



2021 Quality of Life Survey

Mayor's Report | May 25, 2021

Notes on the 2021 Quality of Life Survey

The survey was distributed to 315 people who signed up for the Citizen Feedback Panel

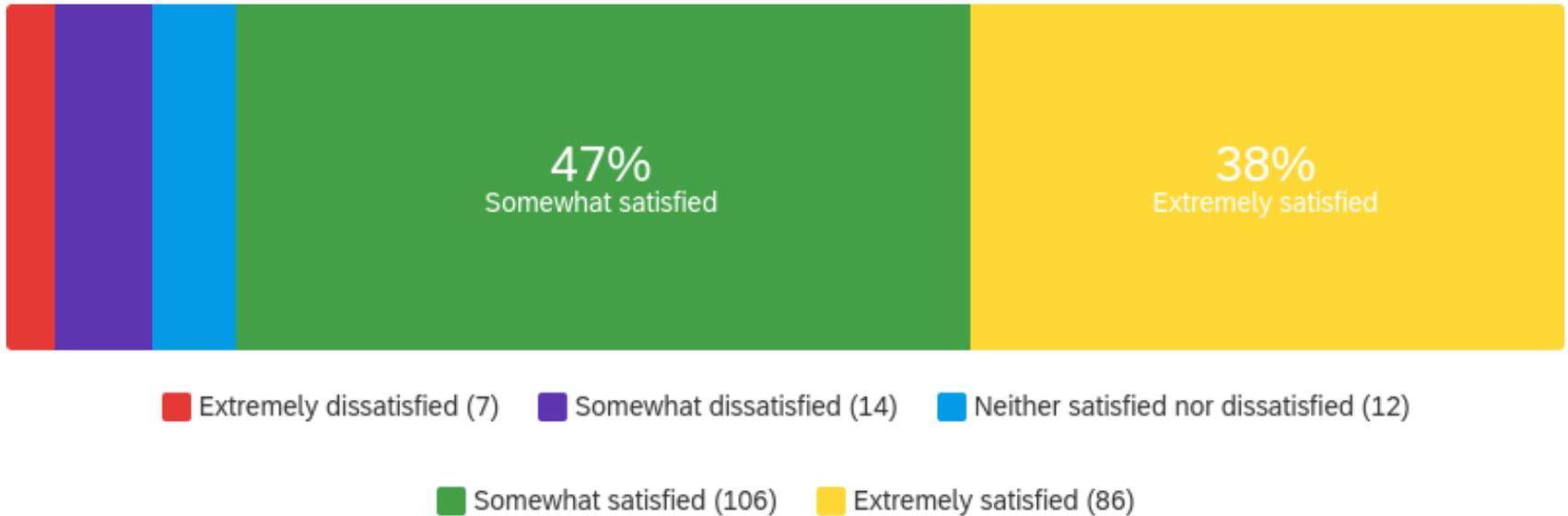
Participants received a personalized link and were only able to respond one time

Responses were collected over a 2-week period, from March 9 to March 23

A total of 225 responses were received, representing a 71.4% response rate

How satisfied are you with your overall quality of life in Brigham City?

