

DEMOGRAPHICS

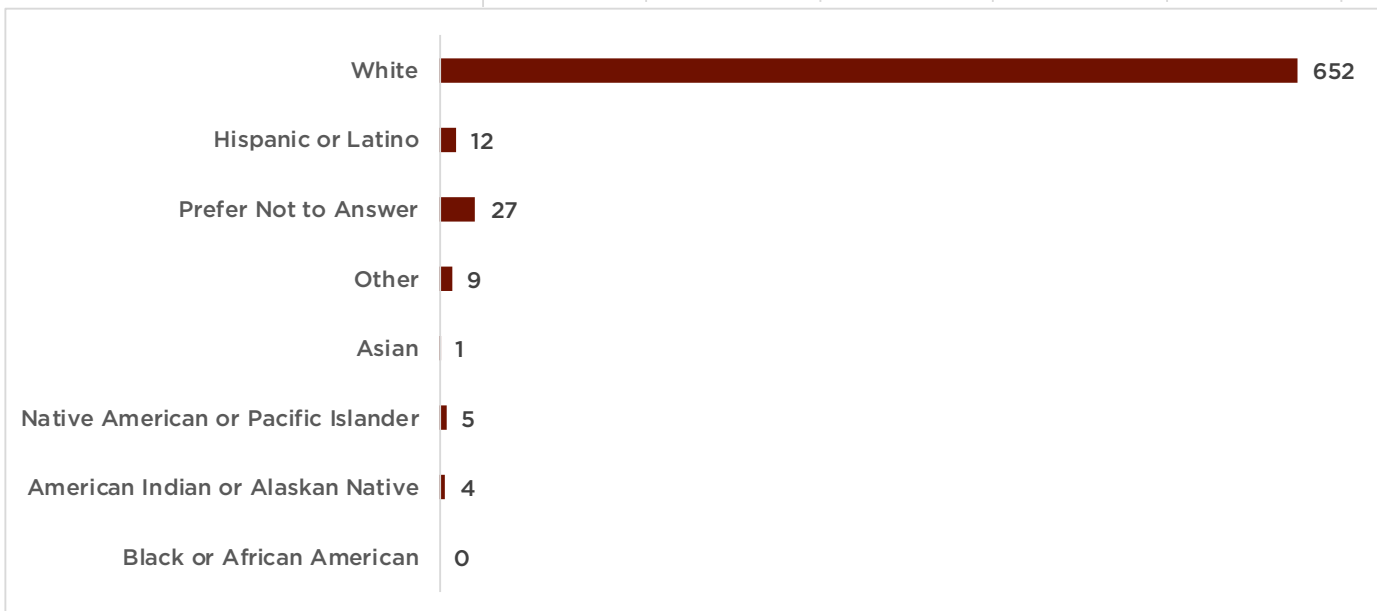
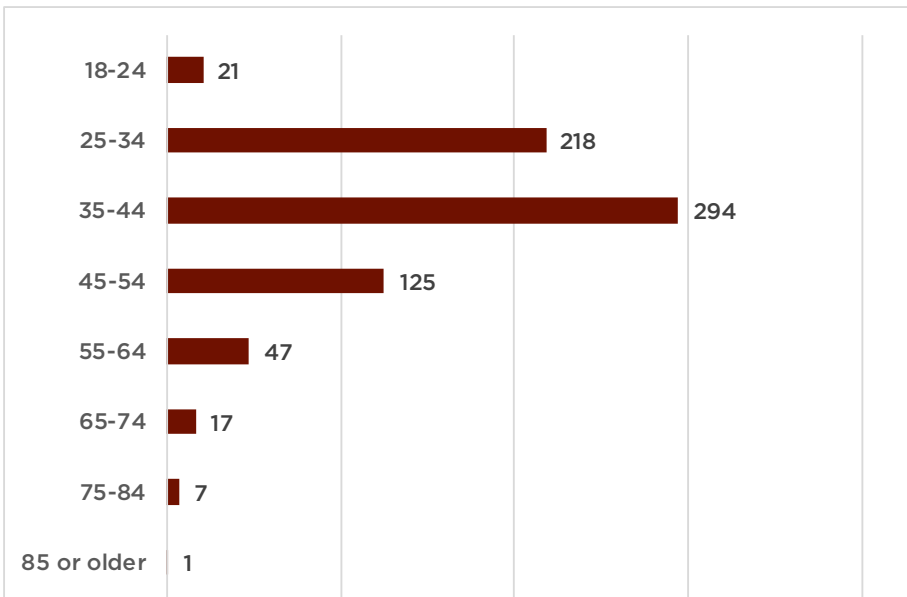
SOURCE OF DEMOGRAPHICS

The following charts and graphs are based on information gathered from the annual Citizen Satisfaction Survey, the results of which may be found in the next section. Our sample size included roughly 1000 Eagle Mountain Residents over the age of 18 and is large enough to make valid conclusions about the demographics of Eagle Mountain's population.

