



CITY OF MONTROSE
OFFICE OF THE CITY MANAGER



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Dear City of Montrose Resident,

On behalf of the Montrose City Council and city staff, I am excited to invite your participation in our 2016 Community Survey. Our role as a city government is to provide essential services to the community in a way that demonstrates respect for public resources and responds to the needs and interests of those we serve.

The enclosed survey asks you to rate your satisfaction with the city's primary services. In some cases, the survey also prompts you to prioritize the city's actions. We genuinely value your input and hope that you will take the 10-15 minutes necessary to complete the survey. The time you invest will influence decisions that will be made about the future of Montrose.

Data from the survey will allow the city to gauge how well our community is doing compared to past city surveys and to other communities around the region and nation. The data will provide valuable information about citizen satisfaction and help city leadership better plan, prioritize, and improve services and programs.

Please return your completed survey sometime during the next week. You may return it in the enclosed postage-paid envelope or, if you prefer, you can take the survey online at MontroseCommunitySurvey.org. Your responses will remain confidential and results will be calculated by an independent survey company, ETC Institute, who is also responsible for randomly selecting Montrose households that received the survey questionnaire.

You can look for survey results to be presented to the City Council in September, and the results will be posted on the city's website (CityofMontrose.org/Survey) following the presentation.

Should you have any questions about the survey, please contact David Spear at 970.240.1431 or via email at dspear@ci.montrose.co.us.

Thank you for participating in this important process.

Sincerely,



William E. Bell
City Manager



2016 City of Montrose Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and improving the quality of city services. If you would like to complete this survey online, you can fill it out at MontroseCommunitySurvey.org. If you have questions, please call David Spear at 240-1431. Thank you!

1. **MAJOR CATEGORIES OF CITY SERVICES.** Please rate your overall satisfaction with major categories of services provided by the City of Montrose on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police services	5	4	3	2	1	9
02. Enforcement of city codes and ordinances	5	4	3	2	1	9
03. Condition of city streets	5	4	3	2	1	9
04. Management of stormwater runoff and flood prevention	5	4	3	2	1	9
05. Quality of trash, recycling, and yard waste collection services	5	4	3	2	1	9
06. Quality of drinking water	5	4	3	2	1	9
07. Quality of wastewater (sewer) services	5	4	3	2	1	9
08. Traffic flow and congestion management	5	4	3	2	1	9
09. Quality of city parks and open spaces	5	4	3	2	1	9
10. Effectiveness of city communication with the public (City Beat Newsletter, Channel 191, CityofMontrose.org, and social media)	5	4	3	2	1	9
11. Quality of customer service provided by city employees	5	4	3	2	1	9
12. Quality of municipal court services	5	4	3	2	1	9
13. Quality of tourism/community promotion services	5	4	3	2	1	9
14. Quality of city economic development efforts	5	4	3	2	1	9
15. Quality of services at the Montrose Pavilion	5	4	3	2	1	9

2. Which FOUR of the major categories of city services do you think should receive the most emphasis from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question #1.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

3. **PERCEPTIONS OF THE COMMUNITY.** Items that may influence your perception of the Montrose community are listed below. Please indicate how satisfied you are with:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of life	5	4	3	2	1	9
02. Overall cost of living	5	4	3	2	1	9
03. Overall quality of new development	5	4	3	2	1	9
04. Overall appearance of the community	5	4	3	2	1	9
05. Overall appearance of community parks	5	4	3	2	1	9
06. Preservation of natural areas (open space, river corridor, greenbelts)	5	4	3	2	1	9
07. Montrose as a place to live	5	4	3	2	1	9
08. Montrose as a place to raise children	5	4	3	2	1	9
09. Access to quality affordable housing	5	4	3	2	1	9
10. Job opportunities	5	4	3	2	1	9

4. **PUBLIC SAFETY AND LAW ENFORCEMENT SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. How quickly police respond to emergencies	5	4	3	2	1	9
02. Enforcement of local traffic laws	5	4	3	2	1	9
03. The city's crime prevention efforts	5	4	3	2	1	9
04. Overall quality of animal control services	5	4	3	2	1	9
05. Parking regulation enforcement (time-limited and no-parking areas)	5	4	3	2	1	9
06. Graffiti prevention and removal	5	4	3	2	1	9
07. Visibility of police officers	5	4	3	2	1	9

5. **PERCEPTION OF SAFETY.** Please rate your feeling of safety in the following situations on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe".

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. In your neighborhood during the day	5	4	3	2	1	9
02. In your neighborhood at night	5	4	3	2	1	9
03. In commercial and retail areas	5	4	3	2	1	9
04. In city parks	5	4	3	2	1	9
05. Overall feeling of safety in Montrose	5	4	3	2	1	9
06. Adequacy of street lighting	5	4	3	2	1	9

6. **CODE ENFORCEMENT.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcing the clean-up of debris and junk on private property	5	4	3	2	1	9
02. Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
03. Enforcing sign regulations	5	4	3	2	1	9
04. Prohibiting vehicles, RVs, and trailers parked on city streets and public areas	5	4	3	2	1	9
05. Efforts to remove abandoned or inoperable vehicles	5	4	3	2	1	9

7. **Which TWO of the city's code enforcement services listed in Question #6 do you think should receive the most emphasis from city leaders over the next TWO years?** [Write-in your answers below using the numbers from the list in Question #6]
 1st: _____ 2nd: _____

8. **PUBLIC SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Residential trash collection services	5	4	3	2	1	9
02. Curbside recycling services	5	4	3	2	1	9
03. Yard waste removal services	5	4	3	2	1	9
04. Wastewater (sewer) treatment service	5	4	3	2	1	9
05. Responsiveness to utility issues	5	4	3	2	1	9
06. Sewer services fees	5	4	3	2	1	9
07. Trash services fees	5	4	3	2	1	9

9. **DRINKING WATER SERVICE.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Water pressure on a typical day	5	4	3	2	1	9
02. Taste of your tap water	5	4	3	2	1	9
03. Color of your tap water	5	4	3	2	1	9
04. Smell of your tap water	5	4	3	2	1	9
05. Clarity of your tap water (<i>free of particles, not cloudy</i>)	5	4	3	2	1	9
06. The amount you pay for the city's water	5	4	3	2	1	9
07. City efforts to keep your drinking water safe	5	4	3	2	1	9

10. **UTILITIES.** Below is a list of different types of utilities. Please rate each one on its reputation for reliability using a scale of 1 to 5 where "5" means "Always Reliable" and 1 means "Never Reliable".

Utility:	Always Reliable	Usually Reliable	Often Reliable	Seldom Reliable	Never Reliable	Don't Know
01. Your electric company	5	4	3	2	1	9
02. Your natural gas company	5	4	3	2	1	9
03. Your cable television company	5	4	3	2	1	9
04. Your satellite television company	5	4	3	2	1	9
05. Your internet service provider	5	4	3	2	1	9
06. Your cellular phone company	5	4	3	2	1	9

11. **MAINTENANCE SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall maintenance of city streets	5	4	3	2	1	9
02. Maintenance of major roadways	5	4	3	2	1	9
03. Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
04. Maintenance of sidewalks in Montrose	5	4	3	2	1	9
05. Maintenance of city buildings (City Hall, Pavilion, Elks Civic Building, Police Department)	5	4	3	2	1	9
06. Maintenance and appearance of city park restrooms	5	4	3	2	1	9
07. Maintenance of stormwater ditches and drains	5	4	3	2	1	9
08. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
09. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
10. Maintenance and appearance of city parks and open spaces	5	4	3	2	1	9
11. Quality of landscaping in medians on city streets	5	4	3	2	1	9
12. Snow removal on city streets	5	4	3	2	1	9

12. **Which THREE of the city maintenance services listed in Question #11 do you think should receive the most emphasis from city leaders over the next TWO years?** [Write-in your answers below using the numbers from the list in Question #11.]

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

13. Which of the following improvements would you like to see in the community's parks system?

(Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> (01) Park entrance signs | <input type="checkbox"/> (13) Playground equipment |
| <input type="checkbox"/> (02) Restrooms | <input type="checkbox"/> (14) Sidewalks |
| <input type="checkbox"/> (03) Walking/biking trails | <input type="checkbox"/> (15) Handicap accessibility |
| <input type="checkbox"/> (04) Picnic table/benches | <input type="checkbox"/> (16) Basketball courts |
| <input type="checkbox"/> (05) Picnic shelters | <input type="checkbox"/> (17) Bike racks |
| <input type="checkbox"/> (06) Drinking fountains | <input type="checkbox"/> (18) Sports fields |
| <input type="checkbox"/> (07) Shade trees | <input type="checkbox"/> (19) Tennis courts |
| <input type="checkbox"/> (08) Trash removal/cans | <input type="checkbox"/> (20) Sports field lighting |
| <input type="checkbox"/> (09) Park lighting | <input type="checkbox"/> (21) Public WiFi |
| <input type="checkbox"/> (10) Flower beds | <input type="checkbox"/> (22) Mobile device charging stations |
| <input type="checkbox"/> (11) Parking | <input type="checkbox"/> (23) Shade structures |
| <input type="checkbox"/> (12) Trail lighting | <input type="checkbox"/> (24) Other: _____ |

14. Which THREE of the improvements listed above do you think should receive the most emphasis from city leaders over the next FIVE years? [Write-in your answers below using the numbers from the list in Question #13.]

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

15. While preserving open spaces and riparian areas along much of the river corridor, which of the following amenities or uses would you like to see added along the Uncompahgre River? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> (1) Parks | <input type="checkbox"/> (5) Recreation-oriented businesses |
| <input type="checkbox"/> (2) Hotels | <input type="checkbox"/> (6) Multi-unit residential development |
| <input type="checkbox"/> (3) Walking/biking trails | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (4) Restaurants | |

16. Which THREE of the items listed above do you think should receive the most emphasis from city leaders over the next FIVE years? [Write-in your answers below using the numbers from the list in Question #15.]

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

17. TRANSPORTATION. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Ease of travel by car in Montrose	5	4	3	2	1	9
02. Ease of travel by bicycle in Montrose	5	4	3	2	1	9
03. Ease of pedestrian travel in Montrose	5	4	3	2	1	9
04. Safety of travel by car in Montrose	5	4	3	2	1	9
05. Safety of travel by bicycle in Montrose	5	4	3	2	1	9
06. Safety of pedestrian travel in Montrose	5	4	3	2	1	9
07. Safety of pedestrian crossings on Townsend Ave.	5	4	3	2	1	9
08. Safety of pedestrian crossings on Main St.	5	4	3	2	1	9
09. Availability of sidewalks	5	4	3	2	1	9
10. Availability of bike lanes	5	4	3	2	1	9
11. Availability of paved walking/biking trails (off-street)	5	4	3	2	1	9

18. The city continues to improve transportation corridors to reduce traffic congestion. Improvements on which of the following roadways do you believe would be most valuable in addressing current and future traffic flow issues? (Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> (01) Main Street (Townsend Avenue to San Juan Avenue) | <input type="checkbox"/> (06) 6700 Road (Highway 50 to Sunnyside Road) |
| <input type="checkbox"/> (02) Chipeta Road | <input type="checkbox"/> (07) Ogden Road |
| <input type="checkbox"/> (03) Niagara Road | <input type="checkbox"/> (08) East Oak Grove Road |
| <input type="checkbox"/> (04) Hillcrest Drive | <input type="checkbox"/> (09) Woodgate Road |
| <input type="checkbox"/> (05) Grand/Rio Grande Avenue | <input type="checkbox"/> (10) Other _____ |

19. Which THREE of the streets listed above do you think should receive the most emphasis from city leaders over the next FIVE years? [Write-in your answers below using the numbers from the list in Question #18.]

1st. _____ 2nd. _____ 3rd. _____

20. The city sees the importance of making the community more attractive to locals and visitors. Which of the following projects do you believe would be most beneficial in beautifying the community? (Check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> (01) Eastern gateway (Highway 50) | <input type="checkbox"/> (06) Decorative light pole banners |
| <input type="checkbox"/> (02) Northern gateway (N Townsend) | <input type="checkbox"/> (07) Improved public spaces downtown |
| <input type="checkbox"/> (03) Southern gateway (S Townsend) | <input type="checkbox"/> (08) Renovation and expansion of the Montrose Pavilion |
| <input type="checkbox"/> (04) Undergrounding overhead utilities | <input type="checkbox"/> (09) Other _____ |
| <input type="checkbox"/> (05) Enhanced median plantings | |

21. Which THREE of the improvements listed above do you think should receive the most emphasis from city leaders over the next FIVE years? [Write-in your answers below using the numbers from the list in Question #20.]

1st. _____ 2nd. _____ 3rd. _____

22. **PERCEPTIONS OF TOURISM SERVICES.** For each of the items listed below, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall tourism promotion program	5	4	3	2	1	9
02. Montrose tourism/brand identity	5	4	3	2	1	9
03. Official visitor guide (Visit Montrose)	5	4	3	2	1	9
04. Tourism website (VisitMontrose.com)	5	4	3	2	1	9
05. Downtown Visitor Center	5	4	3	2	1	9
06. Customer service at retail businesses	5	4	3	2	1	9
07. Customer service at restaurants	5	4	3	2	1	9

23. **SPECIAL EVENTS.** Events enhance the quality of life for locals and attract visitors to Montrose. Which of the following types of special events would you like to see promoted in our community? (Check all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> (1) Sports (competitive and leisure) | <input type="checkbox"/> (4) Outdoor concerts/performances |
| <input type="checkbox"/> (2) Expos and festivals | <input type="checkbox"/> (5) Indoor concerts/performances |
| <input type="checkbox"/> (3) Arts, cultural, and heritage | <input type="checkbox"/> (6) Other _____ |

24. Which TWO of the event types listed above do you think should receive the most attention from community organizations over the next THREE years? [Write-in your answers below using the numbers from the list in Question #23.]

1st. _____ 2nd. _____

25. **CUSTOMER SERVICE.** Have you interacted with (called, gone online, or visited) the city with a question, problem, or complaint during the past year?

_____ (1) Yes [Answer Question 25-1 & 25-2.] _____ (2) No [Skip to Question #26.]

25-1. How easy was it to contact the person you needed to reach?

_____ (4) Very Easy _____ (2) Difficult _____ (9) Don't know
 _____ (3) Somewhat Easy _____ (1) Very Difficult

25-2. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never".

		Always	Usually	Sometimes	Seldom	Never	Don't Know
01.	They were courteous and polite	5	4	3	2	1	9
02.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
03.	They did what they said they would do in a timely manner	5	4	3	2	1	9
04.	They helped you resolve your issue to your satisfaction	5	4	3	2	1	9

26. **COMMUNICATIONS.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following aspects of communication with regard to the City of Montrose:

	How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The availability of information about city programs and services	5	4	3	2	1	9
02.	City efforts to keep you informed about local issues	5	4	3	2	1	9
03.	The level of public involvement in city decision making	5	4	3	2	1	9
04.	The level of public involvement in the city's budget process	5	4	3	2	1	9
05.	The quality of programming on the city's cable television channel (<i>Channel 191</i>)	5	4	3	2	1	9
06.	The quality of the city's website (CityofMontrose.org)	5	4	3	2	1	9
07.	The quality of the city's citizen newsletter (<i>City Beat</i>)	5	4	3	2	1	9
08.	The ability to report specific issues and ideas via the city's mobile application (<i>A Better Montrose</i>)	5	4	3	2	1	9
09.	The timeliness and frequency of information on social media	5	4	3	2	1	9

27. Which of the following are your primary sources of information about city issues, services, and events? (Check all that apply.)

- | | |
|--|------------------------------------|
| _____ (01) City newsletter (<i>City Beat</i>) | _____ (06) Newspaper |
| _____ (02) Public meetings (City Council and/or Planning Commission) | _____ (07) Radio |
| _____ (03) City website (CityofMontrose.org) | _____ (08) Posted notices |
| _____ (04) Live and on-demand video of City Council meetings | _____ (09) Channel 191 |
| _____ (05) Social media (Facebook and Twitter) | _____ (10) Water/sewer bill insert |
| | _____ (11) Other: _____ |

28. Which THREE of the methods listed in Question #27 are your most preferred ways to learn about city issues, services, and events? [Write-in your answers below using the numbers from the list in Question 27.]

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

29. Which of the following do you currently use? (Check all that apply.)
- | | | |
|---------------------------------------|---|---|
| <input type="checkbox"/> (1) Facebook | <input type="checkbox"/> (4) Text Messaging | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (2) YouTube | <input type="checkbox"/> (5) E-mail | <input type="checkbox"/> (8) None |
| <input type="checkbox"/> (3) Twitter | <input type="checkbox"/> (6) Internet | |

DEMOGRAPHICS

30. How many people in your household (counting yourself) are:
- | | | |
|--|--------------------------------------|--------------------------------------|
| Under age 10: <input type="checkbox"/> | Ages 20-34: <input type="checkbox"/> | Ages 55-74: <input type="checkbox"/> |
| Ages 10-19: <input type="checkbox"/> | Ages 35-54: <input type="checkbox"/> | Ages 75+: <input type="checkbox"/> |
31. What is your age? _____
32. Are you or other members of your household of Hispanic or Latino ancestry?
 (1) Yes (2) No
33. Which of the following best describes your race/ethnicity? (Check all that apply.)
- | | |
|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (4) American Indian/Eskimo |
| <input type="checkbox"/> (2) Black/African American | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (3) White | |
34. Approximately how many years have you lived in the City of Montrose? _____ years
35. Do you own or rent your current residence? (1) Own (2) Rent
36. In which type of housing unit do you live?
- | | |
|--|---|
| <input type="checkbox"/> (1) Detached single family home | <input type="checkbox"/> (4) Mobile home |
| <input type="checkbox"/> (2) Condominium or townhome | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (3) Apartment | |
37. Your gender: (1) Male (2) Female
38. If you have any additional comments or concerns, please write them on the lines provided below.
-
-
-
-

This concludes the survey – Thank you for your time!
 Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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