



RESIDENT SATISFACTION SURVEY

CITY OF BURLINGTON

2003 RESULTS

2003 RESIDENT SATISFACTION SURVEY

All information is deemed accurate for the 2003 Survey.

Approximately 2100 Survey were wholly or partially completed and returned to the City.

Total number of responses varies for each question.

For comparison with 1999 data of a similar Resident Satisfaction Survey, some data from the 1999 survey has been adjusted.

Any adjustments to data have been for comparison purposes only and are not intended to change or skew the results of the data.

Some categories have been combined in the 1999 survey to better enable a comparison with the 2003 survey.

A. Services

For the following questions, please indicate your level of satisfaction with current City services.
Please describe how you would rate the following:

| | Excellent | Good | Fair | Poor |
|--|-----------|---------|---------|--------|
| 1. Police Protection..... | 23.11 % | 59.52 % | 13.59 % | 3.78 % |
| 2. Police School Programs (SRO)..... | 16.10 | 54.26 | 22.29 | 7.36 |
| 3. Fire Protection..... | 40.81 | 54.72 | 3.97 | 0.50 |
| 4. Emergency / Ambulance Services..... | 42.31 | 50.85 | 6.19 | 0.65 |
| 5. Quality of Tap Water..... | 24.10 | 51.27 | 19.71 | 4.93 |
| 6. Library Material (Books, Audio, Video)..... | 26.13 | 57.94 | 14.21 | 1.72 |
| 7. Streets - Traffic Control (Signs, Signals, Markings)..... | 8.95 | 50.22 | 31.34 | 9.49 |
| 8. Parks..... | 46.10 | 45.27 | 7.27 | 1.37 |
| 9. Recreation..... | 16.25 | 55.05 | 22.10 | 6.61 |
| 10. Garbage Collection..... | 34.73 | 50.41 | 11.27 | 3.59 |
| 11. Local Government Channel #18..... | 10.51 | 46.50 | 33.16 | 9.83 |

B. Priorities For On-Going Services

Of the following services, where would you like to see the City spend more, same amount, or less money?

| | Less | Same | More | N/A |
|--|--------|---------|---------|--------|
| 1. Fire Protection..... | 2.92 % | 78.70 % | 17.02 % | 1.36 % |
| 2. Fire Prevention Services..... | 6.70 | 80.31 | 10.88 | 2.12 |
| 3. Emergency Medical/ Ambulance Services..... | 3.49 | 78.93 | 16.21 | 1.38 |
| 4. Police Protection..... | 7.12 | 63.51 | 28.34 | 1.03 |
| 5. Police School Program (SRO)..... | 11.79 | 61.61 | 21.56 | 5.04 |
| 6. City Wide Clean Up / Junk, etc..... | 5.87 | 72.09 | 21.10 | 0.94 |
| 7. Inspections (Building / Code Enforcement)..... | 17.92 | 66.00 | 12.51 | 3.57 |
| 8. Demolition Program (Removal of Dilapidated Structures)..... | 17.23 | 51.65 | 28.56 | 2.56 |
| 9. Recreation Programs..... | 16.11 | 57.81 | 24.11 | 1.98 |
| 10. Parks..... | 5.86 | 77.48 | 15.49 | 1.17 |
| 11. Recreation Facilities..... | 18.19 | 57.92 | 22.12 | 1.77 |
| 12. Library - Materials..... | 18.55 | 62.29 | 15.84 | 3.32 |
| 13. Library - Children's Programs..... | 13.41 | 62.85 | 18.52 | 5.21 |
| 14. Library - Teen Programs..... | 16.30 | 60.48 | 17.31 | 5.92 |
| 15. Library - Adult Programs..... | 20.59 | 62.99 | 11.59 | 4.83 |
| 16. Transit System - Bus..... | 16.89 | 65.00 | 14.12 | 3.98 |
| 17. Develop Programs for the Elderly..... | 10.86 | 57.92 | 28.07 | 3.15 |
| 18. Develop Programs for Youth (High School Age)..... | 12.07 | 48.14 | 35.76 | 4.02 |
| 19. Develop Programs for Youth (Younger Age Children)..... | 12.22 | 50.73 | 32.96 | 4.09 |
| 20. Arts / Cultural Program Funding..... | 27.78 | 53.79 | 14.49 | 3.94 |
| 21. Economic Development..... | 9.90 | 39.97 | 47.9 | 2.22 |
| 22. Downtown Improvements..... | 34.86 | 41.90 | 22.09 | 1.15 |
| 23. Sanitary Sewer Maintenance..... | 6.23 | 76.78 | 15.40 | 1.59 |
| 24. Storm Sewer Maintenance..... | 7.47 | 76.03 | 14.95 | 1.54 |
| 25. Historic Preservation - Identifying (Historic Structures)..... | 38.38 | 46.66 | 12.01 | 2.94 |
| 26. Historic Preservation - Preserving (Historic Structures)..... | 34.53 | 47.36 | 15.42 | 2.69 |
| 27. Leaf Collection..... | 13.90 | 65.69 | 19.12 | 1.29 |
| 28. Tax Abatements For New Homes..... | 47.43 | 39.42 | 7.26 | 5.90 |
| 29. Animal Control Complaints..... | 10.81 | 65.22 | 21.82 | 2.14 |
| 30. Housing Rehabilitation..... | 19.19 | 55.67 | 20.05 | 5.09 |

| | None | Slight | Moderate | Aggressive |
|--|-------------------|-------------------|-------------------|------------|
| | <hr/> | | | |
| | < \$.30 / \$1,000 | < \$.60 / \$1,000 | > \$.60 / \$1,000 | |
| 31. What level of tax increase would you be willing to support for the above services? | 54.22 % | 32.77 % | 10.77 % | 2.23 % |

| | Yes | No | No Opinion |
|---|---------|---------|------------|
| | <hr/> | | |
| 32. Do you believe that as a taxpayer you receive a good return in City services for your tax dollar? | 45.66 % | 39.00 % | 15.34 % |

C. Transportation

The following is a list of Burlington transportation issues. Please give us your opinion of the existing situation.

| | Excellent | Good | Fair | Poor |
|--|-----------|---------|---------|--------|
| 1. Condition of Major Streets..... | 4.39 % | 51.61 % | 34.13 % | 9.86 % |
| 2. Condition of all residential streets in the City..... | 0.69 | 19.69 | 53.31 | 26.31 |
| 3. Condition of streets in your neighborhood..... | 5.22 | 33.94 | 35.64 | 25.20 |
| 4. Street surface cleaning in your neighborhood..... | 4.58 | 39.32 | 35.09 | 21.01 |
| 5. Street surface cleaning in business areas..... | 6.36 | 55.78 | 31.04 | 6.81 |
| 6. Snow removal in your neighborhood..... | 9.28 | 47.74 | 26.28 | 16.70 |
| 7. Snow and ice removal on major streets..... | 16.09 | 60.32 | 18.83 | 4.76 |
| 8. Sidewalk maintenance..... | 1.82 | 27.75 | 41.32 | 29.11 |
| 9. Sidewalk ramp development for handicapped..... | 5.02 | 44.47 | 36.58 | 13.93 |
| 10. Parking lot maintenance..... | 3.47 | 51.33 | 35.80 | 9.40 |

D. Capital Improvements Programs

Of the following Capital Improvements Programs, where would you like to see the City spend more, same amount, or less money?

| | Less | Same | More | N/A |
|--|---------|-------------------|-------------------|-------------------|
| 1. Major street resurfacing..... | 6.65 % | 64.20 % | 28.00 % | 1.14 % |
| 2. Residential street resurfacing..... | 5.10 | 46.86 | 47.30 | 0.74 |
| 3. New street construction..... | 26.94 | 55.09 | 12.29 | 5.69 |
| 4. Traffic signal improvements..... | 14.84 | 67.57 | 14.64 | 2.96 |
| 5. Sanitary sewer improvements..... | 9.38 | 75.00 | 13.02 | 2.59 |
| 6. Storm sewer improvements..... | 10.88 | 73.95 | 12.33 | 2.84 |
| 7. Sidewalk repair program..... | 9.11 | 52.12 | 36.88 | 1.89 |
| 8. Downtown Improvements..... | 39.45 | 42.18 | 17.02 | 1.34 |
| 9. Vinyl clad dock at riverfront..... | 46.67 | 34.14 | 10.88 | 8.32 |
| 10. Flower beds at riverfront..... | 39.12 | 45.27 | 11.16 | 4.46 |
| 11. Shelter house at riverfront..... | 37.94 | 44.59 | 11.96 | 5.51 |
| 12. Bike / Pedestrian Trails..... | 31.04 | 39.79 | 25.65 | 3.51 |
| 13. Targeted Neighborhood Programs..... | 24.21 | 54.63 | 16.86 | 4.30 |
| 14. Depot improvements..... | 34.14 | 39.30 | 22.79 | 3.77 |
| | None | Slight | Moderate | Aggressive |
| | | < \$.30 / \$1,000 | < \$.60 / \$1,000 | > \$.60 / \$1,000 |
| 15. What level of tax increase would you be willing to support for the above services? | 56.61 % | 33.27 % | 8.55 % | 1.57 % |

E. Public Safety

Please rank the *IMPORTANCE* of the following services to you.

| | Very | Somewhat | Not |
|---|---------|----------|--------|
| 1. Motor vehicle patrols..... | 65.14 % | 31.01 % | 3.85 % |
| 2. Foot patrols..... | 28.30 | 45.54 | 26.16 |
| 3. Traffic Enforcement..... | 53.86 | 39.42 | 6.72 |
| 4. Investigation of crimes by detectives..... | 79.50 | 18.48 | 2.03 |
| 5. Crime prevention programs..... | 56.73 | 36.95 | 6.31 |
| 6. Accident investigation..... | 57.06 | 40.13 | 2.81 |

7. What was the nature of your last contact with the Burlington **Police** Department?

| | |
|---|---------|
| I called to report a problem or incident..... | 48.83 % |
| I was the victim of a crime or offense..... | 11.00 |
| I was a witness to a crime or offense..... | 2.75 |
| I requested information from the Dept..... | 17.91 |
| I was arrested or received a violation..... | 2.75 |
| I was contacted about a problem..... | 5.84 |
| I was involved in an accident..... | 10.93 |

8. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington **Police** Department.

| | |
|--|---------|
| The quality of service I received was <i>lower</i> than I expected..... | 20.59 % |
| The quality of service I received was about what I expected..... | 55.72 |
| The quality of service I received was <i>higher</i> than I expected..... | 23.68 |

9. Using the following, please rate your last contact in the following areas of service within the **Police** Department.

| | Excellent | Good | Fair | Poor |
|-------------------------|-----------|---------|---------|---------|
| a. Helpfulness..... | 30.93 % | 43.91 % | 15.16 % | 10.01 % |
| b. Fairness..... | 26.73 | 45.66 | 15.80 | 11.81 |
| c. Job Knowledge..... | 28.62 | 49.72 | 14.85 | 6.82 |
| d. Professionalism..... | 32.53 | 43.09 | 14.38 | 10.00 |
| e. Response Time..... | 27.16 | 42.22 | 18.46 | 12.16 |
| f. Attitude..... | 28.98 | 40.10 | 16.10 | 14.82 |

10. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington **Fire** Department.

| | |
|--|--------|
| The quality of service I received was <i>lower</i> than I expected..... | 2.91 % |
| The quality of service I received was about what I expected..... | 54.82 |
| The quality of service I received was <i>higher</i> than I expected..... | 42.28 |

11. Using the following, please rate your last contact in the following areas of service within the **Fire** Department.

| | Excellent | Good | Fair | Poor |
|-------------------------|-----------|---------|--------|--------|
| a. Helpfulness..... | 53.62 % | 41.36 % | 4.09 % | 0.94 % |
| b. Fairness..... | 47.84 | 46.96 | 4.32 | 0.88 |
| c. Job Knowledge..... | 56.93 | 38.01 | 4.37 | 0.68 |
| d. Professionalism..... | 59.08 | 36.47 | 3.25 | 1.20 |
| e. Response Time..... | 54.67 | 39.36 | 4.67 | 1.30 |
| f. Attitude..... | 56.47 | 37.90 | 4.26 | 1.36 |

F. Neighborhood Concerns

Are the following a concern to your neighborhood? Please fill in the circle that best describes your answer.

| | Not a Problem | Somewhat of a Problem | A Big Problem |
|--|------------------|-----------------------------|------------------|
| 1. Appearance problems (Junk cars, trash, etc)..... | 57.54 % | 28.84 % | 13.62 % |
| 2. Parking / Traffic..... | 54.07 | 32.69 | 13.24 |
| 3. Crime..... | 68.90 | 25.36 | 5.74 |
| 4. School related problems..... | 87.29 | 9.80 | 2.90 |
| 5. Problems with neighbors..... | 78.20 | 16.92 | 4.88 |
| 6. Street people / homeless..... | 91.74 | 6.26 | 2.00 |
| 7. Noise..... | 63.96 | 28.13 | 7.91 |
| 8. Unsupervised juveniles..... | 69.65 | 23.83 | 6.52 |
| 9. Abandoned / run down buildings..... | 76.97 | 15.35 | 7.68 |
| 10. Public intoxication..... | 88.64 | 8.29 | 3.07 |
| 11. Drug use..... | 75.13 | 15.71 | 9.16 |
| 12. If you indicated that any of the above are a problem, have you filed a complaint with the City of Burlington regarding these concerns? | | | |
| Yes..... | 25.29 % | | |
| No..... | 74.71 | | |
| 13. If yes, what department have you filed a complaint with? | | | |
| Nuisance dept..... | 33.52 % | | |
| Police dept..... | 66.48 | | |
| 14. If you have filed a complaint, do you believe your complaint was professionally handled? | | | |
| Yes..... | 57.99 % | | |
| No..... | 42.01 | | |

G. General

1. Do you feel you have a say in City government decision-making?

| | |
|-----------------|--------|
| Always..... | 3.96 % |
| Sometimes..... | 38.16 |
| Never..... | 36.82 |
| No Opinion..... | 21.06 |

2. How do you usually get news or information about the City government? (Please check all that apply)

| | |
|--|--------|
| Not applicable. Never pay attention to it..... | 2.38 % |
| Local newspaper..... | 90.58 |
| TV or radio broadcasts..... | 61.83 |
| City government newsletters..... | 11.65 |
| Emailing City officials..... | 1.51 |
| Conversation with family or friends..... | 42.94 |
| City Website..... | 3.06 |
| City Committees..... | 2.72 |
| Calling City Officials..... | 4.17 |
| Town Meetings..... | 3.15 |
| Local Channel 18..... | 32.44 |
| Other..... | 3.94 |

3. Should the City take advantage of the Great River Medical Center gift of former BMC property and construct a new public library at the site?

| | |
|----------|---------|
| Yes..... | 44.68 % |
| No..... | 55.32 |

4. The City Council is considering a \$700,000 bond issue for construction of a \$9.2 million dollar library. Would you support this bond issue at a cost of \$0.10 per thousand taxable valuation for a 20-year period?

| | |
|-----------------|---------|
| Yes..... | 32.10 % |
| No..... | 60.53 |
| No Opinion..... | 7.38 |

5. Would you support this library bond at a cost of \$0.15 per thousand valuation for a 10-year period?

| | |
|-----------------|---------|
| Yes..... | 23.72 % |
| No..... | 67.84 |
| No Opinion..... | 8.45 |

6. Should the City build a new \$5 million dollar pool/aquatic center water park?

| | |
|-----------------|---------|
| Yes..... | 29.99 % |
| No..... | 57.09 |
| No Opinion..... | 12.92 |

7. Where should the aquatic center be constructed?

| | |
|-----------------------------|---------|
| Rec-Plex..... | 40.25 % |
| Dankwardt Park..... | 38.05 |
| Other Central Location..... | 21.70 |

8. What level of tax increase would you be willing to support for the above aquatic center?

| | |
|--|---------|
| No increase..... | 68.28 % |
| Slight increase (less than \$.30 per \$1,000)..... | 23.68 |
| Moderate increase (less than \$.60 per \$1,000)..... | 6.36 |
| Aggressive Increase (more than \$.60 per \$1,000)..... | 1.67 |

9. How often do you shop downtown?

| | |
|------------------|---------|
| Never..... | 22.76 % |
| Daily..... | 2.46 |
| Weekly..... | 13.05 |
| Monthly..... | 33.05 |
| Once a year..... | 28.67 |

10. How secure do you believe your employment to be over the next 3-5 years?

| | |
|----------------------|---------|
| Secure..... | 20.02 % |
| Somewhat secure..... | 16.43 |
| Insecure..... | 13.70 |
| Don't know..... | 8.67 |
| Unemployed..... | 3.88 |
| Retired..... | 37.30 |

11. Has your net "take home pay" over the past 3 years:

| | |
|----------------------|---------|
| Increased..... | 32.45 % |
| Stayed the same..... | 36.70 |
| Decreased..... | 30.84 |

12. Do you believe the city of Burlington should commit additional tax dollars to attract, retain, and replace lost jobs in the private sector in Burlington?

| | |
|-----------------|---------|
| Yes..... | 69.60 % |
| No..... | 14.78 |
| No Opinion..... | 15.61 |

H. Respondent Profile

For use in making comparisons, please tell us something about yourself by answering the following questions:

1. Are you:

| | |
|---|---------|
| Male..... | 36.94 % |
| Female..... | 40.95 |
| Completing the survey as a household..... | 22.11 |

2. In your household, indicate how many people, including yourself, are in each category below.

| | <u>1</u> | <u>2</u> | <u>3</u> | <u>4</u> | <u>5+</u> |
|----------------------|----------|----------|----------|----------|-----------|
| Under 5 years..... | 105 | 52 | 10 | 6 | 3 |
| 5 -17 years..... | 173 | 146 | 52 | 7 | 6 |
| 18 - 25 years..... | 189 | 81 | 10 | 4 | 4 |
| 26 - 45 years..... | 278 | 307 | 11 | 4 | 1 |
| 46 - 64 years..... | 399 | 485 | 8 | 5 | 2 |
| 65 years and up..... | 391 | 351 | 3 | 2 | 5 |

3. How long have you lived in Burlington?

| | |
|---------------------|--------|
| Under 1 year..... | 1.50 % |
| 1 to 3 years..... | 3.60 |
| 3 to 5 years..... | 3.70 |
| 5 to 10 years..... | 6.70 |
| 10 to 20 years..... | 10.69 |
| Over 20 years..... | 73.81 |

4. What type of dwelling do you live in:

| | |
|--------------------|---------|
| Single family..... | 88.30 % |
| Duplex..... | 2.79 |
| Townhouse..... | 0.60 |
| Apartment..... | 5.83 |
| Mobile home..... | 0.65 |
| Other..... | 1.84 |

5. If you own or are buying a home, how difficult is it for you to afford to maintain it?

| | |
|---------------------------|---------|
| Not difficult at all..... | 28.47 % |
| Somewhat difficult..... | 47.74 |
| Very difficult..... | 13.75 |
| Impossible..... | 1.38 |
| Not applicable..... | 8.66 |

6. Please fill in the level of education that you have attained.

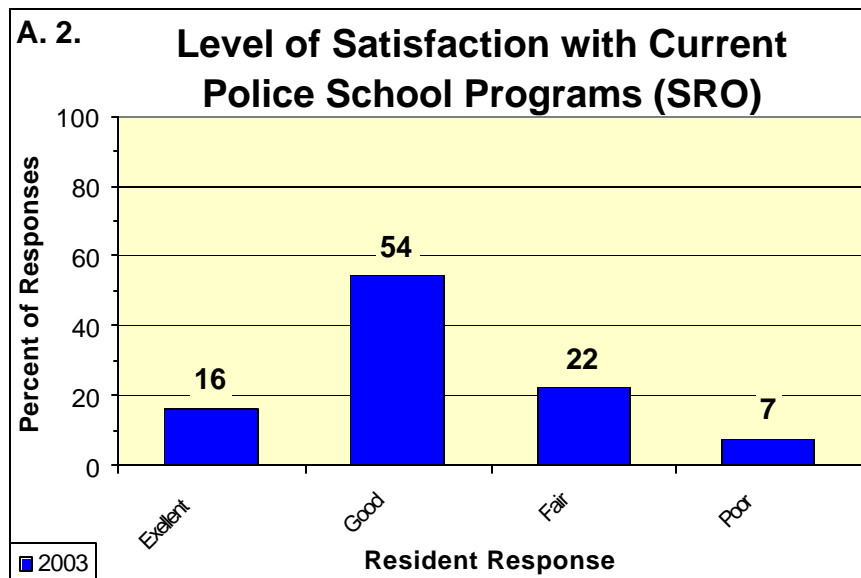
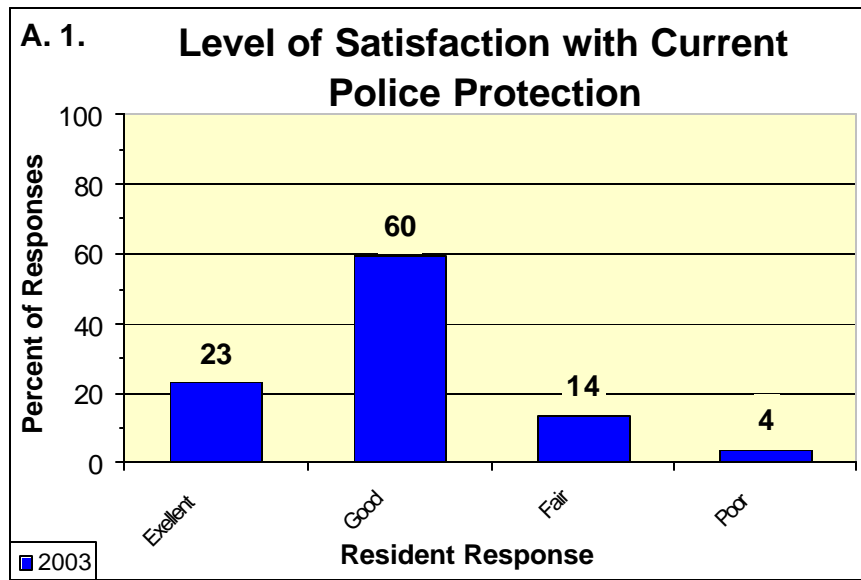
| | |
|----------------------------|--------|
| Less than high school..... | 3.35 % |
| High school graduate..... | 32.67 |
| Some college..... | 28.59 |
| College graduate..... | 21.31 |
| Graduate work..... | 14.08 |

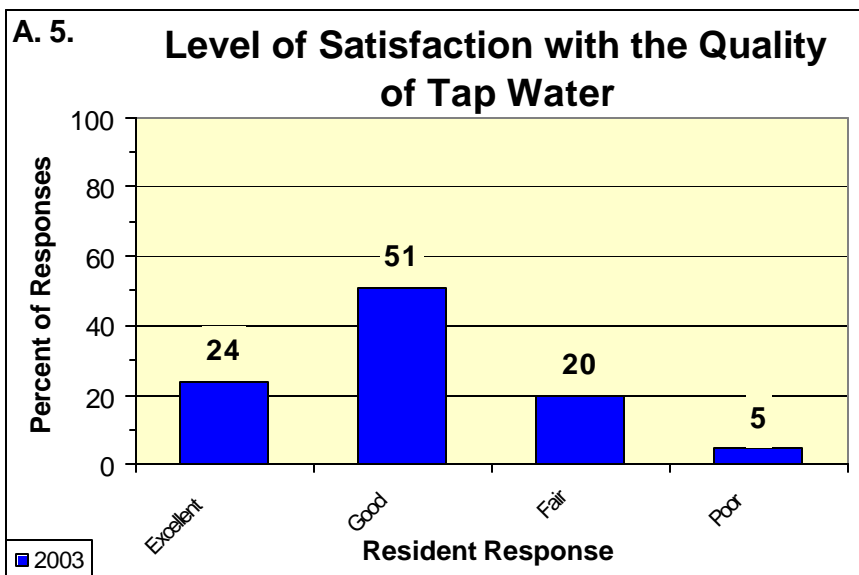
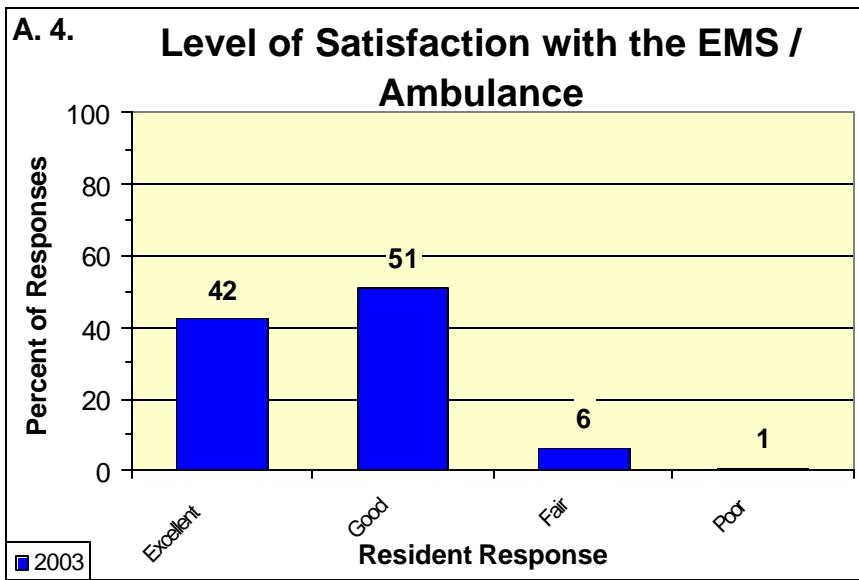
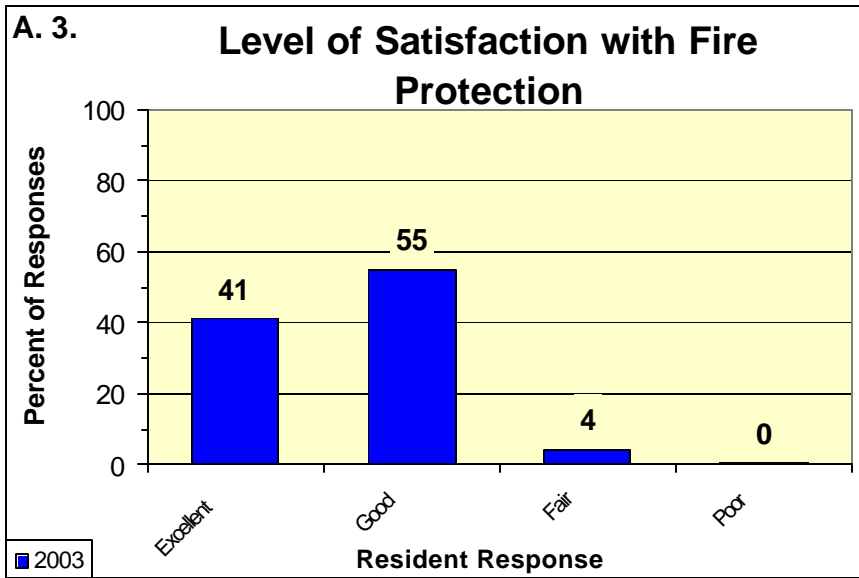
7. What is your racial background?

