



---

# Salt Lake Solutions

---

Better Communications Survey  
Results -- August 2010

---

Blaine Potts & Julian Tippetts  
Office Assistant  
801.535.7740  
[Julian.Tippetts@slcgov.com](mailto:Julian.Tippetts@slcgov.com)

---



## Table of Contents

1. How do you currently find out what the City is doing or planning to do? .....	6
Additional Comments.....	6
2. How would you prefer to find out what the City is doing? .....	8
Additional Comments.....	8
3. Do you think the City government is listening to you?.....	10
Additional Comments.....	10
4. Which city issues are of most interest or importance to you?.....	16
Additional Comments.....	16
5. What kind of organizations are you involved with? .....	26
Additional Organizations.....	26
Business Associations.....	28
6. In your opinion, what is the role of community councils? .....	29
84095.....	29
84101.....	29
84102.....	29
84103.....	30
84104.....	31
84105.....	31

84106..... 33

84108..... 33

84109..... 34

84111..... 34

84115..... 36

84119..... 37

84121..... 37

84124..... 37

7. Zip Codes..... 38

8. Website Questions..... 39

    When you visit the City’s website, what are you looking for?..... 39

    Are you able to find what you’re looking for on the site?..... 42

    How easy is it to find? ..... 42

    Is the information helpful?..... 42

    Does the information you find address your questions or concerns?..... 42

    Why was or wasn’t it (what you were looking for) easy to find? ..... 43

    What changes would you recommend to make the website work better for you? ..... 45

    Is there City information you are interested in but can’t find on the website?..... 48

9. SLCTV Questions..... 51

    Do you watch SLCTV? ..... 51

    If yes, by what means?..... 51

What programming do you usually watch? ..... 52

### 1. How do you currently find out what the City is doing or planning to do?

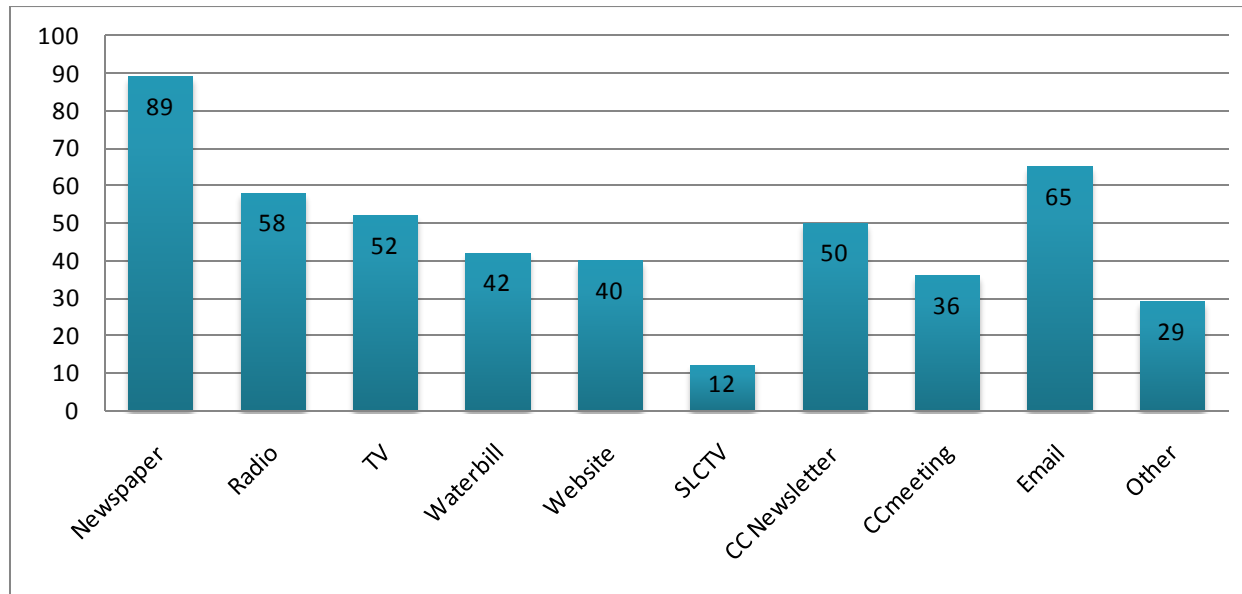


Figure 1

#### Additional Comments

- 1) word of mouth
- 2) word of mouth
- 3) word of mouth
- 4) word of mouth
- 5) word of mouth
- 6) word of mouth
- 7) word of mouth
- 8) word of mouth
- 9) word of mouth

- 10) word of mouth
- 11) word of mouth
- 12) Planning division newsletter. It's great! They give a very understandable explanation of what they are doing.
- 13) talking to community leaders
- 14) I am on the list to receive specified info as a member of the BAB Board
- 15) Facebook, Twitter, etc.
- 16) facebook updates from public officials and activists

- 17) emails from activist groups
- 18) Weekly Update From Representative David Litvack
- 19) facebook
- 20) Online newspaper.
- 21) I started getting emails after a community council meeting November 2009. For 16 years prior I did not know there was a community council.
- 22) Emails from Salt Lake County
- 23) Neighborhood meeting about changes that already seem to be approved i.e. Historic District
- 24) emails from Esther Hunter, chair of University Neighborhood Council
- 25) City Council Newsletter
- 26) Word of Mouth
- 27) engaged people via Social Media - Twitter mostly
- 28) Social Media
- 29) word of mouth by CBI SECURITY COWORKERS

## 2. How would you prefer to find out what the City is doing?

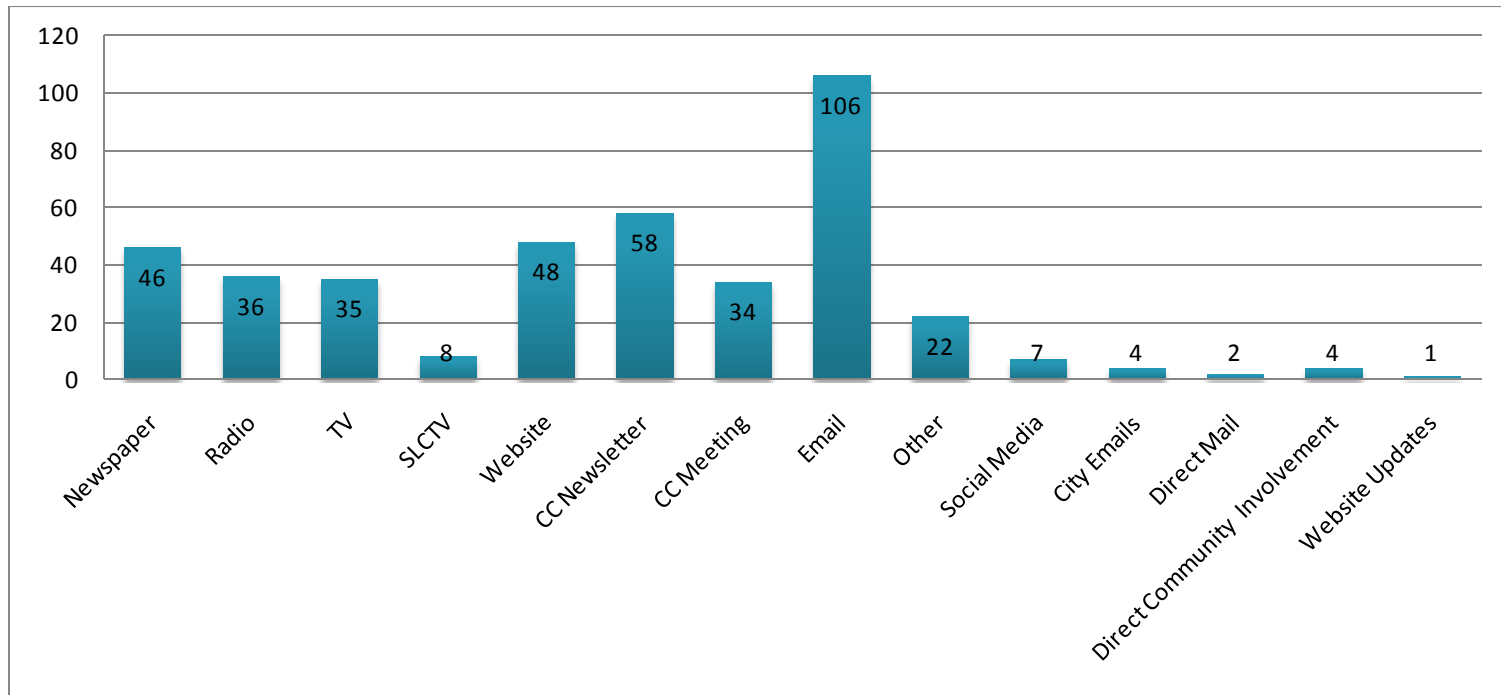


Figure 2

### Additional Comments

- 1) social networking, blogs, rss reader
- 2) RSS feed for newsreader
- 3) direct mail
- 4) door-to-door outreach
- 5) e-mail if not too frequent
- 6) I do get e mails about what is going on in SLC, but I would like to what is happening in the greater SL area.
- 7) emails from community councils
- 8) An enhanced website similar to the ones we learned about from Tacoma and Seattle at the Conference for Neighborhood Business Districts

- 9) Refugee Community Meetings
- 10) Open a direct channel of communication through a representative of the Major's Office who will attend United Africans of Utah monthly meeting the second Sunday of every month at the Asian Association from 5 to 7 pm. The representative may arrive around 5:45 pm to give information from the city and get feedback from the African community.
- 11) Social Media
- 12) facebook- that way it would be convenient to read about it
- 13) social media
- 14) facebook
- 15) direct involvement and input
- 16) City Council emails
- 17) Community outreach to neighborhoods, churches, schools
- 18) Community Council e-mail
- 19) occassional direct mail is helpful--though I know it's expensive
- 20) Monthly flyer would be nice
- 21) Social Media
- 22) I USED TO BE ON THE EMAIL LIST OF FORMER OFFICE

### 3. Do you think the City government is listening to you?

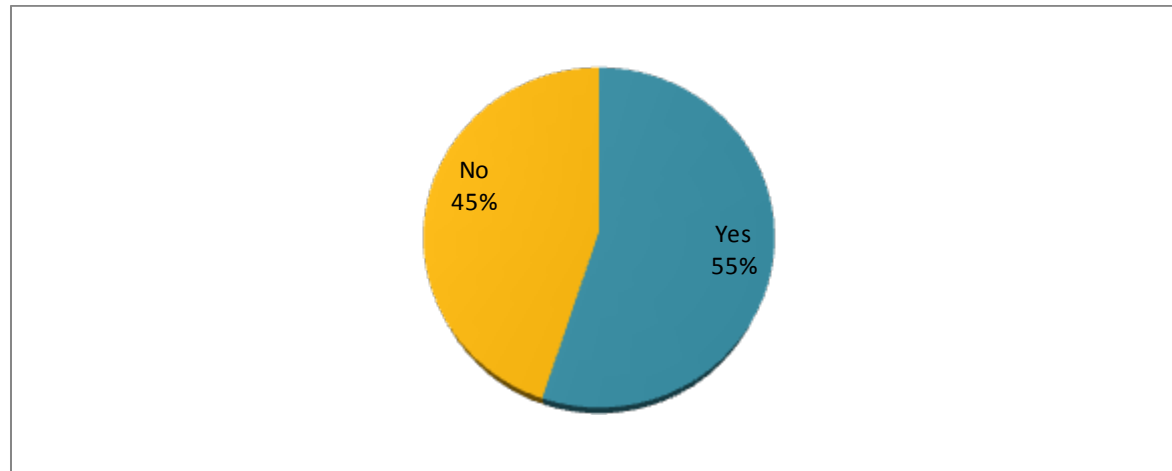


Figure 3

#### Additional Comments

- 1) I would like a monthly email from my city council member, describing issues decided during the past month and upcoming issues for input from the public
- 2) I believe the City listens, but it should be better at explaining why decisions are made, especially when in contrast to an opinion or idea expressed by the public that is not incorporated.
- 3) Sometimes
- 4) Have an open communication link that someone CHECKS FREQUENTLY
- 5) Allow more public comment periods (these seemed to have decreased) and ask for more participation from the community councils.
- 6) This is one of those half full/half empty questions. There have been times when the City has listened, but recently it seems that the city is making all decision before asking for input. With the new police headquarter and soccer complex, the City is not listening.
- 7) The City holds a couple of poorly publicized meetings on hot issues and listens only to those few citizens who show up. Even then the City hears what it wants to.

But that's not a website problem; it's a problem with office holders and staff.

- 8) Agendas seem set prior to public comment. By the time that City Government asks for input, decisions have already been made.
- 9) Not roll out plans and commit money before a thorough public process.
- 10) I think the city is listening only within the context that it establishes. I do not think the city is TRULY listening to all points of view. The city is absolutely trying to control the dialogue and direction of conversation by limiting the breadth of discussion. The Public Safety Building debacle is a good case in point - the city refused to consider options other than those they established as being realistic or meeting "City" needs. The city refused to budge on the location of the PS Building to sites beyond downtown. This is not listening - it is controlling the input process and the conversation.
- 11) The mayors meetings with the citizens are horribly scheduled and don't allow any flexibility for working people.
- 12) This is not an unequivocal "no" but I think the city tells us what they are going to do rather than listening to us and letting us weigh in on the decision making.

