

Citizen Feedback Survey



December 2018

Are you a resident of South Ogden?

#	Answer	2017	2018
1	Yes	219	262
2	No	25	25
	Total	244	287

Reliability of the Survey

South Ogden's population is estimated at 17,094. 262 people claimed to be residents and completed the survey.

Margin of Error - A sample size of 262 and a population of 17,094 at a 95% confidence level gives an approximate margin of error of $\pm 6.01\%$.

Confidence Level – Measure of how certain we can be that if 100 % of the general population were surveyed that they would respond the same (within the margin of error).

Confidence Level of 90 % = Margin of error of $\pm 5.14\%$

Confidence Level of 99 % = Margin of error of $\pm 7.91\%$

What is your age

Census Data		Survey Data		Count
	Answer	%		
1	Under 18	0.00%	.00%	0
2	18 - 24	0.00%		0
3	25 - 34	13.00%		28
4	35 - 44	29.00%	79.00%	62
5	45 - 54	20.00%		42
6	55 - 64	17.00%		37
7	65 - 74	15.00%	21.00%	32
8	75 - 84	5.00%		11
9	85 or older	1.00%		2
Total		100%		214

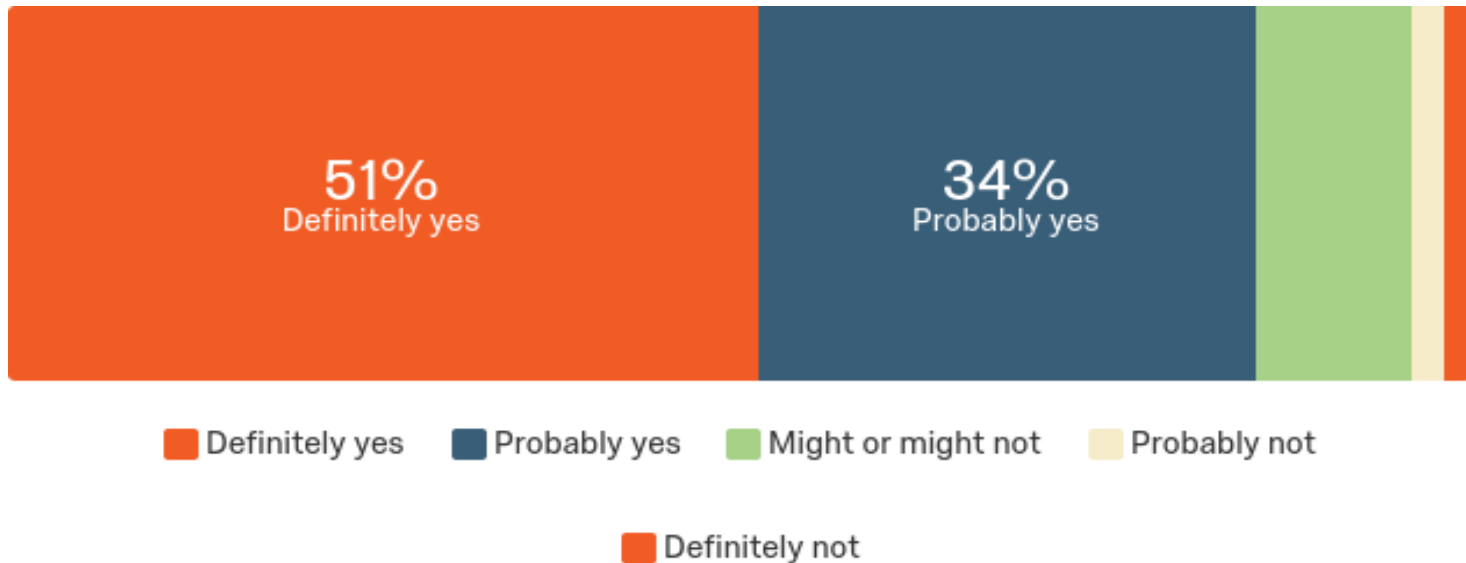
What is your ethnic background?

Census Data		Answer	Survey Data		Count
1	96.8%	White	91.00%		190
2	1.4%	Black or African American	1.00%		2
3	0.6%	American Indian or Alaska Native	0.00%		0
4	1.3%	Asian	1.00%		3
5	0.3%	Native Hawaiian or Pacific Islander	0.00%		0
6	5.6%	Other	7.00%		14
		Total	100%		209

What is your highest level of education?

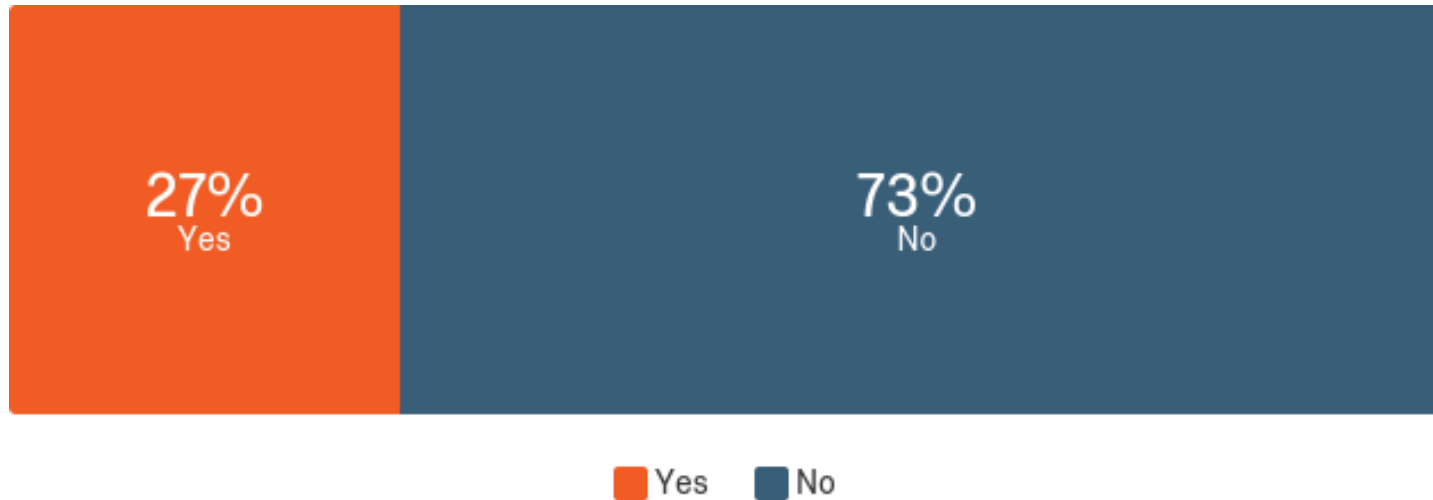
Census Data		Answer	Survey Data	Count
1	2.3%	Less than high school	0.00%	1
2	25.8%	High school graduate	6.00%	13
3	29.6%	Some college	22.00%	47
4	9.7%	2 year degree	12.00%	26
5	18.5%	4 year degree	34.00%	72
6	9.8%	Professional degree	19.00%	40
7	0.0%	Doctorate	6.00%	12
		Total	100%	198

Would you recommend our City to your friends and family as a place to work and live?