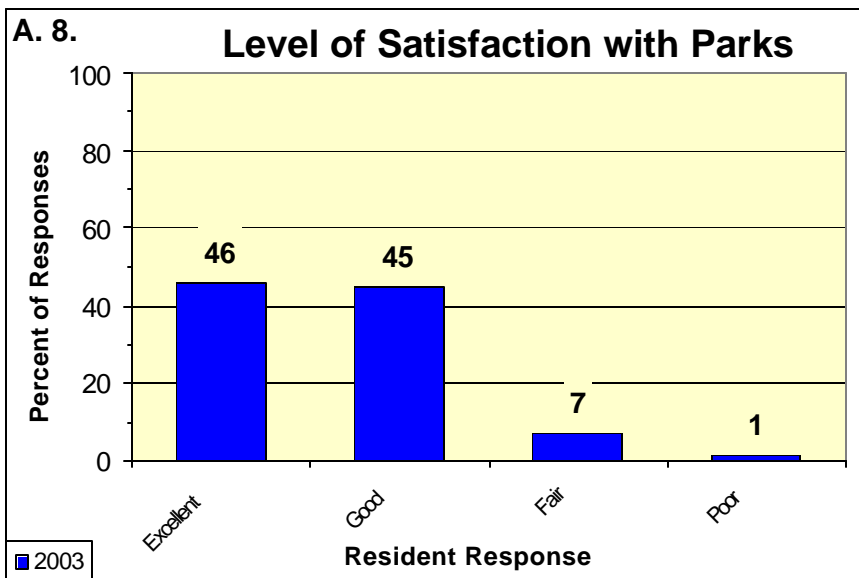
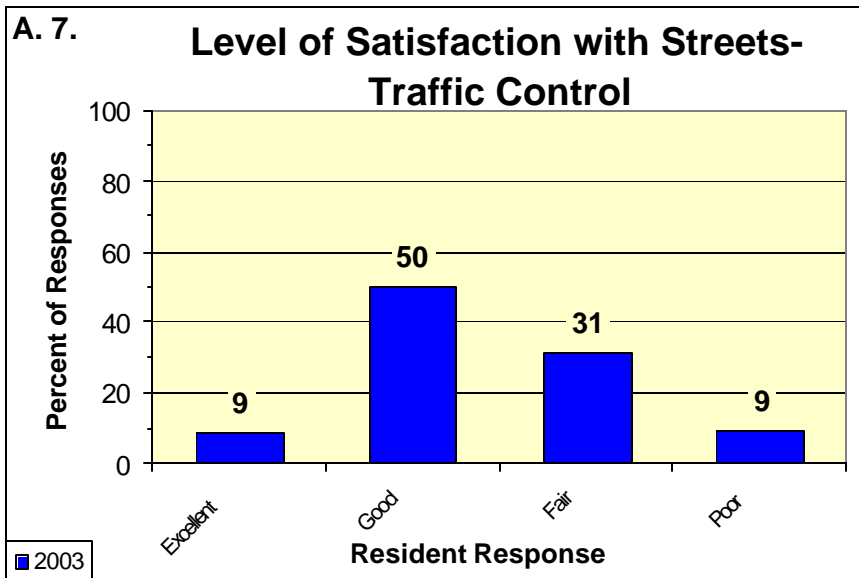
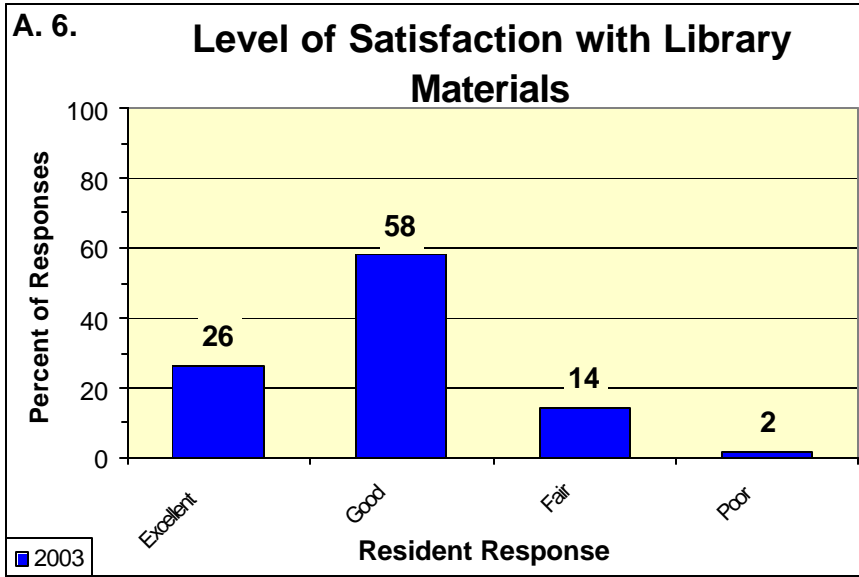
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|-----------------------|---------|
| White..... | 97.46 % |
| African American..... | 1.22 |
| Hispanic..... | 0.51 |
| Other..... | 0.81 |

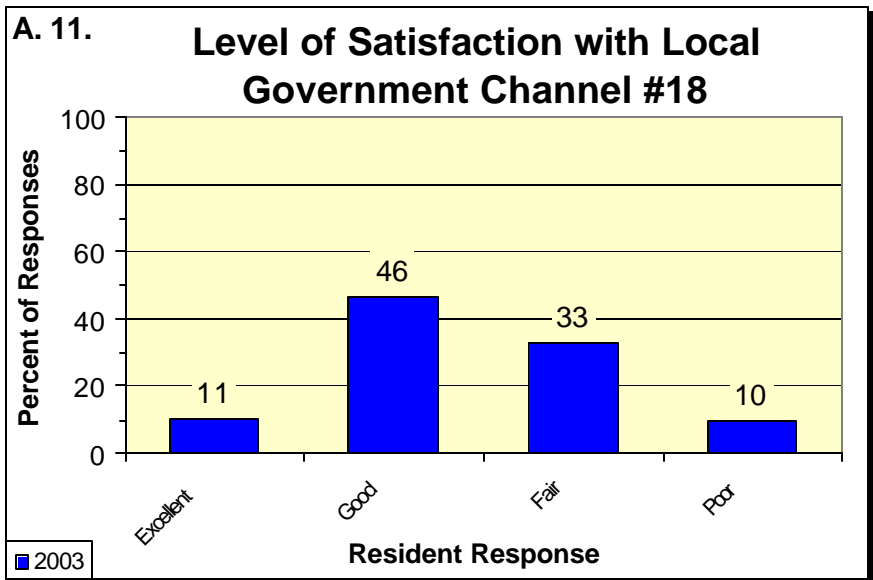
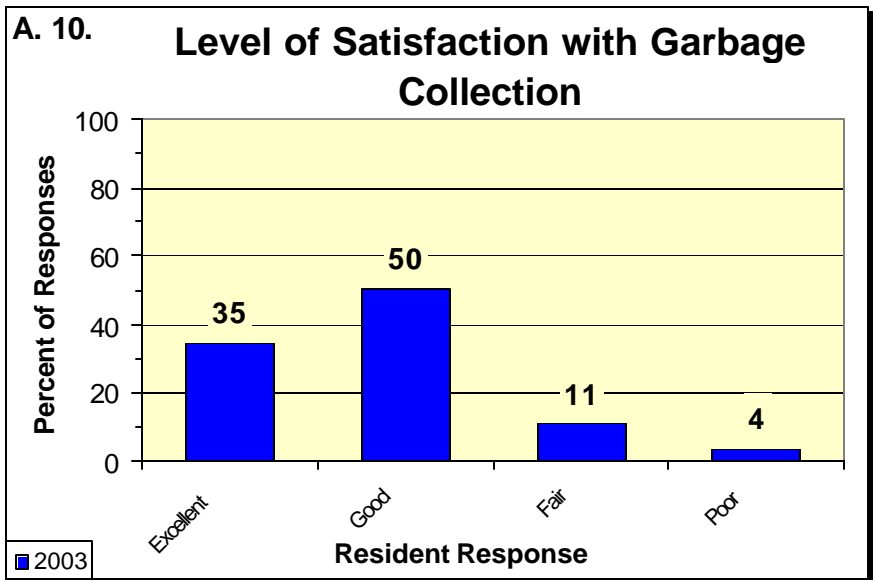
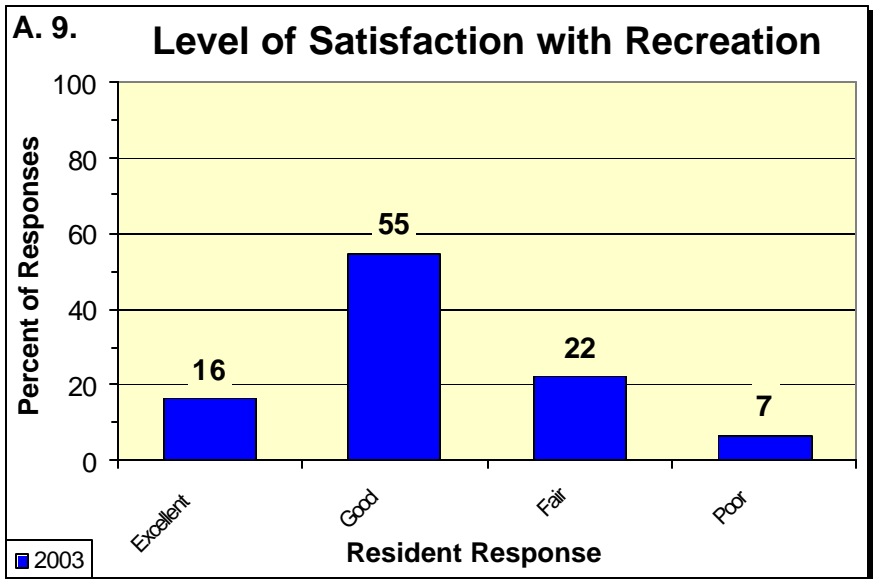
A. Services

1. – 11. For the following questions, please indicate your level of satisfaction with current City services. Please describe how you would rate the following.



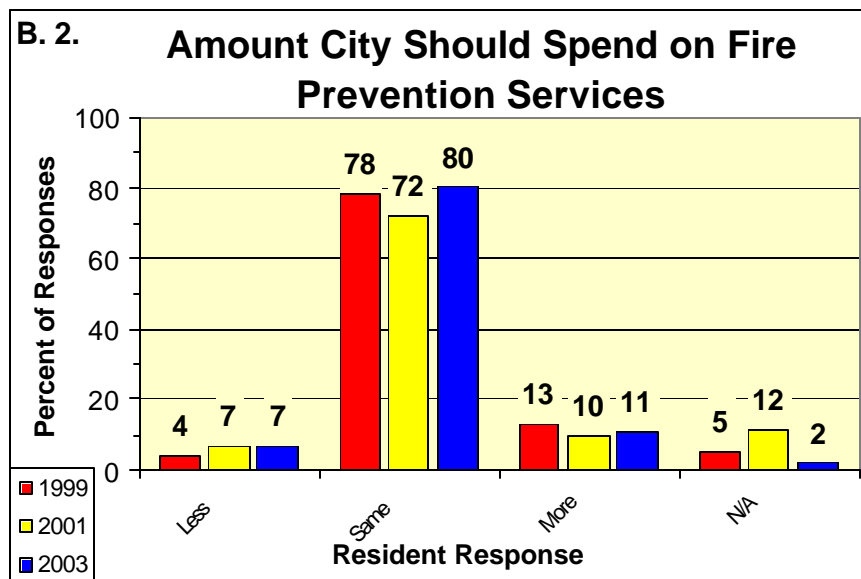
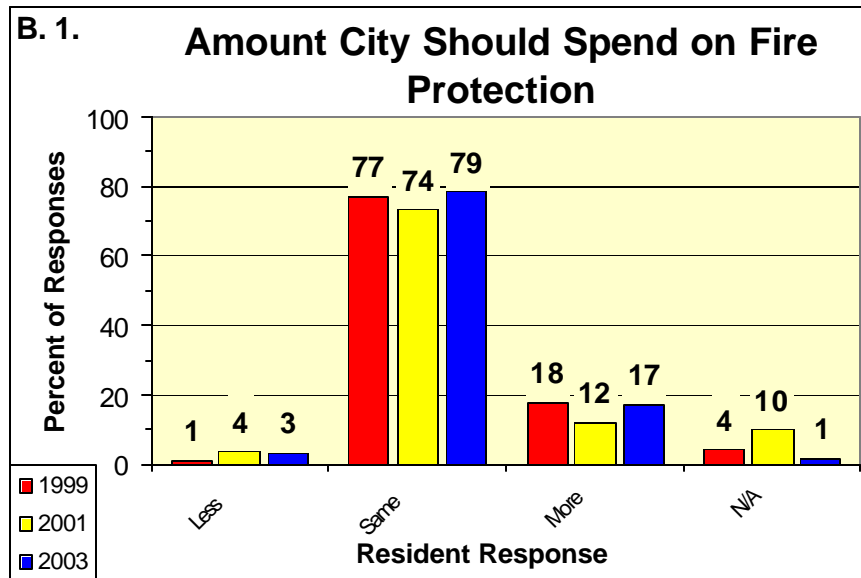


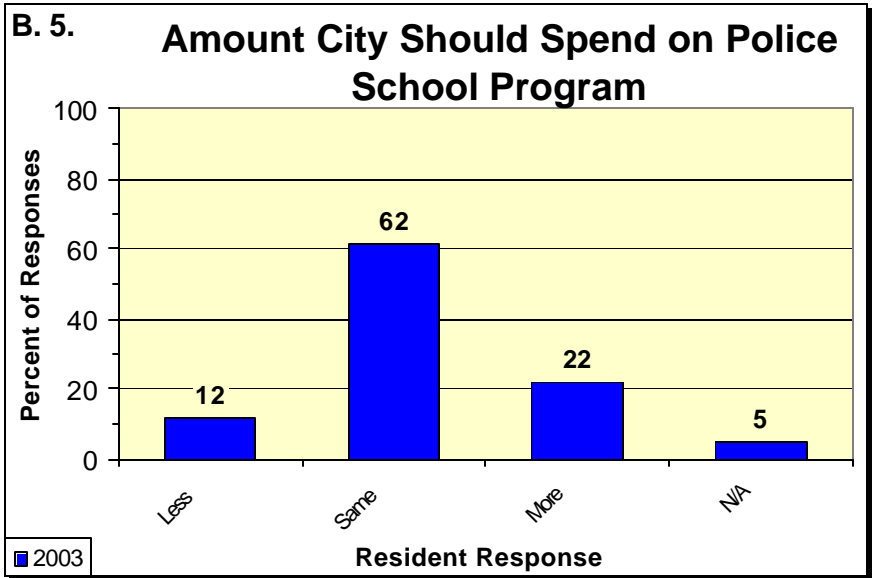
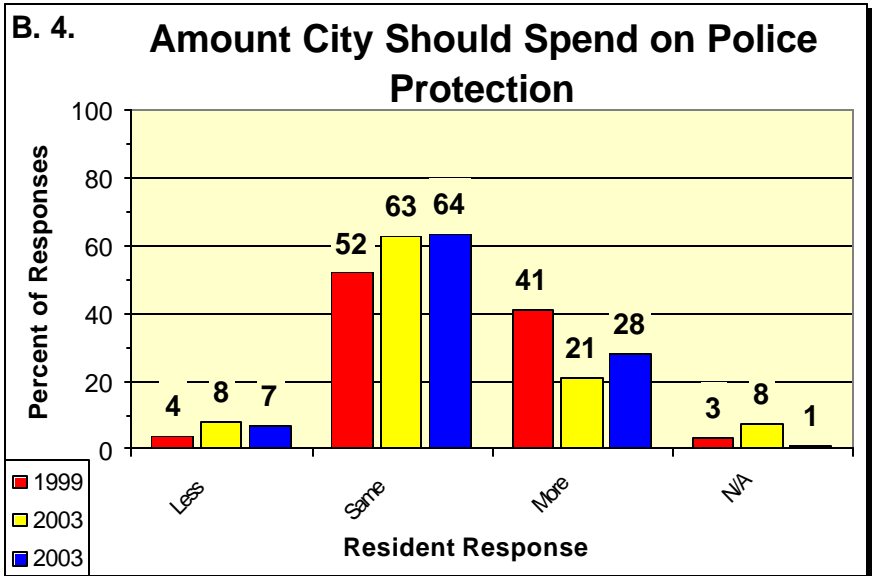
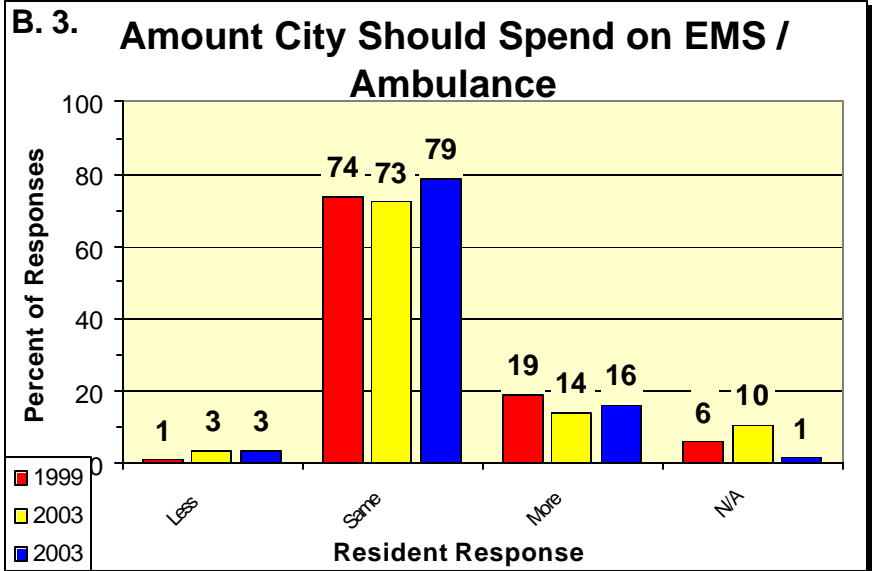


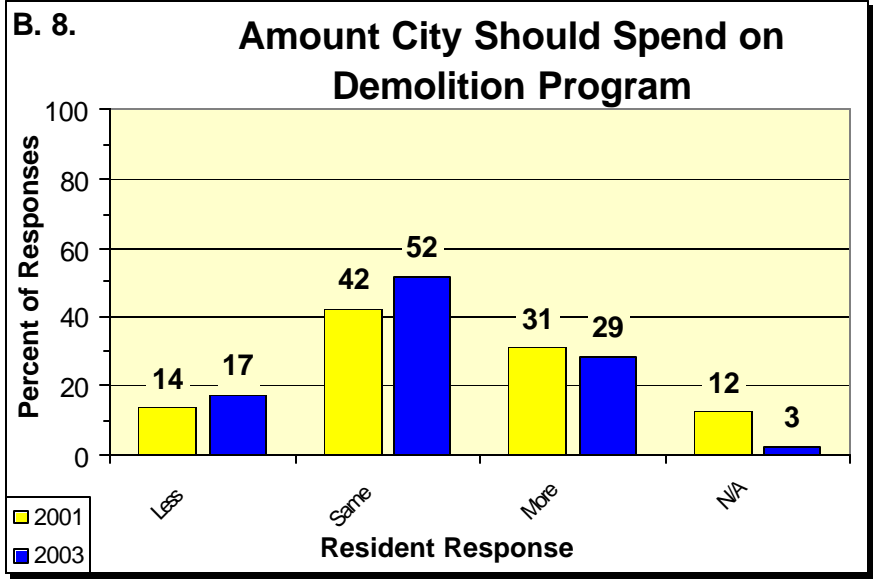
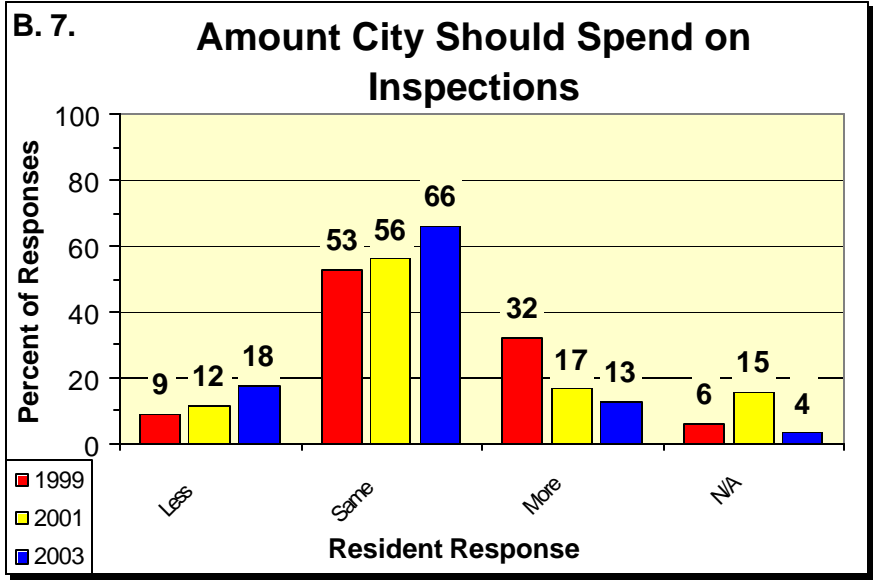
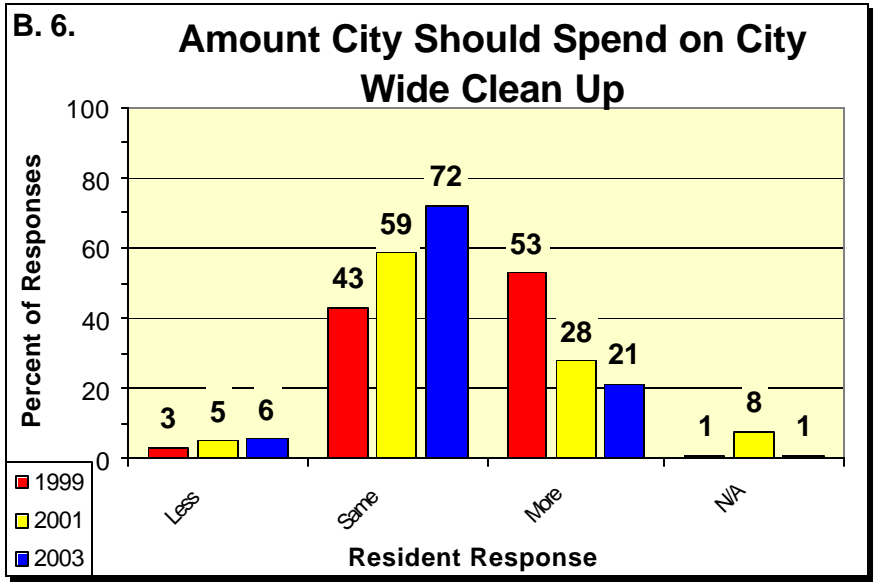


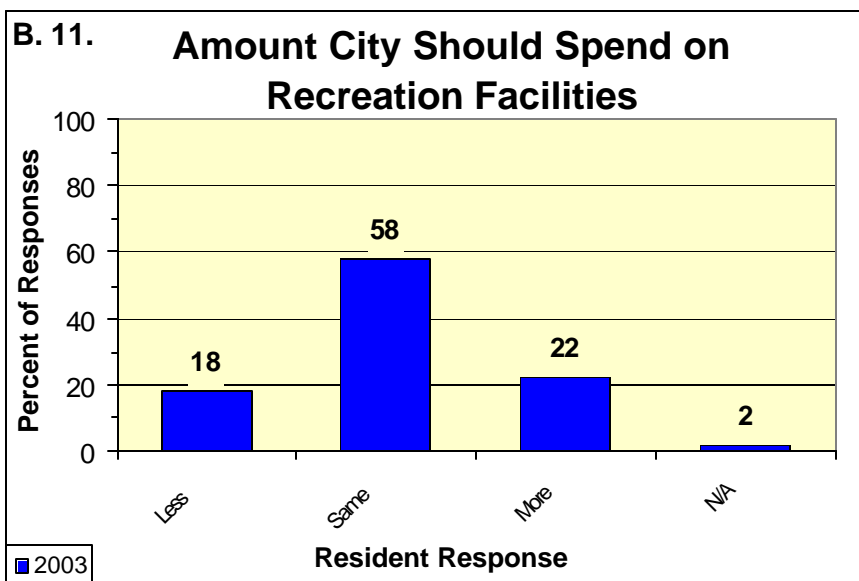
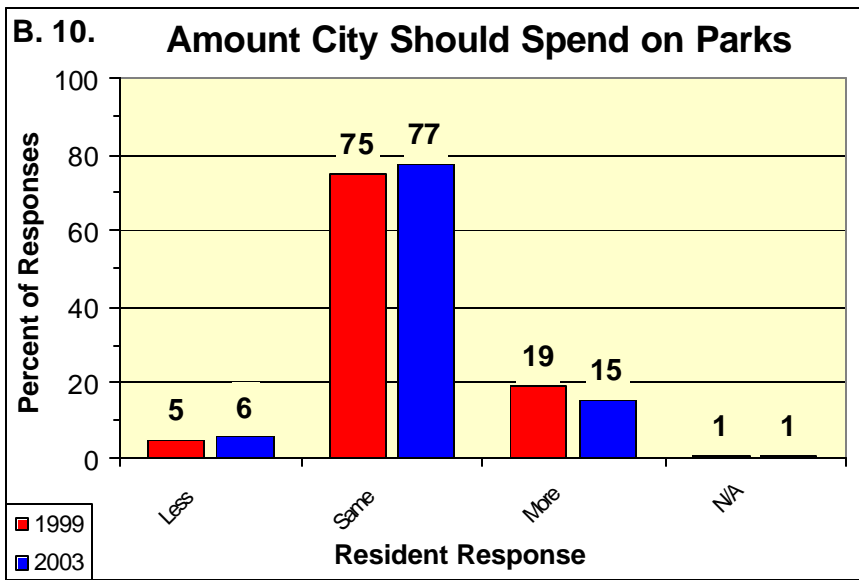
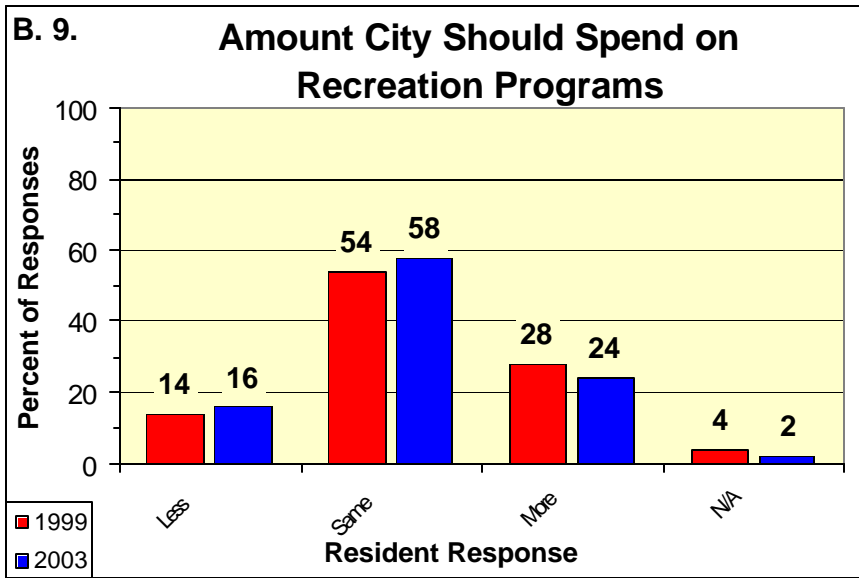
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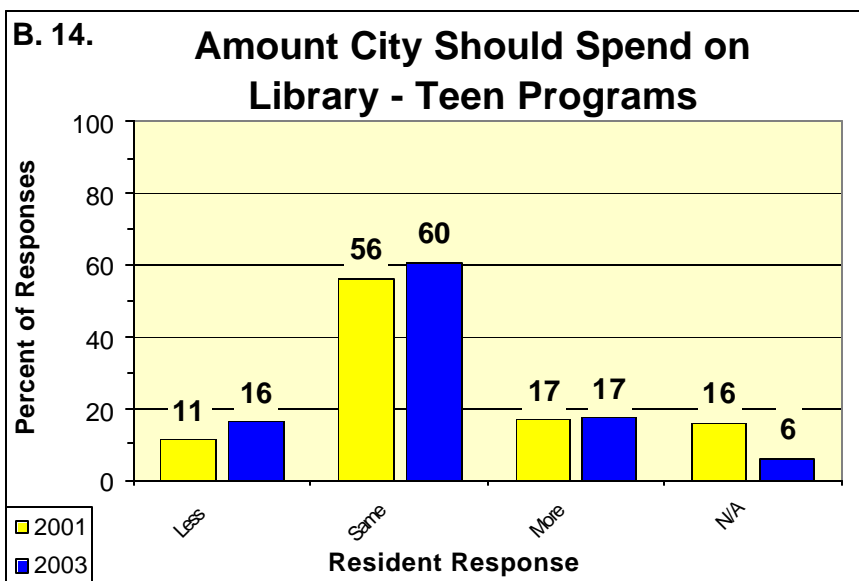
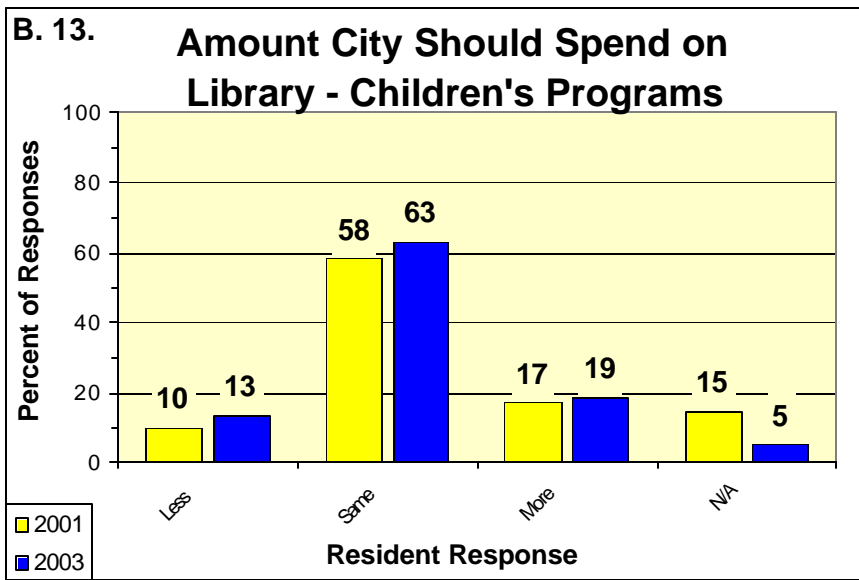
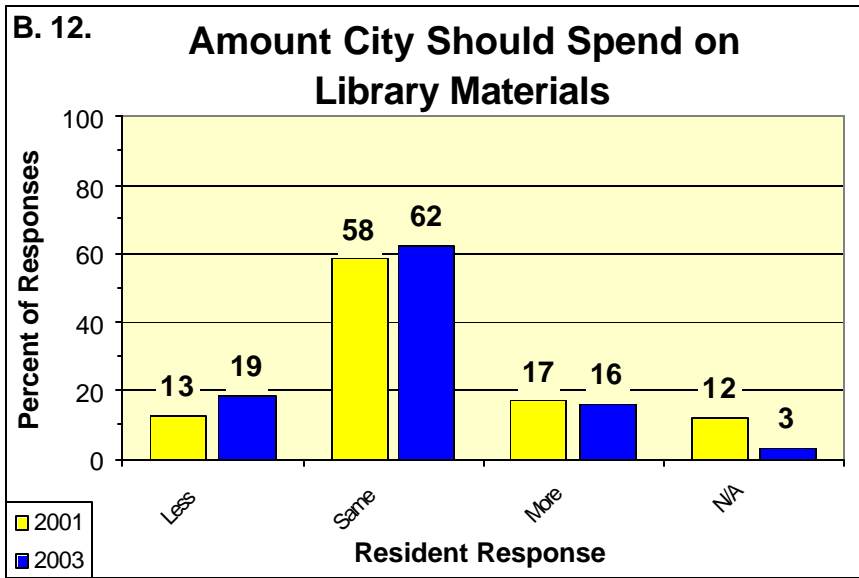
1. – 30. Of the following services, where would you like to see the City spend more, same amount, or less money?

