



City of Brighton City Survey Results for 2013



1. Please rank the IMPORTANCE of the following City Services, Programs and Activities

| Description | Critical | Very Important | Important | Not Important | Unnecessary | DNA | Total Surveys |
|---|----------|----------------|-----------|---------------|-------------|-----|---------------|
| Public Safety (Police) | 63% | 27% | 8% | 2% | 0% | 1% | 169 |
| Streets and Storm Drainage | 19% | 47% | 30% | 2% | 1% | 1% | |
| Refuse Collection & Disposal | 20% | 50% | 28% | 1% | 1% | 1% | |
| Refuse Recycling Program | 10% | 36% | 42% | 8% | 3% | 1% | |
| Yard Waste / Leaf Collection Program | 6% | 33% | 44% | 11% | 6% | 1% | |
| Sidewalks | 11% | 44% | 37% | 5% | 4% | 1% | |
| Street Lighting | 22% | 45% | 27% | 2% | 1% | 2% | |
| Property Regulation (zoning, code enforcement & planning) | 14% | 33% | 42% | 9% | 1% | 1% | |
| The Appearance of Public Grounds and Facilities | 12% | 43% | 41% | 3% | 1% | 0% | |
| Civic and Special Events and Promotional Activities | 7% | 24% | 45% | 18% | 6% | 1% | |
| Water and Sanitary Sewer Services | 46% | 35% | 16% | 2% | 0% | 1% | |

2. Please Rate the QUALITY of the following City Services, Programs and Activities

| Description | Excellent | Very Good | Good | Fair | Poor | DNA | Total Surveys |
|---|-----------|-----------|------|------|------|-----|---------------|
| Public Safety (Police) | 50% | 31% | 15% | 2% | 2% | 0% | 169 |
| The Condition of Streets and Storm Drainage | 10% | 34% | 40% | 15% | 1% | 1% | |
| Street Cleaning Program | 9% | 28% | 40% | 14% | 7% | 2% | |
| Snow Removal Services | 18% | 35% | 32% | 8% | 5% | 3% | |
| Traffic Flow Along Main Street | 4% | 23% | 40% | 22% | 10% | 1% | |
| Traffic Flow Along Grand River Avenue | 3% | 17% | 30% | 33% | 17% | 0% | |
| Traffic Flow Along Challis Road | 4% | 26% | 49% | 15% | 5% | 2% | |
| Refuse Collection & Disposal | 18% | 46% | 32% | 1% | 2% | 1% | |
| Refuse Recycling Program | 17% | 43% | 30% | 6% | 2% | 2% | |
| Yard Waste/Leaf Collection Program | 11% | 38% | 34% | 10% | 2% | 5% | |
| Sidewalks | 5% | 25% | 50% | 13% | 7% | 1% | |
| Street Lighting | 9% | 36% | 43% | 9% | 1% | 2% | |
| Property Regulation (zoning, code enforcement & planning) | 5% | 32% | 46% | 9% | 4% | 4% | |
| The Appearance of Public Grounds & Facilities | 12% | 39% | 37% | 8% | 3% | 1% | |
| Civic and Special Events and Promotional Activities | 15% | 37% | 39% | 4% | 4% | 2% | |
| Water and Sanitary Sewer Services | 15% | 47% | 25% | 7% | 5% | 0% | |



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| | | | | | | |
|--|-----|-----|-----|-----|-----|-----|
| The Ease of Walking in the City's Neighborhood Areas | 20% | 35% | 30% | 8% | 5% | 2% |
| The Ease of Walking in the Downtown Area | 30% | 42% | 22% | 2% | 3% | 0% |
| Usefulness of the City's Website | 9% | 32% | 38% | 11% | 4% | 7% |
| Usefulness of the City's Cable Channel | 1% | 15% | 43% | 15% | 12% | 14% |
| Level of Service Provided to You by City Staff | 16% | 35% | 36% | 7% | 4% | 3% |
| Overall Satisfaction with the City's Services | 17% | 41% | 33% | 7% | 4% | 0% |

3. Please Rank the importance of the following Issues Currently Facing the City of Brighton (with 1 being the most important and 5 being the least important)

| Description | Most Important | Very Important | Important | Somewhat Important | Least Important | Total Surveys |
|-------------------------|----------------|----------------|-----------|--------------------|-----------------|---------------|
| Controlling Growth | 4% | 6% | 15% | 27% | 31% | 158.00 |
| Encouraging Growth | 7% | 7% | 17% | 22% | 37% | 158.00 |
| Controlling Traffic | 5% | 16% | 35% | 18% | 7% | 157.00 |
| Crime / Resident Safety | 43% | 26% | 12% | 8% | 2% | 137.00 |
| Managing its Budget | 36% | 38% | 14% | 7% | 1% | 133.00 |
| Did Not Answer | 7% | 7% | 8% | 23% | 27% | 102.00 |

