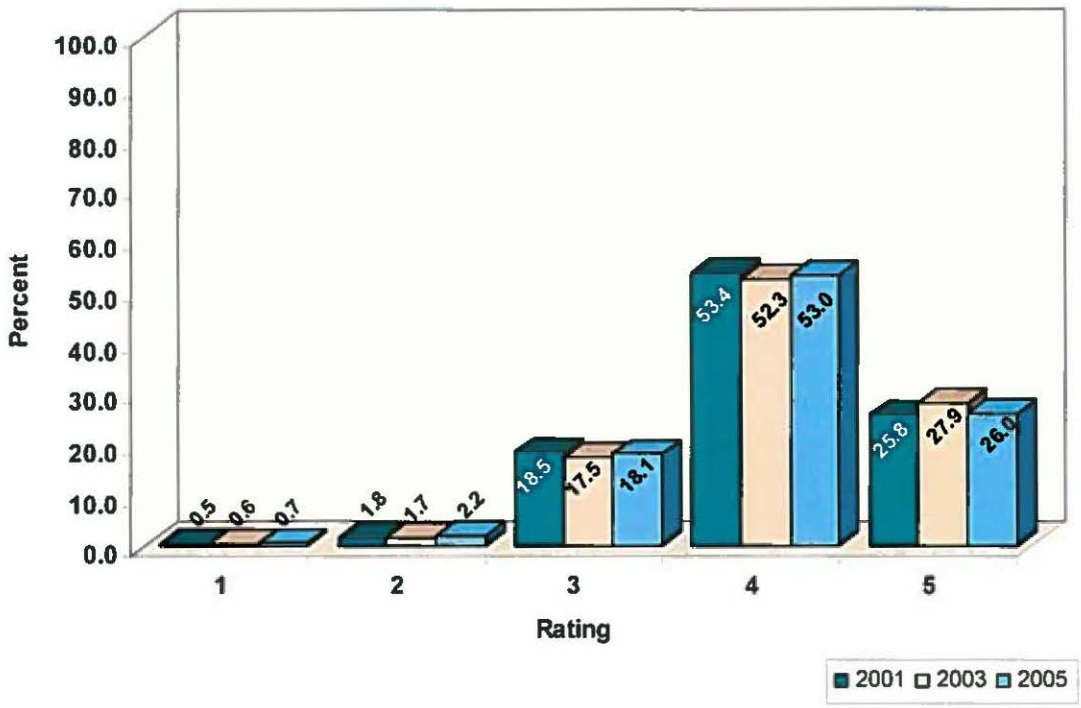

**June 2005**

**Survey Conducted by Dr. Jerry W. Moorman**
**Marketing Research Consultant**

# City of Grand Junction
# Household Survey – 2005

## *Quality of Life*




Grand Junction households were given the statement, "Taking all things into consideration, please rate your overall quality of life in Grand Junction."

An overwhelming percentage (79.0%) rated quality of life as good or excellent.

A very small percentage ( 2.9%) rated quality of life as poor or below average.

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# CITY OF GRAND JUNCTION
# HOUSEHOLD SURVEY
# 2005

## EXECUTIVE SUMMARY

The City of Grand Junction contracted Dr. Jerry Moorman, marketing research consultant, to conduct a mail-based, self-reported opinion survey of City residents to determine their perceptions regarding certain aspects of living in Grand Junction. The survey was a follow-up project to research done in 2001 and 2003. The intent was to not only measure opinions in 2005 but to provide longitudinal data between the three surveys. The areas of greatest interest were:

quality of life,
conditions and services in Grand Junction,
drinking water,
safety, and
City of Grand Junction employees.

Included in the following report are research methodology, an explanation of statistical accuracy, survey results including data analysis and explanation, and instrumentation.

Meetings with City Administrators started in January, 2005, to plan the research project. The questionnaire used in the previous studies was reviewed by the consultant and the City. Very minor changes were made to the questionnaire and it was approved in final form (Appendix A) by the City.

A decision was made by the City to mail the questionnaire to an unduplicated list of all utility customers. Questionnaires were mailed on April 19, 2005. Respondents were given seven days to return the instrument. An actual cut-off date of May 10, 2005, was established for receipt of questionnaires that would be used in final data analysis.

A data-entry system was designed, created, and tested by the researchers for use in analyzing data. Data entry began immediately and continued throughout the process. Data entry utilized a two-level verification process. After the data were entered, they were hand-checked a second time for accuracy. This process was necessary because of the large volume of data. Approximately 125,160 items had to be entered to create the final data pool.

After the data were entered and verified, it was analyzed using SPSS 11.5, one of the most academically respected statistical software packages available. The primary

statistical procedures used were descriptive statistics, crosstabulations, and analysis of variance.

The survey yielded 4,470 completed questionnaires. Using the number of surveys mailed, the survey yielded a confidence interval of 1.33 at the 95% confidence level. When this survey was conducted in 2001, the confidence interval was 1.60. For the 2003 survey, the confidence interval was 1.47. Since these numbers have little meaning to the average reader, I have included a brief explanation of each.

The confidence interval is the plus-or-minus figure often reported in media opinion poll results. For example, if you use the survey's confidence interval of 1.33 and 50 percent of your sample picks an answer, you can be "sure" that if you had asked the question of the entire relevant population, between 48.67% (50-1.33) and 51.33% (50+1.33) would have picked that answer.

The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population who would pick the answer is between 48.67% and 51.33% (using the example above).

A confidence interval of 5 is usually the accepted norm in opinion-based research. The lower the confidence interval, the better. The confidence interval of this research, 1.33, is extremely low and indicates a very high degree of accuracy.

The presentation of data in the report follows the order found in the questionnaire. Descriptive data and explanations are included for each section. Where percentages are reported, either "percent" or "valid percent" was used as the researcher deemed appropriate. Crosstabulations are included where it is useful to examine sub-group responses. A section on significance testing using analysis of variance is also included.

As variance within categories is reported, the following definitions were used:

little variance: 0 - .19; minor variance: .20 - .49;
moderate variance: .50 - .99; high variance: 1.0 and up.

Respondents were asked to use a rating scale of 1 - 5 while completing most questions on the questionnaire. The number 1 represents a "poor" rating while 5 represents an "excellent" rating. Respondents could pick any number from 1 - 5 or N/O for "no opinion." After the 23 questions were answered, demographic data were gathered.

Data from the both the 2001 and 2003 Household Surveys are also presented in most tables for longitudinal comparison purposes. With the exception of minor changes in two

questions between the 2001 and the subsequent surveys, the Household questionnaires are the same. By placing results from all three years together, the reader can readily identify longitudinal changes over time. To examine changes across the three survey periods, analysis of variance (ANOVA) statistical analysis was computed where appropriate to determine statistically significant changes. Those significant changes are discussed as suitable. Complete significance tables and a glossary of significance testing terms are included in Appendix B for readers desiring more in-depth information.

## DATA HIGHLIGHTS

An overwhelming percentage (79%) of Grand Junction households rated quality of life as good or excellent in 2005. This is down a little from 2003. A very small percentage (2.9%) rated quality of life as poor or below average. This is up a little from 2003. In 2005, there was minor variance in quality of life based on Zip Code of residence.

Grand Junction households were asked the question, "In general, how well do you think the City of Grand Junction provides services?" An above average rating of 3.70 was achieved. This was a little decrease from 2003 when the mean was 3.74. In 2005, there was moderate variance in provision of services based on Zip Code of residence: 81504 was lowest at 3.43; 81502 was highest at 4.00. Upward movement occurred in four of the seven means from 2003 data.

Next, households were asked to rate individual City services. The following table provides an overview of the responses.

| City Services | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Street Maintenance and Repair | 3.27 | 3.26 | 3.20 |
| Street Sweeping | 3.24 | 3.53 | 3.42 |
| Traffic Management | 2.89 | 2.88 | 2.93 |
| Fire Protection | 4.03 | 4.18 | 4.20 |
| Emergency Medical Services | 4.13 | 4.24 | 4.20 |
| Delivery of Police Services | 3.63 | 3.68 | 3.55 |
| Enforcement of Traffic Laws | 3.20 | 3.12 | 3.03 |
| Crime Prevention | 3.28 | 3.23 | 3.20 |
| Appearance of City Parks | 4.27 | 4.09 | 4.11 |
| Recreation Programs | 3.90 | 3.91 | 3.93 |
| Trash Collection | 4.16 | 4.28 | 4.25 |
| Weed Control | 2.98 | 2.86 | 2.79 |
| Junk and Rubbish Control | 3.15 | 3.08 | 2.88 |
| Storm Water Collection System | 2.49 | 3.20 | 3.45 |
| *Water Service | | 4.14 | 4.09 |
| *Water Quality | 3.76 | | |

*The question on water was reworded in 2003 and added in the City Services block of questions in both 2003 and 2005.

Households felt some City services were provided better than others. Opinions ranged from a low means of 2.79 for Weed Control to a high means of 4.25 for Trash Collection. Several others including Fire Protection, Emergency Medical Services, Appearance of City Parks, and Water Service were above the 4.0 level. Ten ratings decreased from 2003 and five increased.

When all three survey periods are examined, Street Maintenance and Repair, Enforcement of Traffic Laws, Crime Prevention, Weed Control, and Junk and Rubbish Control all had downward trends. Three of the five, however, have means above the rating mid-point reflecting above average ratings. Junk and Rubbish Control, however, dropped below the rating mid-point in 2005 reflecting less than average ratings.

Fire Protection, Recreation Programs, and Storm Water Collection System all had upward trends. It is noteworthy that Storm Water Collection System increased from a mean of 2.49 in 2001 to a mean of 3.45 in 2005.

In addition to examining overall means for services, crosstabulations were conducted to examine delivery of individual services based on Zip Code of residence. All crosstabulations are included in the report. Analysis indicated moderate variance based on Zip Code of residence in the following services: Street Maintenance and Repair, Street Sweeping, Junk and Rubbish Control, Storm Water Collection System, and Quality of Water Service. With the exception of Junk and Rubbish Control, all means are above the rating mid-point in 2005.

There were minor changes made to this section of the questionnaire in 2003. A new question, "Who Supplies Your Trash Collection?" was added. Data in 2005 reveal that the City supplies trash collection to 57.6% of respondents.

In 2003, two changes were made regarding water. The first change reworded the question from "How Do You Rate The Quality of Your Drinking Water?" in 2001 to "How Do You Rate The Quality of Your Water Service?" in 2003. Overall mean in 2003 was 4.14. In 2005, the overall mean was a little lower at 4.09.

The second change regarding water dealt with suppliers. The 2003 question provided only two options: City and Other. There was little variance in the 2003 respondents' answers with means of 4.13 and 4.14 respectively. In 2005, the means were 4.12 for the City and 4.06 for Other.

The next question concerned neighborhood safety. With a 2005 mean of 3.96, overall perception remains high that someone walking in a City neighborhood is safe. This mean was 3.97 in 2001 and 2003. Several crosstabulations were conducted on 2005 data to further investigate neighborhood safety and are included in the report. Data generally support that residents across all ages feel someone would be safe walking in their neighborhood.

The next three questions were preceded by the statement, "If you have had telephone or in-person contact with a City of Grand Junction employee within the last 12 months, please rate the following three employee traits by circling the number that most closely represents your opinion. N/O represents no contact."

Again in 2005, data support that City employees are very courteous and provide services in a timely and helpful fashion. All means are above the mid-point. Each shows a little downward movement from 2003. Several crosstabulations were conducted to further examine City employee traits and are included in the report. There is moderate variance in the three areas based on age.

The next section of the report dealt with statistical significance testing using analysis of variance. Questions 1-13, 15-17 and 20-23 were examined across the three rating periods to determine if the results were statistically significant based on year of survey.

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Quality of Life | 4.02 | 4.05 | 4.01 | .093 |
| Provision of Services | 3.62 | 3.74 | 3.70 | .000* |
| Street Maintenance and Repair | 3.27 | 3.26 | 3.20 | .002* |
| Street Sweeping | 3.24 | 3.53 | 3.42 | .000* |
| Traffic Management | 2.89 | 2.88 | 2.93 | .100 |
| Fire Protection | 4.03 | 4.18 | 4.20 | .000* |
| Emergency Medical Services | 4.13 | 4.24 | 4.20 | .000* |
| Delivery of Police Services | 3.63 | 3.68 | 3.55 | .000* |
| Enforcement of Traffic Laws | 3.20 | 3.12 | 3.03 | .000* |
| Crime Prevention | 3.28 | 3.23 | 3.20 | .003* |
| Appearance of City Parks | 4.27 | 4.09 | 4.11 | .000* |
| Recreation Programs | 3.90 | 3.91 | 3.93 | .409 |
| Trash Collection | 4.16 | 4.28 | 4.25 | .000* |
| Weed Control | 2.98 | 2.86 | 2.79 | .000* |
| Junk and Rubbish Control | 3.15 | 3.08 | 2.88 | .000* |
| Storm Water Collection System | 2.49 | 3.20 | 3.45 | .000* |
| *Water Service | | 4.14 | 4.09 | NA |
| *Water Quality | 3.76 | | | NA |
| Neighborhood Walking Safety | 3.97 | 3.97 | 3.96 | .908 |
| City Employee Courteousness | 4.05 | 4.14 | 4.12 | .012* |
| City Employee Helpfulness | 3.90 | 4.01 | 3.98 | .005* |
| City Employee Timeliness | 3.72 | 3.87 | 3.86 | .000* |

*Statistically Significant at the .05 level

A finding is described as **statistically significant** when it can be demonstrated that the probability of obtaining such a difference by chance only, is relatively low, usually less than 5 out of 100.

There were 16 statistically significant differences among the 20 questions tested. (See Appendix B for complete results by question) It is important to note, however, that only three of the 20 means were below the rating mid-point of 3 on the 1-5 scale. Any rating

above the mid-point is generally viewed as a positive rating. Of the three below the mid-point, traffic management is showing a little overall increase over the three survey periods while weed control is showing a little overall decrease and junk and rubbish control is showing a minor overall decrease. The biggest decreases over the three-year period were in junk and rubbish control (-.27), weed control (-.19), and enforcement of traffic laws (-.17). In the report, trend data is discussed for each individual question.

The next four questions concerned respondent demographics. In 2005, respondents were majority female (53.5%) with 5.1% of respondents not answering this question. Gender distribution was closer in 2003 than 2005

In 2005, 49.2% of respondents were 60 years of age and older, with 28.9% 70+. This is a decrease from 2003 when 49.7% of respondents were 60 years of age and older, with 30.7% 70+.

In 2003, 46.5% had lived in Grand Junction 21+ years and 33.3% had lived in Grand Junction 10 years or less. In 2005, 45.5% had lived in Grand Junction 21+ years and 33.1% had lived in Grand Junction 10 years or less.

As in 2003, 2005 Zip Code distribution was not even with small responses from 81502 (.2%), 81503 Orchard Mesa (5.5%), and 81505 (7.7%). The number of respondents from each Zip Code area should be carefully factored into any conclusions reached based on research data.

The last part of the questionnaire gave the respondents a chance to make "Other Comments." This important communication tool was used by many people. Comments have been recorded in an electronic format and provided separately.

## SUMMARY

Research results leave little doubt that Grand Junction households, with few exceptions, enjoy a very good quality of life. Perception of overall services was above average, quality of water service was high, the City's neighborhoods were considered exceptionally safe, and City employees were courteous, timely and helpful. Data strongly suggest household respondents consider Grand Junction a great place to live. Even though many of the changes between the three surveys are statistically significant, an examination of means generally shows an above average opinion of City services, safety, and employee traits.

# CITY OF GRAND JUNCTION
# HOUSEHOLD SURVEY - 2005

## INTRODUCTION

The City of Grand Junction contracted Dr. Jerry Moorman, marketing research consultant to conduct a mail-based, self-reported opinion survey of City residents to determine their perceptions regarding certain aspects of living in Grand Junction. The survey was a follow-up project to research done in 2001 and 2003. The intent was to not only measure opinions in 2005 but to provide longitudinal data between the three surveys. The areas of greatest interest were:

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Included in the following report are research methodology, an explanation of statistical accuracy, survey results including data analysis and explanation, and instrumentation.

## METHODOLOGY

Meetings with City Administrators started in January, 2005, to plan the research project. The questionnaire used in the previous studies was reviewed by the consultant and the City. Very minor changes were made to the questionnaire and it was approved in final form (Appendix A) by the City.

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## STATISTICAL ACCURACY

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## SURVEY RESULTS

The following sections detail results of the perceptions survey. The presentation of data follows the order found in the questionnaire. Descriptive data and explanations are included for each section. Where percentages are reported, either "percent" or "valid percent" was used as the researcher deemed appropriate. Crosstabulations are included where it is useful to examine sub-group responses. A section on significance testing using analysis of variance is also included.

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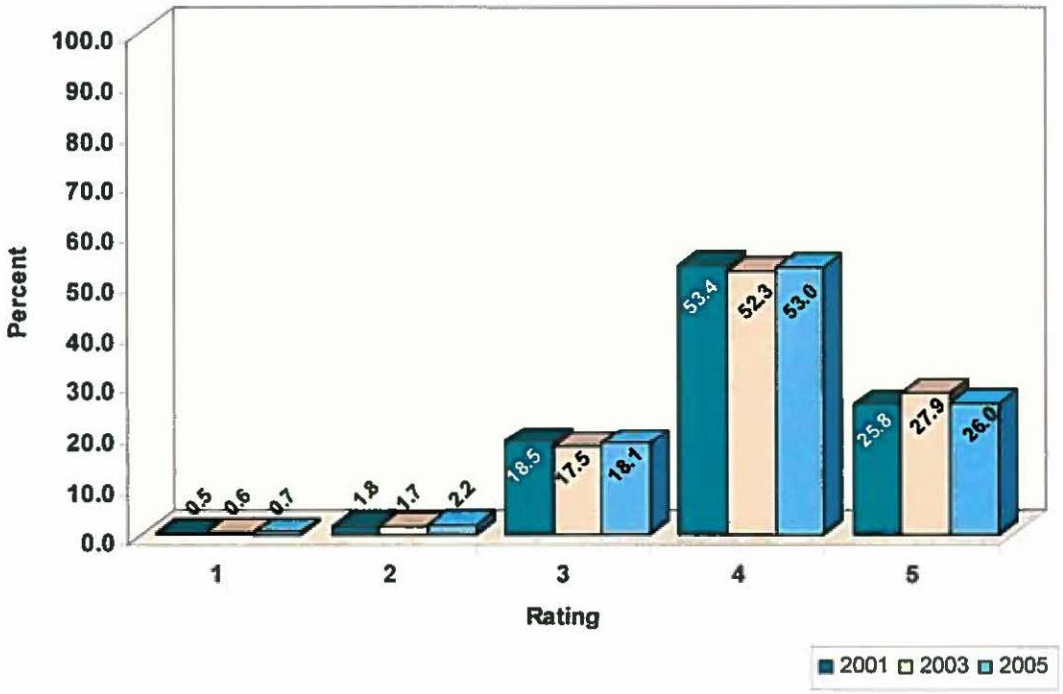
**Question 1 Taking all things into consideration, please rate your overall quality of life in Grand Junction.**

**Table 1. Quality of Life in Grand Junction**

| | 2001 N | 2001 Mean | 2003 N | 2003 Mean | 2005 N | 2005 Mean |
|---|---|---|---|---|---|---|
| Quality of Life | 2822 | 4.02 | 3374 | 4.05 | 4014 | 4.01 |

The average Grand Junction household rated the quality of life in the City very high. On the scale of 1-5, quality of life was rated 4.01. There was a little downward movement from 2003.

