



City of Farmington 2012 Resident Survey



Table of Contents

Purpose	3
Methodology	3
Questionnaire	4-6
Understanding the Results and Demographics.....	7
Results	
Smoking Ban.....	10
Recycling.....	10
Use of City Website.....	10
Retail Stores.....	11
Code RED.....	11
Services	
Satisfaction Level by Service	12
Spending Priorities for Ongoing Services	19
Taxes Related to Services	27
Transportation	28
Recreation	32
Civic Center	39
Municipal Facilities	40
Capital Improvement Programs	
Spending Priorities for Capital Improvement Programs	44
Public Safety	
Quality of Services	48
City Government	
Say in Government Decision Making	52
City Council Meetings	52
Government News Source	53
Open Response Questions	
Spend City tax dollars.....	54

Purpose

The City of Farmington would like to thank those citizens who participated in the 2012 survey process. We realize that effective communication between a city government and the citizens that it serves is essential in effectively managing the city. One media of communication utilized by many cities is a resident survey. The resident survey can become the cornerstone of communications playing a variety of roles, such as:

1. Assisting the city in identifying services or programs that are either above or below expectations,
2. Assisting the city administration and elected officials in understanding the resident satisfaction with the results of the work they have performed,
3. Providing an important tool for use when setting budgets, priorities, and strategic plans,
4. Demonstrating the government's willingness and commitment to listen to and act upon citizen feedback.

In an effort to provide an ongoing means of monitoring progress and identifying areas of strength and weakness, it is the intent of the City of Farmington to conduct a resident survey every couple of years. The surveys conducted in 2008 and 2010 are the baseline against which the 2012 results are measured.

Methodology

The resident survey was mailed in March 2012.

The recipients of the survey were households within the City of Farmington. Selection was completed based on a random sampling of the City Light and Water utility accounts. At the time of the survey, the City showed 5,916 active utility accounts. As a validation, this number was compared to an estimate of the household population based off the 2000 Census and the U.S. Census Bureau estimated population percentage increase since that time for validation purposes. It was decided that the utility accounts number of 5,916 would be an appropriate population number to use.

The parameters established for selection of the sample were as follows:

Confidence Level:	90%
Margin of Error:	+5%
Allowance for Undeliverable Mail:	Insignificant due to database of active accounts
Selection Process:	Simple Random Sample

Based on the confidence level and interval desired, it was determined that a total of 259 responses would be required. Taking into account the survey was being sent to a target audience and consisted of a postage-paid return piece, industry standards indicate a 25% rate of return should be expected. (According to the National Research Center, the typical response rate obtained on citizen surveys ranges from 25% to 40%.) However, based on the results of previous surveys, the City typically only experiences a 19% response rate. Therefore, it was determined that 1,363 surveys would need to be mailed for an accurate sampling to be obtained. Because the mailing was based on currently active utility accounts, the undeliverable/vacant allowance was deemed insignificant and unnecessary.

The recipients were given approximately one month to respond to the survey. Based on a total of 198 survey responses received, the following precision estimates were realized:

Total Data Set:	5,699
Responses:	198
Confidence Level:	90%
Margin of Error:	+4.65%

This means that for a given question answered by all 198 respondents, we can be 90 percent confident that the difference between the percentage breakdowns of the sample population and those of the total population is no greater than 4.65%. This margin of error will increase for questions not answered by all respondents.

SURVEY

1. Do you support a ban on smoking in Public Places in Farmington?
 Yes No No Opinion
2. Do you use the City's Recycling Center?
 Frequently Some Not At All
3. The City of Farmington has its own website (www.farmington-mo.gov). Do you ever use this website to get information about the City of Farmington?
 Yes No No Opinion
4. What type of new retail store would you most like to have in Farmington?
 Clothing Grocery Sporting Goods Home Improvement No Opinion
5. The City of Farmington offers CodeRED, a mass notification warning system. Have you registered for CodeRED?
 Yes No No Opinion

6. Services

Please indicate your level of satisfaction with each of the following City services:

	Excellent	Good	Fair	Poor	No Opinion
Police Protection	<input type="radio"/>				
Police School Programs (SRO)	<input type="radio"/>				
Fire Protection	<input type="radio"/>				
Drinking Water	<input type="radio"/>				
Library Materials	<input type="radio"/>				
Library Programs	<input type="radio"/>				
Streets - Traffic Control	<input type="radio"/>				
Streets - Condition	<input type="radio"/>				
Sidewalks - Condition	<input type="radio"/>				
Parks	<input type="radio"/>				
Recreation Facilities	<input type="radio"/>				
Electric Service	<input type="radio"/>				
Sanitary Sewer and Wastewater Treatment ...	<input type="radio"/>				
Storm Sewer	<input type="radio"/>				
Utility Billing Office Customer Service	<input type="radio"/>				
Building Zoning Code Enforcement	<input type="radio"/>				
Senior Center	<input type="radio"/>				

If you answered fair or poor, please explain? _____

7. Priorities for On-going Services

Of the following services, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Fire Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Wide Clean-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspections (Building/Code Enforcement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library - Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library - Children's Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for the Elderly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs for Youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm Sewer Improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic Preservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered spend more or less, in what area? _____

Do you believe as a taxpayer that you receive a good return in City services for your tax dollar?

- Yes No No Opinion

8. Transportation

The following is a list of transportation issues. Please indicate your opinion of the existing situation.

	Excellent	Good	Fair	Poor	No Opinion
Condition of major streets	<input type="radio"/>				
Condition of all residential streets	<input type="radio"/>				
Condition of streets in your neighborhood	<input type="radio"/>				
Street surface cleaning in your neighborhood	<input type="radio"/>				
Street surface cleaning in business areas	<input type="radio"/>				
Snow removal in your neighborhood	<input type="radio"/>				
Snow and ice removal on major streets	<input type="radio"/>				
Sidewalk maintenance	<input type="radio"/>				
Sidewalk ramps for disabled	<input type="radio"/>				

9. Recreation

Of the following recreational services, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Parks - Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Picnic Tables & Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Bike Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Baseball/Softball Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Soccer Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks - Youth Recreation Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Sports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Fitness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Concerts & Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Aquatics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Fitness Area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centene Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Citizen Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered spend more or less, in what area? _____

Please indicate the appropriate answer to the following questions.

- How often do you visit the Civic Center? Daily Weekly Monthly Never
- Do the Civic Center programs meet your needs? Always Occasionally Seldom No Opinion
- If over 65, how often do you visit the Senior Center? Always Occasionally Seldom Never

If you answered seldom or never, why? _____

10. Municipal Facilities

Please rate, in your opinion, the physical condition of the following facilities.

	Excellent	Average	Needs Improvement	No Opinion
Civic Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centene Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Hall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police Station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Capital Improvement Programs

Of the following Capital Improvement Programs, where would you like to see the City spend more, the same amount, or less money?

	Spend More	Spend the Same	Spend Less	No Opinion
Street resurfacing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signal improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary sewer improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Storm sewer improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike/Pedestrian Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Baseball/Softball Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered spend more or less, in what area? _____

12. Public Safety

Please rate, in your opinion, the quality of each of the following public safety services provided.

	Excellent	Average	Needs Improvement	No Opinion
Police - Neighborhood patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Traffic enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Investigations of crimes by detectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Crime prevention programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Police - Accident investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire - Firefighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire - Fire Prevention / Education Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire - Fire Investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Management - Siren Warning System.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. General Information

Do you feel you have a say in City government decision-making?

- Always Sometimes Never No Opinion

How many times have you attended a City Council meeting or Public Hearing in the last 12 months?

- None 1 - 5 6 - 10 More than 10

How do you usually get news or information about the City government?

- Not applicable. Never pay attention to it. Social Media Other _____
 Local newspaper City committees Calling City Officials
 Conversation with family or friends City newsletter City website (www.farmington-mo.gov)

For use in making comparisons, please tell us something about yourself by answering the following questions.

Are you: Male Female Answering as a Household

If answering as a household, indicate how many people, including yourself, are in each category below.

	1	2	3	4	5 or more	
Under 5 years	<input type="radio"/>					
5-17 years	<input type="radio"/>					
18-25 years	<input type="radio"/>					
26-45 years	<input type="radio"/>					
46-64 years	<input type="radio"/>					
65 years and up.....	<input type="radio"/>	Household Total: _____				

How long have you lived in Farmington? Under 1 year 1 to 5 years 5 to 10 years Over 10 years

What type of dwelling do you live in:

- Single Family Apartment Condominium / Townhouse
 Duplex Mobile Home Other _____

In relation to your place of residence, do you: Own Rent

In relation to location of employment:

Do you work: In Farmington Outside of Farmington Retired Unemployed
 If outside of Farmington, approximately how many miles do you drive to work (one-way)? _____

Does your spouse work: In Farmington Outside of Farmington Retired Unemployed
 If outside of Farmington, approximately how many miles does your spouse drive to work (one-way)? _____

Please indicate the level of education that you have attained.

- Less than high school High School Graduate or GED Some College College Graduate
 Post Graduate Degree

Please indicate your ethnic background.

- Caucasian (White) Black or African American Hispanic or Latino American Indian or Alaska Native
 Asian Other _____

Please indicate your household income level.

- Under \$20,000 per year \$36,000 to \$50,000 \$76,000 to \$100,000
 \$20,000 to \$35,000 \$51,000 to \$75,000 More than \$100,000

Please indicate the sector in which you work:

- Retail Medical Service Manufacturing Construction Education
 Government Other _____

Please indicate the area of Farmington in which you live.

- Ward 1 Ward 2 Ward 3 Ward 4

If you could spend City tax dollars to make Farmington a better place to live, what is the one thing you would spend them on?

Understanding the Results

Responses received from residents are influenced by a variety of factors. For questions related to service quality, the following factors play a role: 1) residents' expectations for service quality, 2) the "objective" quality of the service provided, 3) the way the resident perceives the entire community (that is, the context in which the service is provided), 4) the scale on which the resident is asked to indicate his/her opinion, and 5) the resident's opinion of the service.

The Respondents

<u>Household Size</u>	<u>Total</u>	<u>2012 Percent</u>	<u>2010 Percent</u>	<u>2008 Percent</u>	<u>2005 Percent</u>
1	60	30.3%	25.3%	15.6%	16.4%
2	83	41.9%	41.9%	25.5%	30.3%
3	20	10.10%	8.5%	9.0%	9.0%
4	15	7.50%	9.1%	6.7%	10.9%
5	6	3.03%	1.7%	2.0%	4.0%
6	2	1.01%	1.4%	0.0%	1.5%
7	0	0%	0.3%	0.0%	1.0%
8	0	0%	0.3%	0.0%	1.0%
No Response	11	5.50%	11.5%	41.2%	25.9%
Total	198	100.0%	100.0%	100.0%	100.0%

<u>Ward</u>	<u>Total</u>	<u>2012 Percent</u>	<u>2010 Percent</u>	<u>2008 Percent</u>	<u>2005 Percent</u>
1	35	20.62%	17.2%	19.2%	25.9%
2	49	34.15%	21.0%	31.8%	27.3%
3	16	9.37%	10.5%	16.9%	17.4%
4	49	35.85%	15.5%	26.3%	24.4%
Unknown	-	-	35.8%	5.9%	5.0%
Total	149	100.0%	100.0%	100.0%	100.0%

<u>Education</u>	<u>Total</u>	<u>2012 Percent</u>	<u>2010 Percent</u>	<u>2008 Percent</u>	<u>2005 Percent</u>
Less than High School	8	4.04%	5.1%	3.5%	4.0%
High School Graduate or GED	47	23.73%	22.0%	25.5%	30.9%
Some College	64	32.32%	30.7%	33.3%	30.3%
College Graduate	43	21.71%	24.0%	22.0%	32.8%
Post Graduate Degree	32	16.16%	17.5%	13.3%	0.0%
No Response	4	2.02%	0.7%	2.4%	2.0%
Grand Total	198	100.0%	100.0%	100.0%	100.0%

<u>Years In Town</u>	<u>Total</u>	<u>2012 Percent</u>	<u>2010 Percent</u>	<u>2008 Percent</u>	<u>2005 Percent</u>
Under 1	8	4.04%	4.7%	3.1%	4.5%
1 to 5	24	12.12%	17.9%	19.2%	12.9%
5 to 10	33	16.66%	16.2%	14.9%	15.4%
Over 10	127	64.14%	60.2%	60.4%	64.7%
No Response	6	3.03%	1.0%	2.4%	2.5%
Total	198	100.0%	100.0%	100.0%	100.0%

<u>Dwelling</u>	<u>Total</u>	2012	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Apartment	11	5.55%	9.8%	5.9%	5.5%
Condominium/Townhouse	16	8.08%	9.8%	6.3%	5.0%
Duplex	9	4.54%	2.4%	2.0%	1.0%
Mobile Home	9	4.54%	3.0%	3.1%	5.5%
Single Family	147	74.24	74.3%	78.4%	80.6%
Other or No Response	6	3.03%	0.7%	4.3%	2.4%
Total	198	100.0%	100.0%	100.0%	100.0%

<u>Income</u>	<u>Total</u>	2012	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Under \$20,000	10	5.05%	18.2%	14.5%	19.4%
\$20,000 to \$35,000	40	20.20%	14.5%	16.9%	16.9%
\$36,000 to \$50,000	39	19.69%	21.6%	19.2%	22.9%
\$51,000 to \$75,000	32	16.16%	16.6%	16.1%	11.9%
\$76,000 to \$100,000	22	11.11%	8.8%	14.1%	10.5%
More than \$100,000	11	5.55%	8.1%	5.9%	6.5%
No Response	44	22.22%	12.2%	13.3%	11.9%
Total	198	100.0%	100.0%	100.0%	100.0%

<u>Work Location (Spouses included)</u>	<u>Total</u>	2012	2010	2008	2005
		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
In Farmington	86	27.74%	26.8%	-	16.4%
Out of Town	43	13.87%	13.7%	-	8.4%
Unemployed	21	6.77%	6.6%	-	4.4%
Retired	153	49.35%	35.3%	-	20.6%
No Response	6	1.94%	17.6%	-	50.2%
Disabled	1	0.32%	-	-	-
Total	310	100.0%	100.0%	-	100.0%

SMOKING BAN

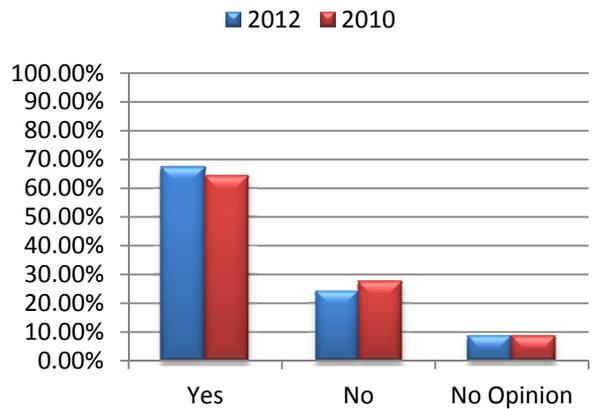
Do you support a ban on smoking in Public Places in Farmington?

- Yes No No Opinion

Survey Responses

Note: In 2010, the question asked "Do you support a ban on smoking in restaurants in Farmington?"

	<u>2012</u> Total	<u>2012</u> Percent	<u>2010</u> Percent	<u>2008</u> Percent	<u>2005</u> Percent
Yes	133	67.2%	64.1%	-	-
No	48	24.2%	27.5%	-	-
No Opinion	17	8.6%	8.4%	-	-
Grand Total	396	100.0%	100.0%	-	-

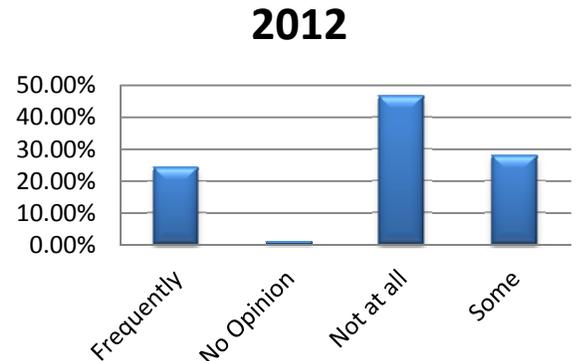


RECYCLING CENTER

Do you use the City's Recycling Center?

