

City of Edgewater Community Survey Final Results

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City of Edgewater

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INTRODUCTION & METHODOLOGY

This survey-based study was designed to gather community feedback on a variety of topics related to the general state of Edgewater including: satisfaction with various aspects of city government, evaluations of city departments, and an assessment of communications with citizens. The City Council participated in the design of the questionnaire that was distributed in 2015 by providing comments and suggestions to staff and the consultant team. The 2015 survey effort is intended to permit comparisons to results from a similar study conducted in 2013.

The survey was conducted using three methods 1) an online invitation survey that was distributed via postcards sent to registered voters, 2) paper surveys accessible either by request or pick up at City Hall, and 3) an “Open” version of the survey that was sent to known email addresses provided by the City, and also publicized through various local announcements that invited citizens that had not responded to the postcard invitation to do so using an address that was provided.

The primary source used for the mailing was a list of registered voters purchased through a list vendor specialized in obtaining and maintaining mailing lists. A total of 1,669 postcards were mailed to Edgewater registered voters in January 2015. A total of 60 postcards were returned undeliverable. The final sample size for this statistically valid survey was 150, resulting in a margin of error of approximately +/- 8.0 percentage points calculated for questions at 50% response¹. This figure was similar to the 137 responses received in total in 2013.

Additionally, 147 surveys were obtained in 2015 through the Open survey invitation. The responses from the statistically valid sample were compared to those obtained from the Open version and were determined to be virtually identical. Therefore, the analysis presented in this report is based on the combined responses from the two versions, a total of 297 responses from residents. This larger sample in 2015 permits more segmentation of the results and arguably a more representative profile of public opinion from Edgewater residents. As noted in the discussion that follows virtually all respondents to the survey (99 percent) reported that they are registered voters.

¹ For the total sample size of 150, margin of error is +/- 8.0-percent calculated for questions at 50% response (if the response for a particular question is “50%”—the standard way to generalize margin of error is to state the larger margin, which occurs for responses at 50%). Note that the margin of error is different for every single question response on the survey depending on the resultant sample sizes, proportion of responses, and number of answer categories for each question. Comparison of differences in the data between various segments, therefore, should take into consideration these factors. As a general comment, it is sometimes more appropriate to focus attention on the general trends and patterns in the data rather than on the individual percentages. The margin of error for the full set of 2015 responses (n=297) is not calculated because the respondents to the Open version of the survey were not obtained at random.

DEMOGRAPHICS

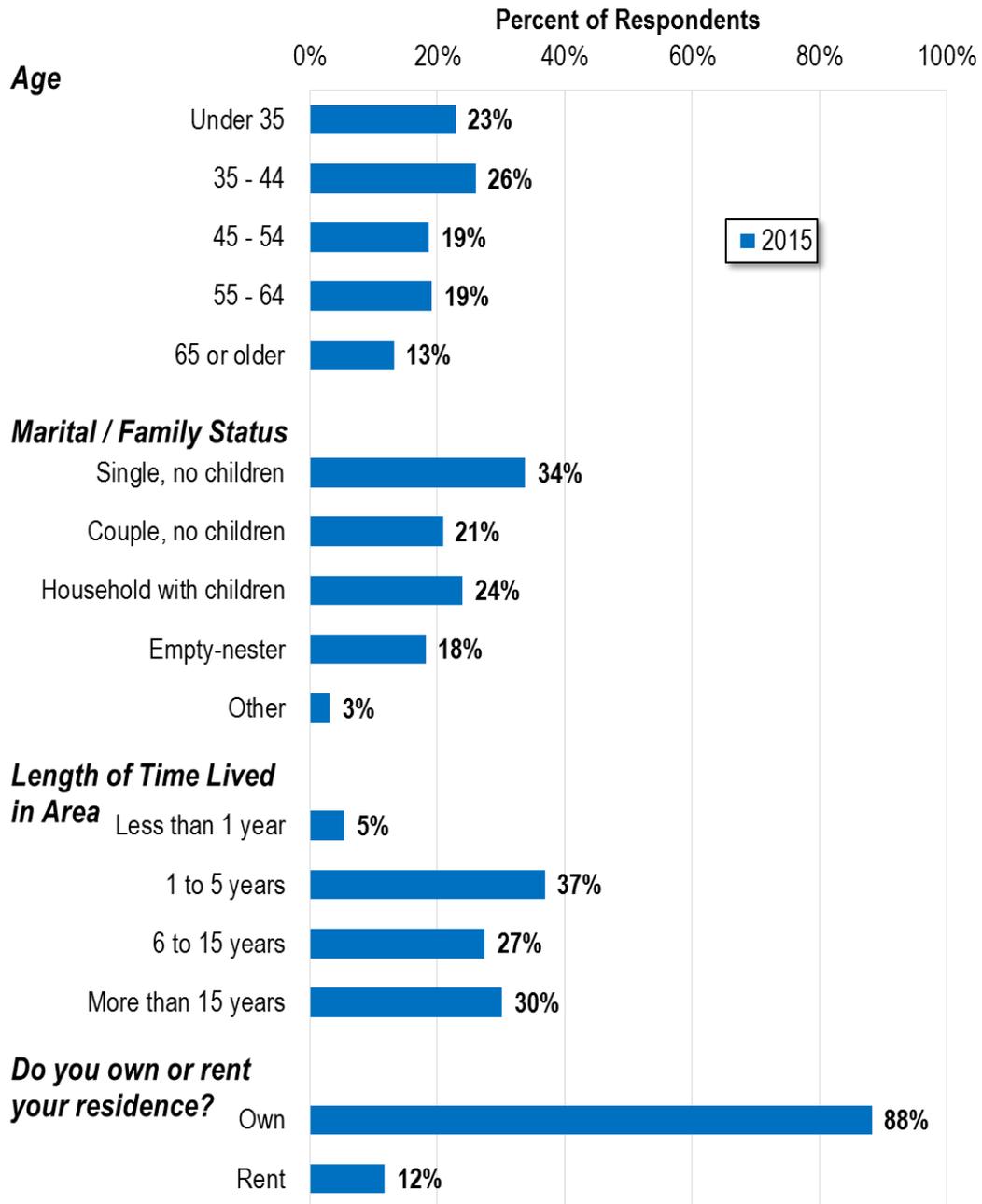
This section of the report details key demographic variables and household characteristics of the 2015 respondents.

- Age. Respondent age generally skewed younger, though respondents had a wide range of ages, with 23 percent under age 35, 26 percent age 35 to 44, 19 percent age 45 to 54, 19 percent age 55 to 64, and 13 percent age 65 or older.
- Marital/Family Status. The largest share of respondents were singles without children (34 percent), followed by households with children (24 percent), couples without children (21 percent), and empty nesters (18 percent).
- Length of Time Lived in the Edgewater Area. A majority of respondents (58 percent) have been living in Edgewater for over 5 years, and 30 percent of those respondents indicated that they have lived in the area for over 15 years. Only 5 percent of respondents have been in the area for less than a year, while 37 percent have been there for between 1 and 5 years.
- Household Ownership Status. Most respondents (88 percent) are owners of their residence, while the remaining 12 percent rent their residence.
- Residence Type. Consistent with the high proportion of homeowners, a strong majority of respondents (85 percent) reported that they live in a single-family home, while 5 percent live in an apartment, 5 percent live in a townhome, and 5 percent live in a duplex.
- Presence of School-Age Children in Home. Sixteen percent of respondents have pre-K through grade 12 students living in their household, with an average of 0.3 students in each reporting household. Eight percent reported living with one student, and an additional 8 percent live with two or more.

Among respondents with school-age children, 17 percent indicated that their children attend school in Edgewater, while 83 percent indicated their children do not attend school in Edgewater.

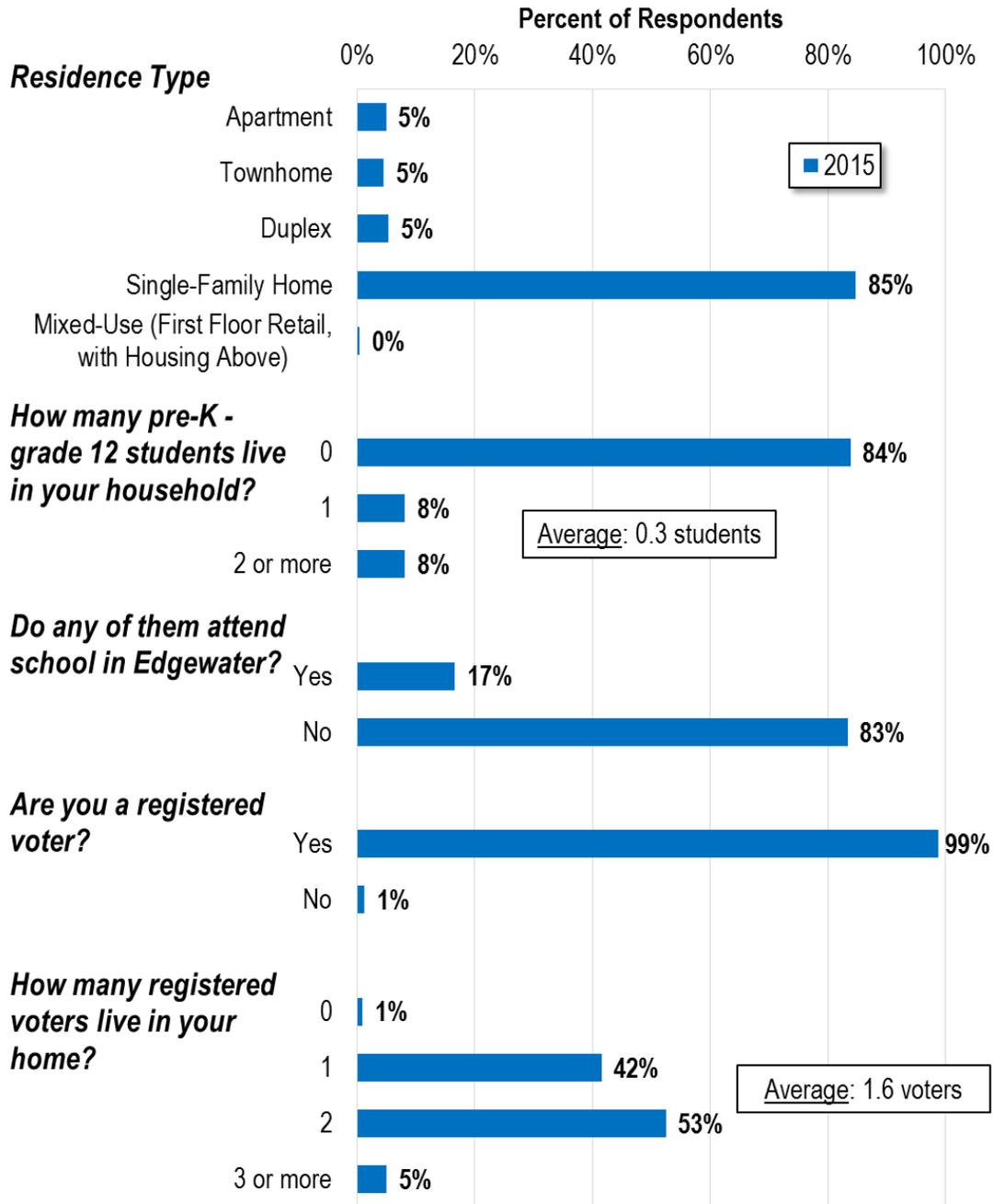
- Registered Voter Status. Almost all respondents (99 percent) are registered voters. Most respondents reported that one (42 percent) or two (53 percent) registered voters reside in their household, while only 1 percent have no registered voters and 5 percent live with three or more. On average, 1.6 registered voters inhabit a respondent's household.

**Figure 1: Respondent Demographics
2015 Sample**



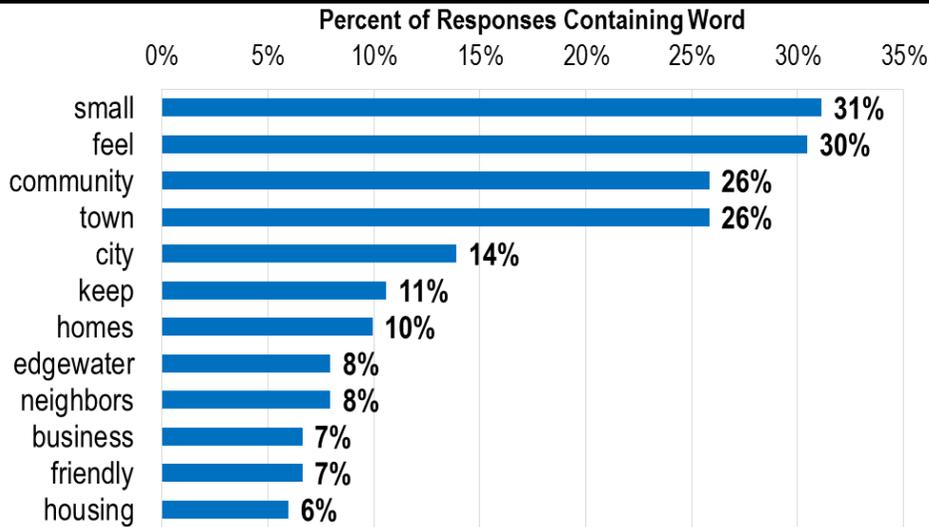
Source: City of Edgewater 2015 Community Survey.

Figure 2: Household Characteristics
2015 Sample



Source: City of Edgewater 2015 Community Survey.

“If you could keep one thing the same for the next 10 years or more in Edgewater, what would it be?”



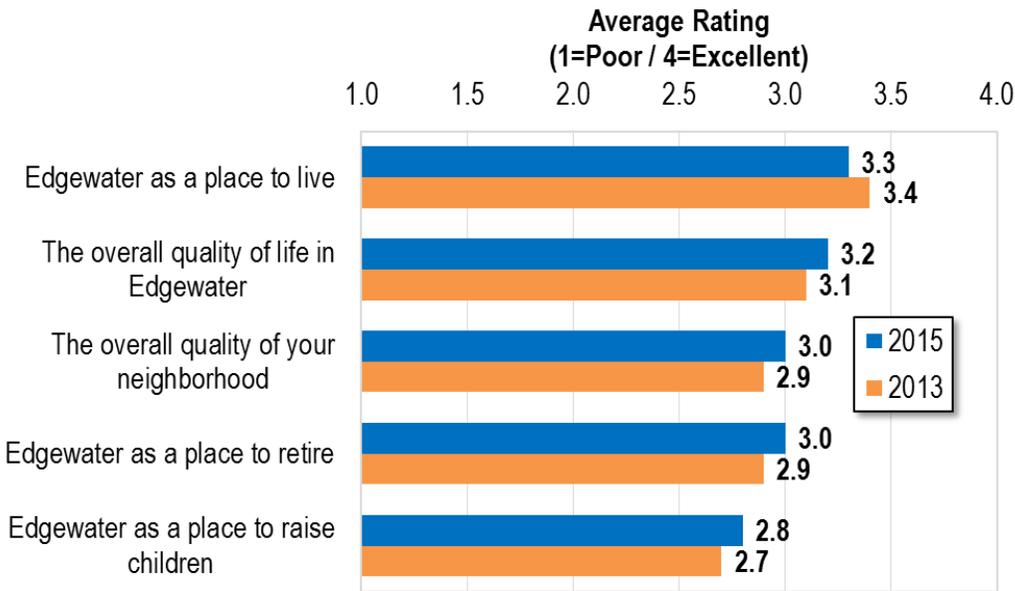
Source: City of Edgewater 2015 Community Survey.

Characteristics of Edgewater

Respondents rated five characteristics of Edgewater on a scale from 1 to 4, where 1 means “poor” and 4 means “excellent”. Figure 3 to follow depicts the average respondent ratings for each characteristic. Respondents provided the highest average ratings for Edgewater as a place to live (average 3.3) and the overall quality of life in Edgewater (3.2). More modest but still positive average ratings were given for the overall quality of your neighborhood (3.0), Edgewater as a place to retire (3.0), and Edgewater as a place to raise children (2.8).

Relative to average ratings given in the 2013 survey, 2015 ratings edged up across the board, with the exception of Edgewater as a place to live, which had a marginally lower average rating this year (3.3) than in 2013 (3.4).

Figure 3: Characteristics of Living in Edgewater – Average Rating By Year of Survey

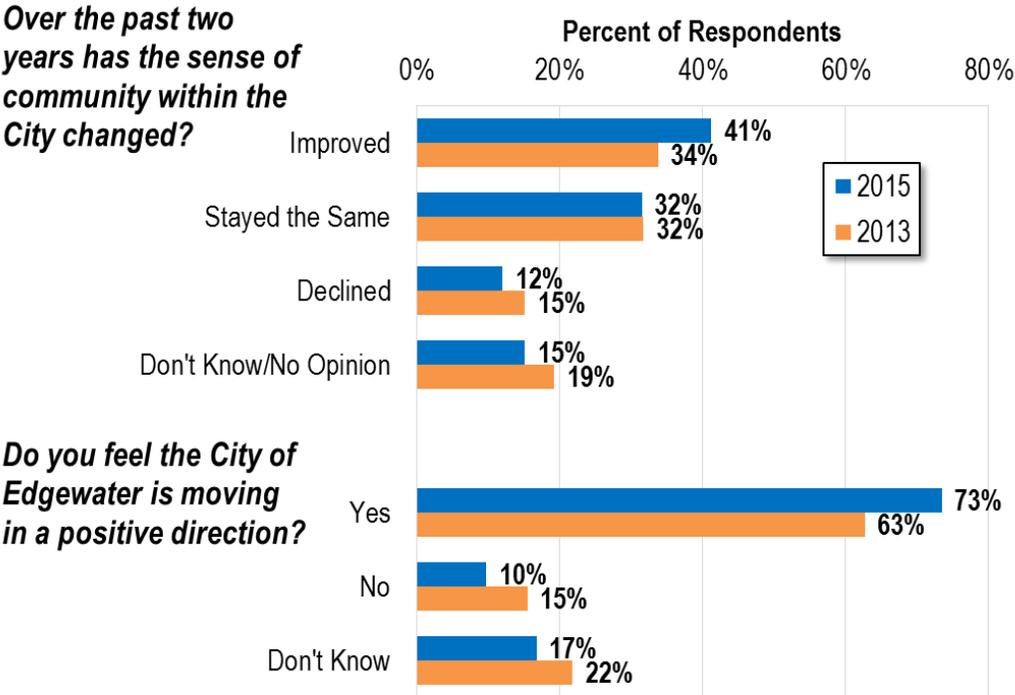


Source: City of Edgewater 2015 Community Survey.

Perceptions of Edgewater

Figure 4 below illustrates respondents’ perceptions of Edgewater in 2015 and 2013, in terms of how respondent feels the community has changed for better or worse over the past two years and whether the respondent feels the City is moving in a positive direction. Overall, responses are generally more positive than those collected in 2013. Forty-one percent of respondents this year feel that the sense of community in Edgewater has improved, compared to 34 percent in 2013. In addition, 2015 respondents were more likely to believe that Edgewater is moving in a positive direction (73 percent) than 2013 respondents (63 percent).

**Figure 4: Perceptions of Edgewater
By Year of Survey**



Source: City of Edgewater 2015 Survey.

Likelihood to Recommend Living in and to Remain in Edgewater

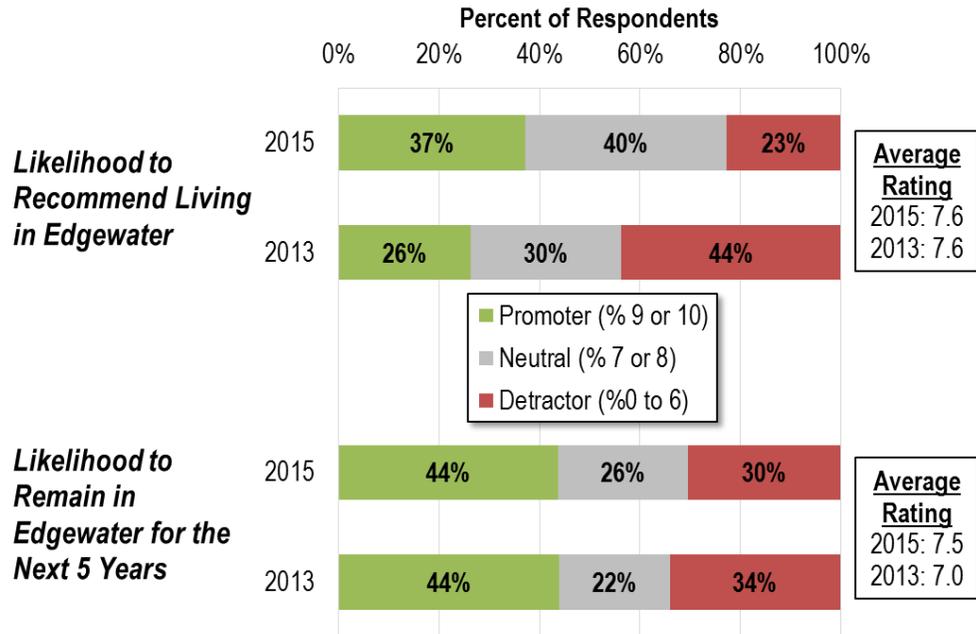
Respondents were asked to rate their likelihood to recommend living in Edgewater and to remain in Edgewater for the next five years on a scale from 0 to 10, where 0 means “extremely unlikely” and 10 means “extremely likely”. Responses were then split into Net Promoter categories—respondents answering “9” or “10” are identified as promoters, respondents answering “7” or “8” are neutral, and respondents answering “0” through “6” are detractors. Figure 5 to follow shows the shares of respondents falling into each of these Net Promoter categories.

Ratings again indicate that Edgewater is moving in a positive direction. Thirty-seven percent of respondents provided a 9 or 10 rating on their likelihood to recommend living in Edgewater this year, compared to 26 percent who did so in 2013. 2015 respondents were also considerably less likely to be detractors (23 percent) than 2013 respondents (44 percent). The average likelihood rating was the same in both surveys (7.6). In a similarly positive fashion, respondents rated their likelihood to remain in Edgewater for the next five years higher on average in 2015 (7.5) than in 2013 (7.0). Though the percentage of promoters is the same in both survey years (44 percent), a drastically greater share of respondents rated their likelihood to stay at a 10 this year (36 percent) relative to 2013 (2 percent), thus bringing up the average.

Figures 6 and 7 assess likelihood ratings by key demographic variables of 2015 respondents, including presence of children in the household and length of time lived in the area, in order to further understand differences between respondent segments. Notable findings include:

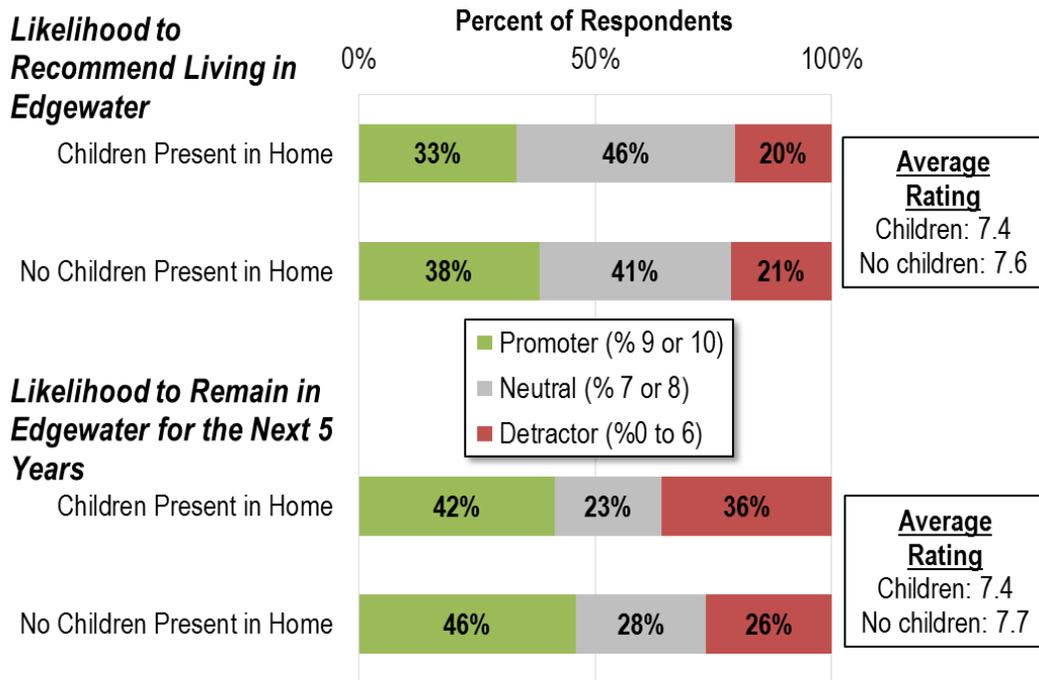
- **By Presence of Children in Household.** Respondents with children at home rated their likelihood to recommend living in Edgewater and their likelihood to remain in Edgewater for the next 5 years considerably lower on average than those in nonfamily households.
- **By Length of Time Lived in Area.** With an increased length of time lived in the area, respondents are progressively less likely to recommend living in Edgewater, as both the average rating and share of promoters decline the longer a resident has been in the area. However, an opposite pattern occurred in the likelihood to remain in Edgewater for the next 5 years—the longer respondents have been in the area, the more frequently they reported that they strongly intend to stay in Edgewater for the next 5 years.

Figure 5: Likelihood to Recommend Living in and to Remain in Edgewater By Year of Survey



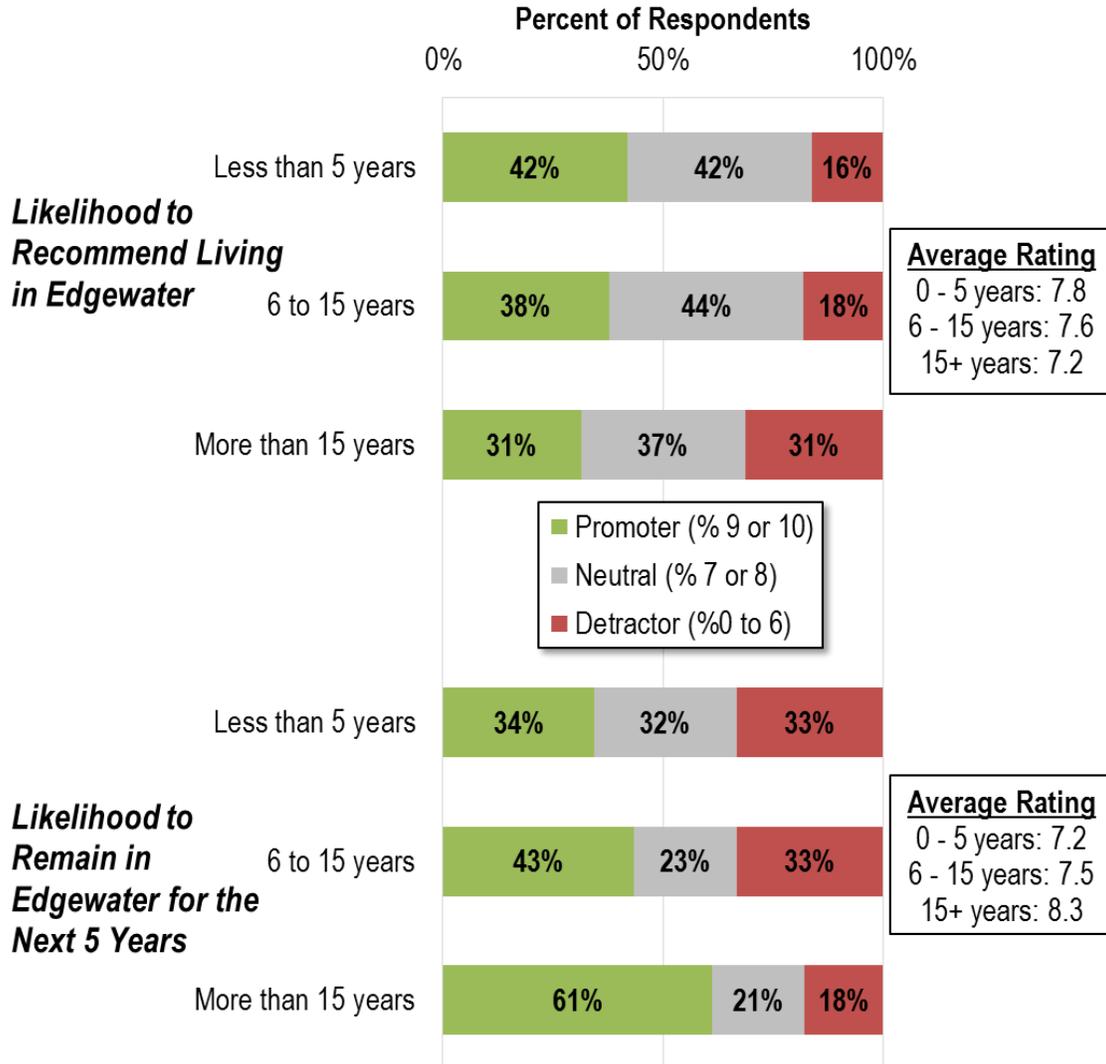
Source: City of Edgewater 2015 Survey.

Figure 6: Likelihood to Recommend Living in and to Remain in Edgewater By Presence of Children in Household (2015 Sample Only)



Source: City of Edgewater 2015 Survey.

Figure 7: Likelihood to Recommend Living in and to Remain in Edgewater
By Length of Time Lived in Area (2015 Sample Only)



Source: City of Edgewater 2015 Survey.

Satisfaction with the Edgewater City Government

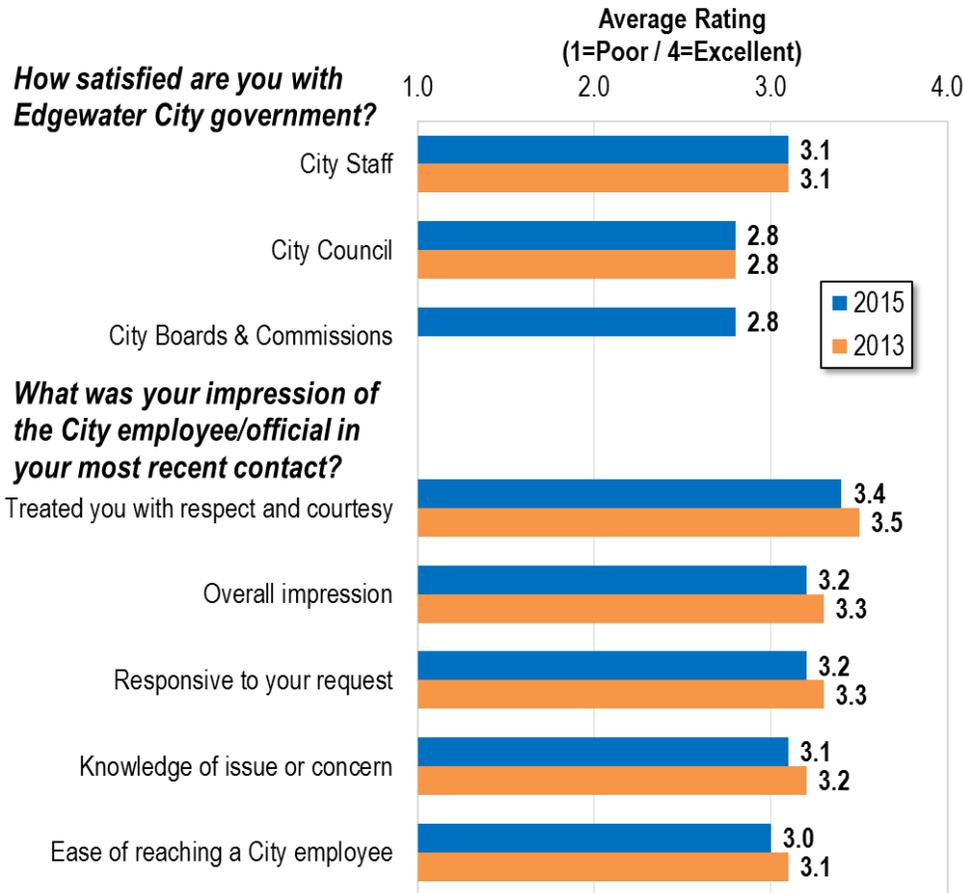
Respondents generally reported high levels of satisfaction with the Edgewater City Government and with government officials, as is shown in Figure 8 to follow. On a scale from 1 to 4, where 1 means “poor” and 4 means “excellent”, respondents rated their satisfaction with government entities as well as aspects of their most recent interaction with a City official. For government entities, the highest average rating was provided for the City Staff (3.1), followed by City Council (2.8) and City Boards and Commissions (2.8). High satisfaction was also reported for recent interactions with City employees and officials. Respondents gave the highest rating to being treated with respect and courtesy (3.4), followed by the overall impression of the employee (3.2), responsiveness to their request (3.2), knowledge of the issue or concern (3.1), and ease of reaching the employee (3.0).

By year, satisfaction ratings with the government were very similar. However, 2013 respondents rated all aspects of their recent City employee interactions slightly higher than 2015 respondents did, indicating a potential area for improvement.

Figures 9 and 10 assess satisfaction ratings by key demographic variables of 2015 respondents, including presence of children in the household and length of time lived in the area, in order to further understand differences between respondent segments. Notable findings include:

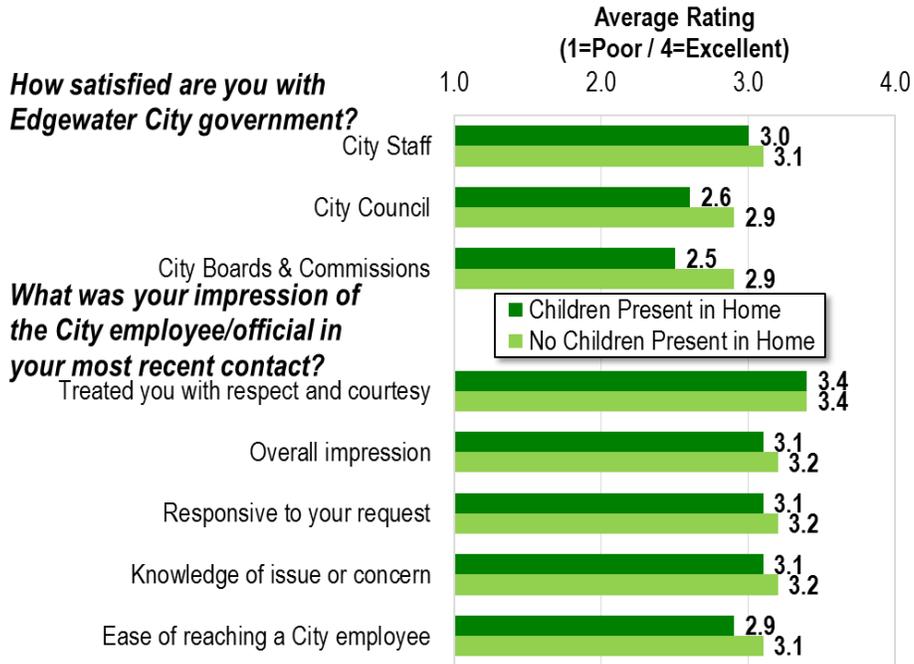
- By Presence of Children in Household. Respondents without children rated city government higher on average for almost all categories.
- By Length of Time Lived in Area. Respondents who have lived in the area for a moderate period of time (6 – 15 years) rated satisfaction with the City Staff and City Council highest, while newcomers rated City Boards highest. The highest interaction with City employee ratings were also typically provided by respondents who have been in the area for 6 – 15 years.

Figure 8: Satisfaction with Edgewater City Government – Average Rating By Year of Survey



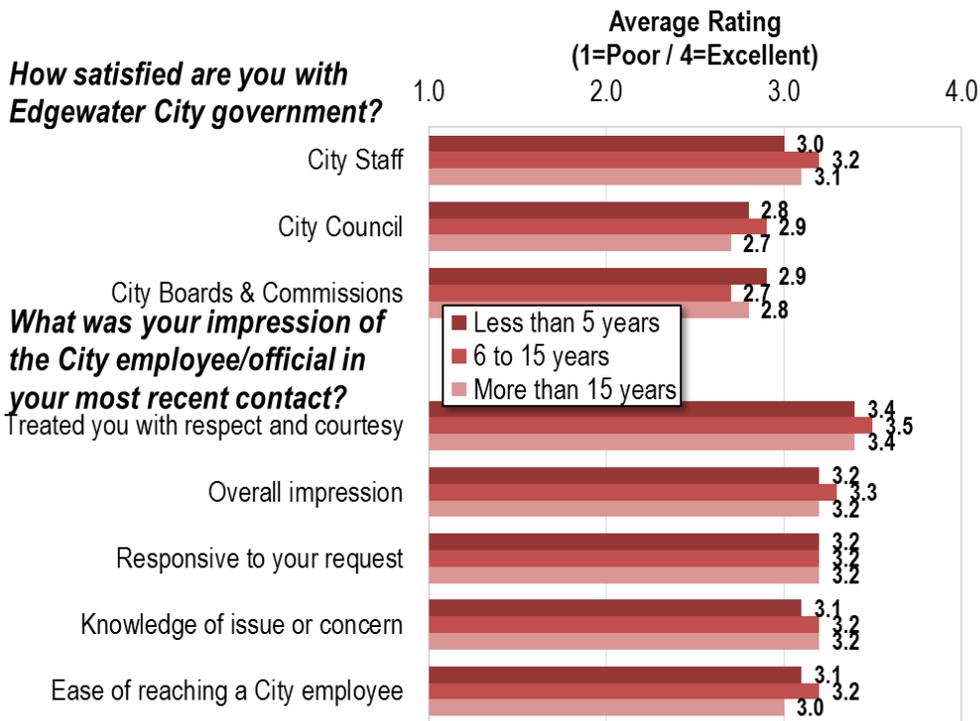
Source: City of Edgewater 2015 Community Survey.

Figure 9: Satisfaction with Edgewater City Government – Average Rating By Presence of Children in Household (2015 Sample Only)



Source: City of Edgewater 2015 Community Survey.

Figure 10: Satisfaction with Edgewater City Government – Average Rating By Length of Time Lived in Area (2015 Sample Only)



Source: City of Edgewater 2015 Community Survey.

SATISFACTION WITH CITY OF EDGEWATER DEPARTMENTS AND SERVICES

This section of the report discusses respondents’ satisfaction with and priorities for a variety of governmental departments.

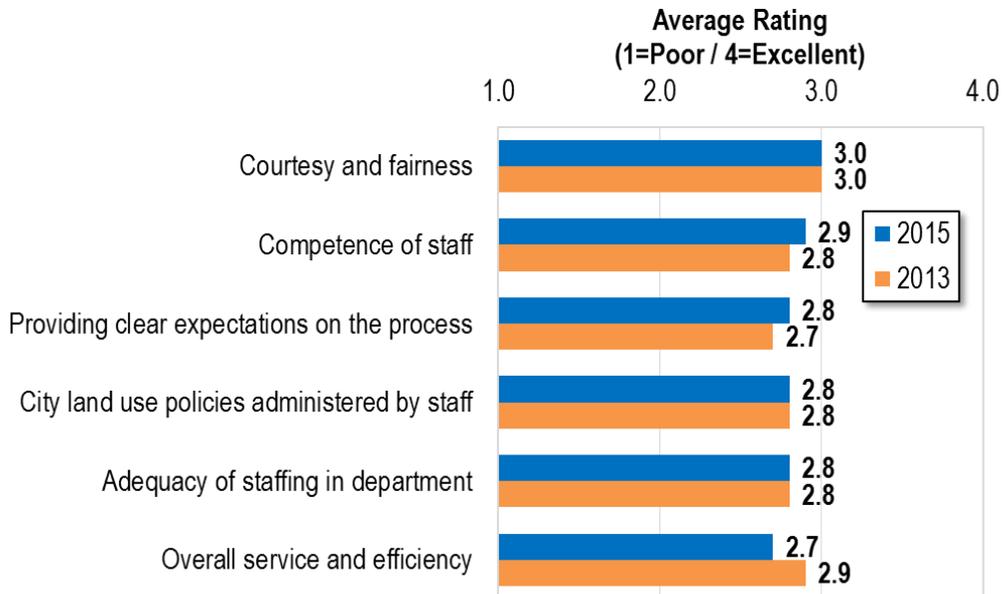
Planning & Building Departments

Over half of respondents (56 percent) indicated that they have worked with the Building and/or Planning Department sometime within the last 12 months.

Figure 11 below shows the satisfaction ratings for the Planning and Building Departments. Respondents again rated their satisfaction with various aspects of their experience on a scale from 1 to 4, with 1 being “poor” and 4 being “excellent”. The most highly rated aspect of the experience with these departments is courtesy and fairness (average rating 3.0). Relatively high average ratings were also provided for competence of staff (2.9), providing clear expectation on the process (2.8), City land use policies administered by staff (2.8), adequacy of staffing in department (2.8), and overall service and efficiency (2.7).

Average satisfaction ratings were slightly higher in 2015 for competence of staff and providing clear expectations on the process relative to 2013. However, respondents in 2013 gave more favorable ratings for overall service and efficiency.

Figure 11: Satisfaction with Planning & Building Departments – Average Rating By Year of Survey



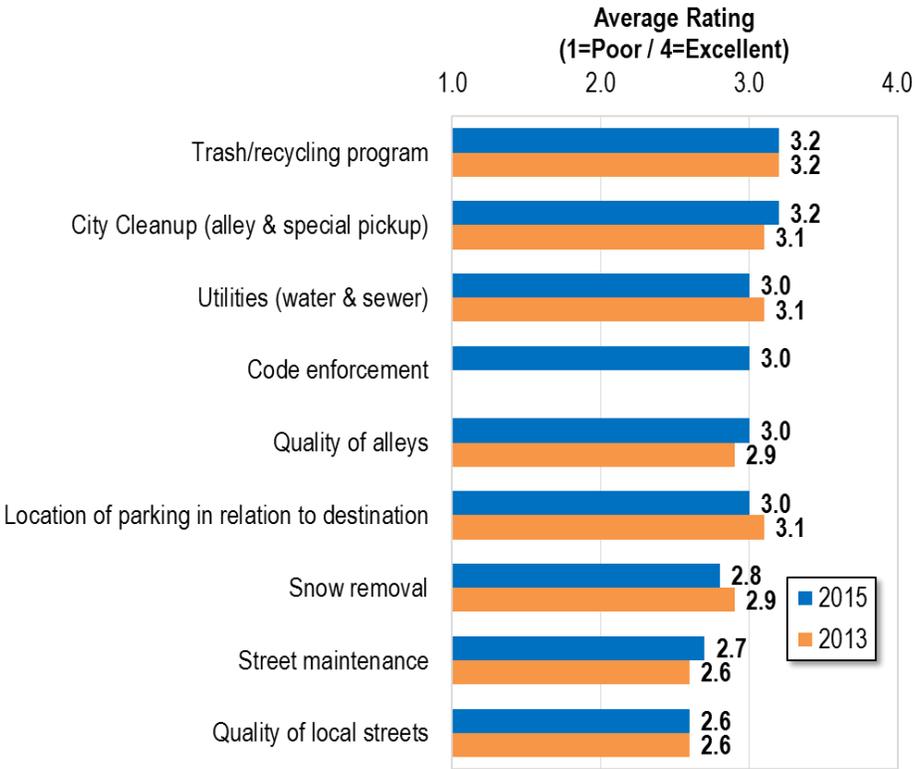
Source: City of Edgewater 2015 Community Survey.