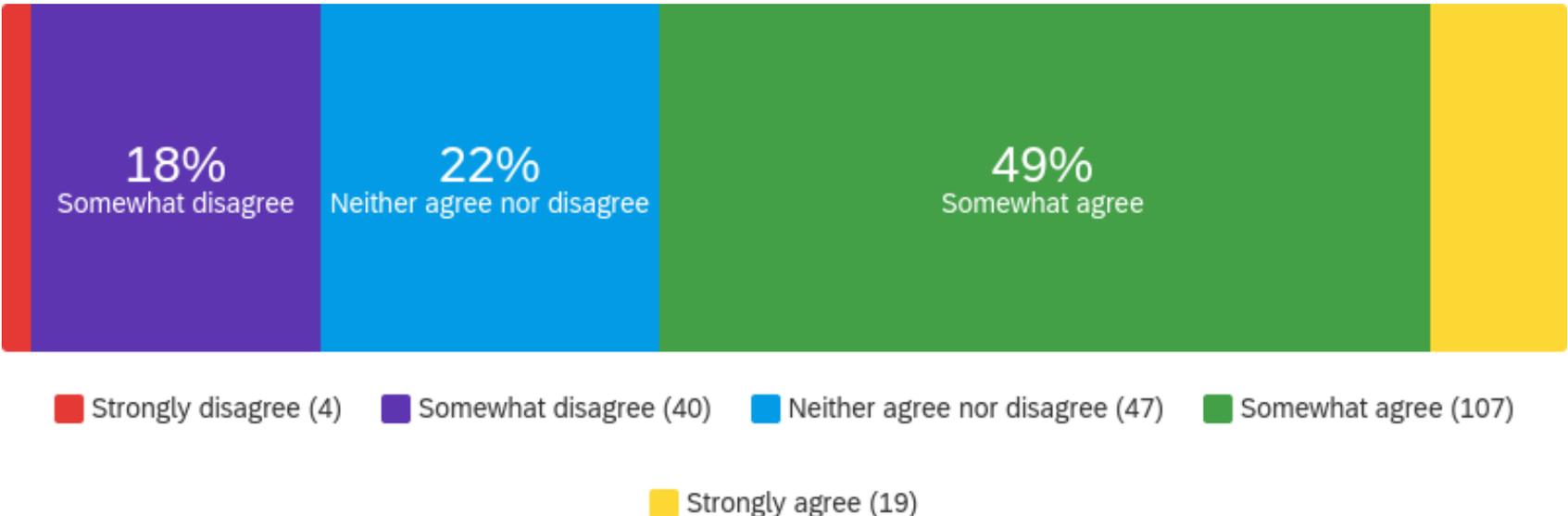
Responses to this question were coded as follows: Extremely dissatisfied, 1; Somewhat dissatisfied, 2; Neither satisfied nor dissatisfied, 3; Somewhat satisfied, 4; Extremely satisfied, 5.



4.11/5.0

Do you agree with the following statement? Brigham City is moving in the right direction.

Responses to this question were coded as follows: Strongly disagree, 1; Somewhat disagree, 2; Neither agree nor disagree, 3; Somewhat agree, 4; Strongly agree, 5.



3.45/5.0

Why do you feel that way?

Participants left 179 comments in response to this question. The comments fell into five categories (development, City government, recreation, services, and public safety), each of which is briefly summarized.

Development

- Commercial
 - Some concern that new businesses may find Brigham City development policies difficult and will instead locate to Perry or Tremonton
 - Desire for more options in shopping and dining
 - Concern about empty buildings, especially on Main Street
- Residential
 - Rising home prices and lack of affordable housing
 - Concern about “suburban sprawl” and traffic
- Infrastructure
 - Support for careful planning and maintenance of roads and sidewalks to accommodate growth and safety

Why do you feel that way?

City Government

- Leadership
 - Support for current leadership
 - Some expressed belief that leaders don't listen
- Taxes and spending
 - Concern about rising property taxes
 - Dislike of spending on "unnecessary" projects

Recreation (parks, facilities, and programs)

- Parks around the city, particularly away from the downtown area
- Activities for families with young children

Why do you feel that way?

Services (garbage, recycling, utilities)

- Generally positive feeling about City services
- Some complaints about recycling program
- Rising utility rates

Public Safety

- Positive feelings about police and fire departments
- Primary concerns are speeding and an increase in the homeless population

What is the most significant single improvement you have seen in Brigham City over the last five years?

Participants left 196 responses.

Top five:

- New businesses (22; 11.2%)
- No improvement (19; 9.7%)
- Splash pad (18; 9.2%)
- Improvements on Main Street (18; 9.2%)
- Increased community events and activities (10; 5.1%)

What single improvement would you most like Brigham City to make over the next five years?

Participants left 189 responses with 250 suggestions.

Top six:

- Greater variety of retail stores (30; 15.9%)
- Greater variety of restaurants (23; 12.2%)
- Trails (18; 9.5%)
- Sidewalks and bike lanes (13; 6.9%)
- Improvements on Main Street (12; 6.3%)
- Increased community events and activities (12; 6.3%)

Brigham City Police Department

Crime prevention (165 responses)



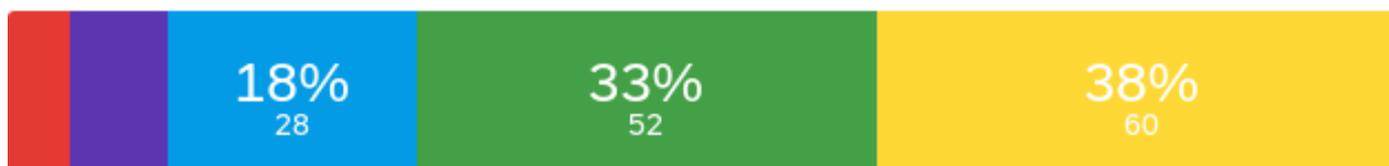
Response times (136 responses)



Traffic enforcement (172 responses)



Animal control (158 responses)



Why are you dissatisfied?