**Chart 1. Quality of Life**




The bar chart more graphically illustrates how households rated quality of life. As shown above, very few households rated quality of life below the mid-point on the scale. A large majority rated it at a 4 or 5.

The following tables are crosstabulations examining quality of life and several demographic variables. In crosstabulations used throughout the report, means may vary slightly. The variance was caused by the number of cases within each demographic.

**Table 2. Quality of Life By Sex**

| Sex | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Male | 4.00 | 3.99 | 3.96 |
| Female | 4.05 | 4.10 | 4.05 |
| Total | 4.02 | 4.05 | 4.01 |

There was little variance in quality of life between sexes in 2005. Downward movement occurred in the means of both males and females plus the overall mean from 2003 data.

**Table 3. Quality of Life by Age**

| Age | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Under 21 | 3.60 | 3.47 | 4.44 |
| 21-29 | 3.75 | 3.83 | 3.74 |
| 30-39 | 3.93 | 4.04 | 4.00 |
| 40-49 | 3.89 | 3.95 | 3.88 |
| 50-59 | 3.94 | 3.92 | 3.94 |
| 60-69 | 4.06 | 4.12 | 4.04 |
| 70+ | 4.18 | 4.20 | 4.18 |
| Total | 4.02 | 4.05 | 4.01 |

For 2005, data generally indicate that quality of life was good across all age groups in Grand Junction. There was downward movement in five of the means from 2003 data.

**Table 4. Quality of Life by Time Lived in Grand Junction**

| Time Lived in Grand Junction | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 1-5 years | 4.00 | 4.03 | 4.06 |
| 6-10 years | 3.99 | 4.02 | 4.01 |
| 11-15 years | 4.01 | 4.05 | 3.95 |
| 16-20 years | 4.05 | 4.03 | 3.98 |
| 21+ years | 4.04 | 4.07 | 4.02 |
| Total | 4.02 | 4.05 | 4.01 |

In 2005, there was little variance in quality of life based on time lived in Grand Junction. Downward movement occurred in four of the means from 2003 data.

**Table 5. Quality of Life by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 4.00 | 3.97 | 3.98 |
| 81502 | 3.90 | 3.77 | 3.75 |
| 81503 Riverside | 3.94 | 4.17 | * |
| 81503 Redlands | 4.18 | 4.14 | 4.14 |
| 81503 Orchard Mesa | 3.93 | 3.90 | 3.68 |
| 81503 1st and Pomona | 4.33 | 4.14 | * |
| 81504 | 3.88 | 3.93 | 3.86 |
| 81505 | 4.04 | 4.02 | 4.08 |
| 81506 | 4.12 | 4.17 | 4.16 |
| Total | 4.02 | 4.05 | 4.01 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in quality of life based on Zip Code of residence. The overall mean fell between 2003 and 2005, with two areas showing a little increase and four little to minor decreases. Of note are the Zip Code changes for 2005. The Riverside and First and Pomona 81503 designations were eliminated to better represent current Zip Code boundaries.

**Question 2 In general, how well do you think the City of Grand Junction provides services?**

**Table 6. Overall Services Rating**

| | 2001 N | 2001 Mean | 2003 N | 2003 Mean | 2005 N | 2005 Mean |
|---|---|---|---|---|---|---|
| Overall Services | 2757 | 3.62 | 3260 | 3.74 | 3774 | 3.70 |

In 2005, the average citizen felt that the overall provision of City services was above average with a mean of 3.70. There was a little downward movement in the mean from 2003 data.

The following tables are crosstabulations examining provision of overall City services and several demographic variables.

**Table 7. Overall Services Rating by Sex**

| Sex | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Male | 3.57 | 3.69 | 3.68 |
| Female | 3.66 | 3.77 | 3.71 |
| Total | 3.61 | 3.73 | 3.70 |

In 2005, there was little difference in provision of services between sexes. A little downward movement occurred in both of the means plus the total mean from 2003 data.

**Table 8. Overall Services by Age**

| Age | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Under 21 | 3.20 | 3.27 | 3.56 |
| 21-29 | 3.54 | 3.53 | 3.51 |
| 30-39 | 3.38 | 3.63 | 3.60 |
| 40-49 | 3.42 | 3.59 | 3.57 |
| 50-59 | 3.51 | 3.60 | 3.62 |
| 60-69 | 3.64 | 3.73 | 3.67 |
| 70+ | 3.86 | 3.98 | 3.91 |
| Total | 3.62 | 3.74 | 3.70 |

In 2005, data indicate that provision of services was good across all age groups in Grand Junction. There was a little downward movement in five age groups from 2003 data.

**Table 9. Overall Services by Time Lived in Grand Junction**

| Time Lived in Grand Junction | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 1-5 years | 3.64 | 3.78 | 3.80 |
| 6-10 years | 3.57 | 3.70 | 3.66 |
| 11-15 years | 3.66 | 3.80 | 3.71 |
| 16-20 years | 3.60 | 3.68 | 3.68 |
| 21+ years | 3.62 | 3.72 | 3.67 |
| Total | 3.62 | 3.74 | 3.70 |

In 2005, there was little variance in provision of services based on time lived in Grand Junction. Downward movement occurred in three of the means from 2003 data.

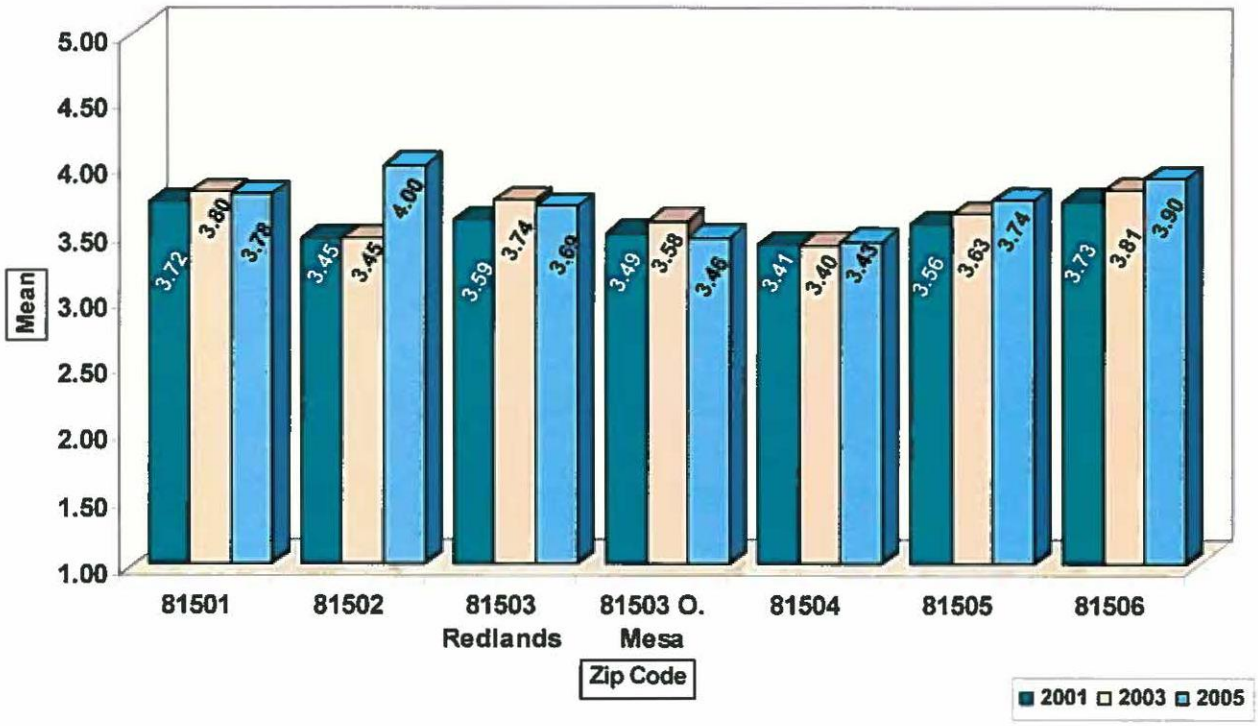
**Table 10. Overall Services by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.72 | 3.80 | 3.78 |
| 81502 | 3.45 | 3.45 | 4.00 |
| 81503 Riverside | 3.24 | 3.20 | * |
| 81503 Redlands | 3.59 | 3.74 | 3.69 |
| 81503 Orchard Mesa | 3.49 | 3.58 | 3.46 |
| 81503 1st and Pomona | 4.00 | 3.86 | * |
| 81504 | 3.41 | 3.40 | 3.43 |
| 81505 | 3.56 | 3.63 | 3.74 |
| 81506 | 3.73 | 3.81 | 3.90 |
| Total | 3.62 | 3.74 | 3.70 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in provision of services based on Zip Code of residence: 81504 was lowest at 3.43; 81502 was highest at 4.00. Upward movement occurred in four of the seven means from 2003 data. The following chart further illustrates these results.

**Chart 2. Overall Services by Zip Code**



The next series of questions was preceded by the question, "How do you rate the quality of each of the following services provided by the City?" The following table includes means for Questions 3 – 13 and 15-18.

**Table 11. City of Grand Junction Services**

| City Services | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Street Maintenance and Repair | 3.27 | 3.26 | 3.20 |
| Street Sweeping | 3.24 | 3.53 | 3.42 |
| Traffic Management | 2.89 | 2.88 | 2.93 |
| Fire Protection | 4.03 | 4.18 | 4.20 |
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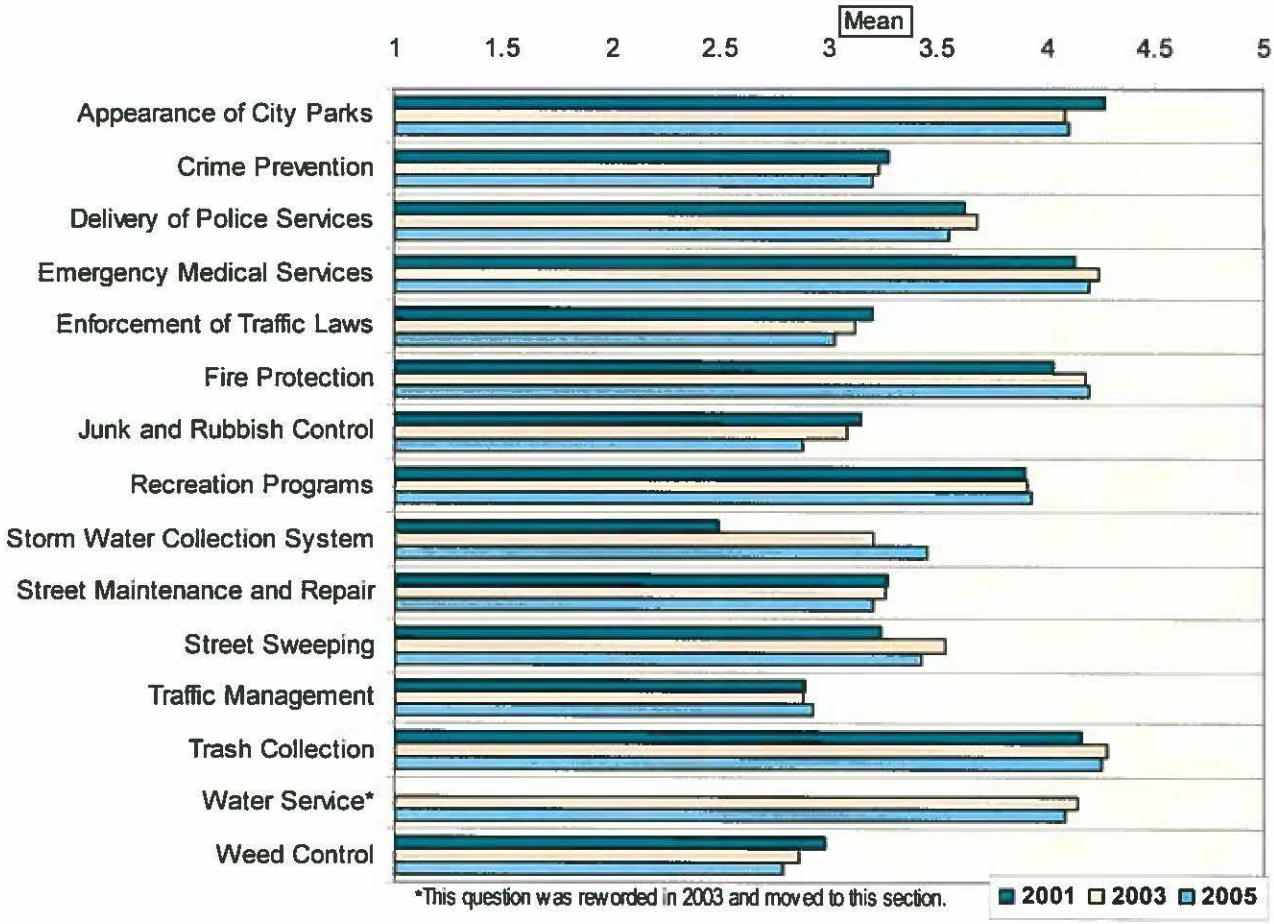
| *Water Quality | 3.76 | | |

*The question on water was reworded in 2003 and added in the City Services block of questions.

Households felt some City services were provided better than others. Opinions ranged from a low means of 2.79 for Weed Control to a high means of 4.25 for Trash Collection. Several others including Fire Protection, Emergency Medical Services, Appearance of City Parks, and Water Service were above the 4.0 level. Ten ratings decreased from 2003 and five increased.

The following bar chart further illustrates means for each service by year surveyed.

**Chart 3. City of Grand Junction Services**



Questions 3-18 were each crosstabbed with Zip Codes to examine delivery of individual services based on Zip Code of residence.

### Question 3 Street Maintenance and Repair?

**Table 12. Street Maintenance Service by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.35 | 3.29 | 3.29 |
| 81502 | 3.05 | 3.22 | 2.50 |
| 81503 Riverside | 2.97 | 3.40 | * |
| 81503 Redlands | 3.37 | 3.35 | 3.18 |
| 81503 Orchard Mesa | 3.08 | 3.03 | 2.93 |
| 81503 1st and Pomona | 3.33 | 3.71 | * |
| 81504 | 3.07 | 2.99 | 2.99 |
| 81505 | 3.28 | 3.15 | 3.15 |
| 81506 | 3.31 | 3.32 | 3.38 |
| Total | 3.27 | 3.26 | 3.20 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in street maintenance based on Zip Code of residence. Lowest was 81502 with a mean of 2.50 and highest was 81506 with a mean of 3.38.

### Question 4 Street Sweeping?

**Table 13. Street Sweeping Service by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.38 | 3.69 | 3.62 |
| 81502 | 3.44 | 3.65 | 3.00 |
| 81503 Riverside | 2.82 | 3.67 | * |
| 81503 Redlands | 3.30 | 3.47 | 3.32 |
| 81503 Orchard Mesa | 3.24 | 3.30 | 3.23 |
| 81503 1st and Pomona | 3.50 | 3.71 | * |
| 81504 | 3.07 | 3.22 | 3.02 |
| 81505 | 3.15 | 3.44 | 3.51 |
| 81506 | 3.17 | 3.51 | 3.57 |
| Total | 3.24 | 3.53 | 3.42 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in street sweeping based on Zip Code of residence. Lowest was 81502 with a mean of 3.00 and highest was 81501 with a mean of 3.62.

## Question 5 Traffic Management?

**Table 14. Traffic Management by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 2.98 | 2.93 | 3.03 |
| 81502 | 3.20 | 2.92 | 2.88 |
| 81503 Riverside | 2.91 | 3.12 | * |
| 81503 Redlands | 2.95 | 2.81 | 2.94 |
| 81503 Orchard Mesa | 2.80 | 2.81 | 2.67 |
| 81503 1st and Pomona | 3.83 | 2.57 | * |
| 81504 | 2.74 | 2.71 | 2.79 |
| 81505 | 2.91 | 2.81 | 2.81 |
| 81506 | 2.86 | 2.89 | 3.03 |
| Total | 2.90 | 2.88 | 2.93 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was a minor level of variance in traffic management based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 2.67 and highest were 81501 and 81506 with means of 3.03.

## Question 6 Fire Protection?

**Table 15. Fire Protection by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 4.19 | 4.27 | 4.22 |
| 81502 | 4.11 | 4.18 | 4.17 |
| 81503 Riverside | 3.43 | 4.17 | * |
| 81503 Redlands | 3.51 | 3.74 | 4.19 |
| 81503 Orchard Mesa | 4.21 | 4.20 | 4.10 |
| 81503 1st and Pomona | 4.33 | 4.17 | * |
| 81504 | 4.00 | 4.15 | 4.12 |
| 81505 | 4.09 | 4.21 | 4.22 |
| 81506 | 4.12 | 4.24 | 4.26 |
| Total | 4.03 | 4.18 | 4.20 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was little variance in fire protection based on Zip Code of residence.

## Question 7 Emergency Medical Services?

**Table 16. Emergency Medical Services by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 4.22 | 4.26 | 4.23 |
| 81502 | 4.00 | 4.10 | 4.33 |
| 81503 Riverside | 3.61 | 4.09 | * |
| 81503 Redlands | 3.94 | 3.98 | 4.18 |
| 81503 Orchard Mesa | 4.15 | 4.29 | 4.11 |
| 81503 1st and Pomona | 4.17 | 4.00 | * |
| 81504 | 4.03 | 4.11 | 4.14 |
| 81505 | 4.18 | 4.26 | 4.23 |
| 81506 | 4.22 | 4.31 | 4.27 |
| Total | 4.13 | 4.24 | 4.20 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in emergency medical services based on Zip Code of residence. The 81503 Orchard Mesa had the lowest mean at 4.11 and 81502 the highest at 4.33.

## Question 8 Delivery of Police Services?

**Table 17. Delivery of Police Services by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.72 | 3.68 | 3.57 |
| 81502 | 2.88 | 3.27 | 3.29 |
| 81503 Riverside | 3.12 | 3.83 | * |
| 81503 Redlands | 3.59 | 3.61 | 3.57 |
| 81503 Orchard Mesa | 3.41 | 3.53 | 3.25 |
| 81503 1st and Pomona | 4.00 | 3.17 | * |
| 81504 | 3.51 | 3.43 | 3.44 |
| 81505 | 3.65 | 3.68 | 3.64 |
| 81506 | 3.75 | 3.80 | 3.68 |
| Total | 3.64 | 3.68 | 3.55 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in delivery of police services based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 3.25 and highest was 81506 with a mean of 3.68.

## Question 9 Police Enforcement of Traffic Laws?

**Table 18. Police Enforcement of Traffic Laws by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.24 | 3.15 | 3.06 |
| 81502 | 3.26 | 3.05 | 3.00 |
| 81503 Riverside | 3.28 | 3.17 | * |
| 81503 Redlands | 3.23 | 3.09 | 3.05 |
| 81503 Orchard Mesa | 3.07 | 3.09 | 2.88 |
| 81503 1st and Pomona | 3.67 | 3.17 | * |
| 81504 | 3.06 | 2.98 | 2.91 |
| 81505 | 3.33 | 3.19 | 3.07 |
| 81506 | 3.22 | 3.12 | 3.11 |
| Total | 3.20 | 3.12 | 3.03 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in traffic law enforcement based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 2.88 and highest was 81506 with a mean of 3.11. Of note are the declines in all Zip Code areas.

## Question 10 Crime Prevention?

**Table 19. Crime Prevention by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.30 | 3.21 | 3.17 |
| 81502 | 3.22 | 3.22 | 3.00 |
| 81503 Riverside | 3.00 | 3.54 | * |
| 81503 Redlands | 3.39 | 3.33 | 3.34 |
| 81503 Orchard Mesa | 3.11 | 3.07 | 2.91 |
| 81503 1st and Pomona | 3.50 | 2.83 | * |
| 81504 | 3.14 | 3.07 | 3.02 |
| 81505 | 3.33 | 3.20 | 3.27 |
| 81506 | 3.37 | 3.26 | 3.35 |
| Total | 3.28 | 3.23 | 3.20 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in crime prevention based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 2.91 and highest was 81506 with a mean of 3.35.

## Question 11 Appearance of City Parks?

**Table 20. Appearance of City Parks by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 4.35 | 4.17 | 4.19 |
| 81502 | 4.14 | 4.13 | 4.00 |
| 81503 Riverside | 4.12 | 4.00 | * |
| 81503 Redlands | 4.34 | 4.06 | 4.13 |
| 81503 Orchard Mesa | 4.24 | 3.99 | 3.97 |
| 81503 1st and Pomona | 4.50 | 4.29 | * |
| 81504 | 4.15 | 3.94 | 3.98 |
| 81505 | 4.19 | 4.01 | 4.15 |
| 81506 | 4.27 | 4.10 | 4.13 |
| Total | 4.27 | 4.09 | 4.11 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in City parks appearance based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 3.97 and highest was 81501 with a mean of 4.19.

## Question 12 Recreation Programs?

**Table 21. Recreation Programs by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.97 | 3.91 | 3.97 |
| 81502 | 3.94 | 3.72 | 4.00 |
| 81503 Riverside | 3.72 | 3.71 | * |
| 81503 Redlands | 3.97 | 3.98 | 3.99 |
| 81503 Orchard Mesa | 3.90 | 3.79 | 3.74 |
| 81503 1st and Pomona | 4.00 | 4.71 | * |
| 81504 | 3.68 | 3.72 | 3.73 |
| 81505 | 3.86 | 3.90 | 4.03 |
| 81506 | 3.94 | 3.95 | 4.02 |
| Total | 3.90 | 3.91 | 3.93 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in recreation programs based on Zip Code of residence. Lowest was 81504 with a mean of 3.73 and highest was 81505 with a mean of 4.03.

## Question 13 Trash Collection?

**Table 22. Trash Collection by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 4.28 | 4.27 | 4.26 |
| 81502 | 4.11 | 4.14 | 4.14 |
| 81503 Riverside | 4.03 | 4.50 | * |
| 81503 Redlands | 3.95 | 4.24 | 4.26 |
| 81503 Orchard Mesa | 4.31 | 4.16 | 4.20 |
| 81503 1st and Pomona | 4.60 | 4.83 | * |
| 81504 | 3.73 | 3.86 | 4.06 |
| 81505 | 4.17 | 4.26 | 4.23 |
| 81506 | 4.32 | 4.37 | 4.37 |
| Total | 4.16 | 4.28 | 4.25 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in trash collection based on Zip Code of residence. Lowest was 81504 with a mean of 4.06. The highest was 81506 with a mean of 4.37.

## Question 14 Who Supplies Your Trash Collection?

**Table 23. Trash Collection Supplier**

| | | 2003 | | | 2005 | | |
|---|---|---|---|---|---|---|---|
| | | Frequency | Percent | Mean | Frequency | Percent | Mean |
| Valid | City | 2613 | 72.4 | 4.31 | 2573 | 57.6 | 4.31 |
| | Other | 841 | 23.3 | 4.13 | 1709 | 38.2 | 4.10 |
| | Total | 3454 | 95.7 | 4.28 | 4282 | 95.8 | 4.25 |
| Missing | System | 157 | 4.3 | N/A | 188 | 4.2 | N/A |
| Total | | 3611 | 100.0 | 4.28 | 4470 | 100.0 | 4.25 |

This question was added in 2003. In 2005, the City supplied trash collection to 57.6% of respondents.

**Table 24. Trash Collection Supplier by Zip Code**

| Zip Code | Trash Collection Supplier | | | |
|---|---|---|---|---|
| | City | | Other | |
| | 2003 Mean | 2005 Mean | 2003 Mean | 2005 Mean |
| 81501 | 4.28 | 4.27 | 4.03 | 4.04 |
| 81502 | 4.10 | 4.40 | 5.00 | 3.50 |
| 81503 Riverside | 4.47 | * | 4.67 | * |
| 81503 Redlands | 4.24 | 4.35 | 4.24 | 4.20 |
| 81503 Orchard Mesa | 4.19 | 4.21 | 3.93 | 3.93 |
| 81503 1st & Pomona | 4.75 | * | 5.00 | * |
| 81504 | 3.62 | 3.88 | 3.91 | 4.07 |
| 81505 | 4.35 | 4.27 | 4.17 | 4.08 |
| 81506 | 4.41 | 4.41 | 4.14 | 4.12 |
| Total | 4.31 | 4.31 | 4.13 | 4.11 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in trash collection between the City and other. There was moderate variance in City trash collection based on Zip Code of residence. Lowest was 81504 with a mean of 3.88 and highest was 81506 Redlands with a mean of 4.41.

**Question 15 Weed Control?**

**Table 25. Weed Control by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.13 | 2.91 | 2.79 |
| 81502 | 3.33 | 2.80 | 2.88 |
| 81503 Riverside | 2.70 | 2.73 | * |
| 81503 Redlands | 3.12 | 2.90 | 2.84 |
| 81503 Orchard Mesa | 2.85 | 2.76 | 2.57 |
| 81503 1st and Pomona | 4.00 | 3.40 | * |
| 81504 | 2.69 | 2.59 | 2.57 |
| 81505 | 2.88 | 2.81 | 2.86 |
| 81506 | 2.98 | 2.88 | 2.95 |
| Total | 2.99 | 2.86 | 2.79 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in weed control based on Zip Code of residence. Lowest were 81503 Orchard Mesa and 81504 with means of 2.57. The highest was 81506 with a mean of 2.95.

## Question 16 Junk and Rubbish Control?

**Table 26. Junk and Rubbish Control by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.27 | 3.09 | 2.96 |
| 81502 | 3.10 | 3.00 | 2.71 |
| 81503 Riverside | 3.12 | 2.96 | * |
| 81503 Redlands | 3.16 | 3.01 | 2.78 |
| 81503 Orchard Mesa | 3.16 | 2.96 | 2.76 |
| 81503 1st and Pomona | 3.67 | 3.14 | * |
| 81504 | 2.79 | 2.67 | 2.53 |
| 81505 | 3.22 | 3.03 | 3.17 |
| 81506 | 3.24 | 3.19 | 3.13 |
| Total | 3.15 | 3.08 | 2.88 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in junk/rubbish control based on Zip Code of residence. Lowest was 81504 with a mean of 2.53 and highest was 81505 with a mean of 3.17.

## Question 17 Storm Water Collection System?

**Table 27. Storm Water Collection System by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 2.49 | 3.21 | 3.54 |
| 81502 | 2.47 | 2.94 | 2.75 |
| 81503 Riverside | 2.25 | 3.50 | * |
| 81503 Redlands | 2.53 | 3.10 | 3.43 |
| 81503 Orchard Mesa | 2.54 | 3.23 | 3.38 |
| 81503 1st and Pomona | 2.50 | 3.40 | * |
| 81504 | 2.38 | 2.99 | 3.21 |
| 81505 | 2.54 | 3.24 | 3.48 |
| 81506 | 2.56 | 3.22 | 3.61 |
| Total | 2.49 | 3.20 | 3.45 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in the storm water collection system based on Zip Code of residence. Lowest was 81502 with a mean of 2.75 and highest was 81506 with a mean of 3.61.

**Question 18 How Do You Rate the Quality of Your Water Service?**
**In 2003, this question was changed from "How Do You Rate the Quality of Your Drinking Water?"**

**Table 28. Quality of Water Service by Supplier**

| Drinking Water Supplier | 2003 Mean Quality of Water Service | 2005 Mean Quality of Water Service |
|---|---|---|
| City | 4.13 | 4.12 |
| Other | 4.14 | 4.06 |
| Total | 4.14 | 4.09 |

There was little variance in 2003 between the two supplier options. In 2005, variance remained little.

**Question 19 Who supplies your drinking water?**

**Table 29. Drinking Water Supplier**

| | | Frequency 2003 | Percent 2003 | Frequency 2005 | Percent 2005 |
|---|---|---|---|---|---|
| Valid | City | 2027 | 56.1 | 2171 | 48.6 |
| | Other | 1425 | 39.5 | 2118 | 47.4 |
| | Total | 3452 | 95.6 | 4289 | 96.0 |
| Missing | System | 159 | 4.4 | 181 | 4.0 |
| Total | | 3611 | 100.0 | 4470 | 100.0 |

The City was the major supplier of respondent's water (56.1%) in 2003. The percent dropped to 48.6% in 2005.

Two crosstabulations were conducted to examine the quality of water service by Zip Codes in 2005.

**Table 30. Quality of Water Service by Zip Code**

| Zip Code | 2003 Mean | 2005 Mean |
|---|---|---|
| 81501 | 4.08 | 4.12 |
| 81502 | 4.15 | 3.71 |
| 81503 Riverside | 4.17 | * |
| 81503 Redlands | 4.13 | 4.12 |
| 81503 Orchard Mesa | 4.09 | 4.06 |
| 81503 1st and Pomona | 4.00 | * |
| 81504 | 3.95 | 3.84 |
| 81505 | 4.23 | 4.13 |
| 81506 | 4.21 | 4.22 |
| Total | 4.14 | 4.09 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in quality of water service based on Zip Code of residence. Lowest was 81502 with a mean of 3.71 and highest was 81506 with a mean of 4.22.

**Table 31. Quality of Water Service by Supplier Within Zip Code**

| Zip Code | Drinking Water Supplier | 2003 Mean Quality of Water Service | 2005 Mean Quality of Water Service |
|---|---|---|---|
| 81501 | City | 4.10 | 4.14 |
| | Other | 3.53 | 3.86 |
| | Total | 4.08 | 4.13 |
| 81502 | City | 4.18 | 3.60 |
| | Other | 4.00 | 4.00 |
| | Total | 4.15 | 3.71 |
| 81503 Riverside | City | 4.44 | * |
| | Other | 4.25 | |
| | Total | 4.35 | |
| 81503 Redlands | City | 4.07 | 4.14 |
| | Other | 4.15 | 4.10 |
| | Total | 4.12 | 4.12 |
| 81503 Orchard Mesa | City | 4.10 | 4.06 |
| | Other | 3.94 | 4.10 |
| | Total | 4.08 | 4.06 |
| 81503 1st and Pomona | City | 3.50 | * |
| | Other | 5.00 | |
| | Total | 4.00 | |
| 81504 | City | 4.00 | 3.78 |
| | Other | 3.97 | 3.87 |
| | Total | 3.98 | 3.85 |
| 81505 | City | 4.26 | 4.16 |
| | Other | 4.20 | 4.10 |
| | Total | 4.24 | 4.14 |
| 81506 | City | 4.20 | 4.19 |
| | Other | 4.21 | 4.25 |
| | Total | 4.21 | 4.22 |
| Total | City | 4.13 | 4.12 |
| | Other | 4.14 | 4.06 |
| | Total | 4.14 | 4.09 |

*designation eliminated to better represent current Zip Code boundaries

This crosstabulation was used to examine the quality of City provided water service across Zip Codes. There was a moderate level of variance in quality of City water service based on Zip Code of residence in 2005. Lowest was 81502 with a mean of 3.60 and highest was 81506 with a mean of 4.19.

The next question concerned neighborhood safety.

**Question 20 How do you rate the safety of someone walking in your neighborhood?**

**Table 32. Neighborhood Safety**

| | 2001 N | 2001 Mean | 2003 N | 2003 Mean | 2005 N | 2005 Mean |
|---|---|---|---|---|---|---|
| Neighborhood Safety | 2971 | 3.97 | 3386 | 3.97 | 4237 | 3.96 |

With a mean of 3.96, overall perception appeared high that someone walking in a City neighborhood was safe. The mean changed little from 2001 and 2003.

Several crosstabulations were conducted to further investigate neighborhood safety.

**Table 33. Neighborhood Safety by Zip Code**

| Zip Code | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| 81501 | 3.70 | 3.70 | 3.71 |
| 81502 | 3.59 | 3.54 | 3.86 |
| 81503 Riverside | 3.68 | 4.13 | * |
| 81503 Redlands | 4.35 | 4.24 | 4.26 |
| 81503 Orchard Mesa | 3.72 | 3.75 | 3.47 |
| 81503 1st and Pomona | 3.67 | 3.67 | * |
| 81504 | 3.95 | 3.98 | 3.88 |
| 81505 | 4.04 | 4.07 | 4.07 |
| 81506 | 4.24 | 4.16 | 4.21 |
| Total | 3.97 | 3.97 | 3.96 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was moderate variance in walking safety based on Zip Code of residence. Lowest was 81503 Orchard Mesa with a mean of 3.47. The highest was 81503 Redlands with a mean of 4.26. The following bar chart further illustrates these results.

**Chart 4. Neighborhood Safety by Zip Code**

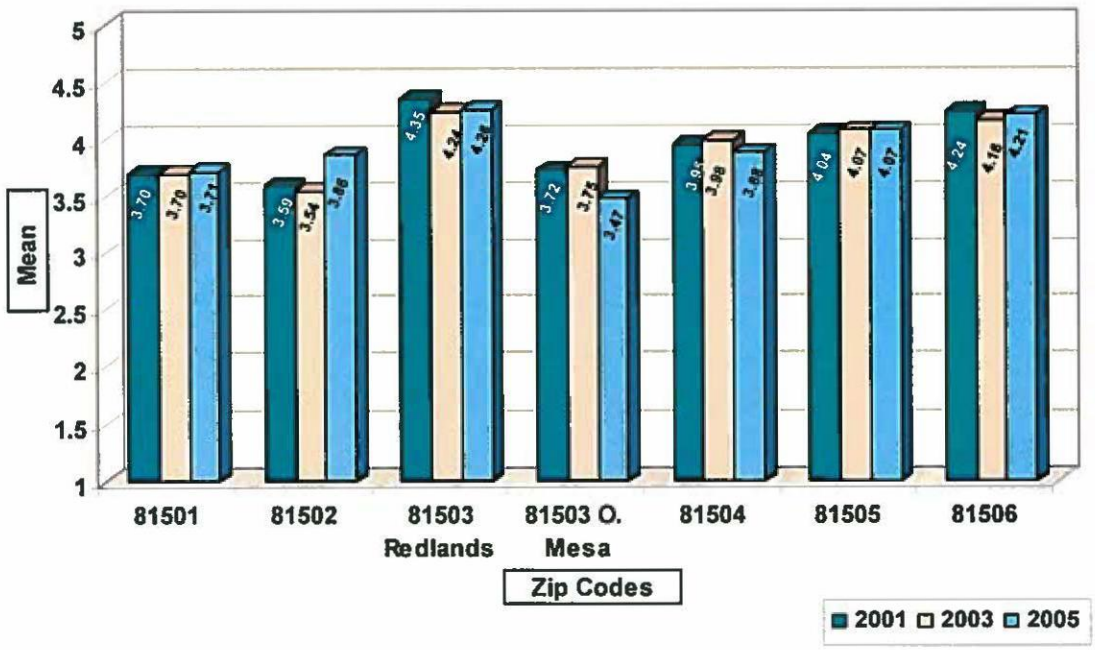



**Table 34. Neighborhood Safety by Sex**

| Sex | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Male | 4.03 | 4.02 | 4.03 |
| Female | 3.92 | 3.92 | 3.92 |
| Total | 3.98 | 3.97 | 3.96 |

In 2003, there was little variance in walking safety based on sex and the same was true in 2005.

**Table 35. Neighborhood Safety by Age**

| Age | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| Under 21 | 3.20 | 3.63 | 3.80 |
| 21-29 | 3.86 | 3.91 | 3.81 |
| 30-39 | 3.95 | 3.95 | 3.97 |
| 40-49 | 3.97 | 3.92 | 3.95 |
| 50-59 | 3.96 | 3.99 | 4.00 |
| 60-69 | 3.99 | 4.03 | 3.95 |
| 70+ | 4.01 | 3.97 | 3.99 |
| Total | 3.98 | 3.97 | 3.97 |

For 2005, data generally support that residents across all ages felt someone would be safe walking in their neighborhood. Overall variance was minor.

The next three questions were preceded by the statement, "If you have had telephone or in-person contact with a City of Grand Junction employee within the last 12 months, please rate the following three employee traits by circling the number that most closely represents your opinion. N/O represents no contact."

**Question 21 Courteousness**
**Question 22 Helpfulness**
**Question 23 Timeliness in Providing Service**

**Table 36. City Employee Traits**

| | 2001 Mean | 2003 Mean | 2005 Mean |
|---|---|---|---|
| City Employee Courteousness | 4.05 | 4.14 | 4.12 |
| City Employee Helpfulness | 3.90 | 4.01 | 3.98 |
| City Employee Timeliness | 3.72 | 3.87 | 3.86 |

Again in 2005, data support that City employees were very courteous and provided services in a timely and helpful fashion. All means were above the mid-point. Each showed a little downward movement from 2003.

Several crosstabulations were conducted to further examine City employee traits.

**Table 37. City Employee Traits by Sex of Respondent**

| Sex | City Employee Courteousness | | | City Employee Helpfulness | | | City Employee Timelineness | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean |
| Male | 3.99 | 4.12 | 4.08 | 3.84 | 3.96 | 3.91 | 3.65 | 3.81 | 3.77 |
| Female | 4.14 | 4.18 | 4.16 | 3.98 | 4.07 | 4.04 | 3.82 | 3.94 | 3.94 |
| Total | 4.06 | 4.15 | 4.12 | 3.90 | 4.02 | 3.98 | 3.73 | 3.87 | 3.86 |

In 2005, there was little variance in employee traits based on sex. All means were above the mid-point.

**Table 38. City Employee Traits by Age of Respondent**

| Age | City Employee Courteousness | | | City Employee Helpfulness | | | City Employee Timeliness | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean |
| Under 21 | 4.33 | 3.55 | 4.29 | 3.67 | 3.60 | 4.29 | 4.00 | 3.30 | 4.29 |
| 21-29 | 3.49 | 3.84 | 3.71 | 3.54 | 3.76 | 3.63 | 3.58 | 3.57 | 3.72 |
| 30-39 | 3.95 | 4.09 | 4.02 | 3.85 | 4.02 | 3.93 | 3.69 | 3.91 | 3.92 |
| 40-49 | 3.89 | 4.02 | 4.00 | 3.77 | 3.89 | 3.87 | 3.57 | 3.72 | 3.79 |
| 50-59 | 3.93 | 4.08 | 4.07 | 3.77 | 3.95 | 3.88 | 3.60 | 3.81 | 3.77 |
| 60-69 | 4.13 | 4.22 | 4.17 | 3.90 | 4.04 | 3.99 | 3.67 | 3.91 | 3.84 |
| 70+ | 4.31 | 4.34 | 4.32 | 4.17 | 4.20 | 4.23 | 4.03 | 4.09 | 4.00 |
| Total | 4.06 | 4.15 | 4.12 | 3.90 | 4.02 | 3.98 | 3.73 | 3.88 | 3.85 |

In 2005, there was moderate variance in employee courteousness, helpfulness and timeliness based on age. All means were above the mid-point.

**Table 39. City Employee Traits by Zip Code of Respondents**

| Zip Code | City Employee Courteousness | | | City Employee Helpfulness | | | City Employee Timeliness | | |
|---|---|---|---|---|---|---|---|---|---|
| | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean | 2001 Mean | 2003 Mean | 2005 Mean |
| 81501 | 4.10 | 4.14 | 4.12 | 3.99 | 4.03 | 3.98 | 3.78 | 3.87 | 3.85 |
| 81502 | 3.44 | 4.00 | 3.80 | 3.35 | 3.39 | 3.80 | 3.00 | 3.35 | 3.60 |
| 81503 Riverside | 3.73 | 4.20 | * | 3.46 | 4.27 | * | 3.52 | 3.77 | * |
| 81503 Redlands | 4.11 | 4.18 | 4.19 | 3.89 | 4.06 | 4.05 | 3.76 | 3.97 | 3.94 |
| 81503 Orchard Mesa | 3.97 | 4.17 | 4.06 | 3.89 | 4.10 | 3.85 | 3.76 | 3.95 | 3.63 |
| 81503 1st and Pomona | 4.00 | 4.40 | * | 4.00 | 3.80 | * | 4.00 | 3.75 | * |
| 81504 | 3.91 | 4.07 | 3.89 | 3.69 | 3.89 | 3.74 | 3.53 | 3.72 | 3.64 |
| 81505 | 4.18 | 4.01 | 4.14 | 4.04 | 3.78 | 4.03 | 3.86 | 3.66 | 3.95 |
| 81506 | 4.05 | 4.18 | 4.25 | 3.88 | 4.04 | 4.11 | 3.71 | 3.90 | 4.00 |
| Total | 4.05 | 4.14 | 4.12 | 3.90 | 4.01 | 3.98 | 3.73 | 3.87 | 3.86 |

*designation eliminated to better represent current Zip Code boundaries

In 2005, there was minor variance in employee courteousness, helpfulness, and timeliness based on Zip Code of residence. All means were above the mid-point.

## STATISTICAL SIGNIFICANCE

Questions 1-13, 15-17 and 20-23 were examined across the three rating periods to determine if the results were statistically significant based on year of survey.

**Table 40. Statistically Significant Differences Between Survey Years**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Quality of Life | 4.02 | 4.05 | 4.01 | .093 |
| Provision of Services | 3.62 | 3.74 | 3.70 | .000* |
| Street Maintenance and Repair | 3.27 | 3.26 | 3.20 | .002* |
| Street Sweeping | 3.24 | 3.53 | 3.42 | .000* |
| Traffic Management | 2.89 | 2.88 | 2.93 | .100 |
| Fire Protection | 4.03 | 4.18 | 4.20 | .000* |
| Emergency Medical Services | 4.13 | 4.24 | 4.20 | .000* |
| Delivery of Police Services | 3.63 | 3.68 | 3.55 | .000* |
| Enforcement of Traffic Laws | 3.20 | 3.12 | 3.03 | .000* |
| Crime Prevention | 3.28 | 3.23 | 3.20 | .003* |
| Appearance of City Parks | 4.27 | 4.09 | 4.11 | .000* |
| Recreation Programs | 3.90 | 3.91 | 3.93 | .409 |
| Trash Collection | 4.16 | 4.28 | 4.25 | .000* |
| Weed Control | 2.98 | 2.86 | 2.79 | .000* |
| Junk and Rubbish Control | 3.15 | 3.08 | 2.88 | .000* |
| Storm Water Collection System | 2.49 | 3.20 | 3.45 | .000* |
| *Water Service | | 4.14 | 4.09 | NA |
| *Water Quality | 3.76 | | | NA |
| Neighborhood Walking Safety | 3.97 | 3.97 | 3.96 | .908 |
| City Employee Courteousness | 4.05 | 4.14 | 4.12 | .012* |
| City Employee Helpfulness | 3.90 | 4.01 | 3.98 | .005* |
| City Employee Timeliness | 3.72 | 3.87 | 3.86 | .000* |

*Statistically Significant at the .05 level

A finding is described as **statistically significant** when it can be demonstrated that the probability of obtaining such a difference by chance only, is relatively low, usually less than 5 out of 100.

There were 16 statistically significant differences among the 20 questions tested. (See Appendix B for complete results by question) It is important to note, however, that only three of the 20 means were below the rating mid-point of 3 on the 1-5 scale. Any rating above the mid-point is generally viewed as a positive rating. Of the three below the mid-point, traffic management is showing a little overall increase over the three survey periods while weed control is showing a little overall decrease and junk and rubbish control is showing a minor overall decrease. The biggest decreases over the three-year period were in junk and rubbish control (-.27), weed control (-.19), and enforcement of traffic laws (-.17).

Discussions of statistical significance of individual questions follow:

**Question 1 Taking all things into consideration, please rate your overall quality of life in Grand Junction.**

**Table 41. Quality of Life Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Quality of Life | 4.02 | 4.05 | 4.01 | .093 |

There was no statistically significant difference in results across the three survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were well above the mid-point on the 1-5 rating scale.

**Question 2 In general, how well do you think the City of Grand Junction provides services?**

**Table 42. Provision of Services Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Provision of Services | 3.62 | 3.74 | 3.70 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

**Question 3 Street Maintenance and Repair?**

**Table 43. Street Maintenance and Repair Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Street Maintenance and Repair | 3.27 | 3.26 | 3.20 | .002* |

There was a statistically significant difference between 2005 and the other two survey periods. There was a downward trend in this data from 2001 to 2005; however, all three survey periods were above the mid-point on the 1-5 rating scale.

## Question 4 Street Sweeping?

**Table 44. Street Sweeping Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Street Sweeping | 3.24 | 3.53 | 3.42 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods and between 2003 and 2005. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 5 Traffic Management?

**Table 45. Traffic Management Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Traffic Management | 2.89 | 2.88 | 2.93 | .100 |

There was not a statistically significant difference in results across the three survey periods. There was a little upward movement in 2005 as compared to 2003. There was no trend in this data although all three survey periods were below the rating mid-point.

## Question 6 Fire Protection?

**Table 46. Fire Protection Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Fire Protection | 4.03 | 4.18 | 4.20 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little upward movement in 2005 as compared to 2003. There was an upward trend in this data from 2001 to 2005. All three survey periods were well above the mid-point on the 1-5 rating scale.

## Question 7 Emergency Medical Services?

**Table 47. Emergency Medical Services Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Emergency Medical Services | 4.13 | 4.24 | 4.20 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were well above the mid-point on the 1-5 rating scale.

## Question 8 Delivery of Police Services?

**Table 48. Delivery of Police Services Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Delivery of Police Services | 3.63 | 3.68 | 3.55 | .000* |

There was a statistically significant difference between 2005 and the other two survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 9 Police Enforcement of Traffic Laws?

**Table 49. Police Enforcement of Traffic Laws Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Enforcement of Traffic Laws | 3.20 | 3.12 | 3.03 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods and between 2003 and 2005. There was a little downward movement in 2005 as compared to 2003. There was a downward trend in this data from 2001 to 2005. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 10 Crime Prevention?

**Table 50. Crime Prevention Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Crime Prevention | 3.28 | 3.23 | 3.20 | .003* |

There was a statistically significant difference between 2001 and 2005. There was a little downward movement in 2005 as compared to 2003. There was a downward trend in this data from 2001 to 2005. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 11 Appearance of City Parks?

**Table 51. Appearance of City Parks Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Appearance of City Parks | 4.27 | 4.09 | 4.11 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little upward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were well above the mid-point on the 1-5 rating scale.

## Question 12 Recreation Programs?

**Table 52. Recreation Programs Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Recreation Programs | 3.90 | 3.91 | 3.93 | .409 |

There was not a statistically significant difference in results across the three survey periods. There was a little upward movement in 2005 as compared to 2003. There was an upward trend in this data from 2001 to 2005. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 13 Trash Collection?

**Table 53. Trash Collection Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Trash Collection | 4.16 | 4.28 | 4.25 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were well above the mid-point on the 1-5 rating scale.

## Question 15 Weed Control?

**Table 54. Weed Control Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Weed Control | 2.98 | 2.86 | 2.79 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods and between 2003 and 2005. There was a little downward movement in 2005 as compared to 2003. There was a downward trend in this data from 2001 to 2005. All three survey periods were below the rating mid-point.

## Question 16 Junk and Rubbish Control?

**Table 55. Junk and Rubbish Control Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Junk and Rubbish Control | 3.15 | 3.08 | 2.88 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods and between 2003 and 2005. There was a minor downward movement in 2005 as compared to 2003. There was a downward trend in this data from 2001 to 2005. In 2005, the rating dropped below the mid-point.

## Question 17 Storm Water Collection System?

**Table 56. Storm Water Collection System Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Storm Water Collection System | 2.49 | 3.20 | 3.45 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods and between 2003 and 2005. There was a minor upward movement in 2005 as compared to 2003. There was an upward trend in this data from 2001 to 2005, with the rating moving above the mid-point in 2003 and continuing to increase in 2005.

## Question 20 How do you rate the safety of someone walking in your neighborhood?

**Table 57. Neighborhood Walking Safety Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| Neighborhood Walking Safety | 3.97 | 3.97 | 3.96 | .908 |

There was not a statistically significant difference in results across the three survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 21 Courteousness

**Table 58. City Employee Courteousness Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| City Employee Courteousness | 4.05 | 4.14 | 4.12 | .012* |

There was a statistically significant difference between 2001 and 2003. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 22 Helpfulness

**Table 59. City Employee Helpfulness Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| City Employee Helpfulness | 3.90 | 4.01 | 3.98 | .005* |

There was a statistically significant difference between 2001 and 2003. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## Question 23 Timeliness in Providing Service

**Table 60. City Employee Timeliness Significance**

| | 2001 Mean | 2003 Mean | 2005 Mean | Significance |
|---|---|---|---|---|
| City Employee Timeliness | 3.72 | 3.87 | 3.86 | .000* |

There was a statistically significant difference between 2001 and the other two survey periods. There was a little downward movement in 2005 as compared to 2003. There was no trend in this data. All three survey periods were above the mid-point on the 1-5 rating scale.

## DEMOGRAPHICS

The next four questions concerned respondent demographics and were preceded by the statement, **"The last questions are about you. The answers to these questions will help us statistically classify the results we obtain and will only be used when combined with the thousands of other questionnaires returned for this survey."**

### Question 24 Sex of Respondents

**Table 61. Sex of Respondents**

| | | 2001 | | 2003 | | 2005 | |
|---|---|---|---|---|---|---|---|
| | | Frequency | Percent | Frequency | Percent | Frequency | Percent |
| Valid | Male | 1586 | 51.9 | 1583 | 43.8 | 1851 | 41.4 |
| | Female | 1323 | 43.3 | 1767 | 48.9 | 2391 | 53.5 |
| | Total | 2909 | 95.2 | 3350 | 92.8 | 4242 | 94.9 |
| Missing | System | 148 | 4.8 | 261 | 7.2 | 228 | 5.1 |
| Total | | 3057 | 100.0 | 3611 | 100.0 | 4470 | 100.0 |

In 2005, respondents were majority female (53.5%) with 5.1% of respondents not answering this question. Gender distribution was closer in 2003 than 2005.

### Question 25 Age of Respondents

**Table 62. Age of Respondents**

| | | 2001 | | 2003 | | 2005 | |
|---|---|---|---|---|---|---|---|
| | | Frequency | Percent | Frequency | Percent | Frequency | Percent |
| Valid | Under 21 | 5 | .2 | 16 | .4 | 10 | .2 |
| | 21-29 | 58 | 1.9 | 154 | 4.3 | 192 | 4.3 |
| | 30-39 | 239 | 7.8 | 294 | 8.1 | 372 | 8.3 |
| | 40-49 | 556 | 18.2 | 602 | 16.7 | 673 | 15.1 |
| | 50-59 | 585 | 19.1 | 718 | 19.9 | 966 | 21.6 |
| | 60-69 | 595 | 19.5 | 685 | 19.0 | 907 | 20.3 |
| | 70+ | 988 | 32.3 | 1107 | 30.7 | 1294 | 28.9 |
| | Total | 3026 | 99.0 | 3576 | 99.0 | 4414 | 98.7 |
| Missing | System | 31 | 1.0 | 35 | 1.0 | 56 | 1.3 |
| Total | | 3057 | 100.0 | 3611 | 100.0 | 4470 | 100.0 |

In 2005, 49.2% of respondents were 60 years of age and older, with 28.9% 70+. This is a decrease from 2003 when 49.7% of respondents were 60 years of age and older, with 30.7% 70+.

## Question 26 Approximately how long have you lived in Grand Junction?

**Table 63. Length of Time Respondents Lived in Grand Junction**

| | | 2001 | | 2003 | | 2005 | |
|---|---|---|---|---|---|---|---|
| | | Frequency | Percent | Frequency | Percent | Frequency | Percent |
| Valid | 1-5 years | 385 | 12.6 | 708 | 19.6 | 839 | 18.8 |
| | 6-10 years | 427 | 14.0 | 496 | 13.7 | 637 | 14.3 |
| | 11-15 years | 386 | 12.6 | 390 | 10.8 | 480 | 10.7 |
| | 16-20 years | 283 | 9.3 | 293 | 8.1 | 436 | 9.8 |
| | 21+ years | 1542 | 50.4 | 1679 | 46.5 | 2036 | 45.5 |
| | Total | 3023 | 98.9 | 3566 | 98.8 | 4428 | 99.1 |
| Missing | System | 34 | 1.1 | 45 | 1.2 | 42 | .9 |
| Total | | 3057 | 100.0 | 3611 | 100.0 | 4470 | 100.0 |

In 2003, 46.5% had lived in Grand Junction 21+ years and 33.3% had lived in Grand Junction 10 years or less. In 2005, 45.5% had lived in Grand Junction 21+ years and 33.1% had lived in Grand Junction 10 years or less.

## Question 27 Zip Code of Respondents

**Table 64. Zip Code of Respondents**

| | | 2001 | | 2003 | | 2005 | |
|---|---|---|---|---|---|---|---|
| | | Frequency | Percent | Frequency | Percent | Frequency | Percent |
| Valid: | 81501 | 975 | 31.9 | 1205 | 33.4 | 1240 | 27.7 |
| | 81502 | 22 | .7 | 24 | .7 | 8 | .2 |
| | 81503 Riverside | 35 | 1.1 | 25 | .7 | * | * |
| | 81503 Redlands | 430 | 14.1 | 449 | 12.4 | 811 | 18.1 |
| | 81503 Orchard Mesa | 149 | 4.9 | 264 | 7.3 | 246 | 5.5 |
| | 81503 1st and Pomona | 6 | .2 | 7 | .2 | * | * |
| | 81504 | 580 | 19.0 | 139 | 3.8 | 875 | 19.6 |
| | 81505 | 229 | 7.5 | 372 | 10.3 | 345 | 7.7 |
| | 81506 | 612 | 20.0 | 1108 | 30.7 | 921 | 20.6 |
| | Total | 3038 | 99.4 | 3593 | 99.5 | 4446 | 99.5 |
| Missing | System | 19 | .6 | 18 | .5 | 24 | .5 |
| Total | | 3057 | 100.0 | 3611 | 100.0 | 4470 | 100.0 |

*designation eliminated to better represent current Zip Code boundaries

As in 2003, 2005 Zip Code distribution was not even with small responses from 81502 (.2%), 81503 Orchard Mesa (5.5%), and 81505 (7.7%). The number of respondents from each Zip Code area should be carefully factored into any conclusions reached based on research data.

The last part of the questionnaire gave the respondents a chance to make "Other Comments." This important communication tool was used by many people. Comments have been recorded in an electronic format and provided separately.

