

**City of University Place Citizen Survey  
2007  
Preliminary Report**

**Prepared for  
University Place City Council**

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## Table of Contents

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	<b>PAGE</b>
<b>Introduction</b>	
<b>Background, Purpose, and Methodology</b>	<b>1</b>
<b>Scope and Limitations</b>	<b>2</b>
<b>Results</b>	<b>2</b>
<b>Recommendations</b>	<b>5</b>
<b>Findings</b>	<b>7</b>
<b>Appendices</b>	
<b>Appendix A: Survey Questions</b>	<b>33</b>
<b>Appendix B: Survey Comments</b>	<b>38</b>
<b>Appendix C: Tables</b>	<b>71</b>

**CITY OF UNIVERSITY PLACE**  
**CITIZEN SURVEY 2007 PRELIMINARY REPORT**

**I. INTRODUCTION**

**Background, Purpose, and Methodology**

In May 2007 Sound Communication was invited to submit a proposal for conducting a survey of citizens residing in the City of University Place. Upon acceptance of that proposal and subsequent contract agreement, input was sought from City staff and board members regarding possible topics and questions for the survey. The final set of proposed questions for a written/online survey were reviewed and approved by the City of University Place board.

Based on our consultation with the officials at the City of University Place, it was decided to invite all of the citizens of UP to participate in the survey. The survey was formatted as a mail insert placed inside the city's monthly newsletter. A self-addressed, postage paid format was provided, with returns sent to the City of UP town hall office.

The written survey was mailed to University Place residents the second week of July, with a request to return completed surveys by July 31. After the collection period ended the total number of surveys received was 672 with a total of 636 usable surveys. The overall response rate offers a confidence interval of +-4%, which is very acceptable for survey projects.

Completed written survey forms were coded for computer data entry, and all items capable of objective, mathematical analysis were entered and then analyzed using a Microsoft Excel statistical package instrument. The statistical analysis provided percentages, frequency distribution of responses, and comparisons of desired variables. Compilation of frequency distribution results are reported in **Table** format in the text, and in **Chart** or **Table** form as Appendix materials. Respondent comments were also compiled for open-end questions or where other comments were made. These additional comments were made in a comment box provided both online and in the written survey

and have also been analyzed for themes and patterns. Patterns and major elements in those questions are included in the text discussion, and the total list of comments is provided in the report as **Appendix C** material.

### **Scope and Limitations of the Study**

Names were not recorded in data gathering therefore insuring respondent anonymity. Much was openly provided; many respondents volunteered encouraging or critical opinions and comments.

Sound Communication's primary duty for this project was to serve as data gatherer and compiler, and then to identify and describe themes, patterns, highlights, relationships, and particularly significant issues arising from the data. Conclusions have been drawn and recommendations made when the findings of the study have appeared to warrant attention. The computer printouts of compilations and analyses (**Appendices**) provide additional details beyond the scope of the primary variables examined for this study.

Finally, conclusions and recommendations made herein are the educated and considered opinions of the analyst. The City of University Place has full right and responsibility to review the results of the survey and to make decisions about accepting, rejecting, or implementing any recommendations. The report is submitted in confidence that the data will clearly indicate and warrant the conclusions made, and that suggested action steps might be appropriate.

## **II. RESULTS**

The results provided here have been reached after analysis of the survey data collected in July 2007. In some instances, a result will refer to data essentially from a single survey question. Other conclusions will be made after examining interactions and relationships from several survey questions and respondent comments. It is important to recognize that the conclusions contained herein, and the recommendations that follow are based on the perceptions and opinions of those who responded to the survey. The reader will need to refer to report "Highlights" below, which are a summary, and to Tables and

Appendix comments in order to locate all the details from which the conclusions have been generated.

### **Highlights- Positive Factors**

Residents of University Place are very pleased with street and road conditions —one of the highest levels of agreement of any issue in the survey (% excellent or good).

Similarly, residents are likewise very pleased with the way the city keeps citizens informed about salient issues (76.5% strongly agree or agree).

1. There appears to be very strong agreement about the *safety* of neighborhoods and businesses in the City of University Place. Over 95% of resident indicate their neighborhoods are safe and over 94% of residents agree that business areas are safe. Further, of those residents who did report contact with city police, just under three-quarters favorably rated police handling of the contact.
2. Residents of University Place (81%) are pleased with the *appearance* of Parks as “good” or “excellent”. Of those who expressed an opinion, residents also reviewed Parks and Receptions *programs, quality* and *range* positively.
3. Residents provided consistently enthusiastic evaluations (ranging from 82-88% in agreement) across all questions concerning the *conditions of streets and roads* and the *garbage collection* and *recycling programs* offered by the City.
4. Many residents continue, as in past evaluation years, to express their support for the City’s direction and find that recent changes have made the City a more livable place.
5. Similarly, residents are likewise very pleased with the way the city keeps citizens informed about salient issues (79.9% strongly agree or agree). Further, although

the most common answer was “don’t know” to the evaluation of the City Council’s responsiveness, almost 40% either agreed or strongly agreed that the Council responds to citizen concerns.

### **Highlights – Areas of Concern**

- 1.** Residents of University Place indicated some concern about code enforcement issues such as weed lots, abandoned vehicles, graffiti, and dilapidated buildings. Although many citizens didn’t feel that their neighborhoods in particular suffered from these problems, and, in general, half of the City residents expressed a positive evaluation, about 20% of the residents indicated there somewhat more serious or major problems that need to be addressed. In particular, the open-ended comments pointed to particular problems or areas where they thought attention was needed.
- 2.** Similar to responses about code control, while residents have high regard for the attention the City pays to street and road conditions, in open-ended comments many citizens wish for greater awareness of this service provided by the City. For example, suggestions included advance notice of sweeping and more information about the scheduling of sweepers.
- 3.** While two-thirds of residents report the enforcement of traffic laws is about right, in open-ended responses many citizens expressed concern for the perceived lack of police enforcement of traffic laws, such as speeding or running red lights.
- 4.** While many UP residents widely agreed (70.8%) that the City impose further penalties for illegal fireworks, they are divided over whether fireworks should be

banned or legalized. There does seem to be some relationship to age, with those in ages ranging from 25-45 seeking fewer restrictions on fireworks.

5. Concerning animal control, over two-thirds of the residents could not respond. These “undecided” responses indicate that there is not a lot of trouble with animal control in the City and another one-fifth of the residents rated the response as favorable. Very few citizens (10%) rated the response as inadequate. The open-ended responses of those who rated the City’s response as “fair” or “poor” do offer an opportunity to address commonly reported problems such as wild animals and loose or barking dogs.
6. When considering the value of recent changes improving the livability of the city, one-quarter of the residents could not respond. These “undecided” responses afford the City an opportunity to communicate and inform citizens about the positive changes the City has made.

### **III. RECOMMENDATIONS**

The following recommendations are based strictly upon what has come from the findings of this survey. No claims are made about special knowledge of City of University Place policies, or about the actions or events that may have been referred to by respondents to the survey. There is no special knowledge either about existing programs under way or being considered by the City. It is the writer's judgment that recommendations provided here are warranted by the data.

1. Since half of the citizens rated Parks and Recreation as “safe” the 45% who could not evaluate the safety of Parks offer an opportunity to manage the impression of safety in the City’s public spaces. In open-ended responses there are many

comments about the desire for more street lights in particular areas that provide opportunities to consider.

2. While over three-quarters of residents indicated there are no or only small code problems, well over half of all residents felt indicated they were undecided in their ability to assess code enforcement. Work toward showing both those who do not seem to be affected by code problems in their areas, as well as the 20% of University Place citizens who indicated there were problems with enforcement, how the City responds to localized problems that affect a few people in particular areas. The comments in the appendices will provide an action plan. These small changes can create larger impressions among residents concerning the City's attention to details.
3. Continue to keep residents informed about city growth and planning as this is a very positive result in the survey. Clearly the city is attractive and has continued over the years to draw new residents. Many of these new residents have not yet created informed opinions about, for example, animal control, code enforcement, or how responsive the City is in addressing these concerns. This influx of new residents within the past five years offers opportunities for the City of University Place find additional ways to inform and involve newcomers as well as longer-term residents in developing a culture of inclusion and involvement in city affairs.
4. When considering services in trade for their tax dollars, in the previous 2005 evaluation, 60.5% of the citizens either agreed or strongly agreed there is parity in the exchange, whereas in the current year only about half of UP residents agreed or strongly agreed. The open-ended comments demonstrated citizens' increased

concern for growth in taxes while trying to manage personal finances on a fixed income. The City should continue to demonstrate just how many services are provided with tax dollars, while also showing sensitivity to the burden.

5. Build upon both the positive highlights and areas of concern from the findings of the 2007 survey in establishing priorities for making improvements in City practices and operations. Where there are findings that offer areas for concern or opportunities for further development develop target goals and action steps to make the changes that will bring improvement. Focus on sequential progress and then evaluate the results of the efforts made to effect desired change.

#### IV. FINDINGS

The survey findings listed below summarize the results of the written survey conducted with citizens living within the City of University Place in July 2007. These findings include responses from 636 citizens who self-selected to participate in the Community Opinion survey. Findings are arranged in the order of the questions on the survey form. Where feasible, information will be placed in Table format in the text of this section. More extensive data may be placed in the Appendices and will be so noted by Appendix designation, by Question or Chart number. A copy of the survey is found in **Appendix A**. Open-end comments or answers have been compiled and are included, by question number in **Appendix B**. Fully detailed materials for every question-- in computer printouts--are also available and provided as **Appendix C – Tables**, or in **Appendix D -- Charts**.

**For Questions 1 through 8 respondents were asked to indicate their position on the statements using this Excellent-Poor Scale: 1=Excellent, 2=Good, 3 =Don't Know, 4=Fair, 5=Poor. Respondents could decline to answer any of the questions if they so chose. In Questions 1-8 all percentages are reported as "valid" percent. If "Fair" or "Poor" was selected, respondents were provided a comment box to expand on their answer. These additional comments are available in Appendix B.**

## Section A. Parks and Recreation

### Question 1: How do you rate the quality of University Place Parks and Recreation programs?

Virtually all those surveyed answered this question. About two-thirds of those responding to the survey (59.2) indicated they felt the quality of the city’s programs was good to excellent. Thirty-five percent of the respondents weren’t able to answer the question and very few respondents (5.8%) rated the city’s program quality as “fair” or “poor”. Clearly, most citizens appreciate the effort the City of UP makes in putting together quality programs for residents, and when compared to those who rated programs in the previous evaluation cycle the number of those citizens who selected “fair” or “poor” dropped by 50%. The distribution of responses across the range of possible answers will be seen in **Table 1**.

Table 1 Quality of UP Parks and Recreation Programs						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	615	Excellent	108	17.0	17.6	17.6
		Good	256	40.3	41.6	59.2
		Don't Know	215	33.8	35.0	94.1
		Fair	31	4.9	5.0	99.2
		Poor	5	0.8	0.8	100.0
Missing	21	NR	21	3.3	100.0	
Total	636		636	100.0		

### Question 2: How do you rate the range of programs offered by Parks and Recreation?

Ratings of the range of programs offered by parks and recreation were very positive. Just under two-thirds of UP citizens feel that programs are either good or excellent. The other third of the citizens didn’t know and fewer than 7% felt that the range of programs were fair or poor. Very few citizens (3.8% provided no answer). Table 2 below gives a detailed distribution of responses.

Table 2 Range of programs offered by Parks and Recreation						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	612	Excellent	98	15.4	16.0	16.0
		Good	262	41.2	42.8	58.8
		Don't Know	209	32.9	34.2	93.0
		Fair	38	6.0	6.2	99.2
		Poor	5	0.8	0.8	100.0
Missing	24	NR	24	3.8	100.0	
Total	636		636	100.0		

**Question 3: How do you rate the appearance of Parks and Recreation facilities?**

Ratings of the appearance of parks and recreation facilities were overwhelmingly positive. Over three-quarters of UP citizens feel that the appearance of is good or excellent. About 14% of citizens didn't know and less than 4% felt that the appearance was fair or poor. Clearly, most citizens appreciate the effort the City of UP makes in maintaining the appearance of the facilities; when compared to those who rated programs in the previous evaluation cycle the number of those citizens who selected "fair" or "poor" dropped by 50%. Very few citizens (3.5% provided no answer). **Table 3** below gives a detailed distribution of responses.

Table 3 Appearance of UP Parks and Recreation Facilities						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	614	Excellent	195	30.7	31.8	31.8
		Good	308	48.4	50.2	81.9
		Don't Know	87	13.7	14.2	96.1
		Fair	20	3.1	3.3	99.3
		Poor	4	0.6	0.7	100.0
Missing	22	NR	22	3.5	100.0	
Total	636		636	100.0		

**Question 4: How do you rate the safety of Parks and Recreation facilities?**

Ratings of the safety of parks and recreation facilities were split between those who were positive and those who couldn't form an impression. Just under half (48.9) of UP citizens rate the facilities as offering good or excellent safety. Another 45% of citizens didn't know and 6% felt that safety was fair or poor. Just under 5% of citizens provided no answer. Table 4 below gives a detailed distribution of responses.

Table 4 Safety of Parks and Recreation Facilities						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	605	Excellent	97	15.3	16.0	16.0
		Good	199	31.3	32.9	48.9
		Don't Know	273	42.9	45.1	94.0
		Fair	25	3.9	4.1	98.2
		Poor	11	1.7	1.8	100.0
Missing	31	NR	31	4.9	100.0	
Total	636		636	100.0		

**Section B. Street Road and Maintenance**

**Question 5: How do you rate the condition of streets and roads in your neighborhood?**

There is strong agreement among University Place residents that streets and roads are in good condition. A full 88.3% of the residents responded that roads are in good condition overall or in mostly good condition. Roughly one out of ten residents (10.2%) felt that there exist many bad spots and only 11 residents offered no review. Although the number of strong evaluations of roads has dropped slightly, most city residents recognize the attention paid to the maintenance of City roads and streets. **Table 5** below offers the full range of responses.

Table 5 Condition of streets and roads in your neighborhood						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	Good condition	190	29.9	30.4	30.4
		Mostly good condition	362	56.9	57.9	88.3
		Many bad spots	64	10.1	10.2	98.6
		Don't know	9	1.4	1.4	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

**Question 6: How do you rate the quality of street sweeping services in your neighborhood?**

Almost two-thirds of residents rated the quality of sweeping services as excellent or good. Just under twenty-five percent of the residents felt that the quality of services in their neighborhood was fair or poor. Open-ended responses indicate a lack of awareness that street sweeping is paid attention to in their area. These opinions seem to be formed on the basis that the residents do not actually observe street sweepers at work. Most citizens were able to respond to this question with very few (12.7%) of the residents indicating that they did not know how to rate the services. **Table 6** provides the full breakdown of citizens' responses.

Table 6 Quality of street sweeping services in your neighborhood						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	615	Excellent	85	13.4	13.8	13.8
		Good	311	48.9	50.6	64.4
		Don't Know	78	12.3	12.7	77.1
		Fair	105	16.5	17.1	94.1
		Poor	36	5.7	5.9	100.0
Missing	21	NR	21	3.3	100.0	
Total	636		636	100.0		

## Section C: Refuse and Recycling Services

### Question 7: Overall, how do you rate residential refuse/garbage collection services in UP?

UP residents offer highly favorable ratings of the residential garbage collection services that the City of UP offers. Almost nine out of ten residents (87.5% ) think the service is either excellent or good. Some residents (8.6%) rated the service as fair and very few (1.7%) indicated a poor service rating. A full list of comments on residents’ ratings can be found in **Appendix B** under the listing of Question 7. **Table 7** illustrates the full range of responses.

UP Garbage collection services						
Table 7						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	631	Excellent	256	40.3	40.6	40.6
		Good	296	46.5	46.9	87.5
		Don't Know	14	2.2	2.2	89.7
		Fair	54	8.5	8.6	98.3
		Poor	11	1.7	1.7	100.0
Missing	5	NR	5	0.8	100.0	
Total	636		636	100.0		

### Question 8: Overall, how do you rate University Place’s residential recycling?

As in garbage collection services, UP residents appreciate the residential recycling services. Most residents (82.6%) agreed that services were good or excellent. Very few indicated that the recycling service was fair or poor. Among those few who rated the service as “fair” or “poor”, in additional comments indicated that they felt paying for recycling was expensive and they wished the City would also pick up glass. A full list of comments on residents’ ratings can be found in **Appendix B** under the listing of Question 8. **Table 8** illustrates the distribution of all responses to the question.

