



BERNALILLO COUNTY

COMMUNITY SURVEY
JANUARY 2014



METHODOLOGY

RESEARCH OBJECTIVES:	COMMISSIONED BY BERNALILLO COUNTY IN ORDER TO ASSESS RESIDENTS' SATISFACTION WITH THE PROGRAMS AND SERVICES PROVIDED, AS WELL AS ASSESSING WHAT RESIDENTS VIEW AS THE HIGHEST PRIORITIES WHEN DEVELOPING FUTURE COUNTY BUDGETS.
DATA COLLECTION METHOD:	TELEPHONE INTERVIEWS
TOTAL SAMPLE SIZE:	N=625 COUNTY RESIDENTS N=323 IN ALBUQUERQUE CITY LIMITS N=302 OUTSIDE CITY LIMITS RESULTS WEIGHTED TO PROPORTIONAL SHARE OF TOTAL COUNTY POPULATION
FIELD DATES:	NOVEMBER 18, 2013 THROUGH DECEMBER 5, 2013
MARGIN OF ERROR:	± 3.9% AT 95% CONFIDENCE LEVEL

SUMMARY OBSERVATIONS

Despite a sluggish economy that has been slow to regain its footing, continued belt-tightening and some public controversies that have gained widespread media attention, residents' perception of Bernalillo County have not changed greatly over the past year and in some cases have actually improved. The County's efforts to increase awareness of the difference between its recreational centers, parks and open space and the City of Albuquerque's are a real success story. There have also been improvements in residents' evaluation of their direct interaction with County employees.

Overall resident's overall perceptions and satisfaction with community services are very similar to the results observed in 2012. Currently, 45% of residents say they are satisfied with the overall quality of County services which is slightly higher than the 42% observed in the previous study. Ratings for specific County programs and services have not changed significantly over the past year.

Improvements are noted when it comes to overall courtesy and knowledge of County employees among residents who have contacted the County.

The biggest change over the last year is observed in awareness of the distinction between County and City recreation areas and facilities. Currently, 52% of residents say they are aware that Bernalillo County operates parks, recreation centers, and open-space that are independent of the City of Albuquerque, an increase of 11 percentage points compared to the 41% who were aware of the differences in 2012. There has also been an increase in the percentage of residents who give positive ratings for the availability of County recreational programs for children and teens, rising from 29% in 2012 to 36% currently.

SUMMARY OBSERVATIONS (CONT.)

There are areas where the County has opportunities for improvement. Most notably, over two-fifths of County residents express dissatisfaction with the transparency of how tax dollars are being spent and another two-fifths are dissatisfied with the overall management of the County budget. Again, some of the frustrations that residents express may be attributable to the highly publicized issues related to the Treasurer's Office. Although the County has taken steps to improve transparency, there is still work to do to increase awareness and build public trust and confidence.

Relating to providing information to the public, half (50%) of the residents surveyed believe they have good access to information about County programs and services, while 11% feel they have poor access to information, which is very similar to the results observed in 2012. Many residents (45%) say they have visited the County website in the past two years, thus making this a good place to disseminate information relating to openness and transparency.

There is also good news in that residents generally have positive reviews of the overall quality of services that are provided by Bernalillo County, particularly in the areas of fire protection, library services, solid waste, sheriff protection, and parks and recreation.

When planning for County budgets, the biggest priorities for residents include road/street improvements, public safety, sheriff protection, schools and education, and improving the economy/creating jobs. Improving parks and recreation services and lowering taxes are also a high priority for County residents.

BIGGEST LOCAL ISSUES OR PROBLEMS FACING RESIDENTS OF BERNALILLO COUNTY

TOP 9 UNAIDED RESPONSES

	2013 TOTAL SAMPLE (N=625)	<u>INSIDE CITY LIMITS</u>	<u>OUTSIDE CITY LIMITS</u>
CRIME	21%	22%	18%
UNEMPLOYMENT RATE/ LACK OF GOOD JOBS	15%	17%	8%
EDUCATIONAL SYSTEM IS POOR	13%	14%	10%
ECONOMY WEAK	8%	9%	4%
ROAD MAINTENANCE/UPKEEP	8%	7%	12%
POLICE/LEGAL SYSTEM	8%	8%	5%
TRAFFIC CONGESTION	7%	7%	5%
NOTHING IN PARTICULAR	10%	11%	10%
DON'T KNOW/WON'T SAY	11%	11%	10%

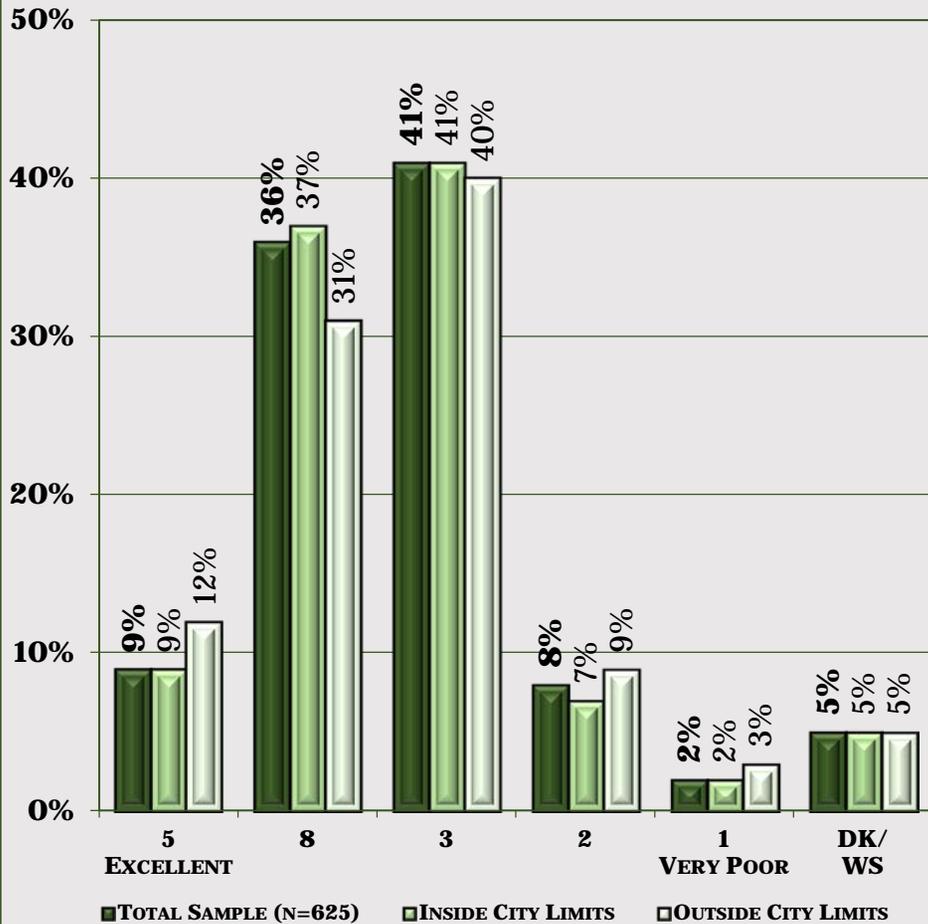
WAYS BERNALILLO COUNTY GOVERNMENT CAN MAKE THE COUNTY BETTER IN THE NEXT 5 YEARS

TOP 8 UNAIDED RESPONSES

	2013 TOTAL SAMPLE (N=625)	INSIDE CITY LIMITS	OUTSIDE CITY LIMITS
LOWER CRIME RATE	16%	17%	10%
STREET MAINTENANCE AND REPAIR/ TRAFFIC CONTROL	14%	13%	19%
INCREASE/IMPROVE SHERIFF SERVICES	14%	14%	14%
IMPROVE ECONOMY	13%	14%	8%
IMPROVE JOBS/WAGES	7%	8%	2%
IMPROVE SCHOOLS/EDUCATION	6%	7%	5%
ACCOUNTABILITY IN GOVERNMENT/ REPLACE CORRUPT POLITICIANS	5%	4%	5%
DON'T KNOW/WON'T SAY	23%	23%	24%

