

White City Metro Township Survey September 2018

Needs Assessment Survey

Stanley M. Guy

10/12/2018

EXTENSION 

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Stanley M. Guy
Utah State University Extension

Sponsored by White City Metro Township

October 12, 2018

Executive Summary

Survey Objectives

The purpose of the survey was to gather resident's opinions about White City Metro Township area services, public transportation, governance, and parks and recreation.

Procedures

The survey was developed by survey team participants representing White City Metro Township, Unified Police Department, Salt Lake County Parks and Recreation and Utah State University Extension. The survey's five sections contained questions on services, public transportation, local governance, parks and recreation, and household demographics.

Survey Implementation

The survey and a White City Metro Township Mayor's cover letter were delivered by volunteers to randomly selected households in thirty-six districts comprising the White City Metro Township area. Completed surveys were picked up by volunteers later the same day. Three hundred and twenty three out of 525 households completed a survey for a 62% return rate.

Services

Most respondents feel that garbage collection, postal service, recycling, library, fire, police, storm drainage, ambulance and emergency medical services are good or excellent. Street lighting, bus, and mental health services had less than half of the respondents rating these services as good or excellent.

All four services provided by the Greater Salt Lake Municipal Service District had less than half of the respondents rating them as Excellent or Good. These services were planning and zoning, roads, animal services and engineering.

Engineering services such as snow removal, storm drains, and roads/highways/streets had majority of respondents rating them as excellent or good. Less than half of the respondents rated Sidewalks/Pedestrian Safety as excellent or good.

Majority of respondents felt that Unified Police Department's school safety, other traffic laws, and traffic speed control were excellent and good. Areas with less than a majority rating the service as excellent or good include parking control, gang control, visible residential patrol, narcotics enforcement, and neighborhood watch.

Majority of respondents felt the condition of houses is a problem in their neighborhood. A large majority of respondents feel safe and very safe in their neighborhoods during the day and at night.

Majorities of respondents felt sidewalks, trails, and painted bike lanes on some major streets were very important or moderately important to have throughout White City. Respondents say they have access to needed public transportation with less than majorities feeling UTA access needs to be improved and UTA services need improvement. Approximately one third of respondents would ride UTA if there were routes on Sego Lily Lane, 700 East, 10600 South, and 1300 East.

Over half of the respondents prefer the Wasatch Front Waste and Recycling (white dumpsters) and 29% take advantage of the “Free” load to dump voucher. About one third of respondents know about the curbside green waste program.

The most preferred method of financing improvements in White City Metro Township were with user fees. To improve street lighting, sidewalks, streets and roads, and upgrade existing parks were the only services that had most residents saying they would be willing to pay more taxes if they knew the money would be spent for that purpose.

Local Governance

Approximately one third of respondents rated the effectiveness of the Community Council, White City Metro Township, and State Government as excellent or good. The level of government with the most respondents rating their experience working with it as excellent or good was White City Metro Township, then Community Council, and lastly state government. Fifty-nine percent of respondents said they had no contact with State and Community Council governments and half said they had no contact with White City Metro Township government.

Enforcement of Zoning Regulations had the highest percent of respondents who rated this as Excellent and Good. Less than a quarter of respondents rated Home Business Permits/Regulations, New building permits, “Junk” Ordinances, “Weed” Ordinances, and Ban on continuous 24 hr street parking Excellent and Good. There were majority of residents who didn’t know how to rate new building permits, home business permits/regulations, and remodeling permits.

Survey participants were asked to give high, medium, low, or not a priority on issues they feel the Mayor and White City Metro Township should address during the next year. Respondents gave high and medium priority levels to pedestrian safety near schools, install street lights, speeding, install/repair sidewalks, repair streets (curb and gutter), and enforcing regulations.

Parks and Recreation

Parks that were used by majority of residents were Big Bear Park, Dimple Dell Recreation Center Park and Lone Peak Park. Majority of respondents rated the physical condition of parks as Excellent and Good. Majorities of respondents rated the availability of local parks, availability of regional parks, picnic areas, soccer, and baseball as excellent and good. Only 18% of respondents indicated they have children that participate in the County’s organized sports programs.

Internet Access

Internet access using smart phones and tablets were used by the largest number of respondents, followed by computers at home, and then computers at work. Only 36% of survey respondents have land line telephones.

Background

Majority of respondents have lived in White City Metro Township for over 15 years. Eighty-seven percent of respondents anticipate living in White City in five years. Almost a third of the Head of Households were 65 or older and half of the households responding had Head of Households members 55 or older. Respondent genders were almost split equally with 51% female and 49% male. Ninety-one percent of respondents are buying or own their home. Approximately a third of the households had gross family income less than \$50,000, a third had family incomes between \$50,000 to \$74,999, and a third had family incomes \$75,000 or more. Nearly a quarter of respondents were retired, the largest cohort of the wage earner categories.

Survey Limitations

The survey provides detailed opinions on White City Metro Township Services, Local Governance, Public Transportation, and Parks and Recreation. The 95% confidence margin of error is +/- 5.1%. For example, the results of the survey show 24% of the respondents as retired. The actual percentage of retired respondents will fall somewhere between 19% and 29% of the population.

White City Metro Township Community Survey

Stanley M. Guy, Community Development Educator
Utah State University Extension

October 12, 2018

White City Metro Township conducted a survey to gather residents' opinions about government services, public transportation, local governance, and parks and recreation. USU Extension refined and finalized the survey and participated in conducting, gathering, and tabulating the results.

This report highlights some of the findings from the survey and includes the survey instrument with frequencies of responses. There is also a section containing charts which graphically display the responses for most questions. There are approximately 1700 households in the White City Metro Township area of which 525 were randomly selected to participate in the survey. Of these 525 randomly selected households 323 completed surveys were gathered by volunteers representing a 62% rate of return. The confidence level is +/-5.1%. For a more in-depth understanding, readers should review the survey instrument and charts contained in this report.

Services

The first question in this section asked people to rate an array of government services available in the White City Metro Township area. Services where most respondents rated the service as Excellent or Good were garbage collections (91%), Postal (89%), Wasatch Front Waste Recycling District (84%) Library (78%), Parks and Recreation (75%), Unified Fire Authority (71%), Unified Police Department (65%), Storm Drainage (63%), Ambulance Service (58%), and Emergency Medical Services (57%). Four services had less than half of respondents rating them as Excellent or Good, Animal Control (49%), Street Lighting (36%), Bus Service (27%), and Mental Health Service (22%). A majority (69%) of respondents answered "Don't Know" when rating Mental Health services which contributed to the low excellent or good rating.

Greater Salt Lake Municipal Services District

The second question of the survey dealt with services from the Greater Salt Lake Municipal Services District. Respondents were asked to rate four services. All four services had less than half of the respondents rating them as Excellent or Good, roads (46%), animal services (38%), engineering (32%), and planning and zoning (32%).

Engineering

The third question had respondents rate four engineering areas. Snow removal (68%), storm drains (60%), and roads/highways/streets (59%) had most respondents rating them as excellent or good. Sidewalks/Pedestrian Safety had forty-five percent rating this as excellent or good.

Unified Police District

Question four of the survey dealt with the Unified Police District. Respondents were asked to rate the services performed by the Unified Police District. Three services had majority of respondents rating them as Excellent or Good, School Safety (59%), Other Traffic Laws (58%), and Traffic Speed Control (58%). Five

services had less than a majority rating them as Excellent or Good, Parking Control (46%), Gang control (36%), Visible residential patrol (34%), Narcotics enforcement (32%), and Neighborhood Watch (30%).

Problems in Neighborhood

Survey question number 5 asked about problems in the respondents' neighborhood. Condition of houses (51%) was the only item with majority of respondents saying it was a problem. Forty-five percent of respondents said too much street parking was a problem, followed by burglaries and cost of housing (both 27%), recreational drug use (23%), vandalism (17%), gangs (7%), vacant lots (5%), and were problems. Other problems listed by respondents include:

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • 13th East • black top • code violations of neighbors • condition of houses - renters, too much street parking • condition of sidewalks and lack of street lighting • condition of yards • Council • curb appeal • driving while on cell phone • drug dealers • excessive speeding • Garbage can in the street all week • Goat Head! (plant) | <ul style="list-style-type: none"> • junk cars • junk in yard • junk in yards • lack of sidewalks • lawn care • lighting • marijuana • mechanic work in yards • multi room renting • need crosswalks • need limit on dogs - per house • neglected landscaping • no lawn, just weeds • no local coffee shop • no sidewalks | <ul style="list-style-type: none"> • no street lights • our water smells like sewer - cannot drink • parking is a problem • parking strips and garbage • roads/gutters loud dogs, leash them, curb them etc. • roosters and rabbits running wild • School walkway dangerous • speeding on Seago Lily • street lights • unkept yards • unregistered cars in street • vagrants • yard maintenance |
|---|--|--|

Neighborhood Safety

Question 6 asked respondent to tell how safe they felt in their neighborhood during the day and at night. A clear majority of respondents feel safe and very safe in the day (95%) and safe and very safe at night (77%).

Sidewalks, Trails, and Bike Lanes

Responses to question 7 showed majorities of respondents felt sidewalks (81%), Trails (67%), and painted bike lanes on some major streets (60%) were very important or moderately important to have throughout White City.

Public Transportation

Fifty three percent of respondents say they have access to needed public transportation (question 8), and thirty-seven percent say UTA access needs to be improved (question 9). Thirty-five percent say UTA services need to be improved (question 10). Question 11 dealt with UTA routes. People would ride UTA if there was a route on Seago Lily Lane (34%), 700 East (34%), 10600 South (29%), and 1300 East (26%)

Waste Pickup

Question 12 asked respondent about their preference for annual waste pickup. Fifty-two percent prefer the Wasatch Front Waste and Recycling (white dumpsters), 28% prefer curbside (street pile), and 20% had no preference for annual waste pickup. Twenty-nine percent of respondents take advantage of the “Free” load to dump voucher and 34% of respondents know about the curbside green waste program.

Financing

Question 15 explored methods to finance improvements in the White City Metro Township. The most preferred method in terms of number of respondents saying that method is best to finance improvements in the White City Metro Township area was user fee (114 respondents), followed by Special Service District User Fee (70 respondents), then property tax (24 respondents) and five respondents said “Other” methods are best.

Taxes

Question 16 asked which services that generally require taxes for maintenance and construction would residents be willing to pay more of if they knew the money would be spent in the White City Metro Township area. The four services with majorities of people willing to pay more taxes were improve street lighting (62%), improve sidewalks (59%), improve streets and roads (57%), and upgrade existing parks (54%). Services without majority of respondents willing to pay more taxes for that service were improve curb and gutter (48%), improve police protection (47%), provide recreation facilities (43%), expand/improve storm and ground water drainage (42%), provide additional parks (38%), and improve ambulance service (37%).

Local Governance

Question 17 asked people to rate the effectiveness of the Community Council, White City Metro Township, and State Government. Respondents rated Community Council (33%), White City Metro Township (38%), and State Government (30%) as Excellent and Good. The next question asked respondents about their experience in working with each level of government. Respondents rated Community Council (20%), White City Metro Township (26%), and State Government (16%) working experiences as Excellent and Good. Fifty-nine percent of respondents said they had no contact with State and Community Council government and half said they had no contact with White City Metro Township government.

Regulation and Ordinances Enforcement

Question 19 covered the enforcement of regulations and ordinances. Enforcement of Zoning Regulations (26%), Remodeling Permits (24%), Home Business Permits/Regulations (23%), New building permits (21%), “Junk” Ordinances (15%), “Weed” Ordinances (12%), and Ban on continuous 24 hr. street parking (12%) were rated as Excellent and Good.