Table 8 UP Residential recycling						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	627	Excellent	217	34.1	34.6	34.6
		Good	301	47.3	48.0	82.6
		Don't Know	30	4.7	4.8	87.4
		Fair	66	10.4	10.5	97.9
		Poor	13	2.0	2.1	100.0
Missing	9	NR	9	1.4	100.0	
Total	636		636	100.0		

### Section D: Police Services

For Questions 9-13 respondents were asked to indicate their position on the statements using this scale: 1=Very Safe, 2= Somewhat Safe, 3=Don't Know, 4=Somewhat Unsafe, and 5=Very Unsafe. Respondents could decline to answer any of the questions if they so chose. If "Unsafe" or "Very Unsafe" was selected, respondents were provided a comment box to expand on their answer. These additional comments are available in Appendix B.

#### Question 9: How safe do you feel walking alone in your neighborhood in general?

This was the most clearly agreed upon response in the survey. Nearly all residents had an opinion and 9 out of ten residents either strongly agreed or agreed that they feel safe in their neighborhoods. This is a significantly positive association for the City of University Place residents. Table 9 will clearly show those differences.

Table 9 How safe do you feel walking alone in your neighborhood in general?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	Very safe	277	43.6	44.3	44.3
		Reasonably safe	300	47.2	48.0	92.3
		Don't Know	8	1.3	1.3	93.6
		Somewhat unsafe	30	4.7	4.8	98.4
		Very unsafe	10	1.6	1.6	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

**Question 10: How safe do you feel walking alone in your neighborhood after dark?**

Although there is a change in impressions of neighborhood safety from general to nighttime, two-thirds of the respondents indicated that felt very safe, or reasonably safe in their neighborhoods after dark. One very positive change from the previous evaluation is that there was a six percent increase from those who previously indicated they felt reasonably safe to reporting they felt very safe. Only two in ten residents feel it is somewhat or very unsafe to walk in their neighborhood after dark. Further, very few residents (2.7%) chose not to respond. **Table 10** provides the detailed look at all responses.

How safe do you feel walking alone in your neighborhood after dark?						
Table 10						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	619	Very safe	112	17.6	18.1	18.1
		Reasonably safe	296	46.5	47.8	65.9
		Don't Know	95	14.9	15.3	81.3
		Somewhat unsafe	81	12.7	13.1	94.3
		Very unsafe	35	5.5	5.7	100.0
Missing	17	NR	17	2.7	100.0	
Total	636		636	100.0		

**Question 11: How safe do you feel walking alone in your neighborhood during the day?**

As in Question 9, responses to neighborhood safety during the day were overwhelmingly high, with 95.5% of residents indicating that felt either very safe or reasonably safe. Almost two-thirds of resident agreed that they felt “very safe”. Further, very few residents (6) chose not to respond. **Table 11** provides the detailed look at all responses.

Table 11 How safe do you feel walking alone in your neighborhood during the day?						
		Value	"	Percent	Valid Percent	Cumulative Percent
Valid	625	Very safe	367	57.7	58.7	58.7
		Reasonably safe	230	36.2	36.8	95.5
		Don't Know	8	1.3	1.3	96.8
		Somewhat unsafe	14	2.2	2.2	99.0
		Very unsafe	6	0.9	1.0	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

**Question 12: How safe do you feel walking alone in business areas after dark?**

Again, questions about safety in business areas after dark result in similar numbers as in neighborhoods. Just fewer than 60% of all residents felt reasonably or very safe walking alone in business areas after dark. The next highest response (25%) emerged from those citizens who reported they did not know about the safety of business areas after dark.

Exactly one-quarter of all residents feel it is only somewhat safe to walk in business areas after dark and very few residents report feeling it is very unsafe to walk alone in business areas after dark. **Table 12** provides the detailed look at all responses.

Table 12 How safe do you feel walking alone in business areas after dark?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	617	Very safe	83	13.1	13.5	13.5
		Reasonably safe	281	44.2	45.5	59.0
		Don't Know	154	24.2	25.0	84.0
		Somewhat unsafe	86	13.5	13.9	97.9
		Very unsafe	13	2.0	2.1	100.0
Missing	19	NR	19	3.0	100.0	
Total	636		636	100.0		

**Question 13: How safe do you feel walking alone in business areas during the day?**

As in neighborhoods, business areas also receive an overwhelmingly positive rating from UP residents. Over 94% of all residents indicated that felt reasonably or very safe in business areas. Very few residents (1.4%) indicated that they did not know and a very small percentage (1.6) of residents feel only somewhat safe or very unsafe. **Table 13** provides the full range of responses.

Table 13 How safe do you feel walking alone in business areas in the day?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	623	Very safe	325	51.1	52.2	52.2
		Reasonably safe	263	41.4	42.2	94.4
		Don't Know	25	3.9	4.0	98.4
		Somewhat unsafe	9	1.4	1.4	99.8
		Very unsafe	1	0.2	0.2	100.0
Missing	13	NR	13	2.0	100.0	
Total	636		636	100.0		

For Questions 14-18 respondents were asked to indicate their position on the statements using this scale: 1=Yes, 2= Don't Know, and 3=No. Respondents could decline to answer any of the questions if they so chose. If “Yes” on question 18 was selected, respondents were provided a comment box to expand on their answer. These additional comments are available in Appendix B.

**Question 14: During the past 3 months, were you or anyone in your household the victim of any crime?**

All but one resident chose to respond to this question resulting in about five percent of all residents reporting being a victim of a crime. The full detail of responses is provided in **Table 14**.

Table 14 Victim of a crime in the last 3 months?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	635	Yes	34	5.3	5.4	5.4
		Don't know	1	0.2	0.2	5.5
		No	600	94.3	94.5	100.0
Missing	1	NR	1	0.2	100.0	
Total	636		636	100.0		

**Question 15: If yes on q14, did you report all of these crimes to the police?**

Of those residents who responded they had experienced a crime in UP, over 50% of residents who indicated that they reported the crime to the police. **Table 15** shows the detail of all responses.

Table 15 If Yes on q4, did you report all of these crimes to the police?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	36	Yes	20	54.1	55.6	55.6
		Don't know	2	5.4	5.6	61.1
		No	14	37.8	38.9	100.0
Missing	1	NR	1	2.7	100.0	
Total	37		37	100.0		

**Question 16: During the past 12 months, were you or anyone in your household the victim of any crime?**

Only 10% of residents reported being a victim of a crime within the last 12 months. The full detail of responses is provided in **Table 16**.

Table 16 Victim of a crime in the last 12 months?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	626	Yes	60	9.4	9.6	9.6
		Don't know	4	0.6	0.6	10.2
		No	562	88.4	89.8	100.0
Missing	10	NR	10	1.6	100.0	
Total	636		636	100.0		

**Question 17: If yes on q16, did you report all of these crimes to the police?**

Of those residents who responded they had experienced a crime in UP, about two-thirds indicated that they reported the crime to the police. **Table 17** shows the detail of all responses.

Table 17 If yes on q16, did you report all of these crimes to the police?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	61	Yes	40	64.5	65.6	65.6
		Don't know	5	8.1	8.2	73.8
		No	16	25.8	26.2	100.0
Missing	1	NR	1	1.6	100.0	
Total	62		62	100.0		

**Question 18: Have you had any contact with the City of UP police department during the past 12 months?**

Just under one-third of all residents responding to the survey indicated that they had some contact with the City of UP police department within the last year. **Table 18** illustrates the distribution of all responses to the statement.

Table 18 Contact with the police department in the last 12 months						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	627	Yes	177	27.8	28.2	28.2
		Don't know	2	0.3	0.3	28.5
		No	448	70.4	71.5	100.0
Missing	9	NR	9	1.4	100.0	
Total	636		636	100.0		

**Question 19: If yes, how do you rate the handling of the contact by the police?**

Of the one-third of survey respondents who indicated they had contact with the city of UP police, roughly three-quarters (72.6%) indicated that the contact was handled well. Just under 25 % of respondents rated the contact as fair or poor. If fair or poor was selected, citizens were asked to indicate why. A full listing of these 50 extra comments can be found in **Appendix B** under the listing of Question 19. Full depiction of distribution of responses is in **Table 19**.

Table 19 If yes on q18, how would you rate the (police) contact?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	175	Excellent	58	32.8	33.1	33.1
		Good	69	39.0	39.4	72.6
		Don't Know	6	3.4	3.4	76.0
		Fair	23	13.0	13.1	89.1
		Poor	19	10.7	10.9	100.0
Missing	2	NR	2	1.1	100.0	
Total	177		177	100.0		

### Section E: Code Enforcement

For Questions 21 and 22 respondents were asked to indicate their position on the statements using this Excellent-Poor Scale: 1=Poor, 2=Fair, 3 =Don't Know, 4=Good, 5=Excellent. Respondents could decline to answer any of the questions if they so chose. In Questions 21-22 all percentages are reported as “valid” percent. If “Fair” or “Poor” was selected, respondents were provided a comment box to expand on their answer. These additional comments are available in Appendix B.

**Question 20: To what extent are weed lots, abandoned vehicles, graffiti, and dilapidated buildings currently a problem in your neighborhood?**

Most respondents (50.8%) felt that these issues were not a problem in their neighborhoods. About one-quarter of residents responding the question viewed issues of abandoned vehicles, graffiti, and dilapidated buildings as a small problem, whereas very few (6%) felt these issues represented a major problem for the City of UP. Distribution of the responses showing full numbers for each response will be found in **Table 20**.

Table 20 Problem with weed lots, abandoned vehicles, graffiti, and dilapidated buildings in neighborhood?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	628	Not a problem	319	50.2	50.8	50.8
		Only a small problem	157	24.7	25.0	75.8
		Don't Know	32	5.0	5.1	80.9
		Somewhat of a problem	82	12.9	13.1	93.9
		A major problem	38	6.0	6.1	100.0
Missing	8	NR	8	1.3	100.0	
Total	636		636	100.0		

**Question 21: How do you rate the City’s response to these code enforcement issues?**

While over 25% of residents rated this statement positively, it is noteworthy, however, that over two-thirds of the respondents did not express an opinion on the statement. Since awareness of the City’s responsiveness to these problems may not be as visible as other issues, residents may not feel adequately knowledgeable in responding to the question. If fair or poor was selected, citizens were asked to indicate why. A full listing of these extra comments can be found in **Appendix B** under the listing of Question 23. **Table 21** provides full breakdown of responses for each choice.

Table 21 City response to code enforcement issues						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	595	Excellent	29	4.6	4.9	4.9
		Good	109	17.1	18.3	23.2
		Don't Know	367	57.7	61.7	84.9
		Fair	49	7.7	8.2	93.1
		Poor	41	6.4	6.9	100.0
Missing	41	NR	41	6.4	100.0	
Total	636		636	100.0		

**Question 22: How do you rate the City’s response to animal control?**

Just over one-fifth of residents rated this statement positively. The most common response was “don’t know” at 68.4%. Very few residents, less than ten percent, rated the animal response as “fair” or “poor”. If fair or poor was selected, citizens were asked to indicate why. A full listing of these extra comments can be found in **Appendix B** under the listing of Question 23. **Table 22** provides full breakdown of responses for each choice.

City response to Animal control						
Table 22						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	620	Excellent	29	4.6	4.7	4.7
		Good	106	16.7	17.1	21.8
		Don't Know	424	66.7	68.4	90.2
		Fair	28	4.4	4.5	94.7
		Poor	33	5.2	5.3	100.0
Missing	16	NR	16	2.5	100.0	
Total	636		636	100.0		

**Section F: Development**

**Citizens were asked to consider options for changing or maintaining the City’s code concerning fireworks. For Questions 23-27 respondents were asked to indicate their position on the statements using these statements “yes” “no” or “don’t know”.**

**Question 23: Should the City ban ALL fireworks?**

Among those who stated an opinion on this question (Yes or No) just under 50% of the residents agreed to the proposition that the City ban all fireworks. Another 45% would prefer not to ban fireworks. Only about ten percent of the population either did not respond or indicated they didn’t know how to respond. **Table 23** shows the complete numbers opting for each response on the scale.

Table 23 Ban ALL fireworks						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	606	Yes	295	46.4	48.7	48.7
		Don't know	36	5.7	5.9	54.6
		No	275	43.2	45.4	100.0
Missing	30	NR	30	4.7	100.0	
Total	636		636	100.0		

**Question 24: Should the City leave the code AS IS?**

As in the question concerning the proposal to ban fireworks, this question came fairly close to evenly dividing City residents. Just over 40% of the residents agreed that the City should maintain the current code concerning fireworks, whereas 47% would like to see the code remain the same. About one-fifth of the residents chose not to respond to the question indicating they may not be familiar with the current City code. **Table 24** shows the complete numbers opting for each response on the scale.

Table 24 Leave code AS IS						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	517	Yes	212	33.3	41.0	41.0
		Don't know	62	9.7	12.0	53.0
		No	243	38.2	47.0	100.0
Missing	119	NR	119	18.7	100.0	
Total	636		636	100.0		

**Question 25: Should the City further REDUCE legal discharge days/times?**

Similar to the responses about leaving the fireworks code as is, when citizens were asked if the City should consider reducing the legal discharge times, fifty percent agreed. Another one-fifth chose not to respond and ten percent indicated they didn't know how they felt about the proposed reduction. **Table 25** provides the full breakdown of responses.

Table 25 Further REDUCE legal discharge days/times?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	499	Yes	250	39.3	50.1	50.1
		Don't know	50	7.9	10.0	60.1
		No	199	31.3	39.9	100.0
Missing	137	NR	137	21.5	100.0	
Total	636		636	100.0		

**Question 26: Should the City ALLOW legal fireworks?**

Fifty percent of residents agreed that the City should allow legal fireworks. Another one-fifth chose not to respond and less than ten percent indicated they didn't know how they felt about allowing legal fireworks. **Table 26** will show the detailed distribution of responses.

Table 26 ALLOW legal fireworks						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	513	Yes	256	40.3	49.9	49.9
		Don't know	39	6.1	7.6	57.5
		No	218	34.3	42.5	100.0
Missing	123	NR	123	19.3	100.0	
Total	636		636	100.0		

**Question 27: Should the City increase PENALTIES for illegal fireworks?**

Of all the questions posed concerning changes in UP firework code, this item had the most agreement among residents. Seventy percent of residents agreed that the City should increase penalties for illegal fireworks. Another one-fifth chose not to respond and less than ten percent indicated they didn't know how they felt about allowing legal fireworks. **Table 27** provides the full breakdown of responses.

Table 27 Increase PENALTIES for illegal fireworks						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	562	Yes	398	62.6	70.8	70.8
		Don't know	76	11.9	13.5	84.3
		No	88	13.8	15.7	100.0
Missing	74	NR	74	11.6	100.0	
Total	636		636	100.0		

### Section G: General Questions about University Place

**For Questions 28-33 respondents were asked to indicate their position on the statements using an Agree-Disagree Scale, Where 1=Strongly Disagree, 2=Disagree, 3 =No Opinion or Undecided, 4=Agree, 5=Strongly Agree. If “Fair” or “Poor” was selected, respondents were provided a comment box to expand on their answer at the end of the section. These additional comments are available in Appendix B.**

#### **Question 28: The City Council is responsive to citizen concerns.**

Many residents (45%) indicated that they could not respond meaningfully to this question perhaps because they had no basis for judgment at this time. A review of the demographics relating to Length of Residence in University Place confirms that a significant percentage (19.6%) of those responding to survey questions have resided in the city five years or less. While there were still many residents who refrained from making judgments, overall the results indicate a positive regard, almost 40%, for city administration. Distribution showing full numbers for each response will be found in **Table 28.**

Table 28 The City Council is responsive to citizen concerns						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	611	Strongly Agree	49	7.7	8.0	8.0
		Agree	182	28.6	29.8	37.8
		Don't Know	286	45.0	46.8	84.6
		Disagree	71	11.2	11.6	96.2
		Strongly Disagree	23	3.6	3.8	100.0
Missing	25	NR	25	3.9	100.0	
Total	636		636	100.0		

**Question 29: University Place is on the right track.**

While roughly 20% of the respondents chose not to make a decision concerning the City’s direction, 67.3% of UP citizens agreed with this statement. These results indicate that the City of University Place is still moving in the right direction. Full distribution of responses is found in **Table 29**.

Table 29 University Place is on the right track						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	615	Strongly Agree	100	15.7	16.3	16.3
		Agree	314	49.4	51.1	67.3
		Don't Know	112	17.6	18.2	85.5
		Disagree	70	11.0	11.4	96.9
		Strongly Disagree	19	3.0	3.1	100.0
Missing	21	NR	21	3.3	100.0	
Total	636		636	100.0		

**Question 30: The City does an excellent job of keeping citizens informed about City issues.**

This was one of the most positive responses among citizens with over three-quarters of the residents offering agreement. Further, very few residents failed to give a response – only 57 residents selected the “undecided” option. **Table 23** gives a detailed distribution of responses.

