

City of Auburn 2018 DirectionFinder® Survey Findings

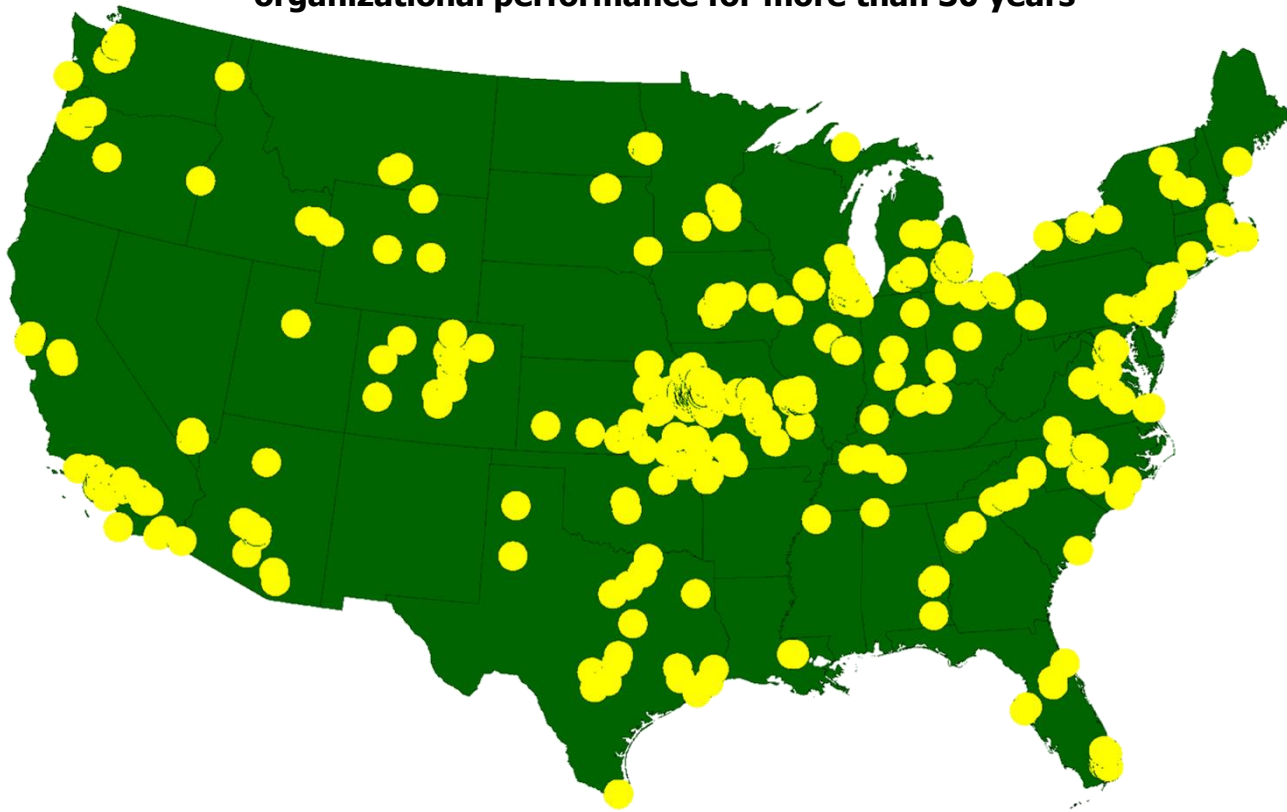
Presented by
ETC Institute

May 2018

ETC Institute

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More than 2,100,000 Persons Surveyed Since 2006 for
more than 900 cities in 49 States

Agenda

- **Purpose and Methodology**
- **Bottom Line Upfront**
- **Major Findings**
- **Conclusions**
- **Questions**

Purpose

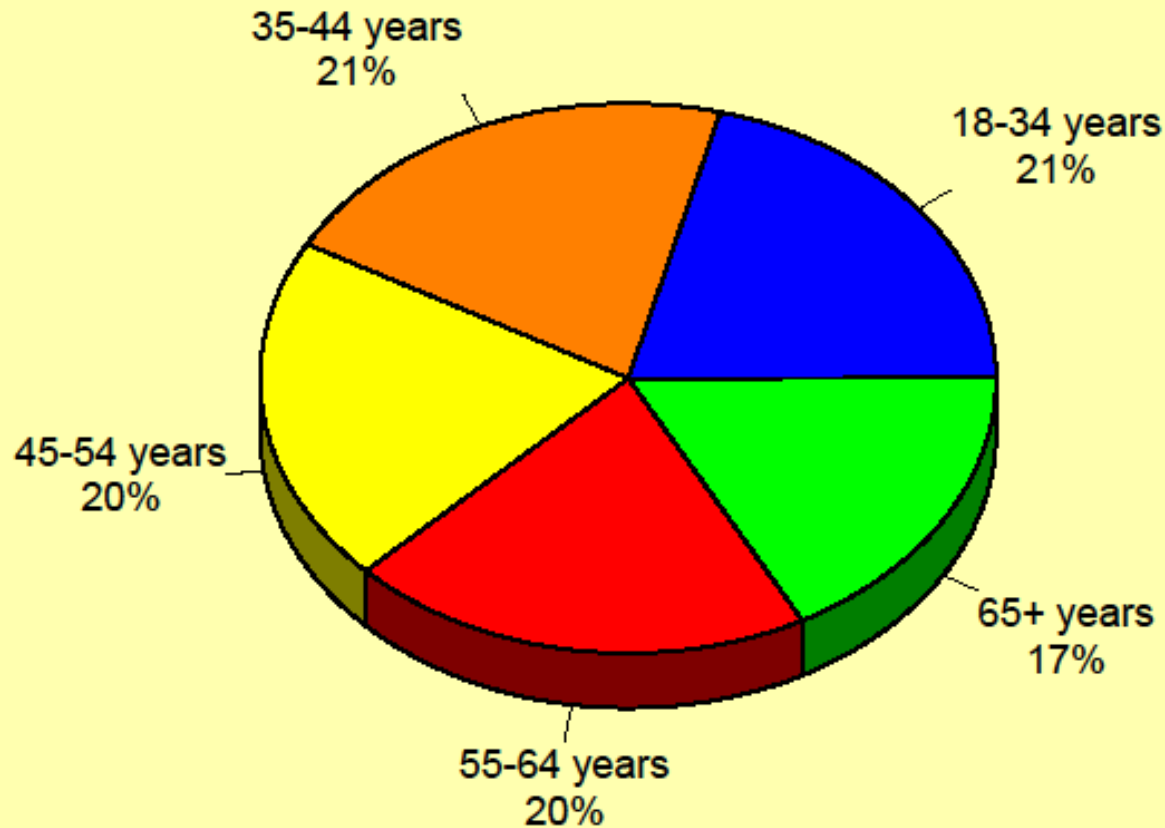
- **To objectively assess resident satisfaction with the delivery of City services**
- **To measure trends from previous annual surveys**
- **To gather input from residents to help set budget priorities**
- **To compare Auburn's performance with other cities**

Methodology

- **Survey Description**
 - the survey contained many of the questions from previous years
 - survey was 7 pages in length
- **Method of Administration**
 - mailed to a random sample of households in the City
 - phone and email follow-ups done 7 days after the mailing
 - each survey took approximately 15-20 minutes to complete
- **Sample Size:**
 - 806 completed surveys
- **Confidence Level: 95%**
- **Margin of Error: +/- 3.5% overall**

Q34. Demographics: What is your age?

by percentage of residents surveyed

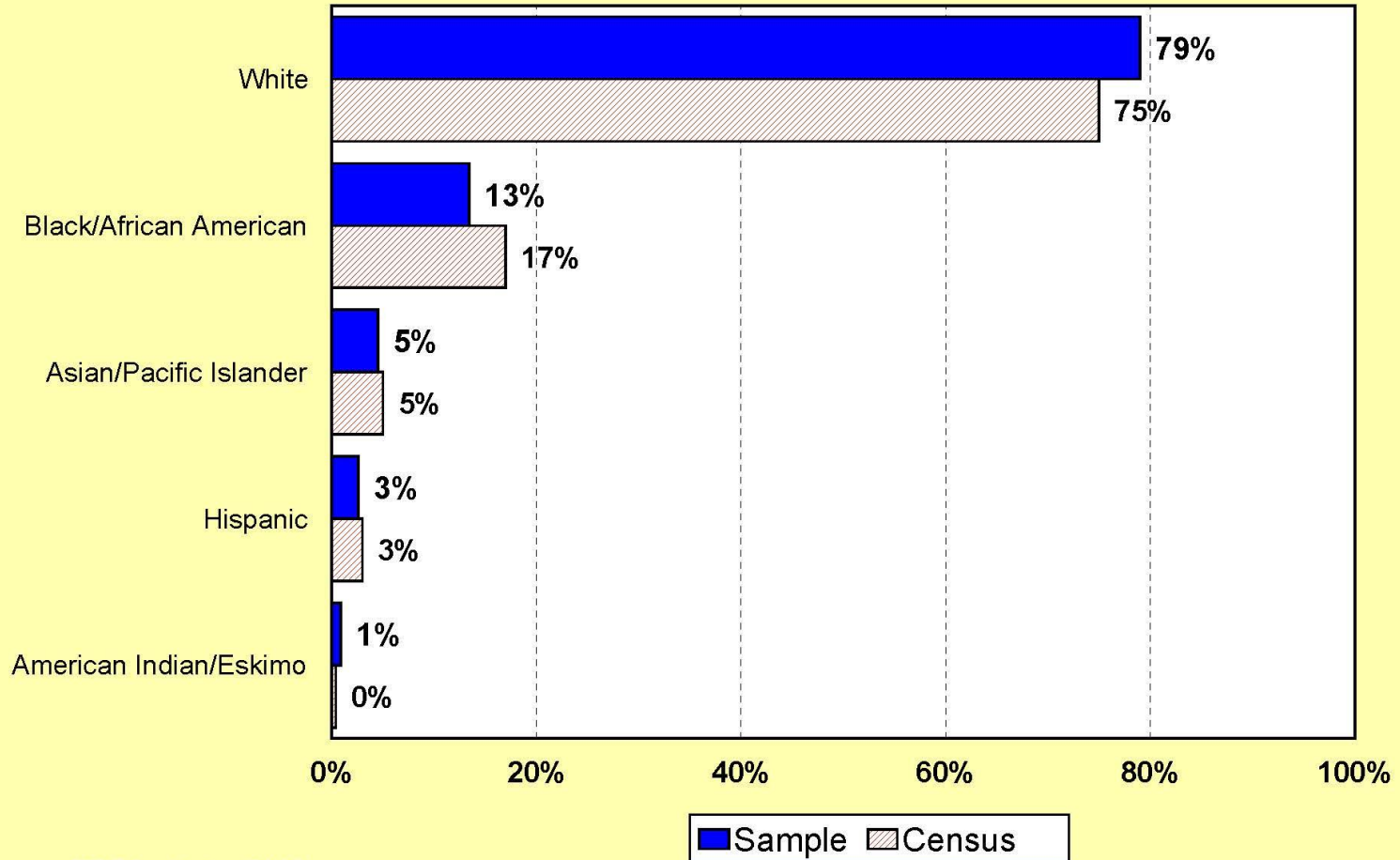


Source: ETC Institute (2018)

Good Representation By AGE

Q35. Demographics: Which best describes your race/ethnicity?

by percentage of residents surveyed (multiple choices could be made)

