



## 9<sup>th</sup> Annual Citizen Survey Results

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

The City conducts the survey in house, providing a tremendous cost savings. A random sample of 1,200 Moscow addresses is developed through a purchased list from an outside company. Each survey is completely anonymous. Returned surveys are tabulated by the City of Moscow Administration Department. Masters of Public Administration students from the University of Idaho assist with the tabulation and reporting of data.

Results from the most recent survey are now available online at [www.ci.moscow.id.us](http://www.ci.moscow.id.us). Several highlights from the survey are included here...

### Quality of Life

Questions in the survey are dedicated to gauging citizen perceptions on the quality of life and services provided in the community. The first question asks residents to rate the overall quality of life in Moscow. As in previous years this score is very favorable, with 97% of citizens noting the overall quality of life in Moscow is “good” or “excellent.”

### General Safety

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

In this year’s survey we noted a decrease in citizen’s feelings of safety in regard to fires. Around the time the survey was conducted there were several local fires and the California “Camp Fire” occurred late in 2018 as well. While people’s feelings of safety were lower, confidence in fire service remained relatively the same.

### Quality of Services

Survey participants were asked to rate virtually all aspects of services provided by the City of Moscow. Overall, 79% of citizens rated the overall quality of services provided by the City of Moscow as “excellent” or “good.” The highest rated services in 2018 include City parks, EMS services, fire services, garbage collection, library services, park maintenance, and police services. Snow removal has experienced the greatest positive trend indicating that residents are consistently happier with snow removal services.

For more information, the entire survey report is available on the City’s website - [www.ci.moscow.id.us](http://www.ci.moscow.id.us).



## May 2019 Bond Election

The City of Moscow is continuing to update and provide information on the May 21, 2019 bond election. This information is located on the City's website at [www.ci.moscow.id.us](http://www.ci.moscow.id.us). Information includes a video, pictures of the current and proposed facility and an update to our frequently asked questions such as...

### Why not build a joint County and City facility?

The City and Latah County pursued this approach in 2007. While there would be some features of a joint facility that the two entities could share, much of the operations are completely separate including dispatch, jail facilities, and more. While the City is in need of a facility that could fit on just a couple of acres, the County facility is estimated to need 15 acres or more to include those amenities. To find a space to fit a joint facility would push the site outside of Moscow which would not be a good fit for officers responding to calls in Moscow.

### How can I vote?

For those interested in casting their vote for the May 21, 2019 election, there are several options for doing so. Voter registration closes 25 days before every election date. To vote in the May 21 election, you must be registered by April 26, 2019. Visit [www.idahovotes.gov](http://www.idahovotes.gov) to register online.

To vote early by mail you may request an absentee ballot from the Latah County Elections Office by 5 p.m. on May 10. You can also vote early in person May 6 – 17 at the Latah County Courthouse. Election Day voting takes place on May 21 at the Latah County Fair Grounds. For more information call the Latah County elections office at 208-883-2249.

### More Information

For more information on these and other questions, or to schedule a presentation or tour, please call the City of Moscow at 208-883-7080 or visit the City's website at [www.ci.moscow.id.us](http://www.ci.moscow.id.us).

