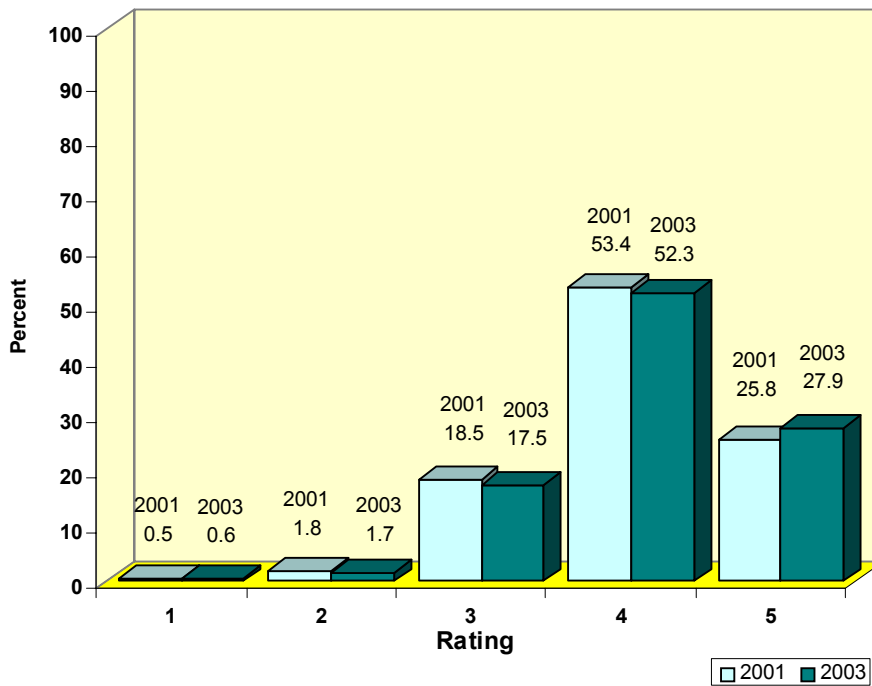City of Grand Junction

Colorado

Household Survey
2003

Survey Conducted by the Bureau of Economic and Business Research
Mesa State College

Senior Researcher: Dr. Jerry W. Moorman
(970) 248-1514
jmoorman@mesastate.edu

City of Grand Junction
Household Survey - 2003

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 (80.2%) rated quality of life as good or excellent.

A very small percentage (2.3%) rated quality of life as poor or below average.

TABLE OF CONTENTS

Survey Report

Survey Results

Demographics

Appendices

CHARTS AND TABLES

Charts

Tables

CITY OF GRAND JUNCTION
HOUSEHOLD SURVEY
2003

EXECUTIVE SUMMARY

The City of Grand Junction contracted the Bureau of Economic and Business Research at Mesa State College 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. The intent was to not only measure opinions in 2003, but to provide longitudinal data between the two 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.

The full report contains research methodology, an explanation of statistical accuracy, survey results including data analysis and explanation, and instrumentation.

Meetings with City Administrators started in January, 2003, to plan the research project. The 2001 questionnaire was reviewed by the Bureau of Business and Economic Research (Bureau) 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. On April 1, 2003, 19,202 questionnaires were mailed. Respondents were given seven days to return the instrument. An actual cut-off date of April 21, 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 101,108 items had to be entered to create the final data pool.

After the data were entered and verified, it was analyzed using SPSS 10.0, one of the most academically respected statistical software packages available. The primary statistical procedures used were descriptive statistics and crosstabulations.

The survey yielded 3,611 completed questionnaires. Using the number of surveys mailed (19,202), the survey yielded a confidence interval of 1.47 at the 95% confidence level. When this study was conducted in 2001, the confidence interval was 1.6. 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 1.47 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 48.53% (50-1.47) and 51.47% (50+1.47) 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 48.53% and 51.47% (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, 1.47, is extremely low and indicates a very high degree of accuracy.

DATA HIGHLIGHTS

An overwhelming percentage (80.2%) of Grand Junction households rated quality of life as good or excellent in 2003. This is up 1.0% from 2001. A very small percentage (2.3%) rated quality of life as poor or below average. This is the same percentage as 2001.

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 3.74 was achieved. This was an increase of .12 from 2001.

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

City of Grand Junction Services

City Services	2001 Mean	2003 Mean	Difference
Street Maintenance and Repair	3.27	3.26	-0.01
Street Sweeping	3.24	3.53	0.29
Traffic Management	2.89	2.88	-0.01
Fire Protection	4.03	4.18	0.15
Emergency Medical Services	4.13	4.24	0.11
Delivery of Police Services	3.63	3.68	0.05
Enforcement of Traffic Laws	3.20	3.12	-0.08
Crime Prevention	3.28	3.23	-0.05
Appearance of City Parks	4.27	4.09	-0.18
Recreation Programs	3.90	3.91	0.01
Trash Collection	4.16	4.28	0.12
Weed Control	2.98	2.86	-0.12
Junk and Rubbish Control	3.15	3.08	-0.07
Storm Water Collection System	2.49	3.20	0.71
*Water Service		4.14	N/A
*Water Quality	3.76		N/A

*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 low means of 2.86 for Weed Control and 2.88 for Traffic Management to high means of 4.28 for Trash Collection and 4.24 for Emergency Medical Services. Several others including Fire Protection, Appearance of City Parks, and Water Service were above the 4.0 level. The Storm Water Collection System increased dramatically. Several ratings decreased slightly from 2001.

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 one service area where there was a high level of variance based on Zip Code of residence: recreation programs.

There were minor changes made to this section of the questionnaire in 2003. A new question, "Who Supplies Your Trash Collection?" was added. Data reveal that the City supplies trash collection to 72.4% 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 was 4.14.

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

The next question concerned neighborhood safety. With a mean of 3.97, overall perception appeared high that someone walking in a City neighborhood was safe. This mean was unchanged from 2001. Several crosstabulations were conducted to further investigate neighborhood safety and are included in the report. Data generally support that the older the respondent, the safer they felt someone would be 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."

Data support that City employees were very courteous and provided services in a timely and helpful fashion. Means in all three areas increased slightly between 2001 and 2003. Several crosstabulations were conducted to further examine City employee traits and are included in the report. There was moderate variance in the three areas based on age. Of note was that Zip Code 81503 Riverside had noticeable increases in the means of all three areas.

The next four questions concerned respondent demographics. Respondents were majority female (48.9%). In 2001, males were the majority at 51.9%. In 2003 gender distribution was closer than in 2001.

In 2003, almost half the respondents (49.7%) were 60 years of age and older, with (30.7%) 70+. This is a decrease from 2001 when more than half the respondents (51.8%) were 60 years of age and older, with (32.3%) 70+.

In 2001, 50.4% of respondents had lived in Grand Junction 21+ years and 26.6% had lived in Grand Junction 10 years or less. In 2003, only 46.5% had lived in Grand Junction 21+ years and 33.3% had lived in Grand Junction 10 years or less.

In 2003 Zip Code distribution was not even with small responses from 81502 (.7%), 81503 Riverside (.7%), and 81503 1st and Pomona (.2%). The number of respondents from each Zip Code area should be carefully factored into any conclusions reached based on research data.

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. Changes between 2001 and 2003 are generally positive.

CITY OF GRAND JUNCTION
HOUSEHOLD SURVEY - 2003

INTRODUCTION

The City of Grand Junction contracted the Bureau of Economic and Business Research at Mesa State College 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. The intent was to not only measure opinions in 2003, but to provide longitudinal data between the two 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.

METHODOLOGY

Meetings with City Administrators started in January, 2003, to plan the research project. The 2001 questionnaire was reviewed by the Bureau of Business and Economic Research (Bureau) 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. On April 1, 2003, 19,202 questionnaires were mailed. Respondents were given seven days to return the instrument. An actual cut-off date of April 21, 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 101,108 items had to be entered to create the final data pool.

After the data were entered and verified, it was analyzed using SPSS 10.0, one of the most academically respected statistical software packages available. The primary statistical procedures used were descriptive statistics and crosstabulations.

STATISTICAL ACCURACY

The survey yielded 3,611 completed questionnaires. Using the number of surveys mailed (19,202), the survey yielded a confidence interval of 1.47 at the 95% confidence level. When this study was conducted in 2001, the confidence interval was 1.6. 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 1.47 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 48.53% (50-1.47) and 51.47% (50+1.47) 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 48.53% and 51.47% (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, 1.47, is extremely low and indicates a very high degree of accuracy.

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. Crosstabulations are included where it was useful to examine sub-group responses.

Respondents were asked to use a rating scale of 1 - 5 while completing 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 2001 Household Survey are also presented in most tables for longitudinal comparison purposes. With the exception of minor changes in two questions, the 2001 and 2003 Household questionnaires are the same. By placing both the 2001 and 2003 results together, the reader can readily identify longitudinal changes over time.

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.

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	Difference
Quality of Life	2822	4.02	3374	4.05	0.03

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 4.05. There was an upward movement from 2001 data.

Chart 1. Quality of Life
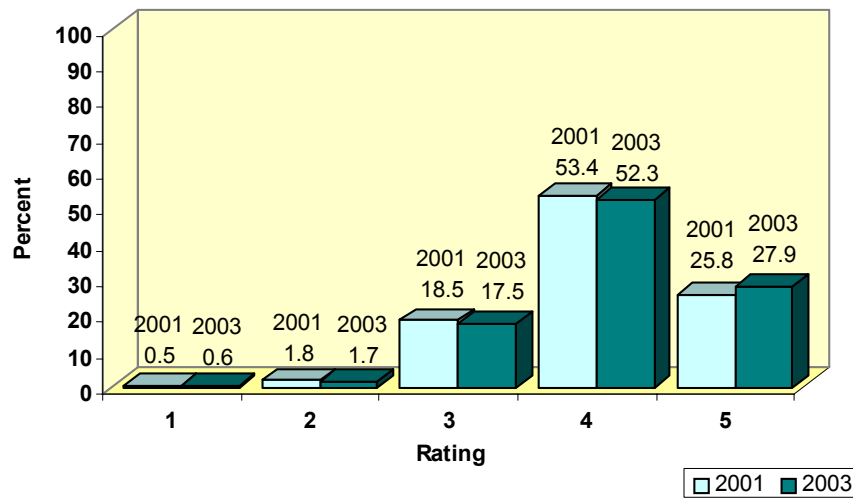
The bar chart more graphically illustrates how households rated quality of life. As shown above, very few households rated quality of life below the mid-point on the scale. A large majority rated it at a 4 or 5.

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	Difference
Male	4.00	3.99	-0.01
Female	4.05	4.10	0.05
Total	4.02	4.05	0.03

There was little difference in quality of life between sexes. Upward movement occurred in the mean of females from 2001 data and the overall mean.

Table 3. Quality of Life by Age

Age	2001 Mean	2003 Mean	Difference
Under 21	3.60	3.47	-0.13
21-29	3.75	3.83	0.08
30-39	3.93	4.04	0.11
40-49	3.89	3.95	0.06
50-59	3.94	3.92	-0.02
60-69	4.06	4.12	0.06
70+	4.18	4.20	0.02
Total	4.02	4.05	0.03

Data generally indicate that quality of life gets better with age in Grand Junction. There was upward movement in most of the means from 2001 data plus the overall mean.

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

Time Lived in Grand Junction	2001 Mean	2003 Mean	Difference
1-5 years	4.00	4.03	0.03
6-10 years	3.99	4.02	0.03
11-15 years	4.01	4.05	0.04
16-20 years	4.05	4.03	-0.02
21+ years	4.04	4.07	0.03
Total	4.02	4.05	0.03

There was little difference in quality of life based on time lived in Grand Junction. Upward movement occurred in most of the means from 2001 data plus the overall mean.

Table 5. Quality of Life by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	4.00	3.97	-0.03
81502	3.90	3.77	-0.13
81503 Riverside	3.94	4.17	0.23
81503 Redlands	4.18	4.14	-0.04
81503 Orchard Mesa	3.93	3.90	-0.03
81503 1st and Pomona	4.33	4.14	-0.19
81504	3.88	3.93	0.05
81505	4.04	4.02	-0.02
81506	4.12	4.17	0.05
Total	4.02	4.05	0.03

There was minor variance in quality of life based on Zip Code of residence. Even though the overall mean rose between 2001 and 2003, several areas showed a decrease. The decreases were offset by a .23 increase in 81503 Riverside.