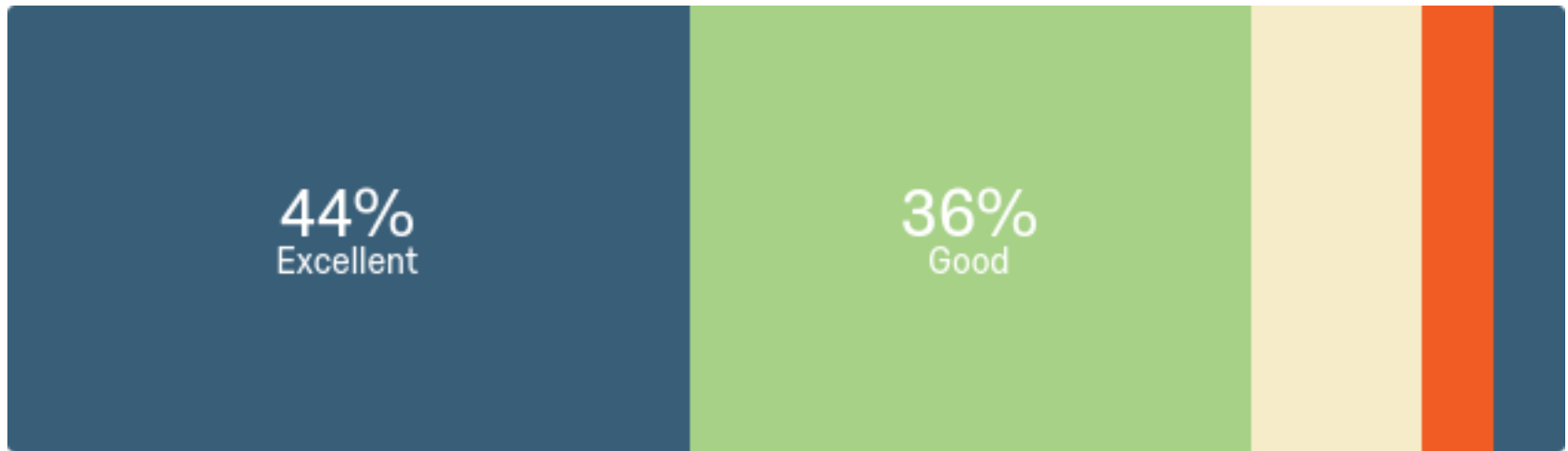
#	Answer	2017	2018
11	Definitely yes	46.33%	51.00%
12	Probably yes	36.70%	34.00%
13	Might or might not	10.55%	11.00%
14	Probably not	5.96%	2.00%
15	Definitely not	0.46%	2.00%
	Total	100%	100%

Thinking back over the past 12 months, have you had contact with the South Ogden City Police Department? (For example if you have filed a police report or called to report a problem.)



#	Answer	2017	2018
1	Yes	31.65%	27.00%
2	No	68.35%	73.00%
	Total	100%	100.00%

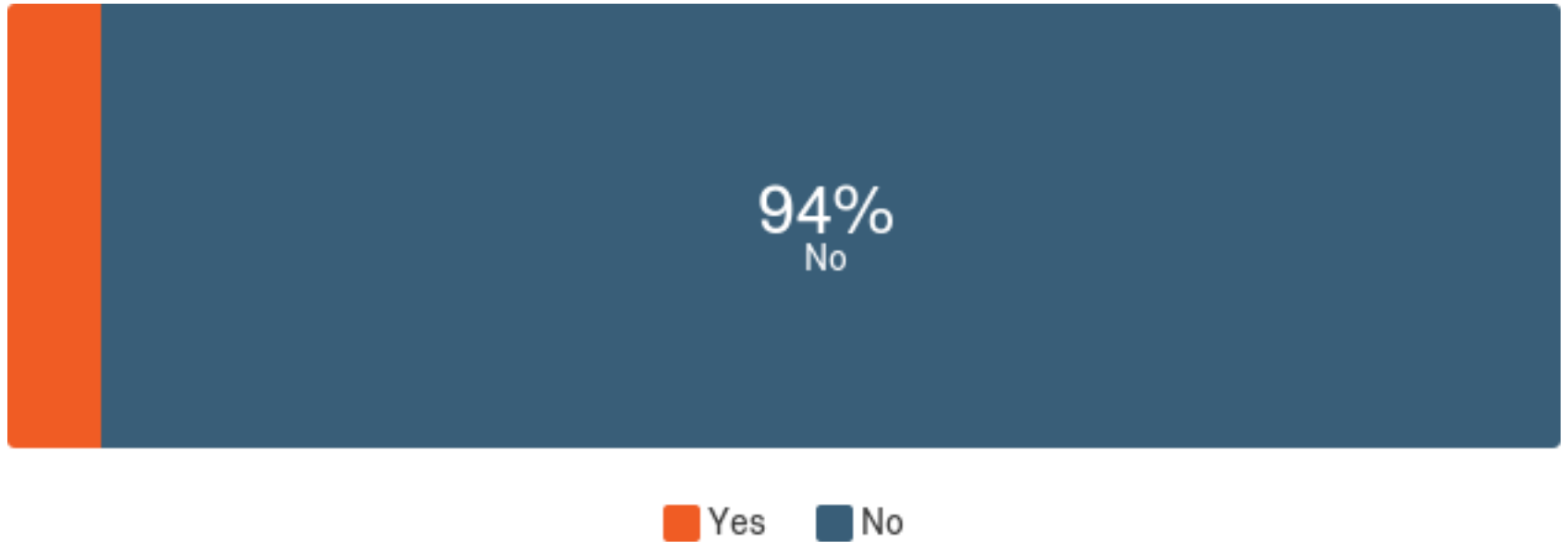
How would you rate your experience with the South Ogden Police Department?



Excellent
 Good
 Average
 Poor
 Terrible

#	Answer	2017	2018
1	Excellent	44.93%	44.00%
2	Good	28.99%	36.00%
3	Average	15.94%	11.00%
4	Poor	7.25%	5.00%
5	Terrible	2.90%	5.00%
	Total	100%	100%

Thinking back over the past 12 months, have you had contact with the South Ogden City Fire Department? (For example if you have had an incident which involved a fire or medical call.)