Question 20 asked respondents to give high, medium, low, or not a priority for issues they feel the Mayor and White City Metro Township should address during the next year. The high and medium priority levels were pedestrian safety near schools (82%), install street lights and speeding (both 76%), install/repair sidewalks (74%), repair streets -curb and gutter (71%), and enforcing regulations (70%).

Parks and Recreation

Parks that were used by most residents were Big Bear Park (70%), Dimple Dell Recreation Center Park (54%) and Lone Peak Park (51%). Forty-six percent of respondents said family members use Sandy Amphitheater, Jordan River Parkway (31%), Storm Mountain Park (30%), and Wrangler Trailhead and Duey Bluth Park (both 20%). A majority (82%) of respondents rated the physical condition of parks as Excellent and Good.

Question 23 asked respondents to rate recreation services in the White City Metro Township area. Most respondents rated the following as Excellent and Good: Availability of local parks (78%), availability of regional parks (69%), picnic areas (59%), soccer (57%), and baseball (55%). The following recreation services had less than half of respondents rating the service as Excellent and Good: Equestrian paths (48%), access to facilities for disabled (33%), and children's playgrounds (10%). Only 18% of respondents indicated they have children that participate in the County's organized sports programs. (question 24).

Internet Access

Majorities of respondents say they access the internet through a computer at home (89%), smart phone or tablet (88%) and through a computer at work (62%). Thirty percent said they access the internet through a computer at the library. Only 36% of respondents said they have a land line telephone.

Respondents Demographics

Fifty-one percent of the respondents were female and 49% were male. Forty-three percent of respondents have lived in their neighborhoods for over 25 years, followed by 10% living in their neighborhoods between 16 to 25 years. Twelve percent lived in their neighborhoods from 11 to 15 years. Slightly over a third of respondents (35%) have lived in their neighborhood 10 or fewer years. Eighty-seven percent of respondents anticipate living in White City in five years. Ninety-one percent are buying or own their homes.

Forty-five percent of respondents have one or two family members residing in the home and 35% have three or four members in the home. Twenty percent have five or more family members in their home. Thirty-two percent of respondent said the age of the head of household was 65 or older. A third of all respondents said the head of households were 45 to 64 years of age. Sixteen percent were 35- 44 years of age and eighteen percent were 25 – 34 years of age. Only 1% of head of households were 18 – 24 years of age.

Twenty percent of respondents had yearly gross family incomes of less than \$35,000. Forty-three percent had family incomes between \$35,000 and \$74,999. Twenty-three percent had gross family incomes between \$75,000 and \$99,000. Thirteen percent of households had family incomes between \$100,000 and \$149,999. One percent had incomes between \$150,000 and \$199,999.

Nearly one fourth of respondents are retired (24%). The next largest employment areas for respondents were in Services (12%), then government (11%), Construction (10%), Information Technology (10%), Finance, Insurance, and real estate (8%) and transportation, communications, and public utilities (8%). Retail/wholesale employees accounted for seven percent of respondents, followed by Manufacturing (6%). Homemaker (3%) and Agriculture (1%) were employment areas with the least number of respondents.

Almost eighty percent of respondents have education levels beyond high school graduate. Five percent were vocational school graduates, 31% has some college, 31% were college graduates, and 11% had a graduate degree. Twenty percent of respondents' highest level of education was high school graduate. Three percent had some high school and 1% had a grade school education level.

Respondents General Comments

- Unified police - called in a fight across the street in early morning hours. Literally took 20 min to respond. Turned onto Larkspur, then turned on Peony. By the time they actually stopped at the house, every car that was parked on the street was gone. Probably driving drunk. Storm drainage - Lake Larkspur appears every heavy rainstorm at the corner of Larkspur and Peony. 2. Planning and zoning - what is happening with the "plan" to "develop" White City? Am I still in danger of losing my home? Roads - almost every car that pulls into my driveway scrapes bottoms out. This is because during the 18 years I have been living here, the road has been repaved multiple times. But instead of removing old asphalt, the new has been laid on top. making the dip at the end of my driveway very steep. 16. Improve police protection depends on how much. From my experience we don't need to spend more. We just need to get better service by demanding more for what we are paying - i.e. Police protection
- because of schools and too many children pay way too many taxes, I already pay too many taxes, High priority Clean up!!!
- Better schools high priority
- crosswalks
- Dear White City Metro Township, thank you for the opportunity to complete the local governance survey. While planning your priorities for the next year it may be helpful to consider what drew this new homeowner to this community. 1. Affordable first-time home costs. 2. Access to outdoor experiences such as Dimple Dell. 3. Non-commercial zoning. Maintaining these features are very important to me. Many homes in this area have substantial deferred maintenance (including my home). For new homeowners drawn here there may be years of effort to bring the homes up to better condition. Please keep this in mind when deciding how aggressively to enforce codes directed to home/yard conditions. Thank you for your time.
- Do not like this company (Wasatch Front Waste and Recycling) need a less expensive service, taxes are too high, speeding motorcycles on 10600
- Don't tax me anymore
- Equestrian paths - Shared paths are always covered in horse crap!!
- family income - not your business
- High priority code enforcement yards, weeds, junk
- High priority fix roads
- High priority get rid mayor
- High priority not stopping at stop signs, drivers do not obey sped laws! They don't obey stop signs Too much use of cell phones while driving. They don't obey public crossings.
- high priority parking on streets
- high priority property maintenance
- High priority streets
- High priority yards
- I have heard rumors that they Gully area is unsafe because of gangs and drug trafficking
- improvements through zoning/housing fines
- Just moved in
- lower benefits for politicians and put toward taxes, don't like cars parked on street all night every day every night, high priority drug control
- mail being delivered to wrong address, improvements use taxes we already pay, my responses may seem negative but my experience with White City Community Council and Township have been VERY negative (I wish we were part of Sandy City)
- May get better returns with online survey - more cost efficient, for some residents not home
- more taxes for more animal control presence
- more taxes for water use education programs and patrols subsidies smart water programmers. We, as a family, think that White City and Sandy City governments should focus on and spend a reasonable amount of budget on water conservation awareness and incentives. Incentives could include subsidies for smart sprinkling systems and for xeriscaping yards. Awareness programs could include ad campaigns and also a patrol team of paid workers and volunteers who could educate extreme violators of watering best practices and recommendation. At the very least the aforementioned cities could appoint a working group to brainstorm and plan

for extreme improvements in water conservation throughout the area, possibly even considering more punitive for extreme violators. It's important to get ahead of potential water shortage before we reach a crisis.

- need neighborhood watch, you do not have seat belt on public transportation, use water bill to finance improvements, stay out of my property taxes
- Need to work with Sandy City to crack down on the traffic on 13th E.
- One big improvement would be for Paulina to get out of all White City politics so people with their ideas would run for positions. She only has her agenda that matters.
- Painted bike lanes on some major streets especially where no shoulder People should be able to ride bikes on the sidewalk - there are not enough people riding that it would be a problem.

Riding in the street, even w/bike lanes is just not safe.

- Pay more taxes for code enforcement
- pay taxes to cut trees
- Poor adult workout area/walking path
- property tax too high
- Ride UTA if there was a route on Carnation
- ride UTA if there was a route on Carnation Drive, Property tax too much already
- Sandy fire is closer, so they show up not unified. There were bugs in the playground last year.
- taxes for code enforcement
- taxes for free green waste, high priority renewable energy
- taxes for street lights, high priority White City Walkway
- taxes hire school crossing guards
- Wasatch Front Waste Recycling District - waste of money
- zoning regulations poor renters

WHITE CITY METRO TOWNSHIP SURVEY SEPTEMBER 2018

N=323

+/-5.1%

This survey is sponsored by the White City Metro Township and the Utah State University Extension. We appreciate your help with this survey. To preserve your confidentiality, DO NOT put your name on the survey.

SERVICES

Please circle the number that corresponds to your answer.

1. How would you rate each of the following services in the White City Metro Township area? (EXCELLENT, GOOD, FAIR, POOR, DON'T KNOW)

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Unified Police Dept	24%	41%	12%	3%	20%
b. Unified Fire Authority	30%	41%	3%	---	26%
c. Ambulance Service	24%	34%	3%	---	39%
d. Emergency Medical Service	25%	32%	3%	---	40%
e. Mental Health Service	8%	14%	7%	2%	69%
f. Garbage Collection	45%	46%	6%	2%	1%
g. Wasatch Front Waste Recycling District	38%	46%	11%	3%	2%
h. Parks & Recreation.	31%	44%	11%	2%	12%
i. Animal Control	18%	31%	13%	5%	33%
j. Storm Drainage	23%	40%	16%	6%	15%
k. Street Lighting	12%	24%	27%	33%	4%
l. Library Services	41%	37%	4%	2%	16%
m. Postal Service	55%	34%	7%	2%	2%
n. Buses	10%	17%	12%	17%	44%

2. How would you rate services of the Greater Salt Lake Municipal Services District?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Planning and zoning	5%	27%	27%	12%	29%
b. Roads	7%	39%	35%	8%	11%
c. Animal services	11%	27%	15%	6%	41%
d. Engineering	6%	26%	15%	4%	49%

3. How would you rate the condition of the following engineering areas:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Roads/Highways/ Streets	11%	48%	31%	6%	4%
b. Snow Removal	20%	48%	20%	6%	6%
c. Sidewalks/ Pedestrian Safety	10%	35%	32%	20%	3%
d. Storm drains	14%	46%	19%	8%	13%

4. The Unified Police Department performs a variety of services. How would you rate the effectiveness of the following:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Traffic speed control	15%	43%	21%	14%	7%
b. Other traffic laws	14%	44%	21%	6%	15%
c. Parking control	13%	33%	20%	15%	19%
d. Visible residential patrol	11%	23%	28%	24%	14%
e. School safety	21%	38%	9%	4%	28%
f. Neighborhood Watch	10%	20%	20%	14%	36%

g. Narcotics enforcement	10%	22%	15%	10%	43%
h. Gang control	13%	23%	13%	4%	47%

5. Which, if any, are problems in your neighborhood?

	YES	NO	DON'T KNOW
a. Vacant lots	5%	83%	12%
b. Condition of houses	51%	45%	5%
c. Cost of housing	27%	53%	20%
d. Vandalism	19%	64%	17%
e. Burglaries	27%	51%	22%
f. Recreational drug use	23%	42%	35%
g. Gangs	7%	56%	37%
h. Too much street parking	45%	46%	9%
i. Other (List: _____) N=102	45%	28%	27%

6. How safe do you feel in your neighborhood during the:

	VERY SAFE	SAFE	UNDE-CIDED	UNSAFE	VERY UNSAFE
a. day:	45%	50%	2%	2%	1%
b. night:	22%	55%	16%	6%	1%

7. How important are the following throughout White City? (VERY IMPORTANT, MODERATLY IMPORTANT, NEUTRAL, SLIGHTLY IMPORTANT, LOW IMPORTANCE)

	VERY IMPOR-TANT	MODER-ATLY IMPOR-TANT	SLIGHTLY IMPOR-TANT	LOW IMPOR-TANCE
a. Trails	39%	28%	24%	7%
b. Painted bike lanes on some major streets	33%	27%	26%	9%
c. Sidewalks	61%	20%	12%	6%

PUBLIC TRANSPORTATION

8. Do you have access to the public transportation you need?

	YES	NO	DON'T KNOW
	53%	18%	29%

9. Does UTA access need to be improved?

	37%	19%	44%
--	-----	-----	-----

10. Does UTA services need to be improved?

	35%	18%	47%
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11. Would you ride UTA if there was a route on:

	YES	NO	DON'T KNOW
a. 700 East	34%	41%	25%
b. 1300 East	26%	46%	28%
c. 10600 South	29%	43%	28%
d. Segó Lily Drive	34%	42%	24%

12. Which do you prefer for annual waste pick up?

[Circle your reply]

- 52% Wasatch Front Waste & Recycling (white dumpsters)
- 28% Curb side (street pile)
- 20% No preference

13. Do you take advantage of the "Free" load to the dump voucher provided through the White City Metro Township?

DON'T
YES NO KNOW
29% 39% 32%
KNOW

14. Do you know about the curbside green waste program?

YES NO DON'T
35% 57% 9%

15. Please rank the following methods to finance improvements in the White City Metro Township area from 1 through 3; with 1 (best) being your most preferred method and 3 (worst) being your least preferred method of financing. If using the "Other" option rank them 1 through 4.

- RANK (1 - 3)
- a. User Fee 1
 - b. Special Service District User Fee 2
 - c. Property Tax 3
 - d. Other (List _____) ---

16. Below is a list of services that generally require taxes for maintenance and construction. Would you be willing to pay more taxes if you knew the money would be spent in the White City Metro Township area for that particular purpose?

	YES	NO	DON'T KNOW
a. To improve Police protection	47%	36%	17%
b. To improve Ambulance Service	37%	40%	23%
c. To improve Streets and Roads	57%	28%	15%
d. To improve Street Lighting	62%	27%	11%
e. To improve Sidewalks	59%	30%	11%
f. To improve Curb and Gutter	48%	37%	15%
g. To provide additional Parks	38%	41%	21%
h. To upgrade existing Parks	54%	28%	18%
i. To provide Recreation Facilities	43%	38%	19%
j. To expand and improve the storm and Ground Water Drainage System	42%	36%	22%
k. Other (List _____) N=82	21%	40%	39%

(CONTINUE ON BACK SIDE)

LOCAL GOVERNANCE

17. How would you rate the effectiveness of each of the following in meeting White City area needs?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Community Council	10%	23%	18%	10%	39%
b. White City Metro Township	11%	27%	20%	8%	34%

c. State Government 4% 26% 23% 15% 32%

18. Within the past 12 months, how would you rate your experience in working with the following levels of Government?

	EXC	GOOD	FAIR	POOR	CONTACT NO
a. Community Council	6%	14%	11%	10%	59%
b. White City Metro Township	9%	17%	14%	10%	50%
c. State Government	3%	13%	15%	10%	59%

19. How would you rate the enforcement of the following:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Zoning Regulations	6%	20%	18%	9%	47%
b. Home Business Permits/Regulations	5%	18%	14%	5%	58%
c. New building permits	6%	15%	12%	4%	63%
d. Remodeling permits	6%	18%	13%	6%	57%
e. "Junk" ordinances	5%	10%	20%	31%	34%
f. "Weed" ordinances	4%	8%	19%	37%	32%
g. Ban on continuous 24 hr. street parking	4%	8%	13%	37%	38%

20. From the issues below indicate whether each issue should be given a HIGH priority, MEDIUM priority, LOW priority, or NOT a priority for the Mayor and White City Metro Township to address during the next year.

	HIGH	MEDIUM	LOW	NOT
a. Install / Repair sidewalks	35%	39%	20%	6%
b. Install Street Lights	48%	28%	17%	7%
c. Pedestrian Safety near Schools	52%	30%	14%	4%
d. Repair Streets (curb and gutter).	31%	43%	20%	6%
e. Speeding	41%	35%	19%	5%
f. Enforcing Regulations	32%	38%	23%	7%
g. Other (Please Specify _____) N=71	29%	7%	13%	51%

PARKS AND RECREATION

21. Do you or your family members use any of the following parks

	YES	NO	DON'T KNOW
a. Lone Peak Park	51%	45%	4%
b. Big Bear Park	70%	27%	3%
c. Dimple Dell Recreation Center Park	54%	42%	4%
d. Jordan River Parkway	31%	61%	8%
e. Storm Mountain Park	30%	63%	7%
f. Duey Bluth Park	20%	70%	10%
g. Sandy Amphitheater	46%	49%	5%
h. Wrangler Trailhead	20%	69%	11%

22. How would you rate the physical conditions overall for the parks listed above that you have recently visited?

EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW
27%	55%	6%	---	12%

23. How would you rate each of the following Recreation services in the White City Metro Township area?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Availability of local parks	30%	48%	10%	1%	11%
b. Availability of regional parks	27%	42%	9%	1%	21%
c. Baseball	18%	34%	7%	1%	40%
d. Children's playground	26%	44%	8%	2%	20%
e. Equestrian paths.	20%	28%	7%	2%	43%
f. Picnic Areas	21%	38%	14%	3%	24%
g. Soccer	20%	37%	5%	1%	37%
h. Access to facilities for disabled	12%	21%	10%	5%	52%
i. Other () N=75	8%	9%	4%	4%	75%

24. Do you have children that participate in the County's organized Sports Programs?

	YES	NO	DON'T KNOW
	18%	82	---

25. Do you access the internet through:

	YES	NO
a. computer in your home	89%	11%
b. computer at work	62%	38%
c. computer at library	30%	70%
d. smart phone or tablet	88%	12%
e. other () N=51	88%	12%

26. Do you have a land line telephone?

	YES	NO
	36%	64%

BACKGROUND

This information is required for funding from state agencies. As this survey is confidential, please do not put your name on this survey.

27. Are you: [Circle number]

49% MALE 51% FEMALE

28. How many years have you lived in this neighborhood? [Circle number]

19% 0 – 3 YEARS 12% 11 – 15 YEARS
 9% 4 – 6 YEARS 10% 16 – 25 YEARS
 7% 7 – 10 YEARS 43% OVER 25 YEARS

29. Do you anticipate living in White City in five years?

	YES	NO	DON'T KNOW
	87%	4%	9%

30. Are you renting or are you buying/own your own home? [Circle number]

9% RENTING 91% BUYING/OWN

31. How many family members reside in your home? [Circle number]

1	2	3	4	5	6	7	8 OR MORE
10%	36%	19%	16%	12%	5%	2%	1%

32. Which category best represents the age of the head of household? [Circle number]

1% 18 – 24	16% 45 – 54
18% 25 – 34	17% 55 – 64
16% 35 – 44	32% 65 OR OLDER

33. Which of the following categories best describes your gross total family income during the last year? [Circle number]

8% LESS THAN 25,000	23% \$75,000 - \$99,999
12% \$25,000 - \$34,999	13% \$100,000 - \$149,999
12% \$35,000 - \$49,999	1% \$150,000 - \$199,999
30% \$50,000 - \$74,999	--- \$200,000 OR MORE

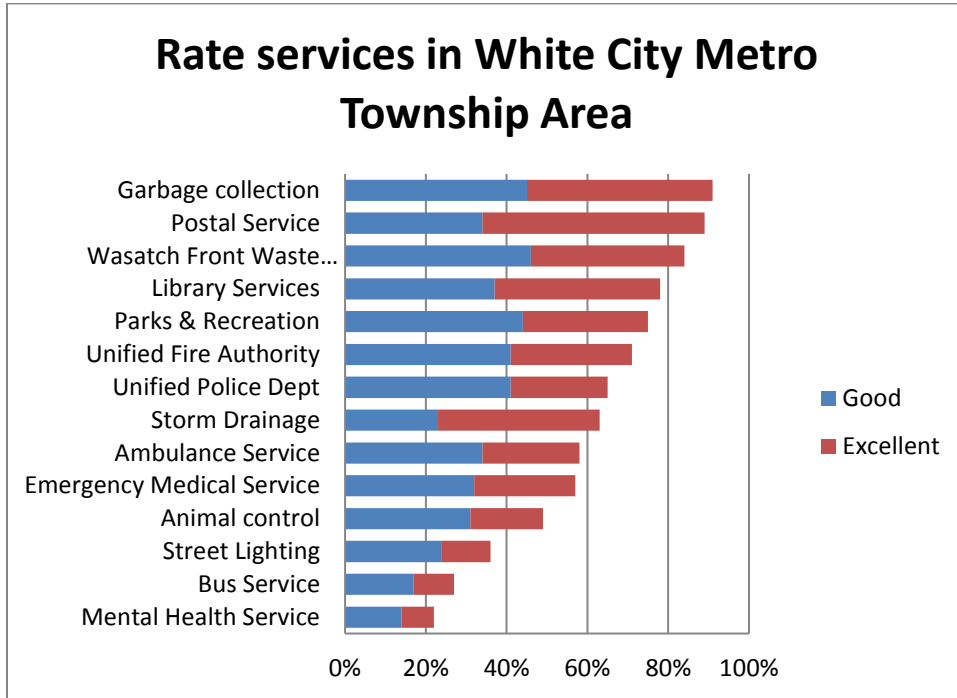
34. In what industry is the major wage earner in your home employed? [Circle number]

1% AGRICULTURE
10% INFORMATION TECHNOLOGY
10% CONSTRUCTION
6% MANUFACTURING
7% RETAIL/WHOLESALE
7% TRANSPORTATION, COMMUNICATIONS, AND PUBLIC UTILITIES
7% FINANCE, INSURANCE, REAL ESTATE
12% GOVERNMENT (INCLUDES EDUCATION)
12% SERVICES
25% RETIRED
3% HOMEMAKER
--- STUDENT

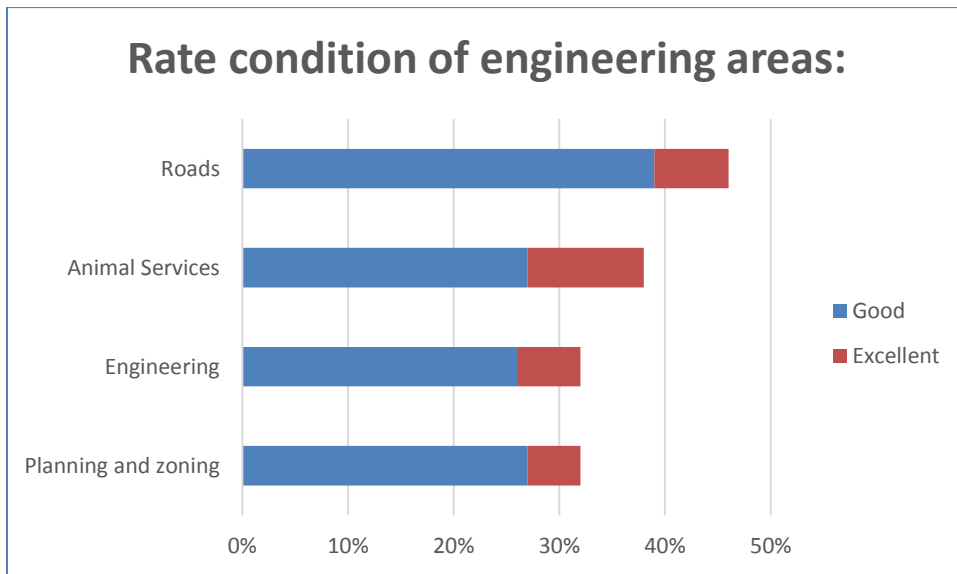
35. What was the last year or grade in school you completed? [Circle number]

1% GRADE SCHOOL
3% SOME HIGH SCHOOL
20% HIGH SCHOOL GRADUATE
5% VOCATIONAL SCHOOL GRADUATE
31% SOME COLLEGE
31% COLLEGE GRADUATE
11% GRADUATE DEGREE

