

Springville: the Citizens' Viewpoint



Your opinions count!

1. To start, we would like to know how you feel about Springville as a place to live. Please circle the number that best reflects how you rate each of the following aspects of Springville: *(circle your answer)*

	Extremely Poor	Very Poor	Poor	Just Average	Good	Very Good	Extremely Good
a. the overall quality of life in Springville	1	2	3	4	5	6	7
b. the overall quality of your neighborhood	1	2	3	4	5	6	7
c. Springville as a place to raise young children	1	2	3	4	5	6	7
d. Springville as a place to raise teenagers	1	2	3	4	5	6	7
e. Springville as a place to retire	1	2	3	4	5	6	7

2. Please rate each of the following characteristics of Springville: *(circle your answer)*

	Extremely Poor	Very Poor	Poor	Just Average	Good	Very Good	Extremely Good
a. the overall appearance of the city	1	2	3	4	5	6	7
b. the quality of K-12 schools in Springville	1	2	3	4	5	6	7
c. shopping opportunities	1	2	3	4	5	6	7
d. recreational opportunities	1	2	3	4	5	6	7
e. opportunities to attend cultural activities	1	2	3	4	5	6	7
f. access to high speed internet service	1	2	3	4	5	6	7
g. the quality of city parks	1	2	3	4	5	6	7

3. How safe do you feel from the following happening to you in Springville: *(circle your answer)*

	Extremely Unsafe	Very Unsafe	Somewhat Unsafe	Neither Safe or Unsafe	Somewhat Safe	Very Safe	Extremely Safe
a. violent crimes <i>(assault, rape, robbery, murder)</i>	1	2	3	4	5	6	7
b. property crimes <i>(burglary, theft, vandalism)</i>	1	2	3	4	5	6	7
c. traffic accidents	1	2	3	4	5	6	7
d. house fires	1	2	3	4	5	6	7
e. hillside fires	1	2	3	4	5	6	7
f. flooding	1	2	3	4	5	6	7
g. earthquakes	1	2	3	4	5	6	7

4. How safe would you feel walking alone at night: *(circle your answer)*

	Extremely Unsafe	Very Unsafe	Somewhat Unsafe	Neither Safe or Unsafe	Somewhat Safe	Very Safe	Extremely Safe
a. in your neighborhood	1	2	3	4	5	6	7
b. in Springville's downtown area	1	2	3	4	5	6	7
c. in Springville parks	1	2	3	4	5	6	7

5. Please circle how much you disagree or agree with the following statements: *(circle your answer)*

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. I am pleased with the overall direction that the City is taking	1	2	3	4	5
b. I am well informed on the major issues in Springville	1	2	3	4	5
c. Springville's city government welcomes citizen involvement	1	2	3	4	5
d. most elected officials care what people like me think	1	2	3	4	5
e. I feel included as part of the Springville community	1	2	3	4	5
f. my local tax dollars are being spent wisely	1	2	3	4	5
g. my local government responds promptly to citizen concerns	1	2	3	4	5

6. To what degree do you feel the following are a problem in Springville: *(circle your answer)*

	Not a Problem	Minor Problem	Important Problem	Major Problem	Extreme Problem
a. traffic in neighborhoods	1	2	3	4	5
b. traffic on main streets	1	2	3	4	5
c. crime	1	2	3	4	5
d. drugs	1	2	3	4	5
e. gangs	1	2	3	4	5
f. underage drinking	1	2	3	4	5
g. physical appearance of downtown Springville.	1	2	3	4	5
h. city taxes	1	2	3	4	5
i. water rates	1	2	3	4	5
j. electric rates	1	2	3	4	5
k. sewer rates	1	2	3	4	5
l. lack of recreational activities for families	1	2	3	4	5
m. street repair <i>(potholes, crack repair, etc.)</i>	1	2	3	4	5
n. population growth	1	2	3	4	5
o. commercial development	1	2	3	4	5
p. high density residential growth	1	2	3	4	5
q. junk and garbage around homes	1	2	3	4	5

7. Please rate each of the following characteristics of Springville: *(circle your answer)*

	Extremely Poor	Very Poor	Poor	Just Average	Good	Very Good	Extremely Good
a. dining out options	1	2	3	4	5	6	7
b. employment opportunities	1	2	3	4	5	6	7
c. electric service	1	2	3	4	5	6	7
d. drinking water quality	1	2	3	4	5	6	7
e. water pressure in my home	1	2	3	4	5	6	7
f. services for children and families	1	2	3	4	5	6	7
g. services for seniors	1	2	3	4	5	6	7
h. availability of medical services	1	2	3	4	5	6	7
i. bus service	1	2	3	4	5	6	7

8. In 2009, about how many times have you or other household members done the following: (circle your answer)

	0 Times	1-4 Times	5-9 Times	10-19 Times	20-29 Times	30+ Times
a. used the Springville public library	0	1	2	3	4	5
b. visited a Springville City park	0	1	2	3	4	5
c. accessed the Springville City website	0	1	2	3	4	5
d. played golf at the Hobble Creek Golf Course	0	1	2	3	4	5
e. used a Springville pedestrian or bike trail	0	1	2	3	4	5
f. visited Kelly's Grove, Rotary Park or Jolley's Ranch Canyon Park	0	1	2	3	4	5
g. took trash to the waste transfer facility	0	1	2	3	4	5
h. took yard waste to the City compost facility.	0	1	2	3	4	5
i. took newspapers to be recycled	0	1	2	3	4	5
j. visited the Springville Art Museum	0	1	2	3	4	5
k. visited Springville Senior Center	0	1	2	3	4	5
l. rode the bus to or from Springville	0	1	2	3	4	5
m. swam at the Springville swimming pool	0	1	2	3	4	5

9. (If 0 times) Please list the two major reasons why you and members of your household do not use the Springville swimming pool?

1.

2.

10. (If 1-30+ times) Please list the two major reasons why you or members of your household do not use the Springville swimming pool more than you do?

1.

2.

11. Please circle how much you disagree or agree that adequate measures are being taken by the Springville City government to:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. protect the natural environments of Springville (open space, air quality, water supplies and quality, etc.)	1	2	3	4	5
b. protect the economic health of Springville	1	2	3	4	5
c. protect your quality of life	1	2	3	4	5
d. reduce solid waste and promote recycling	1	2	3	4	5
e. provide access to services for disabled residents	1	2	3	4	5
f. prepare the community for an emergency	1	2	3	4	5
g. provide recreation opportunities to the community	1	2	3	4	5
h. reduce traffic congestion	1	2	3	4	5
i. maintain public infrastructure (such as roads, bridges, water and sewer lines, public buildings, etc.)	1	2	3	4	5
j. control graffiti	1	2	3	4	5
k. reduce juvenile crime	1	2	3	4	5
l. reduce drug activity	1	2	3	4	5
m. reduce vandalism	1	2	3	4	5
n. reduce speeding on neighborhood streets	1	2	3	4	5
o. revitalize older neighborhoods	1	2	3	4	5
p. improve health care options	1	2	3	4	5

12. How would you rate the quality of each of the following Springville City services: (circle your answer)

	Extremely Poor	Very Poor	Just Average	Good	Very Good	Extremely Good	
a. police services.....	1	2	3	4	5	6	7
b. police response times	1	2	3	4	5	6	7
c. fire services	1	2	3	4	5	6	7
d. emergency medical/ambulances	1	2	3	4	5	6	7
e. animal control	1	2	3	4	5	6	7
f. condition of streets and road surfaces ...	1	2	3	4	5	6	7
g. garbage collection	1	2	3	4	5	6	7
h. water services	1	2	3	4	5	6	7
i. sewer services	1	2	3	4	5	6	7
j. electric services	1	2	3	4	5	6	7
k. snow removal	1	2	3	4	5	6	7
l. street lighting	1	2	3	4	5	6	7
m. condition of sidewalks	1	2	3	4	5	6	7
n. library services	1	2	3	4	5	6	7
o. cemetery	1	2	3	4	5	6	7
p. recreation programs and classes	1	2	3	4	5	6	7
q. services to seniors	1	2	3	4	5	6	7
r. swimming pool	1	2	3	4	5	6	7
s. city planning and zoning	1	2	3	4	5	6	7
t. Springville City's web site	1	2	3	4	5	6	7
u. city campgrounds in Hobbie Creek canyon.	1	2	3	4	5	6	7
v. Hobbie Creek Golf course	1	2	3	4	5	6	7
w. residential recycling programs	1	2	3	4	5	6	7
x. walking and biking paths	1	2	3	4	5	6	7
y. trash and weed control on private property.	1	2	3	4	5	6	7
z. yard waste compost facility	1	2	3	4	5	6	7
zz. cleanliness of your neighborhood	1	2	3	4	5	6	7
13. Overall, how would you rate the quality of services provided by Springville City?	1	2	3	4	5	6	7

14. How would you rate your community as a place to live? <i>(Circle one)</i>	Very Undesirable	1	2	3	4	Very Desirable
15. Taking things all together, how would you say things are these days for you? (Circle one)	Very Unhappy	1	2	3	4	Very Happy
16. How well do you feel you fit into your community?(Circle one) ..	Poor	1	2	3	4	Well
17. How much do you have in common with most of the people in your community?(Circle one) ..	Nothing	1	2	3	4	Everything
18. How satisfied are you with living in your community?(Circle one) .	Dissatisfied	1	2	3	4	Satisfied
19. Imagine the ideal community in which you would like to live. Where would you rank your present community compared to your ideal community?(Circle one)	Farthest from Ideal	1	2	3	4	Closest to Ideal

20. Below are some suggestions that Springville citizens have mentioned as possible ways to improve the city. How much priority do you think the City should give to requests for additional funds to make each of the suggested improvements?

..... additional funds for:	Very Low Priority	Low Priority	Moderate Priority	High Priority	Very High Priority
a. improving traffic flow	1	2	3	4	5
b. reducing traffic	1	2	3	4	5
c. preserving historic building and historic neighborhoods	1	2	3	4	5
d. developing more neighborhood parks	1	2	3	4	5
e. acquiring more open space land	1	2	3	4	5
f. improving pedestrian and bike trails	1	2	3	4	5
g. providing additional recreational facilities	1	2	3	4	5
h. increasing services for seniors	1	2	3	4	5
i. adding more space for arts/cultural events	1	2	3	4	5
j. increasing art in public places	1	2	3	4	5
k. building an outdoor pool	1	2	3	4	5
l. reducing crime	1	2	3	4	5
m. providing additional transportation options	1	2	3	4	5
n. reducing illegal drug use	1	2	3	4	5
o. building a recreation center with an indoor pool	1	2	3	4	5
p. increasing library services	1	2	3	4	5
q. increasing community meeting space	1	2	3	4	5
r. increasing police presence in your neighborhood	1	2	3	4	5
s. increasing police presence in downtown areas	1	2	3	4	5
t. increasing housing for low or moderate income people	1	2	3	4	5
u. repairing/construction of public streets	1	2	3	4	5
v. increasing fire protection	1	2	3	4	5
w. improving water and sewer systems	1	2	3	4	5
x. increasing water supplies	1	2	3	4	5

21. From the list above, what three improvements would you pick as your top three priorities for additional funds? List in order of preference with #1 being your top priority.

(Write in the letter (a-x) in front of selected improvement in question #20)

1 _____ # 2 _____ # 3 _____

22. How much do you feel you have a voice in what goes on in your community? *(circle your answer)*

No Voice					Significant Voice
	1	2	3	4	5

23. Which one of the following statements best describes how well you like living in your present community? *(Circle one)*

- 1 I would do everything possible to stay here.
- 2 I would prefer to stay in this community.
- 3 I would reluctantly move to another community if I had to.
- 4 I would probably be more satisfied living in another community.
- 5 I would really like to leave this community if I had the opportunity.

24. Please rate the quality of each of the following in your neighborhood : (circle your answer)

	Extremely Poor	Very Poor	Poor	Just Average	Good	Very Good	Extremely Good
a. sense of community in your neighborhood	1	2	3	4	5	6	7
b. cleanliness of neighborhood.	1	2	3	4	5	6	7
c. attractiveness of neighborhood	1	2	3	4	5	6	7
d. safety of neighborhood	1	2	3	4	5	6	7
e. speed of traffic in the neighborhood	1	2	3	4	5	6	7
f. volume of traffic in the neighborhood	1	2	3	4	5	6	7
g. quietness of neighborhood	1	2	3	4	5	6	7
h. street lighting	1	2	3	4	5	6	7
i. closeness to parks	1	2	3	4	5	6	7
j. access to shopping opportunities	1	2	3	4	5	6	7
k. adequacy of streets, sidewalks, curbs	1	2	3	4	5	6	7

25. Please tell us how strongly you would support or oppose each item below. (Circle your answer)

	Strongly Oppose	Oppose	Equally Support & Oppose	Support	Strongly Support
a. efforts to attract and recruit new commercial firms to Springville	1	2	3	4	5
b. efforts to attract and recruit new industrial firms to Springville	1	2	3	4	5
c. efforts to attract and recruit new types of retail business to Springville	1	2	3	4	5
d. efforts to revitalize downtown Springville	1	2	3	4	5
e. efforts to include more affordable housing in new developments	1	2	3	4	5
f. expansion of youth activities and facilities	1	2	3	4	5
g. expansion of Art City Days	1	2	3	4	5
h. construction of a City recreation center	1	2	3	4	5
i. mandatory measures to conserve water	1	2	3	4	5
j. construction of a new outdoor swimming pool	1	2	3	4	5
k. construction of a new indoor swimming pool	1	2	3	4	5
l. increasing services for seniors	1	2	3	4	5
m. eliminating the Art City Day's carnival	1	2	3	4	5
n. mandatory recycling program	1	2	3	4	5

