



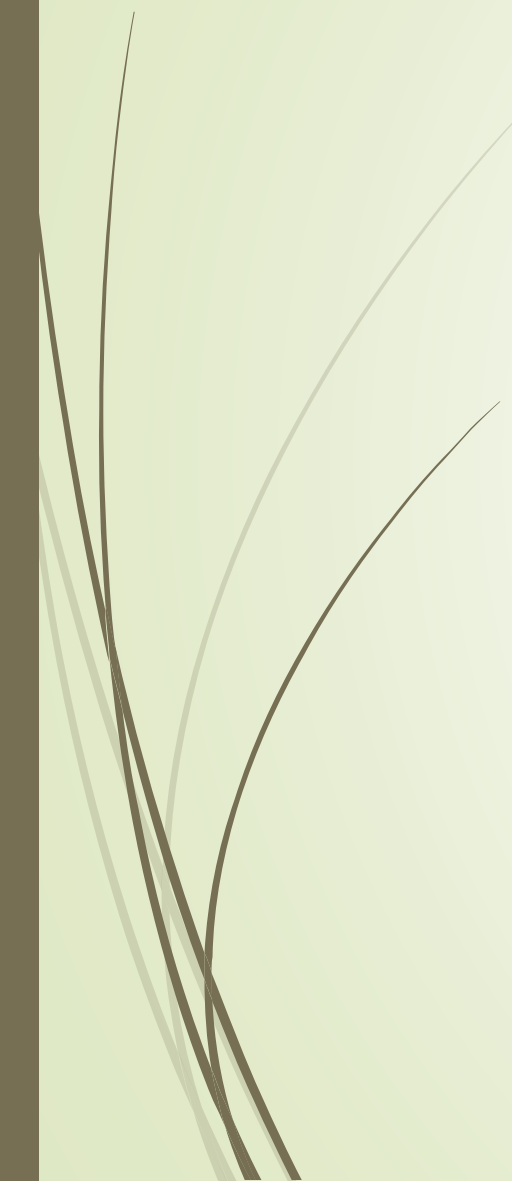
2018 Citizen Survey Department Operations

City of Roswell

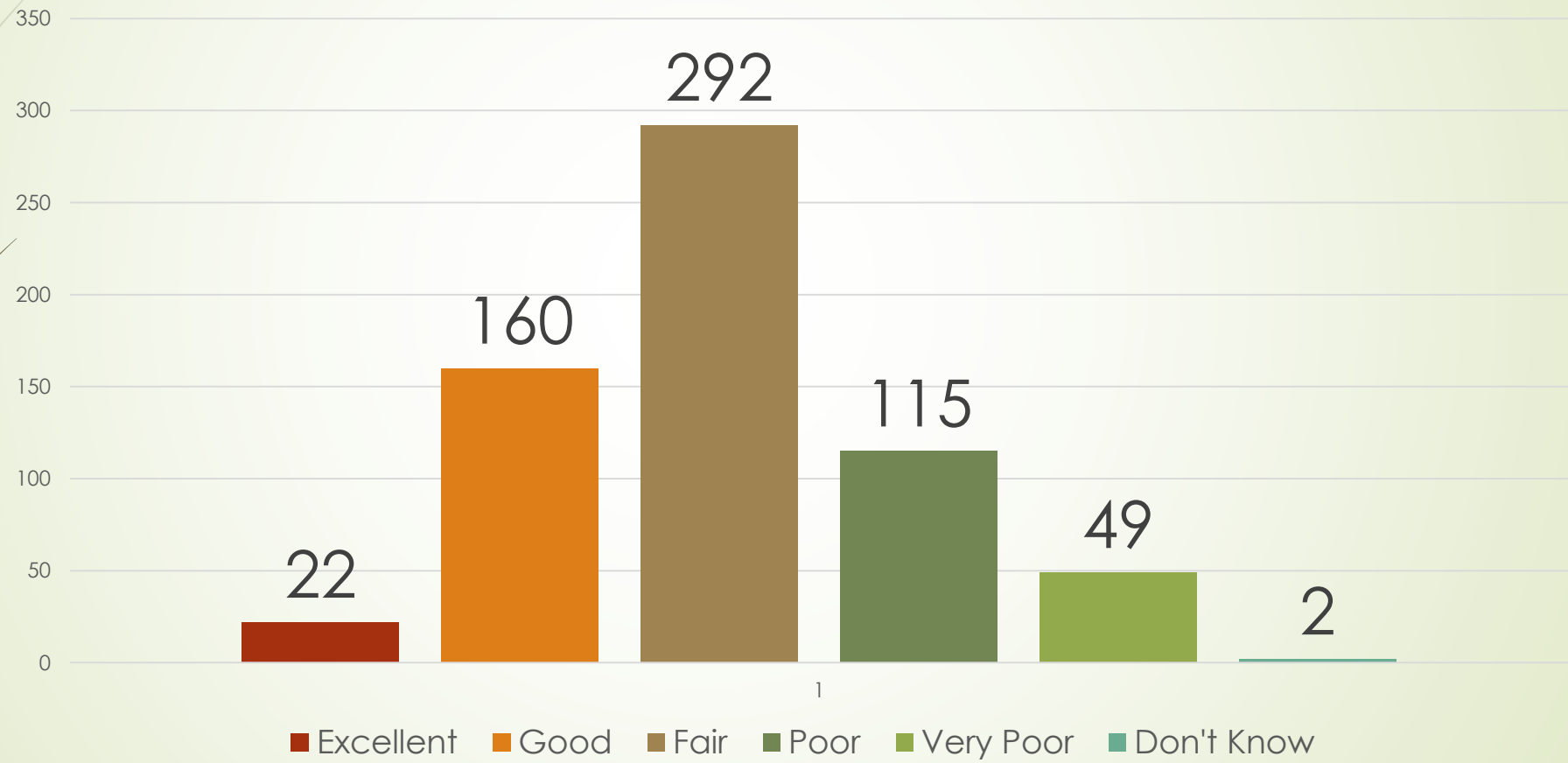
April 20, 2018



Basic information

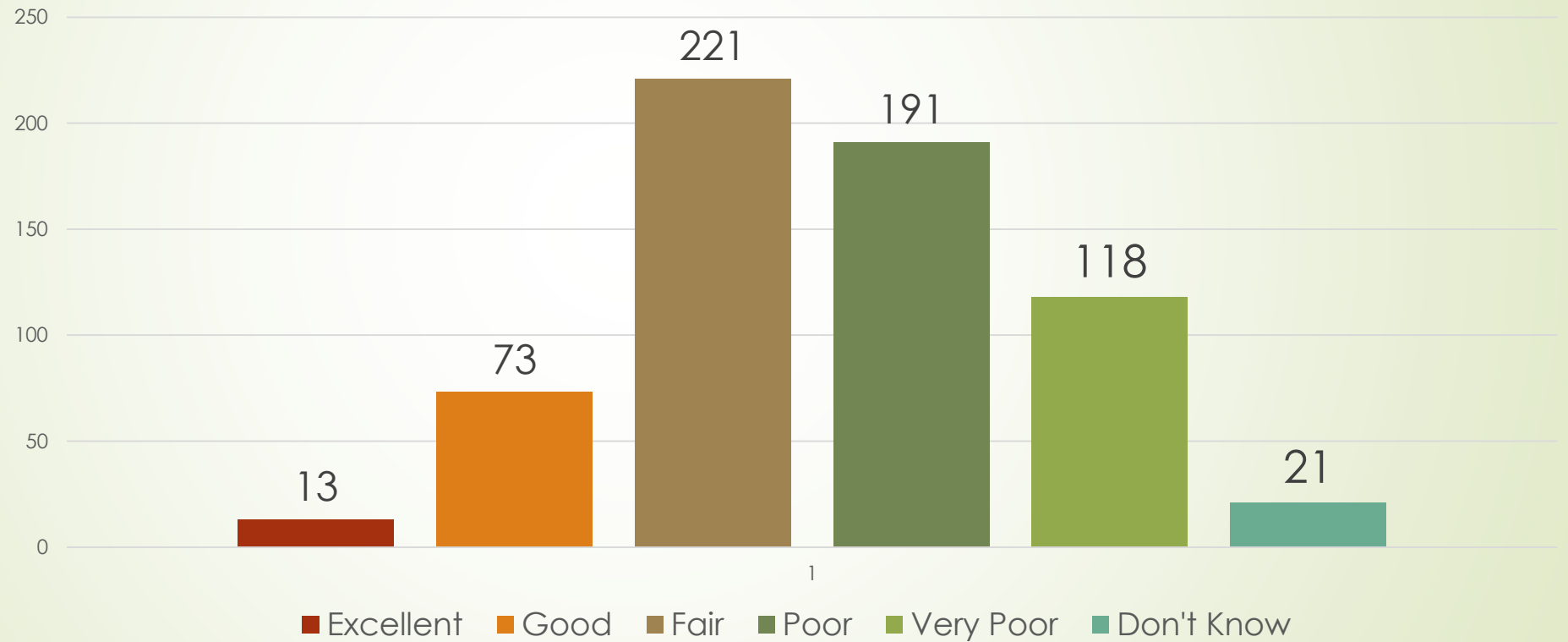
- 642 responses
 - Survey started November 13, 2017
 - Current survey through February 12, 2018
 - Survey will end February 28, 2018
- 

How would you describe the City of Roswell as a place to live?



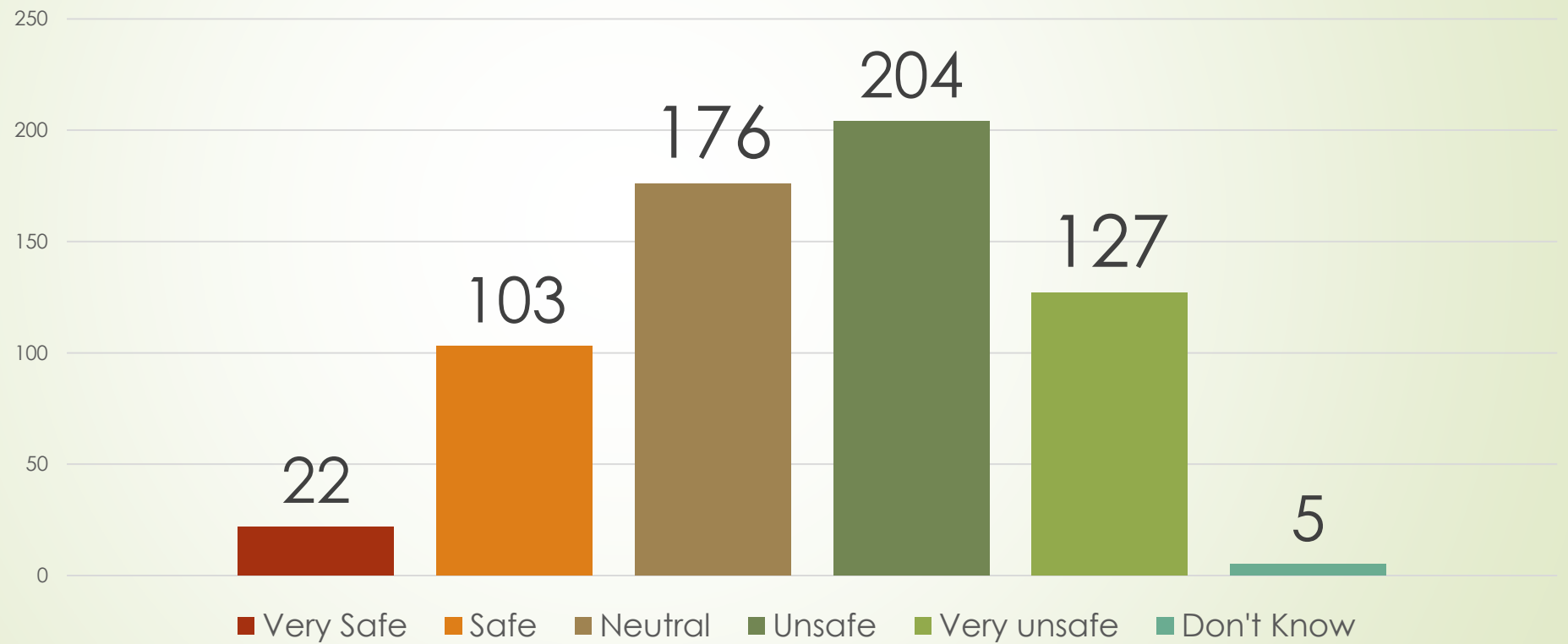
Excellent/Good = 28.4%

How would you rate the City's efforts to involve residents in the decision-making process?



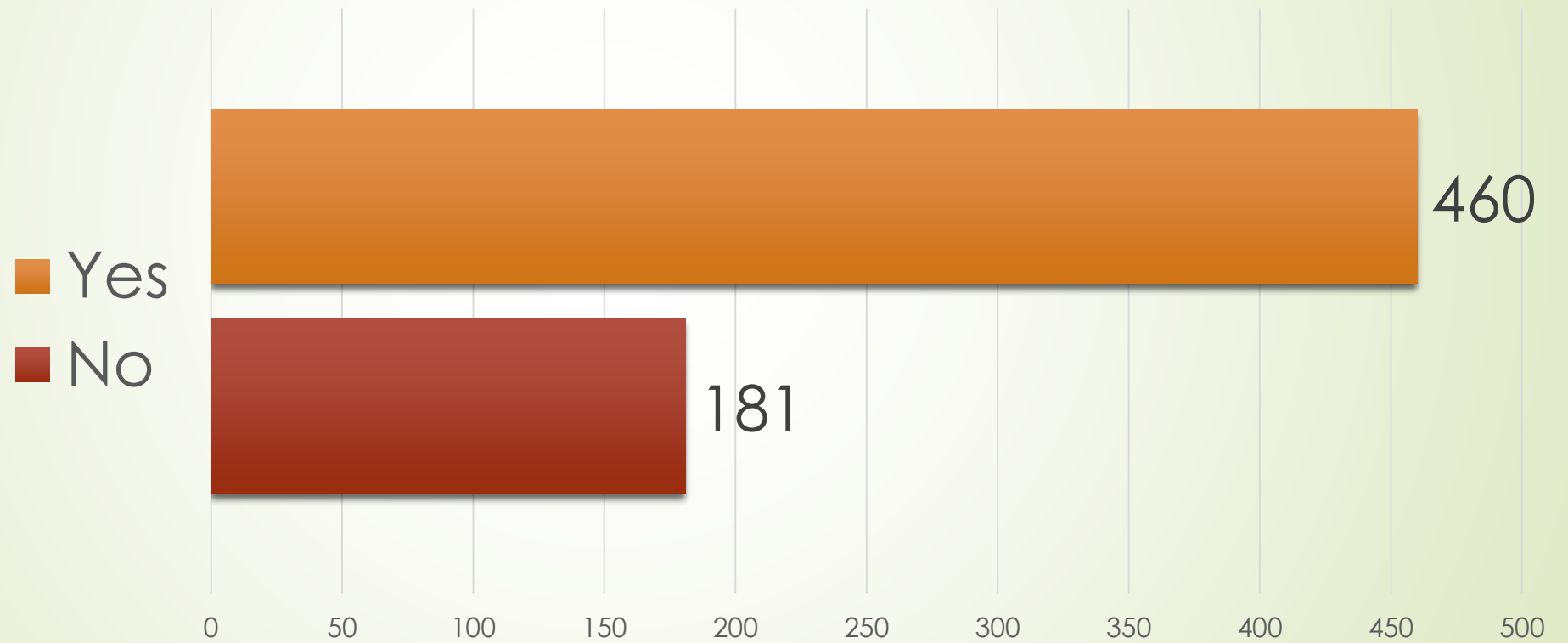
Excellent/Good = 14.0%

How safe do you feel walking the streets of your neighborhood after dark?

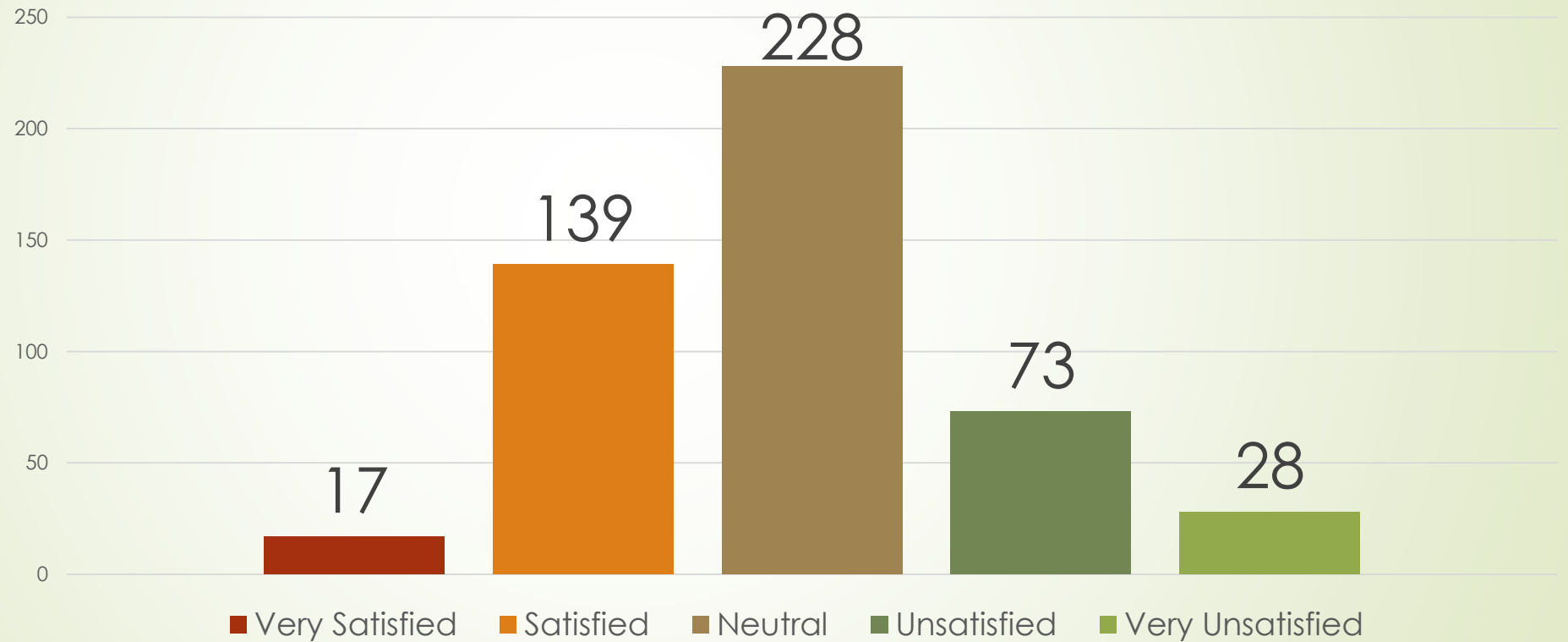


Very Safe/Safe = 19.8%

Have you visited the City of Roswell's website or Facebook within the past six months?

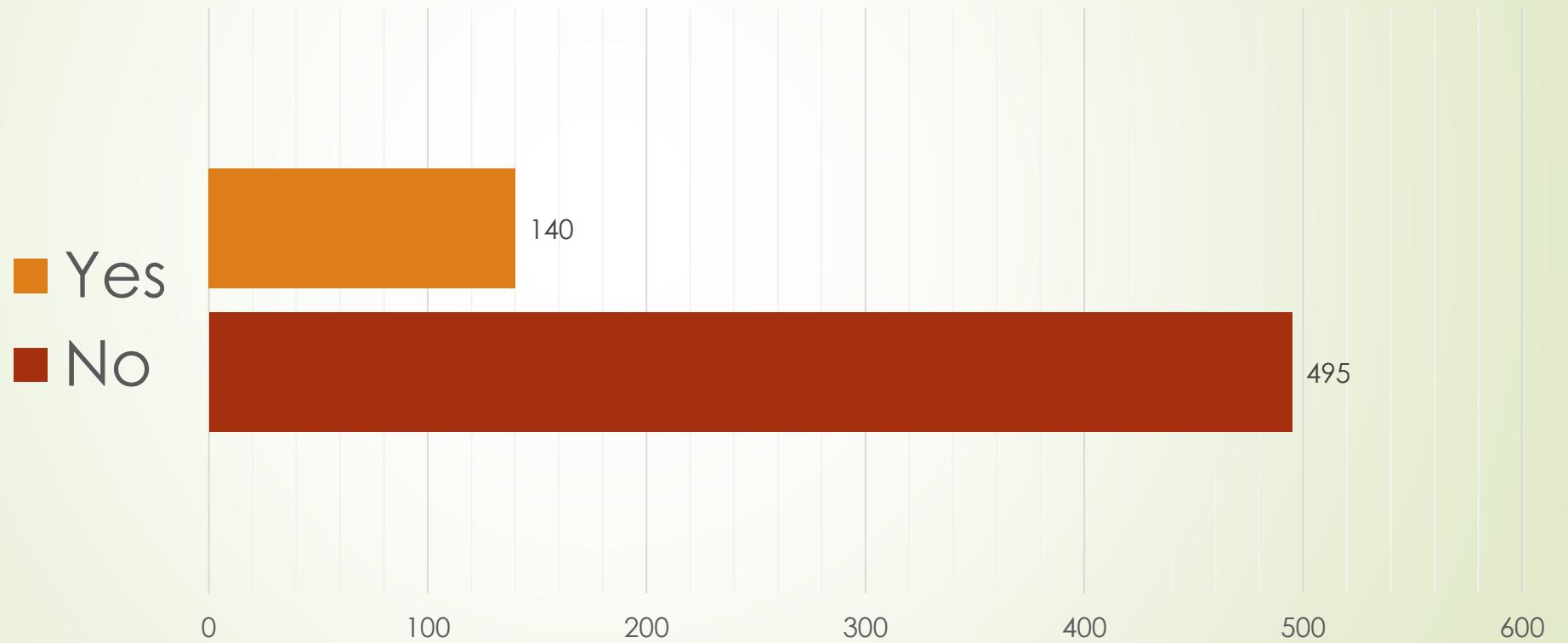


If yes, were you satisfied with the information found on the website?

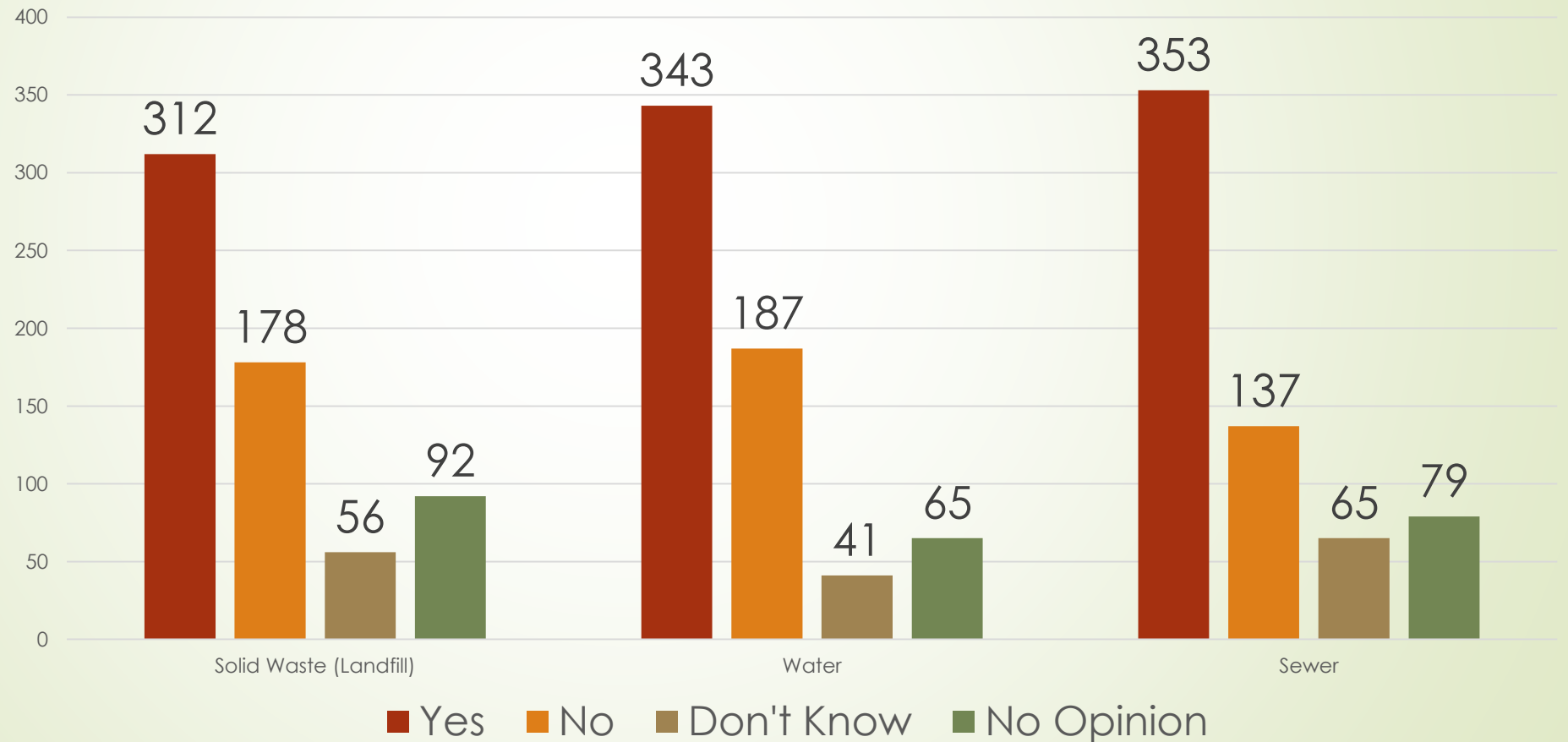


Very Satisfied/Satisfied = 32.2%

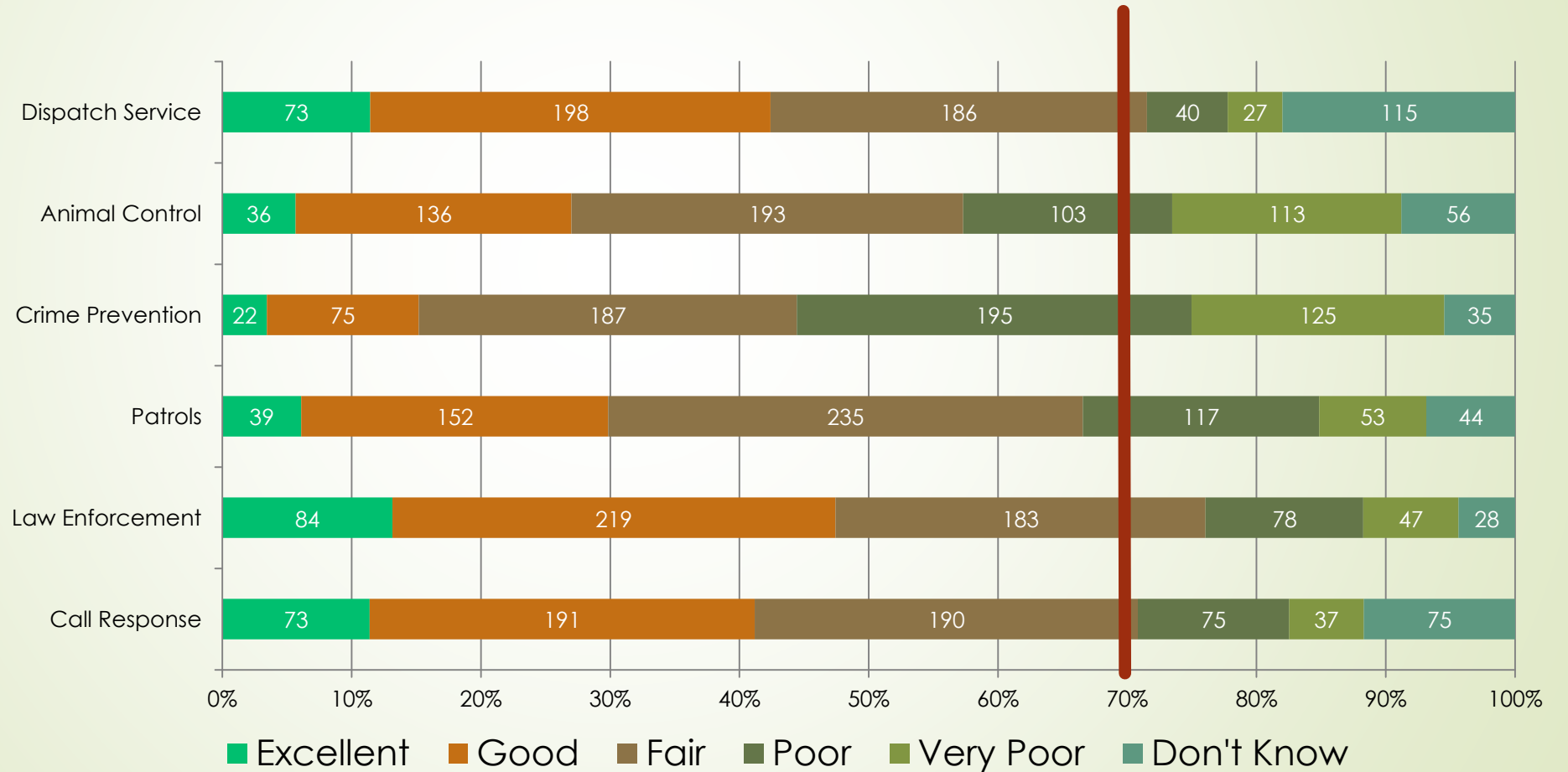
In general, do you feel you are getting your money's worth from your tax dollars?



Do you feel you are getting your money's worth from Solid Waste, Water and Sewer utilities?

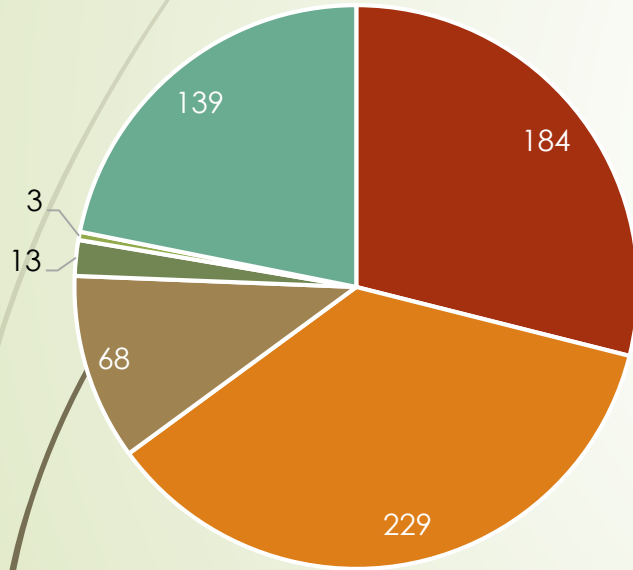


Overall, how would you rate Police service?

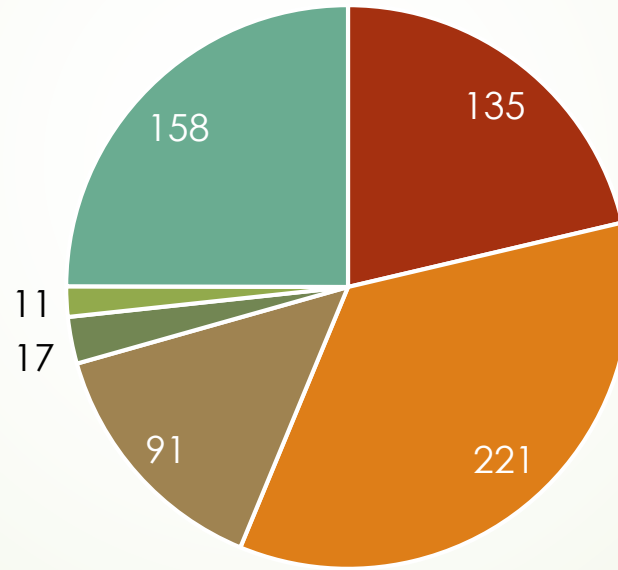


Overall, how would you rate Fire service?

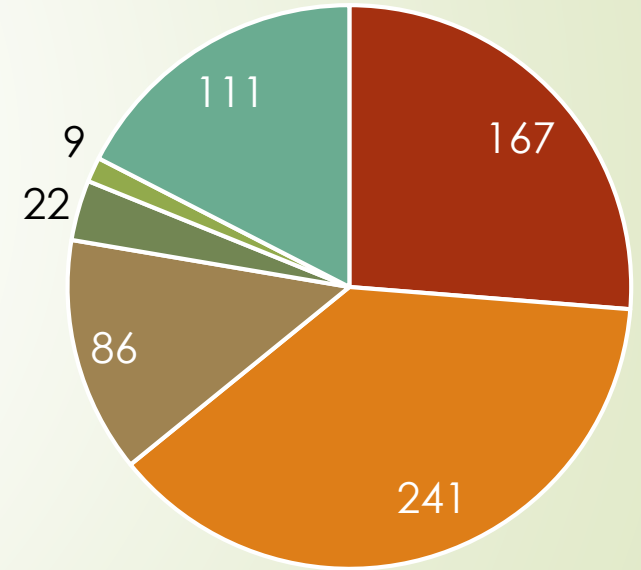
Call Response



Fire Prevention



Emergency Medical Services

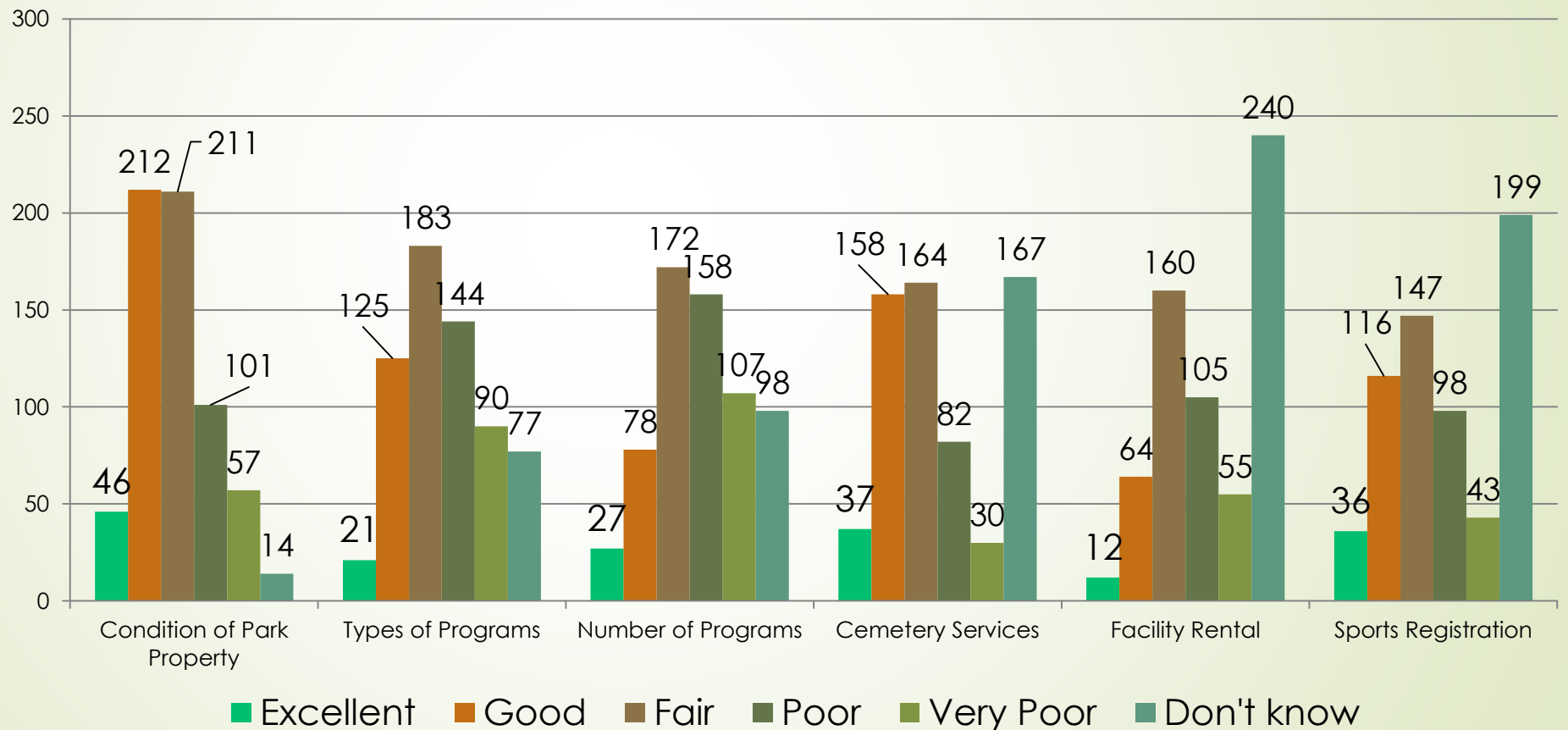


■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

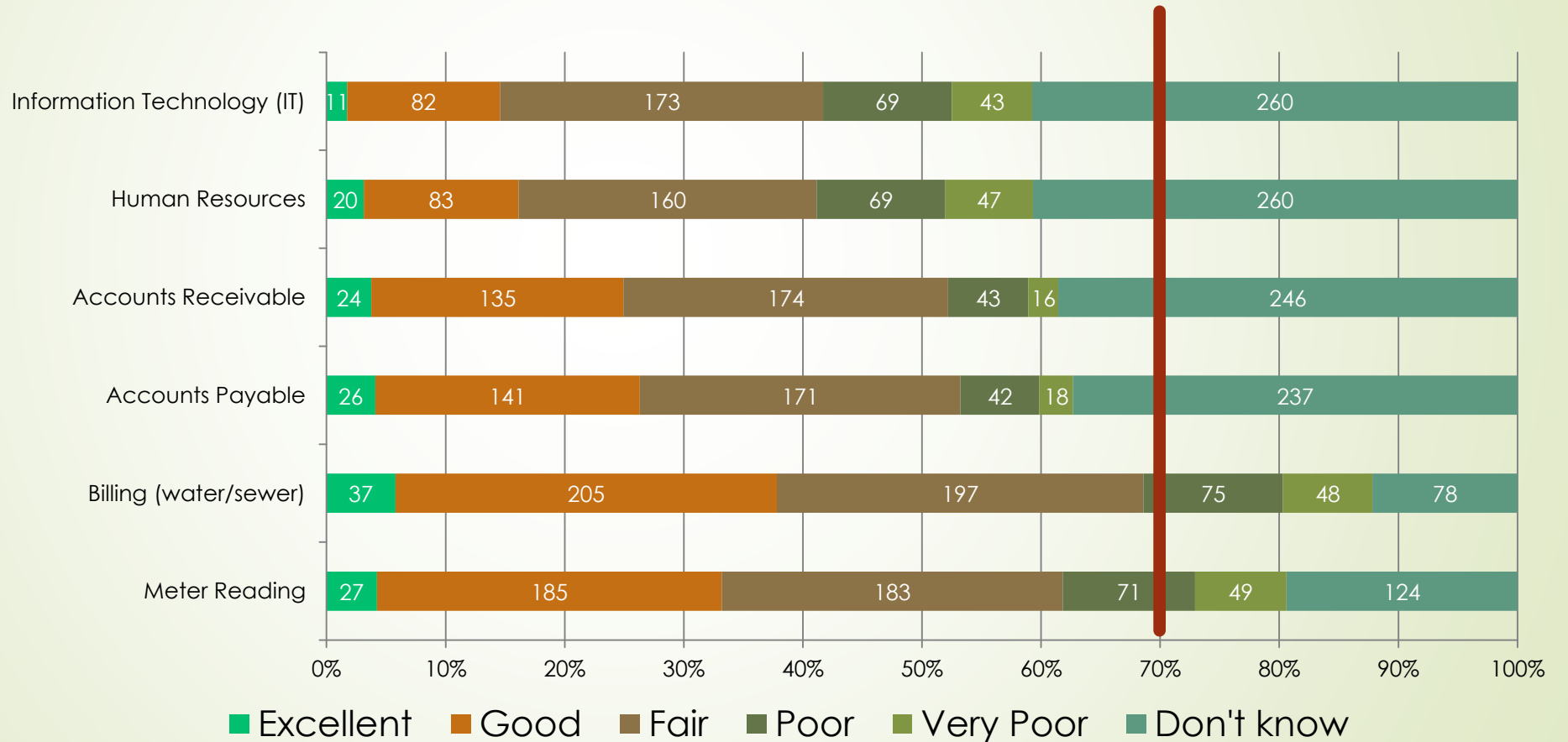
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

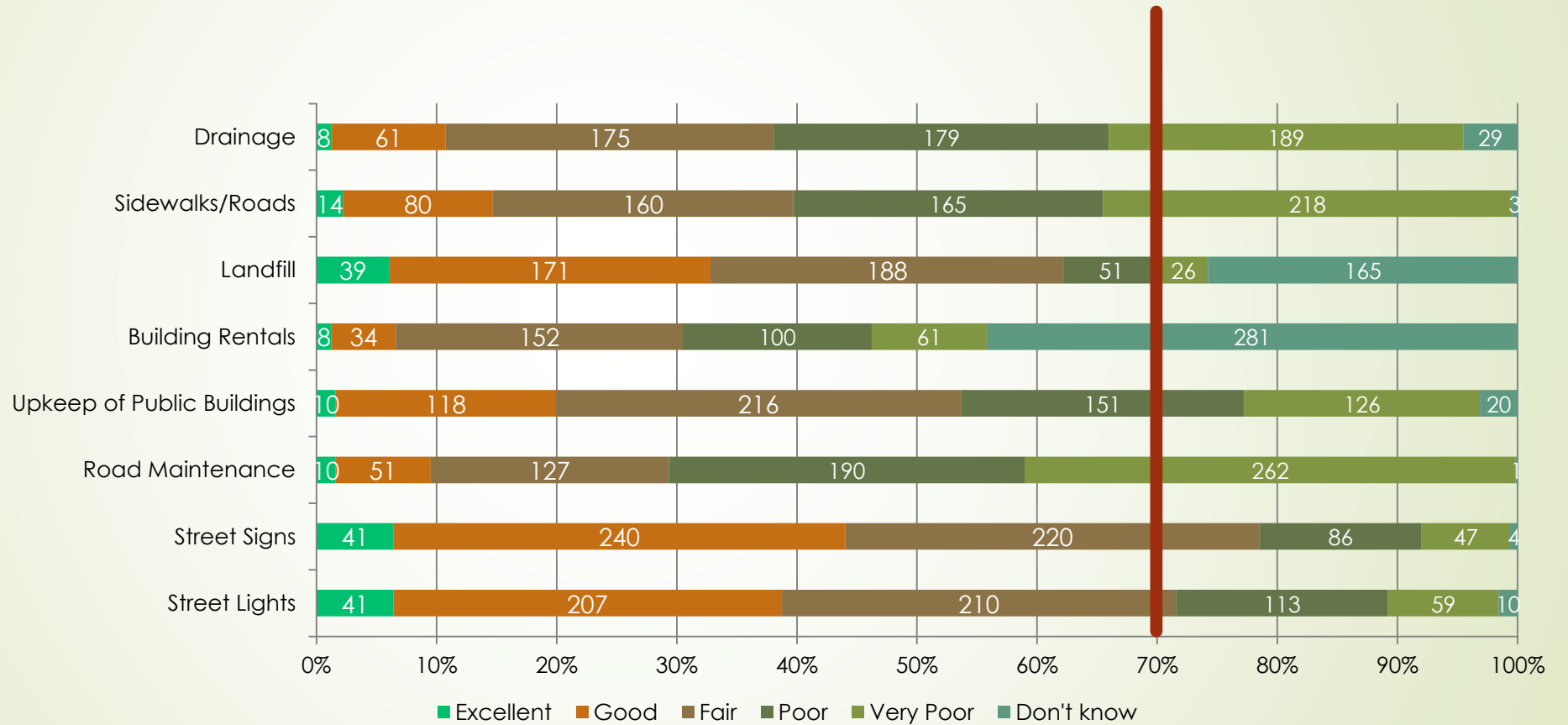
Overall, how would you rate Parks & Recreation?



Overall, how would you rate Administrative Services?



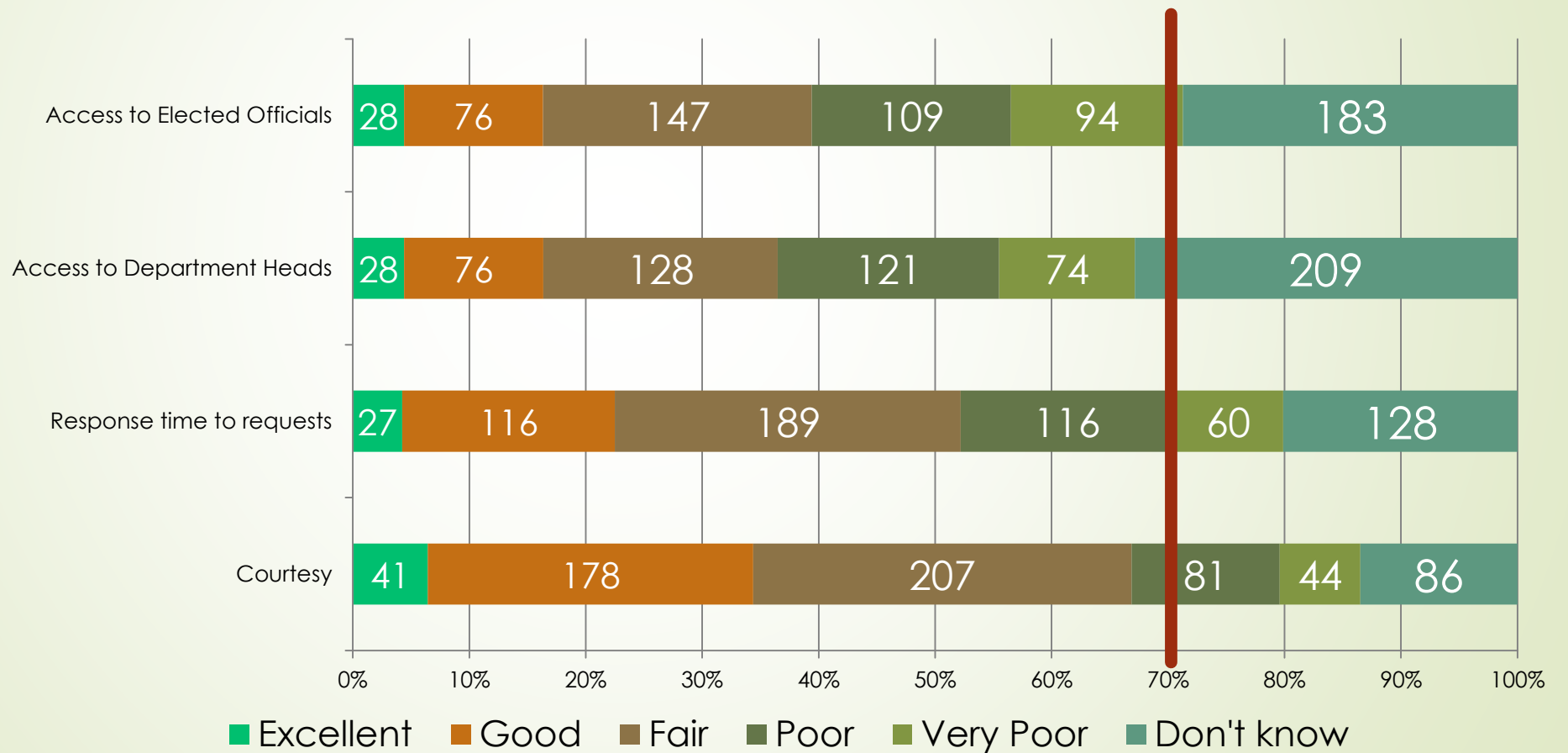
Overall, how would you rate Public Works?



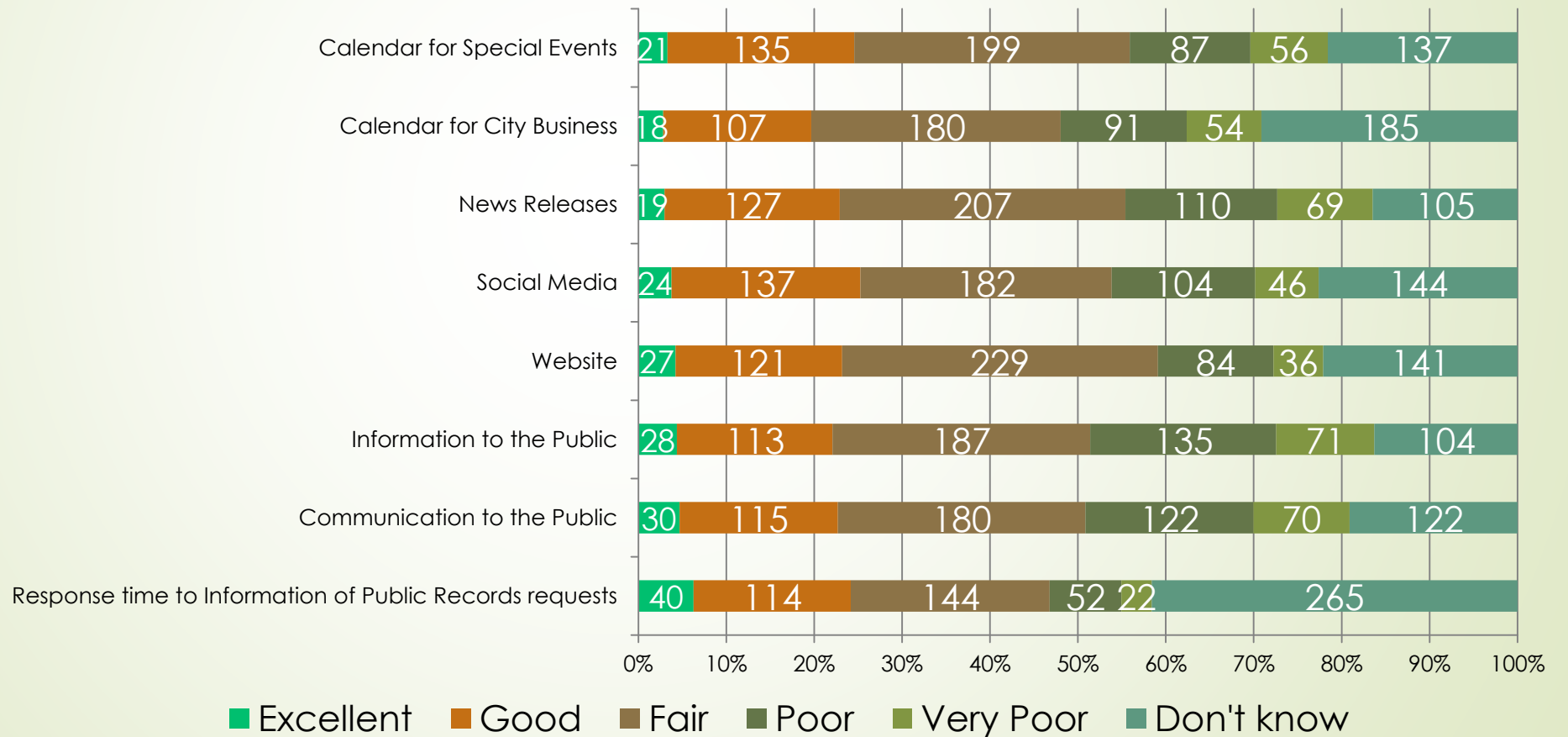
How would you rate the customer service provided by the Building, Planning & Zoning & Special Services departments?



Overall, how would you rate the City offices?

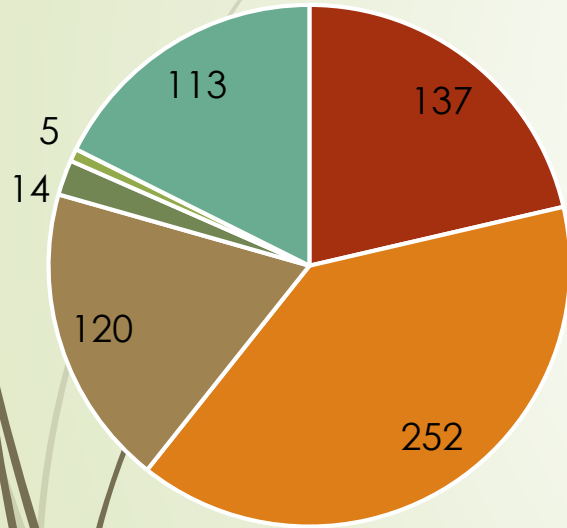


Overall, how would you rate the City Clerk's and Public Affairs offices when it comes to providing information?



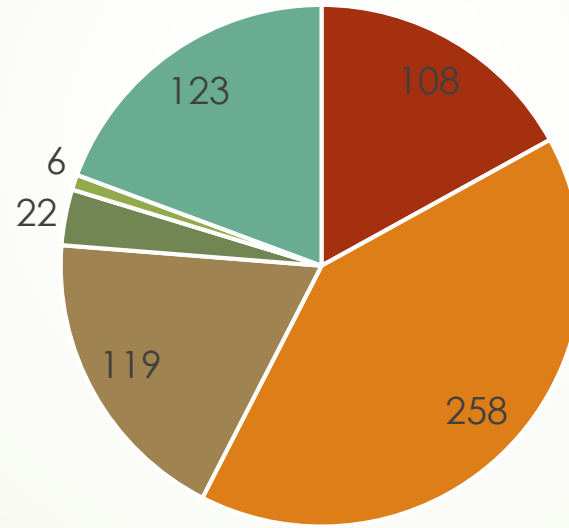
Overall, how would you rate the Library system?

Courtesy



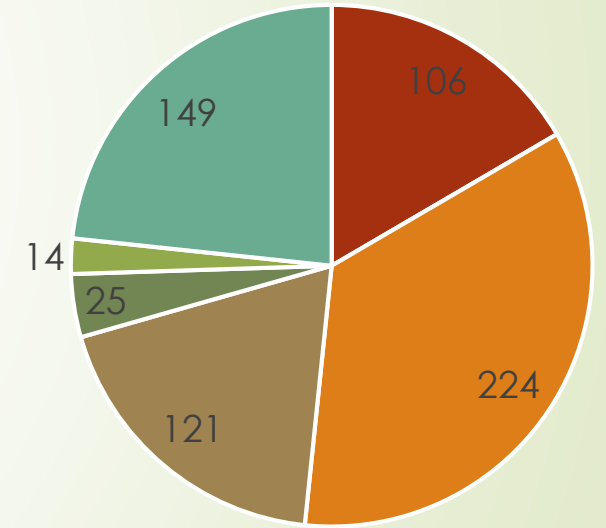
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

Available Selection



■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

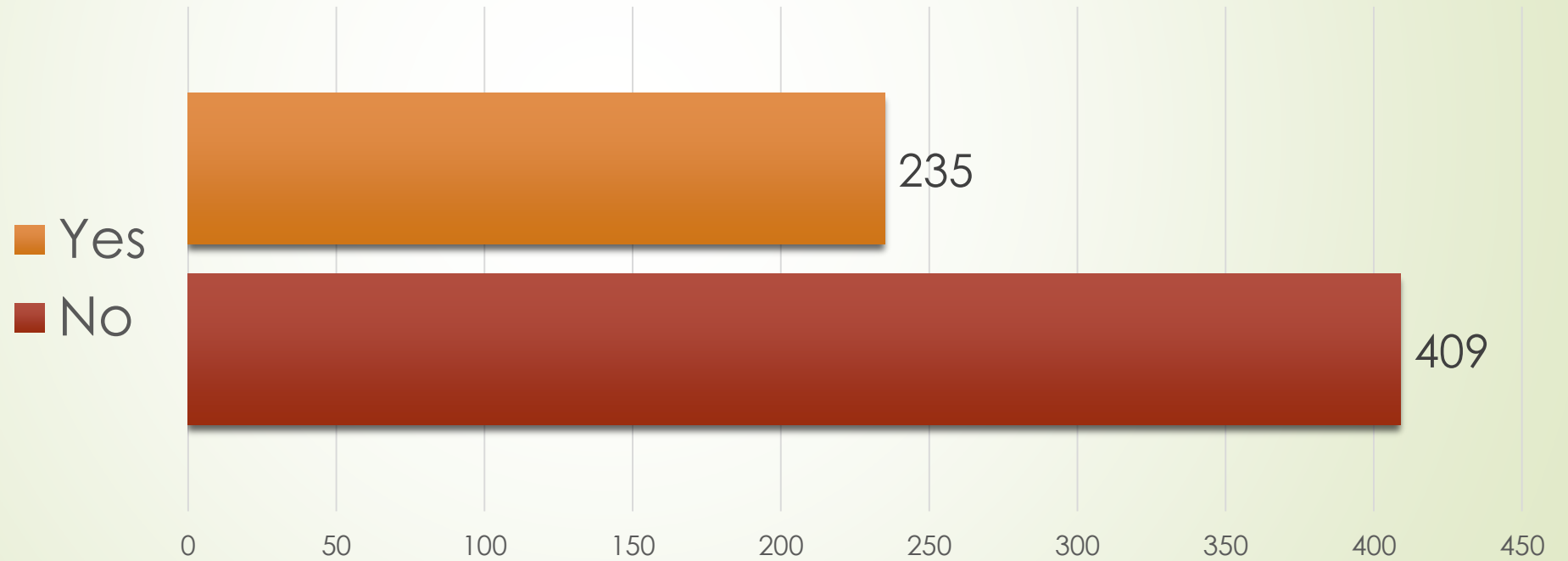
Programs



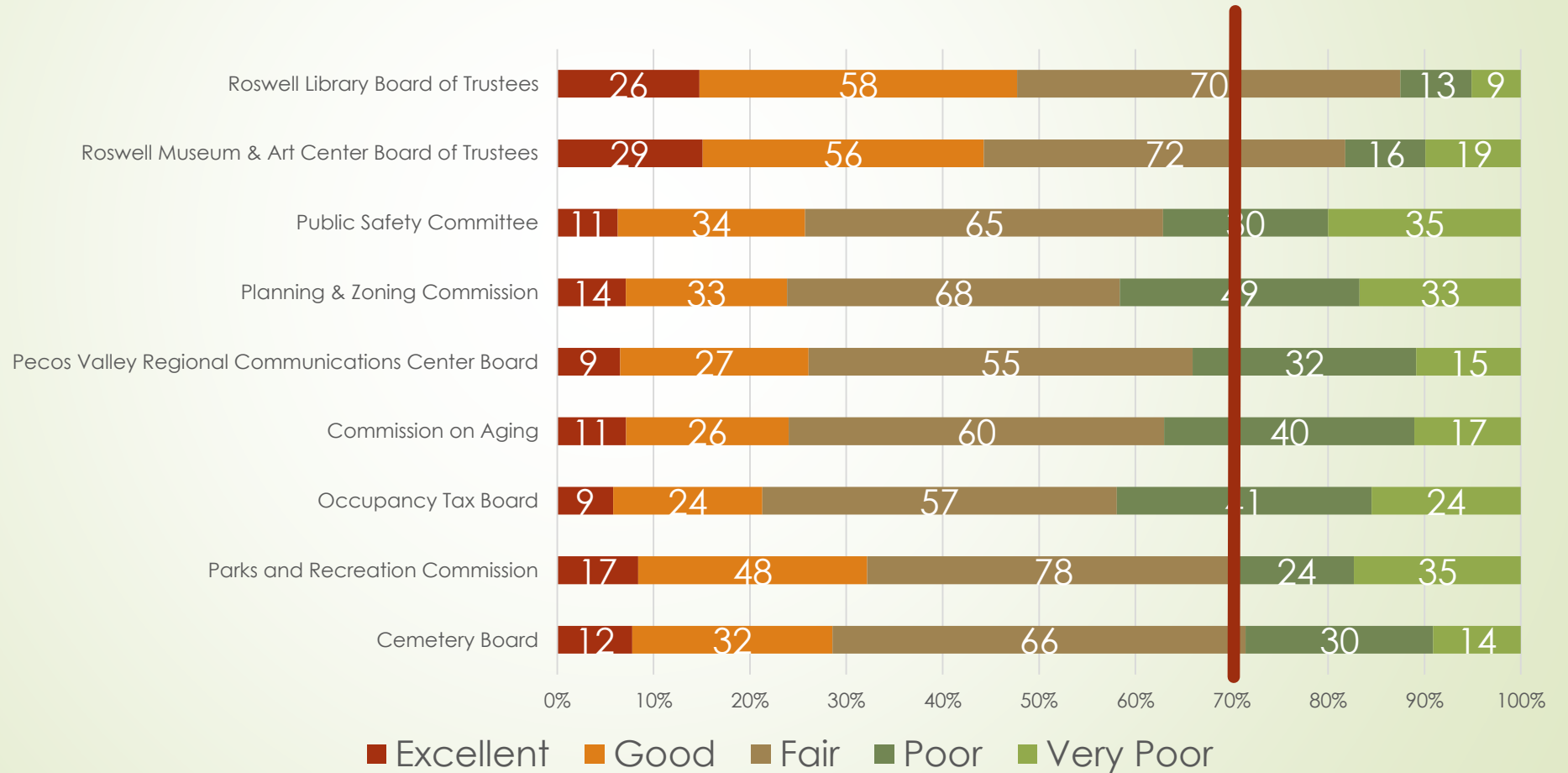
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Don't Know

Have you attended a City of Roswell commission, committee or council meeting in the past 12 months?

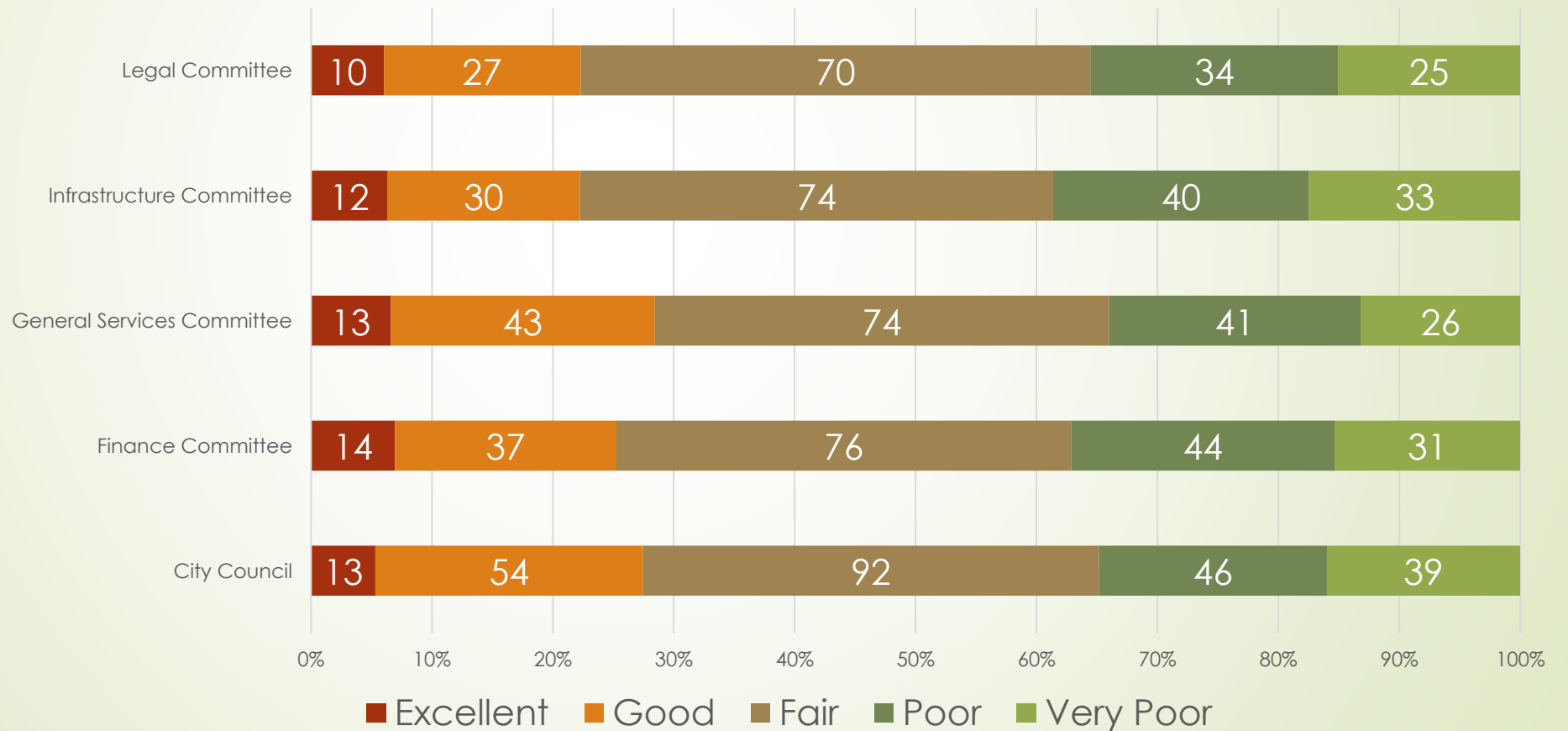
Chart Title



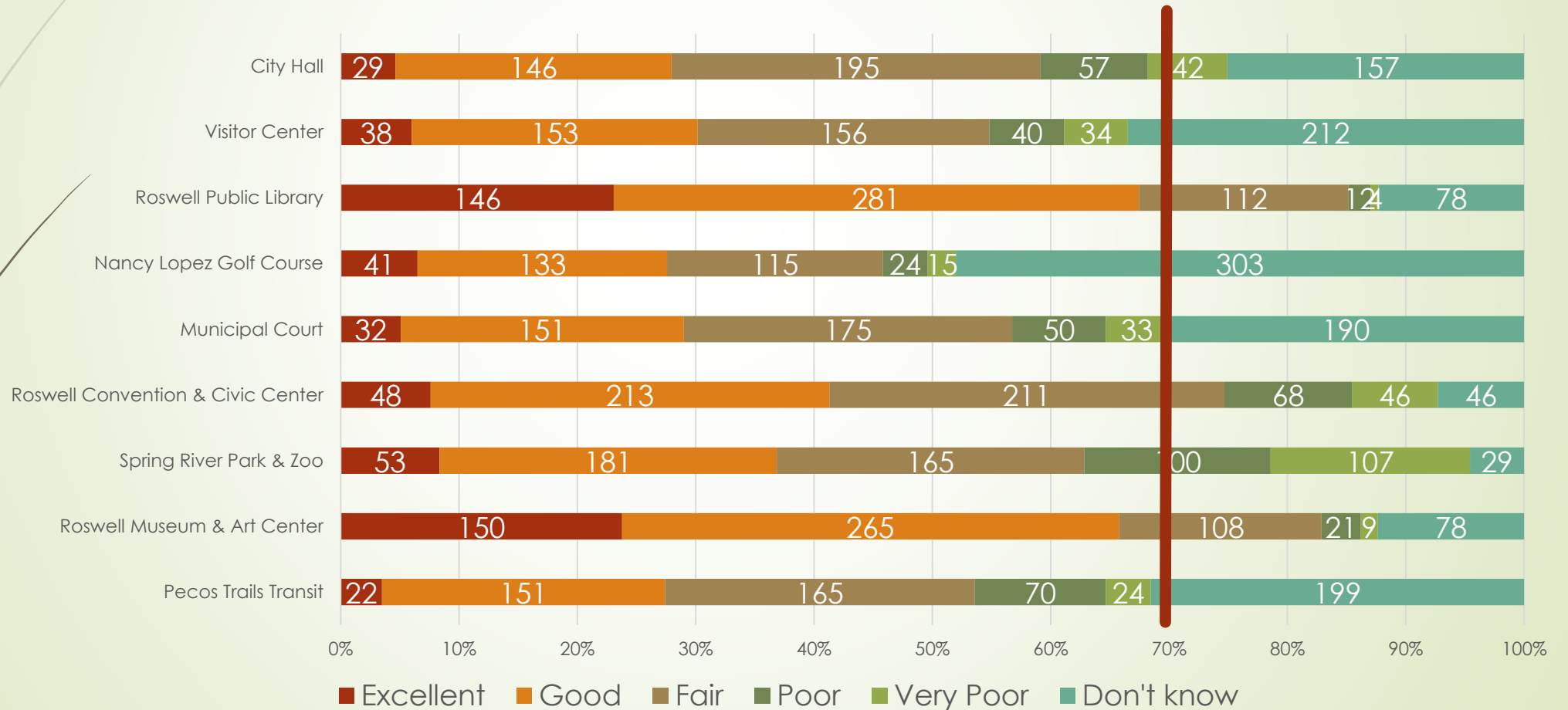
If you've answered yes to question 17, how would you rate the meeting organization, coverage of pertinent information and ability to involve the public?



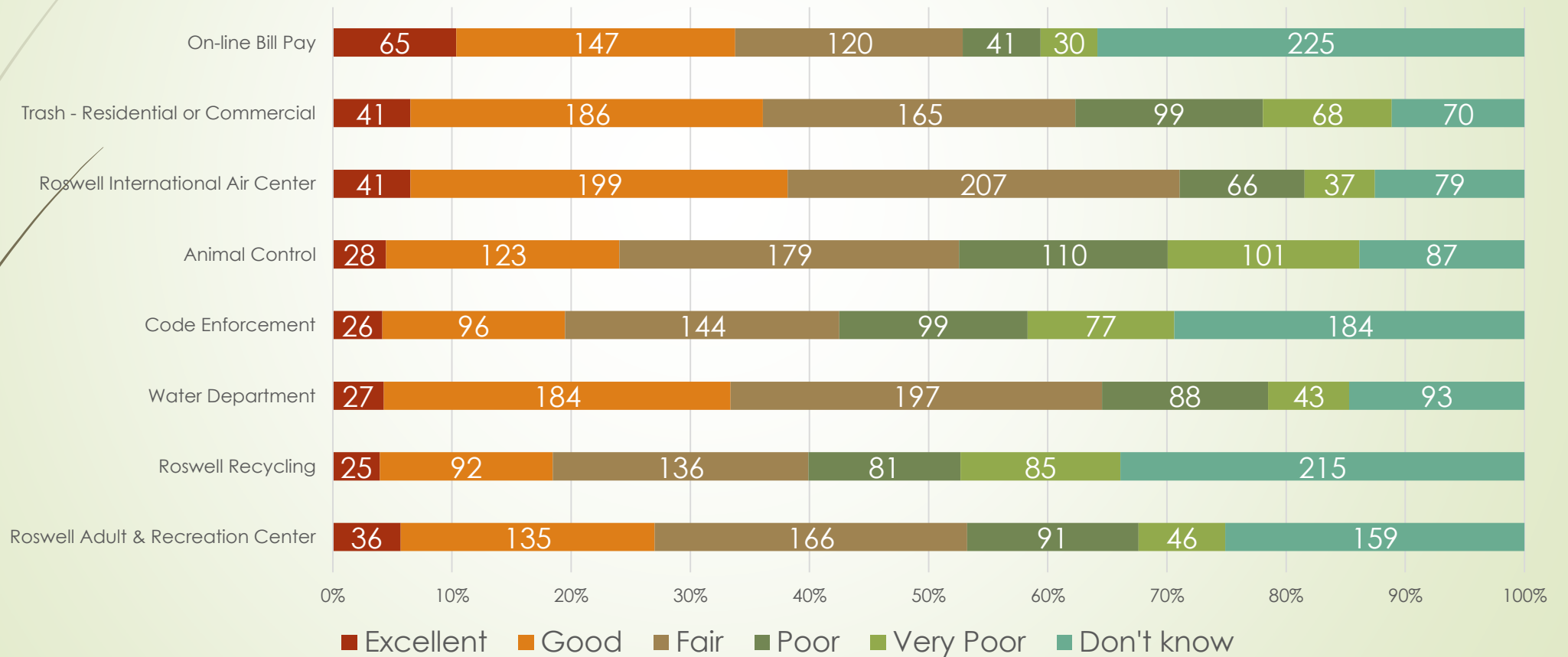
If you've answered yes to question 17, how would you rate the meeting organization, coverage of pertinent information and ability to involve the public?



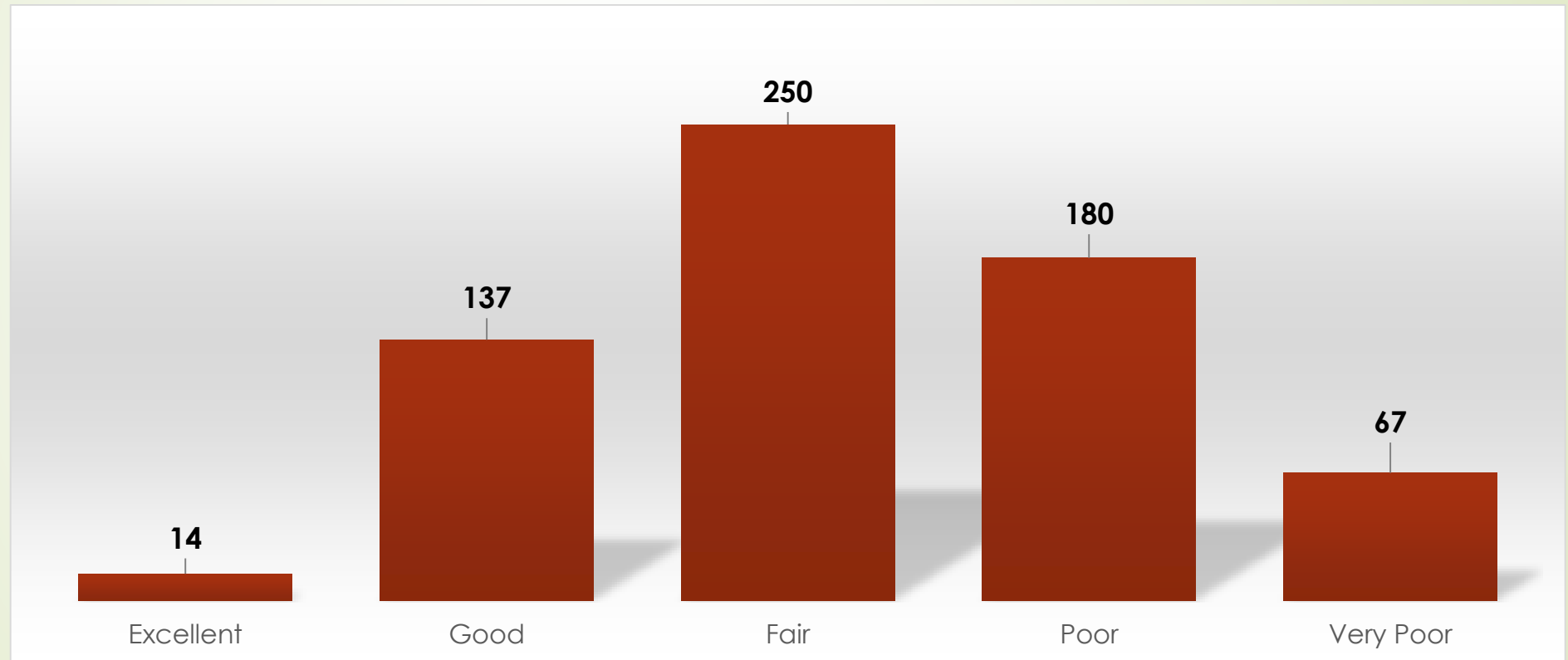
How would you rate the following facilities and services?




How would you rate the following facilities and services?



How would you rate the city in terms of overall upkeep and cleanliness?



Excellent/Good = 23.7%



What is the biggest problem you see facing the City of Roswell or what do you like least about the City of Roswell?



Employees River Trail Law Enforcement City Leaders
Mayor Picked Activities Elected Officials Youth
Stores Town Civic Center Roswell Run
Crime Young People Streets Administration
Roads Gangs Citizens Progress Programs
Not Available Animal Control Shopping Options Rude Manager

568 responses



What do you like best about the City of Roswell?

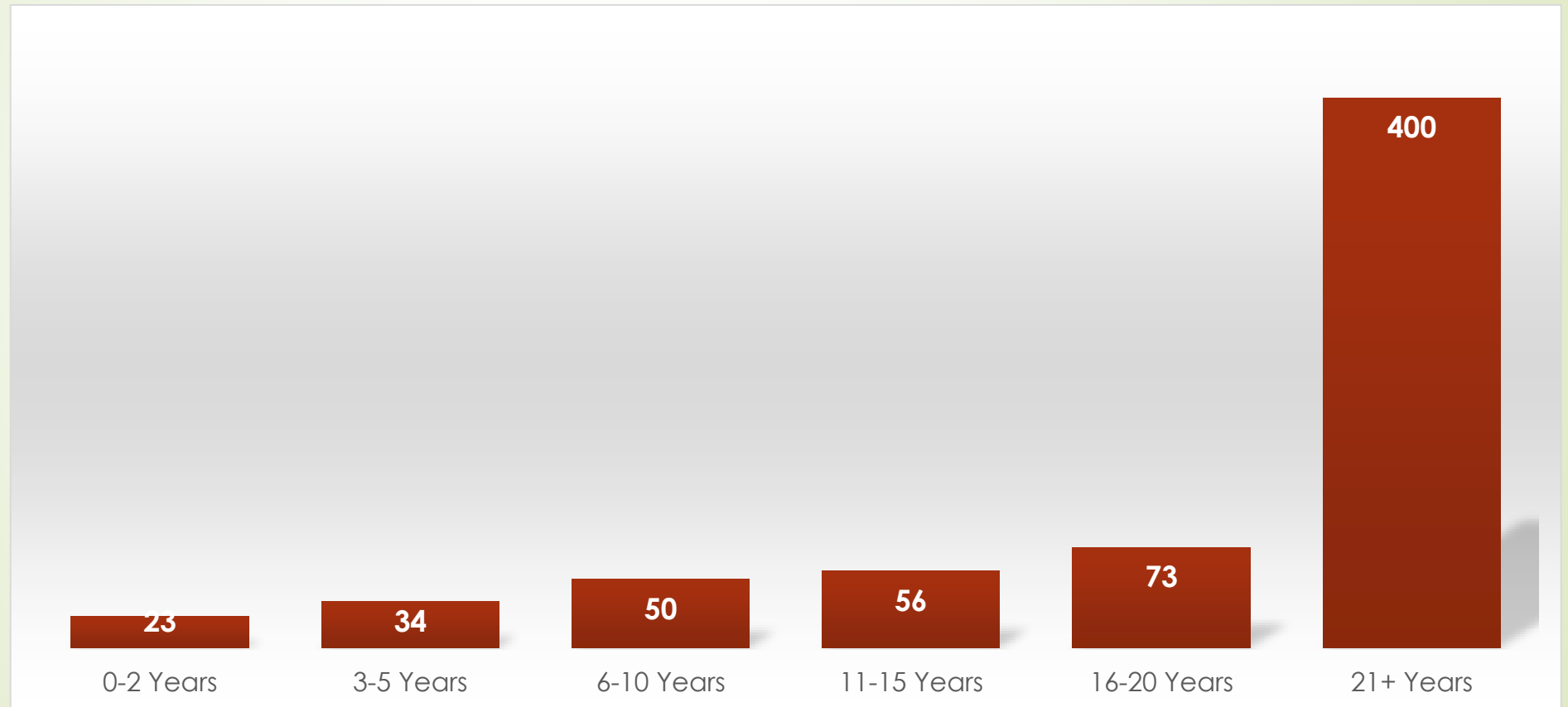


A word cloud of responses to the question 'What do you like best about the City of Roswell?'. The words are arranged in several lines, with varying font sizes and weights. The most prominent words are 'Weather', 'Family', 'Small Town', 'Community', and 'Business'. Other visible words include 'Growing', 'Citizens', 'Parks', 'Live', 'Roswell', 'Friendly People', 'Zoo', 'Activities', 'Climate', 'Clean', 'Potential', 'Events', 'Good People', 'Arts', 'Trees', 'Main Street', 'Opportunities', 'Location', 'Care', 'Public', 'Ufo', and 'Raised'.

Growing Main Street Citizens Opportunities Business Location
Parks Clean Family Potential Weather Events
Live Care Small Town Good People
Roswell Public Community Arts Size Trees
Friendly People Ufo Zoo Raised Activities Climate

534 responses

How long have you lived in the City of Roswell?



642 responses

If you have any other comments?

A word cloud of comments from 318 respondents. The words are arranged in a roughly rectangular shape, with 'City' and 'Business' being the most prominent. Other visible words include 'Trash', 'Streets', 'Town', 'Needs', 'Police', 'Problem', 'Care', 'Center', 'Cahoon', 'Park', 'Roads', 'Streets', 'Support', 'Town', 'Meetings', 'Roswell', 'Terrible', 'Business', 'City', 'City Council', 'Needs', 'Continue', 'Police', 'Code Enforcement', 'Problem', 'Ambulance Service', 'Care', 'Water Department', 'Center', 'Cahoon', 'Park', 'Alien', 'City Government', 'Trash', 'Animal Control', 'Look', 'Population', 'Pay', 'Treat People', 'Roads', 'Stuff', 'Streets', 'Support', 'Town', 'Meetings', 'Roswell', 'Terrible', 'Business', 'City', 'City Council', 'Needs', 'Continue', 'Police', 'Code Enforcement', 'Problem', 'Ambulance Service', 'Care', 'Water Department', 'Center', 'Cahoon', 'Park'.

318 responses

Own a Business

Yes

116

No


509

0 100 200 300 400 500 600



Top Services

Above 75% Good and Excellent



■ Fire - Call Response	83.1%
■ Emergency Medical Services	77.7%
■ Roswell Public Library	76.9%
■ Roswell Museum & Art Center	75.0%



Areas to Improve Under 25% Good and Excellent



Information Technology (IT)	24.6%	How safe	19.7%
Access to Depart. Heads	24.4%	Number of Programs	19.4%
Development Review	24.1%	Facility Rental	19.2%
Overall Cleanliness	23.7%	Crime Prevention	16.1%
Code Enforcement	23.3%	Sidewalks/Roads	14.8%
Access to Elected Officials	22.9%	Involving Citizens	13.5%
Planning & Zoning Process	22.6%	Building Rentals	11.8%
Upkeep of Public Buildings	20.6%	Drainage	11.3%
Tax Dollars	20.1%	Road Maintenance	9.5%

Areas with the most Don't Know

Development Review	52.5%	Information Technology (IT)	40.5%
Completed Development	50.2%	Accounts Receivable	38.3%
Nancy Lopez Golf Course	47.2%	Facility Rental	37.4%
Building Permit Process	46.9%	Accounts Payable	36.9%
Planning & Zoning Process	45.3%	On-line Bill Pay	35.0%
Building Rentals	43.8%	Roswell Recycling	33.5%
Building Inspections	43.6%	Visitor Center	33.0%
Permitting	42.1%	Access to Depart. Heads	32.6%
Response time to Information of Public Records requests	41.3%	Pecos Trails Transit	31.0%
Human Resources	40.5%	Sports Registration	31.0%



Two things need to happen



Better education on what we do



Improve customer service