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	Difference
Overall Services	2757	3.62	3260	3.74	0.12

The average citizen felt that the overall provision of City services was above average with a mean of 3.74. There was upward movement in the mean from 2001 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	Difference
Male	3.57	3.69	0.12
Female	3.66	3.77	0.11
Total	3.61	3.73	0.12

There was little difference in provision of services between sexes. Upward movement occurred in both of the means from 2001 data.

Table 8. Overall Services by Age

Age	2001 Mean	2003 Mean	Difference
Under 21	3.20	3.27	0.07
21-29	3.54	3.53	-0.01
30-39	3.38	3.63	0.25
40-49	3.42	3.59	0.17
50-59	3.51	3.60	0.09
60-69	3.64	3.73	0.09
70+	3.86	3.98	0.12
Total	3.62	3.74	0.12

Data generally indicate that provision of services gets better with age in Grand Junction. There was upward movement in all ages except 21-29 from 2001 data.

Table 9. Overall Services by Time Lived in Grand Junction

Time Lived in Grand Junction	2001 Mean	2003 Mean	Difference
1-5 years	3.64	3.78	0.14
6-10 years	3.57	3.70	0.13
11-15 years	3.66	3.80	0.14
16-20 years	3.60	3.68	0.08
21+ years	3.62	3.72	0.10
Total	3.62	3.74	0.12

There was little variance in provision of services based on time lived in Grand Junction. Upward movement occurred in all of the means from 2001 data.

Table 10. Overall Services by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.72	3.80	0.08
81502	3.45	3.45	0.00
81503 Riverside	3.24	3.20	-0.04
81503 Redlands	3.59	3.74	0.15
81503 Orchard Mesa	3.49	3.58	0.09
81503 1st and Pomona	4.00	3.86	-0.14
81504	3.41	3.40	-0.01
81505	3.56	3.63	0.07
81506	3.73	3.81	0.08
Total	3.62	3.74	0.12

There was moderate variance in provision of services based on Zip Code of residence: 81503 Riverside was lowest at 3.20; 81503 1st and Pomona was highest at 3.86. Upward movement occurred in five of the nine means from 2001 data. Declines were insignificant in two, and one remained the same. The following chart further illustrates these results.

Chart 2. Overall Services by Zip Code
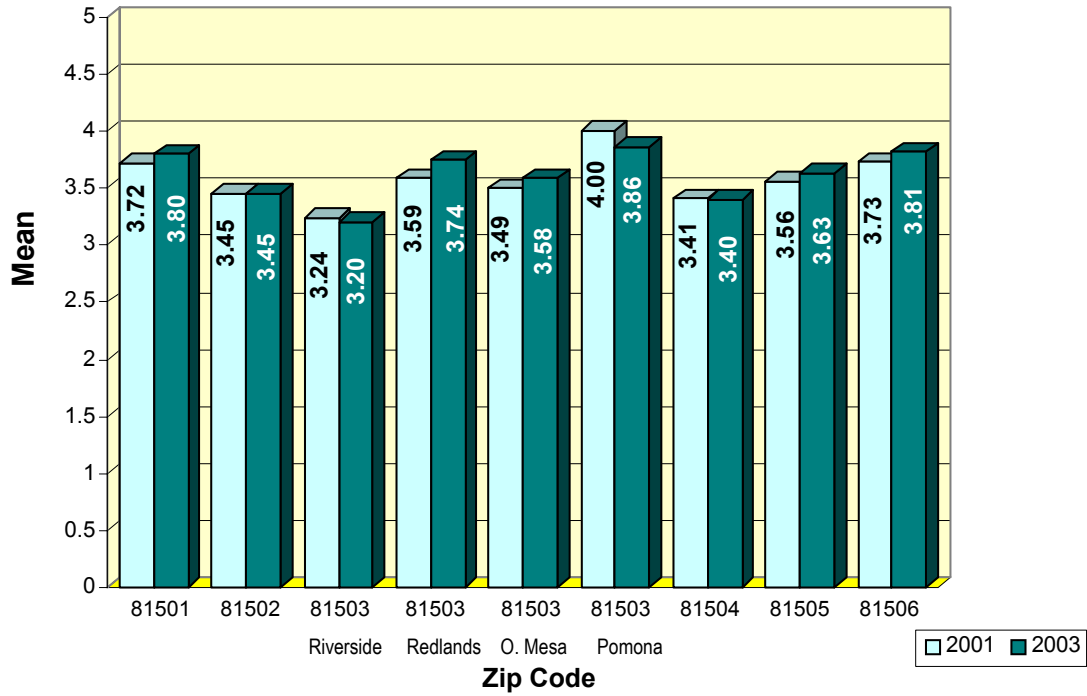
The next series of questions was preceded by the question, "**How do you rate the quality of each of the following services provided by the City?**" The following table includes means for Questions 3 - 18.

Table 11. City of Grand Junction Services

City Services	2001 Mean	2003 Mean	Difference
Street Maintenance and Repair	3.27	3.26	-0.01
Street Sweeping	3.24	3.53	0.29
Traffic Management	2.89	2.88	-0.01
Fire Protection	4.03	4.18	0.15
Emergency Medical Services	4.13	4.24	0.11
Delivery of Police Services	3.63	3.68	0.05
Enforcement of Traffic Laws	3.20	3.12	-0.08
Crime Prevention	3.28	3.23	-0.05
Appearance of City Parks	4.27	4.09	-0.18
Recreation Programs	3.90	3.91	0.01
Trash Collection	4.16	4.28	0.12
Weed Control	2.98	2.86	-0.12
Junk and Rubbish Control	3.15	3.08	-0.07
Storm Water Collection System	2.49	3.20	0.71
*Water Service		4.14	N/A
*Water Quality	3.76		N/A

*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 low means of 2.86 for Weed Control and 2.88 for Traffic Management to high means
of 4.28 for Trash Collection and 4.24 for Emergency Medical Services. Several others
including Fire Protection, Appearance of City Parks, and Water Service were above the
4.0 level. The Storm Water Collection System increased dramatically. Several ratings
decreased slightly from 2001. The following bar chart further illustrates these results.