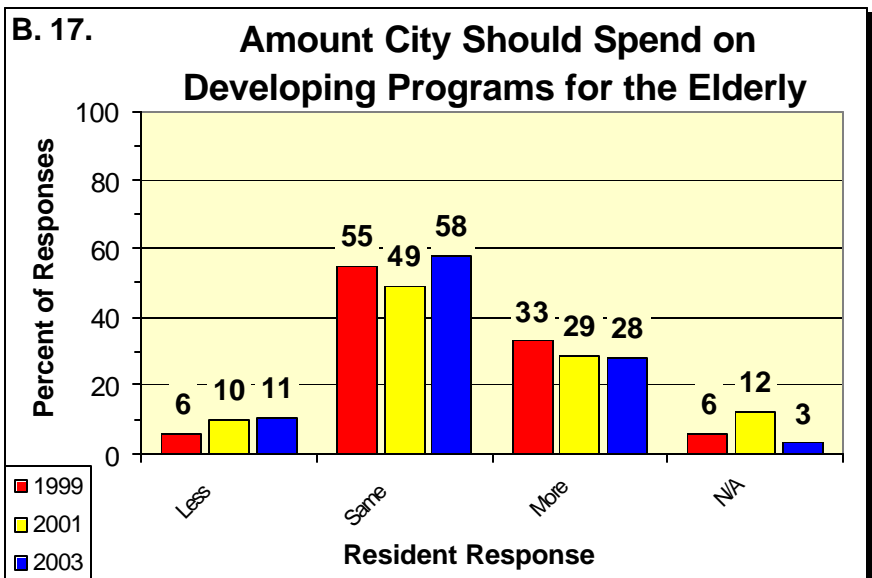
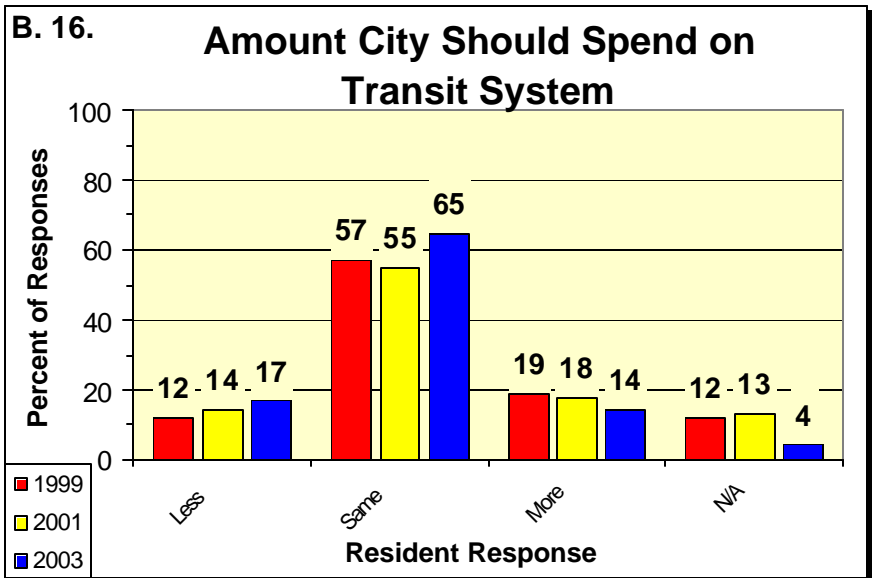
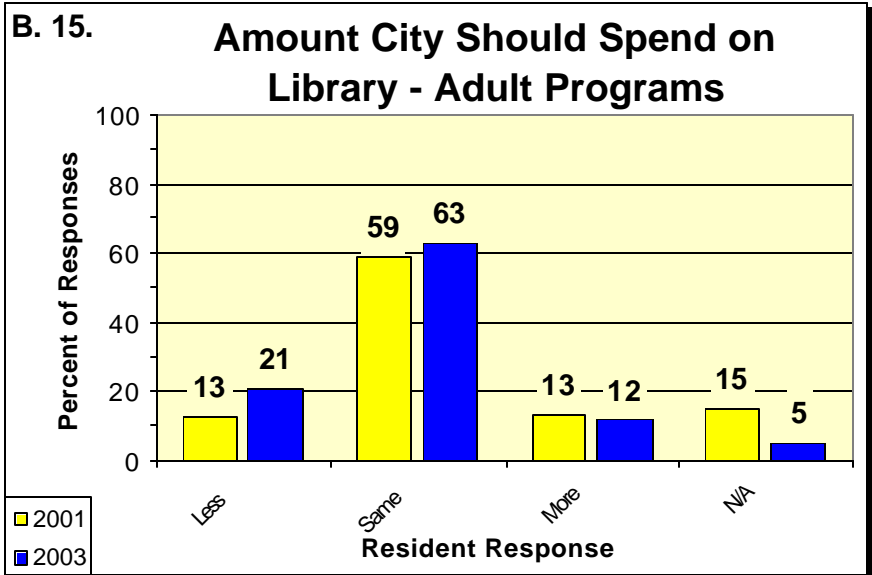


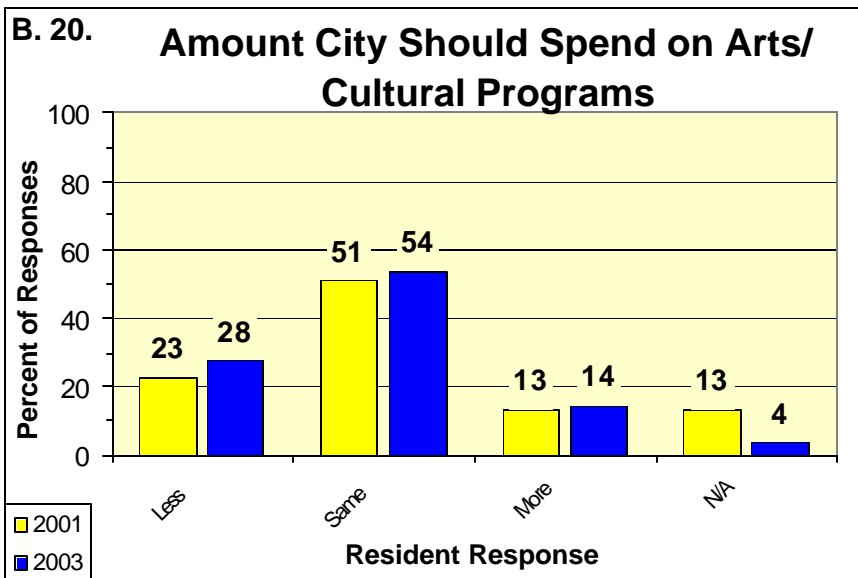
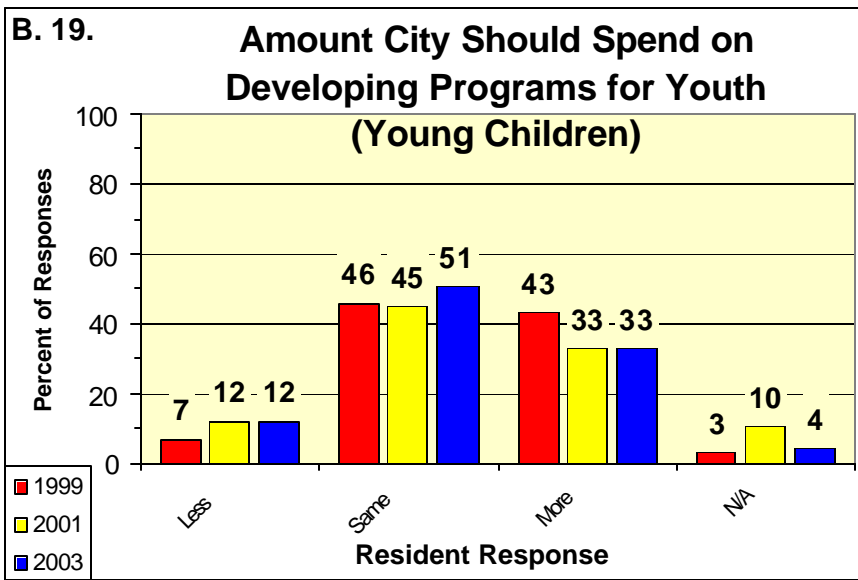
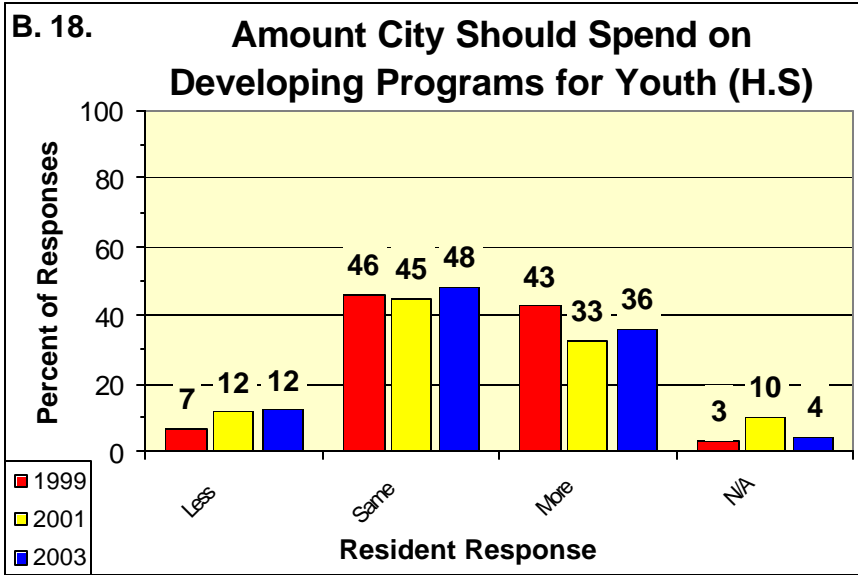


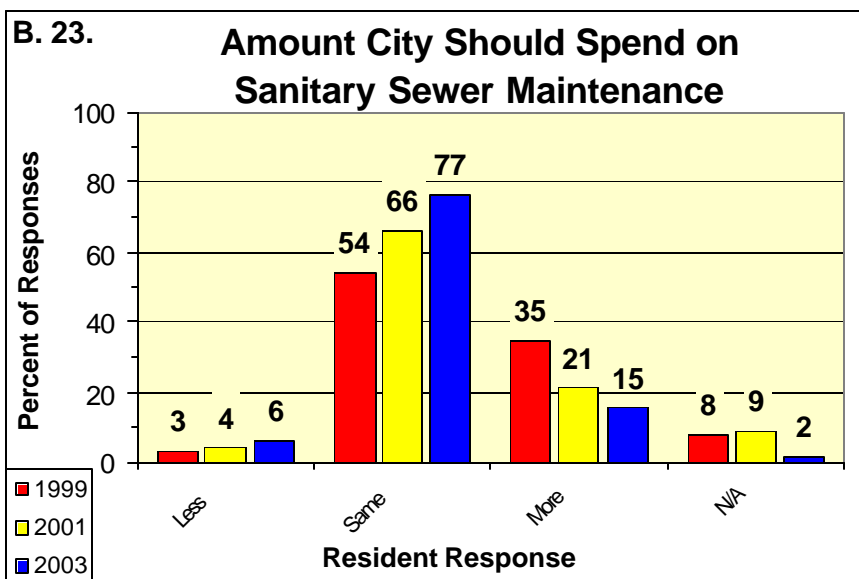
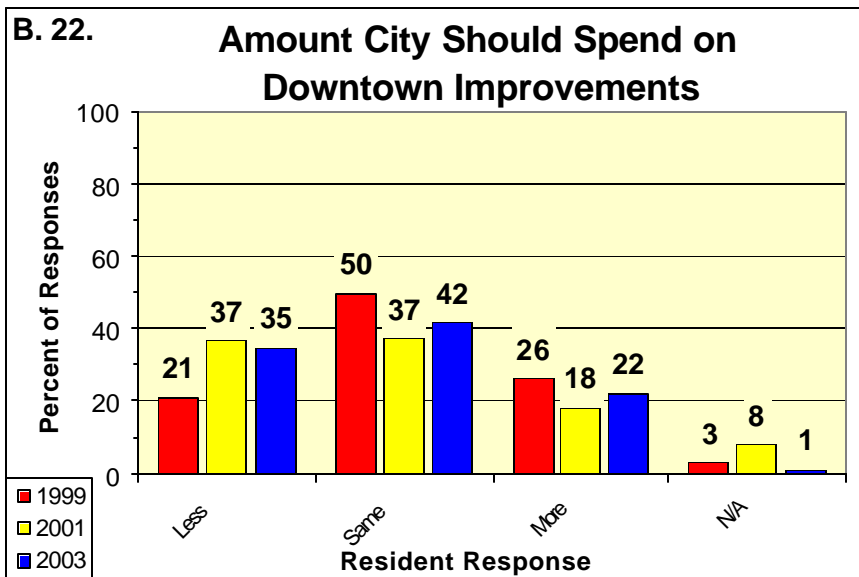
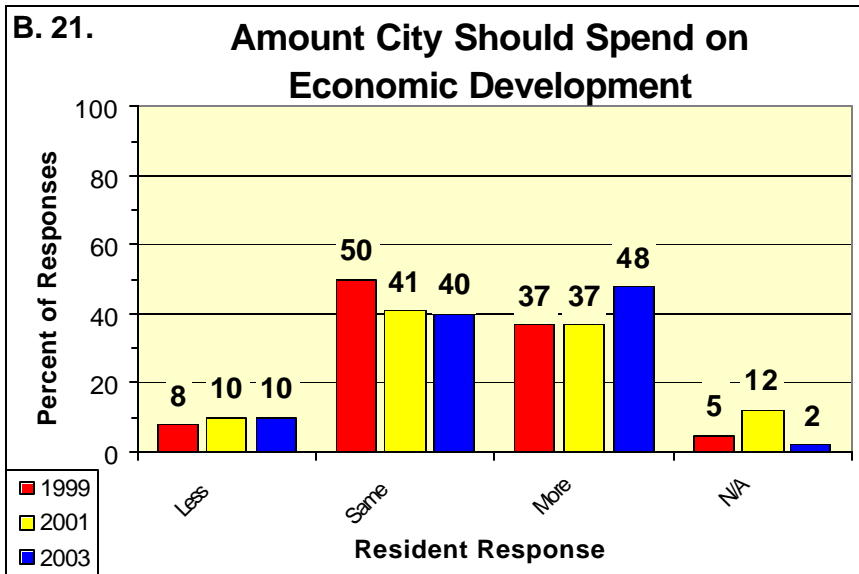


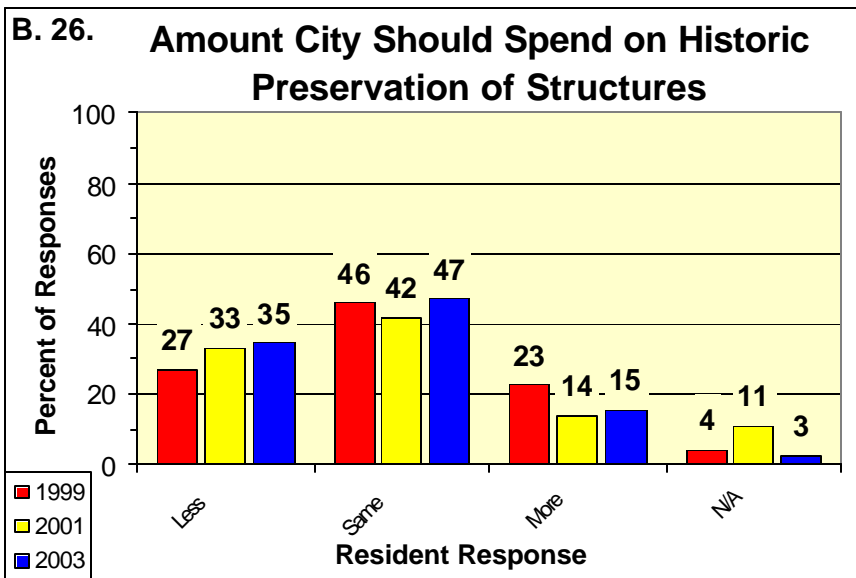
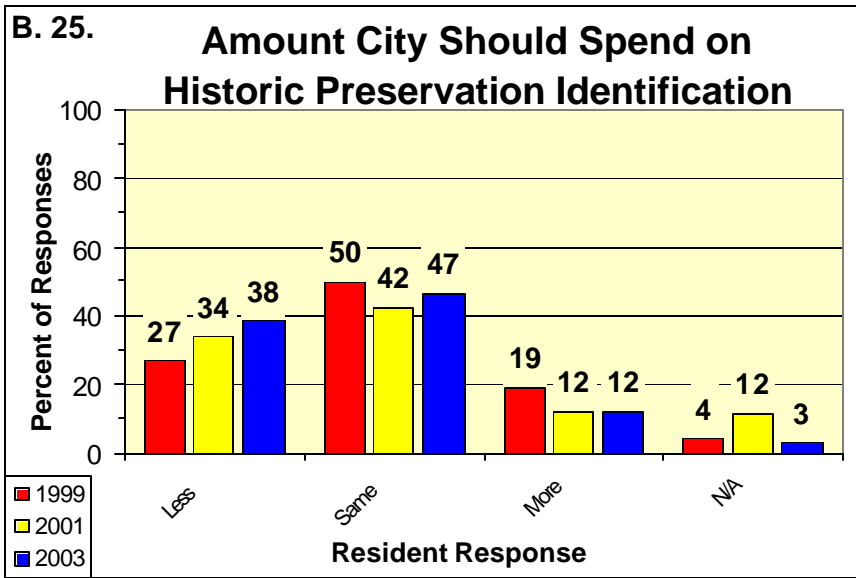
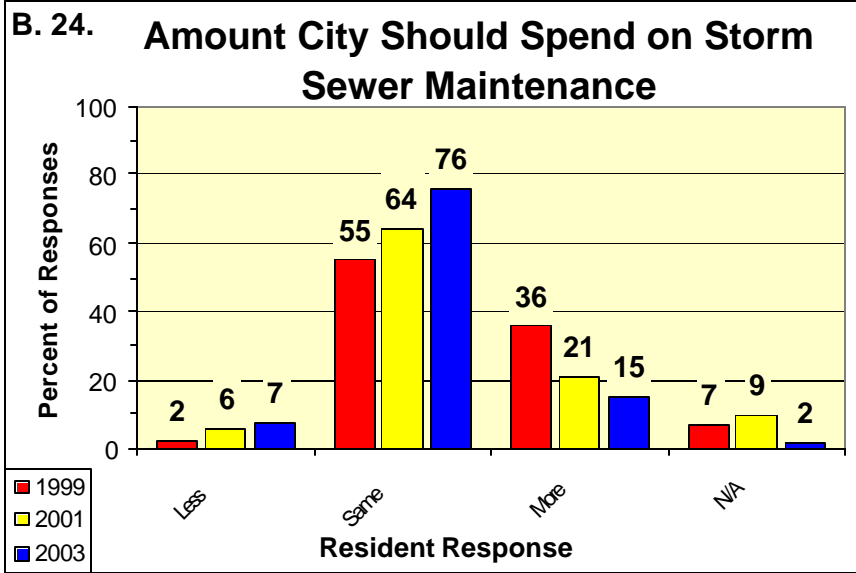


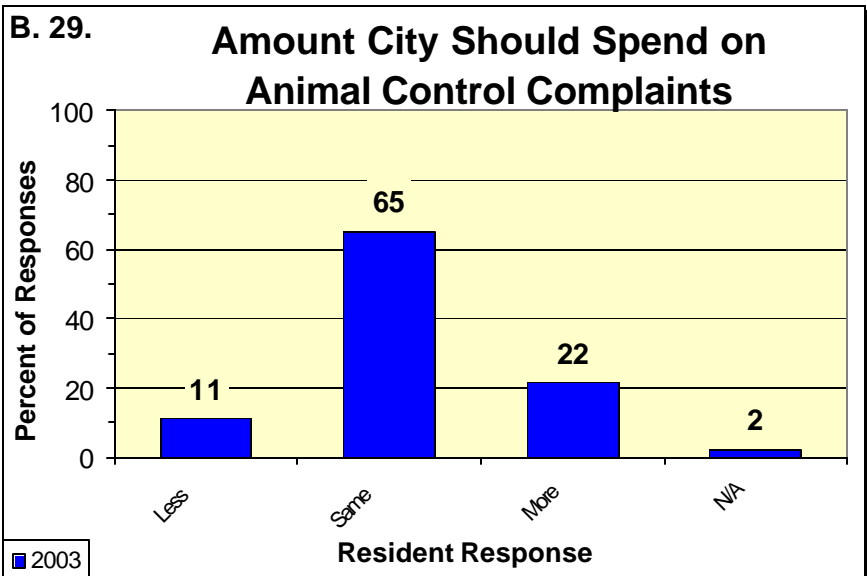
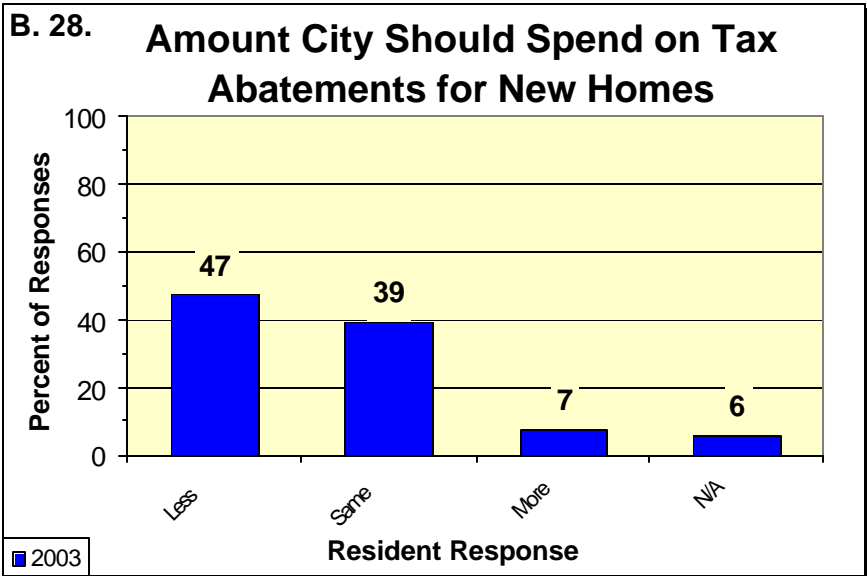
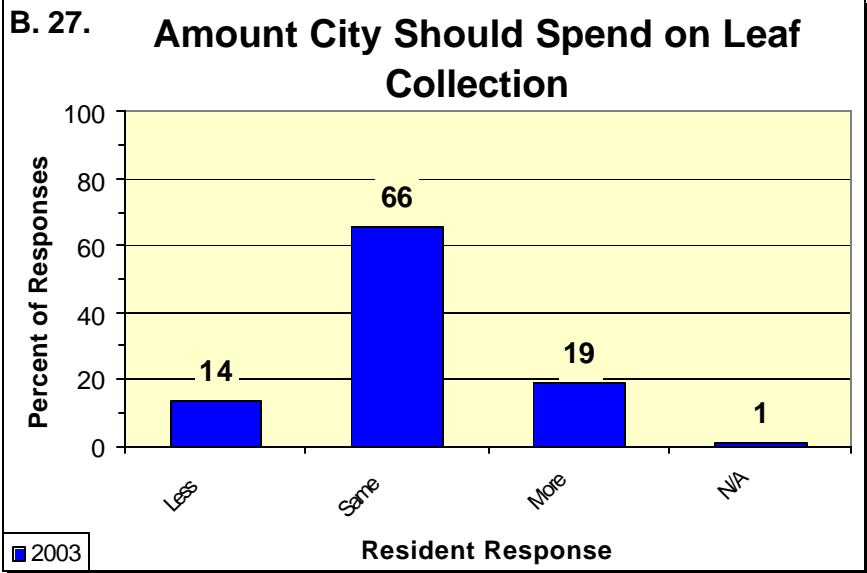


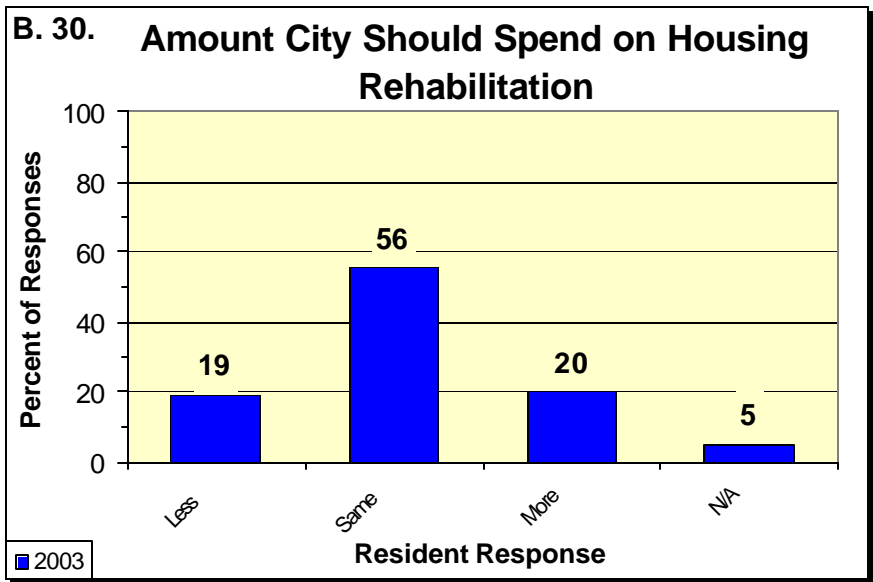






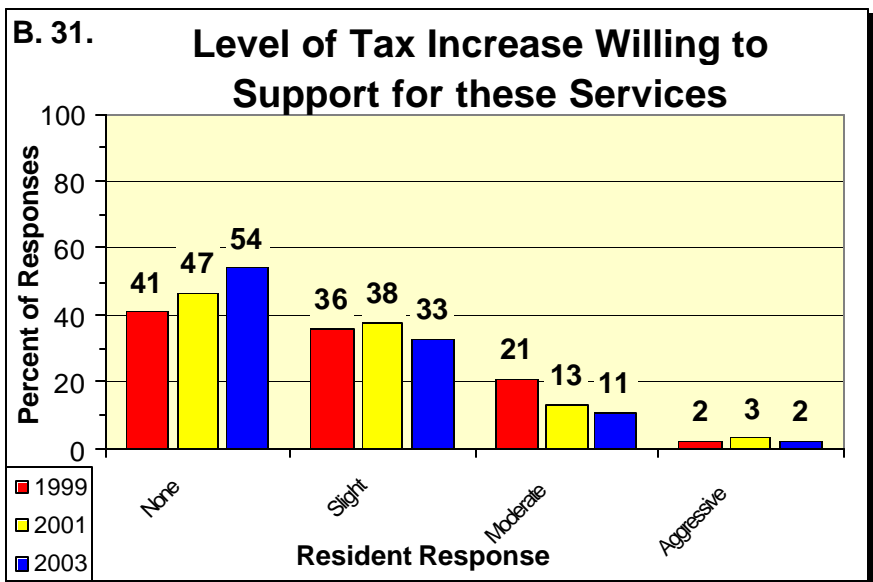




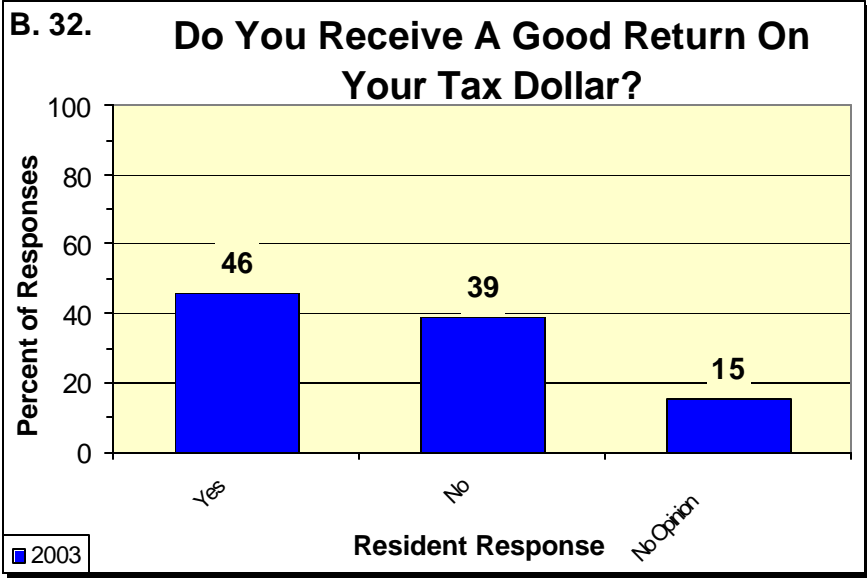


31. What Level of tax increase would you be willing to support for the above services?

- No Increase
- Slight Increase (less than \$.30 per \$1,000)
- Moderate Increase (less than \$.60 per \$1,000)
- Aggressive Increase (more than \$.60 per \$1,000)

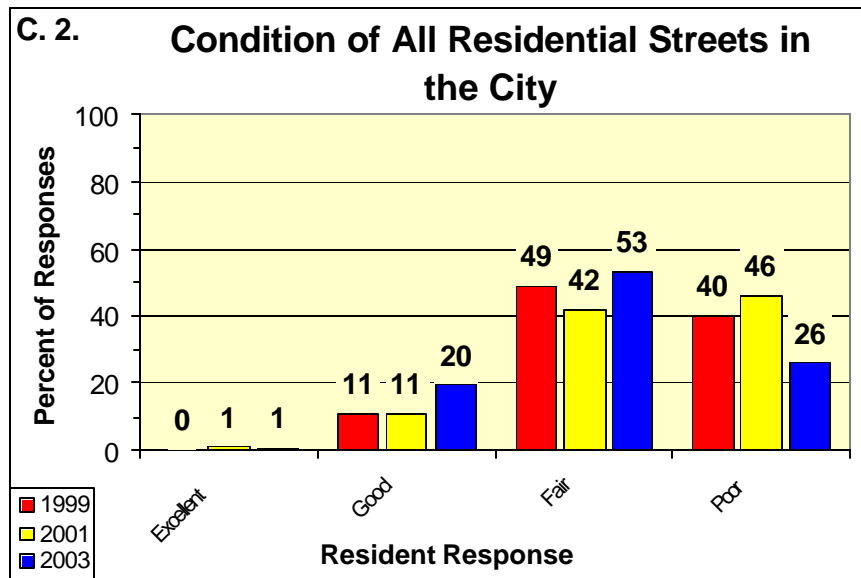
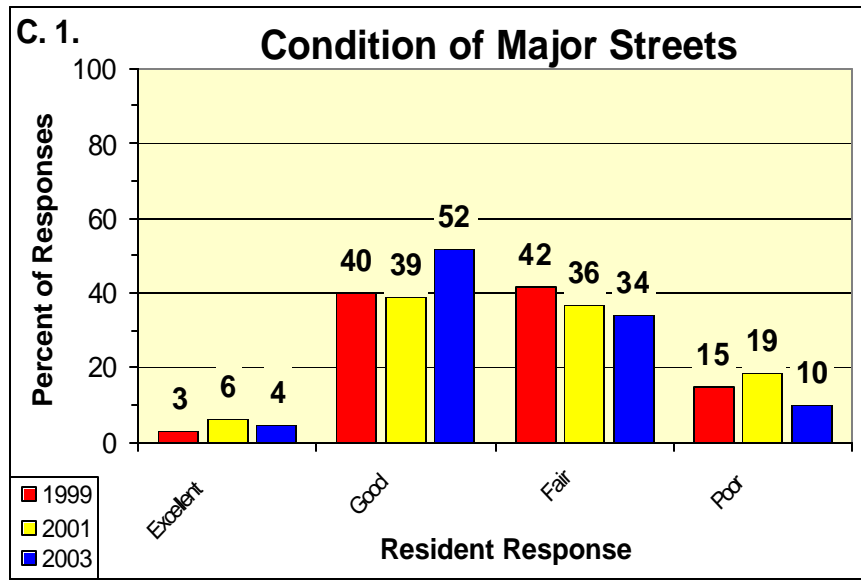


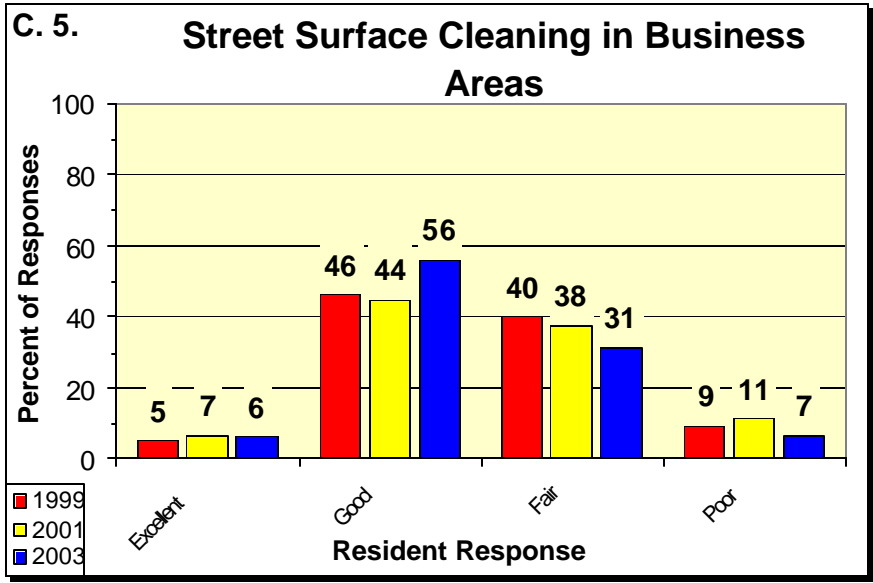
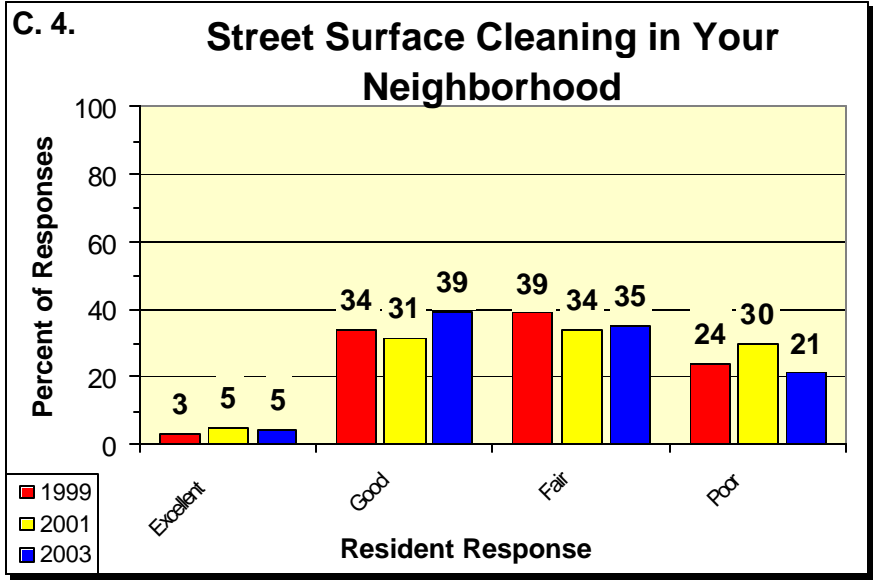
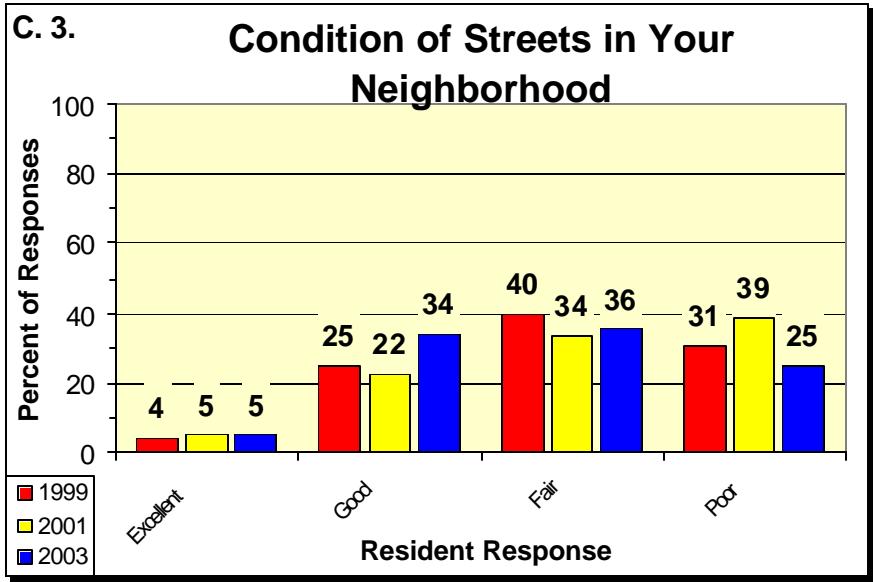
32. Do you believe that as a taxpayer you receive a good return in City services for your tax dollar?

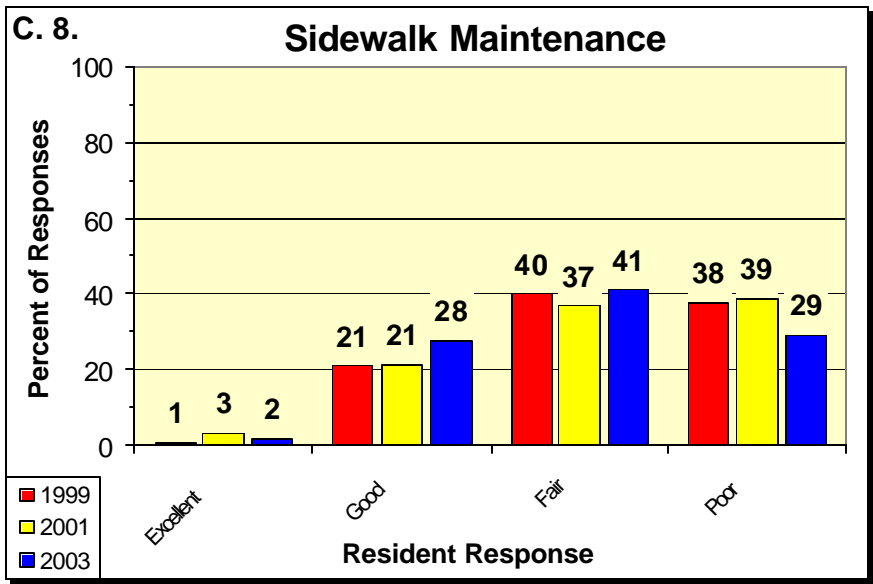
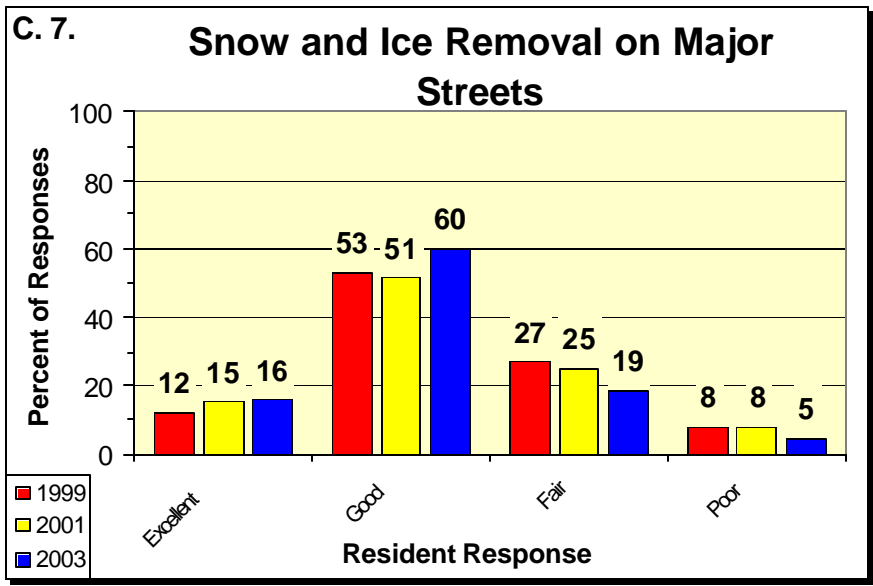
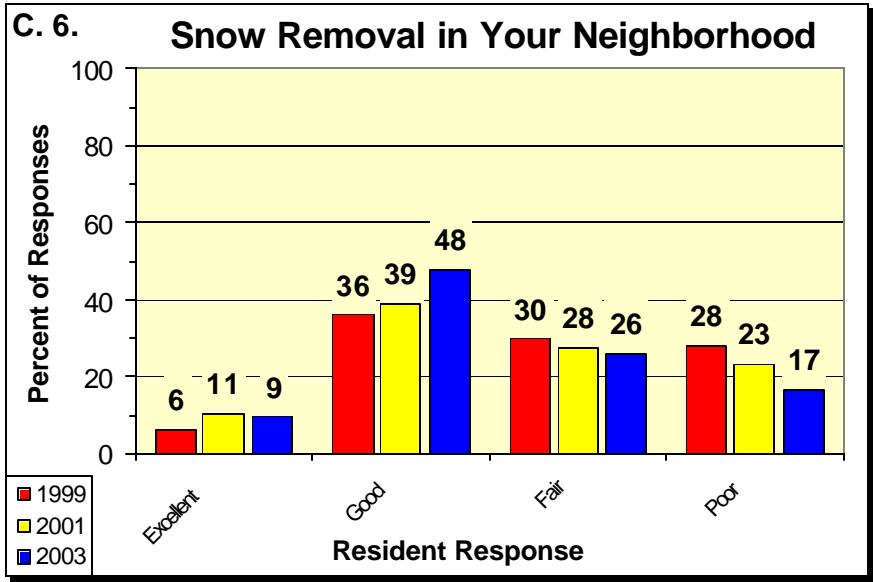


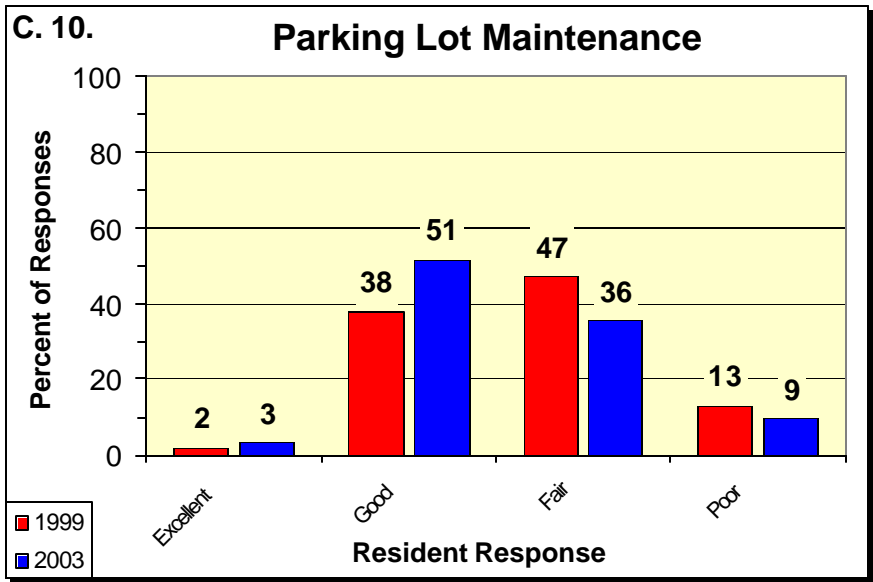
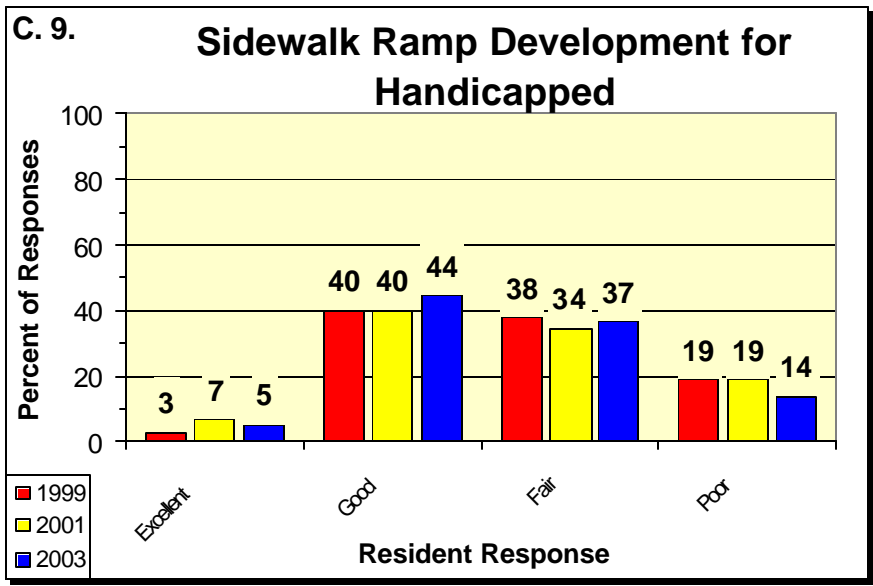
C. Transportation

1. – 10. The following is a list of Burlington transportation issues. Please give us your opinion of the existing situation.



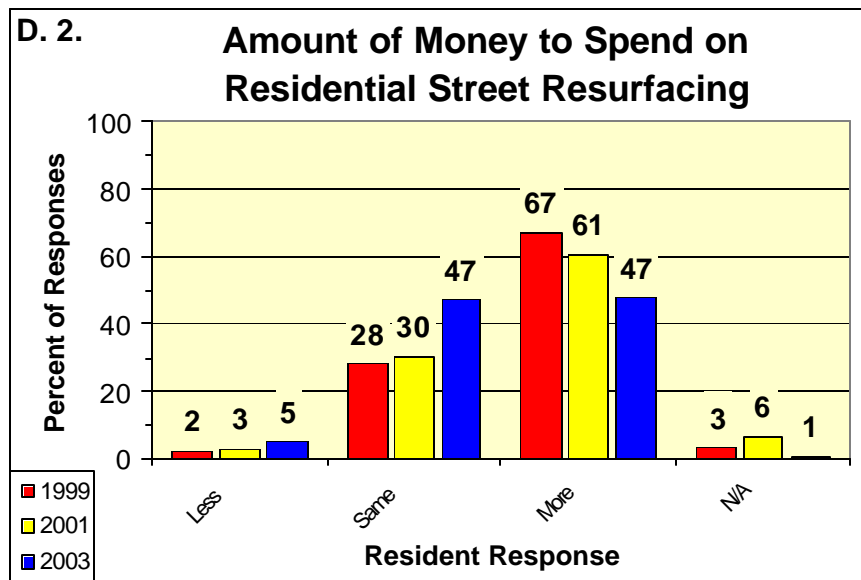
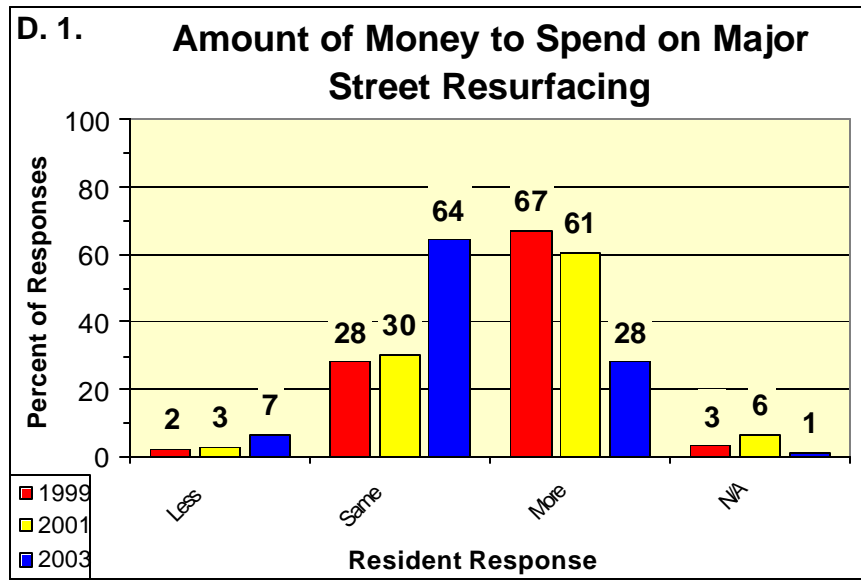


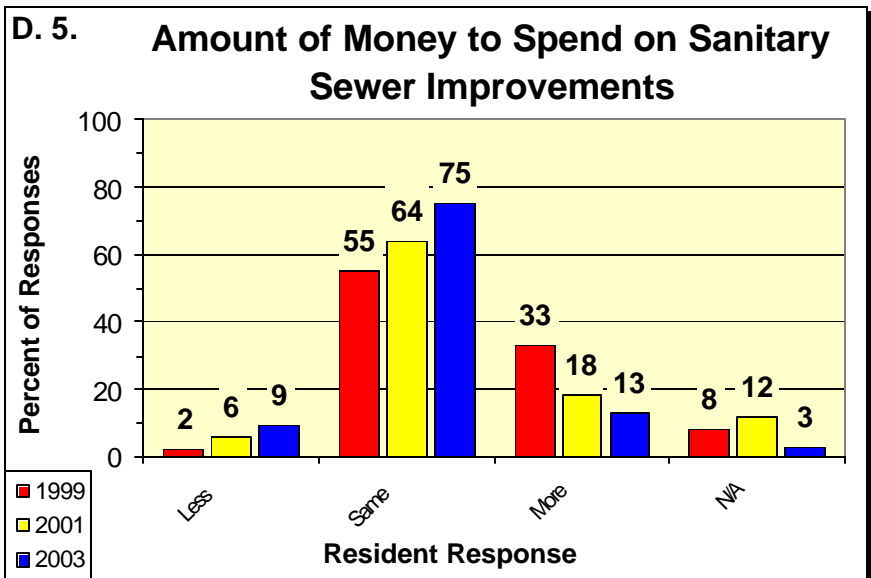
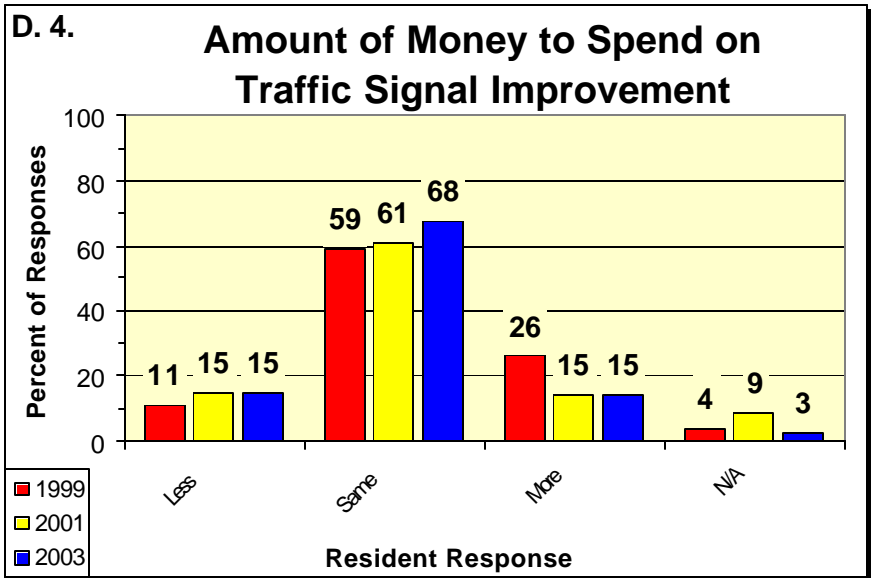
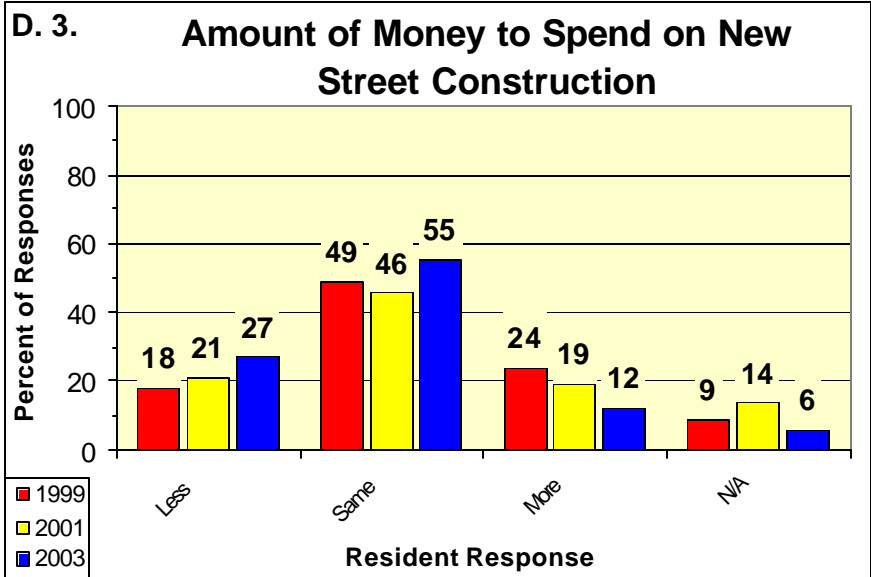


