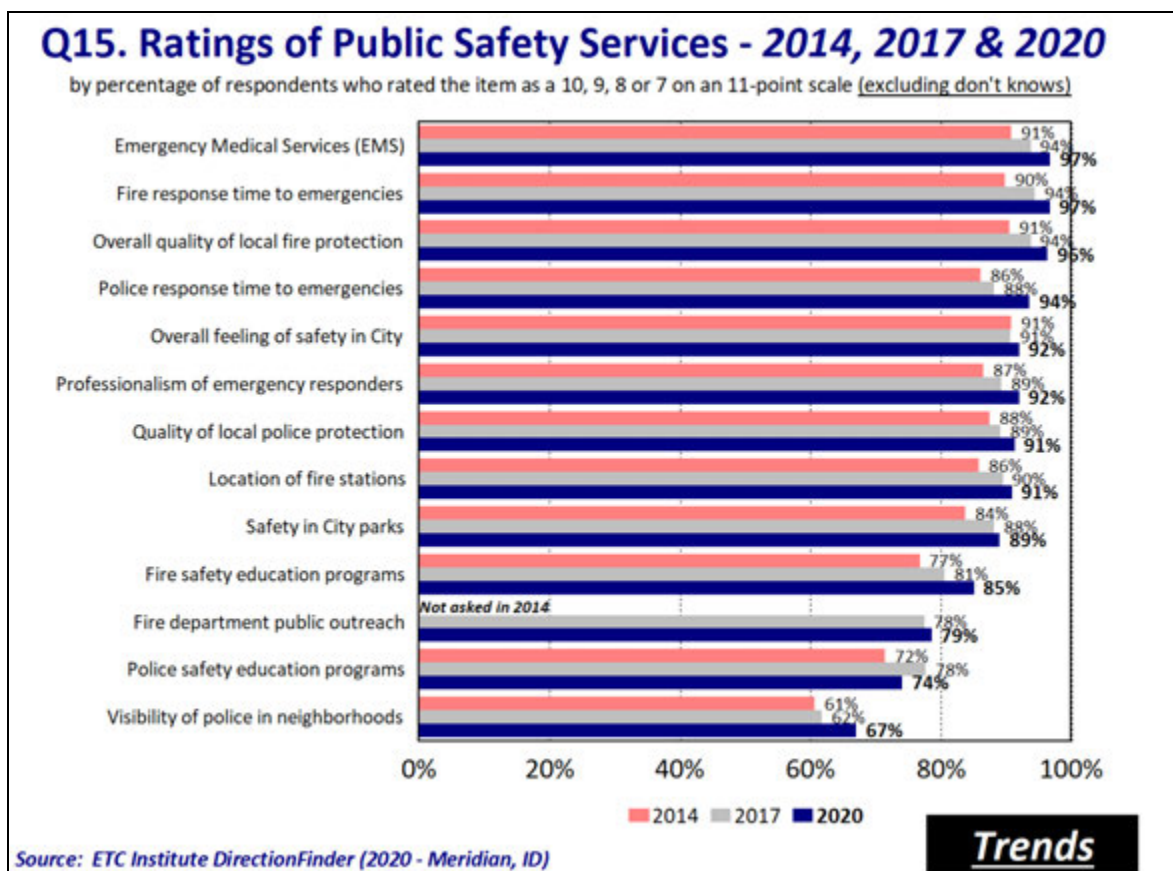


Parks and Recreation Services

Ninety-three percent (93%) of respondents, *who had an opinion*, rated the overall quality, appearance, and maintenance of City parks as either “excellent” or “good” (7 to 10 ratings on an 11-point scale). Other parks and recreation services that residents rated as “excellent” or “good” include: the quality of athletic fields (92%), the number of City parks (89%), and the quality of youth sports programs (77%). The availability of community center and gym facilities was the only item that a majority of respondents did not rate as “excellent” or “good” (7 to 10 ratings on an 11-point scale).

Ratings of Public Safety Services

Ninety-seven percent (97%) of residents surveyed *who had an opinion*, rated the quality of Emergency Medical Services as either “excellent” or “good” (rating of 7 to 10 on an 11-point scale). Other public safety services that residents rated as “excellent” or “good” include: fire response time to emergencies (97%), overall quality of local fire protection (96%), police response time to emergencies (94%), and overall feeling of safety in the City (92%). Residents are generally more satisfied with public safety services than they were in 2017.



Codes and Ordinances

Eighty-eight percent (88%) of respondents, *who had an opinion*, rated the removal of graffiti as either “excellent” or “good” (7 to 10 ratings on an 11-point scale). Other code enforcement services that residents rated as “excellent” or “good” include: abandoned/junk automobile removal (74%) and illegal dumping (71%). Residents are more satisfied with all aspects of code enforcement than they were in 2017.

City Communication Services

Eighty-one percent (81%) of respondents, *who had an opinion*, rated the usefulness of online services on the City website as either “excellent” or “good” (7 to 10 ratings on an 11-point scale). Other city communication services that residents rated as “excellent” or “good” include: the quality of www.meridiancity.org (74%), and effectiveness of communications with the public (73%).

More than half (54%) of residents indicated they currently get information about Meridian’s services and programs from the City website. Other frequent sources of information include: social media (52%), emails from the City (46%), and flyers in utility bills (41%).

Additional Findings

- **Agreement with Various Statements About the City of Meridian.** Eighty-one percent (81%) of residents surveyed, *who had an opinion*, indicated they either “strongly agree” or “agree” that quality shopping and entertainment are accessible in the City of Meridian (rating of 7 to 10 on an 11-point scale). Other statements about the City with the same level of agreement include: quality of housing and a variety of options exist (65%), and Meridian has a sense of community (63%). The lowest level of agreement among residents surveyed, *who had an opinion*, concerns how wisely the City is managing growth (41%).
- **Ratings of Services Provided by Other Agency Partners.** Eighty-five percent (85%) of residents surveyed, *who had an opinion*, rated the library services provided by the Meridian Library District as either “excellent” or “good” (rating of 7 to 10 on an 11-point scale). Other services provided that residents rated as “excellent” or “good” include: cemetery services offered by Meridian Cemetery Maintenance (82%), elections by the Ada County clerk (76%), and swimming pool by Western Ada Recreation District (71%).
- **Ratings of Road-Related Projects.** Eighty-eight percent (88%) of residents surveyed, *who had an opinion*, rated roadway widening as a “high priority” (rating of 7 to 10 on an 11-point scale). Other road-related projects that residents rated as a “high priority” include: intersection improvements (79%) and pathway/sidewalk connections on local streets (75%).

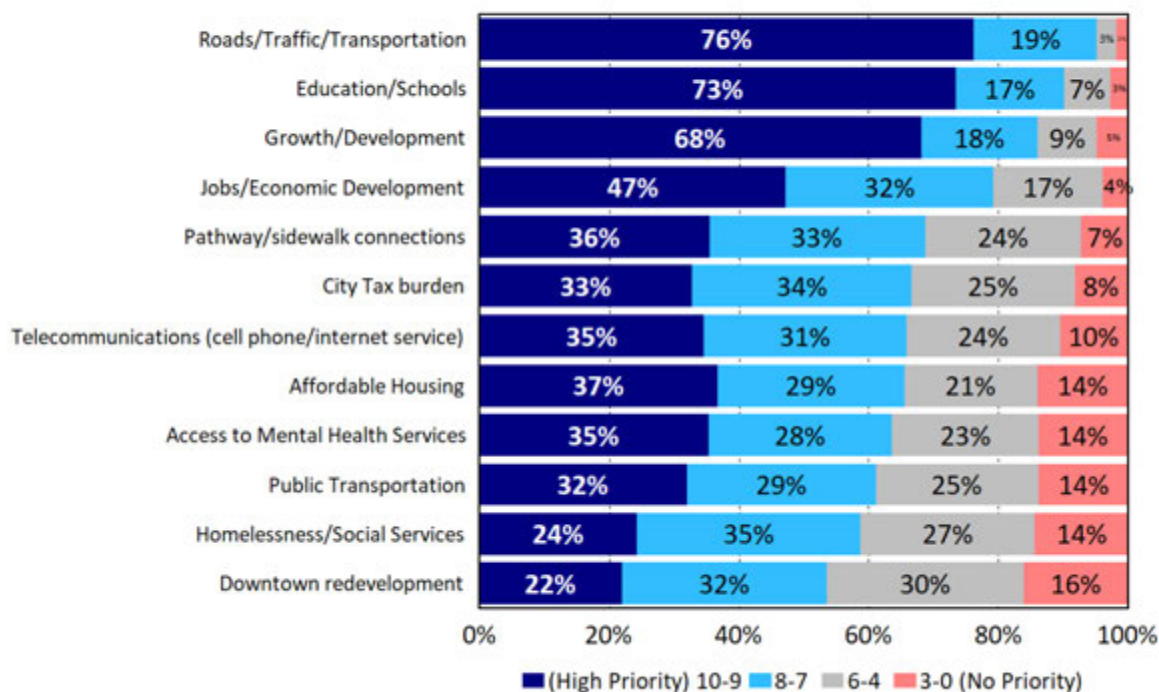
Based on the sum of their top three choices, the transportation improvements that residents feel should receive the most emphasis from City leaders over the next two years are: 1) roadway widening, 2) intersection improvements, and 3) shared bike and pedestrian facilities.

- **Support of Bond Measure to Fund Road Improvements.** Half (50%) of the residents surveyed indicated they would generally support a bond to pay for various roadway and intersection projects in Meridian. Twenty-one percent (21%) would not support a bond, and 29% did not have an opinion.
- **Importance of Community Issues.** Ninety-five percent (95%) of residents surveyed, *who had an opinion*, rated roads, traffic and transportation as a “high priority” (rating of 7 to 10 on an 11-point scale). Other community issues that residents rated as a “high priority” include: education and schools (90%), growth and development (86%), and jobs and economic development (79%).

Based on the sum of respondent’s top three choices, the community issues that residents indicated should receive the most emphasis from City leaders over the next three years are: 1) roads, traffic, and transportation, 2) growth and development, and 3) education and schools.

Q22. How important are the following community issues?

by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant "high priority" and a rating of 0 meant "no priority" (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

How the City of Meridian Compares to Other Communities Nationally

Satisfaction ratings for The City of Meridian **rated the same as or above the U.S. average in 42 of the 45 areas** that were assessed. The City of Meridian rated significantly higher than the U.S. average (difference of 5% or more) in 39 of these areas. Listed below are the comparisons between the City of Meridian and the U.S. average:

Service	Meridian	U.S.	Difference	Category
Customer service from City employees	86%	42%	44%	Quality of Life
Swimming pool by Western Ada Recreation District	71%	33%	38%	Services Provided by Other Agency Partners
Overall value received for City taxes/fees	74%	37%	37%	Quality of Life
Overall quality of City services provided	81%	48%	33%	Quality of Life
Public involvement in local decision-making	64%	31%	33%	Communication
Police response time to emergencies	94%	62%	32%	Public Safety
Information about City programs & services	71%	42%	29%	Communication
Quality of athletic fields	92%	64%	28%	Parks and Recreation Services
Communications	74%	46%	28%	Overall City Services
Overall feeling of safety in City	92%	66%	26%	Public Safety
Abandoned/junk automobile removal	74%	48%	26%	Code Enforcement
Quality of local police protection	91%	68%	23%	Public Safety
Quality, appearance & maintenance of City parks	93%	70%	23%	Parks and Recreation Services
Fire safety education programs	85%	62%	23%	Public Safety
Usefulness of online services on City website	81%	59%	22%	Communication
Sewer services	88%	66%	22%	Overall City Services
Police safety education programs	74%	52%	22%	Public Safety
Number of City parks	89%	67%	22%	Parks and Recreation Services
As a place to raise a family	91%	70%	21%	Perceptions
Water services	85%	64%	21%	Overall City Services
Lakeview Golf Course	66%	46%	20%	Services Provided by Other Agency Partners
Code enforcement	73%	53%	20%	Overall City Services
As a place to live	91%	71%	20%	Perceptions
Clean-up of litter/debris on private property	62%	42%	20%	Code Enforcement
Garbage/trash pick-up services	88%	68%	20%	Overall City Services
Weed abatement	55%	36%	19%	Code Enforcement
Fire response time to emergencies	97%	79%	18%	Public Safety
As a place to work	70%	54%	16%	Perceptions
Emergency Medical Services (EMS)	97%	81%	16%	Public Safety
Overall quality of local fire protection	96%	81%	15%	Public Safety
Quality of youth sports programs	77%	62%	15%	Parks and Recreation Services
Overall quality of life in City	85%	72%	13%	Quality of Life
Visibility of police in neighborhoods	67%	56%	11%	Public Safety
The City is moving in the right direction	59%	48%	11%	Quality of Life
Library services by Meridian Library District	85%	75%	10%	Services Provided by Other Agency Partners
Animal control	61%	53%	8%	Services Provided by Other Agency Partners
Quality of pathways for walking & biking	66%	58%	8%	Parks and Recreation Services
Traffic enforcement	71%	65%	6%	Overall City Services
Planning for future growth & development	50%	45%	5%	Perceptions
Quality of adult sports programs & sporting events	57%	55%	2%	Parks and Recreation Services
Recycling services	71%	69%	2%	Overall City Services
K-12 education by West Ada School District	56%	56%	0%	Services Provided by Other Agency Partners
All City roads operated by Ada County Highway District	46%	48%	-2%	Services Provided by Other Agency Partners
Number of pathways for walking & biking	53%	63%	-10%	Parks and Recreation Services
Public transportation services	22%	42%	-20%	Services Provided by Other Agency Partners

How the City of Meridian Compares to Other Communities Regionally

Satisfaction ratings for The City of Meridian **rated the same or above the average for the Mountain Region in 42 of the 45 areas** that were assessed. The City of Meridian rated significantly higher than this average (difference of 5% or more) in 39 of these areas. Listed below are the comparisons between The City of Meridian and the average for the Mountain Region of the United States.

Service	Meridian	Mountain Region	Difference	Category
Swimming pool by Western Ada Recreation District	71%	31%	40%	Services Provided by Other Agency Partners
Overall value received for City taxes/fees	74%	40%	34%	Quality of Life
Customer service from City employees	86%	52%	34%	Quality of Life
Police response time to emergencies	94%	61%	33%	Public Safety
Quality, appearance & maintenance of City parks	93%	61%	32%	Parks and Recreation Services
Quality of athletic fields	92%	61%	31%	Parks and Recreation Services
As a place to live	91%	61%	30%	Perceptions
Usefulness of online services on City website	81%	52%	29%	Communication
Information about City programs & services	71%	43%	28%	Communication
Clean-up of litter/debris on private property	62%	34%	28%	Code Enforcement
Overall quality of City services provided	81%	54%	27%	Quality of Life
As a place to raise a family	91%	64%	27%	Perceptions
Police safety education programs	74%	48%	26%	Public Safety
Lakeview Golf Course	66%	41%	25%	Services Provided by Other Agency Partners
Number of City parks	89%	64%	25%	Parks and Recreation Services
Code enforcement	73%	49%	24%	Overall City Services
Fire safety education programs	85%	62%	23%	Public Safety
Overall feeling of safety in City	92%	69%	23%	Public Safety
As a place to work	70%	47%	23%	Perceptions
Communications	74%	51%	23%	Overall City Services
Abandoned/junk automobile removal	74%	51%	23%	Code Enforcement
Public involvement in local decision-making	64%	43%	21%	Communication
Quality of youth sports programs	77%	57%	20%	Parks and Recreation Services
Quality of local police protection	91%	72%	19%	Public Safety
Weed abatement	55%	37%	18%	Code Enforcement
Garbage/trash pick-up services	88%	70%	18%	Overall City Services
Library services by Meridian Library District	85%	69%	16%	Services Provided by Other Agency Partners
Visibility of police in neighborhoods	67%	52%	15%	Public Safety
Overall quality of local fire protection	96%	82%	14%	Public Safety
Sewer services	88%	74%	14%	Overall City Services
Water services	85%	71%	14%	Overall City Services
Fire response time to emergencies	97%	83%	14%	Public Safety
Emergency Medical Services (EMS)	97%	85%	12%	Public Safety
Overall quality of life in City	85%	75%	10%	Quality of Life
Quality of adult sports programs & sporting events	57%	49%	8%	Parks and Recreation Services
Traffic enforcement	71%	63%	8%	Overall City Services
Recycling services	71%	63%	8%	Overall City Services
Quality of pathways for walking & biking	66%	58%	8%	Parks and Recreation Services
Animal control	61%	55%	6%	Services Provided by Other Agency Partners
The City is moving in the right direction	59%	54%	4%	Quality of Life
Planning for future growth & development	50%	46%	4%	Perceptions
All City roads operated by Ada County Highway District	46%	45%	1%	Services Provided by Other Agency Partners
Number of pathways for walking & biking	53%	55%	-2%	Parks and Recreation Services
K-12 education by West Ada School District	56%	61%	-5%	Services Provided by Other Agency Partners
Public transportation services	22%	49%	-27%	Services Provided by Other Agency Partners

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 2 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major service that is recommended as the top priority for investment over the next two years in order to raise the City's overall satisfaction rating is listed below:

- Planning and zoning services (IS Rating = 0.2806)

The table below shows the importance-satisfaction rating for all 17 major categories of City services that were rated.

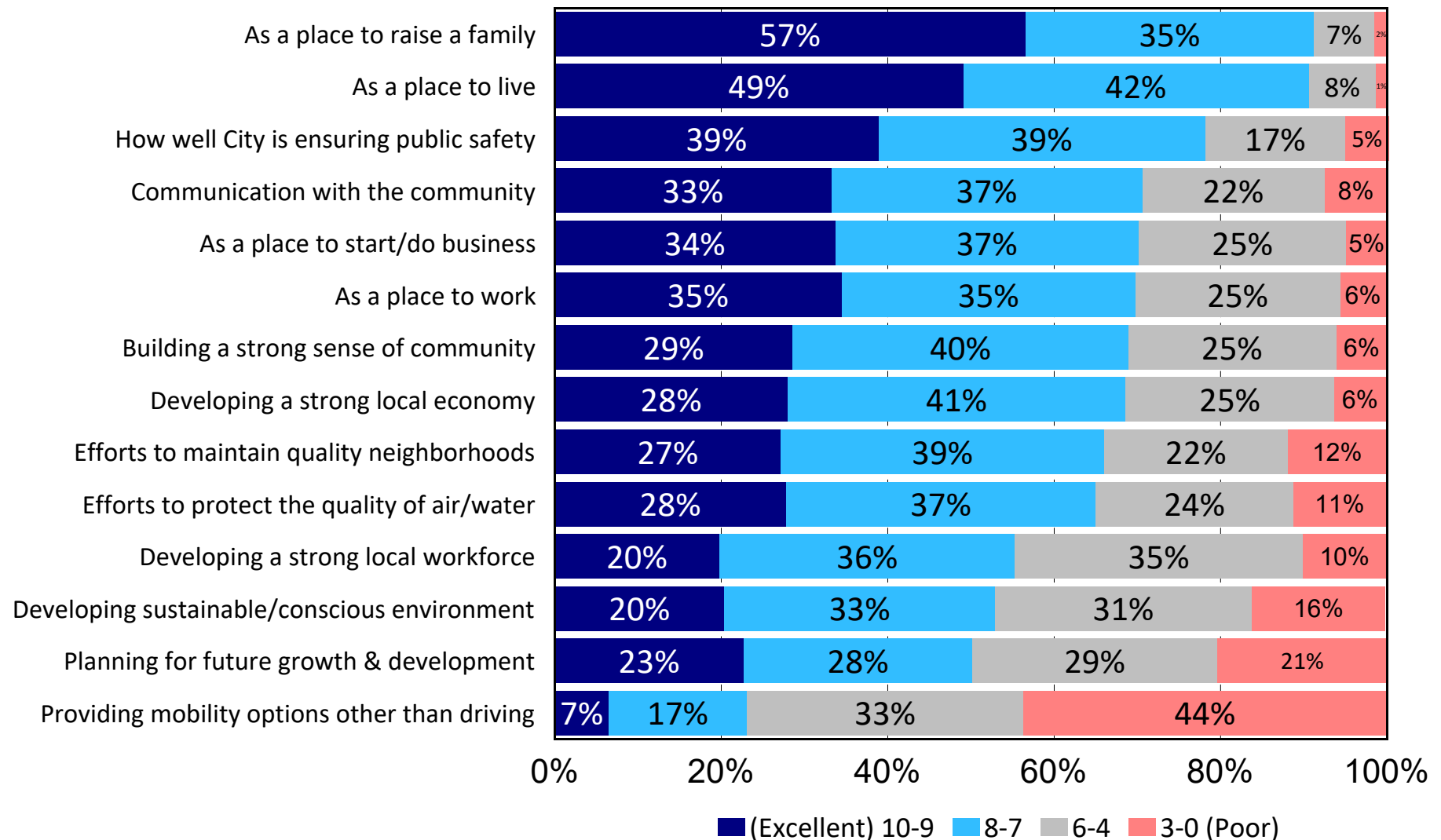
2020 Importance-Satisfaction Rating City of Meridian Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Planning & zoning services	55%	1	49%	17	0.2806	1
Medium Priority (IS <.10)						
Traffic enforcement	24%	4	71%	14	0.0689	2
Recycling services	20%	6	71%	15	0.0587	3
Police department/law enforcement	49%	2	89%	3	0.0567	4
Building permit services	10%	10	57%	16	0.0445	5
Programs for youth	18%	7	78%	10	0.0396	6
Code enforcement	11%	9	73%	13	0.0287	7
Recreation programs	12%	8	80%	9	0.0230	8
City parks	25%	3	92%	2	0.0196	9
Communications	7%	12	74%	11	0.0183	10
Fire prevention and public education	7%	11	83%	8	0.0125	11
Fire/Rescue Services	21%	5	95%	1	0.0116	12
Water services	6%	13	85%	6	0.0098	13
Garbage/trash pick-up services	4%	14	88%	5	0.0051	14
Utility billing services	3%	15	83%	7	0.0045	15
Passport Acceptance Agency	1%	17	73%	12	0.0032	16
Sewer services	2%	16	88%	4	0.0027	17

Section 1

Charts and Graphs

Q1. Ratings of Items that Influence Perceptions of Meridian as a Community

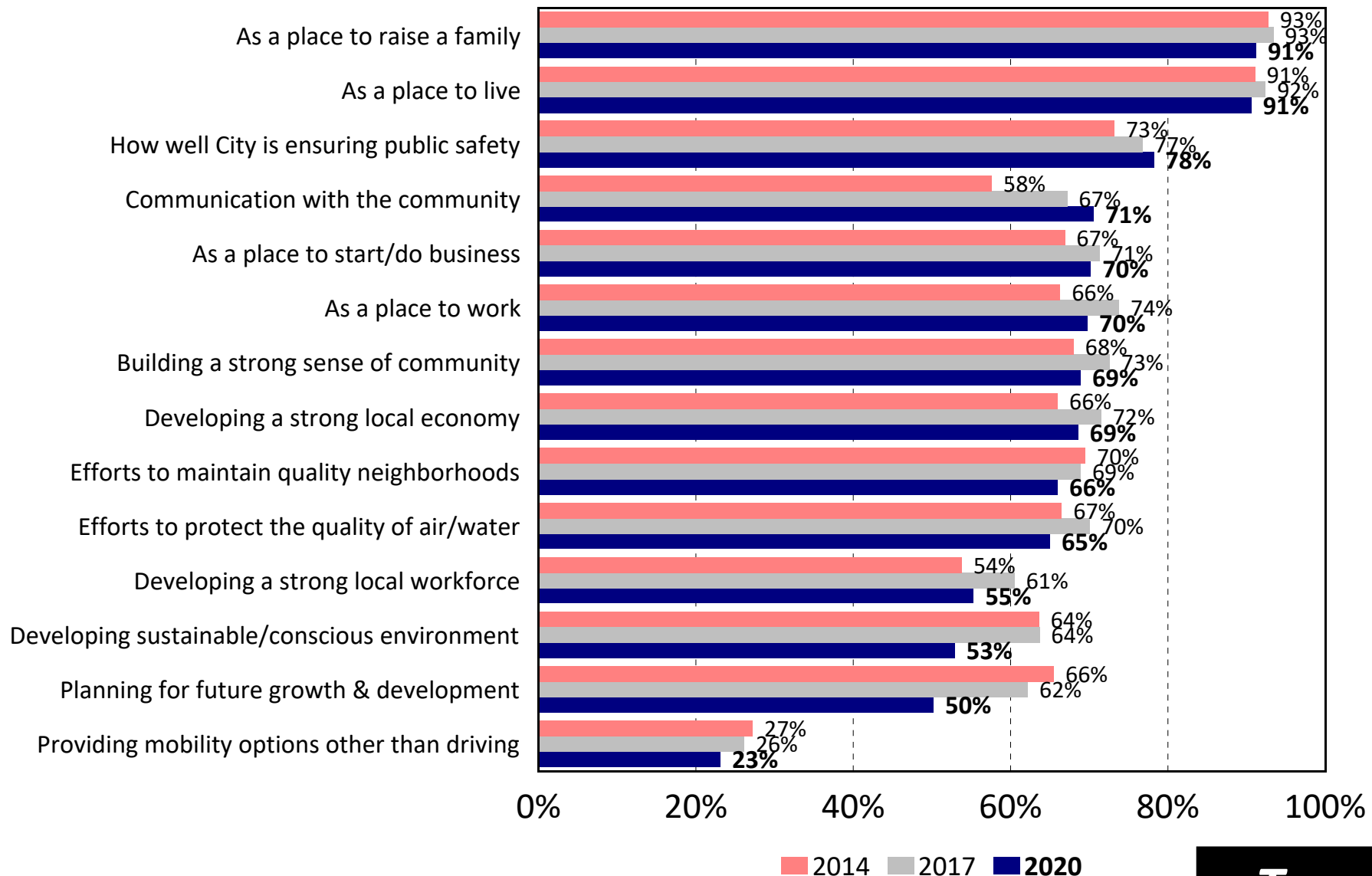
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q1. Ratings of Items that Influence Perceptions of Meridian as a Community - 2014, 2017 & 2020

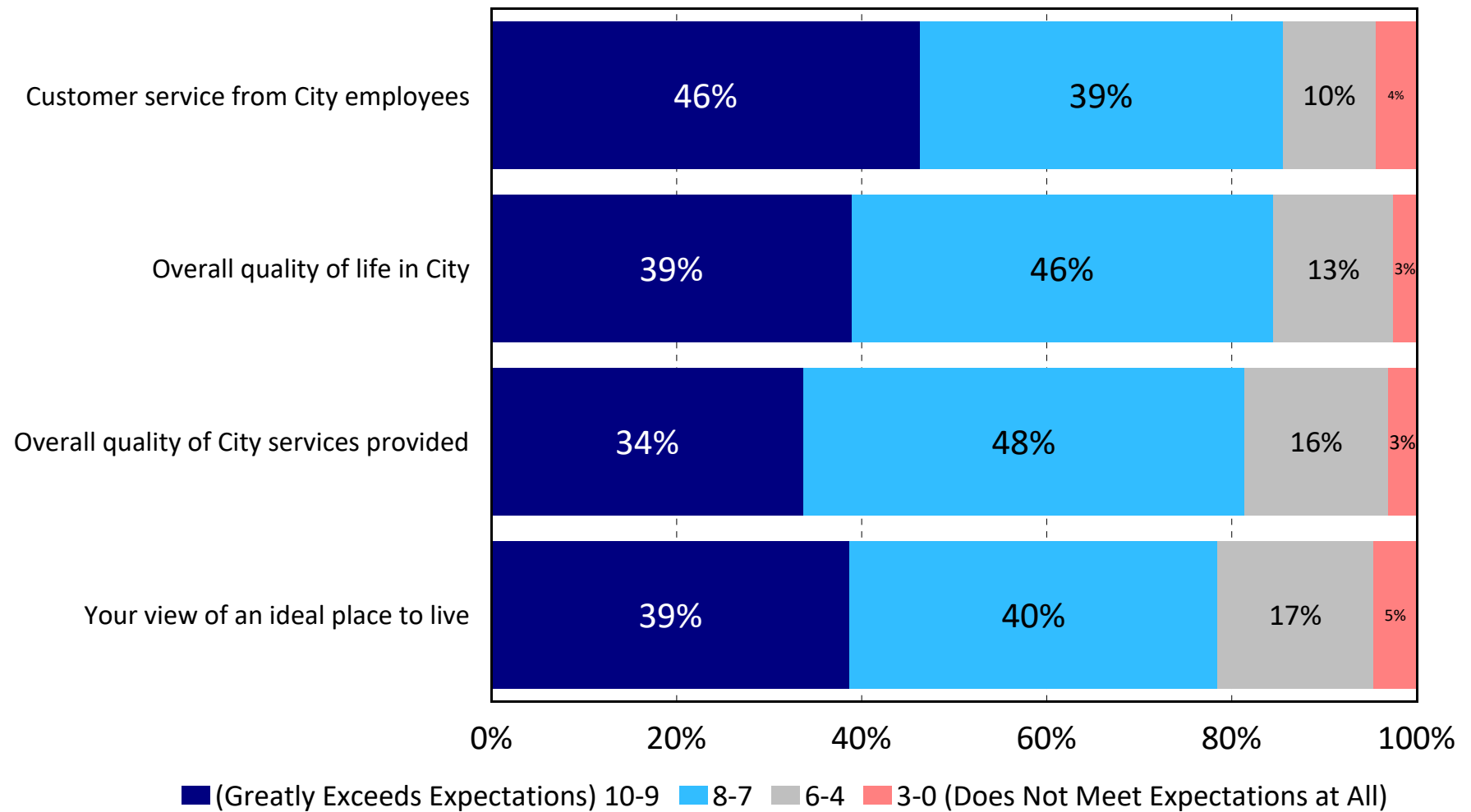
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q2. How Well the City and Its Partners are Meeting the Expectations of Residents Related to Quality of Life in Meridian

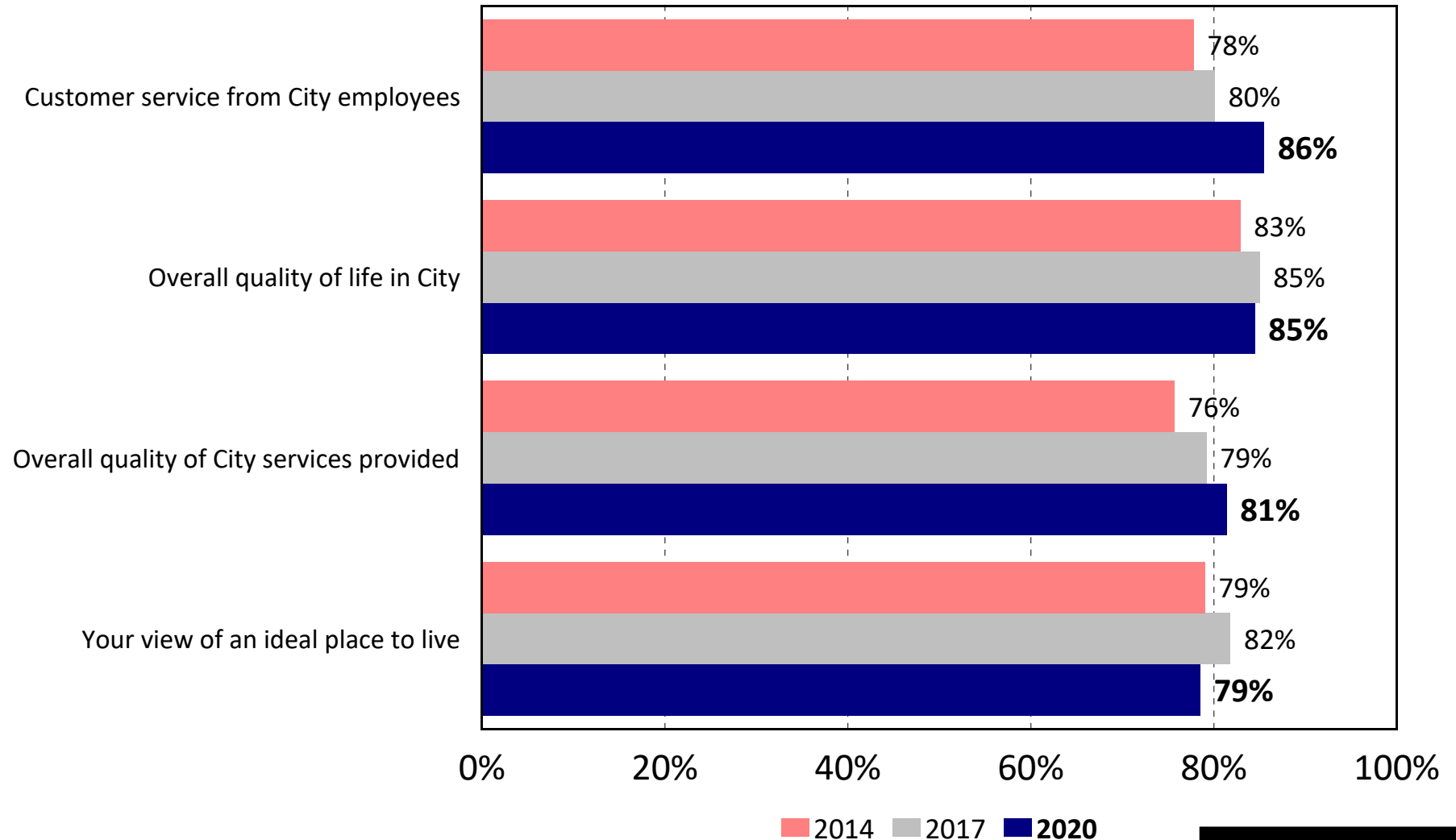
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “greatly exceeds expectations” and a rating of 0 meant “does not meet my expectations at all” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q2. How Well the City and Its Partners are Meeting the Expectations of Residents Related to Quality of Life in Meridian 2014, 2017 & 2020

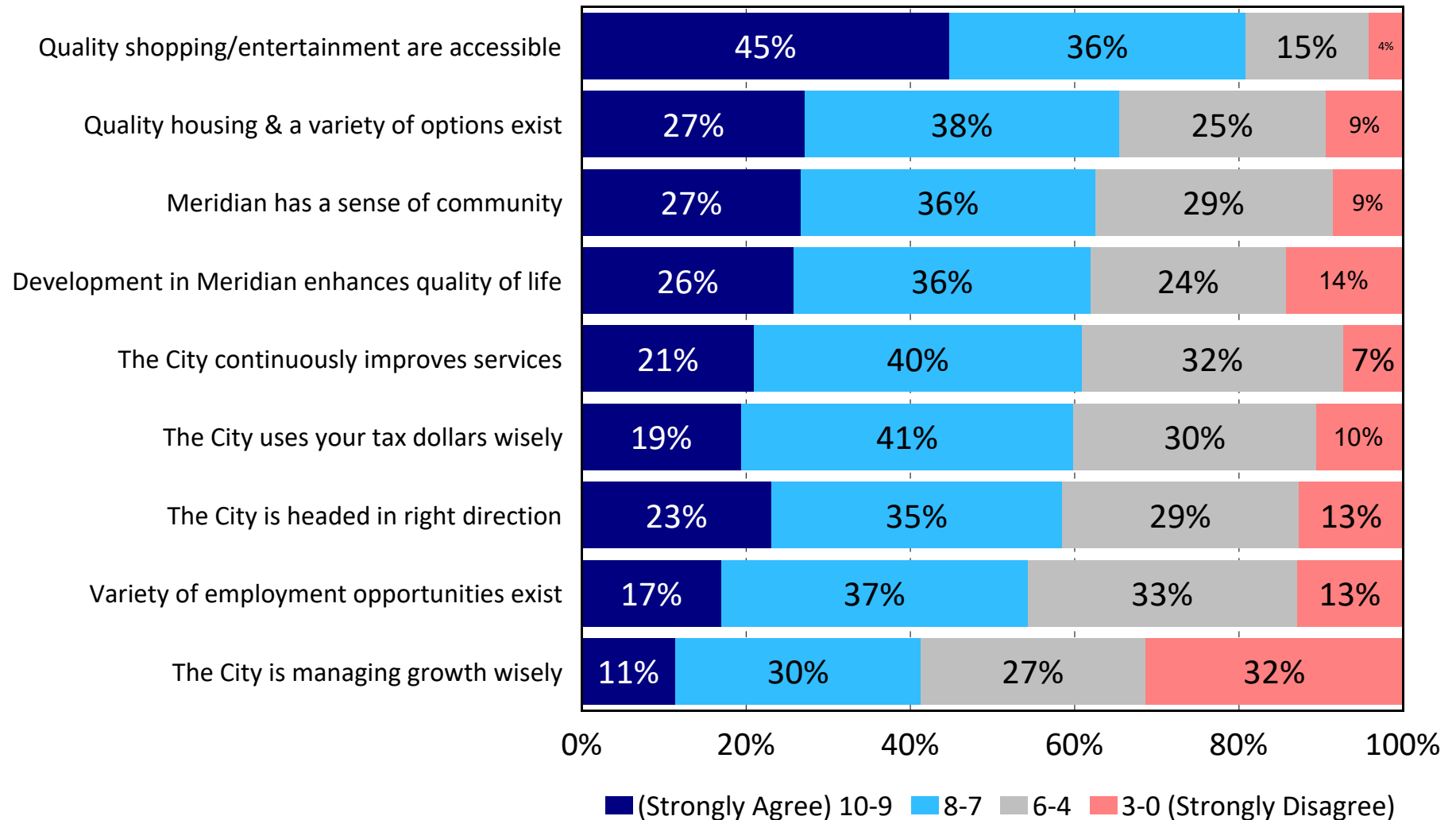
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q3. Agreement with Various Statements about the City of Meridian

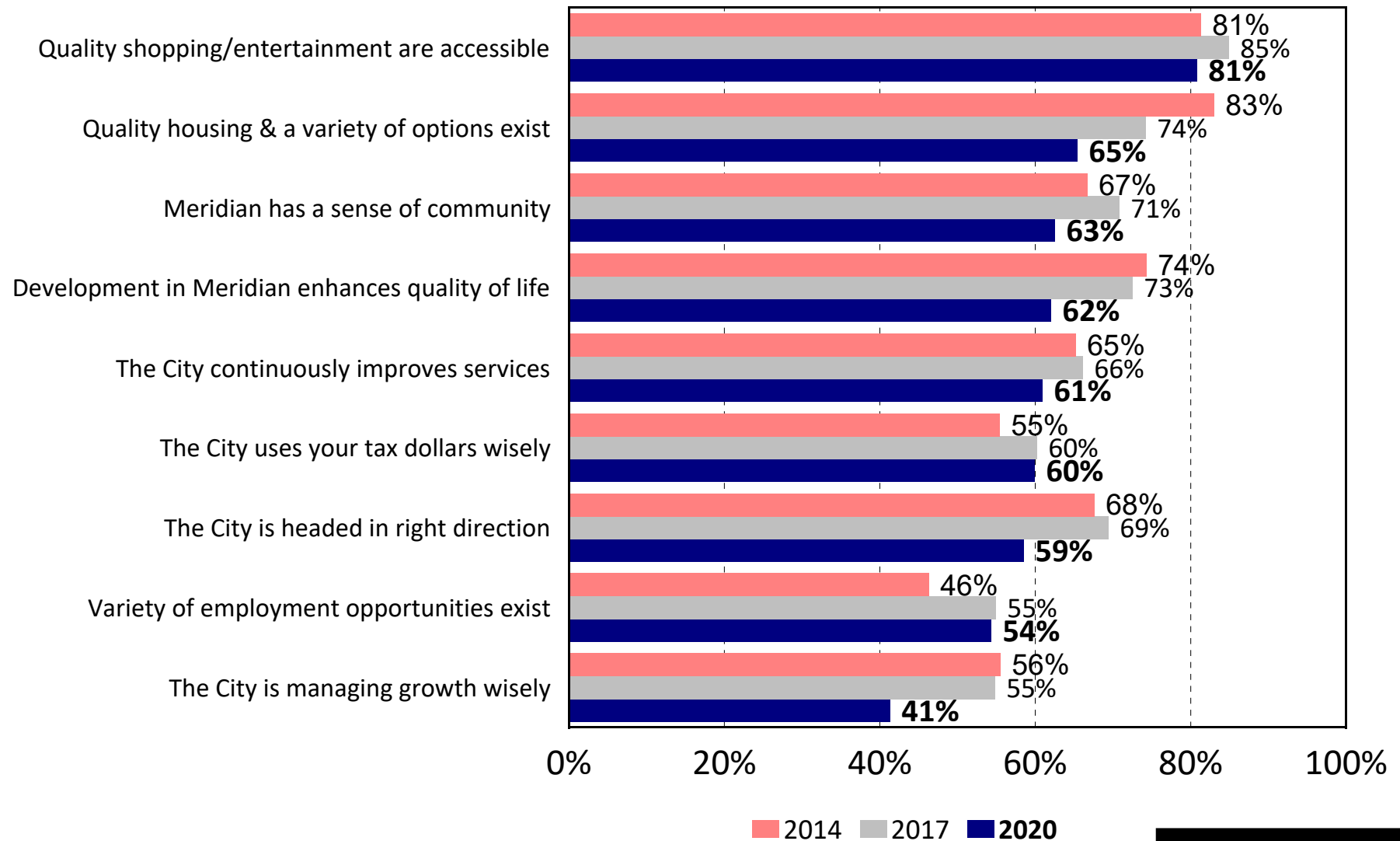
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “strongly agree” and a rating of 0 meant “strongly disagree” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q3. Agreement with Various Statements about the City of Meridian - 2014, 2017 & 2020

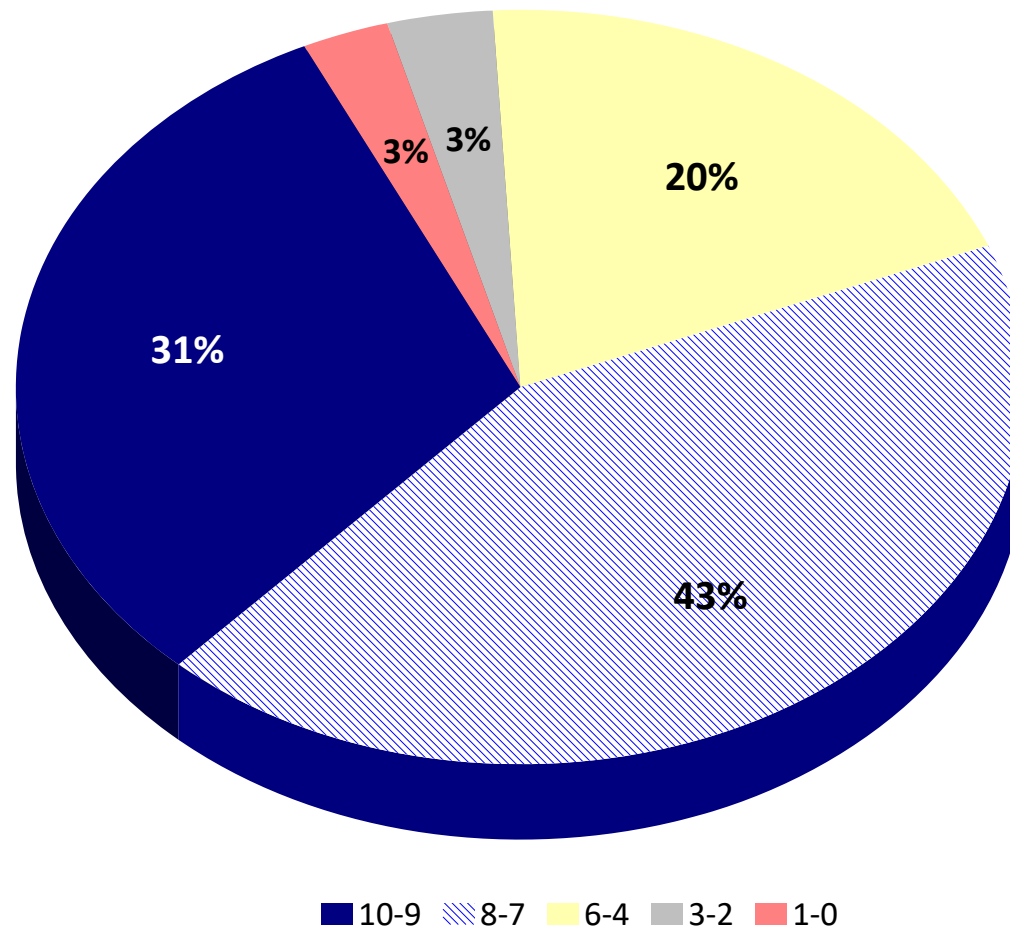
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q4. Ratings of the Value Received for City Tax Dollars and Fees

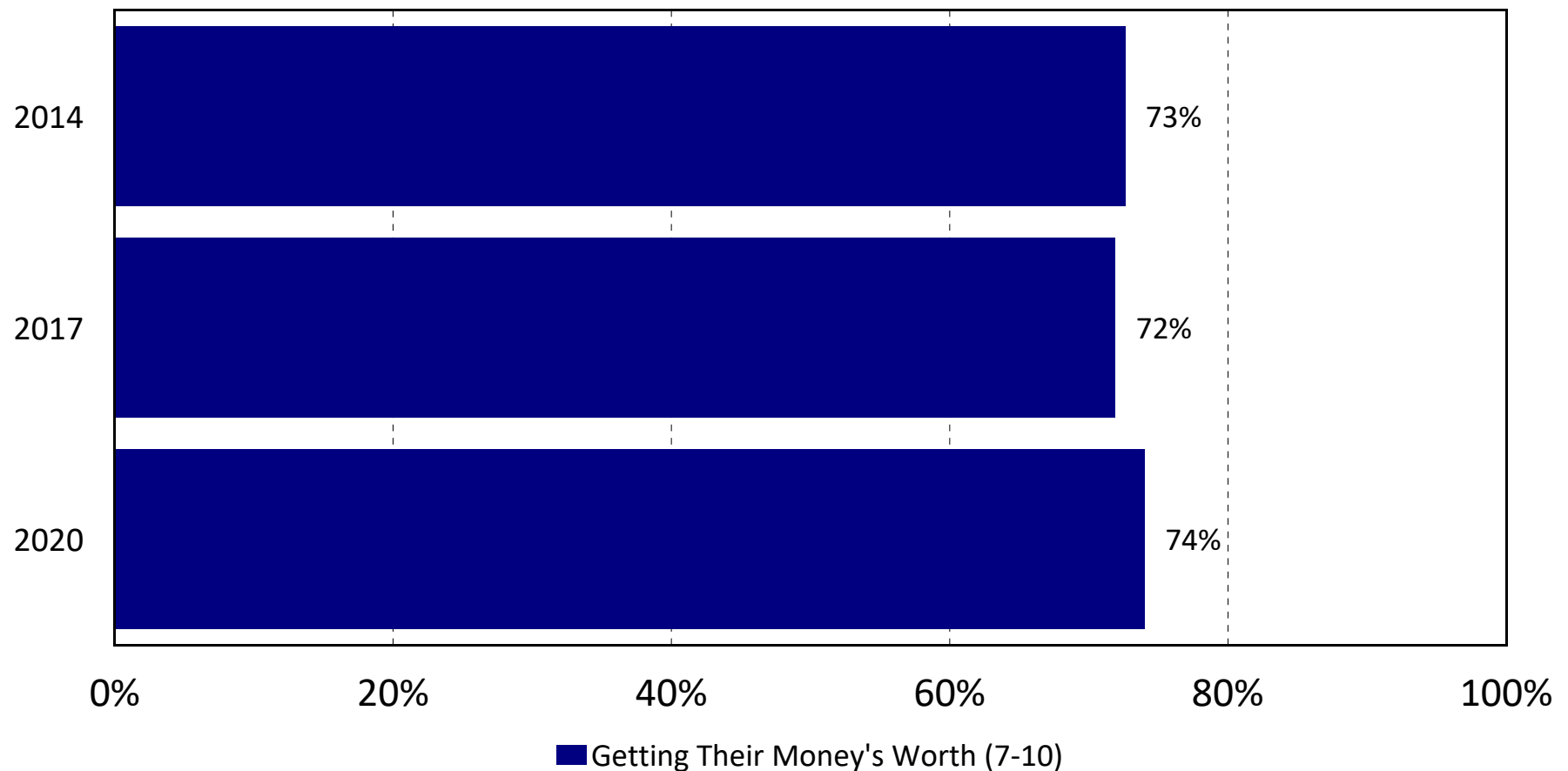
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant residents felt they were “definitely getting their money’s worth” and a rating of 0 meant residents felt they were “definitely not getting their money’s worth” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q4. Ratings of the Value Received for City Tax Dollars and Fees - 2014, 2017 & 2020

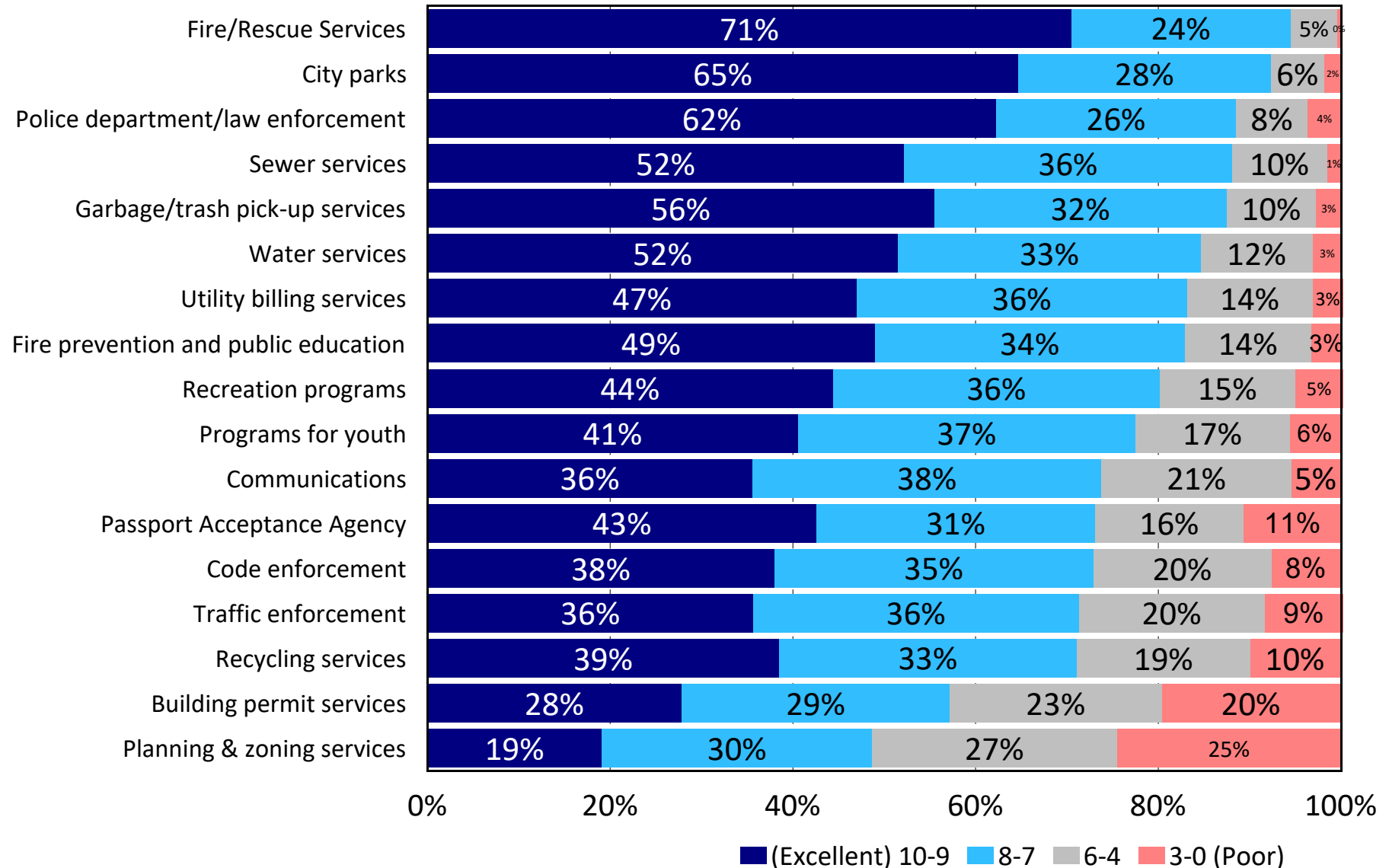
by percentage of respondents who rated the item as a 7 to 10 on an 11-point scale, where a rating of 10 meant residents felt they were “definitely getting their money’s worth” and a rating of 0 meant residents felt they were “definitely not getting their money’s worth” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q5. Overall Ratings of City Services

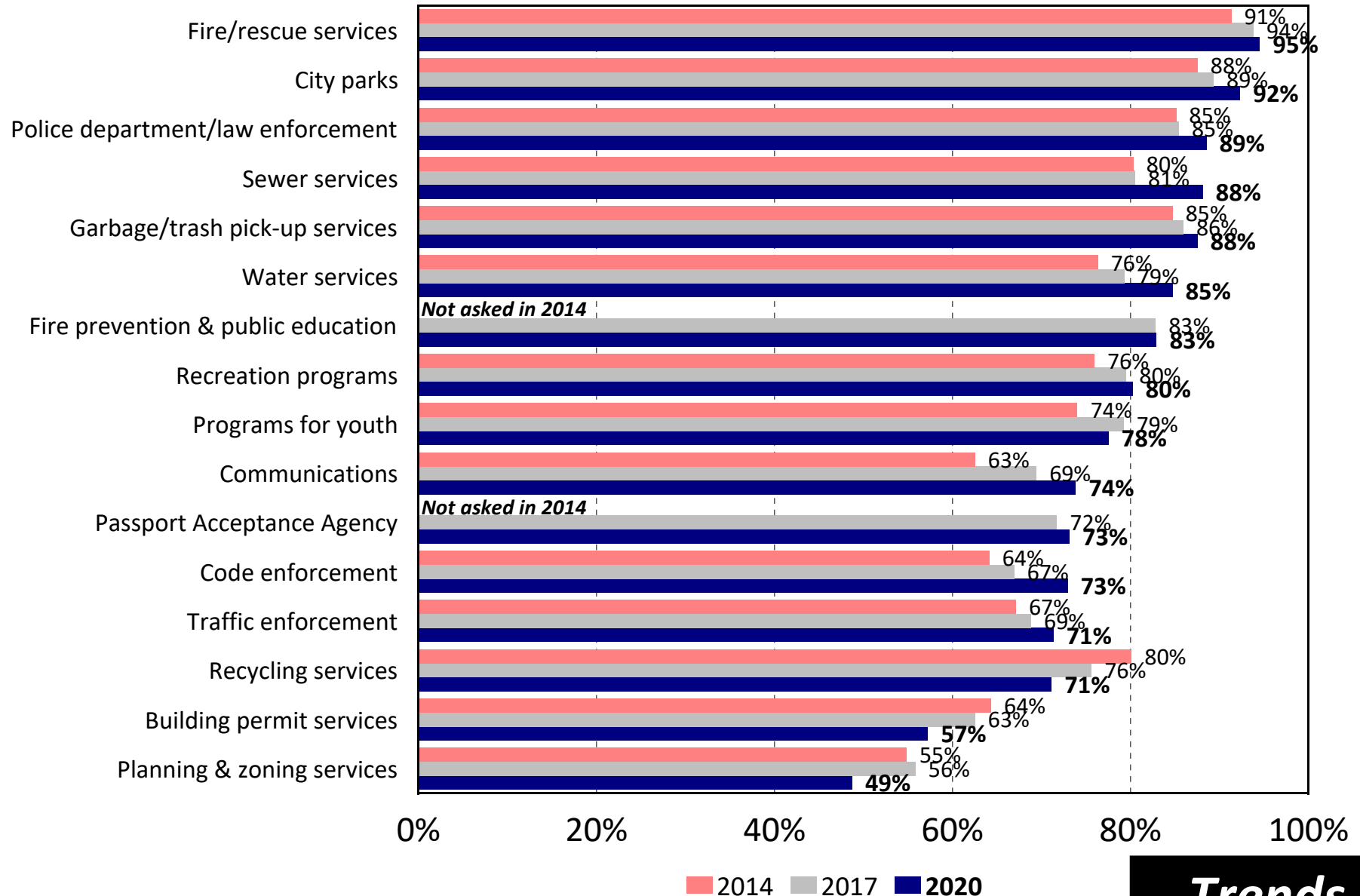
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q5. Overall Ratings of City Services - 2014, 2017 & 2020

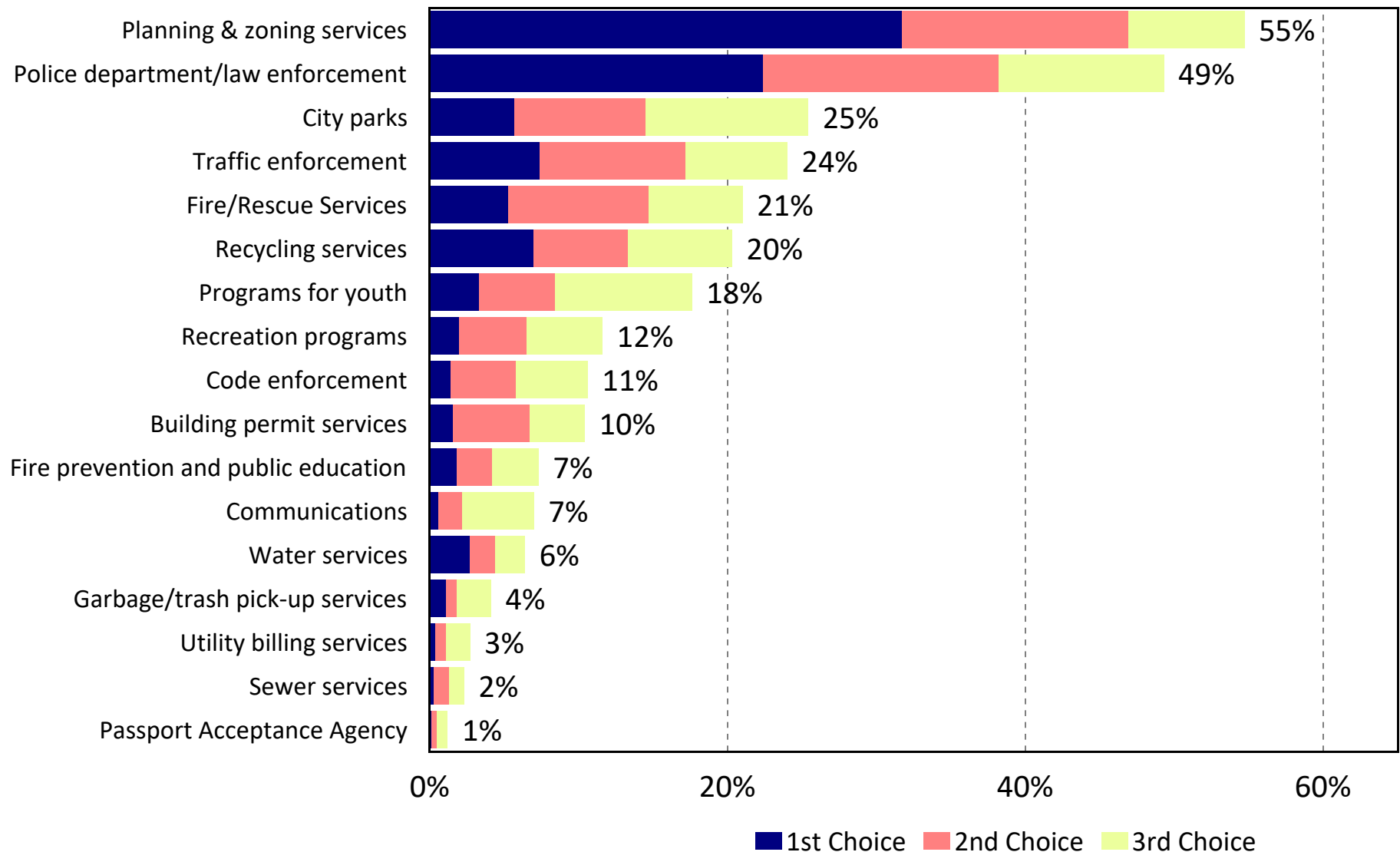
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q6. City Services that Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

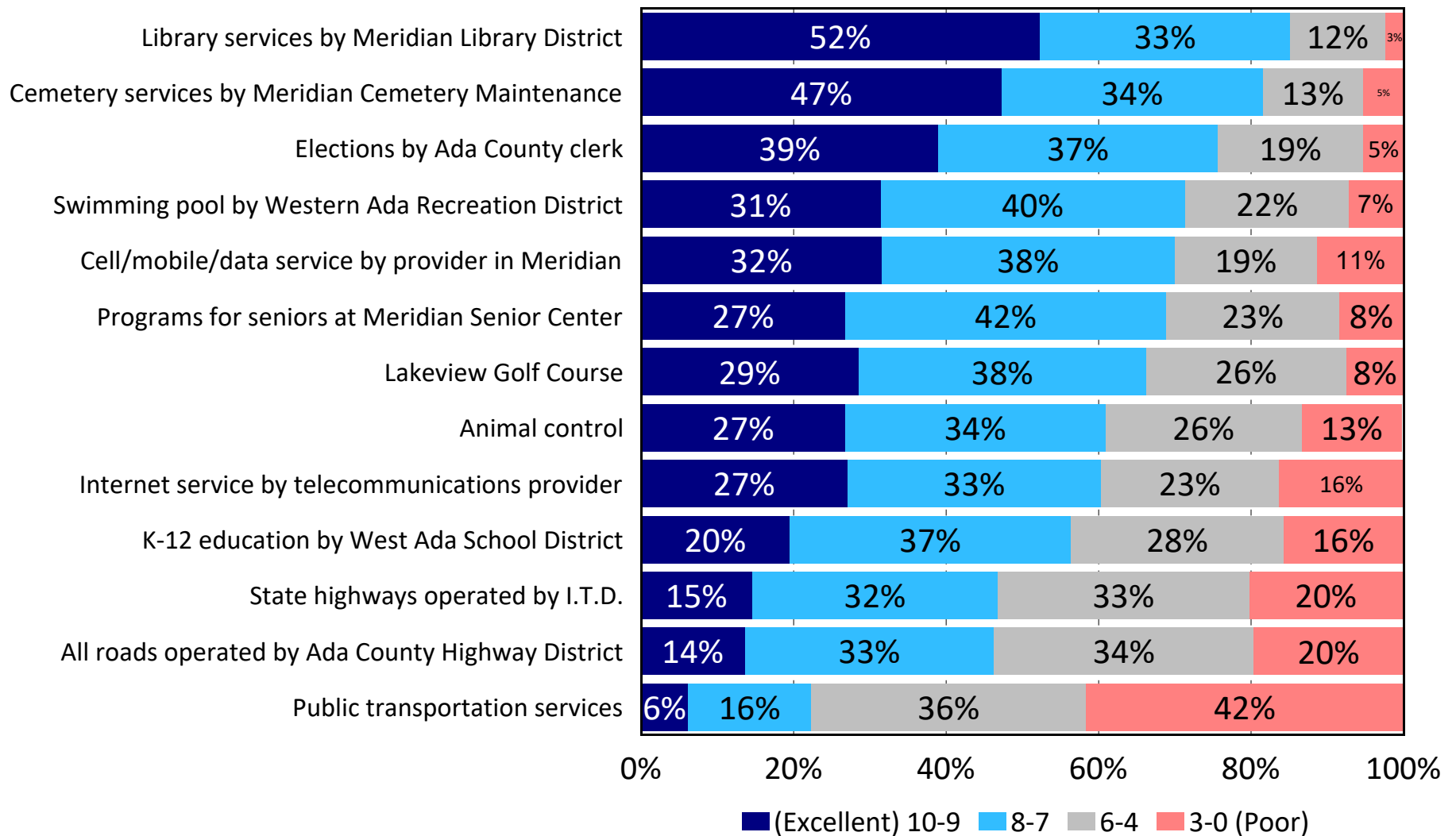
by percentage of respondents who selected the item as one of their top THREE choices



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q7. Ratings of Services Provided by Other Agency Partners

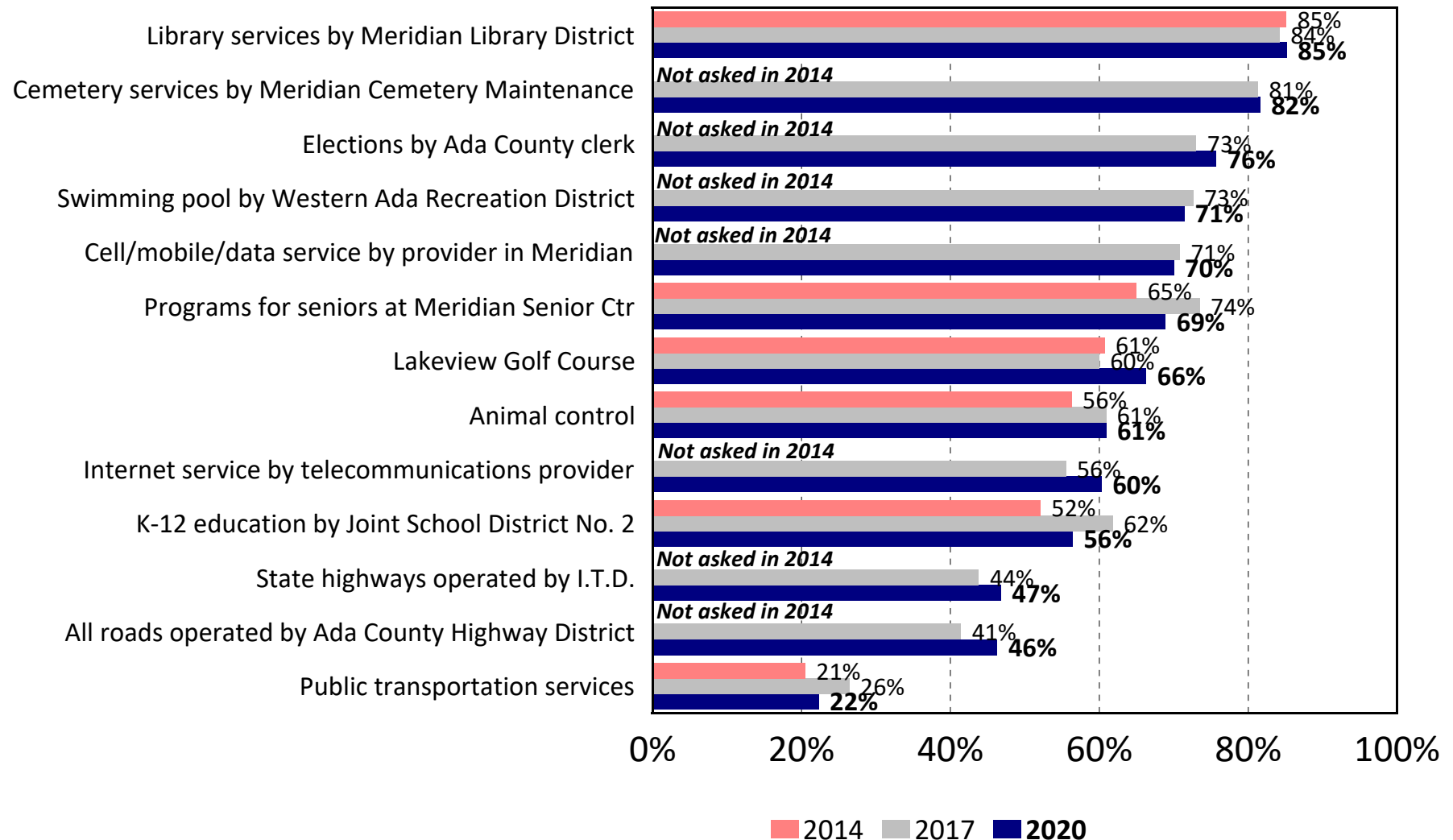
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q7. Ratings of Services Provided by Other Agency Partners - 2014, 2017 & 2020

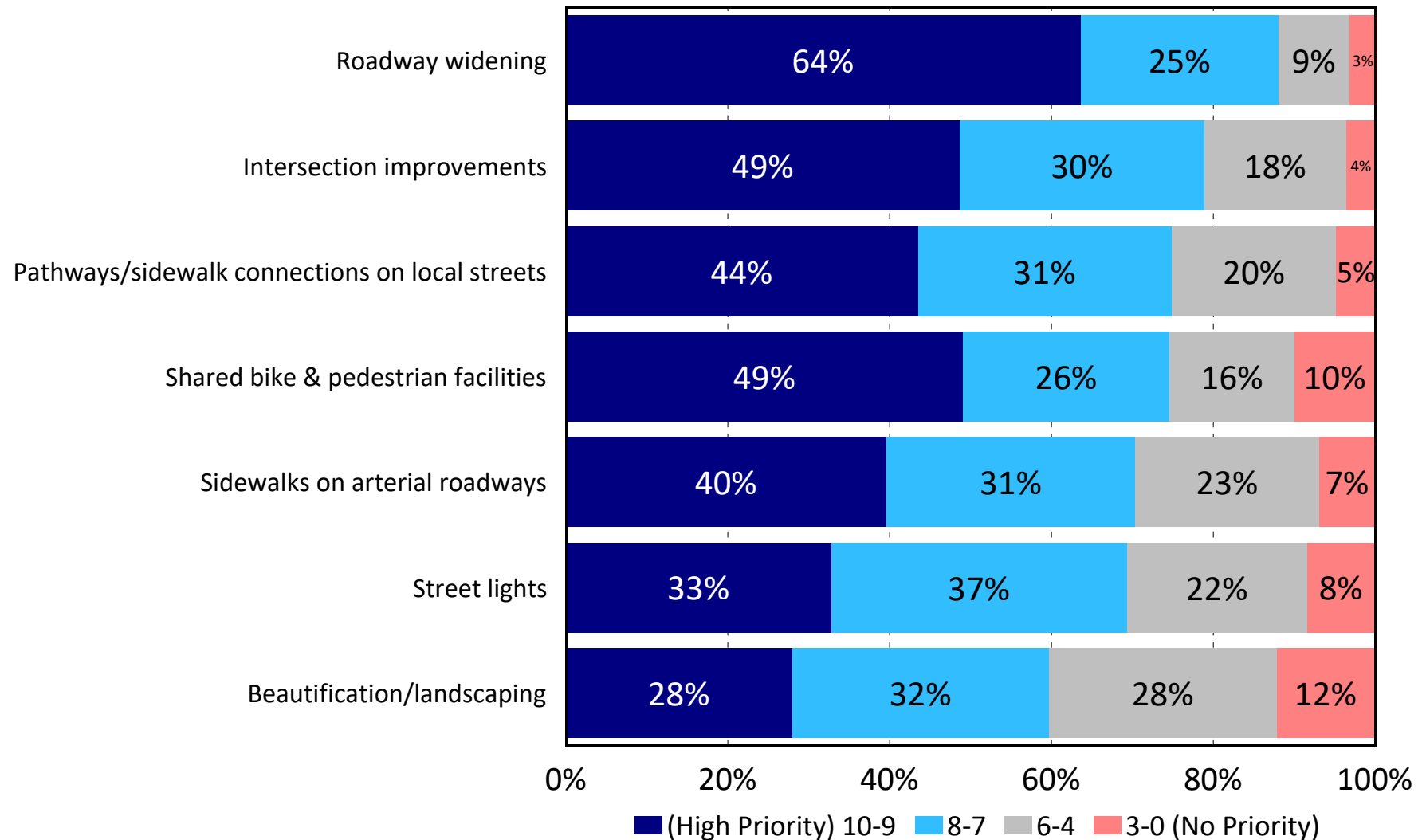
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q8. Ratings of the Priority of Various Road-Related Projects Residents Would Like to See in Meridian

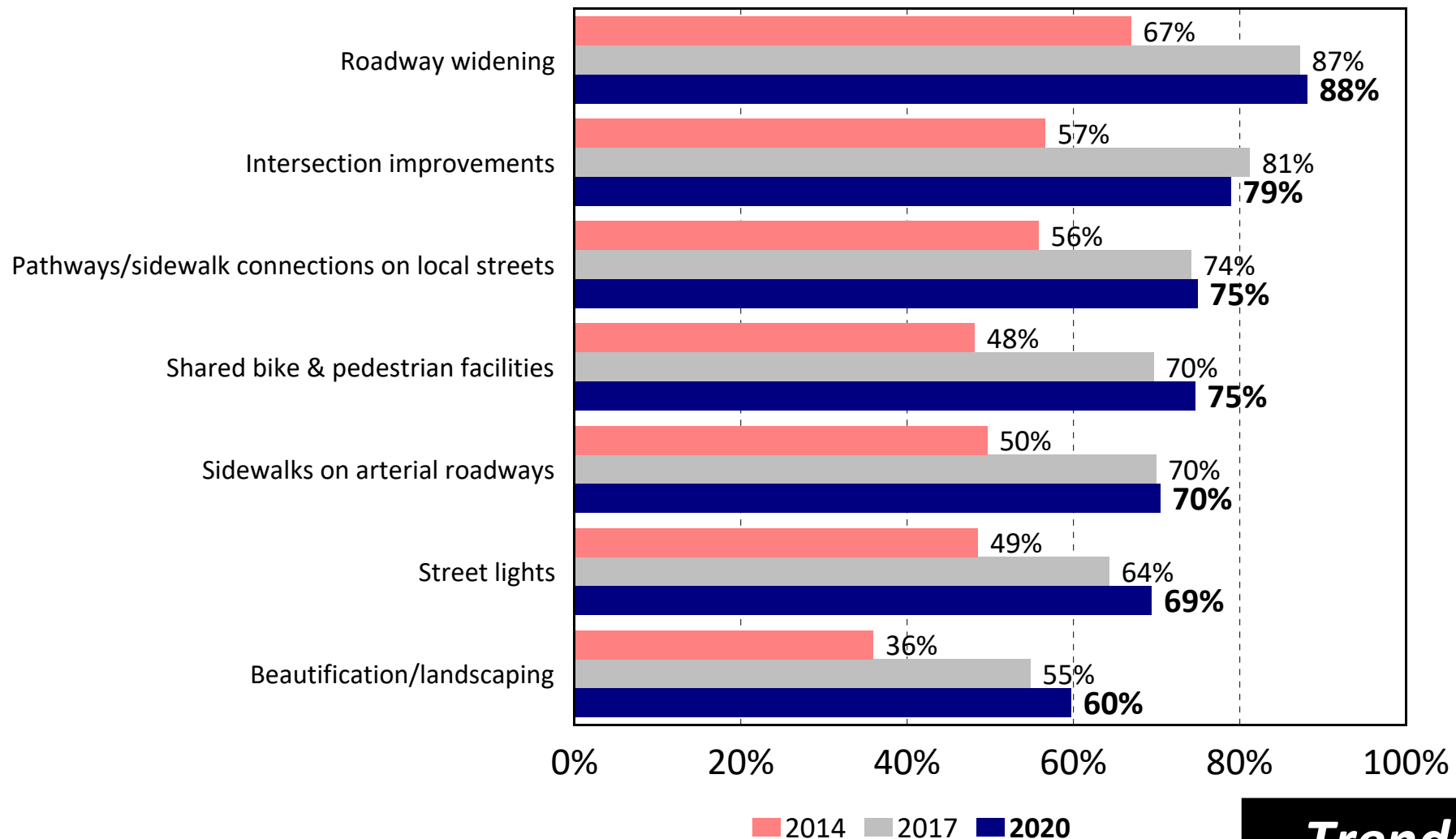
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “high priority” and a rating of 0 meant “no priority” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q8. Ratings of the Priority of Various Road-Related Projects Residents Would Like to See in Meridian 2014, 2017 & 2020

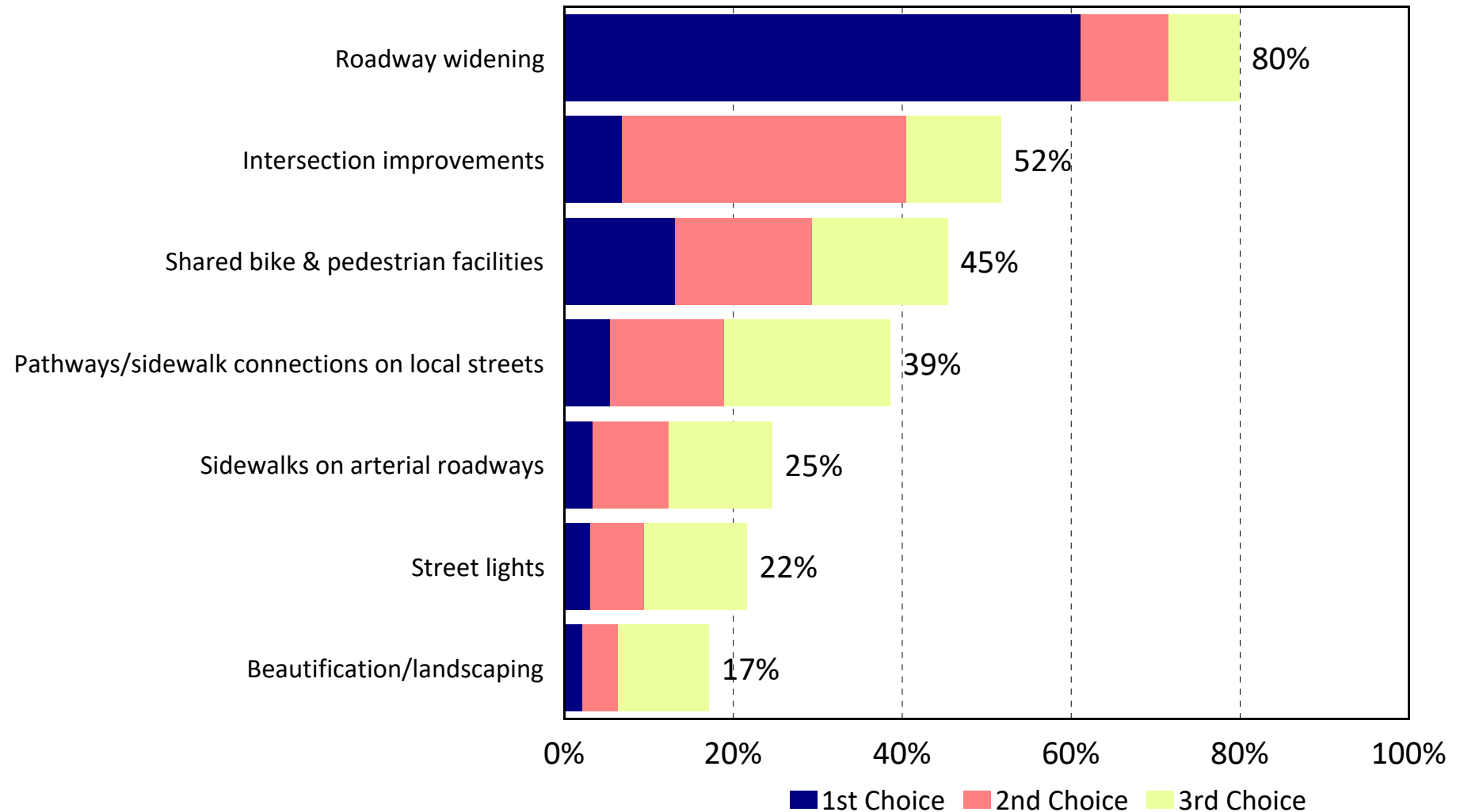
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q9. Transportation Improvements that Residents Felt Should Receive the Most Emphasis from City Leaders Over the Next Two Years

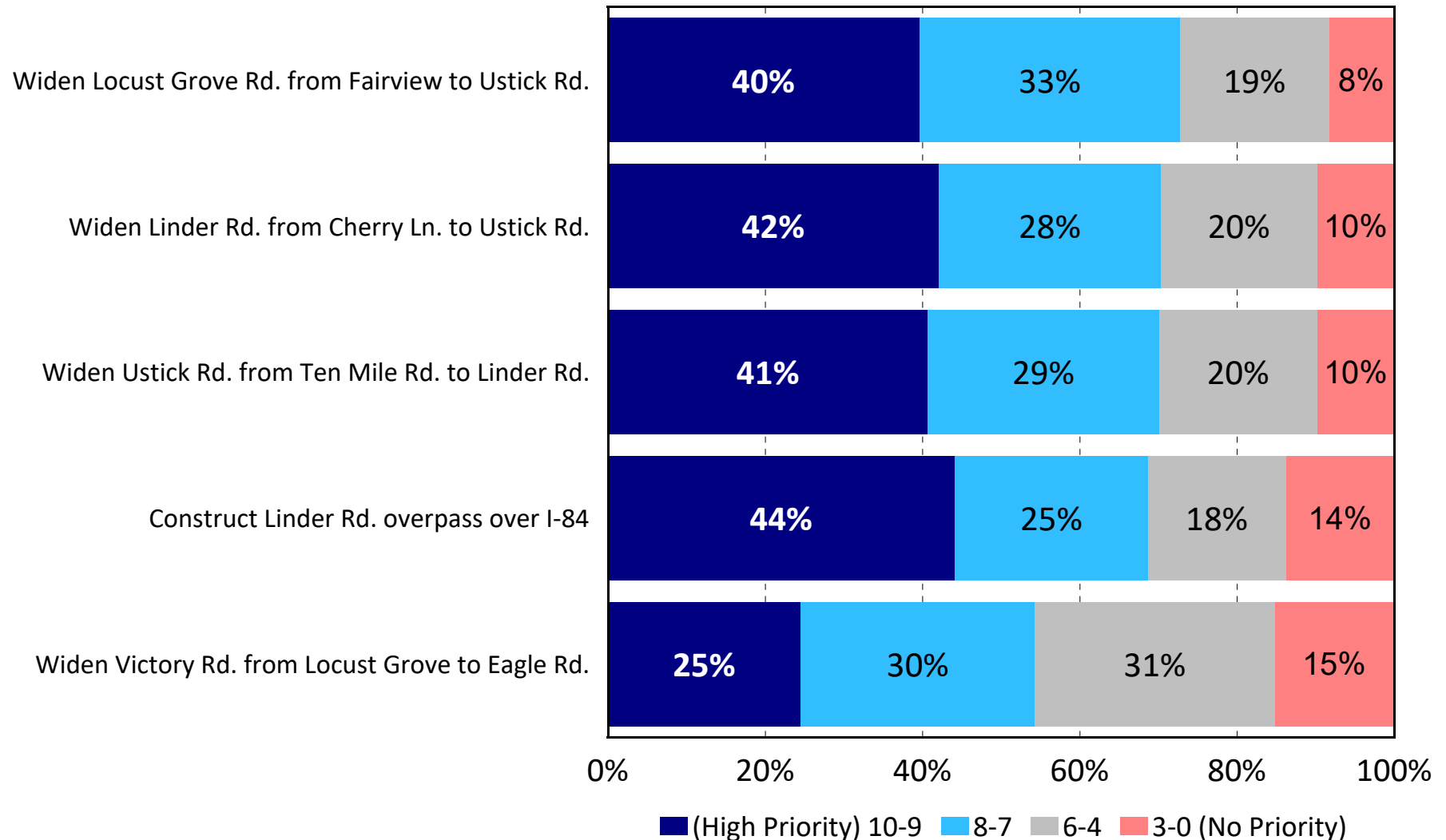
by percentage of respondents who selected the item as one of their top THREE choices



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q10. Priorities for Future Roadway Construction Projects

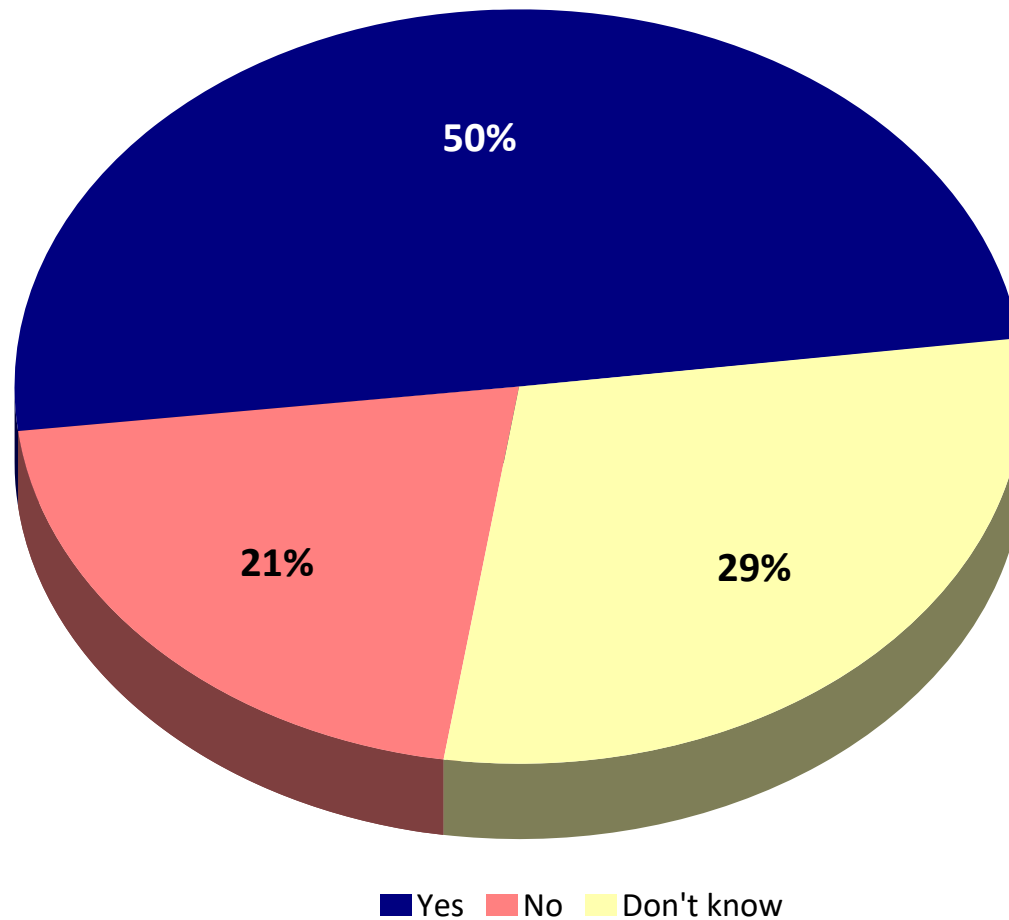
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “high priority” and a rating of 0 meant “no priority” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q11. If a bond measure were placed on the ballot requesting funding for road improvement needs, in general would you support a bond to pay for the identified roadway and intersection projects?

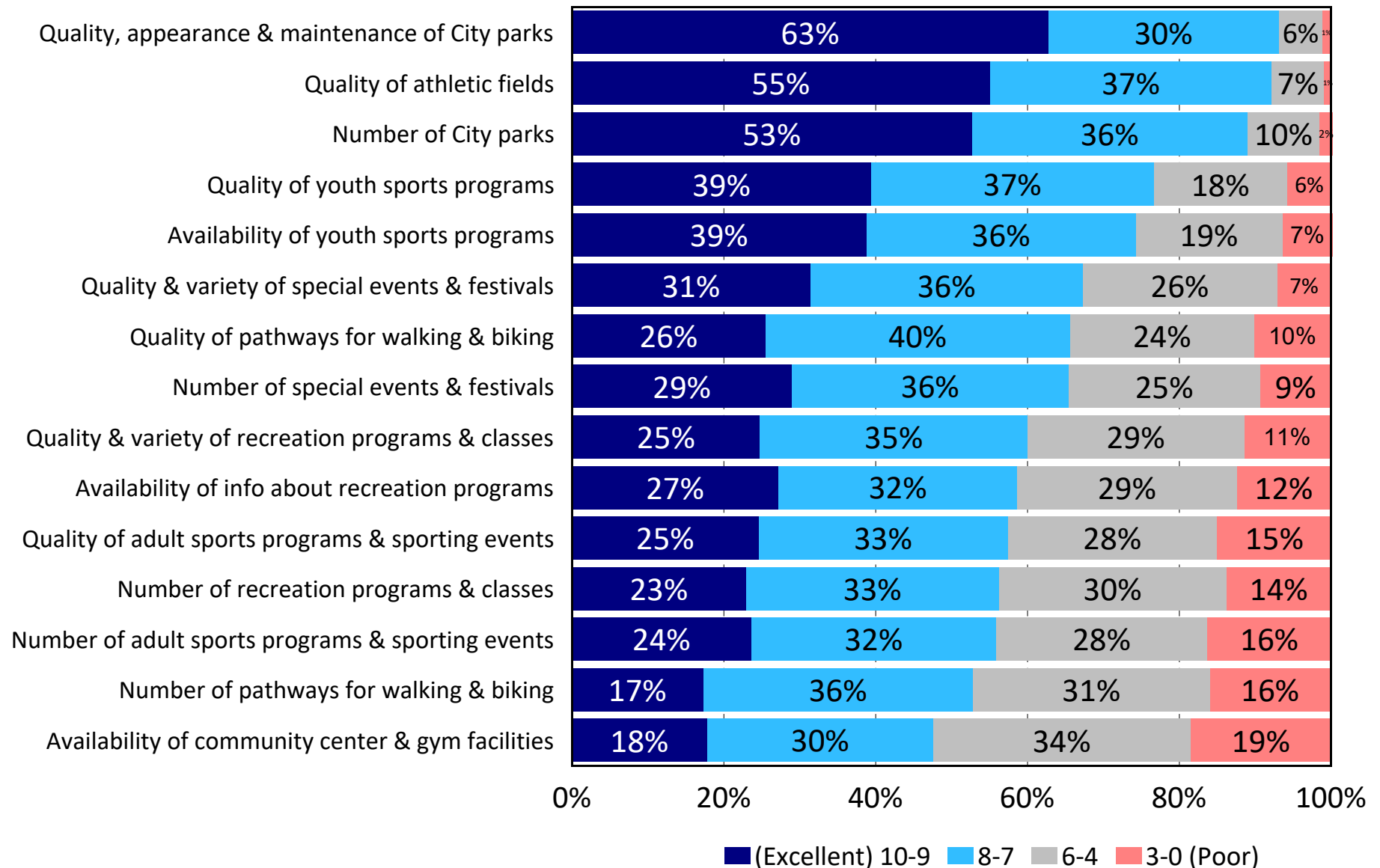
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q12. Ratings of Parks and Recreation Services

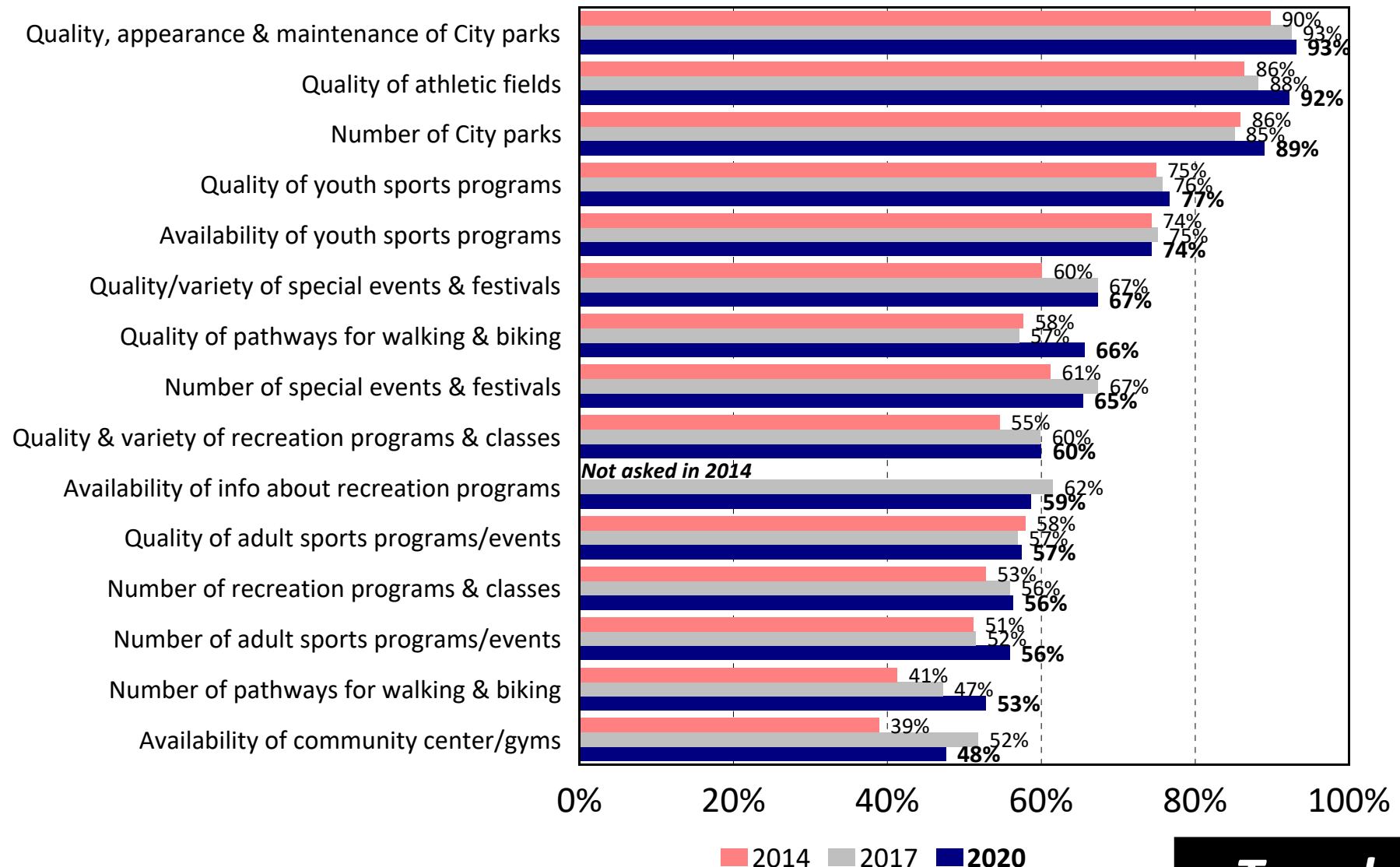
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q12. Ratings of Parks and Recreation Services 2014, 2017 & 2020

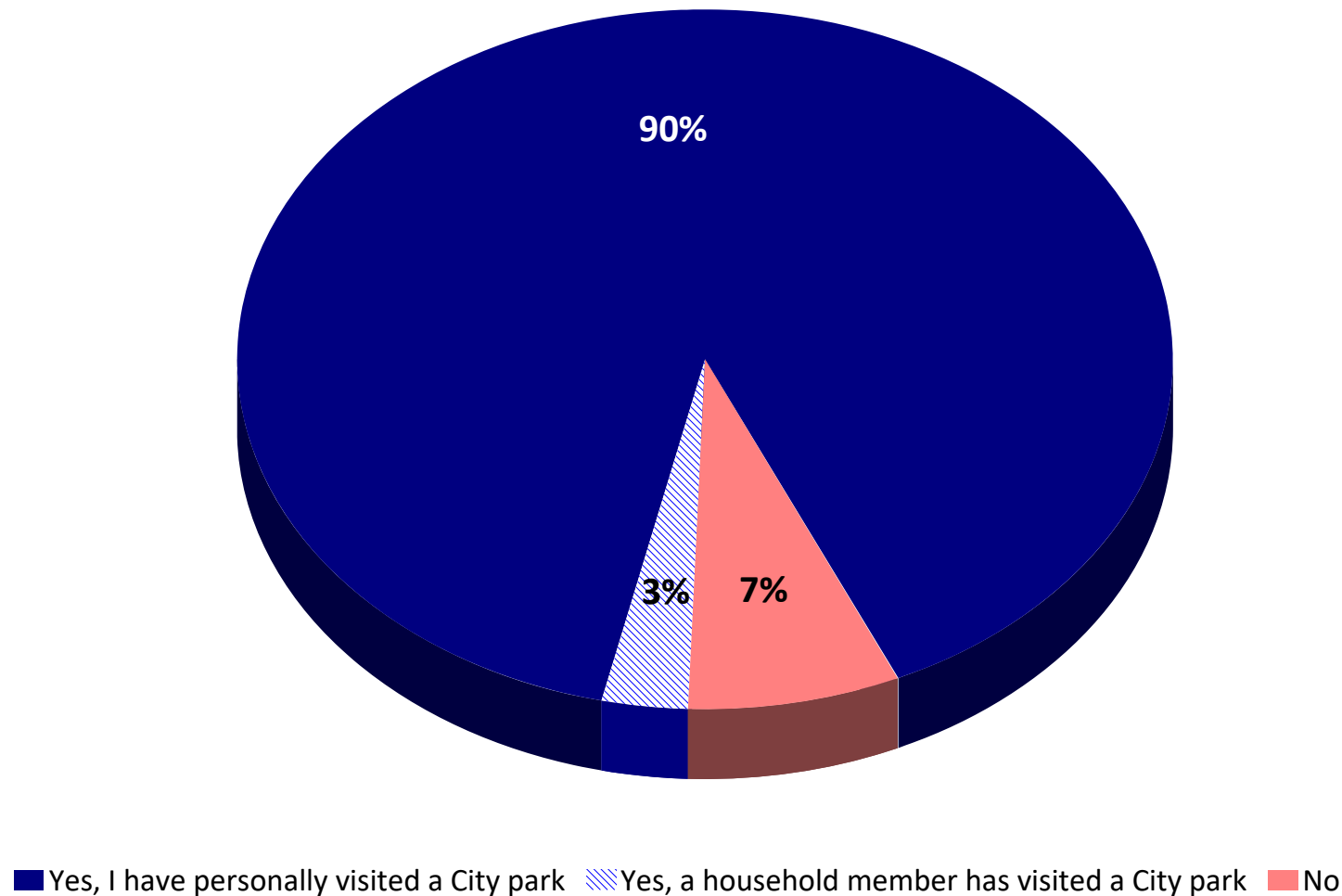
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q13. In the past 12 months, have you or anyone in your household visited a City of Meridian park?

by percentage of respondents

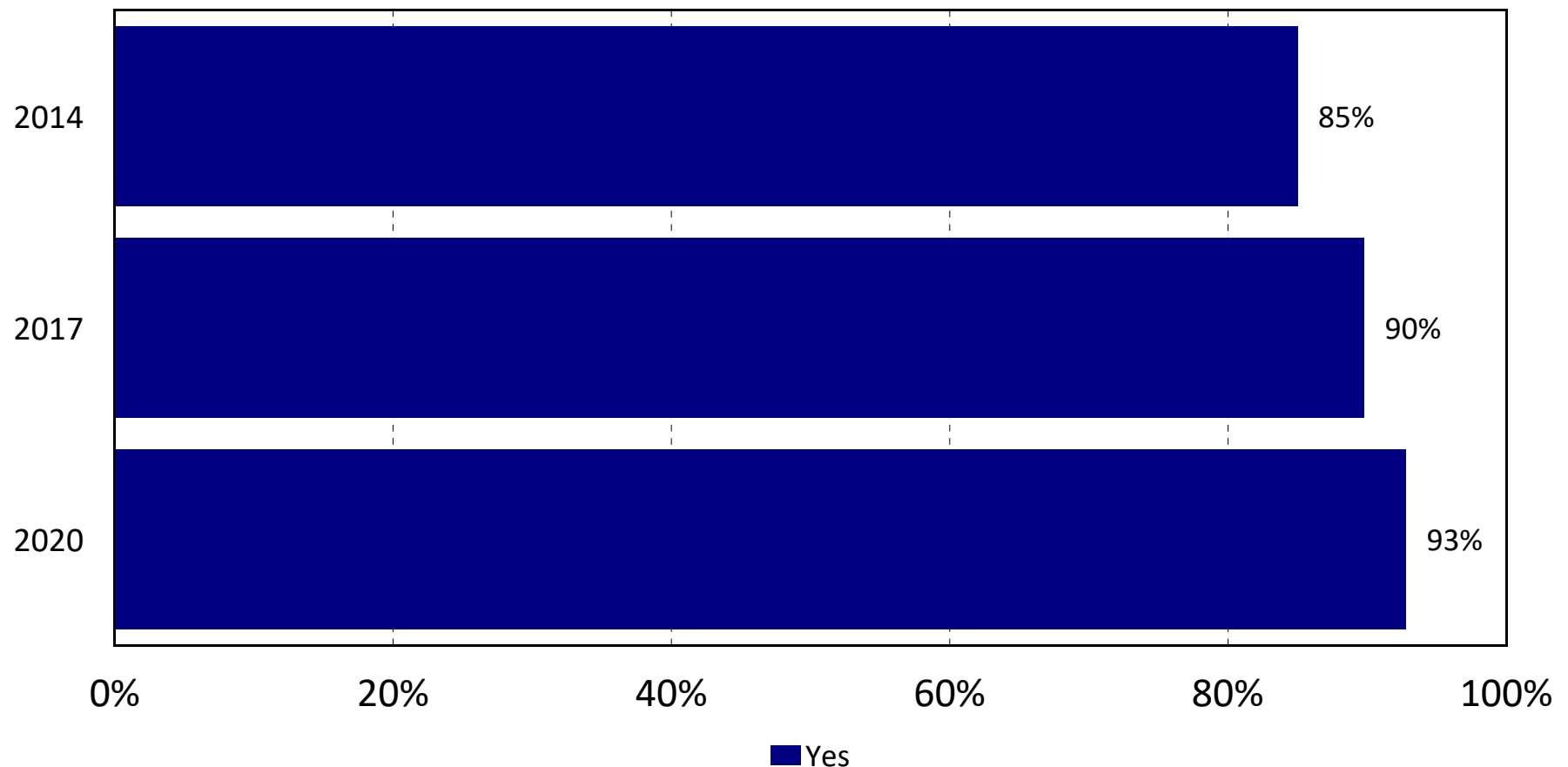


Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q13. In the past 12 months, have you or anyone in your household visited a City of Meridian park?

