

# City of Houghton Quality of Life Survey 2011

Houghton residents love their city!





# Background and Objectives

As part of the City of Houghton's Master Plan update, we sought out the opinions of our residents regarding the quality of our present services, areas the City can improve, and what unmet needs residents would like us to provide.

## Objectives

### Assessing (Part I) Quality of Life

- Public Safety
- Residential Environment
- Public Transportation
- Entertainment, Leisure, Culture

### Tracking (Part II) City Service Performance

- Satisfaction with City Services

### Prioritizing (Part III) Next Steps

- Residents unmet needs
- Opinion for Master Plan



## RESPONSES RECEIVED

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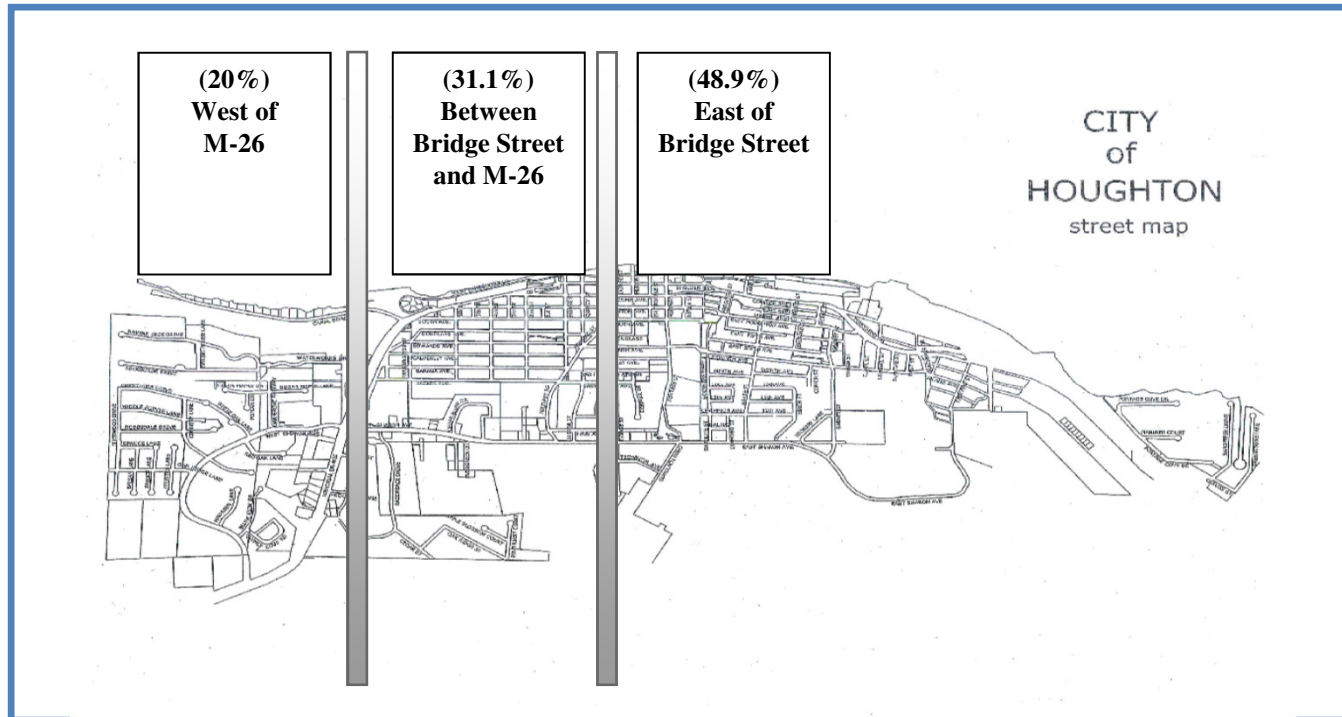
**We received a 44% response rate for this survey which is phenomenal!**

**Thanks to everyone who responded.**

**This is a great starting point for the Community Involvement Segment of our Master Plan.**



# Our Respondents Were Spaced Evenly Throughout the City





## Our Respondents Represent Every Age Group

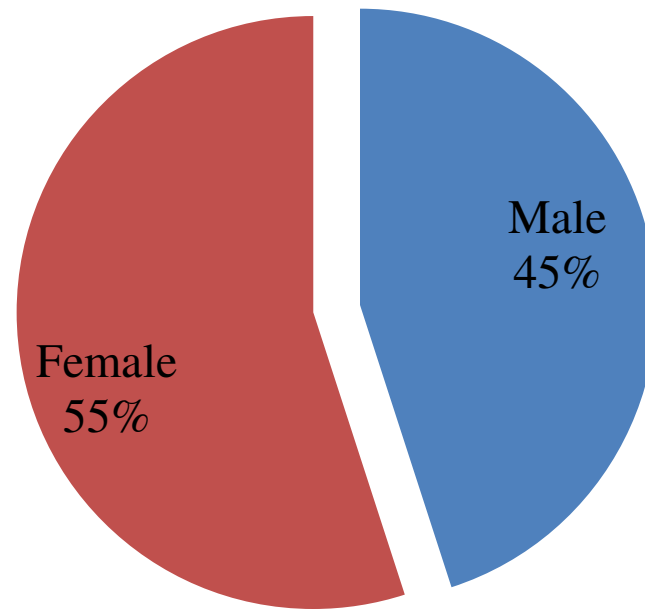
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	Survey Respondents	Compared to 2010 Census
<b>Age Range</b>	<b>Sample (%)</b>	<b>Census (%)</b>
< 30 years old	55 (11%)	3,385( 1.5%)
31- 40 years old	52 (11%)	506 (10%)
41-50 years old	59 (12%)	423 (14%)
51-60 years old	87 (19%)	403 (22%)
61-70 years old	107 (24%)	347 (31%)
> 70 years old	104 (23%)	391 (27%)



## Our Respondents Represent Both Genders

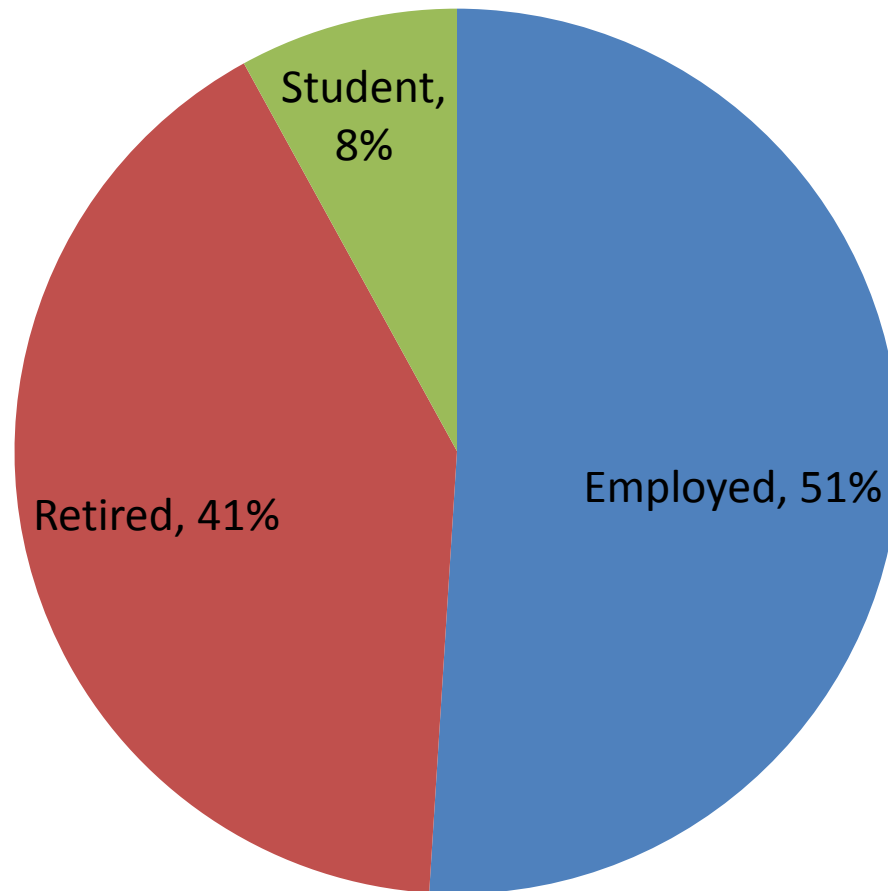
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## Respondents Represent a Mix of Employed, Students, & Retired

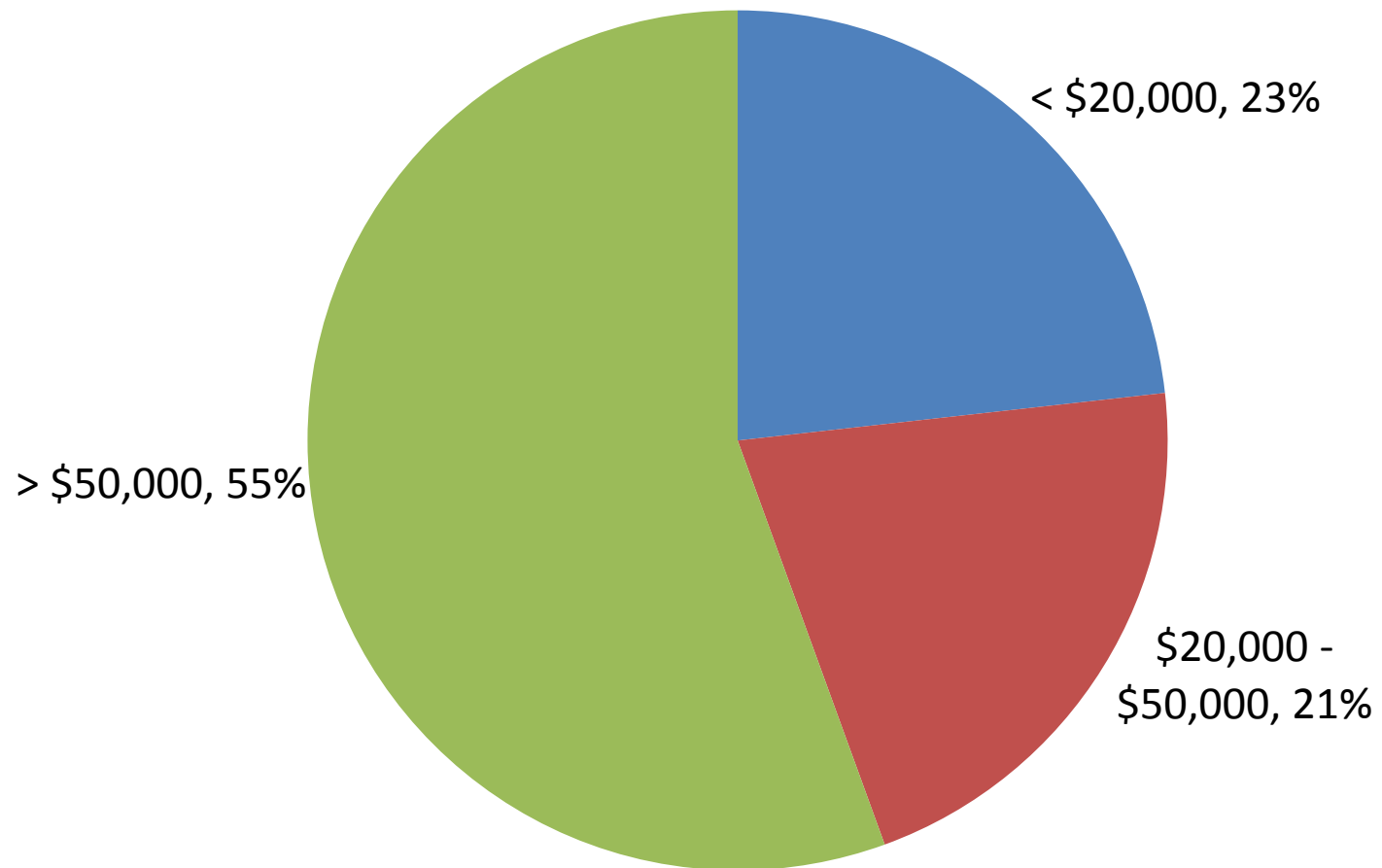
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## Respondents Represent All Income Levels

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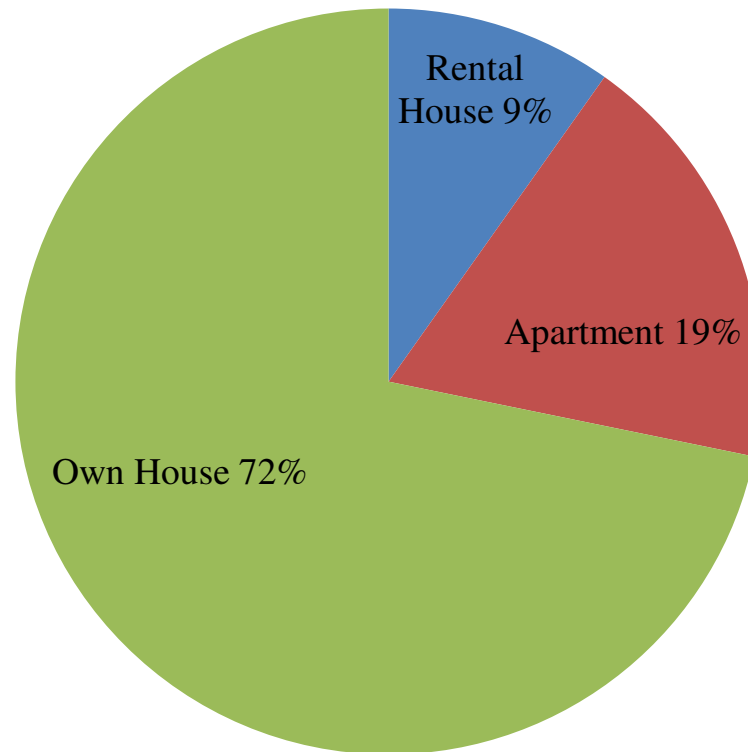






## Most Respondents Own their Own Homes

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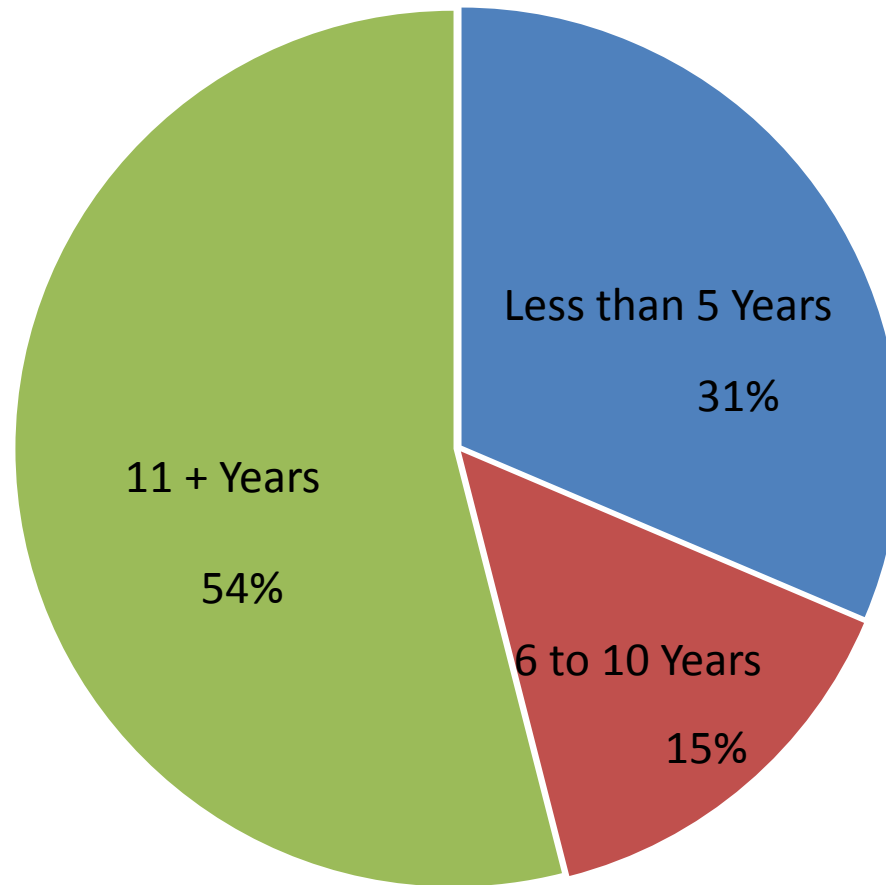
The average dwelling has 2 people

The average dwelling has 2.5 cars



## Respondents are New and Long-Term Residents

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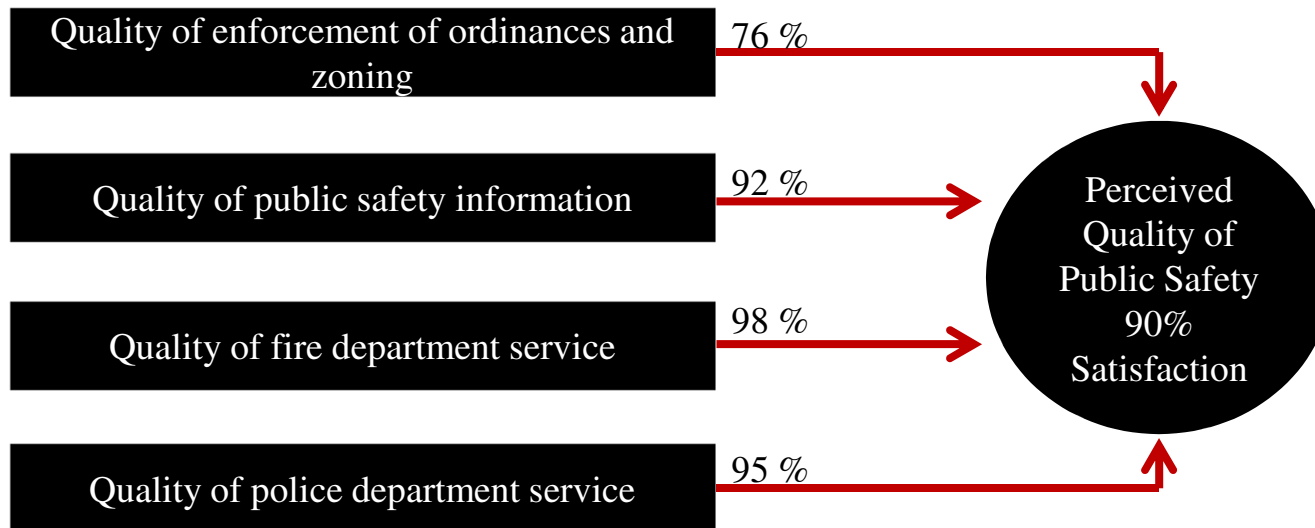




# SATISFACTION RESULTS PUBLIC SAFETY

**Overall, respondents are satisfied with the quality of public safety in the City of Houghton. However, quality of enforcement of ordinances and zoning is relatively lower than other public safety dimensions.**

Total % of Respondents who Answered Either "Satisfied" or "Very Satisfied"

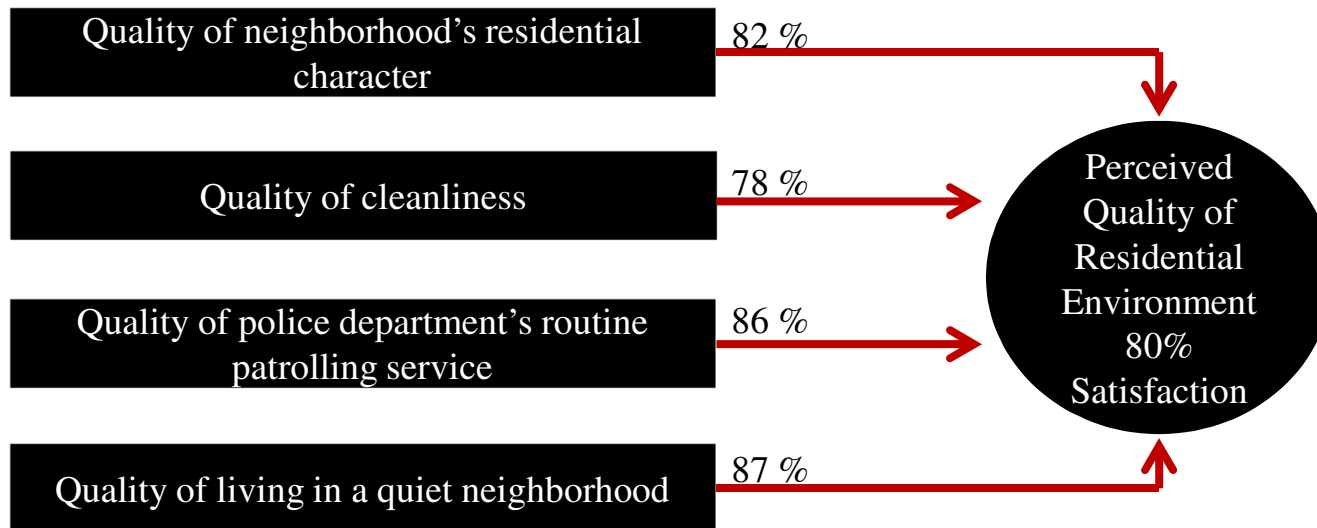




# SATISFACTION RESULTS RESIDENTIAL ENVIRONMENT

**Overall, residents are satisfied with the quality of their neighborhoods with a satisfaction rate of 80%.**

Total % of Respondents who Answered Either "Satisfied" or "Very Satisfied"

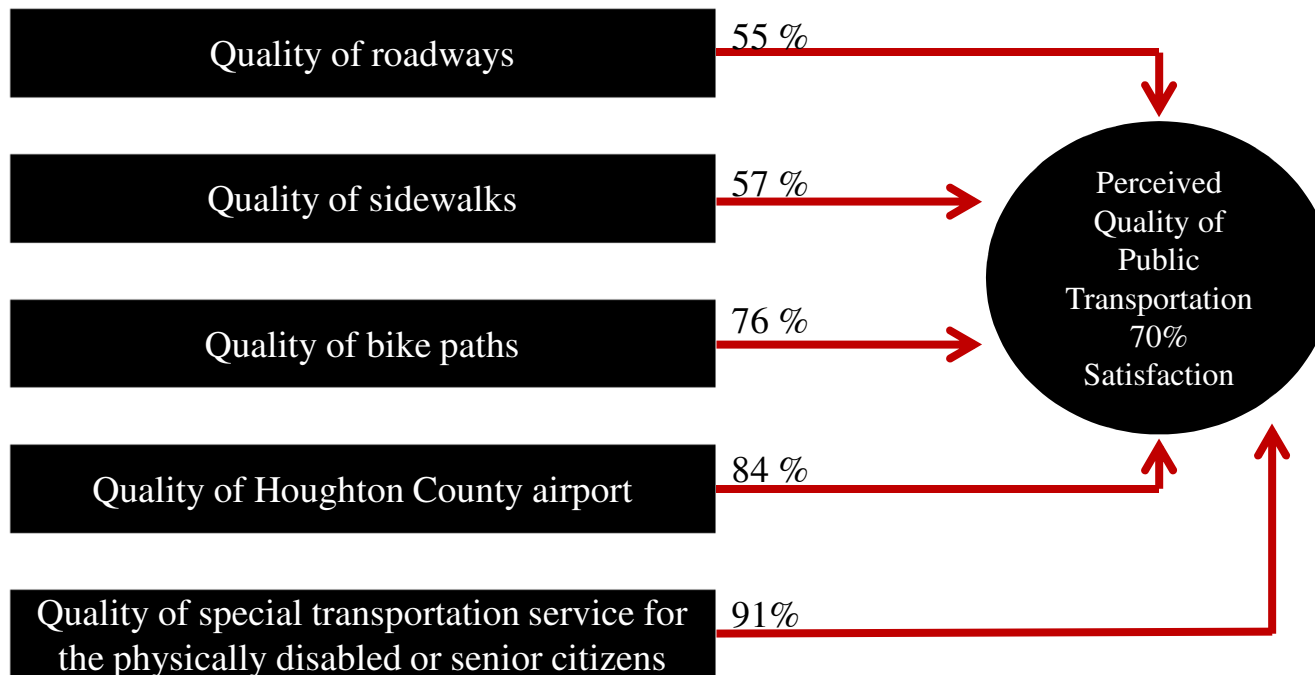




# SATISFACTION RESULTS PUBLIC TRANSPORTATION

Residents would like to see better quality roads and sidewalks. The City of Houghton is already starting to address these concerns. Many roads will be paved as part of the 2012 water/sewer project. The new Complete Streets Initiative and Safe Routes to School projects will also deal with the condition of roads and sidewalks.

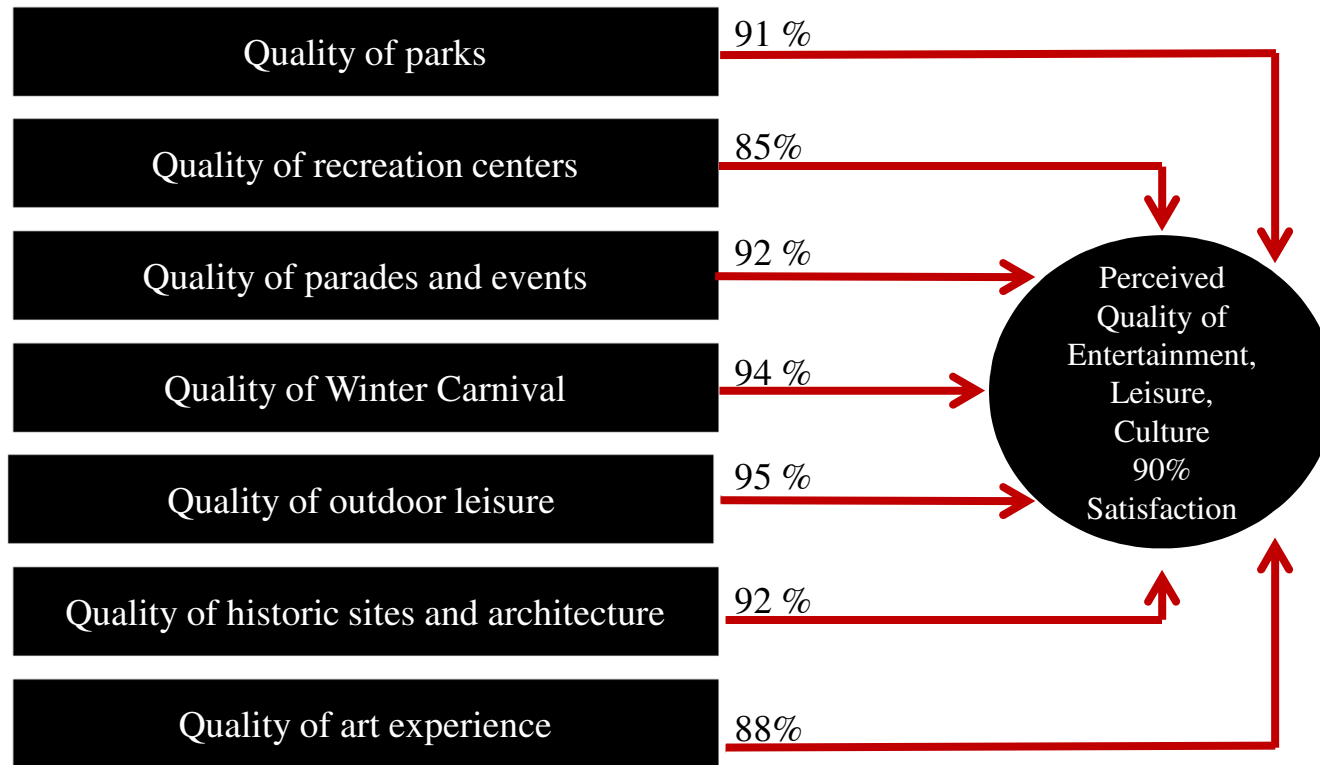
Total % of Respondents who Answered Either "Satisfied" or "Very Satisfied"





# SATISFACTION RESULTS PARKS/RECREATION/ARTS

**Overall residents are very satisfied with the quality of our Parks and Recreation Centers.**

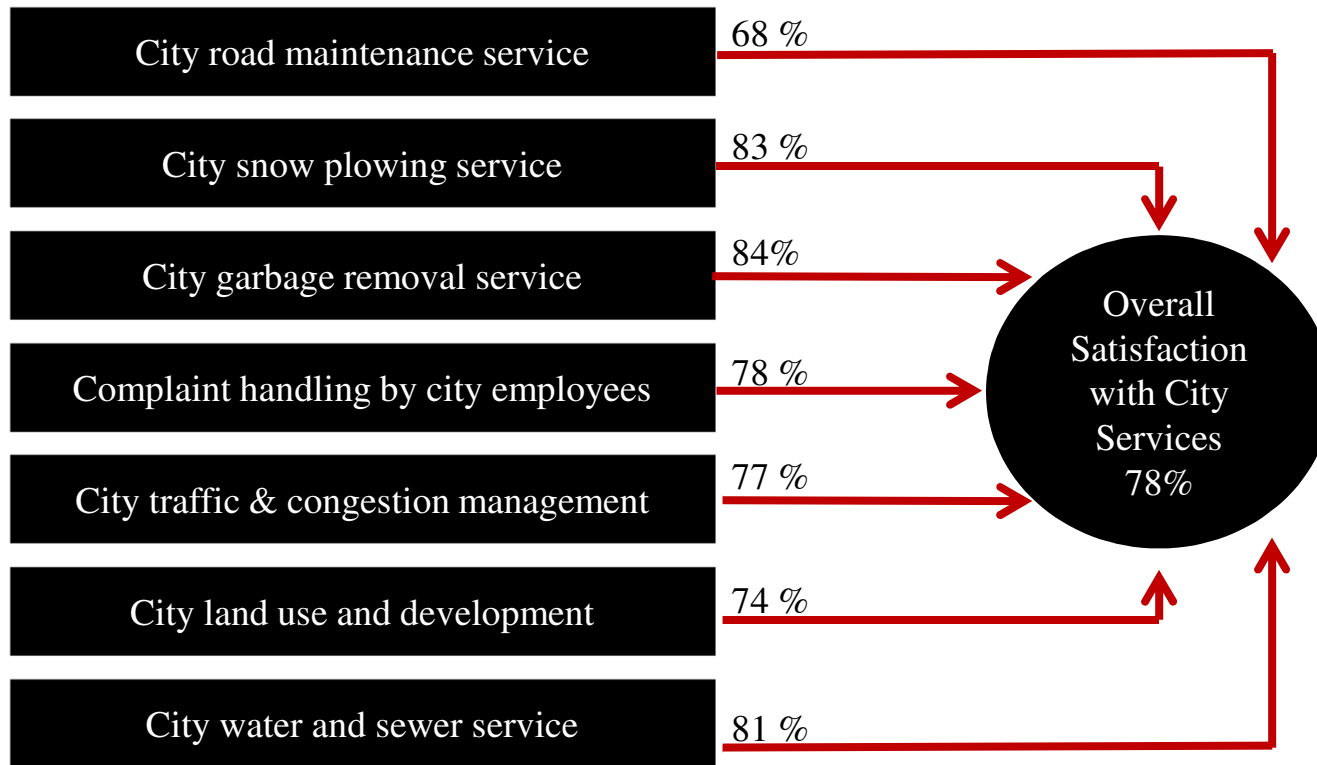


Total % of Respondents who Answered either "Satisfied" or "Very Satisfied"



# SATISFACTION RESULTS CITY SERVICES

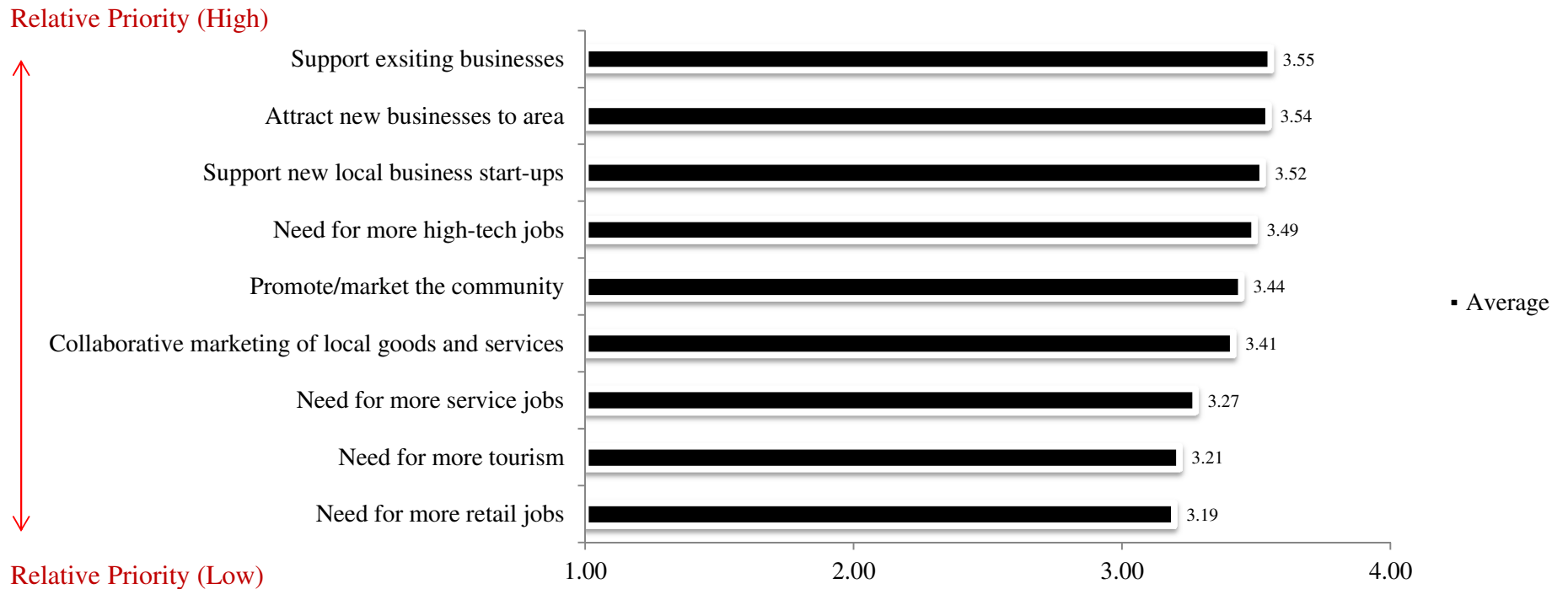
Overall Respondents gave City Services a 78% Satisfaction rate.





# Unmet Needs Perceived by Houghton City Residents

The survey asked “How can we improve Houghton residents’ quality of life in the future”. Respondents rated the following statements by the degree of importance.



Note: scale  
Very unimportant (1)---(4) Very important

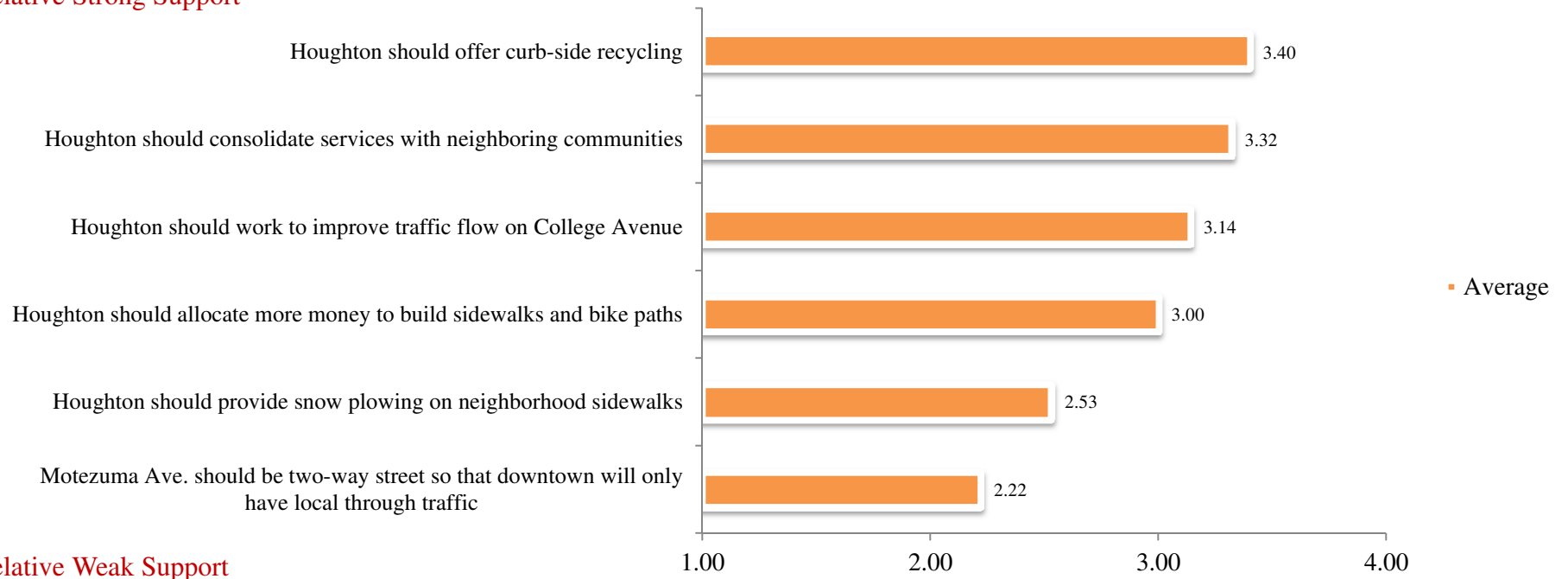




# Opinion to Potential City Master Plan

Respondents were asked to rate their “degree of agreement” with the following statements.

Relative Strong Support



Relative Weak Support

Note: scale  
Strongly disagree (1)----(4) Strongly agree



## Where Residents Get City Information

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