White City Metro Township Survey Charts

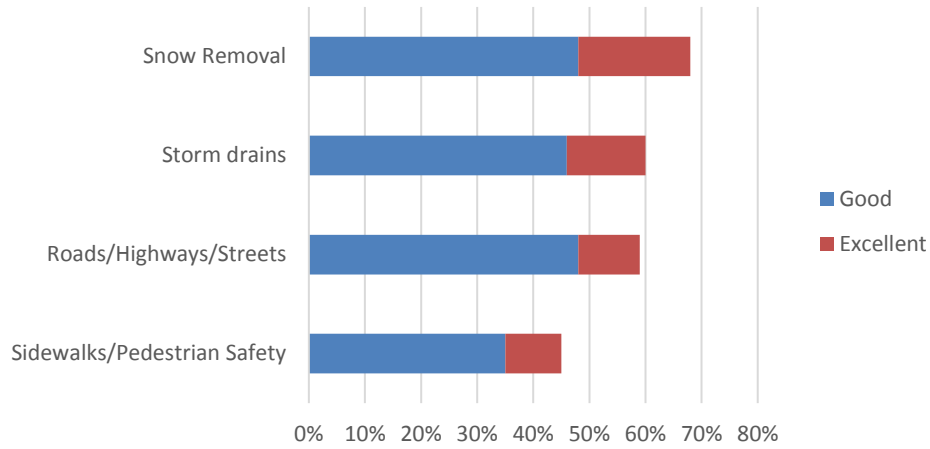


Question 1



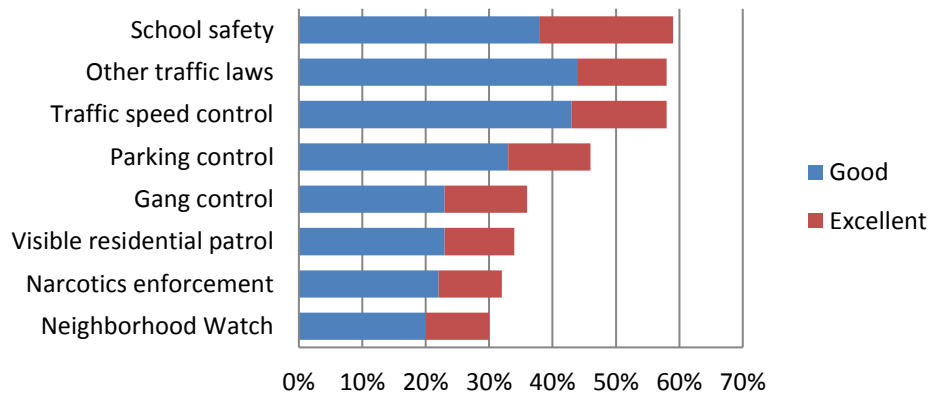
Question 2

Rate condition of engineering areas:

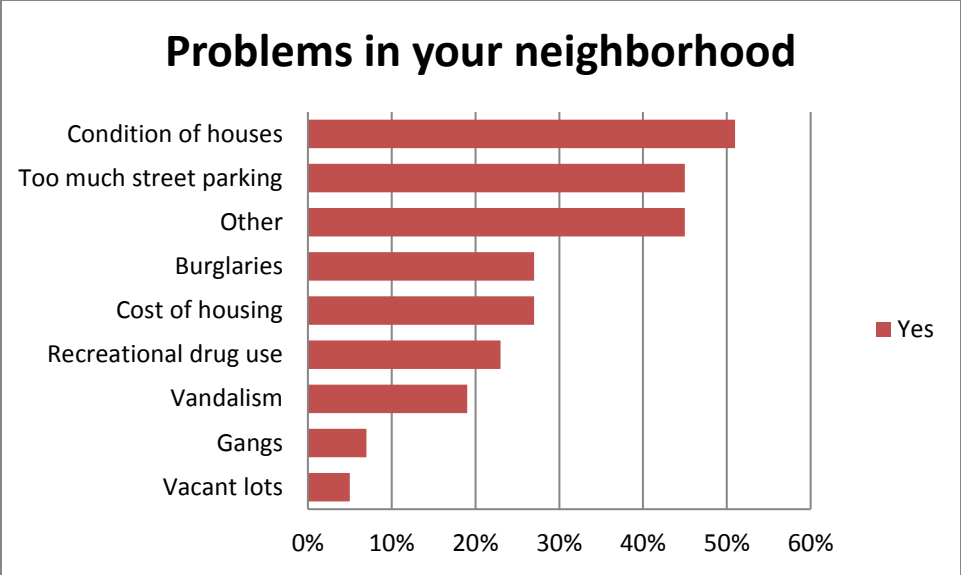


Question 3

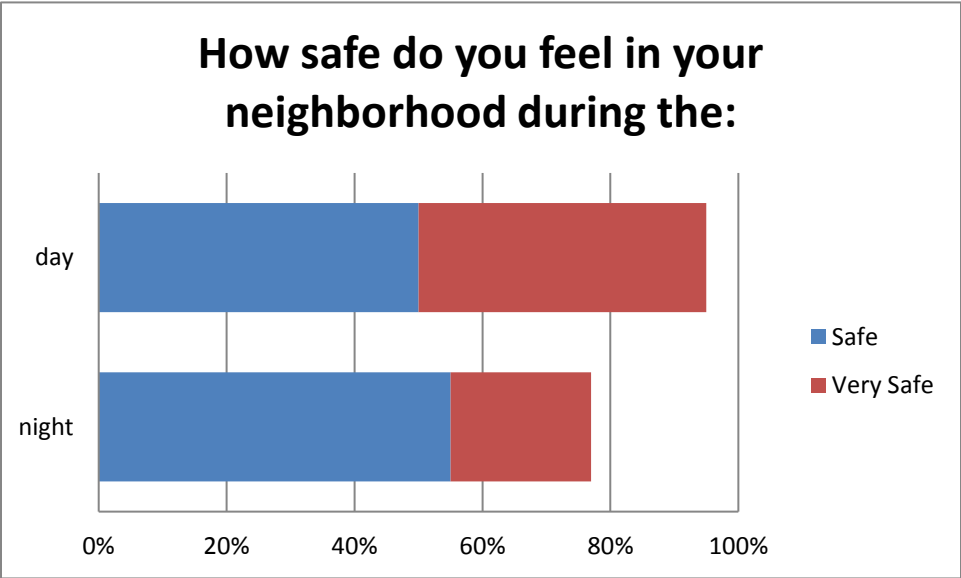
Rate effectiveness of the Unified Police District