# Appendix A:

# Questionnaire

# April 2005
# City of Grand Junction 2005 Household Survey

2/2005

**The City of Grand Junction would like your opinion about various issues. Please complete the following and return within SEVEN DAYS. Results of this survey are important in the City's planning process.**

| | Please use the rating scale to the right while completing the questionnaire. Circle the number that most closely represents your opinion. | Poor 1 | 2 | 3 | 4 | Excellent 5 | No Opinion N/O |
|---|---|---|---|---|---|---|---|
| 1. | Taking all things into consideration, please rate your overall quality of life in Grand Junction. | 1 | 2 | 3 | 4 | 5 | N/O |
| 2. | In general, how well do you think the City of Grand Junction provides services? | 1 | 2 | 3 | 4 | 5 | N/O |

| | How do you rate the quality of each of the following services provided by the City? | Poor 1 | 2 | 3 | 4 | Excellent 5 | No Opinion |
|---|---|---|---|---|---|---|---|
| 3. | Street maintenance and repair? | 1 | 2 | 3 | 4 | 5 | N/O |
| 4. | Street sweeping? | 1 | 2 | 3 | 4 | 5 | N/O |
| 5. | Traffic management? | 1 | 2 | 3 | 4 | 5 | N/O |
| 6. | Fire protection? | 1 | 2 | 3 | 4 | 5 | N/O |
| 7. | Emergency medical services? | 1 | 2 | 3 | 4 | 5 | N/O |
| 8. | Delivery of police services? | 1 | 2 | 3 | 4 | 5 | N/O |
| 9. | Police enforcement of traffic laws? | 1 | 2 | 3 | 4 | 5 | N/O |
| 10. | Crime prevention? | 1 | 2 | 3 | 4 | 5 | N/O |
| 11. | Appearance of city parks? | 1 | 2 | 3 | 4 | 5 | N/O |
| 12. | Recreation programs? | 1 | 2 | 3 | 4 | 5 | N/O |
| 13. | Trash collection? | 1 | 2 | 3 | 4 | 5 | N/O |
| 14. | Who supplies your trash collection? | 1 City | | 2 Other | | | |
| 15. | Weed control? | 1 | 2 | 3 | 4 | 5 | N/O |
| 16. | Junk and rubbish control? | 1 | 2 | 3 | 4 | 5 | N/O |
| 17. | Storm water collection system? | 1 | 2 | 3 | 4 | 5 | N/O |
| 18. | Water service? | 1 | 2 | 3 | 4 | 5 | N/O |
| 19. | Who supplies your drinking water? | 1 City | | 2 Other | | | |
| 20. | How do you rate the safety of someone walking in your neighborhood? | 1 | 2 | 3 | 4 | 5 | N/O |

If you have had telephone or in-person contact with a City of Grand Junction employee within the last 12 months, please rate the following three employee traits by circling the number that most closely represents your opinion. N/O represents no contact.

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 21. | Courteousness | 1 | 2 | 3 | 4 | 5 | N/O |
| 22. | Helpfulness | 1 | 2 | 3 | 4 | 5 | N/O |
| 23. | Timeliness in providing service | 1 | 2 | 3 | 4 | 5 | N/O |

**Demographics**

The last questions are about you. The answers to these questions will help us statistically classify the results we obtain and will only be used when combined with the thousands of other questionnaires returned for this survey.

24. Sex 1 Male 2 Female

25. Age

(1) Under 21
(2) 21-29
(3) 30-39
(4) 40-49
(5) 50-59
(6) 60-69
(7) 70+

26. Approximately how long have you lived in Grand Junction?

(1) 1-5 years
(2) 6-10 years
(3) 11-15 years
(4) 16-20 years
(5) 21+ years

27. Zip Code

(1) 81501
(2) 81502
(3) 81503 Redlands
(4) 81503 Orchard Mesa
(5) 81504
(6) 81505
(7) 81506

**Other Comments:** _____

CITY OF
Grand Junction
COLORADO
250 North 5th Street
Grand Junction, CO 81501

PRSRT STD
US POSTAGE
PAID
GRAND JUNCTION, CO
PERMIT NO. 134

# Your Opinion Counts

Dear Grand Junction Citizens:

The City of Grand Junction is conducting a survey to find out how satisfied you are with the services you receive from us. We will compare this year's survey with the results from the survey we did two years ago and report back to you in June through the media, our City newsletter, and our website at www.gjcity.org

Your opinion is important to us! Please take a moment now to complete this survey and drop it in the mail within seven days. No postage is necessary.

Respectfully yours,

Bruce Hill, Mayor

CITY COUNCIL
CITY OF GRAND JUNCTION
250 N. 5TH ST.
GRAND JUNCTION, CO 81501-9829

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UNITED STATES

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# Appendix B:
# Analysis of Variance (ANOVA)

## Glossary of Terms for Significance Testing

The One-Way **ANOVA** procedure produces a one-way analysis of variance for a quantitative dependent variable by a single factor (independent) variable. Analysis of variance is used to test the hypothesis that several means are equal. This technique is an extension of the two-sample t test.

When we use two-sided **confidence bounds (or intervals)** we are looking at where most of the population is likely to lie.

Statisticians use the term **df, degrees of freedom,** to describe the number of values in the final calculation of a statistic that are free to vary.

The **F statistic** is the ratio of two s squares (i.e. estimates of a population variance, based on the information in two or more random samples). When employed in the procedure entitled ANOVA, the obtained value of F provides a test for the statistical significance of the observed differences among the means of two or more random samples

**Mean** represents the average.

**Mean Difference** compares the distribution of data sets by examining the differences between means for all groups.

In an ANOVA, the term **Mean Square** refers to an estimate of the population variance based on the variability among a given set of measures.

> In a one way ANOVA, the **Within Mean Square** is an estimate of the population variance based on the average of all s-square within the several samples.
>
> In a one way ANOVA the **Between Mean Square** is an estimate of the population variance based on the s-square of the sample means multiplied by n (the size of the samples).

**N** represents the number of cases in the sample.

**Standard Deviation** provides a precise measure of the amount of variation from the mean.

The **standard error** of a statistic is the standard deviation of the sampling distribution of that statistic. Standard errors are important because they reflect how much sampling fluctuation a statistic will show.

A finding (for example the observed difference between the means of three random samples) is described as **statistically significant**, when it can be demonstrated that the probability of obtaining such a difference by chance only, is relatively low. In Marketing, and in many other domains, it is customary to describe one's finding as statistically significant, when the obtained result is among those that (theoretically) would occur no more than 5 out of 100 times when the only factors operating are the chance variations that occur whenever random samples are drawn.

The statistic **s square** is a measure on a random sample that is used to estimate the variance of the population from which the sample is drawn. Numerically, it is the sum of the squared deviations around the mean of a random sample divided by the sample size minus one.

Source: SPSS software and several online statistics glossaries.

## Q1 : Quality of Life

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Quality of Life * Year of Survey | 10210 | 91.7% | 928 | 8.3% | 11138 | 100.0% |

**Report**

Quality of Life

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.02 | 2822 | .750 |
| 2003 | 4.05 | 3374 | .758 |
| 2005 | 4.01 | 4014 | .771 |
| Total | 4.03 | 10210 | .761 |

**ANOVA**

Quality of Life

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 2.746 | 2 | 1.373 | 2.371 | .093 |
| Within Groups | 5910.187 | 10207 | .579 | | |
| Total | 5912.933 | 10209 | | | |

## Q2: General Provision of Services

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| General Provision of Services * Year of Survey | 9791 | 87.9% | 1347 | 12.1% | 11138 | 100.0% |

**Report**

General Provision of Services

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.62 | 2757 | .829 |
| 2003 | 3.74 | 3260 | .826 |
| 2005 | 3.70 | 3774 | .816 |
| Total | 3.69 | 9791 | .824 |

**ANOVA**

General Provision of Services

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 22.407 | 2 | 11.204 | 16.537 | .000 |
| Within Groups | 6631.220 | 9788 | .677 | | |
| Total | 6653.627 | 9790 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: General Provision of Services
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.12(*) | .021 | .000 | -.17 | -.07 |
| | 2005 | -.08(*) | .021 | .000 | -.13 | -.03 |
| 2003 | 2001 | .12(*) | .021 | .000 | .07 | .17 |
| | 2005 | .04 | .020 | .139 | -.01 | .08 |
| 2005 | 2001 | .08(*) | .021 | .000 | .03 | .13 |
| | 2003 | -.04 | .020 | .139 | -.08 | .01 |

* The mean difference is significant at the .05 level.

## Q3: Street Maintenance and Repair

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Street Maintenance and Repair * Year of Survey | 10810 | 97.1% | 328 | 2.9% | 11138 | 100.0% |

**Report**

Street Maintenance and Repair

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.27 | 2957 | .963 |
| 2003 | 3.26 | 3538 | .979 |
| 2005 | 3.20 | 4315 | .958 |
| Total | 3.24 | 10810 | .967 |

**ANOVA**

Street Maintenance and Repair

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 11.566 | 2 | 5.783 | 6.194 | .002 |
| Within Groups | 10090.385 | 10807 | .934 | | |
| Total | 10101.952 | 10809 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Street Maintenance and Repair
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .00 | .024 | .992 | -.05 | .06 |
| | 2005 | .07(*) | .023 | .009 | .01 | .12 |
| 2003 | 2001 | .00 | .024 | .992 | -.06 | .05 |
| | 2005 | .07(*) | .022 | .008 | .01 | .12 |
| 2005 | 2001 | -.07(*) | .023 | .009 | -.12 | -.01 |
| | 2003 | -.07(*) | .022 | .008 | -.12 | -.01 |

* The mean difference is significant at the .05 level.

## Q4: Street Sweeping

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Street Sweeping * Year of Survey | 10281 | 92.3% | 857 | 7.7% | 11138 | 100.0% |

**Report**

Street Sweeping

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.24 | 2782 | 1.059 |
| 2003 | 3.53 | 3420 | 1.008 |
| 2005 | 3.42 | 4079 | 1.044 |
| Total | 3.41 | 10281 | 1.042 |

**ANOVA**

Street Sweeping

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 137.044 | 2 | 68.522 | 63.834 | .000 |
| Within Groups | 11032.910 | 10278 | 1.073 | | |
| Total | 11169.954 | 10280 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Street Sweeping
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.30(*) | .026 | .000 | -.36 | -.24 |
| | 2005 | -.18(*) | .025 | .000 | -.24 | -.12 |
| 2003 | 2001 | .30(*) | .026 | .000 | .24 | .36 |
| | 2005 | .12(*) | .024 | .000 | .06 | .17 |
| 2005 | 2001 | .18(*) | .025 | .000 | .12 | .24 |
| | 2003 | -.12(*) | .024 | .000 | -.17 | -.06 |

* The mean difference is significant at the .05 level.

## Q5: Traffic Management

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Traffic Management * Year of Survey | 10680 | 95.9% | 458 | 4.1% | 11138 | 100.0% |

**Report**

Traffic Management

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 2.89 | 2927 | 1.071 |
| 2003 | 2.87 | 3495 | 1.085 |
| 2005 | 2.93 | 4258 | 1.059 |
| Total | 2.90 | 10680 | 1.071 |

**ANOVA**

Traffic Management

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 5.275 | 2 | 2.638 | 2.300 | .100 |
| Within Groups | 12243.519 | 10677 | 1.147 | | |
| Total | 12248.794 | 10679 | | | |

## Q6: Fire Protection

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Fire Protection * Year of Survey | 9519 | 85.5% | 1619 | 14.5% | 11138 | 100.0% |

**Report**

Fire Protection

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.03 | 2624 | .860 |
| 2003 | 4.18 | 3178 | .747 |
| 2005 | 4.20 | 3717 | .717 |
| Total | 4.15 | 9519 | .772 |

**ANOVA**

Fire Protection

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 47.259 | 2 | 23.630 | 39.970 | .000 |
| Within Groups | 5625.658 | 9516 | .591 | | |
| Total | 5672.918 | 9518 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Fire Protection
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.15(*) | .020 | .000 | -.19 | -.10 |
| | 2005 | -.16(*) | .020 | .000 | -.21 | -.12 |
| 2003 | 2001 | .15(*) | .020 | .000 | .10 | .19 |
| | 2005 | -.02 | .019 | .611 | -.06 | .03 |
| 2005 | 2001 | .16(*) | .020 | .000 | .12 | .21 |
| | 2003 | .02 | .019 | .611 | -.03 | .06 |

* The mean difference is significant at the .05 level.

## Q7: Emergency Medical Services

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Emergency Medical Services * Year of Survey | 9065 | 81.4% | 2073 | 18.6% | 11138 | 100.0% |

**Report**

Emergency Medical Services

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.13 | 2502 | .793 |
| 2003 | 4.23 | 3003 | .751 |
| 2005 | 4.20 | 3560 | .756 |
| Total | 4.19 | 9065 | .766 |

**ANOVA**

Emergency Medical Services

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 14.583 | 2 | 7.292 | 12.474 | .000 |
| Within Groups | 5296.930 | 9062 | .585 | | |
| Total | 5311.513 | 9064 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Emergency Medical Services
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.10(*) | .021 | .000 | -.15 | -.05 |
| | 2005 | -.07(*) | .020 | .001 | -.12 | -.02 |
| 2003 | 2001 | .10(*) | .021 | .000 | .05 | .15 |
| | 2005 | .03 | .019 | .222 | -.01 | .08 |
| 2005 | 2001 | .07(*) | .020 | .001 | .02 | .12 |
| | 2003 | -.03 | .019 | .222 | -.08 | .01 |

* The mean difference is significant at the .05 level.

## Q8: Delivery of Police Services

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Delivery of Police Services * Year of Survey | 9192 | 82.5% | 1946 | 17.5% | 11138 | 100.0% |

**Report**

Delivery of Police Services

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.63 | 2535 | .982 |
| 2003 | 3.68 | 3056 | 1.018 |
| 2005 | 3.55 | 3601 | 1.062 |
| Total | 3.62 | 9192 | 1.027 |

**ANOVA**

Delivery of Police Services

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 28.037 | 2 | 14.018 | 13.320 | .000 |
| Within Groups | 9670.709 | 9189 | 1.052 | | |
| Total | 9698.746 | 9191 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Delivery of Police Services
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.05 | .028 | .195 | -.11 | .02 |
| | 2005 | .08(*) | .027 | .007 | .02 | .14 |
| 2003 | 2001 | .05 | .028 | .195 | -.02 | .11 |
| | 2005 | .13(*) | .025 | .000 | .07 | .19 |
| 2005 | 2001 | -.08(*) | .027 | .007 | -.14 | -.02 |
| | 2003 | -.13(*) | .025 | .000 | -.19 | -.07 |

* The mean difference is significant at the .05 level.

## Q9: Enforcement of Traffic Laws

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Enforcement of Traffic Laws * Year of Survey | 10193 | 91.5% | 945 | 8.5% | 11138 | 100.0% |

**Report**

Enforcement of Traffic Laws

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.20 | 2788 | 1.090 |
| 2003 | 3.12 | 3352 | 1.148 |
| 2005 | 3.03 | 4053 | 1.159 |
| Total | 3.11 | 10193 | 1.139 |

**ANOVA**

Enforcement of Traffic Laws

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 48.692 | 2 | 24.346 | 18.841 | .000 |
| Within Groups | 13167.602 | 10190 | 1.292 | | |
| Total | 13216.294 | 10192 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Enforcement of Traffic Laws
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .07(*) | .029 | .033 | .00 | .14 |
| | 2005 | .17(*) | .028 | .000 | .10 | .23 |
| 2003 | 2001 | -.07(*) | .029 | .033 | -.14 | .00 |
| | 2005 | .10(*) | .027 | .001 | .03 | .16 |
| 2005 | 2001 | -.17(*) | .028 | .000 | -.23 | -.10 |
| | 2003 | -.10(*) | .027 | .001 | -.16 | -.03 |

* The mean difference is significant at the .05 level.

## Q10: Crime Prevention

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Crime Prevention * Year of Survey | 9821 | 88.2% | 1317 | 11.8% | 11138 | 100.0% |

**Report**

Crime Prevention

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.28 | 2689 | .924 |
| 2003 | 3.23 | 3250 | 1.000 |
| 2005 | 3.20 | 3882 | .988 |
| Total | 3.23 | 9821 | .976 |

**ANOVA**

Crime Prevention

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 11.303 | 2 | 5.652 | 5.944 | .003 |
| Within Groups | 9334.467 | 9818 | .951 | | |
| Total | 9345.770 | 9820 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Crime Prevention
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .05 | .025 | .087 | -.01 | .11 |
| | 2005 | .08(*) | .024 | .002 | .03 | .14 |
| 2003 | 2001 | -.05 | .025 | .087 | -.11 | .01 |
| | 2005 | .03 | .023 | .386 | -.02 | .08 |
| 2005 | 2001 | -.08(*) | .024 | .002 | -.14 | -.03 |
| | 2003 | -.03 | .023 | .386 | -.08 | .02 |

* The mean difference is significant at the .05 level.

## Q11: Appearance of City Parks

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Appearance of City Parks * Year of Survey | 10813 | 97.1% | 325 | 2.9% | 11138 | 100.0% |

**Report**

Appearance of City Parks

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.27 | 2977 | .745 |
| 2003 | 4.09 | 3515 | .821 |
| 2005 | 4.11 | 4321 | .798 |
| Total | 4.15 | 10813 | .795 |

**ANOVA**

Appearance of City Parks

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 65.208 | 2 | 32.604 | 52.053 | .000 |
| Within Groups | 6770.964 | 10810 | .626 | | |
| Total | 6836.172 | 10812 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Appearance of City Parks
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .18(*) | .020 | .000 | .14 | .23 |
| | 2005 | .17(*) | .019 | .000 | .12 | .21 |
| 2003 | 2001 | -.18(*) | .020 | .000 | -.23 | -.14 |
| | 2005 | -.02 | .018 | .632 | -.06 | .03 |
| 2005 | 2001 | -.17(*) | .019 | .000 | -.21 | -.12 |
| | 2003 | .02 | .018 | .632 | -.03 | .06 |

* The mean difference is significant at the .05 level.

