



Results of Citizen Engagement Survey

Information about the Survey

In creating a Citizen Engagement Strategic Plan, Provo City invited citizens to complete an online survey between November 19 and December 3, 2013. This survey focused on understanding on how residents viewed their involvement and communication with Provo City. This survey also focused on what is needed to increase Citizen Engagement for residents and administrators.

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Executive Summary

This report describes Provo residents' opinions on citizen involvement, Provo City's communication with its residents, and how Provo can increase citizen engagement. This report also establishes the information that residents desire to know and how they would like to receive that information. It looks into the residents' motivations in getting involved with city policy. The survey was administered to a sample of residents and stakeholders in Provo, UT, who were invited to complete the survey online via email invitation and social media.

Involvement

- Most respondents feel that they are moderately involved with Provo City, with only 23% feeling that they are uninvolved.
- Involvement tends to decrease as age increases, with significant differences between the youngest (44%) and oldest (18%) age groups feeling involved. However, the older age groups still feel slightly involved.
- 76% of uninvolved respondents are neutral or satisfied with not being involved. In other words, they do not care to be involved.
- The top reason that people are unable to become more involved is time. However, students and retired respondents also expressed the need for more information on political topics and issues.

Communication

- 87% of respondents feel that Provo City has at least good communication with its residents.
- In comments, several people mentioned that Provo City is the most communicative city that they have lived in but they still feel it can be improved.

Knowledge, Usage, and Satisfaction of Engagement Tools

- About 25% of all age groups do not know about Neighborhood Meetings, Council Meetings and Public Hearings. Especially those under 35 do not attend meetings with 70% never attending a Council Meeting.
- 73% of all respondents do not use 311 and 55% do not use Channel 17.
- The Mayor's Blog and City Email have the highest satisfaction rates.
- More residents would be satisfied with the new city website if a mobile app were created.

Ideal Venue for Expressing Opinion

- The majority of respondents would like to express their opinion on their own time through email, social media, or on an online discussion board.
- Only about 13% of all respondents would like to attend a City Council Meeting and 14% would like to attend a neighborhood meeting to express their opinion.

Citizen Engagement

- In order to increase citizen engagement, the City needs to increase communication, seek more feedback, increase accessibility, provide education on how to be engaged, and follow up on input given by residents. Residents need to increase their self-motivation and become less apathetic to city issues.

Motivation

- The top three things that would motivate residents to become more involved include the following: more time, acknowledgement that their opinion will be heard, and an easier way to be involved.

Methodology

Survey Field Dates: November 19, 2013 - December 3, 2013

Survey Design

The survey was composed of 18 questions using a variety of question formats including multiple choice, fill in the blank, and ranking. The questions were designed to understand residents view on citizen engagement. Specifically, questions were asked about involvement, communication, and engagement tools of the city. The survey was approved by resident volunteers on the Citizen Engagement Steering Committee.

Survey Delivery

The survey was sent by email to those on the city's email list, posted on all city's social media, and posted on the city webpage. This sampling of residents is not considered to be a random sample and results may be biased as such. The majority of respondents responded from the city email.

Respondents

The survey was entered by 468 respondents. The survey demographic of survey participants are as follows:

Gender	
Male	43%
Female	57%
Total	100%

Age	
1<35	31%
36-50	27%
50-65	27%
>65	16%
Total	100%

Number of Years in Provo	
Less than 1	3%
2-5	15%
6-10	19%
11-15	11%
16-20	9%
21-25	10%
26-29	4%
30 +	28%
Total	100%

Employment	
Employed by someone else	50%
Self-employed	8%
Unemployed	2%
Retired	20%
Student	4%
Homemaker	15%
Total	100%

Education	
Some high school	0%
High School Graduate	4%
Some College	30%
College Graduate	38%
Post Graduate	28%
Total	100%

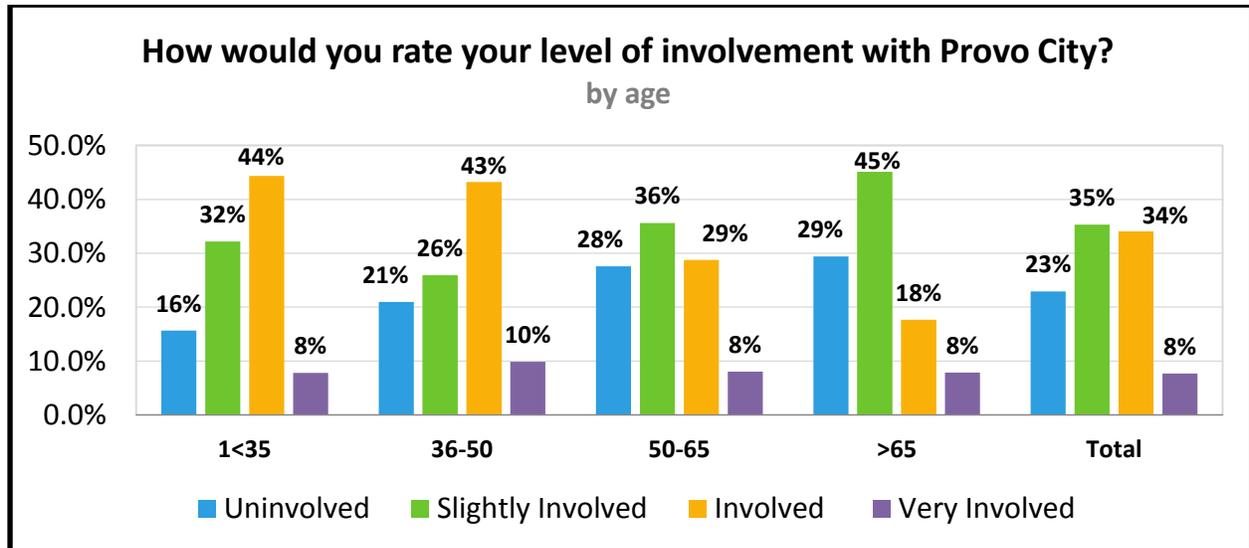
Residency	
Yes	93%
No	7%
Total	100%

Results

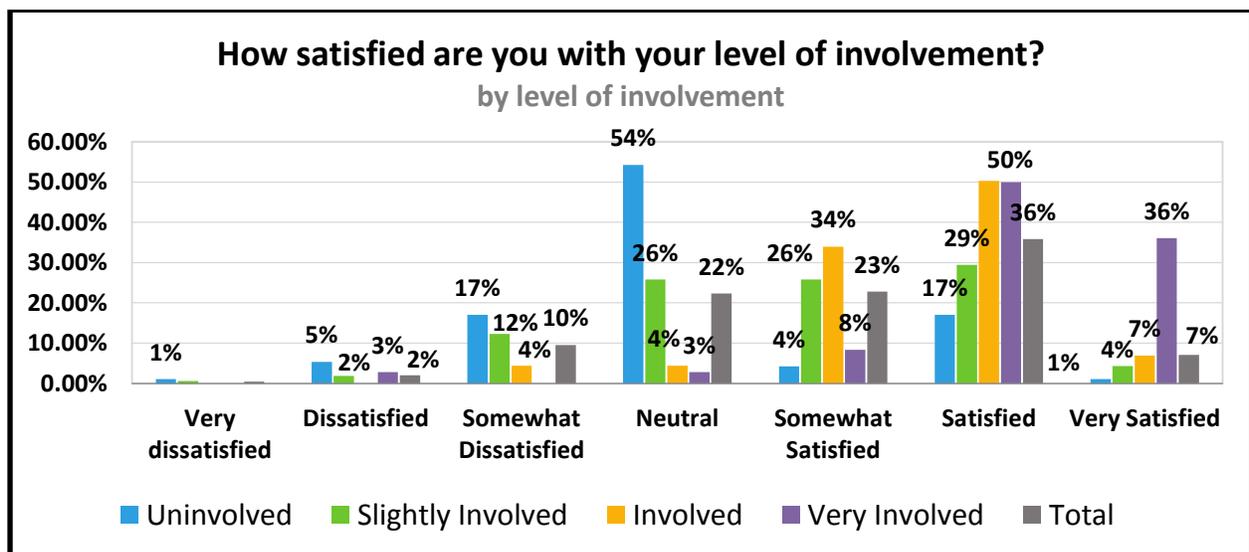
This section showcases some of the important findings in detail. Respondent's answers to many question varied by demographics such as age, gender, and education level. When significant these finding are displayed graphically for ease of interpretation.

Involvement

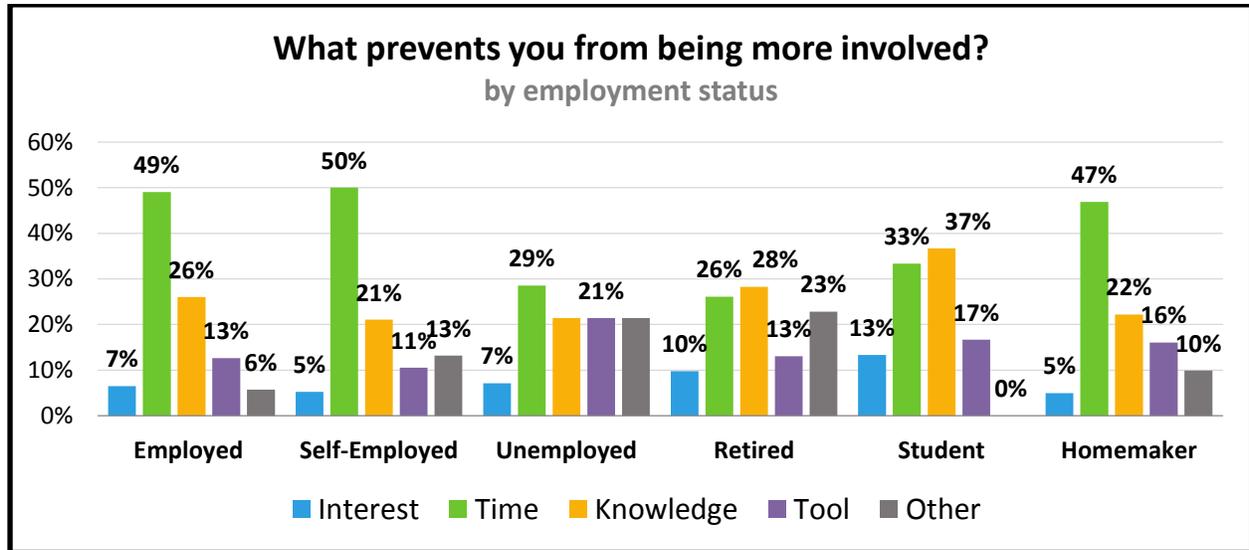
Most respondents explained that they feel that they are moderately involved with Provo City. Involvement tends to decrease as age increases, with significant differences between the youngest (44%) and oldest (18%) age groups. Only about 8% of all respondents feel that they are very involved.



The majority of respondents that feel that they are uninvolved are also neutral about it. In other words, they do not seem to care they are uninvolved. The majority of respondents that are involved or very involved with the city are satisfied.

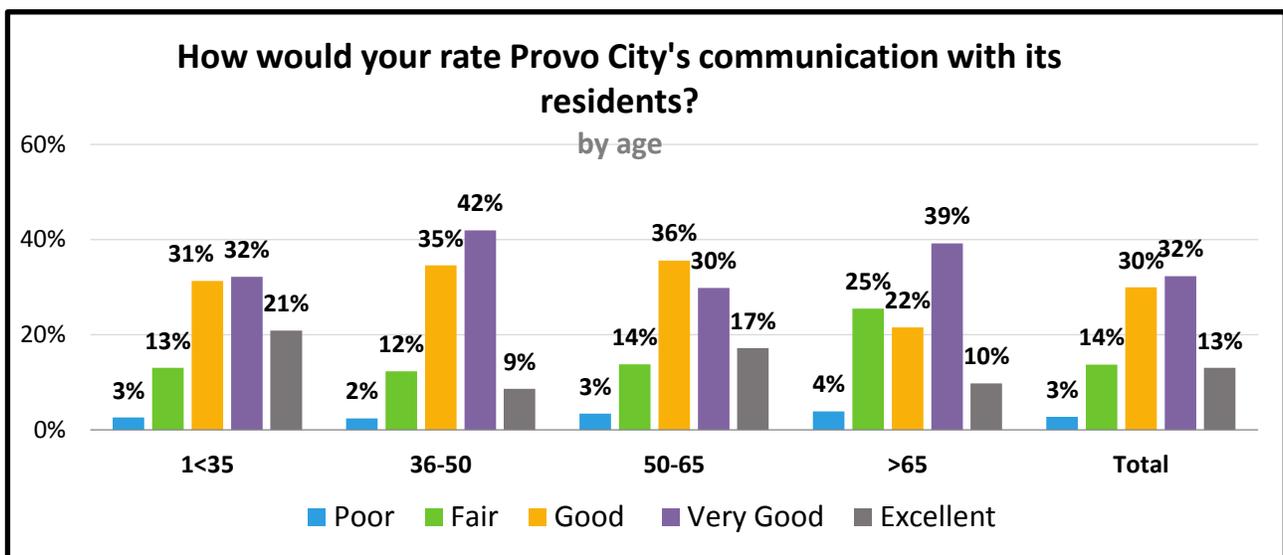


The number one reason listed for lack involvement is time. However, it is interesting to note that the number one reason for students and retired residents is that they lack the knowledge on discussion points and how to be involved. There were many comments that explained that residents want to be involved but worry about attending meetings without having prior knowledge on the subject.



Communication

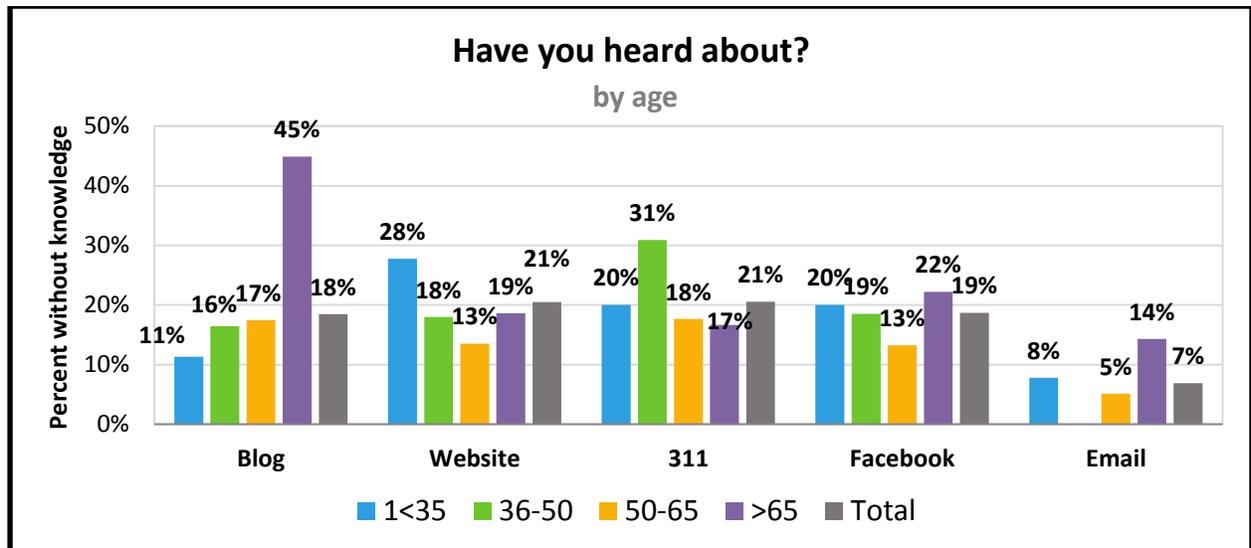
Most respondents feel that Provo City has good or very good communication with residents. The adults from 36-50 years old seem to approve the most. In the comments, several people mentioned that they feel Provo City is the most communicative city they have lived in. However, they feel the communication level still can be improved.



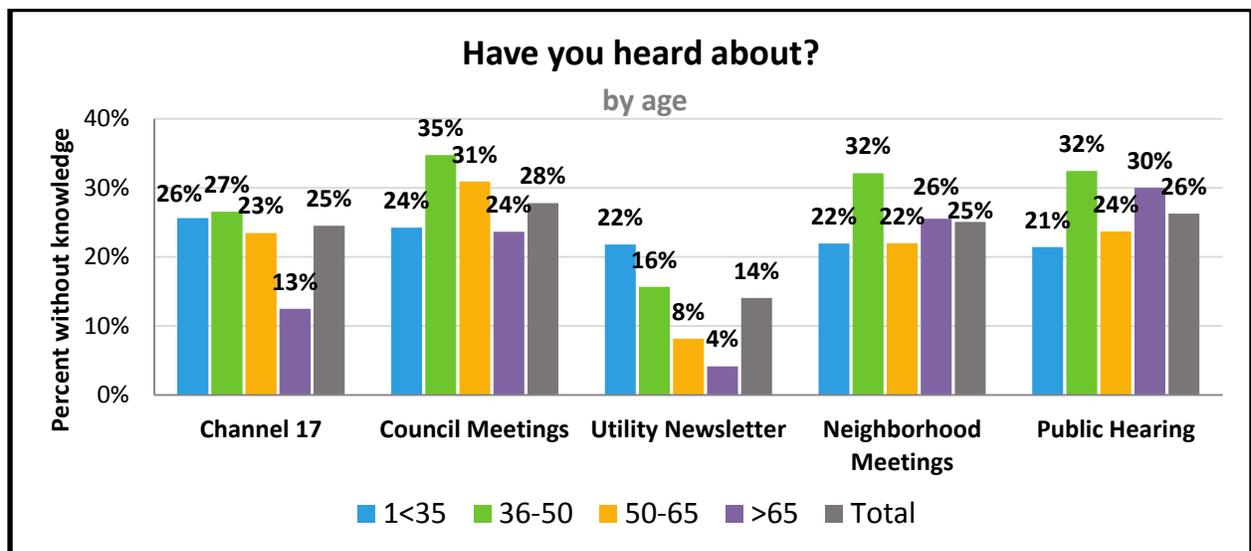
Knowledge, Usage, and Satisfaction of Engagement Tools

Residents were asked if they have heard about commonly used tools by the city to communicate with them. It was found that a large percentage of respondents older than 65 do not know about the Mayor's

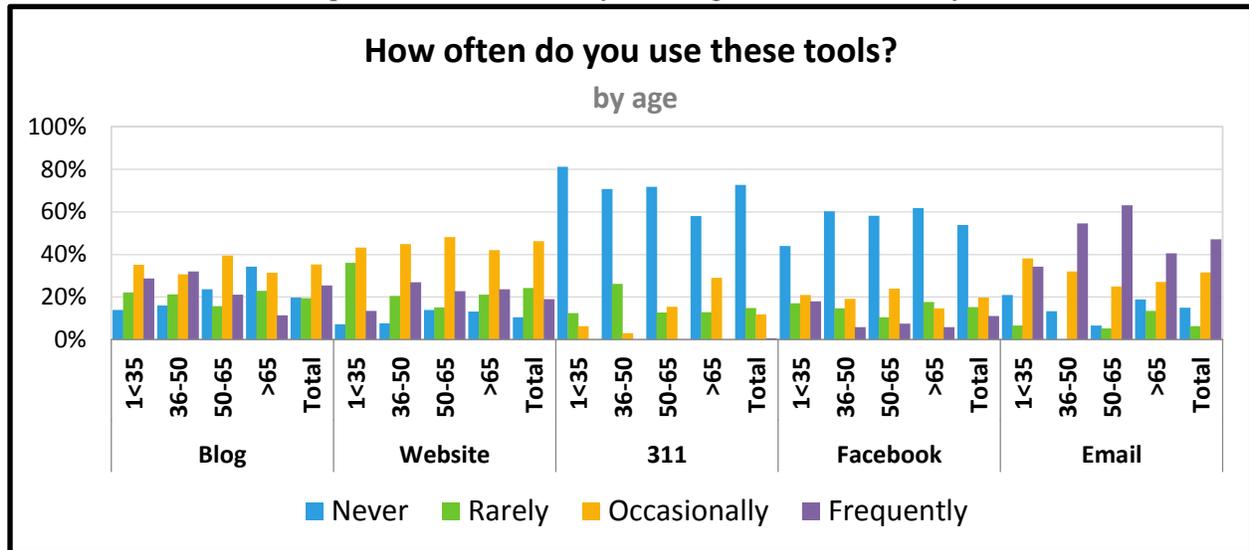
blog. It was also interesting to note that at least 25 percent of respondents under 34 do not know about the website. The following graph depicts the respondents that did **not** have knowledge about each tool prior to the survey.



Also about 25 percent of all age groups do not know about Neighborhood Meetings, Council Meetings, and Public Hearings. The oldest group appears to know the most about Channel 17 and the Utility newsletter. This graph also shows that those younger than 35 do not know about the utility newsletter. This may be due to the fact that a greater percent of this generation rents and may not receive a utility bill.

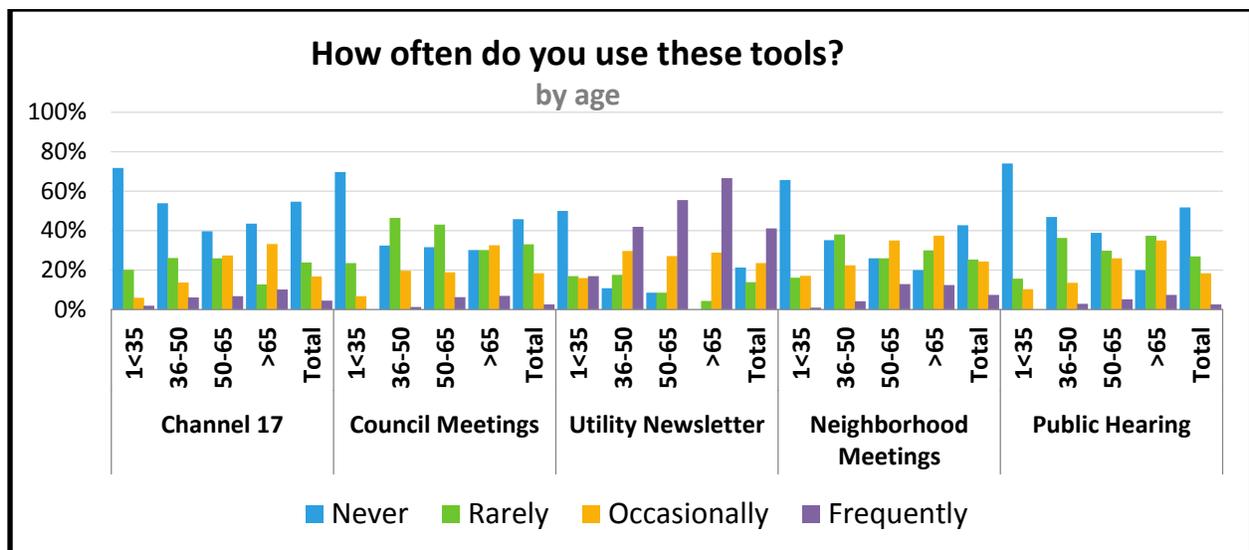


As residents were questioned how often they use these tools, it was found that the 311 call center isn't used by a majority (73%) of respondents. It was shown that 54% of respondents do not use Facebook. However, about 61% of respondents check the Mayor's Blog at least occasionally.

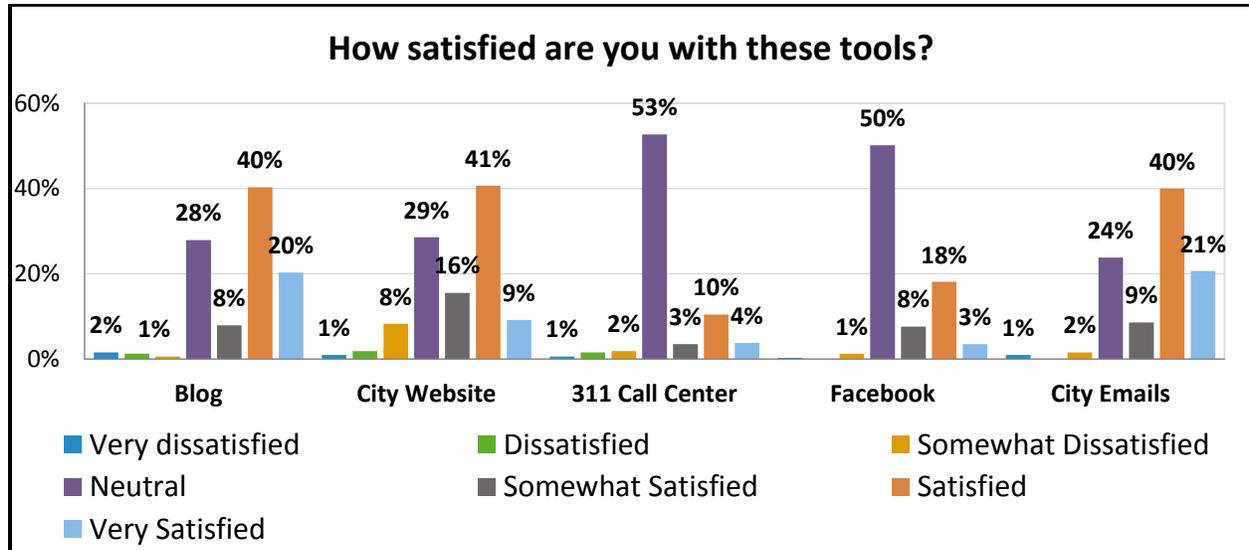


The city email is the most used tool with 79% of respondents at least occasionally using it. The utility newsletter is most used by those over 65 (67%). The usage of the newsletter decreases with age significantly.

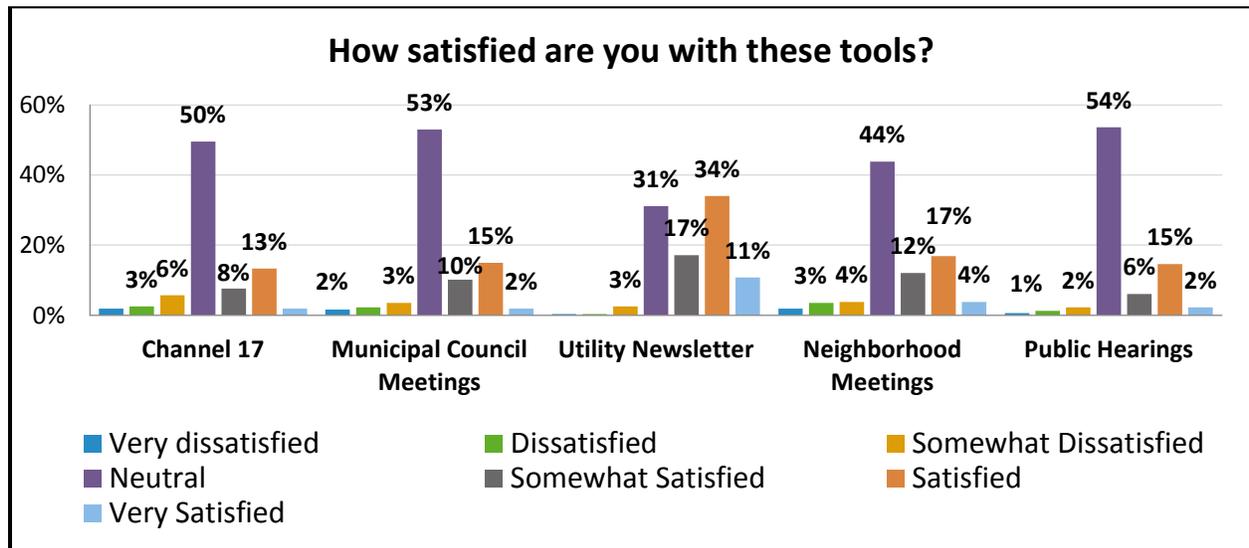
While Channel 17 is not used widely throughout the city, usage increases with age. It is also important to note that the youngest group does not actively participate in any meeting form. For example, 70% never attend Council Meetings, 66% never attend Neighborhood Meetings, and 74% never attend Public Hearings. The youngest group is most active online using the Mayor's Blog, Website, and Facebook.



Across age levels, respondents feel a similar satisfaction with the tools provided. The Mayor’s Blog and emails have the highest satisfaction rates. Most respondents are neutral about the 311 Call Center (53%) and Facebook (50%). This is due largely to the fact that these tools are not used frequently by the respondents.



It appears that most respondents feel neutral about many of the tools offered to residents, especially the Call Center, Municipal Council Meetings, and Public Hearings. This may be due to the fact few residents actually use these tools. It is important to note that very few residents are dissatisfied by the tools provided. However, there are 8% of respondents that are dissatisfied with the City Website. According to comments, this dissatisfaction is due to the lack of a city mobile app.



Preferred Method to Receive Information

In the survey, residents were asked to choose their ideal method of receiving information on a variety of issues, changes, or other information. Respondents were able to choose from a variety of methods including: Website, Social Media, Email, Postal Mail, and Neighborhood Meetings. Many also added in

their own options to include: texting, mobile app, phone calls, and the radio.

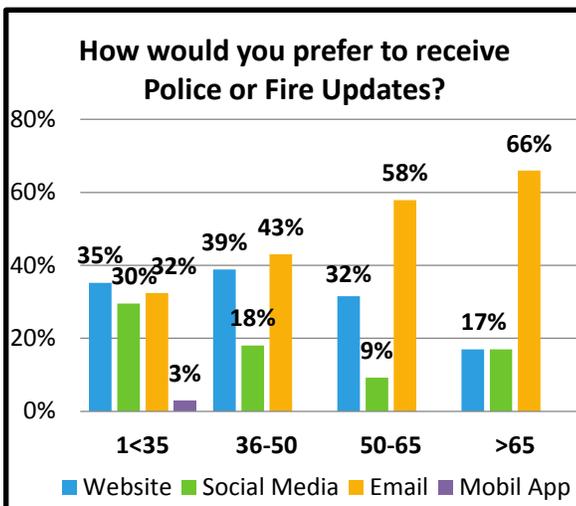
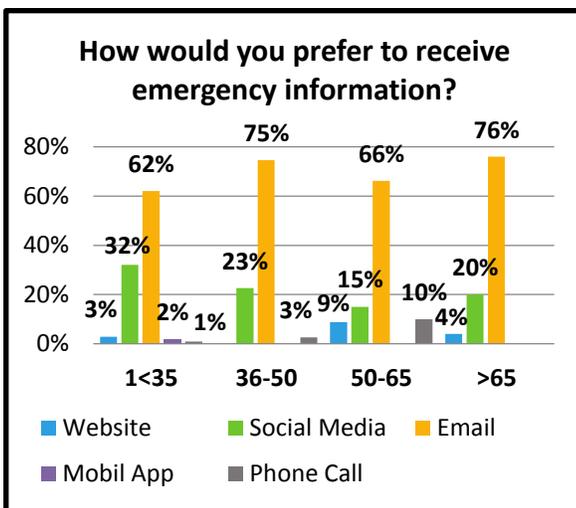
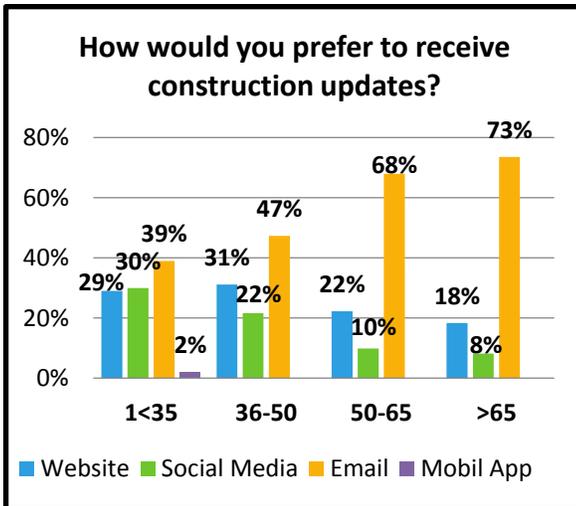
In almost all categories, email was listed as the top method to receive information. This may be due to the fact most respondents already rely on email as a method of receiving city news. However, this is seen as a good sign for the usage of city emails.

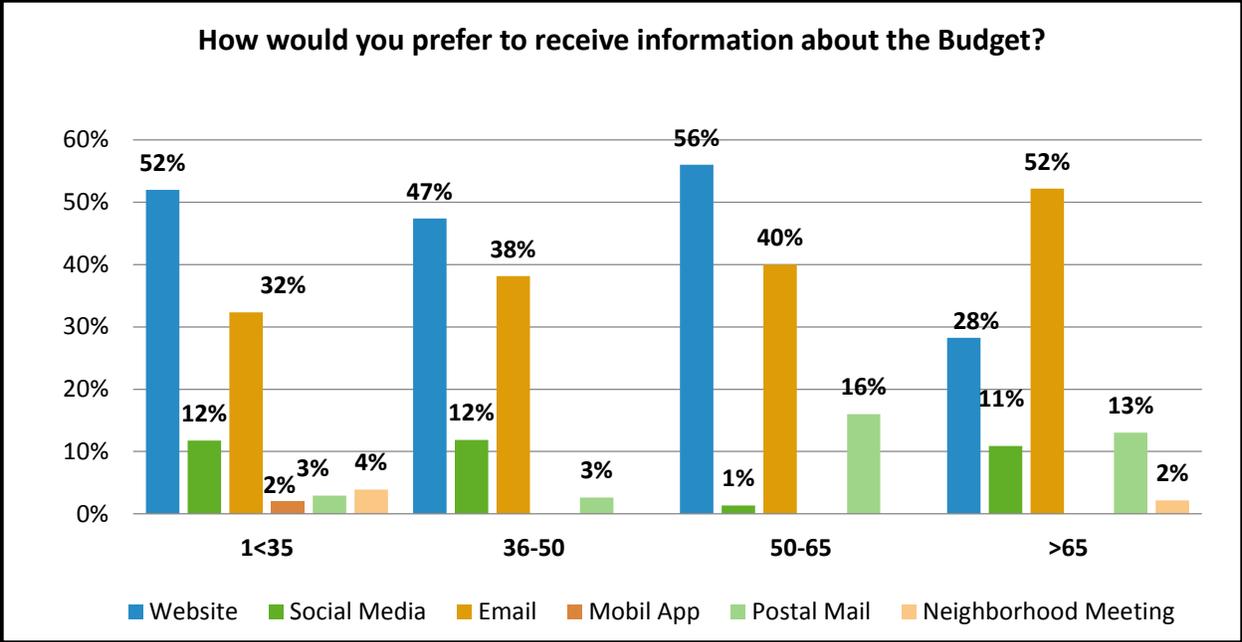
Nevertheless, as demonstrated by the construction updates graph, the youngest group also strongly prefers receiving information by the city website and social media.

Residents would also prefer to receive emergency information by email. However, many comments pointed out that if it was a power outage they may be able to access the Internet. Many suggested that there could be an automated phone call out to residents or use of a mobile app to keep people informed. In fact, 10% of the 50-65 age group wrote in using the phone as tool to keep people updated.

With Police and Fire Updates, the youngest group relies on the website, email, and social media to receive the information. The oldest group significantly prefers email. This may be due to the fact that they do not have to search for the information sent to them.

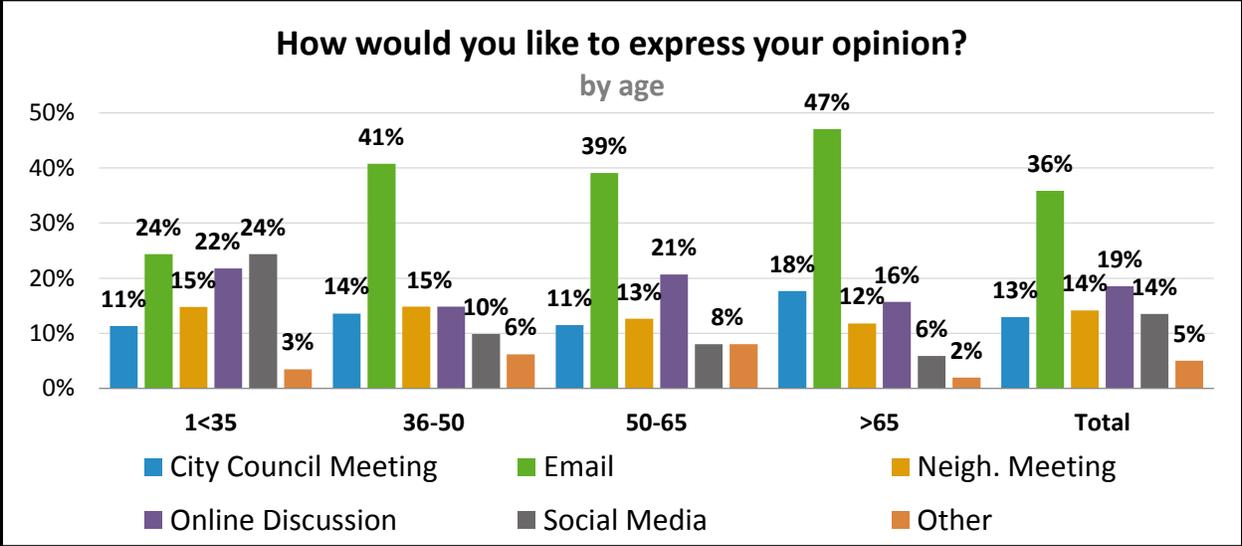
Most respondents would prefer to receive information through the website about the budget. However, there is an increasing desire to receive postal mail about the budget with each age group. The oldest group still prefers to receive information via email. While a percentage of each age group expresses desire to receive information through a neighborhood meeting, the oldest groups have the highest percentage. This may be due to the fact that many of the youngest groups do not know when neighborhood meetings happen.





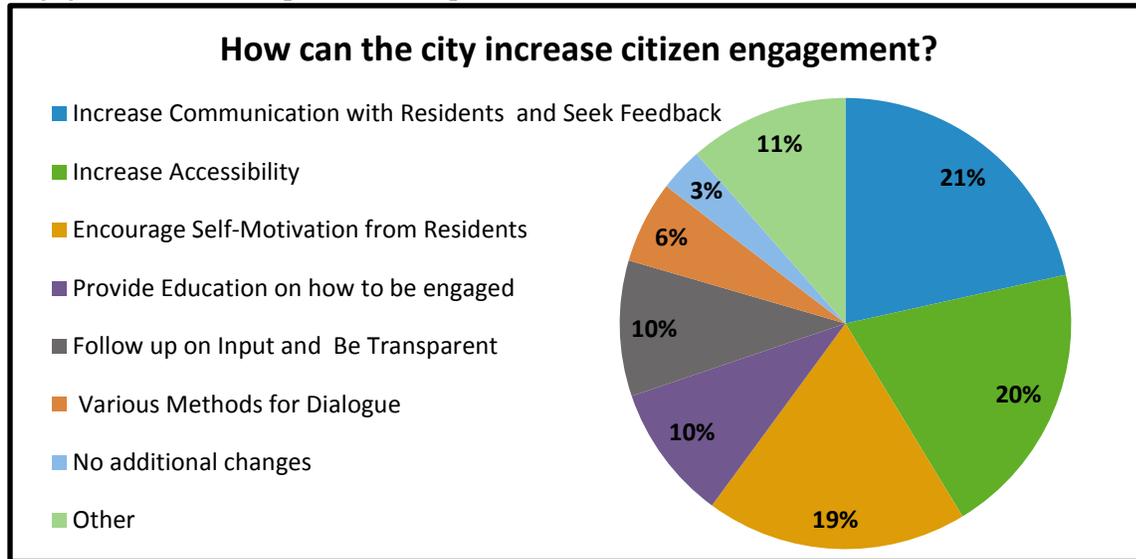
Expressing Opinion

The majority of respondents would like to express their opinion through email or through other online methods. The youngest group is most interested in Social Media (24%), Email (24%), or having Online Discussion (22%) to express their opinions. This contrasts with the oldest generation that has only 6% of people interested in Social Media. This reflects the general experience of the different generations. The youngest group is used to using online means to express their opinion. The older generations are more inclined to attend meetings and write personal emails to officials. It is important to note that the majority of “other” options expressed would like to use a mobile app to express opinions.



Citizen Engagement

Citizen Engagement is defined as a two way dialog with meaningful involvement of residents in creating civic priorities, making decisions and effectively using public resources. Residents were asked according to this definition, what are the barriers that Provo City needs to overcome to have successful citizen engagement? While responses were open answer, six themes were noticeable.



First, residents want to see more communication and opportunities for them to provide feedback. The second group wants better accessibility. They want more meetings at different times or options for interaction with city leaders at their convenience. Third, respondents acknowledge that a barrier to citizen engagement comes from the residents not the administration. Respondents explained that residents are apathetic and therefore not willing to make an effort.

Fourth, residents lack the education on how to be involved. Many respondents express a desire to volunteer or to do something to give back but lacked knowledge on how to make that happen. Fifth, respondents explained that there needs to be greater transparency within the government and more follow up on input. Residents want to see how their work is impacting decisions by leaders.

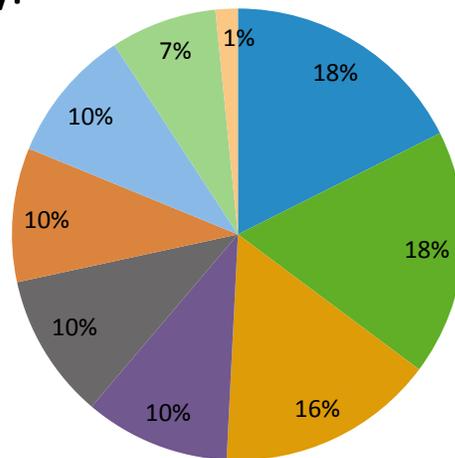
Fifth, residents want various methods to communicate with leaders and other residents. They don't want to be confined to one method at one time. Sixth, residents do not feel that there needs to be a change. They are satisfied with the current level of citizen engagement. All other responses were categorized as other.

Motivation

Survey takers were asked what would motivate them to become more involved with Provo City. While responses were opened ended, there were eight themes to responses. First, 18% of respondents would be more involved if they simply had more time. Second, 16% of respondents would be more willing to be involved if they knew that they opinion would be heard. Most responses explained that they just want someone to listen even if they are not agreed with by city representatives.

What would motivate you to become more involved with Provo City?

- Miscellaneous
- More Time
- My Opinion will be Heard
- It is Easier to be Involved
- More Awareness and Knowledge about Events
- An Invitation/Knowledge on How to be Involved
- Something I am Passionate About
- Nothing/ Don't Know
- A Family Friendly Atmosphere



Third, 10% of respondents would be more involved if it was easier to be involved, for example, if there were meetings at more convenient places and times. Also many respondents expressed the desire for an easy-to-use online forum. Fourth, 10% of respondents would be more involved if they had more awareness and knowledge of events. They would just like to know about the issues and what they can do to participate. This is similar to the fifth category; residents would like an invitation or receive training on how to be involved. Respondents explained that they would love to get involved in some way but lack the knowledge on how to do so.

Sixth, 10% of residents explained that they will get involved when they are passionate about an issue. They are motivated to get involved on topics that will directly impact their life or their family's life. Seventh, 8% of respondents explained that they are not sure of what would motivate them to become more involved. Eighth, 2% of respondents would like a more family friendly environment. Mothers do not feel that they can bring their children to meetings. Therefore, they are not able to get involved as they would like in the city. The rest of responses were categorized under miscellaneous.

Topline Report: 2013 Provo Citizen Engagement Survey

The Topline Report contains all of the questions and responses provided on the survey. Any open answer response is categorized by topic.

Note: Where applicable, row and column percentages are rounded, so they may not add to 100%.

Involvement

1. How would you rate your level of involvement with Provo City, with 0 being not involved and 10 being very involved?

	2013
Average Value	4.94
Std. Dev.	2.58
Total	460

2. How satisfied are you with your current involvement with the City of Provo?

	Satisfaction of Involvement	Response	%
1	Very dissatisfied	3	1%
2	Dissatisfied	9	2%
3	Somewhat Dissatisfied	43	9%
4	Neutral	102	22%
5	Somewhat Satisfied	103	23%
6	Satisfied	164	36%
7	Very Satisfied	32	7%
Total		456	

3. What prevents you from becoming more involved with Provo City?
 (Respondents could check more than one answer)

Reasons for Not being Involved	Respondents
Lack of Time	291
Lack of Knowledge	175
Lack of Tool	94
Lack of Interest	45
Other	65
Commonly Listed Free Responses	
Lack of Lack the Power	19
Family	6
Health/ Age	6
Opportunity	6
Money	2

What prevents you from becoming more involved with Provo City? (Response Sorted by Topic)

Topic: Health and Age

age (80)

age, infirmity

disability

Health

health

health problems

introversion

Old Age

old age

State of Health

Topic: Lacking the Opportunity

an uninvolved neighborhood chair

cumbersome, often find out about issues and/or opportunities too late or after things have been decided

I volunteered to be on a board or committee but wasn't selected at the time.

it would be nice to personally know people who are involved

Lack of being asked to do anything

not needed

opportunities

Topic: Powerless or Disbelief That Will Be Valued

Becoming too LDS-oriented
City not caring to listen. They are too involved with "THEIR" agenda
Disbelief that Provo city politicians will respond favorably to citizen input.
discouragement that the council does not protect property rights and let people have kitchens and rent rooms in their own homes. People suffer because they need the money and Provo City seems to me to be too socialist.
Disgust
don't have enough clout
I don't think my concerns will result in any action of part of city
I think being involved at meetings I would express anger at some of the things people would bring to the meetings and also some of the decisions made
Illness
It don't seem to matter.
Lack of power.
not LDS or Republican and do not feel I have any real standing in the community
The city ignores citizen input and does what it's going to do, regardless of feedback received
The mayor doesn't care
the perception that it makes little difference
They do not really listen to what is most important to me.
to many behind door deals so it won't make a difference
wont do any good. politicians have their own agenda.
worried it wouldn't do any good
dominated by big money
Topic: Lacking the Financial Ability
Lack of money
money
Topic: Family Commitments
Demands at Home
family activities
Friends to be involved with
Involved in my kids schools right now, there is a season for all things
little kids can make it hard
raising a family
Topic: Miscellaneous
I don't live here
I don't live there
I work there, but don't live there!
I'm very involved
Lack of Desire
sufficiently involved

Communication

4. How would you rate Provo City's communication with Provo residents?

#	Answer	Response	%
1	Poor	14	3%
2	Fair	64	15%
3	Good	142	33%
4	Very Good	152	35%
5	Excellent	61	14%
N		433	

5. Why did you give the following rating for Provo City's communication with Provo residents?

Free Response

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Topic: Email, Power Bill Newsletter, Mayor's Blog

I really appreciate the mayor's blog and the Provo city update. I have always read the letters that came in the utility bills. I also appreciate the articles in the Daily Herald regarding Provo City. I have seen a big improvement in communication over 5 years ago!

Emails, blogs, websites, etc.

I think they keep the citizens informed, especially with the emails and the mayor's blog.

I think they make their information readily available through social media (Facebook, blogs, website, emails, etc.).

Blog, emails

email updates, website, mayor's blog

Emails, blog posts by mayor

I get emails from my neighborhood rep at least weekly. The blog is a good place to go as well.

I love Mayor Curtis's blog and email; I wish Provo would send out email notifications.

It's good for me because I read the Mayor's blog and signed up for emails.

Since joining the Facebook Page I have had a lot more information given to me about Provo City. Before I joined, my only information came from flyers in the mail or banners and signs out in public.

Social media is being used effectively for communication between the city and its residents.

The Facebook updates are great and probably the only way to reach me.

The mayor has already made affairs quite transparent. We can watch meetings, read in various forms the news of Provo's developments, and he is accessible. What more can we ask?

The mayor's blog, frequent newspaper articles and the city website all make it very easy to keep up with information about the city.

The website always keeps me well informed.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

you take the time to be personally involved

Newsletter blog email and website all user friendly enticing and helpful.

The blog is good, the periodic emails are great, and the banners over university are nice too to help me know what is coming up.

The emails and blog are great tools.

The emails are nice, and I love the mayor's blog.

The mayor's blog and emails are really great. I also subscribe to Support Downtown Provo on Facebook and Courtney Kendrick's blog, so those probably help me feel more connected to what's going on in Provo.

Twitter (city, mayor, police dept), monthly emails help me feel connected and like I know a little of what's going on in Provo.

good newsletters, and social media use

I like the Mayor's blog, newsletters that come in the mail

I love the emails from the mayor and the messages in the utility bill.

Newsletter that comes with electric bill, email that I signed up for, and the blog that the email commonly has links to.

Newsletter, facebook, Mayor's blog.

some council members seem willing to communicate. Others do not (some only show up for voting cycles). Mayor good. city functions (utilities, etc) are pretty good.

There's the blog, the mayor's Facebook, the emails if you pay utilities, that mailer we get from the rec center of activities, our news channel

Very good info sent out with city bills, also the mayor is extremely good at personally communicating on social media. It's not hard to find out what's going on in provo, thanks to him.

Both the Mayor and the City have websites that are constantly keeping the citizens of Provo up-to-date.

mayors blog good, but I have not heard anything about the new law about giving money to homeless unless my brother in law did not work for the city and seeing one sign by chance on the side of the center street.

I feel like Provo City communicates better than any other city I have lived in before. As technology improves, it makes communication much easier and I'm glad that Provo City has been taking advantage of it.

Since Mayor Curtis has held office I've seen an increase of clear and accessible communications between city officials and citizens. I've appreciated his blog and his Facebook presence in particular.

Blogs, emails and newsletters that come with the power bill are all very informative.

Daily paper is pretty limited. Web site and blog are A1.

I am old, and never have I experienced the like of this administration's communication - FaceBook, email, blog.... I don't have time to hang around city hall, but I do feel in touch.

I appreciate Mayor Curtis's emails and blog. I feel like I am more informed because of his efforts in communication.

I feel like you do an excellent job with your communication efforts. It's not too invasive yet gets the important information across.

I have gotten the blogs and updates from the Mayor. That has been great. I would love to know of other

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

communication resources that disseminate pertinent city information.

I like the emails and Facebook page.

I love the City Council's Blog, the Mayor's blog and the numerous FB pages

I love the mayor's blog, and I think he responds very quickly.

I read the posts online and I read the Daily Herald and the Deseret News

Lots of email Facebook blogs etc. I think it's great.

Love the mayor's blog! Perfect tool for this citizen.

Mayor Curtis' posts over the past year or so are the first communications I have ever read about Provo. They work for me.

Mayor's Blog

Social Media

The Mayor does a great job updating his blog, facebook updates are nice too. I think the city is doing a nice job.

The Mayor has a blog that helps him to communicate with residents

The Mayor's blog and social media outlets are amazing!

The mayor's blog is awesome

The Mayor's blog is very informative and keeps me up to date

The Mayor's Blog, it's awesome!

The Mayor's use of social media helps me feel connected to the community and keeps me up to date on city events. I wish more local representatives did this.

There is a good amount of information made available through the Mayor's blog, City Council blog, Facebook, and the City website.

Websites and Blogs

Lots of options -- email, blog, utility newsletter

I get all the communication I need and want...doubtless there's more I ought to want, and there's probably more I could get if I wanted it, but I don't seek it out. I like the emails & newsletters. Don't really want or feel a need for any more right now. Thanks!

The first is the report in the utility bill and now with the E-Mail I feel important to be contacted

Good balance of emails and I like the newsletter that comes in my bill every month

I enjoy the information on this site, also the information that comes in our Elec. bill, and articles/information in the Daily Herald

I enjoy the updates with the Utility bills, and with the e mail letter, I feel I know what I need to know

I feel I get good updates both from the Mayor via e-mail and in the Provo Utilities Newsletter each month.

I feel more involved by reading the e-mails that go out as well as letters in the mail. It is nice to know more about what is being doing and what is going on in the City.

I like getting e-mails with updates and the Provo newsletter in very helpful

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

I like the info that is being sent by Bonnie Morrow who is our neighborhood rep, the info in the electric bill, and the occasional letters from the mayor. You are doing a great job of communicating!!

I love the emails from the Mayor, and the information on the website and utility mailing.

I think this is the first time I have received an e-mail from the city. I used to get some updates from Caroline Wright, but since she has no longer been on the committee I haven't heard anything. I think it is a good thing that you are communicating with the residents by e-mail. I do read the mayor's letter that comes with the utility bill, but I would like a few more specifics and not just what a wonderful place Provo is. I like to know what is going on.

Info in the utility bill, e-mail updates

information sharing is good with electric bill, email tree and mailings

Love the monthly newsletter and the emails.

News letter and email is fine.

The info that comes with the power bill is excellent. Email will greatly improve communication.

The news letter in the utility bill is very informative and now the email for information keeps me involved

This email and the information that comes with the utility billing

Updates in my utility bill, emails from the city, mailers,... very good communications.

utilities newsletter and mayor's emails plus website

We receive email updates and paper newsletters with our bills, as well as being asked to participate in surveys to gain information when looking forward to future projects / /

Website, emails, info in utility bills,

The email i just recieved is really helpful, the rest is my fault for not reading the newspaper, or available websites. It seems that Provo does it's job in trying to reach our citizens.

Uses email, regular mail, and mayor's blog

I have lived here in the same home for 30 years and probably because my utilities were on auto pay didn't look at my information from the city. So I am not blaming Provo City. I am a very busy working mother with a disabled child. I find that I read the emails when they come more frequently with less on them.

I think the level of communication is very good, the online, facebook and emails can be very helpful. And sometimes the best thing is when someone that really knows an issue can send you a link to the topic and do a little explaining. I find this very helpful and they could not do that if there was a lack of things from the city online. I like being able to view city council and other meetings online also. I am pretty involved but there are still vast amounts of the city that know very little about. Some of the online discussion groups are also helpful and I am glad some of the city staff gets involved. What would make it excellant? Putting the work session online yesterday was a good step in that direction. And perhaps searches on the website will become even better. For example sometimes I am looking for what was said in a Provo City Council meeting but I have to read or watch the whole thing in order to find one part it would be nice to be able to search it with more detail.

Love the Mayor's emails. I would love to have a place I can go to find out about all the project Provo City is working on as well as private contractors around the city. There is probably a place, I just couldn't find it. Thanks for all you do.

Emails are good strong method of communication, often I feel a little excluded from the going ons in Provo because I am also a student and often categorized as such.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Other than bills this is the first time I can remember getting anything from the city. Two weeks ago I had a question and I made 6 phone calls before I could get anyone to even answer the phone. However I must say when I did get Kelly on the phone although she could not answer the question immediately she did call me back with the answer in a short time. BTW I really like that you sent this e-mail and this survey.

I like the emails.

email communication is wonderful. Thank you

Email updates are helpful. There aren't enough places to give comments. City council members don't always respond as needed.

Emails

emails and facebook are great

Emails and letter on my door with updates

Emails are great!

Emails seem too often and perhaps too informal.

Emails, and signs downtown are very helpful.

Emails, TV channel, neighborhood chairs-- many different avenues for reaching out

facebook emails

Great to get emails from the mayor and info. from electric and gas bills

I appreciate the emails with updates.

I don't have time to read the long news letter. I like short to the point and if it peak my interest then I will read/research more. (i.e. I came to this survey via twitter)

I enjoy the emails but I have always had trouble finding information on your website. Maybe this new one will be easier.

I enjoy the emails-- keeps me up to date.

I enjoy the quick overview from the emails you send out. If I want to know more I feel I can contact you.

I feel that we get mailer often but not often enough and a monthly email would be great, not to often but often enough to keep us informed.

I get emails from the city but I think that is only because I've visited the Mayor's website and I frequent some FaceBook pages regarding what's occurring in Provo. If I didn't frequent those web sites I am likely not to hear much about these things.

I get things from the mayor and I like that. I really think we need to get ride of HOA's here because they take away a persons right to manage their own financial affairs and the people are always breaking rules and fighting.

I get your emails and my husband gets the emergency text messages.

I hear regularly from Provo via email and facebook. I feel like I am informed adequately this way.

I keep updated via Facebook and the emails sent out.

I like getting the e-mails but I don't have time to follow links and look at the city web-site unless I have a specific question.

I like that I can periodic emails from the mayor's office. It has topics on it that I can pursue if I care to

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

I like the email updates from the Mayor's office and others.

i like the emails and the info in the utility bill newsletter and the activity guide...the new website will be good when the kinks get worked out i think. i wish there was a little bit more public/frequent communication with the school district and school board

I like the emails and the website available. I personally could do better at frequenting it more often.

I like the emails from Mayor Curtis.

I like the emails. Otherwise I would never think to check. I work in Provo.

I like the emails. That's more than I've seen before. The webpage is also helpful. I'm really excited about Google Fiber and the communications that have surrounded that.

I like the website, emails

I like this e-mail and the coverage of Provo city in local newspapers

I love the emails from the mayor.

I love the emails sent out by the mayor's office. Without these, I know our family would not be nearly as informed as we are. Thank you!!

I love the emails!

I love the emails. I also have been very impressed by the post cards that have come in the mail notifying residents of important events.

I love the emails. They help me feel really connected to what's going on in the community. I'm also a member at the Rec Center so I see a lot of what's going on over there when I'm there. I also get emails from them from time to time with information on events happening there. I would love to receive more emails on the classes they offer and etc. when they are upcoming.

I really appreciate getting the newsletters by email. They encourage me to go on the city's website and the mayor's blog to read more. I like being able to choose which topics I will read more about. I like being informed about events and issues I might otherwise not hear about.

I really appreciate the emails and updates sent out. It gives me opportunity to understand issues.

I really appreciate the emails. It helps me know what's going on and how things are being handled in the city. Thanks for sending this out to residents. You're doing a great job.

I receive a lot of emails and information from city or neighborhood leaders.

I think getting e-mails from the city is very helpful.

I think the facebook and email updates are great. They have helped me to feel more connected.

It has only been recently I have received these messages. I think messages such as this current one is very important to all the citizens. Gives us information on what is happening and possibly even ways we can serve.

I've been here almost 9 months. I like the emails I'm getting from the Mayor. They give me a sense of connection. The new website could have more Provo activities listed. Eg. Are there theaters in Provo. What plays are showing? Entertainment on BYU campus, Library events such as the Monday night presentations. I believe on the 2nd there are Christmas handbell ringers for the public. I'm always looking for inexpensive things to do with my family in Provo. / Also, I live on Slate Canyon Dr. and I'm not sure how to take action, but I'd like the big machinery equipment removed from the top of the hill. Other residents here tell me these tractors have sat on the hill for years! They mess up the beautiful landscape. I'd like to know what I can do to get rid of them.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

like emails. don't know much else /

Love the mayor's recap emails. Helps me keep up to date on important changes in the city without having to wade through the chaff.

monthly emails from the mayor

The city is getting better at utilizing the internet and social networking, but I don't see enough people taking advantage of that. Besides emails to my work account (city employee) and Facebook updates from the Mayor and the City (both liked) I don't see or hear much about what's going on.

The emails are helpful.

the emails I get from the mayor and the openness of the mayors culture.

The major's email is a great focal point that lets me know of all events happening within the city without having to check multiple website.

The mayor's blog and updates that come to my email are very helpful. I would like to see more communication coming directly from my neighborhood chairperson. (Not even sure who it is.)

The mayor's emails are amazing. I love getting the updates. It helps me feel more connected to the city.

The only news I receive are the mayor's emails and the rec center guide.

This email

this email

This new e-mail contact is superb. I love knowing what is going on, and this contact is great.

THIS NEW WEBSITE AND ALSO THE EMAIL FROM THE MAYOR ARE REALLY COOL. i'VE NEVER SEEN SOMETHING LIKE THIS AND IT MAKES ME FEEL MORE INVOLVED AND CARED ABOUT/ LISTENED TO EVEN IF I DO NOT PARTICIPATE OR VOICE MY OPINION

Your emails are very informative, and keep us up to date. It has not always been this good under prior mayors.

I like the insert in the utility bill and these emails that give updates. I know where to go if I want more information, so I think I probably just don't take advantage of all there is available. Sometimes I feel I'm not in the loop a bit, but usually it's my own fault.

Love the Newsletter that comes with the electric bill, but had NO idea who was running for the recent election or what Provo long term plans are.

The news that comes in the power bill just isn't enough to let us knowwhats going on

I see fliers, and mailers (with power bills) accessibility through the city website. I would like to see more neighborhood outreach.

Because I think I would like more up to date info in my inbox. The newsletter in the my bill seems outdated by the time I get it.

I always enjoy reading the city newsletter.

I appreciate the Mayor's newsletter and openness.

I get the monthly newsletter with my power bill.

I love the news letter that comes with my electric bill. However, now that I have my bill sent via email I no longer receive it.

I think the information we get each month with our statement is wonderful. I am also grateful for the updates we get with Facebook.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Monthly is adequate

Newsletter - facebook -- website -- personnel for the most part are citizen-friendly.

newsletters, articles in paper

Print materials & web site provide info

The information in the Provo Power monthly news letter from the city.

The monthly newsletter provides a lot of information about upcoming events.

We get some communications through the newsletter and from flyers. I think there could be more involvement in informing people of important things.

The website is excellent, and the flyers that come in my mailbox announcing town meetings, as well as other advertisement I see regarding events. I just need to pay more attention to it. :)

It's more than I have ever received in any other city I have lived... but I still don't know everything that is going on.

Because there is always room for improvement but I think you are doing an excellent job right now.

Engaging on a variety of platforms and letting people choose how to best consume information.

Except there are a lot of senior citizens that don't have the internet. I know they get your mailing in their bills, and possibly read the paper. I hope that is enough for them. I guess it is. Just be aware.

I feel that you go to great lengths to inform people and if I can get the information then others in better health should get it all.

I like the multiple avenues that I can get information. /

it has been good so far, and there is not much i would see changed

It seems like if there's anything really important to know about, I always hear about it in some way. Of course there's always room for improvement.

Many tools are used to communicate with the public. It's a great thing.

Many ways to find info

MAYOR ALWAYS ANSWERS MY E MAILS CITY EMPLOYEES AT EVERY LEVEL HAPPY HELPFULL CONCERNED AND FOLLOW THROUGH

Mayor Curtis does an exceptional job of making information handy.

Proactive and multi-media approach is effective

Provo makes good faith efforts without being pushy.

Provo utilizes various forms of media to reach its residents.

The city communications regularly and via a variety of means.

There is an abundance of ways to find out what is going on: inserts in the electric bills, blogs, email updates, the quarterly activity calendar, and even banners flying over University Avenue are all ways that keep me informed of what's happening in Provo.

This is coming from a city employee, so i know what efforts are made to communicate, and I know what they are. If I didn't work for the city, I wonder if that would still be the case.

You are making the effort to keep all of us involved in what is going on in Provo.

You do a good job.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Topic: Need to Increase Engagement with Technology

You don't contact me too often, nor too little.

While the website, mayor's blog, etc are great tools I feel that the city doesn't make enough of an effort to utilize these tools for those with limited time to give input etc to city policy and concern.

I get some information from the Mayor's blog, but I feel like I miss many of the events that are out there in Provo. There may be a news feed or something with the activities and events (council minutes, parks & rec, festivals, school district stuff, etc.) but I don't know of it and have not tried to go look for it. I don't take the paper which would maybe give me some info. Maybe there is a twitter feed or something I should follow or a blog like the Mayor's that has events happening for the day - that would be ideal.

I am not sure how to get info out to the public. My bills are paperless so I do not get the info I used to with the paper bill.

Enjoy emails but wish the district had a mobile app with alerts and push notifications.

I get notifications from the mayor, and the website is good, but I wish there were ways to interact directly with the site more. Wikis for FAQs, for example. I have not reviewed the new site in detail, so maybe it's all there now.

I like Mayor Curtis's blog and emails. I like that I get emailed notices of neighborhood and city council meetings. I've wondered why 'public notices' aren't posted electronically now. Small posters on deserted street corners may fulfill the letter of the law, but the spirit is far from satisfied. It's possible that there's a place to find public notices digitally, but I'd like to not have to go out looking for them. Is there a way to sign up to be notified or something like that?

I think all this communication is great for middle aged adults who still think they're tech savvy. When I heard you have a fancy new website I thought "what a waste of money". If it isn't in app form, I'm honestly not that interested. Oh and I'm not talking mobile website either. They usually aren't that good and much slower than an app. Anyways I feel like we're always hearing how progressive Provo is, but you're only being progressive for the old people who are already involved. Try reaching out to new people, not your current constituents.

There is still some ways to reach out to the residents that are not being used now

The City makes information available, but many residents don't know how to get it or don't care enough to find out.

Because my involvement is minimal, I would say I am fairly satisfied with the communication between Provo City and me. If I wanted to be more involved, I might seek more communication.

Don't have time as I work 40 hrs a week plus, and I attend college at UVU with reimbursement from work.

I know I could be better informed, but I'm not sure it's Provo's fault. At the end of the day, it's the responsibility of the citizen to make sure they are aware. I'm sure Provo posts things via web, FB, etc., and I need to be more responsible to look things up.

If I want to know about something I know where to find it

You can get the info if you want it.

Topic: Need Information Sooner

City finances are not provided to the public in an accessible way. Policy decisions often appear to be made by a small group of insiders without much public input.

I don't think the "REAL" issues are publicly addressed. It seems that we the public are notified 15 miles late on a 20 mile road trip. We as the public are asked yes no questions when a full explanation is required to be helpful.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Even though we read the local newspaper daily, it appears that there is often information not presented or not enough detail to understand what is happening. Some things the City does well, and some things they do not. I think this survey is a start. Perhaps have more of them, but be careful. I used to participate in a lot of school district surveys, and they were often slanted in one direction.

I feel like I know about what happens in the city, but not until after it has happened

I get your emails as a neighborhood chair, so I hear about quite a bit. But occasionally I am still surprised by hearing about what seems like a major city event on the news as it is happening. And some of my neighbors don't know about things that seem well advertised, h

I hear about a few things once in a while, but there are many times I hear about events after the fact...events that I would have liked to have participated in.

it seems we all hear about the big projects but not all projects till they are all completed

It would be good to be kept abreast of issues that having an impact on areas that matter to individual families. Many projects get swept under the carpet without contacting the neighbors projects will affect the most. It has happened to me on many occasions.

Many times I am not aware of what is happening (with events) in Provo.

My involvement is through the school district and other events seem to slip past me before I know about them.

Not enough notifications or emails about different things happening

not enough push communication--I use facebook, read blogs and am on twitter Are you? Email is fine and so is the monthly newsletter which is always to late to do much about

The Mayor's blog/e-mail really helps to know what is happening. Again many times the issue has been already decided or request for attendance to a meeting or other service opportunity does not come in a timely manner (time scheduling issues, people do have lives other than city issues)

the only communication is through the newsletter, and thats often old news.

There are many events that we never know of, such as the art show in the Zions Bank building each spring. I know that's more of a business thing than a city/government thing, but we'd really like a robust, more complete calendar of events where many, many more businesses and organizations post events.

They only communicate after the fact! Even then it is questionable.

Too many times I find out an event after the fact....I would really like to know more ahead....it has been better with some events now being distributed thru the utility statement...

We had to figure out, by ourselves, where to vote in the most recent election. Why wasn't this information published in the newspaper?

Topic: Hard to Find Information

Either I don't know where to go hear or find information on Events (Entertainment, Political or City Government things etc), or Provo does not communicate with residents very efficiently. I know I am not the only one.

I don't find out about goings on unless I look tem up or happen upon them.

I hear about most things but many of my roommates do not

I only know about Provo's communication because I seek it out.

Not sure were to find communications

There are a lot of resources for those who seek out Provo, but I haven't encountered a lot of outreach

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

(mailed flyers, signs, etc.).

Topics of interest and agendas are difficult to find and track.

Topic: Not enough communication

I don't recall being communicated to on much... :/

i dont see any communication from provo city as far as residents go

I never hear anything except from friends and neighbors

Little communication.

LOTS OF THINGS GOING ON THAT I HAVE NOT HEARD ABOUT

Topic: Transparency

Seem to me the right hand does not want the left hand to know what is going on.

Email and newsletter can reach everyone and I feel like I get informed monthly by those 2 resources. I only thing lacking is legislative issues may need to be more visible.

I just don't see much information coming from the city regarding issues.

The mayor does a phenomenal job of keeping in contact, but the city council could send out an email and inform people of going-on on the council.

There could be more transparency, but I still get notified for many of the public meetings

Because city leaders and administrators do a great deal between themselves and the developers and businesses they favor without significant citizen input. For example, where was the citizen input or opportunity to voice concern over the sale of portions of 1st South and 1st West to the Church of Jesus Christ of Latter-Day Saints for the Temple or to New Skin for the expansion of their building?

it's 'virtual' communication. no meat. real issues for real people are being 'talked about' but not engaged in actual problem solving

Does not seek feedback. /

I get some info. do not know how to respond.

Too often, we do not seem to be heard.

There are attempts like this to involve citizens in current events

City seems to be making more effort to reach out using a number of methods

I'm really grateful that Mayor Curtis has tried hard to be transparent about a lot of things. Before he took office things were definitely not that way.

It seems there are a lot of efforts toward this end, with the website redesign, the mayor's blog, etc. It is appreciated.

Topic: Noticeable Improvement

As a single guy who lives and works in Provo, there aren't many opportunities for the city to reach out to me. If I didn't have a pass for the Provo Rec Center, I would be completely uninformed. I've lived in past cities and found information more readily available. I like to be involved, but I feel it is difficult as I do not attend college anymore and I do not have kids in school. I miss being contributor to a larger community. There are a lot of us out here in my boat that would love to be more involved.

This is great. If I knew where I was needed, I would serve more. MS

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

Topic: Miscellaneous

access to mayor john Curtis ... but I would have to also say that calling 311 sometimes leads to frustration because the persons answering the phone sometimes have poor communication skills

Because I need to know about the power and water situations. I need to know about the trash and recycle situations. I need to know about the road repair and community cleanup situations.

Because Maybe you should contact the ACTUAL residents not some who has never lived there!

Code Enforcement is quick to accuse and convict when they don't have the facts, and when they have the facts, they ignore them.

I do not have a TV only a radio. I would like to hear radio advertisements on the radio. I listen to 102.7 ksl fm and 960 am the Zone.

I feel like I can't ask questions about zoning or laws because I am afraid that it might come back to bite me. /

I feel there is too much concern for Realtors, investors, absentee landlords that provide a layer of muck and issues are swept over to appease those that do not actually live including renters in Provo.

I notice of Facebook posts that only a handful of people like the comments. It would be great if comments generated 100's or 1000's of likes. The Facebook page needs more likes too.

I think Provo Officers should be trained on some of the policies of the court. Meaning people often come to the court with mislead information regarding their ticket. When they are corrected, they become mad and irritated with the court. Although the court does not have to, they do send out letters of delinquent notices and notices of active warrants. I am sure other Provo departments frequently send out notices pertaining to their departments.

Information is available, but I don't know that the city is reaching out toward its citizens in the best ways.

It would seem that the City is only interested in hearing from certain groups of people. For example, if you are a business owner then you have the City's ear. If you are an average citizen then you get what you get, no real voice for that group until election time.

It's not bad, but there doesn't seem to be anything especially great about Provo City's communication either.

Lying, hiding and partial truth is used as a tool to deceive the citizens in the community into relinquishing money, power, property and self-reliance. To make a stronger community you don't relinquish these items to a government, but combine as a community to work together toward prosperity. City meetings do not have a set time, which makes it difficult for the working and family class citizens to schedule time to get involved. Voluntary programs are ignored or turned down by Provo City Government.

Needs are met.

Neighborhood Chairs should not be the only one to have neighborhood e-mails; I believe they should be controlled thru the Council office so that all residents receive the same info. In addition, Neighborhood Chairs should be able to send out information sharing thru the Council office. Some Neighborhood Chairs claim they "can't" communicate w their neighborhood due to lack of e mails; if controlled thru the Council, the e mail addresses could be controlled.

Provo uses all the appropriate available means, and I prefer e-mail. I wish there were just more great events like Provo+50 mentioned in the e-mails. I really enjoyed that event and learned so much about what was going on in the area. I am too busy to attend evening meetings, but enjoy going to such things on my lunch break. I actually was able to attend Provo+50 for work. I also think everything under one website is silly. I think the main Provo website should have links to the other websites. I am used to using the websites generally the way they are. Why web designer people are imposing their need to stay employed regularly on us with constantly updating, merging, etc. things that are doing fine is a waste of

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

my tax dollars. The people in each department are better at keeping up their websites and knowing what is going on in their department. A lot of the "image" changes scream "narcissist control" because they are not necessary and the arguments for them are weak. Why can't we put energy towards real issues?

The information is out there, it's just not always easily accessible to Provo residents.

The willingness of the Mayor's Office to listen to concerns

There are some people who don't have the ability to use e-communications and don't know someone personally who can answer their questions. They are limited by health, age or mobility to do otherwise. they seem to care more about the new than restoring the old

They try to get the word out.

Things are always rigged in favor of big money. Big expenditure issues are carefully arranged before we hear about them. Or in time to stop such massive expenditures. Like a \$90 million bond of schools.

Too one sided...one must now call a 'call center' and hope for assistance....

A few weeks ago we had a broken pipe on the street right by our sidewalk. They were very quick in getting it fixed, even when it was dinnertime and they had to stop everything to help us.

Facebook updates are good but the city website is difficult to maneuver.

Getting better with 311.

Good website; mayor responsive to citizens. Would be better if more personal.

I am not sure but this is what my guess is.

I didn't start hearing anything from Provo City until I started working for the library. The Mayor does a good job communicating with employees.

I do remember seeing and hearing about different things related to Provo City but I can't remember any specifics.

I enjoy having the neighborhood meetings. David Harding is doing a great job. I will visit the new Provo website today.

I feel the city only wants citizen's money and doesn't concern themselves with what they actually want. This current mayor does have the emails and letters go out with bills, but there appears little response by other entities within the city

I feel like the information I need is always available.

I follow Mayor Curtis's blog, as well as a couple other ones, but without those I don't think I would have a very good idea as to what is going on.

I like the email updates because I check email often as a busy stay at home mom

I rarely hear much local news.

I receive e-mails and have received communication from Mayor Curtis

I think it is good and it is slowly getting better. The Activity Guides are a huge help although I only remember getting them since I have been married; when I was a single student I would have loved to hear about many of the events in Provo City but had no knowledge of what was available. If there was some way to get similar material as the AG to college students in student housing that would be great! I know it will be a tricky task but with two major universities nearby much of the population is college-based so you want to be sure you are reaching out to that portion of the population.

Why did you give the preceding rating for Provo City's Communication with Provo Residents? (Response Sorted by Topic)

I think the information is fairly easy to access if you seek it.

I think the rate is very good but it can always be improved.

I think too much government is as bad as not enough

I was very surprised when I received your first email to me and enjoyed hearing your message. I voted early in the city election.

it is getting better

it q seems like you are reaching out.

I've tried to get our sidewalks repaired in front of our home (210 s 400 w) but have had no luck at all. The street repair dept was making their way toward our street then suddenly stopped. The uneven areas were patched with asphalt which will wear away fast and looks tacky for Provo City work. Not to mention the hazard it is to pedestrians.

just because /

Mayor is putting forth the effort

Multiple avenues, print, email, website, Facebook,

Newspaper coverage plus responsive accessible staff enable the flow of information

Questions regarding Google fiber were very vague.

Since joining the Facebook Page I have had a lot more information given me about Provo City. Before I joined, my only information came from flyers in the mail or banners and signs out in public.

Social media is being used effectively for communication between the city and its residents.

The facebook updates are great and probably the only way to reach me.

The mayor has already made affairs quite transparent. We can watch meetings, read in various forms the news of Provo's developments, and he is accessible. What more can we ask?

The mayor's blog, frequent newspaper articles and the city website all make it very easy to keep up with information about the city.

The website always keeps me well informed.

you take the time to be personally involved

Desired Knowledge and Preferred Method of Receiving Information on Issues, Changes, and other Information

6. The following are issues, changes, or other information that Provo City would like to share with you. Please answer if you would be interest in knowing about this information and your preferred method of receiving it.

a) Would you like to know information about this?

	Yes	No	Total
Updates on the Budget	279	74	353
Construction Updates	314	39	353
Emergency Notifications	344	9	353
City Events	342	11	353
General Info about the availability of facilities for residents	310	43	353
Police or Fire Updates	300	53	353
Employment Opportunities	200	153	353
Neighborhood Specific Info	324	29	353
Power Outages	310	43	353
Street Closures	322	31	353
Volunteer Opportunities	303	50	353
Zoning Changes	281	72	353

b) How would you like to receive this information?

	Other Response										Total
	Website	Social Media	Email	Postal Mail	Neighborhood Meeting	Text Sms	Mobil App	Phone Call	Miscellaneous	N/A	
Construction Updates	24%	17%	48%	5%	1%	0%	1%	0%	1%	3%	357
Employment Opportunities	43%	9%	32%	3%	0%	0%	1%	0%	0%	13%	357
Emergency Notifications	3%	22%	63%	1%	1%	5%	1%	3%	0%	1%	357
General Information about the available facilities for residents	39%	11%	38%	6%	1%	0%	1%	0%	1%	4%	357
Neighborhood Specific Information	14%	8%	57%	8%	10%	0%	1%	0%	0%	3%	357
Police or Fire Updates	29%	17%	42%	4%	1%	1%	1%	0%	1%	4%	357
Power Outages	23%	18%	49%	8%	0%	0%	1%	0%	0%	1%	357
Street Closures	42%	9%	34%	7%	2%	0%	1%	0%	0%	5%	357
City Events	36%	13%	41%	4%	0%	0%	1%	0%	0%	5%	357
Updates on the budget	32%	10%	42%	6%	4%	0%	1%	0%	0%	6%	357
Volunteer Opportunities	24%	17%	48%	5%	1%	0%	1%	0%	1%	3%	357
Zoning Changes	43%	9%	32%	3%	0%	0%	1%	0%	0%	13%	357

c) What other information would you like to know?

Free Response

What other information would residents like to know about? (Responses Sorted by Topic)

Topic: Environment

Efforts to combat air pollution, traffic, traffic noise, land preservation. I'm more interested in what you are not building than building. We are growing too fast. Quality of life before growth.

issues regarding recycling efforts especially any and all e-waste activities sponsored by the city

Topic: Business Growth, Economic Development, and Airport

I like hearing the news about airlines and other changes at the airport, as well as upcoming changes as with Google Fiber. Would like a lot of information about the developments planned west of Geneva, more than just through neighborhood meetings. Also updates about downtown business growth.

Proposed projects, New business/restaurants, etc.

1. new companies in the area, 2. conventions happening,

What other information would residents like to know about? (Responses Sorted by Topic)

Business that are coming

Economic development opportunities

new businesses coming in

New businesses in Provo - especially retail and restaurants

spotlights of local businesses that contribute to Provo in a charitable or sustainable way. (Social Media)

Airport improvement

Topic: Senior Citizens

ANYTHING THAT HAS TO DO WITH SENIOR CITIZENS

senior citizen activities

things for seniors

Topic: Construction, Zoning, and Transportation

City planning infrastructure (especially for bikes, pedestrians, and cars)

What plans the city has for improving the area south of center street on 2nd west.

Why does it take so long from the time a road is torn up for it to be fixed? Why isn't worked on all day every day until it is done?

upcoming traffic events, such as around major sport meets, college graduations, etc so can plan around them

Bicycles

bike lane construction, park plans, non discrimination, a call to truly keep walks and streets shoveled, parking...all things that probably fit under the aforementioned categories.

Planning

Upcoming changes to the city such as the bike path and the new bus routes taking over the roads before it has already been decided upon.

What is the City doing to progress the Provo/Parkway River Trail to connect with the north end of Utah Lake? I really want to use it to bike to work. Geneva Road is just too dangerous with no sidewalks or biking lane. I understand that the county has a big part in this, but I know if Provo City was pushing for it, it would happen. I'm anxiously waiting.

where the freaking bike plan is!

City priorities and time frames. City building updates, (Plans for improvements, additions to, new buildings, etc.).

On the zoning change that effects my neighborhood I would like to know about them through all of the means (email, social media...) listed on this survey. I like news about the parks and trails here in provo so any maps and new info there is always welcome.

Rental Properties - I'm very concerned that the new council (specifically Stephan Hales) may have their own agenda regarding rental properties and I want to be kept in the loop regarding that. I don't want anything "sneaking" through like it has in the past.

Building Plans

Plans to use eminent domain, Meetings discussing ordinance changes.

Please get rid of HOA's. Do not let anymore get built in our city. We have to be our own police force, animal control etc. They are awful. I love being part of Provo City and its rules and policies.

The selling of city streets and other properties to private entities.....BEFORE it happens!

ZONING AND HOW I CAN CHANGE IT

Zoning changes in neighborhood specific areas. It would be good to notify by postal mail and/or email.

zoning in general, and what to do with neighbors that may be breaking the law.

Zoning issues

Topic: Special Events and Activities

City Facility Closures

City events like sports rec teams, city gatherings, etc.

City events, farmers market schedule, spotlight on citizens

What other information would residents like to know about? (Responses Sorted by Topic)

I particularly love the city events.

Info about entertainment in town

Outdoor activities, dining, entertainment, family activities/recreations, organic food resources

Schools (UVU and BYU as well as high schools, middle schools, and elementary events .

Social and special events...

sports and activities that are available for kids to sign up for such as baseball

Topic: Crime Updates

Crime updates in the City.

crimes in my area

Topic: Election Information

Election information

Elections. They don't seem to ever be advertised. Social media days in advance of an election, email a week in advance or something. It's always a "oh, there's an election today...well I guess I won't be voting today--didn't make time for it".

Upcoming voting issues.

Voting information

Topic: City Council

Council Meeting minutes (website),

Issues the Mayor and city Council are discussing.

city council meetings on emails.

How our council members vote on each issue.

more discussion on issues the Council is going to vote on

Perhaps little biographies of the council members to know more about them.

Email Council Minutes and Agendas

Topic: How to get Involved

how to become more involved

I love that the emails mention topics and then provide a link to the blog. Very effective. I'd love, love to know more about volunteer opportunities. I've looks on line for that info and find some, but I bet there is more than is listed on line.

I would like to know about volunteer opportunities and any and all activities that I can do with my family.

Opportunities to be involved in city events/polices.

Topic: Miscellaneous

Future Projects

Everything, and be able to access it through email. social Media, and Website

My TV does not feature channel 17, the City news, and I really miss it. I like to know all of the above about our city.

rec center

For urgent updates, I would prefer a text message.

A water pressure map to show what pressures are for each zone in the city and which areas need pressure reducing valves.

Accessing city leadership

available meeting rooms for occasional private use, sometimes a series of 1 hr. religious services.

Best if all this information is communicated in a consolidated email where possible.

BUDGET

Bus schedule - website

Changes in when the garbage, green can and recycling will be picked up

Emergency Preparedness what is the city plan or is there one. Meeting places etc

What other information would residents like to know about? (Responses Sorted by Topic)

Google Fiber updates

Health events

House Market Values,

How Provo is involved in issues with other states/countries, etc.

I really like getting to know the mayor through his blog and emails. I think it would be fun to get to know other city employees, like maybe a spotlight on his blog now and then highlighting some things about them and what their job entails.

I think Dish TV should be forced to carry channel 17 as a condition of doing business in Provo

I think that you are doing a pretty good job letting us know if we are willing to look and read it.

I want to know about the white circle located on my city water meter. What does it really do? Is it legal? Has it been approved by the city council and if when and could I see the notes?

I wish the program listings for channel 17 were easier to access...

I would like more detailed info and statistics on revenue, expenditures, and usage of parks&rec facilities, the golf course, and the covey center.

If I want to know something, I would like to be able to find it on my own. I don't want to feel bombarded by the City's events or other details.

Insider information

Is there any way we can add speed bumps or a stop sign down 500N? People drive way too fast and others pull out in front of people causing accidents frequently in front of my house.

it would help to have front runner info on the web site

Maybe little features on what to do in Provo.

minutes from city meetings (I have no idea where those are if they are online)

Months left for the Telecom Debt (IProvo) on the Provo City Utilities being fulfilled. I'd like to see this on the bill. That way it is even more transparent when that should go away. Thanks for putting the Telecom Debt line item on the bill.

More comprehensive categories for city events so we can know more about the things we're most interested in.

more maps

neighborhood meeting schedules and locations

New laws or problems in Provo. Much of what is in the emails I receive now and just a good website to find other info.

Orem

parking down town

Parks and Recreation updates

Positive news stories; community awards, recognitions, etc.

Progress on Google Fiber. How many installations have been completed. Comments, both good and bad, from Google Fiber users.

Public Notices

rec center closures, budget spending

Rec center programs

Rec. Center activities and classes, updates when class schedules change.

reminders about when the recycling and yard pickups are (which week of the month). Is there an easy way to get them?

Speed traps. This is stupid why do I have to pick a way to contact me if I pick No.

statistics are always interesting

street conditions in winter ... garbage/recycling pickup ...

Tips on recycling

Who decides the term of the neighborhood chair? Mine is Leo Lines and he seems uninterested and rarely holds mtngs, and doesn't care about concerns of residents in Joaquin neighborhood!.

Engagement Tools

7. The following are tools Provo City uses to engage residents.

Knowledge

a) Have you heard about this tool?

Knowledge			
Tool	Yes	No	Total
Blog	318	76	394
City Website	342	43	385
311 Call Center	174	210	384
Facebook	209	173	382
City Emails	299	88	387
Channel 17	240	143	383
Municipal Council Meetings	302	79	381
Utility Newsletter	304	80	384
Neighborhood Meetings	257	125	382
Public Hearings	252	131	383

Usage

b) How often do you use this tool?

Usage						
	Never	Rarely	Occasionally	Frequently	Daily	Total
Blog	69	68	123	71	18	349
City Website	38	88	169	68	1	364
311 Call Center	221	45	36	2	0	304
Facebook	169	48	62	29	6	314
City Emails	52	22	109	159	4	346
Channel 17	176	77	54	14	1	322
Municipal Council Meetings	159	116	64	9	0	348
Utility Newsletter	75	49	83	145	1	353
Neighborhood Meetings	144	85	82	25	0	336
Public Hearings	172	89	61	9	0	331

Satisfaction

c) How satisfied with this tool are you?

Satisfaction							
Very dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Total

Blog	5	4	2	88	25	127	64	315
City Website	3	6	26	90	49	128	29	331
311 Call Center	2	5	6	166	11	33	12	235
Facebook	1	0	4	158	24	57	11	255
City Emails	3	0	5	75	27	126	65	301
Channel 17	6	8	18	156	24	42	6	260
Municipal Council Meetings	5	7	11	167	32	47	6	275
Utility Newsletter	1	1	8	98	54	107	34	303
Neighborhood Meetings	6	11	12	138	38	53	12	270
Public Hearings	2	4	7	169	19	46	7	254

Express Personal Opinion

8. What would be your ideal venue to express personal opinions on City issues?

Ideal Venue to Express Opinions		
City Council Meeting	46	13.4%
Email	123	35.8%
Neighborhood Meeting	48	14.0%
Online Discussion Board	64	18.6%
Social Media	46	13.4%
Other	17	4.9%
Total	344	

Other Responses

What would be your ideal venue to express personal opinions on City Issues?
Topic: Personal Contact
contact w mayor or council office
depends. either Email or City Council depending on the seriousness
Pick up the phone and call the mayor.
Topic: Online Surveys
Surveys such as this
online surveys
Online Survey
Online Surveys
use qualtrics to gather public opions. have it at city meetings and other times when agendas have items that you want to put to a vote or poll
Topic: Miscellaneous
city council, neighborhood meetings
online discussion boards and social media are both places I tend to post brief opinions if/when I check in...which I don't do as often as some do.
Not sure. Most all have their purpose.
Depends on the issue, the older people in the neighborhood are not there if it is all online so the neighborhood meeting is better, and sometimes the discussion Board helps you understand all the moving parts better.
responding on the website

all of the above, and specialized groups of concerned citizens that work with city officials.

email or online discussion board

Citizen Engagement

9. A group of your peers established that Citizen Engagement is defined as a two way dialog with meaningful involvement of residents in creating civic priorities, making decisions and effectively using public resources. According to this definition, what are the barriers that Provo City needs to overcome to have successful citizen engagement?

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

Topic: Lack of Education/Knowledge on how to Involved

I think that there are barriers on both side, honestly. I think the biggest barrier for me is a lack of information and not knowing where to go to get the information I'm looking for. Oftentimes, I would like to get involved or attend a city meeting, etc but I don't have the information about the when, where, why, etc AND I don't have any background information on the current issues. If I had somewhere I could go to "catch up" on what is going on with current issues, I would be more comfortable coming to meetings and voicing my opinion or point of view. I want to be educated on the issues before I go to a meeting and hear other points of view. Also, I am a younger citizen of this city, but still old enough that I care about it and want to be involved and make it better. However, sometimes it feels like because I am part of the "younger crowd" or the "college crowd" (I am a college graduate, I just continued to live and work in the area), my opinion or point of view is discounted or would be disregarded. Where I do understand why this could happen, I also want others to understand that there are those who are in my same situation who may want to get involved in various capacities. As for me, I realize that there are those with more experience than I have. I would love to learn from their experiences to become a better citizen for this city as well as other cities I will reside within in future years.

People need to be informed about of what is going and how they can make their voices heard

I need to be informed as a citizen and I don't always know where to go to get the full story on the item needing the decision. I want it to be an unbiased source that tells me both sides and will allow me to ask clarifying questions. I would also hope that it wouldn't take a ton of time to get informed, and that I could do it on my time table.

More education about such stuff. Much of this is tediously boring to residents but many (like myself) would like to learn more. That learning would be best received in small doses. I could read and learn a whole lot by reading an email or Facebook post by the city over time, but to sit down and read documents I don't understand in language I don't understand would be overwhelming.

Making people aware of opportunities to dialog. Responding to suggestions etc.

I feel like I am fairly engaged because I make use of the resources available. I suspect the majority of Provo residents either aren't aware of these resources, or simply do not care to use them. The biggest obstacle to overcome is disinterest.

Help people get involved with citizen engagement. I don't know how to become involved or who to talk to about this.

I have not been a resident of Provo too long, but so far I have heard very little about City Meetings where I can give input in the ways mentioned above. I think notifications are a big part of this; as a younger citizen I feel uninformed as to City issues and meetings.

I think people aren't aware of resources, or times to use those resources. More signs, or emails, or whatever this survey dictates as the best way to reach citizens would make people more aware of their opportunities; unfortunately, it's their decision to USE them.

Informed citizenry, choosing of representatives to interact

I think most people don't care about being involved. When I have cared about something enough to talk to my district's city council member or participate in a public meeting, I usually give up caring pretty fast because it just isn't worth it to me personally. For example, the proposed transport utility fee seems absurdly high to me overall, so I talked to my council member and participated in a public meeting. The council didn't seem to take seriously my ideas for alternative sources of funds for road maintenance, and weren't very helpful in explaining why we needed to increase funding from 500k to 4.3million per year, other than saying a road survey was done that suggested this amount. I went as far as reading that report on road conditions, but eventually lost interest. To me the new fee will end up only a small amount of money, but to the city as a whole it is pretty huge, and I think there is probably a better solution. But because the cost to me is so low it became more expensive for me to contest the fee than to just accept it, even though perhaps contesting it would be

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

worth it to the city overall. This is a common problem for representative governments in general. I don't really know how to fix it.

making the citizens of provo know their input is valuable.

Whatever they venue, making sure we stay on point, not allow it to be a place for venting personal issues.

Better explanation as to HOW to get involved. Like the neighborhood meetings, I have no clue who in my new neighborhood the chair is or if they even hold meetings. If you are going to have a group we can talk to, make sure we are certain as to HOW to do it.

citizens need to know where and when their voices can be heard as part of this dialogue, and have the opportunity to become engaged in the process before the only options are "approve" or "disapprove" of actions that are already being taken.

Education

How to engage with citizens that don't attend college, don't have kids in school, and aren't LDS. I feel like I'm largely ignored if it wasn't for the emails.

informing residents on what is available

Knowledge about appropriate times and places to have this dialog.

Letting people know about public communication resources.

making sure residents know where meetings are held and if everyone is welcome

not interested

Not knowing who to contact.

Providing access to those who may not have the education and/or familiarity with more recent communication tools in order to participate.

senior citizen activities that we can actually use because we know about them

We are recent residents but familiar with Provo up to a point. You may already have resources in place for individual or neighborhood issues. So knowing who to call on issues outside the norm would be nice, if I understand the question correctly.

We need to know how to get in touch with the representative for our area.

Topic: Use Various Methods for Increasing Dialogue

Open to several types of communication sources to help those young and old voice their opinions

People can't go to city meetings all the time. We have lives to lead. This is by no means an indication that we don't care. Letting people know what is going on by a variety of means would be helpful. I don't do social media but a lot of people do. Some people don't have internet, or computers, so snail mail would have to be done for some residents. Ask the residents how they want to be contacted. I really only know what is going on in downtown Provo if I physically go there and look. And Provo needs to be more inviting. Don't know how to do that. However Center Street from 4th west down south west is an eyesore. The new Pioneer park is wonderful and we have taken our grandchildren there. But the surrounding area needs work. Is there a plan?

More means than just meetings to communicate....I know I could probably email someone or find the info. somewhere but don't know how. I hate going to city council meetings or neighborhood meetings because I either don't get the courage to speak or get too bored listening to everyone else gripe!

I have seen many online social media discussions that seem to stress a one sided opinion. I believe to have relevant discussions something like a conference Skype, an open led discussion either on the neighborhood level or a common interest board would be much more effective than anonymous online experiences.

The city has a technology barrier. IE. I / Host city meetings online and and a survey at the same time so that those of us who can't attend could still chime In and u would have a way to structure the data and report on it.

Polls, surveys, votes

Put out information in the newsletter that comes with our utility bill regarding upcoming issues such as road construction, proposed bike trails and the new bus system that will take over our streets prior to the councils voting on these city wide issues.

engage in social media. City Council meetings seem to be lacking as a means to express concerns

Get a mobile app.

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

Mobile app to take request on

Public meetings turn into shouting matches. Those who are motivated on a topic show up and no other opinions are heard. I think that email or social media would be a good way to handle the two way dialog, particularly if all of the yelling on a topic could be grouped and responded to as a group rather than overwhelming Facebook, for instance.

Realize that not everyone takes the daily herald and needs to find out about city issues another way..... Emails,social media,...

The main barrier is for older citizens who still prefer to get their information through the newspaper. I think the better sources are mailings or social media. I would like to always receive the city activities booklet in the mail too.

Too many different ways of communicating. Maybe a specific site for Citizen Engagement only.

Tying all forms of communication into one, message boards, emails, letters, one on one exchanges all need to be funneled into one place for proper diverse perspective. Some only use one form of communication, etc.

Use online discussion

Topic: Increase Communication with Residents and Seek Feedback

It needs a better forum for dialog.

It needs citizen input to understand what should be the high priorities for our citizens.

It needs to get BYU onboard with city planning. Overcome "townies" vs. "students" mentality.

Just getting more information to residents and then the citizens having an easy way to get opinions back to the city

Let the people know what issues need to be discussed are though email or newsletter, when and where the meetings will be held or how the Provo citizens can give their opinions. An online discussion board will be great, and promote that tool to be used by Provo citizens.

Making sure that all residents can be heard. However, with that being said, Provo City needs to be careful not to "buckle" under pressure from a few people if it means sacrificing what has made this City great to begin with. Provo City also needs to be open-minded in making decisions and not just thinking their way is the only way.

more meaningful involvement with residents

You've heard the adage "the squeaky wheel gets the grease". Sometimes the noisiest amongst us gets heard the most and it is assumed that they represent the majority simply they talk the loudest. As Provo City seeks successful citizen engagement perhaps they can look past the noise makers to those in the community who have been stable, consistent contributors, not seeking attention but quietly doing what needs to be done in their own way in their own little corner of Provo. Sometimes these people won't vie for attention but would serve if asked and would contribute greatly to the whole of Provo.

Offer more opportunities to openly communicate with city officials.

Cross-city collaboration - communication between the different areas of the city to determine common priorities.

Getting a larger percentage of the population involved in that dialog. Few people show up for meetings or even to vote.

Most people don't know what they want. We need to get as many good ideas from residents who have them, and then get these out to more residents, show them the options and help decide what they want most.

everyone needs to know and care

Making sure all activities the city engages in are transparent and responsible city reps are accountable for all actions taken by the city. / Allow actual dialog to occur between officials and residents.

It would be nice to have a balance of residents and renters in different situations w/no conflict of interests other than the best interest of Provo.

Better communication to citizens

Clear communication channels and forums with input from the city leadership.

Communication

Communication is key! I believe that Mayor Curtis is making positive strides with the emails and blog.

Communication to all Residents. Possibly changing the process of selection to these peer groups, for instance randomly selecting at least part of a peer group. This would give infuse a broader perspective into discussions. There are many people who would serve, but might not deem themselves qualified.

Communicaton

Contact your citizens!

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

Create an easy way to provide and review input from others, and have that announced through email and social media avenues.

Do better at announcing town meetings.

Find a way to communicate with everyone

Getting the word out

Getting the word out! Letting people know ahead of time, not the day or two days before.

I think more resources like the mayor's blog and twitter feed would make it easier for citizens to be more informed and to become engaged. I get most of my information about local issues from those.

I think the barriers are created by residents lacking information. So Provo City can work on spreading information - which is what this survey seems to be all about.

Information.

Involvement needs to include all areas of Provo, not just downtown/historic residents. #WestSide

Lack of information and disinformation to citizens. I usually simply don't know what is being discussed that might impact me. The city as a whole has pretty good information outlets, but my neighborhood specifically is not set up well to disseminate information. I would like updates from my neighborhood chair, preferably through email, even if s/he just forwards emails or newsletters from the city that impact our area of Provo.

Lack of information... Like not knowing about the meetings or activities just because I don't check your Facebook page.

Lack of knowledge of issues, lack of citizen's time, lack of city employees' time, lack of interest

More effective notice for meetings and discussions.

More open mindedness and make sure all information is available to all so meaning full dialog's can happen

Only the elite get involved. It's a power thing.

reach out more, target citizens that are hard to reach.

There needs to be someone accessible on the city side to make it work.

Verify notices are being sent to good addresses and not assuming notices have been received.

they need to do a better job of listening. For example, nearly all of the "engagement" tools you listed previously are useful for disseminating information to citizens, but pretty much useless for engaging citizens in a conversation and gaining understanding of citizen preferences. Neighborhood meetings might fill this void, but the meetings are held irregularly and there is little indication that there is systematic information flow back to the city administration.

Facilitate the two way dialog

taking time to ensure that citizens have opportunities to express their concerns.

they need to let citizens know that they can and that they'r involvement is needed. either through social media, email, or letters

When making decisions could you do some surveys and get the input from the citizens

Topic: Increase Accessibility and Hold Meetings at a Good Time and Place

Have online engagement access to meetings and other venues (e.g. Skype, Facetime, webinar or online town hall meeting)

make times available that the normal person can be involve, not just the people that support an elected official campaign. Nobody has done anything to ask my opinion. Open dialog means two or more people talking together, not just at meetings.

decent, comfortable convenient meeting space and truely engaged neighborhood chairs that have ways to connect to us

Listing locations and agenda of all community meetings.

Matching interested people with the time available to work together.

More information about the times, locations, and dates of city meetings should be advertised.

more local meetings

Not everybody wants to attend a meeting to get information and/or discuss things regarding the City. A meeting involves leaving scheduling in the time, making sure you can attend, leaving home and possibly needing babysitters for something that doesn't seem so important that you need to get a sitter. Using social media or other technologies makes it easier for me because I don't have to leave home and I can check into what is going on at any time of day.

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

NOT MAKE EVERYTHING AT NIGHT, SOME OF US CANNOT SEE TO DRIVE IN THE DARK

regular meetings with its citizens about the issues. The Mayor does a good job of making it seem cool and hip to care about the city. Engage citizens in each neighborhood, maybe of differing age groups, ethnicities and gender to inform the public. CREATE A MORE BABY FRIENDLY AND KID FRIENDLY ATMOSPHERE, so that more mothers can be involved.

Time and effort. For me to look at the website and be able to pick and choose what to respond to at my own leisure and voice my opinion is great.

Joaquin neighborhood needs a neighborhood chair who actually represents the interests of residents, rather than his own business interests. / Municipal council study sessions and meetings should be held at times when it is more convenient for residents to attend and/or view. / Municipal council study sessions should be televised and available for viewing on the website. / The real estate and rental industrial complex believes they should make decisions for Provo residents. We need city leaders who are not beholden to these special interests.

Lack of public interaction and venues for open opinion forums.

Listening carefully to the residents--and not just brushing off their concerns

A time and a place that we would feel comfortable.

Create an environment for us to express our concerns (after being informed) in a less intimidating way than attending a city council meeting. These are broadcast on tv and even for people like me who have strong opinions and usually am not afraid to stand up and talk, am very intimidated. Not to mention the schedule doesn't always fit my needs. Neighborhood meetings and email are way less intimidating.

create more opportunities to meet with decision makers (mayor, council members, department heads)

Easier ways to be heard. I've never had a meeting that I cared about at a time when I could attend. I don't have crazy work hours or anything. Maybe other forums to communicate to the city where we need help and ways to come up with ideas together.

Forums that are small enough that conversations are meaningful. Most neighborhood meetings are with talking heads, people have agendas, give you their reasons and then let a few people ask questions. Even if you have a chance to talk one on one it is so short a time or becomes onerous to all involved. I would be more willing to have you send out requests for opinions over email and then respond that way. I would have time to think through the issue before responding and you could then have them sorted when it is convenient. Just limit the number of words so as to not get books on the subject.

It is relatively easy to post things on a website or social media (which should be done) and even to do a survey. I think the most effective thing is to have good neighborhood meetings where we can talk to city officials and/or council and mayor and they can talk about what is happening in the city and that neighborhood. The biggest barrier is making it known when those will be and holding them frequently enough to have a good relationship. People are busy, so it has to be convenient for the maximum number of people - at night and there probably ought to be some food.

Make us aware of meetings, reminding us of the meetings, and making the meeting as convenient as possible for most people.

Making it convenient to have the discussion. Use a Google Group or some kind of other open forum for the discussion.

This sounds like a physical meeting, so the barrier would be the time slot to meet everyone's needs.

Time and notification process.

Accessibility at all items

Become more available. Although I feel like the mayor is really trying to do that.

Break the city into sections and have one or two representatives from that area meet periodically to discuss issues of the city.

Citizens need to feel that they have accessible outlets to give their opinions with the knowledge that they will be recognized. I think a more involved social media presence would encourage citizens to interact more than a town meeting, since the citizen feels more likely to be recognized.

Less confrontational neighborhood meetings. More listening to regular citizens over those already on boards.

opportunities to meet in small groups with city leaders

People have to want this kind of involvement. I think we are lazy and so busy with other things that we kind of our our trust in our leaders that they will do the right thing.

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

Provide an easy way for that dialog to occur.

The biggest barrier to overcome to have successful citizen engagement would be making communication and participation easier. As a citizen I need to know when there is an issue that I may be able to influence. It needs to be easy to learn about the issue (both sides) and then have an easy way to provide my opinion or feedback. It seems that in the past (meaning years ago) cities have tried to accomplish this through meetings. But in meetings it is hard to really learn about the issues and provide feedback due to time limitations. Also due to schedule limitations, it is sometimes very hard and/or impossible to attend the meetings.

understanding availability

Topic: Residents Need to Take an Active Part to be Engaged

FOR ME IT IS GREAT. MY CONCERN IS THAT ALMOST ALL OF MY NEIGHBORS DON'T CARE 15% VOTE.I NEVER HEAR ABOUT NEIGHBORHOOD MEETINGS. IF WE HAD THEM AND WERE WELL PUBLISHED I MAY BE ABLE TO GET SOME FOLKS TO ATTEND. / NEED TO LOOK AT EVERY OPPORTUNITY. I THINK THE YOUNG COMPUTER NERDS CALL IT GOING VIRAL. / / SPEAKING IN HIGH AND JR HI GETTING KIDS INVOLVED. SOME PARENTS MAY WONDER WHAT THEIR KIDS ARE DOING AND COME AND SEE. HELPING HIGH SCHOOL IMPROVE THEIR ELECTIONS. COACHING FOR CANDIDATES ON PUBLIC SPEAKING, INVOLVEMENT IN STUDENT GOVERNMENT. / / LETTING PROVO CITIZENS KNOW ABOUT SERVICE OPPORTUNITIES IN THE COMMUNITY. INVOLVED FOLKS START TO CARE ABOUT OTHER THINGS. EMPLOYEE OF THE MONTH ANNOUNCED ON NEWS MEDIA HAVE THEM TELL WHAT THEIR JOB AND DEPARTMENTS DO. / / ENCOURAGE AND MAKE IT EASY FOR STUDENT TOURS OF CITY FUNCTIONS (MUST HAVE ADULTS WITH. WATER POLICE CITY COUNCIL EVERY DEPARTMENT. GREAT FOR CAREERS. ENCOURAGE EMPLOYEES TO TALK TO FOLKS ABOUT WHAT THEIR DEPARTMENT DOES. ASK ALL EMPLOYEES FOR IDEAS ON HOW CAN WE MAKE PROVO CITIZENS AWARE AND INVOLVED. WHEN YOU THINK YOU ARE AT OVER KILL YOU HAVE ACHIEVED 15% KEEP ON GOING. YEARS AGO WHEN I DID MANAGEMENT TRAINING WE CAME ACROSS THIS IDEA . WANT TO REACH A PERSON, THINK OF A HARP. STRUM EACH STRING. WHEN YOU NOTICE A REVERBERATION IN AN INDIVIDUAL KEEP PLAYING THAT STRING FOR THEM. THEN GO IN TO THE NEXT PERSON. / / NOT EVERYONE LIKES YELLOW TULIPS SO YOUR GARDEN MUST HAVE MANY FLOWERS.

Have people interested in hearing more than one facet of the problem and be open-minded, knowing that the best way to serve the people of Provo is to hear and listen to the suggestions and consider them. Not all the the city leaders are always rights.

I don't have an answer as to "how" to make it happen, but I think we need to break down the complacency. It is too easy to ignore issues that should be discussed when we are generally ok. We just go along with things until it is too late to make input.

Less Apathy - More Involvement

Getting everyone onto some sort of technology/computer

Getting people involved and participating. I think with Google Fiber bringing internet to every home, we should be able to get more people participating in surveys like this and more families being "in the know" about community events. We've got a great thing going in Provo right now, Thanks for all your efforts!

I just need to make it a priority and figure out where and when I'd like to give my input, and make time in my schedule.

People with extreme views that "represent" the general population.

More involvement from Provo residents.

be more personally involved

Citizens need to get involved. Provo City does a GREAT job at allowing full access to so many resources. It's the most interactive city I've lived in.

Get people to see that local issues are as important as national ones. People can easily get preoccupied with what's happening in Washington D.C., they don't have any attention left to pay to local issues.

Having families involved not just individuals.

I think Provo City is doing a great job. I think the citizens are the ones who cause the barriers by not being involved.

I think the city is doing a good job getting the word out but sometimes the best thing is an email or post of a friend that knows the issue well to give you a heads up with a little background info to help you put something in contact.

More residents involved

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

More willing souls.

None. All of the tools are here, we just need to take hold of them.

Participation, people are busy.

somehow getting the college students engaged

The city does a great job. Citizens ought to take responsibility for engaging with the community in which we live.

They need to know about the issues enough to care about the issues.

apathetic citizens

Apathy

Apathy

Apathy

Apathy is probably one of the biggest reasons people don't get involved. Lack of time is probably another. Also not knowing what is needed, perhaps as far as volunteer opportunities are concerned. I'm sure the last one could be posted on the city website along with employment opportunities.

Apathy is the biggest barrier. Appeal to individuals to each preference.

Apathy, and effective channels to let citizens know the issues and what they can do to help.

Apathy, the perception that others will take care of our problems for us, and a feeling that community involvement must be a huge time commitment.

Apathy.

Apathy. Good luck with that. A city can only do so much. It falls on the citizens to choose to become involved. So long as there is an effective way to the people to communicate when they feel the need/want, I think the City has fulfilled its primary obligation. It helps to be actively engaged in the technical arenas of social networking, TV, blogs, email, etc. Still, I'm afraid the main obstacle is the people themselves.

Apathy. Noone cares until something is in their back yard. Why did pleasant view not complain about the greater-than-nine-story Kimball Tower, or the Nu Skin building, or Novell building, but the MTC would affect their view so they complain. No clear way to resolve apathy other than to put something in someone's area of concern.

Easier ways for individuals to communicate and provide input.

I think it is not barriers as much as a problem or cause what is interested in have Provo city address or implement.

indifference, ignorance.

peoples lack of interest or too busy with other aspects of their lives

Topic: Administrators Need to Follow Up on Input and be Transparent

As a citizen, I would like transparency in my local government. I would like to know the city's interests and what they are doing to pursue them. A community that feels comfortable in sharing its voice is a community that is going to move forward.

Honesty before hand !

More publicity about where these decisions are made, when these meetings are held, and what we can each do at these meetings.

more transparency

Provo's politicians do so much of the city's business shielded from public view and scrutiny.

Transparency (e.g., revealing conflicts of interest, etc.) and increasing public awareness in a manner that promotes involvement (i.e., instead of advertising "discussion of subplot A re-zoning," tell people, "discussion of new high rise plans for Edgemont neighborhood.")

Transparency between what the citizens are saying and what the City is doing, and communicating that effectively. Is a tough information problem.

easy to do. We need to see some action taken on what we say.

have departments where concerns exist acknowledge those concerns and address them. For example, I would use the library but since I had a card 20 years ago, they want to charge me for a new card. I consider this unfair, but the library doesn't seem to care!! I phoned for police protection years ago, and NEVER received a response until I wrote the chief. What's up with that. These are examples of departments not addressing concerns of citizens. (Perhaps it is better now, I

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

haven't tried in a while since I have given up on receiving help.)

In past neighborhood meetings the city staff has rarely actually listened to the citizens. Promises are made and rarely kept.

people need to know that their opinion counts. People also need to have a desire to be more engaged. Not sure how to do that

Perception by many that if you're not LDS in Provo, your opinion doesn't count

Take input seriously when neighborhoods come together on an issue facing that neighborhood. Then after decisions are made by consensus don't change the decisions without further input from those that are affected the most.

Taking every request seriously enough to have someone investigate it's merit.

when residents work their butt off to get a bike plan implemented in the city and lazy spineless politicians look the other way.

Topic: Provo is On the Right Track

I believe I can engage the city officials any time I need to. I believe the accessibility is already there. It is just a matter of time and priorities.

I think Provo is doing well

I think Provo is a good place to live. I'm personally always busy to make a living. I just hope I have extra time to relax.

I think the city is doing a good job. I do not feel that there are barriers put up by the city.

I THINK THEY ARE DOING A GREAT JOB

I think you are doing just fine

I think you are on the right track. Just more neighborhood knowledge of events. community

I think your web site is ideal for disseminating dialog

I think, with your involvement in social media and email, you are doing a great job.

Topic: Miscellaneous

I don't know that there are any barriers. People need to know that their input is important, but nobody wants to feel like they HAVE to have something to say about every single issue. At least I don't. Probably if I received notifications by email of new information or messages on the Provo City website or Facebook page, I would check in, but I don't check in regularly to my own Facebook page, let alone anyone else's. I work full time and have a full personal (family/church/community) schedule as well. Provo City is doing great without my everyday check-in. But I appreciate the opportunity to know more as I need to. For example, if I were retired and wanted to know more about volunteer opportunities in the city, I'd go to the website to check them out. If I wanted to know what events were happening this weekend, I would always appreciate knowing I could go to the website to find a listing. Maybe the time will come when I'll be happy to be more involved in actually posting or notifying others about such events or opportunities. But for right now, I'm happy to be a satisfied customer. Thank you!

I don't see any, except some of the activists are over zealous and unduly complicate a process that works fairly well...

I don't think there are barriers.

A group of busybodies that will take my high priority issue and meld it into their priorities, essentially deprioritizing me. It is the individual attention I have received that leaves me with a warm fuzzy - well, excepting the occasional individual attention from the police department

Adhere to the US Constitution, for once. They continue to violate the first amendment, second amendment, fourth amendment, fifth amendment. They also violate Utah State laws, because there is an evil socialistic agenda at play.

Buy-in and equal voice representation

During public meetings, the Council and Administration are barred from responding to comments from Provo citizens. I think that's a sham, the City says they're interested in opening a dialogue and we're told Council can't talk in the public meeting to me as I just expressed my concern over varying issues. It seems like a cop out.

I have no issues at this time except landlords not taking care of their property.

I think a lot of the employees in charge of image and things that represent Provo need to go to a class where they learn to become true public servants, and give up their "dig in their heels" need to control things and force their vision on us. I think we should collaborate to create a common vision, not be told (hard sell) why their vision is the one for us.

I think more use could be made of neighborhood meetings with the chair being perhaps more proactive with issues

Free Response to How Provo can be Successfully Engaging Residents (Response Sorted by Topic)

coming down from the City

Information about the website and facebook

Institute some ethics standards, in writing, in Provo City Code. The who, what, when, where, how and why "specifics" would need to be determined by a panel of concerned/engaged citizens with an arbitrary third-party facilitator to write the recommendations to introduce concise ethics standards into Provo City Code.

invites and help with second language speakers

more info in the local newspaper

more information in the Daily Herald

Neighborhood Chairs should not be the go between. They assume too much authority.

Please understand that we have very busy lives and although we personally would love to be more involved because of time constraints we sometimes can't. But that doesn't necessarily mean we don't care.

ship all the crazy people out up to Orem please. If you need any suggestions just go off of the Our Provo FB page :)

So much of our energy is used in just trying to survive, and each month it seems like it gets more difficult financially. Our hours are consumed with trying to come up with more creative ways of making ends meet. / /

The same people do all the same things. You have to be a notable person before you get to sit or help with most things in the city.

the secretive nature of the neighborhood meetings /

There are lots of well intended ideas that will take too much resources, and will eventually hurt to those they should help.

They are boring. Younger families don't want to bring their kids as a distraction. Maybe have kid toys or a designated kid area.

they are doing pretty good i think!

When are these neighborhood meetings that keep being referred to in this survey? Does the city sponsor these or am I supposed to be doing this as a neighborhood vice chair?

City Council Meetings should be announced through e-mail with agenda items listed at least one week in advance.

Diseminating information to the public. I think if people were able to opt into information being sent to them in a given way, i.e. text messages, email, post mail, newsletters, website, etc., they would be more willing to listen. Since all the communication from the City often feels like it is grouped together, it is hard for a citizen to know what to pay attention to when it all looks the same. If they could choose how to receive information they felt was important, then they would be more likely to listen to it.

I just don't know what can be done about issues. How much can the city really do? I don't have much civic participation experience. If there was some sort of information page where grievances can be expressed and feasible solutions, I think it would help people to know how/why to be involved.

Inviting people personally to become involved/

More opportunities to be involved.

Open invitations for citizens to volunteer, participate with various city departments/groups, etc. Kind of like the LDS Church has their volunteer technical program, overseen by church employees.

Stop letting the city council plow over the desires of the residents.

Be willing to listen to the citizens, and don't just disregard our opinions and concerns.

City Council meetings tend to be too one sided....have little time for citizen input and then there's little if any follow-up on the part of the city.

Ways to communicate decisions and upcoming events. I actually think Provo City does a good job of this. You can usually find the info if you are interested it trying / to find it.

Motivation

10. What would motivate you to become more involved with Provo City?

What would motivate you to become more involved with Provo City? (Response divided by Topic)

Topic: Administrators Need to Make it Easier to be Involved

Convenience.

Earlier and more frequent notification. Also times that are outside normal business hours so that I can participate.
Convenience of a mobile app and not freakishly long surveys like this that I'm trying to do on my cell phone
Ease
better dialogue with decision makers on policies
easier access to information so that I realize when it is pertinent to me and my family
Easier online tools
Email notifications helps a lot.
Functional resource center on web that lets citizens of the city know ALL city issues .
Hold meetings in the evening as I work out of the area and don't have luxury of leaving work for a city meeting.
I already am motivated by Mayor Curtis' accessibility through his use of social media because I am more aware of city events, municipal election dates, and construction updates.
I would like it to be easier for me to access the agendas for upcoming council meetings. Perhaps by a direct link in regular email. Last time I looked I had to go through several layers of the city website, and each one took a long time to load.
If I could participate online at my own convenience
If I knew there were an easily accessible forum where I could have my opinions recognized, I would be more inclined to be involved. I'd even go to city council meetings if I didn't feel like they'd just be a mundane use of time where little would be accomplished.
If there were indoor tennis courts in Provo I'd do anything in the world to be involved! LOL. Truly, I would be more motivated if I had an easier way to express my thoughts without being bombarded later politically by those running for office. Translated: (I went to a neighborhood caucus and ended up having every politician add me to their DO CALL list and it turned me off to anything involving the city. Sad to say :-)
It's a difficult for renters to feel/be involved with city issues. I would like more opportunities to communicate with city officials.
Make it easier to be heard.
make it easier to communicate back and forth - for example, via e-mail
making sure there are more options for meetings than 1. (one date, etc. sometimes a certain date doesn't work.
More online tools to know the issues and be able to share opinions and/or vote on solutions. This would make it easy for citizens to spend a little time when he/she has the time to spend. Frequently scheduled meetings conflict with other personal commitments and make participation difficult.
more time, more approachable situations to express concerns after being informed on issues early in the legislative process
more ways to become involved on my own time - opportunities to participate virtually (website forums, email conversations, etc) since my time is so limited
Regular emails concerning key issues and time for open discussions
Simplicity
Time, City Council meetings are on a night I am always committed. Social Media and online tools may be the best for this reason.
Time, interest, availability, meetings at a school closer to my house.
Topic: Residents want greater Awareness and Knowledge about Events
simple awareness
awareness
Being aware of things that affect me.
being more informed.
Greater knowledge of opportunities to get involved.
I probably need to pay more attention to the city website. Now that I'm retired, I can probably get more involved.
I think just an awareness of what is going on - the updates could come from social media - and then links to how I can get involved. The Mayor's blog would be great if there were more updates and expanded to include more.
If I knew more. I don't like feeling stupid and ignorant. I wouldn't know where to start.
A greater knowledge of what is happening in the community. Receiving emails from the mayor has already made me feel

much more included in the community and made me want to become more involved!
communication about the possible opportunities
more knowledge and info
knowing what is happening ahead of when it happens
a need to be informed
I WANT TO BE MORE INVOLVED! I need access to information.
If I could find a committee or group that I can help out with in spite of a full time work schedule.
If I knew of more volunteer projects, both ongoing and short term. For example, I currently volunteer in Orem because I learned of an elementary school there asking for reading tutors. I live right by two elem schools here in Provo and would love to help them out! In the past I was on a volunteer email list where I was able to get involved with city events like the kids' Easter Egg hunt and Tom Sawyer Day(?). Somewhere along the line I got bumped from that list, but would love to be on it again. Learning of short-term or one-day volunteer requests would be fabulous. As far as Citizen Engagement goes, I honestly didn't know there was an open door that way. I trust the mayor and city council and thought that the importance of my input was at the ballot box. It's good to know that Citizen Engagement is a goal of the city. Man, what a long answer! You still reading this?
knowing and understanding events that would make changes.
Knowing the issues and how I can have a positive effect on them.
Knowing the issues.
Knowing what's happening in the city
Knowing where we are headed as a city prior to the events taking place.
knowledge about what is going on--Im in the dark most of the time
Letting me know when the meeting is and what will be discussed.
now knowing when city council meetings are.
relevant issue
Schedule of meetings
Seeing some resoult
The more information published through social media makes me feel more connected and a part of the city community. Then it's up to me what I want to branch out and become more involved in.
Topic: Residents Want An Invitation/Knowledge on How to be Involved
A specific responsibility
An invitation to participate.
As a student, my time is limited so it's difficult to say right now. I think I would be more motivated to be involved if I knew how I could contribute to my neighborhood and the City.
Being invited to do something specifically.
employment/ volunteer opportunities
information on how?? i have no idea and I've lived here 6 years.
just finding the right opportunity
Knowing how to become more involved in the first place.
knowing more about volunteer opportunities
knowing what opporunities are available
knowing when and how
knowing where to begin, this survey is a good start
Learning of a way in which I could meaningfully contribute for an extended period of time
Maybe a volunteer position that involved a few hours a month.
more city wide Service
more information about how I can do so
more knowledge into how. See previous comments