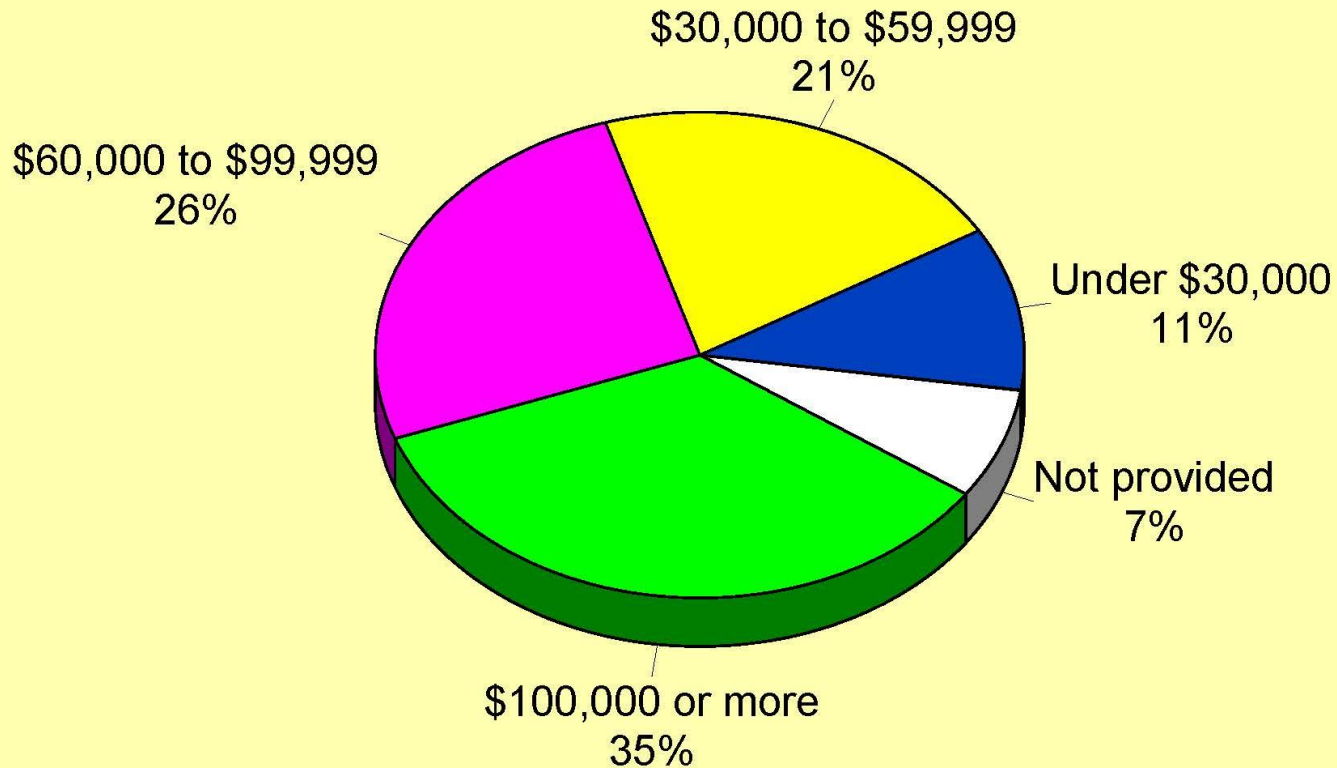


Source: ETC Institute (2018)

Good Representation By RACE/ETHNICITY

Q36. Demographics: Total Annual Household Income

by percentage of residents surveyed

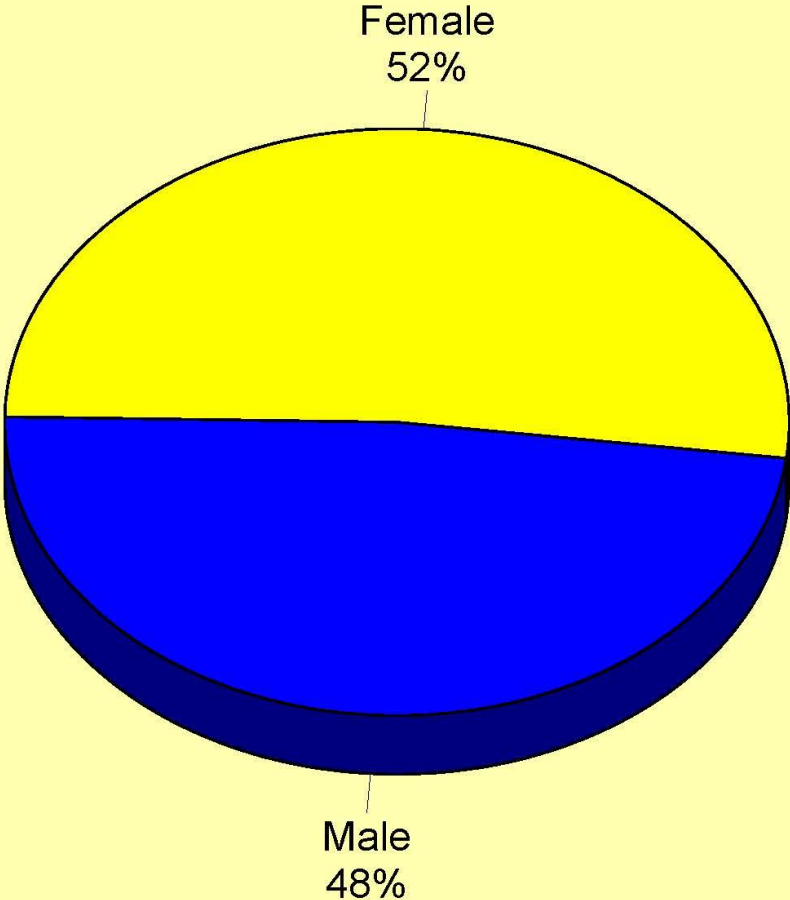


Source: ETC Institute (2018)

Good Representation By INCOME

Q37. Demographics: Gender of the Respondents

by percentage of residents surveyed

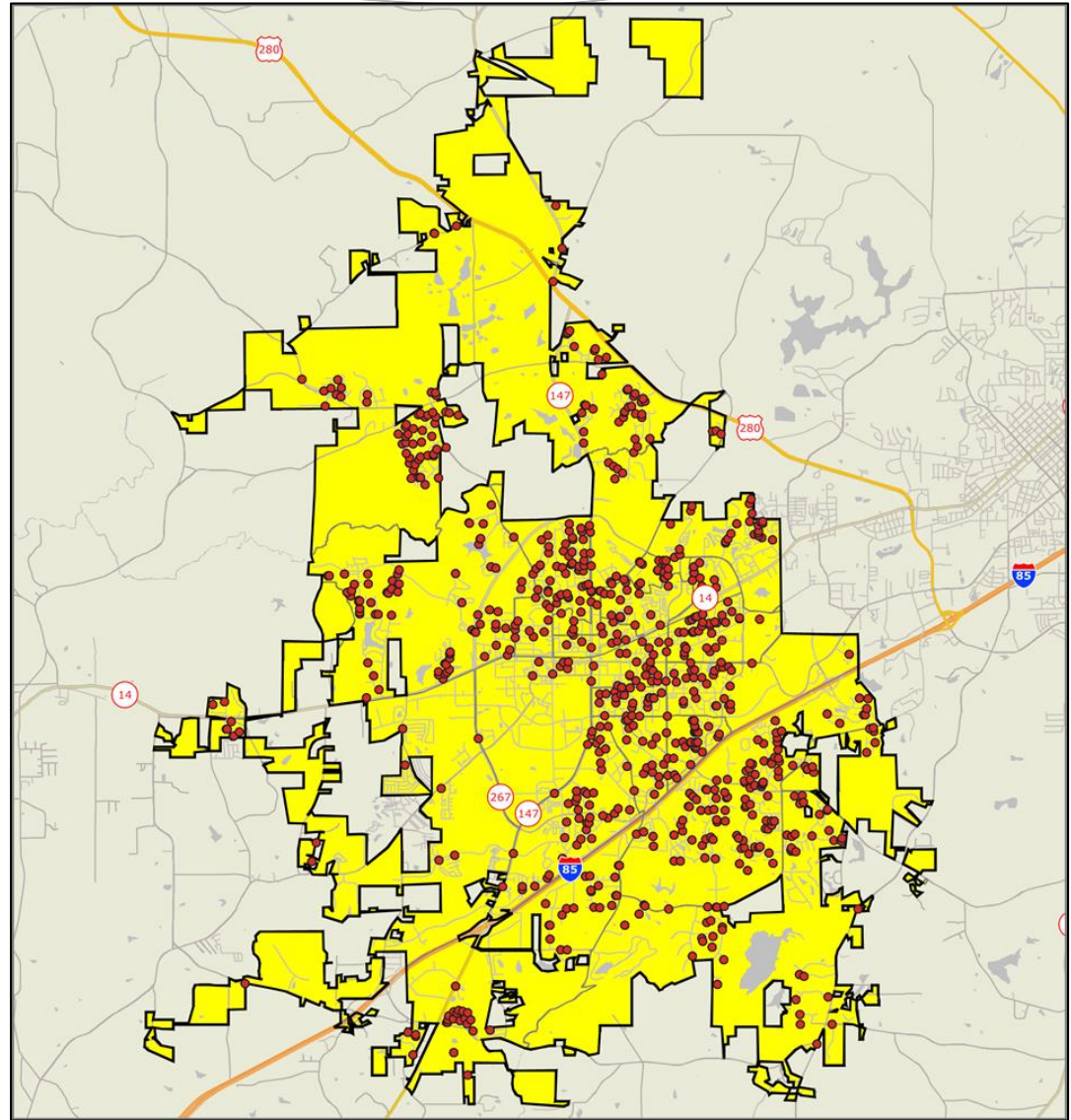


Source: ETC Institute (2018)

Good Representation By GENDER

City of Auburn 2018 Citizen Survey

Location of Respondents



Good Representation By LOCATION

Bottom Line Up Front

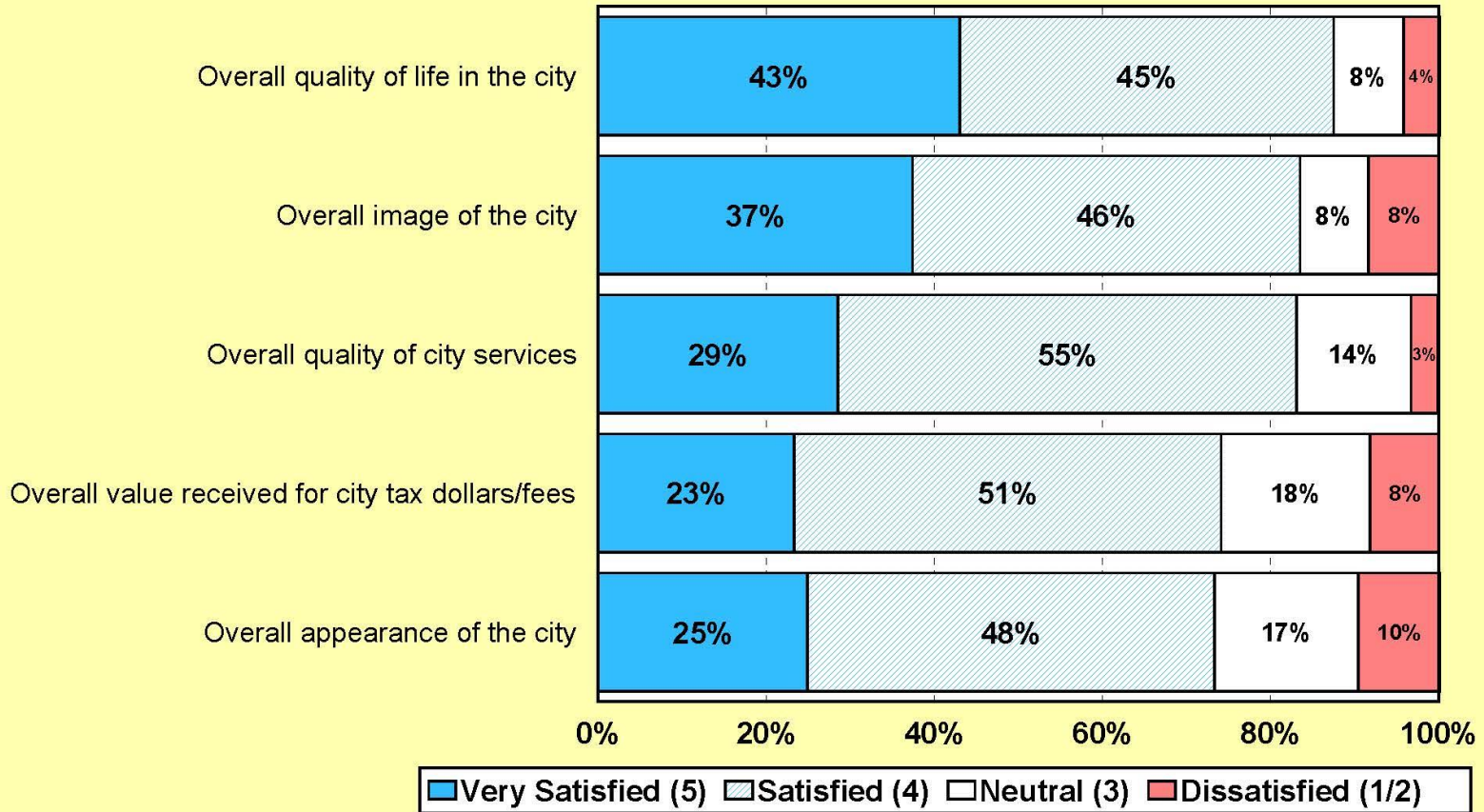
- Residents continue to have a very positive perception of the City
- Auburn is still setting the standard for the delivery of City services – the City’s ratings are among the highest in the nation
- The City is equitably serving the needs of residents in all areas of the City
- Traffic flow and maintenance of city infrastructure are still the top priorities for improvement

Major Finding #1

**Residents Have Very Positive
Perceptions of the City**

Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

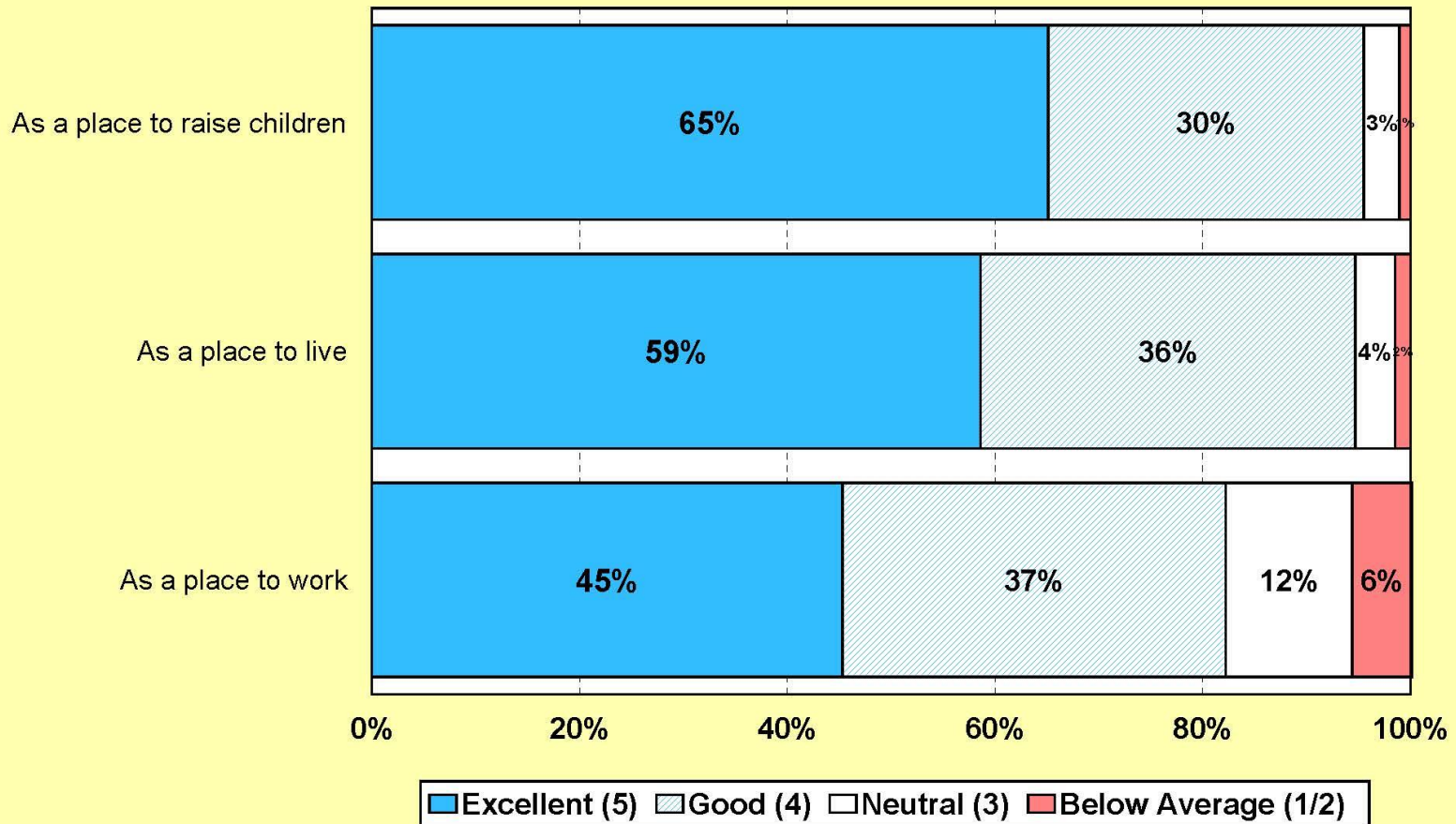
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2018)

Q4. Quality of Life in the City of Auburn

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)

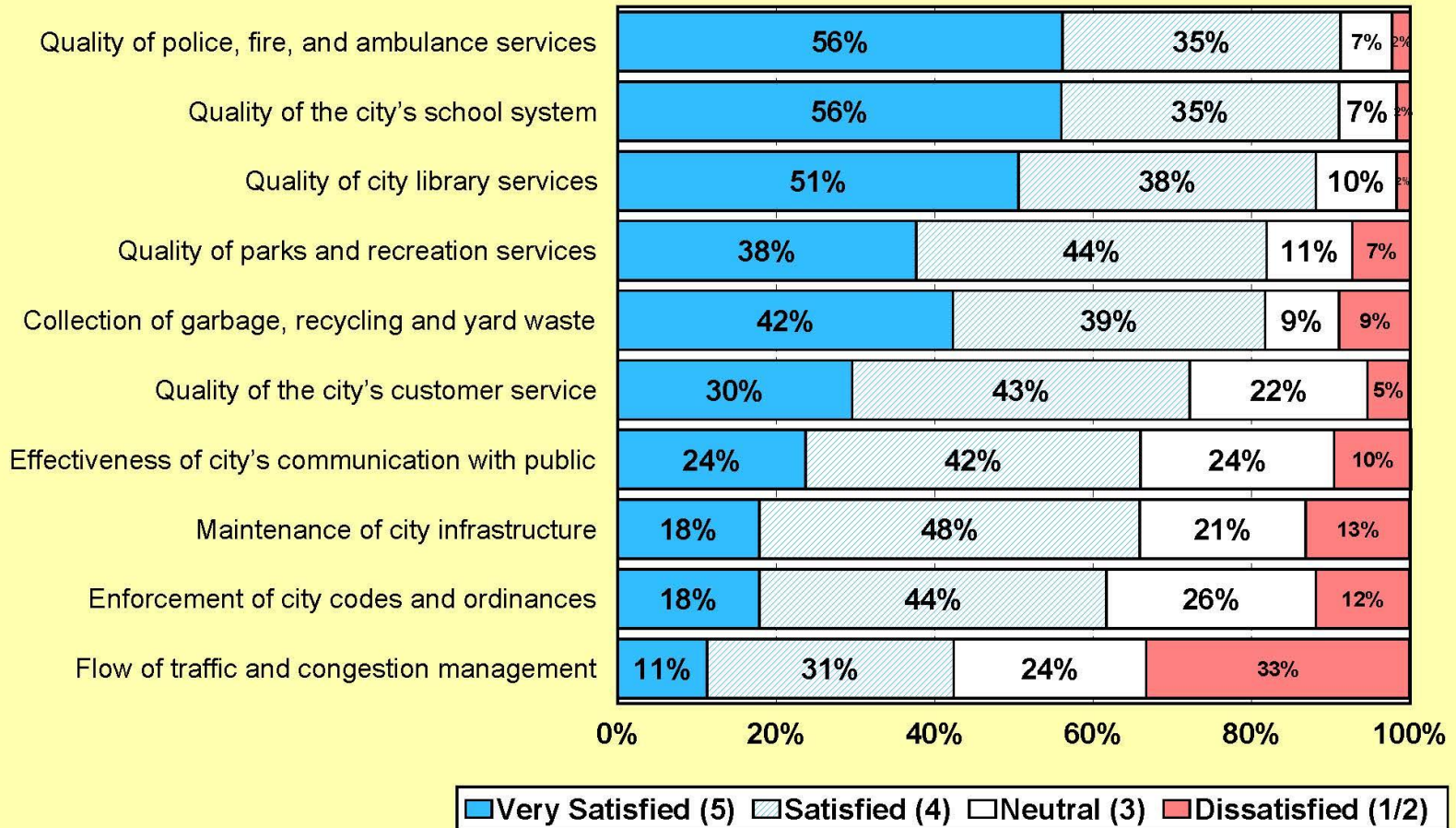


Source: ETC Institute (2018)

Residents think Auburn is a great place to live, work and raise children

Q1. Overall Satisfaction With City Services by Major Category

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2018)

Satisfaction with City Services is High in Most Areas

Major Finding #2

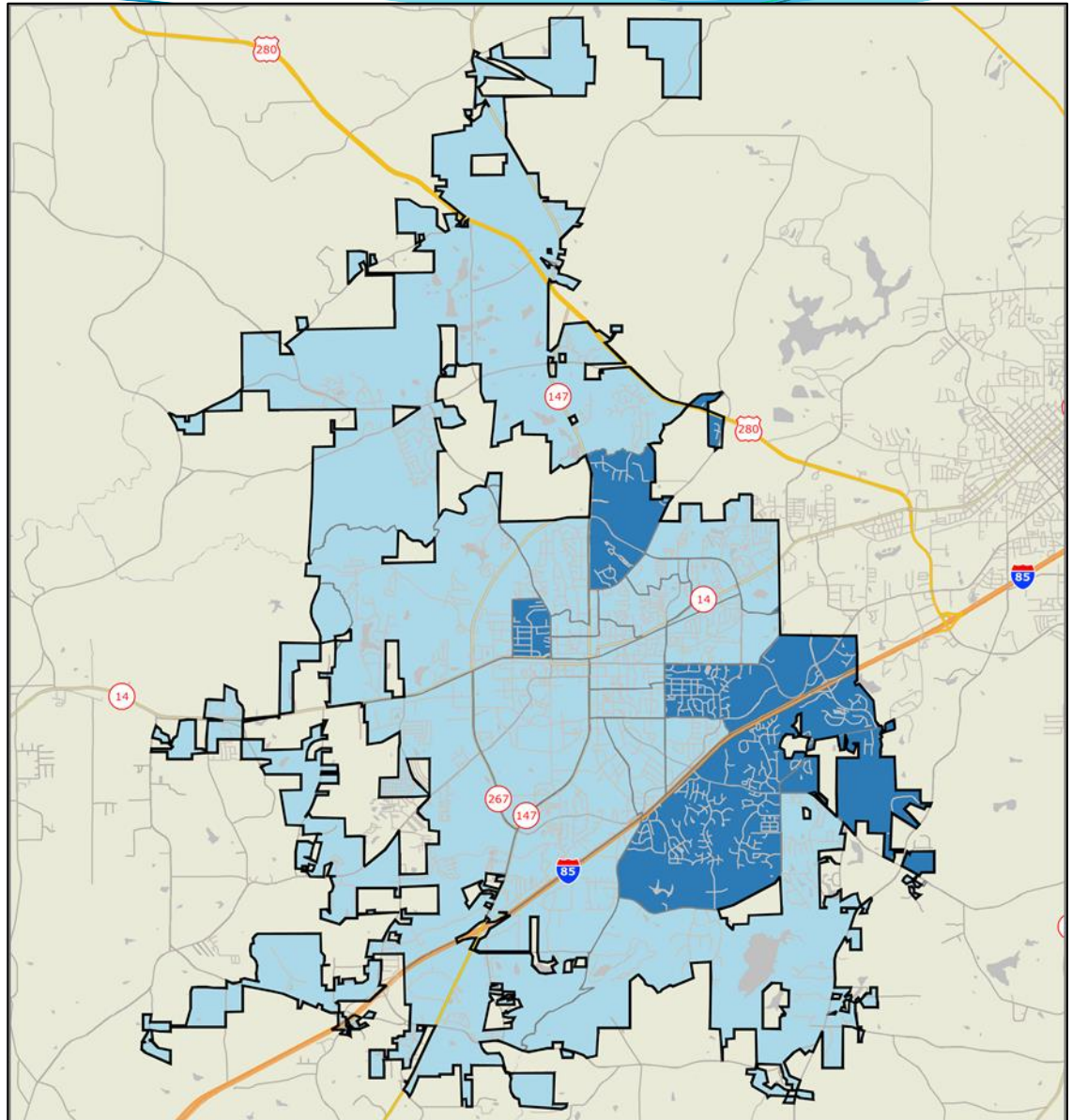
**The City is Equitably Serving
Residents in All Areas
of the City**

Satisfaction with the OVERALL quality of services provided by the City

While There Are Some Differences for Specific Services, Overall Satisfaction With City Services Is the Same in Most Parts of the City

Citizen Satisfaction

Mean rating on a 5-point scale



Major Finding #3

The long-term trend is
very positive

LONG-TERM TRENDS

Since 2006,
Ratings Have
Significantly
Improved in
42 Areas;
Only 3 Areas
Have
Decreased

Long-Term Trends				
By percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "Don't Know" responses)				
Service	2018	2006	Change	Category
SIGNIFICANT INCREASES				
Maintenance of community recreation centers	78%	52%	26%	Parks and Recreation
Quality of community recreation centers	75%	52%	23%	Parks and Recreation
Maintenance of walking trails	80%	58%	22%	Parks and Recreation
Police safety education programs	74%	54%	20%	Public Safety Services
Maintenance of swimming pools	68%	48%	20%	Parks and Recreation
Visibility of police in retail areas	79%	60%	19%	Public Safety Services
Quality of fire safety education programs	80%	62%	18%	Public Safety Services
Visibility of police in neighborhoods	79%	61%	18%	Public Safety Services
Enforcement of traffic laws	74%	58%	16%	Public Safety Services
Fire personnel emergency response time	92%	76%	16%	Public Safety Services
Quality of local ambulance service	85%	70%	15%	Public Safety Services
Quality of swimming pools	62%	48%	14%	Parks and Recreation
Maintenance of streets	69%	57%	12%	Maintenance
Fees charged for recreation programs	71%	60%	11%	Parks and Recreation
In City parks	77%	66%	11%	Feeling of Safety
Overall quality of fire protection	94%	83%	11%	Public Safety Services
Ease of pedestrian travel in Auburn	58%	47%	11%	Traffic Flow
Utility Billing Office customer service	80%	71%	9%	Garbage and Water
Efforts to prevent crime	78%	69%	9%	Public Safety Services
Quality of the city's website	70%	61%	9%	Communication
Residential garbage collection service	92%	84%	8%	Garbage and Water
Maintenance of street signs	83%	75%	8%	Maintenance
Overall cleanliness of streets/public areas	82%	74%	8%	Maintenance
Police response time	81%	73%	8%	Public Safety Services
Overall quality of police protection	90%	82%	8%	Public Safety Services
Ease of registering for programs	72%	65%	7%	Parks and Recreation
In commercial and retail areas	84%	77%	6%	Feeling of Safety
Quality of police, fire, & ambulance services	91%	85%	6%	Major City Services
Overall quality of City services	83%	77%	6%	Perceptions
Value received for your city tax dollars and fees	74%	68%	6%	Perceptions
Effectiveness of city's communication with public	66%	60%	6%	Major City Services
Yard waste removal service	84%	78%	6%	Garbage and Water
Maintenance of city infrastructure	66%	60%	6%	Major City Services
Enforcement of city codes & ordinances	62%	56%	6%	Major City Services
Maintenance of traffic signals	86%	80%	6%	Maintenance
Maintenance of sidewalks	70%	65%	5%	Maintenance
Quality of Open Line newsletter	78%	73%	5%	Communication
In your neighborhood at night	89%	84%	5%	Feeling of Safety
Overall feeling of safety in Auburn	92%	87%	5%	Feeling of Safety
Water service	83%	78%	5%	Garbage and Water
Adequacy of city street lighting	66%	61%	5%	Maintenance
Maintenance of cemeteries	77%	73%	4%	Parks and Recreation
SIGNIFICANT DECREASES				
Effectiveness of appointed boards/commissions	55%	59%	-4%	City Leadership
Overall quality of leadership	60%	66%	-6%	City Leadership
Effectiveness of the City Manager	61%	67%	-6%	City Leadership

Most Notable Short-Term Increases Since 2017

- Quality of the city's social media
- Material types accepted for recycling
- Quality of the city's website

Most Notable Short-Term Decreases Since 2017

- City's planning for future growth
- Cleanup of large junk/abandoned vehicles
- Cleanup of overgrown and weedy lots
- Availability of public event space
- Efforts to remove dilapidated structures

Major Finding #4

**The City of Auburn is Setting
the Standard for the Delivery
of City Services**

NATIONAL COMPARISONS

**Auburn Rated
Significantly
Above the
National Average
in 61 areas**

Comparing Auburn to the National Average				
Service	AUBURN	US	Difference	Category
SIGNIFICANTLY ABOVE NATIONAL AVERAGE				
Cleanup of debris/litter	80%	41%	39%	Code/Zoning Enforcement
Overall value received for city tax dollars/fees	74%	38%	36%	Perceptions
Quality of the city's school system	91%	56%	35%	Major City Services
Overall quality of city services	83%	49%	34%	Perceptions
Maintenance of swimming pools	68%	35%	33%	Parks and Recreation
Recycling at city's drop-off recycling center	76%	44%	32%	Garbage and Water
Utility Billing Office customer service	80%	48%	32%	Garbage and Water
As a place to work	82%	54%	28%	Quality of Life
Cleanup of large junk/abandoned vehicles	76%	48%	28%	Code/Zoning Enforcement
As a place to raise children	96%	68%	28%	Quality of Life
Quality of swimming pools	62%	35%	27%	Parks and Recreation
Quality of the city's customer service	72%	47%	25%	Major City Services
Maintenance of city infrastructure	66%	41%	25%	Major City Services
As a place to live	95%	70%	25%	Quality of Life
Overall effectiveness of the City Manager	61%	37%	24%	City Leadership
Maintenance of sidewalks	70%	47%	23%	Maintenance
Yard waste removal service	84%	61%	23%	Garbage and Water
Mowing/trimming along streets and public areas	77%	54%	23%	Maintenance
Efforts to prevent crime	78%	56%	22%	Public Safety Services
Availability of info on City services/programs	68%	46%	22%	City Communication
Maintenance of walking trails	80%	59%	21%	Parks and Recreation
Police safety education programs	74%	54%	20%	Public Safety Services
Overall quality of leadership	60%	40%	20%	City Leadership
Overall cleanliness of streets and public areas	82%	62%	20%	Maintenance
Overall quality of police protection	90%	70%	20%	Public Safety Services
Water service	83%	63%	20%	Garbage and Water
Visibility of police in neighborhoods	79%	59%	20%	Public Safety Services
Maintenance of downtown Auburn	83%	63%	20%	Maintenance
Overall image of the city	84%	64%	20%	Perceptions
Residential garbage collection service	92%	73%	19%	Garbage and Water
Maintenance of streets	69%	50%	19%	Maintenance
Effectiveness of city's communication with public	66%	47%	19%	Major City Services
Quality of parks and recreation services	82%	64%	18%	Major City Services
Visibility of police in retail areas	79%	61%	18%	Public Safety Services
Quality of youth athletic programs	77%	60%	17%	Parks and Recreation
Overall appearance of Downtown Auburn	67%	50%	17%	Development and Redevelopment
Police response time	81%	65%	16%	Public Safety Services
Quality of fire safety education programs	80%	65%	15%	Public Safety Services
Maintenance of traffic signals	86%	71%	15%	Maintenance
Overall quality of life in the city	88%	73%	15%	Perceptions

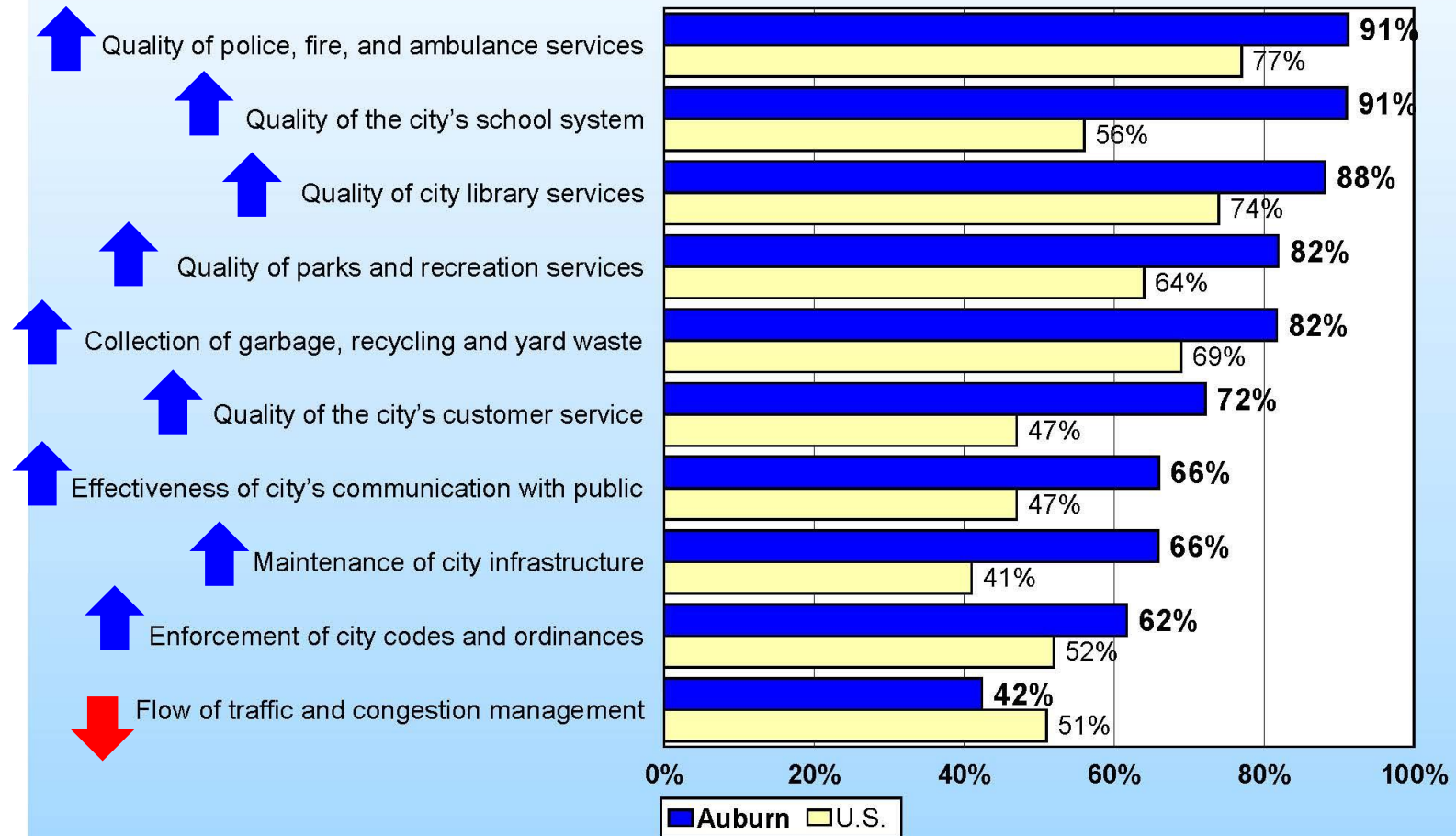
NATIONAL COMPARISONS (CONT.)

