



2021 Citizen Survey



Summary Report

Survey Completed December 2021

This is a summary report of the survey responses. Written responses to open-ended questions have been omitted from this report. This report summarizes the open-ended responses in Word Clouds. The 2021 Community Survey – Full Report contains all written responses.

Are you a resident of South Ogden?



Yes No

Question	Total
Yes	502
No	33

Survey Response Rate and Margin of Error

Margin of error, also called confidence interval, tells us how much we can expect the survey results to reflect the views of the entire population. This is a good measure of how effective the survey results are. The smaller the margin of error, the more confidence we can have that the survey results are representative of the larger population.

The City was able to gather 502 survey responses from residents. With a population of 17,488 and with a confidence interval of 95%, the margin of error for the survey results is 4%. This means that the City can be 95% certain (confident) that, if all (100%) of residents were to take the Survey, the results would be within +/- 4 percentage points of the survey responses.

Population Size ⓘ

17488

Confidence Level (%) ⓘ

95 ▼

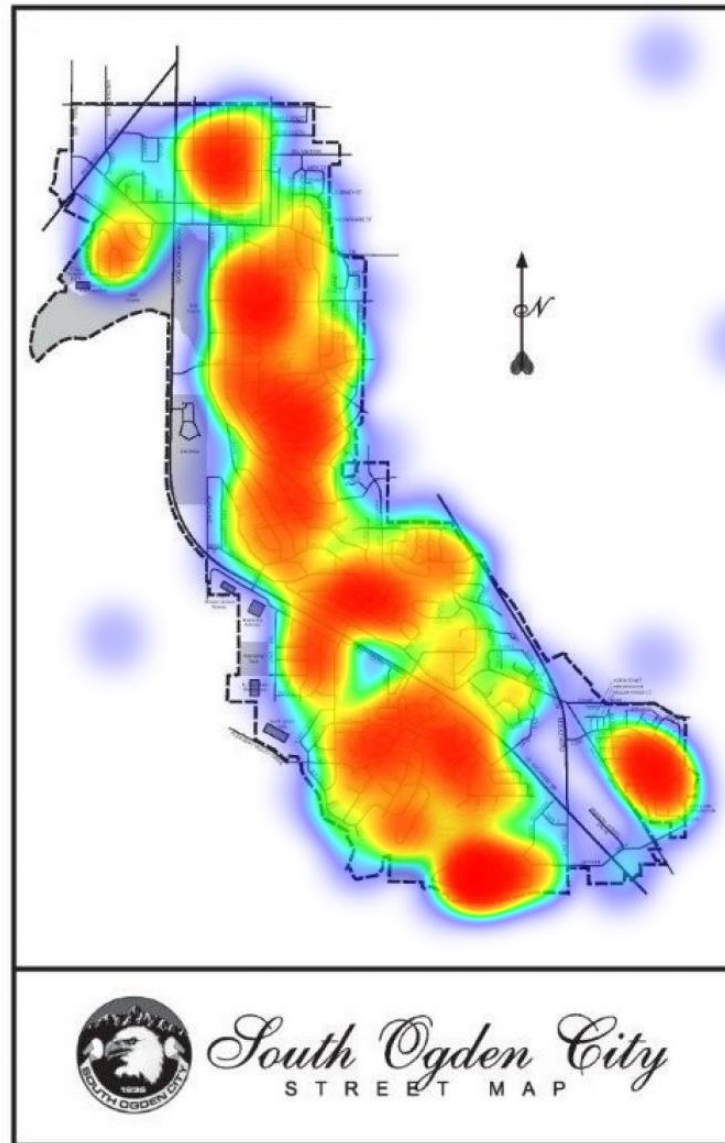
Sample size ⓘ

502

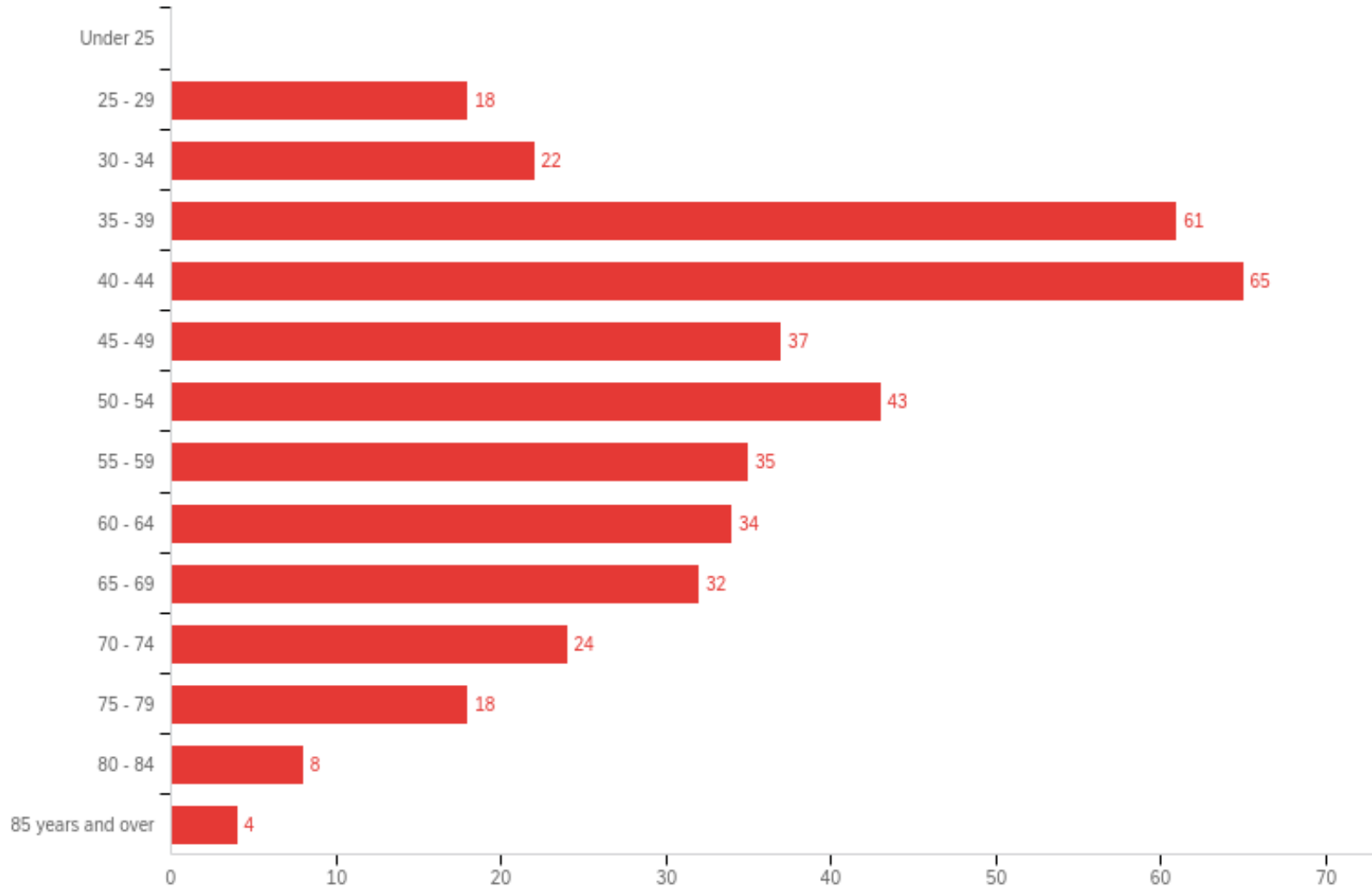
Margin of error

4%

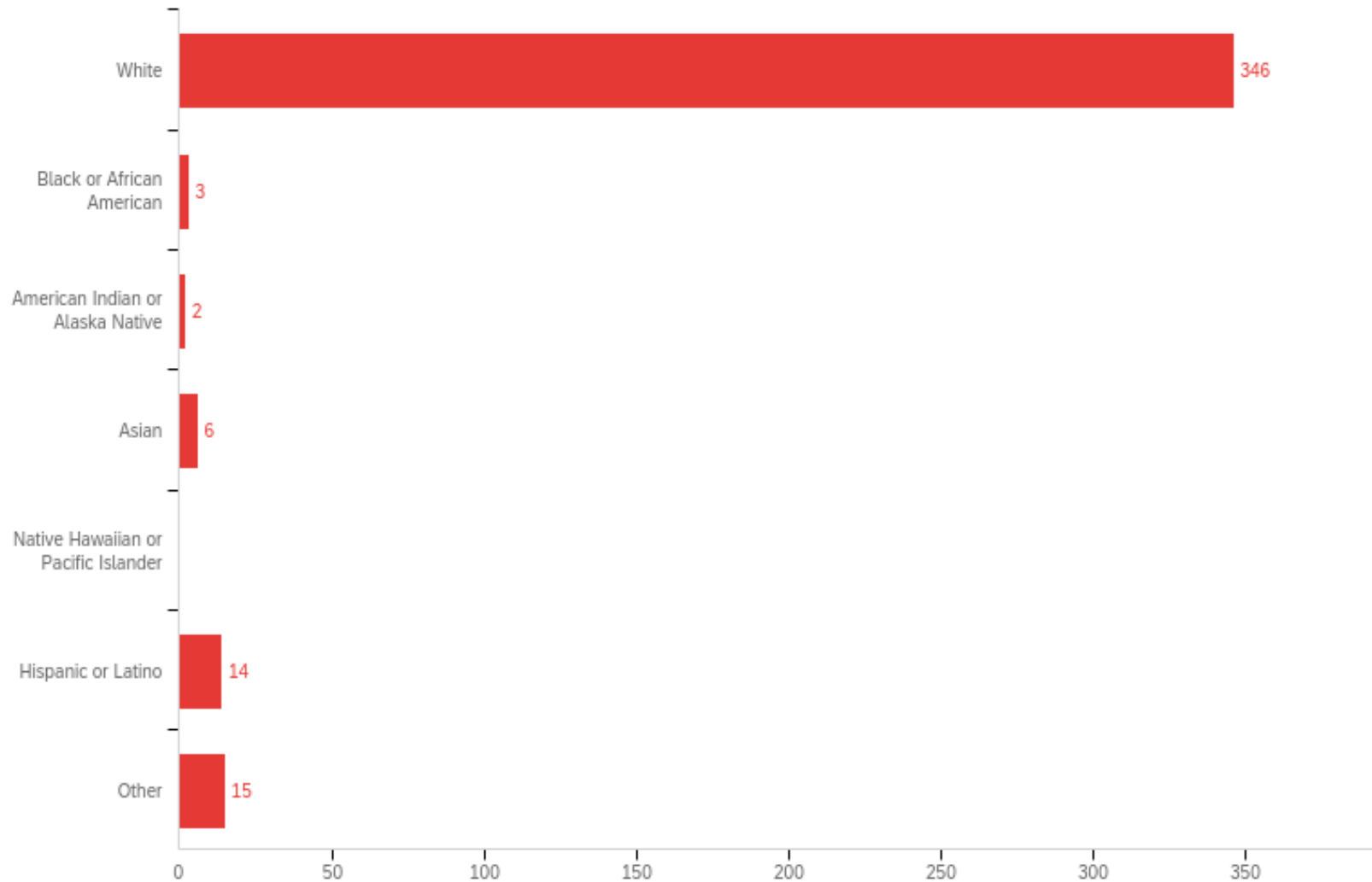
Survey Participation Heat Map



What is your age?



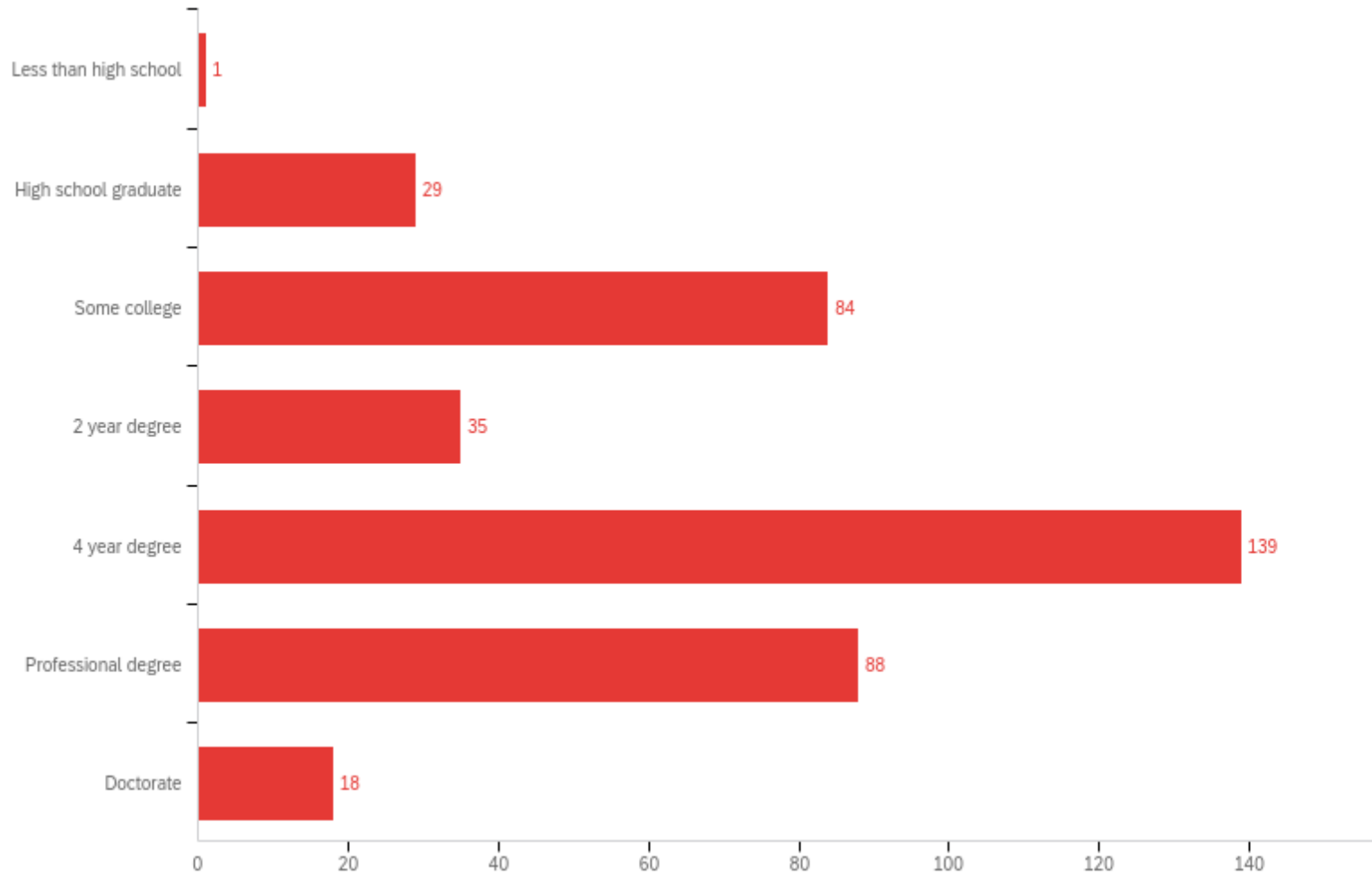
What is your ethnic background?



What is your ethnic background?

What is your ethnic background?	Percentage
White	89.64%
Other	3.89%
Hispanic or Latino	3.63%
Asian	1.55%
Black or African American	0.78%
American Indian or Alaska Native	0.52%
Native Hawaiian or Pacific Islander	0.00%
Total	386

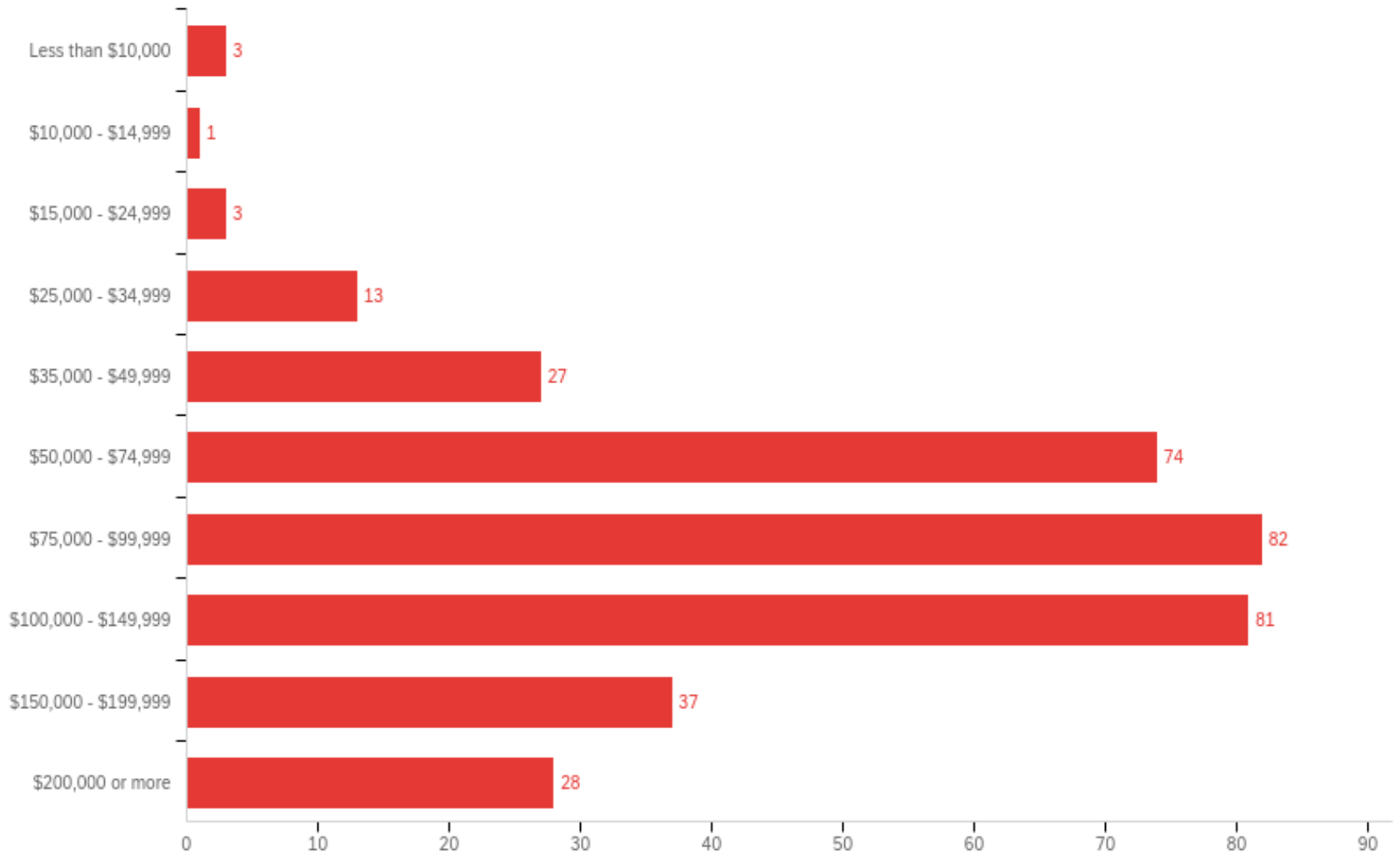
What is your highest level of education?



What is your highest level of education?

Answer	%	Count
4 year degree	35.28%	139
2 year degree	8.88%	35
Some college	21.32%	84
Professional degree	22.34%	88
Less than high school	0.25%	1
High school graduate	7.36%	29
Doctorate	4.57%	18
Total	100%	394

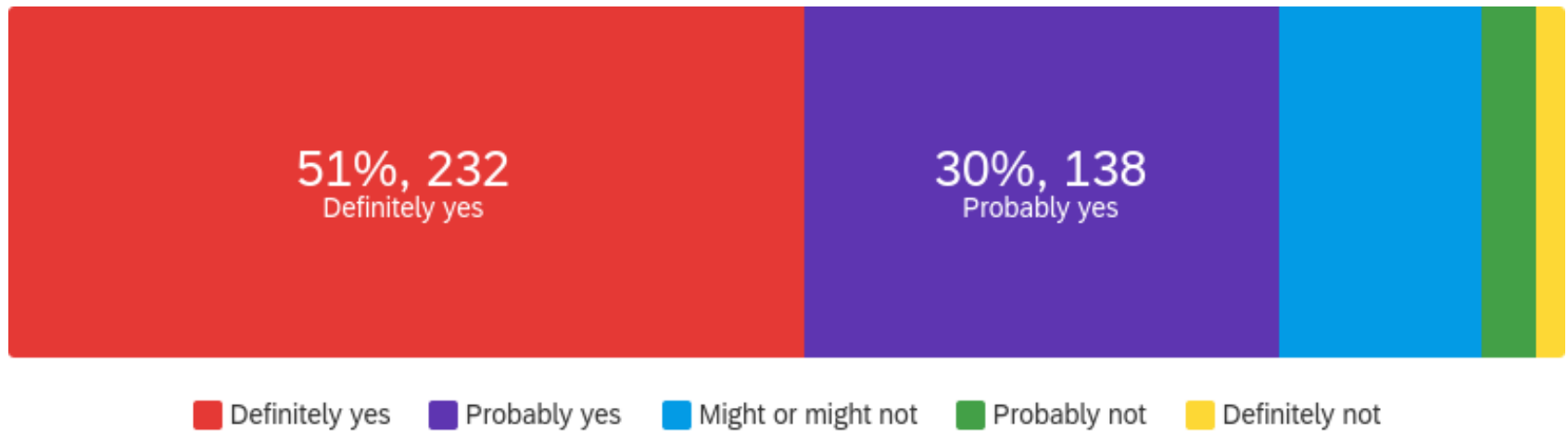
What is your household annual income?



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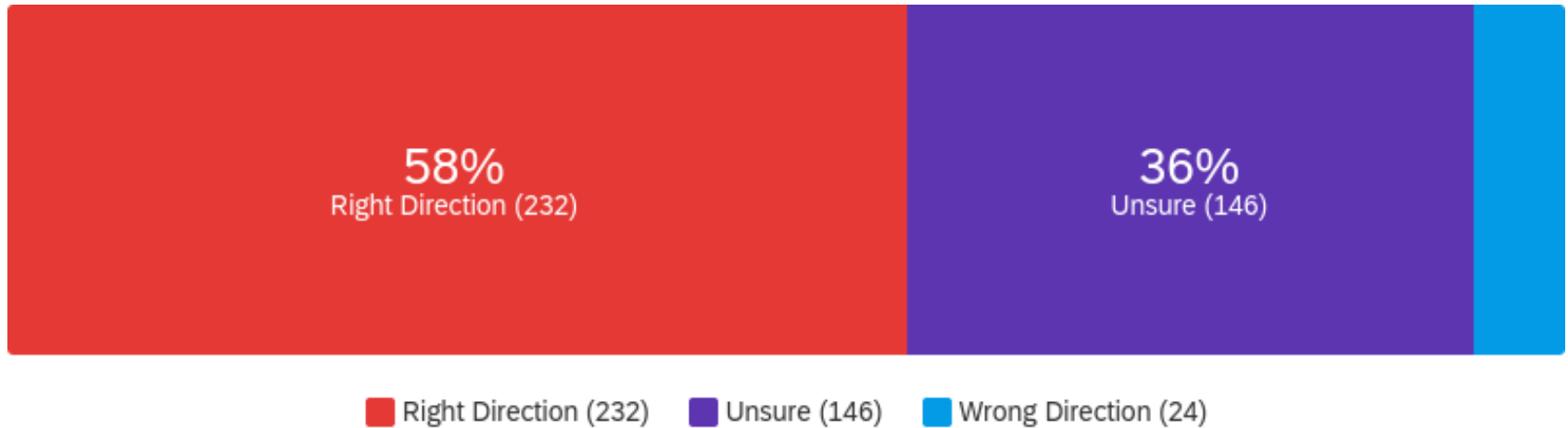
What is your household annual income?	Percentage
Less than \$10,000	0.86%
\$10,000 - \$14,999	0.29%
\$15,000 - \$24,999	0.86%
\$25,000 - \$34,999	3.72%
\$35,000 - \$49,999	7.74%
\$50,000 - \$74,999	21.20%
\$75,000 - \$99,999	23.50%
\$100,000 - \$149,999	23.21%
\$150,000 - \$199,999	10.60%
\$200,000 or more	8.02%
Total	349

Would you recommend our City to your friends and family as a place to work and live?



Question	Total
Definitely yes	232
Probably yes	138
Might or might not	59
Probably not	16
Definitely not	9

Overall would you say the City of South Ogden is headed in the right or wrong direction?

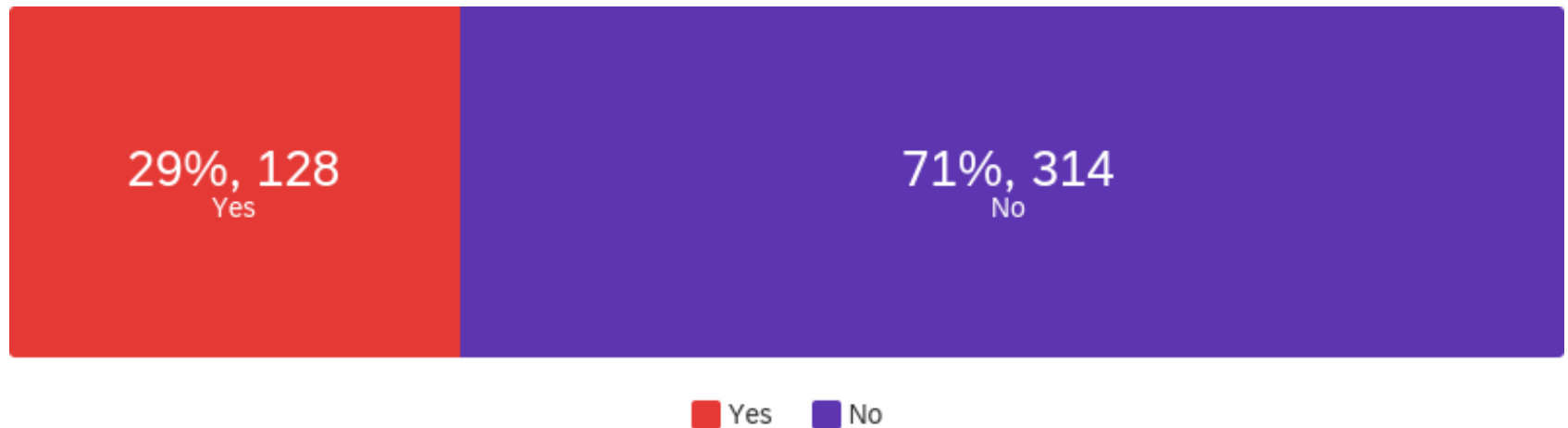


Answer	%	Count
Right Direction	57.71%	232
Unsure	36.32%	146
Wrong Direction	5.97%	24
Total	100%	402

Where would you like the South Ogden City Council to focus more of their efforts in the upcoming year?



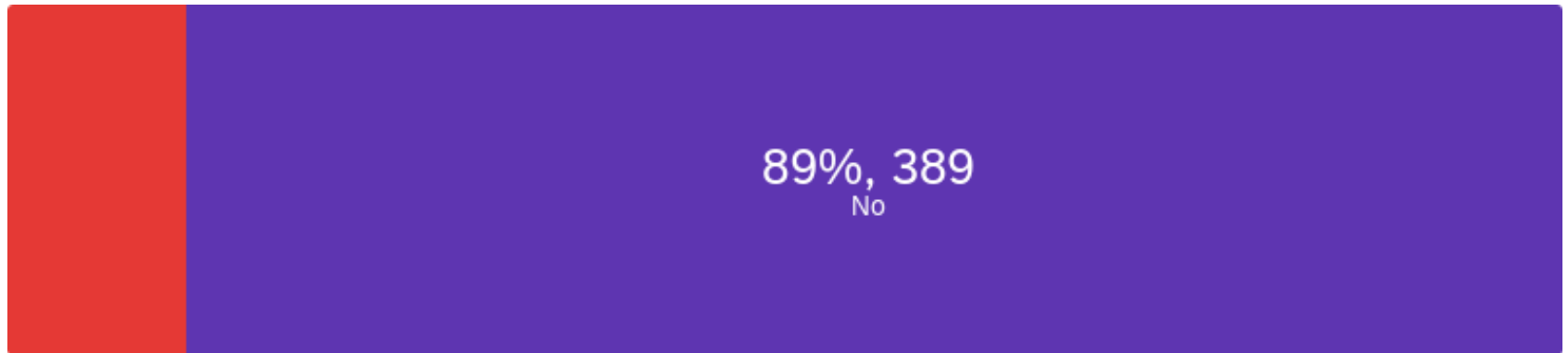
Thinking back over the past 12 months, have you had contact with the South Ogden City Police Department? (For example if you have filed a police report or called to report a problem.)



How would you rate your experience with the South Ogden Police Department?

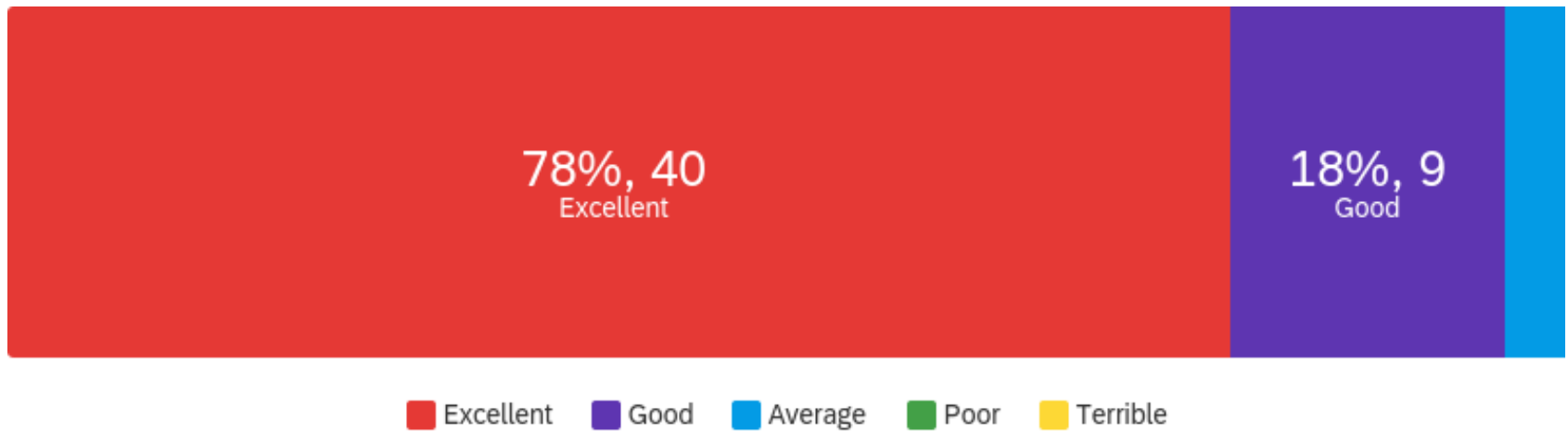


Thinking back over the past 12 months, have you had contact with the South Ogden City Fire Department? (For example if you have had an incident which involved a fire or medical call.)



Yes No

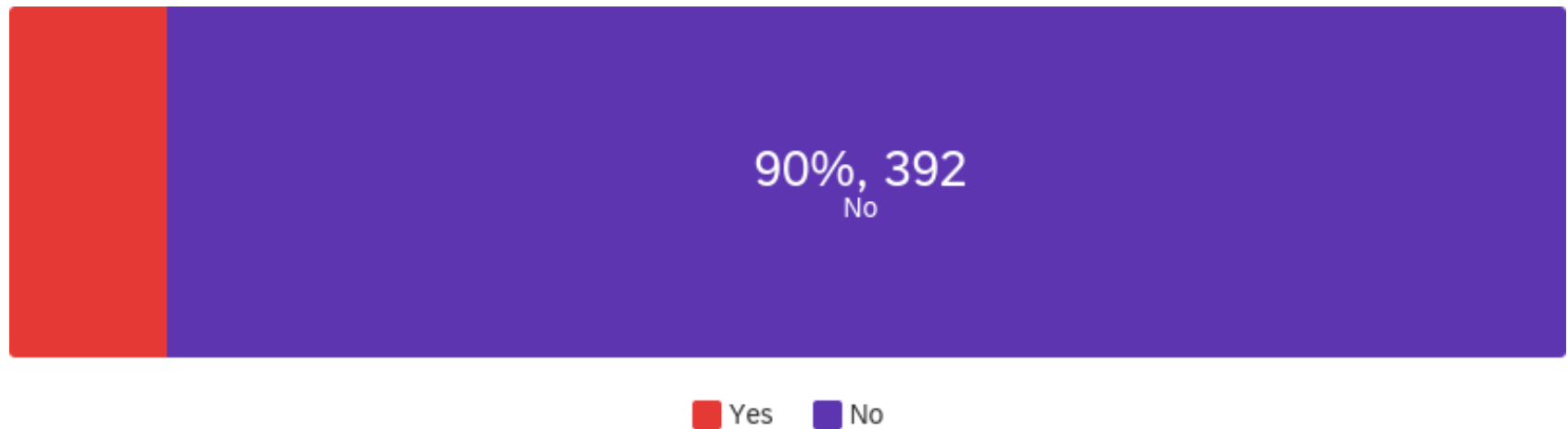
How would you rate your experience with the South Ogden Fire Department?



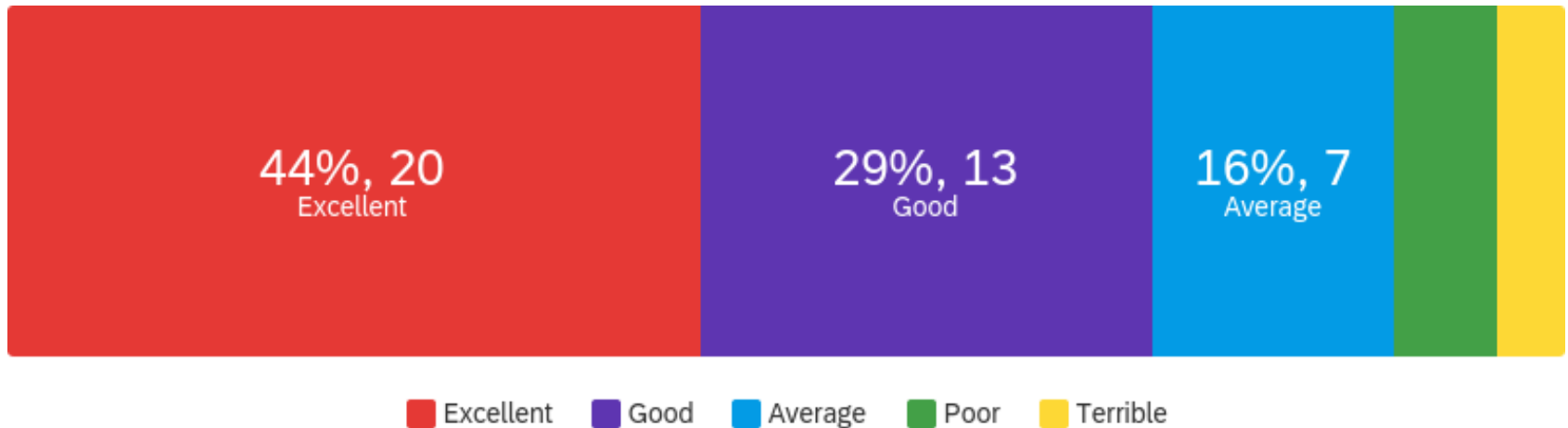
What factors influenced your rating?



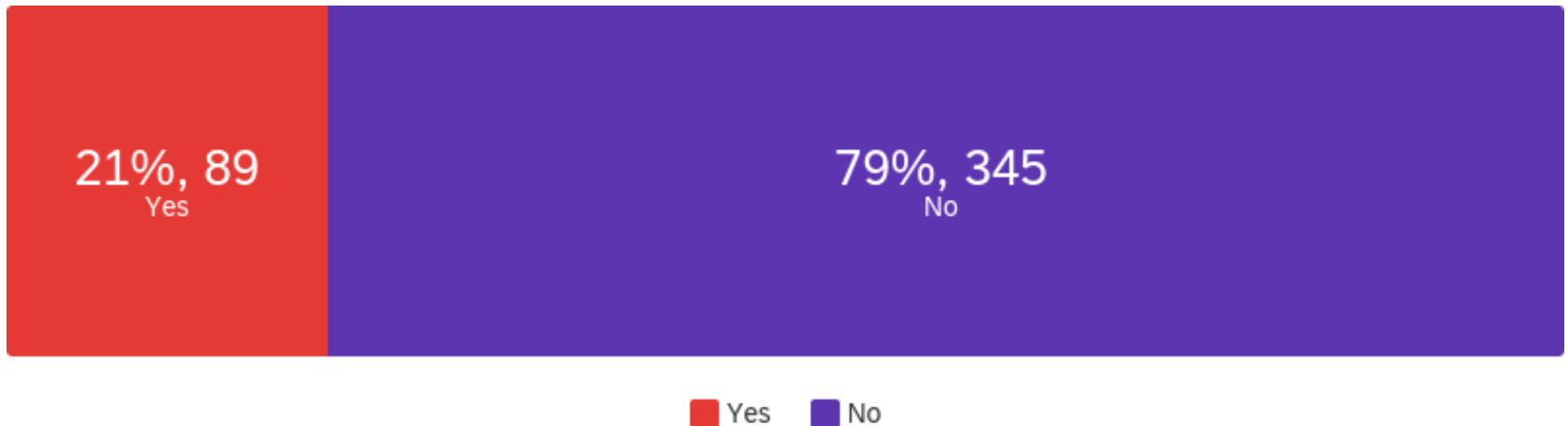
Thinking back over the past 12 months, have you had contact with the South Ogden City Building Department? (For example if you have applied for a building permit or reported a zoning violation.)



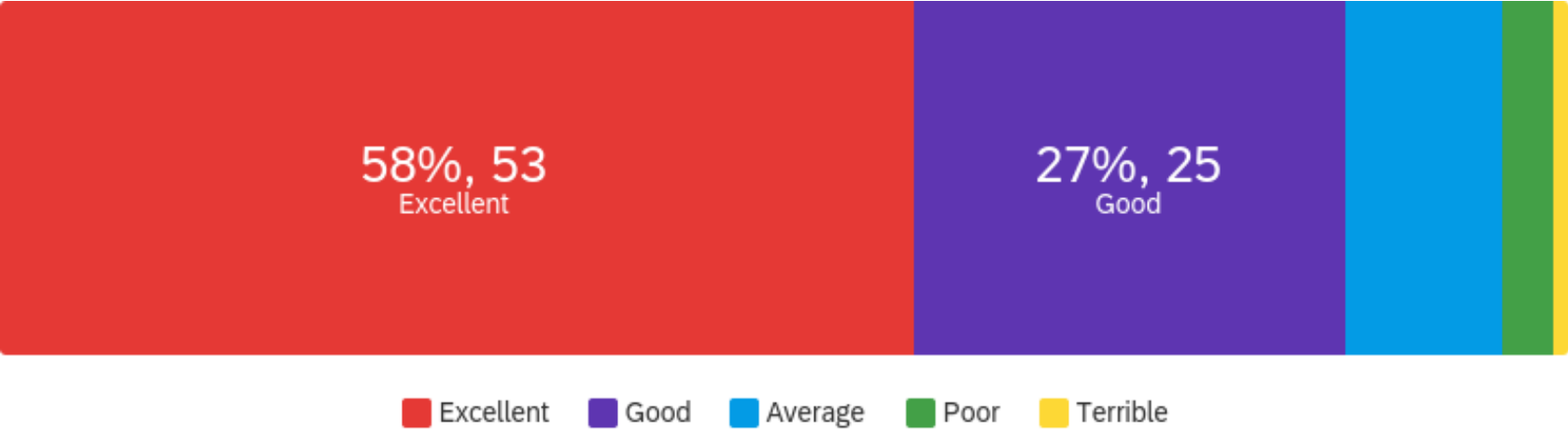
How would you rate your experience with the South Ogden Building Department?



Thinking back over the past 12 months, have you had contact with the South Ogden City Hall Administration? (For example if you have come to pay your water bill, reserve a park or community room or get a passport.)



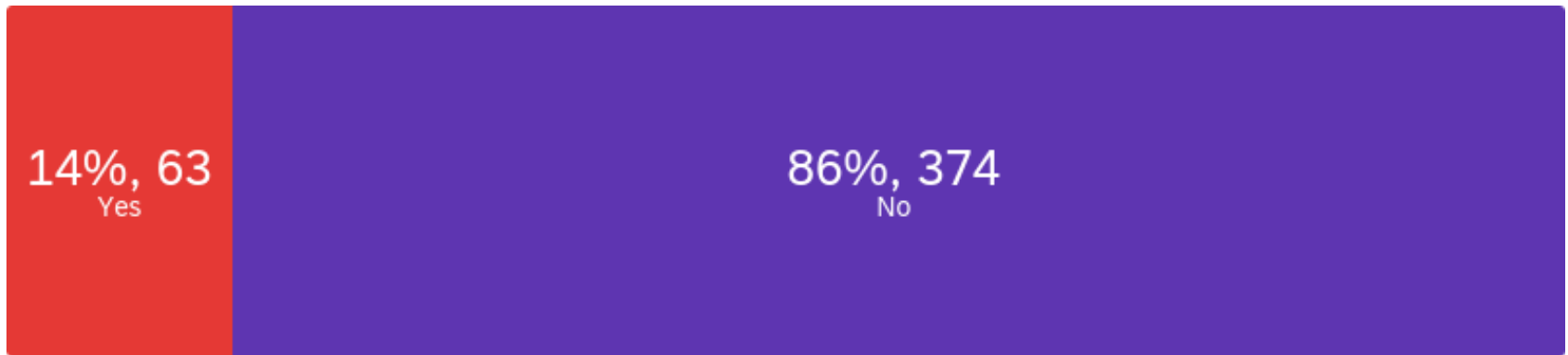
How would you rate your experience with South Ogden City Hall Administration?



What factors influenced your rating?

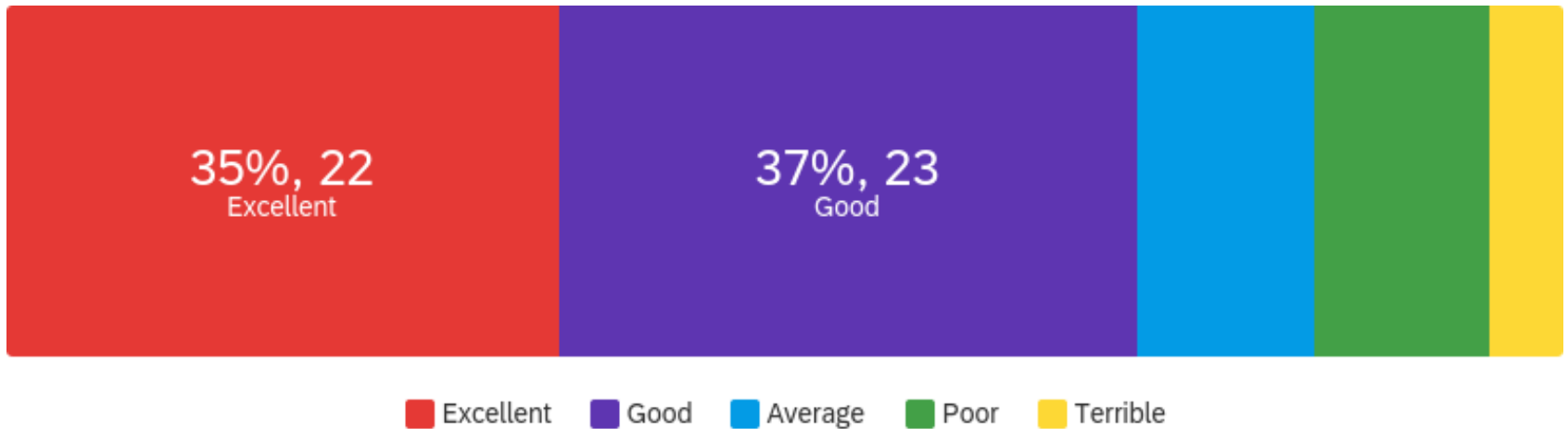


Thinking back over the past 12 months, have you had contact with the South Ogden Recreation Department? (For example if you have registered and participated in a recreation program such as football or baseball.)

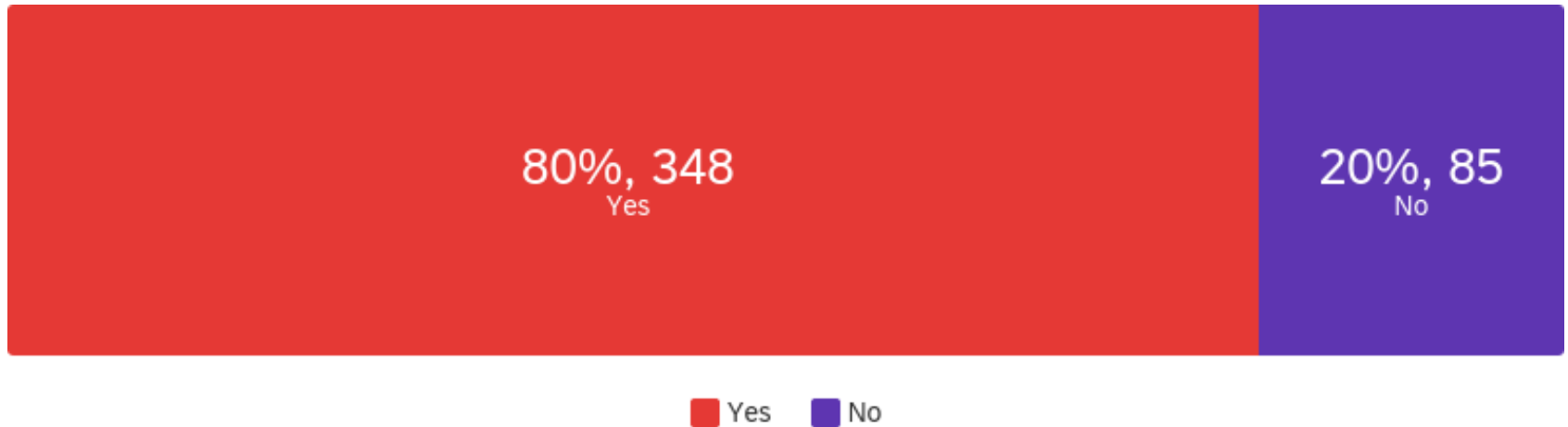


Yes No

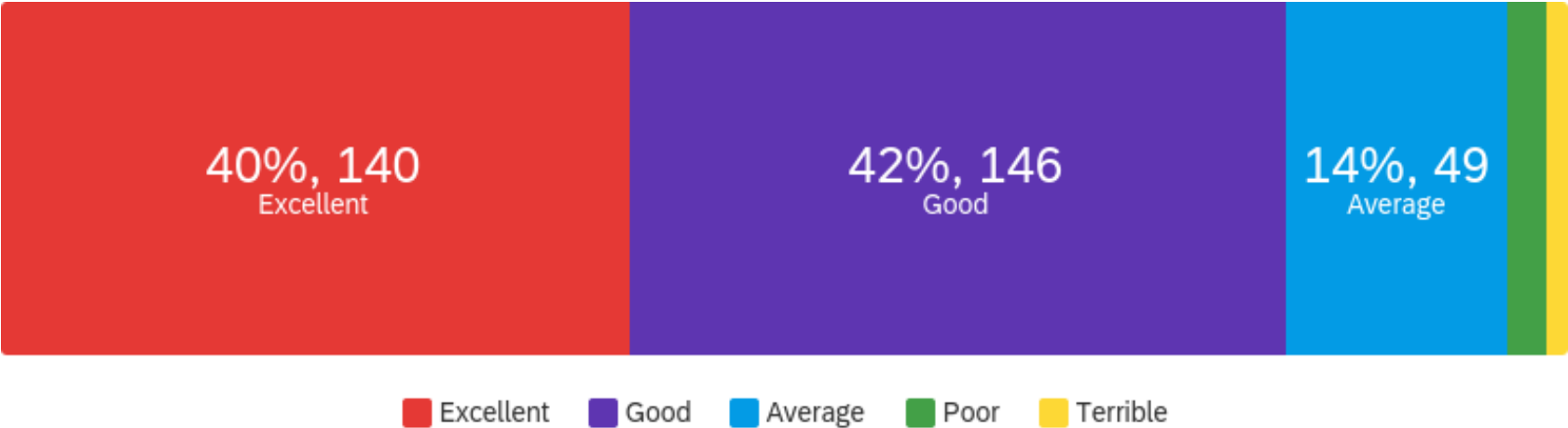
How would you rate your experience with the South Ogden City Recreation Department?



Thinking back over the past 12 months, have you visited a park in South Ogden? (For example: Friendship, Glasmann, 40th Street, Madison, Meadows, Nature Park, Club Heights or Club Heights Off-Leash Dog Park.)



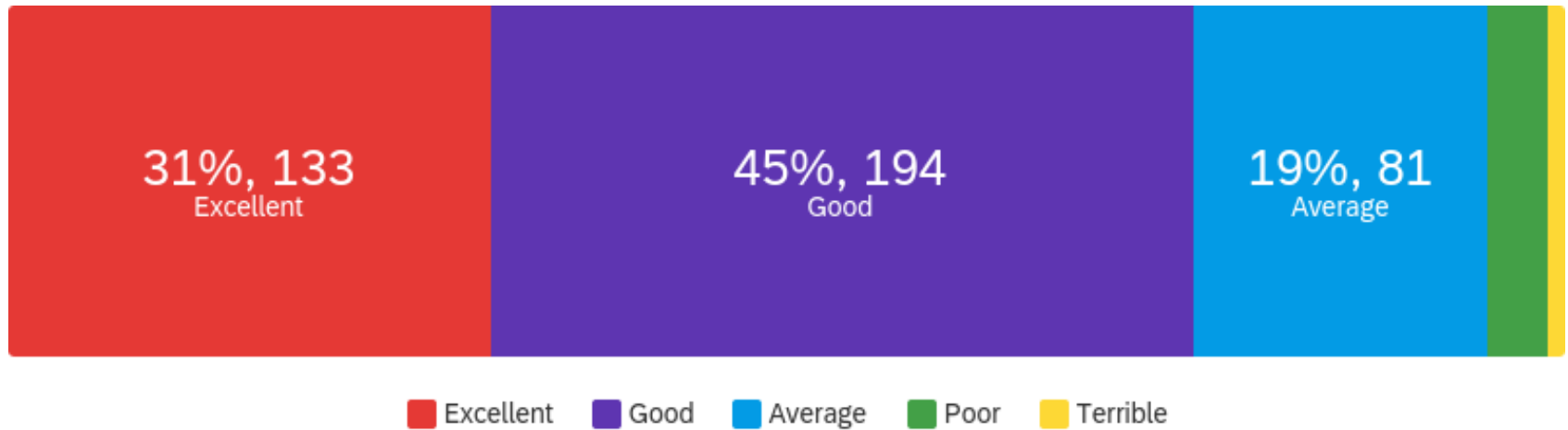
How would you rate your experience at South Ogden City Parks?



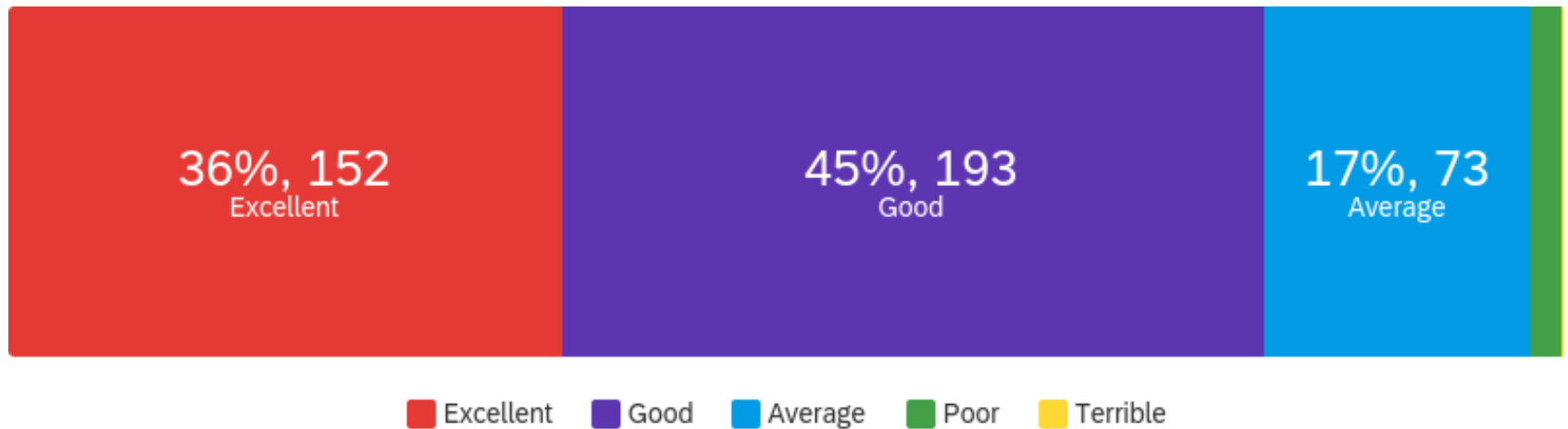
What factors influenced your rating?



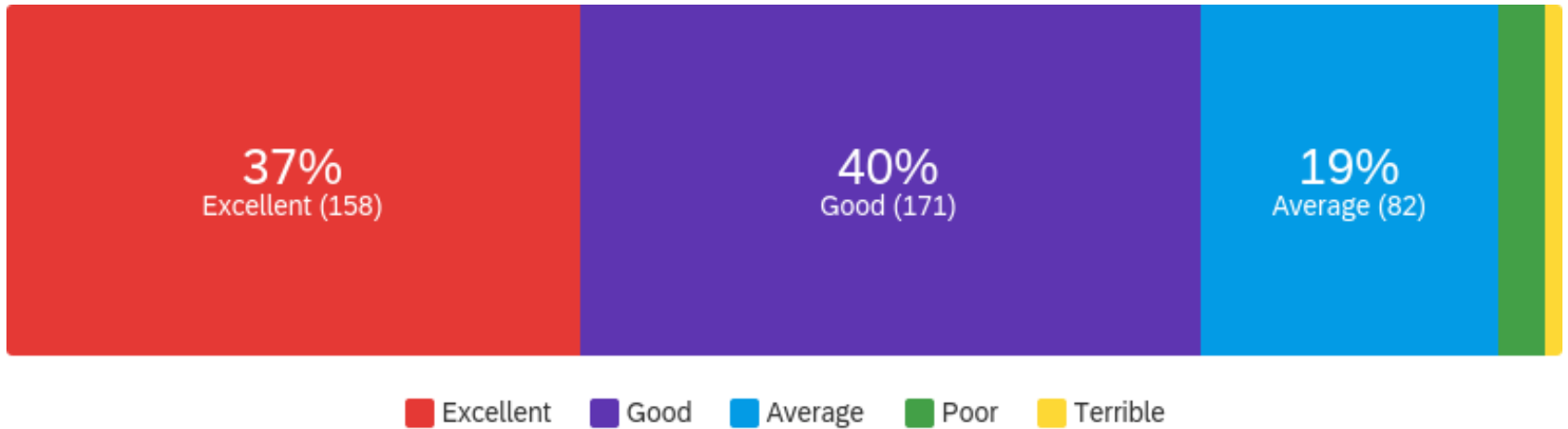
How would you rate the quality of culinary water service in South Ogden?



How would you rate the quality of sewer service in South Ogden?



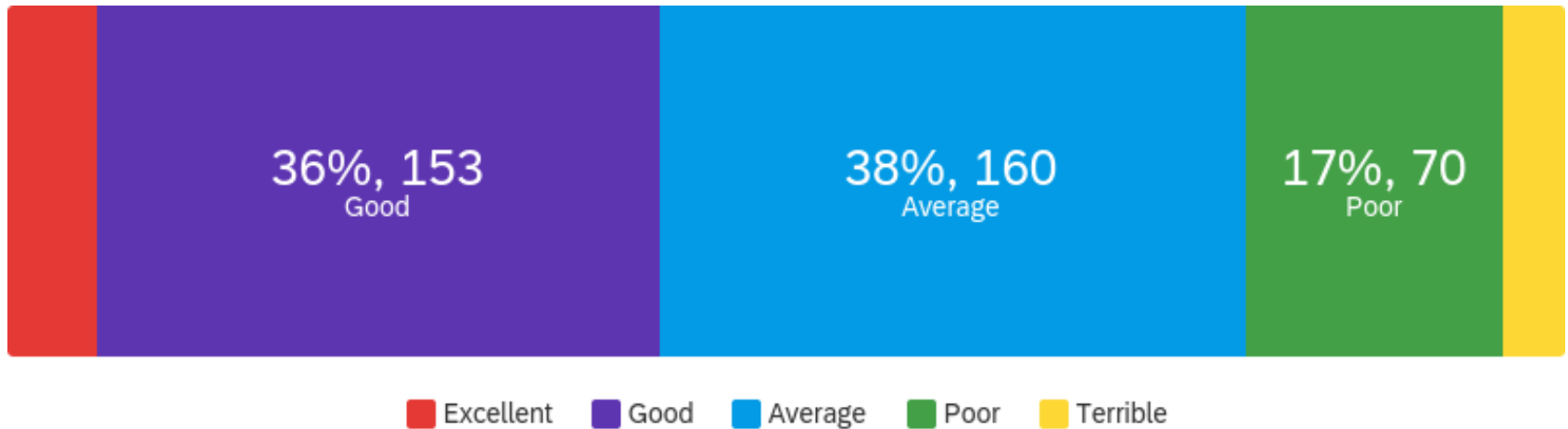
How would you rate the trash service in South Ogden? (Republic Services)



What factors influenced your rating?



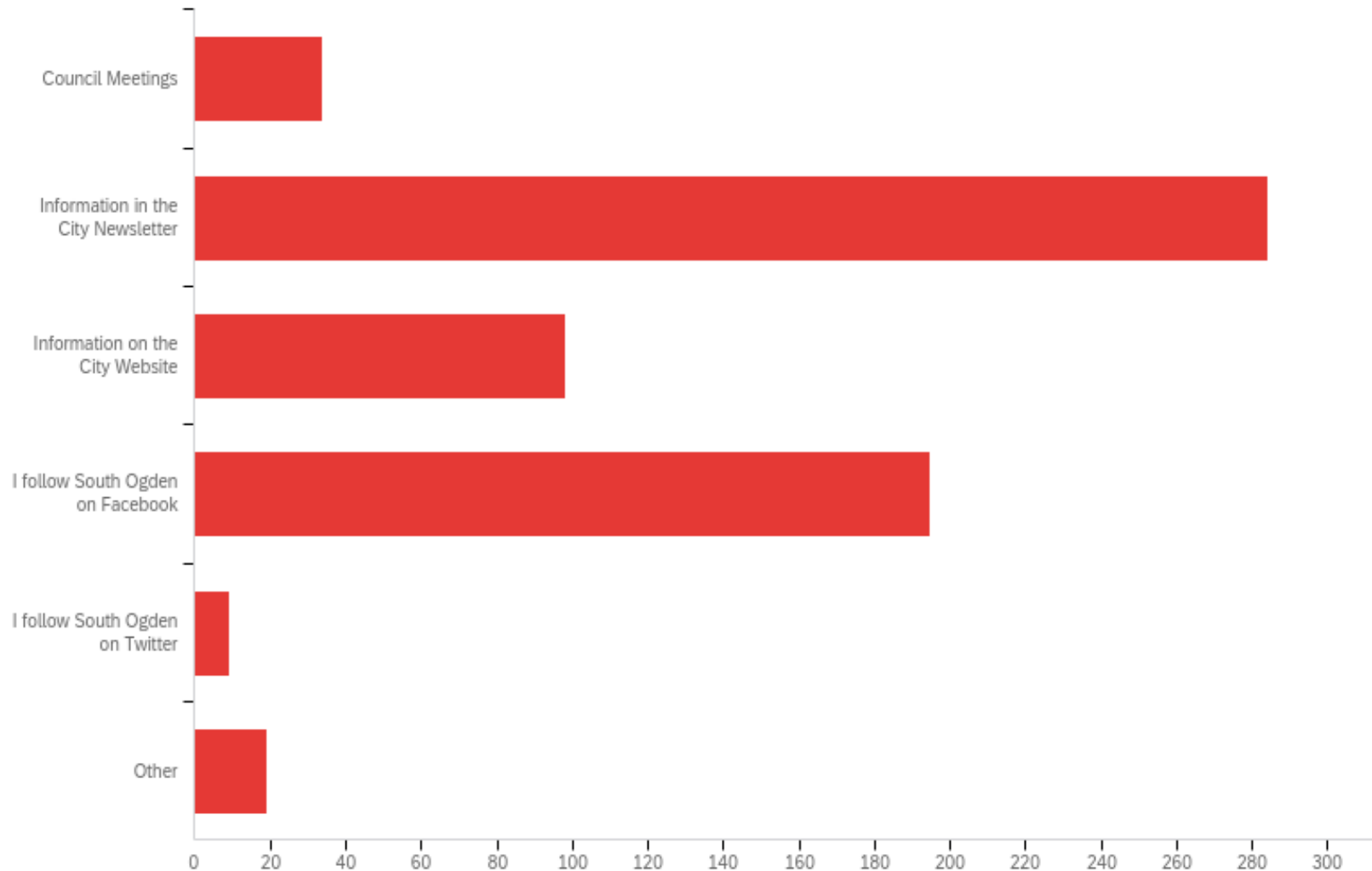
How would you rate the quality of the streets in South Ogden?



What factors influenced your rating?



How are you most likely to stay informed with what is happening in South Ogden City?



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How are you most likely to stay informed with what is happening in South Ogden City?	Percentage
Other	2.97%
Information on the City Website	15.34%
Information in the City Newsletter	44.44%
I follow South Ogden on Twitter	1.41%
I follow South Ogden on Facebook	30.52%
Council Meetings	5.32%
Total	639

How are you most likely to stay informed with what is happening in South Ogden City?



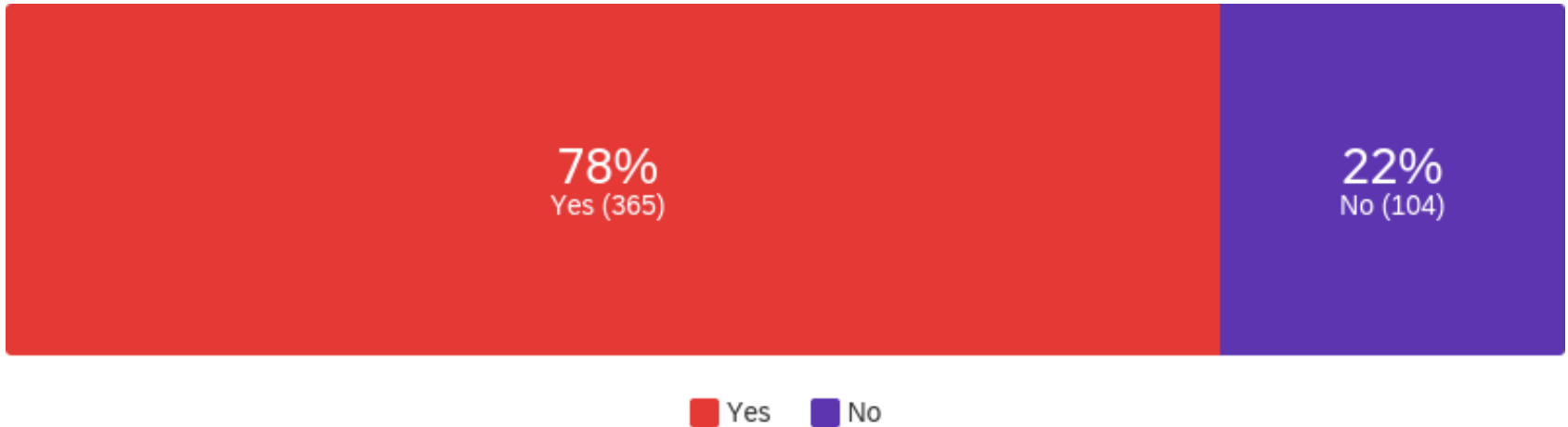
If you were in charge, what would you change about South Ogden?



What other comments or insights would you like to share?

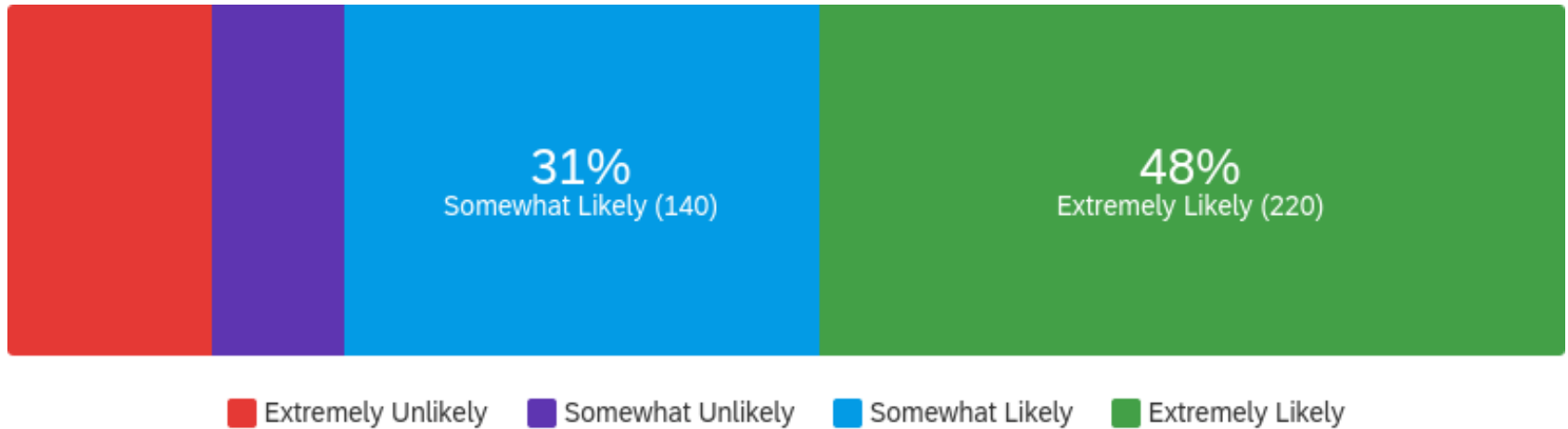


Do you believe your city government should help facilitate fiber internet service?



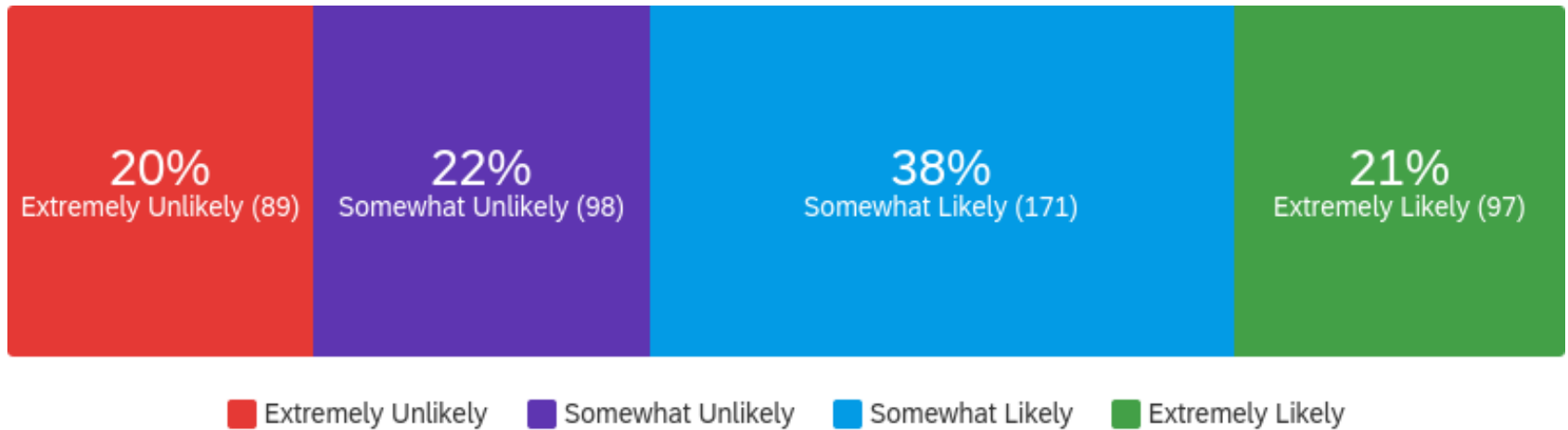
Answer	%	Count
Yes	77.83%	365
No	22.17%	104
Total	100%	469

How likely is it that you would subscribe to 1 Gbps/1,000 Mbps internet service if it was available?



Answer	%	Count
Somewhat Unlikely	8.50%	39
Somewhat Likely	30.50%	140
Extremely Unlikely	13.07%	60
Extremely Likely	47.93%	220
Total	100%	459

How likely is it that you would subscribe to 1 Gbps/1,000 Mbps fiber internet even if it were offered at a higher monthly cost?



Answer	%	Count
Extremely Unlikely	19.56%	89
Somewhat Unlikely	21.54%	98
Somewhat Likely	37.58%	171
Extremely Likely	21.32%	97
Total	100%	455



End of Report



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