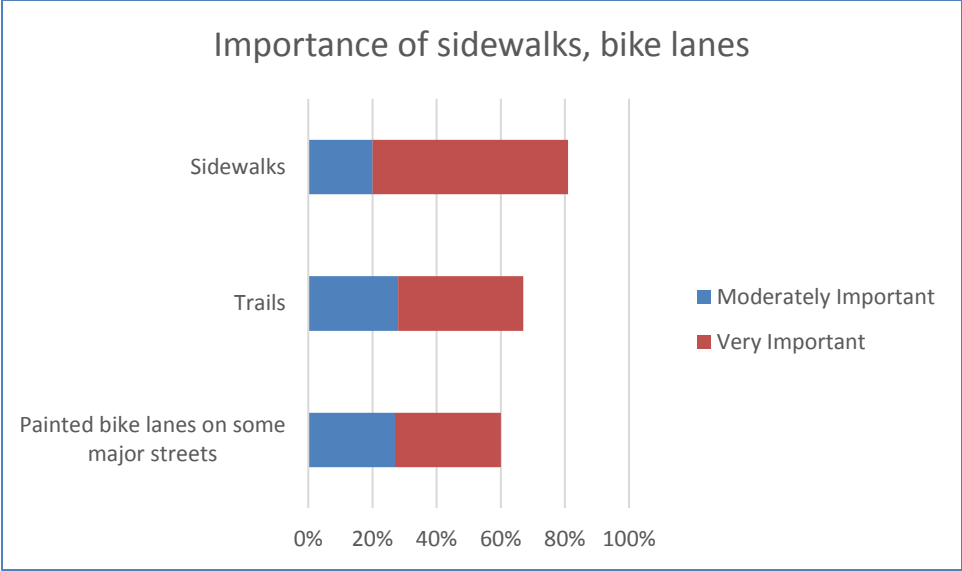
Question 4



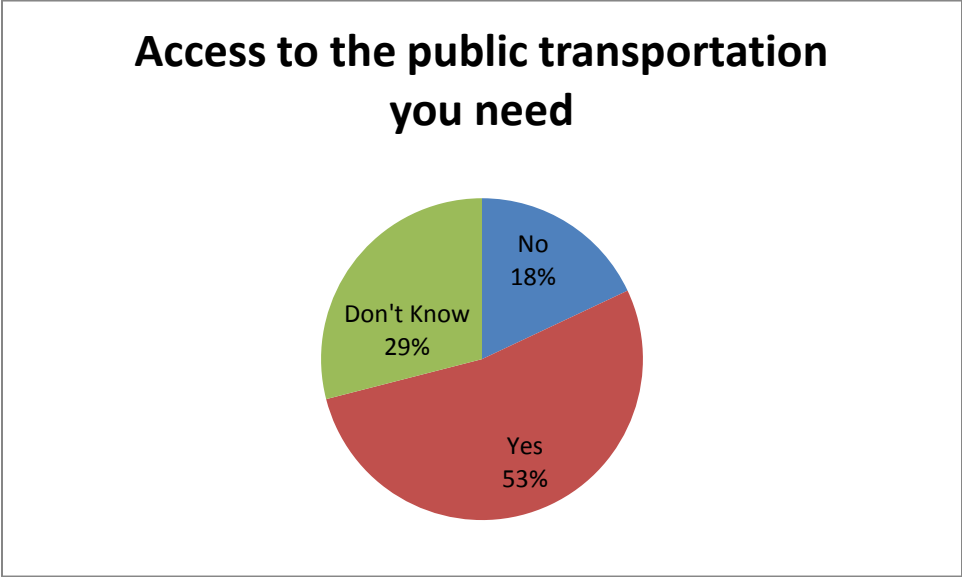
Question 5



Question 6

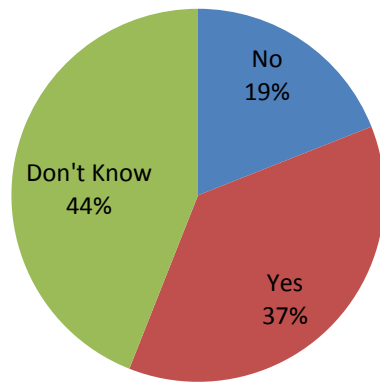


Question 7



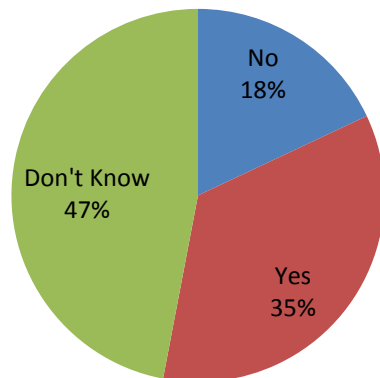
Question 8

UTA access need to be improved

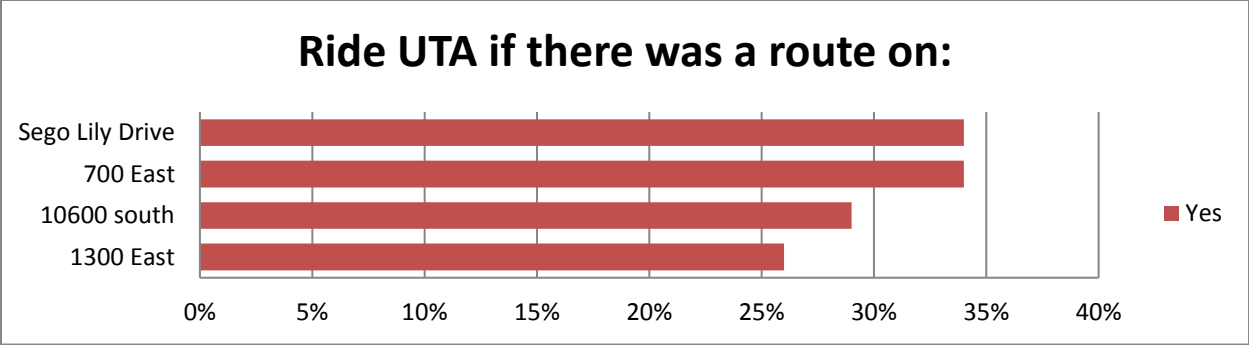


Question 9

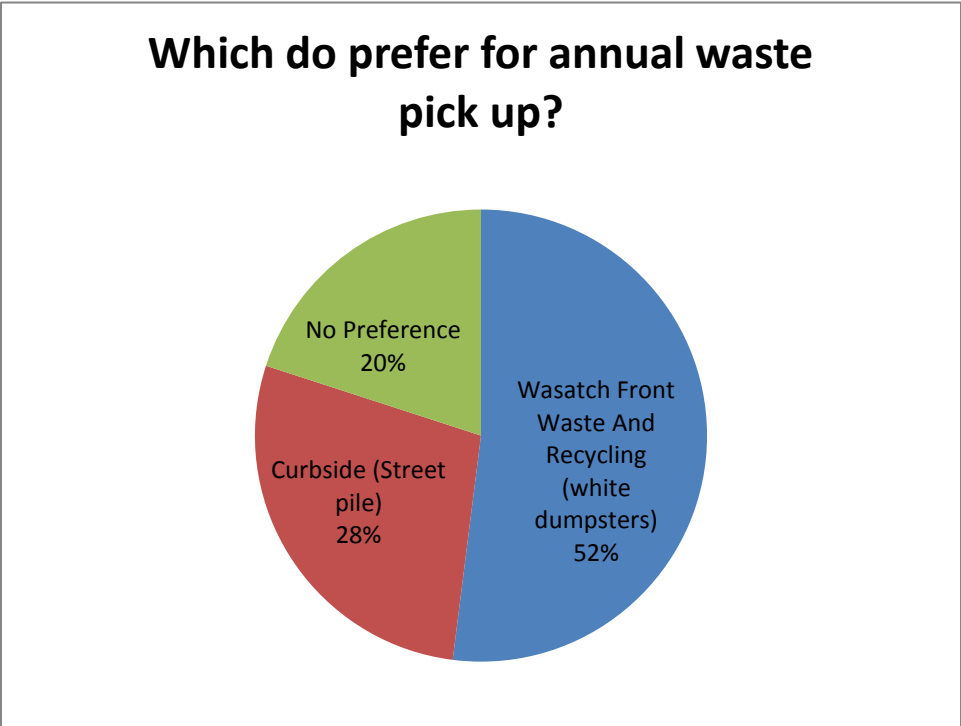
UTA services need to be improved



Question 10

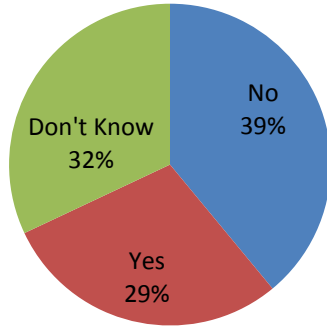


Question 11



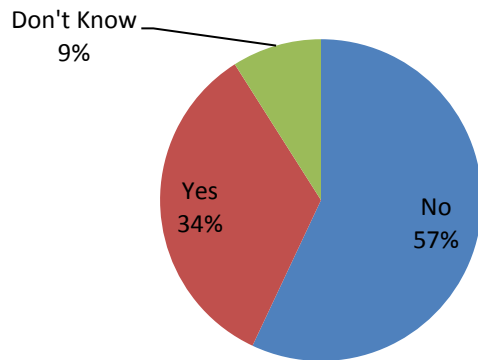
Question 12

Take advantage of the "Free" load to the dump voucher

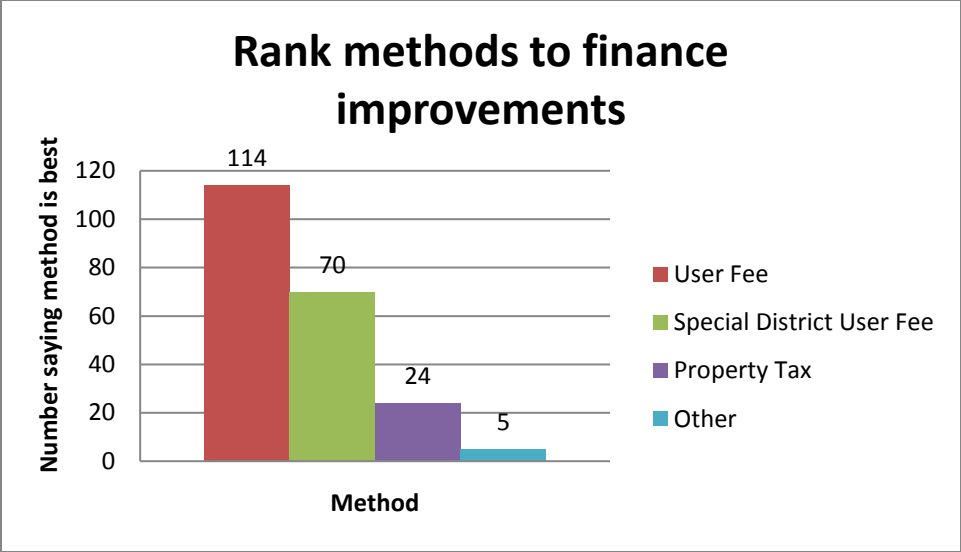


Question 13

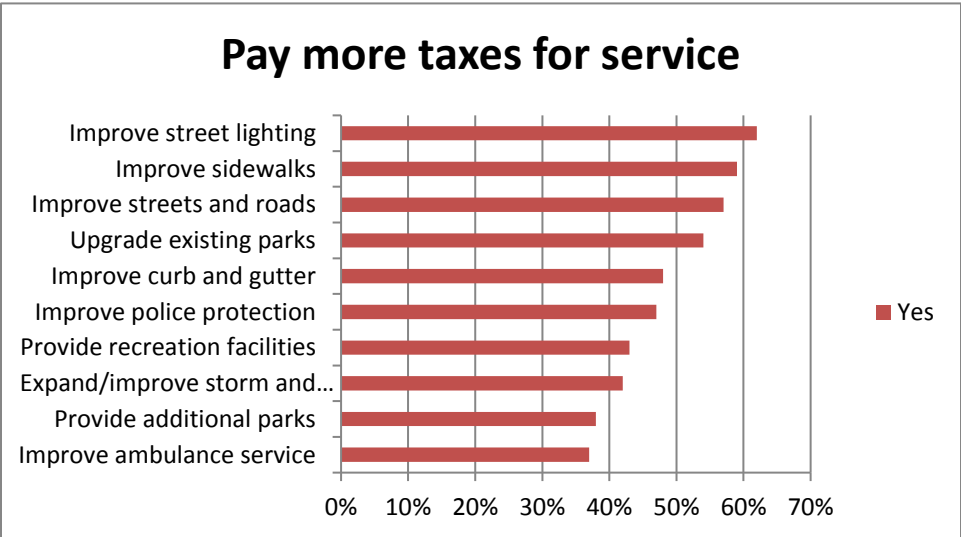
Do you know about the curbside green waste program?