4. Please indicate how well you believe the following words/statements describe the City of Brighton:

| Description | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | DNA | Total Surveys |
|---|----------------|-------|----------------------------|----------|-------------------|-----|---------------|
| Fast Growing | 15% | 45% | 34% | 3% | 1% | 2% | 169 |
| Progressive | 12% | 54% | 23% | 9% | 2% | 0% | |
| A Community with a Small Town Feel | 24% | 48% | 17% | 5% | 6% | 0% | |
| Friendly | 27% | 56% | 11% | 3% | 4% | 0% | |
| Congested | 16% | 28% | 37% | 17% | 2% | 1% | |
| A Place I would Recommend to Other People to Live | 42% | 42% | 11% | 2% | 2% | 1% | |
| Safe | 45% | 49% | 4% | 1% | 0% | 2% | |
| An Affluent Community | 16% | 51% | 27% | 5% | 1% | 0% | |
| A Comfortable Place to Live | 35% | 54% | 7% | 2% | 2% | 0% | |
| A Regional Service Center | 11% | 28% | 51% | 4% | 4% | 2% | |
| A Place I Enjoy Living In | 47% | 43% | 7% | 2% | 2% | 0% | |
| A Business Friendly Community | 20% | 41% | 32% | 4% | 1% | 2% | |



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| 5. Should uniformed police presence and visibility in the City of Brighton be: | Increased | Same | Decreased | DNA | Total |
|--|-----------|------|-----------|-----|-------|
| | 23% | 70% | 5% | 2% | 169 |

| 6. Where do you get most of your information about City of Brighton policies, procedures, events, and services? | Facebook | Newspaper | City Cable Channel | City Web Site | DNA | Total |
|---|----------|-----------|--------------------|---------------|-----|-------|
| | 5% | 60% | 3% | 30% | 2% | 169 |

| 7. Do you believe the Outdoor Sculpture Exhibit enhances the quality of life in Brighton | Yes | No | DNA | Total |
|--|-----|-----|-----|-------|
| | 54% | 44% | 2% | 169 |

| 8. Do you support the use of parking meters downtown in high demand spaces to help defray the maintenance and operational cost of Downtown parking system? | Yes | No | DNA | Total |
|--|-----|-----|-----|-------|
| | 27% | 73% | 0% | 169 |

| 9. Are you the owner of a residential or commercial property in the City of Brighton? | Residential | Commercial | Both | DNA | Total |
|---|-------------|------------|------|-----|-------|
| | 86% | 11% | 2% | 2% | 169 |

| 10. Are you a City resident and a City of Brighton property taxpayer? | Yes | No | DNA | Total |
|---|-----|-----|-----|-------|
| | 85% | 15% | 0% | 169 |

| 11. Are you a City resident? | Yes | No | DNA | Total |
|------------------------------|-----|-----|-----|-------|
| | 83% | 16% | 1% | 169 |

| 12. Do you own and operate a business in our City? | Yes | No | DNA | Total |
|--|-----|-----|-----|-------|
| | 15% | 85% | 1% | 169 |

| 13. Do you feel safe walking and driving in the City of Brighton? | Yes | No | DNA | Total |
|---|-----|----|-----|-------|
| | 99% | 1% | 0% | 169 |

| 14. Do you feel safe at your home or business in the City of Brighton? | Yes | No | DNA | Total |
|--|-----|----|-----|-------|
| | 99% | 1% | 0% | 169 |



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| | | | | | | | |
|--|--------------------|----------------------|-------------------|---------------------|------------|------------|----------------------|
| 15. Do you participate in the City's solid waste reduction/recycling efforts? | Yes 84% | No 16% | DNA 0% | Total 169 | | | |
| 16. Do you leave the City for work? | Yes 46% | No 51% | DNA 2% | Total 169 | | | |
| 17. Do you subscribe to cable television? | Yes 86% | No 14% | DNA 1% | Total 169 | | | |
| 18. Do you have Internet access at home? | Yes 96% | No 4% | DNA 0% | Total 169 | | | |
| 19. If Yes, do you follow the City of Brighton on Facebook? | Yes 14% | No 84% | DNA 2% | Total 169 | | | |
| 20. Would you accept emails notifications from the City of Brighton for Street Closures, Current Events, or Emergencies etc.? | Yes 76% | No 24% | DNA 1% | Total 169 | | | |
| 21. Do you have children under the age of 18 living in your home? | Yes 24% | No 75% | DNA 1% | Total 169 | | | |
| 22. Were you able to respond to the Online Survey method through our City Website two years ago? | Yes 52% | No 43% | DNA 5% | Total 169 | | | |
| 23. IF Yes, have seen an improvement in City service delivery and/or relations since that time? | Yes 29% | No 28% | DNA 43% | Total 169 | | | |
| 24. Are you Male or Female? | Male 59% | Female 40% | DNA 1% | Total 169 | | | |
| 25. Which of the following best describes your age? | 18 - 29 | 30 - 39 | 40 - 49 | 50 - 61 | 62+ | DNA | Total Surveys |

