

GLENN'S FERRY CUSTOMER SERVICE SURVEY

*This survey is being conducted by the City of Glenn's Ferry to help community leaders measure the effectiveness of current community programs and to assess the support of local residents and stake holders for future community improvement projects. Please complete only one survey per household and respond by March 20, 2015*

**Part 1: Community Mission Statement –** Let us know what you think about the City of Glenn's Ferry mission statement.

*To preserve, protect and promote the City of Glenn's Ferry's future through Economic and Community Development that will benefit business and residents.*

Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1	2	3	4	5

**Part 2: Projects:** In this section of the survey, we want your opinion on the following potential projects.

	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
1. Improve the airport runway.	1	2	3	4	5
2. Extend water to airport hangars.	1	2	3	4	5
3. Improved signage from the interstate through town to Three Island State Park.	1	2	3	4	5
4. Expand the irrigation system.	1	2	3	4	5
5. Promote water conservation education.	1	2	3	4	5
6. Make volunteer service a requirement for high school graduation.	1	2	3	4	5
7. Create a skate park	1	2	3	4	5
8. Establish a new city park along the Snake River.	1	2	3	4	5
9. Establish a Mayor's/City youth council.	1	2	3	4	5
10. Create a Union Pacific/rail heritage park	1	2	3	4	5
11. Expand sidewalks and street lights along 1 <sup>st</sup> Ave.	1	2	3	4	5
12. Project facelift/community beautification.	1	2	3	4	5
13. Other (use this space to list other projects you would like to see the city pursue).					

**Part 3: Community Services:** In this section of the survey, please rate your satisfaction with various public services and infrastructure in your community.

	Highly Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Highly Satisfied
1. City Streets	1	2	3	4	5
2. Bicycle and pedestrian access	1	2	3	4	5
3. Availability of sidewalks	1	2	3	4	5
4. Local law enforcement	1	2	3	4	5
5. Fire Department	1	2	3	4	5
6. Water services	1	2	3	4	5
7. Sewage treatment services	1	2	3	4	5
8. Airport	1	2	3	4	5
9. Library	1	2	3	4	5
10. Ambulance	1	2	3	4	5
11. Parks	1	2	3	4	5
12. Recreation Programs	1	2	3	4	5
12. Senior Center Building	1	2	3	4	5
13. Senior programs	1	2	3	4	5
14. Basic Health Care	1	2	3	4	5
15. Public Transportation	1	2	3	4	5
16. School Facilities	1	2	3	4	5
17. Quality of K-12 Education	1	2	3	4	5
18. Daycare Options	1	2	3	4	5
19. Social Services (e.g. food bank, domestic violence assistance, drug & alcohol assistance).	1	2	3	4	5
20. Community Celebrations and Events.	1	2	3	4	5
21. Information from City Government	1	2	3	4	5
22. Trust of City Government to Make Good Decisions	1	2	3	4	5
23. Code enforcement (weeds, trash, etc.)					
24. Other – Share with us any ideas you may have for improving community services.					

**Part 4: Demographics** – In this section we want to ask a few questions that will help us interpret the results

1. I live... _____ Inside Glennis Ferry _____ Out of town	4. I am ... _____ under 17 years old. _____ 18 to 25
2. I've lived in Glennis Ferry... _____ 0-5 years, _____ 6-10 years _____ 11-15 years _____ 16 or more years	years old _____ 26 – 49 years old _____ 50 – 64 Years _____ 65 and older
3. I work in ... _____ Glennis Ferry _____ Out of town _____ Retired _____ Don't Work Outside the Home	