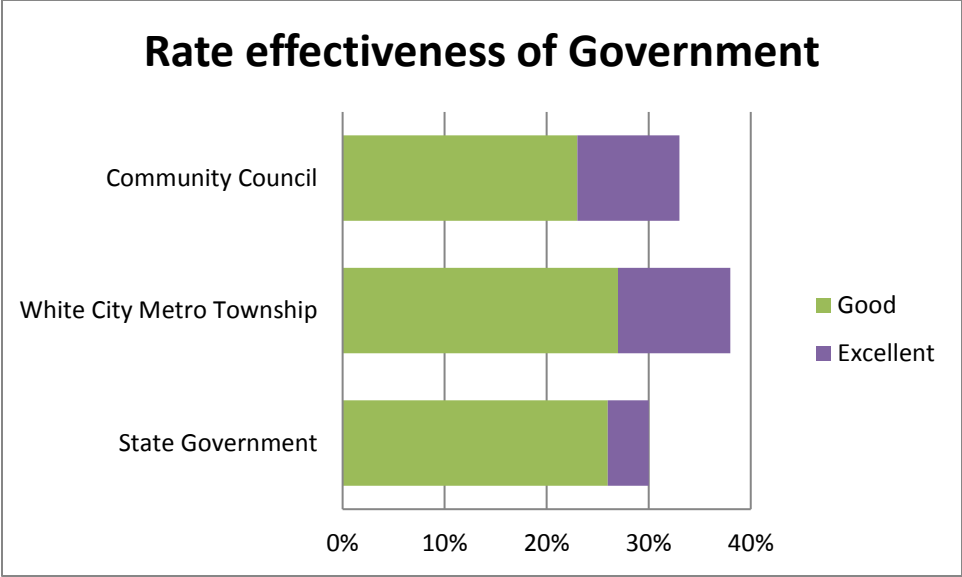
Question 14



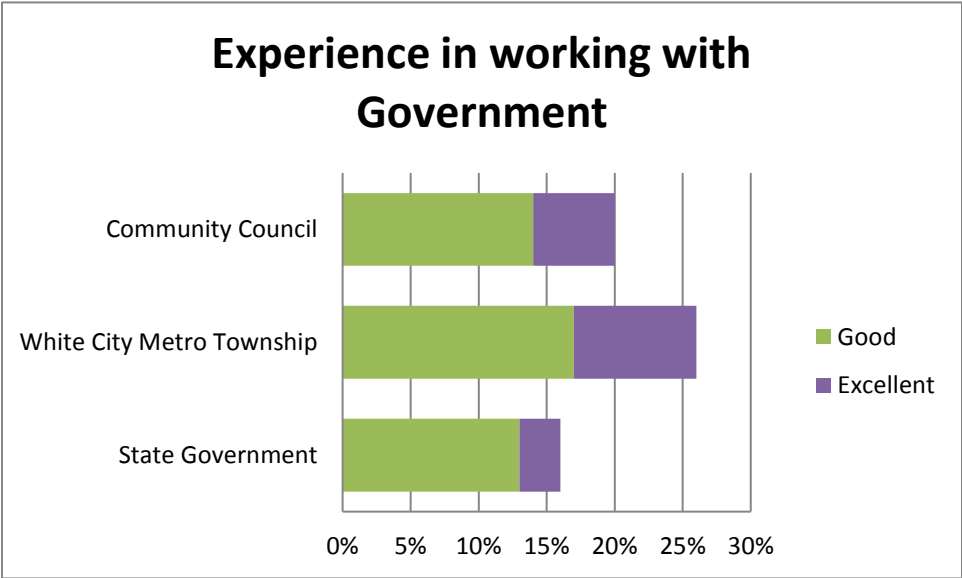
Question 15



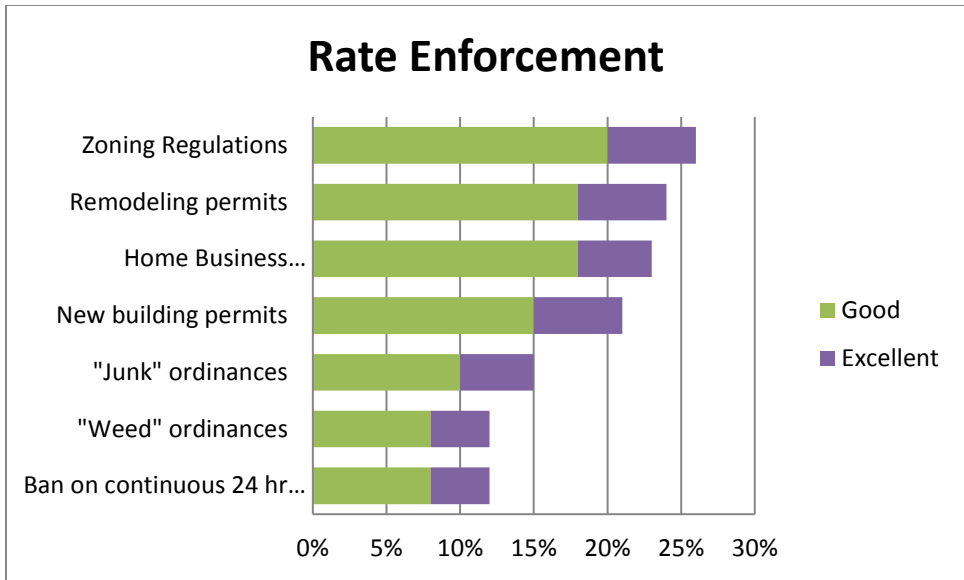
Question 16



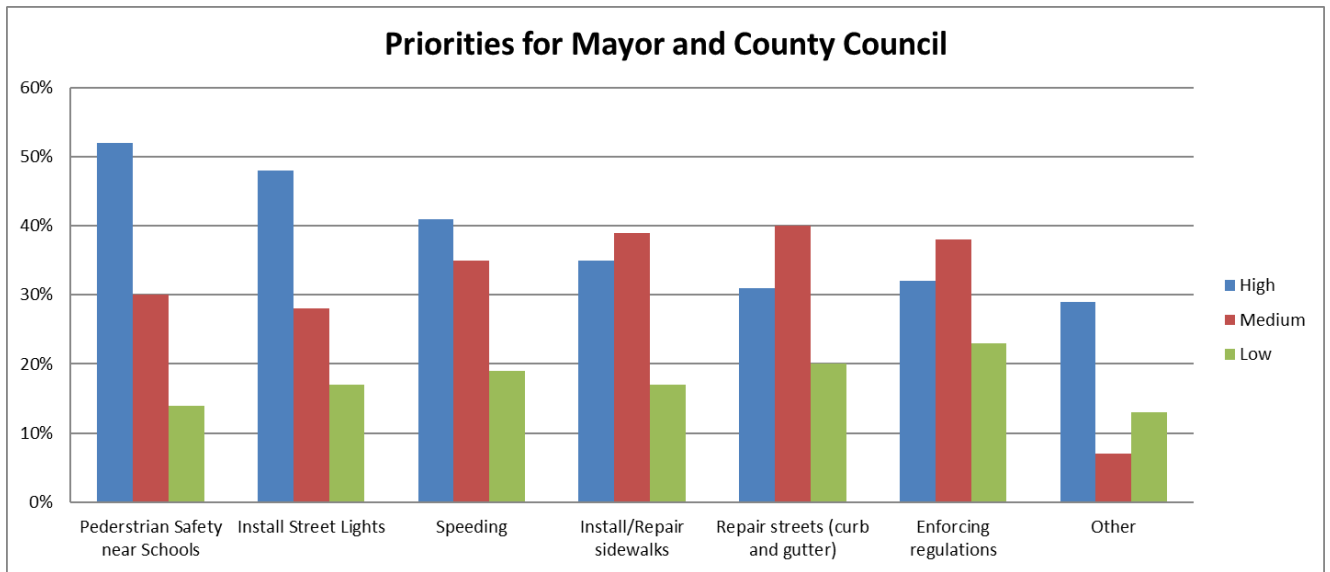
Question 17



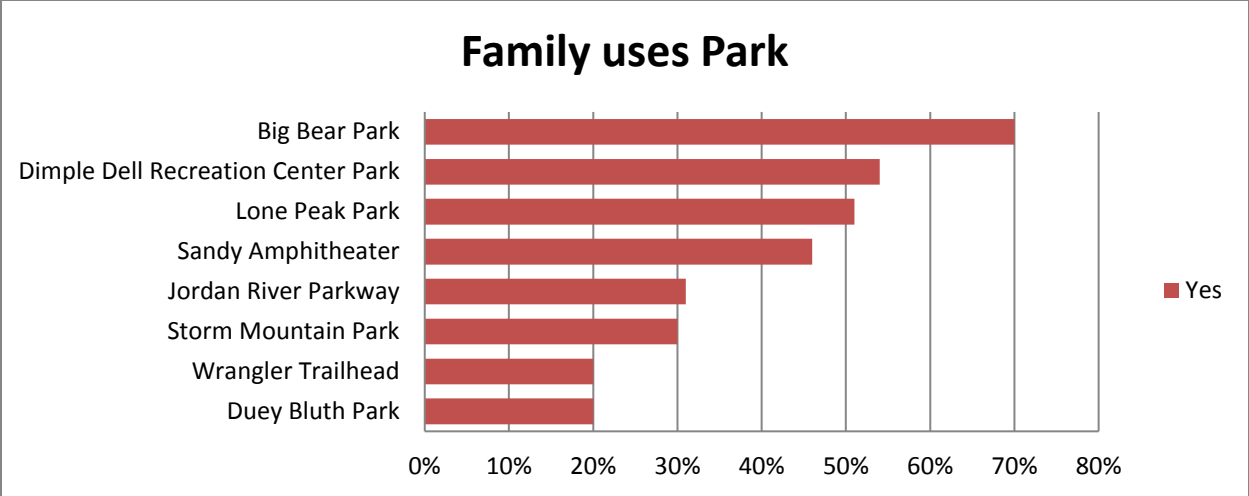
Question 18



Question 19



Question 20

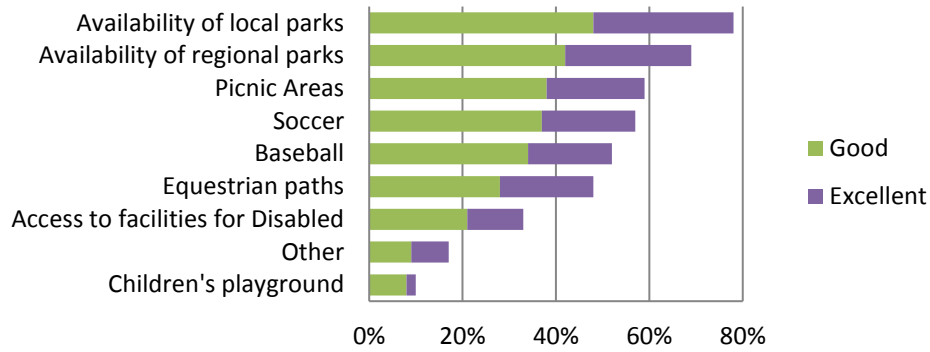


Question 21



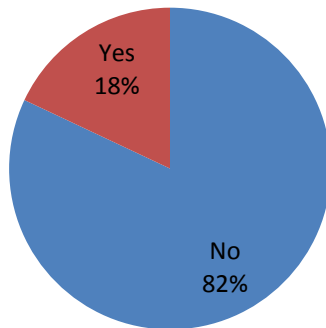
Question 22

Rate Recreation Services for White City Metro Township area

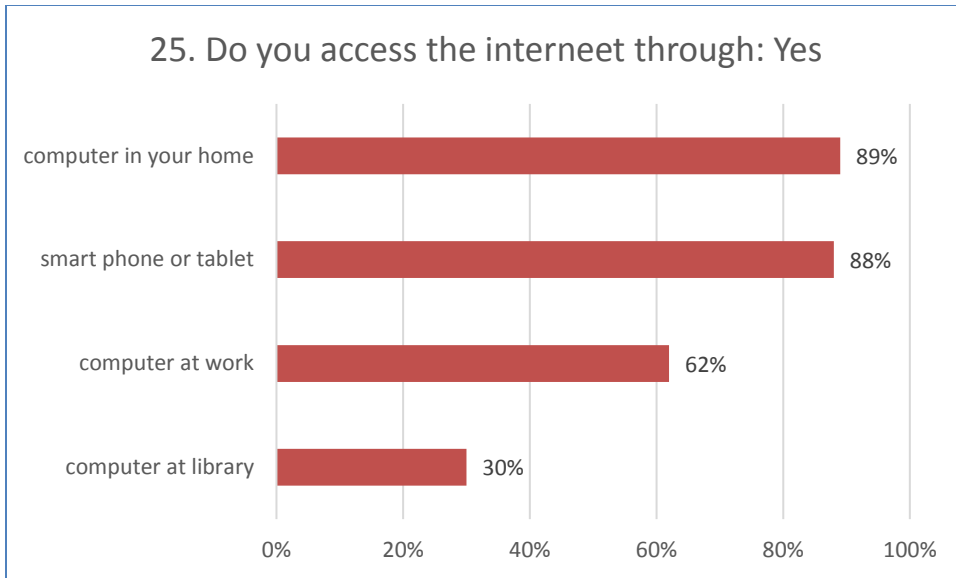


Question 23

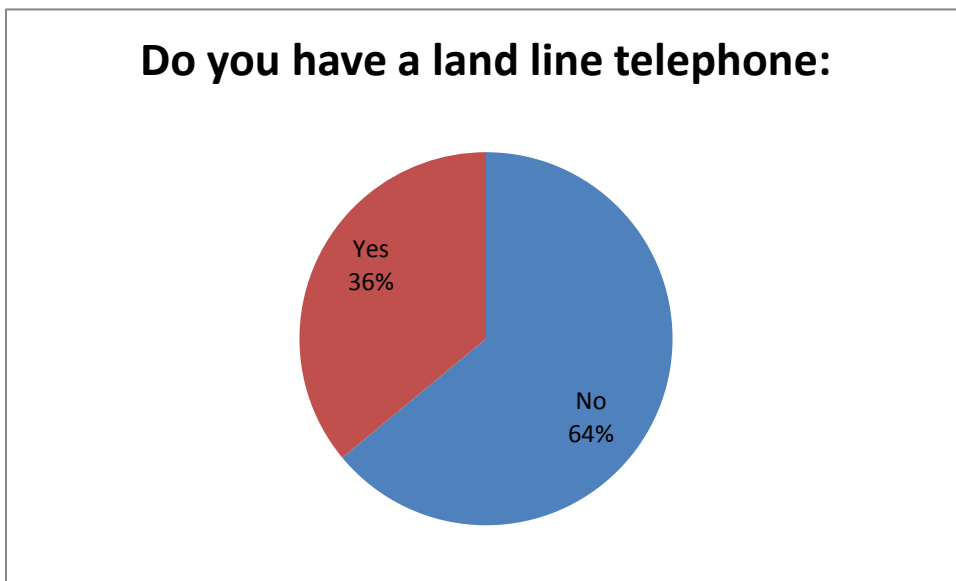
Children participate in County's organized Sports Programs.