Chart 3. City of Grand Junction Services

Mean

Service	2003	2001
Trash Collection	4.28	4.16
Emergency Medical	4.24	4.13
Fire Protection	4.18	4.03
Water Service	4.14	
City Parks	4.09	4.27
Recreation Programs	3.91	3.90
Police Services	3.68	3.63
Street Sweeping	3.53	3.24
Street Maintenance	3.26	3.27
Crime Prevention	3.23	3.28
Storm Water	3.20	2.49
Traffic Laws	3.12	3.20
Junk & Rubbish	3.08	3.15
Traffic Management	2.88	2.89
Weed Control	2.86	2.98
Water Quality		3.76

■ 2003 □ 2001

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	Difference
81501	3.35	3.29	-0.06
81502	3.05	3.22	0.17
81503 Riverside	2.97	3.40	0.43
81503 Redlands	3.37	3.35	-0.02
81503 Orchard Mesa	3.08	3.03	-0.05
81503 1st and Pomona	3.33	3.71	0.38
81504	3.07	2.99	-0.08
81505	3.28	3.15	-0.13
81506	3.31	3.32	0.01
Total	3.27	3.26	-0.01

There was moderate variance in street maintenance based on Zip Code of residence. Lowest was 81504 with a mean of 2.99 and highest was 81503 1st and Pomona with a mean of 3.71. Both 81503 Riverside and 81503 1st and Pomona showed minor increases. Of note is the very slight decline in overall mean from 2001.

Question 4 Street Sweeping?

Table 13. Street Sweeping Service by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.38	3.69	0.31
81502	3.44	3.65	0.21
81503 Riverside	2.82	3.67	0.85
81503 Redlands	3.30	3.47	0.17
81503 Orchard Mesa	3.24	3.30	0.06
81503 1st and Pomona	3.50	3.71	0.21
81504	3.07	3.22	0.15
81505	3.15	3.44	0.29
81506	3.17	3.51	0.34
Total	3.24	3.53	0.29

There was minor variance in street sweeping based on Zip Code of residence. Of note is the fact that in 2001 the lowest was 81503 Riverside with a mean of 2.82. In 2003 it was second highest with a mean of 3.67.

Question 5 Traffic Management?

Table 14. Traffic Management by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	2.98	2.93	-0.05
81502	3.20	2.92	-0.28
81503 Riverside	2.91	3.12	0.21
81503 Redlands	2.95	2.81	-0.14
81503 Orchard Mesa	2.80	2.81	0.01
81503 1st and Pomona	3.83	2.57	-1.26
81504	2.74	2.71	-0.03
81505	2.91	2.81	-0.10
81506	2.86	2.89	0.03
Total	2.90	2.88	-0.02

There was a moderate level of variance in traffic management based on Zip Code of residence. Lowest was 81503 1st and Pomona with a mean of 2.57 and highest was 81503 Riverside with a mean of 3.12. Of note is that in 2001, 81503 1st and Pomona was the highest with a mean of 3.83. Also, there was a slight decline in overall mean from 2001.

Question 6 Fire Protection?

Table 15. Fire Protection by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	4.19	4.27	0.08
81502	4.11	4.18	0.07
81503 Riverside	3.43	4.17	0.74
81503 Redlands	3.51	3.74	0.23
81503 Orchard Mesa	4.21	4.20	-0.01
81503 1st and Pomona	4.33	4.17	-0.16
81504	4.00	4.15	0.15
81505	4.09	4.21	0.12
81506	4.12	4.24	0.12
Total	4.03	4.18	0.15

There was little variance in fire protection based on Zip Code of residence, with the exception of 81503 Redlands. The 81503 Redlands Zip was higher than 2001, however.

The 81503 Riverside Zip showed a very positive increase from 2001 of .74 to a mean of 4.17.

Question 7 Emergency Medical Services?

Table 16. Emergency Medical Services by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	4.22	4.26	0.04
81502	4.00	4.10	0.10
81503 Riverside	3.61	4.09	0.48
81503 Redlands	3.94	3.98	0.04
81503 Orchard Mesa	4.15	4.29	0.14
81503 1st and Pomona	4.17	4.00	-0.17
81504	4.03	4.11	0.08
81505	4.18	4.26	0.08
81506	4.22	4.31	0.09
Total	4.13	4.24	0.11

There was minor variance in emergency medical services based on Zip Code of residence. The 81503 Riverside Zip again experienced the most positive gain from 2001.

Question 8 Delivery of Police Services?

Table 17. Delivery of Police Services by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.72	3.68	-0.04
81502	2.88	3.27	0.39
81503 Riverside	3.12	3.83	0.71
81503 Redlands	3.59	3.61	0.02
81503 Orchard Mesa	3.41	3.53	0.12
81503 1st and Pomona	4.00	3.17	-0.83
81504	3.51	3.43	-0.08
81505	3.65	3.68	0.03
81506	3.75	3.80	0.05
Total	3.64	3.68	0.04

There was moderate variance in delivery of police services based on Zip Code of residence. Lowest was 81503 1st and Pomona with a mean of 3.17. Of interesting note is that in 2001, 81503 1st and Pomona had the highest mean. The 81503 Riverside Zip experienced the most positive gain from 2001, while reporting the highest mean of 3.83.

Question 9 Police Enforcement of Traffic Laws?

Table 18. Police Enforcement of Traffic Laws by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.24	3.15	-0.09
81502	3.26	3.05	-0.21
81503 Riverside	3.28	3.17	-0.11
81503 Redlands	3.23	3.09	-0.14
81503 Orchard Mesa	3.07	3.09	0.02
81503 1st and Pomona	3.67	3.17	-0.50
81504	3.06	2.98	-0.08
81505	3.33	3.19	-0.14
81506	3.22	3.12	-0.10
Total	3.20	3.12	-0.08

There was minor variance in traffic law enforcement based on Zip Code of residence. Lowest was 81504 with a mean of 2.98 and highest was 81505 with a mean of 3.19. Of note is the slight decline in overall mean from 2001 and declines in 8 of 9 Zip Code areas.