Public Works/Community Services Departments

Respondents also rated their satisfaction with the Public Works/Community Services Departments in Edgewater. On average, the highest satisfaction ratings were provided for trash/recycling program (average rating 3.2), City Cleanup (3.2), utilities (3.0), code enforcement (3.0), quality of alleys (3.0), and location of parking in relation to destination (3.0). Snow removal (2.8), street maintenance (2.7), and quality of local streets (2.6) received somewhat lower average ratings.

2015 survey results were generally similar to responses in 2013. 2015 respondents on average provided marginally higher ratings for City Cleanup, quality of alleys, and street maintenance. Conversely, 2013 respondents showed more favorability for utilities, location of parking in relation to destination, and snow removal.

Figure 12: Satisfaction with Public Works/Community Services Departments – Average Rating By Year of Survey



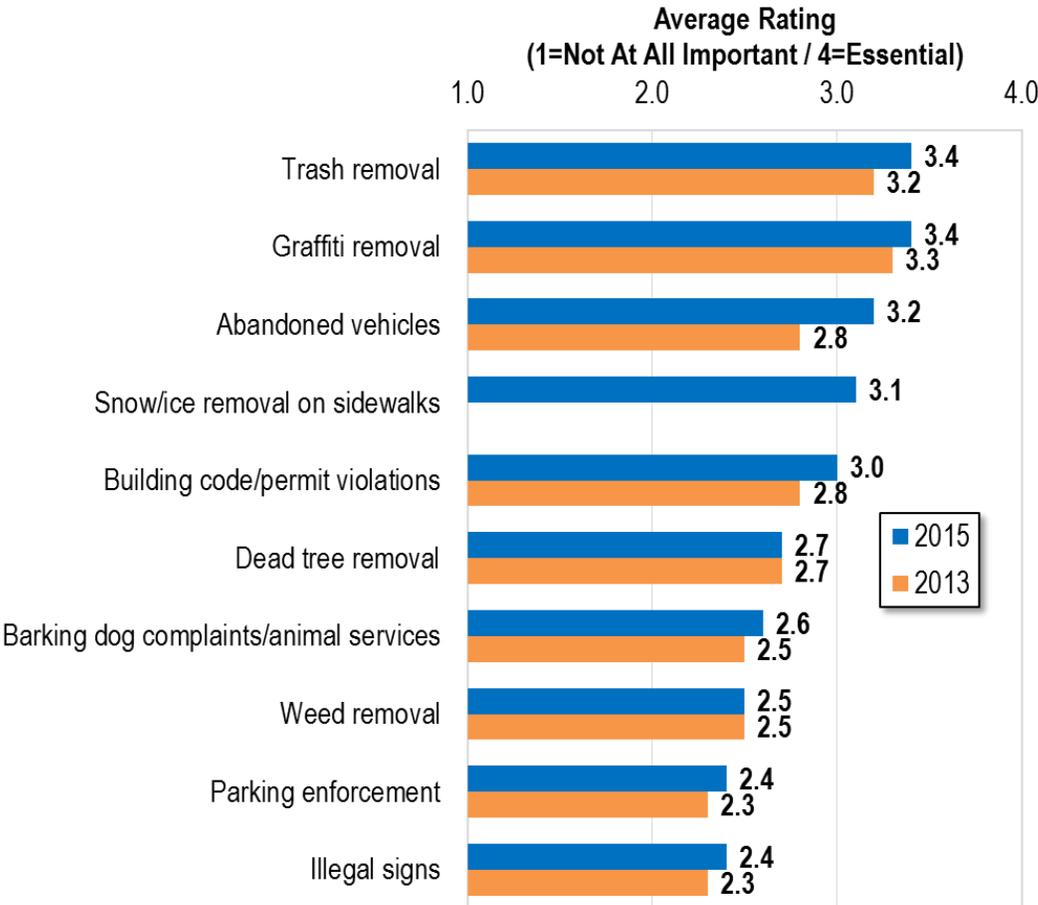
Source: City of Edgewater 2015 Community Survey.

Priorities for Code Enforcement

Respondents were asked to rate the importance of a list of ten Code Enforcement services as priorities for the City on a scale from 1 to 4, where 1 means “not at all important” and 4 means “essential”. Top priorities include trash removal (average rating 3.4), graffiti removal (3.4), abandoned vehicles (3.2), snow/ice removal on sidewalks (3.1), and building code/permit violations (3.0). Slightly less important priorities are dead tree removal (2.7), barking dog complaints/animal services (2.6), and weed removal (2.5). Parking enforcement and illegal signs (2.4 each) received the lowest average ratings from respondents.

All of the listed services were rated to be more important as priorities in 2015 than in 2013. The most notable gains in importance were observed in the prioritization of abandoned vehicles, snow/ice removal on sidewalks, trash removal, and building code/permit violations. This indicates that respondents may expect more out of Code Enforcement than they have in the past.

Figure 13: Priorities for City Code Enforcement – Average Rating By Year of Survey



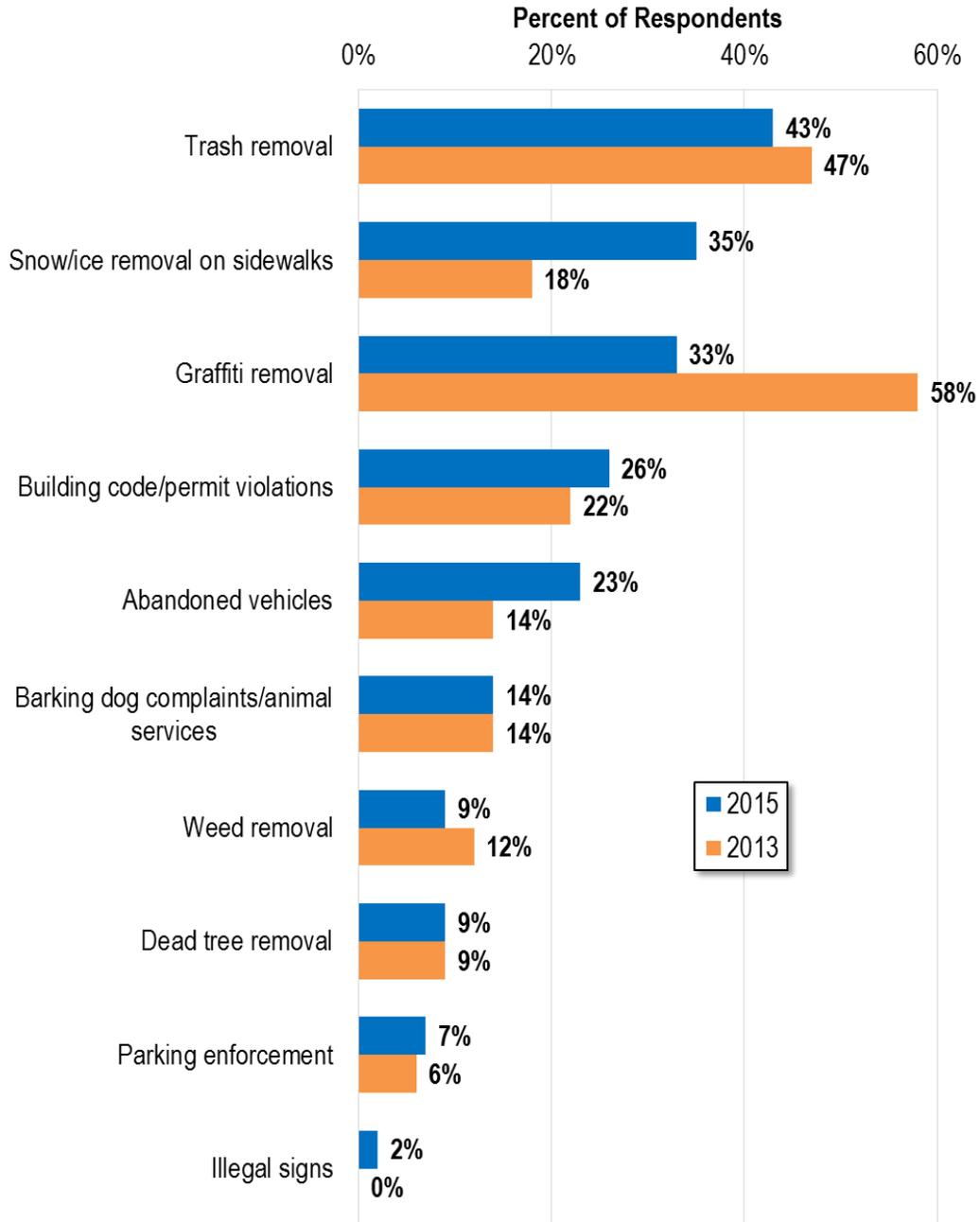
Source: City of Edgewater 2015 Community Survey.

From the list of potential Code Enforcement priorities, respondents selected their top two priorities for the City. Figure 14 to follow illustrates the percentage of respondents selecting each priority as one of their top two priorities, for both 2015 and 2013. As is shown, the top priority for respondents this year is trash removal (43 percent of respondents), followed by snow/ice removal on sidewalks (35 percent), and graffiti removal (33 percent). More modest shares chose building code/permit violations (26 percent) and abandoned vehicles (23 percent) as top priorities, while small percentages prioritized barking dog complaints/animal services (14 percent), weed removal (9 percent), dead tree removal (9 percent), parking enforcement (7 percent), and illegal signs (2 percent). Relative to 2013, 2015 respondents were significantly more likely to prioritize snow/ice removal on sidewalks (35 percent vs. 18 percent of 2013 respondents) and abandoned vehicles (23 percent vs. 14 percent of 2013 respondents). 2013 respondents, in contrast, showed much greater preference towards graffiti removal (58 percent vs. 33 percent). This finding reveals that graffiti may be less of an issue in Edgewater currently than it was in 2013.

Figures 15 and 16 assess priority rankings by key demographic variables of 2015 respondents, including presence of children in the household and length of time lived in the area, in order to further understand differences between respondent segments. Notable findings include:

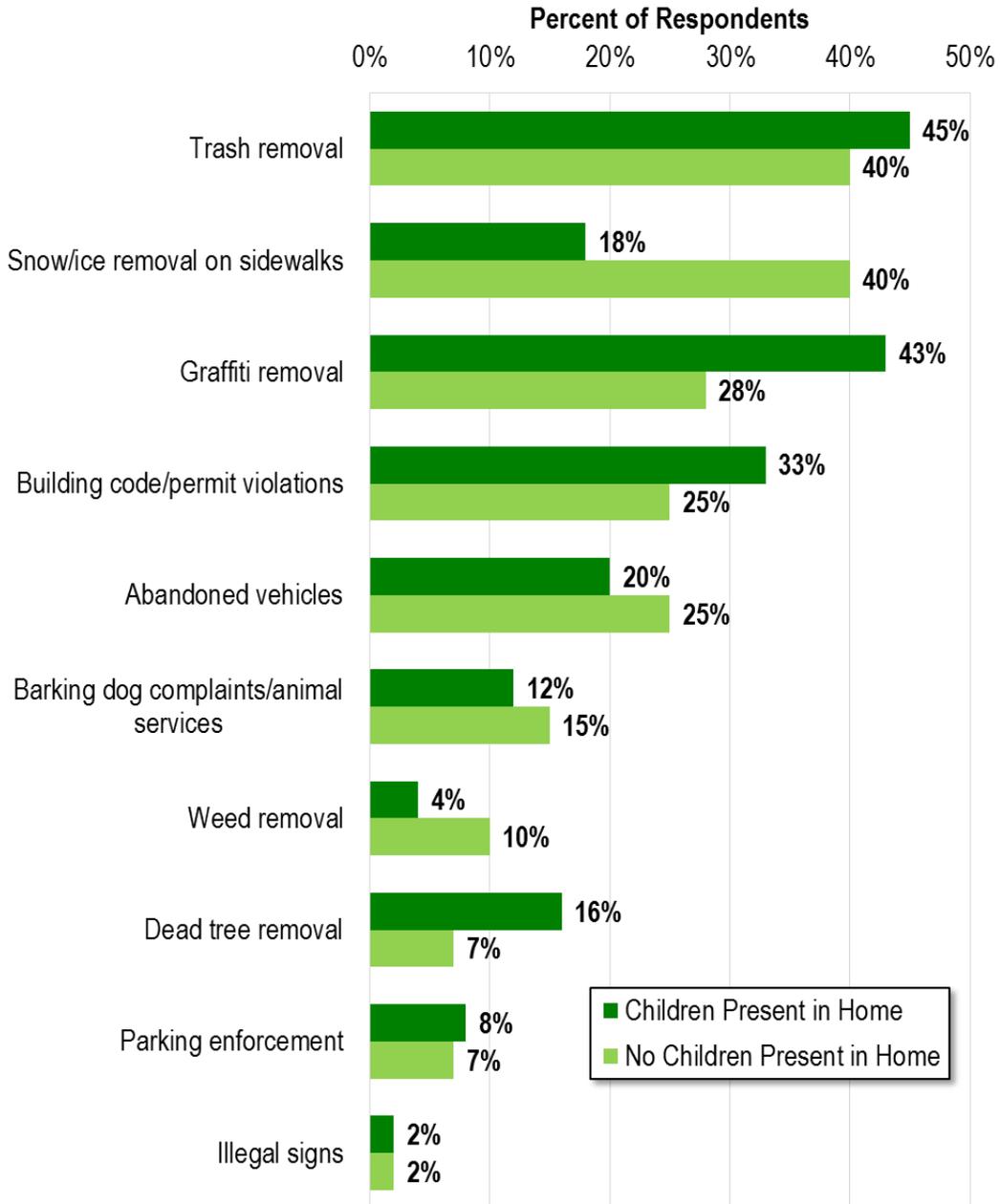
- By Presence of Children in Household. Prioritization varied considerably by presence of children in the home. Respondents living in family households prioritized to a greater degree trash removal, graffiti removal, building code/permit violations, and dead tree removal. Those in nonfamily households more frequently prioritized snow/ice removal on sidewalks, abandoned vehicles, and dead tree removal.
- By Length of Time Lived in Area. Respondents who have lived in the area for shorter periods of time were more likely to select as priorities trash removal and snow/ice removal on sidewalks. Meanwhile, building code/permit violations, weed removal, and parking enforcement were more commonly prioritized by respondents who have lived in the Edgewater area for a long period of time.

Figure 14: Top Two Priorities for City Code Enforcement Combined By Year of Survey



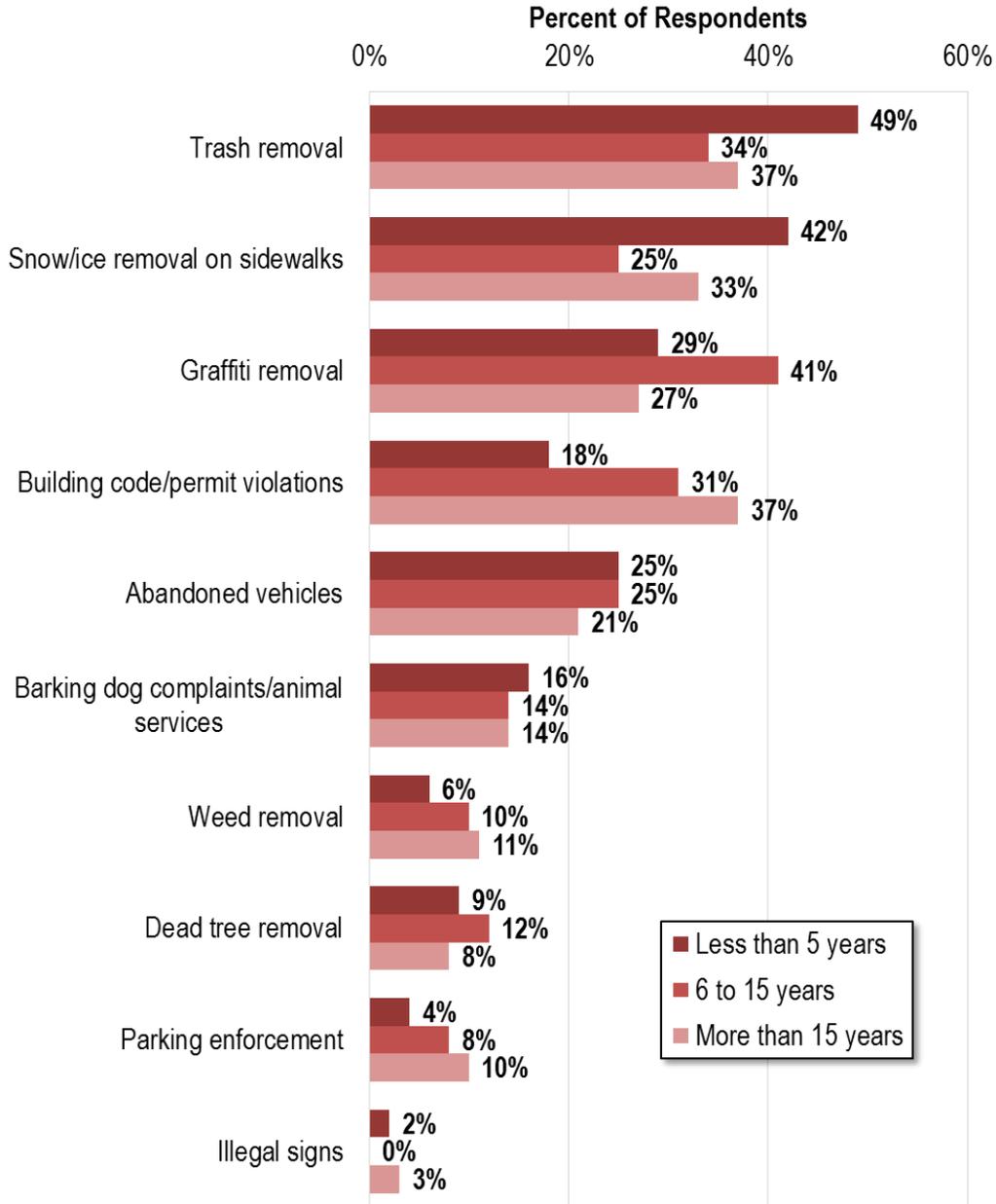
Source: City of Edgewater 2015 Survey.

**Figure 15: Top Two Priorities for City Code Enforcement Combined
By Presence of Children in Household (2015 Sample Only)**



Source: City of Edgewater 2015 Survey.

**Figure 16: Top Two Priorities for City Code Enforcement Combined
By Length of Time Lived in Area (2015 Sample Only)**



Source: City of Edgewater 2015 Survey.

Police Department

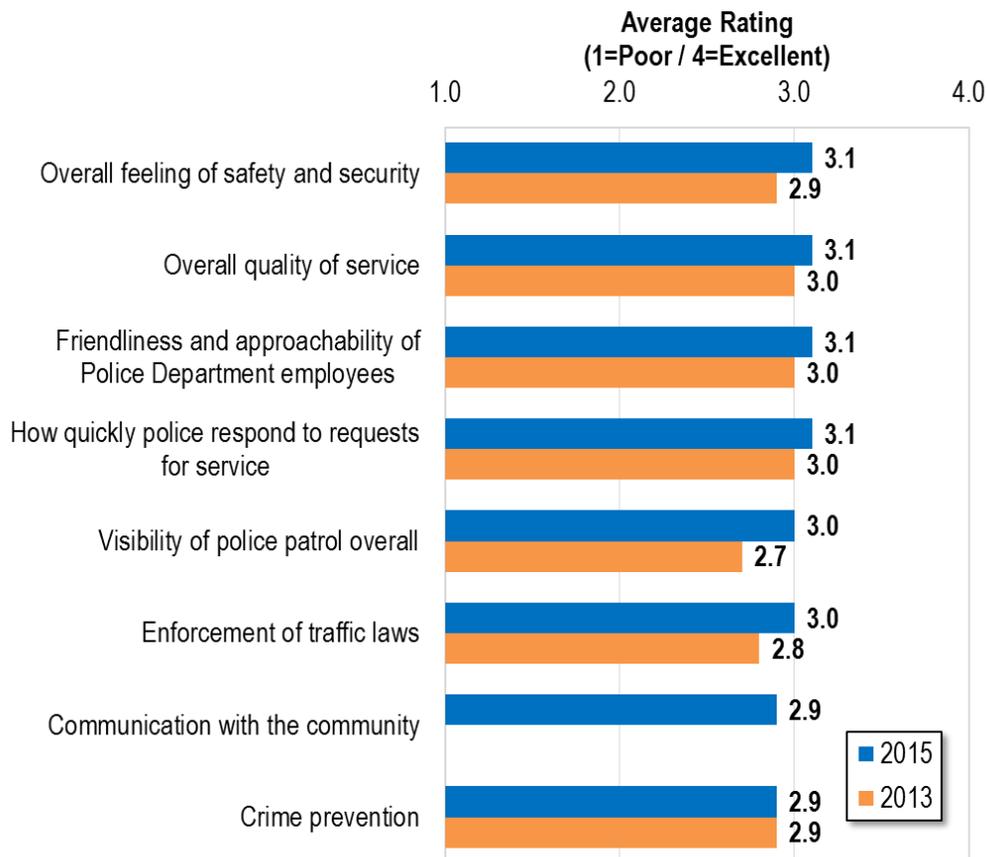
Similar to prior survey sections, respondents were asked a series of questions about the Edgewater Police Department, including whether they have recently interacted with a Police Department employee, their current satisfaction with police services, the importance of various priorities for police services, and the top two priorities for the department in the future. This section details the findings from each of these questions in turn.

Roughly half of respondents indicated that they have had some form of contact with an employee of the Edgewater Police Department within the past year. Forty percent reported a face-to-face interaction, and 14 percent reported some other form of interaction.

On a scale from 1 to 4, where 1 is “poor” and 4 is “excellent”, respondents reported their level of satisfaction with a myriad of aspects of Edgewater police services. Figure 17 on the following page depicts the average satisfaction ratings for each attribute. Satisfaction ratings were led by overall feeling of safety and security (average rating 3.1), overall quality of service (3.1), friendliness and approachability of Police Department employees (3.1), and how quickly police respond to requests for service (3.1). Slightly lower ratings were provided for visibility of police patrol overall (3.0), enforcement of traffic laws (3.0), communication with the community (2.9), and crime prevention (2.9).

Overall, 2015 showed gains in satisfaction when compared to 2013 results. The most significant increase occurred in visibility of police patrol overall, followed by overall feeling of safety and security and enforcement of traffic laws. Results indicate that respondents generally feel that the Police Department is moving in a positive direction relative to two years ago.

Figure 17: Satisfaction with Police Department – Average Rating By Year of Survey

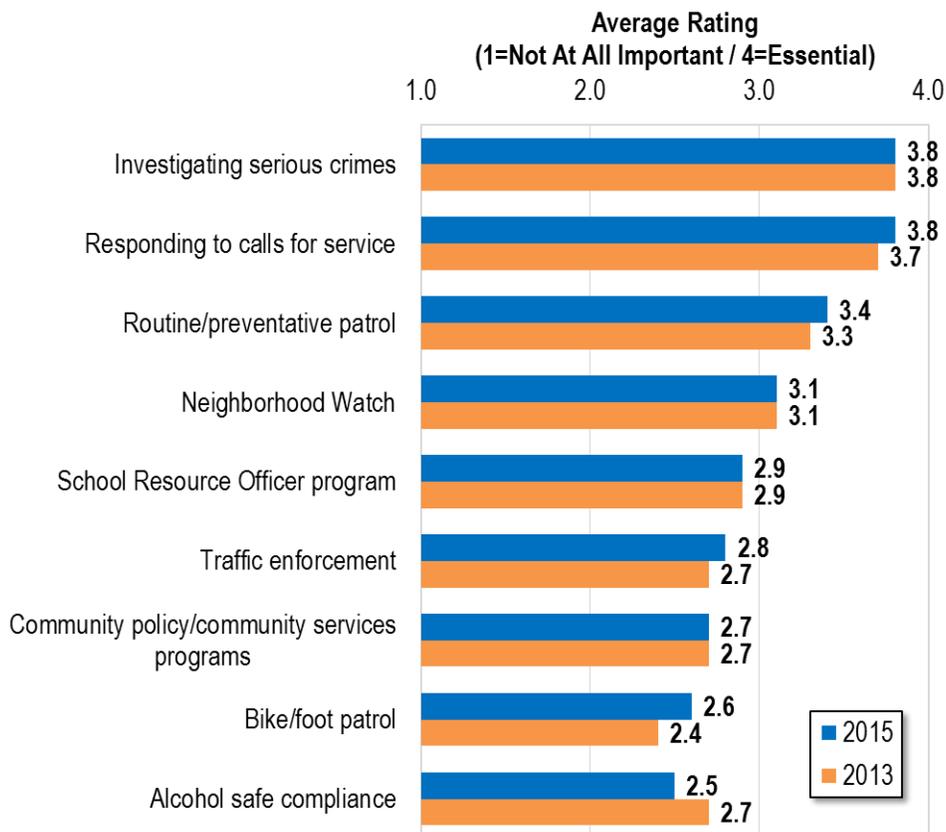


Source: City of Edgewater 2015 Community Survey.

Respondents also rated the importance of a list of priorities for police services on a scale from 1 to 4, with 1 meaning “not at all important” and 4 meaning “essential” (shown in Figure 18 below). The priorities which received the highest average ratings were investigating serious crimes (average rating 3.8) and responding to calls for service (3.8). Other top priorities include routine/preventative patrol (3.4) and Neighborhood Watch (3.1), followed by School Resource Officer program (2.9), traffic enforcement (2.8), community policy/community services programs (2.7), bike/foot patrol (2.6), and alcohol safe compliance (2.5).

2015 results are generally consistent with 2013 results, though some differences emerge. 2015 respondents are more likely to stress the importance of responding to calls for service, routine/preventative patrol, traffic enforcement, and bike/foot patrol. Alcohol safe compliance was more frequently prioritized by 2013 respondents.

**Figure 18: Priorities for Police Services
By Year of Survey**



Source: City of Edgewater 2015 Community Survey.

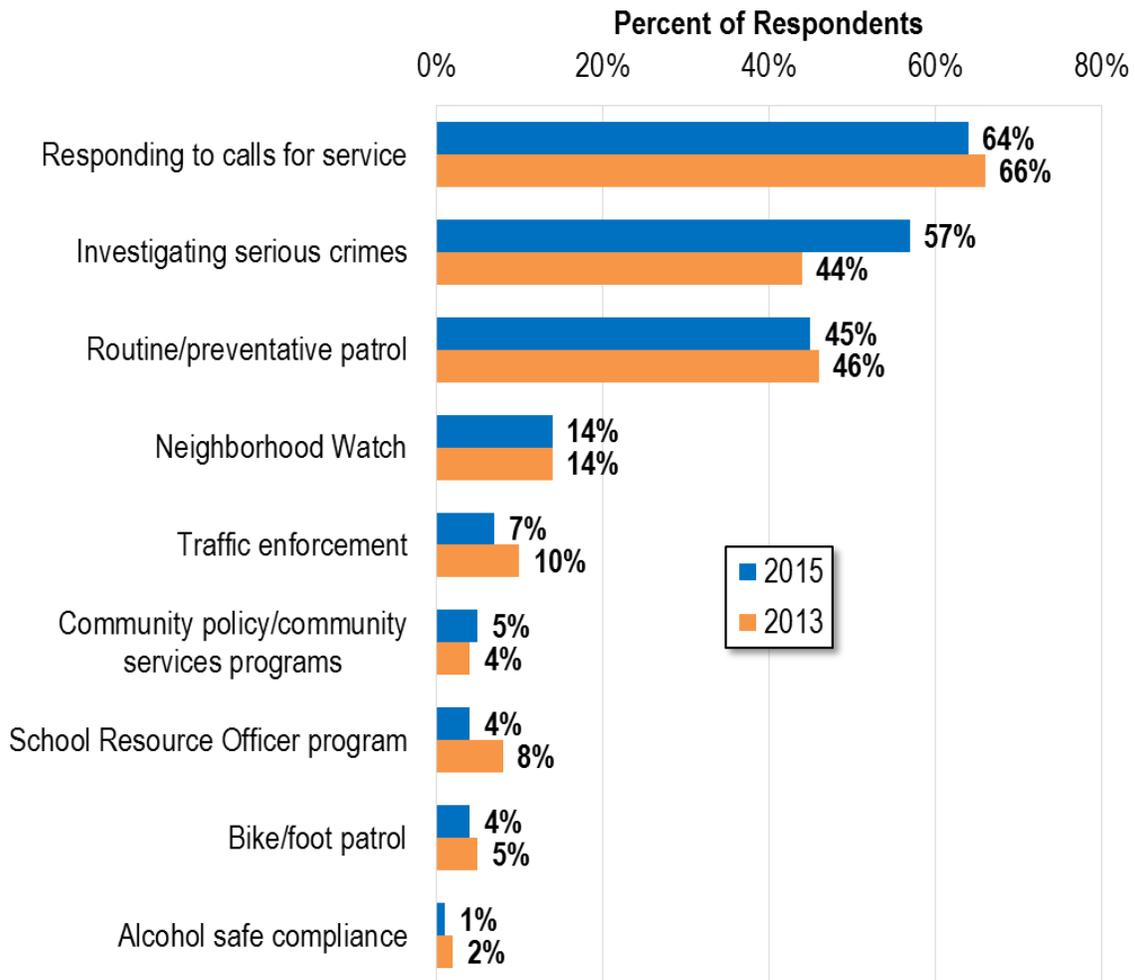
From this priority list, respondents were asked to select their top two priorities for police services in Edgewater. Figure 19 illustrates the share of respondents choosing each service as one of their top two priorities. Results are largely similar to the rank ordering in the prior graph. The top three priorities are responding to calls for service (64 percent of respondents selecting this as one of their top two priorities), investigating serious crimes (57 percent), and routine/preventative patrol (45 percent). Following distantly are Neighborhood Watch (14 percent), traffic enforcement (7 percent), community policy/community services programs (5 percent), School Resource Officer program (4 percent), bike/foot patrol (4 percent), and alcohol safe compliance (1 percent).

Responses were fairly similar in 2015 and 2013, though 2015 respondents more frequently selected investigating serious crimes as a top priority (57 percent vs. 44 percent of 2013 respondents).

Figures 20 and 21 assess priority rankings by key demographic variables of 2015 respondents, including presence of children in the household and length of time lived in the area, in order to further understand differences between respondent segments. Notable findings include:

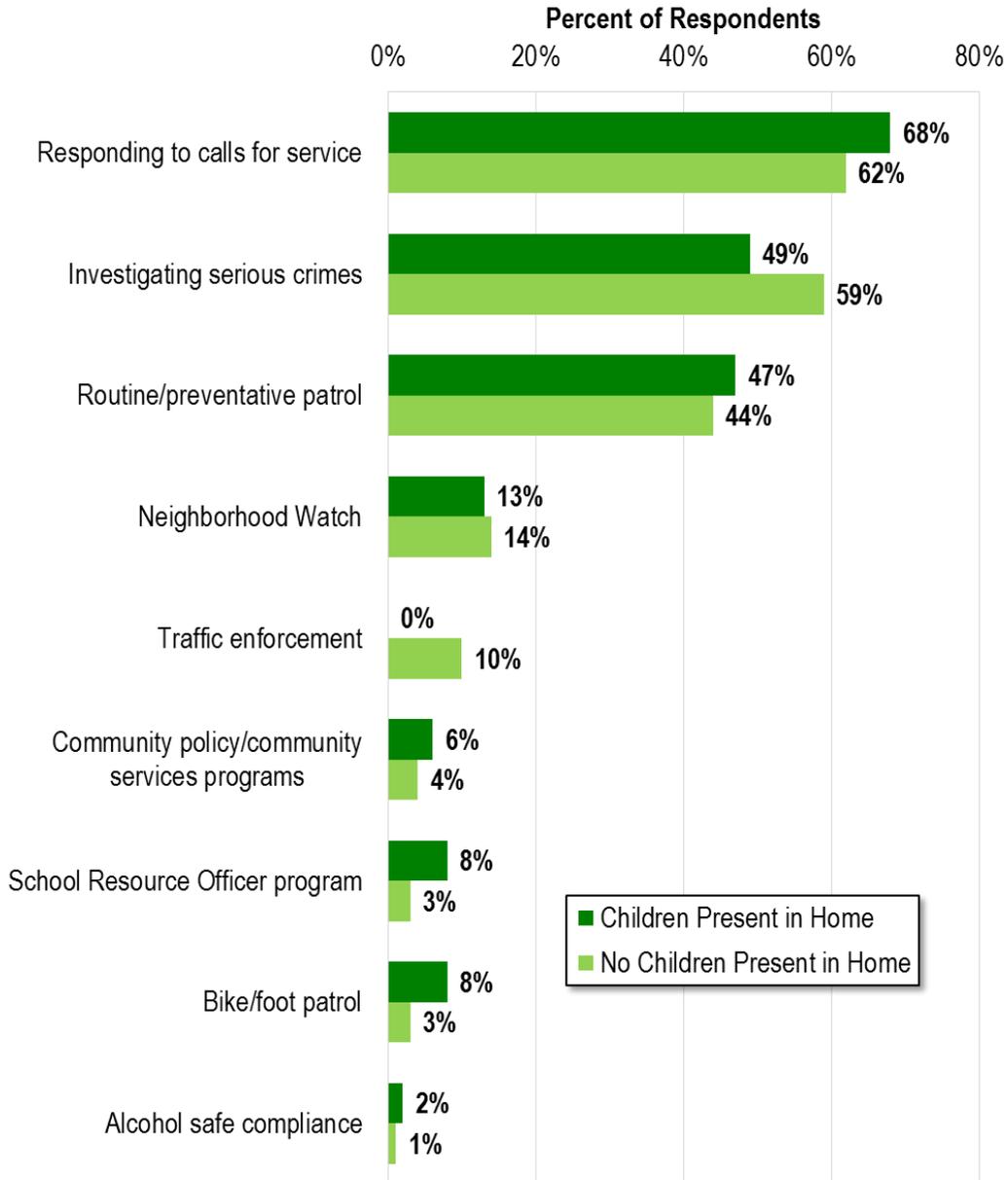
- By Presence of Children in Household. Respondents with children at home showed greater preference toward prioritizing responding to calls for service, a School Resource Officer program, and bike/foot patrol, while respondents without children had a greater likelihood of prioritizing investigating serious crimes and traffic enforcement.
- By Length of Time Lived in Area. Newcomers to the Edgewater area were most likely to prioritize responding to calls for service and routine/preventative patrol; by contrast, respondents who have lived in the Edgewater area for a significant amount of time placed higher priority on traffic enforcement.

**Figure 19: Top Two Priorities for Police Services Combined
By Year of Survey**



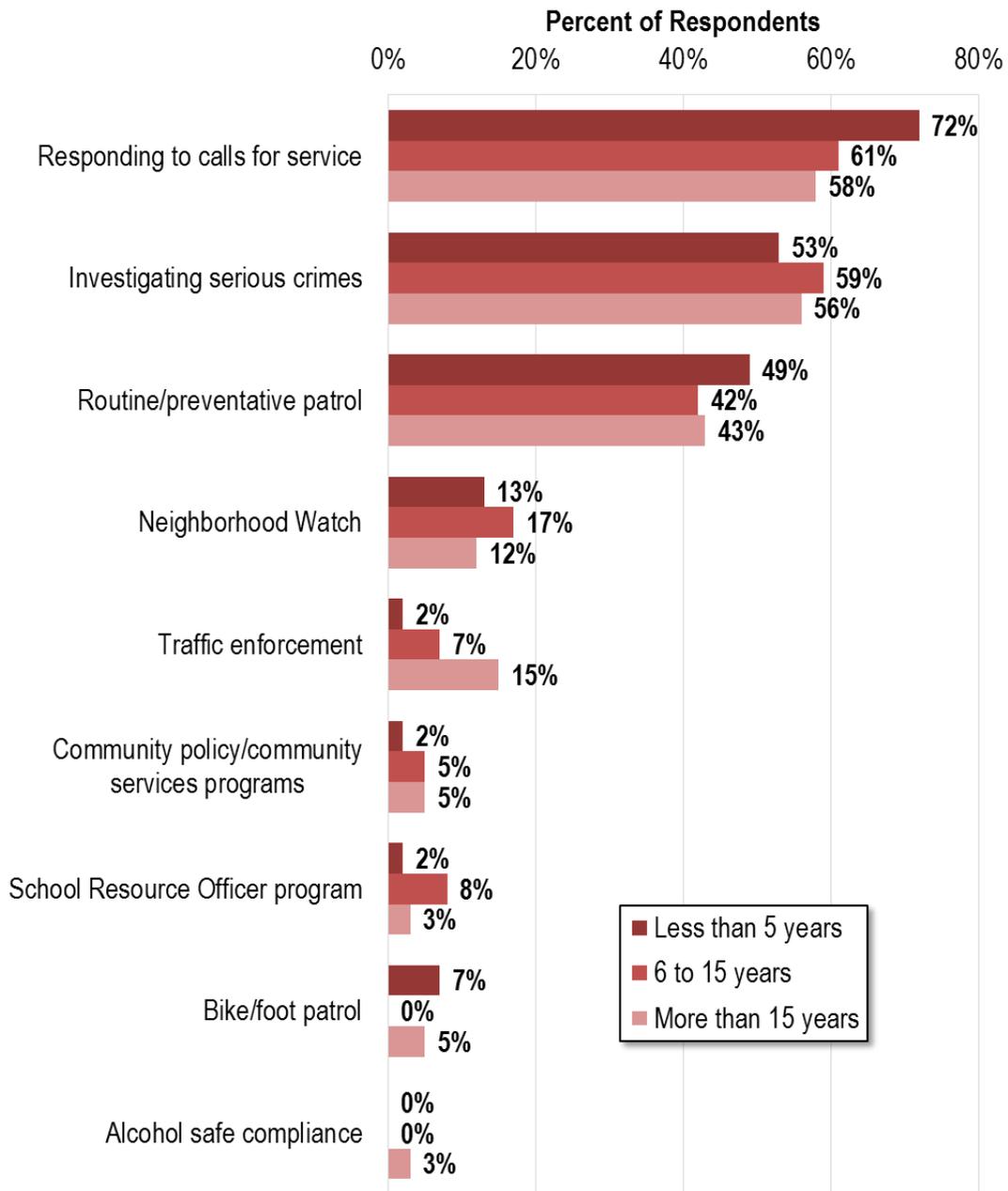
Source: City of Edgewater 2015 Survey.

**Figure 20: Top Two Priorities for Police Services Combined
By Presence of Children in Household (2015 Sample Only)**



Source: City of Edgewater 2015 Survey.

**Figure 21: Top Two Priorities for Police Services Combined
By Length of Time Lived in Area (2015 Sample Only)**



Source: City of Edgewater 2015 Survey.

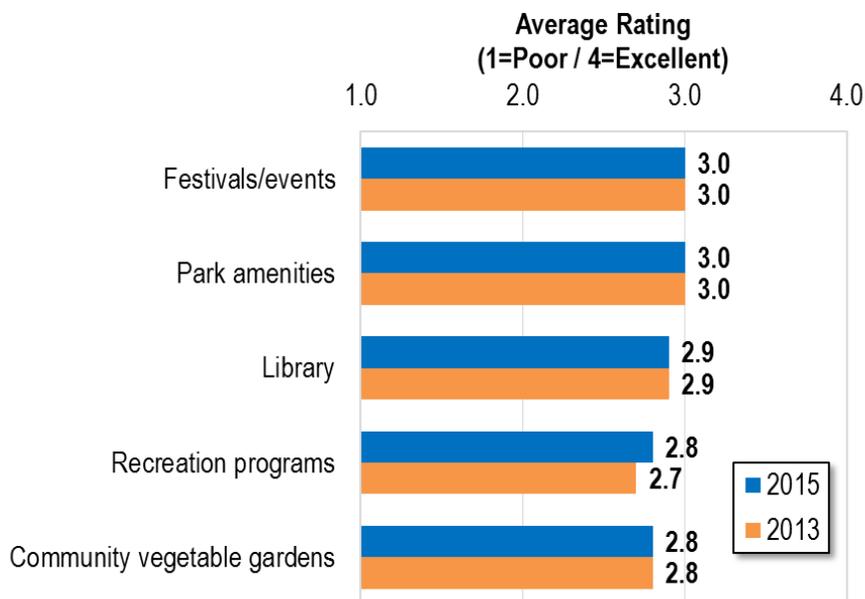
Parks & Recreation Department

Respondents reported their satisfaction levels with parks and recreation services/programs as well as their participation in parks and recreation activities and events. This section of the report highlights key findings from these questions.

On a scale from 1 to 4, with 1 meaning “poor” and 4 meaning “excellent”, respondents rated their satisfaction with Edgewater parks and recreation programs and services. All programs and services received relatively high satisfaction ratings on average, including festivals/events (average rating 3.0), park amenities (3.0), the library (2.9), recreation programs (2.8), and community vegetable gardens (2.8).

With the exception of recreation programs, which was rated slightly higher this year relative to 2013, all satisfaction ratings were very comparable between 2015 and 2013.

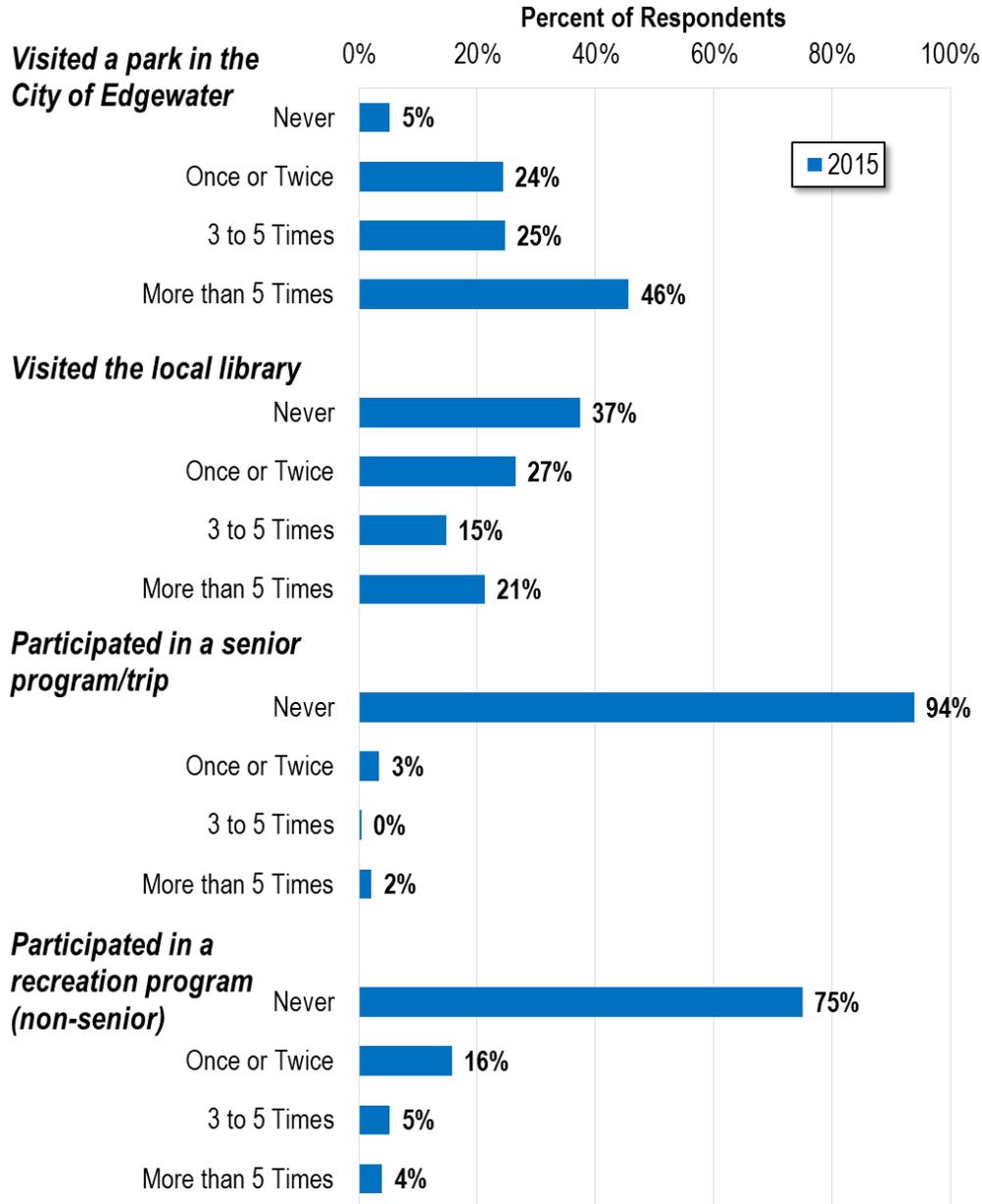
Figure 22: Satisfaction with Parks & Recreation Programs and Services By Year of Survey



Source: City of Edgewater 2015 Community Survey.

Figure 23 shows the frequency with which respondents or their household members have participated in activities and services sponsored by the Parks & Recreation Department in the past year. Ninety-five percent of 2015 respondents indicated that they have visited a park in the City of Edgewater at some point in the last 12 months. Almost half (46 percent) use park facilities regularly, having visited more than five times in the last year. Sixty-three percent of respondents reported that they visited the Edgewater library in the past year, with 21 percent going to the library more than five times. Only six percent participated in a senior program or trip in the last 12 months, though 25 percent participated in a recreation program.

**Figure 23: Parks & Recreation Activity Participation within the Last 12 Months
2015 Sample**



Source: City of Edgewater 2015 Community Survey.

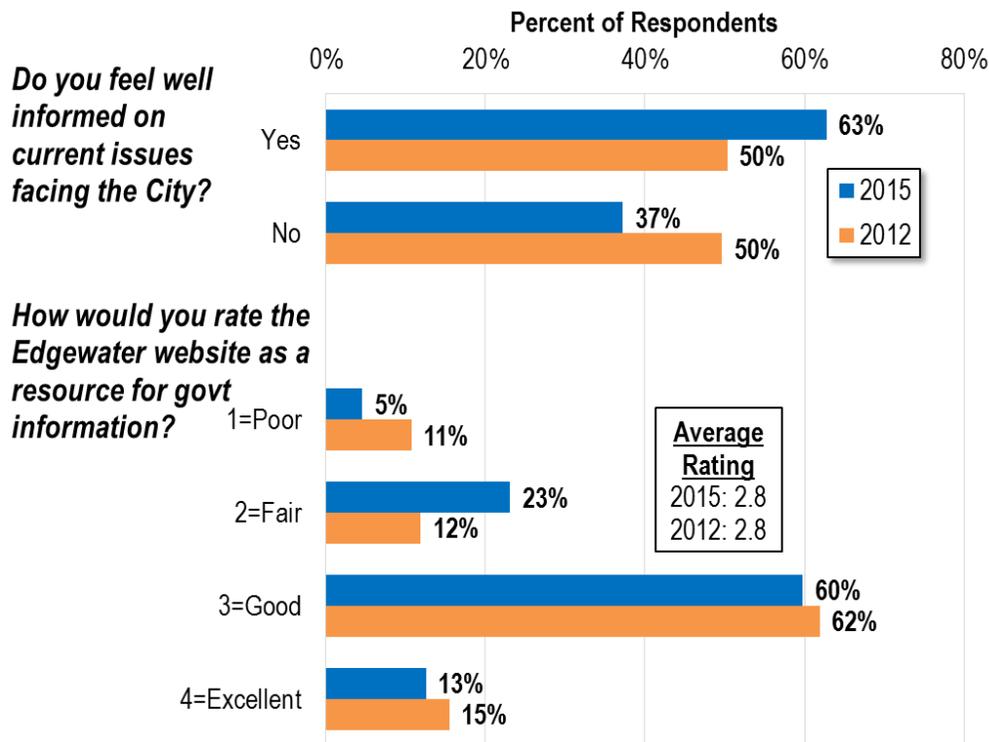
Respondents were also asked whether or not they themselves or household members have participated in Edgewater community activities such as the Celtic Harvest Festival, Farmers Market, Holiday Lighting Festival, Community Picnic/Fireworks, and other community events within the last 24 months. A strong majority of respondents (88 percent) reported that someone in their household has attended these events in the past two years.

CITIZEN COMMUNICATIONS

A series of questions regarding communications from the City of Edgewater asked respondents whether they feel well informed, about the quality of the Edgewater website, and about the ways they currently access information about the City of Edgewater. The findings from these questions are discussed below.

Figure 24 depicts current respondent satisfaction with communications from the City. A greater share of respondents indicated that they feel well informed on current issues facing the City of Edgewater in 2015 (63 percent) than in 2013 (50 percent), reflective of positive progress in this area. However, ratings of the website were stagnant, with an average satisfaction rating of 2.8 on a scale from 1 to 4 where 1 is “poor” and 4 is “excellent” in both 2015 and 2013. Relative to 2013, the share of respondents providing a “1” rating was down but the share of respondents providing a “2” rating was up.

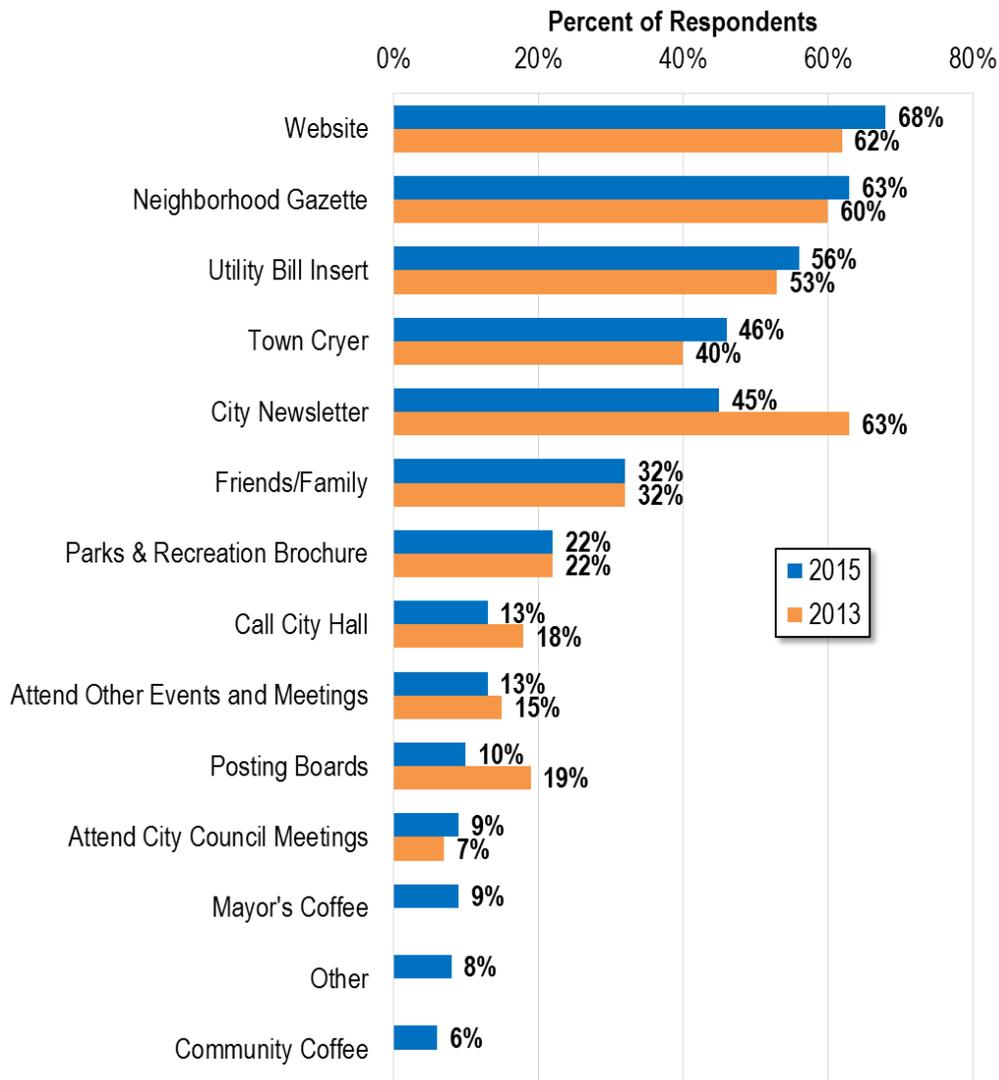
**Figure 24: Satisfaction with Citizen Communications
By Year of Survey**



Source: City of Edgewater 2015 Survey.

Respondents were asked what sources they currently use to gain information about the City of Edgewater. The top sources include the website (68 percent), Neighborhood Gazette (63 percent), a utility bill insert (56 percent), the Town Cryer (46 percent), and the City Newsletter (45 percent). Roughly a third of respondents (32 percent) also learn via family and friends, while 22 percent use the parks & recreation brochure and progressively smaller shares utilize a variety of different sources. 2015 respondents were more likely to use the website (68 percent vs. 62 percent of 2013 respondents) and the Town Cryer (46 percent vs. 40 percent) as ways to access City information. Respondents in 2013 made greater use of the City Newsletter (63 percent vs. 45 percent in 2015), calling City Hall (18 percent vs. 13 percent), and using posting boards (19 percent vs. 10 percent).

Figure 25: Current Access to City of Edgewater Information By Year of Survey



Source: City of Edgewater 2015 Survey.

COMMENTS ON THE FUTURE OF EDGEWATER

At the end of the survey, respondents were asked a couple of open-ended questions about the future of Edgewater. These questions include “in priority order, what are the two biggest issues facing Edgewater?” and “if you could keep one thing the same for the next 10 years or more in Edgewater, what would it be?” A summary of the responses from each of these questions and a random sampling of verbatim comments is provided for each of these questions in turn. A full listing of these comments is provided under separate cover.

Biggest Issues Facing Edgewater

Though a variety of issues appeared in the open-ended comments for this question, several common themes emerged among the responses. Respondents most frequently identified as the biggest issues facing Edgewater development and growth, vacant buildings and beautification, crime and safety, infrastructure, the City budget, housing affordability and property values, code enforcement, and schools. A random sample of comments includes:

- *“Aging housing stock”*
- *“Attracting businesses and residents”*
- *“Creating a safe city”*
- *“Crime”*
- *“Economic sustainability”*
- *“Increases pedestrian and vehicle traffic city wide.”*
- *“Ineffective government”*
- *“Low ratings for schools”*
- *“No welcoming feel”*
- *“Pot holes”*
- *“Seriously, please court Trader Joes or Sprouts for 20th and Depew!”*
- *“Sustainable revenue stream”*
- *“Trash cleanup”*
- *“Wasted retail space”*
- *“Zoning”*

What would you keep the same in Edgewater?

Respondents were also asked what they would keep the same over the next ten years in Edgewater. Common themes include the small town atmosphere, sense of community, community events, local businesses and business development, friendliness of people in the community, and the independence from other towns. A random sampling of comments includes:

- *“Aside from my age.....the small town feel that comes from the community events, especially the festival and the Farmers Market.”*
- *“Community Events! Celtic Harvest Festival, Edgewater 5k, ect. are great.”*
- *“Downtown area”*
- *“Friendliness of staff.”*
- *“Having a police department and not being taken over by Wheat Ridge.”*
- *“I would keep Mayor McNulty in office for another 10 years.”*
- *“Keep Edgewater the small community that it is.”*
- *“Local eateries, small shops and community businesses while keeping the focus on affordable housing and small community feel.”*
- *“My neighbors”*
- *“Non-chain, privately-owned restaurants like The Edgewater Inn, Sloans Bar and Grill, Providence, Edgewater Coffee Shop. These are unique and bring people from outside the City.”*
- *“Proximity to Denver.”*
- *“Sense of community.”*
- *“Small community feel”*
- *“Small town atmosphere.”*
- *“Small town feel even though we are in the 'heart' of a major metropolitan area.”*
- *“Snow plow service on the main roads.”*
- *“That the majority of the homes remain single family dwellings that are smaller homes.”*
- *“The community feel in the city is very friendly and welcoming. People care about the city and like living here. I'd like to allow home owners to expand their homes so that families will stay. People of varying income levels, ages, and sexual orientations all are welcomed in Edgewater.”*
- *“The variety of restaurants and walkability.”*

SUGGESTIONS / OPEN ENDED COMMENTS

The survey offered multiple opportunities for respondents to offer comments or suggestions. The comments provided a rich variety of insights and opinions, with a few recurring themes such as:

- Value the “small-town” feel with big-city benefits nearby
- Enjoy community events
- Concern about shabby/unsightly areas
- Continue to try to attract businesses
- Crime in certain areas
- School quality
- Improvements are appreciated; room for more
- Affordability, size and quality of homes available for those looking to stay, to purchase, and/or expand a family

Following are some sample comments and suggestions.

- *“Community events are great but there is a sense of criminal activity north of downtown Edgewater I believe police should patrol more often”*
- *“Edgewater continues to improve. The City Council and overall governance of the City has improved and as a whole the City is better off. I think Edgewater can continue to improve and still remains a small community in a big city. The roads need repair, but that is the case everywhere. We still have our share of crime, but graffiti is down and neighbors are trying to keep an eye out for suspicious activities. I think the police are friendly, but firm, and no one should think they are less equipped to handle problems.”*
- *“Edgewater does not have enough of a 'downtown' area or enough restaurants and retail to be a desirable place to retire. However, it is improving, and the efforts of the City staff are noticed and appreciated. Quality of a neighborhood varies greatly in Edgewater”*
- *“Edgewater is a small town in the midst of a large metropolitan district. This has its positives as well as negatives. For young families, it is ideal. The greatest issue they face is whether sending their kids to Edgewater schools is good for their kids. The schools have a long way to go to be considered good. For seniors, there are a lot of programs and assistance that doesn't come with large cities. Young adults with no children are close enough to Denver without the high cost of living there.”*
- *“Hopefully, as the economy improves, Edgewater will actually act on all the plans to increase livability that have been languishing for so long.”*

- *“I am not sure (about the City’s direction) because I really haven't seen much change around the neighborhoods in the area of maintaining lawns, right aways along sidewalks and homes. I know that someone was hired to enforce this, but not much has gotten better. If you want to attract new families into Edgewater who will pay more \$ for homes - they don't want to be living next to a house that is not taken care of. I think there has been growth along 25th avenue and I hope that continues. The city needs to continue to find ways to draw businesses into the community. It is so great to see people walking to restaurants, bars, and other places along 25th.”*
- *“I love living here, I hope that it will continue to attract young professionals, with kids, and retain its wonderful small town, community based feel.”*
- *“I love that Edgewater is a 1-square mile radius town. I think we need new, exciting commerce (no more hair dressers please! We need another cute little coffee shop). I don't want to grow bigger, just better. New restaurants and shops that will attract like Highlands. The real estate could use a nice clean-up too. But I never want the size to change!”*
- *“I miss the outdoor events like concerts and movies. Edgewater seems to be losing some of its small town feel.”*
- *“I think Edgewater has the potential to be a future city of growth given its ideal location to Denver and surrounding points of interest. Because of the age of most of the homes in Edgewater being older, this can work to the advantage of the city. Edgewater is a perfect mark for people looking to update an older home or rebuild altogether. The schools could improve as the people moving into the city become attracted to the location and value the area as a whole to raise children.”*
- *“I think we should continue to model after communities like the 'Highlands' in terms of growth, new locally owned business and urban renovation. The Edgewater main street has a lot of potential, but still has many vacancies and has room to grow/improve. The city has potential to draw a lot of attention to our town by modernizing the main street. Are there available incentives for local businesses to move in?”*
- *“I would still like to see efforts to clean up properties that seem to be in disrepair and common spaces that have not be updated in decades”*
- *“I'd like to hear more from the mayor and city council. I do not think the government does a good job at communicating or at outreach to understand what the community wants. I'm glad to see this survey go out because it is a first step in increasing communication. I know for a while the mayor was doing coffee talk, but that was only offered during the day. Much of the community is young and working and it's not possible to meet during the day. If Edgewater wants to energize the community, then talking to the younger working generation is key.”*

- *“If we move from Edgewater, it will be for a better school system.”*
- *“I’ve been here 12 years and in the past couple of years, the city has really started heading in a good direction. New businesses have been opening, and neighborhoods have been steadily improving. The city government is much more forward thinking than it used to be.”*
- *“Like many houses in Edgewater, ours is small. As our children grow we are beginning to consider moving to a larger house. We would love to stay in Edgewater, but the only larger houses are the new builds which are too expensive for us.”*
- *“Please continue to build the business district and clean up remodel aging areas while keeping the charm of the city.”*
- *“Small homes are challenging for growing family.”*
- *“There isn't a 'neighborhood' feel in Edgewater. I know that sidewalk improvements were made, but I think that some additional improvements need to be made to increase safety in the streets for children and also to encourage people to come outside their homes and socialize. Improving main street would help encourage a sense of community as well. I also think city code needs to be improved and/or enforced when it comes to junk in people's yards.”*
- *“Would love to see more local and independent businesses being promoted. Sheridan/20th is a great venue for the chains, but how are we attracting more people to our little downtown? The appeal of 25th could greatly be improved with some charming lighting, some real (not falling apart plastic) planters. We could turn the park on 25th into a community garden, or host summer music nights there.”*
- *“Would love to stay in Edgewater, but there are little single family home rentals and it is becoming too costly to buy.”*

APPENDIX A: POSTCARD MAILING

You are invited to make your voice heard!

The City of Edgewater is asking for feedback from our citizens about living in Edgewater.



Please take a few minutes to complete our Community Survey. We ask that you personally respond only once, but we welcome responses from multiple adults in your household.

Thank you for participating. I value your thoughts on the future of our City.

Bonnie McNulty, Mayor

Go to www.edgewatersurvey.org

If you prefer to complete a paper version, please call 1-888-449-4772,
or pick one up at City Hall.

***Please respond within 10 days
to be sure your responses are included.***



c/o RRC Associates
PO Box 17880
Boulder, CO 80308

APPENDIX B: COMMUNITY SURVEY

City of Edgewater Survey 2015

First, a few questions about the general state of Edgewater...

1. Rate each of the following characteristics of living in Edgewater.

	Poor	Fair	Good	Excellent	Don't Know
Edgewater as a place to live	1	2	3	4	[DK]
The overall quality of your neighborhood	1	2	3	4	[DK]
Edgewater as a place to raise children	1	2	3	4	[DK]
Edgewater as a place to retire	1	2	3	4	[DK]
The overall quality of life in Edgewater	1	2	3	4	[DK]

2. Over the past two years has the sense of community within the City changed?

- Improved
 Stayed the same
 Declined
 Don't know/no opinion

3. Indicate how likely or unlikely you are to do each of the following:

	Extremely Unlikely					Neutral		Extremely Likely				
	0	1	2	3	4	5	6	7	8	9	10	
Recommend living in Edgewater to someone who asks												
Remain in Edgewater for the next five years												

Additional comments? _____

4. Do you feel the City of Edgewater is moving in a positive direction?

- Yes
 No
 Don't know

Additional comments? _____

5. How satisfied are you with Edgewater City government?

	Poor	Fair	Good	Excellent	Don't Know
City Staff	1	2	3	4	[DK]
City Council	1	2	3	4	[DK]

6. What was your impression of the employee or official of the City of Edgewater in your most recent contact?

	Poor	Fair	Good	Excellent	Don't Know
Ease of reaching a City employee	1	2	3	4	[DK]
Knowledge of issue or concern	1	2	3	4	[DK]
Responsive to your request	1	2	3	4	[DK]
Treated you with respect and courtesy	1	2	3	4	[DK]
Overall impression	1	2	3	4	[DK]

Additional comments? _____

7. Indicate your satisfaction with the performance of our City Boards and Commissions.

Poor	Fair	Good	Excellent	Don't Know
1	2	3	4	[DK]

Additional comments about Boards and Commissions? _____

The Planning and Building Departments provide planning, design review, administration of land use approvals, review of building applications, issue building permits, and inspect all construction work within the City of Edgewater.

8. Please indicate whether you have worked with the Building and/or Planning Departments within any of these timeframes?
(CHECK ALL THAT APPLY)

Last 12 months Last 24 months Last 36 months

9. Rate your satisfaction with the following aspects of the Building and/or Planning Departments.

	Poor	Fair	Good	Excellent	Don't Know
Courtesy and fairness	1	2	3	4	[DK]
Adequacy of staffing in department	1	2	3	4	[DK]
Overall service and efficiency	1	2	3	4	[DK]
Providing clear expectations on the process	1	2	3	4	[DK]
Competence of staff	1	2	3	4	[DK]
City land use policies administered by staff	1	2	3	4	[DK]

Additional comments or suggestions concerning the Building and/or Planning Departments:

The Public Works/Community Services Departments provide maintenance of public areas including street and City-owned areas.

10. Rate your satisfaction with Public Works/Community Services in the City of Edgewater:

	Poor	Fair	Good	Excellent	Don't Know
Snow removal	1	2	3	4	[DK]
Quality of local streets	1	2	3	4	[DK]
Quality of alleys	1	2	3	4	[DK]
Street maintenance	1	2	3	4	[DK]
Code enforcement	1	2	3	4	[DK]
Trash/recycling program	1	2	3	4	[DK]
City Cleanup (alley & special pickup)	1	2	3	4	[DK]
Utilities (water & sewer)	1	2	3	4	[DK]

Additional comments or suggestions concerning Public Works:

11. Rate your satisfaction with public parking in Edgewater (does not include Sheridan Boulevard).

	Poor	Fair	Good	Excellent	Don't Know
Location of parking in relation to destination	1	2	3	4	[DK]

12. Rate what you think should be the priority of Code Enforcement in the City.

	Not at All Important	Somewhat Important	Very Important	Essential	Don't Know
Trash removal	1	2	3	4	[DK]
Weed removal	1	2	3	4	[DK]
Graffiti removal	1	2	3	4	[DK]
Dead tree removal	1	2	3	4	[DK]
Snow/ice removal on sidewalks	1	2	3	4	[DK]
Parking enforcement	1	2	3	4	[DK]
Abandoned vehicles	1	2	3	4	[DK]
Illegal signs	1	2	3	4	[DK]
Barking dog complaints/animal services	1	2	3	4	[DK]
Building code/permit violations	1	2	3	4	[DK]

What are your top two priorities? _____

Additional comments or suggestions concerning Code Enforcement:

The Police Department provides service and protection to the citizens of Edgewater.

13. Have you had contact with an employee of the Edgewater Police Department within the past 12 months? (Check all that apply.)

- Yes, face-to-face interaction
- Yes, other form of interaction
- No

14. Rate your satisfaction with the following aspects of Police Services in Edgewater.

	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Don't Know</u>
Overall feeling of safety and security	1	2	3	4	[DK]
Visibility of police patrol overall	1	2	3	4	[DK]
Communication with the community	1	2	3	4	[DK]
Friendliness and approachability of Police Department employees	1	2	3	4	[DK]
Crime prevention	1	2	3	4	[DK]
Enforcement of traffic laws	1	2	3	4	[DK]
How quickly police respond to requests for service	1	2	3	4	[DK]
Overall quality of service	1	2	3	4	[DK]

15. Rate what you think should be the priority of police services in the City.

	<u>Not at All Important</u>	<u>Somewhat Important</u>	<u>Very Important</u>	<u>Essential</u>	<u>Don't Know</u>
Routine/preventative patrol	1	2	3	4	[DK]
Responding to calls for service	1	2	3	4	[DK]
Bike/foot patrol	1	2	3	4	[DK]
Traffic enforcement	1	2	3	4	[DK]
Alcohol sale compliance	1	2	3	4	[DK]
Neighborhood Watch	1	2	3	4	[DK]
School Resource Officer program	1	2	3	4	[DK]
Community policy/community services programs	1	2	3	4	[DK]
Investigating serious crimes	1	2	3	4	[DK]

What are your top two priorities? _____

Additional comments or suggestions concerning police services in the City:

The Parks and Recreation Department oversees parks, facilities and recreational activities in the Community.

16. How satisfied are you with the following services and programs in Edgewater?

	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Don't Know</u>
Recreation programs	1	2	3	4	[DK]
Festivals/events	1	2	3	4	[DK]
Park amenities	1	2	3	4	[DK]
Community vegetable gardens	1	2	3	4	[DK]
Library	1	2	3	4	[DK]

Additional comments or suggestions concerning services and programs in the City:

17. Within the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Edgewater?

	<u>Never</u>	<u>Once or Twice</u>	<u>3 to 5 Times</u>	<u>6 or More Times</u>
Visited a park in the City of Edgewater	1	2	3	4
Visited the local library	1	2	3	4
Participated in a senior program or trip	1	2	3	4
Participated in a recreation program other than a senior program or trip	1	2	3	4

18. Within the last 24 months have you or other household members participated in community activities in Edgewater (such as Celtic Harvest Festival, Farmers Market, Holiday Lighting Festival, Community Picnic/Fireworks, etc.)?
 Yes No

Citizen Communications

19. Do you feel well informed on current issues facing the City?
 Yes
 No

What additional information would you like to see provided from the City and by what means?

20. How would you rate the Edgewater website as a timely and convenient resource for government information?

<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Excellent</u>	<u>Don't Know</u>
1	2	3	4	[DK]

21. Additional comments or suggestions concerning the website?

22. How do you currently access City of Edgewater information? (Check all that apply.)

- | | | |
|--|---|---|
| <input type="checkbox"/> Website | <input type="checkbox"/> Utility bill insert | <input type="checkbox"/> Friends |
| <input type="checkbox"/> Town Crier (email subscription service) | <input type="checkbox"/> <i>Neighborhood Gazette</i> | <input type="checkbox"/> Call City Hall |
| <input type="checkbox"/> City newsletter | <input type="checkbox"/> Attend City Council meetings | <input type="checkbox"/> Posting boards (please indicate which posting boards) |
| <input type="checkbox"/> Parks & recreation brochure | <input type="checkbox"/> Attend other events and meetings | <input type="checkbox"/> City Hall <input type="checkbox"/> Library |
| <input type="checkbox"/> Mayor's Coffee | <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Parks <input type="checkbox"/> 25 th Ave. Parking Lot |
| <input type="checkbox"/> Community Coffee | | |

Additional Comments and Suggestions

23. In priority order, what are the two biggest issues facing Edgewater?

1. _____
 2. _____

24. If you could keep one thing the same for the next 10 years or more in Edgewater, what would it be?

Demographics

Please provide the following demographic information. Remember that all responses remain strictly confidential.

25. How long have you lived within the City of Edgewater?

- Less than 1 year
 1-5 years
 6-15 years
 More than 15 years

26. What is your age?
 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years Prefer not to answer
27. Which of these categories best describes your household makeup?
 Single, no children
 Couple, no children
 Household with children
 Empty-nester; children no longer at home
 Other
28. How many people (including yourself) live in your household? _____ people
29. How many pre-K through grade 12 students live in your household? _____ total number of pre-K-12 students (If none, enter 0 and go to Q. 32)
30. Do any of them attend school in Edgewater?
 Yes
 No
31. If they do not attend school in Edgewater, please explain what factored into your decision: _____

32. Are you a registered voter? Yes No
33. How many registered voters live in your home? _____
34. Do you own or rent your residence?
 Own
 Rent
35. Describe the type of home you live in.
 Apartment/Condominium
 Town-home
 Duplex
 Single family home
 Mixed-use (First floor retail, with housing above)
36. Do you currently receive the Town Cryer (email subscription service)? Yes No
37. *(If No)* Would you like to be added to the mailing list?
 Yes (email address) _____
 No

*Thank you for your participation in our continuing evaluation program.
 Please make further comments or suggestions below.*