Table 30 The City does an excellent job of keeping citizens informed about City issues						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	617	Strongly Agree	147	23.1	23.8	23.8
		Agree	346	54.4	56.1	79.9
		Don't Know	57	9.0	9.2	89.1
		Disagree	52	8.2	8.4	97.6
		Strongly Disagree	15	2.4	2.4	100.0
Missing	19	NR	19	3.0	100.0	
Total	636		636	100.0		

**Question 31: Recent changes in the City of University Place have made it more livable.**

Two-thirds of all residents who indicated a response to this question agreed that changes improved the livability of the City. This positive evaluation offers the City important feedback concerning recent decision and changes. While one-quarter of survey participants indicated they were undecided as to whether recent changes have made the City more livable, part of this number may be explained by those residents who have lived in the City for less than five years. **Table 31** provides the detail of all responses.

Table 31 Recent changes in the City of U.P. have made it more livable						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	611	Strongly Agree	111	17.5	18.2	18.2
		Agree	255	40.1	41.7	59.9
		Don't Know	154	24.2	25.2	85.1
		Disagree	69	10.8	11.3	96.4
		Strongly Disagree	22	3.5	3.6	100.0
Missing	25	NR	25	3.9	100.0	
Total	636		636	100.0		

**Question 32: The local tax burden is about right for the services we receive.**

While 20% of the respondents disagree about the appropriateness of tax burden for services, 53.5% of UP citizens agreed with this statement. Another 23.6% were not able to make an assessment on this question. These results indicate that many residents feel

that the City of University Place is fair in the amount of services they provide in exchange for the taxes the City receives. Full distribution of responses is found in **Table 32**.

<b>Table 32 The local tax burden is about right for the services we receive</b>						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>611</b>	Strongly Agree	47	7.4	7.7	7.7
		Agree	280	44.0	45.8	53.5
		Don't Know	144	22.6	23.6	77.1
		Disagree	88	13.8	14.4	91.5
		Strongly Disagree	52	8.2	8.5	100.0
<b>Missing</b>	<b>25</b>	NR	25	3.9	100.0	
<b>Total</b>	<b>636</b>		636	100.0		

**Question 33: The enforcement of traffic laws in the city is about right.**

While just under 20% of the respondents chose not to make a decision concerning the City’s direction, 65.9% of UP citizens agreed with this statement. These results indicate that the City of University Place pays good attention to protecting UP motorists and citizens. Full distribution of responses is found in **Table 33**.

<b>Table 33 The enforcement of traffic laws in the City is about right</b>						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>618</b>	Strongly Agree	70	11.0	11.3	11.3
		Agree	337	53.0	54.5	65.9
		Don't Know	111	17.5	18.0	83.8
		Disagree	61	9.6	9.9	93.7
		Strongly Disagree	39	6.1	6.3	100.0
<b>Missing</b>	<b>18</b>	NR	18	2.8	100.0	
<b>Total</b>	<b>636</b>		636	100.0		

**Section H: Optional Citizen Descriptor Questions**

**Question 34: In what kind of home do you live?**

Homeowner or renter status was also determined for 95.5% of the respondents. Most respondents (76.5%) report living in single-family residences with the next largest

category (19%) in the apartment/condominium option. **Table 34** shows numbers and percentages of all residential dwelling types.

Table 34 In what kind of home do you live?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	621	Apartment/Condo	118	18.7	19.0	19.0
		Single family residence	475	75.2	76.5	95.5
		Trailer/Mobile home	4	0.6	0.6	96.1
		Townhouse	7	1.1	1.1	97.3
		Other	17	2.7	2.7	100.0
Missing	11	NR	11	1.7	100.0	
Total	632		632	100.0		

**Questions 35A & B: How many adults and children currently live in your home, including yourself?**

**Adults**

Most respondents (over 95% chose to answer this question. In general just less than two-thirds of all respondents reported two adults living in their residence. **Table 35A** provides all responses to the question.

Q35A Table Adults (generally 18 or over)						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	655	1	166	24.2	25.3	25.3
		2	418	60.8	63.8	89.2
		3	54	7.9	8.2	97.4
		4	15	2.2	2.3	99.7
		5+	2	0.3	0.3	100.0
Missing	32	NR	32	4.7	100.0	
Total	687	Totals	687	100.0		

**Children**

Most residents (69.5%) report having no children living with them, with the next highest category (14%) reporting two children under the age of 17 living in the household. Table 35B shows the full range of responses

Q35B Table Children (generally 17 or younger)						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	655	No children	455	66.2	69.5	69.5
	1		77	11.2	11.8	81.2
	2		96	14.0	14.7	95.9
	3		20	2.9	3.1	98.9
	4		4	0.6	0.6	99.5
	5+		3	0.4	0.5	100.0
Missing	32	NR	32	4.7	100.0	
Total	687	Totals	687	100.0		

**Question 36: How long have you been a resident of University Place?**

Length of residence was obtained for almost 98% of the survey respondents. Because survey residents self-selected to participate, statistics about length of residence are not necessarily representative of the community, however, it is likely that the sample will include some long-time residents, and those somewhat newer to the city. Roughly one-fifth of the respondents reported residing in UP less than five years, whereas over forty-five percent reported living in the city for over 20 years. The overall breakdown by length of residence is in **Table 36**.

Table 36 How long have you been a resident of University Place?						
	Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	621	0-1	24	3.8	3.9	3.9
		1-5	98	15.4	15.8	19.6
		6-10	88	13.8	14.2	33.8
		11-15	66	10.4	10.6	44.4
		16-20	65	10.2	10.5	54.9
		20+	280	44.0	45.1	100.0
Missing	15	NR	15	2.4	100.0	
Total	636		636	100.0		

**Question 37. Gender?**

Overall gender distribution of those responding to the survey was also obtained. **Table 37** shows that 58.6% of the respondents were female. Very few residents chose not to respond to this question.

Table 37 Gender?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	606	Female	355	55.8	58.6	58.6
		Male	251	39.5		41.4
Missing	30	NR	30	4.7	100.0	
Total	636		636	100.0		

**Question 38: Age Group?**

Age groupings were also determined for 96% of the respondents. Although there was no way to seek any type of ratio on age of respondents, final results showed that of the pre-determined age categories in the sample there is a reasonable distribution of respondents across all ranges. **Table 38** shows the breakdown of respondents by age.

Table 38 Age							
		Value	Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	610	Under 25	12	1.9	2.0	2.0	
		26-35	29	4.6		4.8	6.7
		36-45	80	12.6		13.1	19.8
		46-55	117	18.4		19.2	39.0
		56-65	154	24.2		25.2	64.3
		Over 65	218	34.3		35.7	100.0
Missing	26	NR	26	4.1	100.0		
Total	636		636	100.0			

**Question 39: Please tell us the racial or ethnic group of which you consider yourself to be a member?**

Over ninety percent of the survey respondents agreed to answer this optional question. Of those responding to the survey question over 98.8% reported belonging to the White/Caucasian group. Breakdown by reported racial group is shown in **Table 39**.

Table 39 Please tell us the racial or ethnic group of which you consider yourself to be a member:						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	584	African American	14	2.2	2.4	2.4
		Hispanic	7	1.1	1.2	3.6
		Eskimo/Aleut	1	0.2	0.2	3.8
		Asian/Pacific Islander	14	2.2	2.4	6.2
		Native American	5	0.8	0.9	7.0
		White/Caucasian	536	84.3	91.8	98.8
		Other	7	1.1	1.2	100.0
Missing	52	NR	52	8.2	100.0	
Total	636		636	100.0		

**Question 40. What is the approximate total annual family income of all members of your household?**

Over eighty percent of the survey respondents agreed to answer this optional question, allowing a profile of an income factor. Of those responding to the survey question over 50% reported between \$35-700,000 in annual household income, while roughly one-quarter of UP citizens report an income of between \$70-100,000. Breakdown by reported income is shown in **Table 40**.

Table 40 What is the approximate total annual family income of all members of your household?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	524	Less than \$35K	90	14.2	17.2	17.2
		\$35K-\$70K	178	28.0	34.0	51.1
		\$70K-\$100K	122	19.2	23.3	74.4
		\$100K-\$125K	53	8.3	10.1	84.5
		\$125K+	81	12.7	15.5	100.0
Missing	112	NR	112	17.6	100.0	
Total	636		636	100.0		

**Question 41: Areas or Sectors of the City**

Citizens were asked to identify which sectors of the city in which they live in order to identify the range of residency across city sectors. Without current census

information to determine exact population numbers, readers should simply note the number of responses received in each area marked off by the arbitrary boundaries where:

- Northwest (NW) = North of Cirque Drive and West of Sunset
- Northeast (NE) = East of Sunset and North of Cirque Drive
- Southwest (SW) = South of Cirque and West of Bridgeport Way
- Southeast (SE) = South of 44<sup>th</sup> and East of Bridgeport Way..

**Table 41** shows frequency and percent numbers by city quadrant.

Table 41 In which quadrant of the City do you live?						
		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	602	NW	187	29.4	31.1	31.1
		NE	126	19.8	20.9	52.0
		SW	198	31.1	32.9	84.9
		SE	91	14.3	15.1	100.0
Missing	34	NR	34	5.3	100.0	
Total	636		636	100.0		

## Appendix A

**A. Parks and Recreation**

Check the appropriate box using the scale:

Excellent      Know      Poor

	1	2	3	4	5
1. How do you rate the <u>quality</u> of University Place Parks and Recreation Programs?					
2. How do you rate the <u>range of programs</u> offered by Parks and Recreation					
3. How do you rate the <u>appearance</u> of Parks and Recreation facilities?					
4. How do you rate the <u>safety</u> of Parks and Recreation facilities?					
If you rated any of the programs as Fair or Poor, please tell us why.					

**B. Highway and Road Maintenance (circle your answer below)**

5. How do you rate the condition of streets and roads in your neighborhoods?			
Good condition	Mostly good condition	Many bad spots	Don't Know
6. How do you rate the quality of street sweeping services in your neighborhood?			
Excellent	Good	Don't know	Fair      Poor
If you rated the quality of any of these highway programs as Fair or Poor, please tell us why.			

**C. Refuse and Recycling (circle your answer below)**

7. Overall, how do you rate University Place's residential garbage collection services?				
Excellent	Good	Don't know	Fair	Poor
8. Overall, how do you rate University Place's residential recycling				
Excellent	Good	Don't know	Fair	Poor
If you rated the quality of refuse and recycling programs as Fair or Poor, please tell us why.				

**D. Police Survey Questions**

Check the appropriate box using the scale: **Very Safe**      **Don't Know**      **Very Unsafe**

How safe do you feel walking alone in	1	2	3	4	5
9. . . . your neighborhood in general?					
10. . . . your neighborhood after dark?					
11. . . . your neighborhood during the day?					
12. . . . business areas after dark?					
13. . . . business areas during the day?					
If you marked Unsafe or Very Unsafe to any of the above, please tell us why.					

**Yes**   **Don't Know**   **No**

Check the appropriate box using the scale:

	1	2	3	
14. During the past 3 months were you or anyone in your household the victim of any crime?				
15. If yes on q14, did you report all of these crimes to the police?				
16. During the past 12 months, were you or anyone in your household a victim of any crime?				
17. If yes on q16, did you report all of these crimes to the police?				
18. During the past 12 months, have you had any contact with the police department?				
19. If Yes on question 18, how would you rate the contact?				
Excellent	Good	Don't know	Fair	Poor
If you rated your contact on question 19 as Fair or Poor, please tell us why.				

**E. Code Enforcement**

<b>20. To what extent are weed lots, abandoned vehicles, graffiti, and dilapidated buildings a problem in your neighborhood?</b>				
Not a problem	Only a small problem	Don't know	Somewhat of a problem	A major problem
<b>21. How do you rate the City's response to these code enforcement issues?</b>				
Excellent	Good	Don't know	Fair	Poor
<b>22. How do you rate the City's response to animal control?</b>				
Excellent	Good	Don't know	Fair	Poor
If you rated the City's response as Fair or Poor, please tell us why.				

**F. Fireworks**

Check the appropriate box using the scale:	Yes	No	Don't know
Should the City:	1	2	3
<b>23. Ban ALL fireworks?</b>			
<b>24. Leave the code AS IS?</b>			
<b>25. Further REDUCE legal discharge days/times?</b>			
<b>26. ALLOW legal fireworks?</b>			
<b>27. Increase PENALTIES for illegal fireworks?</b>			

**G. General Questions about University Place**

Check the appropriate box using the scale:	Strongly Agree	Don't know	Strongly Disagree		
	1	2	3	4	5
<b>28. The City Council is responsive to citizen concerns.</b>					
<b>29. University Place is on the right track</b>					
<b>30. The City does an excellent job of keeping citizens informed about City issues.</b>					
<b>31. Recent changes in the City of University Place have made it more livable</b>					
<b>32. The local tax burden is about right for the services we receive.</b>					
<b>33. The enforcement of traffic laws in the City is about right.</b>					

If you Disagree or Strongly Disagree with any of the above, please tell us why.

**This concludes the main survey questions. Thank you for your participation! The questions below help us obtain an overview of those who respond to the Survey and are optional and anonymous. Please consider filling them out.**  
**H. Citizen Descriptor Questions (please circle your response)**

<b>34. In what kind of home do you live?</b>					
Apartment or Condominium	Single Family Residence	Trailer or Mobile Home	Townhouse	Other: _____	
<b>35. How many adults and children currently live in your home, including yourself?</b>					
a. Adults (18 or over): _____#			b. Children (under 18) _____#		
<b>36. How long (in years) have you been a resident of University Place?</b>					
less than 1	1-5	6-10	11-15	16-20	20+
<b>37. Gender?</b>					
Female			Male		
<b>38. Age Group?</b>					
Under 25	26-35	36-45	46-55	56-65	65+
<b>39. Please tell us the racial or ethnic group of which you consider yourself to be a member:</b>					
African American		Hispanic		Eskimo/Aleut	Other
Asian/Pacific Islander		Native American		White/Caucasian	
<b>40. What is the approximate total annual family income of all members of your household?</b>					
Less than \$35K	\$35K-\$70K	\$71K - \$100K	\$101K - \$125K	\$125K+	
<b>41. In what quadrant of the City do you live?</b>					
Northwest (NW) (North of Cirque and West of Sunset)			Northeast (NE) (North of Cirque and East of Sunset)		
Southwest (SW) (South of Cirque and West of Bridgeport)			Southeast (SE) (South of 44 <sup>th</sup> and East of Bridgeport)		

**Any other comments...**

## **Appendix B**

## **Parks and Recreation Feedback (Q4)**

### **Programs**

All for youth or elderly  
Cirque park not utilized except for baseball season  
Could be better organized - more adult sports  
Had difficulty getting enough girls on 7th grade softball team  
I have never lived in a place with so few parks. Children are definitely 2nd class citizens in UP  
Largely sports oriented for youth  
Limited adult programs (not seniors)  
More adult offerings please - no seniors, just adults  
The older kids get, around pre-teen, the less activities are available. Volunteer coaches need more time to prepare for the activities  
Too old to use the park  
Very poor senior traveling programs. Bad driver and costs too high  
We need to make other programs for the youth, like Boys and Girls club, etc They need activities to keep them busy  
Who was thinking about 3+ year old soccer program in March?  
Would like more Arts and Crafts offerings  
Would like programs like tennis for teens (13-16)  
Would like to see more variety  
Like to see more art programs  
Have not participated, partly due to limited range of activities  
I signed my kids up for soccer camp and it was canceled. The basketball camp had no other participants and communication was poor  
I tried the line dancing class. Sometimes the instructors never showed  
Never use parks - no programs of interest  
Not enough low cost programs. Not enough non-sports programs

### **Helmets**

At the skate park, I have noticed the majority of the children are not wearing helmets  
Helmets at skate park not enforced  
Helmets at skate park not enforced  
I think the skateboard park is a tremendous liability and a hazard to many young people who think they can do the sport  
Lack of helmet enforcement at skate park. Rocks thrown down on houses below  
Need to enforce helmet law at skate park  
No enforcement on bicycle helmets - also at skate park  
No helmets being worn at the Skate park  
Should enforce helmet law at skate park  
Should enforce helmet law at skate park

### **Cost**

Please control the budget - you can't be all things to all people all the time  
Please reduce park spending - use private funding and organizations  
Resent my tax dollars spent this way. Too many parks with too much money and time wasted foolishly  
Some parks look good, but some I would call poor - newer UP seems to get all the money  
Spending too much money on programs

We do not need any more parks. We have enough!!! More parks cost me more tax \$  
Your programs are an expense that is already furnished to the public by non-profit orgs now, like churches, YMCA, etc

### **Issues**

Daddy/Daughter dance 2007 - music was inappropriate for young children  
Dirt mound at skate park is an eyesore  
Equipment is old. Safety and security seems to be completely absent. The parks are not clean  
Fields and gym at some of the elementary schools are below average  
I don't see them used much  
I have no idea where a park and rec is. Cold and unwelcoming and un informational is what the building says  
Never use the facilities  
No TP in the bathrooms  
Not enough benches to sit on under the trees at Titlow. Many areas of the grass are burned due to lack of watering  
Not kept up as it should be  
Park down on Chambers Creek needs to be monitored more often - hangout on some days by pot smoking teens  
Park staff is fair, but disorganized. Ball fields have a bad 'lip' at infield boundary - balls jump up  
Parks are not accessible to wheel chairs or walkers  
Quality of staff. UP Parks don't keep children occupied enough. Too many children for counselor. Titlow beach has broken glass, trash, and lots of young teens w/out Supervisor or police cars in sight  
Traffic at park entrance on Cirque - passing in center lane  
What is happening about a dog park in UP?  
Where are all the parks?

