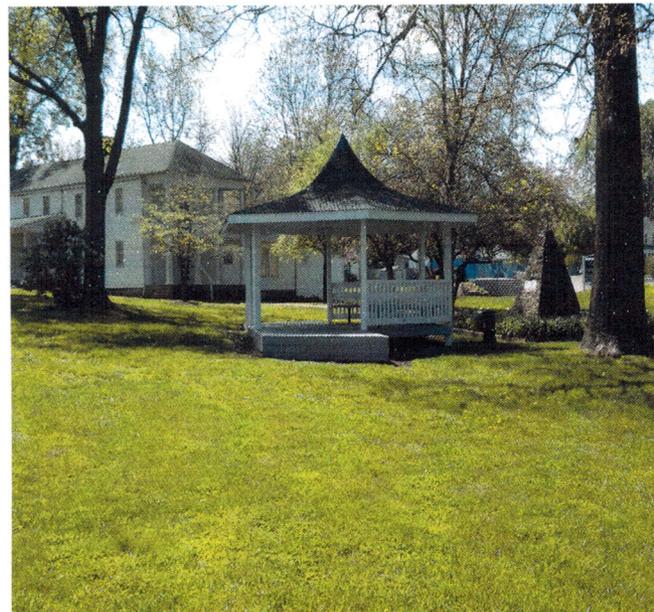
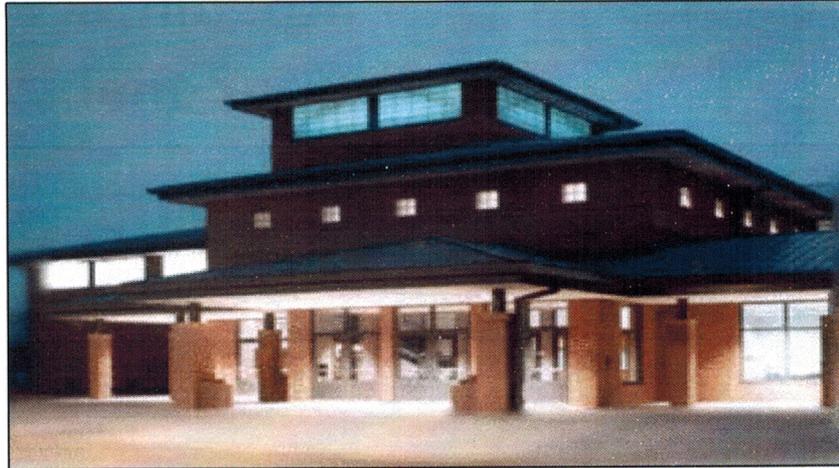




# City of Farmington 2014 Resident Survey



## Table of Contents

Purpose .....	3
Methodology .....	3
Questionnaire .....	4
Understanding the Results and Demographics.....	7
Results	
No Solicitation List.....	8
Online Services.....	8
Utility Bill Payment.....	9
Code RED.....	9
Services	
Satisfaction Level by Service .....	10
Spending Priorities for Ongoing Services .....	17
Taxes Related to Services .....	26
Transportation .....	27
Recreation .....	31
Civic Center .....	37
Municipal Facilities .....	39
Capital Improvement Programs	
Spending Priorities for Capital Improvement Programs .....	42
Public Safety	
Quality of Services .....	46
City Government	
Say in Government Decision Making .....	50
City Council Meetings .....	50
Government News Source .....	51
Open Response Questions.....	52

## Purpose

The City of Farmington would like to thank those citizens who participated in the 2014 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 policy of the City to conduct a resident survey every two years. The survey conducted in 2012 is the baseline against which the 2014 results are measured.

## Methodology

The resident survey was mailed in May 2014.

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 5,699 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 5,699 would be an appropriate population number to use.

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

Confidence Level:	95%
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 360 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 20% response rate. Therefore, it was determined that 1800 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 271 survey responses received, the following precision estimates were realized:

Total Data Set:	5,699
Responses:	271
Confidence Level:	95%
Margin of Error:	+5.8%

This means that for a given question answered by all 271 respondents, we can be 95 percent confident that the difference between the percentage breakdowns of the sample population and those of the total population is no greater than 5.8%. This margin of error will increase for questions not answered by all respondents.

**SURVEY**

1. A "No Solicitation List" is available for residents of the City of Farmington to restrict door to door sales. Are you aware of this service?  
 Yes                     No
  
2. Have you used the City's online services?  
 Yes                     No
  
3. Online utility bill payment via credit or debit card is currently available through City Light and Water. If you do not use the online bill payment service, why not?  
 Did not know available       Do not like online bill payment       Security       Other \_\_\_\_\_
  
4. The City of Farmington is now using CodeRED Emergency Notification System that allows us to telephone all targeted areas of the City in case of an emergency situation that requires immediate action. Are you registered for this service?  
 Yes                     No

**5. 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"/>				
Taste of Tap 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"/>				
Parks .....	<input type="radio"/>				
Recreation .....	<input type="radio"/>				
Electric Service .....	<input type="radio"/>				
Sanitary Sewer and Wastewater Treatment ...	<input type="radio"/>				
Utility Billing Office Customer Service .....	<input type="radio"/>				

**6. 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"/>
Police School Program (SRO) .....	<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"/>
Library - Adult 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 Improvements .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sanitary Sewer Maintenance .....	<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 Maintenance .....	<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"/>

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

- Yes                     No                     No Opinion

**7. 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 Handicapped .....	<input type="radio"/>				

**8. 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 - Ball 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 - Recreation .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Center - Programs .....	<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"/>

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  No Opinion

**9. 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"/>
Outdoor Parks .....	<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"/>

**10. 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
Major Street Resurfacing .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential Street Resurfacing .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Street Construction .....	<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"/>
Sidewalk Repair Program .....	<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"/>

**11. 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"/>

12. 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, Local Newspaper, Calling City Officials, Conversation with Family or Friends, Social Media, City Committees, City Website, Other

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.

Table with columns for age groups (Under 5, 5-17, 18-25, 26-45, 46-64, 65+) and number of people (1, 2, 3, 4, 5 or more). Includes Household Total line.

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, Duplex, Apartment, Mobile Home, Condominium / Townhouse, 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), Asian, Black or African American, Hispanic or Latino, American Indian or Alaska Native, Other

Please indicate your household income level.

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

Please indicate the sector in which you work:

- Retail, Government, Medical, Other, Service, Manufacturing, Construction, Education

Please indicate the area of Farmington in which you live.

- Ward 1, Ward 2, Ward 3, Ward 4

What do you like most about Farmington?

What do you like least about Farmington?

If you could do one thing to improve the City of Farmington, what would that one thing be?

## 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>Ward</u>	<u>Total</u>	<u>Percent</u>	<u>Education Level</u>	<u>Total</u>	<u>Percent</u>
1	48	17.78%	College Graduate	71	26.30%
2	62	22.96%	High School Graduate	58	21.48%
3	38	14.07%	Less than High School	8	2.96%
4	56	20.74%	No Response	9	3.33%
No Response	66	24.44%	Post Graduate Degree	38	14.07%
			Some College	86	31.85%

<u>Household</u>	<u>Total</u>	<u>Percent</u>	<u>Income</u>	<u>Total</u>	<u>Percent</u>
1	67	25.00%	\$20,000 to \$35,000	51	18.89%
2	125	46.64%	\$36,000 to \$50,000	46	17.04%
3	11	4.10%	\$51,000 to \$75,000	44	16.30%
4	14	5.22%	\$76,000 to \$100,000	32	11.85%
5	11	4.10%	More than \$100,000	23	8.52%
6	4	1.49%	No Response	44	16.30%
7	1	0.37%	Under \$20,000	30	11.11%
No Response	35	13.06%			

<u>Years in Town</u>	<u>Total</u>	<u>Percent</u>	<u>Residence</u>	<u>Total</u>	<u>Percent</u>
1 to 5	38	14.07%	Apartment	15	5.56%
5 to 10	27	10.00%	Condominium/Townhouse	23	8.52%
No Response	11	4.07%	Duplex	8	2.96%
Over 10	189	70.00%	Mobile Home	6	2.22%
Under 1	5	1.85%	No Response	7	2.59%
			Single Family	211	78.15%

<u>Employment</u>	<u>Total</u>	<u>Percent</u>	<u>Ethnicity</u>	<u>Total</u>	<u>Percent</u>
In Farmington	71	26.30%	American Indian or Alaska Native	4	1.48%
No Response	5	1.85%	Asian	3	1.11%
Outside of Farmington	42	15.56%	Black or African American	3	1.11%
Retired	148	54.81%	Caucasian	248	91.85%
Unemployed	4	1.48%	Hispanic or Latino	1	0.37%
			No Response	11	4.07%

<u>Gender</u>	<u>Total</u>	<u>Percent</u>
Female	131	48.52%
Male	117	43.33%
No Response	22	8.15%

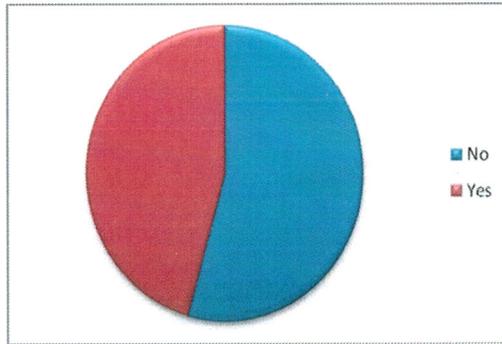
## NO SOLICITATION LIST

A "No Solicitation List" is available for residents of the City of Farmington to restrict door to door sales. Are you aware of this service?

Yes  No

### Survey Responses

	<u>Total</u>	<u>Percent</u>
No	142	54.41%
Yes	119	45.59%



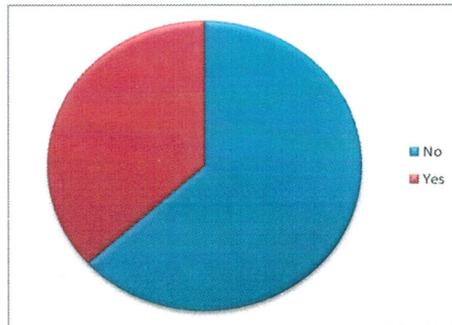
## ONLINE SERVICES

Have you used the City's online services?

Yes  No

### Survey Responses

	<u>Total</u>	<u>Percent</u>
No	164	63.32%
Yes	95	36.68%



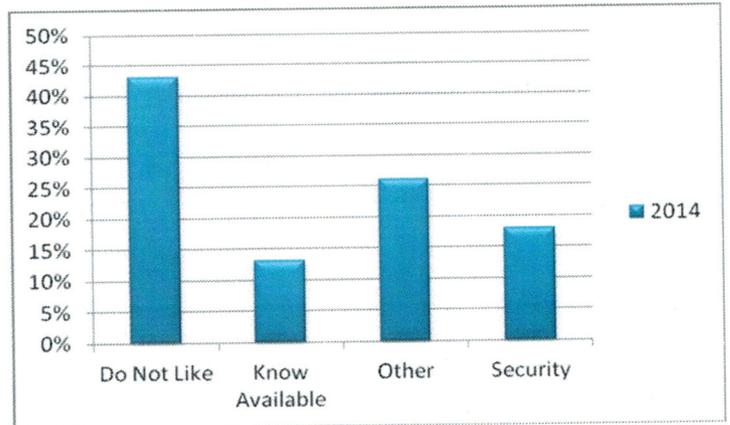
## UTILITY BILL PAYMENT

Online utility bill payment via credit or debit card is currently available through City Light and Water. If you do not use the online bill payment service, why not?

Did not know available  
  Do not like online bill payment  
  Security  
  Other

### Survey Responses

	<u>Total</u>	<u>Percent</u>
Do Not Like Online Payments	83	43.00%
Know Available	26	13.00%
Other	51	26.00%
Security	35	18.00%



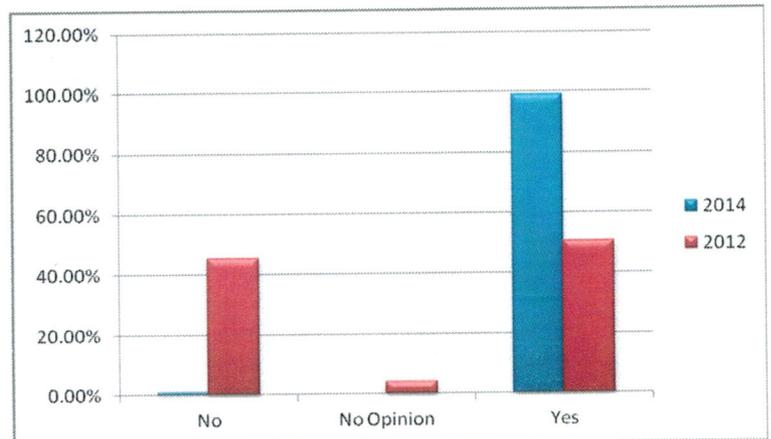
## CODERED

The City of Farmington is now using CodeRED Emergency Notification System that allows us to telephone all targeted areas of the City in case of an emergency situation that requires immediate action. Are you registered for this service?

Yes  
  No

### Survey Responses

	<u>Total</u>	<u>Percent</u>
No	1	1.00%
No Opinion	0	0.00%
Yes	162	99.00%



## SERVICES PROVIDED

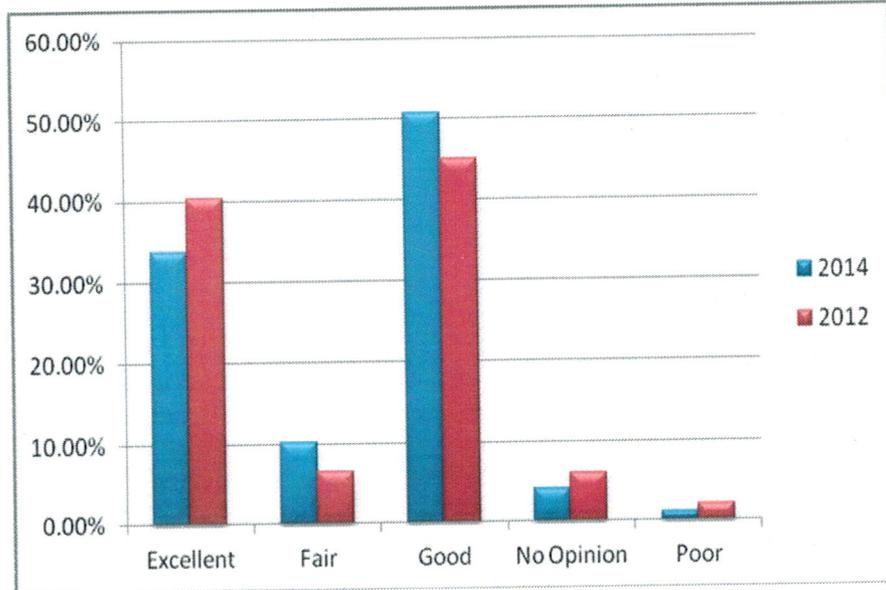
Respondents were asked to indicate their level of satisfaction with a variety of services provided by the City. Following are the responses received for each of the services for both the year 2014 and the baseline year of 2004.

### POLICE PROTECTION

#### Survey Responses

	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
Excellent	89	33.71%	40.40%
Fair	27	10.23%	6.57%
Good	134	50.76%	44.95%
No Opinion	11	4.17%	6.06%
Poor	3	1.14%	2.02%

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 decreased in 2014 to 84.47%. This decrease is not considered to be significant and is most likely a result of the variance due to the margin of error in the studies.

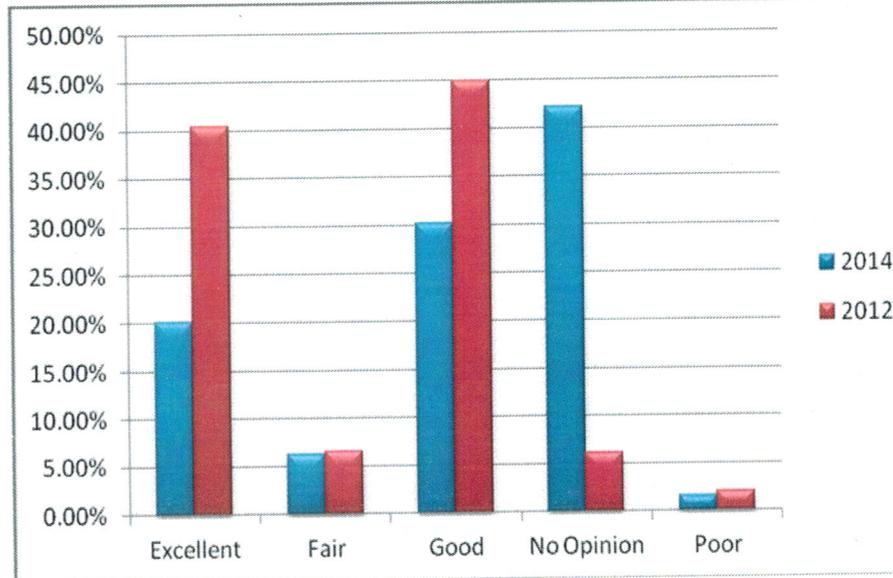


### SCHOOL RESOURCE OFFICER PROGRAM

#### Survey Responses

	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
Excellent	52	20.08%	40.40%
Fair	16	6.18%	6.57%
Good	78	30.12%	44.95%
No Opinion	109	42.08%	6.06%
Poor	4	1.54%	2.02%

In 2012, 85.35% of respondents reported a satisfaction level of good or excellent in relation to the local School Resource Officer Program. This number decreased in 2014 to 50.20%. While there was a 35.15% decrease in satisfaction level there was also a 36.02% increase in the number of respondents that expressed No Opinion regarding the School Resource Officer Program.

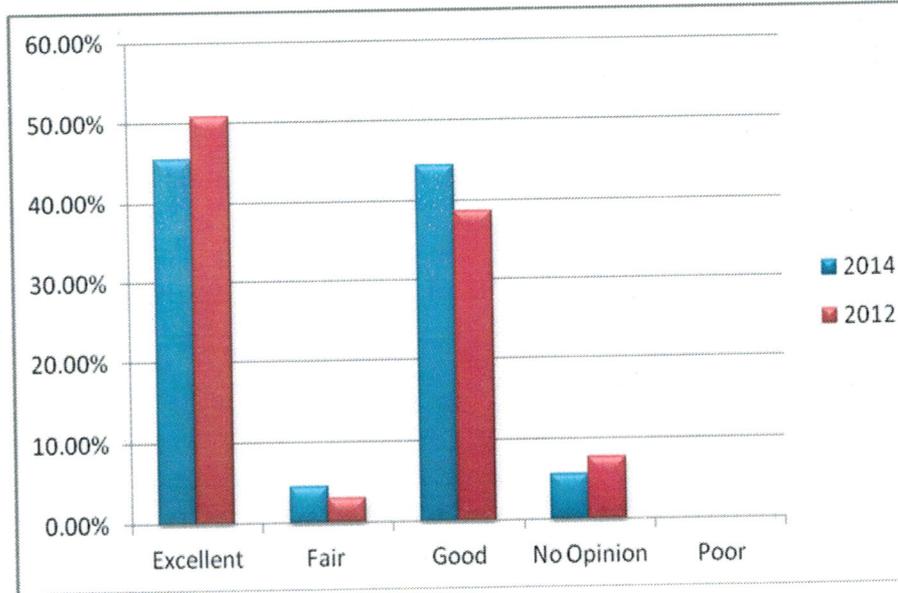


## FIRE PROTECTION

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	121	45.49%	50.76%
Fair	12	4.51%	3.05%
Good	118	44.36%	38.58%
No Opinion	15	5.64%	7.61%
Poor	0	0.00%	0.00%

In 2012, 89.34% of respondents reported a fire protection satisfaction level of good or excellent. In 2014, this number increased to 89.85%. This change is not considered significant due to the margin of error in the studies.

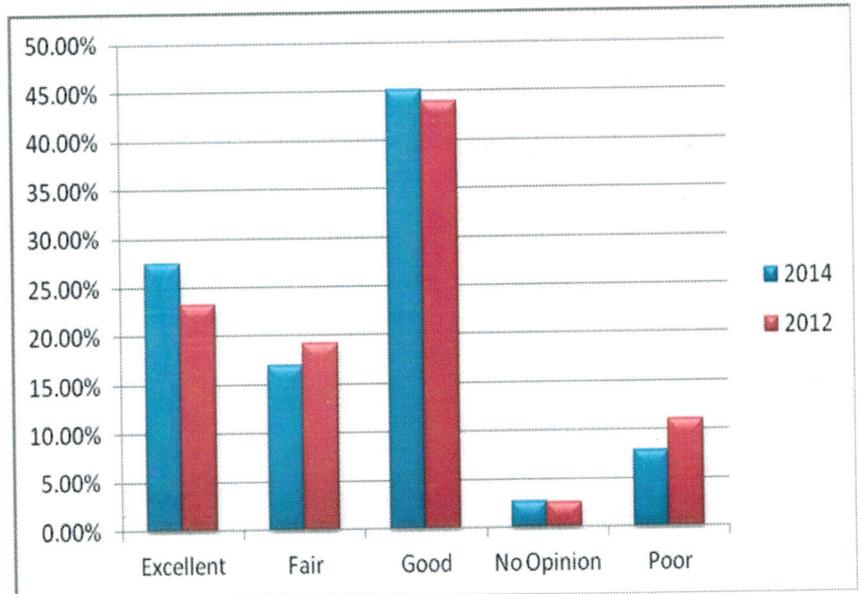


## TASTE OF TAP WATER

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	73	27.44%	23.23%
Fair	45	16.92%	19.19%
Good	120	45.11%	43.94%
No Opinion	7	2.63%	2.53%
Poor	21	7.89%	11.11%

In 2012, 67.17% of respondents reported a taste of tap water satisfaction level of good or excellent. In 2014, this number increased to 72.55%. This increase is not considered to be significant and is most likely a result in variance due to the margin of error in the studies and the additional respondents expressing an opinion.

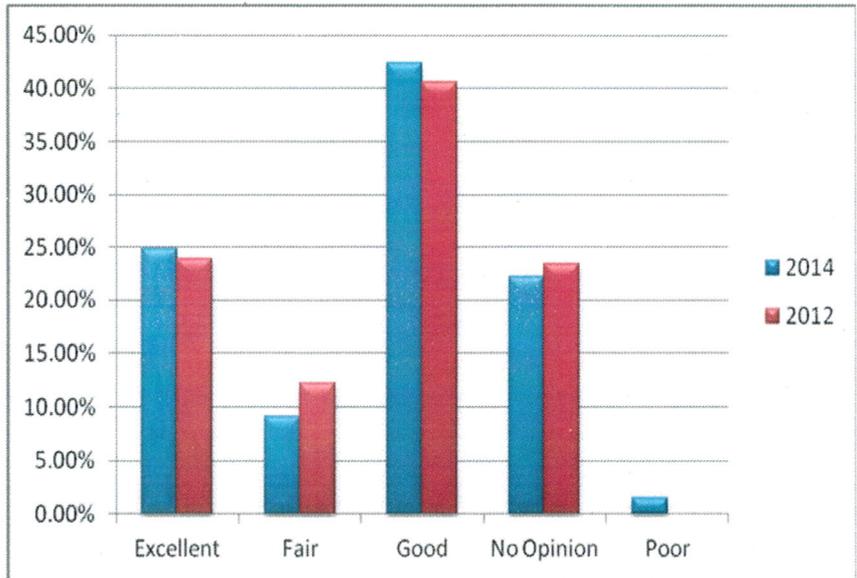


## LIBRARY MATERIALS

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	65	24.81%	23.86%
Fair	24	9.16%	12.18%
Good	111	42.37%	40.61%
No Opinion	58	22.14%	23.35%
Poor	4	1.53%	0.00%

In 2012, 64.47% of respondents reported a satisfaction level of good or excellent in relation to materials available at the Public Library. In 2014, this number rose to 67.18%. This is not considered a significant change and is attributed primarily to a variance that can be answered by the margin of error.

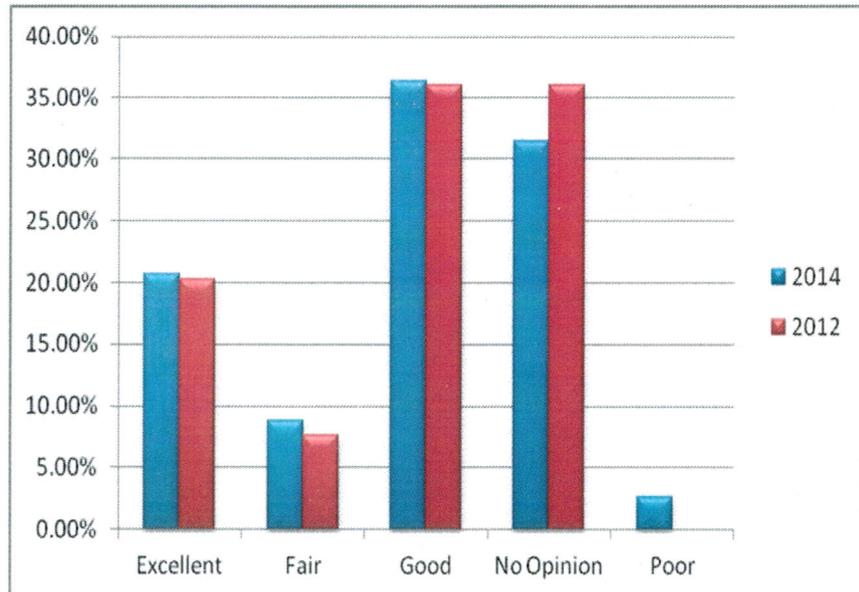


## LIBRARY PROGRAMS

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	54	20.69%	20.30%
Fair	23	8.81%	7.61%
Good	95	36.40%	36.04%
No Opinion	82	31.42%	36.04%
Poor	7	2.68%	0%

In 2012, 56.34% of respondents reported a satisfaction level of good or excellent in relation to the programs offered by the Public Library. In 2014, this number increased to 57.09%. This is not considered a significant increase and is most likely a result in variance due to the margin of error in the studies.

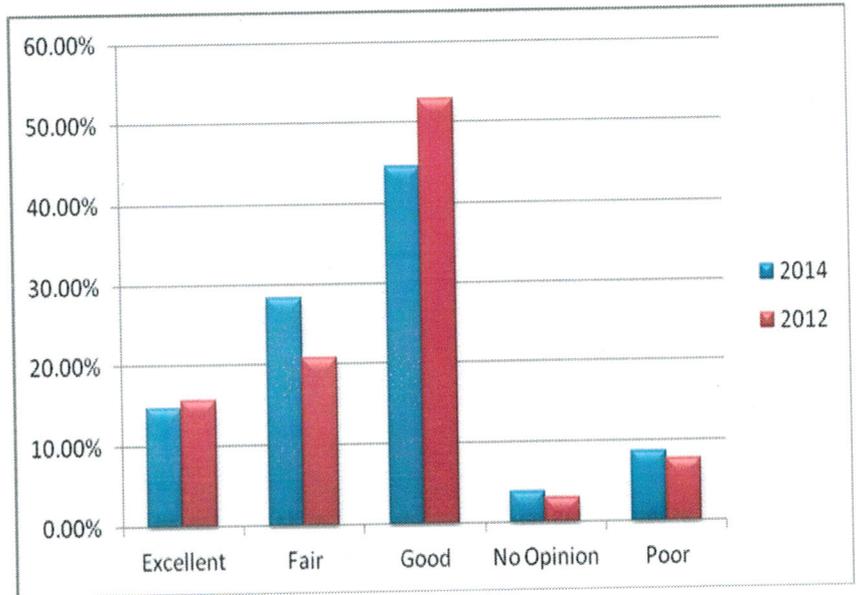


## TRAFFIC CONTROL

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	39	14.72%	15.74%
Fair	75	28.30%	20.81%
Good	118	44.53%	52.79%
No Opinion	10	3.77%	3.05%
Poor	23	8.68%	7.61%

In 2012, 68.53% of respondents reported a satisfaction level of good or excellent in relation to traffic control in the City of Farmington. In 2014, this number dropped to 59.25%.

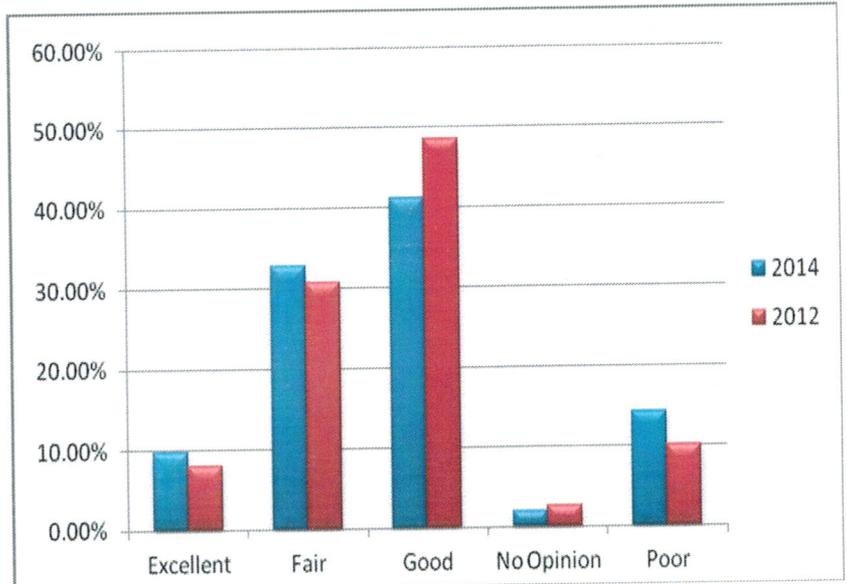


## STREET CONDITIONS

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	26	9.81%	8.08%
Fair	87	32.83%	30.81%
Good	109	41.13%	48.48%
No Opinion	5	1.89%	2.53%
Poor	38	14.34%	10.10%

In 2012, 56.56% of respondents reported a satisfaction level of good or excellent in relation to the street conditions in town. In 2014, this number dropped to 50.94%. This decrease is not considered to be a significant change.

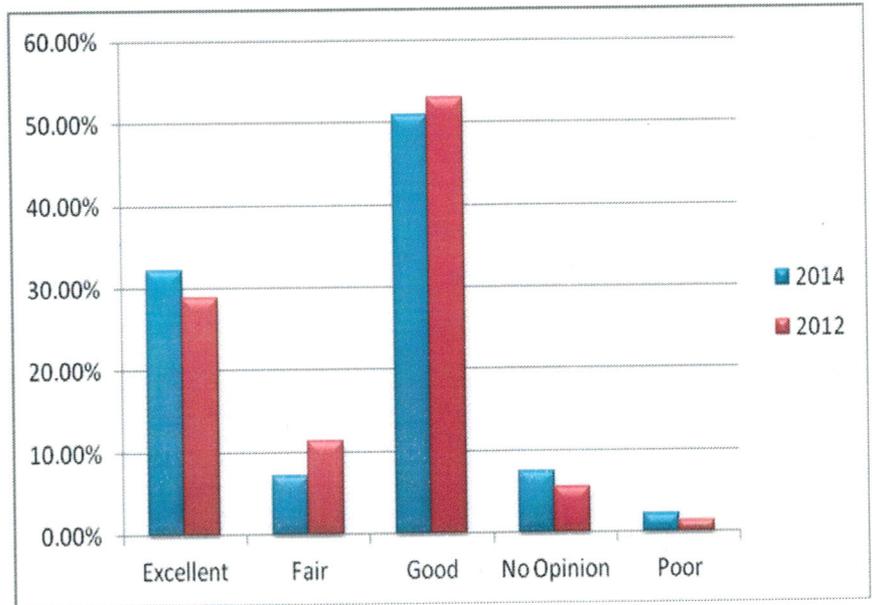


## PARKS

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	85	32.08%	28.87%
Fair	19	7.17%	11.34%
Good	135	50.94%	52.92%
No Opinion	20	7.55%	5.50%
Poor	6	2.26%	1.37%

In 2012, 81.79% of respondents reported a satisfaction level of good or excellent in relation to the city parks. In 2014, this number increased to 83.02%. This increase is not considered to be significant and is most likely a result in variance due to the margin of error in the studies.

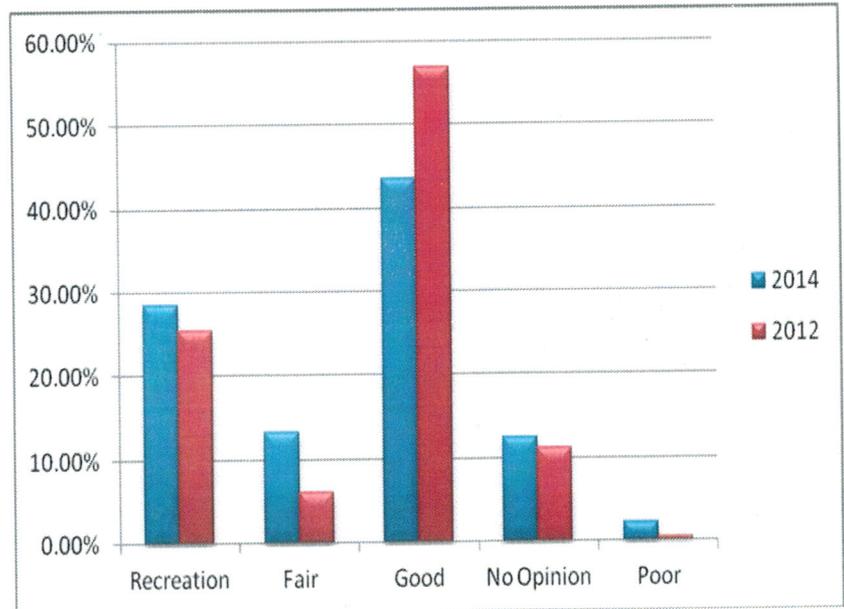


## RECREATION

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	75	28.41%	25.38%
Fair	35	13.26%	6.09%
Good	115	43.56%	56.85%
No Opinion	33	12.50%	11.17%
Poor	6	2.27%	0.51%

In 2012, 82.23% of respondents reported a satisfaction level of good or excellent in relation the city recreation services. In 2014, this number decreased to 71.97%. This is not considered a significant change.

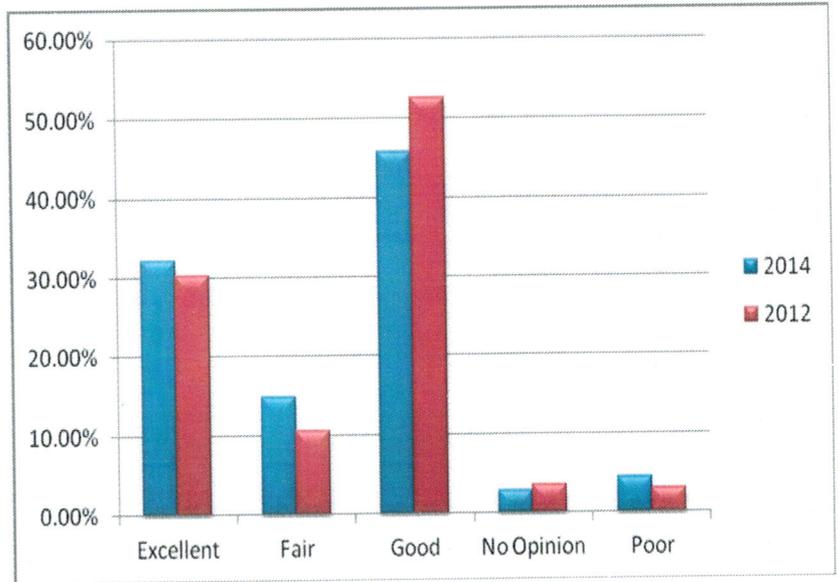


## ELECTRIC SERVICE

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	80	32.13%	30.30%
Fair	37	14.86%	10.61%
Good	114	45.78%	52.53%
No Opinion	7	2.81%	3.54%
Poor	11	4.42%	3.03%

In 2012, 82.83% of respondents reported a satisfaction level of good or excellent with the electric service. In 2014, this number decreased to 77.91%. This decrease is not considered to be significant and is most likely a result in variance due to the margin of error in the studies.

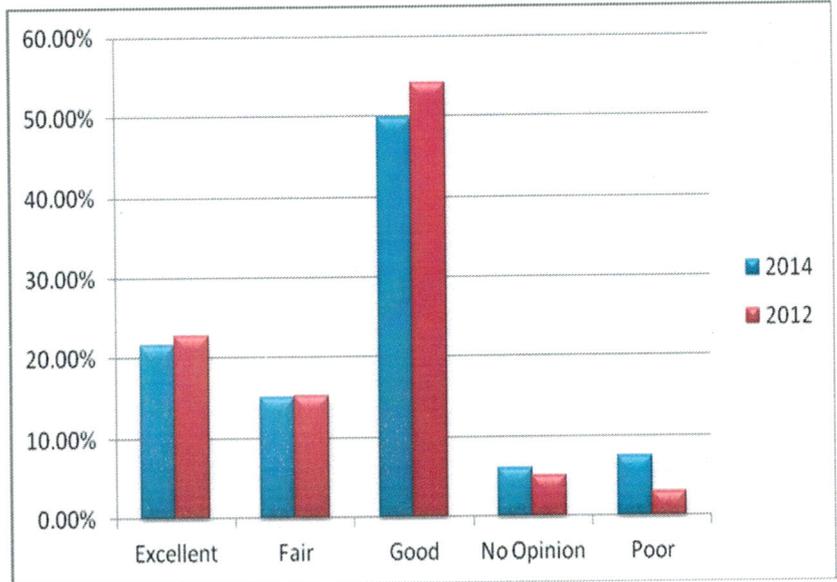


## SANITARY SEWER AND WASTEWATER TREATMENT

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	57	21.51%	22.73%
Fair	40	15.09%	15.15%
Good	132	49.81%	54.04%
No Opinion	16	6.04%	5.05%
Poor	20	7.55%	3.03%

In 2012, 76.77% of respondents reported a satisfaction level of good or excellent in regard to sanitary sewer and wastewater treatment. In 2014, this number decreased to 71.32%. This decrease is not considered significant and is most likely a result in variance due to the margin of error in the studies.

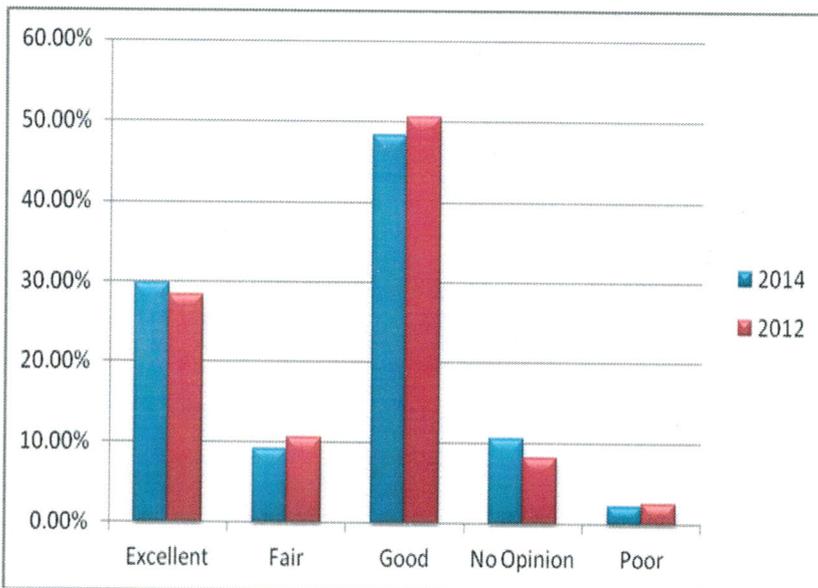


UTILITY BILLING OFFICE CUSTOMER SERVICE

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Excellent	79	29.81%	28.28%
Fair	24	9.06%	10.61%
Good	128	48.30%	50.51%
No Opinion	28	10.57%	8.08%
Poor	6	2.26%	2.53%

In 2012, 78.79% of respondents reported a satisfaction level of good or excellent in relation to the utility billing office customer service. In 2014, this number decreased to 78.11%. This decrease is not considered significant and is most likely a result in variance due to the margin of error in the studies.



## SPENDING PRIORITIES FOR THE ONGOING SERVICES

Respondents were asked to indicate their priorities for ongoing services by indicating whether the City of Farmington should spend more, spend the same, or spend less on each of the services. Following are the results for each of the services queried.

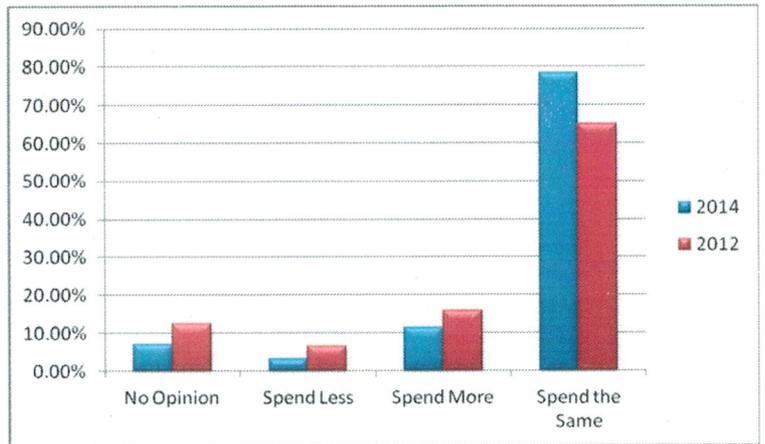
### 2014 Survey Responses (by percentages) plus 2012 Ranking

	Spend More	Spend the Same	Spend Less	No Opinion	2014 Priority	2012 Priority
Streets	36.23	50.97	5.02	7.72	1	1
Programs for the Youth	30.74	49.03	3.89	16.34	2	2
Economic Development	28.52	53.52	7.03	10.94	3	3
Police Protection	27.13	63.57	2.71	6.59	4	7
Storm Sewer Maintenance	25.58	59.69	2.71	12.02	5	4
Programs for the Elderly	25.58	51.94	4.65	17.8	6	5
Downtown Improvements	22.87	58.91	8.91	9.30	7	9
City Wide Clean-up	22.48	66.67	3.88	6.98	8	12
Library- Materials	21.40	51.75	7.78	19.07	9	6
Sanitary Sewer Maintenance	21.32	65.89	2.33	10.47	10	10
Senior Center	20.93	62.79	5.43	10.85	11	13
Recreation Programs	20.49	56.15	6.97	16.39	12	16
Housing Rehabilitation	20.31	52.87	8.43	18.39	13	11
Recreation Facilities	19.84	60.31	5.45	14.40	14	17
Parks	17.12	67.70	3.89	11.28	15	18
Historic Preservation	15.83	58.69	17.37	8.11	16	20
Library- Children's Programs	15.63	53.52	5.86	25.00	17	8
Animal Control	15.18	68.48	6.61	9.73	18	15
Library- Adult Programs	14.45	55.08	8.59	21.88	19	0
Police School Program (SRO)	12.11	52.34	7.03	28.52	20	0
Fire Protection	11.33	78.52	3.13	7.03	21	14
Inspections	10.12	63.04	11.67	15.18	22	19

**FIRE PROTECTION**

Survey Responses

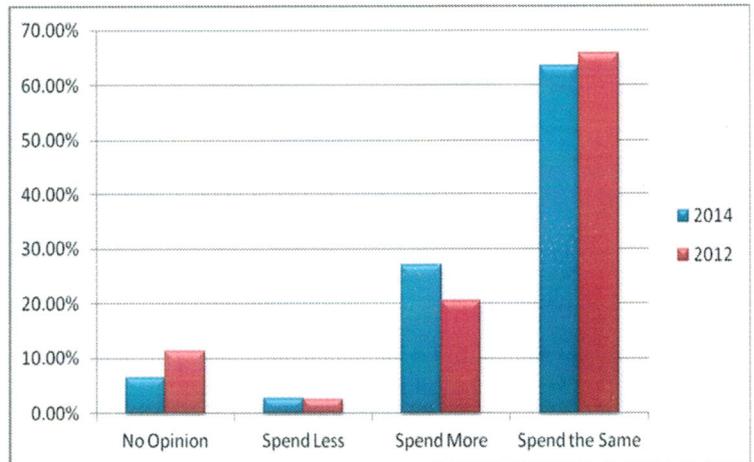
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	18	7.03%	12.59%
Spend Less	8	3.13%	6.64%
Spend More	29	11.33%	15.73%
Spend the Same	201	78.52%	65.03%



**POLICE PROTECTION**

Survey Responses

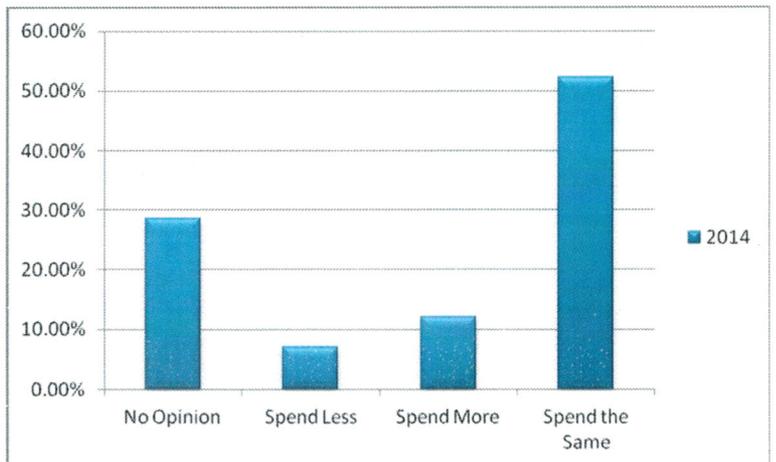
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	17	6.59%	11.28%
Spend Less	7	2.71%	2.57%
Spend More	70	27.13%	20.51%
Spend the Same	164	63.57%	65.64%



**POLICE SCHOOL PROGRAM (SRO)**

Survey Responses

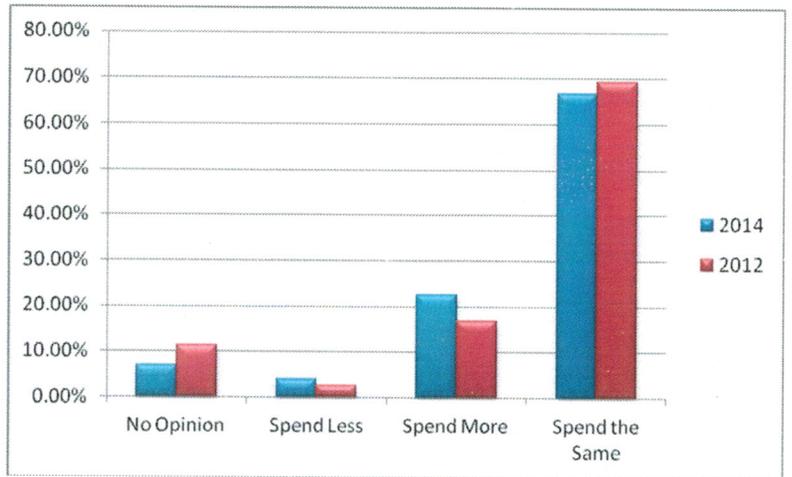
	<u>Total</u>	<u>2014</u> Percent
No Opinion	73	28.52%
Spend Less	18	7.03%
Spend More	31	12.11%
Spend the Same	134	52.34%



### CITY WIDE CLEAN-UP

Survey Responses

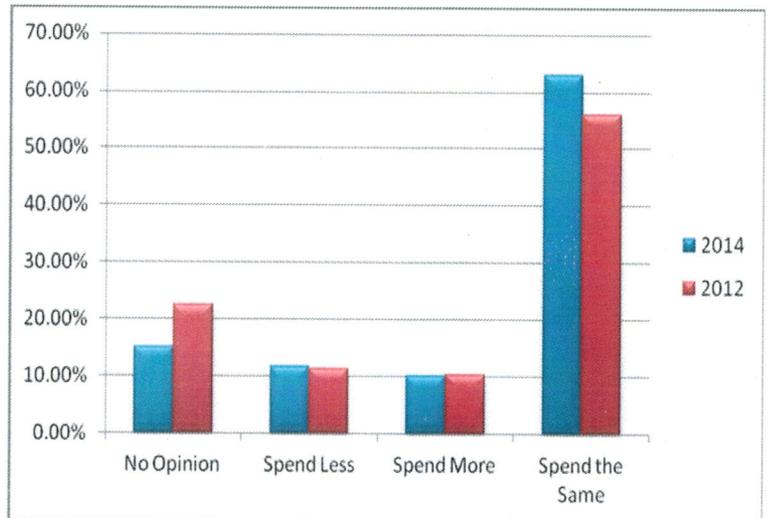
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	18	6.98%	11.28%
Spend Less	10	3.88%	2.56%
Spend More	58	22.48%	16.92%
Spend the Same	172	66.67%	69.23%



### INSPECTIONS (BUILDING/CODE ENFORCEMENT)

Survey Responses

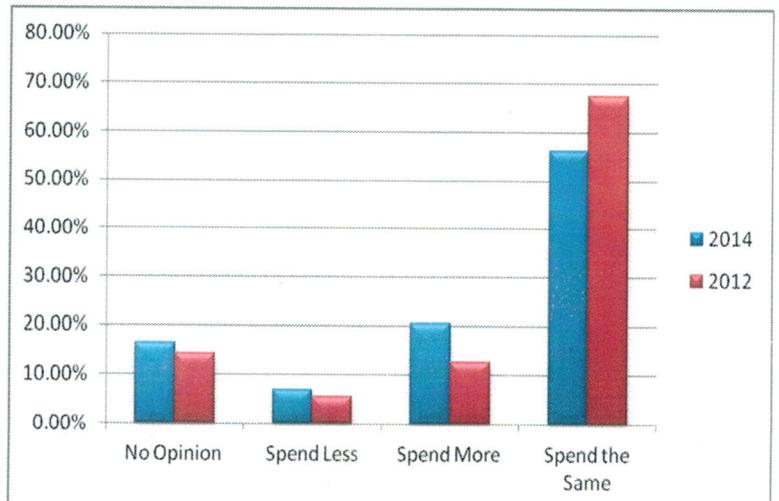
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	39	15.18%	22.56%
Spend Less	30	11.67%	11.28%
Spend More	26	10.12%	10.26%
Spend the Same	162	63.04%	55.90%



### RECREATION PROGRAMS

Survey Responses

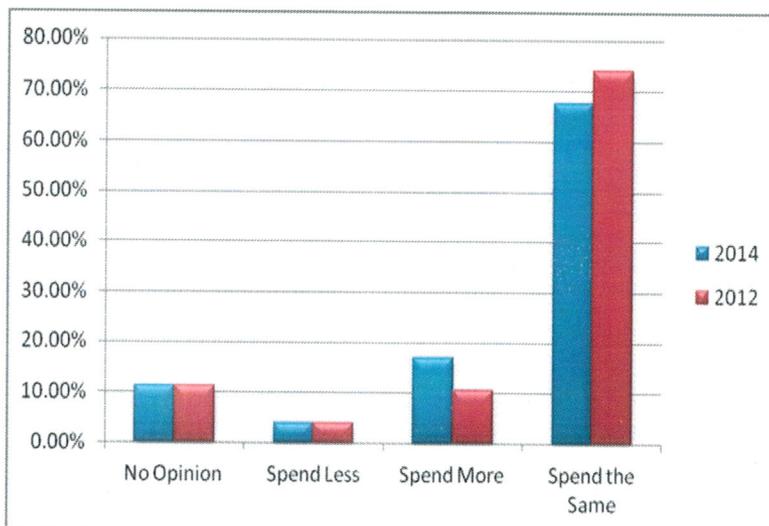
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	40	16.39%	14.29%
Spend Less	17	6.97%	5.61%
Spend More	50	20.49%	12.76%
Spend the Same	137	56.15%	67.35%



**PARKS**

Survey Responses

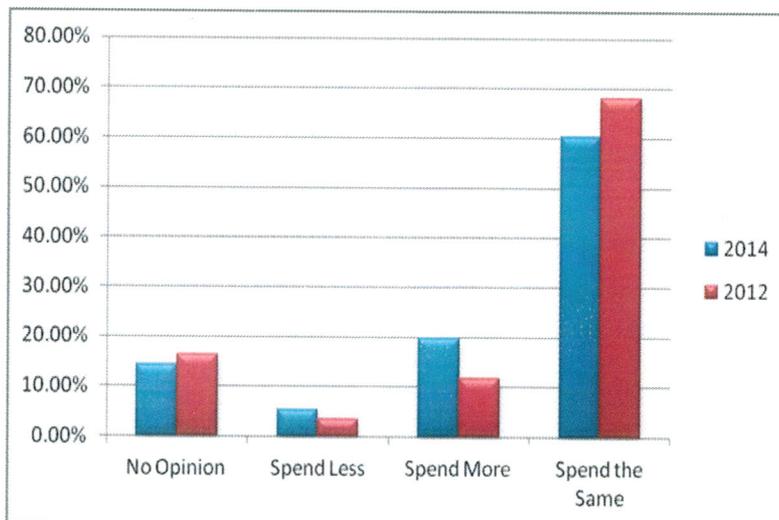
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	29	11.28%	4.08%
Spend Less	10	3.89%	10.71%
Spend More	44	17.12%	11.22%
Spend the Same	174	67.70%	73.98%



**RECREATION FACILITIES**

Survey Responses

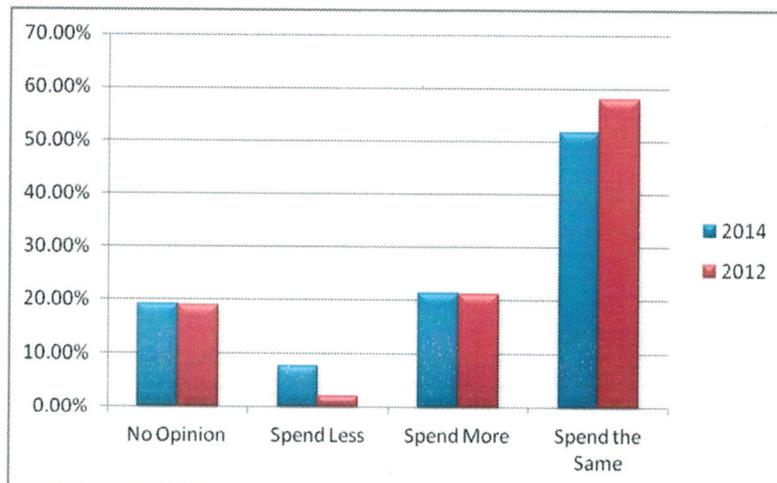
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	37	14.40%	3.59%
Spend Less	14	5.45%	11.79%
Spend More	51	19.84%	16.41%
Spend the Same	155	60.31%	68.21%



**LIBRARY- MATERIALS**

Survey Responses

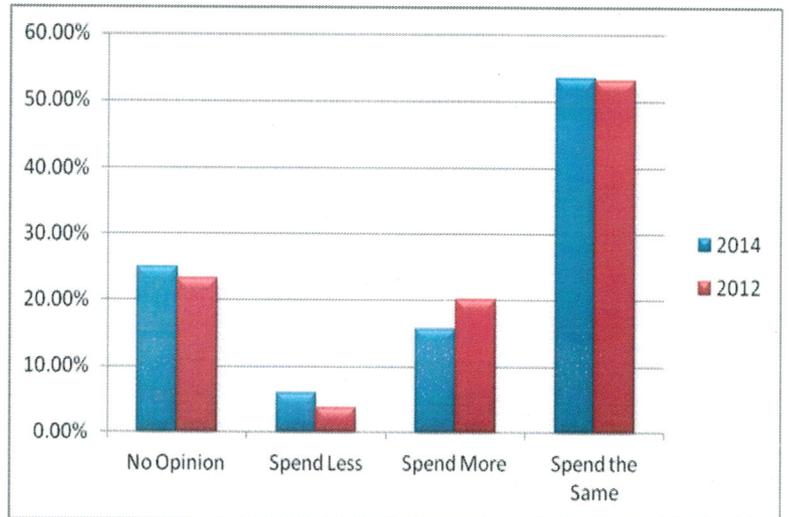
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	49	19.07%	2.05%
Spend Less	20	7.78%	21.03%
Spend More	55	21.40%	18.97%
Spend the Same	133	51.75%	57.95%



### LIBRARY- CHILDREN'S PROGRAMS

Survey Responses

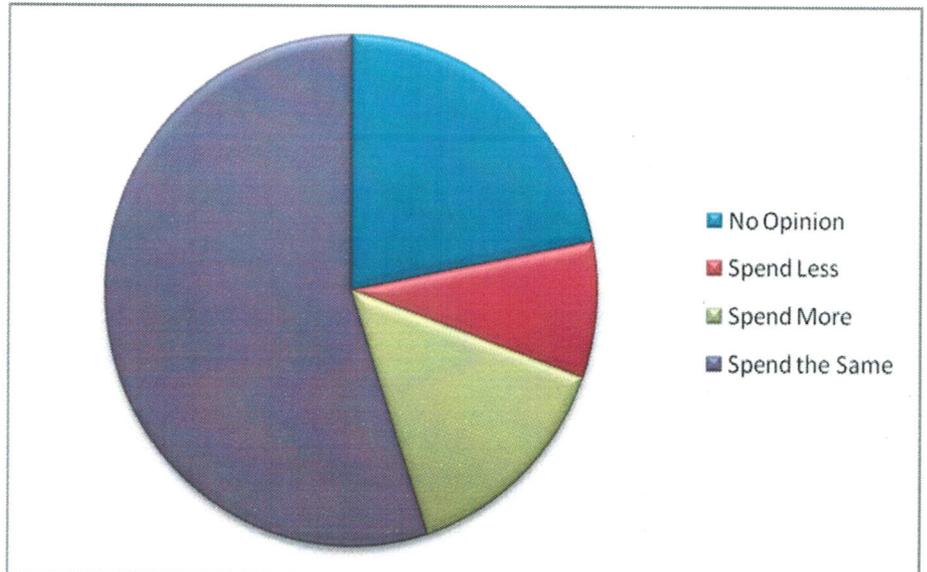
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	64	25.00%	3.61%
Spend Less	15	5.86%	20.10%
Spend More	40	15.63%	23.20%
Spend the Same	137	53.52%	53.09%



### LIBRARY- ADULT PROGRAMS

Survey Responses

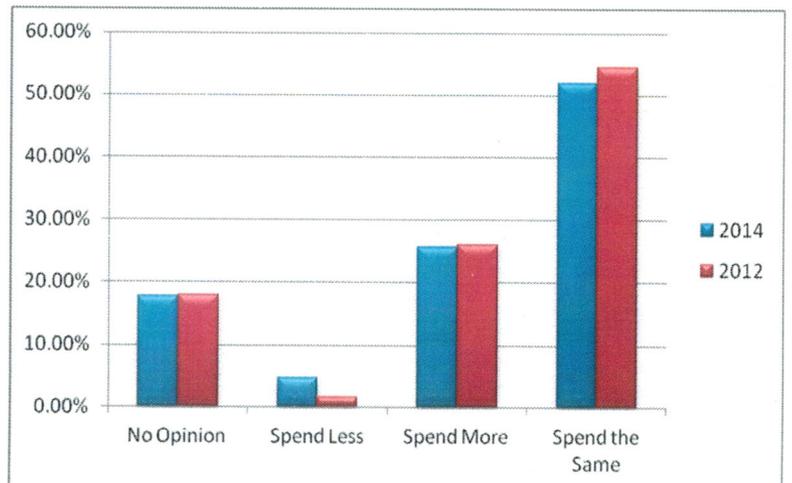
		<u>2014</u>
	<u>Total</u>	<u>Percent</u>
No Opinion	56	21.88%
Spend Less	22	8.59%
Spend More	37	14.45%
Spend the Same	141	55.08%



### PROGRAMS FOR THE ELDERLY

Survey Responses

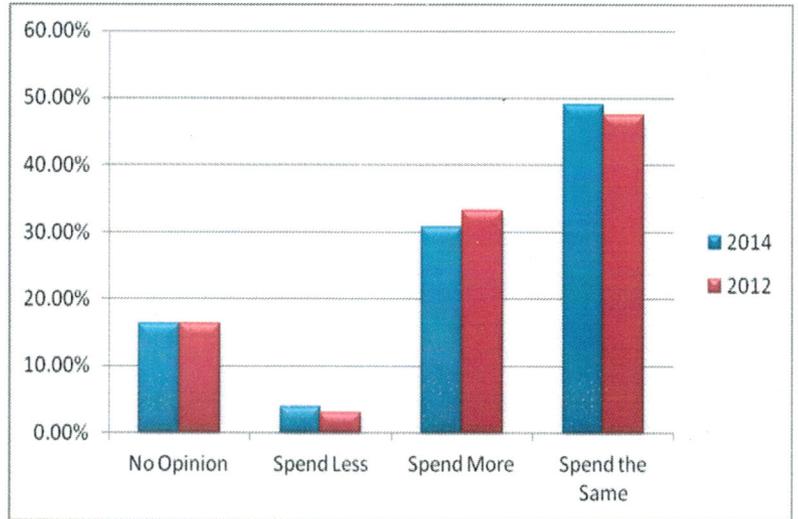
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	46	17.83%	1.53%
Spend Less	12	4.65%	26.02%
Spend More	66	25.58%	17.86%
Spend the Same	134	51.94%	54.59%



### PROGRAMS FOR THE YOUTH

Survey Responses

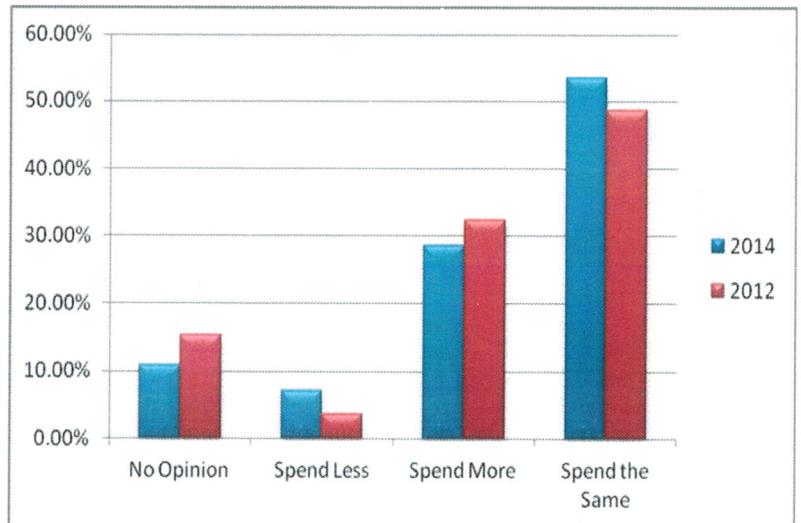
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	42	16.34%	3.06%
Spend Less	10	3.89%	33.16%
Spend More	79	30.74%	16.33%
Spend the Same	126	49.03%	47.45%



### ECONOMIC DEVELOPMENT

Survey Responses

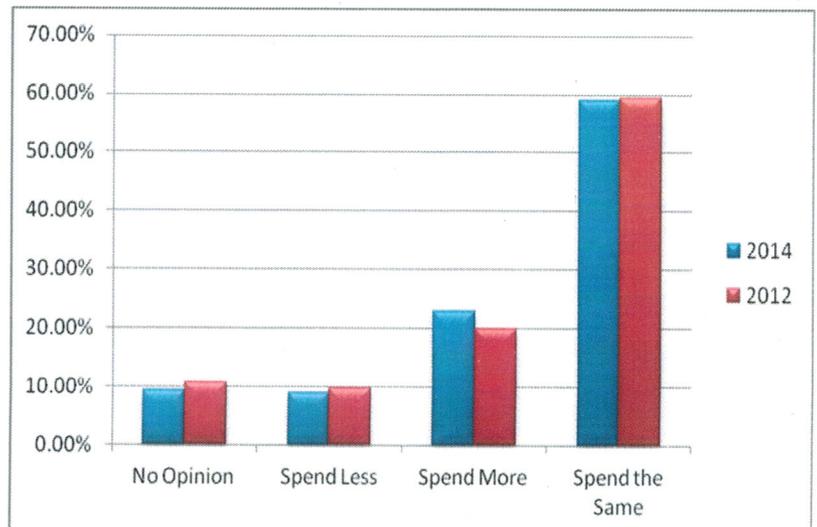
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	28	10.94%	3.59%
Spend Less	18	7.03%	32.31%
Spend More	73	28.52%	15.38%
Spend the Same	137	53.52%	48.72%



### DOWNTOWN IMPROVEMENTS

Survey Responses

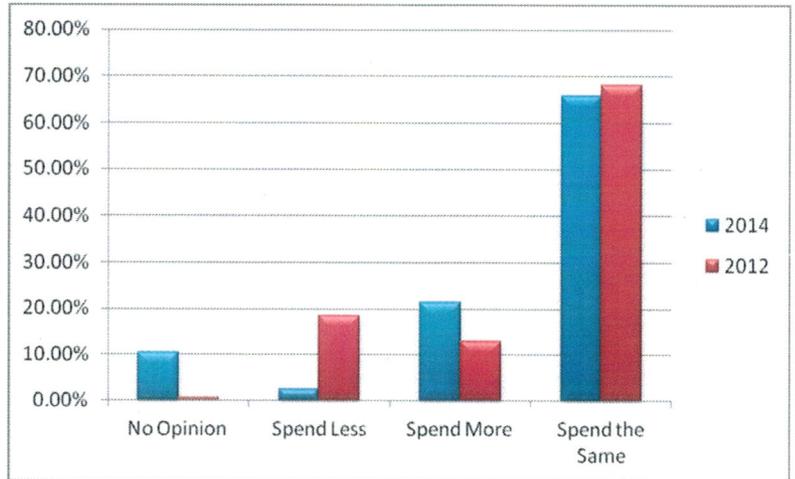
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	24	9.30%	9.74%
Spend Less	23	8.91%	20.00%
Spend More	59	22.87%	10.77%
Spend the Same	152	58.91%	59.49%



### SANITARY SEWER MAINTENANCE

Survey Responses

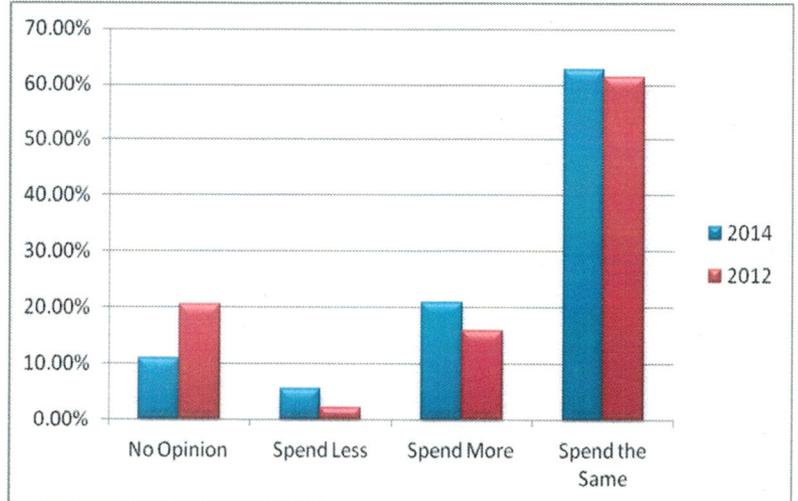
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	27	10.47%	0.51%
Spend Less	6	2.33%	18.46%
Spend More	55	21.32%	12.82%
Spend the Same	170	65.89%	68.21%



### SENIOR CENTER

Survey Responses

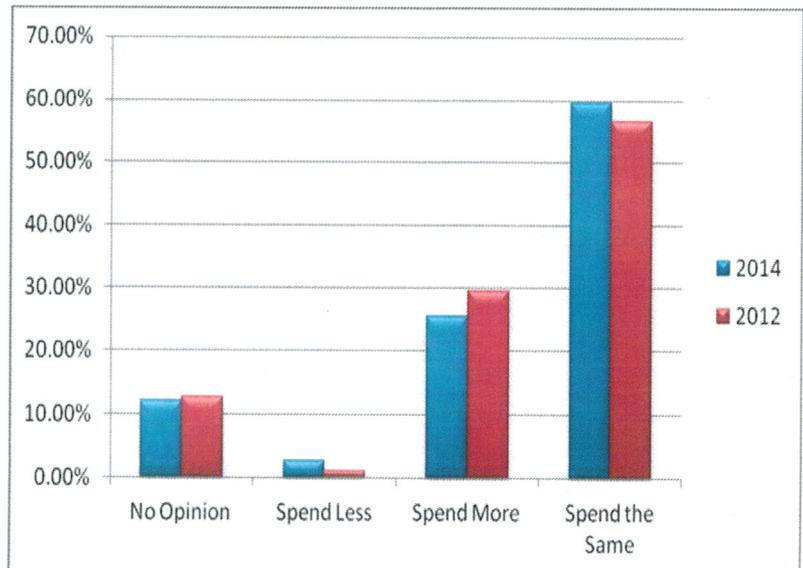
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	28	10.85%	2.06%
Spend Less	14	5.43%	15.98%
Spend More	54	20.93%	20.62%
Spend the Same	162	62.79%	61.34%



### STORM SEWER MAINTENANCE

Survey Responses

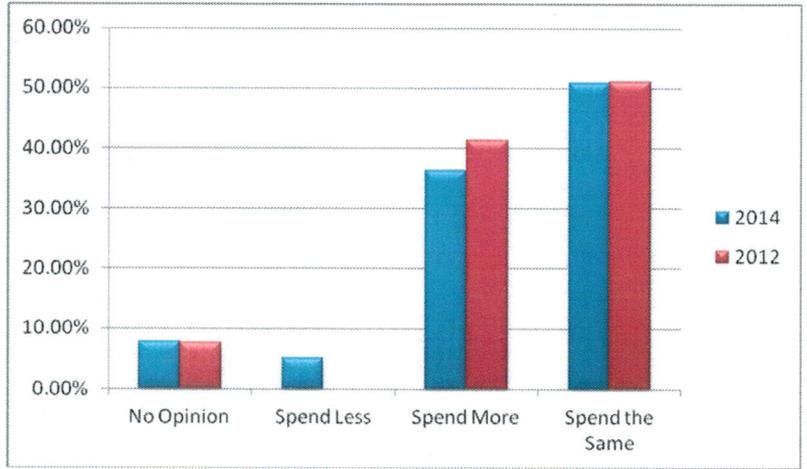
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	31	12.02%	12.76%
Spend Less	7	2.71%	1.02%
Spend More	66	25.58%	29.59%
Spend the Same	154	59.69%	56.63%



**STREETS**

Survey Responses

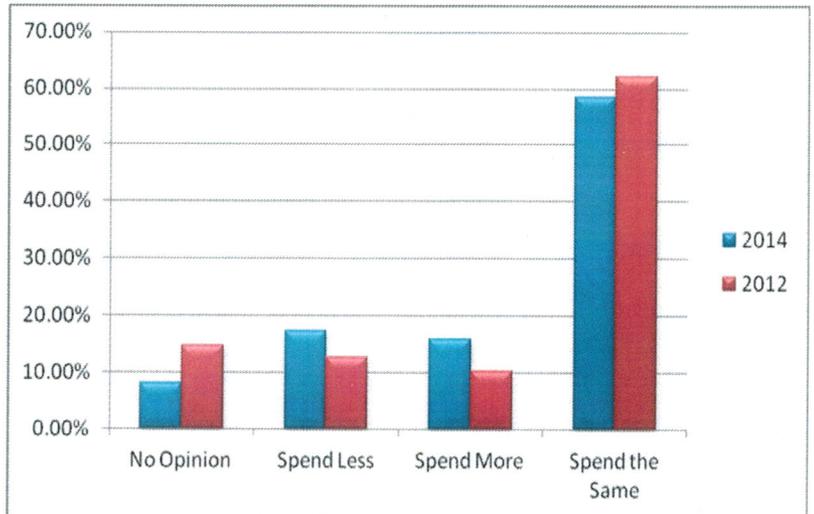
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	20	7.72%	7.65%
Spend Less	13	5.02%	0.00%
Spend More	94	36.29%	41.33%
Spend the Same	132	50.97%	51.02%



**HISTORIC PRESERVATION**

Survey Responses

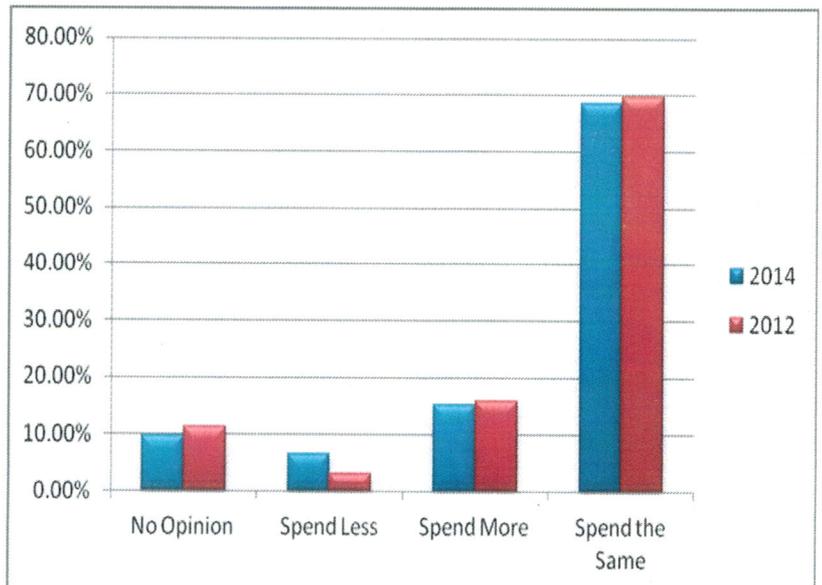
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	21	8.11%	14.80%
Spend Less	45	17.37%	12.76%
Spend More	41	15.83%	10.20%
Spend the Same	152	58.69%	62.24%



**ANIMAL CONTROL**

Survey Responses

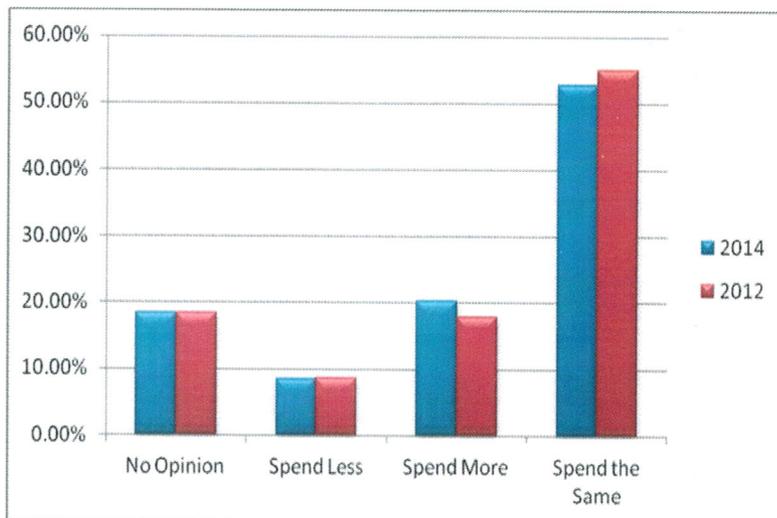
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	25	9.73%	11.28%
Spend Less	17	6.61%	3.08%
Spend More	39	15.18%	15.90%
Spend the Same	176	68.48%	69.74%



## HOUSING REHABILITATION

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	48	18.39%	18.37%
Spend Less	22	8.43%	8.67%
Spend More	53	20.31%	17.86%
Spend the Same	138	52.87%	55.10%



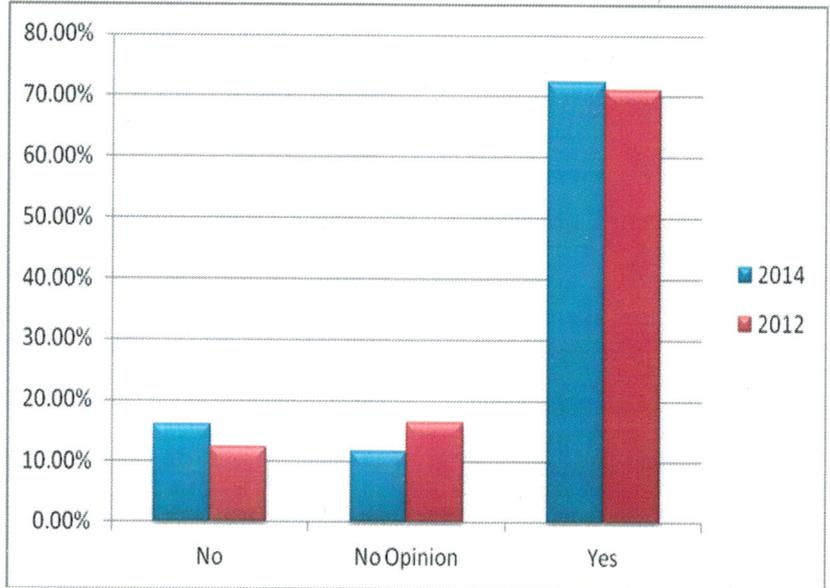
**TAXES RELATED TO CITY SERVICES**

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

O Yes                    O No                    O No Opinion

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No	41	16.02%	12.37%
No Opinion	30	11.72%	16.49%
Yes	185	72.27%	71.13%



## TRANSPORTATION

A list of issues related to transportation was provided. The respondents were asked to indicate their opinion of the existing situation by selecting excellent, good, fair, poor, or no opinion. Following are the results.

### Survey Responses (by percentages)

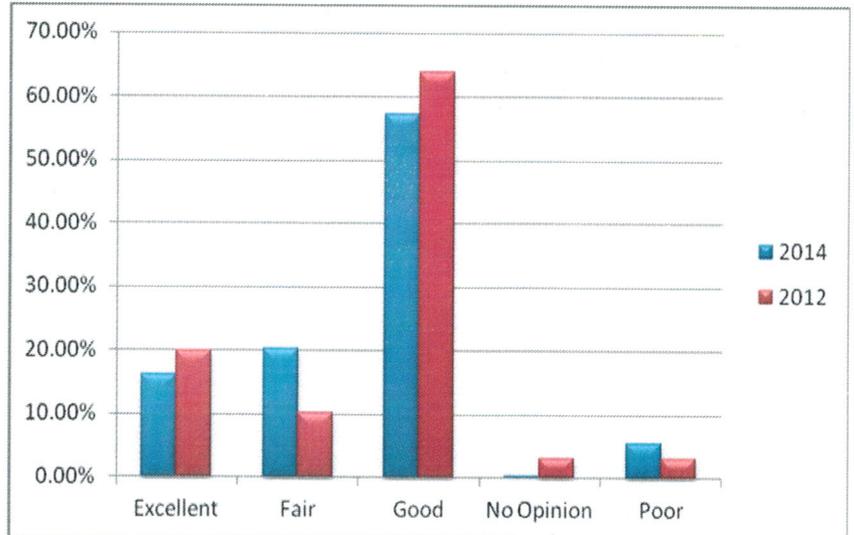
	Year	Excellent	Good	Fair	Poor	No Opinion
Condition of Major Streets .....	2014	16.23	57.36	20.38	5.66	0.38
	2012	19.90	63.78	10.20	3.06	3.06
Condition of Residential Streets .....	2014	3.79	46.42	38.11	10.57	1.13
	2012	4.59	47.45	38.27	6.12	3.57
Condition of Streets in Your Neighborhood .....	2014	12.41	48.50	28.95	9.77	0.38
	2012	11.80	53.06	22.45	8.16	4.08
Street Surface Cleaning in Your Neighborhood ....	2014	18.53	46.72	22.39	8.49	3.86
	2012	17.35	52.55	15.31	7.14	7.65
Street Surface Cleaning in Business Area .....	2014	18.29	58.75	14.01	4.28	4.67
	2012	14.87	62.05	10.77	2.56	9.74
Snow Removal in Your Neighborhood .....	2014	16.80	39.06	25.78	17.19	1.17
	2012	9.18	55.10	19.90	9.18	6.63
Snow and Ice Removal on Major Streets .....	2014	23.64	50.78	17.83	7.75	0.0
	2012	18.88	63.27	9.69	1.02	7.14
Sidewalk Maintenance .....	2014	7.06	47.84	20.78	14.12	10.20
	2012	7.65	42.35	25.51	11.73	12.76
Sidewalk Ramps for Handicapped.....	2014	9.41	47.84	18.43	8.63	15.69
	2012	10.20	46.94	18.88	4.59	19.39

### CONDITION OF MAJOR STREETS

#### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	43	16.23%	19.90%
Fair	54	20.38%	10.20%
Good	152	57.36%	63.78%
No Opinion	1	0.38%	3.06%
Poor	15	5.66%	3.06%

In 2012, 83.68% of respondents reported a satisfaction level of good or excellent regarding the condition of major streets. In 2014, this number decreased to 73.59%. It is possible that this change is attributed to a margin of error, but considering the decrease in the percentage of respondents expressing no opinion, coupled with the change by response, this may be indicative of a problem and should be monitored.

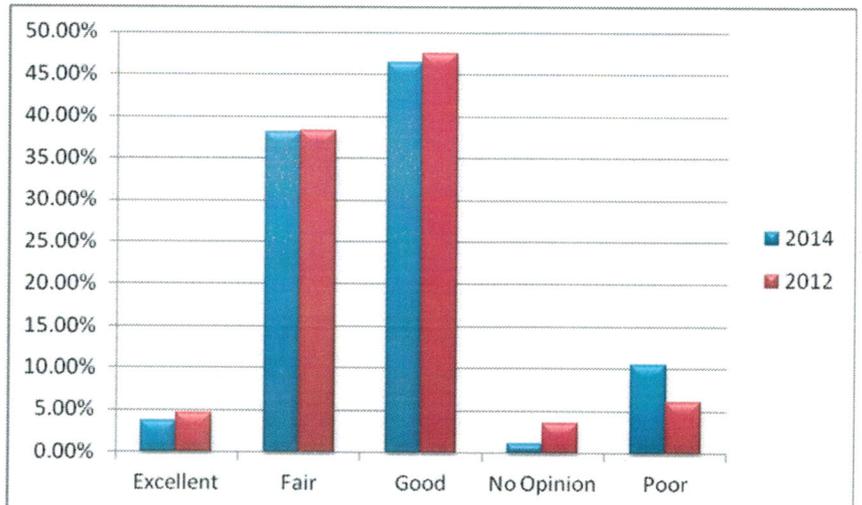


### CONDITION OF ALL RESIDENTIAL STREETS

#### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	10	3.77%	4.59%
Fair	101	38.11%	38.27%
Good	123	46.42%	47.45%
No Opinion	3	1.13%	3.57%
Poor	28	10.57%	6.12%

In 2012, 52.04% of respondents reported a satisfaction level of good or excellent with the condition of streets in the residential areas of town. In 2014, this decreased to 50.19%. Due to the margin of error in the study, this change is not considered significant.

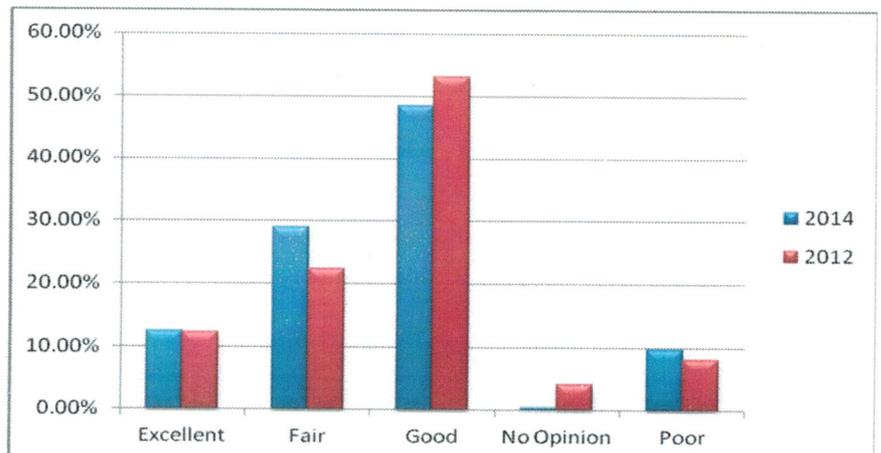


### CONDITION OF STREETS IN RESPONDENT'S NEIGHBORHOOD

#### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	33	12.41%	12.24%
Fair	77	28.95%	22.45%
Good	129	48.50%	53.06%
No Opinion	1	0.38%	4.08%
Poor	26	9.77%	8.16%

In 2012, 65.30% of respondents reported a satisfaction level of good or excellent with the condition of streets in their neighborhood. In 2014, this number decreased to 60.91%. Due to the margin of error in the study, this change is not considered significant.

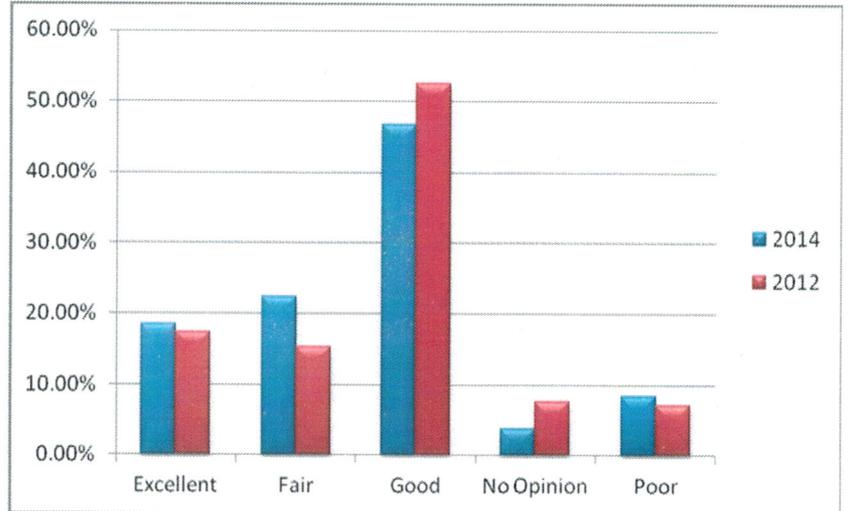


### STREET SURFACE CLEANING IN RESPONDENT'S NEIGHBORHOOD

#### Survey Responses

	Total	2014 Percent	2012 Percent
Excellent	48	18.53%	17.35%
Fair	58	22.39%	15.31%
Good	121	46.72%	52.55%
No Opinion	10	3.86%	7.65%
Poor	22	8.49%	7.14%

In 2012, 69.90% of respondents reported a satisfaction level of good or excellent with the street cleaning in their neighborhood. In 2014, this number decreased to 65.25%. Due to the margin of error in the study, this change is not considered significant.

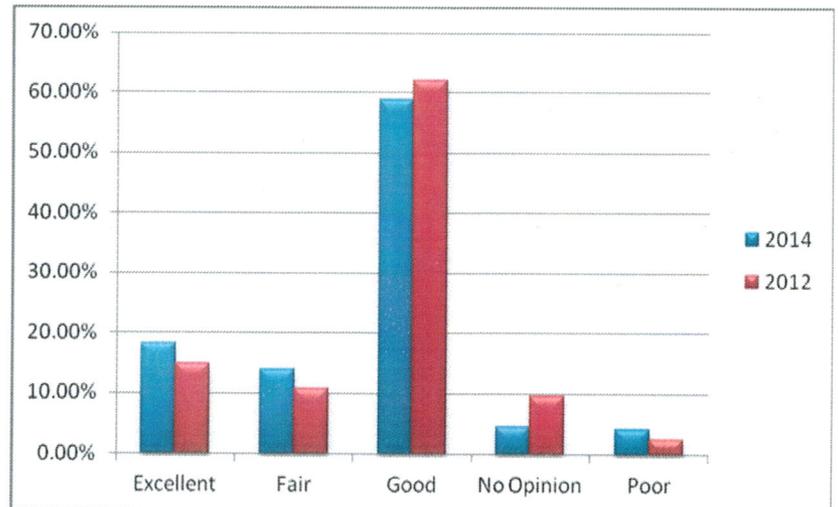


### STREET SURFACE CLEANING IN BUSINESS AREAS

#### Survey Responses

	Total	2014 Percent	2012 Percent
Excellent	47	18.29%	14.87%
Fair	36	14.01%	10.77%
Good	151	58.75%	62.05%
No Opinion	12	4.67%	9.74%
Poor	11	4.28%	2.56%

In 2012, 76.92% of respondents reported a satisfaction level of good or excellent with the street cleaning in the business areas of town. In 2014, this number increased to 77.04%. Due to the margin of error in the study, this change is not considered significant.

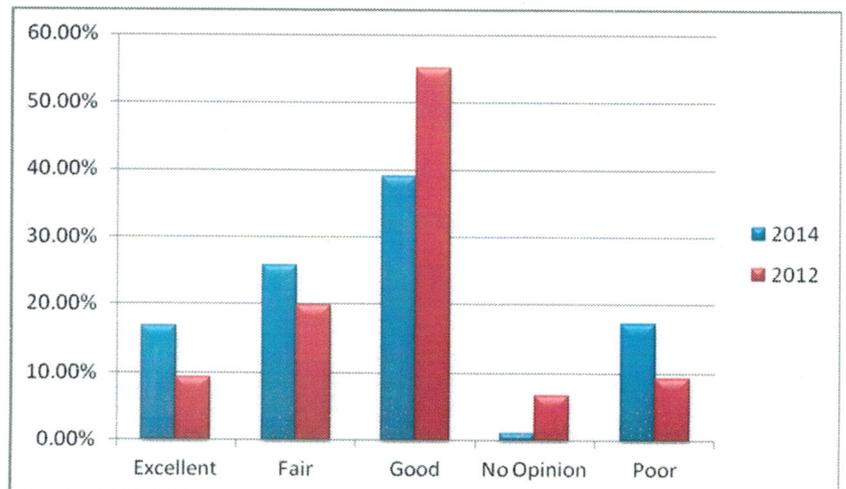


### SNOW REMOVAL IN RESPONDENT'S NEIGHBORHOOD

#### Survey Responses

	Total	2014 Percent	2012 Percent
Excellent	43	16.80%	9.18%
Fair	66	25.78%	19.90%
Good	100	39.06%	55.10%
No Opinion	3	1.17%	6.63%
Poor	44	17.19%	9.18%

In 2012, 64.28% of respondents reported a satisfaction level of good or excellent with snow removal efforts in their neighborhood. In 2014, this number decreased to 55.86%. It is possible that this change is attributed to a margin of error, but considering the decrease in the percentage of respondents expressing no opinion, coupled with the change by response, this may be indicative of a problem and should be monitored.

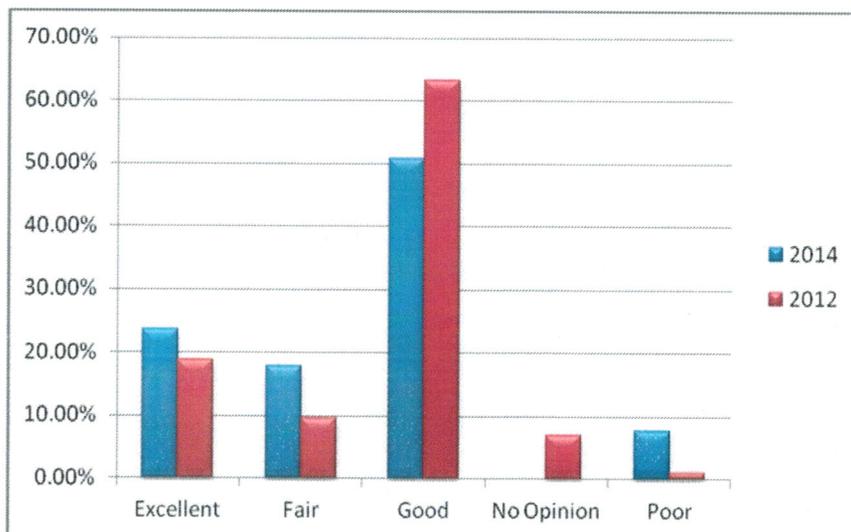


## SNOW AND ICE REMOVAL ON MAJOR STREETS

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	61	23.64%	18.88%
Fair	46	17.83%	9.69%
Good	131	50.78%	63.27%
No Opinion	0	0.00%	7.14%
Poor	20	7.75%	1.02%

In 2012, 82.15% of respondents reported a satisfaction level of good or excellent with snow and ice removal on major streets. In 2014, this number decreased to 74.42%. Due to the margin of error in the study, this change is not considered significant.

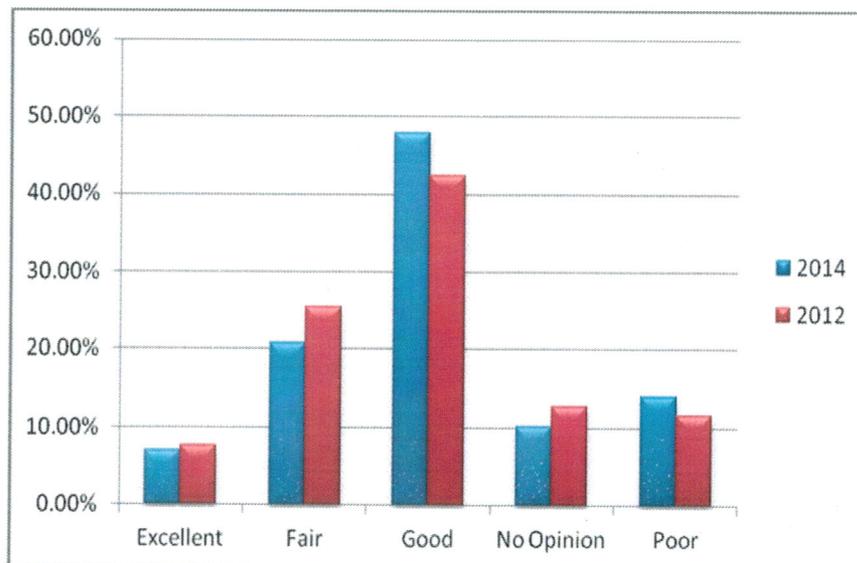


## SIDEWALK MAINTENANCE

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	18	7.06%	7.65%
Fair	53	20.78%	25.51%
Good	122	47.84%	42.35%
No Opinion	26	10.20%	12.76%
Poor	36	14.12%	11.73%

In 2012, 50% of respondents reported a satisfaction level of good or excellent with the maintenance of sidewalks. In 2014, this number increased to 54.90%. This increase is not considered to be significant and is most likely a result in variance due to the margin of error in the studies.

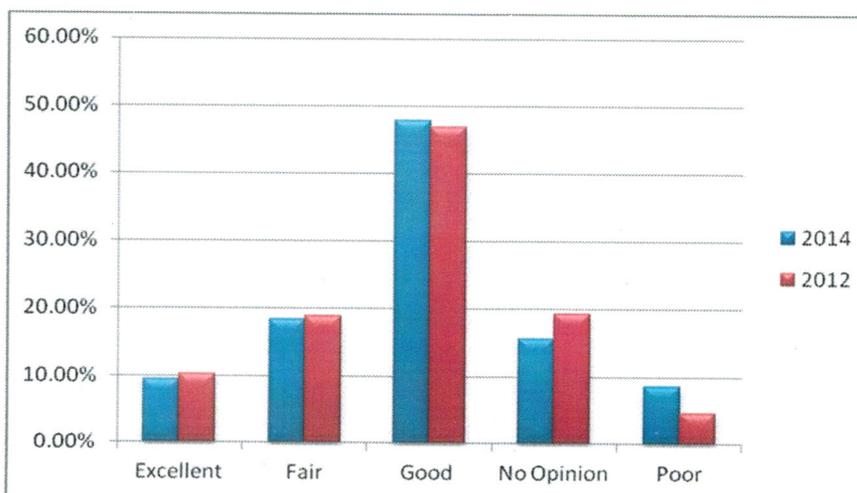


## SIDEWALK RAMPS FOR HANDICAPPED

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Excellent	24	9.41%	10.20%
Fair	47	18.43%	18.88%
Good	122	47.84%	46.94%
No Opinion	40	15.69%	19.39%
Poor	22	8.63%	4.59%

In 2012, 57.15% of respondents reported a satisfaction level of good or excellent with the sidewalk ramps for the handicapped. In 2014, this number changed to 57.25%. Due to the margin of error in the study, this change is not considered significant.



**RECREATION**

Respondents were asked to indicate whether the City of Farmington should spend more, spend the same, or spend less on a variety of services related to recreation. Following are the results for each of the services queried.

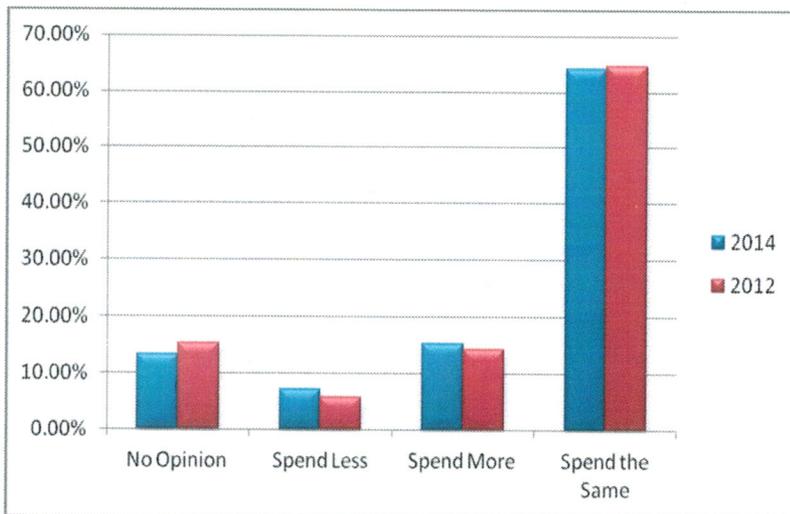
**Survey Responses (by percentages)**

	<b>Year</b>	<b>More</b>	<b>Less</b>	<b>Same</b>	<b>No Opinion</b>
Parks- Playground.....	2014.....	15.35.....	7.09.....	64.17.....	13.39
	2012.....	14.36.....	5.64.....	54.62.....	15.38
Parks- Picnic Tables and Shelter.....	2014.....	19.44.....	7.54.....	61.51.....	11.51
	2012.....	14.36.....	7.18.....	65.13.....	13.33
Parks-Bike Trails.....	2014.....	15.81.....	11.86.....	57.31.....	15.02
	2012.....	12.82.....	6.15.....	63.08.....	17.95
Parks- Baseball/Softball Fields.....	2014.....	9.56.....	9.56.....	65.74.....	15.14
	2012.....	7.18.....	6.67.....	64.10.....	22.05
Parks- Soccer Fields.....	2014.....	7.20.....	11.60.....	65.20.....	16.00
	2012.....	5.13.....	7.69.....	66.15.....	21.03
Parks- Youth Recreation Programs.....	2014.....	17.46.....	5.16.....	61.51.....	15.87
	2012.....	17.95.....	5.64.....	57.40.....	18.97
Civic Center- Sports.....	2014.....	13.20.....	8.40.....	65.20.....	13.20
	2012.....	6.67.....	9.74.....	62.05.....	21.54
Civic Center- Fitness.....	2014.....	12.00.....	8.40.....	66.80.....	12.80
	2012.....	10.31.....	7.73.....	62.37.....	19.59
Civic Center- Concerts and Events.....	2014.....	18.25.....	9.52.....	59.52.....	12.70
	2012.....	16.41.....	7.18.....	58.46.....	17.95
Civic Center- Aquatics.....	2014.....	12.70.....	9.13.....	64.68.....	13.49
	2012.....	10.77.....	6.67.....	62.05.....	20.51
Civic Center- Fitness Area.....	2014.....	14.62.....	8.30.....	64.82.....	12.25
	2012.....	11.28.....	6.67.....	64.10.....	17.95
Water Park.....	2014.....	12.70.....	12.70.....	60.32.....	14.29
	2012.....	10.50.....	13.20.....	58.10.....	18.20
Centene Center.....	2014.....	8.00.....	10.00.....	66.40.....	15.60
	2012.....	3.59.....	4.10.....	74.36.....	17.95
Senior Citizen Programs.....	2014.....	21.96.....	7.06.....	54.90.....	16.08
	2012.....	18.97.....	3.59.....	55.38.....	22.05

**PARKS- PLAYGROUNDS**

Survey Responses

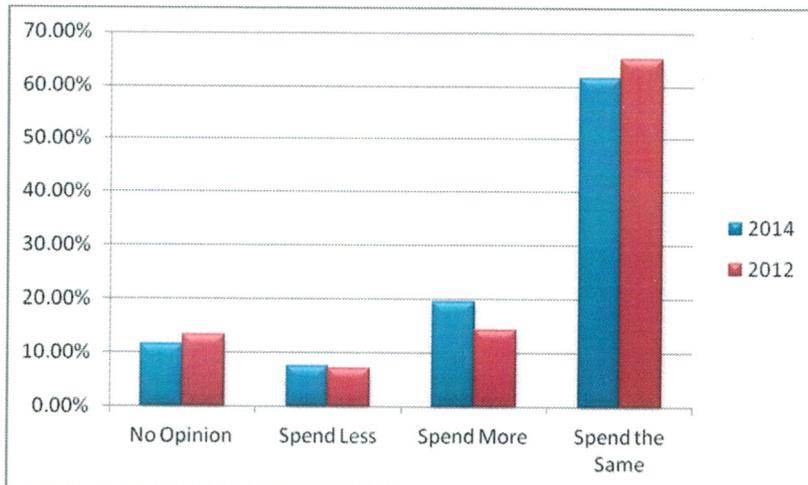
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	34	13.39%	15.38%
Spend Less	18	7.09%	5.64%
Spend More	39	15.35%	14.36%
Spend the Same	163	64.17%	64.62%



**PARKS- PICNIC TABLES AND SHELTERS**

Survey Responses

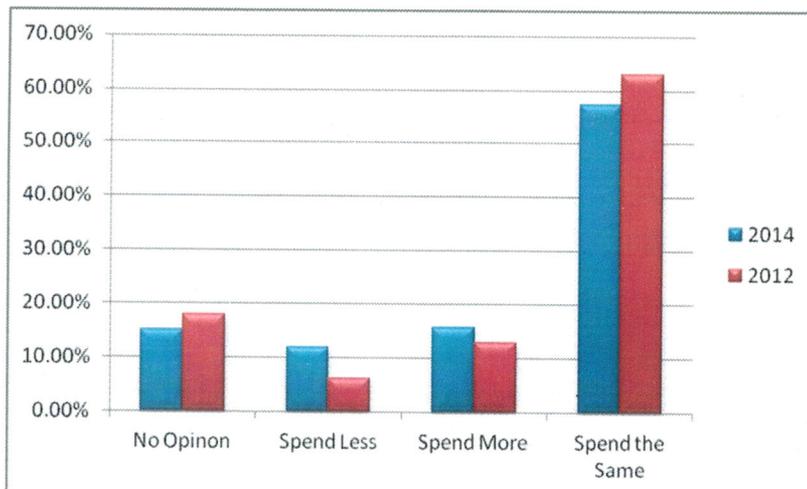
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	29	11.51%	13.33%
Spend Less	19	7.54%	7.18%
Spend More	49	19.44%	14.36%
Spend the Same	155	61.51%	65.13%



**PARKS- BIKE TRAILS**

Survey Responses

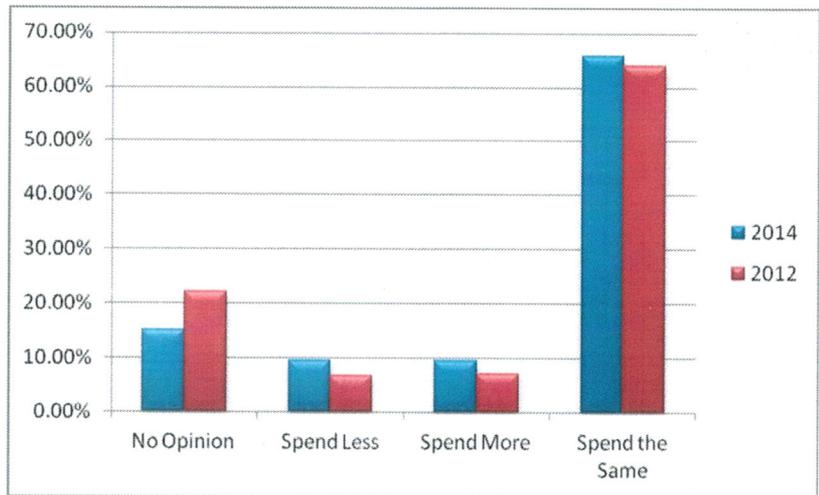
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	38	15.02%	17.95%
Spend Less	30	11.86%	6.15%
Spend More	40	15.81%	12.82%
Spend the Same	145	57.31%	63.08%



**PARKS- BALL FIELDS**

Survey Responses

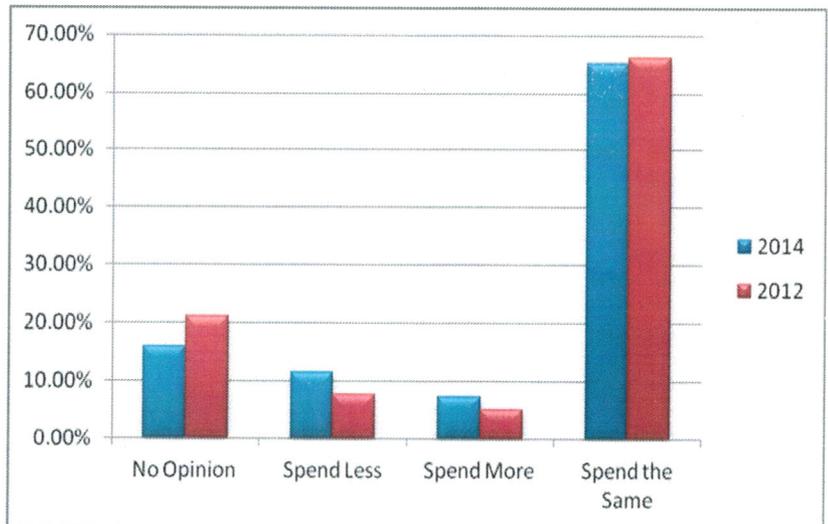
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	38	15.14%	22.05%
Spend Less	24	9.56%	6.67%
Spend More	24	9.56%	7.18%
Spend the Same	165	65.74%	64.10%



**PARKS- SOCCER FIELDS**

Survey Responses

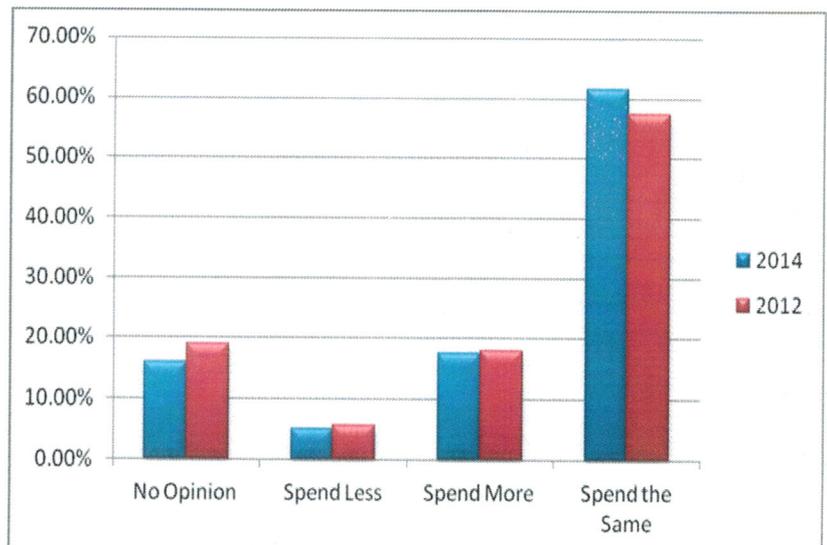
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	40	16.00%	21.06%
Spend Less	29	11.60%	7.69%
Spend More	18	7.20%	5.13%
Spend the Same	163	65.20%	66.15%



**PARKS- YOUTH RECREATION PROGRAMS**

Survey Responses

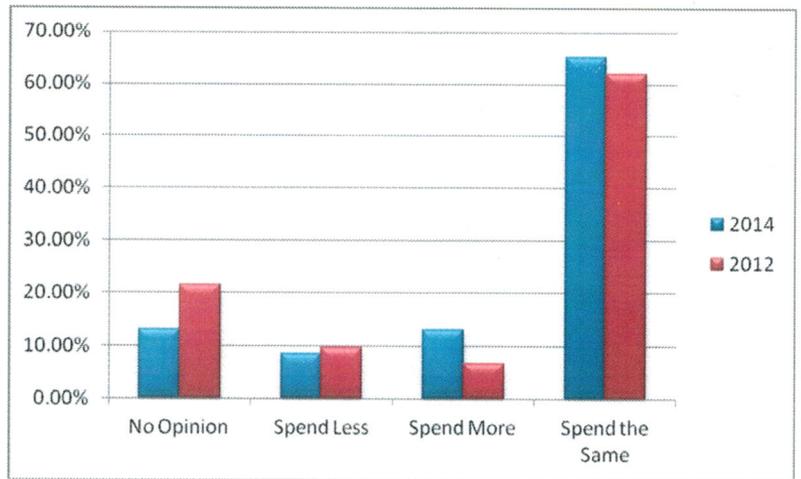
		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
No Opinion	40	15.87%	18.97%
Spend Less	13	5.16%	5.64%
Spend More	44	17.46%	17.95%
Spend the Same	155	61.51%	57.44%



### CIVIC CENTER- RECREATION

Survey Responses

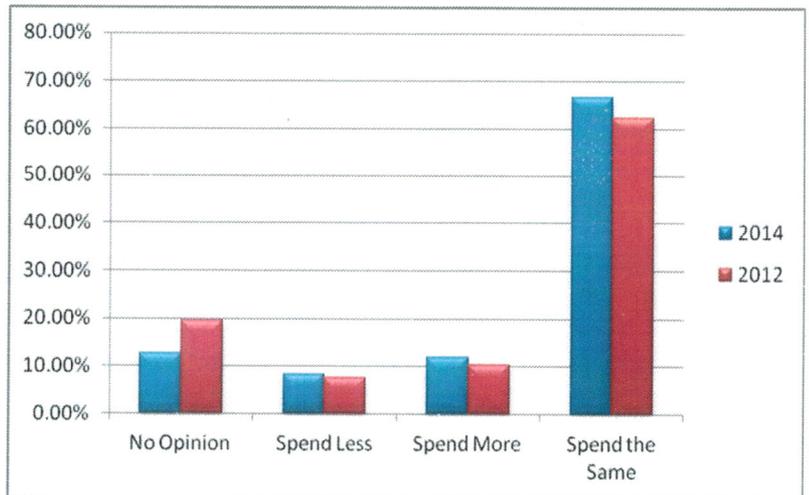
	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
No Opinion	33	13.20%	21.54%
Spend Less	21	8.40%	9.74%
Spend More	33	13.20%	6.67%
Spend the Same	163	65.20%	62.05%