Question 24

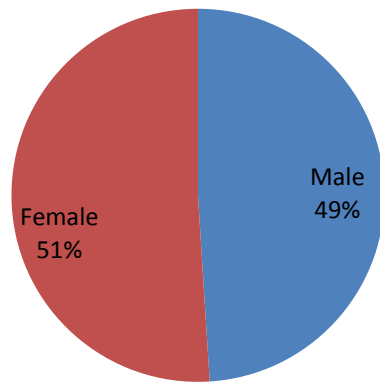


Question 25



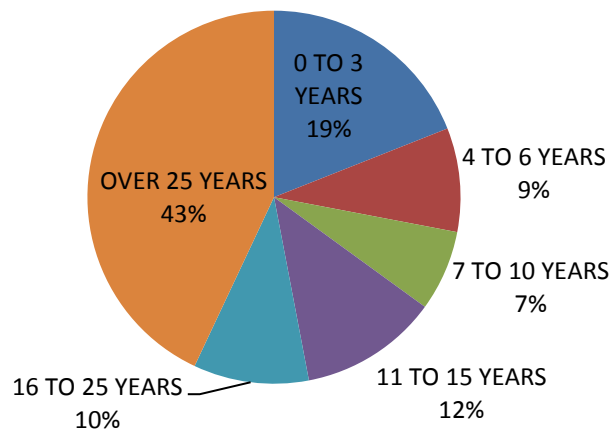
Question 26

Gender



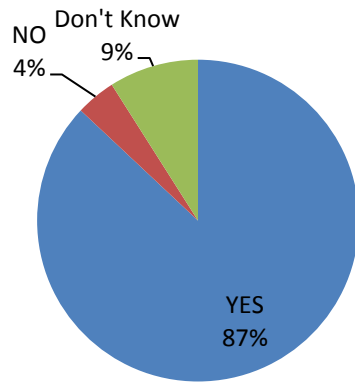
Question 27

Years lived in neighborhood



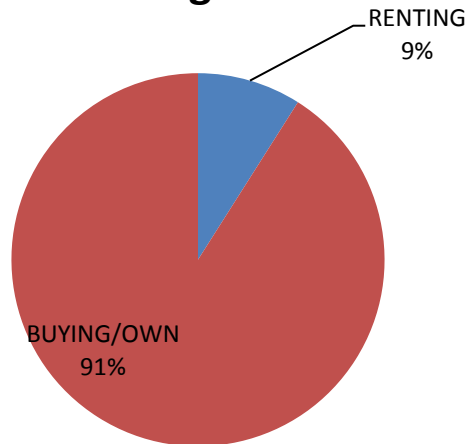
Question 28

Anticipate living in White City in five years



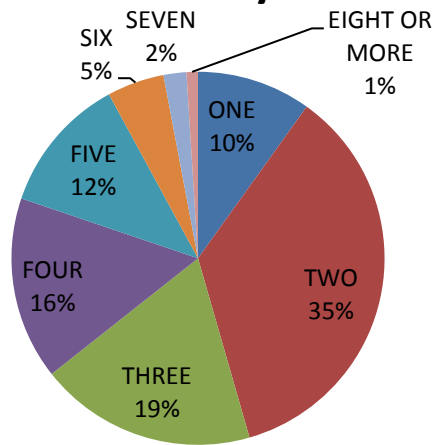
Question 29

Housing Status



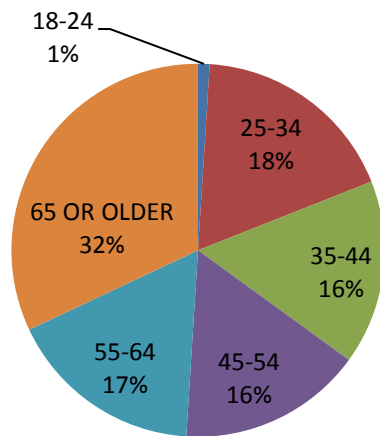
Question 30

Number of Family Members

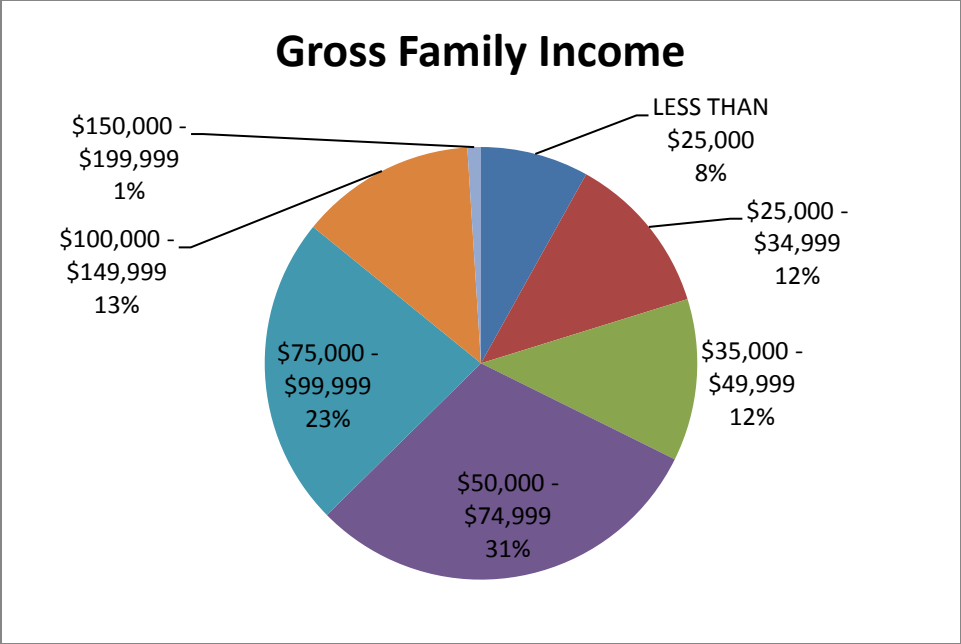


Question 31

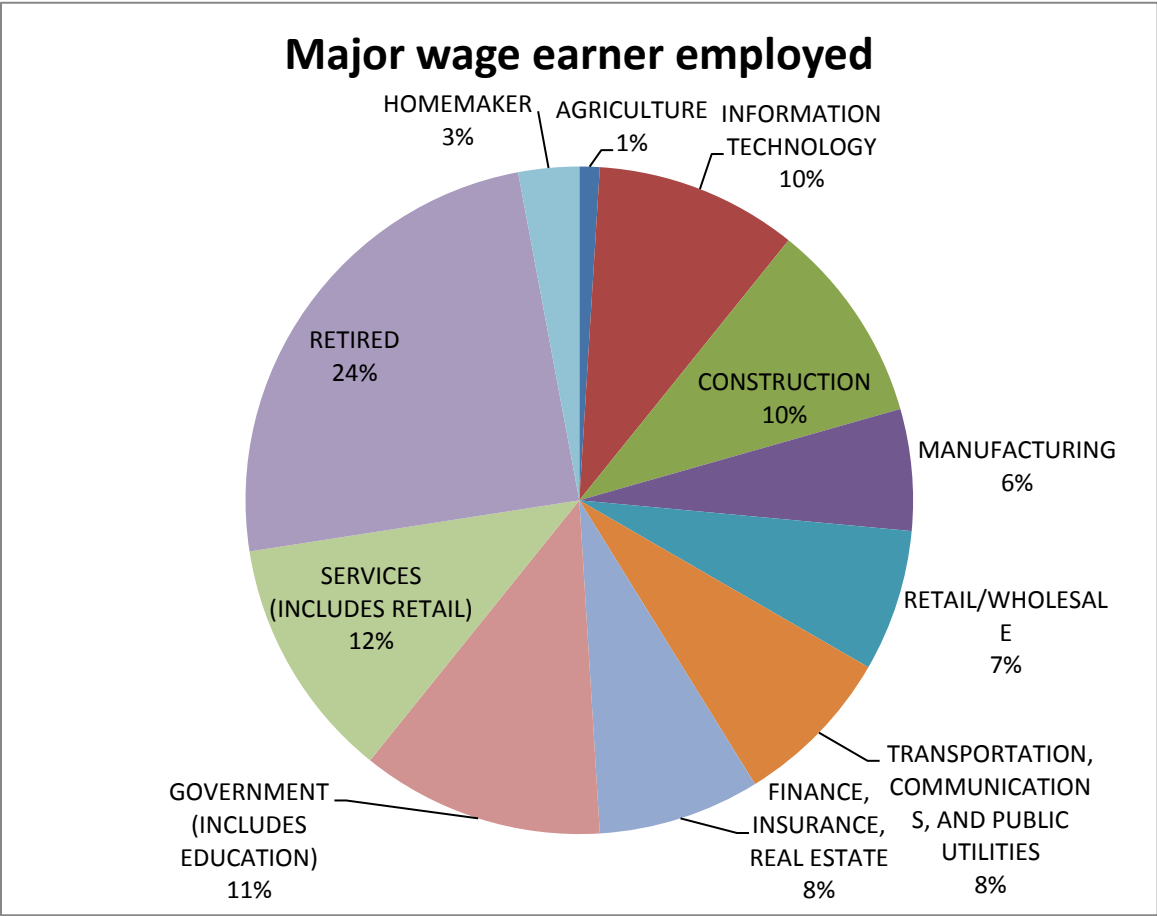
Age of Head of Household



Question 32

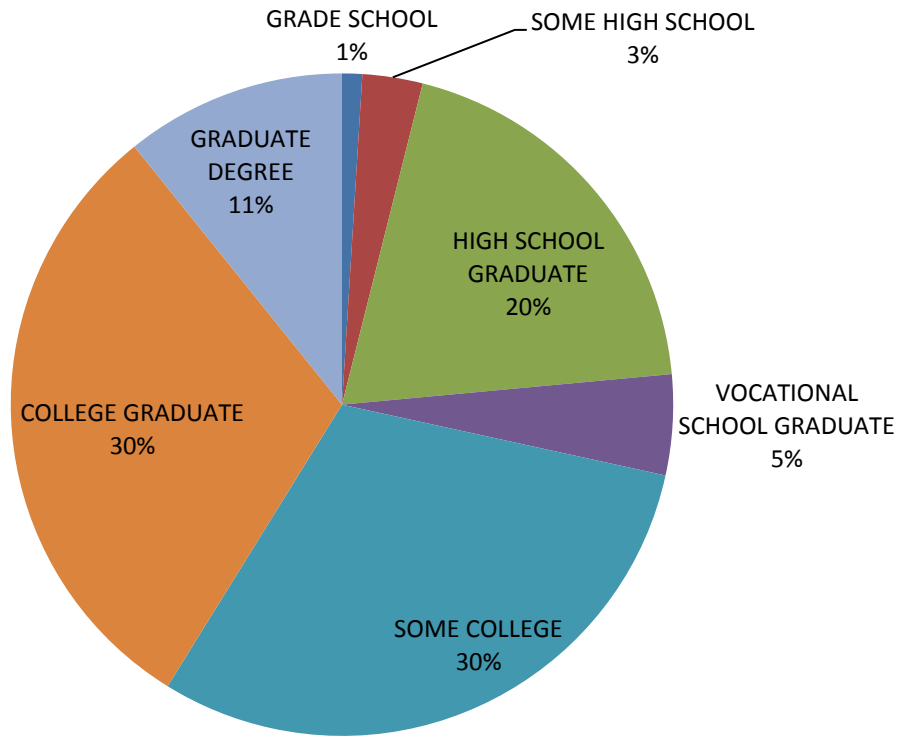


Question 33



Question 34

Year of School or Grade Completed



Question 35

Utah State Extension
2018 White City
Community Survey

This survey is sponsored by the White City Metro Township and the Utah State University Extension. We appreciate your help with this survey. To preserve your confidentiality, DO NOT put your name on the survey.