#	Answer	2017	2018
1	Yes	7.91%	6.00%
2	No	92.09%	94.00%
	Total	100%	100%

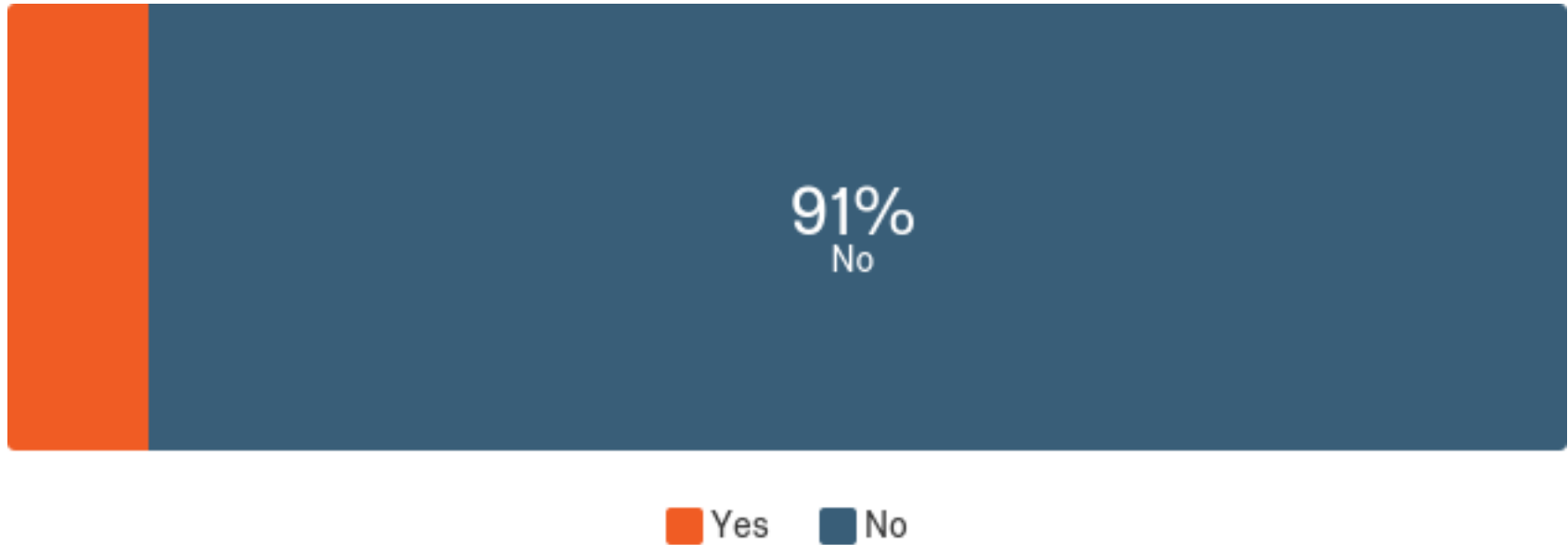
How would you rate your experience with the South Ogden Fire Department?



■ Excellent
 ■ Good
 ■ Average
 ■ Poor
 ■ Terrible

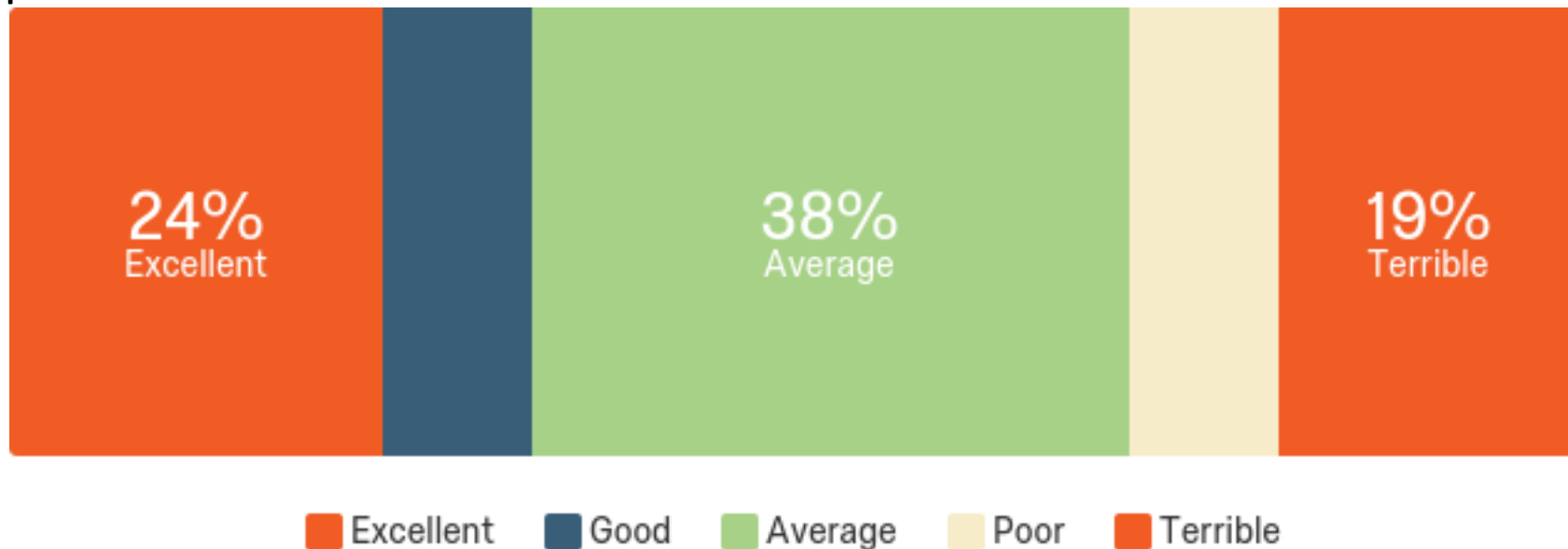
#	Answer	2017	2018
1	Excellent	88.24%	79.00%
2	Good	11.76%	14.00%
3	Average	0.00%	0.00%
4	Poor	0.00%	7.00%
5	Terrible	0.00%	0.00%
	Total	100%	100%

Thinking back over the past 12 months, have you had contact with the South Ogden City Building Department? (For example if you have applied for a building permit or reported a zoning violation.)



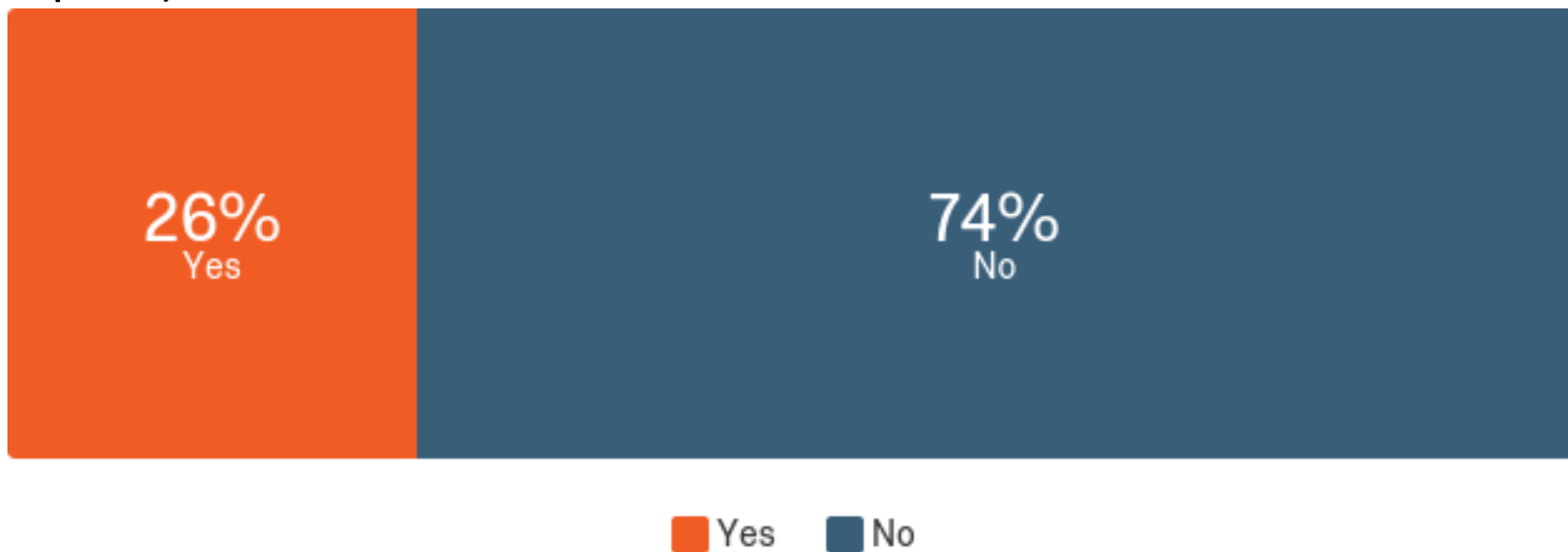
#	Answer	2017	2018
1	Yes	12.15%	9.00%
2	No	87.85%	91.00%
	Total	100%	100%

How would you rate your experience with the South Ogden Building Department?



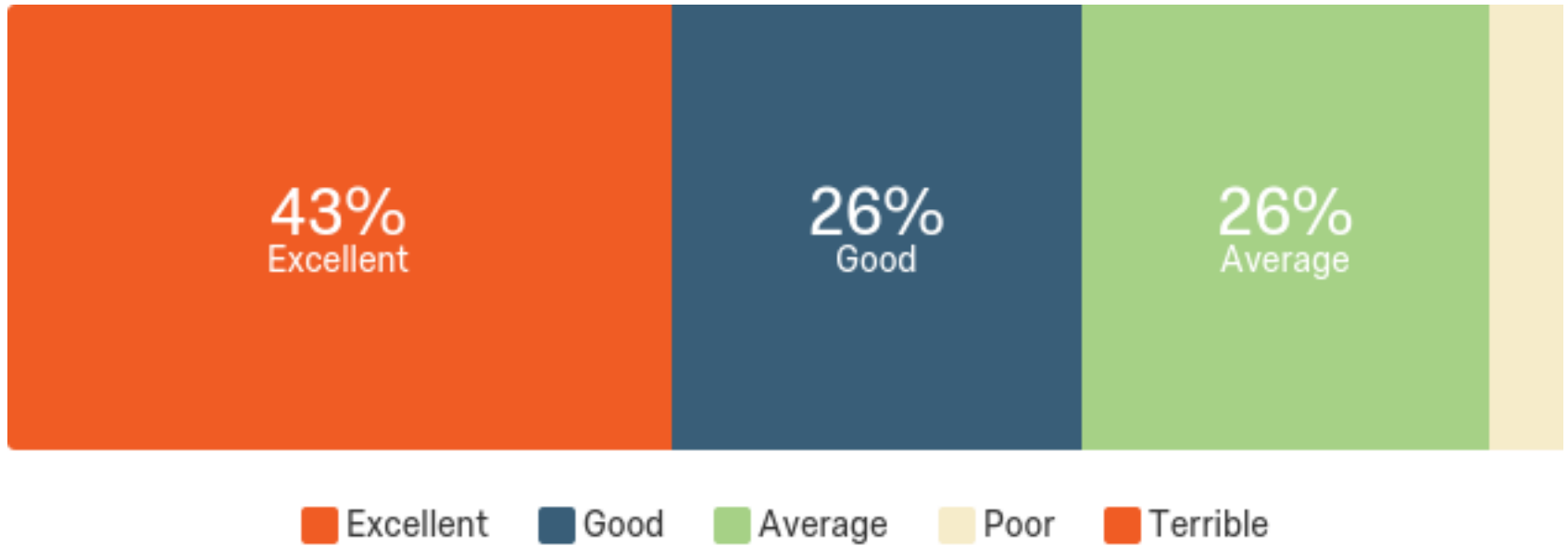
#	Answer	2017	2018
1	Excellent	23.08%	24.00%
2	Good	26.92%	10.00%
3	Average	19.23%	38.00%
4	Poor	26.92%	10.00%
5	Terrible	3.85%	19.00%
	Total	100%	100%

Thinking back over the past 12 months, have you had contact with the South Ogden City Hall Administration? (For example if you have come to pay your water bill, reserve a park or community room or get a passport.)



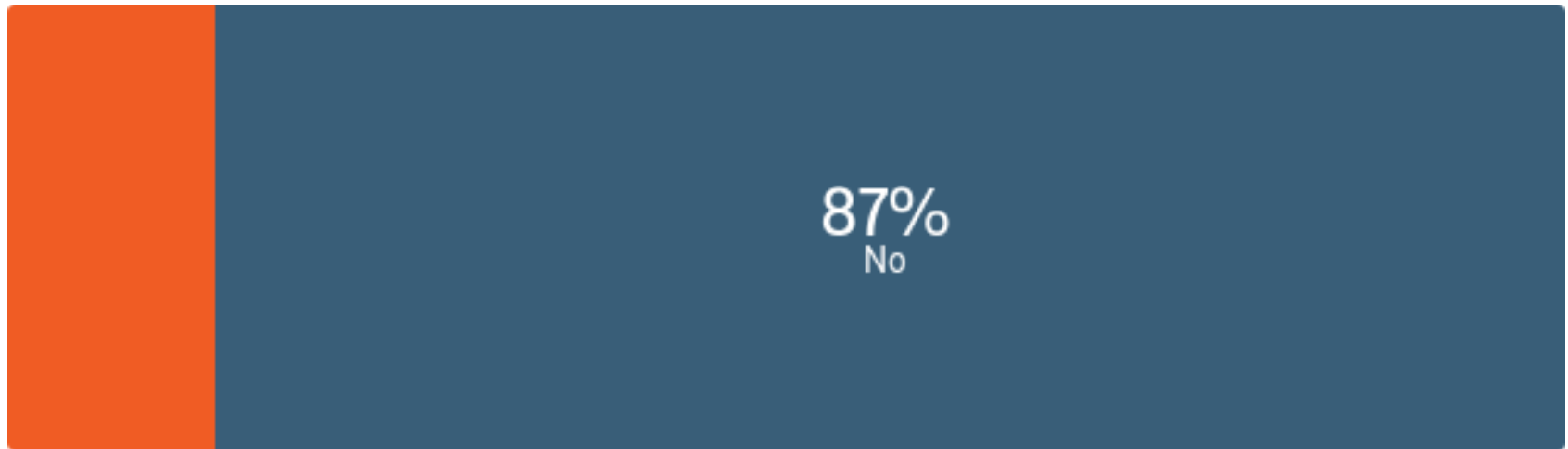
#	Answer	2017	2018
1	Yes	28.64%	26.00%
2	No	71.36%	74.00%
	Total	100%	100%

How would you rate your experience with South Ogden City Hall Administration?



#	Answer	2017	2018
1	Excellent	37.70%	43.00%
2	Good	32.79%	26.00%
3	Average	18.03%	26.00%
4	Poor	11.48%	0.00%
5	Terrible	0.00%	5.00%
	Total	100%	100%

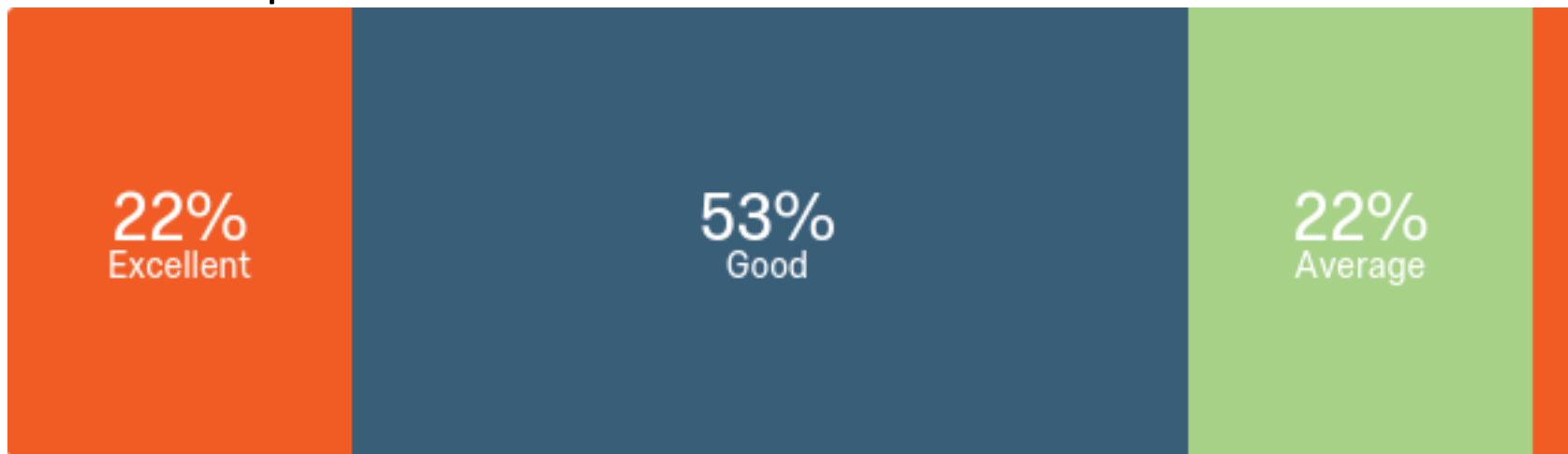
Thinking back over the past 12 months, have you had contact with the South Ogden Recreation Department? (For example if you have registered and participated in a Recreation program such as football or baseball.)



■ Yes
 ■ No

#	Answer	2017	2018
1	Yes	15.42%	13.00%
2	No	84.58%	87.00%
	Total	100%	100%

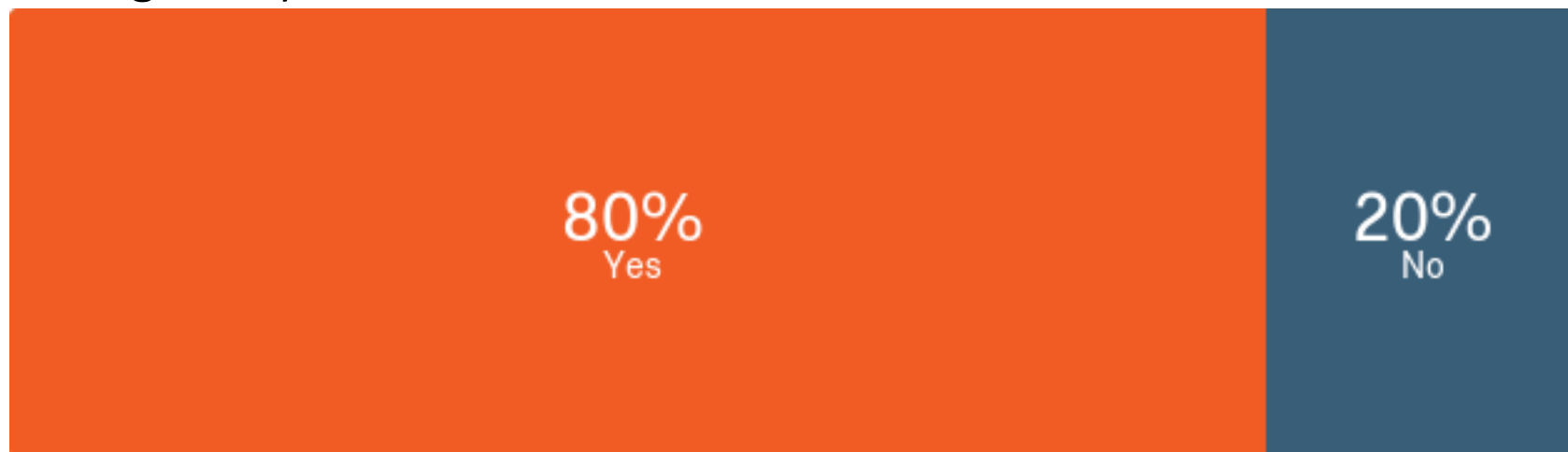
How would you rate your experience with the South Ogden City Recreation Department?



■ Excellent
 ■ Good
 ■ Average
 ■ Poor
 ■ Terrible

#	Answer	2017	2018
1	Excellent	30.30%	22.00%
2	Good	39.39%	53.00%
3	Average	24.24%	22.00%
4	Poor	6.06%	0.00%
5	Terrible	0.00%	3.00%
	Total	100%	100%

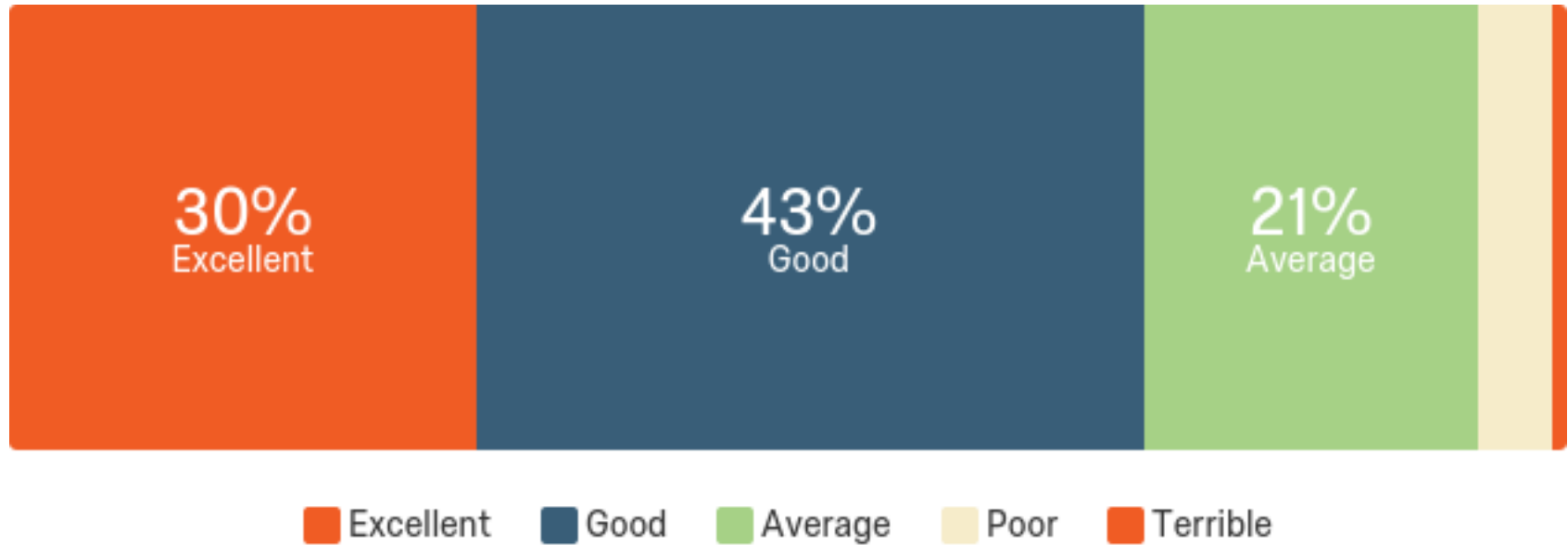
Thinking back over the past 12 months, have you visited a park in South Ogden? (For example: Friendship, Glasmann, 40th Street, Madison, Meadows, Nature Park, Club Heights or Club Heights Off-Leash Dog Park.)



