

2018 Box Elder Citizen Satisfaction Survey

Please place X in the appropriate 0

Return this survey to City Hall on or before December 16, 2018 to receive \$2.00 credit on your December Water Bill

How long have you lived in Box Elder?

- 0-1 Years
- 2-10 Years
- 21-30 Years
- 31-40 Years
- 14-50 Years
- 51+ Years

How would you describe Box Elder as a place to live?

- Excellent
- Good
- Undecided
- Poor
- Very Poor

What do you like best about living in Box Elder? (Please Print)

Comments:

What is the biggest problem you see facing Box Elder or what do you like least about living in Box Elder? (Please Print)

Comments:

Overall, how would you rate the city in terms of upkeep and cleanliness?

- Excellent
- Good
- Undecided
- Poor
- Very Poor

How safe do you feel walking the streets of your neighborhood, after dark?

- Very Safe
- Safe
- Undecided
- Unsafe

How easy have you found it to involve yourself in the decision making process of the City?

- Very Easy
- Easy
- Fair
- Difficult
- Very Difficult
- Haven't Tried

How do you prefer to be informed of city news and announcements?

- Rapid City Journal
- Social Media
- City Web Site
- City Newsletter
- E-mail
- Other (explain) _____

Have you visited the City of Box Elder website or Facebook within the past six months?

- Yes
- No

Were you satisfied with the information found on the website?

- Very Satisfied
- Satisfied
- Undecided
- Unsatisfied
- Very Unsatisfied

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Of the overall property taxes paid on a \$150,000 home, roughly \$718.50 annually goes to the City of Box Elder. This amount funds park operation, park maintenance, police, code enforcement and street maintenance. In general, do you feel you are getting your money's worth from your tax dollars?

- Yes
- Undecided
- No

Overall, how would you rate police service?

| | Excellent | Good | Undecided | Poor | Very Poor |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Call Response | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Law Enforcement personnel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Patrols | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Crime Prevention | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall, how would you rate the following City services?

| | Excellent | Good | Undecided | Poor | Very Poor |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Meter Reading | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Billing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accounts Receivable | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Permit Issuance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Customer Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sewer Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Water Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall, how would you rate the parks and recreational opportunities?

| | Excellent | Good | Undecided | Poor | Very Poor |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Condition of Parks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Number of Parks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restroom facilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (Please Specify) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Comments: (Please Print)

How would you rate the department of public works on the following services?

| | Excellent | Good | Undecided | Poor | Very Poor |
|------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Street Lighting | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Street Signs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Road Maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Snow Plowing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Park Maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How would you rate the customer service provided by the building and planning and zoning departments?

| | Excellent | Good | Undecided | Poor | Very Poor |
|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Development Review | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Code Enforcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Building Inspections | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Permitting Process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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Overall, how would you rate the City offices?

| | Excellent | Good | Undecided | Poor | Very Poor |
|-----------------------------|-----------|------|-----------|------|-----------|
| Courtesy | 0 | 0 | 0 | 0 | 0 |
| Response to Request | 0 | 0 | 0 | 0 | 0 |
| Access to Dept. Heads | 0 | 0 | 0 | 0 | 0 |
| Access to Elected Officials | 0 | 0 | 0 | 0 | 0 |

Have you attended a City of Box Elder, City Council, Planning Commission, or Committee meeting in the past 12 months?

Yes 0
No 0

Other Matters of Community Importance:

Should the City pass an ordinance to allow chickens to be raised in your neighborhood?

| | | | | |
|----------------|-------|-----------|----------|-------------------|
| Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
| 0 | 0 | 0 | 0 | 0 |

Would you support the City contracting with a single garbage provider, if it reduced your monthly garbage bill and provide for a cleaner City?

| | | | | |
|----------------|-------|-----------|----------|-------------------|
| Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
| 0 | 0 | 0 | 0 | 0 |

If you live on a gravel street, would you support an assessment district to finance pavement/gutter to be installed?

| | | | | |
|----------------|-------|-----------|----------|-------------------|
| Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
| 0 | 0 | 0 | 0 | 0 |

Would you support a neighborhood, or City wide program to install sidewalks, and an assessment district to finance the installation?

| | | | | |
|----------------|-------|-----------|----------|-------------------|
| Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
| 0 | 0 | 0 | 0 | 0 |

Would you support a nominal City wide surcharge on the water bill to pay for additional water wells, to eliminate the need for the City purchasing water from Rapid City at a higher rate and passing the cost onto the customer?

| | | | | |
|----------------|-------|-----------|----------|-------------------|
| Strongly Agree | Agree | Undecided | Disagree | Strongly Disagree |
| 0 | 0 | 0 | 0 | 0 |

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Which of the following businesses would like to see in Box Elder? (Please place and "X" in all that apply)

- | | | | | | | | | | |
|---------------------------|--------------------------|-------------------------|--------------------------|------------------------|--------------------------|---------------|--------------------------|----------------------|--------------------------|
| Chick-Fil-A | <input type="checkbox"/> | Waffle House Restaurant | <input type="checkbox"/> | Outlet Mall | <input type="checkbox"/> | Grocery Store | <input type="checkbox"/> | Red Robin Restaurant | <input type="checkbox"/> |
| Costco | <input type="checkbox"/> | Pauly's Sub's | <input type="checkbox"/> | Subway | <input type="checkbox"/> | Walmart | <input type="checkbox"/> | Denny's Restaurant | <input type="checkbox"/> |
| Cracker Barrel Restaurant | <input type="checkbox"/> | Taco Bell | <input type="checkbox"/> | McDonalds | <input type="checkbox"/> | Taco Johns | <input type="checkbox"/> | Q'doba | <input type="checkbox"/> |
| Culvers | <input type="checkbox"/> | Arbys | <input type="checkbox"/> | Joes Crab Shack | <input type="checkbox"/> | Applebee's | <input type="checkbox"/> | KFC | <input type="checkbox"/> |
| Sonic | <input type="checkbox"/> | A & W | <input type="checkbox"/> | Home Depot | <input type="checkbox"/> | Quiznos | <input type="checkbox"/> | Hooters | <input type="checkbox"/> |
| Dunkin Donuts | <input type="checkbox"/> | Cold Stone Creamery | <input type="checkbox"/> | Maggie Moo's Ice Cream | <input type="checkbox"/> | | | Dave & Buster's | <input type="checkbox"/> |
| Pizza Ranch | <input type="checkbox"/> | Fire House Subs | <input type="checkbox"/> | Jimmy John's | <input type="checkbox"/> | | | Sports Bar | <input type="checkbox"/> |

Please list below other business you would like to see in Box Elder: (Please Print)

If you have any other comments, please place them below: (Please Print)

Comments: