

# COUNTY OF YORK

## MEMORANDUM

**DATE:** February 7, 2025

**TO:** York County Board of Supervisors

**FROM:** Mark L. Bellamy, Jr., County Administrator 

**SUBJECT:** 2025 Community Survey

At your January 2024 Board Retreat, you requested a citizen survey for 2025. To fulfill this request, we have engaged Polco to conduct a community survey for York County.

Polco, which acquired the National Research Center in 2019, is one of the leading providers of standardized, scientifically validated local government surveys in the U.S. Their National Community Survey (NCS) gathers residents' opinions on various aspects of county services, safety, and overall livability. In addition to standard national benchmarks, the NCS allows for customized comparisons with tailored cohorts, such as communities within a specific state, region, population size, or median household income. Currently, 425 communities participate in the NCS, including 15 in Virginia. A copy of the standard community survey is attached for reference.

### **Survey Methodology**

All York County households will be eligible to participate. Polco will obtain a list of households within the county's zip codes from the U.S. Postal Service. Since some zip codes also serve areas outside York County, addresses will be cross-checked against municipal boundary files, and those outside county limits will be removed. A randomized selection process will determine survey recipients, with multi-family housing units sampled at a rate of 5:3 compared to single-family units. After this initial survey has been conducted for the statistically valid portion, links will be shared with all residents to optionally provide their feedback.

### **Customization Opportunities**

In addition to the standard NCS questions, the County may include 5 to 10 custom questions. We have reviewed the questions from the 2020 citizen survey conducted with SIR and found that most topics align with the NCS, except for a few key areas. Below are proposed custom questions for your review:

### **Changes in York County**

1. What specific changes in York County over the past 20 years have you not liked?
2. What changes would you like to see in York County over the next 20 years?

### **Facilities & Infrastructure**

3. Which facility or infrastructure improvement do you believe is the most important to

build or expand?

4. Are there any additional facilities you think York County should prioritize for expansion in the next 20 years?

### **Development Concepts**

5. To attract commercial establishments, one approach is to increase allowable residential densities in York County. Do you support or oppose this concept?

6. To encourage moderately-priced housing, one approach is to increase the number of homes permitted per acre. Do you support or oppose this concept?

7. To promote population growth, one approach is to rezone vacant land for residential use. Do you support or oppose this concept?

### **Interest in Future Community Panels**

8. If we form a citizen panel, would you be interested in participating?

### **Next Steps**

Please review these proposed questions and provide any feedback on additions or revisions by February 21, 2025. The survey process takes approximately 18 weeks to complete. Polco representatives will present the survey results remotely at a Board of Supervisors work session.

Goodwin/3322

Attachment:

- Sample: The Polcoville City 2024 Community Survey

# The Polcoville City 2024 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Polcoville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Polcoville as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live .....	1	2	3	4	5
Polcoville as a place to raise children .....	1	2	3	4	5
Polcoville as a place to work.....	1	2	3	4	5
Polcoville as a place to visit.....	1	2	3	4	5
Polcoville as a place to retire .....	1	2	3	4	5
The overall quality of life in Polcoville .....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Polcoville as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Polcoville.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Polcoville.....	1	2	3	4	5
Overall design or layout of Polcoville's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Polcoville (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Polcoville .....	1	2	3	4	5
Overall quality of natural environment in Polcoville .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Polcoville.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Polcoville to someone who asks.....	1	2	3	4	5
Remain in Polcoville for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Polcoville's Main Street/commercial area during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Polcoville community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following in the Polcoville community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Polcoville.....	1	2	3	4	5
Variety of business and service establishments in Polcoville.....	1	2	3	4	5
Vibrancy of Main Street/commercial area.....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Polcoville .....	1	2	3	4	5
Overall image or reputation of Polcoville.....	1	2	3	4	5

**7. Please also rate each of the following in the Polcoville community.**

	Excellent	Good	Fair	Poor	Don't know
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Polcoville .....	1	2	3	4	5
Ease of travel by public transportation in Polcoville.....	1	2	3	4	5
Ease of travel by bicycle in Polcoville .....	1	2	3	4	5
Ease of walking in Polcoville.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods .....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Overall quality of new development in Polcoville .....	1	2	3	4	5
Overall appearance of Polcoville.....	1	2	3	4	5
Cleanliness of Polcoville.....	1	2	3	4	5
Water resources (riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Polcoville .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	No	Yes
Contacted Polcoville City (in-person, phone, email, or web) for help or information.....	1	2
Contacted Polcoville elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Polcoville.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election .....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

# The Polcoville City 2024 Community Survey

## 9. Please rate the quality of each of the following services in Polcoville.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Polcoville open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Polcoville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Polcoville government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Polcoville.....	1	2	3	4	5
The overall direction that Polcoville is taking.....	1	2	3	4	5
The job Polcoville government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Polcoville government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Polcoville City.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Polcoville community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Polcoville.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Polcoville.....	1	2	3	4
Overall design or layout of Polcoville’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Polcoville (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4
Overall feeling of safety in Polcoville.....	1	2	3	4
Overall quality of natural environment in Polcoville.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Polcoville.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community.....	1	2	3	4

**13. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about Polcoville City and its activities, events, and services.**

	<u>Major source</u>	<u>Minor source</u>	<u>Not a source</u>
City websites (Polcoville.Utah.gov, EngagePolcoville.com).....	1	2	3
City social media channels (Facebook, Twitter, Nextdoor, etc.).....	1	2	3
Facebook groups (Polcoville Residents, Polcoville Neighbors, etc.).....	1	2	3
Polcoville Journal.....	1	2	3
Television (KSL, KUTV, etc.).....	1	2	3
News websites (Salt Lake Tribune, Desert News, etc.).....	1	2	3

**14. How would you rate the quality of the services provided by the Unified Police Department in Polcoville City?**

- Excellent     Good     Fair     Poor     Don't know

**15. Have you interacted with the Unified Police Department in Polcoville City over the past year?**

- No (skip to question 17)     Yes (go to question 16)

**16. Based on your most recent interaction with a member of the Unified Police Department, please rate each of the following aspects of the last employee with whom you had contact.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know/NA</u>
Fairness.....	1	2	3	4	5
Responsiveness to requests and/or needs.....	1	2	3	4	5
Treating all people involved in a respectful manner.....	1	2	3	4	5
Knowledge.....	1	2	3	4	5
Timeliness of handling the situation.....	1	2	3	4	5
Resolution of concerns.....	1	2	3	4	5
Overall impression of staff member.....	1	2	3	4	5

**17. Please tell us the following about your commute. (Select all that apply)**

- I work remotely or at my home office     I work locally in Polcoville City  
 I commute less than 5 miles to work     I commute more than 5 miles to work  
 I commute outside of Salt Lake City to work     I do not work/commute

**18. Please indicate how likely or unlikely you would be to use each of the following if they were available.**

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Neighborhood walking/jogging paths.....	1	2	3	4	5
Walking and biking paths that connect local amenities (parks, libraries, recreation facilities, shopping areas, etc).....	1	2	3	4	5
Walking and biking paths along canals or waterways.....	1	2	3	4	5
Local bike lanes along city streets.....	1	2	3	4	5
Walking and biking paths that connect Salt Lake Valley as a part of a regional trails system.....	1	2	3	4	5

# The Polcoville City 2024 Community Survey

Our last questions are about you and your household.  
Again, all of your responses to this survey are confidential and no identifying information will be shared.

**D1. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer.....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent   
  Very good   
  Good   
  Fair   
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive   
  Somewhat positive   
  Neutral   
  Somewhat negative   
  Very negative

**D4. How many years have you lived in Polcoville?**

- Less than 2 years  
 2-5 years  
 6-10 years  
 11-20 years  
 More than 20 years

**D5. Which best describes the building you live in?**

- Single-family detached home  
 Townhouse or duplex (may share walls but no units above or below you)  
 Condominium or apartment (have units above or below you)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?**

- Less than \$300   
  \$2,500 to \$3,999  
 \$300 to \$599   
  \$4,000 to \$6,999  
 \$600 to \$999   
  \$7,000 to \$9,999  
 \$1,000 to \$1,499   
  \$10,000 or more  
 \$1,500 to \$2,499

**D8. Do any children 17 or under live in your household?**

- No   
  Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No   
  Yes

**D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000   
  \$100,000 to \$149,999  
 \$25,000 to \$49,999   
  \$150,000 to \$199,999  
 \$50,000 to \$74,999   
  \$200,000 to \$299,999  
 \$75,000 to \$99,999   
  \$300,000 or more

**D11. Are you of Hispanic, Latino/a/x, or Spanish origin?**

- No   
  Yes

**D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian  
 Black or African American  
 Native Hawaiian or Other Pacific Islander  
 White  
 A race not listed

**D13. In which category is your age?**

- 18-24 years   
  55-64 years  
 25-34 years   
  65-74 years  
 35-44 years   
  75 years or older  
 45-54 years

**D14. What is your gender?**

- Woman  
 Man  
 Identify in another way → go to D14a

**D14a. If you identify in another way, how would you describe your gender?**

- Agender/I don't identify with any gender  
 Genderqueer/gender fluid  
 Non-binary  
 Transgender man  
 Transgender woman  
 Two-spirit  
 Identify in another way

**Thank you!**

Please return the completed survey in the postage-paid envelope to:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502