■ Yes
 ■ No

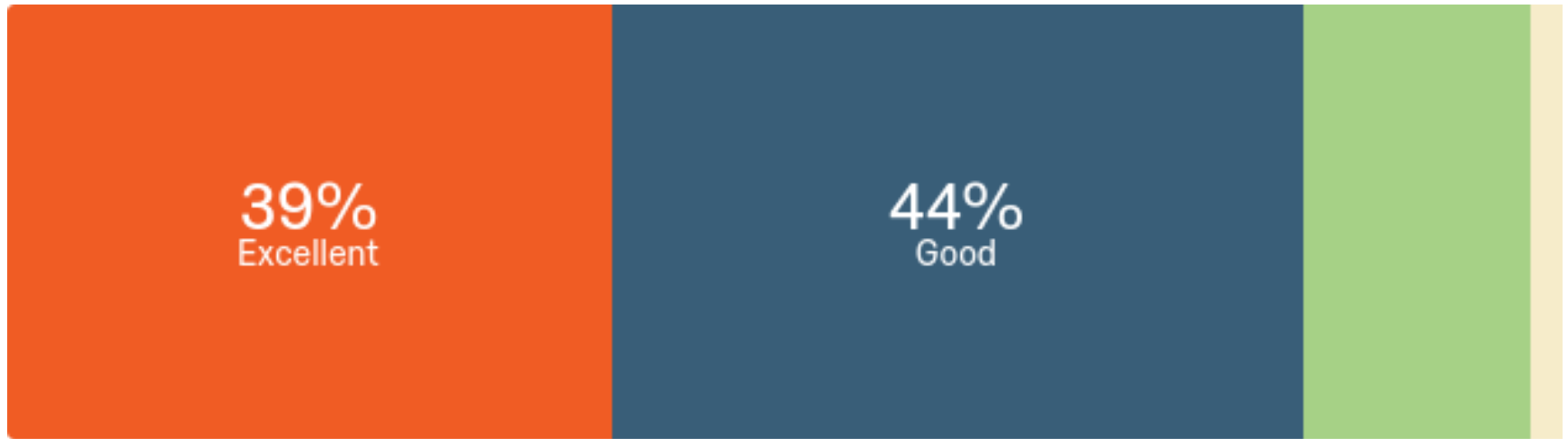
#	Answer	2017	2018
1	Yes	76.89%	80.00%
2	No	23.11%	20.00%
	Total	100%	100%

Q19 - How would you rate your experience at South Ogden City Parks?



#	Answer	2017	2018
1	Excellent	25.00%	30.00%
2	Good	48.78%	43.00%
3	Average	22.56%	21.00%
4	Poor	3.05%	5.00%
5	Terrible	0.61%	1.00%
	Total	100%	100%

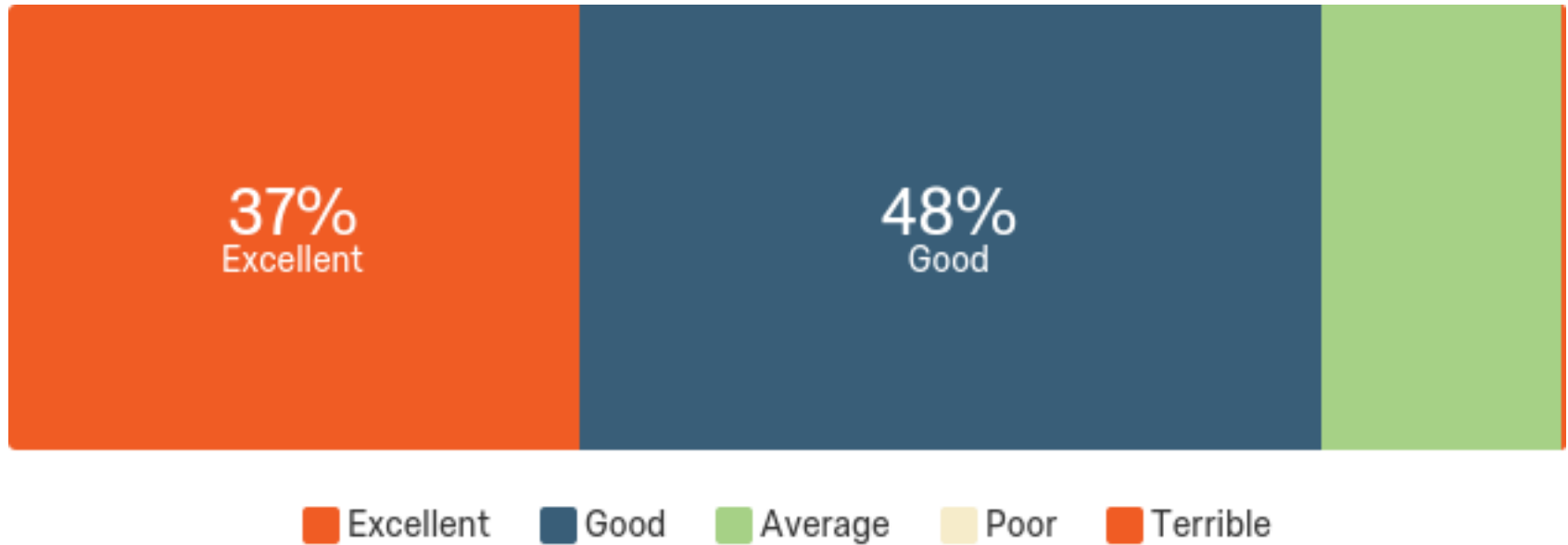
How would you rate the quality of Culinary water service in South Ogden?



■ Excellent
 ■ Good
 ■ Average
 ■ Poor
 ■ Terrible

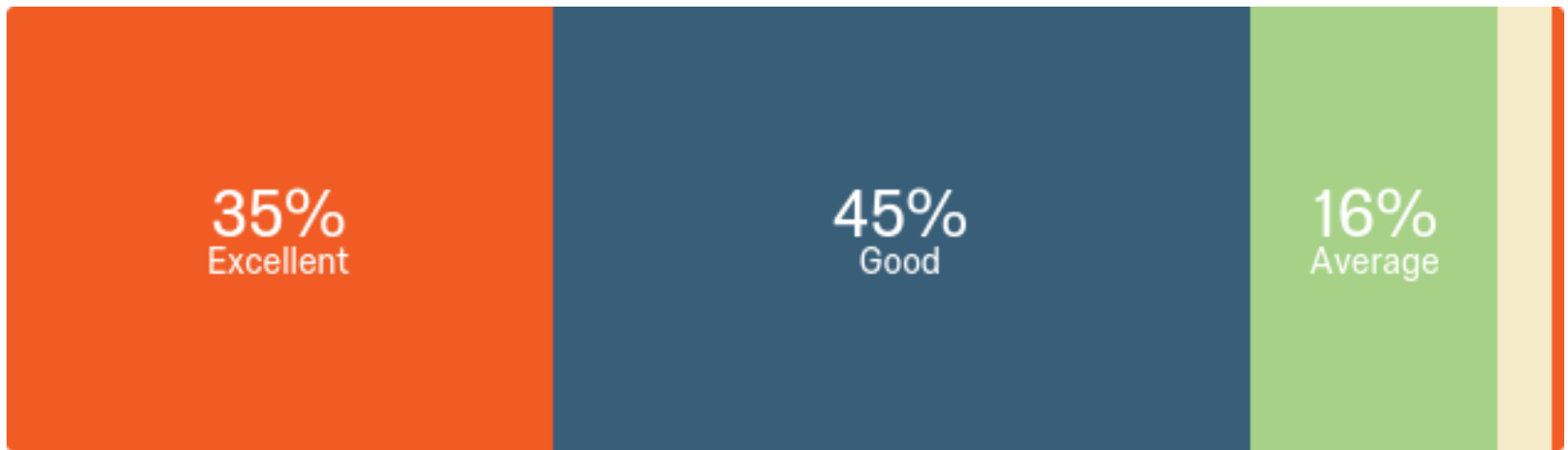
	Answer	2017	2018
1	Excellent	34.95%	39.00%
2	Good	42.23%	44.00%
3	Average	18.93%	15.00%
4	Poor	3.88%	2.00%
5	Terrible	0.00%	0.00%
	Total	100%	100%

How would you rate the quality of Sewer service in South Ogden?



#	Answer	2017	2018
20	Excellent	34.00%	37.00%
21	Good	44.00%	48.00%
22	Average	19.00%	15.00%
23	Poor	2.00%	0.00%
24	Terrible	1.00%	0.00%
	Total	100%	100%

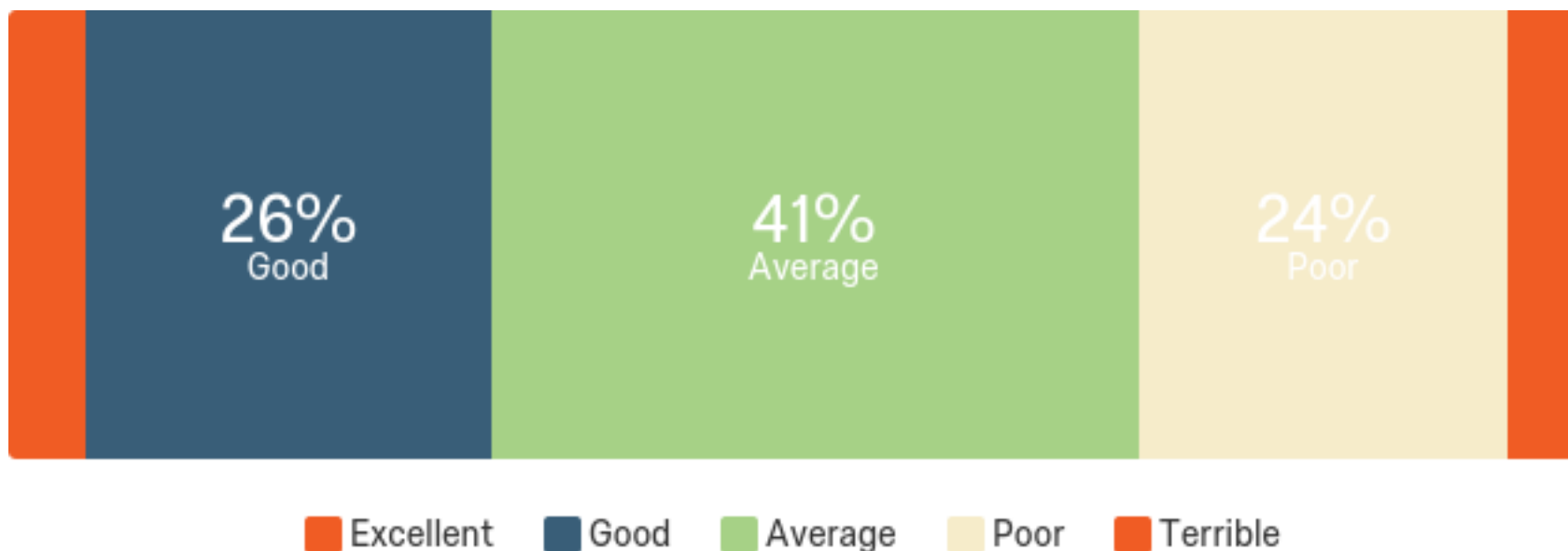
How would you rate the trash service in South Ogden? (Republic Services)



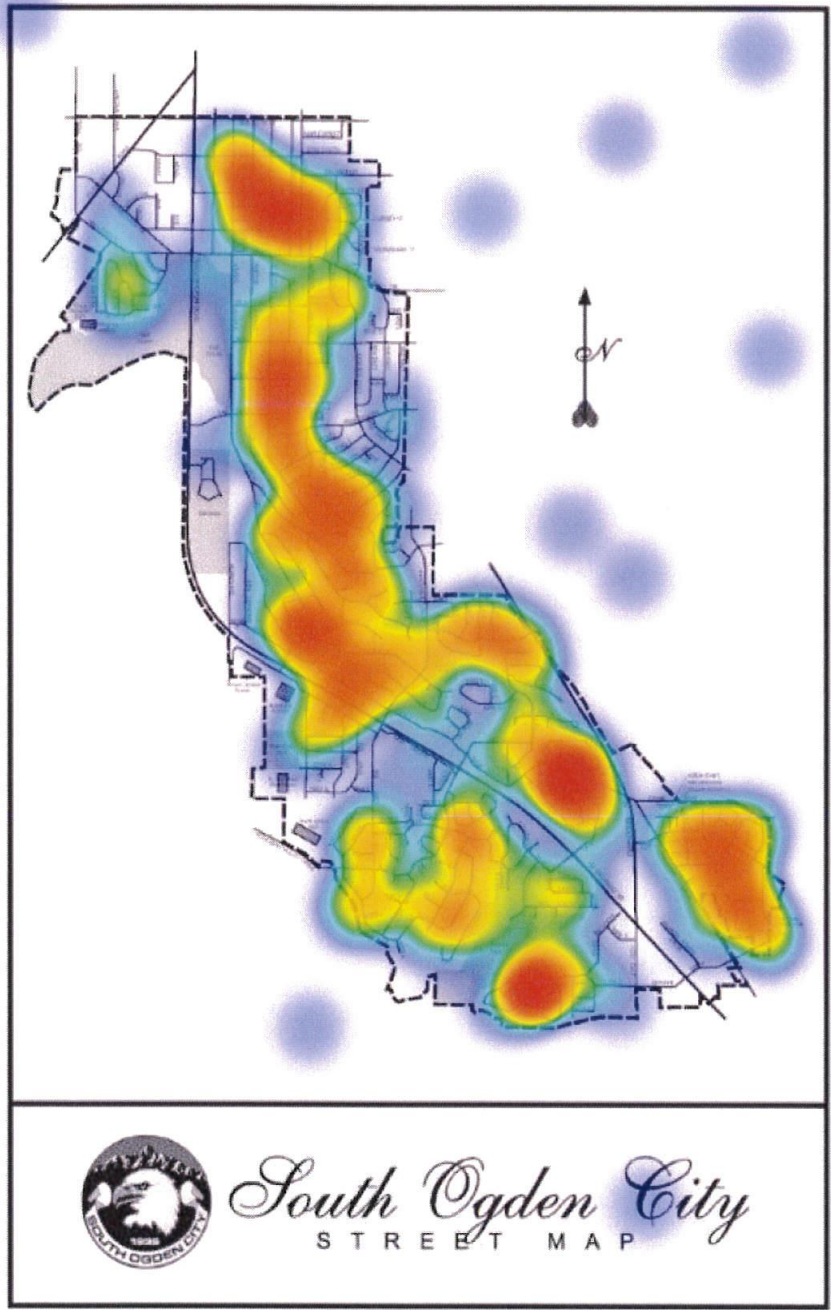
■ Excellent
 ■ Good
 ■ Average
 ■ Poor
 ■ Terrible

#	Answer	%	Count
1	Excellent	38.00%	35.00%
2	Good	44.00%	45.00%
3	Average	13.50%	16.00%
4	Poor	4.00%	4.00%
5	Terrible	0.50%	1.00%
	Total	100%	100%

How would you rate the quality of the streets in South Ogden?

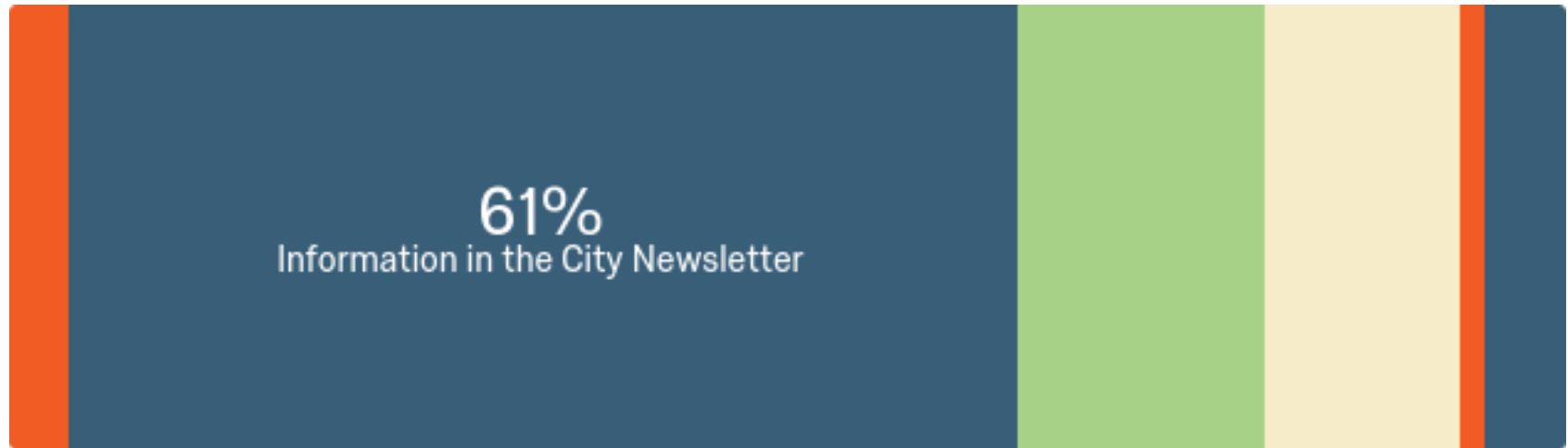


#	Answer	2017	2018
1	Excellent	2.50%	5.00%
2	Good	20.00%	26.00%
3	Average	38.00%	41.00%
4	Poor	30.00%	24.00%
5	Terrible	9.50%	4.00%
	Total	100%	100%



South Ogden City
STREET MAP

How are you most likely to stay informed with what is happening in South Ogden City?



 Council Meetings  Information in the City Newsletter

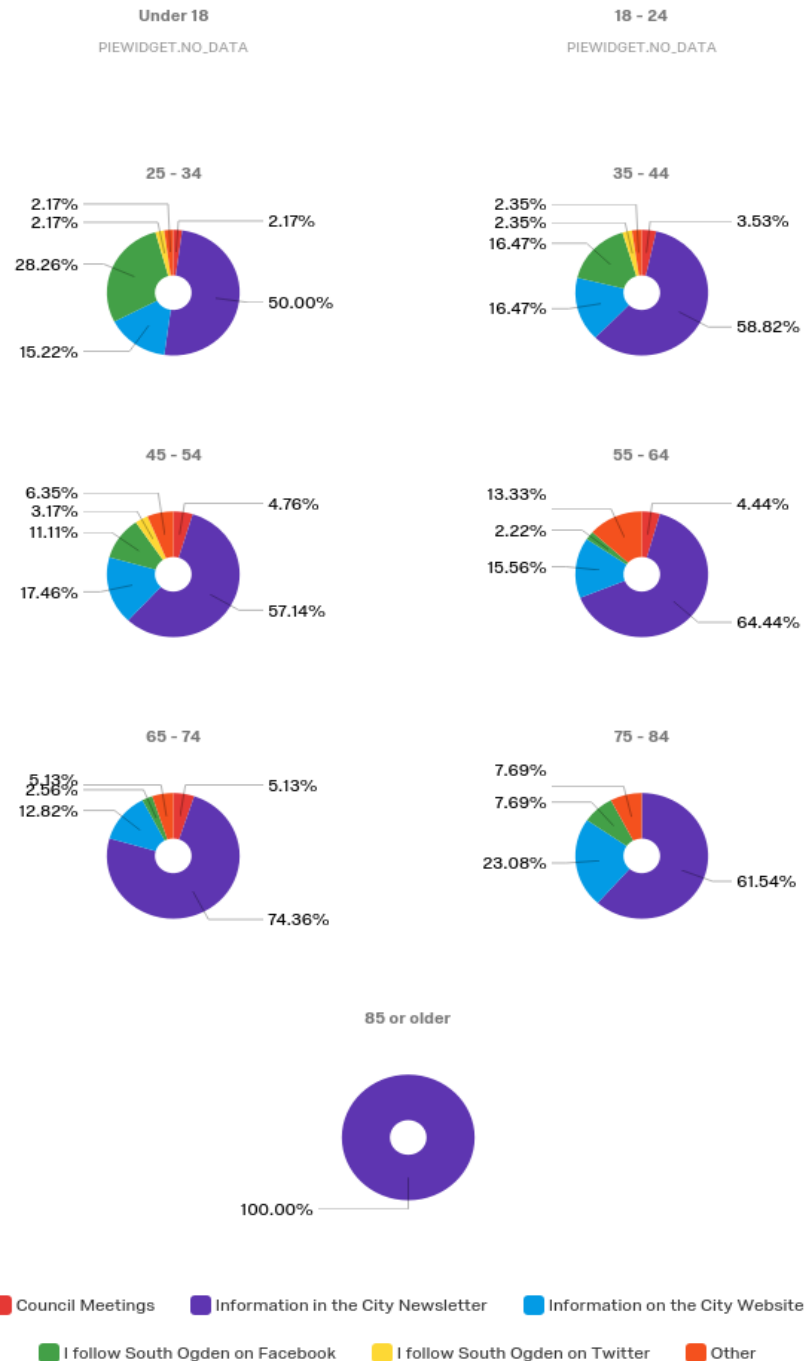
 Information on the City Website  I follow South Ogden on Facebook

 I follow South Ogden on Twitter  Other

How are you most likely to stay informed with what is happening in South Ogden City?

#	Answer	2017	2018
1	Council Meetings	3.86%	4.00%
2	Information in the City Newsletter	56.37%	61.00%
3	Information on the City Website	15.83%	16.00%
4	I follow South Ogden on Facebook	15.83%	12.00%
5	I follow South Ogden on Twitter	1.16%	2.00%
6	Other	6.95%	5.00%
	Total	100%	100%

How are you most likely to stay informed with what is happening in South Ogden City broken out by age.



How would you rate your experience at South Ogden City Parks broken out by age.

