

2023 City of Henderson Community Survey Findings Report

Presented to the City of
Henderson, Nevada

November 2023



ETC
INSTITUTE

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Purpose

ETC Institute administered a survey to residents of the City of Henderson during the fall of 2023. This is the fifth community survey ETC Institute has conducted for the City; previous surveys were administered in 2010, 2014, 2018, and 2021. The purpose of the survey was to assess citizen satisfaction with City services and to help the City ensure that its priorities continue to match the needs and desires of residents.

Methodology

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Henderson. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent follow-up messages to the households that received the survey to encourage participation. The messages contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Henderson from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 800 residents. This goal was met, with a total of 801 residents completing the survey. The overall results for the sample of 801 households have a precision of at least +/-3.4% at the 95% level of confidence.

“Don’t Know” Responses

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Henderson with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

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This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results (Section 1),
- trend analysis from the 2018, 2021 and 2023 community surveys (Section 2),
- benchmarking data that show how the City's results compare to other communities nationally and regionally (Section 3),
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results (Section 4),
- tables that show the results of the random sample for each question on the survey (Section 5), and
- a copy of the survey instrument (Section 6).

Overall Satisfaction with City Services

The highest levels of satisfaction with various City services, based upon the combined percentage of “very satisfied” and “somewhat satisfied” responses among residents who had an opinion, were: fire services (99%), ambulance and emergency medical services (98%), quality of City parks (95%), quality of life (93%), water and wastewater service reliability (93%), and quality of parks and recreation programs and classes (92%).

Based on the sum of their top three choices, the City services that should receive the most emphasis over the next two years were: 1) crime prevention, 2) roadways and infrastructure, and 3) traffic enforcement.

Perceptions of the City

The highest levels of satisfaction with various perceptions of the City, based upon the combined percentage of “very satisfied” and “somewhat satisfied” responses among residents who had an opinion, were: as a place to live (97%), the neighborhood as a place to live (95%), as a place to do business (94%), as a place to raise a family (92%), and as a place to retire (91%).

When residents were asked about their satisfaction with various government entities, the highest ratings, based upon the combined percentage of “excellent” and “good” responses among residents who had an opinion, were: the City of Henderson (94%) and Clark County Government (72%).

Satisfaction with Specific City Services

Public Safety. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “somewhat satisfied” responses among residents who had an opinion, were: how quickly fire personnel respond to emergencies (96%), quality of ambulance and emergency

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medical services (95%), police and fire dispatchers' attitudes (92%), and fire prevention and education (91%).

Based on the sum of their top three choices, the public safety services that should receive the most emphasis over the next two years were: 1) maintaining a low crime rate, 2) the City's efforts to prevent crime, and 3) providing neighborhood police patrols.

Public Works. The highest levels of satisfaction with public works in the City, based upon the combined percentage of "very satisfied" and "somewhat satisfied" responses among residents who had an opinion, were: condition of sidewalks (86%), cleanliness of streets and other public areas (83%), and ease of walking in Henderson (83%).

Based on the sum of their top three choices, the public works services that should receive the most emphasis over the next two years were: 1) maintenance and condition of major City streets, 2) traffic flow on major City streets, and 3) traffic signal timing.

Parks and Recreation. The highest levels of satisfaction with City parks and recreation services, based upon the combined percentage of "very satisfied" and "somewhat satisfied" responses among residents who had an opinion, were: availability of parks and sports fields (96%), maintenance of City recreation/aquatics facilities (96%), maintenance of City parks and sports fields (95%), availability of walking and biking trails (92%), quality of youth recreation programs (91%), and maintenance and condition of walking and biking trails (90%).

Based on the sum of their top three choices, the parks and recreation services that should receive the most emphasis over the next two years were: 1) maintenance of City parks and sports fields, 2) maintenance and condition of walking and biking trails, and 3) quality of senior programs and services.

City Communication. The highest levels of satisfaction with City communication, based upon the combined percentage of "very satisfied" and "somewhat satisfied" responses among residents who had an opinion, were: quality of the City's website (82%), quality of the City's social media channels (81%), efforts by the City to communicate with residents (72%), and ability to communicate with the City anytime through "Contact Henderson" on the City website (72%).

The sources that respondents indicated they use most to find out about City news, information, and programming were: Facebook (41%), CityOfHenderson.com (36%), HendersonHappenings.com (27%), and TV (22%).

Schools. The levels of satisfaction with the various types of schools in Henderson, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the quality of private schools in Henderson (60%) and the quality of public charter schools in Henderson (51%).

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The highest level of agreement with various statements about Clark County School District schools, based upon the combined percentage of “strongly agree” and “agree” responses among residents who had an opinion, was: student outcomes would be improved with a smaller school district (75%).

Additional Findings

- The highest levels of perception of safety in the City, based upon the combined percentage of “very safe” and “somewhat safe” responses among residents who had an opinion, were: in neighborhoods (91%), from violent crime (89%), and in City parks (83%).

Respondents were asked to indicate whether they or anyone in their household had been a victim of any crime during the past 12 months. Nine percent (9%) indicated they had. Of those who indicated they were the victim of a crime, 80% reported these crimes to the police.

- The top three reasons respondent households have visited the Water Street District were: dining/bars (70%), special events (58%), and business at City Hall (36%).
- Seventy percent (70%) of respondents indicated they received “excellent” or “good” customer service from City employees with whom they interacted; 7% rated their interaction with City employees as “below average” or “poor,” and 24% did not have an opinion.
- Respondent households were asked to indicate how big of a problem homelessness is in the City; 81% who had an opinion indicated it is a “major” or “moderate” problem. Most residents surveyed (91%), who had an opinion, believe that not enough is being done to address homelessness in Henderson.
- The highest levels of importance of the City’s major focus areas, based upon the combined percentage of “very important” and “important” responses among residents who had an opinion, were: community safety (99%), infrastructure (96%), and a healthy, livable, sustainable City (95%).
- The likelihood of respondents recommending living in Henderson to someone who asks, based upon the combined percentage of “very likely” and “somewhat likely” responses among residents who had an opinion, was 95%. The likelihood of respondents to remain in Henderson for the next five years, based upon the combined percentage of “very likely” and “somewhat likely” responses among residents who had an opinion, was 94%.

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Trends Since 2021

The tables below and on the following page show the trends in satisfaction from 2021 to 2023. Increases or decreases of 5% or more are considered significant.

Service	2023	2021	Difference	Category
Before & after school programs for youth	87.2%	83.4%	3.8%	Parks and Recreation
Police safety education programs	84.3%	80.5%	3.8%	Public Safety
Opportunities to attend cultural festivals/events	83.3%	79.9%	3.4%	Parks and Recreation
Election and voter registration process	90.4%	88.1%	2.3%	Major Categories of City Services
Opportunities to attend cultural activities	89.4%	87.1%	2.3%	Major Categories of City Services
Quality of the City's social media channels	80.9%	78.7%	2.2%	City Communication
Public art in the City	79.9%	77.9%	2.0%	Parks and Recreation
State Government	56.9%	55.1%	1.8%	Perceptions of Various Govt. Entities
Fire prevention and education	91.0%	89.8%	1.2%	Public Safety
Availability of parks and sports fields	96.5%	95.7%	0.8%	Parks and Recreation
Remain in Henderson for next five years	94.1%	93.3%	0.8%	Likelihood of Various Actions
Quality of cultural arts programs	78.9%	78.5%	0.4%	Parks and Recreation
Clark County Government	72.2%	71.8%	0.4%	Perceptions of Various Govt. Entities
Quality of the City's website	82.4%	82.4%	0.0%	City Communication
Fire services	98.8%	99.2%	-0.4%	Major Categories of City Services
Quality of aquatic programs	88.9%	89.3%	-0.4%	Parks and Recreation
Henderson as a place to do business	94.0%	94.5%	-0.5%	Perceptions of the City
Ambulance and emergency medical services	97.9%	98.8%	-0.9%	Major Categories of City Services
Henderson as a place to live	96.5%	97.4%	-0.9%	Perceptions of the City
Diversity of park amenities	89.8%	90.7%	-0.9%	Parks and Recreation
City of Henderson	93.6%	94.6%	-1.0%	Perceptions of Various Govt. Entities
Maintenance of City parks and sports fields	95.1%	96.1%	-1.0%	Parks and Recreation
Recommend living in Henderson to someone who asks	95.2%	96.2%	-1.0%	Likelihood of Various Actions
Your neighborhood as a place to live	94.6%	95.8%	-1.2%	Perceptions of the City
Opportunities to attend concerts	75.6%	76.8%	-1.2%	Parks and Recreation
How quickly fire personnel respond to emergencies	96.4%	97.8%	-1.4%	Public Safety
Ease of reserving park facilities	86.0%	87.4%	-1.4%	Parks and Recreation
Availability of walking and biking trails	92.4%	94.2%	-1.8%	Parks and Recreation
Henderson as a place to raise a family	91.8%	93.6%	-1.8%	Perceptions of the City
Police and fire dispatchers' (9-1-1) attitudes	92.2%	94.3%	-2.1%	Public Safety
In your neighborhood	90.8%	92.9%	-2.1%	Perceptions of Safety
Overall quality of private schools	60.2%	62.4%	-2.2%	Satisfaction With Schools
From violent crime	88.5%	90.9%	-2.4%	Perceptions of Safety
Municipal court services	87.9%	90.4%	-2.5%	Major Categories of City Services
Henderson as a sustainable community	81.3%	83.8%	-2.5%	Perceptions of the City
Quality of youth recreation programs	90.8%	93.3%	-2.5%	Parks and Recreation
Quality of ambulance & emergency medical services	94.7%	97.3%	-2.6%	Public Safety
Quality of services provided by the City	91.3%	94.2%	-2.9%	Major Categories of City Services
Opportunities to volunteer	87.4%	90.3%	-2.9%	Perceptions of the City
Availability of quality preschools	43.6%	46.6%	-3.0%	Satisfaction With Schools
Cleanliness of streets and other public areas	83.1%	86.2%	-3.1%	Public Works
Efforts by City to communicate with residents	72.4%	75.5%	-3.1%	City Communication
Water and wastewater service reliability	93.0%	96.3%	-3.3%	Major Categories of City Services
Henderson as a place to retire	91.0%	94.3%	-3.3%	Perceptions of the City
Shopping and dining opportunities	87.0%	90.3%	-3.3%	Perceptions of the City

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Trends Since 2021 (Cont.)

Service	2023	2021	Difference	Category
Quality of life	93.4%	96.8%	-3.4%	Major Categories of City Services
Quality of parks and recreation programs/classes	91.6%	95.0%	-3.4%	Major Categories of City Services
Management of City government finances	70.9%	74.3%	-3.4%	Major Categories of City Services
Overall sense of community	85.4%	88.9%	-3.5%	Perceptions of the City
Henderson Police Officers' attitudes and behavior	84.9%	88.4%	-3.5%	Public Safety
Quality of senior programs and services	82.5%	86.0%	-3.5%	Parks and Recreation
Federal Government	44.4%	48.0%	-3.6%	Perceptions of Various Govt. Entities
Police services	89.7%	93.3%	-3.6%	Major Categories of City Services
Ease of car travel in Henderson	74.8%	78.4%	-3.6%	Public Works
Quality of adult sports programs	84.5%	88.3%	-3.8%	Parks and Recreation
Condition of sidewalks	86.0%	89.9%	-3.9%	Public Works
Accessibility of public information	70.9%	74.8%	-3.9%	City Communication
Competence of Henderson Police Dept. employees	86.6%	90.6%	-4.0%	Public Safety
Quality of adult recreation programs	83.6%	87.7%	-4.1%	Parks and Recreation
Ensure construction meets building & safety codes	80.6%	84.9%	-4.3%	Public Safety
Adequacy of street lighting	81.9%	86.2%	-4.3%	Public Works
Emergency preparedness	76.8%	81.2%	-4.4%	Public Safety
In City parks	82.7%	87.1%	-4.4%	Perceptions of Safety
Maintenance/condition of walking and biking trails	89.9%	94.4%	-4.5%	Parks and Recreation
In downtown Henderson	71.3%	75.8%	-4.5%	Perceptions of Safety
Quality of youth sports programs	88.5%	93.2%	-4.7%	Parks and Recreation
Public communication and outreach	81.9%	87.1%	-5.2%	Major Categories of City Services
Availability of info about City programs/services	71.8%	77.0%	-5.2%	City Communication
Maintenance/condition of neighborhood streets	78.1%	83.8%	-5.7%	Public Works
Enforcement of animal control laws	72.2%	78.1%	-5.9%	Public Safety
Ease of registering for programs	79.9%	85.9%	-6.0%	Parks and Recreation
Overall quality of charter schools	50.6%	56.8%	-6.2%	Satisfaction With Schools
Quality of education	48.9%	55.3%	-6.4%	Perceptions of the City
Ease of walking in Henderson	82.7%	89.1%	-6.4%	Public Works
Enforcement of residential property code	71.5%	78.3%	-6.8%	Public Safety
From property crimes	69.6%	76.4%	-6.8%	Perceptions of Safety
Maintenance/condition of major City streets	67.8%	74.8%	-7.0%	Public Works
Ability to communicate with the City anytime through 'Contact Henderson' on City website	71.8%	79.1%	-7.3%	City Communication
Crime prevention	76.1%	83.5%	-7.4%	Major Categories of City Services
Investigation of criminal activity	67.3%	74.8%	-7.5%	Public Safety
Ease of bike travel in Henderson	72.2%	80.2%	-8.0%	Public Works
Fees charged for recreation programs	81.8%	90.0%	-8.2%	Parks and Recreation
How quickly police respond to emergencies	80.1%	88.6%	-8.5%	Public Safety
Traffic flow on major City streets	59.8%	68.6%	-8.8%	Public Works
Maintaining a low crime rate	72.8%	81.7%	-8.9%	Public Safety
Roadways and infrastructure	63.1%	72.2%	-9.1%	Major Categories of City Services
Value received for City tax dollars and fees	72.3%	82.1%	-9.8%	Perceptions of the City
The City's efforts to prevent crime	68.0%	77.8%	-9.8%	Public Safety
Ease of bus travel in Henderson	58.2%	68.1%	-9.9%	Public Works
Planning and layout of the City	70.8%	80.8%	-10.0%	Major Categories of City Services
Affordability of housing	54.7%	65.4%	-10.7%	Perceptions of the City
Traffic enforcement	66.3%	77.2%	-10.9%	Major Categories of City Services
Traffic signal timing	59.8%	71.0%	-11.2%	Public Works
Providing neighborhood police patrols	65.0%	76.5%	-11.5%	Public Safety
Enforcement of local traffic laws	60.0%	71.7%	-11.7%	Public Safety
On roadways and bike paths	65.5%	78.6%	-13.1%	Perceptions of Safety

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Trends Since 2018

The tables below and on the following page show the trends in satisfaction from 2018 to 2023. Increases or decreases of 5% or more are considered significant.

Service	2023	2018	Difference	Category
Maintenance/condition of neighborhood streets	78.1%	74.9%	3.2%	Public Works
In downtown Henderson	71.3%	68.1%	3.2%	Perceptions of Safety
Water and wastewater service reliability	93.0%	91.1%	1.9%	Major Categories of City Services
Ambulance and emergency medical services	97.9%	96.4%	1.5%	Major Categories of City Services
Fire services	98.8%	97.7%	1.1%	Major Categories of City Services
In your neighborhood	90.8%	89.8%	1.0%	Perceptions of Safety
Your neighborhood as a place to live	94.6%	93.9%	0.7%	Perceptions of the City
Police safety education programs	84.3%	83.8%	0.5%	Public Safety
Remain in Henderson for next five years	94.1%	93.6%	0.5%	Likelihood of Various Actions
Henderson as a place to do business	94.0%	93.9%	0.1%	Perceptions of the City
Police services	89.7%	89.7%	0.0%	Major Categories of City Services
Overall quality of private schools	60.2%	60.3%	-0.1%	Satisfaction With Schools
From violent crime	88.5%	88.7%	-0.2%	Perceptions of Safety
Fire prevention and education	91.0%	91.4%	-0.4%	Public Safety
Henderson Police Officers' attitudes and behavior	84.9%	85.3%	-0.4%	Public Safety
Municipal court services	87.9%	88.4%	-0.5%	Major Categories of City Services
In City parks	82.7%	83.2%	-0.5%	Perceptions of Safety
How quickly fire personnel respond to emergencies	96.4%	96.9%	-0.5%	Public Safety
Before & after school programs for youth	87.2%	87.8%	-0.6%	Parks and Recreation
Availability of parks and sports fields	96.5%	97.1%	-0.6%	Parks and Recreation
Opportunities to attend cultural activities	89.4%	90.2%	-0.8%	Major Categories of City Services
Recommend living in Henderson to someone who asks	95.2%	96.1%	-0.9%	Likelihood of Various Actions
Opportunities to volunteer	87.4%	88.3%	-0.9%	Perceptions of the City
Adequacy of street lighting	81.9%	82.8%	-0.9%	Public Works
Quality of ambulance & emergency medical services	94.7%	95.7%	-1.0%	Public Safety
Election and voter registration process	90.4%	91.6%	-1.2%	Major Categories of City Services
Henderson as a place to live	96.5%	97.7%	-1.2%	Perceptions of the City
Police and fire dispatchers' (9-1-1) attitudes	92.2%	93.4%	-1.2%	Public Safety
Maintenance of City parks and sports fields	95.1%	96.4%	-1.3%	Parks and Recreation
Quality of the City's social media channels	80.9%	82.3%	-1.4%	City Communication
Henderson as a place to retire	91.0%	92.4%	-1.4%	Perceptions of the City
Quality of the City's website	82.4%	84.2%	-1.8%	City Communication
Condition of sidewalks	86.0%	88.0%	-2.0%	Public Works
Shopping and dining opportunities	87.0%	89.2%	-2.2%	Perceptions of the City
Overall sense of community	85.4%	87.7%	-2.3%	Perceptions of the City
Ease of car travel in Henderson	74.8%	77.2%	-2.4%	Public Works
Quality of services provided by the City	91.3%	93.9%	-2.6%	Major Categories of City Services
Henderson as a place to raise a family	91.8%	94.4%	-2.6%	Perceptions of the City
City of Henderson	93.6%	96.2%	-2.6%	Perceptions of Various Govt. Entities
Ensure construction meets building & safety codes	80.6%	83.2%	-2.6%	Public Safety
From property crimes	69.6%	72.2%	-2.6%	Perceptions of Safety
Quality of parks and recreation programs/classes	91.6%	94.3%	-2.7%	Major Categories of City Services
Public art in the City	79.9%	82.7%	-2.8%	Parks and Recreation
Availability of walking and biking trails	92.4%	95.2%	-2.8%	Parks and Recreation
Competence of Henderson Police Dept. employees	86.6%	89.5%	-2.9%	Public Safety
Quality of life	93.4%	96.6%	-3.2%	Major Categories of City Services
Quality of youth recreation programs	90.8%	94.1%	-3.3%	Parks and Recreation
Diversity of park amenities	89.8%	93.1%	-3.3%	Parks and Recreation

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Trends Since 2018 (Cont.)

Service	2023	2018	Difference	Category
Enforcement of residential property code	71.5%	75.1%	-3.6%	Public Safety
Opportunities to attend cultural festivals/events	83.3%	87.7%	-4.4%	Parks and Recreation
Cleanliness of streets and other public areas	83.1%	87.6%	-4.5%	Public Works
Crime prevention	76.1%	80.7%	-4.6%	Major Categories of City Services
Fees charged for recreation programs	81.8%	86.5%	-4.7%	Parks and Recreation
Clark County Government	72.2%	76.9%	-4.7%	Perceptions of Various Govt. Entities
Maintenance/condition of walking and biking trails	89.9%	94.7%	-4.8%	Parks and Recreation
Quality of aquatic programs	88.9%	93.8%	-4.9%	Parks and Recreation
Roadways and infrastructure	63.1%	68.1%	-5.0%	Major Categories of City Services
Ease of reserving park facilities	86.0%	91.1%	-5.1%	Parks and Recreation
Overall quality of charter schools	50.6%	55.8%	-5.2%	Satisfaction With Schools
Emergency preparedness	76.8%	82.1%	-5.3%	Public Safety
Traffic signal timing	59.8%	65.3%	-5.5%	Public Works
Quality of youth sports programs	88.5%	94.1%	-5.6%	Parks and Recreation
Enforcement of animal control laws	72.2%	77.9%	-5.7%	Public Safety
Ease of walking in Henderson	82.7%	88.6%	-5.9%	Public Works
Traffic flow on major City streets	59.8%	65.8%	-6.0%	Public Works
How quickly police respond to emergencies	80.1%	86.2%	-6.1%	Public Safety
Public communication and outreach	81.9%	88.2%	-6.3%	Major Categories of City Services
Quality of cultural arts programs	78.9%	85.6%	-6.7%	Parks and Recreation
Maintenance/condition of major City streets	67.8%	74.9%	-7.1%	Public Works
Federal Government	44.4%	51.6%	-7.2%	Perceptions of Various Govt. Entities
Maintaining a low crime rate	72.8%	80.0%	-7.2%	Public Safety
Henderson as a sustainable community	81.3%	88.7%	-7.4%	Perceptions of the City
Investigation of criminal activity	67.3%	75.1%	-7.8%	Public Safety
Quality of adult sports programs	84.5%	92.3%	-7.8%	Parks and Recreation
Traffic enforcement	66.3%	74.9%	-8.6%	Major Categories of City Services
Ability to communicate with the City anytime through 'Contact Henderson' on City website	71.8%	80.5%	-8.7%	City Communication
Quality of adult recreation programs	83.6%	92.7%	-9.1%	Parks and Recreation
Management of City government finances	70.9%	80.1%	-9.2%	Major Categories of City Services
Providing neighborhood police patrols	65.0%	74.7%	-9.7%	Public Safety
Accessibility of public information	70.9%	80.9%	-10.0%	City Communication
Quality of senior programs and services	82.5%	92.5%	-10.0%	Parks and Recreation
Ease of bike travel in Henderson	72.2%	82.5%	-10.3%	Public Works
Availability of info about City programs/services	71.8%	82.3%	-10.5%	City Communication
Opportunities to attend concerts	75.6%	86.2%	-10.6%	Parks and Recreation
Efforts by City to communicate with residents	72.4%	83.1%	-10.7%	City Communication
Value received for City tax dollars and fees	72.3%	83.1%	-10.8%	Perceptions of the City
On roadways and bike paths	65.5%	76.6%	-11.1%	Perceptions of Safety
The City's efforts to prevent crime	68.0%	79.4%	-11.4%	Public Safety
Planning and layout of the City	70.8%	82.9%	-12.1%	Major Categories of City Services
Ease of registering for programs	79.9%	92.0%	-12.1%	Parks and Recreation
State Government	56.9%	69.4%	-12.5%	Perceptions of Various Govt. Entities
Enforcement of local traffic laws	60.0%	72.8%	-12.8%	Public Safety
Ease of bus travel in Henderson	58.2%	74.8%	-16.6%	Public Works
Quality of education	48.9%	67.8%	-18.9%	Perceptions of the City
Affordability of housing	54.7%	76.5%	-21.8%	Perceptions of the City

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How the City of Henderson Compares to Other Communities Regionally

Satisfaction ratings for the City of Henderson rated significantly above the Mountain regional average (5% or more) in all 34 areas that were assessed. The Mountain Region includes the states of Colorado, Wyoming, Utah, Nevada, New Mexico, and Arizona. Listed below are the comparisons between the City of Henderson and the average for the Mountain Region:

Service	Henderson	Mountain Region	Difference	Category
Police safety education programs	84.3%	29.4%	54.9%	Public Safety
As a place to live	96.5%	45.4%	51.1%	Perceptions of the City
Public communication and outreach	81.9%	33.0%	48.9%	Major Categories of City Services
Quality of the City's social media channels	80.9%	32.9%	48.0%	City Communication
Quality of services provided by the City	91.3%	43.6%	47.7%	Major Categories of City Services
Quality of parks and recreation programs/classes	91.6%	46.6%	45.0%	Major Categories of City Services
Police services	89.7%	46.5%	43.2%	Major Categories of City Services
Efforts by City to communicate with residents	72.4%	31.2%	41.2%	City Communication
Fire prevention and education	91.0%	51.0%	40.0%	Public Safety
Enforcement of residential property code	71.5%	34.3%	37.2%	Public Safety
Availability of info about City programs/services	71.8%	35.7%	36.1%	City Communication
Quality of the City's website	82.4%	46.9%	35.5%	City Communication
Maintenance/condition of neighborhood streets	78.1%	43.9%	34.2%	Public Works
Value received for City tax dollars and fees	72.3%	39.0%	33.3%	Perceptions of the City
How quickly police respond to emergencies	80.1%	48.1%	32.0%	Public Safety
Feeling of safety in City parks	82.7%	51.6%	31.1%	Perceptions of Safety
Condition of sidewalks	86.0%	54.9%	31.1%	Public Works
Emergency preparedness	76.8%	46.9%	29.9%	Public Safety
Enforcement of animal control laws	72.2%	43.9%	28.3%	Public Safety
Fire services	98.8%	71.7%	27.1%	Major Categories of City Services
As a place to raise a family	91.8%	65.1%	26.7%	Perceptions of the City
Feeling of safety in downtown	71.3%	46.3%	25.0%	Perceptions of Safety
Adequacy of street lighting	81.9%	57.2%	24.7%	Public Works
How quickly fire personnel respond to emergencies	96.4%	72.3%	24.1%	Public Safety
As a place to retire	91.0%	67.5%	23.5%	Perceptions of the City
Maintenance/condition of major City streets	67.8%	44.7%	23.1%	Public Works
Roadways and infrastructure	63.1%	40.9%	22.2%	Major Categories of City Services
Ambulance and emergency medical services	97.9%	76.0%	21.9%	Major Categories of City Services
Cleanliness of streets and other public areas	83.1%	61.7%	21.4%	Public Works
Traffic flow on major City streets	59.8%	39.5%	20.3%	Public Works
Providing neighborhood police patrols	65.0%	45.3%	19.7%	Public Safety
The City's efforts to prevent crime	68.0%	51.6%	16.4%	Public Safety
Enforcement of local traffic laws	60.0%	43.7%	16.3%	Public Safety
Quality of education	48.9%	35.0%	13.9%	Perceptions of the City

2023 City of Henderson Community Survey

Executive Summary



How the City of Henderson Compares to Other Communities Nationally

Satisfaction ratings for the City of Henderson rated significantly above the U.S. average (5% or more) in 33 of the 34 areas that were assessed. Listed below are the comparisons between the City of Henderson and the U.S. average:

Service	Henderson	U.S.	Difference	Category
As a place to live	96.5%	48.5%	48.0%	Perceptions of the City
Police safety education programs	84.3%	37.2%	47.1%	Public Safety
Public communication and outreach	81.9%	36.9%	45.0%	Major Categories of City Services
Quality of parks and recreation programs/classes	91.6%	49.2%	42.4%	Major Categories of City Services
Fire prevention and education	91.0%	48.6%	42.4%	Public Safety
Quality of services provided by the City	91.3%	49.0%	42.3%	Major Categories of City Services
Quality of the City's social media channels	80.9%	39.3%	41.6%	City Communication
Quality of the City's website	82.4%	42.4%	40.0%	City Communication
As a place to retire	91.0%	51.6%	39.4%	Perceptions of the City
Value received for City tax dollars and fees	72.3%	32.9%	39.4%	Perceptions of the City
Condition of sidewalks	86.0%	46.7%	39.3%	Public Works
Police services	89.7%	53.0%	36.7%	Major Categories of City Services
Emergency preparedness	76.8%	42.5%	34.3%	Public Safety
As a place to raise a family	91.8%	61.4%	30.4%	Perceptions of the City
Cleanliness of streets and other public areas	83.1%	53.3%	29.8%	Public Works
Efforts by City to communicate with residents	72.4%	43.3%	29.1%	City Communication
Maintenance/condition of neighborhood streets	78.1%	49.3%	28.8%	Public Works
Feeling of safety in City parks	82.7%	54.6%	28.1%	Perceptions of Safety
Ambulance and emergency medical services	97.9%	70.5%	27.4%	Major Categories of City Services
Enforcement of residential property code	71.5%	44.1%	27.4%	Public Safety
Availability of info about City programs/services	71.8%	46.4%	25.4%	City Communication
How quickly fire personnel respond to emergencies	96.4%	71.7%	24.7%	Public Safety
How quickly police respond to emergencies	80.1%	56.1%	24.0%	Public Safety
Enforcement of animal control laws	72.2%	48.6%	23.6%	Public Safety
Adequacy of street lighting	81.9%	58.5%	23.4%	Public Works
Fire services	98.8%	76.2%	22.6%	Major Categories of City Services
Roadways and infrastructure	63.1%	40.5%	22.6%	Major Categories of City Services
The City's efforts to prevent crime	68.0%	48.6%	19.4%	Public Safety
Maintenance/condition of major City streets	67.8%	50.1%	17.7%	Public Works
Feeling of safety in downtown	71.3%	53.9%	17.4%	Perceptions of Safety
Traffic flow on major City streets	59.8%	44.8%	15.0%	Public Works
Providing neighborhood police patrols	65.0%	54.1%	10.9%	Public Safety
Enforcement of local traffic laws	60.0%	49.6%	10.4%	Public Safety
Quality of education	48.9%	47.5%	1.4%	Perceptions of the City

2023 City of Henderson Community Survey

Executive Summary



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for City Services. This analysis reviewed the importance of and satisfaction with City services and was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Roadways & infrastructure (I-S = 0.1897)
- Crime prevention (I-S = 0.1279)

The table on the following page shows the Importance-Satisfaction rating for all 17 major categories of City services that were rated.

2023 City of Henderson Community Survey

Executive Summary



Importance-Satisfaction Rating

2023 Henderson Community Survey

MAJOR CATEGORIES OF CITY SERVICES

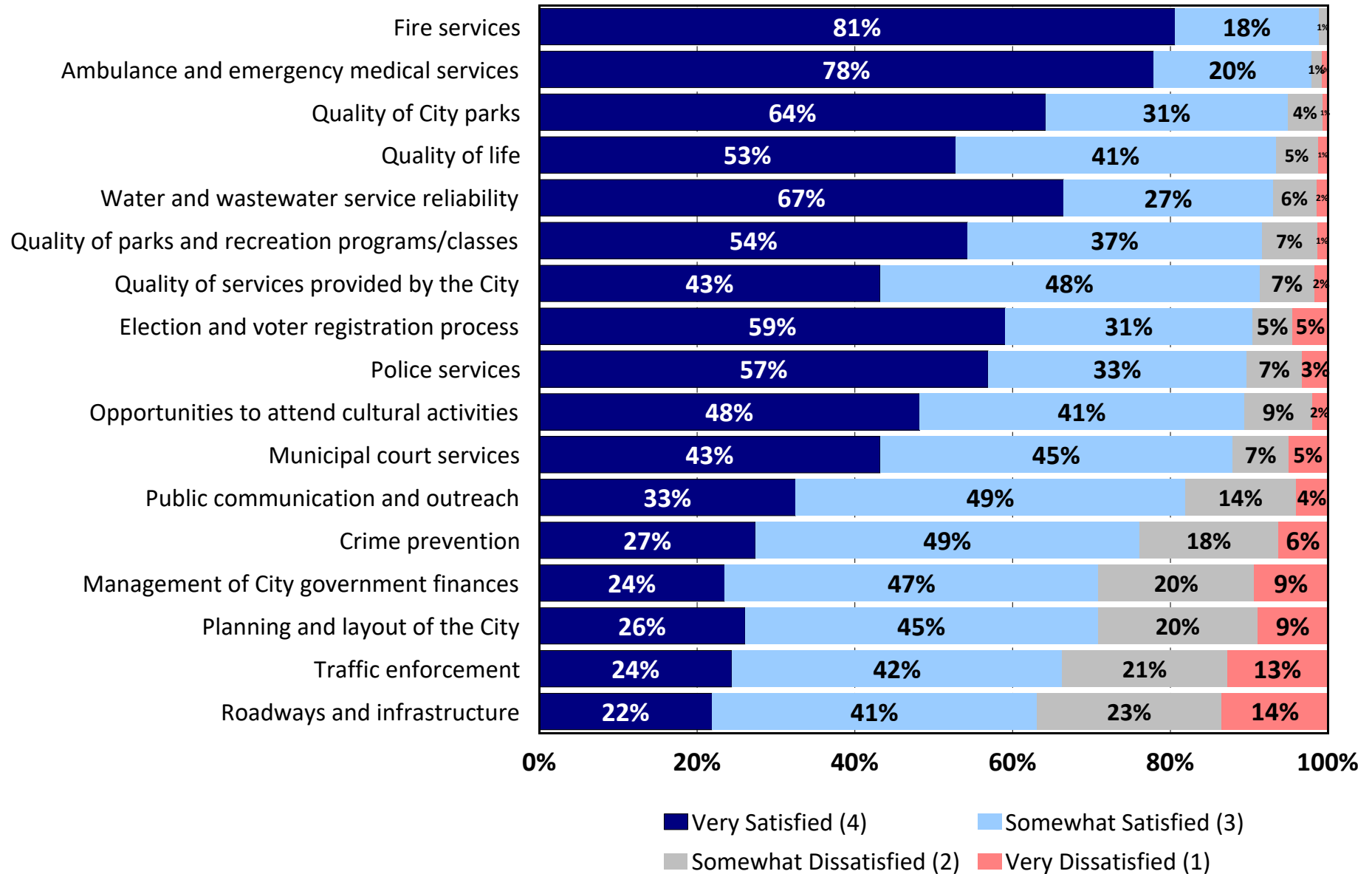
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Roadways and infrastructure	51%	2	63%	17	0.1897	1
Crime prevention	54%	1	76%	13	0.1279	2
Medium Priority (IS <.10)						
Traffic enforcement	25%	3	66%	16	0.0849	3
Planning and layout of the City	24%	4	71%	15	0.0704	4
Management of City government finances	17%	6	71%	14	0.0506	5
Public communication and outreach	12%	10	82%	12	0.0210	6
Police services	18%	5	90%	9	0.0187	7
Quality of services provided by the City	14%	8	91%	7	0.0125	8
Quality of life	17%	7	93%	4	0.0114	9
Water and wastewater service reliability	12%	9	93%	5	0.0084	10
Election and voter registration process	8%	12	90%	8	0.0076	11
Opportunities to attend cultural activities	6%	14	89%	10	0.0065	12
Quality of parks and recreation programs/classes	6%	13	92%	6	0.0053	13
Quality of City parks	10%	11	95%	3	0.0048	14
Municipal court services	2%	17	88%	11	0.0019	15
Ambulance and emergency medical services	5%	15	98%	2	0.0010	16
Fire services	2%	16	99%	1	0.0003	17



Charts and Graphs

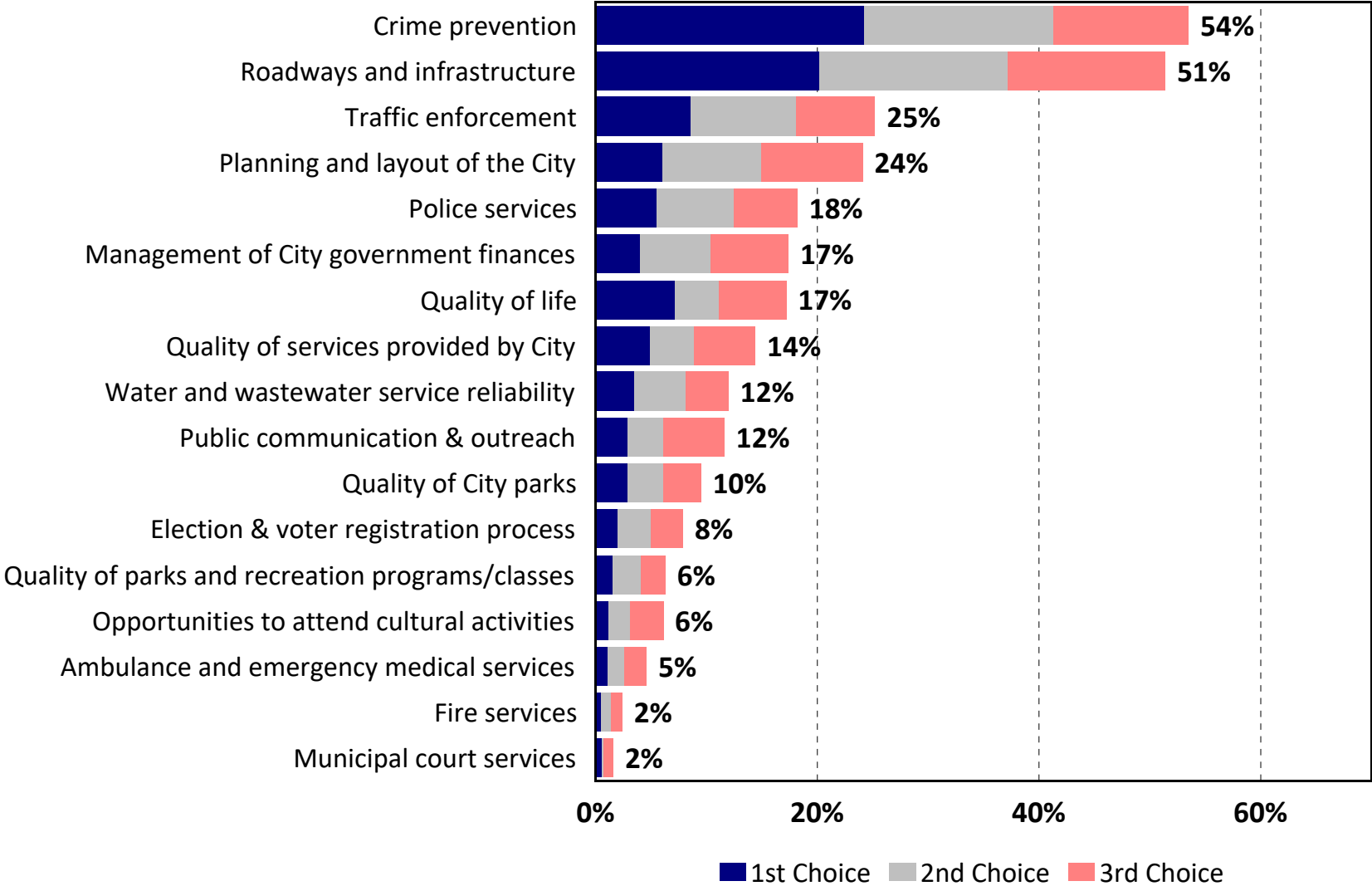
Q1. Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)



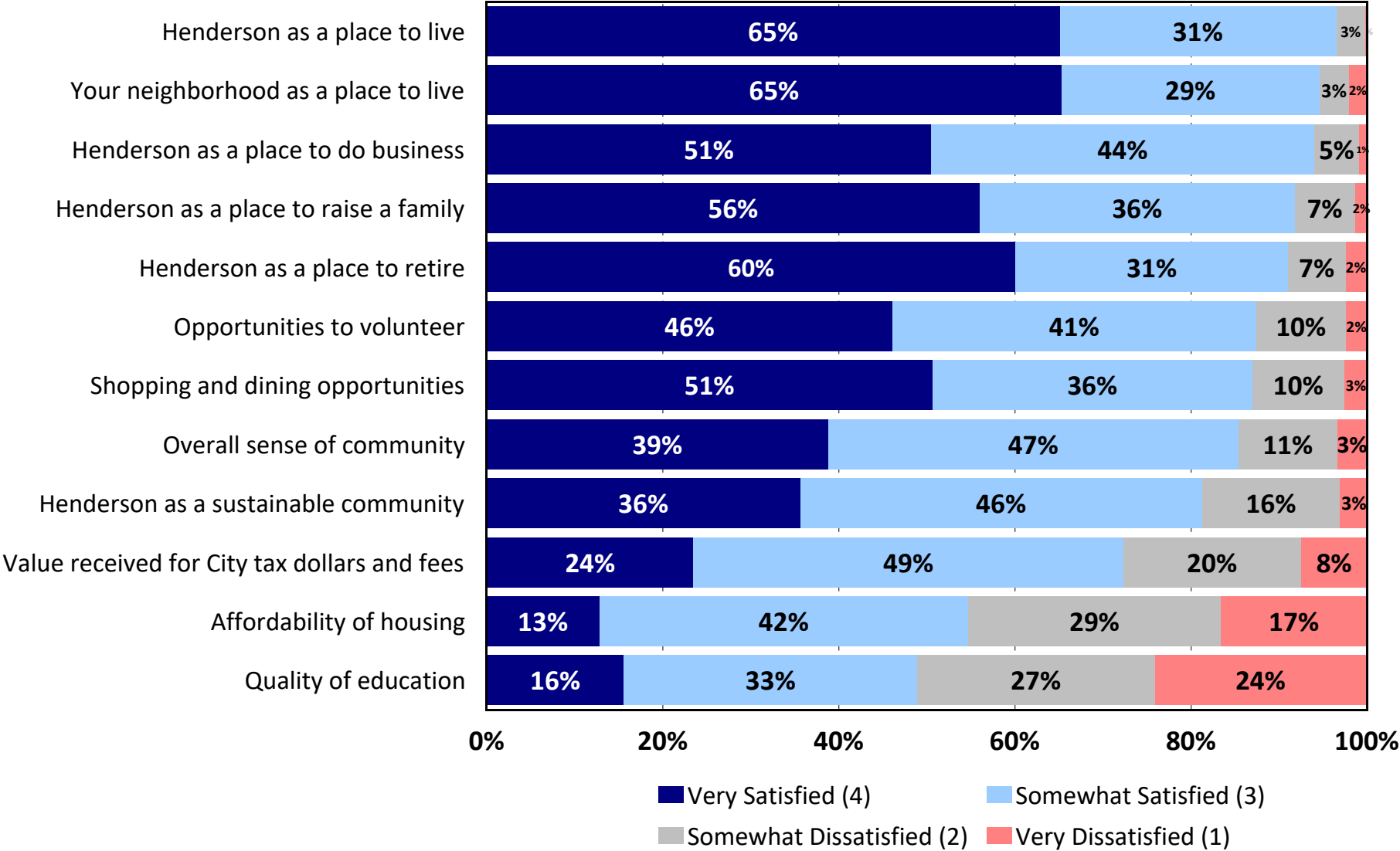
Q2. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents surveyed who selected the item as one of their top three choices



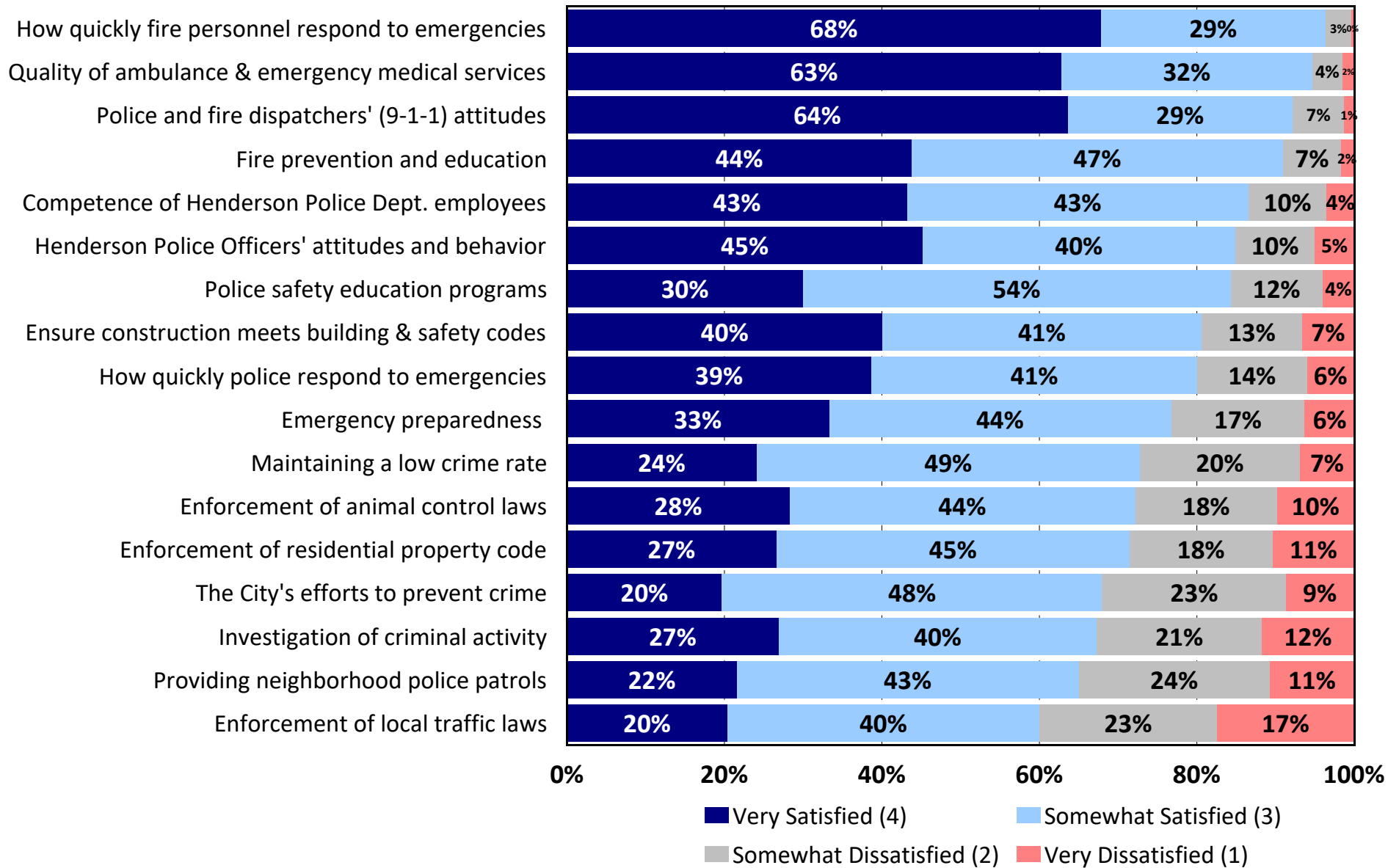
Q3. Satisfaction With Items That Influence Perceptions of the City of Henderson

by percentage of respondents (excluding don't knows)



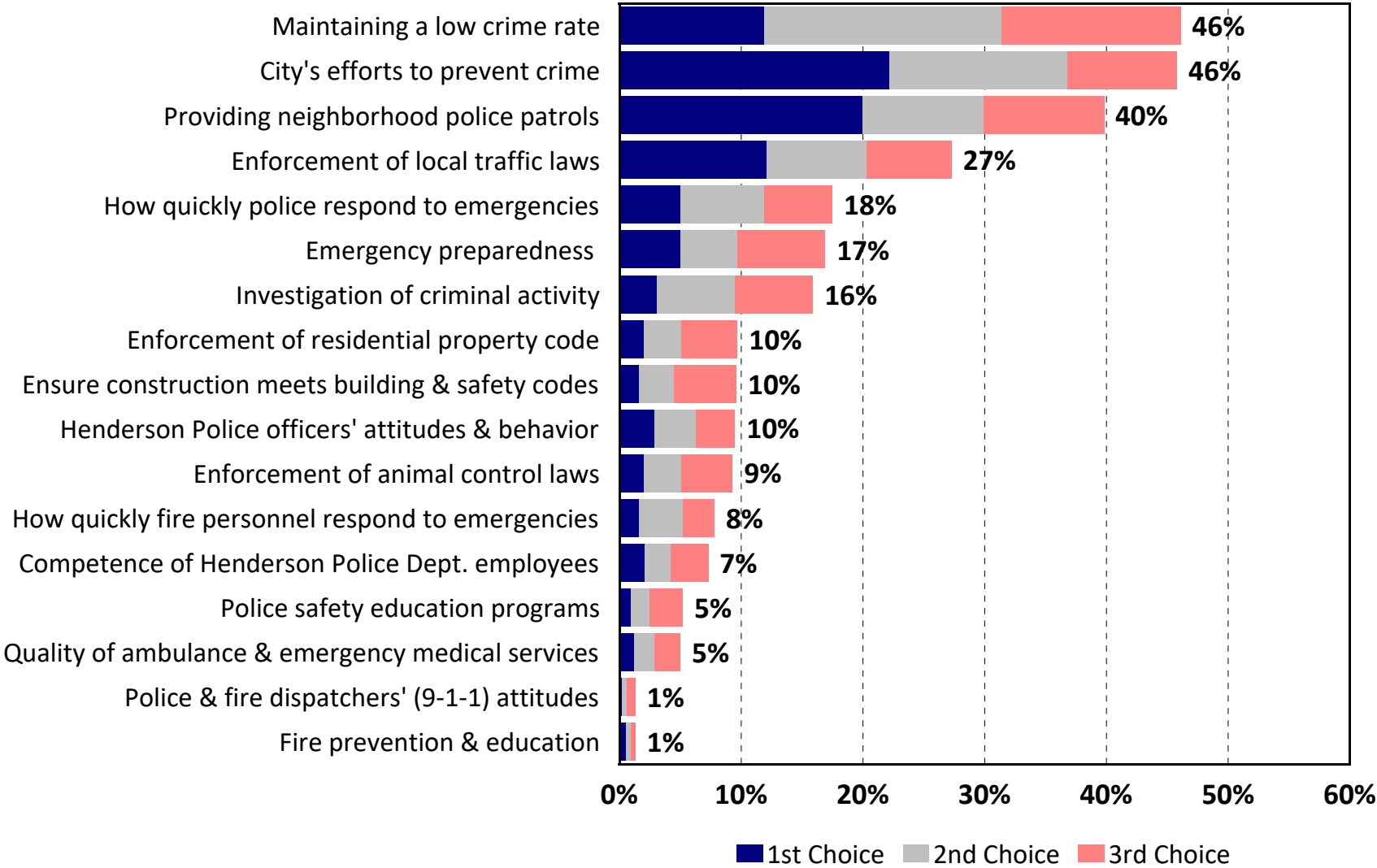
Q4. Satisfaction With Public Safety Services

by percentage of respondents (excluding don't knows)



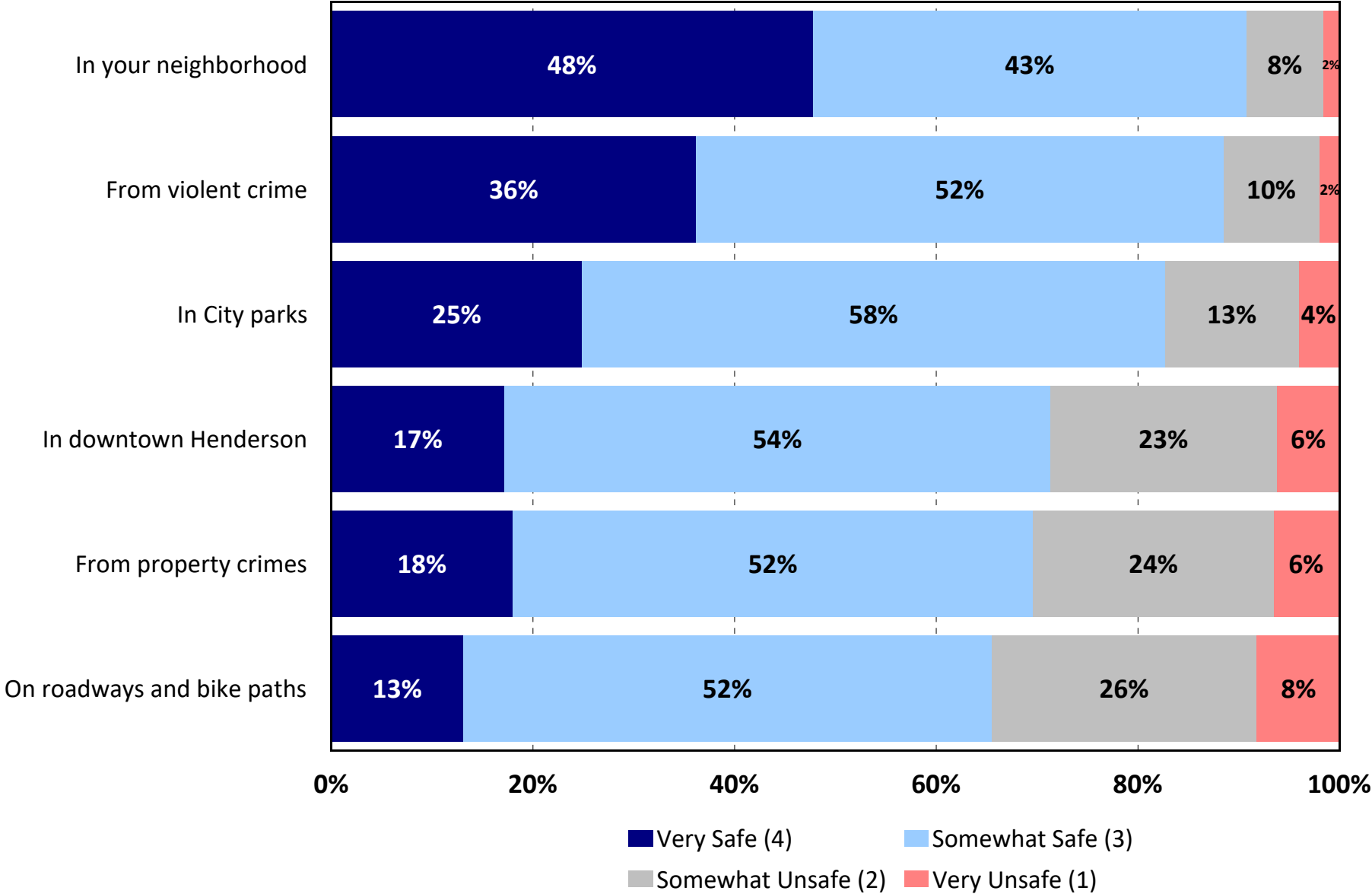
Q5. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents surveyed who selected the item as one of their top three choices



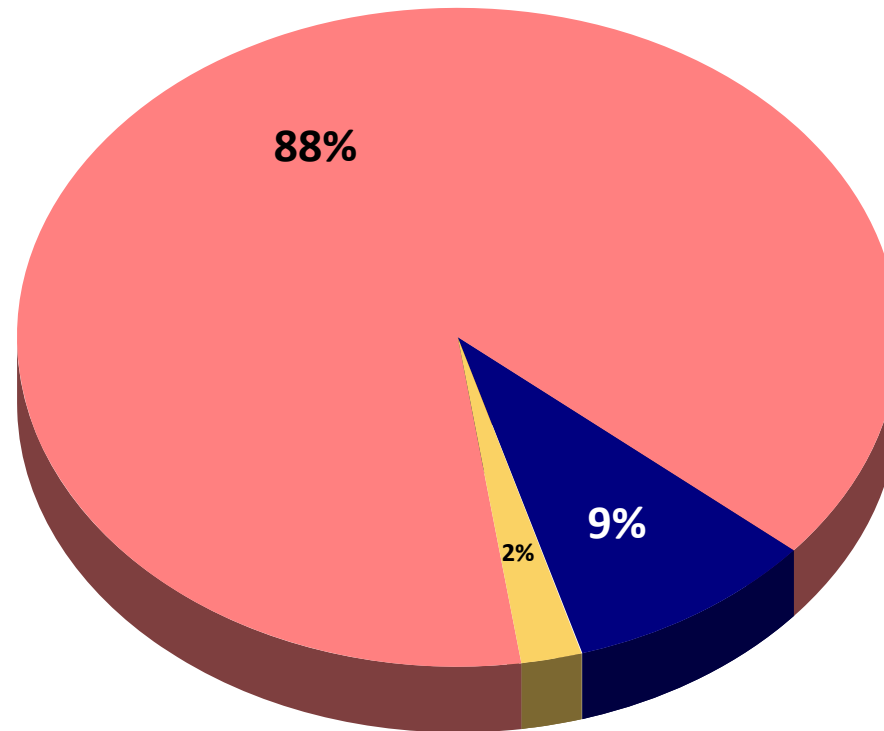
Q6. Perceptions of Safety in the City

by percentage of respondents (excluding don't knows)



Q7. During the past 12 months, were you or anyone in your household the victim of any crime?

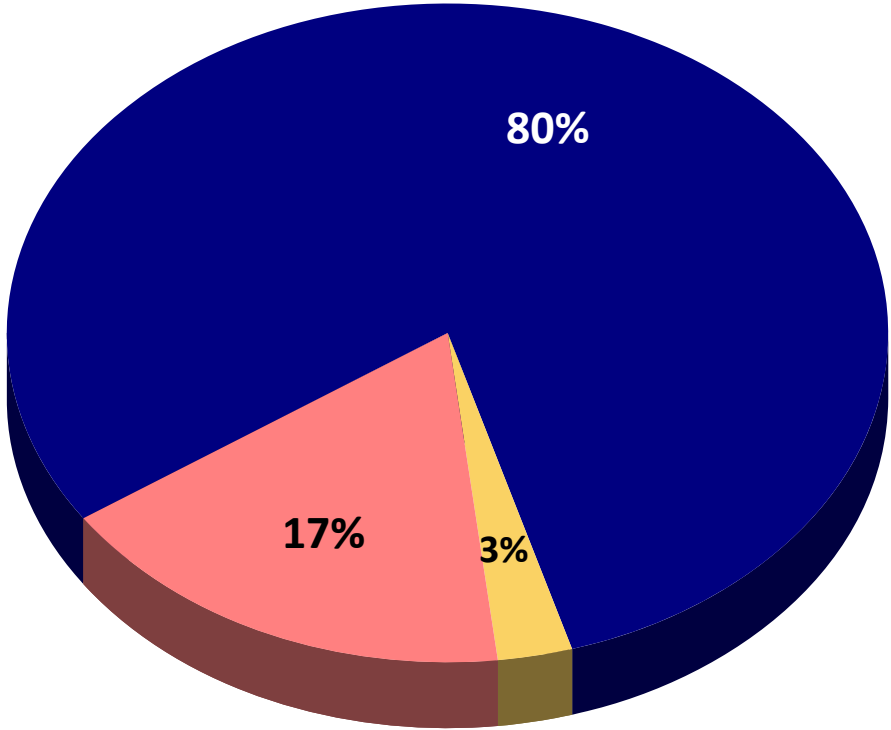
by percentage of respondents



■ Yes ■ No ■ Don't know

Q7a. Did you report all these crimes to the police?

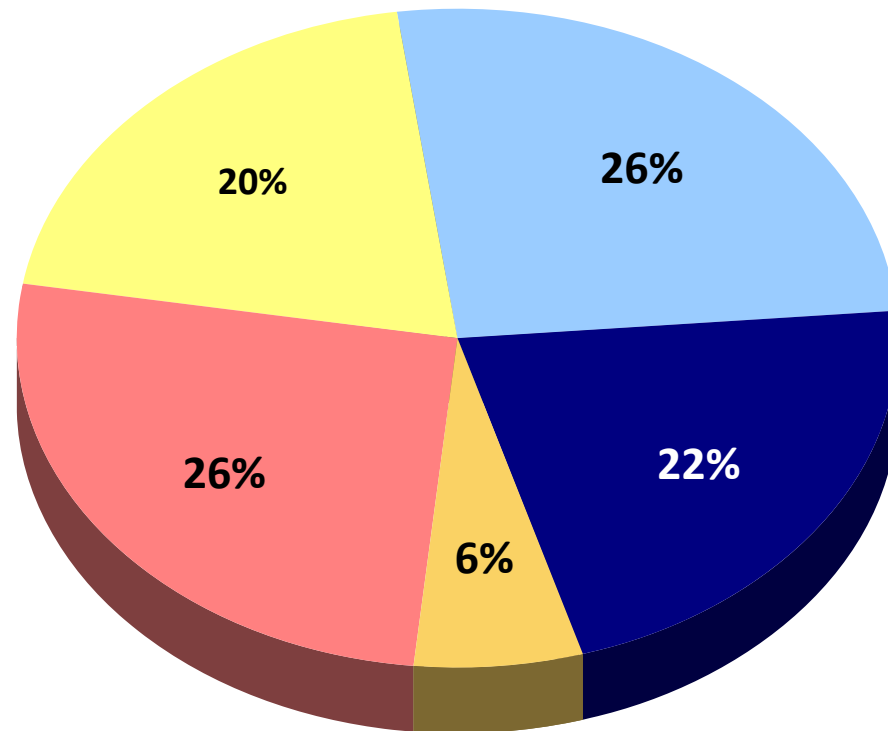
by percentage of respondents who answered “yes” on Question 7



■ Yes ■ No ■ Don't know

Q8. Support for an Estimated Property Tax Increase of \$8.75/Month to Improve Fire, Ambulance and Emergency Medical Services Response Times in the City

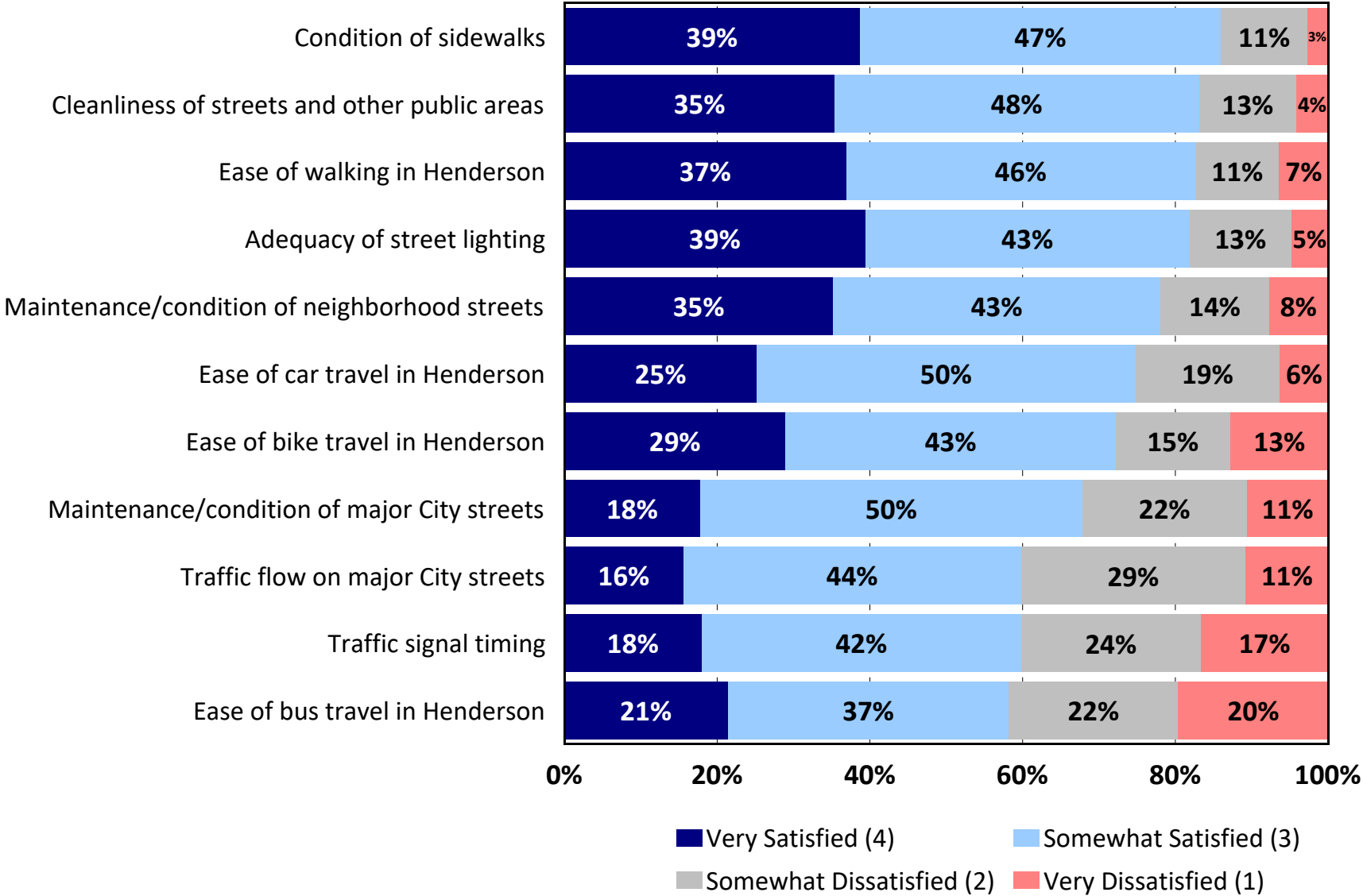
by percentage of respondents



■ Very supportive ■ Somewhat supportive ■ Neutral ■ Not supportive ■ Don't know

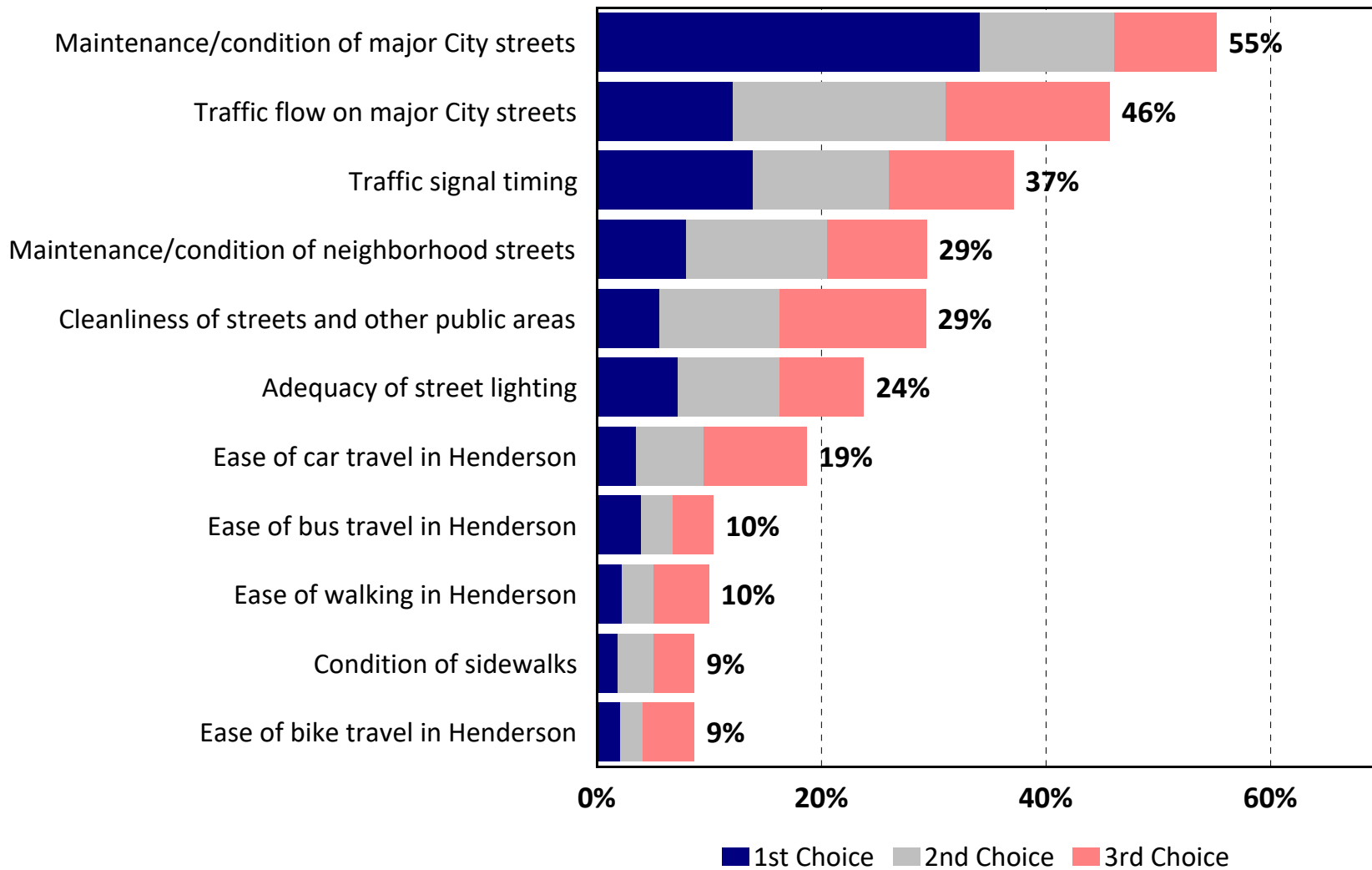
Q9. Satisfaction with Public Works

by percentage of respondents (excluding don't knows)



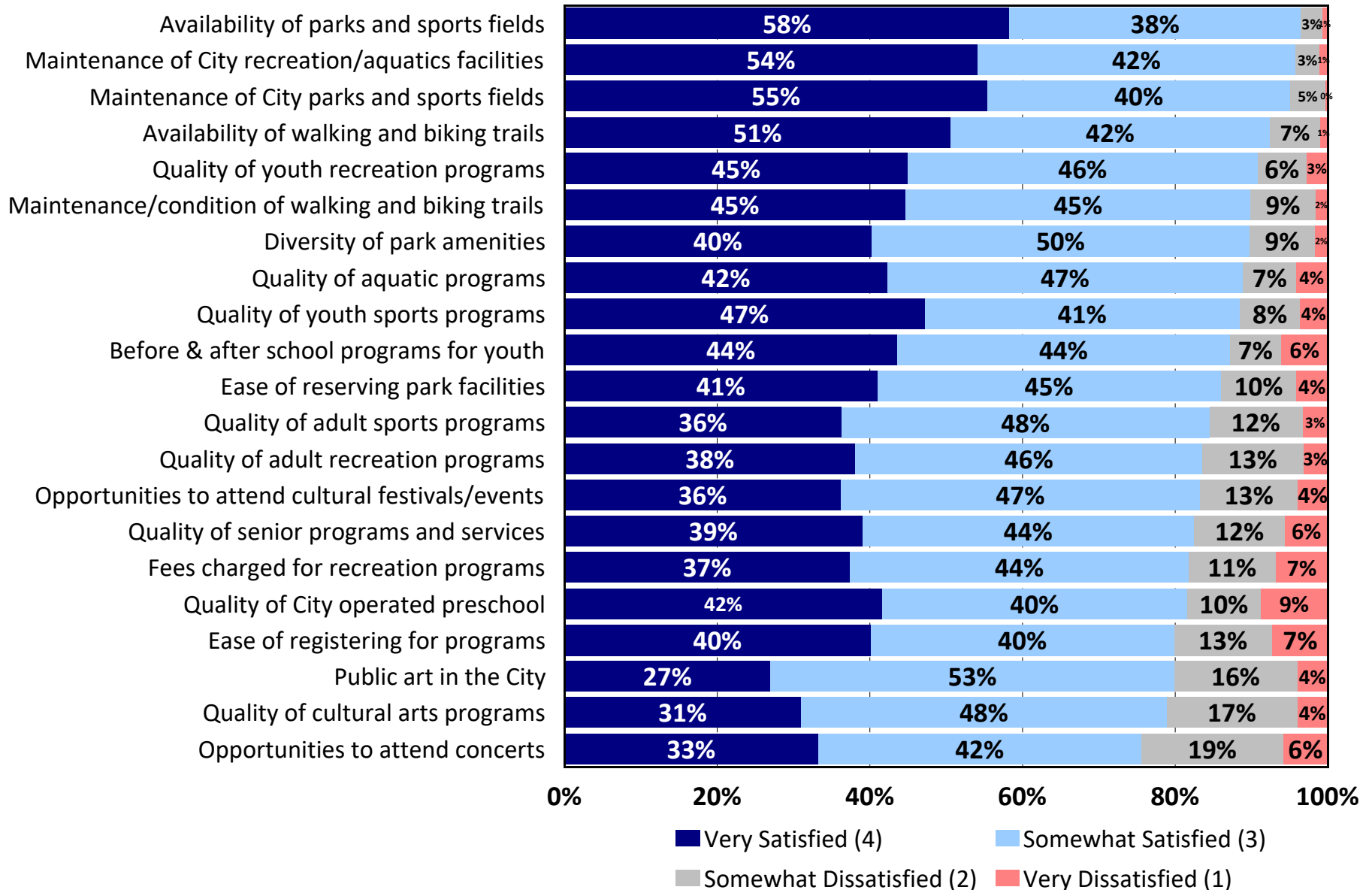
Q10. Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents surveyed who selected the item as one of their top three choices



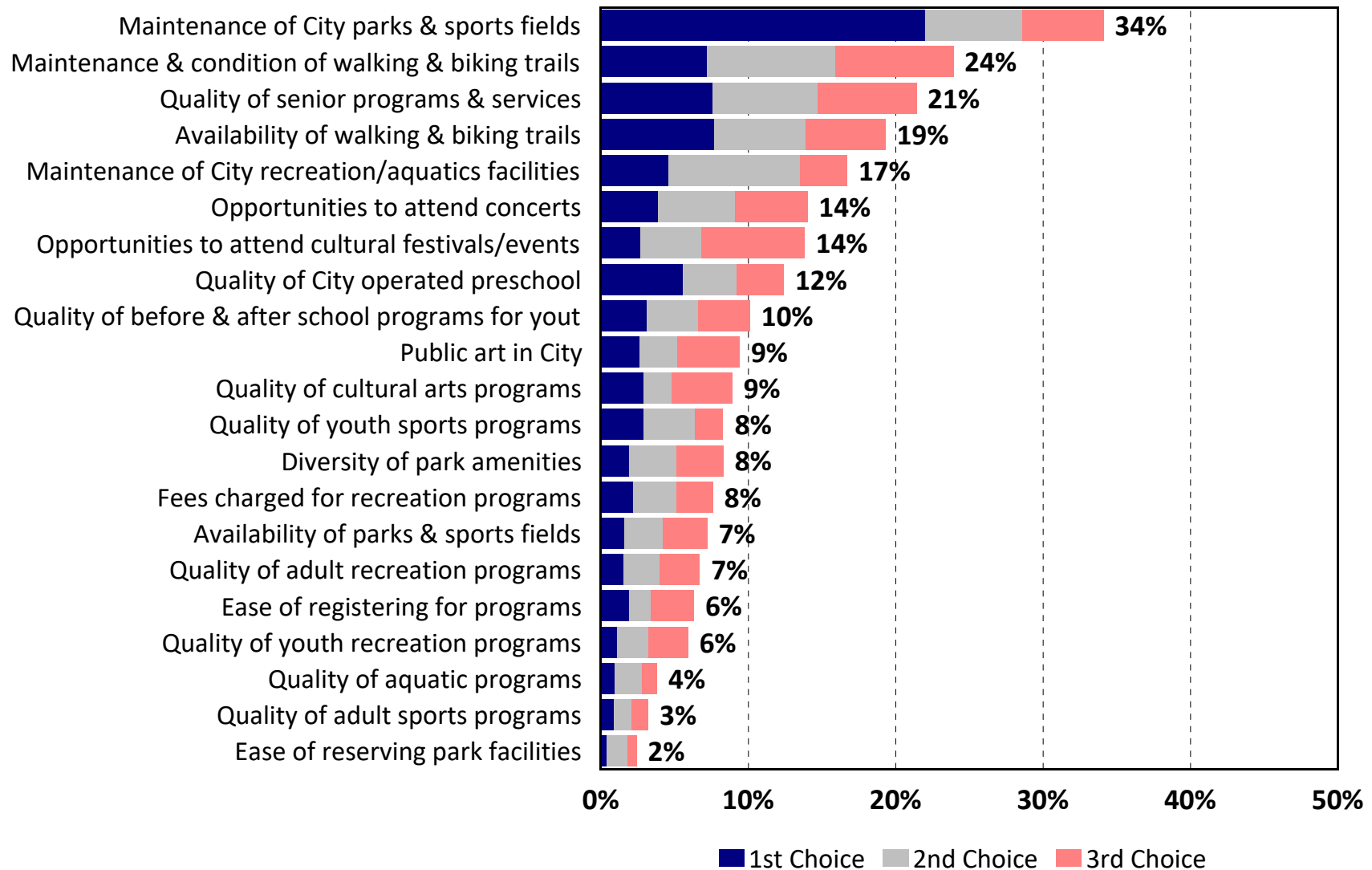
Q11. Satisfaction with Parks and Recreation

by percentage of respondents (excluding don't knows)



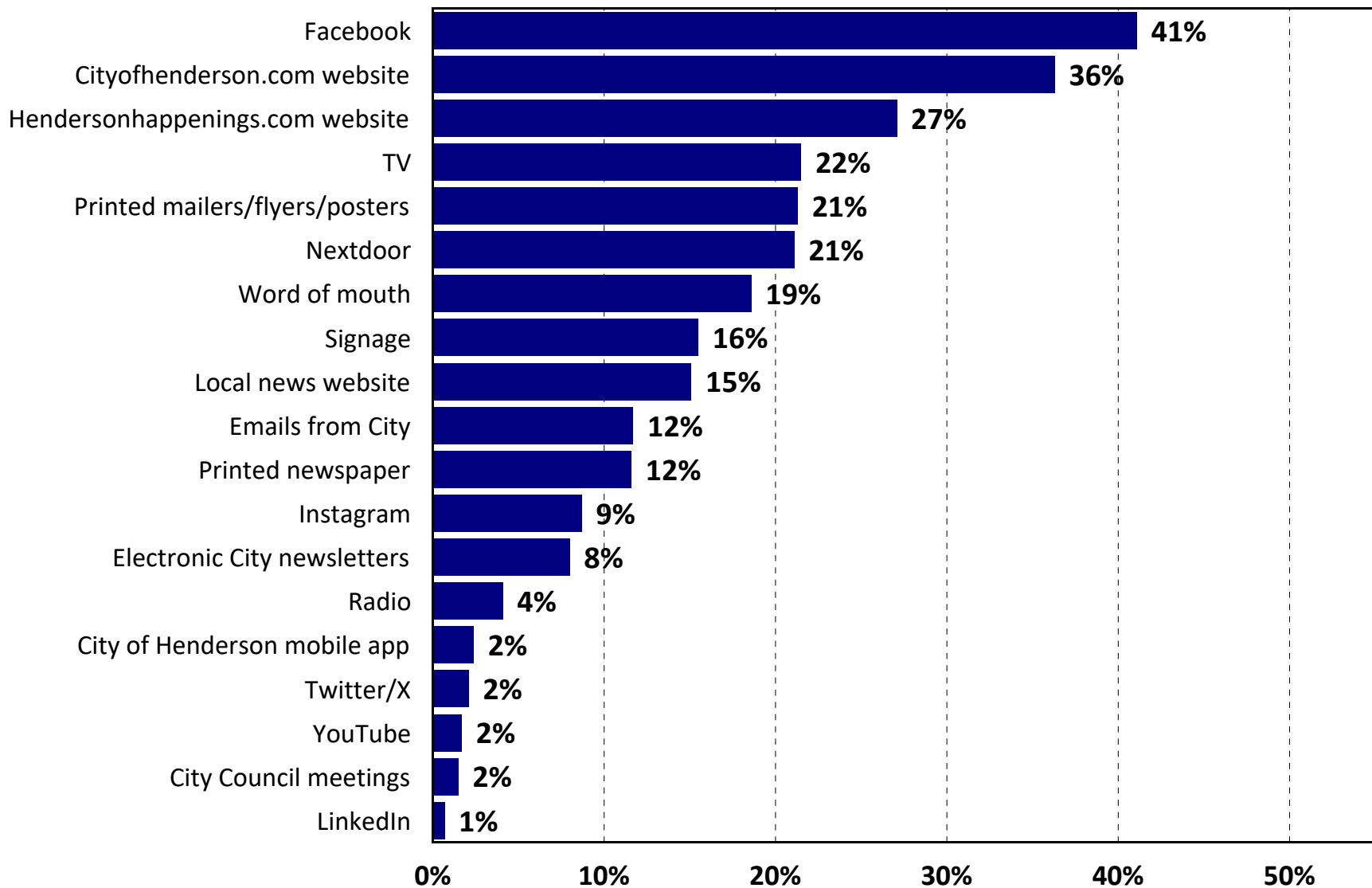
Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents surveyed who selected the item as one of their top three choices



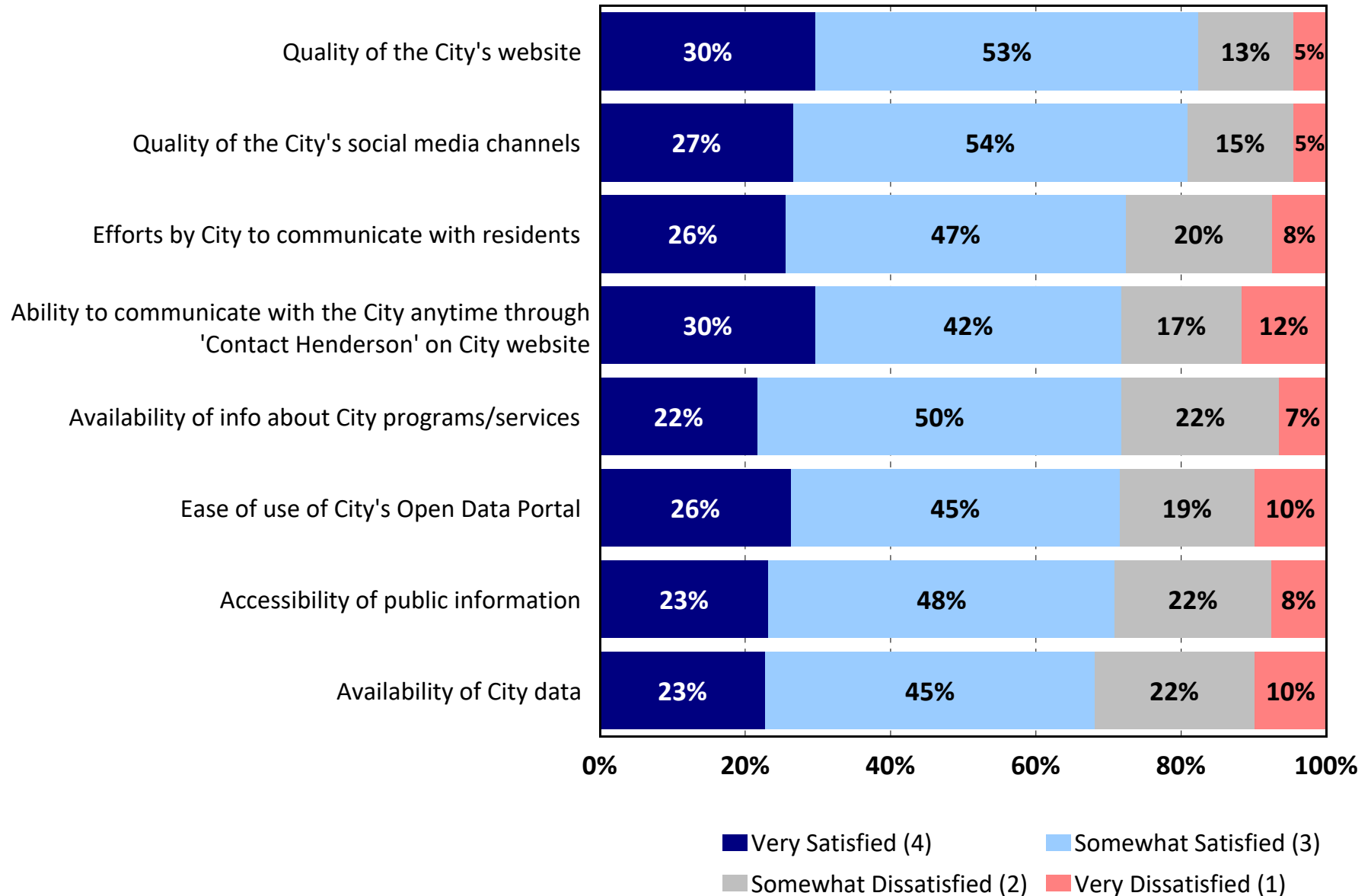
Q14. Information Sources Used Most to Find Out About City of Henderson News, Information, and Programming

by percentage of respondents (three selections were allowed)



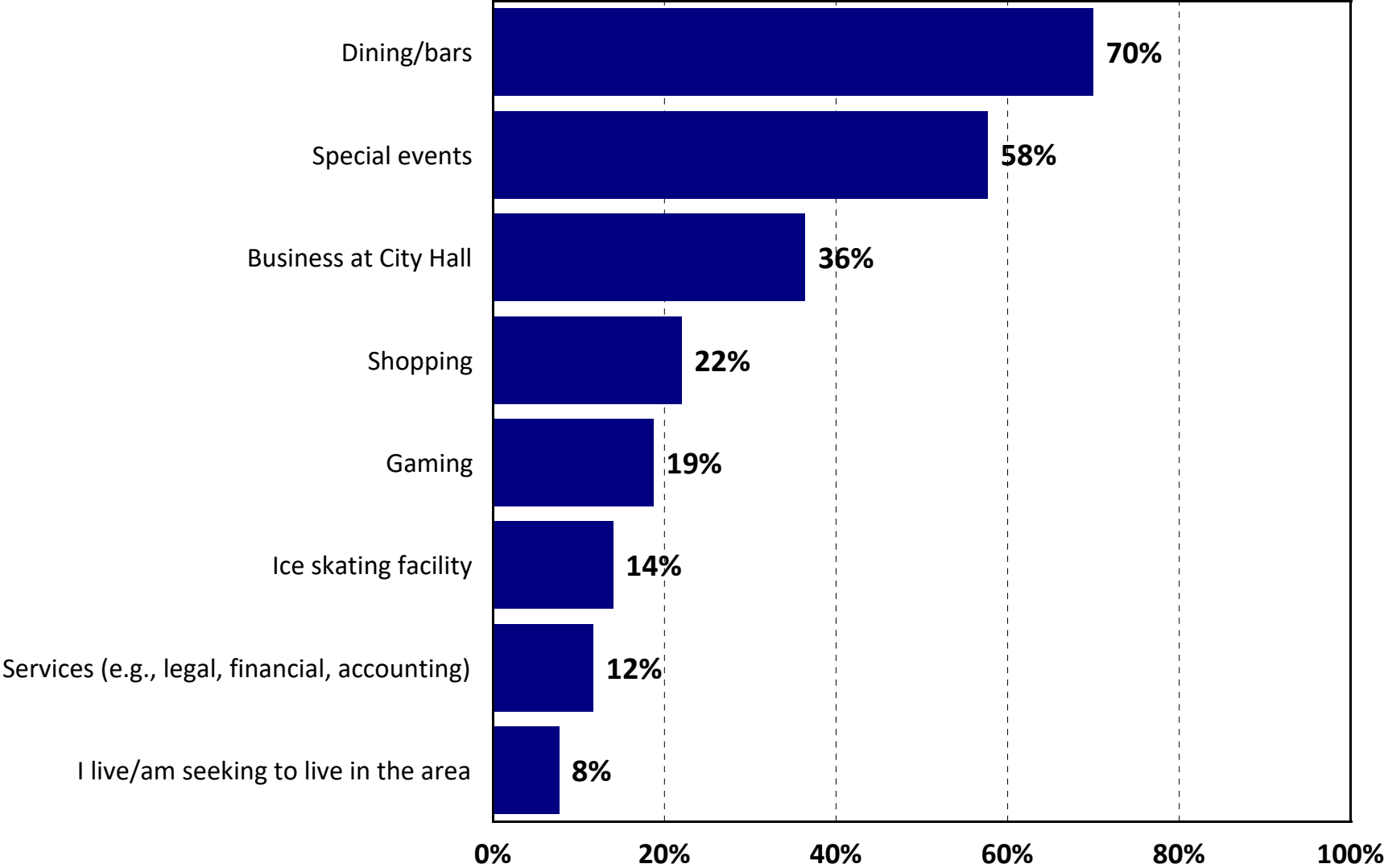
Q15. Satisfaction with City Communication

by percentage of respondents (excluding don't knows)



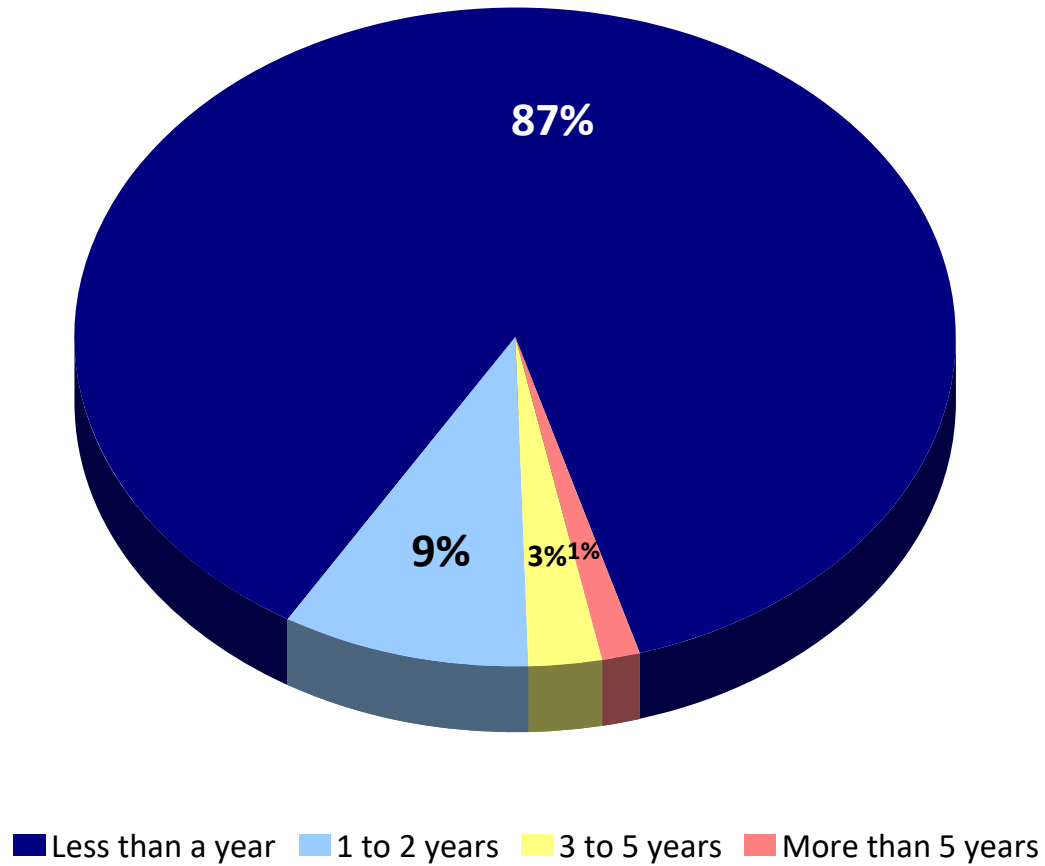
Q16. Purpose of Visiting the Water Street District

by percentage of respondents who had visited the Water Street District
(excluding "none" - multiple selections were allowed)



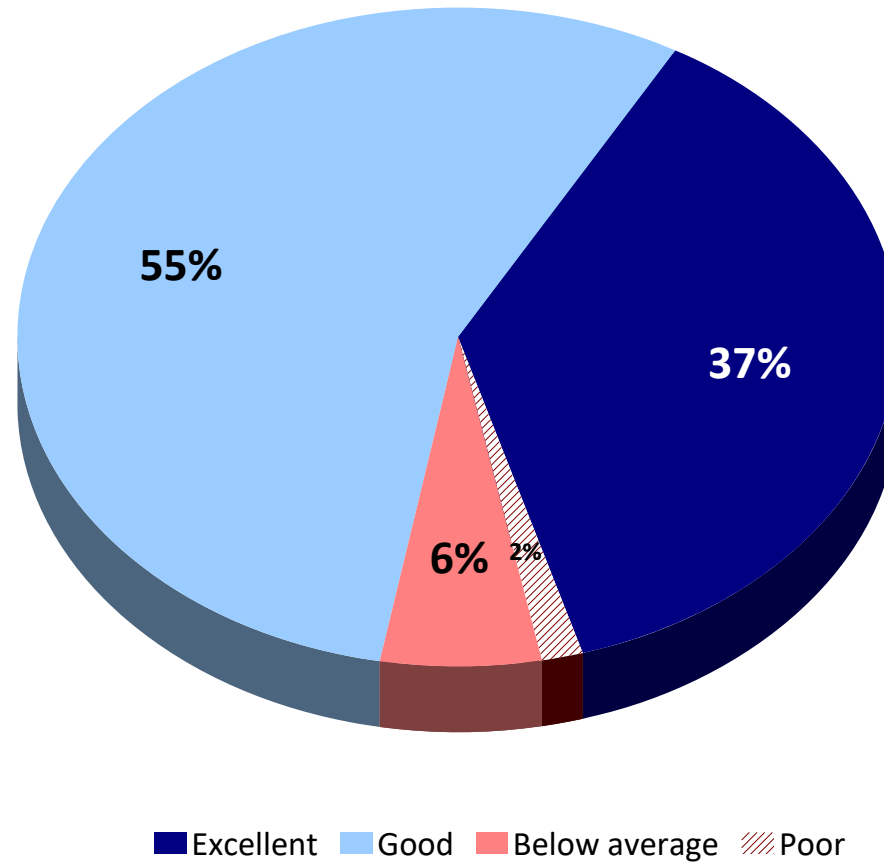
Q16a. When was your last visit to the Water Street District?

by percentage of respondents who have visited the Water Street District (excluding “not provided”)



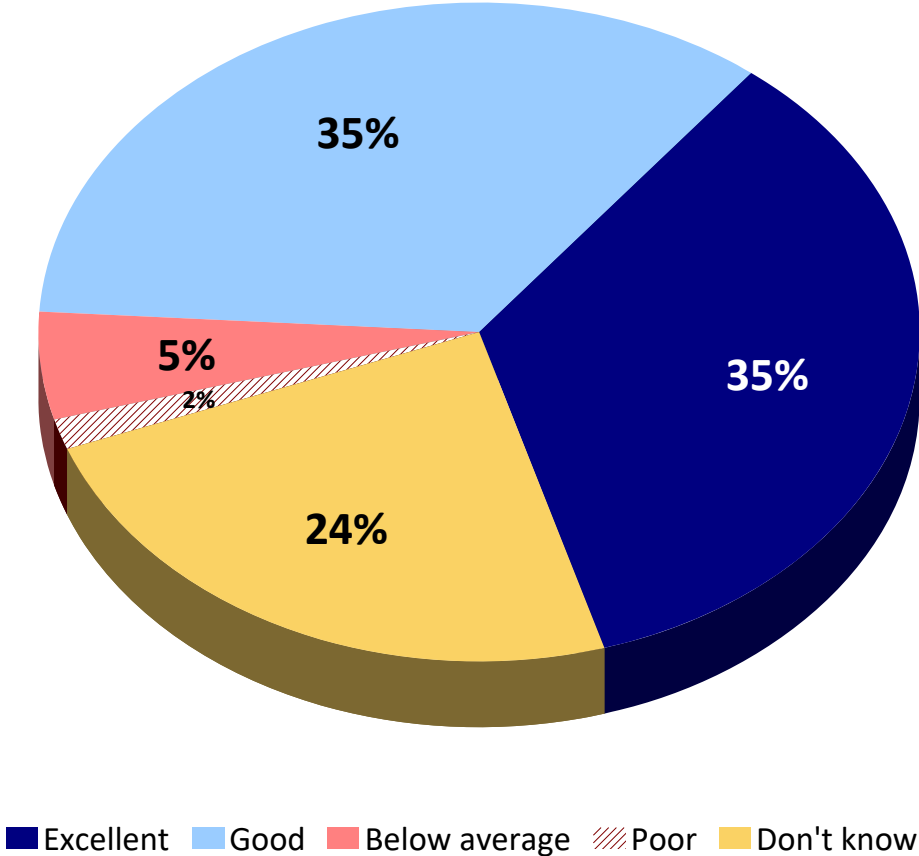
Q16b. Please rate your experience as a visitor to the Water Street District

by percentage of respondents who have visited the Water Street District (excluding “don’t know”)



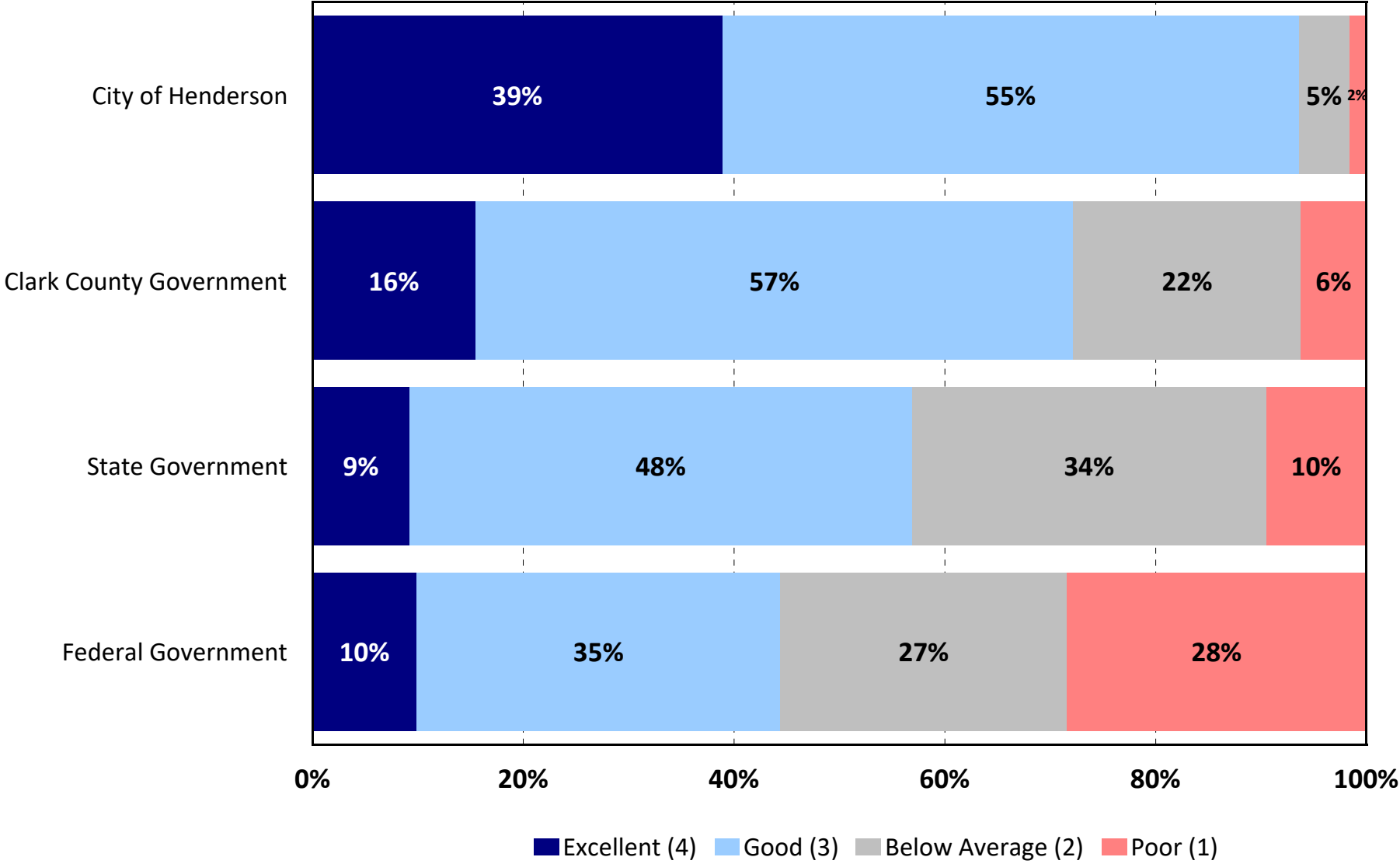
Q17. Satisfaction With Customer Service Received During Interactions With City Employees

by percentage of respondents



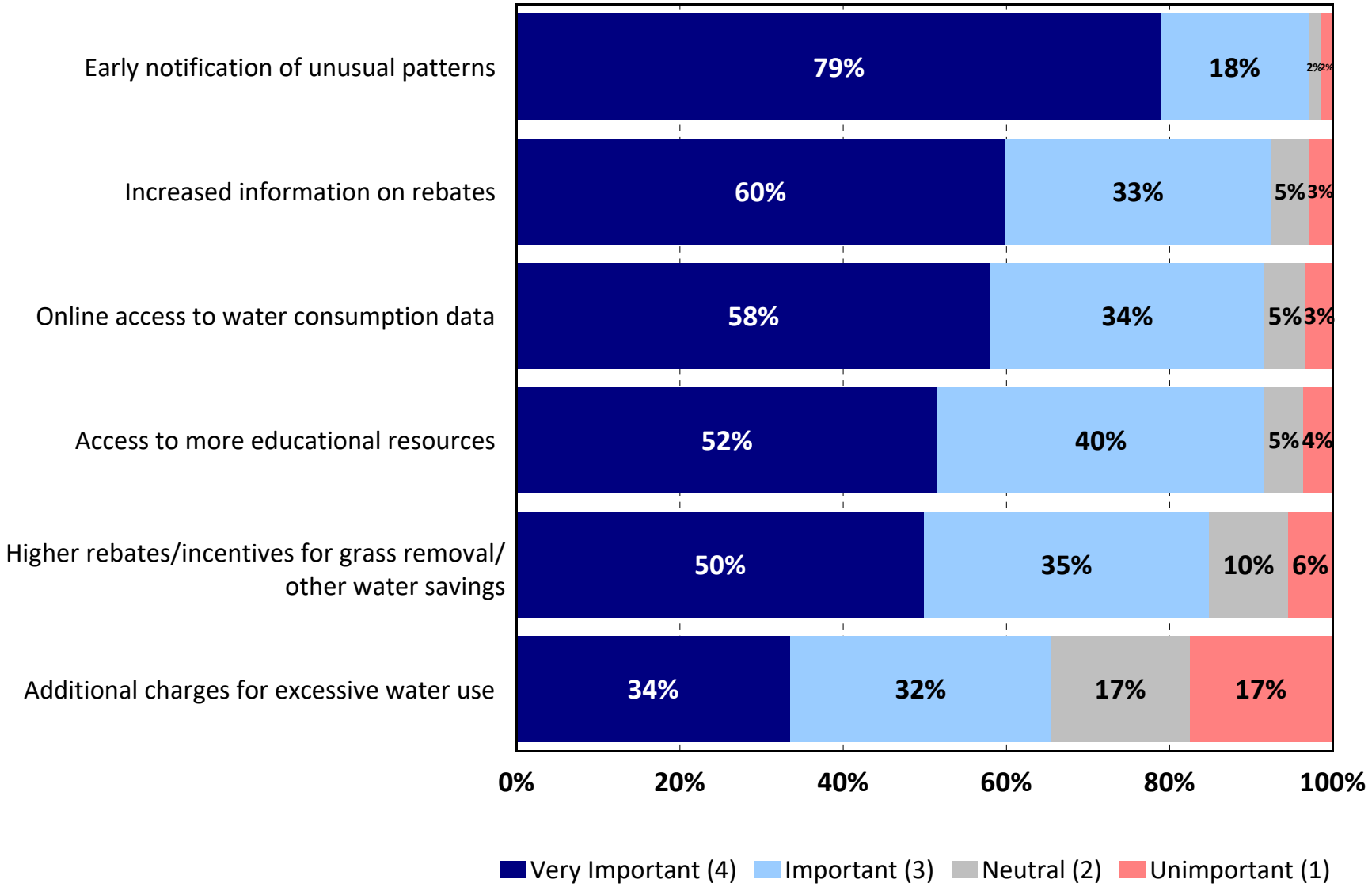
Q18. Perceptions of Various Government Entities

by percentage of respondents (excluding "don't know")