more opportunities for education, feeling like my opinions are being actively sought and listened to
People I know encouraging me to come out.
perhaps volunteer opportunities
Someone I knew who would go with me to city council meetings, bike rallies, etc.
To learn more about volunteer possibilities
What can I do to be helpful? And how can I find out?
When I retire. Knowing more about upcoming issues I might be interested in.
Topic: A Family Friendly Atmosphere
A more kid friendly atmosphere, so that I can come to the meetings without the burden of finding a baby sitter, or missing most of it because my child can't keep still and quiet.
ability to bring kids to meetings, etc. have done this, but it's tough to keep them quiet enough :)
Accessible meetings for Mothers or those who have children
volunteer opportunities where the whole family can help.
Topic: Acknowledgement that My Opinion will be Heard
Acceptance on an equal footing with my LDS neighbors
Actually being able to change things rather than wasting money and time just to hear that there is nothing that I can do.
An assurance that the good of the City was being considered and not political agendas--I know that is idealistic
Ask me, tell me what opportunities there are for service. Not having endless meetings with little or no real progress and then ending up doing things as they have always been done anyways.
Better communication and knowing that my input was seriously considered.
Evidence that the mayor and municipal council actually pay attention to residents.
Feeling like I could make a difference
Feeling needed would motivate me.
feeling that I would be taken seriously as a moderate
Feeling that my talents are needed.
Feeling that the City Council would actually take the residents' advice, rather than what they have already decided prior to the council meeting
Feeling useful
Finding a niche where I felt I could best make a difference with my interests and talents, in a way that wouldn't overwhelm my schedule.
For me not much, but others will need to know that they really can make a difference.
Having my input actually put into action and not just told to write them
I need to be convinced that if I spend my time the Mayor, Council and senior administrators will listen.I don't expect them to always agree with me.
If I felt I could make a difference in the lives of others.
If I felt like my involvement would actually be effective.
If I felt my voice would be heard and my opinion would matter
If I started to see an increase of government control by passing of over-reaching policies and regulation.
IF I THOUGHT THAT SOMEONE WAS REALLY LISTENING TO ME. I HAVE LIVED HERE ALL MY LIFE AND HAVE SAW MANY CHANGES.
if my city council person would get back to me in less than the 6 plus weeks it took him too.... after i left a message on his phone answering machine sept.23....just shows you really don't care or want to be bothered.
If they listened. I feel like they don't listen to me.
knowing for sure that things have not already been decided
knowing my voice was heard.
Knowing someone is really listening and interested in what I have to say.
Knowing that city employees would take concerns seriously, which (with street construction and other projects) they don't

seem to care that much (maybe they live in a different city and don't have to deal with it?)
Knowing that my voice actually mattered.
More reaching for yes, less no.
More responsiveness on the part of the city
personal reasons right now.
Same as above, knowing that the city including the mayor care about what we as the citizens feel and want. Also, if the mayor and other members of Provo city including the council are more concerned about what is best for the citizens and not for their own selves.
seeing concerns addressed
Some indication that becoming involved would make a difference and not just be something you want to do to look good.
the conviction that someone is listening, that minority points of view won't be ignored outright, that the city will prioritize quality of life issues over all others.
The feeling that input and involvement mattered, and better health.
To feel I actually being listened to. My ideas don't have to implemented, just sincerely listened to and considered.
If I felt like my input would be valuable.
Topic: The Issue Needs to be Something that I am Passionate About
A need to fix/improve something; I am satisfied and not feeling a great need for change
A proposed policy that affected me personally to a large enough degree for it to be worth spending my time supporting or opposing it. Also getting paid to contribute to policy discussion would motivate me to participate.
An issue I cared about: roads and traffic, police and tickets, crime
An issue that I was passionate about
As issues arise which potentially effect me, my business, my family, and my neighborhood, I get involved. Most of the time, quiet and peaceful enjoyment is what I prefer.
Finding something I was passionate about and able to work it into my schedule.
I am motivated and plan on doing more in 2014. What makes me feel this way is the upbeat feeling of wanting to be part of progress and innovation. I like the people in charge and feel like I would like to be part of the process.
I get involved when there is something going on that I feel strongly about
If I felt strongly about an issue.
If I knew there was something that I was passionate about
If something appears to need my input... you will hear from me
If there were and issue I felt strongly about that I felt was not being addressed.
if there were significant issues that bothered me
Me
More issues that effect me directly
More knowledge about City issues that impact me in my nearly-retired, grandmotherly state. My life is full and busy, and I don't know that I feel a need to have more knowledge or more involvement in other areas that don't impact me directly. I'm grateful for the good leadership that makes Provo a safe, healthy place to live for me and my family. Thank you!
Myself
Not sure.
Nothing - I get involved in the issues I am concerned about
Personal development (nothing you currently aren't doing).
Probably something in my personal circumstance that was impacted by a city practice or decision
programs I wouldlike to be a part of progr
Understanding what decisions are being made that merit my input and knowing how they influence me.
Volunteer opportunities that I find meaningful
Some burning issue

An idea of how relevant that kind of thing would be to me
not sure. I have to want to be involved. I think it's me.
Topic: More Time
Having more time to attend council meetings.
Having more time! We are currently serving a local mission for the LDS Church, and are heavily involved in other volunteer work.
I care for my elderly father. Time precludes further involvement.
I feel to busy right now.
I have been very involved in the PTA and I am a teacher. I don't know how much more time I have to become involved.
I just don't have time with raising two twin toddlers.
I just need more time. I would love to be more involved.
I love Provo City, and am very grateful for those that serve. I think if I weren't so strapped financially, I would have more time, and mental energy, to participate more.
I simply want to be more involved but I have little time due to work and family obligations
If I didn't have to work and provide for my family I might have a little more time to be more involved.
If I had the time.
I'm involed as much as I can until my children get older and I have more time
Involvement on my time--when I am free to be involved.
Just different time in my life. Wait until I don't have young children at home.
Less church stuff.... :)
more available time
More free time.
MORE PERSONAL TIME AND HEALTH
more time
MORE TIME
more time -- my fault not yours.
more time and a better understanding of issues
More time to become more involved.
more time, and more information
more time, better health
More time, more money
More time.
More time.
Having more time.
More time, and more opportunities to involve the neighborhood, and hoping the City would truly listen to residents.
More time. I currently work for Provo City and live in the city, so I do what I can since this is my home. But free time is sacred.
More time. I have attended some city neighborhood meetings, but sometimes my schedule doesn't allow me to attend some. Maybe at another time in life it will be easier.
More time. If I bought a house.
more time. too much time spent on family, job, church and scouting positions.
More time:)

The invention of a 25th hour in the day.
Time and money
Time, as a former police officer from Minnesota I have an understanding of a working City.
Time. It's difficult to get away from family & church & work & school responsibilities to attend more meetings.
Time/convenience to my work schedule.
time -- soon will have more
I need more available time. Maybe age, as I get older and my family grows up, I'll have more time to be more involved
I think I am already civic minded but lack time for most extracurricular things in my life right now. I always vote and try to read up on issues.
Topic: Nothing or I don't Know
Not much.
Nothing
Nothing. I want what most people want, to be left alone. To be informed. To receive attention when my feelings are hurt.
Nothing. You are doing an excellent job.
nothing at this time.
Nothing specific
unknown
unsure
don't know
don't know
don't know
I do not know
I don't know
I don't know
no comment
Not
Not sure
Not sure
Not sure
Topic: Miscellaneous
perhaps a flyer, or posted signs in the neighborhood
Being assigned to something that I was personally invested in.
An increase in concern for the employees of Provo City.
as a neighborhood chair i'm very involved.
better health
Cure to Cancer
Fixing 500N with a stop sign or speed bumps and figuring out a way I can park in front of my own house without everyone from the neighborhood apartment complexes taking my spot
Get my sidewalk fixed then we'll talk! Right now my issue for the most part has been seriously ignored.
Good question
help from the city having neighborhood meetings, better parking around small shops
I am involved and motivated
I am motivated, it just isn't the right time in my families stage.
I don't work here and rarely shop here. I belong to the Orem Rec Center because it is so much less expensive. I feel like I don't have time to be more involved.

I feel I'm as involved as I can possibly be at this point in my life.
I love the rooftop concert series, outdoor movie nights, and other events that are focused more toward my age group. I also love the arts and city walks, farmer's markets, and anything that promotes local business. Because of the kind of work I do (non-profit work) I am highly interested in local policy creation and the community work that is being done in Provo. If I was able to self subscribe to emails/alerts about meetings or events about these things (similar to google alerts or an app that sends a notification to my phone), I would be a lot more motivated to get involved. By self-selecting the topics I want to hear about, as well as the frequency in which I receive these notifications, I would know to open the email I received or look at the notification on my phone and not ignore it. Social media is another way I access information (mostly facebook, then instagram, then twitter). Just knowing about things and feeling like I would be welcomed would be motivators.
I think I am sufficiently involved.
I tried but was told you were not interested in my services as a volunteer on a committee/board and volunteer at the performing arts center
I used to be very involved. I am old now.
I would be more motivated if I lived in Provo.
I would like to see a Senior Slow Pitch Softball League (60+ 65+ and 70+)
I would love to be involved so we get rid of HOA's.
If more and more left wing influences take place and taxes continue to increase beyond inflation.
If our politicians were more forthright and honest about what they are doing and how it might adversely affect some of Provo's residents. Most of what the residents see are simply dog and pony shows.
if when willing to volunteer,, being selected as a volunteer. Stopped caring after being disregarded a few times. I now help other cities instead
i'm already really involved
I'm not sure.
I'm satisfied with my level of participation.
Improvement in health
Knowing that I would be here for longer than a year.
Knowing that there is hope that the city truly wants to preserve the older pioneer neighborhoods.
Less control of people's property rights by Provo City. My daughter needs to rent a room to meet her bill. Whos business is it who is inside her house or what kitchen they use. It doesn't hurt any one else.
Money
Money.
More attention being paid to smart development of the West side. We need a grocery store West of the freeway. Badly.
more cool things that the city does
More facilities. I like the Rec Center, however the water is so cold that it has put me off taking my grankids, and a neighbour said the lap pool is really cold, so I stick with BYU pools. But I can't take my grandchildren there. My 8 year old granddaughter was miserable with cold a couple of weeks ago when we went. My husband asked someone in charge why it was so cold and he said that was as warm as they could have it, but I know it has been warmer. it seems hit or miss.
More free/low cost events would be great!
More fun city events!
More interest not only in the residents but the infastructure that developers sometimes infringe upon, and are sometimes supported to.
Provo City and other that comprise the South Valley Animal Shelter district be willing to have a no-kill shelter, a trap - neuter -release program for feral cats, and work with Best Friends Animal Society like West Valley City.
yes
more opportunities for education, feeling like my opinions are being actively sought and listened to
more time and a better understanding of issues

Simplicity
Above comment
Provo City and other that comprise the South Valley Animal Shelter district be willing to have a no-kill shelter, a trap - neuter -release program for feral cats, and work with Best Friends Animal Society like West Valley City.
Myself
More time
Knowing that city employees would take concerns seriously, which (with street construction and other projects) they don't seem to care that much (maybe they live in a different city and don't have to deal with it?)
make it easier to communicate back and forth - for example, via e-mail
I care for my elderly father. Time precludes further involvement.
Me
I need more available time. Maybe age, as I get older and my family grows up, I'll have more time to be more involved
More free time.
Not much.
Earlier and more frequent notification. Also times that are outside normal business hours so that I can participate.
More time. I have attended some city neighborhood meetings, but sometimes my schedule doesn't allow me to attend some. Maybe at another time in life it will be easier.
if my city council person would get back to me in less than the 6 plus weeks it took him too.... after i left a message on his phone answering machine sept.23....just shows you really don't care or want to be bothered.
If I started to see an increase of government control by passing of over-reaching policies and regulation.
knowing what opportunities are available
Not sure
If I knew there were an easily accessible forum where I could have my opinions recognized, I would be more inclined to be involved. I'd even go to city council meetings if I didn't feel like they'd just be a mundane use of time where little would be accomplished.
Probably something in my personal circumstance that was impacted by a city practice or decision
Cure to Cancer
Fixing 500N with a stop sign or speed bumps and figuring out a way I can park in front of my own house without everyone from the neighborhood apartment complexes taking my spot
not sure. I have to want to be involved. I think it's me.
perhaps volunteer opportunities
The feeling that input and involvement mattered, and better health.
Feeling that the City Council would actually take the residents' advice, rather than what they have already decided prior to the council meeting
help from the city having neighborhood meetings, better parking around small shops
Some indication that becoming involved would make a difference and not just be something you want to do to look good.
More knowledge about City issues that impact me in my nearly-retired, grandmotherly state. My life is full and busy, and I don't know that I feel a need to have more knowledge or more involvement in other areas that don't impact me directly. I'm grateful for the good leadership that makes Provo a safe, healthy place to live for me and my family. Thank you!
making sure there are more options for meetings than 1. (one date, etc. sometimes a certain date doesn't work.
Acceptance on an equal footing with my LDS neighbors
The invention of a 25th hour in the day.
Actually being able to change things rather than wasting money and time just to hear that there is nothing that I can do.
knowing when and how
more time. too much time spent on family, job, church and scouting positions.
Maybe a volunteer position that involved a few hours a month.
more time, better health
More online tools to know the issues and be able to share opinions and/or vote on solutions. This would make it easy for

citizens to spend a little time when he/she has the time to spend. Frequently scheduled meetings conflict with other personal commitments and make participation difficult.
Improvement in health
Less church stuff.... :)
I feel to busy right now.
unsure
I am motivated and plan on doing more in 2014. What makes me feel this way is the upbeat feeling of wanting to be part of progress and innovation. I like the people in charge and feel like I would like to be part of the process.
Having my input actually put into action and not just told to write them
If something appears to need my input... you will hear from me
More free/low cost events would be great!
I am motivated; it just isn't the right time in my families stage.
being more informed.
More time, more money
I would love to be involved so we get rid of HOA's.
If I knew there was something that I was passionate about
More time
Knowing that my voice actually mattered.
Less control of people's property rights by Provo City. My daughter needs to rent a room to meet her bill. Whos business is it who is inside her house or what kitchen they use. It doesn't hurt any one else.
Money.
Having more time.
Hold meetings in the evening as I work out of the area and don't have luxury of leaving work for a city meeting.
employment/ volunteer opportunities
unknown
To learn more about volunteer possibilities
Convenience of a mobile app and not freakishly long surveys like this that I'm trying to do on my cell phone
awareness
More interest not only in the residents but the infastructure that developers sometimes infringe upon, and are sometimes supported to.
more time, and more information
Nothing - I get involved in the issues I am concerned about
An issue that I was passionate about
An issue I cared about: roads and traffic, police and tickets, crime
If our politicians were more forthright and honest about what they are doing and how it might adversely affect some of Provo's residents. Most of what the residents see are simply dog and pony shows.
Some burning issue
Knowing that I would be here for longer than a year.
don't know
More facilities. I like the Rec Center, however the water is so cold that it has put me off taking my grankids, and a neighbour said the lap pool is really cold, so I stick with BYU pools. But I can't take my grandchildren there. My 8 year old granddaughter was miserable with cold a couple of weeks ago when we went. My husband asked someone in charge why it was so cold and he said that was as warm as they could have it, but I know it has been warmer. it seems hit or miss.
To feel I actually being listened to. My ideas don't have to implemented, just sincerely listened to and considered.
For me not much, but others will need to know that they really can make a difference.
more time

I would like to see a Senior Slow Pitch Softball League (60+ 65+ and 70+)
People I know encouraging me to come out.
Having more time to attend council meetings.
If I didn't have to work and provide for my family I might have a little more time to be more involved.
Just different time in my life. Wait until I don't have young children at home.
Regular emails concerning key issues and time for open discussions
more knowledge into how. See previous comments
Schedule of meetings
Same as above, knowing that the city including the mayor care about what we as the citizens feel and want. Also, if the mayor and other members of Provo city including the council are more concerned about what is best for the citizens and not for their own selves.
If I felt I could make a difference in the lives of others.
I probably need to pay more attention to the city website. Now that I'm retired, I can probably get more involved.
feeling that I would be taken seriously as a moderate
just finding the right opportunity
nothing at this time.
knowing what is happening ahead of when it happens
I have been very involved in the PTA and I am a teacher. I don't know how much more time I have to become involved.
Time, as a former police officer from Minnesota I have an understanding of a working City.
I already am motivated by Mayor Curtis' accessibility through his use of social media because I am more aware of city events, municipal election dates, and construction updates.
Evidence that the mayor and municipal council actually pay attention to residents.
I feel I'm as involved as I can possibly be at this point in my life.
I would like it to be easier for me to access the agendas for upcoming council meetings. Perhaps by a direct link in regular email. Last time I looked I had to go through several layers of the city website, and each one took a long time to load.
Email notifications helps a lot.
Knowing the issues.
Letting me know when the meeting is and what will be discussed.
Time, City Council meetings are on a night I am always committed. Social Media and online tools may be the best for this reason.
Time and money
I'm not sure.
time -- soon will have more
personal reasons right now.
yes
More Time
When I retire. Knowing more about upcoming issues I might be interested in.
Involvement on my time--when I am free to be involved.
IF I THOUGHT THAT SOMEONE WAS REALLY LISTENING TO ME. I HAVE LIVED HERE ALL MY LIFE AND HAVE SAW MANY CHANGES.
Nothing. I want what most people want, to be left alone. To be informed. To receive attention when my feelings are hurt.
Time, interest, availability, meetings at a school closer to my house.
if there were significant issues that bothered me
Seeing some results
Feeling useful
More responsiveness on the part of the city

If I felt like my involvement would actually be effective.
Not sure
I would be more motivated if I lived in Provo.
more available time
Easier online tools
Knowing the issues and how I can have a positive effect on them.
knowing for sure that things have not already been decided
no comment
I think I am already civic minded but lack time for most extracurricular things in my life right now. I always vote and try to read up on issues.
Programs that I would to be a part of
More time.
More time to become more involved.
A greater knowledge of what is happening in the community. Receiving emails from the mayor has already made me feel much more included in the community and made me want to become more involved!
MORE TIME
...Really!
If there were and issue I felt strongly about that I felt was not being addressed.
More time:)
communication about the possible opportunities
I think I am sufficiently involved.
seeing concerns addressed
What can I do to be helpful? And how can I find out?
I used to be very involved. I am old now.
I don't know
Knowing where we are headed as a city prior to the events taking place.
More time, and more opportunities to involve the neighborhood, and hoping the City would truly listen to residents.
I WANT TO BE MORE INVOLVED! I need access to information.
Make it easier to be heard.
If I could find a committee or group that I can help out with in spite of a full time work schedule.
If I knew more. I don't like feeling stupid and ignorant. I wouldn't know where to start.
Learning of a way in which I could meaningfully contribute for an extended period of time
I don't know
information on how?? i have no idea and I've lived here 6 years.
Convenience.
Ease
If I could participate online at my own convenience
I am involved and motivated
Money
more cool things that the city does
Nothing. You are doing an excellent job.
Being aware of things that affect me.
Volunteer opportunities that I find meaningful
Time. It's difficult to get away from family & church & work & school responsibilities to attend more meetings.
as a neighborhood chair I'm very involved.

Not sure
A specific responsibility
If there were indoor tennis courts in Provo I'd do anything in the world to be involved! LOL. Truly, I would be more motivated if I had an easier way to express my thoughts without being bombarded later politically by those running for office. Translated: (I went to a neighborhood caucus and ended up having every politician add me to their DO CALL list and it turned me off to anything involving the city. Sad to say :-)
I don't work here and rairly shop here. I belong to the Orem Rec Center because it is so much less expensive. I feel like I don't have time to be more involved.
more city wide Service
perhaps a flyer, or posted signes in the neighborhood
more ways to become involved on my own time - opportunities to participate virtually (website forums, email conversations, etc) since my time is so limited
more information about how I can do so
Nothing
If I knew of more volunteer projects, both ongoing and short term. For example, I currently volunteer in Orem because I learned of an elementary school there asking for reading tutors. I live right by two elem schools here in Provo and would love to help them out! In the past I was on a volunteer email list where I was able to get involved with city events like the kids' Easter Egg hunt and Tom Sawyer Day(?). Somewhere along the line I got bumped from that list, but would love to be on it again. Learning of short-term or one-day volunteer requests would be fabulous. As far as Citizen Engagement goes, I honestly didn't know there was an open door that way. I trust the mayor and city council and thought that the importance of my input was at the ballot box. It's good to know that Citizen Engagement is a goal of the city. Man, what a long answer! You still reading this?
simple awareness
More issues that effect me directly
knowing and understanding events that would make changes.
don't know
now knowing when city council meetings are.
Knowing someone is really listening and interested in what I have to say.
I just don't have time with raising two twin toddlers.
Not
volunteer opportunities where the whole family can help.
I get involved when there is something going on that I feel strongly about
Finding something I was passionate about and able to work it into my schedule.
Being assigned to something that I was personally invested in.
more time, more approachable situations to express concerns after being informed on issues early in the legislative process
A more kid friendly atmosphere, so that I can come to the meetings without the burden of finding a baby sitter, or missing most of it because my child can't keep still and quiet.
Feeling that my talents are needed.
If I had the time.
Having more time! We are currently serving a local mission for the LDS Church, and are heavily involved in other volunteer work.
better health
I need to be convinced that if I spend my time the Mayor, Council and senior administrators will listen.I don't expect them to always agree with me.
don't know
i'm already really involved
Get my sidewalk fixed then we'll talk! Right now my issue for the most part has been seriously ignored.
Finding a niche where I felt I could best make a difference with my interests and talents, in a way that wouldn't

overwhelm my schedule.
Feeling like I could make a difference
More time. If I bought a house.
See above
The more information published through social media makes me feel more connected and a part of the city community. Then it's up to me what I want to branch out and become more involved in.
Not sure.
more knowledge and info
An assurance that the good of the City was being considered and not political agendas--I know that is idealistic
I tried but was told you were not interested in my services as a volunteer on a committee/board and volunteer at the performing arts center
Feeling needed would motivate me.
Accessible meetings for Mothers or those who have children
I'm satisfied with my level of participation.
ability to bring kids to meetings, etc. have done this, but it's tough to keep them quiet enough :)
Functional resource center on web that lets citizens of the city know ALL city issues .
more time
A need to fix/improve something; I am satisfied and not feeling a great need for change
relevant issue
Better communication and knowing that my input was seriously considered.
More time. I currently work for Provo City and live in the city, so I do what I can since this is my home. But free time is sacred.
I'm involved as much as I can until my children get older and I have more time
An idea of how relevant that kind of thing would be to me
I think just an awareness of what is going on - the updates could come from social media - and then links to how I can get involved. The Mayor's blog would be great if there were more updates and expanded to include more.
If I felt like my input would be valuable.
Nothing specific
More reaching for yes, less no.
Good question
A proposed policy that affected me personally to a large enough degree for it to be worth spending my time supporting or opposing it. Also getting paid to contribute to policy discussion would motivate me to participate.
Ask me, tell me what opportunities there are for service. Not having endless meetings with little or no real progress and then ending up doing things as they have always been done anyways.
As a student, my time is limited so it's difficult to say right now. I think I would be more motivated to be involved if I knew how I could contribute to my neighborhood and the City.
If I felt strongly about an issue.
I just need more time. I would love to be more involved.
If more and more left wing influences take place and taxes continue to increase beyond inflation.
Being invited to do something specifically.
I simply want to be more involved but I have little time due to work and family obligations
It's a difficult for renters to feel/be involved with city issues. I would like more opportunities to communicate with city officials.
better dialogue with decision makers on policies
if when willing to volunteer,, being selected as a volunteer. Stopped caring after being disregarded a few times. I now help other cities instead
More fun city events!

knowing more about volunteer opportunities
MORE PERSONAL TIME AND HEALTH
Someone I knew who would go with me to city council meetings, bike rallies, etc.
Knowing that there is hope that the city truly wants to preserve the older pioneer neighborhoods.
Knowing what's happening in the city
easier access to information so that I realize when it is pertinent to me and my family
If I felt my voice would be heard and my opinion would matter
more time -- my fault not yours.
An invitation to participate.
As issues arise which potentially effect me, my business, my family, and my neighborhood, I get involved. Most of the time, quiet and peaceful enjoyment is what I prefer.
I love the rooftop concert series, outdoor movie nights, and other events that are focused more toward my age group. I also love the arts and city walks, farmer's markets, and anything that promotes local business. Because of the kind of work I do (non-profit work) I am highly interested in local policy creation and the community work that is being done in Provo. If I was able to self subscribe to emails/alerts about meetings or events about these things (similar to google alerts or an app that sends a notification to my phone), I would be a lot more motivated to get involved. By self-selecting the topics I want to hear about, as well as the frequency in which I receive these notifications, I would know to open the email I received or look at the notification on my phone and not ignore it. Social media is another way I access information (mostly facebook, then instagram, then twitter). Just knowing about things and feeling like I would be welcomed would be motivators.
I do not know
An increase in concern for the employees of Provo Ctity.
Knowing how to become more involved in the first place.
More attention being paid to smart development of the West side. We need a grocery store West of the freeway. Badly.
More time.
?
a need to be informed
Time/convenience to my work schedule.
I love Provo City, and am very grateful for those that serve. I think if I weren't so strapped financially, I would have more time, and mental energy, to participate more.
Understanding what decisions are being made that merit my input and knowing how they influence me.
Greater knowledge of opportunities to get involved.
If they listened. I feel like they don't listen to me.
Personal development (nothing you currently aren't doing).
knowing where to begin, this survey is a good start
knowledge about what is going on--Im in the dark most of the time
knowing my voice was heard.
the conviction that someone is listening, that minority points of view won't be ignored outright, that the city will prioritize quality of life issues over all others.
More time. I have duties to help my 98 year old mother, and I help with my grandchildren.
An easier walk to get to them. Perhaps a map of the area with indications for the handicapped parking places.
More time
Social events

Demographics

11. What year were you born?

Year of Birth	
1920-1929	1%
1930-1939	6%
1940-1949	15%
1950-1959	17%
1960-1969	15%
1970-1979	21%
1980-1989	23%
> 1990	2%
Total	333

12. What is your gender?

Gender	
Male	43%
Female	57%
Total	338

13. How many years have you lived in Provo?

Number of Years in Provo	
Less than 1	3%
2-5	15%
6-10	19%
11-15	11%
16-20	9%
21-25	10%
26-29	4%
30 +	28%
Total	336

14. Are you currently living in Provo?

Residency	
Yes	93%
No	7%
Total	460

15. What is your current employment status?

Employment	
Employed by someone else	50%
Self-employed	8%
Unemployed	2%
Retired	20%
Student	4%
Homemaker	15%
Total	338

16. Please indicate the highest level of formal education that have completed

Education	
Some high school	0%
High School Graduate	4%
Some College	30%
College Graduate	38%
Post Graduate	28%
Total	339

17. How did you first hear about this survey?

Survey Information	
Social Media	20%
Website	2%
Email	74%
Friend	3%
Other	1%
Total	337

Additional Comments

18. Please use the space below to express any additional comments

Additional Comments divided by Topic

Topic: Gratitude

I am grateful that I was able to participate in this survey; is it also listed on the city website? My one question is regarding the emails I receive: I don't know how my email became a part of the city emails in the first place and I am wondering what I need to do to remove myself from those emails when I move out of the area? I am grateful for them at this time but I know I will be moving soon.

I really appreciate the opportunity to express my feelings about the city. Things seem to be going much better the last four years, thanks mayor. I do wish there would have been a better way to dig up 9th east though. Three times over the summer was a bit much to deal with.

I really appreciate the way the city has improved in the past four years. I'm glad the council and mayor has been more business friendly and has tried hard to avoid tax increases. I'm glad the council has been pro property rights and development and I really hope that continues. Provo is a wonderful place to live! Thanks for the good work you do!

I'm glad that Provo is making beginning efforts to try to make more people involved.

My comments are in the previous questions. Thank you for all you do!

Additional Comments divided by Topic

Thank you for asking

Thank you for keeping the city informed as best as you possibly can. I know I, for one, appreciate your efforts!

Thank you for the great things that are happening in Provo. It is an exciting place to be!

Thank you for using e-mail to contact me.

Thank you!

Thanks

Thanks

Thanks for doing a great job for the people of Provo. You have done much to involve the people, and to keep hem informed. You have made necessary changes for our community. Thank you.

Thanks for reaching out with this survey! I am excited to see what changes, if any, are implemented as a result of this survey.

thanks for trying to connect

Thanks for your efforts.

Topic: Email

E-mail and websites are a great way to communicate.

For me, email is a good way to communicate to our family. Frankly, we like what is happening in Provo and feel like we have strong leadership right now. We're proud to be from Provo

I am glad to see Provo reaching out to it's residents. Good call.

I enjoy the emails when I have time to read them, when I have questions I definitely use the website and Facebook to find them. I find that I am updated on issues as often as I want/need to be and I appreciate it. Thanks! :)

I really like the emails. I would say to keep it up and maybe a bit more frequently.

Love the emails. Keep them coming!

Please keep the emails coming.

Topic: Mobil App

Another way that I'd like to see Provo communication is through a smartphone app that had push notifications that I could customize which categories were important to me and get those updates.

Get a mobile app.

Get an easy to use app with all this in one so I can check it with easy. And not a mobile website, because there is a difference between a native app and mobile sites

RSS feeds would be my preferred method to receive information, because it could be pushed to me whenever there's a change, but into a container apart from my email account where I can see it and read as much as I want.

Topic: Residents Support Mayor Curtis and Provo City

Having retired from Provo City.and serving under 7 mayors I think your doing a great job.Thank you Mayor.

Congratulations to the Mayor on his re-election.

Doing great. I love the Mayor's activity in our community. This is important to me and my family.

I love receiving the emails. I really appreciate hearing to that the website is better. I will have to check it out.

I really appreciate the efforts being made to make Provo more beautiful. Downtown is much more inviting than I believe I've ever seen it and even thought I've only lived here 20 years, I've been involved in various way with Provo for the past 60 years. Good job Mayor Curtis and city council and the employees who get the job done.

I'm more than pleased with our city government right now. I don't think we've ever had a better mayor than Mayor Curtis. I wish you all well, and thank you for your diligent efforts to keep our city such a desirable place to live and work.

Mayor Curtis rocks! Provo is a good place to live.

Mayor Curtis rocks!! Thanks for the awesome Rec Center!!

My husband and I are big fans of Mayor Curtis! He is doing wonderful things for the city that directly impact us. If we could high-5 him right now, we would.

Provo is looking up! I am excited about all of the new things happening! Keep it up. :)

The Mayor is a a righteous dude.

Additional Comments divided by Topic

You are doing a great job and always improving and I love the social media addition in the last few years.

Grateful to the folks who keep this city so nice. Love our library and librarians. Wish we could bring back the Messiah singing alongside. The farmer's market should keep growing. Thanks for improving 1860 S.

:)

I like the way Provo city is run and have no complaints.

I think the City is doing a great job

I'll be looking more often.

I'm content.

This is good, to let us know what's going on, and to be able to comment. At this point in time the Wife and I are happy campers.

I love Provo and am very happy with the way things are being run to date. Thank you!

I love Provo and want to do my part in preserving and enhancing the unique spirit that makes this a great place to live.

I love Provo city. You are all doing a fantastic job!

I love Provo!

I love PROVO!

I LOVE PROVO!!!

I love Provo. I have lived many places and Provo is great. I do not like the fact that Front Runner had brought pan-handlers to our great city. that seems to be on the rise. Also, I wish Provo City would put tennis/pickle ball courts and/or soccer fields at the upper part of Bicentennial park or do something constructive with it.

I love that you are trying to become more open to communicating with residents. I appreciate that requests have been granted in the past.

I love the direction Provo is going--the economic direction, the national awards & attention, etc. I just hope that no matter how good we get that we don't lose the home-town feel of Provo. I hope our buildings don't get so tall that we can't see the mountains or the lake. And I always hope that Provo will always be run by people who love her & the citizens and not only as a good place to make money.

Provo rocks! I love the city. I want to know how to have myself and my family become more involved, I just do not know where to begin.

SLOGAN "I LOVE PROVO ASK ME WHY."

It is a good start on getting folks more involved in the City - especially younger members or at least those who are use to computers and e-mail.

Keep up the good work! Just having this survey shows me that you care about the residents of Provo and want us to be involved.

The more I think about it, the more I realize that Provo has a lot to offer residents. We live in a great city!

Topic: Streets/Property Improvements

I would like to see more off-street parking in the older neighborhoods of Provo.

Please replace the trees on slate canyon dr that were ripped out from pipeline construction. The lack of landscape that was once there causes spiders and snakes to migrate to our homes. Plus it is ugly. Thanks!

Please start taking action sooner on properties that are looking poorly. It seems like our neighborhood has many landlords who do not take care of their property.

Very concerned about parking in Joaquin neighborhood. When the development on 5th North 6th East went in, there was supposed to be some kind of plan in place or it would not be approved. With an increased student population esp., in this area it would be nice to have more Police patrols. I know resources are tight, but do we do enough to protect those students? I wish we could redevelop more properties instead of so quick to tear down and create more cement. I am sure there is more to address but thanks for this opportunity.

who makes the determination on which city streets get new pavement?who ever this person is should spend more time on the WEST side of town(we still are apart of provo...i think)there are multiple streets in this area that need new pavement but what do i see...university getting new pavement when the "old" pavement was perfectly good,downtown getting new pavement and who knows where ever else on the east side of I-15 got new pavement and when is the west side of town going to get any services!?! why do we have to continue to drive to the east side of town for banking,groceries,food establishments,shopping in general,especially when the access to the east side is so limited across I-15? thank you...

Additional Comments divided by Topic

Why does it seem every other street in Provo is under construction at the busiest times of the year. I have friends that avoid Provo at all costs.

Topic: Being Bike/Environment Friendly

bikes are great, provo is great. putting the two together would make provo awesome. get off yer' but and get something done about this

I appreciate this effort. But we need more ideas, more expertise. We need to look to cities that have made their communities more than engineered traffic patterns, that is, good places to drive. We need to build communities, create public spaces, focus on what makes us happy rather than what makes businessmen, realtors, and developers rich. Conserve our open lands and farms. Restore the mouth of the Provo river. Defend what little wildlife and wild spaces we have left. Incentivize public transit instead of throwing more money at more roads. More roads and highways don't bring convenience. Every study shows they just bring more traffic, more congestion, more frustration. We must already have the loudest concrete freeway in the nation, despite the meager walls. You can hear it almost anywhere in the city, from my house to BYU. Why do we have to live with that noise 24 hours a day, 7 days a week, without respite. More biking, more buses; fewer arterials and fewer parking lots.

I work for the city, so I hear a lot of what is going on. I like the direction we are going, so keep it coming. I would like to see the city work to become more sustainable with green initiatives and bike-friendly downtown areas (bike lanes and parking), more recycling, and the like. The city is active and has some wonderful facilities, but there are still some disconnects between values and needs.

KSL reported that pollution is now linked to Autism. Utah is known to have bad pollution and alarmingly higher Autism rates. I feel we could do better to decrease pollution in Utah Valley. Specifically, I feel that we could do better in promoting public transportation. I commute out of town for work, and looked into using the UTA system, but soon found that it would nearly cost more to ride the bus than to pay for my gas, and it was less convenient. SLC has recently addressed this problem and dramatically lowered their rates to promote better air. I feel, if Provo addresses this problem it will give us cleaner air, less traffic, and a more efficient transportation system.

Topic: Budget/ Cost Saving

I think we can save money by cutting some expenses in snow plowing all the streets and use the money more wisely

If it's possible I hope utilities can be lower

Some of the new "save the tax payer money" developments are more control and vanity items for certain city administration, than will actually save the city money. There are countless externalities that are not considered with many of these "needed" changes. Why are they messing with things that were working well? There are places where change might actually improve things, not just waste time shifting things around for power and control's sake.

Some politicians forget where they come from and who put them there. Think about the working person, can they afford more taxes, do we really need to do this project to make us the politicians look better or are we doing it for a quality of life?

There have been many raises for city employees which I feel should have been put on a ballot. The Police department has no credibility or respect from too many residents and are known for it throughout several nearby cities. People need to be treated with respect but most of the police are on a power trip. Also, they disobey the speed limits, run red lights and etc. If their lights were on and they were needed O.K. but many times I see them turn on their lights halfway through the red light and a couple of blocks they either turn and turn the lights off or sometimes they just turn the lights off in a couple of blocks. They are supposed to follow the law just as we are.

Topic: Improving the Survey

I wish I had been on this steering committee. I have ideas that might have improved the survey.

I work for Qualtrics. I work primarily with local and state governments. I have been meaning to reach out to provo regarding the many things that Qualtrics could do to help further communication and really establish a voice of resident platform. Dennis Sorensen Senior AE -State and Local gov. 801 923 3282

Really could have used the option to list more than one location to receive the various notifications. Almost everything on the social media site could be well represented on the city website.

Some of the answers on this survey were one choice radio buttons when they should have been multiple choice boxes.

Way to use a Provo company for the survey!!

Topic: Ideas to Improve Engagement

Awareness of emergency numbers about downed power lines, fallen trees, hazardous branches, broken sidewalks. Reliable methods to answer and respond to these calls.

Additional Comments divided by Topic

Looking forward to Google Fiber! / / A small part of our neighborhood (defined by LDS ward boundaries) keeps an email list where anyone on the list can send announcements to everyone else. Most of the people on this list would probably opt in to a similar list maintained by our neighborhood chair. Whomever the chair is needs to be proactive in setting things up, and then they would run pretty smoothly.

Maybe Provo should advertise open forums for citizens and employees to express issues that they feel are important. I'm not sure the public and the employees feel the same on issues and bringing them together might educate both.

There are few opportunities to truly engage with city government. The Mayor's blog does not host conversations. Neither does the website nor the city emails. We need some way to engage in discussion with other citizens and the city.

We do need someone to be an advocate between the public and the city, sometimes the city just doesn't listen because they don't have the time to answer all inquiries.

Topic: Miscellaneous

Google Fiber is a crime...they've taken money but are not offering services until next year, and that opened....

I should probably just email this to the Mayor. He does a good job attending events at Amelia Earhart but I feel the West Side is somewhat forgotten. I think there needs to be a BIG push to get Smith's to build on their lot of get someone in there who is willing to put in a grocery store. It is shameful that a small grocery store, Hardware store and laundry were removed to make way for Smith's and they never came. That lot should have something in it. We are going on 15 years now...

I would like better enforcement of "slum lords" who do not keep up their properties and rent to transient individuals and/or families making my neighborhood look bad and sometimes scary.

I would like to see more city information in the Daily Herald.

I would like us to up to date on the times and be able to access all this info online.

please have a discounted period for annual resident passes to the rec center as was done last year

Reverse the current socialistic/fascist agenda within the city. Restore the rule of Law.

The police department is suspect and corrupt with power mongers who don't truly care about their citizens. Your code enforcement is not evenly managed, and is performed with prejudice.

This is off topic, but Provo DESPERATELY needs a dog park. That's one thing I would like to have an outlet to voice and know that I've been heard.

why is channel 17 only available via cable?

Great city of your're LDS; if not, life is constrained and uncomfortable.

I am not exactly happy with the Google decision, although it will probably be a benefit for many somewhere down the road. However, it means higher prices for us (and actually others we know) since we really don't care about having the fastest speeds. Veracity gave us fast-enough speeds for a better cost (including phone). We may have to go "backwards" in our internet service because we cannot afford the higher cost. Too bad there is nothing in between the free and \$70. I also think Provo City can treat students better. One thing that has bothered me the past few years is the Homecoming Parade where only half the street is allowed for the short parade. Someday, there may be people hurt with the cars that come up the street. I would like to see them totally block off the street (and redirect traffic) for the one hour it takes. This however, would take communication beforehand to avoid motorists not aware of the situation. After a couple of years, people would get used to it. One final note: I just hope in the future, Provo City never forgets that it is the FAMILY that makes this a great City. If you deviate too much from that, we will become like everywhere else with problems. We should not be followers, but trend-setters.

I don't like the bill pay system for the city. I think it's very difficult to use.

I have been involved in the city in the past only to find that concerns of neighborhoods are not taken seriously. I have been involved in the politics of the city only to find that after a lot of hard work opinions on neighborhood specific items don't mean anything. The city is more interested in growing its tax base than to preserve what made Provo great. It has been my experience that the people with the most money get the most say no matter how it affects people in another neighborhood. Contractors specifically get their way on changes to projects even if it destroys the way of life of a person who has lived in the neighborhood all his life. A change in this direction would be great. I believe in growth, but not at the expense of someone who has made Provo their home all their life.

I have heard several negative stories from different customers about difficulty in dealing with personnel who administer building codes, permits, and building inspections. Could there be training in this area to remind personnel to improve customer satisfaction and relationships? One builder said, "If I build in Provo, I automatically add \$10,000 to cover the hassle."

Additional Comments divided by Topic

I have seen the Provo City Council do a lot of things after sitting through opposition from the audience and it has put a really bad taste in my mouth for the entire council.

I very much dislike having single home districts combined with apartment complexes it takes very much away from the uniqueness of the quaint city it should be.

I want to reiterate the importance of making it easier for mothers to give more input to the city. At the last planning meeting I attended, a city council member gave me the stink eye for having my child with me.

I grew up in a very political family, but since I got ill a year and a half ago, I do not participate politically except by reading and voting