

**Lindon City  
Final Results**

1999 (May)	300 interviews	± 5.5%
2005 (Oct./Nov.)	320 interviews	± 5.5%

Hello. I'm \_\_\_\_\_ from Dan Jones & Associates, an independent research firm. We are conducting an opinion survey of residents in Lindon City today. May I speak with someone in the household who is 18 years of age or older? The questions regard important city issues for residents. May I ask you some questions?

\*1. First of all, I need to verify that you are a resident of Lindon City.

100% Yes  
- No (TERMINATE)

\*2. How long have you lived in Lindon City?

<b><u>1999</u></b>	<b><u>2005</u></b>	
14%	6%	Less than 2 years
29%	18%	2-5 years
21%	27%	5-10 years
29%	42%	Over 10 years
6%	7%	Lifetime resident
0%	0%	Don't know / refuse (DO NOT READ)

\*3. As you know, Lindon City government officials must deal with a variety of pressing problems and issues...Which ONE issue do you feel deserves THE GREATEST ATTENTION at the present time? (UNAIDED – ONE RESPONSE)

<b><u>1999</u></b>	<b><u>2005</u></b>	
28%	32%	Growth/overbuilding
22%	16%	Roads (maintenance and planning)
4%	3%	Parks and recreation
1%	3%	Traffic congestion
2%	2%	Schools
3%	1%	Adequate police protection
1%	1%	Crime
22%	23%	Other (SPECIFY)
17%	20%	Don't know (DO NOT READ)

How would you rate the following services provided by Lindon City? Please rate on a 1-7 scale, with one meaning *poor* and seven meaning *excellent*.

	<u>Poor</u>							<u>Excellent</u>		<u>Don't Know</u>	<u>Mean</u>
*4. Overall responsiveness of Lindon City government:											
<u>1999</u>	4%	4%	6%	17%	30%	23%	10%	6%	4.87		
<u>2005</u>	2%	4%	8%	18%	35%	23%	5%	5%	4.80		
*5. Your ability to have access to elected city officials:											
<u>1999</u>	3%	2%	6%	11%	26%	25%	14%	12%	5.14		
<u>2005</u>	1%	3%	5%	10%	21%	27%	22%	11%	5.42		
*6. City planning and zoning:											
<u>1999</u>	6%	8%	15%	20%	24%	12%	6%	9%	4.19		
<u>2005</u>	6%	6%	13%	19%	27%	14%	6%	8%	4.32		
*7. Police protection:											
<u>1999</u>	4%	5%	10%	11%	28%	23%	15%	4%	4.92		
<u>2005</u>	4%	3%	5%	13%	28%	28%	16%	3%	5.12		
*8. Parks and recreation:											
<u>1999</u>	3%	11%	12%	17%	26%	16%	12%	3%	4.52		
<u>2005</u>	3%	6%	11%	16%	20%	27%	16%	2%	4.90		
*9. Activities for youth:											
<u>1999</u>	4%	9%	12%	20%	20%	12%	8%	14%	4.32		
<u>2005</u>	3%	8%	12%	16%	24%	18%	8%	11%	4.51		
*10. Water services:											
<u>1999</u>	4%	6%	7%	11%	22%	29%	21%	1%	5.13		
<u>2005</u>	2%	3%	3%	6%	23%	38%	25%	0%	5.59		
*11. Garbage services:											
<u>1999</u>	1%	1%	2%	6%	19%	37%	33%	0%	5.84		
<u>2005</u>	1%	1%	1%	7%	19%	38%	34%	0%	5.89		
*12. Sewer services:											
<u>1999</u>	2%	1%	3%	5%	20%	33%	34%	2%	5.83		
<u>2005</u>	1%	1%	2%	5%	20%	37%	33%	3%	5.90		
13. Recycling services:											
<u>1999</u>	--	--	--	--	--	--	--	--	--		
<u>2005</u>	9%	9%	6%	11%	14%	18%	17%	17%	4.64		
*14. Other (SPECIFY):											
<u>1999</u>	1%	0%	0%	0%	0%	0%	0%	99%	--		
<u>2005</u>	5%	2%	1%	2%	1%	0%	2%	86%	3.00		

As you may know, Lindon City currently participates jointly with the city of Pleasant Grove for police services...

\*15. Do you favor or oppose Lindon City having its own police department?

<u>1999</u>	<u>2005</u>	
25%	21%	Strongly favor
20%	21%	Somewhat favor
21%	29%	Somewhat oppose
21%	16%	Strongly oppose
13%	13%	Don't know (DO NOT READ)

\*16. In your opinion, what are the ADVANTAGES of Lindon City having its own police department?

<u>1999</u>	<u>2005</u>	
38%	34%	Quicker response/closer
21%	13%	None
16%	10%	Better protection/coverage/more police
1%	7%	More responsive to Lindon/Lindon's problems
2%	5%	Local control over police department
4%	3%	Better service/better access
--	2%	Smaller area to cover/smaller jurisdiction
2%	1%	Growth of area/Too big
2%	1%	More personal contact with Lindon residents
--	1%	Revenue/Keep revenue in Lindon
2%	<1%	Better crime control
2%	--	Keep revenue down
2%	3%	Miscellaneous
8%	19%	Don't know

\*17. And, in your opinion, what are the DISADVANTAGES of Lindon City having its own police department?

<u>1999</u>	<u>2005</u>	
43%	59%	Cost
30%	19%	Higher taxes
5%	4%	Small police force
12%	3%	None
1%	1%	Duplication of personnel
2%	1%	Lindon is too small/not big enough
1%	1%	No experience/not trained
2%	4%	Miscellaneous
5%	8%	Don't know

\*18. Do you think the QUALITY of police protection for Lindon City would increase, decrease, or remain about the same if Lindon were to have its own police department? (Would that be “greatly” or “somewhat?”)

<u>1999</u>	<u>2005</u>	
21%	15%	Increase greatly
32%	29%	Increase somewhat
33%	37%	Remain about the same
7%	8%	Decrease somewhat
3%	2%	Decrease greatly
5%	9%	Don't know (DO NOT READ)

\*19. If needed, would you favor or oppose a tax increase for Lindon City to have its own police department?

<u>1999</u>	<u>2005</u>	
8%	7%	Strongly favor
21%	25%	Somewhat favor
18%	26%	Somewhat oppose
45%	40%	Strongly oppose
8%	3%	Don't know (DO NOT READ)

\*20. Do you agree or disagree that Pleasant Grove Police are sensitive to Lindon City's needs?

<u>1999</u>	<u>2005</u>	
35%	36%	Strongly agree
43%	43%	Somewhat agree
9%	7%	Somewhat disagree
3%	5%	Strongly disagree
10%	9%	Don't know (DO NOT READ)

\*21. Have you been a victim of a crime that Pleasant Grove Police have responded to in the last five years?

<u>1999</u>	<u>2005</u>	
29%	30%	Yes
71%	70%	No
0%	0%	Don't know (DO NOT READ)

\*22. Have you had any personal interaction with the Pleasant Grove Police in the last five years – either face-to-face or by telephone?

<u>1999</u>	<u>2005</u>	
68%	70%	Yes
32%	30%	No
0%	0%	Don't know (DO NOT READ)

\*23. IF YES: Was that interaction a positive, negative, or neutral experience for you? (IF MORE THAN ONE EXPERIENCE, USE THE LAST EXPERIENCE.) (Number responding – 224)

<u>1999</u>	<u>2005</u>	
(204)	(224)	(Number responding)
52%	47%	Very positive
23%	21%	Some positive
17%	19%	Neutral
5%	6%	Somewhat negative
3%	6%	Very negative
0%	0%	Don't know (DO NOT READ)

Lindon City is in the process of placing a system of trails that run throughout the city. (The trail system would involve having sidewalks on one side of the streets and trails for activities like walking, biking, or horse riding on the other side of the streets.)

\*24. Do you favor or oppose continued development of this trail system?

<u>1999</u>	<u>2005</u>	
56%	45%	Strongly favor
26%	27%	Somewhat favor
6%	8%	Somewhat oppose
9%	15%	Strongly oppose
3%	6%	Don't know (DO NOT READ)

25. If a trail were installed in your area, from what you know or have heard, what type of surface would be best for trail users? (READ OPTIONS)

<u>2005</u>	
21%	Gravel
10%	Concrete
54%	Asphalt
9%	Other (SPECIFY)
6%	Don't know (VOL)

26. Overall, would you say there are too many recreational facilities available in Lindon City, about the right amount, or not enough?

