

2024 City of Pelham Citizen Survey Findings Report

Presented to the City of Pelham,
Alabama
January 2025

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Executive Summary

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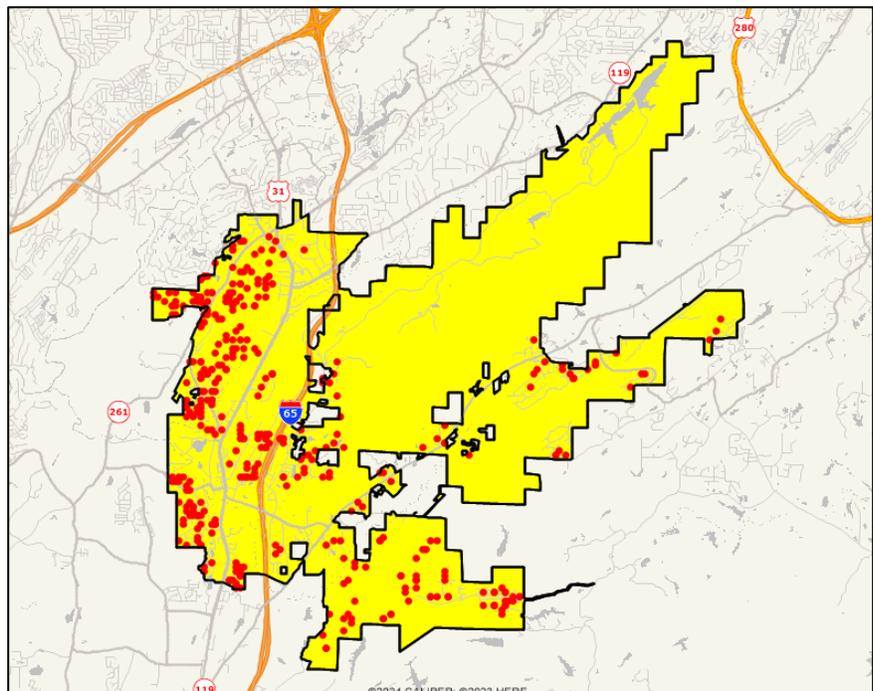
Purpose

ETC Institute administered a survey to residents of the City of Pelham between November 2024 and January 2025. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve programs and determine the needs of residents. This is the second citizen survey ETC Institute has administered for the City of Pelham; the first was conducted during the spring of 2022.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Pelham. The sampling plan for the survey was designed to gather statistically representative data and ensure the distribution was comparable to the demographics of the City's population by race/ethnicity, gender, etc. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent text messages to the households that received the survey to encourage participation. The texts contained a link to the online version of the survey to make it easier for residents to complete the survey.

To prevent people who were not residents of Pelham from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 400 residents completing the survey. The overall results for the sample of 400 households have a precision of at least +/-4.9% at the 95% level of confidence. To understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Pelham with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings
- charts showing the overall results for all questions on the survey (Section 1)
- benchmarking data that show how the results for Pelham compare to other communities (Section 2)
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results (Section 3)
- tables that show the results of the random sample for each question on the survey (Section 4)
- a copy of the survey instrument (Section 5)

How Citizens Rate Pelham as a Place to Live

Most of the residents surveyed (90%), *who had an opinion*, rated the City of Pelham as an “excellent” or “good” place to live; 7% gave a “neutral” rating, and only 3% rated Pelham as “below average” or “poor.” Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to raise children.

Overall Perceptions of the City

Eighty-three percent (83%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of City services provided, and 80% were satisfied with the quality of life in Pelham.

Satisfaction With Major City Services

The major categories City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of public safety services (93%), quality of public library facilities and services (91%), and the quality of City parks and recreation programs/facilities (89%). Residents were least satisfied with the flow of traffic and congestion management (54%).

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Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) flow of traffic and congestion management, and 2) maintenance of City streets and facilities, and 3) economic development.

Public Safety

Ninety-five percent (95%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of local fire protection. Other areas in which residents were “very satisfied” or “satisfied” include: quality of local police protection (91%), how quickly police respond to emergencies (91%), and 3) how quickly fire department/emergency services personnel respond to emergencies (91%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) quality of local police protection, 2) traffic enforcement efforts, and 3) overall visibility of police.

Perceptions of Safety

Nearly all of the residents surveyed (99%), *who had an opinion*, felt “very safe” or “safe” in their neighborhood during the day. Other areas in which residents felt “very safe” or “safe” include: on school campuses (98%) and overall feeling of safety in Pelham (98%).

Enforcement of Codes and Ordinances

Sixty-three percent (63%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the enforcement of parking regulations in Pelham. Other areas in which residents were “very satisfied” or “satisfied” include: enforcement of sign regulations (61%) and enforcement of the cleanup of litter and debris on private property (60%).

City Maintenance

Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the maintenance of City owned buildings. Other areas in which residents were “very satisfied” or “satisfied” include: mowing and trimming along streets and other public areas (79%), cleanliness of City streets and other public areas (76%), and maintenance of major City streets (75%).

Based on the sum of their top three choices, the City maintenance services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of major City streets, 2) adequacy of City street lighting, and 3) cleanliness of City streets and other public areas.

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Parks and Recreation

Eighty-five percent (85%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the maintenance of City parks. Other areas in which residents were “very satisfied” or “satisfied” include: number of City parks (84%), community recreational centers (81%), the City’s youth athletic programs (78%), and outdoor athletic fields (76%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) number of walking and biking trails, 2) maintenance of City parks, and 3) community recreational centers.

Library Services

Eighty-six percent (86%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of customer service at the library. Other areas in which residents were “very satisfied” or “satisfied” include: availability of library materials (84%), programs and services for children, ages 0-12 (75%), and meeting room rental opportunities (70%).

City Communication and Engagement

Eighty-six percent (86%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of *The Pelham Pathway* quarterly magazine. Other areas in which residents were “very satisfied” or “satisfied” include: quality of the monthly e-newsletter (74%), access to emergency information (71%), and usefulness of the City website (67%).

Customer Service from City Employees

Forty-five percent (45%) of the residents surveyed, *who had an opinion*, indicated they have contacted the City with a question, problem, or complaint during the past year. Of the 45% who contacted the City, 88% *who had an opinion* indicated the employees they contacted were “always” or “usually” courteous and polite.

Satisfaction With Perceptions of the Community

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with their access to parks and green space in Pelham. Other areas in which residents were “very satisfied” or “satisfied” include: quality of new development in the City (60%), and the availability of festivals and community events (57%).

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Trash Services

Seventy-nine percent (79%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with residential trash collection services provided by AmWaste, and 71% were satisfied with brush and bulk removal services.

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Trends Since 2022

Satisfaction ratings for the City have increased in 74 of the 88 areas assessed since 2022. There were significant increases (5% or more) in 56 of these areas. The tables below and on the following page show how the 2024 survey results compare to the 2022 results.

Service	2024	2022	Difference	Category
Quality of stormwater runoff/management system	63.0%	30.8%	32.2%	Major Categories of City Services
City recreational programs	70.0%	49.0%	21.0%	Parks and Recreation
Availability of cultural activities and the arts	49.4%	28.5%	20.9%	Perceptions of the Community
Availability of festivals and community events	56.7%	36.3%	20.4%	Perceptions of the Community
The City's senior programs	74.9%	54.8%	20.1%	Parks and Recreation
The City's youth athletic programs	78.2%	58.6%	19.6%	Parks and Recreation
Quality of The Pelham Pathway	85.6%	70.3%	15.3%	Communication and Engagement
Usefulness of City website	67.1%	52.0%	15.1%	Communication and Engagement
Maintenance of City owned buildings	87.6%	72.9%	14.7%	City Maintenance
Fees charged for recreational programs	72.0%	58.2%	13.8%	Parks and Recreation
Quality of monthly e-newsletter	73.9%	60.2%	13.7%	Communication and Engagement
Satisfaction with economic development	61.8%	48.3%	13.5%	Major Categories of City Services
The variety of businesses in Pelham	51.0%	38.5%	12.5%	Perceptions of the Community
Maintenance of City parks	85.1%	72.8%	12.3%	Parks and Recreation
Number of City parks	83.5%	71.3%	12.2%	Parks and Recreation
Maintenance of City streets and facilities	68.5%	56.5%	12.0%	Major Categories of City Services
Access to info about City programs & services	66.5%	54.7%	11.8%	Communication and Engagement
Quality of City parks & recreation programs/facilities	89.1%	77.4%	11.7%	Major Categories of City Services
Maintenance of sidewalks	69.0%	57.3%	11.7%	City Maintenance
Number of walking and biking trails	70.5%	58.9%	11.6%	Parks and Recreation
Programs & services for teens, ages 13-19	67.4%	56.1%	11.3%	Library Services
Programs & services for mature adults, ages 50+	68.6%	57.4%	11.2%	Library Services
Access to parks and green space	81.7%	70.9%	10.8%	Perceptions of the Community
As a place to work	70.0%	59.4%	10.6%	Overall Ratings of the City
Effectiveness of City communication with public	75.6%	65.2%	10.4%	Major Categories of City Services
Mowing & trimming along streets/other public areas	79.3%	69.5%	9.8%	City Maintenance
Efforts to keep you informed about local issues	62.5%	53.2%	9.3%	Communication and Engagement
As a community headed in the right direction	76.6%	67.4%	9.2%	Overall Ratings of the City
Ease of registering for programs	72.7%	63.5%	9.2%	Parks and Recreation
Quality of the City's school system	72.0%	63.1%	8.9%	Major Categories of City Services
Maintenance of major City streets	74.6%	65.7%	8.9%	City Maintenance
Value received for City tax dollars and fees	67.3%	58.5%	8.8%	Items That Influence Perception of the City
Enforcing maintenance of residential property	56.4%	47.6%	8.8%	Enforcement of Codes and Ordinances
Quality of new development in Pelham	60.0%	51.2%	8.8%	Perceptions of the Community
Community recreational centers	80.8%	72.1%	8.7%	Parks and Recreation
Enforcing parking regulations	63.2%	54.5%	8.7%	Enforcement of Codes and Ordinances
Appearance of the City	58.9%	50.4%	8.5%	Items That Influence Perception of the City
Cleanliness of City streets/other public areas	76.0%	67.6%	8.4%	City Maintenance
Outdoor athletic fields	75.5%	67.2%	8.3%	Parks and Recreation
Enforcing cleanup of litter & debris on private property	60.0%	51.8%	8.2%	Enforcement of Codes and Ordinances

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Trends Since 2022 (Cont.)

Service	2024	2022	Difference	Category
Quality of customer service from City employees	81.5%	73.7%	7.8%	Major Categories of City Services
Enforcing mowing & trimming of private property	57.5%	49.9%	7.6%	Enforcement of Codes and Ordinances
Quality of transparent, trusted, & accurate City communication	57.4%	50.1%	7.3%	Communication and Engagement
Programs & services for adults, ages 20-49	63.7%	56.8%	6.9%	Library Services
Enforcing maintenance of business property	58.8%	52.2%	6.6%	Enforcement of Codes and Ordinances
Programs & services for children, ages 0-12	74.6%	68.0%	6.6%	Library Services
As a place where I feel welcome	82.4%	76.1%	6.3%	Overall Ratings of the City
Enforcing sign regulations	60.8%	54.5%	6.3%	Enforcement of Codes and Ordinances
Quality of customer service	85.9%	79.7%	6.2%	Library Services
As a place to retire	77.0%	71.0%	6.0%	Overall Ratings of the City
As a community embracing racial & ethnic equity	71.5%	65.7%	5.8%	Overall Ratings of the City
Usefulness of City social media	62.8%	57.1%	5.7%	Communication and Engagement
Maintenance of street signs	73.0%	67.4%	5.6%	City Maintenance
Enforcement of City codes and ordinances	62.4%	57.3%	5.1%	Major Categories of City Services
Adequacy of City street lighting	61.1%	56.0%	5.1%	City Maintenance
Meeting room rental opportunities	69.7%	64.6%	5.1%	Library Services
Access to emergency information	70.7%	65.9%	4.8%	Communication and Engagement
Quality of services provided by the City of Pelham	83.0%	78.3%	4.7%	Items That Influence Perception of the City
Animal control efforts	64.9%	60.3%	4.6%	City Maintenance
As a place to do business	71.6%	67.3%	4.3%	Overall Ratings of the City
Flow of traffic and congestion management	53.6%	49.4%	4.2%	Major Categories of City Services
Image of the City	62.2%	58.0%	4.2%	Items That Influence Perception of the City
Your experience engaging with City Govt. process	54.2%	50.5%	3.7%	Communication and Engagement
Traffic enforcement efforts	80.3%	77.0%	3.3%	Police Department
Quality of public library facilities and services	91.3%	88.5%	2.8%	Major Categories of City Services
Brush and bulk removal services	70.5%	67.8%	2.7%	Trash Service
Marketing of library events and offerings	62.6%	60.2%	2.4%	Library Services
How quickly police respond to emergencies	90.7%	89.4%	1.3%	Police Department
On school campuses	98.4%	97.4%	1.0%	Perceptions of Safety
In the City's parks	96.7%	95.7%	1.0%	Perceptions of Safety
Availability of library materials	84.4%	83.4%	1.0%	Library Services
Quality of life in the City	80.1%	79.3%	0.8%	Items That Influence Perception of the City
Quality of public safety services	92.9%	92.2%	0.7%	Major Categories of City Services
Quality of water/sewer	72.3%	71.7%	0.6%	Major Categories of City Services
In your neighborhood at night	96.0%	96.4%	-0.4%	Perceptions of Safety
As a place to raise children	86.5%	87.0%	-0.5%	Overall Ratings of the City
Quality of local police protection	91.4%	91.9%	-0.5%	Police Department
In your neighborhood during the day	99.0%	99.5%	-0.5%	Perceptions of Safety
Overall feeling of safety in Pelham	98.2%	98.9%	-0.7%	Perceptions of Safety
Quality of local fire protection	95.0%	95.9%	-0.9%	Fire Department
Credibility of the police department	87.9%	88.9%	-1.0%	Police Department
As a place to live	90.2%	91.4%	-1.2%	Overall Ratings of the City
Overall visibility of police	89.9%	91.6%	-1.7%	Police Department
In commercial and retail areas	95.1%	96.8%	-1.7%	Perceptions of Safety
Quality of local ambulance service	83.2%	86.0%	-2.8%	Fire Department
How quickly fire department/emergency services personnel respond to emergencies	90.5%	93.9%	-3.4%	Fire Department
Residential trash collection services	79.4%	89.4%	-10.0%	Trash Service
New "Mixed Stream" recycling services	63.7%	74.0%	-10.3%	Trash Service

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How the City of Pelham Compares to Other Communities Regionally

Satisfaction ratings for the City of Pelham **rated above the Southeast regional average in all 52 areas** that were assessed. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee. The City of Pelham **rated significantly higher than the Southeast regional average (difference of 5% or more) in 51 of these areas.** The table below shows the areas where the City rated at least 20% above the Southeast regional average:

Service	Pelham	Southeast Region	Difference	Category
As a place to live	90.2%	41.8%	48.4%	Overall Ratings of the City
How quickly police respond to emergencies	90.7%	47.7%	43.0%	Public Safety
Quality of local police protection	91.4%	49.0%	42.4%	Public Safety
Overall visibility of police	89.9%	47.6%	42.3%	Public Safety
Quality of City parks & recreation programs/facilities	89.1%	48.8%	40.3%	Major Categories of City Services
In the City's parks	96.7%	56.6%	40.1%	Perceptions of Safety
Maintenance of City owned buildings	87.6%	48.3%	39.3%	City Maintenance
Quality of customer service from City employees	81.5%	42.2%	39.3%	Major Categories of City Services
Mowing & trimming along streets/other public areas	79.3%	40.1%	39.2%	City Maintenance
Brush and bulk removal services	70.5%	34.1%	36.4%	Trash and Recycling
In your neighborhood at night	96.0%	60.1%	35.9%	Perceptions of Safety
Effectiveness of City communication with public	75.6%	41.1%	34.5%	Major Categories of City Services
In commercial and retail areas	95.1%	61.7%	33.4%	Perceptions of Safety
Value received for City tax dollars and fees	67.3%	35.2%	32.1%	Items That Influence Perception of the City
Overall feeling of safety	98.2%	66.1%	32.1%	Perceptions of Safety
As a place to retire	77.0%	45.2%	31.8%	Overall Ratings of the City
Usefulness of City website	67.1%	35.9%	31.2%	Communication and Engagement
Maintenance of major City streets	74.6%	44.0%	30.6%	City Maintenance
As a community embracing racial & ethnic equity	71.5%	41.2%	30.3%	Overall Ratings of the City
Traffic enforcement efforts	80.3%	51.0%	29.3%	Public Safety
Quality of services provided by the City	83.0%	53.8%	29.2%	Items That Influence Perception of the City
Quality of public safety services	92.9%	64.1%	28.8%	Major Categories of City Services
Maintenance of sidewalks	69.0%	40.9%	28.1%	City Maintenance
Efforts to keep you informed about local issues	62.5%	34.6%	27.9%	Communication and Engagement
Access to info about City programs & services	66.5%	39.6%	26.9%	Communication and Engagement
Maintenance of City streets and facilities	68.5%	42.0%	26.5%	Major Categories of City Services
Quality of public library facilities and services	91.3%	65.3%	26.0%	Major Categories of City Services
Recycling services	63.7%	39.5%	24.2%	Trash and Recycling
As a place to raise children	86.5%	62.4%	24.1%	Overall Ratings of the City
Usefulness of City social media	62.8%	38.8%	24.0%	Communication and Engagement
Quality of the City's school system	72.0%	48.3%	23.7%	Major Categories of City Services
Cleanliness of City streets/other public areas	76.0%	52.7%	23.3%	City Maintenance
How quickly fire department/emergency services personnel respond to emergencies	90.5%	68.2%	22.3%	Public Safety
Residential trash collection services	79.4%	57.6%	21.8%	Trash and Recycling
Enforcing mowing & trimming of private property	57.5%	36.3%	21.2%	Enforcement of Codes and Ordinances
Animal control efforts	64.9%	44.0%	20.9%	City Maintenance
Enforcing sign regulations	60.8%	40.1%	20.7%	Enforcement of Codes and Ordinances
Enforcing maintenance of business property	58.8%	38.3%	20.5%	Enforcement of Codes and Ordinances
Enforcing cleanup of litter & debris on private property	60.0%	39.7%	20.3%	Enforcement of Codes and Ordinances

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How the City of Pelham Compares to Other Communities Nationally

Satisfaction ratings for the City of Pelham **rated above the national average in all 52 areas** that were assessed. The City of Pelham rated significantly higher than the national average (difference of 5% or more) in 50 of these areas. The table below shows the areas where the City rated at least 20% above the national average:

Service	Pelham	U.S.	Difference	Category
Quality of customer service from City employees	81.5%	39.4%	42.1%	Major Categories of City Services
In the City's parks	96.7%	54.6%	42.1%	Perceptions of Safety
As a place to live	90.2%	48.5%	41.7%	Overall Ratings of the City
Quality of City parks & recreation programs/facilities	89.1%	49.2%	39.9%	Major Categories of City Services
Overall visibility of police	89.9%	50.6%	39.3%	Public Safety
Effectiveness of City communication with public	75.6%	36.9%	38.7%	Major Categories of City Services
Quality of local police protection	91.4%	53.0%	38.4%	Public Safety
How quickly police respond to emergencies	90.7%	56.1%	34.6%	Public Safety
In your neighborhood at night	96.0%	61.4%	34.6%	Perceptions of Safety
Value received for City tax dollars and fees	67.3%	32.9%	34.4%	Items That Influence Perception of the City
Quality of services provided by the City	83.0%	49.0%	34.0%	Items That Influence Perception of the City
Overall feeling of safety	98.2%	66.0%	32.2%	Perceptions of Safety
Maintenance of City owned buildings	87.6%	55.5%	32.1%	City Maintenance
In commercial and retail areas	95.1%	63.7%	31.4%	Perceptions of Safety
Traffic enforcement efforts	80.3%	49.6%	30.7%	Public Safety
Maintenance of City streets and facilities	68.5%	40.5%	28.0%	Major Categories of City Services
Quality of public safety services	92.9%	65.4%	27.5%	Major Categories of City Services
Quality of public library facilities and services	91.3%	63.9%	27.4%	Major Categories of City Services
Quality of the City's school system	72.0%	46.4%	25.6%	Major Categories of City Services
As a place to retire	77.0%	51.6%	25.4%	Overall Ratings of the City
As a community embracing racial & ethnic equity	71.5%	46.2%	25.3%	Overall Ratings of the City
As a place to raise children	86.5%	61.4%	25.1%	Overall Ratings of the City
Maintenance of major City streets	74.6%	50.1%	24.5%	City Maintenance
Mowing & trimming along streets/other public areas	79.3%	55.4%	23.9%	City Maintenance
Brush and bulk removal services	70.5%	46.6%	23.9%	Trash and Recycling
Usefulness of City website	67.1%	43.3%	23.8%	Communication and Engagement
Efforts to keep you informed about local issues	62.5%	39.3%	23.2%	Communication and Engagement
Cleanliness of City streets/other public areas	76.0%	53.3%	22.7%	City Maintenance
Enforcement of City codes and ordinances	62.4%	40.1%	22.3%	Major Categories of City Services
Maintenance of sidewalks	69.0%	46.7%	22.3%	City Maintenance
Usefulness of City social media	62.8%	42.4%	20.4%	Communication and Engagement
Quality of water/sewer	72.3%	51.9%	20.4%	Major Categories of City Services
Access to info about City programs & services	66.5%	46.4%	20.1%	Communication and Engagement

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Flow of traffic and congestion management (I-S = 0.2348)
- Economic development (I-S = 0.1455)
- Maintenance of City streets and facilities (I-S = 0.1254)

The table below shows the Importance-Satisfaction rating for all 12 major categories of City services that were rated.

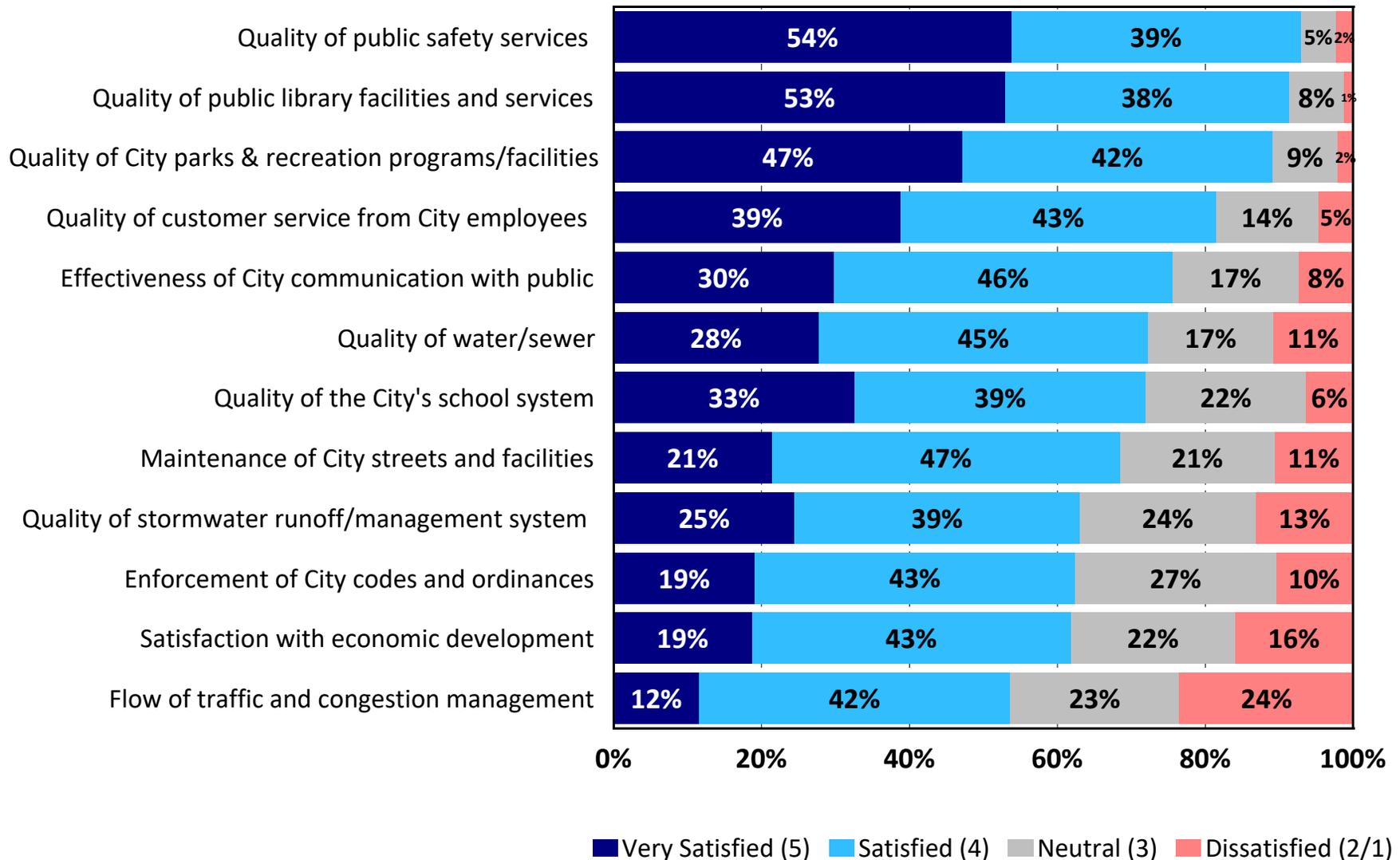
Importance-Satisfaction Rating						
2024 City of Pelham Citizen Survey						
Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Flow of traffic and congestion management	51%	1	54%	12	0.2348	1
<i>High Priority (IS .10-.20)</i>						
Satisfaction with economic development	38%	3	62%	11	0.1455	2
Maintenance of City streets and facilities	40%	2	69%	8	0.1254	3
<i>Medium Priority (IS <.10)</i>						
Quality of the City's school system	33%	4	72%	7	0.0921	4
Quality of stormwater runoff/management system	18%	6	63%	9	0.0659	5
Enforcement of City codes and ordinances	14%	10	62%	10	0.0519	6
Quality of water/sewer	17%	7	72%	6	0.0479	7
Effectiveness of City communication with public	15%	9	76%	5	0.0361	8
Quality of public safety services	26%	5	93%	1	0.0183	9
Quality of City parks & recreation programs/facilities	16%	8	89%	3	0.0175	10
Quality of customer service from City employees	6%	11	82%	4	0.0111	11
Quality of public library facilities and services	3%	12	91%	2	0.0029	12



Charts and Graphs

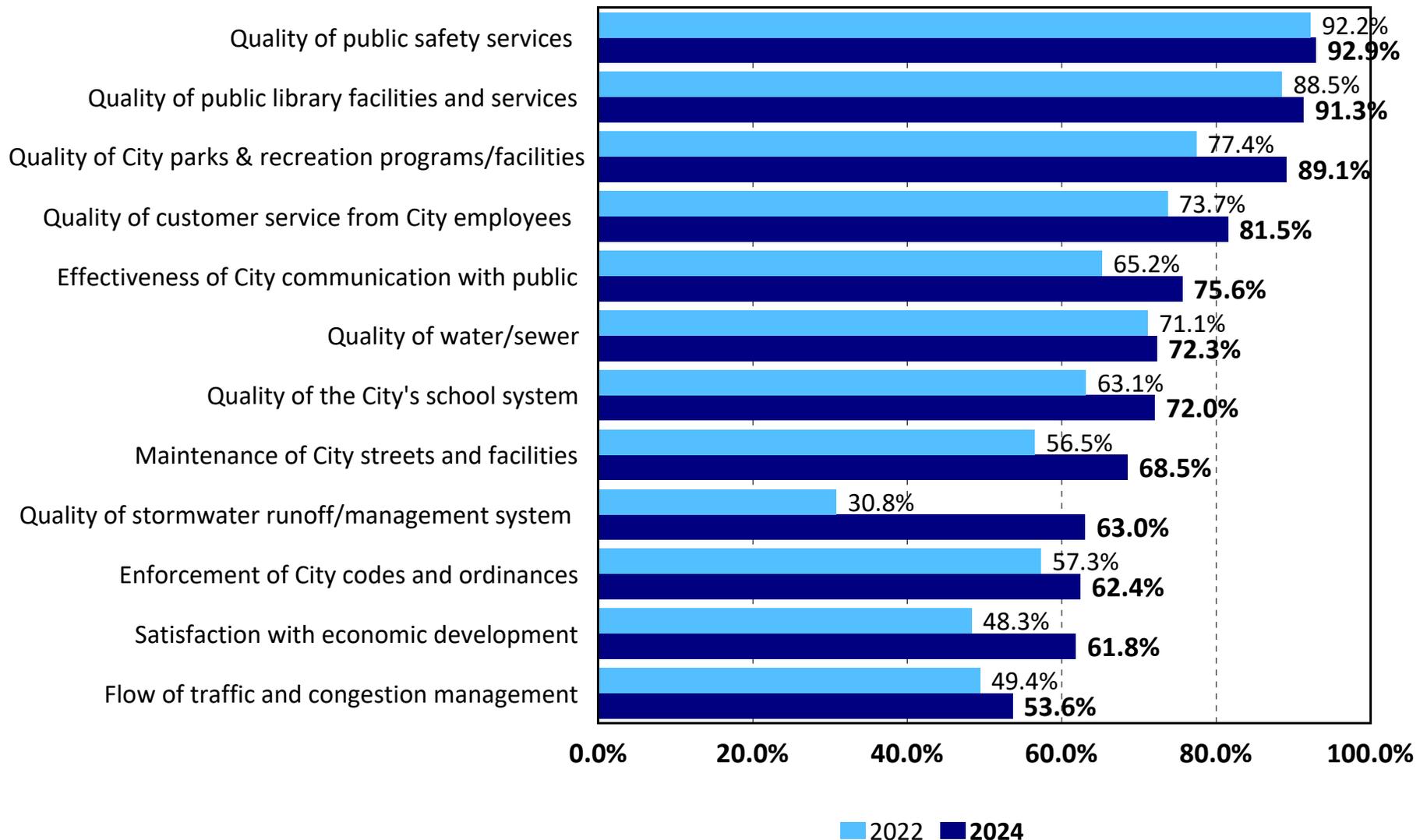
Q1. Overall Satisfaction With Major Categories of City Services

by percentage of respondents (excluding “don't know”)



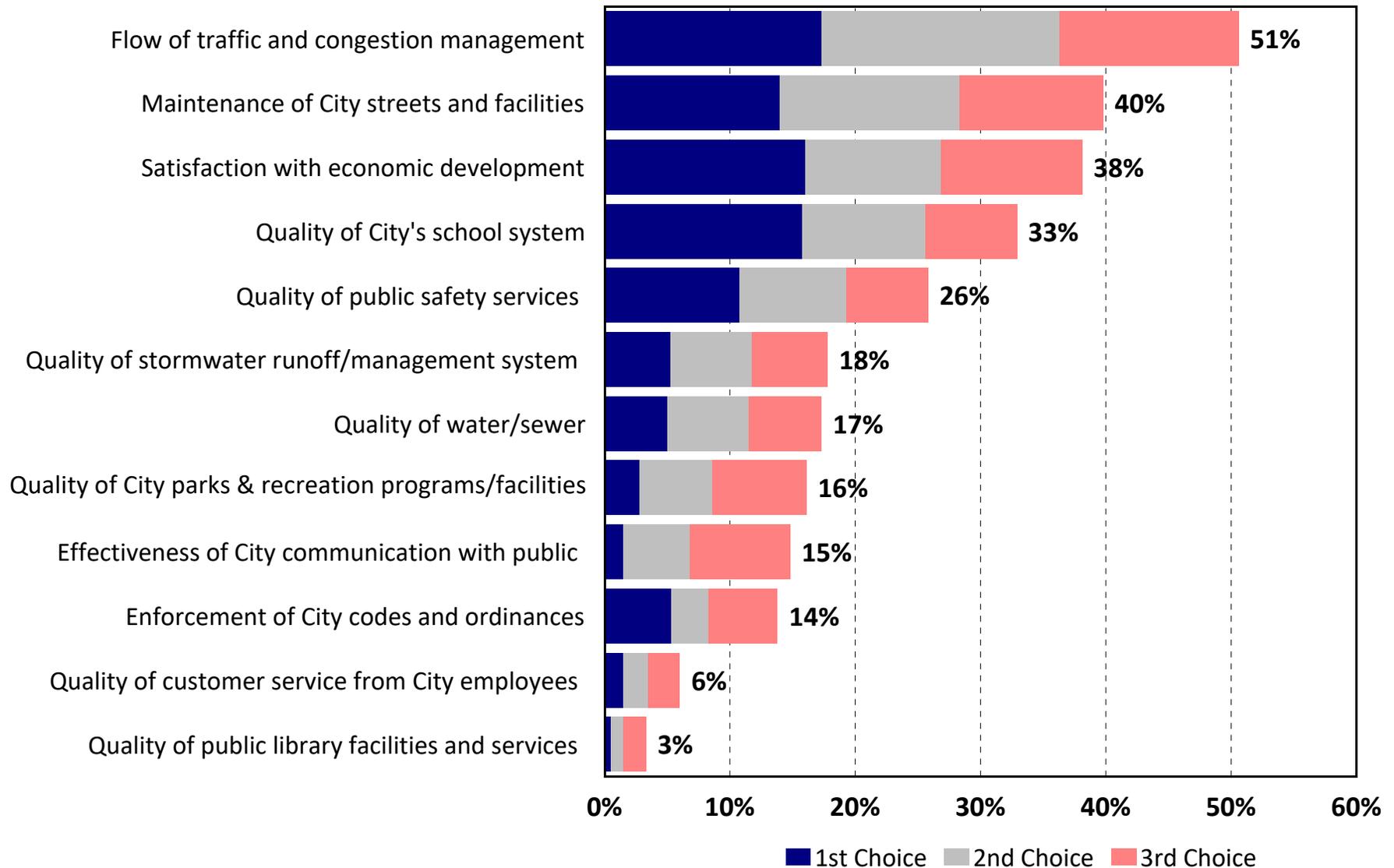
TRENDS: Overall Satisfaction With Major Categories of City Services - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



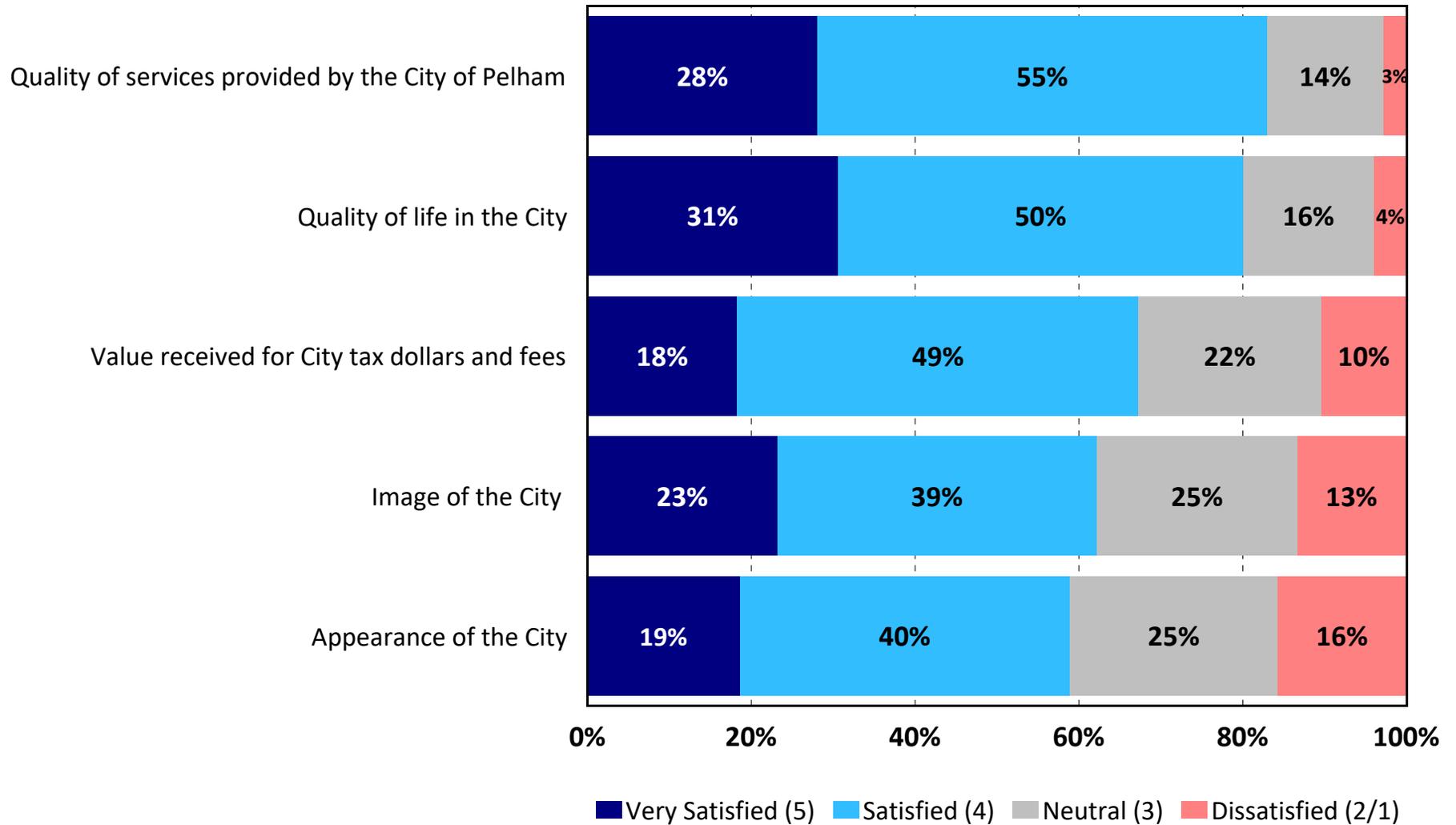
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



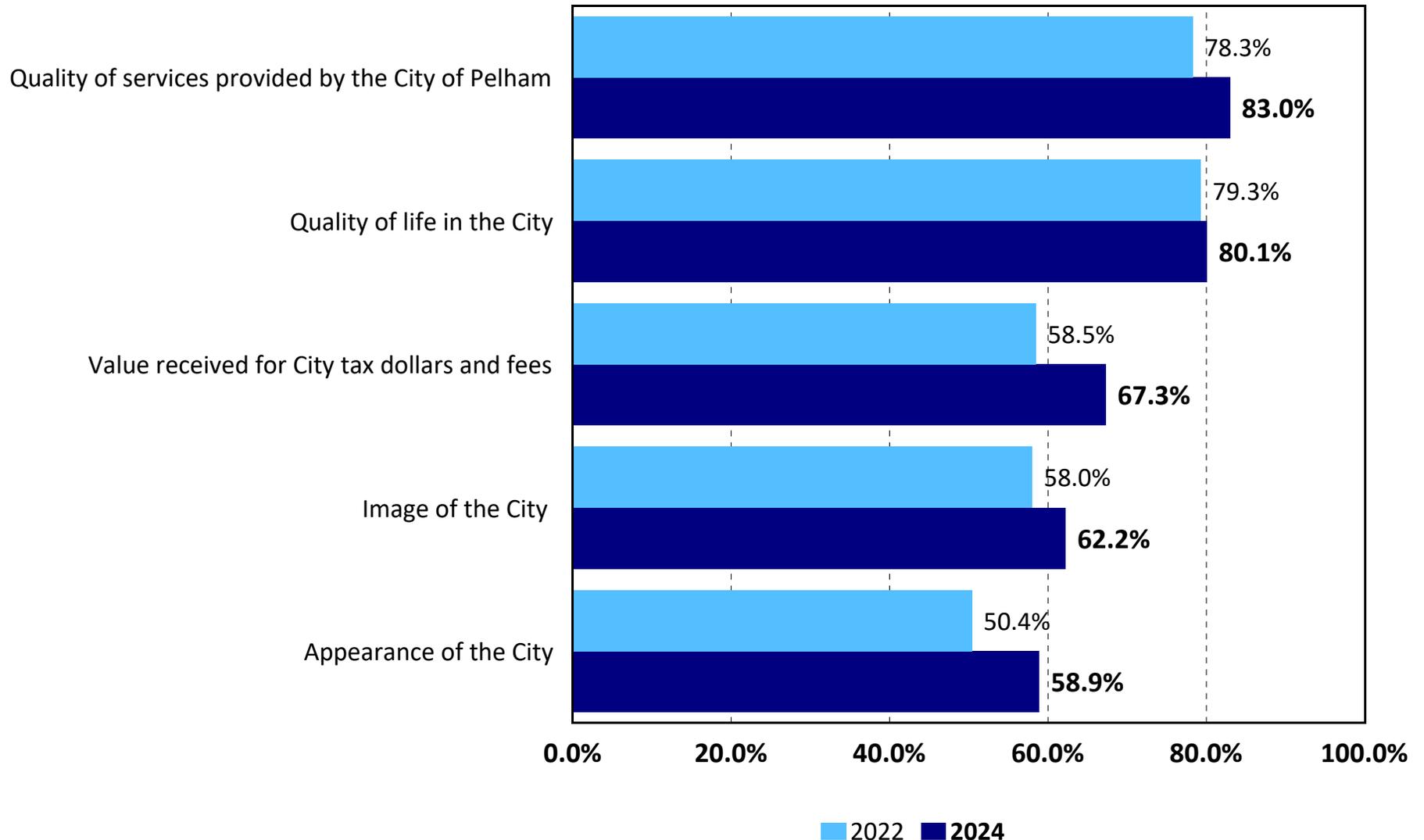
Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents (excluding “don't know”)



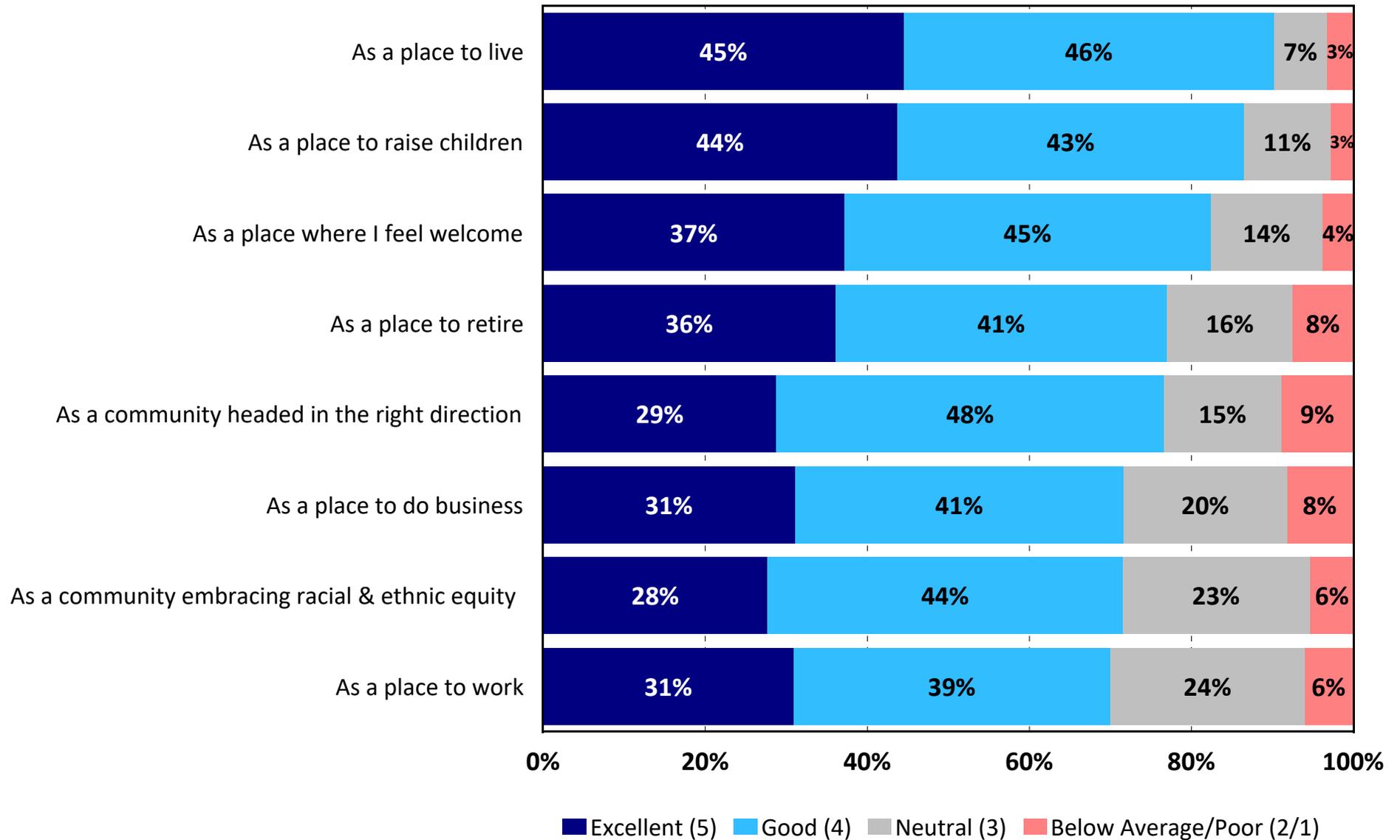
TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



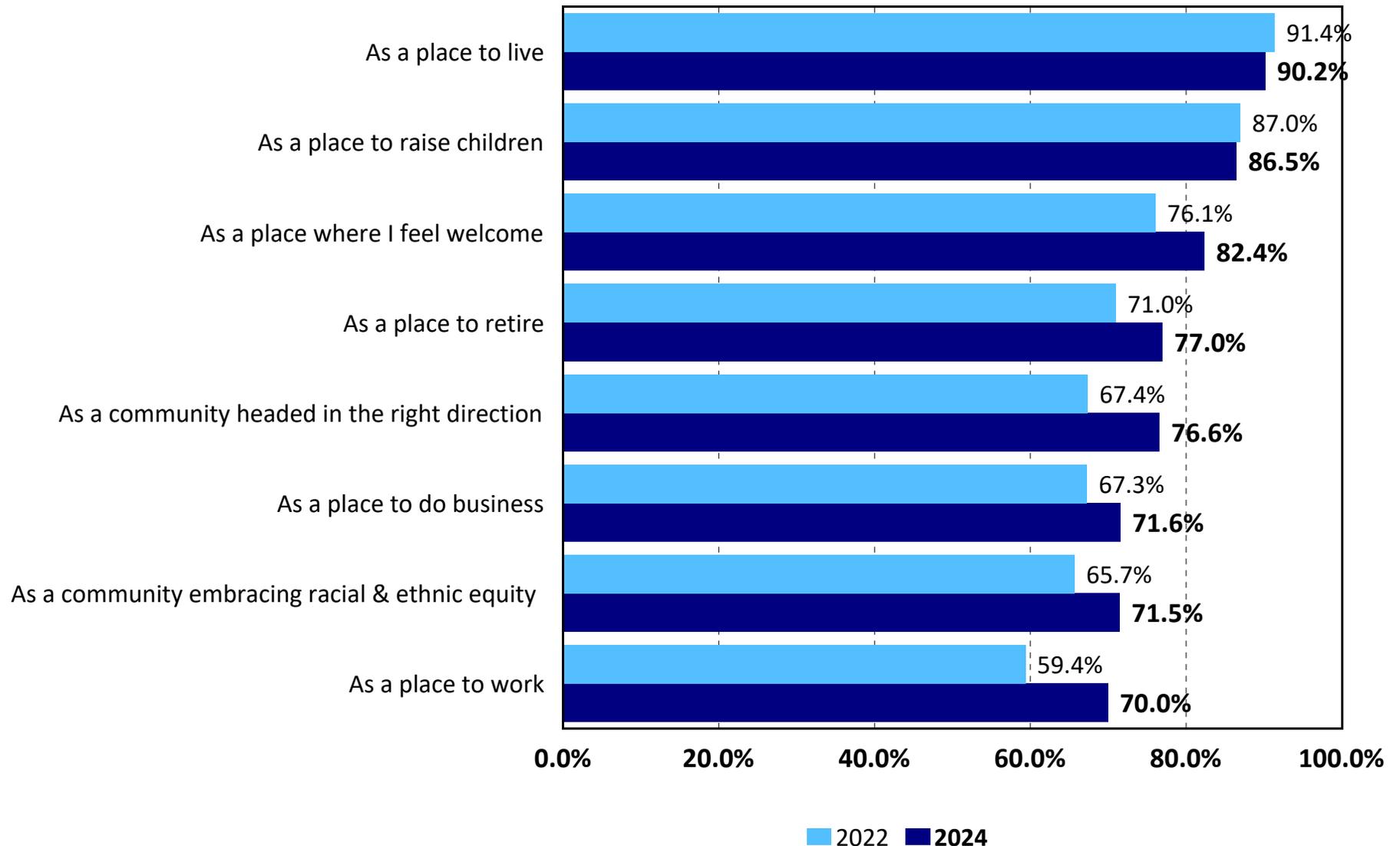
Q4. Overall Ratings of the City

by percentage of respondents (excluding “don't know”)



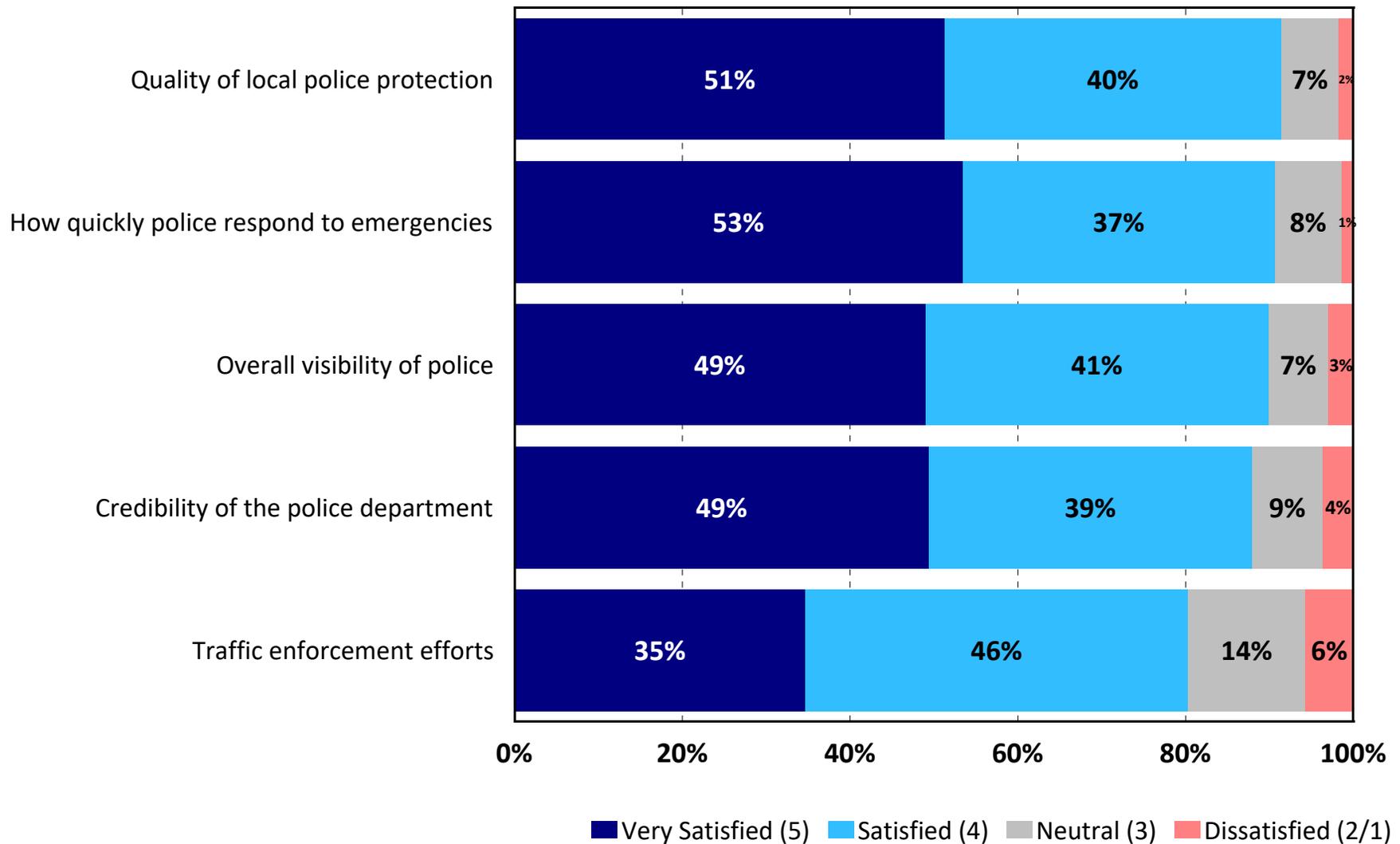
TRENDS: Overall Ratings of the City - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



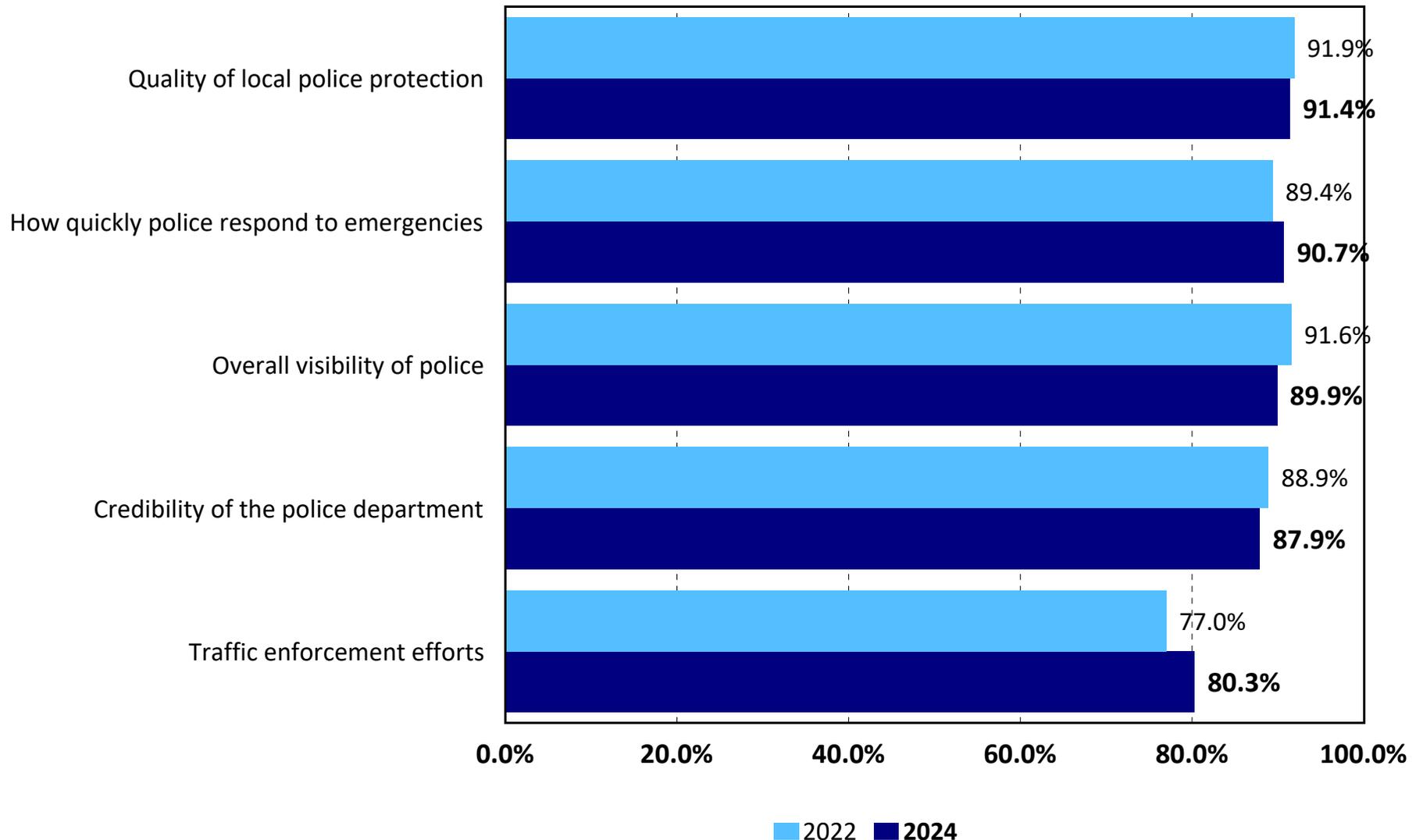
Q5[1-5]. Satisfaction with the Pelham Police Department

by percentage of respondents (excluding "don't know")



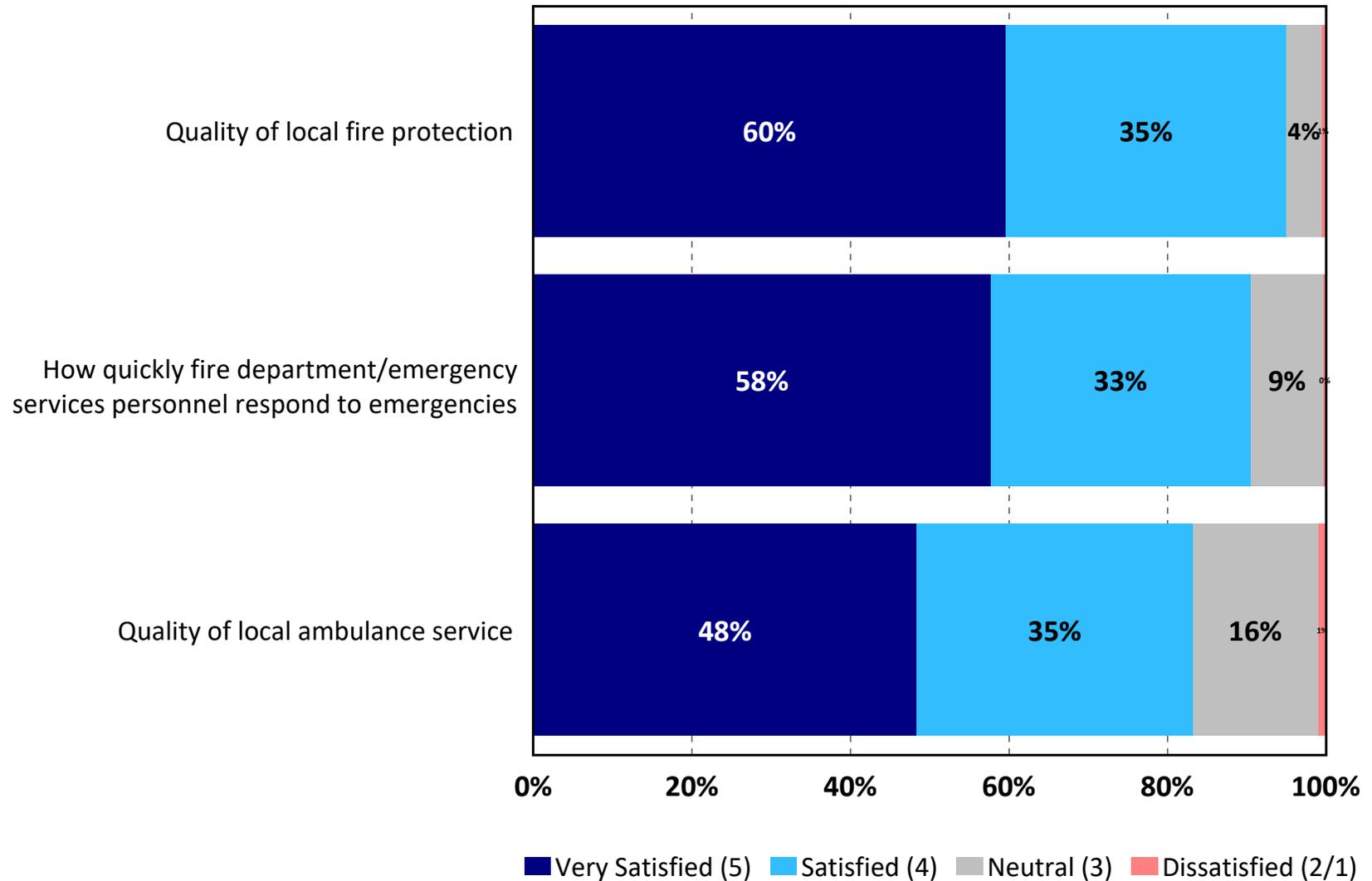
TRENDS: Satisfaction with the Pelham Police Department 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



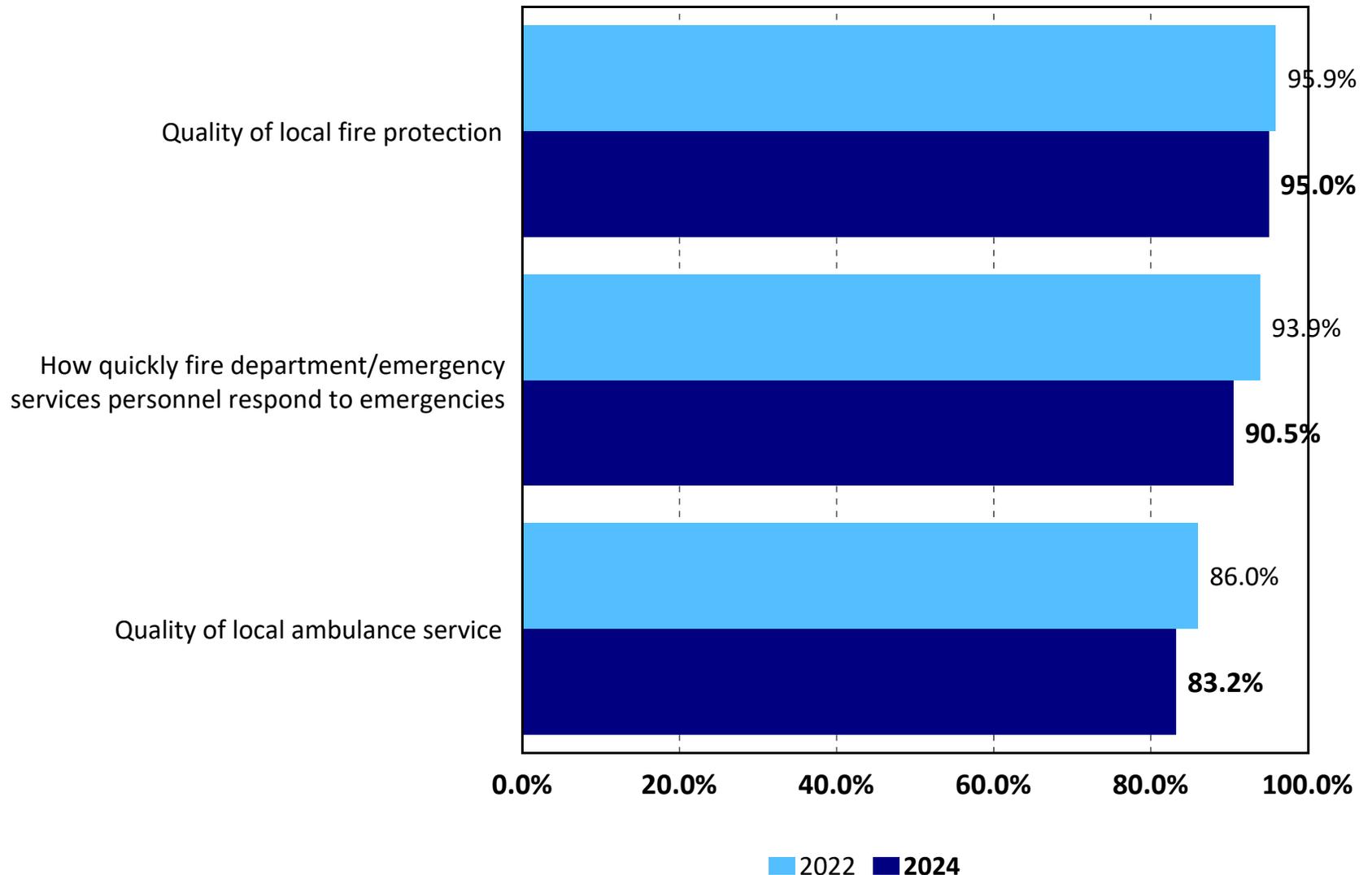
Q5[6-8]. Satisfaction with the Pelham Fire Department

by percentage of respondents (excluding "don't know")



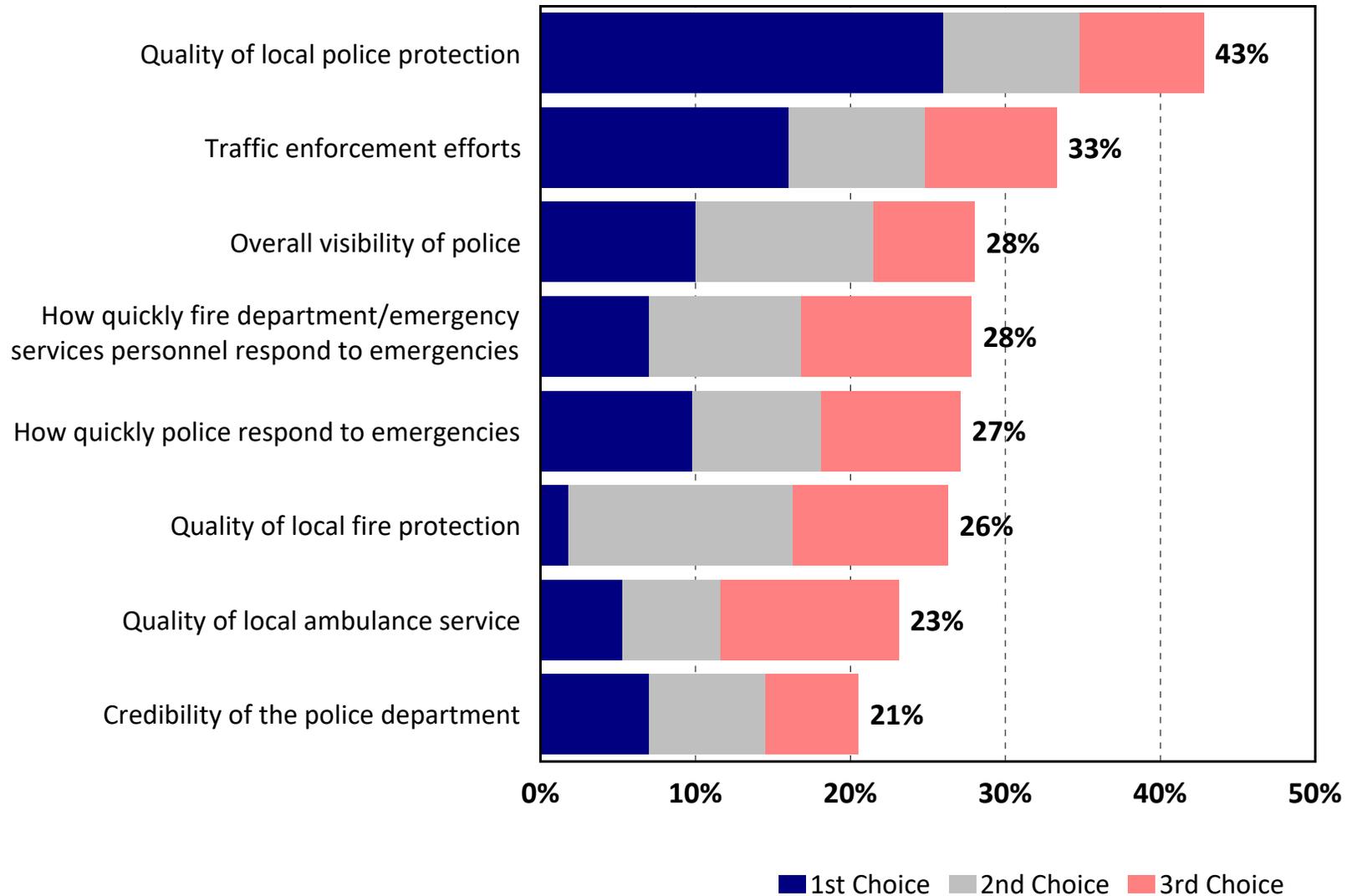
TRENDS: Satisfaction with the Pelham Fire Department 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



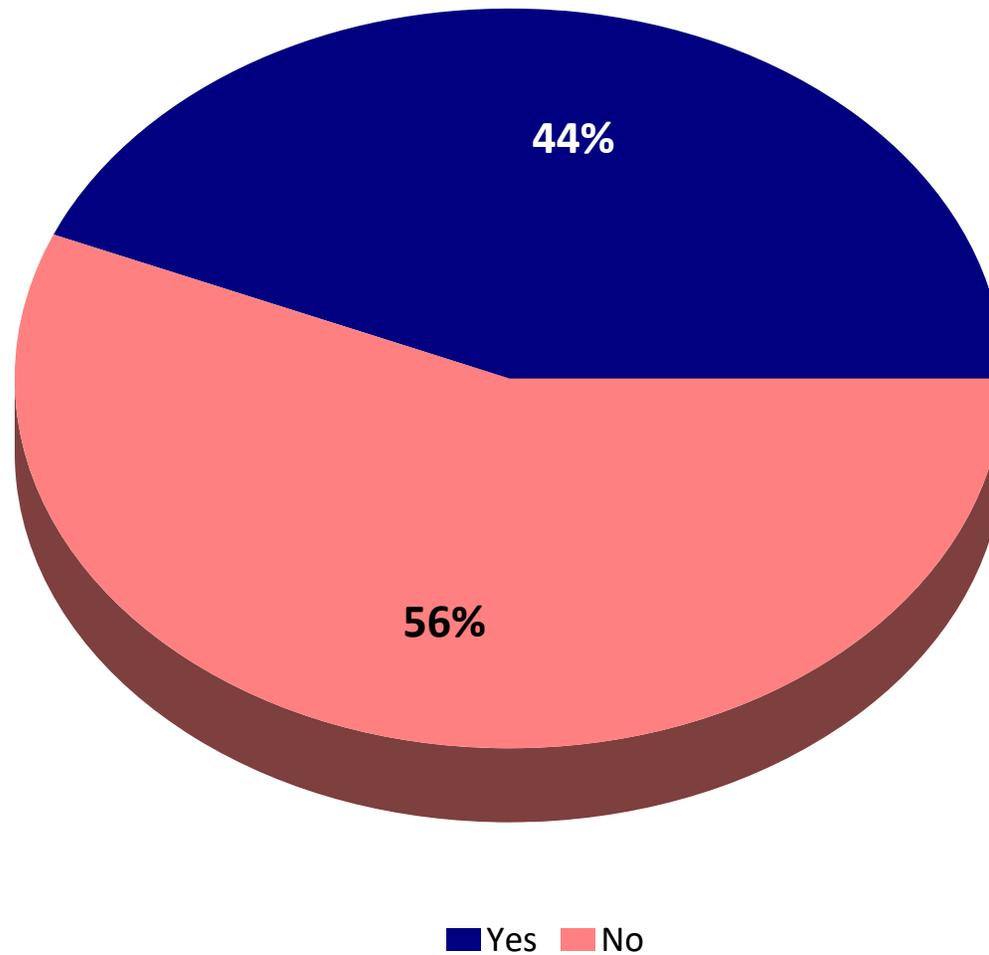
Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



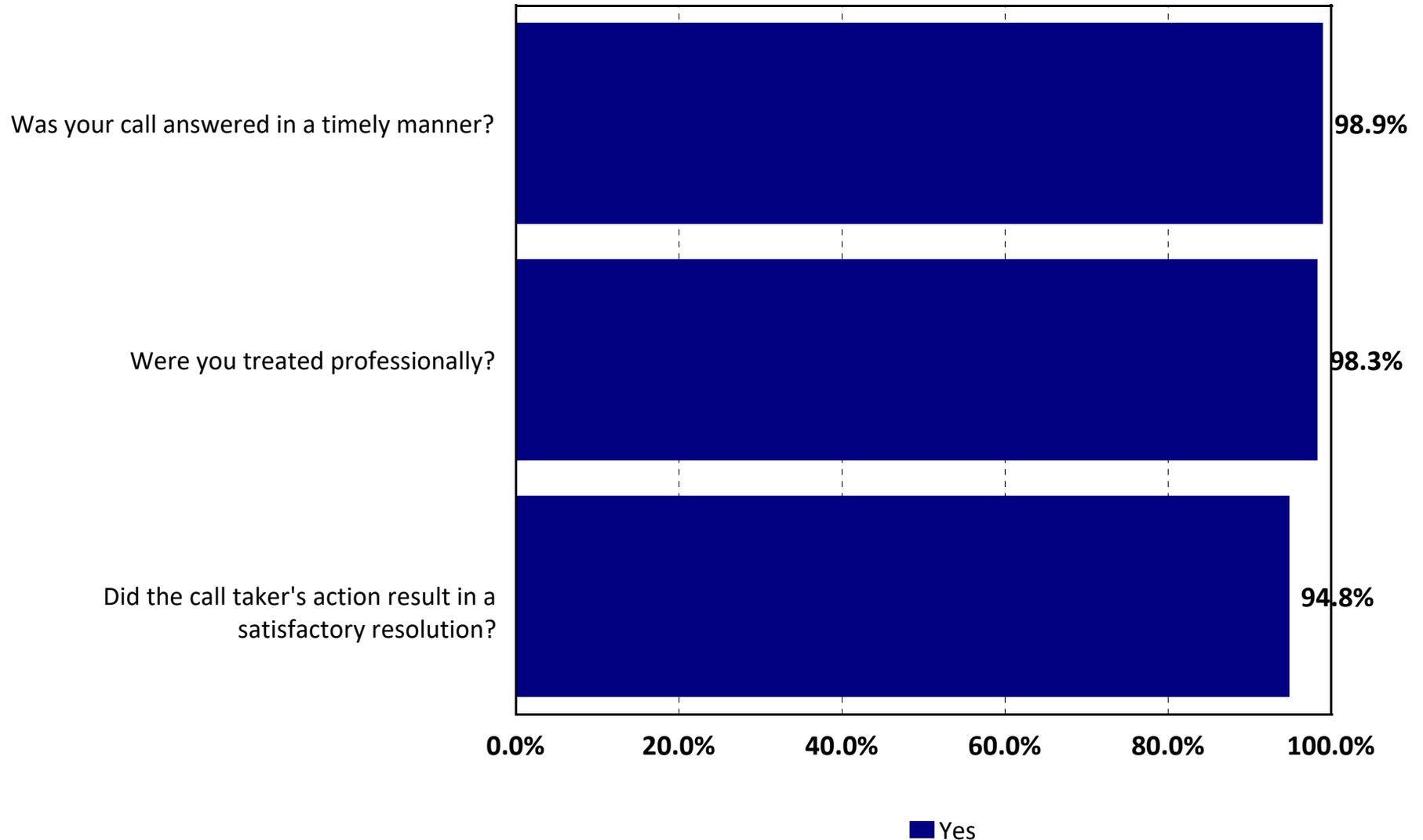
Q7. Have you ever called 911?

by percentage of respondents



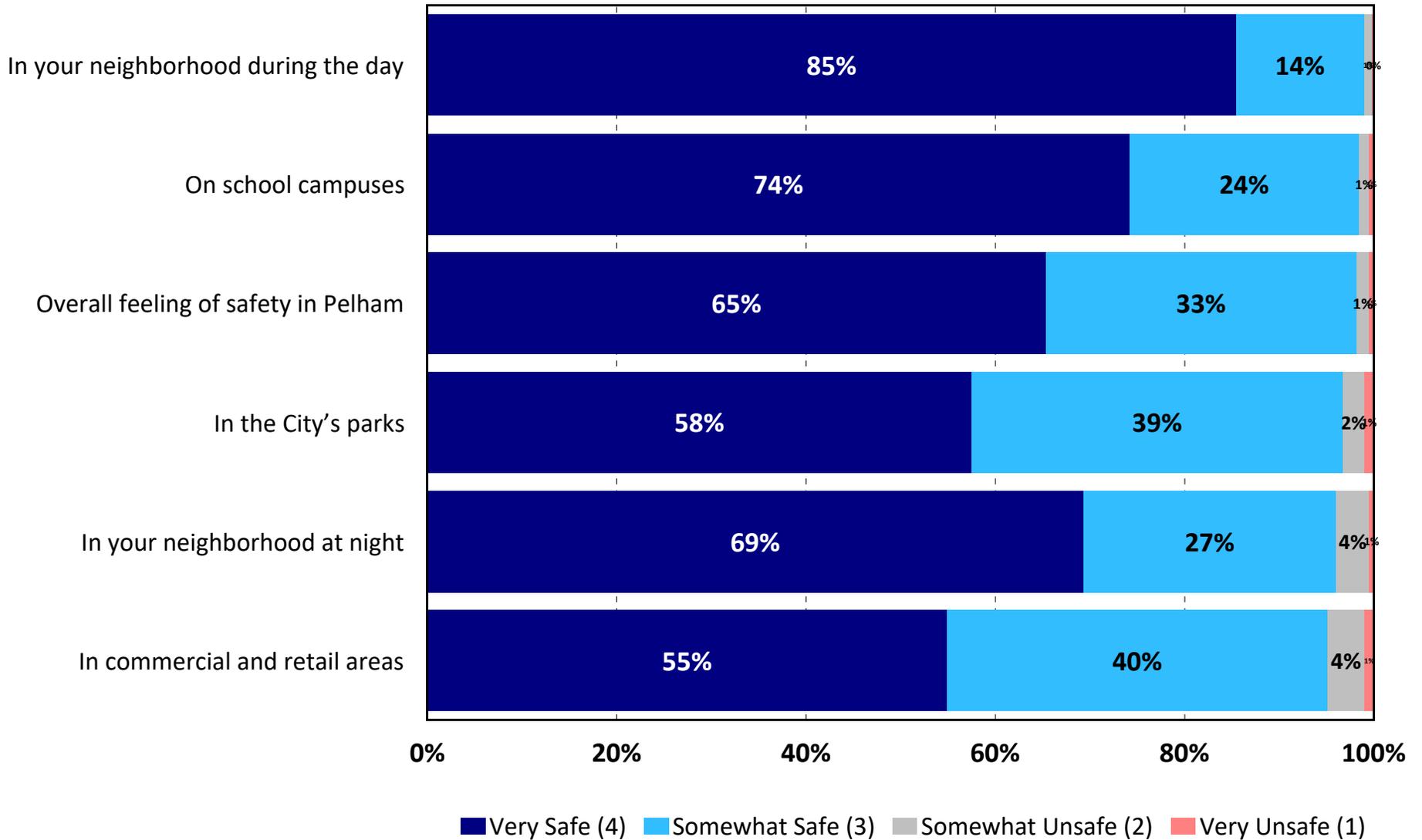
Q7a. Please answer each of the following questions concerning the service you received from 911

by percentage of respondents who have called 911 and answered “yes” to the question (excluding “not provided”)



Q8. Perceptions of Safety

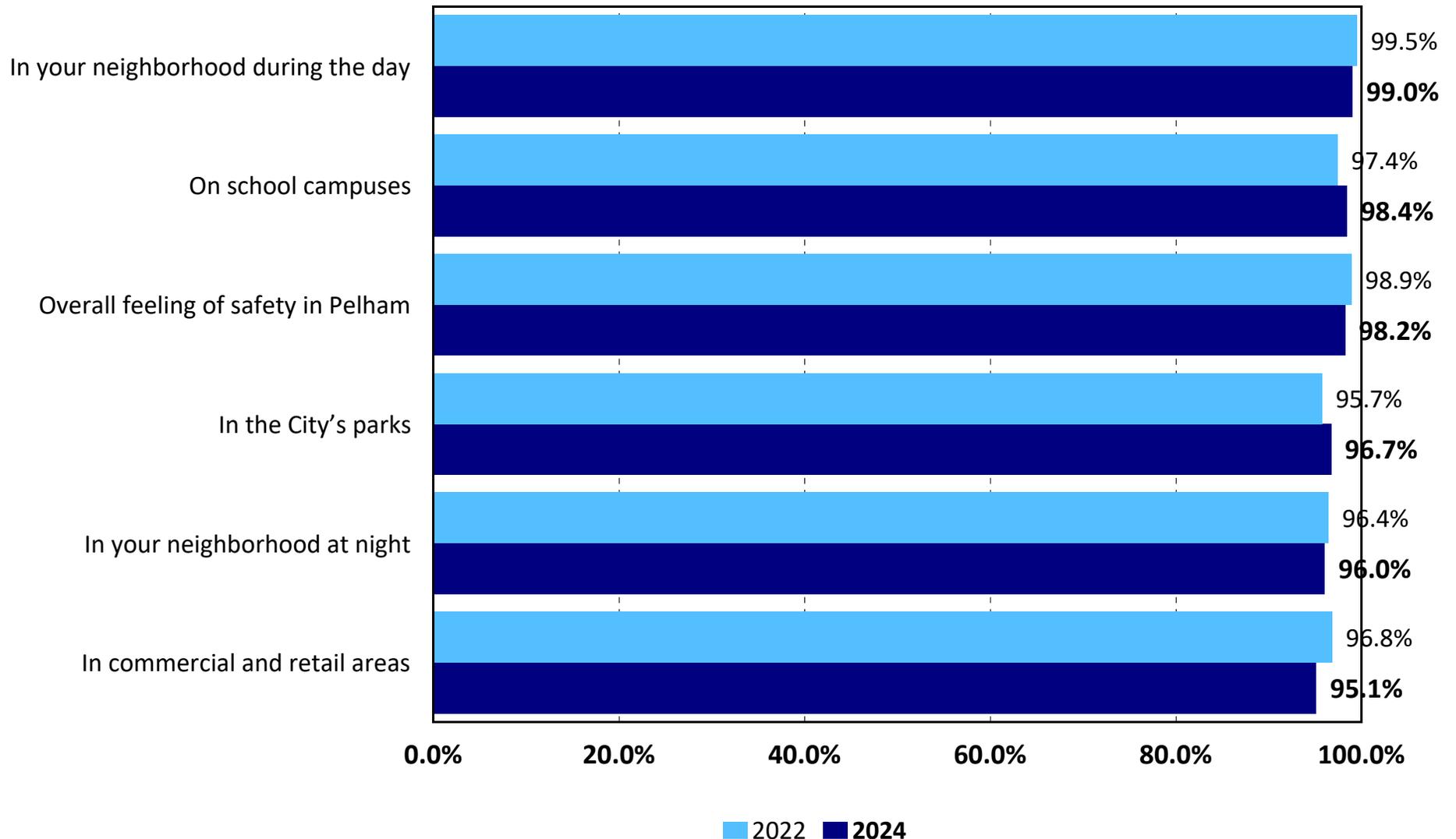
by percentage of respondents (excluding “don't know”)



TRENDS: Perceptions of Safety

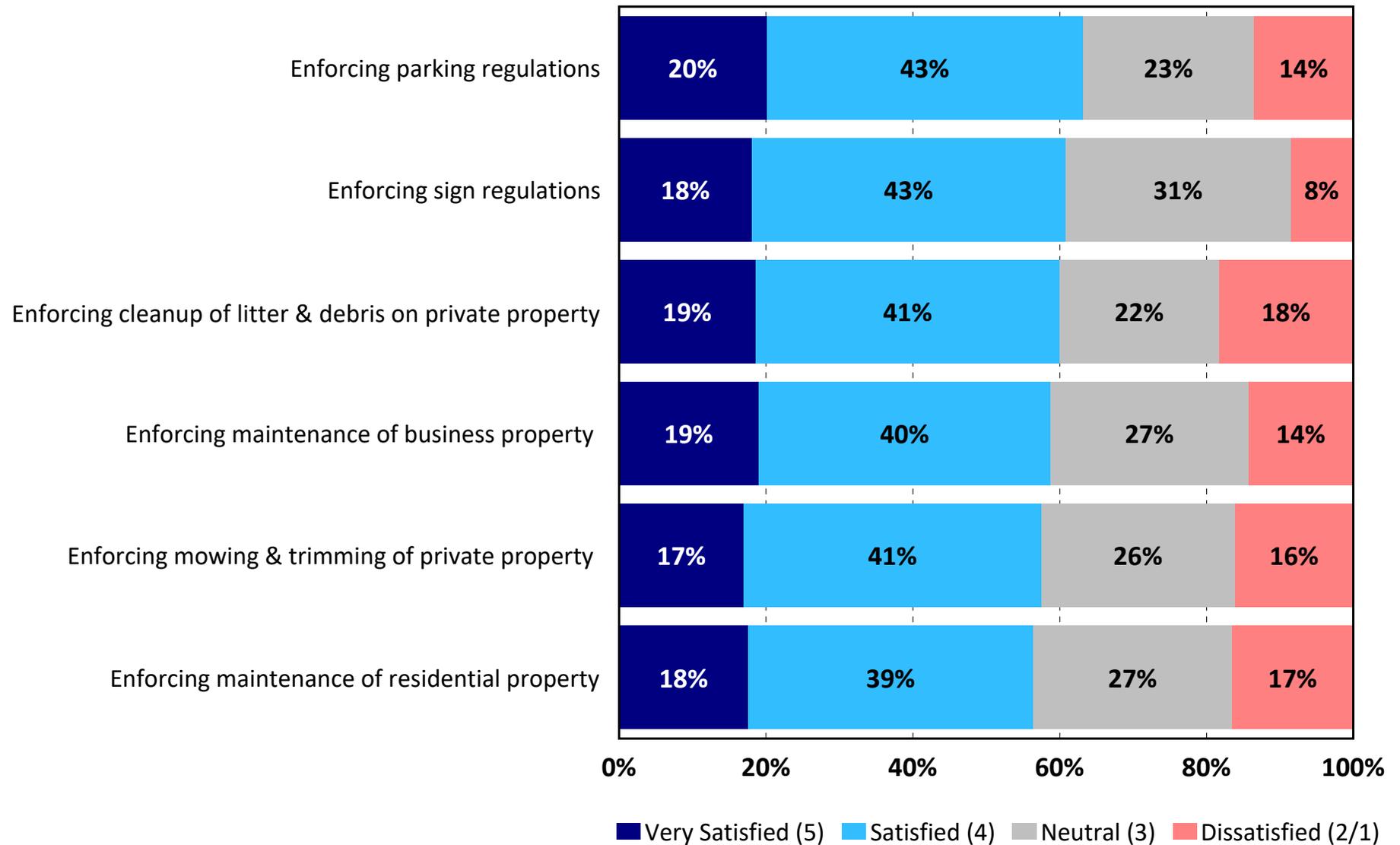
2022 vs. 2024

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding “don't know”)



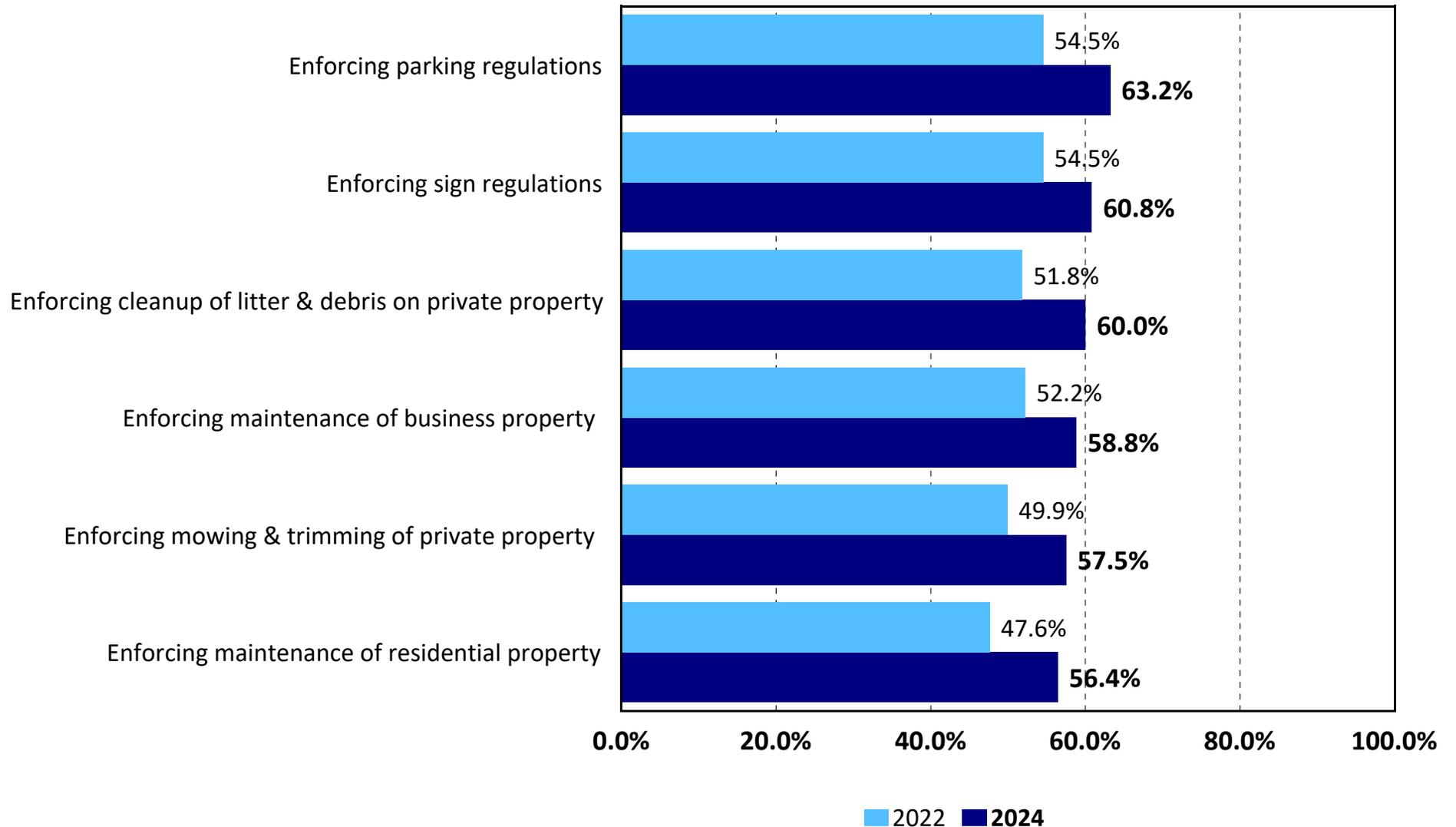
Q9. Satisfaction with Enforcement of Codes and Ordinances

by percentage of respondents (excluding “don't know”)



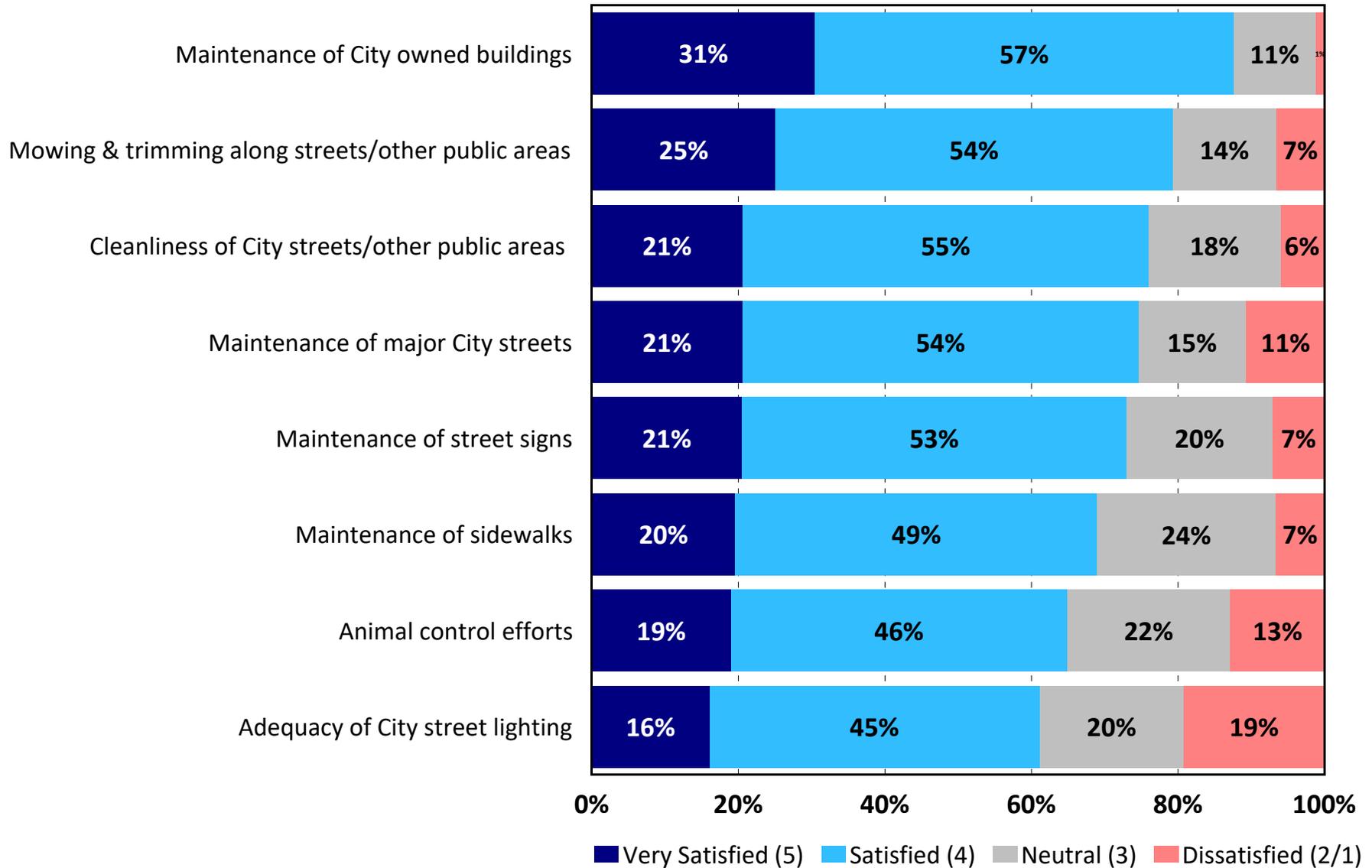
TRENDS: Satisfaction with Enforcement of Codes and Ordinances - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



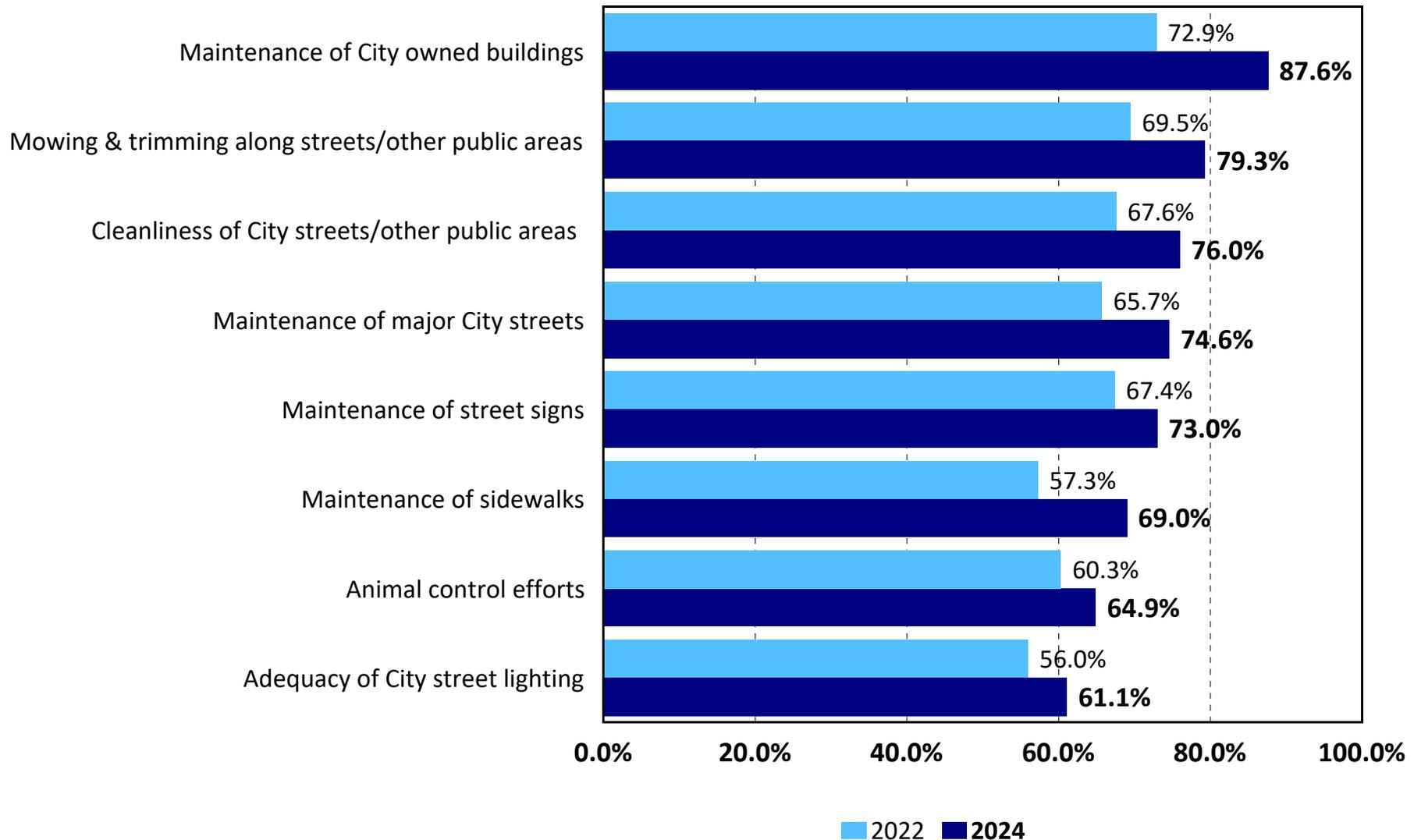
Q10. Satisfaction with City Maintenance

by percentage of respondents (excluding "don't know")



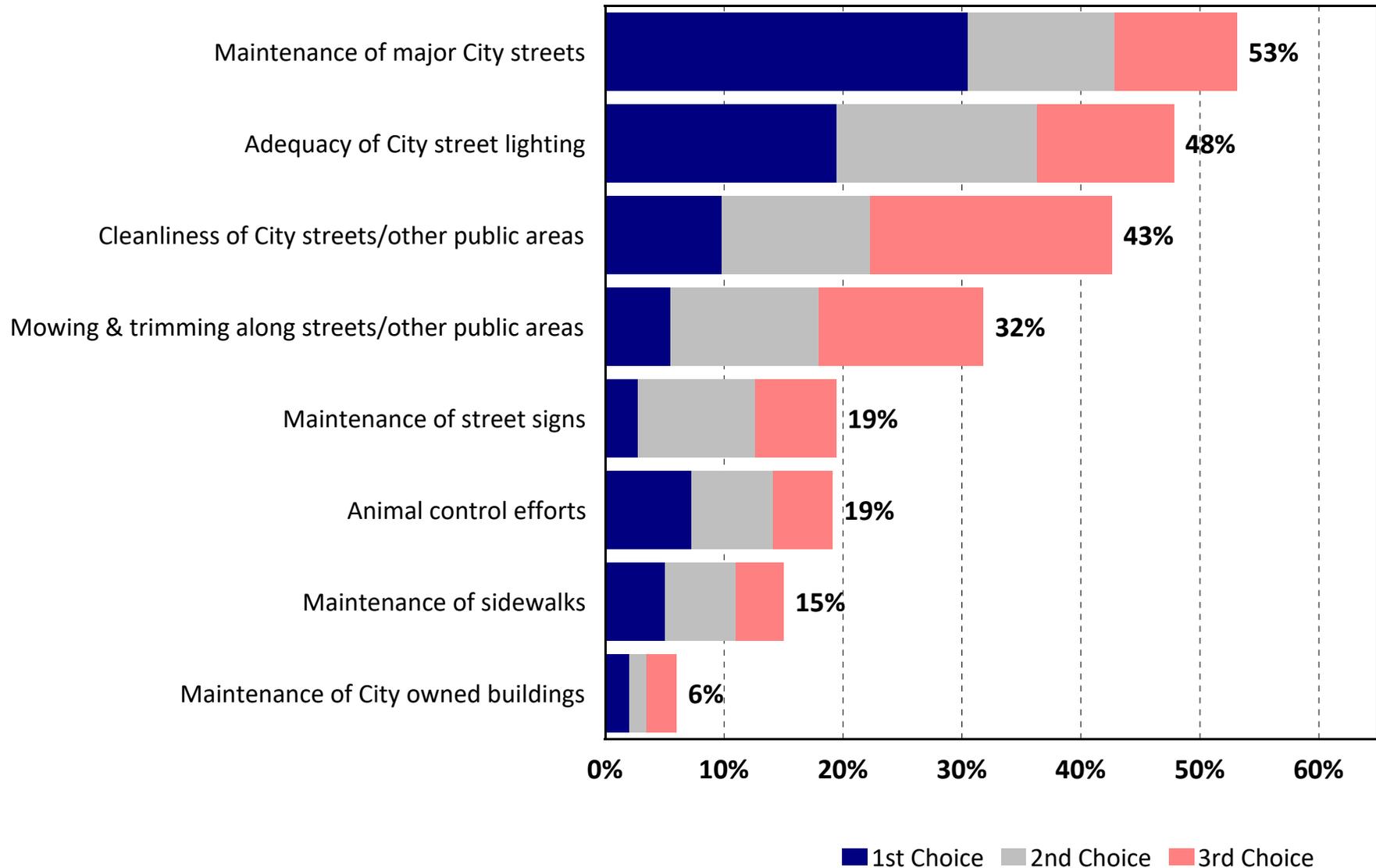
TRENDS: Satisfaction with City Maintenance 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



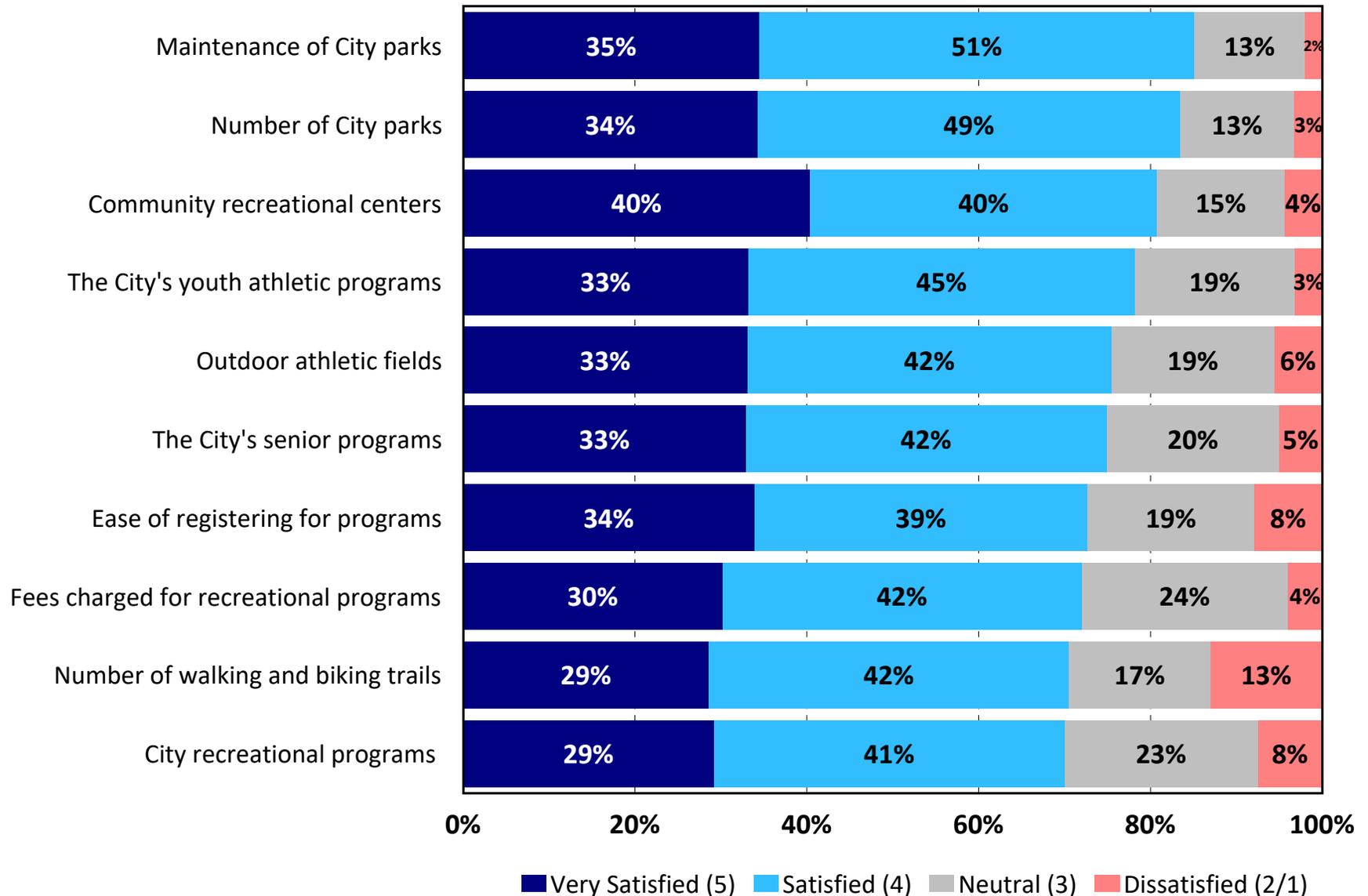
Q11. City Maintenance Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q12. Satisfaction with Parks and Recreation

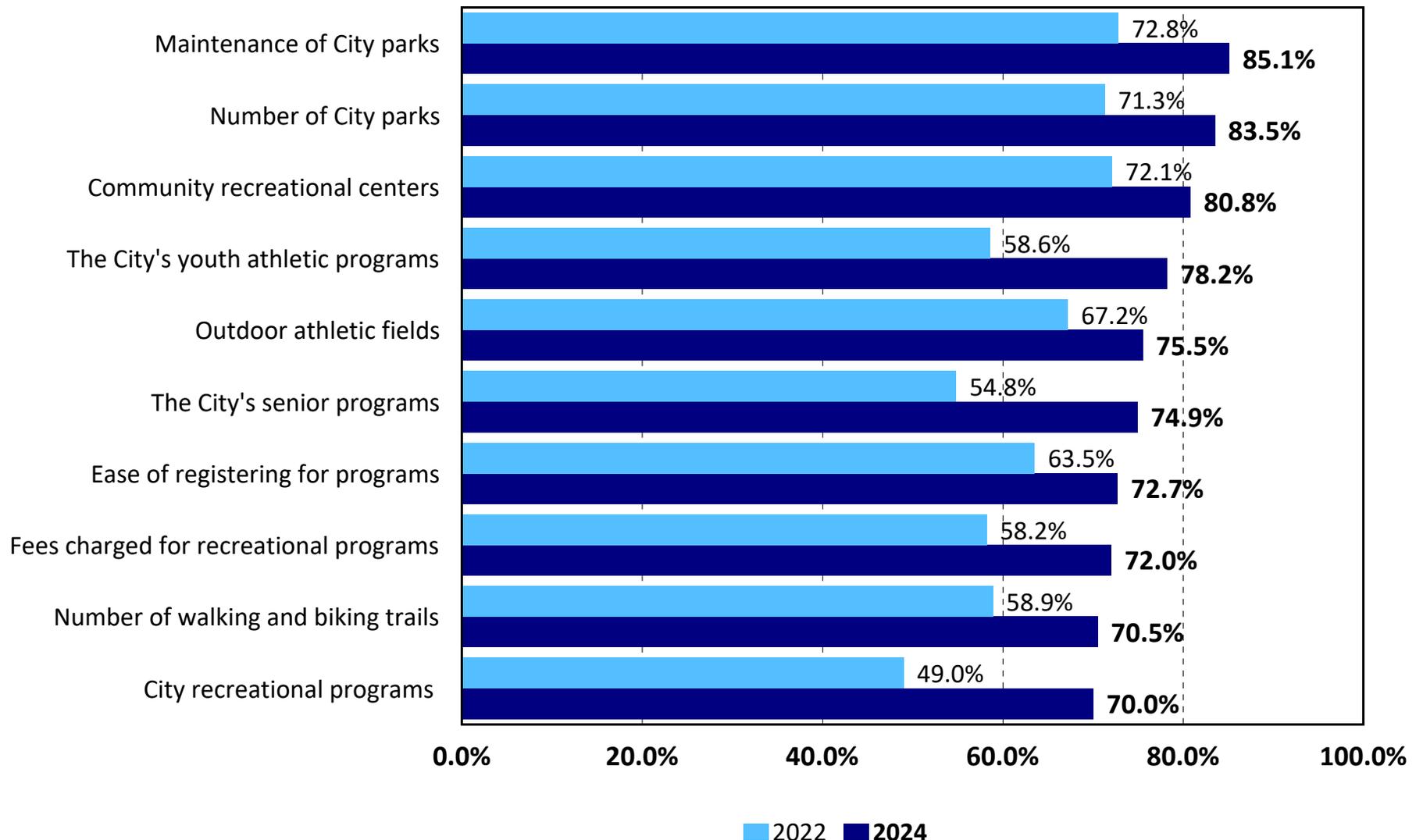
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Parks and Recreation

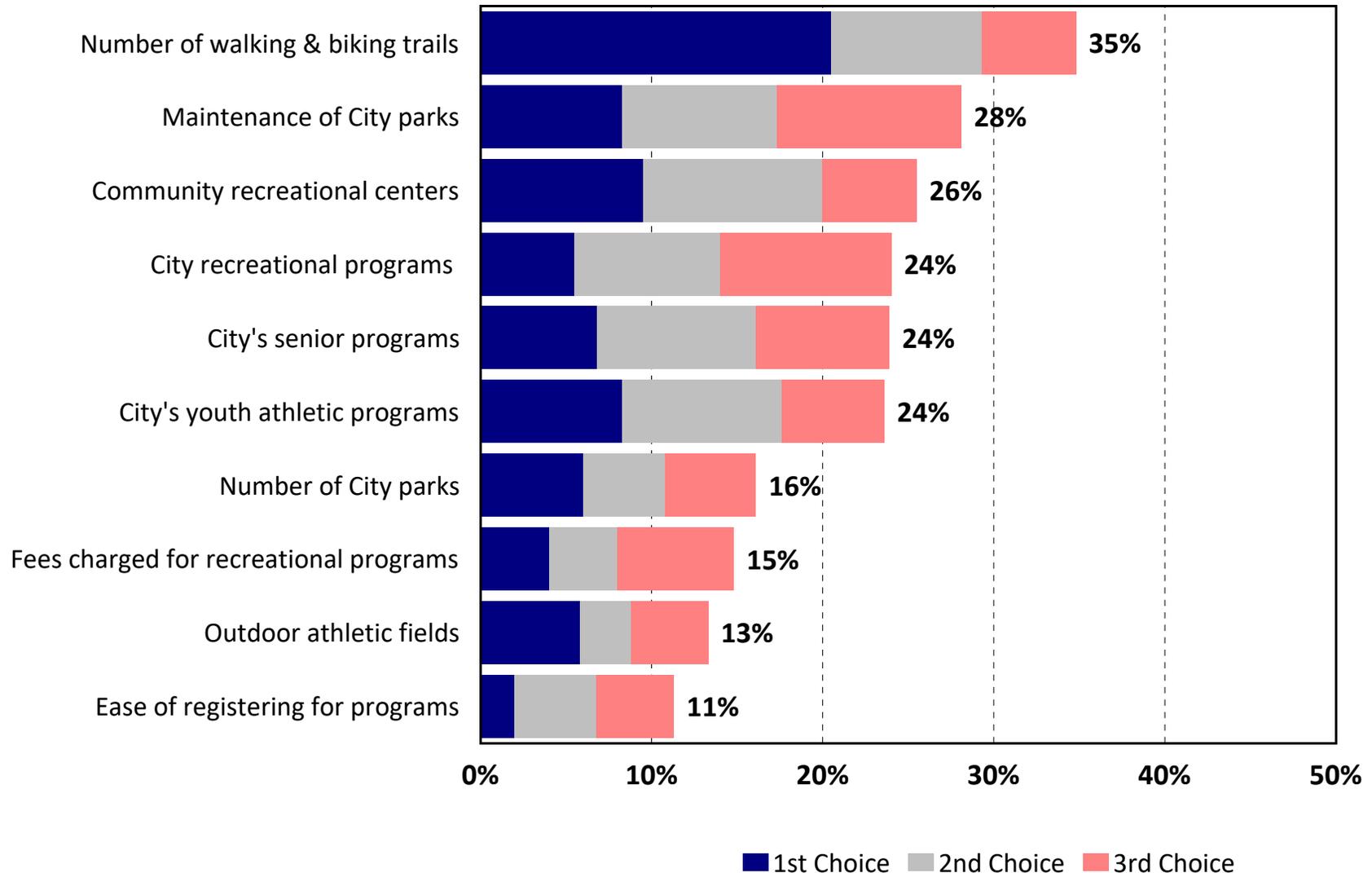
2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



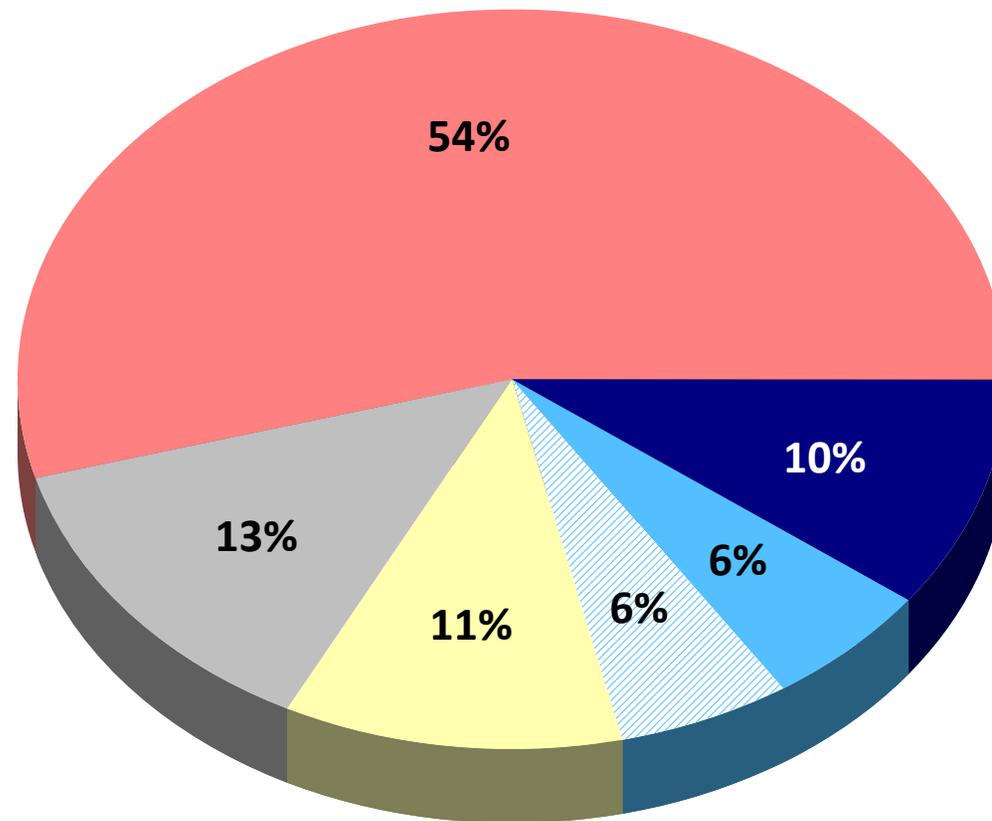
Q13. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q14. How often have you visited a City park in the past year?

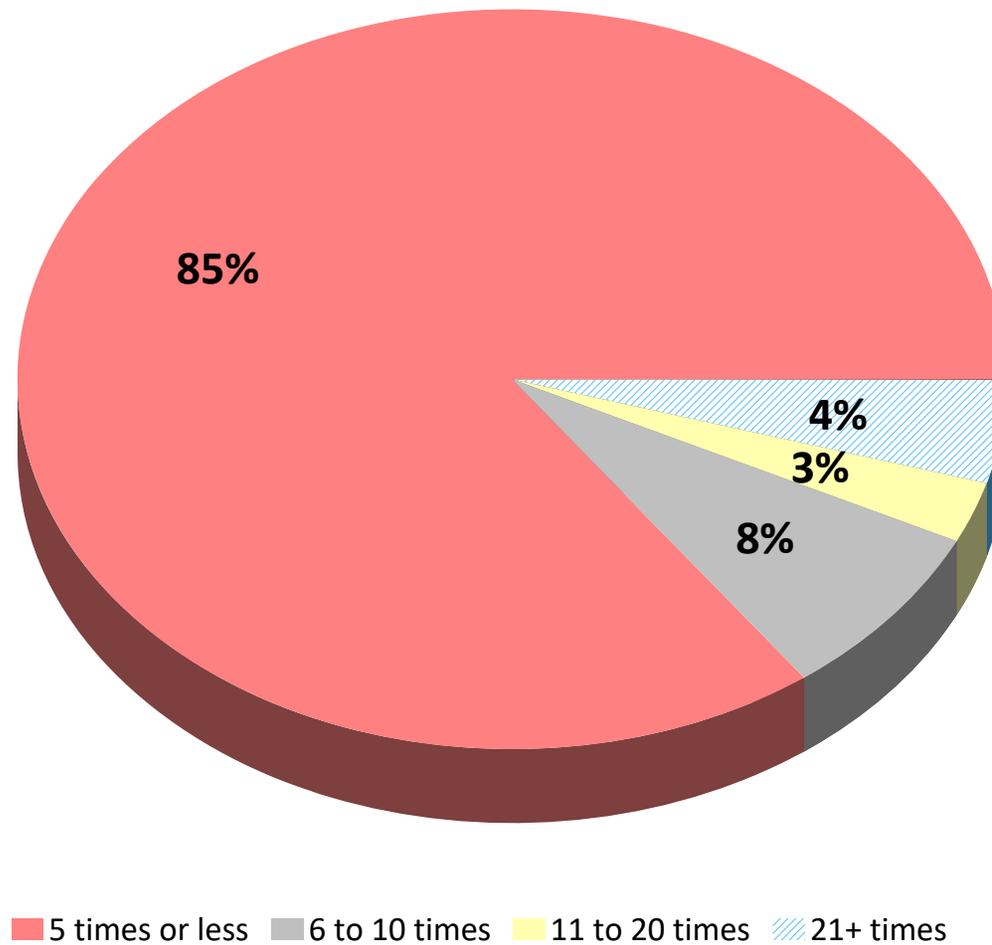
by percentage of respondents (excluding "not provided")



5 times or less 6 to 10 times 11 to 20 times
21 to 30 times 31 to 50 times 51+ times

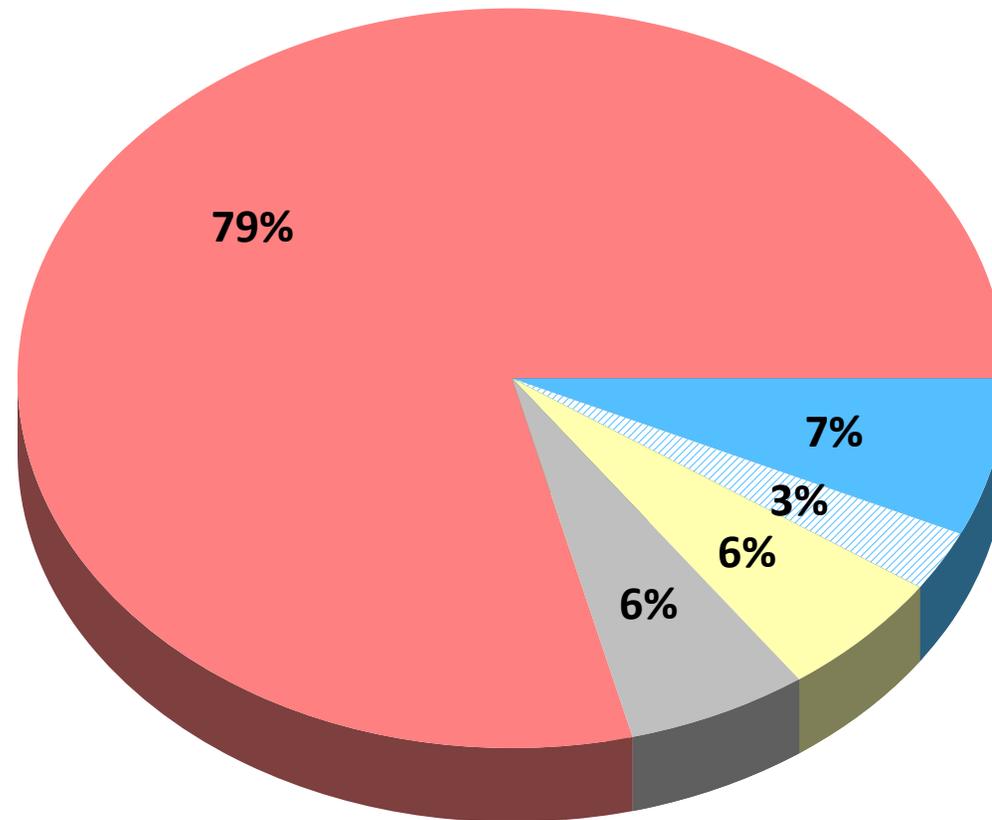
Q15. How often have you participated in programs at the park in the past year?

by percentage of respondents (excluding "not provided")



Q16. How often have you visited a Pelham Recreation Center in the past year?

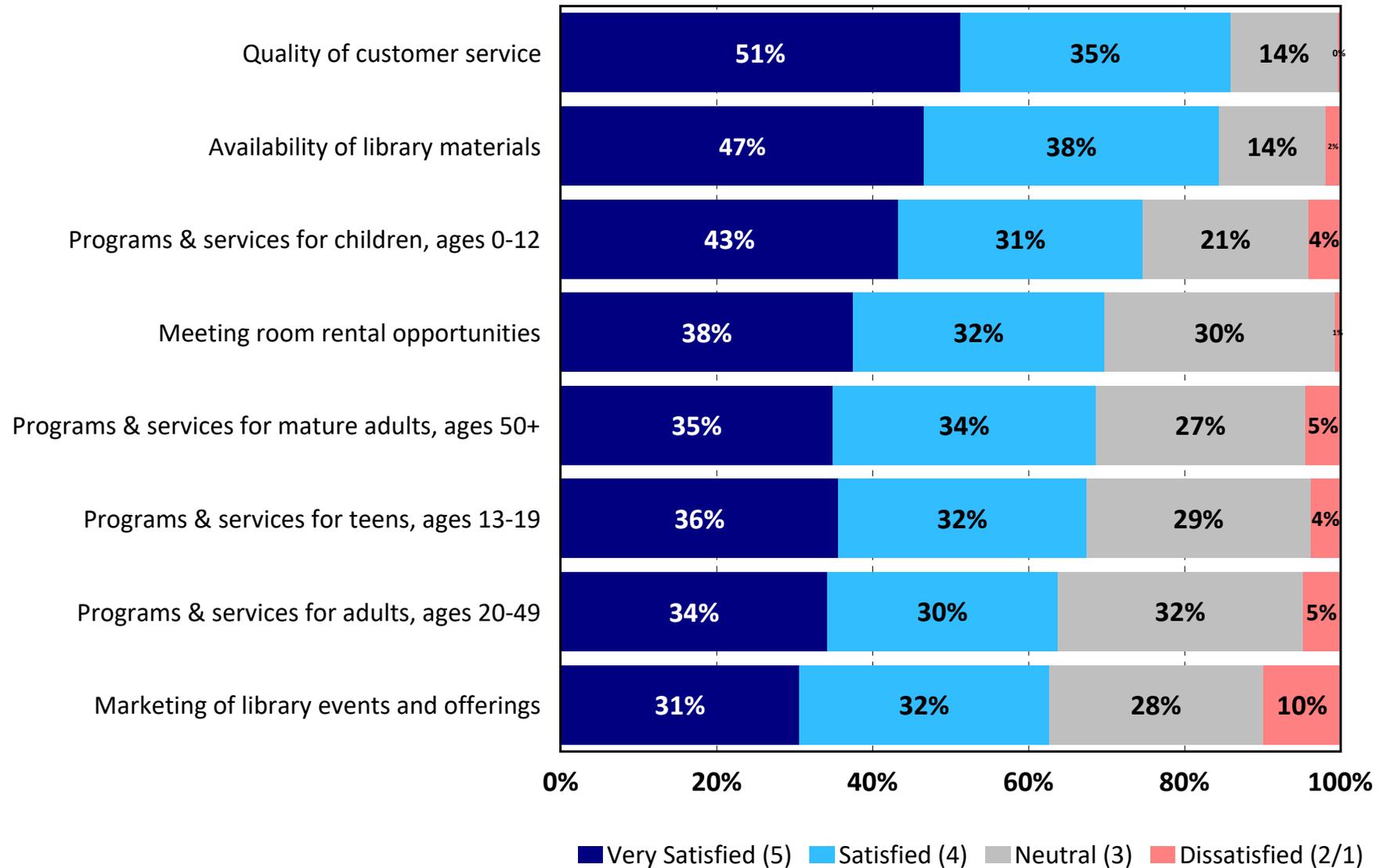
by percentage of respondents (excluding "not provided")



5 times or less 6 to 10 times 11 to 20 times 21 to 30 times 31+ times

Q17. Satisfaction with Library Services

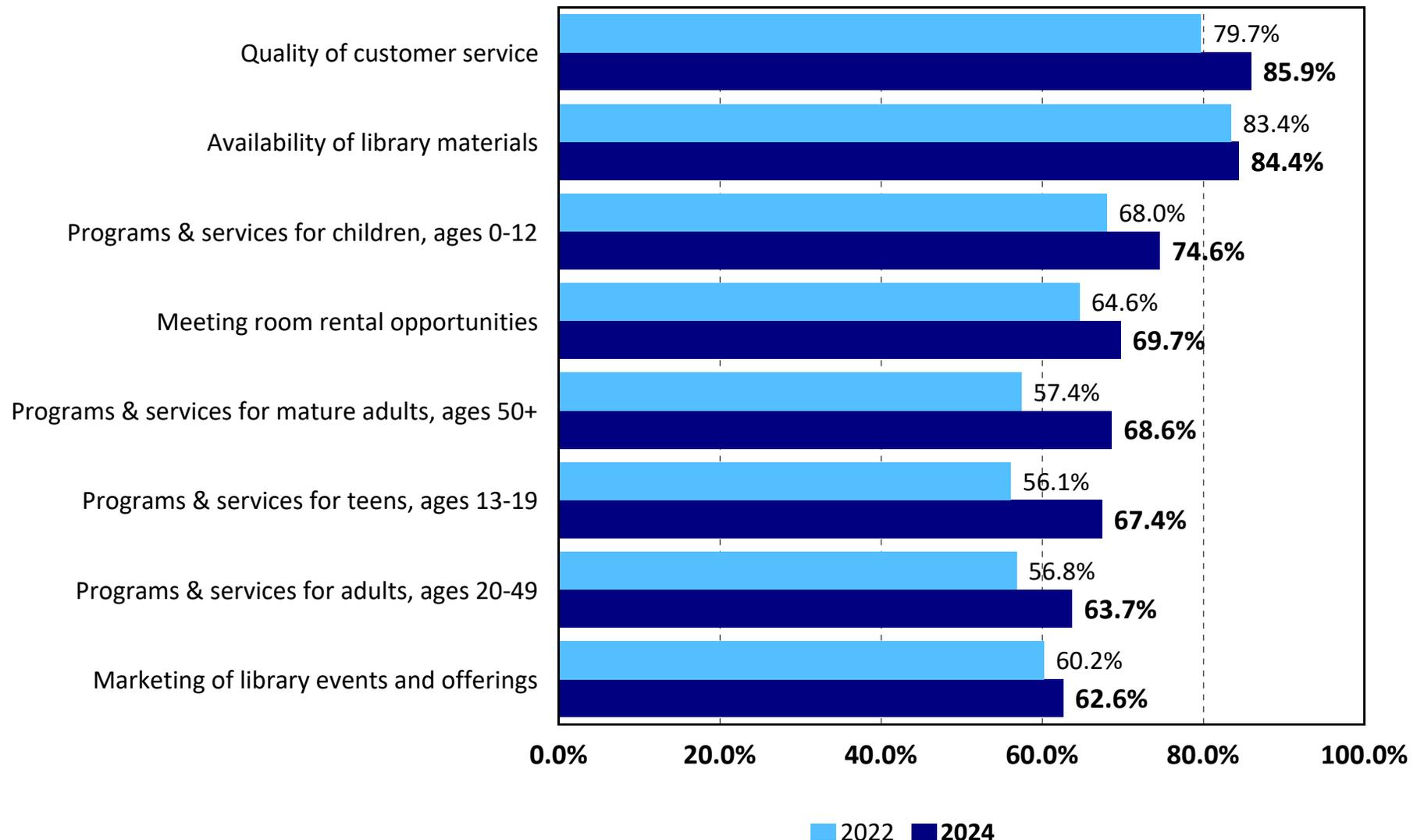
by percentage of respondents (excluding "don't know")



TRENDS: Satisfaction with Library Services

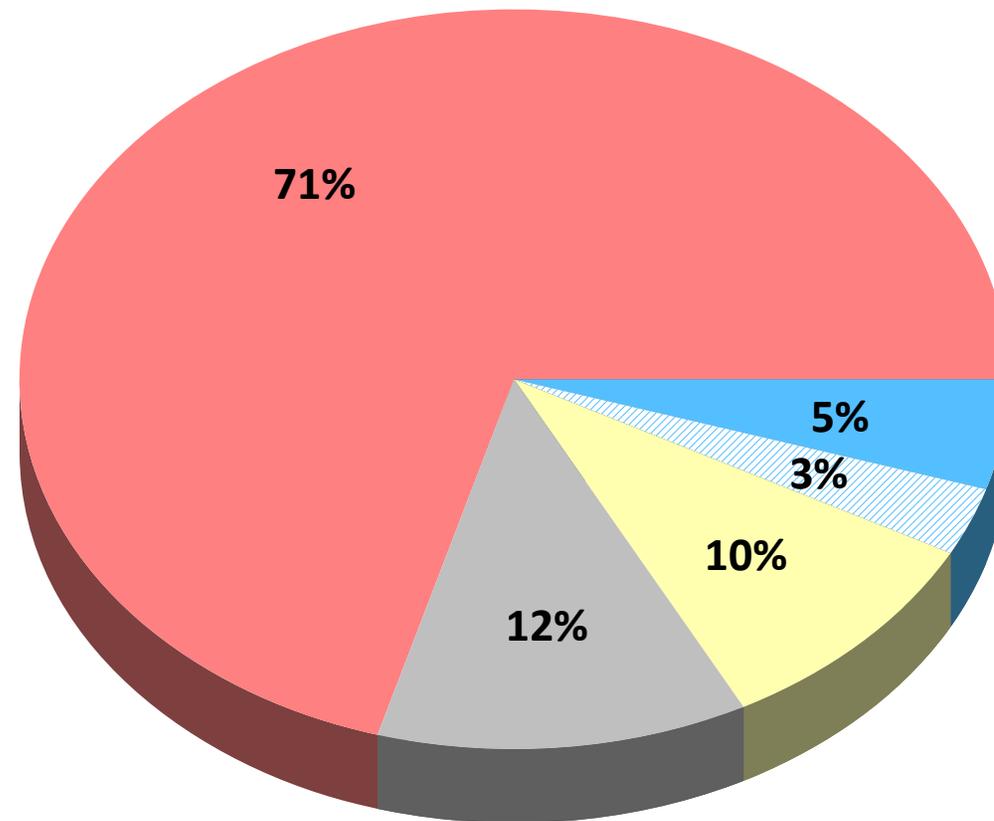
2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Q18. How often have you physically visited the Pelham Public Library in the past year?