2014, 2017 & 2020

by percentage of respondents who answered "yes" (excluding "not provided")



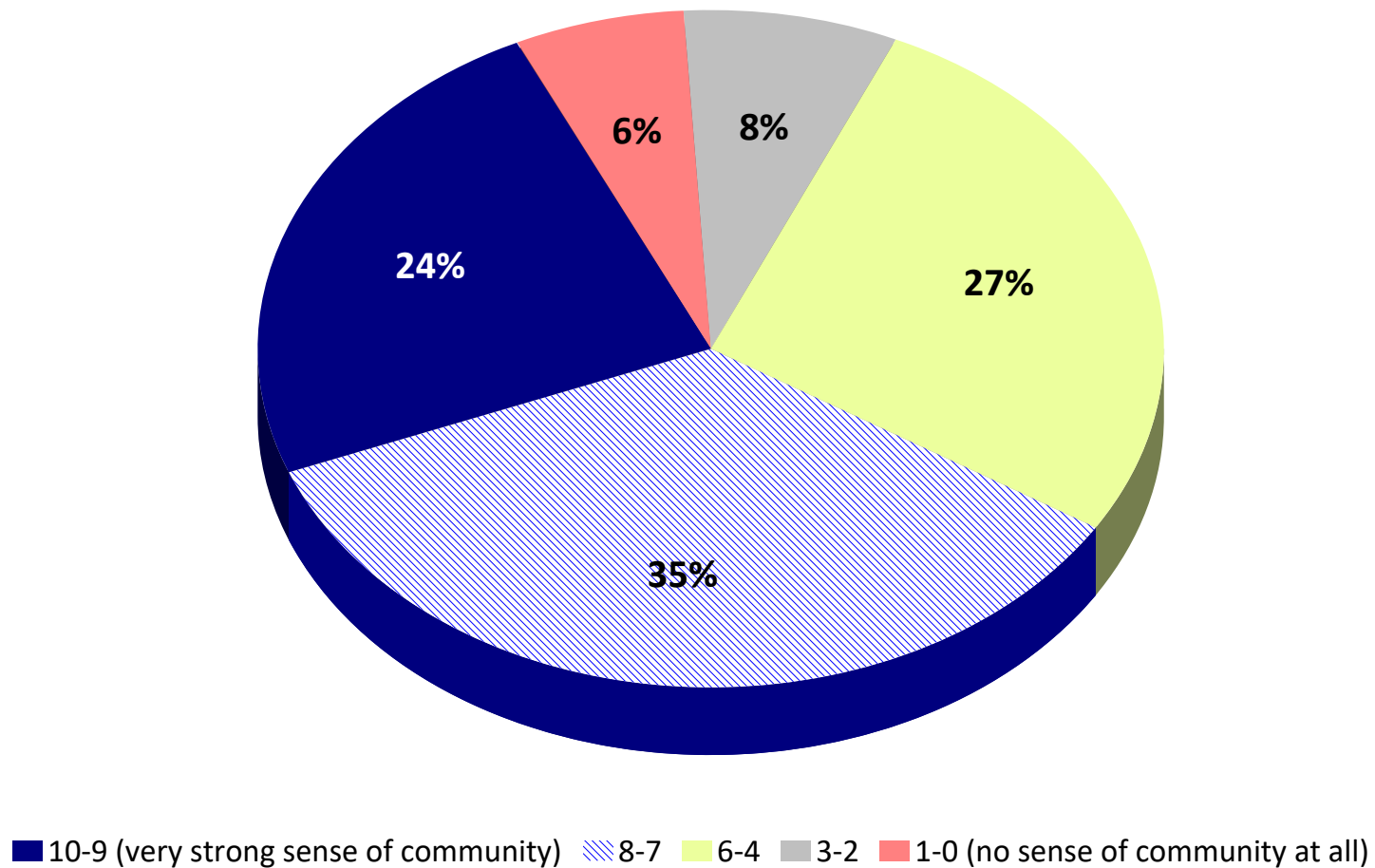
Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

ETC Institute (2020)

Trends

Q14. Ratings of the Sense of Community in Neighborhoods Throughout Meridian

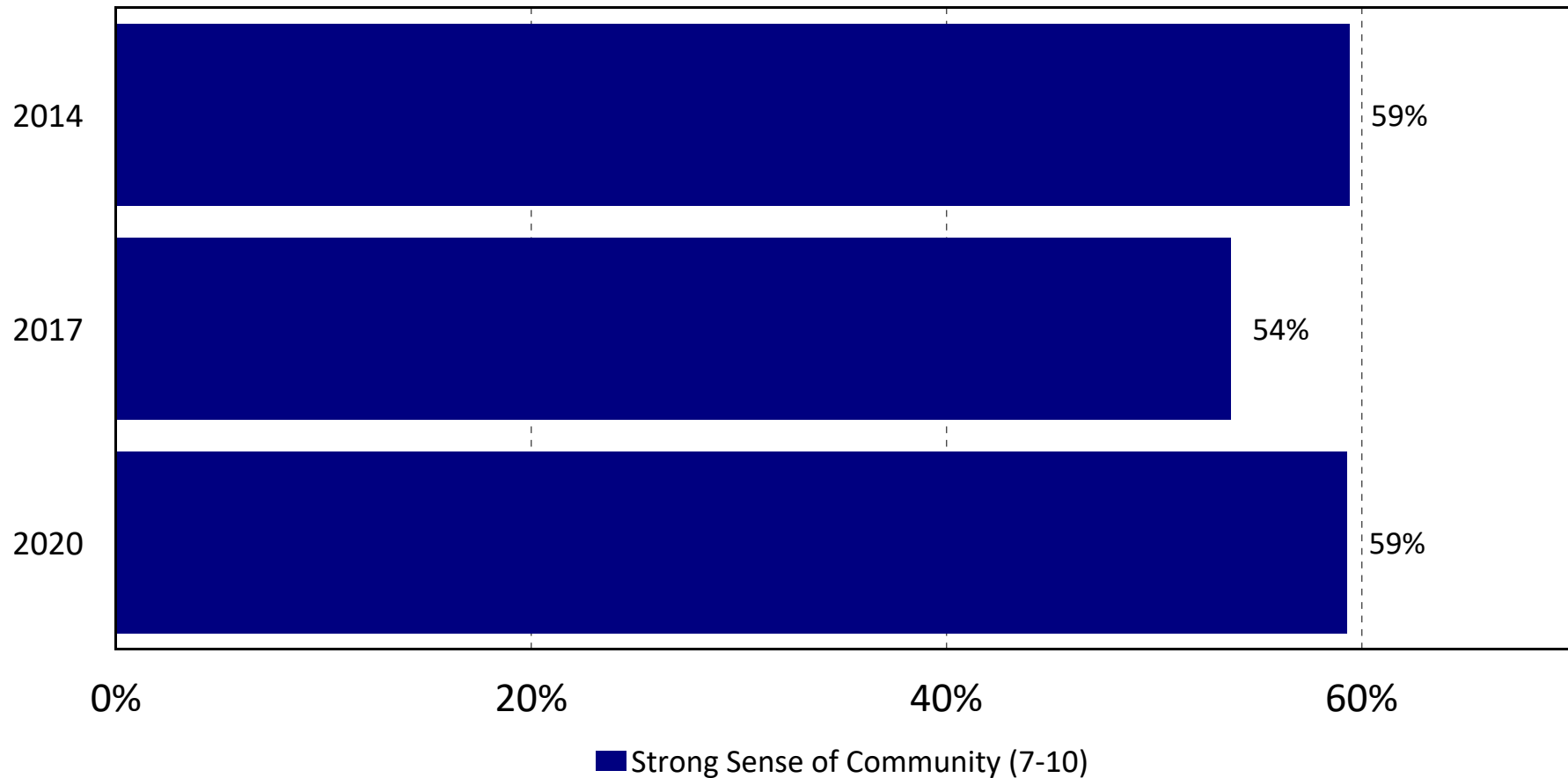
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “very strong sense of community” and a rating of 0 meant “no sense of community at all” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q14. Ratings of the Sense of Community in Neighborhoods Throughout Meridian - 2014, 2017 & 2020

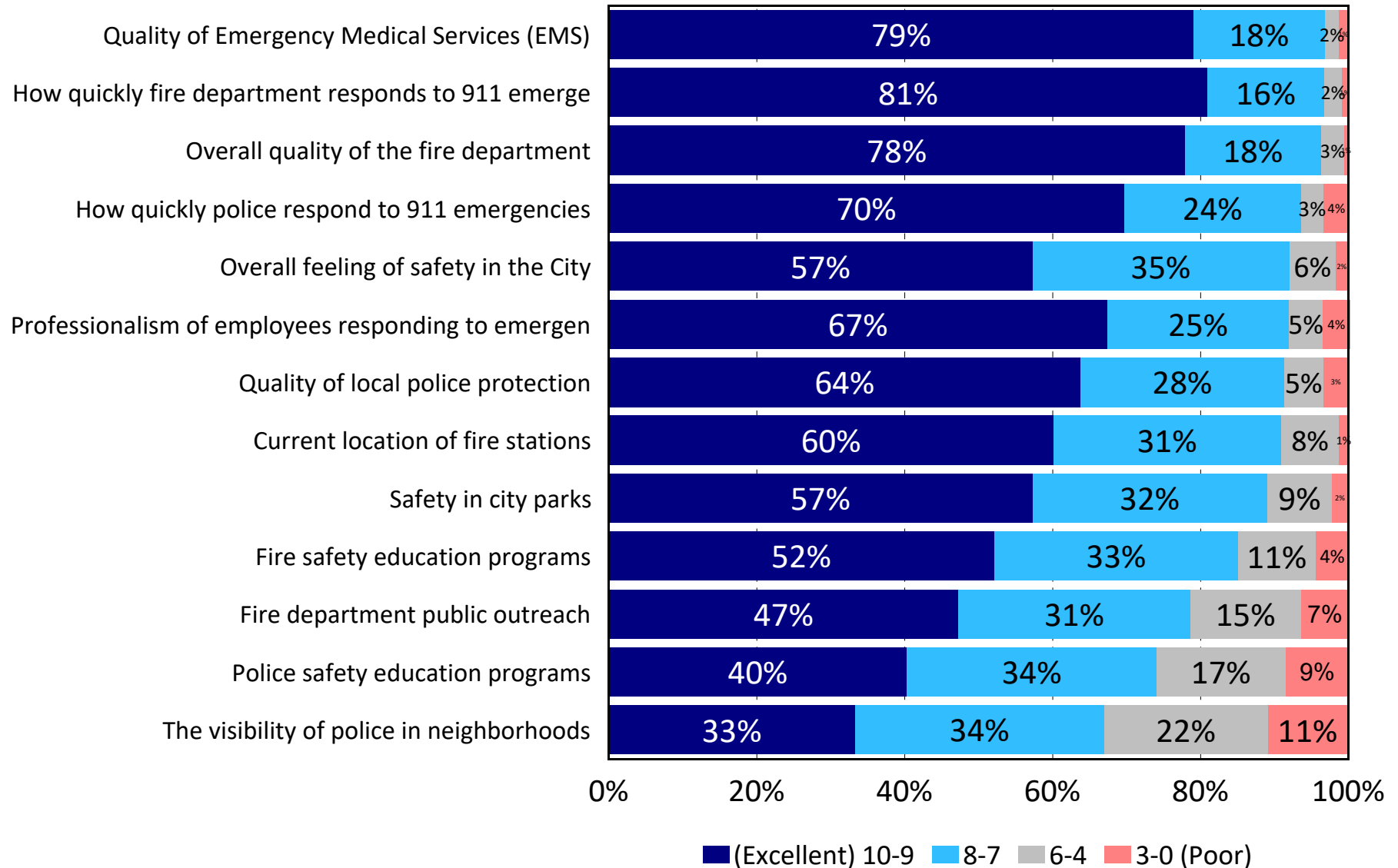
by percentage of respondents who rated the item as a 7 to 10 on an 11-point scale, where a rating of 10 meant residents felt a “very strong sense of community” and a rating of 0 meant residents felt “no sense of community at all” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q15. Ratings of Public Safety Services

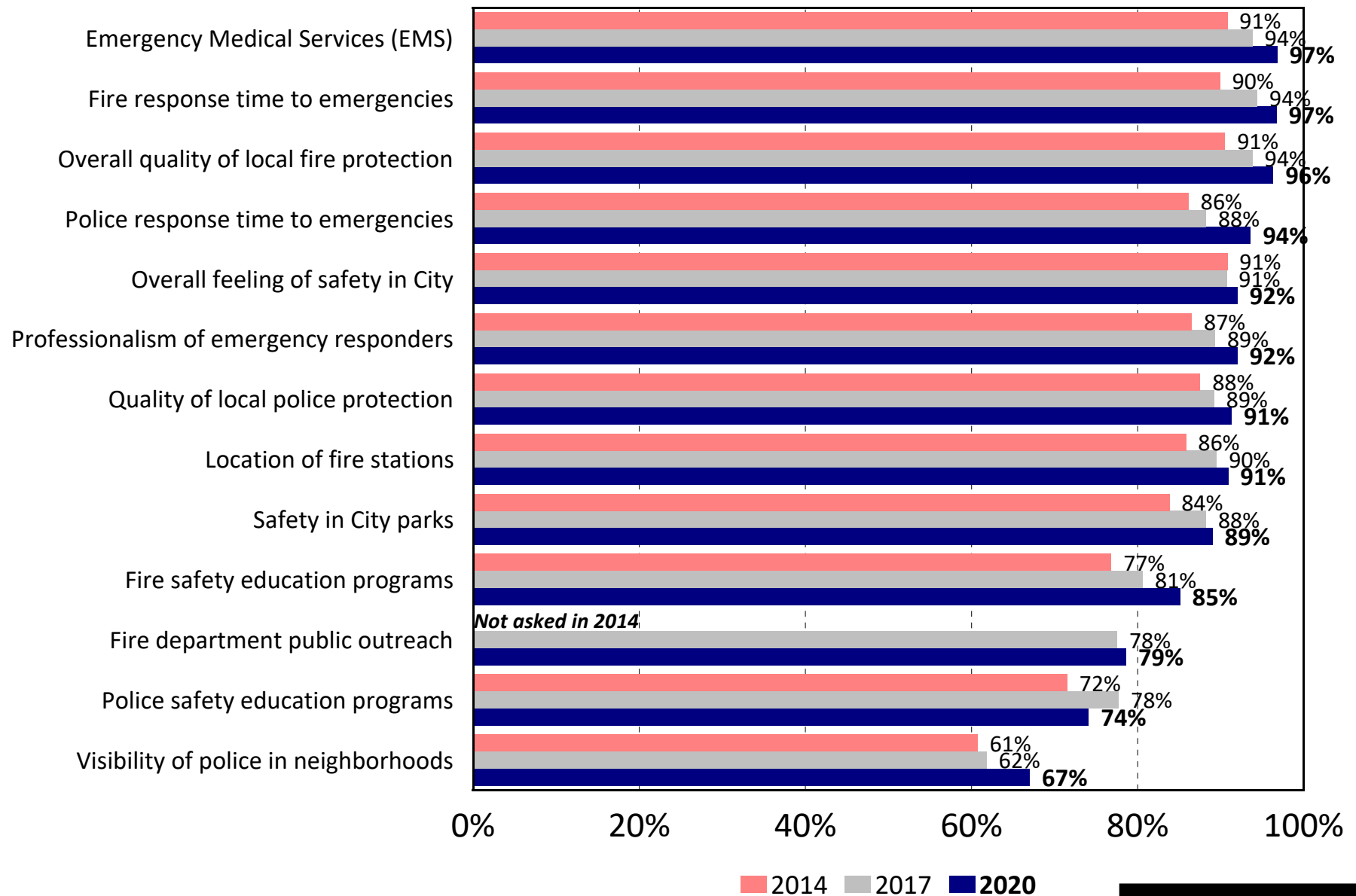
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q15. Ratings of Public Safety Services - 2014, 2017 & 2020

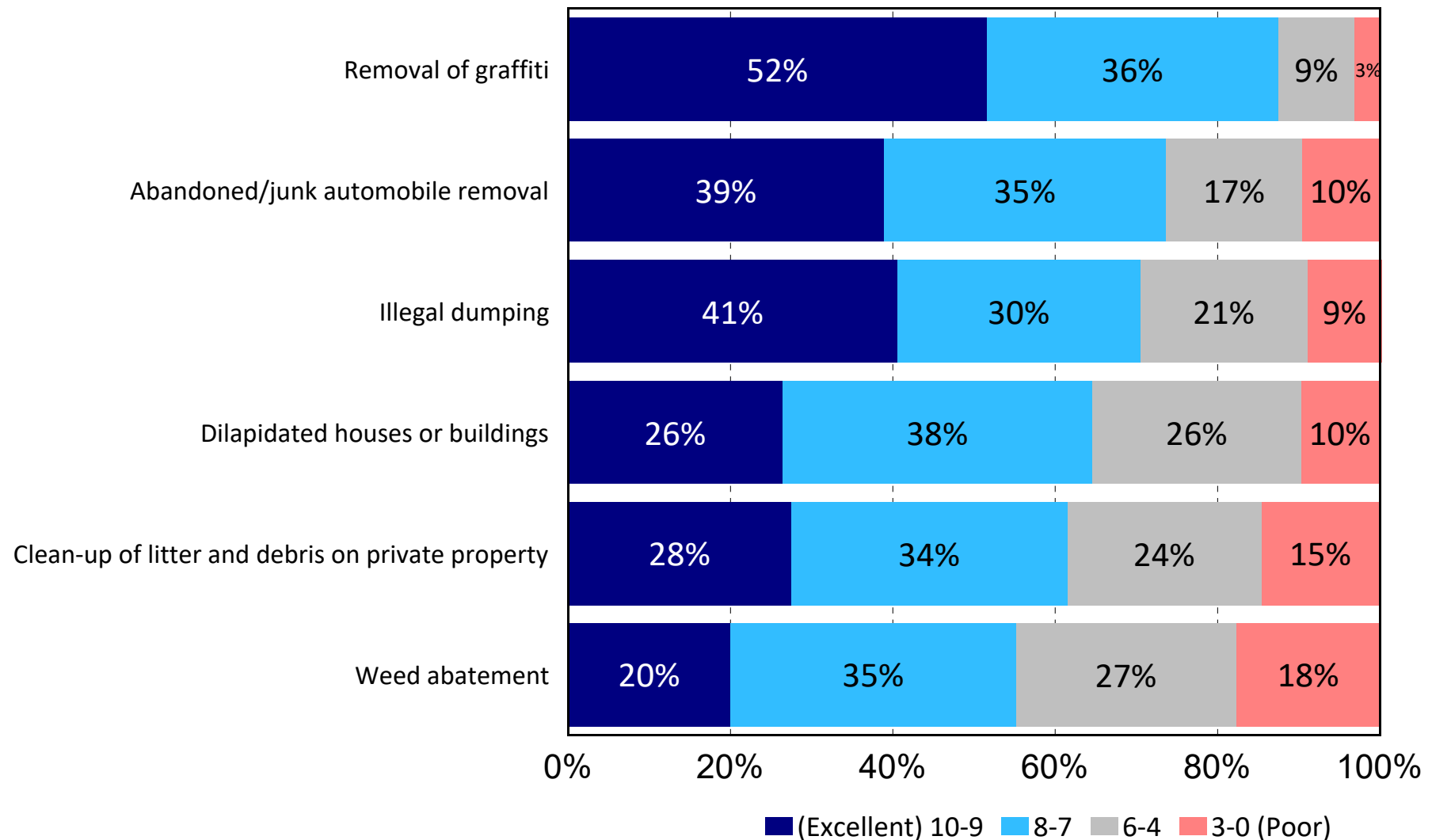
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q16. Ratings of the Enforcement of City Codes and Ordinances

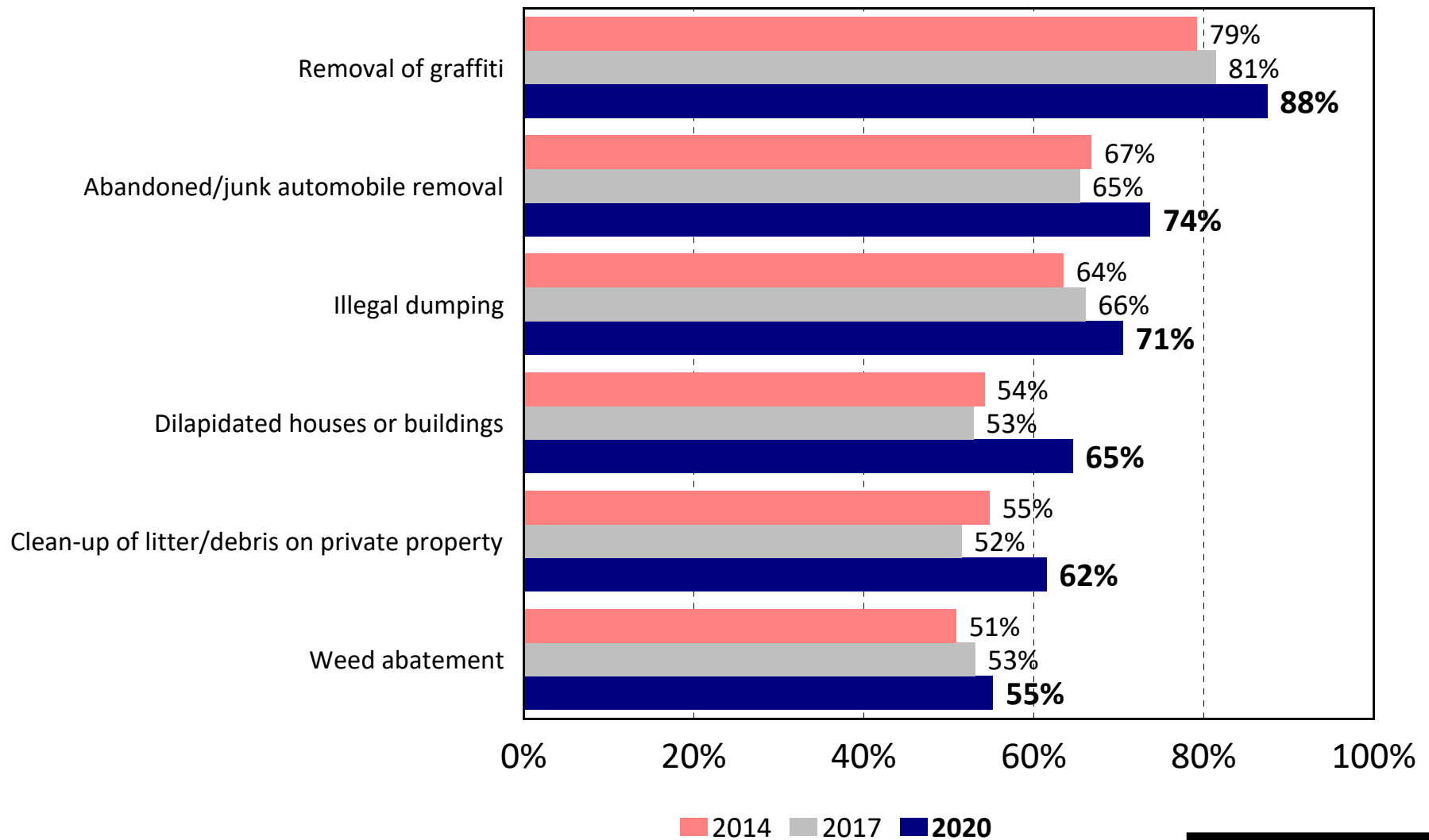
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q16. Ratings of the Enforcement of City Codes and Ordinances - 2014, 2017 & 2020

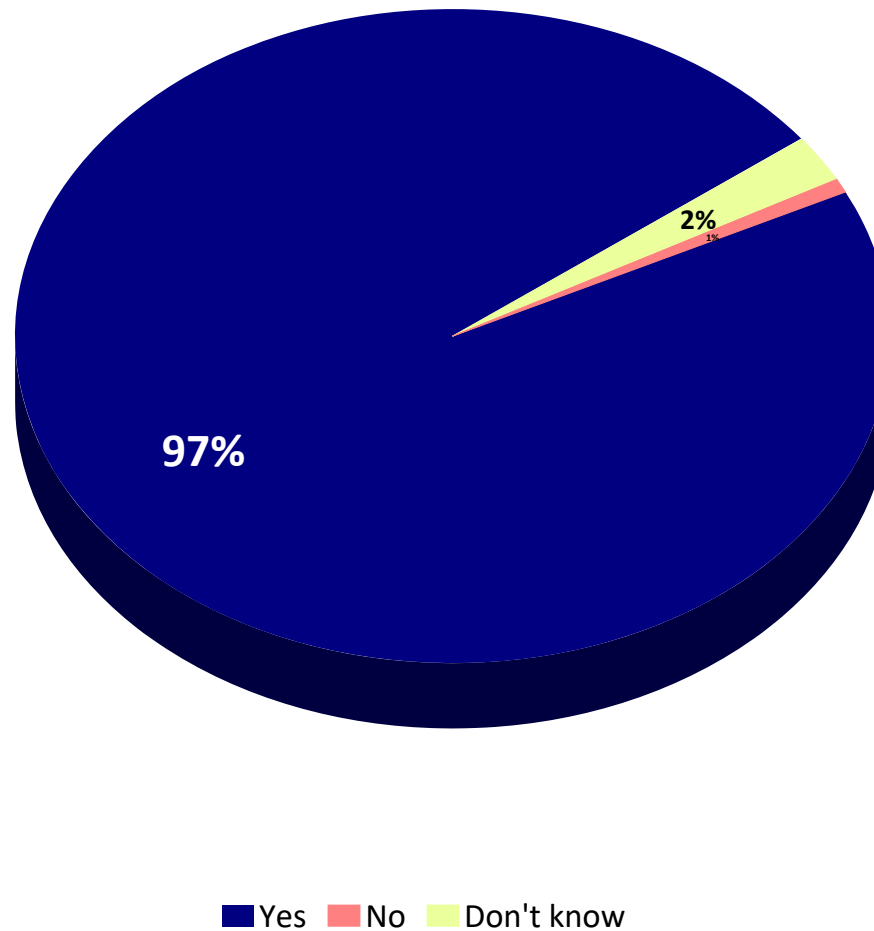
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q17. Do you have a working smoke detector in your home?

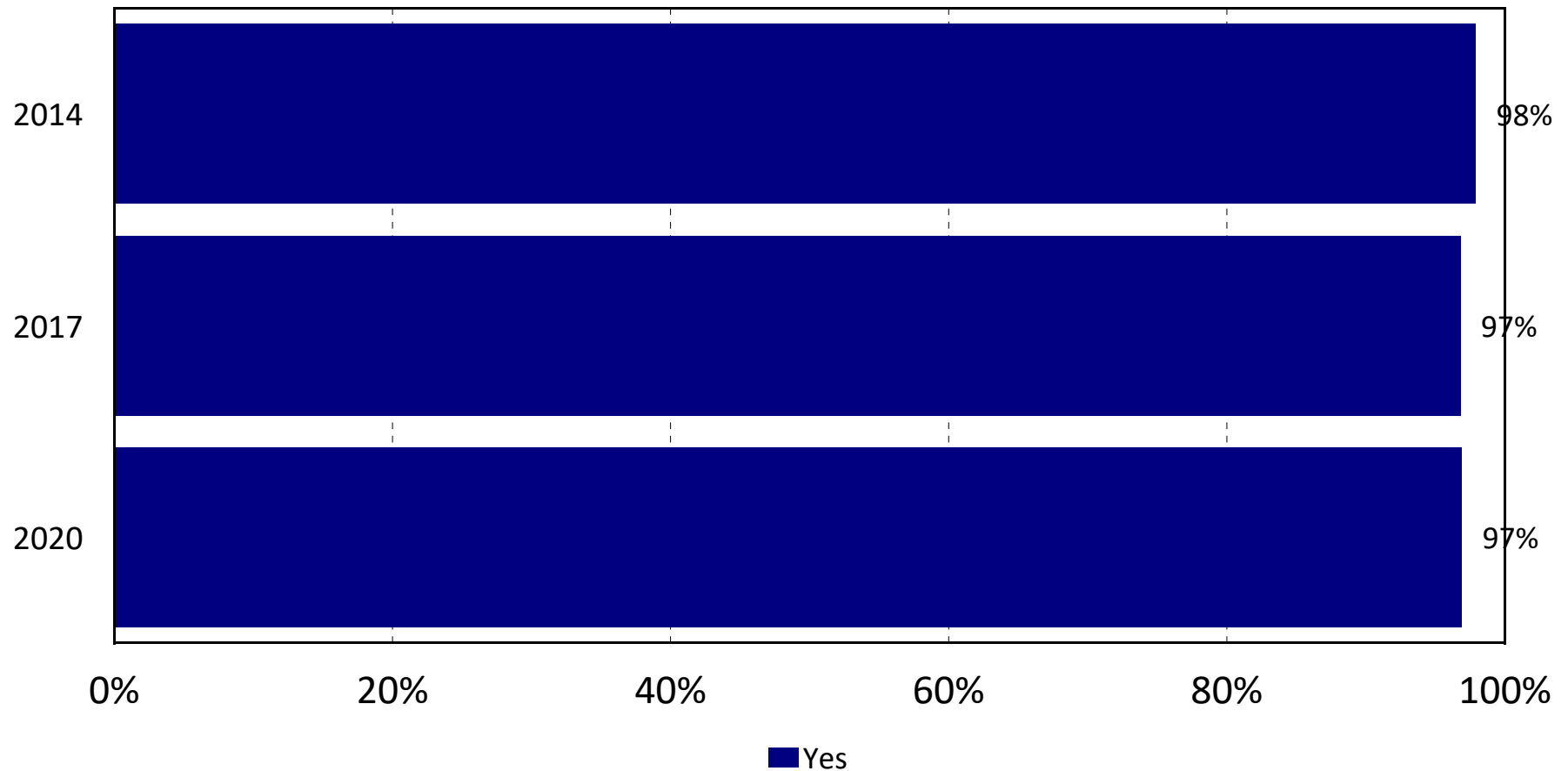
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q17. Do you have a working smoke detector in your home? 2014, 2017 & 2020

by percentage of respondents who answered “yes”



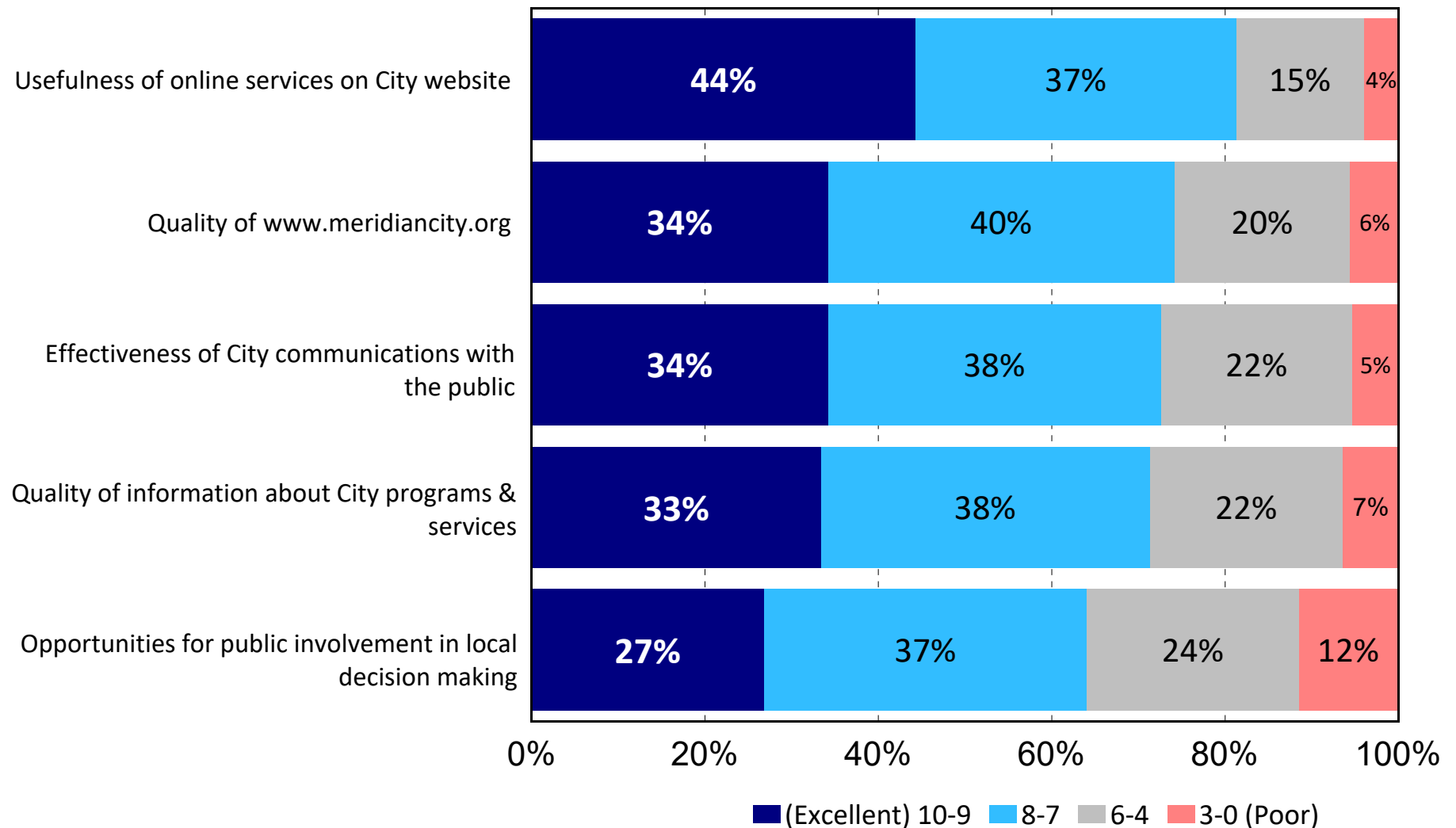
Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

ETC Institute (2020)

Trends

Q18. Ratings of the City's Communication Services

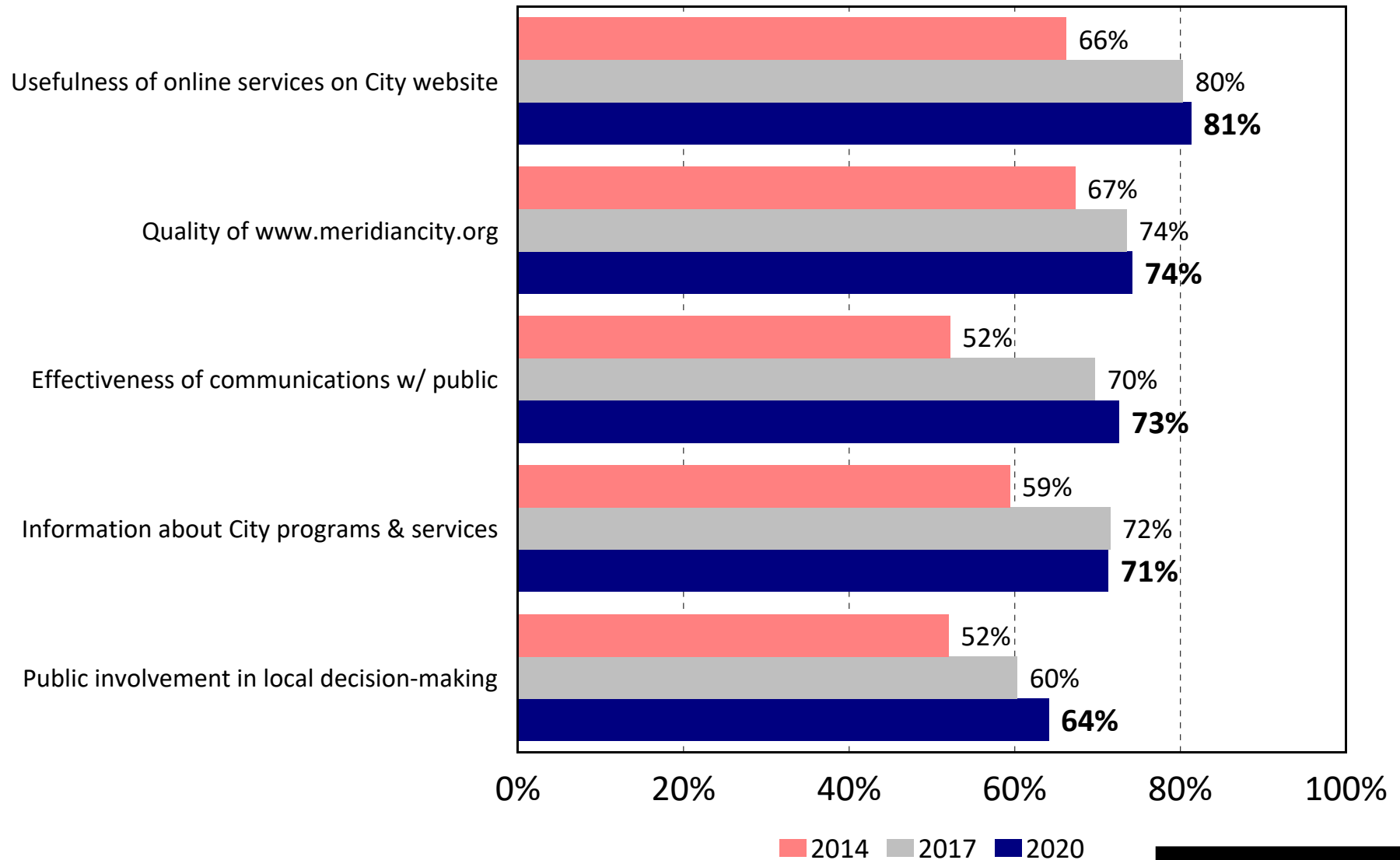
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant "excellent" and a rating of 0 meant "poor" (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q18. Ratings of the City's Communication Services 2014, 2017 & 2020

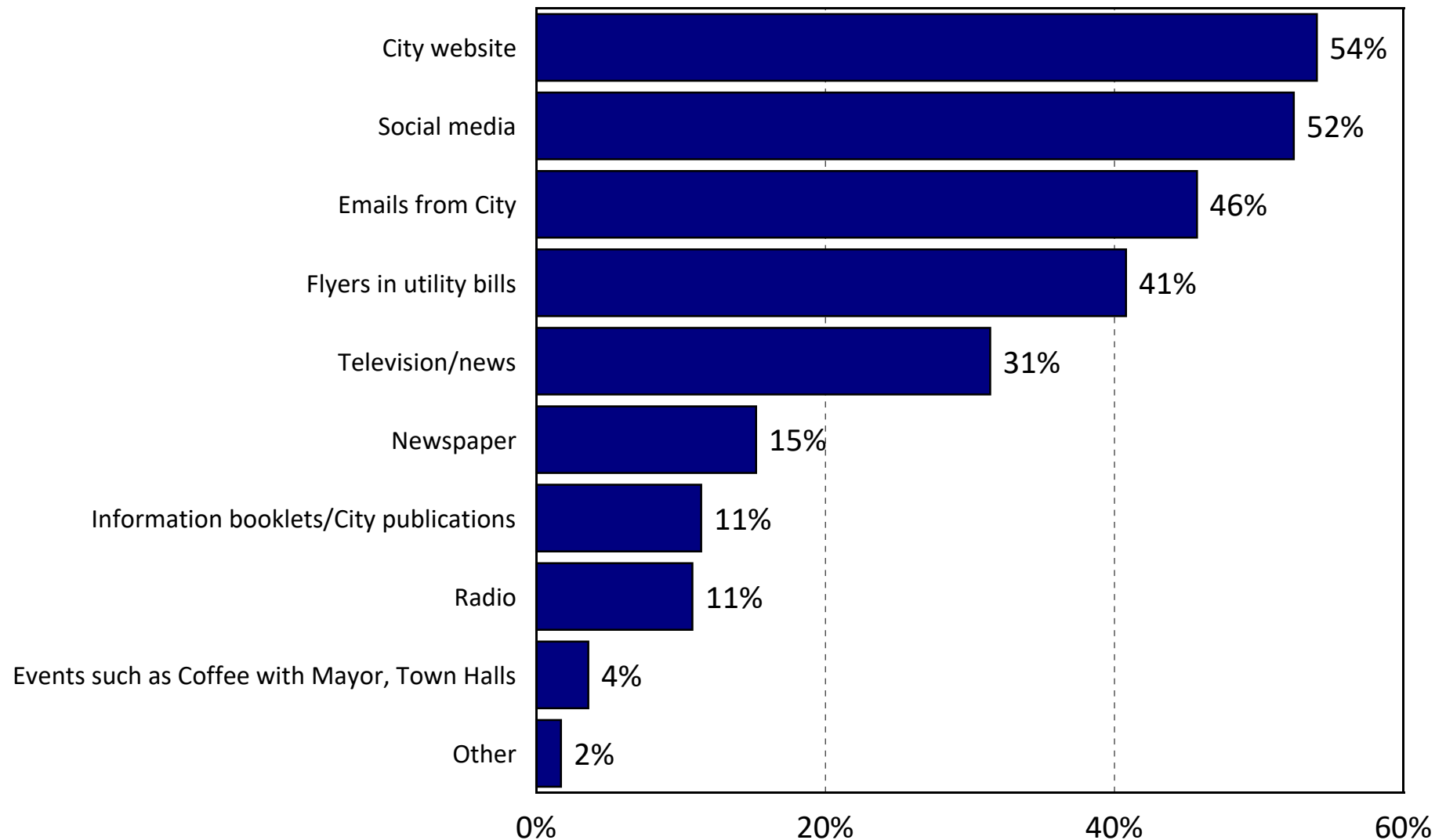
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q19. Where do you currently get information about Meridian's services and programs?

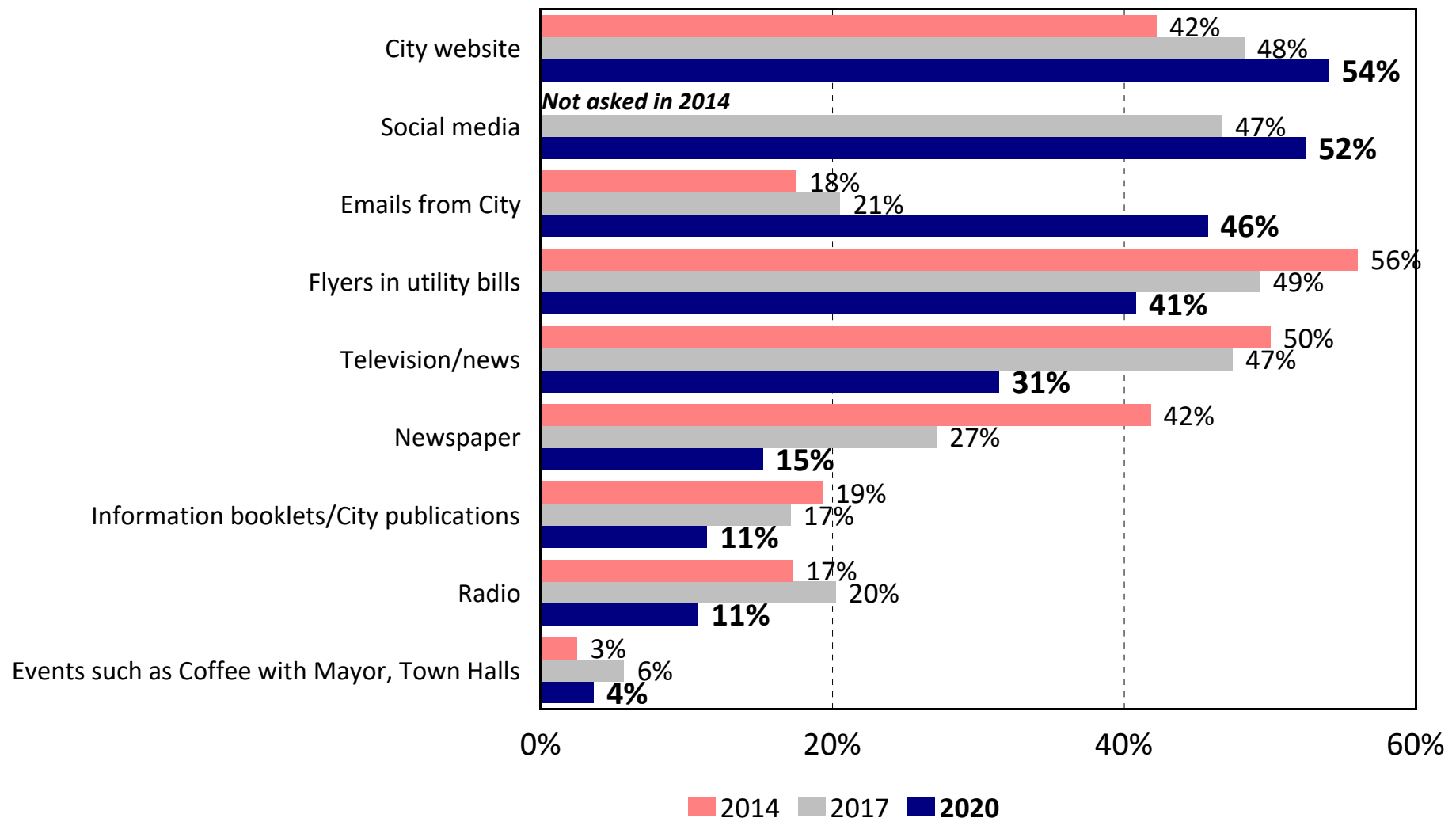
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q19. Where do you currently get information about Meridian's services and programs? - 2014, 2017 & 2020

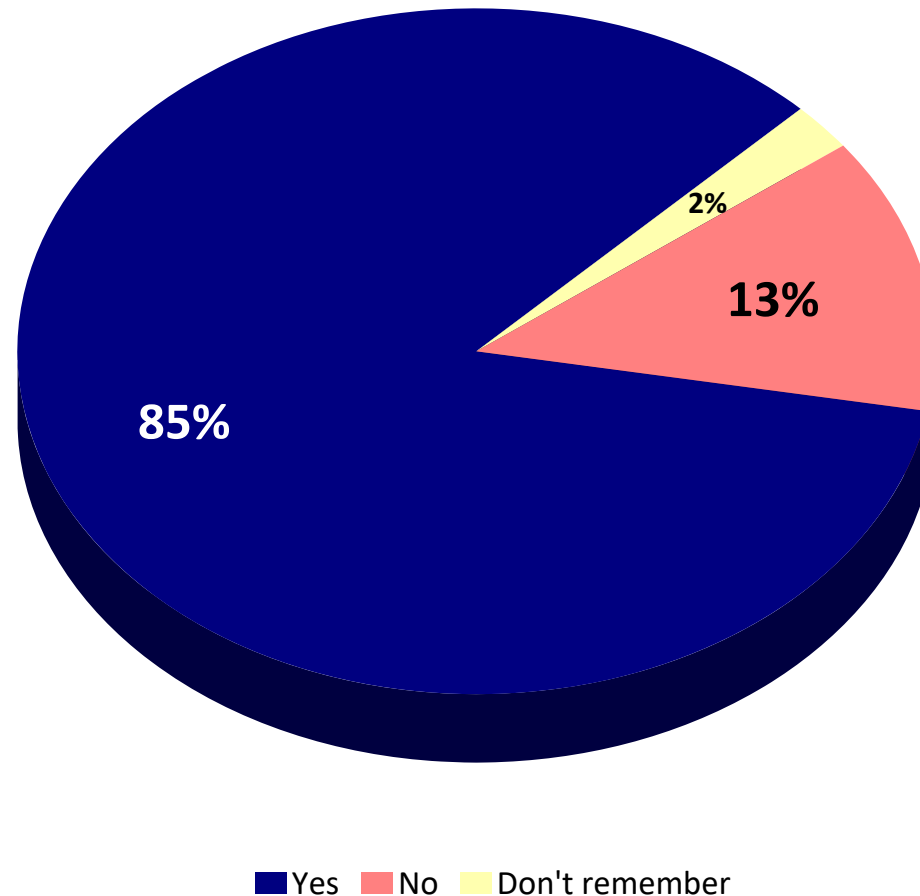
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q20. Did you visit downtown Meridian at least once during the past year for a purpose other than work?

by percentage of respondents

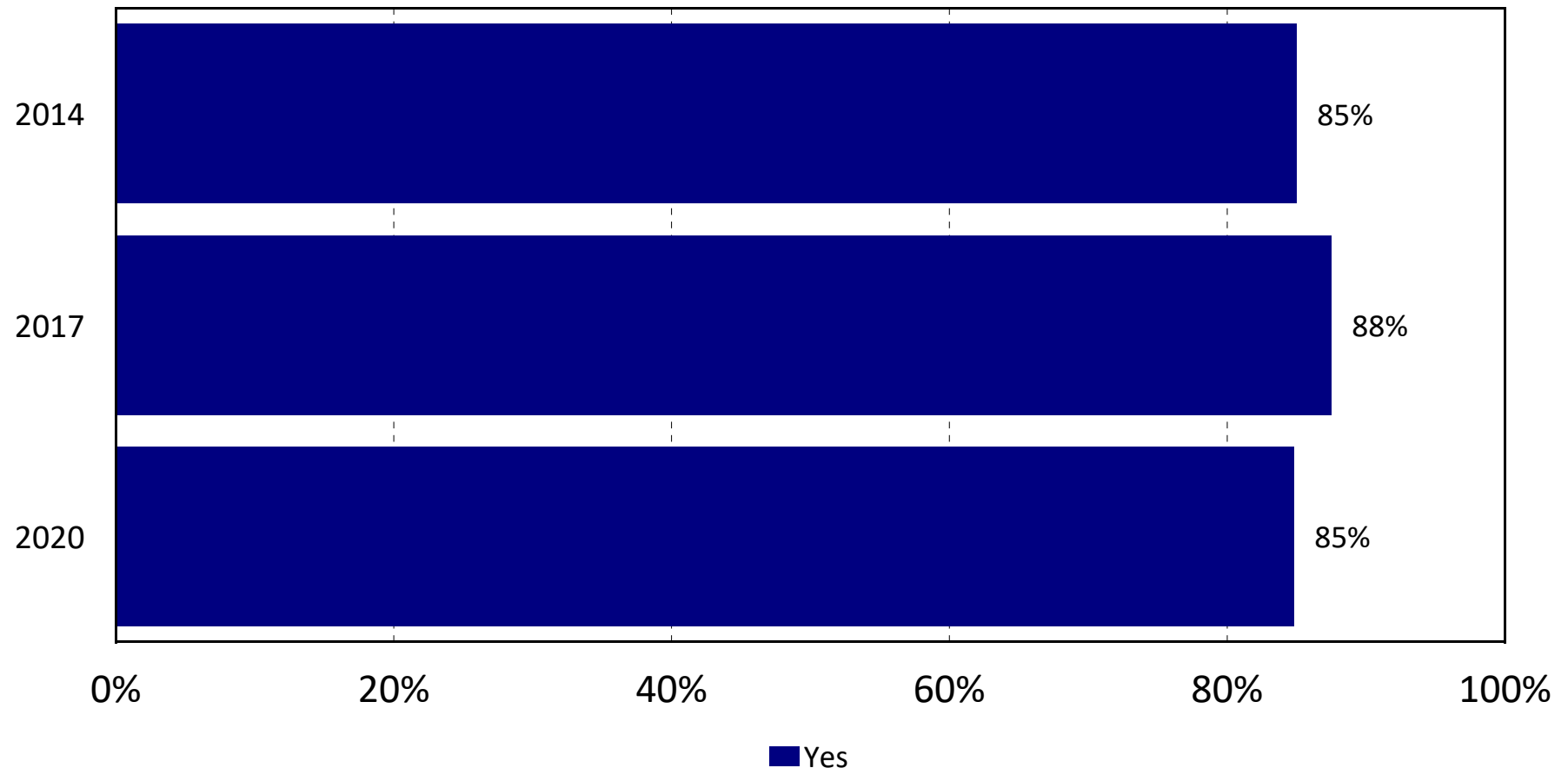


Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q20. Did you visit downtown Meridian at least once during the past year for a purpose other than work?

2014, 2017 & 2020

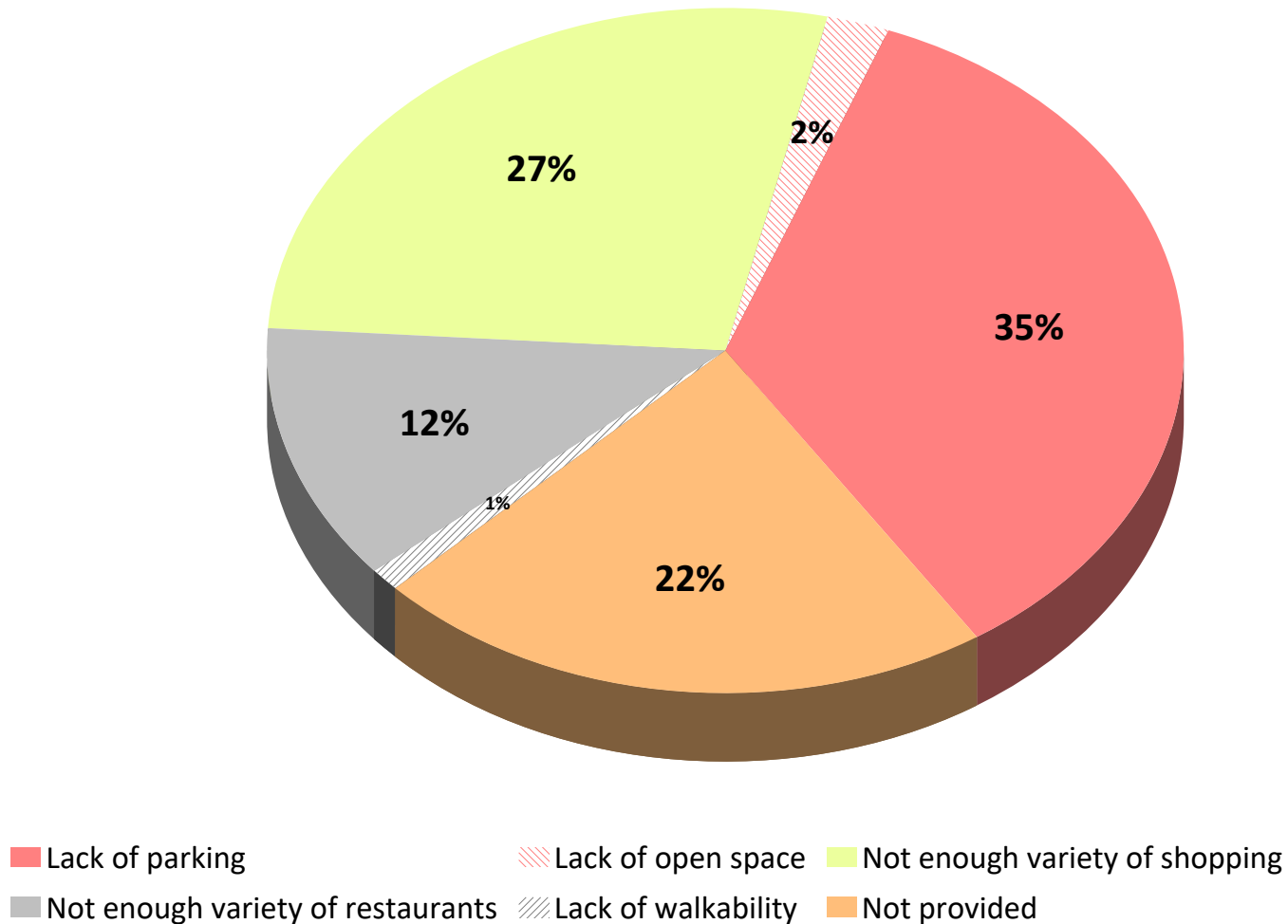
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q20a. When you think about Downtown, why didn't you visit in the last year?

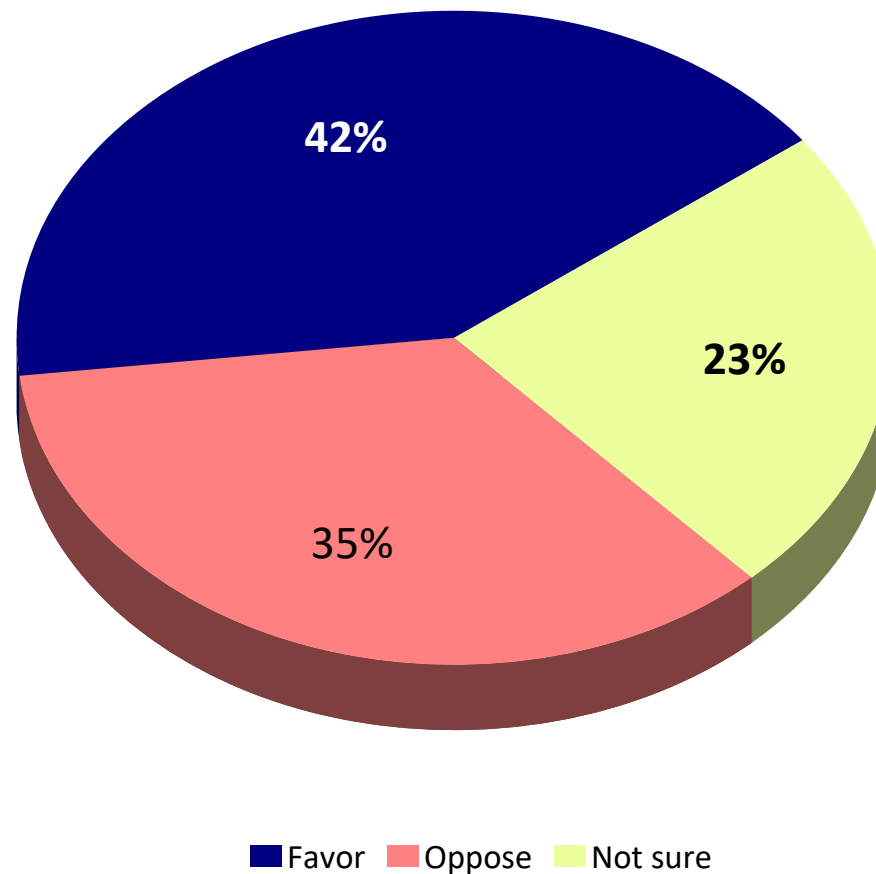
by percentage of respondents who did not visit Downtown during the past year



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q21. In general, would you favor or oppose allowing residents of a city the ability to vote on a temporary sales tax (local option tax) increase to provide funding for identified infrastructure improvements in the community?

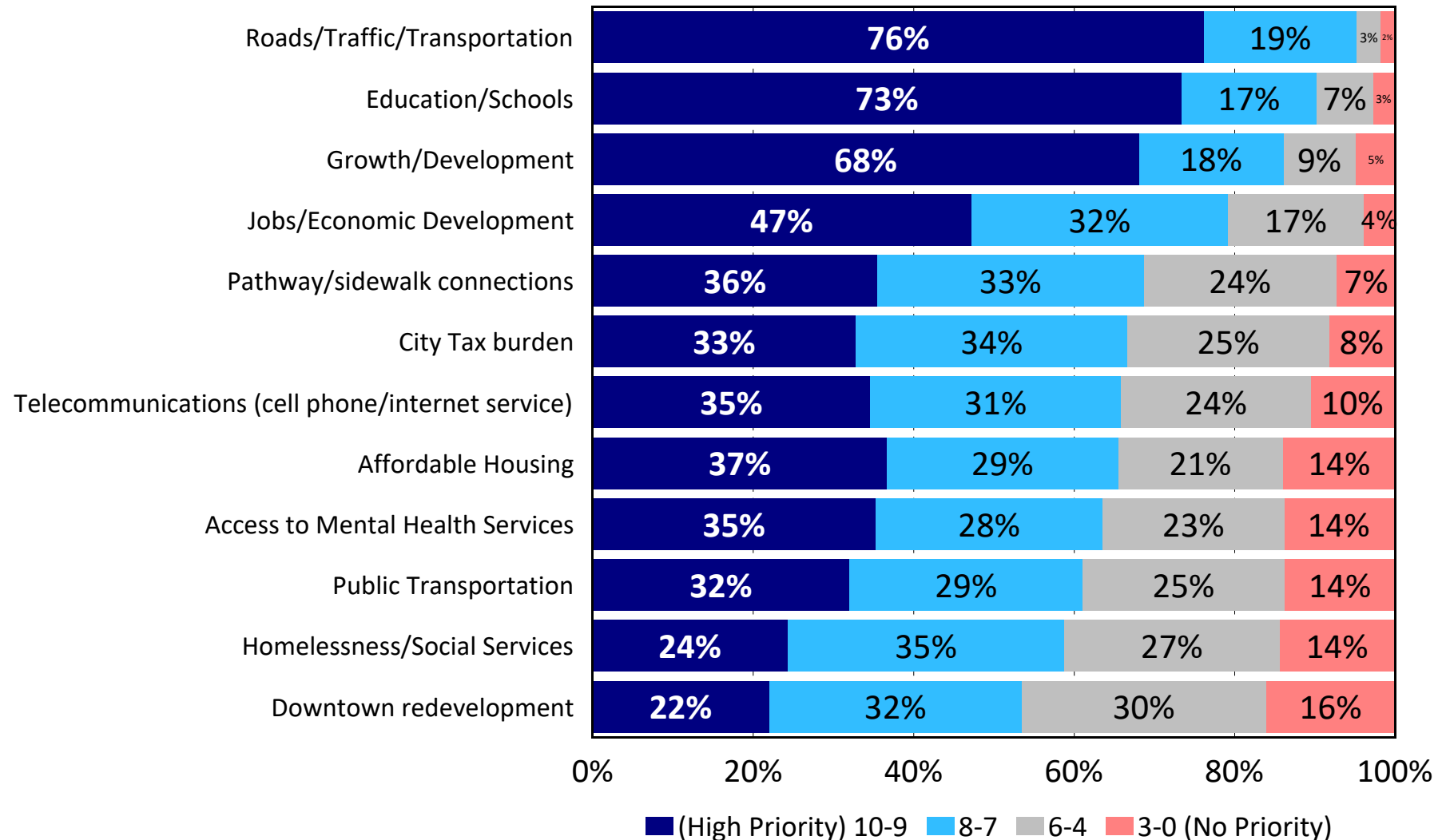
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q22. How important are the following community issues?

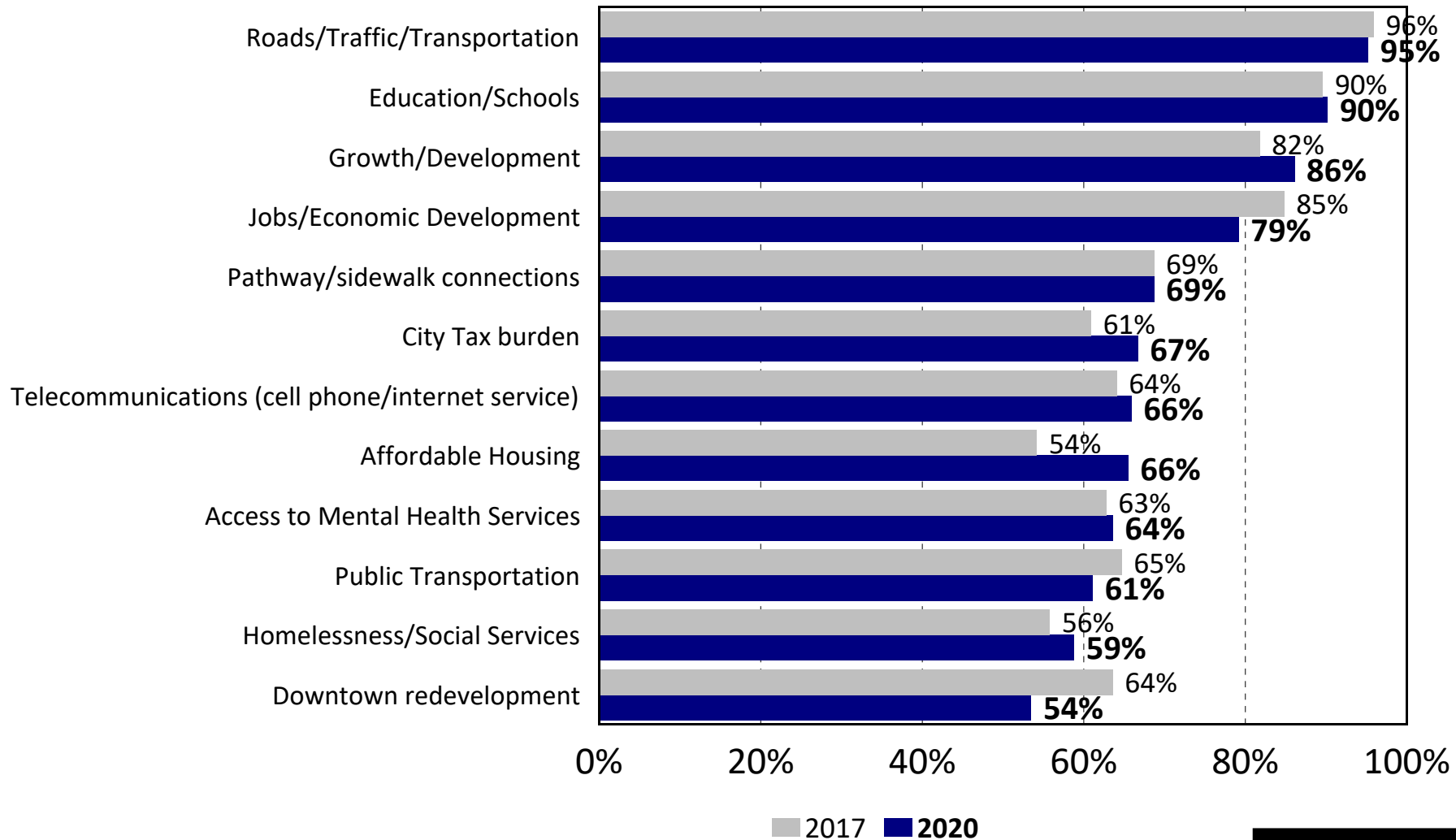
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant "high priority" and a rating of 0 meant "no priority" (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q22. How important are the following community issues? 2017 vs. 2020

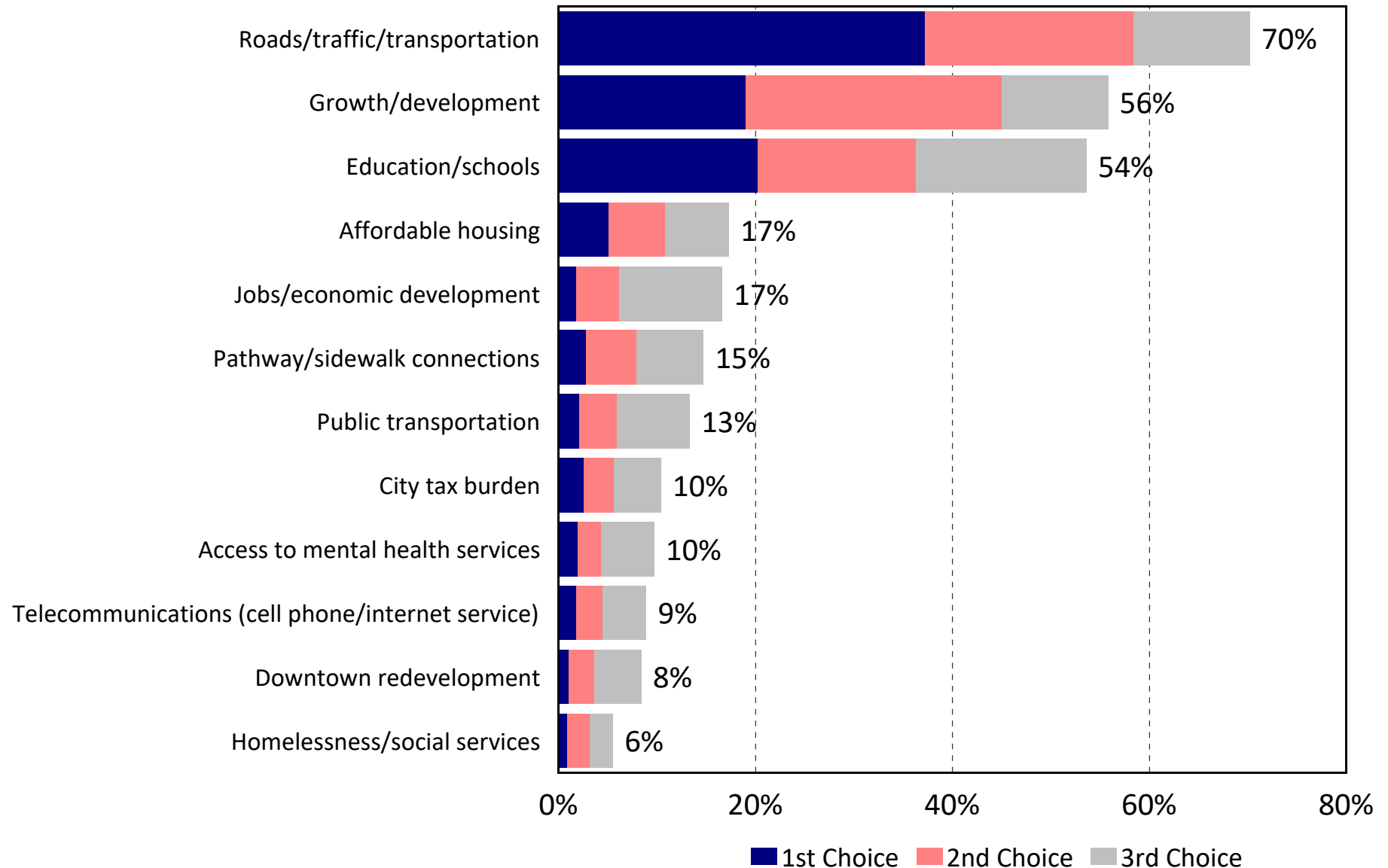
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q23. Which three priorities should receive the most emphasis from City leaders over the next three years?

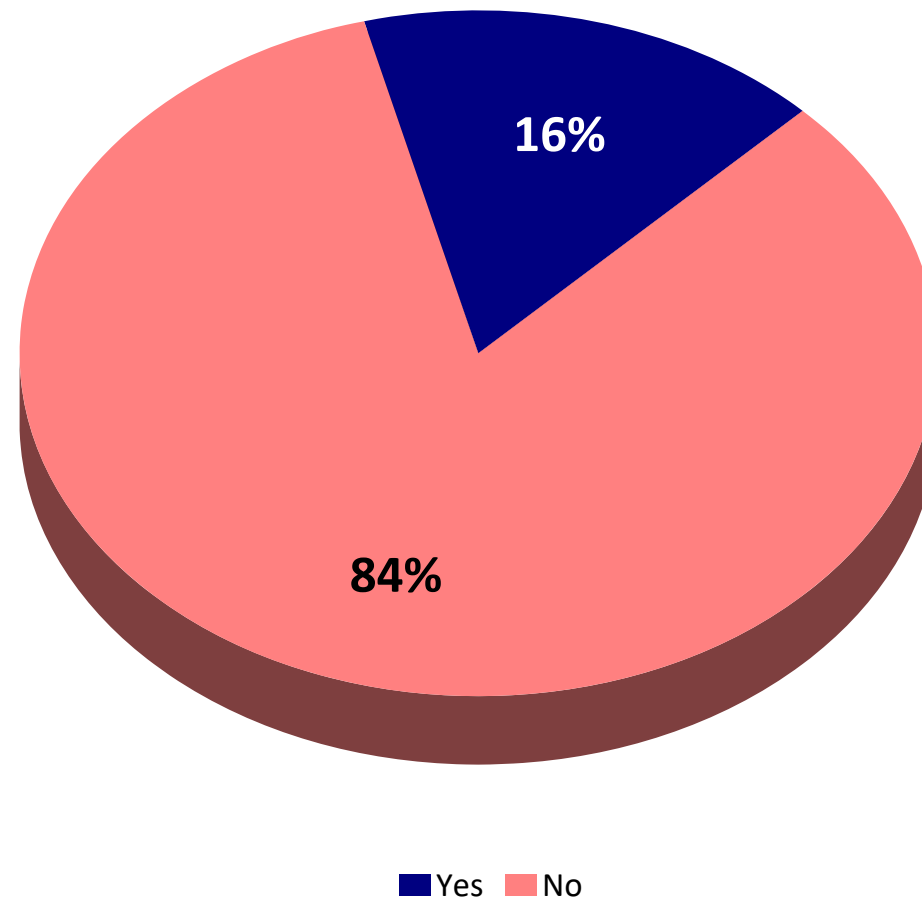
by percentage of respondents who selected the item as one of their top THREE choices



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q24. In the last six months, have you sought City services that required you to conduct business with the City online or remote?

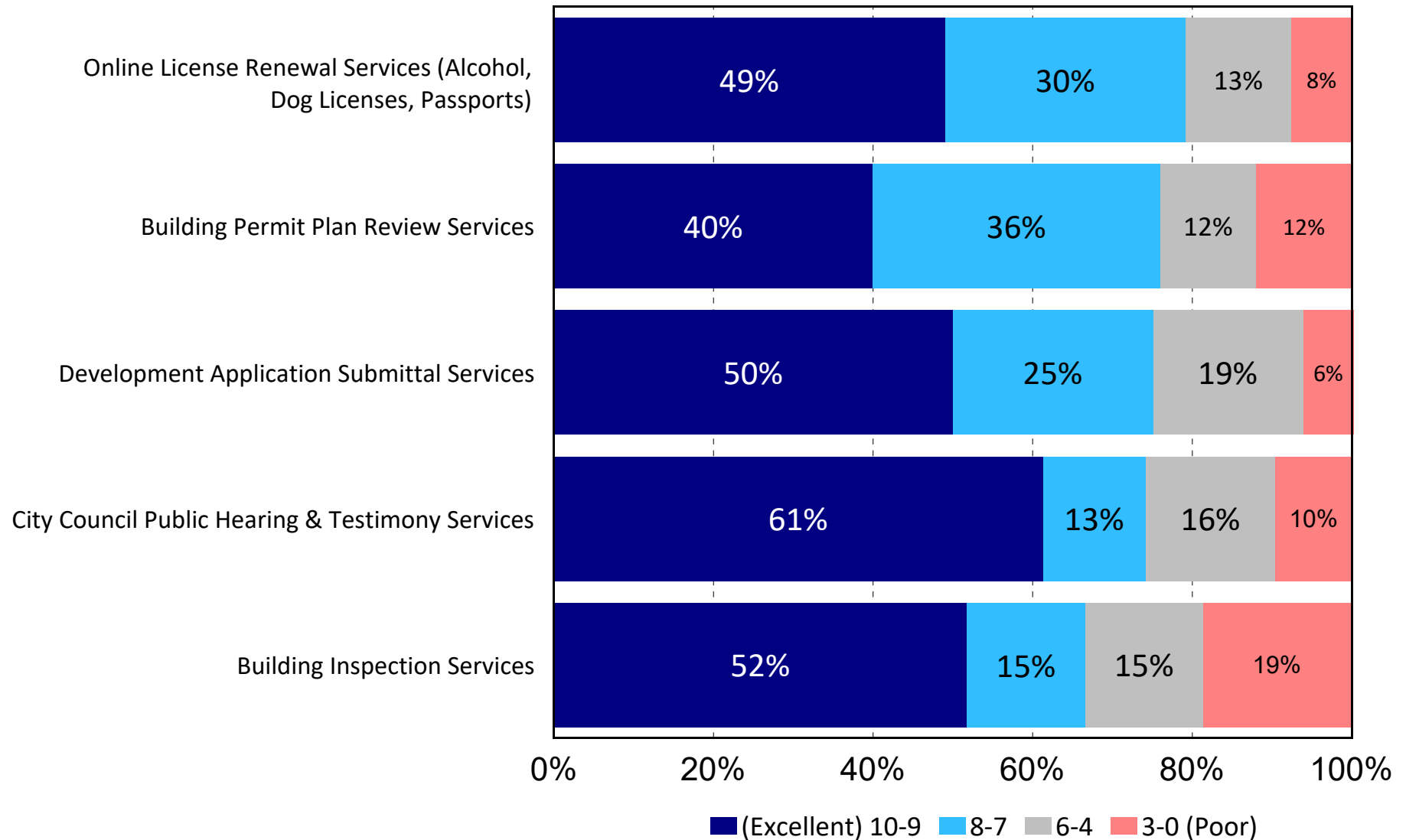
by percentage of respondents (excluding “not provided”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q24a. Ratings of Quality of Various Services Received

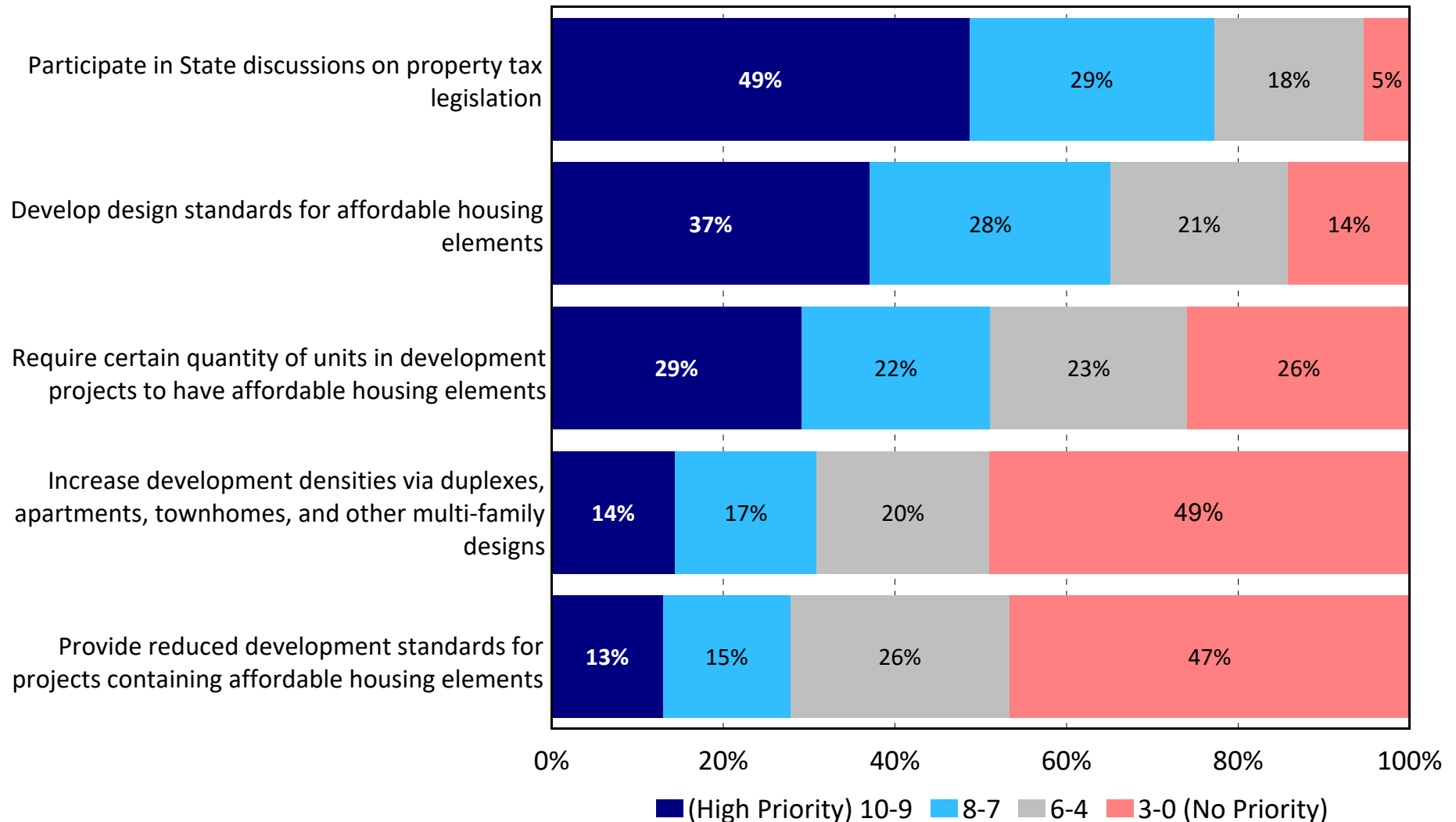
by percentage of respondents who conducted business with the City online/remotely in the last 6 months and rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q25. How important are the following housing affordability issues?

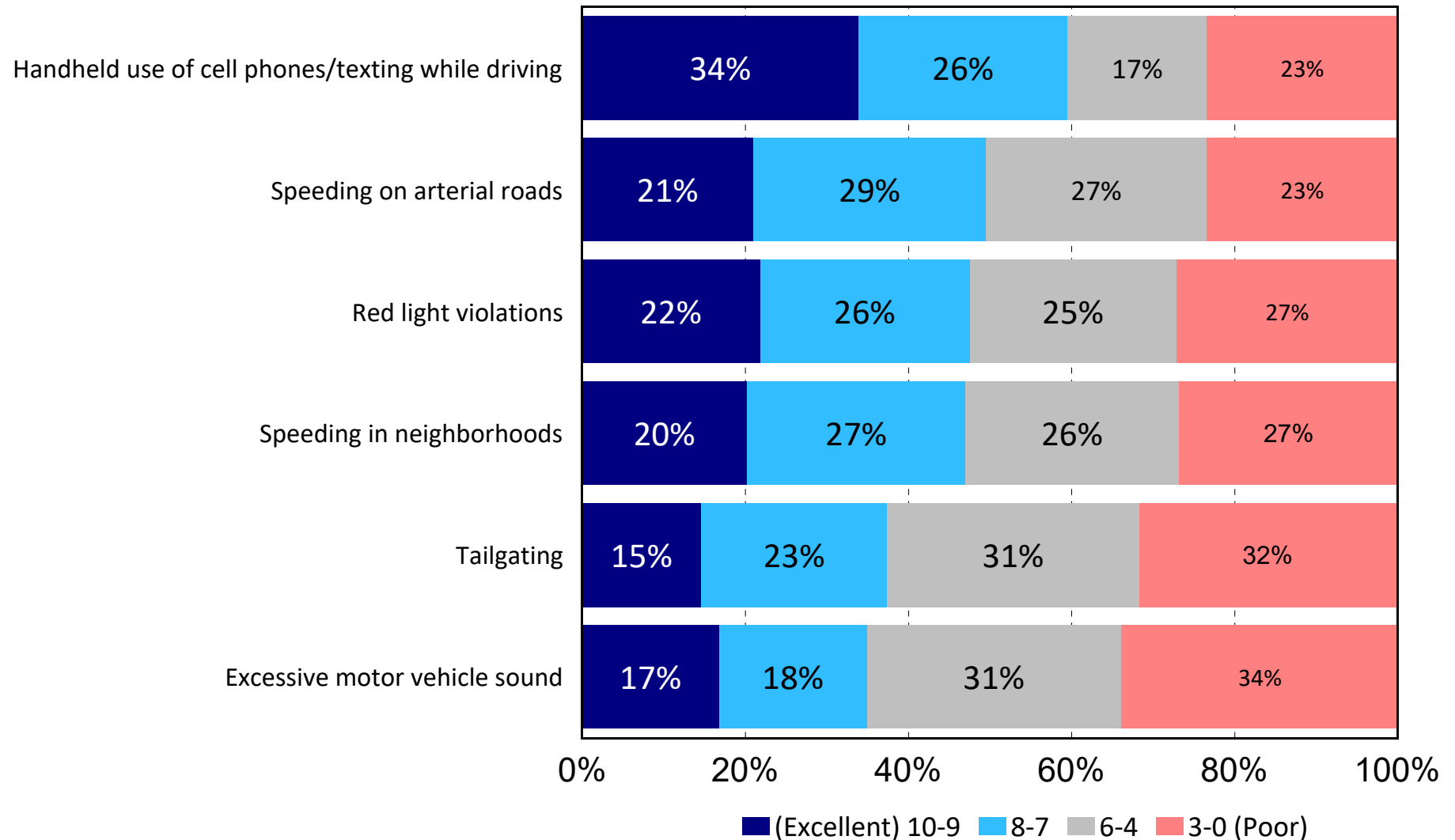
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant "high priority" and a rating of 0 meant "no priority" (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q26. Ratings of Level of Effort in Enforcement of the Following Public Safety and Traffic Areas

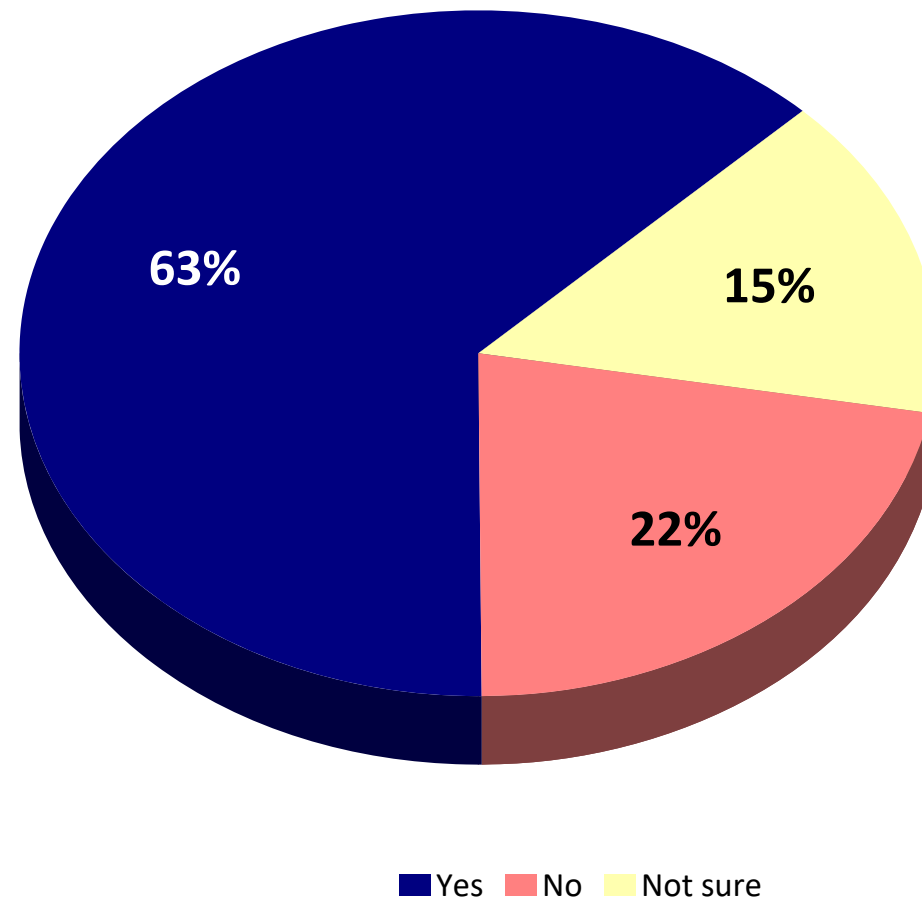
by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant "excellent" and a rating of 0 meant "poor" (excluding "don't know")



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q27. Do you feel the level of police presence in your neighborhood is sufficient, ensuring that Meridian communities remain a safe place for citizens?

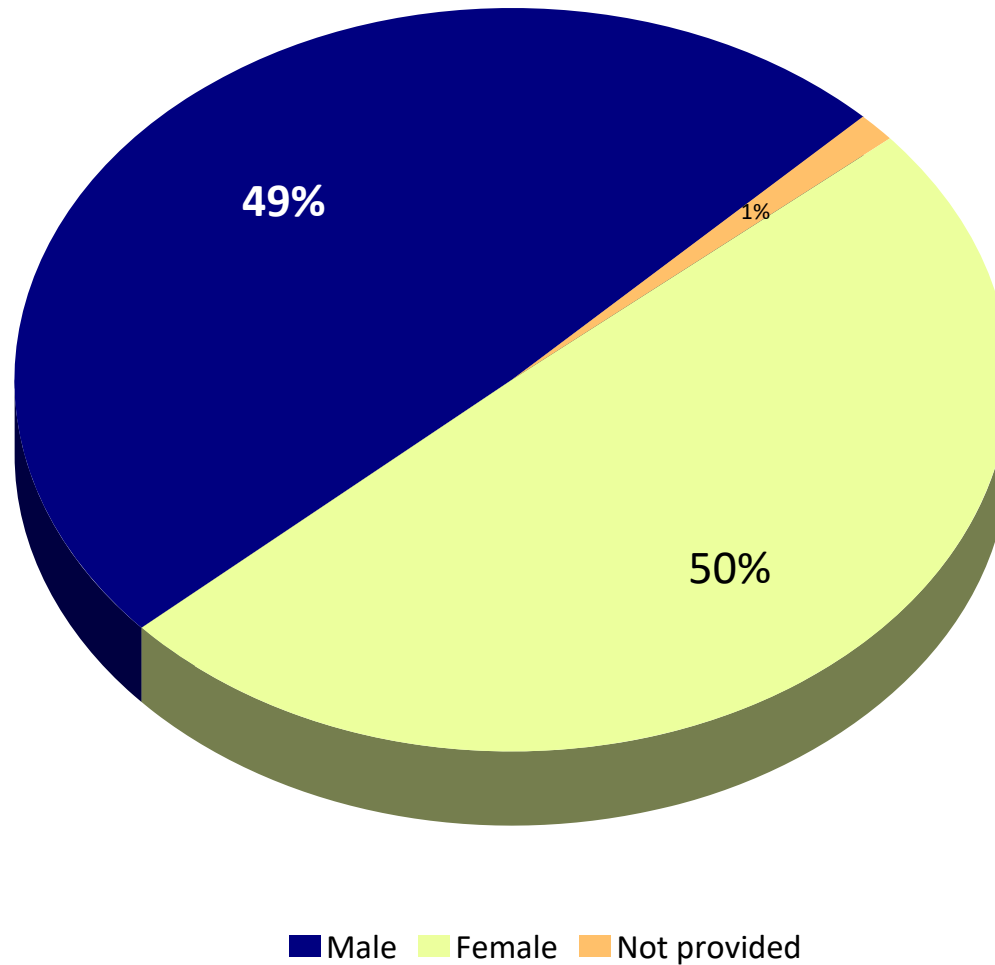
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q29. Gender of Respondents

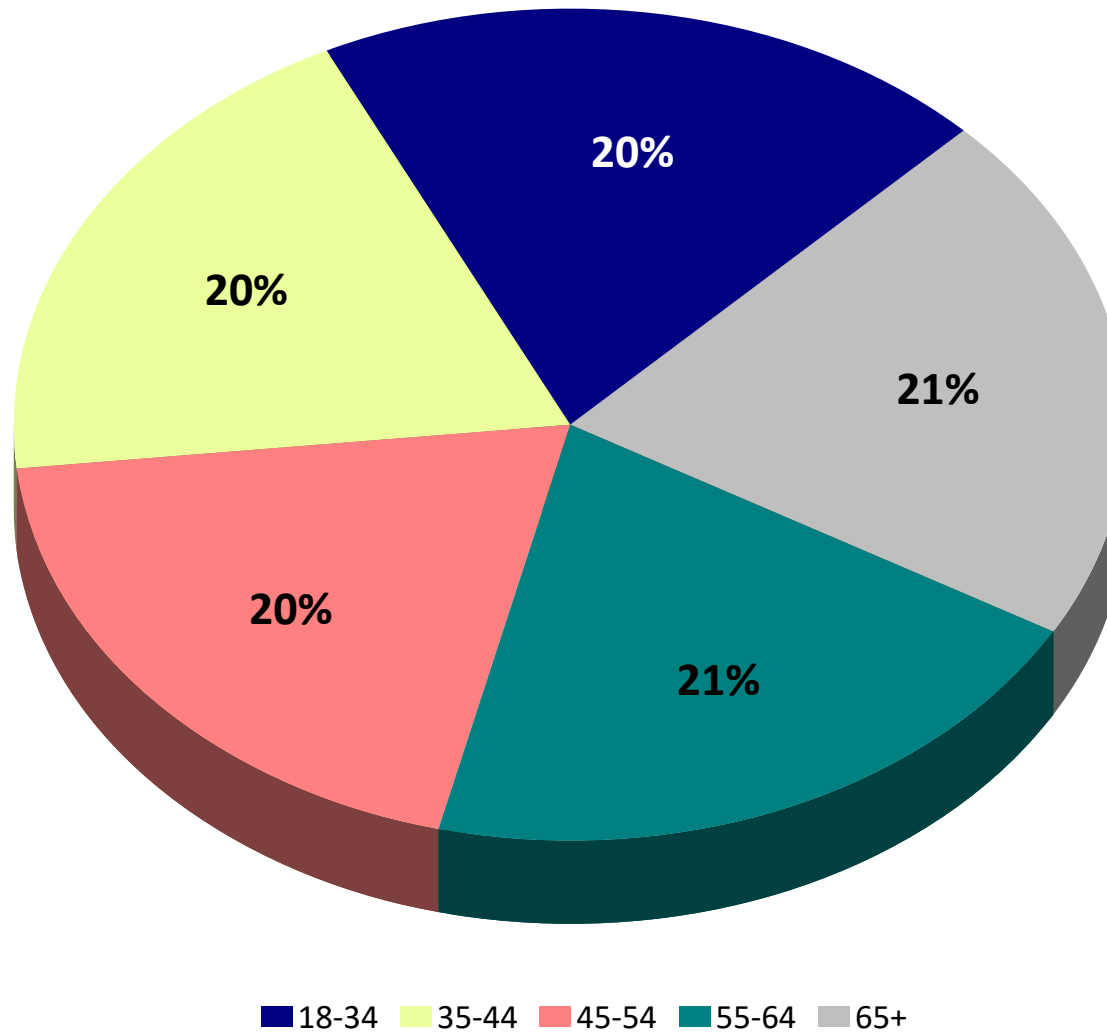
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q30. Age of Respondents

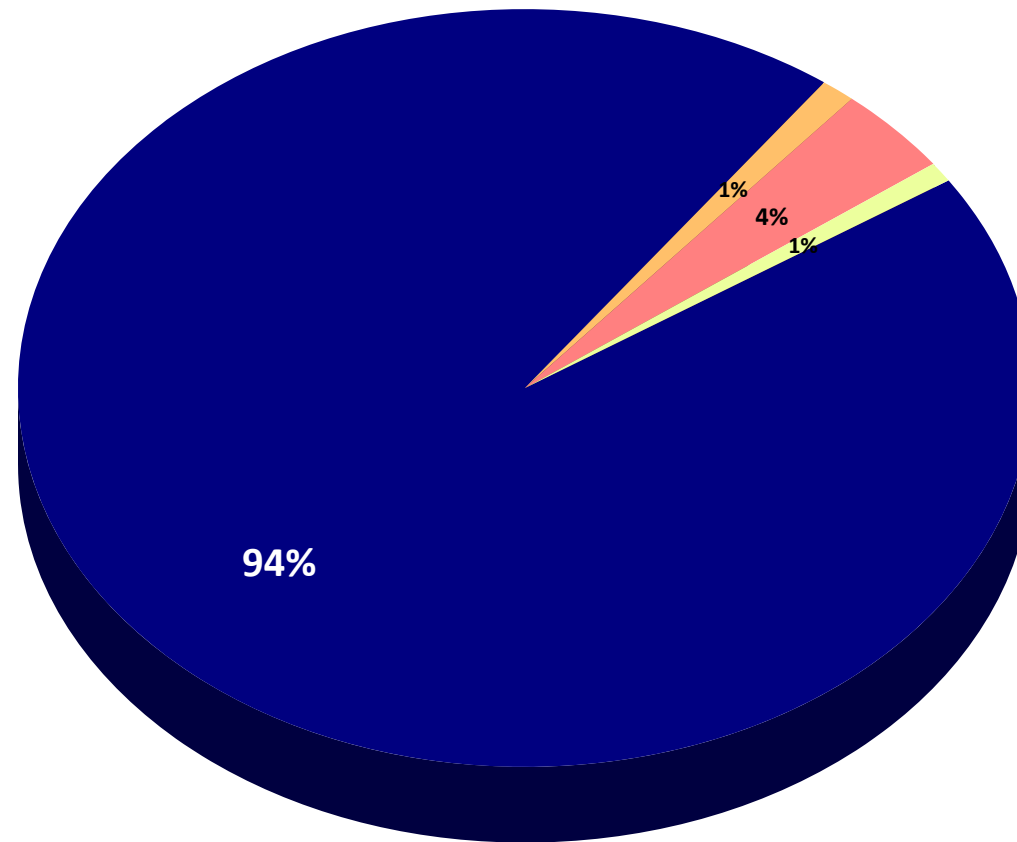
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q31. Which of the following best describes the home in which you live?

by percentage of respondents

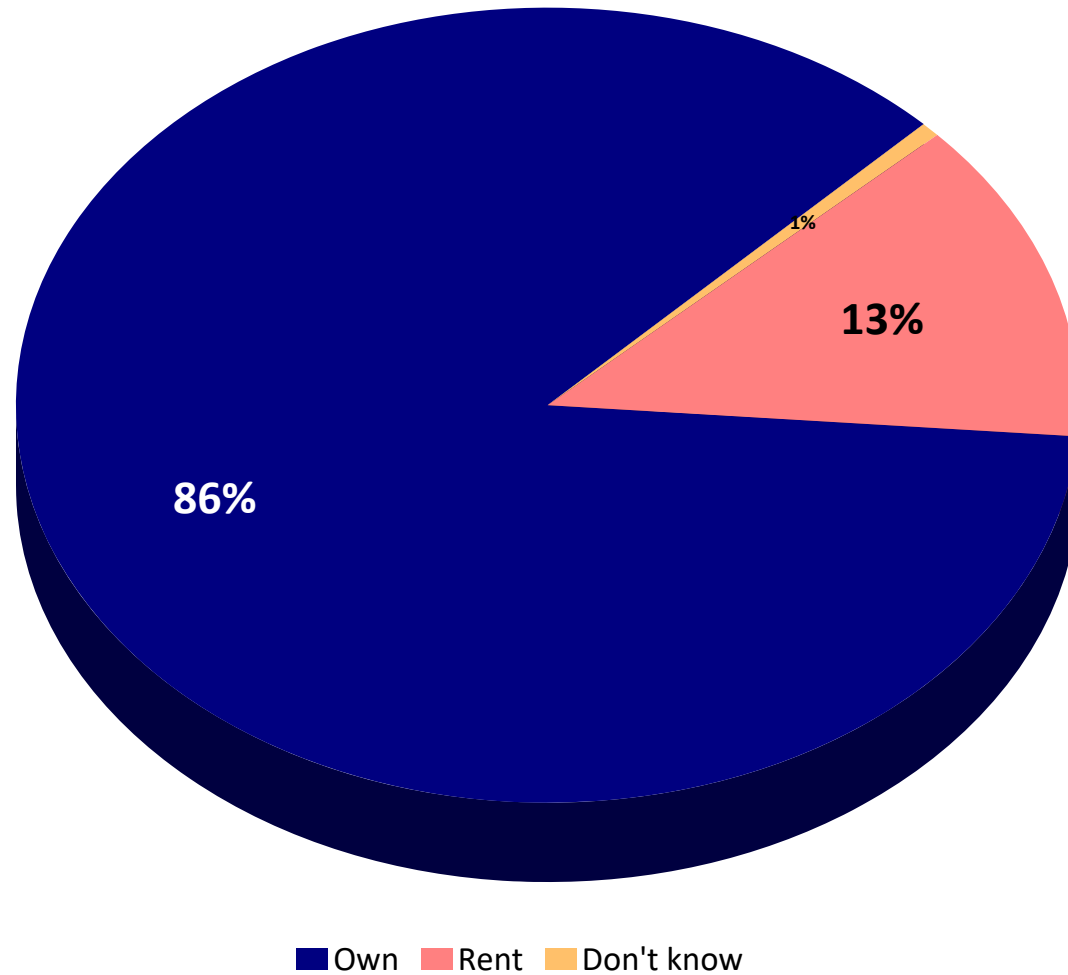


■ A detached single-family house ■ An apartment or condominium ■ Townhouse or duplex ■ Not provided

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q32. Do you own or rent your home?

by percentage of respondents

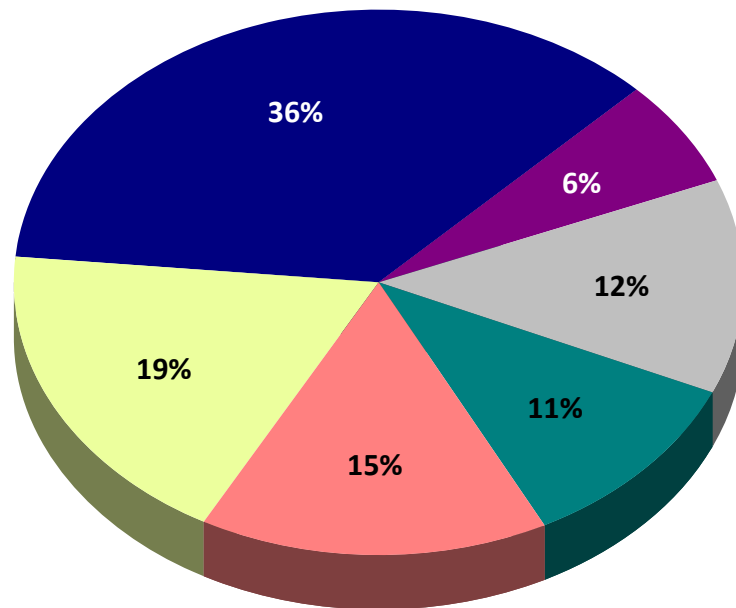


Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q33. How many years and months have you lived in Meridian?

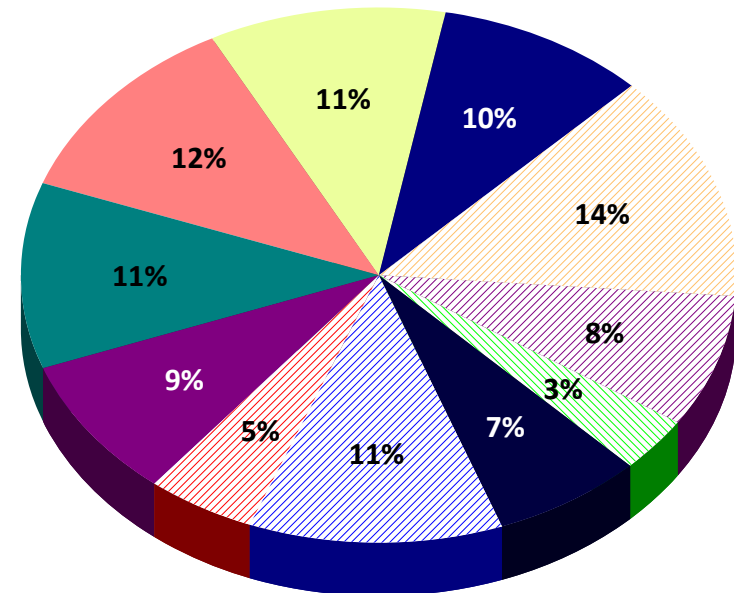
by percentage of respondents

Years



■ 5 or less ■ 6 to 10 ■ 11 to 15
■ 16 to 20 ■ 21 to 30 ■ 31+

Months

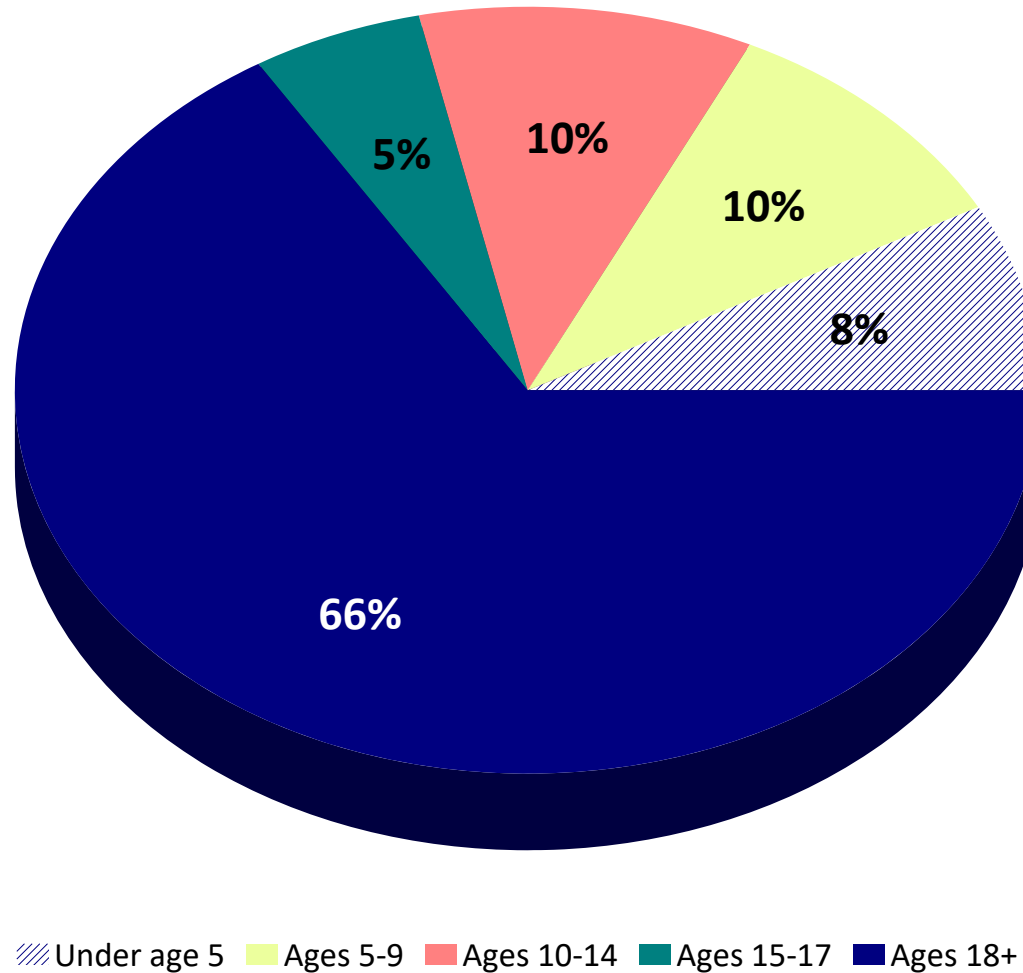


■ 0 ■ 1 ■ 2 ■ 3 ■ 4 ■ 5
■ 6 ■ 7 ■ 8 ■ 9 ■ 10+

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q34. Ages of Household Occupants

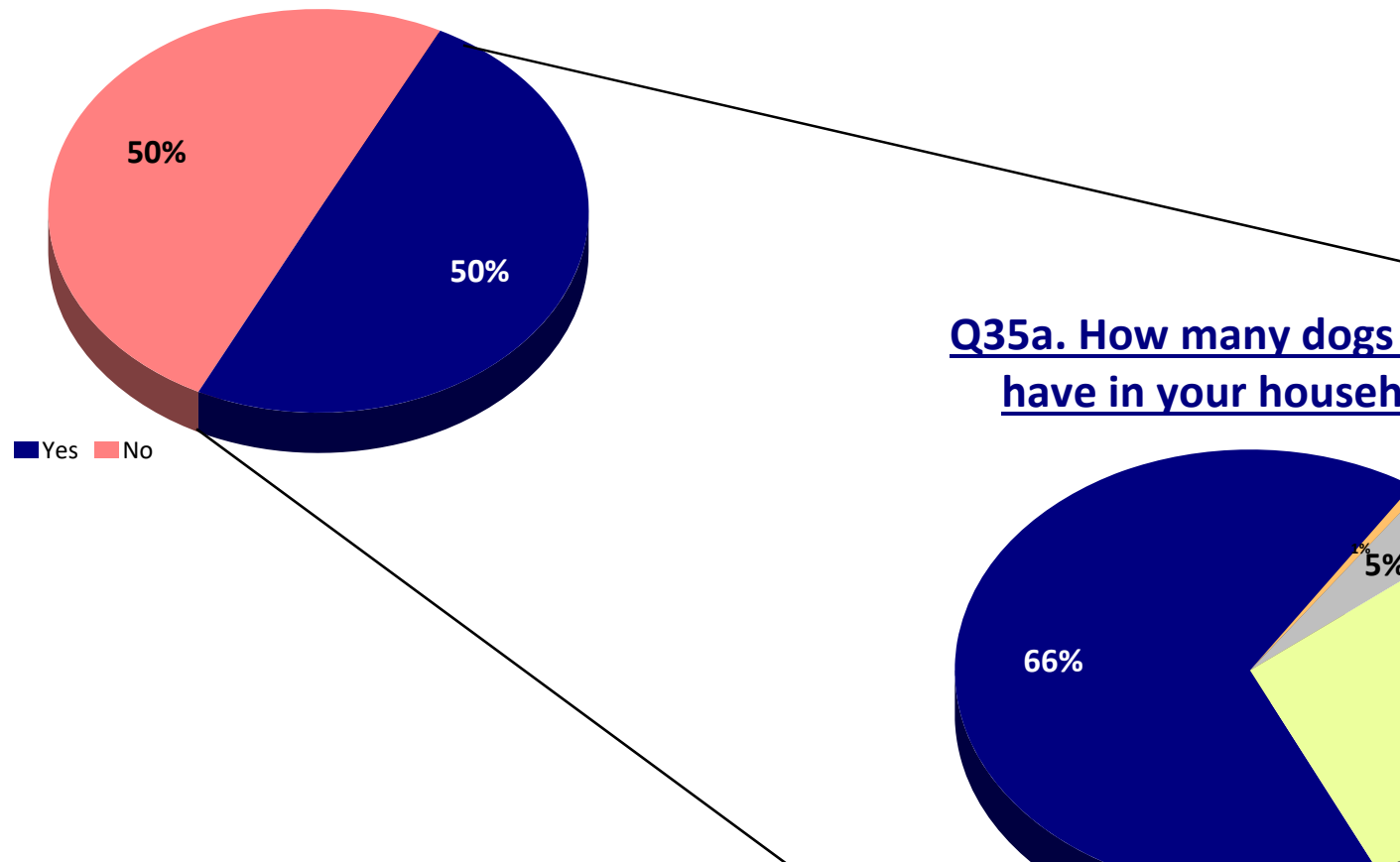
by percentage of respondents



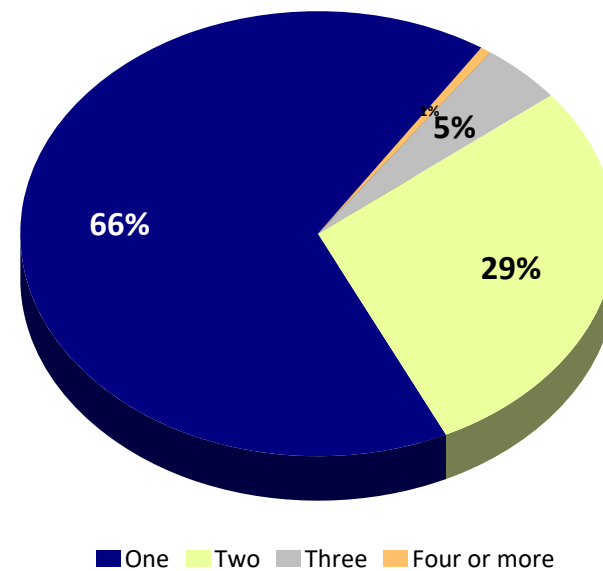
Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q35. Does your household have a dog?

by percentage of respondents



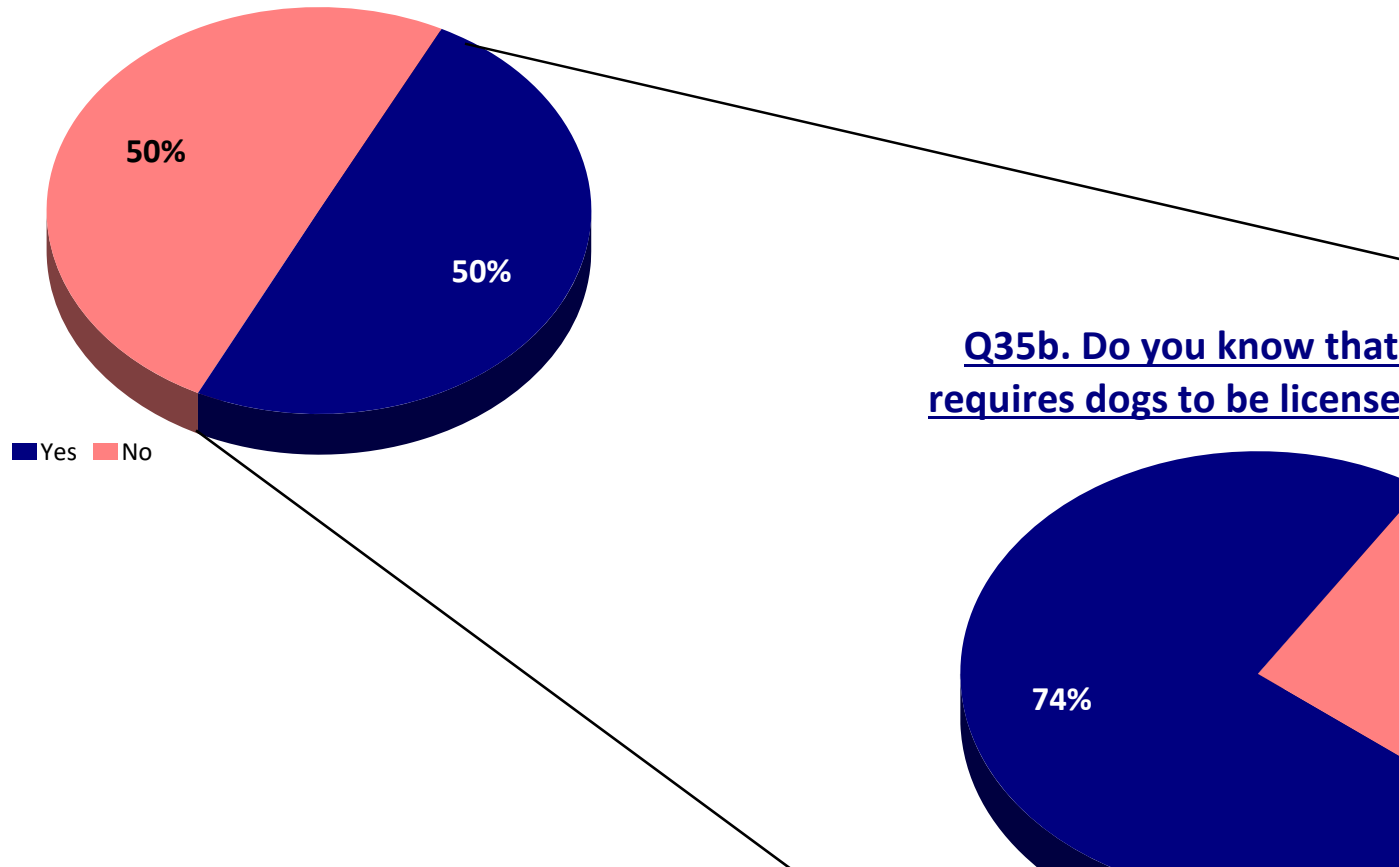
Q35a. How many dogs do you have in your household?



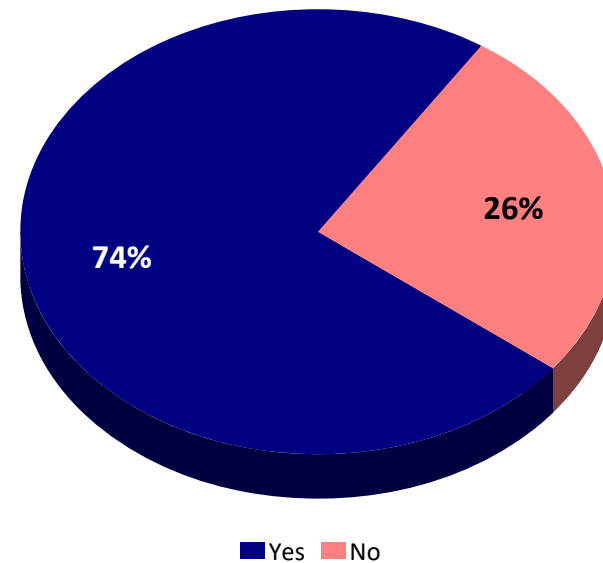
Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q35. Does your household have a dog?

by percentage of respondents



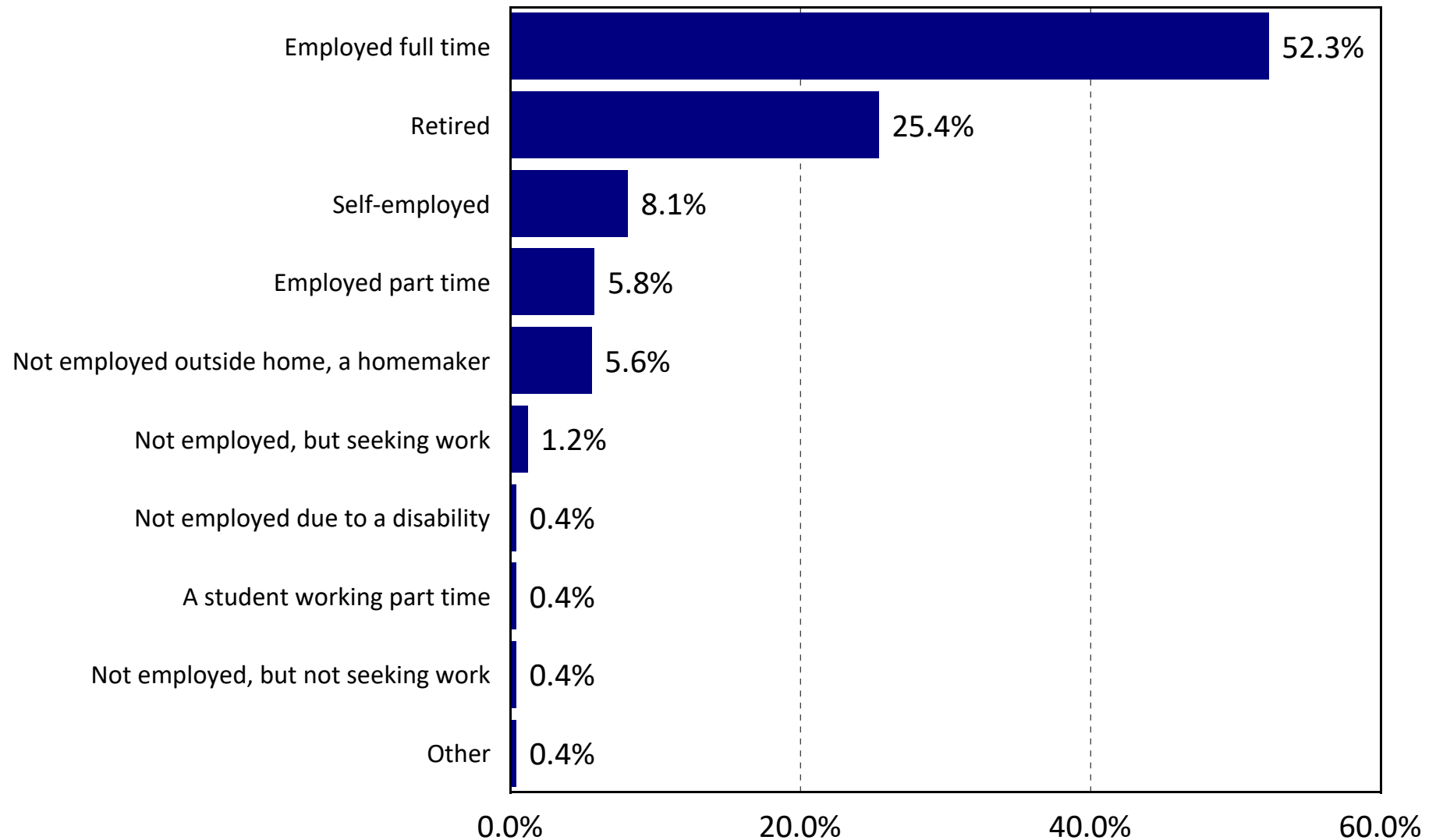
Q35b. Do you know that Meridian requires dogs to be licensed annually?



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q36. Which of the following best describes your current employment status?

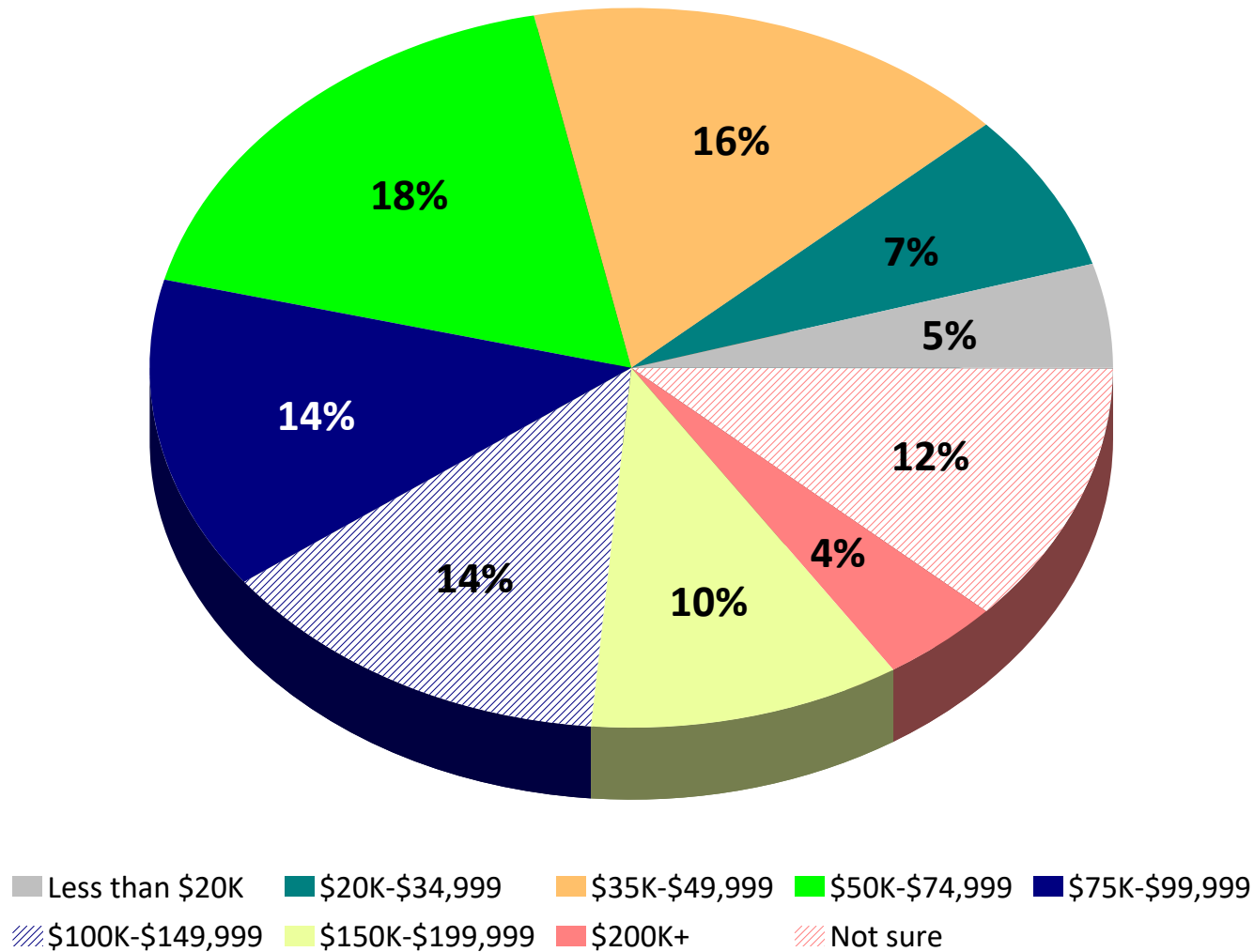
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q37. What is the approximate total annual family income of all members of your household?

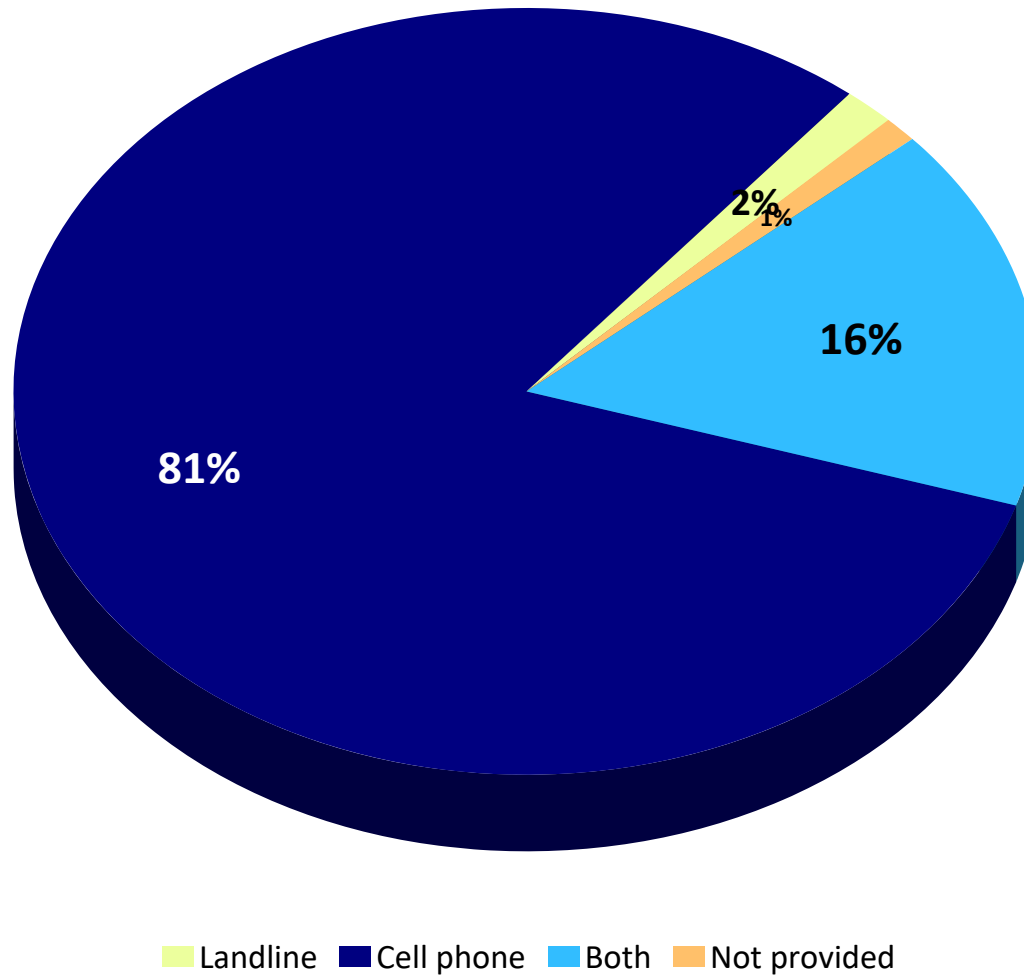
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q38. How do you make and receive phone calls?

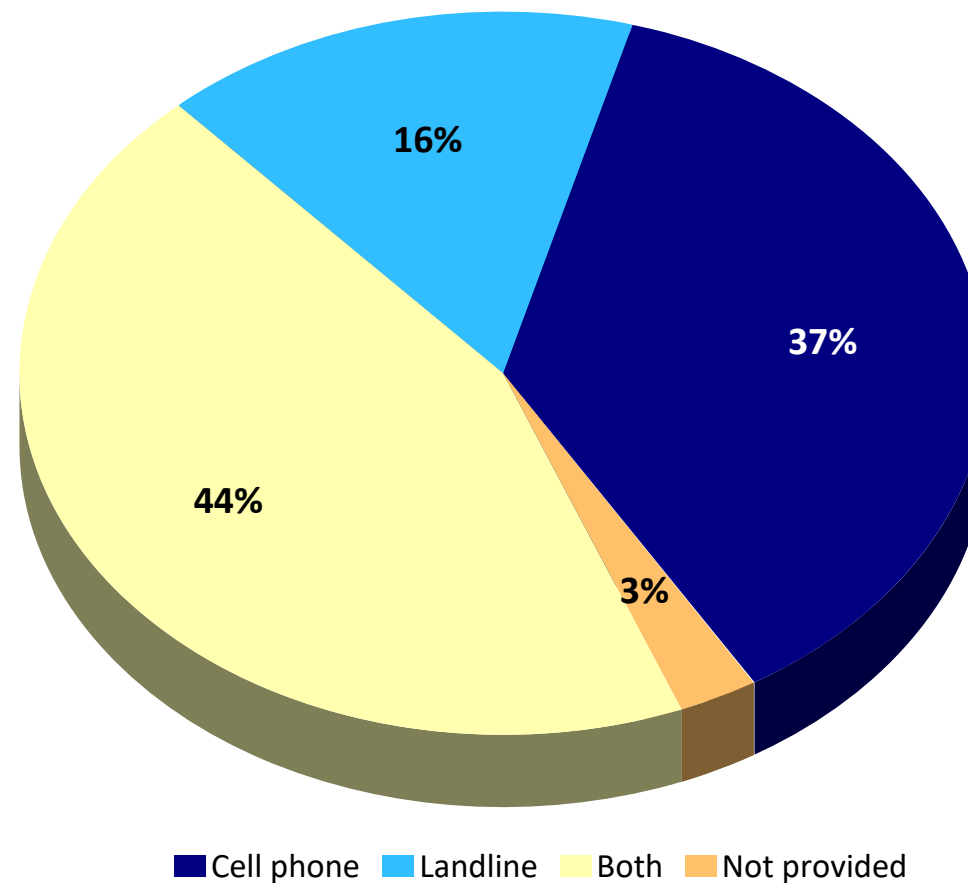
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q38a. Do you primarily use your cell phone, landline or both to make and receive calls?

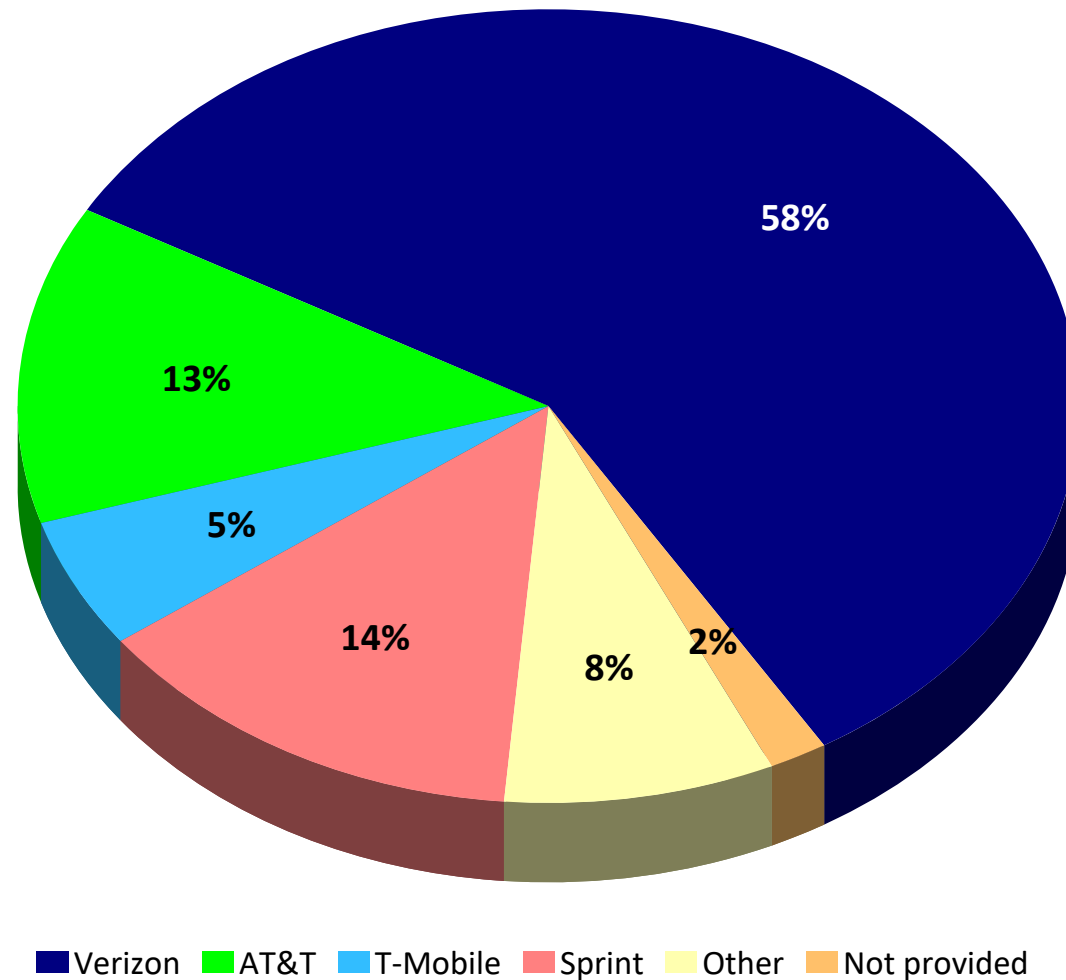
by percentage of respondents who use both a landline and cell phone to make and receive phone calls



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Q38b. Who is your cell phone service provider?

by percentage of respondents who use a cell phone to make and receive phone calls



Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Meridian, Idaho

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Fifty-five percent (54.7%) of respondents selected *planning & zoning services* as one of the most important services for the City to provide.

With regard to satisfaction, 48.7% of respondents surveyed rated the City's overall performance in *planning & zoning services* as a 7 to 10 on an 11-point scale (where "10" means "Excellent") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 54.7% was multiplied by 51.3% (1-0.487). This calculation yielded an I-S rating of 0.2806, which ranked first out of 17 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Meridian are provided on the following page.

2020 Importance-Satisfaction Rating

City of Meridian

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Planning & zoning services	55%	1	49%	17	0.2806	1
<u>Medium Priority (IS <.10)</u>						
Traffic enforcement	24%	4	71%	14	0.0689	2
Recycling services	20%	6	71%	15	0.0587	3
Police department/law enforcement	49%	2	89%	3	0.0567	4
Building permit services	10%	10	57%	16	0.0445	5
Programs for youth	18%	7	78%	10	0.0396	6
Code enforcement	11%	9	73%	13	0.0287	7
Recreation programs	12%	8	80%	9	0.0230	8
City parks	25%	3	92%	2	0.0196	9
Communications	7%	12	74%	11	0.0183	10
Fire prevention and public education	7%	11	83%	8	0.0125	11
Fire/Rescue Services	21%	5	95%	1	0.0116	12
Water services	6%	13	85%	6	0.0098	13
Garbage/trash pick-up services	4%	14	88%	5	0.0051	14
Utility billing services	3%	15	83%	7	0.0045	15
Passport Acceptance Agency	1%	17	73%	12	0.0032	16
Sewer services	2%	16	88%	4	0.0027	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings 10, 9, 8, and 7 excluding don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 10 to 0, with 10 being "Excellent" and 0 being "Poor."

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

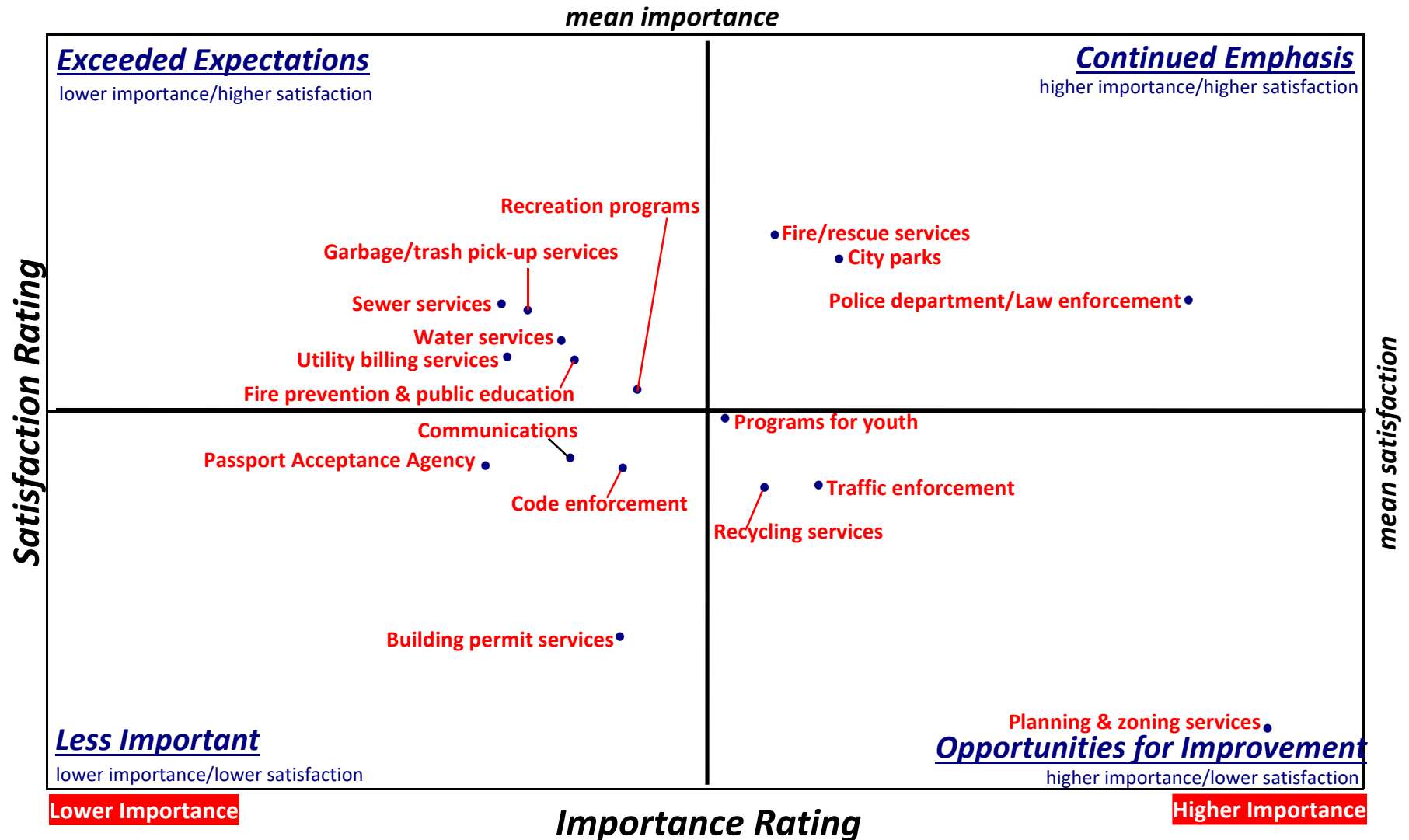
A matrix showing the results for the City of Meridian is provided on the following page.

2020 City of Meridian Citizen Survey

Importance-Satisfaction Assessment Matrix

-City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

Section 3

Benchmarking Data

Benchmarking Summary Report

City of Meridian, Idaho

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to 376 residents living in the Mountain Region of the United States during the summer of 2019. The Mountain Region includes residents living in Montana, Utah, Wyoming, Colorado, and Idaho.

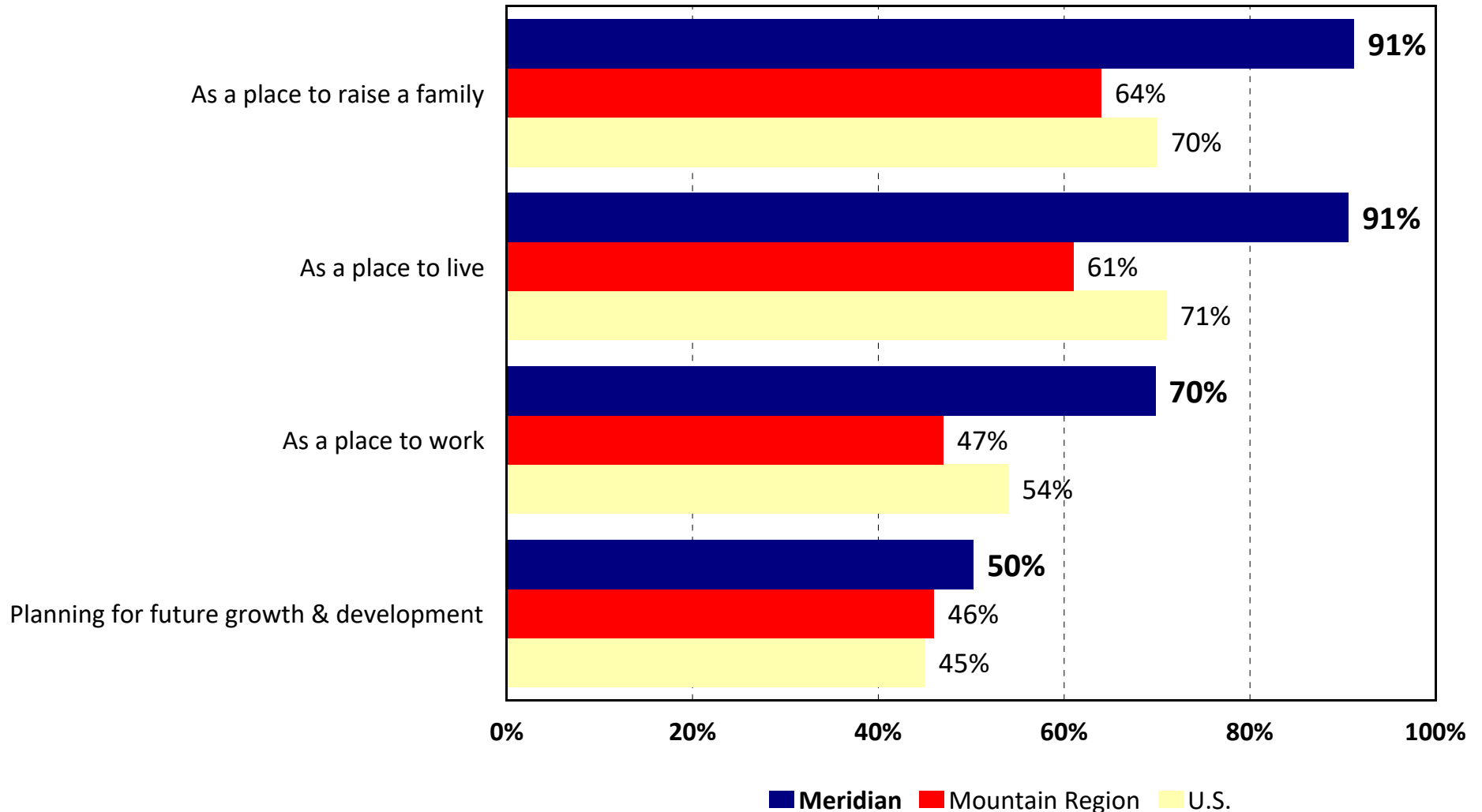
The charts on the following pages show how the overall results for Meridian compare to the United States national and regional averages based on the results of the 2019 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to 376 residents living in the Mountain Region of the United States. Meridian's results are shown in blue, the Mountain Region averages are shown in red, and the National averages are shown in yellow.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Meridian is not authorized without written consent from ETC Institute.

Ratings of Items that Influence Perceptions of the City Meridian vs. Mountain Region vs. the U.S.

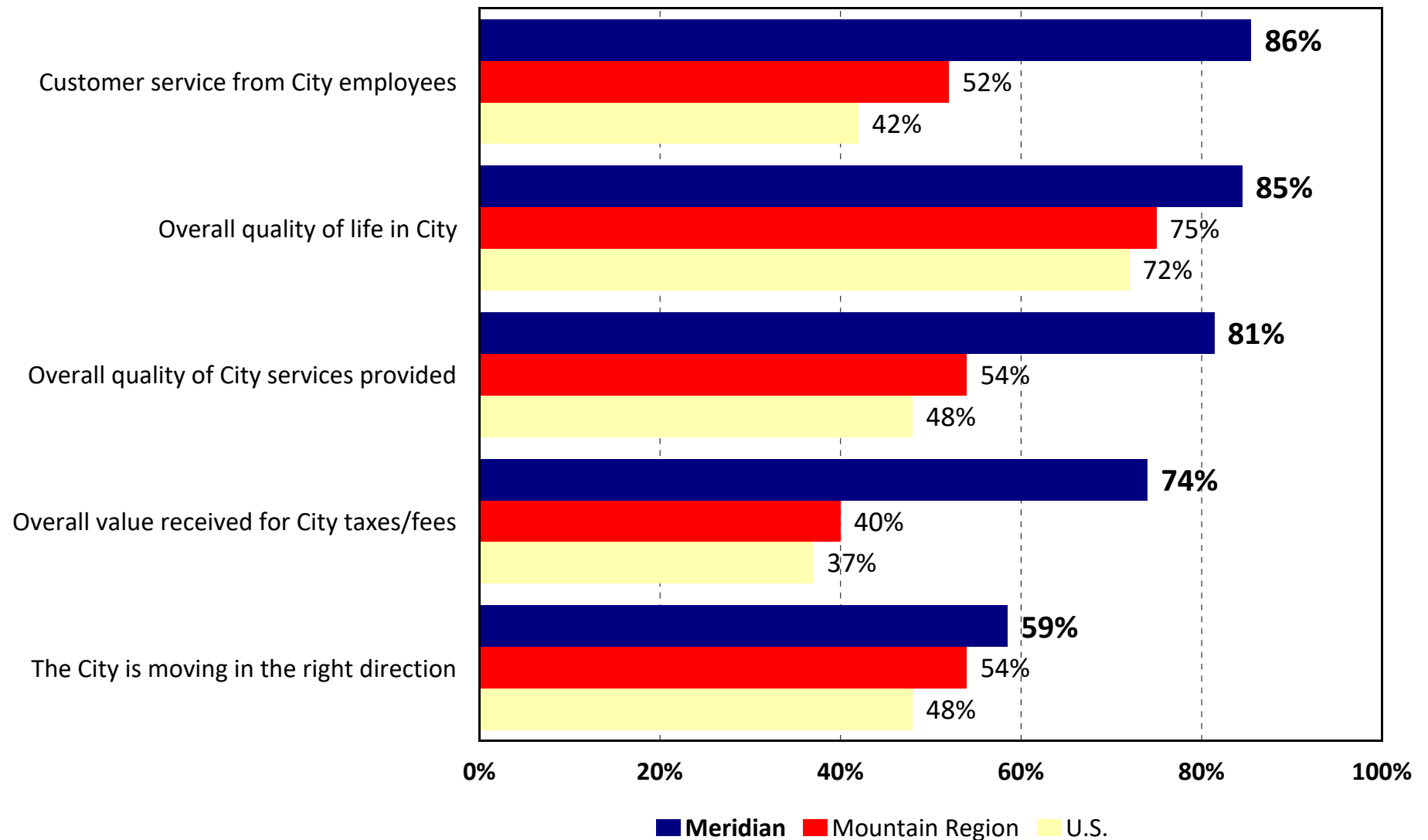
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Ratings of Items Related to Quality of Life Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

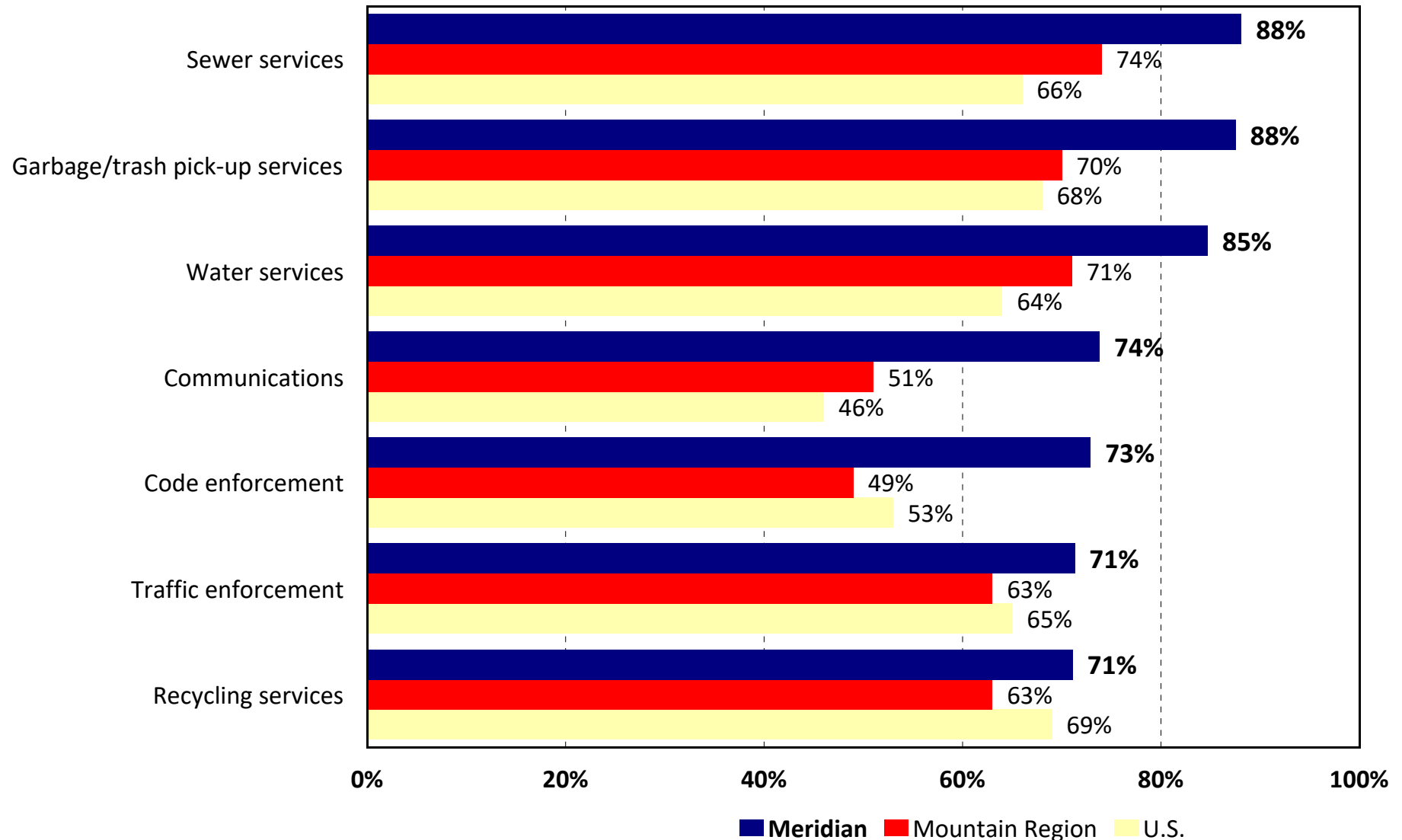


Source: 2020 ETC Institute

Overall Ratings of City Services

Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

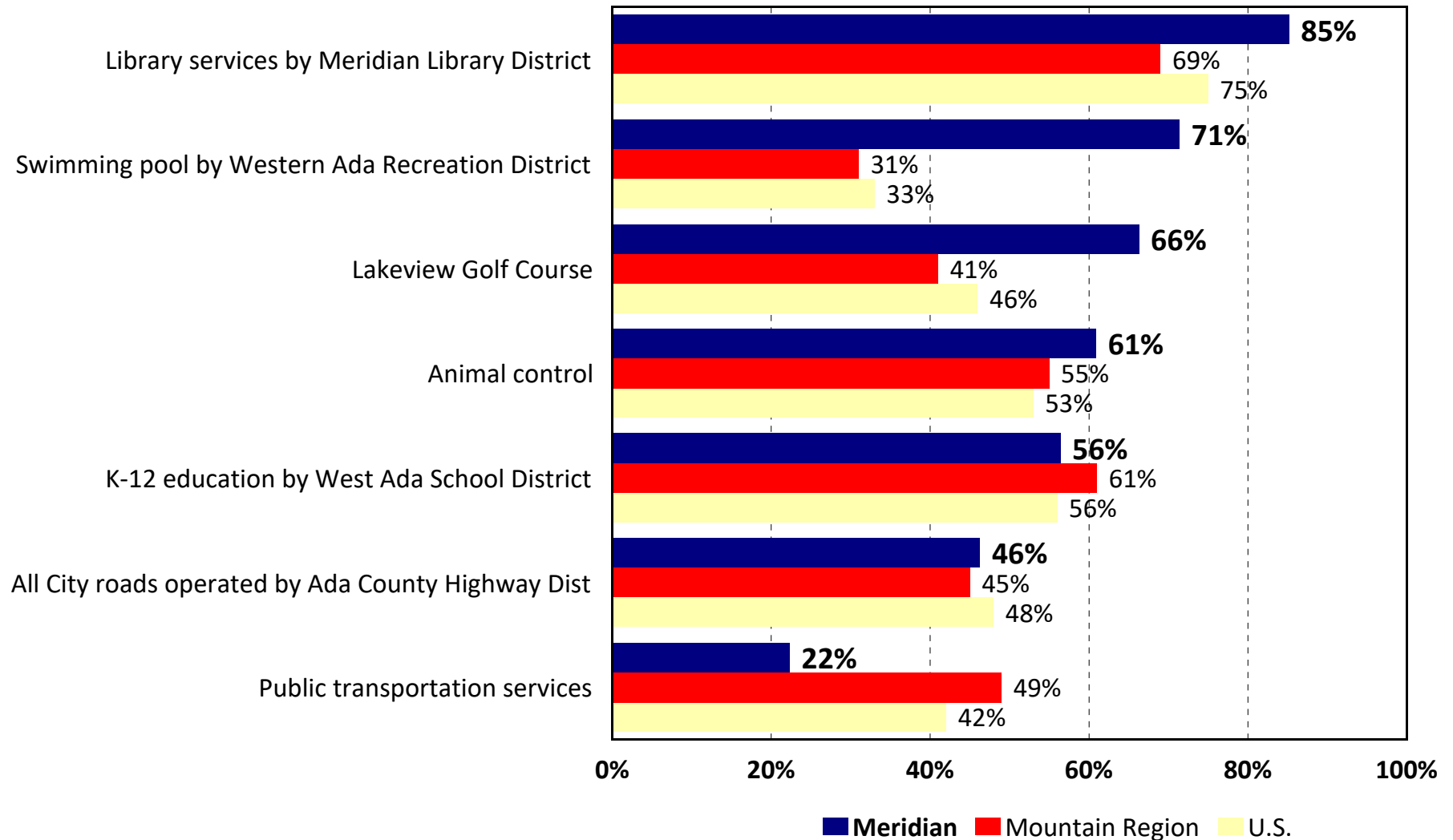


Source: 2020 ETC Institute

Ratings of Services Provided by Other Governmental Entities, Agencies and Groups

Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

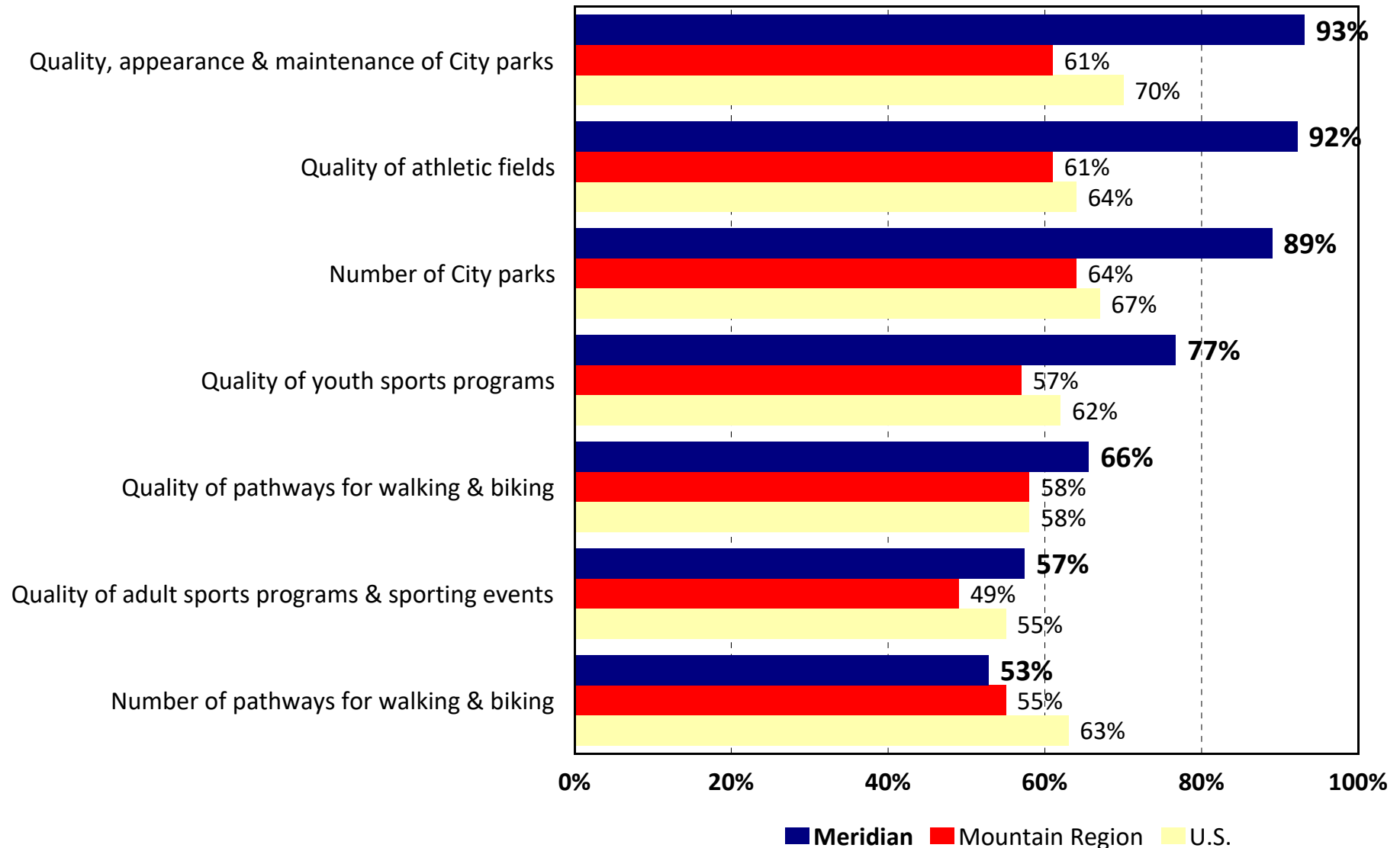


Source: 2020 ETC Institute

Ratings of Parks and Recreation Services

Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

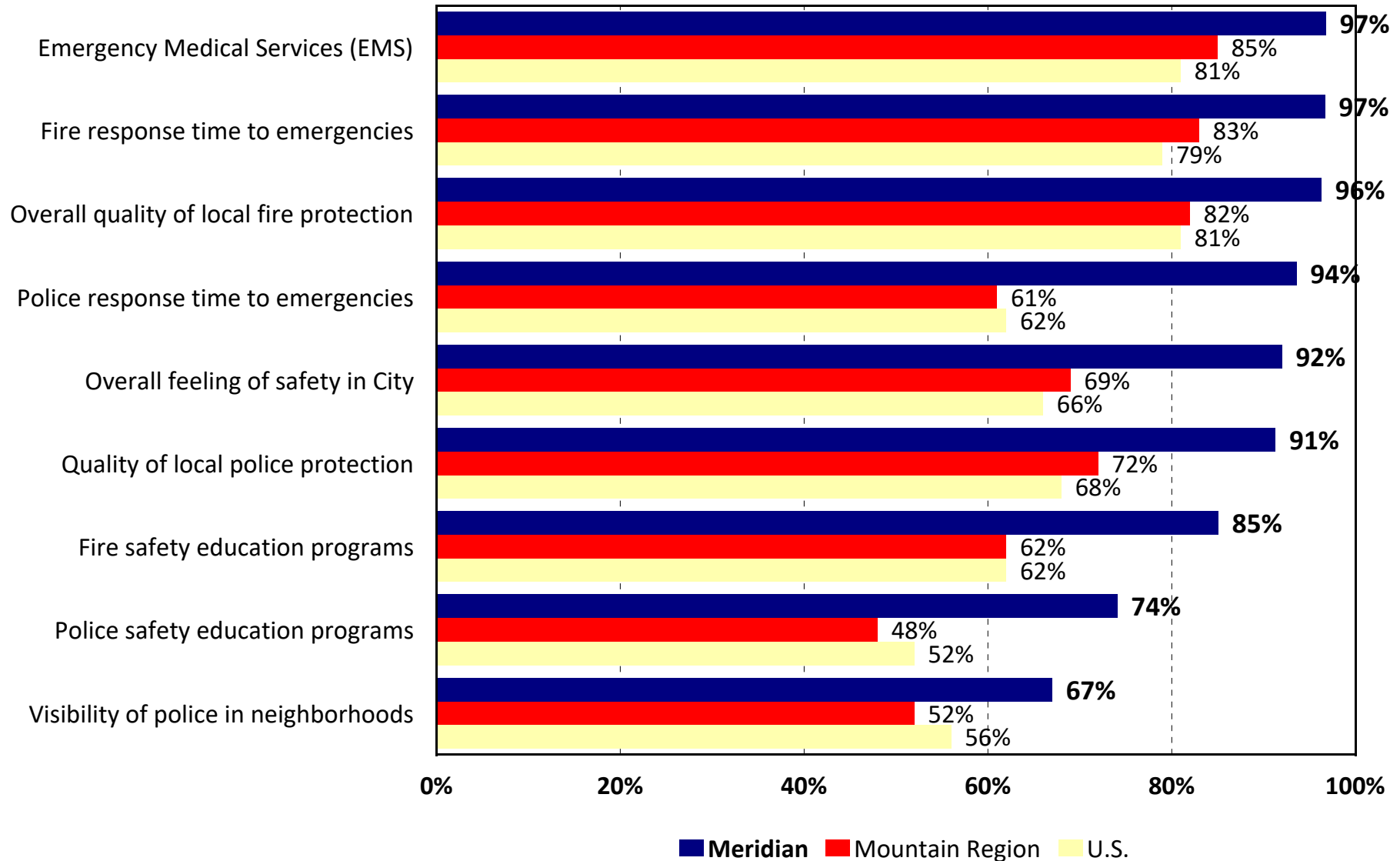


Source: 2020 ETC Institute

Ratings of Public Safety Services

Meridian vs. Mountain Region vs. the U.S.

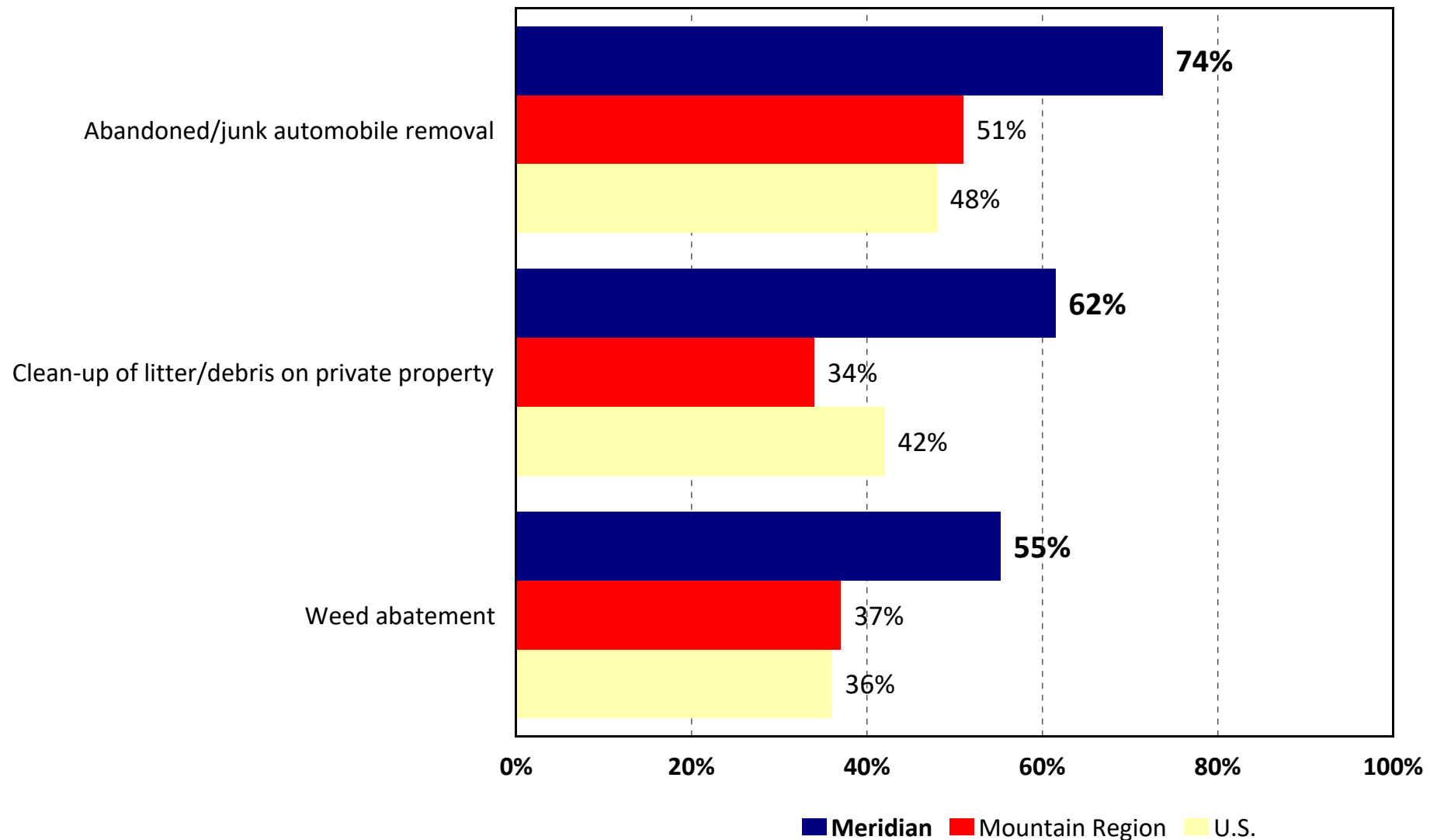
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2020 ETC Institute

Ratings of the Enforcement of Codes and Ordinances Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

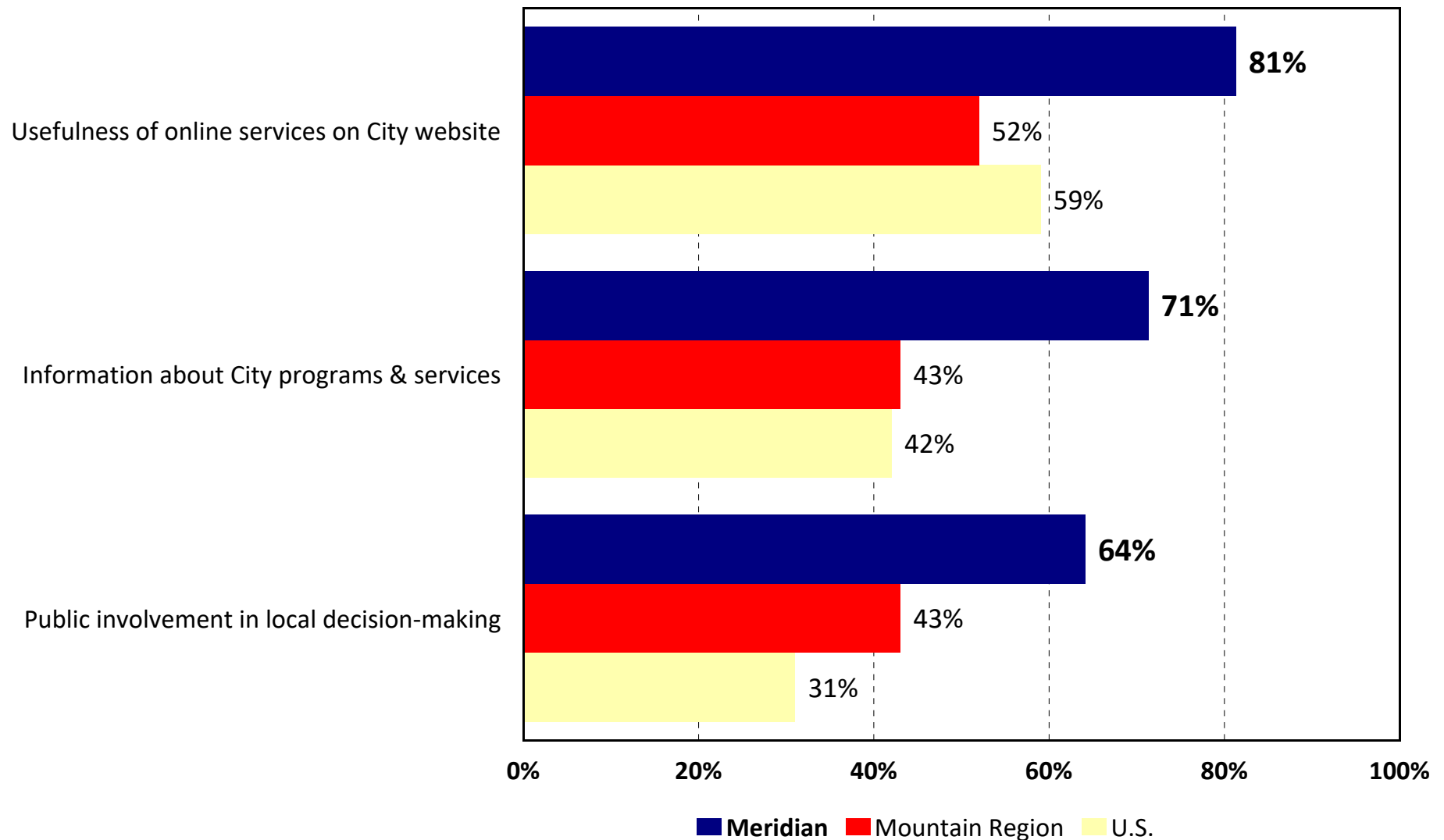


Source: 2020 ETC Institute

Ratings of Communication Services

Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

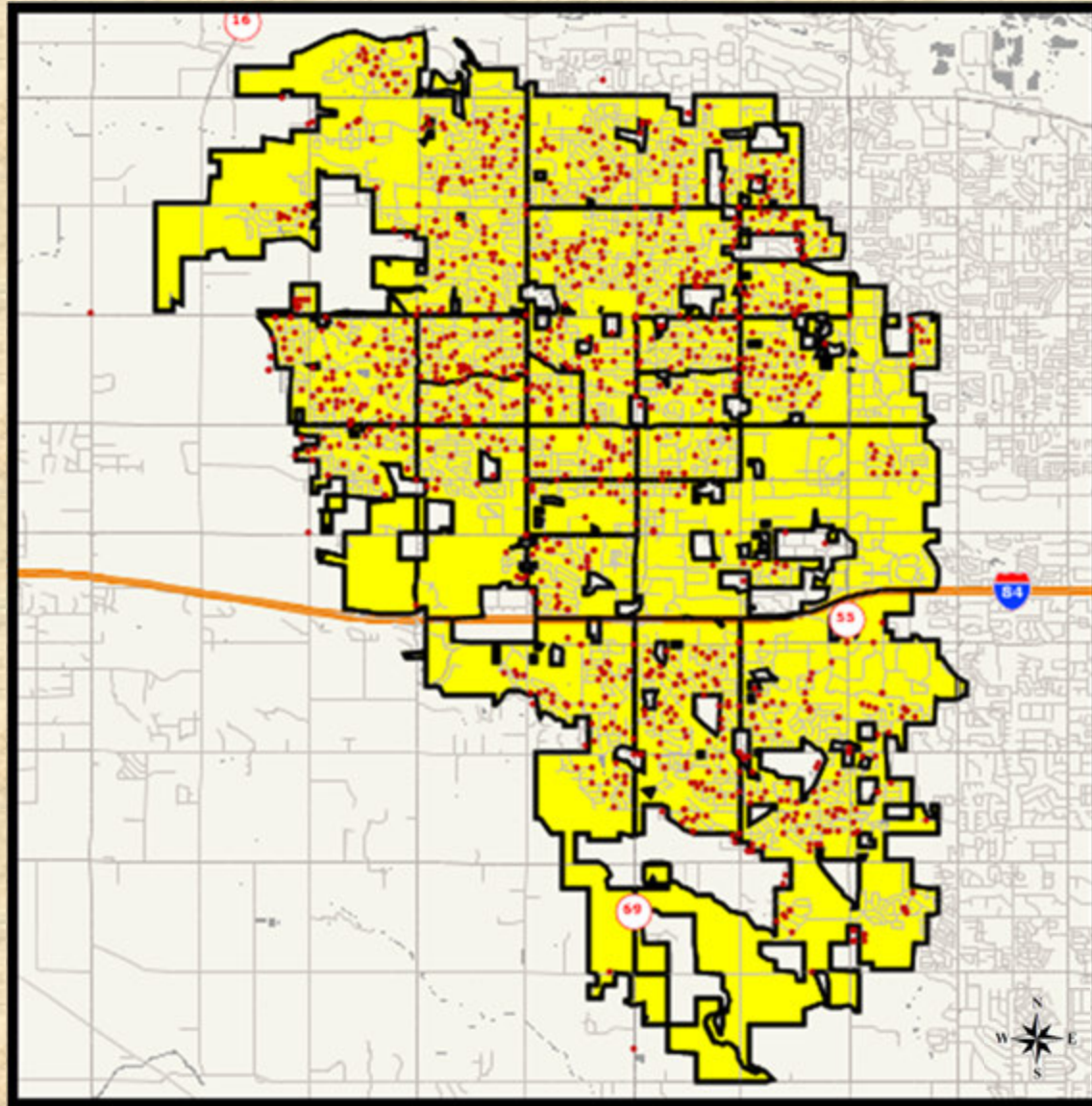


Source: 2020 ETC Institute

Section 4

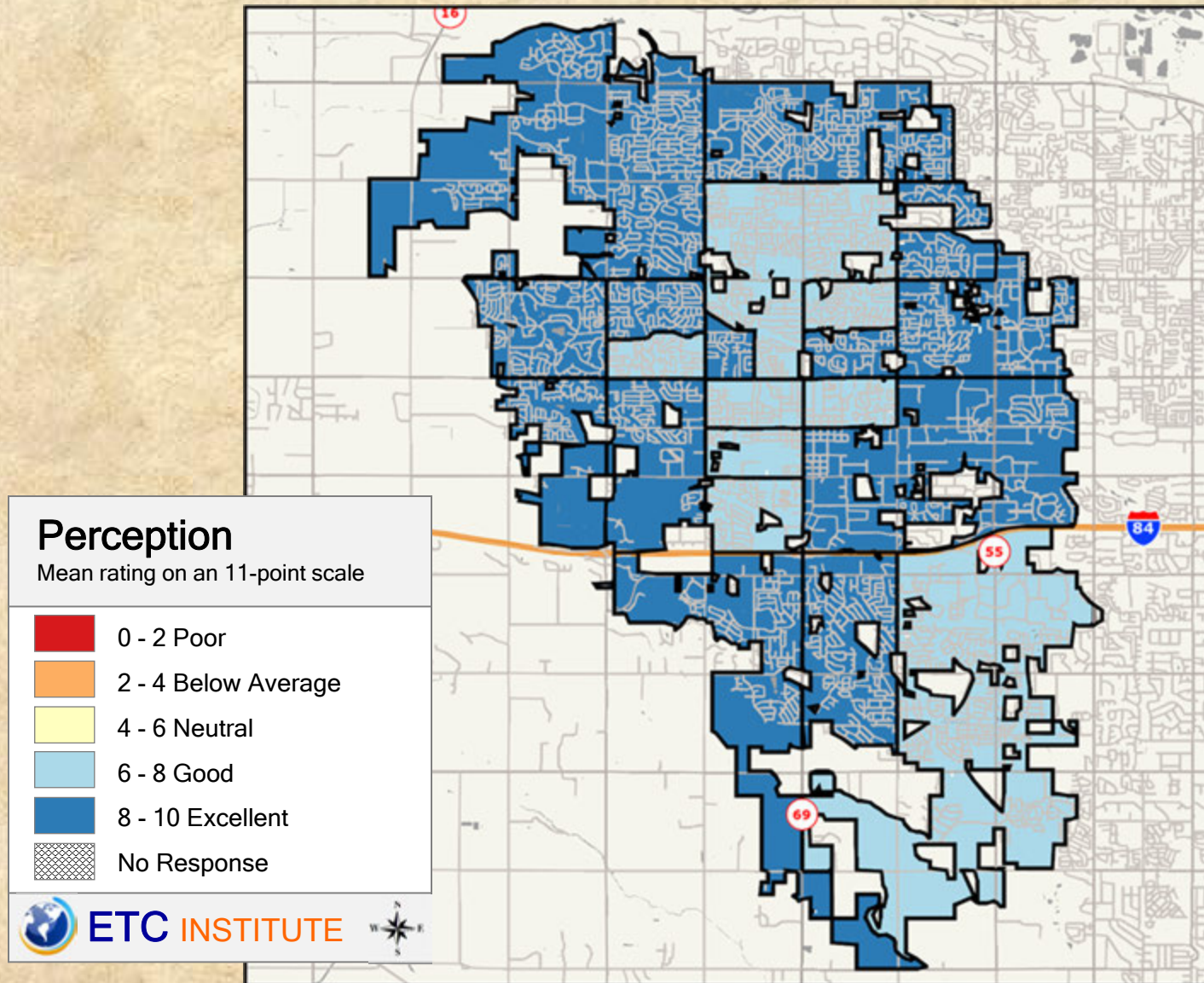
GIS Maps

Location of Survey Respondents



2020 City of Meridian Citizen Survey

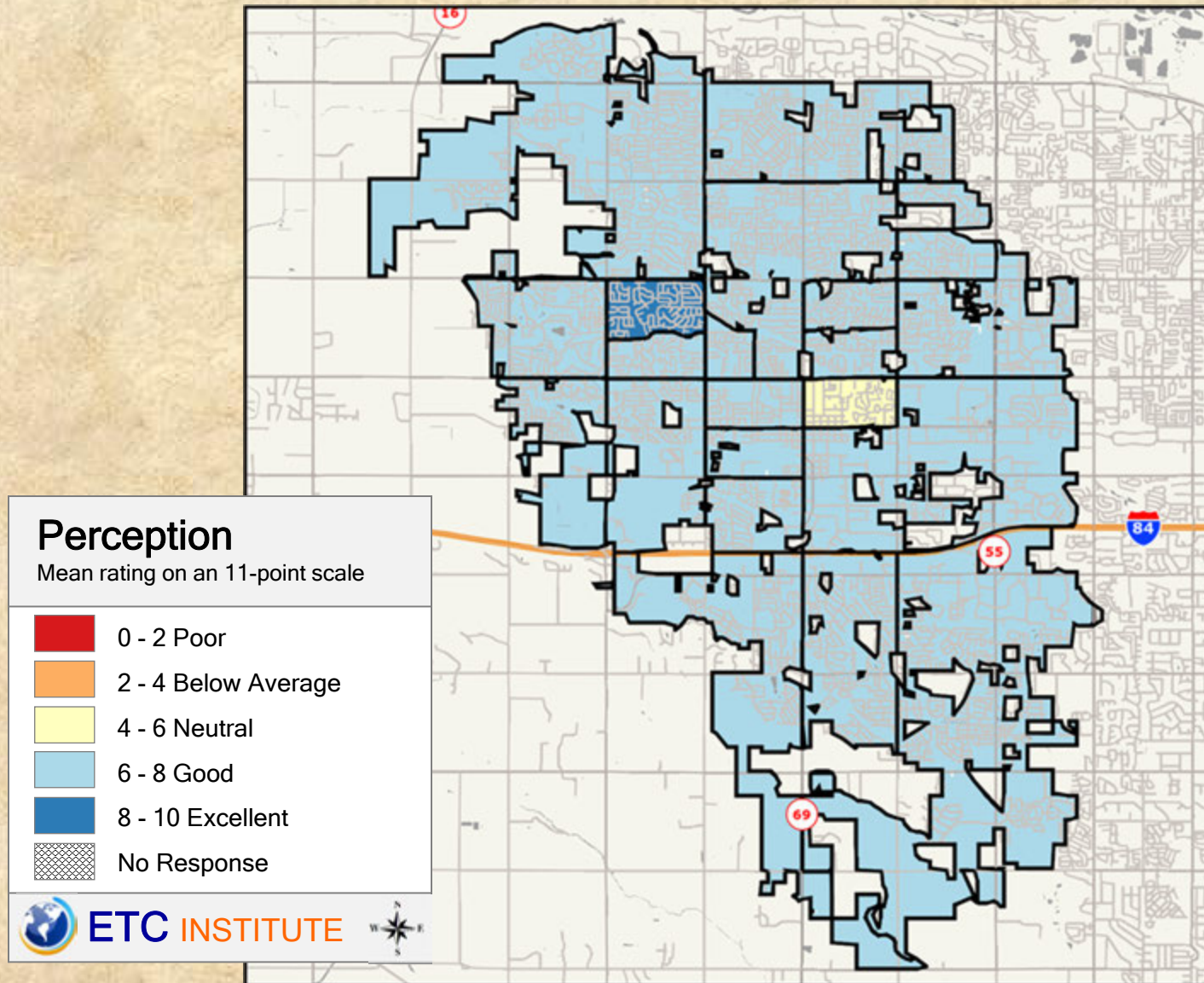
Q1.1 Rating Meridian: As a place to live



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

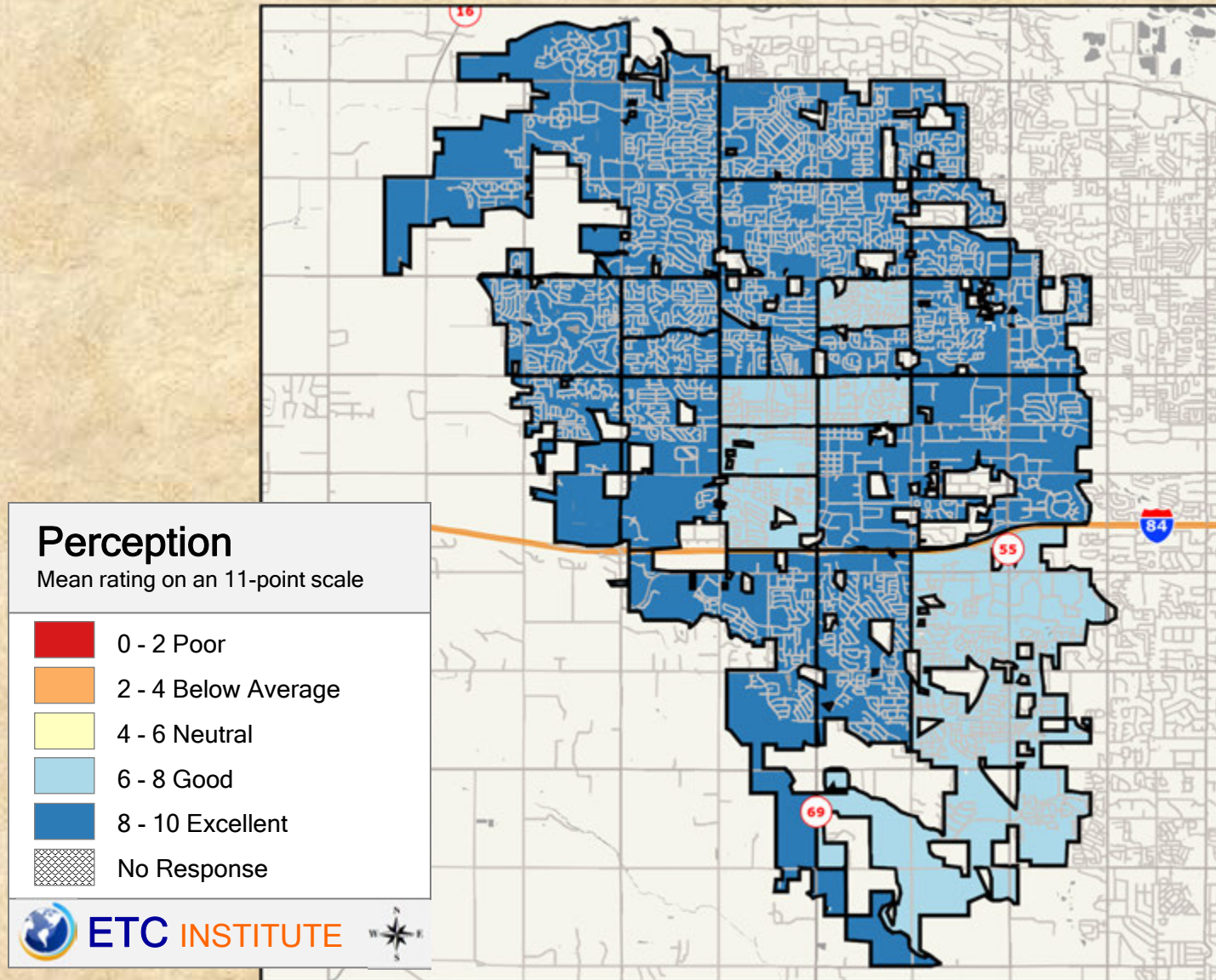
Q1.2 Rating Meridian: As a place to work



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

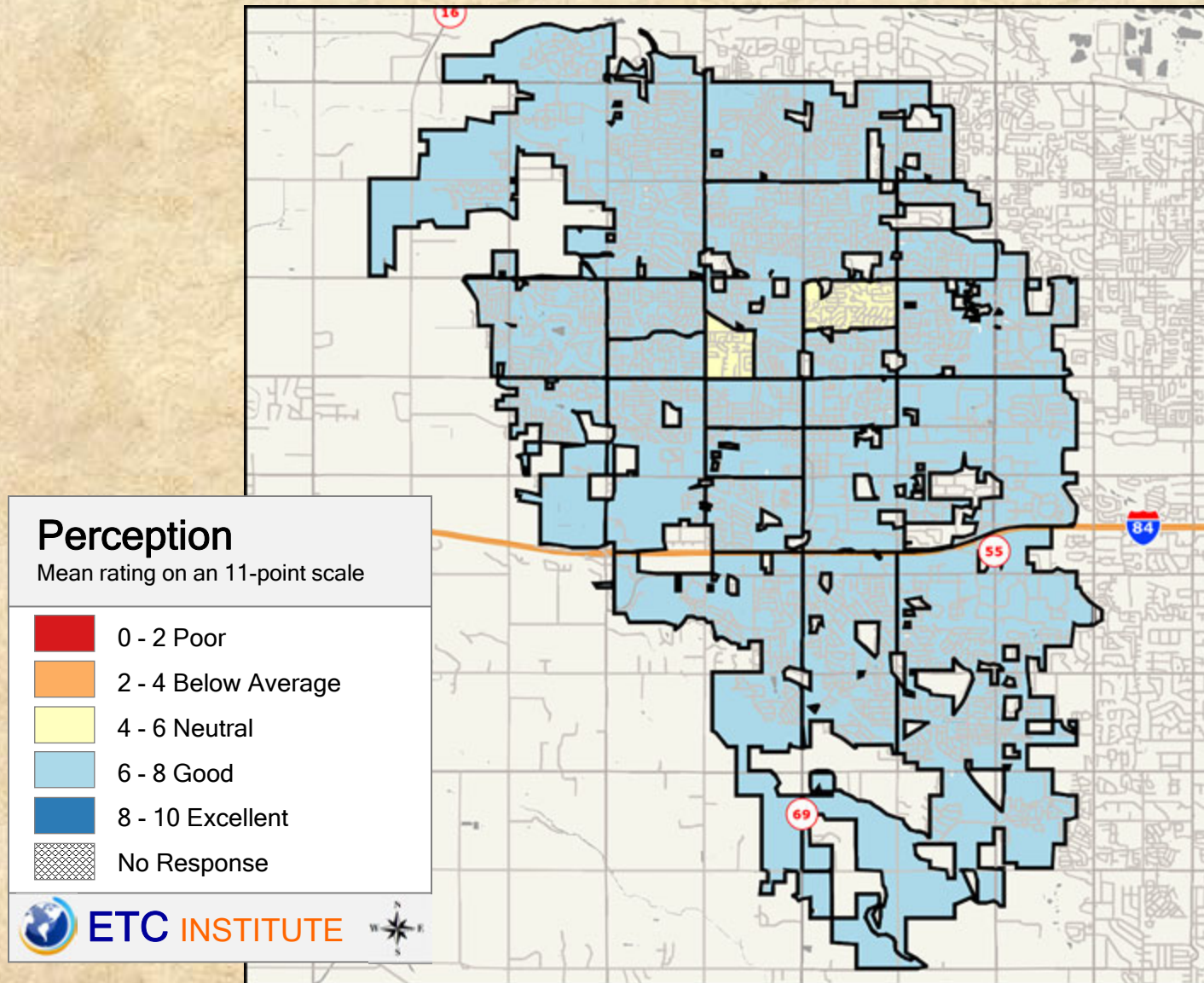
Q1.3 Rating Meridian: As a place to raise a family



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

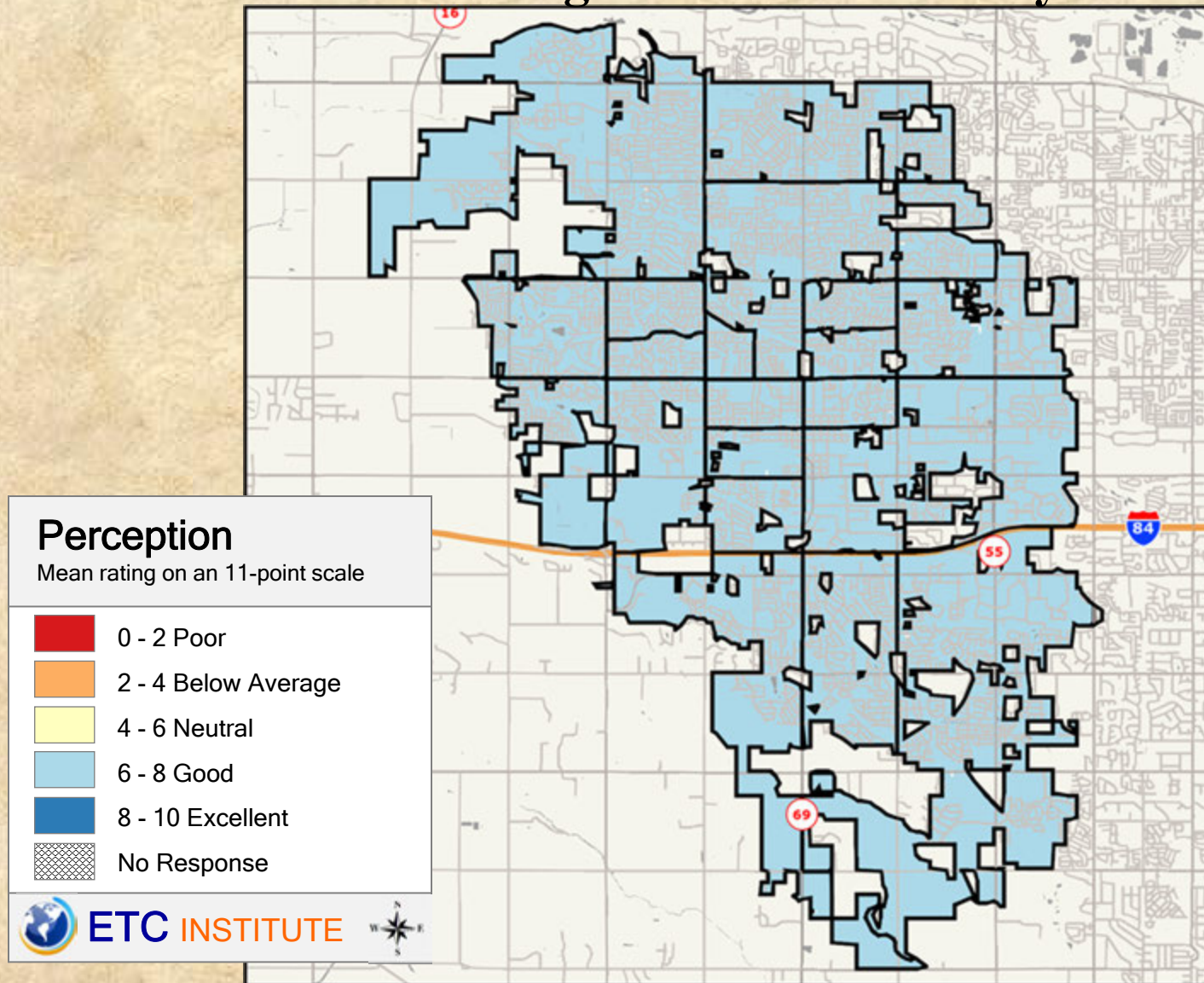
Q1.4 Rating Meridian: As a place to start/do business



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

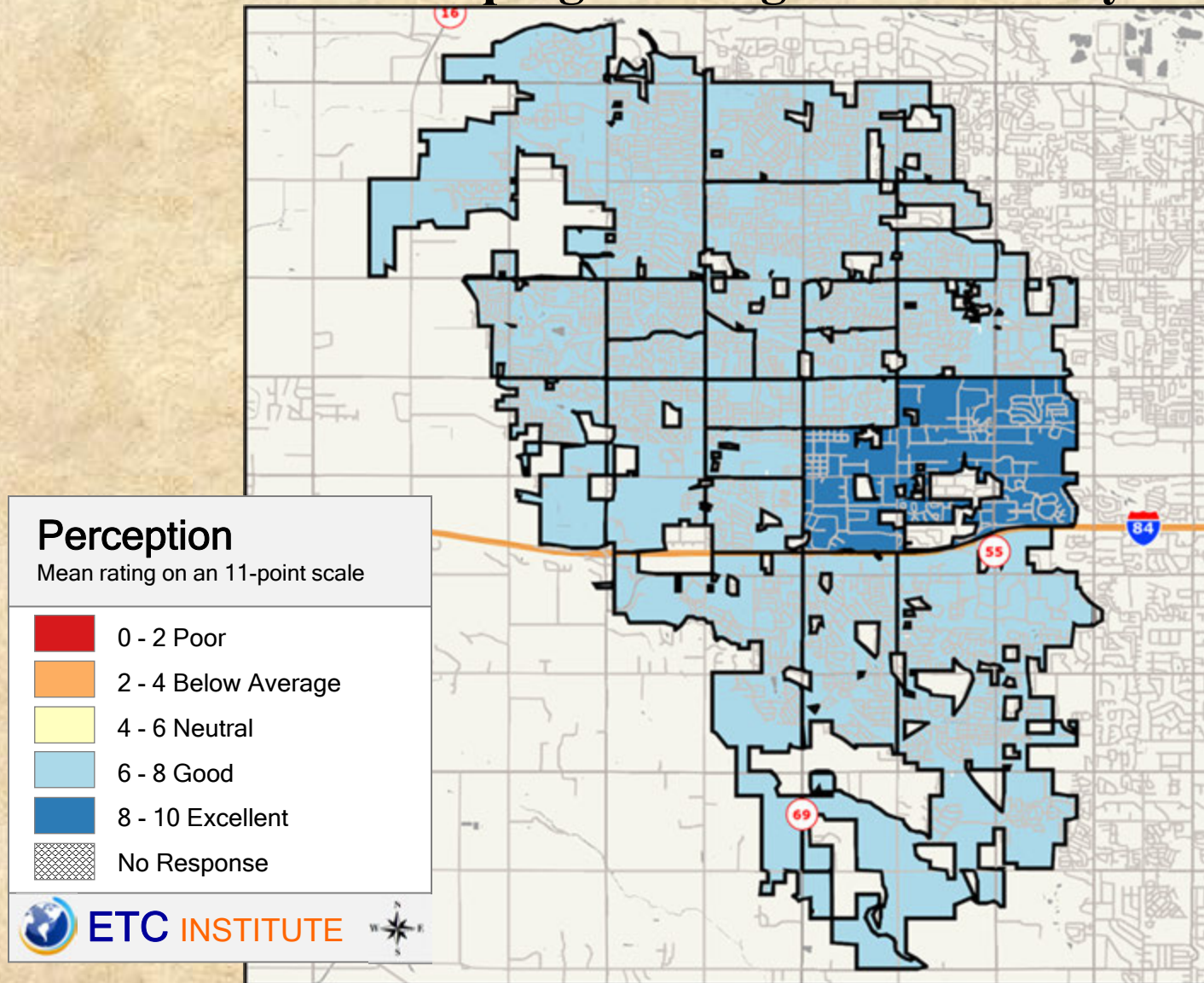
Q1.5 Rating Meridian: As a city that is building a strong sense of community



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

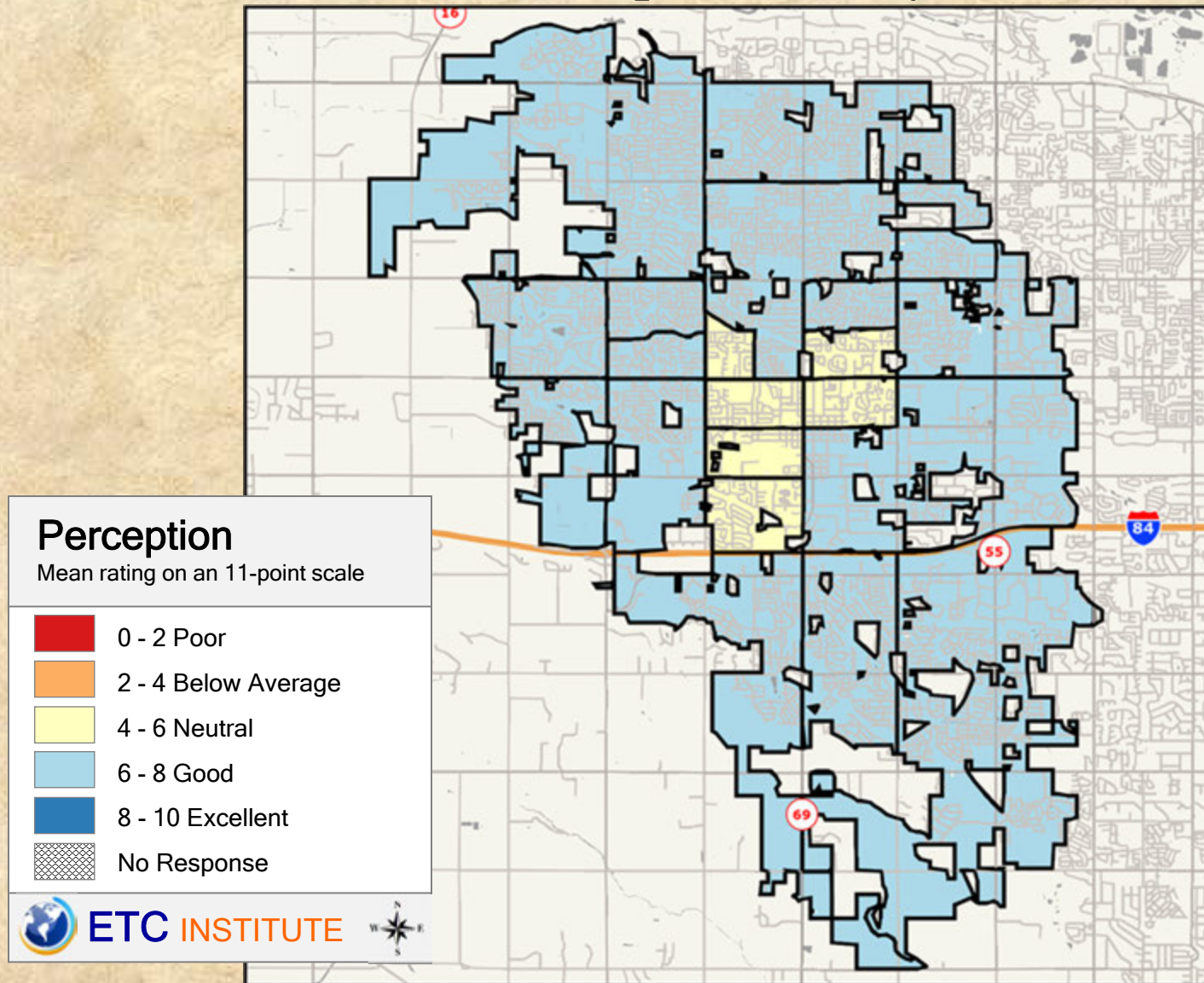
Q1.6 Rating Meridian: As a city that is developing a strong local economy



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

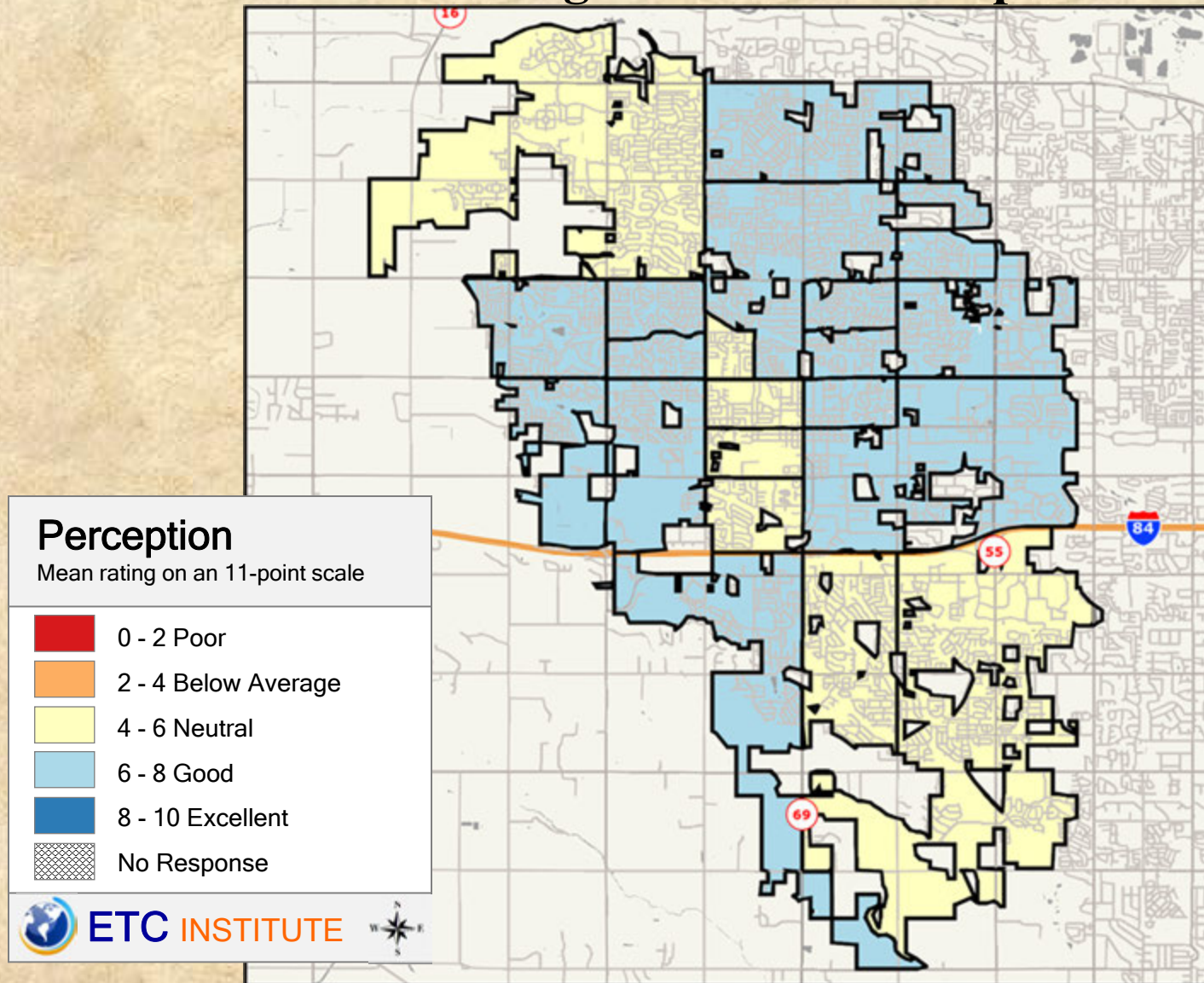
Q1.7 Rating Meridian: As a city that is developing a strong local workforce that can compete in today's economic climate



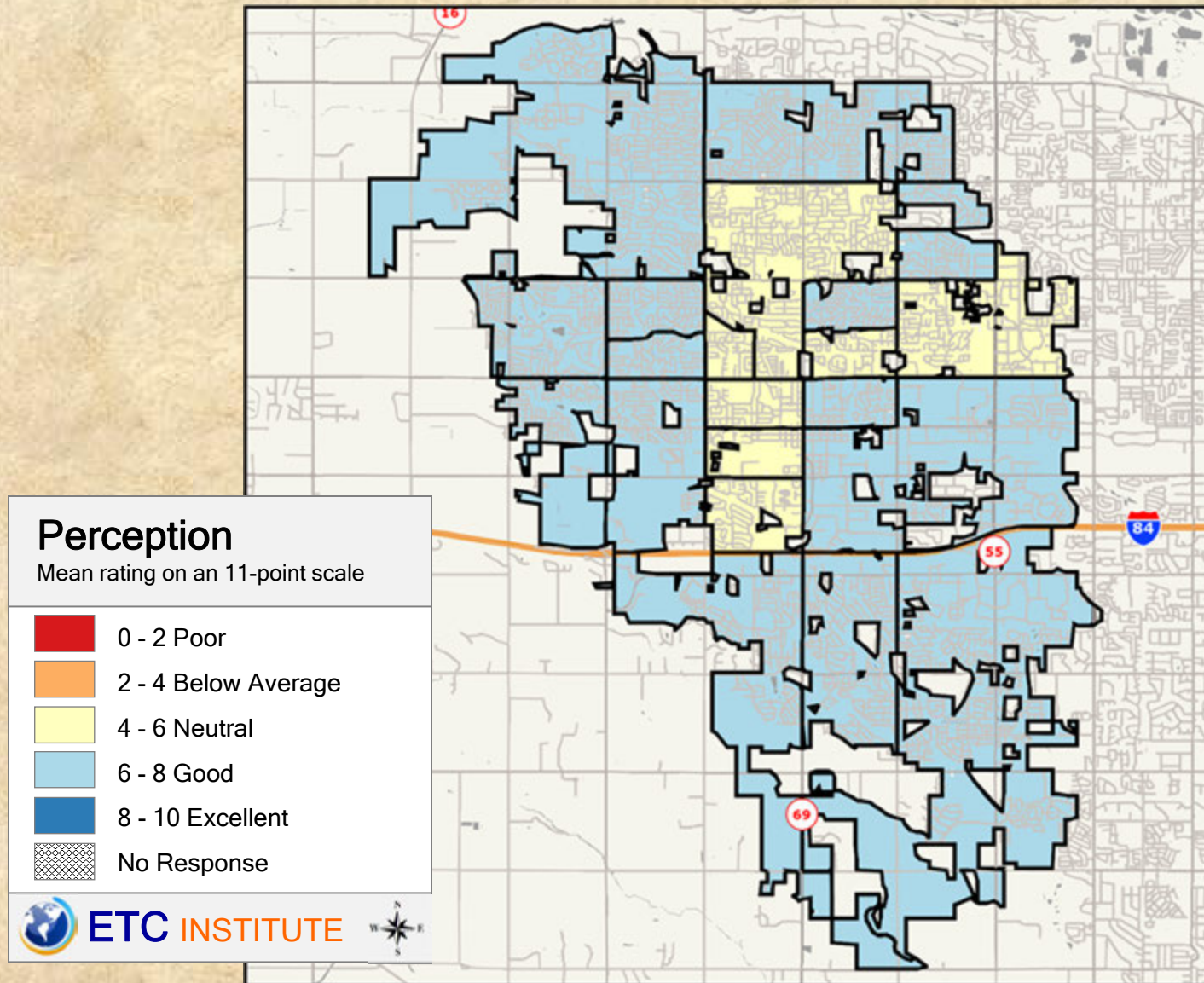
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1.8 Rating Meridian: As a city that is planning for future growth and development



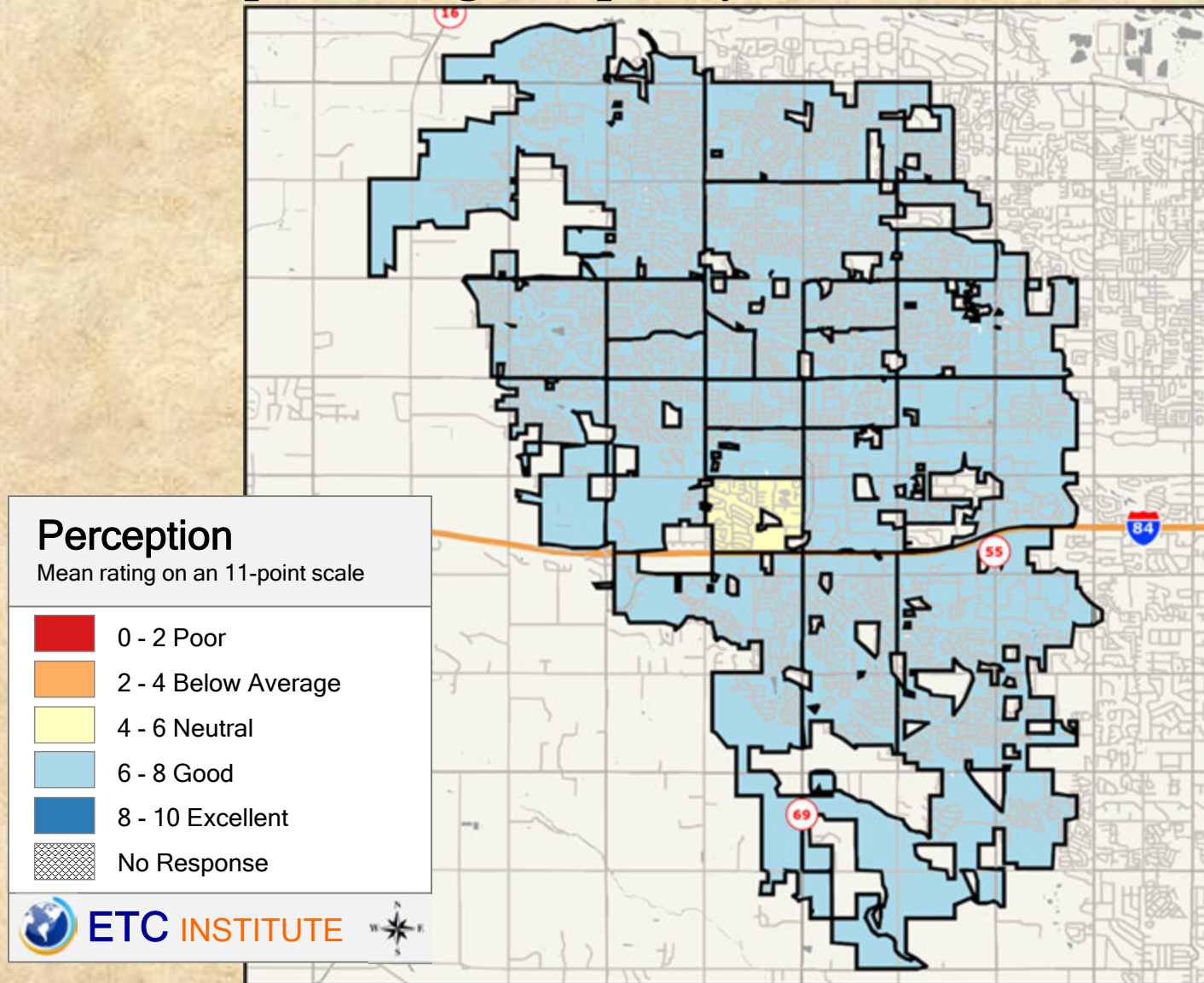
Q1.9 Rating Meridian: As a city that is developing a sustainable and conscious environment



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

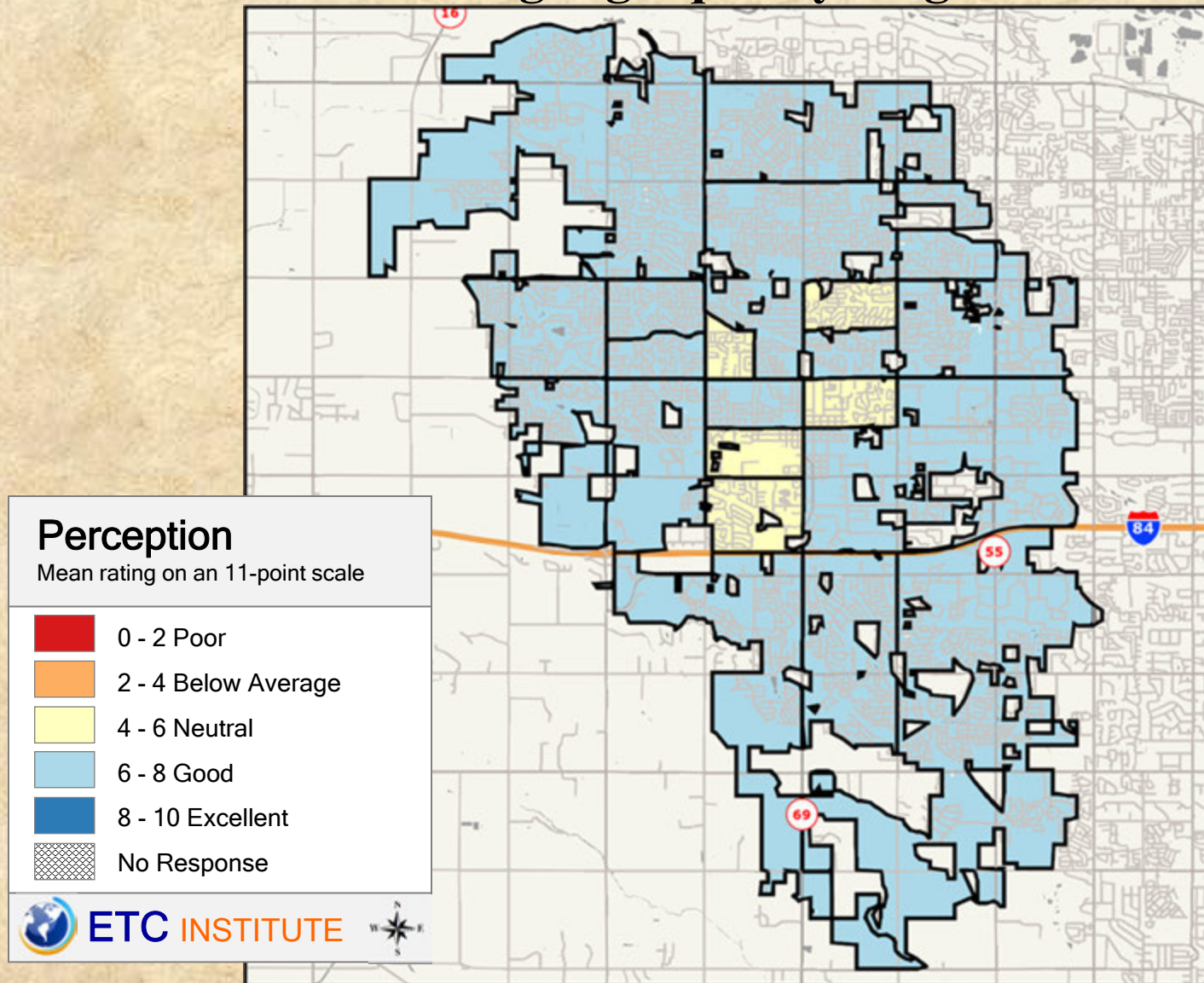
Q1.10 Rating Meridian: How well the City is protecting the quality of the air and water



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

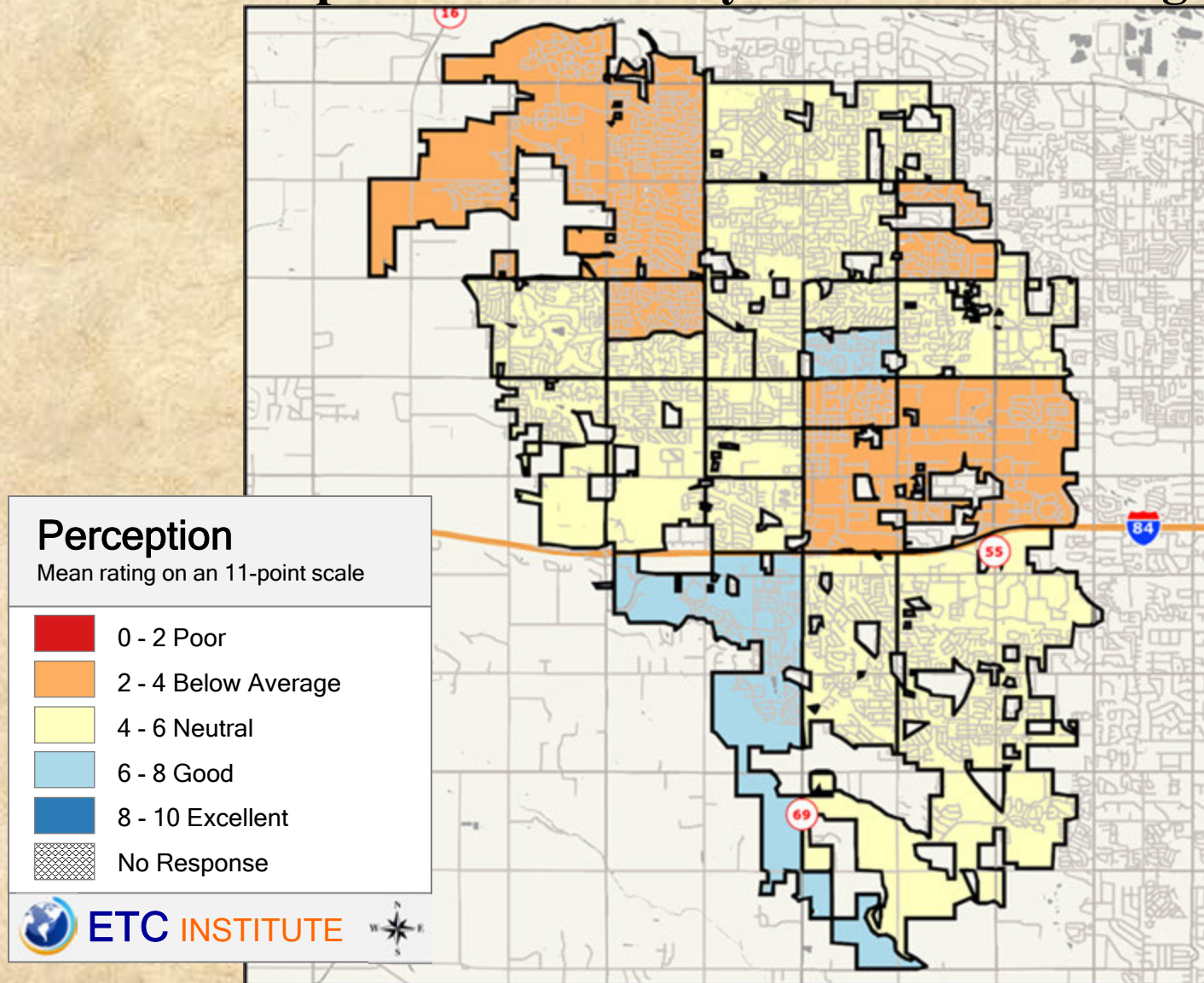
Q1.11 Rating Meridian: How well the City is maintaining high quality neighborhoods



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

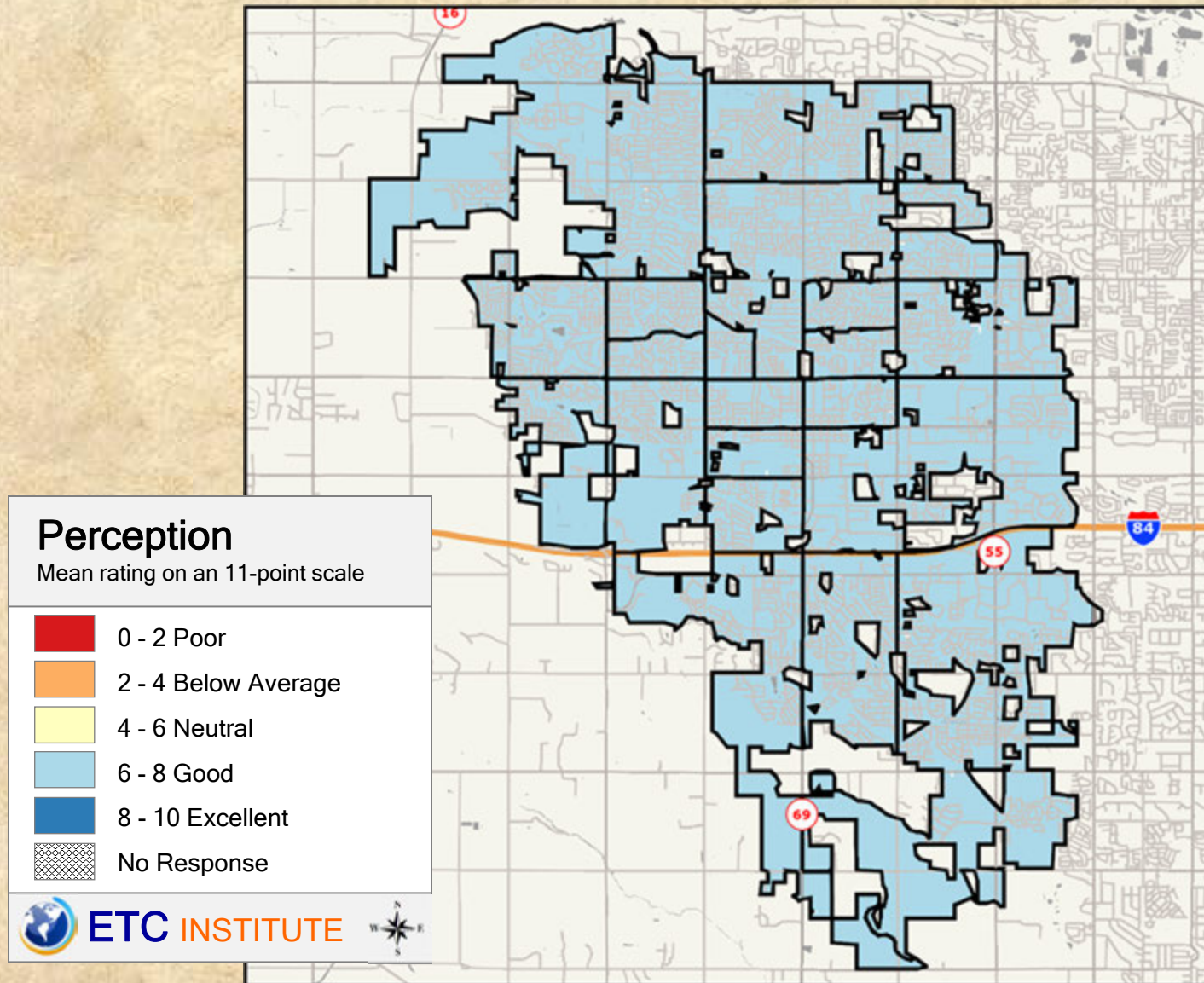
Q1.12 Rating Meridian: How well the City is providing options for mobility other than driving



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

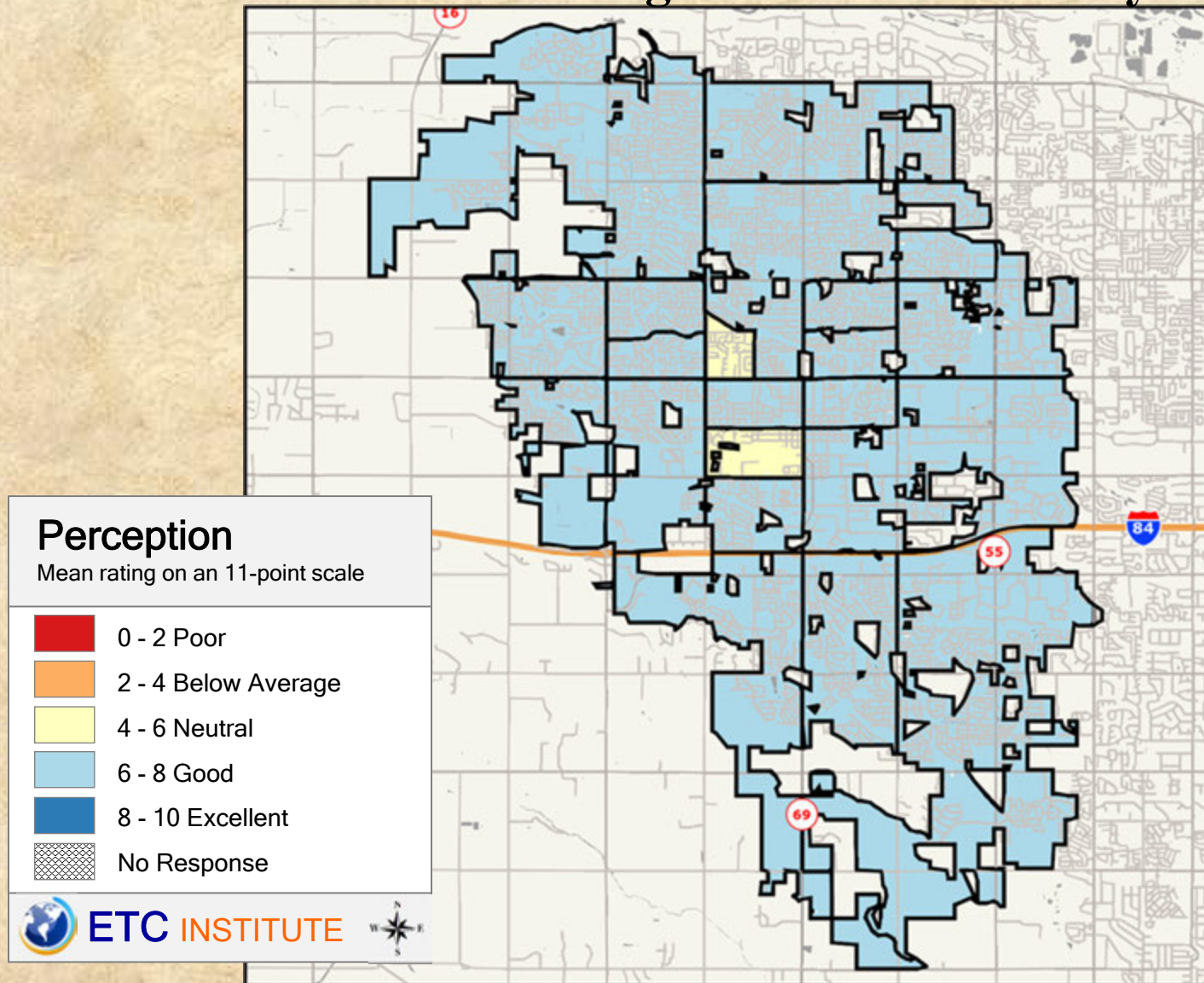
Q1.13 Rating Meridian: How well the City is ensuring public safety



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

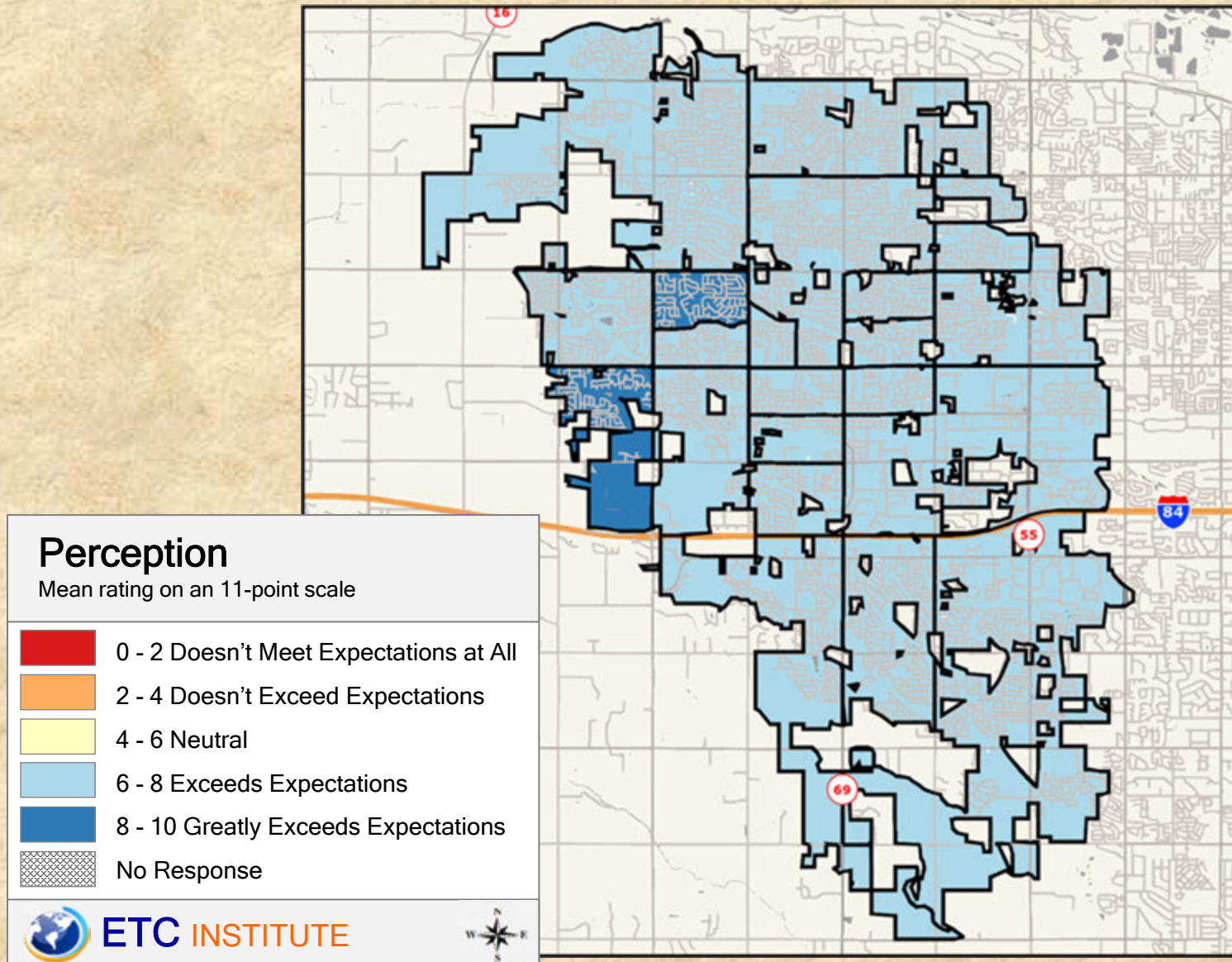
Q1.14 Rating Meridian: How well the City is communicating with the community



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

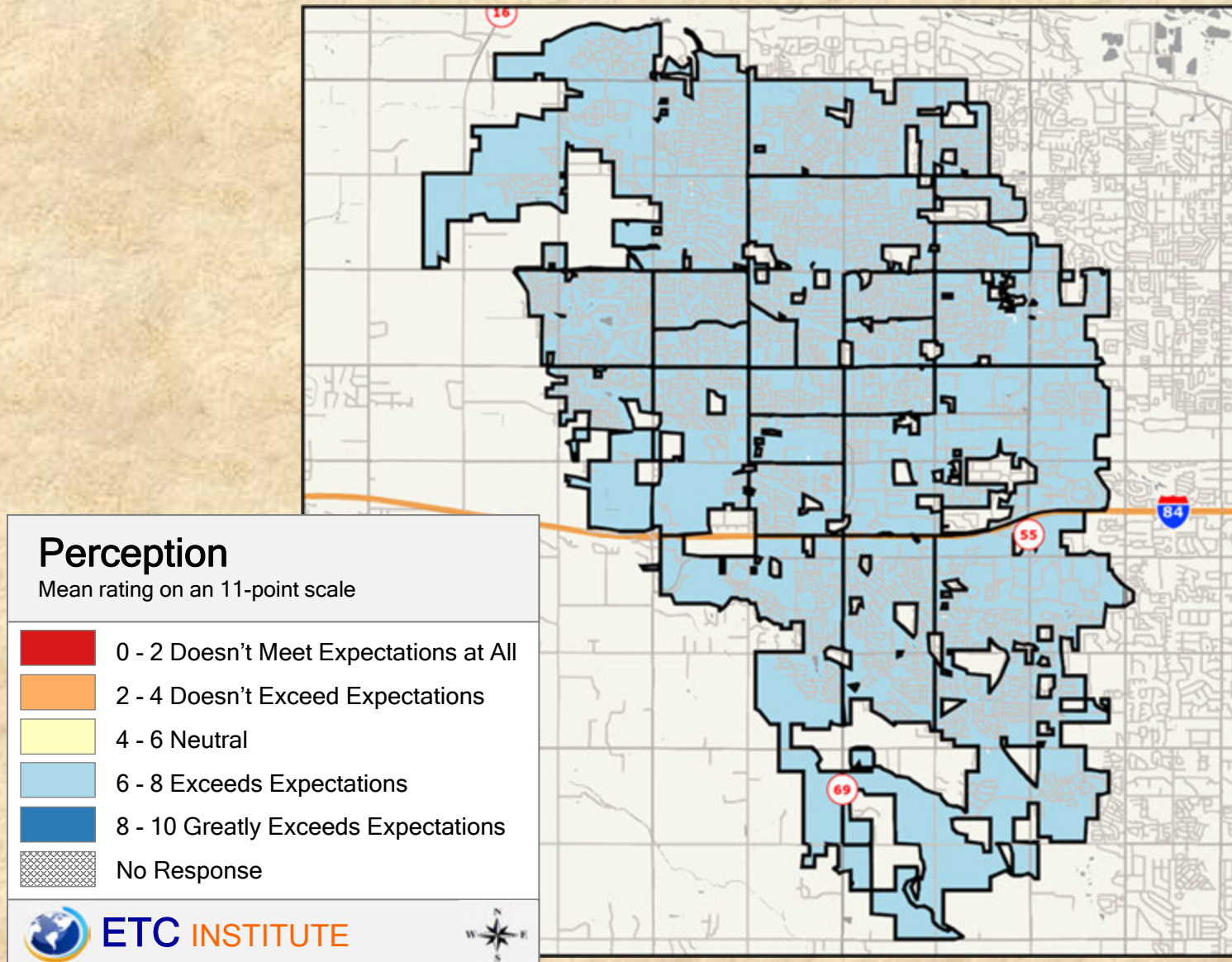
Q2.1 Expectation of: Overall quality of life in the City



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

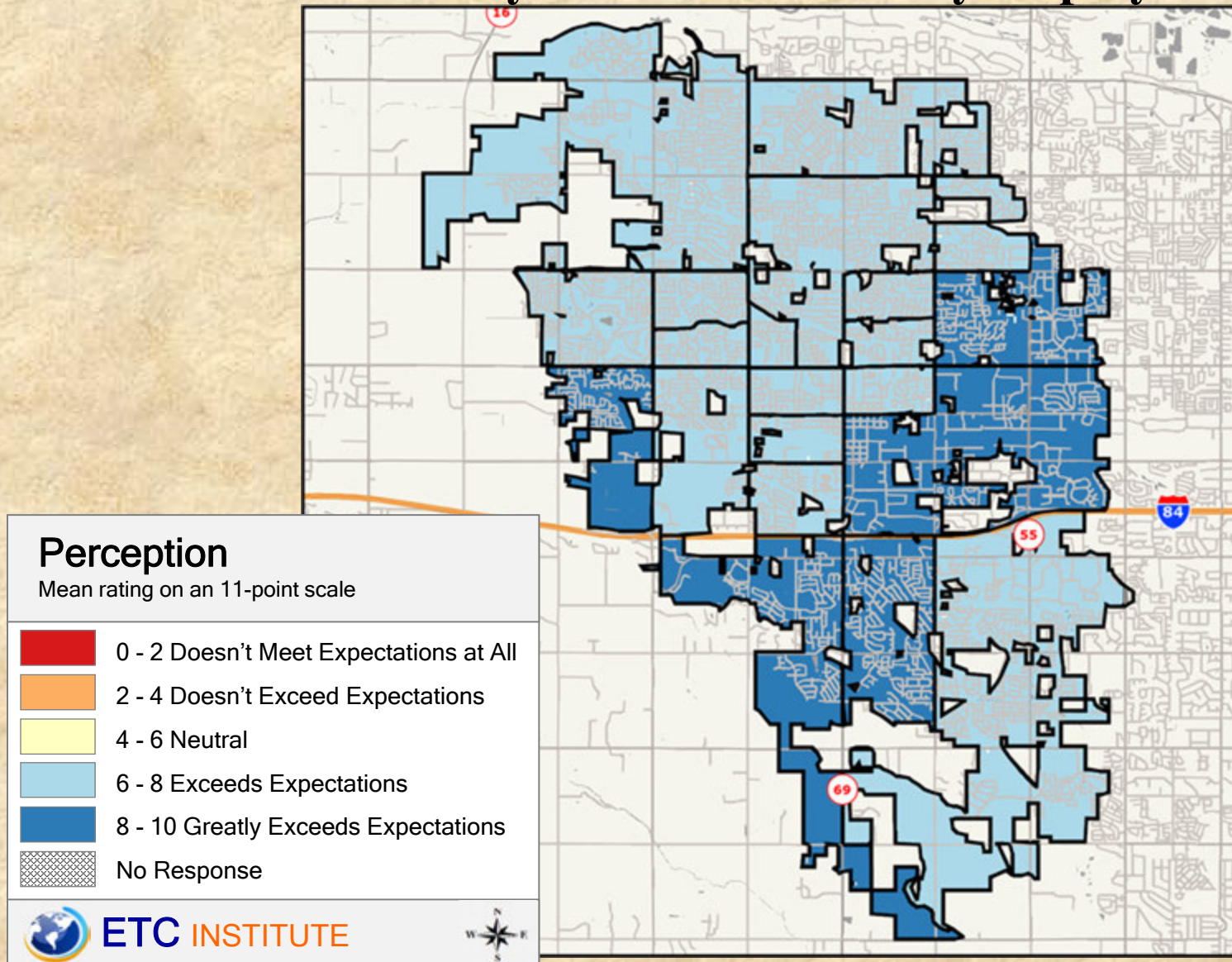
Q2.2 Expectation of: Overall quality of city services provided



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

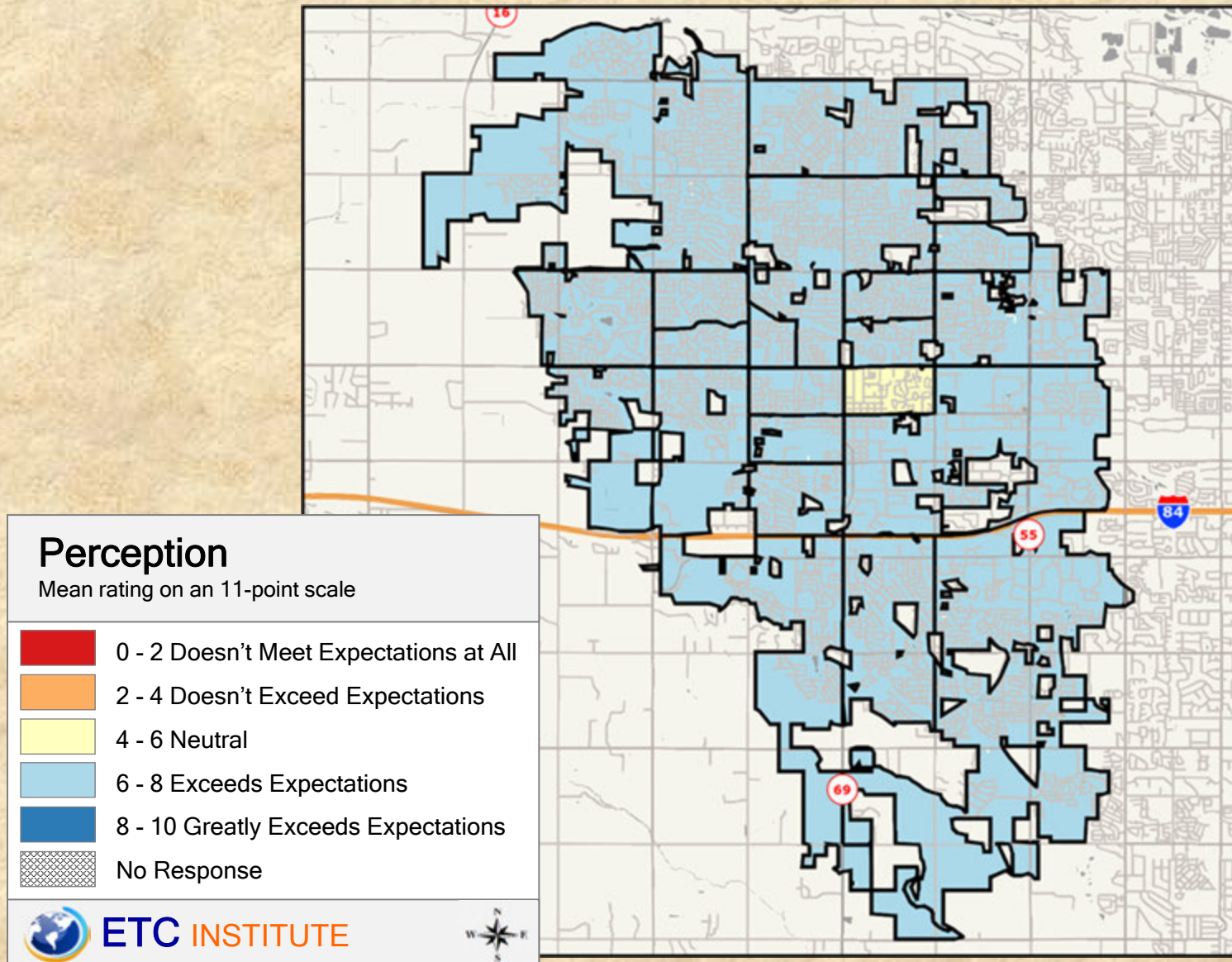
Q2.3 Expectation of: Overall quality of customer service you receive from city employees



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

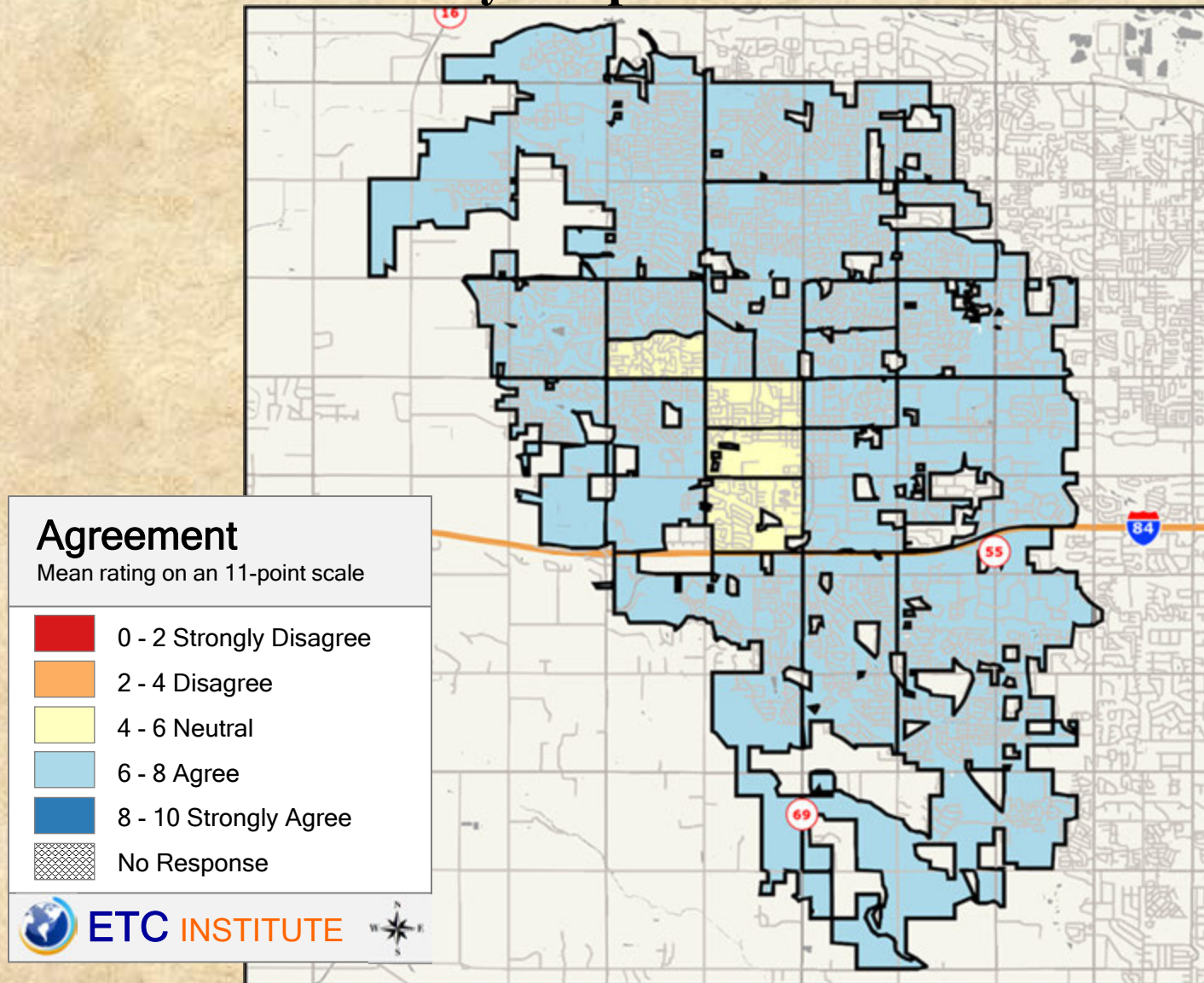
Q2.4 Expectation of: Your view of an ideal place to live



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

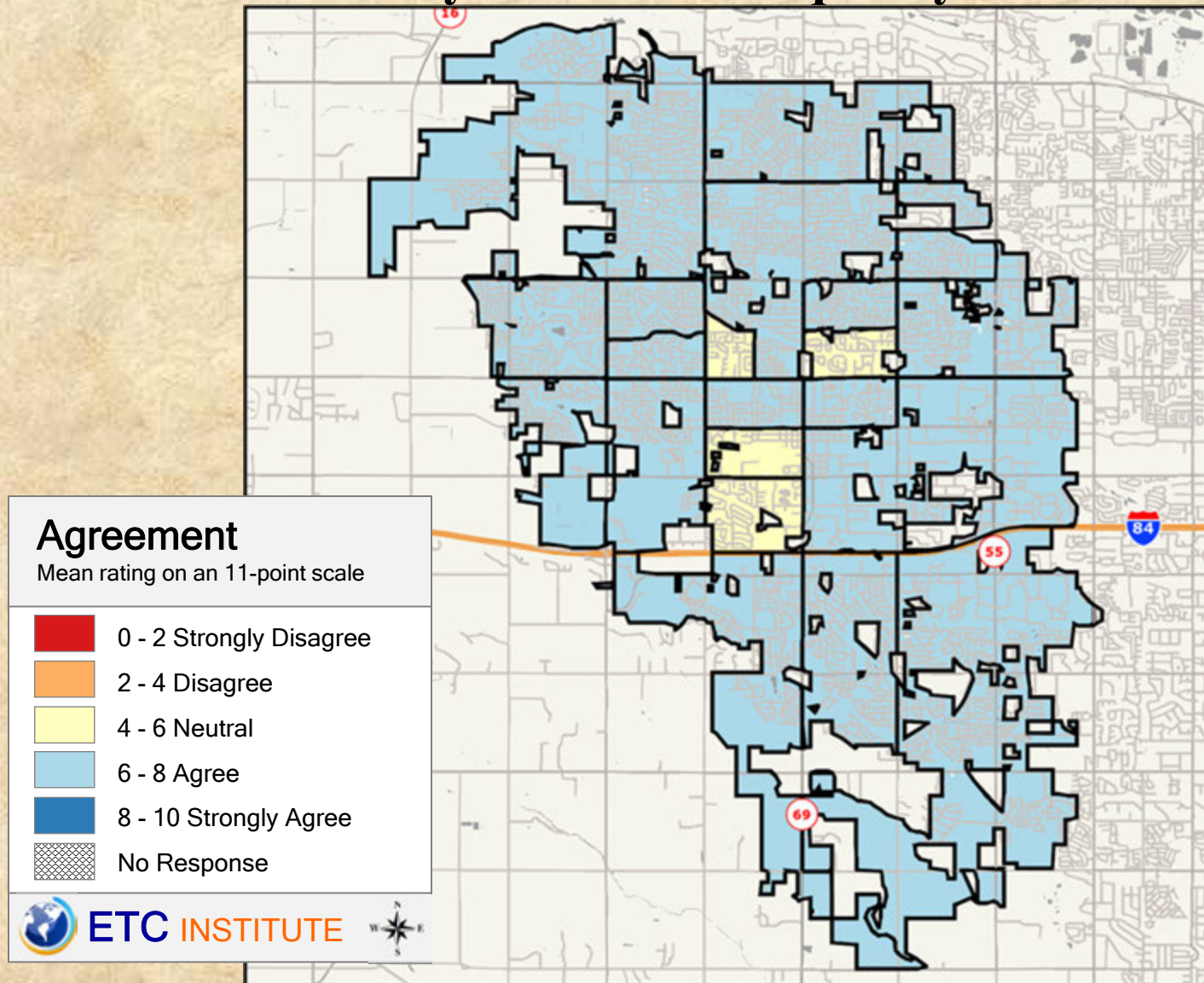
Q3.1 Agreement with: Quality housing and a variety of options exist in Meridian



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

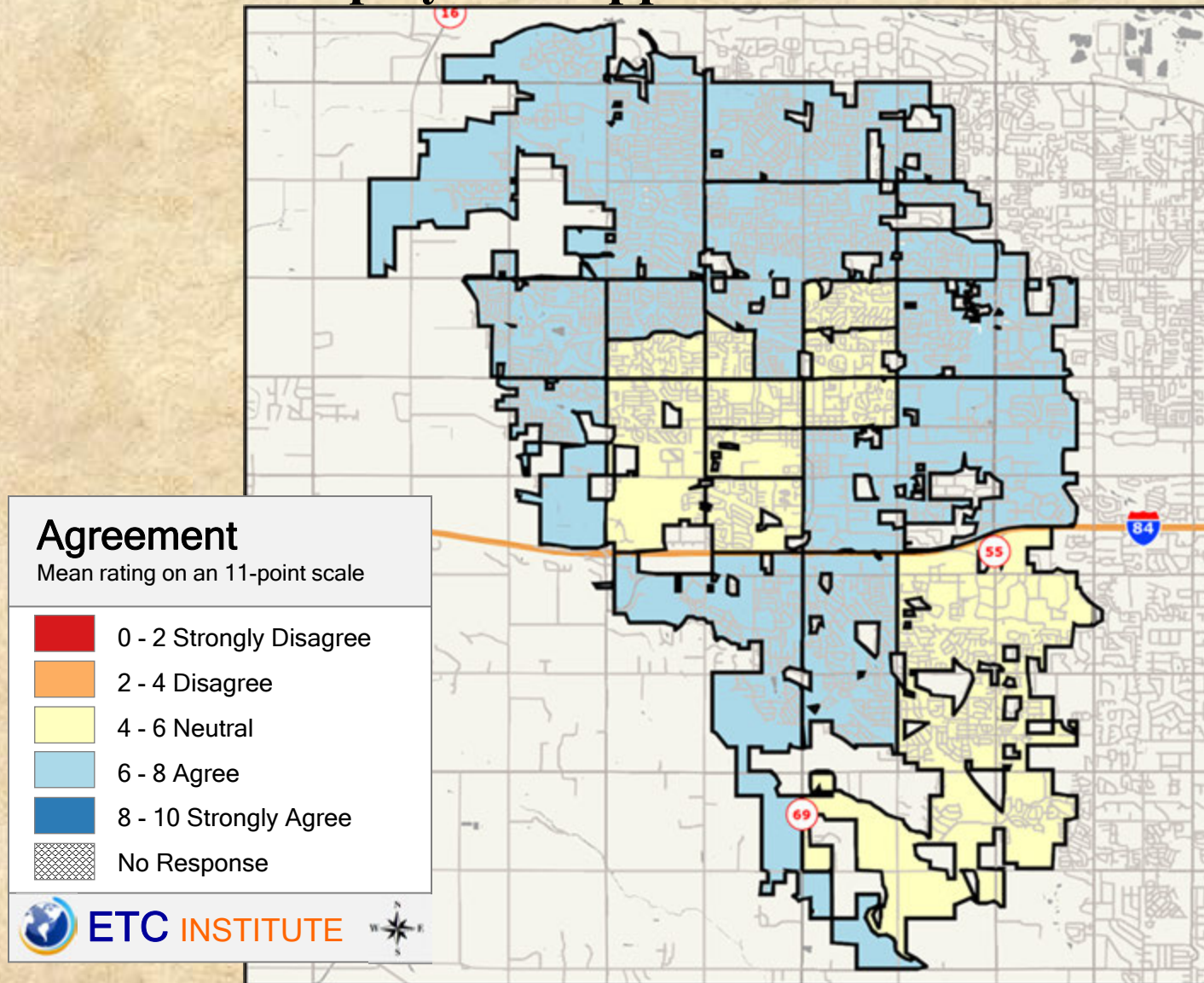
Q3.2 Agreement with: Development in the City enhances the quality of life



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

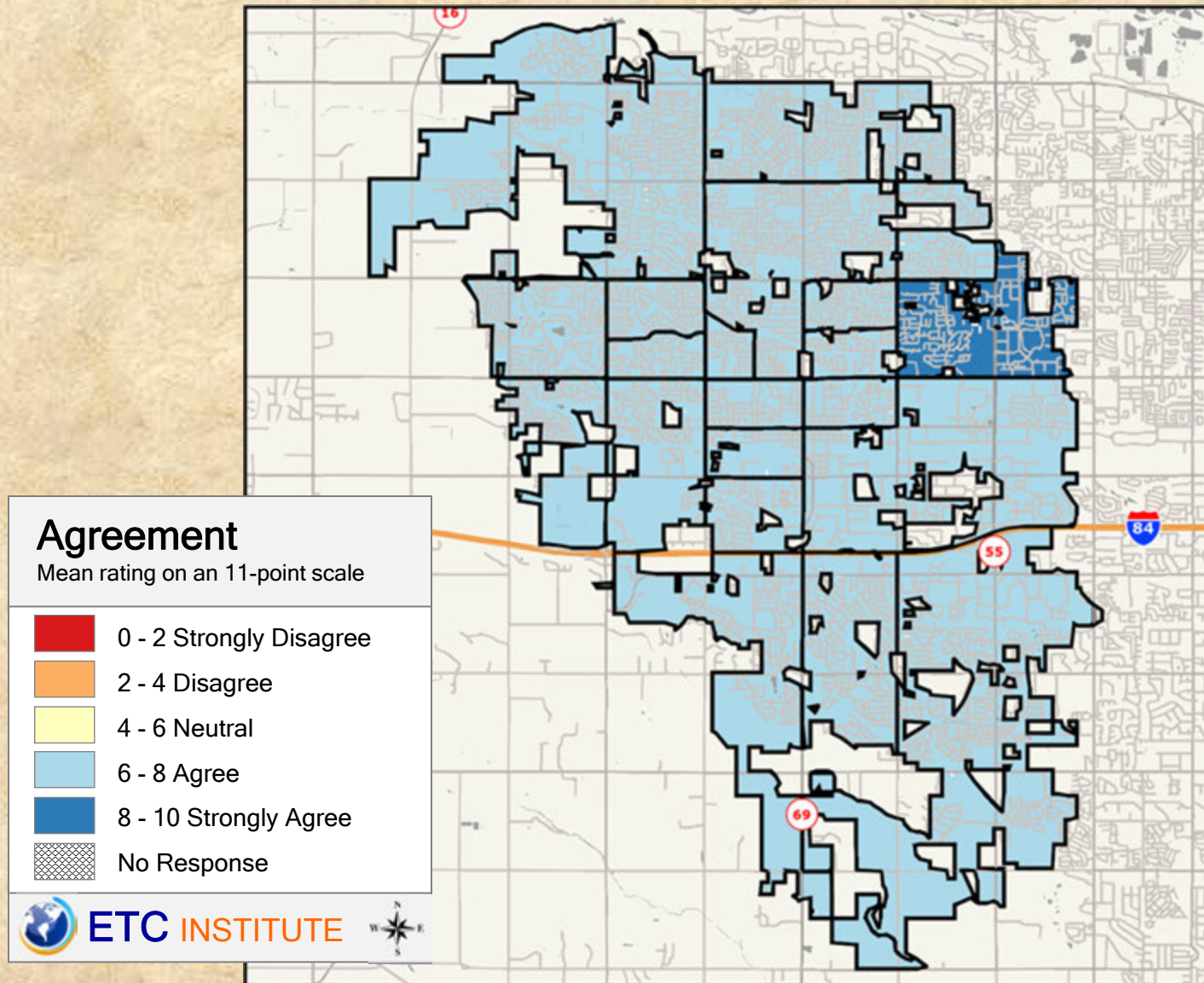
Q3.3 Agreement with: There are a variety of employment opportunities in Meridian



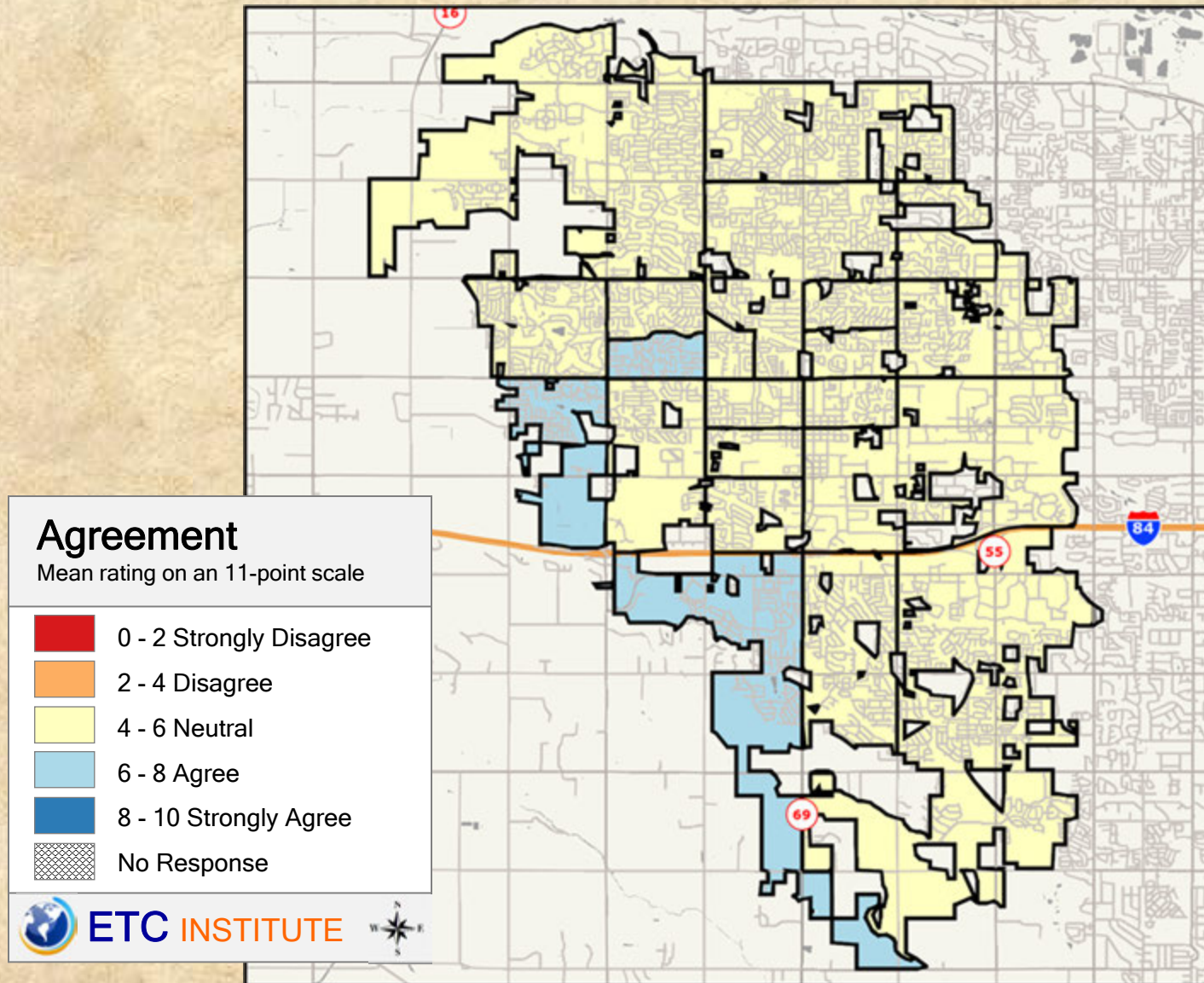
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3.4 Agreement with: Access to quality shopping and entertainment exist in Meridian



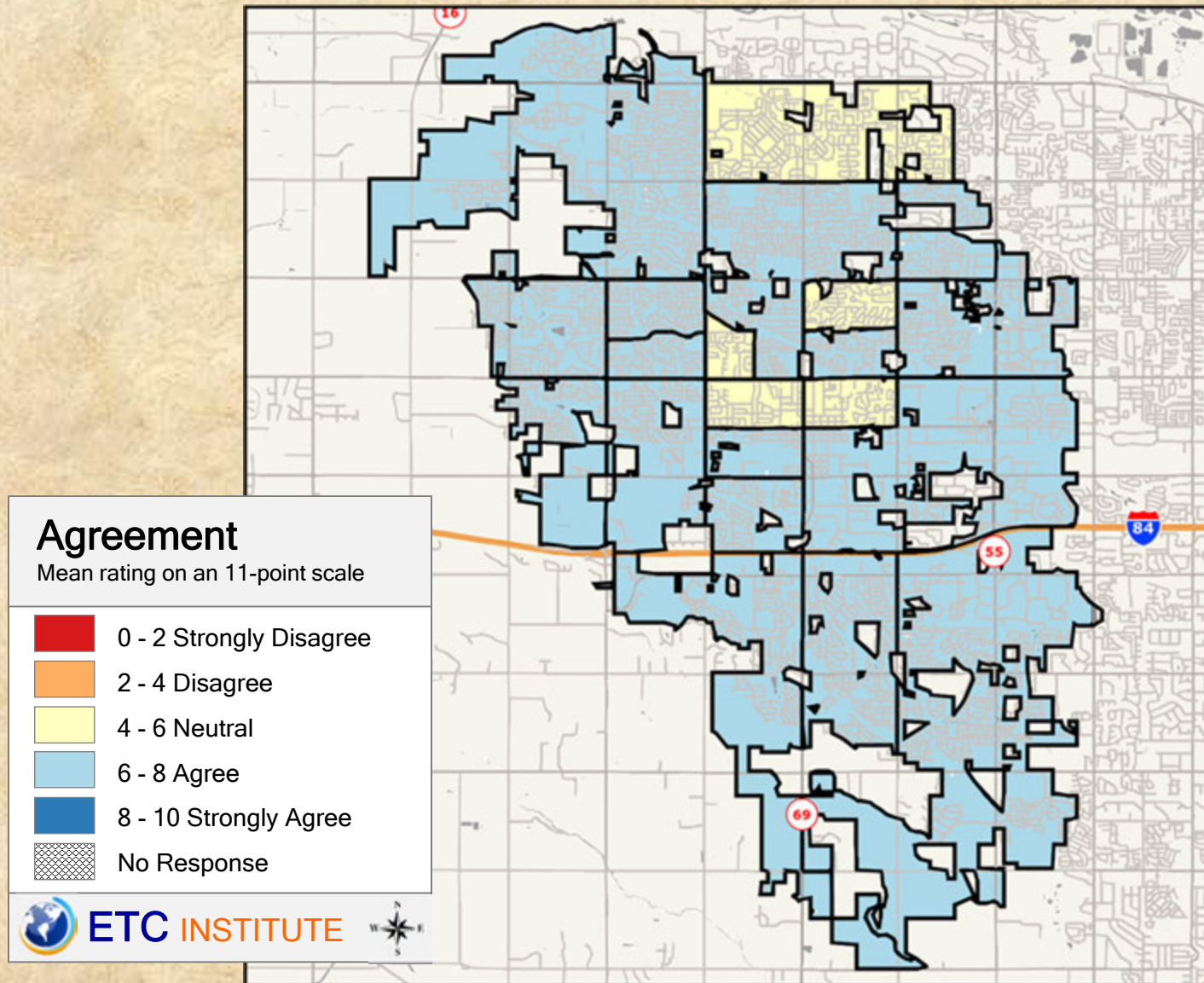
Q3.5 Agreement with: The City is managing growth wisely



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

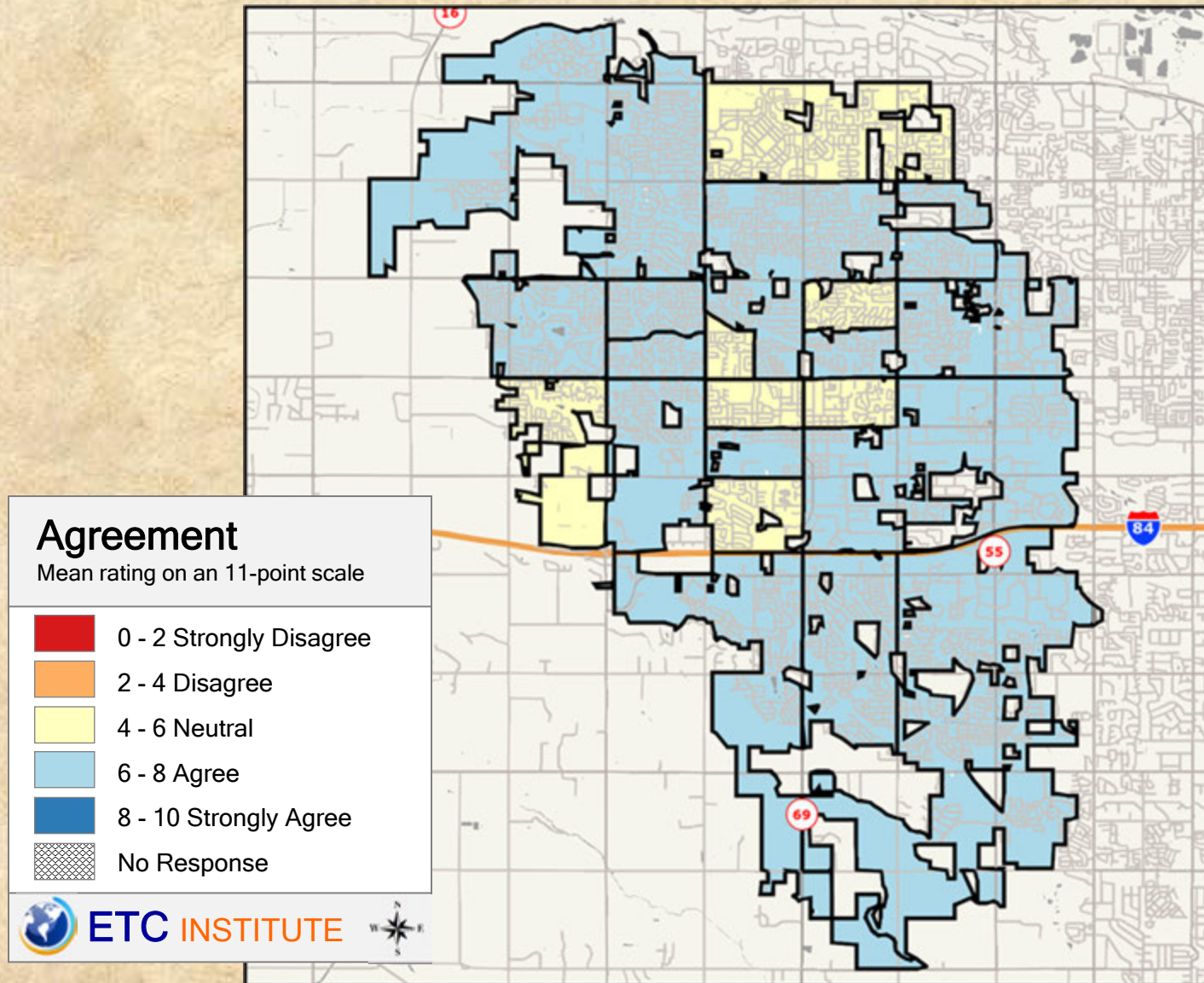
Q3.6 Agreement with: Meridian has a sense of community



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

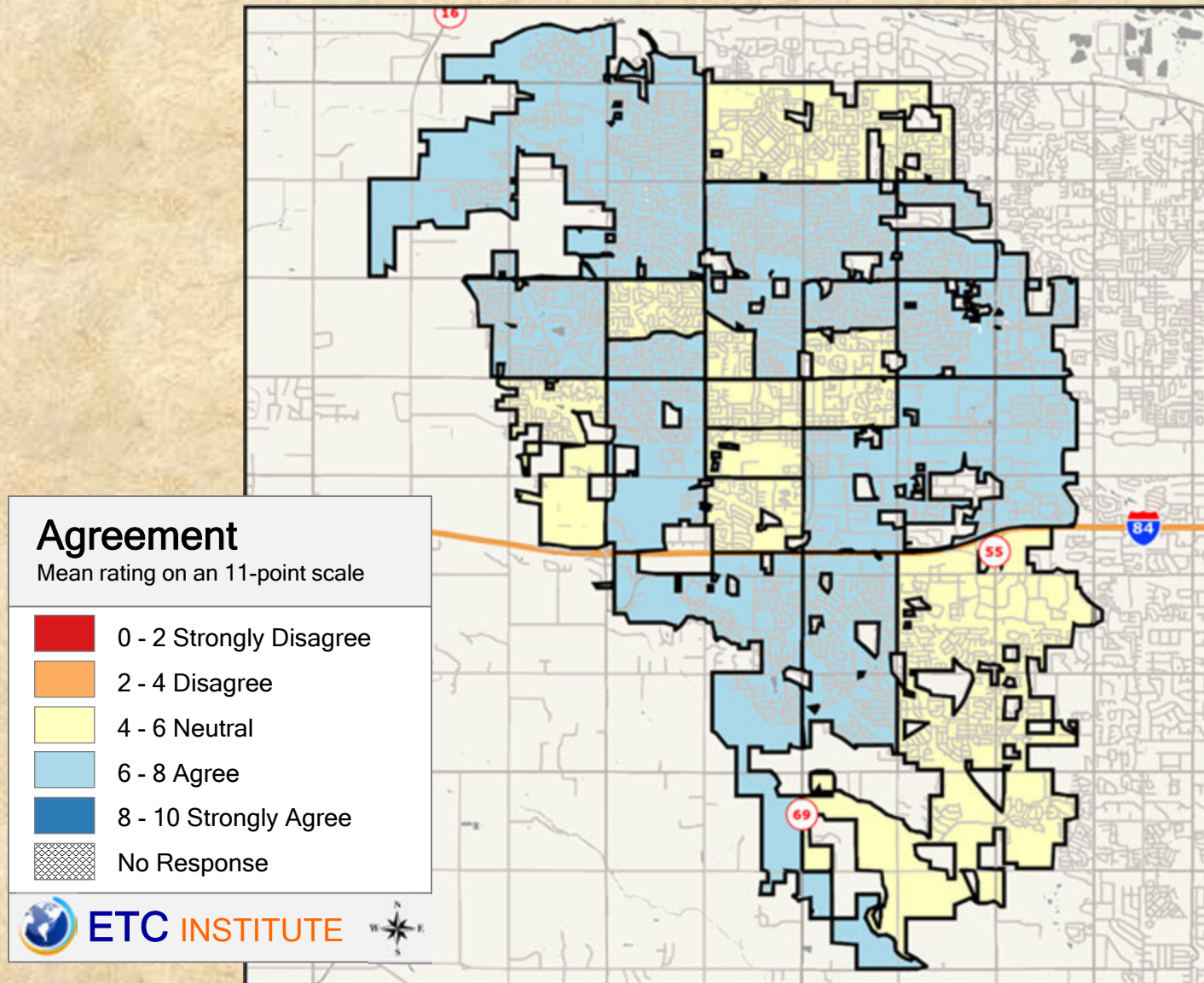
Q3.7 Agreement with: The City continuously improves services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

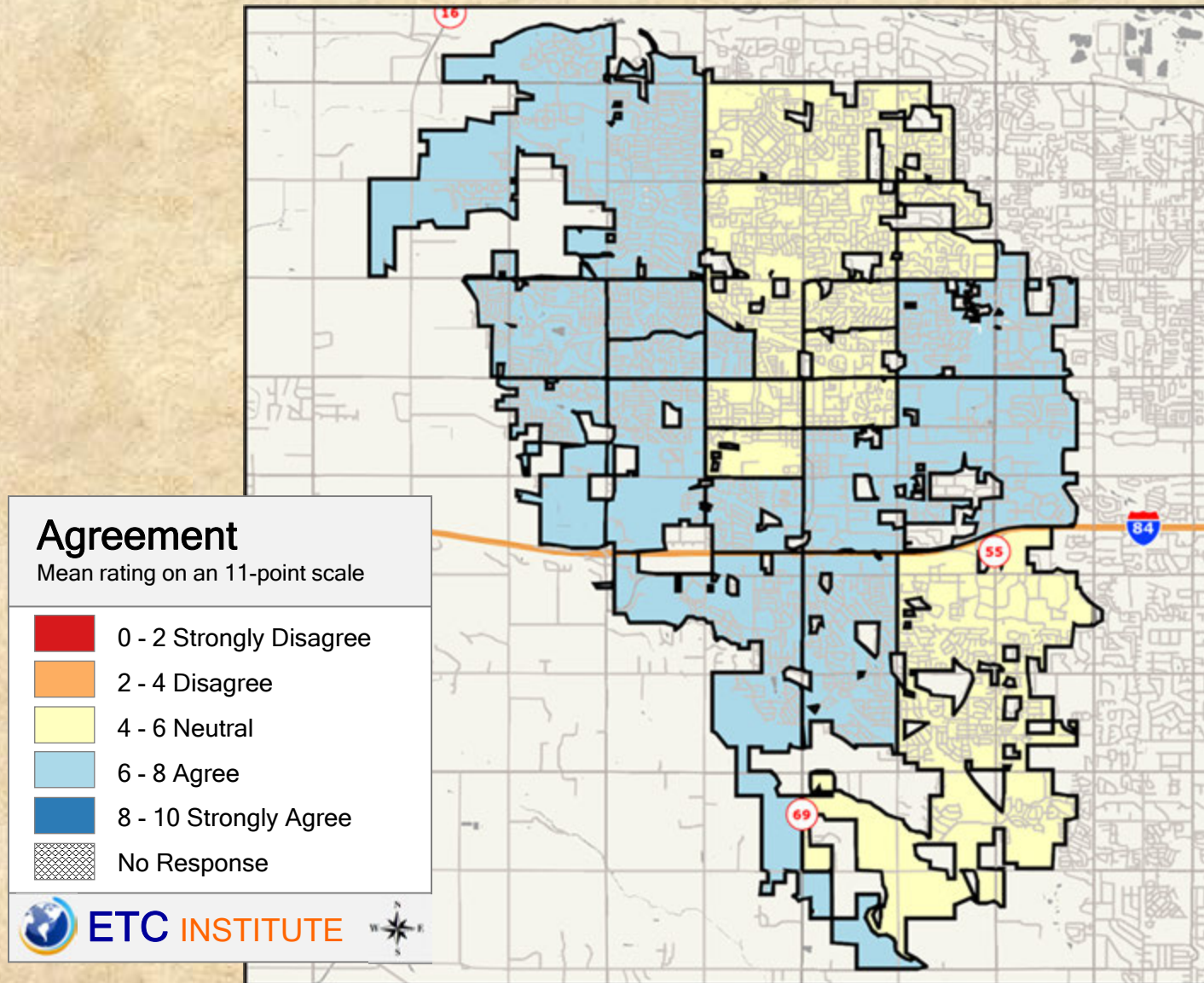
Q3.8 Agreement with: The City uses your tax dollars wisely



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

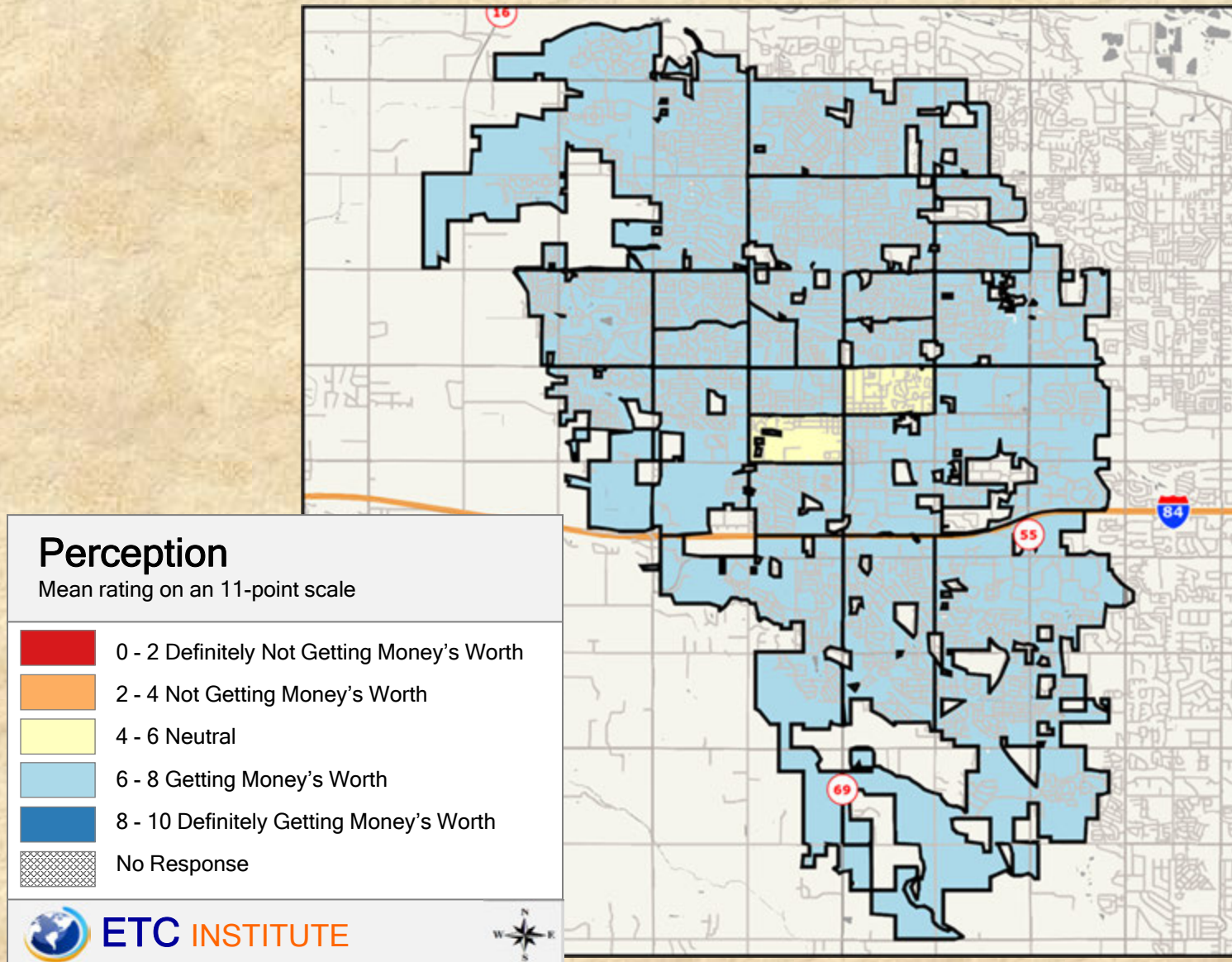
Q3.9 Agreement with: The City is headed in the right direction



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

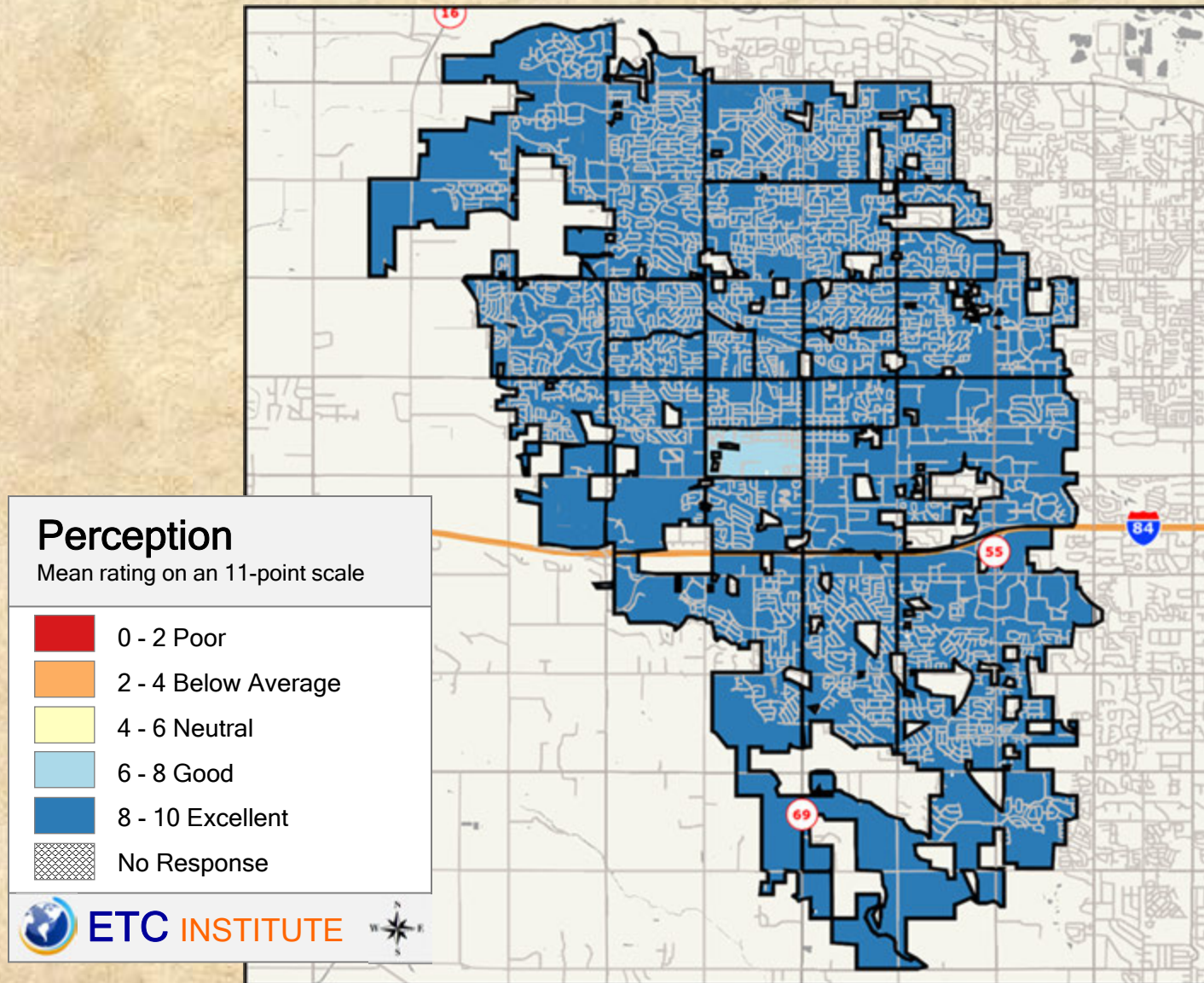
Q4.1 Perceptions: Value received for city tax dollars and fees



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

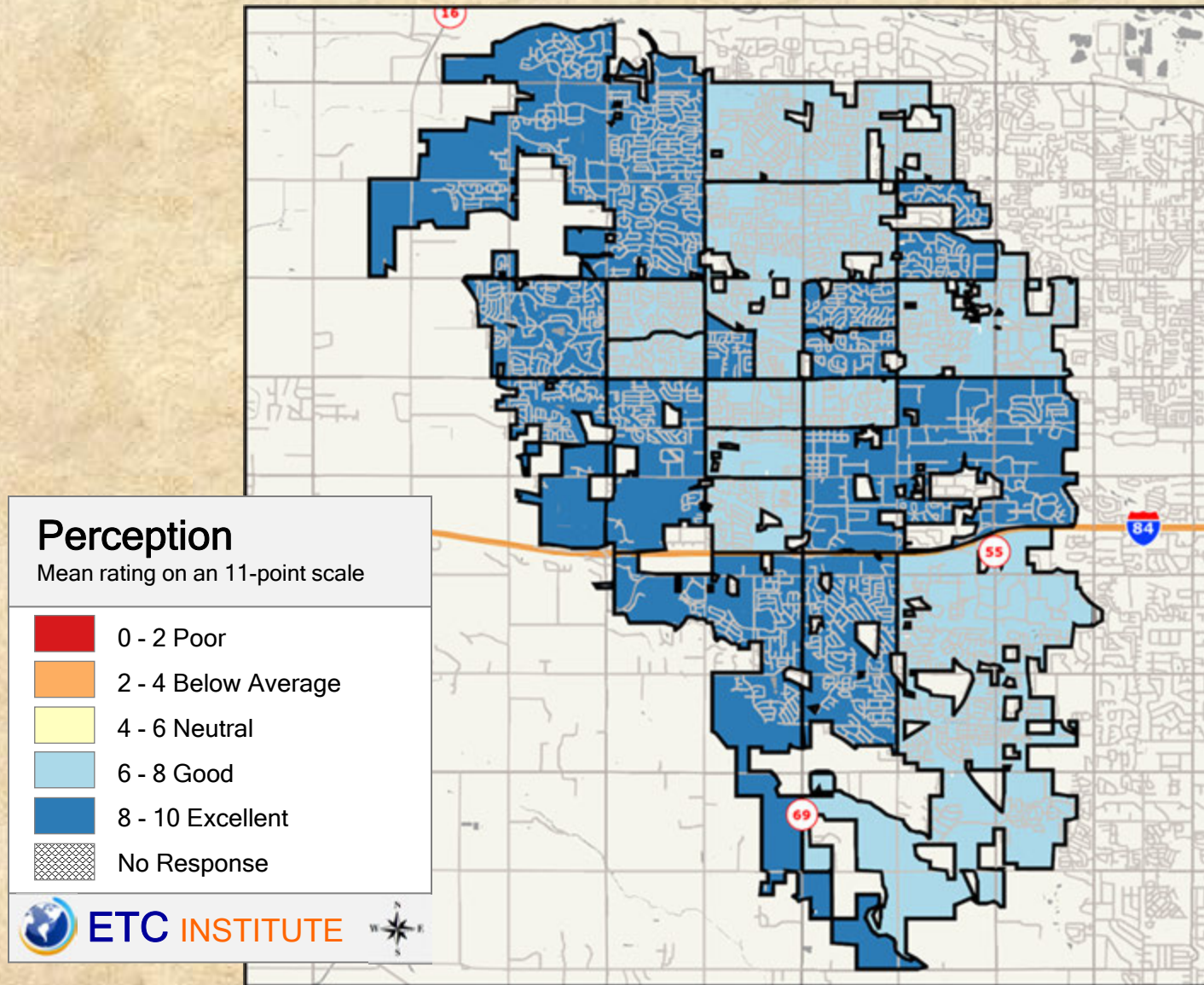
Q5.1 Rating of: Fire/Rescue Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

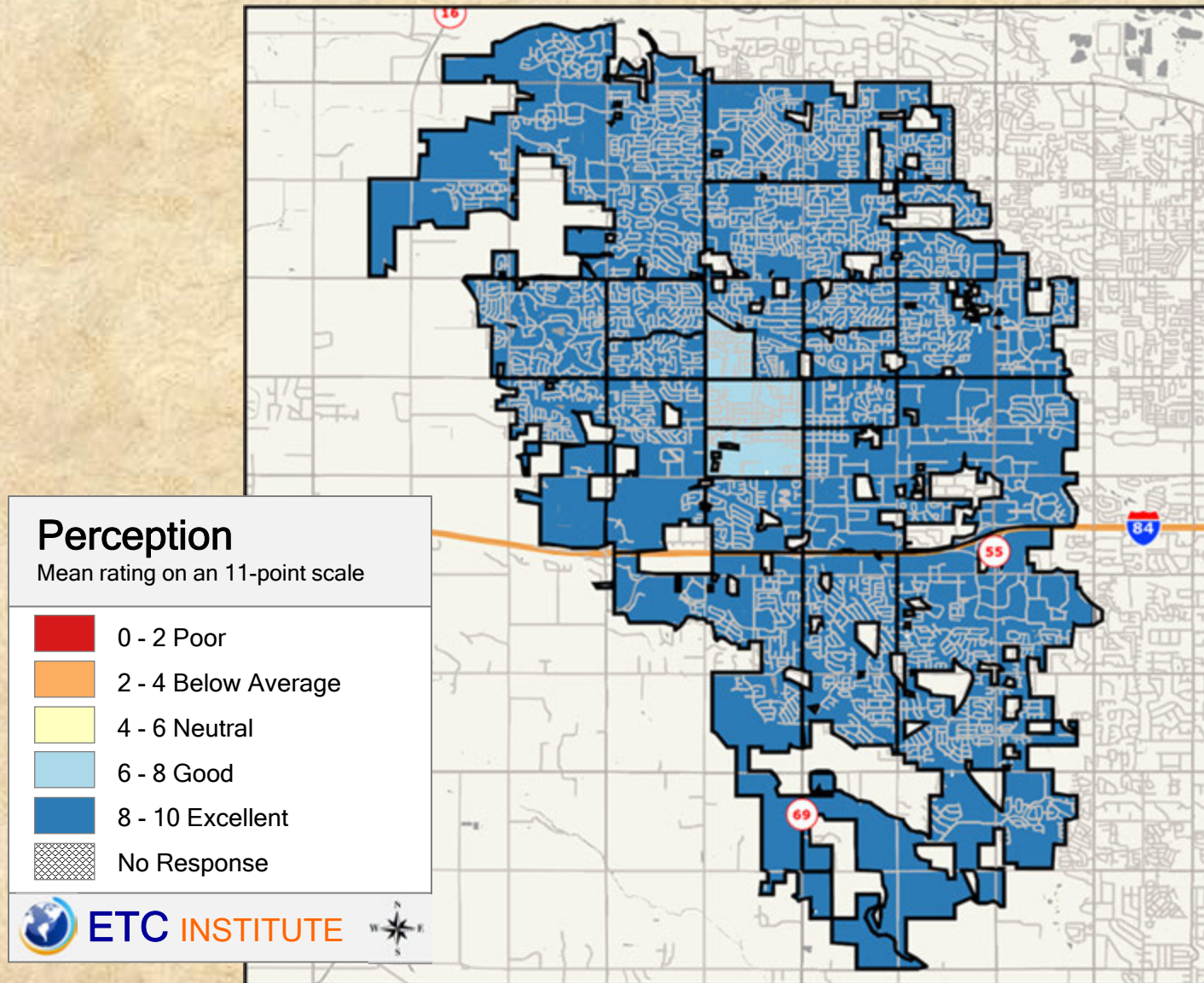
Q5.2 Rating of: Fire prevention and public education



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

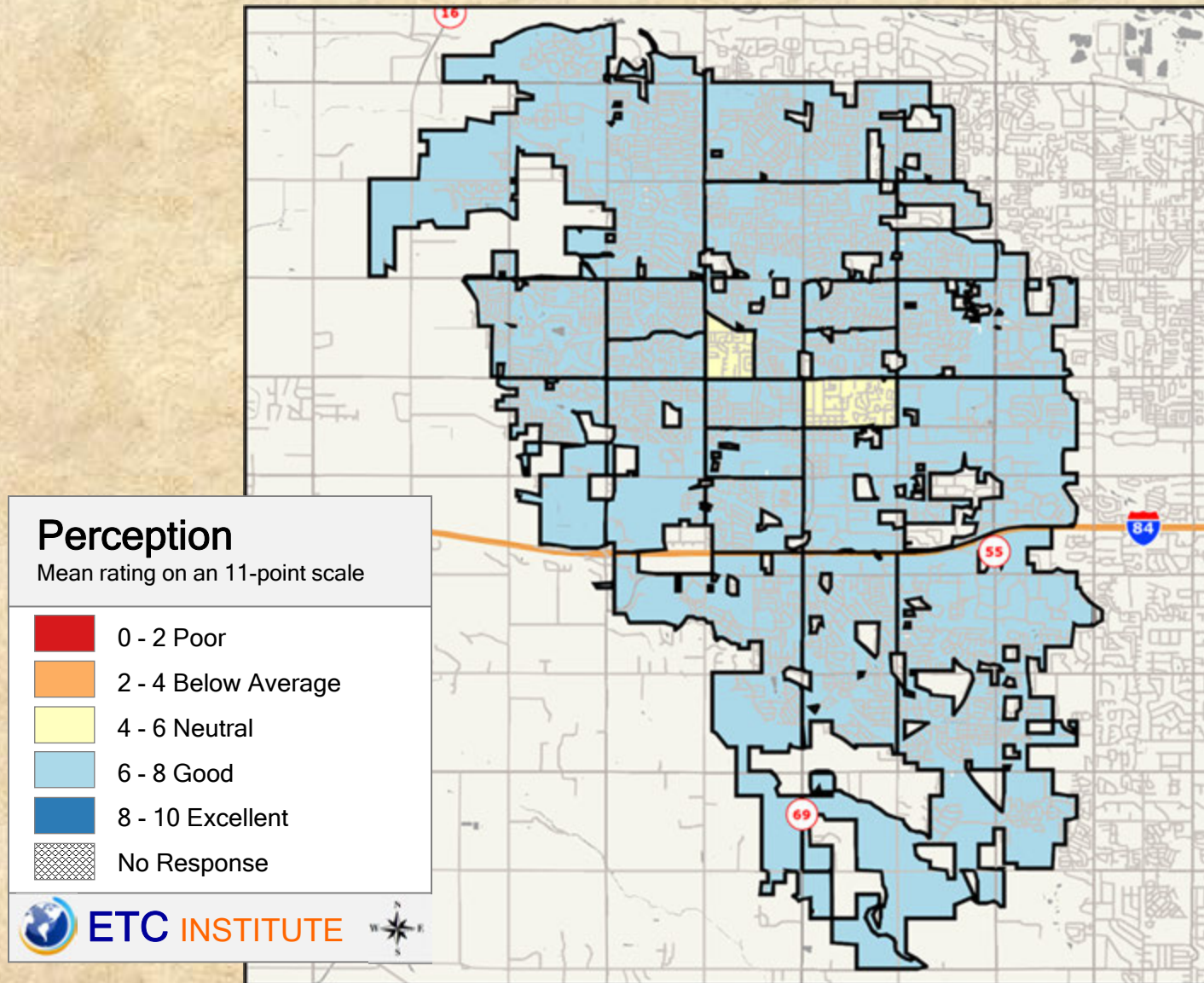
Q5.3 Rating of: Police department/law enforcement



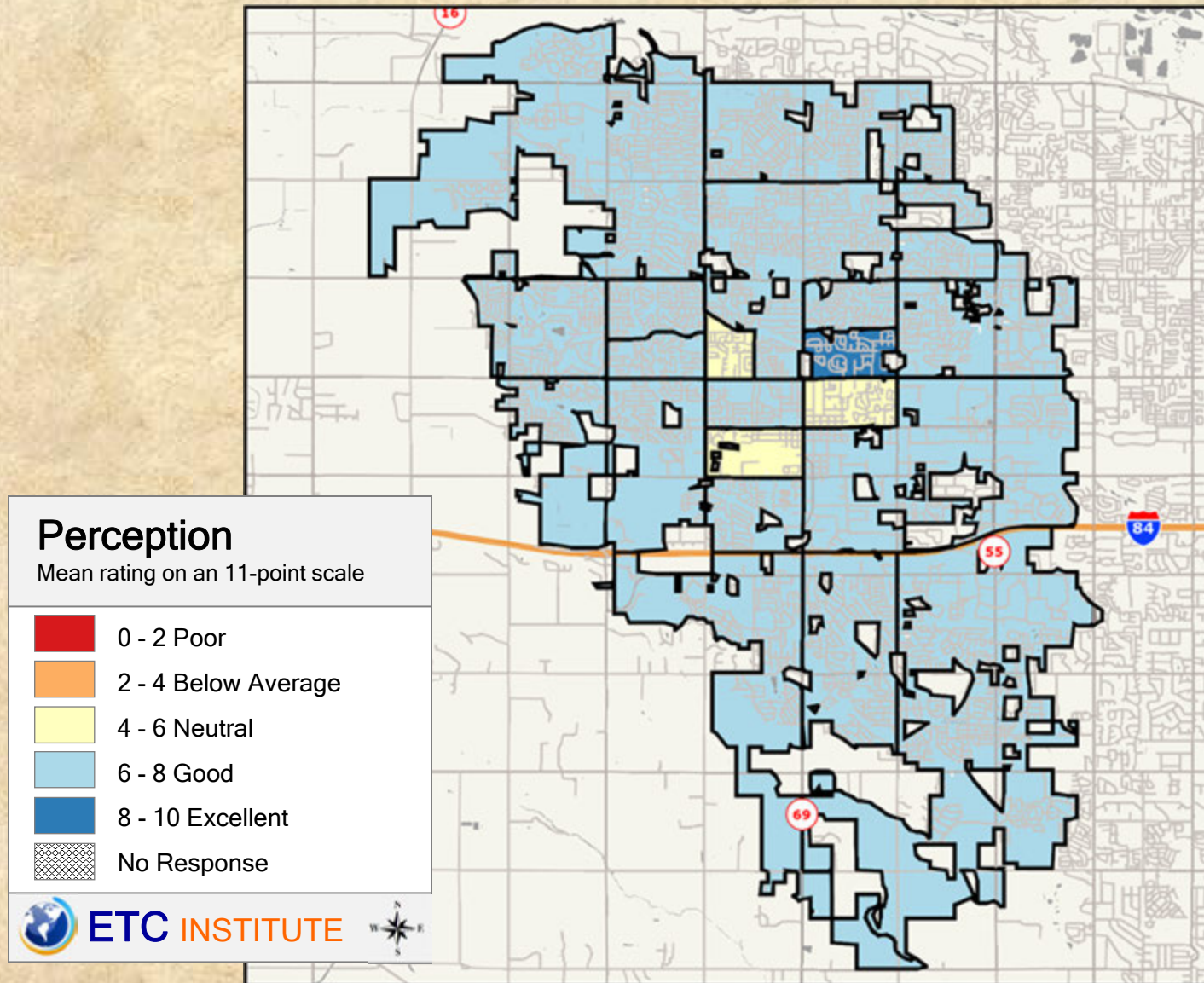
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5.4 Rating of: Code enforcement



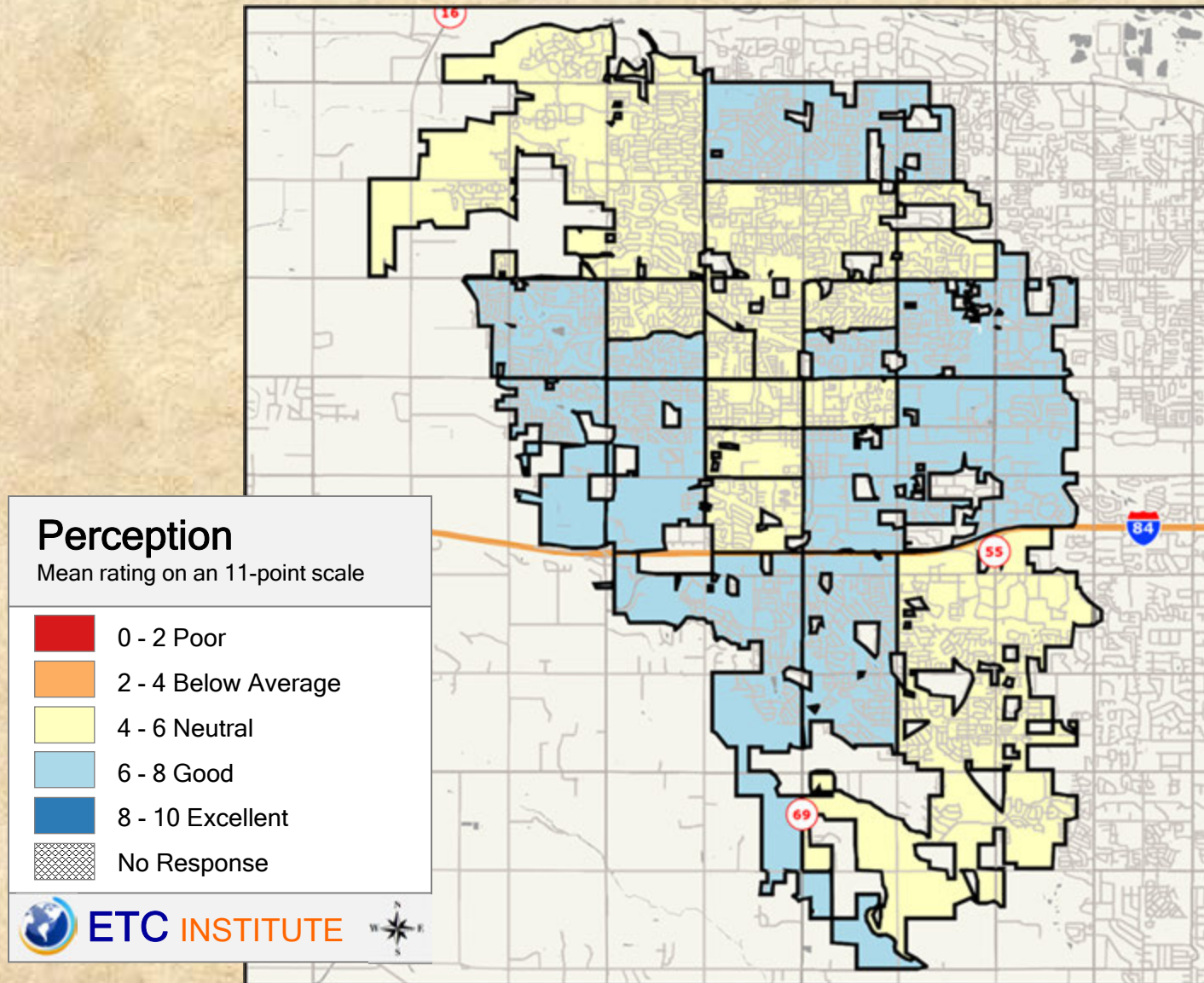
Q5.5 Rating of: Traffic enforcement



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

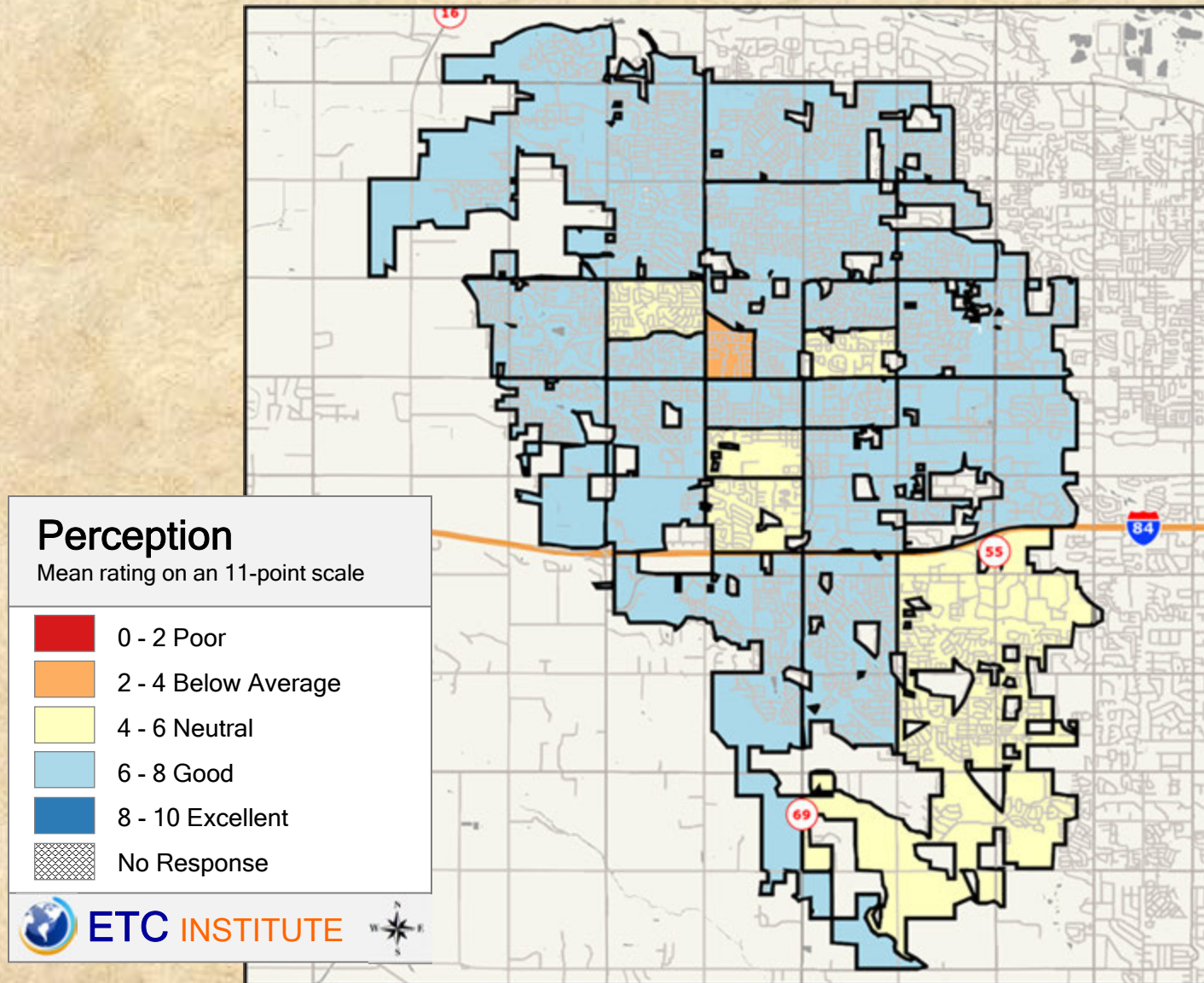
Q5.6 Rating of: Planning & zoning services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

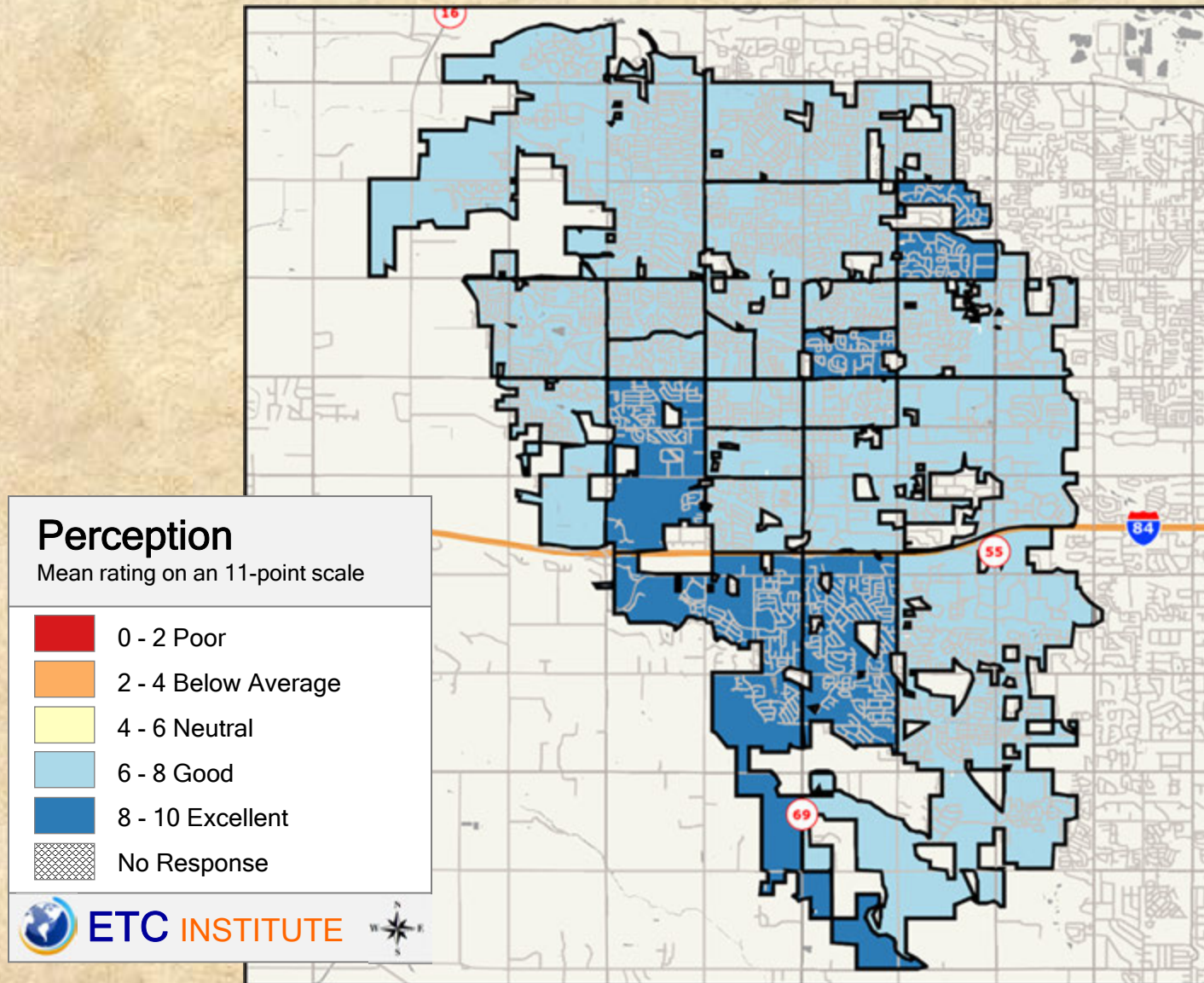
Q5.7 Rating of: Building permit services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

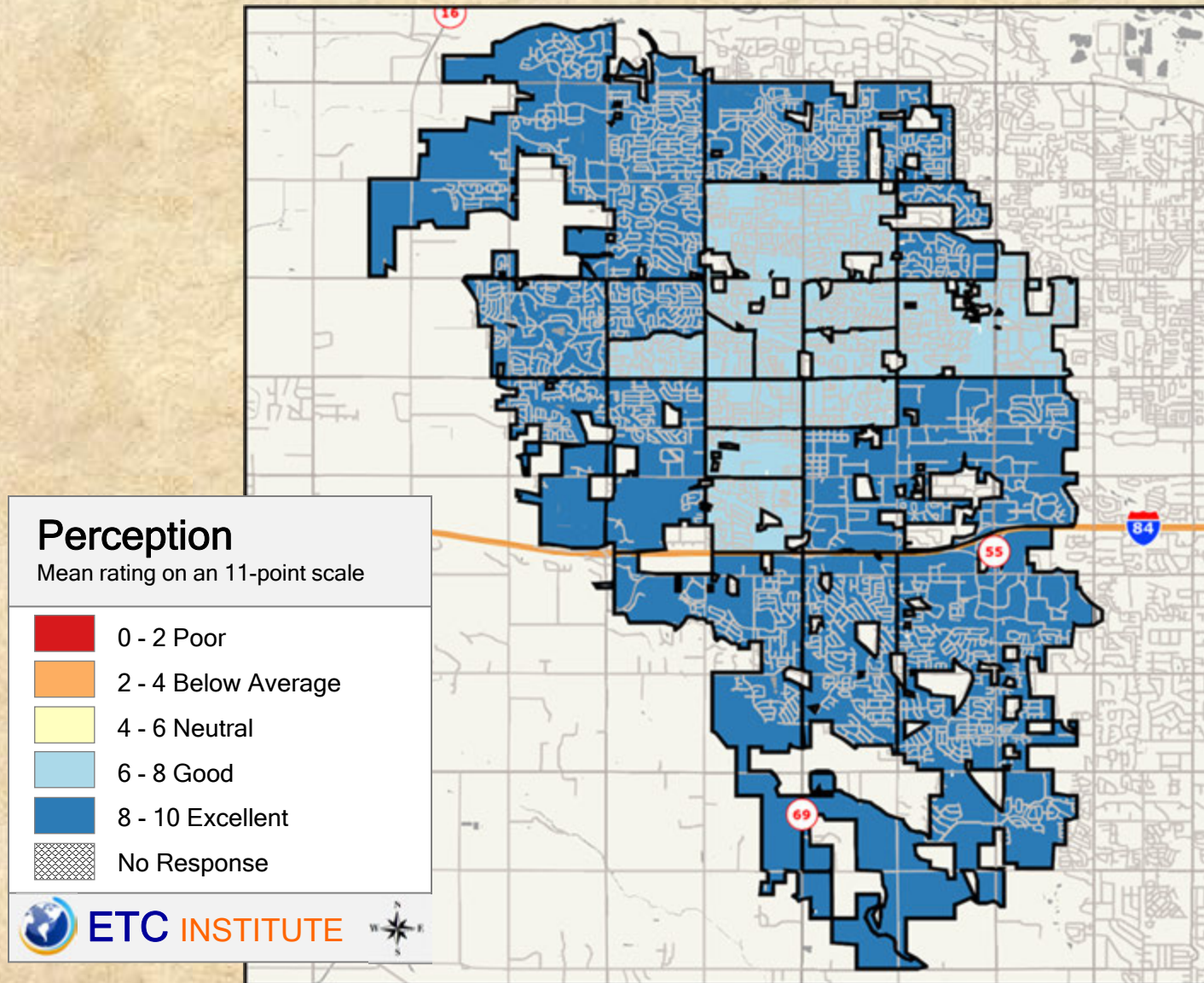
Q5.8 Rating of: Utility billing services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

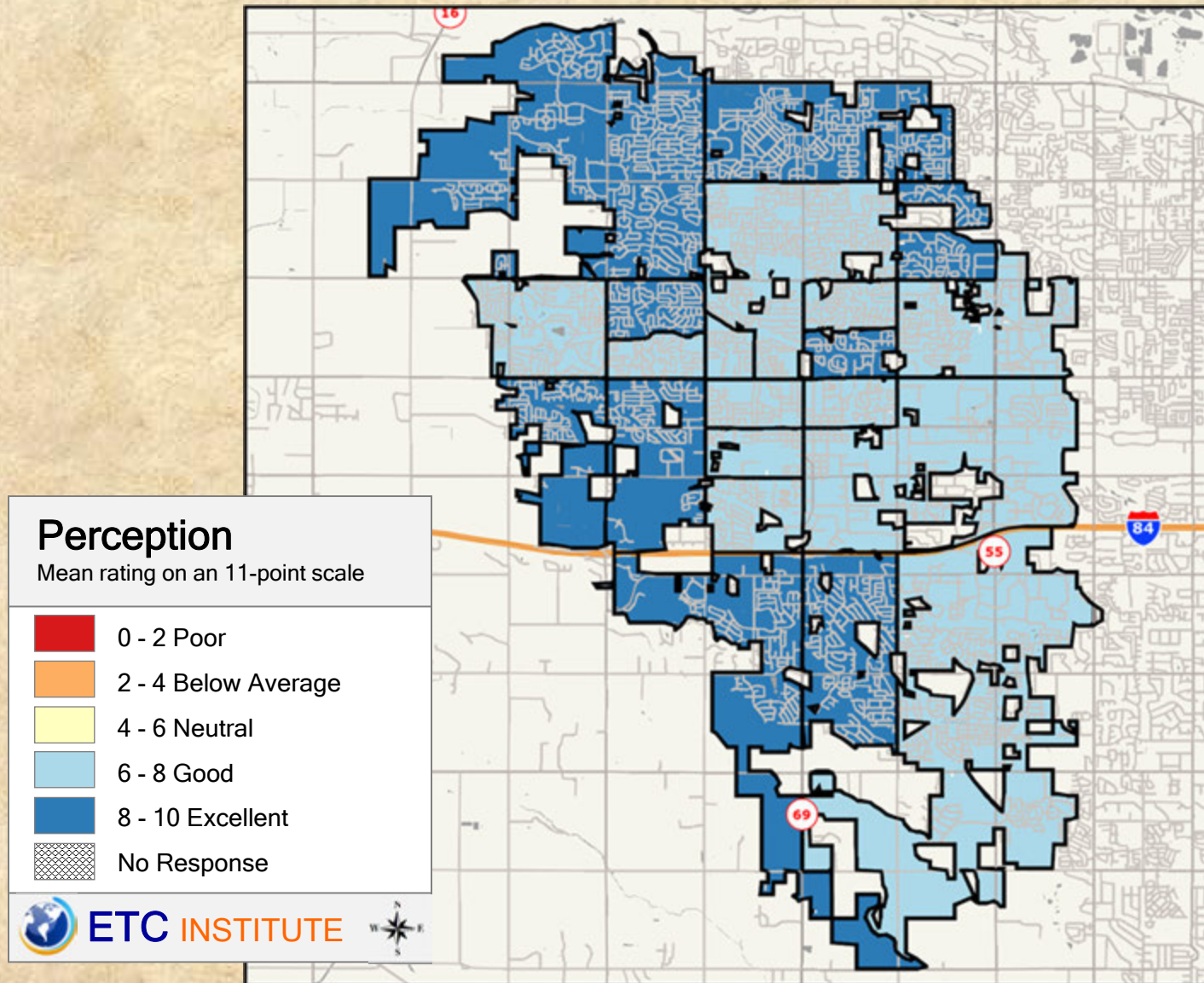
Q5.9 Rating of: Sewer services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

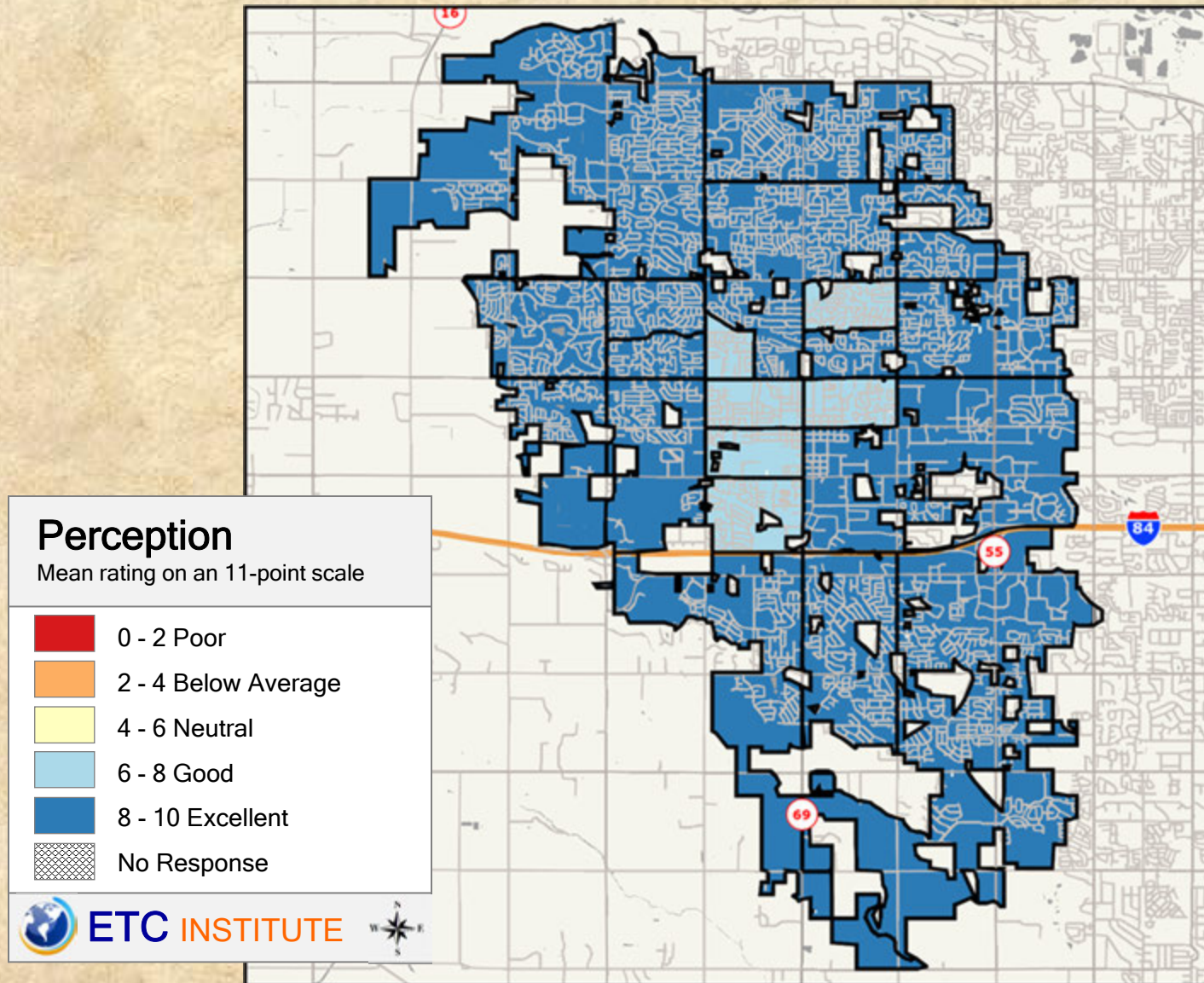
Q5.10 Rating of: Water services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

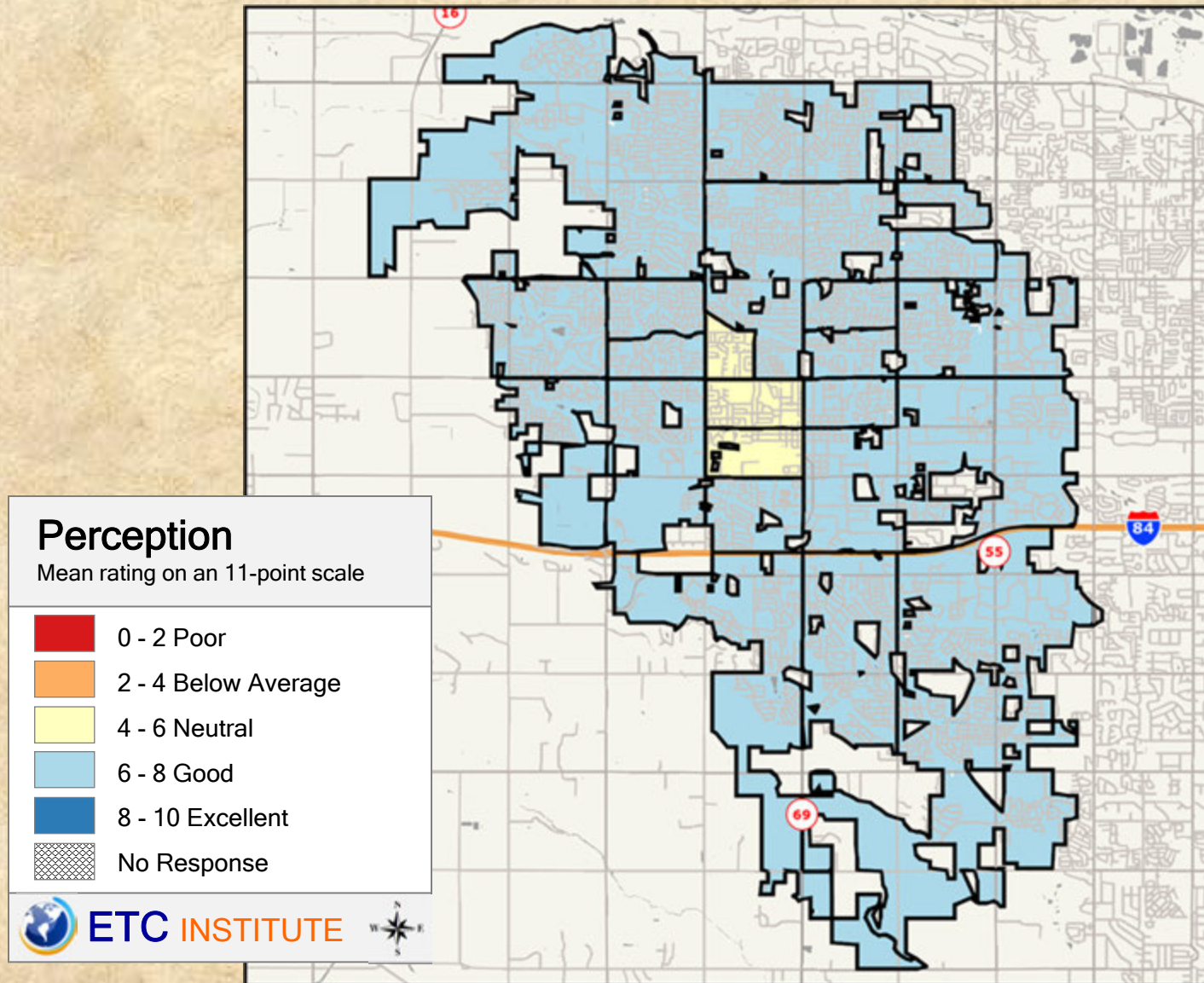
Q5.11 Rating of: Garbage/trash pick-up services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

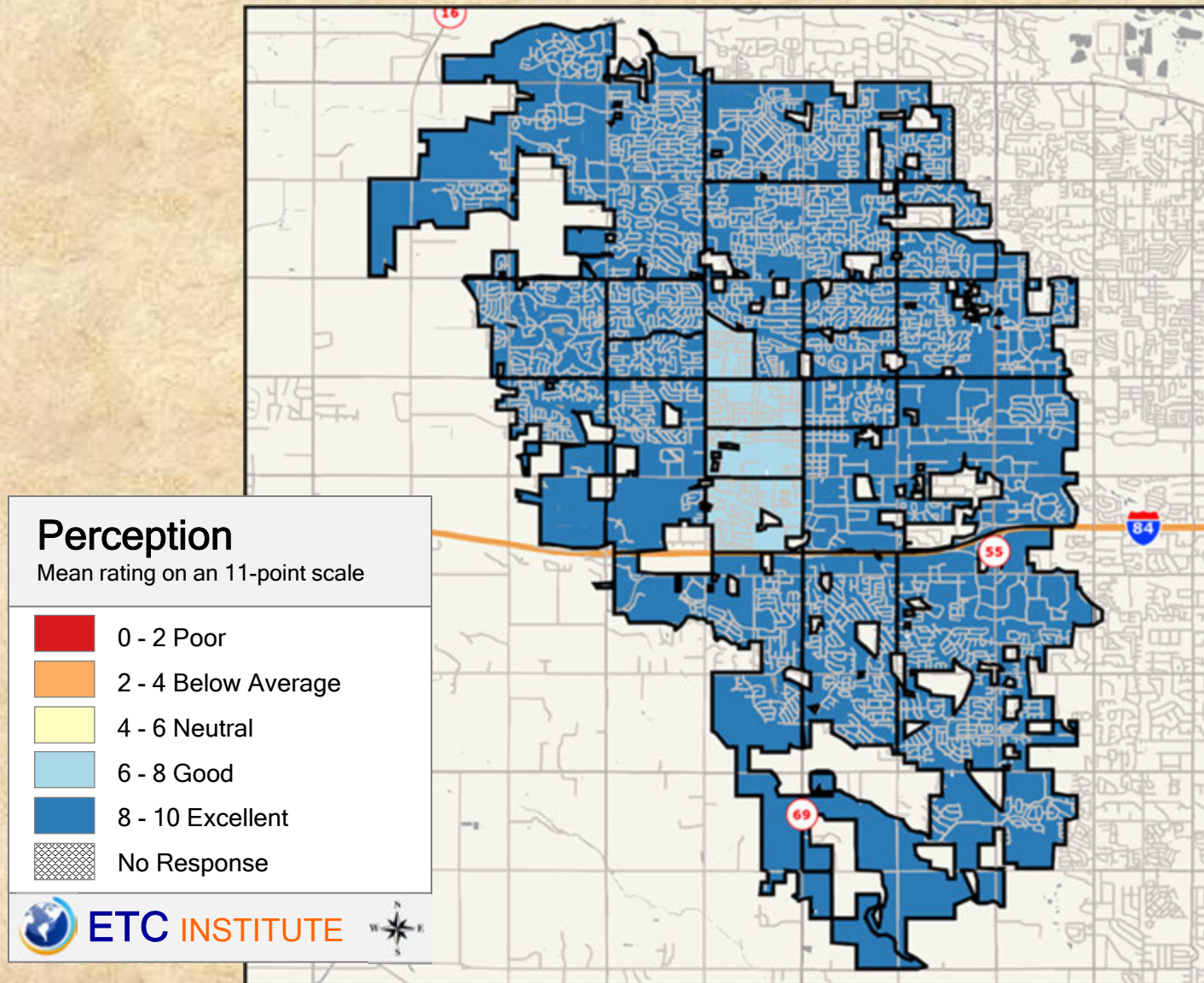
Q5.12 Rating of: Recycling services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

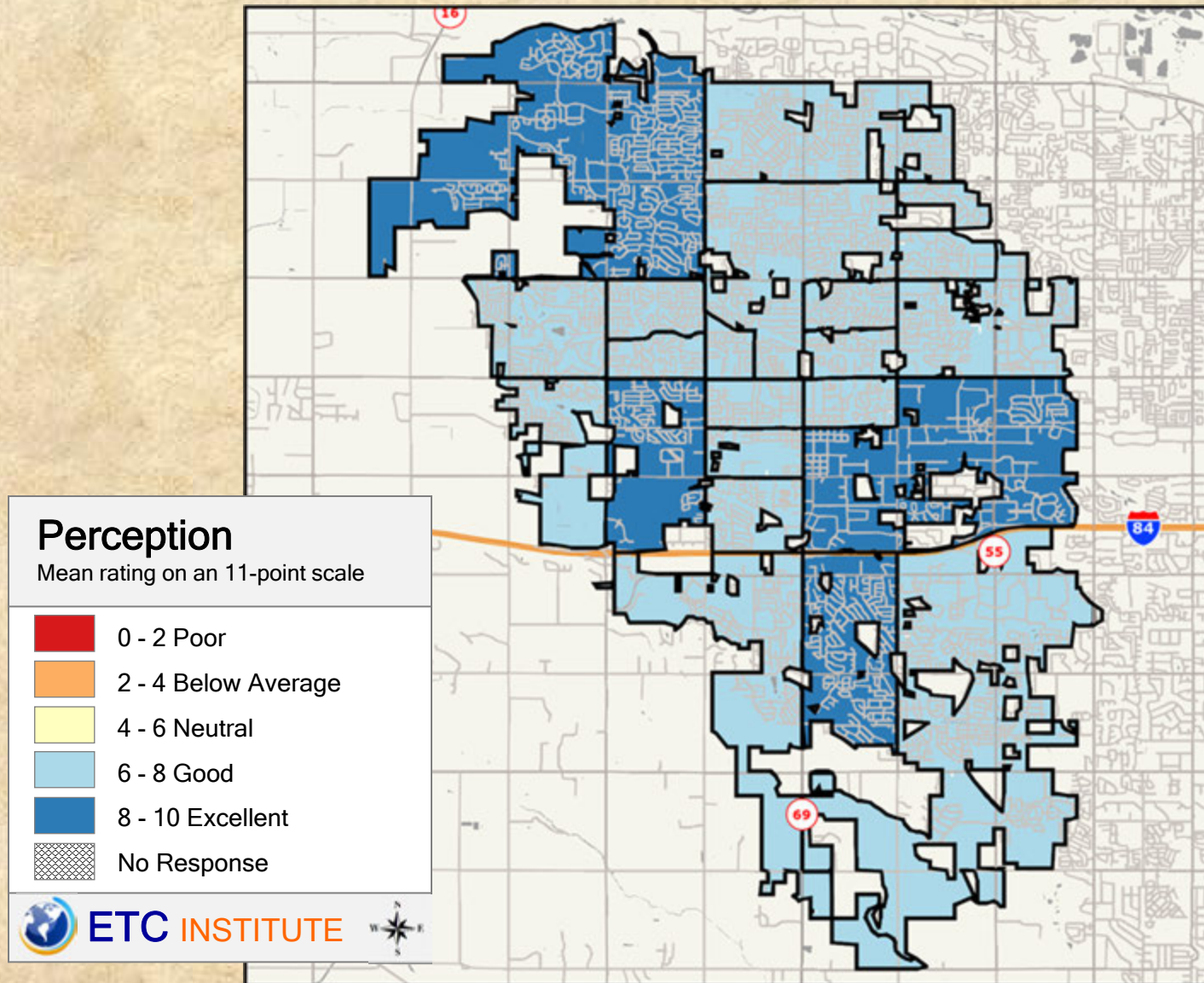
Q5.13 Rating of: City parks



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

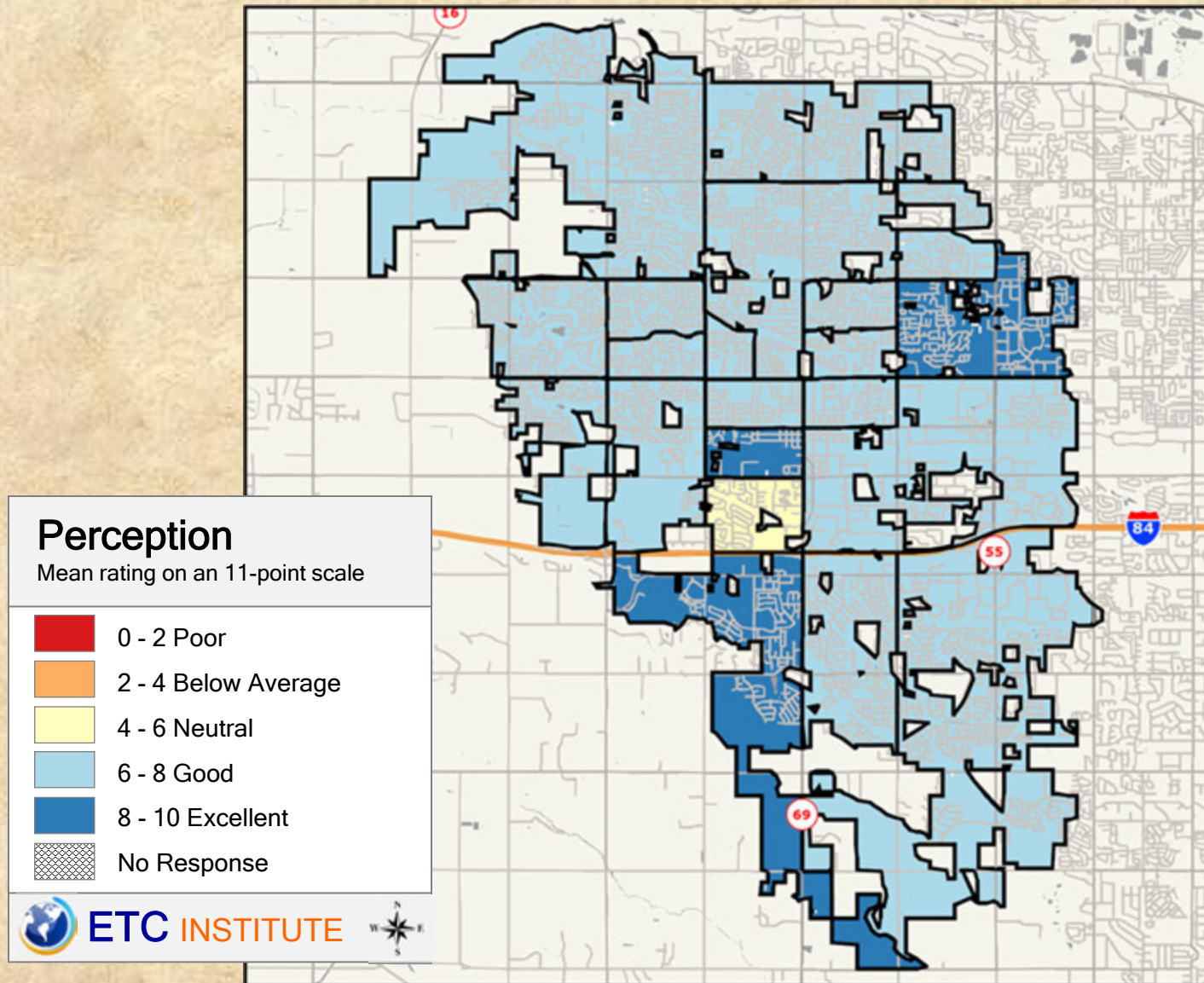
Q5.14 Rating of: Recreation programs



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

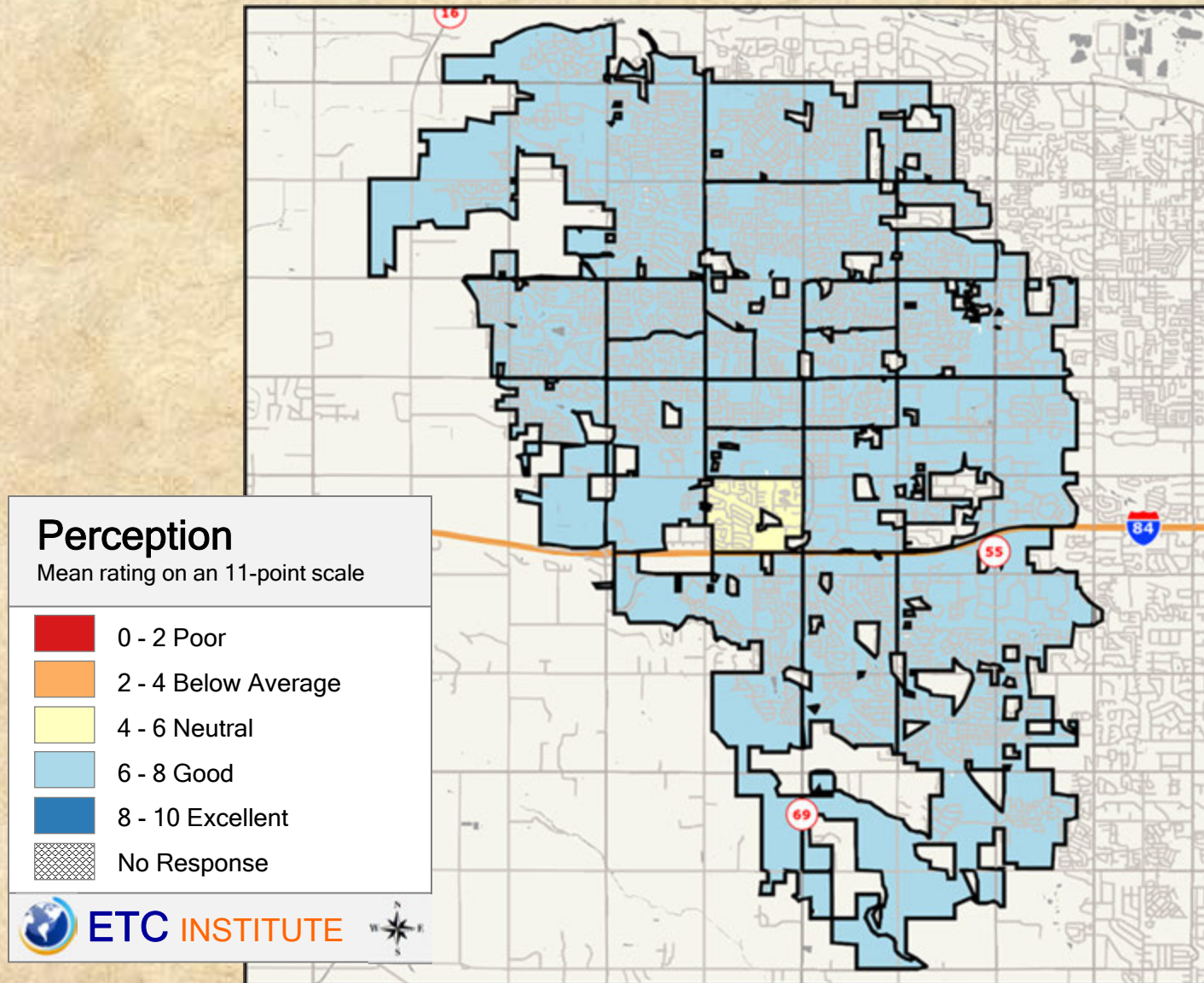
Q5.15 Rating of: Programs for youth



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

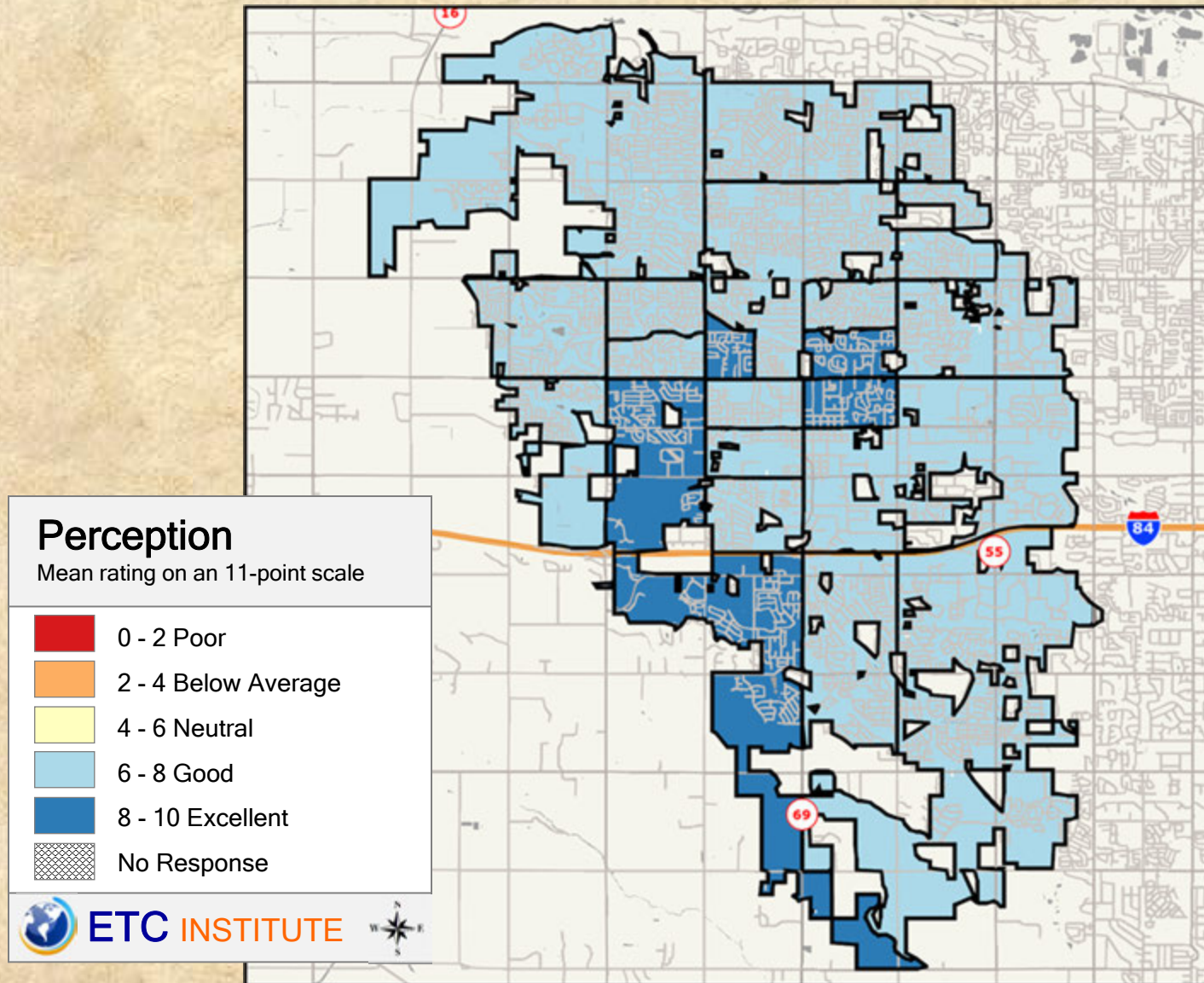
Q5.16 Rating of: Communications



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

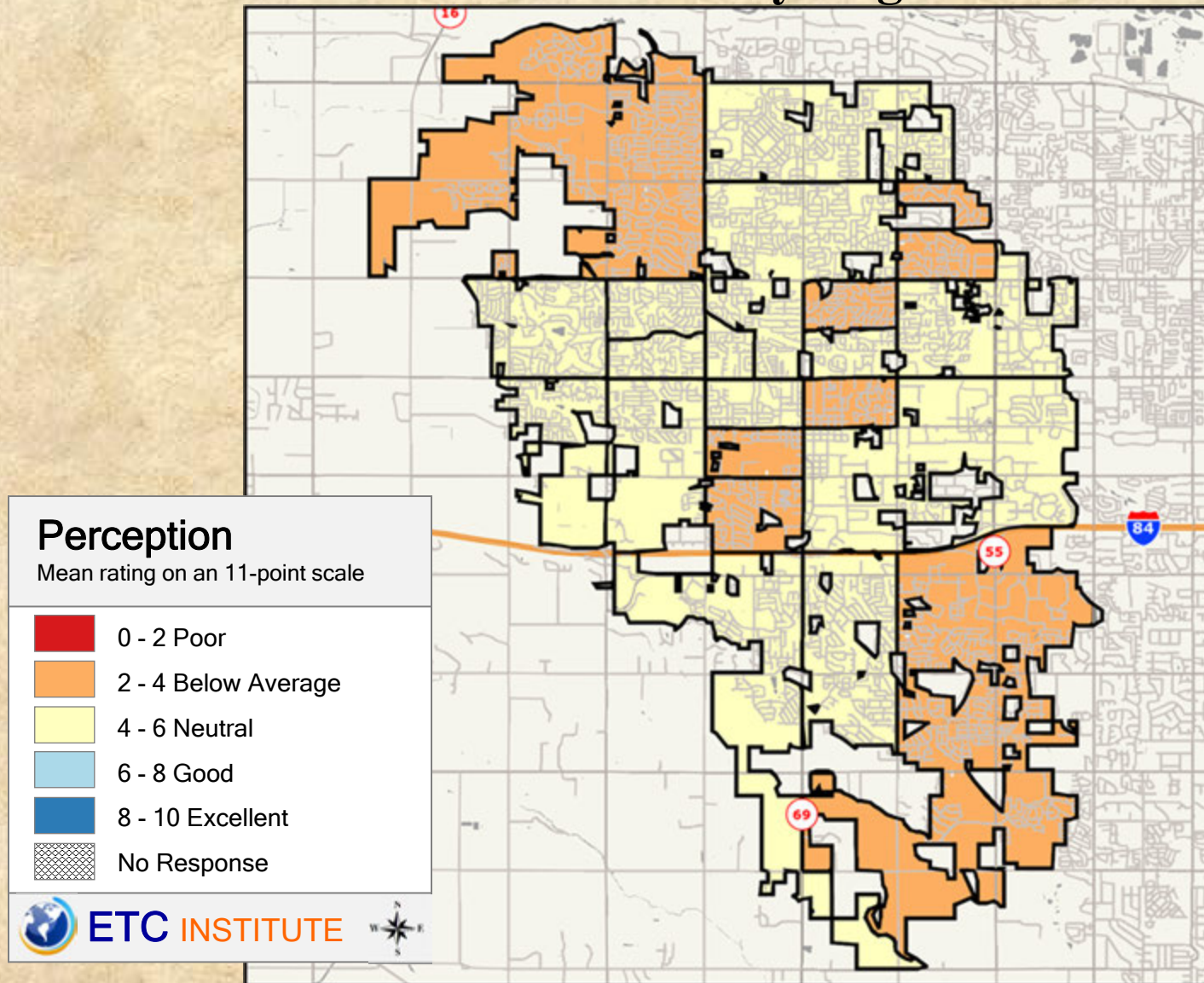
Q5.17 Rating of: Passport Acceptance Agency



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

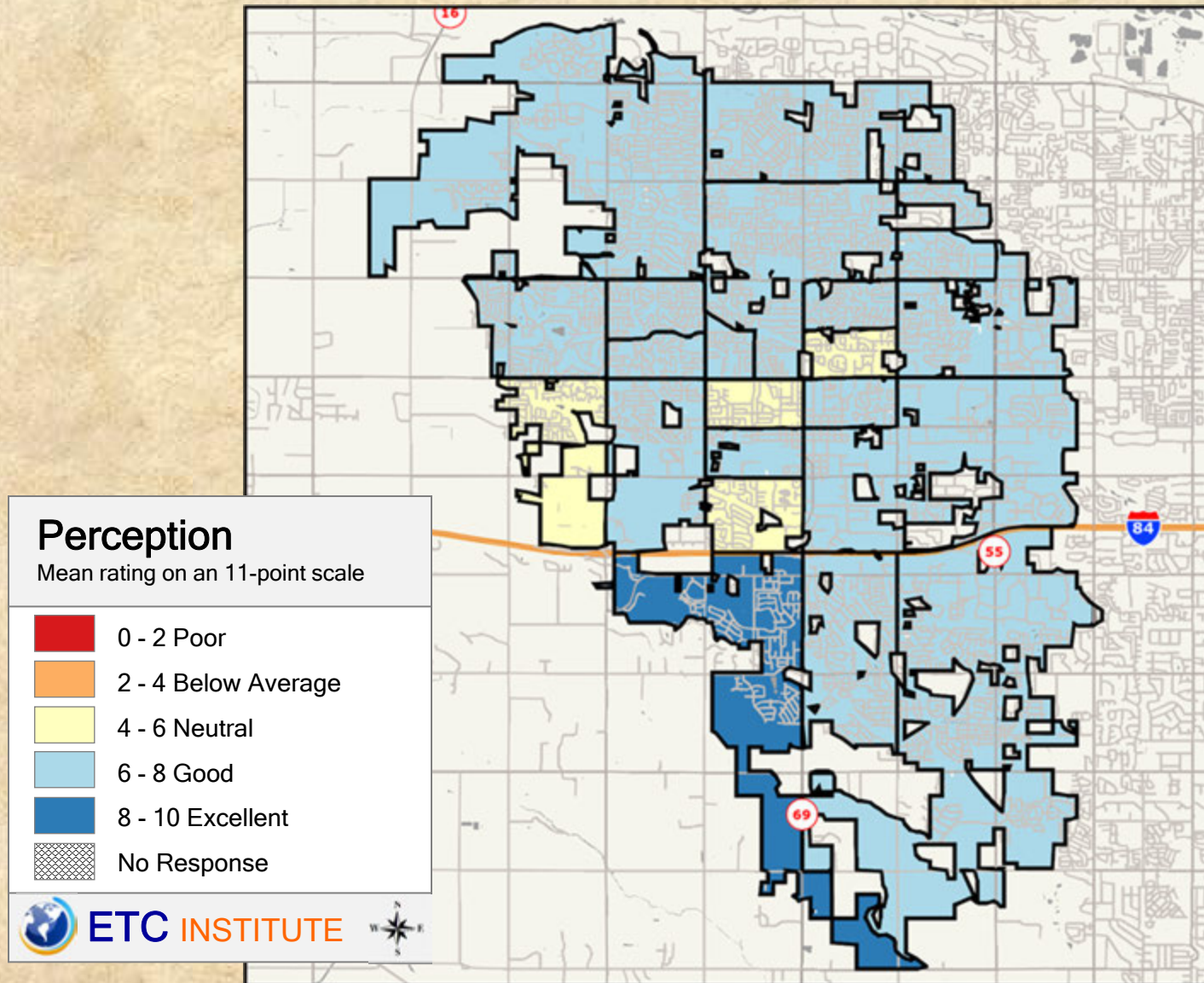
Q7.1 Rating of: Public transportation services contracted with Valley Regional Transit



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

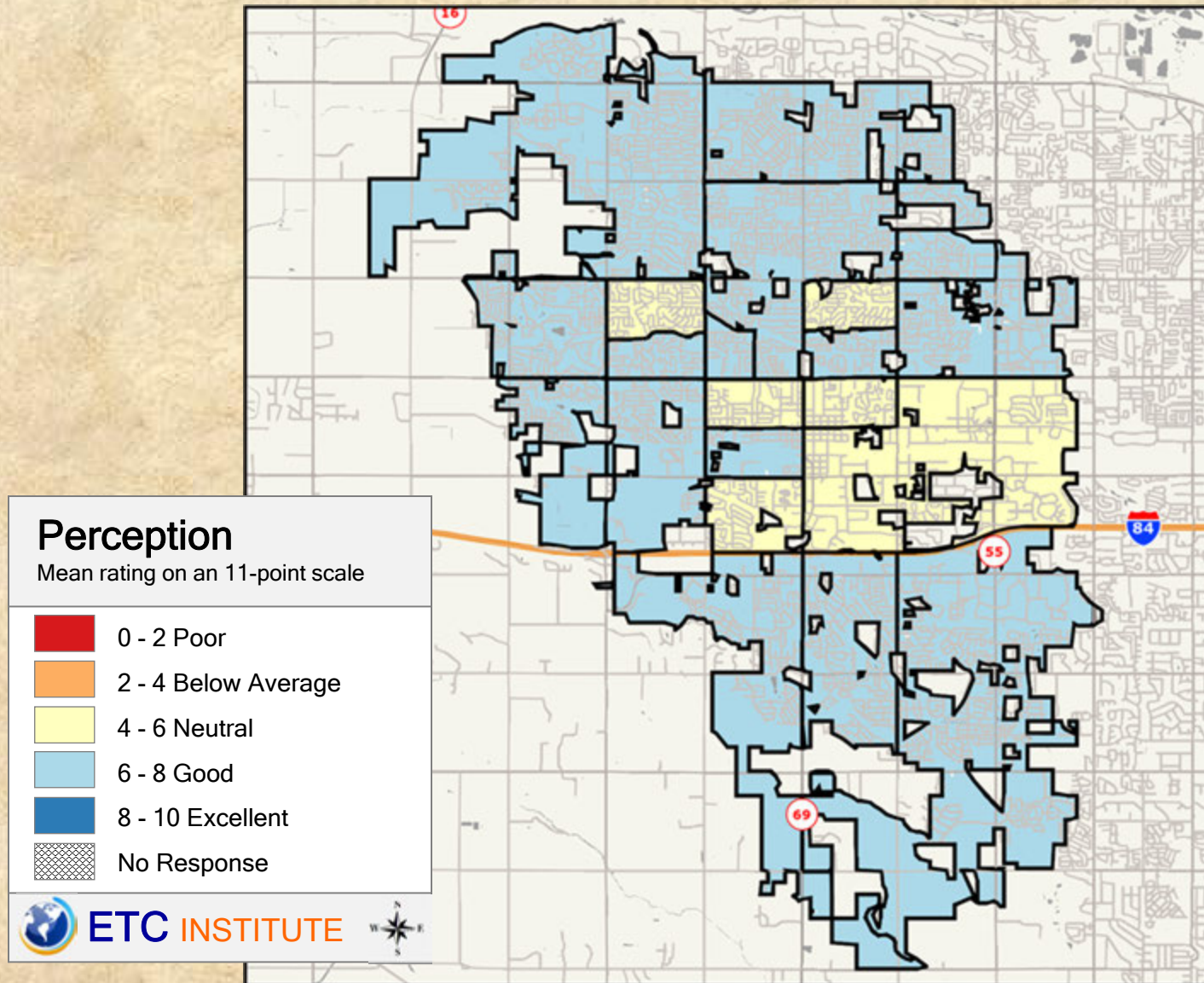
Q7.2 Rating of: Animal control contracted with Idaho Human Society



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

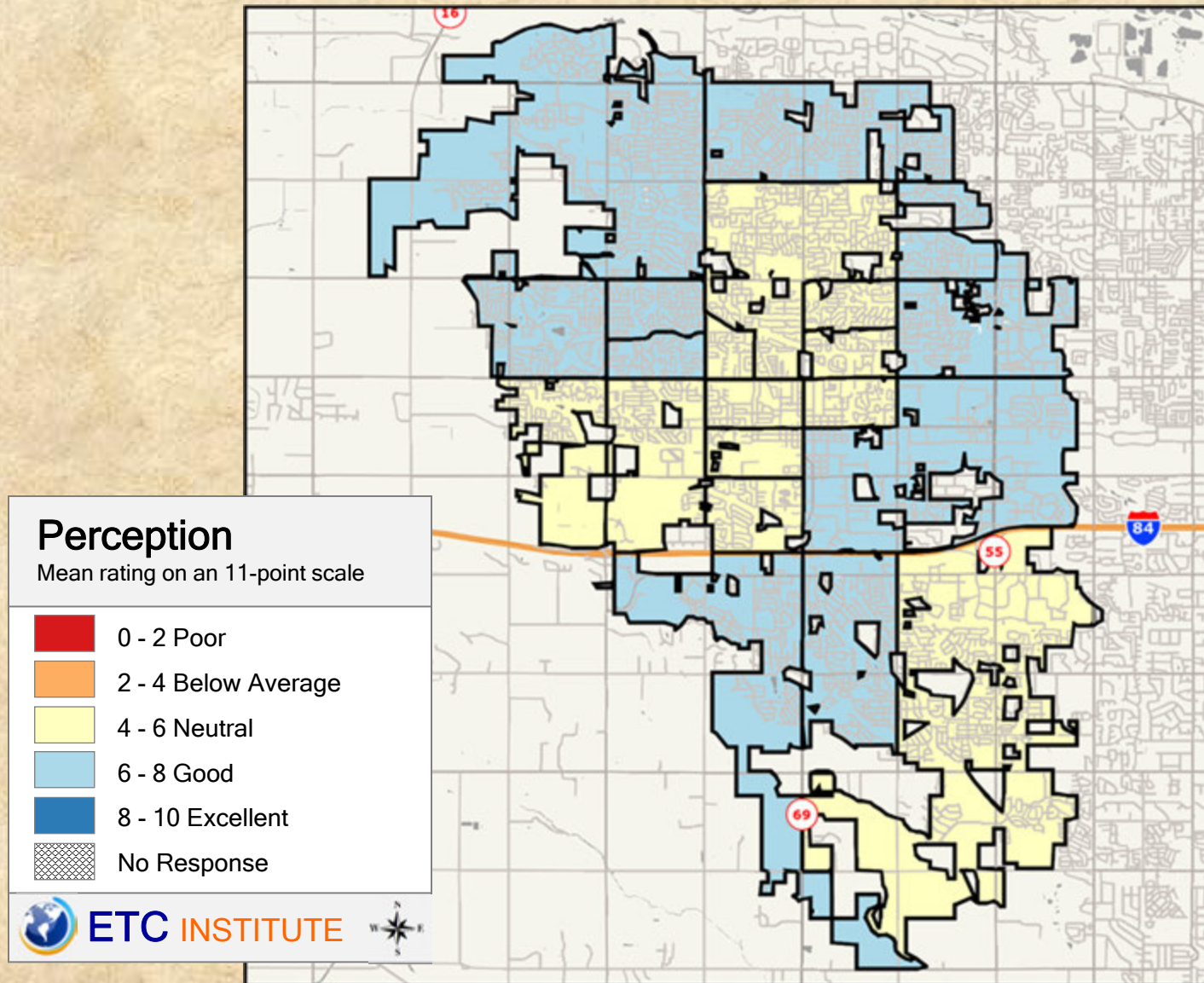
Q7.3 Rating of: Programs for seniors at the Meridian Senior Center



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

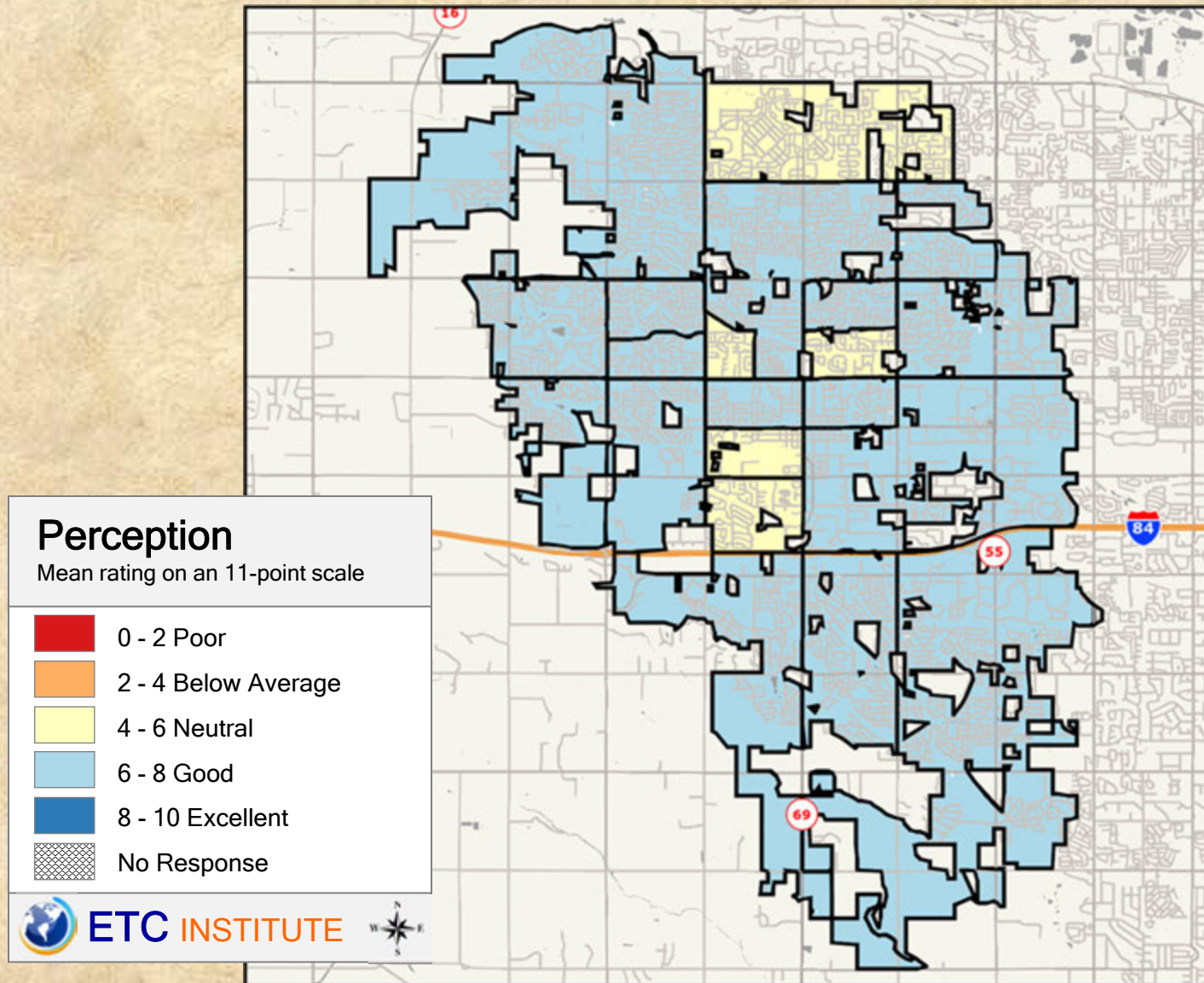
Q7.4 Rating of: K-12 education by West Ada School District



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

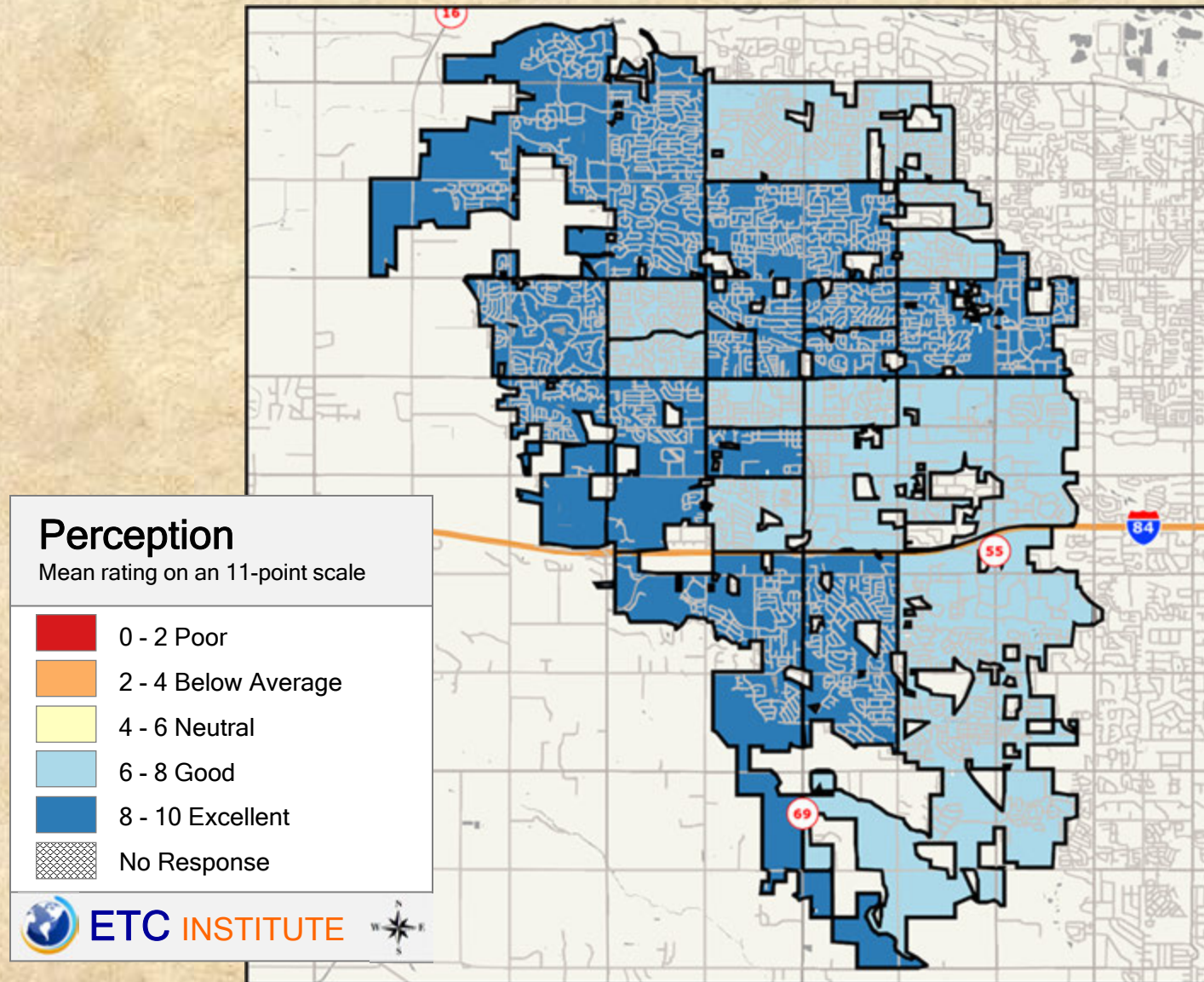
Q7.5 Rating of: Lakeview Golf Course



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

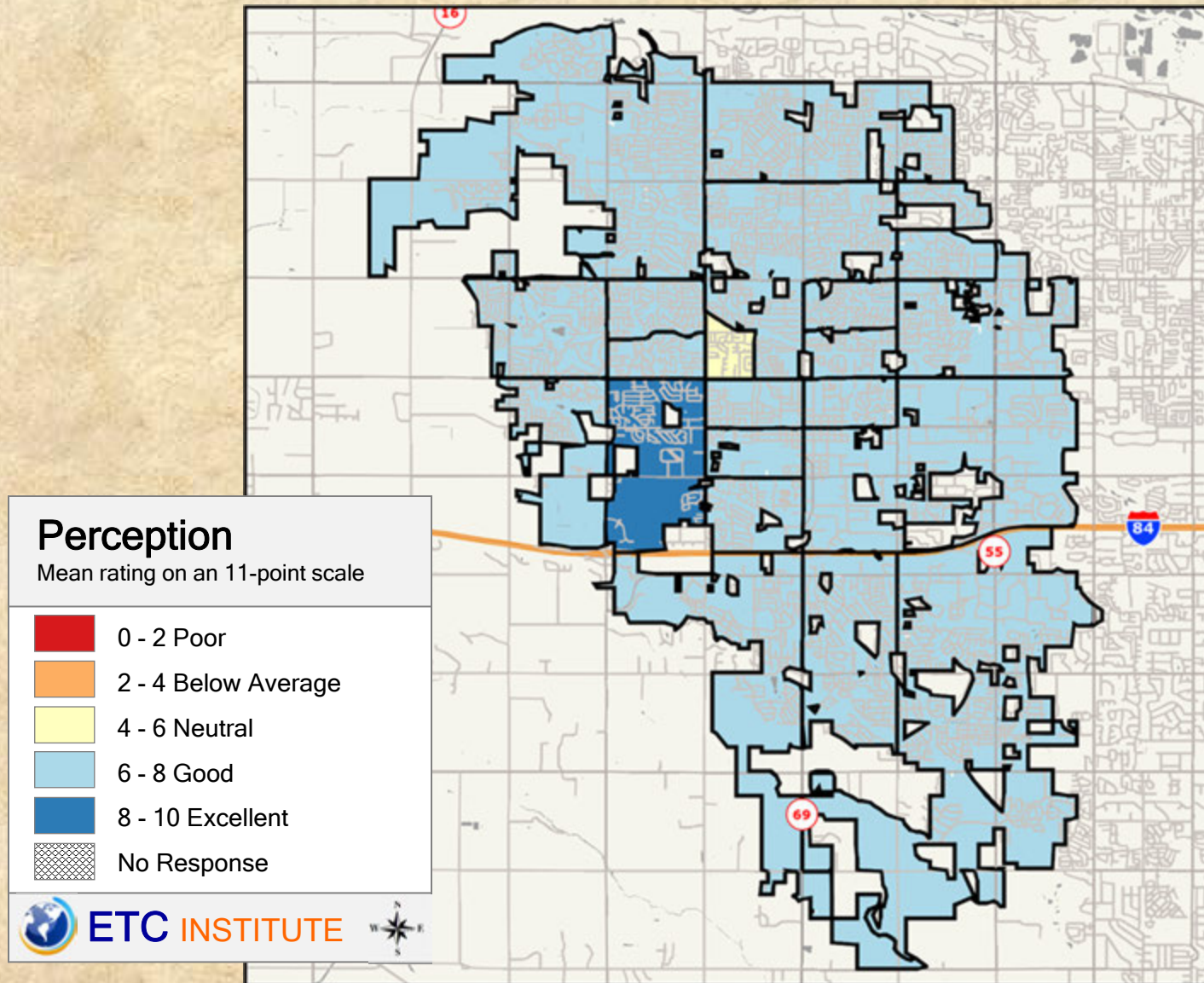
Q7.6 Rating of: Library services by the Meridian Library District



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

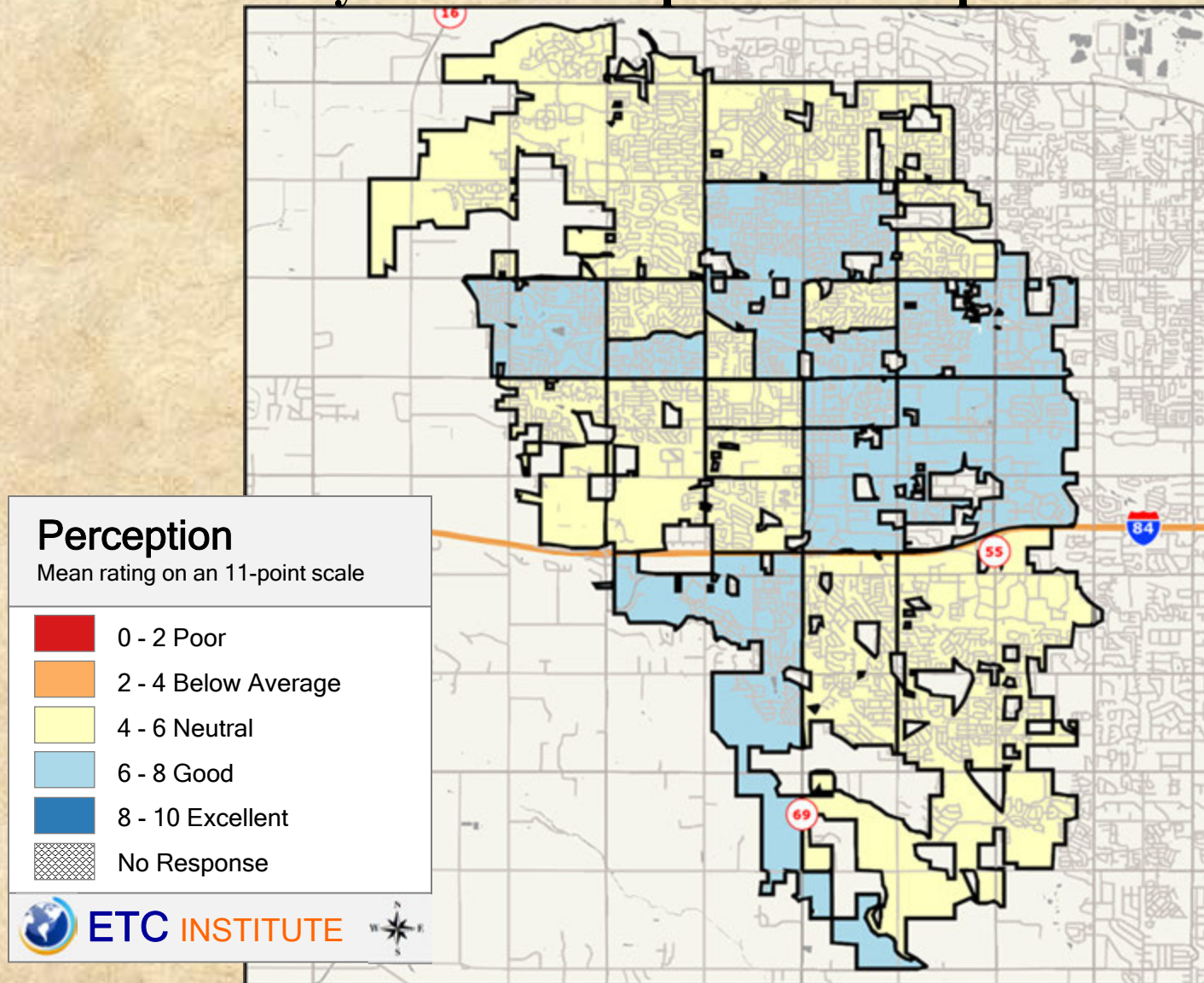
Q7.7 Rating of: Swimming Pool by Western Ada Recreation District



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

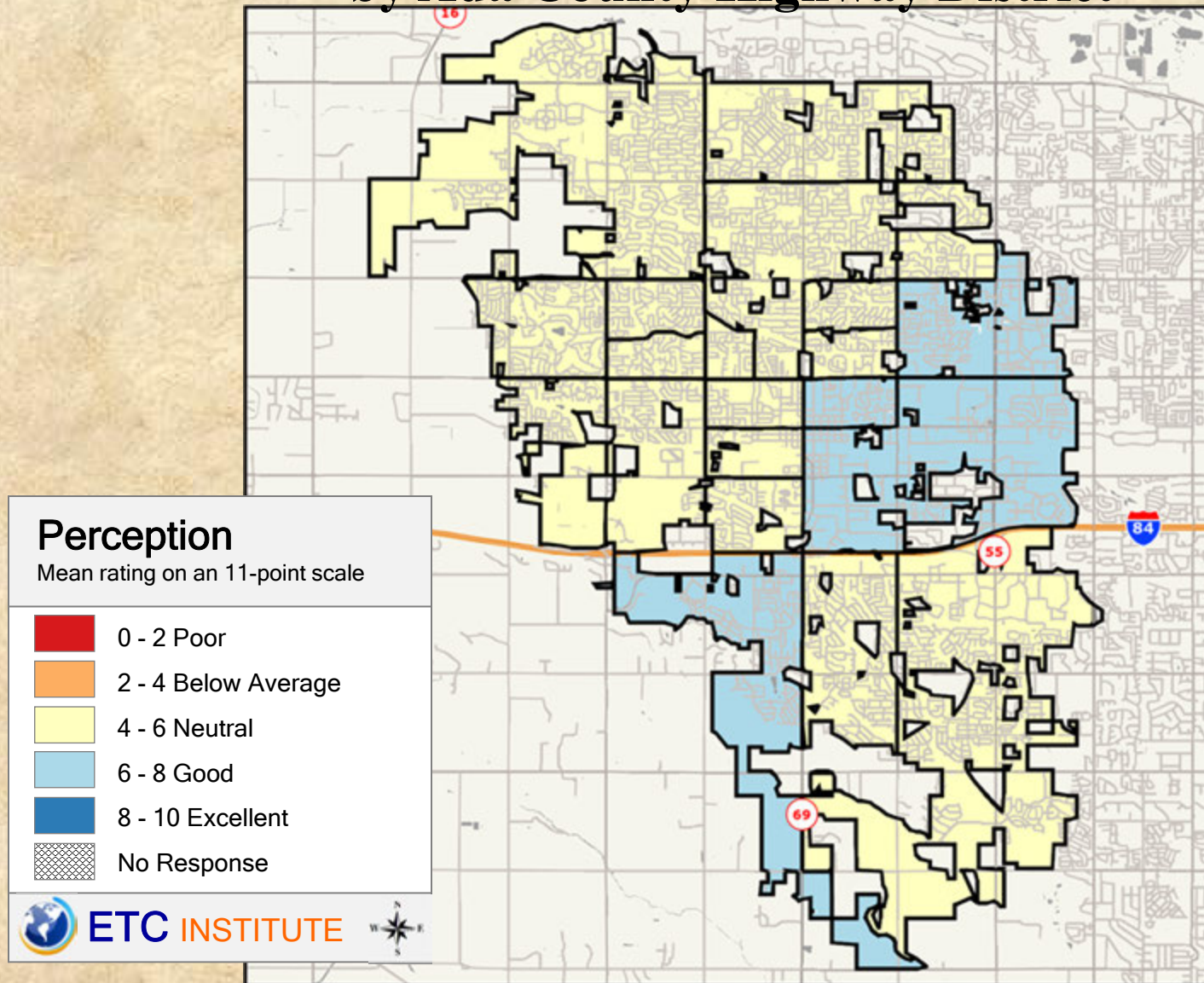
Q7.8 Rating of: State Highways operated by Idaho Transportation Department



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

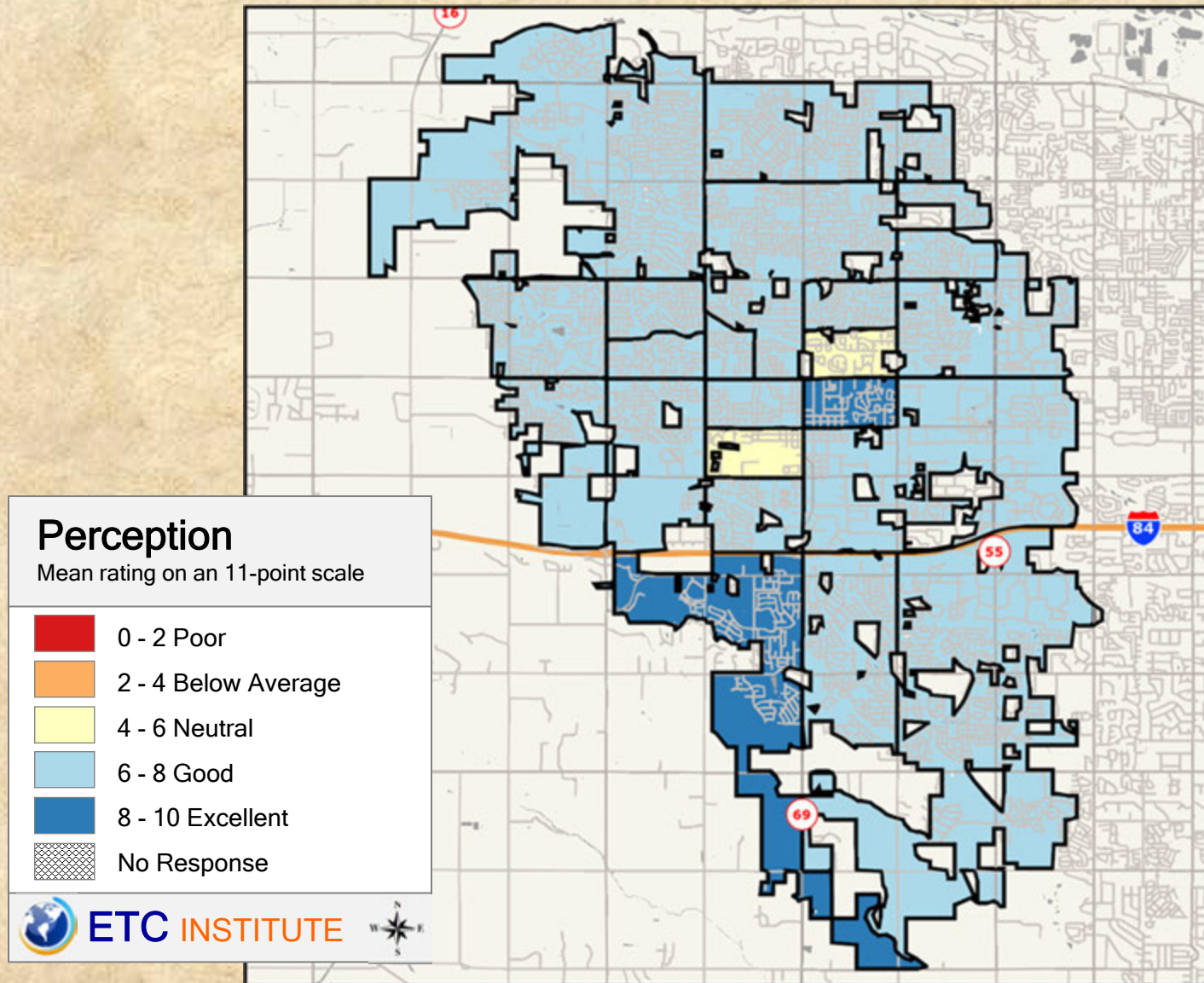
Q7.9 Rating of: All city roads operated by Ada County Highway District



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

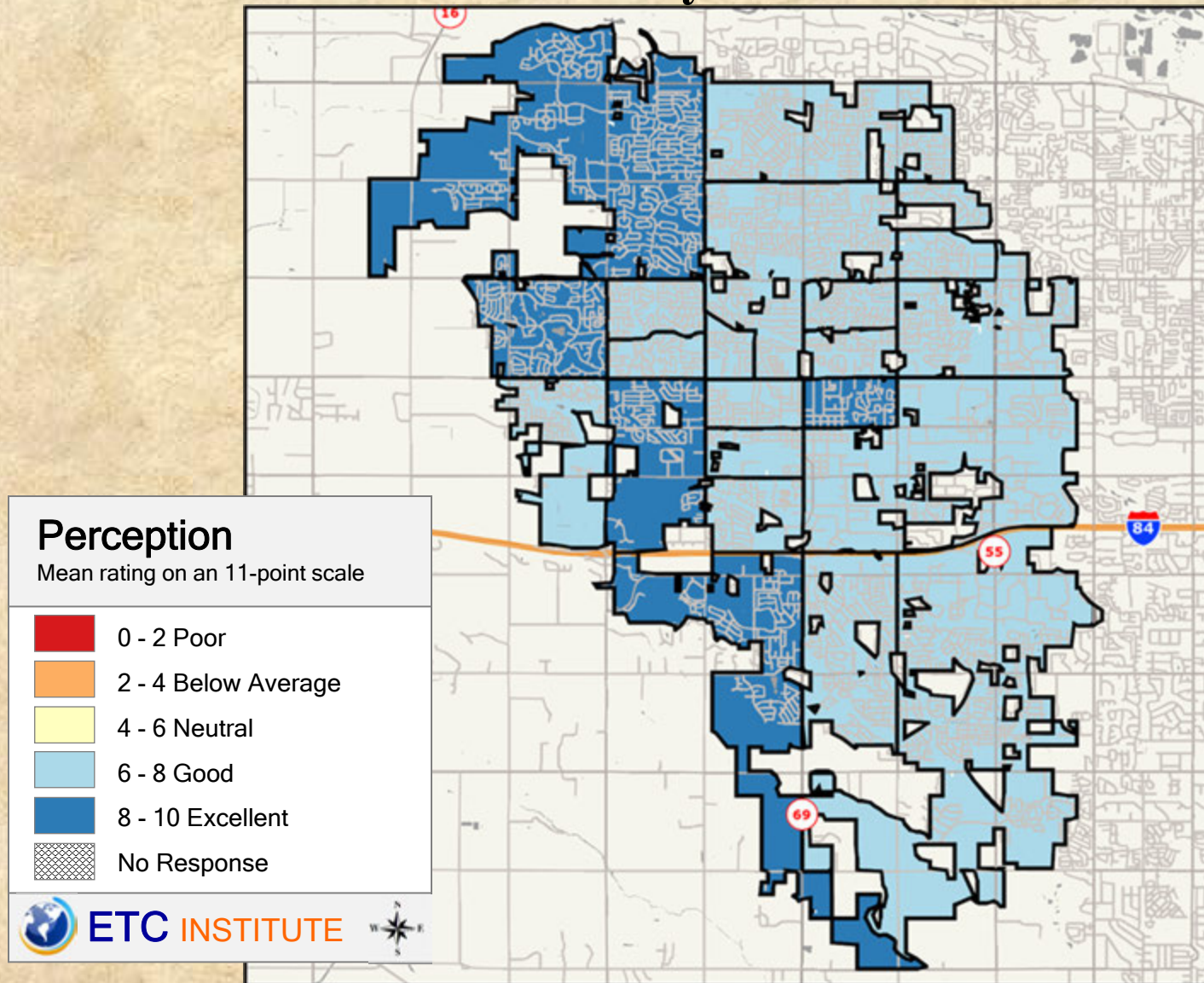
Q7.10 Rating of: Elections by Ada County Clerk



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

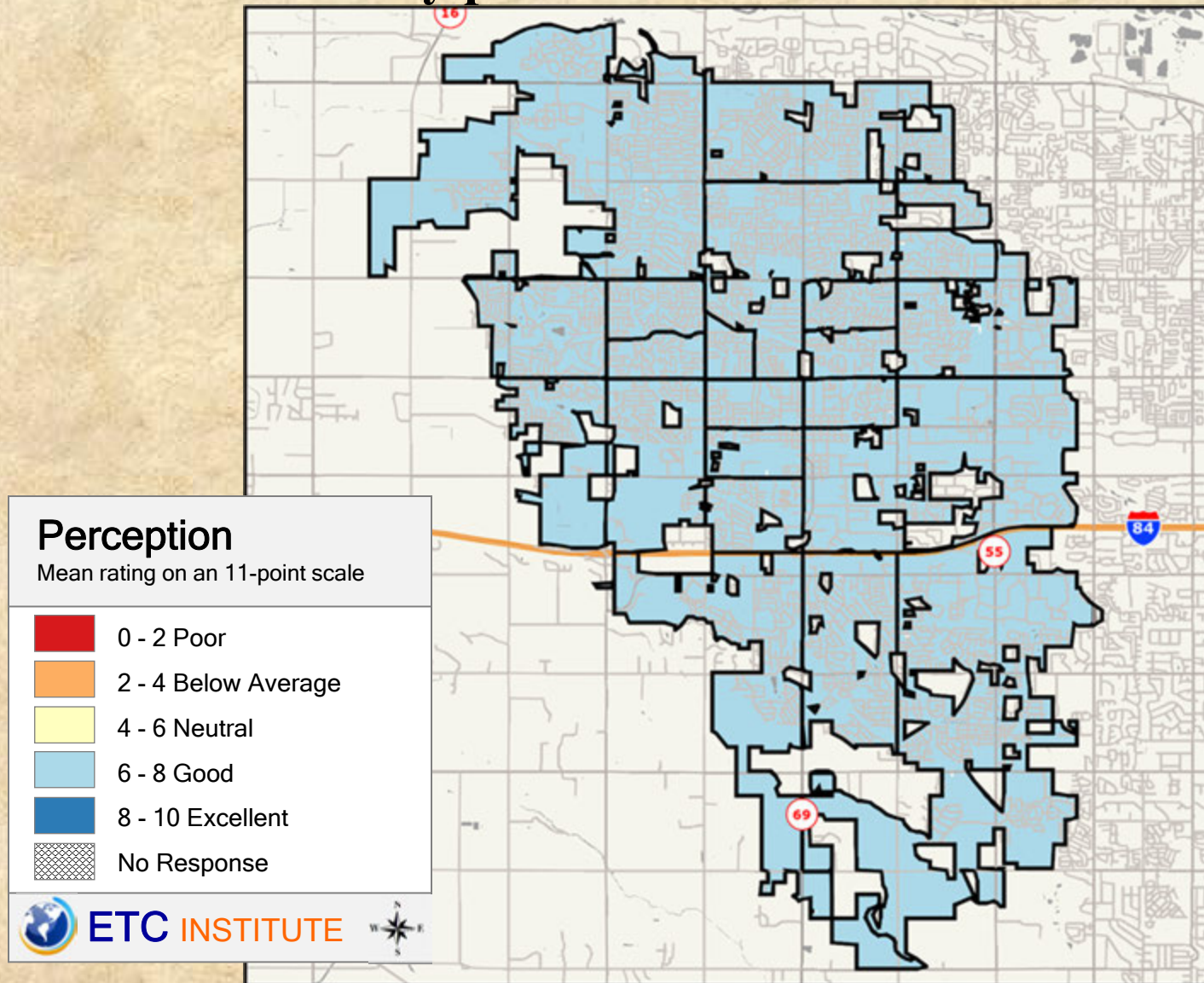
Q7.11 Rating of: Cemetery services by Meridian Cemetery Maintenance District



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

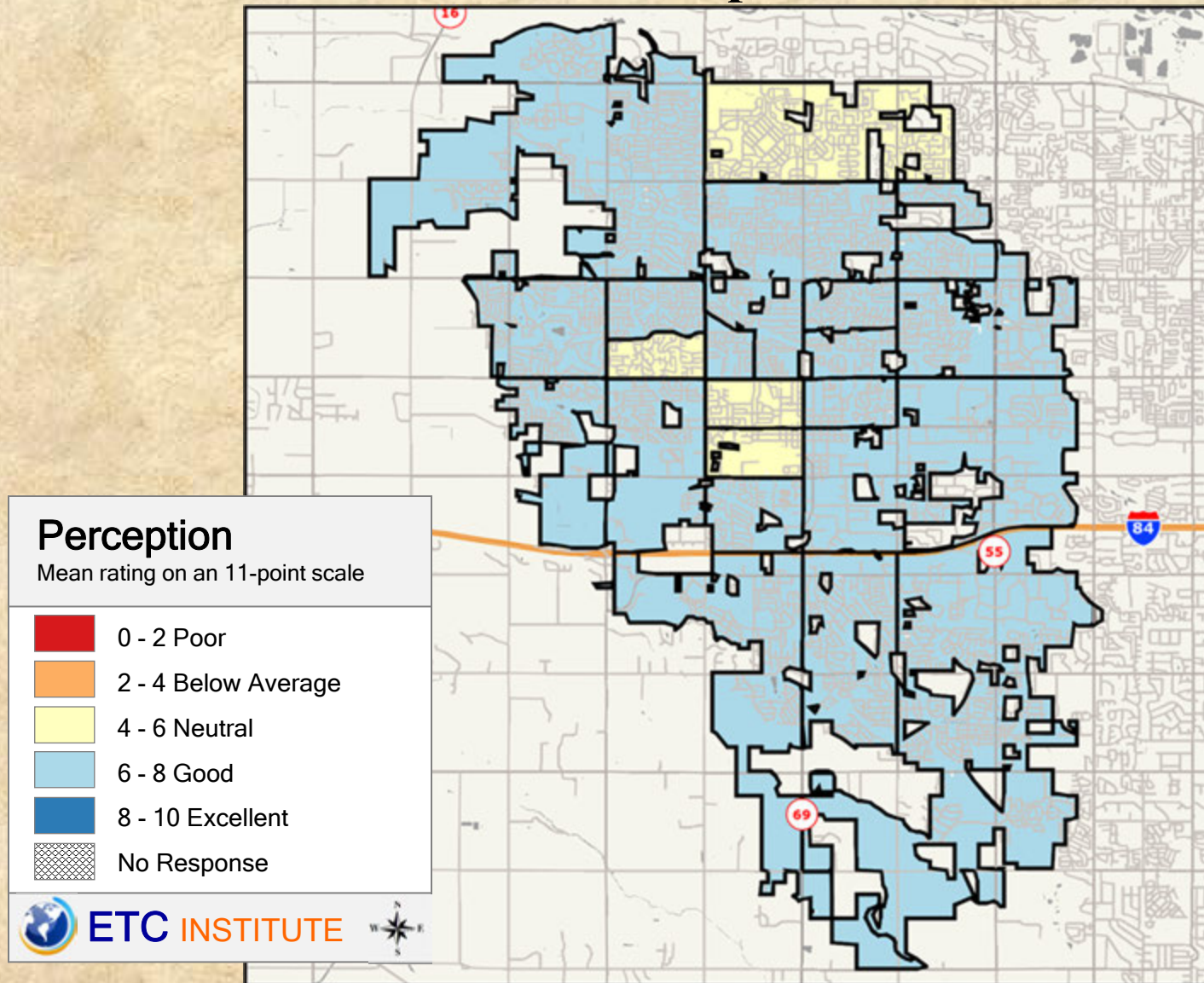
Q7.12 Rating of: Cell/mobile/data service by provider in Meridian area



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

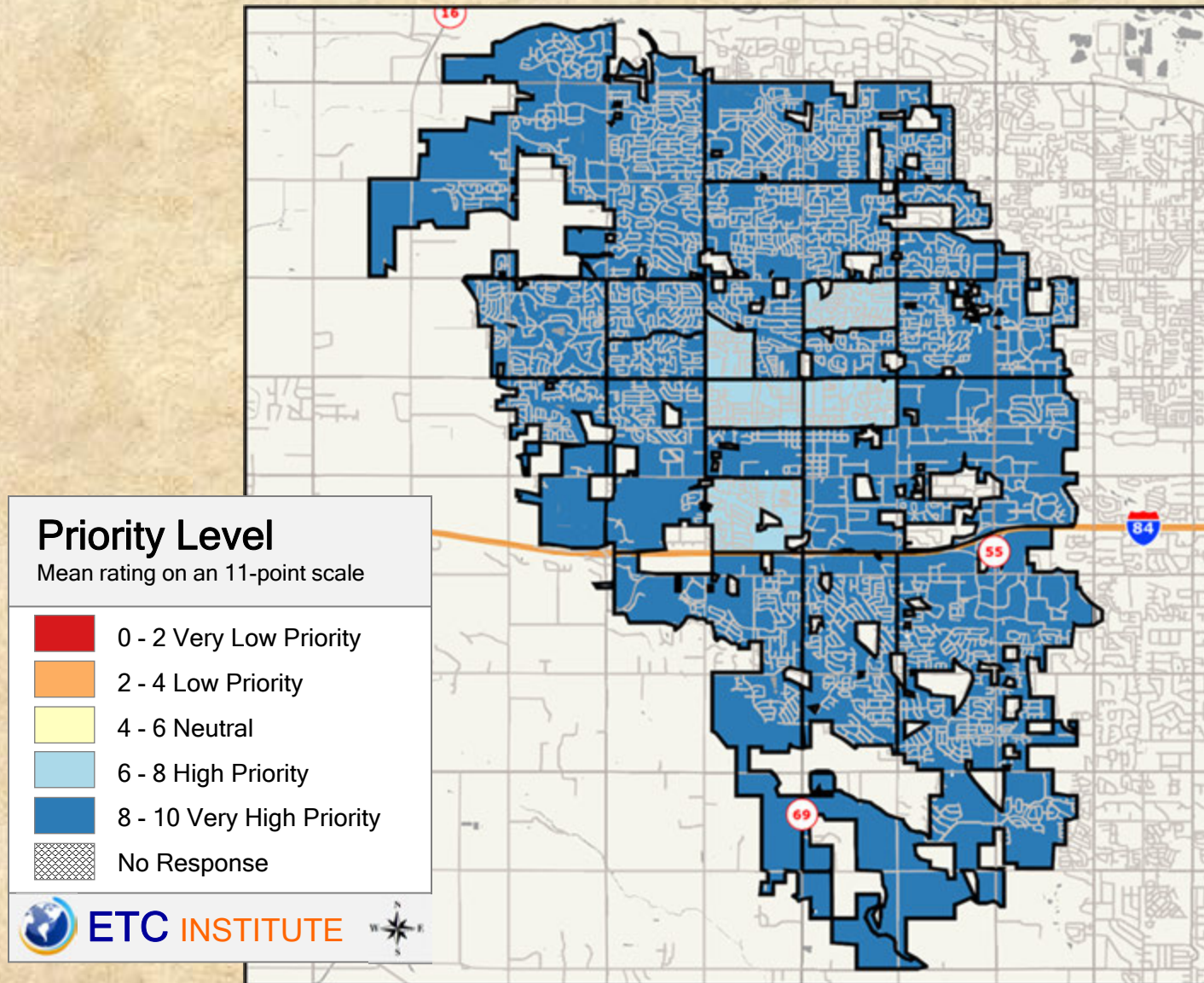
Q7.13 Rating of: Internet service by telecommunications provider in Meridian



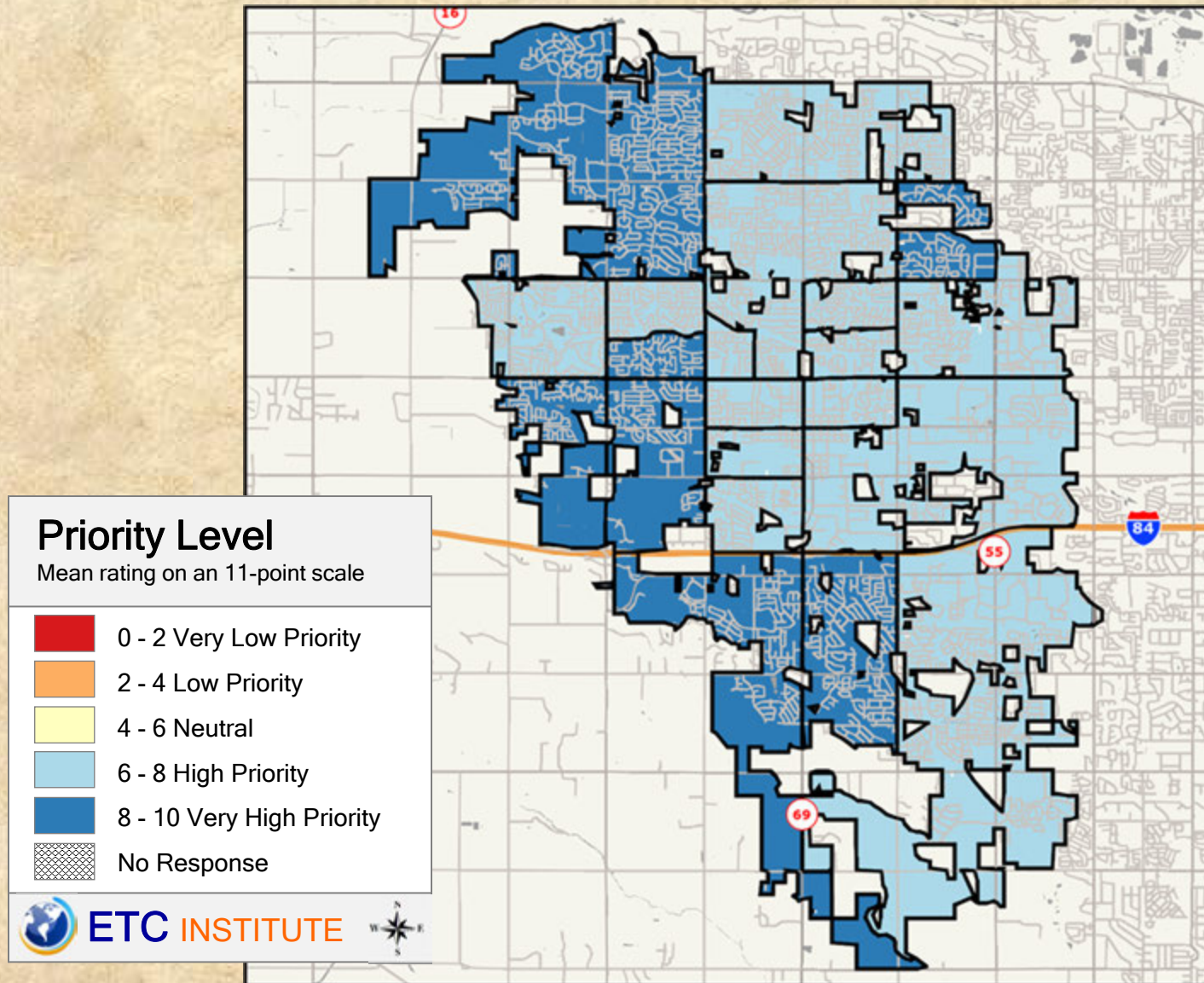
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

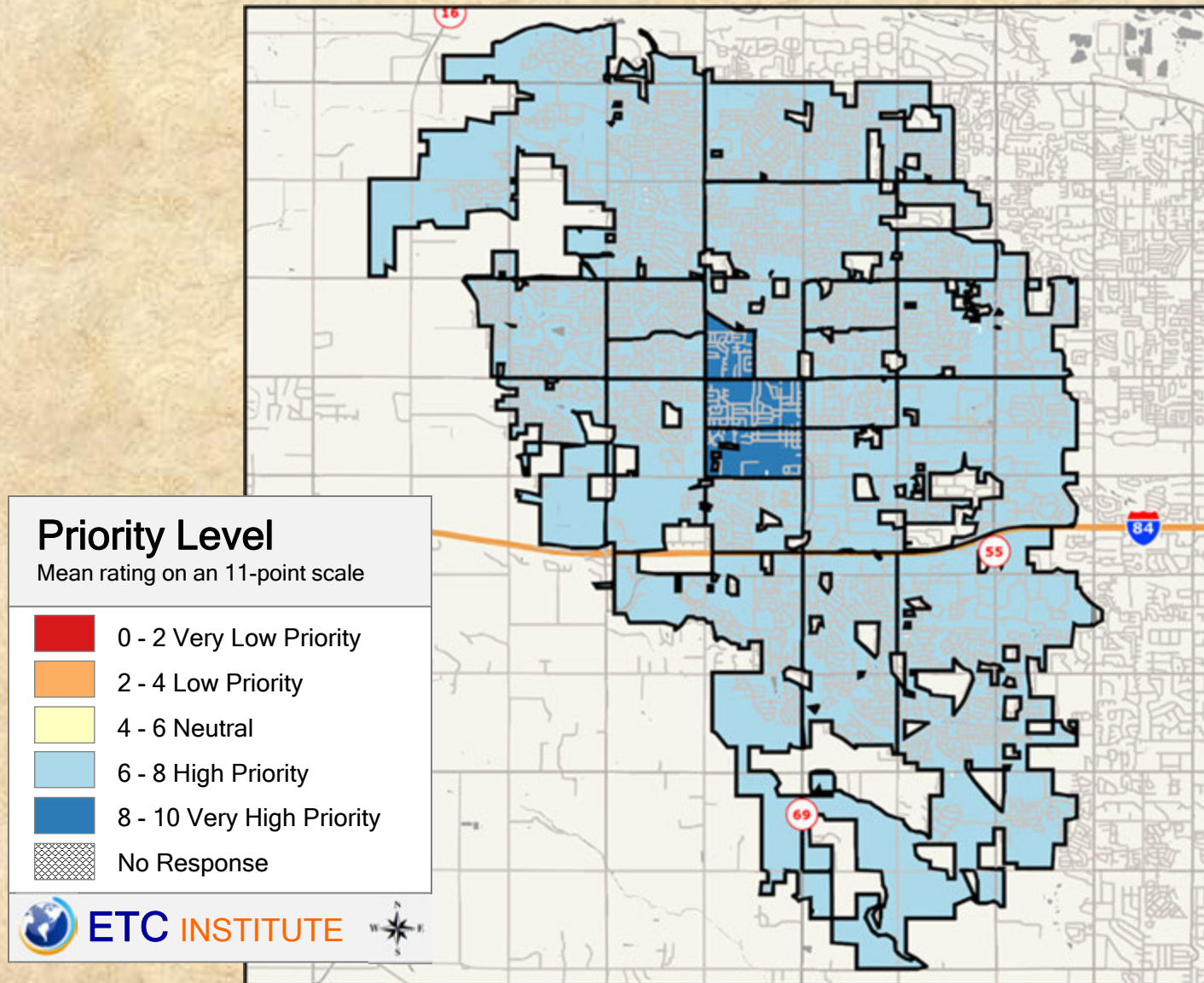
Q8.1 Priority of: Roadway widening



Q8.2 Priority of: Intersection improvements



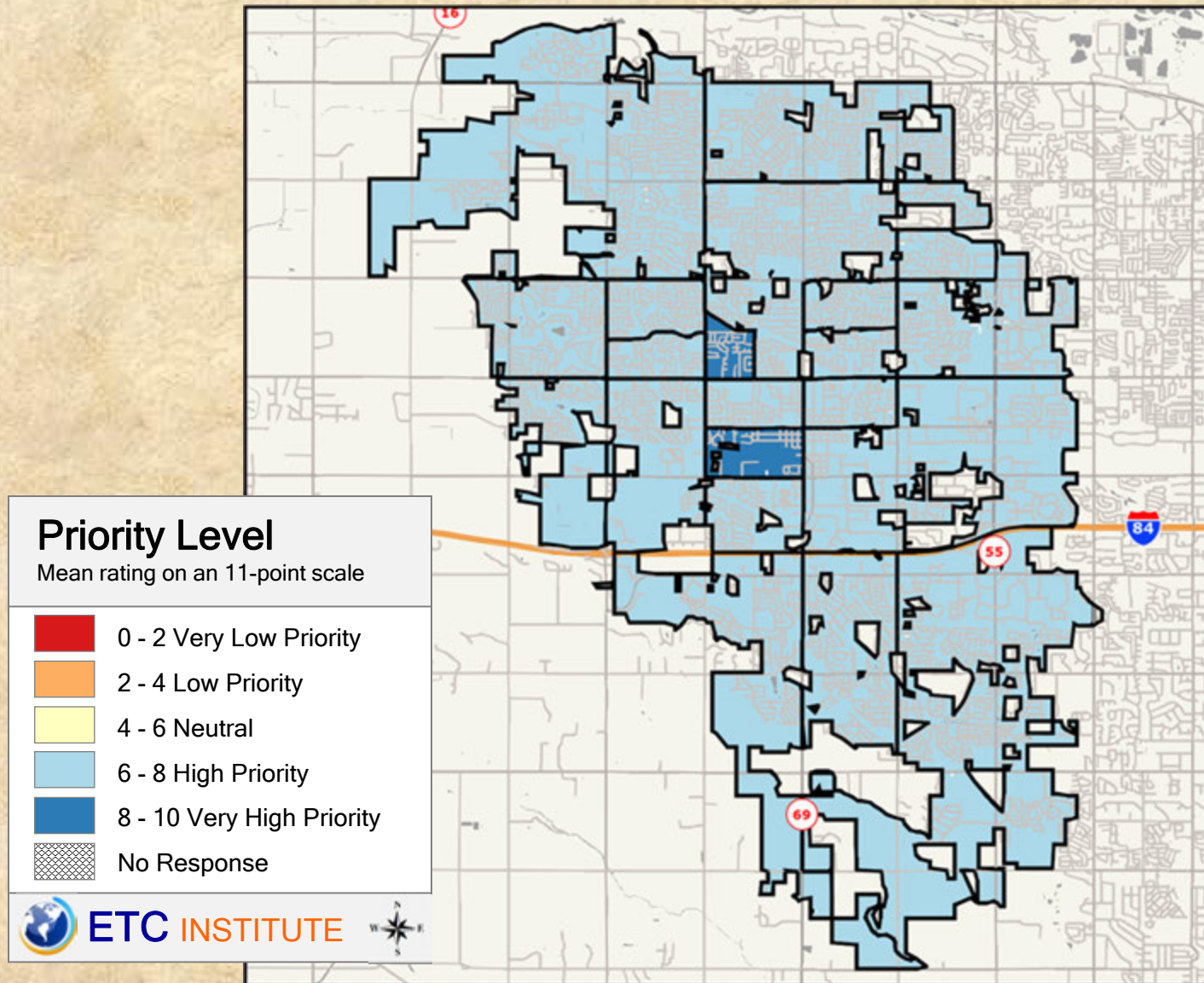
Q8.3 Priority of: Pathways/sidewalk connections on local streets



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

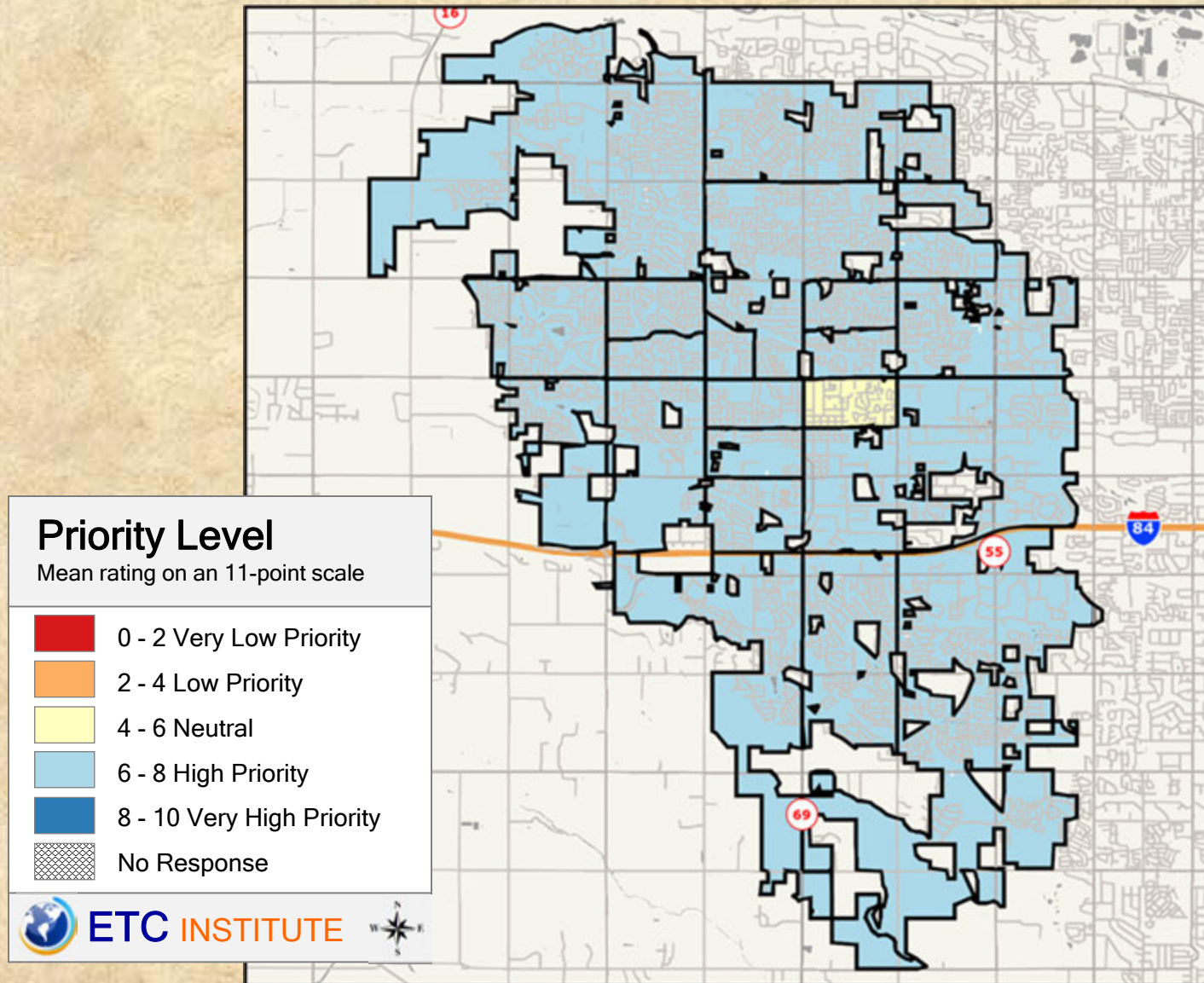
Q8.4 Priority of: Sidewalks on arterial roadways



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

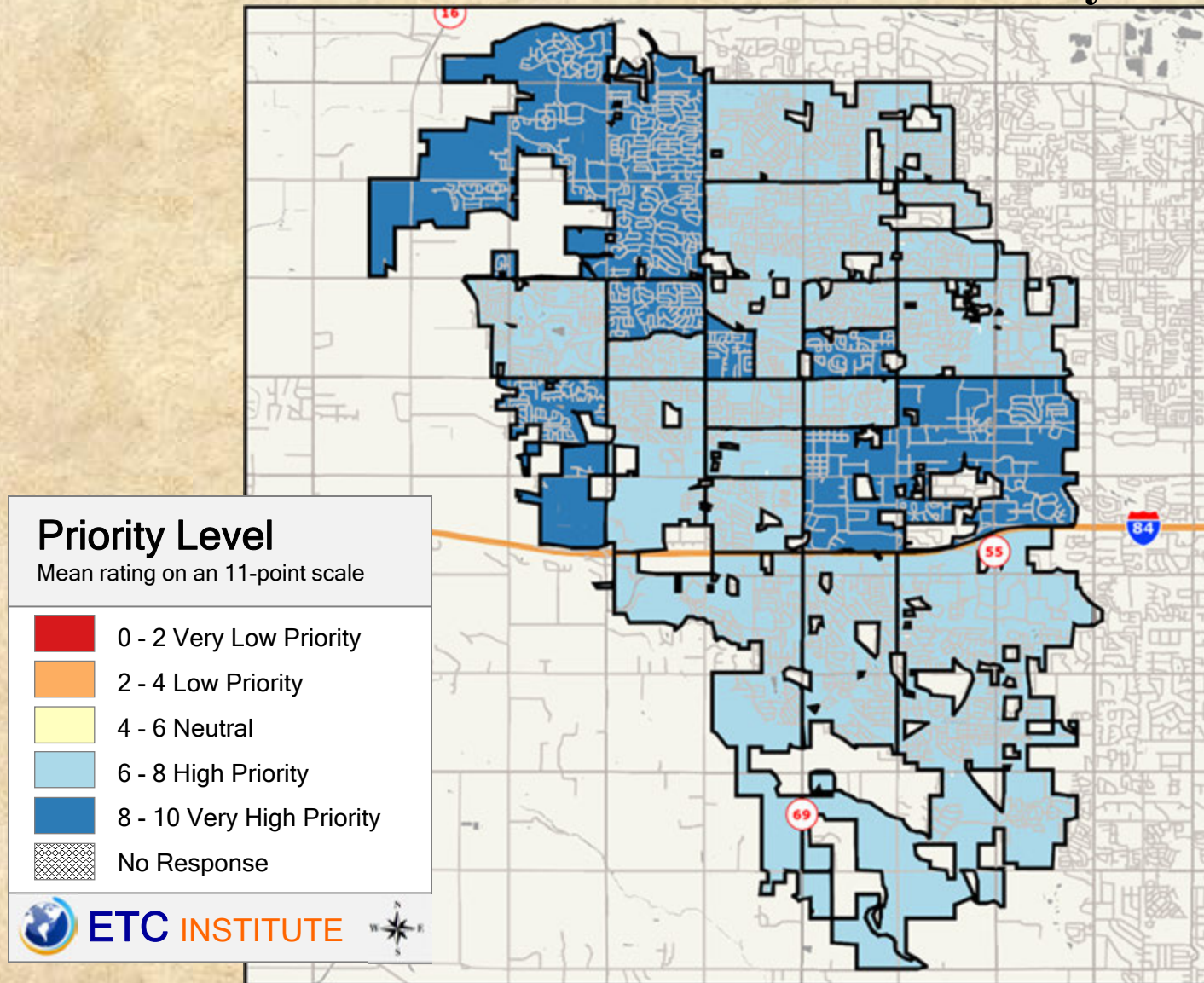
Q8.5 Priority of: Street lights



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

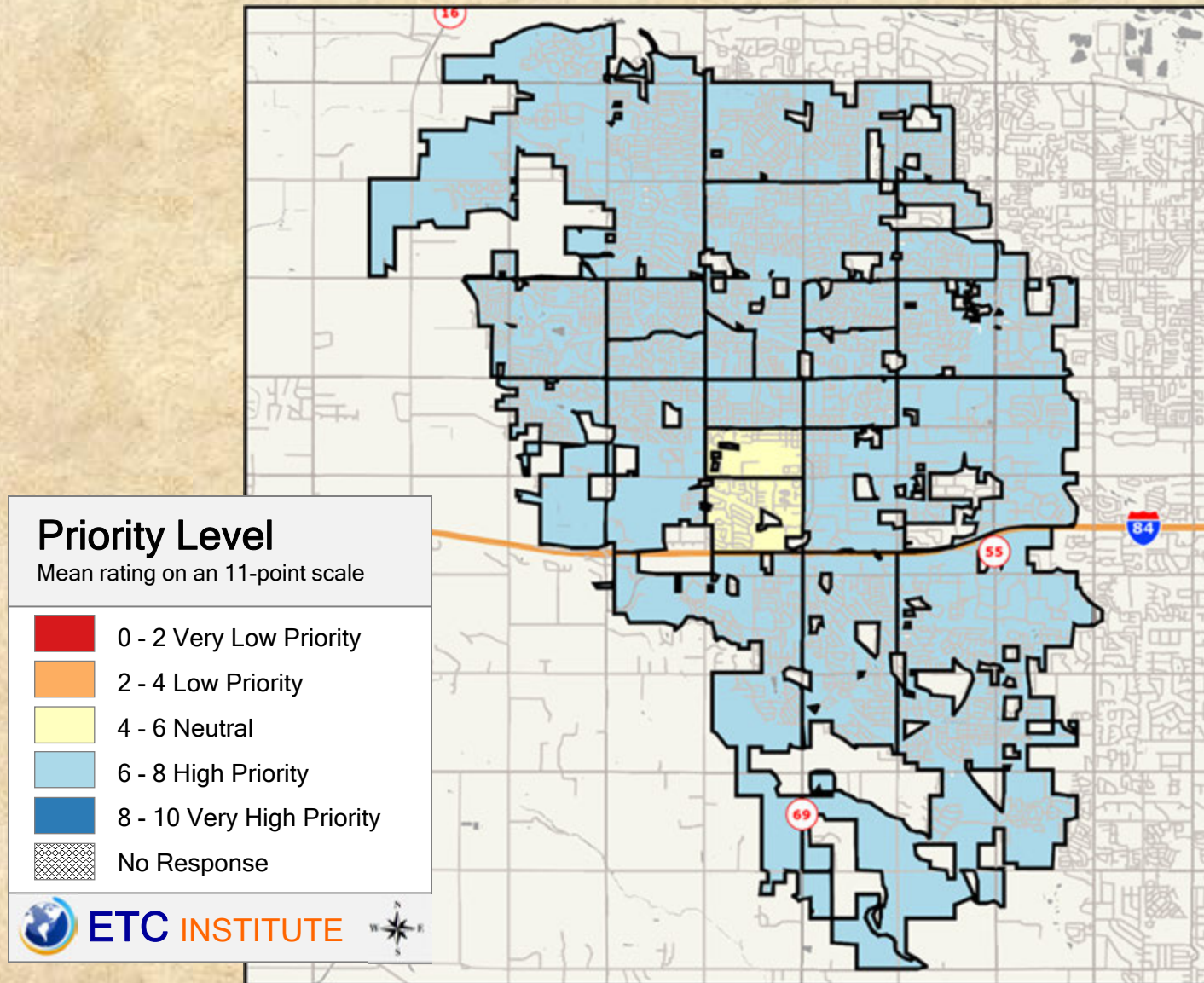
Q8.6 Priority of: Shared bike and pedestrian facilities detached from roadway



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

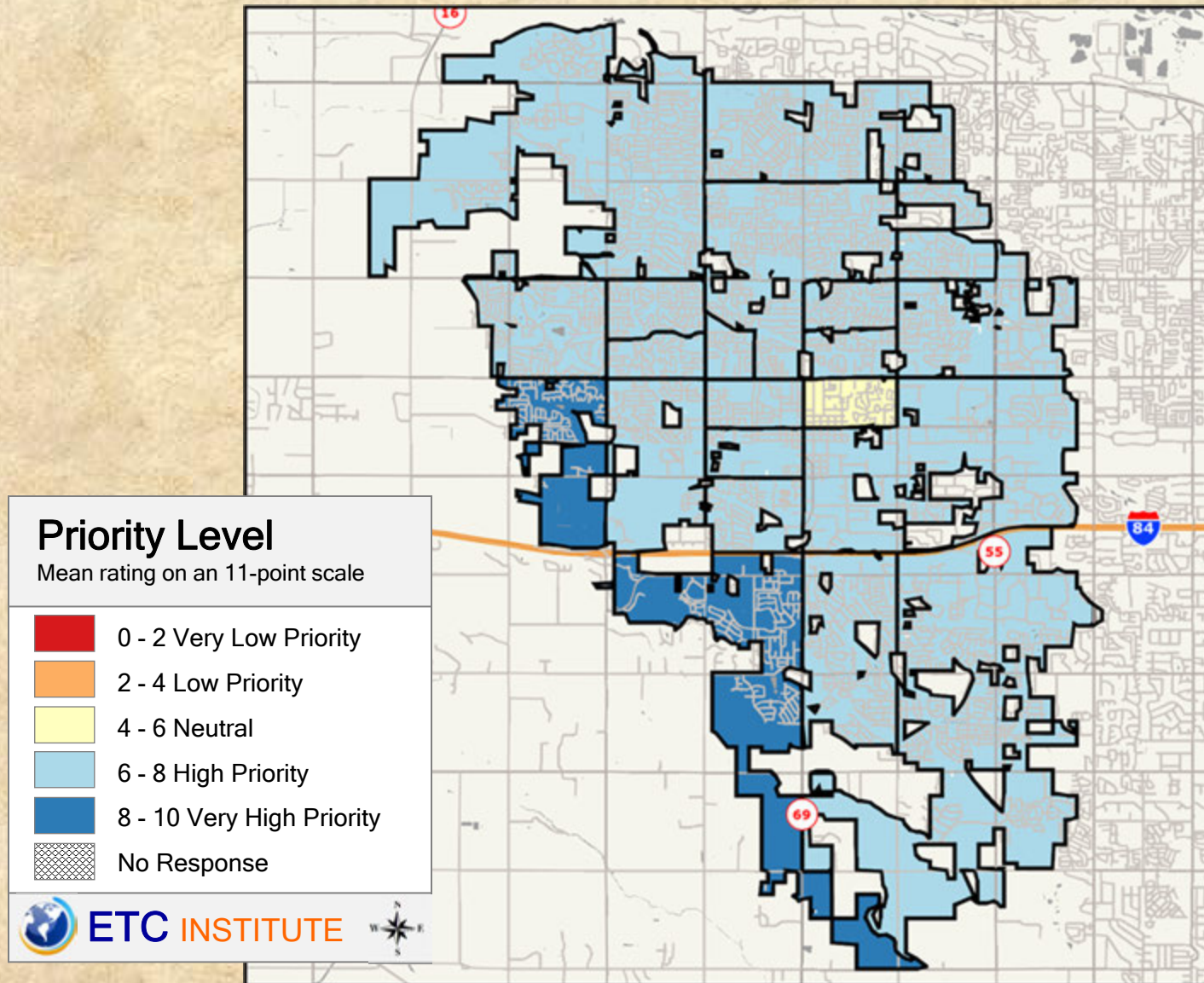
Q8.7 Priority of: Beautification/landscaping



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

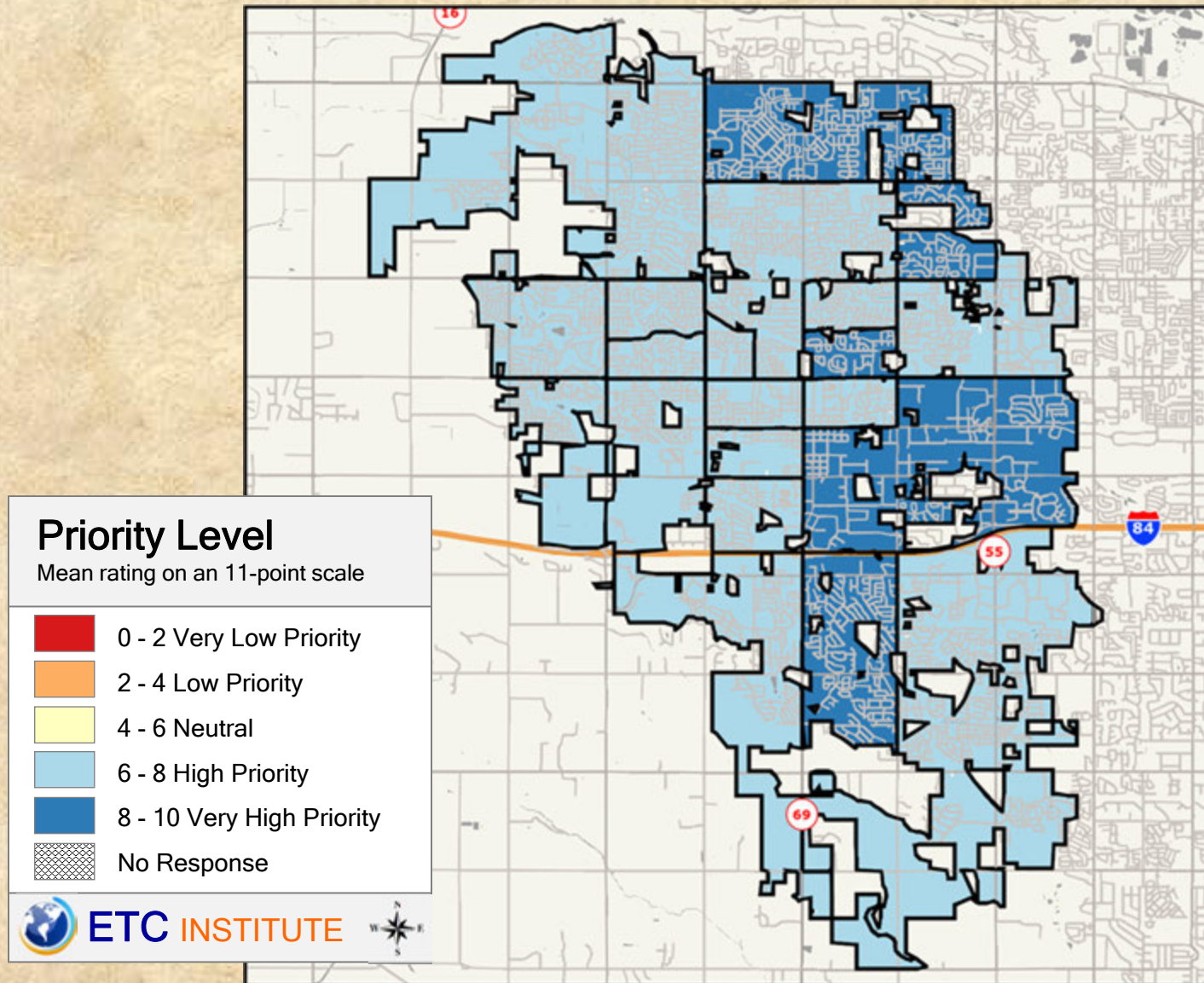
Q10.1 Priority of: Constructing Linder Road overpass over I-84



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

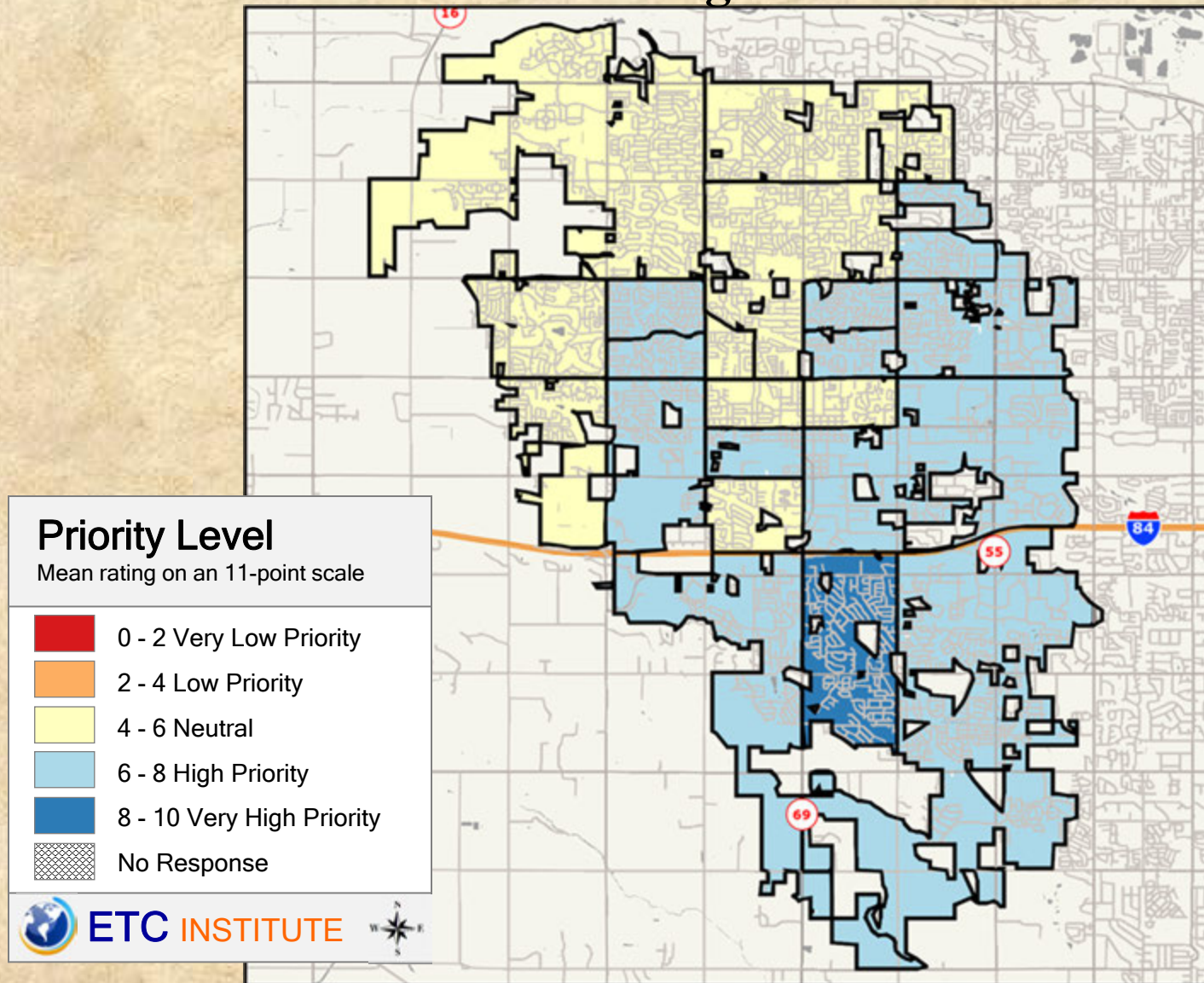
Q10.2 Priority of: Widening Locust Grove Rd. from Fairview to Ustick Rd.



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

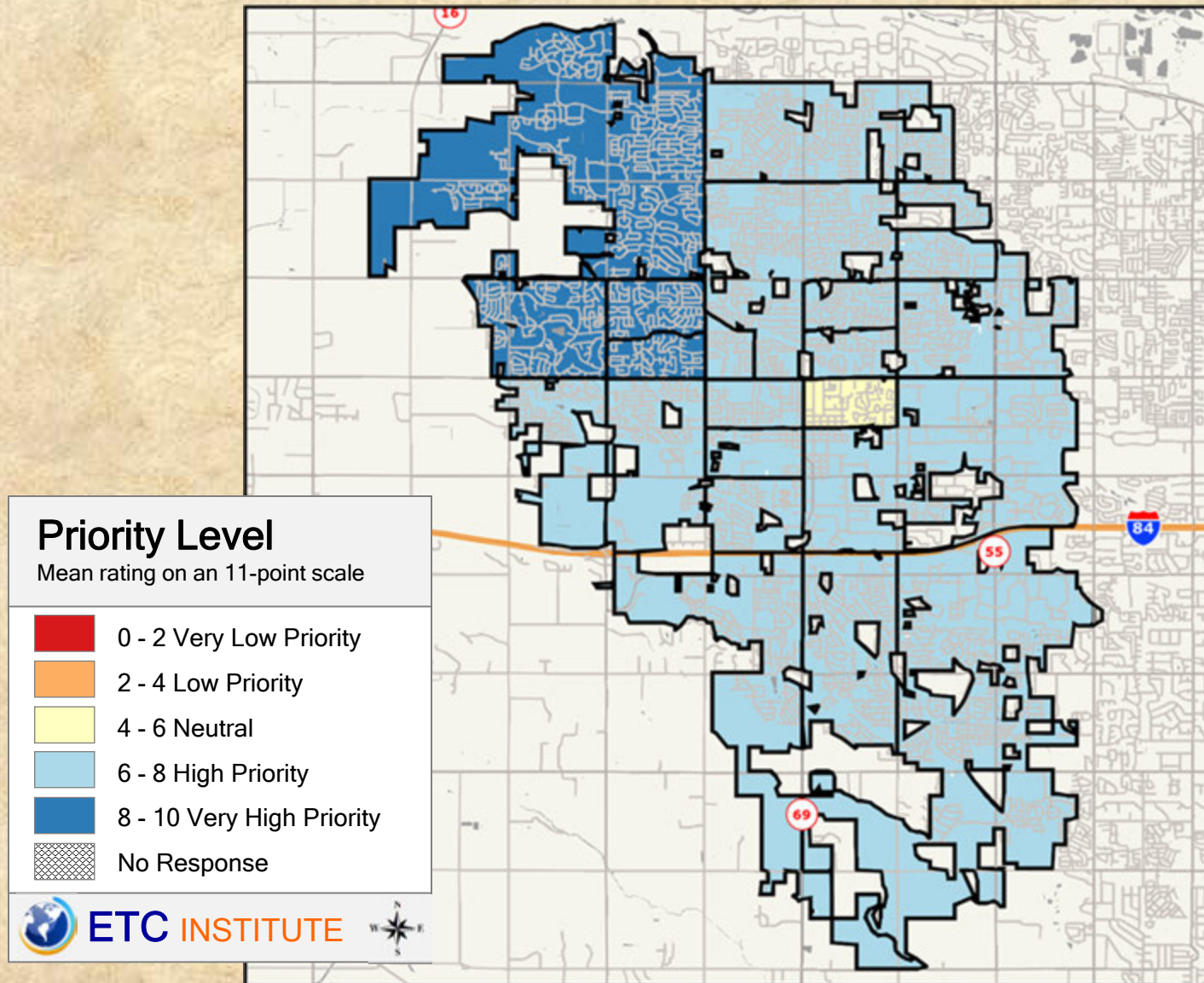
Q10.3 Priority of: Widening Victory Rd. from Locust Grove Rd. to Eagle Rd.



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

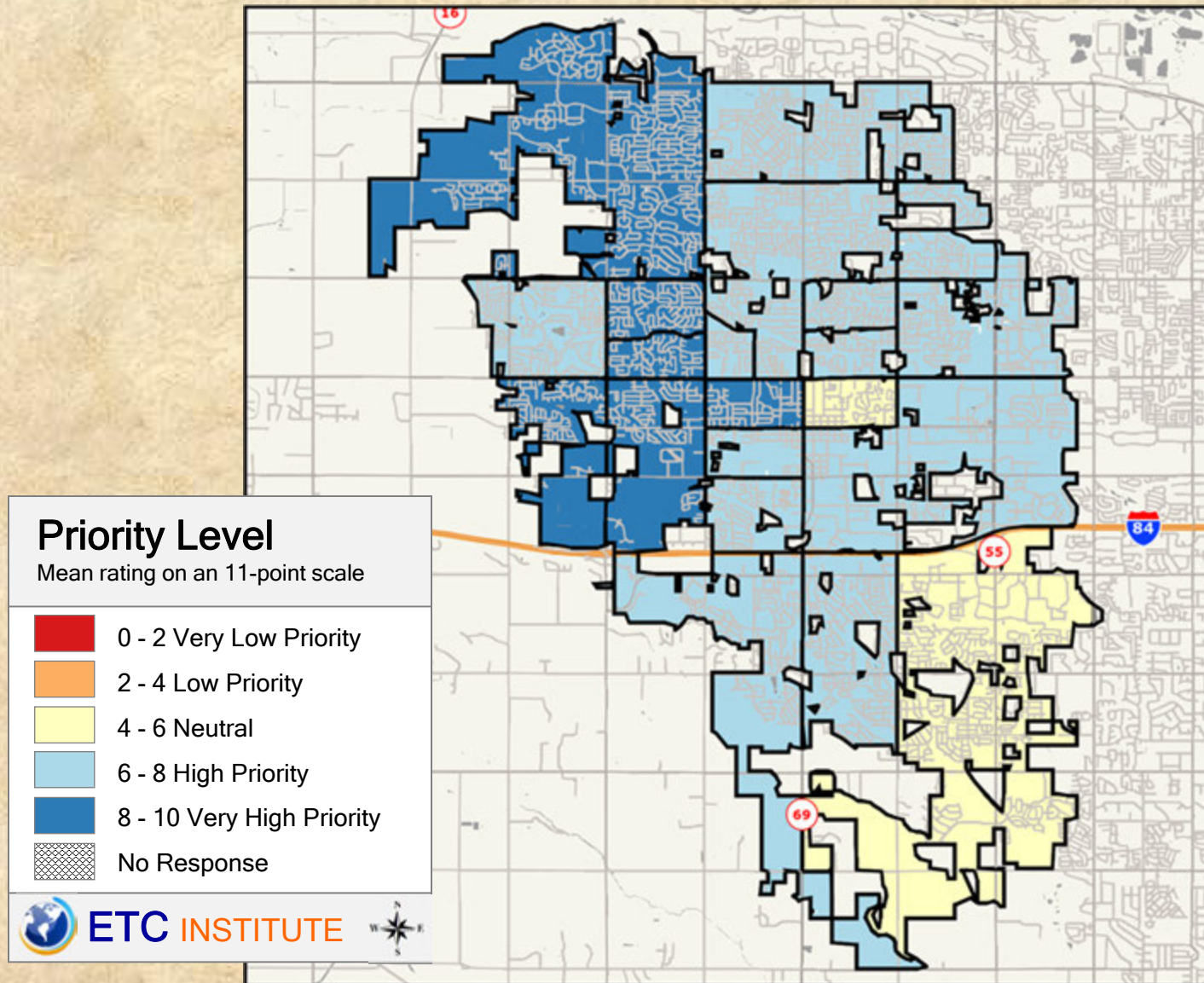
Q10.4 Priority of: Widening Ustick Rd. from Ten Mile Rd. to Linder Rd.



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

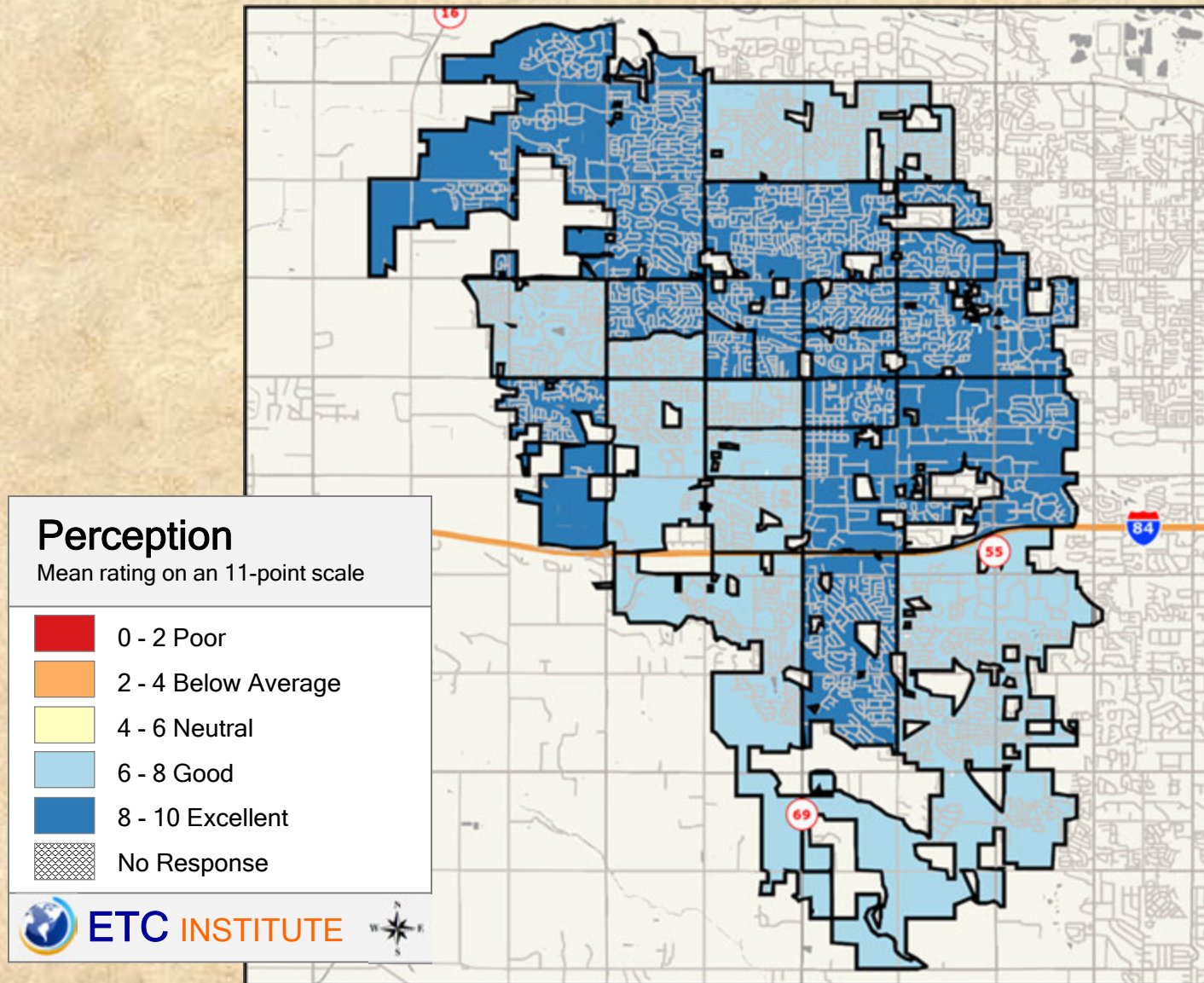
Q10.5 Priority of: Widening Linder Rd. from Cherry Ln. to Ustick Rd.



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

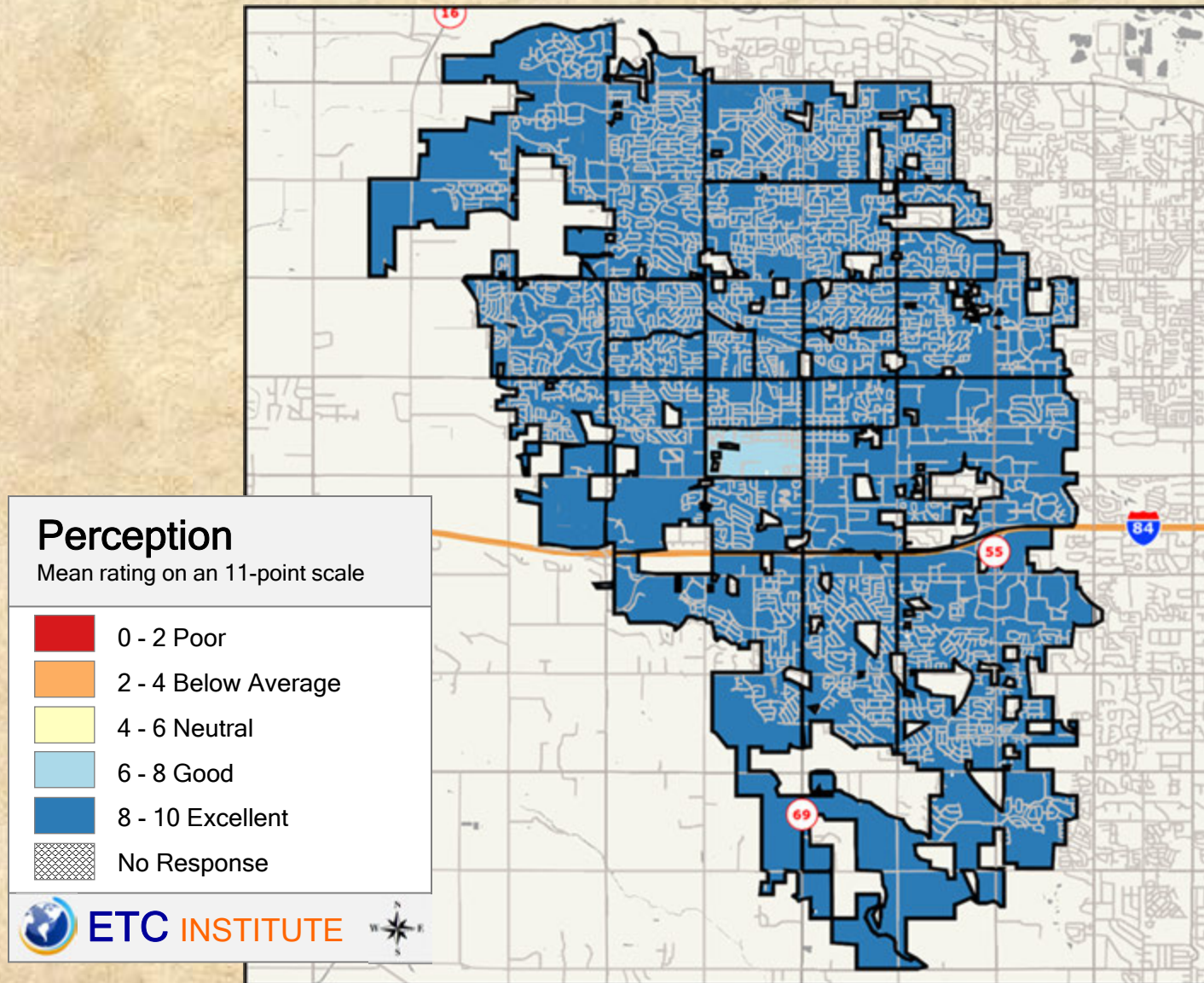
Q12.1 Rating of: Number of city parks



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

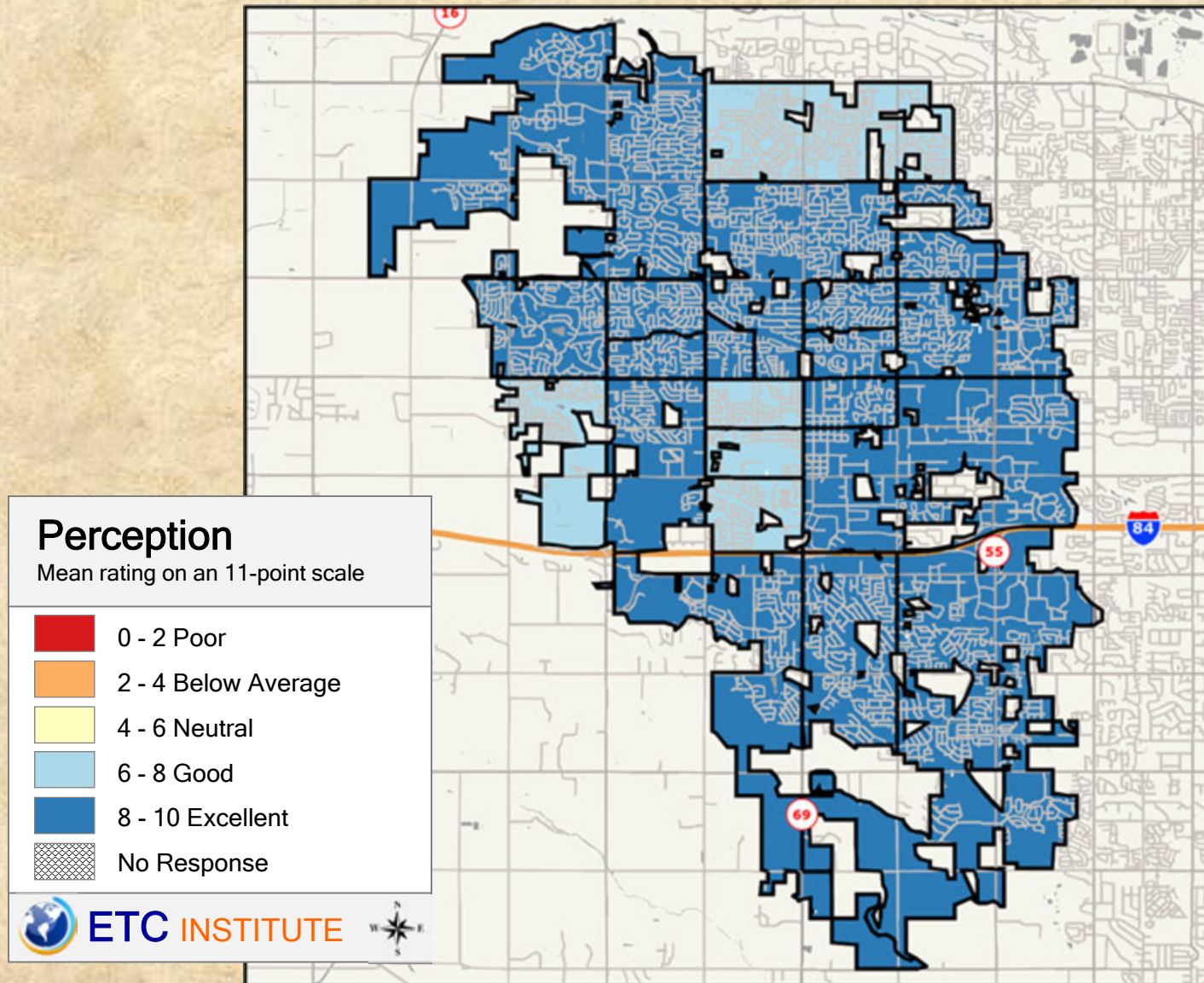
Q12.2 Rating of: Quality, appearance and maintenance of city parks



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

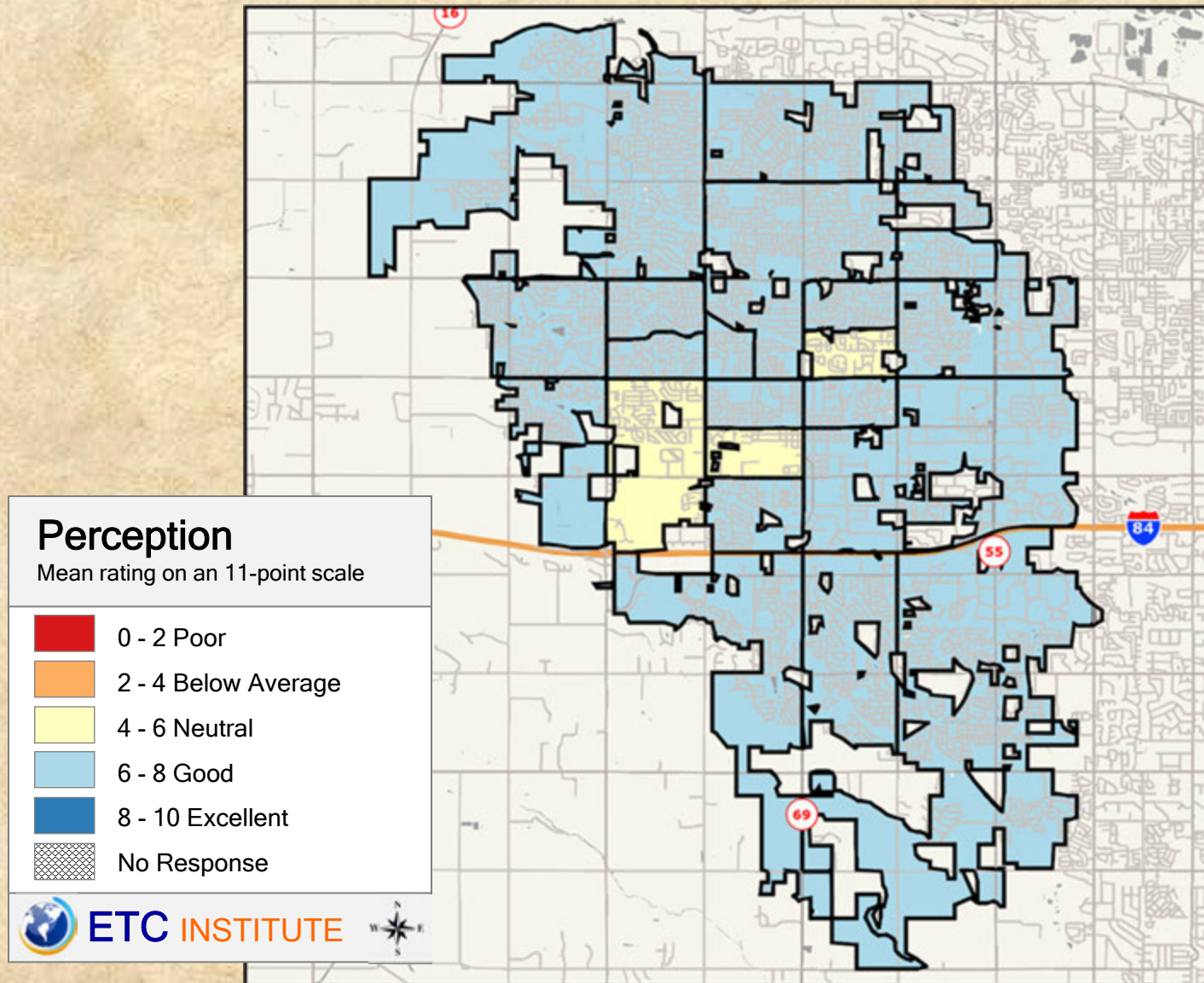
Q12.3 Rating of: Quality of athletic fields



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

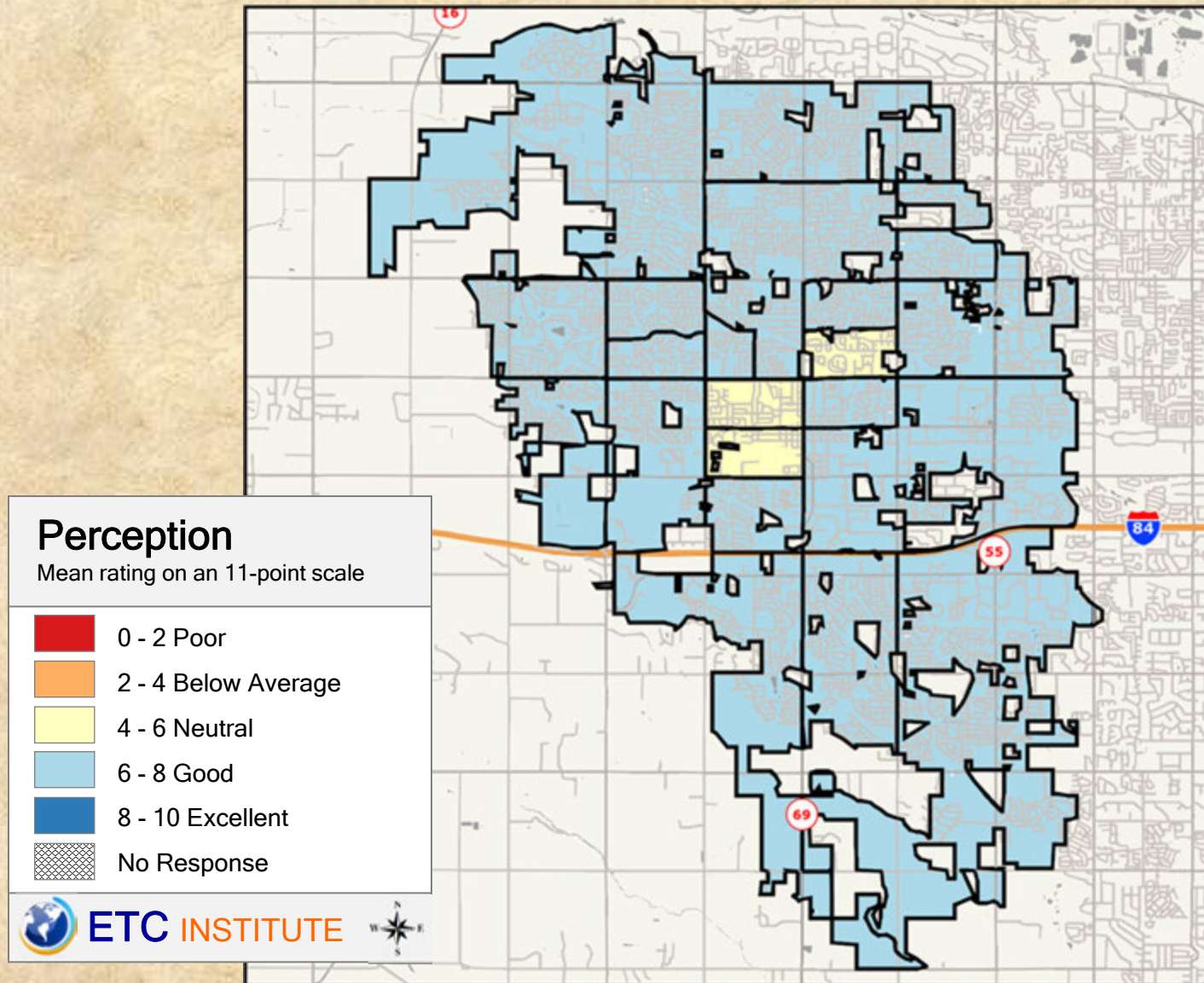
Q12.4 Rating of: Number of special events and festivals



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

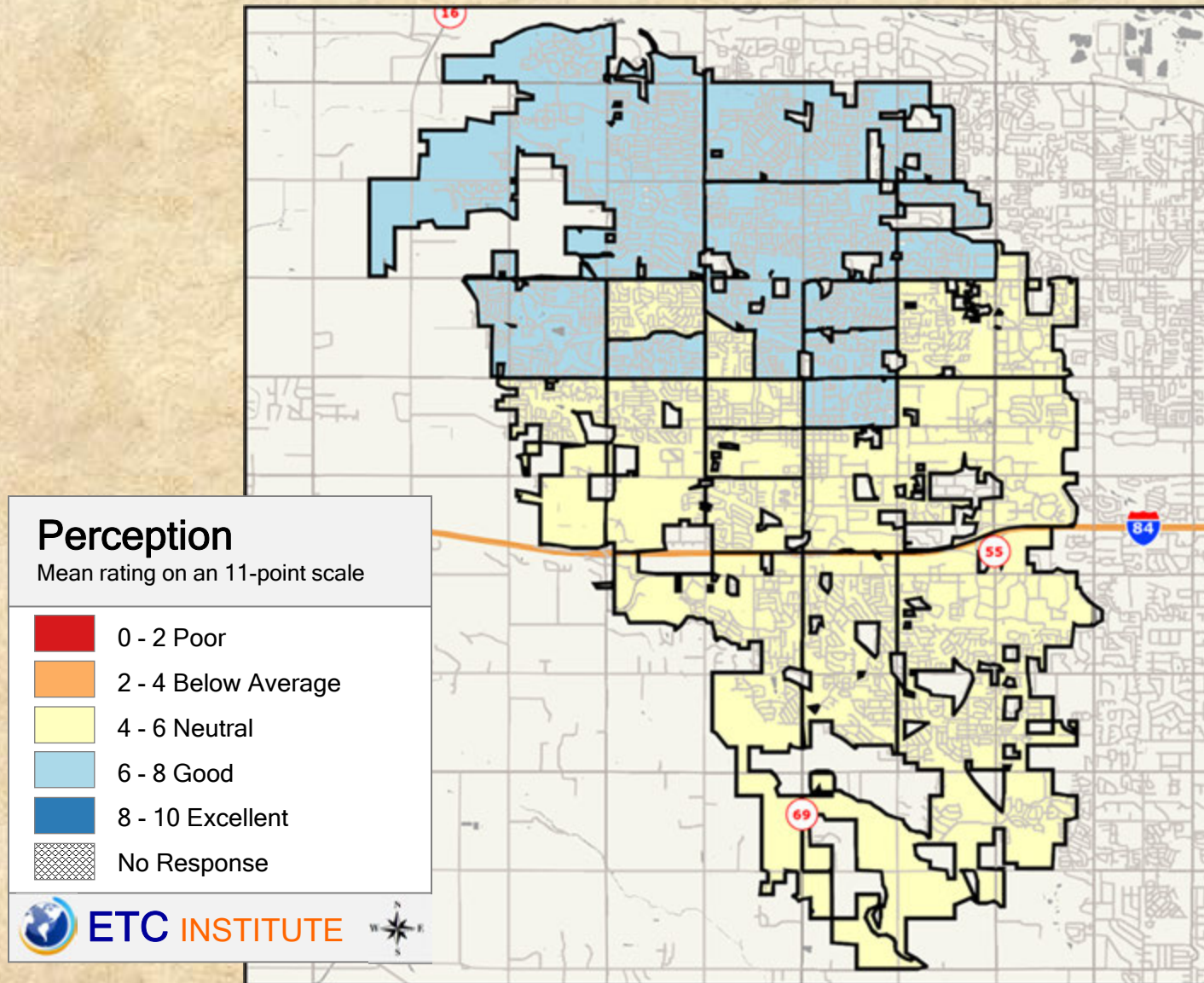
Q12.5 Rating of: Quality and variety of special events and festivals



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

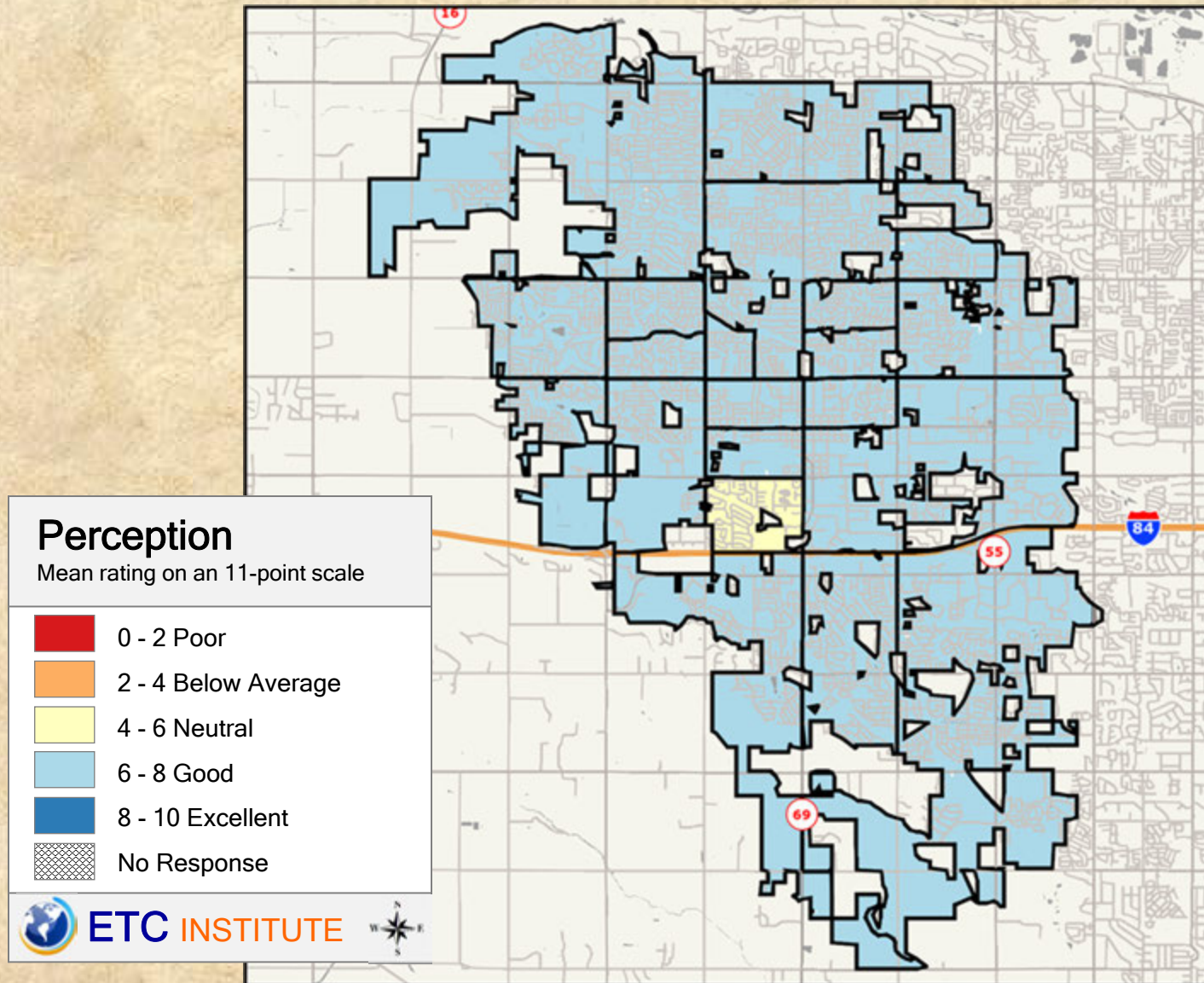
Q12.6 Rating of: Number of pathways for walking and biking



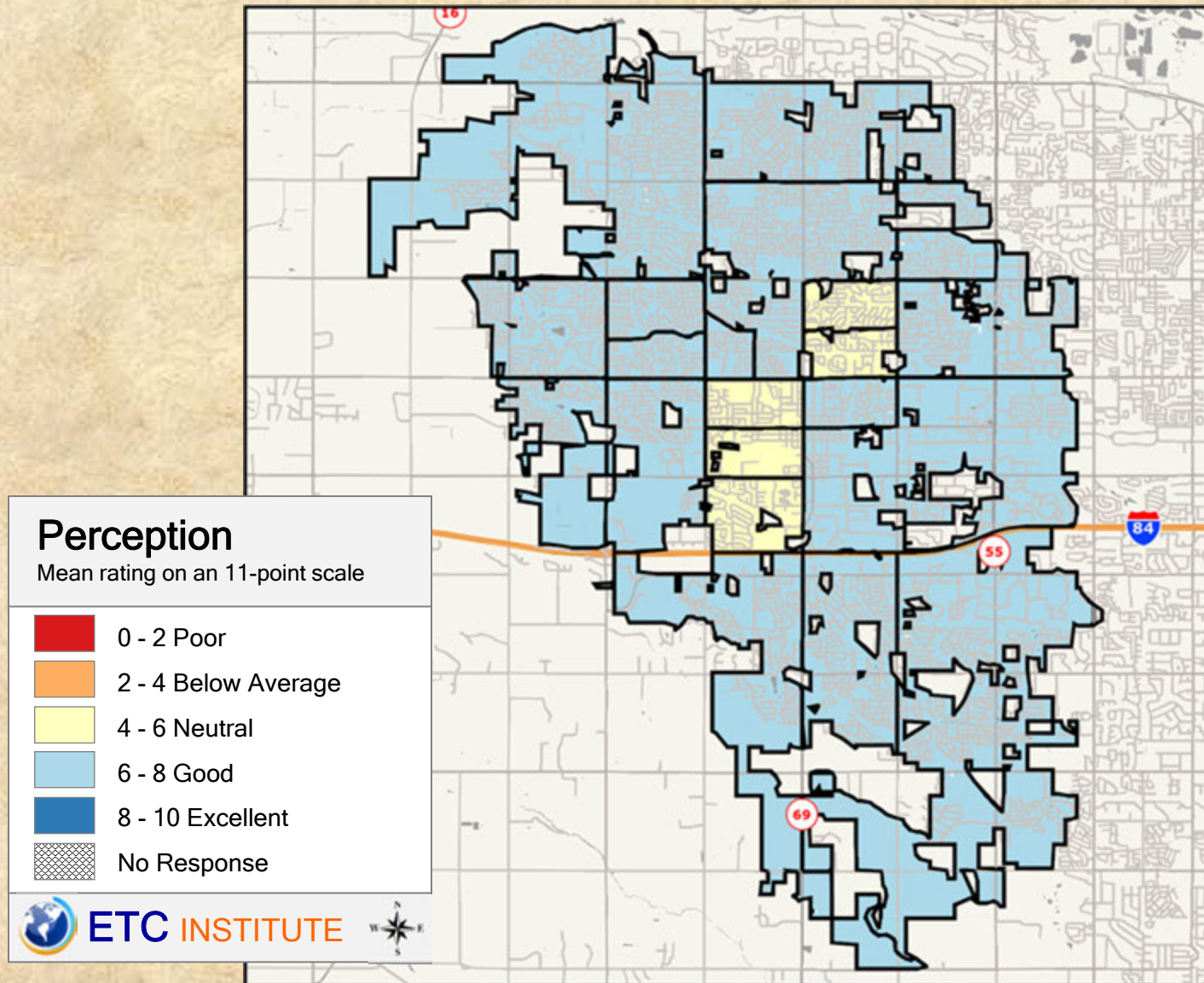
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12.7 Rating of: Quality of pathways for walking and biking



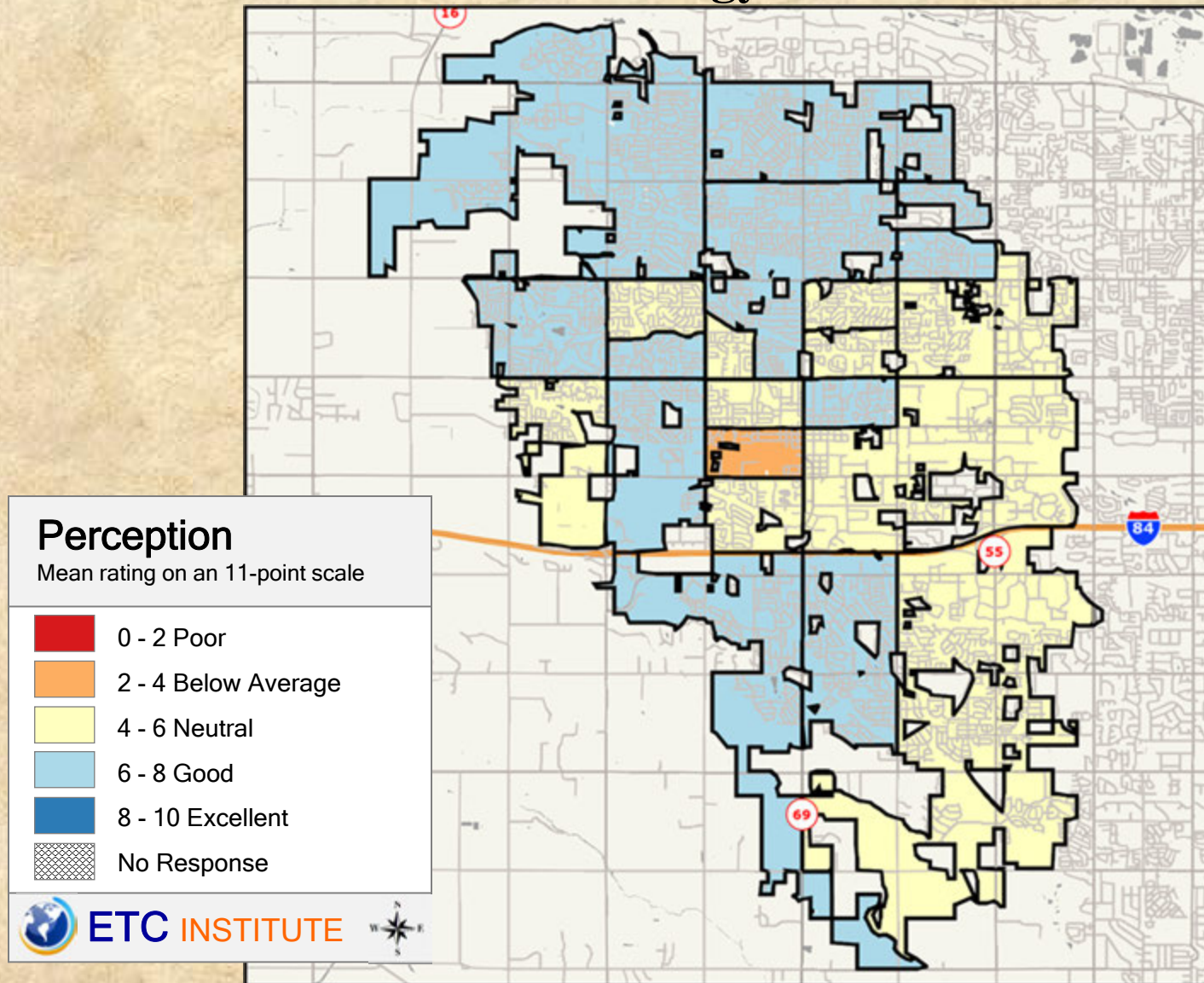
Q12.8 Rating of: Availability of information about recreation programs and classes through social media, Activity Guides, email updates, website, etc.



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

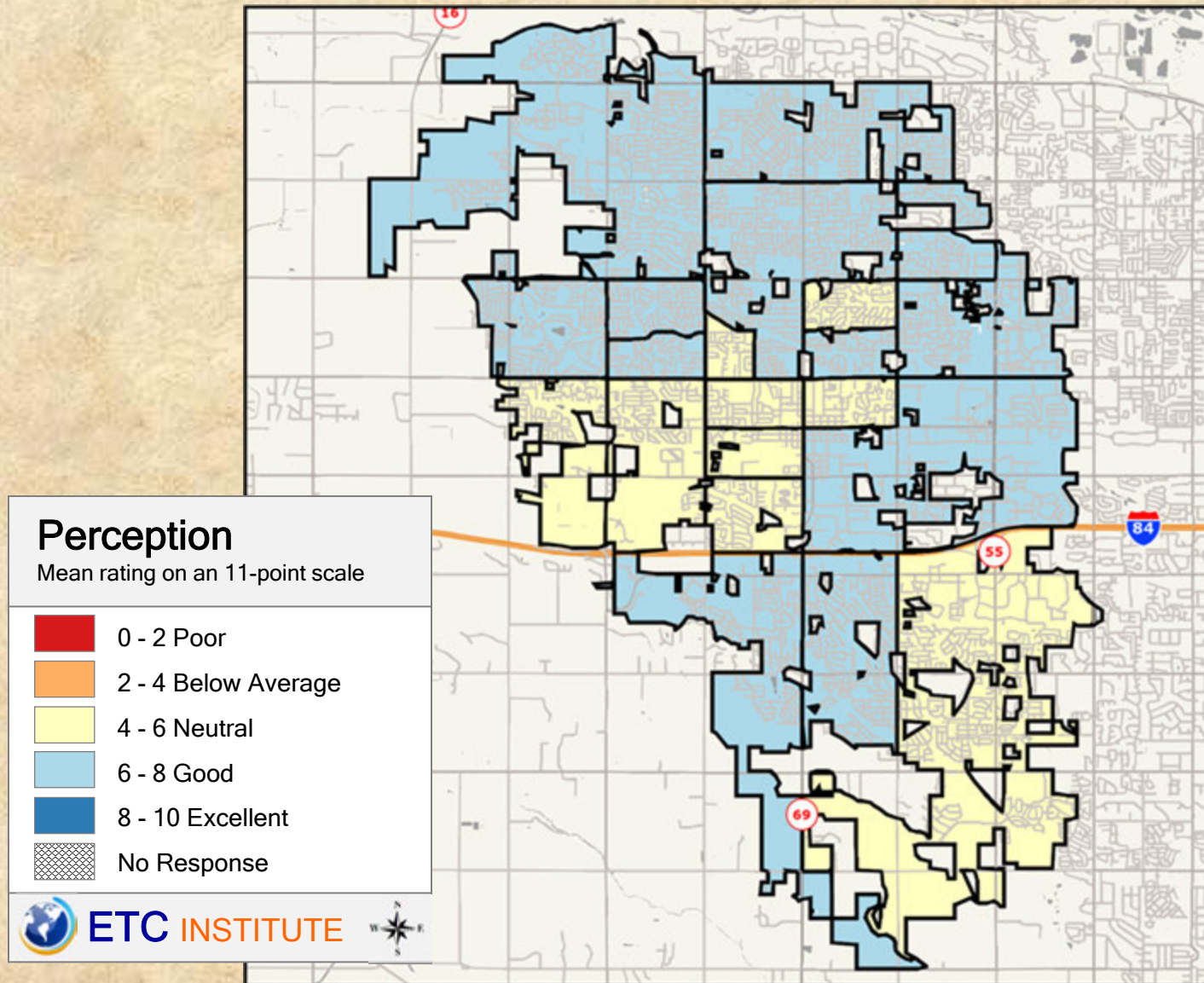
Q12.9 Rating of: Availability of communication center and gym facilities



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

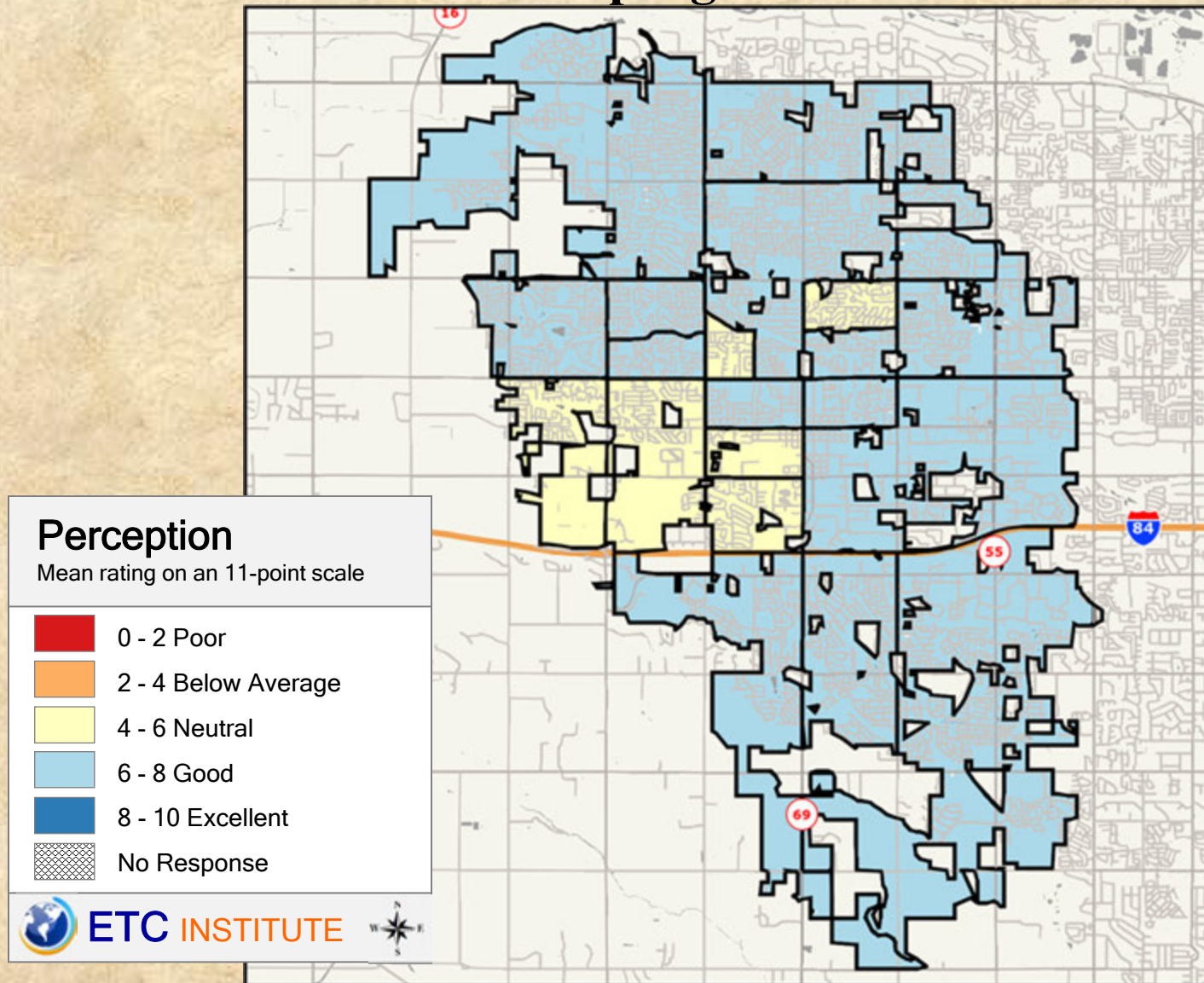
Q12.10 Rating of: Number of recreation programs and classes



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

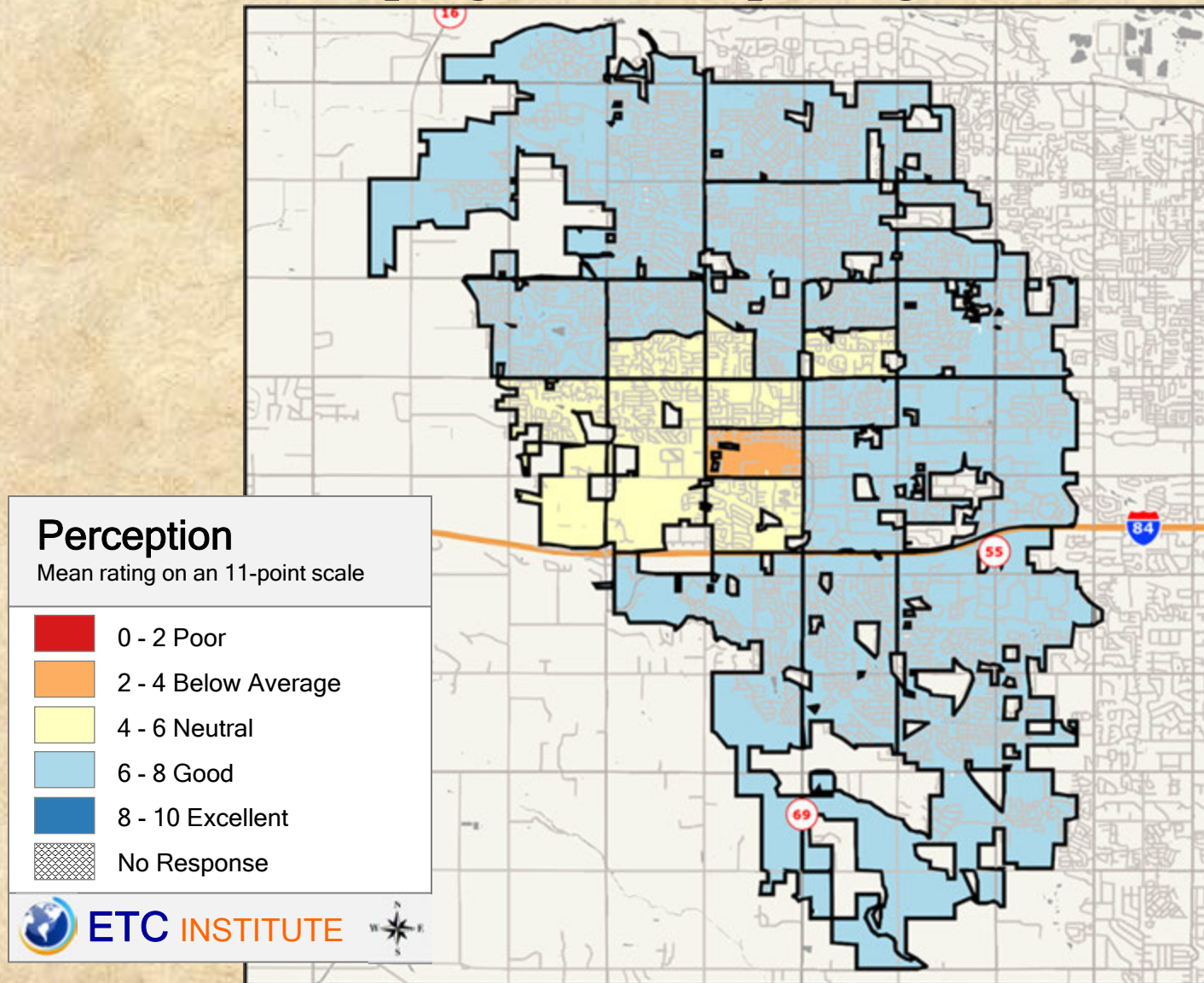
Q12.11 Rating of: Quality and variety of recreation programs and classes



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

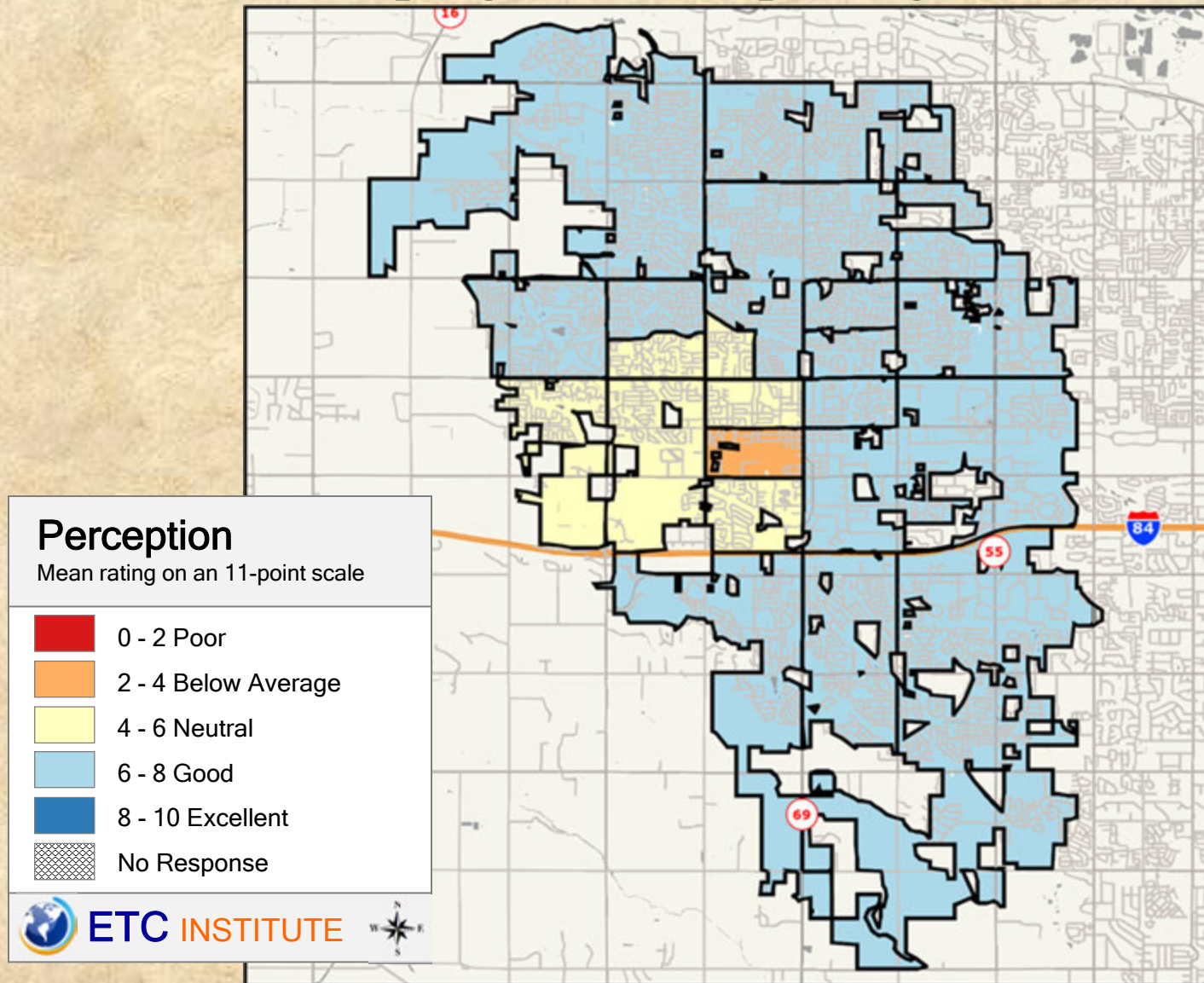
Q12.12 Rating of: Number of adult sports programs and sporting events



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

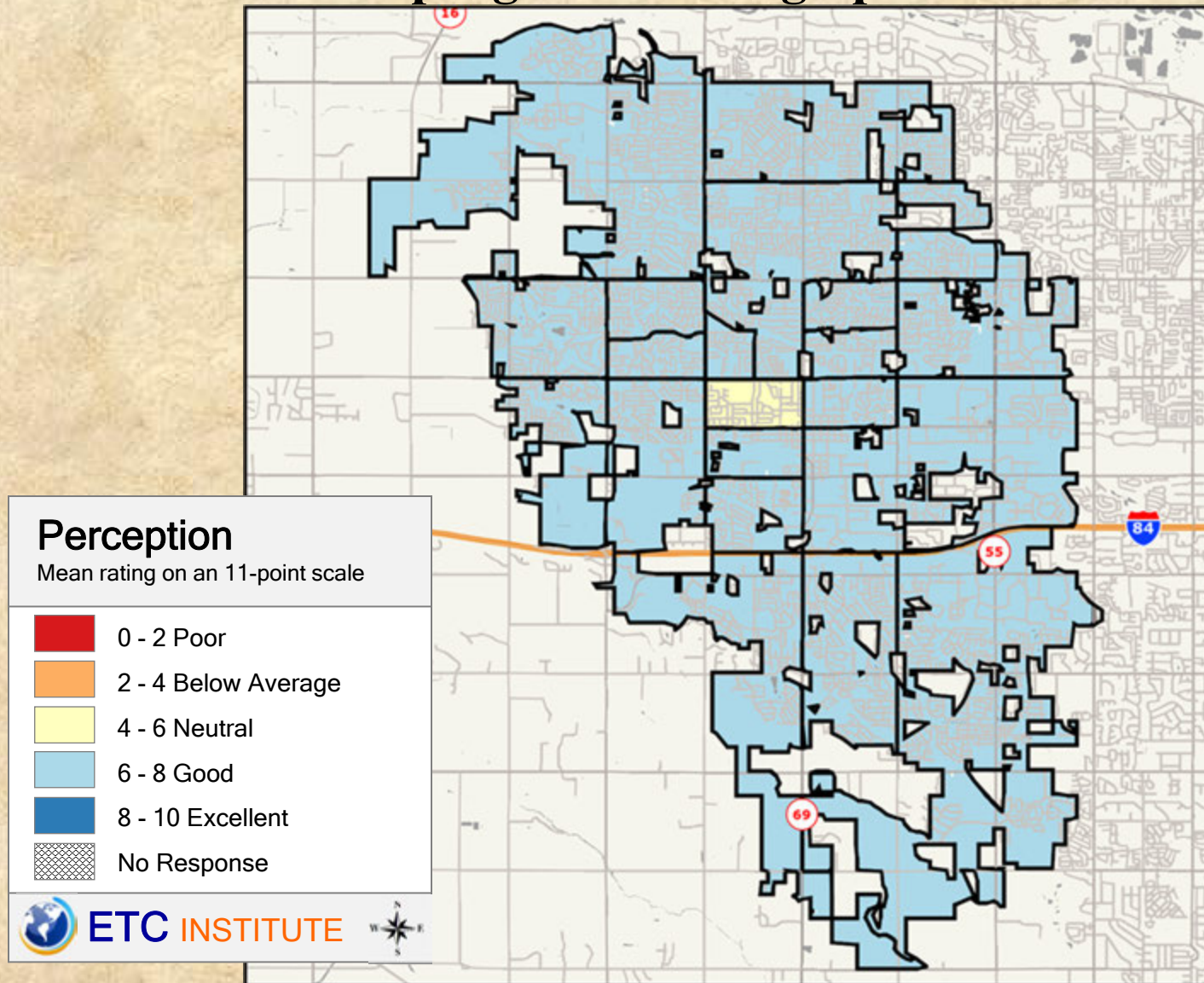
Q12.13 Rating of: Quality of the adult sports programs and sporting events



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

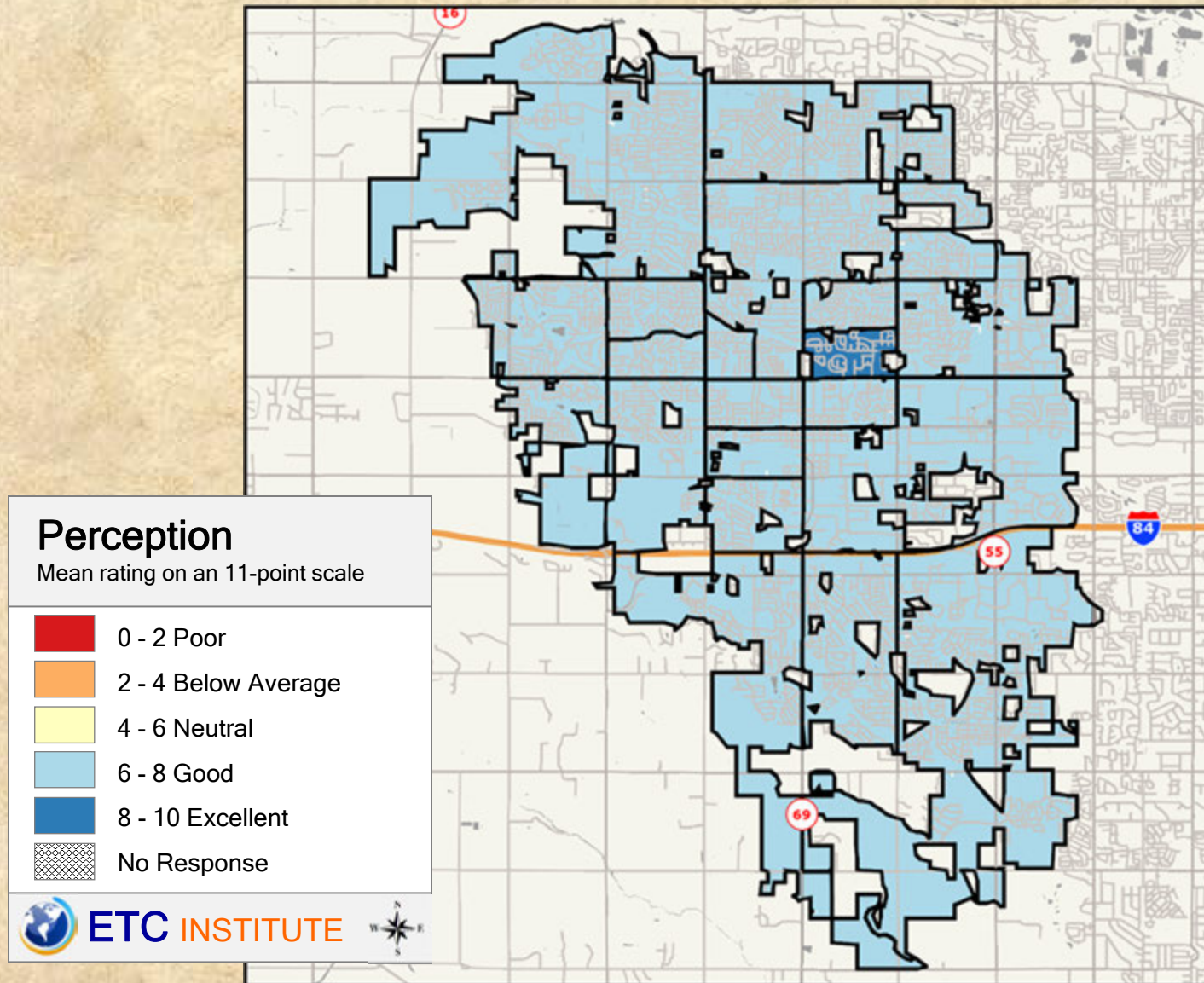
Q12.14 Rating of: Availability of youth sports programs through partners



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

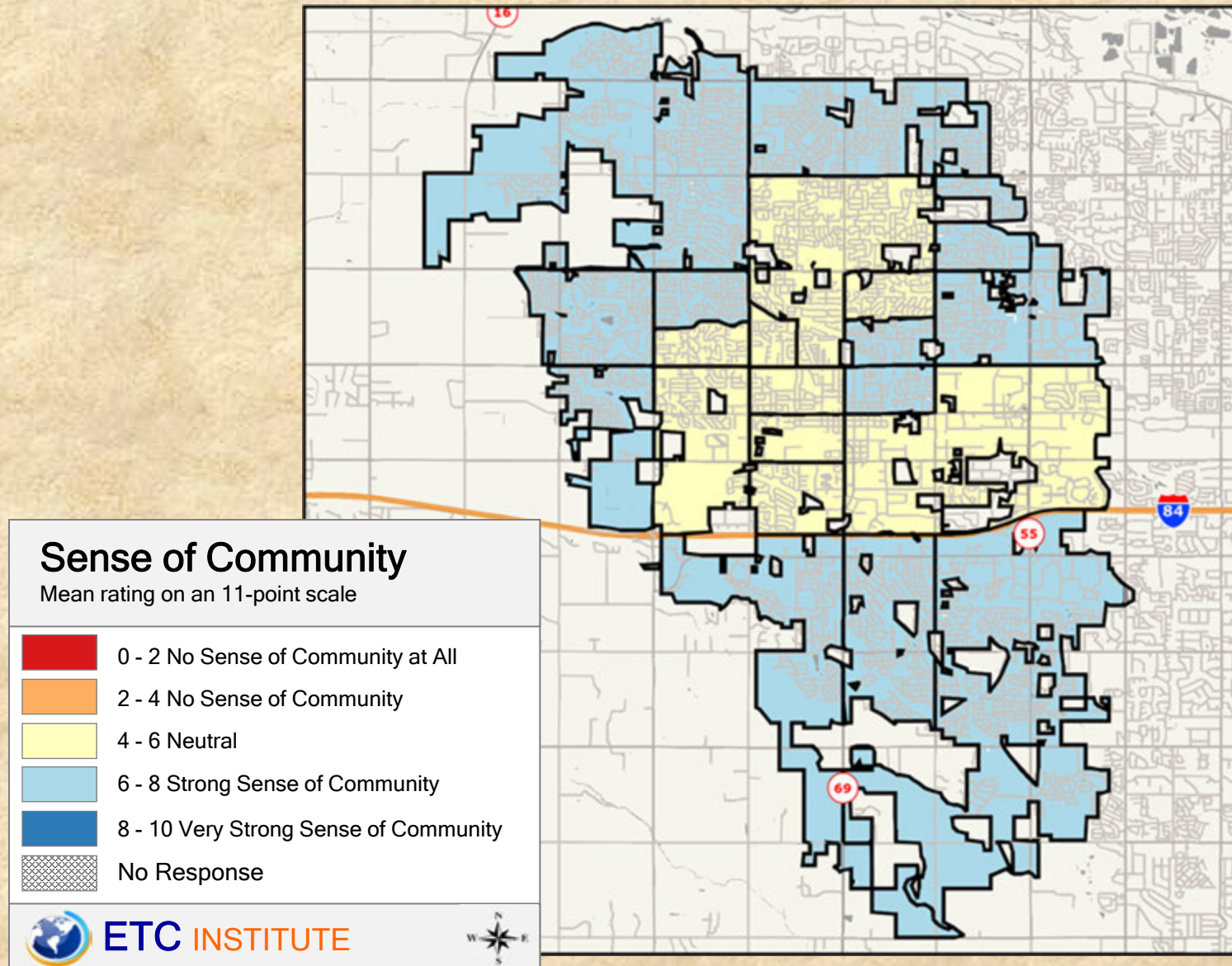
Q12.15 Rating of: Quality of youth sports programs through partners



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

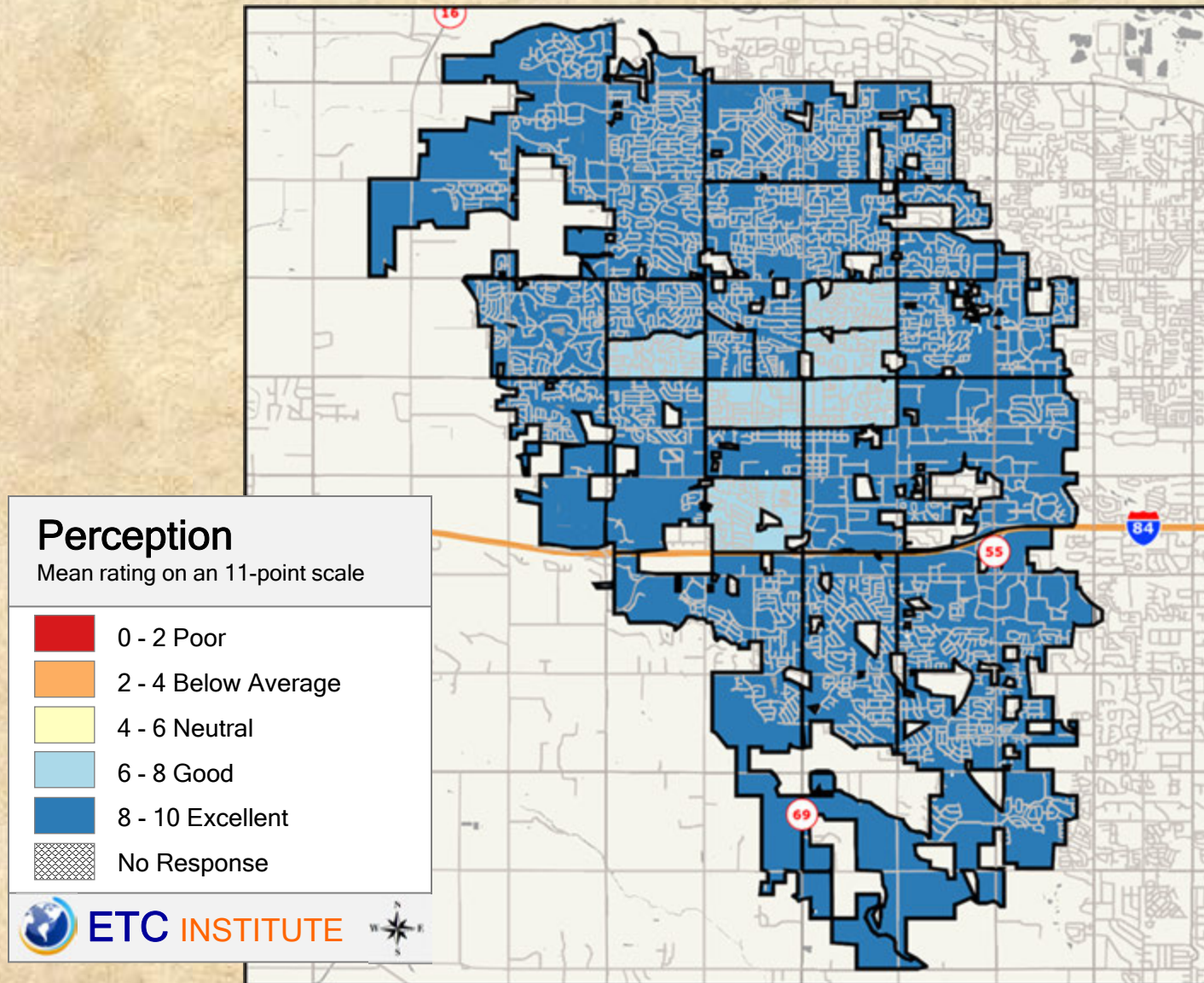
Q14.1 Rating of: The “sense of community” in your neighborhood



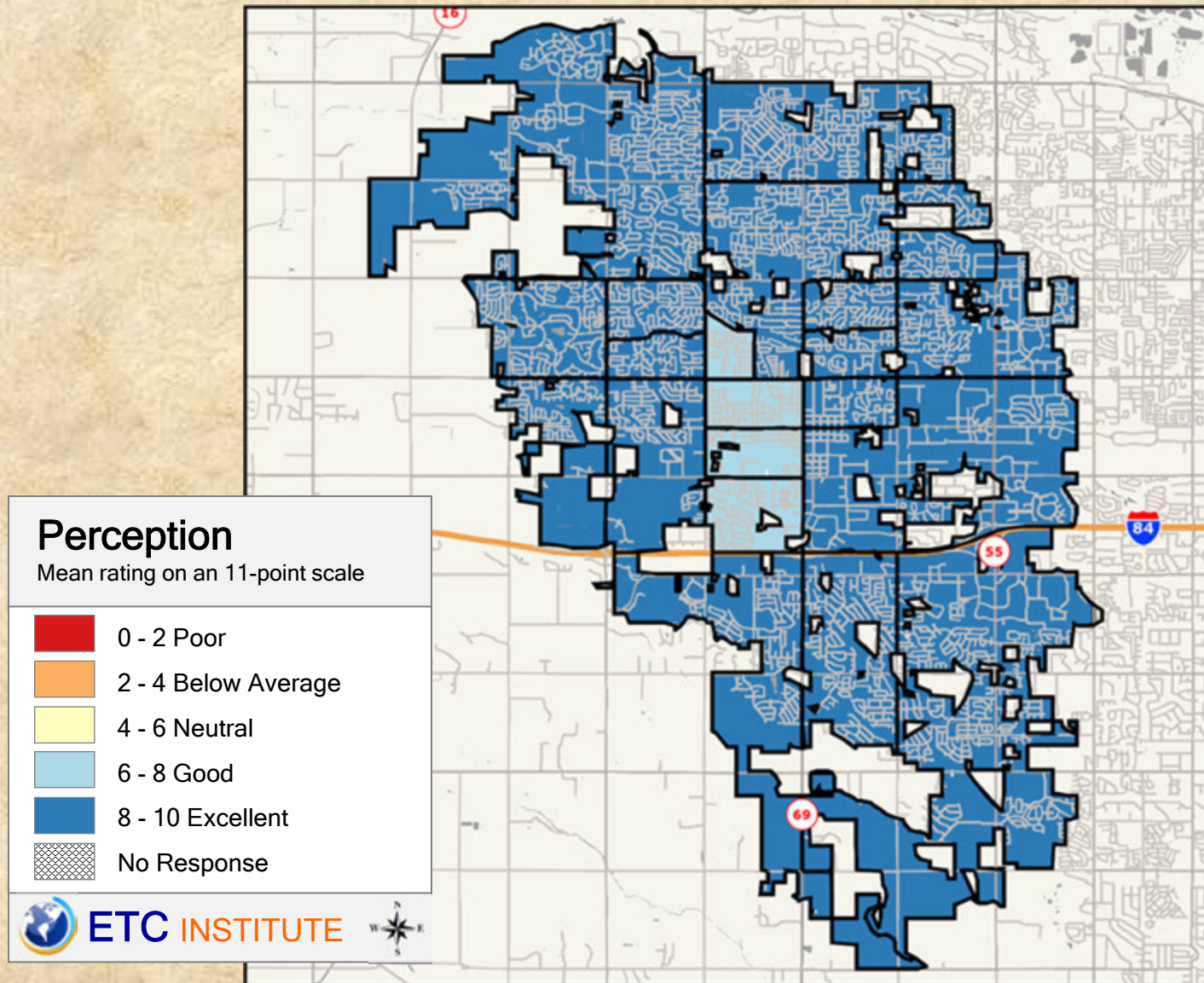
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

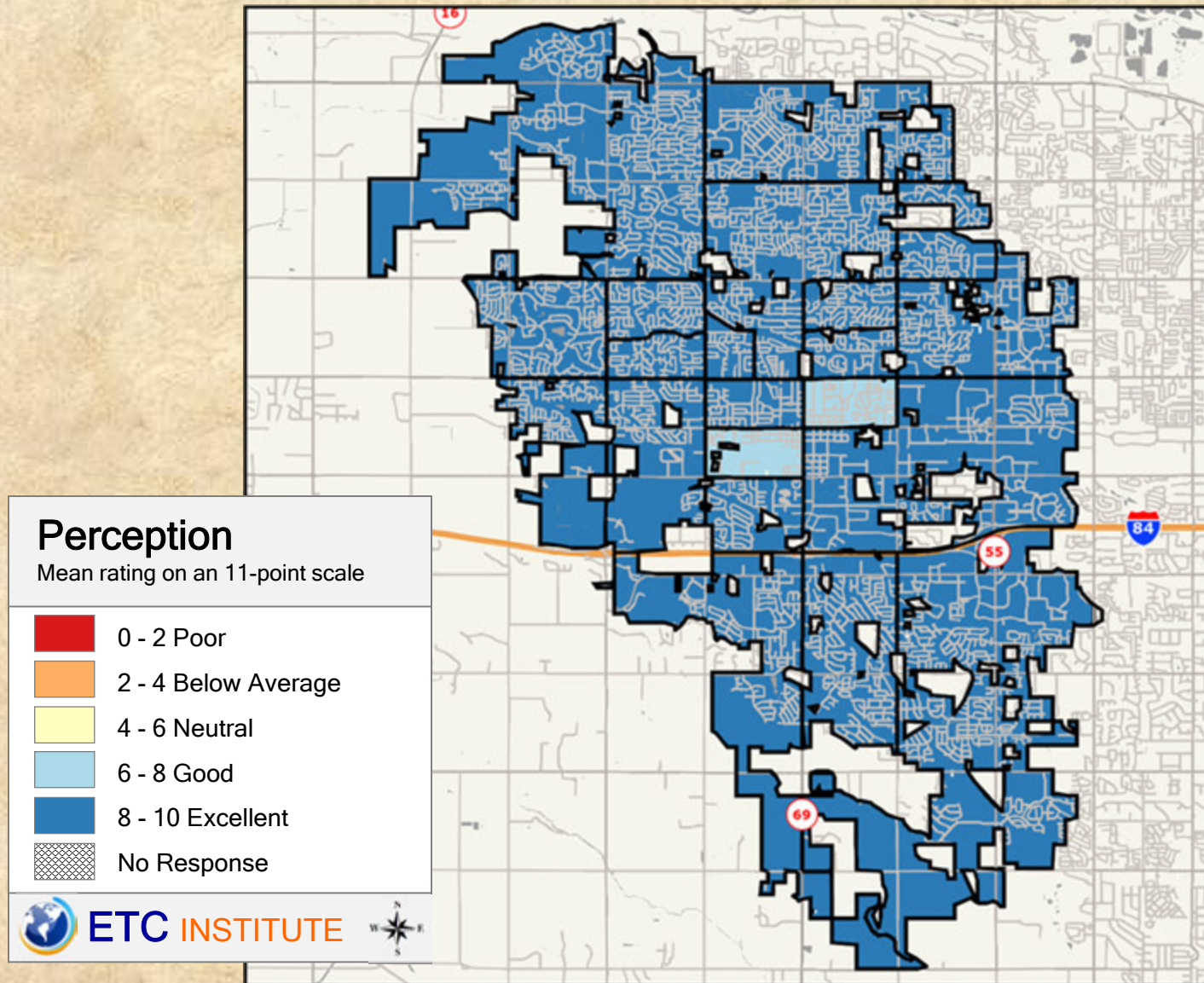
Q15.1 Rating of: Overall feeling of safety in the City



Q15.2 Rating of: Quality of local police protection



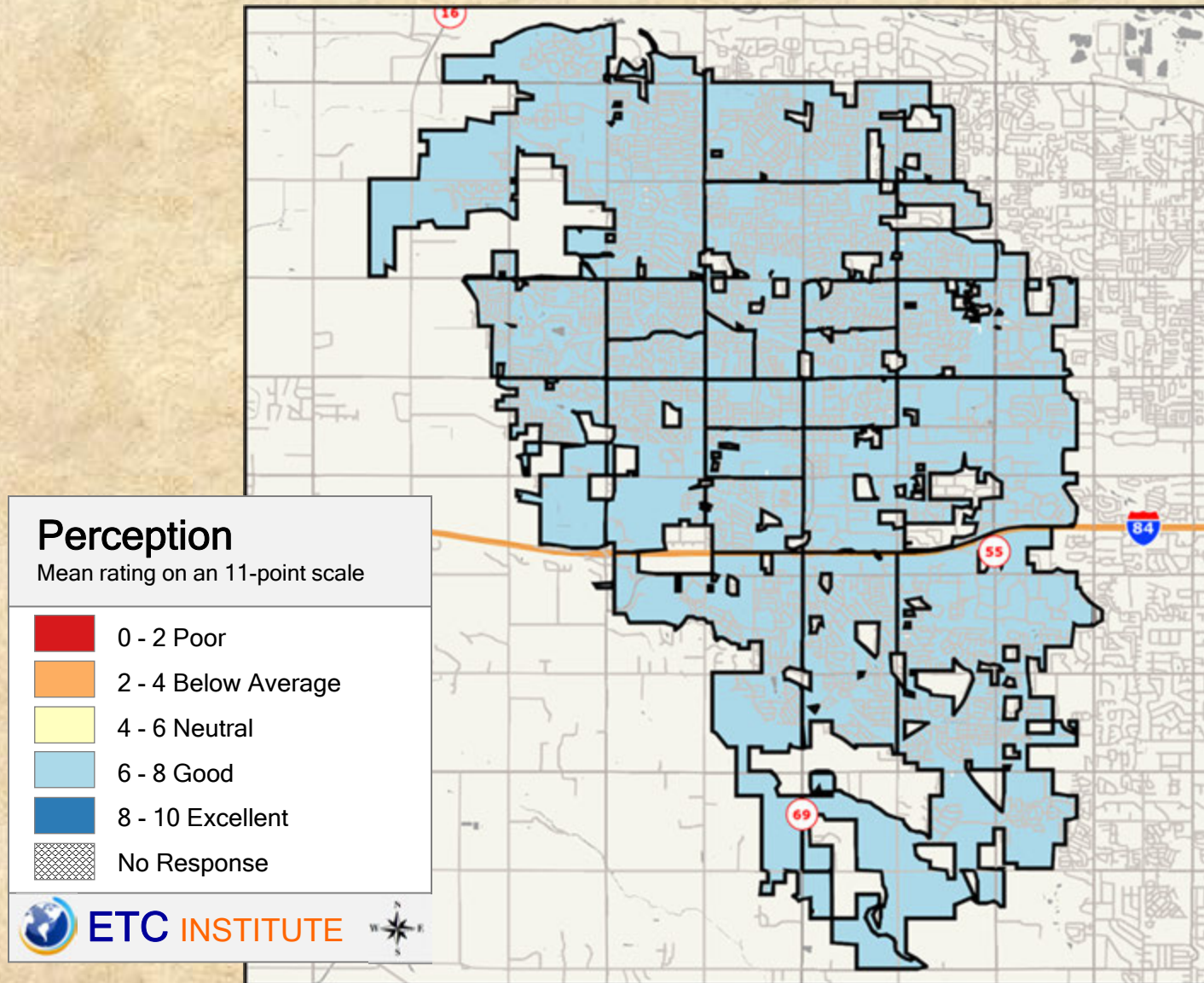
Q15.3 Rating of: How quickly police respond to 911 emergencies



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

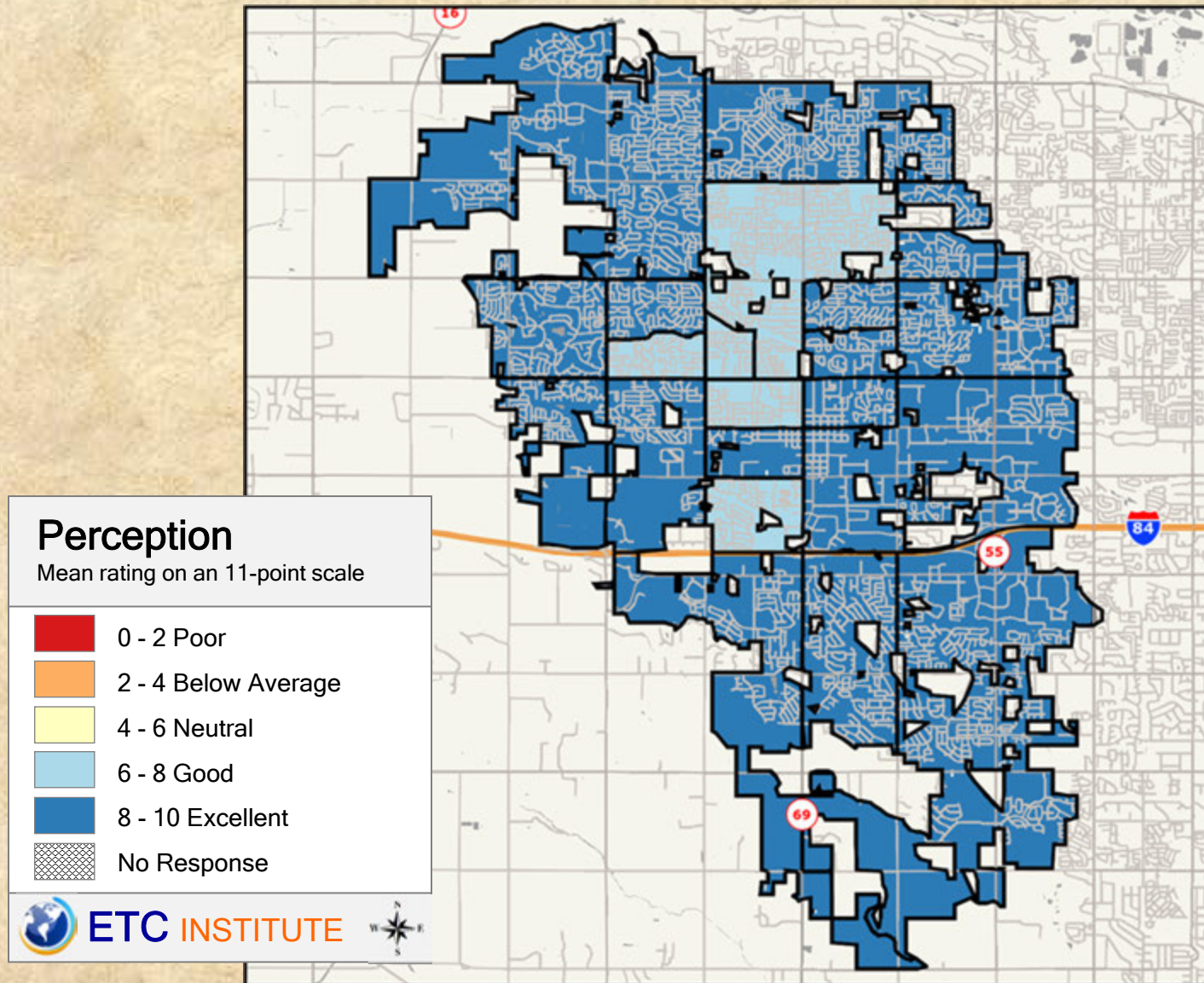
Q15.4 Rating of: The visibility of police in neighborhoods



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

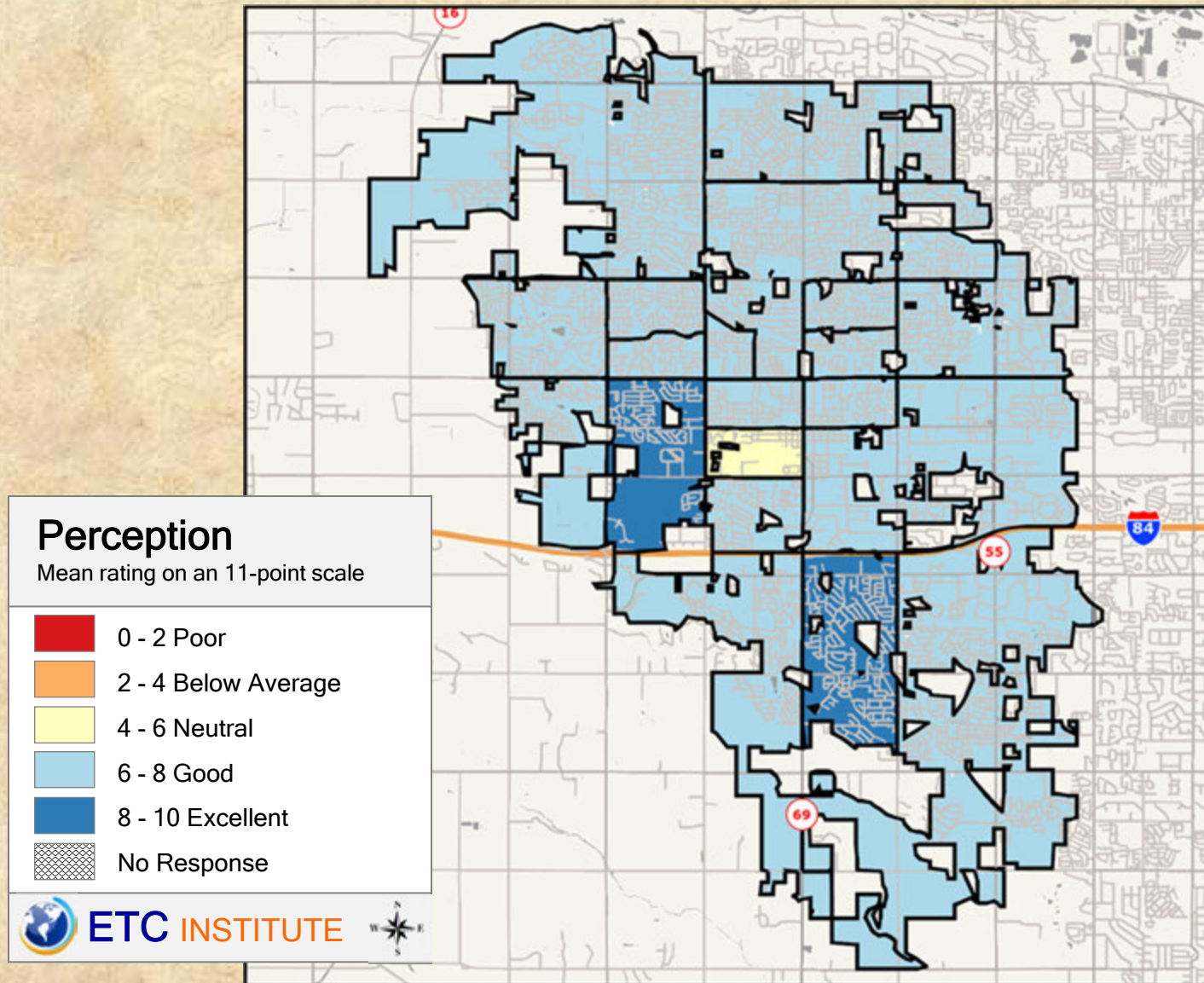
Q15.5 Rating of: Safety in city parks



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

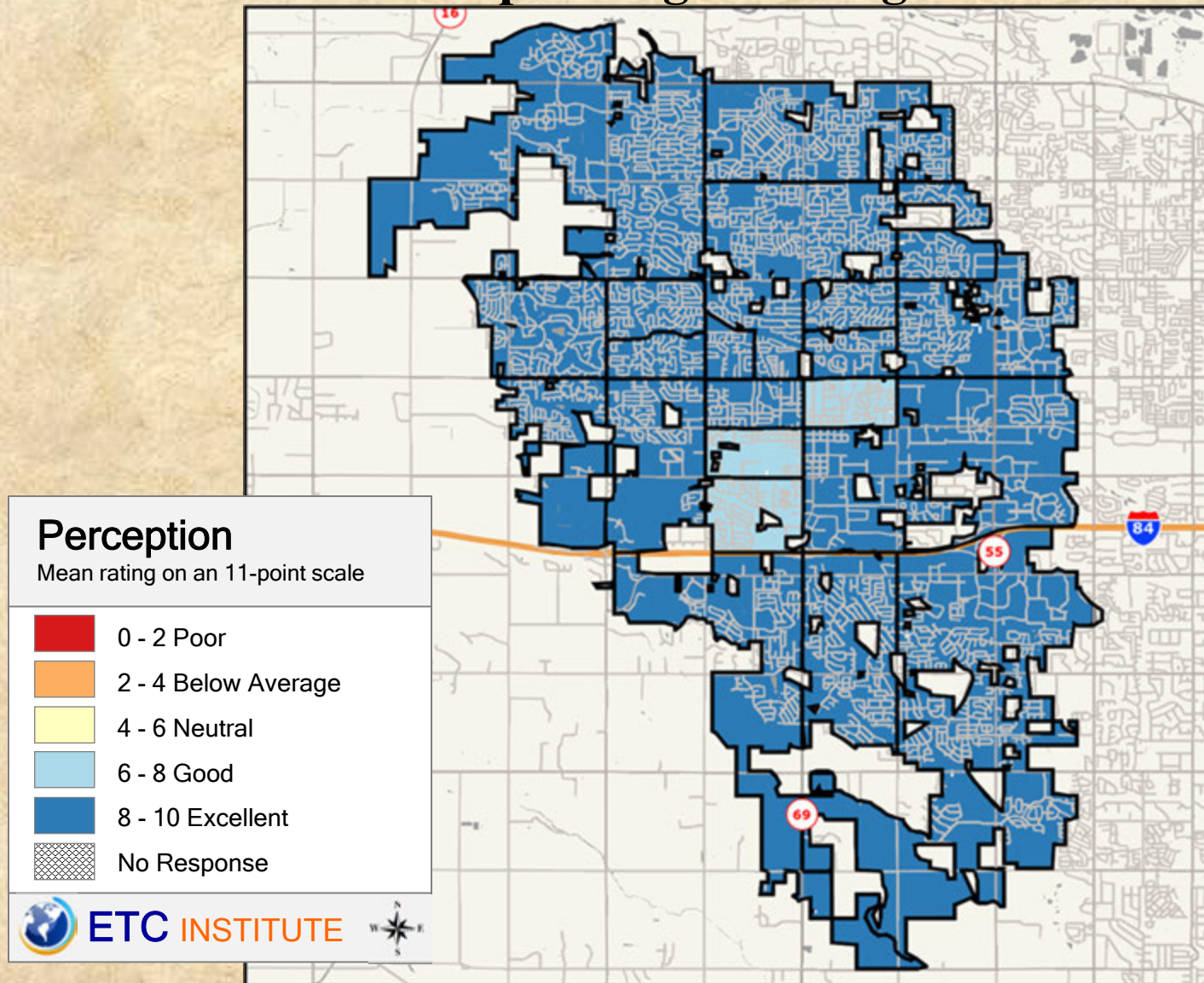
Q15.6 Rating of: Police safety education programs



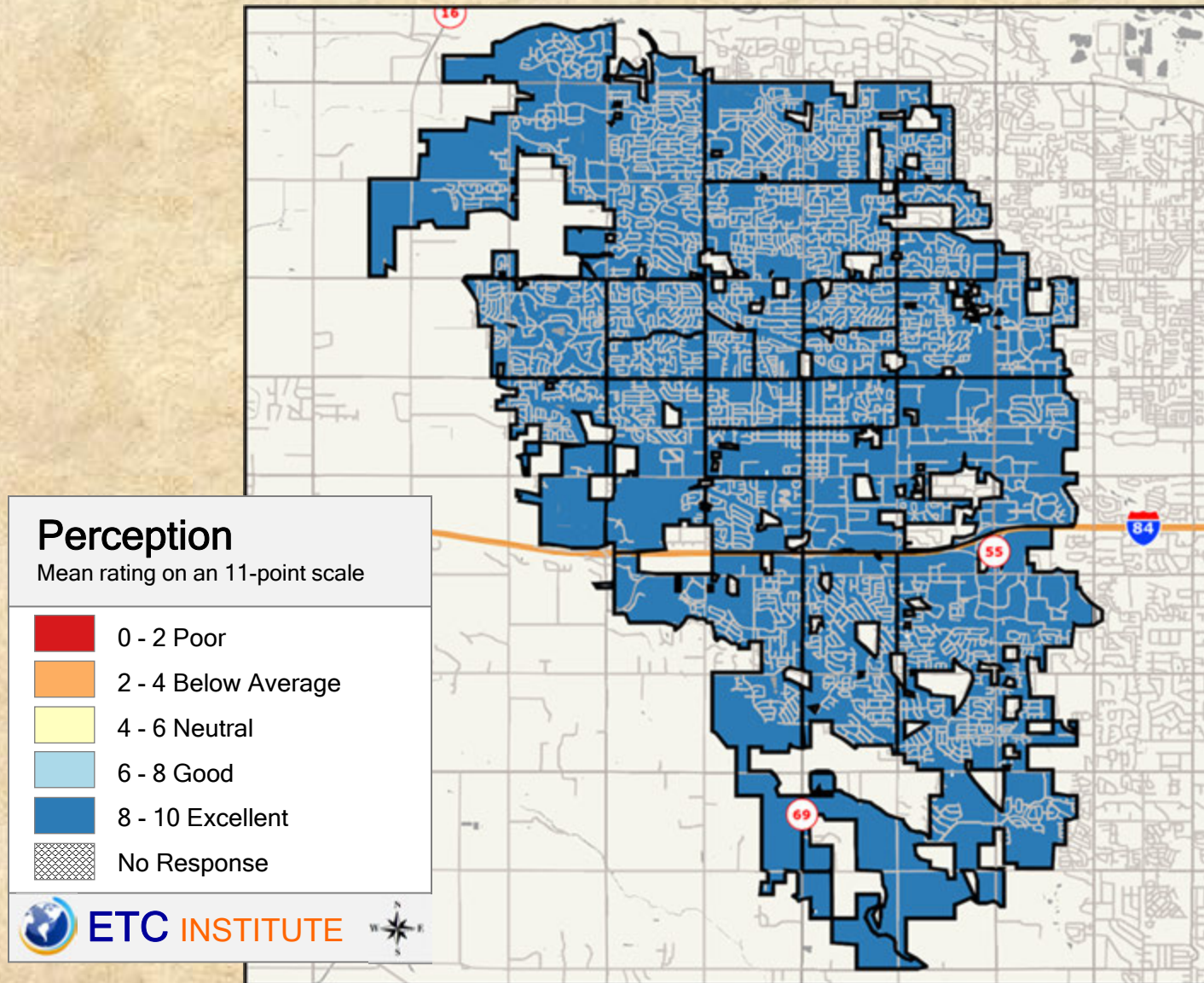
2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q15.7 Rating of: Professionalism of employees responding to emergencies



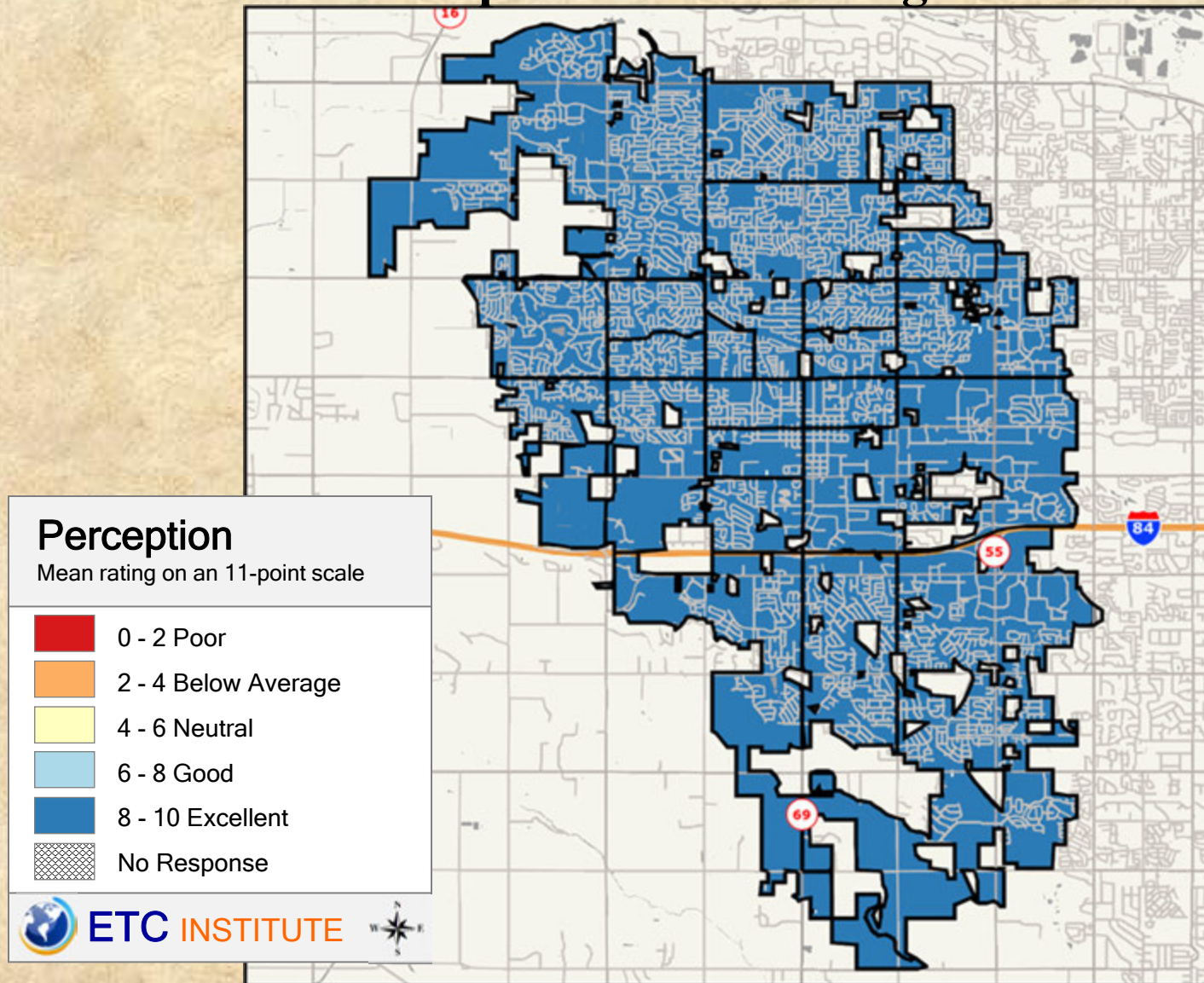
Q15.8 Rating of: Overall quality of the fire department



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

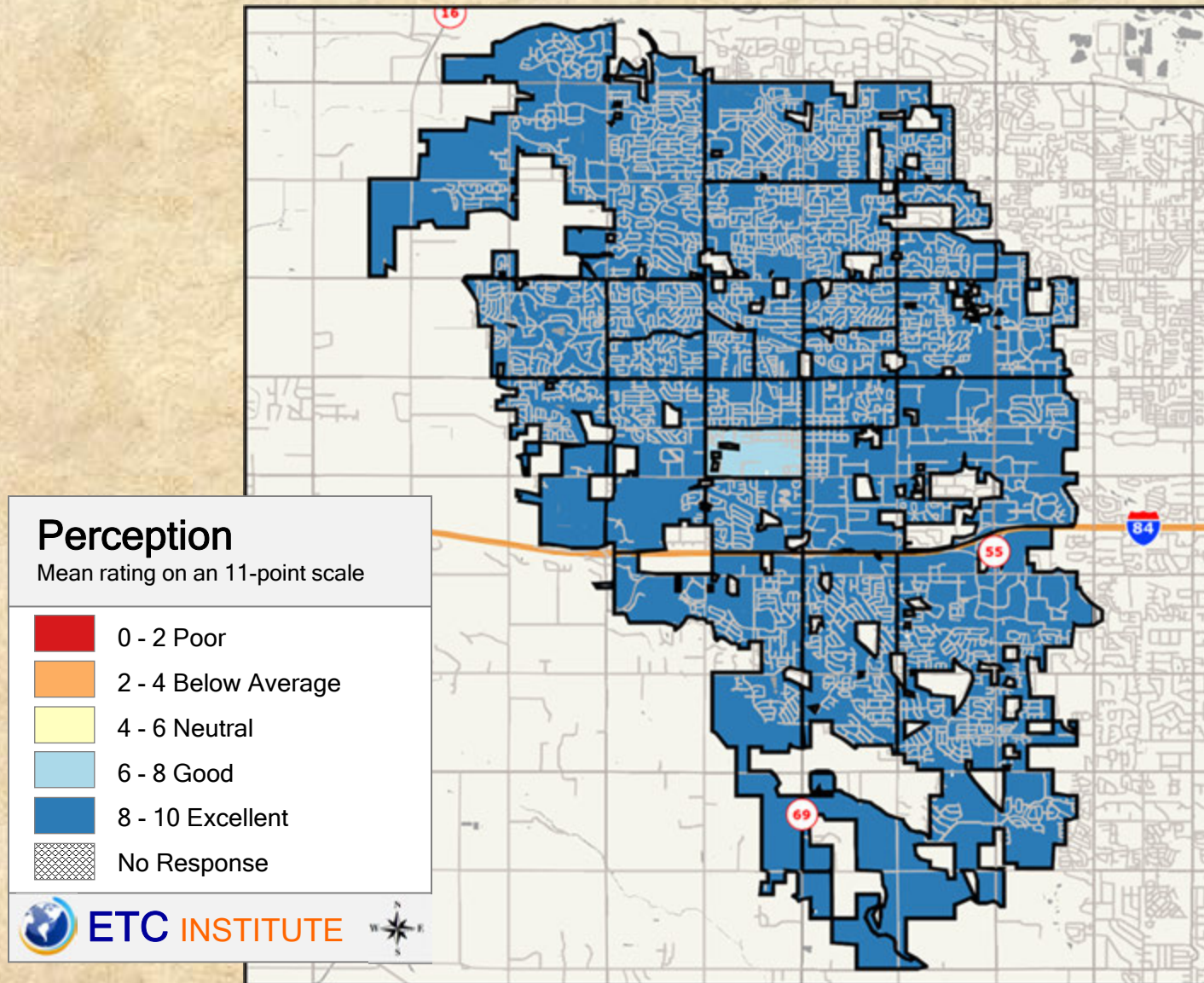
Q15.9 Rating of: How quickly fire department responds to 911 emergencies



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

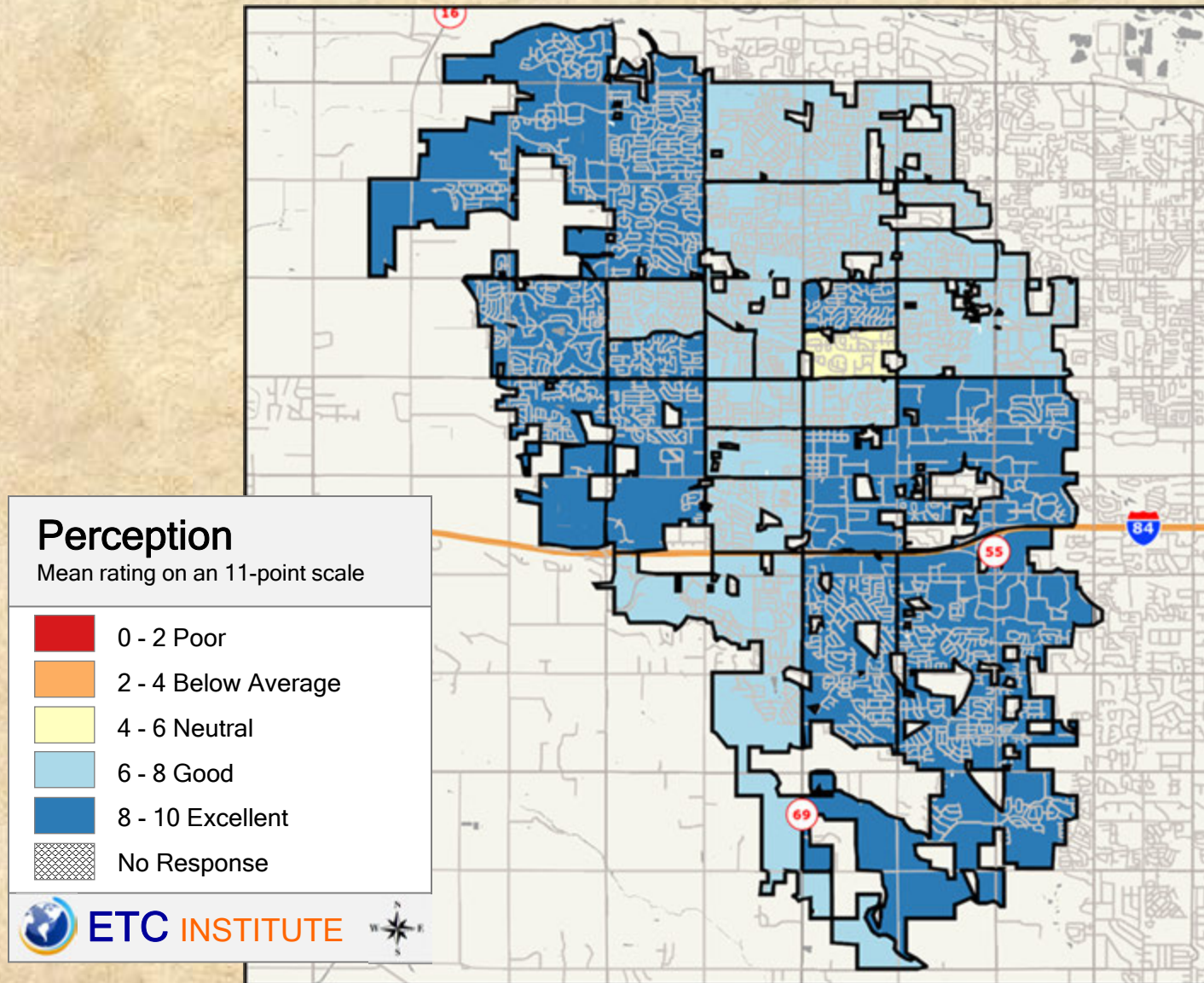
Q15.10 Rating of: Quality of Emergency Medical Services (EMS)



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

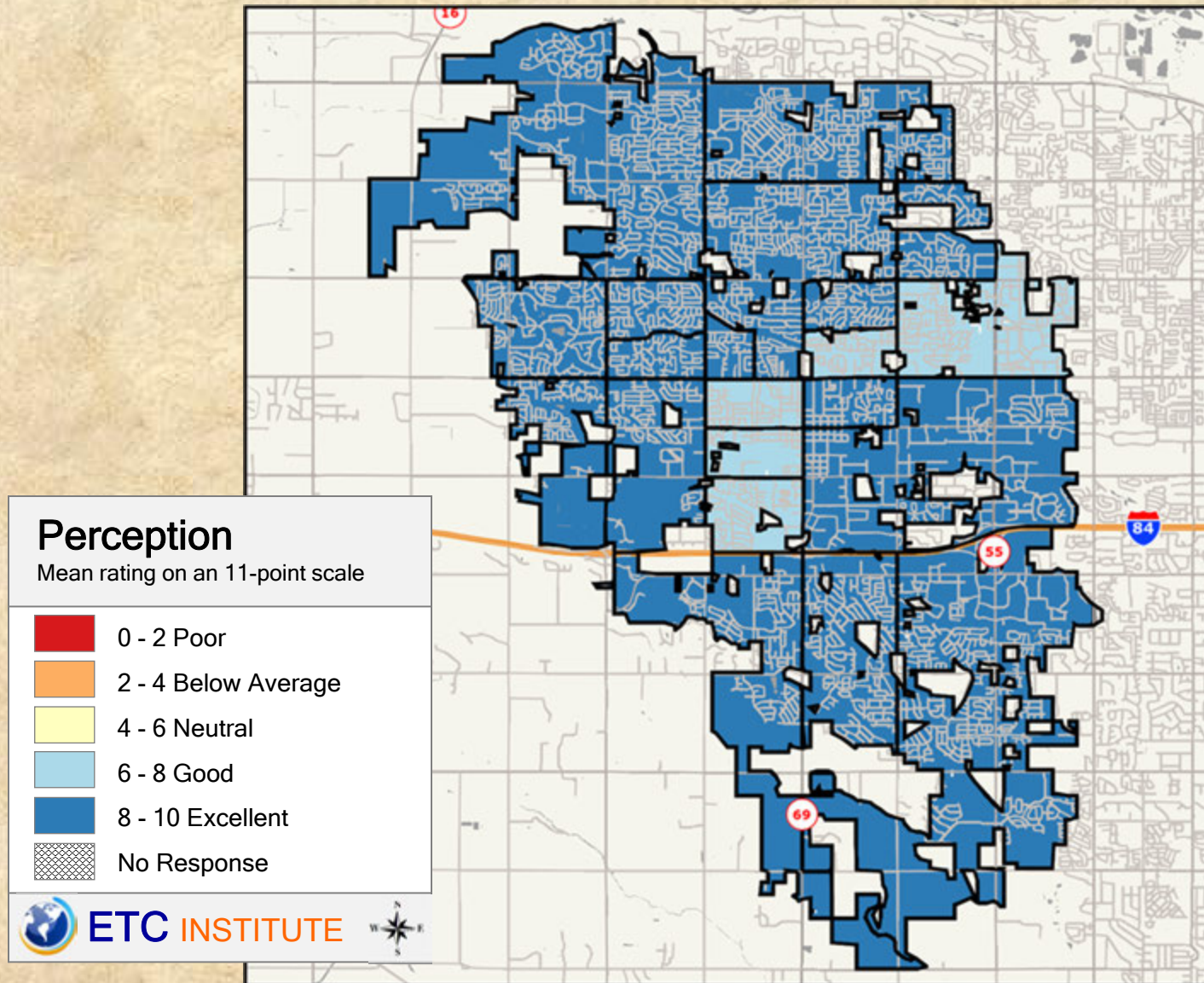
Q15.11 Rating of: Fire safety education programs



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

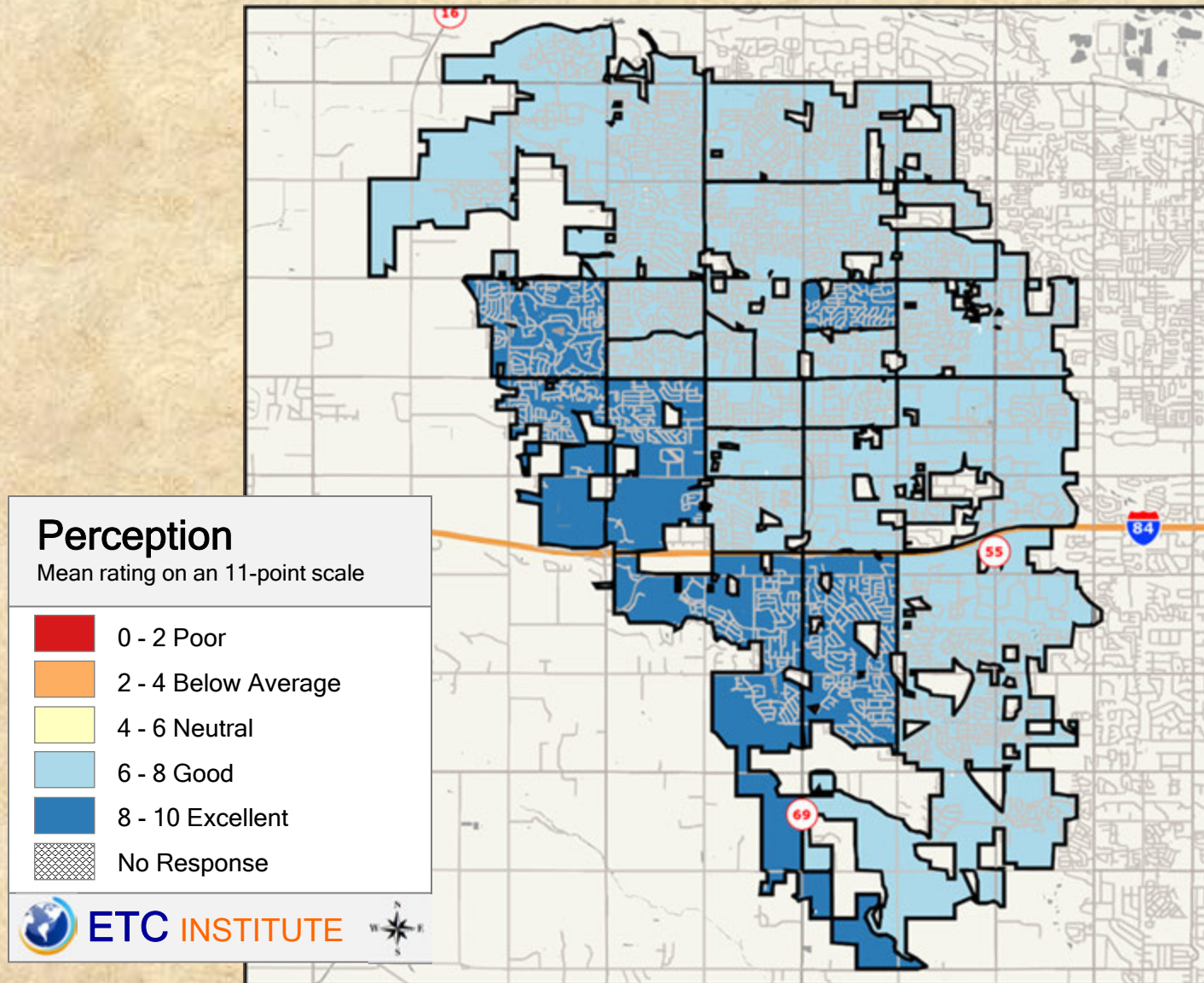
Q15.12 Rating of: Current location of fire stations



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

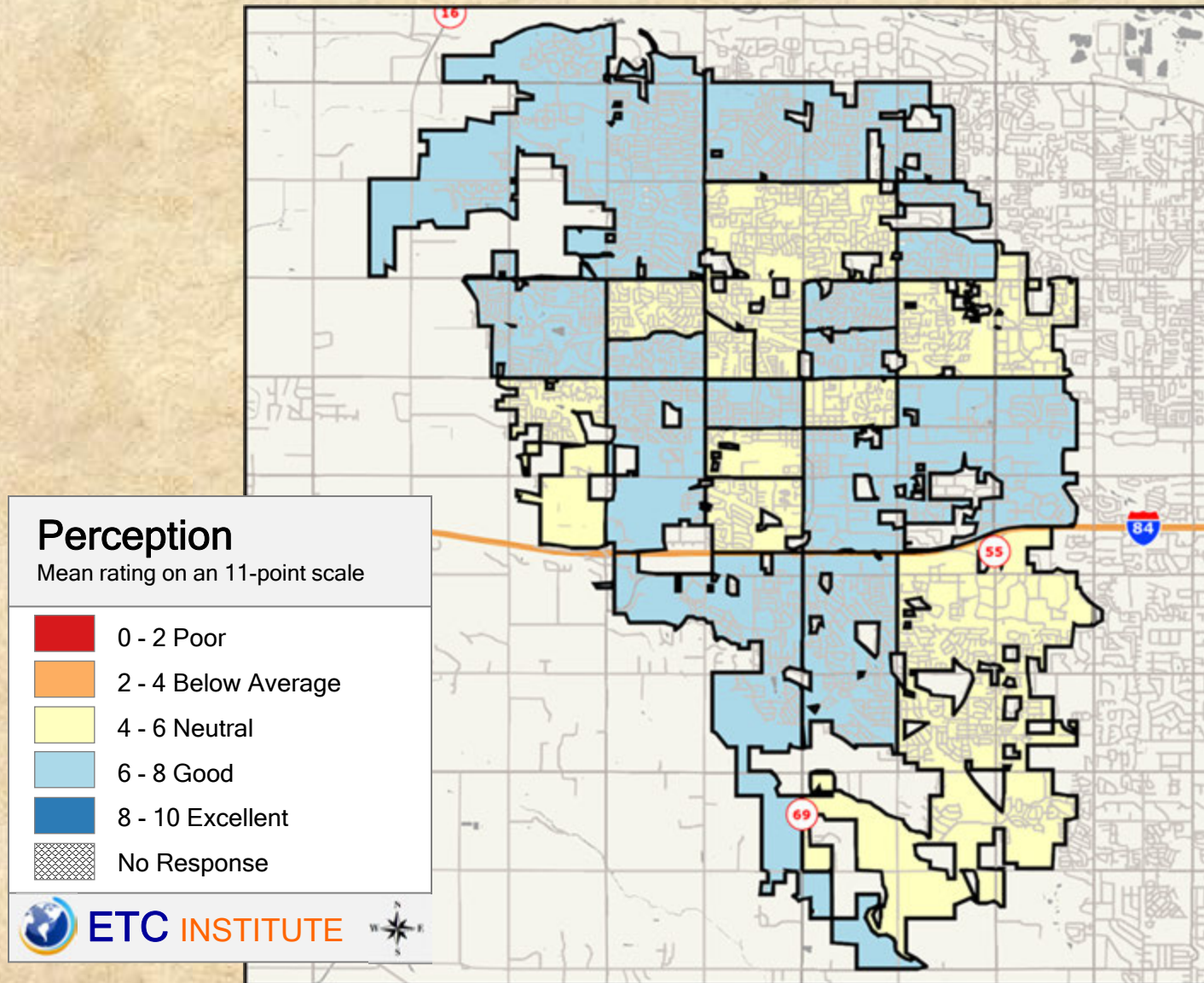
Q15.13 Rating of: Fire department public outreach



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

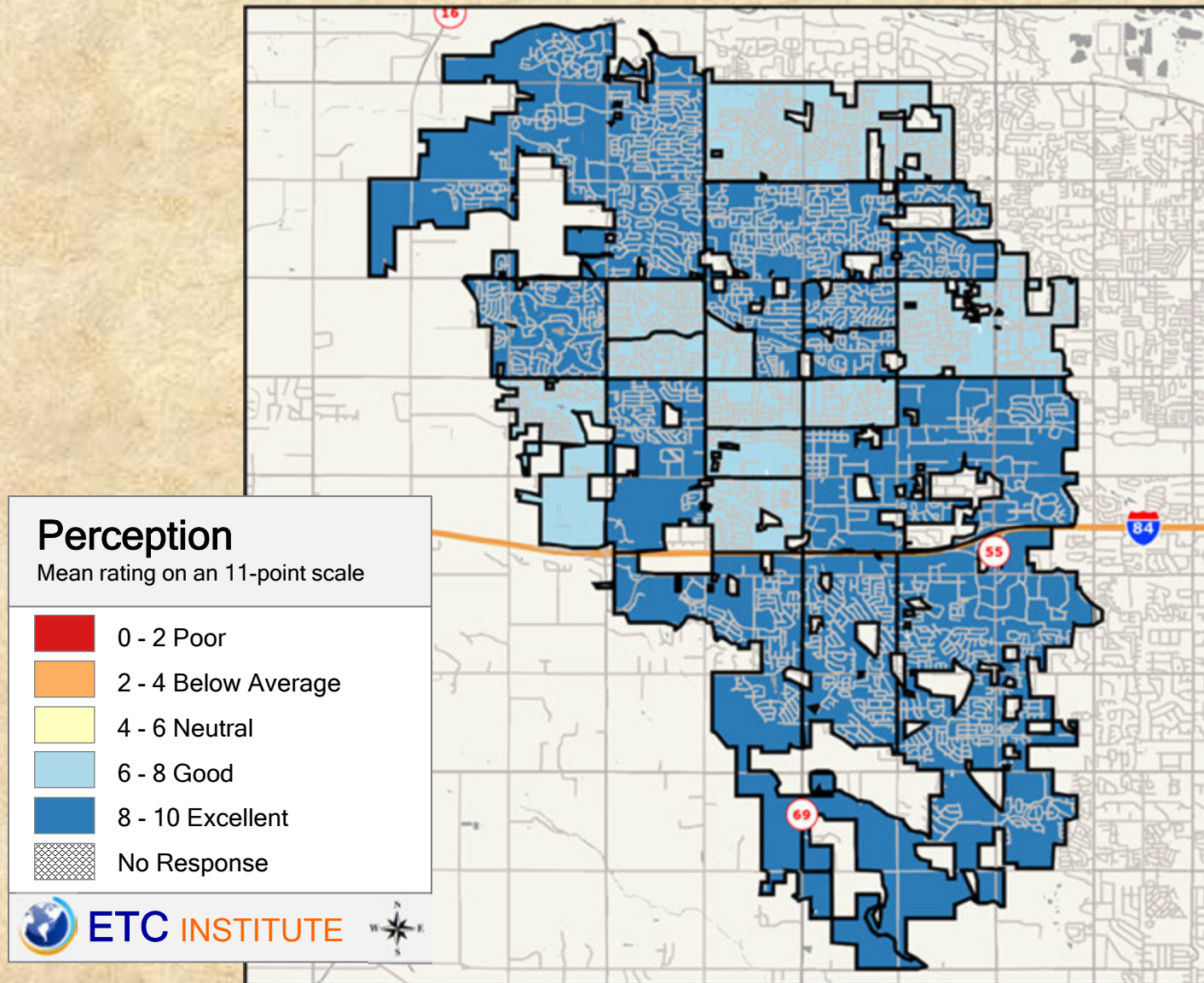
Q16.1 Rating of: Weed abatement



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

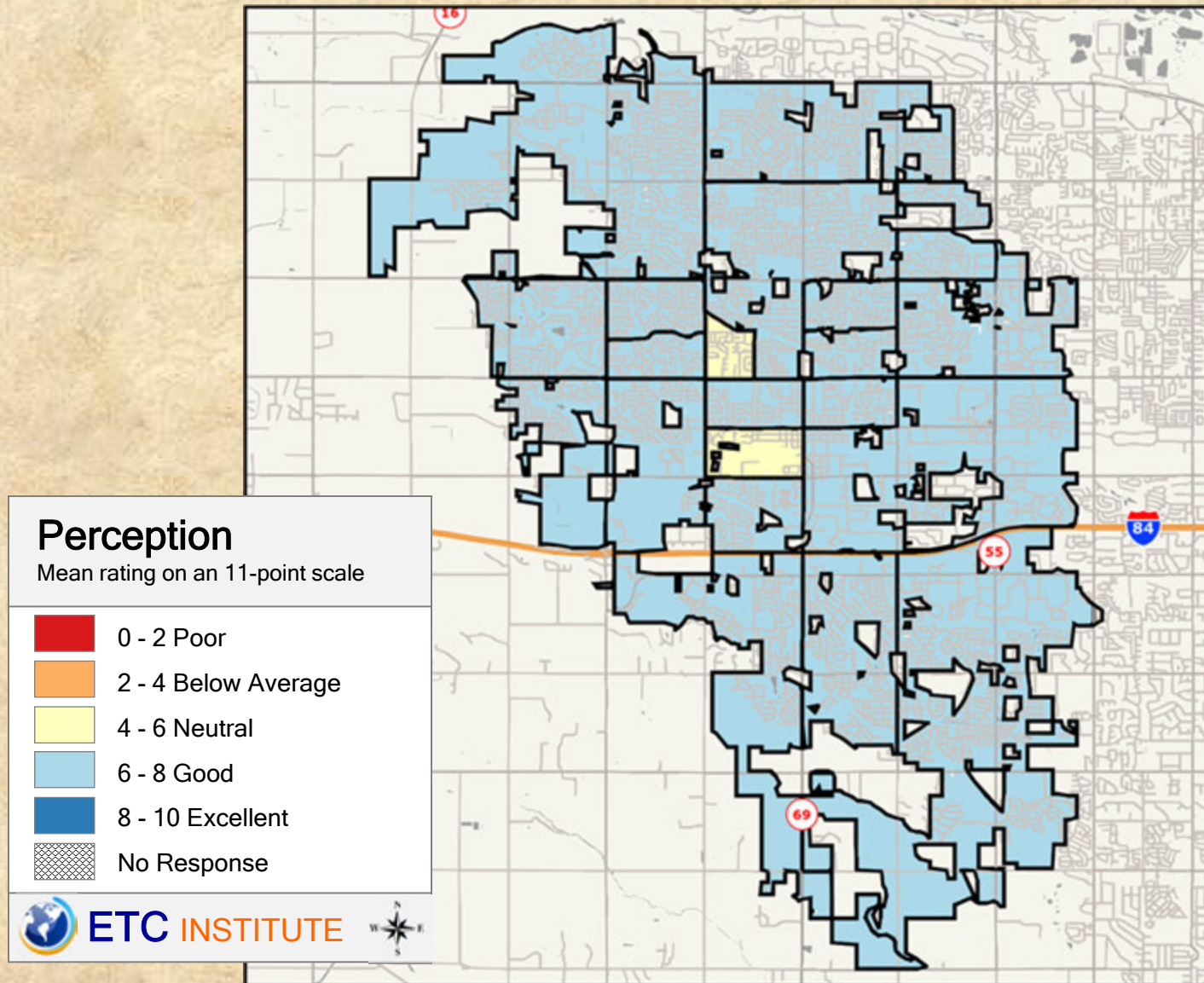
Q16.2 Rating of: Removal of graffiti



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

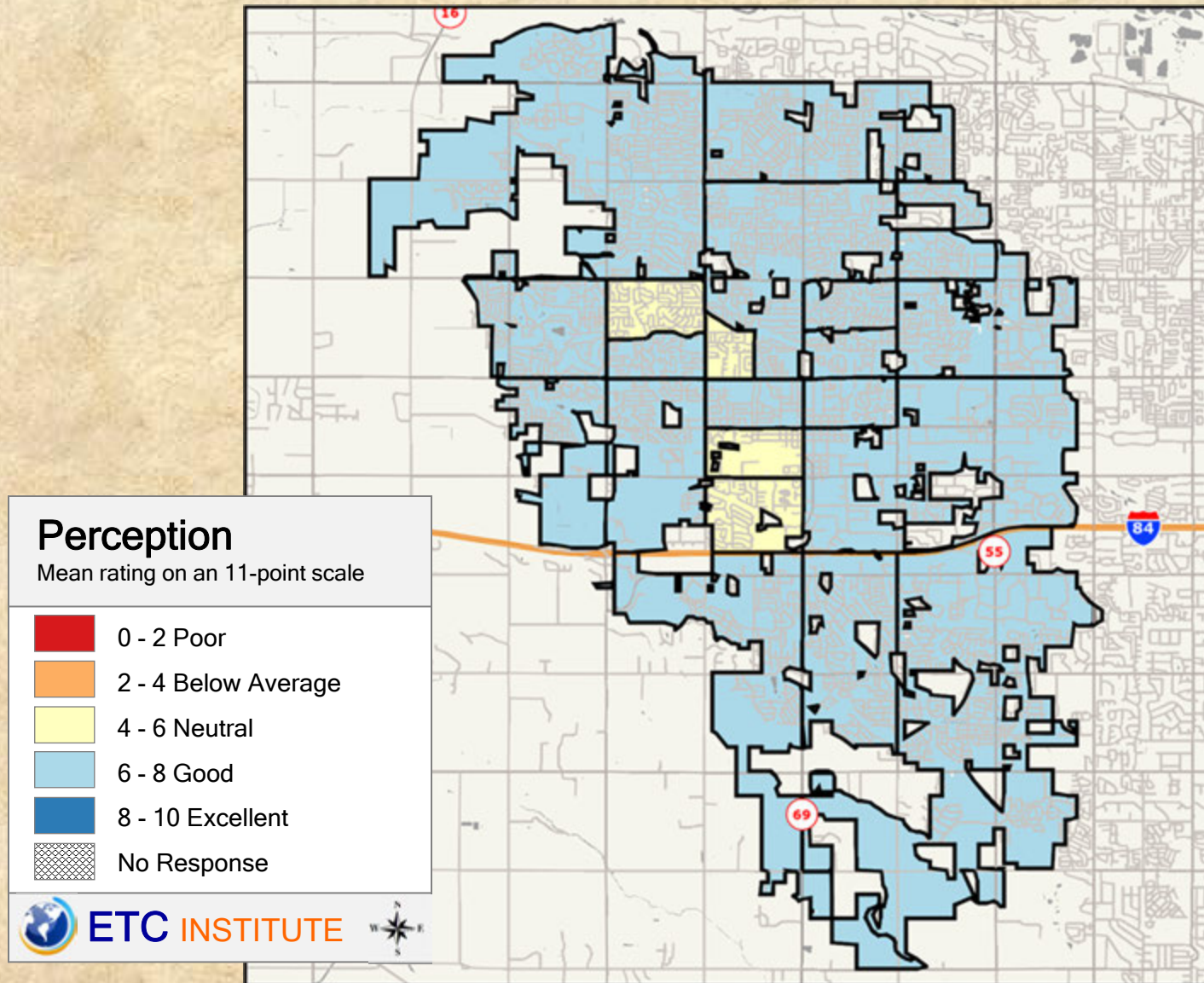
Q16.3 Rating of: Abandoned/junk automobile removal



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

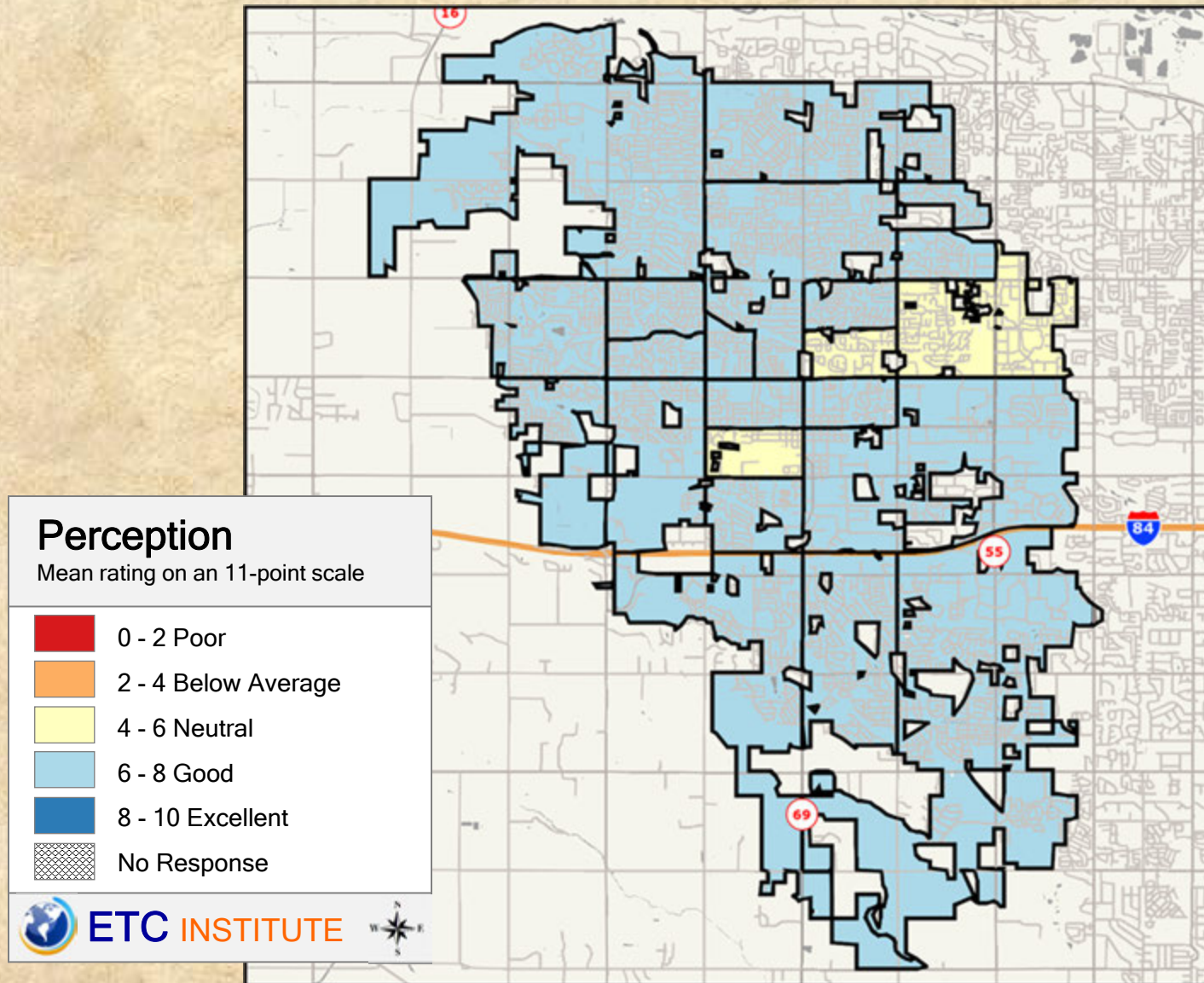
Q16.4 Rating of: Clean-up of litter and debris on private property



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

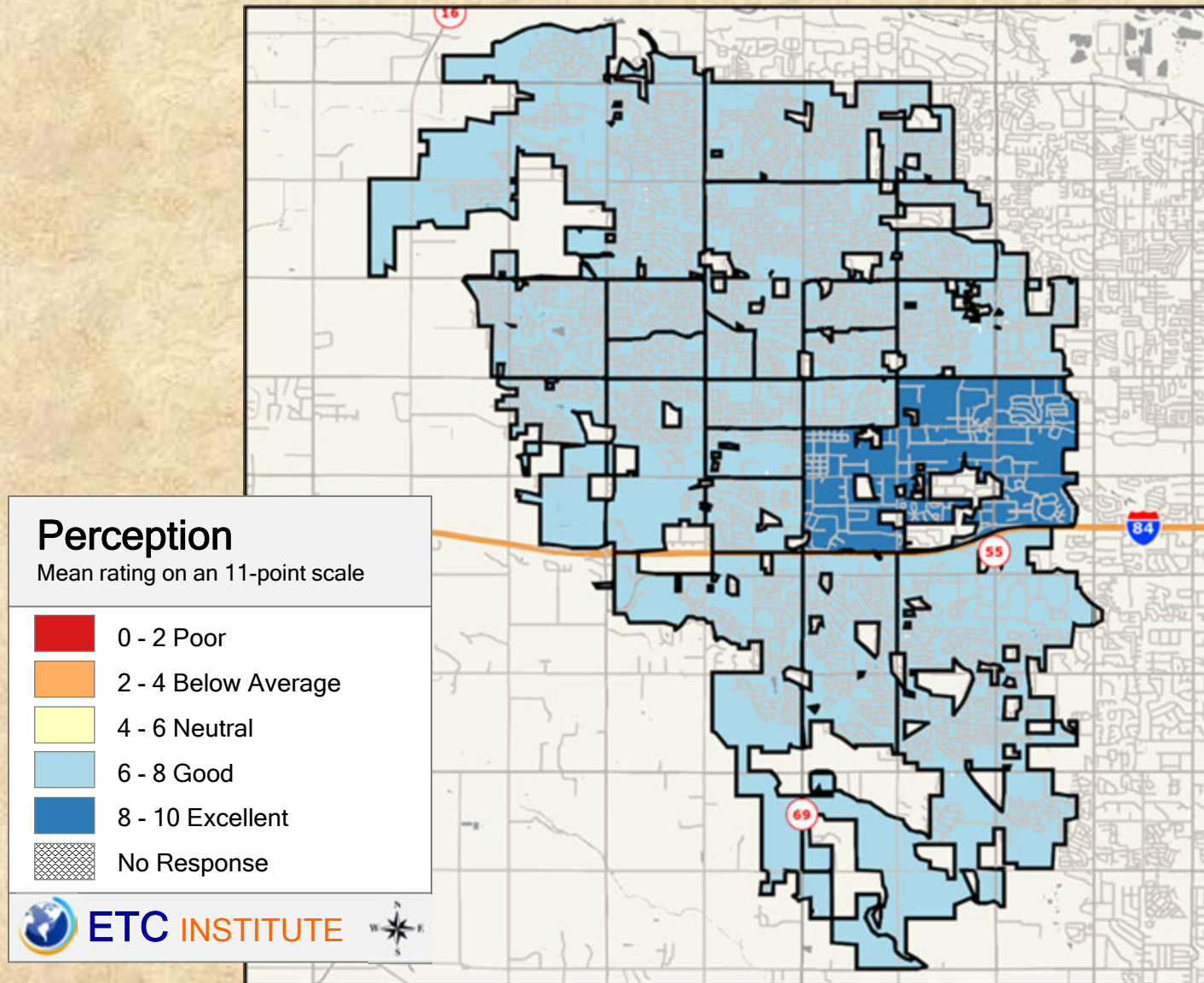
Q16.5 Rating of: Dilapidated houses or buildings



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

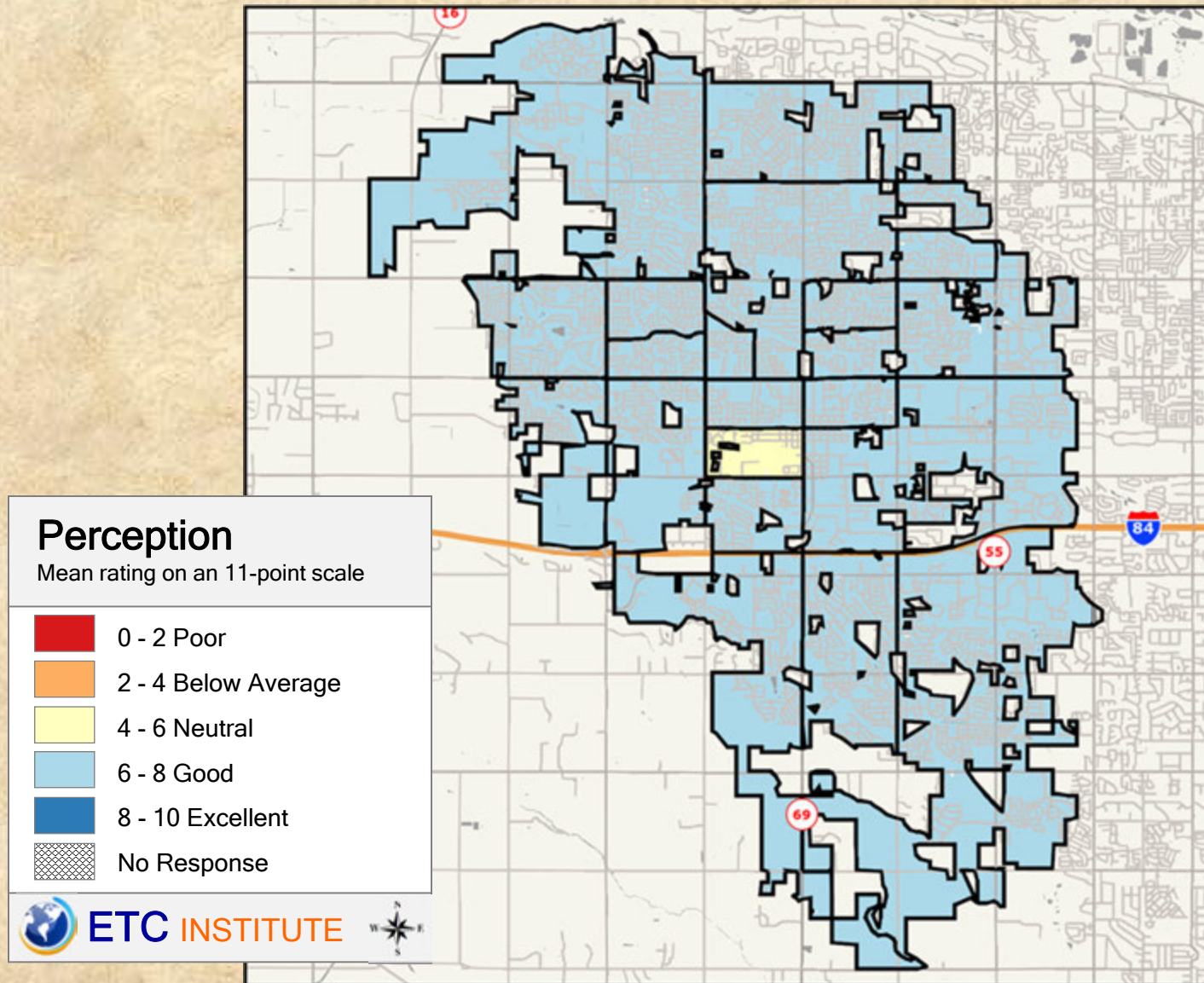
Q16.6 Rating of: Illegal dumping



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

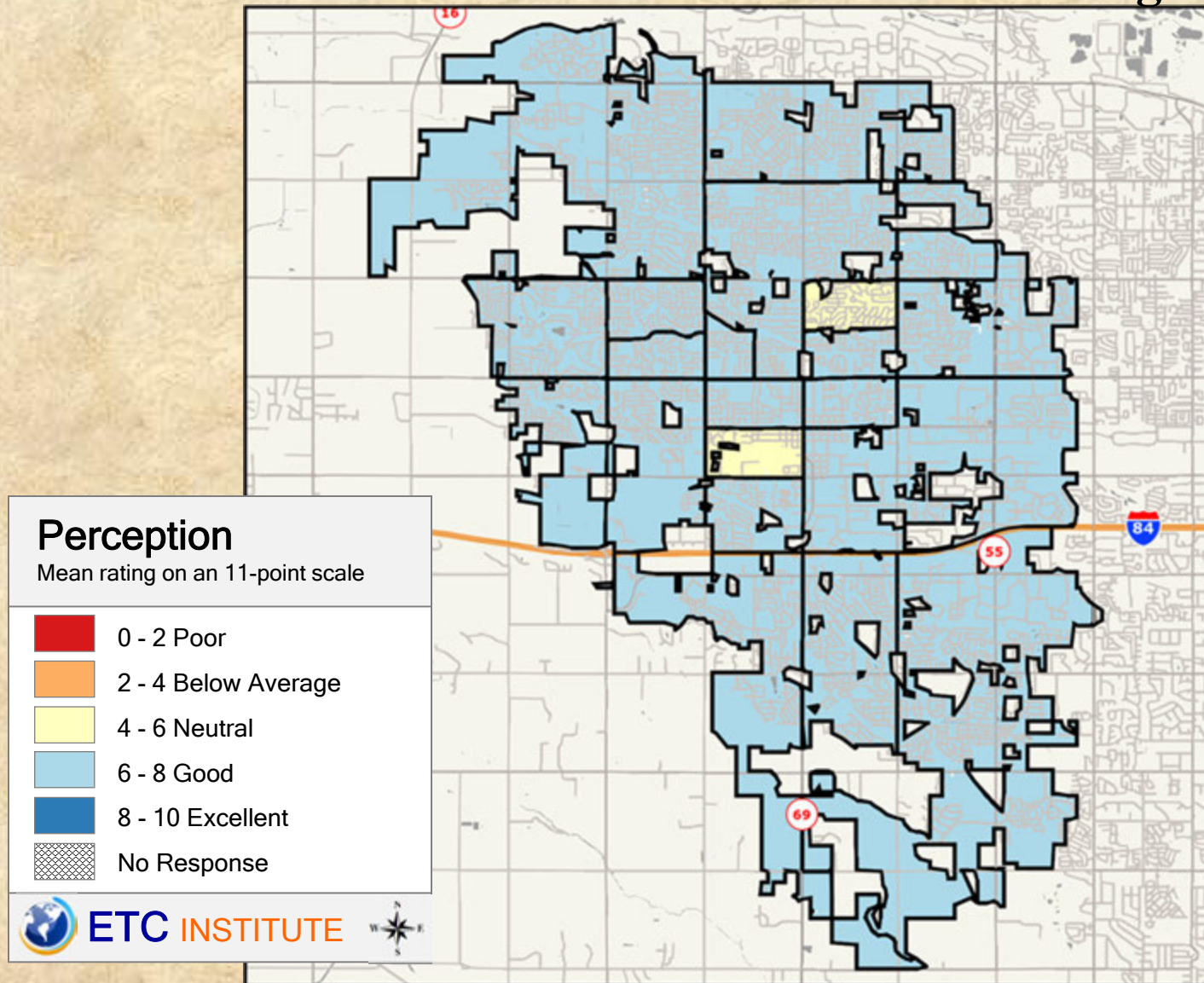
Q18.1 Rating of: Effectiveness of city communications with the public



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

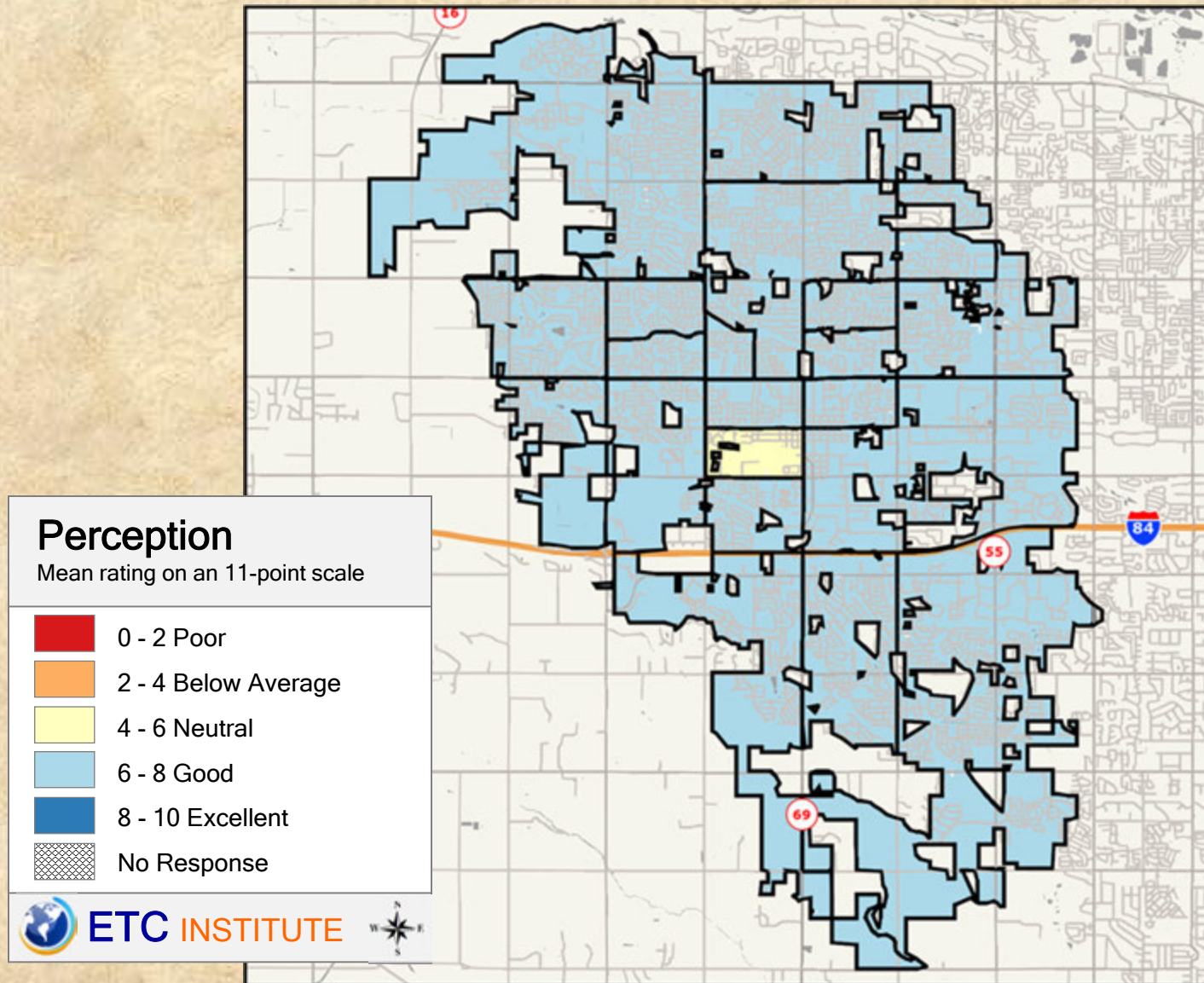
Q18.2 Rating of: Opportunities for public involvement in local decision-making



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

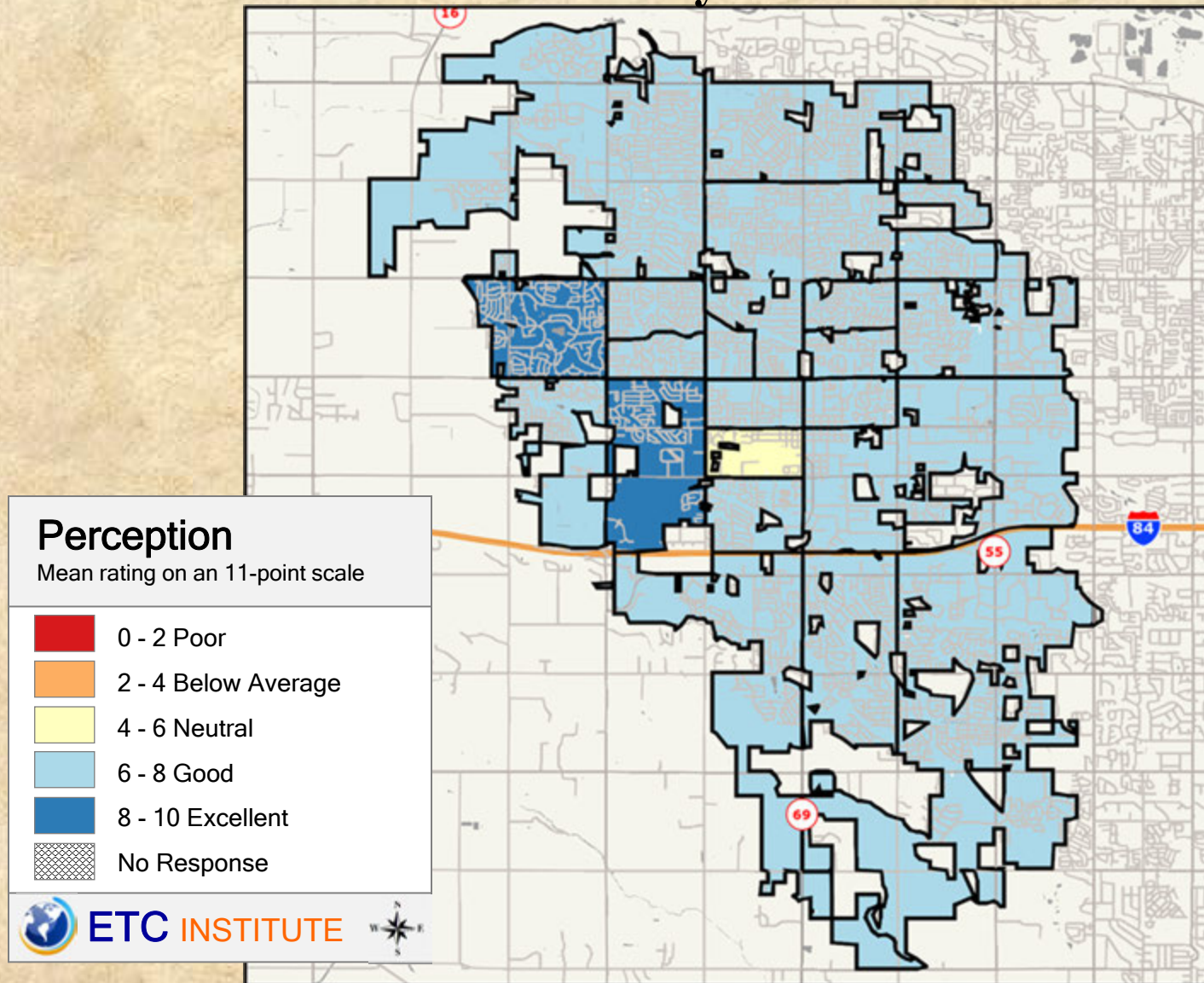
Q18.3 Rating of: Quality of www.meridiancity.org



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

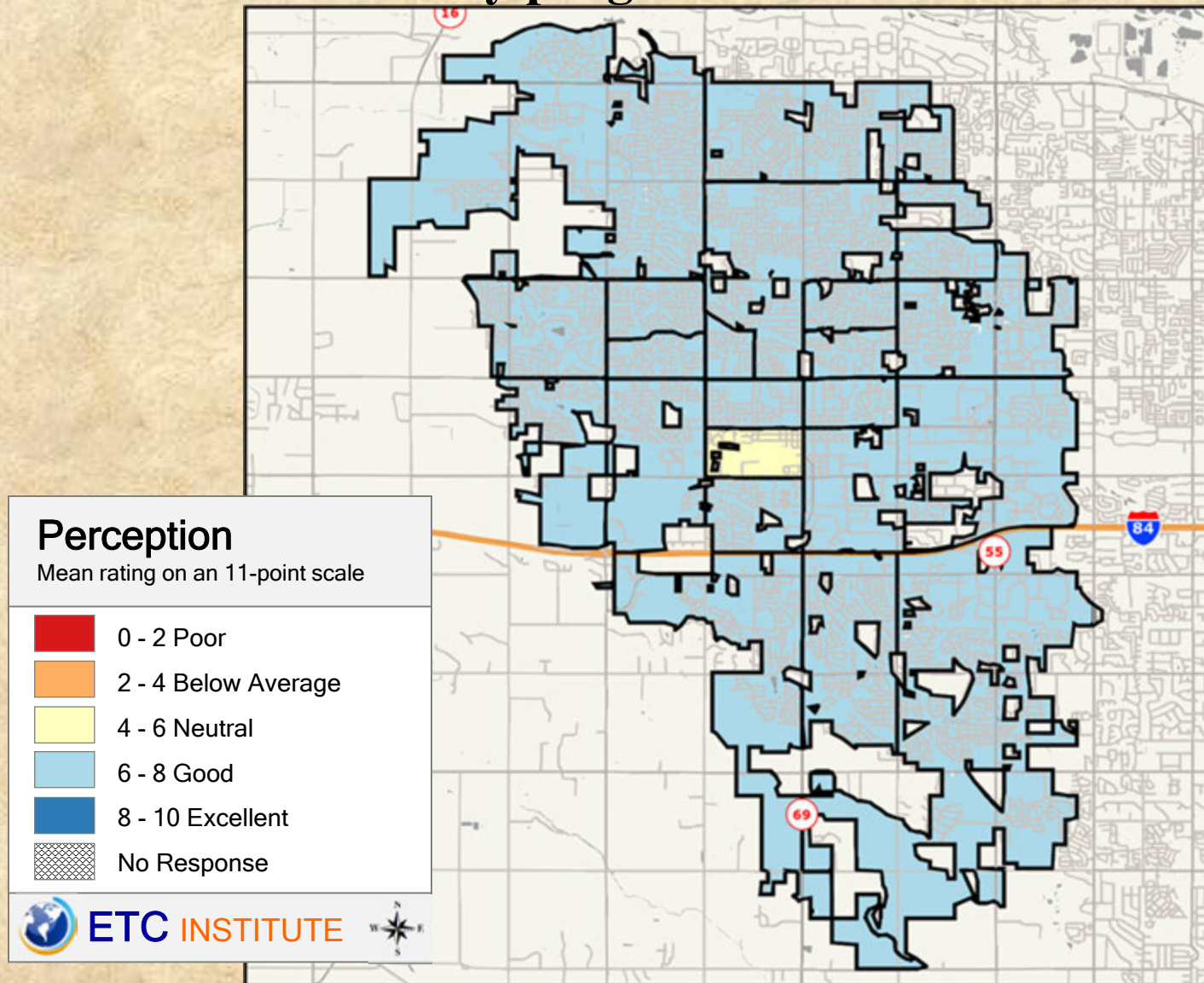
Q18.4 Rating of: The usefulness of the online services available on the City of Meridian's website



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

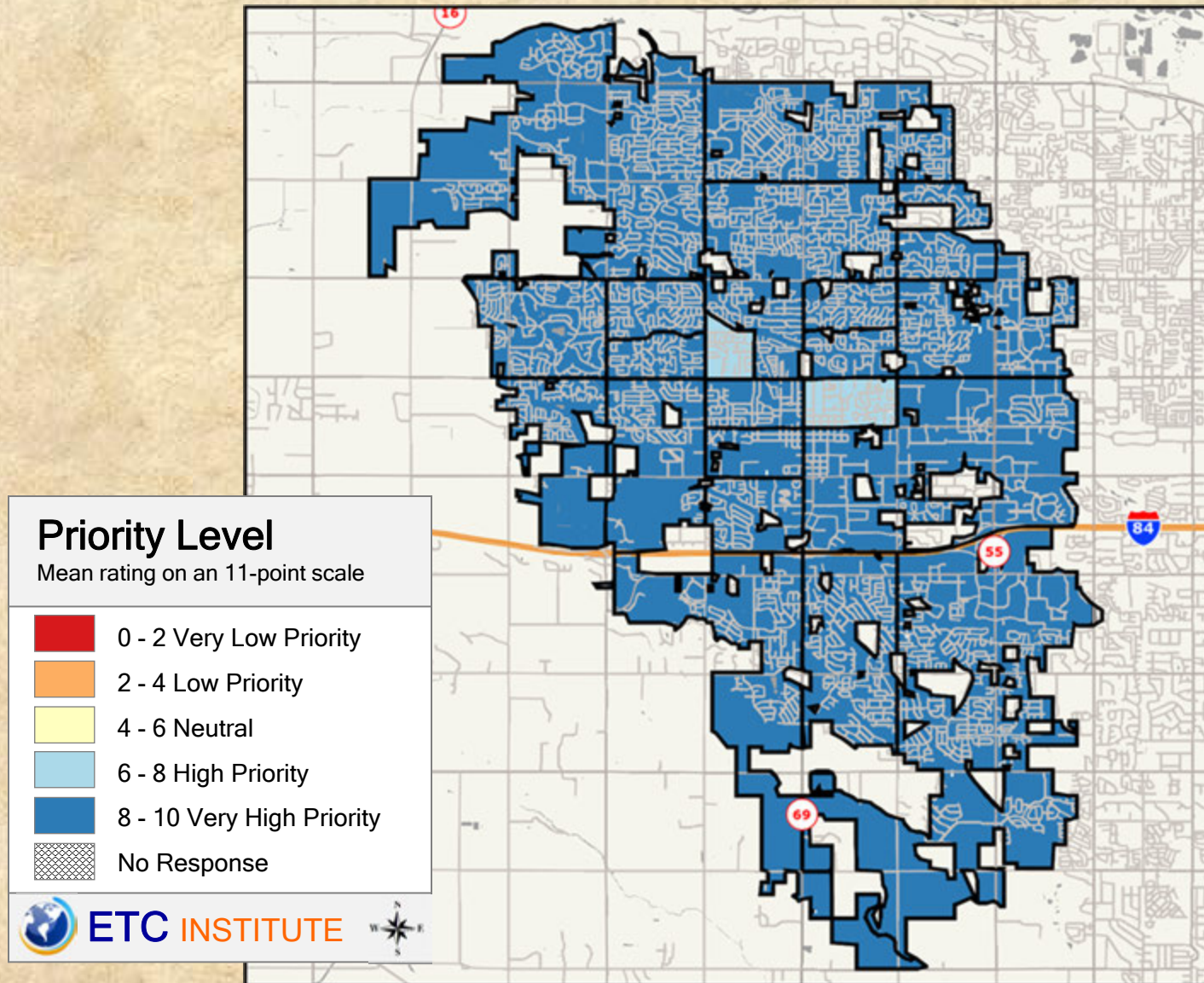
Q18.5 Rating of: Quality of information about city programs and services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

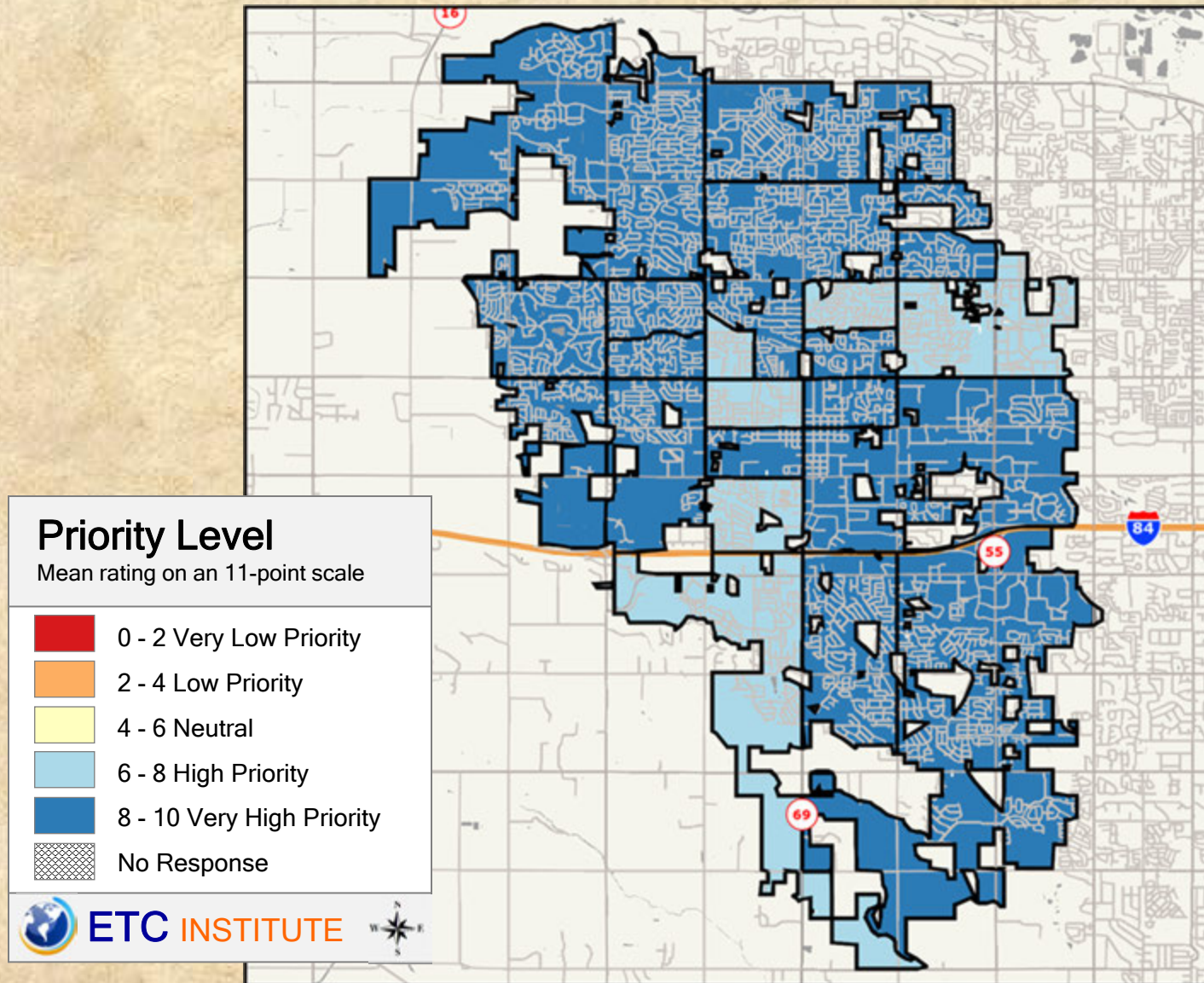
Q22.1 Priority of: Roads/Traffic/Transportation



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

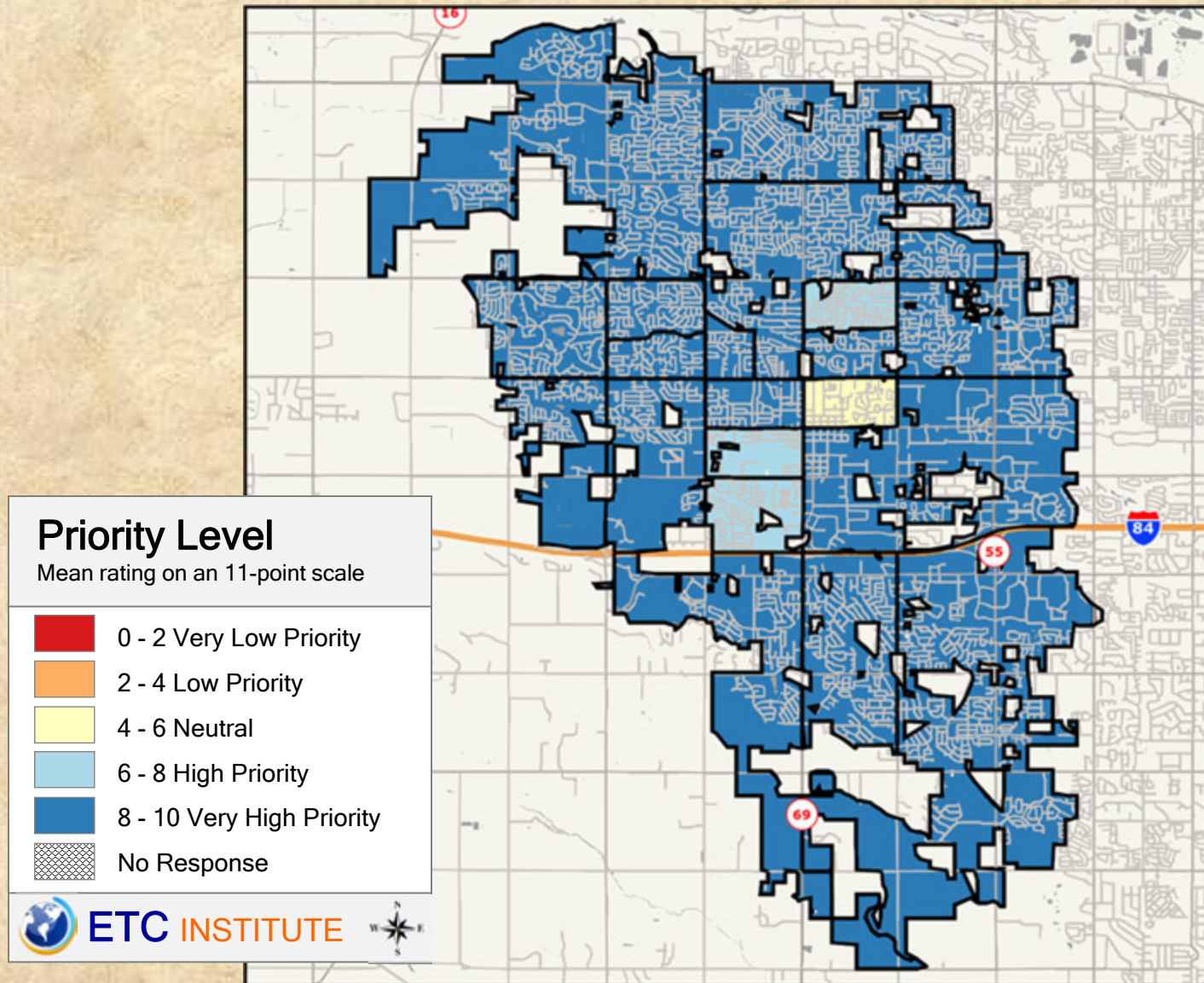
Q22.2 Priority of: Growth/Development



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

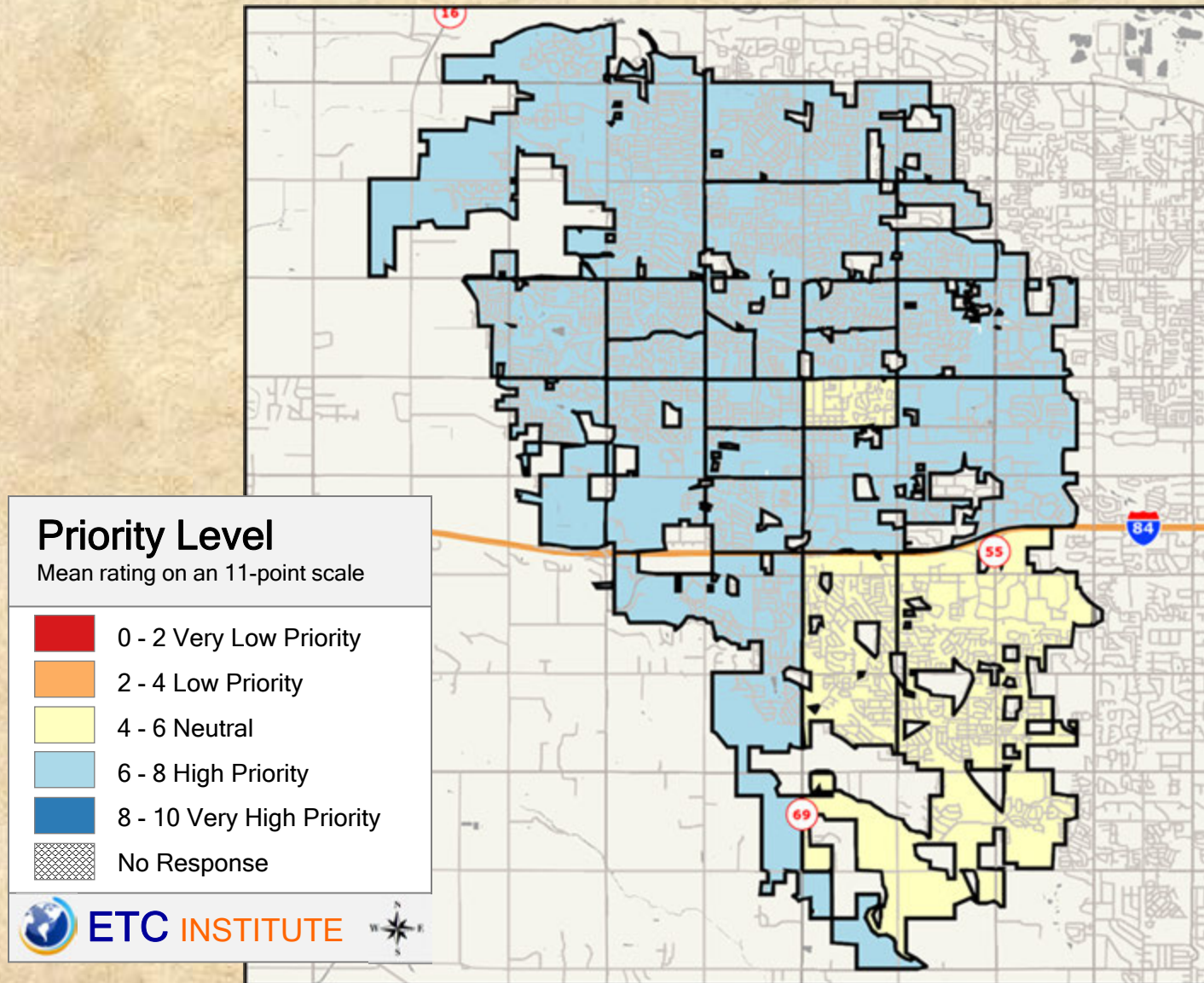
Q22.3 Priority of: Education/Schools



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

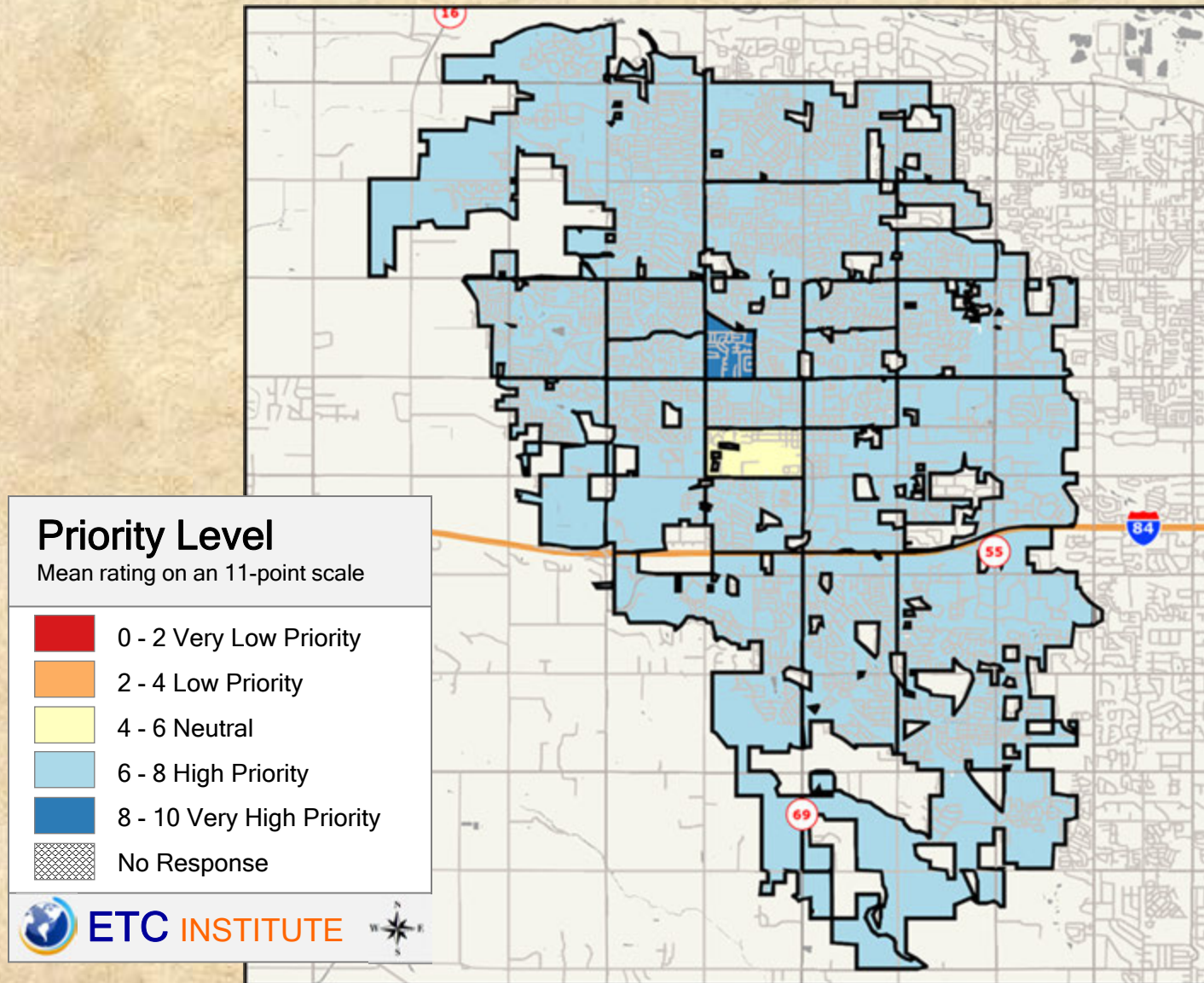
Q22.4 Priority of: Homelessness/Social Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

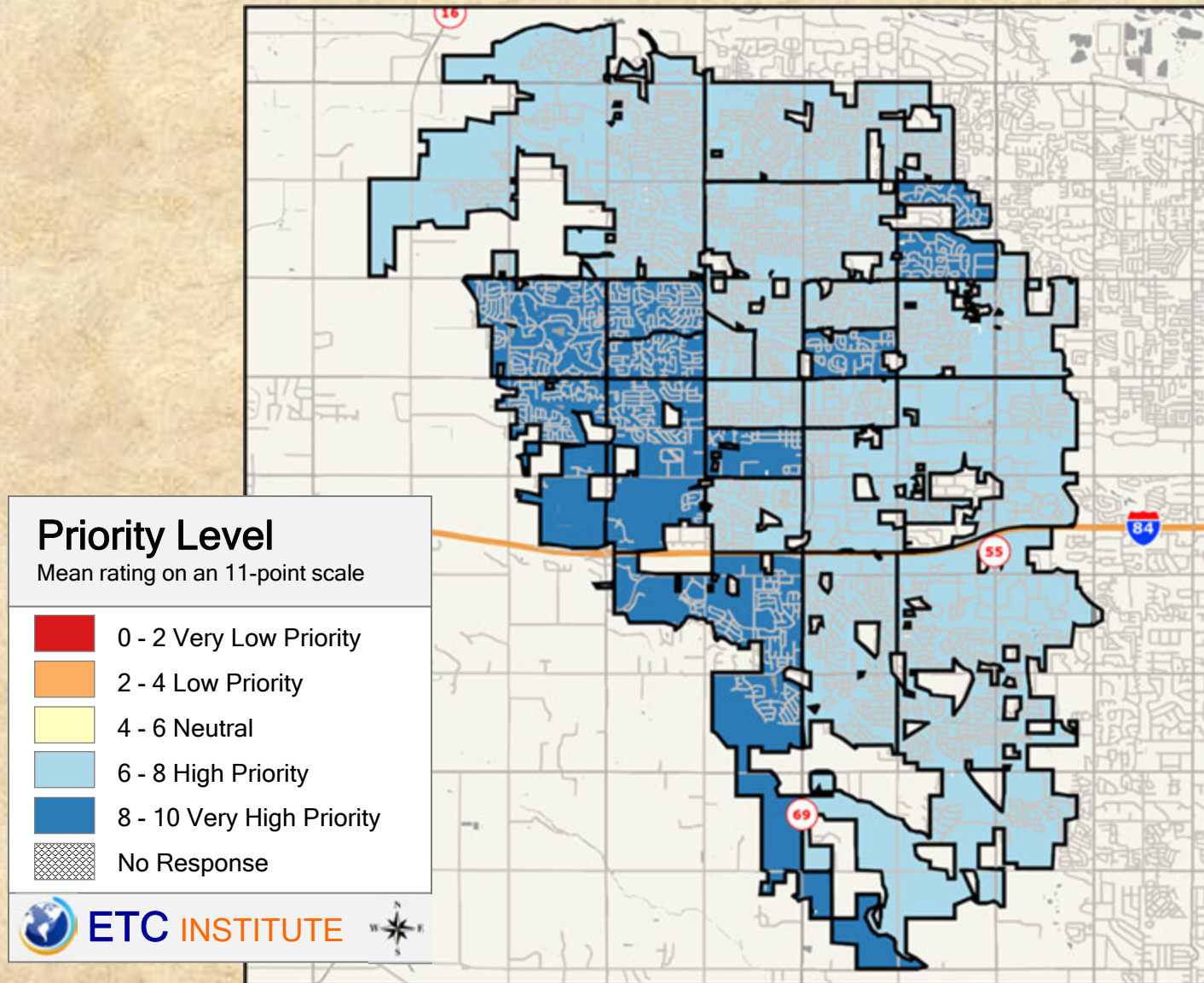
Q22.5 Priority of: Affordable Housing



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

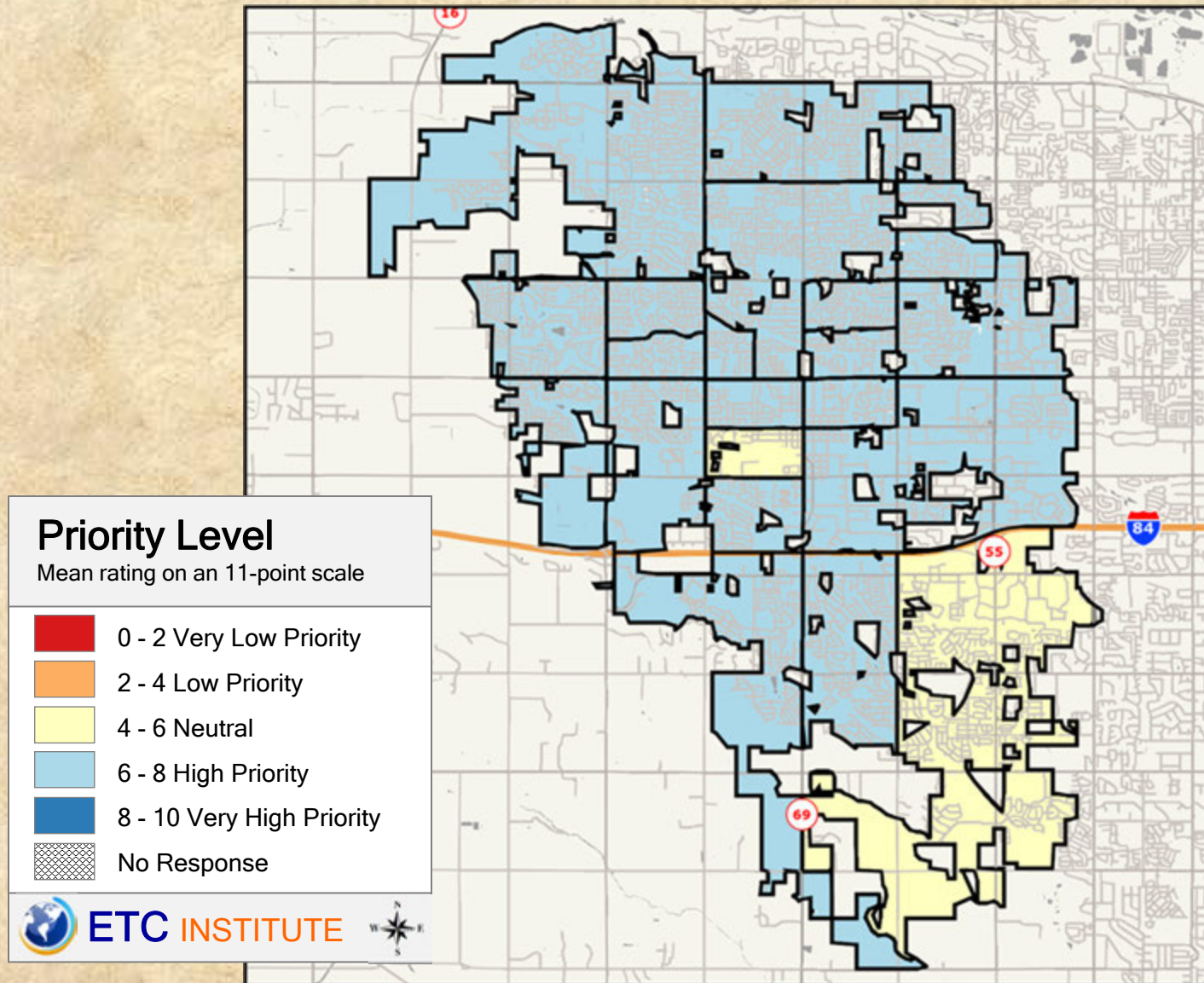
Q22.6 Priority of: Jobs/Economic Development



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

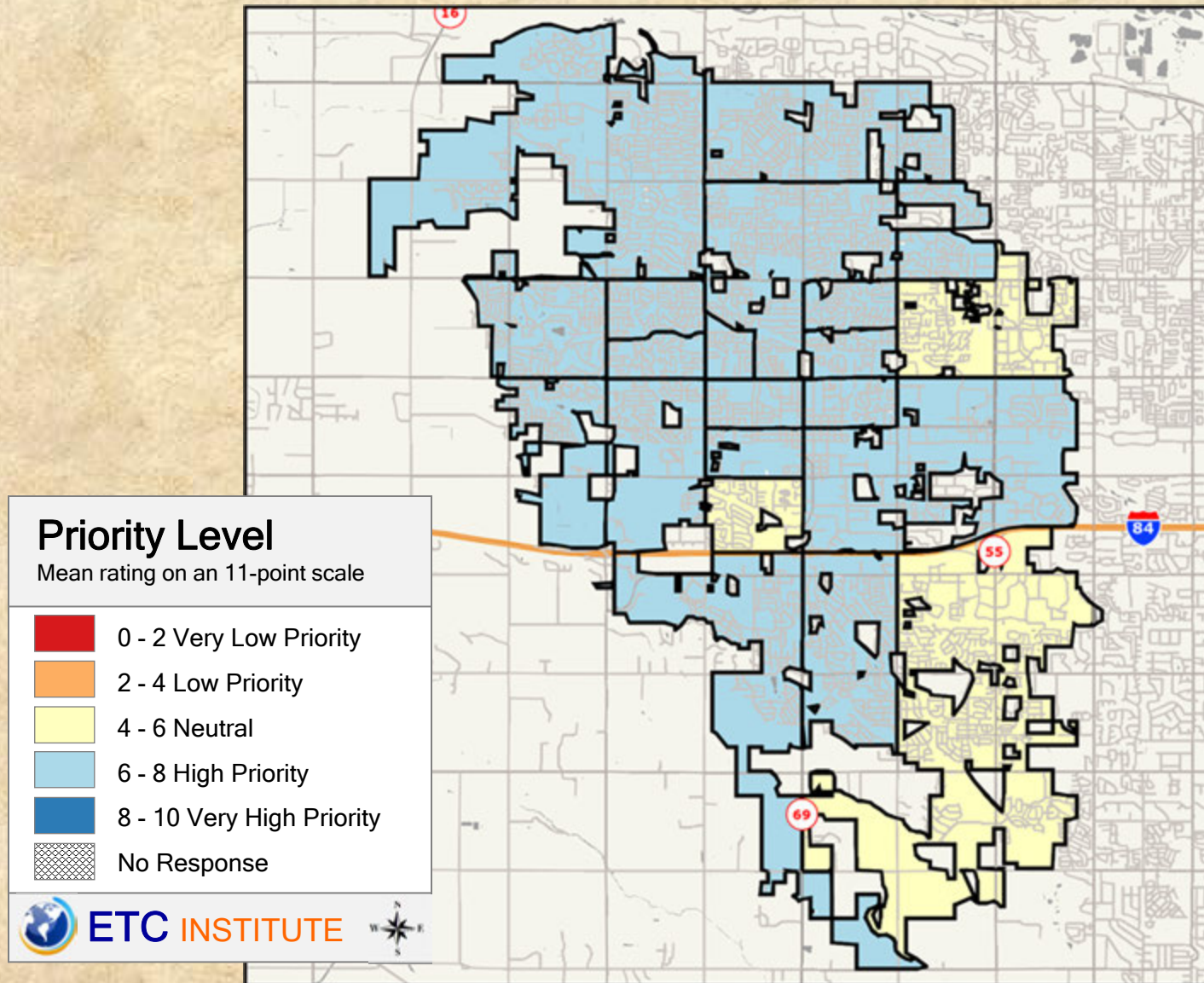
Q22.7 Priority of: Public Transportation



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

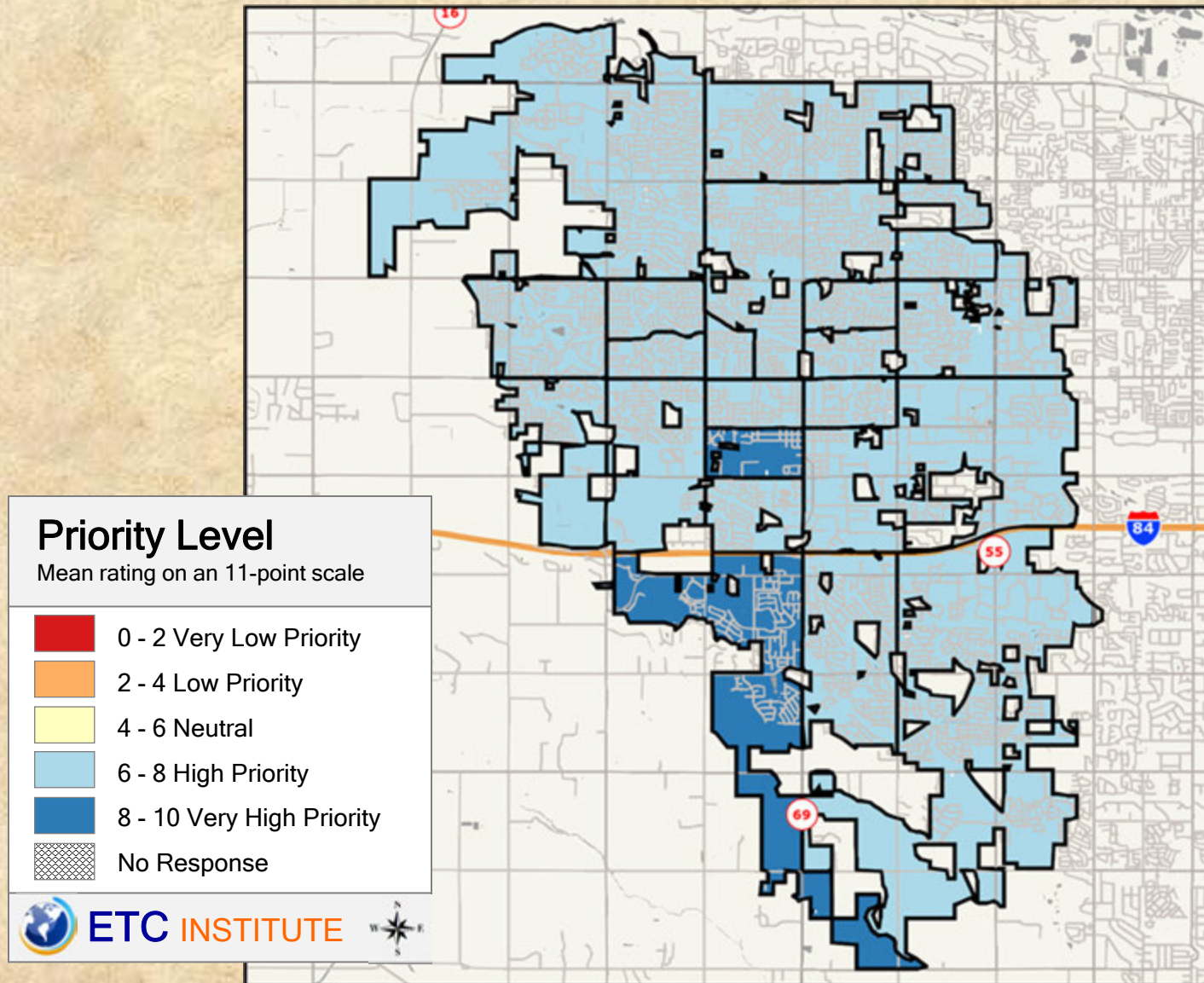
Q22.8 Priority of: Downtown redevelopment



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

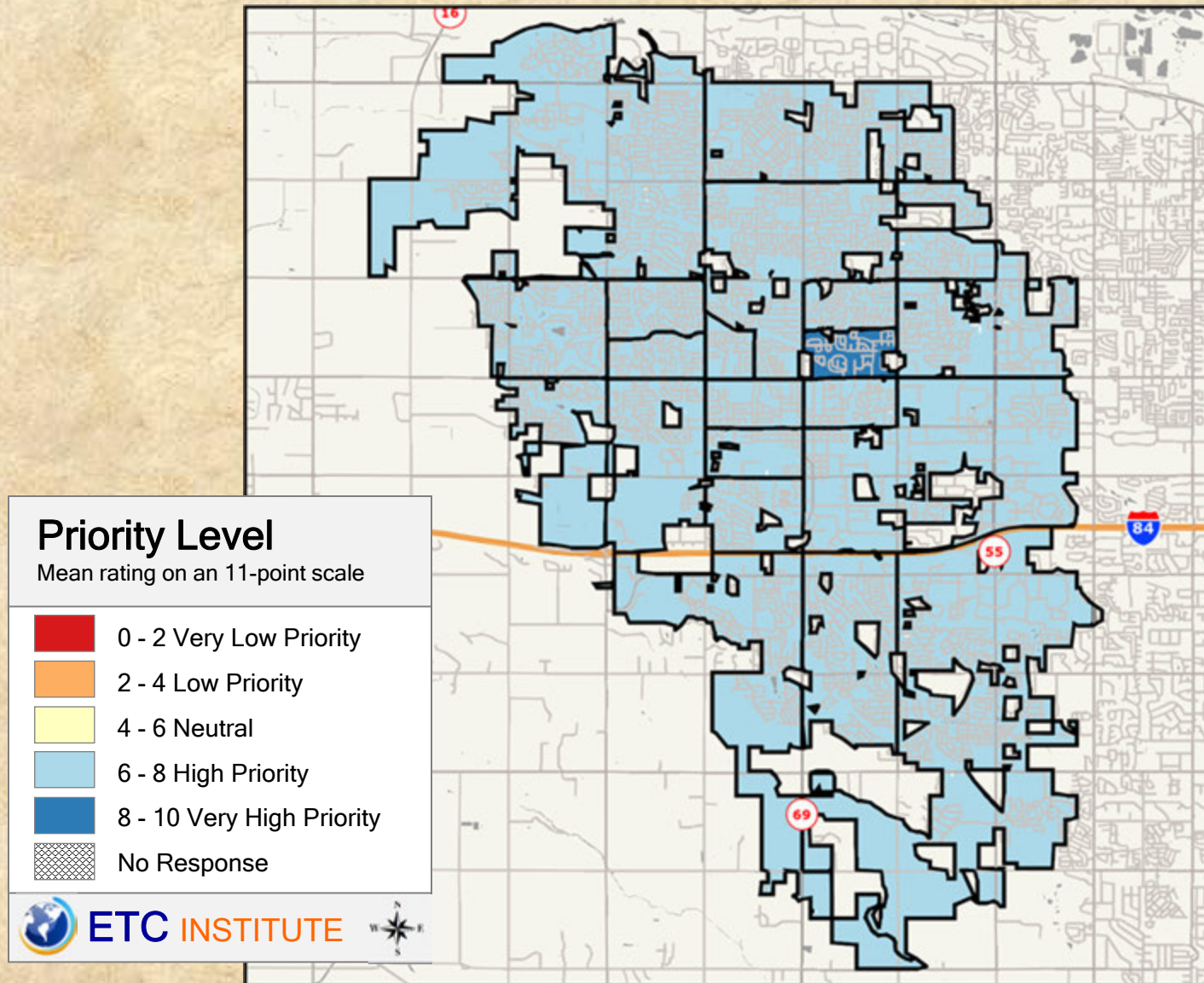
Q22.9 Priority of: Pathway/sidewalk connections



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

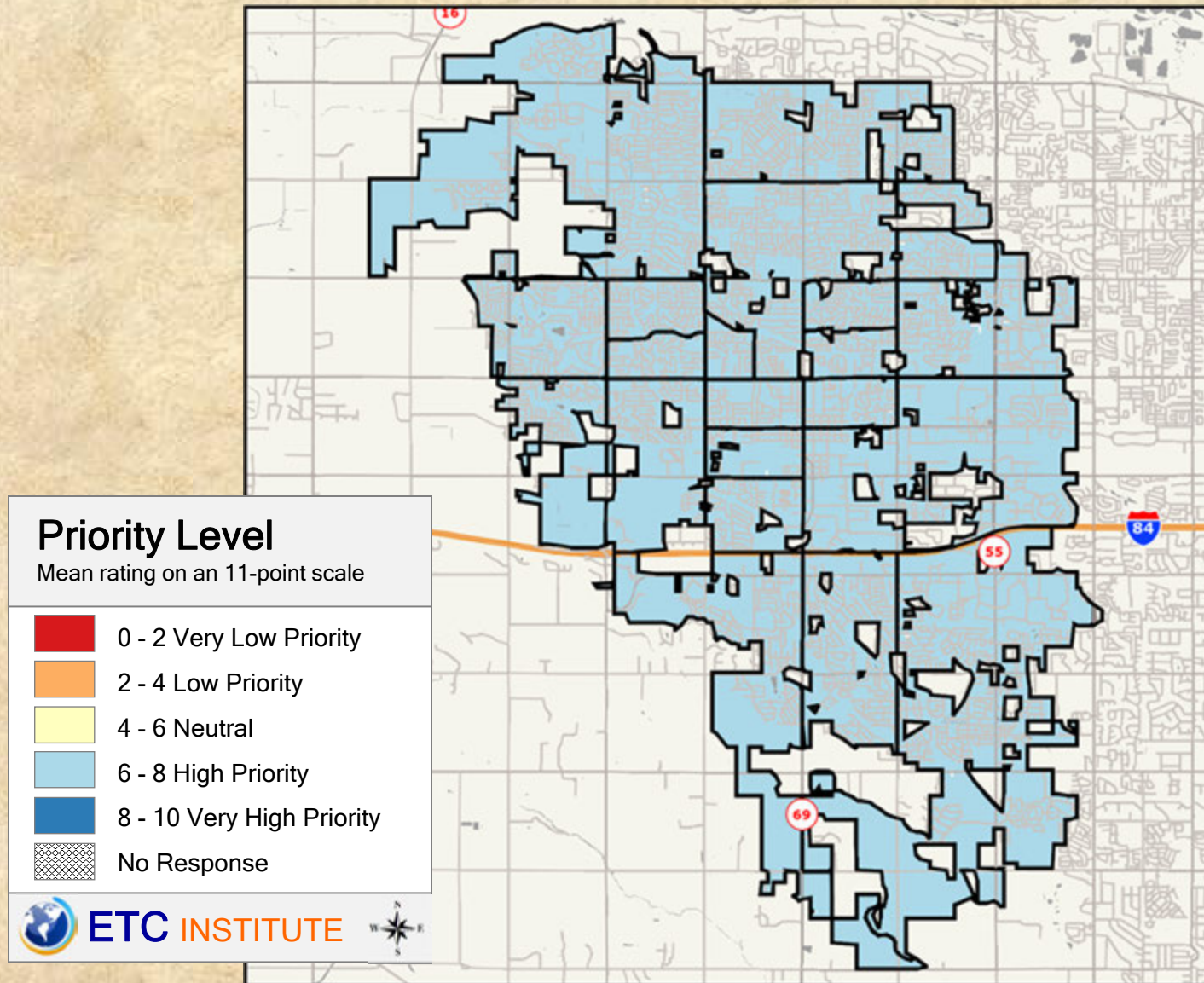
Q22.10 Priority of: City Tax burden



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

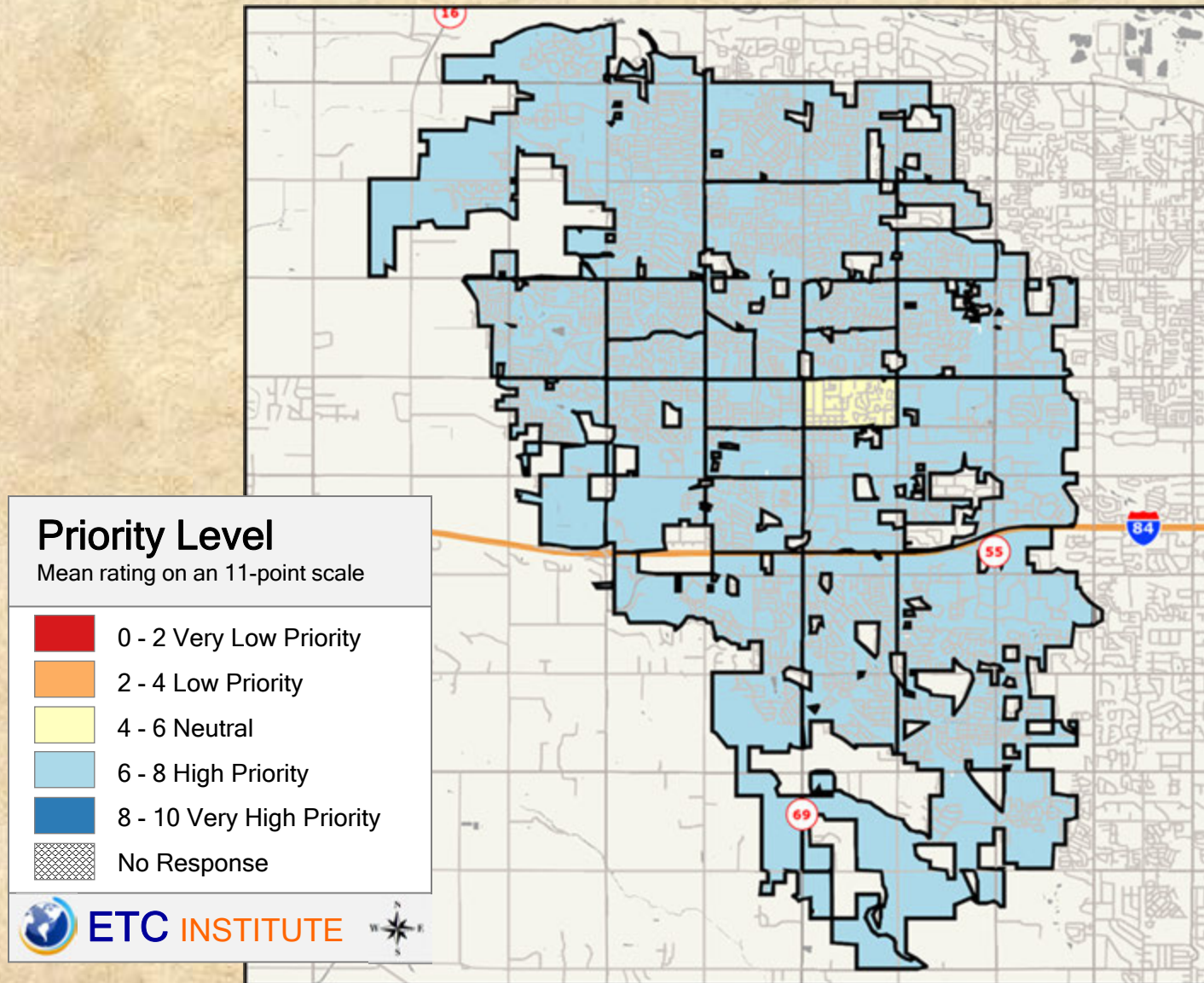
Q22.11 Priority of: Telecommunications (cell phone/internet service)



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

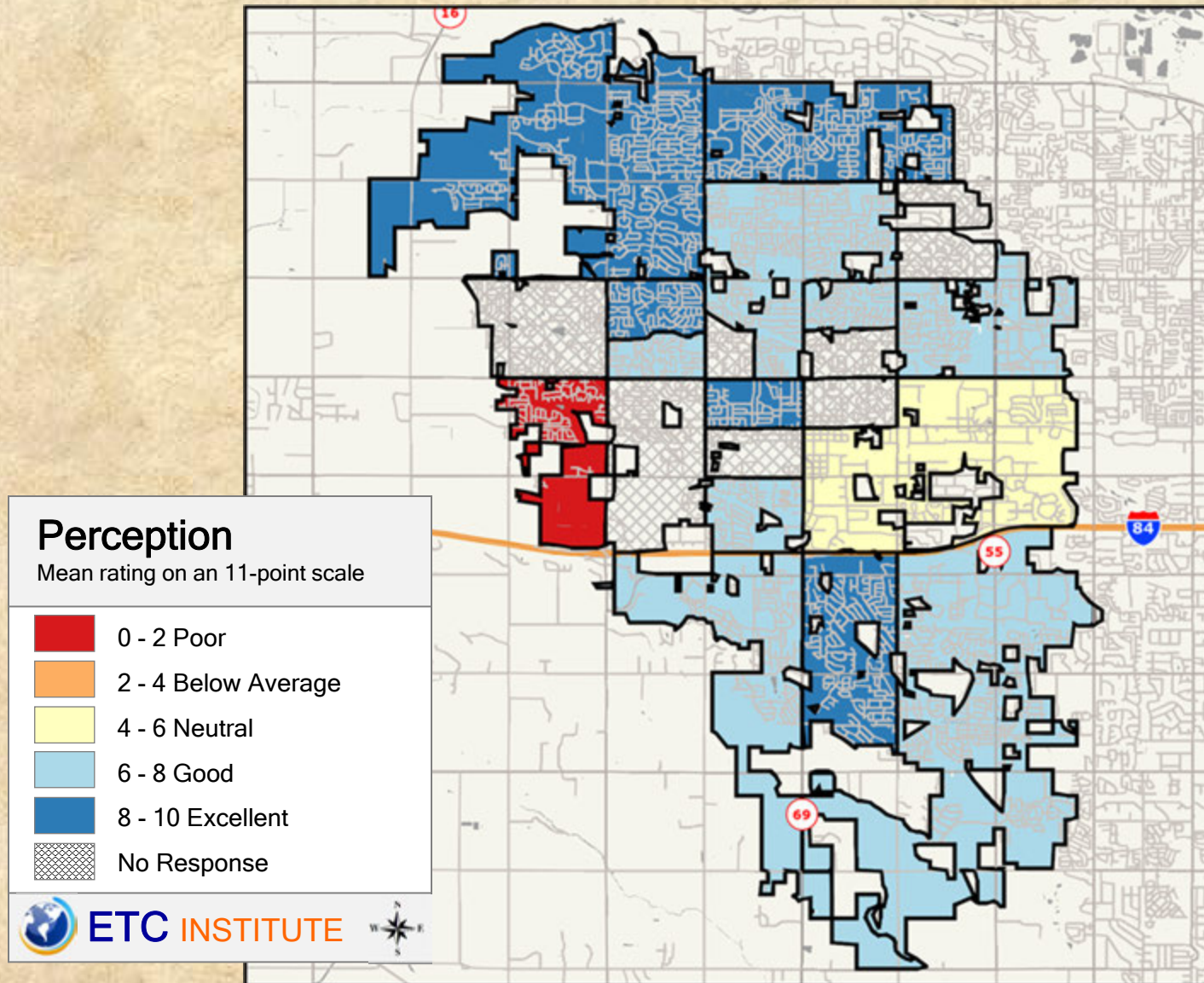
Q22.12 Priority of: Access to Mental Health Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

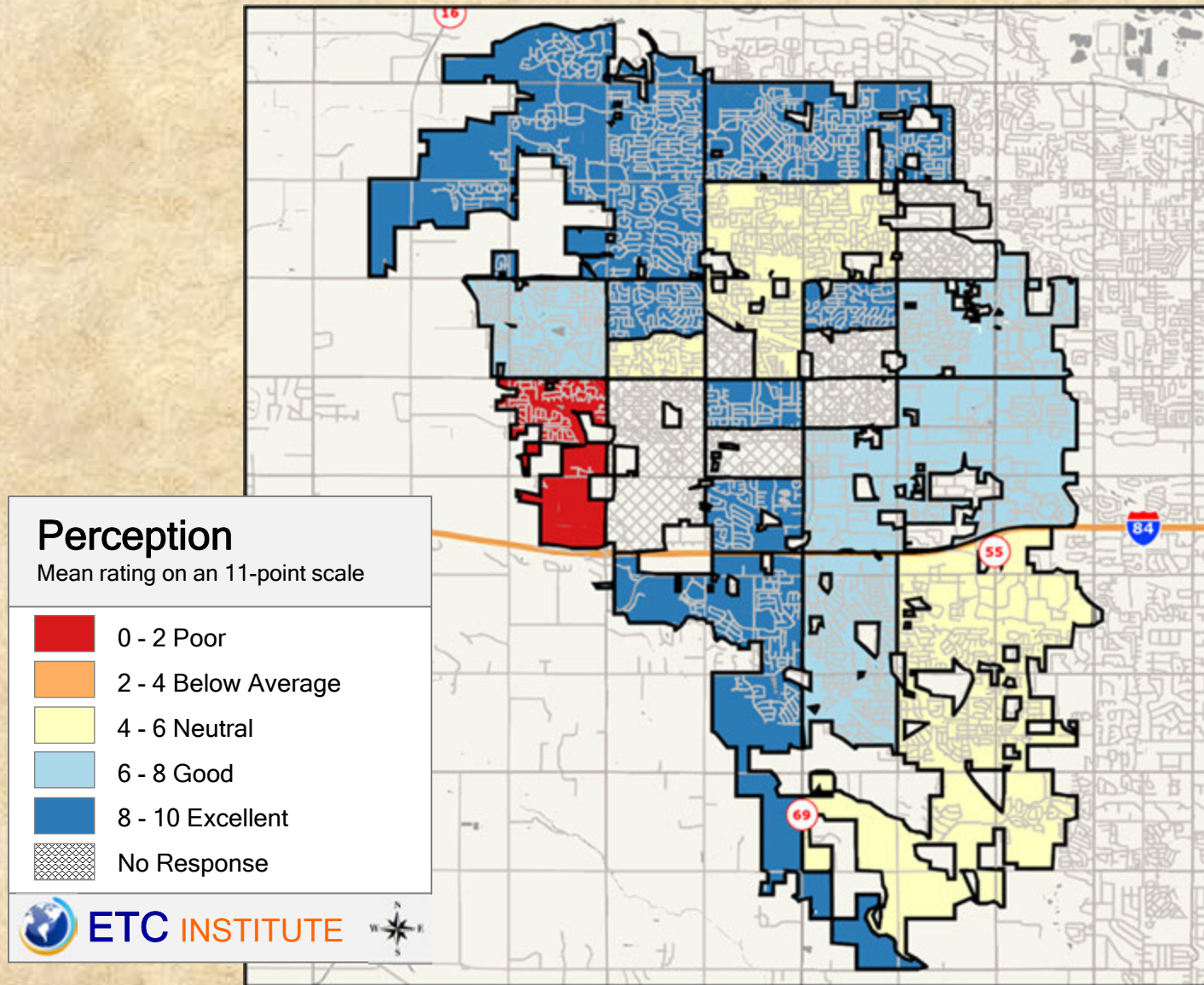
Q24a.1 Rating of: Building Inspection Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

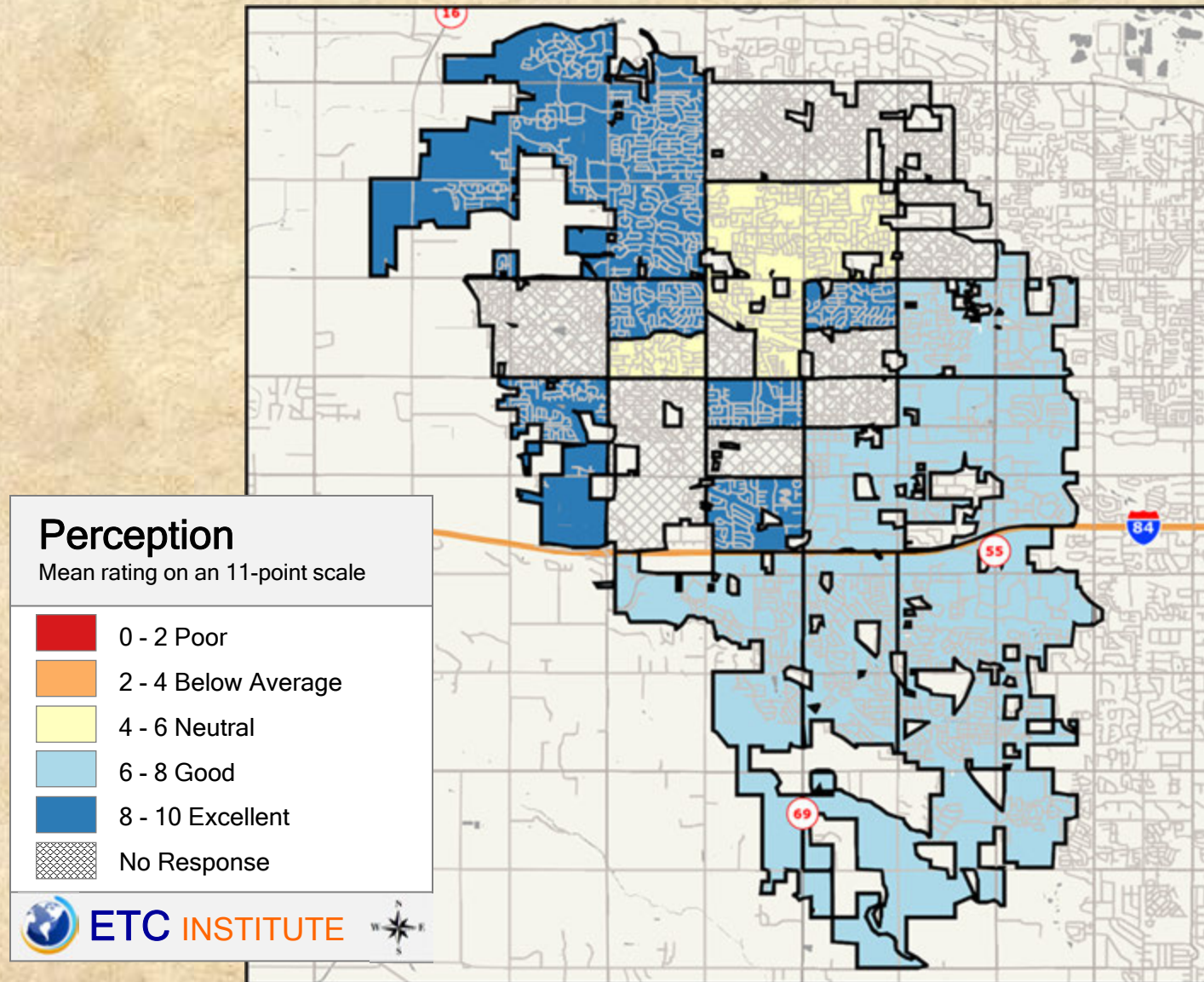
Q24a.2 Rating of: Building Permit Plan Review Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

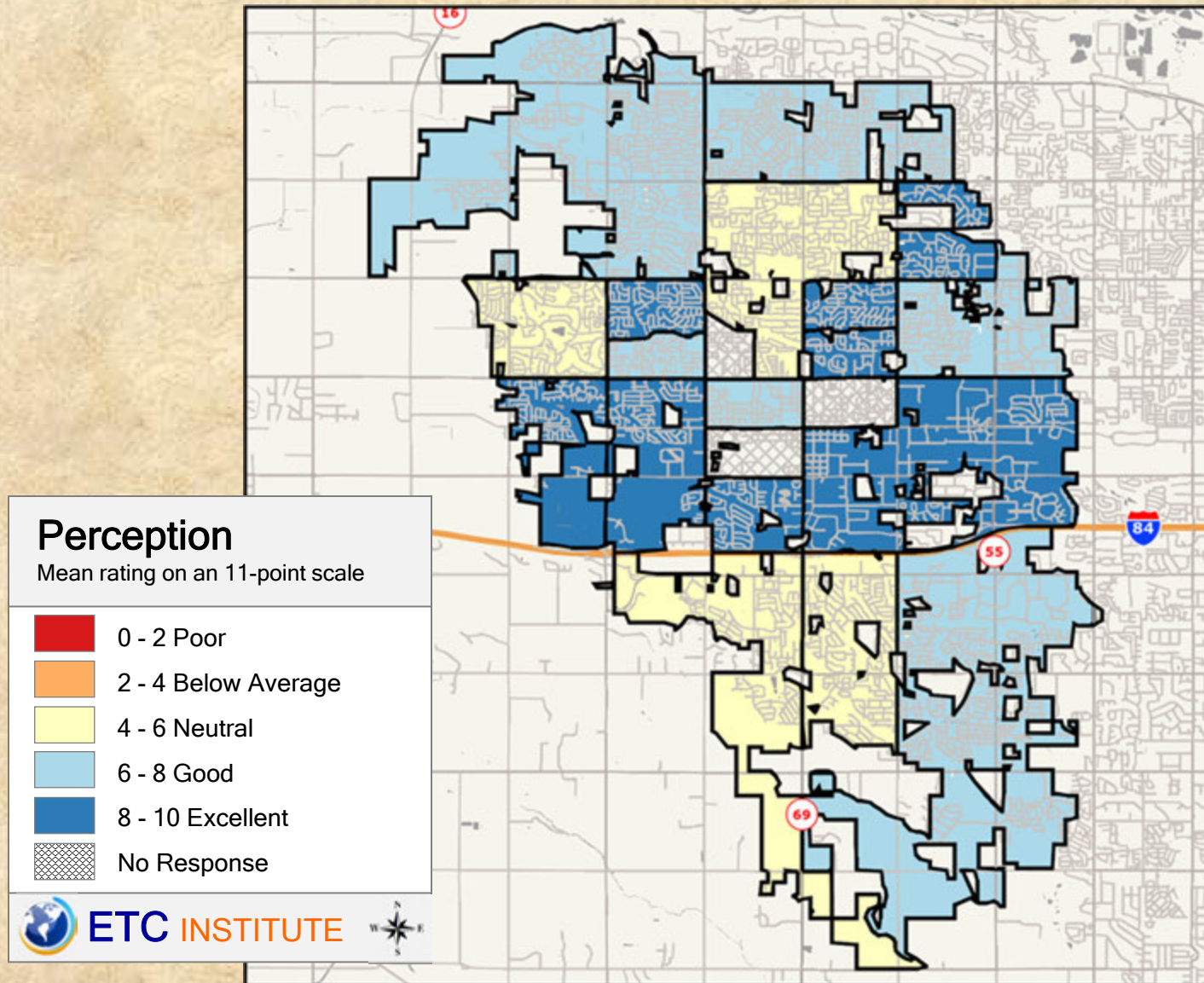
Q24a.3 Rating of: Development Application Submittal Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

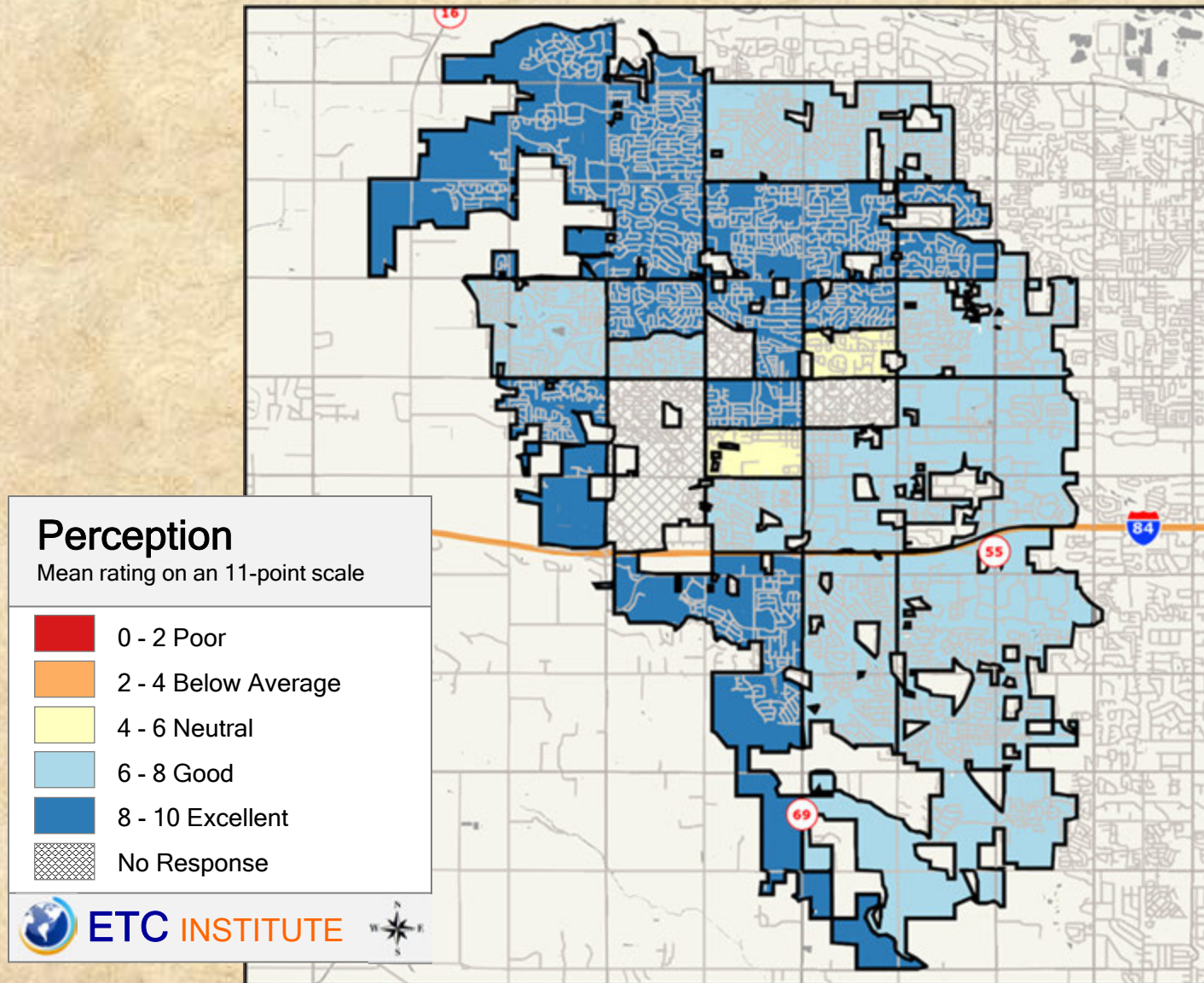
Q24a.4 Rating of: City Council Public Hearing & Testimony Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

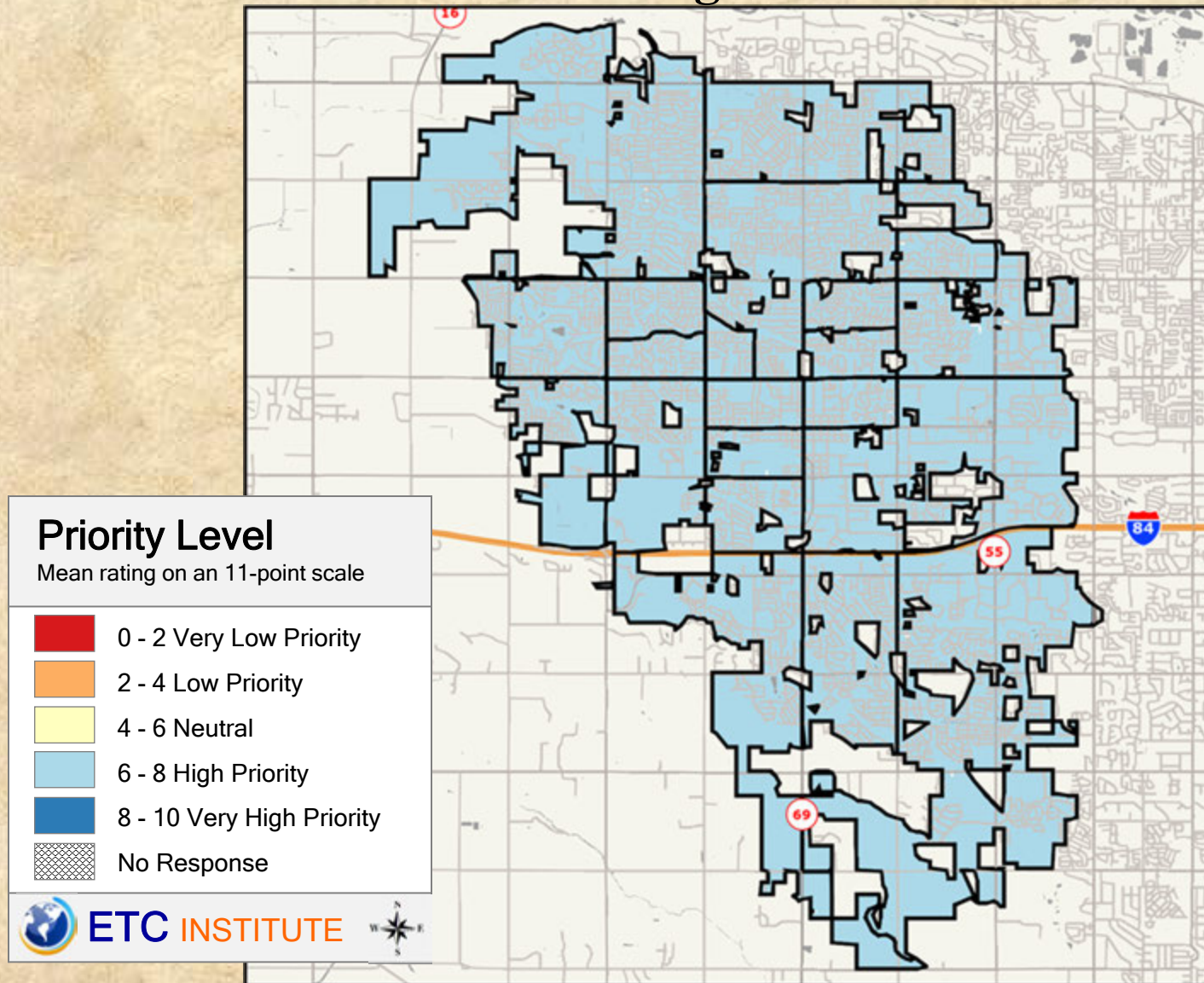
Q24a.5 Rating of: Online License Renewal Services



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

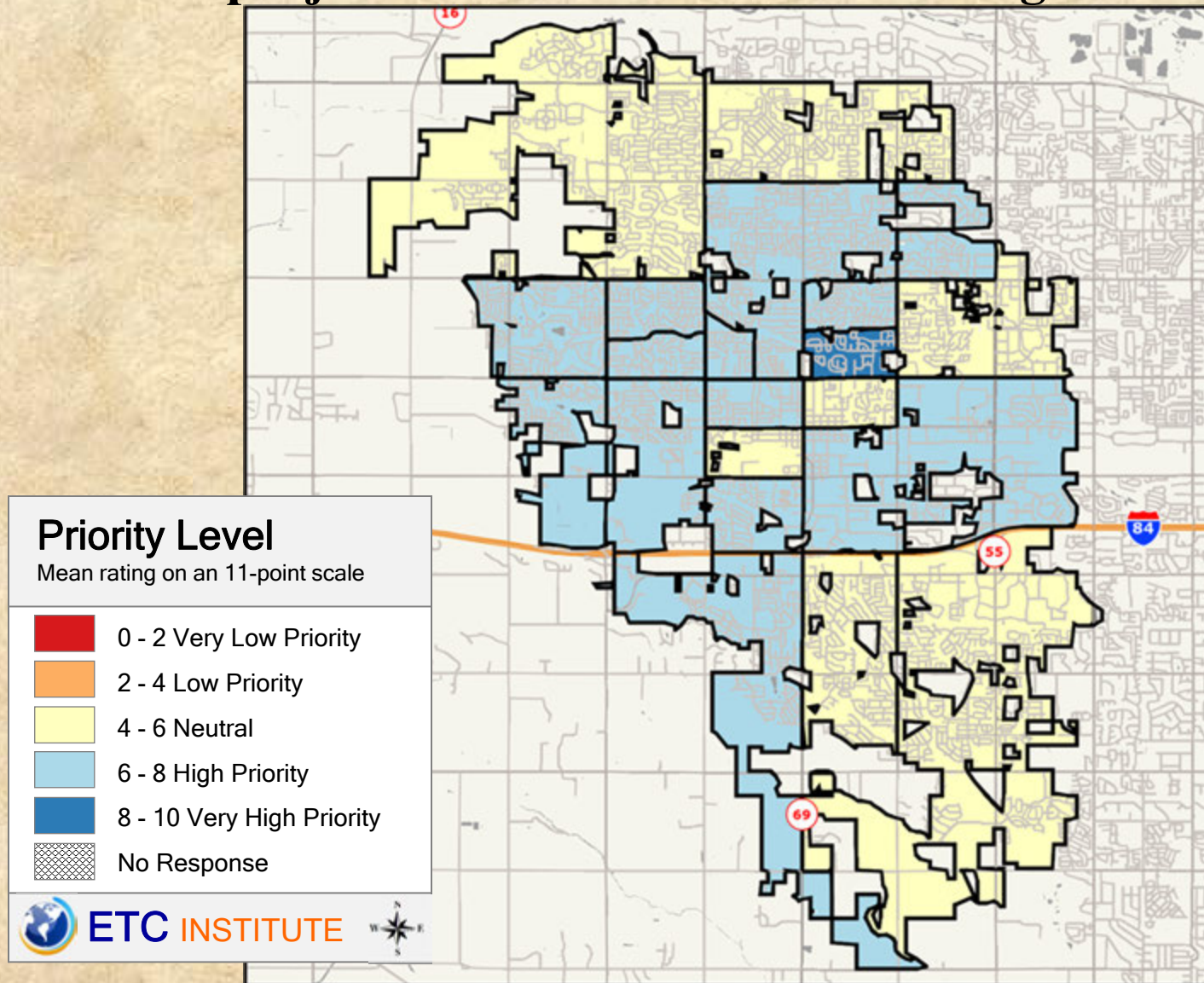
Q25.1 Priority of: Developing design standards for affordable housing elements



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

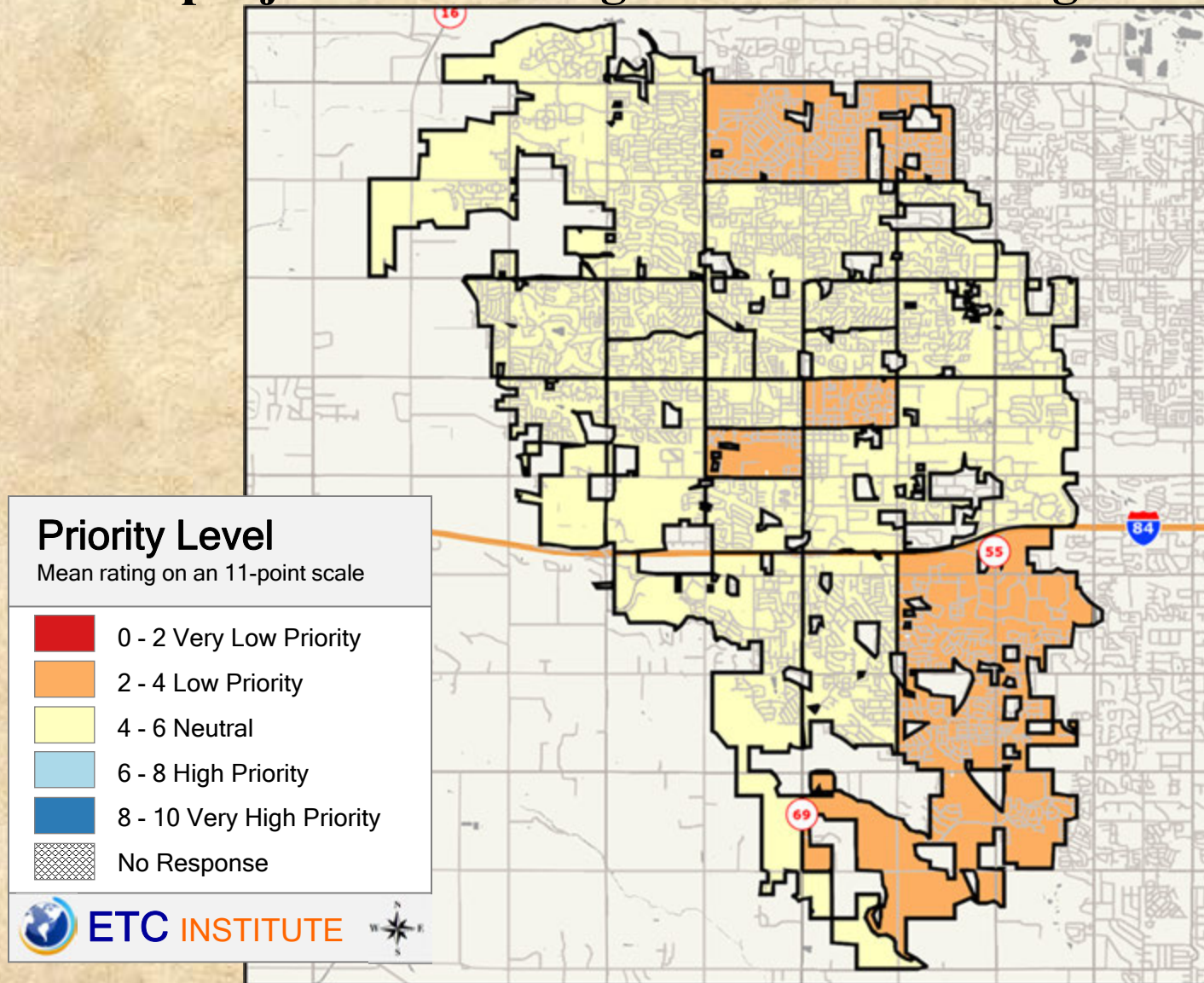
Q25.2 Priority of: Requiring certain quantity of units in development projects to have affordable housing elements



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

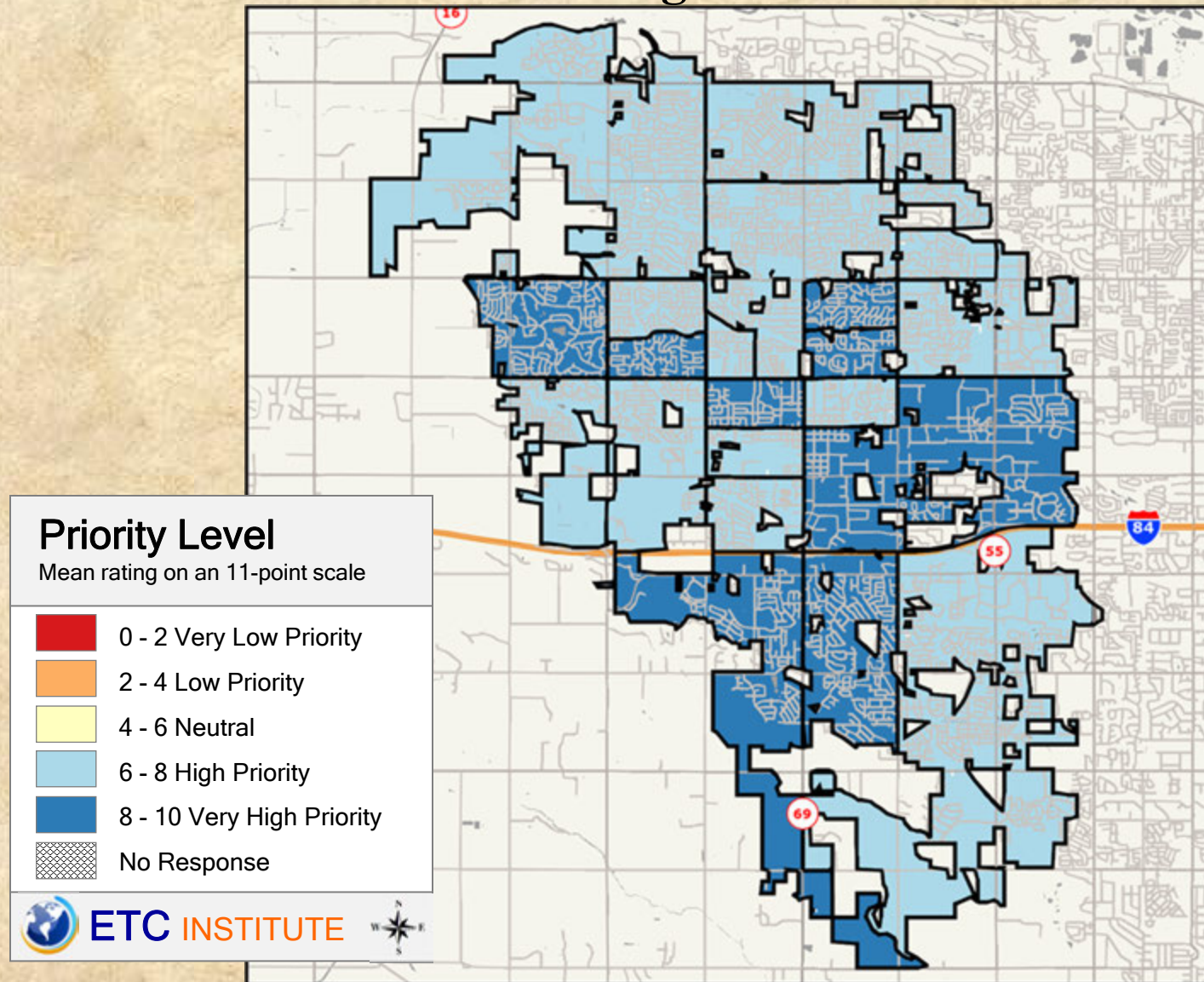
Q25.3 Priority of: Providing reduced development standards for projects containing affordable housing elements



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

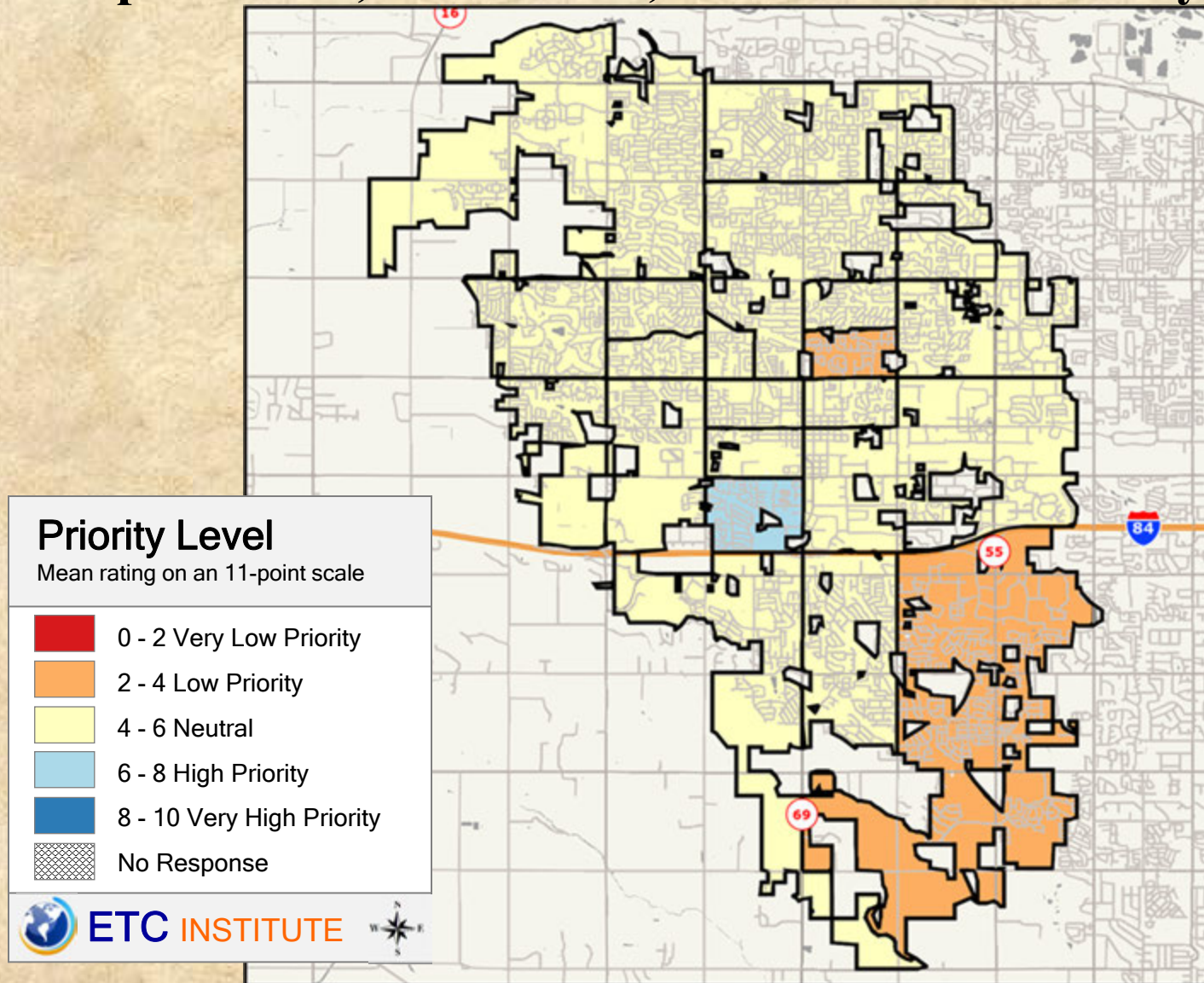
Q25.4 Priority of: Participating in State discussions on property tax legislation



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

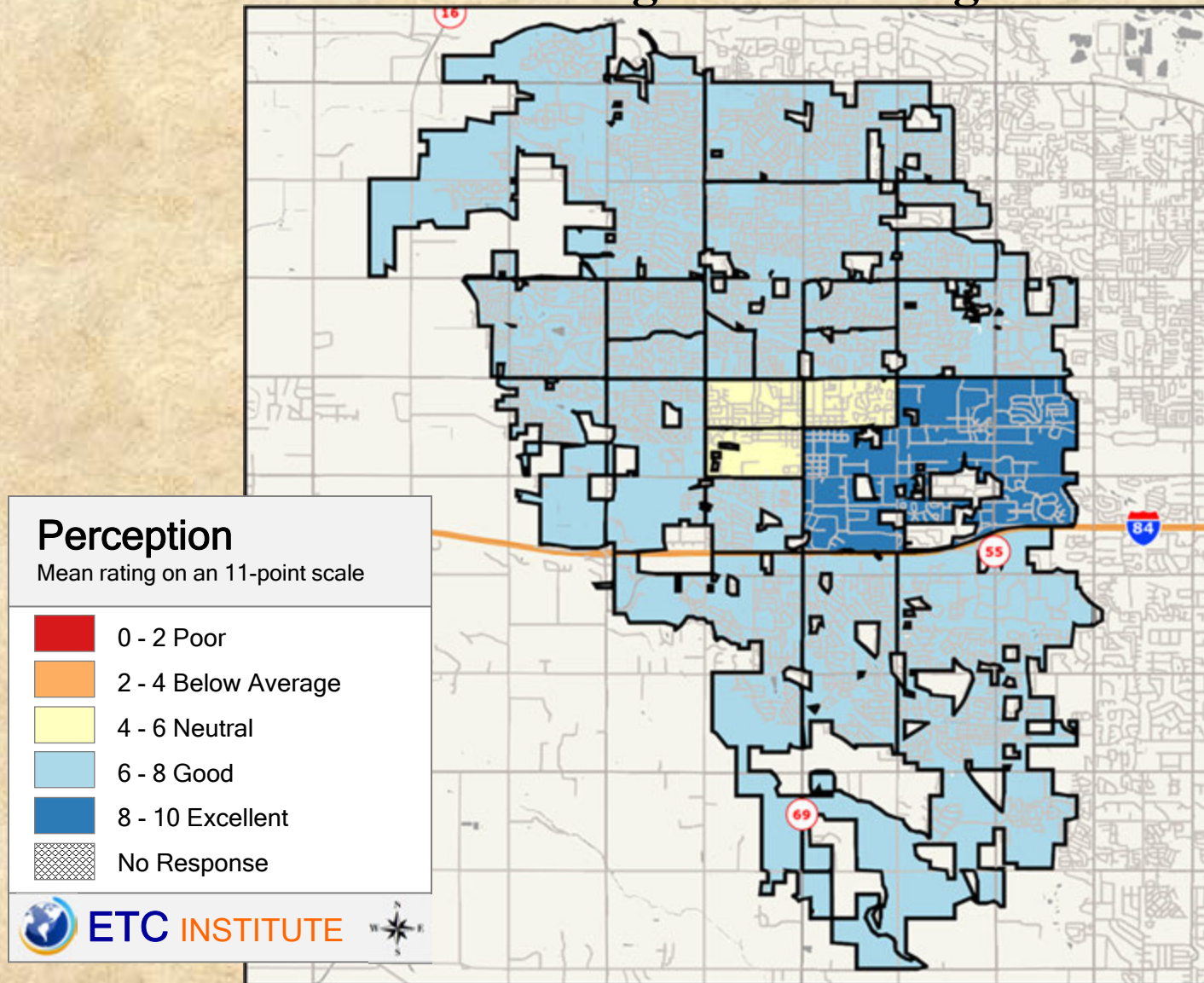
Q25.5 Priority of: Increasing development densities via duplexes, apartments, townhomes, and other multi-family designs



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

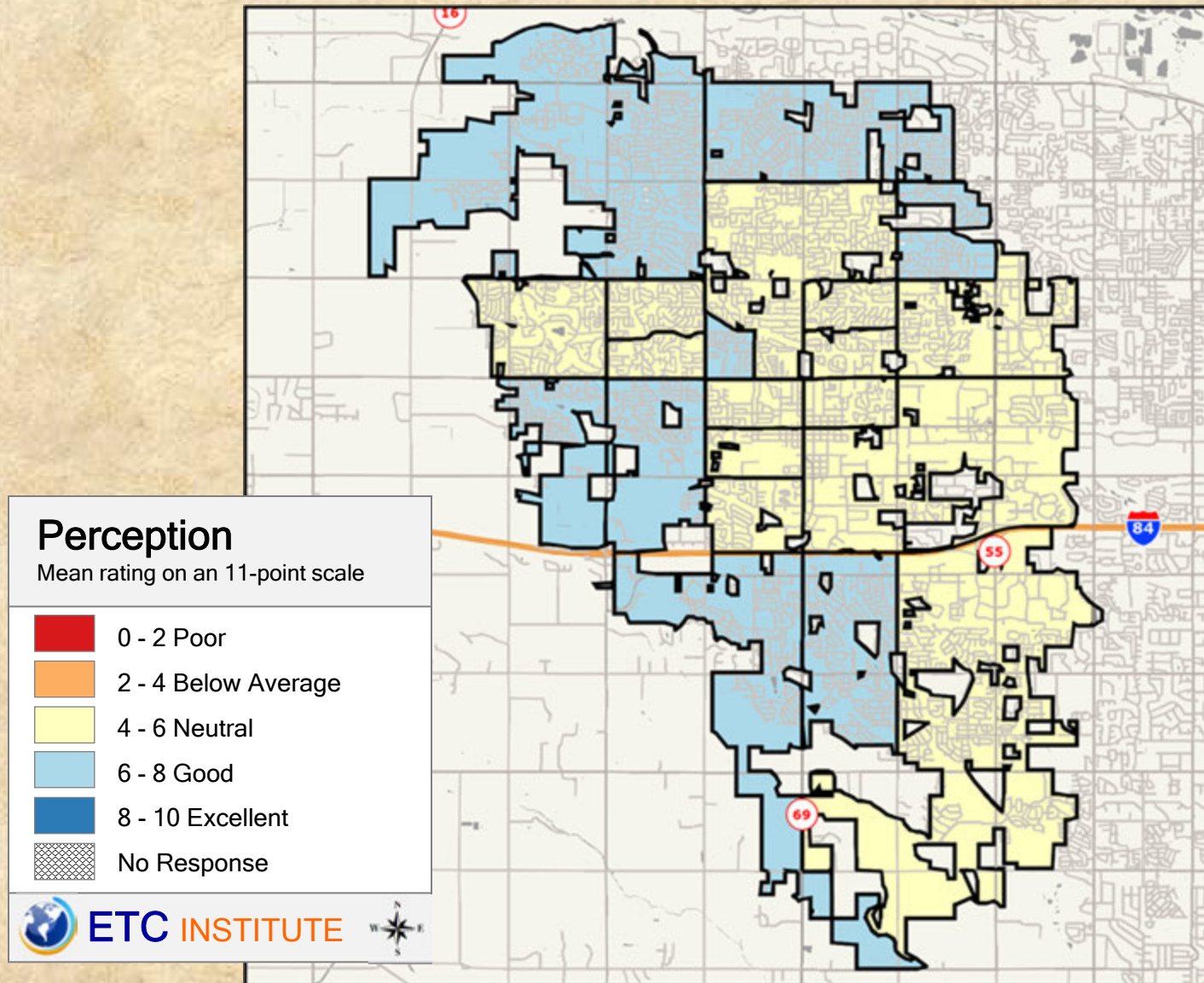
Q26.1 Rating of: Enforcement of handheld use of cell phones & texting while driving



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

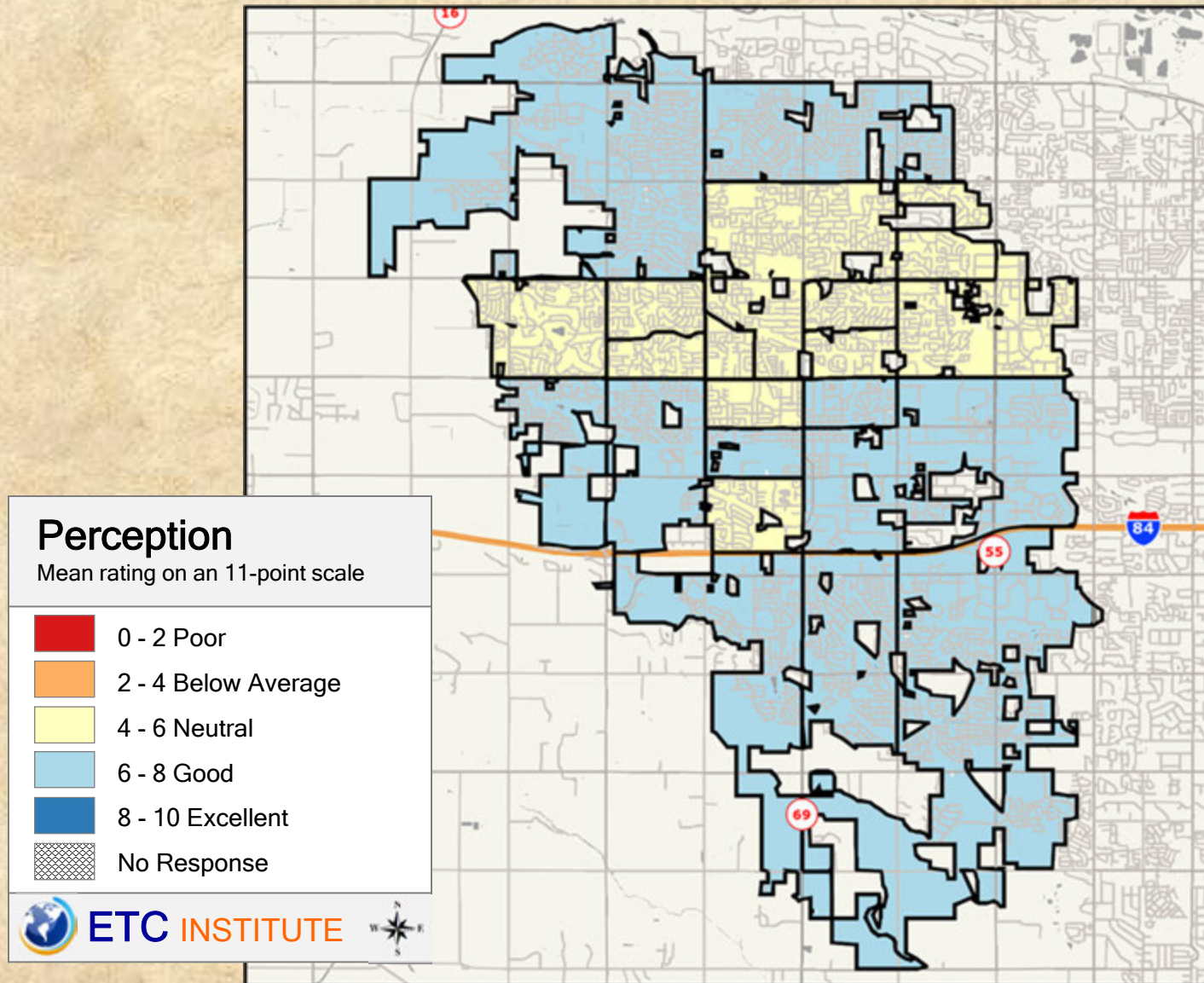
Q26.2 Rating of: Enforcement of speeding in neighborhoods



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

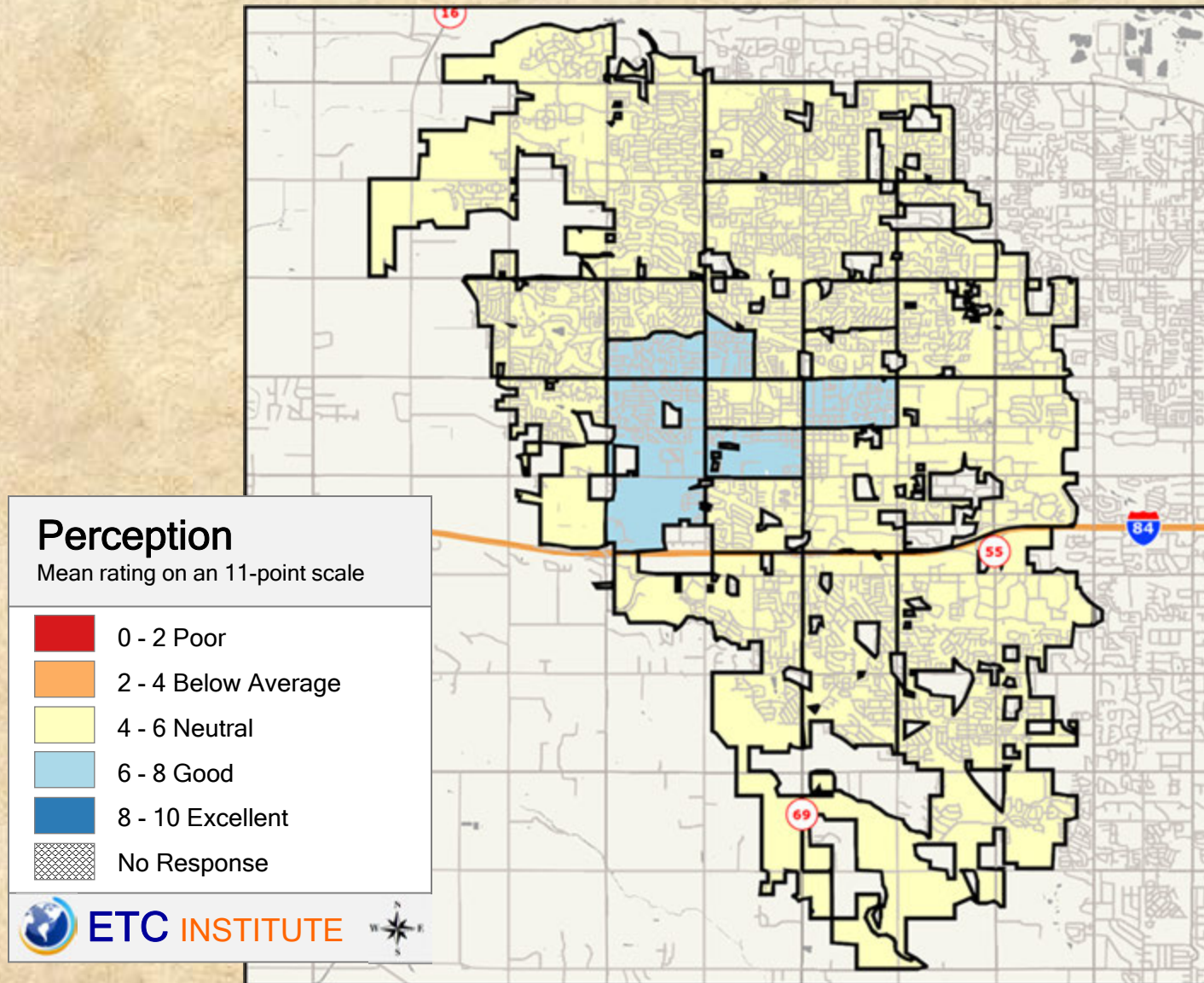
Q26.3 Rating of: Enforcement of red light violations



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

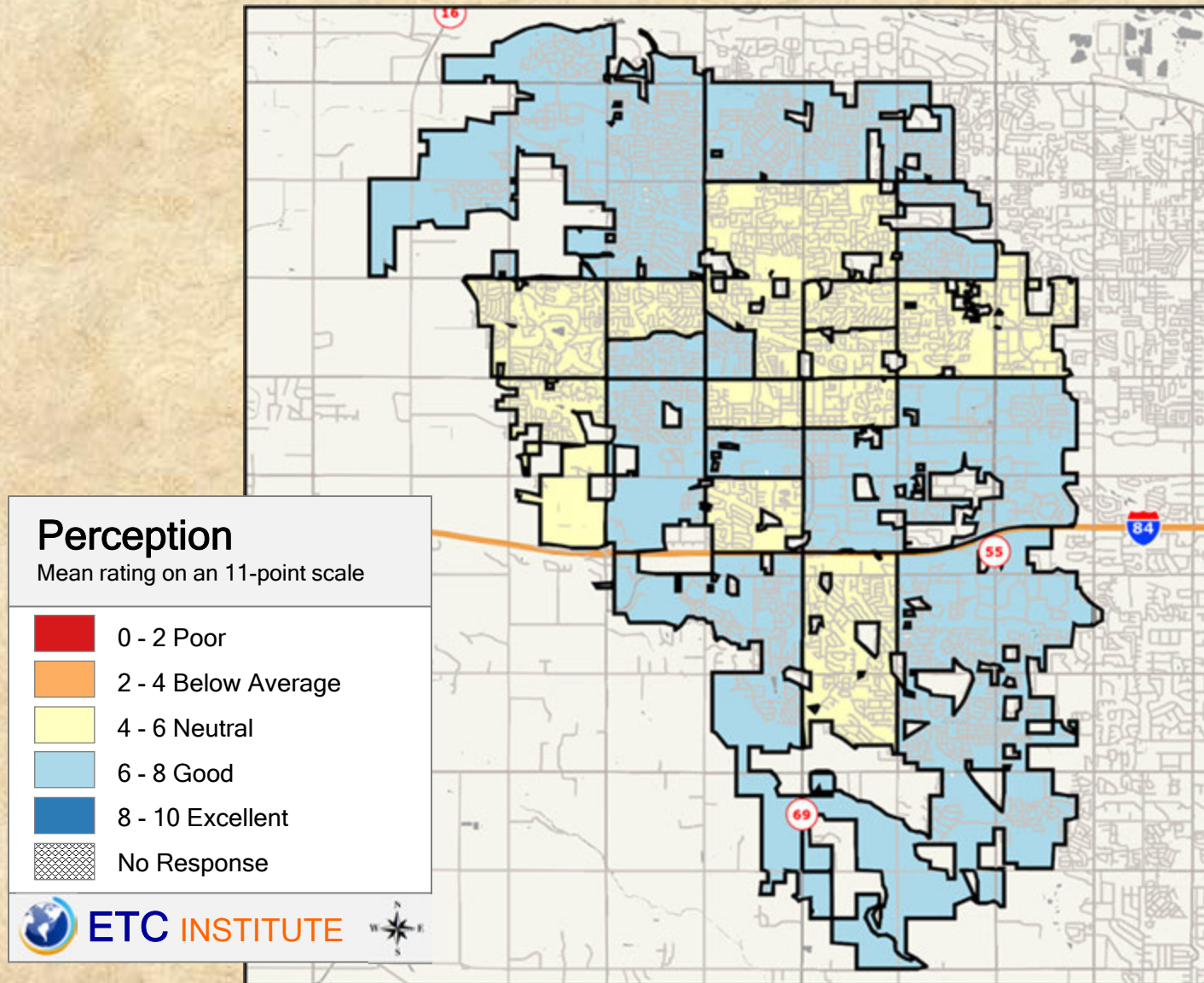
Q26.4 Rating of: Enforcement of tailgating



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

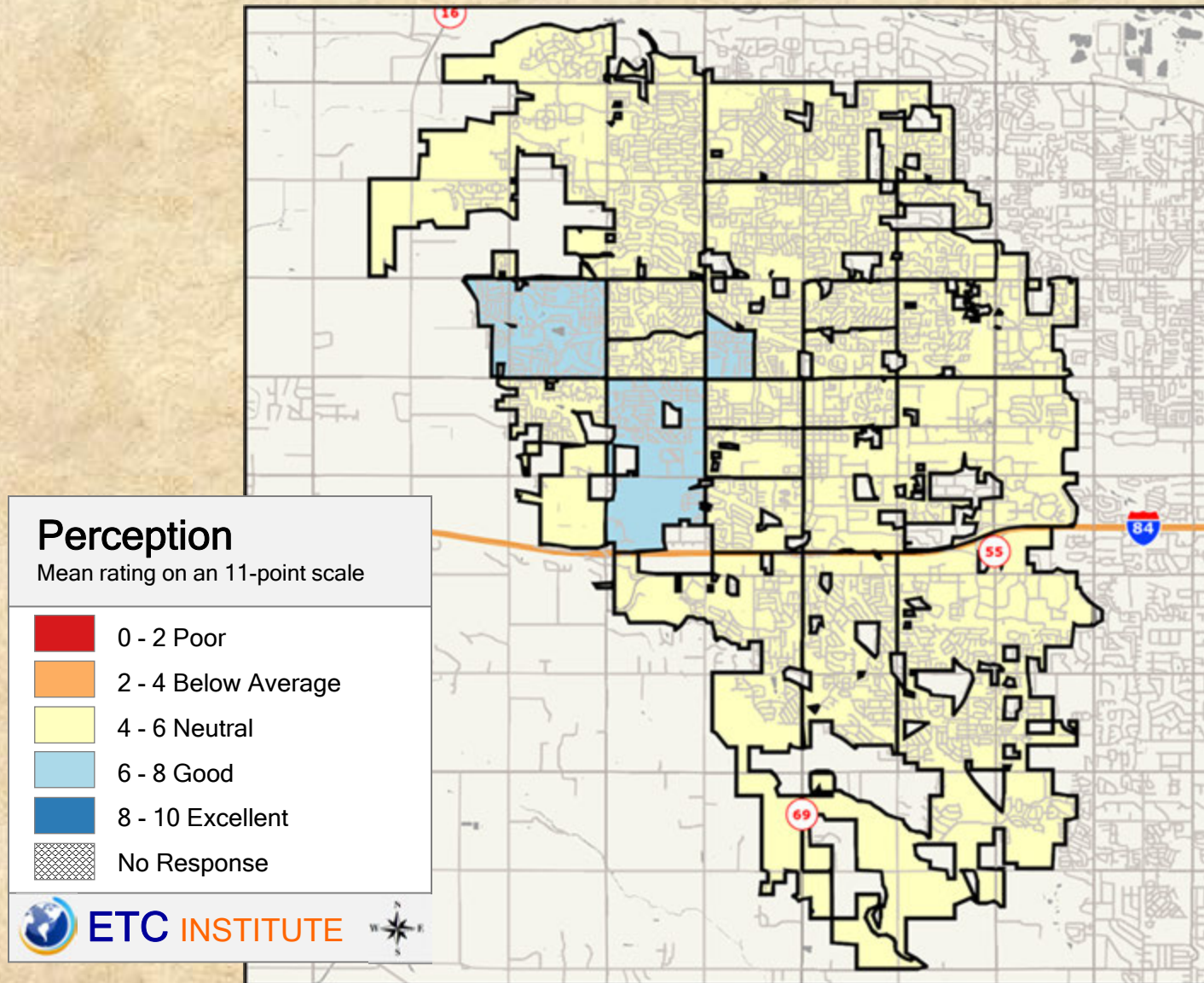
Q26.5 Rating of: Enforcement of speeding on arterial roads



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q26.6 Rating of: Enforcement of excessive motor vehicle sound



2020 City of Meridian Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Section 5

Tabular Data

Q1. The vision for Meridian is: "By 2035, Meridian will be the West's premier community in which to live, work and raise a family." Several items that may influence your perception of Meridian as a community are listed below. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City of Meridian in the following areas.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q1-1. As a place to live	29.0%	19.6%	28.0%	13.1%	4.0%	3.0%	1.1%	0.4%	0.6%	0.0%	0.3%	1.0%
Q1-2. As a place to work	14.1%	11.6%	15.2%	11.1%	7.4%	8.1%	2.8%	1.6%	1.1%	0.1%	1.3%	25.6%
Q1-3. As a place to raise a family	31.1%	21.6%	22.6%	9.7%	3.6%	2.7%	0.6%	0.3%	0.7%	0.0%	0.4%	6.8%
Q1-4. As a place to start/do business	11.4%	9.8%	11.2%	11.8%	6.4%	7.1%	2.1%	0.4%	1.1%	0.1%	1.4%	37.1%
Q1-5. As a City that is building a strong sense of community	15.5%	12.2%	18.9%	20.2%	10.9%	10.2%	3.0%	1.7%	1.6%	1.0%	1.7%	3.1%
Q1-6. As a City that is developing a strong local economy	12.8%	12.8%	21.4%	15.5%	12.2%	8.1%	2.6%	2.3%	1.1%	0.9%	1.4%	8.9%
Q1-7. As a City that is developing a strong local workforce that can compete in today's economic climate	7.7%	8.8%	15.1%	14.5%	12.9%	11.6%	4.3%	2.7%	2.0%	1.6%	2.1%	16.8%
Q1-8. As a City that is planning for future growth & development	11.5%	10.2%	13.9%	12.5%	12.4%	9.9%	5.8%	4.8%	5.0%	2.6%	7.2%	4.1%
Q1-9. As a City that is developing a sustainable & conscious environment	10.1%	7.8%	15.2%	13.4%	12.6%	10.4%	4.1%	4.7%	3.7%	1.8%	3.8%	12.4%
Q1-10. How well City is protecting the quality of air & water	10.4%	12.4%	16.5%	13.9%	8.8%	8.0%	2.7%	3.3%	2.1%	1.0%	2.7%	18.3%
Q1-11. How well City is maintaining high quality neighborhoods	13.5%	12.9%	22.6%	15.1%	9.8%	7.4%	4.3%	4.1%	1.7%	1.7%	4.0%	3.0%
Q1-12. How well City is providing options for mobility other than driving	3.1%	2.7%	6.4%	8.5%	9.5%	11.5%	8.8%	11.4%	9.4%	7.1%	11.4%	10.2%
Q1-13. How well City is ensuring public safety	16.2%	20.5%	21.4%	15.6%	6.1%	7.0%	2.7%	1.7%	1.6%	0.4%	1.1%	5.7%

Q1. The vision for Meridian is: "By 2035, Meridian will be the West's premier community in which to live, work and raise a family." Several items that may influence your perception of Meridian as a community are listed below. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City of Meridian in the following areas.

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q1-14. How well City is communicating with the community	15.8%	16.6%	19.3%	16.9%	8.7%	9.8%	2.8%	2.4%	1.3%	1.6%	2.1%	2.7%

WITHOUT "DON'T KNOW"

Q1. The vision for Meridian is: "By 2035, Meridian will be the West's premier community in which to live, work and raise a family." Several items that may influence your perception of Meridian as a community are listed below. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City of Meridian in the following areas. (without "don't know")

(N=704)

	Excellen- t	9	8	7	6	5	4	3	2	1	Poor
Q1-1. As a place to live	29.3%	19.8%	28.3%	13.2%	4.0%	3.0%	1.1%	0.4%	0.6%	0.0%	0.3%
Q1-2. As a place to work	18.9%	15.6%	20.4%	14.9%	9.9%	10.9%	3.8%	2.1%	1.5%	0.2%	1.7%
Q1-3. As a place to raise a family	33.4%	23.2%	24.2%	10.4%	3.8%	2.9%	0.6%	0.3%	0.8%	0.0%	0.5%
Q1-4. As a place to start/do business	18.1%	15.6%	17.8%	18.7%	10.2%	11.3%	3.4%	0.7%	1.8%	0.2%	2.3%
Q1-5. As a City that is building a strong sense of community	16.0%	12.6%	19.5%	20.8%	11.3%	10.6%	3.1%	1.8%	1.6%	1.0%	1.8%
Q1-6. As a City that is developing a strong local economy	14.0%	14.0%	23.6%	17.0%	13.4%	8.9%	2.8%	2.5%	1.2%	0.9%	1.6%
Q1-7. As a City that is developing a strong local workforce that can compete in today's economic climate	9.2%	10.6%	18.1%	17.4%	15.5%	14.0%	5.1%	3.2%	2.4%	1.9%	2.6%
Q1-8. As a City that is planning for future growth & development	12.0%	10.7%	14.5%	13.0%	12.9%	10.4%	6.1%	5.0%	5.2%	2.7%	7.6%
Q1-9. As a City that is developing a sustainable & conscious environment	11.5%	8.9%	17.3%	15.2%	14.4%	11.8%	4.7%	5.3%	4.2%	2.1%	4.4%
Q1-10. How well City is protecting the quality of air & water	12.7%	15.1%	20.2%	17.0%	10.8%	9.7%	3.3%	4.0%	2.6%	1.2%	3.3%
Q1-11. How well City is maintaining high quality neighborhoods	13.9%	13.3%	23.3%	15.5%	10.1%	7.6%	4.4%	4.2%	1.8%	1.8%	4.1%
Q1-12. How well City is providing options for mobility other than driving	3.5%	3.0%	7.1%	9.5%	10.6%	12.8%	9.8%	12.7%	10.4%	7.9%	12.7%

WITHOUT "DON'T KNOW"

Q1. The vision for Meridian is: "By 2035, Meridian will be the West's premier community in which to live, work and raise a family." Several items that may influence your perception of Meridian as a community are listed below. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City of Meridian in the following areas. (without "don't know")

	Excele- nt	9	8	7	6	5	4	3	2	1	Poor
Q1-13. How well City is ensuring public safety	17.2%	21.7%	22.7%	16.6%	6.5%	7.4%	2.9%	1.8%	1.7%	0.5%	1.2%
Q1-14. How well City is communicating with the community	16.2%	17.1%	19.9%	17.4%	8.9%	10.1%	2.9%	2.5%	1.3%	1.6%	2.2%

Q2. While the City is not the sole contributor to your quality of life, it is important to understand the perceptions residents have of the quality of life in Meridian. Using a scale of 0 to 10, where 10 means "Greatly Exceeds My Expectations" and 0 means "Does Not Meet My Expectations at All," please rate the City and its partners in the following areas.

(N=704)

	Greatly exceeds my expecta- tions	9	8	7	6	5	4	3	2	1	Does not meet my expect...	Don't know
Q2-1. Overall quality of life in City	16.3%	22.0%	26.8%	18.2%	7.4%	4.3%	1.1%	0.9%	0.6%	0.1%	0.9%	1.4%
Q2-2. Overall quality of City services provided	12.4%	20.5%	26.7%	19.7%	7.7%	4.8%	2.6%	1.0%	1.0%	0.4%	0.7%	2.6%
Q2-3. Overall quality of customer service you receive from City employees	17.9%	18.5%	20.0%	10.8%	3.3%	3.4%	1.3%	1.4%	0.4%	0.3%	1.3%	21.4%
Q2-4. Your view of an ideal place to live	16.8%	21.4%	23.6%	15.8%	8.9%	5.7%	2.0%	1.6%	0.9%	0.7%	1.6%	1.1%

WITHOUT "DON'T KNOW"

Q2. While the City is not the sole contributor to your quality of life, it is important to understand the perceptions residents have of the quality of life in Meridian. Using a scale of 0 to 10, where 10 means "Greatly Exceeds My Expectations" and 0 means "Does Not Meet My Expectations at All," please rate the City and its partners in the following areas. (without "don't know")

(N=704)

	Grea- tly exce- ds my ...	9	8	7	6	5	4	3	2	1	Doe- s not meet my exp...
Q2-1. Overall quality of life in City	16.6%	22.3%	27.2%	18.4%	7.5%	4.3%	1.2%	0.9%	0.6%	0.1%	0.9%
Q2-2. Overall quality of City services provided	12.7%	21.0%	27.4%	20.3%	7.9%	5.0%	2.6%	1.0%	1.0%	0.4%	0.7%
Q2-3. Overall quality of customer service you receive from City employees	22.8%	23.5%	25.5%	13.7%	4.2%	4.3%	1.6%	1.8%	0.5%	0.4%	1.6%
Q2-4. Your view of an ideal place to live	17.0%	21.7%	23.9%	15.9%	9.1%	5.7%	2.0%	1.6%	0.9%	0.7%	1.6%

Q3. Using a scale of 0 to 10, where 10 means "Strongly Agree" and 0 means "Strongly Disagree," please rate your level of agreement with the following.

(N=704)

	Strong- ly agree	9	8	7	6	5	4	3	2	1	Strong- ly disagr- ee	Don't know
Q3-1. Quality housing & a variety of options exist in Meridian	14.2%	12.2%	19.6%	17.6%	10.9%	9.1%	4.5%	2.7%	2.4%	1.7%	2.3%	2.7%
Q3-2. Development in City enhances the quality of life	11.5%	13.6%	17.6%	17.6%	9.9%	8.8%	4.3%	4.3%	3.4%	2.1%	4.0%	2.8%
Q3-3. There are a variety of employment opportunities in Meridian	5.1%	8.1%	13.6%	15.3%	10.8%	10.2%	4.4%	3.8%	2.6%	1.4%	2.3%	22.3%
Q3-4. Access to quality shopping & entertainment exist in Meridian	20.9%	23.3%	20.6%	14.9%	6.0%	5.8%	3.0%	2.3%	1.0%	0.6%	0.3%	1.4%
Q3-5. City is managing growth wisely	4.8%	6.0%	13.5%	14.9%	11.1%	9.4%	5.4%	8.4%	5.5%	4.1%	11.9%	5.0%
Q3-6. Meridian has a sense of community	12.4%	13.8%	18.8%	16.2%	11.2%	10.8%	6.3%	2.6%	2.0%	1.4%	2.4%	2.3%
Q3-7. City continuously improves services	7.8%	10.1%	17.3%	16.8%	12.4%	10.7%	4.1%	1.8%	1.7%	1.1%	1.6%	14.6%
Q3-8. City uses your tax dollars wisely	5.8%	10.1%	16.6%	16.5%	10.2%	11.2%	2.7%	3.3%	1.1%	1.6%	2.6%	18.3%
Q3-9. City is headed in the right direction	10.2%	11.5%	16.1%	17.2%	10.5%	11.2%	5.4%	2.4%	2.4%	1.8%	5.3%	6.0%

WITHOUT "DON'T KNOW"

Q3. Using a scale of 0 to 10, where 10 means "Strongly Agree" and 0 means "Strongly Disagree," please rate your level of agreement with the following. (without "don't know")

(N=704)

	Strong- ly agree	9	8	7	6	5	4	3	2	1	Strong- ly disagree
Q3-1. Quality housing & a variety of options exist in Meridian	14.6%	12.6%	20.1%	18.1%	11.2%	9.3%	4.7%	2.8%	2.5%	1.8%	2.3%
Q3-2. Development in City enhances the quality of life	11.8%	14.0%	18.1%	18.1%	10.2%	9.1%	4.4%	4.4%	3.5%	2.2%	4.1%
Q3-3. There are a variety of employment opportunities in Meridian	6.6%	10.4%	17.6%	19.7%	13.9%	13.2%	5.7%	4.9%	3.3%	1.8%	2.9%
Q3-4. Access to quality shopping & entertainment exist in Meridian	21.2%	23.6%	20.9%	15.1%	6.1%	5.9%	3.0%	2.3%	1.0%	0.6%	0.3%
Q3-5. City is managing growth wisely	5.1%	6.3%	14.2%	15.7%	11.7%	9.9%	5.7%	8.8%	5.8%	4.3%	12.6%
Q3-6. Meridian has a sense of community	12.6%	14.1%	19.2%	16.6%	11.5%	11.0%	6.4%	2.6%	2.0%	1.5%	2.5%
Q3-7. City continuously improves services	9.2%	11.8%	20.3%	19.6%	14.5%	12.5%	4.8%	2.2%	2.0%	1.3%	1.8%
Q3-8. City uses your tax dollars wisely	7.1%	12.3%	20.3%	20.2%	12.5%	13.7%	3.3%	4.0%	1.4%	1.9%	3.1%
Q3-9. City is headed in the right direction	10.9%	12.2%	17.1%	18.3%	11.2%	11.9%	5.7%	2.6%	2.6%	2.0%	5.6%

Q4. If you own a home in Meridian, approximately 29% of your total property tax bill goes to the City of Meridian to fund the City's operating budget for services such as police, fire and parks services. Relating to services and facilities in the City of Meridian, using a scale of 0 to 10, where 10 means "Definitely Getting My Money's Worth" and 0 means "Definitely Not Getting My Money's Worth," please rate the value you feel you are getting for City tax dollars and fees.

(N=704)

	Def- inite- ly gett- ing...	9	8	7	6	5	4	3	2	1	Def- inite- ly not get...	Don- 't kn- ow
Q4-1. Value received for City tax & fees	11.4%	16.8%	19.3%	19.3%	8.2%	6.7%	3.0%	2.1%	0.9%	0.9%	1.7%	9.8%

WITHOUT "DON'T KNOW"

Q4. If you own a home in Meridian, approximately 29% of your total property tax bill goes to the City of Meridian to fund the City's operating budget for services such as police, fire and parks services. Relating to services and facilities in the City of Meridian, using a scale of 0 to 10, where 10 means "Definitely Getting My Money's Worth" and 0 means "Definitely Not Getting My Money's Worth," please rate the value you feel you are getting for City tax dollars and fees. (without "don't know")

(N=704)

	Defi- nitel- y gett- ing ...	9	8	7	6	5	4	3	2	1	Defi- nitel- y not gett...
Q4-1. Value received for City tax & fees	12.6%	18.6%	21.4%	21.4%	9.1%	7.4%	3.3%	2.4%	0.9%	0.9%	1.9%

Q5. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the quality of the following services provided by the City of Meridian.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q5-1. Fire/rescue services	35.8%	21.3%	13.6%	5.8%	1.7%	1.8%	0.6%	0.1%	0.1%	0.0%	0.0%	19.0%
Q5-2. Fire prevention & public education	19.6%	17.0%	13.4%	11.9%	4.5%	3.8%	2.0%	1.1%	0.6%	0.3%	0.4%	25.3%
Q5-3. Police department/law enforcement	33.7%	22.2%	15.8%	7.7%	4.0%	2.3%	0.9%	1.0%	0.6%	0.4%	1.3%	10.4%
Q5-4. Code enforcement	13.2%	13.2%	13.4%	10.9%	5.8%	5.3%	2.4%	1.6%	1.1%	0.4%	2.1%	30.5%
Q5-5. Traffic enforcement	15.2%	15.6%	19.3%	11.4%	7.2%	7.1%	3.3%	1.3%	2.6%	0.4%	3.0%	13.6%
Q5-6. Planning & zoning services	7.5%	6.8%	10.4%	11.9%	8.0%	7.7%	4.5%	4.5%	3.6%	3.6%	6.8%	24.7%
Q5-7. Building permit services	6.8%	5.5%	8.0%	5.1%	4.7%	4.0%	1.7%	2.0%	2.1%	1.4%	3.1%	55.5%
Q5-8. Utility billing services	23.6%	20.9%	21.7%	12.5%	6.1%	5.1%	1.7%	1.3%	0.7%	0.4%	0.6%	5.4%
Q5-9. Sewer services	24.9%	22.2%	20.7%	11.6%	4.5%	3.7%	1.1%	0.3%	0.6%	0.0%	0.4%	9.9%
Q5-10. Water services	23.3%	24.1%	19.9%	10.7%	5.5%	4.1%	1.6%	0.6%	0.9%	0.6%	1.0%	7.8%
Q5-11. Garbage/trash pick-up services	28.6%	26.1%	19.9%	11.6%	4.5%	3.3%	1.8%	0.7%	0.7%	0.7%	0.6%	1.4%
Q5-12. Recycling services	19.2%	17.8%	17.6%	13.8%	7.5%	7.2%	3.6%	2.3%	2.7%	1.8%	2.6%	4.0%
Q5-13. City parks	36.6%	25.9%	18.8%	8.0%	2.3%	2.7%	0.7%	0.6%	0.6%	0.0%	0.6%	3.4%
Q5-14. Recreation programs	15.9%	15.8%	15.3%	10.2%	5.0%	4.4%	1.1%	1.3%	0.3%	0.6%	1.6%	28.6%
Q5-15. Programs for youth	12.8%	12.9%	13.6%	9.7%	4.4%	4.7%	1.6%	1.0%	0.9%	0.3%	1.4%	36.8%
Q5-16. Communications	13.4%	16.9%	17.5%	14.9%	7.1%	7.7%	2.8%	1.6%	1.1%	0.6%	1.3%	15.2%
Q5-17. Passport Acceptance Agency	7.0%	4.5%	4.5%	3.7%	1.8%	1.7%	0.9%	0.6%	0.4%	0.4%	1.4%	73.0%

WITHOUT "DON'T KNOW"

Q5. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the quality of the following services provided by the City of Meridian. (without "don't know")

(N=704)

	Excellen- t	9	8	7	6	5	4	3	2	1	Poor
Q5-1. Fire/rescue services	44.2%	26.3%	16.8%	7.2%	2.1%	2.3%	0.7%	0.2%	0.2%	0.0%	0.0%
Q5-2. Fire prevention & public education	26.2%	22.8%	17.9%	16.0%	6.1%	5.1%	2.7%	1.5%	0.8%	0.4%	0.6%
Q5-3. Police department/law enforcement	37.6%	24.7%	17.6%	8.6%	4.4%	2.5%	1.0%	1.1%	0.6%	0.5%	1.4%
Q5-4. Code enforcement	19.0%	19.0%	19.2%	15.7%	8.4%	7.6%	3.5%	2.2%	1.6%	0.6%	3.1%
Q5-5. Traffic enforcement	17.6%	18.1%	22.4%	13.2%	8.4%	8.2%	3.8%	1.5%	3.0%	0.5%	3.5%
Q5-6. Planning & zoning services	10.0%	9.1%	13.8%	15.8%	10.6%	10.2%	6.0%	6.0%	4.7%	4.7%	9.1%
Q5-7. Building permit services	15.3%	12.5%	17.9%	11.5%	10.5%	8.9%	3.8%	4.5%	4.8%	3.2%	7.0%
Q5-8. Utility billing services	24.9%	22.1%	23.0%	13.2%	6.5%	5.4%	1.8%	1.4%	0.8%	0.5%	0.6%
Q5-9. Sewer services	27.6%	24.6%	23.0%	12.9%	5.0%	4.1%	1.3%	0.3%	0.6%	0.0%	0.5%
Q5-10. Water services	25.3%	26.2%	21.6%	11.6%	6.0%	4.5%	1.7%	0.6%	0.9%	0.6%	1.1%
Q5-11. Garbage/trash pick-up services	29.0%	26.5%	20.2%	11.8%	4.6%	3.3%	1.9%	0.7%	0.7%	0.7%	0.6%
Q5-12. Recycling services	20.0%	18.5%	18.3%	14.3%	7.8%	7.5%	3.7%	2.4%	2.8%	1.9%	2.7%
Q5-13. City parks	37.9%	26.8%	19.4%	8.2%	2.4%	2.8%	0.7%	0.6%	0.6%	0.0%	0.6%
Q5-14. Recreation programs	22.3%	22.1%	21.5%	14.3%	7.0%	6.2%	1.6%	1.8%	0.4%	0.8%	2.2%
Q5-15. Programs for youth	20.2%	20.4%	21.6%	15.3%	7.0%	7.4%	2.5%	1.6%	1.3%	0.4%	2.2%
Q5-16. Communications	15.7%	19.9%	20.6%	17.6%	8.4%	9.0%	3.4%	1.8%	1.3%	0.7%	1.5%
Q5-17. Passport Acceptance Agency	25.8%	16.8%	16.8%	13.7%	6.8%	6.3%	3.2%	2.1%	1.6%	1.6%	5.3%

Q6. Which THREE of the City Services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Fire/rescue services	37	5.3 %
Fire prevention & public education	13	1.8 %
Police department/law enforcement	158	22.4 %
Code enforcement	10	1.4 %
Traffic enforcement	52	7.4 %
Planning & zoning services	223	31.7 %
Building permit services	11	1.6 %
Utility billing services	3	0.4 %
Sewer services	2	0.3 %
Water services	19	2.7 %
Garbage/trash pick-up services	8	1.1 %
Recycling services	49	7.0 %
City parks	40	5.7 %
Recreation programs	14	2.0 %
Programs for youth	23	3.3 %
Communications	4	0.6 %
Passport acceptance agency	1	0.1 %
None chosen	37	5.3 %
Total	704	100.0 %

Q6. Which THREE of the City Services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Fire/rescue services	66	9.4 %
Fire prevention & public education	17	2.4 %
Police department/law enforcement	111	15.8 %
Code enforcement	31	4.4 %
Traffic enforcement	69	9.8 %
Planning & zoning services	107	15.2 %
Building permit services	36	5.1 %
Utility billing services	5	0.7 %
Sewer services	7	1.0 %
Water services	12	1.7 %
Garbage/trash pick-up services	5	0.7 %
Recycling services	44	6.3 %
City parks	62	8.8 %
Recreation programs	32	4.5 %
Programs for youth	36	5.1 %
Communications	11	1.6 %
Passport acceptance agency	3	0.4 %
None chosen	50	7.1 %
Total	704	100.0 %

Q6. Which THREE of the City Services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Fire/rescue services	44	6.3 %
Fire prevention & public education	22	3.1 %
Police department/law enforcement	78	11.1 %
Code enforcement	34	4.8 %
Traffic enforcement	48	6.8 %
Planning & zoning services	55	7.8 %
Building permit services	26	3.7 %
Utility billing services	11	1.6 %
Sewer services	7	1.0 %
Water services	14	2.0 %
Garbage/trash pick-up services	16	2.3 %
Recycling services	49	7.0 %
City parks	77	10.9 %
Recreation programs	36	5.1 %
Programs for youth	65	9.2 %
Communications	34	4.8 %
Passport acceptance agency	5	0.7 %
None chosen	83	11.8 %
Total	704	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the City Services listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Fire/rescue services	147	20.9 %
Fire prevention & public education	52	7.4 %
Police department/law enforcement	347	49.3 %
Code enforcement	75	10.7 %
Traffic enforcement	169	24.0 %
Planning & zoning services	385	54.7 %
Building permit services	73	10.4 %
Utility billing services	19	2.7 %
Sewer services	16	2.3 %
Water services	45	6.4 %
Garbage/trash pick-up services	29	4.1 %
Recycling services	142	20.2 %
City parks	179	25.4 %
Recreation programs	82	11.6 %
Programs for youth	124	17.6 %
Communications	49	7.0 %
Passport acceptance agency	9	1.3 %
None chosen	37	5.3 %
Total	1979	

Q7. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following services provided by other agency partners.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q7-1. Public transportation services contracted with Valley Regional Transit	1.4%	1.4%	3.1%	4.3%	5.0%	6.1%	5.4%	3.8%	4.0%	4.0%	7.2%	54.3%
Q7-2. Animal control contracted with Idaho Humane Society	7.8%	7.2%	10.2%	8.9%	5.4%	6.5%	2.6%	2.0%	1.7%	0.7%	3.0%	43.9%
Q7-3. Programs for seniors at Meridian Senior Center	5.0%	3.3%	7.2%	5.7%	2.3%	3.8%	0.9%	0.4%	0.9%	0.6%	0.7%	69.3%
Q7-4. K-12 education by West Ada School District	7.2%	8.0%	14.1%	14.8%	8.9%	8.2%	4.5%	4.8%	2.8%	1.8%	2.7%	22.0%
Q7-5. Lakeview Golf Course	4.4%	4.7%	7.7%	4.4%	3.0%	4.7%	0.7%	1.0%	0.6%	0.0%	0.9%	68.0%
Q7-6. Library services by Meridian Library District	23.6%	18.6%	15.3%	11.2%	5.0%	4.1%	0.9%	0.3%	0.6%	0.1%	1.0%	19.3%
Q7-7. Swimming pool by Western Ada Recreation District	8.0%	6.0%	11.2%	6.5%	3.4%	4.3%	1.8%	0.7%	0.6%	0.3%	1.6%	55.7%
Q7-8. State highways operated by Idaho Transportation Department (Eagle Road, Meridian Road, & Chinden Boulevard)	7.5%	6.5%	13.4%	17.6%	13.1%	11.2%	7.4%	5.5%	4.0%	2.8%	7.0%	4.0%
Q7-9. All City roads operated by Ada County Highway District	6.0%	7.1%	15.3%	16.1%	14.8%	10.8%	7.1%	7.4%	3.1%	3.3%	5.0%	4.1%
Q7-10. Elections by Ada County clerk	16.2%	15.2%	18.9%	10.7%	6.1%	7.7%	1.6%	0.9%	1.4%	0.3%	1.7%	19.5%
Q7-11. Cemetery services by Meridian Cemetery Maintenance District	6.5%	5.8%	5.4%	3.6%	1.0%	1.8%	0.6%	0.3%	0.4%	0.1%	0.6%	73.9%
Q7-12. Cell/mobile/data service by provider in Meridian area	16.1%	13.8%	18.9%	17.2%	8.7%	6.1%	2.8%	3.1%	3.3%	1.6%	2.7%	5.8%
Q7-13. Internet service by telecommunications provider in Meridian	12.2%	13.2%	16.6%	14.5%	10.9%	7.4%	3.6%	4.3%	4.5%	2.1%	4.4%	6.3%

WITHOUT "DON'T KNOW"

Q7. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following services provided by other agency partners. (without "don't know")

(N=704)

	Excellent	9	8	7	6	5	4	3	2	1	Poor
Q7-1. Public transportation services contracted with Valley Regional Transit	3.1%	3.1%	6.8%	9.3%	10.9%	13.4%	11.8%	8.4%	8.7%	8.7%	15.8%
Q7-2. Animal control contracted with Idaho Humane Society	13.9%	12.9%	18.2%	15.9%	9.6%	11.6%	4.6%	3.5%	3.0%	1.3%	5.3%
Q7-3. Programs for seniors at Meridian Senior Center	16.2%	10.6%	23.6%	18.5%	7.4%	12.5%	2.8%	1.4%	2.8%	1.9%	2.3%
Q7-4. K-12 education by West Ada School District	9.3%	10.2%	18.0%	18.9%	11.5%	10.6%	5.8%	6.2%	3.6%	2.4%	3.5%
Q7-5. Lakeview Golf Course	13.8%	14.7%	24.0%	13.8%	9.3%	14.7%	2.2%	3.1%	1.8%	0.0%	2.7%
Q7-6. Library services by Meridian Library District	29.2%	23.1%	19.0%	13.9%	6.2%	5.1%	1.1%	0.4%	0.7%	0.2%	1.2%
Q7-7. Swimming pool by Western Ada Recreation District	17.9%	13.5%	25.3%	14.7%	7.7%	9.6%	4.2%	1.6%	1.3%	0.6%	3.5%
Q7-8. State highways operated by Idaho Transportation Department (Eagle Road, Meridian Road, & Chinden Boulevard)	7.8%	6.8%	13.9%	18.3%	13.6%	11.7%	7.7%	5.8%	4.1%	3.0%	7.2%
Q7-9. All City roads operated by Ada County Highway District	6.2%	7.4%	16.0%	16.7%	15.4%	11.3%	7.4%	7.7%	3.3%	3.4%	5.2%
Q7-10. Elections by Ada County clerk	20.1%	18.9%	23.5%	13.2%	7.6%	9.5%	1.9%	1.1%	1.8%	0.4%	2.1%
Q7-11. Cemetery services by Meridian Cemetery Maintenance District	25.0%	22.3%	20.7%	13.6%	3.8%	7.1%	2.2%	1.1%	1.6%	0.5%	2.2%
Q7-12. Cell/mobile/data service by provider in Meridian area	17.0%	14.6%	20.1%	18.3%	9.2%	6.5%	3.0%	3.3%	3.5%	1.7%	2.9%
Q7-13. Internet service by telecommunications provider in Meridian	13.0%	14.1%	17.7%	15.5%	11.7%	7.9%	3.8%	4.5%	4.8%	2.3%	4.7%

Q8. There are a variety of transportation infrastructure improvements needed along roads in Meridian. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the following road-related aspects of our community you would like to see.

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority	Don't know
Q8-1. Roadway widening (from single to multiple lanes)	48.4%	13.6%	15.2%	8.7%	4.1%	3.6%	0.9%	1.3%	0.6%	0.6%	0.9%	2.3%
Q8-2. Intersection improvements	32.0%	15.2%	17.2%	12.1%	8.4%	6.5%	2.1%	1.1%	0.6%	0.7%	1.0%	3.1%
Q8-3. Pathways/sidewalk connections on local streets	27.8%	14.2%	18.2%	12.2%	10.5%	7.0%	2.1%	2.0%	0.9%	0.6%	1.3%	3.3%
Q8-4. Sidewalks on arterial (major) roadways	23.6%	14.6%	18.0%	11.6%	8.9%	9.9%	3.0%	2.3%	1.0%	1.8%	1.6%	3.6%
Q8-5. Street lights	18.2%	13.4%	18.9%	16.3%	8.0%	9.1%	4.3%	3.8%	1.0%	0.9%	2.4%	3.8%
Q8-6. Shared bike & pedestrian facilities (similar to Boise Greenbelt) detached from roadway	34.4%	13.2%	13.9%	10.8%	5.7%	7.1%	2.3%	2.1%	2.4%	1.7%	3.3%	3.1%
Q8-7. Beautification/ landscaping	14.9%	12.4%	16.6%	14.3%	11.1%	11.4%	5.1%	3.6%	2.0%	3.0%	3.3%	2.4%

WITHOUT "DON'T KNOW"

Q8. There are a variety of transportation infrastructure improvements needed along roads in Meridian. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the following road-related aspects of our community you would like to see. (without "don't know")

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority
Q8-1. Roadway widening (from single to multiple lanes)	49.6%	14.0%	15.6%	8.9%	4.2%	3.6%	0.9%	1.3%	0.6%	0.6%	0.9%
Q8-2. Intersection improvements	33.0%	15.7%	17.7%	12.5%	8.7%	6.7%	2.2%	1.2%	0.6%	0.7%	1.0%
Q8-3. Pathways/sidewalk connections on local streets	28.8%	14.7%	18.8%	12.6%	10.9%	7.2%	2.2%	2.1%	0.9%	0.6%	1.3%
Q8-4. Sidewalks on arterial (major) roadways	24.4%	15.2%	18.7%	12.1%	9.3%	10.3%	3.1%	2.4%	1.0%	1.9%	1.6%
Q8-5. Street lights	18.9%	13.9%	19.6%	17.0%	8.3%	9.5%	4.4%	4.0%	1.0%	0.9%	2.5%
Q8-6. Shared bike & pedestrian facilities (similar to Boise Greenbelt) detached from roadway	35.5%	13.6%	14.4%	11.1%	5.9%	7.3%	2.3%	2.2%	2.5%	1.8%	3.4%
Q8-7. Beautification/ landscaping	15.3%	12.7%	17.0%	14.7%	11.4%	11.6%	5.2%	3.6%	2.0%	3.1%	3.3%

Q9. Which THREE of the transportation improvements listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders in working with partner agencies over the next THREE years?

Q9. Top choice	Number	Percent
Roadway widening (from single to multiple lanes)	430	61.1 %
Intersection improvements	48	6.8 %
Pathways/sidewalk connections on local streets	39	5.5 %
Sidewalks on arterial (major) roadways	23	3.3 %
Street lights	22	3.1 %
Shared bike & pedestrian facilities (similar to Boise Greenbelt)		
detached from roadway	92	13.1 %
Beautification/landscaping	15	2.1 %
None chosen	35	5.0 %
Total	704	100.0 %

Q9. Which THREE of the transportation improvements listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders in working with partner agencies over the next THREE years?

Q9. 2nd choice	Number	Percent
Roadway widening (from single to multiple lanes)	73	10.4 %
Intersection improvements	237	33.7 %
Pathways/sidewalk connections on local streets	94	13.4 %
Sidewalks on arterial (major) roadways	64	9.1 %
Street lights	45	6.4 %
Shared bike & pedestrian facilities (similar to Boise Greenbelt)		
detached from roadway	114	16.2 %
Beautification/landscaping	30	4.3 %
None chosen	47	6.7 %
Total	704	100.0 %

Q9. Which THREE of the transportation improvements listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders in working with partner agencies over the next THREE years?

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Roadway widening (from single to multiple lanes)	59	8.4 %
Intersection improvements	79	11.2 %
Pathways/sidewalk connections on local streets	139	19.7 %
Sidewalks on arterial (major) roadways	86	12.2 %
Street lights	85	12.1 %
Shared bike & pedestrian facilities (similar to Boise Greenbelt)		
detached from roadway	113	16.1 %
Beautification/landscaping	75	10.7 %
None chosen	68	9.7 %
Total	704	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the transportation improvements listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders in working with partner agencies over the next THREE years? (top 3)

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Roadway widening (from single to multiple lanes)	562	79.8 %
Intersection improvements	364	51.7 %
Pathways/sidewalk connections on local streets	272	38.6 %
Sidewalks on arterial (major) roadways	173	24.6 %
Street lights	152	21.6 %
Shared bike & pedestrian facilities (similar to Boise Greenbelt)		
detached from roadway	319	45.3 %
Beautification/landscaping	120	17.0 %
None chosen	35	5.0 %
Total	1997	

Q10. Meridian prioritizes roadway and intersection projects that the Ada County Highway District does not currently have in their budget. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate your priority of the following future roadway construction projects in our community.

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority	Don't know
Q10-1. Construct Linder Road overpass over I-84	30.0%	10.9%	11.4%	11.4%	5.7%	8.9%	1.7%	2.3%	2.0%	2.3%	6.3%	7.2%
Q10-2. Widen Locust Grove Road from Fairview to Ustick Road	25.3%	12.1%	18.6%	12.6%	6.8%	8.5%	2.6%	2.3%	1.4%	1.3%	2.7%	5.8%
Q10-3. Widen Victory Road from Locust Grove Road to Eagle Road	13.2%	8.2%	12.2%	13.8%	8.8%	13.5%	4.3%	4.1%	2.7%	1.8%	4.5%	12.8%
Q10-4. Widen Ustick Road from Ten Mile Road to Linder Road	25.7%	12.2%	13.6%	13.8%	8.0%	8.4%	2.4%	2.4%	2.0%	1.6%	3.1%	6.8%
Q10-5. Widen Linder Road from Cherry Lane to Ustick Road	26.3%	12.9%	13.2%	13.1%	8.0%	7.8%	2.8%	2.0%	1.7%	1.4%	4.1%	6.7%

WITHOUT "DON'T KNOW"

Q10. Meridian prioritizes roadway and intersection projects that the Ada County Highway District does not currently have in their budget. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate your priority of the following future roadway construction projects in our community. (without "don't know")

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority
Q10-1. Construct Linder Road overpass over I-84	32.3%	11.8%	12.3%	12.3%	6.1%	9.6%	1.8%	2.5%	2.1%	2.5%	6.7%
Q10-2. Widen Locust Grove Road from Fairview to Ustick Road	26.8%	12.8%	19.8%	13.4%	7.2%	9.0%	2.7%	2.4%	1.5%	1.4%	2.9%
Q10-3. Widen Victory Road from Locust Grove Road to Eagle Road	15.1%	9.4%	14.0%	15.8%	10.1%	15.5%	4.9%	4.7%	3.1%	2.1%	5.2%
Q10-4. Widen Ustick Road from Ten Mile Road to Linder Road	27.6%	13.1%	14.6%	14.8%	8.5%	9.0%	2.6%	2.6%	2.1%	1.7%	3.4%
Q10-5. Widen Linder Road from Cherry Lane to Ustick Road	28.2%	13.9%	14.2%	14.0%	8.5%	8.4%	3.0%	2.1%	1.8%	1.5%	4.4%

Q11. If a bond measure were placed on the ballot requesting funding for road improvement needs, in general would you support a bond to pay for the identified roadway and intersection projects above in Question 10?

Q11. Would you support a bond to pay for the identified roadway & intersection projects	Number	Percent
Yes	351	49.9 %
No	147	20.9 %
Don't know	206	29.3 %
Total	704	100.0 %

WITHOUT "DON'T KNOW"

Q11. If a bond measure were placed on the ballot requesting funding for road improvement needs, in general would you support a bond to pay for the identified roadway and intersection projects above in Question 10? (without "don't know")

Q11. Would you support a bond to pay for the identified roadway & intersection projects	Number	Percent
Yes	351	70.5 %
No	147	29.5 %
Total	498	100.0 %

Q12. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following parks and recreation services.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q12-1. Number of City parks	32.1%	17.6%	19.5%	14.8%	3.8%	3.1%	2.0%	0.7%	0.1%	0.1%	0.4%	5.7%
Q12-2. Quality, appearance & maintenance of City parks	36.4%	23.7%	21.7%	7.2%	2.6%	3.0%	0.0%	0.6%	0.1%	0.0%	0.3%	4.4%
Q12-3. Quality of athletic fields	24.0%	16.1%	18.8%	8.2%	3.1%	1.3%	0.6%	0.1%	0.1%	0.0%	0.4%	27.3%
Q12-4. Number of special events & festivals	13.4%	9.9%	15.5%	13.5%	8.4%	8.0%	4.4%	3.3%	2.4%	0.6%	1.1%	19.6%
Q12-5. Quality & variety of special events & festivals	12.8%	10.1%	15.2%	13.5%	9.1%	7.4%	3.4%	3.1%	2.3%	0.9%	1.0%	21.3%
Q12-6. Number of pathways for walking & biking	7.7%	8.0%	14.9%	17.0%	11.6%	11.4%	5.3%	5.5%	3.0%	2.1%	3.6%	9.9%
Q12-7. Quality of pathways for walking & biking	11.5%	11.1%	18.2%	17.2%	8.1%	9.7%	3.7%	4.8%	1.3%	0.7%	2.1%	11.6%
Q12-8. Availability of information about recreation programs & classes through social media, activity guides, email updates, website, etc.	10.8%	11.6%	15.3%	10.7%	8.5%	10.4%	5.0%	3.7%	2.8%	1.1%	2.6%	17.5%
Q12-9. Availability of community center & gym facilities	7.1%	4.8%	10.8%	9.2%	8.4%	9.7%	4.7%	3.7%	3.4%	2.4%	3.0%	32.8%
Q12-10. Number of recreation programs & classes	7.7%	6.8%	11.8%	9.4%	8.0%	8.2%	2.7%	4.5%	1.7%	1.4%	1.1%	36.6%
Q12-11. Quality & variety of recreation programs & classes	8.1%	6.3%	10.2%	10.2%	6.0%	7.7%	3.0%	2.8%	1.4%	1.0%	1.3%	42.0%
Q12-12. Number of adult sports programs & sporting events	6.0%	5.4%	8.4%	7.1%	4.5%	6.5%	2.3%	4.0%	1.3%	0.9%	1.7%	52.0%
Q12-13. Quality of adult sports programs & sporting events	5.5%	4.7%	7.1%	6.5%	3.6%	5.8%	2.1%	2.4%	1.3%	1.0%	1.6%	58.4%

Q12. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following parks and recreation services.

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q12-14. Availability of youth sports programs through partners, such as Police Activities League (PAL), Meridian Youth Baseball (MYB), & others	11.1%	10.9%	12.5%	7.7%	4.3%	4.5%	2.1%	0.9%	0.7%	1.1%	1.0%	43.2%
Q12-15. Quality of youth sports programs through partners, such as Police Activities League (PAL), Meridian Youth Baseball (MYB), others	10.7%	10.5%	12.4%	7.7%	4.4%	3.3%	1.7%	0.6%	0.9%	0.9%	0.9%	46.3%

WITHOUT "DON'T KNOW"

Q12. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following parks and recreation services. (without "don't know")

(N=704)

	Excellen- nt	9	8	7	6	5	4	3	2	1	Poor
Q12-1. Number of City parks	34.0%	18.7%	20.6%	15.7%	4.1%	3.3%	2.1%	0.8%	0.2%	0.2%	0.5%
Q12-2. Quality, appearance & maintenance of City parks	38.0%	24.8%	22.7%	7.6%	2.7%	3.1%	0.0%	0.6%	0.1%	0.0%	0.3%
Q12-3. Quality of athletic fields	33.0%	22.1%	25.8%	11.3%	4.3%	1.8%	0.8%	0.2%	0.2%	0.0%	0.6%
Q12-4. Number of special events & festivals	16.6%	12.4%	19.3%	16.8%	10.4%	9.9%	5.5%	4.1%	3.0%	0.7%	1.4%
Q12-5. Quality & variety of special events & festivals	16.2%	12.8%	19.3%	17.1%	11.6%	9.4%	4.3%	4.0%	2.9%	1.1%	1.3%
Q12-6. Number of pathways for walking & biking	8.5%	8.8%	16.6%	18.9%	12.9%	12.6%	5.8%	6.2%	3.3%	2.4%	3.9%
Q12-7. Quality of pathways for walking & biking	13.0%	12.5%	20.6%	19.5%	9.2%	10.9%	4.2%	5.5%	1.4%	0.8%	2.4%
Q12-8. Availability of information about recreation programs & classes through social media, activity guides, email updates, website, etc.	13.1%	14.1%	18.6%	12.9%	10.3%	12.6%	6.0%	4.5%	3.4%	1.4%	3.1%
Q12-9. Availability of community center & gym facilities	10.6%	7.2%	16.1%	13.7%	12.5%	14.4%	7.0%	5.5%	5.1%	3.6%	4.4%
Q12-10. Number of recreation programs & classes	12.1%	10.8%	18.6%	14.8%	12.6%	13.0%	4.3%	7.2%	2.7%	2.2%	1.8%
Q12-11. Quality & variety of recreation programs & classes	14.0%	10.8%	17.6%	17.6%	10.3%	13.2%	5.1%	4.9%	2.5%	1.7%	2.2%
Q12-12. Number of adult sports programs & sporting events	12.4%	11.2%	17.5%	14.8%	9.5%	13.6%	4.7%	8.3%	2.7%	1.8%	3.6%
Q12-13. Quality of adult sports programs & sporting events	13.3%	11.3%	17.1%	15.7%	8.5%	14.0%	5.1%	5.8%	3.1%	2.4%	3.8%

WITHOUT "DON'T KNOW"

Q12. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following parks and recreation services. (without "don't know")

	Excele- nt	9	8	7	6	5	4	3	2	1	Poor
Q12-14. Availability of youth sports programs through partners, such as Police Activities League (PAL), Meridian Youth Baseball (MYB), & others	19.5%	19.3%	22.0%	13.5%	7.5%	8.0%	3.8%	1.5%	1.3%	2.0%	1.8%
Q12-15. Quality of youth sports programs through partners, such as Police Activities League (PAL), Meridian Youth Baseball (MYB), others	19.8%	19.6%	23.0%	14.3%	8.2%	6.1%	3.2%	1.1%	1.6%	1.6%	1.6%

Q13. In the past 12 months, have you or anyone in your household visited a City of Meridian park?

<u>Q13. Have you visited a City park in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes, I have personally visited a City park in last year	622	88.4 %
Yes, a household member has visited a City park in last year	20	2.8 %
No	50	7.1 %
Not provided	12	1.7 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q13. In the past 12 months, have you or anyone in your household visited a City of Meridian park? (without "not provided")**

<u>Q13. Have you visited a City park in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes, I have personally visited a City park in last year	622	89.9 %
Yes, a household member has visited a City park in last year	20	2.9 %
No	50	7.2 %
Total	692	100.0 %

Q14. Some neighborhoods have a great "sense of community." People know their neighbors from Neighborhood Watch Programs or have block parties and truly think of the others in the same area as "neighbors." Using a scale of 0 to 10, where 10 means a "Very Strong Sense of Community" and 0 means "No Sense of Community at All," please rate the sense of community in your neighborhood.

(N=704)

	Very strong sense of commu- ity	9	8	7	6	5	4	3	2	1	No sense of commu- ity at all	Don't know
Q14-1. Rating of "sense of community" in your neighborho- od	12.2%	11.1%	17.8%	16.8%	11.9%	8.8%	5.8%	3.3%	4.0%	1.8%	4.0%	2.6%

WITHOUT "DON'T KNOW"

Q14. Some neighborhoods have a great "sense of community." People know their neighbors from Neighborhood Watch Programs or have block parties and truly think of the others in the same area as "neighbors." Using a scale of 0 to 10, where 10 means a "Very Strong Sense of Community" and 0 means "No Sense of Community at All," please rate the sense of community in your neighborhood. (without "don't know")

(N=704)

	Very strong sense of commu- ity	9	8	7	6	5	4	3	2	1	No sense of commu- ity at all
Q14-1. Rating of "sense of community" in your neighborhood	12.5%	11.4%	18.2%	17.2%	12.2%	9.0%	6.0%	3.4%	4.1%	1.9%	4.1%

Q15. Public safety has prioritized public outreach using social media, public presentations, citizen academies, and volunteer opportunities like citizen park patrols. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following public safety services.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q15-1. Overall feeling of safety in City	27.8%	28.6%	24.0%	10.1%	3.1%	1.7%	1.4%	0.6%	0.1%	0.3%	0.6%	1.7%
Q15-2. Quality of local police protection	34.5%	24.9%	19.6%	6.0%	2.4%	2.0%	0.6%	0.7%	0.3%	0.4%	1.7%	7.0%
Q15-3. How quickly police respond to 911 emergencies	20.3%	14.1%	9.2%	2.6%	0.6%	0.4%	0.4%	0.1%	0.3%	0.1%	1.1%	50.7%
Q15-4. Visibility of police in neighborhoods	17.0%	14.5%	18.0%	13.9%	8.8%	9.2%	3.0%	3.8%	1.8%	1.6%	3.1%	5.1%
Q15-5. Safety in City parks	25.6%	25.3%	18.2%	9.9%	3.1%	4.0%	0.7%	0.7%	0.1%	0.0%	1.0%	11.4%
Q15-6. Police safety education programs	10.7%	6.8%	8.5%	6.1%	2.1%	3.8%	1.6%	1.3%	0.7%	0.3%	1.4%	56.7%
Q15-7. Professionalism of employees responding to emergencies	25.3%	16.1%	11.2%	3.8%	1.1%	0.9%	0.7%	0.4%	0.4%	0.4%	1.0%	38.6%
Q15-8. Overall quality of fire department	34.1%	23.0%	10.4%	3.1%	1.4%	0.9%	0.0%	0.1%	0.0%	0.0%	0.3%	26.7%
Q15-9. How quickly fire department responds to 911 emergencies	26.1%	17.6%	6.4%	2.1%	0.7%	0.6%	0.0%	0.1%	0.0%	0.0%	0.3%	46.0%
Q15-10. Quality of Emergency Medical Services (EMS)	28.7%	16.9%	7.1%	3.1%	0.1%	1.0%	0.0%	0.1%	0.0%	0.0%	0.6%	42.3%
Q15-11. Fire safety education programs	13.8%	9.5%	8.0%	6.8%	1.4%	2.4%	0.9%	0.4%	0.3%	0.1%	1.1%	55.3%
Q15-12. Current location of fire stations	29.7%	22.7%	18.9%	8.0%	3.7%	3.0%	0.1%	0.4%	0.1%	0.3%	0.3%	12.8%
Q15-13. Fire department public outreach	13.9%	10.8%	10.7%	5.7%	3.7%	3.3%	0.9%	0.7%	1.3%	0.4%	1.0%	47.7%

WITHOUT "DON'T KNOW"

Q15. Public safety has prioritized public outreach using social media, public presentations, citizen academies, and volunteer opportunities like citizen park patrols. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following public safety services. (without "don't know")

(N=704)

	Excelle- nt	9	8	7	6	5	4	3	2	1	Poor
Q15-1. Overall feeling of safety in City	28.3%	29.0%	24.4%	10.3%	3.2%	1.7%	1.4%	0.6%	0.1%	0.3%	0.6%
Q15-2. Quality of local police protection	37.1%	26.7%	21.1%	6.4%	2.6%	2.1%	0.6%	0.8%	0.3%	0.5%	1.8%
Q15-3. How quickly police respond to 911 emergencies	41.2%	28.5%	18.7%	5.2%	1.2%	0.9%	0.9%	0.3%	0.6%	0.3%	2.3%
Q15-4. Visibility of police in neighborhoods	18.0%	15.3%	19.0%	14.7%	9.3%	9.7%	3.1%	4.0%	1.9%	1.6%	3.3%
Q15-5. Safety in City parks	28.8%	28.5%	20.5%	11.2%	3.5%	4.5%	0.8%	0.8%	0.2%	0.0%	1.1%
Q15-6. Police safety education programs	24.6%	15.7%	19.7%	14.1%	4.9%	8.9%	3.6%	3.0%	1.6%	0.7%	3.3%
Q15-7. Professionalism of employees responding to emergencies	41.2%	26.2%	18.3%	6.3%	1.9%	1.4%	1.2%	0.7%	0.7%	0.7%	1.6%
Q15-8. Overall quality of fire department	46.5%	31.4%	14.1%	4.3%	1.9%	1.2%	0.0%	0.2%	0.0%	0.0%	0.4%
Q15-9. How quickly fire department responds to 911 emergencies	48.4%	32.6%	11.8%	3.9%	1.3%	1.1%	0.0%	0.3%	0.0%	0.0%	0.5%
Q15-10. Quality of Emergency Medical Services (EMS)	49.8%	29.3%	12.3%	5.4%	0.2%	1.7%	0.0%	0.2%	0.0%	0.0%	1.0%
Q15-11. Fire safety education programs	30.8%	21.3%	17.8%	15.2%	3.2%	5.4%	1.9%	1.0%	0.6%	0.3%	2.5%
Q15-12. Current location of fire stations	34.0%	26.1%	21.7%	9.1%	4.2%	3.4%	0.2%	0.5%	0.2%	0.3%	0.3%
Q15-13. Fire department public outreach	26.6%	20.7%	20.4%	10.9%	7.1%	6.3%	1.6%	1.4%	2.4%	0.8%	1.9%

Q16. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's efforts in the enforcement of the following codes and ordinances.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q16-1. Weed abatement	6.5%	7.5%	13.5%	11.2%	8.7%	6.0%	4.4%	4.8%	2.3%	1.6%	3.8%	29.7%
Q16-2. Removal of graffiti	18.5%	15.2%	14.6%	8.8%	3.1%	2.1%	0.9%	0.7%	0.1%	0.4%	0.9%	34.7%
Q16-3. Abandoned/junk automobile removal	13.2%	11.9%	13.4%	9.1%	5.0%	4.3%	1.6%	1.4%	0.9%	1.6%	2.4%	35.4%
Q16-4. Clean-up of litter & debris on private property	9.2%	8.0%	12.2%	9.1%	6.1%	5.7%	3.1%	2.4%	1.6%	1.8%	3.3%	37.5%
Q16-5. Dilapidated houses or buildings	7.7%	9.1%	13.9%	10.4%	6.3%	5.8%	4.3%	1.7%	0.4%	1.4%	2.6%	36.5%
Q16-6. Illegal dumping	10.1%	9.8%	8.9%	5.7%	4.3%	4.0%	1.8%	1.7%	0.4%	0.6%	1.7%	51.0%

WITHOUT "DON'T KNOW"**Q16. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's efforts in the enforcement of the following codes and ordinances. (without "don't know")**

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor
Q16-1. Weed abatement	9.3%	10.7%	19.2%	16.0%	12.3%	8.5%	6.3%	6.9%	3.2%	2.2%	5.5%
Q16-2. Removal of graffiti	28.3%	23.3%	22.4%	13.5%	4.8%	3.3%	1.3%	1.1%	0.2%	0.7%	1.3%
Q16-3. Abandoned/junk automobile removal	20.4%	18.5%	20.7%	14.1%	7.7%	6.6%	2.4%	2.2%	1.3%	2.4%	3.7%
Q16-4. Clean-up of litter & debris on private property	14.8%	12.7%	19.5%	14.5%	9.8%	9.1%	5.0%	3.9%	2.5%	3.0%	5.2%
Q16-5. Dilapidated houses or buildings	12.1%	14.3%	21.9%	16.3%	9.8%	9.2%	6.7%	2.7%	0.7%	2.2%	4.0%
Q16-6. Illegal dumping	20.6%	20.0%	18.3%	11.6%	8.7%	8.1%	3.8%	3.5%	0.9%	1.2%	3.5%

Q17. Do you have a working smoke detector in your home?Q17. Do you have a working smoke detector in your
home

	Number	Percent
Yes	682	96.9 %
No	5	0.7 %
Don't know	17	2.4 %
Total	704	100.0 %

WITHOUT "DON'T KNOW"**Q17. Do you have a working smoke detector in your home? (without "don't know")**Q17. Do you have a working smoke detector in your
home

	Number	Percent
Yes	682	99.3 %
No	5	0.7 %
Total	687	100.0 %

Q18. The City uses a variety of methods to communicate with the public, including its website, social media such as Nextdoor, Facebook and Twitter, traditional media such as newspapers, radio, and television, and a bi-weekly newsletter. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following communication services.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q18-1. Effectiveness of City communications with the public	16.5%	14.3%	20.3%	14.2%	8.4%	8.4%	3.1%	2.3%	0.9%	0.0%	1.7%	9.9%
Q18-2. Opportunities for public involvement in local decision-making	12.1%	9.7%	16.6%	13.6%	9.1%	7.1%	3.7%	3.4%	2.6%	0.7%	2.7%	18.8%
Q18-3. Quality of www.meridiancity.org	12.1%	16.2%	20.2%	12.9%	8.0%	5.8%	3.0%	2.7%	0.4%	0.6%	1.0%	17.2%
Q18-4. Usefulness of online services available on City of Meridian's website (bill pay/class registration)	17.0%	17.9%	16.9%	12.4%	6.1%	3.7%	1.8%	1.0%	0.9%	0.4%	0.9%	21.0%
Q18-5. Quality of information about City programs & services	12.6%	13.9%	17.6%	12.5%	7.7%	7.7%	2.3%	2.3%	0.9%	0.6%	1.4%	20.6%

WITHOUT "DON'T KNOW"

Q18. The City uses a variety of methods to communicate with the public, including its website, social media such as Nextdoor, Facebook and Twitter, traditional media such as newspapers, radio, and television, and a bi-weekly newsletter. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following communication services. (without "don't know")

(N=704)

	Excellen- nt	9	8	7	6	5	4	3	2	1	Poor
Q18-1. Effectiveness of City communications with the public	18.3%	15.9%	22.6%	15.8%	9.3%	9.3%	3.5%	2.5%	0.9%	0.0%	1.9%
Q18-2. Opportunities for public involvement in local decision-making	14.9%	11.9%	20.5%	16.8%	11.2%	8.7%	4.5%	4.2%	3.1%	0.9%	3.3%
Q18-3. Quality of www.meridiancity.org	14.6%	19.6%	24.4%	15.6%	9.6%	7.0%	3.6%	3.3%	0.5%	0.7%	1.2%
Q18-4. Usefulness of online services available on City of Meridian's website (bill pay/class registration)	21.6%	22.7%	21.4%	15.6%	7.7%	4.7%	2.3%	1.3%	1.1%	0.5%	1.1%
Q18-5. Quality of information about City programs & services	15.9%	17.5%	22.2%	15.7%	9.7%	9.7%	2.9%	2.9%	1.1%	0.7%	1.8%

Q19. Where do you currently get information about Meridian's services and programs?

Q19. Where do you currently get information about

Meridian's services & programs	Number	Percent
City website	380	54.0 %
Social media (Nextdoor, Facebook, Twitter, Instagram)	369	52.4 %
Television/news	221	31.4 %
Flyers in utility bills	287	40.8 %
Information booklets/City publications	80	11.4 %
Newspaper	107	15.2 %
Radio	76	10.8 %
Emails from City	322	45.7 %
Events such as Coffee with the Mayor, Town Halls	25	3.6 %
Other source	12	1.7 %
Total	1879	

Q19-10. Other source:

Q19-10. Other	Number	Percent
HOA AND NEXTDOOR APP	1	8.3 %
I HAVE NOT SOUGHT INFO	1	8.3 %
MAIL	3	25.0 %
NEIGHBORHOOD CONNECTION EMAILS	1	8.3 %
Newsletter received	1	8.3 %
Nextdoor app	1	8.3 %
Search online	1	8.3 %
Tully Park	1	8.3 %
WORD OF MOUTH	2	16.7 %
Total	12	100.0 %

Q20. Did you visit downtown Meridian at least once during the past year for a purpose other than work?

Q20. Did you visit Downtown Meridian at least once during past year for a purpose other than work	Number	Percent
Yes	597	84.8 %
No	91	12.9 %
Not provided	16	2.3 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Did you visit downtown Meridian at least once during the past year for a purpose other than work? (without "not provided")**

Q20. Did you visit Downtown Meridian at least once during past year for a purpose other than work	Number	Percent
Yes	597	86.8 %
No	91	13.2 %
Total	688	100.0 %

Q20a. When you think about Downtown, why didn't you visit in the last year?

Q20a. Why didn't you visit Downtown Meridian in last year	Number	Percent
Lack of parking	32	35.2 %
Lack of open space	2	2.2 %
Not enough variety of shopping	25	27.5 %
Not enough variety of restaurants	11	12.1 %
Lack of walkability	1	1.1 %
Not provided	20	22.0 %
Total	91	100.0 %

WITHOUT "NOT PROVIDED"**Q20a. When you think about Downtown, why didn't you visit in the last year? (without "not provided")**

Q20a. Why didn't you visit Downtown Meridian in last year	Number	Percent
Lack of parking	32	45.1 %
Lack of open space	2	2.8 %
Not enough variety of shopping	25	35.2 %
Not enough variety of restaurants	11	15.5 %
Lack of walkability	1	1.4 %
Total	71	100.0 %

Q21. In general, would you favor or oppose allowing residents of a City the ability to vote on a temporary sales tax (local option tax) increase to provide funding for identified infrastructure improvements in the community?

Q21. Would you favor or oppose allowing City residents the ability to vote on a temporary sales tax

increase	Number	Percent
Favor	292	41.5 %
Oppose	247	35.1 %
Not sure	165	23.4 %
Total	704	100.0 %

Q22. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the following community issues.

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority	Don't know
Q22-1. Roads/traffic/ transportation	58.5%	16.5%	12.5%	6.3%	1.4%	1.0%	0.6%	0.6%	0.4%	0.3%	0.4%	1.6%
Q22-2. Growth/development	49.4%	17.2%	12.2%	5.4%	4.0%	3.6%	1.3%	1.6%	0.7%	1.1%	1.4%	2.1%
Q22-3. Education/schools	53.3%	16.9%	11.9%	4.1%	3.7%	2.4%	0.7%	0.4%	1.0%	0.4%	0.7%	4.4%
Q22-4. Homelessness/social services	12.4%	9.8%	15.2%	16.2%	8.8%	11.5%	4.1%	3.7%	3.6%	2.4%	3.6%	8.8%
Q22-5. Affordable housing	22.3%	12.2%	15.6%	11.5%	6.5%	9.4%	3.4%	3.0%	3.6%	2.3%	4.4%	5.8%
Q22-6. Jobs/economic development	24.0%	20.0%	19.6%	10.2%	7.2%	6.8%	1.7%	1.0%	0.6%	0.9%	1.3%	6.7%
Q22-7. Public transportation	18.9%	11.5%	13.4%	14.3%	9.2%	10.9%	3.7%	3.8%	2.3%	3.4%	3.7%	4.8%
Q22-8. Downtown redevelopment	10.8%	10.2%	15.2%	14.9%	10.8%	13.9%	4.3%	5.0%	2.7%	3.6%	4.3%	4.4%
Q22-9. Pathway/sidewalk connections	19.0%	14.9%	17.5%	14.3%	9.9%	9.8%	3.3%	2.0%	1.6%	1.7%	1.8%	4.1%
Q22-10. City tax burden	17.9%	9.8%	15.3%	13.2%	9.9%	9.1%	2.1%	2.7%	1.0%	1.1%	2.0%	15.8%
Q22-11. Telecommunications (cell phone/internet service)	19.3%	13.1%	15.1%	14.2%	10.7%	8.1%	3.4%	3.4%	1.7%	1.4%	3.3%	6.4%
Q22-12. Access to mental health services	17.0%	13.9%	12.9%	11.9%	7.0%	10.4%	2.6%	3.3%	3.1%	2.3%	3.3%	12.4%

WITHOUT "DON'T KNOW"

Q22. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the following community issues. (without "don't know")

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority
Q22-1. Roads/traffic/ transportation	59.5%	16.7%	12.7%	6.3%	1.4%	1.0%	0.6%	0.6%	0.4%	0.3%	0.4%
Q22-2. Growth/development	50.5%	17.6%	12.5%	5.5%	4.1%	3.6%	1.3%	1.6%	0.7%	1.2%	1.5%
Q22-3. Education/schools	55.7%	17.7%	12.5%	4.3%	3.9%	2.5%	0.7%	0.4%	1.0%	0.4%	0.7%
Q22-4. Homelessness/social services	13.6%	10.7%	16.7%	17.8%	9.7%	12.6%	4.5%	4.0%	3.9%	2.6%	3.9%
Q22-5. Affordable housing	23.7%	13.0%	16.6%	12.2%	6.9%	10.0%	3.6%	3.2%	3.8%	2.4%	4.7%
Q22-6. Jobs/economic development	25.7%	21.5%	21.0%	11.0%	7.8%	7.3%	1.8%	1.1%	0.6%	0.9%	1.4%
Q22-7. Public transportation	19.9%	12.1%	14.0%	15.1%	9.7%	11.5%	3.9%	4.0%	2.4%	3.6%	3.9%
Q22-8. Downtown redevelopment	11.3%	10.7%	15.9%	15.6%	11.3%	14.6%	4.5%	5.2%	2.8%	3.7%	4.5%
Q22-9. Pathway/sidewalk connections	19.9%	15.6%	18.2%	15.0%	10.4%	10.2%	3.4%	2.1%	1.6%	1.8%	1.9%
Q22-10. City tax burden	21.2%	11.6%	18.2%	15.7%	11.8%	10.8%	2.5%	3.2%	1.2%	1.3%	2.4%
Q22-11. Telecommunications (cell phone/internet service)	20.6%	14.0%	16.1%	15.2%	11.4%	8.6%	3.6%	3.6%	1.8%	1.5%	3.5%
Q22-12. Access to mental health services	19.4%	15.9%	14.7%	13.6%	7.9%	11.8%	2.9%	3.7%	3.6%	2.6%	3.7%

Q23. Which THREE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Roads/traffic/transportation	262	37.2 %
Growth/development	134	19.0 %
Education/schools	142	20.2 %
Homelessness/social services	6	0.9 %
Affordable housing	36	5.1 %
Jobs/economic development	13	1.8 %
Public transportation	15	2.1 %
Downtown redevelopment	7	1.0 %
Pathway/sidewalk connections	20	2.8 %
City tax burden	18	2.6 %
Telecommunications (cell phone/internet service)	13	1.8 %
Access to mental health services	14	2.0 %
None chosen	24	3.4 %
Total	704	100.0 %

Q23. Which THREE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Roads/traffic/transportation	149	21.2 %
Growth/development	183	26.0 %
Education/schools	113	16.1 %
Homelessness/social services	16	2.3 %
Affordable housing	40	5.7 %
Jobs/economic development	31	4.4 %
Public transportation	27	3.8 %
Downtown redevelopment	18	2.6 %
Pathway/sidewalk connections	36	5.1 %
City tax burden	21	3.0 %
Telecommunications (cell phone/internet service)	19	2.7 %
Access to mental health services	16	2.3 %
None chosen	35	5.0 %
Total	704	100.0 %

Q23. Which THREE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years?

Q23. 3rd choice	Number	Percent
Roads/traffic/transportation	83	11.8 %
Growth/development	76	10.8 %
Education/schools	122	17.3 %
Homelessness/social services	16	2.3 %
Affordable housing	46	6.5 %
Jobs/economic development	73	10.4 %
Public transportation	52	7.4 %
Downtown redevelopment	34	4.8 %
Pathway/sidewalk connections	48	6.8 %
City tax burden	34	4.8 %
Telecommunications (cell phone/internet service)	31	4.4 %
Access to mental health services	38	5.4 %
None chosen	51	7.2 %
Total	704	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the priorities listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next THREE years? (top 3)

Q23. Sum of top 3 choices	Number	Percent
Roads/traffic/transportation	494	70.2 %
Growth/development	393	55.8 %
Education/schools	377	53.6 %
Homelessness/social services	38	5.4 %
Affordable housing	122	17.3 %
Jobs/economic development	117	16.6 %
Public transportation	94	13.4 %
Downtown redevelopment	59	8.4 %
Pathway/sidewalk connections	104	14.8 %
City tax burden	73	10.4 %
Telecommunications (cell phone/internet service)	63	8.9 %
Access to mental health services	68	9.7 %
None chosen	24	3.4 %
Total	2026	

Q24. The City of Meridian rapidly moved to remote and online offering of services during the COVID-19 Stay-at-Home orders issued by the State. In the last six months, have you sought City services that required you to conduct business with the City online or remote?

Q24. Have you sought City services that required you to conduct business with City online or remote in last six months

	Number	Percent
Yes	115	16.3 %
No	586	83.2 %
Not provided	3	0.4 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"

Q24. The City of Meridian rapidly moved to remote and online offering of services during the COVID-19 Stay-at-Home orders issued by the State. In the last six months, have you sought City services that required you to conduct business with the City online or remote? (without "not provided")

Q24. Have you sought City services that required you to conduct business with City online or remote in last six months

	Number	Percent
Yes	115	16.4 %
No	586	83.6 %
Total	701	100.0 %

Q24a. Please rate the quality of service you received for the following services.

(N=115)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q24a-1. Building Inspection Services	8.7%	3.5%	1.7%	1.7%	1.7%	1.7%	0.0%	0.9%	0.0%	0.9%	2.6%	76.5%
Q24a-2. Building Permit Plan Review Services	6.1%	2.6%	4.3%	3.5%	1.7%	0.0%	0.9%	0.9%	0.0%	0.9%	0.9%	78.3%
Q24a-3. Development Application Submittal Services	3.5%	3.5%	2.6%	0.9%	1.7%	0.0%	0.9%	0.0%	0.9%	0.0%	0.0%	86.1%
Q24a-4. City Council Public Hearing & Testimony Services	7.8%	8.7%	0.0%	3.5%	2.6%	1.7%	0.0%	1.7%	0.9%	0.0%	0.0%	73.0%
Q24a-5. Online License Renewal Services (alcohol, dog licenses, passports)	19.1%	3.5%	9.6%	4.3%	3.5%	2.6%	0.0%	0.0%	0.9%	0.0%	2.6%	53.9%

WITHOUT "DON'T KNOW"**Q24a. Please rate the quality of service you received for the following services. (without "don't know")**

(N=115)

	Excele- nt	9	8	7	6	5	4	3	2	1	Poor
Q24a-1. Building Inspection Services	37.0%	14.8%	7.4%	7.4%	7.4%	7.4%	0.0%	3.7%	0.0%	3.7%	11.1%
Q24a-2. Building Permit Plan Review Services	28.0%	12.0%	20.0%	16.0%	8.0%	0.0%	4.0%	4.0%	0.0%	4.0%	4.0%
Q24a-3. Development Application Submittal Services	25.0%	25.0%	18.8%	6.3%	12.5%	0.0%	6.3%	0.0%	6.3%	0.0%	0.0%
Q24a-4. City Council Public Hearing & Testimony Services	29.0%	32.3%	0.0%	12.9%	9.7%	6.5%	0.0%	6.5%	3.2%	0.0%	0.0%
Q24a-5. Online License Renewal Services (alcohol, dog licenses, passports)	41.5%	7.5%	20.8%	9.4%	7.5%	5.7%	0.0%	0.0%	1.9%	0.0%	5.7%

Q25. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the City Council addressing the following housing affordability issues.

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority	Don't know
Q25-1. Develop design standards for affordable housing elements	18.6%	13.9%	14.3%	10.2%	8.0%	8.1%	2.0%	2.7%	1.6%	2.6%	5.7%	12.4%
Q25-2 Require certain quantity of units in development projects to have affordable housing elements	14.8%	10.7%	10.4%	8.8%	7.2%	8.9%	4.0%	4.0%	3.1%	6.1%	9.5%	12.5%
Q25-3. Provide reduced development standards for projects containing affordable housing elements	4.8%	6.0%	6.1%	6.1%	7.0%	9.7%	4.7%	6.0%	5.8%	10.5%	16.5%	16.9%
Q25-4. Participate in State discussions on property tax legislation	26.1%	15.5%	14.9%	9.4%	6.3%	6.8%	1.8%	0.9%	0.9%	0.4%	2.4%	14.6%
Q25-5. Increase development densities via duplexes, apartments, townhomes, & other multi-family designs	7.8%	5.3%	6.4%	8.5%	6.0%	9.4%	2.8%	7.4%	5.1%	12.8%	18.9%	9.7%

WITHOUT "DON'T KNOW"

Q25. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the City Council addressing the following housing affordability issues. (without "don't know")

(N=704)

	High priority	9	8	7	6	5	4	3	2	1	No priority
Q25-1. Develop design standards for affordable housing elements	21.2%	15.9%	16.4%	11.7%	9.1%	9.2%	2.3%	3.1%	1.8%	2.9%	6.5%
Q25-2 Require certain quantity of units in development projects to have affordable housing elements	16.9%	12.2%	11.9%	10.1%	8.3%	10.2%	4.5%	4.5%	3.6%	7.0%	10.9%
Q25-3. Provide reduced development standards for projects containing affordable housing elements	5.8%	7.2%	7.4%	7.4%	8.4%	11.6%	5.6%	7.2%	7.0%	12.6%	19.8%
Q25-4. Participate in State discussions on property tax legislation	30.6%	18.1%	17.5%	11.0%	7.3%	8.0%	2.2%	1.0%	1.0%	0.5%	2.8%
Q25-5. Increase development densities via duplexes, apartments, townhomes, & other multi-family designs	8.6%	5.8%	7.1%	9.4%	6.6%	10.4%	3.1%	8.2%	5.7%	14.2%	20.9%

Q26. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's level of effort in the enforcement of the following public safety and traffic areas.

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor	Don't know
Q26-1. Handheld use of cell phones & texting while driving	18.5%	8.1%	12.6%	7.4%	5.0%	5.7%	2.7%	2.7%	4.3%	1.8%	9.5%	21.7%
Q26-2. Speeding in neighborhoods	10.8%	6.4%	13.5%	9.4%	7.0%	8.9%	6.4%	5.3%	4.3%	3.0%	10.4%	14.8%
Q26-3. Red light violations	9.7%	6.5%	12.1%	7.1%	5.3%	9.2%	4.4%	3.8%	4.0%	3.1%	9.2%	25.6%
Q26-4. Tailgating	6.4%	4.0%	8.0%	8.2%	6.7%	10.8%	4.4%	4.7%	4.0%	4.4%	9.2%	29.3%
Q26-5. Speeding on arterial roads	9.7%	6.8%	12.9%	9.4%	6.0%	10.4%	5.0%	3.8%	3.3%	3.0%	8.2%	21.6%
Q26-6. Excessive motor vehicle sound	6.7%	4.7%	6.5%	5.7%	6.4%	9.2%	5.4%	3.8%	3.6%	5.0%	10.5%	32.5%

WITHOUT "DON'T KNOW"**Q26. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's level of effort in the enforcement of the following public safety and traffic areas. (without "don't know")**

(N=704)

	Excell- ent	9	8	7	6	5	4	3	2	1	Poor
Q26-1. Handheld use of cell phones & texting while driving	23.6%	10.3%	16.2%	9.4%	6.4%	7.3%	3.4%	3.4%	5.4%	2.4%	12.2%
Q26-2. Speeding in neighborhoods	12.7%	7.5%	15.8%	11.0%	8.2%	10.5%	7.5%	6.2%	5.0%	3.5%	12.2%
Q26-3. Red light violations	13.0%	8.8%	16.2%	9.5%	7.1%	12.4%	5.9%	5.2%	5.3%	4.2%	12.4%
Q26-4. Tailgating	9.0%	5.6%	11.2%	11.6%	9.4%	15.3%	6.2%	6.6%	5.6%	6.2%	13.1%
Q26-5. Speeding on arterial roads	12.3%	8.7%	16.5%	12.0%	7.6%	13.2%	6.3%	4.9%	4.2%	3.8%	10.5%
Q26-6. Excessive motor vehicle sound	9.9%	6.9%	9.7%	8.4%	9.5%	13.7%	8.0%	5.7%	5.3%	7.4%	15.6%

Q27. Do you feel the level of police presence in your neighborhood is sufficient, ensuring that Meridian communities remain a safe place for citizens?

Q27. Is the level of police presence in your neighborhood sufficient, ensuring that Meridian communities remain a safe place for citizens

	Number	Percent
Yes	441	62.6 %
No	156	22.2 %
Not sure	107	15.2 %
Total	704	100.0 %

Q29. Your gender?

Q29. Your gender	Number	Percent
Male	346	49.1 %
Female	349	49.6 %
Not provided	9	1.3 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Your gender? (without "not provided")

Q29. Your gender	Number	Percent
Male	346	49.8 %
Female	349	50.2 %
Total	695	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
18 to 34	138	19.6 %
35 to 44	137	19.5 %
45 to 54	139	19.7 %
55 to 64	144	20.5 %
65+	146	20.7 %
Total	704	100.0 %

Q31. Which of the following best describes the home in which you live?

Q31. Which following best describes the home in which you live	Number	Percent
A manufactured trailer or mobile home	2	0.3 %
An apartment	5	0.7 %
A condominium	1	0.1 %
Townhouse or duplex	27	3.8 %
A detached single-family house	661	93.9 %
Not provided	8	1.1 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Which of the following best describes the home in which you live? (without "not provided")**

Q31. Which following best describes the home in which you live	Number	Percent
A manufactured trailer or mobile home	2	0.3 %
An apartment	5	0.7 %
A condominium	1	0.1 %
Townhouse or duplex	27	3.9 %
A detached single-family house	661	95.0 %
Total	696	100.0 %

Q32. Do you own or rent your home?

Q32. Do you own or rent your home	Number	Percent
Own	604	85.8 %
Rent	95	13.5 %
Other	1	0.1 %
Don't know	4	0.6 %
Total	704	100.0 %

WITHOUT "DON'T KNOW"**Q32. Do you own or rent your home? (without "don't know")**

Q32. Do you own or rent your home	Number	Percent
Own	604	86.3 %
Rent	95	13.6 %
Other	1	0.1 %
Total	700	100.0 %

Q32-3. Other

Q32-3. Other	Number	Percent
Renting while home is being built	1	100.0 %
Total	1	100.0 %

Q33. How many years have you lived in Meridian?

Q33. How many years have you lived in Meridian	Number	Percent
0-5	251	35.7 %
6-10	129	18.3 %
11-15	106	15.1 %
16-20	77	10.9 %
21-30	87	12.4 %
31+	45	6.4 %
Not provided	9	1.3 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q33. How many years have you lived in Meridian? (without "not provided")**

Q33. How many years have you lived in Meridian	Number	Percent
0-5	251	36.1 %
6-10	129	18.6 %
11-15	106	15.3 %
16-20	77	11.1 %
21-30	87	12.5 %
31+	45	6.5 %
Total	695	100.0 %

Q33. How many months have you lived in Meridian?

<u>Q33. How many months have you lived in Meridian</u>	<u>Number</u>	<u>Percent</u>
0	42	6.0 %
1	46	6.5 %
2	52	7.4 %
3	48	6.8 %
4	38	5.4 %
5	22	3.1 %
6	49	7.0 %
7	30	4.3 %
8	15	2.1 %
9	35	5.0 %
10+	60	8.5 %
Not provided	267	37.9 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q33. How many months have you lived in Meridian? (without "not provided")**

<u>Q33. How many months have you lived in Meridian</u>	<u>Number</u>	<u>Percent</u>
0	42	9.6 %
1	46	10.5 %
2	52	11.9 %
3	48	11.0 %
4	38	8.7 %
5	22	5.0 %
6	49	11.2 %
7	30	6.9 %
8	15	3.4 %
9	35	8.0 %
10+	60	13.7 %
Total	437	100.0 %

Q34. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.91	1955
Under age 5	0.23	153
Ages 5-9	0.29	198
Ages 10-14	0.30	202
Ages 15-17	0.16	106
Ages 18+	1.93	1296

Q35. Does your household have a dog?

Q35. Does your household have a dog	Number	Percent
Yes	336	47.7 %
No	337	47.9 %
Not provided	31	4.4 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Does your household have a dog? (without "not provided")**

Q35. Does your household have a dog	Number	Percent
Yes	336	49.9 %
No	337	50.1 %
Total	673	100.0 %

Q35a. How many dogs do you have in your household?

Q35a. How many dogs do you have in your household	Number	Percent
One	217	64.6 %
Two	94	28.0 %
Three	15	4.5 %
Four or more	2	0.6 %
Not provided	8	2.4 %
Total	336	100.0 %

WITHOUT "NOT PROVIDED"**Q35a. How many dogs do you have in your household? (without "not provided")**

Q35a. How many dogs do you have in your household	Number	Percent
One	217	66.2 %
Two	94	28.7 %
Three	15	4.6 %
Four or more	2	0.6 %
Total	328	100.0 %

Q35b. Do you know that Meridian requires dogs to be licensed annually?

Q35b. Do you know that Meridian requires dogs to be licensed annually	Number	Percent
Yes	241	71.7 %
No	86	25.6 %
Not provided	9	2.7 %
Total	336	100.0 %

WITHOUT "NOT PROVIDED"**Q35b. Do you know that Meridian requires dogs to be licensed annually? (without "not provided")**

Q35b. Do you know that Meridian requires dogs to be licensed annually	Number	Percent
Yes	241	73.7 %
No	86	26.3 %
Total	327	100.0 %

Q36. Which ONE of the following best describes your current employment status?

Q36. What best describes your current employment status	Number	Percent
Employed full time	363	51.6 %
Employed part time	40	5.7 %
Self-employed	56	8.0 %
Not employed outside home, a homemaker	39	5.5 %
Retired	176	25.0 %
A student working part time	3	0.4 %
Not employed due to a disability	3	0.4 %
Not employed, but seeking work	8	1.1 %
Not employed, but not seeking work	3	0.4 %
Other	3	0.4 %
Not provided	10	1.4 %
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Which ONE of the following best describes your current employment status? (without "not provided")**

Q36. What best describes your current employment status	Number	Percent
Employed full time	363	52.3 %
Employed part time	40	5.8 %
Self-employed	56	8.1 %
Not employed outside home, a homemaker	39	5.6 %
Retired	176	25.4 %
A student working part time	3	0.4 %
Not employed due to a disability	3	0.4 %
Not employed, but seeking work	8	1.2 %
Not employed, but not seeking work	3	0.4 %
Other	3	0.4 %
Total	694	100.0 %

Q36-12. Other

Q36-12. Other	Number	Percent
Disability	1	33.3 %
Disabled veteran	1	33.3 %
Unpaid intern	1	33.3 %
Total	3	100.0 %

Q37. What is the approximate total annual family income of all members of your household?

<u>Q37. What is approximate total annual family income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	32	4.5 %
\$20K-\$34,999	51	7.2 %
\$35K-\$49,999	115	16.3 %
\$50K-\$74,999	127	18.0 %
\$75K-\$99,999	98	13.9 %
\$100K-\$149,999	96	13.6 %
\$150K-\$199,999	73	10.4 %
\$200K+	29	4.1 %
<u>Not sure</u>	<u>83</u>	<u>11.8 %</u>
Total	704	100.0 %

WITHOUT "NOT SURE"**Q37. What is the approximate total annual family income of all members of your household? (without "not sure")**

<u>Q37. What is approximate total annual family income</u>	<u>Number</u>	<u>Percent</u>
Less than \$20K	32	5.2 %
\$20K-\$34,999	51	8.2 %
\$35K-\$49,999	115	18.5 %
\$50K-\$74,999	127	20.5 %
\$75K-\$99,999	98	15.8 %
\$100K-\$149,999	96	15.5 %
\$150K-\$199,999	73	11.8 %
\$200K+	29	4.7 %
Total	621	100.0 %

Q38. How do you make and receive phones calls?

<u>Q38. How do you make & receive phones calls</u>	<u>Number</u>	<u>Percent</u>
Landline	12	1.7 %
Cell phone	571	81.1 %
Both	113	16.1 %
<u>Not provided</u>	<u>8</u>	<u>1.1 %</u>
Total	704	100.0 %

WITHOUT "NOT PROVIDED"**Q38. How do you make and receive phones calls? (without "not provided")**

<u>Q38. How do you make & receive phones calls</u>	<u>Number</u>	<u>Percent</u>
Landline	12	1.7 %
Cell phone	571	82.0 %
<u>Both</u>	<u>113</u>	<u>16.2 %</u>
Total	696	100.0 %

Q38a. Do you primarily use your cell phone, landline or both to make and receive calls?

Q38a. Do you primarily use your cell phone, landline or both to make & receive calls	Number	Percent
Primarily use cell phone	42	37.2 %
Primarily use landline	18	15.9 %
Both	50	44.2 %
Not provided	3	2.7 %
Total	113	100.0 %

WITHOUT "NOT PROVIDED"**Q38a. Do you primarily use your cell phone, landline or both to make and receive calls? (without "not provided")**

Q38a. Do you primarily use your cell phone, landline or both to make & receive calls	Number	Percent
Primarily use cell phone	42	38.2 %
Primarily use landline	18	16.4 %
Both	50	45.5 %
Total	110	100.0 %

Q38b. Who is your cell phone service provider?

Q38b. Who is your cell phone service provider	Number	Percent
Verizon	333	58.3 %
AT&T	73	12.8 %
Sprint	31	5.4 %
T-Mobile	78	13.7 %
Other	46	8.1 %
Not provided	10	1.8 %
Total	571	100.0 %

WITHOUT "NOT PROVIDED"**Q38b. Who is your cell phone service provider? (without "not provided")**

Q38b. Who is your cell phone service provider	Number	Percent
Verizon	333	59.4 %
AT&T	73	13.0 %
Sprint	31	5.5 %
T-Mobile	78	13.9 %
Other	46	8.2 %
Total	561	100.0 %

Q38b-5. Other

Q38b-5. Other	Number	Percent
Boost	1	2.3 %
Consumer Cellular	5	11.6 %
Cricket	8	18.6 %
Family Mobile	1	2.3 %
Google	2	4.7 %
Google Fi	4	9.3 %
Inland Cellular	1	2.3 %
Metro PCS	2	4.7 %
Mint Mobile	1	2.3 %
Project Fi	1	2.3 %
Republic Wireless	2	4.7 %
Straight Talk	7	16.3 %
Tracfone	3	7.0 %
US Cellular	1	2.3 %
Visible Wireless	3	7.0 %
Walmart Family Mobile	1	2.3 %
Total	43	100.0 %

Section 6

Survey Instrument



Mayor Robert E. Simison

City Council Members:

Treg Bernt
Joe Borton
Luke Cavener

Brad Hoaglund
Jessica Perreault
Liz Strader

June 2020

Dear Meridian Resident,

What do you think? Meridian is issuing this 2020 Citizen Survey to understand the community's perspective on services offered in Meridian. The survey questions focus on the quality of services that are provided both by Meridian directly, and by our service partners. Whether considering public safety needs, our parks and pathways, an emerging downtown, or road and transportation needs, our goal is to understand how you view the quality of these services.

As part of this process, you have been randomly selected to participate in this year's survey. We ask that you take the time to help us understand your customer satisfaction with your community so we can improve the quality of services offered in Meridian.

The survey is being conducted by ETC Institute, a national market research firm that specializes in conducting surveys for local governments. The survey is entirely voluntary and should take only 10 to 15 minutes of your time. We ask that you complete it as soon as possible. You can either complete the written survey and return it in the mail using the postage paid envelope, or complete the survey online at www.meridian2020survey.org. Please know that regardless of how you complete the survey, your responses will be completely confidential and combined with the responses of other Meridian residents.

Thank you in advance for your participation and feedback. The information we obtain from this survey is critical to understanding the needs of Meridian residents. If you have questions about the survey, please contact the City of Meridian Mayor's Office at 208-489-0529. Otherwise, you can look for the survey results to be posted on the City of Meridian's website (www.meridiancity.org) by early fall.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. E. Simison", is written over a circular blue stamp or seal.

Robert E. Simison
Mayor



Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of services provided in the City. You may also complete this survey on-line by going to www.meridiancitysurvey.org. If you have questions, please call the Mayor's Office at (208) 489-0529. Thank you!

1. **The vision for Meridian is: "By 2035, Meridian will be the West's premier community in which to live, work and raise a family." Several items that may influence your perception of Meridian as a community are listed below. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City of Meridian in the following areas.**

		Excellent										Poor	Don't Know
01.	As a place to live	10	9	8	7	6	5	4	3	2	1	0	99
02.	As a place to work	10	9	8	7	6	5	4	3	2	1	0	99
03.	As a place to raise a family	10	9	8	7	6	5	4	3	2	1	0	99
04.	As a place to start/do business	10	9	8	7	6	5	4	3	2	1	0	99
05.	As a city that is building a strong sense of community	10	9	8	7	6	5	4	3	2	1	0	99
06.	As a city that is developing a strong local economy	10	9	8	7	6	5	4	3	2	1	0	99
07.	As a city that is developing a strong local workforce that can compete in today's economic climate	10	9	8	7	6	5	4	3	2	1	0	99
08.	As a city that is planning for future growth and development	10	9	8	7	6	5	4	3	2	1	0	99
09.	As a city that is developing a sustainable and conscious environment	10	9	8	7	6	5	4	3	2	1	0	99
10.	How well the City is protecting the quality of the air and water	10	9	8	7	6	5	4	3	2	1	0	99
11.	How well the City is maintaining high quality neighborhoods	10	9	8	7	6	5	4	3	2	1	0	99
12.	How well the City is providing options for mobility other than driving	10	9	8	7	6	5	4	3	2	1	0	99
13.	How well the City is ensuring public safety	10	9	8	7	6	5	4	3	2	1	0	99
14.	How well the City is communicating with the community	10	9	8	7	6	5	4	3	2	1	0	99

2. **While the City is not the sole contributor to your quality of life, it is important to understand the perceptions residents have of the quality of life in Meridian. Using a scale of 0 to 10, where 10 means "Greatly Exceeds My Expectations" and 0 means "Does Not Meet My Expectations at All," please rate the City and its partners in the following areas.**

		Greatly Exceeds My Expectations										Does Not Meet My Expectations at All	Don't Know
1.	Overall quality of life in the City	10	9	8	7	6	5	4	3	2	1	0	99
2.	Overall quality of city services provided	10	9	8	7	6	5	4	3	2	1	0	99
3.	Overall quality of customer service you receive from city employees	10	9	8	7	6	5	4	3	2	1	0	99
4.	Your view of an ideal place to live	10	9	8	7	6	5	4	3	2	1	0	99

3. **Using a scale of 0 to 10, where 10 means "Strongly Agree" and 0 means "Strongly Disagree," please rate your level of agreement with the following.**

		Strongly Agree										Strongly Disagree	Don't Know
1.	Quality housing and a variety of options exist in Meridian	10	9	8	7	6	5	4	3	2	1	0	99
2.	Development in the City enhances the quality of life	10	9	8	7	6	5	4	3	2	1	0	99
3.	There are a variety of employment opportunities in Meridian	10	9	8	7	6	5	4	3	2	1	0	99
4.	Access to quality shopping and entertainment exist in Meridian	10	9	8	7	6	5	4	3	2	1	0	99
5.	The City is managing growth wisely	10	9	8	7	6	5	4	3	2	1	0	99
6.	Meridian has a sense of community	10	9	8	7	6	5	4	3	2	1	0	99
7.	The City continuously improves services	10	9	8	7	6	5	4	3	2	1	0	99
8.	The City uses your tax dollars wisely	10	9	8	7	6	5	4	3	2	1	0	99
9.	The City is headed in the right direction	10	9	8	7	6	5	4	3	2	1	0	99

4. If you own a home in Meridian, approximately 29% of your total property tax bill goes to the City of Meridian to fund the City's operating budget for services such as police, fire and parks services. Relating to services and facilities in the City of Meridian, using a scale of 0 to 10, where 10 means "Definitely Getting My Money's Worth" and 0 means "Definitely Not Getting My Money's Worth," please rate the value you feel you are getting for City tax dollars and fees.

		Definitely Getting My Money's Worth							Definitely Not Getting My Money's Worth			Don't Know	
1.	Value received for city tax dollars and fees	10	9	8	7	6	5	4	3	2	1	0	99

5. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the quality of the following services provided by the City of Meridian.

Excellent											Poor	Don't Know
01. Fire/Rescue Services	10	9	8	7	6	5	4	3	2	1	0	99
02. Fire prevention and public education	10	9	8	7	6	5	4	3	2	1	0	99
03. Police department/law enforcement	10	9	8	7	6	5	4	3	2	1	0	99
04. Code enforcement	10	9	8	7	6	5	4	3	2	1	0	99
05. Traffic enforcement	10	9	8	7	6	5	4	3	2	1	0	99
06. Planning & zoning services	10	9	8	7	6	5	4	3	2	1	0	99
07. Building permit services	10	9	8	7	6	5	4	3	2	1	0	99
08. Utility billing services	10	9	8	7	6	5	4	3	2	1	0	99
09. Sewer services	10	9	8	7	6	5	4	3	2	1	0	99
10. Water services	10	9	8	7	6	5	4	3	2	1	0	99
11. Garbage/trash pick-up services	10	9	8	7	6	5	4	3	2	1	0	99
12. Recycling services	10	9	8	7	6	5	4	3	2	1	0	99
13. City parks	10	9	8	7	6	5	4	3	2	1	0	99
14. Recreation programs	10	9	8	7	6	5	4	3	2	1	0	99
15. Programs for youth	10	9	8	7	6	5	4	3	2	1	0	99
16. Communications	10	9	8	7	6	5	4	3	2	1	0	99
17. Passport Acceptance Agency	10	9	8	7	6	5	4	3	2	1	0	99

6. Which THREE of the City Services listed above do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the list from Question 5.]

1st: _____ 2nd: _____ 3rd: _____

7. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following services provided by other agency partners.

Excellent											Poor	Don't Know
01. Public transportation services contracted with Valley Regional Transit	10	9	8	7	6	5	4	3	2	1	0	99
02. Animal control contracted with Idaho Humane Society	10	9	8	7	6	5	4	3	2	1	0	99
03. Programs for seniors at the Meridian Senior Center	10	9	8	7	6	5	4	3	2	1	0	99
04. K-12 education by West Ada School District	10	9	8	7	6	5	4	3	2	1	0	99
05. Lakeview Golf Course	10	9	8	7	6	5	4	3	2	1	0	99
06. Library services by the Meridian Library District	10	9	8	7	6	5	4	3	2	1	0	99
07. Swimming Pool by Western Ada Recreation District	10	9	8	7	6	5	4	3	2	1	0	99
08. State Highways operated by Idaho Transportation Department (Eagle Road, Meridian Road, and Chinden Boulevard)	10	9	8	7	6	5	4	3	2	1	0	99
09. All city roads operated by Ada County Highway District	10	9	8	7	6	5	4	3	2	1	0	99
10. Elections by Ada County Clerk	10	9	8	7	6	5	4	3	2	1	0	99
11. Cemetery services by Meridian Cemetery Maintenance District	10	9	8	7	6	5	4	3	2	1	0	99
12. Cell/mobile/data service by provider in Meridian area	10	9	8	7	6	5	4	3	2	1	0	99
13. Internet service by telecommunications provider in Meridian	10	9	8	7	6	5	4	3	2	1	0	99

8. **There are a variety of transportation infrastructure improvements needed along roads in Meridian. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the following road-related aspects of our community you would like to see.**

High Priority											No Priority		Don't Know
1.	Roadway widening (from single to multiple lanes)	10	9	8	7	6	5	4	3	2	1	0	99
2.	Intersection improvements	10	9	8	7	6	5	4	3	2	1	0	99
3.	Pathways/sidewalk connections on local streets	10	9	8	7	6	5	4	3	2	1	0	99
4.	Sidewalks on arterial (major) roadways	10	9	8	7	6	5	4	3	2	1	0	99
5.	Street lights	10	9	8	7	6	5	4	3	2	1	0	99
6.	Shared bike and pedestrian facilities (similar to Boise Greenbelt) detached from roadway	10	9	8	7	6	5	4	3	2	1	0	99
7.	Beautification/landscaping	10	9	8	7	6	5	4	3	2	1	0	99

9. **Which THREE of the transportation improvements listed above do you think should receive the MOST EMPHASIS from city leaders in working with partner agencies over the next THREE years?**
[Write in your answers below using the list from Question 8.]

1st: _____ 2nd: _____ 3rd: _____

10. **Meridian prioritizes roadway and intersection projects that the Ada County Highway District does not currently have in their budget. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate your priority of the following future roadway construction projects in our community.**

High Priority											No Priority		Don't Know
1.	Construct Linder Road overpass over I-84	10	9	8	7	6	5	4	3	2	1	0	99
2.	Widen Locust Grove Rd. from Fairview to Ustick Rd.	10	9	8	7	6	5	4	3	2	1	0	99
3.	Widen Victory Rd. from Locust Grove Rd. to Eagle Rd.	10	9	8	7	6	5	4	3	2	1	0	99
4.	Widen Ustick Rd. from Ten Mile Rd. to Linder Rd.	10	9	8	7	6	5	4	3	2	1	0	99
5.	Widen Linder Rd. from Cherry Ln. to Ustick Rd.	10	9	8	7	6	5	4	3	2	1	0	99

11. **If a bond measure were placed on the ballot requesting funding for road improvement needs, in general would you support a bond to pay for the identified roadway and intersection projects above in Question 10?**

____(1) Yes ____ (2) No ____ (9) Don't Know

12. **Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following parks and recreation services.**

Excellent											Poor		Don't Know
01.	Number of city parks	10	9	8	7	6	5	4	3	2	1	0	99
02.	Quality, appearance and maintenance of city parks	10	9	8	7	6	5	4	3	2	1	0	99
03.	Quality of athletic fields	10	9	8	7	6	5	4	3	2	1	0	99
04.	Number of special events and festivals	10	9	8	7	6	5	4	3	2	1	0	99
05.	Quality and variety of special events and festivals	10	9	8	7	6	5	4	3	2	1	0	99
06.	Number of pathways for walking and biking	10	9	8	7	6	5	4	3	2	1	0	99
07.	Quality of pathways for walking and biking	10	9	8	7	6	5	4	3	2	1	0	99
08.	Availability of information about recreation programs and classes through social media, Activity Guides, email updates, website, etc.	10	9	8	7	6	5	4	3	2	1	0	99
09.	Availability of community center and gym facilities	10	9	8	7	6	5	4	3	2	1	0	99
10.	Number of recreation programs and classes	10	9	8	7	6	5	4	3	2	1	0	99
11.	Quality and variety of recreation programs and classes	10	9	8	7	6	5	4	3	2	1	0	99
12.	Number of adult sports programs and sporting events	10	9	8	7	6	5	4	3	2	1	0	99
13.	Quality of the adult sports programs and sporting events	10	9	8	7	6	5	4	3	2	1	0	99
14.	Availability of youth sports programs through partners, such as the Police Activities League (PAL), Meridian Youth Baseball (MYB), and others	10	9	8	7	6	5	4	3	2	1	0	99
15.	Quality of youth sports programs through partners, such as the Police Activities League (PAL), Meridian Youth Baseball (MYB), and others	10	9	8	7	6	5	4	3	2	1	0	99

13. In the past 12 months, have you or anyone in your household visited a City of Meridian park?

- ____(1) Yes, I have personally visited a city park in the last year
 ____ (2) Yes, a household member has visited a city park in the last year
 ____ (3) No

14. Some neighborhoods have a great "sense of community." People know their neighbors from Neighborhood Watch Programs or have block parties and truly think of the others in the same area as "neighbors." Using a scale of 0 to 10, where 10 means a "Very Strong Sense of Community" and 0 means "No Sense of Community at All," please rate the sense of community in your neighborhood.

Very Strong Sense of Community											No Sense of Community At All		Don't Know
1.	Rating of the "sense of community" in your neighborhood	10	9	8	7	6	5	4	3	2	1	0	99

15. Public safety has prioritized public outreach using social media, public presentations, citizen academies, and volunteer opportunities like citizen park patrols. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following public safety services.

Excellent											Poor		Don't Know
01.	Overall feeling of safety in the City	10	9	8	7	6	5	4	3	2	1	0	99
02.	Quality of local police protection	10	9	8	7	6	5	4	3	2	1	0	99
03.	How quickly police respond to 911 emergencies	10	9	8	7	6	5	4	3	2	1	0	99
04.	The visibility of police in neighborhoods	10	9	8	7	6	5	4	3	2	1	0	99
05.	Safety in city parks	10	9	8	7	6	5	4	3	2	1	0	99
06.	Police safety education programs	10	9	8	7	6	5	4	3	2	1	0	99
07.	Professionalism of employees responding to emergencies	10	9	8	7	6	5	4	3	2	1	0	99
08.	Overall quality of the fire department	10	9	8	7	6	5	4	3	2	1	0	99
09.	How quickly fire department responds to 911 emergencies	10	9	8	7	6	5	4	3	2	1	0	99
10.	Quality of Emergency Medical Services (EMS)	10	9	8	7	6	5	4	3	2	1	0	99
11.	Fire safety education programs	10	9	8	7	6	5	4	3	2	1	0	99
12.	Current location of fire stations	10	9	8	7	6	5	4	3	2	1	0	99
13.	Fire department public outreach	10	9	8	7	6	5	4	3	2	1	0	99

16. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's efforts in the enforcement of the following codes and ordinances.

Excellent											Poor		Don't Know
1.	Weed abatement	10	9	8	7	6	5	4	3	2	1	0	99
2.	Removal of graffiti	10	9	8	7	6	5	4	3	2	1	0	99
3.	Abandoned/junk automobile removal	10	9	8	7	6	5	4	3	2	1	0	99
4.	Clean-up of litter and debris on private property	10	9	8	7	6	5	4	3	2	1	0	99
5.	Dilapidated houses or buildings	10	9	8	7	6	5	4	3	2	1	0	99
6.	Illegal dumping	10	9	8	7	6	5	4	3	2	1	0	99

17. Do you have a working smoke detector in your home?

- ____(1) Yes ____ (2) No ____ (9) Don't Know

- 18. The City uses a variety of methods to communicate with the public, including its website, social media such as Nextdoor, Facebook and Twitter, traditional media such as newspapers, radio, and television, and a bi-weekly newsletter. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the following communication services.**

Excellent												Poor	Don't Know
1.	Effectiveness of city communications with the public	10	9	8	7	6	5	4	3	2	1	0	99
2.	Opportunities for public involvement in local decision-making	10	9	8	7	6	5	4	3	2	1	0	99
3.	Quality of www.meridiancity.org	10	9	8	7	6	5	4	3	2	1	0	99
4.	The usefulness of the online services available on the City of Meridian's website (bill pay/class registration)	10	9	8	7	6	5	4	3	2	1	0	99
5.	Quality of information about city programs and services	10	9	8	7	6	5	4	3	2	1	0	99

- 19. Where do you currently get information about Meridian's services and programs? [Check all that apply.]**

☐ (01) City website
 ☐ (07) Radio
☐ (02) Social Media (Nextdoor, Facebook, Twitter, Instagram)
 ☐ (08) Emails from the City
☐ (03) Television/news
 ☐ (09) Events such as Coffee with the Mayor, Town Halls
☐ (04) Flyers in utility bills
 ☐ (10) Other Source: _____
☐ (05) Information booklets/city publications
☐ (06) Newspaper

- 20. Did you visit downtown Meridian at least once during the past year for a purpose other than work?**

☐ (1) Yes [Skip to Q21.]
 ☐ (2) No [Answer Q20a.]
 ☐ (3) Don't remember

- 20a. When you think about downtown, why didn't you visit in the last year?**

☐ (1) Lack of parking
 ☐ (3) Not enough variety of shopping
 ☐ (5) Lack of walkability
☐ (2) Lack of open space
 ☐ (4) Not enough variety of restaurants

- 21. In general, would you favor or oppose allowing residents of a city the ability to vote on a temporary sales tax (local option tax) increase to provide funding for identified infrastructure improvements in the community?**

☐ (1) Favor
 ☐ (2) Oppose
 ☐ (3) Not sure

- 22. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the following community issues.**

High Priority												No Priority	Don't Know
01.	Roads/Traffic/Transportation	10	9	8	7	6	5	4	3	2	1	0	99
02.	Growth/Development	10	9	8	7	6	5	4	3	2	1	0	99
03.	Education/Schools	10	9	8	7	6	5	4	3	2	1	0	99
04.	Homelessness/Social Services	10	9	8	7	6	5	4	3	2	1	0	99
05.	Affordable Housing	10	9	8	7	6	5	4	3	2	1	0	99
06.	Jobs/Economic Development	10	9	8	7	6	5	4	3	2	1	0	99
07.	Public Transportation	10	9	8	7	6	5	4	3	2	1	0	99
08.	Downtown redevelopment	10	9	8	7	6	5	4	3	2	1	0	99
09.	Pathway/sidewalk connections	10	9	8	7	6	5	4	3	2	1	0	99
10.	City Tax burden	10	9	8	7	6	5	4	3	2	1	0	99
11.	Telecommunications (cell phone/internet service)	10	9	8	7	6	5	4	3	2	1	0	99
12.	Access to Mental Health Services	10	9	8	7	6	5	4	3	2	1	0	99

- 23. Which THREE of the priorities listed above do you think should receive the MOST EMPHASIS from city leaders over the next THREE years? [Write in your answers below using the list from Question 22.]**

1st: _____ 2nd: _____ 3rd: _____

- 24. The City of Meridian rapidly moved to remote and online offering of services during the COVID-19 Stay-at-Home orders issued by the State. In the last six months, have you sought City services that required you to conduct business with the City online or remote?**

____(1) Yes [Answer Q24a.] ____ (2) No [Skip to Q25.]

24a. Please rate the quality of service you received for the following services.

Excellent												Poor	Don't Know
1.	Building Inspection Services	10	9	8	7	6	5	4	3	2	1	0	99
2.	Building Permit Plan Review Services	10	9	8	7	6	5	4	3	2	1	0	99
3.	Development Application Submittal Services	10	9	8	7	6	5	4	3	2	1	0	99
4.	City Council Public Hearing & Testimony Services	10	9	8	7	6	5	4	3	2	1	0	99
5.	Online License Renewal Services (Alcohol, Dog Licenses, Passports)	10	9	8	7	6	5	4	3	2	1	0	99

- 25. Using a scale of 0 to 10, where 10 means "High Priority" and 0 means "No Priority," please rate the importance of the City Council addressing the following housing affordability issues.**

		High Priority										No Priority		Don't Know
1.	Develop design standards for affordable housing elements	10	9	8	7	6	5	4	3	2	1	0	99	
2	Require certain quantity of units in development projects to have affordable housing elements	10	9	8	7	6	5	4	3	2	1	0	99	
3.	Provide reduced development standards for projects containing affordable housing elements	10	9	8	7	6	5	4	3	2	1	0	99	
4.	Participate in State discussions on property tax legislation	10	9	8	7	6	5	4	3	2	1	0	99	
5.	Increase development densities via duplexes, apartments, townhomes, and other multi-family designs	10	9	8	7	6	5	4	3	2	1	0	99	

- 26. Using a scale of 0 to 10, where 10 means "Excellent" and 0 means "Poor," please rate the City's level of effort in the enforcement of the following public safety and traffic areas.**

Excellent											Poor	Don't Know	
1.	Handheld use of cell phones & texting while driving	10	9	8	7	6	5	4	3	2	1	0	99
2.	Speeding in neighborhoods	10	9	8	7	6	5	4	3	2	1	0	99
3.	Red light violations	10	9	8	7	6	5	4	3	2	1	0	99
4.	Tailgating	10	9	8	7	6	5	4	3	2	1	0	99
5.	Speeding on arterial roads	10	9	8	7	6	5	4	3	2	1	0	99
6.	Excessive motor vehicle sound	10	9	8	7	6	5	4	3	2	1	0	99

- 27. Do you feel the level of police presence in your neighborhood is sufficient, ensuring that Meridian communities remain a safe place for citizens?**

____(1) Yes ____ (2) No ____ (3) Not sure

- 28. Use the space below to address any additional comments you wish to share with the City of Meridian.**

DEMOGRAPHICS

- 29. Your gender?** ____ (1) Male ____ (2) Female

- 30. What is your age?**

____ (1) 18 to 24 ____ (3) 35 to 44 ____ (5) 55 to 64
 ____ (2) 25 to 34 ____ (4) 45 to 54 ____ (6) 65 or older

31. Which of the following best describes the home in which you live?

- ☐ (1) A manufactured trailer or mobile home ☐ (4) Townhouse or duplex
☐ (2) An apartment ☐ (5) A detached single-family house
☐ (3) A condominium ☐ (6) Other: _____

32. Do you own or rent your home?

- ☐ (1) Own ☐ (2) Rent ☐ (3) Other: _____ ☐ (9) Don't know

33. How many years and months have you lived in Meridian? _____ years _____ months**34. Including yourself, how many people in your household are...**

Under Age 5: _____ Ages 5-9: _____ Ages 10-14: _____ Ages 15-17: _____ Ages 18 and over: _____

35. Does your household have a dog? ☐ (1) Yes [Answer Q35a-b.] ☐ (2) No [Skip to Q36.]**35a. How many dogs do you have in your household?**

- ☐ (1) One ☐ (2) Two ☐ (3) Three ☐ (4) Four or more

35b. Do you know that Meridian requires dogs to be licensed annually? ☐ (1) Yes ☐ (2) No**36. Which ONE of the following best describes your current employment status?**

- | | |
|--|--|
| <input type="checkbox"/> (01) Employed full time | <input type="checkbox"/> (07) A student working full time |
| <input type="checkbox"/> (02) Employed part time | <input type="checkbox"/> (08) A student working part time |
| <input type="checkbox"/> (03) Self-employed | <input type="checkbox"/> (09) Not employed due to a disability |
| <input type="checkbox"/> (04) Not employed outside the home; a homemaker | <input type="checkbox"/> (10) Not employed, but seeking work |
| <input type="checkbox"/> (05) Retired | <input type="checkbox"/> (11) Not employed, but NOT seeking work |
| <input type="checkbox"/> (06) A full-time student, not working | <input type="checkbox"/> (12) Other: _____ |

37. What is the approximate total annual family income of all members of your household?

- | | | |
|--|---|---|
| <input type="checkbox"/> (01) Less than \$20,000 | <input type="checkbox"/> (04) \$50,000-\$74,999 | <input type="checkbox"/> (07) 150,000-\$199,999 |
| <input type="checkbox"/> (02) \$20,000-\$34,999 | <input type="checkbox"/> (05) \$75,000-\$99,999 | <input type="checkbox"/> (08) \$200,000 or more |
| <input type="checkbox"/> (03) \$35,000-\$49,999 | <input type="checkbox"/> (06) \$100,000-\$149,999 | <input type="checkbox"/> (09) Not sure |

38. How do you make and receive phone calls?

- ☐ (1) Landline ☐ (2) Cell phone [Answer Q38b.] ☐ (3) Both [Answer Q38a-b.]

38a. Do you primarily use your cell phone, landline or both to make and receive calls?

- ☐ (1) Primarily use cell phone ☐ (2) Primarily use landline ☐ (3) Both

38b. Who is your cell phone service provider?

- ☐ (1) Verizon ☐ (2) AT&T ☐ (3) Sprint ☐ (4) T-Mobile ☐ (5) Other: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.