<u>2005</u>	
0%	Too many
46%	About the right amount
51%	Not enough
3%	Don't know (DO NOT READ)

27. Have you or other family members used Lindon City parks and / or recreation facilities in the past three years?

**2005**  
 93% Yes  
 8% No  
 0% Don't recall (DO NOT READ)

28. Do you have children under the age of 18 living in your household?

**2005**  
 64% Yes  
 36% No  
 0% Refuse (DO NOT READ)

29. IF YES: Have your children participated in city-sponsored activities for youth?  
 (Number responding – 206)

**2005**  
 67% Yes  
 31% No  
 3% Don't know (DO NOT READ)

30. In your opinion, is there a need for a community center, which would include some recreation facilities for Lindon City residents of all ages?

**2005**  
 30% Definitely  
 36% Probably  
 23% Probably not  
 9% Definitely not  
 3% Don't know (DO NOT READ)

31. Would you support or oppose construction of a community and recreation center in Lindon City if no new taxes were needed to build the facility?

**2005**  
 59% Definitely support (SKIP TO Q.33)  
 30% Probably support (SKIP TO Q.33)  
 6% Probably oppose  
 3% Definitely oppose  
 3% Don't know (VOL - SKIP TO Q.33)

## 32. IF OPPOSE, Why? (Unaided)

**2005**

(28)

*(Number responding)*

21%	We wouldn't/don't use it/wouldn't be used
18%	Money has to come from somewhere/there will be a cost
14%	Don't need it
14%	It is available in other areas/facilities already available
14%	Money needs to go to other things (library, roads, etc.)
14%	Miscellaneous
4%	Don't know

## 33. What do you think would be the positive aspects of having a community center in Lindon?

**2005**

22%	A place for kids/something for kids to do/youth activities
14%	Convenience/close proximity/easier access/less travel
14%	Unite the community
13%	Would give residents a place to go for activities, recreation and events
9%	People wouldn't have to go to other cities/they could stay in the community
4%	Wouldn't pay other communities to use their facilities
3%	Healthier residents/provide exercise
3%	None/no positives
1%	Would be good/fun
1%	More activities/more to do
7%	Miscellaneous
9%	Don't know

## 34. And, what do you think would be the negative aspects of having a community center?

**2005**

27%	Cost/expense to maintain
19%	None/nothing
10%	Taxes/higher taxes
5%	Hang out for gangs/bad influences/youth loitering
3%	Not being used enough/not being supported
3%	Traffic/increase traffic
1%	If it wasn't big enough
1%	Location
8%	Miscellaneous
24%	Don't know

Now, I would like to read you a list of features that might be considered in a community center. Please rate their importance to you; that is, how important is it to you that the feature be included in the facility...

	<b><u>2005</u></b>				
	<u>Very unimportant</u>	<u>Somewhat unimportant</u>	<u>Somewhat important</u>	<u>Very important</u>	<u>Don't know</u>
35. Athletic courts:	6%	7%	42%	43%	2%
36. Walking and running track:	5%	9%	36%	50%	0%
37. Weight and general fitness machines:	7%	15%	46%	31%	1%
38. Classrooms:	8%	24%	46%	20%	3%
39. Lap pool:	7%	13%	44%	35%	2%
40. Elder center including game and craft rooms and kitchen area:	7%	15%	46%	29%	3%
41. Performance area for music and speakers, and small scale productions:	8%	17%	43%	32%	1%

42. Are there any other things that you feel would be important to have in a community center?

<b><u>2005</u></b>	
44%	Don't know
23%	No
8%	Swimming pool/regular pool
4%	Library
3%	Racquetball courts
1%	Children's pool for younger kids
1%	Daycare/child care area
1%	Food area/juice machine
1%	Large meeting room
1%	Playing fields/outside fields
1%	Sauna/steam room
1%	Tennis courts
10%	Miscellaneous
1%	Playground for young children

\*43. How often do members of your household use the Pleasant Grove public swimming pool?

<b><u>1999</u></b>	<b><u>2005</u></b>	
40%	31%	Never
14%	20%	Rarely
20%	31%	Occasionally
25%	19%	Frequently
1%	0%	Don't know (DO NOT READ)

44. Overall, would you say you are satisfied or dissatisfied with the aesthetic appearance of the city?

**2005**

37%	Very satisfied
48%	Somewhat satisfied
9%	Somewhat dissatisfied
5%	Very dissatisfied
1%	Don't know (VOL)

Thinking about the commercial areas of the city along State Street and from 700 North, State Street to I-15...How important is it to you that Lindon City adopt the following...

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>2005</u> <u>Not very Important</u>	<u>Not at all Important</u>	<u>Don't Know</u>
45. Architectural design requirements for new commercial building so that most buildings have similar characteristics?	32%	28%	26%	13%	1%
46. Standards that regulate parking lot locations around commercial buildings?	49%	35%	10%	4%	2%
47. Landscaping requirements along street frontages?	56%	35%	6%	3%	0%
48. Regulations requiring commercial developments to be more rural in character to meet the theme: "Lindon: A little bit country"?	33%	31%	19%	14%	3%

Now on a different subject...

49. During the past year, have you contacted any Lindon City office to seek service, information, or to file a complaint?

**2005**

54%	Yes
46%	No (SKIP TO Q.60)
0%	Don't know (VOL – SKIP TO Q. 60)

IF YES: Specifically, which department or departments did you contact? (Number responding – 172)

	<b><u>2005</u></b>	
	<u>MENTIONED</u>	<u>NOT MENTIONED</u>
50. Police	3%	97%
51. Public works (streets / snow removal / sewer & water / traffic)	34%	66%
52. Community development (planning zoning / building / code enforcement / business licensing)	38%	62%
53. Fire department / ambulance	1%	99%
54. Animal control	1%	99%
55. Recreation (programs / reservations / trails)	9%	91%
56. City main office (utility account, complaint, general information reservations)	28%	72%
57. Other (SPECIFY)	10%	90%

58. IF YES ON Q49: Were you generally satisfied or dissatisfied with the city's response? (Number responding – 172)

<b><u>2005</u></b>	
44%	Very satisfied
28%	Somewhat satisfied
15%	Somewhat dissatisfied
13%	Very dissatisfied
0%	Don't know (VOL)

59. IF DISSATISFIED? Why?

<b><u>2005</u></b>	
<i>(48)</i>	<i>(Number responding)</i>
23%	No response
23%	Didn't do what they said they would/didn't follow through
10%	Slow to respond/take too long
10%	They were not helpful/didn't seem to want to help
6%	Wouldn't listen to residents
4%	We received the 'run-around'
23%	Miscellaneous
0%	Don't know

60. Have you contacted Lindon City's Planning and Zoning Department in the past three years?

<b><u>2005</u></b>	
38%	Yes
61%	No
2%	Don't recall (DO NOT READ)

61. During the last couple of years, have you contacted or attempted to contact any Lindon City elected official, like the mayor or a councilperson to seek service, information, or to file a complaint?

**2005**

33% Yes  
67% No  
0% Don't know (DO NOT READ)

62. From which source would you most like to receive information about Lindon City?

**2005**

45% Utility bill  
26% City newsletter  
9% Newspaper  
7% City website  
5% E-mail  
7% Other (specify)  
1% Don't know (DO NOT READ)

63. Overall, how would you rate the information contained in the city's newsletter?

**2005**

16% Excellent  
52% Good  
18% Fair  
4% Poor  
10% Don't know / haven't received (DO NOT READ)

64. Have you logged on the Lindon City web site?

**2005**

28% Yes  
71% No (SKIP TO Q. 66)  
1% Don't know (DO NOT READ - SKIP TO Q.66)

65. IF YES: How would you rate the usefulness of the information on the home page?

**2005**

(89) (Number responding)  
15% Not useful  
63% Somewhat useful  
17% Very useful  
6% Don't know (DO NOT READ)

On another issue...

66. How familiar are you with the UTOPIA network?

**2005**

9%	Very familiar
19%	Somewhat familiar
19%	Heard name only (SKIP TO Q. 68)
52%	Not at all familiar (SKIP TO Q.69)
1%	Don't know (Do NOT READ – SKIP TO Q.69)

67. IF VERY OR SOMEWHAT FAMILIAR: What do you know about it?

**2005**

(89)	<i>(Number responding)</i>
18%	Combination of Internet/cable/telephone services
18%	High-speed Internet connection
17%	Fiber optic network
9%	Collection of cities offering this service
8%	Internet service/Internet access
8%	Miscellaneous negative comments
5%	Web site for city/city services
1%	It is suppose to be coming
11%	Miscellaneous
6%	Don't know/nothing

68. IF FAMILIAR WITH UTOPIA NETWORK OR HEARD NAME ONLY: How likely will you be to subscribe for service from a UTOPIA service provider?

**2005**

(151)	<i>(Number responding)</i>
27%	Very likely
15%	Somewhat likely
23%	Not very likely
17%	Not at all likely
10%	Depends (DO NOT READ – SPECIFY)
9%	Don't know (DO NOT READ)

\*69. What recommendations or suggestions would you give to Lindon City to enhance the quality of life in Lindon?

<u>1999</u>	<u>2005</u>	
12%	8%	Improve roads
3%	8%	Keep up the good work/you are doing a good job
--	4%	Commercial development comments/car dealerships/Wal-Mart
5%	4%	Control growth/stop growth/stop building
8%	3%	Build parks/park comments
4%	3%	Build sidewalks/curb and gutters
--	3%	Listen/communicate with people/keep us informed
--	3%	Recreation facilities/recreation center
4%	3%	Stay rural
5%	3%	Zoning/change zoning laws/planning
2%	2%	Build library
--	2%	Miscellaneous city official comments
2%	2%	Miscellaneous traffic issues / speeding-congestion
1%	2%	Street lights
2%	2%	Trails
--	1%	Be sensitive to people's needs and concerns
2%	1%	Better money management
1%	1%	Clean-up yards/junk cars
2%	1%	Get a police force
2%	1%	Improve current services
3%	1%	Keep large building lots/ ½ acre lots
--	1%	Miscellaneous police comments
3%	1%	Preserve open space
3%	1%	Recreation for youth/youth programs
--	1%	Stay focused on theme/on our direction
--	1%	UTOPIA comments
2%	<1%	Community activities
2%	<1%	Swimming pool
1%	0%	Better management/stronger city management
1%	0%	Lower taxes
1%	0%	Post office
11%	8%	Miscellaneous
19%	28%	Don't know

Now, just a few questions about yourself in order to analyze the data:

\*70. Gender: (DO NOT ASK)

<u>1999</u>	<u>2005</u>	
49%	48%	Male
51%	52%	Female

\*71. What is your age category?

<u>1999</u>	<u>2005</u>	
8%	6%	18-25
21%	15%	26-35
30%	28%	36-45
17%	23%	46-55
11%	14%	56-65
12%	13%	Over 65
1%	1%	Refuse (DO NOT READ)

\*72. What is your approximate annual family income category?

<u>1999</u>	<u>2005</u>	
5%	2%	Less than \$20,000
8%	6%	\$20,000-\$29,999
13%	7%	\$30,000-\$39,999
15%	9%	\$40,000-\$49,999
11%	13%	\$50,000-\$59,999
37%	--	More than \$60,000
--	16%	\$60,000-\$74,999
--	19%	\$75,000-\$100,000
--	21%	Over \$100,000
11%	8%	Refuse (DO NOT READ)

\*73. What is the highest level of education you have completed?

<u>1999</u>	<u>2005</u>	
2%	0%	Less than high school
14%	10%	High school / GED
30%	33%	Some college / technical
52%	56%	College degree
1%	1%	Refuse (DO NOT READ)

\*74. Including yourself, how many people live in your home?

<u>1999</u>	<u>2005</u>	
4%	2%	1 person
18%	22%	2 people
12%	12%	3 people
17%	18%	4 people
16%	16%	5 people
16%	14%	6 people
9%	15%	7 people
8%	1%	8 or more people
0%	0%	Refuse (DO NOT READ)

\*75. Is your home located...?

<u>1999</u>	<u>2005</u>	
27%	25%	West of State Street
39%	42%	Between State Street and Murdock Canal
33%	34%	East of Murdock Canal