### **Suggestions**

Cirque park needs some shade trees  
Develop a trail from Bridgeport to Chambers Creek Road  
Need more Tot Lots and enclose them like Fircrest  
Need security  
I truly believe UP should have a community pool for families  
Perhaps a water park on Cirque?  
There is nothing that sets our parks apart from any others that I have been to. The safety has nothing special about it as we patrons are liable for our own safety  
We don't need so many outdoor ball fields - need indoor rec center

## **Streets/Sweeping (Q6)**

### **Frequency**

27th to 19th gets little attention

67th swept annually at best

Bike lanes on Grandview and Chambers should be swept more frequently

Could be more often

Don't come by our house very often

Don't come by our house very often

Don't come by our house very often

Don't see it happening

Don't see sweepers very often

Don't see the sweepers

Don't sweep down Day Island

Don't come very often

Due to many trees, sweeping is needed more than other areas

Frequency

Gets done once every 3/4 months

Good when done but too infrequent

Hardly see a sweeper

Hardly see the machine

Haven't seen a sweeper in the past year

Haven't seen one by

Haven't seen the sweeper in over a month

How often do the sweepers come?

I have lived in my home for 3 years and never seen my street cleaned

I have never seen a street sweeper and the bike lanes are always filled with gravel and glass

I have never seen a street sweeper or repair crew in our neighborhood

In 6 months, have only seen sweeper 4 times and it ends up pushing cigarette butts onto my easement

Lived here 5 months - street sweeping once

Many shoulders on high bike use roads are in need of more cleaning more often

More often

More street cleaning more frequently

More sweeping passes needed per year

Never see street sweepers

Never see street sweepers

Never see street sweepers

Never see street sweepers

Never see street sweepers

Never see street sweepers

Never see them

Never see them

Never seen a street sweeper

Never seen a street sweeper

Never seen a street sweeper

Never seen a street sweeper

Never seen any results of our street swept

Never seen one

Never seen the sweeper  
Never seen them in our area  
Non-existent  
Not often enough  
Not often enough  
Not often enough - see the truck about twice a year  
On our street no more than twice a year  
Only see it 1-2 times a year  
Only seen the sweeper once in 2 years - 3 months after the December storm  
Our street has never been swept - that I know of  
Our street usually has trash along road and is rarely swept  
Practically non-existent  
Rarely see a street sweeper  
Seems like cleaning is superfluous. Our street rarely needs it  
Seems to have lessened  
Seldom swept  
Seldom swept  
Street rarely swept  
Street sweepers should come more often  
Sweeper comes only about once a year  
Sweeper needs to come by more often  
Sweeper rarely comes  
They don't seem to hit this area very often  
They have not swept our street  
They seem to miss Colgate Dr  
Time between has increased a great deal  
Very few times have they come to our area  
We don't see the truck but once every few months  
We live on Corbit Rd W. We have been here 3 years - never seen a street sweeper.  
Trees/branches hang into street  
Where are they?  
You have never been on our road (end of 61st W)

### **Scheduling/Information**

Announce cleaning days so people can move their cars  
If street sweeping schedule was announced, maybe my neighbors would move their cars to facilitate thorough cleaning  
illegal parking keeps cleaning from being done well  
Nice if more often in spring  
There should be a set date so cars can be moved  
They don't come around often enough - no apparent schedule  
Why not schedule better?

### **Issues**

27th between Grandview and Bridgeport  
27th St poor in spots  
After a rain, gravel is on pavement for quite a while  
Along 70th between 19th and 24th - where are the sidewalks, streetlights?

Animals are hit by cars quite often and nobody ever comes to clean them up. My home smelled of skunk for a month. It was hit 6 blocks from my home on Bridgeport - took a month to disintegrate  
Attention is needed to overgrowth of weeds/grass in waysides and vacant lots. The garbage and general debris in bushes and grass are an open invitation to rodents, plus are a haven for itinerants, drug users and fire bugs. Does the city monitor vacant lots? Are lot owners aware of their responsibility to maintain the property?

Awful looking w/black ugly lines - looks like a mess on 44th - start paving, not the makeshift stuff that looks like tire skidding

Blind spots at intersections, uneven surfaces, uneven shoulders

Bridgeport is unsightly at times

Corners with obstructed views due to overgrowth = bad

Do more to beautify 27th. 19th to 27th on Bridgeport needs to be improved to match the rest of 27th to 44th

For 4 years, I have contacted city to repair our water drain, where water collects - they keep blaming Tacoma maintenance for problem

Holes in road by center & union & 35th st

Holes in street on actually caused by garbage truck with chains

I've seen sweeps go down streets that don't need sweeping

Lots of debris in the road -forested area

Lots of litter

Many bad spots. Looks bad. Very dangerous to walk after dark - we pay mega taxes and have horrible roads and no sidewalks

Need a sidewalk along 27th and 19th

Need more service

Need of repair

Need to re-establish parking stripes on Soundview

No stop sign on 23rd and 78th Ave W

No sweeping - still much trash - especially around bus stops - large quantity of cigarette butts

Often broken glass on shoulders of Cirque.

On calls to UP - no Service

Please consider removing road divider at 57th and Bridgeport before someone is killed making turns or put in a light

Please pay attention to 27th street - it needs sidewalks, etc

Potholes are a regular and serious concern. Lack of sidewalks as well

Right behind building P on the Store Pointe condos on 40th, there is a lot that looks like a swamp.

Management says it is city property but its looks abandoned. It'd be great if someone would clean it up, trim trees and take care of it

Road has sticky tar spots all over it. Street sweepers usually stop just before our street, even though it is covered with fir needles

Roads are private - city does nothing for them but we still pay taxes

Roads on Day Island are terrible

Side streets not looked after

Sink hole reported 30+ days ago. No action yet!

Someone needs to be checking out road conditions. 34th off Elwood needs crack sealing badly

Soundview Dr has been patched so many times it now has extreme divots and bumps

The new thru road (35th via Morrison road to 27th) is poor

Took too long to clean up after windstorms

Wall east of 67th falling down - safety hazard

We live on a private street - no sweeper

We live on Day Island and we have the worst streets with the highest valued homes in UP  
We pay taxes but UP does nothing to clean the streets in our development  
Why are there sidewalks where you don't need them but not in neighborhoods where people live and walk?  
Don't need it  
Grass cutter has damaged fence. I will contact city  
Lack of traffic control -speed is too high  
Like to see improvements inside the city, not just main roads  
Like to see sidewalks on east end of Chambers Creek Road  
We still have a lot of speeding cars on Morrison in front of the park  
When are we going to do away with the roundabouts? They are only successful at delaying traffic to and from work and enable poor mileage. Please return to non-European and logical engineering program!  
Why do some neighborhoods get speed bumps while others do not? Why are speed limits different in different neighborhoods?

## **Trash/Recycling (Q8)**

### **No Glass**

Don't recycle glass

Excellent except for no glass pickup

Expand range of materials taken, glass plastic

Glass

Glass

Glass

Glass

Glass

Glass

Glass

Glass

Glass and plastic

Glass at curbside!

Glass is a problem

Glass needs to a part of the program again

Glass pickup would be helpful

Glass recycling is unavailable

Glass should be included

Glass would be good. Please no more rate increases and no more containers

Glass!

Glass!

Glass?

I would like roadside glass pickup please

Like the single container - wish for glass

Like to see glass added.

Like to see the return of glass recycling

Need bins for glass, Please!

Need glass back

Need glass pickup

Need to accept glass

Need to accept glass

Need to get glass recycled

Need to take glass, at least once a month

Nice to be able to recycle glass

Nice to have glass

Nice to have glass pickup

No glass is extremely inconvenient - should use 1 bin

No glass pickup

No glass pickup

No glass pickup

No glass recycling

Not often enough, no glass option - Tacoma gets it right

Nowhere to put glass Pickup days are inconsistent

Pick up glass. Garbage left on street after pickup

Please add glass  
Recycle glass at curbside  
Recycle glass! Pickup every week  
Recycling should include glass containers  
Request glass pickup  
Should recycle glass  
Take glass and more plastics  
They are always early and efficient but why would they want they pick up glass?  
They go a little too fast  
Throwing out glass just does not seem like a good thing  
Want glass pickup  
We miss glass recycling  
We should be recycling glass at the curb, or providing that option  
We should be recycling glass at the curb, or providing that option  
Wish glass was picked up also  
Wish we could recycle glass too  
Wish we had glass pickup  
Would be excellent if glass were picked up  
Would be great if glass was included  
Would like glass pickup  
Would like glass pickup  
Would like glass pickup  
Would like glass pickup options  
Would like to see glass recycled at homes again  
Would love to see glass and food scraps recycled  
would sure like it if they picked up glass

### **Complaints**

After bins have been emptied, often they are tipped over and there is a bit of garbage in the street  
At times cans were missed. Office secretary had bad attitude. Driver says he picked up when he did not - someone is dishonest  
Cans left not completely emptied and turned over - no personal pride - just driving a truck  
Cans often left in the street or moved from the side to the middle of driveway when emptied  
Cans often left open on rainy days  
Don't pick up glass, always leave a curbside mess  
Drivers are rude - they cut people off. Have witnessed many 'near' accidents. They do not clean up after themselves - cans tipped over, garbage on road  
Drivers do not exhibit good follow up. If they tip over a can, they should stand it up  
Drivers need to be sure the totes are upright and not lying in the street to be hit by other drivers.  
Drivers seem to busy to be courteous  
Frequent dropping of material from totes with no effort to pick up - we have to pick up and sweep streets clean afterwards  
Garbage company is rude. Poor customer service. Glass should be allowed!!! More plastic should be allowed  
Leave cans all over driveway, tipped over. And they are inconsiderate to neighborhood drivers  
Lemay staff systematically destroy our dumpster enclosures, even after written notification. They do not replace receptacles, they allow and leave loose trash in parking lot. And they have a monopoly  
Office staff could be more friendly - rude on telephone

Often trash on ground after pick up  
Residue from truck left on the street  
Rude, don't empty containers fully, spill trash in street, uncaring workers who must live in a different community  
Speed down streets, almost hit my car yesterday - pick up times not consistent  
Speed, play loud music  
UP Refuse takes no pride in their work. Half empty cans and litter on the street. You can always tell when it is garbage day

### **Scheduling**

Had some problems with pick up  
I have to call 4 times a year to get them to do our street  
Inconvenient pick up - leave containers all over  
Liked once a week better than every other week  
Maybe every week  
My containers have not been collected 2 times now  
Need 1-2 times annual junk pick (appliances, etc)  
Nice to have spring as well as fall cleanup Saturdays  
On more than one occasion the garbage man has missed my street, and has removed items from my can saying he couldn't take them (that they weren't recyclable)  
Pick up dates - cans left full, Drives at times uncooperative.  
Pickup once every two weeks is not enough. Lots of recycling ends up in the garbage because the bins get full  
sometimes they miss scheduled pick up days  
Spring brush cleanup needs to happen a few weeks later. Too rainy as scheduled  
They didn't pick up last week as scheduled  
Twice a month is not enough, especially in warm weather  
Weekly service would be helpful  
Wish we could do curbside glass recycling though  
Wished they offered curbside Spring & Fall cleaning

### **Issues/Suggestions**

Apartment complexes need to participate in recycling - managers need to be responsible for participation  
Because it wakes us up in the morning  
Couldn't get a recycling bin because we did not get one soon enough after moving  
Doesn't exist for Hidden Vale apartments  
Every other week is not enough  
Example - Bay Vista Apts. Only one garbage pickup instead of two as it was.  
Hasn't cut down on litter bags  
I would recycle more if it were more convenient  
Increase yard waste disposal in city. We should have opportunity to rid yard of debris for free like Tacoma residents do  
It took many calls to get a second container. Need glass and plastic  
It would be great to have a place to drop off glass and plastic bags  
Its good because it is private company, not government  
Lack of education on recycling. What, where and no incentives - Oregon has an excellent program. We are missing out on a good source of income  
Much more limited, plus more picky than Seattle

Need competition - garbage was collect on 4th - not expected - truck saw my husband chasing them - kept going

Need Glass and plastic grocery bags

Need more bins like Fircrest has

Need more cans at Colonial Park Apts.

Need to recycle plastic

Needs improving. Look at Corvallis Recycling for how it should be done

No pick up available on request.

Should be able to take all plastics that are marked with the recycle logo

So are the stats still showing that recycling requires more resources than it saves?

The glass, paper, cans and plastic system was better

We don't have choice of recycling at our apartments

We have been asking for our dumpster to be cleaned or replaced for over a year. Nothing has happened

We live in a cul-de-sac and are having trouble positioning everyone's 3 totes without completely blocking driveways and mailboxes

Would like more recyclables included in pick up

Would like to see a drop off center for recycling and yard waste

### **Costs**

Costs too high

Expensive - customer does all the work

Expensive and lots of litter on street on garbage days

Higher costs for less service

I haul my own garbage because I feel the charges are too high compared with Tacoma

In Tacoma, recycling is free - encourages people to recycle

Prices are getting higher after council promised no rate hike last contract

Prices too high. Service is confusing. Perhaps a printed schedule along with the bill?

Pricey to add extra trash, so people driving by dump theirs onto the road outside by my home so I have to pay to dump it.

Private garbage services is poor - they are for-profit - no quality attitude

Service is too expensive, not a value

Shouldn't charge us for yard waste. Costs way up and its now more automated at lifting.

Consistently forget to pick up my garbage and recycling

Tacoma gives trash cans free

Too expensive, not often enough

Too expensive

Too expensive, but isn't everything

Too expensive. Tacoma residents can put anything on the curb

We were forced to change to a larger can for garbage, it gets picked up less frequently and costs more. Unable to recycle glass containers now

Why pay extra for yard waste? Why should we pay when we take stuff to recycling center?

## **Safety (Q13)**

### **Street Lights**

Dark - no street lights

Don't walk alone after dark because we have no street lights

I walk dogs in Colgate at night - very dark and feel unsafe

If I didn't pay for a street light, I would be in the dark

Lack of lights and sidewalks - kids make you move out of their way

Lack of street lights along 70th

Lighting, trees need trimming

Little to no street lighting in neighborhood

More streetlights

More streetlights, sidewalks

Need more street lights along 70th from 27th to 19th

No lights or sidewalks in my neighborhood

No street lights and speeders

No street lights in our area - cant see kids walking

Not all business areas are not well lit

Not enough lighting, too many speeding cars on residential streets

Not enough lights, too many pre-teens, boarders, out past 11pm

Not enough street lights

Not many street lights - no sidewalks

Not many street lights - overgrown bushes that someone could hide in

Poor lighting around the neighborhood. Too much vandalism

Some areas poorly lit

Street lighting in the Bristonwood area is needed. It is very dark on the streets and it makes it a potential crime area

Too many people walking in the dark - lack of streetlights

Unlit areas are unsafe due to darkness

Walking by Hidden Hills in unlit and there is drub activity and unsavory characters around in the evening

We have no streetlights, except for a few that are paid for by the residents who ordered them.

This should be a city obligation

We have very few street lights on Soundview and 31st street area

When other people aren't visible in the dark, its scary

### **Sidewalks**

2 issues - lack of sidewalks in my area makes walking risky. In business areas, too many cars running/ignoring traffic lights/stop signs

Need sidewalks and street lights

No sidewalks, bushes to roadside, lots of dark spots

No sidewalks, little lighting at night, loud speeding cars

No sidewalks, too many speeders

Sidewalks would improve safety

Unsafe in my neighborhood without sidewalks.

### **General Fears/Concerns**

Afraid of teenagers, gangs

Alameda at newly extended end has 3x as much traffic and many drive over 25 - speed bumps are not working

Alameda is very dangerous

Always unsafe after dark - too many young people walking around (frowny face)

Am a short old lady and have been approached for money at Safeway - makes me uneasy

Appears to be lots of loitering tees

As an older person, too many untidy persons are out on the street with mean looking dogs at the end of long ropes, etc.

At night we here tires squealing and people racing down the road. Lots of trash (beer cans) along roadway - lots of apartments in the are

Avoid being out after dark if at all possible and definitely not walking

Being a young woman, I'm worried to walk alone after dark. However, business areas are better lit than my neighborhood

Car prowls around AMC theater and the Keg

Do not go out after dark, too unsafe. Who is going to watch the neighborhood while the police and the fire dept are playing games???

Gang graffiti has increased on buildings, signs in Green Firs back lot. I think the tags should be painted out immediately

Groups of young blacks - menacing (no doubt from another state) - disgusting

I believe that older people are targeted

I don't consider any neighborhood safe to walk alone at night

I had a complete stranger come into my backyard one night and head straight for me. I ran inside, locked the door and called 911, but they treated me like an alarmist. I don't walk outside at night because of this incident

I live on a blind hill and close to a large apt complex. Personal safety is up to a person's discretion in many cases as to how to protect themselves. I choose to just be prudent

I lived in NYC and other big cities. I learned early all about "life after dark"!!!

I sometimes see groups of teenagers lingering on walks and parking areas

I think it is poor judgment as a women to walk alone at night anywhere anymore

I think that these days most people feel somewhat unsafe in any neighborhood after dark - one needs to be aware and cautious

It would be nice to have a bit more police presence in the park. AHWP At one time we were told that police would spend some time in our bldg doing paper work, but that never happened

I would feel nervous walking after dark anywhere

I'm a woman; don't own a firearm

Last 3 months, I heard a murder, watch cops and have them ask me about bad guys they are trying to find. - Please get rid of section 8 housing. Increase rental rates

Long complaint about people speeding like hell (Survey # 467)

Long explanation as to safety issues (Survey #249)

Lots of crazy drivers on Alameda

Lots of crime in my complex - and vandalism

Lots of unpredictable teens hanging around in big groups in lots of business areas

No fault of the city. More people are out at night looking to steal for their addictions. This happens all over now. Increase in cameras outside main stores may help

Noisy teens out way after dark roaming in Colgate, speeding along Grandview

Not any different than any other place after dark. Just feels safer during daylight hours

Overgrown vegetation should be controlled

Rising graffiti tells me we have rising tide of unsafe elements in community

Safety in Green Firs seems to be improved with introduction of roving security personnel

Shady homes and occupants

Sometimes run into unleashed dogs  
Teenagers are a problem sometimes at Green Firs parking lot. A police presence on the weekend would help  
The people in the street after dark seem to change into a different type of person  
There have been some robberies and attacks in the past  
Too many dogs running loose. Safeway area always appears dirty  
Too many groups of boys and men gathering in parking lots and roaming streets  
Too many loitering teens - they watch you walk by and make noise and comments  
Too many loose dogs  
Too many loud groups of young people  
Too many sex offenders, speeders, stop sign runners. Not enough sidewalks, not streetlight, cops doing any traffic stops  
Too many sexual predators in Pierce County  
Too many teens sitting around after dark  
Too many unsafe creatures out at night and up to no good  
Uncomfortable in Green Firs  
Unsafe to walk almost anywhere in the city after dark - bad people can be anywhere and force you into a van  
Was threatened verbally by a male while walking - he followed me  
We have a pack of coyotes in our neighborhood. Drug deals take place on our street  
We live in Bristonwood. I do not trust many of my neighbors. During the day, I feel unsafe because there are no sidewalks. At night, it is because I don't trust the people  
We need areas patrolled at night, especially businesses  
We need rec center for youth - will help with congregating youth

## **Police Contact(Q19)**

### **Positive**

Called 911 and got good response about rock throwers from skate park  
Chief Andreios is doing a great job!  
Complained about 911 and wrote letters to City. Which received exceptional above average attention for the very low crime  
Officer was pleasant and worked well with me  
The Fire dept is Excellent!!!

### **Neutral/Other**

Crime as attempted car burglary, window broken, nothing stolen  
I would love to see better monitoring of the skate park. I drive by every day and few kids wear helmets  
Just dog licenses  
Prowler - first call, with no evidence, dispatcher said nothing could be done. 2nd call, footprints in the snow, police did come that time  
Rowdy neighbors

### **Negative**

A 15 year old girl I know called to be picked up at Albertsons around 7pm in winter. Her mom had dropped her off at Police Station because of an argument. Girl walked to store. Mom verified info and stated that she didn't want her in house. I called police for DSHS# for advice & person answering said they weren't information and hung up.  
Bungled investigation of injury accident. Deputy 'forgot' to complete and file an accident report and 'forgot' to issue citation to the uninsured driver that caused an accident  
Called in a late night prowl - never received a follow-up  
Car prowl - items stolen from car - car sustained damage. Didn't report since police wont do anything  
Complained about large trucks parked in right of way - they are still there - emergency vehicles would not be able to pass on most weekdays  
Contact was excellent, but process of handling situation seemed lacking  
Det Robinson was inappropriate and rude to my son with no reason. He spoke/threatened with no evidence  
Didn't do anything and never got back to us with a solution  
I am pro-police, but this officer was a real jerk, rude and not very smart  
I called 911 and no one showed up.  
I called regarding the fireworks - the woman I spoke with was not very helpful  
I feel the Police Dept in UP is a joke. They refuse to answer my questions, the Chief included. They lack empathy and are dismissive of my concerns. My family and I will not call this department any longer. If a crime is committed against us, we will do what is necessary except call the deficient department.  
I got immediate assistance but no word on follow up  
I rate the 911 operator as poor because she treated me dismissively. I don't believe any police were dispatched. I had not direct contact with an officer  
I stopped at the station and filled out a report regarding Alameda West - never had a response  
Immediate response was timely, helpful and courteous, but the follow up was poor - no returned calls  
Issue with police advice about getting a teenager to pay for damage to neighborhood after a car crash

Lack of immediate response or contact w/ complaints re rock throwing on homes below skate park

My area is referred to as UP Hilltop

My teen age child was involved in an accident (no other car involved) The police officer was a little too hostile and went overboard. They would not allow me to be able to call my own tow service. They said "We are too busy for that - don't have time to wait" The all 9 of them sat around waiting, goofing around for 90 minutes!!! Why, if they were so busy? Their tow service cost \$528!!! I am unhappy with the police department attitude!

No contact made. I will not call again. Next time I will take care of the problem neighbor my way

No law enforcement. Police respond when called but do very little else

Non-emergency calls answered by machine makes for frustration

Person at desk was volunteer and had no clue

Person was rude and not helpful. Offended when I asked her name

Police acted quickly - 911 operators sometimes different

Police said they could do nothing about what looks like drug deals going on unless we see drugs exchanged

Pulled over - officer was rude

Registered a speeding complaint - was told it was not a priority. I was told that traffic violations were what caused most complaints, but was told no action was planned - not important. Most UP residents are becoming upset that city will not enforce laws

Reported loose dog chasing kids and no action taken

Seemed the officer was too suspicious of me. I called them. Officer seemed to be bothered

Slow to renew dog license

Stolen car plate treated as no big deal

The matter didn't seem important to the officers. In turn, there were no consequences for the people breaking the law

They were abusive and rude, not helpful and were very condescending

Told there would be no follow up or attempt to catch the criminals.

Truck stolen - no response

Vandalism - Police took report over phone - nothing else was done

Volunteer did excellent job of recording complaint. Police were totally unresponsive. The issue was neighborhood abusive, illegal and massive fireworks.

## **Code Response/Animal Control (Q20 & Q22)**

### **Property/Code Issues**

35th street with poorly kept homes, abandoned vehicles.

5410 Bristonwood Dr W abandoned for 15 years

A big problem at Academy Terrace with teenagers drinking smoking and littering

At least 12 vehicles 7600 block of 37th

Bush, weeds, junk cards, trailers all over town

Cars/trucks not addressed in UP - stored on our streets, trailers also.

Complaints have to name the source. My former neighbor as a drunk, 6' 4" 245lbs. Bad situation - we sold our house and moved

Corner of Chambers Creek Rd and Lane needs more frequent maintenance. Flowers and shrubs were planted but weeds grow higher than the plants

Couldn't get help on a weekend or after hours. Call routed to central dispatcher not familiar with our area. Sent police to respond to lost dog during regular working hours - where is animal control?

Dead tree on curb and weeds in right-of-ways

Graffiti behind AutoZone

Gun range

Hard to get telephone # of animal control

I have called twice in the last 3 months leaving contact numbers. Have never received a response to my complaint. Very poor customer service on the city's part

I have seen no response to removing gang tags from city signs or buildings

Inconsistent and not knowledgeable

I've reported my neighbor for illegally building up backyard slope - now mud flooding into my yard. I've put lots of time and money into my yard. Contacted UP group at least 3-4 times about this.

Junk cars in yards and in front of homes. Pass an ordinance prohibiting parking on lawns

Just a way to generate revenue without performing a service. I've called about a problem wild animal and was referred to the Tacoma animal shelter

Lack of yard maintenance in the following residences has resulted in a blight to our neighborhood (address listed in survey # 213)

Lots of junk cars - called and no response or enforcement

Many old cars on Cascade by apt buildings

More of a homeowners association issue than an city issue

Much too slow and lacking definitive action

My landlord mows neighbors yard - if tenant received complaints, maybe they would buy a mower. Neighbors on both sides have terrible yards

My neighbor has multiple families living in it and no regard for the neighborhood. We often see strollers, strewn bicycles and garbage in their yard, never mind the fact that their landscaping is not receiving regular care

My response relates to the building code enforcement planning, set back, and building issues. Even when City lack of oversight is pointed out, staff takes NO action.

Need to do something at Grandview & 27th - big eyesore

Neighborhood has a property owner with multiple junker vehicles. Has been going on for sometime. Complaint forms from many neighbors but nothing done by female liaison person that we can see. (37th St W and 70th Ave Ct W)

Neighbors fence in right of way and no change. Neighbor has 4 improperly licensed vehicles. When called, I had to sign name to complaint. - Why? So they can retaliate against us? All you have to do is drive by to see them.

Neighbors have extremely unkempt yards debris, non running cars and nothing seems to be done

No maintenance of storm sewer holding area and limited maintenance of parking area on 35th  
No one answering the phone. Call other depts. and they just pass the buck. How can you provide animal control with no one to talk to?! No one ever returned my calls  
Numerous areas with abandoned vehicles, they block view of corner traffic and are a danger  
One neighbor has had 5 complaints by several neighbors and nothing has been done over 2 years. We haven't even bothered to complain about the abandoned car  
Presently awaiting resolution of a code violation  
Rusted collector trucks left on Soundview since last fall  
See attached issue regarding motocross in watershed area and Gary Cooper (attached to survey #111)  
The city continues to allow Carl Mollnow to store 12 unused cars on his property. It is an eyesore and safety issue to children. His mess cost me 20,000 dollars on the sale of my home. In his own words, he does just enough to keep you off of his back. Don't ask to raise my taxes for beatification when you allow this dump to exist  
The city needs to cut back or cut down trees hindering sight on corners in right of ways. Example -corner of Bridgeport and 57th corner of Sunset Beach Rd and Grandview  
The police can never make it there before vandalers leave the area  
The roadside by me has blackberries and weeds. Takes a long time for the city to mow. Blackberries have grown thru my fence and hurt my dogs. I had to call and have them mow it down  
There is a car in University Glen Apts with expired tags, appears to be abandoned  
They are rude! If you report the same dog more than once, they develop an attitude that the reporter is the problem, not the dog owner. Barking dogs are out of control  
Took many calls to get neighbors junk car removed  
Unused vehicles just covered with a tarp. Cars without wheels in backyard and driveway - rules not enforced  
We have a lot of people not taking care of lawn and too many cars or junk stored in yards that are not used  
We have homes in our area that don't maintain property, are really an eyesore for the rest of us. Don't know if city can do anything about that.  
We need the end of the Narrows School fence to block access to Colonial Apts. To reduce cutting thru and drug dealing  
Yards need to be kept up, which shows pride in the community. People need to be notified more promptly. We need a code for noise - car stereos and loud vehicles. We hear them in our homes with the windows closed

### **Animal Control/Licensing Issues**

Angry about milking seniors for indoor uncollared animals  
Animal control is bad - dogs run all around our streets  
Animals should be on leashes all of the time. And poop and scoop. I see them around Soundview trail not on leash or scoop  
Area filled with unleashed dogs running free and I know that they been addressed but this has not fixed the problem. Lot next door is full of blackberry bushes - spoke to the city - nothing has been done  
Barking dog  
Barking dogs almost impossible to make a report or contact anyone.  
Called animal control 3 times about skunks. They have never returned my call!!!  
Calls about a stray cat went unanswered  
Cats all over - ugh!!!  
Cats everywhere. What's going on? Keep cats in chains

Consistent barking dog problem

Constantly yapping dog complaints shrugged off. "Keep record of times" but don't bother to call again

Deer and raccoons are problem - who do we report this to?

Dogs and cats running loose. On Sunset & Cirque West, a business is operating out of a home. Huge dump trucks some with trailers in and out. Two pickups, motorcycles, camper, cars in and out. These trucks are parked on their lawn and up and down the street. This noisy, hard on the pavement. Why is this allowed?

Dogs bark all day and night

Dogs bark too much

Dogs off leash and/or nuisances aren't attended to. Also residents who have 4 dogs should be allowed to have that many in one yard

Dogs running unleashed

Don't agree with their decisions

Have called 3 times about a stray dog that showed up in our yard

Have called and left 2 messages and never received calls back from Travis

Have lots of wild animals

I called about a raccoon outside my window. It appeared injured. I was frustrated to get either answering machines or told "we don't take care of this. Fish and Game does" - Needless to say, no one took care of it.

I called animal control regarding 2 dogs loose in my yard. Ones that have already almost killed one of my cats and I paid the vet bill. No one came around and no one called back. Nothing

I cannot tell of any enforcement. Raccoons have got to go

I have called to ask why we do not leash/scoop laws in the apple orchard. Or if there is anything I could do - never got a call back. Please publish penalties

Loose dogs in the neighborhood

Loose dogs, not enforcement of loose dogs at park, on Chambers or Grandview

Many cats and some dogs running loose around James Center and Bay Vista Apts

Never around, poor communication, bad attitude. If the city workers are going to pick up HBC domestic animals - owners should be notified and scanned for chips. Animals should be scanned and tags read before being placed in freezer. Owners should not have to wait months for the Humane Society to call and ID pets that are deceased. I pay a lot in animal licensing fees and resent the way animals are handled here

No help with a barking dog that disturbs the whole neighborhood. Everyone has to put up 6' fences. Owners make no effort to contain their dog.

On 44th - wandering dogs have chased our cats a number of times

Once we got hold of animal control, service was excellent

Only police can help with animal control - takes them off the streets to give the advice of "nothing can be done unless the pit bull bites you"

Please enforce leash law - too much poop on my lawn

Please go door to door to have tags on all pets

Raccoons seem to be prevalent in the area now

Rules on dogs not followed - never see animal control

Series of excessive barking dog reports received no positive action. Complaints from more than one neighbor

Several dogs run loose in our area - continuous barking from one of them

Still dogs roaming around

Still need control over wild animals (deer, raccoon, skunks possum, etc) - We live in Beckonridge

The same dogs go on barking at everything that moves and nothing is done

Too many barking dogs and always on walking trails - it's a mess!!!

Too many wandering cats without collar or license

Tried to call about a dog - no one was on the phone.

We have a barking dog problem - residents are afraid to address the issue so the barking continues. Why can't a homeowner file a complaint and remain anonymous?

When dogs are confined to a small area, owners should be required to contain the waste and control the odor. Application of some kind of ground cover would help. Food and water draws rodents and insects

## **Satisfaction/General (Q33 & Other)**

### **Positive**

Band concerts are great - good show

Duck days, UP Fair, and the Orchard are wonderful. Library is working just fine

Fire department and paramedics do a terrific job - bless them!!!