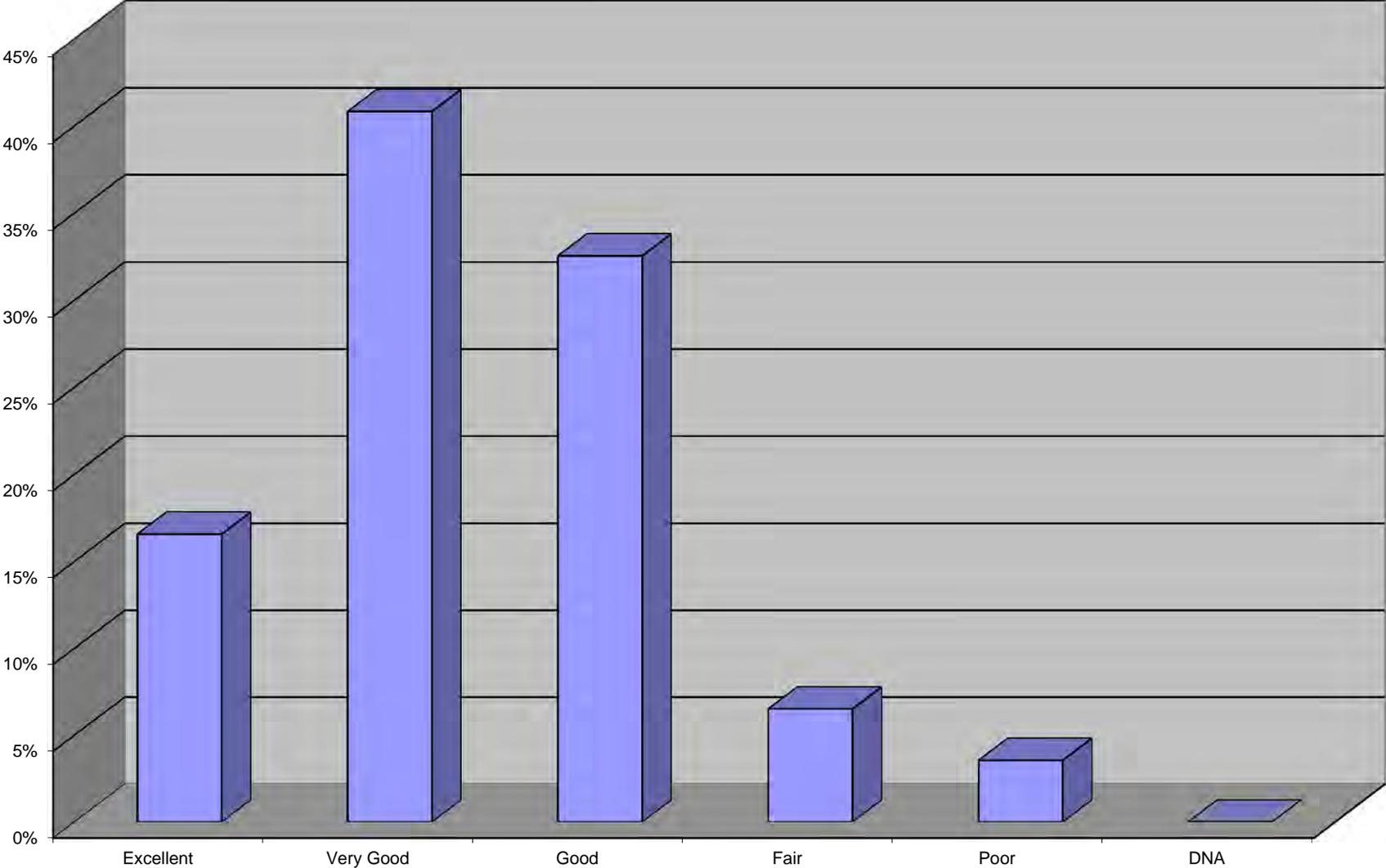


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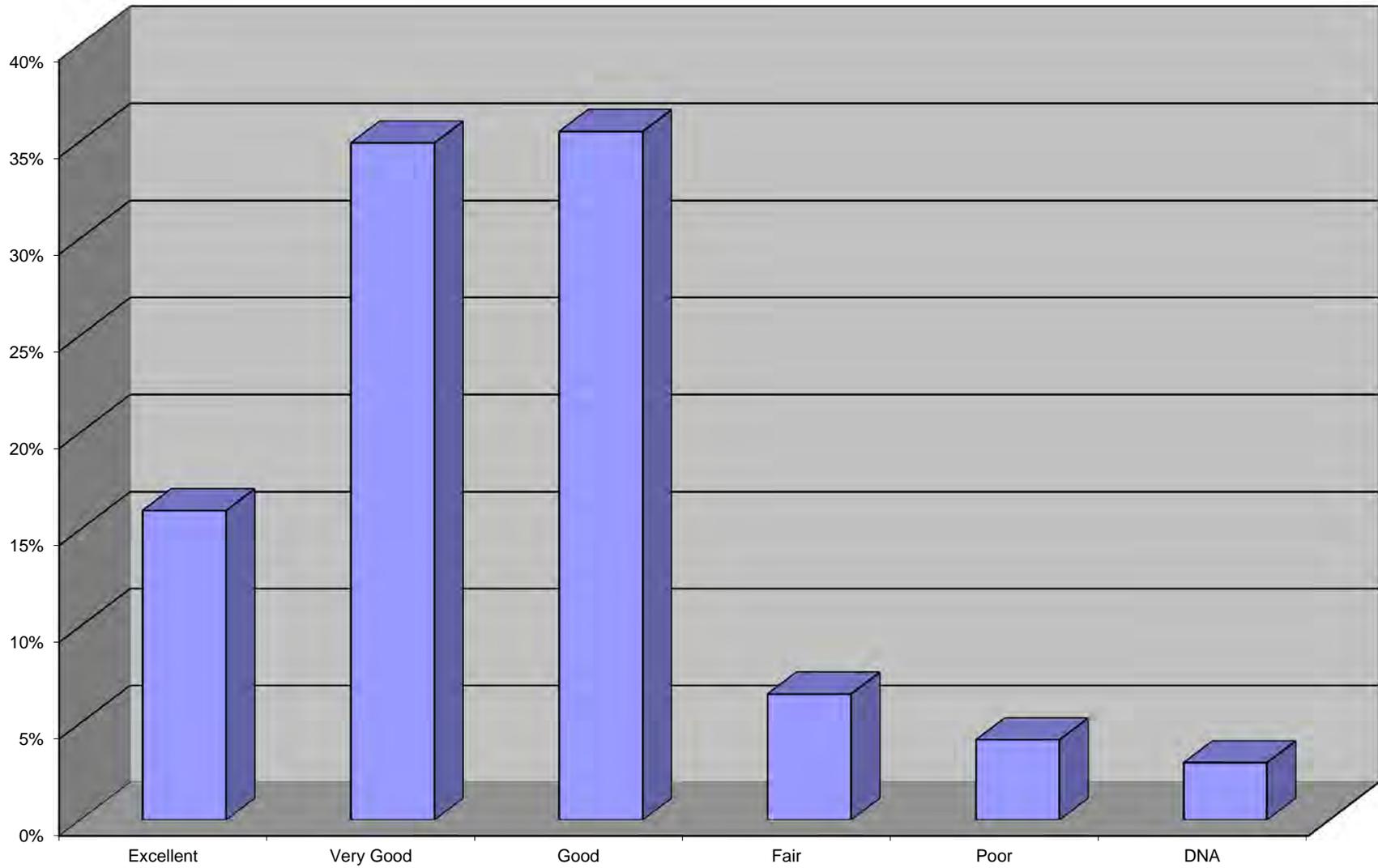


| | | | | | | |
|----|-----|-----|-----|-----|----|-----|
| 2% | 12% | 14% | 35% | 37% | 0% | 169 |
|----|-----|-----|-----|-----|----|-----|

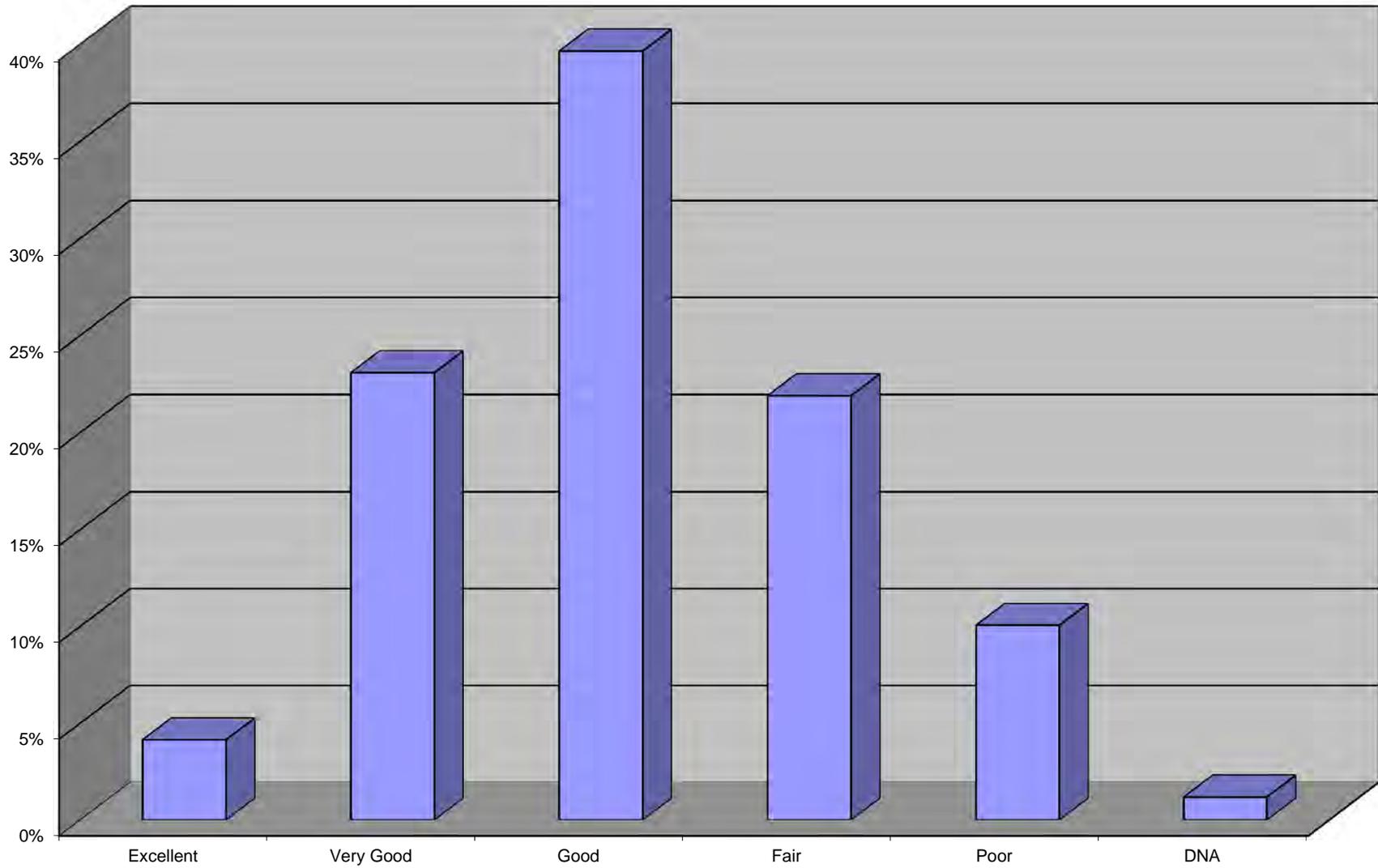
Overall Satisfaction with the City's Services



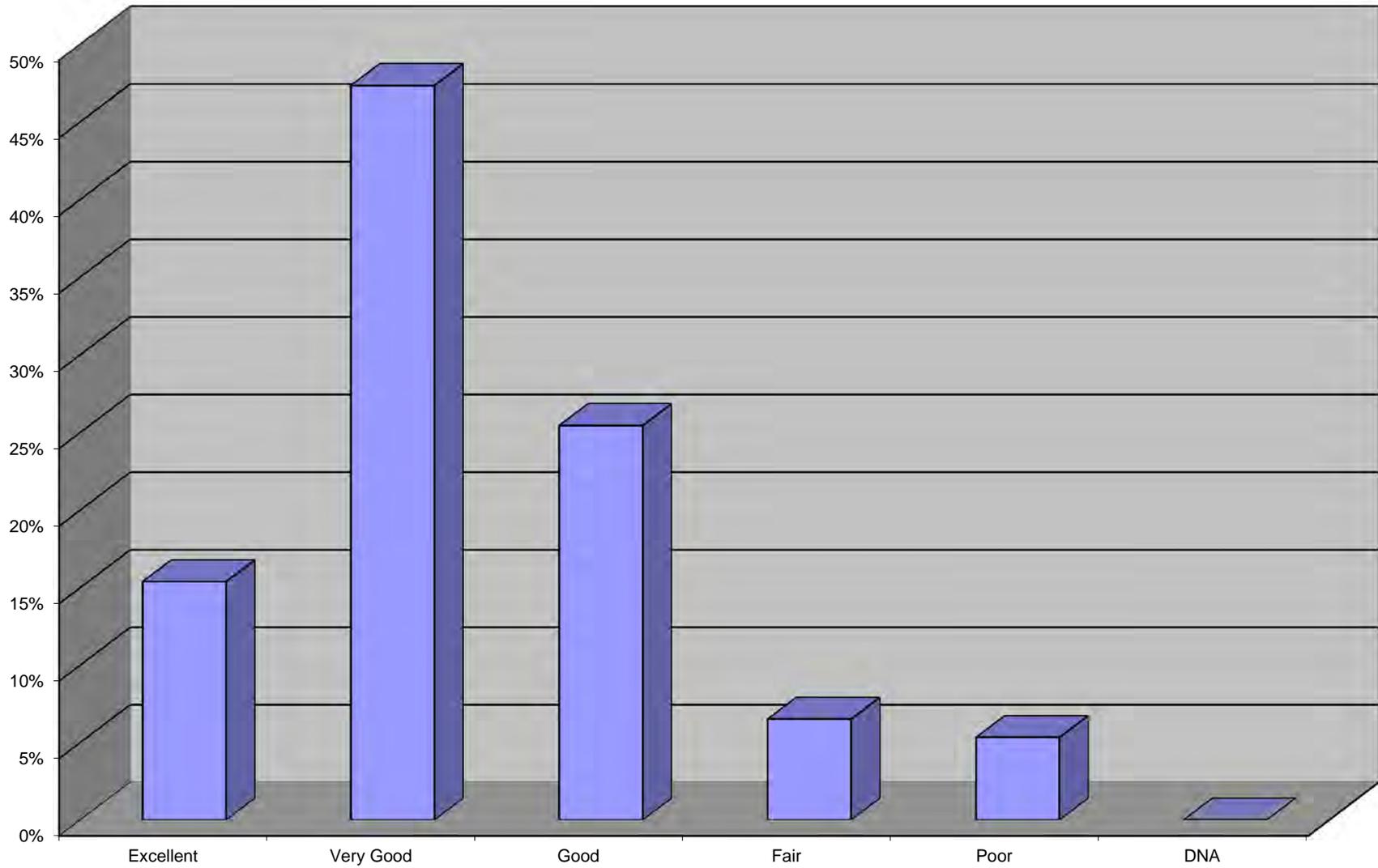
Level of Service Provided to You by City Staff