- Frequently Some Not At All

	<u>2012</u> Count	<u>2012</u> Percent	<u>2010</u> Percent	<u>2008</u> Percent	<u>2005</u> Percent
Frequently	48	24.37%	-	-	-
No Opinion	2	1.02%	-	-	-
Not at all	92	46.70%	-	-	-
Some	55	27.92%	-	-	-
Grand Total	197	100	-	-	-

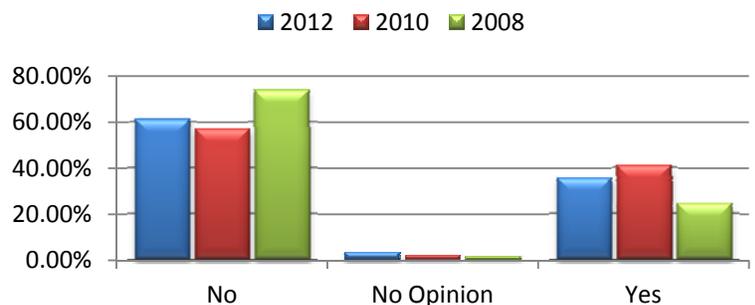


CITY WEBSITE

The City of Farmington has its own website (www.farmington-mo.gov). Do you ever use this website to get information about the City of Farmington?

- Yes No No Opinion

	<u>2012</u> Count	<u>2012</u> Percent	<u>2010</u> Percent	<u>2008</u> Percent
No	121	61.11%	57.0%	74.0%
No Opinion	7	3.54%	2.0%	1.6%
Yes	70	35.35%	41.0%	24.4%
Grand Total	198	100.00%	100.00%	100.00%



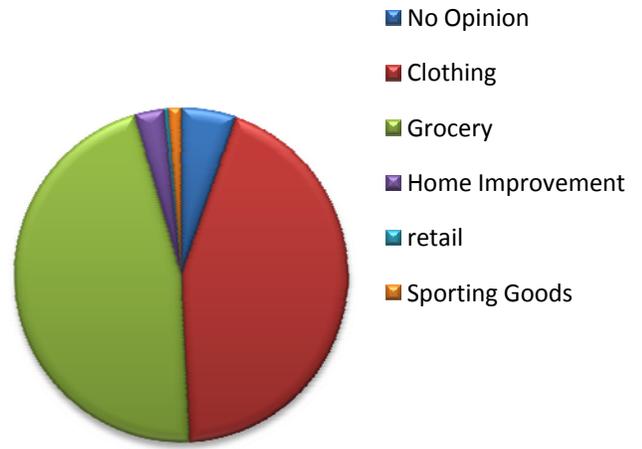
RETAIL STORES

What type of new retail store would you most like to have in Farmington?

- Clothing
 Grocery
 Sporting Goods
 Home Improvement
 No Opinion

	<u>2012</u> Count	<u>2012</u> Percent	<u>2010</u> Percent	<u>2008</u> Percent	<u>2005</u> Percent
No Opinion	13	5.33%	-	-	-
Clothing	107	43.85%	-	-	-
Grocery	113	46.31%	-	-	-
Home Improvement	7	2.87%	-	-	-
retail	1	0.41%	-	-	-
Sporting Goods	3	1.23%	-	-	-
Grand Total	244	100.00%	-	-	-

RETAIL STORES



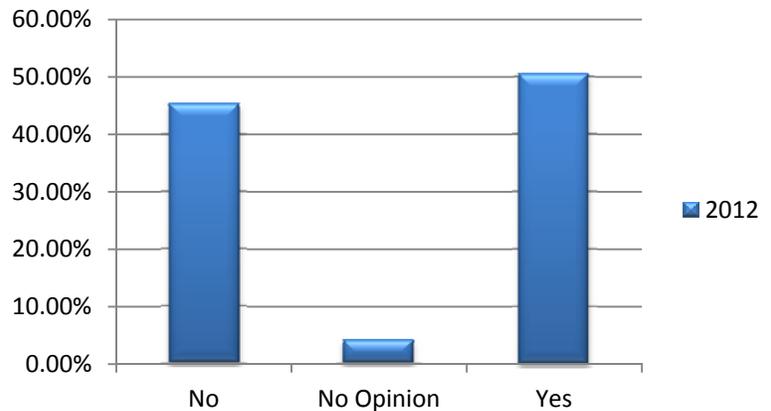
CODERED

The City of Farmington offers CodeRED, a mass notification warning system. Have you registered for CodeRED?

- Yes
 No
 No Opinion

	<u>2012</u> Count	<u>2012</u> Percent	<u>2010</u> Percent	<u>2008</u> Percent	<u>2005</u> Percent
No	88	45.36%	-	-	-
No Opinion	8	4.12%	-	-	-
Yes	98	50.52%	-	-	-
Grand Total	194	100.00%	-	-	-

2012



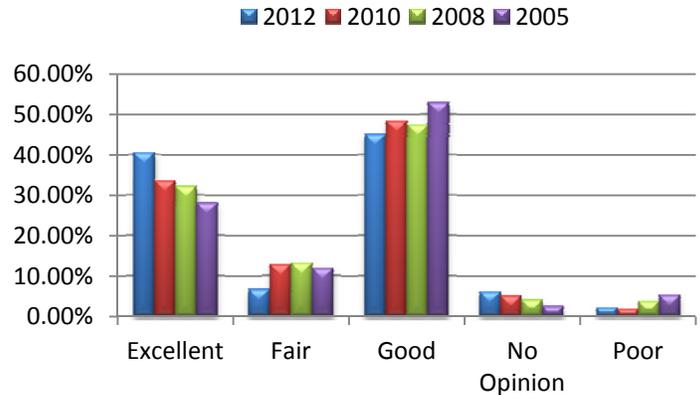
SERVICES PROVIDED

Respondents were asked to indicate their level of satisfaction with a variety of services provided by the City. Following are the responses received for each of the services for the years 2012, 2010, 2008, and 2005. Those items with less than a 50% combined excellent and good response, and those items with a higher than 10% poor response should be addressed in current planning.

POLICE PROTECTION

Survey Responses

		2012	2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	80	40.4%	33.5%	32.0%	27.9%
Good	89	44.95%	48.3%	47.4%	52.8%
Fair	13	6.57%	12.7%	13.0%	11.7%
Poor	4	2.02%	1.7%	3.6%	5.1%
No Opinion	12	6.06%	3.8%	4.0%	2.5%
Grand Total	198	100.0%	100.0%	100.0%	100.0%

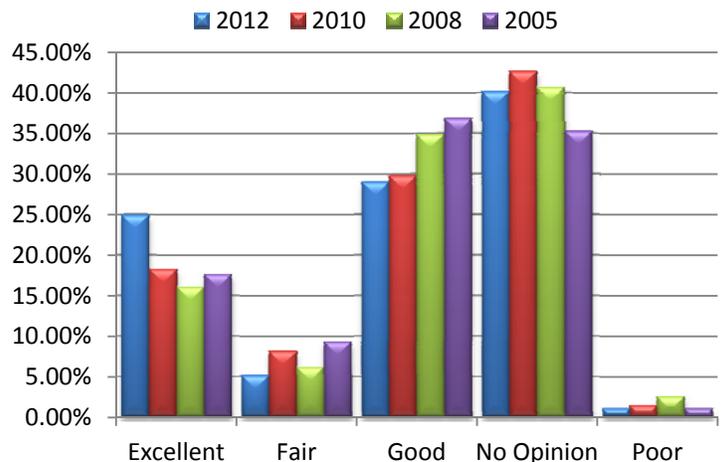


In 2012, 85.35% of respondents reported a satisfaction level of good or excellent in relation to police protection in the City of Farmington. This number is not considered to be a significant change from the past surveys and can be a result of the variance due to the margin of error in the studies.

SCHOOL RESOURCE OFFICER PROGRAM

Survey Responses

		2012	2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	49	24.87%	18.2%	16.0%	17.6%
Good	57	28.93%	29.7%	34.8%	36.8%
Fair	10	5.08%	8.1%	6.1%	9.3%
Poor	2	1.02%	1.4%	2.5%	1.0%
No Opinion	79	40.10%	42.6%	40.6%	35.2%
Grand Total	197	100.0%	100.0%	100.0%	99.9%

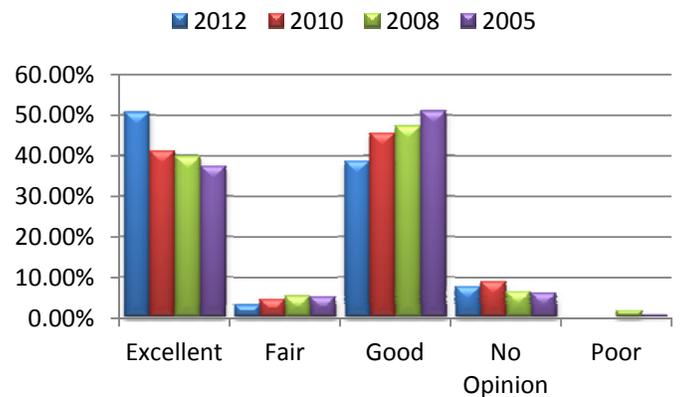


In 2012, 53.8% of respondents reported a satisfaction level of good or excellent in relation to the local School Resource Officer Program. Overall, a decreasing pattern of satisfaction has been seen since 2005. However, a significant decrease has not been seen in the ratio of those responding good or excellent in relation to those expressing an opinion. Therefore, this change is not considered significant but should continue to be monitored.

FIRE PROTECTION

Survey Responses

		2012	2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	100	50.76%	41.2%	39.7%	37.3%
Good	76	38.58%	45.6%	47.2%	51.0%
Fair	6	3.05%	4.4%	5.2%	5.1%
Poor	0	0.0%	0%	1.6%	0.5%
No Opinion	15	7.61%	8.8%	6.3%	6.1%
Grand Total	197	100%	100.0%	100.0%	100.0%

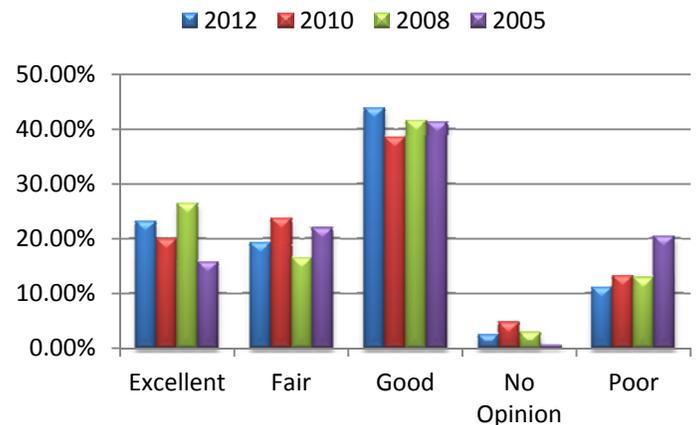


In 2012, 89.34% of respondents reported a fire protection satisfaction level of good or excellent. In 2010, 2008 and 2005, this number was 86.8 %, 86.9% and 88.3% respectively. This change is not considered significant.

TAP WATER QUALITY

Survey Responses

		2012	2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	46	23.23%	19.9%	26.4%	15.8%
Good	87	43.94%	38.5%	41.6%	41.3%
Fair	38	19.19%	23.6%	16.4%	21.9%
Poor	22	11.11%	13.2%	12.8%	20.4%
No Opinion	5	2.53%	4.7%	2.8%	0.5%
Grand Total	197	100.0%	100.0%	100.0%	100.0%



In 2012, 67.17% of respondents reported a tap water quality satisfaction level of good or excellent. There has been an 8% increase in overall satisfaction level of the quality of tap water since 2010, which brings the satisfaction level back up to what was seen in 2008 and 2005.

LIBRARY MATERIALS

Survey Responses

		2012	2010	2008	2005
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Excellent	47	23.86%	20.3%	25.0%	22.9%
Good	80	40.61%	41.9%	42.3%	51.0%
Fair	24	12.18%	10.8%	9.7%	13.5%
Poor	0	0.0%	1.7%	2.8%	3.1%
No Opinion	46	23.35%	25.3%	20.2%	9.4%
Grand Total	197	100.0%	100.0%	100.0%	100.0%