- 13) The City has its own agenda and regardless of what the communities would like, the Council and Mayor do what they want based on their financial influences.
- 14) City Council members and Board members should not make comments, such as "these people do not understand what is being proposed". All written comments from the public should be included in packets. The staff should present all information to the Boards, not just information which supports their point of view and they should tell the truth.
- 15) Provide more opportunity to comment and opportunity for appearance at community council mtgs., and avoid focus groups and open houses and give notice and time for response to proposals, avoid making decisions and then giving opportunities to comment, get comments first then make a decision. Respond to requests for action.
- 16) Crack down on crime; enforce existing codes for properties and rentals; enforce current laws on illegal immigrants.
- 17) This year with the Census the governor is asking the Catholic Church to make announcements for ALL the community to participate that is including our immigrant community; which is being attack by the state government. The highest percentile of the immigrant community come to work and try to give their families (children) a better opportunity then what

they had (parents), by this group of people in the community the state will get more funding for infrastructure, schools, ect. Yet the government will go back to try to get them out of the state by allowing ICE to perform rates in public places for example Walt-Mart. You need to make up your mind if you want a minority community that is been attack day by day by the state government to be count it you need to realize that their contribution is making a difference; therefore help them by supporting a immigrant reform in the senate, stop with ICE rates in the state, do not support SB251, and stop the different Identification card for drivers. You want them to count then let them be equal (we are one race, THE HUMAN RACE,)

- 18) Provide more publicity for announcements and opportunities to make a difference.
- 19) I think there are many positive changes being made, results should be qualified and quantified and published. Thank You for that.
- 20) We would like the city to do more for Refugees in Salt Lake City
- 21) I am in regular contact with my city council member.
- 22) I don't know because there is no communication between my organization and the city government. Direct communication may help. Relying on newsletters and websites may not work for all cultural

groups, especially the African refugee community with a high rate of limited to no literacy.

- 23) It sometimes difficult to say and constrained by many factors and considerations, so an individual comment or request is difficult to get across
- 24) Generally, yes. The City is made up of various departments & divisions, mayor's office, city council. Some listen better than others. RDA doesn't listen very well.
- 25) Listen to the public rather than force the cities agenda on an unwilling public. i.e. Public Safety Building location, Sugarhouse redevelopment, Leonardo funding, Sorrenson Center transfer to the county, west side soccer complex,
- 26) Improve Bike Lanes!
- 27) Yes and no...depending on what department
- 28) It is difficult to know. The process is not always clear especially when issues have to go before multiple bodies for approval or there are multiple pieces that need approval. Just when you think you're done there is another hearing on another portion that you didn't know needed approval with yet another public hearing. Also don't think that you should be required to go through a community Council process prior to going through official city process--i did not elect them. Also you go through a good healthy public process on the administrative side and then the again on the

council side--needs to be better coordination--so you don't have to start over.

- 29) More notice for public input; email, newsletter.
- 30) Economic development and planning seems to have predetermined preferred outcomes when approaching most issues, rather than utilizing a true public participation process--a hallmark of strong planning.
- 31) Many Members of the African American community will go to an advocate in the community about a community problem
- 32) Provide a way for community to give feedback on issues
- 33) Town hall meetings
- 34) But then again, I haven't tried to talk to them.
- 35) I feel that the City government is invisible out where I live. We are not a rich neighborhood so we do not see improvements but we are not impoverished like Peoples Freeway, or Glendale, so they figure we will just manage?
- 36) Government never listens to the people because the people are not involved with the government because I believe they believe what's the point they don't listen. It's always about some personal agenda and doing back door deals.
- 37) Too much is going on behind the scenes, with not enough involvement from or notice to the public.

People want to be involved; they just don't know how to be meaningfully involved.

- 38) Depends in the issues though. .
- 39) Utilize the input from public meetings to collect same - don't ignore it, e.g. Foothill residents on Hampton Inn hotel on 1345-55 South Foothill Blvd. instead of ignoring comments about the increased traffic on 2300 E.
- 40) City seems to be going towards an open house forum to get info out and this lessens public opinion
- 41) I would like to say some of the time.
- 42) Get a handle on the homeless situation, Decrease the influence of Community Councils in the entitlement and zoning process.
- 43) Suggestions? Dunno what options would be considered. . .
- 44) Have members of the City Councilmen and Mayor's Offices go to various community groups, besides community councils, and talk with them.
- 45) It seems that the city will do whatever it wants in regards to development.
- 46) While I understand that city employees don't want to work nights or weekends, too many of the meetings set up to take public input are scheduled during business hours and this prevents the input of the majority of citizens. Also community councils do not represent the interests of their communities; they are

self appointed and not accountable to the citizens in the community.

- 47) The problem with the planning and zoning information that the city puts out is that it's in code and not plain English. The emails need to be easier to read and understand. Don't tell me the codes or jargon, tell me what is happening! A house on street A wants to build a garage - that simple! or a developer wants to build a building on the Northwest corner of street A & B, the building will look like this and support this type of activity. Make it so anyone can read and understand what is happening in their city. This is a huge failing on the city's part and needs to be fixed.
- 48) Sometimes, but I blame myself for not coming and talking at council meetings, just can't find the time
- 49) ability to get a phone call or email returned
- 50) Create a planning department that does not favor the developer and allows for proper input and planning for developments.
- 51) Better communication with residents in the neighborhoods would be a start. Listening to all sides of an issue and investigating all the circumstances involved in a neighborhood issue.
- 52) I think that officials should spend more time on the west side of downtown so that they can truly understand the issues that members of this

community that live in this neighborhood face every day. (Specifically, Fair Park and Rose Park).

- 53) I really do not know how to communicate to the city government. I have had bad experiences with well connected individuals getting the edge. I really do feel I have a small voice. My lifestyle choice (single, no kids) is really not considered the "norm" so I feel what is important to me is not the same as the majority.
- 54) The mayor's page does not have his email or a "feedback" place to email him.
- 55) I'm not quite sure of a solution, but often feel that decisions are made before the community has had input, or decisions are made regardless of community input.
- 56) sometimes! One of my concerns is the number of outlets and inlets for Foothill Village. One way on 22nd East should be two way. No response when taken to Council. Investigate not just turn it over to the department.

57) Hold meetings that present both sides to an issue. The Yalecrest Community Council meeting was ridiculous as the City only showed one side.

58) It is a mixed bag. I think that that city is listening to residents when people really get involved, i.e. Library Square but I don't feel like there is enough information coming out before decisions are being made.

59) PROVIDED IT IS PRESENTED IN A RESPECTFUL MANNER WHICH I RESPECT THE OFFICE OF MAYOR TO DO SO. I DO NOT WISH TO WASTE ANY ONE'S TIME ON FRIVOLOUS ISSUES.

60) actually listen and do something about it!

61) No experience with my being heard/not heard.

62) Mayor's Office Hot Topics "Hot Topics" is published each week and lists the top issues and common questions the Mayor's Office is working on for the week. They are published on [www.slcgov.com/hot](http://www.slcgov.com/hot). Link does not work Also, on the website, you can only find out what the council considered after the fact. There is not a way to find out what is coming up on agenda so you can be there and speak to the topic.

#### 4. Which city issues are of most interest or importance to you?

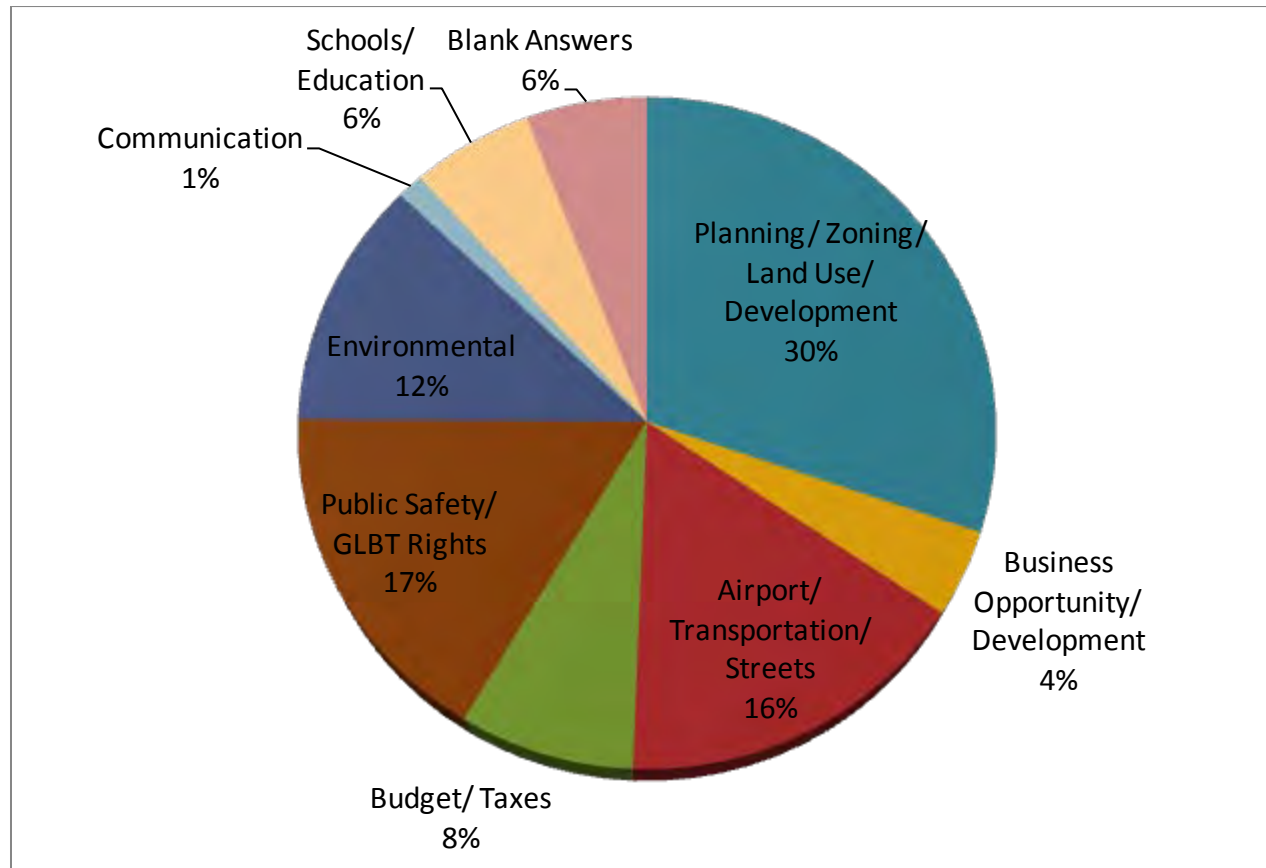


Figure 4

#### Additional Comments

1) Complete streets development. Pedestrian-friendly amenities. Nurturing small business and making it

easier for small businesses to success in Salt Lake City. Trax to airport.