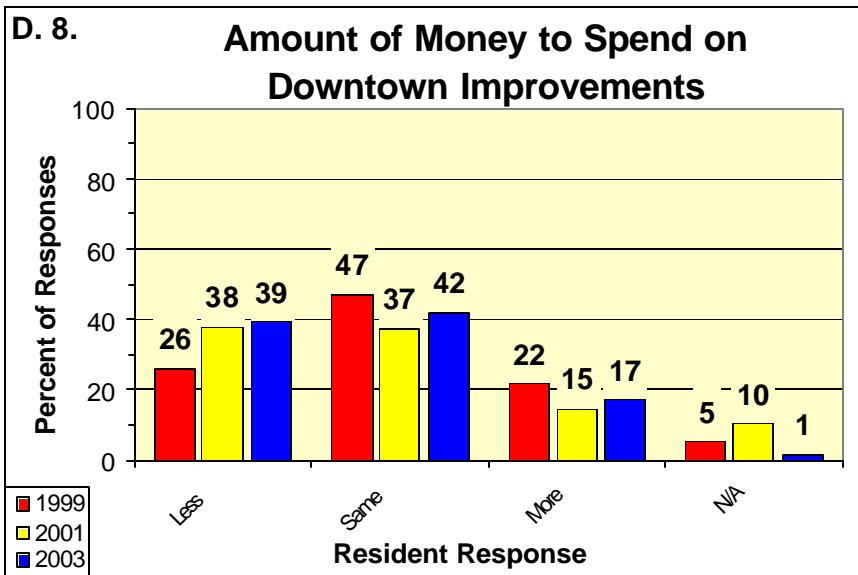
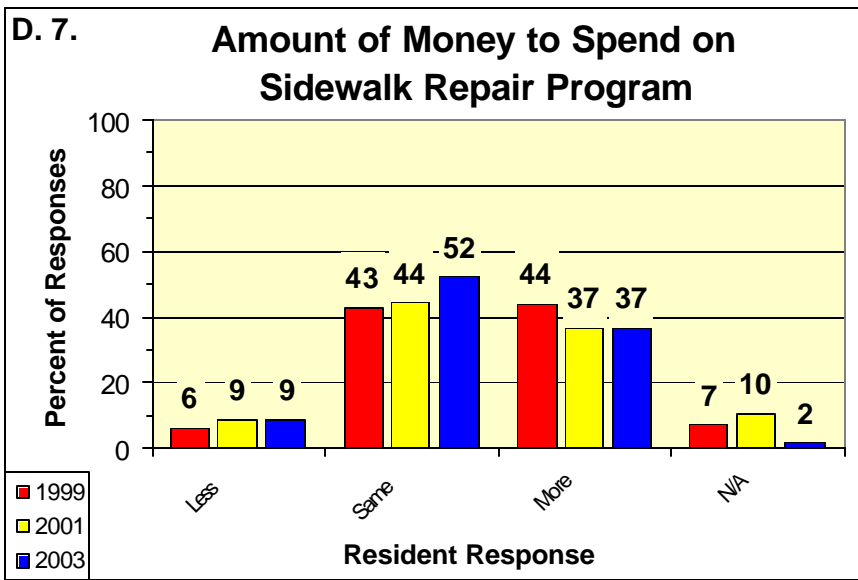
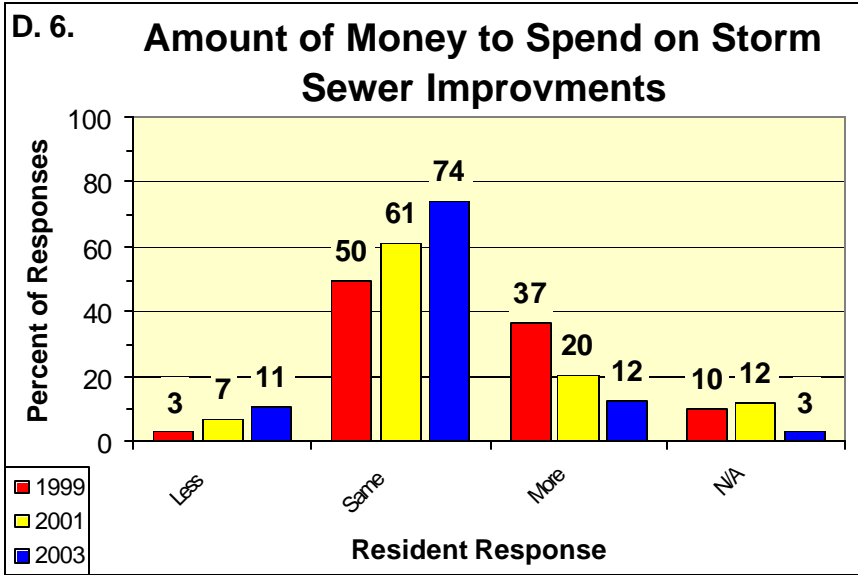


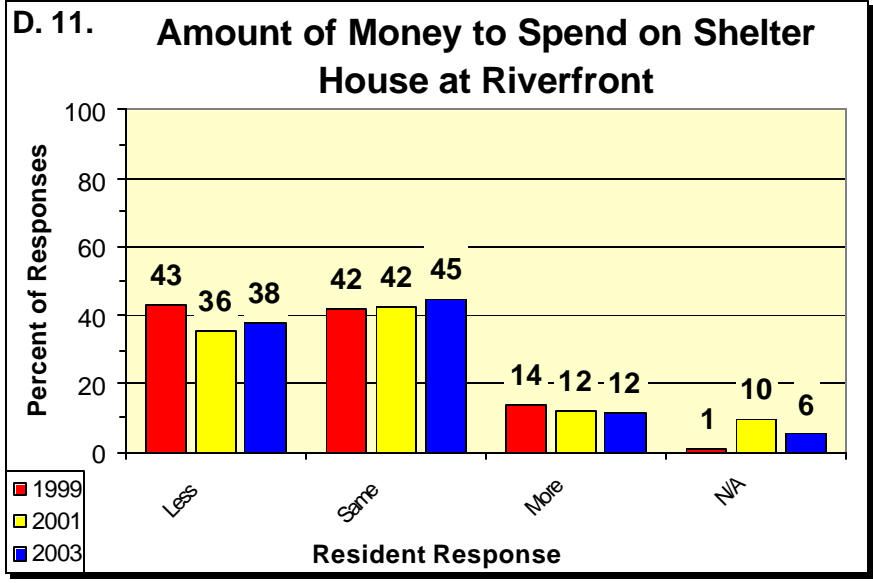
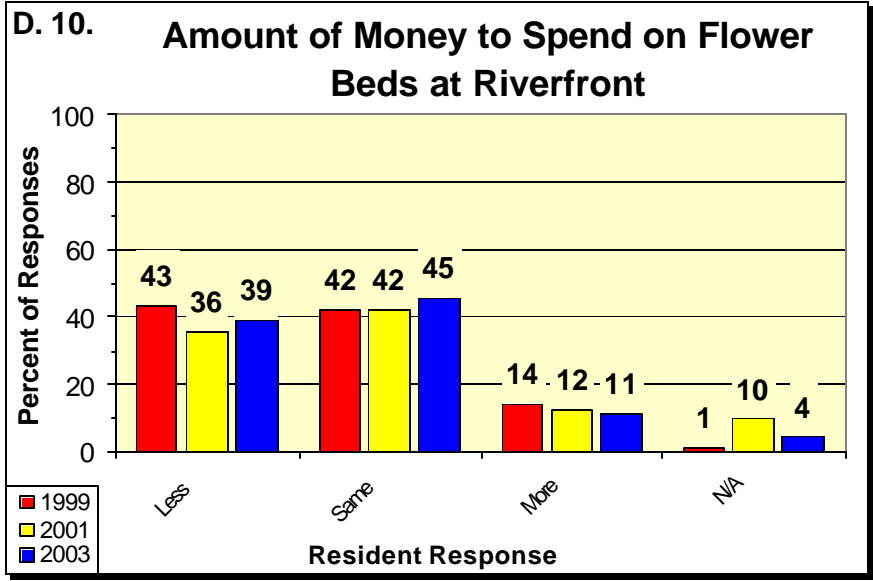
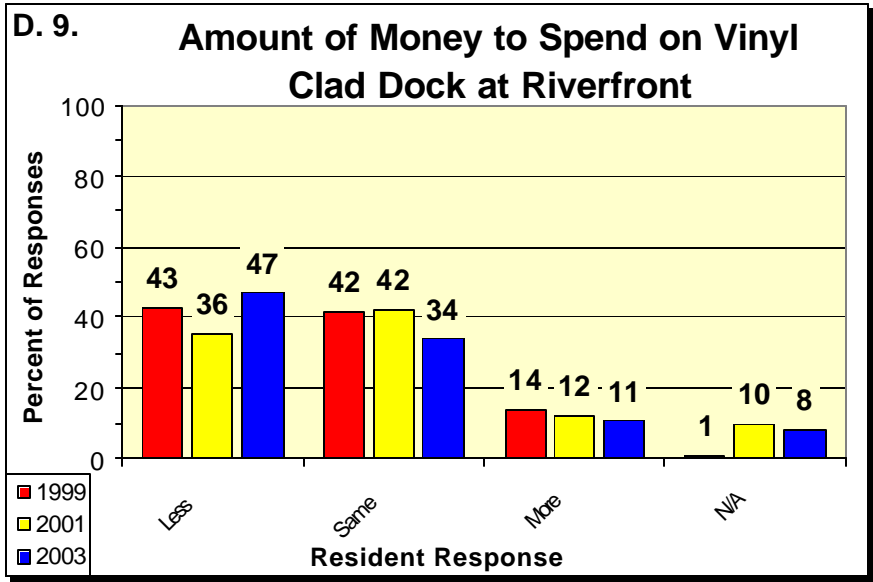
D. Capital Improvements Programs

1. – 14. Of the following Capital Improvements Programs, where would you like to see the City spend more, same amount, or less money?

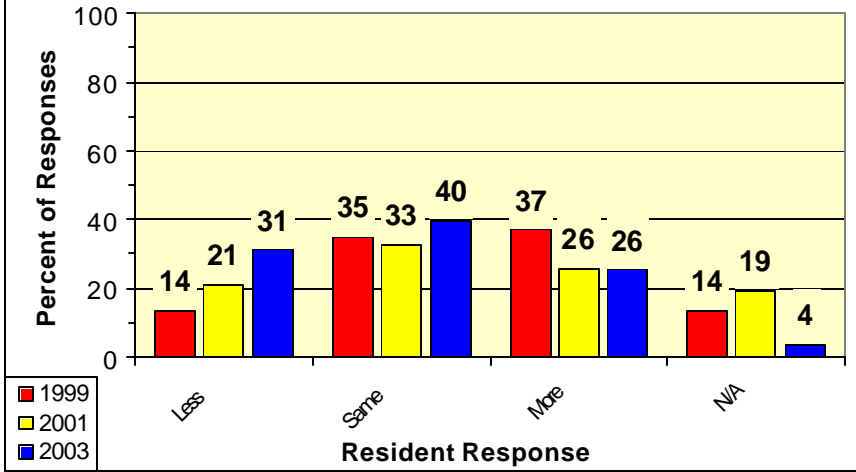




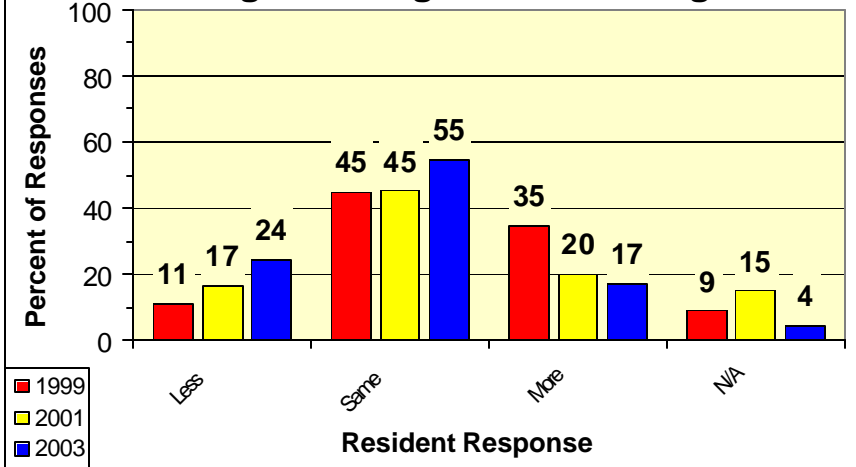




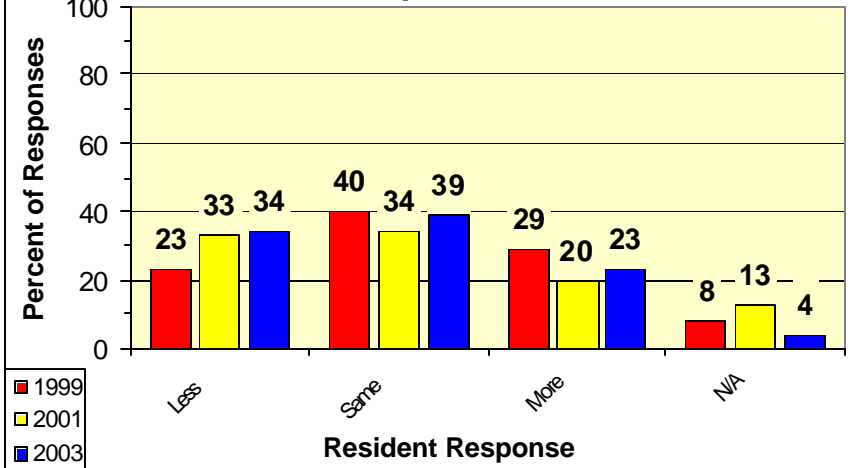
D. 12. Amount of Money to Spend on Bike / Pedestrian Trails



D. 13. Amount of Money to Spend on Targeted Neighborhood Programs

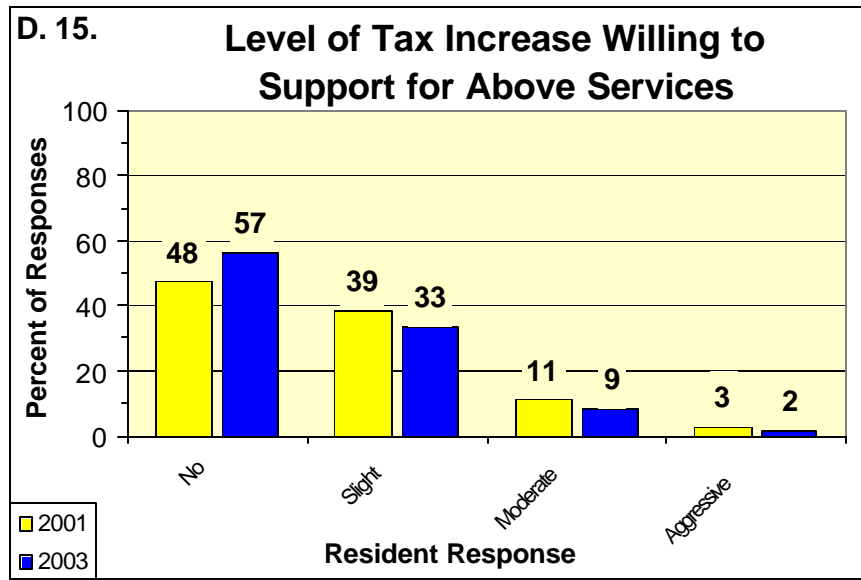


D. 14. Amount of Money to Spend on Depot Improvements



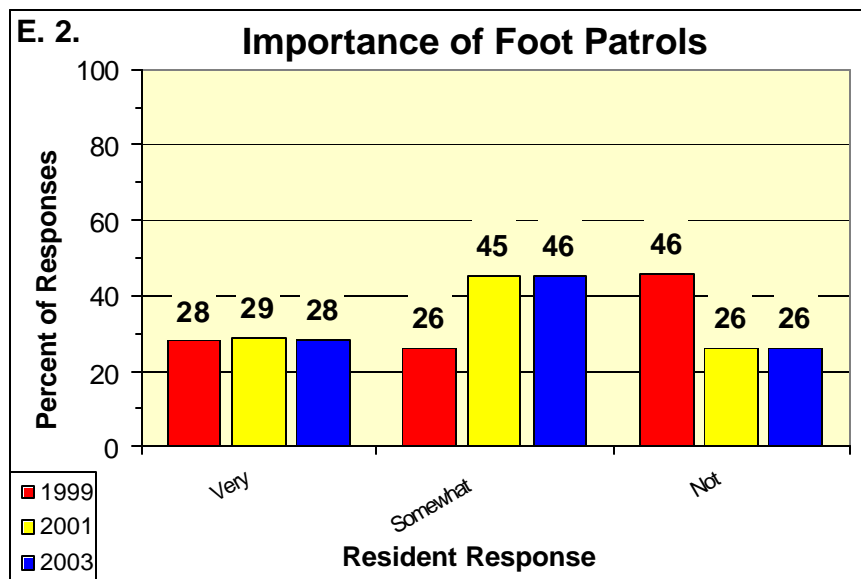
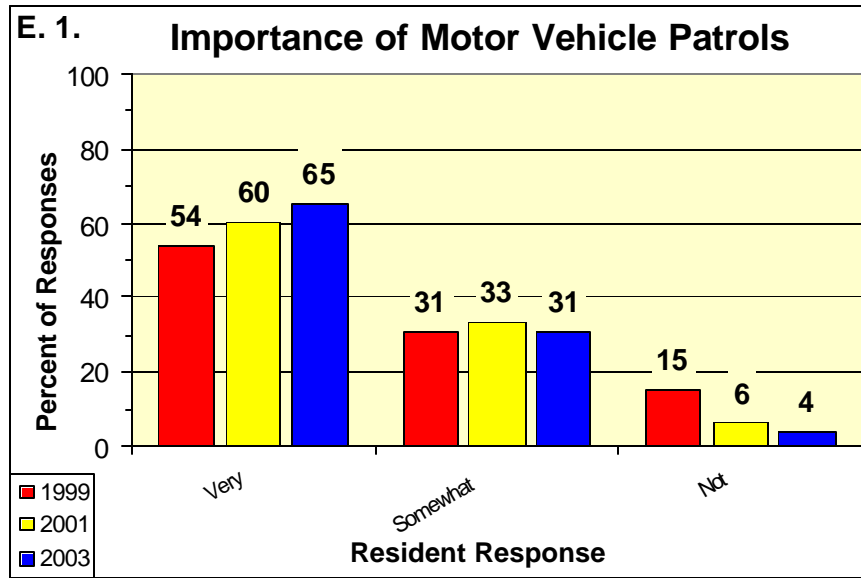
15. What level of tax increase would you be willing to support for the above services?

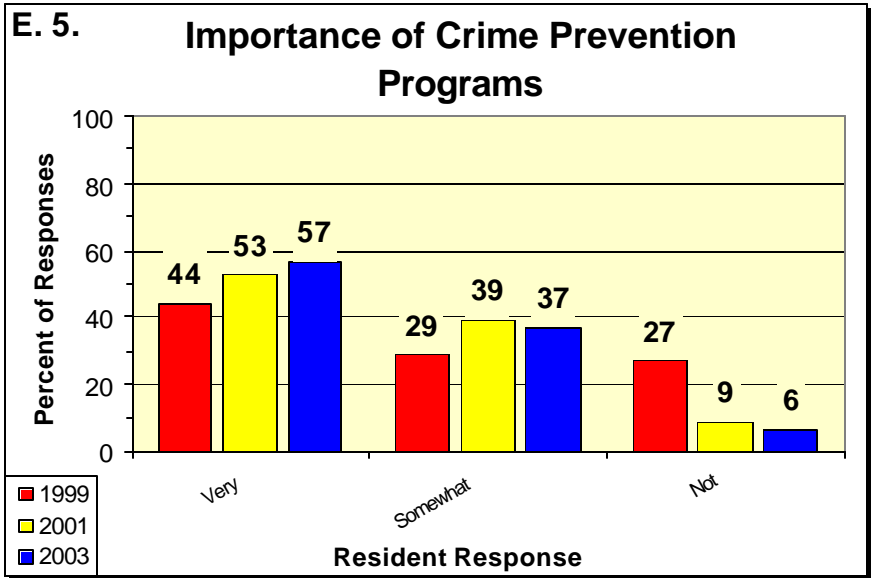
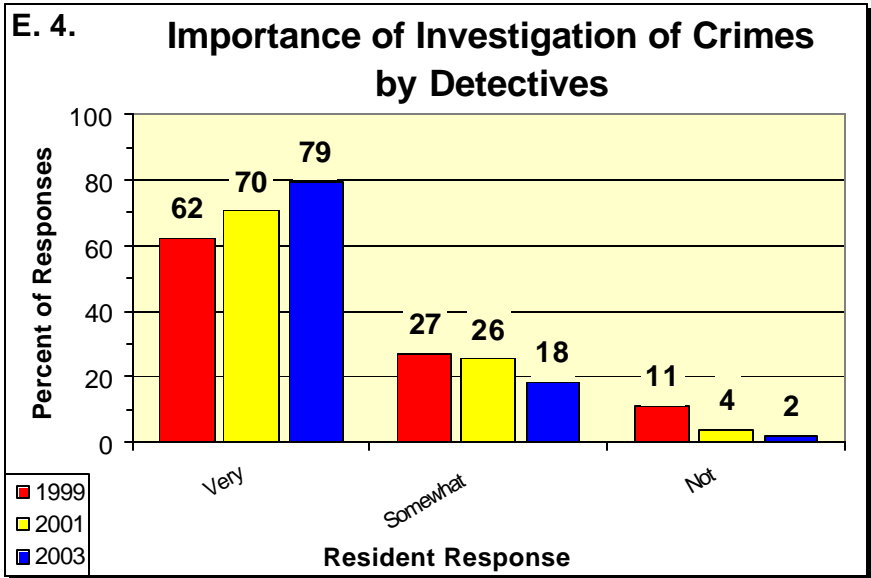
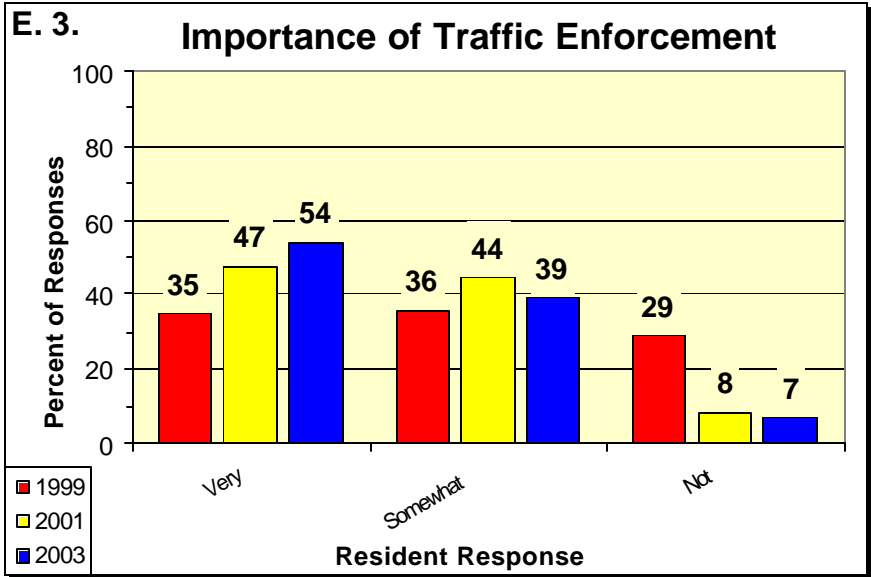
- No Increase
- Slight Increase (less than \$.30 per \$1,000)
- Moderate Increase (less than \$.60 per \$1,000)
- Aggressive Increase (more than \$.60 per \$1,000)

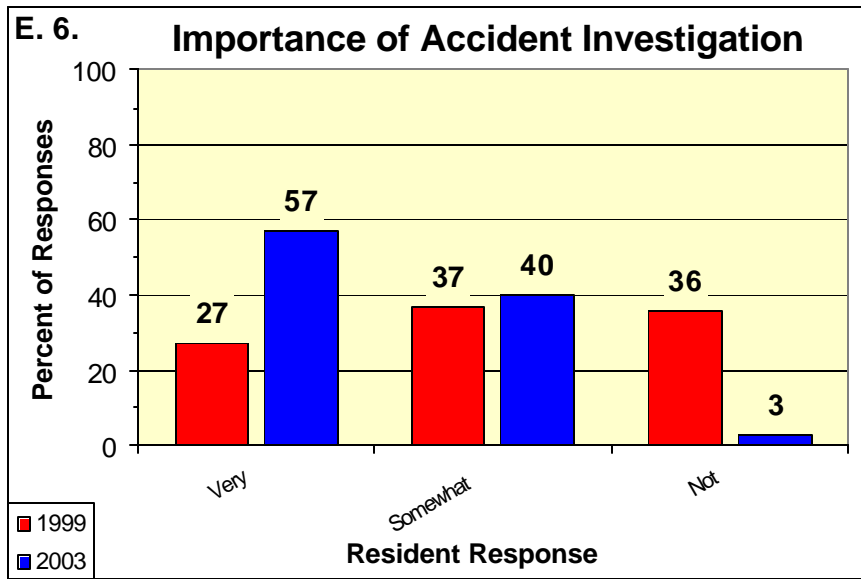


E. Public Safety

1. – 6. Please rank the *importance* of the following services to you.

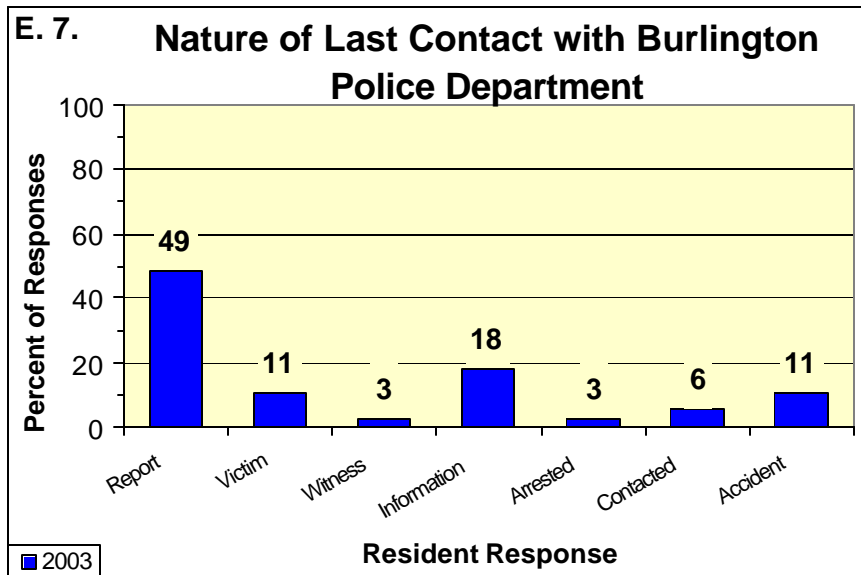






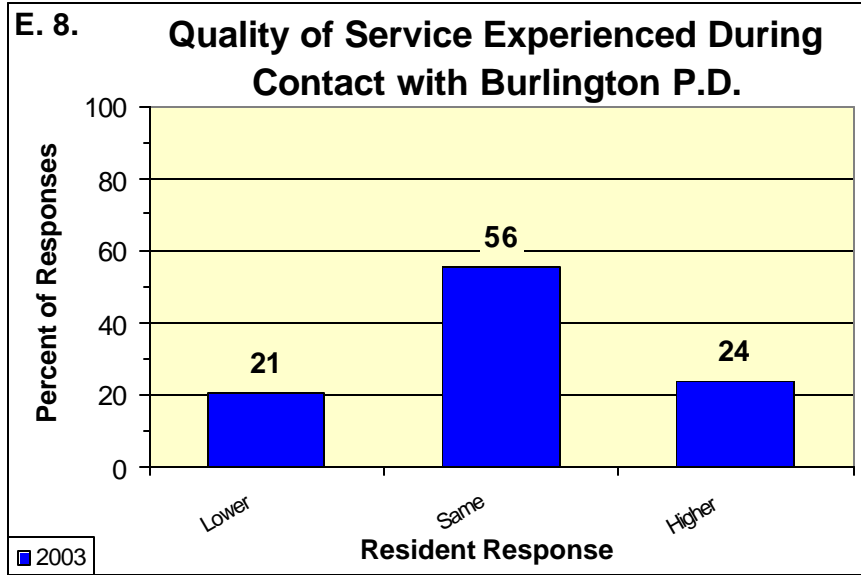
7. What was the nature of your last contact with the Burlington Police Department?

- I called to report a problem or incident.
- I was the victim of a crime or offense.
- I was a witness to a crime or offense.
- I requested information from the department.
- I was arrested or received a violation.
- I was contacted about a problem.
- I was involved in an accident.



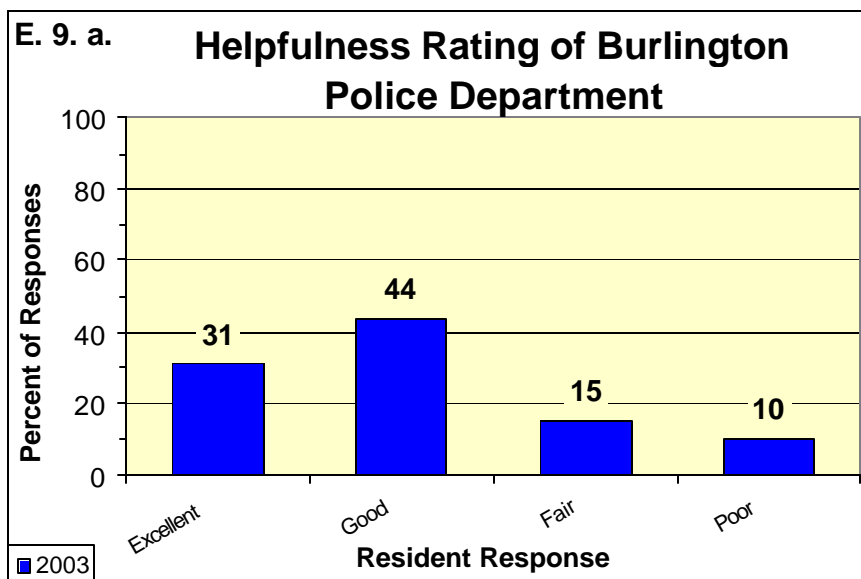
8. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington Police Department.

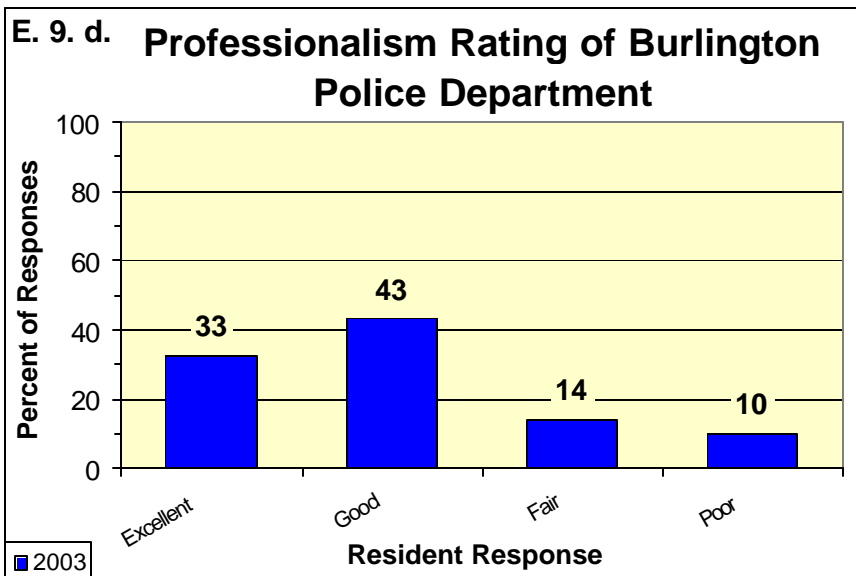
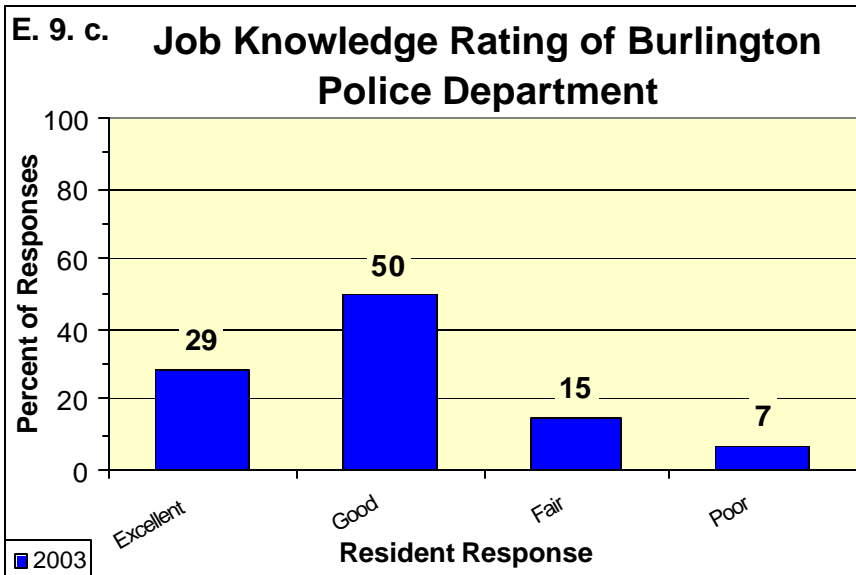
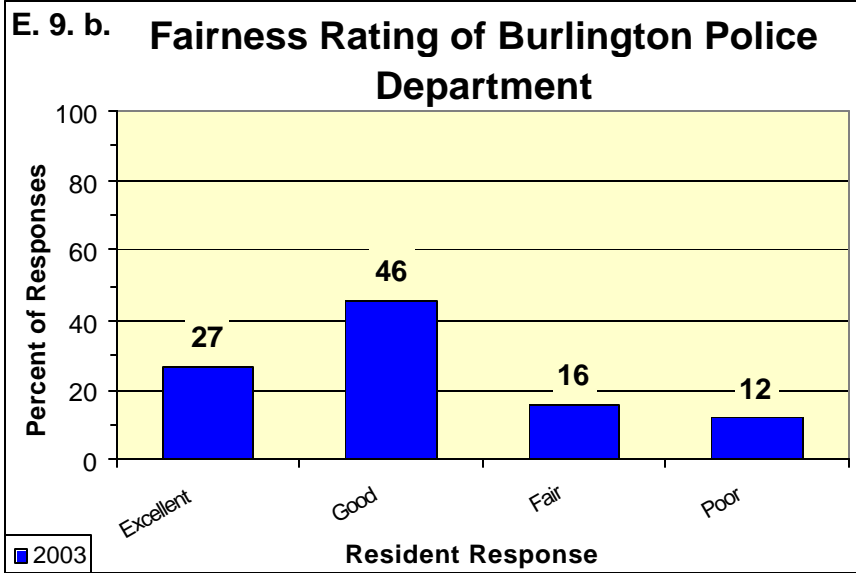
- Lower, higher, or about what I expected.

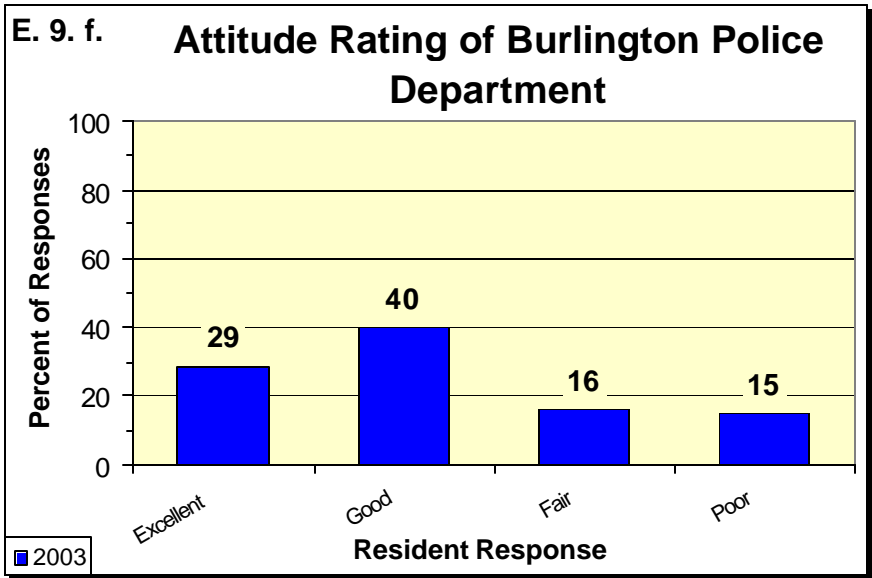
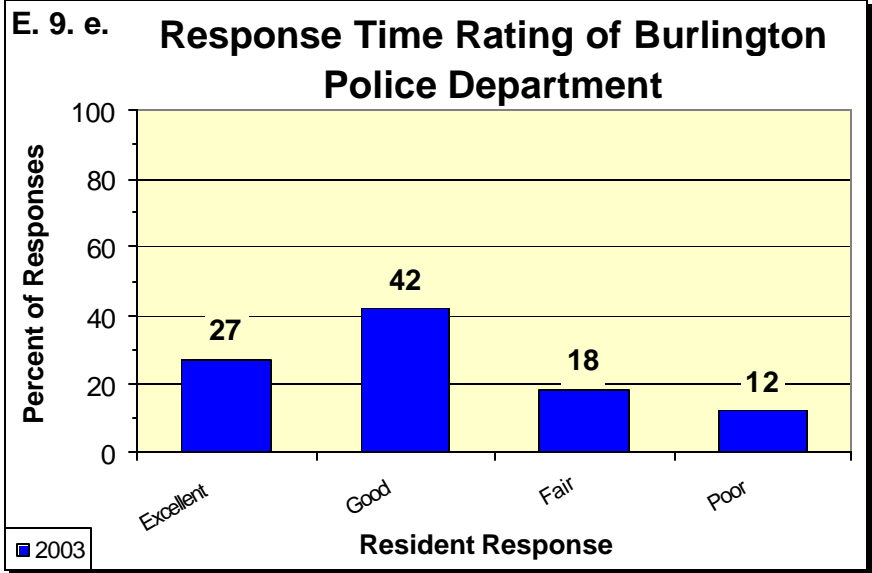


9. Using the following, please rate your last contact in the following areas of service within the Police Department.

(a. – f.)

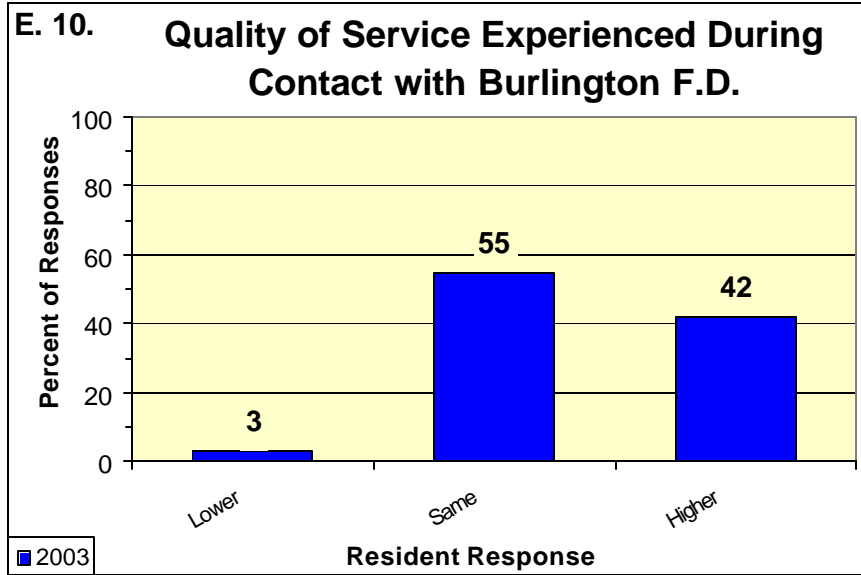






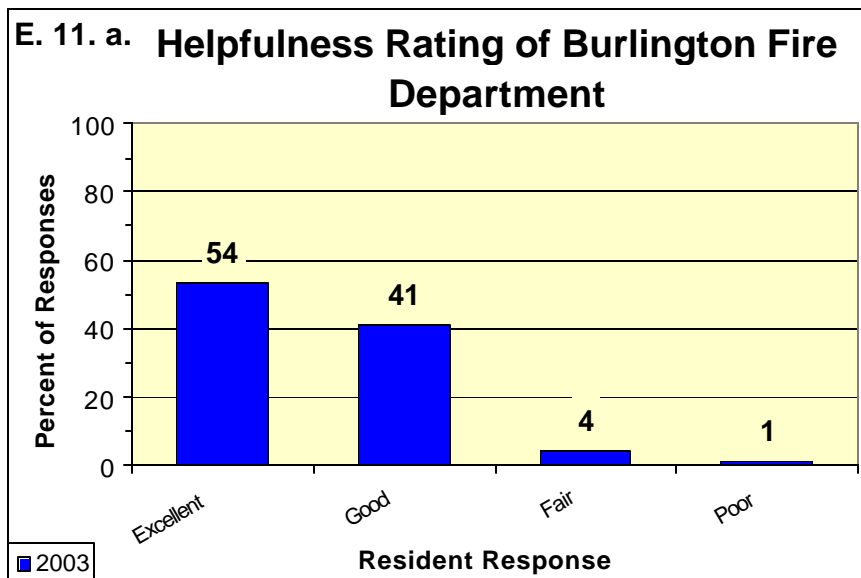
10. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington Fire Department.

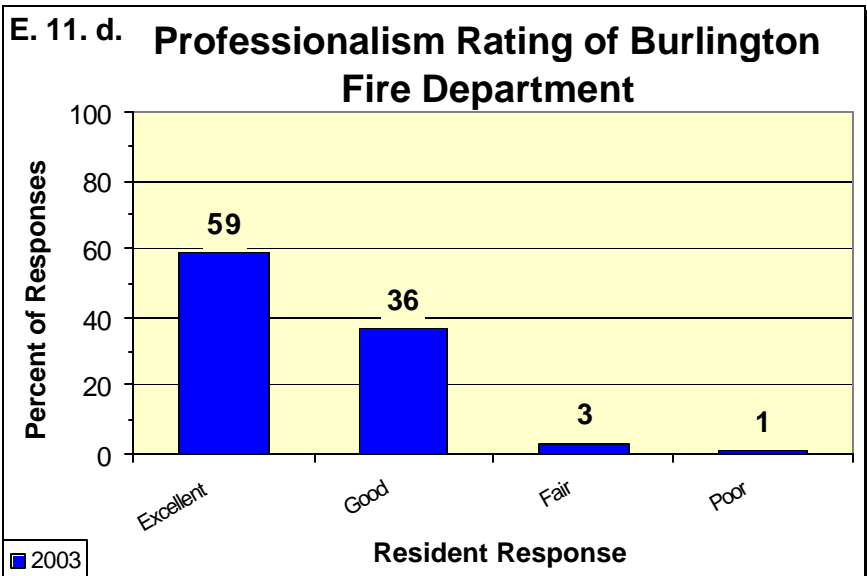
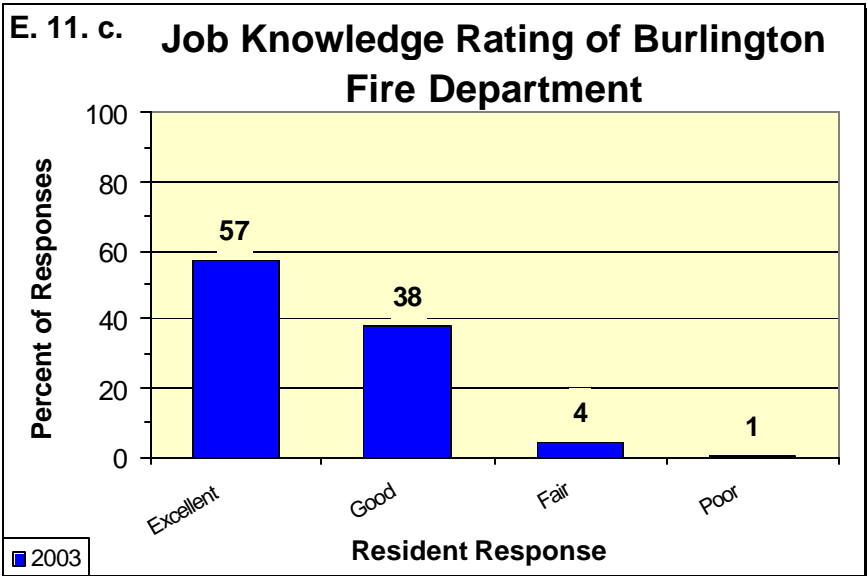
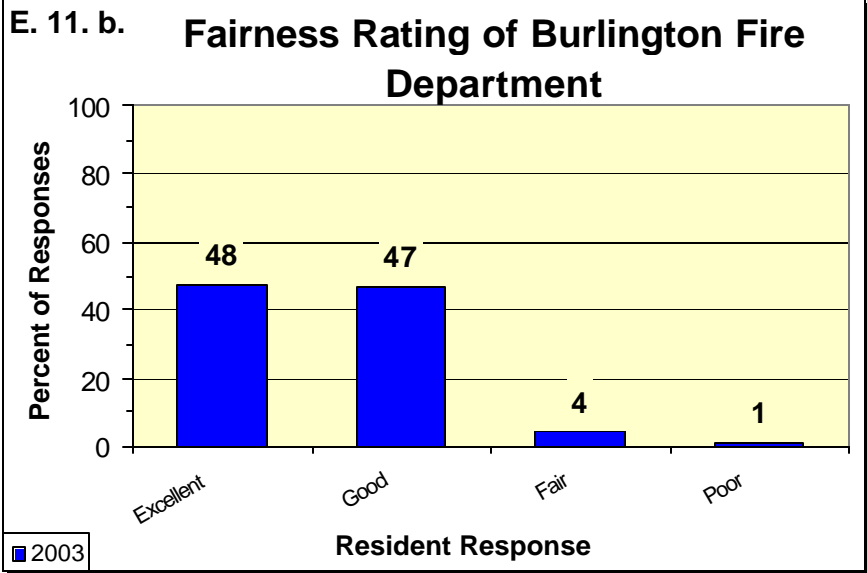
- Lower, higher, or about what I expected.

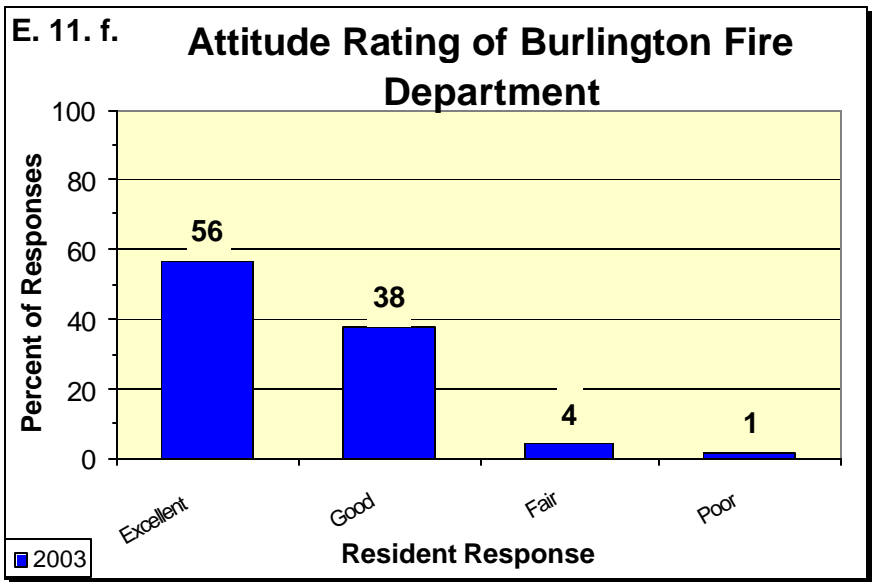
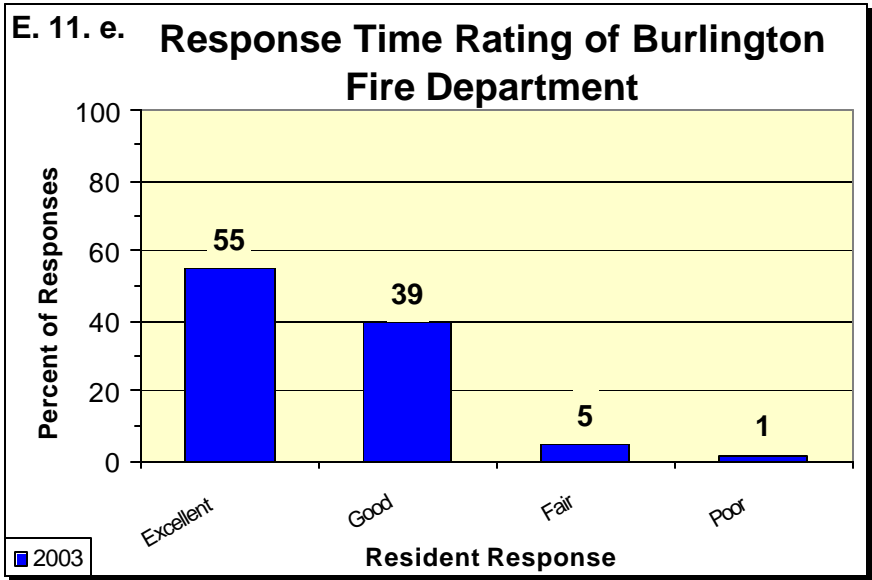


11. Using the following, please rate your last contact in the following areas of service within the Fire Department.

(a. – f.)

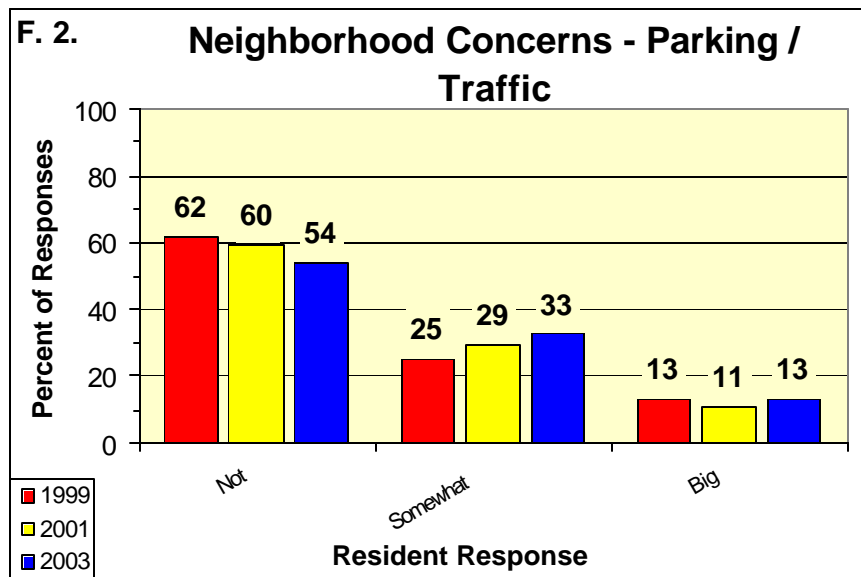
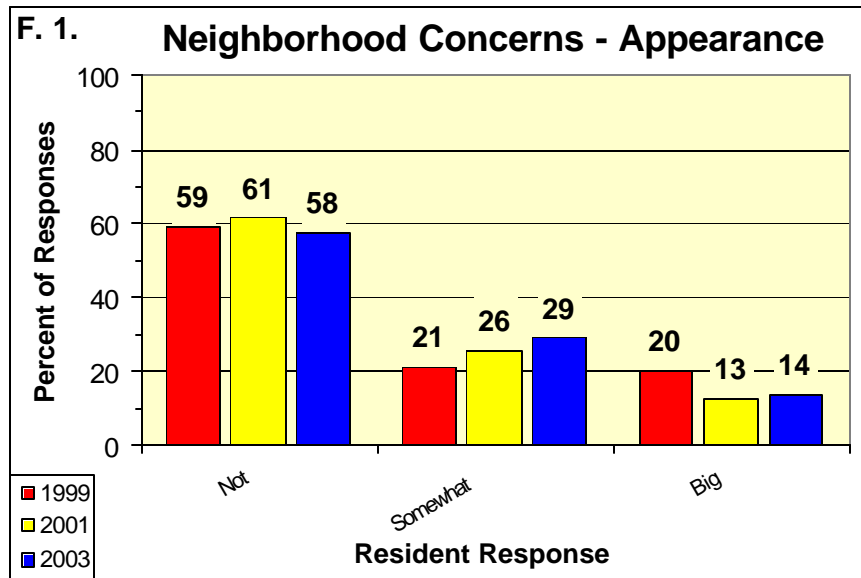


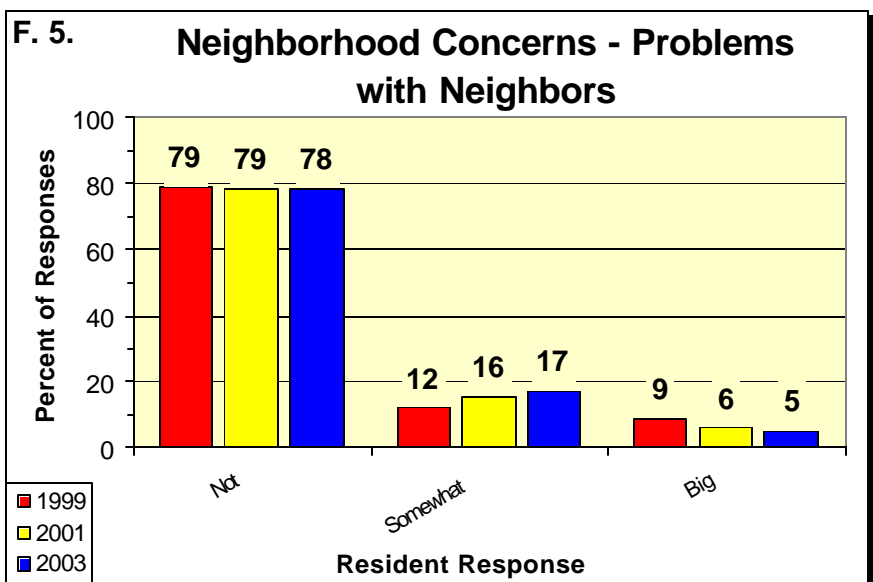
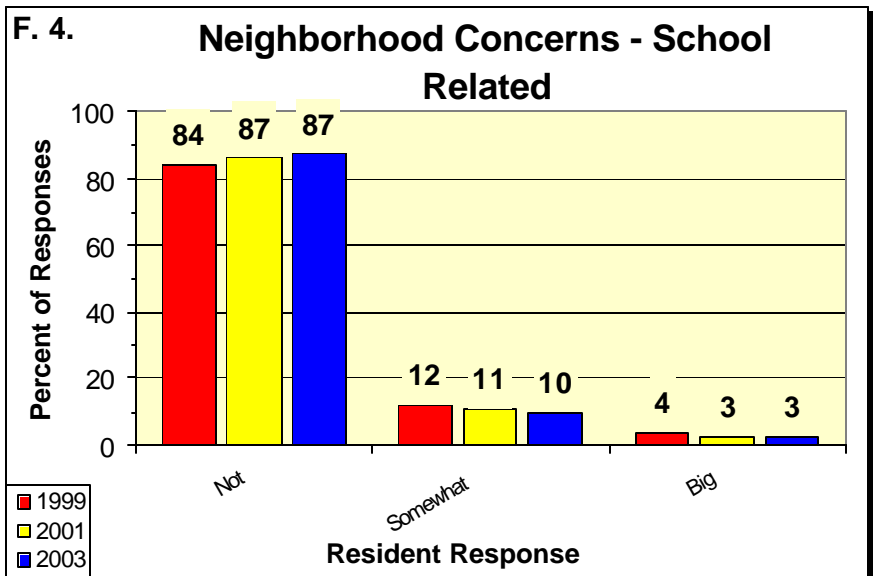
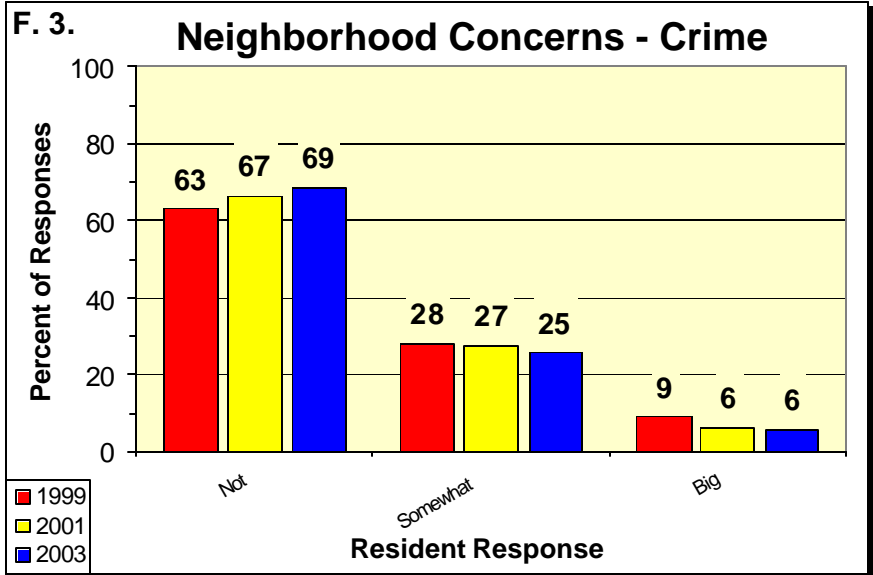


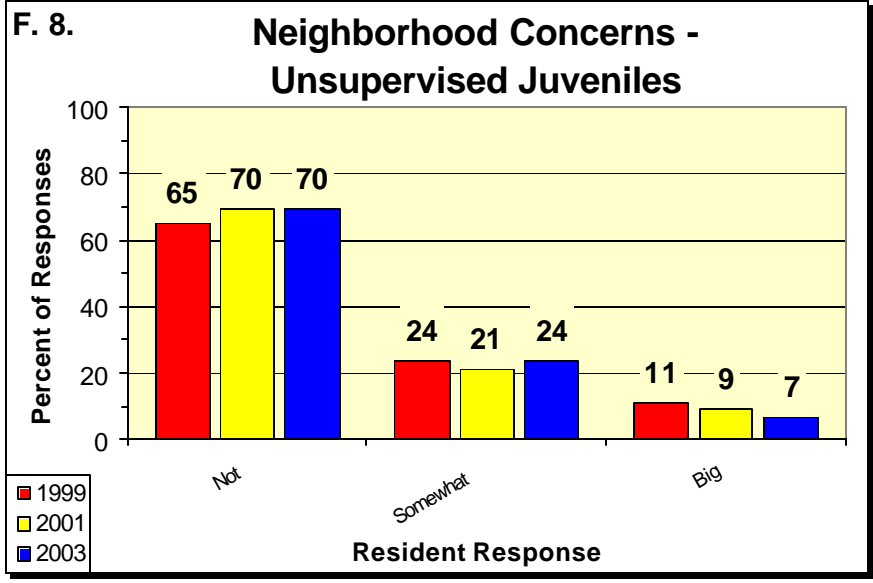
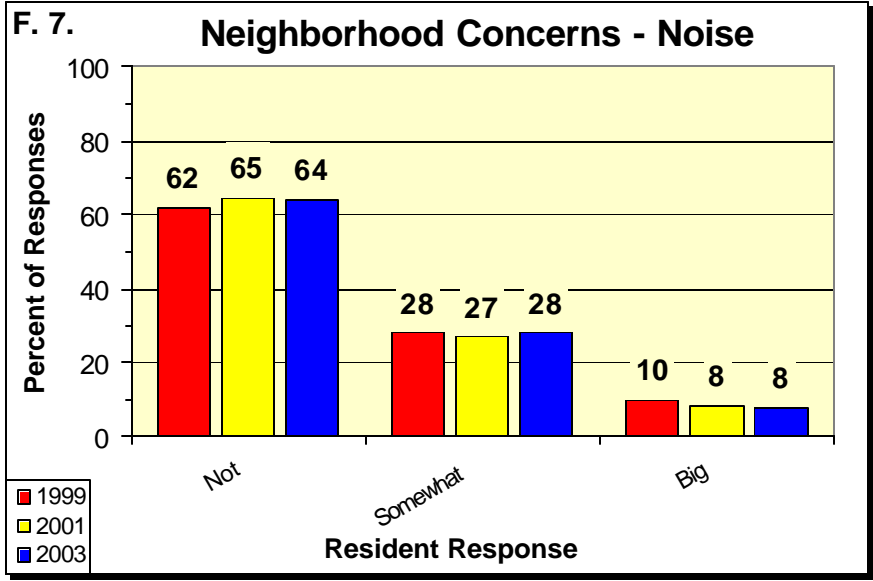
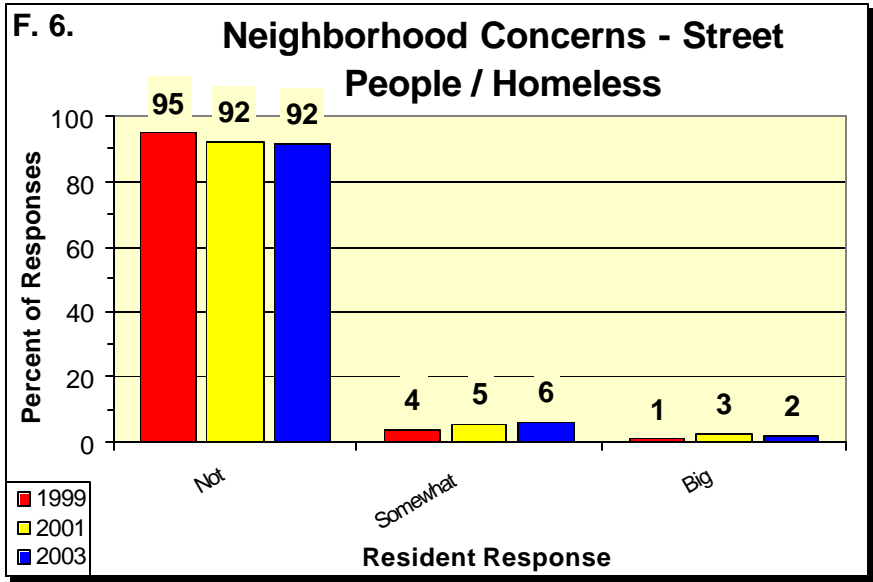


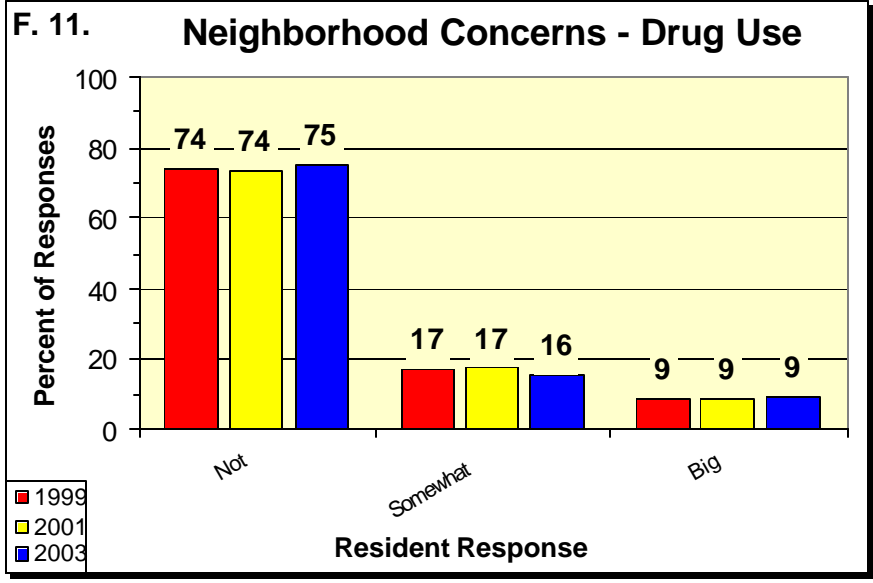
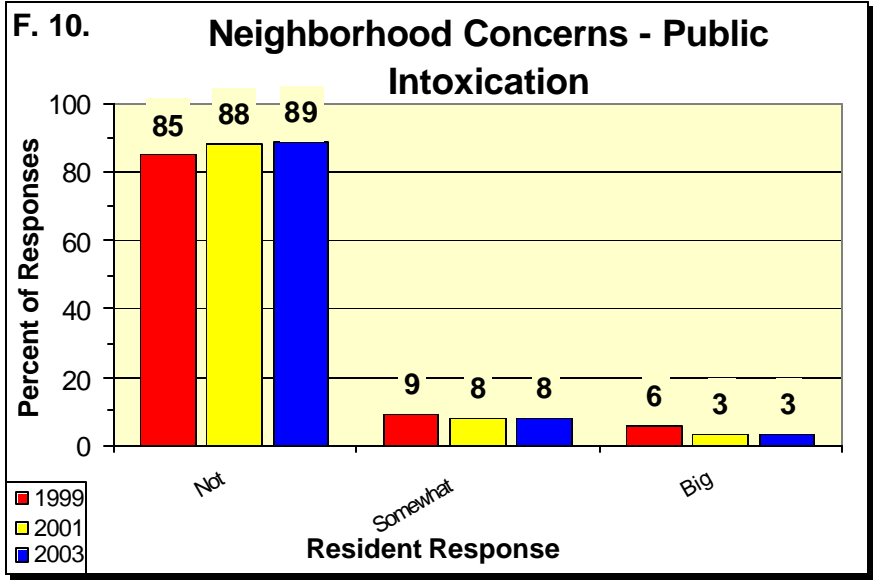
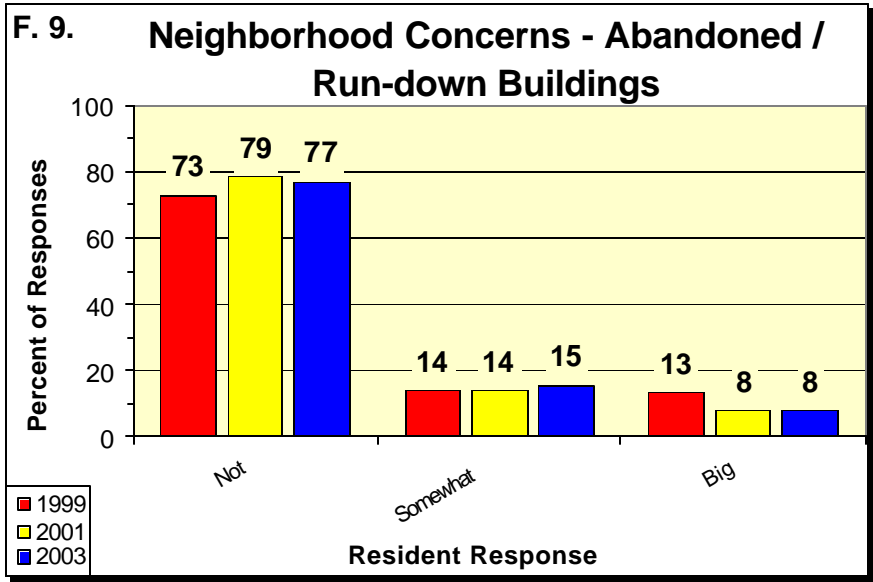
F. Neighborhood Concerns

1. – 11. Are the following a concern to your neighborhood? Please fill in the circle that best describes your answer.

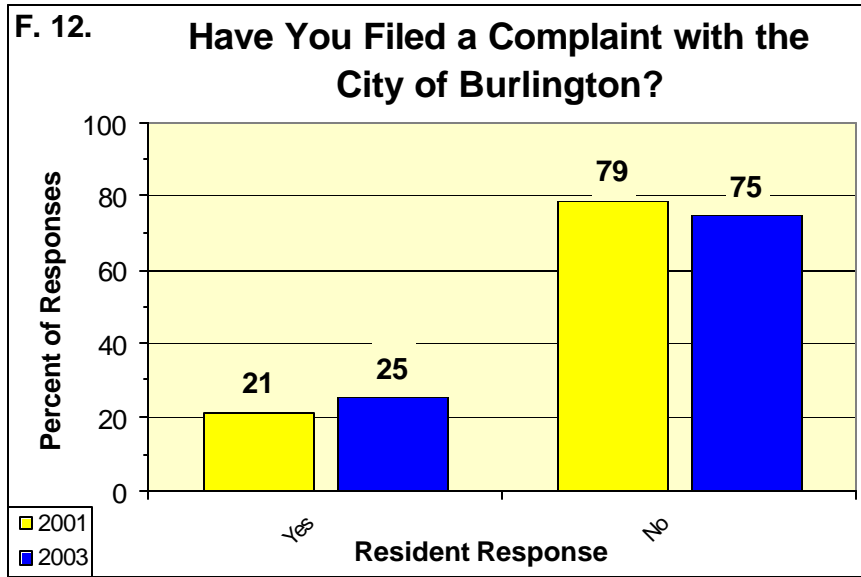




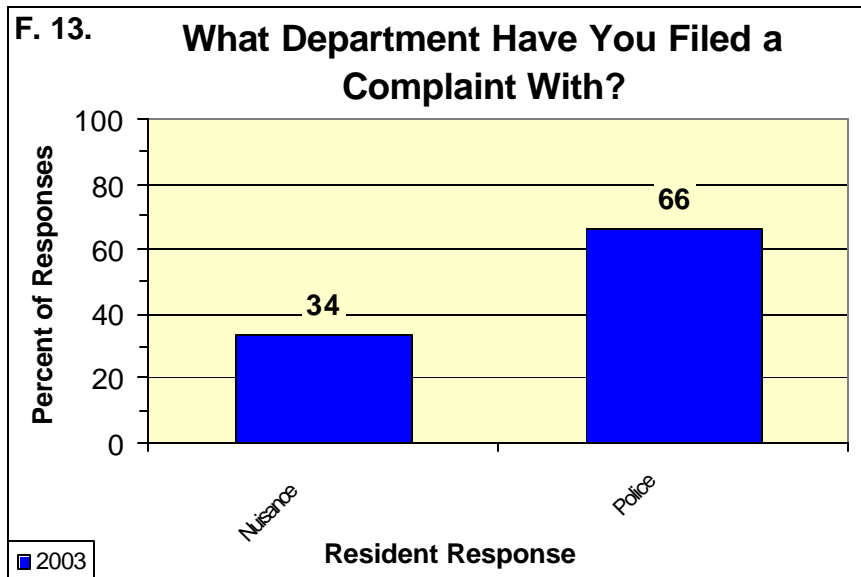




12. If you indicated that any of the above area a problem, have you filed a complaint with the City of Burlington regarding these concerns?



13. If yes, what department have you filed a complaint with?

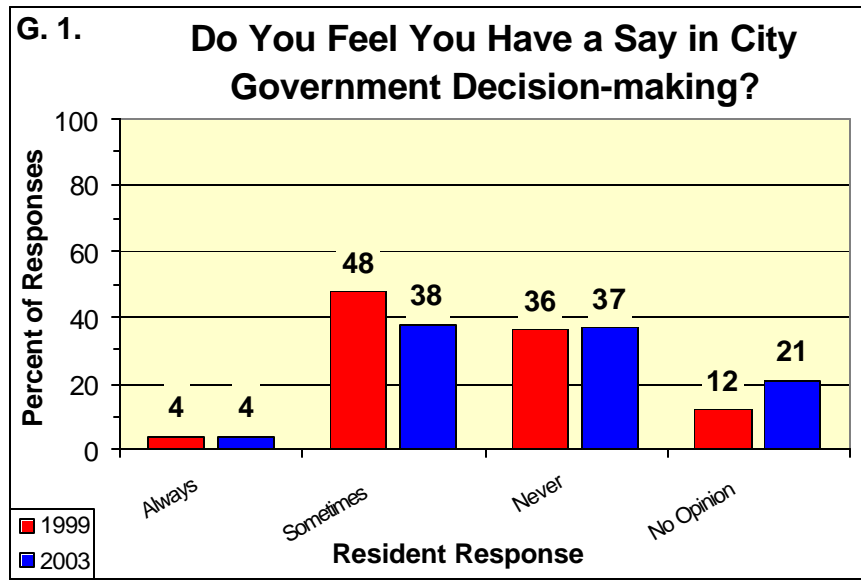


14. If you have filed a complaint, do you believe your complaint was professionally handled?

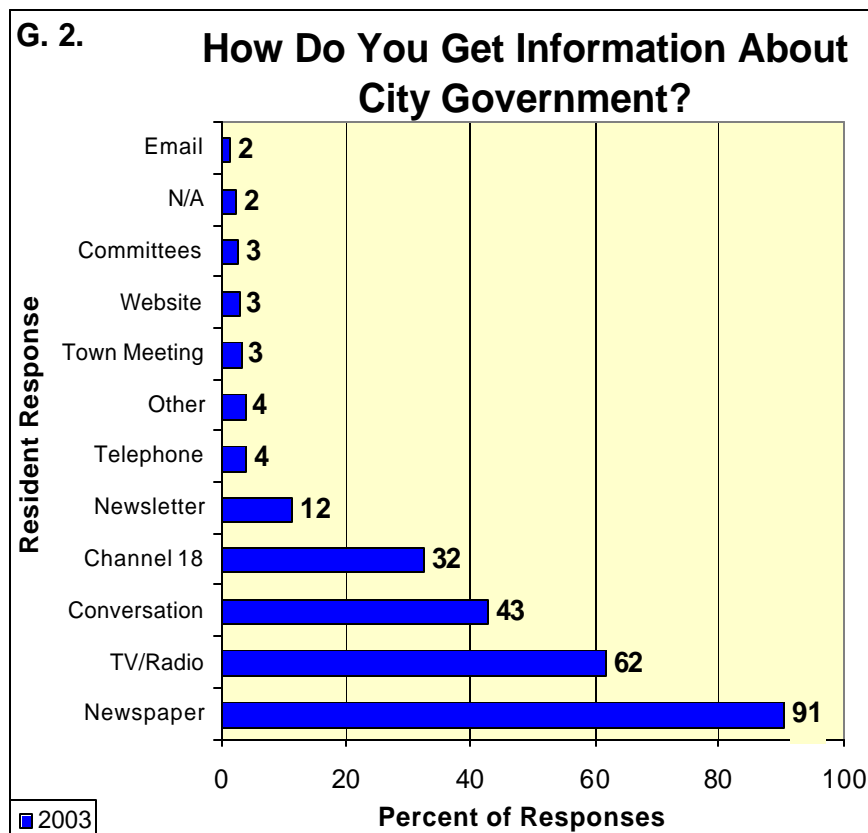


G. General

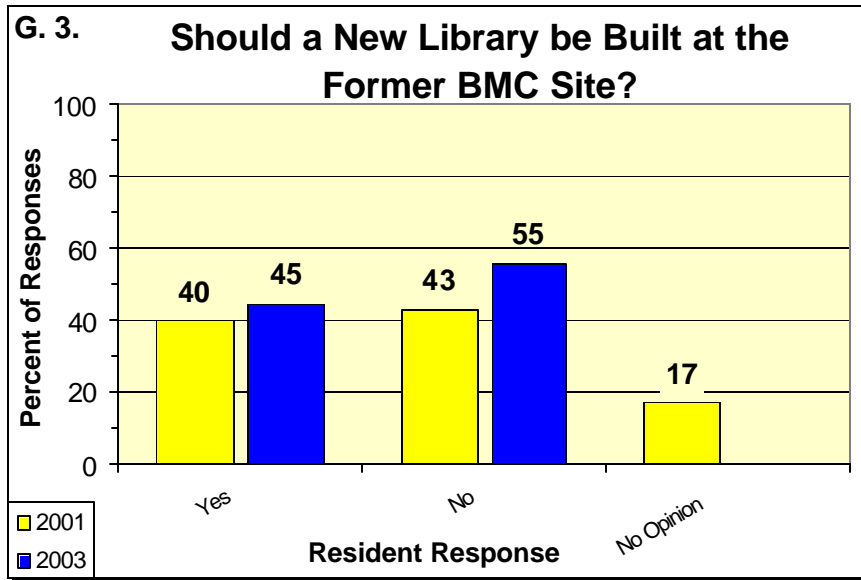
1. Do you feel you have a say in City government decision-making?



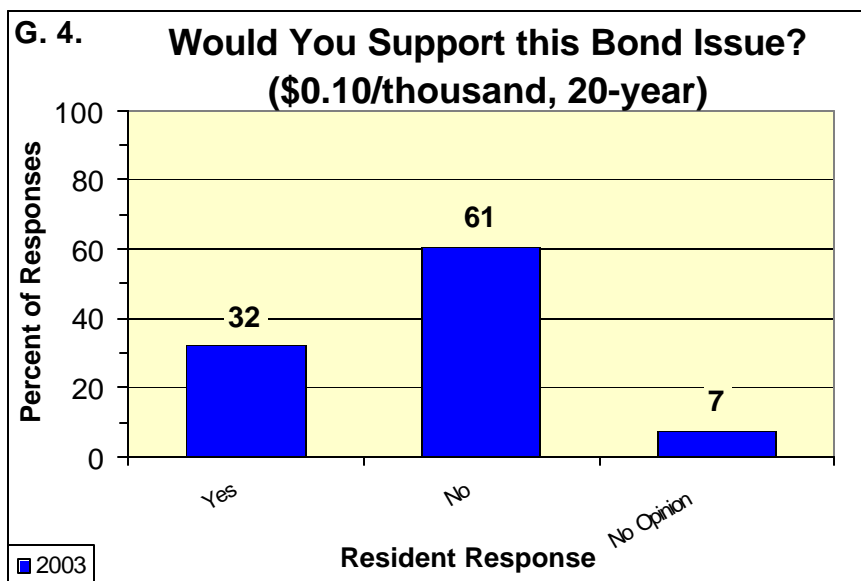
2. How do you usually get news or information about the City government?
(Please check all that apply)



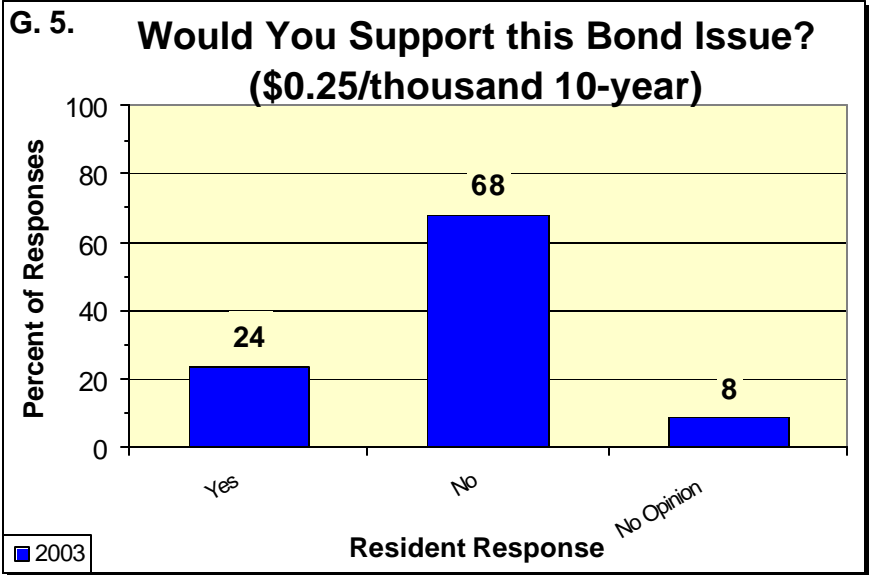
3. Should the City take advantage of the Great River Medical Center gift of former BMC property and construct a new public library at this site?



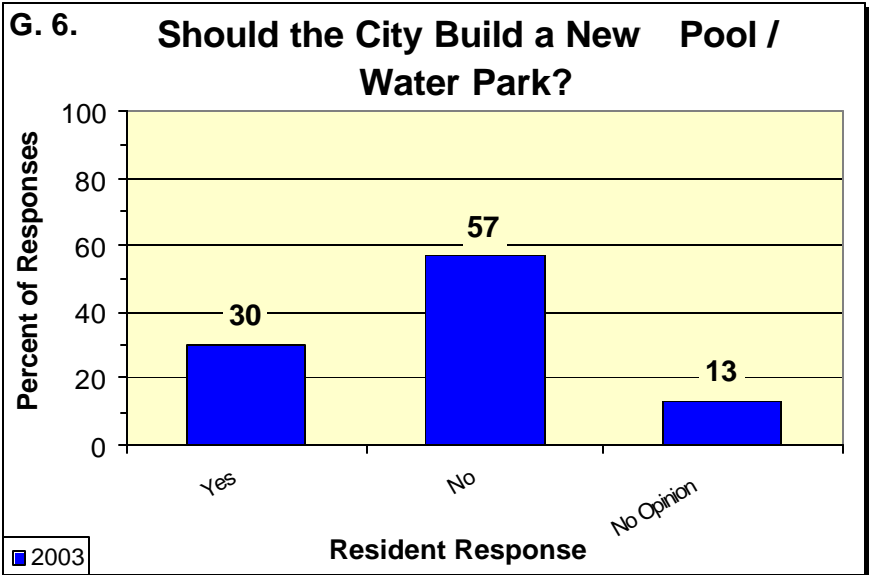
4. The City Council is considering a \$700,000 bond issue for construction of a \$9.2 million dollar library. Would you support this bond issue at a cost of \$0.10 per thousand taxable valuation for a 20-year period?



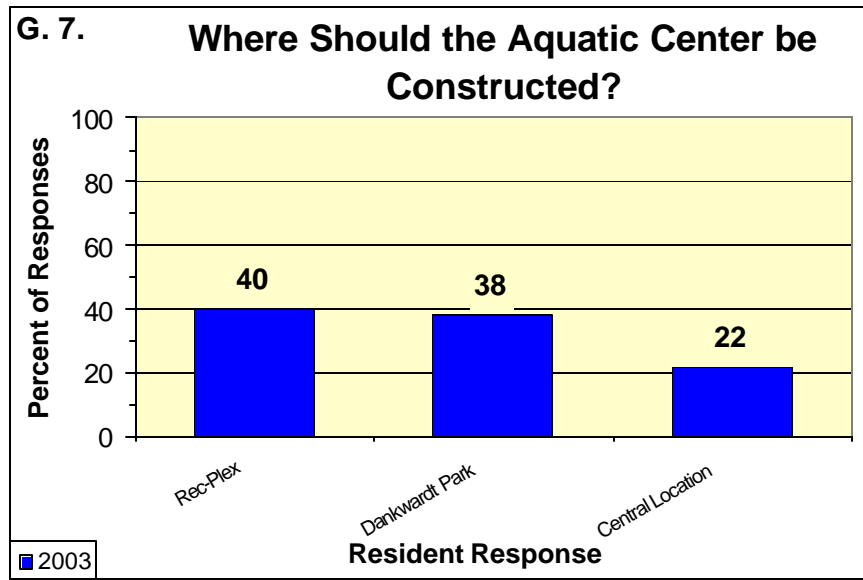
5. Would you support this library bond at a cost of \$0.15 per thousand taxable valuation for a 10-year period?



6. Should the City build a new \$5 million dollar pool/aquatic center water park?

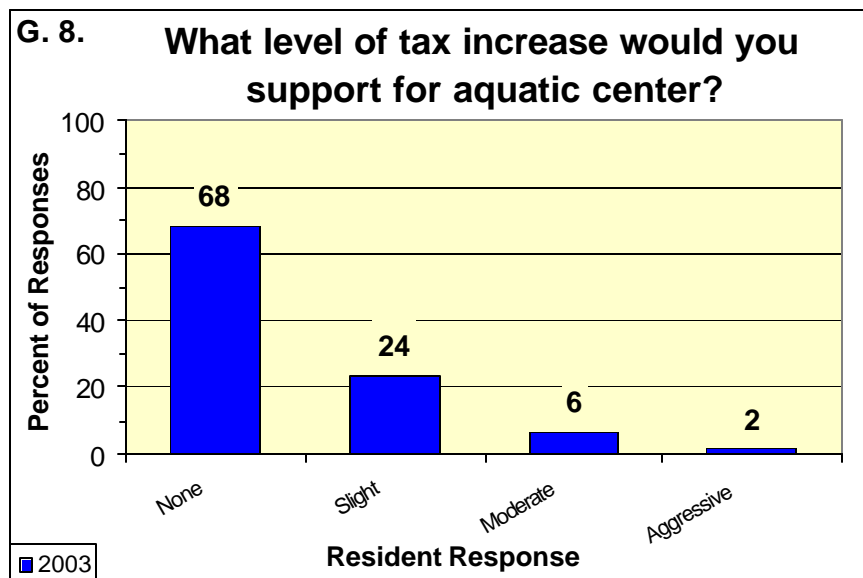


7. Where should the aquatic center be located?

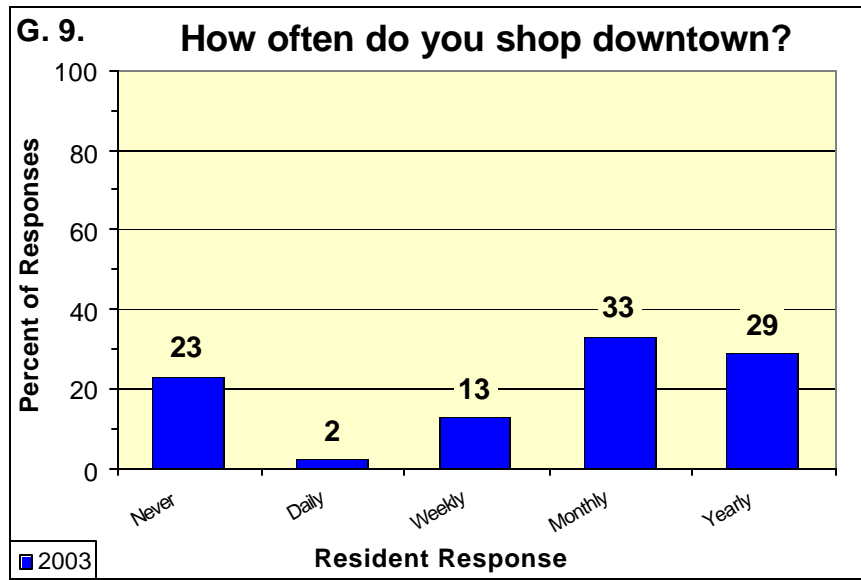


8. What level of tax increase would you be willing to support for the above aquatic center?

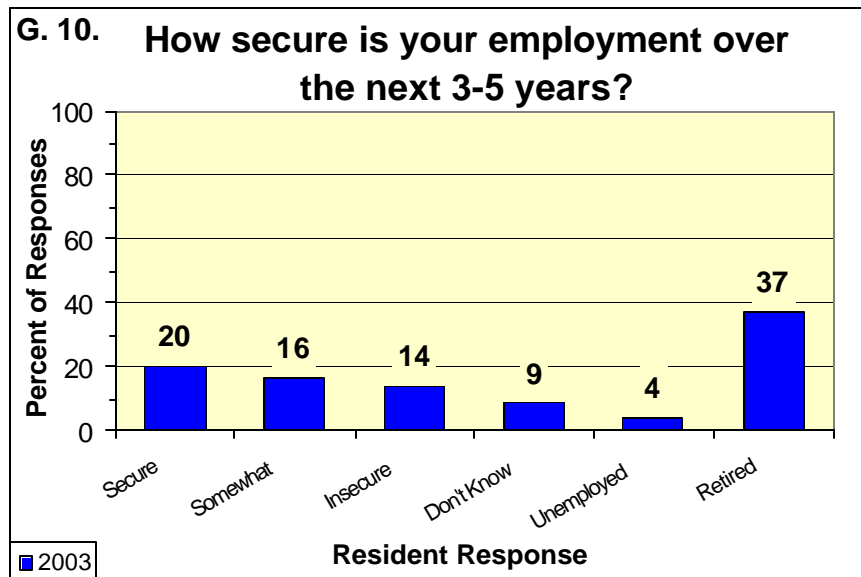
- No Increase
- Slight Increase (less than \$.30 per \$1,000)
- Moderate Increase (less than \$.60 per \$1,000)
- Aggressive Increase (more than \$.60 per \$1,000)



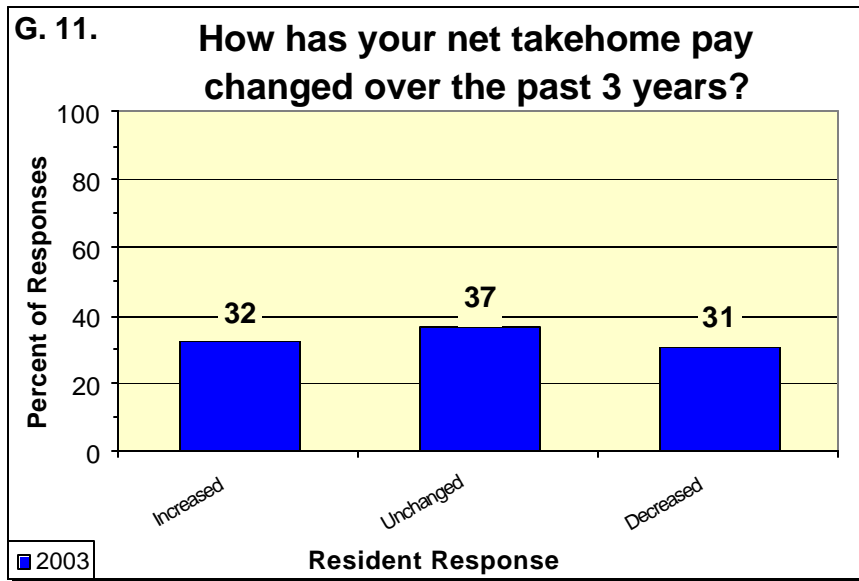
9. How often do you shop downtown?



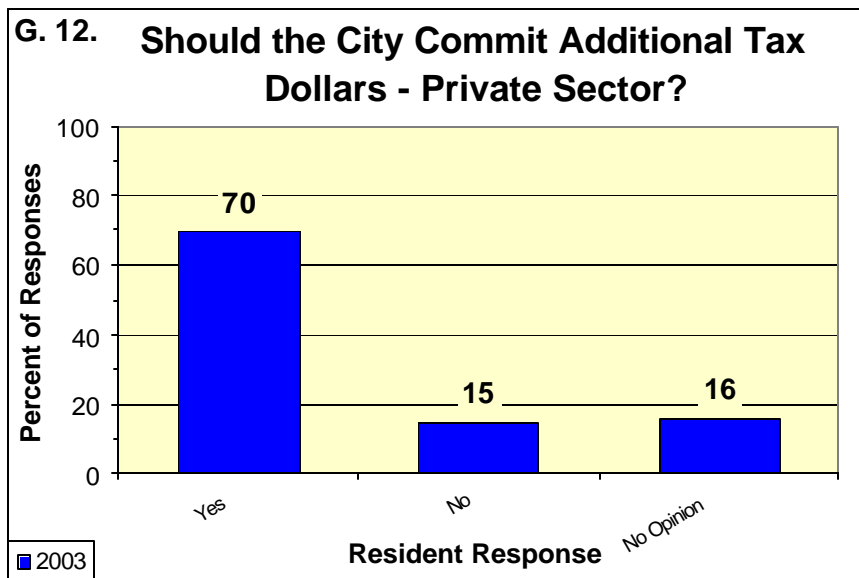
10. How secure do you believe your employment to be over the next 3-5 years?



11. Has your net “take home pay” over the last 3 years:

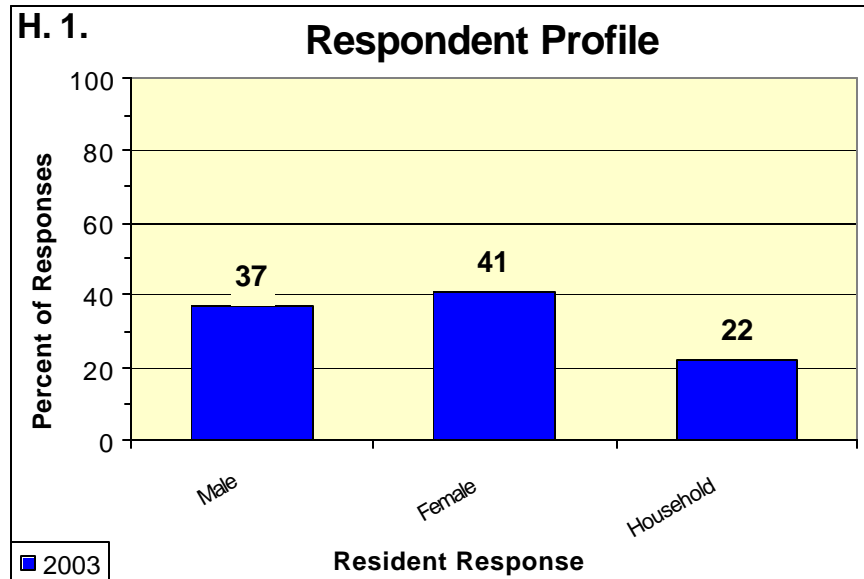


12. Do you believe the City of Burlington should commit additional tax dollars to attract, retain, and replace lost jobs in the private sector in Burlington?



H. Respondent Profile

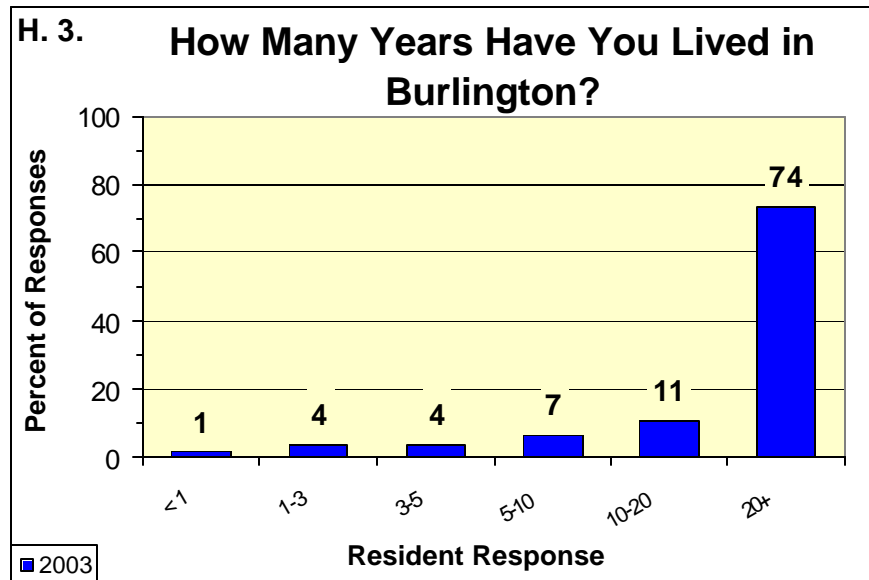
1. Are you:



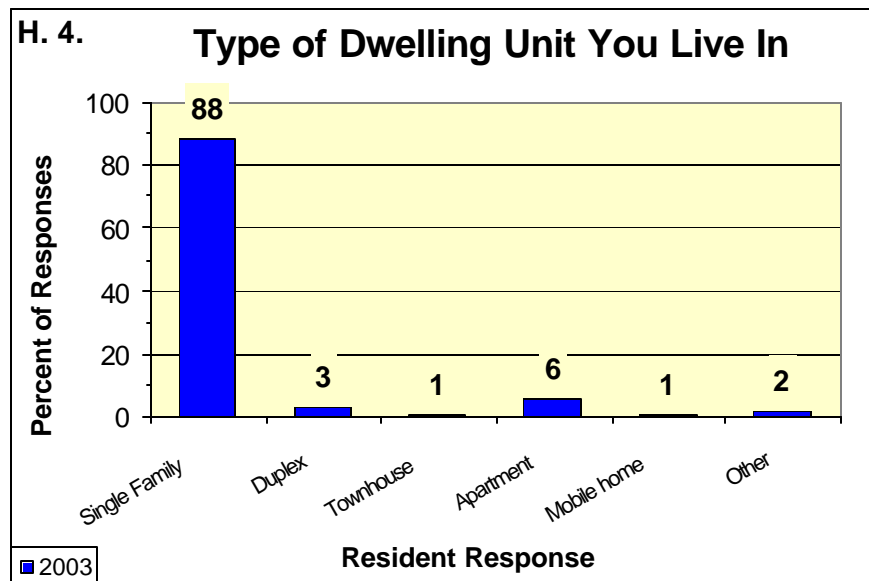
2. In your household, indicate how many people, including yourself, are in each category below.

| | <u>1</u> | <u>2</u> | <u>3</u> | <u>4</u> | <u>5+</u> |
|----------------------|----------|----------|----------|----------|-----------|
| Under 5 years..... | 105 | 52 | 10 | 6 | 3 |
| 5 - 17 years..... | 173 | 146 | 52 | 7 | 6 |
| 18 - 25 years..... | 189 | 81 | 10 | 4 | 4 |
| 26 - 45 years..... | 278 | 307 | 11 | 4 | 1 |
| 46 - 64 years..... | 399 | 485 | 8 | 5 | 2 |
| 65 years and up..... | 391 | 351 | 3 | 2 | 5 |

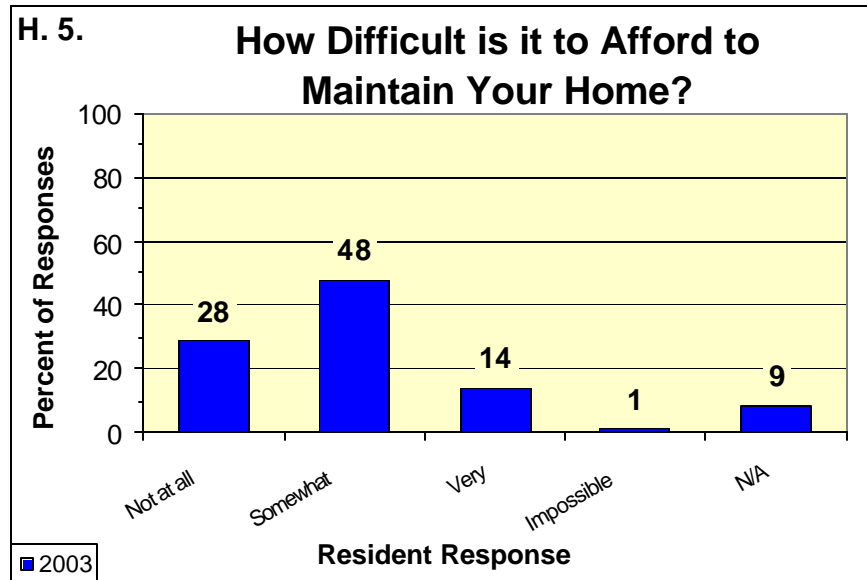
3. How long have you lived in Burlington?



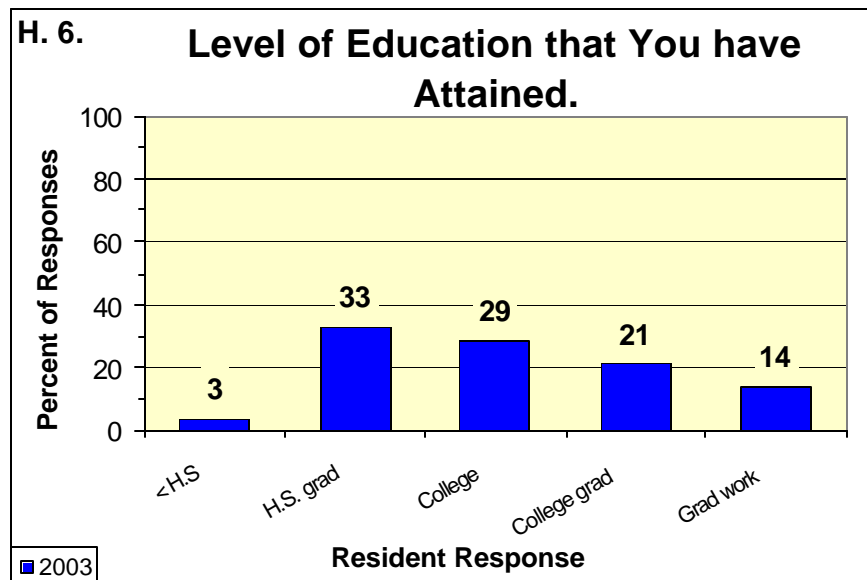
4. What type of dwelling do you live in?



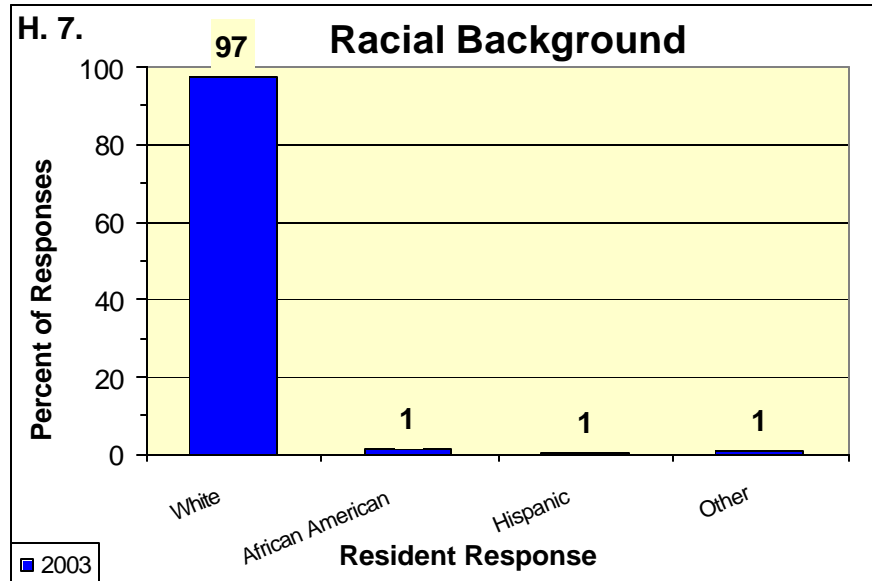
5. If you own or are buying a home, how difficult is it for you to afford to maintain it?



6. Please fill in the level of education that you have attained.



7. What is your racial background?



RESIDENT SATISFACTION SURVEY CITY OF BURLINGTON September 2003

TO: CITIZENS OF THE CITY OF BURLINGTON

The City of Burlington is surveying residents of the community to determine their attitudes regarding a number of issues. This information will assist us in preparation of future Capital Improvement Programs, as well as the budgeting process. To ensure the plan affects the needs and concerns of all citizens, we are asking you, as one of approximately 28,000 residents who live in the City, to give us your opinion on a number of important issues.

Please take a few minutes to complete and return this self addressed and stamped questionnaire. All information you share is confidential. Your response will be very helpful to the City as we formulate long range Capital Improvement Programs and policies for the City of Burlington.

Please understand that this survey will be processed electronically, so please save all comments for the section reserved at the end of the survey. Thank you!

**PRSTD STD
US POST PD
Burlington IA
Permit 68**

**ECRWSS
CURRENT RESIDENT**

A. SERVICES

For the following questions, please indicate your level of satisfaction with current City services. Please describe how you would rate the following:

| | Excellent | Good | Fair | Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Police Protection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Police School Programs (SRO) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Fire Protection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Emergency Medical / Ambulance Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Quality of tap water | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Library Materials (Books, Audio, video) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Streets – Traffic Control (Signs, Signals, Markings) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Parks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Recreation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Garbage Collection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Local Government Channel #18 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

B. PRIORITIES FOR ON-GOING SERVICES

Of the following services, where would you like to see the City spend more, same amount, or less money?

| | Spend Less money | Spend the Same amt. | Spend More money | N/A |
|---|-----------------------|------------------------|-----------------------|-----------------------|
| 1. Fire Protection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Fire Prevention Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Emergency Medical / Ambulance Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Police Protection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Police School Program (SRO) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. City Wide Clean Up / Junk, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Inspections (Building / Code Enforcement) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Demolition Program (Removal of Dilapidated Structures) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Recreation Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Parks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Recreation Facilities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| | Spend Less money | Spend the Same amt. | Spend More money | N/A |
|--|-----------------------|------------------------|-----------------------|-----------------------|
| 12. Library - Materials | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Library - Children's Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Library - Teen Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Library - Adult Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. Transit System - Bus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. Develop Programs for the Elderly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Develop Programs for Youth (High school age) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Develop Programs for Youth (Younger age children) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. Arts / Cultural Program Funding | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. Economic Development | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. Downtown Improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 23. Sanitary Sewer Maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24. Storm Sewer Maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 25. Historic Preservation - Identifying Historic Structures | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26. Historic Preservation - Preserving Historic Structures | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27. Leaf Collection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28. Tax Abatements For New Homes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29. Animal Control Complaints | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30. Housing Rehabilitation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

31. What level of tax increase would you be willing to support for the above services?

- No increase
- Slight increase (less than \$.30 per \$1,000)
- Moderate increase (less than \$.60 per \$1,000)
- Aggressive Increase (more than \$.60 per \$1,000)

32. Do you believe that as a taxpayer you receive a good return in City services for your tax dollar?

- Yes No opinion
 No

C. TRANSPORTATION

The following is a list of Burlington transportation issues. Please give us your opinion of the existing situation.

| | Excellent | Good | Fair | Poor |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Condition of Major Streets | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Condition of all residential streets in the City | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Condition of streets in your neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Street surface cleaning in your neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Street surface cleaning in business areas | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Snow removal in your neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Snow and ice removal on major streets | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Sidewalk maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Sidewalk ramp development for handicapped | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Parking lot maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

D. CAPITAL IMPROVEMENTS PROGRAMS

Of the following Capital Improvements Programs, where would you like to see the City spend more, same amount, or less money?

| | Spend Less money | Spend the Same amt. | Spend More money | N/A |
|------------------------------------|-----------------------|------------------------|-----------------------|-----------------------|
| 1. Major street resurfacing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Residential street resurfacing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. New street construction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Traffic signal improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Sanitary sewer improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Storm sewer improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Sidewalk repair program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Downtown Improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Vinyl clad dock at riverfront | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Flower beds at riverfront | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Shelter house at riverfront | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Bike / Pedestrian Trails | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Targeted Neighborhood Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Depot improvements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

15. What level of tax increase would you be willing to support for the above services?

- No increase
- Slight increase (less than \$.30 per \$1,000)
- Moderate increase (less than \$.60 per \$1,000)
- Aggressive Increase (more than \$.60 per \$1,000)

E. PUBLIC SAFETY

Please rank the importance of the following police services to you.

| | Very important | Somewhat important | Not important |
|---|-----------------------|-----------------------|-----------------------|
| 1. Motor vehicle patrols | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Foot patrols | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Traffic Enforcement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Investigations of crimes by detectives | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Crime prevention programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Accident investigation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. What was the nature of your last contact with the Burlington Police Department?

- I called to report a problem or incident.
- I was the victim of a crime or offense.
- I was a witness to a crime or offense.
- I requested information from the Dept.
- I was arrested or received a violation.
- I was contacted about a problem.
- I was involved in an accident.

8. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington Police Department.

- The quality of service I received was lower than I expected.
- The quality of service I received was about what I expected.
- The quality of service I received was higher than I expected.

9. Using the following, please rate your last contact in the following areas of service within the Police Department.

| | Excellent | Good | Fair | Poor |
|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Helpfulness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Fairness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Job Knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. Response Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. Attitude | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Please check the statement below that best describes the quality of service you experienced during your last contact with the Burlington Fire Department.

- The quality of service I received was lower than I expected.
- The quality of service I received was about what I expected.
- The quality of service I received was higher than I expected.

11. Using the following, please rate your last contact in the following areas of service within the Fire Department.

| | Excellent | Good | Fair | Poor |
|--------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Helpfulness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Fairness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Job Knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. Response Time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| f. Attitude | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

F. NEIGHBORHOOD CONCERNS

Are the following a concern to your neighborhood? Please fill in the circle that best describes your answer.

| | Not a Problem | Somewhat of A Problem | A big problem |
|--|-----------------------|-----------------------|-----------------------|
| 1. Appearance problems (Junk cars, trash, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Parking / Traffic | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Crime | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. School related problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Problems with neighbors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Street people / homeless | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Noise | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Unsupervised juveniles | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Abandoned / run down buildings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Public intoxication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Drug use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

12. If you indicated that any of the above are a problem, have you filed a complaint with the City of Burlington regarding these concerns?

- Yes
- No

13. If yes, what department have you filed a complaint with?

- Nuisance dept.
- Police dept

14. If you have filed a complaint, do you believe your complaint was professionally handled?

- Yes
- No

G. GENERAL

1. Do you feel you have a say in City government decision-making?

- Always Never
- Sometimes No opinion

2. How do you usually get news or information about the City government?
(Please check all that apply)

- Not applicable. Never pay attention to it. City Website
- Local newspaper City Committees
- TV or radio broadcasts Calling City Officials
- City government newsletters Town Meetings
- Emailing City officials Local Channel 18
- Conversation with family or friends Other

3. Should the City take advantage of the Great River Medical Center gift of former BMC property and construct a new public library at this site?

- Yes
- No

4. The City Council is considering a \$700,000.00 bond issue for construction of a \$9.2 million dollar library. Would you support this bond issue at a cost of \$.10 per thousand taxable valuation for a 20-year period?

- Yes
- No
- No opinion

5. Would you support this library bond issue at a cost of \$.15 per thousand taxable valuation for a 10-year period?

- Yes
- No
- No opinion

6. Should the City build a new \$5 million dollar pool/aquatic center water park?

- Yes
- No
- No opinion

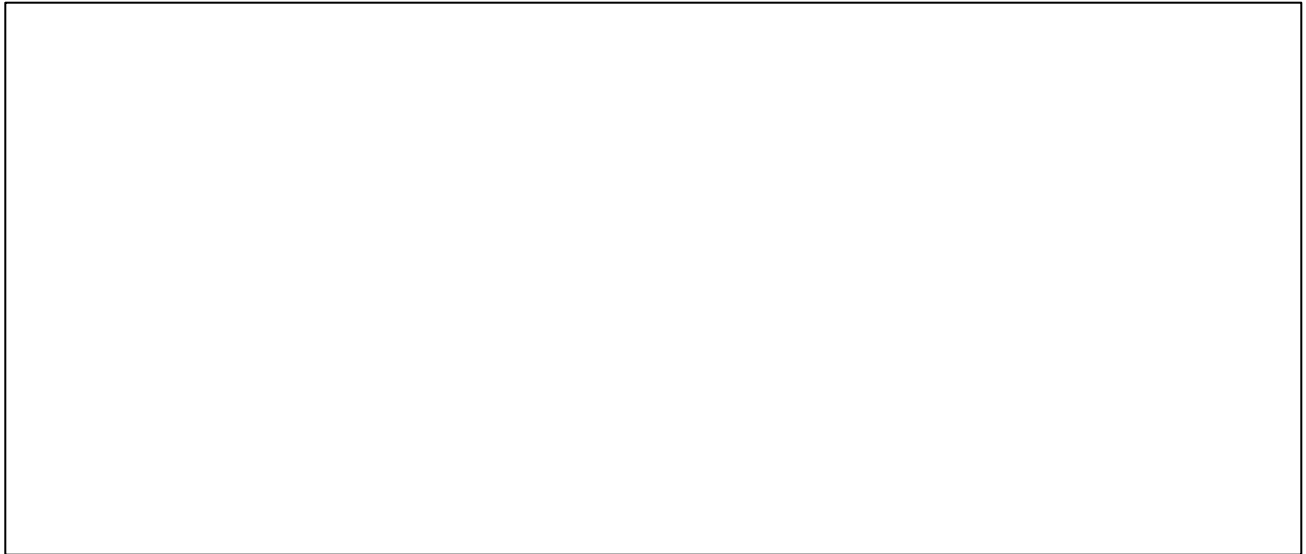
7. Where should the aquatic center be constructed?
- Rec-Plex
 - Dankwardt Park
 - Other Central Location
8. What level of tax increase would you be willing to support for the above aquatic center?
- No increase
 - Slight increase (less than \$.30 per \$1,000)
 - Moderate increase (less than \$.60 per \$1,000)
 - Aggressive Increase (more than \$.60 per \$1,000)
9. How often do you shop downtown?
- Never
 - Daily
 - Weekly
 - Monthly
 - Once a year
10. How secure do you believe your employment to be over the next 3-5 years?
- Secure
 - Somewhat secure
 - Insecure
 - Don't know
 - Unemployed
 - Retired
11. Has your net "take home pay" over the past 3 years:
- Increased
 - Stayed the same
 - Decreased
12. Do you believe the City of Burlington should commit additional tax dollars to attract, retain, and replace lost jobs in the private sector in Burlington?
- Yes
 - No
 - No opinion

H. RESPONDENT PROFILE

For use in making comparisons, please tell us something about yourself by answering the following questions:

1. Are you: male
 female
 Or completing this survey as a household
2. In your household, indicate how many people, including yourself, are in each category below.
- | | <u>1</u> | <u>2</u> | <u>3</u> | <u>4</u> | <u>5 or more</u> |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Under 5 years | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5-17 years | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18-25 years | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26-45 years | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 46-64 years | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 65 years and up | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
3. How long have you lived in Burlington?
- | | |
|------------------------------------|--------------------------------------|
| <input type="radio"/> Under 1 year | <input type="radio"/> 5 to 10 years |
| <input type="radio"/> 1 to 3 years | <input type="radio"/> 10 to 20 years |
| <input type="radio"/> 3 to 5 years | <input type="radio"/> Over 20 years |
4. What type of dwelling do you live in:
- | | |
|-------------------------------------|-----------------------------------|
| <input type="radio"/> Single family | <input type="radio"/> Apartment |
| <input type="radio"/> Duplex | <input type="radio"/> Mobile home |
| <input type="radio"/> Townhouse | <input type="radio"/> Other |
5. If you own or are buying a home, how difficult is it for you to afford to maintain it?
- | | |
|--|--------------------------------------|
| <input type="radio"/> Not difficult at all | <input type="radio"/> Impossible |
| <input type="radio"/> Somewhat difficult | <input type="radio"/> Not applicable |
| <input type="radio"/> Very difficult | |
6. Please fill in the level of education that you have attained.
- | | |
|---|--|
| <input type="radio"/> Less than high school | <input type="radio"/> College graduate |
| <input type="radio"/> High school graduate | <input type="radio"/> Graduate work |
| <input type="radio"/> Some college | |
7. What is your racial background?
- | | |
|--|--------------------------------|
| <input type="radio"/> White | <input type="radio"/> Hispanic |
| <input type="radio"/> African American | <input type="radio"/> Other |

PLEASE USE THE FOLLOWING AREA TO WRITE WHATEVER COMMENTS YOU MAY WISH TO SHARE ABOUT BURLINGTON'S CITY GOVERNMENT, ITS OPERATION, OR YOUR SUGGESTIONS!

A large, empty rectangular box with a thin black border, intended for respondents to write their comments or suggestions regarding Burlington's city government.

Thank you for your interest and contribution to our City. **PLEASE RETURN YOUR SURVEY BY OCTOBER 31, 2003!**