Question 10 Crime Prevention?

Table 19. Crime Prevention by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.30	3.21	-0.09
81502	3.22	3.22	0.00
81503 Riverside	3.00	3.54	0.54
81503 Redlands	3.39	3.33	-0.06
81503 Orchard Mesa	3.11	3.07	-0.04
81503 1st and Pomona	3.50	2.83	-0.67
81504	3.14	3.07	-0.07
81505	3.33	3.20	-0.13
81506	3.37	3.26	-0.11
Total	3.28	3.23	-0.05

There was moderate variance in crime prevention based on Zip Code of residence. Of note is the slight decline in overall mean from 2001. Seven of nine Zip Code areas reported a slight decline.

Question 11 Appearance of City Parks?

Table 20. Appearance of City Parks by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	4.35	4.17	-0.18
81502	4.14	4.13	-0.01
81503 Riverside	4.12	4.00	-0.12
81503 Redlands	4.34	4.06	-0.28
81503 Orchard Mesa	4.24	3.99	-0.25
81503 1st and Pomona	4.50	4.29	-0.21
81504	4.15	3.94	-0.21
81505	4.19	4.01	-0.18
81506	4.27	4.10	-0.17
Total	4.27	4.09	-0.18

There was minor variance in City parks appearance based on Zip Code of residence. Of note is the decline in overall mean from 2001. All nine Zip Code areas reported a decline, with a decline range of .01 to .28.

Question 12 Recreation Programs?

Table 21. Recreation Programs by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.97	3.91	-0.06
81502	3.94	3.72	-0.22
81503 Riverside	3.72	3.71	-0.01
81503 Redlands	3.97	3.98	0.01
81503 Orchard Mesa	3.90	3.79	-0.11
81503 1st and Pomona	4.00	4.71	0.71
81504	3.68	3.72	0.04
81505	3.86	3.90	0.04
81506	3.94	3.95	0.01
Total	3.90	3.91	0.01

There was high variance in recreation programs based on Zip Code of residence. Lowest was 81503 Riverside with a mean of 3.71 and highest was 81503 1st and Pomona with a mean of 4.71. Four Zip Code areas reported a decline. The 1st and Pomona Zip area reported a .71 increase.

Question 13 Trash Collection?

Table 22. Trash Collection by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	4.28	4.27	-0.01
81502	4.11	4.14	0.03
81503 Riverside	4.03	4.50	0.47
81503 Redlands	3.95	4.24	0.29
81503 Orchard Mesa	4.31	4.16	-0.15
81503 1st and Pomona	4.60	4.83	0.23
81504	3.73	3.86	0.13
81505	4.17	4.26	0.09
81506	4.32	4.37	0.05
Total	4.16	4.28	0.12

There was moderate variance in trash collection based on Zip Code of residence. Lowest was 81504 with a mean of 3.86. It was also the lowest in 2001. The highest was 81503 1st and Pomona with a mean of 4.83. It was also the highest in 2001.

Question 14 Who Supplies Your Trash Collection?

Table 23. Trash Collection Supplier

		Frequency	Percent	Mean
Valid	City	2613	72.4	4.31
	Other	841	23.3	4.13
	Total	3454	95.7	N/A
Missing	System	157	4.3	N/A
Total		3611	100.0	4.28

This question was added in 2003. The City supplies trash collection to 72.4% of respondents.

Table 24. Trash Collection Supplier by Zip Code

	Trash Collection Supplier					
	City		Other		Total	
Zip Code	N	Mean	N	Mean	N	Mean
81501	1077	4.28	36	4.03	1113	4.27
81502	20	4.10	1	5.00	21	4.14
81503 Riverside	15	4.47	3	4.67	18	4.50
81503 Redlands	210	4.24	133	4.24	343	4.24
81503 Orchard Mesa	205	4.19	27	3.93	232	4.16
81503 1st & Pomona	4	4.75	2	5.00	6	4.83
81504	16	3.62	70	3.91	86	3.86
81505	178	4.35	103	4.17	281	4.28
81506	815	4.41	147	4.14	962	4.37
Total	2540	4.31	522	4.13	3062	4.28

There was little variance in trash collection between the City and other. There was high variance in City trash collection based on Zip Code of residence. Lowest was 81504 with a mean of 3.62 and highest was 81503 1st and Pomona with a mean of 4.75.

Question 15 Weed Control?

Table 25. Weed Control by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.13	2.91	-0.22
81502	3.33	2.80	-0.53
81503 Riverside	2.70	2.73	0.03
81503 Redlands	3.12	2.90	-0.22
81503 Orchard Mesa	2.85	2.76	-0.09
81503 1st and Pomona	4.00	3.40	-0.60
81504	2.69	2.59	-0.10
81505	2.88	2.81	-0.07
81506	2.98	2.88	-0.10
Total	2.99	2.86	-0.13

There was moderate variance in weed control based on Zip Code of residence. Lowest was 81504 with a mean of 2.59. It was also the lowest in 2001. The highest was 81503 1st and Pomona with a mean of 3.40. It was also the highest in 2001. Overall, the mean fell from 2.99 in 2001 to 2.86 in 2003. With the exception of 81503 Riverside, all Zip areas fell between 2001 and 2002.

Question 16 Junk and Rubbish Control?

Table 26. Junk and Rubbish Control by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	3.27	3.09	-0.18
81502	3.10	3.00	-0.10
81503 Riverside	3.12	2.96	-0.16
81503 Redlands	3.16	3.01	-0.15
81503 Orchard Mesa	3.16	2.96	-0.20
81503 1st and Pomona	3.67	3.14	-0.53
81504	2.79	2.67	-0.12
81505	3.22	3.03	-0.19
81506	3.24	3.19	-0.05
Total	3.15	3.08	-0.07

There was moderate variance in junk/rubbish control based on Zip Code of residence. Lowest was 81504 with a mean of 2.67 and highest was 81506 with a mean of 3.19.