- 2) Currently, the Sports Complex, Alcohol Normalization, Street Cars and the RDA
- 3) historic preservation of neighborhoods, alcohol normalization, city budget
- 4) Low income housing; crime prevention; traffic
- 5) Development planning and zoning (open space, recreation, monster homes) environmental concerns, air pollution mass transit budget
- 6) Green issues like recycling and alternative energy sources. Expanding public transit
- 7) Northwest Quadrant planning -- the website for this particular project seems always to be out of date, or it has been ages since any updates have been provided.
- 8) Bike lanes: surfacing, instruct road crews not to put signs in the bike lane! Trails: trails coordinator does not seem to be doing anything to take advantage of the potential for a trail system in the foothills using the Shoreline trail as central connector general open space and maintaining public access to open space. Development in the foothills
- 9) Events, crime, city reputation, west side development, environment
- 10) To have honest communication and the ear of those who represent us.
- 11) Bicycle friendly roads between downtown & university area
- 12) Safety, crime prevention, schools
- 13) conditional use; unit legalization; TOD
- 14) Development of walk able neighborhoods, open space, alternative transportation, schools, and a vibrant Salt lake City
- 15) Air quality, open space, appropriate growth (control of Garage Mahal infill), alternative energy, transportation
- 16) Inclusiveness of all City residents; care for homeless; walk ability in the City; City cleanliness; neighborhood commercial areas e.g. 9th & 9th, 15th & 15th, etc; safety.
- 17) downtown development
- 18) A new police station in my downtown neighborhood. How will the cops interact with the average citizen walking down the street? Environment Spending/Budget Sprawl on the west side near the lake
- 19) Sustainable growth and development Good Air Quality Healthy living Parks and Recreation - more and better Trails and Open Space Neighborhood Planning Walk ability and Alternative Modes of Transit Schools More diversity Entertaining places in the city
- 20) Zoning/monster homes regulation, public safety building location, traffic regulation/traffic light coordination, police/fire services.
- 21) crime, road construction
- 22) Bringing discipline to the homeless and panhandlers. Policing IAW existing laws those who illegally ride bikes and skateboards on the sidewalk at unsafe speeds and

- on private property. Enforcing nonsmoking laws at UTA stops and in front of the library.
- 23) I am most interested in SLC being an interesting, exciting place to live and work. Therefore I am interested in transit, walkable downtown and neighborhoods. I am interested in how the city implements their new commercial historic development guidelines.
- 24) Planning, RDA, traffic, parking
- 25) housing and services for low income people; oppose broadening of areas where liquor can be served; continue supporting protection of gays and lesbians in housing and employment
- 26) Airport TRAX line/North Temple Grand Boulevard, increasing police presence in neighborhoods.
- 27) Equal rights for all regardless of race, religion, sex, gender, or sexual orientation. Economy
- 28) safety, recreation opportunities, walk able neighborhoods
- 29) Community development, public safety, economic opportunities, diversity.
- 30) Lighting is a chief concern. I think that there are too many lights polluting our area, and many of the lights face up with no shield over them. I will add that I am pleased with the progress being made in our area in all aspects. I realize it just takes time.
- 31) Keeping the non-discrimination ordinance in place!
- 32) The city is putting out so much legislation right now and it does not have careful scrutiny as to how it interacts with other legislation that is being proposed. Slow, down and get it right. Public safety building, sustainability ordinance, preservation plan, demolition ordinance, alcohol proliferation, landlord tenant should be reviewed, parking should be revisited.
- 33) Traffic, growth, open space, planning and zoning. Business development.
- 34) Crime (vandalism, theft, gangs, speeders in residential areas, et al.)
- 35) New projects and laws.
- 36) Taxes. Education. Preservation of Morality. Sovereignty from national trends.
- 37) As a business owner, anything that will affect the cost of doing business as it relates to safety of all persons in my business neighborhood, accessibility to my store front (street closures-construction, etc) law changes that relate to my business and how it operates and any other changes, in writing either by email, personal contact or mail.
- 38) Historic preservation; compatible infill ordinance; transportation and traffic calming; pedestrian and bicycle issues; buses and Trax; street trees; clean water and air; library funding.
- 39) legal rights for GLBT people; safety for all; education; eliminating hunger

- 40) No more Taxes...balance the budget by control cost  
Eliminate Government staffers that are non-producers  
Hire Qualified private background resume employee
- 41) Planning, ordinance changes, buildings, services etc.
- 42) Right now -- The Northwest Quadrant, The proposed Soccer Complex
- 43) Currently the threatened location of the police building close to and/or around library square is all wrong.
- 44) Planning and zoning.
- 45) Taxes and neighborhood issues like the Wal-Mart issue.
- 46) Not sure.
- 47) Budget, public safety, zoning standards and enforcement, sustainable development
- 48) Money going outside of the city to support other cities  
2. No upper end houses/communities on the Westside  
3. Helping refugees/foreigners to understand that throwing trash on the ground is frowned upon  
4. Parking in front of peoples' mail boxes and blocking peoples' driveways-fines should be raised  
5. Soccer teams' lack of respect for communities they play in. This has been an ongoing problem for over 4-5 years.  
Drinking, trash, parking, going over to people homes and using the water faucet on the front of homes  
6. Requiring developers to have open/more spaces in their developments  
7. No cell phone use while driving within city limits unless wired or wireless (Bluetooth) is used - have a high fee for doing so  
8. City partnering with all chambers of commerce to teach refugees/foreigners on the expectations/customs/responsibility of homeownership (upkeep)  
9. To many families living in some homes 3 or more  
10. Dog owners not picking up after their pets - ongoing problem - raise the fine - Westpoint community  
11. City needs to partner with churches to assist and teach refugees/foreigners  
12. City needs/should have/require more open spaces
- 49) Planning, Historic Preservation, Development Projects.
- 50) Transportation, limiting suburban growth, AIR QUALITY, Sustainability, Parks, Bicycling, Education
- 51) Open space, sustainability, accessible parking, walkable neighborhoods, liquor reform, equal rights.
- 52) Public transportation. I would like to see improvements made to the recycling program. Anti-discrimination laws. I would also like to see us find a better way to address the issue of homelessness in our city.
- 53) Historic Home preservation, transportation, encouraging development of walkable districts with proper zoning and tax incentives, continue to work towards more bars and restaurants both downtown and in neighborhood districts provided they are done right.
- 54) Bicycle Safety Equality

- 55) Green energy, education, public transportation, recycling- why can't we get recycling in this city? Most major US cities have had it since the 1990s, why is Utah so far behind?
- 56) Improvement and expansion of our recycling efforts and facilities. GLTB rights.
- 57) Police, parks, transportation, animal control, taxes
- 58) E-2, reasonable economic development, no more widening streets or work that uses taxes that doesn't need to be changed. More Bike Racks, More recycling cans besides state and main (We all want to recycle)
- 59) Downtown development, transportation (Trax, streetcar plans, frontrunner). Neighborhood issues that affect the Avenues.
- 60) Smart and conscious development. Reducing the need for cars.
- 61) Environmental, including recycling, water management, bike lanes, etc. I am also concerned with zoning and beautification.
- 62) air quality - and transportation
- 63) Education
- 64) City Planning Historic Preservation Transportation Budget Homeless issues Gangs Drugs
- 65) Panhandling-I have a solution to ease the problem. It's called a street newspaper
- 66) Diversity--not just people, but places, things to do, opportunities, unique experiences, opportunities for

small, local businesses to have a go at it, limiting "big box" retailers or keeping them on the outskirts, connecting the city east/west--gateway mall to city center, making the city a place are kids want to stay and live, building on the incredible location with recreation opportunities and beauty. Finding a way/place to create a 9th/9th 15th/15th in the Avenues. Couldn't we put all the parking at the Aves Smith below and bring the business up top into the light?

- 67) This is in no particular order. Grab a snack. 1. Pedestrian-friendliness. (Letting bikes back on the sidewalks downtown, by the way? Bad call, for their safety and ours! Distracted drivers are also out of control.) 2. Noise (especially boom cars and tweaked motorcycles). 3. Violence, particularly gang-related. 4. Public health hazards. (Notably, the dog poop is getting ridiculous; walk twenty paces blindfolded downtown if you doubt me on this. The 25-foot rule for smokers could also use some enforcement.) 5. Nonviolent crime, particularly car prowling and scam activity. 6. Aggressive panhandling (read: mugging) and street harassment of women. 7. Graffiti, while merely cosmetic, is getting out-of-hand, not to mention expensive for property owners. 8. Downtown blight and bad development.
- 68) Public safety, community resources

- 69) City changes/ordinances that impact property value/quality of life.
- 70) Rights of diverse people in the city. Handling of legal issues with diverse people who have been first time offenders of the law. Funding to help diverse businesses in the city and offering more opportunities for the smaller business people to continue to succeed in the city especially whilst construction is occurring downtown.
- 71) Planning, historic preservation, downtown revitalization, adaptive reuse/urban renewal.
- 72) Sustainable development
- 73)  Have you heard of the following issues?  Alcohol ordinance change: yes  Regional Athletic Complex: no  TRAX on North Temple: yes  Public Safety Buildings: no  One-on-ones with the Mayor: yes  NOTE: Debra is not a resident of SLC  Good police coverage. There were some car prowls at Calvary Baptist Church. They get a response from the City to give parking tickets but not a response on car prowls. Also, the PD needs to take care to provide equal treatment. Cultural training may help.  Information for small business development/support  Events information
- 74) Building and zoning; taxes
- 75) Clean air and water, small business license cost,
- 76) Renters/landlords - there is no clear way to get landlords to be compliant with ordinances and health/safety codes, allowing tenants to be a nuisance to the neighborhoods they are in, or worse, allowing crime, drugs and violence to be introduced into the neighborhoods. Even unsafe living conditions for tenants, esp. immigrants, who feel they do not have any recourse.
- 77) Keeping the streets in good repair. Not letting development getting out of hand.
- 78) Street noise, especially loud bass speakers Speeding
- 79) Bike lanes, West side services
- 80) Graffiti, it is on everything. Shopping carts, they are urban tumbleweeds. Abandoned buildings, not just from the economy, but buildings that have been an eyesore for more than 20 years. UTA, their attitudes affect our neighborhoods and the city needs to be pro-active in representing the city's interest when they make plans. Educating citizens on how to be good citizens. Remind them how to sort trash, dog ownership, and the need for licenses etc.
- 81) Walking/biking friendly communities Heritage preservation Promotion of locally-based businesses More gardening space
- 82) Transportation, education
- 83) Environment, air quality, alternative transportation, design and planning.
- 84) Discrimination in employment, education, and housing.

- 85) taxes, schools, new growth
- 86) housing, homeless youth, open space, downtown SLC, zoning, planning
- 87) Planning and master-planning Neighborhood improvement projects (How can the city best support cleanup, safety improvements, beautification) Public safety services (accessibility, emergency planning)
- 88) Development
- 89) Issues that affect my neighborhood and my way of life
- 90) Preserving our historical traditions of honesty, neighborliness, clean environment, personal freedoms. Fighting crime that infringes on our historical traditions.
- 91) Air quality. Development of Parleys Trail along I-80 or 21st South corridor. Pedestrian scale development. Pedestrian access through Sugar House.
- 92) historic preservation, local small business success, walkable communities
- 93) Land use & zoning, mass transit, environmental protection.
- 94) Budget shortfalls, our part time Mayor who thinks Washington DC is more fun than SLC. The absolute undue influence of the Community Councils. They are unelected, unaccountable and are not reflective of the Community as a whole and yet they have a huge strangle hold on the entitlement and zoning process.
- 95) What is going on in my neighborhood, how are funds being spent.
- 96) Zoning and taxing
- 97) Transportation, development and sustainability.
- 98) Getting the stop light fixed on the corner of 400 west and 300 north. On the weekends, the light never changes and I either have to make a right hand turn or just run it like everyone else does. We've inquired before but have only been told that it is on a monitoring system but nobody cares enough to get it changed!
- 99) Off lead parks for dogs, there needs to be more and larger ones with access to running water and lots of room so dogs and their owners can get exercise. The current configuration of the Gully at Tanner Park is one of the few areas that large dogs can actually get exercised and yet the city is going to reduce the area which will lead to less exercise for owners and their dogs. This is a very poorly thought out idea. The only historical areas left are on the north side of the park, in the center, where the foundation of Dutler's Inn can be found. Most of the damage to that has been inflicted by cyclists who won't stay on trails and contractors that the city has allowed to dump waste down there over the years. Reconstruction of downtown. Currently it is a dead zone and the City Creek development doesn't look like it will bring lots of city residents back

downtown. The Twilight Concert Series brought lots of people downtown, but it struggled with parking issues. Sure, it is nice to tell folks to take TRAX or the bus however given that parking is very limited at the TRAX stations and UTA's decision to cut back on service in the later part of the evening, makes that more difficult to utilize. If we are going to have mass transit, then it needs to be available to citizens 7 days a week and late enough that those who party and/or work at clubs, etc., can get home. We also need more bus service that really connects to TRAX so that people can get everywhere in town via mass transit. BTW, it really is a bad idea that one cannot use a TRAX ticket as a transfer to a bus.

- 100) Planning and Zoning, emergency management,
- 101) Wasteful spending, Downtown issues, i.e. garbage, etc, government in general, how hard is it to get things done. Can't run my business like that, or I'd be out of business.
- 102) Housing, Business,
- 103) Enhancement of quality of life in our neighborhoods; particularly, clearer visioning and planning of what we want our neighborhoods to be in 10-20+ years. Zoning & incentives need to be modified to encourage the right uses in the right places based on proven models from around the country. EXISTING, HEALTHY NEIGHBORHOODS SHOULD BE PROTECTED

while allowing density & multi-use at appropriate locations - especially at underutilized lots on major corridors.

- 104) Public transportation, parks, schools; the "sugarhole" and now granite building....
- 105) Historic preservation and protecting character of neighborhoods, graffiti, west side commercial development, northwest quadrant development, cultural and economic divides between east and west sides, LDS and others
- 106) sustainable urban planning
- 107) The services I receive for the property tax I pay. Safety throughout the city. There are areas of the city I will not visit when alone.
- 108) Safety, Revitalization, Historic Preservation
- 109) I would love to walk my dog off leash at Tanner Park. I want a walkable community. I want to ride my bike to work without being terrified I'll be hit by a car. I want more open spaces and less development in the foothills. I want to see the police get thanked more for the work they do for the community by public officials. I do not want tall buildings in Sugarhouse. Can city officials work on adding more businesses in Rosepark and Glendale. They are great neighborhoods but they need the same types of business that Sugarhouse has. I love Salt Lake City and I want it to be the best City in the country.

- 110) Budgets. Spending on items that are in the pipeline from several years ago that ARE NO LONGER VIABLE IN THIS ECONOMY.
- 111) Bicycling advocacy, air quality issues
- 112) general cleanliness recycling Police presence Adequate bike lanes public school teachers salaries
- 113) zoning, land use
- 114) Yalecrest Historic District designation
- 115) Graffiti suppression, zoning to preserve historic buildings and neighborhoods, traffic safety.
- 116) Sustainability, Environment (Air Quality may be the thing that forces me to move), Historic Preservation, Crime
- 117) transportation, quality of life, environment
- 118) Planning and zoning.
- 119) fostering of the community via arts and diversity programs.
- 120) Sustainability, walk ability, downtown revitalization and transportation issues
- 121) Gang violence, afterschool programs for our youth, Community volunteer programs, Proper use of public funds, Equality.
- 122) Reducing crime, esp. home burglaries; Public transportation; Neighborly behavior (i.e., not building McMansions, not having loud parties, keeping sidewalks clear, etc.)
- 123) AT THIS TIME: 2010/2011 BUDGET: PERMIT FEES. I HAVE WITNESS MULTIPLE ROOFING CONTRACTORS AND NEIGHBORS THAT ERECT AND/OR MODIFY WITHOUT "NEEDLESS" COST OF PERMITS. I HOWEVER, KNOW AND OBTAIN SUCH PERMITS. CAROL DENT HAS WITNESSED EVIDENCE OF A CODE ENFORCEMENT OFFICER SIGNING OFF ON A CODE VIOLATION ADJACENT TO ME IN SPITE OF MY KNOWLEDGE OF THE NEED - AND SAID VIOLATION. ALSO, PERMITS NOT TAKEN OUT ON CITY PROJECTS BY SAID CONTRACTORS. I KNOW OF THIS FIRST HAND ALSO
- 124) Neighborhood patrols, drug activity, lack of police knowledge of alleys where drug activity is taking place, funding for more and consistent police presence in neighborhoods.
- 125) Air quality; walkability and connectivity of paths/trails; historic preservation; neighborhood-decentralized commercial concentrations; supporting more sustainable business; supporting local food infrastructure; development of diverse cultural organizations
- 126) Sustainability and environmental issues; historic preservation; conservation of parks, open spaces and trails; preservation of diverse housing opportunities; land use planning; zoning enforcement.
- 127) Repair sidewalks for safety sake.

128) Safety. Some bicycle travelers do not heed traffic lights & signs and some behave as pedestrians for convenience. Automobile drivers turn right at a stop sign or at a red light paying NO attention to pedestrians. Some drivers proceed through an intersection passing directly in front or behind a pedestrian in the cross walk. Cars in residential neighborhoods part too close to the intersection of a street that a driver entering the street cannot observe on-coming traffic.

129) Retail and economic development plans. Local and small businesses help with acquiring new customers and help with gaining reputation. Environmental and residential friendly conditions for opening chain corporations. Mass Transportation for events and sporting activities encouragement.

130) Fiscal

### 5. What kind of organizations are you involved with?

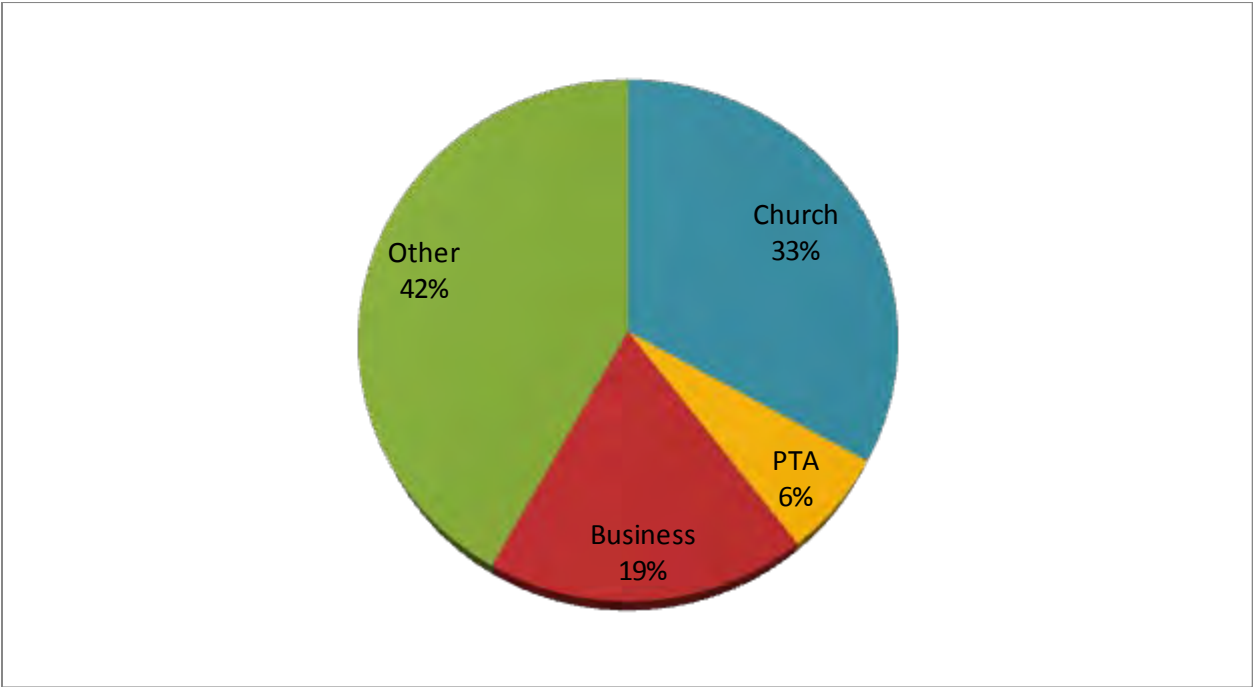


Figure 5

#### Additional Organizations

- 1) Ballpark Community Council - chair, Historic Landmarks Commission - commissioner
- 2) community council
- 3) UCLR
- 4) Asian, Hispanic, and SL Chambers
- 5) APA, ASLA
- 6) City boards, non-profit boards
- 7) home business
- 8) Volunteer, Utah Museum of Natural History
- 9) United Way, Rotary Club
- 10) FIDOS
- 11) American Society of Landscape Architects, American Planning Society
- 12) SLCPD Mobile Neighborhood Watch
- 13) Wingate Village Homeowners Association
- 14) sports affiliations, public recreation
- 15) Girl Scouts
- 16) PEO

- 17) Women Lawyers of Utah, Young Lawyers of Utah, Equality Utah
- 18) Community councils and non-profit advocacy groups.
- 19) UEA
- 20) School Business Partner
- 21) community council; citizen grass roots groups;
- 22) Professional Organizations-Utah Psychological Assoc.; UT Food Bank; University of Utah
- 23) serve on several non-profit community boards
- 24) Networking groups, PFLAG,
- 25) No Comment
- 26) check in with the community councils from time to time
- 27) Grassroots Community Based Organization "The United Africans of Utah."
- 28) The Greater Avenues Community Council
- 29) community council
- 30) Utah Heritage Foundation, State Historic Preservation Office
- 31) Non-profit organization
- 32) Board of Directors Equality Utah, Board of ECCC, Trans. Adv. Board, Democratic party delegate
- 33) healthcare, cycling, equality
- 34) nonprofits- housing, lgbt issues
- 35) Utah Pride Center
- 36) Equality Utah, SL County Republican Party, Gay and Lesbian center
- 37) Community Council
- 38) environmental and interfaith organizations
- 39) Human rights group, political groups
- 40) Community Writing Center
- 41) DO not belong to any organizations, like to find out the facts myself Labor unions, Community Councils, Community Action Program
- 42) Diversity council, SCC, Interfaith organization, etc.
- 43) Utah Nonprofits Association
- 44) community councils
- 45) Various clubs
- 46) Political and charitable
- 47) Cathedral de Madeleine
- 48) U of U, Non-profit organizations
- 49) Teacher for SLCS D
- 50) Public school governance, community councils
- 51) Sugar House Community Council
- 52) community council
- 53) Parleys Rails, Trails and Tunnels Coalition (PRATT), Sugar House Community Council
- 54) community council
- 55) community council
- 56) Sugar House Community Council
- 57) Community Networking
- 58) community council & political
- 59) neighborhood groups, community council, political organizations
- 60) Utah Pride Center
- 61) FIDOS, IAMA, WMPHC, UFA,
- 62) Several Nonprofit
- 63) rotary club, nonprofit boards
- 64) Community council
- 65) Scouting
- 66) advocacy groups

- 67) P.E.O. Sisterhood, Embroiders Guild of America, Swan Sampler Guild
- 68) Non Profit
- 69) Salt Lake County (Employee)
- 70) Imperial Neighborhood Park Association
- 71) volunteer
- 72) University Neighborhood Council
- 73) Community Council

- 74) Community Based Organizations - Non-profits
- 75) multiple non-profits in the city
- 76) Democratic Party
- 77) Neighborhood watch
- 78) BUSINESS LICENSE [NONPROFIT PROMOTIONS (START UP)]
- 79) Community Council; environmental NGO's
- 80) multiple non profit law enforcement organizations

### Business Associations

- 1) 3rd West Merchants Association
- 2) Latin American Chamber of Commerce, United 4 Economic Development
- 3) EDCUtah
- 4) Utah Association of Realtors
- 5) COC, Downtown Alliance, ACEC-Utah
- 6) many
- 7) Vest-pocket Business
- 8) Utah Association for Justice, other law practice/legal associations
- 9) American Institute of Architects, Chamber of Commerce
- 10) There are a lot. This is an example of the city having decided what it want and asking for input, where is the box for community councils, or for non-profit advocacy groups.;
- 11) Catholic
- 12) ABA, Utah Bar
- 13) Business Advisory Board
- 14) Big I

- 15) chambers of commerce in Ogden, Davis county and SLC
- 16) DMA, slccb, downtown alliance, Broadway merchants, vest pocket, AIFD, Utah floral association
- 17) Chamber of Commerce
- 18) TURN Community Services
- 19) African Business Owners
- 20) AMTA
- 21) Society of Manufacturing Engineers
- 22) Utah Association of Realtors, The Down Town Alliance, Sugar House Alliance
- 23) UBTA, ASTA, ARTA, ICTA, SME, AIME,
- 24) Local first, dma, vest pocket, Broadway merchants, slccb,
- 25) public relations society
- 26) small business owner, University of Utah
- 27) SL county corrections
- 28) CHAMBER OF COMMERCE (RETRO) AND DOPL (LICENSED SECURITY OFFICER
- 29) Net Impact, Vest Pocket, Utah Nonprofit Association
- 30) multiple business associations

## 6. In your opinion, what is the role of community councils?

### 84095

- 1) To implement, not develop, the will of the residents.
- 2) To actively choose correct placement and acquirement of land according to the peoples who live there. Work hard on listening to resident's concerns and suggestions. Help the next generation of children learn how it is to take care of your community.

### 84101

- 3) I have no idea; these are horribly scheduled as well.

### 84102

- 4) Liaison between the community and the city council.
- 5) Inform the local residents of current issues that affect them.
- 6) to educate its community; protect housing and businesses; to be the lead on development in its community
- 7) focus on issues and concerns of a community, or small area, and help facilitate solutions and be a liaison with larger entities, such as the city council or mayor's office
- 8) To be notified in a timely manner of what is happening in their area as well as city wide and to be consulted and to help with the decision making process. They also can work with the people who are doing projects in their area to plan, implement and improve them. This can be done in a non confrontational manner so that it makes for a better city. In other words, they want to be part of the solutions. They do not want to be an obstruction.
- 9) ELIMINATE THE COMMUNITY COUNCILS!!!!!! The ONE ISSUE that I agreed with Mayor DEE...the citizens can attend the weekly City Council Meetings. It only serves a very limited group..Save the Money!!
- 10) Making sure that community members' voices are heard and taken into account in public decision-making processes.
- 11) They should be used to disseminate information about what is happening in their neighborhoods with zoning, planning, preservation, transportation, and business. Also, they should gather feedback from the neighborhood to report to the city any concerns, ideas, and consensus with proposals for change or not to change.

- 12) To organize and brainstorm ideas
- 13) To represent their neighborhoods.
- 14) Heh, good question. I'm 28. What's this "community" that you speak of?
- 15) The voice for community members at the city council. The community council leadership's opinion about issues in their areas should be more highly regarded within city government.
- 16) To listen to the community and to give good, helpful and practical information to the community about how to make their community better
- 17) To inform the constituents what is happening on the city level and how we can speak up for what we really want, not have things happen to us that we don't want without input.
- 18) To inform, educate, & represent the best interests of the residents and businesses within the community.
- 19) To allow residents in a given area to work with the city to accomplish goals.
- 20) to represent the constituents

### 84103

- 21) To let a few power-hungry individuals monopolize people's time.
- 22) To understand neighborhood issues and communicate them to the City Council and to the community that they represent
- 23) To act as ombudsman/advocate for the community the council represents and to act as liaison between the specific community and city govt.
- 24) To protect communities and to communicate to the city the important issues in the communities. To assist in working out reasonable solutions.
- 25) To inform the community of City issue that will impact the community and represent the general interests
- 26) To be the voice of our neighborhoods.
- 27) Grassroots identification of problems/concerns and generation of solutions; creating community among neighbors
- 28) Great Places but generally ineffective
- 29) In my opinion, from having participated for several years in a very active community council, they can be important sources of information and usually a clear voice for community action.
- 30) To provide a venue to address local concerns and educate local residents on upcoming issues/votes.
- 31) What it should be and what it is are two different things. It should be bottoms up communication of issues, problems and solutions. It is a forum for a narrow group of people to grind their particular axes. Very hard to get involved.
- 32) To help good things happen, and stop bad things from happening. Unfortunately they often tend to just say no rather than help facilitate good things. Also, they can fill an important role communicating with their residents.

- 33) To meet and discuss the city's needs and areas for improvement. A sounding board.
- 34) If people and neighborhoods have issues they want to organize around it is nice to have a place to find people to talk about your concerns and get ideas on how to work the city. But our community councils are institutionalized and just another meaningless step. They do not represent me I did not vote for them. I would rather have more access through the administration or my city councilmember. Seems to me they should be issue based advocates as well as community organizers and strategist.
- 35) To represent the interests of the people who reside in their district.
- 36) Forum for community issues – both identify and problem solving
- 37) No opinion. Haven't thought about it.

#### 84104

- 38) To assess the city needs and requirements and communicate them to the appropriate city department. To make sure the city's ordinances are aligned with its population's needs, wants and vision.
- 39) Community councils should have a bigger role in community development. Community councils should have a budget & an increased ability to communicate with residents. I still don't get my council agendas or newsletters, no matter how many times I have signed up for them...
- 40) The role of the Community Councils SHOULD be one that assists in planning, preserving, caring for and communicating with all that Live-Work, Play and pray in community they represent. This includes all persons residing there, and all businesses that are located within that district.
- 41) They should be representing all the communities. No one represents the Refugee communities at all.
- 42) The role of community council is to hear the voice of the people and vote in their favor with the communities best interest. Sadly I have not seen this happen lately.

#### 84105

- 43) To provide neighborhood perspective on larger issues, and issues specific to the area.
- 44) Maintaining the character and structure of the neighborhoods.
- 45) It should be to encourage community participation in local government decisions, and it should be easily accessible online so that more citizens can shape council positions.
- 46) Work with the City to resolve neighborhood issues; socialize with neighbors.
- 47) To make decisions based on the majority in their community.
- 48) Sounding boards of neighborhood needs and wants Presenters of neighborhood perspective to community decisions Facilitators of small community-based projects/ neighborhood fairs/ street fairs, other neighborhood-based activities
- 49) be the "voice" of the neighborhoods, facilitator of consensus building, opportunity to participate in local government

- 50) To inform residents about what city services are available; to inform residents about changes in ordinances, planning, neighborhoods, etc.; to help residents identify and prioritize what is important to them and to help residents work to achieve neighborhood goals; to help neighbors be good neighbors; emergency preparedness planning; to provide a forum for bringing issues to the city's attention;
- 51) To ensure that the decisions made are in the best interest of the community.
- 52) Support the city's folks by listening to us and support locally-based businesses
- 53) Community councils should serve of as a two-way conduit for information about service, issues, and values of concern to the city government and the neighborhoods.
- 54) To provide the first stop where the public can become informed and collect comments on various issues. The community council should help residents with questions about how to best participate and how the stops of local government works. The community council should also be able to raise concerns expressed by their neighbors to city officials to provide a stronger voice for local issues. No matter how much outreach anyone does there is a level of personal responsibility to be informed as well.
- 55) Community councils offer the connection of residents to city officials. Often time's residents have no idea where to go to figure something out. Also, the role of community councils is vital in terms of proposed developments in their area and helping construct master plans. Residents need to have the opportunity to learn about and speak to developments that directly impact their lives.
- 56) The role of community councils should be to represent the interests of the local community however since the current version does not permit the local community to hold the members of the council accountable; the councils represent the views of the appointed members. These are frequently developers who have no interest in maintaining the unique flavors of a neighborhood. See what the Sugarhouse Community Council has wrought over the years, including the Walgreens at 9th and 21st, which was exempted from having parking in the rear, the Redman mess and now the Craig Mecham mess. In every case, the majority of residents have been opposed to the proposed changes and yet the council has voted in favor of them. At the very least, council members should be elected by the community that they represent and thus they would be more accountable to the community.
- 57) To respond to constituents and community needs and goals
- 58) care for the community, serve as a catalyst
- 59) not sure, but would like to learn
- 60) They play an important role in that they allow the neighborhoods to be involved. Although I know they do not have much power the sugarhouse community council does interact with the developers and this is a very important process esp given what has happened in sugarhouse re: Meacham.
- 61) To provide valuable and representative feedback to City officials. I think community councils should strive to finds ways to reach citizens that may not attend their community council meeting regularly, and represent their input as well.
- 62) should be communication channel, not policy setting/making

- 63) Advice and consult on issues that deal specifically with their communities. I think that the city should listen to community councils but I also think that issues like Parley Nature, the issue is a city wide resource and the community council appears to be working against the city wide interests.
- 64) To convey information to and from the city council. Make recommendation from a neighborhood perspective.
- 65) To collect and disseminate information about municipal issues to the community; to provide information and community input to municipal officials and decision-makers; to monitor government policies and practices; and to influence government decision-making.

### 84106

- 66) I'm not familiar with them.
- 67) to represent local communities by providing direction to the city about issues in those communities
- 68) They are supposed to be a liaison between the community and the city, but have become a tool of the special interests (ecological, business, social welfare and education). They need to be more in touch with their neighbors.
- 69) To represent me and I vote accordingly. I have the same beliefs that Soren Simonsen has on community growth and development.
- 70) Promote community activities and community improvement

### 84108

- 71) Provide input on how city proposals affect the community. This should be only one aspect in the decision making. Sometimes the greater good may be viewed as an inconvenience for some (like anti trail sentiment because the PUBLIC LAND behind a home is felt to be too close to the homeowner. Or the demand that development be allowed in a sensitive open space area)
- 72) I do not go out at night much which is when many of the community councils meet. I would much rather answer questions and give input in e mails.
- 73) In theory, they represent neighborhood views and interests. In reality they all operate differently and at least those on the eastside seem to be run by a small group which represents their own interests and not that of the whole neighborhood. In fact, often they don't even allow those attending the CC meetings to express opinions or vote for officers. I believe CCs are only one voice among many and should be treated equally with groups like Vest Pocket, Utah Heritage Foundation, and other groups who represent different, but equally important interests. I resent the implication the City is trying to limit their (CC) "power." To be fair in this democratic process, CCs should not have more "power" or more accurately, influence than these other groups/organizations.
- 74) To keep neighborhoods healthy.
- 75) Research and promoting important policy initiatives that is in the communities' interests.

- 76) to discuss and inform about planning, zoning, liaison with city council
- 77) Outreach and communication to the public not the current self-aggrandizement of members of that organization, who blithely collect 25 petition signatures from huge geographic areas and then do nothing further to communicate with residents, claiming that they have an "implied" right to vote or offer input based on their opinion rather than that of those they ostensibly represent.
- 78) To communicate with the residents of the council area. To assist residents in resolving neighborhood issues and concerns.
- 79) To inform us of the events and issues in our councils and those about us and to let us know what the city council is doing or is going to do. Our council chairman is extremely good at informing us of all the areas that impact us.
- 80) I don't know - I'm trying to learn.
- 81) Take input from the local residents, build consensus when possible, and inform clearly and regularly to the neighborhood. Not just to those that are on "their list" or are their friends.
- 82) Don't know much about community councils.

### 84109

- 83) They should be representing their neighborhoods, but mine is so big that a trustee can represent his neighborhood while trashing mine. We're in the wrong community council, but they are set up in such a way that it's really hard to move a neighborhood from one to another or set up an independent group. I think more people don't know about community councils than do.
- 84) To determine the wishes of the neighborhood and relay that information to our city government.
- 85) To ensure all citizens are equally represented with the passing of laws. To pass ordinances which enhance the efficiency of our city.
- 86) They should be the most important link between the city planning department and the communities. This is where master plan discussions should be happening regularly, community visions are developed, and implementation strategies coalesced. Presently, they are most used to report things that are happening. Ideally, this should be WHERE things are happening!
- 87) Combat neighborhood and community deterioration by advocating for vibrant business area design and community integration, inviting open spaces, fast and easy public transportation and other elements of a community in which people want to live.
- 88) 1) Mobilize neighborhood residents for impact on community-wide quality of life issues - commercial development, bike/walkability, crime reduction and safety enhancement, cooperation in disaster and crises, recreation facilities: a) in neighborhood and b) in city-wide goals, policies, plans, decisions, that impact all neighborhoods. 2) Community Councils can train residents about how the city government works, how to get involved in City decision making and be a place to cultivate future City Council members and Mayoral candidates.

### 84111

- 89) Seek input from constituents and then make decisions based on the feedback. I don't think the council does this effectively.

- 90) To give feedback on how certain projects may affect a neighborhood, so that the planning commission/city council can take into consideration.
- 91) To be a voice of the community, not to get into a cabal of bored, aging, empty-nesters who believe their opinion are the majority opinion.
- 92) From my observation on watching most every City council meeting and planning commission meeting over the past several years, it appears their job is to obstruct anything that makes common sense. It is unfortunate that a few activists misrepresent the voice of the silent majority.
- 93) To see, listen to the community and make a decision on what is best for the community EVERY MEMBER OF THE COMMUNITY.
- 94) Lowest level of civic involvement. First place to take many concerns.
- 95) To fill the needs of their areas, know what is needed and what is not. To be in contact with those areas/people, businesses.
- 96) To inform residents. To provide for community input and help in decision making on issues that impact the city and more specifically the neighborhoods. A safety valve to provide an opportunity to bring up and address "thorny" issues before they become monstrous.
- 97) To gather viewpoints and opinions from individuals and credible sources, then make their decisions based not on their own personal politics, opinion, or religious belief, but by learning what is best for everyone impacted by those decisions.
- 98) Listen to those who live in the areas impacted by their decisions.
- 99) Not clear (mentioned special commissioners)
- 100) To provide information to the community
- 101) They are established to be a communication link between the communities and the city government, however many of the councils seemed to have established mini political organizations of their own, they focus on projects that are of interest to them and get bogged down in parliamentary rules and long term projects that are probably not a good fit for their scope. Could be really powerful if more participated and their scope was more clearly defined and focused.
- 102) To serve the residents of the area and to be a conduit for the sharing of information between residents and the City
- 103) To educate the community about the Community and to be a facilitator in real dialogue. Not the hate speech that passes as reasoned thought.
- 104) To approve or disapprove actions in our community. To get out in their areas and personally see what the people want and need.

**84115**

- 105) Provide a conduit for information from the community to City government and vice-versa. This is done thru several means, one of which is a monthly meeting held publicly. A Community Council should also be an advocate for the community
- 106) To inform neighbors of what is happening in the area and help the community succeed as a whole through information and getting people involved and engaged
- 107) 84116
- 108) I really don't know
- 109) To advise the city council members of what the current issues are.
- 110) To represent the community in the city government
- 111) The role of community councils is such that the City leaders should listen to the concerns and comments from them. These are the most basic needs of the city, and without the community councils, neighborhood voices go silent.
- 112) To improve, and give voice to the members, of the microscopic community within the larger city entity.
- 113) To be a conduit for information to flow to and from the city.
- 114) To be a conduit between the city and the community. A forum where citizens can voice their concerns. An opportunity for neighbors to come together.
- 115) To represent the community's interests, contribute to the master plan.
- 116) To provide the vehicle for grassroots activities by the residents as it relates to city, county, and state issues. To organize residents to be actively involved in city government and local issues.
- 117) Bring the community together to decide on policy choices that affect the community directly.
- 118) Preparations and information on local issues
- 119) Stewards of the community. That means service and maintaining the mission, maintenance, management, managing, and upkeep of the standards the citizens have set and expect in their living environment.
- 120) To inform community members, as well as give feedback to city reps on various issues.
- 121) to help the neighbors in the community with issues that need attention in the area and to represent us at city/county levels
- 122) Helping solve problems residents encounter.
- 123) All zoning issues SHOULD go through the community councils, not for a vote but for FYI. It should be part of the process and developers should just budget time for it and know they have to do it. The community council is to provide information about the

community to the community members, what's going on in their community, what resources they have access to. If the city bypasses the community council it bypasses the residents of the city in that community.

- 124) At a minimum, Provide a local gathering where city elected officials and staff can disseminate information on neighborhood issues, receive feedback on these issues, and provide a means for the public to bring local issues to the attention of city elected officials and staff. Ideally, they would be well-attended and inclusive of all neighborhood residents and incorporate other local advocacy groups and non-profits. I don't think this is currently the case.
- 125) To act as liaisons to city official as representatives of the neighborhood in which they live and/or work.
- 126) To listen to the people who show up to them. NOT TO SELL THEIR PRE-CONCIEVED AGENDA
- 127) MULTI-FACETED LEGISLATIVE LIAISON-SHIP/CITIZENSHIP MEANS OF ALL-PARTY GOVERNMENT.
- 128) to listen and do whatever is best for the community - NOT for themselves or as a public stunt

#### 84119

- 129) To represent those that elected them and to stay in communication with them.