Good survey format - thank you for opportunity

Great place to live, shop, walk, ride bikes and friendly UP employees

I am excited about the developments on Town Center!

I am so impressed with the cleanliness of the city. The taxes are high but after I became acquainted with the art work and the lovely walkway, with accommodations for pets, I am sold

I continue to be impressed with the dedication and hard work of all council members and city staff!

I have never lived where the town government has kept the residents so informed! Thank you!

I love UP, wouldn't live anywhere else

I moved from Proctor street and thought I would miss it, but I love living here

I moved here recently, but the people and city have been very welcoming. I'm so glad I moved here?

I would like to commend the workers who tend the greenery and flowers along the streets. They always seem to work hard and do a nice job

I would like to thank the council members and all the other public servants. Their hard work and concern for the community is greatly appreciated - God bless you!!

I'm in favor of beautification of arterial streets. Trees on Cirque are better than rocks on 40th. Go to Bellevue - drive I90 to downtown, NE8th to 156th, 148th from Bel-red to I-90. These are beautiful streets in an urban setting

I've made a number of inquiries from City staff over the years, and I can't imagine a more competent and helpful group of people

Keep up the good work

Keep up the good work

Nice, well composed survey

Our city is great

Seem to be doing a good job of controlling illegal dumping

Thanks to the council and police for making UP a nice place to live

The park at Bridgeport & Cirque is the best thing that could have happened to the land but it needs more to make it universally appealing, so it will attract more people and use year-round, like an observation tower

The UP police are doing a wonderful job. We as citizens are fortunate to have such an efficient and professional police force

Trader Joes was the best thing for UP

UP is a wonderful, clean city to live in

We have been living in St. Louis for the last 3 years and just returned to our home. - we are excited about what beautiful improvements the city has made while we were gone

We love UP - keep it up!

We love UP and even have my parents moving in from CA! Now let's get working on those sidewalks :)

We recently moved to UP from unincorporated Pierce County and overall are very pleased with the livability

### **Neutral**

Aren't the services you are proposing already available from other sources? If city would just make a listing of services, recommendations of local businesses providing such services, and a web site with this info, would this fulfill business needs?

Better curfew for kids 18 and under

Better long term future sustainable growth could be accomplished by allowing taller buildings between 35th and 50th.

Curtail spending - curtail growth

Fireworks should be lower on the scale of concerns and issues for the city

Hopefully the residents of UP will have some say in naming the Town Center - no one I know likes the proposed names - what is wrong with "Town Center" - that's what people will say - "Let's go down to the Town Center" - not some cutsey name

I am a longtime volunteer at AHWP & Audubon society. I do not live in UP but am in the park almost daily and observe a lot

I am concerned that with the building of the new UPP school, there are no sidewalks in the school zone for the kids to walk safely

I am newer to UP and was very excited to move here. I do live in an apartment with many apartments surrounding mine. I would like to see some of them cleaned up some

I enjoy the country feel of UP, with the exception of recent construction and some people w/messy or unkempt yards. I wish fireworks and noise would be better outlawed

I have no problem with the amount taxes assessed but would like to see emergency services get a bigger piece. Schools are important, but I have no children at home, so would like to see my tax dollar go in other directions

I liked the country atmosphere of no curbs or sidewalks. Those on fixed incomes should not have their property taxes raised each year. A fixed income for the city would be fair. Speeders on Grandview.

I travel Bridgeport, 35th and Dexter often. I have to guess which route is open

I would like to see more police patrols at night in my area & have 911 operators hired who are more intelligent and better trained

I would like to see streetlights in all the UP neighborhoods. I would feel a lot safer at night

I would love to be at the meetings, but I work and cannot. What other ways can you provide to-the-point information, not the picking and choosing topics mailed out. The TV shows are way too long. I have to watch them all to get to the topics

I would really like to see more benches at all of the bus stops

I would ride my bike more, but all the shoulders have been chip sealed and are now too rough for my bike to drive on. Don't chip seal and smooth off existing chip seal so we can bike

I'd like to see some info as to why so many sirens in this area

Invite Walmart to build a store in UP along with other big box retailers

It seems a shame to lose those nice little shops we used to have along Bridgeport - and that beautiful library - we miss it all

Keep city investment low and simple

Like to see a cap on multi unit buildings. No more apartments. I like the single family feel.

Complexes invite crime and lack a sense of pride - temporary residents

Listen to the people and act on their requests. Slow traffic down. Make people clean up their property

Live in UP, but are in the Tacoma school district

Make 67th 4 lanes and Cirque. Those roads were designed for 4 lanes and we paid for 4 lanes

More sidewalks please

Need enforcement of fence heights on private property & unlicensed vehicles on street

Our street in Arbordale Ln West should have new pavement

Please add signs to clarify the beginning and ending of school zones

Please advertise a number for lost dogs that wander in the street. A local place where jobs can be listed and seen

Please ban all fireworks

Sidewalks are not on most streets and our street is heavy CJHS traffic road. Some areas getting sidewalks are not as necessary as others

Sometimes we just need to be directed to where to find information

Street improvements and parks are great. Not so sure about changes to 'accommodate' the 'future' shopping center

Tells us what UP TV and Headlines is costing us. UP Fest, apple orchards, skate parks are not necessary govt. functions

The art is very nice, but I would rather add quality to our infrastructure, our parks, and certainly I'd like to see a real plan that works for the city center.

The community board should be updated more often than it currently is

There should be more sidewalks and lights up. There should be sidewalk connecting Cirque and Grandview via Beckonridge

To be self sufficient, city must attract the broadest cross section of services in areas zoned for business.

Town center needs more use of underground and should allow taller buildings

Town Center/Library/Loss of businesses and more nail salons

Traffic has increased. Not enough open, undeveloped areas

UP needs a citizens committee with 2 votes on the council to really have an effect on citizens input

UP needs more restaurants, not a theatre and hotel. More shopping, maybe a museum. We have to travel to Tacoma just to have a decent meal

We don't want to see fireworks banned from this area. We would like to see tougher penalties for the kids that do illegal fireworks or the penalties actually enforced

We need a cell phone tower - I have the worst reception at home - grrrr

We need a crosswalk on the end of 70th and 19th. I saw an older lady darn near get hit - took 15-20 minutes to get over to Fred Meyer side. So sad - 10 years and still no crosswalk

We need sidewalks and bicycle lanes on 27th from 67th to Grandview, but especially near Bridgeport

We need sidewalks on Chambers Creek. We need underground utilities on Chambers Creek Rd

We recently moved to UP from Tacoma. Much higher tax rate here- We look forward to this balancing out with Town Center and other revenue bases

What about sidewalks, lights, baskets of flowers from 27th to 19th?

What is happening with Town Center?

Where we live, we get no services

Will results and comments be published?

Would like to see less trees removed for building purposes. The firs are what make this city beautiful. Otherwise we will someday look like South Tacoma

Would like to see more athletic facilities, gyms etc for kids and schools

Would like to see quality, non-chain restaurants, local shopping

### **Negative**

40th between 67th and Bridgeport is a speedway for commuters each morning, but it is rarely patrolled

52nd has become a speed street since Alameda is open to thru traffic

5k a year in taxes is to high for a retired income

A hotel location should be on the bay to be better received. Residents will have to subsidize it. The golf course is a folly in respect to being an asset for the future. Jobs will be seasonal, small number and low paying. Figure of \$50 million in revenue is a pipe dream.

Address the impending traffic flow problems through the Town Center now, and prevent autos from spilling onto adjacent residential streets. Visit the Lakewood Transit Center - is that what you want for our town?

All taxes everywhere in WA have gotten out of control

All you get from Jennifer is the runaround - she says it is not a priority - quit complaining

Allowing housing developments with little or no distance between houses make UP look like any other cookie cutter over-developed community. UP has lost its charm and uniqueness

Almost feels as if Council is not keeping us informed in order to make changes or grant developer requests with the least amount of resistance or listening to individual neighborhoods

Almost get run over crossing the street, even in front of police cars. Running red lights. Following cars through lights

Appear anti-business and have not relationship with new small businesses. Trying to make this California and its not

As senior citizens, taxation increases are far surpassing any social security or pension increases. Government taxation should be frozen for all senior citizens

At Cirque/Alameda roundabout, NO ONE enters at 20mph, nor do they yield. Put a camera to ticket violators!

At this point I feel we are taxed more heavily than other cities for what we have. We definitely need more sidewalks around our school streets (especially the grade schools)

Attention all council members - Retire Now! - 10 years is enough - the lot you should turn in and retire - we need new members

Because most politicians only do enough so they look good. For reflection and don't rock the boat enough

Cannot believe \$\$ was wasted on that 'art' - The egg is too big and looks dumb

Cars are speeding along our streets and running corner stop signs. I read the comment of the police chief that cars only seem to be going faster than 25 MPH limit. Please - how stupid does he think we are?

Center line on Rock Road has totally faded - numerous close calls observed

City did a good job during the snow and storm with the main streets - terrible on the side streets

City government doesn't return calls. How did you let our community lose its identity? UP was never intended to be a 'destination' by its residents. Changing the land value will only have a negative impact for residents in the long run.

City has failed to do anything about the failing septic tank problems in our neighborhood

Compared to other cities, my property tax seems extremely high. We have been here about 40 years and its always been a wonderful place, but it's definitely more beautiful in the last few years

Constant speeding, quite fast, quite often

Copies have been made of this document - do not destroy - it will be used against all City Council members!

Cops couldn't do anything about beer parties because they couldn't wake up a judge and get a court order to go in - stupid city!

Council clearly has an agenda and puts zero to residential concerns

Council does as it pleases, does not listen to the people. Council has ideas of grandeur when most of the citizens would prefer a nice quiet place to live

Council does not listen to citizens. Seem to care more about golf development

Council has its own agenda - not that interested in public input. Too many 'puff' publications - "Look how great we are!" - nobody buys it

Council has not been responsive to view covenants, residential height restrictions

Council has their own agenda and ideas and really doesn't care what the citizens think if they disagree with them.

Council is out of touch with finances of aging population. More people on fixed incomes. Find other ways to make improvements other than taxes

Council meetings should be televised live

Council members should each represent an area or precinct of the city and be accountable to that neighborhood

Council members should step down after 10 years. It should not be a lifetime position. City should get out of the development business. They should allow private business an opportunity to develop Town Center. Loss of taxes over 5 year period because of lost business and future change of tax burden to citizens to subsidize development gone bad is wrong!

Council persons have ruined Bridgeport as a useful street.

Council will listen, but is ineffective at fixing problems. I would not support any tax increase

Crosswalks are dangerous, pedestrians ignored as they cross. Sidewalks needed, not more gravel. Strollers are impossible to use.

Decisions seem to be made before facts are known. Too many roundabouts and they're too big.

Town Center is a real laugh - loss of motels and will I see businesses in my lifetime?

Despite increased speeding and red light running on Bridgeport, I have never seen police stop anyone - In fact, one day a police car ran a red light with no siren or lights

Don't agree with money being spend on Town Center. Who are the anchor businesses?

Don't wish to become a wannbe Bellevue. Takes longer to get anywhere in UP Prefer to have a few undeveloped spaces... not everything needs to be paved and landscaped! City council may listen to concerns but ultimately have their own agenda

Emergency vehicles are now delayed - when bridge was out, roundabout stopped all traffic for over 30 minutes

Enforce a ban on illegal fireworks - get serious

Enforce running red lights

Enforce the speed limits

Every time I try to call regarding a problem, I'm passed around and around - then someone listens and I am told " Sorry, this is already completed and wouldn't be changed"

Fast traffic on Bridgeport. 30mph doesn't seem to be enforced, nor running red lights

Fewer 'monster houses', more affordable houses

Fireworks are totally out of control. Drives the animals crazy

Folks seem to think a traffic light is meaningless. Also, pedestrians crosswalks are target zones for drivers

For some seniors on a fixed income it is getting difficult

Get drug spies into Curtis - drugs are so heavy there. I know firsthand - my child went there and so did I. School uniforms. Get gangs out of here.

Get rid of the huge roundabout egg - nobody likes it

Get rid of the roundabouts! A well organized city would try to move their citizens in and out of the community, not impede them

Hardly ever see police on patrol or watching speeders in UP. I have seen UP police car sitting between 19th and 6th ave Bridgeport early morning - the area is not in UP

Hate high rise buildings. Street racing after 8pm on 40th. Too many shopping carts all over UP..

Have called about speeding and parking problems on Grandview and have been blown off.

Have called the city many times, never has my call been returned

Have expressed concerns about speeding on Bridgeport with little results. Have asked about speed bumps on 54th from 79th to Bridgeport

Have never received improvements since we voted to join UP. Big waste - should have voted to join Fircrest

Have sent 2 letters to the council. Only one has had a response. - not from the council but from the city manager! Requested street lights for Sylvan Dr. Apparently light money goes to the 'fancy lights'

I am disappointed with the amount of development taking place in the city. Limited and well managed development (like Town Center) is OK, but we cannot give up all open spaces and trust to developers

I am forced to consider selling my home of 34 years because of taxes and utilities

I am not litigious and not a crusty old curmudgeon, but you really need to do something about the fireworks. Perhaps more open public hearings? Some at night to hear all sides?

I am passed by speeders every time I slow down for school zones and by most cars if I am driving at the speed limit

I am upset with the property tax increase. I don't think there is enough of a variety of businesses

I am very upset to see all the development going on now. This used to be a country area. Not now - all the building has driven wild animals to our yards. If all the building isn't leading to what LA has become, I disagree with you. I am ready to leave area and the state. Too much taxes - too much spent on unneeded things, like the Atrium at Curtis

I am worried about the new Town Center and the traffic slow down it may cause. Also about limited library parking with a long walk from a parking garage.

I attended a town meeting regarding a proposal to increase property taxes where every citizen that attended spoke out against the proposal. At the end of the evening, the council went into a closed session and went ahead and presented this anyway. Not only did we not see how they voted, they appeared to ignore the fully packed meeting of citizens attending. For this reason, I will not vote for any incumbents in upcoming elections

I disagree with the way my tax money is spent locally and nationally

I dislike roundabouts, because some citizens have no clue as how to properly go through one

I dislike some of the road improvements, particularly some of the traffic circles and their hideous art work

I do not like the roundabout on 40th.

I do not think demolishing our library was a good idea - what a waste - and now Windmill village? My MY

I do think there should be a variety of people on the City Council and not always the same people

I don't agree with the ban on letting businesses having drive thru services

I don't see much of a law enforcement presence here

I don't see traffic enforcement on streets to control speeding

I don't think that UP is still as great a place to live as some want us to believe, but its far better than many communities in the USA

I feel council has their own agenda and doesn't change directions if presented with divergent opinions

I feel that with the taxes we pay, we should have a community pool

I feel the police profile out of state people, military personnel

I feel too much has been put into the Town Center and the area south of 35th. Nothing seems to be happening north of 27th. Many people I talk to thing UP start at 27th, not 19th

I find the information you provide tends to be vague and aloof. What is happening with Walmart? Why did you move and dismantle the library and at what cost? The sewer proposal for the Sunset area? Who are you 'helping out' \$35,000 to \$40,000 really? Did you know they are building a links (one of a kind) golf course in Westport?

I just hate to see anymore tax increases. Lets pace the growth level and really watch spending

I know police can't be everywhere all of the time, but I see major traffic violations every day. Let's stop cell phone use in cars

I live in a home which is 40 years old in an area with poorly maintained homes. I maintain my home while sitting among others with poor resale values.

I live on Cirque and Bridgeport. It doesn't look like the police are enforcing illegal exhaust systems on many cars

I live where stops signs are in place. Many or most cars speed right thru -seldom see police

I love the idea of a Town Center. But the city has appeared to be indecisive in planning and negotiating for the Center. Look how fast the golf course happened compared to the foot dragging on the Town Center

I prefer income and property tax over sales tax because it is more understanding to low income families, but the city seems to be doing fine anyway

I see more and more disregard for stoplights in busy intersections, especially during peak hours

I sense that the council is less than forthright with the citizens, has caved in to developers over citizens wishes, is still on a learning curve at citizens expense

I think the city bit off too much in their hopes for a Town Center. With bridge tolls and not lots of shopping (Walmart is a blight) to do, Tacoma Mall is about it. And it is no bargain.

I think the city should hire its own officers instead of contracting. Perhaps then might the officers be more respectful and not liars!

I think the council makes decision based on what they want for their legacy, with little regard to the taxpayer. I believe they talk to conform us, rather than hear us and respond

I think the council should defer more to the committee or staff, versus challenging them to side with the residents. Basically, let the issue be handled by the experts. Many are residents too!

I think UP is being pro-developer - loss of trees, etc. Every tax increase is a burden when living on a limited income

I would like to follow thru or past landscaping projects on Sunset, i.e. rock walls, weeding sidewalks, cleaning, overall appearance between 27th and 40th. Finished what you started and do it right

If city council was responsive to citizens concerns there would be fewer roundabouts, more concern about how residents keep their homes. Graffiti would be removed promptly and they would certainly not have even attempted to propose high taxes during last election season (what was with that?). So when is the council going to start reducing our taxes anyway?

I'm concerned with the business model for the new Town Center. More info should be provided to the public

Info is usually after the fact. Seems like constant turmoil and change of plans. More concern for tax revenue than for citizens

Install side walk on 44th from Sunset to Elwood and on Elwood from 44th to 40th for Curtis students - way over due

It seems that many projects are completed, even if the general population disagrees. UP is trying to hard to be 'perfect'. Many things were fine the way they were (roads without roundabouts, turn lanes, etc). There seem to be too many law enforcement officers just driving around - more than necessary

It seems to me that UP is more interested in the tax base than the integrity of the community. Trees don't pay taxes, therefore it seems they are being replaced with crowded housing developments

It took much too long to open Alameda to Cirque. It is a real asset now but should have happened sooner. Not enough data disclosed about Town Center specific costs. Our city has too many on the payroll. Our taxes are too high

It was better before incorporation - Bridgeport, Cirque roundabouts and the mess of City Center

Its too bad all those 'decorative' trees along Grandview are there as well as all the plantings in the medians that are too big for their chosen area and create a lot of maintenance\$ to keep them small. Please make better choices in the future. Waste of taxpayer \$\$

Lax enforcement of red light and stop sign violators

Local taxes are a burden on fixed income individuals

Long complaint about speeders and closing off 33rd - See Survey # 453

Many speeders on 35th uphill past golf course

Monitor and ticket speeders

More into beautification than real issues. No all truth is told. Watch people on 44th speed all the time

Most of Headlines is about entertainment. Once again the council spends too much time and money on fluff

Most of the traffic changes have resulted in much longer waits at lights and increased travel times. Police spend too much times giving out tickets for minor infractions and need to re-prioritize their enforcement

Need different people in council

Need more sidewalks. Better speeding enforcement

Need more speed enforcement. Town center is a disaster

Need much more speed patrol

Need to be more small business friendly re signs and benefits

Never informed by city

Next time you spend money of public art, why offer voters a choice or three to choose from?

No action on Day Island East roadway for years

No evident sign of enforcement of traffic violators Stop sign enforcement at Green Firs is non-existent

No more parks - complete the ones you have. How can you justify a hotel? UP's town center was sufficient before you ran everyone out. We want to stay a small residential higher end community. You want Vegas. Your plans will bankrupt this city. You spend too much time patting yourselves on your backs - unjustified

No reason to slow speed to 30mph (Bridgeport to 74th) - traffic increased on 67th due to slow commute on Bridgeport - unable to make left turn lanes into business because of barriers. Tax burden getting worse. For way too many parks. City Council will listen to concerns, then do it their way, anyway. Poor job of keeping citizens informed

Not enough done to bring back businesses back to Bridgeport. Lot on 40th and B has been empty for years = thousands in lost revenue - Why no drive thru allowed?

Not enough police presence. Stop sign runners, ignoring cross walks, speeding, Fircrest and Steilacom had reps regarding speeders - why not UP

Not enough secondary street lights - our neighborhood is paying for one. Bridgeport has center AND side lights - what's up with that?

Nothing will ever change down here - all we do is pay taxes for nothing in our neighborhood

Old people who have lived here 30 years or more have their homes paid for in hopes they can live here until they die are finding themselves selling their homes due to taxes!

On off leash dog park has been looked at and I don't see any response. Cirque park is always empty except for the Skate part. I do not want to see one more ball field! I am a tax payer! I want something for me! Enough of "For the children" crap - enough!

Only about 25% of vehicles stop for stop signs. They city is deceptive in how they report tax collection. They conveniently ignore fire dept taxes which have increased % since incorporation on top of the 51% my city taxes have increased, meaning my city tax bill has increased 154% since incorporation. The city spin is that taxes haven't increased is political crap. Tax rates be damned as it's the amount of the check written that increases or decreases. Someone needs to audit the fire dept

Our biggest complaint is the fireworks problem

Our city council members should be replaced. You never had voter approval

Our property tax went up to \$700 in 2007. We understand it will increase again next year. Our utility bills, esp. refuse are raised continuously

Over the last few years, I have witnessed roundabouts, sidewalks, curbs and crosswalks installed, then removed, then reinstalled. What is the deal with the planners? There is always a proper and logical order in which to complete a project. What a waste of tax dollars. Let's refrain from putting the cart before the horse.

Pemberton Creek!!!! Since 1998 - Bad  
People completely ignored firework ordinance and there were not enough police to enforce. Do NOT pass laws that cannot be enforced. It makes everyone look foolish!  
People speed way too much and aren't kind to cyclists  
Plantings and junk have ruined Chambers Creek - 12 foot wide and 3 lanes needed on Grandview Now  
Please consider all the taxes - property, school, etc - it is overwhelming  
Please control speeding on 44th, Sunset  
Please don't allow fireworks  
Please fix garbage service for people who rent. Slow down speed limit on 40th  
Please start enforcing traffic laws!! Write tickets, use photo radar  
Please stop the Lakewoodification of UP. Bartels, subway, cash advance on every corner - neon blinking signs on 27th and Bridgeport  
Police are rude - make them more professional  
Promised good safe roads before becoming a city. Nothing but tar filling since. Where else in UP do we see roads this unsafe?  
Property tax too high  
Property tax unreasonably high  
Property taxes are much too high  
Property taxes are very high. Schools not too old are being torn down and replaced. Much of the Town Center is being built to suit private developers.  
Property taxes in UP are too high  
Property taxes up 21% Did you get a 21% increase in wages? I cannot afford the house I live in!  
Question 34 is racial - We are Americans. We don't believe in color to be American  
Recent traffic impact fees are a negative impact on small business! Height restrictions are a joke  
Red light runners appear to be exempt from law enforcement  
Red lights mean drive faster - turn signals are NOT to be used. Right turn at stop signs means Slow To Observe Police. Remember 20mph is just a suggestion. Don't stop for school buses  
Reduction of Mildred to 2 lanes and adding median was a colossal waste of money and inhibits good traffic flow.- don't do that again!  
Remove library and then rebuilding is a total waste. Eagles OK - egg is oversized. Building home so as to block neighbors view is wrong. Rock between trees on Grandview is not acceptable, also too many trees (birds)  
Residents voted for less development and less tax - you have done neither. Town Center is a bad deal - certainly not wanted by the people - same with roundabouts. Why doesn't TV station and paper give us information about laws passed - decisions made at council meetings  
Restricted traffic lanes has likely led to some road rage or frustration during busy hours  
Road/sidewalks are lacking in maintenance and number  
Roundabout and median allow no place to move out of the way in an emergency situation. If you get behind a bus, you are also stuck  
School taxes too high  
Seems all new construction is residential or strip mall. We frequently leave UP for a quality restaurant or entertainment. Why doesn't UP attract restaurants (not fast food) and shopping?  
Very disappointed with the Town Center progress  
Seniors on fixed incomes are being taxed out of their homes. Every aspect of life now taxed to fund special interests and the city  
Since Sunset has been upgraded and drivers know there might a police car there, Crystal Place from 35th to 29th has become the international speedway. 25 mph is a joke - never enforced.  
There are no signs or paintings in the roadway

Slower traffic on Cirque - more policing needed. Property taxes have gone up so high on a fixed income it is hard to pay for our homes - Think about it.

So many after the fact public announcements about Town Center. Cut down trees is wrong direction as is dense housing. Use photo-cop. Too many run red lights, despite the signs

Something must be done about the fireworks situation. We can no longer safely leave our house over the 4th for fear of fires. Gets worse every year. Needs addressing, not ignoring by council

Something needs to be done about the fireworks. This year was the worst for illegal ones I have heard in 40 years

Speed bumps and building height have ruined UP for me. Get beyond traffic enforcement and tackle bigger quality of life issues

Speed bumps on Alameda were a waste of taxpayers' dollars. They weren't needed and currently don't slow anyone down

Speed is not enforced so why have somewhat ridiculous limits?

Speed limits need enforcement -i.e. 25mph on Alameda

Speed on 40th and Sunset out of control. Failure to stop before right turns - never see officers

Speeders and light runners, particularly on Bridgeport. Need much more enforcement

Speeders and noisy vehicles on Bridgeport

Speeding has been an ongoing issue in our neighborhood. We've formally complained to the department and hope to see increased enforcement

Speeding is out of control in the City. Traffic lights need better timing

Speeding is rampant along Grandview and is rarely monitored. Many accidents in front of our home. Speed should be reduced to at least 30 from 35th to UP Elementary. And ENFORCED. It is 30 by the Orchard - make it fair and safer for everyone along Grandview

Speeding on Bridgeport. Subdivision info is hard to get, notification is lax

Speeding on Cirque and Bridgeport

Speeding on Grandview in early hours endangers runners, bikers and walkers. Motor scooters speeding thru neighborhoods and lots

Still don't know why the hold up of Town Center - give us progress - something definite to look forward to and a time line

Still speeding 50+ in 30-35 areas

Stop signs need to be enforced better. The ones at 40th and Sunset ignored by many drivers

Stop the speeders on Grandview. Seen 3 terrible accidents at 35th - people, mostly students fly down the road in the afternoon

Stop trying to build a cathedral. My beloved UP was once a true village. Now it is an overpopulated urban city!! Heartbreaking

Taking down the library was the most wasteful issue. The roundabout w/big rocks on 40th is bazaar(sic)!

Tax burden is atrocious here in UP. Traffic enforcement, to be blunt STINKS!, especially re speeding

Tax burden is great - very expensive. Do we need colored concrete @ roundabout on Grandview - no. Your crew of 6 men standing around with 1 paintbrush - silly and a waste. Very secretive about town complex and costs, secretive about builder fees. We will not vote for another tax increase

Tax increases are terrible. How are the elderly and retired affording these increases? Town Center is not what we envisioned for our community

Taxes always seem to go up, but don't know that service corresponds. Son walks from Curtis Jr High. I fear every day that he is going to get hit at the roundabout - needs to be law enforcement during school start/end times

Taxes are much too high

Taxes are too high

Taxes are too high

Taxes are too high - should not have to be paid in April

Taxes are too high. Citizens did not have say regarding golf course. The speed limit on 67th is never enforced - hot rods and lots of speeding cars

Taxes are way too high for what we have. Other cities have more and taxes are way lower

Taxes continue to increase, but for what? We have no view of anything. The area continues to cram houses onto property. There is a large amount of money wasted on a daily basis. Higher taxes also push small businesses out of the area

Taxes going up so fast

Taxes have grown way past inflation. They should be indexed some way to the C.P.I.

Taxes just keep going up

Taxes too high

Taxes too high

Taxes too high for limited police force.

Taxes too high! Too much \$ spent on "Beautification", need to apply funds to more important issues - roads, speed levels, etc. Parking along road in front of Heritage Christian School is unsafe to drivers and kids taking buses

The city filled in a ditch on Elwood with rock to deter erosion that never existed! The present situation is dangerous and looks unfinished (42nd and Elwood)

The council & staff whitewash their communication. Property taxes and Town center communication are dishonest

The council appears to be a puppet of our city management

The council does as it pleases. The tax burden is always too high. You keep busy spending on fancy things like roundabouts - we need miles of sidewalk instead. We need a weed code - look in front of Baskin-Robbins

The council does what it wants to do

The council has not responded to me regarding the police services. I think we should pay more in taxes so that the city can be visible. I can't recall the last time I saw an officer doing radar.

The destruction of trees to allow developers to cram extra houses in reduces the appeal of this town and reduces the value of the property and causes increased need for services

The eagle and the egg are an embarrassment - totally silly looking

The entrance to UP @ 40th from Emerson to Drexler is spoiled by lack of a complete sidewalk. It is a very busy street and I don't feel safe walking to the stores

The fireworks have a lot of people upset - they have become loud and extreme

The only way to make differences without discrimination is to raise rental costs and stop building apts and calling them condos. It is a laughable joke throughout our community. Nothing mentioned about all the drug activity meth dealers and such.

The publications to inform are propaganda and too expensive. Recent changes have made it almost unlivable except for the rich. The local tax burden will drive many middle class families out. Taxes will fall - then who will pay?

The tax on homes is too high for retired people

The temp library is a joke. The removal of road capacity and the installation of roundabouts have made doing routine travel and business in UP tedious and time consuming.

The Town Center is/was a mess. To kick out tax revenue businesses years before development will take years, if ever, to recover from.

The traffic impact fees are ridiculous

The whole Town Center issue and contract have not been open to the public. Storm pickup was not done well at all - streets need to be kept clean. Sewers need to be installed

There are too many roundabouts, especially on Grandview. I disagree with blocking left hand turns on Bridgeport. The light at 44th and Bridgeport needs to be retimed. The wait is too long for left turns. How about a green left arrow?

There has been no update to what the city is doing to help homeowners with septic tanks. We are living on borrowed time with our septic systems and were told a sewer line would be installed last year. Hate the signs on Bridgeport by Walmart. People slam on their brakes to get down to 30 - traffic flow becomes dangerous.

There is no enforcement of traffic laws that I can see, even through Town Center. Bridgeport Way is like a race track at times. If Fircrest can slow traffic, so can UP.

There may be the open meetings but not all citizens can attend. Newsletter comes after the fact most of the time. Too long on Town Center, too much and why do we need to be kept in the dark about Stores and Restaurants? No to taking out Homestead Park

They were very foolish and spendy to tear down our town center. Our taxes are much too high. How can you spend our tax money like this? It sounds like 'have money, will spend'. You should have left well enough alone. High taxes will drive many of us out of this area - because of your waste.

Too extravagant use of \$\$\$. Many projects too ambitious but some others are overlooked

Too high tax

Too many big apt. complexes. Ice cream vendors should not be allowed on school property.

Clothes vendors should have to pass background checks

Too many fast cars on Grandview (weekdays)

Too many people running red lights and speeding

Too many roundabouts and 67th should go back to 4 lanes

Too many special meetings - no warning, too many closed sessions

Too many speeders on Bridgeport

Too many speeders on Cirque

Too many speeders still on the streets

Too many speeders where young people walk every day

Too much drivers speeding, jumping red lights, not making full stops at stop signs, trying to push you faster than speed limits

Too much froo-froo. No foundation. Non-American attitude. No American flags

Too much speeding on Bridgeport - even through marked crosswalks

Town center - poorly managed - great loss of taxes that the council doesn't talk about. - ignore input on roads

Town center - UP has many nice people on the council, but it has become evident that we do not have anyone with the professional skills needed. School taxes are too high. Police & fire do not need continual increases.

Town Center has been handled very poorly. Council hasn't been honest about progress. They don't listen to the citizens

Town Center has toooooo long! The new golf course needs trees

Town center is a mess. Too many years to get it done. I don't want a Bus Transit Center. I don't want a hotel

Town center is a totally misguided concept. I am sure it will be a financial failure. It will not be able to support itself!

Town center is and still will be an empty space. You still have not been truthful with UP citizens. Traffic laws are not enforced. All I see is our police cars sitting at the station or in Lakewood or Tacoma. The chief has got to go. And Bob Jean needs to be fired

Town Center proposal is unrealistic! Bridgeport is already gridlock at rush hour. Environmental impact of Motel, Theater, Multi Level car park is unbelievable. Must scale back project to reasonable level.

Town center will not product what tax payers have been told (if ever done) - will not bring in expected revenue!

Traffic control enforcement is not too bad but there is still too much speeding and running of red lights

Traffic is terrible - no easy way to get to work - getting worse  
Traffic signals need adjusting for smoother traffic flow. Striping on some streets makes no sense (44th and Bridgeport)  
Trying to do too much too fast and then get major setbacks. Town Center is a disaster  
UP is soft on traffic laws - should be more like Steilacoom and Fircrest  
UP is spending excessive funds on the Town Center project and has nothing to show for it. UP TV has gone downhill in the last 2 years. It's bad enough I quit watching the show.  
We don't have the money to do all these fancy things. We need a new restaurant  
We donated \$\$ for art and the art bought is terrible. The Eagle Egg is totally stupid! Sorry!  
We feel there should have been more frequent updates to UP citizens regarding Town Center - long lapses lead to rumors, lack of trust. What about the condos @ the Center? No further word  
We have lived here 50 years - taxes too high!  
We have one of the highest property tax rates in all of Pierce county  
We have people run stop signs and speed through our neighborhood  
We learned about the Town Center info after the fact. Every article in the Tribune would make us look like we didn't know what we were doing  
We live in Woodlake and the noise and concern from fireworks this year was the worst ever  
We object to paying school taxes to the Tacoma School District  
When we voted to incorporate, it was to stop Pierce County from allowing excessive multi-unit apartment complexes. Now UP is even worse. Be a developer and get a free pass to take every tree off a piece of property. Chip seal has ruined bike lanes on 67th.  
We've lived here for 40 years. Things must change but a lot of businesses that were convenient are gone. Shoe stores, clothing, stores, craft supplies, etc  
Whatever happened to cleaning up the old Red Apple Market? That area is an eyesore.  
When I bought my house, the tax office told me information that was incorrect and cost me \$\$ because of their information  
When the people vote no, they mean no! But the city does it anyway  
When will the public get to vote on all issues in our city? You are unfair to our public opinions - your choices have been poor  
Where are some new council members to be available - of the present people should be replaced as soon as possible  
Why take down a brand new library and then may be build a new one? I don't see police writing tickets for speeding in 25 and 30 MPH zones - they are all in 20 MPH in school zones  
You are focusing on appearances and not on substance. You have no idea how much burden police, etc will be in future, yet you continuously approve new housing developments. You have no capital budget for roads - where will all the new people drive? Look at the whole picture, not at the \$500 you make on property tax when you spend \$5000 on services. Educate yourselves.  
You are not entitled to pensions  
You cannot afford to own a home in UP if your income is less than 35K  
You need to fix the streets and lighting on Day Island and increase police patrols  
You provide little or no local service to our neighborhood but our taxes are among the highest in Pierce county  
You ruined over 40 businesses on Bridgeport, nothing replaced for 10 years  
You want higher end shops but I keep hearing you push for lower end housing. You're running out the tax payers. You permit and land dev regs are a joke!

## Appendix C

**Frequency Tables**

**A. Parks and Recreation**

**Q1 Quality of UP Parks and Recreation Programs**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	615	Excellent	108	17.0	17.6	17.6
		Good	256	40.3	41.6	59.2
		Don't Know	215	33.8	35.0	94.1
		Fair	31	4.9	5.0	99.2
		Poor	5	0.8	0.8	100.0
<b>Missing</b>	21	NR	21	3.3	100.0	
<b>Total</b>	636		636	100.0		

**Q2 Range of programs offered by Parks and Recreation**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	612	Excellent	98	15.4	16.0	16.0
		Good	262	41.2	42.8	58.8
		Don't Know	209	32.9	34.2	93.0
		Fair	38	6.0	6.2	99.2
		Poor	5	0.8	0.8	100.0
<b>Missing</b>	24	NR	24	3.8	100.0	
<b>Total</b>	636		636	100.0		

**Q3 Appearance of UP Parks and Recreation Facilities**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	614	Excellent	195	30.7	31.8	31.8
		Good	308	48.4	50.2	81.9
		Don't Know	87	13.7	14.2	96.1
		Fair	20	3.1	3.3	99.3
		Poor	4	0.6	0.7	100.0
<b>Missing</b>	22	NR	22	3.5	100.0	
<b>Total</b>	636		636	100.0		

**Q4 Safety of UP Parks and Recreation Facilities**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	605	Excellent	97	15.3	16.0	16.0
		Good	199	31.3	32.9	48.9
		Don't Know	273	42.9	45.1	94.0
		Fair	25	3.9	4.1	98.2
		Poor	11	1.7	1.8	100.0
Missing	31	NR	31	4.9	100.0	
Total	636		636	100.0		

## B. Streets and Road Maintenance

### Q5 Condition of streets and roads in your neighborhood

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	Good condition	190	29.9	30.4	30.4
		Mostly good condition	362	56.9	57.9	88.3
		Many bad spots	64	10.1	10.2	98.6
		Don't know	9	1.4	1.4	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

### Q6 Quality of street sweeping services in your neighborhood

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	615	Excellent	85	13.4	13.8	13.8
		Good	311	48.9	50.6	64.4
		Don't Know	78	12.3	12.7	77.1
		Fair	105	16.5	17.1	94.1
		Poor	36	5.7	5.9	100.0
Missing	21	NR	21	3.3	100.0	
Total	636		636	100.0		

## C. Refuse and Recycling

### Q7 UP Garbage collection services

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	631	Excellent	256	40.3	40.6	40.6
		Good	296	46.5	46.9	87.5
		Don't Know	14	2.2	2.2	89.7
		Fair	54	8.5	8.6	98.3
		Poor	11	1.7	1.7	100.0
Missing	5	NR	5	0.8	100.0	
Total	636		636	100.0		

#### Q8 UP Residential recycling

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	627	Excellent	217	34.1	34.6	34.6
		Good	301	47.3	48.0	82.6
		Don't Know	30	4.7	4.8	87.4
		Fair	66	10.4	10.5	97.9
		Poor	13	2.0	2.1	100.0
Missing	9	NR	9	1.4	100.0	
Total	636		636	100.0		

#### D. Police Services

#### Q9 Your neighborhood in general - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	Very safe	277	43.6	44.3	44.3
		Reasonably safe	300	47.2	48.0	92.3
		Don't Know	8	1.3	1.3	93.6
		Somewhat unsafe	30	4.7	4.8	98.4
		Very unsafe	10	1.6	1.6	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

#### Q10 Your neighborhood after dark - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	619	Very safe	112	17.6	18.1	18.1
		Reasonably safe	296	46.5	47.8	65.9

		Don't Know	95	14.9	15.3	81.3
		Somewhat unsafe	81	12.7	13.1	94.3
		Very unsafe	35	5.5	5.7	100.0
Missing	17	NR	17	2.7	100.0	
Total	636		636	100.0		

#### Q11 Your neighborhood during the day - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	625	Very safe	367	57.7	58.7	58.7
		Reasonably safe	230	36.2	36.8	95.5
		Don't Know	8	1.3	1.3	96.8
		Somewhat unsafe	14	2.2	2.2	99.0
		Very unsafe	6	0.9	1.0	100.0
Missing	11	NR	11	1.7	100.0	
Total	636		636	100.0		

#### Q12 Business areas after dark - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	617	Very safe	83	13.1	13.5	13.5
		Reasonably safe	281	44.2	45.5	59.0
		Don't Know	154	24.2	25.0	84.0
		Somewhat unsafe	86	13.5	13.9	97.9
		Very unsafe	13	2.0	2.1	100.0
Missing	19	NR	19	3.0	100.0	
Total	636		636	100.0		

#### Q13 Business areas in the day - (How safe do you feel walking alone)

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	623	Very safe	325	51.1	52.2	52.2
		Reasonably safe	263	41.4	42.2	94.4
		Don't Know	25	3.9	4.0	98.4
		Somewhat unsafe	9	1.4	1.4	99.8
		Very unsafe	1	0.2	0.2	100.0
Missing	13	NR	13	2.0	100.0	
Total	636		636	100.0		

#### Q14 Victim of a crime in the last 3 months

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	635 Yes	34	5.3	5.4	5.4
	Don't know	1	0.2	0.2	5.5
	No	600	94.3	94.5	100.0
<b>Missing</b>	1 NR	1	0.2	100.0	
<b>Total</b>	636	636	100.0		

**Q15 If Yes on Q14 - Did you report all of these crimes to the police**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	36 Yes	20	54.1	55.6	55.6
	Don't know	2	5.4	5.6	61.1
	No	14	37.8	38.9	100.0
<b>Missing</b>	1 NR	1	2.7	100.0	
<b>Total</b>	37	37	100.0		

**Q16 Victim of a crime in the last 12 months**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	626 Yes	60	9.4	9.6	9.6
	Don't know	4	0.6	0.6	10.2
	No	562	88.4	89.8	100.0
<b>Missing</b>	10 NR	10	1.6	100.0	
<b>Total</b>	636	636	100.0		

**Q17 If Yes on Q16 - Did you report all of these crimes to the police**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	61 Yes	40	64.5	65.6	65.6
	Don't know	5	8.1	8.2	73.8
	No	16	25.8	26.2	100.0
<b>Missing</b>	1 NR	1	1.6	100.0	
<b>Total</b>	62	62	100.0		

**Q18 Contact with the police department in the last 12 months**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	627 Yes	177	27.8	28.2	28.2

		Don't know	2	0.3	0.3	28.5
		No	448	70.4	71.5	100.0
Missing	9	NR	9	1.4	100.0	
Total	636		636	100.0		

**Q19 If Yes on Q18 - How do you rate the police contact**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	175	Excellent	58	32.8	33.1	33.1
		Good	69	39.0	39.4	72.6
		Don't Know	6	3.4	3.4	76.0
		Fair	23	13.0	13.1	89.1
		Poor	19	10.7	10.9	100.0
Missing	2	NR	2	1.1	100.0	
Total	177		177	100.0		

**E. Code Enforcement**

**Q20 Problem with weeds, abandoned vehicles, graffiti, etc.in your neighborhood**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	628	Not a problem	319	50.2	50.8	50.8
		Only a small problem	157	24.7	25.0	75.8
		Don't Know	32	5.0	5.1	80.9
		Somewhat of a problem	82	12.9	13.1	93.9
		A major problem	38	6.0	6.1	100.0
Missing	8	NR	8	1.3	100.0	
Total	636		636	100.0		

**Q21 City response to code enforcement issues**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	595	Excellent	29	4.6	4.9	4.9
		Good	109	17.1	18.3	23.2
		Don't Know	367	57.7	61.7	84.9
		Fair	49	7.7	8.2	93.1
		Poor	41	6.4	6.9	100.0
Missing	41	NR	41	6.4	100.0	
Total	636		636	100.0		

**Q22 City response to Animal control**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	620 Excellent	29	4.6	4.7	4.7
	Good	106	16.7	17.1	21.8
	Don't Know	424	66.7	68.4	90.2
	Fair	28	4.4	4.5	94.7
	Poor	33	5.2	5.3	100.0
<b>Missing</b>	16 NR	16	2.5	100.0	
<b>Total</b>	636	636	100.0		

**F. Fireworks**

**Q23 Ban ALL fireworks**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	606 Yes	295	46.4	48.7	48.7
	Don't know	36	5.7	5.9	54.6
	No	275	43.2	45.4	100.0
<b>Missing</b>	30 NR	30	4.7	100.0	
<b>Total</b>	636	636	100.0		

**Q24 Leave code AS IS**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	517 Yes	212	33.3	41.0	41.0
	Don't know	62	9.7	12.0	53.0
	No	243	38.2	47.0	100.0
<b>Missing</b>	119 NR	119	18.7	100.0	
<b>Total</b>	636	636	100.0		

**Q25 Further REDUCE legal discharge days/times**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	499 Yes	250	39.3	50.1	50.1

		Don't know	50	7.9	10.0	60.1
		No	199	31.3	39.9	100.0
Missing	137	NR	137	21.5	100.0	
Total	636		636	100.0		

**Q26 ALLOW legal fireworks**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	513	Yes	256	40.3	49.9	49.9
		Don't know	39	6.1	7.6	57.5
		No	218	34.3	42.5	100.0
Missing	123	NR	123	19.3	100.0	
Total	636		636	100.0		

**Q27 Increase PENALTIES for illegal fireworks**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	562	Yes	398	62.6	70.8	70.8
		Don't know	76	11.9	13.5	84.3
		No	88	13.8	15.7	100.0
Missing	74	NR	74	11.6	100.0	
Total	636		636	100.0		

**G. General Questions about University Place**

**Q28 The City Council is responsive to citizen concerns**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	611	Excellent	49	7.7	8.0	8.0
		Good	182	28.6	29.8	37.8
		Don't Know	286	45.0	46.8	84.6
		Fair	71	11.2	11.6	96.2
		Poor	23	3.6	3.8	100.0
Missing	25	NR	25	3.9	100.0	
Total	636		636	100.0		

**Q29 University Place is on the right track**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	615	Excellent	100	15.7	16.3	16.3
		Good	314	49.4	51.1	67.3
		Don't Know	112	17.6	18.2	85.5
		Fair	70	11.0	11.4	96.9
		Poor	19	3.0	3.1	100.0
<b>Missing</b>	21	NR	21	3.3	100.0	
<b>Total</b>	636		636	100.0		

**Q30 The City does an excellent job of keeping citizens informed about City issues**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	617	Excellent	147	23.1	23.8	23.8
		Good	346	54.4	56.1	79.9
		Don't Know	57	9.0	9.2	89.1
		Fair	52	8.2	8.4	97.6
		Poor	15	2.4	2.4	100.0
<b>Missing</b>	19	NR	19	3.0	100.0	
<b>Total</b>	636		636	100.0		

**Q31 Recent changes in the City of U.P. have made it more livable**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	611	Excellent	111	17.5	18.2	18.2
		Good	255	40.1	41.7	59.9
		Don't Know	154	24.2	25.2	85.1
		Fair	69	10.8	11.3	96.4
		Poor	22	3.5	3.6	100.0
<b>Missing</b>	25	NR	25	3.9	100.0	
<b>Total</b>	636		636	100.0		

**Q32 The local tax burden is about right for the services we receive**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	611	Excellent	47	7.4	7.7	7.7
		Good	280	44.0	45.8	53.5
		Don't Know	144	22.6	23.6	77.1
		Fair	88	13.8	14.4	91.5
		Poor	52	8.2	8.5	100.0
<b>Missing</b>	25	NR	25	3.9	100.0	
<b>Total</b>	636		636	100.0		

**Q33 The enforcement of traffic laws in the City is about right**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	618 Excellent	70	11.0	11.3	11.3
	Good	337	53.0	54.5	65.9
	Don't Know	111	17.5	18.0	83.8
	Fair	61	9.6	9.9	93.7
	Poor	39	6.1	6.3	100.0
<b>Missing</b>	18 NR	18	2.8	100.0	
<b>Total</b>	636	636	100.0		

**H. Citizen Descriptor Questions**

**Residence**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	621 Apartment/Condo	118	18.7	19.0	19.0
	Single family residence	475	75.2	76.5	95.5
	Trailer/Mobile home	4	0.6	0.6	96.1
	Townhouse	7	1.1	1.1	97.3
	Other	17	2.7	2.7	100.0
<b>Missing</b>	11 NR	11	1.7	100.0	
<b>Total</b>	632	632	100.0		

**Years of Residency**

	Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	621 0-1	24	3.8	3.9	3.9
	1-5	98	15.4	15.8	19.6
	6-10	88	13.8	14.2	33.8
	11-15	66	10.4	10.6	44.4
	16-20	65	10.2	10.5	54.9
	20+	280	44.0	45.1	100.0
<b>Missing</b>	15 NR	15	2.4	100.0	
<b>Total</b>	636	636	100.0		

**Gender**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	606	Female	355	55.8	58.6	58.6
		Male	251	39.5	41.4	100.0
<b>Missing</b>	30	NR	30	4.7	100.0	
<b>Total</b>	636		636	100.0		

## Age

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	610	Under 25	12	1.9	2.0	2.0
		26-35	29	4.6	4.8	6.7
		36-45	80	12.6	13.1	19.8
		46-55	117	18.4	19.2	39.0
		56-65	154	24.2	25.2	64.3
		Over 65	218	34.3	35.7	100.0
<b>Missing</b>	26	NR	26	4.1	100.0	
<b>Total</b>	636		636	100.0		

## Race

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	584	African American	14	2.2	2.4	2.4
		Hispanic	7	1.1	1.2	3.6
		Eskimo/Aleut	1	0.2	0.2	3.8
		Asian/Pacific Islander	14	2.2	2.4	6.2
		Native American	5	0.8	0.9	7.0
		White/Caucasian	536	84.3	91.8	98.8
		Other	7	1.1	1.2	100.0
<b>Missing</b>	52	NR	52	8.2	100.0	
<b>Total</b>	636		636	100.0		

## Income

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	524	Less than \$35K	90	14.2	17.2	17.2
		\$35K-\$70K	178	28.0	34.0	51.1
		\$70K-\$100K	122	19.2	23.3	74.4
		\$100K-\$125K	53	8.3	10.1	84.5
		\$125K+	81	12.7	15.5	100.0
<b>Missing</b>	112	NR	112	17.6	100.0	
<b>Total</b>	636		636	100.0		

**Area**

		Value	Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	602	NW	187	29.4	31.1	31.1
		NE	126	19.8	20.9	52.0
		SW	198	31.1	32.9	84.9
		SE	91	14.3	15.1	100.0
<b>Missing</b>	34	NR	34	5.3	100.0	
<b>Total</b>	636		636	100.0		