Participants left 42 responses.

Crime (7)

- General statements about crime being “on the rise,” with theft, vandalism, and drug crime being called out specifically

Traffic enforcement (16)

- Speeding
- Other illegal traffic maneuvers (illegal turns, parking in travel lane on Main, etc.)
- Reckless driving

Animal control (15)

- Perceived lack of response, especially for barking dogs
- No weekend staff

Other (6)

- Officers need more training
- Perceived unfriendliness of officers

Brigham City Fire Department

Fire services (105 responses)



Emergency medical services (117 responses)



Why are you dissatisfied?

Participants left 9 responses.

Fire services (5)

- Perception that Fire Department is understaffed
- Concern about responsible use of trucks and equipment

Emergency medical services (4)

- Cost of ambulance services may lead to personal debt

Brigham City services

Garbage collection (192 responses)



Recycling program (171 responses)



Culinary water services (188 responses)



Power (192 responses)



Why are you dissatisfied?

Participants left 68 responses.

Garbage collection (14)

- Pickup issues such as missed houses or broken cans
- Longer periods for seasonal cleanups
- Adjustment to holiday pickup schedule

Recycling (41)

- Too expensive
- Need to accept more materials
- Recycling bins in apartment complexes

Culinary water (9)

- Too expensive
- Tastes bad

Power (21)

- Lack of incentives for solar
- Poor customer service

Brigham City recreational areas

Outdoor pool (138 responses)



Park boweries (162 responses)



Playgrounds (169 responses)



General park maintenance (183 responses)



Why are you dissatisfied?

Participants left 27 responses.

Outdoor pool (9)

- Should be free or discounted for residents
- Not open in evenings or on Sundays

Park boweries (3)

- Electricity not available at all boweries
- Unclear who to contact for phone reservations

Playgrounds (9)

- Swings not available
- Inadequate general playground maintenance

General park maintenance (13)

- Restrooms unavailable at all facilities at all times
- Inconsistent watering (some dry, some swampy)
- Trash and graffiti

Brigham City recreation and senior citizen programs

Youth recreation programs (95 responses)



Adult recreation programs (92 responses)



Senior citizen programs (68 responses)



Why are you dissatisfied?

Participants left 25 responses.

Youth recreation programs (13)

- More variety in programs (non-athletic, soccer)
- Lack of awareness about the programs

Adult recreation programs (8)

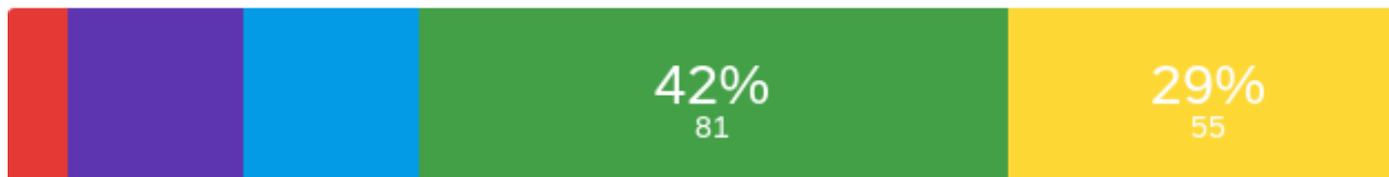
- More variety in programs (soccer)
- Dissatisfaction with focus on pickleball

Senior citizen programs (4)

- Support for programs generally but lack of awareness about what is available

Brigham City streets

Surface maintenance (192 responses)



Street lighting (191 responses)



Landscaping on city roadways (183 responses)



Why are you dissatisfied?

Participants left 50 responses.

Surface maintenance (27)

- Potholes, driveway entrances, sewer and water cuts, chip seal
- Perception of arbitrary process and order of repairs

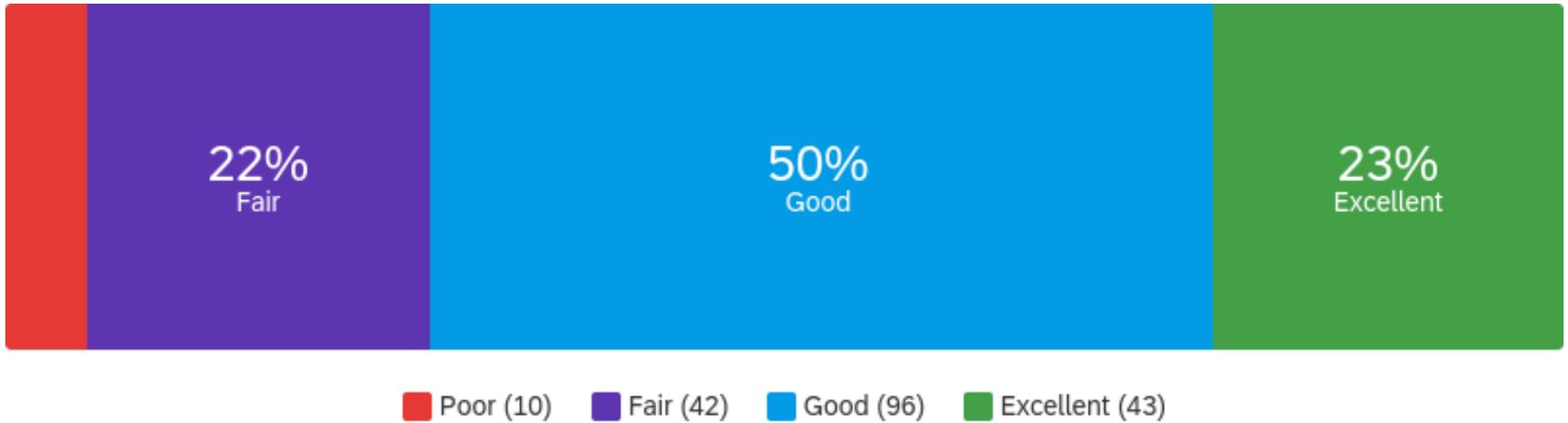
Street lighting (18)

- Lack of lighting in residential areas
- Existing lights seem to burn out or cycle on and off

Landscaping on roadways (15)

- Trees on Main Street limit visibility

In general, how do you rate the value of services you receive from Brigham City for your tax dollar?



How strongly do you agree or disagree with each of the following statements?

Before the City makes major decisions, citizens' opinions are considered. (193 responses)



I know how to inform the City about my feelings on important issues. (193 responses)



Brigham City is a good place to live. (193 responses)



Overall, I feel safe living in my neighborhood. (193 responses)



I take pride in telling others I live in Brigham City. (193 responses)



Strongly disagree Somewhat disagree Neither agree nor disagree
Somewhat agree Strongly agree

Why do you disagree?

Participants left 62 responses.

City leaders do not listen (26)

Participants do not know how to make their voices heard (16)

- Don't know who to contact
- Don't know process (giving a comment in City Council meeting, for example)

Uninformed about issues (9)

What is the biggest concern you have in your neighborhood?

Participants left 167 responses.

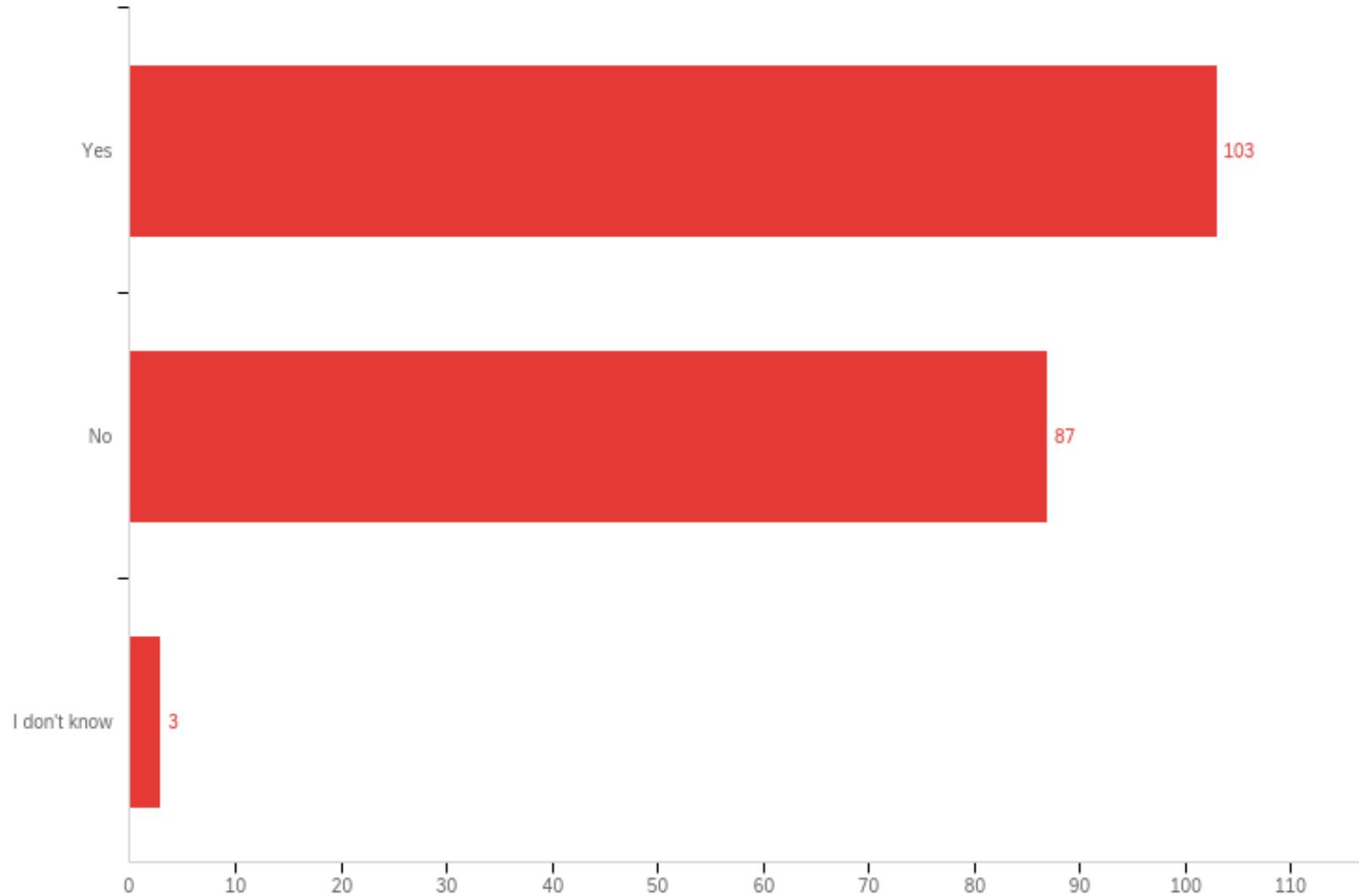
When participants signed up to be on the Citizen Feedback Panel, they identified which quadrant of town they live in (north or south of Forest Street and east or west of Main Street). This chart shows the number of comments left by residents in each quadrant as well as the top three issues raised.

Northwest	43	Northeast	56	Southwest	45	Southeast	23
Unmaintained yards	9	Speeding cars	10	Speeding cars	13	Speeding cars	2
Speeding cars	4	Unmaintained yards	7	Unmaintained yards	7	Poor street lighting	2
Nuisance from neighbors	3	Sidewalks	5	Poor street lighting	7	Vandalism	2
Drugs	3	Noisy vehicles	5			Public safety	2
Poor street lighting	3						

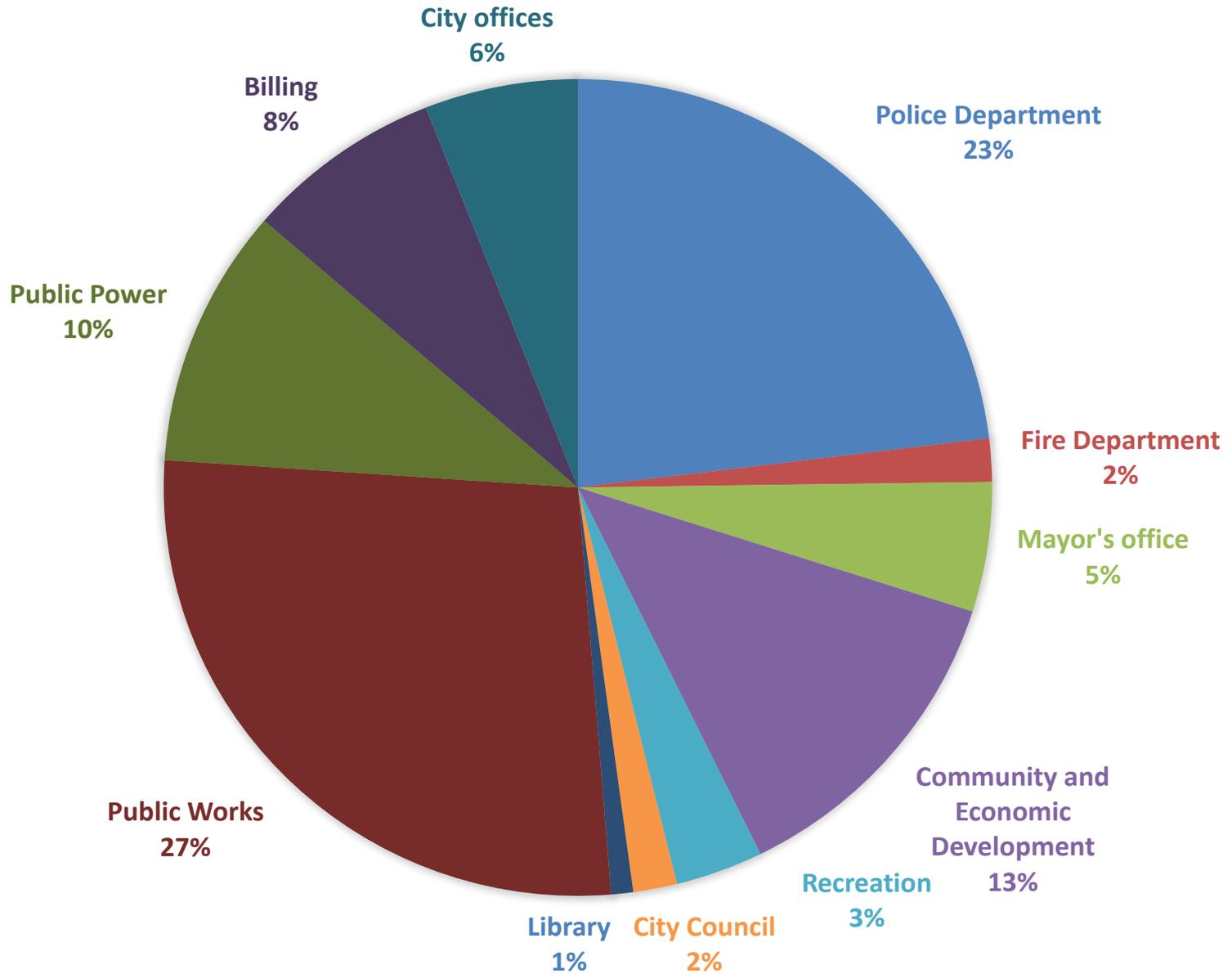
Top three overall:

- Speeding cars (29)
- Unmaintained yards (23)
- Poor street lighting (12)

During the last year, have you contacted any Brigham City office to seek service or information, or to file a complaint?



Which department did you contact?



Please rate your satisfaction with the City's response.



Extremely dissatisfied (14) Somewhat dissatisfied (13) Neither satisfied nor dissatisfied (11)

Somewhat satisfied (22) Extremely satisfied (42)

Why were you dissatisfied?

Participants left 24 responses.

Problem wasn't resolved (9)

Communication issues (9)

- Calls or emails not returned
- Employee gave incorrect or incomplete information

Resident didn't like the resolution (3)

Finally, what suggestions, comments, or questions do you have for those managing Brigham City?

Participants left 142 responses.

Suggestions (128)

- Largely repeated earlier responses (development, facilities, and services) (71)
- Communication (33)
 - Continued input from residents
 - Support for Citizen Feedback Panel program
 - More efforts to inform public through website, mailers, email
- Focus on needs of current residents over outside interests (11)

Comments (36)

- Gratitude or positive feelings toward Brigham City officials, employees, and the survey itself

Questions (11)

- Some opportunities for educating the public
- Questions about plans for the future