#### 84121

- 130) To ensure that the public good and will of the people (when aligned with public good) is the highest priority of community planning and decision making.
- 131) To hear what the community wants and to help get to the place where the community feels involved in changes and to continue to grow the city

#### 84124

- 132) Be the voice of the people in laws, regulations, and enforcement
- 133) To plan, enact and enforce community standards, and to listen to citizens on issues of concern.

## 7. Zip Codes

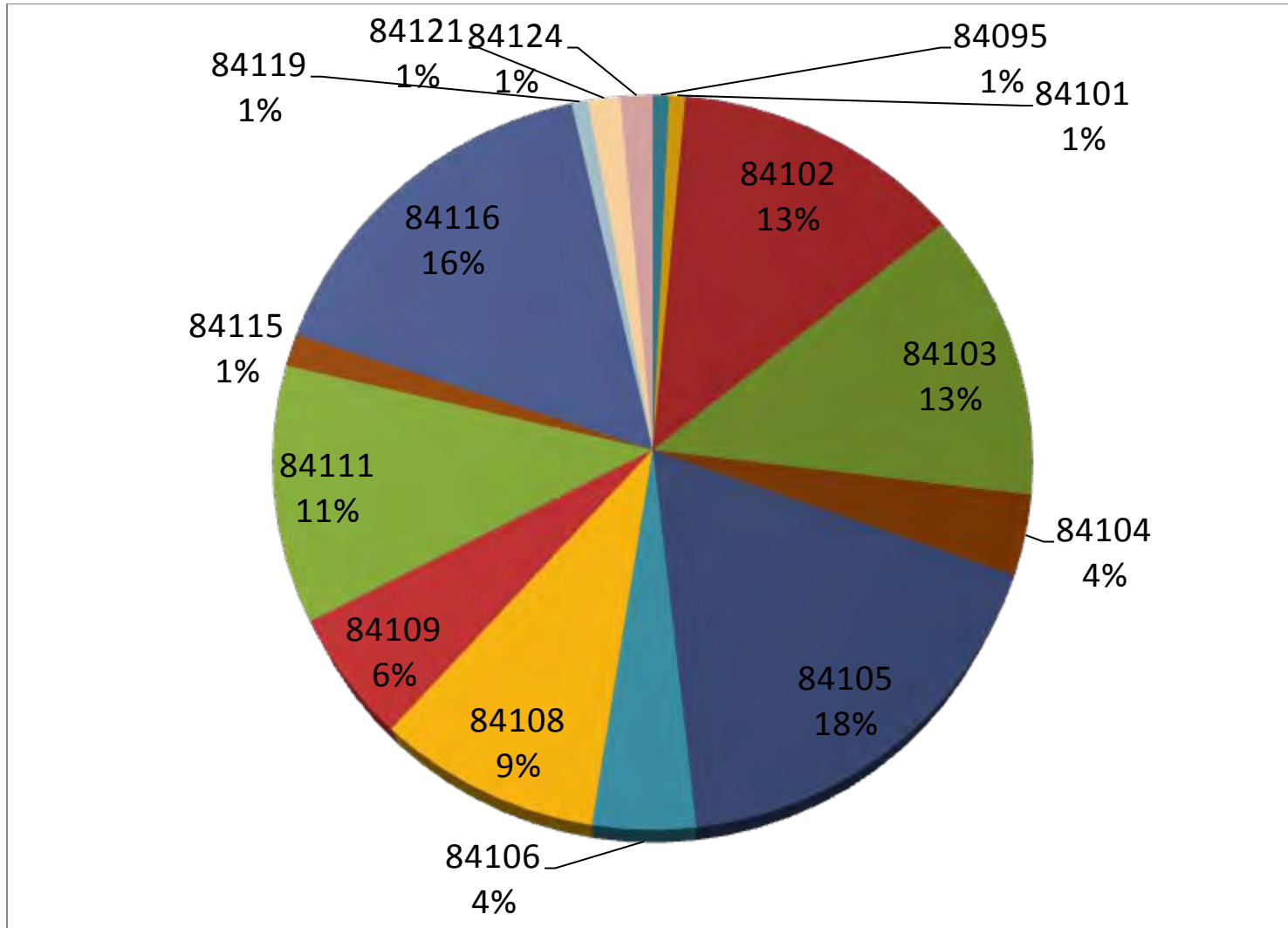


Figure 6

## 8. Website Questions

### When you visit the City's website, what are you looking for?

- 1) Phone numbers, and what's new and exciting, boards and commissions
- 2) varies
- 3) don't really visit often
- 4) I have not used the city website.
- 5) have looked for department staff and phone numbers
- 6) Events and news.
- 7) Current issues or events.
- 8) Up to date information, upcoming meetings, etc.
- 9) Contact information for city personnel
- 10) Information
- 11) Only specific information. I.e. Ice rink hours, staff contact info, etc... I haven't visited the site for updates on events etc...
- 12) business codes and restrictions, crime stats, registered sex offenders
- 13) Zoning rules, meeting dates and agendas
- 14) Development information, mayor, council and community council email addresses, recycling information and city contacts
- 15) A quick way to determine my council district (the current map is poor, not interactive and buried at the website). B. Contact information (again, the current site seems designed to discourage easy access to essential information)
- 16) Business opportunities on the Purchasing site; phone numbers of City departments.
- 17) information
- 18) I have only been on the site a couple of times and each time I had to call to get the information I needed (zoning info and scheduled neighborhood pick up).
- 19) contacts
- 20) Departmental phone numbers/ staff names
- 21) I haven't looked at the website often. On the only occasion I recall looking at it I was looking for the phone number/contact person at a city dept.
- 22) Contact information for various departments.
- 23) Who to contact, what is on City Council Agendas, the actions taken as a result of City Council meetings and Planning Commission meetings. Rules, regulations and laws pertaining to living in the city.
- 24) zoning ordinances what's new
- 25) codes and regulations, current and pending issues
- 26) contact information for individuals
- 27) Maps.
- 28) events, jobs, services
- 29) Information on community events, crime statistics, contact information.
- 30) Bulk trash pickup, where offices are located
- 31) Time lines of what is being proposed, listening to meetings, agendas, ordinances.
- 32) Agendas, or ordinances or a name and phone number.
- 33) Phone numbers and code law.

- 34) Employment for people in our community that come an request help to find a new job.
- 35) Contact information to talk to a person.
- 36) a large variety of up to date information, all things happening in the city's construct of departments, employed or volunteer basis, all current construction projects, all results and plans for all open houses, all possible policy changes, all future thoughts, goals and plans.
- 37) transportation; historic preservation; community council; neighborhood bulk pick up; street light plan; creek surveys (BioWest); planning and zoning; housing and zoning enforcement
- 38) recycling programs; government offices and locations;
- 39) Department office contacts
- 40) Mainly services
- 41) a host of things
- 42) I have not used the site
- 43) Usually minutes and agendas, but sometimes rules and policies on trash pickup, parks, dogs, etc.
- 44) Water department and annual neighborhood trash pickup dates.
- 45) I don't visit the City's website
- 46) Issues or information forwarded at community council meetings
- 47) Usually information about Historic Landmarks Commission, Meeting agendas, minutes, zoning regs., contact information of city employees, RDA,
- 48) Latest news, events, programs and services
- 49) bill paying, schedules
- 50) ordinances or services provided
- 51) Contact Information, Meeting information
- 52) answers
- 53) public programs
- 54) Events
- 55) Info about water, sewer, garbage pickup, golf tee times
- 56) bill pay or info on curbside recycling
- 57) information
- 58) Varies
- 59) To see what is happening in the community.
- 60) Jobs, what is new.
- 61) current issues, people, departments
- 62) Jobs, city info
- 63) Hot Issues News Events
- 64) Blogger fodder
- 65) City Council agendas, contact information, ordinance and approval process information
- 66) Usually I pop in to pay my water bill, poke around the latest announcements, and log off. I appreciate the site's news, but I wonder if discussion forums might be worth exploring?
- 67) City officials, phone numbers
- 68) Regulations, hours of operation.
- 69) diversity information
- 70) Zoning or planning information.
- 71) Jobs, what the city is working on and planning for the future.
- 72) I use it for everything from taxes to tickets!
- 73) When my road is going to be replaced/repared.
- 74) I am usually looking for basic info about services.
- 75) Event information
- 76) transportation issues, budget

- 77) Rules and regulations. Contact information. Changes in policies coming from the council.
- 78) Usually zoning/ordinance info
- 79) Information.
- 80) Haven't looked at it lately
- 81) jobs, general zoning questions
- 82) events, change in regulations
- 83) Information about city programs Names and phone numbers for specific people or program/department administrators
- 84) Minutes and agendas for Planning Commission and City Council.
- 85) bldg dept stuff and contact info
- 86) I only go there to pay my water bill
- 87) Planning Commission and City Council agendas and Staff Reports. Various Master Plans of all types.
- 88) specific information
- 89) City council information, planning commission minutes, RDA information, Gallivan Center events, community district liaison and some planning division information.
- 90) I don't visit the website often
- 91) different things at different times, utility contacts, grants, etc Depends what hat I'm wearing that day, personal, as property manager, etc
- 92) News of the community
- 93) Events, planning and zoning information.
- 94) I use it to gather news, check regulations and such.
- 95) various information
- 96) jobs, pay license fees,
- 97) Departments and to whom to talk to about certain questions
- 98) council news, city structure, job listings, permits
- 99) various things
- 100) Agendas, staff reports for city council, boards and commissions.
- 101) information about certain events, jobs, interest to see who is doing what
- 102) Information about the community council meetings. Which, by the way, is not so easy to find.
- 103) new city development, paying water bill, jobs
- 104) Decisions made in community council meetings. I find it difficult to attend because of work. Phone numbers.
- 105) Pay my water bill, leave feedback to my city council, and leave feedback to the mayor. Water bill is easy to find. Leaving feedback is either buried somewhere or not available!
- 106) Quick answers to issues that concern me.
- 107) information about events
- 108) I have to say, I haven't found a need to visit the Website.
- 109) Information on Historic Landmark Commission and the temporary regulations in place. Contact numbers for planning staff (calls not returned).
- 110) specific information
- 111) I was looking for email sign-up for news & info
- 112) Clarity - Current issues.
- 113) usually try to find info about issues in my area.
- 114) Information about basic stuff like trash pickup, current projects around my house (i.e. 9th E construction) and followup from issues seen in the news and on social media.

Are you able to find what you're looking for on the site?

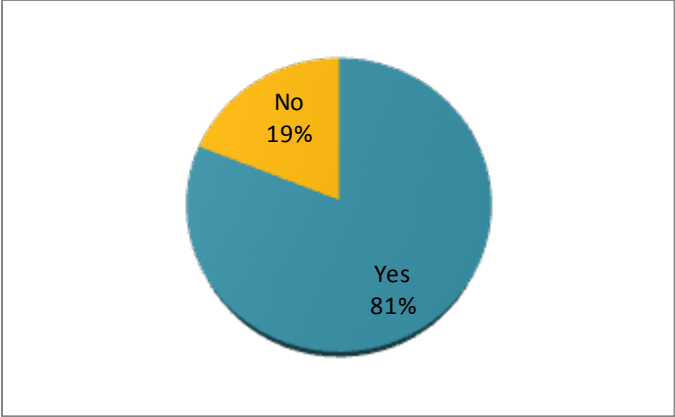


Figure 7

Is the information helpful?

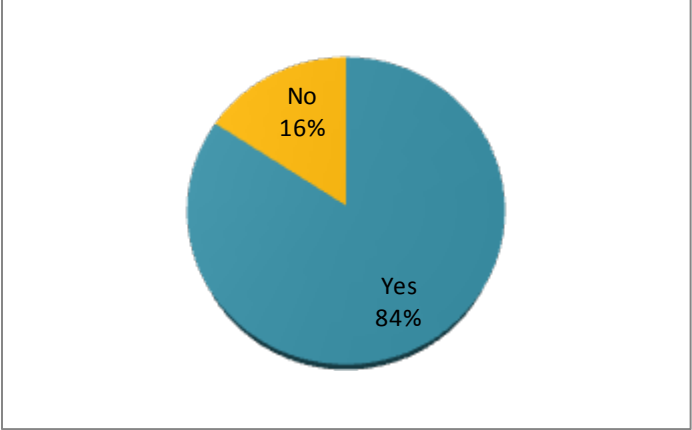


Figure 9

How easy is it to find?