Gender

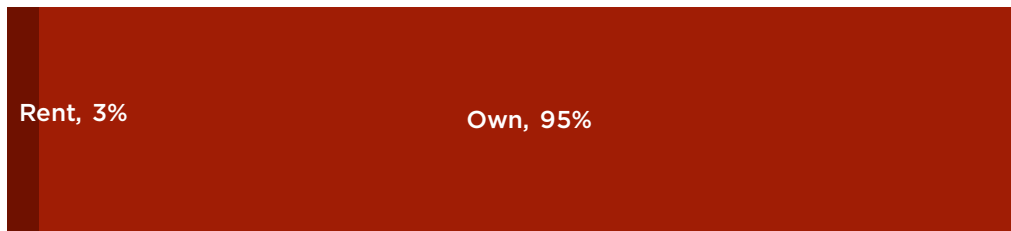


Age

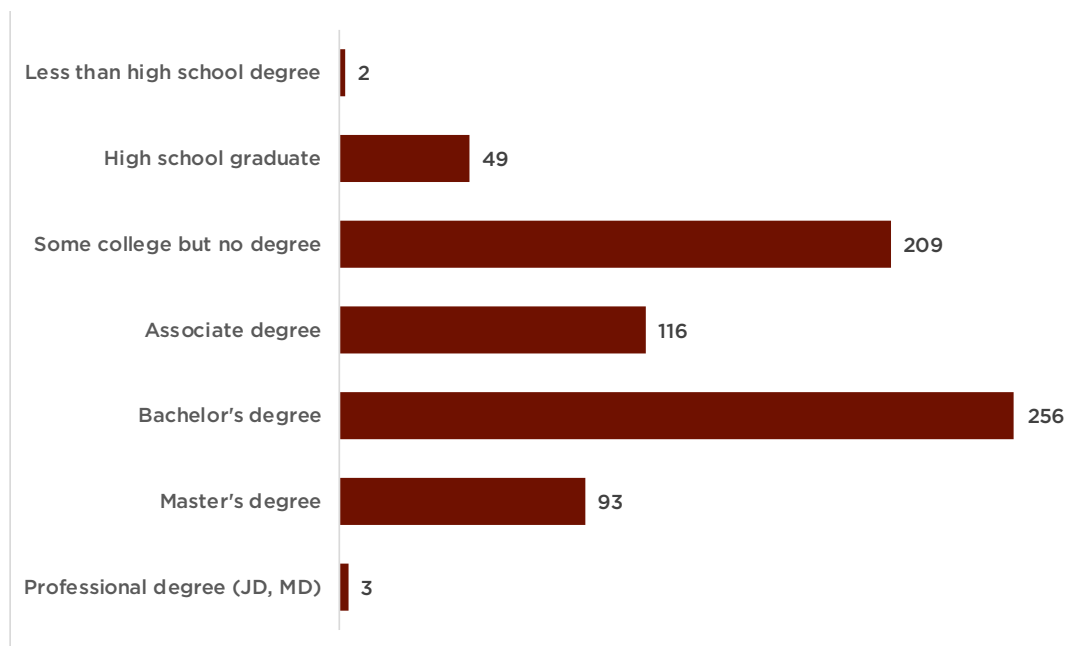




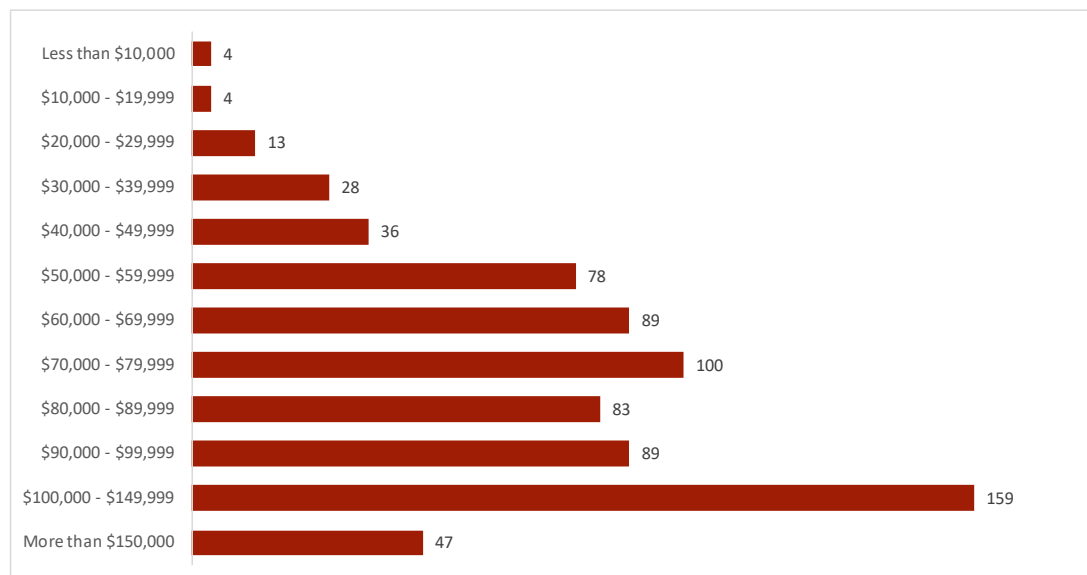
Percent of Renters & Homeowners



Level of Education



Household Income



CITIZEN SURVEY RESULTS

ABOUT THE CITIZEN SURVEY

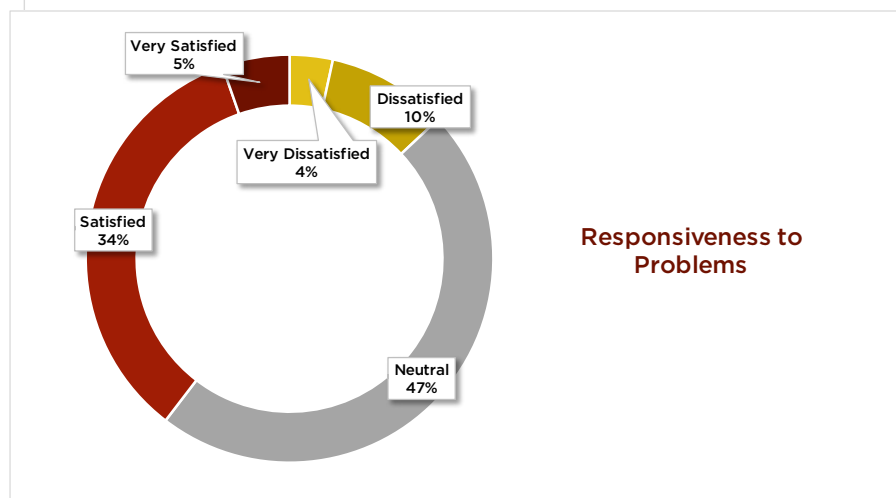
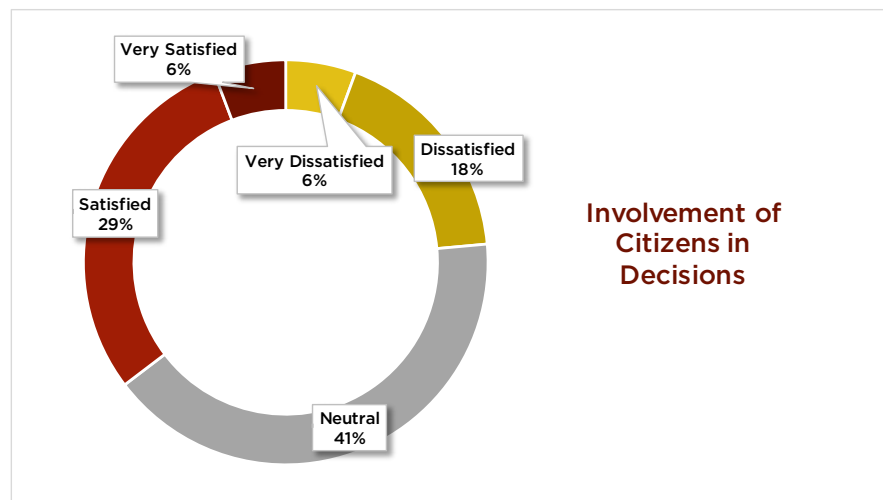
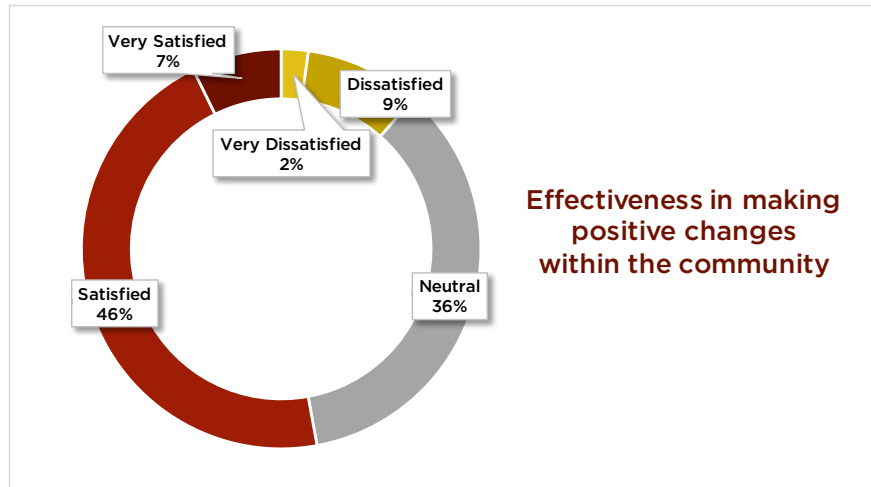
The Eagle Mountain Citizen Survey is an annual survey conducted by City administration to gauge public opinion and satisfaction on various aspects of City operations. The 2019 Citizen Survey was offered between July 30, 2018 and August 16, 2019, and was sent by email (using emails from billing and Everbridge) and posted on the City's website and social network pages. Surveys conducted online have certain limitations associated with convenience sampling. In other words, some people within a population have a higher tendency than others to participate in online surveys. This creates a systematic self-selection bias, meaning that participation was voluntary and potential participants could opt-out of completing the survey. We attempted to alleviate this by distributing the survey by email. While participating this way was still voluntary, participants were both more aware of the survey and may have been more willing to complete the survey when paying his or her utility bill. After distributing the survey in these various methods, the sample was large enough to reflect our population. In total, there were 995 completed responses. The survey had 64 questions, including supplemental and optional questions, and took approximately 15 minutes to complete. Individuals were prevented from taking the survey more than once. All responses were anonymous and reported in the aggregate. The following provides a briefing of the survey responses.

Did you complete the survey last year?



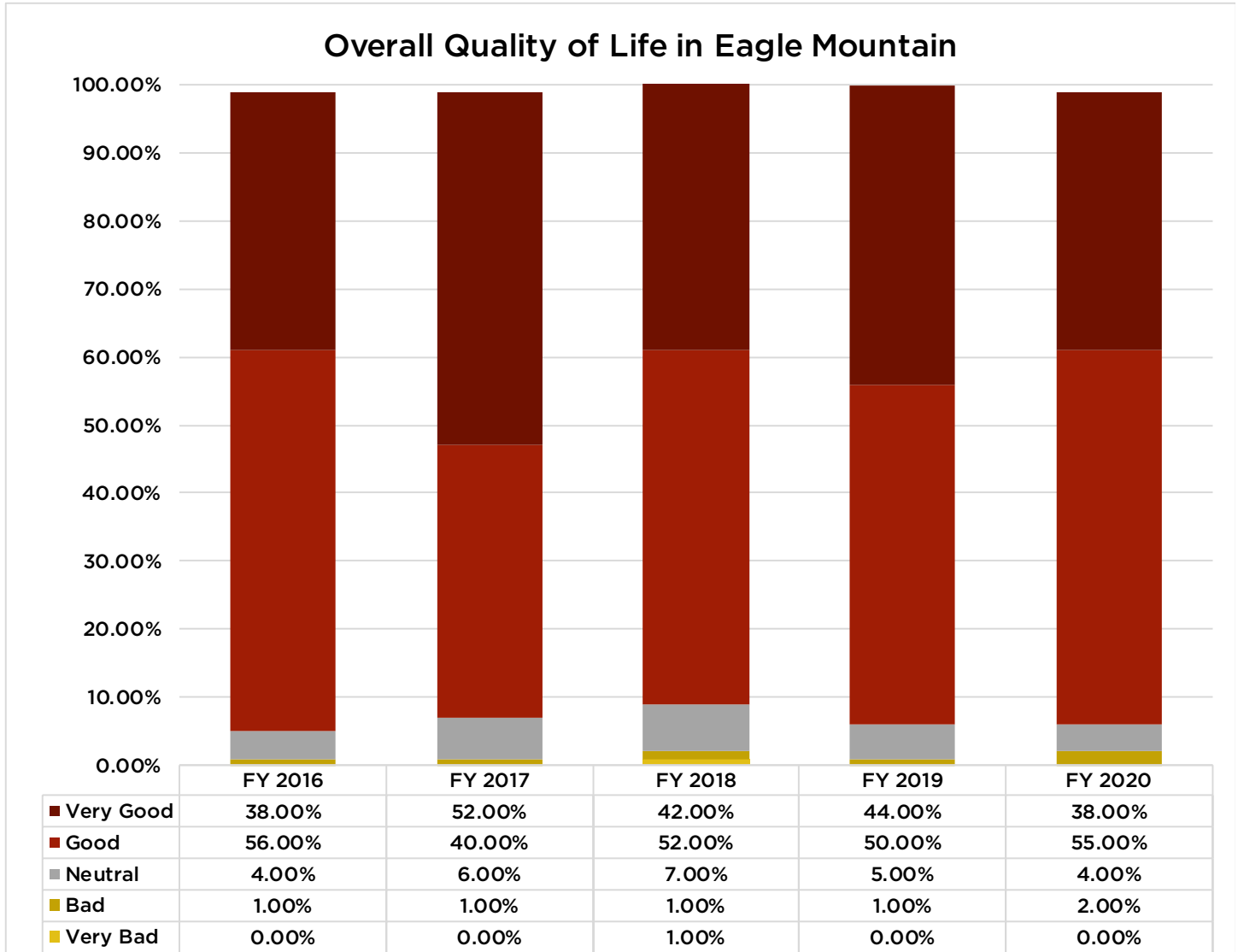


Please rate your satisfaction level with the following aspects of the Eagle Mountain City government:



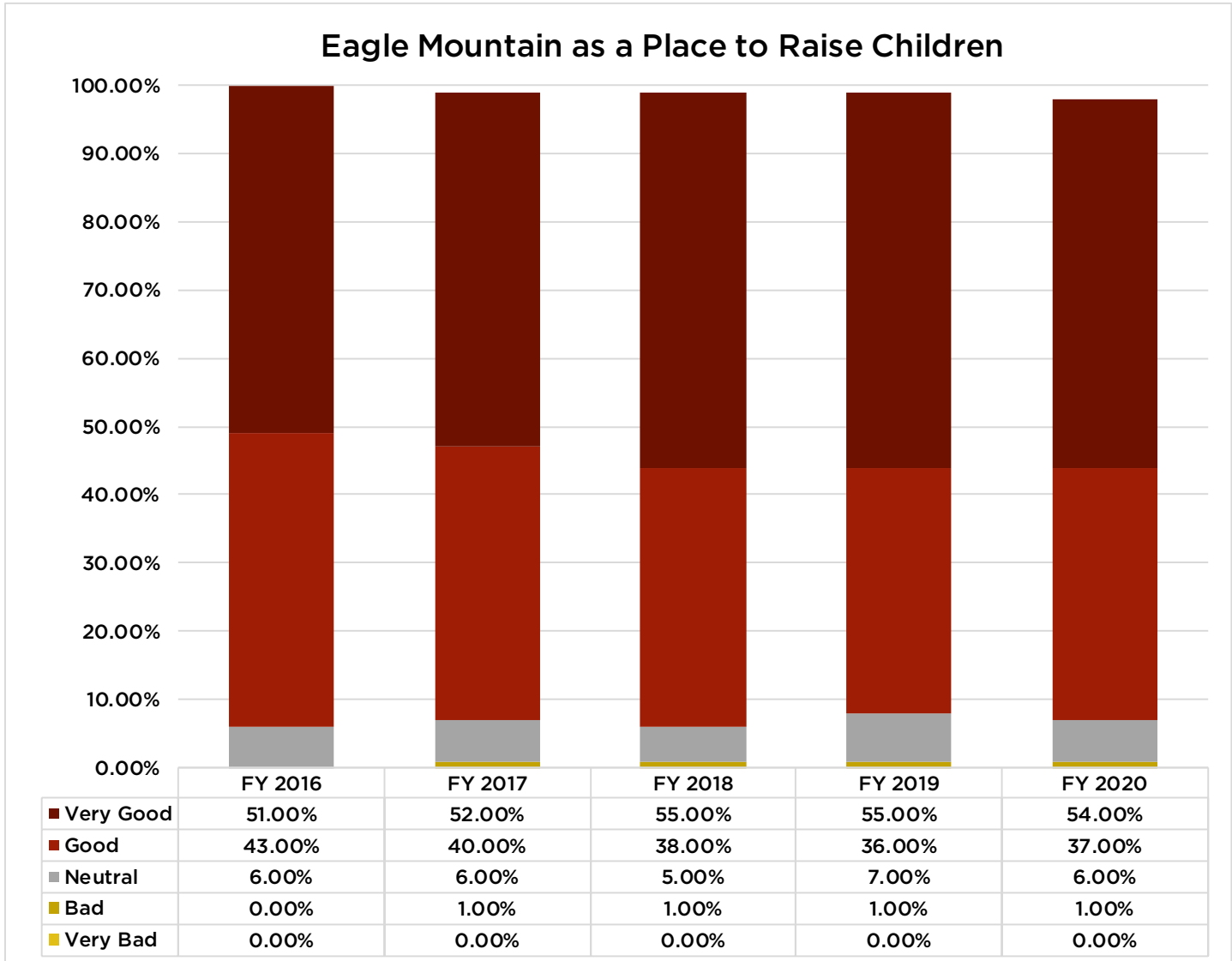
CITIZEN SURVEY RESULTS

Please rate each of the following quality of life aspect in Eagle Mountain:



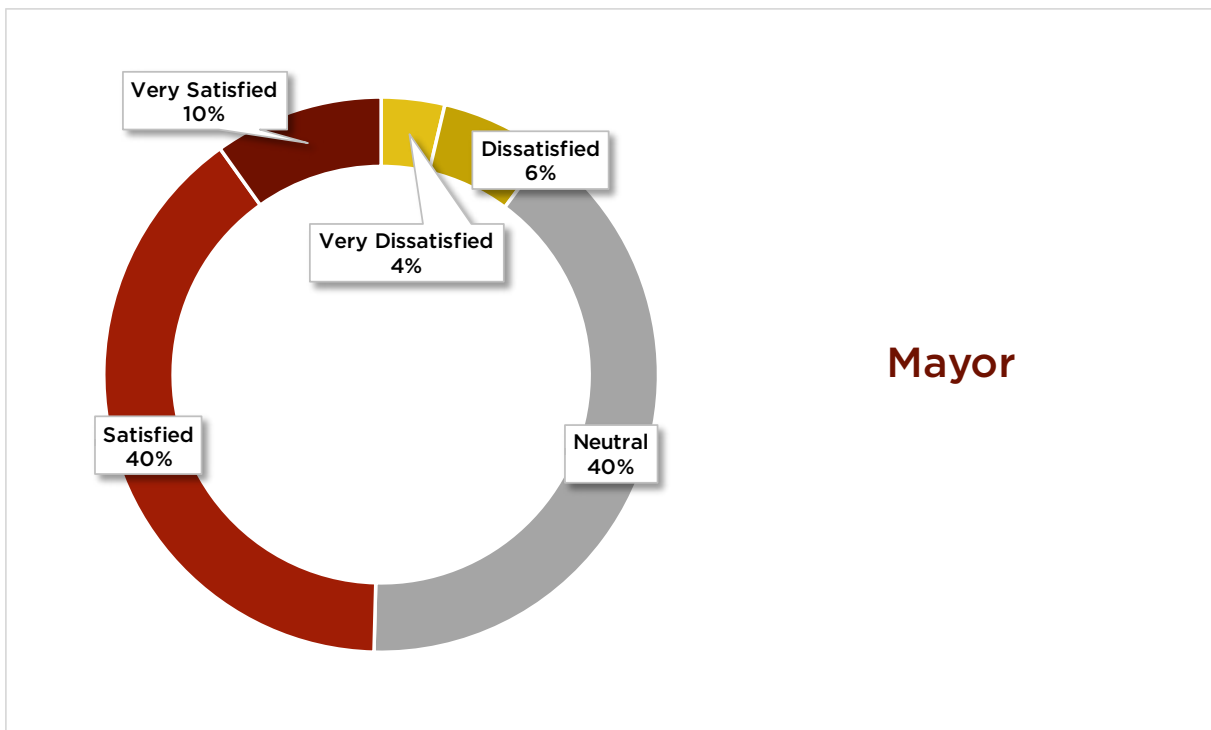
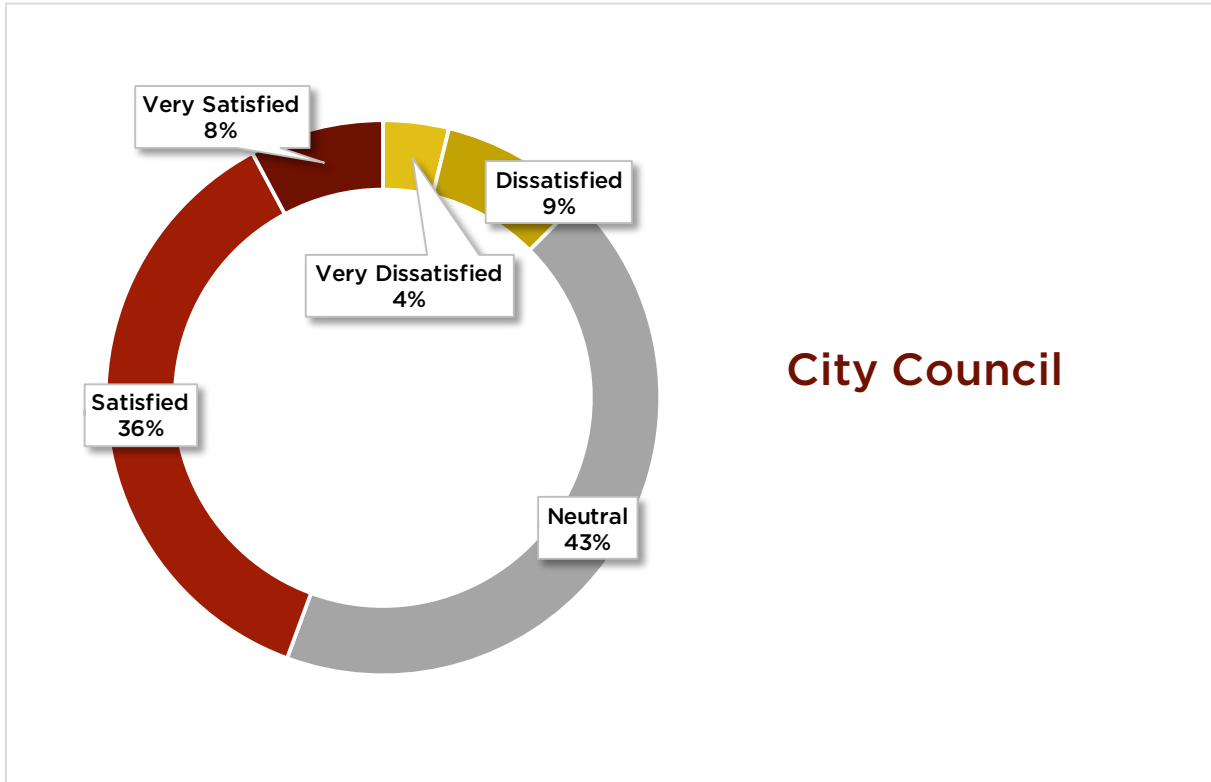


Please rate each of the following quality of life aspect in Eagle Mountain:



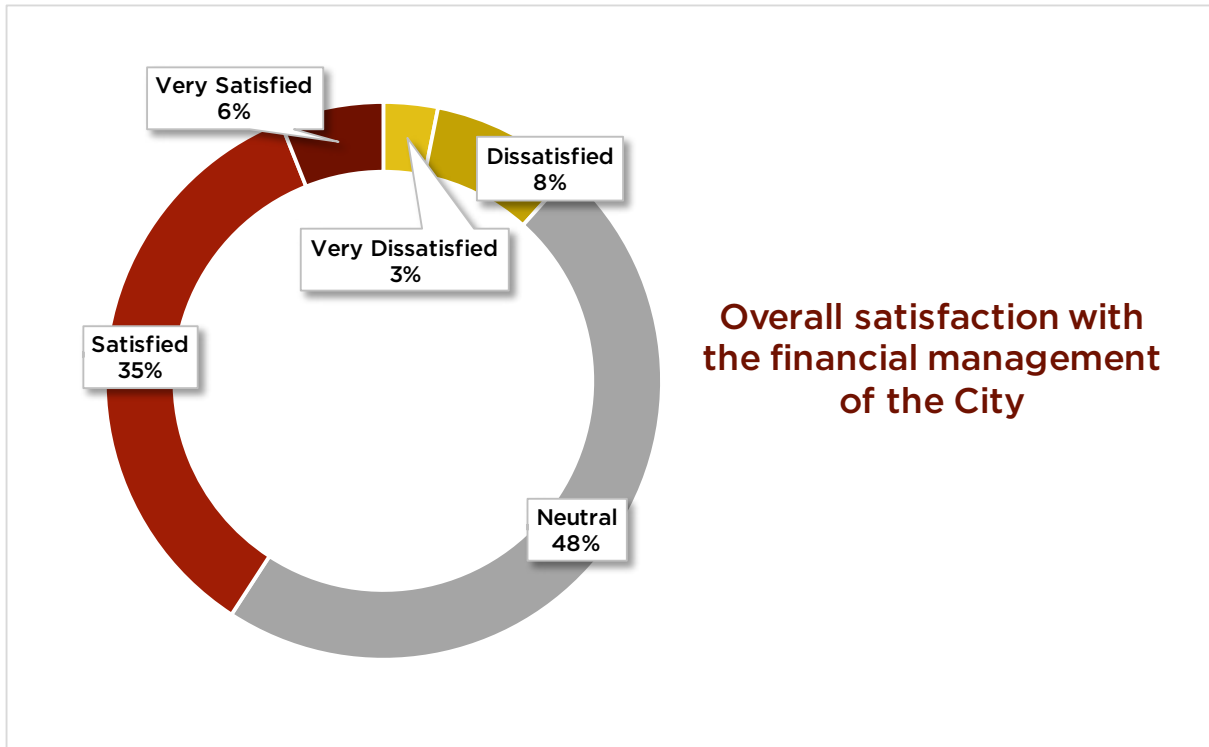
CITIZEN SURVEY RESULTS

Please rate how satisfied you are with the following offices:

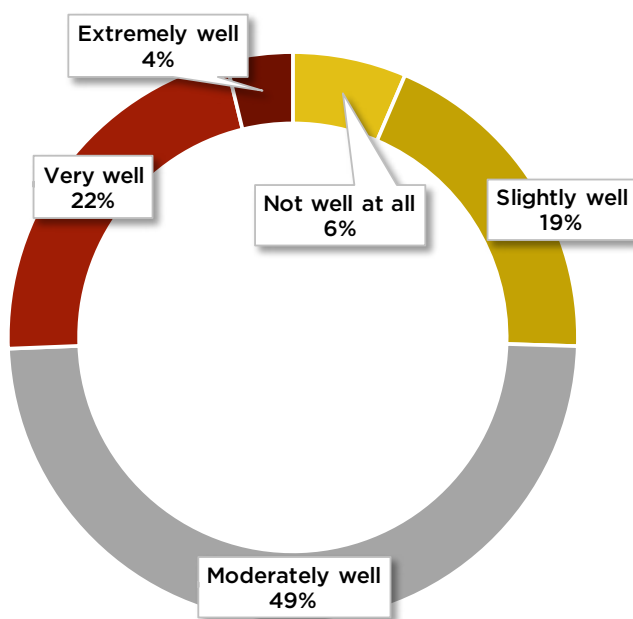




Please rate your overall satisfaction with the financial management of the City (how your taxes and utility fees are being spent):



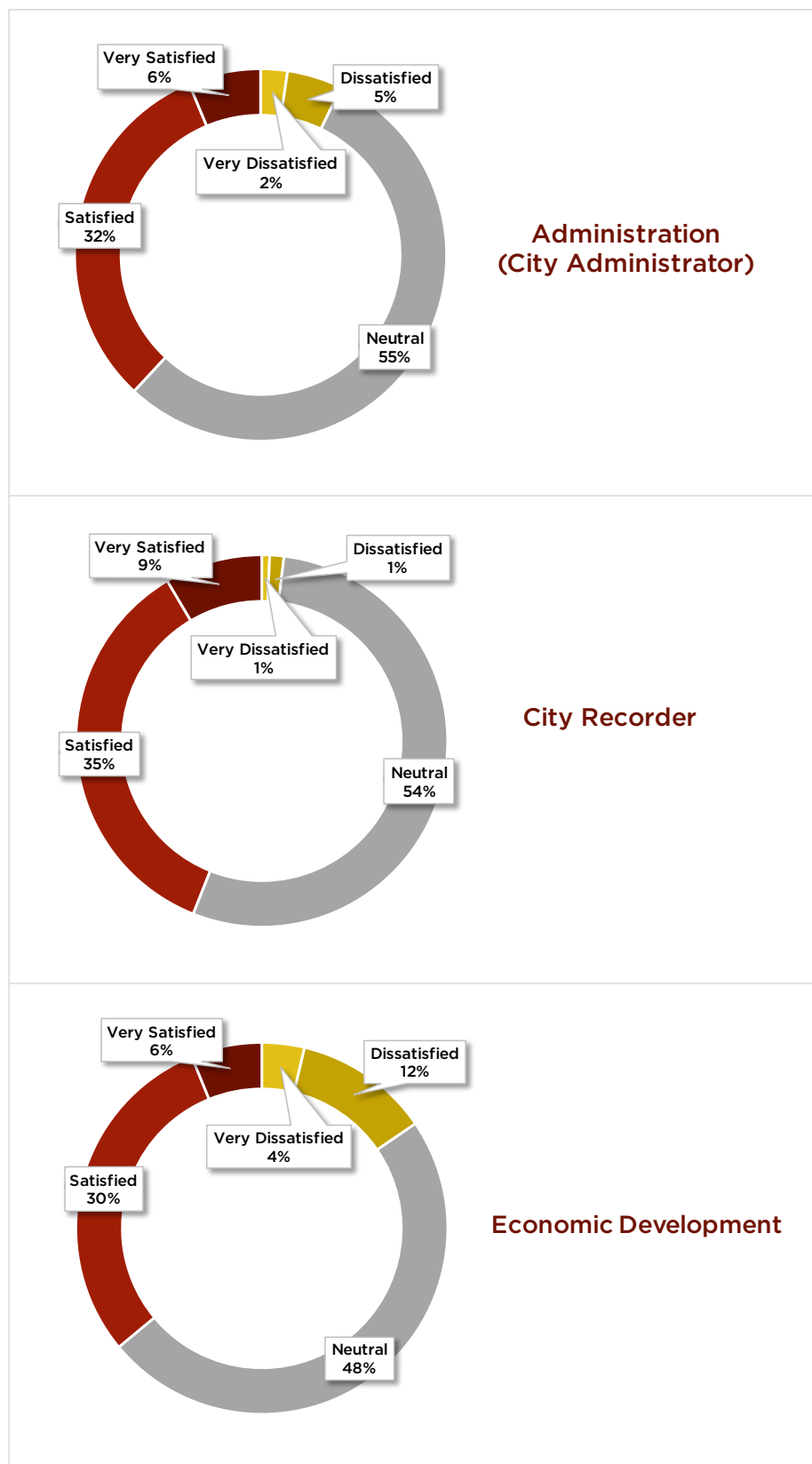
How well does the information produced by the Finance Department provide transparency of tax-payer dollars?



How well Finance Department provides transparency of Tax-payer dollars

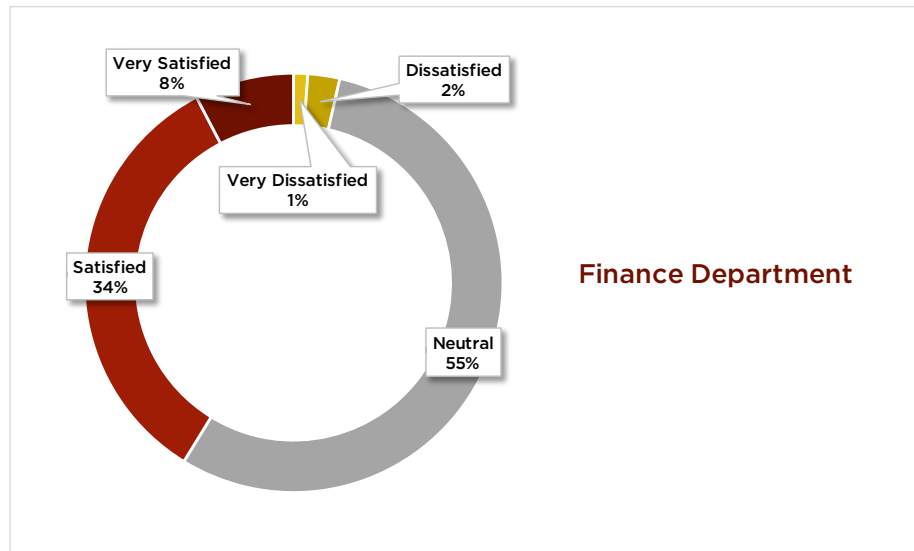
CITIZEN SURVEY RESULTS

Please rate your satisfaction level with the quality of each of the following administrative entities:

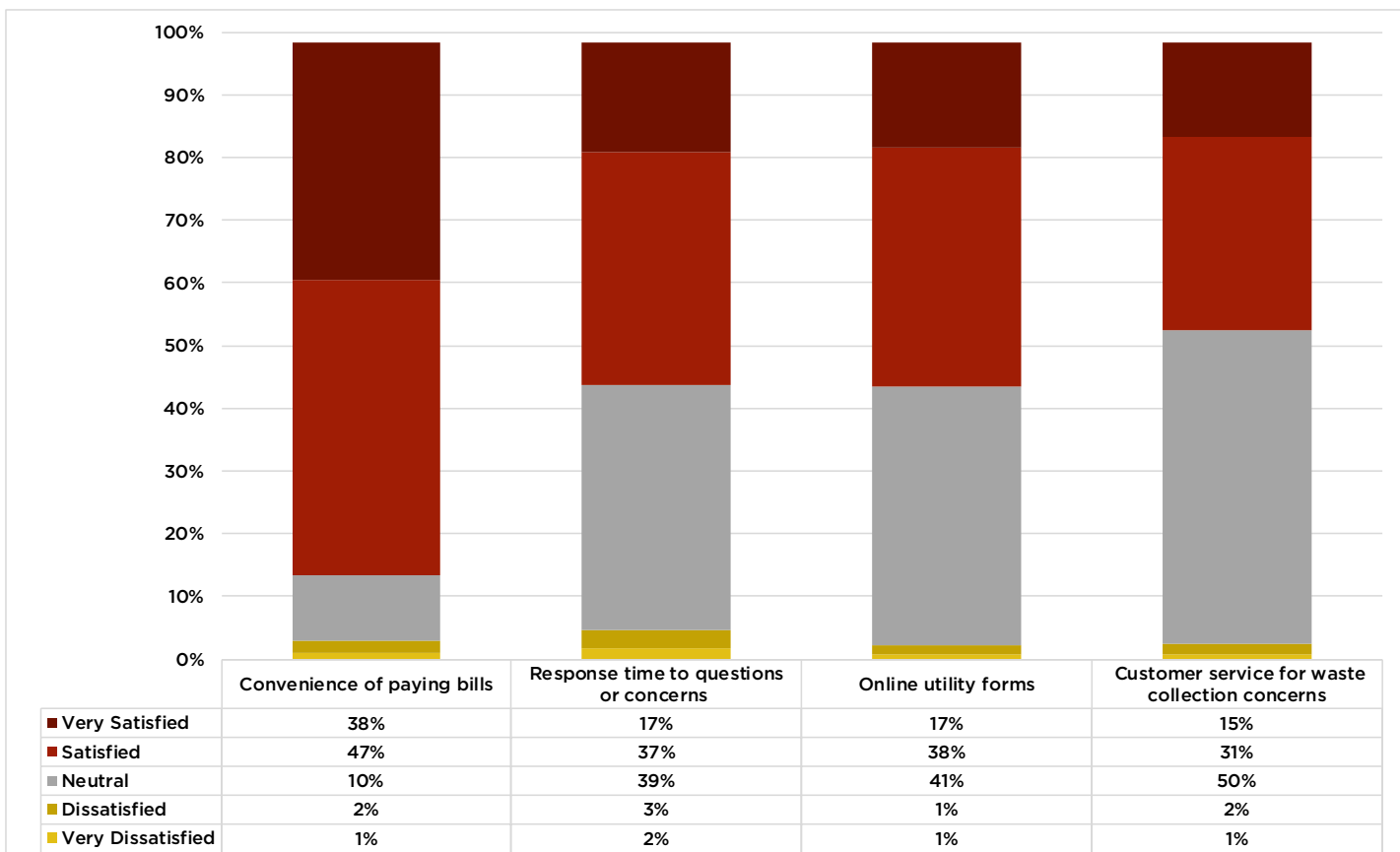




Please rate your satisfaction level with the quality of each of the following administrative entities (cont.):