Overall, the mean fell from 3.15 in 2001 to 3.08 in 2003. All individual Zip areas fell between 2001 and 2002.

Question 17 Storm Water Collection System?

Table 27. Storm Water Collection System by Zip Code

Zip Code	2001 Mean	2003 Mean	Difference
81501	2.49	3.21	0.72
81502	2.47	2.94	0.47
81503 Riverside	2.25	3.50	1.25
81503 Redlands	2.53	3.10	0.57
81503 Orchard Mesa	2.54	3.23	0.69
81503 1st and Pomona	2.50	3.40	0.90
81504	2.38	2.99	0.61
81505	2.54	3.24	0.70
81506	2.56	3.22	0.66
Total	2.49	3.20	0.71

There was moderate variance in the storm water collection system based on Zip Code of residence. Lowest was 81502 with a mean of 2.94 and highest was 81503 Riverside with a mean of 3.50. This service has shown measurable improvement since 2001 in all Zip areas. The most notable increase was 81503 Riverside with an increase from 2.25 in 2001 to 3.50 in 2003.

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
City	4.13
Other	4.14
Total	4.14

There was little variance in 2003 between the two supplier options.

Question 19 Who supplies your drinking water?

Table 29. Drinking Water Supplier

		Frequency 2003	Percent 2003
Valid	City	2027	56.1
	Other	1425	39.5
Missing	System	159	4.4
Total		3611	100.0

The City was the major supplier of respondent's water (56.1%).

Two crosstabulations were conducted to examine the quality of water service by Zip Codes in 2003.

Table 30. Quality of Water Service by Zip Code

Zip Code	2003 Mean
81501	4.08
81502	4.15
81503 Riverside	4.17
81503 Redlands	4.13
81503 Orchard Mesa	4.09
81503 1st and Pomona	4.00
81504	3.95
81505	4.23
81506	4.21
Total	4.14

There was minor variance in quality of water service based on Zip Code of residence. Lowest was 81504 with a mean of 3.95 and highest was 81505 with a mean of 4.23.

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

Zip Code	Drinking Water Supplier	2003 Mean Quality of Water Service
81501	City	4.10
	Other	3.53
	Total	4.08
81502	City	4.18
	Other	4.00
	Total	4.15
81503 Riverside	City	4.44
	Other	4.25
	Total	4.35
81503 Redlands	City	4.07
	Other	4.15
	Total	4.12
81503 Orchard Mesa	City	4.10
	Other	3.94
	Total	4.08
81503 1st and Pomona	City	3.50
	Other	5.00
	Total	4.00
81504	City	4.00
	Other	3.97
	Total	3.98
81505	City	4.26
	Other	4.20
	Total	4.24
81506	City	4.20
	Other	4.21
	Total	4.21
Total	City	4.13
	Other	4.14
	Total	4.14

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. Lowest was 81503 1st and Pomona with a mean of 3.50 and highest was 81503 Riverside with a mean of 4.44. Caution is urged in use of this data, however, because of the small number of respondents in Zip 81503 1st and Pomona (7).

The next question concerned neighborhood safety.

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

Table 32. Neighborhood Safety

	N	2001 Mean	N	2003 Mean	Difference
Neighborhood Safety	2971	3.97	3386	3.97	0.00

With a mean of 3.97, overall perception appeared high that someone walking in a City neighborhood was safe. Interestingly enough, the mean did not change between 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	Difference
81501	3.70	3.70	0.00
81502	3.59	3.54	-0.05
81503 Riverside	3.68	4.13	0.45
81503 Redlands	4.35	4.24	-0.11
81503 Orchard Mesa	3.72	3.75	0.03
81503 1st and Pomona	3.67	3.67	0.00
81504	3.95	3.98	0.03
81505	4.04	4.07	0.03
81506	4.24	4.16	-0.08
Total	3.97	3.97	0.00

There was moderate variance in walking safety based on Zip Code of residence. Lowest was 81502 with a mean of 3.54. It was also the lowest in 2003.   The highest was 81503 Redlands with a mean of 4.24. It was also the highest in 2001. Of note is the positive change in 81503 Riverside. The following bar chart further illustrates these results.

Chart 4. Neighborhood Safety by Zip Code

Mean values by Zip Code (2001 / 2003):

Zip Code	2001	2003
81501	3.70	3.70
81502	3.59	3.54
81503 Riverside	3.68	4.13
81503 Redlands	4.35	4.24
81503 O. Mesa	3.72	3.75
81503 Pomona	3.67	3.67
81504	3.95	3.98
81505	4.04	4.07
81506	4.24	4.16
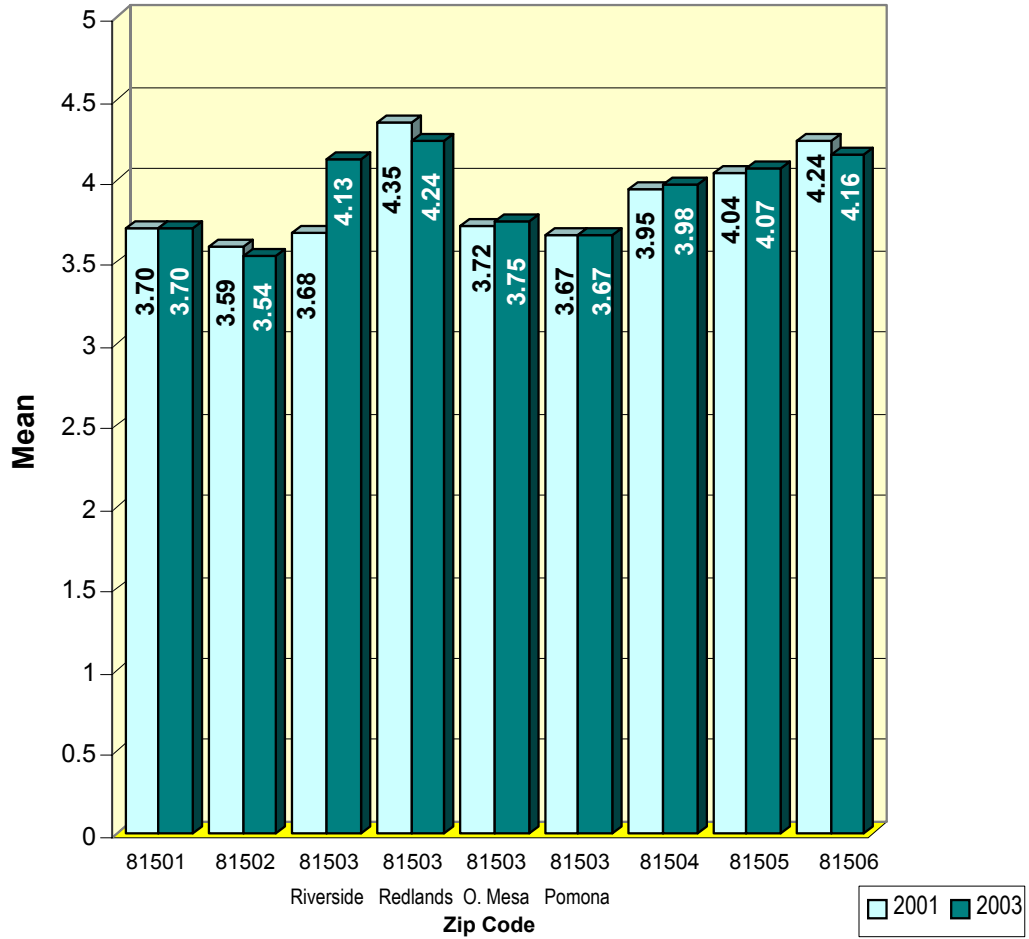
Table 34. Neighborhood Safety by Sex

Sex	2001 Mean	2003 Mean	Difference
Male	4.03	4.02	-0.01
Female	3.92	3.92	0.00
Total	3.98	3.97	-0.01

There was little variance in walking safety based on sex and little change between 2001 and 2003.

Table 35. Neighborhood Safety by Age

Age	2001 Mean	2003 Mean	Difference
Under 21	3.20	3.63	0.43
21-29	3.86	3.91	0.05
30-39	3.95	3.95	0.00
40-49	3.97	3.92	-0.05
50-59	3.96	3.99	0.03
60-69	3.99	4.03	0.04
70+	4.01	3.97	-0.04
Total	3.98	3.97	-0.01

Data generally support that the older the respondent, the safer they felt someone would be walking in their neighborhood. Overall variance was minor and changed little between 2001 and 2003 except for the under 21 category. With an "N" of only 16 in that category, however, caution should be used in interpretation.

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	Difference
City Employee Courteousness	4.05	4.14	0.09
City Employee Helpfulness	3.90	4.01	0.11
City Employee Timeliness	3.72	3.87	0.15

Again in 2003, data support that City employees were very courteous and provided services in a timely and helpful fashion. Means increased in all three categories between 2001 and 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	Difference	2001 Mean	2003 Mean	Difference	2001 Mean	2003 Mean	Difference
Male	3.99	4.12	0.13	3.84	3.96	0.12	3.65	3.81	0.16
Female	4.14	4.18	0.04	3.98	4.07	0.09	3.82	3.94	0.12
Total	4.06	4.15	0.09	3.90	4.02	0.12	3.73	3.87	0.14

There was little variance in employee traits based on sex.

Table 38. City Employee Traits by Age Of Respondent

Age	City Employee Courteousness			City Employee Helpfulness			City Employee Timeliness		
	2001 Mean	2003 Mean	Difference	2001 Mean	2003 Mean	Difference	2001 Mean	2003 Mean	Difference
Under 21	4.33	3.55	-0.78	3.67	3.60	-0.07	4.00	3.30	-0.70
21-29	3.49	3.84	0.35	3.54	3.76	0.22	3.58	3.57	-0.01
30-39	3.95	4.09	0.14	3.85	4.02	0.17	3.69	3.91	0.22
40-49	3.89	4.02	0.13	3.77	3.89	0.12	3.57	3.72	0.15
50-59	3.93	4.08	0.15	3.77	3.95	0.18	3.60	3.81	0.21
60-69	4.13	4.22	0.09	3.90	4.04	0.14	3.67	3.91	0.24
70+	4.31	4.34	0.03	4.17	4.20	0.03	4.03	4.09	0.06
Total	4.06	4.15	0.09	3.90	4.02	0.12	3.73	3.88	0.15

There was moderate variance in employee courteousness, helpfulness and timeliness based on age. The overall means in all three categories increased between 2001 and 2003. Generally speaking, in all three categories, the older the respondent, the higher the mean.

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	Difference	2001 Mean	2003 Mean	Difference	2001 Mean	2003 Mean	Difference
81501	4.10	4.14	0.04	3.99	4.03	0.04	3.78	3.87	0.09
81502	3.44	4.00	0.56	3.35	3.39	0.04	3.00	3.35	0.35
81503 Riverside	3.73	4.20	0.47	3.46	4.27	0.81	3.52	3.77	0.25
81503 Redlands	4.11	4.18	0.07	3.89	4.06	0.17	3.76	3.97	0.21
81503 Orchard Mesa	3.97	4.17	0.20	3.89	4.10	0.21	3.76	3.95	0.19
81503 1st and Pomona	4.00	4.40	0.40	4.00	3.80	-0.20	4.00	3.75	-0.25
81504	3.91	4.07	0.16	3.69	3.89	0.20	3.53	3.72	0.19
81505	4.18	4.01	-0.17	4.04	3.78	-0.26	3.86	3.66	-0.20
81506	4.05	4.18	0.13	3.88	4.04	0.16	3.71	3.90	0.19
Total	4.05	4.14	0.09	3.90	4.01	0.11	3.73	3.87	0.14

There was minor variance in employee courteousness and moderate variance in helpfulness and timeliness based on Zip Code of residence. Even though overall means in all three areas increased between 2001 and 2003, all three means decreased in Zip area 81505. Of note, Zip area 81503 Riverside had noticeable increases in all three areas.

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 40. Sex of Respondents

		2001		2003	
		Frequency	**Percent**	**Frequency**	**Percent**
Valid	Male	1586	51.9	1583	43.8
	Female	1323	43.3	1767	48.9
	Total	2909	95.2	3350	92.8
Missing	System	148	4.8	261	7.2
Total		3057	100.0	3611	100.0

Respondents were majority female (48.9%) with 7.2% of respondents not answering this question. Gender distribution was closer in 2003 than 2001.