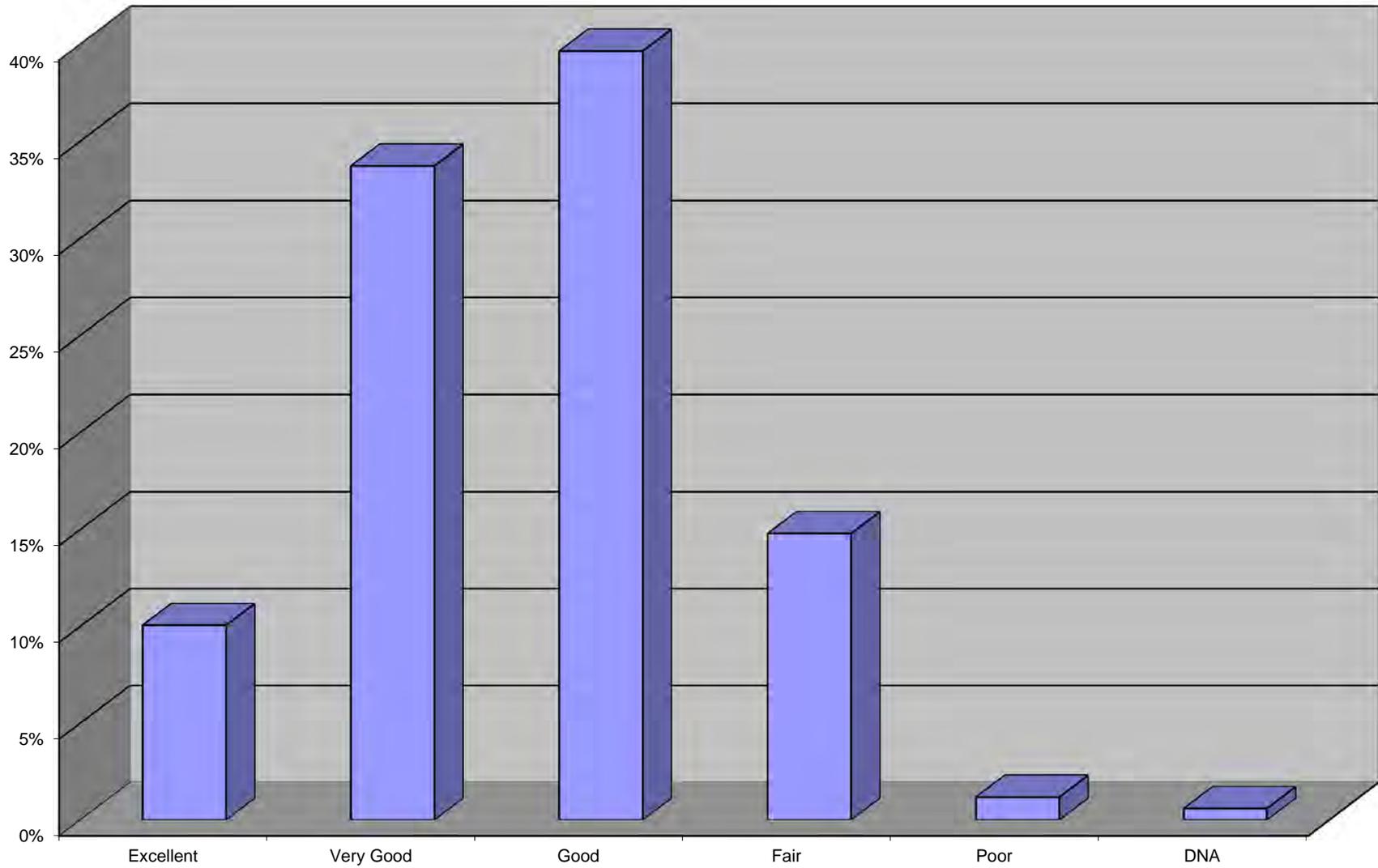
Traffic Flow Along Main Street



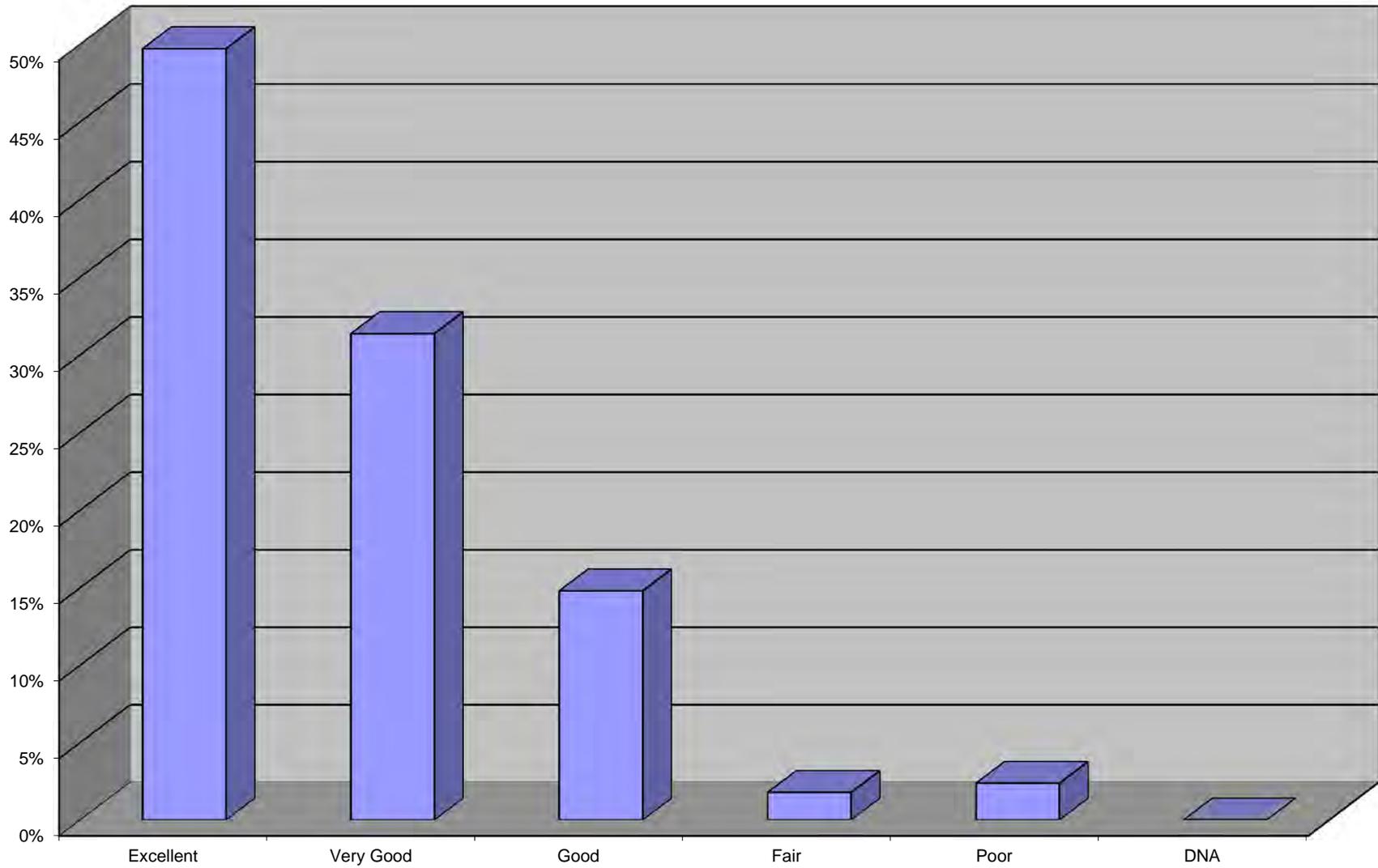
Water and Sanitary Sewer Services



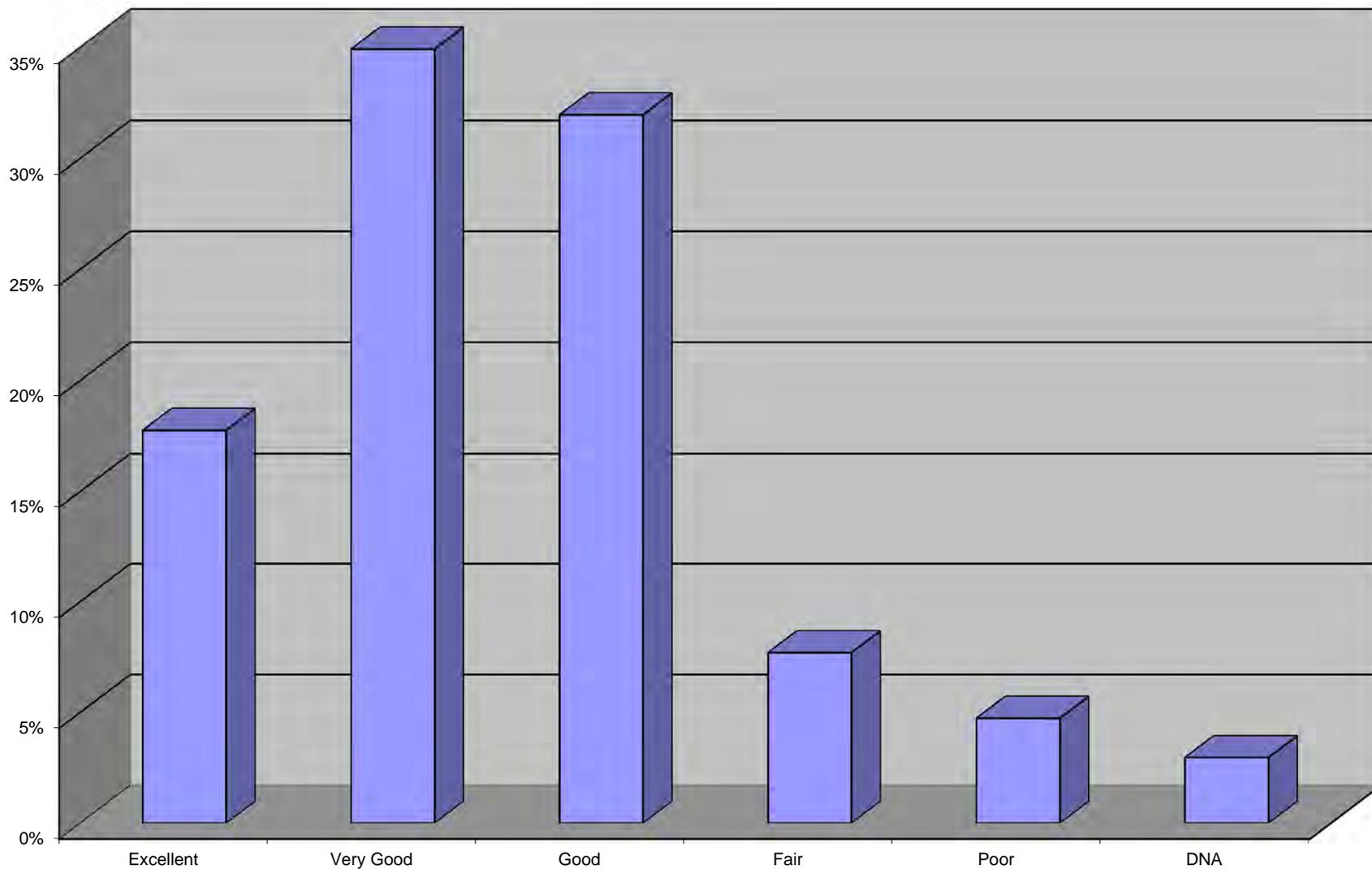
The Condition of Streets and Storm Drainage



Police Public Safety



Snow Removal Services



If You filled out the 2011 survey, have seen an improvement in City service delivery and/or relations since that time?