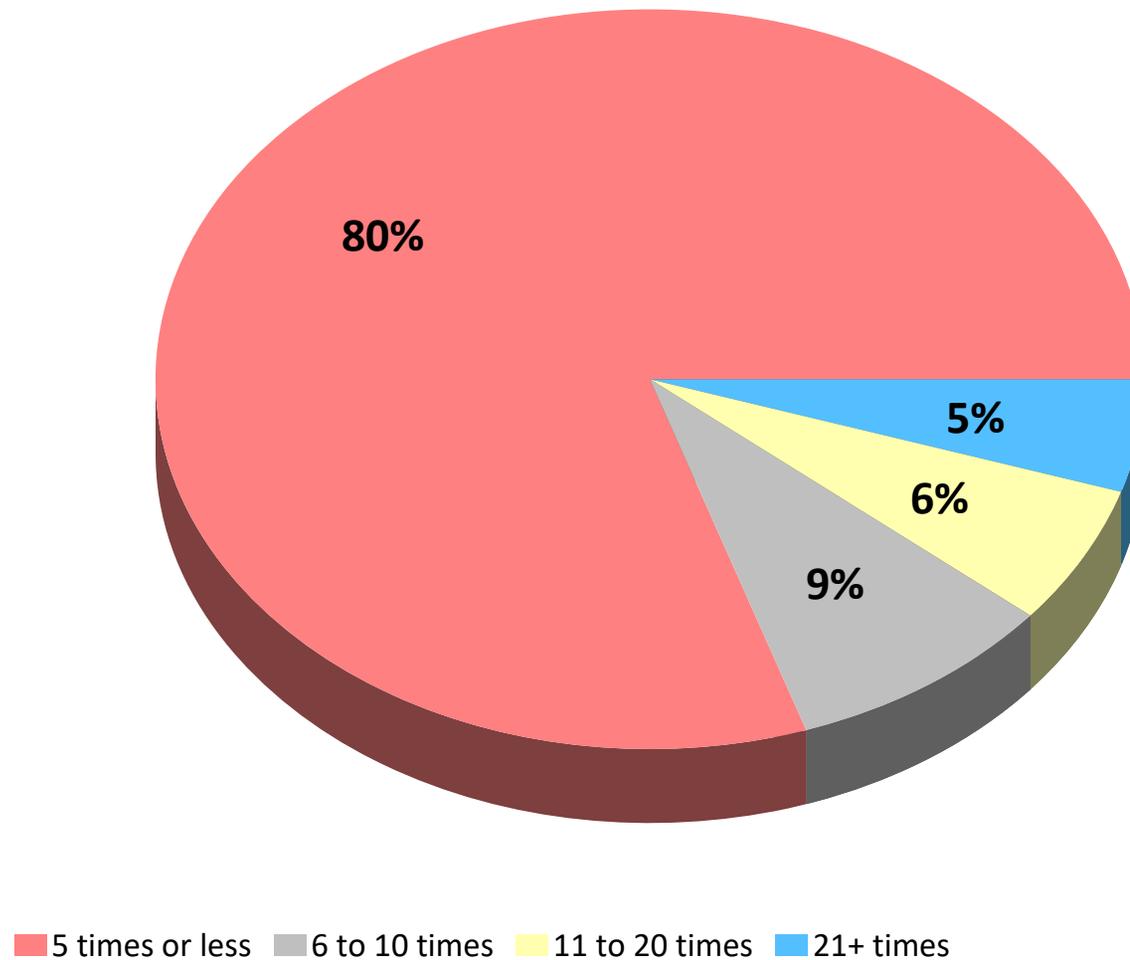
by percentage of respondents (excluding "not provided")



■ 5 times or less ■ 6 to 10 times ■ 11 to 20 times ■ 21 to 30 times ■ 31+ times

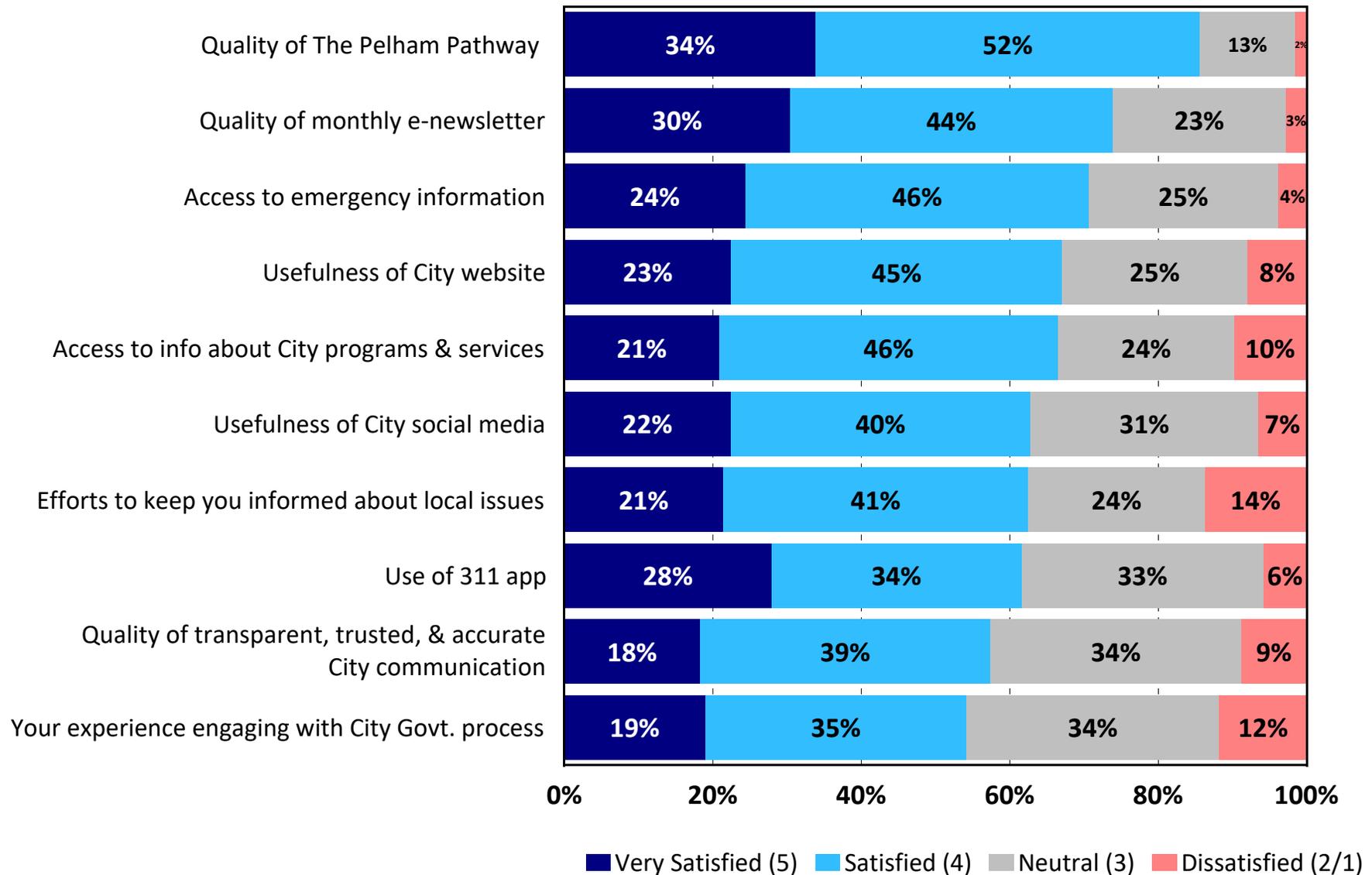
Q19. How often have you utilized the services offered by the Pelham Public Library in the past year?

by percentage of respondents (excluding "not provided")



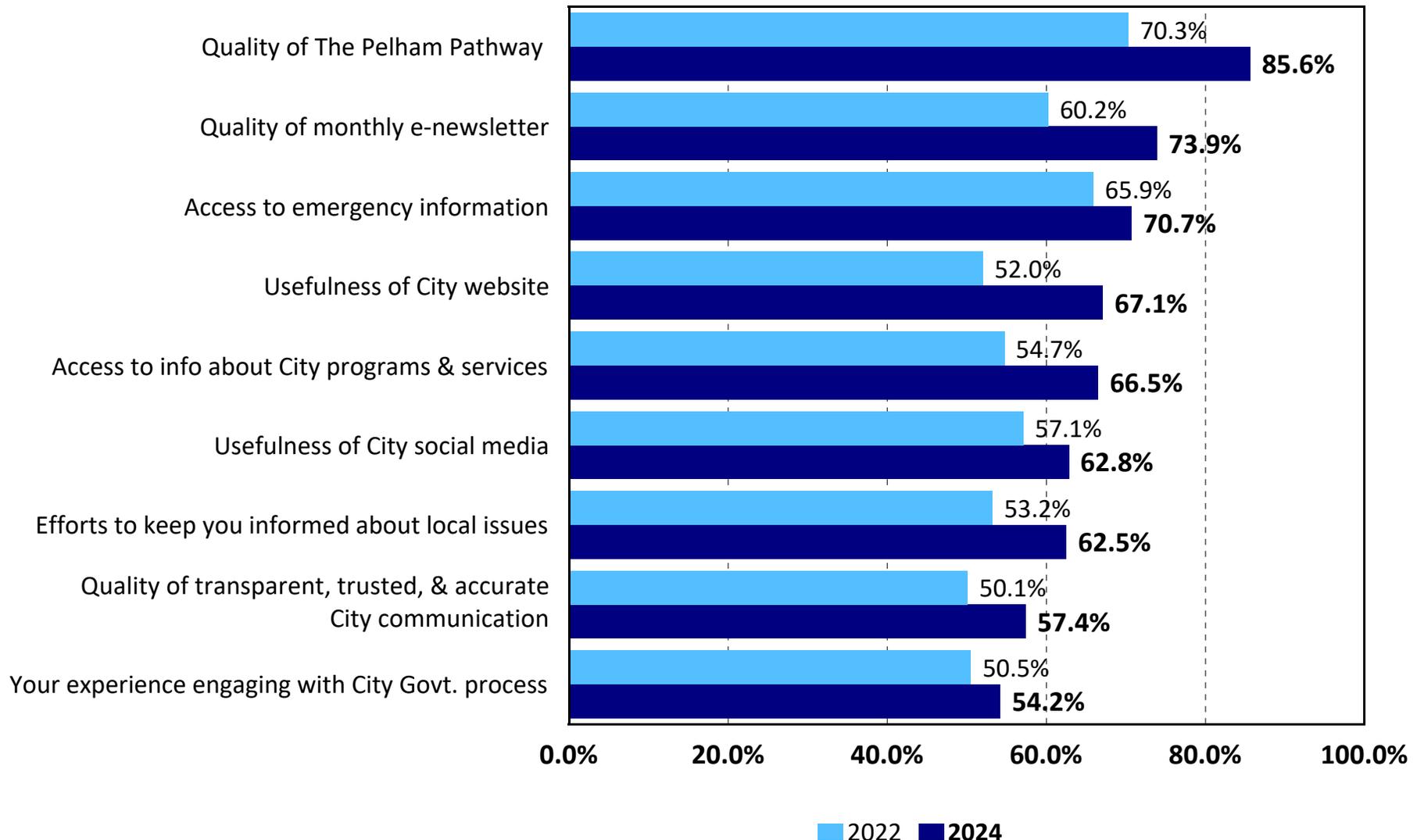
Q20. Satisfaction with City Communication and Engagement

by percentage of respondents (excluding "don't know")



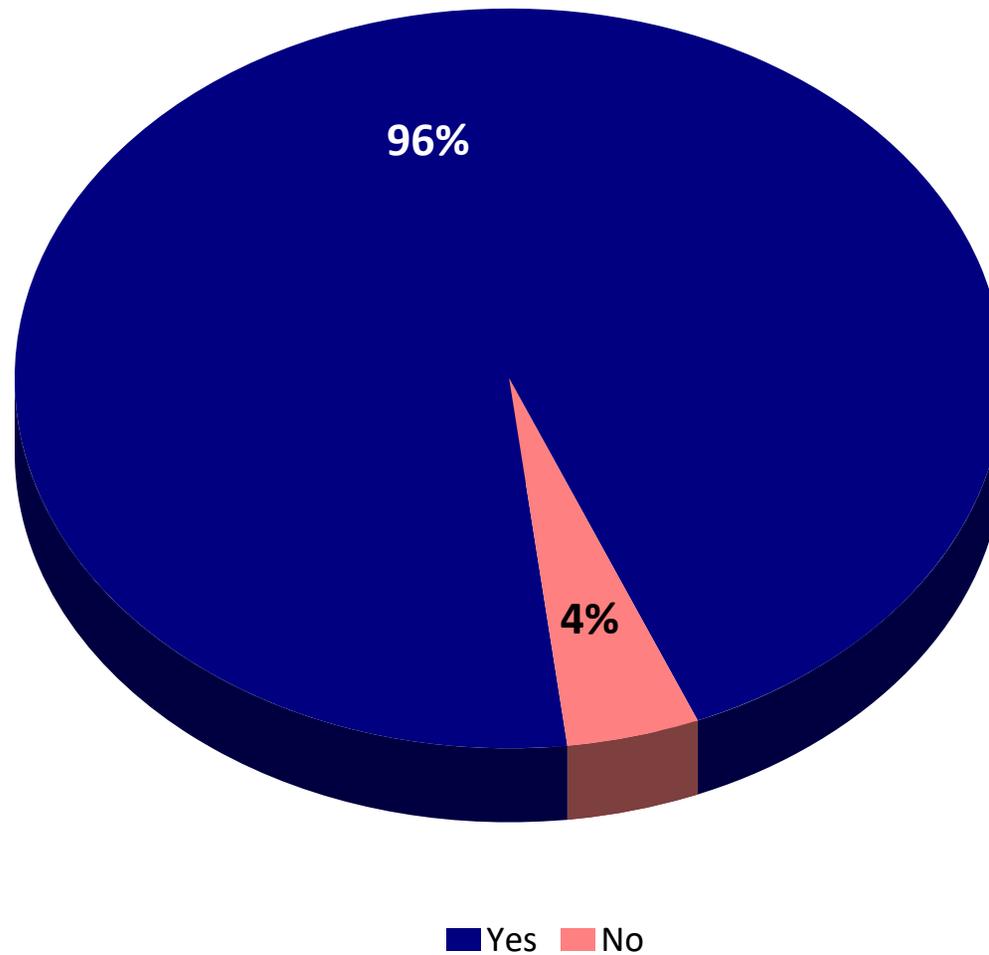
TRENDS: Satisfaction with City Communication and Engagement - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



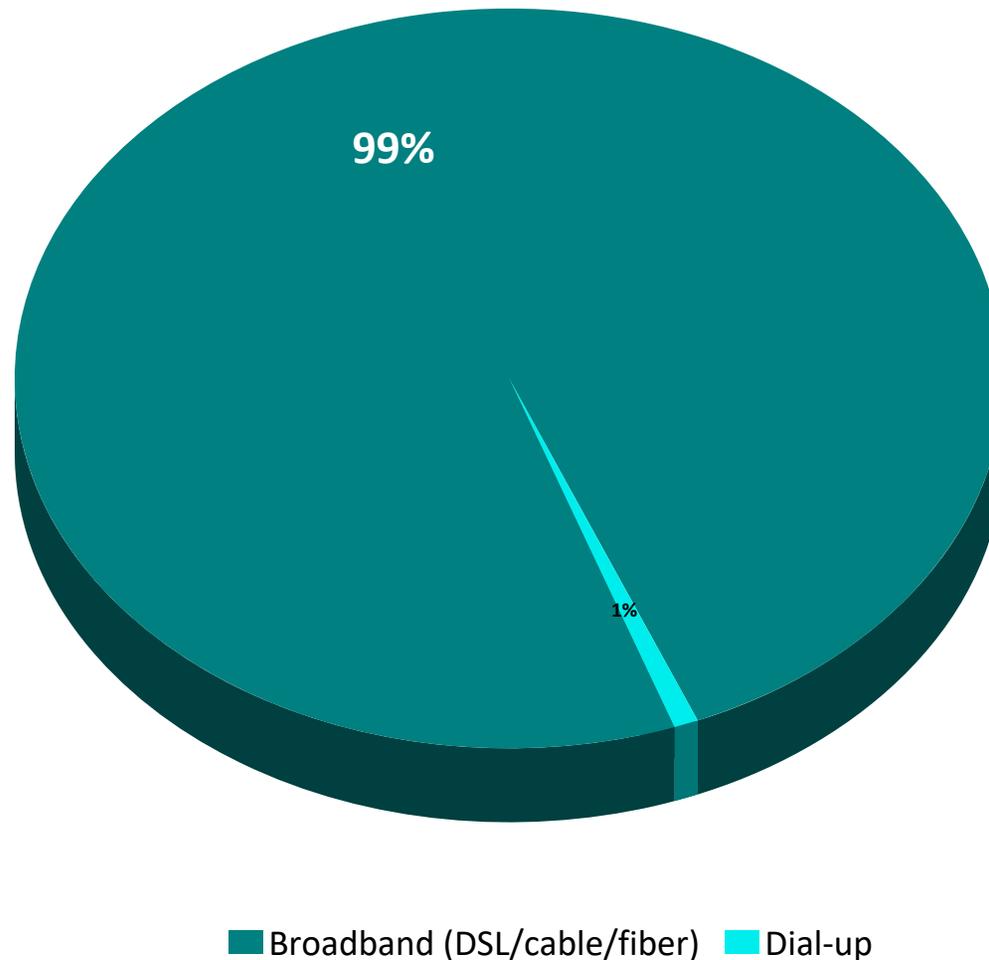
Q21. Do you have access to the internet at home?

by percentage of respondents (excluding "not provided")



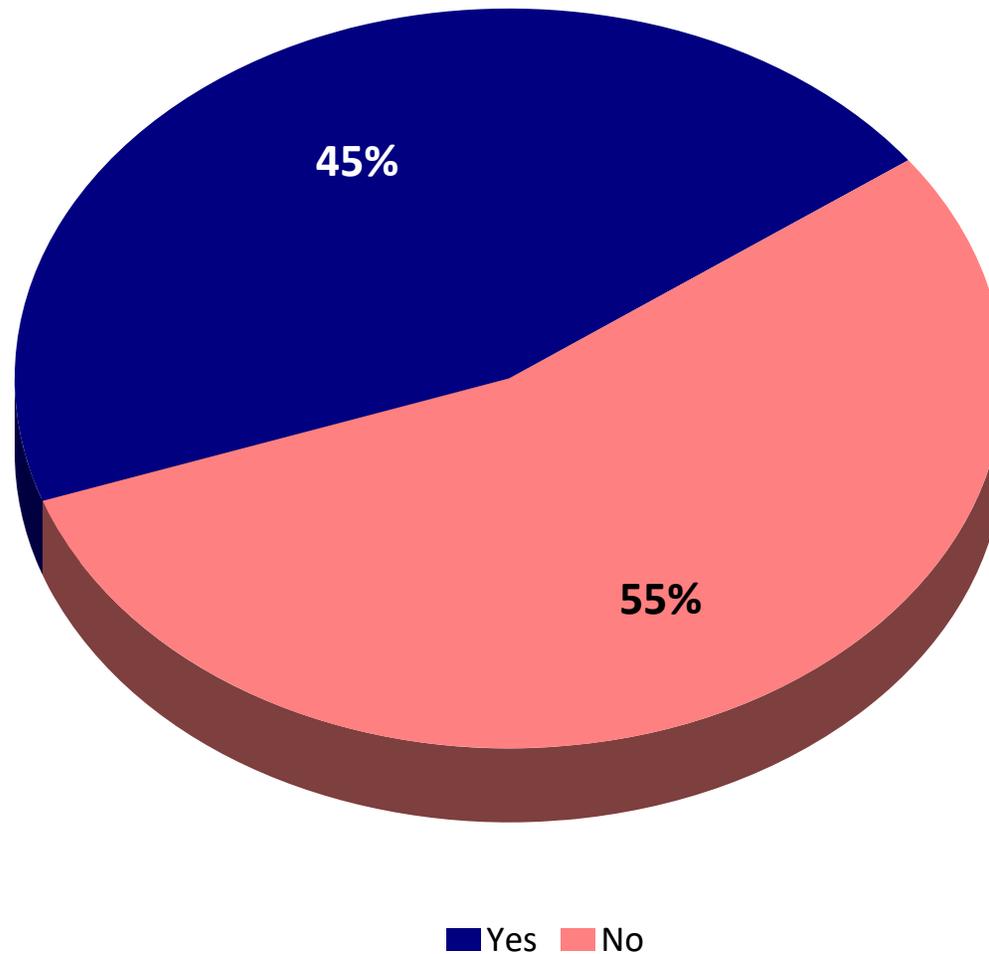
Q21a. Do you have high-speed broadband or dial-up internet access at your home?

by percentage of respondents who have internet access at home (excluding “don’t know”)



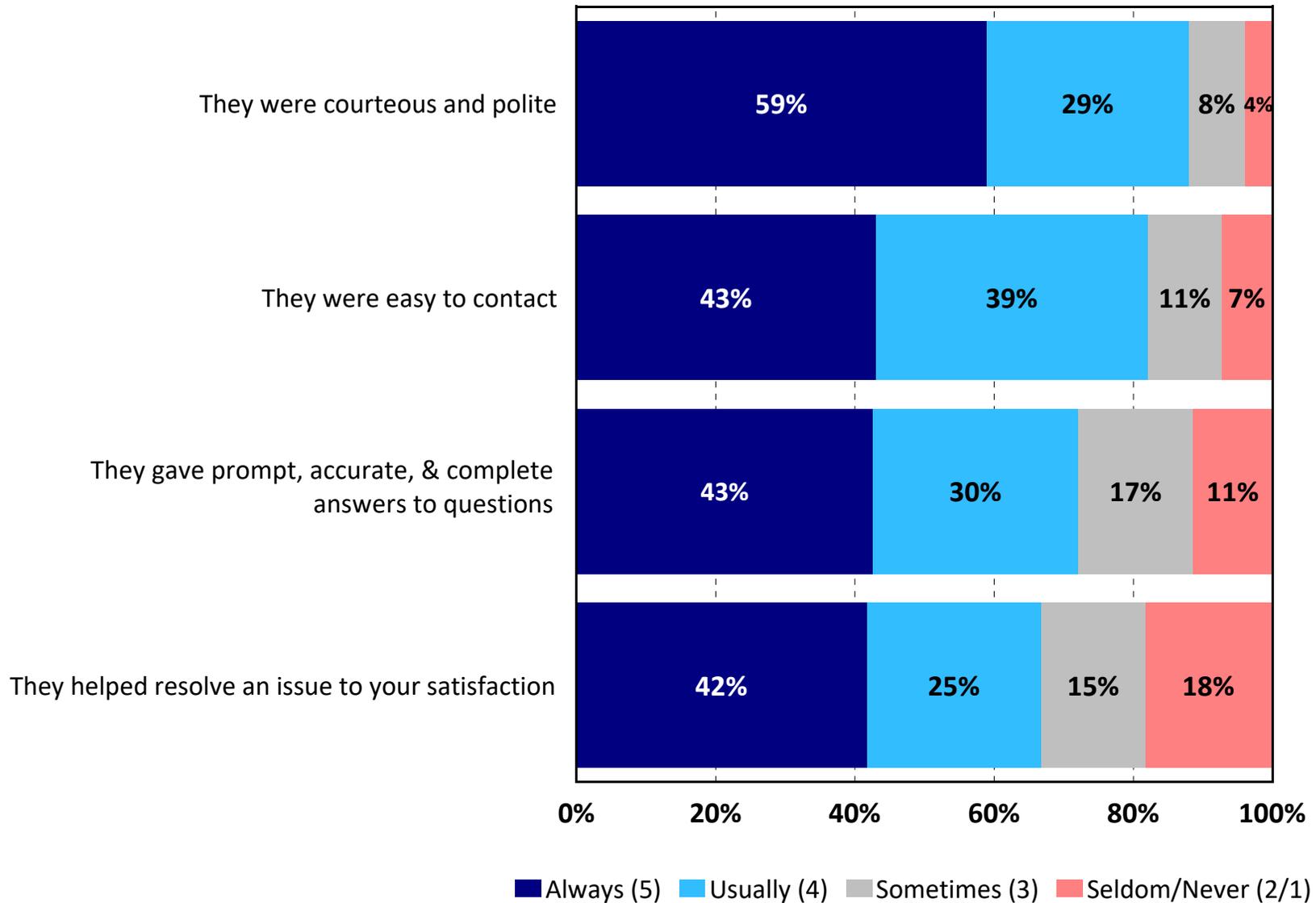
Q22. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



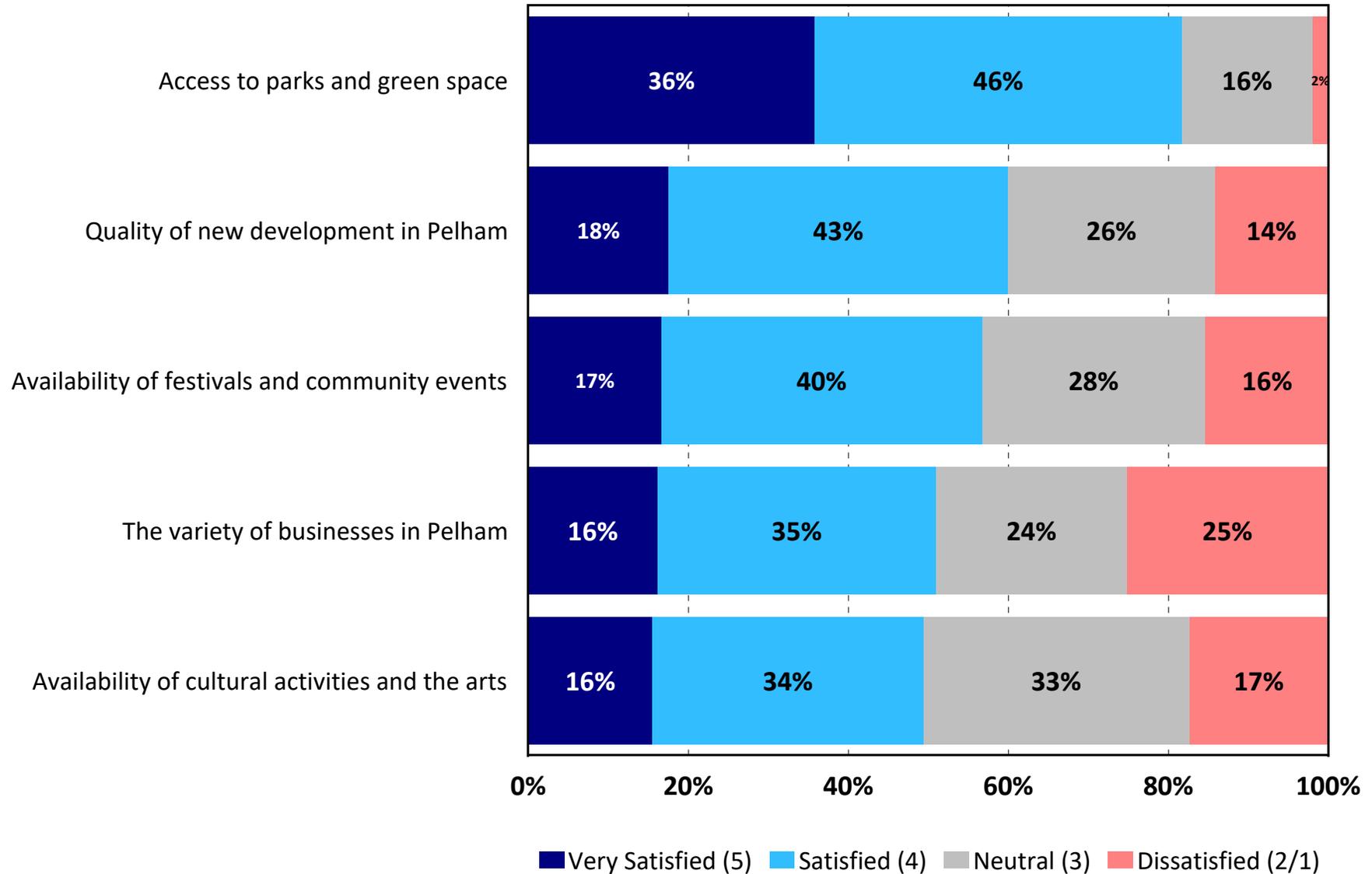
Q22b. Frequency That City Employees Displayed the Following Behaviors

by percentage of respondents who contacted the City during the past year (excluding “don't know”)



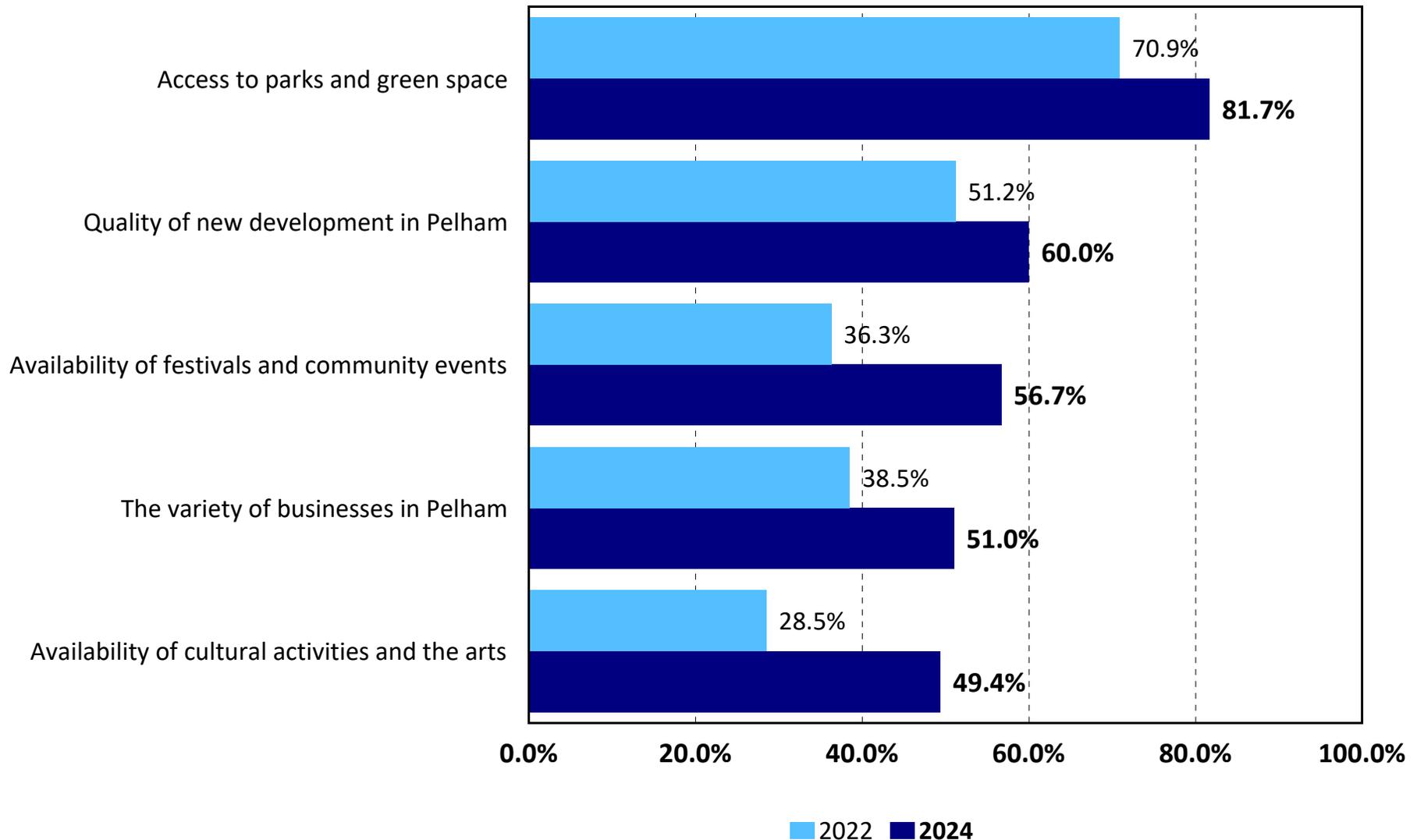
Q23. Satisfaction with Perceptions of the Community

by percentage of respondents (excluding "don't know")



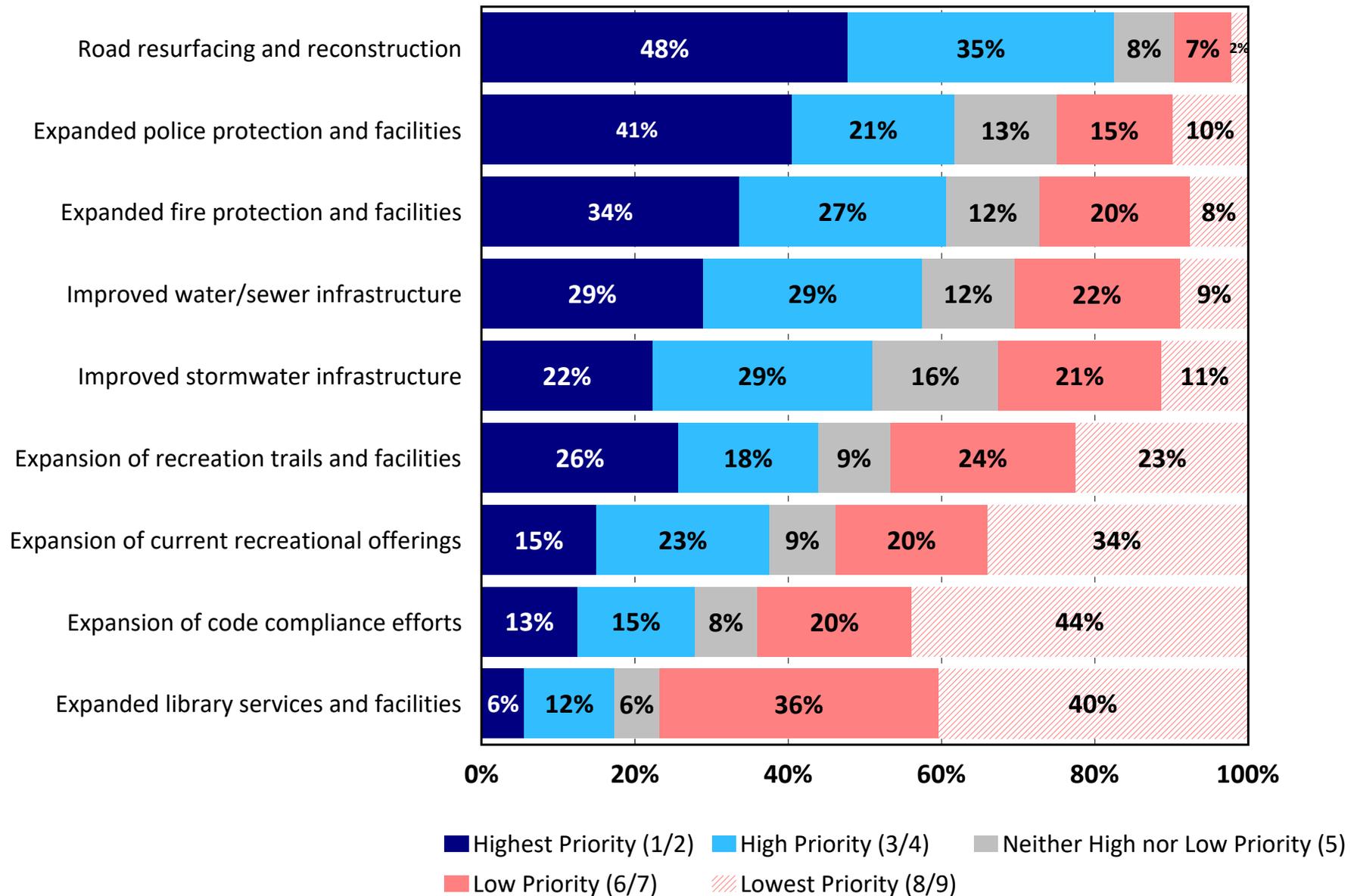
TRENDS: Satisfaction with Perceptions of the Community 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



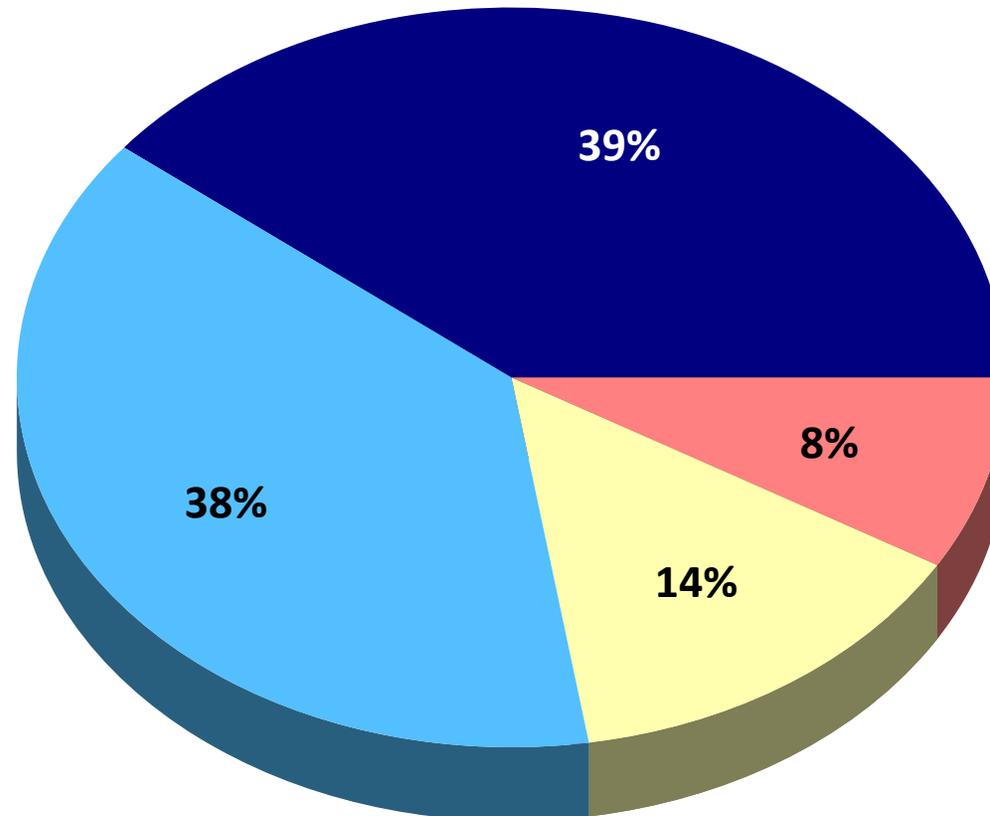
Q24. How Residents Would Prioritize the Following Projects

by percentage of respondents (excluding "not provided")



Q25. In general, how supportive are you of what the City has done so far in terms of Economic Development?

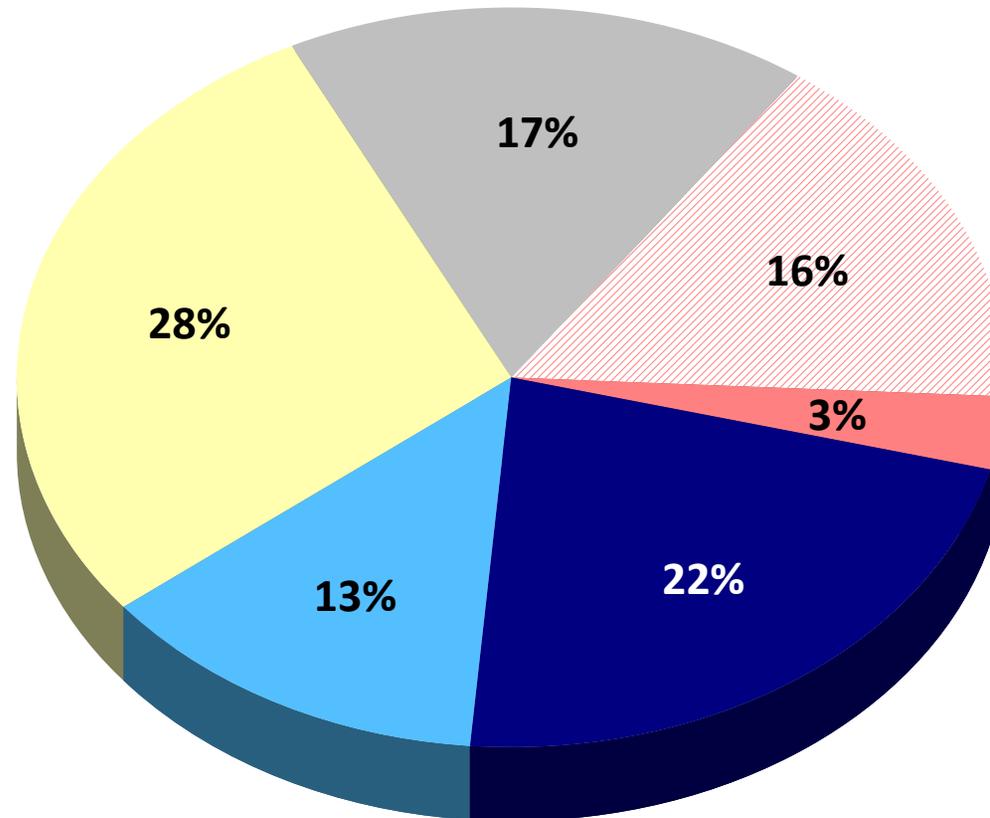
by percentage of respondents (excluding “not provided”)



■ Very supportive ■ Somewhat supportive ■ Not sure ■ Not supportive

Q26. How often do you typically go OUTSIDE Pelham City limits to purchase groceries?

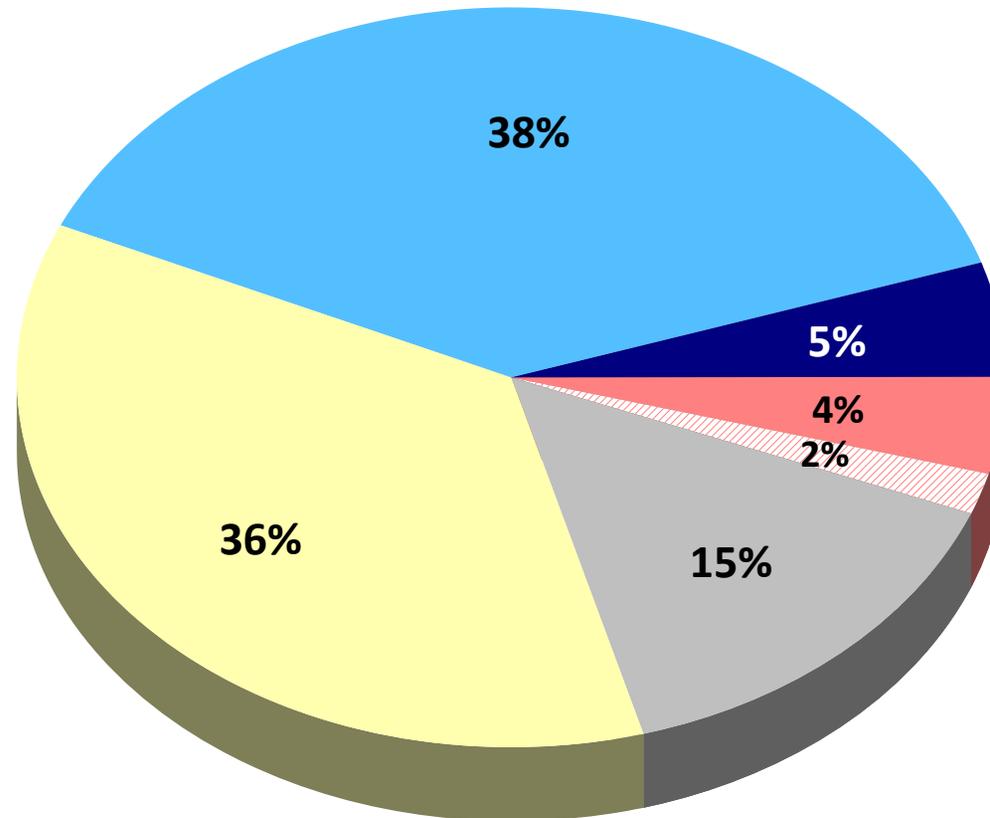
by percentage of respondents (excluding “not provided”)



- Every day
- A few times per week
- At least once a week
- A few times per month
- A few times per year
- Seldom or never

Q27. How often do you typically shop for groceries WITHIN Pelham City limits?

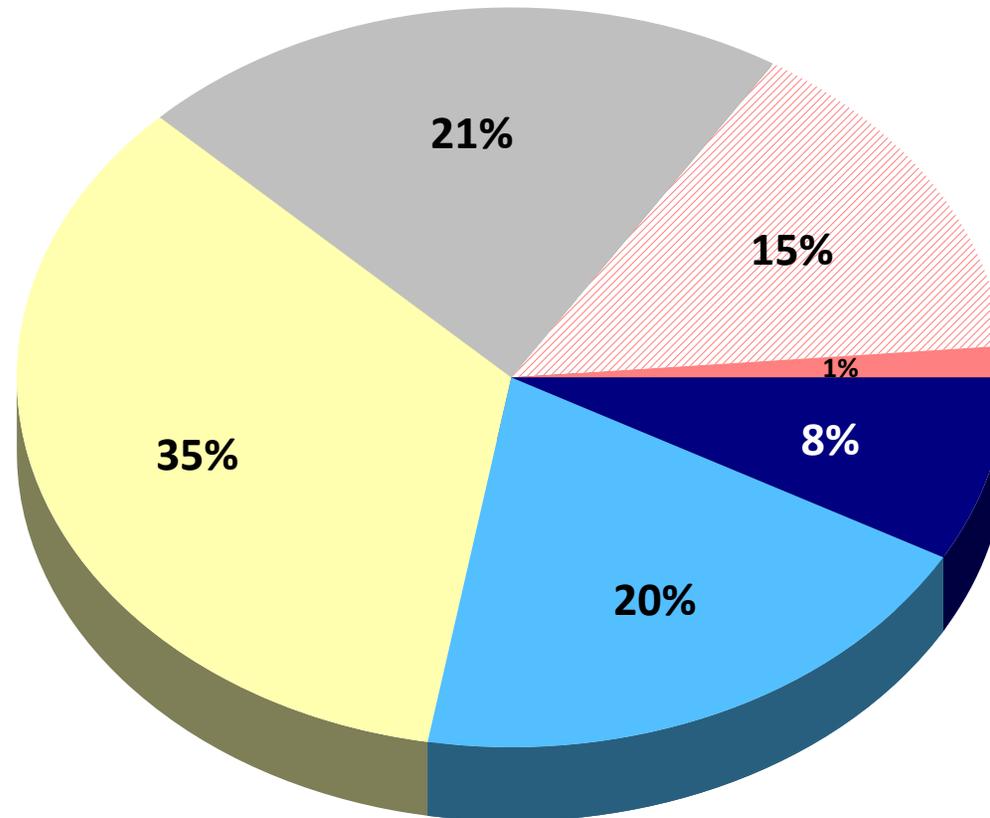
by percentage of respondents (excluding “not provided”)



- Every day
- A few times per week
- At least once a week
- A few times per month
- A few times per year
- Seldom or never

Q28. How often do you typically go OUTSIDE Pelham City limits to dine out?

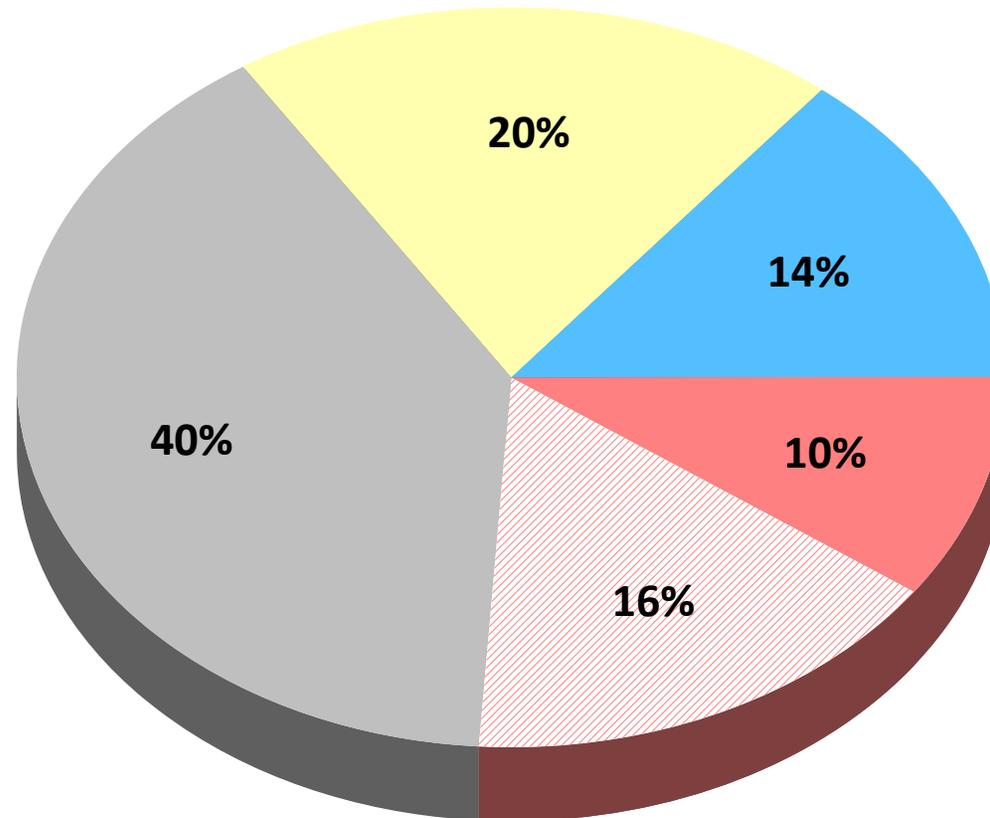
by percentage of respondents (excluding "not provided")



- Every day
- A few times per week
- At least once a week
- A few times per month
- A few times per year
- Seldom or never

Q29. How often do you typically dine out **WITHIN** Pelham City limits?

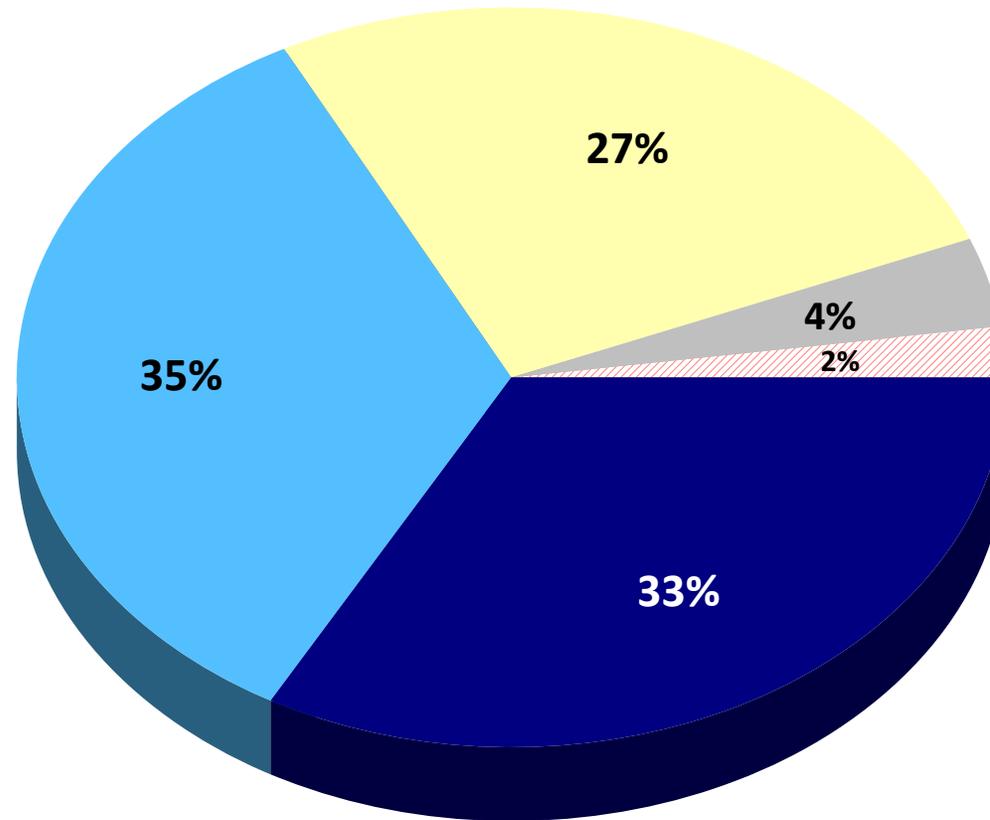
by percentage of respondents (excluding “not provided”)



- A few times per week
- At least once a week
- A few times per month
- A few times per year
- Seldom or never

Q30. How often do you typically go OUTSIDE Pelham City limits to make home improvement purchases?

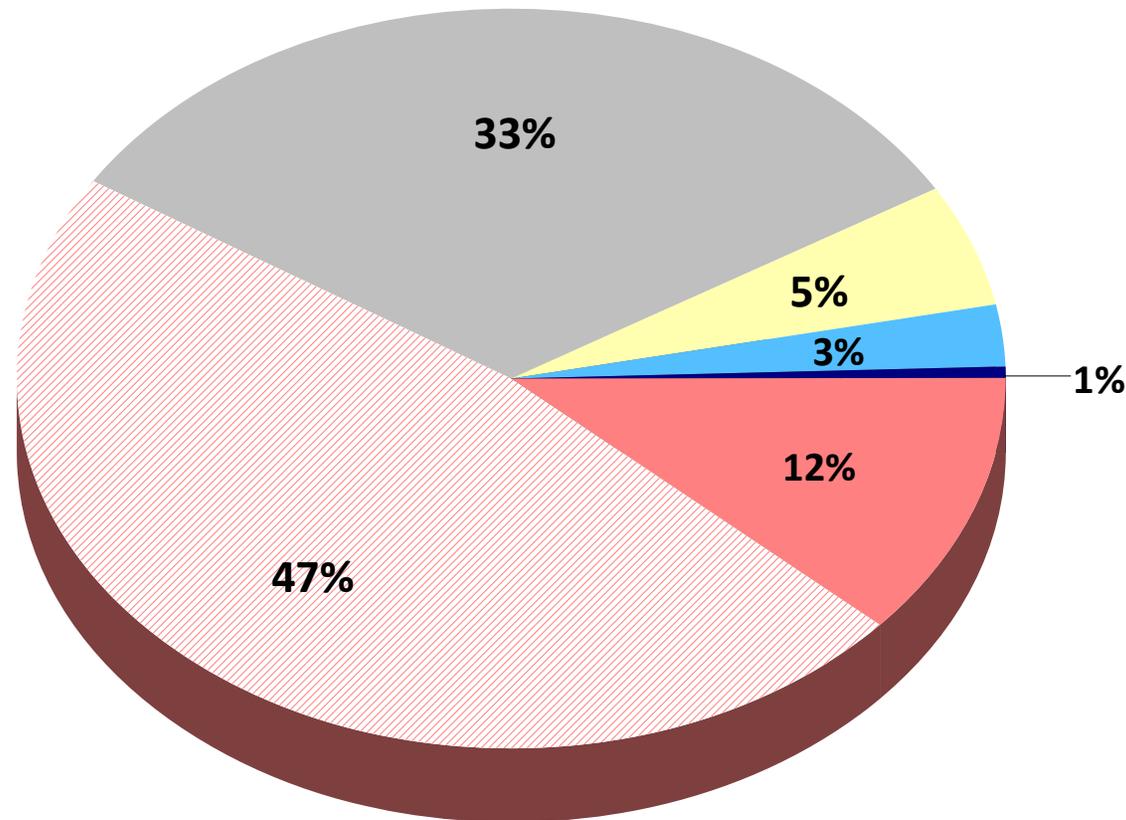
by percentage of respondents (excluding “not provided”)



-  A few times per week
-  At least once a week
-  A few times per month
-  A few times per year
-  Seldom or never

Q31. How often do you typically make home improvement purchases WITHIN Pelham City limits?

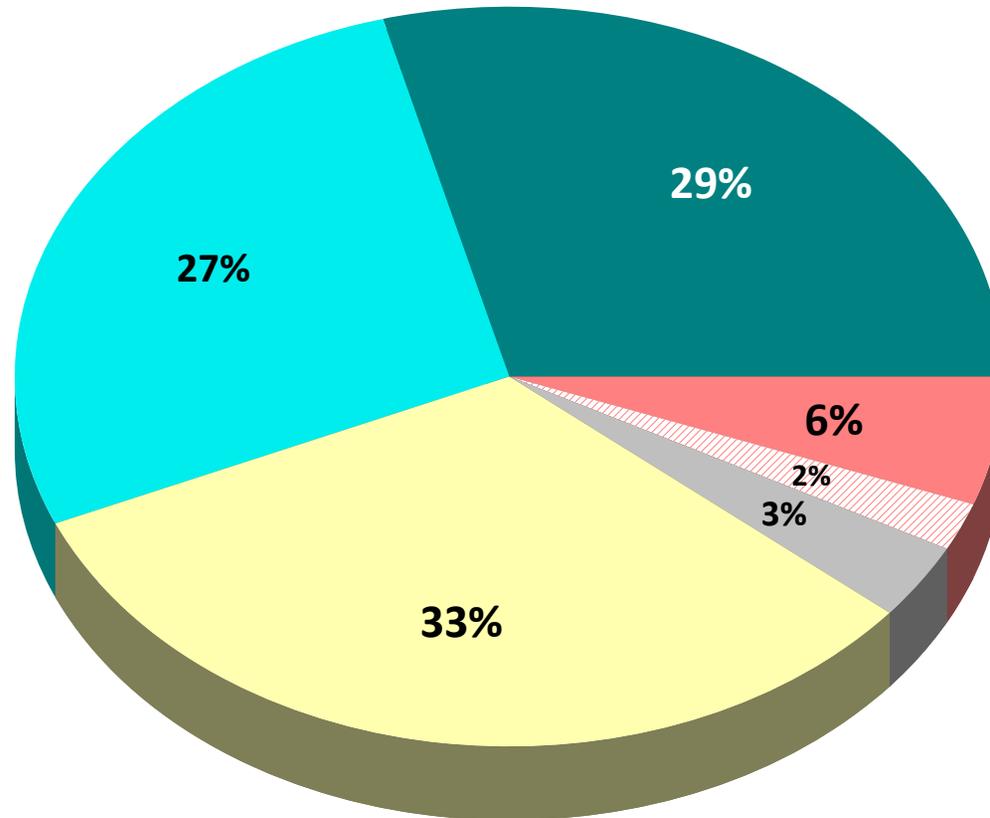
by percentage of respondents (excluding “not provided”)



- Every day
- A few times per week
- At least once a week
- A few times per month
- A few times per year
- Seldom or never

Q32. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS?

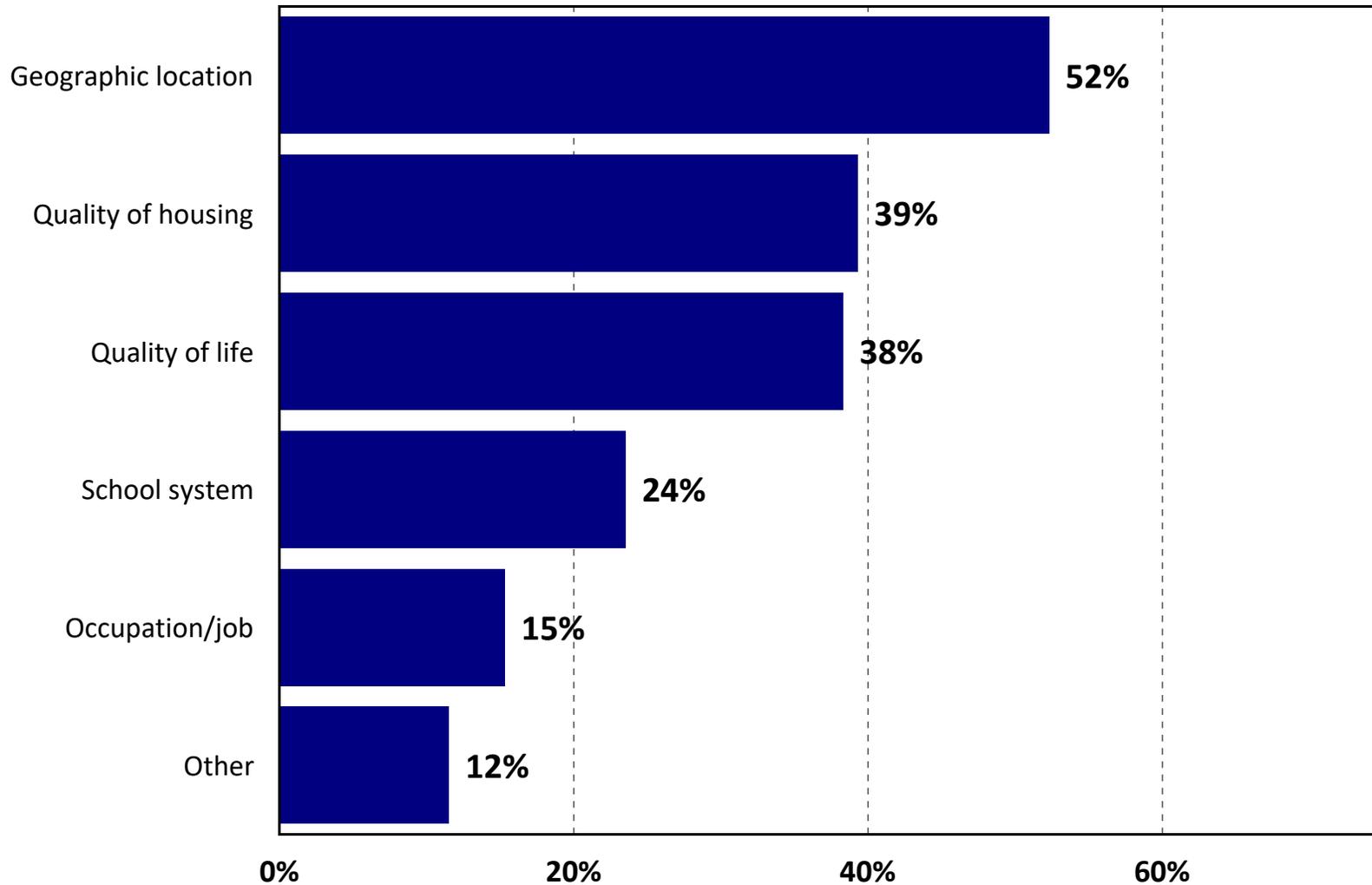
by percentage of respondents (excluding “not provided”)



- Buy online much more frequently
- Buy online somewhat more frequently
- No change
- Buy online somewhat less frequently
- Buy online much less frequently
- Do not shop online

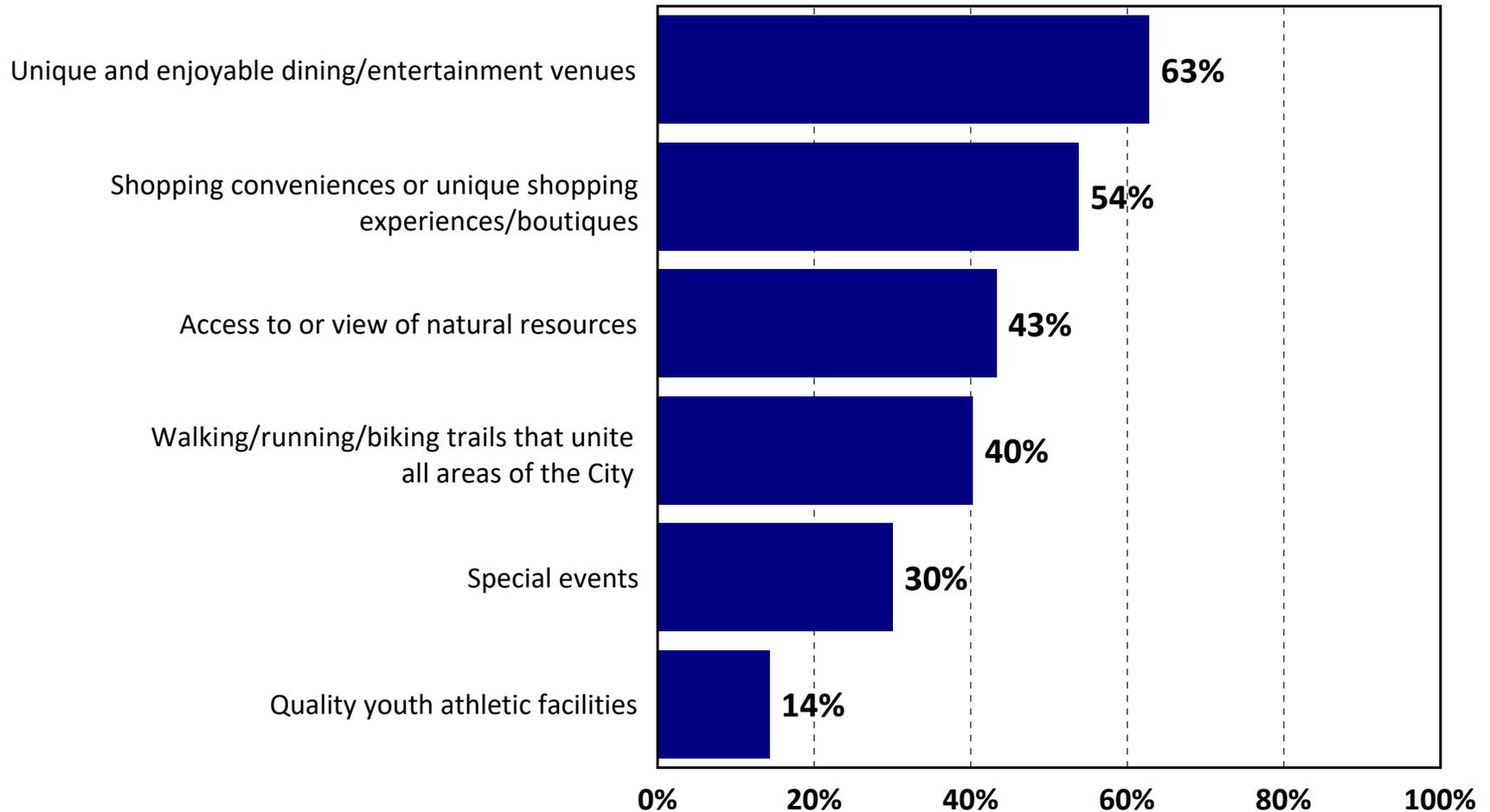
Q33. Which of the following reasons were **MOST IMPORTANT** in your decision to live in Pelham?

by percentage of respondents (multiple selections could be made)



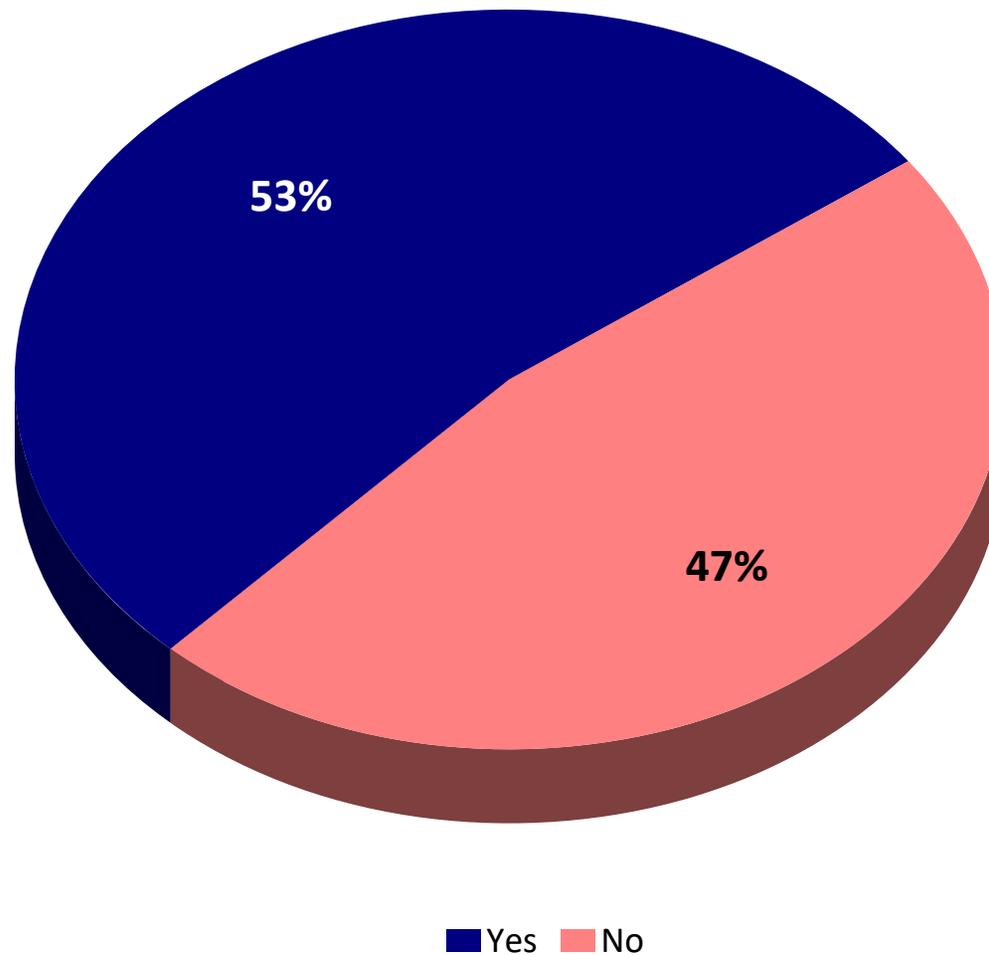
Q34. Which of the following activities/amenities offered in Pelham are MOST IMPORTANT or would be MOST APPRECIATED by your household?

by percentage of respondents (multiple selections could be made)



Q35. Have you visited the Pelham Civic Complex in the past year?

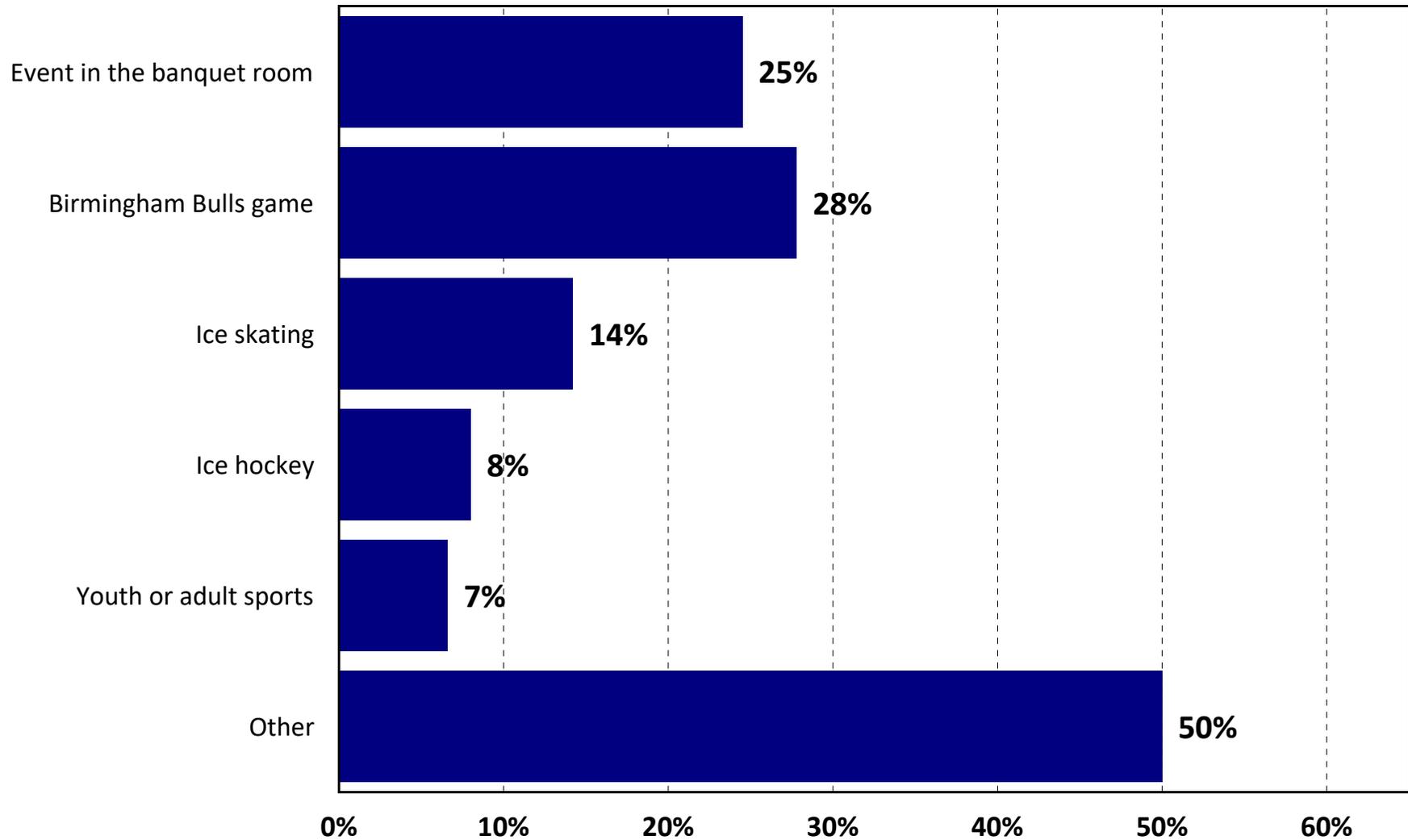
by percentage of respondents



Q36. For what purpose did you visit the Pelham Civic Complex?

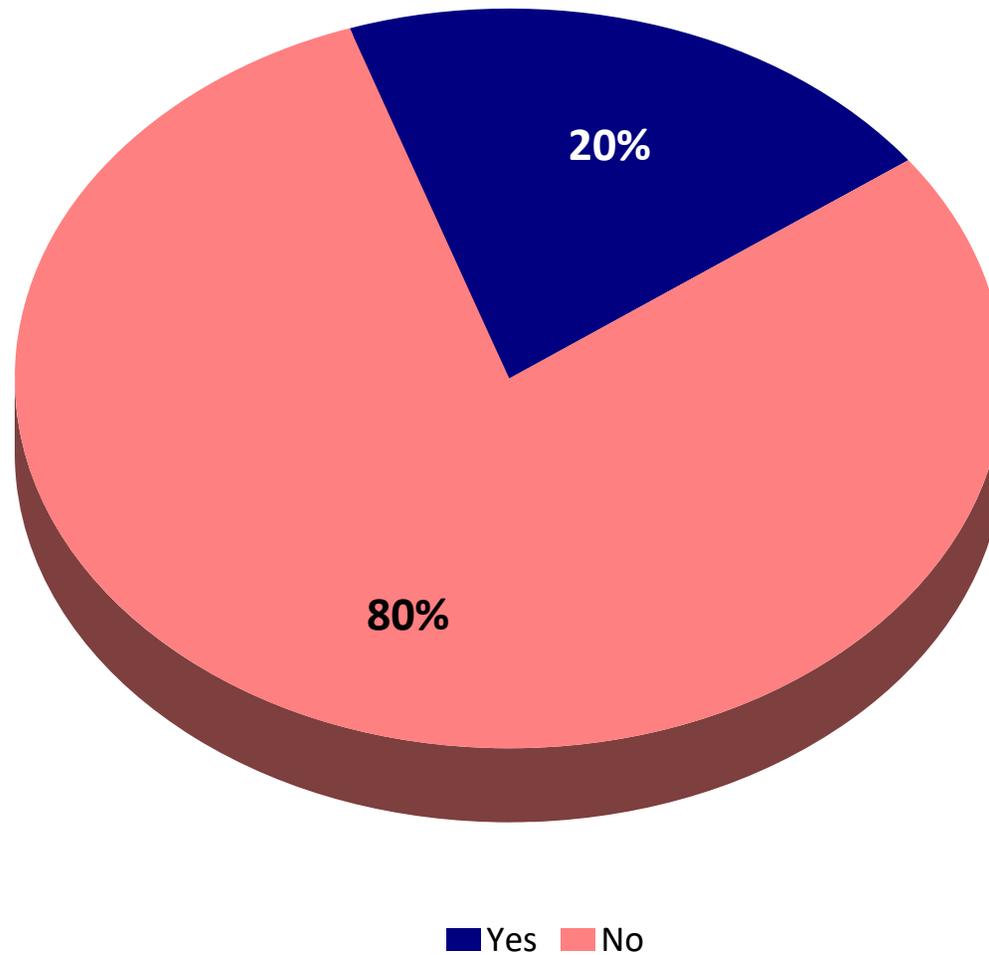
by percentage of respondents who visited the Pelham Civic Complex in the past year

(multiple selections could be made)



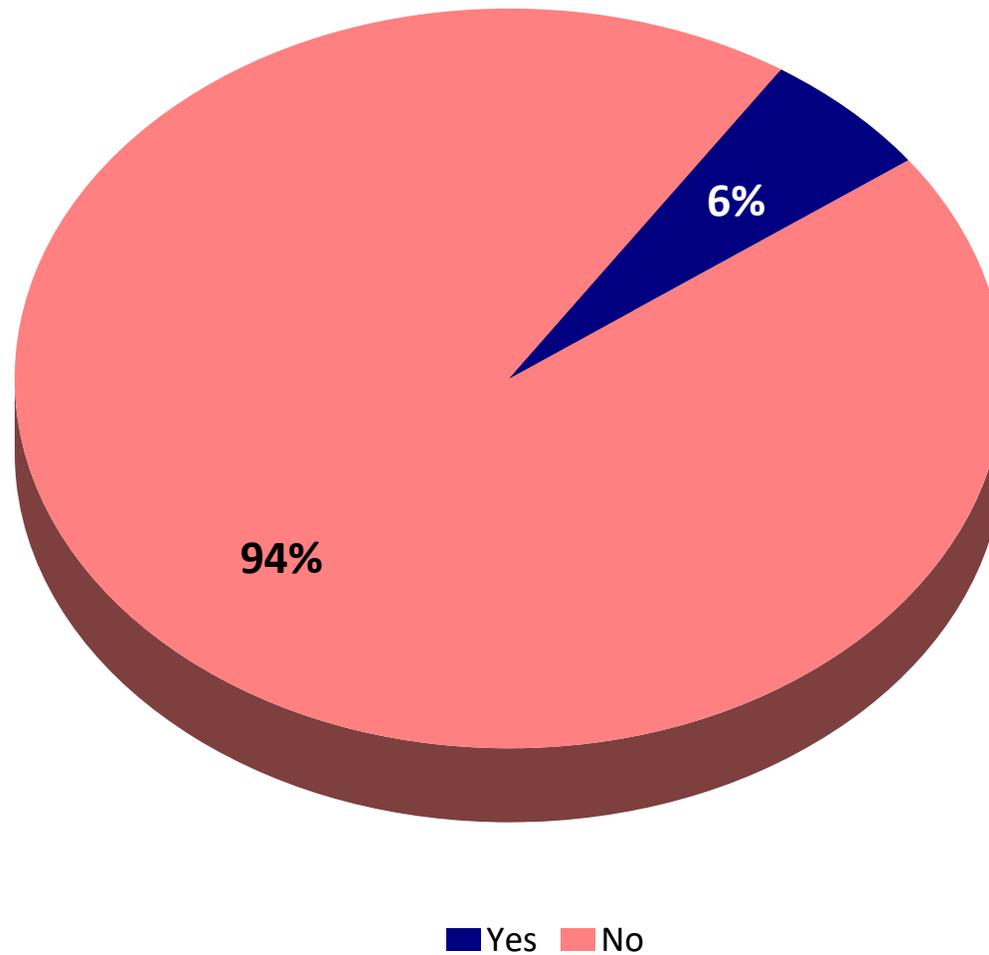
Q37. Have you visited the Ballantrae Golf Club in the past year?

by percentage of respondents



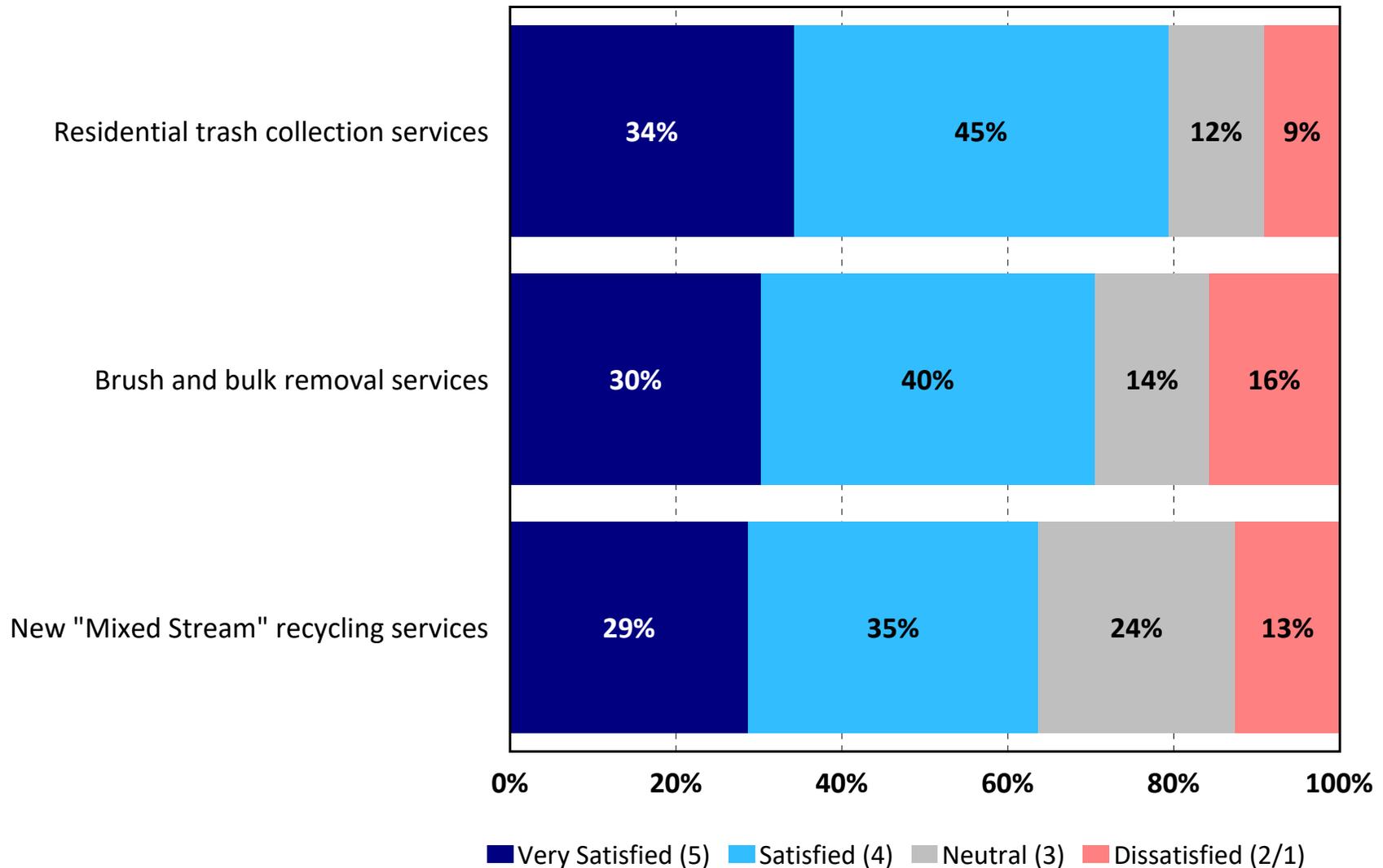
Q38. Have you visited the Pelham Racquet Club in the past year?

by percentage of respondents



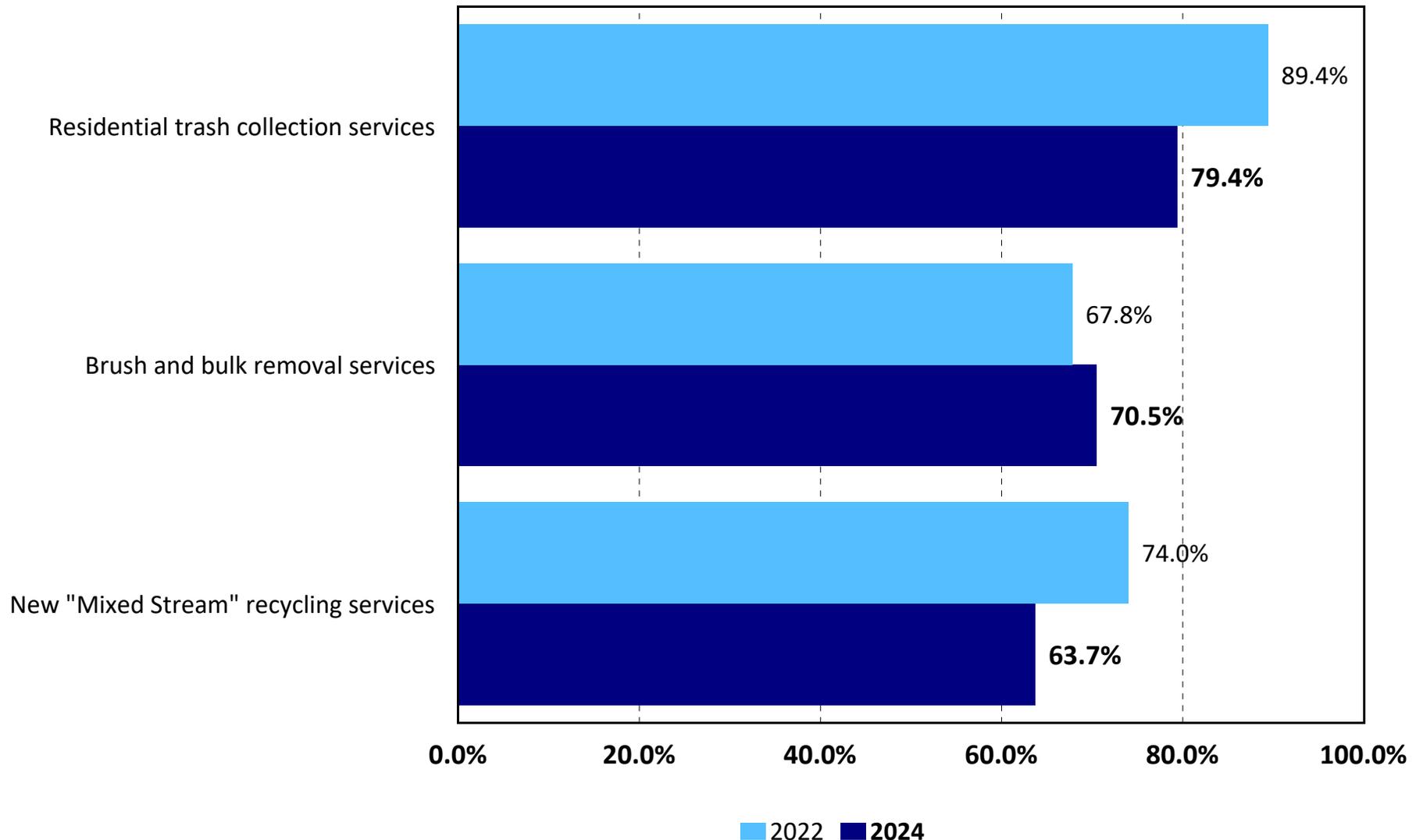
Q39. Satisfaction with New Trash Services Provided by AmWaste

by percentage of respondents (excluding "don't know")



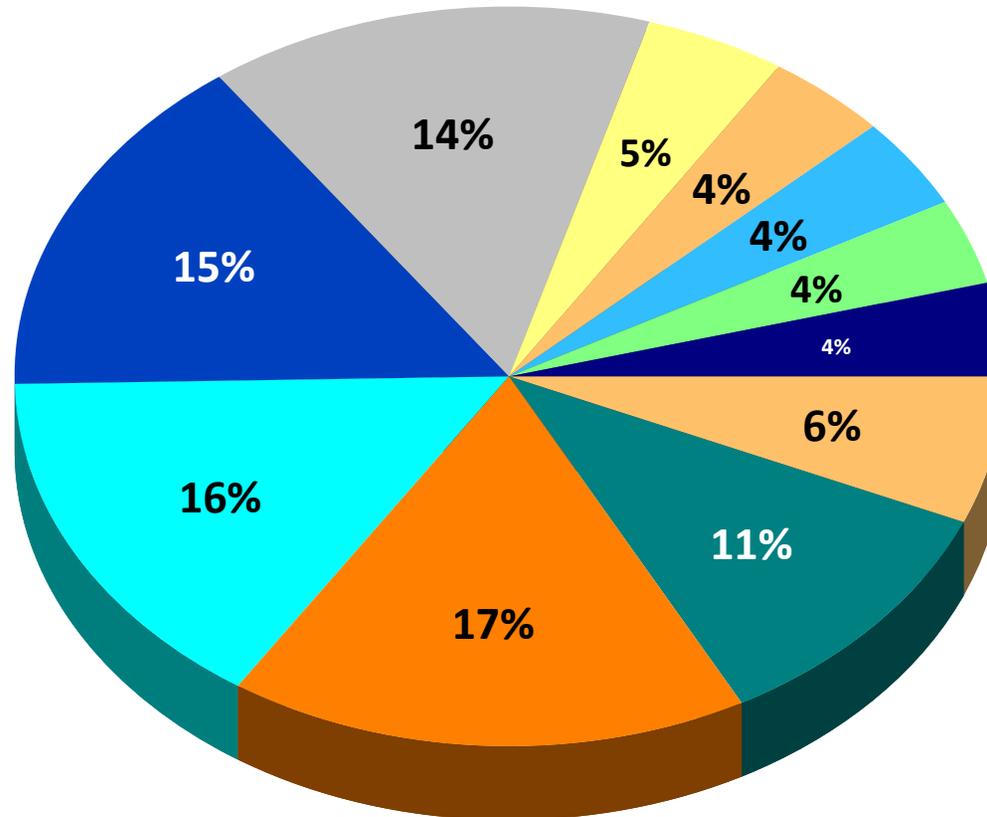
TRENDS: Satisfaction with New Trash Services Provided by AmWaste - 2022 vs. 2024

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Q40. Demographics: Ages of All Household Members

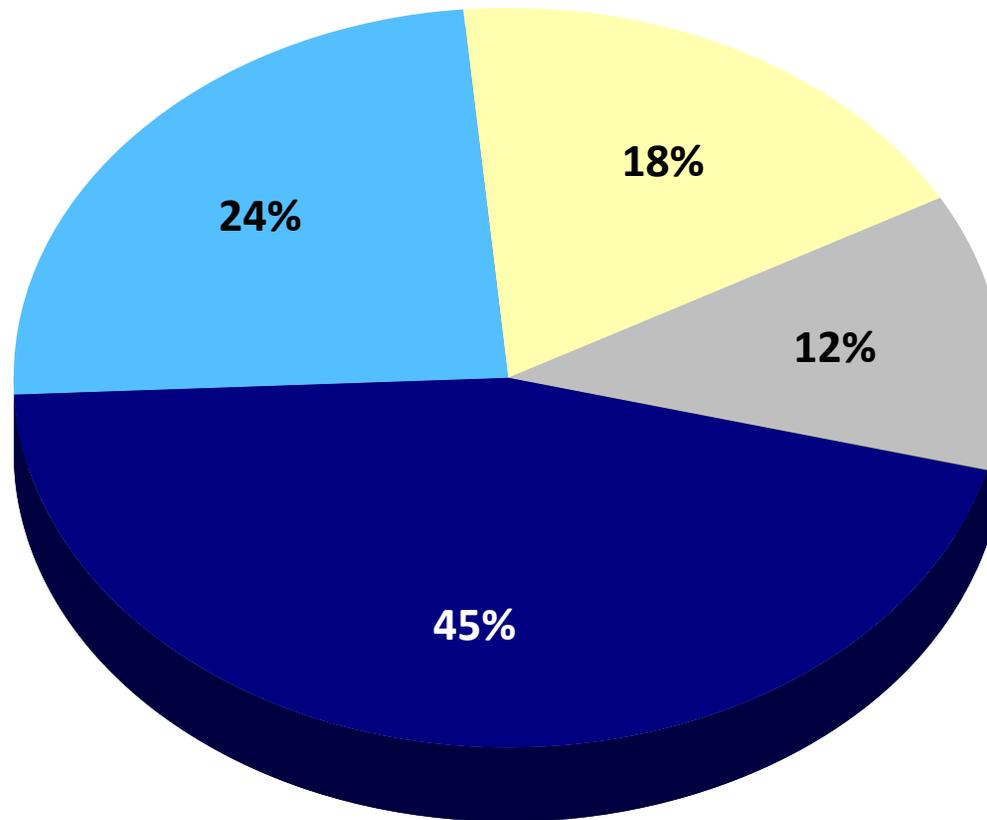
by percentage of persons in the household



- Under age 5
- Ages 5-9
- Ages 10-14
- Ages 15-19
- Ages 20-24
- Ages 25-34
- Ages 35-44
- Ages 45-54
- Ages 55-64
- Ages 65-74
- Ages 75+

Q41. Demographics: Approximately how many years have you lived in the City of Pelham?

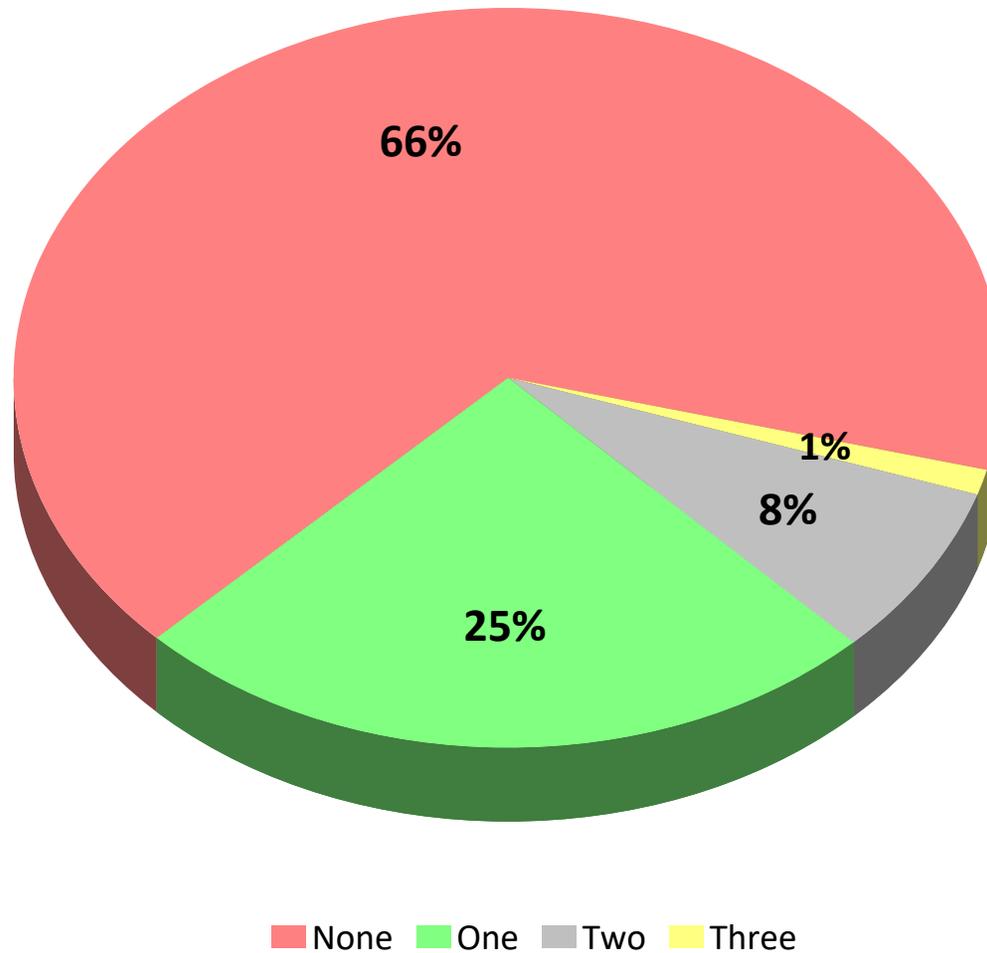
by percentage of respondents (excluding “not provided”)



■ Less than 5 years ■ 5 to 10 years ■ 11 to 20 years ■ 20+ years

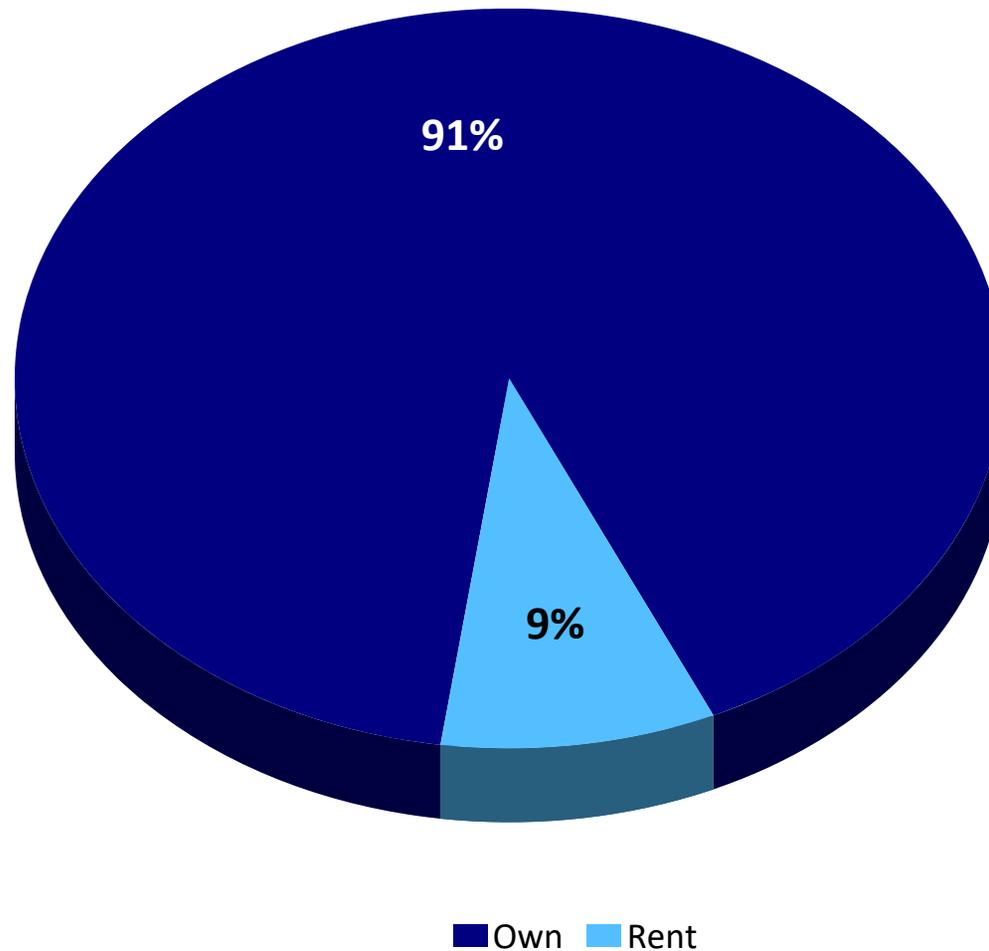
Q42. Demographics: How many people in your household work within the Pelham City limits?

by percentage of respondents (excluding "not provided")



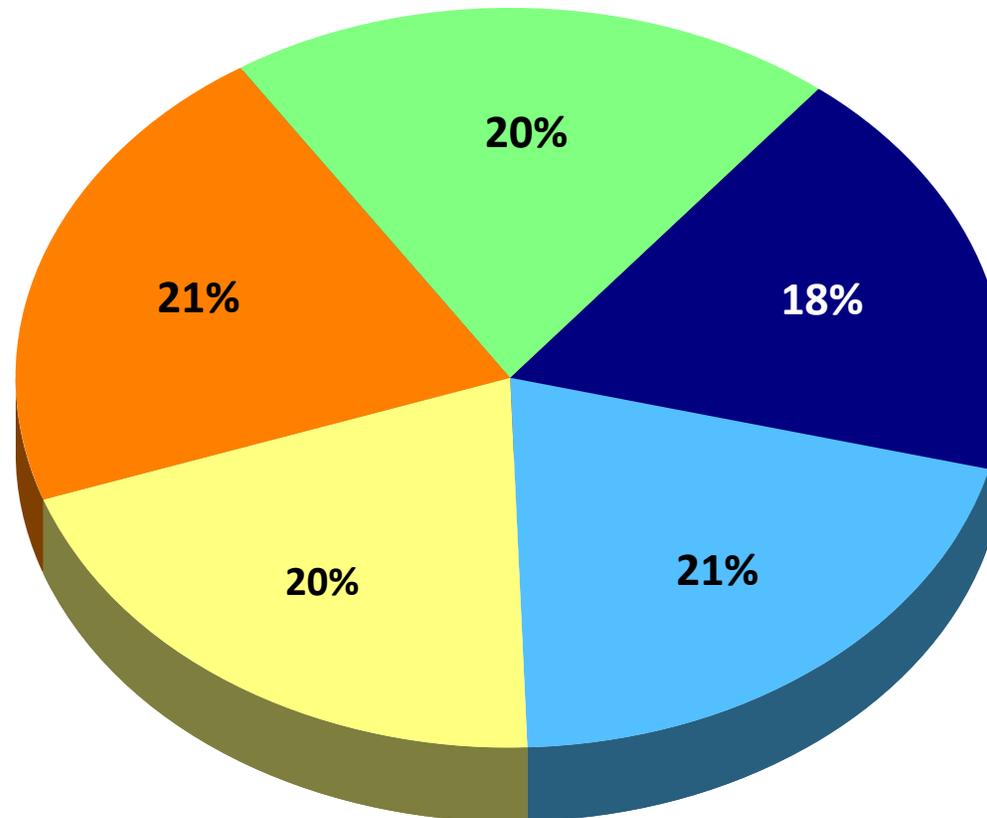
Q43. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



Q44. Demographics: What is your age?

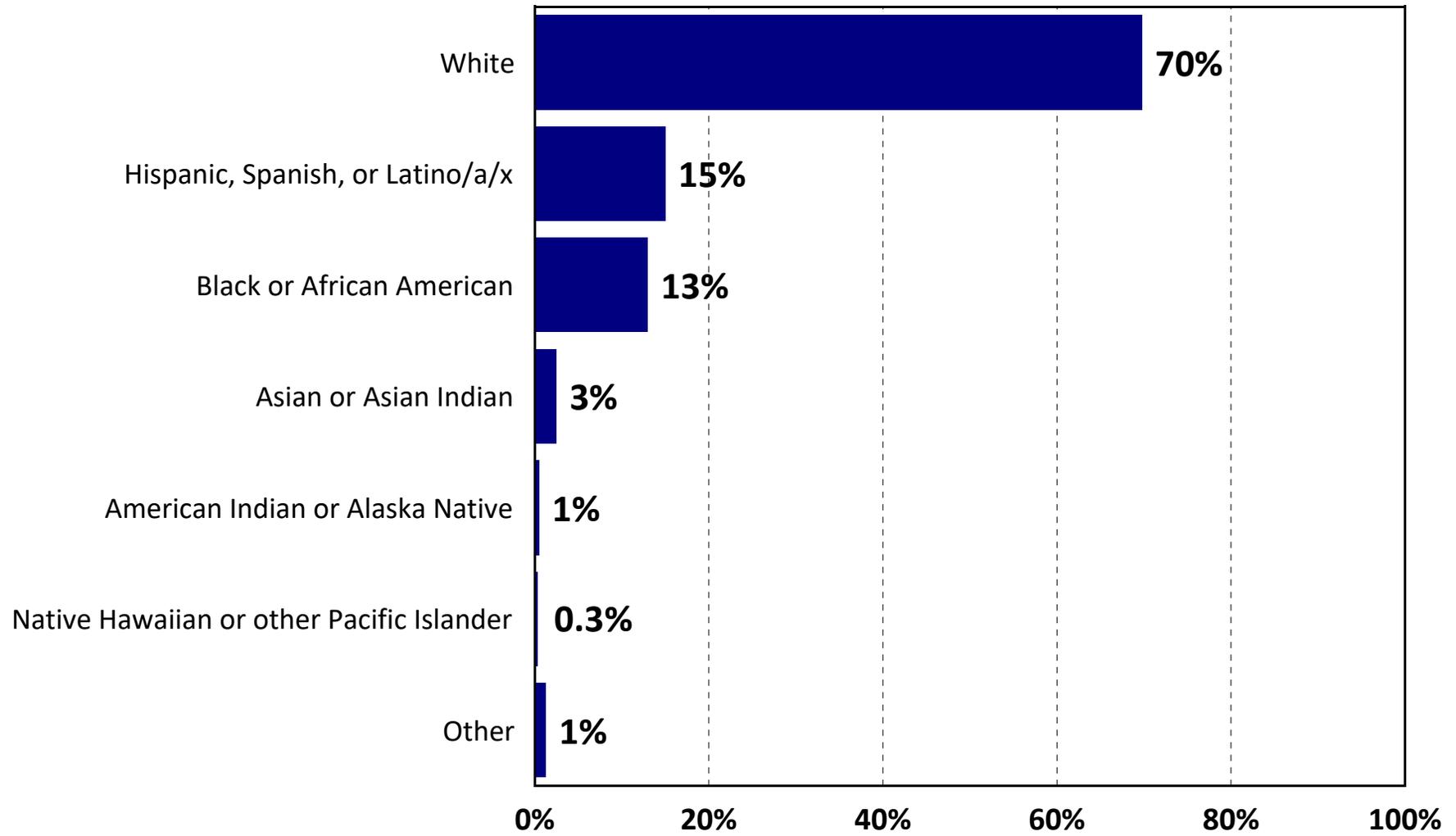
by percentage of respondents (excluding "not provided")



■ Under 35 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64 ■ 65+

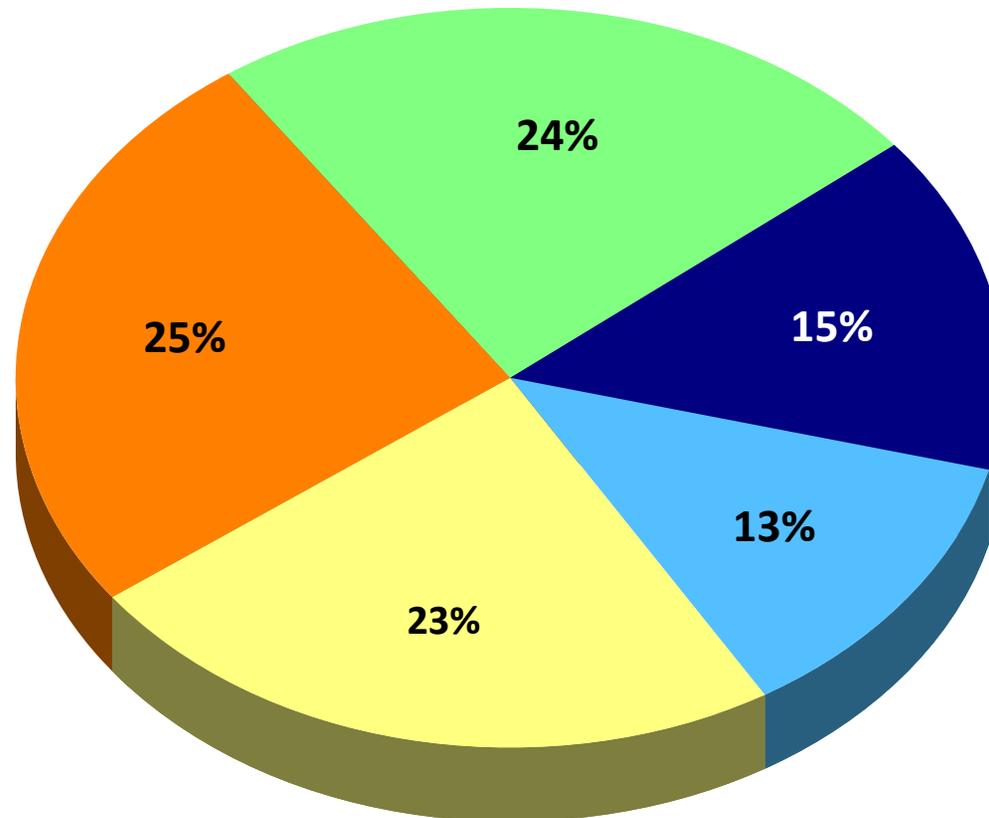
Q45. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Q46. Demographics: Total Household Income

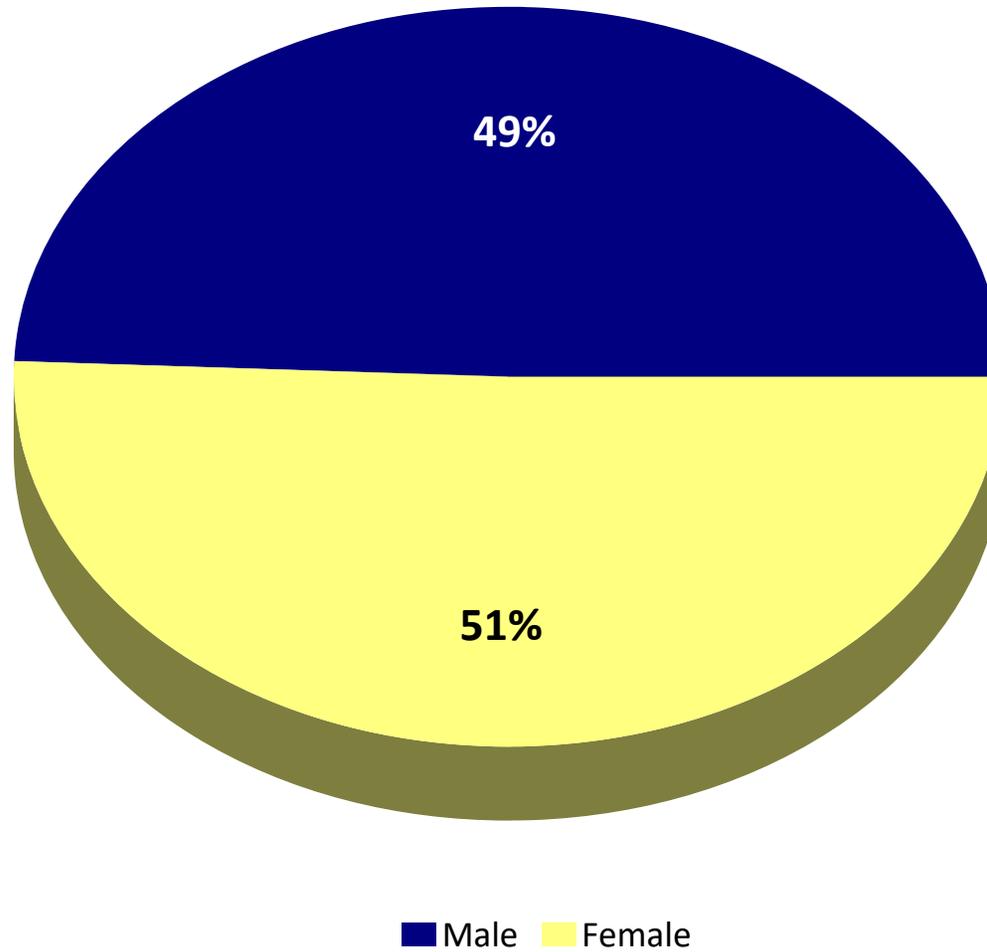
by percentage of respondents (excluding “not provided”)



■ Under \$50K ■ \$50K to \$79,999 ■ \$80K to \$119,999 ■ \$120K to \$199,999 ■ \$200K+

Q47. Demographics: Gender

by percentage of respondents (excluding "not provided")



0.3% selected "Other"



2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Southeast Region of the United States. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee.

The charts on the following pages show how the results for the City of Pelham compare to the national average and the Southeast regional average. The blue bar shows the results for Pelham. The red bar shows the Southeast regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

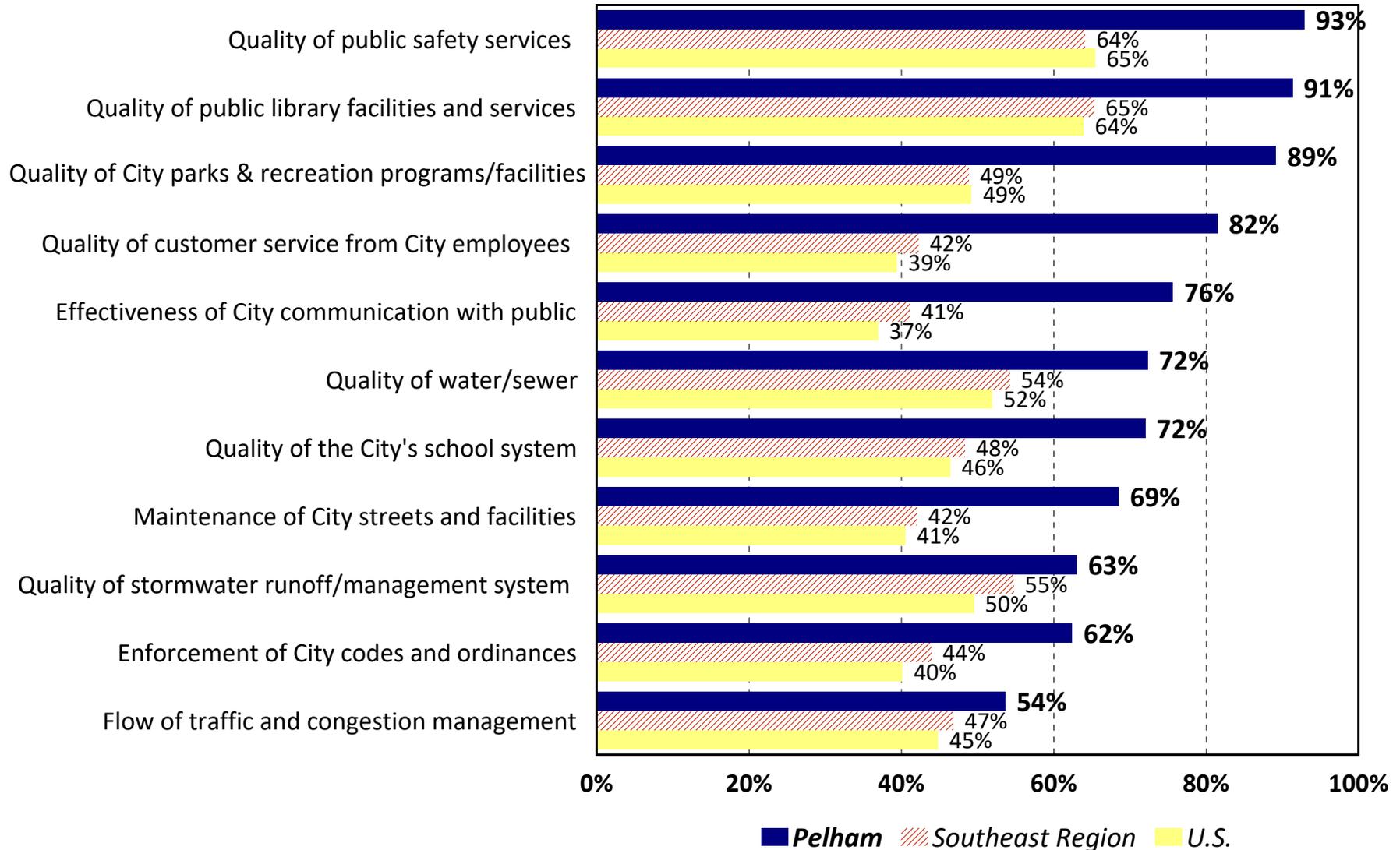
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Pelham, AL is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services

Pelham vs. Southeast Region vs. the U.S.

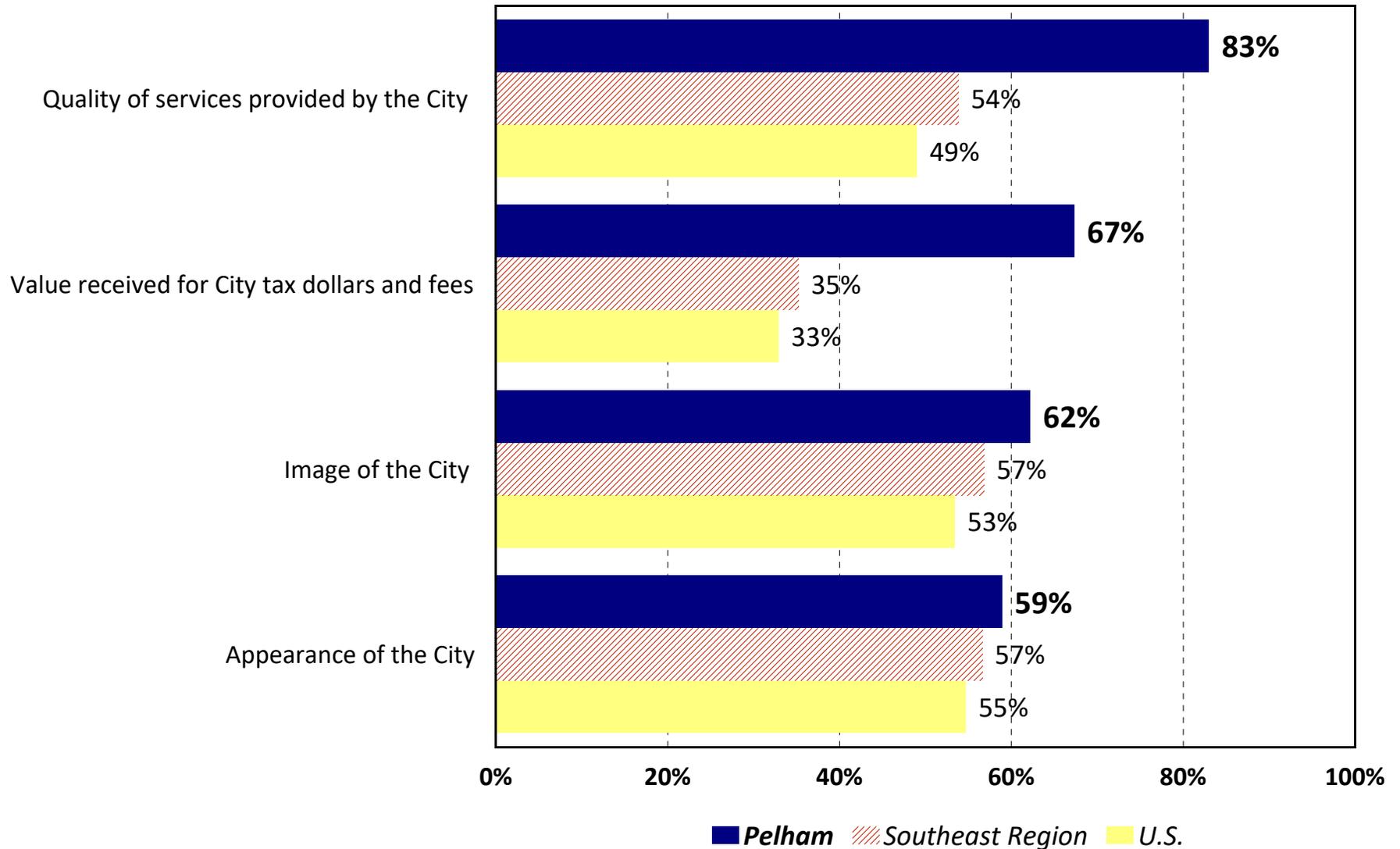
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Perceptions of the City

Pelham vs. Southeast Region vs. the U.S.

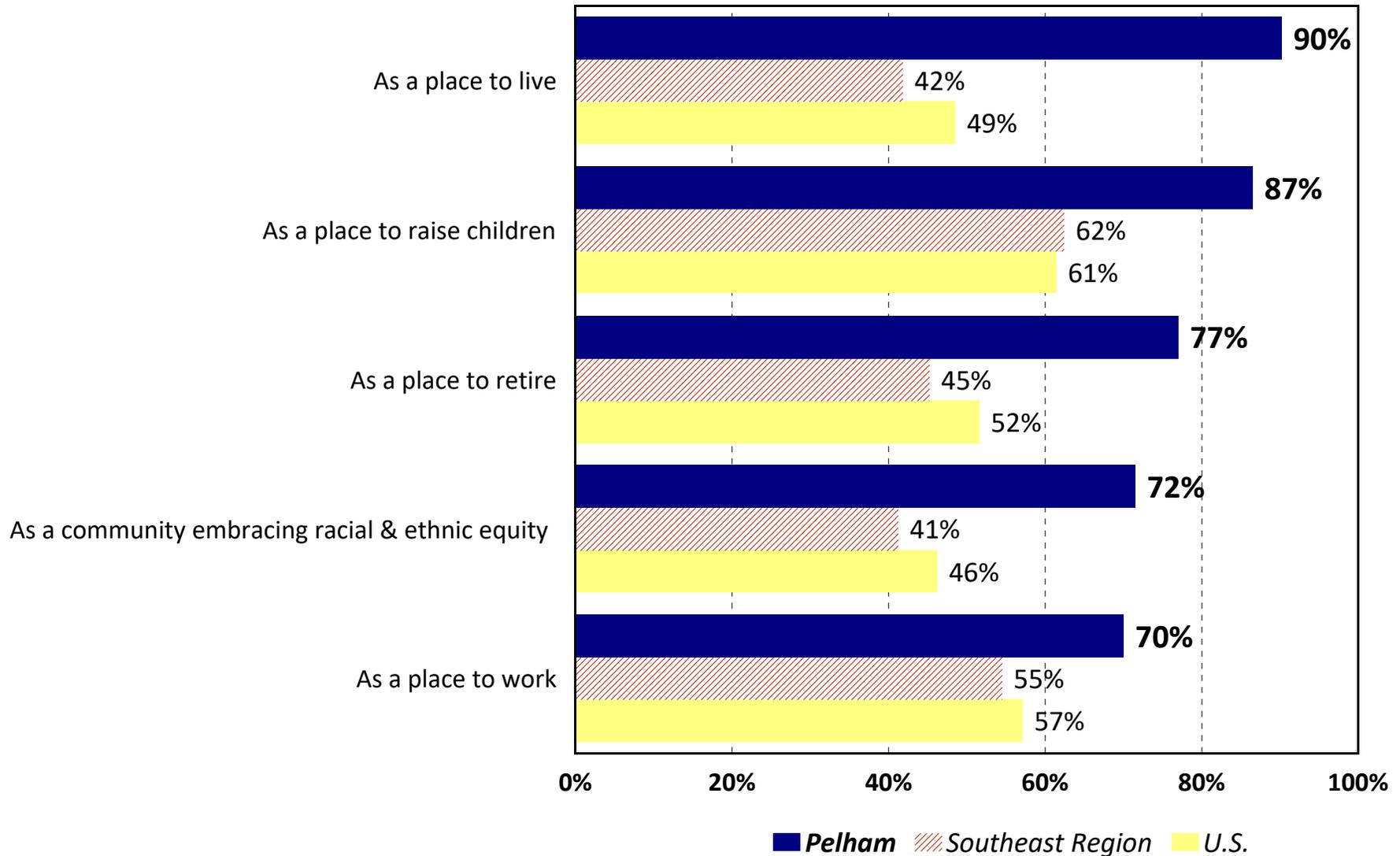
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Ratings of the City

Pelham vs. Southeast Region vs. the U.S.

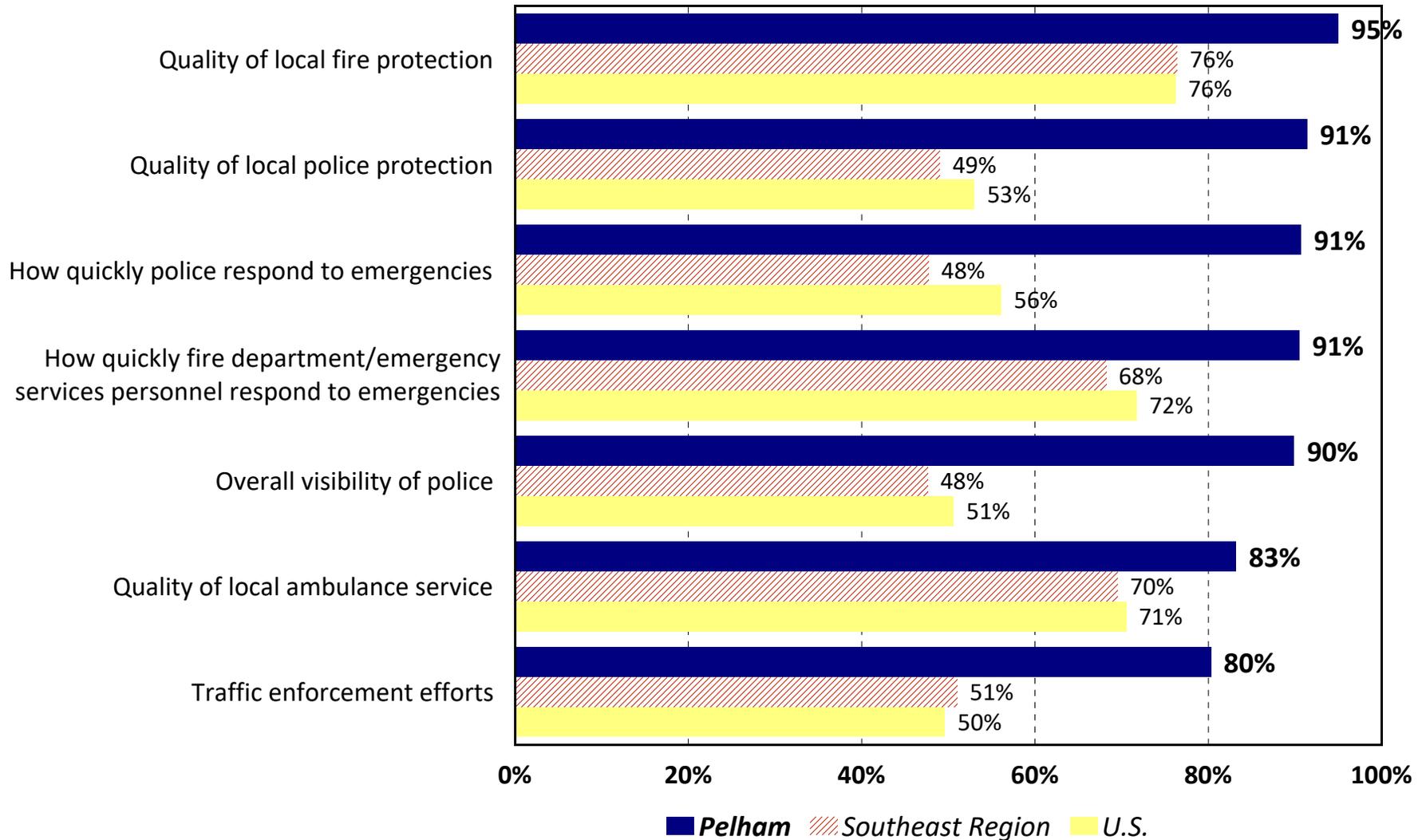
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Overall Satisfaction with Public Safety

Pelham vs. Southeast Region vs. the U.S.

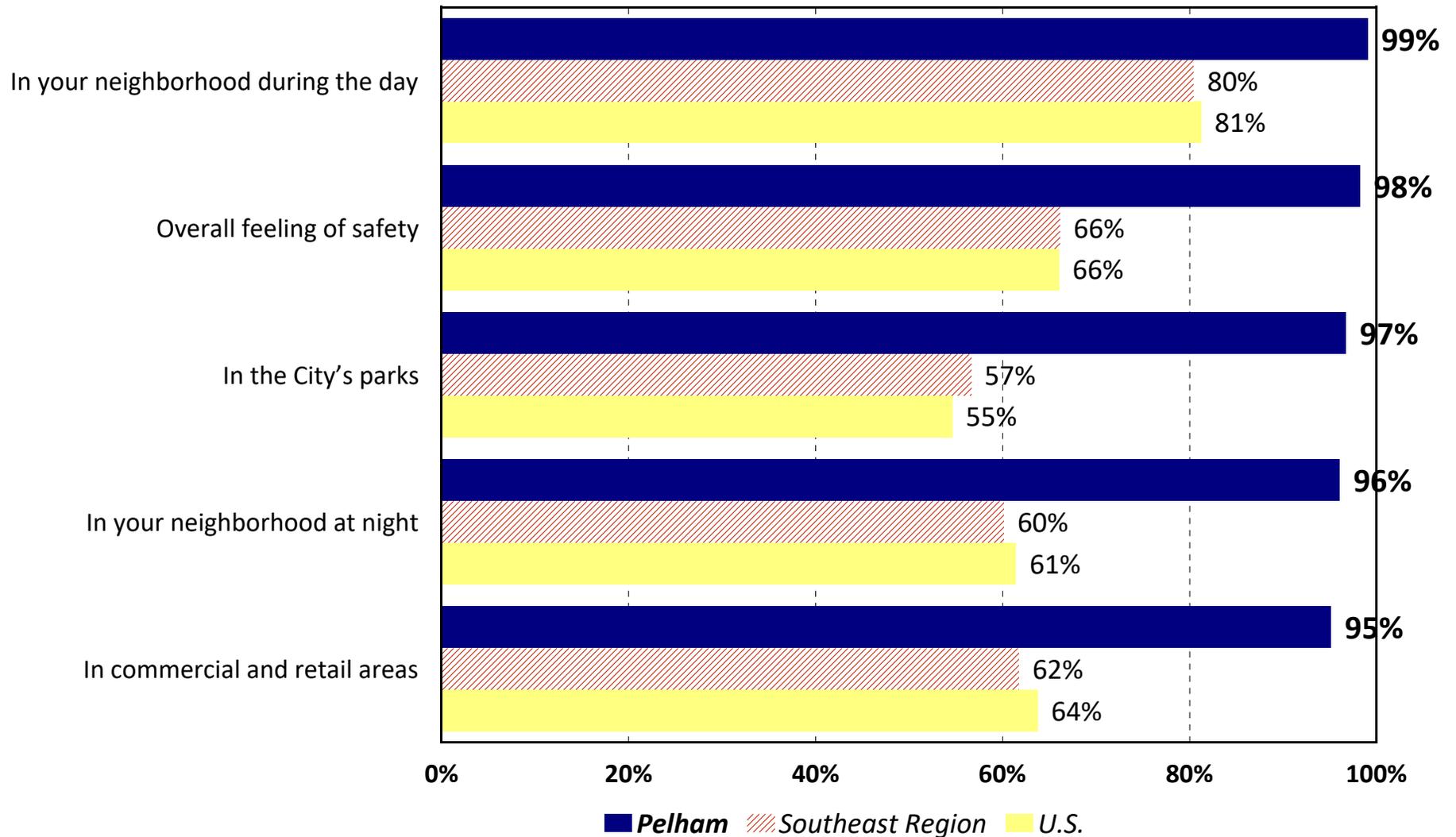
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Perceptions of Safety

Pelham vs. Southeast Region vs. the U.S.

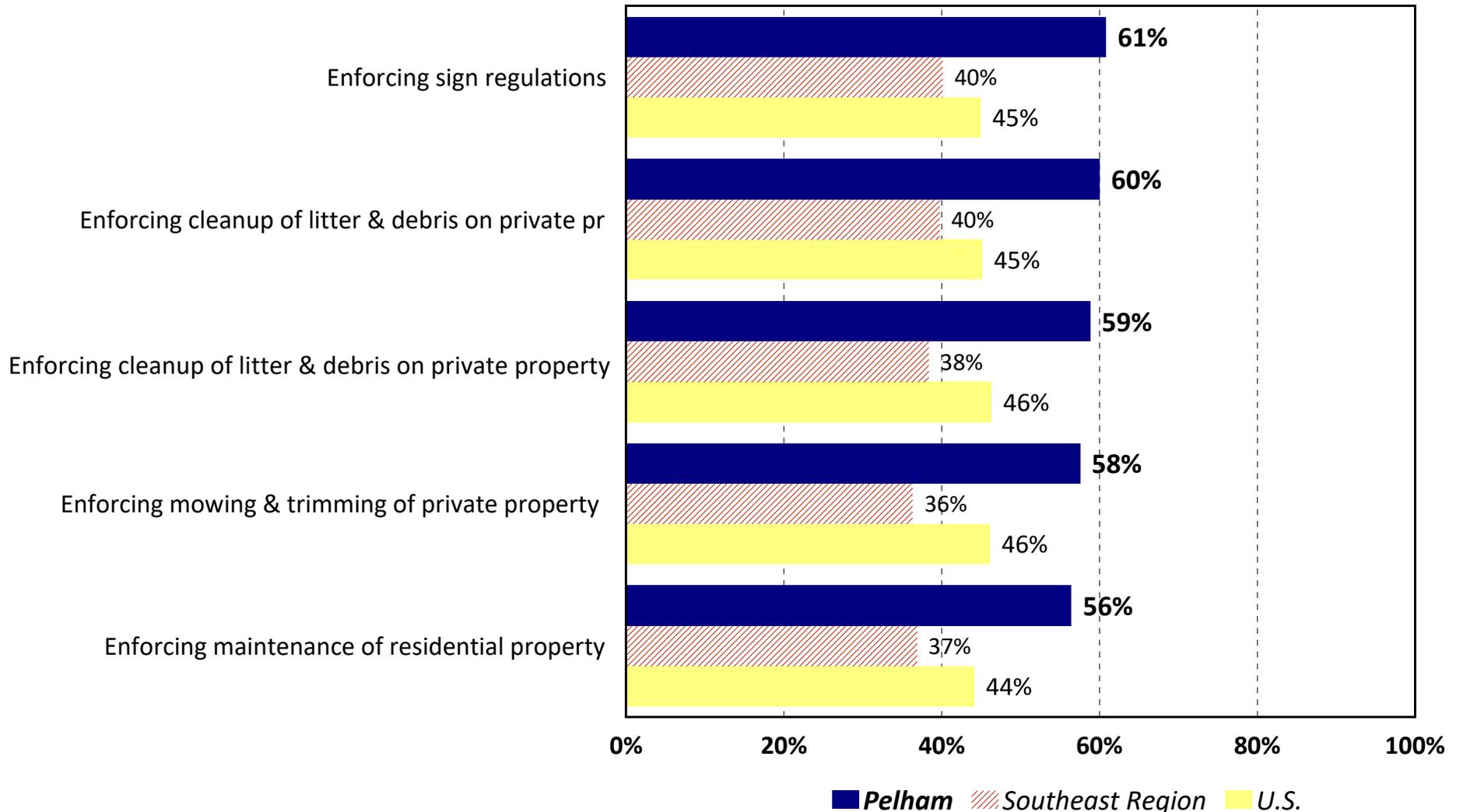
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Overall Satisfaction with Enforcement of Codes and Ordinances

Pelham vs. Southeast Region vs. the U.S.

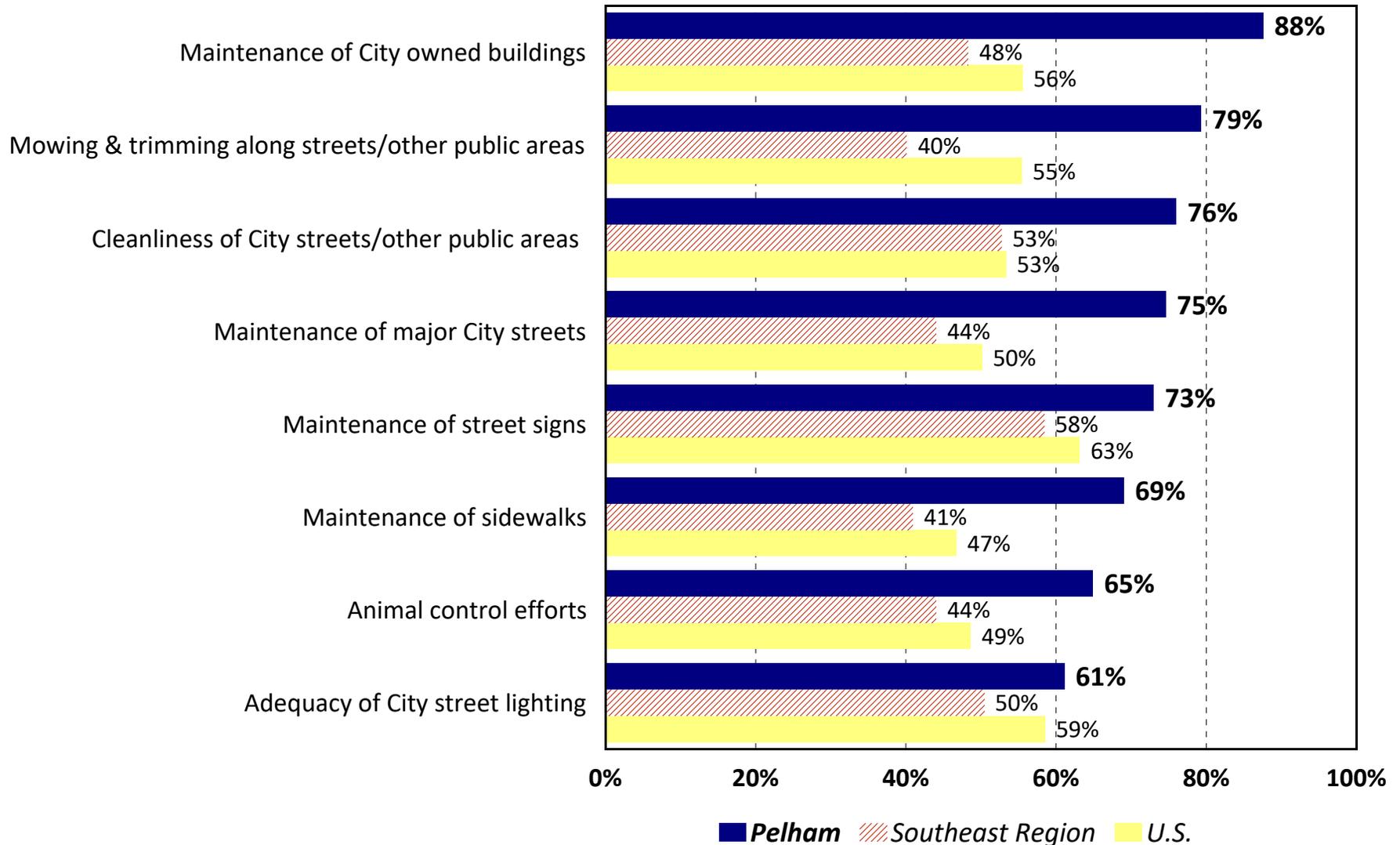
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with City Maintenance

Pelham vs. Southeast Region vs. the U.S.

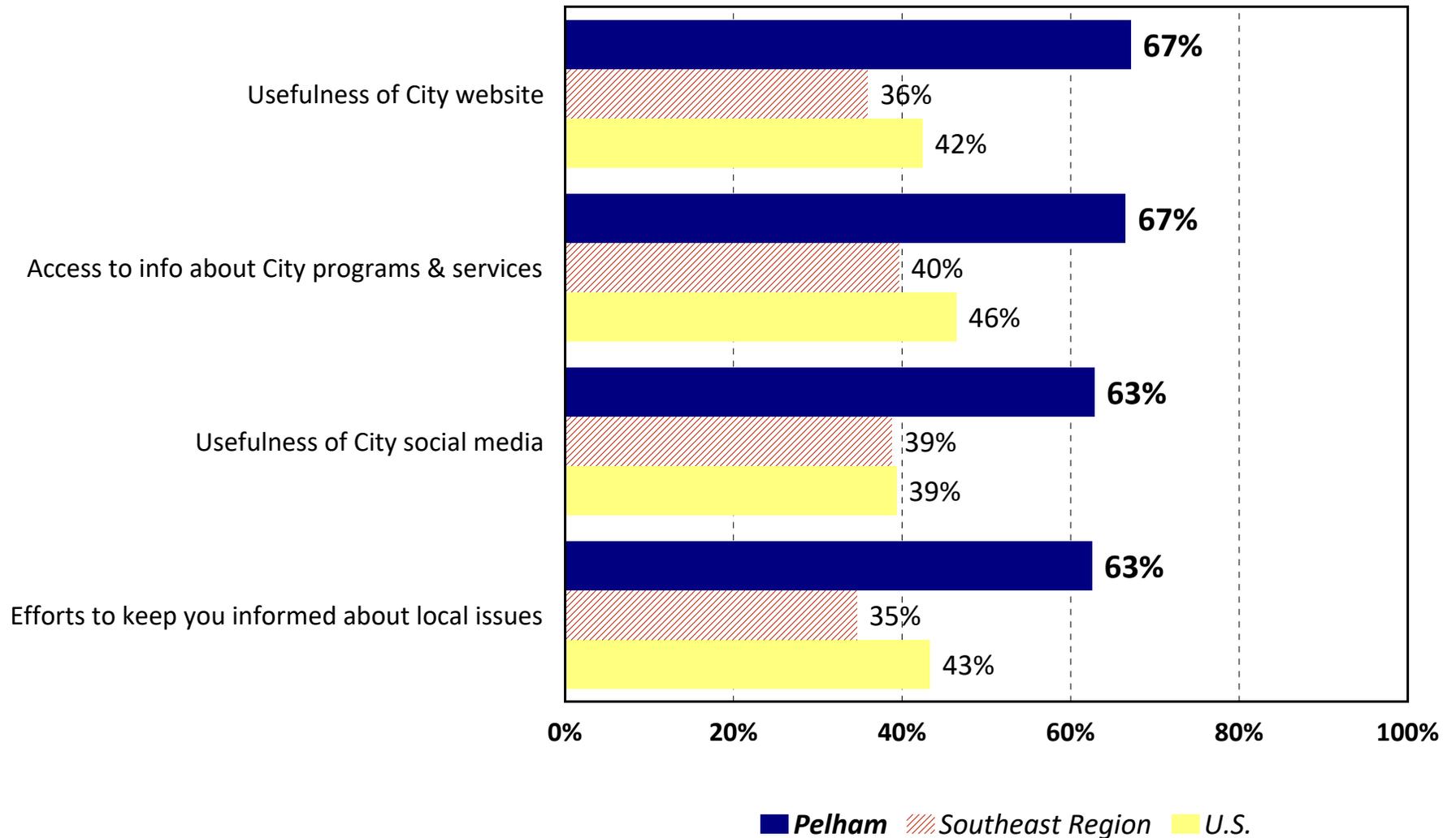
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Communication and Engagement

Pelham vs. Southeast Region vs. the U.S.

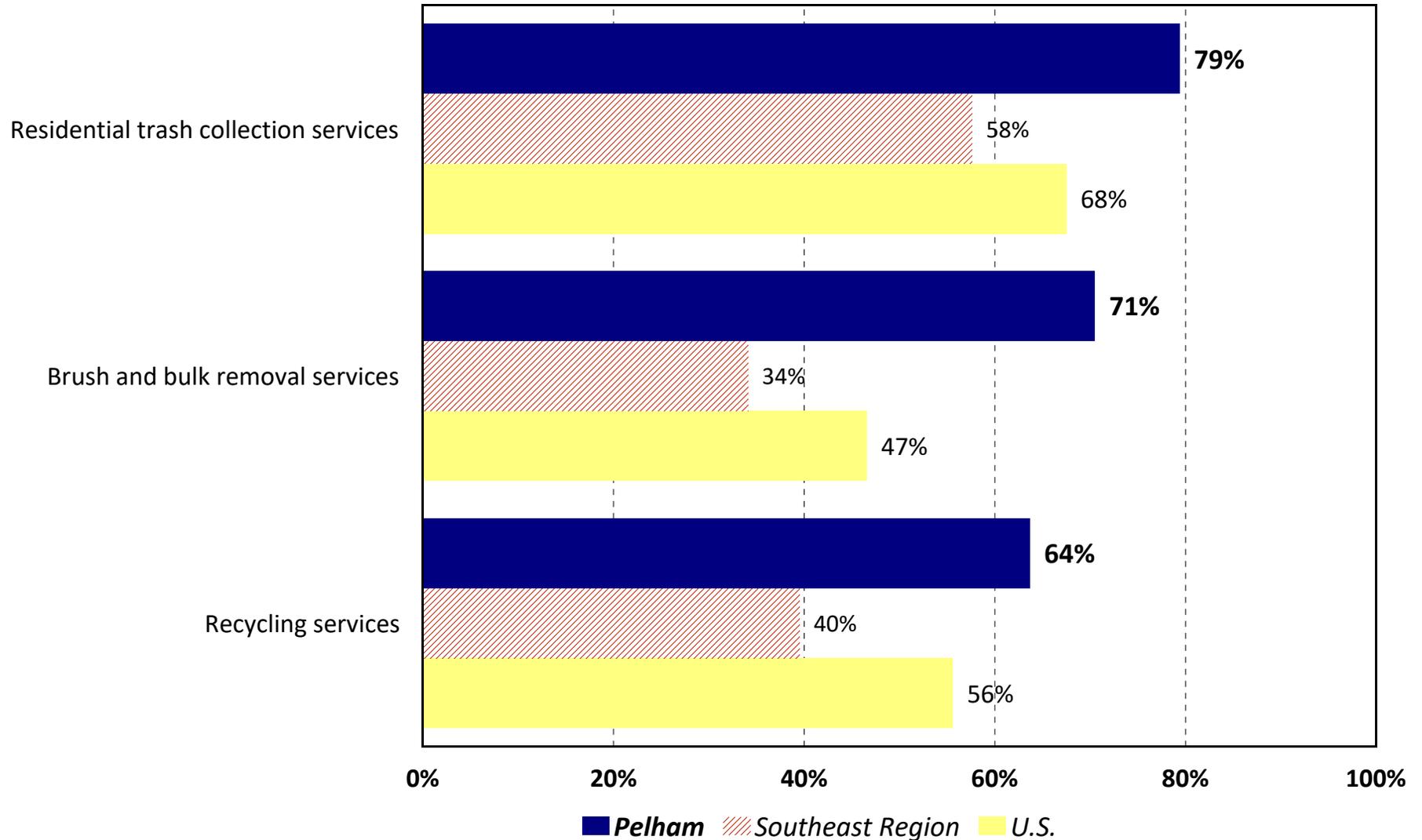
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Overall Satisfaction with Trash and Recycling

Pelham vs. Southeast Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. More than half (50.6%) of households selected "*flow of traffic and congestion management*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 53.6% of respondents surveyed rated "*flow of traffic and congestion management*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 50.6% was multiplied by 46.4% (1-0.536). This calculation yielded an I-S rating of 0.2348, which ranked first out of twelve major categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Pelham are provided on the following pages.

Importance-Satisfaction Rating 2024 City of Pelham Citizen Survey Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Flow of traffic and congestion management	51%	1	54%	12	0.2348	1
<u>High Priority (IS .10-.20)</u>						
Satisfaction with economic development	38%	3	62%	11	0.1455	2
Maintenance of City streets and facilities	40%	2	69%	8	0.1254	3
<u>Medium Priority (IS <.10)</u>						
Quality of the City's school system	33%	4	72%	7	0.0921	4
Quality of stormwater runoff/management system	18%	6	63%	9	0.0659	5
Enforcement of City codes and ordinances	14%	10	62%	10	0.0519	6
Quality of water/sewer	17%	7	72%	6	0.0479	7
Effectiveness of City communication with public	15%	9	76%	5	0.0361	8
Quality of public safety services	26%	5	93%	1	0.0183	9
Quality of City parks & recreation programs/facilities	16%	8	89%	3	0.0175	10
Quality of customer service from City employees	6%	11	82%	4	0.0111	11
Quality of public library facilities and services	3%	12	91%	2	0.0029	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

2024 City of Pelham Citizen Survey

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
None						
<u>Medium Priority (IS <.10)</u>						
Traffic enforcement efforts	33%	2	80%	8	0.0656	1
Quality of local ambulance service	23%	7	83%	7	0.0388	2
Quality of local police protection	43%	1	91%	2	0.0368	3
Overall visibility of police	28%	3	90%	5	0.0283	4
How quickly fire department/emergency services personnel respond	28%	4	91%	4	0.0264	5
How quickly police respond to emergencies	27%	5	91%	3	0.0252	6
Credibility of the police department	21%	8	88%	6	0.0248	7
Quality of local fire protection	26%	6	95%	1	0.0132	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

2024 City of Pelham Citizen Survey

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Adequacy of City street lighting	48%	2	61%	8	0.1859	1
Maintenance of major City streets	53%	1	75%	4	0.1349	2
Cleanliness of City streets/other public areas	43%	3	76%	3	0.1022	3
<u>Medium Priority (IS <.10)</u>						
Animal control efforts	19%	6	65%	7	0.0670	4
Mowing & trimming along streets/other public areas	32%	4	79%	2	0.0658	5
Maintenance of street signs	19%	5	73%	5	0.0524	6
Maintenance of sidewalks	15%	7	69%	6	0.0465	7
Maintenance of City owned buildings	6%	8	88%	1	0.0074	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

2024 City of Pelham Citizen Survey

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Number of walking and biking trails	35%	1	71%	9	0.1027	1
<u>Medium Priority (IS <.10)</u>						
City recreational programs	24%	4	70%	10	0.0720	2
The City's senior programs	24%	5	75%	6	0.0600	3
The City's youth athletic programs	24%	6	78%	4	0.0514	4
Community recreational centers	26%	3	81%	3	0.0490	5
Maintenance of City parks	28%	2	85%	1	0.0419	6
Fees charged for recreational programs	15%	8	72%	8	0.0414	7
Outdoor athletic fields	13%	9	76%	5	0.0326	8
Ease of registering for programs	11%	10	73%	7	0.0308	9
Number of City parks	16%	7	84%	2	0.0266	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought should receive the most emphasis over the next two years.

Satisfaction %:

The Satisfaction percentage represents the sum of the ratings 4 and 5 excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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4

Tabular Data

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following services.

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	19.3%	23.3%	12.8%	2.8%	1.0%	41.0%
Q1-2. Overall quality of public safety services (e.g., police, fire)	53.0%	38.5%	4.8%	1.0%	1.3%	1.5%
Q1-3. Overall quality of City parks & recreation programs & facilities	44.5%	39.5%	8.3%	1.8%	0.3%	5.8%
Q1-4. Overall maintenance of City streets & facilities	21.3%	46.8%	20.8%	8.3%	2.3%	0.8%
Q1-5. Overall enforcement of City codes & ordinances	17.0%	38.5%	24.3%	7.3%	2.0%	11.0%
Q1-6. Overall quality of customer service you receive from City employees	35.3%	38.8%	12.5%	2.8%	1.5%	9.3%
Q1-7. Overall effectiveness of City communication with the public	29.0%	44.5%	16.5%	6.0%	1.3%	2.8%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	21.5%	33.8%	21.0%	8.3%	3.3%	12.3%
Q1-9. Overall quality of public library facilities & services	44.0%	31.8%	6.3%	1.0%	0.0%	17.0%
Q1-10. Overall flow of traffic & congestion management in City	11.5%	41.8%	22.8%	16.8%	6.8%	0.5%
Q1-11. Overall quality of water/sewer	27.5%	44.3%	16.8%	8.3%	2.5%	0.8%
Q1-12. Overall satisfaction with economic development	18.0%	41.5%	21.5%	10.3%	5.0%	3.8%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following services. (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	32.6%	39.4%	21.6%	4.7%	1.7%
Q1-2. Overall quality of public safety services (e.g., police, fire)	53.8%	39.1%	4.8%	1.0%	1.3%
Q1-3. Overall quality of City parks & recreation programs & facilities	47.2%	41.9%	8.8%	1.9%	0.3%
Q1-4. Overall maintenance of City streets & facilities	21.4%	47.1%	20.9%	8.3%	2.3%
Q1-5. Overall enforcement of City codes & ordinances	19.1%	43.3%	27.2%	8.1%	2.2%
Q1-6. Overall quality of customer service you receive from City employees	38.8%	42.7%	13.8%	3.0%	1.7%
Q1-7. Overall effectiveness of City communication with the public	29.8%	45.8%	17.0%	6.2%	1.3%
Q1-8. Overall quality of City's stormwater runoff/ stormwater management system	24.5%	38.5%	23.9%	9.4%	3.7%
Q1-9. Overall quality of public library facilities & services	53.0%	38.3%	7.5%	1.2%	0.0%
Q1-10. Overall flow of traffic & congestion management in City	11.6%	42.0%	22.9%	16.8%	6.8%
Q1-11. Overall quality of water/sewer	27.7%	44.6%	16.9%	8.3%	2.5%
Q1-12. Overall satisfaction with economic development	18.7%	43.1%	22.3%	10.6%	5.2%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	63	15.8 %
Overall quality of public safety services (e.g., police, fire)	43	10.8 %
Overall quality of City parks & recreation programs & facilities	11	2.8 %
Overall maintenance of City streets & facilities	56	14.0 %
Overall enforcement of City codes & ordinances	21	5.3 %
Overall quality of customer service you receive from City employees	6	1.5 %
Overall effectiveness of City communication with the public	6	1.5 %
Overall quality of City's stormwater runoff/stormwater management system	21	5.3 %
Overall quality of public library facilities & services	2	0.5 %
Overall flow of traffic & congestion management in City	69	17.3 %
Overall quality of water/sewer	20	5.0 %
Overall satisfaction with economic development	64	16.0 %
<u>None chosen</u>	<u>18</u>	<u>4.5 %</u>
Total	400	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	39	9.8 %
Overall quality of public safety services (e.g., police, fire)	34	8.5 %
Overall quality of City parks & recreation programs & facilities	23	5.8 %
Overall maintenance of City streets & facilities	57	14.3 %
Overall enforcement of City codes & ordinances	12	3.0 %
Overall quality of customer service you receive from City employees	8	2.0 %
Overall effectiveness of City communication with the public	21	5.3 %
Overall quality of City's stormwater runoff/stormwater management system	26	6.5 %
Overall quality of public library facilities & services	4	1.0 %
Overall flow of traffic & congestion management in City	76	19.0 %
Overall quality of water/sewer	26	6.5 %
Overall satisfaction with economic development	43	10.8 %
<u>None chosen</u>	<u>31</u>	<u>7.8 %</u>
Total	400	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	29	7.3 %
Overall quality of public safety services (e.g., police, fire)	26	6.5 %
Overall quality of City parks & recreation programs & facilities	30	7.5 %
Overall maintenance of City streets & facilities	46	11.5 %
Overall enforcement of City codes & ordinances	22	5.5 %
Overall quality of customer service you receive from City employees	10	2.5 %
Overall effectiveness of City communication with the public	32	8.0 %
Overall quality of City's stormwater runoff/stormwater management system	24	6.0 %
Overall quality of public library facilities & services	7	1.8 %
Overall flow of traffic & congestion management in City	57	14.3 %
Overall quality of water/sewer	23	5.8 %
Overall satisfaction with economic development	45	11.3 %
<u>None chosen</u>	<u>49</u>	<u>12.3 %</u>
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	131	32.8 %
Overall quality of public safety services (e.g., police, fire)	103	25.8 %
Overall quality of City parks & recreation programs & facilities	64	16.0 %
Overall maintenance of City streets & facilities	159	39.8 %
Overall enforcement of City codes & ordinances	55	13.8 %
Overall quality of customer service you receive from City employees	24	6.0 %
Overall effectiveness of City communication with the public	59	14.8 %
Overall quality of City's stormwater runoff/stormwater management system	71	17.8 %
Overall quality of public library facilities & services	13	3.3 %
Overall flow of traffic & congestion management in City	202	50.5 %
Overall quality of water/sewer	69	17.3 %
Overall satisfaction with economic development	152	38.0 %
<u>None chosen</u>	<u>18</u>	<u>4.5 %</u>
Total	1120	

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Pelham using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Pelham	27.8%	54.3%	14.0%	2.5%	0.3%	1.3%
Q3-2. Overall value that you receive for your City tax dollars & fees	18.0%	48.3%	22.0%	9.0%	1.3%	1.5%
Q3-3. Overall image of City (how we are perceived)	22.8%	38.3%	24.0%	11.0%	2.0%	2.0%
Q3-4. Overall quality of life in City	30.3%	49.0%	15.8%	3.8%	0.3%	1.0%
Q3-5. Overall appearance of City	18.5%	40.0%	25.3%	13.3%	2.3%	0.8%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Pelham using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Pelham	28.1%	54.9%	14.2%	2.5%	0.3%
Q3-2. Overall value that you receive for your City tax dollars & fees	18.3%	49.0%	22.3%	9.1%	1.3%
Q3-3. Overall image of City (how we are perceived)	23.2%	39.0%	24.5%	11.2%	2.0%
Q3-4. Overall quality of life in City	30.6%	49.5%	15.9%	3.8%	0.3%
Q3-5. Overall appearance of City	18.6%	40.3%	25.4%	13.4%	2.3%

Q4. Please rate the City of Pelham with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=400)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	44.3%	45.5%	6.5%	3.0%	0.3%	0.5%
Q4-2. As a place to raise children	38.8%	38.0%	9.5%	1.8%	0.8%	11.3%
Q4-3. As a place to work	23.5%	29.8%	18.3%	2.5%	2.0%	24.0%
Q4-4. As a place to retire	33.8%	38.3%	14.5%	4.8%	2.3%	6.5%
Q4-5. As a place where I feel welcome	37.0%	45.0%	13.8%	2.8%	1.0%	0.5%
Q4-6. As a place to do business	25.8%	33.5%	16.8%	4.8%	2.0%	17.3%
Q4-7. As a community embracing racial & ethnic equity	24.0%	38.0%	20.0%	2.8%	2.0%	13.3%
Q4-8. As a community headed in the right direction	28.3%	47.0%	14.3%	6.3%	2.5%	1.8%

WITHOUT "DON'T KNOW"

Q4. Please rate the City of Pelham with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=400)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	44.5%	45.7%	6.5%	3.0%	0.3%
Q4-2. As a place to raise children	43.7%	42.8%	10.7%	2.0%	0.8%
Q4-3. As a place to work	30.9%	39.1%	24.0%	3.3%	2.6%
Q4-4. As a place to retire	36.1%	40.9%	15.5%	5.1%	2.4%
Q4-5. As a place where I feel welcome	37.2%	45.2%	13.8%	2.8%	1.0%
Q4-6. As a place to do business	31.1%	40.5%	20.2%	5.7%	2.4%
Q4-7. As a community embracing racial & ethnic equity	27.7%	43.8%	23.1%	3.2%	2.3%
Q4-8. As a community headed in the right direction	28.8%	47.8%	14.5%	6.4%	2.5%

Q5[1-5]. Police Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	50.3%	39.3%	6.8%	1.0%	0.8%	2.0%
Q5-2. Overall credibility of police department	47.8%	37.3%	8.3%	2.5%	1.0%	3.3%
Q5-3. Overall visibility of police	48.5%	40.5%	7.0%	2.8%	0.3%	1.0%
Q5-4. Traffic enforcement efforts	33.5%	44.0%	13.5%	5.0%	0.5%	3.5%
Q5-5. How quickly police respond to emergencies	39.0%	27.3%	5.8%	0.5%	0.5%	27.0%

WITHOUT "DON'T KNOW"

Q5[1-5]. Police Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	51.3%	40.1%	6.9%	1.0%	0.8%
Q5-2. Overall credibility of police department	49.4%	38.5%	8.5%	2.6%	1.0%
Q5-3. Overall visibility of police	49.0%	40.9%	7.1%	2.8%	0.3%
Q5-4. Traffic enforcement efforts	34.7%	45.6%	14.0%	5.2%	0.5%
Q5-5. How quickly police respond to emergencies	53.4%	37.3%	7.9%	0.7%	0.7%

Q5[6-8]. Fire Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Don't know
Q5-6. Overall quality of local fire protection	54.3%	32.3%	4.0%	0.5%	9.0%
Q5-7. Quality of local ambulance service	33.0%	23.8%	10.8%	0.8%	31.8%
Q5-8. How quickly fire department/emergency services personnel respond to emergencies	44.0%	25.0%	7.0%	0.3%	23.8%

WITHOUT "DON'T KNOW"

Q5[6-8]. Fire Department. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied
Q5-6. Overall quality of local fire protection	59.6%	35.4%	4.4%	0.5%
Q5-7. Quality of local ambulance service	48.4%	34.8%	15.8%	1.1%
Q5-8. How quickly fire department/emergency services personnel respond to emergencies	57.7%	32.8%	9.2%	0.3%

Q6. Which THREE of the Public Safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	104	26.0 %
Overall credibility of police department	28	7.0 %
Overall visibility of police	40	10.0 %
Traffic enforcement efforts	64	16.0 %
How quickly police respond to emergencies	39	9.8 %
Overall quality of local fire protection	7	1.8 %
Quality of local ambulance service	21	5.3 %
How quickly fire department/emergency services personnel respond to emergencies	28	7.0 %
None chosen	69	17.3 %
Total	400	100.0 %

Q6. Which THREE of the Public Safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	35	8.8 %
Overall credibility of police department	30	7.5 %
Overall visibility of police	46	11.5 %
Traffic enforcement efforts	35	8.8 %
How quickly police respond to emergencies	33	8.3 %
Overall quality of local fire protection	58	14.5 %
Quality of local ambulance service	25	6.3 %
How quickly fire department/emergency services personnel respond to emergencies	39	9.8 %
None chosen	99	24.8 %
Total	400	100.0 %

Q6. Which THREE of the Public Safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	32	8.0 %
Overall credibility of police department	24	6.0 %
Overall visibility of police	26	6.5 %
Traffic enforcement efforts	34	8.5 %
How quickly police respond to emergencies	36	9.0 %
Overall quality of local fire protection	40	10.0 %
Quality of local ambulance service	46	11.5 %
How quickly fire department/emergency services personnel respond to emergencies	44	11.0 %
None chosen	118	29.5 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the Public Safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	171	42.8 %
Overall credibility of police department	82	20.5 %
Overall visibility of police	112	28.0 %
Traffic enforcement efforts	133	33.3 %
How quickly police respond to emergencies	108	27.0 %
Overall quality of local fire protection	105	26.3 %
Quality of local ambulance service	92	23.0 %
How quickly fire department/emergency services personnel respond to emergencies	111	27.8 %
None chosen	69	17.3 %
Total	983	

Q7. Have you ever called "911?"

Q7. Have you ever called 911	Number	Percent
Yes	175	43.8 %
No	225	56.3 %
Total	400	100.0 %

Q7a. Please answer each of the following questions concerning the service you received from 911.

(N=175)

	Yes	No	Not provided
Q7a-1. Was your call answered in a timely manner	98.3%	1.1%	0.6%
Q7a-2. Were you treated professionally	97.1%	1.7%	1.1%
Q7a-3. Did call taker's action result in a satisfactory resolution	94.3%	5.1%	0.6%

WITHOUT "NOT PROVIDED"**Q7a. Please answer each of the following questions concerning the service you received from 911. (without "not provided")**

(N=175)

	Yes	No
Q7a-1. Was your call answered in a timely manner	98.9%	1.1%
Q7a-2. Were you treated professionally	98.3%	1.7%
Q7a-3. Did call taker's action result in a satisfactory resolution	94.8%	5.2%

Q8. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=400)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	85.0%	13.5%	0.8%	0.3%	0.5%
Q8-2. In your neighborhood at night	68.8%	26.5%	3.5%	0.5%	0.8%
Q8-3. In City's parks	44.0%	30.0%	1.8%	0.8%	23.5%
Q8-4. In commercial & retail areas	53.3%	39.0%	3.8%	1.0%	3.0%
Q8-5. On school campuses	33.8%	11.0%	0.5%	0.3%	54.5%
Q8-6. Overall feeling of safety in Pelham	64.5%	32.5%	1.3%	0.5%	1.3%

WITHOUT "DON'T KNOW"

Q8. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=400)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q8-1. In your neighborhood during the day	85.4%	13.6%	0.8%	0.3%
Q8-2. In your neighborhood at night	69.3%	26.7%	3.5%	0.5%
Q8-3. In City's parks	57.5%	39.2%	2.3%	1.0%
Q8-4. In commercial & retail areas	54.9%	40.2%	3.9%	1.0%
Q8-5. On school campuses	74.2%	24.2%	1.1%	0.5%
Q8-6. Overall feeling of safety in Pelham	65.3%	32.9%	1.3%	0.5%

Q9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Enforcing cleanup of litter & debris on private property	16.3%	36.3%	19.0%	11.8%	4.3%	12.5%
Q9-2. Enforcing mowing & trimming of private property	14.5%	34.5%	22.5%	10.3%	3.5%	14.8%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	15.0%	33.0%	23.0%	9.5%	4.5%	15.0%
Q9-4. Enforcing maintenance of business property	15.5%	32.5%	22.0%	9.8%	2.0%	18.3%
Q9-5. Enforcing sign regulations	14.0%	33.0%	23.8%	5.5%	1.0%	22.8%
Q9-6. Enforcing parking regulations	15.8%	33.8%	18.3%	6.0%	4.5%	21.8%

WITHOUT "DON'T KNOW"

Q9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Enforcing cleanup of litter & debris on private property	18.6%	41.4%	21.7%	13.4%	4.9%
Q9-2. Enforcing mowing & trimming of private property	17.0%	40.5%	26.4%	12.0%	4.1%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	17.6%	38.8%	27.1%	11.2%	5.3%
Q9-4. Enforcing maintenance of business property	19.0%	39.8%	26.9%	11.9%	2.4%
Q9-5. Enforcing sign regulations	18.1%	42.7%	30.7%	7.1%	1.3%
Q9-6. Enforcing parking regulations	20.1%	43.1%	23.3%	7.7%	5.8%

Q10. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of major City streets	20.0%	52.5%	14.3%	8.3%	2.3%	2.8%
Q10-2. Maintenance of sidewalks	16.8%	42.3%	20.8%	3.5%	2.3%	14.5%
Q10-3. Maintenance of street signs	19.5%	50.0%	19.0%	5.3%	1.5%	4.8%
Q10-4. Maintenance of City owned buildings	26.5%	49.5%	9.8%	0.5%	0.5%	13.3%
Q10-5. Mowing & trimming along streets & other public areas	24.5%	53.0%	13.8%	5.0%	1.5%	2.3%
Q10-6. Adequacy of City street lighting	15.8%	44.0%	19.3%	14.0%	4.8%	2.3%
Q10-7. Overall cleanliness of City streets/other public areas	20.0%	53.8%	17.5%	5.8%	0.0%	3.0%
Q10-8. Animal control efforts	15.0%	36.3%	17.5%	6.3%	4.0%	21.0%

WITHOUT "DON'T KNOW"

Q10. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of major City streets	20.6%	54.0%	14.7%	8.5%	2.3%
Q10-2. Maintenance of sidewalks	19.6%	49.4%	24.3%	4.1%	2.6%
Q10-3. Maintenance of street signs	20.5%	52.5%	19.9%	5.5%	1.6%
Q10-4. Maintenance of City owned buildings	30.5%	57.1%	11.2%	0.6%	0.6%
Q10-5. Mowing & trimming along streets & other public areas	25.1%	54.2%	14.1%	5.1%	1.5%
Q10-6. Adequacy of City street lighting	16.1%	45.0%	19.7%	14.3%	4.9%
Q10-7. Overall cleanliness of City streets/other public areas	20.6%	55.4%	18.0%	5.9%	0.0%
Q10-8. Animal control efforts	19.0%	45.9%	22.2%	7.9%	5.1%

Q11. Which THREE of the City Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	122	30.5 %
Maintenance of sidewalks	20	5.0 %
Maintenance of street signs	11	2.8 %
Maintenance of City owned buildings	8	2.0 %
Mowing & trimming along streets & other public areas	22	5.5 %
Adequacy of City street lighting	78	19.5 %
Overall cleanliness of City streets/other public areas	39	9.8 %
Animal control efforts	29	7.3 %
None chosen	71	17.8 %
Total	400	100.0 %

Q11. Which THREE of the City Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	49	12.3 %
Maintenance of sidewalks	24	6.0 %
Maintenance of street signs	39	9.8 %
Maintenance of City owned buildings	6	1.5 %
Mowing & trimming along streets & other public areas	50	12.5 %
Adequacy of City street lighting	67	16.8 %
Overall cleanliness of City streets/other public areas	50	12.5 %
Animal control efforts	27	6.8 %
None chosen	88	22.0 %
Total	400	100.0 %

Q11. Which THREE of the City Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	41	10.3 %
Maintenance of sidewalks	16	4.0 %
Maintenance of street signs	27	6.8 %
Maintenance of City owned buildings	10	2.5 %
Mowing & trimming along streets & other public areas	55	13.8 %
Adequacy of City street lighting	46	11.5 %
Overall cleanliness of City streets/other public areas	81	20.3 %
Animal control efforts	20	5.0 %
None chosen	104	26.0 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the City Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	212	53.0 %
Maintenance of sidewalks	60	15.0 %
Maintenance of street signs	77	19.3 %
Maintenance of City owned buildings	24	6.0 %
Mowing & trimming along streets & other public areas	127	31.8 %
Adequacy of City street lighting	191	47.8 %
Overall cleanliness of City streets/other public areas	170	42.5 %
Animal control efforts	76	19.0 %
None chosen	71	17.8 %
Total	1008	

Q12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Number of City parks	30.5%	43.8%	11.8%	2.8%	0.3%	11.0%
Q12-2. Number of walking & biking trails	24.3%	35.5%	14.0%	10.3%	0.8%	15.3%
Q12-3. Outdoor athletic fields	25.0%	32.0%	14.3%	3.5%	0.8%	24.5%
Q12-4. Community recreational centers (Senior Center & City Recreation Center)	32.0%	32.0%	11.8%	3.0%	0.5%	20.8%
Q12-5. City's youth athletic programs	18.3%	24.8%	10.3%	1.0%	0.8%	45.0%
Q12-6. City's senior programs	18.0%	23.0%	11.0%	2.8%	0.0%	45.3%
Q12-7. City recreational programs (classes, trips, special events, arts programming)	17.5%	24.5%	13.5%	4.0%	0.5%	40.0%
Q12-8. Maintenance of City parks	29.5%	43.3%	11.0%	1.5%	0.3%	14.5%
Q12-9. Ease of registering for programs	19.3%	22.0%	11.0%	4.3%	0.3%	43.3%
Q12-10. Fees charged for recreational programs	17.0%	23.5%	13.5%	1.5%	0.8%	43.8%

WITHOUT "DON'T KNOW"

Q12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Number of City parks	34.3%	49.2%	13.2%	3.1%	0.3%
Q12-2. Number of walking & biking trails	28.6%	41.9%	16.5%	12.1%	0.9%
Q12-3. Outdoor athletic fields	33.1%	42.4%	18.9%	4.6%	1.0%
Q12-4. Community recreational centers (Senior Center & City Recreation Center)	40.4%	40.4%	14.8%	3.8%	0.6%
Q12-5. City's youth athletic programs	33.2%	45.0%	18.6%	1.8%	1.4%
Q12-6. City's senior programs	32.9%	42.0%	20.1%	5.0%	0.0%
Q12-7. City recreational programs (classes, trips, special events, arts programming)	29.2%	40.8%	22.5%	6.7%	0.8%
Q12-8. Maintenance of City parks	34.5%	50.6%	12.9%	1.8%	0.3%
Q12-9. Ease of registering for programs	33.9%	38.8%	19.4%	7.5%	0.4%
Q12-10. Fees charged for recreational programs	30.2%	41.8%	24.0%	2.7%	1.3%

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	24	6.0 %
Number of walking & biking trails	82	20.5 %
Outdoor athletic fields	23	5.8 %
Community recreational centers (Senior Center & City Recreation Center)	38	9.5 %
City's youth athletic programs	33	8.3 %
City's senior programs	27	6.8 %
City recreational programs (classes, trips, special events, arts programming)	22	5.5 %
Maintenance of City parks	33	8.3 %
Ease of registering for programs	8	2.0 %
Fees charged for recreational programs	16	4.0 %
None chosen	94	23.5 %
Total	400	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	19	4.8 %
Number of walking & biking trails	35	8.8 %
Outdoor athletic fields	12	3.0 %
Community recreational centers (Senior Center & City Recreation Center)	42	10.5 %
City's youth athletic programs	37	9.3 %
City's senior programs	37	9.3 %
City recreational programs (classes, trips, special events, arts programming)	34	8.5 %
Maintenance of City parks	36	9.0 %
Ease of registering for programs	19	4.8 %
Fees charged for recreational programs	16	4.0 %
None chosen	113	28.3 %
Total	400	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	21	5.3 %
Number of walking & biking trails	22	5.5 %
Outdoor athletic fields	18	4.5 %
Community recreational centers (Senior Center & City Recreation Center)	22	5.5 %
City's youth athletic programs	24	6.0 %
City's senior programs	31	7.8 %
City recreational programs (classes, trips, special events, arts programming)	40	10.0 %
Maintenance of City parks	43	10.8 %
Ease of registering for programs	18	4.5 %
Fees charged for recreational programs	27	6.8 %
None chosen	134	33.5 %
Total	400	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	64	16.0 %
Number of walking & biking trails	139	34.8 %
Outdoor athletic fields	53	13.3 %
Community recreational centers (Senior Center & City Recreation Center)	102	25.5 %
City's youth athletic programs	94	23.5 %
City's senior programs	95	23.8 %
City recreational programs (classes, trips, special events, arts programming)	96	24.0 %
Maintenance of City parks	112	28.0 %
Ease of registering for programs	45	11.3 %
Fees charged for recreational programs	59	14.8 %
None chosen	94	23.5 %
Total	953	

Q14. How often have you visited a City park in the past year?

<u>Q14. How often have you visited a City park in past year</u>	<u>Number</u>	<u>Percent</u>
Less than 5	199	49.8 %
6-10	49	12.3 %
11-20	40	10.0 %
21-30	21	5.3 %
31-40	4	1.0 %
41-50	17	4.3 %
51+	37	9.3 %
Not provided	33	8.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q14. How often have you visited a City park in the past year? (without "not provided")**

<u>Q14. How often have you visited a City park in past year</u>	<u>Number</u>	<u>Percent</u>
Less than 5	199	54.2 %
6-10	49	13.4 %
11-20	40	10.9 %
21-30	21	5.7 %
31-40	4	1.1 %
41-50	17	4.6 %
51+	37	10.1 %
Total	367	100.0 %

Q15. How often have you participated in programs at the park (i.e., athletic programs, senior programs, family movie night, etc.) in the past year?

Q15. How often have you participated in programs at the park in past year

	Number	Percent
Less than 5	311	77.8 %
6-10	29	7.3 %
11-20	10	2.5 %
21-30	9	2.3 %
31+	7	1.8 %
Not provided	34	8.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q15. How often have you participated in programs at the park (i.e., athletic programs, senior programs, family movie night, etc.) in the past year? (without "not provided")

Q15. How often have you participated in programs at the park in past year

	Number	Percent
Less than 5	311	85.0 %
6-10	29	7.9 %
11-20	10	2.7 %
21-30	9	2.5 %
31+	7	1.9 %
Total	366	100.0 %

Q16. How often have you visited the Pelham Recreation Center in the past year?

Q16. How often have you visited Pelham Recreation

Center in past year	Number	Percent
Less than 5	290	72.5 %
6-10	22	5.5 %
11-20	21	5.3 %
21-30	10	2.5 %
31+	25	6.3 %
Not provided	32	8.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q16. How often have you visited the Pelham Recreation Center in the past year? (without "not provided")**

Q16. How often have you visited Pelham Recreation

Center in past year	Number	Percent
Less than 5	290	78.8 %
6-10	22	6.0 %
11-20	21	5.7 %
21-30	10	2.7 %
31+	25	6.8 %
Total	368	100.0 %

Q17. Library. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of library materials	30.5%	24.8%	9.0%	1.3%	0.0%	34.5%
Q17-2. Programs & services for children ages 0-12	16.3%	11.8%	8.0%	1.3%	0.3%	62.5%
Q17-3. Programs & services for teens ages 13-19	11.8%	10.5%	9.5%	1.3%	0.0%	67.0%
Q17-4. Programs & services for adults ages 20-49	12.8%	11.0%	11.8%	1.0%	0.8%	62.8%
Q17-5. Programs & services for mature adults ages 50 & up	15.3%	14.8%	11.8%	1.5%	0.5%	56.3%
Q17-6. Meeting room rental opportunities	14.3%	12.3%	11.3%	0.3%	0.0%	62.0%
Q17-7. Quality of customer service	31.8%	21.5%	8.5%	0.3%	0.0%	38.0%
Q17-8. Marketing of library events & offerings	17.0%	17.8%	15.3%	4.8%	0.8%	44.5%

WITHOUT "DON'T KNOW"

Q17. Library. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of library materials	46.6%	37.8%	13.7%	1.9%	0.0%
Q17-2. Programs & services for children ages 0-12	43.3%	31.3%	21.3%	3.3%	0.7%
Q17-3. Programs & services for teens ages 13-19	35.6%	31.8%	28.8%	3.8%	0.0%
Q17-4. Programs & services for adults ages 20-49	34.2%	29.5%	31.5%	2.7%	2.0%
Q17-5. Programs & services for mature adults ages 50 & up	34.9%	33.7%	26.9%	3.4%	1.1%
Q17-6. Meeting room rental opportunities	37.5%	32.2%	29.6%	0.7%	0.0%
Q17-7. Quality of customer service	51.2%	34.7%	13.7%	0.4%	0.0%
Q17-8. Marketing of library events & offerings	30.6%	32.0%	27.5%	8.6%	1.4%

Q18. How often have you physically visited the Pelham Public Library in the past year?

Q18. How often have you physically visited Pelham
Public Library in past year

	Number	Percent
Less than 5	255	63.8 %
6-10	43	10.8 %
11-20	35	8.8 %
21-30	11	2.8 %
31+	17	4.3 %
Not provided	39	9.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q18. How often have you physically visited the Pelham Public Library in the past year? (without "not provided")**

Q18. How often have you physically visited Pelham
Public Library in past year

	Number	Percent
Less than 5	255	70.6 %
6-10	43	11.9 %
11-20	35	9.7 %
21-30	11	3.0 %
31+	17	4.7 %
Total	361	100.0 %

Q19. How often have you utilized the services offered by the Pelham Public Library in the past year?

Q19. How often have you utilized services offered by Pelham Public Library in past year

	Number	Percent
Less than 5	284	71.0 %
6-10	32	8.0 %
11-20	22	5.5 %
21+	17	4.3 %
Not provided	45	11.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q19. How often have you utilized the services offered by the Pelham Public Library in the past year? (without "not provided")**

Q19. How often have you utilized services offered by Pelham Public Library in past year

	Number	Percent
Less than 5	284	80.0 %
6-10	32	9.0 %
11-20	22	6.2 %
21+	17	4.8 %
Total	355	100.0 %

Q20. City Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Access to information about City programs & services	18.0%	39.3%	20.5%	6.5%	1.8%	14.0%
Q20-2. City efforts to keep you informed about local issues	19.5%	37.5%	21.8%	10.8%	1.8%	8.8%
Q20-3. Usefulness of City website	18.8%	37.3%	20.8%	5.5%	1.3%	16.5%
Q20-4. Usefulness of City social media (e.g., Facebook, X/Twitter, Instagram, YouTube, Nextdoor)	15.5%	28.0%	21.3%	4.0%	0.5%	30.8%
Q20-5. Use of 311 app	13.3%	16.0%	15.5%	1.8%	1.0%	52.5%
Q20-6. Quality of transparent, trusted, & accurate City communication	14.5%	31.0%	26.8%	5.0%	2.0%	20.8%
Q20-7. Quality of Pelham Pathway (quarterly magazine)	29.5%	45.0%	11.3%	0.8%	0.5%	13.0%
Q20-8. Quality of monthly eNewsletter	19.3%	27.5%	14.8%	0.8%	1.0%	36.8%
Q20-9. Your experience engaging with City Government process	12.0%	22.3%	21.5%	5.5%	2.0%	36.8%
Q20-10. Access to emergency information	18.8%	35.5%	19.5%	2.5%	0.5%	23.3%

WITHOUT "DON'T KNOW"

Q20. City Communication and Engagement. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Access to information about City programs & services	20.9%	45.6%	23.8%	7.6%	2.0%
Q20-2. City efforts to keep you informed about local issues	21.4%	41.1%	23.8%	11.8%	1.9%
Q20-3. Usefulness of City website	22.5%	44.6%	24.9%	6.6%	1.5%
Q20-4. Usefulness of City social media (e.g., Facebook, X/Twitter, Instagram, YouTube, Nextdoor)	22.4%	40.4%	30.7%	5.8%	0.7%
Q20-5. Use of 311 app	27.9%	33.7%	32.6%	3.7%	2.1%
Q20-6. Quality of transparent, trusted, & accurate City communication	18.3%	39.1%	33.8%	6.3%	2.5%
Q20-7. Quality of Pelham Pathway (quarterly magazine)	33.9%	51.7%	12.9%	0.9%	0.6%
Q20-8. Quality of monthly eNewsletter	30.4%	43.5%	23.3%	1.2%	1.6%
Q20-9. Your experience engaging with City Government process	19.0%	35.2%	34.0%	8.7%	3.2%
Q20-10. Access to emergency information	24.4%	46.3%	25.4%	3.3%	0.7%

Q21. Do you have access to the internet at home?

Q21. Do you have access to internet at home	Number	Percent
Yes	376	94.0 %
No	17	4.3 %
Not provided	7	1.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Do you have access to the internet at home? (without "not provided")**

Q21. Do you have access to internet at home	Number	Percent
Yes	376	95.7 %
No	17	4.3 %
Total	393	100.0 %

Q21a. Do you have high-speed broadband or dial-up internet access at your home?

Q21a. Do you have high-speed broadband or dial-up Internet access at your home	Number	Percent
Broadband (DSL/cable/fiber)	350	93.1 %
Dial-up	3	0.8 %
Don't know	23	6.1 %
Total	376	100.0 %

WITHOUT "DON'T KNOW"**Q21a. Do you have high-speed broadband or dial-up internet access at your home? (without "don't know")**

Q21a. Do you have high-speed broadband or dial-up Internet access at your home	Number	Percent
Broadband (DSL/cable/fiber)	350	99.2 %
Dial-up	3	0.8 %
Total	353	100.0 %

Q22. Have you contacted the City with a question, problem, or complaint during the past year?

Q22. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	181	45.3 %
No	219	54.8 %
Total	400	100.0 %

Q22a. Which City department did you contact MOST RECENTLY?

- A concern with a traffic light... not sure the department
- Building code
- Building permits
- bulk trash
- Business license office
- Business license office
- City clerk
- CITY CODE AND ORDINANCES
- City commissioners
- City Council member
- City Government / Building Department
- City maintenance
- City officials
- City Street Dept regarding a damaged sign
- City waste services (limb pickup)
- Code enforcement
- Code enforcement for residential homes not mowing their lawns.
- Code office
- Code office
- Communications, no response to question about the live council meetings.
- Complaints about ATT leaving yards a mess after installing Fiber.
- Compliance and trash
- COMPLIANCE OFFICER-PELHAM POLICE
- David Corham via Facebook regarding economic growth.
- Debris pick up and garbage pick up
- Did not get a name.
- DSPW
- Enforcement
- Enforcement of mowing residential property
- Engineering, had a problem that never got resolved.
- Excessive trash pick up for a refrigerator and they were fantastic. I emailed them on a Saturday and they were there on Monday to pick up the refrigerator.
- Fire Department/Paramedics

Q22a. Which City department did you contact MOST RECENTLY?

- Fire dept
- Garbage
- Garbage
- Garbage
- Garbage pick up
- Garbage pick up and complaint about trash
- Garbage pick up and large debris-and dependable
- Garbage pick up and Water Works
- Garbage
- GARBAGE-PUBLIC WORKS
- Highway dept
- Highway dept
- HOME ALARM
- I left a message, but never had a response
- It was in regard to a broken sewer top that they replaced twice.
- Lady that answered the phone at City Hall. She knows everything.
- Lawn clipping pick up.
- library
- Main switchboard
- maintenance
- Mayor took away Bingo for older adults
- Noise ordinance issues- city council members
- Not sure
- Ordinance office for a lawn care business being operated at the corner of wilderness court and Cross Creek trail. Unfortunately, the business is still operating and using garbage pick up provided for residential customers. This is not a commercial property therefore, should not be allowed in our neighborhood.
- Parks & Rec
- Parks & Rec
- Pelham police about the loud car with muffler against the law that sounds daily at 6:30 AM
- Pelham Police Department
- Pelham Rec
- Pelham Water Works
- Pelham Water Works
- Pelham Water Works, Pelham Street Department, Police Department and AmWaste
- permits
- Pick up bulk garbage
- Police

Q22a. Which City department did you contact MOST RECENTLY?

- Water, trash, highway
- Water and sewer
- Water/Sewer/Garbage
- Water/trash
- Water/trash
- Water-trash pickup.
- Water works
- we needed a replacement for our garbage can
- Yards
- Zoning

Q22b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employees you contacted in the City department displayed the following behaviors.

(N=181)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q22b-1. They were easy to contact	42.5%	38.7%	10.5%	5.0%	2.2%	1.1%
Q22b-2. They were courteous & polite	56.9%	28.2%	7.7%	1.7%	2.2%	3.3%
Q22b-3. They gave prompt, accurate, & complete answers to questions	41.4%	28.7%	16.0%	5.0%	6.1%	2.8%
Q22b-4. They helped you resolve an issue to your satisfaction	40.3%	24.3%	14.4%	8.8%	8.8%	3.3%

WITHOUT "DON'T KNOW"

Q22b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employees you contacted in the City department displayed the following behaviors. (without "don't know")

(N=181)

	Always	Usually	Sometimes	Seldom	Never
Q22b-1. They were easy to contact	43.0%	39.1%	10.6%	5.0%	2.2%
Q22b-2. They were courteous & polite	58.9%	29.1%	8.0%	1.7%	2.3%
Q22b-3. They gave prompt, accurate, & complete answers to questions	42.6%	29.5%	16.5%	5.1%	6.3%
Q22b-4. They helped you resolve an issue to your satisfaction	41.7%	25.1%	14.9%	9.1%	9.1%

Q23. Perceptions of Community. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Quality of new development in Pelham	16.3%	39.5%	24.0%	8.8%	4.5%	7.0%
Q23-2. Access to parks & green space	31.8%	40.8%	14.5%	1.8%	0.0%	11.3%
Q23-3. Variety of businesses in Pelham	15.3%	33.0%	22.5%	16.5%	7.3%	5.5%
Q23-4. Availability of cultural activities & arts	12.3%	26.8%	26.3%	9.8%	4.0%	21.0%
Q23-5. Availability of festivals & community events	14.0%	33.8%	23.5%	10.0%	3.0%	15.8%

WITHOUT "DON'T KNOW"

Q23. Perceptions of Community. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Quality of new development in Pelham	17.5%	42.5%	25.8%	9.4%	4.8%
Q23-2. Access to parks & green space	35.8%	45.9%	16.3%	2.0%	0.0%
Q23-3. Variety of businesses in Pelham	16.1%	34.9%	23.8%	17.5%	7.7%
Q23-4. Availability of cultural activities & arts	15.5%	33.9%	33.2%	12.3%	5.1%
Q23-5. Availability of festivals & community events	16.6%	40.1%	27.9%	11.9%	3.6%

Q24. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 9 being the LOWEST priority.

(N=400)

	Highest priority	2	3	4	5	6	7	8	Lowest priority	Not provided
Q24-1. Expanded fire protection & facilities	9.8%	17.8%	11.0%	11.0%	10.0%	9.5%	6.5%	4.5%	1.8%	18.1%
Q24-2. Expanded police protection & facilities	19.3%	14.3%	8.5%	9.0%	11.0%	6.8%	5.8%	4.8%	3.5%	17.0%
Q24-3. Road resurfacing & reconstruction	31.5%	12.3%	20.8%	11.0%	7.3%	4.0%	2.8%	1.5%	0.5%	8.3%
Q24-4. Improved stormwater infrastructure	8.5%	9.8%	8.5%	15.0%	13.5%	10.5%	7.0%	6.0%	3.3%	17.9%
Q24-5. Expanded library services & facilities	1.5%	2.8%	3.8%	5.3%	4.5%	14.0%	14.0%	11.3%	19.8%	23.0%
Q24-6. Expansion of recreation trails & facilities	9.8%	11.5%	7.5%	7.5%	7.8%	8.0%	12.0%	13.3%	5.5%	17.1%
Q24-7. Improved water/ sewer infrastructure	10.0%	13.5%	12.3%	11.0%	9.8%	8.8%	8.8%	5.3%	2.0%	18.5%
Q24-8. Expansion of code compliance efforts	5.8%	4.3%	7.8%	4.5%	6.5%	6.5%	9.5%	13.3%	21.8%	20.0%
Q24-9. Expansion of current recreational offerings	4.0%	8.5%	10.3%	8.5%	7.3%	7.8%	8.8%	14.5%	13.5%	16.8%

WITHOUT "NOT PROVIDED"

Q24. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 9 being the LOWEST priority. (without "not provided")

(N=400)

	Highest priority	2	3	4	5	6	7	8	Lowest priority
Q24-1. Expanded fire protection & facilities	11.9%	21.7%	13.5%	13.5%	12.2%	11.6%	8.0%	5.5%	2.1%
Q24-2. Expanded police protection & facilities	23.3%	17.2%	10.3%	10.9%	13.3%	8.2%	6.9%	5.7%	4.2%
Q24-3. Road resurfacing & reconstruction	34.4%	13.4%	22.7%	12.0%	7.9%	4.4%	3.0%	1.6%	0.5%
Q24-4. Improved stormwater infrastructure	10.4%	11.9%	10.4%	18.3%	16.4%	12.8%	8.5%	7.3%	4.0%
Q24-5. Expanded library services & facilities	2.0%	3.6%	4.9%	6.8%	5.9%	18.2%	18.2%	14.7%	25.7%
Q24-6. Expansion of recreation trails & facilities	11.8%	13.9%	9.1%	9.1%	9.4%	9.7%	14.5%	16.0%	6.6%
Q24-7. Improved water/ sewer infrastructure	12.3%	16.6%	15.1%	13.5%	12.0%	10.8%	10.8%	6.5%	2.5%
Q24-8. Expansion of code compliance efforts	7.2%	5.3%	9.7%	5.6%	8.2%	8.2%	11.9%	16.6%	27.3%
Q24-9. Expansion of current recreational offerings	4.8%	10.2%	12.3%	10.2%	8.7%	9.3%	10.5%	17.5%	16.3%

Q25. In general, how supportive are you of what the City has done so far in terms of Economic Development?

Q25. How supportive are you of what City has done so far in terms of Economic Development

	Number	Percent
Very supportive	150	37.5 %
Somewhat supportive	145	36.3 %
Not sure	54	13.5 %
Not supportive	32	8.0 %
Not provided	19	4.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"

Q25. In general, how supportive are you of what the City has done so far in terms of Economic Development? (without "not provided")

Q25. How supportive are you of what City has done so far in terms of Economic Development

	Number	Percent
Very supportive	150	39.4 %
Somewhat supportive	145	38.1 %
Not sure	54	14.2 %
Not supportive	32	8.4 %
Total	381	100.0 %

Q26. How often do you typically go OUTSIDE Pelham City limits to purchase groceries?

Q26. How often do you typically go outside Pelham

City limits to purchase groceries	Number	Percent
Every day	12	3.0 %
A few times per week	62	15.5 %
At least once a week	66	16.5 %
A few times per month	110	27.5 %
A few times per year	51	12.8 %
Seldom or never	87	21.8 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q26. How often do you typically go OUTSIDE Pelham City limits to purchase groceries? (without "not provided")**

Q26. How often do you typically go outside Pelham

City limits to purchase groceries	Number	Percent
Every day	12	3.1 %
A few times per week	62	16.0 %
At least once a week	66	17.0 %
A few times per month	110	28.4 %
A few times per year	51	13.1 %
Seldom or never	87	22.4 %
Total	388	100.0 %

Q27. How often do you typically shop for groceries WITHIN the Pelham City limits?

Q27. How often do you typically shop for groceries
within Pelham City limits

	Number	Percent
Every day	19	4.8 %
A few times per week	149	37.3 %
At least once a week	139	34.8 %
A few times per month	58	14.5 %
A few times per year	7	1.8 %
Seldom or never	16	4.0 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q27. How often do you typically shop for groceries WITHIN the Pelham City limits? (without "not provided")**

Q27. How often do you typically shop for groceries
within Pelham City limits

	Number	Percent
Every day	19	4.9 %
A few times per week	149	38.4 %
At least once a week	139	35.8 %
A few times per month	58	14.9 %
A few times per year	7	1.8 %
Seldom or never	16	4.1 %
Total	388	100.0 %

Q28. How often do you typically go OUTSIDE Pelham City limits to dine out?

Q28. How often do you typically go outside Pelham

<u>City limits to dine out</u>	<u>Number</u>	<u>Percent</u>
Every day	5	1.3 %
A few times per week	58	14.5 %
At least once a week	83	20.8 %
A few times per month	135	33.8 %
A few times per year	76	19.0 %
Seldom or never	31	7.8 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q28. How often do you typically go OUTSIDE Pelham City limits to dine out? (without "not provided")**

Q28. How often do you typically go outside Pelham

<u>City limits to dine out</u>	<u>Number</u>	<u>Percent</u>
Every day	5	1.3 %
A few times per week	58	14.9 %
At least once a week	83	21.4 %
A few times per month	135	34.8 %
A few times per year	76	19.6 %
Seldom or never	31	8.0 %
Total	388	100.0 %

Q29. How often do you typically dine out WITHIN the Pelham City limits?

Q29. How often do you typically dine out within Pelham

City limits	Number	Percent
A few times per week	55	13.8 %
At least once a week	77	19.3 %
A few times per month	155	38.8 %
A few times per year	63	15.8 %
Seldom or never	38	9.5 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q29. How often do you typically dine out WITHIN the Pelham City limits? (without "not provided")**

Q29. How often do you typically dine out within Pelham

City limits	Number	Percent
A few times per week	55	14.2 %
At least once a week	77	19.8 %
A few times per month	155	39.9 %
A few times per year	63	16.2 %
Seldom or never	38	9.8 %
Total	388	100.0 %

Q30. How often do you typically go OUTSIDE Pelham City limits to make home improvement purchases?

Q30. How often do you typically go outside Pelham City limits to make home improvement purchases

	Number	Percent
A few times per week	8	2.0 %
At least once a week	15	3.8 %
A few times per month	102	25.5 %
A few times per year	133	33.3 %
Seldom or never	127	31.8 %
Not provided	15	3.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q30. How often do you typically go OUTSIDE Pelham City limits to make home improvement purchases? (without "not provided")**

Q30. How often do you typically go outside Pelham City limits to make home improvement purchases

	Number	Percent
A few times per week	8	2.1 %
At least once a week	15	3.9 %
A few times per month	102	26.5 %
A few times per year	133	34.5 %
Seldom or never	127	33.0 %
Total	385	100.0 %

Q31. How often do you typically make home improvement purchases WITHIN the Pelham City limits?

Q31. How often do you typically make home improvement purchases within Pelham City limits

	Number	Percent
Every day	2	0.5 %
A few times per week	10	2.5 %
At least once a week	21	5.3 %
A few times per month	126	31.5 %
A few times per year	183	45.8 %
Seldom or never	45	11.3 %
Not provided	13	3.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q31. How often do you typically make home improvement purchases WITHIN the Pelham City limits? (without "not provided")**

Q31. How often do you typically make home improvement purchases within Pelham City limits

	Number	Percent
Every day	2	0.5 %
A few times per week	10	2.6 %
At least once a week	21	5.4 %
A few times per month	126	32.6 %
A few times per year	183	47.3 %
Seldom or never	45	11.6 %
Total	387	100.0 %

Q32. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS?

Q32. How has your online purchase of goods & services changed in past 12 months	Number	Percent
Buy online much more frequently	111	27.8 %
Buy online somewhat more frequently	105	26.3 %
No change	125	31.3 %
Buy online somewhat less frequently	13	3.3 %
Buy online much less frequently	8	2.0 %
Do not shop online	21	5.3 %
Not provided	17	4.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q32. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS? (without "not provided")**

Q32. How has your online purchase of goods & services changed in past 12 months	Number	Percent
Buy online much more frequently	111	29.0 %
Buy online somewhat more frequently	105	27.4 %
No change	125	32.6 %
Buy online somewhat less frequently	13	3.4 %
Buy online much less frequently	8	2.1 %
Do not shop online	21	5.5 %
Total	383	100.0 %

Q33. Which of the following reasons were MOST IMPORTANT in your decision to live in Pelham?

Q33. Most important reasons why you decide to live in Pelham	Number	Percent
School system	94	23.5 %
Quality of housing	157	39.3 %
Quality of life	153	38.3 %
Occupation/job	61	15.3 %
Geographic location	209	52.3 %
Other	46	11.5 %
Total	720	

Q33-6. Other

- Affordability
- Affordability
- Affordability
- Affordable and availability
- Annexed into Pelham from Chelsea
- Born and raised here
- Close to family
- Close to family
- convenience
- Cost
- Cost of housing
- Cost of new home
- Family
- Family
- Family in town too
- Family is here
- Family lives here
- Fire/Police protection
- Forced by annexation
- Found the home we liked
- Got married
- Grew up here
- Grew up here
- Housing costs and safety
- Housing price was good
- I found the house I like
- I grew up here

Q33-6. Other

- I live in the house that I was born and raised in. It has a nice back yard and woods and nature, including all kinds of wildlife. It is beautiful, but will probably end sometime in the relatively near future, as I believe this beautiful and amazing forestland has been sold, likely to make way for a neighborhood, or even a possible commercial development, but I believe it will be the former rather than the latter.
- Larger lots and safety
- Lease to buy situation in the 80s bought home and stayed
- Less traffic on highway
- Low taxes and excellent city amenities.
- Lower taxes at that time.
- Marriage
- Near family
- Originally it was chosen because it wasn't over crowded. That has changed drastically in the last 10 years.
- Prices were good when we bought
- PROXIMITY TO JOB -HOOVER
- Raised in Pelham
- Realty values
- safety
- Taxes
- The variety of cultural diversity
- Value per dollar
- Water/sewer less
- We bought in Chelsea and were annexed into Pelham

Q34. Which of the following activities/amenities offered in Pelham are MOST IMPORTANT or would be MOST APPRECIATED by your household?

Q34. Activities/amenities offered in Pelham that are most important to your household or would be most appreciated by your household

	Number	Percent
Special events (e.g., "Palooza," "National Night Out," Christmas activities, outdoor entertainment events)	120	30.0 %
Access to or view of natural resources (e.g., Oak Mountain)	173	43.3 %
Walking/running/biking trails that unite all areas of City	161	40.3 %
Unique & enjoyable dining/entertainment venues	251	62.8 %
Quality youth athletic facilities	57	14.3 %
Shopping conveniences or unique shopping experiences/ boutiques	215	53.8 %
Total	977	

Q35. Have you visited the Pelham Civic Complex in the past year?

Q35. Have you visited Pelham Civic Complex in past year

	Number	Percent
Yes	212	53.0 %
No	188	47.0 %
Total	400	100.0 %

Q37. Have you visited Ballantrae Golf Club in the past year?

<u>Q37. Have you visited Ballantrae Golf Club in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	78	19.5 %
No	310	77.5 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Have you visited Ballantrae Golf Club in the past year? (without "not provided")**

<u>Q37. Have you visited Ballantrae Golf Club in past year</u>	<u>Number</u>	<u>Percent</u>
Yes	78	20.1 %
No	310	79.9 %
Total	388	100.0 %

Q38. Have you visited the Pelham Racquet Club in the past year?

Q38. Have you visited Pelham Racquet Club in past year	Number	Percent
Yes	23	5.8 %
No	373	93.3 %
Not provided	4	1.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Have you visited the Pelham Racquet Club in the past year? (without "not provided")**

Q38. Have you visited Pelham Racquet Club in past year	Number	Percent
Yes	23	5.8 %
No	373	94.2 %
Total	396	100.0 %

Q39. New Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q39-1. Residential trash collection services	33.5%	44.3%	11.3%	6.5%	2.5%	2.0%
Q39-2. Brush & bulk removal services	27.5%	36.5%	12.5%	9.5%	4.8%	9.3%
Q39-3. New "Mixed Stream" recycling services	21.5%	26.3%	17.8%	5.8%	3.8%	25.0%

WITHOUT "DON'T KNOW"

Q39. New Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=400)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q39-1. Residential trash collection services	34.2%	45.2%	11.5%	6.6%	2.6%
Q39-2. Brush & bulk removal services	30.3%	40.2%	13.8%	10.5%	5.2%
Q39-3. New "Mixed Stream" recycling services	28.7%	35.0%	23.7%	7.7%	5.0%

Q40. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	883
Under age 5	0.1	35
Ages 5-9	0.1	33
Ages 10-14	0.1	36
Ages 15-19	0.1	36
Ages 20-24	0.1	41
Ages 25-34	0.3	127
Ages 35-44	0.4	136
Ages 45-54	0.4	137
Ages 55-64	0.4	149
Ages 65-74	0.3	97
Ages 75+	0.1	56

Q41. Approximately how many years have you lived in the City of Pelham?

Q41. How many years have you lived in City of Pelham	Number	Percent
Less than 5 years	44	11.0 %
5-10 years	68	17.0 %
11-20 years	90	22.5 %
21+ years	168	42.0 %
Not provided	30	7.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Approximately how many years have you lived in the City of Pelham? (without "not provided")**

Q41. How many years have you lived in City of Pelham	Number	Percent
Less than 5 years	44	11.9 %
5-10 years	68	18.4 %
11-20 years	90	24.3 %
21+ years	168	45.4 %
Total	370	100.0 %

Q42. How many people in your household work within Pelham City limits?

Q42. How many people in your household work within Pelham City limits	Number	Percent
0	240	60.0 %
1	90	22.5 %
2	28	7.0 %
3+	4	1.0 %
Not provided	38	9.5 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q42. How many people in your household work within Pelham City limits? (without "not provided")**

Q42. How many people in your household work within Pelham City limits	Number	Percent
0	240	66.3 %
1	90	24.9 %
2	28	7.7 %
3+	4	1.1 %
Total	362	100.0 %

Q43. Do you own or rent your current residence?

Q43. Do you own or rent your current residence	Number	Percent
Own	354	88.5 %
Rent	34	8.5 %
Not provided	12	3.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Do you own or rent your current residence? (without "not provided")**

Q43. Do you own or rent your current residence	Number	Percent
Own	354	91.2 %
Rent	34	8.8 %
Total	388	100.0 %

Q44. What is your age?

Q44. Your age	Number	Percent
18-34	69	17.3 %
35-44	75	18.8 %
45-54	80	20.0 %
55-64	77	19.3 %
65+	78	19.5 %
Not provided	21	5.3 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q44. What is your age? (without "not provided")**

Q44. Your age	Number	Percent
18-34	69	18.2 %
35-44	75	19.8 %
45-54	80	21.1 %
55-64	77	20.3 %
65+	78	20.6 %
Total	379	100.0 %

Q45. Which of the following best describes your race/ethnicity?

Q45. Your race/ethnicity	Number	Percent
Asian or Asian Indian	10	2.5 %
Black or African American	52	13.0 %
American Indian or Alaska Native	2	0.5 %
White	279	69.8 %
Native Hawaiian or other Pacific Islander	1	0.3 %
Hispanic, Spanish, or Latino/a/x	60	15.0 %
Other	5	1.3 %
Total	409	

Q45-7. Self-describe your race/ethnicity:

Q45-7. Self-describe your race/ethnicity	Number	Percent
Mixed race	2	40.0 %
Middle Eastern	1	20.0 %
Arab	1	20.0 %
Creole	1	20.0 %
Total	5	100.0 %

Q46. Would you say your total household income is...

Q46. Your total household income	Number	Percent
Under \$50K	50	12.5 %
\$50K to \$79,999	81	20.3 %
\$80K to \$119,999	87	21.8 %
\$120K to \$199,999	80	20.0 %
\$200K+	43	10.8 %
Not provided	59	14.8 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q46. Would you say your total household income is... (without "not provided")**

Q46. Your total household income	Number	Percent
Under \$50K	50	14.7 %
\$50K to \$79,999	81	23.8 %
\$80K to \$119,999	87	25.5 %
\$120K to \$199,999	80	23.5 %
\$200K+	43	12.6 %
Total	341	100.0 %

Q47. Your gender:

<u>Q47. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	195	48.8 %
Female	200	50.0 %
Other	1	0.3 %
Not provided	4	1.0 %
Total	400	100.0 %

WITHOUT "NOT PROVIDED"**Q47. Your gender: (without "not provided")**

<u>Q47. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	195	49.2 %
Female	200	50.5 %
Other	1	0.3 %
Total	396	100.0 %

Q47-3. Self-describe your gender:

<u>Q47-3. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Gender Fluid	1	100.0 %
Total	1	100.0 %



5

Survey Instrument



Pelham

A path apart.

Dear Pelham Resident:

Pelham introduced its first citizen survey in 2022, which had excellent returns. Over the past three years, it has utilized the survey results to set priorities. As promised, we are committed to surveying our citizens at least every three years so that our policies and budget priorities reflect the voice of our community members.

This survey is only being sent to a percentage of residents representing the demographics from the last Census data we received. An outside vendor has chosen you to participate, and your responses are completely confidential. The City doesn't even know the names of the selected participants. Your participation is vital to the success of the survey. We value your opinions on the City's quality of life, including residential and commercial development, public safety, management, and recreational programs.

Please take a few minutes to complete and return this anonymous survey in the postage-paid return envelope addressed to ETC Institute, our partner in this effort. You may also complete the survey online at PelhamAL2024Survey.org. Upon completion, the comprehensive report analyzing the results will be available online at pelhamalabama.gov.

You may also view a printed copy at Pelham City Hall at 3162 Pelham Parkway. If ETC does not receive a response, they may attempt to contact you personally. We provide this information because we want you to know the communication is not fraudulent and encourage you to participate.

Thank you in advance for your participation. If you have any questions or concerns, please contact the city manager's office at 205-620-6402.

Sincerely,

Gary Waters
Mayor



2024 City of Pelham Citizen Survey

Welcome to the City of Pelham's Citizen Survey for 2024. Your input is an important part of the City's ongoing effort to involve citizens in long-range planning and investment decisions. Please take a few minutes to complete this survey. If you have questions, please call the City of Pelham at 205-620-6400.

1. **Overall Satisfaction with City Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following services.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the City's school system	5	4	3	2	1	9
02. Overall quality of public safety services (e.g., police, fire)	5	4	3	2	1	9
03. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
04. Overall maintenance of City streets and facilities	5	4	3	2	1	9
05. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Overall quality of public library facilities and services	5	4	3	2	1	9
10. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
11. Overall quality of water/sewer	5	4	3	2	1	9
12. Overall satisfaction with economic development	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. **Please rate your satisfaction with each of the following items that may influence your perception of the City of Pelham using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How would you rate the City of Pelham:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City of Pelham	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City (how we are perceived)	5	4	3	2	1	9
4. Overall quality of life in the City	5	4	3	2	1	9
5. Overall appearance of the City	5	4	3	2	1	9

4. **Please rate the City of Pelham with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".**

How would you rate the City of Pelham:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place where I feel welcome	5	4	3	2	1	9
6. As a place to do business	5	4	3	2	1	9
7. As a community embracing racial and ethnic equity	5	4	3	2	1	9
8. As a community headed in the right direction	5	4	3	2	1	9

5. **Public Safety.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Pelham Police Department							
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	Overall credibility of the police department	5	4	3	2	1	9
3.	The overall visibility of police	5	4	3	2	1	9
4.	Traffic enforcement efforts	5	4	3	2	1	9
5.	How quickly police respond to emergencies	5	4	3	2	1	9
Pelham Fire Department							
6.	Overall quality of local fire protection	5	4	3	2	1	9
7.	Quality of local ambulance service	5	4	3	2	1	9
8.	How quickly fire department/emergency services personnel respond to emergencies	5	4	3	2	1	9

6. Which THREE of the Public Safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____ 3rd: ____

7. Have you ever called "911"? ____ (1) Yes ____ (2) No [Skip to Q8.]

- 7a. Please answer each of the following questions concerning the service you received from 911.

		Yes	No
1.	Was your call answered in a timely manner?	1	2
2.	Were you treated professionally?	1	2
3.	Did the call taker's action result in a satisfactory resolution?	1	2

8. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

How safe do you feel:		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	4	3	2	1	9
2.	In your neighborhood at night	4	3	2	1	9
3.	In the City's parks	4	3	2	1	9
4.	In commercial and retail areas	4	3	2	1	9
5.	On school campuses	4	3	2	1	9
6.	Overall feeling of safety in Pelham	4	3	2	1	9

9. **Enforcement of Codes and Ordinances.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing sign regulations	5	4	3	2	1	9
6.	Enforcing parking regulations	5	4	3	2	1	9

10. **City Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major City streets	5	4	3	2	1	9
2.	Maintenance of sidewalks	5	4	3	2	1	9
3.	Maintenance of street signs	5	4	3	2	1	9
4.	Maintenance of City owned buildings	5	4	3	2	1	9
5.	Mowing and trimming along streets and other public areas	5	4	3	2	1	9
6.	Adequacy of City street lighting	5	4	3	2	1	9
7.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9
8.	Animal control efforts	5	4	3	2	1	9

11. Which THREE of the City Maintenance items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____ 3rd: ____

12. **Parks and Recreation.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Number of City parks	5	4	3	2	1	9
02.	Number of walking and biking trails	5	4	3	2	1	9
03.	Outdoor athletic fields	5	4	3	2	1	9
04.	Community recreational centers (Senior Center and City Recreation Center)	5	4	3	2	1	9
05.	The City's youth athletic programs	5	4	3	2	1	9
06.	The City's senior programs	5	4	3	2	1	9
07.	City recreational programs (classes, trips, special events, arts programming)	5	4	3	2	1	9
08.	Maintenance of City parks	5	4	3	2	1	9
09.	Ease of registering for programs	5	4	3	2	1	9
10.	Fees charged for recreational programs	5	4	3	2	1	9

13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. How often have you visited a City park in the past year? ____ times
15. How often have you participated in programs at the park (i.e., athletic programs, senior programs, family movie night, etc.) in the past year? ____ times
16. How often have you visited the Pelham Recreation Center in the past year? ____ times

17. **Library.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Library	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of library materials	5	4	3	2	1	9
2. Programs and services for children, ages 0-12	5	4	3	2	1	9
3. Programs and services for teens, ages 13-19	5	4	3	2	1	9
4. Programs and services for adults, ages 20-49	5	4	3	2	1	9
5. Programs and services for mature adults, ages 50 and up	5	4	3	2	1	9
6. Meeting room rental opportunities	5	4	3	2	1	9
7. Quality of customer service	5	4	3	2	1	9
8. Marketing of library events and offerings	5	4	3	2	1	9

18. How often have you physically visited the Pelham Public Library in the past year? _____ times

19. How often have you utilized the services offered by the Pelham Public Library in the past year? _____ times

20. **City Communication and Engagement.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

City Communication and Engagement	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Access to information about City programs and services	5	4	3	2	1	9
02. City efforts to keep you informed about local issues	5	4	3	2	1	9
03. Usefulness of City website	5	4	3	2	1	9
04. Usefulness of City social media (e.g., Facebook, X/Twitter, Instagram, YouTube, Nextdoor)	5	4	3	2	1	9
05. Use of the 311 app	5	4	3	2	1	9
06. Quality of transparent, trusted, and accurate City communication	5	4	3	2	1	9
07. Quality of The Pelham Pathway (quarterly magazine)	5	4	3	2	1	9
08. Quality of monthly e-newsletter	5	4	3	2	1	9
09. Your experience engaging with the City Government process	5	4	3	2	1	9
10. Access to emergency information	5	4	3	2	1	9

21. Do you have access to the internet at home? _____(1) Yes _____(2) No [Skip to Q22.]

21a. Do you have high-speed broadband or dial-up Internet access at your home?

_____ (1) Broadband (DSL/cable/fiber) _____ (2) Dial-up _____ (9) Don't know

22. Have you contacted the City with a question, problem, or complaint during the past year?

_____ (1) Yes _____ (2) No [Skip to Q23.]

22a. Which City department did you contact MOST RECENTLY?

22b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never", please rate how often the employees you contacted in the City department you listed in Q22a displayed the following behaviors.

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were easy to contact	5	4	3	2	1	9
2. They were courteous and polite	5	4	3	2	1	9
3. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
4. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

23. **Perceptions of Community.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of new development in Pelham	5	4	3	2	1	9
2. Access to parks and green space	5	4	3	2	1	9
3. The variety of businesses in Pelham	5	4	3	2	1	9
4. Availability of cultural activities and the arts	5	4	3	2	1	9
5. Availability of festivals and community events	5	4	3	2	1	9

24. **Using the numbers from the list below, please indicate what priority you would place on the following projects.** [Write in your answers in the spaces below using the numbers from the following list.]

- | | |
|--|--|
| 1. Expanded fire protection and facilities | 6. Expansion of recreation trails and facilities |
| 2. Expanded police protection and facilities | 7. Improved water/sewer infrastructure |
| 3. Road resurfacing and reconstruction | 8. Expansion of code compliance efforts |
| 4. Improved stormwater infrastructure | 9. Expansion of current recreational offerings |
| 5. Expanded library services and facilities | |

Highest Priority: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

6th: ____ 7th: ____ 8th: ____ Lowest Priority: ____

25. **In general, how supportive are you of what the City has done so far in terms of Economic Development?**

____(4) Very Supportive ____ (3) Somewhat Supportive ____ (2) Not Sure ____ (1) Not Supportive

26. **How often do you typically go OUTSIDE Pelham City limits to purchase groceries?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

27. **How often do you typically shop for groceries WITHIN the Pelham City limits?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

28. **How often do you typically go OUTSIDE Pelham City limits to dine out?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

29. **How often do you typically dine out WITHIN the Pelham City limits?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

30. **How often do you typically go OUTSIDE Pelham City limits to make home improvement purchases?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

31. **How often do you typically make home improvement purchases WITHIN the Pelham City limits?**

____(1) Every day ____ (3) At least once a week ____ (5) A few times per year
 ____ (2) A few times per week ____ (4) A few times per month ____ (6) Seldom or never

32. **How has your ONLINE purchase of goods and services changed in the past 12 MONTHS?**

____(1) Buy online much more frequently ____ (4) Buy online somewhat less frequently
 ____ (2) Buy online somewhat more frequently ____ (5) Buy online much less frequently
 ____ (3) No change ____ (6) Do not shop online

33. **Which of the following reasons were MOST IMPORTANT in your decision to live in Pelham?** [Check all that apply.]

____(1) School system ____ (3) Quality of life ____ (5) Geographic location
 ____ (2) Quality of housing ____ (4) Occupation/job ____ (6) Other: _____

34. Which of the following activities/amenities offered in Pelham are MOST IMPORTANT or would be MOST APPRECIATED by your household? [Check all that apply.]

- (1) Special events (e.g., "Palooza," "National Night Out," Christmas activities, outdoor entertainment events)
- (2) Access to or view of natural resources (e.g., Oak Mountain)
- (3) Walking/running/biking trails that unite all areas of the City
- (4) Unique and enjoyable dining/entertainment venues
- (5) Quality youth athletic facilities
- (6) Shopping conveniences or unique shopping experiences/boutiques

35. Have you visited the Pelham Civic Complex in the past year?

- (1) Yes (2) No [Skip to Question 37.]

36. For what purpose did you visit the Pelham Civic Complex? [Check all that apply.]

- (1) Ice hockey (3) Birmingham Bulls game (5) Event in the banquet room
 (2) Ice skating (4) Youth or adult sports (6) Other: _____

37. Have you visited Ballantrae Golf Club in the past year? (1) Yes (2) No

38. Have you visited the Pelham Racquet Club in the past year? (1) Yes (2) No

39. New Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Trash Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential Trash collection services	5	4	3	2	1	9
2. Brush and bulk removal services	5	4	3	2	1	9
3. New "Mixed Stream" Recycling Services	5	4	3	2	1	9

Demographics

40. Including yourself, how many people in your household are...

- Under age 5: _____ Ages 15-19: _____ Ages 35-44: _____ Ages 65-74: _____
Ages 5-9: _____ Ages 20-24: _____ Ages 45-54: _____ Ages 75+: _____
Ages 10-14: _____ Ages 25-34: _____ Ages 55-64: _____

41. Approximately how many years have you lived in the City of Pelham?

- (1) Less than 5 years (2) 5-10 years (3) 11-20 years (4) More than 20 years

42. How many people in your household work within Pelham City limits? _____ people

43. Do you own or rent your current residence? (1) Own (2) Rent

44. What is your age?

- (1) Under 25 (3) 35-44 (5) 55-64
 (2) 25-34 (4) 45-54 (6) 65+

45. Which of the following best describes your race/ethnicity?

- (1) Asian or Asian Indian (5) Native Hawaiian or other Pacific Islander
 (2) Black or African American (6) Hispanic, Spanish, or Latino/a/x
 (3) American Indian or Alaska Native (99) Other: _____
 (4) White

46. Would you say your total household income is...

- (1) Under \$50,000 (3) \$80,000 to \$119,999 (5) Over \$200,000
 (2) \$50,000 to \$79,999 (4) \$120,000 to \$199,999

47. Your gender: (1) Male (2) Female (3) Other: _____

48. Would you be willing to participate in future surveys sponsored by the City of Pelham?

____(1) Yes [*Answer Q48a.*] ____ (2) No

48a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

Mailing Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.