### CIVIC CENTER- PROGRAMS

Survey Responses

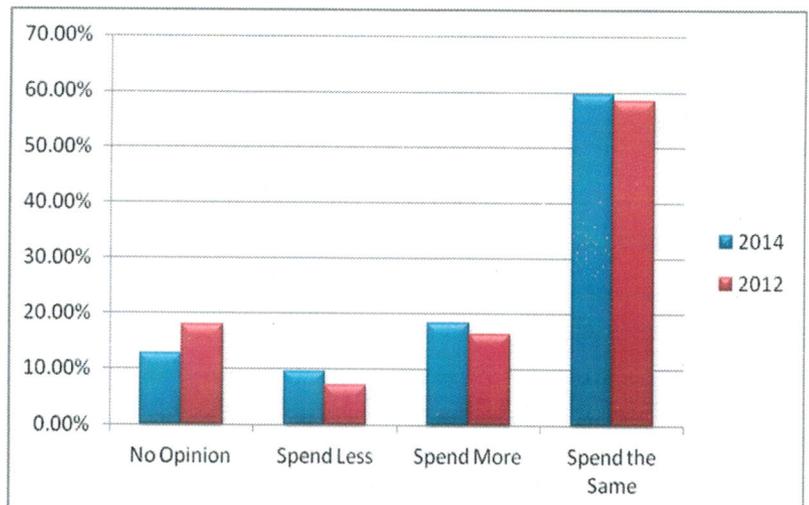
	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
No Opinion	32	12.80%	19.59%
Spend Less	21	8.40%	7.73%
Spend More	30	12.00%	10.31%
Spend the Same	167	66.80%	62.37%



### CIVIC CENTER- CONCERTS AND EVENTS

Survey Responses

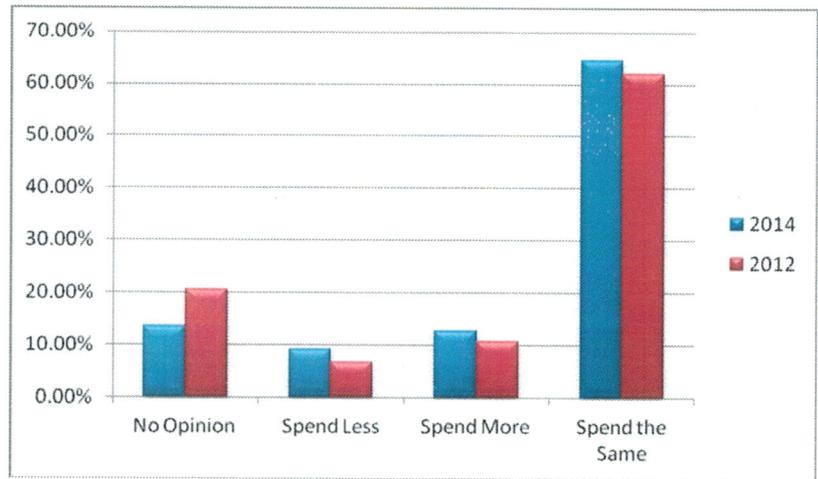
	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
No Opinion	32	12.70%	17.95%
Spend Less	24	9.52%	7.18%
Spend More	46	18.25%	16.41%
Spend the Same	150	59.52%	58.46%



### CIVIC CENTER- AQUATICS

#### Survey Responses

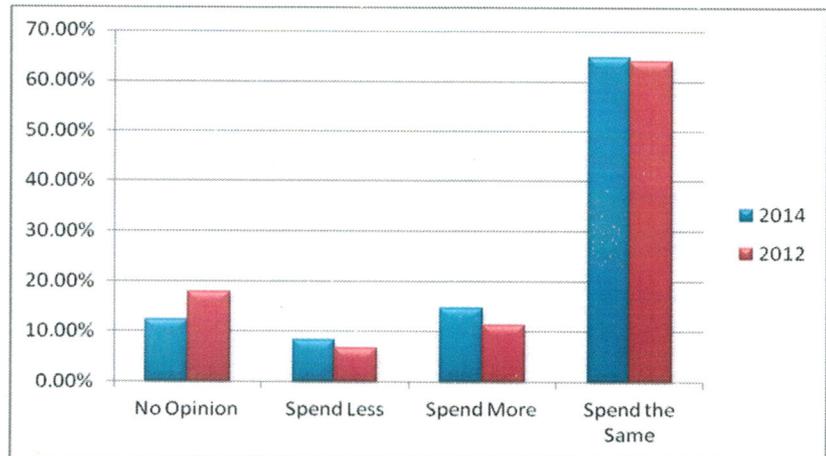
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	34	13.49%	20.51%
Spend Less	23	9.13%	6.67%
Spend More	32	12.70%	10.77%
Spend the Same	163	64.68%	62.05%



### CIVIC CENTER- FITNESS AREA

#### Survey Responses

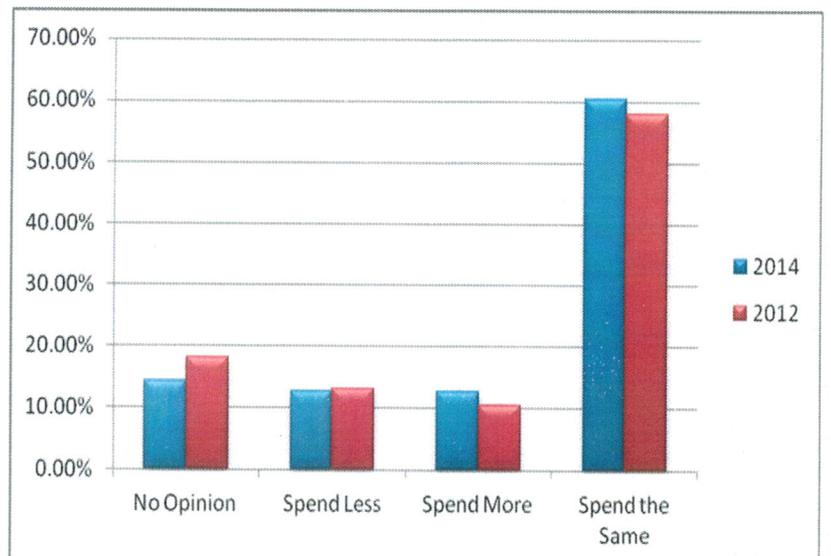
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	31	12.25%	17.95%
Spend Less	21	8.30%	6.67%
Spend More	37	14.62%	11.28%
Spend the Same	164	64.82%	64.10%



### WATER PARK

#### Survey Responses

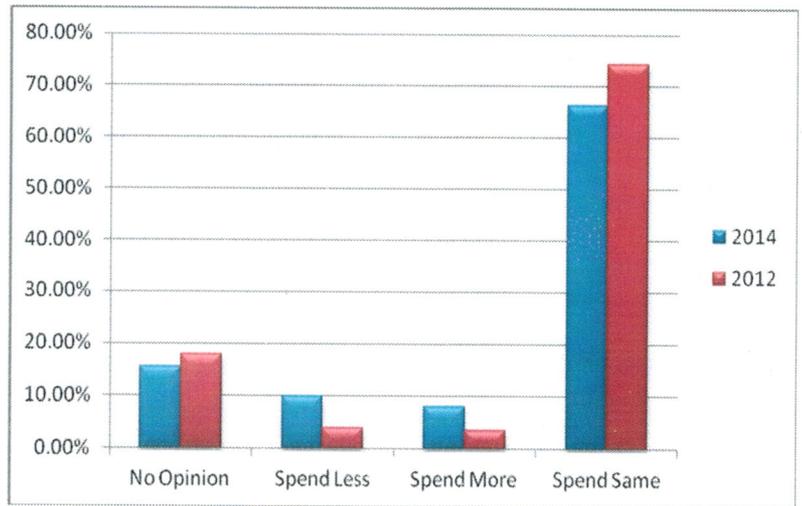
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	36	14.29%	18.20%
Spend Less	32	12.70%	13.20%
Spend More	32	12.70%	10.50%
Spend the Same	152	60.32%	58.10%



### CENTENE CENTER

#### Survey Responses

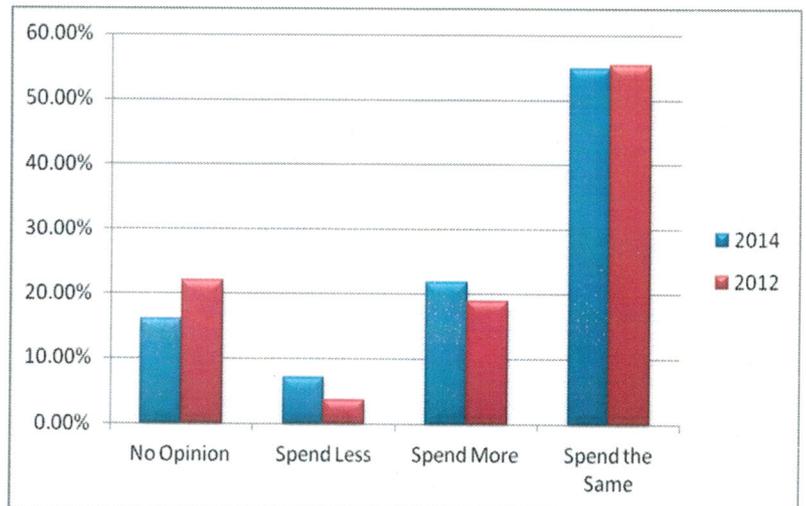
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	39	15.60%	17.95%
Spend Less	25	10.00%	4.10%
Spend More	20	8.00%	3.59%
Spend the Same	166	66.40%	74.36%



### SENIOR CITIZEN PROGRAMS

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	41	16.08%	22.05%
Spend Less	18	7.06%	3.59%
Spend More	56	21.96%	18.97%
Spend the Same	140	54.90%	55.38%



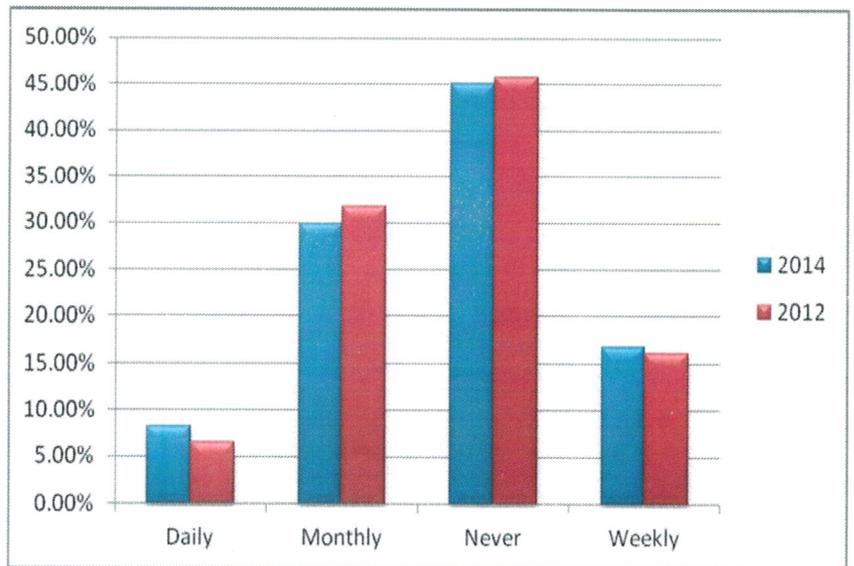
**CIVIC CENTER**

How often do you visit the Civic Center?

Daily       Weekly       Monthly       Never

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Daily	20	8.20%	6.45%
Monthly	73	29.92%	31.72%
Never	110	45.08%	45.70%
Weekly	41	16.80%	16.13%

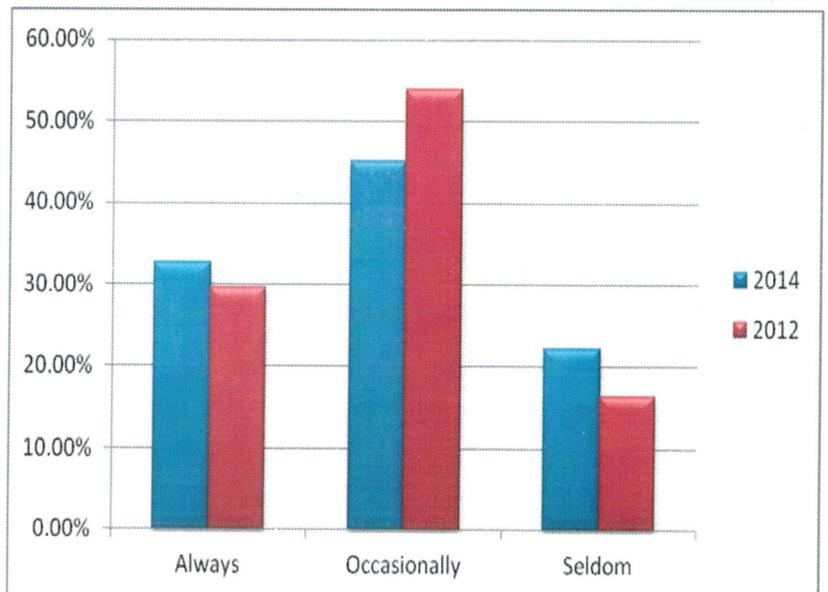


Do the Civic Center Programs meet your needs?

Always       Occasionally       Seldom

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Always	44	32.59%	29.57%
Occasionally	61	45.19%	53.91%
Seldom	30	22.22%	16.52%



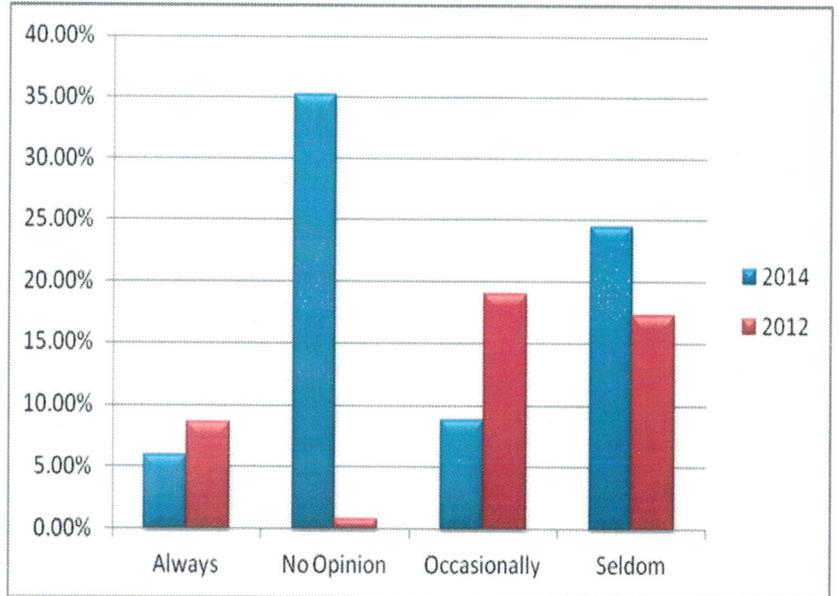
## SENIOR CENTER

If over 65, how often do you visit the Senior Center?

Always       Occasionally       Seldom       No Opinion

### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Always	16	5.93%	8.62%
No Opinion	95	35.19%	0.86%
Occasionally	69	8.89%	18.97%
Seldom	24	24.44%	17.24%



## MUNICIPAL FACILITIES

Citizens were asked to rate the physical condition of various municipal facilities as excellent, average, needs improvement, or no opinion. Following are the results for each of the municipal facilities.

### Survey Responses (in percentages)

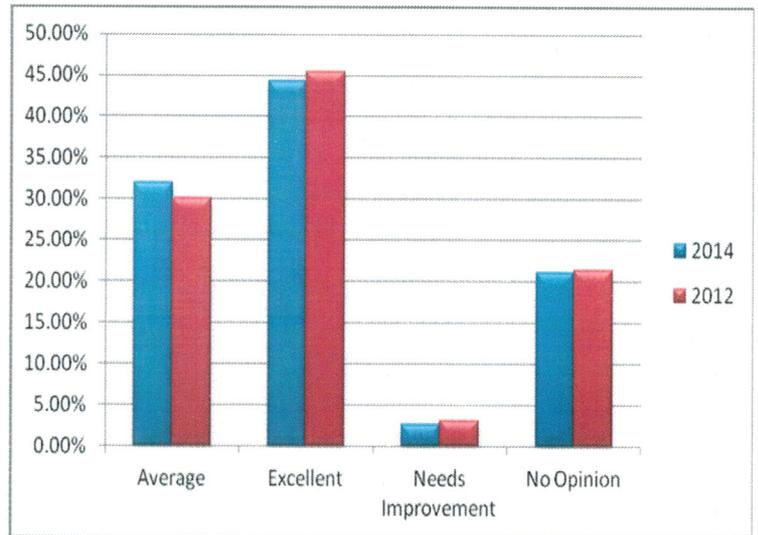
	Year	Excellent	Average	Needs Improvement	No Opinion
Civic Center.....	2014	44.23	31.92	2.69	21.15
	2012	45.41	30.10	3.06	21.43
Water Park.....	2014	40.15	30.12	1.54	28.19
	2012	41.54	30.26	1.03	27.18
Centene Center.....	2014	48.46	28.46	0.77	22.31
	2012	50.00	27.55	0.00	22.45
Senior Center.....	2014	21.62	29.73	4.63	44.02
	2012	22.45	22.45	4.59	47.96
Outdoor Parks.....	2014	36.68	41.70	6.56	15.06
City Hall.....	2014	24.52	47.13	7.28	21.07
	2012	28.43	40.10	9.64	21.83

### CIVIC CENTER FACILITY

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Average	83	31.92%	30.10%
Excellent	115	44.23%	45.41%
Needs Improvement	7	2.69%	3.06%
No Opinion	55	21.15%	21.43%

In 2012, 75.51% of respondents rated the Farmington Civic Center as average or excellent. In 2014, this number increased to 76.15%. This increase is not considered significant.

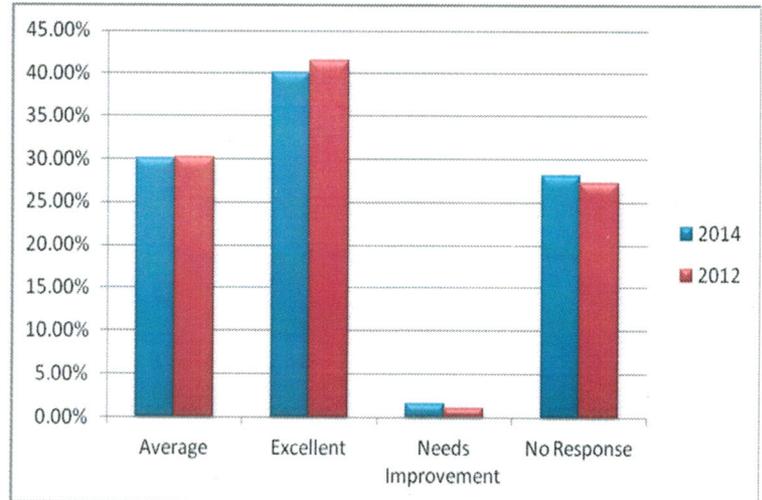


### WATER PARK FACILITY

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Average	78	30.12%	30.26%
Excellent	104	40.15%	41.54%
Needs Improvement	4	1.54%	1.03%
No Opinion	73	28.19%	27.18%

In 2012, 71.8% of respondents rated the Farmington Water Park as average or excellent. In 2014, this number decreased to 70.27%. Due to the margin of error in the study this change is not considered significant.

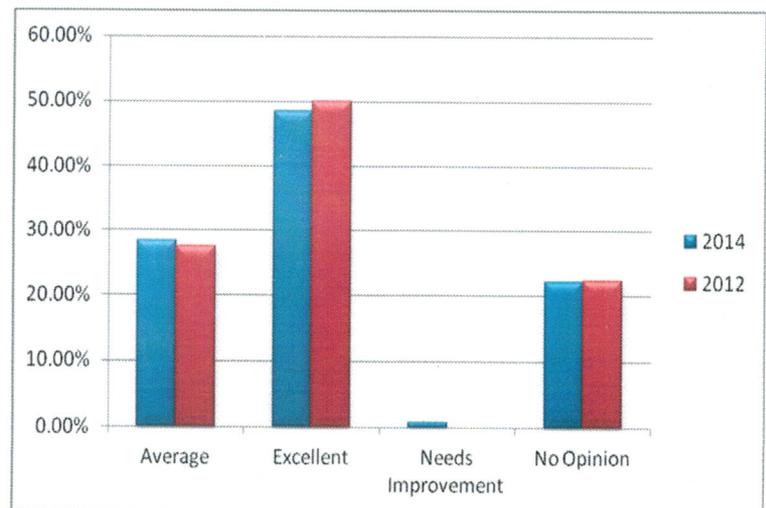


### CENTENE CENTER FACILITY

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Average	74	28.46%	27.55%
Excellent	126	48.46%	50.00%
Needs Improvement	2	0.77%	0.00%
No Opinion	58	22.31%	22.45%

In 2012, 77.55% of respondents rated the Centene Center as average or excellent. In 2014, this number decreased to 76.92%. Due to the margin of error in the study this change is not considered significant.

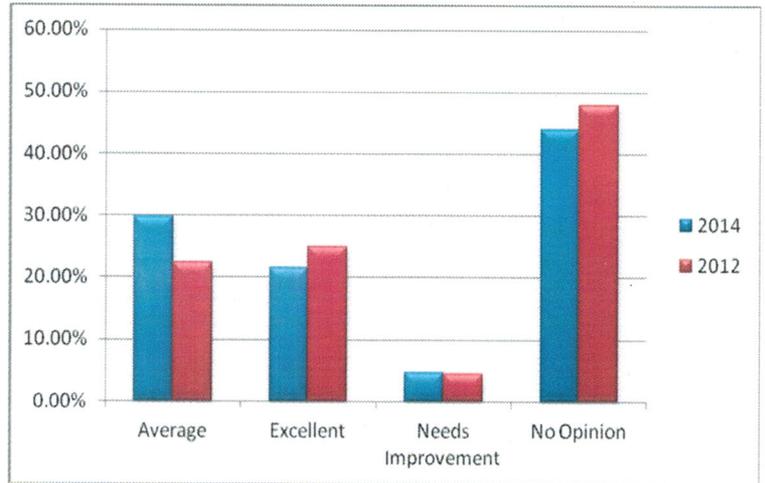


### SENIOR CENTER FACILITY

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Average	77	29.73%	22.45%
Excellent	56	21.62%	25.00%
Needs Improvement	12	4.63%	4.59%
No Opinion	114	44.02%	47.96%

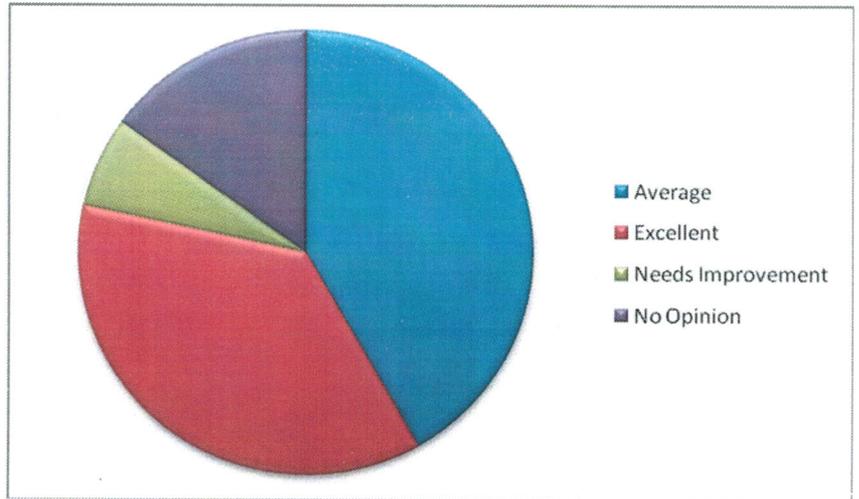
In 2012, 47.45% of respondents rated the Farmington Senior Center as excellent or average. In 2014, this number increased to 51.35%. This change is not considered significant.



### OUTDOOR PARKS FACILITIES

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent
Average	108	41.70%
Excellent	95	36.68%
Needs Improvement	17	6.56%
No Opinion	39	15.06%

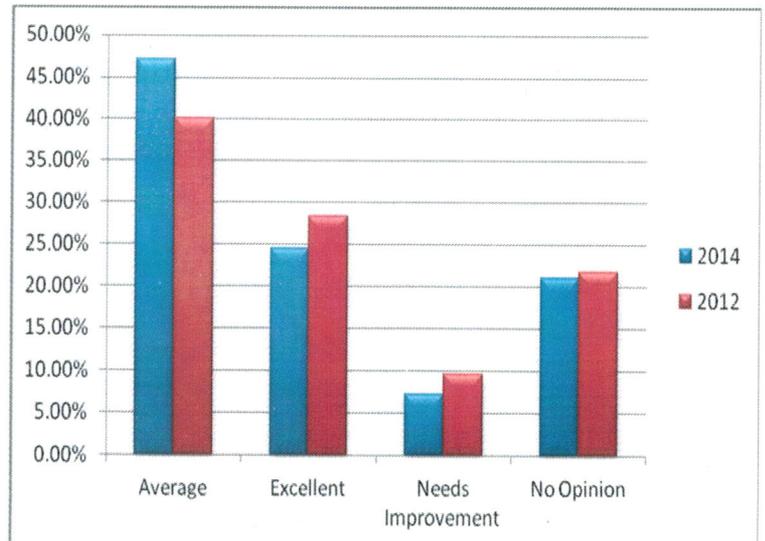


### CITY HALL FACILITY

#### Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Average	123	47.13%	40.10%
Excellent	64	24.52%	28.43%
Needs Improvement	19	7.28%	9.64%
No Opinion	55	21.07%	21.83%

In 2012, 68.53% of respondents rated City Hall as average or excellent. In 2014, this number increased to 71.65%. This increase is not considered significant.



**CAPITAL IMPROVEMENT PROGRAMS**

Respondents were asked to indicate whether the City of Farmington should spend more, spend the same, or spend less on a variety of capital improvement programs. Following are the results for each of the services queried.

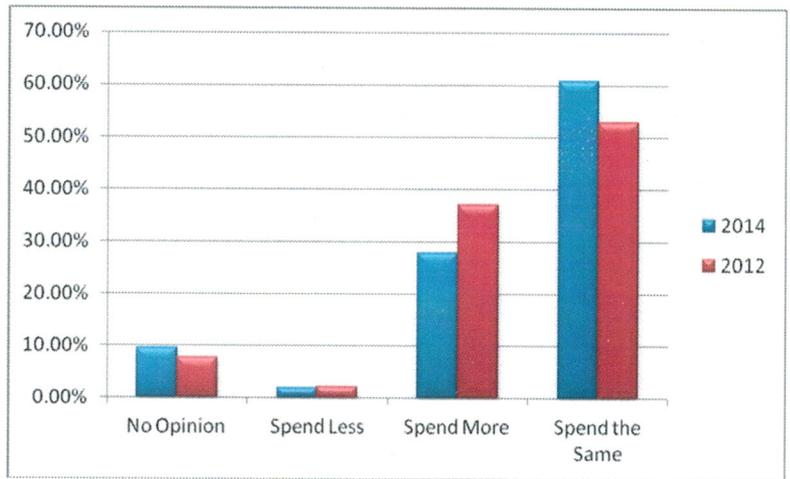
**Survey Responses (by percentages)**

	Year	Spend More	Spend the Same	Spend Less	No Opinion
Major Street Resurfacing .....	2014 .....	27.84	60.78	1.96	9.41
	2012 .....	37.24	53.06	2.04	7.65
Residential Street Resurfacing .....	2014 .....	41.18	49.80	1.18	7.84
New Street Construction .....	2014 .....	17.39	59.29	10.28	13.04
Traffic Signal Improvements .....	2014 .....	34.78	50.99	6.32	7.91
	2012 .....	22.68	63.40	3.09	10.82
Sanitary Sewer Improvements .....	2014 .....	22.92	65.22	2.37	9.49
	2012 .....	20.00	66.15	2.05	11.79
Storm Sewer Improvements .....	2014 .....	31.62	56.13	2.37	9.88
	2012 .....	30.26	55.90	1.54	12.31
Sidewalk Repair Program.....	2014 .....	32.30	54.09	4.67	8.95
	2012 .....	35.71	50.51	5.61	8.16
Bike/Pedestrian Trails.....	2014 .....	19.92	53.13	15.23	11.72
	2012 .....	16.92	60.00	7.69	15.38

### MAJOR STREET RESURFACING

Survey Responses

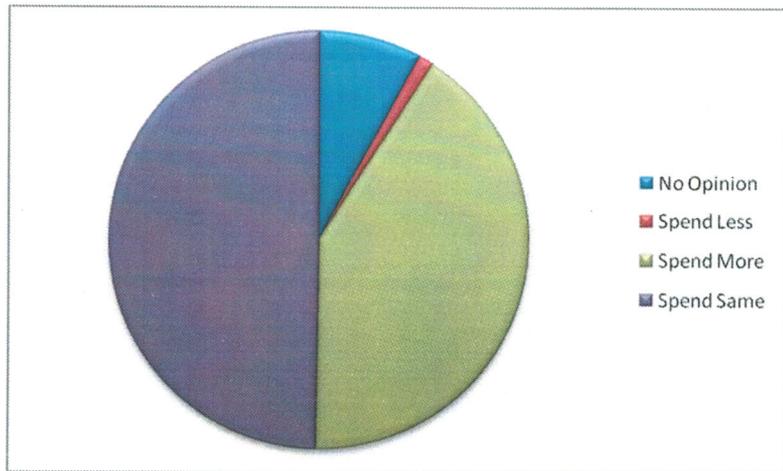
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	24	9.41%	7.65%
Spend Less	5	1.96%	2.04%
Spend More	71	27.84%	37.24%
Spend the Same	155	60.78%	53.06%



### RESIDENTIAL STREET RESURFACING

Survey Responses

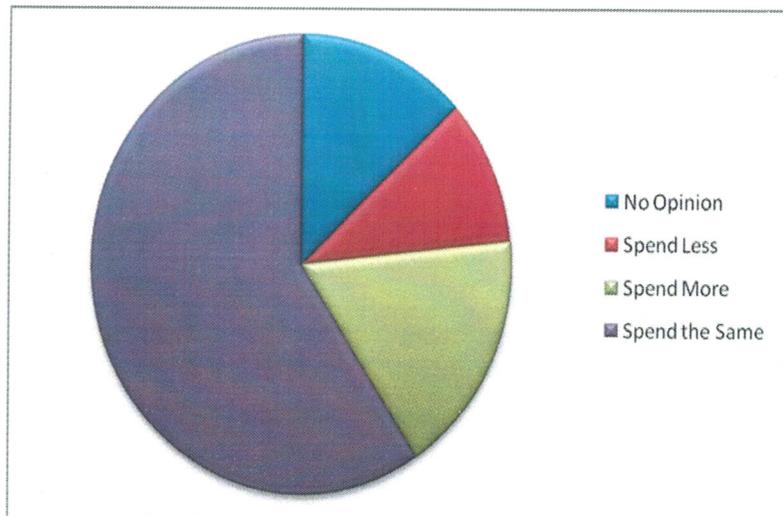
	<u>Total</u>	<u>2014</u> Percent
No Opinion	20	7.84%
Spend Less	3	1.18%
Spend More	105	41.18%
Spend the Same	127	49.80%



### NEW STREET CONSTRUCTION

Survey Responses

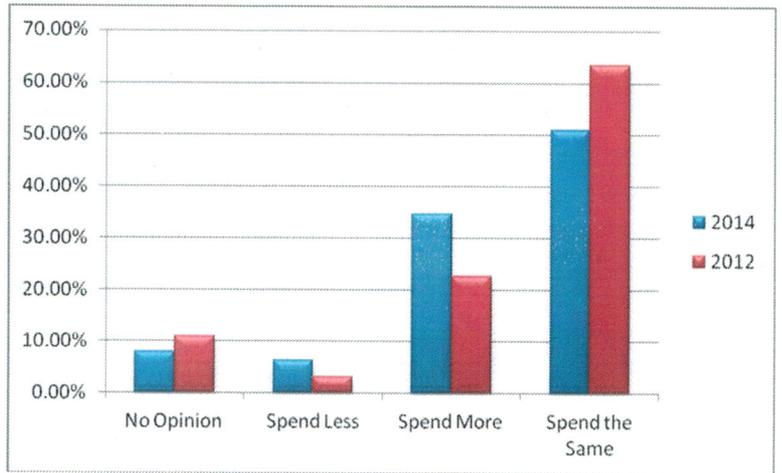
	<u>Total</u>	<u>2014</u> Percent
No Opinion	33	13.04%
Spend Less	26	10.28%
Spend More	44	17.39%
Spend the Same	150	59.29%



### TRAFFIC SIGNAL IMPROVEMENTS

Survey Responses

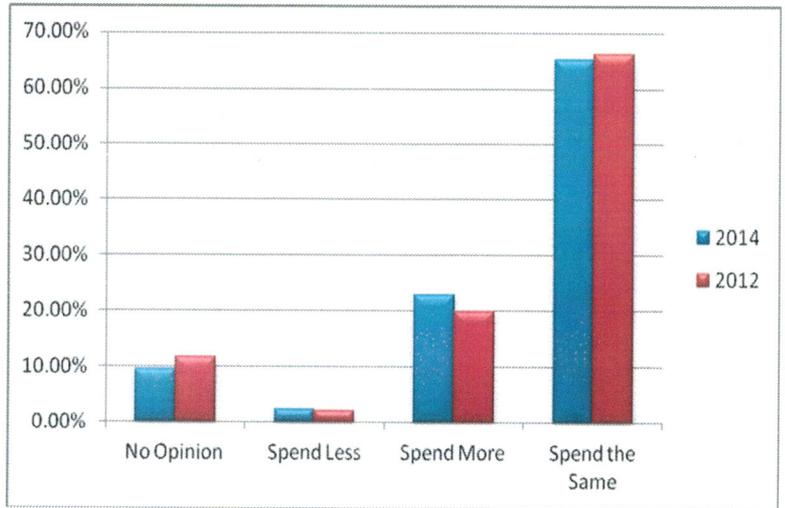
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	20	7.91%	10.82%
Spend Less	16	6.32%	3.09%
Spend More	88	34.78%	22.68%
Spend the Same	129	50.99%	63.40%



### SANITARY SEWER IMPROVEMENTS

Survey Responses

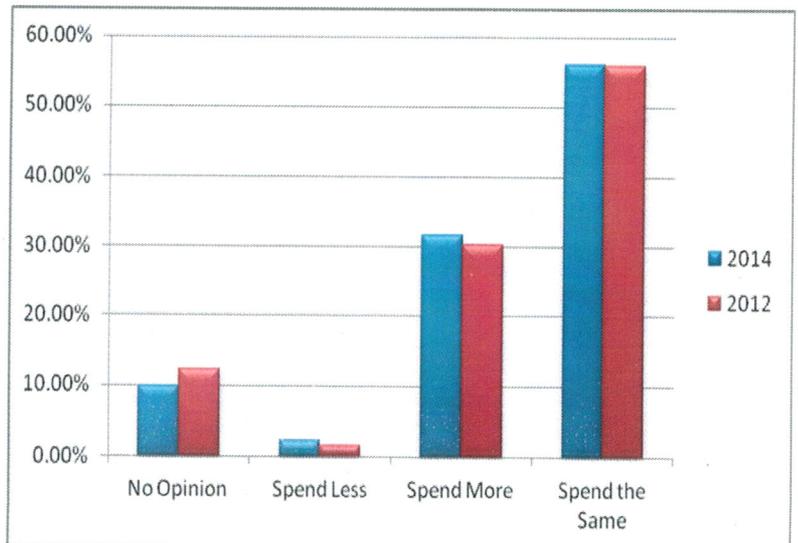
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	24	9.49%	11.79%
Spend Less	6	2.37%	2.05%
Spend More	58	22.92%	20.00%
Spend the Same	165	65.22%	66.15%



### STORM SEWER IMPROVEMENTS

Survey Responses

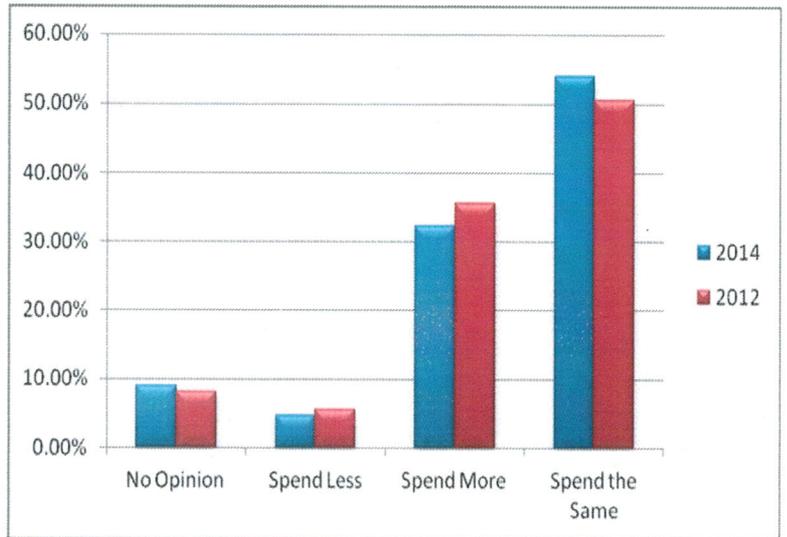
	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
No Opinion	25	9.88%	12.31%
Spend Less	6	2.37%	1.54%
Spend More	80	31.62%	30.26%
Spend the Same	142	56.13%	55.90%



### SIDEWALK REPAIR PROGRAM

#### Survey Responses

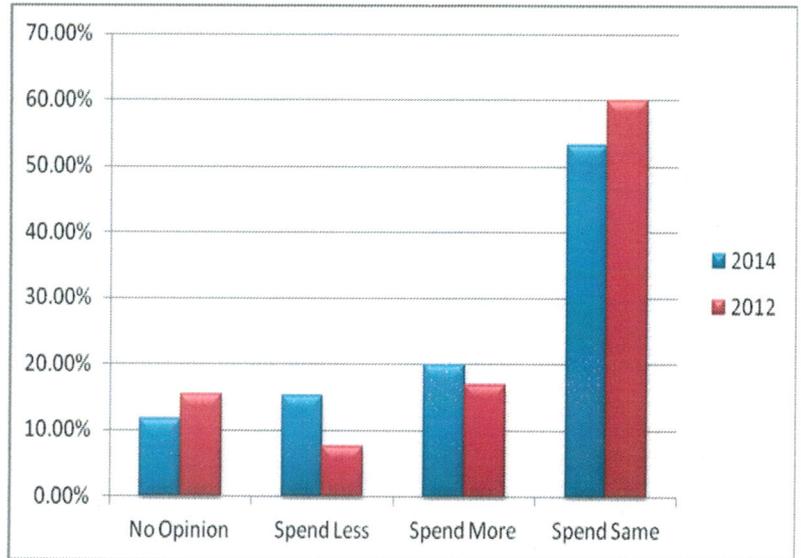
	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
No Opinion	23	8.95%	8.16%
Spend Less	12	4.67%	5.61%
Spend More	83	32.30%	35.71%
Spend the Same	139	54.09%	50.51%



### BIKE/ PEDESTRIAN TRAILS

#### Survey Responses

	<u>Total</u>	<u>2014</u> <u>Percent</u>	<u>2012</u> <u>Percent</u>
No Opinion	30	11.72%	15.38%
Spend Less	39	15.23%	7.69%
Spend More	51	19.92%	16.92%
Spend the Same	136	53.13%	60.00%



**PUBLIC SAFETY**

Respondents were asked to rank the quality of public safety services by excellent, average, and needs improvement. The results are as follows.

**Survey Responses (by percentages)**

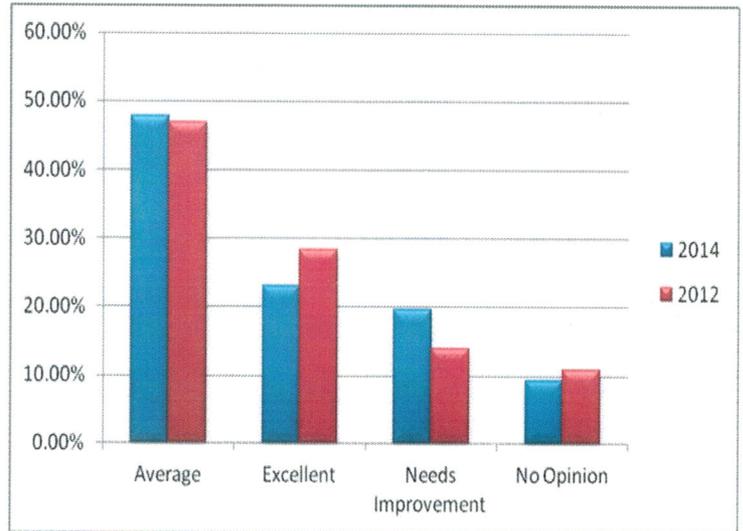
	Year	Excellent	Average	Needs Improvement	No Opinion
Neighborhood Patrols .....	2014	23.17	47.88	19.69	9.27
	2012	28.35	46.91	13.92	10.82
Traffic Enforcement .....	2014	22.61	52.87	17.24	7.28
	2012	27.32	50.00	11.86	10.82
Investigations of Crimes by Detectives	2014	19.92	38.31	10.34	31.42
	2012	25.91	35.75	7.25	31.09
Crime Prevention Programs .....	2014	16.22	40.93	11.97	30.89
	2012	19.69	44.56	8.81	26.94
Accident Investigation .....	2014	20.38	44.23	5.38	30.00
	2012	23.20	47.42	4.12	25.26
Firefighting .....	2014	42.15	39.85	1.15	16.86
	2012	45.36	36.60	0.52	17.53
Fire Prevention/Education.....	2014	26.54	44.23	3.46	25.77
	2012	31.09	42.49	2.59	23.83
Fire Investigation.....	2014	23.55	42.08	1.54	32.82
	2012	28.35	40.72	1.03	29.90
Emergency Management System.....	2014	50.19	37.16	6.51	6.13
	2012	50.77	34.87	9.23	5.13

**POLICE- NEIGHBORHOOD PATROLS**

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	124	47.88%	46.91%
Excellent	60	23.17%	28.35%
Needs Improvement	51	19.69%	13.92%
No Opinion	24	9.27%	10.82%

In 2012, 75.26% of respondents rated the neighborhood police patrols as average or excellent. In 2014 this number decreased to 71.05%. Due to the margin of error in the study this change is not considered significant.

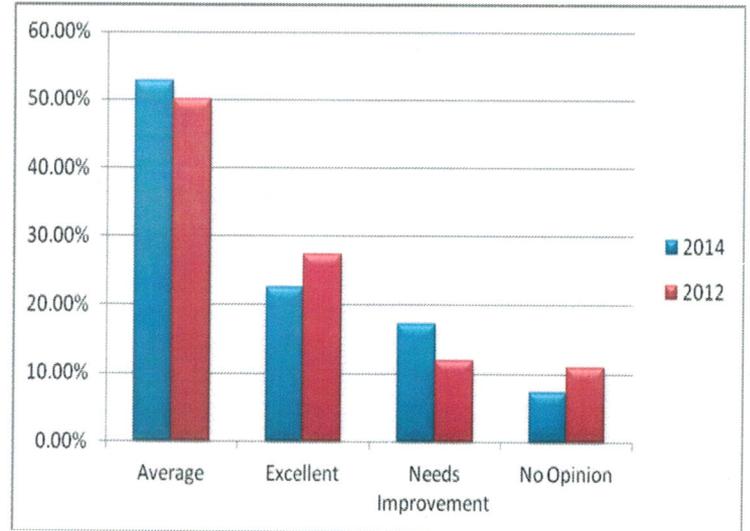


**POLICE- TRAFFIC ENFORCEMENT**

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	138	52.87%	50.00%
Excellent	59	22.61%	27.32%
Needs Improvement	45	17.24%	11.86%
No Opinion	19	7.28%	10.82%

In 2012, 77.32% of respondents rated the police traffic enforcement as average or excellent. In 2014 this number decreased to 75.48%. Due to the margin of error in the study this change is not considered significant.

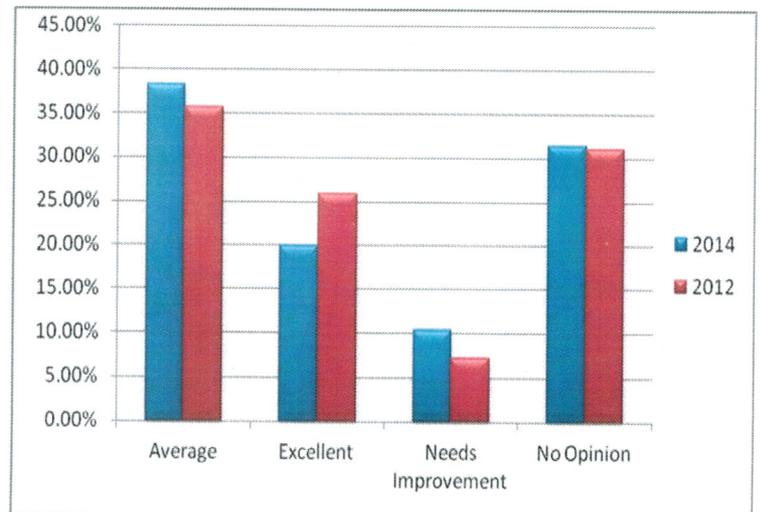


**POLICE- INVESTIGATIONS OF CRIMES BY DETECTIVES**

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	100	38.31%	35.75%
Excellent	52	19.92%	25.91%
Needs Improvement	27	10.34%	7.25%
No Opinion	82	31.42%	31.09%

In 2012, 61.66% of respondents rated the police detective's crime investigations as average or excellent. In 2014 this number decreased to 58.23%. Due to the margin of error in the study this change is not considered significant.

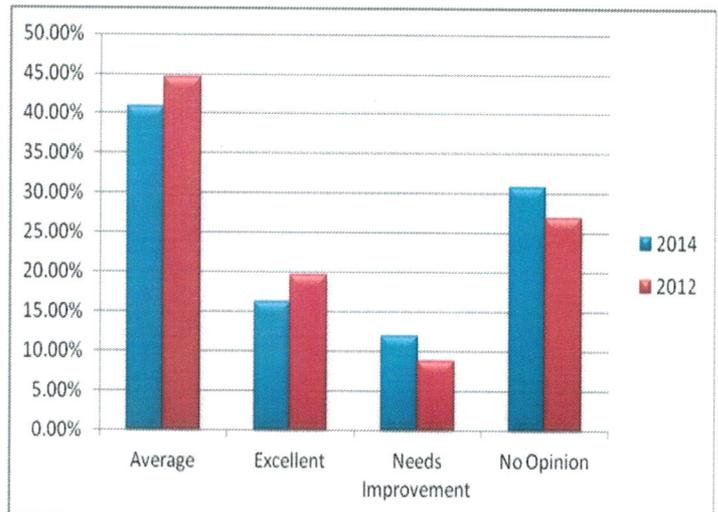


## POLICE- CRIME PREVENTION PROGRAMS

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	106	40.93%	44.56%
Excellent	42	16.22%	19.69%
Needs Improvement	31	11.97%	8.81%
No Opinion	80	30.89%	26.94%

In 2012, 64.25% of respondents rated the police crime prevention programs as average or excellent. In 2014, this number decreased to 57.15%. Due to the margin of error in the study this change is not considered significant.

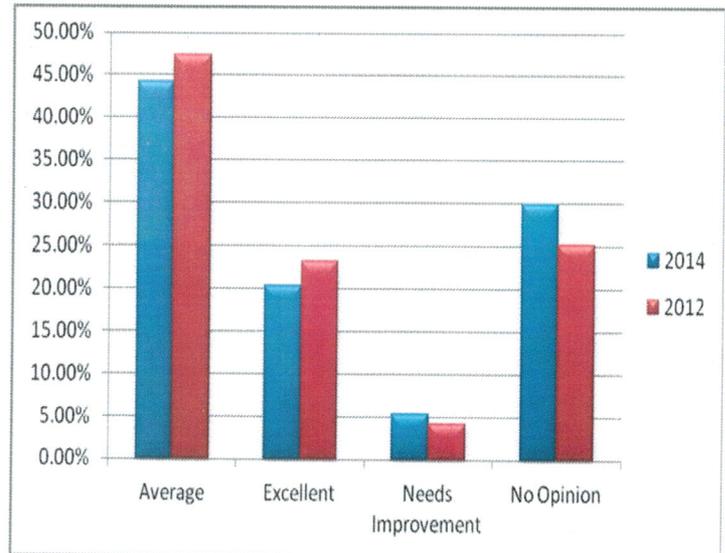


## POLICE- ACCIDENT INVESTIGATION

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	115	44.23%	47.42%
Excellent	53	20.38%	23.20%
Needs Improvement	14	5.38%	4.12%
No Opinion	78	30.00%	25.26%

In 2012, 70.62% of respondents rated the police accident investigation as average or excellent. In 2014, this number decreased to 64.61%. Due to the margin of error in the study this change is not considered significant.

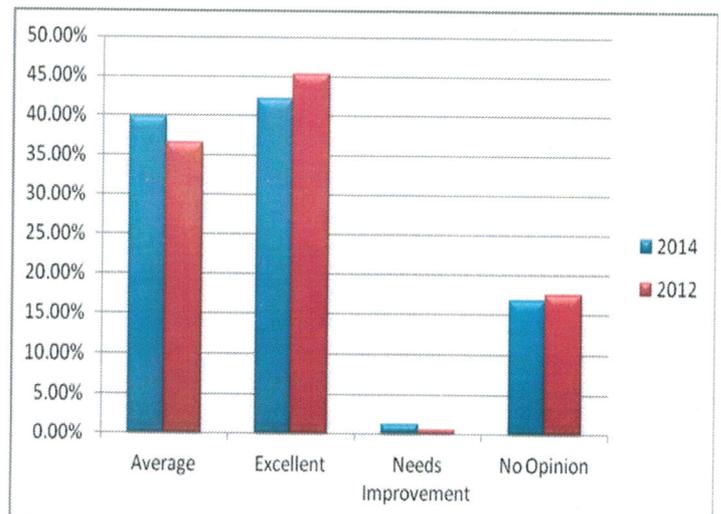


## FIRE- FIREFIGHTING

### Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	104	39.85%	36.60%
Excellent	110	42.15%	45.36%
Needs Improvement	3	1.15%	0.52%
No Opinion	44	16.86%	17.53%

In 2012, 81.96% of respondents rated the firefighting as average or excellent. In 2014, this number increased to 82%. This change is not considered significant.

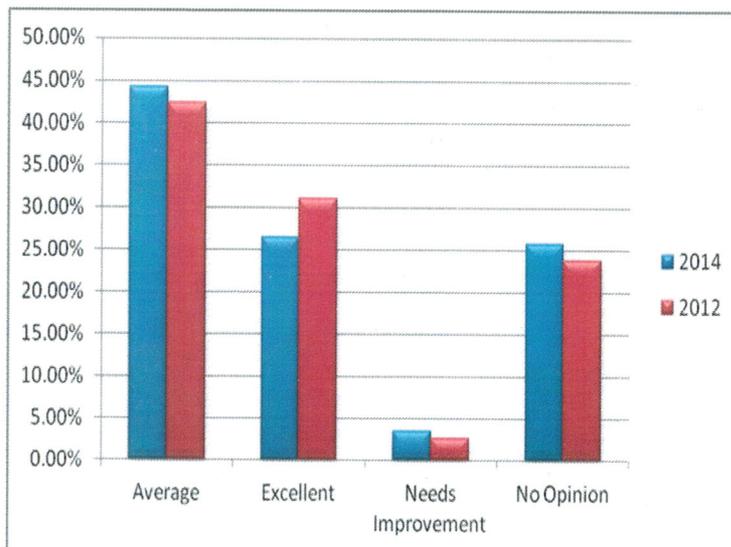


### FIRE- FIRE PREVENTION/ EDUCATION PROGRAM

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	115	44.23%	42.49%
Excellent	69	26.54%	31.09%
Needs Improvement	9	3.46%	2.59%
No Opinion	67	25.77%	23.83%

In 2012, 73.58% of respondents rated the fire prevention and education program as average or excellent. In 2014, this number decreased to 70.77%. Due to the margin of error in the study this change is not considered significant.

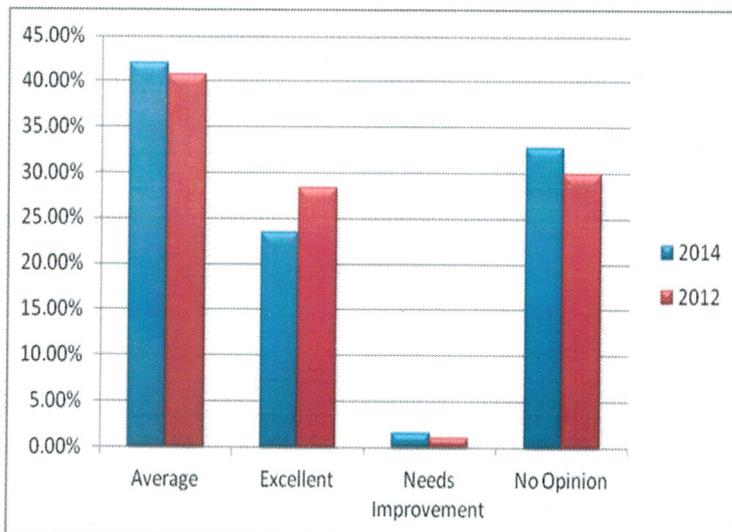


### FIRE- FIRE INVESTIGATION

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	109	42.08%	40.72%
Excellent	61	23.55%	28.35%
Needs Improvement	4	1.54%	1.03%
No Opinion	85	32.82%	29.90%

In 2012, 69.07% of respondents rated the fire investigation as average or excellent. In 2014, this number decreased to 65.63. Due to the margin of error in the study this change is not considered significant.

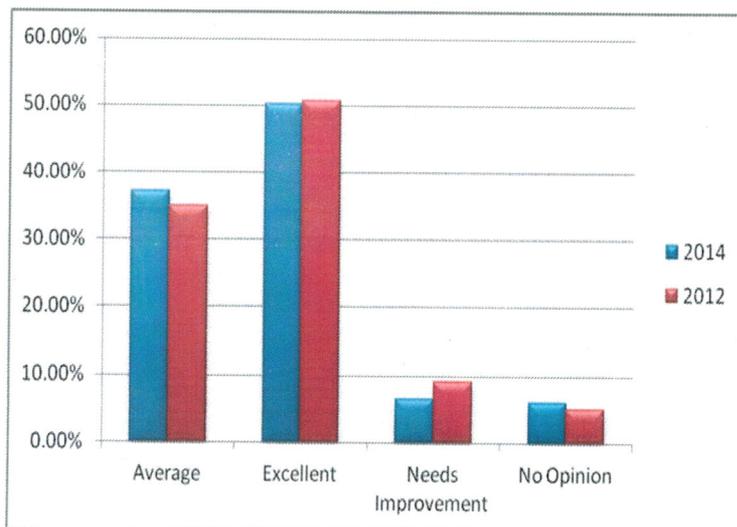


### EMERGENCY MANAGEMENT- SIREN WARNING SYSTEM

Survey Responses

		<u>2014</u>	<u>2012</u>
	<u>Total</u>	<u>Percent</u>	<u>Percent</u>
Average	97	37.16%	34.87%
Excellent	131	50.19%	50.77%
Needs Improvement	17	6.51%	9.23%
No Opinion	16	6.13%	5.13%

In 2012, 85.64% of respondents rated the emergency management siren warning system as average or excellent. In 2014, this number increased to 87.35%. Due to the margin of error in the study this change is not considered significant.



## CITY GOVERNMENT

Respondents were asked three questions in relation to city government decision making and news or information related to the city government. Following are the results.

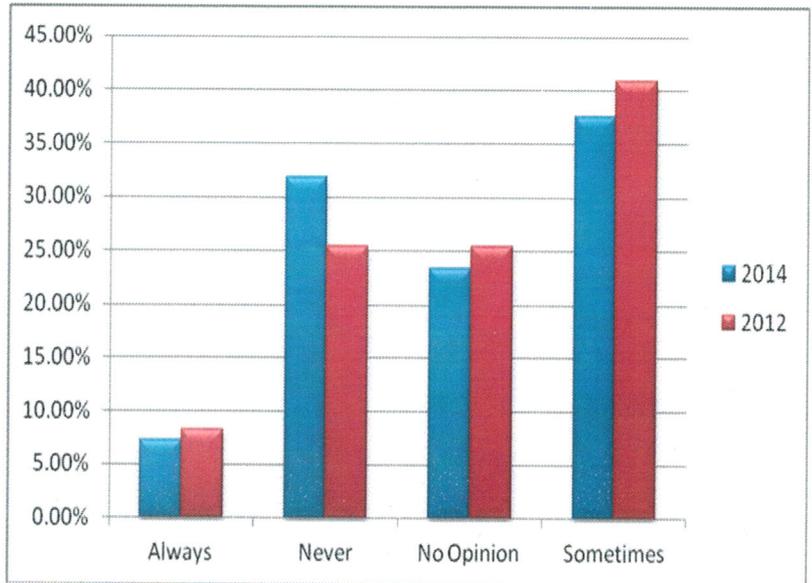
### GOVERNMENT DECISION MAKING

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

Always       Sometimes       Never       No Opinion

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
Always	19	7.28%	8.29%
Never	83	31.80%	25.39%
No Opinion	61	23.37%	25.39%
Sometimes	98	37.55%	40.93%



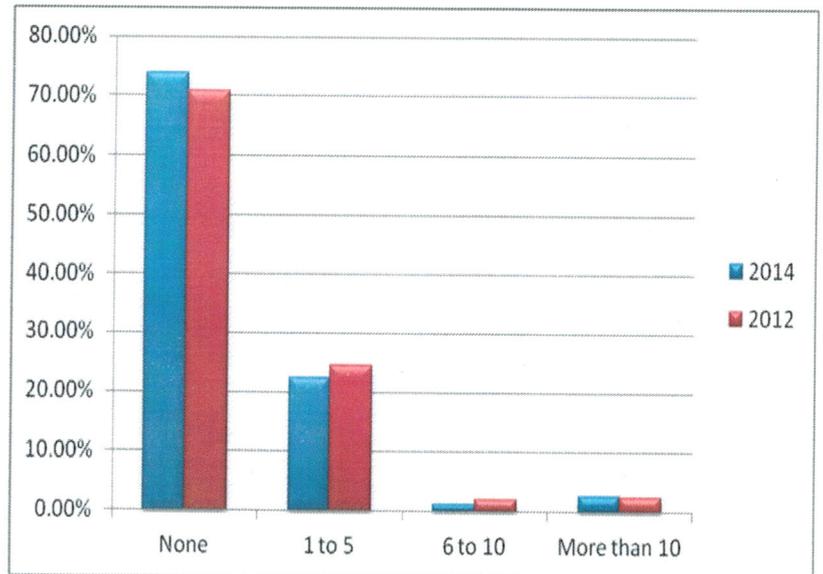
### COUNCIL ATTENDANCE

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

None       1 to 5       6 to 10       More than 10

Survey Responses

	<u>Total</u>	<u>2014</u> Percent	<u>2012</u> Percent
None	59	73.76%	70.83%
1 to 5	3	22.43%	24.48%
6 to 10	7	1.14%	2.08%
More than 10	194	2.66%	2.60%



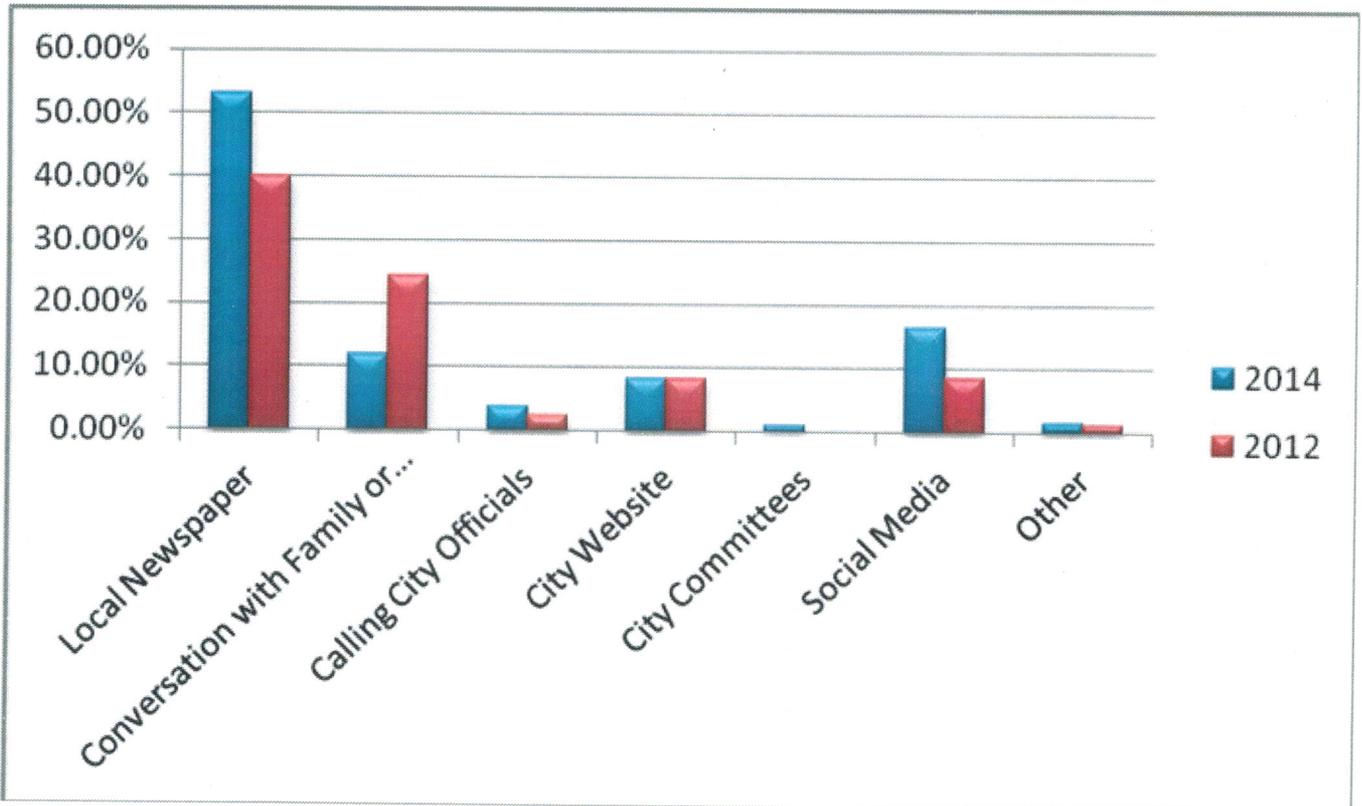
**GOVERNMENT NEWS SOURCE**

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

- Not applicable
- Local Newspaper
- Calling City Officials
- Conversations with Family or Friends
- Social Media
- City Committees
- City Website ([www.farmington-mo.gov](http://www.farmington-mo.gov))
- Other \_\_\_\_\_

Survey Responses

	Total	<u>2014</u> Percent	<u>2012</u> Percent
Local Newspaper	139	53.05%	39.78%
Conversation with Family or Friends	31	11.83%	24.25%
Calling City Officials	10	3.82%	2.45%
City Website	22	8.40%	8.17%
City Committees	3	1.15%	0.00%
Social Media	43	16.41%	8.45%
Other	4	1.53%	1.36%



## OPEN RESPONSE QUESTIONS

Citizens were asked three questions in an open-ended format allowing the respondent freedom to respond in their own words without the constraint of choosing from a list.

What do you like most about Farmington?

- Friendliness of the people
- Safety, low crime
- Small town feel with big town amenities
- Good Schools
- Good Restaurants
- Close to family
- Quiet place to live
- It's my home
- Has everything you need
- Convenience
- Clean/ Cleanliness
- Access to everything you need
- Improvements to downtown
- Living up to be a city of tradition and progress
- New Library
- Slower pace than bigger cities
- Great place to raise children
- Population and school programs
- Everything is minutes away
- Country feel
- Library
- Senior Center
- Civic Center
- Police
- Parks and growing community
- Hospitals, doctors, shopping
- Family activities and programs
- City pride and sense of community
- Small town values

What do you like least about Farmington?

- Sidewalks need repair
- Snow and ice on sidewalks downtown
- Taxes too high
- Need more variety in shopping, need a grocery store besides Wal-Mart
- Need more employment
- Need to remove trailer courts
- Water quality
- Electric is too high
- Drug problem
- No fine dining
- Streets and traffic
- Prison inside City limits
- Too many restaurants compared to shopping
- Not enough quality jobs
- Lack of recreational activities for handicapped
- Run down homes
- One way streets
- Incomplete street projects, projects take way too long to complete
- Too much big city attitude
- No facilities for poor children in town
- Public schools

If you could do one thing to improve the City of Farmington, what would that one thing be?

Snow and Ice on Sidewalks downtown  
Improve the streets  
Build a homeless shelter  
More brand name shopping, build a mall  
Better grocery stores  
Fence the dog park  
Bring more jobs to the local area  
Factory work  
Healthier, safer activities for children and teenagers  
Bring in more industry  
Provide more low income housing  
Add more sidewalks  
Reduce taxes  
Shrubs near CiCi's Pizza and JC Penney's block vision  
Stop the panhandling  
Remove the one way streets  
Traffic signal light at KREI and Karsch Blvd  
Police are not friendly  
Need more ramps and rails for the handicapped  
Stop building apartments  
Quit hoarding taxpayer money and spend it  
Make education a top priority  
Continue to improve older part of town  
Have single trash company enforced by the City  
Sidewalk on Fleming Street  
Stop residents from throwing grass out into the streets  
Have a city picnic at Engler Park with games, fireworks, etc. in lieu of Country Days  
Town Hall meetings  
Need softer water  
Economic Development  
Close electric company  
Fix the sewers so they don't back up  
Make the gas stations have the same gas prices as the surrounding communities  
Professional jobs for younger adults  
Need larger shows at the Civic Center similar to the Justin Moore concert  
Rentals are not well kept  
Hire more police  
Add another animal shelter  
City of tradition and progress is more about tradition and no progress  
Remove the mobile homes  
Have more police in residential areas