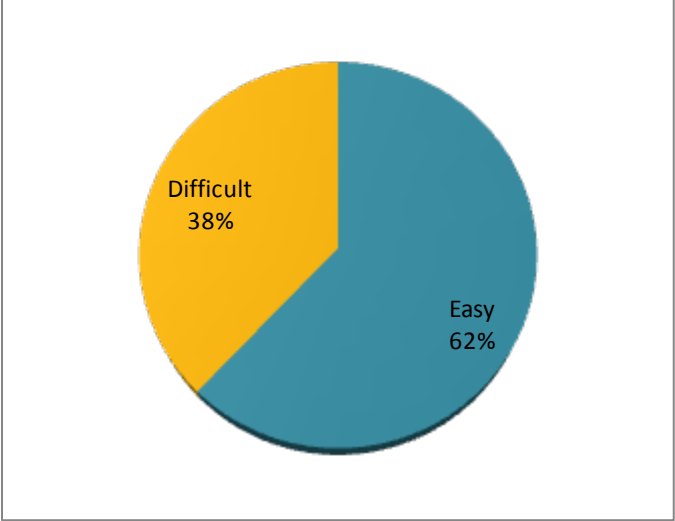


Figure 8

Does the information you find address your questions or concerns?

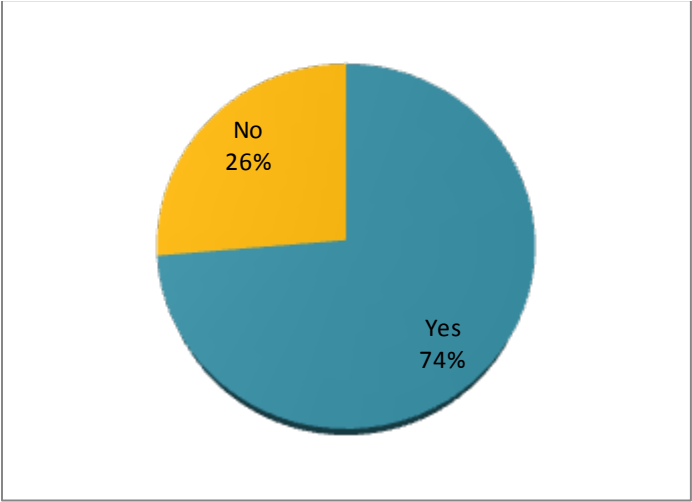


Figure 10

### Why was or wasn't it (what you were looking for) easy to find?

- 1) Because I work for the City, so I have a lot of experience looking on the website. :)
- 2) Some info is missing
- 3) Don't remember, sorry
- 4) Even emailing the department directly does not help.
- 5) Google can find it
- 6) The page is not well designed an user friendly
- 7) most of the time its easy
- 8) Poor site design, top to bottom. Basic information like district boundaries isn't accessible at top level. The site is fragmented into subsites, so a search for "District Map" takes you to a City Council subsite. Then you provide a GIS map - why not just provide a link to a Google maps overlay? The GIS viewer interface is poor. Once you get to a magnification that shows street labels, the labels overwhelm the boundary line so navigation is cumbersome. Even a simple map that shows street boundaries would be a big improvement. You need a consistent design standard, many topic sites have graphics that don't provide meaningful information and make the City site look fragmented and unorganized (e.g., the cheesy graphic on the slcgreen page that looks amateurish and diverts attention from the links the page provides). The Bicycle Advisory Committee (actually all of Transportation) page looks like an entirely different website.
- 9) I usually know where I want to go on the site.
- 10) many layers, do not know when agendas and staff reports are posted (have to keep on checking)
- 11) I had to call to get the information I really needed. I also had to have the person on the phone walk me through the process of where the information was on the site.
- 12) The persons designing the web site have done a good job in my view.
- 13) In order to find a specific map, I first have to find out which department is responsible for it.
- 14) Other than having to do a search of the site, things aren't readily visible. You have to know what it is that you are looking for specifically before you can find it.
- 15) Many things are not posted or are posted so close to completion that there is not enough time to respond.
- 16) This is a bad set of questions there are not just yes or no responses.
- 17) Don't understand the language
- 18) Generally easy, but sometimes, as with CIP grants, the committee who reviews them is not where the list of projects is.
- 19) Reasonably easy, because the site seems to be well designed and maintained.
- 20) The search feature doesn't work very well. A lot of the Landmarks info seems to be buried pretty deeply.
- 21) simple layout, effective drop down menus
- 22) I am familiar with the site.
- 23) The layout is pretty straight forward and things are clearly labeled
- 24) The search engine on the website does not seem to be user friendly in my opinion.

- 25) Things tend to be buried in a mess of links...
- 26) Needs to guess how the web designer thinks. need a spider based search
- 27) It's pretty scattered, but I can always find the recycling info eventually. The bill pay is REALLY easy to find.
- 28) Easy in some way.
- 29) depends on the issue
- 30) Well laid out. Also I have visited the website several times.
- 31) It is not always easy to find simply because it is not organized well. Also if you were unfamiliar I would think it to be a nightmare. I think the web site varies from department to department and simply answering yes or no is not accurate.
- 32) Website is not user friendly.
- 33) Getting better, but there are still dead links.
- 34) I found it once before, now I cannot find it again. There are lots of broken links on the site as well -i.e.  
[http://www.slcgov.com/utilities/CIP%20Files/ci\\_current\\_utility\\_projects.htm](http://www.slcgov.com/utilities/CIP%20Files/ci_current_utility_projects.htm) is primary navigation!
- 35) The information is buried too deep.
- 36) out of date
- 37) Website can be laid out to be more user friendly. Example: take a topic (can citizens store rainwater?) Now see how easy it is to find the information.
- 38) Takes a while to navigate and search; initially, it's surprising/confusing when the separate zoning website opens
- 39) Some things are not always there. I've been searching for a copy of the Open Space Master Plan, and cannot find it anywhere.
- Some master plans are there, but are not "searchable" documents. Mostly what I need is there, but not always easy to find.
- 40) I don't fully understand the hierarchy of the city governance/administrative structure. The search function rarely returns useful results.
- 41) Good, user friendly website, but minutes are not completed in a timely manner for those who cannot attend various meetings.
- 42) just need to get used to where to find specific items
- 43) you have a link in the corner of the homepage
- 44) Sugar House Community Council training on how to get around the slcgov.com website.
- 45) It can range from easy to difficult depending on if you know exactly where to look.
- 46) I get lost
- 47) actually it's not an easy or difficult answer because it depends on what I'm looking for
- 48) Not well organized for specific areas of the City.
- 49) This question and the one before are sometimes I find what I'm looking for and sometimes it's easy, sometimes it's hard. Think it depends on how easy the city wants me to find certain info. The website is ok, could be better, a little more user friendly
- 50) Sometimes it's hard, but most of the time I can find it, after a few pages.
- 51) It is not updated as fast it should be the rda notes are always 30 days along with planning decisions minutes

- 52) I have not used the website very much this year (2010), so speaking from my experiences in the past, the particular piece of information was not easily categorized within the existing categories on the website. The website really needed HELP! Perhaps it's better.
- 53) There is no central page to access this kind of information - you have to look on each board's page and find them from there. Some boards don't seem to post their staff reports. The new transmittal page is a good start, but we need a central place for all staff reports for all boards & Commissions.

- 54) The website organizes sections in a rather convoluted manor and it is difficult to find some areas of the site. Information about my community council is always out of date or missing.
- 55) I do find what I want. At times it will take a awhile.
- 56) See previous comment.
- 57) Search option is sometimes ineffective.
- 58) USUALLY I KNOW WHAT AND WHO I AM LOOKING FOR. IF I DON'T - I KNOW PAULINE WILL.
- 59) I am not able to find everything I am looking for. If the transparency initiative is so the public is informed, then you are failing

### What changes would you recommend to make the website work better for you?

- 1) None
- 2) A general list of email addresses and phone numbers of staff
- 3) Don't know; haven't spent enough time on it
- 4) Opportunity to give feedback and post comments.
- 5) Keep it up to date with good information about up-coming meetings, etc.
- 6) More interactive. Use residents better as a resource for information. I'm very excited about a new app for my smart phone called "SeeClickFix"
- 7) Looks good to me.
- 8) have better links and easy to understand pages. Separate by different topics
- 9) needs more information
- 10) Simplify. Unify. Deliver most needed and searched-for information at top navigation levels. Use pdfs, not WordPerfect docs (I don't know if the city does this, but the Utah State site does). Use web

- standard tools like Google Maps instead of oddball GIS apps.  
Expand your RSS feed offerings.
- 11) Nothing that I can think of.
  - 12) post items that continually change in a conspicuous place
  - 13) Taylor it to the key items I am interested in.
  - 14) None. The website is fine. The Government/Administration could use some work.
  - 15) Direct links to ongoing projects Clearinghouse of specific project agendas, notes, ideas, etc.. At present the city is trying to "screen" information rather than laying t all out for the public to sift through. It doesn't work as an alternative to attending meetings, which it should.
  - 16) I don't use it enough to have recommendations
  - 17) I cannot figure out who to contact to pick up the pile of homeless left trash that has accumulated behind the Printing building on 1st South and 400 West.

- 18) Be sure it is up to date.
- 19) More user friendly. A site list (A-Z) directory. A better layout of divisions (public services, public works, city services, etc.)
- 20) More information for some boards that are not using it.
- 21) Generally, I am lead to a site through an email link. I would like to see an expanded communication with the city's web page to include all businesses in SLC that are within the city limits, links to all community WebPages.
- 22) As I'm a refugee, I would like to see on how to navigate the services within the city. I would like to see the City doing more for refugees.
- 23) none that I can think of right now
- 24) Provide an A-Z index so I can look up CIP grants, for example, and not have to go to every city department to figure out where that spreadsheet is. The U of U has a great index on their website; you can find something by a variety of names. They also have an employee index, as does the State of Utah site so you can find an email address or phone number for an employee without having to dig around in a department webpage. Yours has phone numbers, but no email addresses.
- 25) None at this time
- 26) a question box/link where someone from the mayor's office can answer the questions if it can't be found on the site
- 27) Make it more intuitive. When you type in a particular code citation in the search box, it would be great if the actual code came up first, rather than all the meetings where it was mentioned.
- 28) a quick link for "get involved" that would help people identify groups/councils based off of locations and interests.
- 29) Better search feature. Make it easier to navigate. Archive old information from years ago so it doesn't always appear on top during searches.
- 30) Better search capability.
- 31) no recommendations
- 32) None. Very user friendly.
- 33) I'll get back with you
- 34) ?
- 35) Nothing
- 36) Print the agenda/TV schedule for Channel #17
- 37) More interactive and user friendly. Not just lists etc.
- 38) See next question.
- 39) Too many links to dig through to find what I am looking for. More transparent, user-friendly format would help.
- 40) Make contacts and address information of what I need easier to access. I never really know who specifically to send an email to.
- 41) More functional search.
- 42) You need to user test that site, it is not intuitive.
- 43) Better links to other government websites.
- 44) A search box is only as good as its ability to link to the information.
- 45) Develop a way to make the zoning info more user friendly
- 46) The main page seems to be mostly about what the mayor is doing. This is not the information that people need on a daily basis. I think that the mayor and council can have prominent links to their initiatives, but the main page and the first level should be mostly the information that people are looking for on a daily basis -- not buried in endless lists or links. Permits, plans, initiatives, opportunities to comment -- these should be the most prominent features. The current large graphic that changes from topic to topic is way overkill.

- 47) none
- 48) update more frequently
- 49) Improve the search engine; provide clearer navigational directions, and a graphical site map.
- 50) None other than ensuring minutes are completed more timely
- 51) ?
- 52) Review website for dead links and outdated information, but leave previous versions of Master Plans.
- 53) these aren't really yes/no questions you are asking here
- 54) Make it more area specific and a better means of two-way communication with City bureaucrats.
- 55) A better search tool would be a good starting place. One that doesn't get stumped by layman terms. When one moves into the City Codes, it can be difficult to find specific information.
- 56) Sometimes its addresses my concerns.
- 57) can't say right now, can't navigate from this page
- 58) speed up the delivery of information from meetings to media
- 59) It would be nice to have some sort of help "wizard" that would ask questions that would slowly narrow down the website opportunities until the correct place is found. Manufacturing companies (i.e. cars, computers, appliances, etc.) often use this so people don't have to know exactly where they are going from the beginning, but find it with the help of the "flowchart" questions.
- 60) as noted above - also update the Historic Landmark Commission's pages
- 61) Have a section for community councils that is easier to find. A large section dedicated to residents might be a place to start.
- 62) Perhaps simplifying the layout
- 63) Put an "email the mayor" box on there and one for choosing my city council member and an email box for him too.
- 64) None.
- 65) Qualitative data such as phone numbers, contact info, and dates are easy to find and effective. Policy & department information is often outdated and vague.
- 66) Website navigation is an area that can always be improved
- 67) I would do some usability testing and restructure the architecture of the site. A FAQ with whom to call about the top 10 issues people typically contact the City with could also be nice. Right now if I look at the Residents' Center page, there is no categorization of the data. Headers of 'Recreation', 'Zoning Problems and Questions', 'Getting Involved' and the like could help to make the site more navigable as well as 'related' tags linking from, say, the Good Neighbor Guide to the specific office involved with handling a problem mentioned in the guide.(Link from Weeds no taller than 6 inches to whatever office handles those complaints).
- 68) much better search algorithms and functionality
- 69) Organize, Organize, Organize. Think about the user
- 70) Works fine for me, so far.
- 71) AT THIS TIME, I CAN NOT THINK OF A THING.
- 72) I expect a citizen engagement portal to cover upcoming open board/commission or other project service opportunities, draft policies/plans open for public comment, new plans or directives for citizens to be aware of, resources to make homes/businesses more sustainable, how we can impact issues (safety, air quality, cultural development. I expect to easily learn about what is happening in my community council area.
- 73) Consistent protocols for site design in all departments. A searchable archive of old documents, particularly planning and City Council documents.

74) have a better search capability and the ability to ask a live person who knows where to direct the question. My record is having to talk to 8 different people and still could not find the answer!

75) Coach the searcher on how to find specific information; for example, I searched variations on "restrictive property covenants" to no success, and coaching might have yielded a source.

76) More of a gallery of images to show how the project is working out.

### Is there City information you are interested in but can't find on the website?

- 1) Schedule for council review of the Northwest Quadrant; working sessions, etc are not posted and we know it should be coming up.
- 2) A better, more easily navigated city ordinance guide. A better guide to SLC demographics.
- 3) business development and codes
- 4) Contact names for Department heads was hard to find for some
- 5) Put a graphical figure (picture) of what's recyclable (blue bin acceptable) on the web site.
- 6) What day the neighborhood pickup will be on each year.
- 7) It can be difficult to find information on cultural events, etc. The website is perhaps trying to do too many things at once.
- 8) Road construction updates
- 9) See last question
- 10) nothing comes to mind
- 11) More links to neighboring cities and other governmental entities.
- 12) ? Have not viewed other city's pages to have the best answer for this question, but I would suggest that it is researched
- 13) I would like the city to follow the Salt Lake County's example and to do more for diversity to include Refugees.
- 14) CIP grants and the spreadsheet that lists all the projects and their ranking.
- 15) Landmarks should not be so difficult to find.
- 16) ditto
- 17) See answer above.

18) Legal issues regarding vending on the street

19) not sure at this time

20) I'd like better search ability of laws and codes. PSA campaigns might be neat, too.

21) Local ordinances.

22) Seminars, city events

23) We are trying to decide if we should build a house on a lot in Emigration. The zoning codes and ordinances that would help us understand the basics about building in the area are very difficult to find, and when we call city employees, they are less than helpful.

24) I've had trouble over the years. I know one site I've had trouble with (but don't know if it is the city) is the recycling information.

25) a simple budget statement like you would find at a public company

26) There should be a page or a way to find individual in terms of what their actual job or responsibility is. Then have that contact number or email easily available. Seem except for the Mayor office, everything else is a secret.

27) Hard to find info on specific park info

28) Make the day to day information the easiest to find - links to departments and contact information/directory. Permits and licensing information. Planning and zoning information. This is the

- stuff that people need every day, not a press release about an initiative.
- 29) yard recycle bin - how to get one
  - 30) Names and numbers of staff. I have had trouble contacting specific people
  - 31) of course and if I was looking today I could come up with specifics but didn't know you would be asking for specifics for this
  - 32) Pending developments would be helpful. Things do not appear on the website until they reach the planning commission agenda and then the notice is short. For people wanting to stay on top of these types of issues the community council is the only place to learn about these things. If the first time you hear about a development and have a chance to get familiar with it is at the planning commission phase it is too late!
  - 33) I know there has been, but can't think of it now.
  - 34) ditto on above
  - 35) Phone numbers
  - 36) More clarity on what residents concerns are (like an FAQ page that is more comprehensive), and how the city recommends they deal with them (process, resources, etc.). Similar site for business & development.
  - 37) Jordan river parkway maps and information
  - 38) What can I do to get the city as invested in the west side of downtown (Fair Park and Rose Park) to the level in which they are for neighborhoods like the Avenues, 9th and 9th, City Creek and Sugarhouse?
  - 39) More transparency on the projects the city is pursuing. Put the project, the city's capital outlay, and recurring costs in a hyperlinked spreadsheet or grid layout.
  - 40) Community event calendars. This is probably a failure of event planners
  - 41) More information about the formation of Neighborhood Councils and how they are interacting/empowered by the city. How to communicate to the city that our Neighborhood council does not represent all the interests in our neighborhood.
  - 42) When are community council's terms? Who are on the community councils? How do they distribute info. besides electronically?
  - 43) Building permits and info about applications. I want to know what businesses are looking to build in my neighborhood and who is doing what that may have an effect on the area
  - 44) How can we get street lights put in my neighborhood.
  - 45) SAA
  - 46) I have had problems in the past finding information on neighborhood clean up dates.
  - 47) I would like a simple way to learn: what's new to my neighborhood specifically, what's new for all citizens in terms of opportunities/benefits and rules that guide my behavior. I want to easily learn about what issues that could result in additional benefits or rules are in development and how I or my fellow residents can shape them.
  - 48) If one perseveres, the information is usually there. I haven't been able to listen to recordings that are supposed to be available, despite following all the instructions.
  - 49) Where is permissible to set up a coffee shack and how to go about finding out the appropriate procedures. Have someone from the city to look at the sidewalk which the tree roots are upheaving at a rapid rate.
  - 50) Restrictive covenant for property/home owners on my street
  - 51) Current Traffic or updates on constructions that will take effect in the area.

52) Today I was specifically looking for the Golf Enterprise Fund fiscal information, years 1999-2009. I was also looking for revenue & expenditure information years 1999-2009 for Nibley Park & Forest

Dale GCs. I would like to see line items expenses and revenues, not just totals.

### 9. SLCTV Questions

Do you watch SLCTV?

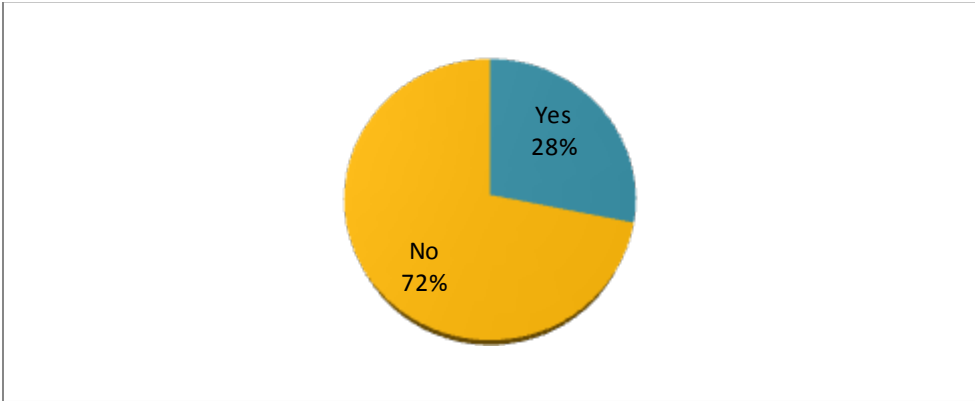


Figure 11

If yes, by what means?

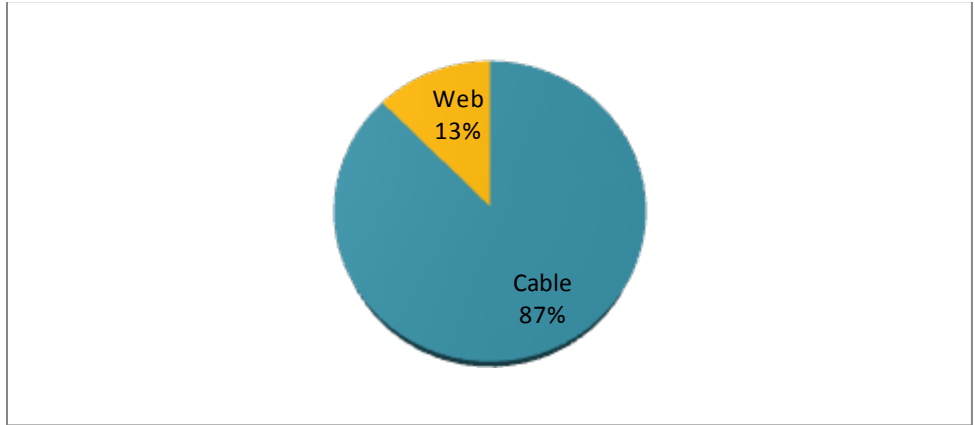


Figure 12

### What programming do you usually watch?

- 1) I would like to watch Channel 7 but haven't figured out how to do it yet. There should be instructions on how to watch it on the web for us technology challenged folks
- 2) Never heard of it before
- 3) I usually get local news from Public Radio stations.
- 4) KSL 5 news, Fox 13 News, KUTV 2 News
- 5) City Council meetings
- 6) I didn't know that SLCTV existed
- 7) Cable news, PBS.
- 8) city council, rda
- 9) I watch the major local networks. I also watch more of the crime dramas (Law & Order, CSI) then the news or other shows. I watch PBS on Saturday mornings.
- 10) Hit and miss as part of channel-surfing - I never purposely intend to watch it. It is boring, primarily a boring record of dull meetings. It could be something interesting and engaging, but it isn't formatted to be that. Also, the few public service items I've seen seem old, dated and on endless repeat. The city should hire media professionals to run the station, or disband it as a costly and unsuccessful experiment.
- 11) City Council and Planning Commission Meetings
- 12) Occasionally city council meetings. occasionally city tours
- 13) not consistent viewing
- 14) I have watched the channel before, but it's been at least four years.
- 15) various - council meetings, services overviews
- 16) I have a dish, not Comcast, and SLCTV isn't available to me.
- 17) KUED, TNT We really like Jim Lehr News.
- 18) City Council, Board meetings
- 19) none
- 20) None
- 21) Channel 13 and 5 news and channel 7
- 22) News
- 23) I usually watch the council sessions, and for convenience sake, I like having the chance to watch the casts on the web that are logged historically.
- 24) PBS
- 25) Didn't know this existed until I took this survey.
- 26) Channel #2 10'News Channel #4 Nightline- Mad Money-Jim Cramer
- 27) CNN, MSNBC, nighttime shows
- 28) Channel 2 News also Fox
- 29) I wish they would have a detailed schedule on their website, listing type of meeting and date, so I would know when they're rebroadcasting meetings that I missed. Sometimes I got to the website, but they rebroadcast so often that I would prefer to watch it on cable, if only I knew what the schedule would be.
- 30) I don't have a cable connection and I am totally unaware of this service.

- 31) history, educational, news,
- 32) City Council, Planning Commission, Mayor's breakfast with CCs. Is there a reason Landmarks Commission meetings are not televised?
- 33) I don't but will start checking out the web programming
- 34) n/a
- 35) city council, city council "business" sessions, planning commission
- 36) depends, usually government
- 37) Didn't even know about it
- 38) News 2
- 39) HBO, PBS, Comedy Central
- 40) None
- 41) I check it rather frequently to see if what is on is of interest. Sometimes the programming is obsolete.
- 42) I watch the City Council meetings, NOT because I'm really interested in the subject matter but rather because I'm amazed at how the cameras have actually stifled discussion and how little is said because of the cameras. I say take them out so you can have a real discussion.
- 43) KUED 7 also Ch. 17 that has all the cities information rolling screen at times and I think 20 does too?
- 44) pbs
- 45) ?
- 46) PBS, PBS Now
- 47) Whatever is on when I am falling asleep :)
- 48) I don't usually watch television.
- 49) I would love to watch but I don't have cable isn't the an unused dtv channel at 7 or 9 witch you could use
- 50) none
- 51) Generally watching planning commission or city council meetings, rather than attending in person. It's much easier. I know I can't comment that way, but some council members check their email or text, so I can still reach them if I want to convey something during the meeting.
- 52) Channel 2,4, 5 and KUED 7
- 53) ksl
- 54) FOX Network news
- 55) none
- 56) Cannot get City TV on terrestrial antenna.
- 57) planning and council meetings
- 58) I watch less than 2 hours of TV a week.
- 59) I didn't know there was a slctv station.
- 60) news and movies
- 61) Comedy and news. That is about all I can take.
- 62) I don't watch TV and I've never tried watching on the web.
- 63) Just pop in every now and then.
- 64) Whatever happens to be on . . . but usually stay watching when development & neighborhood issues are being discussed.
- 65) Council meetings, RDA board meetings, Planning Commission meetings. Would really like to be able to watch other board meetings - most notably Historic Landmark Commission. Would like broader and timelier on-demand postings. The

council meetings from March 9th still aren't posted as available for on-demand viewing as of April 1.

66) we do not watch TV

67) I usually do not watch TV. I do use my computer for 1-2 hours a day for personal matters.

68) City Council meetings.

69) City Council Meetings

70) Often the council meetings

71) KUED, News on KSL. the world channel. All air TV

72) Don't have TV, so if I watched anything it would be via the web

73) majority of home-improvement channel

74) City Council meetings: animal related, city planning for west side and safety programs et al.

75) What is station 17 and how do I know where to find it - do I need cable, I don't have cable.

76) I try to watch some City Council meetings - the connection works more often than not. I appreciate the informational pieces, like those done by the City Forester.

77) Public TV and some local and national TV news

78) council meetings

79) KUTV, Fox 13