**Auburn Rated
Significantly
Below the
National Average
in just 2 areas**

Comparing Auburn to the National Average - Continued				
Service	AUBURN	US	Difference	Category
SIGNIFICANTLY ABOVE NATIONAL AVERAGE				
Quality of police, fire, and ambulance services	91%	77%	14%	Major City Services
Quality of city library services	88%	74%	14%	Major City Services
Maintenance of parks	83%	70%	13%	Parks and Recreation
Quality of outdoor athletic fields	78%	65%	13%	Parks and Recreation
Collection of garbage, recycling and yard waste	82%	69%	13%	Major City Services
Level of public involvement in local decisions	46%	33%	13%	City Leadership
Maintenance of street signs	83%	71%	12%	Maintenance
Overall appearance of the city	73%	62%	11%	Perceptions
Overall quality of fire protection	94%	83%	11%	Public Safety Services
Enforcement of traffic laws	74%	64%	10%	Public Safety Services
Ease of registering for programs	72%	62%	10%	Parks and Recreation
Maintenance of community recreation centers	78%	68%	10%	Parks and Recreation
Enforcement of city codes and ordinances	62%	52%	10%	Major City Services
Adequacy of city street lighting	66%	56%	10%	Maintenance
Control of nuisance animals	64%	55%	9%	Code/Zoning Enforcement
Quality of the City's social media	65%	56%	9%	City Communication
Fire personnel emergency response time	92%	84%	8%	Public Safety Services
Quality of adult athletic programs	62%	54%	8%	Parks and Recreation
Quality of the City's website	70%	62%	8%	City Communication
Quality of local ambulance service	85%	80%	5%	Public Safety Services
Curbside recycling service overall	74%	69%	5%	Garbage and Water
SIGNIFICANTLY BELOW NATIONAL AVERAGE				
Flow of traffic and congestion management	42%	51%	-9%	Major City Services
The City's planning for future growth	38%	47%	-9%	Development and Redevelopment

Overall Satisfaction with Major Categories of City Services Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

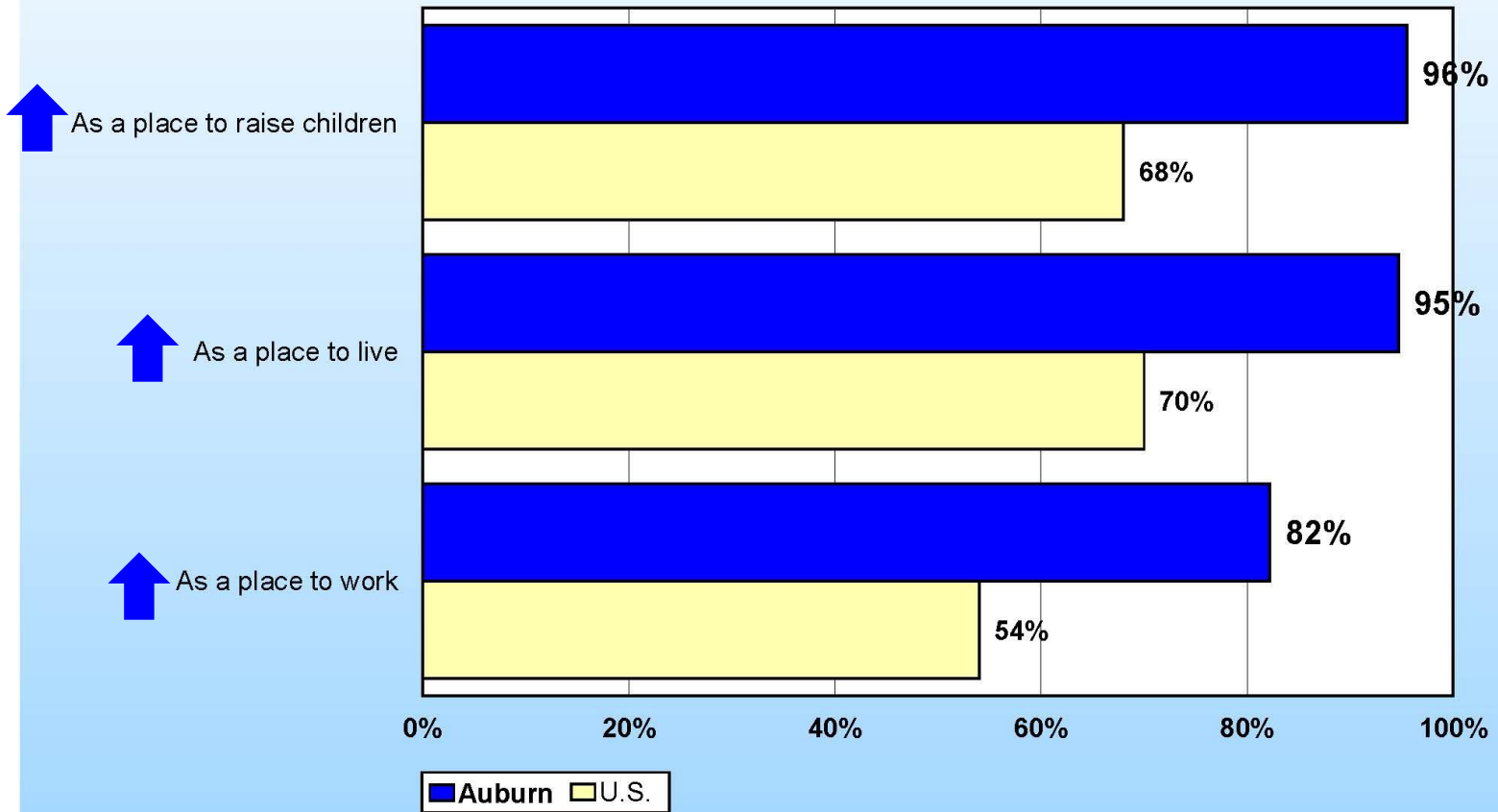


Source: 2018 ETC Institute

Significantly Higher:  ***Significantly Lower:*** 

Overall Ratings of the Community Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



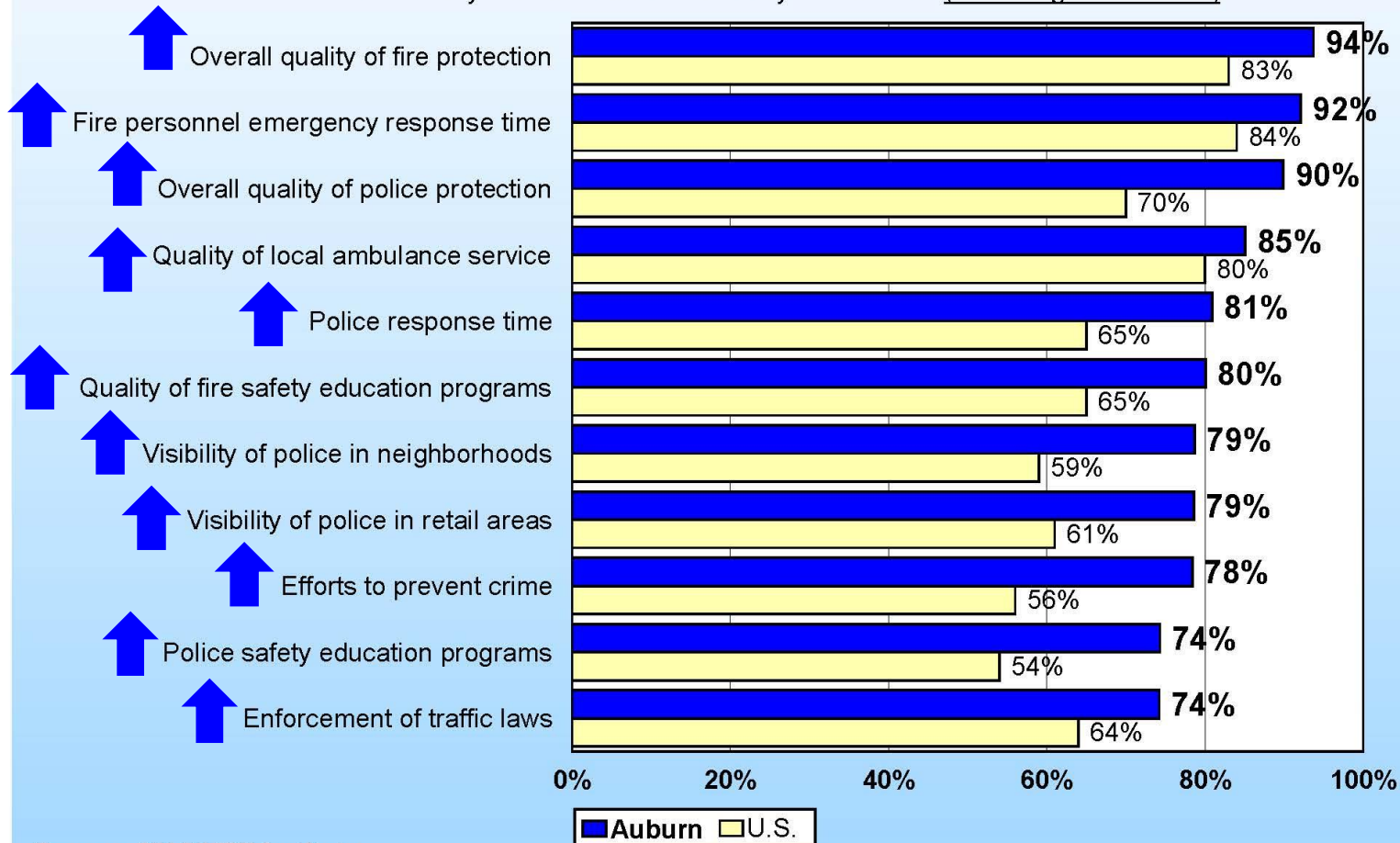
Source: 2018 ETC Institute

Significantly Higher: 

Significantly Lower: 

Overall Satisfaction with Public Safety Services Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



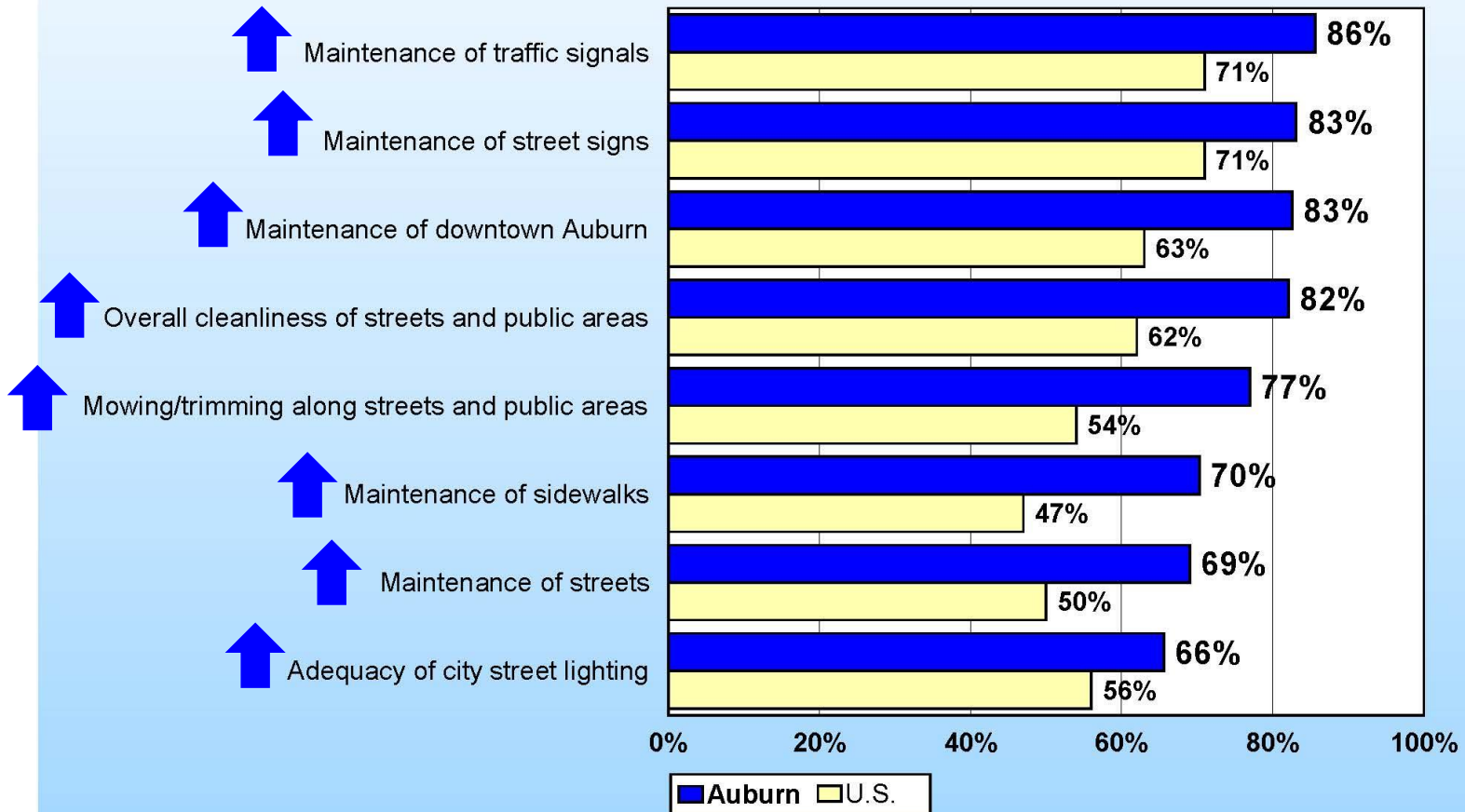
Source: 2018 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with City Maintenance Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



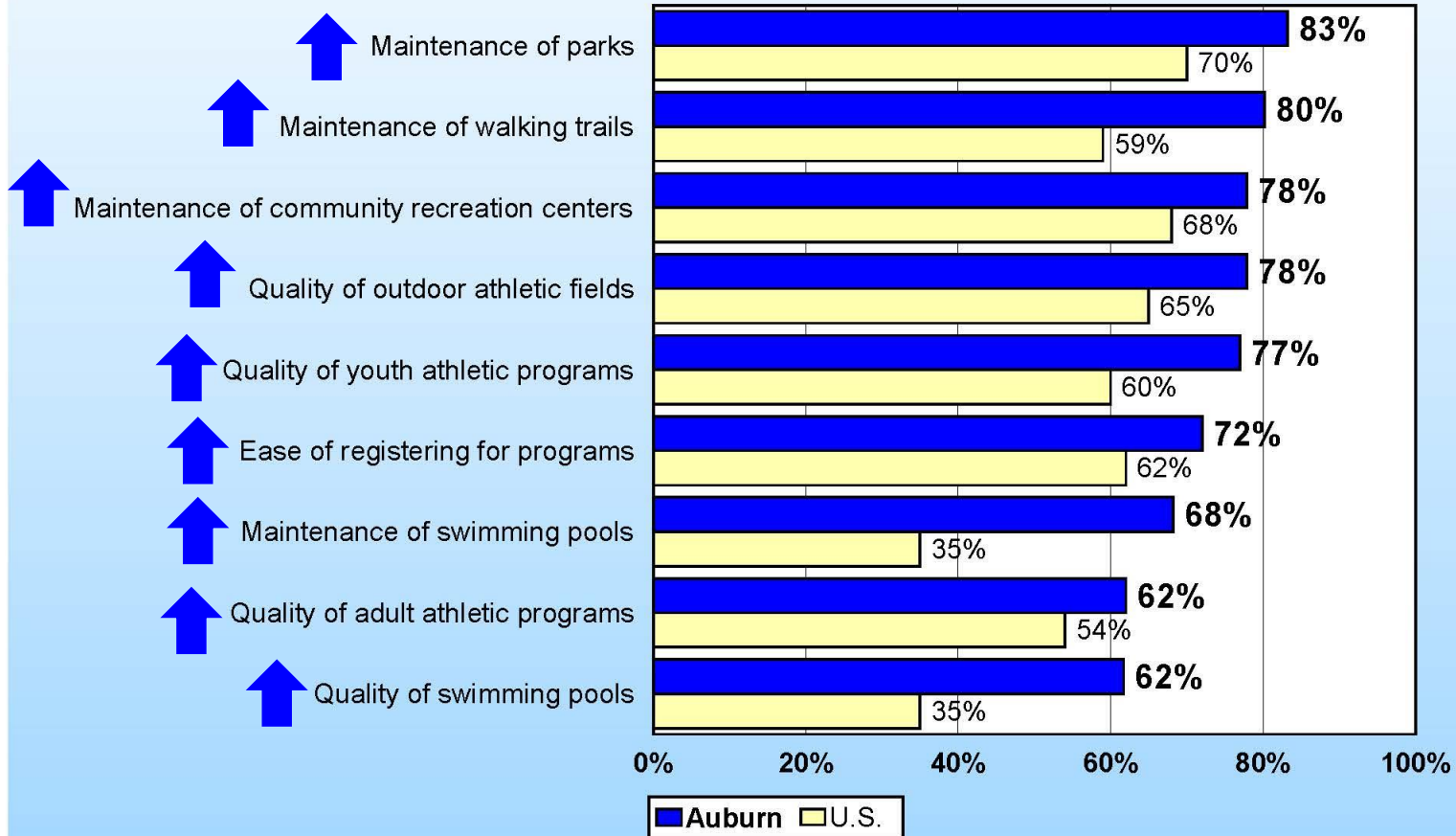
Source: 2018 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Parks and Recreation Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



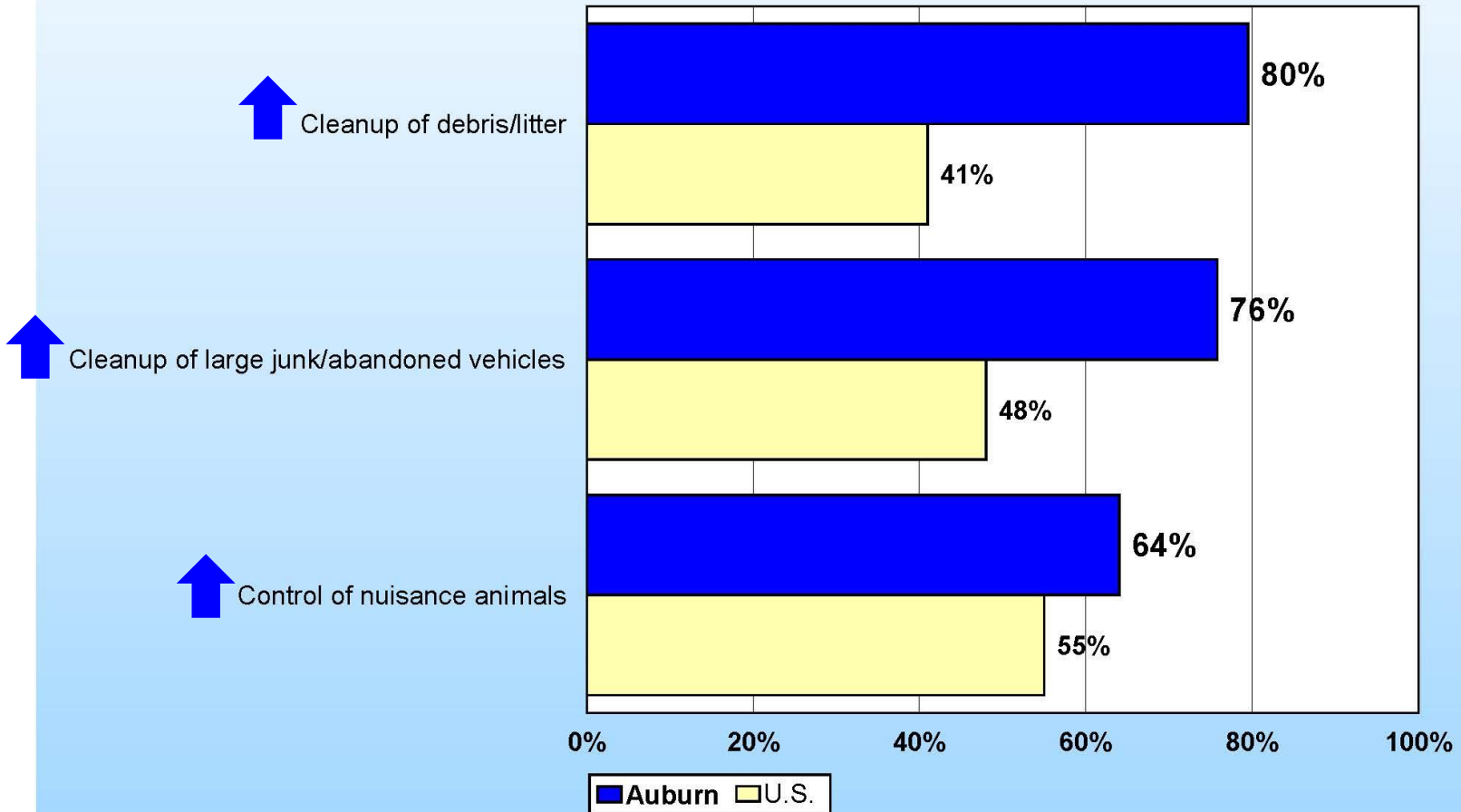
Source: 2018 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Code/Zoning Enforcement Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Significantly Higher:

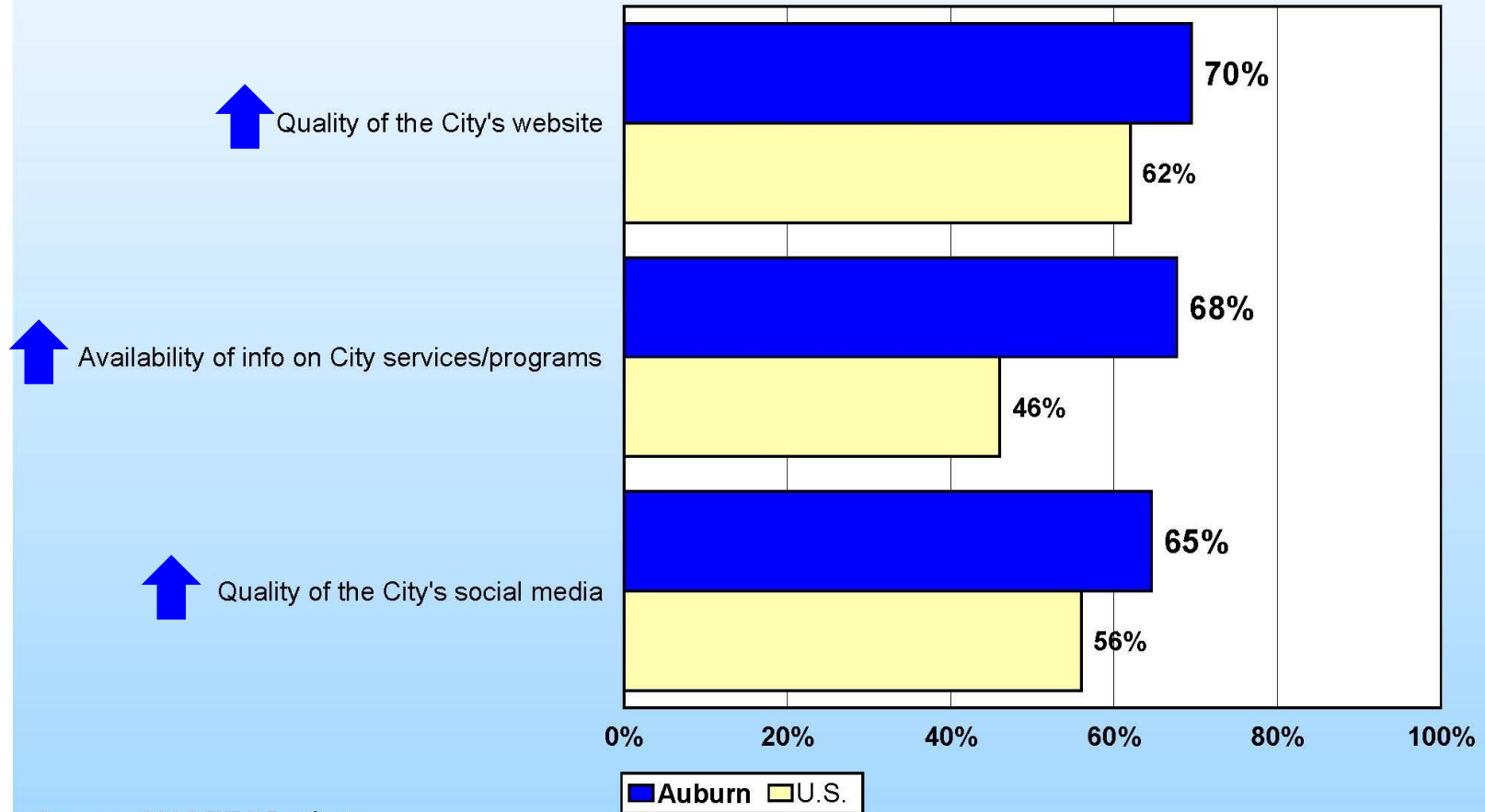


Significantly Lower:



Overall Satisfaction with Communication Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



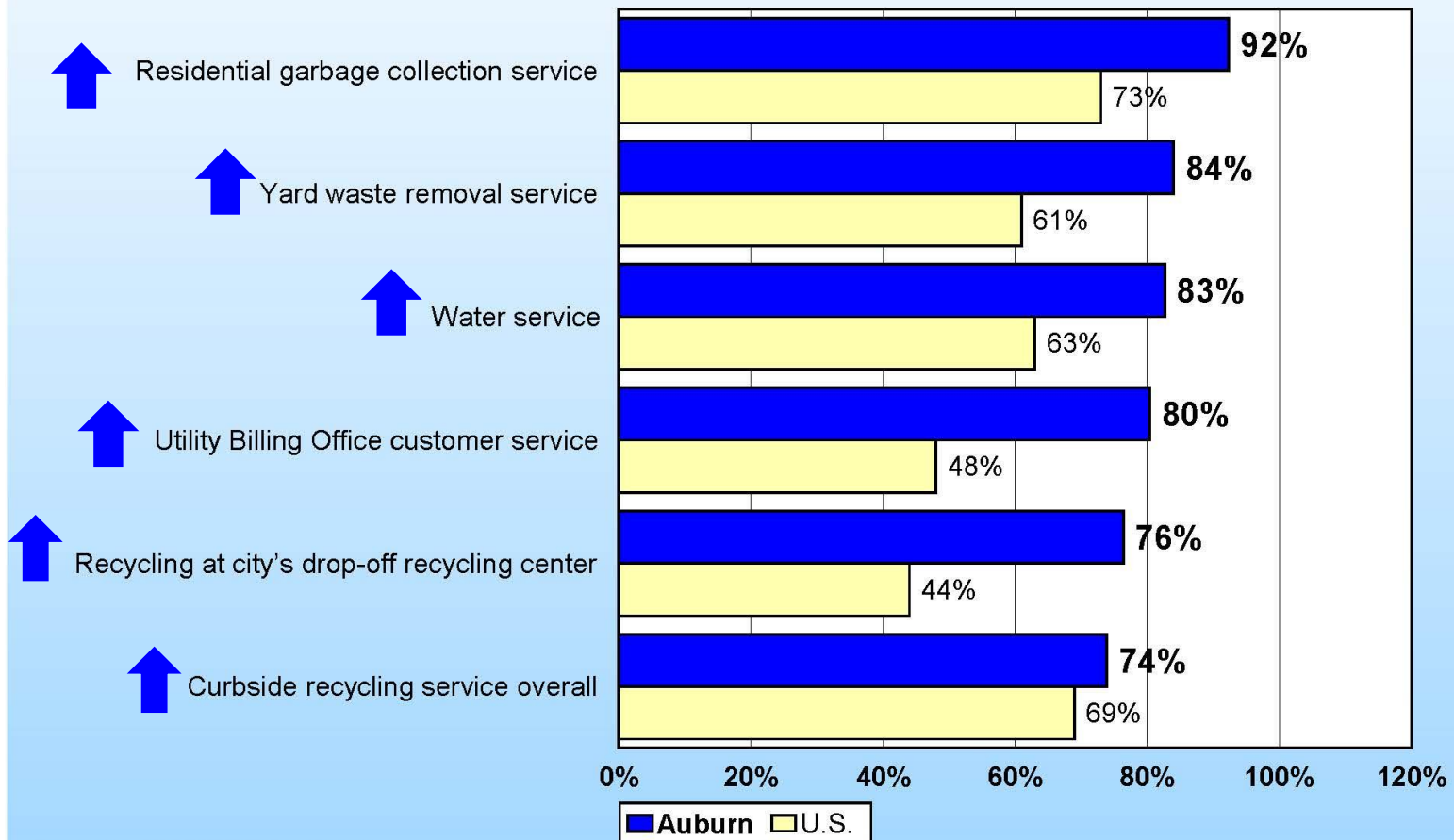
Source: 2018 ETC Institute

Significantly Higher: 

Significantly Lower: 

Overall Satisfaction with Garbage and Water Services Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2018 ETC Institute

Significantly Higher:  ***Significantly Lower:*** 

Major Finding #5

Traffic flow and maintenance of city infrastructure are the top priorities for improvement over the next two years

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

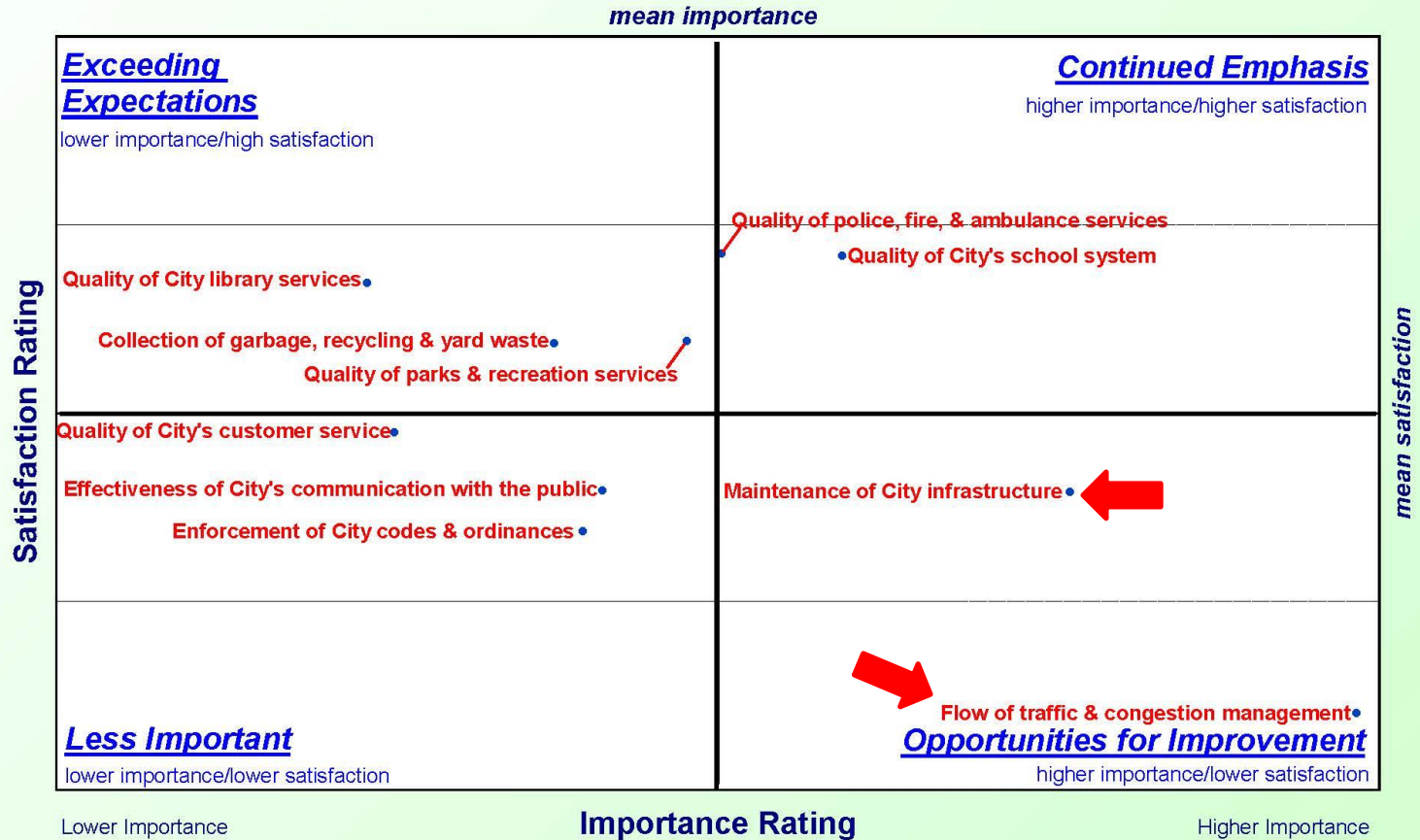
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Flow of traffic & congestion management	66%	1	42%	10	0.3819	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of City infrastructure	49%	2	66%	8	0.1671	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes & ordinances	20%	7	62%	9	0.0747	3
Effectiveness of City's communication with the public	21%	6	66%	7	0.0704	4
Quality of parks & recreation services	26%	5	82%	4	0.0467	5
Collection of garbage, recycling & yard waste	18%	8	82%	5	0.0326	6
Quality of City's school system	35%	3	91%	2	0.0317	7
Quality of police, fire, & ambulance services	28%	4	91%	1	0.0246	8
Quality of City's customer service	8%	9	72%	6	0.0225	9
Quality of City library services	7%	10	88%	3	0.0077	10

Overall Priorities: 

2018 City of Auburn Citizen Survey Importance-Satisfaction Assessment Matrix -Major Categories of City Services-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Efforts to prevent crime	48%	1	78%	9	0.1037	1
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	40%	2	79%	7	0.0843	2
Enforcement of traffic laws	23%	4	74%	11	0.0588	3
Visibility of police in retail areas	21%	5	79%	8	0.0447	4
Police safety education programs	16%	7	74%	10	0.0421	5
Overall quality of police protection	35%	3	90%	3	0.0357	6
Quality of local ambulance service	18%	6	85%	4	0.0273	7
Police response time	12%	9	81%	5	0.0231	8
Quality of fire safety education programs	10%	10	80%	6	0.0197	9
Overall quality of fire protection	15%	8	94%	1	0.0094	10
Fire personnel emergency response time	9%	11	92%	2	0.0069	11

Public Safety Priorities: 

2018 Importance-Satisfaction Rating City of Auburn Citizen Survey Code/Zoning Enforcement


Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Cleanup of overgrown & weedy lots	35%	1	57%	6	0.1510	1
Efforts to remove dilapidated structures	31%	3	55%	7	0.1378	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of loud music restrictions	18%	4	58%	5	0.0761	3
Cleanup of debris/litter	34%	2	80%	1	0.0693	4
Control of nuisance animals	18%	5	64%	3	0.0630	5
Unrelated occupancy in your neighborhood	14%	7	60%	4	0.0567	6
Cleanup of large junk/abandoned vehicles	15%	6	76%	2	0.0370	7

Code/Zoning Enforcement Priorities:

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Garbage and Water Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Material types accepted for recycling	37%	2	67%	7	0.1239	1 
Medium Priority (IS <.10)						
Curbside recycling service overall	38%	1	74%	6	0.0987	2
Water service	19%	5	83%	3	0.0324	3
Yard waste removal service	20%	4	84%	2	0.0322	4
Recycling at City's drop-off recycling center	9%	7	76%	5	0.0219	5
Utility Billing Office customer service	11%	6	80%	4	0.0208	6
Residential garbage collection service	22%	3	92%	1	0.0171	7

Garbage and Water Services Priorities: 