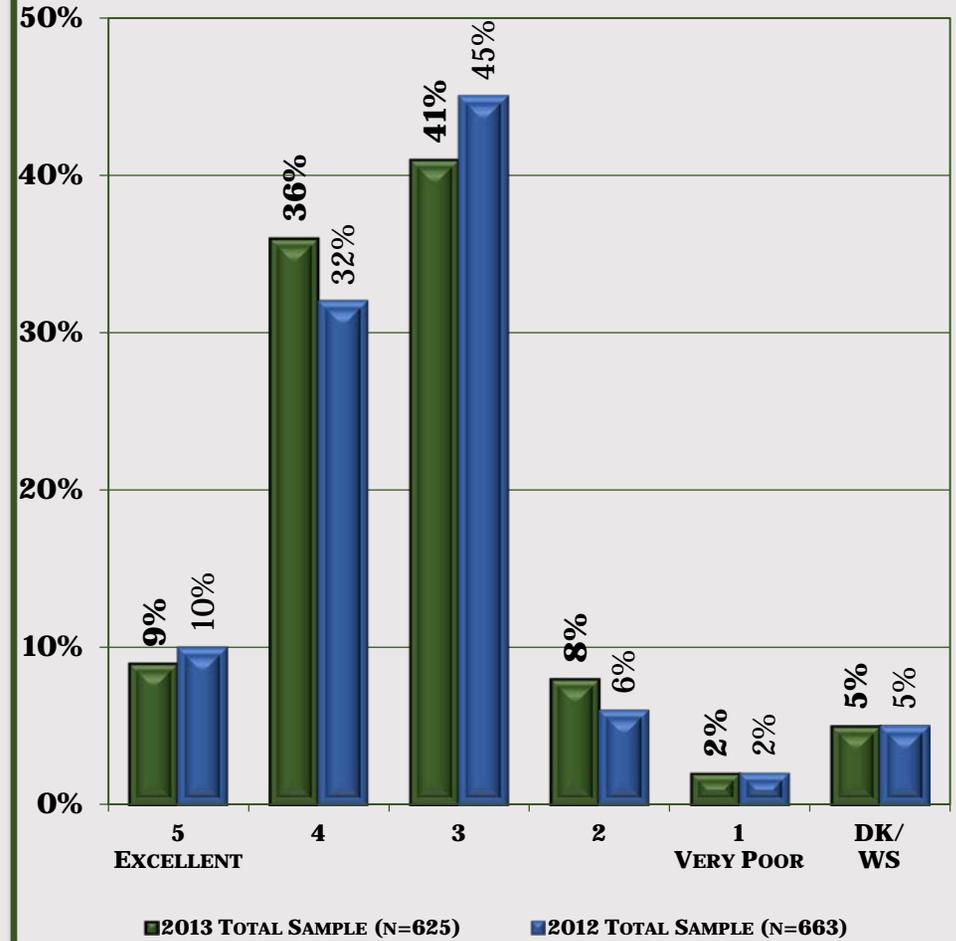
OVERALL QUALITY OF SERVICE PROVIDED BY BERNALILLO COUNTY GOVERNMENT

2013 Results



TOTAL SAMPLE MEAN: 3.5
 INSIDE CITY LIMITS: 3.5
 OUTSIDE CITY LIMITS: 3.4

Tracking Results



2013 TOTAL SAMPLE MEAN: 3.5
 2012 TOTAL SAMPLE MEAN: 3.5

OVERALL QUALITY OF VARIOUS SERVICES PROVIDED BY BERNALILLO COUNTY GOVERNMENT

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"		EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
COUNTY FIRE PROTECTION								
	TOTAL SAMPLE (N=625)	39%	38%	14%	1%	0%	8%	4.3
	INSIDE CITY LIMITS	39%	39%	13%	0%	0%	8%	4.3
	OUTSIDE CITY LIMITS	41%	32%	16%	3%	0%	8%	4.2
COUNTY LIBRARY SERVICES								
	TOTAL SAMPLE (N=625)	37%	29%	16%	2%	1%	16%	4.2
	INSIDE CITY LIMITS	38%	29%	17%	2%	1%	15%	4.2
	OUTSIDE CITY LIMITS	32%	29%	16%	2%	2%	20%	4.1
SOLID WASTE SERVICES (TRASH COLLECTION, EAST MTN. TRANSFER STATION)								
	TOTAL SAMPLE (N=625)	30%	35%	14%	6%	2%	13%	4.0
	INSIDE CITY LIMITS	30%	36%	13%	6%	2%	13%	4.0
	OUTSIDE CITY LIMITS	28%	34%	18%	7%	1%	12%	3.9
COUNTY SHERIFF PROTECTION								
	TOTAL SAMPLE (N=625)	27%	29%	24%	6%	3%	11%	3.8
	INSIDE CITY LIMITS	26%	29%	23%	6%	3%	12%	3.8
	OUTSIDE CITY LIMITS	28%	30%	27%	6%	4%	4%	3.8
COUNTY RECREATION AND OPEN SPACE PROGRAMS								
	TOTAL SAMPLE (N=625)	23%	34%	24%	8%	2%	9%	3.7
	INSIDE CITY LIMITS	24%	34%	24%	8%	2%	9%	3.8
	OUTSIDE CITY LIMITS	19%	31%	26%	9%	5%	11%	3.6

† The mean score is derived by taking the average score based on the 5-point scale. The Excellent response is assigned a value of 5; the Very Poor response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

OVERALL QUALITY OF VARIOUS SERVICES PROVIDED BY BERNALILLO COUNTY GOVERNMENT (CONTINUED)

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"		EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
ACCESS TO INFORMATION ABOUT COUNTY PROGRAMS AND SERVICES								
	TOTAL SAMPLE (N=625)	18%	32%	23%	9%	2%	15%	3.6
	INSIDE CITY LIMITS	19%	32%	23%	9%	1%	15%	3.7
	OUTSIDE CITY LIMITS	12%	29%	27%	10%	6%	16%	3.4
APPEARANCE OF PUBLIC LANDSCAPING, BUILDING EXTERIORS AND SIGNS AT COUNTY BUILDINGS								
	TOTAL SAMPLE (N=625)	16%	41%	27%	6%	3%	7%	3.7
	INSIDE CITY LIMITS	17%	41%	28%	6%	2%	6%	3.7
	OUTSIDE CITY LIMITS	12%	39%	25%	8%	6%	10%	3.5
COUNTY STREET MAINTENANCE AND REPAIR								
	TOTAL SAMPLE (N=625)	9%	20%	40%	19%	9%	3%	3.0
	INSIDE CITY LIMITS	10%	19%	41%	17%	9%	4%	3.0
	OUTSIDE CITY LIMITS	6%	22%	35%	26%	11%	0%	2.9

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OVERALL QUALITY OF VARIOUS SERVICES PROVIDED BY BERNALILLO COUNTY GOVERNMENT

TRACKING RESULTS

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"		EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
COUNTY FIRE PROTECTION								
	2013 TOTAL SAMPLE (N=625)	39%	38%	14%	1%	0%	8%	4.3
	2012 TOTAL SAMPLE (N=663)	34%	39%	14%	1%	1%	11%	4.2
COUNTY LIBRARY SERVICES								
	2013 TOTAL SAMPLE (N=625)	37%	29%	16%	2%	1%	16%	4.2
	2012 TOTAL SAMPLE (N=663)	42%	30%	11%	3%	0%	14%	4.3
SOLID WASTE SERVICES (TRASH COLLECTION, EAST MTN. TRANSFER STATION)								
	2013 TOTAL SAMPLE (N=625)	30%	35%	14%	6%	2%	13%	4.0
	2012 TOTAL SAMPLE (N=663)	26%	34%	20%	6%	6%	8%	3.7
COUNTY SHERIFF PROTECTION								
	2013 TOTAL SAMPLE (N=625)	27%	29%	24%	6%	3%	11%	3.8
	2012 TOTAL SAMPLE (N=663)	25%	35%	20%	7%	2%	11%	3.8

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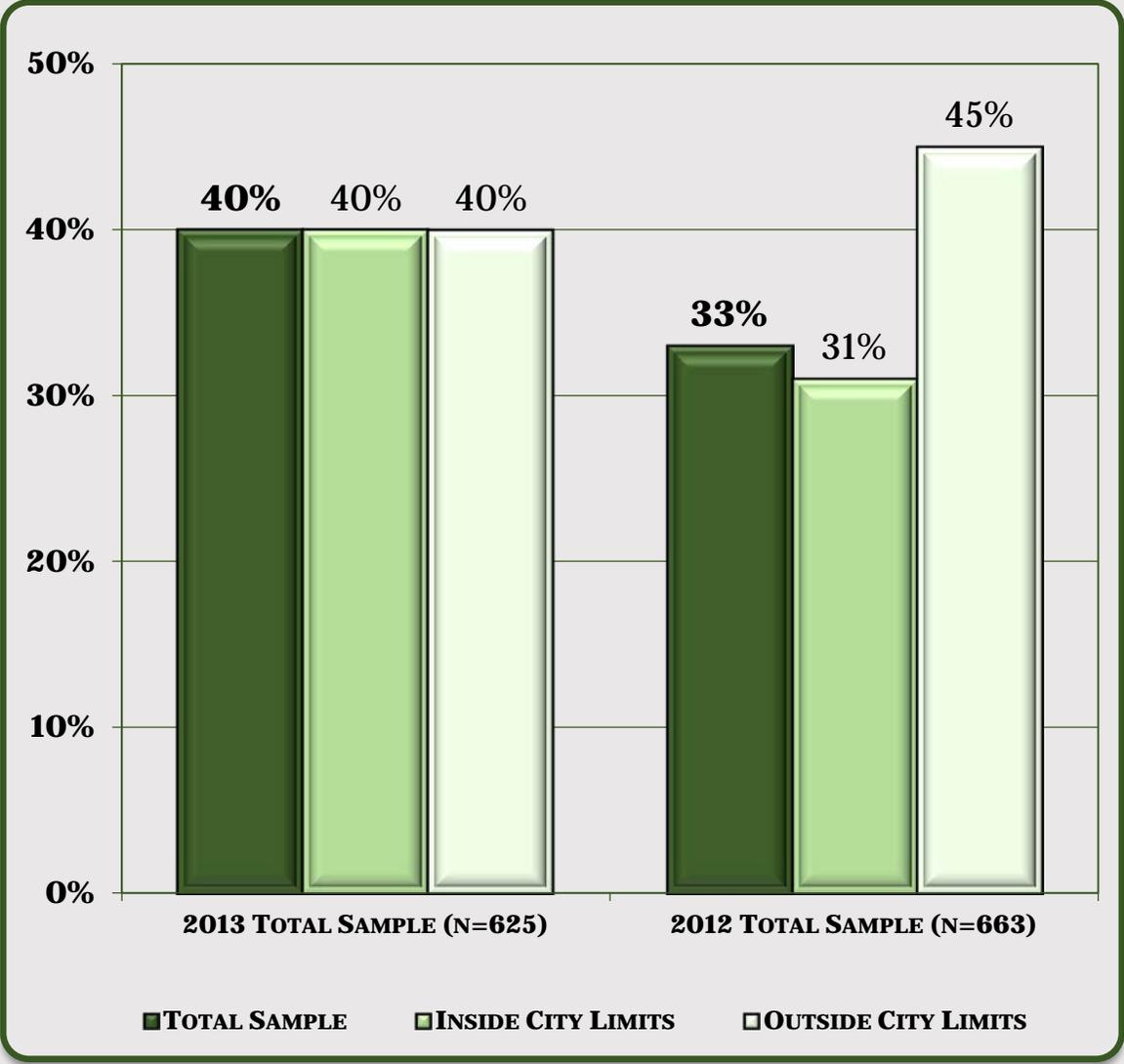
OVERALL QUALITY OF VARIOUS SERVICES PROVIDED BY BERNALILLO COUNTY GOVERNMENT

TRACKING RESULTS

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"		EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
COUNTY RECREATION AND OPEN SPACE PROGRAMS								
	2013 TOTAL SAMPLE (N=625)	23%	34%	24%	8%	2%	9%	3.7
	2012 TOTAL SAMPLE (N=663)	23%	35%	23%	8%	3%	8%	3.7
ACCESS TO INFORMATION ABOUT COUNTY PROGRAMS AND SERVICES								
	2013 TOTAL SAMPLE (N=625)	18%	32%	23%	9%	2%	15%	3.6
	2012 TOTAL SAMPLE (N=663)	22%	26%	24%	10%	6%	12%	3.6
APPEARANCE OF PUBLIC LANDSCAPING, BUILDING EXTERIORS AND SIGNS AT COUNTY BUILDINGS								
	2013 TOTAL SAMPLE (N=625)	16%	41%	27%	6%	3%	7%	3.7
	2012 TOTAL SAMPLE (N=663)	18%	40%	28%	6%	3%	4%	3.7
COUNTY STREET MAINTENANCE AND REPAIR								
	2013 TOTAL SAMPLE (N=625)	9%	20%	40%	19%	9%	3%	3.0
	2012 TOTAL SAMPLE (N=663)	7%	21%	37%	22%	9%	3%	2.9

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CONTACT WITH A BERNALILLO COUNTY EMPLOYEE IN THE PAST 12 MONTHS (IN-PERSON OR PHONE)



DEPARTMENT OR DIVISION OF BERNALILLO COUNTY GOVERNMENT CONTACTED

AMONG THOSE WHO CONTACTED BERNALILLO COUNTY GOVERNMENT IN THE PAST 12 MONTHS

TOP 9 UNAIDED RESPONSES

	2013 Total Responses (n=251)	INSIDE CITY LIMITS	OUTSIDE CITY LIMITS
SHERIFF DEPARTMENT	22%	21%	24%
311 (GENERAL INFORMATION)	14%	16%	4%
FIRE/RESCUE	10%	10%	11%
WASTE/RECYCLING	9%	11%	2%
ASSESSOR'S OFFICE	8%	8%	8%
PUBLIC WORKS (COUNTY ROADS, SEWERS, ETC.)	7%	6%	12%
ZONING/PLANNING	6%	6%	10%
COUNTY CLERK	6%	6%	4%
PARKS AND RECREATION	5%	5%	8%

OVERALL QUALITY OF VARIOUS SERVICES PROVIDED BY BERNALILLO COUNTY GOVERNMENT

AMONG THOSE WHO HAVE CALLED OR HAD ANY IN-PERSON CONTACT WITH A BERNALILLO COUNTY EMPLOYEE
WITHIN THE LAST 12 MONTHS

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"

	EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
COURTESY							
2013 TOTAL RESPONSES (N=251)	54%	28%	6%	6%	5%	0%	4.2
INSIDE CITY LIMITS	54%	29%	5%	7%	4%	0%	4.2
OUTSIDE CITY LIMITS	55%	24%	11%	1%	7%	1%	4.2
KNOWLEDGE							
2013 TOTAL RESPONSES (N=251)	46%	31%	13%	5%	5%	1%	4.1
INSIDE CITY LIMITS	48%	30%	12%	5%	4%	0%	4.1
OUTSIDE CITY LIMITS	37%	33%	16%	6%	6%	2%	3.9
RESPONSIVENESS							
2013 TOTAL RESPONSES (N=251)	46%	24%	14%	8%	7%	1%	4.0
INSIDE CITY LIMITS	48%	23%	14%	8%	6%	1%	4.0
OUTSIDE CITY LIMITS	40%	28%	13%	7%	10%	1%	3.8

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OVERALL RATING OF RECENT CONTACT WITH BERNALILLO COUNTY EMPLOYEES

TRACKING RESULTS

AMONG THOSE WHO HAVE CALLED OR HAD ANY IN-PERSON CONTACT WITH A BERNALILLO COUNTY EMPLOYEE
WITHIN THE LAST 12 MONTHS

RANKED BY HIGHEST 2013 TOTAL SAMPLE "EXCELLENT"

	EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
COURTESY							
2013 TOTAL RESPONSES (N=251)	54%	28%	6%	6%	5%	0%	4.2
2012 TOTAL RESPONSES (N=220)	50%	23%	15%	5%	6%	0%	4.1
KNOWLEDGE							
2013 TOTAL RESPONSES (N=251)	46%	31%	13%	5%	5%	1%	4.1
2012 TOTAL RESPONSES (N=220)	40%	31%	18%	7%	5%	0%	3.9
RESPONSIVENESS							
2013 TOTAL RESPONSES (N=251)	46%	24%	14%	8%	7%	1%	4.0
2012 TOTAL RESPONSES (N=220)	44%	24%	16%	7%	9%	1%	3.9

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HIGHEST PRIORITIES FOR RESIDENTS OF BERNALILLO COUNTY

TOP 9 UNAIDED RESPONSES

	2013 Total Sample (n=625)	<u>INSIDE CITY LIMITS</u>	<u>OUTSIDE CITY LIMITS</u>
ROAD/STREET IMPROVEMENTS	25%	23%	37%
PUBLIC SAFETY (IN GENERAL)	16%	16%	16%
SHERIFF PROTECTION	15%	15%	16%
SCHOOLS/EDUCATION/FACILITIES	14%	14%	11%
IMPROVE ECONOMY/CREATE JOBS	11%	13%	4%
PARKS AND RECREATION	7%	7%	5%
LOWER TAXES	6%	6%	5%
PUBLIC TRANSPORTATION	6%	6%	4%
DON'T KNOW/WON'T SAY	18%	19%	16%

OVERALL PRIORITY OF VARIOUS SERVICES AND PROGRAMS PROVIDED BY BERNALILLO COUNTY

RANKED BY HIGHEST 2013 TOTAL SAMPLE "VERY HIGH PRIORITY"		VERY HIGH PRIORITY 5	4	3	2	VERY LOW PRIORITY 1	DK/ WS	MEAN †
PROMOTE A BUSINESS FRIENDLY ENVIRONMENT FOR HIGH PAYING JOBS								
	TOTAL SAMPLE (N=625)	54%	28%	10%	4%	2%	3%	4.3
	INSIDE CITY LIMITS	53%	29%	10%	4%	2%	3%	4.3
	OUTSIDE CITY LIMITS	57%	25%	9%	3%	3%	2%	4.3
IMPROVE PROGRAMS AND SERVICES FOR YOUTH								
	TOTAL SAMPLE (N=625)	52%	26%	15%	3%	1%	3%	4.3
	INSIDE CITY LIMITS	53%	27%	14%	3%	1%	2%	4.3
	OUTSIDE CITY LIMITS	43%	26%	19%	5%	4%	4%	4.0
IMPROVED ROADS AND STREETS								
	TOTAL SAMPLE (N=625)	47%	31%	16%	3%	2%	1%	4.2
	INSIDE CITY LIMITS	46%	32%	17%	2%	2%	1%	4.2
	OUTSIDE CITY LIMITS	54%	27%	14%	4%	1%	0%	4.3
IMPROVE SHERIFF SERVICES								
	TOTAL SAMPLE (N=625)	42%	30%	18%	6%	2%	3%	4.1
	INSIDE CITY LIMITS	41%	30%	19%	5%	1%	4%	4.1
	OUTSIDE CITY LIMITS	47%	27%	16%	6%	3%	1%	4.1

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OVERALL PRIORITY OF VARIOUS SERVICES AND PROGRAMS PROVIDED BY BERNALILLO COUNTY (CONTINUED)

RANKED BY HIGHEST 2013 TOTAL SAMPLE "VERY HIGH PRIORITY"		VERY HIGH PRIORITY 5	4	3	2	VERY LOW PRIORITY 1	DK/ WS	MEAN †
IMPROVE COMMUNITY CENTER BUILDINGS INCLUDING YOUTH AND SENIOR CENTERS								
	TOTAL SAMPLE (N=625)	41%	30%	20%	5%	2%	2%	4.1
	INSIDE CITY LIMITS	43%	30%	19%	4%	1%	2%	4.1
	OUTSIDE CITY LIMITS	37%	28%	24%	7%	3%	1%	3.9
IMPROVE PROGRAMS AND SERVICES FOR SENIORS								
	TOTAL SAMPLE (N=625)	41%	27%	22%	5%	2%	3%	4.0
	INSIDE CITY LIMITS	42%	27%	22%	5%	1%	3%	4.1
	OUTSIDE CITY LIMITS	35%	28%	24%	6%	3%	4%	3.9
IMPROVE FIRE SERVICES								
	TOTAL SAMPLE (N=625)	35%	33%	18%	7%	4%	3%	3.9
	INSIDE CITY LIMITS	35%	33%	18%	7%	4%	2%	3.9
	OUTSIDE CITY LIMITS	39%	33%	18%	4%	2%	5%	4.1
IMPROVE HOUSING ASSISTANCE PROGRAMS								
	TOTAL SAMPLE (N=625)	30%	24%	21%	11%	6%	8%	3.6
	INSIDE CITY LIMITS	31%	24%	21%	12%	5%	7%	3.7
	OUTSIDE CITY LIMITS	25%	24%	21%	10%	9%	12%	3.5

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OVERALL PRIORITY OF VARIOUS SERVICES AND PROGRAMS PROVIDED BY BERNALILLO COUNTY (CONTINUED)

RANKED BY HIGHEST 2013 TOTAL SAMPLE "VERY HIGH PRIORITY"	VERY HIGH PRIORITY					VERY LOW PRIORITY	DK/WS	MEAN †
	5	4	3	2	1			
IMPROVE PARKS AND RECREATION PROGRAMS								
TOTAL SAMPLE	21%	31%	34%	7%	3%	3%		3.6
INSIDE CITY LIMITS	22%	32%	34%	6%	3%	3%		3.7
OUTSIDE CITY LIMITS	19%	28%	35%	10%	5%	2%		3.5
IMPROVE LIBRARY SERVICES								
TOTAL SAMPLE	16%	24%	29%	16%	10%	5%		3.2
INSIDE CITY LIMITS	14%	25%	29%	16%	11%	5%		3.2
OUTSIDE CITY LIMITS	22%	21%	29%	15%	7%	5%		3.4
IMPROVE SOLID WASTE SERVICES								
TOTAL SAMPLE	16%	23%	35%	19%	4%	3%		3.3
INSIDE CITY LIMITS	16%	22%	37%	20%	4%	2%		3.3
OUTSIDE CITY LIMITS	18%	25%	27%	16%	8%	7%		3.3
IMPROVE CULTURAL PROGRAMS								
TOTAL SAMPLE	13%	22%	32%	19%	10%	4%		3.1
INSIDE CITY LIMITS	13%	23%	32%	20%	9%	4%		3.1
OUTSIDE CITY LIMITS	14%	20%	34%	14%	14%	3%		3.1

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

TOP PRIORITIES

(PERCENTAGE OF RESIDENTS GIVING RATING 4 OR 5 ON 5-POINT SCALE)

TOP TIER PRIORITIES COUNTYWIDE:

1. Promote a business friendly environment for high paying jobs (82%)
2. Improve programs and services for youth (78%)
3. Improve roads and streets (78%)

SECOND TIER PRIORITIES COUNTYWIDE :

4. Improve sheriff services (72%)
5. Improve community center buildings including youth and senior centers (71%)
6. Improve programs and services for seniors (68%)
7. Improve fire services (68%)

THIRD TIER PRIORITIES COUNTYWIDE :

8. Improve housing assistance programs (54%)
9. Improve parks & recreation services (52%)
10. Improve library services (40%)
11. Improve solid waste services (39%)
12. Improve cultural programs (35%)

TOP 5 PRIORITIES IN CITY VS. OUTSIDE CITY

RESIDENTS LIVING WITHIN THE CITY LIMITS OF ALBUQUERQUE

1. Promoting a business friendly environment for high paying jobs (82%)
2. Improve programs and services for youth (80%)
3. Improve roads and streets (78%)
4. Improve community center buildings including youth and senior centers (73%)
5. Improve sheriff services (71%)

RESIDENTS LIVING OUTSIDE THE CITY LIMITS OF ALBUQUERQUE

1. Promote a business friendly environment for high paying jobs (82%)
2. Improve roads and streets (81%)
3. Improve sheriff services (74%)
4. Improve fire services (72%)
5. Improve programs and services for youth (69%)

OVERALL PRIORITY OF VARIOUS SERVICES AND PROGRAMS PROVIDED BY BERNALILLO COUNTY

TRACKING RESULTS

Ranked by Highest 2013 Total Sample "Very High Priority"

	VERY HIGH PRIORITY 5	4	3	2	VERY LOW PRIORITY 1	DK/ WS	MEAN †
PROMOTE A BUSINESS FRIENDLY ENVIRONMENT FOR HIGH PAYING JOBS							
2013 TOTAL SAMPLE (N=625)	54%	28%	10%	4%	2%	3%	4.3
2012 TOTAL SAMPLE (N=663)	48%	27%	15%	6%	2%	2%	4.2
IMPROVE PROGRAMS AND SERVICES FOR YOUTH							
2013 TOTAL SAMPLE (N=625)	52%	26%	15%	3%	1%	3%	4.3
2012 TOTAL SAMPLE (N=663)	39%	31%	19%	4%	3%	3%	4.0
IMPROVED ROADS AND STREETS							
2013 TOTAL SAMPLE (N=625)	47%	31%	16%	3%	2%	1%	4.2
2012 TOTAL SAMPLE (N=663)	49%	32%	13%	4%	2%	0%	4.2
IMPROVE SHERIFF SERVICES							
2013 TOTAL SAMPLE (N=625)	42%	30%	18%	6%	2%	3%	4.1
2012 TOTAL SAMPLE (N=663)	39%	28%	20%	5%	4%	3%	4.0
IMPROVE COMMUNITY CENTER BUILDINGS INCLUDING YOUTH AND SENIOR CENTERS							
2013 TOTAL SAMPLE (N=625)	41%	30%	20%	5%	2%	2%	4.1
2012 TOTAL SAMPLE (N=663)	33%	33%	24%	6%	2%	3%	3.9
IMPROVE PROGRAMS AND SERVICES FOR SENIORS							
2013 TOTAL SAMPLE (N=625)	41%	27%	22%	5%	2%	3%	4.0
2012 TOTAL SAMPLE (N=663)	33%	28%	25%	7%	2%	5%	3.9

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OVERALL PRIORITY OF VARIOUS SERVICES AND PROGRAMS PROVIDED BY BERNALILLO COUNTY (CONTINUED)

TRACKING RESULTS

Ranked by Highest 2013 Total Sample "Very High Priority"		VERY HIGH PRIORITY 5	4	3	2	VERY LOW PRIORITY 1	DK/ WS	MEAN †
IMPROVE FIRE SERVICES								
	2013 TOTAL SAMPLE (N=625)	35%	33%	18%	7%	4%	3%	3.9
	2012 TOTAL SAMPLE (N=663)	34%	29%	25%	6%	3%	3%	3.9
IMPROVE HOUSING ASSISTANCE PROGRAMS								
	2013 TOTAL SAMPLE (N=625)	30%	24%	21%	11%	6%	8%	3.6
	2012 TOTAL SAMPLE (N=663)	29%	23%	23%	12%	6%	8%	3.6
IMPROVE PARKS AND RECREATION SERVICES								
	2013 TOTAL SAMPLE (N=625)	21%	31%	34%	7%	3%	3%	3.6
	2012 TOTAL SAMPLE (N=663)	21%	30%	29%	12%	5%	3%	3.5
IMPROVE LIBRARY SERVICES								
	2013 TOTAL SAMPLE (N=625)	16%	24%	29%	16%	10%	5%	3.2
	2012 TOTAL SAMPLE (N=663)	19%	22%	27%	17%	11%	3%	3.2
IMPROVE SOLID WASTE SERVICES								
	2013 TOTAL SAMPLE (N=625)	16%	23%	35%	19%	4%	3%	3.3
	2012 TOTAL SAMPLE (N=663)	17%	25%	34%	13%	6%	5%	3.3
IMPROVE CULTURAL PROGRAMS								
	2013 TOTAL SAMPLE (N=625)	13%	22%	32%	19%	10%	4%	3.1
	2012 TOTAL SAMPLE (N=663)	15%	20%	32%	18%	12%	3%	3.1

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Priority response is assigned a value of 5; the Very Low Priority response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

OVERALL SATISFACTION WITH VARIOUS ASPECTS OF BERNALILLO COUNTY GOVERNMENT

Ranked by Highest 2013 Total Sample "Very Satisfied"		Very Satisfied 5	4	3	2	Very Dissatisfied 1	DK/ WS	Mean †
THE COUNTY CLERK'S OFFICE								
	TOTAL RESPONSES	11%	25%	30%	11%	5%	18%	3.3
	INSIDE CITY LIMITS	11%	25%	30%	11%	5%	18%	3.3
	OUTSIDE CITY LIMITS	11%	23%	31%	12%	7%	17%	3.2
THE COUNTY ASSESSORS OFFICE								
	TOTAL RESPONSES	8%	14%	30%	17%	15%	17%	2.8
	INSIDE CITY LIMITS	8%	14%	30%	16%	14%	18%	2.8
	OUTSIDE CITY LIMITS	6%	14%	32%	19%	16%	12%	2.7
RESPONSIVENESS OF COUNTY OFFICES, DEPARTMENTS OR DIVISIONS								
	TOTAL RESPONSES	6%	27%	35%	15%	4%	14%	3.2
	INSIDE CITY LIMITS	6%	26%	36%	15%	3%	14%	3.2
	OUTSIDE CITY LIMITS	5%	27%	33%	15%	4%	15%	3.2

† The mean score is derived by taking the average score based on the 5-point scale. The Very High Satisfied response is assigned a value of 5; the Very Dissatisfied response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

OVERALL SATISFACTION WITH VARIOUS ASPECTS OF BERNALILLO COUNTY GOVERNMENT (CONTINUED)

Ranked by Highest 2013 Total Sample "Very Satisfied"	Very Satisfied 5	4	3	2	Very Dissatisfied 1	DK/ WS	Mean †
RESPONSIVENESS OF COUNTY COMMISSIONERS TO CITIZENS' REQUESTS OR CONCERNS							
TOTAL RESPONSES	5%	14%	34%	15%	7%	25%	2.9
INSIDE CITY LIMITS	5%	14%	34%	16%	7%	25%	2.9
OUTSIDE CITY LIMITS	8%	13%	30%	14%	10%	25%	2.9
TRANSPARENCY IN DECIDING HOW TAX DOLLARS ARE SPENT							
TOTAL RESPONSES	5%	13%	29%	22%	21%	10%	2.6
INSIDE CITY LIMITS	5%	14%	29%	21%	21%	9%	2.6
OUTSIDE CITY LIMITS	4%	7%	30%	24%	23%	12%	2.4
OVERALL MANAGEMENT OF COUNTY BUDGET							
TOTAL RESPONSES	3%	13%	31%	22%	18%	12%	2.6
INSIDE CITY LIMITS	4%	14%	29%	23%	19%	11%	2.6
OUTSIDE CITY LIMITS	2%	10%	37%	18%	15%	17%	2.6

† The mean score is derived by taking the average score based on the 5-point scale. The Very Satisfied response is assigned a value of 5; the Very Dissatisfied response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

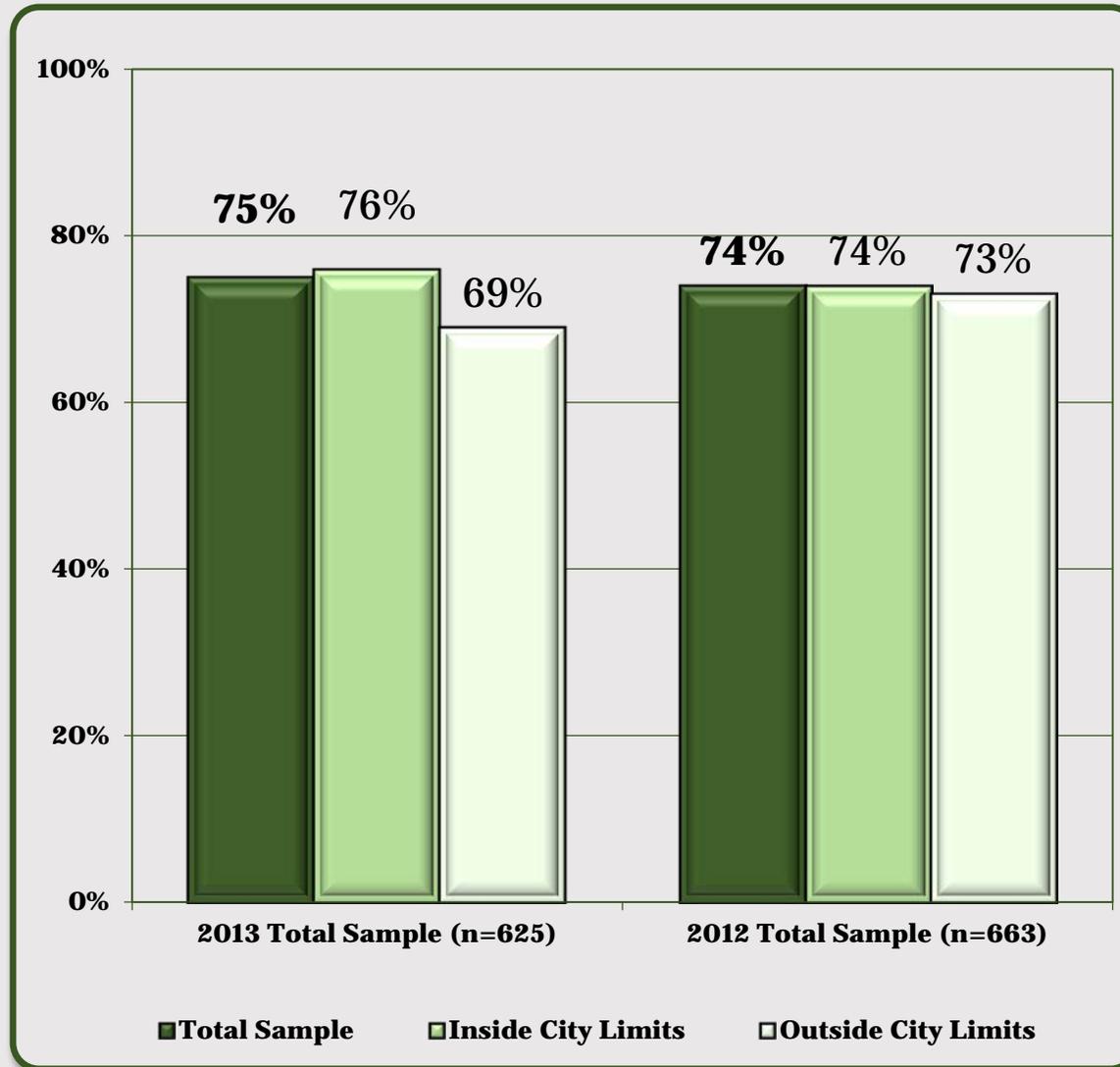
OVERALL SATISFACTION WITH VARIOUS ASPECTS OF BERNALILLO COUNTY GOVERNMENT

TRACKING RESULTS

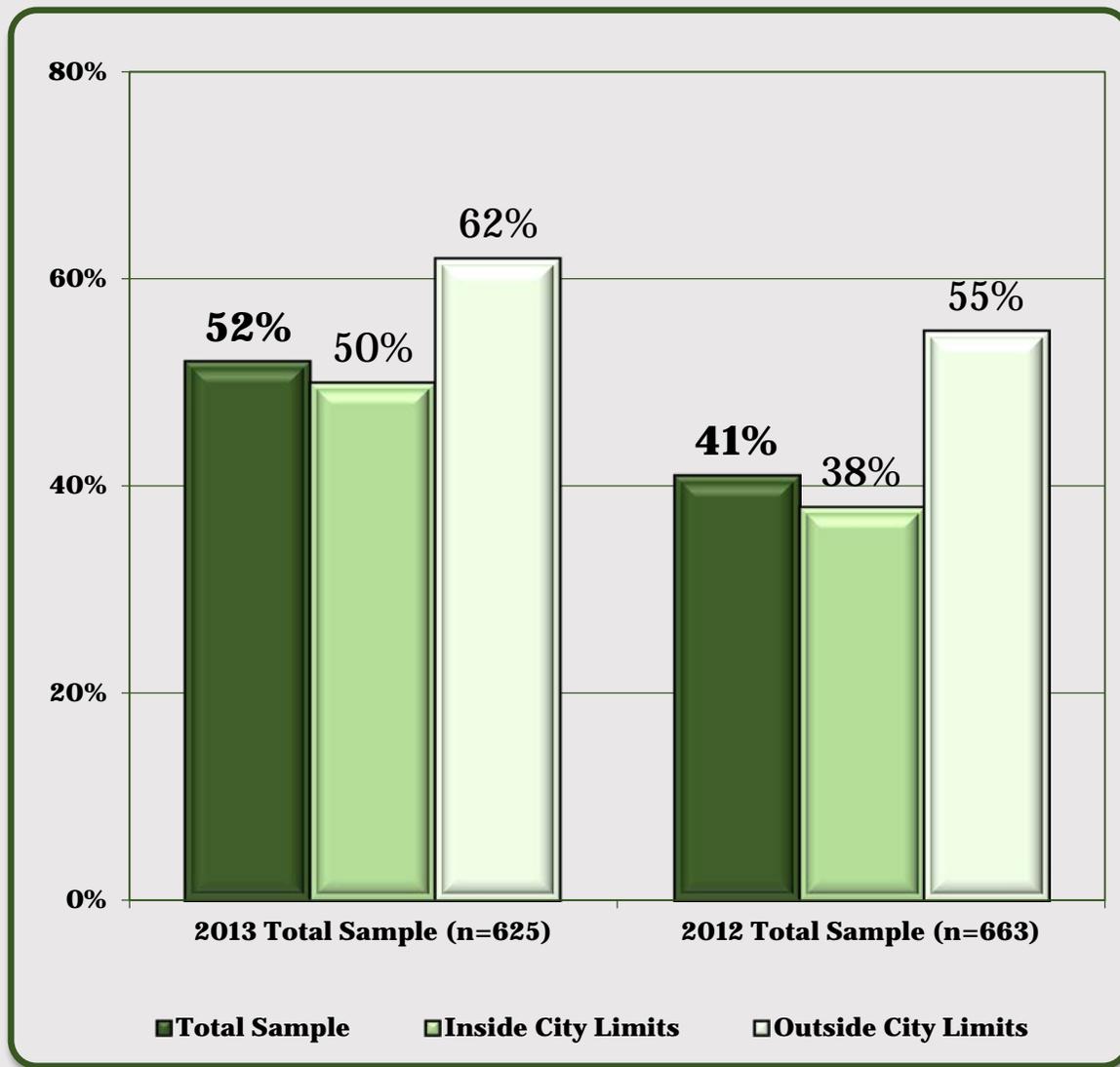
Ranked by Highest 2013 Total Sample "Very Satisfied"	Very Satisfied 5	4	3	2	Very Dissatisfied 1	DK/ WS	Mean †
THE COUNTY CLERK'S OFFICE							
2013 TOTAL SAMPLE (N=625)	11%	25%	30%	11%	5%	18%	3.3
2012 TOTAL SAMPLE (N=663)	8%	25%	33%	8%	5%	20%	3.3
THE COUNTY ASSESSOR'S OFFICE							
2013 TOTAL SAMPLE (N=625)	8%	14%	30%	17%	15%	17%	2.8
2012 TOTAL SAMPLE (N=663)	6%	19%	32%	14%	6%	23%	3.1
RESPONSIVENESS OF COUNTY OFFICES, DEPARTMENTS OR DIVISIONS							
2013 TOTAL SAMPLE (N=625)	6%	27%	35%	15%	4%	14%	3.2
2012 TOTAL SAMPLE (N=663)	7%	21%	39%	13%	6%	15%	3.1
RESPONSIVENESS OF COUNTY COMMISSIONERS TO CITIZENS' REQUESTS OR CONCERNS							
2013 TOTAL SAMPLE (N=625)	5%	14%	34%	15%	7%	25%	2.9
2012 TOTAL SAMPLE (N=663)	5%	13%	37%	12%	10%	23%	2.9
TRANSPARENCY IN DECIDING HOW TAX DOLLARS ARE SPENT							
2013 TOTAL SAMPLE (N=625)	5%	13%	29%	22%	21%	10%	2.6
2012 TOTAL SAMPLE (N=663)	8%	10%	29%	20%	19%	14%	2.6
OVERALL MANAGEMENT OF COUNTY BUDGET							
2013 TOTAL SAMPLE (N=625)	3%	13%	31%	22%	18%	12%	2.6
2012 TOTAL SAMPLE (N=663)	6%	12%	34%	21%	10%	18%	2.8

† The mean score is derived by taking the average score based on the 5-point scale. The Very Satisfied response is assigned a value of 5; the Very Dissatisfied response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

VISITED A BERNALILLO COUNTY PARK, OPEN-SPACE OR COMMUNITY CENTER IN THE PAST YEAR



AWARENESS THAT BERNALILLO COUNTY AND THE CITY OF ALBUQUERQUE OPERATE SEPARATE RECREATION AREAS AND FACILITIES



OVERALL RATING OF VARIOUS RECREATIONAL FACILITIES AND PROGRAMS IN BERNALILLO COUNTY

Ranked by Highest 2013 Total Sample "Excellent"		Excellent 5	4	3	2	Very Poor 1	DK/ WS	Mean †	
AVAILABILITY OF COUNTY-OWNED OPEN SPACE FOR WALKING, HIKING OR BIKING									
	TOTAL RESPONSES (N=625)	28%	36%	19%	5%	1%	4%	6%	3.9
	INSIDE CITY LIMITS	28%	36%	20%	5%	1%	4%	6%	4.0
	OUTSIDE CITY LIMITS	25%	35%	16%	5%	4%	7%	8%	3.8
MAINTENANCE OF COUNTY PARKS, INCLUDING TOT LOTS AND PLAYGROUNDS									
	TOTAL RESPONSES (N=625)	18%	33%	27%	4%	2%	6%	10%	3.7
	INSIDE CITY LIMITS	18%	34%	27%	4%	2%	6%	9%	3.7
	OUTSIDE CITY LIMITS	16%	27%	27%	4%	4%	9%	13%	3.6
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR ADULTS AND SENIORS									
	TOTAL RESPONSES (N=625)	15%	26%	23%	8%	3%	6%	19%	3.6
	INSIDE CITY LIMITS	16%	26%	23%	9%	2%	5%	19%	3.6
	OUTSIDE CITY LIMITS	13%	26%	21%	6%	3%	10%	21%	3.6
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR CHILDREN AND TEENS									
	TOTAL RESPONSES (N=625)	9%	27%	24%	10%	4%	7%	19%	3.4
	INSIDE CITY LIMITS	9%	28%	23%	10%	4%	7%	19%	3.4
	OUTSIDE CITY LIMITS	8%	23%	27%	8%	3%	10%	21%	3.4

† The mean score is derived by taking the average score based on the 5-point scale. The Excellent response is assigned a value of 5; the Very Poor response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

OVERALL RATING OF VARIOUS RECREATIONAL FACILITIES AND PROGRAMS IN BERNALILLO COUNTY

TRACKING RESULTS

Ranked by Highest 2013 Total Sample "Excellent"

	Excellent 5	4	3	2	Very Poor 1	DK/ WS	NOT AWARE	Mean †
AVAILABILITY OF COUNTY-OWNED OPEN SPACE FOR WALKING, HIKING OR BIKING								
2013 TOTAL SAMPLE (N=625)	28%	36%	19%	5%	1%	4%	6%	3.9
2012 TOTAL SAMPLE (N=663)	28%	37%	18%	3%	1%	8%	5%	4.0
MAINTENANCE OF COUNTY PARKS, INCLUDING TOT LOTS AND PLAYGROUNDS								
2013 TOTAL SAMPLE (N=625)	18%	33%	27%	4%	2%	6%	10%	3.7
2012 TOTAL SAMPLE (N=663)	18%	34%	26%	6%	3%	8%	5%	3.6
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR ADULTS AND SENIORS								
2013 TOTAL SAMPLE (N=625)	15%	26%	23%	8%	3%	6%	19%	3.6
2012 TOTAL SAMPLE (N=663)	16%	23%	20%	8%	2%	15%	16%	3.6
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR CHILDREN AND TEENS								
2013 TOTAL SAMPLE (N=625)	9%	27%	24%	10%	4%	7%	19%	3.4
2012 TOTAL SAMPLE (N=663)	10%	19%	28%	11%	2%	15%	16%	3.3

† The mean score is derived by taking the average score based on the 5-point scale. The Excellent response is assigned a value of 5; the Very Poor response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

OVERALL RATING OF VARIOUS RECREATIONAL FACILITIES AND PROGRAMS IN BERNALILLO COUNTY

PERCEPTIONS OF VISITORS VS NON-VISITORS

	Excellent 5	4	3	2	Very Poor 1	DK/ WS	Not Aware	Mean †
AVAILABILITY OF COUNTY OWNED OPEN-SPACE FOR WALKING, HIKING OR BIKING								
HAVE VISITED (COUNTY PARK, OPEN-SPACE, CENTER) IN THE PAST YEAR (N=468)	30%	38%	19%	6%	1%	3%	4%	4.0
HAVE NOT VISITED IN THE PAST YEAR (N=149)	23%	31%	20%	2%	1%	9%	14%	3.9
MAINTENANCE OF COUNTY PARKS, INCLUDING TOT LOTS AND PLAYGROUNDS								
HAVE VISITED (COUNTY PARK, OPEN-SPACE, CENTER) IN THE PAST YEAR (N=468)	18%	33%	30%	4%	3%	4%	8%	3.7
HAVE NOT VISITED IN THE PAST YEAR (N=149)	18%	33%	17%	2%	0%	13%	15%	4.0
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR ADULTS AND SENIORS								
HAVE VISITED (COUNTY PARK, OPEN-SPACE, CENTER) IN THE PAST YEAR (N=468)	16%	25%	24%	9%	2%	5%	20%	3.6
HAVE NOT VISITED IN THE PAST YEAR (N=149)	14%	31%	20%	6%	5%	7%	16%	3.6
THE COUNTY RECREATIONAL PROGRAMS AVAILABLE FOR CHILDREN AND TEENS								
HAVE VISITED (COUNTY PARK, OPEN-SPACE, CENTER) IN THE PAST YEAR (N=468)	9%	27%	24%	10%	4%	7%	19%	3.4
HAVE NOT VISITED IN THE PAST YEAR (N=149)	10%	25%	24%	9%	4%	9%	19%	3.4

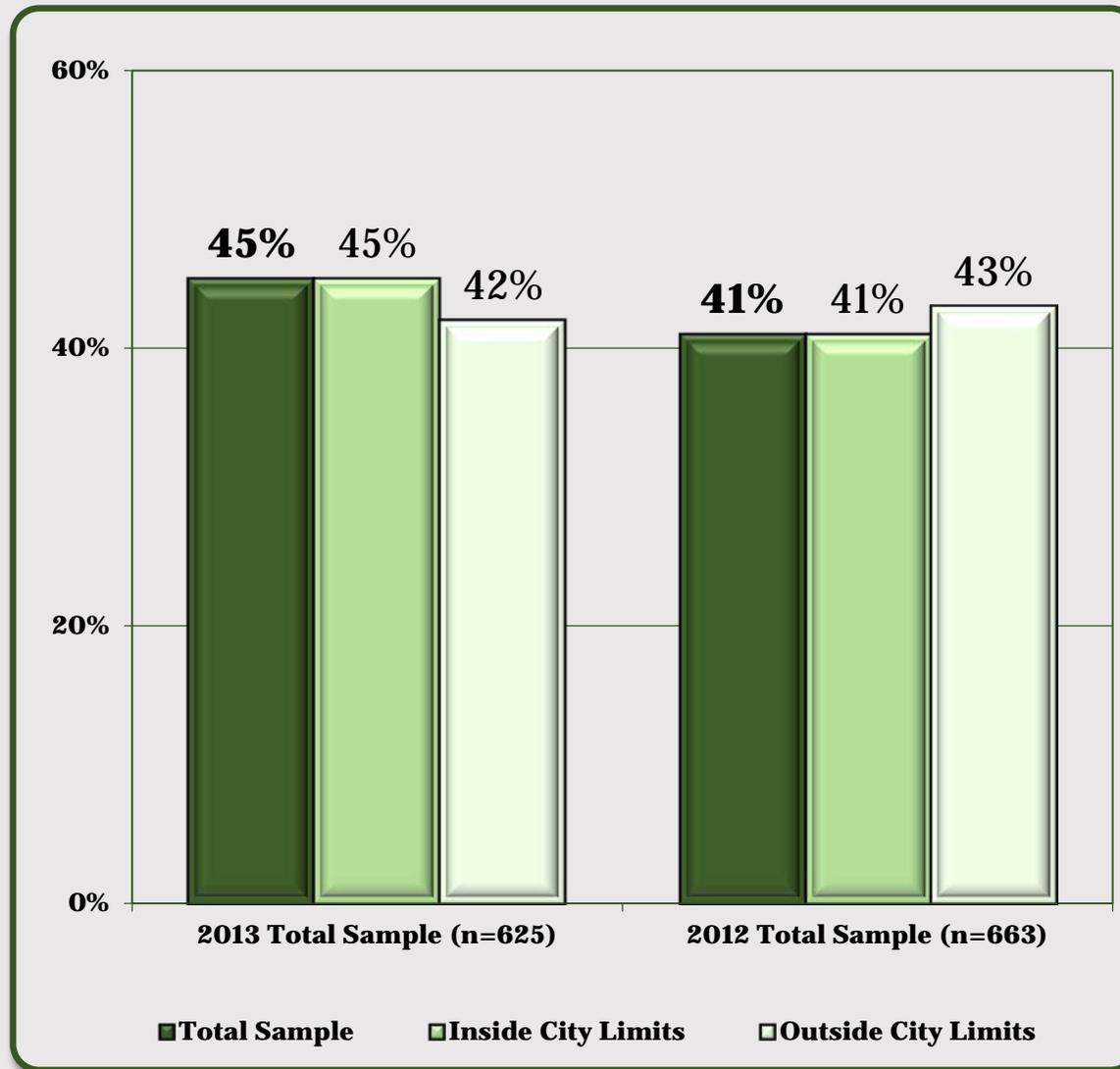
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SUGGESTIONS FOR NEW PROGRAMS OR IMPROVEMENTS FOR PARKS, OPEN-SPACES AND OTHER RECREATIONAL PROGRAMS IN BERNALILLO COUNTY

TOP 8 UNAIDED RESPONSES

	2013 Total Sample (n=625)	<u>INSIDE CITY LIMITS</u>	<u>OUTSIDE CITY LIMITS</u>
MORE FACILITIES/ACTIVITIES FOR TEENAGERS AND YOUNG ADULTS	23%	24%	15%
MORE FACILITIES/ACTIVITIES FOR YOUNGER CHILDREN	18%	19%	12%
MORE FACILITIES/ACTIVITIES FOR SENIOR CITIZENS	8%	8%	6%
MORE NATURAL OPEN SPACE/NATURE AREAS	5%	5%	6%
UPDATE/MAINTAIN/IMPROVE CURRENT FACILITIES	5%	5%	5%
AN INDOOR LEISURE SWIMMING POOL/WATER PARK/MORE POOLS	5%	5%	5%
SECURITY LIGHTING	5%	5%	2%
DON'T KNOW/WON'T SAY	38%	37%	41%

UTILIZATION OF THE BERNALILLO COUNTY WEBSITE



TYPES OF INFORMATION SOUGHT ON COUNTY WEBSITE

AMONG THOSE WHO HAVE USED THE BERNALILLO COUNTY WEBSITE IN THE PAST TWO YEARS

TOP 8 UNAIDED RESPONSES

	2013 Total Responses (n=280)	INSIDE CITY LIMITS	OUTSIDE CITY LIMITS
COUNTY CLERK/VOTING INFORMATION	17%	19%	6%
COUNTY ASSESSOR	15%	16%	11%
TAXES	13%	10%	25%
EVENTS/CALENDAR OF EVENTS	12%	12%	14%
RECREATIONAL FACILITY INFORMATION	12%	12%	13%
ZONING/PLANNING	11%	11%	15%
INFORMATION ON PARKS/OPEN SPACE	10%	10%	10%
WASTE DEPARTMENT/RECYCLING	8%	8%	4%

OVERALL RATING OF BERNALILLO COUNTY'S WEBSITE

AMONG THOSE WHO HAVE VISITED THE BERNALILLO COUNTY WEBSITE IN THE PAST TWO YEARS

RANKED BY HIGHEST TOTAL RESPONSES "EXCELLENT"		EXCELLENT 5	4	3	2	VERY POOR 1	DK/ WS	MEAN †
USEFULNESS OF THE INFORMATION								
	TOTAL RESPONSES (N=280)	40%	36%	17%	5%	1%	1%	4.1
	INSIDE CITY LIMITS	41%	35%	17%	5%	1%	1%	4.1
	OUTSIDE CITY LIMITS	32%	41%	17%	6%	3%	2%	3.9
EASE OF USE								
	TOTAL RESPONSES (N=280)	32%	33%	25%	7%	2%	2%	3.9
	INSIDE CITY LIMITS	33%	31%	26%	8%	1%	1%	3.9
	OUTSIDE CITY LIMITS	25%	39%	22%	6%	4%	3%	3.8

† The mean score is derived by taking the average score based on the 5-point scale. The Excellent response is assigned a value of 5; the Very Poor response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

TYPES OF INFORMATION CITIZENS WOULD PREFER TO SEE ON COUNTY WEBSITE

TOP 8 UNAIDED RESPONSES

	2013 TOTAL SAMPLE (N=625)	INSIDE CITY LIMITS	OUTSIDE CITY LIMITS
EVENTS/CALENDAR OF EVENTS	11%	11%	8%
RECREATIONAL FACILITY/PROGRAM INFORMATION	6%	7%	6%
NEEDS TO BE MORE USER FRIENDLY/BETTER ORGANIZED	5%	6%	4%
INFORMATION ON PARKS/OPEN SPACE/ACTIVITIES	5%	6%	2%
DIRECTORY OF SERVICES AVAILABLE TO CITIZENS	3%	3%	4%
HUMAN RESOURCES/JOBS/EMPLOYMENT	2%	2%	0%
NOTHING IN PARTICULAR	36%	37%	33%
DON'T KNOW/WON'T SAY	32%	30%	43%