## Q12: Recreation Programs

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Recreation Programs * Year of Survey | 9359 | 84.0% | 1779 | 16.0% | 11138 | 100.0% |

**Report**

Recreation Programs

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.90 | 2602 | .956 |
| 2003 | 3.91 | 3037 | .962 |
| 2005 | 3.93 | 3720 | .947 |
| Total | 3.91 | 9359 | .954 |

**ANOVA**

Recreation Programs

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 1.629 | 2 | .815 | .895 | .409 |
| Within Groups | 8519.785 | 9356 | .911 | | |
| Total | 8521.415 | 9358 | | | |

## Q13: Trash Collection

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Trash Collection * Year of Survey | 9405 | 84.4% | 1733 | 15.6% | 11138 | 100.0% |

**Report**

Trash Collection

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.16 | 2592 | .907 |
| 2003 | 4.28 | 3183 | .871 |
| 2005 | 4.25 | 3630 | .850 |
| Total | 4.23 | 9405 | .874 |

**ANOVA**

Trash Collection

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 20.360 | 2 | 10.180 | 13.360 | .000 |
| Within Groups | 7164.487 | 9402 | .762 | | |
| Total | 7184.848 | 9404 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Trash Collection
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.12(*) | .023 | .000 | -.17 | -.06 |
| | 2005 | -.09(*) | .022 | .000 | -.14 | -.03 |
| 2003 | 2001 | .12(*) | .023 | .000 | .06 | .17 |
| | 2005 | .03 | .021 | .384 | -.02 | .08 |
| 2005 | 2001 | .09(*) | .022 | .000 | .03 | .14 |
| | 2003 | -.03 | .021 | .384 | -.08 | .02 |

* The mean difference is significant at the .05 level.

## Q15: Weed Control

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Weed Control * Year of Survey | 9882 | 88.7% | 1256 | 11.3% | 11138 | 100.0% |

**Report**

Weed Control

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 2.98 | 2709 | 1.102 |
| 2003 | 2.86 | 3207 | 1.071 |
| 2005 | 2.79 | 3966 | 1.046 |
| Total | 2.86 | 9882 | 1.073 |

**ANOVA**

Weed Control

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 62.550 | 2 | 31.275 | 27.331 | .000 |
| Within Groups | 11304.475 | 9879 | 1.144 | | |
| Total | 11367.025 | 9881 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Weed Control
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .12(*) | .028 | .000 | .05 | .19 |
| | 2005 | .20(*) | .027 | .000 | .13 | .26 |
| 2003 | 2001 | -.12(*) | .028 | .000 | -.19 | -.05 |
| | 2005 | .08(*) | .025 | .007 | .02 | .14 |
| 2005 | 2001 | -.20(*) | .027 | .000 | -.26 | -.13 |
| | 2003 | -.08(*) | .025 | .007 | -.14 | -.02 |

* The mean difference is significant at the .05 level.

## Q16: Junk and Rubbish Control

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Junk and Rubbish Control * Year of Survey | 10234 | 91.9% | 904 | 8.1% | 11138 | 100.0% |

**Report**

Junk and Rubbish Control

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.15 | 2763 | 1.159 |
| 2003 | 3.08 | 3380 | 1.152 |
| 2005 | 2.88 | 4091 | 1.148 |
| Total | 3.02 | 10234 | 1.158 |

**ANOVA**

Junk and Rubbish Control

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 134.520 | 2 | 67.260 | 50.668 | .000 |
| Within Groups | 13581.334 | 10231 | 1.327 | | |
| Total | 13715.853 | 10233 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Junk and Rubbish Control
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | .07(*) | .030 | .045 | .00 | .14 |
| | 2005 | .27(*) | .028 | .000 | .20 | .33 |
| 2003 | 2001 | -.07(*) | .030 | .045 | -.14 | .00 |
| | 2005 | .20(*) | .027 | .000 | .13 | .26 |
| 2005 | 2001 | -.27(*) | .028 | .000 | -.33 | -.20 |
| | 2003 | -.20(*) | .027 | .000 | -.26 | -.13 |

* The mean difference is significant at the .05 level.

## Q17: Storm Water Collection System

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Storm Water Collection System * Year of Survey | 8583 | 77.1% | 2555 | 22.9% | 11138 | 100.0% |

**Report**

Storm Water Collection System

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 2.49 | 2536 | 1.129 |
| 2003 | 3.20 | 2760 | 1.004 |
| 2005 | 3.45 | 3287 | .917 |
| Total | 3.09 | 8583 | 1.088 |

**ANOVA**

Storm Water Collection System

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 1384.987 | 2 | 692.493 | 676.855 | .000 |
| Within Groups | 8778.243 | 8580 | 1.023 | | |
| Total | 10163.230 | 8582 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: Storm Water Collection System
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.71(*) | .028 | .000 | -.77 | -.64 |
| | 2005 | -.97(*) | .027 | .000 | -1.03 | -.90 |
| 2003 | 2001 | .71(*) | .028 | .000 | .64 | .77 |
| | 2005 | -.26(*) | .026 | .000 | -.32 | -.20 |
| 2005 | 2001 | .97(*) | .027 | .000 | .90 | 1.03 |
| | 2003 | .26(*) | .026 | .000 | .20 | .32 |

* The mean difference is significant at the .05 level.

## Q20: Neighborhood Walking Safety

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| Neighborhood Walking Safety * Year of Survey | 10594 | 95.1% | 544 | 4.9% | 11138 | 100.0% |

**Report**

Neighborhood Walking Safety

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.97 | 2971 | .894 |
| 2003 | 3.97 | 3386 | .936 |
| 2005 | 3.96 | 4237 | .918 |
| Total | 3.97 | 10594 | .917 |

**ANOVA**

Neighborhood Walking Safety

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | .162 | 2 | .081 | .096 | .908 |
| Within Groups | 8912.274 | 10591 | .841 | | |
| Total | 8912.437 | 10593 | | | |

## Q21: City Employee Courteousness

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| City Employee Courteousness * Year of Survey | 6435 | 57.8% | 4703 | 42.2% | 11138 | 100.0% |

**Report**

City Employee Courteousness

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 4.05 | 1782 | .985 |
| 2003 | 4.14 | 2165 | .948 |
| 2005 | 4.12 | 2488 | .942 |
| Total | 4.11 | 6435 | .957 |

**ANOVA**

City Employee Courteousness

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 8.078 | 2 | 4.039 | 4.418 | .012 |
| Within Groups | 5880.122 | 6432 | .914 | | |
| Total | 5888.200 | 6434 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: City Employee Courteousness
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.09(*) | .031 | .011 | -.16 | -.02 |
| | 2005 | -.07 | .030 | .063 | -.14 | .00 |
| 2003 | 2001 | .09(*) | .031 | .011 | .02 | .16 |
| | 2005 | .02 | .028 | .730 | -.04 | .09 |
| 2005 | 2001 | .07 | .030 | .063 | .00 | .14 |
| | 2003 | -.02 | .028 | .730 | -.09 | .04 |

* The mean difference is significant at the .05 level.

## Q22: City Employee Helpfulness

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| City Employee Helpfulness * Year of Survey | 6395 | 57.4% | 4743 | 42.6% | 11138 | 100.0% |

**Report**

City Employee Helpfulness

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.90 | 1768 | 1.110 |
| 2003 | 4.01 | 2149 | 1.065 |
| 2005 | 3.98 | 2478 | 1.076 |
| Total | 3.97 | 6395 | 1.082 |

**ANOVA**

City Employee Helpfulness

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 12.215 | 2 | 6.108 | 5.220 | .005 |
| Within Groups | 7479.421 | 6392 | 1.170 | | |
| Total | 7491.637 | 6394 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: City Employee Helpfulness
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.11(*) | .035 | .004 | -.19 | -.03 |
| | 2005 | -.08 | .034 | .060 | -.16 | .00 |
| 2003 | 2001 | .11(*) | .035 | .004 | .03 | .19 |
| | 2005 | .03 | .032 | .535 | -.04 | .11 |
| 2005 | 2001 | .08 | .034 | .060 | .00 | .16 |
| | 2003 | -.03 | .032 | .535 | -.11 | .04 |

* The mean difference is significant at the .05 level.

## Q23: City Employee Timeliness

**Case Processing Summary**

| | Cases | | | | | |
|---|---|---|---|---|---|---|
| | Included | | Excluded | | Total | |
| | N | Percent | N | Percent | N | Percent |
| City Employee Timeliness * Year of Survey | 6146 | 55.2% | 4992 | 44.8% | 11138 | 100.0% |

**Report**

City Employee Timeliness

| Year of Survey | Mean | N | Std. Deviation |
|---|---|---|---|
| 2001 | 3.72 | 1685 | 1.217 |
| 2003 | 3.87 | 2067 | 1.148 |
| 2005 | 3.86 | 2394 | 1.164 |
| Total | 3.82 | 6146 | 1.175 |

**ANOVA**

City Employee Timeliness

| | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Between Groups | 23.222 | 2 | 11.611 | 8.431 | .000 |
| Within Groups | 8459.587 | 6143 | 1.377 | | |
| Total | 8482.810 | 6145 | | | |

# Post Hoc Tests

**Multiple Comparisons**

Dependent Variable: City Employee Timeliness
Tukey HSD

| (I) Year of Survey | (J) Year of Survey | Mean Difference (I-J) | Std. Error | Sig. | 95% Confidence Interval | |
|---|---|---|---|---|---|---|
| | | | | | Lower Bound | Upper Bound |
| 2001 | 2003 | -.14(*) | .039 | .001 | -.23 | -.05 |
| | 2005 | -.13(*) | .037 | .001 | -.22 | -.04 |
| 2003 | 2001 | .14(*) | .039 | .001 | .05 | .23 |
| | 2005 | .01 | .035 | .924 | -.07 | .10 |
| 2005 | 2001 | .13(*) | .037 | .001 | .04 | .22 |
| | 2003 | -.01 | .035 | .924 | -.10 | .07 |

* The mean difference is significant at the .05 level.

# Appendix C:
# Frequency Distribution 2005

# FREQUENCY DISTRIBUTION: 2005 SURVEY YEAR

**Statistics**

| | N | |
|---|---|---|
| | Valid | Missing |
| Quality of Life | 4014 | 456 |
| General Provision of Services | 3774 | 696 |
| Street Maintenance and Repair | 4315 | 155 |
| Street Sweeping | 4079 | 391 |
| Traffic Management | 4258 | 212 |
| Fire Protection | 3717 | 753 |
| Emergency Medical Services | 3560 | 910 |
| Delivery of Police Services | 3601 | 869 |
| Enforcement of Traffic Laws | 4053 | 417 |
| Crime Prevention | 3882 | 588 |
| Appearance of City Parks | 4321 | 149 |
| Recreation Programs | 3720 | 750 |
| Trash Collection | 3630 | 840 |
| Trash Collection Supplier | 4282 | 188 |
| Weed Control | 3966 | 504 |
| Junk and Rubbish Control | 4091 | 379 |
| Storm Water Collection System | 3287 | 1183 |
| Water Service | 3544 | 926 |
| Drinking Water Supplier | 4289 | 181 |
| Neighborhood Walking Safety | 4237 | 233 |
| City Employee Courteousness | 2488 | 1982 |
| City Employee Helpfulness | 2478 | 1992 |
| City Employee Timeliness | 2394 | 2076 |
| Sex of Respondents | 4242 | 228 |
| Age of Respondents | 4414 | 56 |
| Respondents' Time Lived in City | 4428 | 42 |
| Respondents' Zip Code | 4446 | 24 |
| Year of Survey | 4470 | 0 |

# FREQUENCY TABLES PER QUESTION: 2005 SURVEY YEAR

**Quality of Life**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 29 | .6 | .7 | .7 |
| | 2 | 89 | 2.0 | 2.2 | 2.9 |
| | 3 | 725 | 16.2 | 18.1 | 21.0 |
| | 4 | 2127 | 47.6 | 53.0 | 74.0 |
| | Excellent | 1044 | 23.4 | 26.0 | 100.0 |
| | Total | 4014 | 89.8 | 100.0 | |
| Missing | System | 456 | 10.2 | | |
| Total | | 4470 | 100.0 | | |

**General Provision of Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 51 | 1.1 | 1.4 | 1.4 |
| | 2 | 202 | 4.5 | 5.4 | 6.7 |
| | 3 | 1081 | 24.2 | 28.6 | 35.3 |
| | 4 | 1934 | 43.3 | 51.2 | 86.6 |
| | Excellent | 506 | 11.3 | 13.4 | 100.0 |
| | Total | 3774 | 84.4 | 100.0 | |
| Missing | System | 696 | 15.6 | | |
| Total | | 4470 | 100.0 | | |

**Street Maintenance and Repair**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 236 | 5.3 | 5.5 | 5.5 |
| | 2 | 643 | 14.4 | 14.9 | 20.4 |
| | 3 | 1756 | 39.3 | 40.7 | 61.1 |
| | 4 | 1393 | 31.2 | 32.3 | 93.3 |
| | Excellent | 287 | 6.4 | 6.7 | 100.0 |
| | Total | 4315 | 96.5 | 100.0 | |
| Missing | System | 155 | 3.5 | | |
| Total | | 4470 | 100.0 | | |

**Street Sweeping**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 242 | 5.4 | 5.9 | 5.9 |
| | 2 | 457 | 10.2 | 11.2 | 17.1 |
| | 3 | 1285 | 28.7 | 31.5 | 48.6 |
| | 4 | 1552 | 34.7 | 38.0 | 86.7 |
| | Excellent | 543 | 12.1 | 13.3 | 100.0 |
| | Total | 4079 | 91.3 | 100.0 | |
| Missing | System | 391 | 8.7 | | |
| Total | | 4470 | 100.0 | | |

**Traffic Management**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 474 | 10.6 | 11.1 | 11.1 |
| | 2 | 899 | 20.1 | 21.1 | 32.2 |
| | 3 | 1584 | 35.4 | 37.2 | 69.4 |
| | 4 | 1068 | 23.9 | 25.1 | 94.5 |
| | Excellent | 233 | 5.2 | 5.5 | 100.0 |
| | Total | 4258 | 95.3 | 100.0 | |
| Missing | System | 212 | 4.7 | | |
| Total | | 4470 | 100.0 | | |

**Fire Protection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 16 | .4 | .4 | .4 |
| | 2 | 38 | .9 | 1.0 | 1.5 |
| | 3 | 450 | 10.1 | 12.1 | 13.6 |
| | 4 | 1900 | 42.5 | 51.1 | 64.7 |
| | Excellent | 1313 | 29.4 | 35.3 | 100.0 |
| | Total | 3717 | 83.2 | 100.0 | |
| Missing | System | 753 | 16.8 | | |
| Total | | 4470 | 100.0 | | |

**Emergency Medical Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 25 | .6 | .7 | .7 |
| | 2 | 44 | 1.0 | 1.2 | 1.9 |
| | 3 | 446 | 10.0 | 12.5 | 14.5 |
| | 4 | 1712 | 38.3 | 48.1 | 62.6 |
| | Excellent | 1333 | 29.8 | 37.4 | 100.0 |
| | Total | 3560 | 79.6 | 100.0 | |
| Missing | System | 910 | 20.4 | | |
| Total | | 4470 | 100.0 | | |

**Delivery of Police Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 191 | 4.3 | 5.3 | 5.3 |
| | 2 | 364 | 8.1 | 10.1 | 15.4 |
| | 3 | 953 | 21.3 | 26.5 | 41.9 |
| | 4 | 1446 | 32.3 | 40.2 | 82.0 |
| | Excellent | 647 | 14.5 | 18.0 | 100.0 |
| | Total | 3601 | 80.6 | 100.0 | |
| Missing | System | 869 | 19.4 | | |
| Total | | 4470 | 100.0 | | |

**Enforcement of Traffic Laws**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 543 | 12.1 | 13.4 | 13.4 |
| | 2 | 675 | 15.1 | 16.7 | 30.1 |
| | 3 | 1317 | 29.5 | 32.5 | 62.5 |
| | 4 | 1158 | 25.9 | 28.6 | 91.1 |
| | Excellent | 360 | 8.1 | 8.9 | 100.0 |
| | Total | 4053 | 90.7 | 100.0 | |
| Missing | System | 417 | 9.3 | | |
| Total | | 4470 | 100.0 | | |

**Crime Prevention**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 255 | 5.7 | 6.6 | 6.6 |
| | 2 | 542 | 12.1 | 14.0 | 20.5 |
| | 3 | 1552 | 34.7 | 40.0 | 60.5 |
| | 4 | 1251 | 28.0 | 32.2 | 92.7 |
| | Excellent | 282 | 6.3 | 7.3 | 100.0 |
| | Total | 3882 | 86.8 | 100.0 | |
| Missing | System | 588 | 13.2 | | |
| Total | | 4470 | 100.0 | | |

**Appearance of City Parks**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 38 | .9 | .9 | .9 |
| | 2 | 103 | 2.3 | 2.4 | 3.3 |
| | 3 | 629 | 14.1 | 14.6 | 17.8 |
| | 4 | 2134 | 47.7 | 49.4 | 67.2 |
| | Excellent | 1417 | 31.7 | 32.8 | 100.0 |
| | Total | 4321 | 96.7 | 100.0 | |
| Missing | System | 149 | 3.3 | | |
| Total | | 4470 | 100.0 | | |

**Recreation Programs**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 110 | 2.5 | 3.0 | 3.0 |
| | 2 | 156 | 3.5 | 4.2 | 7.2 |
| | 3 | 682 | 15.3 | 18.3 | 25.5 |
| | 4 | 1716 | 38.4 | 46.1 | 71.6 |
| | Excellent | 1056 | 23.6 | 28.4 | 100.0 |
| | Total | 3720 | 83.2 | 100.0 | |
| Missing | System | 750 | 16.8 | | |
| Total | | 4470 | 100.0 | | |

**Trash Collection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 51 | 1.1 | 1.4 | 1.4 |
| | 2 | 86 | 1.9 | 2.4 | 3.8 |
| | 3 | 407 | 9.1 | 11.2 | 15.0 |
| | 4 | 1452 | 32.5 | 40.0 | 55.0 |
| | Excellent | 1634 | 36.6 | 45.0 | 100.0 |
| | Total | 3630 | 81.2 | 100.0 | |
| Missing | System | 840 | 18.8 | | |
| Total | | 4470 | 100.0 | | |

**Trash Collection Supplier**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | City | 2573 | 57.6 | 60.1 | 60.1 |
| | Other | 1709 | 38.2 | 39.9 | 100.0 |
| | Total | 4282 | 95.8 | 100.0 | |
| Missing | System | 188 | 4.2 | | |
| Total | | 4470 | 100.0 | | |

**Weed Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 548 | 12.3 | 13.8 | 13.8 |
| | 2 | 881 | 19.7 | 22.2 | 36.0 |
| | 3 | 1574 | 35.2 | 39.7 | 75.7 |
| | 4 | 801 | 17.9 | 20.2 | 95.9 |
| | Excellent | 162 | 3.6 | 4.1 | 100.0 |
| | Total | 3966 | 88.7 | 100.0 | |
| Missing | System | 504 | 11.3 | | |
| Total | | 4470 | 100.0 | | |

**Junk and Rubbish Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 579 | 13.0 | 14.2 | 14.2 |
| | 2 | 906 | 20.3 | 22.1 | 36.3 |
| | 3 | 1336 | 29.9 | 32.7 | 69.0 |
| | 4 | 952 | 21.3 | 23.3 | 92.2 |
| | Excellent | 318 | 7.1 | 7.8 | 100.0 |
| | Total | 4091 | 91.5 | 100.0 | |
| Missing | System | 379 | 8.5 | | |
| Total | | 4470 | 100.0 | | |

**Storm Water Collection System**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 113 | 2.5 | 3.4 | 3.4 |
| | 2 | 293 | 6.6 | 8.9 | 12.4 |
| | 3 | 1211 | 27.1 | 36.8 | 49.2 |
| | 4 | 1328 | 29.7 | 40.4 | 89.6 |
| | Excellent | 342 | 7.7 | 10.4 | 100.0 |
| | Total | 3287 | 73.5 | 100.0 | |
| Missing | System | 1183 | 26.5 | | |
| Total | | 4470 | 100.0 | | |

**Water Service**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 37 | .8 | 1.0 | 1.0 |
| | 2 | 78 | 1.7 | 2.2 | 3.2 |
| | 3 | 633 | 14.2 | 17.9 | 21.1 |
| | 4 | 1578 | 35.3 | 44.5 | 65.6 |
| | Excellent | 1218 | 27.2 | 34.4 | 100.0 |
| | Total | 3544 | 79.3 | 100.0 | |
| Missing | System | 926 | 20.7 | | |
| Total | | 4470 | 100.0 | | |

**Drinking Water Supplier**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | City | 2171 | 48.6 | 50.6 | 50.6 |
| | Other | 2118 | 47.4 | 49.4 | 100.0 |
| | Total | 4289 | 96.0 | 100.0 | |
| Missing | System | 181 | 4.0 | | |
| Total | | 4470 | 100.0 | | |

**Neighborhood Walking Safety**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 85 | 1.9 | 2.0 | 2.0 |
| | 2 | 186 | 4.2 | 4.4 | 6.4 |
| | 3 | 797 | 17.8 | 18.8 | 25.2 |
| | 4 | 1899 | 42.5 | 44.8 | 70.0 |
| | Excellent | 1270 | 28.4 | 30.0 | 100.0 |
| | Total | 4237 | 94.8 | 100.0 | |
| Missing | System | 233 | 5.2 | | |
| Total | | 4470 | 100.0 | | |

**City Employee Courteousness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 58 | 1.3 | 2.3 | 2.3 |
| | 2 | 92 | 2.1 | 3.7 | 6.0 |
| | 3 | 348 | 7.8 | 14.0 | 20.0 |
| | 4 | 984 | 22.0 | 39.5 | 59.6 |
| | Excellent | 1006 | 22.5 | 40.4 | 100.0 |
| | Total | 2488 | 55.7 | 100.0 | |
| Missing | System | 1982 | 44.3 | | |
| Total | | 4470 | 100.0 | | |

**City Employee Helpfulness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 114 | 2.6 | 4.6 | 4.6 |
| | 2 | 121 | 2.7 | 4.9 | 9.5 |
| | 3 | 417 | 9.3 | 16.8 | 26.3 |
| | 4 | 885 | 19.8 | 35.7 | 62.0 |
| | Excellent | 941 | 21.1 | 38.0 | 100.0 |
| | Total | 2478 | 55.4 | 100.0 | |
| Missing | System | 1992 | 44.6 | | |
| Total | | 4470 | 100.0 | | |

**City Employee Timeliness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 154 | 3.4 | 6.4 | 6.4 |
| | 2 | 157 | 3.5 | 6.6 | 13.0 |
| | 3 | 425 | 9.5 | 17.8 | 30.7 |
| | 4 | 804 | 18.0 | 33.6 | 64.3 |
| | Excellent | 854 | 19.1 | 35.7 | 100.0 |
| | Total | 2394 | 53.6 | 100.0 | |
| Missing | System | 2076 | 46.4 | | |
| Total | | 4470 | 100.0 | | |

**Sex of Respondents**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Male | 1851 | 41.4 | 43.6 | 43.6 |
| | Female | 2391 | 53.5 | 56.4 | 100.0 |
| | Total | 4242 | 94.9 | 100.0 | |
| Missing | System | 228 | 5.1 | | |
| Total | | 4470 | 100.0 | | |

**Age of Respondents**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Under 21 | 10 | .2 | .2 | .2 |
| | 21-29 | 192 | 4.3 | 4.3 | 4.6 |
| | 30-39 | 372 | 8.3 | 8.4 | 13.0 |
| | 40-49 | 673 | 15.1 | 15.2 | 28.3 |
| | 50-59 | 966 | 21.6 | 21.9 | 50.1 |
| | 60-69 | 907 | 20.3 | 20.5 | 70.7 |
| | 70+ | 1294 | 28.9 | 29.3 | 100.0 |
| | Total | 4414 | 98.7 | 100.0 | |
| Missing | System | 56 | 1.3 | | |
| Total | | 4470 | 100.0 | | |

**Respondents' Time Lived in City**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1-5 Years | 839 | 18.8 | 18.9 | 18.9 |
| | 6-10 Years | 637 | 14.3 | 14.4 | 33.3 |
| | 11-15 Years | 480 | 10.7 | 10.8 | 44.2 |
| | 16-20 Years | 436 | 9.8 | 9.8 | 54.0 |
| | 21+ Years | 2036 | 45.5 | 46.0 | 100.0 |
| | Total | 4428 | 99.1 | 100.0 | |
| Missing | System | 42 | .9 | | |
| Total | | 4470 | 100.0 | | |

**Respondents' Zip Code**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 81501 | 1240 | 27.7 | 27.9 | 27.9 |
| | 81502 | 8 | .2 | .2 | 28.1 |
| | 81503 Redlands | 811 | 18.1 | 18.2 | 46.3 |
| | 81503 Orchard Mesa | 246 | 5.5 | 5.5 | 51.8 |
| | 81504 | 875 | 19.6 | 19.7 | 71.5 |
| | 81505 | 345 | 7.7 | 7.8 | 79.3 |
| | 81506 | 921 | 20.6 | 20.7 | 100.0 |
| | Total | 4446 | 99.5 | 100.0 | |
| Missing | System | 24 | .5 | | |
| Total | | 4470 | 100.0 | | |

**Year of Survey**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 2005 | 4470 | 100.0 | 100.0 | 100.0 |

# Appendix D:
# Frequency Distribution 2003

# FREQUENCY DISTRIBUTION: 2003 SURVEY YEAR

**Statistics**

| | N | |
|---|---|---|
| | Valid | Missing |
| Quality of Life | 3374 | 237 |
| General Provision of Services | 3260 | 351 |
| Street Maintenance and Repair | 3538 | 73 |
| Street Sweeping | 3420 | 191 |
| Traffic Management | 3495 | 116 |
| Fire Protection | 3178 | 433 |
| Emergency Medical Services | 3003 | 608 |
| Delivery of Police Services | 3056 | 555 |
| Enforcement of Traffic Laws | 3352 | 259 |
| Crime Prevention | 3250 | 361 |
| Appearance of City Parks | 3515 | 96 |
| Recreation Programs | 3037 | 574 |
| Trash Collection | 3183 | 428 |
| Trash Collection Supplier | 3454 | 157 |
| Weed Control | 3207 | 404 |
| Junk and Rubbish Control | 3380 | 231 |
| Storm Water Collection System | 2760 | 851 |
| Water Service | 3084 | 527 |
| Drinking Water Supplier | 3452 | 159 |
| Neighborhood Walking Safety | 3386 | 225 |
| City Employee Courteousness | 2165 | 1446 |
| City Employee Helpfulness | 2149 | 1462 |
| City Employee Timeliness | 2067 | 1544 |
| Sex of Respondents | 3350 | 261 |
| Age of Respondents | 3576 | 35 |
| Respondents' Time Lived in City | 3566 | 45 |
| Respondents' Zip Code | 3593 | 18 |

# FREQUENCY TABLES PER QUESTION: 2003 SURVEY YEAR

**Quality of Life**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 20 | .6 | .6 | .6 |
| | 2 | 59 | 1.6 | 1.7 | 2.3 |
| | 3 | 590 | 16.3 | 17.5 | 19.8 |
| | 4 | 1765 | 48.9 | 52.3 | 72.1 |
| | Excellent | 940 | 26.0 | 27.9 | 100.0 |
| | Total | 3374 | 93.4 | 100.0 | |
| Missing | System | 237 | 6.6 | | |
| Total | | 3611 | 100.0 | | |

**General Provision of Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 49 | 1.4 | 1.5 | 1.5 |
| | 2 | 144 | 4.0 | 4.4 | 5.9 |
| | 3 | 925 | 25.6 | 28.4 | 34.3 |
| | 4 | 1638 | 45.4 | 50.2 | 84.5 |
| | Excellent | 504 | 14.0 | 15.5 | 100.0 |
| | Total | 3260 | 90.3 | 100.0 | |
| Missing | System | 351 | 9.7 | | |
| Total | | 3611 | 100.0 | | |

**Street Maintenance and Repair**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 208 | 5.8 | 5.9 | 5.9 |
| | 2 | 449 | 12.4 | 12.7 | 18.6 |
| | 3 | 1364 | 37.8 | 38.6 | 57.1 |
| | 4 | 1239 | 34.3 | 35.0 | 92.1 |
| | Excellent | 278 | 7.7 | 7.9 | 100.0 |
| | Total | 3538 | 98.0 | 100.0 | |
| Missing | System | 73 | 2.0 | | |
| Total | | 3611 | 100.0 | | |

**Street Sweeping**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 162 | 4.5 | 4.7 | 4.7 |
| | 2 | 311 | 8.6 | 9.1 | 13.8 |
| | 3 | 1001 | 27.7 | 29.3 | 43.1 |
| | 4 | 1432 | 39.7 | 41.9 | 85.0 |
| | Excellent | 514 | 14.2 | 15.0 | 100.0 |
| | Total | 3420 | 94.7 | 100.0 | |
| Missing | System | 191 | 5.3 | | |
| Total | | 3611 | 100.0 | | |

**Traffic Management**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 445 | 12.3 | 12.7 | 12.7 |
| | 2 | 768 | 21.3 | 22.0 | 34.7 |
| | 3 | 1262 | 34.9 | 36.1 | 70.8 |
| | 4 | 819 | 22.7 | 23.4 | 94.2 |
| | Excellent | 201 | 5.6 | 5.8 | 100.0 |
| | Total | 3495 | 96.8 | 100.0 | |
| Missing | System | 116 | 3.2 | | |
| Total | | 3611 | 100.0 | | |

**Fire Protection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 18 | .5 | .6 | .6 |
| | 2 | 54 | 1.5 | 1.7 | 2.3 |
| | 3 | 380 | 10.5 | 12.0 | 14.2 |
| | 4 | 1608 | 44.5 | 50.6 | 64.8 |
| | Excellent | 1118 | 31.0 | 35.2 | 100.0 |
| | Total | 3178 | 88.0 | 100.0 | |
| Missing | System | 433 | 12.0 | | |
| Total | | 3611 | 100.0 | | |

**Emergency Medical Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 22 | .6 | .7 | .7 |
| | 2 | 43 | 1.2 | 1.4 | 2.2 |
| | 3 | 315 | 8.7 | 10.5 | 12.7 |
| | 4 | 1451 | 40.2 | 48.3 | 61.0 |
| | Excellent | 1172 | 32.5 | 39.0 | 100.0 |
| | Total | 3003 | 83.2 | 100.0 | |
| Missing | System | 608 | 16.8 | | |
| Total | | 3611 | 100.0 | | |

**Delivery of Police Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 136 | 3.8 | 4.5 | 4.5 |
| | 2 | 226 | 6.3 | 7.4 | 11.8 |
| | 3 | 730 | 20.2 | 23.9 | 35.7 |
| | 4 | 1346 | 37.3 | 44.0 | 79.8 |
| | Excellent | 618 | 17.1 | 20.2 | 100.0 |
| | Total | 3056 | 84.6 | 100.0 | |
| Missing | System | 555 | 15.4 | | |
| Total | | 3611 | 100.0 | | |

**Enforcement of Traffic Laws**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 379 | 10.5 | 11.3 | 11.3 |
| | 2 | 536 | 14.8 | 16.0 | 27.3 |
| | 3 | 1077 | 29.8 | 32.1 | 59.4 |
| | 4 | 1008 | 27.9 | 30.1 | 89.5 |
| | Excellent | 352 | 9.7 | 10.5 | 100.0 |
| | Total | 3352 | 92.8 | 100.0 | |
| Missing | System | 259 | 7.2 | | |
| Total | | 3611 | 100.0 | | |

**Crime Prevention**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 211 | 5.8 | 6.5 | 6.5 |
| | 2 | 444 | 12.3 | 13.7 | 20.2 |
| | 3 | 1254 | 34.7 | 38.6 | 58.7 |
| | 4 | 1078 | 29.9 | 33.2 | 91.9 |
| | Excellent | 263 | 7.3 | 8.1 | 100.0 |
| | Total | 3250 | 90.0 | 100.0 | |
| Missing | System | 361 | 10.0 | | |
| Total | | 3611 | 100.0 | | |

**Appearance of City Parks**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 35 | 1.0 | 1.0 | 1.0 |
| | 2 | 100 | 2.8 | 2.8 | 3.8 |
| | 3 | 528 | 14.6 | 15.0 | 18.9 |
| | 4 | 1696 | 47.0 | 48.3 | 67.1 |
| | Excellent | 1156 | 32.0 | 32.9 | 100.0 |
| | Total | 3515 | 97.3 | 100.0 | |
| Missing | System | 96 | 2.7 | | |
| Total | | 3611 | 100.0 | | |

**Recreation Programs**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 93 | 2.6 | 3.1 | 3.1 |
| | 2 | 138 | 3.8 | 4.5 | 7.6 |
| | 3 | 577 | 16.0 | 19.0 | 26.6 |
| | 4 | 1364 | 37.8 | 44.9 | 71.5 |
| | Excellent | 865 | 24.0 | 28.5 | 100.0 |
| | Total | 3037 | 84.1 | 100.0 | |
| Missing | System | 574 | 15.9 | | |
| Total | | 3611 | 100.0 | | |

**Trash Collection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 56 | 1.6 | 1.8 | 1.8 |
| | 2 | 77 | 2.1 | 2.4 | 4.2 |
| | 3 | 321 | 8.9 | 10.1 | 14.3 |
| | 4 | 1206 | 33.4 | 37.9 | 52.2 |
| | Excellent | 1523 | 42.2 | 47.8 | 100.0 |
| | Total | 3183 | 88.1 | 100.0 | |
| Missing | System | 428 | 11.9 | | |
| Total | | 3611 | 100.0 | | |

**Trash Collection Supplier**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | City | 2613 | 72.4 | 75.7 | 75.7 |
| | Other | 841 | 23.3 | 24.3 | 100.0 |
| | Total | 3454 | 95.7 | 100.0 | |
| Missing | System | 157 | 4.3 | | |
| Total | | 3611 | 100.0 | | |

**Weed Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 416 | 11.5 | 13.0 | 13.0 |
| | 2 | 673 | 18.6 | 21.0 | 34.0 |
| | 3 | 1221 | 33.8 | 38.1 | 72.0 |
| | 4 | 730 | 20.2 | 22.8 | 94.8 |
| | Excellent | 167 | 4.6 | 5.2 | 100.0 |
| | Total | 3207 | 88.8 | 100.0 | |
| Missing | System | 404 | 11.2 | | |
| Total | | 3611 | 100.0 | | |

**Junk and Rubbish Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 356 | 9.9 | 10.5 | 10.5 |
| | 2 | 671 | 18.6 | 19.9 | 30.4 |
| | 3 | 1080 | 29.9 | 32.0 | 62.3 |
| | 4 | 895 | 24.8 | 26.5 | 88.8 |
| | Excellent | 378 | 10.5 | 11.2 | 100.0 |
| | Total | 3380 | 93.6 | 100.0 | |
| Missing | System | 231 | 6.4 | | |
| Total | | 3611 | 100.0 | | |

**Storm Water Collection System**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 170 | 4.7 | 6.2 | 6.2 |
| | 2 | 442 | 12.2 | 16.0 | 22.2 |
| | 3 | 1050 | 29.1 | 38.0 | 60.2 |
| | 4 | 875 | 24.2 | 31.7 | 91.9 |
| | Excellent | 223 | 6.2 | 8.1 | 100.0 |
| | Total | 2760 | 76.4 | 100.0 | |
| Missing | System | 851 | 23.6 | | |
| Total | | 3611 | 100.0 | | |

**Water Service**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 43 | 1.2 | 1.4 | 1.4 |
| | 2 | 53 | 1.5 | 1.7 | 3.1 |
| | 3 | 460 | 12.7 | 14.9 | 18.0 |
| | 4 | 1415 | 39.2 | 45.9 | 63.9 |
| | Excellent | 1113 | 30.8 | 36.1 | 100.0 |
| | Total | 3084 | 85.4 | 100.0 | |
| Missing | System | 527 | 14.6 | | |
| Total | | 3611 | 100.0 | | |

**Drinking Water Supplier**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | City | 2027 | 56.1 | 58.7 | 58.7 |
| | Other | 1425 | 39.5 | 41.3 | 100.0 |
| | Total | 3452 | 95.6 | 100.0 | |
| Missing | System | 159 | 4.4 | | |
| Total | | 3611 | 100.0 | | |

**Neighborhood Walking Safety**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 79 | 2.2 | 2.3 | 2.3 |
| | 2 | 147 | 4.1 | 4.3 | 6.7 |
| | 3 | 628 | 17.4 | 18.5 | 25.2 |
| | 4 | 1489 | 41.2 | 44.0 | 69.2 |
| | Excellent | 1043 | 28.9 | 30.8 | 100.0 |
| | Total | 3386 | 93.8 | 100.0 | |
| Missing | System | 225 | 6.2 | | |
| Total | | 3611 | 100.0 | | |

**City Employee Courteousness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 52 | 1.4 | 2.4 | 2.4 |
| | 2 | 77 | 2.1 | 3.6 | 6.0 |
| | 3 | 298 | 8.3 | 13.8 | 19.7 |
| | 4 | 823 | 22.8 | 38.0 | 57.7 |
| | Excellent | 915 | 25.3 | 42.3 | 100.0 |
| | Total | 2165 | 60.0 | 100.0 | |
| Missing | System | 1446 | 40.0 | | |
| Total | | 3611 | 100.0 | | |

**City Employee Helpfulness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 82 | 2.3 | 3.8 | 3.8 |
| | 2 | 133 | 3.7 | 6.2 | 10.0 |
| | 3 | 316 | 8.8 | 14.7 | 24.7 |
| | 4 | 769 | 21.3 | 35.8 | 60.5 |
| | Excellent | 849 | 23.5 | 39.5 | 100.0 |
| | Total | 2149 | 59.5 | 100.0 | |
| Missing | System | 1462 | 40.5 | | |
| Total | | 3611 | 100.0 | | |

**City Employee Timeliness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Poor | 123 | 3.4 | 6.0 | 6.0 |
| | 2 | 145 | 4.0 | 7.0 | 13.0 |
| | 3 | 342 | 9.5 | 16.5 | 29.5 |
| | 4 | 728 | 20.2 | 35.2 | 64.7 |
| | Excellent | 729 | 20.2 | 35.3 | 100.0 |
| | Total | 2067 | 57.2 | 100.0 | |
| Missing | System | 1544 | 42.8 | | |
| Total | | 3611 | 100.0 | | |

**Sex of Respondents**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Male | 1583 | 43.8 | 47.3 | 47.3 |
| | Female | 1767 | 48.9 | 52.7 | 100.0 |
| | Total | 3350 | 92.8 | 100.0 | |
| Missing | System | 261 | 7.2 | | |
| Total | | 3611 | 100.0 | | |

**Age of Respondents**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Under 21 | 16 | .4 | .4 | .4 |
| | 21-29 | 154 | 4.3 | 4.3 | 4.8 |
| | 30-39 | 294 | 8.1 | 8.2 | 13.0 |
| | 40-49 | 602 | 16.7 | 16.8 | 29.8 |
| | 50-59 | 718 | 19.9 | 20.1 | 49.9 |
| | 60-69 | 685 | 19.0 | 19.2 | 69.0 |
| | 70+ | 1107 | 30.7 | 31.0 | 100.0 |
| | Total | 3576 | 99.0 | 100.0 | |
| Missing | System | 35 | 1.0 | | |
| Total | | 3611 | 100.0 | | |

**Respondents' Time Lived in City**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1-5 Years | 708 | 19.6 | 19.9 | 19.9 |
| | 6-10 Years | 496 | 13.7 | 13.9 | 33.8 |
| | 11-15 Years | 390 | 10.8 | 10.9 | 44.7 |
| | 16-20 Years | 293 | 8.1 | 8.2 | 52.9 |
| | 21+ Years | 1679 | 46.5 | 47.1 | 100.0 |
| | Total | 3566 | 98.8 | 100.0 | |
| Missing | System | 45 | 1.2 | | |
| Total | | 3611 | 100.0 | | |

**Respondents' Zip Code**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 81501 | 1205 | 33.4 | 33.5 | 33.5 |
| | 81502 | 24 | .7 | .7 | 34.2 |
| | 81503 Riverside | 25 | .7 | .7 | 34.9 |
| | 81503 Redlands | 449 | 12.4 | 12.5 | 47.4 |
| | 81503 Orchard Mesa | 264 | 7.3 | 7.3 | 54.7 |
| | 81503 1st & Pomona School Area | 7 | .2 | .2 | 54.9 |
| | 81504 | 139 | 3.8 | 3.9 | 58.8 |
| | 81505 | 372 | 10.3 | 10.4 | 69.2 |
| | 81506 | 1108 | 30.7 | 30.8 | 100.0 |
| | Total | 3593 | 99.5 | 100.0 | |
| Missing | System | 18 | .5 | | |
| Total | | 3611 | 100.0 | | |

**Year of Survey**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 2003 | 3611 | 100.0 | 100.0 | 100.0 |

# Appendix E:
# Frequency Distribution 2001

# FREQUENCY DISTRIBUTION: 2001 SURVEY YEAR

**Statistics**

| | N | |
|---|---|---|
| | Valid | Missing |
| Quality of Life | 2822 | 235 |
| Overall Services | 2757 | 300 |
| Street Maintenance | 2957 | 100 |
| Street Sweeping | 2782 | 275 |
| Traffic | 2927 | 130 |
| Fire Protection | 2624 | 433 |
| Emergency Medical | 2502 | 555 |
| Police Services | 2535 | 522 |
| Traffic Law Enforcement | 2788 | 269 |
| Crime Prevention | 2689 | 368 |
| City Parks Appearance | 2977 | 80 |
| Recreation Programs | 2602 | 455 |
| Trash Collection | 2592 | 465 |
| Weed Control | 2709 | 348 |
| Junk/Rubbish Control | 2763 | 294 |
| Storm Water System | 2536 | 521 |
| Drinking Water Supplier | 2982 | 75 |
| Quality of Drinking Water | 2973 | 84 |
| Neighborhood Safety | 2971 | 86 |
| City Employee Courteousness | 1782 | 1275 |
| City Employee Helpfulness | 1768 | 1289 |
| City Employee Timeliness | 1685 | 1372 |
| Sex | 2909 | 148 |
| Age | 3026 | 31 |
| Time Lived in Grand Junction | 3023 | 34 |
| Zip Code | 3038 | 19 |

# FREQUENCY TABLES FOR QUESTIONS: 2001 SURVEY YEAR

**Quality of Life**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 15 | .5 | .5 | .5 |
| | 2 | 51 | 1.7 | 1.8 | 2.3 |
| | 3 | 521 | 17.0 | 18.5 | 20.8 |
| | 4 | 1506 | 49.3 | 53.4 | 74.2 |
| | 5 | 729 | 23.8 | 25.8 | 100.0 |
| | Total | 2822 | 92.3 | 100.0 | |
| Missing | System | 235 | 7.7 | | |
| Total | | 3057 | 100.0 | | |

**Overall Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 44 | 1.4 | 1.6 | 1.6 |
| | 2 | 170 | 5.6 | 6.2 | 7.8 |
| | 3 | 904 | 29.6 | 32.8 | 40.6 |
| | 4 | 1319 | 43.1 | 47.8 | 88.4 |
| | 5 | 320 | 10.5 | 11.6 | 100.0 |
| | Total | 2757 | 90.2 | 100.0 | |
| Missing | System | 300 | 9.8 | | |
| Total | | 3057 | 100.0 | | |

**Street Maintenance**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 155 | 5.1 | 5.2 | 5.2 |
| | 2 | 408 | 13.3 | 13.8 | 19.0 |
| | 3 | 1100 | 36.0 | 37.2 | 56.2 |
| | 4 | 1084 | 35.5 | 36.7 | 92.9 |
| | 5 | 210 | 6.9 | 7.1 | 100.0 |
| | Total | 2957 | 96.7 | 100.0 | |
| Missing | System | 100 | 3.3 | | |
| Total | | 3057 | 100.0 | | |

**Street Sweeping**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 228 | 7.5 | 8.2 | 8.2 |
| | 2 | 370 | 12.1 | 13.3 | 21.5 |
| | 3 | 957 | 31.3 | 34.4 | 55.9 |
| | 4 | 973 | 31.8 | 35.0 | 90.9 |
| | 5 | 254 | 8.3 | 9.1 | 100.0 |
| | Total | 2782 | 91.0 | 100.0 | |
| Missing | System | 275 | 9.0 | | |
| Total | | 3057 | 100.0 | | |

**Traffic**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 378 | 12.4 | 12.9 | 12.9 |
| | 2 | 577 | 18.9 | 19.7 | 32.6 |
| | 3 | 1087 | 35.6 | 37.1 | 69.8 |
| | 4 | 747 | 24.4 | 25.5 | 95.3 |
| | 5 | 138 | 4.5 | 4.7 | 100.0 |
| | Total | 2927 | 95.7 | 100.0 | |
| Missing | System | 130 | 4.3 | | |
| Total | | 3057 | 100.0 | | |

**Fire Protection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 53 | 1.7 | 2.0 | 2.0 |
| | 2 | 71 | 2.3 | 2.7 | 4.7 |
| | 3 | 397 | 13.0 | 15.1 | 19.9 |
| | 4 | 1316 | 43.0 | 50.2 | 70.0 |
| | 5 | 787 | 25.7 | 30.0 | 100.0 |
| | Total | 2624 | 85.8 | 100.0 | |
| Missing | System | 433 | 14.2 | | |
| Total | | 3057 | 100.0 | | |

**Emergency Medical**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 25 | .8 | 1.0 | 1.0 |
| | 2 | 44 | 1.4 | 1.8 | 2.8 |
| | 3 | 360 | 11.8 | 14.4 | 17.1 |
| | 4 | 1217 | 39.8 | 48.6 | 65.8 |
| | 5 | 856 | 28.0 | 34.2 | 100.0 |
| | Total | 2502 | 81.8 | 100.0 | |
| Missing | System | 555 | 18.2 | | |
| Total | | 3057 | 100.0 | | |

**Police Services**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 94 | 3.1 | 3.7 | 3.7 |
| | 2 | 195 | 6.4 | 7.7 | 11.4 |
| | 3 | 707 | 23.1 | 27.9 | 39.3 |
| | 4 | 1087 | 35.6 | 42.9 | 82.2 |
| | 5 | 452 | 14.8 | 17.8 | 100.0 |
| | Total | 2535 | 82.9 | 100.0 | |
| Missing | System | 522 | 17.1 | | |
| Total | | 3057 | 100.0 | | |

**Traffic Law Enforcement**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 250 | 8.2 | 9.0 | 9.0 |
| | 2 | 410 | 13.4 | 14.7 | 23.7 |
| | 3 | 941 | 30.8 | 33.8 | 57.4 |
| | 4 | 913 | 29.9 | 32.7 | 90.2 |
| | 5 | 274 | 9.0 | 9.8 | 100.0 |
| | Total | 2788 | 91.2 | 100.0 | |
| Missing | System | 269 | 8.8 | | |
| Total | | 3057 | 100.0 | | |

**Crime Prevention**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 120 | 3.9 | 4.5 | 4.5 |
| | 2 | 331 | 10.8 | 12.3 | 16.8 |
| | 3 | 1096 | 35.9 | 40.8 | 57.5 |
| | 4 | 958 | 31.3 | 35.6 | 93.2 |
| | 5 | 184 | 6.0 | 6.8 | 100.0 |
| | Total | 2689 | 88.0 | 100.0 | |
| Missing | System | 368 | 12.0 | | |
| Total | | 3057 | 100.0 | | |

**City Parks Appearance**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 16 | .5 | .5 | .5 |
| | 2 | 43 | 1.4 | 1.4 | 2.0 |
| | 3 | 305 | 10.0 | 10.2 | 12.2 |
| | 4 | 1358 | 44.4 | 45.6 | 57.8 |
| | 5 | 1255 | 41.1 | 42.2 | 100.0 |
| | Total | 2977 | 97.4 | 100.0 | |
| Missing | System | 80 | 2.6 | | |
| Total | | 3057 | 100.0 | | |

**Recreation Programs**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 68 | 2.2 | 2.6 | 2.6 |
| | 2 | 144 | 4.7 | 5.5 | 8.1 |
| | 3 | 500 | 16.4 | 19.2 | 27.4 |
| | 4 | 1170 | 38.3 | 45.0 | 72.3 |
| | 5 | 720 | 23.6 | 27.7 | 100.0 |
| | Total | 2602 | 85.1 | 100.0 | |
| Missing | System | 455 | 14.9 | | |
| Total | | 3057 | 100.0 | | |

**Trash Collection**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 56 | 1.8 | 2.2 | 2.2 |
| | 2 | 72 | 2.4 | 2.8 | 4.9 |
| | 3 | 339 | 11.1 | 13.1 | 18.0 |
| | 4 | 1057 | 34.6 | 40.8 | 58.8 |
| | 5 | 1068 | 34.9 | 41.2 | 100.0 |
| | Total | 2592 | 84.8 | 100.0 | |
| Missing | System | 465 | 15.2 | | |
| Total | | 3057 | 100.0 | | |

**Weed Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 327 | 10.7 | 12.1 | 12.1 |
| | 2 | 504 | 16.5 | 18.6 | 30.7 |
| | 3 | 953 | 31.2 | 35.2 | 65.9 |
| | 4 | 740 | 24.2 | 27.3 | 93.2 |
| | 5 | 185 | 6.1 | 6.8 | 100.0 |
| | Total | 2709 | 88.6 | 100.0 | |
| Missing | System | 348 | 11.4 | | |
| Total | | 3057 | 100.0 | | |

**Junk/Rubbish Control**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 285 | 9.3 | 10.3 | 10.3 |
| | 2 | 494 | 16.2 | 17.9 | 28.2 |
| | 3 | 836 | 27.3 | 30.3 | 58.5 |
| | 4 | 818 | 26.8 | 29.6 | 88.1 |
| | 5 | 330 | 10.8 | 11.9 | 100.0 |
| | Total | 2763 | 90.4 | 100.0 | |
| Missing | System | 294 | 9.6 | | |
| Total | | 3057 | 100.0 | | |

**Storm Water System**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 624 | 20.4 | 24.6 | 24.6 |
| | 2 | 637 | 20.8 | 25.1 | 49.7 |
| | 3 | 776 | 25.4 | 30.6 | 80.3 |
| | 4 | 411 | 13.4 | 16.2 | 96.5 |
| | 5 | 88 | 2.9 | 3.5 | 100.0 |
| | Total | 2536 | 83.0 | 100.0 | |
| Missing | System | 521 | 17.0 | | |
| Total | | 3057 | 100.0 | | |

**Drinking Water Supplier**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | City | 1190 | 38.9 | 39.9 | 39.9 |
| | Ute | 1423 | 46.5 | 47.7 | 87.6 |
| | Clifton | 369 | 12.1 | 12.4 | 100.0 |
| | Total | 2982 | 97.5 | 100.0 | |
| Missing | System | 75 | 2.5 | | |
| Total | | 3057 | 100.0 | | |

**Quality of Drinking Water**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 136 | 4.4 | 4.6 | 4.6 |
| | 2 | 226 | 7.4 | 7.6 | 12.2 |
| | 3 | 661 | 21.6 | 22.2 | 34.4 |
| | 4 | 1182 | 38.7 | 39.8 | 74.2 |
| | 5 | 768 | 25.1 | 25.8 | 100.0 |
| | Total | 2973 | 97.3 | 100.0 | |
| Missing | System | 84 | 2.7 | | |
| Total | | 3057 | 100.0 | | |

**Neighborhood Safety**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 59 | 1.9 | 2.0 | 2.0 |
| | 2 | 114 | 3.7 | 3.8 | 5.8 |
| | 3 | 533 | 17.4 | 17.9 | 23.8 |
| | 4 | 1407 | 46.0 | 47.4 | 71.1 |
| | 5 | 858 | 28.1 | 28.9 | 100.0 |
| | Total | 2971 | 97.2 | 100.0 | |
| Missing | System | 86 | 2.8 | | |
| Total | | 3057 | 100.0 | | |

**City Employee Courteousness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 57 | 1.9 | 3.2 | 3.2 |
| | 2 | 68 | 2.2 | 3.8 | 7.0 |
| | 3 | 272 | 8.9 | 15.3 | 22.3 |
| | 4 | 710 | 23.2 | 39.8 | 62.1 |
| | 5 | 675 | 22.1 | 37.9 | 100.0 |
| | Total | 1782 | 58.3 | 100.0 | |
| Missing | System | 1275 | 41.7 | | |
| Total | | 3057 | 100.0 | | |

**City Employee Helpfulness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 93 | 3.0 | 5.3 | 5.3 |
| | 2 | 119 | 3.9 | 6.7 | 12.0 |
| | 3 | 272 | 8.9 | 15.4 | 27.4 |
| | 4 | 673 | 22.0 | 38.1 | 65.4 |
| | 5 | 611 | 20.0 | 34.6 | 100.0 |
| | Total | 1768 | 57.8 | 100.0 | |
| Missing | System | 1289 | 42.2 | | |
| Total | | 3057 | 100.0 | | |

**City Employee Timeliness**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1 | 142 | 4.6 | 8.4 | 8.4 |
| | 2 | 125 | 4.1 | 7.4 | 15.8 |
| | 3 | 317 | 10.4 | 18.8 | 34.7 |
| | 4 | 573 | 18.7 | 34.0 | 68.7 |
| | 5 | 528 | 17.3 | 31.3 | 100.0 |
| | Total | 1685 | 55.1 | 100.0 | |
| Missing | System | 1372 | 44.9 | | |
| Total | | 3057 | 100.0 | | |

**Sex**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Male | 1586 | 51.9 | 54.5 | 54.5 |
| | Female | 1323 | 43.3 | 45.5 | 100.0 |
| | Total | 2909 | 95.2 | 100.0 | |
| Missing | System | 148 | 4.8 | | |
| Total | | 3057 | 100.0 | | |

**Age**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | Under 21 | 5 | .2 | .2 | .2 |
| | 21-29 | 58 | 1.9 | 1.9 | 2.1 |
| | 30-39 | 239 | 7.8 | 7.9 | 10.0 |
| | 40-49 | 556 | 18.2 | 18.4 | 28.4 |
| | 50-59 | 585 | 19.1 | 19.3 | 47.7 |
| | 60-69 | 595 | 19.5 | 19.7 | 67.3 |
| | 70+ | 988 | 32.3 | 32.7 | 100.0 |
| | Total | 3026 | 99.0 | 100.0 | |
| Missing | System | 31 | 1.0 | | |
| Total | | 3057 | 100.0 | | |

**Time Lived in Grand Junction**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 1-5 years | 385 | 12.6 | 12.7 | 12.7 |
| | 6-10 years | 427 | 14.0 | 14.1 | 26.9 |
| | 11-15 years | 386 | 12.6 | 12.8 | 39.6 |
| | 16-20 years | 283 | 9.3 | 9.4 | 49.0 |
| | 21+ years | 1542 | 50.4 | 51.0 | 100.0 |
| | Total | 3023 | 98.9 | 100.0 | |
| Missing | System | 34 | 1.1 | | |
| Total | | 3057 | 100.0 | | |

**Zip Code**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 81501 | 975 | 31.9 | 32.1 | 32.1 |
| | 81502 | 22 | .7 | .7 | 32.8 |
| | 81503 Riverside | 35 | 1.1 | 1.2 | 34.0 |
| | 81503 Redlands | 430 | 14.1 | 14.2 | 48.1 |
| | 81503 Orchard Mesa | 149 | 4.9 | 4.9 | 53.0 |
| | 81503 First and Pomona | 6 | .2 | .2 | 53.2 |
| | 81504 | 580 | 19.0 | 19.1 | 72.3 |
| | 81505 | 229 | 7.5 | 7.5 | 79.9 |
| | 81506 | 612 | 20.0 | 20.1 | 100.0 |
| | Total | 3038 | 99.4 | 100.0 | |
| Missing | System | 19 | .6 | | |
| Total | | 3057 | 100.0 | | |

**Year of Survey**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|---|---|---|---|---|
| Valid | 2001 | 3057 | 100.0 | 100.0 | 100.0 |