



PARK CITY, UT 2011

Report of Demographic Subgroup Comparisons

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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. Park City staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. Park City staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Park City chose was to have crosstabulations of evaluative questions 1-21 by demographic questions D3 (length of residency in Park City), D5 (rent or own), D9 (annual household income) and D12 (age of respondent).

UNDERSTANDING THE RESULTS

“DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")															
Please rate each of the following aspects of quality of life in Park City:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Park City as a place to live	100%	99%	98%	99%	100%	99%	99%	100%	100%	99%	99%	100%	99%	98%	99%
Your neighborhood as a place to live	83%	92%	96%	91%	81%	96%	90%	77%	98%	95%	90%	86%	93%	96%	91%
Park City as a place to raise children	91%	89%	92%	90%	82%	95%	90%	76%	96%	97%	90%	87%	93%	91%	90%
Park City as a place to work	81%	68%	70%	72%	83%	64%	73%	78%	73%	71%	74%	78%	67%	69%	72%
Park City as a place to retire	82%	85%	66%	79%	79%	79%	79%	77%	75%	85%	80%	85%	75%	77%	79%
The overall quality of life in Park City	99%	98%	95%	97%	98%	97%	97%	95%	98%	99%	98%	100%	96%	96%	97%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Park City as a whole:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Sense of community	92%	86%	81%	86%	89%	85%	87%	89%	88%	83%	86%	89%	84%	87%	87%
Openness and acceptance of the community towards people of diverse backgrounds	64%	74%	62%	68%	64%	71%	68%	72%	57%	73%	68%	60%	73%	74%	68%
Overall appearance of Park City	99%	97%	94%	97%	100%	96%	97%	98%	98%	96%	97%	100%	97%	94%	97%
Cleanliness of Park City	98%	93%	89%	93%	100%	90%	94%	96%	91%	94%	94%	98%	92%	89%	94%
Overall quality of new development in Park City	55%	71%	46%	60%	61%	58%	59%	59%	52%	66%	60%	57%	62%	60%	59%
Variety of housing options	30%	48%	39%	40%	34%	44%	40%	39%	27%	50%	40%	38%	35%	48%	40%
Overall quality of business and service establishments in Park City	68%	73%	73%	72%	74%	69%	71%	67%	78%	70%	72%	65%	72%	82%	72%
Shopping opportunities	46%	75%	63%	63%	58%	66%	63%	60%	66%	63%	63%	61%	59%	71%	63%
Opportunities to attend cultural activities	65%	72%	92%	75%	65%	81%	75%	62%	81%	80%	75%	56%	86%	92%	75%
Recreational opportunities	100%	98%	98%	98%	98%	98%	98%	97%	98%	100%	99%	100%	98%	97%	98%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Park City as a whole:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Employment opportunities	52%	38%	39%	42%	56%	32%	43%	53%	41%	36%	43%	50%	41%	32%	43%
Educational opportunities	45%	65%	73%	61%	56%	63%	60%	64%	58%	62%	61%	52%	65%	70%	61%
Opportunities to participate in social events and activities	79%	94%	89%	88%	83%	92%	88%	83%	94%	91%	89%	86%	91%	89%	88%
Opportunities to participate in religious or spiritual events and activities	69%	89%	89%	86%	79%	88%	85%	89%	84%	84%	86%	75%	88%	91%	86%
Opportunities to volunteer	70%	96%	98%	90%	78%	97%	90%	84%	92%	93%	90%	81%	95%	96%	90%
Opportunities to participate in community matters	75%	89%	83%	84%	80%	86%	84%	78%	85%	89%	85%	80%	89%	85%	85%
Ease of car travel in Park City	80%	73%	72%	75%	80%	71%	75%	75%	68%	78%	75%	76%	71%	77%	74%
Ease of bus travel in Park City	97%	93%	90%	93%	95%	92%	93%	90%	98%	93%	93%	97%	90%	91%	93%
Ease of bicycle travel in Park City	97%	95%	87%	94%	97%	92%	94%	94%	97%	93%	94%	100%	90%	88%	94%
Ease of walking in Park City	91%	94%	87%	92%	95%	90%	92%	88%	95%	92%	92%	97%	87%	89%	92%
Availability of paths and walking trails	97%	94%	90%	94%	96%	92%	94%	97%	89%	95%	94%	94%	94%	92%	94%

Question 2: Community Characteristics (Percent "excellent" or "good")															
Please rate each of the following characteristics as they relate to Park City as a whole:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Traffic flow on major streets	76%	64%	64%	68%	76%	62%	68%	73%	54%	74%	68%	75%	60%	66%	67%
Amount of public parking	51%	71%	46%	59%	65%	55%	59%	65%	57%	57%	59%	67%	54%	52%	59%
Availability of affordable quality housing	20%	31%	25%	26%	18%	32%	26%	26%	26%	27%	26%	18%	34%	29%	26%
Availability of affordable quality child care	24%	32%	32%	30%	10%	42%	29%	19%	25%	43%	30%	10%	47%	42%	30%
Availability of affordable quality health care	70%	64%	79%	69%	66%	70%	68%	62%	69%	73%	68%	62%	66%	82%	69%
Availability of preventive health services	79%	71%	79%	75%	71%	77%	75%	66%	75%	82%	75%	68%	74%	86%	75%
Air quality	95%	93%	86%	92%	92%	91%	92%	87%	97%	93%	92%	89%	94%	94%	92%
Quality of overall natural environment in Park City	96%	97%	86%	94%	92%	95%	94%	85%	97%	98%	94%	93%	93%	96%	94%
Overall image or reputation of Park City	100%	97%	88%	96%	95%	96%	96%	93%	98%	97%	96%	96%	95%	95%	96%

Question 3: Growth (Percent of respondents)															
Please rate the speed of growth in the following categories in Park City over the past 2 years:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Population growth too fast	72%	59%	51%	61%	69%	57%	62%	71%	59%	55%	61%	77%	50%	48%	61%
Retail growth too slow	18%	15%	19%	17%	13%	20%	17%	16%	16%	19%	17%	18%	18%	14%	17%
Jobs growth too slow	49%	60%	81%	62%	52%	71%	63%	58%	64%	63%	61%	51%	67%	79%	63%

Question 4: Code Enforcement (Percent a "major" problem)															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Run down buildings, weed lots or junk vehicle a major problem in Park City	0%	3%	1%	2%	0%	2%	2%	1%	1%	3%	2%	0%	2%	3%	1%

Question 5: Community Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel from the following in Park City:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Violent crime (e.g., rape, assault, robbery)	91%	98%	95%	95%	94%	96%	95%	88%	99%	98%	95%	97%	93%	95%	95%
Property crimes (e.g., burglary, theft)	88%	85%	88%	87%	84%	88%	87%	76%	91%	93%	87%	85%	90%	86%	87%
Environmental hazards, including toxic waste	83%	76%	75%	78%	75%	79%	78%	70%	79%	83%	78%	83%	72%	76%	78%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)															
Please rate how safe or unsafe you feel:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
In your neighborhood during the day	96%	100%	98%	98%	97%	99%	98%	98%	95%	99%	98%	97%	99%	99%	98%
In your neighborhood after dark	87%	96%	95%	93%	87%	96%	93%	87%	92%	97%	93%	90%	92%	97%	93%
In Park City's downtown area during the day	96%	100%	98%	98%	97%	99%	98%	94%	100%	100%	98%	97%	99%	98%	98%
In Park City's downtown area after dark	91%	96%	92%	94%	95%	93%	94%	89%	96%	96%	94%	97%	91%	93%	94%

Question 7: Contact with Police Department (Percent a "yes")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the Park City Police Department within the last 12 months?	58%	48%	52%	52%	54%	51%	52%	42%	61%	53%	52%	62%	53%	34%	52%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the Park City Police Department?	88%	73%	74%	78%	72%	82%	78%	70%	77%	83%	78%	81%	71%	85%	78%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	15%	6%	10%	10%	14%	7%	10%	16%	11%	4%	10%	15%	6%	7%	10%
If yes, was this crime (these crimes) reported to the police?	91%	100%	59%	84%	93%	76%	84%	91%	87%	70%	85%	100%	60%	66%	84%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Park City?	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Used Park City public libraries or their services	76%	87%	81%	82%	74%	87%	82%	76%	85%	84%	82%	80%	83%	83%	82%
Used Park City recreation centers	77%	89%	78%	83%	83%	83%	83%	88%	77%	83%	83%	80%	88%	81%	83%
Participated in a recreation program or activity	55%	85%	76%	74%	70%	75%	73%	73%	81%	70%	74%	69%	85%	65%	74%
Visited a neighborhood park or City park	97%	95%	96%	96%	98%	94%	96%	96%	97%	96%	96%	100%	95%	91%	96%

Question 11: Resident Behaviors (Percent at least once in past 12 months)															
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Park City?	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Ridden a local bus within Park City	86%	84%	86%	85%	91%	81%	85%	90%	94%	78%	86%	92%	85%	73%	85%
Attended a meeting of local elected officials or other local public meeting	34%	42%	58%	44%	34%	49%	44%	27%	57%	47%	44%	33%	51%	51%	44%
Read Park City Municipal Newsletter	57%	61%	71%	63%	60%	64%	62%	64%	65%	61%	63%	59%	67%	62%	62%
Visited the Park City Web site (at www.parkcity.org)	73%	80%	70%	75%	69%	78%	75%	61%	82%	83%	76%	79%	78%	66%	75%
Recycled used paper, cans or bottles from your home	82%	93%	93%	90%	82%	94%	89%	81%	92%	95%	90%	89%	90%	89%	90%
Volunteered your time to some group or activity in Park City	63%	77%	69%	71%	66%	74%	71%	71%	71%	72%	71%	70%	75%	65%	70%
Participated in religious or spiritual activities in Park City	20%	47%	34%	35%	19%	46%	35%	30%	25%	44%	34%	18%	48%	49%	36%
Participated in a club or civic group in Park City	38%	57%	54%	51%	35%	61%	51%	41%	48%	55%	49%	42%	55%	59%	51%
Provided help to a friend or neighbor	92%	98%	100%	96%	95%	97%	96%	98%	100%	94%	97%	96%	97%	97%	96%

Question 12: Neighborliness (Percent at least several times a week)															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Visit with neighbors at least several times a week	43%	57%	60%	54%	54%	53%	54%	61%	64%	42%	54%	52%	55%	55%	54%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in Park City:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Police services	82%	78%	84%	81%	70%	88%	81%	65%	85%	89%	81%	72%	83%	92%	81%
Fire services	93%	94%	97%	94%	90%	97%	94%	86%	99%	98%	94%	90%	98%	95%	94%
Ambulance or emergency medical services	92%	92%	95%	93%	89%	95%	93%	87%	96%	97%	93%	90%	97%	92%	93%
Crime prevention	87%	77%	84%	82%	73%	89%	82%	66%	83%	94%	82%	74%	85%	93%	82%
Fire prevention and education	77%	85%	86%	83%	79%	87%	84%	72%	84%	91%	83%	80%	84%	87%	83%
Municipal courts	86%	59%	75%	72%	70%	74%	72%	66%	71%	79%	72%	72%	74%	70%	72%
Traffic enforcement	77%	60%	47%	62%	62%	62%	62%	52%	71%	64%	62%	66%	56%	64%	62%
Street repair	36%	44%	25%	37%	36%	37%	37%	40%	31%	39%	37%	28%	42%	44%	37%
Street cleaning	83%	69%	56%	70%	76%	67%	70%	74%	69%	71%	71%	73%	68%	67%	70%
Street lighting	71%	70%	67%	69%	64%	72%	69%	58%	74%	75%	70%	66%	73%	69%	69%
Snow removal	76%	78%	77%	77%	75%	79%	77%	79%	75%	79%	78%	70%	81%	83%	77%
Sidewalk maintenance	74%	68%	56%	66%	74%	62%	67%	66%	68%	67%	67%	68%	67%	65%	67%
Traffic signal timing	67%	54%	46%	56%	63%	51%	56%	58%	46%	61%	56%	56%	54%	59%	56%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in Park City:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Bus or transit services	98%	98%	95%	97%	98%	96%	97%	97%	100%	96%	97%	100%	95%	95%	97%
Garbage collection	80%	93%	90%	88%	89%	89%	89%	97%	89%	83%	89%	87%	90%	89%	89%
Recycling	61%	85%	93%	80%	71%	86%	80%	72%	80%	85%	80%	69%	87%	89%	81%
Storm drainage	79%	83%	84%	82%	89%	79%	83%	90%	84%	78%	83%	83%	81%	85%	83%
Drinking water	33%	43%	56%	43%	34%	49%	43%	32%	53%	43%	43%	33%	46%	58%	43%
Sewer services	71%	79%	85%	79%	73%	83%	79%	82%	73%	81%	79%	66%	86%	90%	79%
Power (electric and/or gas) utility	78%	88%	89%	86%	85%	87%	86%	78%	91%	88%	86%	80%	89%	91%	86%
City parks	97%	98%	97%	98%	99%	97%	98%	96%	100%	97%	98%	100%	98%	95%	98%
Recreation programs or classes	98%	91%	94%	94%	93%	94%	93%	88%	96%	96%	94%	96%	93%	90%	94%
Recreation centers or facilities	87%	94%	90%	91%	90%	92%	91%	88%	91%	95%	92%	93%	92%	88%	91%
Land use, planning and zoning	62%	56%	56%	57%	64%	53%	57%	60%	58%	55%	57%	55%	63%	54%	58%
Code enforcement (weeds, abandoned buildings, etc.)	54%	57%	64%	58%	64%	55%	58%	70%	54%	54%	59%	52%	65%	59%	58%
Animal control	80%	68%	59%	69%	78%	64%	69%	76%	64%	68%	70%	74%	74%	55%	69%
Economic development	61%	61%	51%	58%	51%	63%	58%	50%	65%	62%	59%	57%	60%	60%	58%
Health services	89%	82%	84%	84%	82%	86%	85%	81%	86%	85%	84%	77%	85%	93%	84%
Services to seniors	82%	67%	67%	70%	77%	67%	71%	69%	71%	70%	70%	77%	70%	62%	70%
Services to youth	82%	91%	82%	86%	87%	85%	86%	76%	93%	88%	86%	90%	81%	86%	86%

Question 13: Service Quality (Percent "excellent" or "good")															
Please rate the quality of each of the following services in Park City:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Services to low-income people	27%	57%	56%	48%	37%	61%	49%	42%	44%	64%	49%	38%	63%	54%	49%
Public library services	87%	93%	95%	92%	86%	95%	91%	86%	92%	96%	92%	89%	91%	96%	92%
Public information services	87%	79%	85%	83%	77%	87%	83%	75%	82%	89%	83%	79%	85%	87%	83%
Public schools	81%	87%	81%	84%	83%	84%	84%	77%	92%	85%	84%	81%	89%	80%	84%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	61%	73%	65%	54%	72%	64%	54%	74%	67%	64%	58%	73%	69%	65%
Preservation of natural areas such as open space, farmlands and greenbelts	72%	75%	77%	75%	58%	84%	75%	51%	77%	87%	74%	64%	80%	85%	75%

Question 14: Government Services Overall (Percent "excellent" or "good")															
Overall, how would you rate the quality of the services provided by each of the following?	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Park City Municipal Government	91%	83%	73%	83%	81%	84%	83%	73%	84%	89%	83%	83%	84%	83%	83%
The Federal Government	47%	43%	43%	44%	51%	41%	44%	59%	36%	42%	45%	56%	36%	36%	44%
The State Government	42%	42%	39%	41%	41%	42%	42%	46%	36%	43%	42%	42%	38%	44%	41%
Summit County Government	81%	70%	64%	71%	75%	70%	72%	61%	78%	76%	72%	79%	70%	62%	72%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)															
Please indicate how likely or unlikely you are to do each of the following:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Recommend living in Park City to someone who asks	96%	98%	91%	96%	97%	94%	96%	92%	95%	98%	95%	100%	91%	95%	96%
Remain in Park City for the next five years	79%	91%	96%	89%	81%	93%	88%	82%	87%	94%	88%	79%	95%	96%	88%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	21%	28%	23%	24%	28%	22%	24%	24%	22%	27%	25%	31%	26%	11%	24%

Question 17: Contact with Fire Department (Percent a "yes")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Have you had any in-person or phone contact with an employee of the Park City Fire Service District within the last 12 months?	5%	13%	28%	15%	6%	20%	15%	9%	19%	14%	14%	3%	23%	22%	15%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
What was your overall impression of your most recent contact with the Park City Fire Service District?	100%	94%	86%	91%	100%	89%	91%	100%	84%	91%	90%	100%	89%	92%	91%

Question 19: Contact with City Employees (Percent "yes")															
	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Have you had any in-person, phone or email with an employee of the Park City Municipal Government within the last 12 months (including police, receptionists, planners or any others)?	51%	55%	66%	57%	52%	58%	56%	50%	74%	51%	57%	54%	62%	55%	57%

Question 20: City Employees (Percent "excellent" or "good")															
What was your impression of the employee(s) of the Park City Municipal Government in your most recent contact?	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
Knowledge	78%	87%	78%	82%	71%	88%	82%	72%	78%	92%	82%	75%	84%	91%	82%
Responsiveness	80%	71%	81%	76%	68%	80%	76%	73%	76%	78%	76%	71%	78%	84%	77%
Courtesy	78%	81%	84%	81%	71%	88%	82%	69%	89%	82%	81%	77%	78%	92%	82%
Overall impression	76%	77%	81%	78%	72%	81%	78%	68%	84%	78%	78%	77%	73%	86%	78%

Question 21: Government Performance (Percent "excellent" or "good")															
Please rate the following categories of Park City government performance:	Length of residency in Park City				Rent or own			Annual household income				Age			
	5 years or less	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	\$49,999 or less	\$50,000 to \$99,999	\$100,000 or more	Overall	18-34	35-54	55+	Overall
The value of services for the taxes paid to Park City	64%	75%	68%	70%	67%	71%	70%	61%	77%	72%	70%	63%	76%	73%	70%
The overall direction that Park City is taking	80%	70%	61%	70%	78%	65%	70%	66%	75%	71%	71%	77%	69%	63%	71%
The job Park City government does at welcoming citizen involvement	89%	74%	80%	80%	79%	81%	80%	69%	87%	83%	80%	79%	81%	82%	80%