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Quality of special events	31%	2	76%	8	0.0739	1
Quality of senior programs	20%	6	66%	14	0.0674	2
Maintenance of parks	39%	1	83%	1	0.0662	3
Quality of cultural arts programs	20%	5	70%	12	0.0613	4
Quality of special needs/therapeutics programs	12%	10	57%	17	0.0533	5
Quality of youth athletic programs	23%	4	77%	7	0.0522	6
Maintenance of walking trails	24%	3	80%	2	0.0473	7
Quality of community recreation centers	19%	7	75%	9	0.0469	8
Quality of adult athletic programs	11%	13	62%	15	0.0418	9
Quality of swimming pools	10%	15	62%	16	0.0383	10
Fees charged for recreation programs	12%	11	71%	11	0.0350	11
Maintenance of cemeteries	15%	8	77%	6	0.0347	12
Maintenance of community recreation centers	14%	9	78%	4	0.0305	13
Ease of registering for programs	10%	16	72%	10	0.0272	14
Quality of outdoor athletic fields	12%	12	78%	5	0.0267	15
Maintenance of outdoor athletic fields	11%	14	80%	3	0.0212	16
Maintenance of swimming pools	6%	17	68%	13	0.0175	17

Parks and Recreation Services Priorities: No High Priorities in 2018

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Library



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Adult programs	18%	4	69%	10	0.0569	1
Children's programs	23%	1	78%	6	0.0501	2
E-book collection	17%	6	70%	9	0.0498	3
Technology resources	21%	3	78%	8	0.0473	4
Books & audio/visual for adults	23%	2	81%	5	0.0440	5
Books & audio/visual for children	18%	5	81%	4	0.0338	6
Availability of study spaces	11%	10	78%	7	0.0231	7
Availability of parking	12%	8	81%	3	0.0218	8
Hours of operation	13%	7	88%	2	0.0155	9
Customer service	11%	9	89%	1	0.0112	10

Library Services Priorities: No High Priorities in 2018

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Maintenance



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets	43%	1	69%	8	0.1321	1 
Adequacy of City street lighting	38%	2	66%	10	0.1304	2 
Medium Priority (IS <.10)						
Maintenance of biking paths & lanes	23%	5	60%	11	0.0907	3
Maintenance of sidewalks	28%	3	70%	7	0.0835	4
Cleanup of debris/litter on & near roadways	25%	4	69%	9	0.0787	5
Overall cleanliness of streets & public areas	22%	6	82%	5	0.0388	6
Mowing/trimming along streets & public areas	14%	8	77%	6	0.0317	7
Maintenance of Downtown Auburn	18%	7	83%	4	0.0311	8
Maintenance of traffic signals	10%	9	86%	1	0.0140	9
Maintenance of street signs	7%	10	83%	2	0.0113	10
Maintenance of City-owned buildings	5%	11	83%	3	0.0083	11

Maintenance Priorities: 

2018 Importance-Satisfaction Rating

City of Auburn Citizen Survey

Downtown Auburn

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very Priority (IS >.20)</u>						
Availability of parking	71%	1	20%	11	0.5692	1 
<u>High Priority (IS .10-.20)</u>						
Availability of outdoor dining venues	20%	5	50%	9	0.1011	2 
<u>Medium Priority (IS <.10)</u>						
Availability of retail shopping	21%	4	57%	8	0.0892	3
Availability of public event space	12%	10	49%	10	0.0621	4
Availability of dining opportunities	19%	6	72%	7	0.0526	5
Quality of public events held Downtown	17%	7	74%	6	0.0434	6
Feeling of safety in Downtown at night	24%	2	83%	2	0.0422	7
Landscaping & green space	14%	9	75%	5	0.0355	8
Pedestrian accessibility	15%	8	80%	3	0.0299	9
Cleanliness of Downtown areas	21%	3	91%	1	0.0199	10
Signage & wayfinding	7%	11	79%	4	0.0140	11

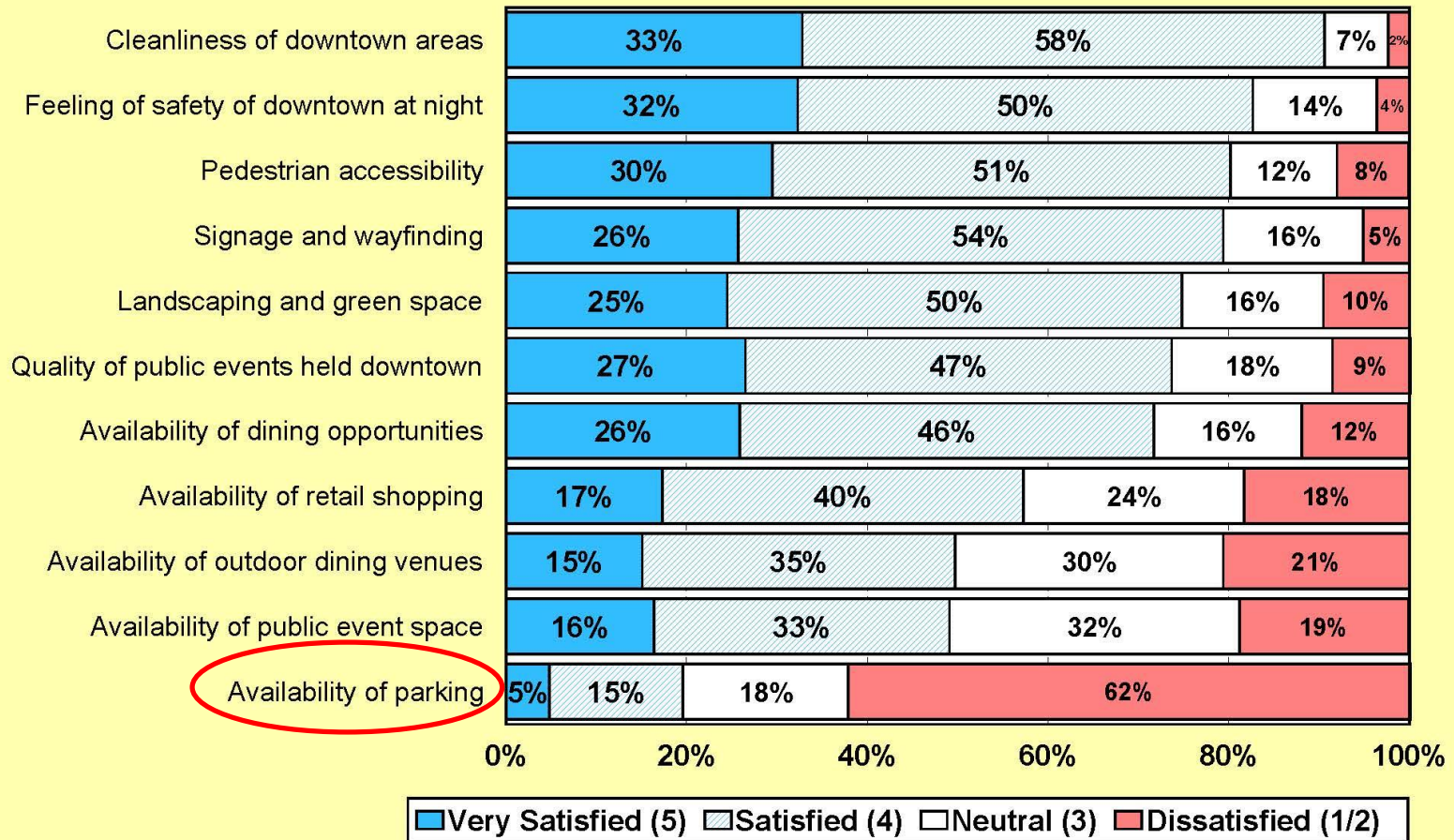
Downtown Auburn Priorities: 

Major Finding #6

Other Issues

Q21. Satisfaction with Various Aspects of Downtown Auburn

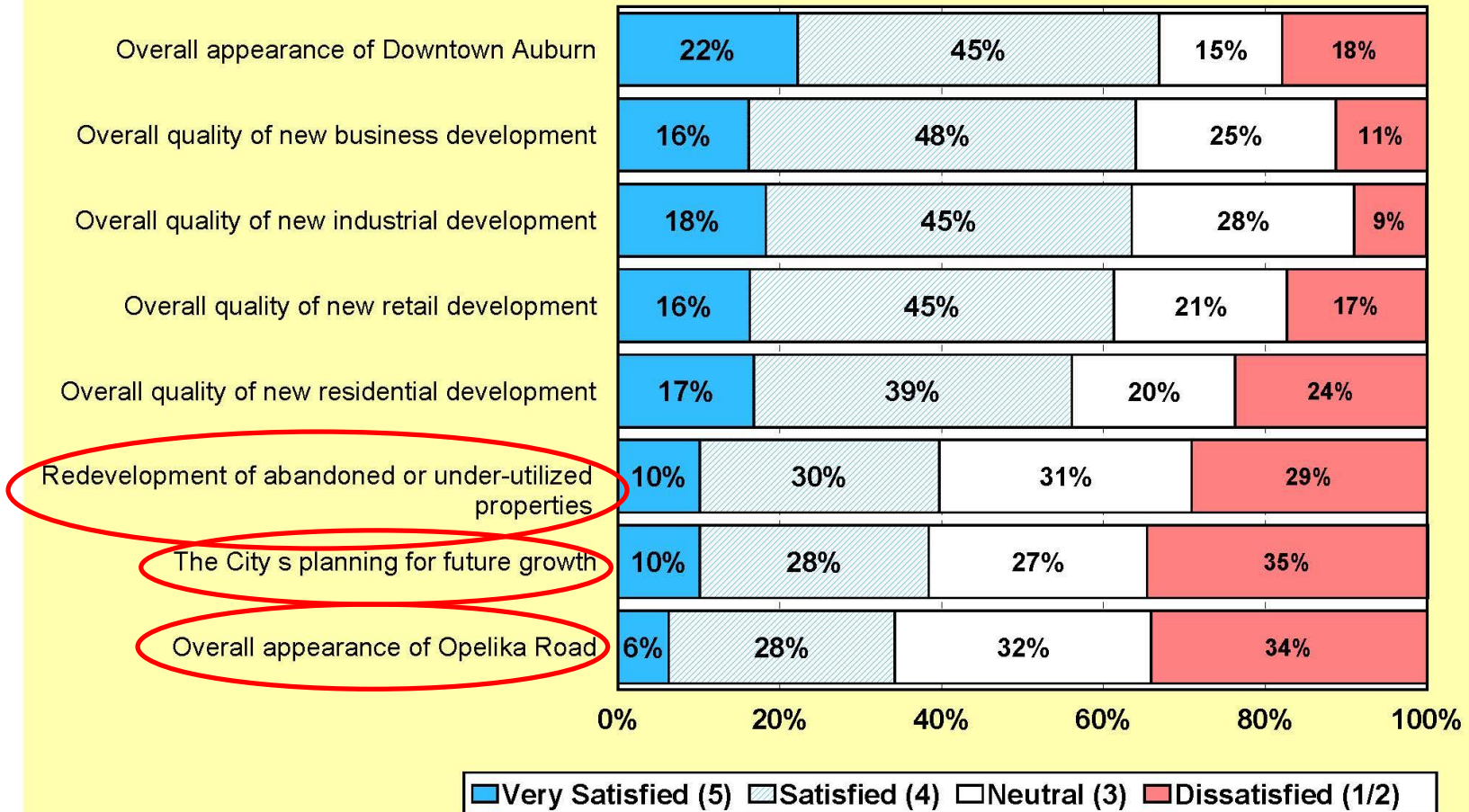
by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2018)

Q13. Satisfaction with Various Aspects of Development and Redevelopment in the City

by percentage of residents surveyed who rated the item as a 1 to 5 on a 5-point scale
(excluding don't knows)



Source: ETC Institute (2018)

Summary and Conclusion

- Residents continue to have a very positive perception of the City
- Auburn is still setting the standard for the delivery of City services – the City's ratings are among the highest in the nation
- The City is equitably serving the needs of residents in all areas of the City
- Traffic flow and maintenance of city infrastructure are still the top priorities for improvement

Questions?

THANK YOU!!