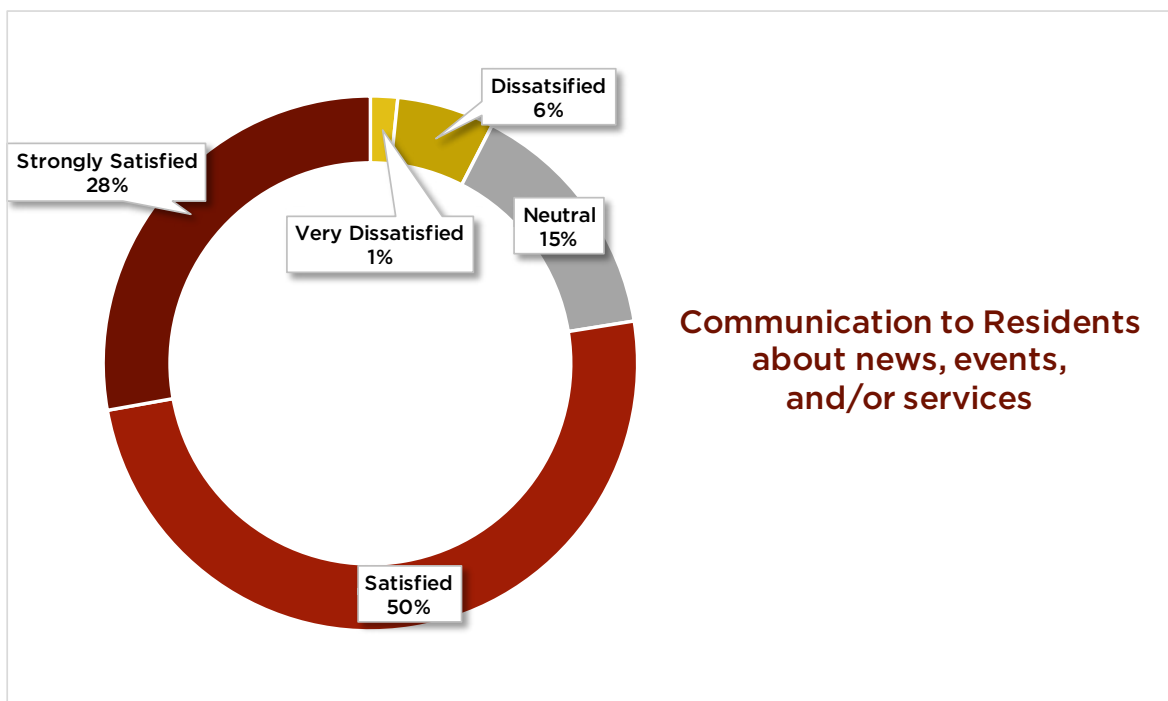
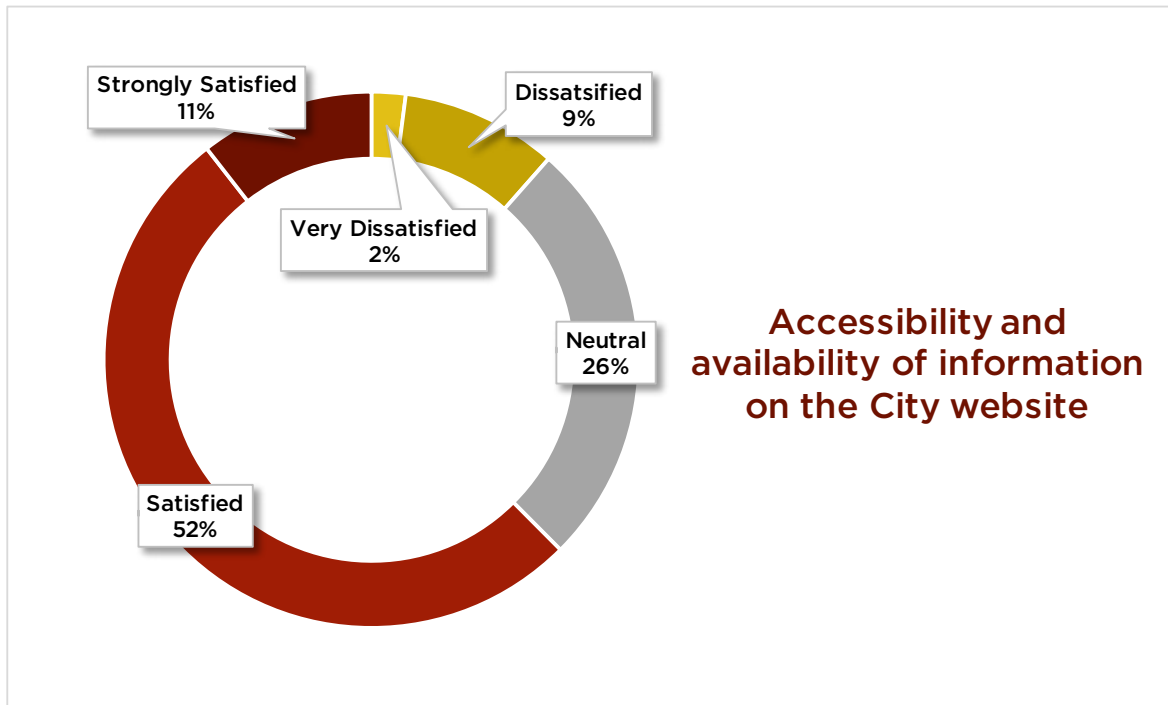


Please rate your satisfaction level with the quality of each of the following Utility Billing services:



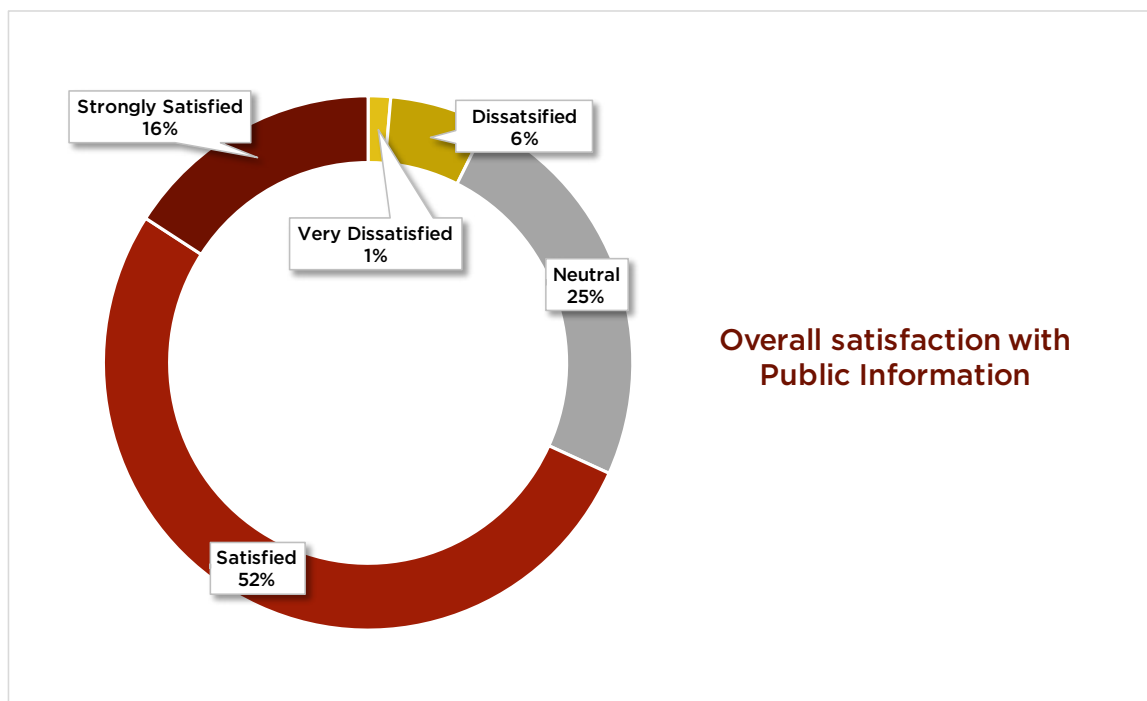
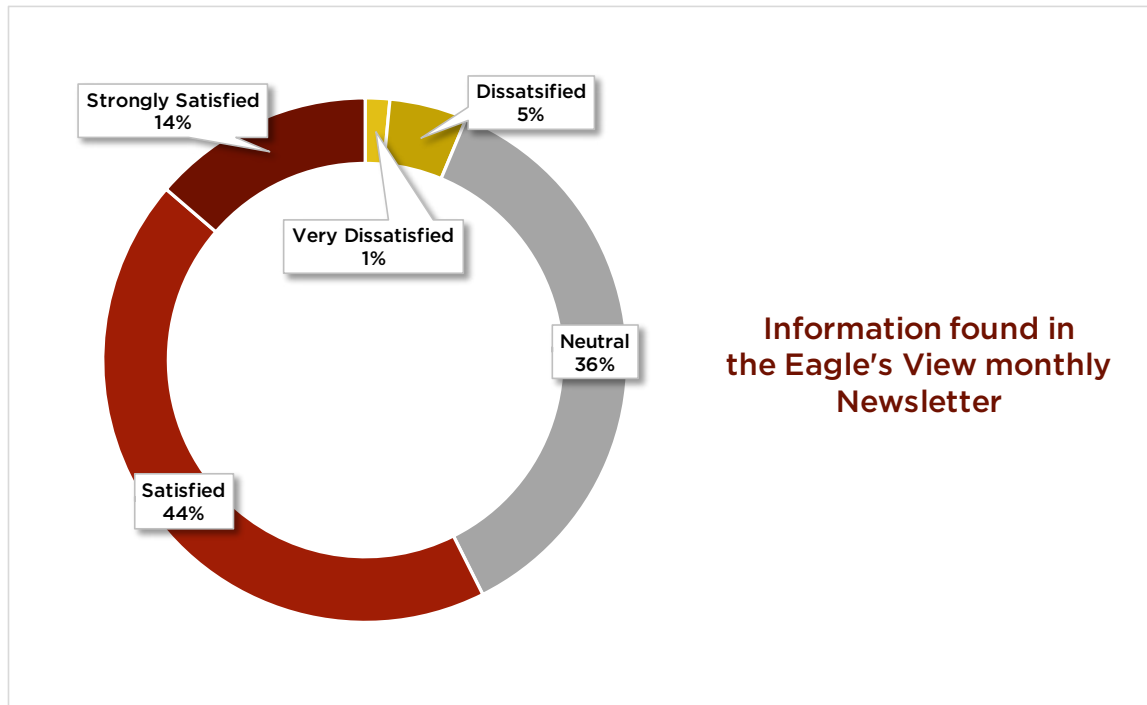
CITIZEN SURVEY RESULTS

Please rate your satisfaction level with the following services:



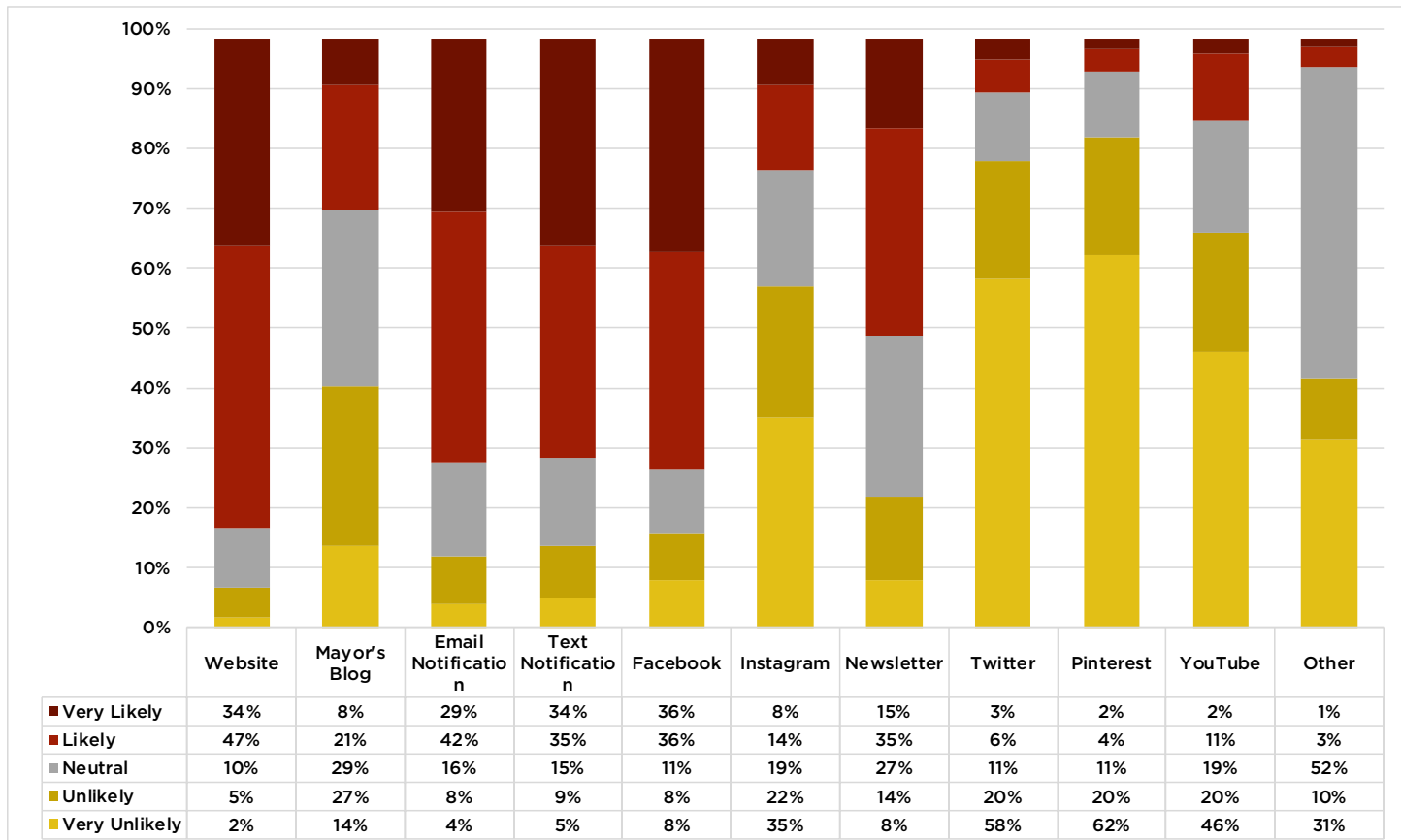


Please rate your satisfaction level with the following services:



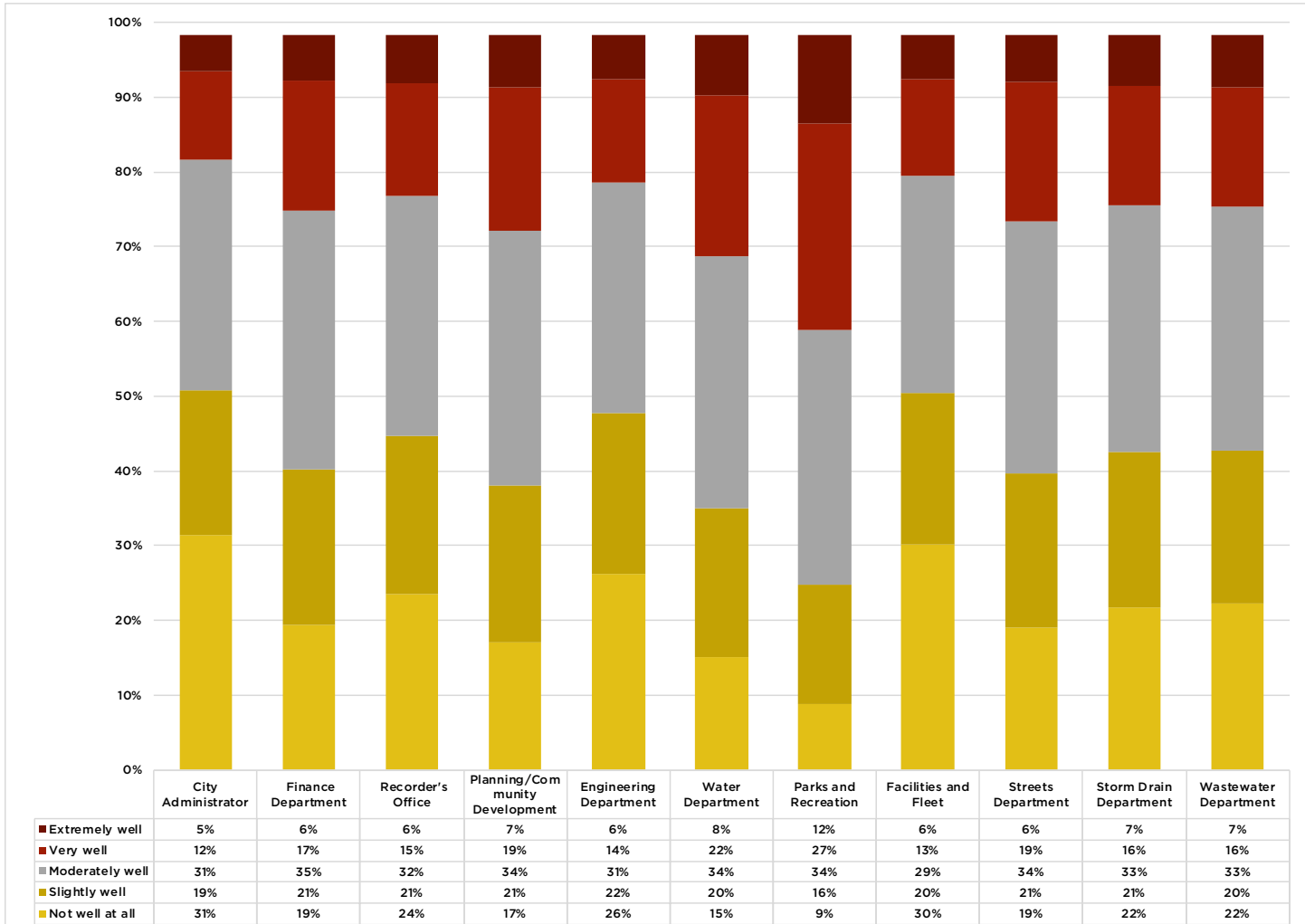
CITIZEN SURVEY RESULTS

Please rate how likely or unlikely you are to use the following sources for information about Eagle Mountain:



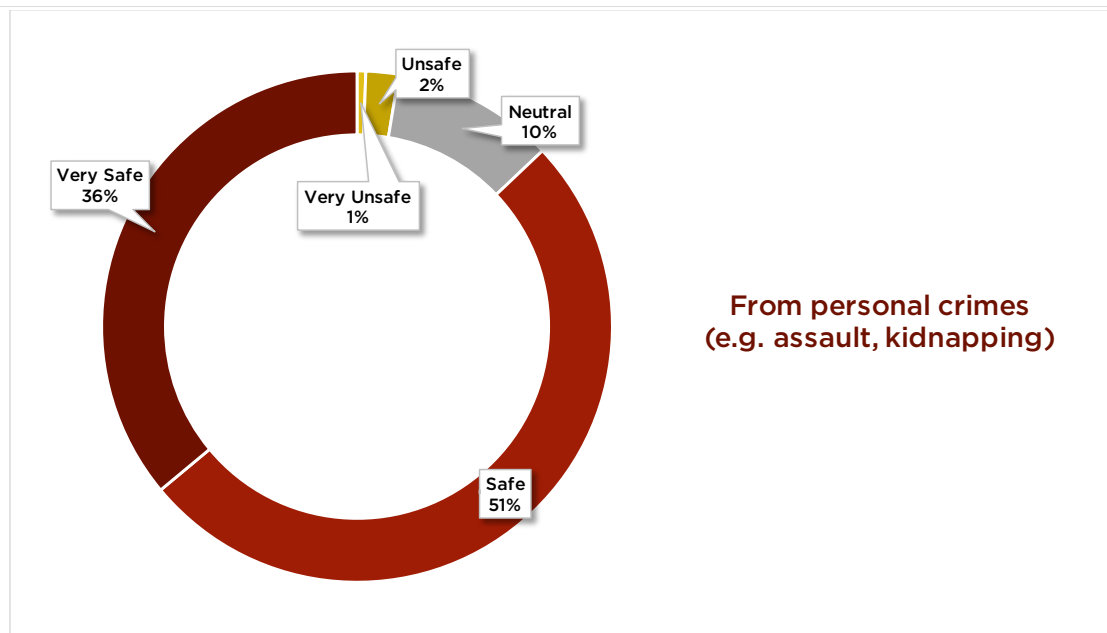
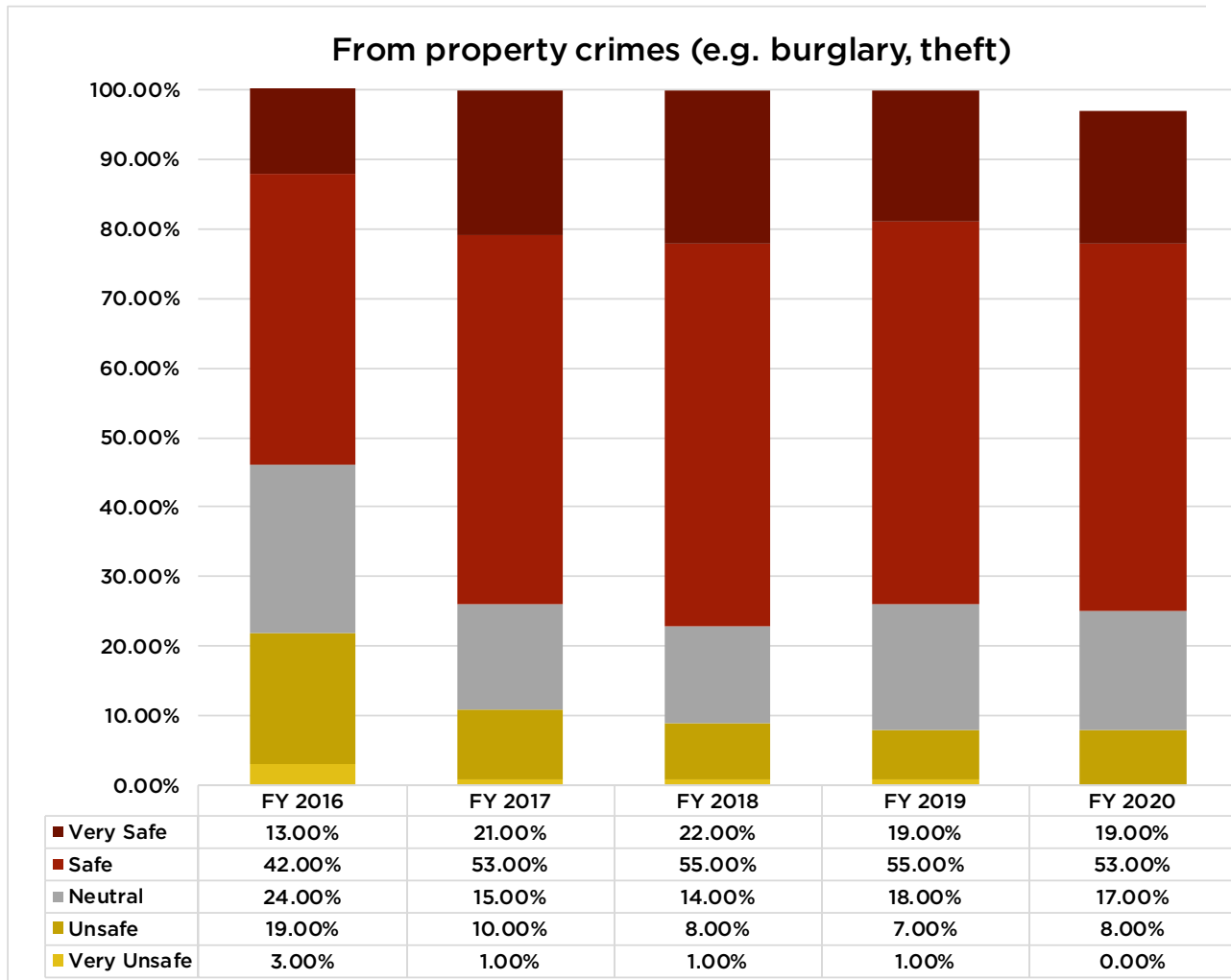


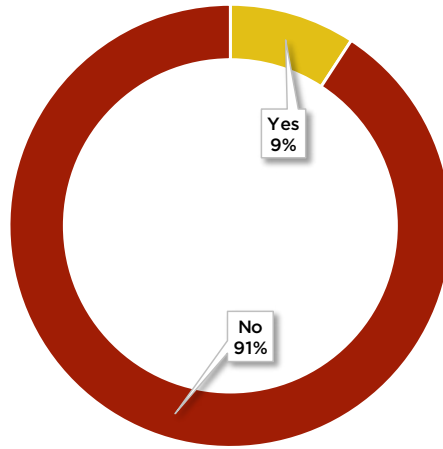
Please rate how well you know the purpose and responsibilities of the following departments or groups at Eagle Mountain City:



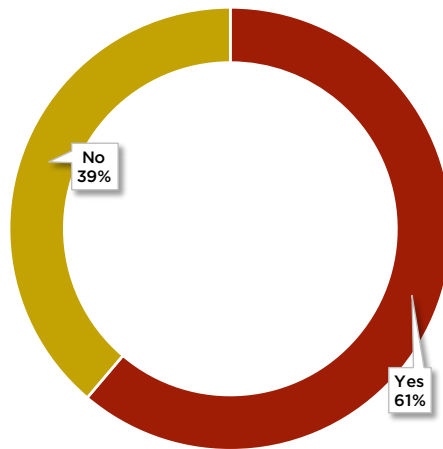
CITIZEN SURVEY RESULTS

Please rate how safe you feel in Eagle Mountain:

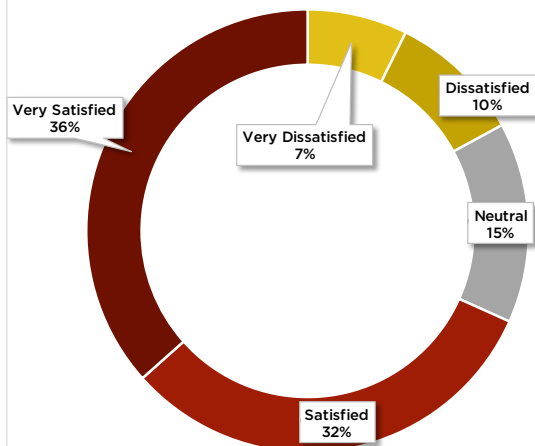




During the past 12 months, were you or anyone in your household the victim of any crime?



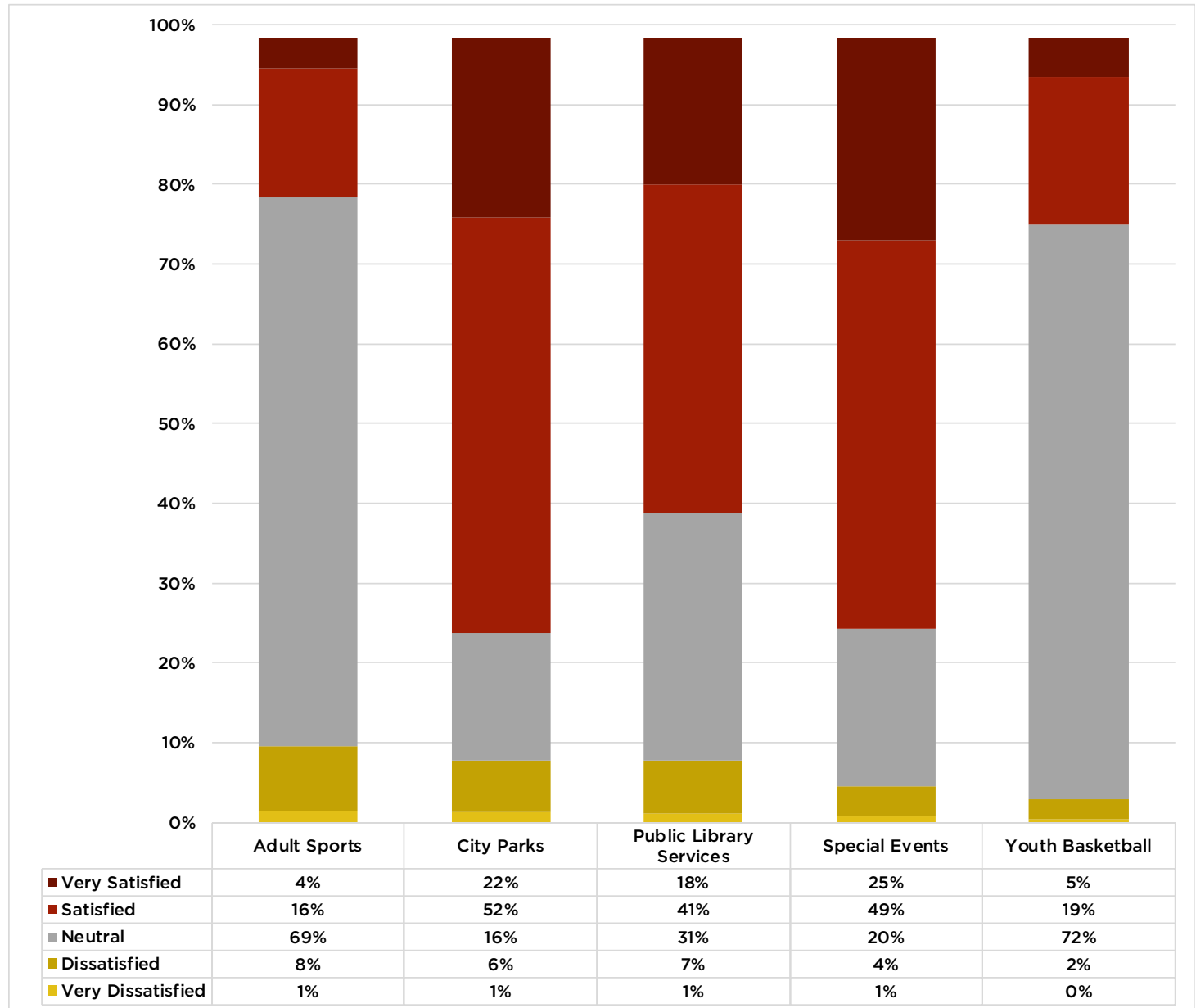
Was the crime(s) reported to the Police?



Satisfaction with the response of the police to your report

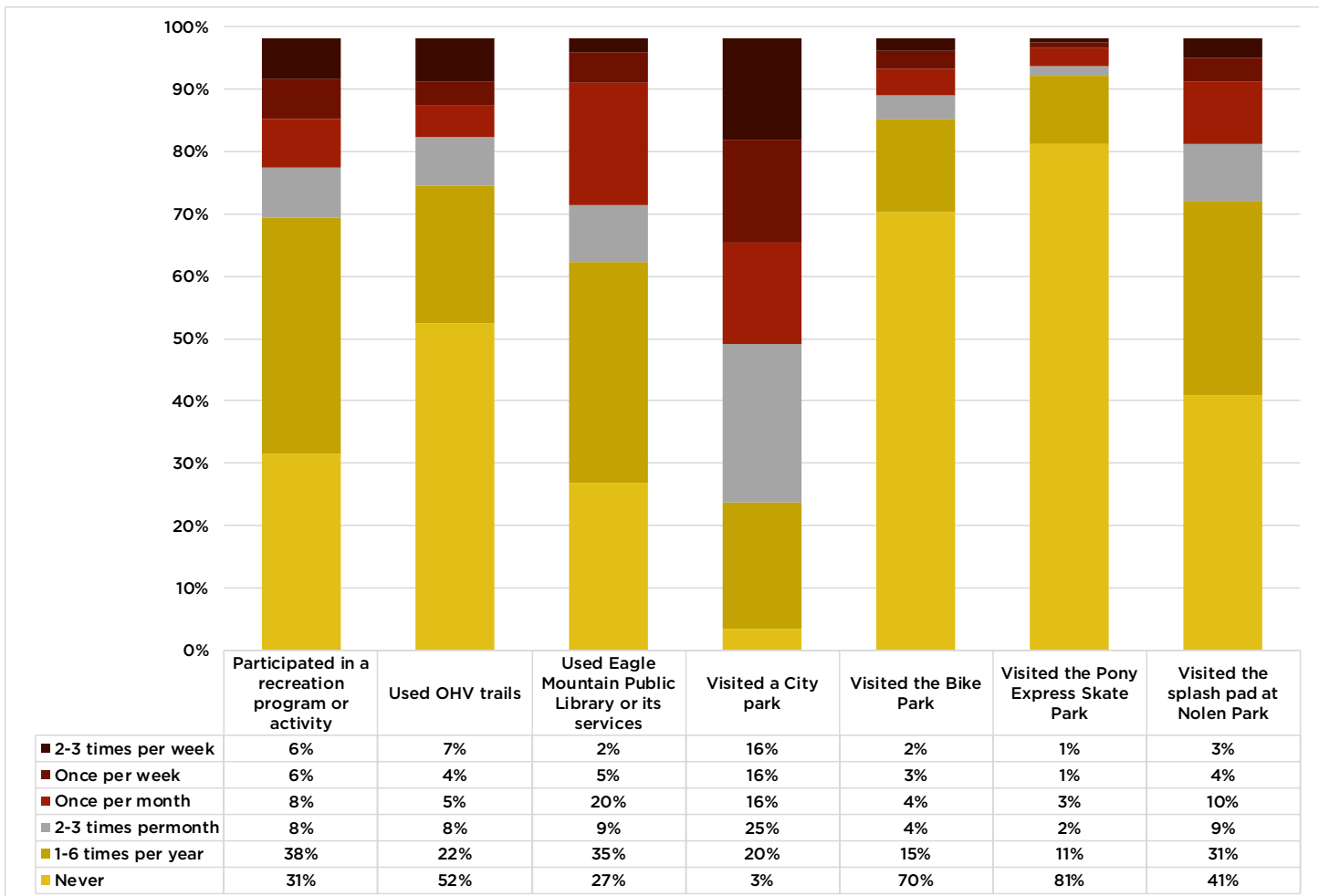
CITIZEN SURVEY RESULTS

Please rate your satisfaction level with the following recreation services:



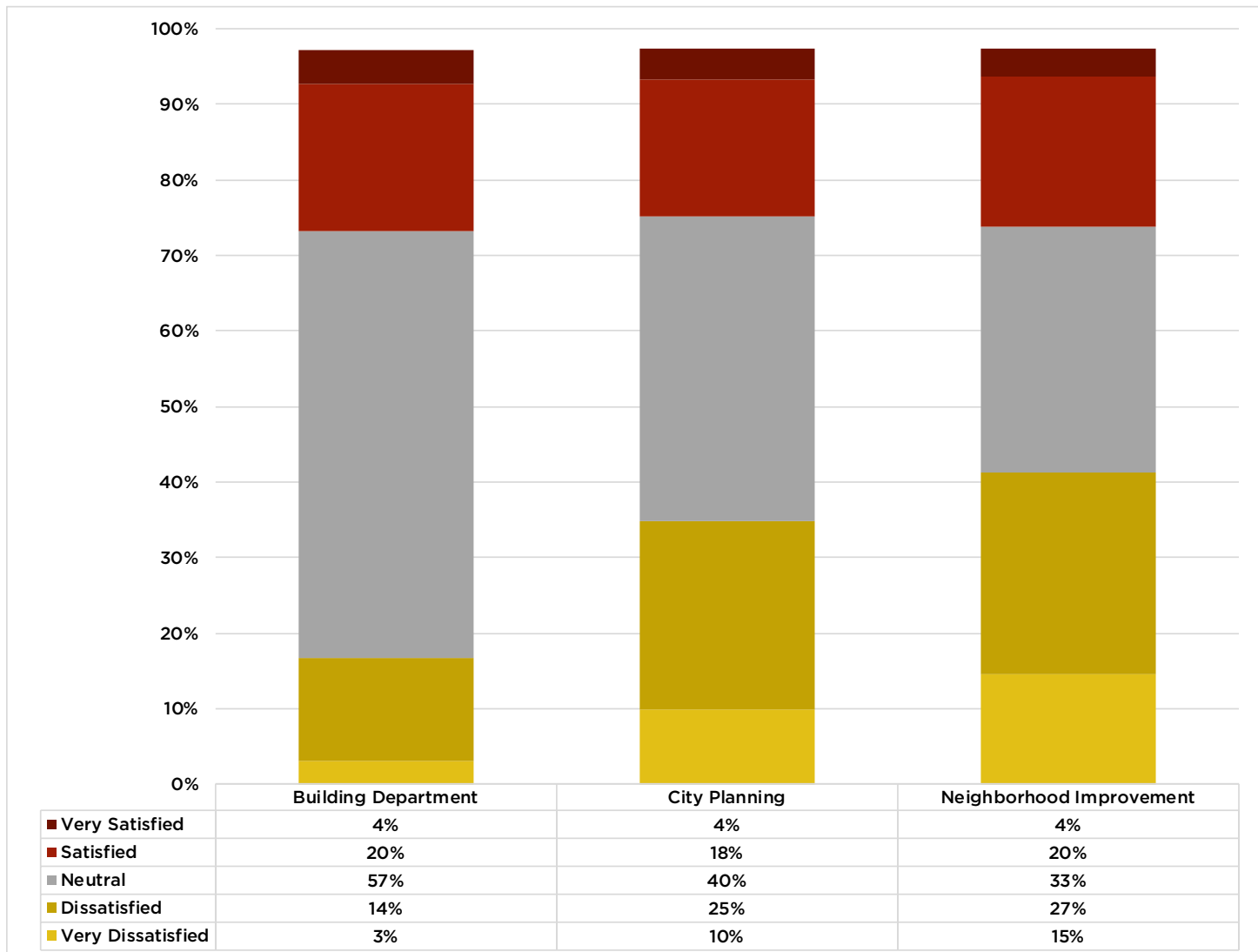


In the last 12 months, about how many times (if ever) have you or other household members participated in the following activities in Eagle Mountain?



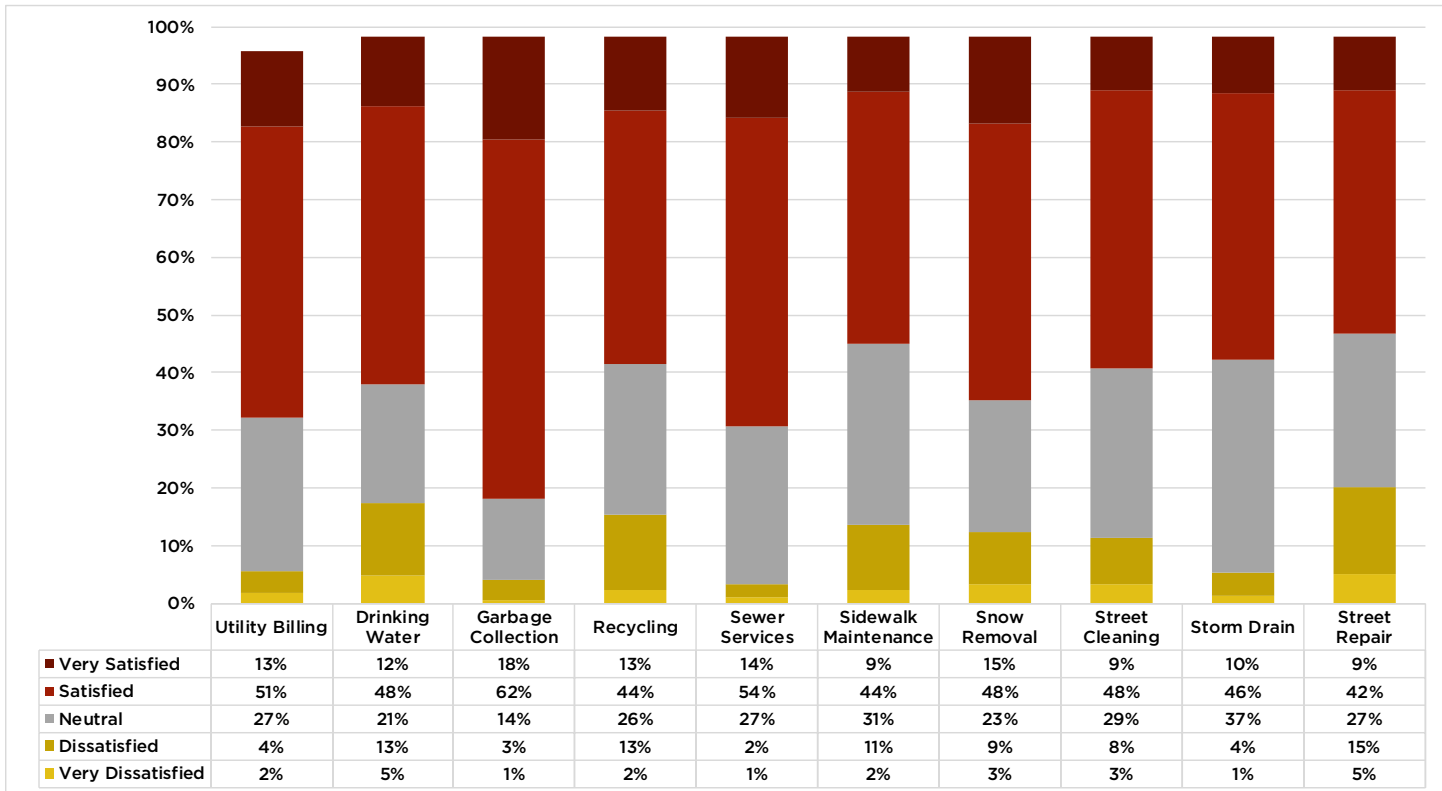
CITIZEN SURVEY RESULTS

Please rate your satisfaction level with the following community development services:





Please rate your satisfaction level with the following city services:



CITIZEN SURVEY RESULTS

YEAR-TO-YEAR SATISFACTION COMPARISON

Please rate your satisfaction level with the following services:

City Service/Department	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Administration	3.57	3.66	3.48	3.40	3.35
Adult Sports	3.02	3.06	3.08	3.08	3.13
Emergency Medical Services	4.04	3.93	3.73	3.77	3.79
Animal Control	3.37	3.39	3.36	3.39	3.39
Building Department	3.11	3.20	3.28	3.16	3.09
City parks	3.43	3.32	3.48	3.62	3.89
City Planning	2.92	3.08	3.11	2.95	2.81
Code Enforcement	2.45	2.71	2.90	2.77	2.71
Crime Prevention	3.55	3.66	3.61	3.64	3.65
Crossing Guards	3.96	3.94	3.83	3.93	3.87
Drinking water	3.43	3.51	3.57	3.52	3.51
Economic Development	2.82	3.20	3.31	3.33	3.23
Finance Department	3.32	3.31	3.46	3.44	3.44
Fire Services	4.11	4.01	3.94	3.97	3.99
Garbage Collection	3.85	3.98	4.01	3.94	3.95
Legislative	3.86	3.75	3.68	3.51	3.41
Public Information	3.80	3.78	3.68	3.79	3.75
Public Library Services	3.66	3.60	3.55	3.59	3.70
Recorder	3.53	3.57	3.56	3.52	3.50
Recycling	3.68	3.72	3.67	3.63	3.53
Sewer services	3.70	3.48	3.81	3.81	3.79
Sidewalk maintenance	3.19	3.46	3.50	3.43	3.47
Snow removal	3.29	3.42	3.45	3.49	3.63
Special Events	3.45	3.58	3.80	3.85	3.95
Storm Drain	3.45	3.57	3.61	3.55	3.60
Street cleaning	3.26	3.40	3.47	3.46	3.53
Street repair	2.91	3.13	3.33	3.29	3.36
Traffic Enforcement	3.37	3.59	3.33	3.47	3.35
Wildfire Services	4.00	3.79	3.86	3.78	3.86
Youth Sports (Basketball)	3.10	3.21	3.26	3.21	3.25
Overall City Satisfaction	3.53	3.46	3.51	3.51	3.52

*Note: For the last three years this question was asked on the following scale: Very Dissatisfied (1), Dissatisfied (2), Neutral (3), Satisfied (4), and Very Satisfied (5). The higher the number, the more satisfaction with the service. Due to the different scales used in prior years, we had to mathematically alter numbers to fit the new 5-point scale by taking the old score divided by the total points to get a percentage and then use that percentage to find a comparable value on the new scale. This provides a useful - although not perfect - comparison with prior years.



Frequency of words from submitted comments:

