

Moscow City Council



Regular Meeting ~Minutes~

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Laurie M. Hopkins
City Clerk

208.883.7015

Monday, March 18, 2019

7:00 PM

**Council Chambers
206 E. Third St.**

The meeting was called to order at 7:00 p.m.

PRESENT: Mayor Bill Lambert, Art Bettge, Jim Bolland, Kathryn Bonzo, Brandy Sullivan, Gina Taruscio, Anne Zabala

STAFF: Gary J. Riedner, Mia Vowels, Bill Belknap, Jen Pfiffner, Sarah Banks, Renee Tack, David Schott, Amanda Argona, Frederick Olmos Ceja, Laurie M. Hopkins

PLEDGE OF ALLEGIANCE

Council Member Zabala led the Pledge of Allegiance.

Mayor Lambert, with an explanation from Riedner, said *Item 7 Downtown Survey Report* was being removed from the agenda. The calculations were incorrect. The report will be reworked and brought to both committees prior to going to the full Council.

CONSENT AGENDA

1. All Consent Items (ACTION ITEM)

A. Edible Forest Park Official Naming - David Schott

The Parks and Recreation Department is requesting to officially name the edible forest park, Harvest Park. On September 12, 2018, the City requested suggestions for an official name for the edible forest park, which is the working name for the park. Nominations were accepted through October 20, 2018. The City received thirty five (35) nominations for the official park name. The Tree Commission considered the thirty five (35) nominations at their November 6, 2018 meeting and recommended Harvest Park as the official name. Given the recommendation, a sixty (60) day public comment period began with press releases issued on November 20, 2018 and again on December 20, 2018. The public comment period closed on February 1, 2019 with one comment received. The Tree Commission considered public comments and recommended Harvest Park as the official name for the park. The Parks and Recreation Commission also considered public comments and recommended the name Harvest Park as the official name for the park at their February 28, 2019 meeting. The Administrative Committee considered and recommend approval during their March 11, 2019 meeting.

ACTIONS: Approve the name Harvest Park as the official name of the edible forest park.

B. Lola Clyde Park Playground Equipment Selection - David Schott

The Parks and Recreation Department is requesting authorization to purchase playground equipment and safety tiles from Buell Recreation at a cost of \$123,541 and \$3,000 for parks crews to install the playground equipment and safety surface tiles with funding source from the Hamilton Fund. The playground equipment is intended for children ages 2-to-12 years of age and will be installed in Lola Clyde Park. The focus of the Lola Clyde Park playground equipment is a fully accessible playground for those with disabilities, as well as, provide high play value for all kids. The City of Moscow Parks & Recreation Department issued a Request for Proposals (RFP) for playground equipment and safety tile surfacing on January 7, 2019 to eighteen (18) playground suppliers. Twelve (12) proposals were received.

Public voting on the proposals began on January 30, 2019 and closed on February 25, 2019. The City received a total of 714 votes, 307 online votes and 407 paper votes at the Hamilton Indoor Recreation Center and Eggan Youth Center. Buell Recreation with Burke playground equipment ranked number 1 receiving 159 of the 714 total votes. The Parks and Recreation Commission considered public input and recommended Buell Recreation to provide playground equipment and tile safety surfacing for Lola Clyde Park at their February 28, 2019 meeting. The Public Works / Finance Committee considered and recommended approval during their March 11, 2019 meeting.

ACTIONS: Approve the purchase of playground equipment and safety tiles from Buell Recreation at a cost of \$123,541 and \$3,000 for parks crews to install the playground equipment and safety surface tiles with funding source from the Hamilton Fund.

C. Disbursement Report for February 2019 – Sarah Banks

Disbursement Report for February 2019. Staff will present the Accounts Payable Report for the month ending February 2019. This was reviewed, signed and recommended for approval by the Public Works/Finance Committee on March 11, 2019.

ACTIONS: Approve the Disbursements Report for the month of February, 2019.

D. Fourth Quarter Financial Report – Sarah Banks

Fourth Quarter Financial Report (July 1 to September 30, 2018) for FY2018. Staff will present the financial report for the fourth quarter of fiscal year 2018 (July 1 to September 30, 2018). This was reviewed and recommended for approval by the Public Works/Finance Committee on March 11, 2019.

ACTIONS: Approve the financial report for the 4th quarter of fiscal year 2018 (10/1/2017 - 9/30/2018).

Bettge moved and Taruscio seconded approval of the consent agenda. Roll Call Vote: Ayes: Unanimous. Nays: None. Abstentions: None. Motion carried.

REGULAR AGENDA

2. Staff Recognition Report - Gary J. Riedner

None offered.

3. Mayors Appointments (ACTION ITEM)

None offered.

4. Public Comment and Mayor's Response Period (limit 15 minutes)

None offered.

5. 2019 Moscow Farmers Market Handbook (ACTION ITEM) - Amanda Argona.

In 2018, the Moscow Farmers Market implemented the first version of the Moscow Farmers Market Vendor Handbook, an expanded policy document for vendors of the Market. Staff and a Farmers Market Commission Policy Sub-Committee reviewed and proposed revisions for the 2019 Moscow Farmers Market Handbook. These revisions were reviewed by the Farmers Market Commission at their December, January, and February meetings. The Commission accepted the revisions as a whole at the February 5, 2019 Moscow Farmers Market Commission meeting. Annual adoption of the Handbook by the City Council is required for adoption of the policies for the Market season. This was reviewed by the Administrative Committee on March 11, 2019 and recommended for approval.

ACTIONS: Recommend approval of the 2019 Moscow Farmers Market Handbook, or take such other action deemed appropriate.

Argona introduced the item as written above. The subcommittee was tasked with keeping policies aligned with the mission and vision; eliminating redundancy, clarifying policies; and to discuss revisions/additions. Market operating policies will include 5th street and the 1st parking bay. Violations were updated to include a \$50 penalty. Bettge moved and Zabala seconded to approve the 2019 Farmers Market Handbook. Roll Call Vote: Ayes: Unanimous. Nays: None. Abstentions: None. Motion carried.

6. Comprehensive Annual Financial Report Presentation (ACTION ITEM) - Sarah Banks/ Nick Nicholson

Presnell Gage Accountants, the City's auditors, will be presenting the City's FY2018 Comprehensive Annual Financial Report (CAFR) and reporting significant changes to City Council regarding the annual audit and outlining comparative changes compared to the FY2017 CAFR. The City has received the Certificate of Achievement for Excellence in Financial Reporting for the CAFR for 15 consecutive years. After approval, staff will submit the FY2018 CAFR for consideration for the award. The accompanying final draft of the FY2018 CAFR is submitted for City Council's review.

ACTIONS: Accept the City of Moscow audited Comprehensive Annual Financial Report for FY2018 as presented; or take other such action as deemed appropriate.

Banks said staff has been working with Presnell Gage since September on the audit and introduced Nick Nicholson. Nicholson explained what the audit is and the responsibility of the auditor as well as the City. The City's net position increased by \$8,475,687 (7.58%) to \$120,209,020 for all funds. The City's governmental restricted fund balance includes \$2,581,253 of Hamilton Funds directly for Parks and Recreation. Nicholson described the different funds. Enterprise funds act as business funds and include depreciation of infrastructure and equipment. The water fund net position has been rising because capital expenditures is not expensed but capitalized, thus going on as an asset. Nicholson explained they are available all year to answer questions and make suggestions. He thanked staff.

Riedner thanked the Finance Department, especially Sarah Banks and Renee Tack as well as the audit committee. Boland moved to accept the City of Moscow audited Comprehensive Annual Financial Report for FY2018 as presented. Bettge seconded. Roll Call Vote: Ayes: Unanimous. Nays: None. Abstentions: None. Motion carried.

7. Downtown Survey Report (ACTION ITEM) – Jen Pfiffner / Kyle Snyder

During the Zoning Code update that was approved by the City Council on May 21, 2018, questions were raised by the Council regarding the allowance of Educational Institutions (colleges and universities) within the Central Business Zoning District (CBZD). The City Council approved the Zoning Code amendment at the time, but requested that the Administrative Committee of the City Council continue the discussion regarding the allowance of educational uses within the CBZD. On August 20, 2018, City Council provided direction to staff to develop a survey for the community and property owners and businesses operating within the CBZD. A survey instrument was then prepared which contained questions designed to gauge the perceptions of the community and property owners and businesses operating within the CBZD in regards to a) current public/private universities and colleges in the CBZD and b) additional or expanded public/private universities and colleges in the CBZD. The survey was then sent out in the fall of 2018 to CBZD property and business owners as well as a random sample of the community. Staff has compiled the responses into a summary document for the Council's review and consideration.

ACTION: Receive report and provide staff with further direction.

Removed from agenda.

8. Citizen Survey Report (ACTION ITEM) – Jen Pfiffner / Frederick Olmos Ceja

In fall 2018, the Administration Department administered the ninth biennial comprehensive Citizen Survey. The purpose of the survey is to assess public opinion of various aspects of City services and operations. The surveys were mailed to 1200 randomly selected residents. The completed surveys were then collected and the results entered and compiled. The results will be distributed and presented at the March 18, 2019 City Council meeting.

ACTION: Receive the 2018 Moscow Citizen Survey report.

Pfiffner introduced Ceja who introduced the item as written above. Respondents rated their perceptions as a place to raise children higher in 2018 than in all previous survey years. Ratings for Moscow as a place to retire fell by three points while Moscow as a place to live remained the same compared to 2016 perceptions. Characteristics relating to Moscow include overall appearance of the city, quality of schools, and cultural activities which have remained relatively stable varying within a few points on the 100-point scale over all nine surveys. Shopping opportunities had a slight increase from 2016 to 2018 and job opportunities received the highest score of 53, with a 24% increase in 2018. Entryways to Moscow was added for the first time and survey respondents gave a favorable score of 63. There was a decrease in the feeling of safety citizens have in regard to fires. This could be the result of several local fires during the survey period and the national news coverage of California fires. As the score is not in keeping with previous years' scores, it is recommended that the question be monitored in future surveys to determine if this is an anomaly or is the start of a trend. Other items to note was a jump to 82%, an all-time high, for quality and value of service for City parks; a dip in obtaining information through newspapers; and support for nicotine free parks in Moscow with a 57% rating. When compared to previous years, demographics included a 7% increase in motorized vehicle use while a 3% loss in bicycle use and a 2% loss in walking.

The top three comments for the open-ended single most important issue resulted in access to affordable housing, too much growth and jobs/employment. The highest topic for additional comments was regarding street lighting but included both good comments and suggestions. With a 29% return rate, the survey is statistically valid.

Bonzo pointed out the age of those answering the survey and relation to affordable housing. Pfiffner explained by doing our own survey, it is possible to pull out each demographic for additional statistics. Riedner added specific neighborhoods can also be measured should a question rating drop. Fire response is as good as it always has been statistically but with two home fires within a week, it is prominent in the news. Snow removal and street lighting ratings have increased and overall quality of life is at 97% for good and excellent combined. Sullivan thought the change in vehicle and bike use could correlate to the age of respondents, rather than a shift in data. Bonzo felt part time workers could also have something to do with the age of respondents. Pfiffner spoke on process in determining decline in services versus perception. Sullivan pointed out there is a percentage decline in parking and Riedner responded there will be some effort to look at parking and Council may see alternatives perhaps this summer.

REPORTS

City Council

Farmers Market Commission – Sullivan reported the Commission planed farm visits; a new vendor request from Asotin County in which the Commission agreed that would fit with the vision of the market; rapid market assessment; and events.

Moscow Urban Renewal Agency – Sullivan/Bettge said the Agency was working on the Dumas Seed property and Almon Street upgrades; scheduled the budget hearing for August 15, 2019.

Moscow Tree Commission – Taruscio said they are working on goals; Arbor Day will take place April 26; and selection of tree seedling and bagging date.

Moscow Volunteer Fire Department – Taruscio said the stair climb took place and raised \$6,000; the Department is working through strategic plan and budget development; Boland added they had twice the amount of participants as Pullman for the stair climb.

Palouse Knowledge Corridor – Bettge reported they are working on revitalizing the organization.

Moscow Pathways Commission – Zabala reported the Commission is planning the national bike to work day and is tentatively set for Friday, May 17.

Transportation Commission – Zabala said the Commission received an update from ITD regarding the intersection at 3rd and Washington; direction to have staff work on the west bound bike lane terminus at 3rd and Washington; Farmers Market booth discussion items; and priorities for this year.

Mayor

Mayor Lambert said he attended the University of Idaho presidential candidates meet and greet and they should have a decision by the end of April; coffee with Legislatures; AIC board conference in which the Board discussed online sales tax, urban renewal which most likely won't go forward;

annexation ordinance failed; green planning failed; and liquor license update looks like it will fail as well.

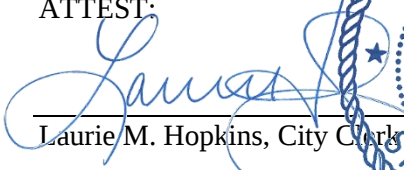
Staff

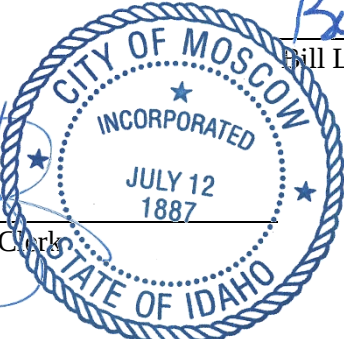
Riedner said the quarterly regional meeting is next month and staff has tentatively scheduled the strategic planning workshop for April 9, 2019.

ADJOURN

The meeting was closed at 8:29 p.m.

ATTEST:


Laurie M. Hopkins, City Clerk




Bill Lambert, Mayor

Citizen Survey 2018



Report of Results

City of Moscow Administration

*2018 marks the ninth comprehensive survey conducted by the City of Moscow.
Surveys have been conducted biennially since 2002 in 2004, 2006, 2008, 2010, 2012, 2014, and 2016.
These regular assessments serve as a benchmark of community perceptions and provide an evaluation of the
municipal services delivered by the City of Moscow as measured by its residents.
The results of each survey are used as a resource to assist in planning efforts and resource allocation by City
leaders by providing a means to measure citizen satisfaction with government and how to improve it.*

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Introduction

Background

2018 marks the ninth comprehensive survey conducted by the City of Moscow. Surveys have been conducted biennially since 2002 in 2004, 2006, 2008, 2010, 2012, 2014 and 2016. These regular assessments serve as a benchmark of community perceptions and provide an evaluation of the municipal services delivered by the City of Moscow as measured by its residents. The results of each survey are used as a resource to assist in strategic planning efforts and resource allocation by City leaders by providing a means to measure citizen satisfaction with government and how to improve it.

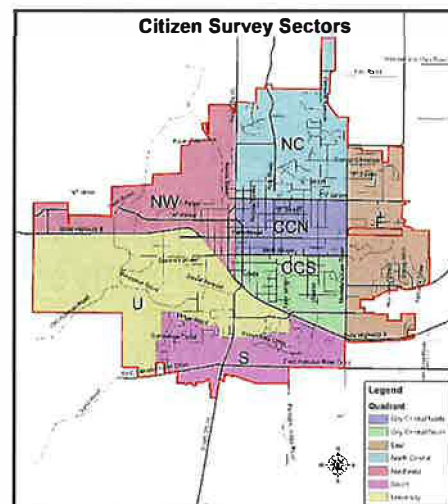
The survey should be viewed as a consumer scorecard for the community that provides a reliable cross-section of all residents. Previous, current, and future survey data provide a planning tool to measure both trends in the community and a basis for addressing important issues through the City's strategic planning process. These randomly administered surveys are carefully formulated, tabulated, and analyzed to provide elected officials with the best means of unbiased decision-making. Most of the respondents are typically not involved in local government and rarely attend City meetings or contact City staff or elected officials with questions. Respondents are typical of the nearly 25,000 residents who make Moscow their home.

Methodology

To ensure an appropriate return rate that would provide statistically valid results, a random sample of 1,200 Moscow residential addresses is used. To determine the random sample of 1,200, an address list is obtained that includes all residential addresses within the 83843 zip code. From that list, all addresses outside of the Moscow city limits are removed and a random number is assigned to each of the remaining addresses which are then sorted by those randomly assigned values, with the first 1,200 chosen for the sample.

Geographic distribution of respondents is a fairly well balanced representation from all sectors of the survey. The lowest response rate from every survey previously collected as well as for this survey, has occurred in the University sector with higher rates found in the more dense sections of the city. Sector response rates are as follows:

- South 11%
- East 20%
- Central City South 18%
- Central City North 15%
- University 6%
- North Central 20%
- Northwest 9%



Topics

A variety of topics are covered in the City of Moscow Citizen Survey. Questions 1 through 14 include standard City-service questions, asked in the same manner each year. Question 13 was duplicated in question 15 by mistake, the results were collected and analyzed and are discussed in this report. Demographic questions include 17 through 36, and 37 and 38 are open-ended questions. Prior year surveys also included questions from City Commissions. Beginning in 2017, the City adopted an annual survey process, conducting Commission surveys in odd years and Citizens Surveys in even years.

A full listing of responses for this survey, by percent for each item is listed in Appendix A – Citizen Survey Tool with Responses.

Response Rate

The 2018 survey response rate is 29% and accounts for 70 non-deliverable returned surveys compared to 29% in 2016, 29% in 2014; 33% in 2012; 31% in 2010; 32% in 2008; 36% in 2006; 43% in 2004; and 40% in 2002. The density of the survey has been monitored in recent years as more questions and items have been fit into the same four-page, double-sided survey. The number of questions in this year's survey was greatly reduced with the separation of Commission and City-service questions. While a good response rate has been achieved again this year, the volume of questions will continue to be monitored in future surveys to ensure the integrity of the survey is maintained by achieving a good rate of response. The 29% response rate for the 2018 survey provides a sufficiently large sample to result in a 95% confidence interval for most questions.

Some individual items within some questions banks may have received a high non-response or "don't know" rating, resulting in a non-statistically valid response. Those items have been noted throughout the report. Non-responses are either questions that were simply not answered, or were not answered properly, for instance, where two options were chosen when only one was requested. All figures are rounded so totals may be slightly greater than 100 points or percent in some instances. Additionally, percentages in the report, especially for standard city questions are calculated using the actual response rate per question, removing the non-response counts from the calculation. For comparison, percentages in the appendix are raw percentages and are not adjusted to account for non-responses.

Measurement Scale

Questions are based to the greatest extent possible on a five-point Likert scale, a widely used psychometric scale commonly used in questionnaires (i.e. excellent, good, neutral, poor, very poor). The Likert scale allows a respondent to evaluate a specific item based upon their level of agreement or disagreement with that item. All survey questions except for demographic questions are based on this scale because of its standardization and the ability to easily compare and provide a visual graph of the data.

The Likert scale is also used to convert data to a 100-point scale for ease of comprehension and comparison. For the 100-point scale a score of 100 represents “excellent” (the most agreed with response), and 0 represents “very poor” (the most disagreed with response). For practical purposes, a score of 70 is equivalent to “good” on the Likert scale.

Converting Responses to the 100-Point Scale

Converting to the 100-point scale is accomplished by assigning a numerical value to each of the Likert scale rankings, in this case “excellent” equals 5, “good” equals 4, “neutral” equals 3, and so on. If “don’t know” was checked or the respondent left the question blank, the response was not included in the computation of the score. Using the 100-point scale, each response was assigned a number: excellent=100, good=75, neutral=50, poor=25 and very poor=0. These numbers were then used to weigh each percentage for evaluative questions. Below is a hypothetical example where 10% of respondents rated a service “excellent,” 40% “very good,” 20% “neutral,” 8% “poor,” and 12% “very poor,” for a score of 52 on a 100-point scale.

Excellent	Good	Neutral	Poor	Very Poor	100-Point Scale Score
10(1)	+ 40(.75)	+ 20(.5)	+ 8(.25)	+ 12(0)	= 52

Precision of Estimates

It is typical to describe the precision of estimates made from surveys by a “level of confidence.” The 95 percent confidence interval is no greater than ± 5 percentage points around any given percent reported for the entire sample. Hence, if the proportion of respondents who rate the overall quality of life in Moscow as “excellent” is 32%, had we been able to ask the same question to every adult in the City of Moscow, we would find that between 27% and 37% would rate the overall quality of life in Moscow as “excellent.”

If more precise results are sought in the future, the City could choose a larger sample size; however, increasing precision by two percentage points will require an increase in the sample size by more than 1,000 participants, essentially tripling the required size of the sample. The precision of estimates also decreases within each geographic subsection because the smaller number of responses.

Data Comparison

Citizen surveys are a great way for leaders to understand how citizens feel about their community and the services that a City provides. Communities that have conducted citizen surveys for many years believe it is essential that leaders keep in mind that very few residents participate in government policy-making through traditional means, as this survey substantiates. This citizen survey, however, gives residents a chance to voice their opinions in a way they might not otherwise.

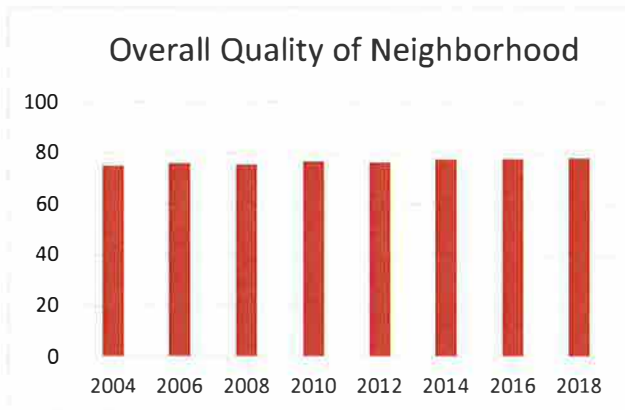
With data from multiple surveys, reaching as far back as 2002, we are able to monitor trends in the data. Future surveys will continually be analyzed to substantiate the trends found in this and previous surveys. Accurately interpreting this and survey data from past years is essential to identifying the correct needs of the citizens of Moscow.

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Standard City Service Results

Quality of Life (Q1)

A majority of the questions in this survey were dedicated to gauging citizen perceptions on the quality of life and services provided in the community. Respondents have again rated the overall quality of life as very favorable, with 97% of the citizens noting the overall quality of life in Moscow as “good” or “excellent.” That percentage, converted to the 100-point scale, rates as an 84. Scores in previous surveys ranged from 80 to 84.



Quality of Your Neighborhood

Overall, quality of neighborhoods in Moscow was rated by respondents as very favorable, with a score of 78 in 2018 and historical average of 76.

Moscow as a Place to Raise Children, Live, Retire

Respondents rated their perceptions as a place to raise children higher in 2018 than in all previous survey years. Ratings for Moscow as a place to retire fell by three points while Moscow as a place to live remained the same compared to 2016 perceptions. 100-point scale scores for other measures were 86 (place to raise children), 83 (place to live) and 70 (place to retire).



Characteristics as they Relate to Moscow (Q2)

Listed in the table below are ten rated characteristics as they relate to Moscow, the 2018 results in 100-point scale, lowest results (with most recent year noted), and the highest results (with most recent year noted), and the point spread for those differences. Results show two with a positive increase in 2018 over 2016 ratings including jobs and quality of K-12 schools in Moscow. The items resulting in decreases include openness and acceptance of the community towards people of diverse backgrounds, affordable housing, air quality and shopping opportunities.

The overall appearance of the city, quality of schools, and cultural activities have remained relatively stable varying within a few points on the 100-point scale over all nine surveys. Shopping opportunities had a slight increase from 2016 to 2018, with the lowest score received in 2016 at 47. Job Opportunities received the highest score at 53, with a 24% increase in 2018. Entryways to Moscow was added for the first time and survey respondents gave a favorable score of 63.

	2018	Lowest	Highest	Point Spread
Overall appearance of the City	73	71 (2008)	73 (2018)	2
Quality of K – 12 schools in Moscow*	72	69 (2008)	72 (2018)	3
Opportunities to attend cultural activities	76	75 (2010)	78 (2014)	3
Shopping opportunities	50	47 (2016)	58 (2002)	11
Air quality	75	70 (2012)	79 (2016)	9
Recreation opportunities	74	70 (2012)	74 (2014)	4
Job opportunities	53	41 (2010)	53 (2018)	12
Access to affordable housing	46	48 (2004)	53 (2002)	5
Openness and acceptance of the community towards people of diverse backgrounds	70	66 (2006)	77 (2014)	11
Entryways to Moscow	63	N/A	N/A	TBD

*"Don't Know" or non-response rate greater than 20%, historically consistent for this item.



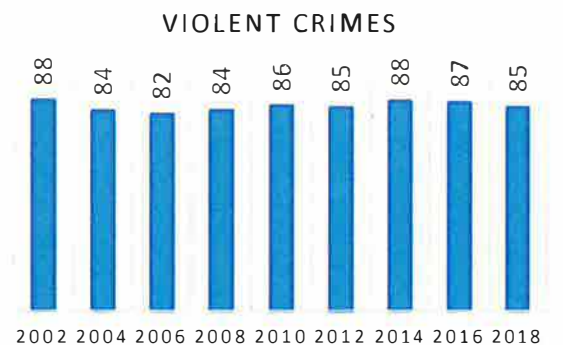
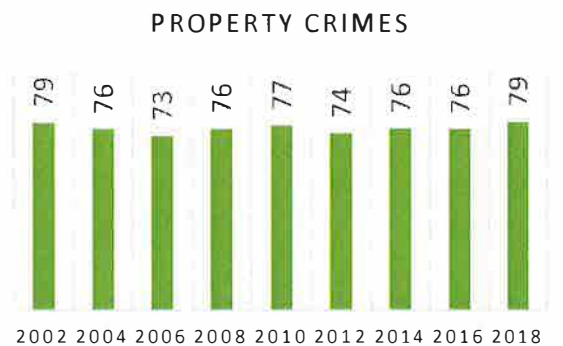
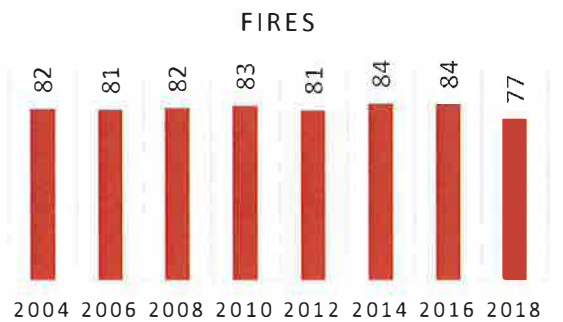
General Safety (Q3)

The City of Moscow ranks safety as an upmost concern and prides itself on the service provided to citizens in the area of safety. Whether it is the community policing approach embraced and promoted daily by police officers, or the thousands of volunteer hours donated by fire fighters, the City of Moscow continues to receive high marks in the category of safety. Three categories were questioned: safety from violent crimes (e.g. robbery, assault), property crimes (i.e. burglary, theft), and fires.

Of significant note in this area is the decrease in the feeling of safety people have in regard to fires. This could be the result of several local fires during the survey period and the national news coverage of California fires. As the score is NOT in keeping with previous years' scores, it is recommended that the question be monitored in future surveys to determine if this is an anomaly or is the start of a trend.

Safety Walking Alone at Night (Q4)

In this question respondents are asked to rate how safe they feel walking alone at night, in downtown areas, in City parks outside their neighborhood, and with current levels of street lighting. The results for neighborhoods and downtown areas fell within one to two points from 2016. Safety walking in city parks outside your neighborhood had the lowest score received to date at 66, nearer the average of 69, but still considerably lower than previous years' scores. As such, this item will be monitored in future surveys to determine if this is a trend or an anomaly. Current levels of street lighting had the highest score received to date at 73. AVISTA's update of street lighting to LEDS in 2017 may have affected this change in score.



<i>Safety walking alone at night...</i>	2002	2004	2006	2008	2010	2012	2014	2016	2018
In your neighborhood	84	83	81	82	83	83	86	85	84
In downtown areas	81	77	77	79	81	82	83	83	81
In parks outside your neighborhood	69	67	67	68	69	69	71	71	66
With current levels of street lighting	66	62	62	60	65	66	67	65	73

Problems in Moscow (Q5)

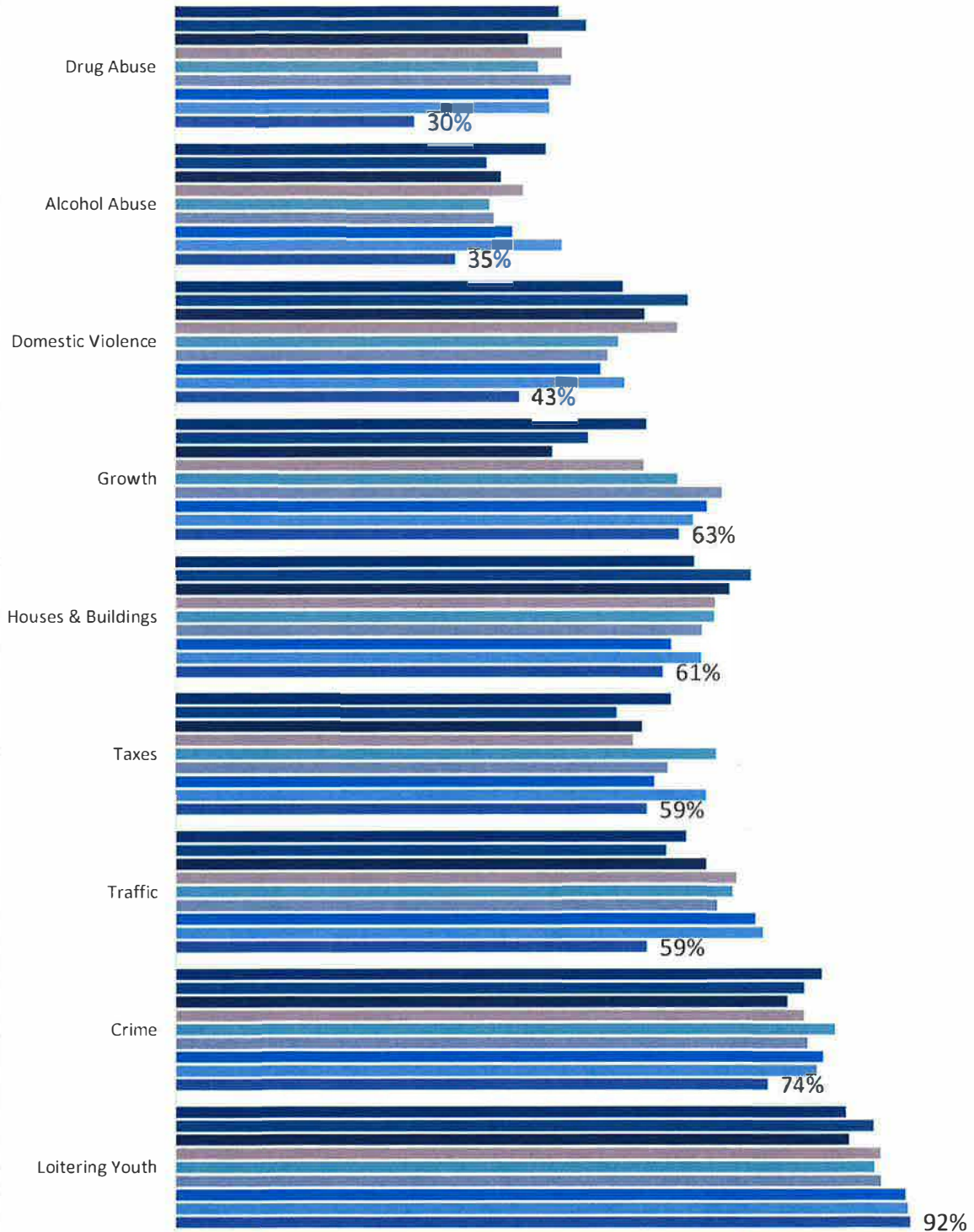
Gauging respondents' perceptions of the level to which something may be considered a problem in Moscow provides another view of items including traffic, drug abuse*, alcohol abuse*, taxes, loitering youth, growth, crime, domestic violence*, and run down houses and buildings. The scale provided for this item ranges from "not a problem" to "extreme problem." Responses reported here include the ratings of items as "not a problem" or "minor problem" as a percentage to more clearly identify the perceptions. Percentages used are based on the actual respondents, excluding non-response from the calculation.

Trends over time for all items are shown in the graph below, for purposes of clearly examining these items, the larger percentage per item means the item is perceived as less of a problem. The greatest perceived problem is drug and alcohol abuse. When comparing 2018 percentages of respondents who noted items as "not a problem" or "minor problem" to 2016 results, traffic, domestic violence, alcohol abuse and drug abuse are perceived to be more of a problem by more than 10%. Houses and buildings along with crime and taxes are perceived to be more of a problem by an average of 6%. Other items were within 2% of the previous survey percentages. An expanded chart showing this year's and this historical trend follows on the next page.

**Drug abuse, alcohol abuse and domestic violence items all received a greater than 20% "don't know" or non-response rate. Drug abuse and domestic violence have consistently experienced this, alcohol abuse has been high, but has not consistently been greater than 20%. These results are less reliable due to the reduced response rate.*

Percent "Not a Problem or "Minor Problem"

■ 2002 ■ 2004 ■ 2006 ■ 2008 ■ 2010 ■ 2012 ■ 2014 ■ 2016 ■ 2018

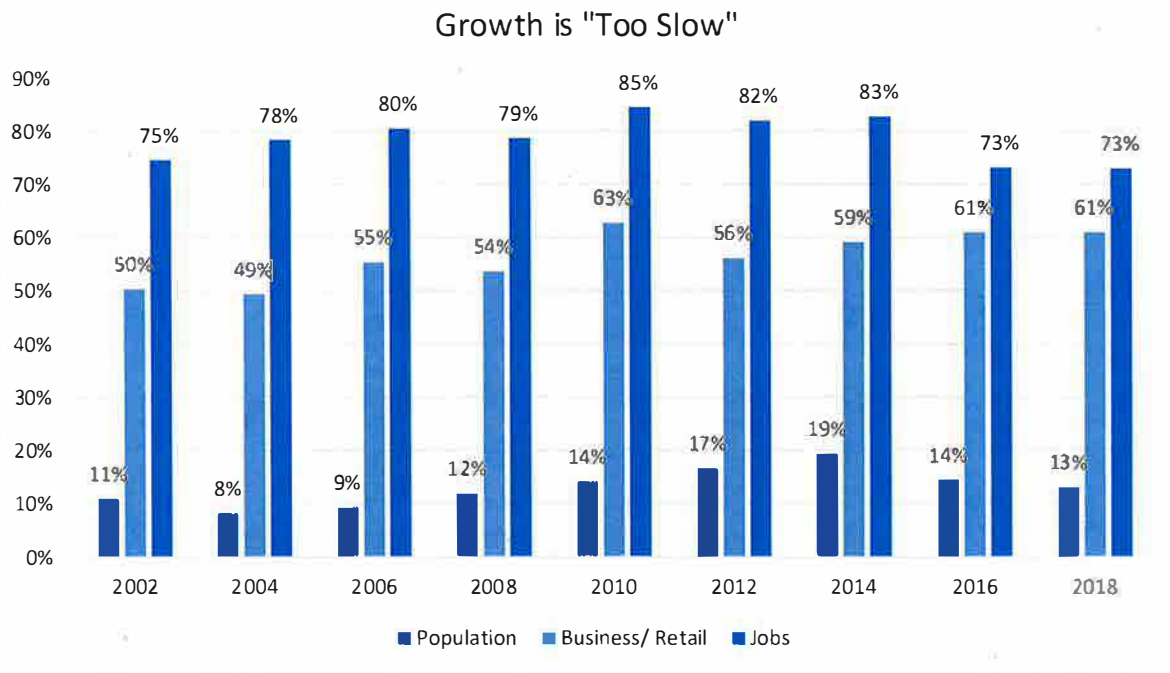


Population, Business/Retail, Jobs Growth (Q6)

Respondents were asked to rate specific growth items including population, business/retail and job growth on a five-point Likert scale of “much too slow” to “much too fast” with an option for “don’t know.” This question is more understandable by looking at percentage of respondents for each category. Below are the results as compared to the 2016 results. Respondents had a lower perception of population growth “just right” by 5%. Response rates increased for “too fast” by 2%. Business/ Retail growth and Jobs have been perceived as “too slow,” however Job Growth responses resulted in a 19% decrease of “too slow,” and an increase for “just right” by 1%.

	Too Slow		Just Right		Too Fast	
	2016	2018	2016	2018	2016	2018
Population	14%	10%	67%	62%	19%	21%
Business Retail	61%	48%	36%	37%	3%	2%
Jobs	73%	54%	26%	27%	0%	0%

Shown below is the percentage of respondents who noted that various types of growth were, “much too slow” or “too slow” since 2002 for analysis of trends. In short, most respondents feel that the rate of population growth is just right, however job growth is much too slow, with business and retail falling somewhere in the middle. Perceptions of these items “too slow” remained about the same from 2016.



**Job growth received a greater than 20% “don’t know” or non-response rate.*

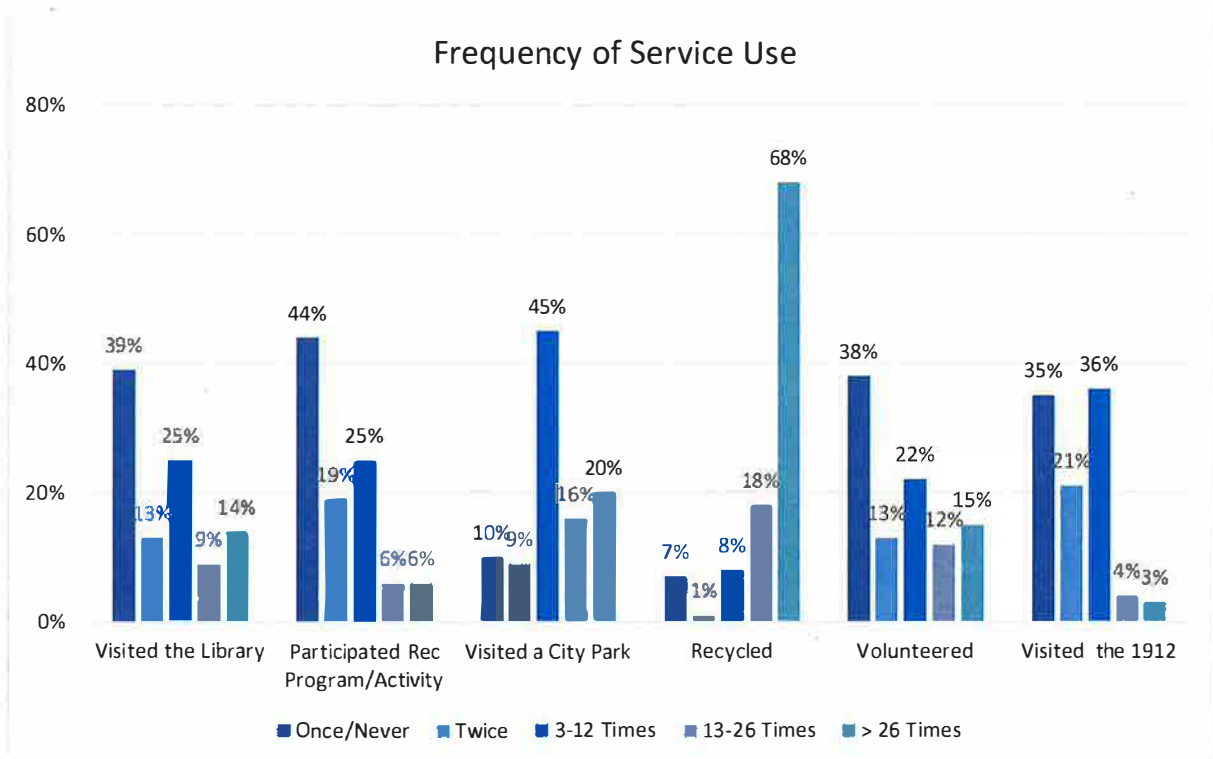
City's Planning for Growth (Q7)

When asked if the City does a good job of planning for the growth of our community, responses have been fairly low for all years surveyed which is in keeping with national trends. The 2018 results showed similar trends to those seen previously in the agreement of respondents that the City is planning well for growth, with 38% of respondents noting they "strongly agree" or "agree" that "The City does a good job of planning for the growth of our community." This is down just one percent from 39% in 2016 and up by 19% from the lowest rating of 20% in 2004. This translates to a score of 53 on the 100-point scale. Also, of note, 41% are neutral on the subject, while 22% "disagree" or "strongly disagree" that the City is doing a good job of planning for the growth of our community.

Frequency of Service Use (Q8)

When asked to rate the frequency of which citizens participate in certain activities, respondents were given five options ranging from "once/never" to "> 26 times" and "don't know." Items surveyed included library, recreation programs/activities, parks, recycling, volunteerism, and visits to the 1912 Center. All items were surveyed for all years, except recycling, volunteerism and visits to the 1912 Center which were included beginning in 2004.

The chart below shows the percentage of usage as reported by respondents in 2018. The majority of respondents noted they visited the library, participated in a recreation program/activity, volunteered and visited the 1912 Center "once/never." The majority of respondents noted they visited a City park "3 – 12 Times," and generally recycled "more than 26 times" in the last year, consistent with the 2016 results.



Quality of City of Moscow Provided Services (Q9)

Survey participants were asked to rate virtually all aspects of services provided by the City of Moscow. Scores on the 100-point scale in 2018, when compared to previous years' satisfaction scores, were within zero to three points of those scores for most items. Historical trends from 2002 to present can be analyzed from the table below. Results for snow removal include a twelve-point spread, which has typically varied with snow volumes experienced each season. Snow removal has seen an increase in positive scores since additional street snow removal equipment was acquired in 2011. Recycling ratings have ranged by nine points over the years and as noted above decreased by fourteen points since 2016. Positive ratings for police services have steadily increased since 2002, with an overall increase of eleven points. The highest rated services in 2018 include City parks, EMS services, fire services, garbage collection, library services, park maintenance, and police services, which all scored above 80 on the 100-point scale. It is interesting to compare, that while citizens impressions of fire service has remained relatively the same over the years, their feelings of safety from fires has increased in this survey.

Additionally, citizens rates the amount of public parking at a score of 47 on the 100-point scale. This is the lowest score received to date, but only by one point when compared with the 2004 score received.

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Amount of Public Parking	51	48	49	53	51	54	55	51	47
City Parks	79	77	78	77	79	79	79	80	82
Cleanliness of Streets	67	67	67	62	70	67	70	67	69
Ease of Car Travel in the City	60	58	59	64	64	62	65	64	63
Emergency Medical Services/Ambulance	80	80	81	82	81	82	83	84	83
Enforcement of Traffic Laws	64	63	64	65	67	66	68	69	66
Fire Services	83	83	84	83	83	83	85	85	84
Garbage Collection	79	79	80	79	78	81	79	82	80
Handicap Accessibility in Public Places*	*	64	65	66	67	64	67	64	64
Library Services	79	78	78	79	81	79	80	79	82
Park Maintenance	78	77	78	76	79	78	77	79	81
Planning and Zoning*	54	47	45	48	52	57	55	55	57
Police Services	73	74	74	78	78	78	78	82	80
Recreation Facilities	71	72	72	74	75	70	74	76	76
Recreation Programs and Classes	71	70	70	71	71	69	70	71	71
Recycling Services	83	81	83	80	79	79	74	80	66
Sewer Services	75	73	74	75	75	74	74	76	76
Sidewalk Maintenance	55	54	52	49	54	51	53	51	50
Snow Removal	63	55	58	50	55	54	59	59	61
Street Lighting	61	56	57	56	58	59	61	58	57
Street Maintenance	60	57	58	55	60	59	58	55	56
Water Services	73	65	67	68	68	69	69	69	70

*Handicap accessibility in public places and planning & zoning received > 20% "don't know" or non-response rate.

Overall Quality of Services (Q10)

When asked generally about the overall quality of services provided by the City of Moscow, scores are consistently positive for all years surveyed. In 2018, this question received a score of 74 on a 100-point scale, in keeping with the historical average of 71 and just one point lower than the highest score of 75 received in 2016.

Value of Services (Q11)

Respondents were asked to rate the value they felt they received for City-provided services, considering the amount charged for the service. Services included for rating were garbage, water, sewer, and parks and recreation programs. Garbage collection and sewer services have remained relatively consistent from previous years' surveys with only a three to four point range. Citizens rated water services higher than in 2018 by three points and Parks & Rec programs reached its highest satisfaction score to date at 72. The Full tables of results can be found on the following page.

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Garbage collection	74	74	72	72	71	71	70	72	71
Water services	69	59	60	62	61	63	63	61	64
Sewer services	71	68	67	67	69	69	68	68	69
Parks & Rec programs	70	71	69	68	71	71	71	71	72

Interaction with City Government (Q12)

Since 2004, respondents have been asked to rate their frequency of interaction with City government on a scale ranging from “once/never” to “> 26 times.” Rates were converted to a modified 100-point scale as well to assist in comparing frequency of interaction from year to year. The frequency at which respondents noted they interacted with the City remains consistent, except reading a legal notice in the newspaper decreased by three points and watching a Council meeting on TV which decreased by two points. Results for accessed council agendas, public hearing notices, the City Code and/or other info from the **City’s website increased by one point to 18, the highest results to date.** For future surveys it is recommended that questions be included asking respondents how often they access streaming video on the web or via social media.

	2004	2006	2008	2010	2012	2014	2016	2018
Accessed Council agendas, public hearing notices, the City Code &/or other info from the City’s website	13	14	15	15	14	15	17	18
Read a legal notice in the newspaper	33	35	32	28	28	30	27	24
Attended a City Committee or Commission meeting	8	9	7	7	6	6	7	6
Provided oral or written testimony at a public meeting	4	3	3	2	2	3	2	2
Contacted the Mayor or City Supervisor regarding City policy &/or process	4	4	3	4	4	5	4	4
Contacted a City Council member regarding City policy &/or process	6	6	6	6	8	6	5	4
Contacted City staff regarding City policy &/or process	8	9	9	6	7	9	9	8
Watch a City Council Meeting on TV	0	0	0	0	13	10	6	4

Overall Direction of City (Q13)

Beginning in 2004, a series of questions was included to gauge respondents' overall views of the City as an organization. Respondents were asked to convey their level of agreement with statements such as "I am pleased with the overall direction the City is taking." All items within the question pertain to communication and access to local government. 100-point scores are compared for all survey years.

All but two of these items are trending up as citizens perceptions seem to reflect an increase in their satisfaction with the overall direction the City is taking in general, with a considerable increase in the satisfaction citizens feel in how the City welcomes citizens' involvement, followed by the City's work to consider citizens opinions. Two items that are in keeping with previous years' survey averages without much change are the items asking if citizens feel they are well informed about processes and procedures and major issues. "City considers citizens opinions in decisions" and "City Provides Adequate Access to Public Information Related to Government Activities" both received higher "don't know" responses of more than 20%.

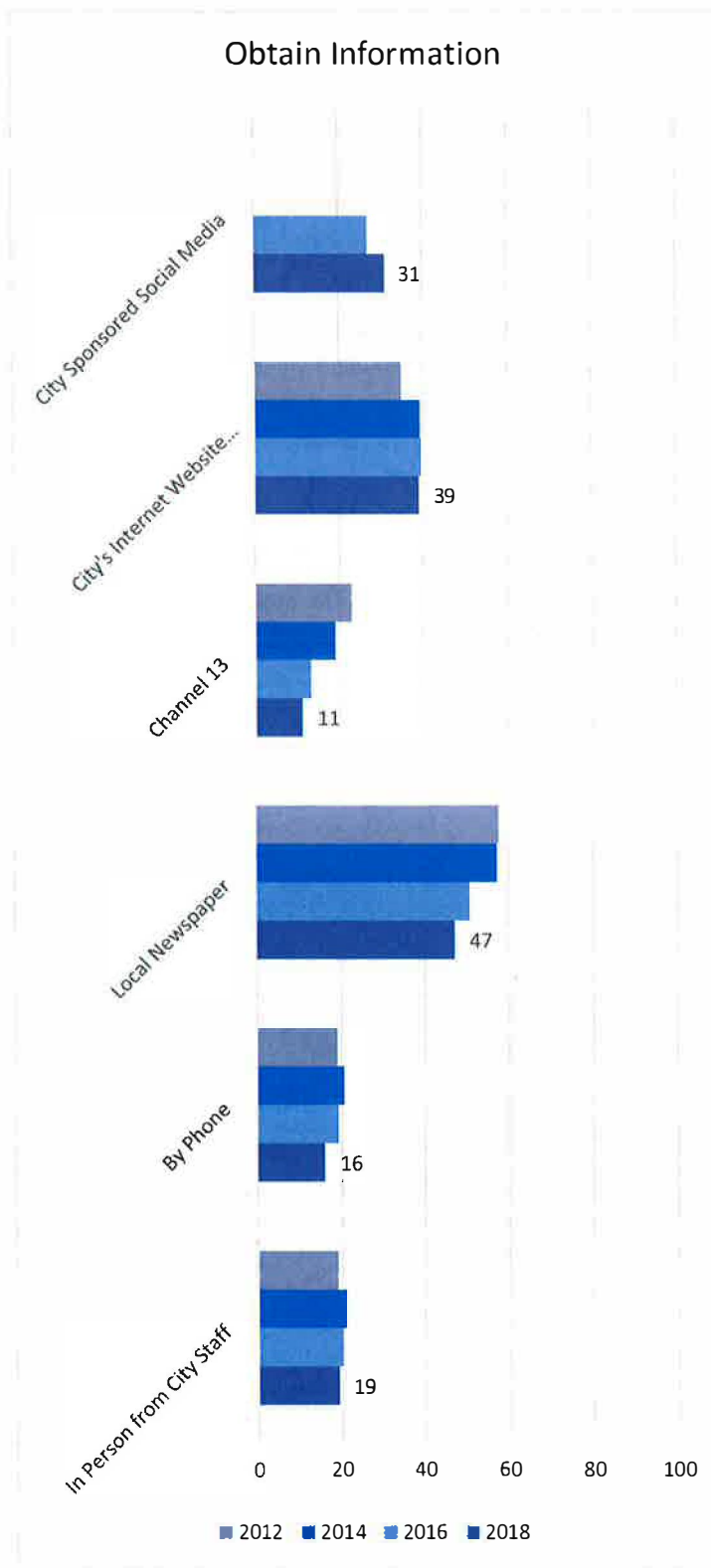
In the 2018 survey that was sent out to citizens, the question (Q13) Overall Direction of City, was incorrectly duplicated on (Q15). The analysis above included results from question (Q13). The results in (Q15) remained consistent with results from (Q13), however with a higher "non-response". Many respondents left the duplicated question blank. The results from the duplicated question (Q15), are not included in the analysis due to the high "non-response" rate, and invalid results.

	2004	2006	2008	2010	2012	2014	2016	2018
I am pleased with the overall direction that the City is taking	58	54	54	58	60	61	65	63
I am well informed on major issues in the City of Moscow	53	55	55	55	51	55	53	53
The City government welcomes citizen involvement*	58	62	61	64	63	67	66	65
The City considers citizen's opinion in decisions*	51	55	53	57	57	60	59	59
I am well informed about City process and procedures	47	50	49	50	48	49	48	48
The City provides adequate access to public information related to governmental activities	56	61	60	62	63	63	62	62

Obtain Information Related to the City (Q14)

The format of this question was changed in 2012. The question was adapted to gauge respondents' frequency of use of communication options, rather than asking them to rate services they use in order of importance as previous surveys had done. Previous to the 2012 survey, the non-response rate for this question was about 15% with 32% of respondents marking "other" without indicating what "other" option was preferred, providing unclear data. As well, in 2016 the option for "other" was replaced with "City sponsored social media efforts" which was included in the write in section for "other" from the 2014 survey.

Using the same method to calculate 100-point scores for other items in the analysis, each item was converted for ease of comparison. When comparing the 2018 scores to previous results, a slight increase in citizens receiving information the City's website is identified. Significantly fewer respondents noted they received information from Channel 13 (the City's public education and government channel) when compared to 2012. This is more than likely due to the fact that the cable channel station has been changed by the cable provider twice in the past year. For those with cable service, the channel is still 13, if there is no cable box the channel is 97-103. The channel is provided as part of the cable franchise that Time Warner has with the city/state and is only broadcast in the Moscow market. The internet stream is the only option for people without cable service. As well, fewer respondents' access information via the local newspaper than previous years, however it is still the highest ranked method for communication in 2018.



Current Projects

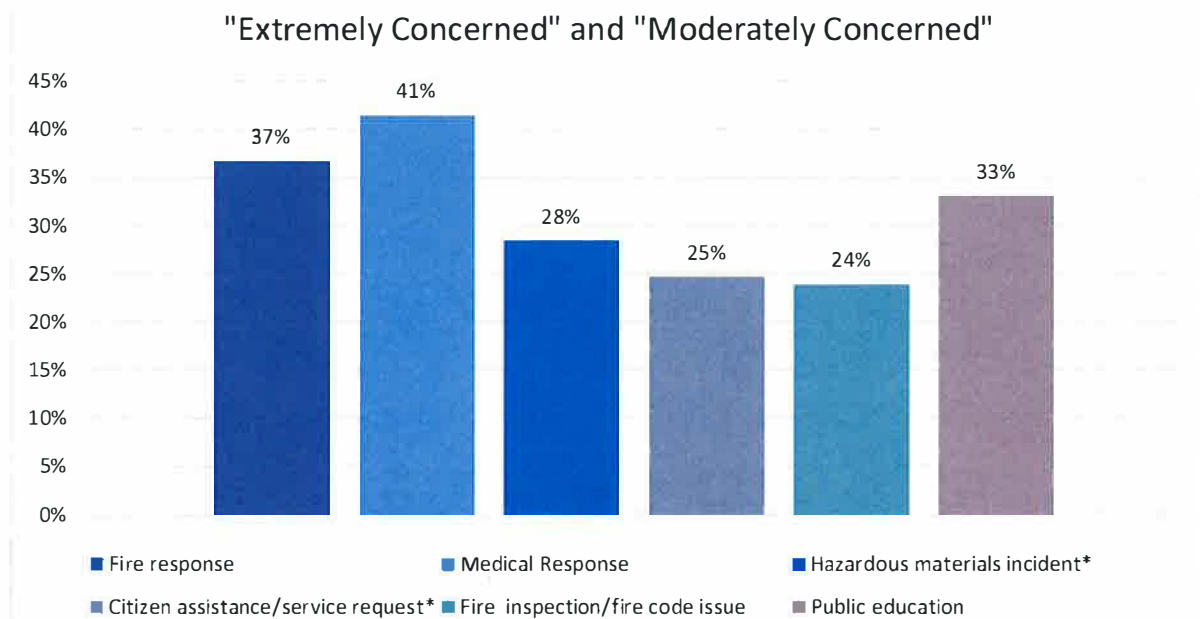
The following questions are in regards to projects the City is currently working on. The first question follows up with an online survey as the City of Moscow is currently updating the Parks and Recreation Master Plan. The second seeks to gather citizen's feedback with respects to the partnership with the Moscow Volunteer fire Department, as the City and MVFD work to meet the citizens demand services.

Nicotine-Free Parks in Moscow (Q16)

Respondents were asked on their preferences regarding the use of nicotine products (cigarettes, cigars, vape, chewing tobacco, etc.) in parks of Moscow. Citizens were asked to rate the level of agreement with the following statement "I am support of nicotine-free parks in Moscow." Overall results showed that 73% of respondents agreed or strongly agreed in support of nicotine-free parks in Moscow. With only 15% of respondents who disagreed and strongly disagreed and 12% remaining neutral.

Safety Concerns (Q17)

As the City of Moscow and the Moscow Volunteer Fire Department work to meet the citizens' demand for services, the City asked for feedback on what our community sees as the highest safety concerns in Moscow. When asked to rate how concerned citizens were with each of the items listed in the chart below, respondents rated Medical Response as the area of highest concern with 41% of respondents noting they are "Extremely Concerned" or "Moderately Concerned."



**Hazardous materials incident and Citizen assistance/service request both received > 20% "don't know" or non-response rate.*

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Demographics

Demographics collected for the survey reveals that a good cross-section of the community responded to the survey. Data is collected on employment, enrollment at local universities, transportation habits, residency, household make up, education, income, ethnicity, age, gender, and voting habits. Applicable demographics are compared to the U.S. Census and to verify that the sample used in the survey is a good representation of the population of Moscow as a whole. This sample does correlate with US Census data.

Employment (Q18)

Employment of Moscow residents as represented by the survey samples includes 50% of the population that is employed full-time, 13% that are employed part-time, 35% that are not employed and 1% who chose to not respond.

In the years the surveys have been administered, the percentages have been fairly steady, within about 3 – 4% difference per item over the years. 2018 “full-time” employment results decreased 7% from 2016 and “not employed” increased by 11% from 2016. These results counter the decrease in responses for job growth as “too slow” and increase in responses for “just right” from (Q6).

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Not Employed	32%	28%	29%	27%	30%	31%	32%	24%	35%
Part-time	19%	22%	23%	20%	17%	18%	19%	16%	13%
Full-time	49%	50%	48%	53%	52%	48%	48%	57%	50%

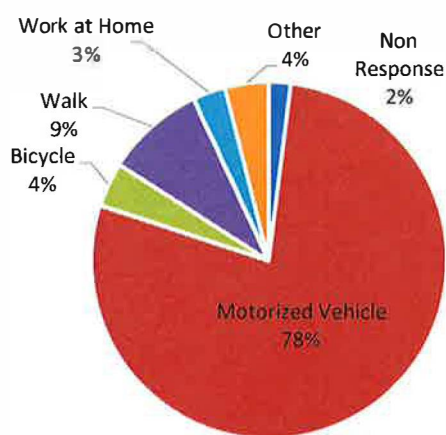
Enrolled at a Local University (Q19)

Of the respondents in the 2018 survey 9% noted they were attending a local university full-time and 4% were attending part-time, while 86% noted they were not attending a local university, 1% did not respond. This is in line with previous years with a slight two percent decrease in full-time attendance.

Method of Transportation (Q20)

When asked what one method of transportation respondents usually use for the longest distance of their commute to work or school, 78% noted they use a motorized vehicle, 4% bike, 9% walk, 3% work at home, 4% noted other, and 2% did not respond. When respondents marked other, write-ins include bus, van pool, and retirement. Future surveys could include the public transportation option as a response, and gauge use of those services in the community.

As a follow up question for those who use motorized vehicles, respondents noted if other people (adults or children) usually ride with them to and from work, 21% of those who use motorized vehicles noted they do ride



with others, while 57% of those who use motorized vehicles noted they do not. When compared to previous years there was a seven percent increased in motorized vehicle use while a three percent loss in bicycle use and a two percent loss in walking.

Residency (Q21)

Respondents were asked to note how long they've lived in Moscow. 2018 results showed a similar trend to those seen in 2016 except a 3% decrease for results "Less than 2 Years" and a 3% increase for "2 – 5 years." Percentages of length of residency for all survey years are listed in the table below.

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Less than 2 Years	12%	13%	15%	13%	11%	11%	13%	13%	10%
2 – 5 Years	23%	23%	24%	20%	22%	21%	15%	16%	19%
6 – 10 Years	16%	12%	10%	17%	13%	14%	14%	10%	10%
11 – 20 Years	12%	16%	16%	14%	14%	15%	15%	18%	19%
More than 20 Years	36%	36%	35%	37%	38%	37%	41%	40%	40%

Housing & Household (Q22 – Q27)

Of the respondents, 69% noted they live in a detached one family house detached from any other houses, 12% noted living in a duplex or townhouse, 17% noted living in an apartment or condominium, and 2% noted living in a mobile home.

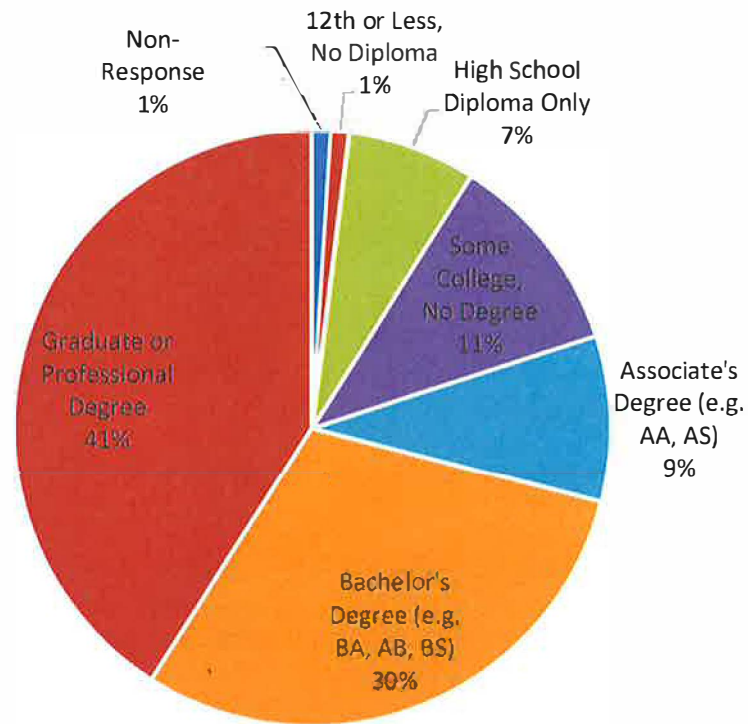
Additionally, respondents provided information on the number of people living in the household, with 20% noting they lived alone, 48% noting two people, 12% noting three people, 9% noting four people, 5% noting five people, and 5% noting more than five people.

When asked the age levels of household members, 21% were reported as children under twelve, 9% as teenagers between thirteen and seventeen, and 38% as sixty-five or older. While these statistics correlate with the Idaho Census estimates, they are slightly high for the Moscow reported statistics. Future surveys will continue to monitor these demographics to ensure a representative sample of the population.

Additionally, 12% of respondents reported that at least one member of the household had a physical disability. This is consistent with the historic average of 12%, and slightly higher than the US Census data at 8.2%. However the census data provides estimates only for those under the age of 65.

Education Level (Q28)

The educational level of Moscow's population is represented in the sample as 1% of respondents noted they do not have a high school diploma, 7% have a high school diploma, 11% note they have some college but no degree, 9% note they have an associate's degree, 30% note a bachelor's degree, and 41% reporting a graduate or professional degree. When compared to previous years all categories had a significant percentage increase with and exception in those reporting as having a bachelor's degree which decreased by four percent.



Gender (Q29)

Of the respondents in the 2018 survey, results show 56% of respondents were female and 40% were male, 4% did not respond, When compared to previous years woman had a four percent increase and males had a four percent decrease. This falls within similar trends with current US Census data.

Income (Q30)

Household income is measured in the increments below, the results for 2018 noted a decrease in those making "less than \$24,999" and an increase in those making "\$100,000 or more." The trend of those making "less than \$24,999" has been decreasing incrementally over the years with an 18% decrease from 2002 to 2018. As well those making "\$100,000 or more" have increased 20% since 2002. Those earning "\$25,000 to \$49,999" and "\$50,000 to \$99,999" have remained within 2%-5%. The increase in results for "full-time" employment and decrease in "not employed" from (Q18) align with the trends identified for income. As well the results from (Q6) indicating perceptions that job growth is "too slow" decreasing by 10% supports these trends.

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Less than \$24,999	31%	34%	30%	22%	24%	27%	21%	17%	13%
\$25,000 to \$49,999	27%	28%	27%	25%	28%	26%	23%	23%	24%
\$50,000 to \$99,999	34%	26%	31%	37%	32%	30%	34%	33%	33%
\$100,000 or more	9%	11%	12%	15%	11%	13%	18%	23%	29%

Race or Ethnicity (31)

Reported race or ethnicity follows the reported estimates from the US Census including 1% of respondents identifying themselves as American Indian or Alaska Native, 1% as Asian or Pacific Islander, 1% as Black or African American, 3% as Hispanic, Spanish, or Latino, 87% as White or Caucasian, and 3% noting “other.”

Age (Q32)

Ages reported by respondents include the following breakdown. When compared to 2016 results there was a percentage decrease amongst 18-24, 35-44, and 45-54 while an significant increase in people reporting 65 and older.

18 – 24 Years	6%	45-54 Years	11%
25-34 Years	16%	55-64 Years	14%
35-44 Years	18%	65-74 Years	24%
75 Years and Older			10%

Voter Registration & Habits (Q33 – Q37)

Respondents note their status in regards to voter registration with an average of 86% of respondents noting they are registered to vote, **higher in 2018 for all categories**. As a reference, general elections are held every four years and City elections are held every two years. Each City election cycle typically includes three City council positions and every other election includes the position of Mayor.

	2002	2004	2006	2008	2010	2012	2014	2016	2018
Registered to Vote	84%	81%	83%	87%	82%	82%	82%	86%	89%
Voted in the most recent City election	55%	60%	69%	79%	65%	59%	66%	71%	84%
Voted in Most Recent general election	81%	89%	81%	90%	82%	80%	80%	88%	89%
Likely to vote next City election	75%	76%	83%	83%	77%	76%	81%	82%	91%
Likely to vote next general election	90%	80%	90%	93%	89%	88%	88%	91%	94%

Open-Ended Comments

Two questions (38 and 39) were provided for respondents to make narrative comments, which were then categorized for ease of analysis. Responses are available on the original documents which may be viewed upon request by contacting the City Clerk.

Single Most Important Issue (Q38)

Question 38 reads, "What do you feel will be the single most important issue facing the City of Moscow over the next several years?" In this instance, if a respondent mentions more than one item, only the first is categorized for purposes of analysis.

Affordable Housing	27	Discrimination	4
Too Much Growth/ Demands	21	New High School	4
Jobs/ Employment	14	Public School Facilities	3
High Taxes	11	Alternative Transportation	3
Religion	11	Traffic Law Enforcement	3
Miscellaneous	10	Government	3
Infrastructure	9	Healthcare	3
U of I Growth	8	Noise	2
Parking	8	Hwy 95 Bypass	2
Drug Abuse	6	Crime	1
Street Maintenance	5	Sidewalks	1
Planning & Zoning	5	Homelessness	1
Safety	5	Cost of Living	1
Climate Change	5	Safer Crosswalks	1

Affordable housing and Growth issues were identified in a large amount of the surveys with write in responses. For the analysis growth issues are categorized as; "need for business growth", "need for general growth", and "too much growth /demands." It is important to note that of the respondents that mentioned "too much growth /demands", also highlighted concerns for the planning of growth and ability to provide services. Many of the other issues identified relate with these growth issues such as 'jobs/ employment', "parking", and "Infrastructure".

Comments and Questions to be Considered (Q39)

Question 39 reads, "Please use the following space to make comments and suggestions you would like the City of Moscow to consider." Comments in this category are separated out and counted for purposes of analysis for this question.

Street Lighting	23	Infrastructure	5
Thank You	21	Education	5
Sidewalks	14	Public Transport	5
Traffic	14	Drug Addiction /Rehabilitation	4
Snow Removal	12	Build Bypass	4
Repair Streets	12	City services cost too high	4
Shopping Opportunities	12	Climate Change	4
Parking	12	Airport	4
Recycling	9	Manage Growth	3
Street cleanliness	7	Support Downtown Businesses	3
Affordable Housing	7	Reduce Bike Lanes	3
Water Use	7	New Senior Center	3
Expand Bike Paths	7	New High School	2
Build 3rd Street Bridge	7	Garbage pickup	1
Religion	6	Keep City Expenditures low	1
Water Quality	6	Gun Safety	1
High Taxes	6	Town Entrance Clean-up	1
Crosswalks	5	Plastic Bag Ban	1
Limit Apartment Complexes	5	Styner Ave Traffic Light	1

Survey comments regarding sidewalks included maintenance responsibilities both on the City and on the citizens. Street lighting ranged from having too much lighting to having too little or them being too bright. Traffic light recommendations included Lauder/ Styner & Hwy 95 and Mt View & Hwy 8. Quality of life included general comments of Moscow, the community, and most are pleased with the direction of the City of Moscow with many comments either praising particular offices or just showing gratitude. Survey comments included the need for more shopping opportunities. City services were identified as costly; water service and garbage service costs specifically are felt by some to be unfair when compared to usage.

Conclusion

Regular surveys provide City of Moscow officials with a unique opportunity to gain the perspective of the average resident of Moscow. This survey includes a representative sample of Moscow residents who do not typically participate in local government.

The 2018 Citizen Survey achieved a 29% response rate. The survey results are statistically valid and empirically defensible. A large portion of those returning the survey also completed one or both of the open-ended comment questions, providing City officials with specific, personal concerns.

Perhaps not all the right questions were asked and some important ones left out. However, the citizen survey is a dynamic document that is continually revisited. When used correctly, the biennial survey is a powerful tool for continuous improvement of the Moscow community and an important link between the citizens and City leadership.

In short, citizens are satisfied with the quality of life in Moscow; 97% felt quality of life in the community is “good” or “excellent”, which has slightly increased since the first survey conducted in 2002 and remained within 2-3% of previous years.

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Appendix – Citizen Survey Tool with Percentage Responses



2018 City of Moscow Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter.
Your responses are anonymous and will be reported in group form only.

1. Please check the box that comes closest to your opinion of how you would rate each of the following questions:

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
a. The overall quality of life in Moscow?	38%	58%	3%	0%	0%	0%
b. The overall quality of your neighborhood?	30%	54%	11%	3%	1%	0%
c. Moscow as a place to raise children?	45%	39%	5%	0%	0%	10%
d. Moscow as a place to live?	40%	52%	6%	1%	0%	0%
e. Moscow as a place to retire?	21%	37%	20%	7%	2%	12%

2. Please rate each of the following characteristics as they relate to Moscow as a whole:

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
a. Overall appearance of the City	12%	70%	14%	3%	0%	0%
b. Quality of K – 12 schools in Moscow	15%	35%	14%	5%	0%	30%
c. Opportunities to attend cultural activities	28%	51%	16%	2%	1%	1%
d. Shopping opportunities	3%	29%	34%	28%	5%	0%
e. Air quality	26%	52%	17%	3%	0%	0%
f. Recreation opportunities	22%	55%	17%	4%	1%	2%
g. Job opportunities	2%	33%	31%	20%	4%	8%
h. Access to affordable housing	3%	22%	31%	27%	9%	7%
i. Openness and acceptance of the community towards people of diverse backgrounds	16%	52%	22%	6%	1%	3%
j. Entryways to Moscow (Hwy 95 - north and south, Hwy 8 - east and west)	9%	48%	24%	13%	2%	1%

3. Please rate how safe you feel from the following occurring to you in Moscow:

	Very Safe	Fairly Safe	Not Safe or Unsafe	Somewhat Unsafe	Very Unsafe	Don't Know
a. Violent crimes (e.g. robbery, assault)	50%	43%	3%	2%	0%	1%
b. Property crimes (e.g. burglary, theft)	26%	61%	7%	5%	1%	0%
c. Fires	33%	54%	9%	2%	1%	1%

4. Please rate how safe you feel walking alone at night:

	Very Safe	Fairly Safe	Not Safe or Unsafe	Somewhat Unsafe	Very Unsafe	Don't Know
a. In your neighborhood	48%	42%	4%	3%	1%	1%
b. In downtown areas	47%	40%	4%	4%	1%	4%
c. In City parks outside your neighborhood	22%	44%	12%	7%	2%	12%
d. Current levels of street lighting	20%	42%	15%	15%	5%	2%

5. To what degree are the following problems in the City of Moscow:

	Extreme Problem	Major Problem	Important Problem	Minor Problem	Not a Problem	Don't Know
a. Traffic	1%	10%	29%	40%	17%	1%
b. Drug abuse	4%	13%	31%	17%	3%	31%
c. Alcohol abuse	3%	12%	32%	22%	4%	27%
d. Taxes	6%	9%	22%	26%	27%	10%
e. Loitering youth	0%	1%	6%	30%	47%	16%
f. Growth	5%	6%	23%	23%	33%	10%
g. Crime	1%	2%	21%	45%	19%	12%
h. Domestic violence	1%	5%	26%	19%	5%	43%
i. Run down houses and buildings	3%	9%	25%	44%	14%	4%

6. Please evaluate the rate of growth in the following areas in Moscow over the past 5 years:

	Much too Slow	Too Slow	Right Amount	Too Fast	Much too Fast	Don't Know
a. Population growth	2%	9%	51%	17%	4%	17%
b. Business/retail growth	11%	41%	32%	2%	0%	13%
c. Jobs growth	14%	41%	21%	0%	0%	24%

7. Please rate the following statement:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. The City does a good job of planning for the growth of our community	2%	29%	34%	14%	5%	16%

8. In the last 12 months, about how many times have you or other household members done the following things:

	Once/ Never	Twice	3 – 12 Times	13 – 26 Times	> 26 Times	Don't Know
a. Used the Moscow Public Library or services	38%	13%	25%	9%	14%	1%
b. Participated in a recreation program or activity	42%	18%	24%	6%	6%	2%
c. Visited a City park	10%	9%	44%	16%	20%	0%
d. Recycled used paper, cans or bottles from your home	6%	1%	7%	18%	67%	1%
e. Volunteered your time to some group/activity in Moscow	37%	12%	22%	11%	15%	2%
f. Attended an event at the 1912 Center	35%	21%	36%	4%	3%	0%

9. How do you rate the quality of each of the following City of Moscow services:

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
a. Police services	32%	51%	9%	2%	1%	6%
b. Fire services	40%	42%	4%	1%	1%	11%
c. Emergency medical services/ambulance	36%	38%	8%	1%	0%	16%
d. Garbage collection	33%	54%	9%	3%	0%	1%
e. Recycling	23%	40%	15%	16%	4%	2%
f. Water services	21%	47%	17%	7%	3%	5%
g. Sewer services	26%	50%	15%	2%	0%	7%
h. Library services	33%	41%	7%	1%	0%	18%
i. Recreation facilities	25%	46%	16%	2%	0%	10%
j. Recreation programs and classes	19%	38%	21%	3%	1%	17%
k. Park maintenance	32%	56%	8%	1%	0%	4%
l. City parks	36%	54%	7%	0%	0%	4%

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
m. Street maintenance	7%	40%	26%	23%	3%	0%
n. Cleanliness of streets	12%	58%	23%	5%	1%	0%
o. Snow removal	10%	45%	26%	14%	4%	1%
p. Street lighting	7%	44%	26%	17%	6%	0%
q. Amount of public parking	5%	28%	26%	31%	9%	1%
r. Ease of car travel in the City	10%	48%	23%	14%	2%	1%
s. Enforcement of traffic laws	11%	46%	23%	8%	1%	10%
t. Planning and zoning	4%	29%	29%	9%	4%	23%
u. Sidewalk maintenance	4%	32%	28%	24%	8%	3%
v. ADA accessibility in public places	6%	36%	19%	4%	3%	31%

10. Overall, how would you rate:

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
a. The quality of services provided by the City of Moscow	13%	66%	16%	2%	0%	3%

11. What do you feel is the level of service you receive versus the amount you pay for the following:

	Excellent	Good	Neutral	Poor	Very Poor	Don't Know
a. Garbage collection	19%	48%	15%	9%	1%	7%
b. Water services	14%	43%	17%	14%	2%	8%
c. Sewer services	15%	46%	21%	6%	1%	10%
d. Parks & Recreation programs	17%	41%	19%	3%	1%	18%

12. In the last 12 months, about how many times have you or other household members done the following things:

	Once/ Never	Twice	3 – 12 Times	13 – 26 Times	> 26 Times	Don't Know
a. Accessed Council or Commission agendas, public hearing notices, the City Code and/or other information from the City's website	57%	14%	23%	2%	1%	2%
b. Read a legal notice in the newspaper	52%	15%	21%	5%	5%	1%
c. Attended a City Committee or Commission meeting	85%	6%	5%	1%	1%	0%
d. Provided oral or written testimony at a public meeting	94%	3%	2%	0%	0%	1%
e. Contacted the Mayor or City Supervisor regarding City policy and/or process	90%	5%	5%	0%	0%	0%
f. Contacted a City Council member regarding City policy or process	88%	6%	4%	0%	0%	0%
g. Contacted City staff regarding City policy and/or process	81%	9%	8%	0%	0%	0%
h. Watched a City Council meeting on TV	87%	7%	4%	1%	0%	1%

13. Please rate the following statements by checking the box that most closely represents your opinion:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. I am pleased with the overall direction that the City is taking	6%	49%	30%	8%	1%	6%
b. I am well informed on major issues in the City of Moscow	6%	30%	34%	22%	4%	5%
c. The City government welcomes citizen involvement	9%	43%	22%	5%	3%	17%
d. The City considers citizen's opinion in decisions	6%	33%	27%	8%	4%	22%
e. I am well informed about City process and procedures	3%	22%	37%	23%	6%	9%
f. The City provides adequate access to public information related to governmental activities	5%	38%	27%	6%	2%	22%

14. How often do you currently obtain information related to City governmental activities?

	Very Often	Often	Neutral	Rarely	Very Rarely	Don't Know
a. In person from City staff	2%	8%	9%	22%	54%	5%
b. By phone	0%	5%	10%	24%	55%	5%
c. Local newspaper	15%	30%	9%	14%	28%	3%
d. City's governmental cable channel (Channel 18)	1%	2%	8%	14%	64%	9%
e. City's website (www.ci.moscow.id.us)	5%	23%	19%	22%	26%	5%
f. City sponsored social media efforts	6%	14%	15%	17%	39%	8%

15. Please rate the following statements by checking the box that most closely represents your opinion:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. I am pleased with the overall direction that the City is taking	N/A	N/A	N/A	N/A	N/A	N/A
b. I am well informed on major issues in the City of Moscow	N/A	N/A	N/A	N/A	N/A	N/A
c. The City government welcomes citizen involvement	N/A	N/A	N/A	N/A	N/A	N/A
d. The City considers citizen's opinion in decisions	N/A	N/A	N/A	N/A	N/A	N/A
e. I am well informed about City process and procedures	N/A	N/A	N/A	N/A	N/A	N/A
f. The City provides adequate access to public information related to governmental activities	N/A	N/A	N/A	N/A	N/A	N/A

The following questions are in regards to projects the City is currently working on.

Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

- 16. The City of Moscow is currently updating the Parks and Recreation Master Plan and completed an online community survey. One area we'd like more input on is citizen's preferences regarding the use of nicotine products (cigarettes, cigars, vape, chewing tobacco, etc.) in parks in Moscow. Please rate your level of agreement with the following statement:**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
a. I am in support of nicotine-free parks in Moscow.	56%	17%	11%	8%	7%	1%

- 17. The City of Moscow partners with the Moscow Volunteer Fire Department (MVFD) for fire and ambulance service for the community. MVFD, with an average of 100 volunteer members, has provided this service for more than 125 years. As the City and the MVFD work to meet the citizens demand for services we'd like feedback on what our community sees as the highest safety concerns in Moscow. Please rate how concerned you are with each of the following:**

	Extremely Concerned	Moderately Concerned	Somewhat Concerned	Slightly Concerned	Not at all Concerned	Don't Know
a. Fire response	19%	14%	11%	12%	33%	10%
b. Medical response	22%	15%	9%	12%	31%	10%
c. Hazardous materials incident	8%	13%	15%	14%	26%	23%
d. Citizen assistance/service request	6%	13%	14%	15%	29%	22%
e. Fire inspection/fire code issue	6%	13%	12%	15%	34%	19%
f. Public education	15%	14%	16%	14%	28%	13%

The following questions are about your household.
Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

18. Are you currently employed?

35%	No
13%	Part-time
50%	Full-time

19. Are you currently enrolled at a local university?

86%	No
4%	Part-time
9%	Full-time

20. What one method of transportation do you usually use for the longest distance of your commute to travel to work or school?

77%	Motorized vehicle (e.g. car, truck, van, motorcycle, etc.)
4%	Bicycle
9%	Walk/Run
2%	Work at home
4%	Other:

b. If you checked the motorized vehicle box in 20a, do other people (adults or children) usually ride with you to or from work?

21%	Yes	55%	No
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21. How many years have you lived in Moscow?

10%	Less than 2 years
19%	2-5 years
10%	6-10 years
19%	11-20 years
40%	More than 20 years

22. How many people live in your household?

20%	1	9%	4
48%	2	5%	5
12%	3	5%	More than 5

23. Which best describes the building you live in?

69%	One family house detached from any other houses
11%	One family house attached to one or more houses (e.g. duplex or townhouse)
17%	Building with two or more apartments or condominiums
2%	Mobile home
0%	Other:

24. Do any children 12 or under live in your household?

21%	Yes	78%	No
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25. Do any teenagers between 13 and 17 live in your household?

9%	Yes	90%	No
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26. Are you or any other members of your household age 65 or older?

37%	Yes	62%	No
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27. Does any member of your household have a physical disability?

12%	Yes	87%	No
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28. What is the highest degree or level of school you have completed (mark one box):

1%	12 th or less, no diploma
7%	High school diploma
11%	Some college, no degree
9%	Associate's degree (e.g. AA, AS)
30%	Bachelor's degree (e.g. BA, AB, BS)
41%	Graduate or professional degree

29. What is your gender?

56%	Female	40%	Male
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30. How much do you anticipate your household's total income before taxes will be for the current year?

13%	Less than \$24,999
23%	\$25,000 to \$49,999
31%	\$50,000 to \$99,999
28%	\$100,000 or more

31. What is your race or ethnicity? (Mark one or more races to indicate what race or ethnicity you consider yourself to be.)

1%	American Indian or Alaska Native
1%	Asian or Pacific Islander
1%	Black, African American
3%	Hispanic, Spanish, Latino
87%	White, Caucasian
3%	Other:

32. In which category is your age?

6%	18-24 years	16%	25-34 years
18%	35-44 years	11%	45-54 years
14%	55-64 years	24%	65-74 years
10%	75 years or older		

33. Are you registered to vote in Moscow?

89%	Yes	10%	No
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34. Did you vote in the most recent City election?

84%	Yes	15%	No
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35. Did you vote in the most recent general election?

89%	Yes	10%	No
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36. Are you likely to vote in the next City election?

90%	Yes	9%	No
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37. Are you likely to vote in the next general election?

94%	Yes	6%	No
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Thank you!

Our last questions are meant to allow you to tell us anything you feel is important to guarantee the City will continue to provide its citizens with the best, most responsive form of government.

38. What do you feel will be the single most important issue facing the City of Moscow over the next several years? (Please choose just one issue.)

39. Please use the following space to make comments and suggestions you would like the City of Moscow to consider. (Attach extra pages if necessary.)