

September 23, 2004

TO: John Szerlag, City Manager

FROM: John M. Lamerato, Assistant City Manager/Finance & Administration
Brian Murphy, Assistant City Manager/Services
Cindy Stewart, Community Affairs Director
Laura Fitzpatrick, Assistant to the City Manager

SUBJECT: ICMA Citizen Survey

We have revised the ICMA (International City/County Management Association) survey to reflect Council's edits to the 3 additional yes/no questions as well as the addition of two open-ended questions. Question 16 contains our yes/no and open-ended questions.

Question 16 (a) was amended at the study session, to read: "Would you support maintaining the current tax rate even if it means a reduction in the level of essential city services (Police, Fire, Public Works)." The idea behind changing the question from the previous edition was to turn the question from a negative reference frame to a positive reference frame.

After reading the question as though we were respondents to the survey, we noticed an unintended consequence to the change. As worded, there are two reasons to answer "no" to the question: "no" taxes are too high; "no" I don't want to reduce services.

Instead Council may wish to consider amending the question to: "Would you support maintaining the current level of essential city services (Police, Fire, Public Works) even if it means an increase in the current tax rate."

The question maintains a positive reference frame, and reduces the interpretation to what a response means. "Yes" means residents want to maintain service delivery even if we have to raise taxes to do so. "No" means that we can modify our service levels to work within the confines of the current millage structure.

Funds for this expenditure are available through Community Affairs – Consultant Fees, Account #748.7816.010.

Attached is the revised sample survey.

The City of Troy 2004 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please circle the number that comes closest to your opinion for each of the following questions:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
How do you rate Troy as a place to live?.....	1	2	3	4	5
How do you rate your neighborhood as a place to live?	1	2	3	4	5
How do you rate Troy as a place to raise children?	1	2	3	4	5
How do you rate Troy as a place to retire?	1	2	3	4	5
How do you rate the overall quality of life in Troy?.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Troy as a whole:

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Sense of community.....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds ...	1	2	3	4	5
Overall appearance of Troy.....	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities.....	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care	1	2	3	4	5
Ease of car travel in Troy.....	1	2	3	4	5
Ease of bus travel in Troy	1	2	3	4	5
Ease of bicycle travel in Troy	1	2	3	4	5
Ease of walking in Troy.....	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Troy over the past 2 years:

	<u>much too slow</u>	<u>somewhat too slow</u>	<u>right amount</u>	<u>somewhat too fast</u>	<u>much too fast</u>	<u>don't know</u>
Population growth.....	1	2	3	4	5	6
Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are the following problems in Troy:

	<u>not a problem</u>	<u>minor problem</u>	<u>moderate problem</u>	<u>major problem</u>	<u>don't know</u>
Crime	1	2	3	4	5
Drugs.....	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth.....	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Run down buildings, weed lots, or junk vehicles.....	1	2	3	4	5
Taxes.....	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Homelessness.....	1	2	3	4	5

5. Please rate how safe you feel from the following occurring to you in Troy:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
Violent crime (e.g., rape, assault, robbery).....	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Fire.....	1	2	3	4	5	6

6. Please rate how safe you feel:

	very <u>safe</u>	somewhat <u>safe</u>	neither safe <u>nor unsafe</u>	somewhat <u>unsafe</u>	very <u>unsafe</u>	don't <u>know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark	1	2	3	4	5	6
In Troy's shopping/commercial area during the day..	1	2	3	4	5	6
In Troy's shopping/commercial area after dark.....	1	2	3	4	5	6
In Troy's parks during the day.....	1	2	3	4	5	6
In Troy's parks after dark	1	2	3	4	5	6

7. During the past twelve months, were you or anyone in your household the victim of any crime?

- no [go to question #9] yes [go to question #8] don't know

8. If yes, was this crime (these crimes) reported to the police?

- no yes don't know

9. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Troy?

	never	once or <u>twice</u>	3 to 12 <u>times</u>	13 to 26 <u>times</u>	more than <u>26 times</u>
Used Troy public libraries or their services	1	2	3	4	5
Used Troy recreation centers	1	2	3	4	5
Visited the Troy Historical Museum.....	1	2	3	4	5
Visited one of Troy's golf courses	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or City park.....	1	2	3	4	5
Ridden a local bus within Troy	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other local public meeting on cable television	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group/activity in Troy	1	2	3	4	5
Read Troy Today Newsletter	1	2	3	4	5
Used the Internet for anything	1	2	3	4	5
Used the Internet to conduct business with the City of Troy	1	2	3	4	5
Purchased an item over the Internet	1	2	3	4	5

10. How do you rate the quality of each of the following services in Troy?

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Police services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance/emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Amount of public parking.....	1	2	3	4	5
Bus/transit services.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Nature Center.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Range/variety of recreation programs and classes.....	1	2	3	4	5
Recreation centers/facilities.....	1	2	3	4	5
Accessibility of parks.....	1	2	3	4	5
Accessibility of recreation centers/facilities.....	1	2	3	4	5
Appearance/maintenance of parks.....	1	2	3	4	5
Appearance of recreation centers/facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low-income people.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Variety of library materials.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Troy Museum.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by...

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
The City of Troy?.....	1	2	3	4	5
The Federal Government?.....	1	2	3	4	5
The State Government?.....	1	2	3	4	5

12. Have you had any in-person or phone contact with an employee of the City of Troy within the last 12 months (including police, receptionists, planners or any others)?

- no [go to question #14] yes [go to question #13]

13. What was your impression of employees of the City of Troy in your most recent contact? (Rate each characteristic below.)

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

14. Please rate the following statements by circling the number that most clearly represents your opinion:

	<u>strongly agree</u>	<u>somewhat agree</u>	<u>neither agree nor disagree</u>	<u>somewhat disagree</u>	<u>strongly disagree</u>	<u>don't know</u>
I receive good value for the City of Troy taxes I pay	1	2	3	4	5	6
I am pleased with the overall direction that the City of Troy is taking.....	1	2	3	4	5	6
The City of Troy government welcomes citizen involvement.....	1	2	3	4	5	6
The City of Troy government listens to citizens.....	1	2	3	4	5	6

15. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- very positive somewhat positive neutral somewhat negative very negative

16. Please check the response that comes closest to your opinion for each of the following questions:

a. Would you support maintaining the current level of essential City services (Police, Fire, Public Works, etc.) even if it means an increase in the current tax rate?

- yes no don't know

b. Would you be in favor of implementing new user fees (Library, Parks & Recreation uses/programs) where none currently exist?

- yes no don't know

c. For Quality of Life Services (Parks & Recreation/Library/Museum/Nature Center) should there be an increase in user fees before an increase in taxes?

- yes no don't know

d. Our last survey conducted in 1999 indicated that traffic congestion was Troy's #1 concern. How do you feel about this and how would you like the City of Troy to address traffic congestion?

e. What do you think about the City of Troy proceeding with the final phase of the proposed I-75/Crooks/Long Lake Interchange Improvement Project which would be contingent upon receiving an estimated \$40 million from the Federal Highway Administration, and why?

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

17. Do you live within the City limits of the City of Troy?

- no yes

18. Are you currently employed?

- no [go to question #19] yes [go to question #18a]

18a. What one method of transportation do you usually use (for the longest distance of your commute) to travel to work?

- Motorized vehicle (e.g. car, truck, van, motorcycle etc...)
 Bus, Rail, Subway, or other public transportation
 Walk
 Work at home
 Other

18b. If you checked the motorized vehicle (e.g. car, truck, van, motorcycle, etc.) box in 18a, do other people (adults or children) usually ride with you to or from work?

- no yes

19. How many years have you lived in Troy?

- less than 2 years 11-20 years
 2-5 years more than 20 years
 6-10 years

20. Which best describes the building you live in?

- one family house detached from any other houses
 house attached to one or more houses (e.g. a duplex or town home)
 building with two or more apartments or condominiums
 mobile home
 other

21. Is this house, apartment, or mobile home...

- rented for cash or occupied without cash payment?
 owned by you or someone in this house with a mortgage or free and clear?

22. Do any children 12 or under live in your household?

- no yes

23. Do any teenagers aged between 13 and 17 live in your household?

- no yes

24. Are you or any other members of your household aged 65 or older?

- no yes

25. Does any member of your household have a physical handicap or is anyone disabled?

- no yes

26. What is the highest degree or level of school you have completed? (mark one box)

- 12th Grade or less, no diploma
 high school diploma
 some college, no degree
 associate's degree (e.g. AA, AS)
 bachelor's degree (e.g. BA, AB, BS)
 graduate degree or professional degree

27. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 or more

28. Are you Spanish/Hispanic/Latino?

- no yes

29. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

30. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

31. What is your sex?

- female male

32. Are you registered to vote in your jurisdiction?

- no yes don't know

33. Did you vote in the last election?

- no yes don't know

34. Are you likely to vote in the next election?

- no yes don't know

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th St., Boulder, CO 80301

DATE: September 21, 2004

TO: John Szerlag, City Manager

FROM: Brian Murphy, Assistant City Manager/Services
Douglas J. Smith, Real Estate and Development Director
Steve Vandette, City Engineer
Mark F. Miller, Planning Director

SUBJECT: PRELIMINARY SITE CONDOMINIUM REVIEW – Stone Haven Woods East No. 2 Site Condominium, South side of Wattles Road, West of Crooks Road, Section 20 – R-1B

RECOMMENDATION

At the June 8, 2004 Planning Commission Regular Meeting, the Planning Commission recommended approval of the alternate layout of the Stone Haven Woods East No. 2 Site Condominium, with the extension of Fadi Drive to the north and east, without a direct connection to Wattles Road. City Management concurs with this recommendation.

City Council tabled the item at the July 12 and July 19 City Council meetings to provide time to study alternate designs related to access to Wattles Road. The petitioner has agreed to support a layout with no direct connection to Wattles Road, as recommended by the Planning Commission and City Management.

GENERAL INFORMATION

Name of Owner / Applicant:
Kamal Shouhayib.

Location of subject property:
The property is located on the south side of Wattles Road, west of Crooks Road, in section 20.

Size of subject parcel:
The parcel is approximately 2.02 acres in area.

Description of proposed development:
The applicant is proposing to develop a 4-unit site condominium, with Fadi Drive extending to the north and then turning to the east, ending in a stub street. This stub street could potentially be extended to the east and south and provide access to future residential units. This option does not provide a convenient cut-through opportunity from eastbound Wattles to southbound Crooks.