SERVICES

Please circle the number that corresponds to your answer.

1. How would you rate each of the following services in the White City Metro Township area? (EXCELLENT, GOOD, FAIR, POOR, DON'T KNOW)

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Unified Police Dept	24%	41%	12%	3%	20%
b. Unified Fire Authority	30%	41%	3%	---	26%
c. Ambulance Service	24%	34%	3%	---	39%
d. Emergency Medical Service	25%	32%	3%	---	40%
e. Mental Health Service	8%	14%	7%	2%	69%
f. Garbage Collection	45%	46%	6%	2%	1%
g. Wasatch Front Waste Recycling District	38%	46%	11%	3%	2%
h. Parks & Recreation.	31%	44%	11%	2%	12%
i. Animal Control	18%	31%	13%	5%	33%
j. Storm Drainage	23%	40%	16%	6%	15%
k. Street Lighting	12%	24%	27%	33%	4%
l. Library Services	41%	37%	4%	2%	16%
m. Postal Service	55%	34%	7%	2%	2%
n. Buses	10%	17%	12%	17%	44%

2. How would you rate services of the Greater Salt Lake Municipal Services District?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Planning and zoning	5%	27%	27%	12%	29%
b. Roads	7%	39%	35%	8%	11%
c. Animal services	11%	27%	15%	6%	41%
d. Engineering	6%	26%	15%	4%	49%

3. How would you rate the condition of the following engineering areas:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Roads/Highways/ Streets	11%	48%	31%	6%	4%
b. Snow Removal	20%	48%	20%	6%	6%
c. Sidewalks/ Pedestrian Safety	10%	35%	32%	20%	3%
d. Storm drains	14%	46%	19%	8%	13%

4. The Unified Police Department performs a variety of services. How would you rate the effectiveness of the following:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Traffic speed control	15%	43%	21%	14%	7%
b. Other traffic laws	14%	44%	21%	6%	15%
c. Parking control	13%	33%	20%	15%	19%
d. Visible residential patrol	11%	23%	28%	24%	14%
e. School safety	21%	38%	9%	4%	28%
f. Neighborhood Watch	10%	20%	20%	14%	36%
g. Narcotics enforcement	10%	22%	15%	10%	43%
h. Gang control	13%	23%	13%	4%	47%

5. Which, if any, are problems in your neighborhood?

	YES	NO	DON'T KNOW
a. Vacant lots	5%	83%	12%
b. Condition of houses	51%	45%	5%
c. Cost of housing	27%	53%	20%
d. Vandalism	19%	64%	17%
e. Burglaries	27%	51%	22%
f. Recreational drug use	23%	42%	35%
g. Gangs	7%	56%	37%
h. Too much street parking	45%	46%	9%
i. Other (List: _____) N=102	45%	28%	27%

6. How safe do you feel in your neighborhood during the:

	VERY SAFE	SAFE	UNDE-CIDED UNSAFE	VERY UNSAFE
a. day:	45%	50%	2%	2%
b. night:	22%	55%	16%	6%

7. How important are the following throughout White City? (VERY IMPORTANT, MODERATLY IMPORTANT, NEUTRAL, SLIGHTLY IMPORTANT, LOW IMPORTANCE)

	VERY IMPOR-TANT	MODER-ATLY IMPOR-TANT	SLIGHTLY NEU-TRAL	LOW IMPOR-TANCE
a. Trails	39%	28%	24%	2%
b. Painted bike lanes on some major streets	33%	27%	26%	5%
c. Sidewalks	61%	20%	12%	1%

PUBLIC TRANSPORTATION

8. Do you have access to the public transportation you need?

	YES	NO	DON'T KNOW
	53%	18%	29%

9. Does UTA access need to be improved?

	37%	19%	44%
--	-----	-----	-----

10. Does UTA services need to be improved?

	35%	18%	47%
--	-----	-----	-----

11. Would you ride UTA if there was a route on:

	YES	NO	DON'T KNOW
a. 700 East	34%	41%	25%
b. 1300 East	26%	46%	28%
c. 10600 South	29%	43%	28%
d. Segoe Lily Drive	34%	42%	24%

12. Which do you prefer for annual waste pick up? [Circle your reply]

52% Wasatch Front Waste & Recycling (white dumpsters)
28% Curb side (street pile)
20% No preference

13. Do you take advantage of the "Free" load to the dump voucher provided through the White City Metro Township?

	YES	NO	DON'T KNOW
	29%	39%	32%

14. Do you know about the curbside green waste program?

	YES	NO	DON'T KNOW
	35%	57%	9%

15. Please rank the following methods to finance improvements in the White City Metro Township area from 1 through 3; with 1 (best) being your most preferred method and 3 (worst) being your least preferred method of financing. If using the "Other" option rank them 1 through 4.

	RANK (1 - 3)
a. User Fee	1
b. Special Service District User Fee	2
c. Property Tax	3
d. Other (List _____)	---

16. Below is a list of services that generally require taxes for maintenance and construction. Would you be willing to pay more taxes if you knew the money would be spent in the White City Metro Township area for that particular purpose?

	YES	NO	DON'T KNOW
a. To improve Police protection	47%	36%	17%
b. To improve Ambulance Service	37%	40%	23%
c. To improve Streets and Roads	57%	28%	15%
d. To improve Street Lighting	62%	27%	11%
e. To improve Sidewalks	59%	30%	11%
f. To improve Curb and Gutter	48%	37%	15%
g. To provide additional Parks	38%	41%	21%
h. To upgrade existing Parks	54%	28%	18%
i. To provide Recreation Facilities	43%	38%	19%
j. To expand and improve the storm and Ground Water Drainage System	42%	36%	22%
k. Other (List _____) N=82	21%	40%	39%

LOCAL GOVERNANCE

17. How would you rate the effectiveness of each of the following in meeting White City area needs?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Community Council	10%	23%	18%	10%	39%
b. White City Metro Township	11%	27%	20%	8%	34%
c. State Government	4%	26%	23%	15%	32%

18. Within the past 12 months, how would you rate your experience in working with the following levels of Government?

	EXC	GOOD	FAIR	POOR	CONTACT
a. Community Council	6%	14%	11%	10%	59%
b. White City Metro Township	9%	17%	14%	10%	50%
c. State Government	3%	13%	15%	10%	59%

19. How would you rate the enforcement of the following:

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Zoning Regulations	6%	20%	18%	9%	47%
b. Home Business Permits/Regulations	5%	18%	14%	5%	58%
c. New building permits	6%	15%	12%	4%	63%
d. Remodeling permits	6%	18%	13%	6%	57%
e. "Junk" ordinances	5%	10%	20%	31%	34%
f. "Weed" ordinances	4%	8%	19%	37%	32%
g. Ban on continuous 24 hr. street parking	4%	8%	13%	37%	38%

20. From the issues below indicate whether each issue should be given a HIGH priority, MEDIUM priority, LOW priority, or NOT a priority for the Mayor and White City Metro Township to address during the next year.

	PRIORITY LEVEL			
	HIGH	MEDIUM	LOW	NOT
a. Install / Repair sidewalks	35%	39%	20%	6%
b. Install Street Lights	48%	28%	17%	7%
c. Pedestrian Safety near Schools	52%	30%	14%	4%
d. Repair Streets (curb and gutter).	31%	43%	20%	6%
e. Speeding	41%	35%	19%	5%
f. Enforcing Regulations	32%	38%	23%	7%
g. Other (Please Specify _____) N=71	29%	7%	13%	51%

PARKS AND RECREATION

21. Do you or your family members use any of the following parks

	YES	NO	DON'T KNOW
a. Lone Peak Park	51%	45%	4%
b. Big Bear Park	70%	27%	3%
c. Dimple Dell Recreation Center Park	54%	42%	4%
d. Jordan River Parkway	31%	61%	8%
e. Storm Mountain Park	30%	63%	7%
f. Duey Bluth Park	20%	70%	10%
g. Sandy Amphitheater	46%	49%	5%
h. Wrangler Trailhead	20%	69%	11%

22. How would you rate the physical conditions overall for the parks listed above that you have recently visited?

EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW
27%	55%	6%	---	12%

23. How would you rate each of the following Recreation services in the White City Metro Township area?

	EXC	GOOD	FAIR	POOR	DON'T KNOW
a. Availability of local parks	30%	48%	10%	1%	11%
b. Availability of regional parks	27%	42%	9%	1%	21%
c. Baseball	18%	34%	7%	1%	40%
d. Children's playground	26%	44%	8%	2%	20%
e. Equestrian paths.	20%	28%	7%	2%	43%
f. Picnic Areas	21%	38%	14%	3%	24%
g. Soccer	20%	37%	5%	1%	37%
h. Access to facilities for disabled	12%	21%	10%	5%	52%
i. Other (_____) N=75	8%	9%	4%	4%	75%

24. Do you have children that participate in the County's organized Sports Programs?

YES	NO	DON'T KNOW
18%	82	---

25. Do you access the internet through:

	YES	NO
a. computer in your home	89%	11%
b. computer at work	62%	38%
c. computer at library	30%	70%
d. smart phone or tablet	88%	12%
e. other (_____) N=51	88%	12%

26. Do you have a land line telephone?

YES	NO
36%	64%

BACKGROUND

This information is required for funding from state agencies. As this survey is confidential, please do not put your name on this survey.

27. Are you: [Circle number]
49% MALE 51% FEMALE

28. How many years have you lived in this neighborhood? [Circle number]

19%	0 – 3 YEARS	12%	11 – 15 YEARS
9%	4 – 6 YEARS	10%	16 – 25 YEARS
7%	7 – 10 YEARS	43%	OVER 25 YEARS

29. Do you anticipate living in White City in five years?

YES	NO	DON'T KNOW
85%	4%	9%

30. Are you renting or are you buying/own your own home? [Circle number]

9%	RENTING	91%	BUYING/OWN
----	---------	-----	------------

31. How many family members reside in your home? [Circle number]

1	2	3	4	5	6	7	8 OR MORE
10%	36%	19%	16%	12%	5%	2%	1%

32. Which category best represents the age of the head of household? [Circle number]

1%	18 – 24	16%	45 – 54
18%	25 – 34	17%	55 – 64
16%	35 – 44	32%	65 OR OLDER

33. Which of the following categories best describes your gross total family income during the last year? [Circle number]

8%	LESS THAN 25,000	23%	\$75,000 - \$99,999
12%	\$25,000 - \$34,999	13%	\$100,000 - \$149,999
12%	\$35,000 - \$49,999	1%	\$150,000 - \$199,999
30%	\$50,000 - \$74,999	---	\$200,000 OR MORE

34. In what industry is the major wage earner in your home employed? [Circle number]

1%	AGRICULTURE
10%	INFORMATION TECHNOLOGY
10%	CONSTRUCTION
6%	MANUFACTURING
7%	RETAIL/WHOLESALE
8%	TRANSPORTATION, COMMUNICATIONS, AND PUBLIC UTILITIES
8%	FINANCE, INSURANCE, REAL ESTATE
12%	GOVERNMENT (INCLUDES EDUCATION)
12%	SERVICES
25%	RETIRED
3%	HOMEMAKER
---	STUDENT

35. What was the last year or grade in school you completed? [Circle number]

1%	GRADE SCHOOL
3%	SOME HIGH SCHOOL
20%	HIGH SCHOOL GRADUATE
5%	VOCATIONAL SCHOOL GRADUATE
31%	SOME COLLEGE
31%	COLLEGE GRADUATE
11%	GRADUATE DEGREE