Question 25 Age of Respondents

Table 41. Age of Respondents

		2001		2003	
		Frequency	**Percent**	**Frequency**	**Percent**
Valid	Under 21	5	.2	16	.4
	21-29	58	1.9	154	4.3
	30-39	239	7.8	294	8.1
	40-49	556	18.2	602	16.7
	50-59	585	19.1	718	19.9
	60-69	595	19.5	685	19.0
	70+	988	32.3	1107	30.7
	Total	3026	99.0	3576	99.0
Missing	System	31	1.0	35	1.0
Total		3057	100.0	3611	100.0

In 2003, almost half the respondents (49.7%) were 60 years of age and older, with (30.7%) 70+. This is a decrease from 2001 when more than half the respondents (51.8%) were 60 years of age and older, with (32.3%) 70+.

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

Table 42. Length of Time Respondents Lived in Grand Junction

		2001		2003	
		Frequency	Percent	Frequency	Percent
Valid	1-5 years	385	12.6	708	19.6
	6-10 years	427	14.0	496	13.7
	11-15 years	386	12.6	390	10.8
	16-20 years	283	9.3	293	8.1
	21+ years	1542	50.4	1679	46.5
	Total	3023	98.9	3566	98.8
Missing	System	34	1.1	45	1.2
Total		3057	100.0	3611	100.0

In 2001, 50.4% of respondents had lived in Grand Junction 21+ years and 26.6% had lived in Grand Junction 10 years or less. In 2003, only 46.5% had lived in Grand Junction 21+ years and 33.3% had lived in Grand Junction 10 years or less.

Question 27 Zip Code of Respondents

Table 43. Zip Code of Respondents

		2001		2003	
		Frequency	Percent	Frequency	Percent
Valid	81501	975	31.9	1205	33.4
	81502	22	.7	24	.7
	81503 Riverside	35	1.1	25	.7
	81503 Redlands	430	14.1	449	12.4
	81503 Orchard Mesa	149	4.9	264	7.3
	81503 1st and Pomona	6	.2	7	.2
	81504	580	19.0	139	3.8
	81505	229	7.5	372	10.3
	81506	612	20.0	1108	30.7
	Total	3038	99.4	3593	99.5
Missing	System	19	.6	18	.5
Total		3057	100.0	3611	100.0

In 2003 Zip Code distribution was not even with small responses from 81502 (.7%), 81503 Riverside (.7%), and 81503 1st and Pomona (.2%). 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

City of Grand Junction 2003 Household Survey

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.

		Poor			Excellent		No Opinion
	Please use the rating scale to the right while completing the questionnaire. Circle the number that most closely represents your opinion.	1	2	3	4	5	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			Excellent		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   (4) 40-49   (7) 70+
    (2) 21-29   (5) 50-59
    (3) 30-39   (6) 60-69

26. Approximately how long have you lived in Grand Junction?
    (1) 1-5 years   (4) 16-20 years
    (2) 6-10 years   (5) 21+ years
    (3) 11-15 years

27. Zip Code
    (1) 81501   (3) 81503 Riverside   (7) 81504
    (2) 81502   (4) 81503 Redlands   (8) 81505
                         (5) 81503 Orchard Mesa   (9) 81506
                         (6) 81503 1st & Pomona School Area

Other Comments:_____

_____

Appendix B:
Frequency Distribution 2003

City of Grand Junction Household Survey 2003
Frequency Distribution

Statistics

		Quality of Life	General Provision of Services	Street Maintenance and Repair	Street Sweeping	Traffic Management
N	Valid	3374	3260	3538	3420	3495
	Missing	237	351	73	191	116

Statistics

		Fire Protection	Emergency Medical Services	Delivery of Police Services	Enforcement of Traffic Laws	Crime Prevention
N	Valid	3178	3003	3056	3352	3250
	Missing	433	608	555	259	361

Statistics

		Appearance of City Parks	Recreation Programs	Trash Collection	Trash Collection Supplier	Weed Control
N	Valid	3515	3037	3183	3454	3207
	Missing	96	574	428	157	404

Statistics

		Junk and Rubbish Control	Storm Water Collection System	Water Service	Drinking Water Supplier	Neighborhood Walking Safety
N	Valid	3380	2760	3084	3452	3386
	Missing	231	851	527	159	225

Statistics

		City Employee Courteousness	City Employee Helpfulness	City Employee Timeliness	Sex of Respondents
N	Valid	2165	2149	2067	3350
	Missing	1446	1462	1544	261

Statistics

		Age of Respondents	Respondents' Time Lived in City	Respondents' Zip Code
N	Valid	3576	3566	3593
	Missing	35	45	18

Frequency Tables
for Questions

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		

**Appendix B:
Frequency Distribution 2001**

City of Grand Junction
Household Survey 2001
Frequency Distribution

Statistics

		Quality of Life	Overall Services	Street Maintenance	Street Sweeping	Traffic
N	Valid	2822	2757	2957	2782	2927
	Missing	235	300	100	275	130

Statistics

		Fire Protection	Emergency Medical	Police Services	Traffic Law Enforcement	Crime Prevention
N	Valid	2624	2502	2535	2788	2689
	Missing	433	555	522	269	368

Statistics

		City Parks Appearance	Recreation Programs	Trash Collection	Weed Control	Junk/Rubbish Control
N	Valid	2977	2602	2592	2709	2763
	Missing	80	455	465	348	294

Statistics

		Storm Water System	Drinking Water Supplier	Quality of Drinking Water	Neighborhood Safety	City Employee Courteousness
N	Valid	2536	2982	2973	2971	1782
	Missing	521	75	84	86	1275

Statistics

		City Employee Helpfulness	City Employee Timeliness	Sex	Age
N	Valid	1768	1685	2909	3026
	Missing	1289	1372	148	31

Statistics

		Time Lived in Grand Junction	Zip Code
N	Valid	3023	3038
	Missing	34	19

Frequency Tables
for Questions

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		