26. The size and quality of a new public recreation/community center will largely depend on how much citizens are willing to pay per month in increased property taxes to fund the new center and what features they want to be available in the center. The estimated tax amount is based on an average home in Springville (about \$198,000). Please read the following six options carefully and circle the one option that most closely reflects your opinion. (See back of letter for a detailed description of each option)

- circle ONE LETTER:
- | | Approximate monthly tax increase for average home |
|---|---|
| A. Build a new community recreation center that includes all 4 activity centers
(Sports & Fitness Center, Outdoor Aquatics Center, Indoor Aquatics Center, Indoor lap/competitive pool) | \$ 16.33 |
| B. Build a new community recreation center that includes 3 activity centers. | \$ 12.83 |
| C. Build a new community recreation center that includes 2 activity centers. | \$ 9.33 |
| D. Build a new community recreation center that includes 1 activity center. | \$ 5.83 |
| E. Extensively repair and remodel the existing swimming pool (about 30 years old)
(This is the low estimate for building repairs ... the pool is starting to leak water) at least: | \$ 1.17 |
| F. Close the current pool and do not build a new community recreation center | \$ 0.00 |

27. If Springville citizens decide to build a new community recreation center but have to choose between including just one or two activity centers or building all the centers in phases, please rank order the options below from 1 to 4, starting with the most important to you. (1=most important to me to 4=the least important to me)

- Sports and Fitness Center (open all year)
- Outdoor Aquatics Center (open Memorial Day to Labor Day)
- Indoor Aquatics Center (open all year)
- Indoor lap/competitive pool (open all year)

28. If choices had to be made on what to include in the Sports and Fitness Activity Center, how would you rank order each option below? (1 = most important to include to 7 = the least important to include, etc.)

- single and/or double gym (for basketball and volleyball)
- large multipurpose rooms (for aerobic training - cardio fitness)
- racquetball courts
- indoor running track
- weight room
- climbing wall
- other (specify) _____

Now a few last questions about you. These questions will only be used for statistical comparisons.

29. What is your sex? male female
30. In what year were you born? 19 _____
31. In total, how many years have you lived in Springville? _____ years
32. About how many more years do you anticipate living in Springville? _____ years or rest of my life
33. What is the highest grade or level of education that you have completed? (Check one)
- 1-11th grade High School Diploma Some College Associate Degree (AA) Bachelors Degree Masters Degree Ph.D., M.D. J.D., etc.
34. Which category best describes the ethnic or racial group that you identify yourself with. Is it...? (Check one)
- Hispanic/Latino African-American/Black Asian/Pacific Islander White Native American other
35. Is there any language other than English regularly spoken at home? (Check one) yes no
36. Do you have high-speed Internet access in your home? (Check one) yes no, have dial-up service no
37. In total, how many people, including yourself, currently live in your household _____ (TOTAL)
- Starting with the oldest, please list their ages: _____
38. What is your current marital status? (Check one)
- married separated due to marital problems divorced widowed never married
39. Which category best describes the house or apartment you live in? (Check one)
- single family residence duplex/fourplex multi-family apartment mobile home condo other
40. Do you own or rent the house or apartment where you live? own rent
41. Are you a registered voter? (Circle one)

- 1 yes
- 2 no

42. Did you vote: (check one)

a. in the last general election? yes no

b. in the last Presidential election? yes no

43. What is your current employment status? Are you: (Circle one)

- 1 employed in a full-time job for pay →
- 2 employed in a part-time job for pay →
- 3 homemaker who does not work outside the home
- 4 retired
- 5 student
- 6 unemployed

44. Where is your work located?

- 1 Springville
- 2 Provo
- 3 Spanish Fork
- 4 Orem
- 5 Other (city?) _____

45. If you consider all of your earnings, investments, and personal income, about how much was your total family income in 2008? Was it: (Check one)

- ___ less than \$15,000 ___ \$35,000 - \$49,999 ___ \$75,000 - \$99,999 ___ \$125,000 - \$149,999
- ___ \$15,000 - \$34,999 ___ \$50,000 - \$74,999 ___ \$100,000 - \$124,999 ___ \$150,000 or more

46. What is the ONE thing that you feel the City could do to make your neighborhood a better place to live? (Write in answer)

47. What is the ONE thing that you feel the City could do to make Springville a better place to live? (Write in answer)

48. To help us know what neighborhood you talked about, please put a visible "X" on the map near the location of your home. (Remember this is a totally anonymous survey. Without knowing your neighborhood, the City will not know where improvements in services need to be made.)