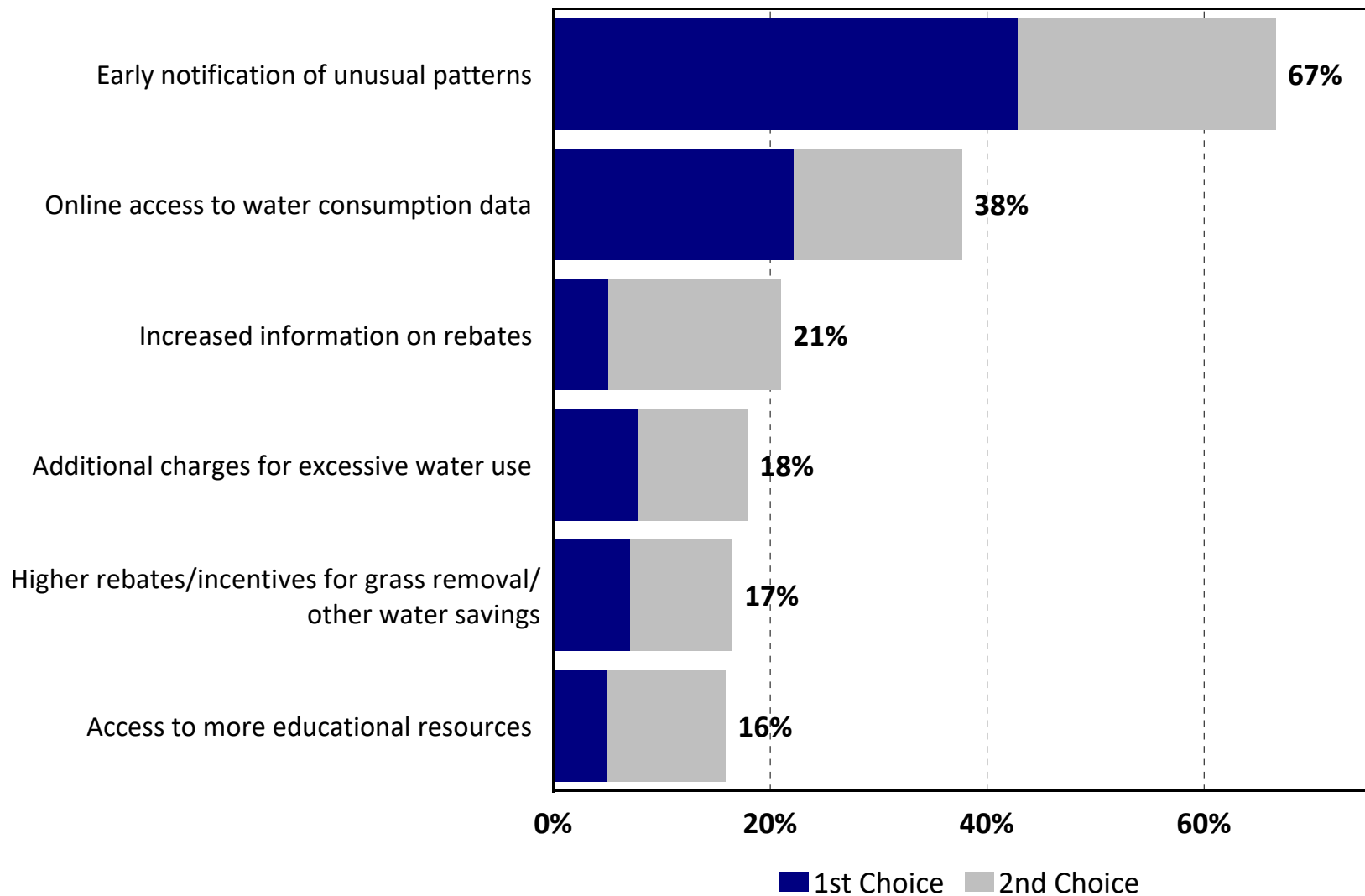
Q19. Importance of Various Water Conservation Efforts

by percentage of respondents (excluding "don't know")



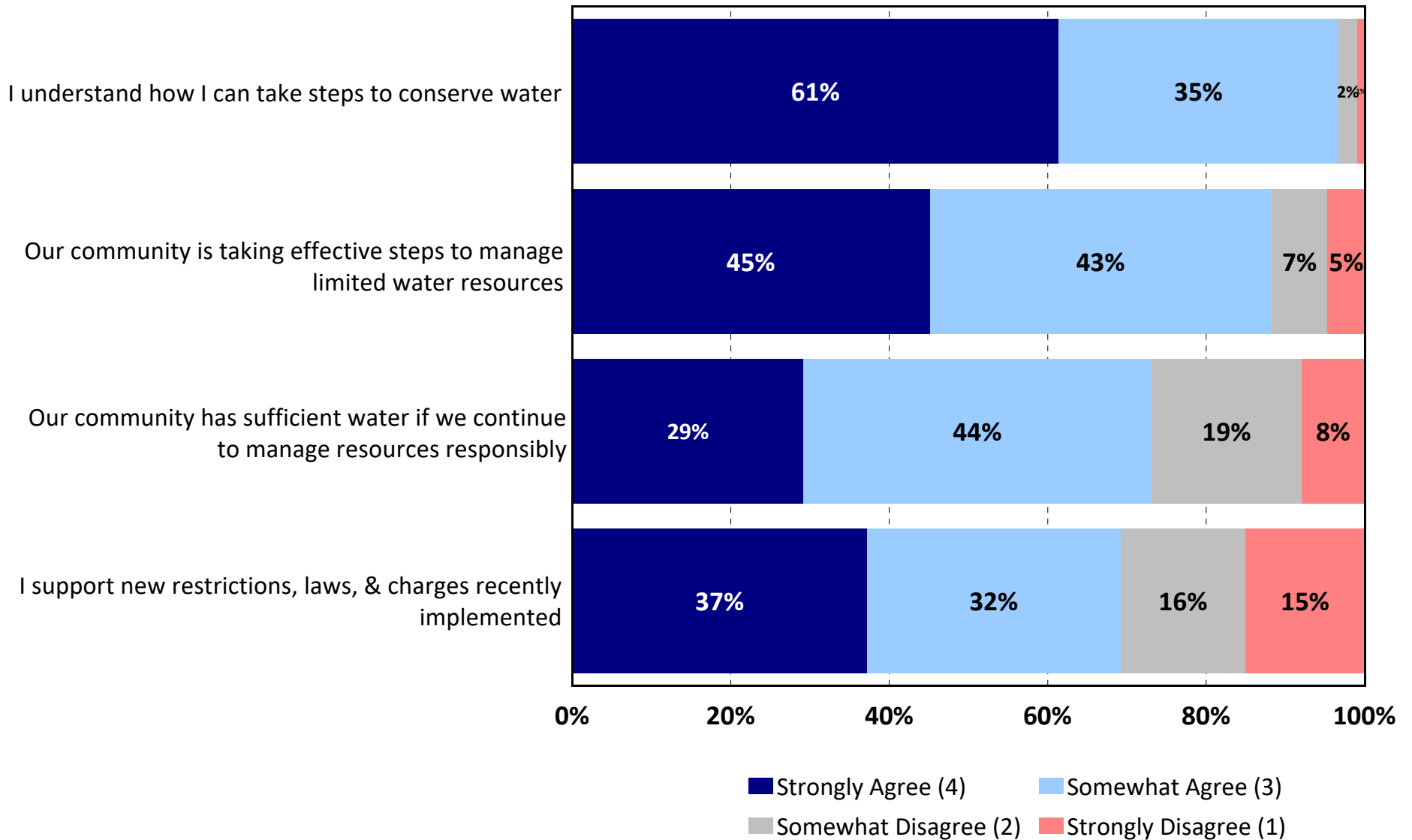
Q20. Water Conservation Efforts That Are Most Important to Households

by percentage of respondents surveyed who selected the item as one of their top two choices



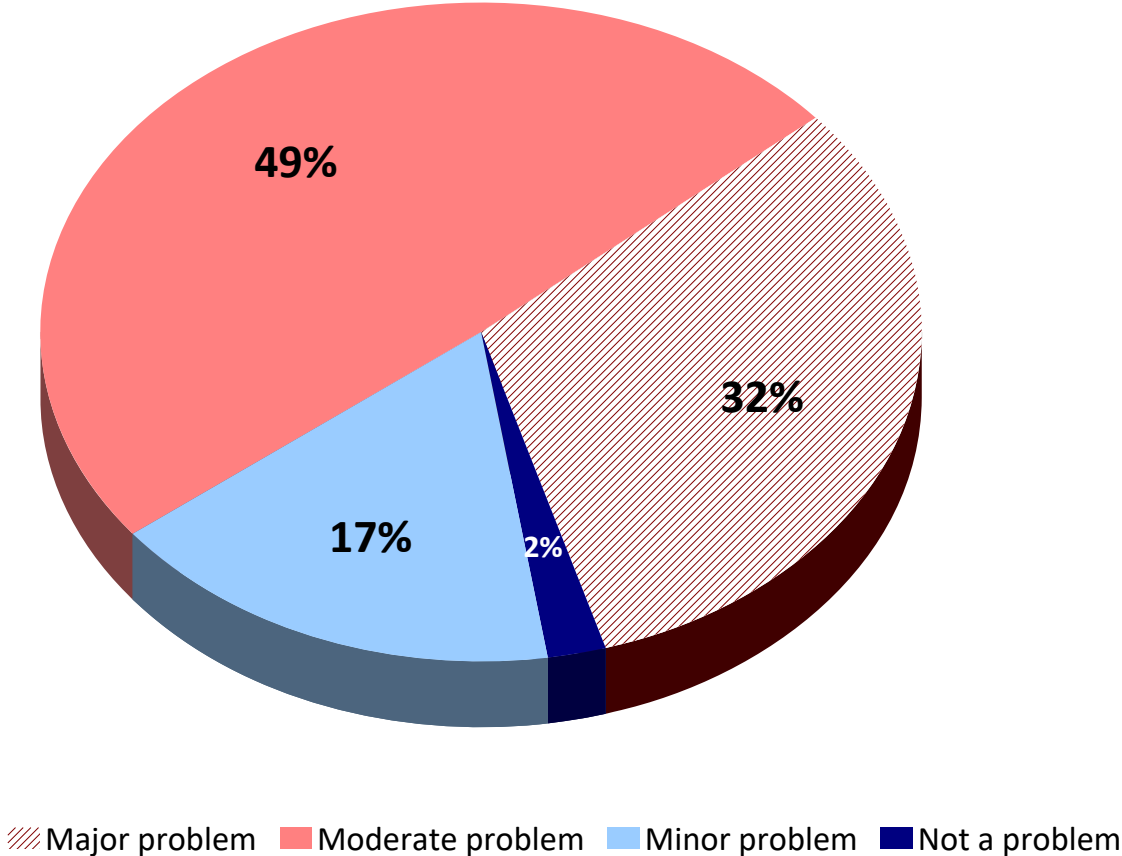
Q21. Agreement With the Following Statements Regarding Water Demands

by percentage of respondents (excluding "don't know")



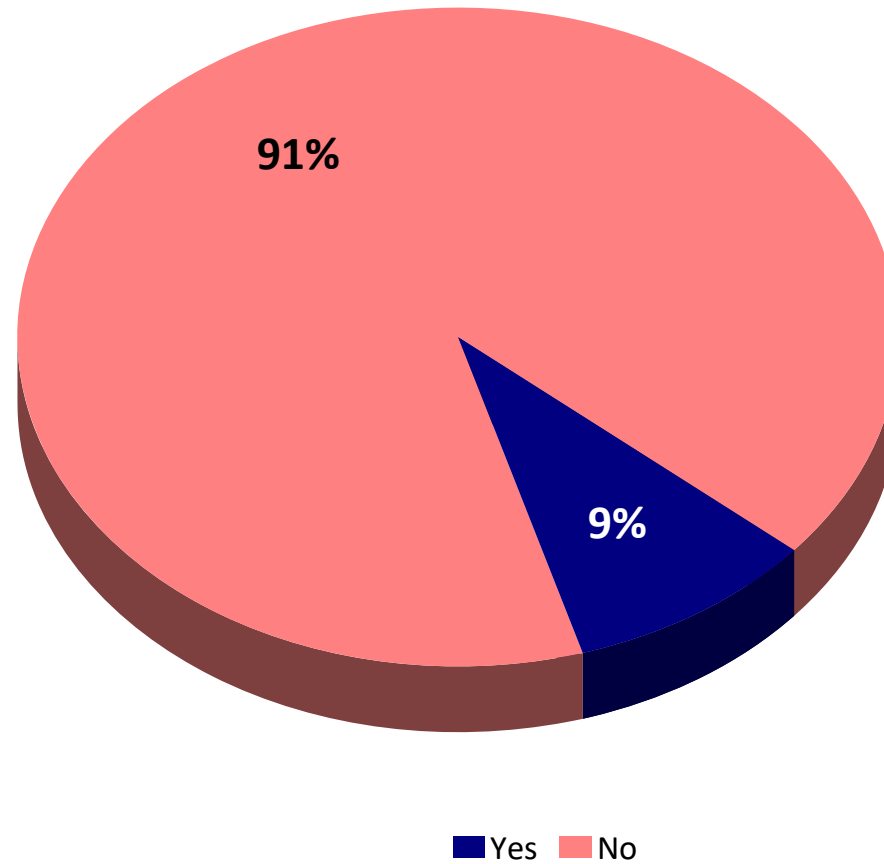
Q22. How big of a problem is homelessness in Henderson?

by percentage of respondents (excluding "not provided")



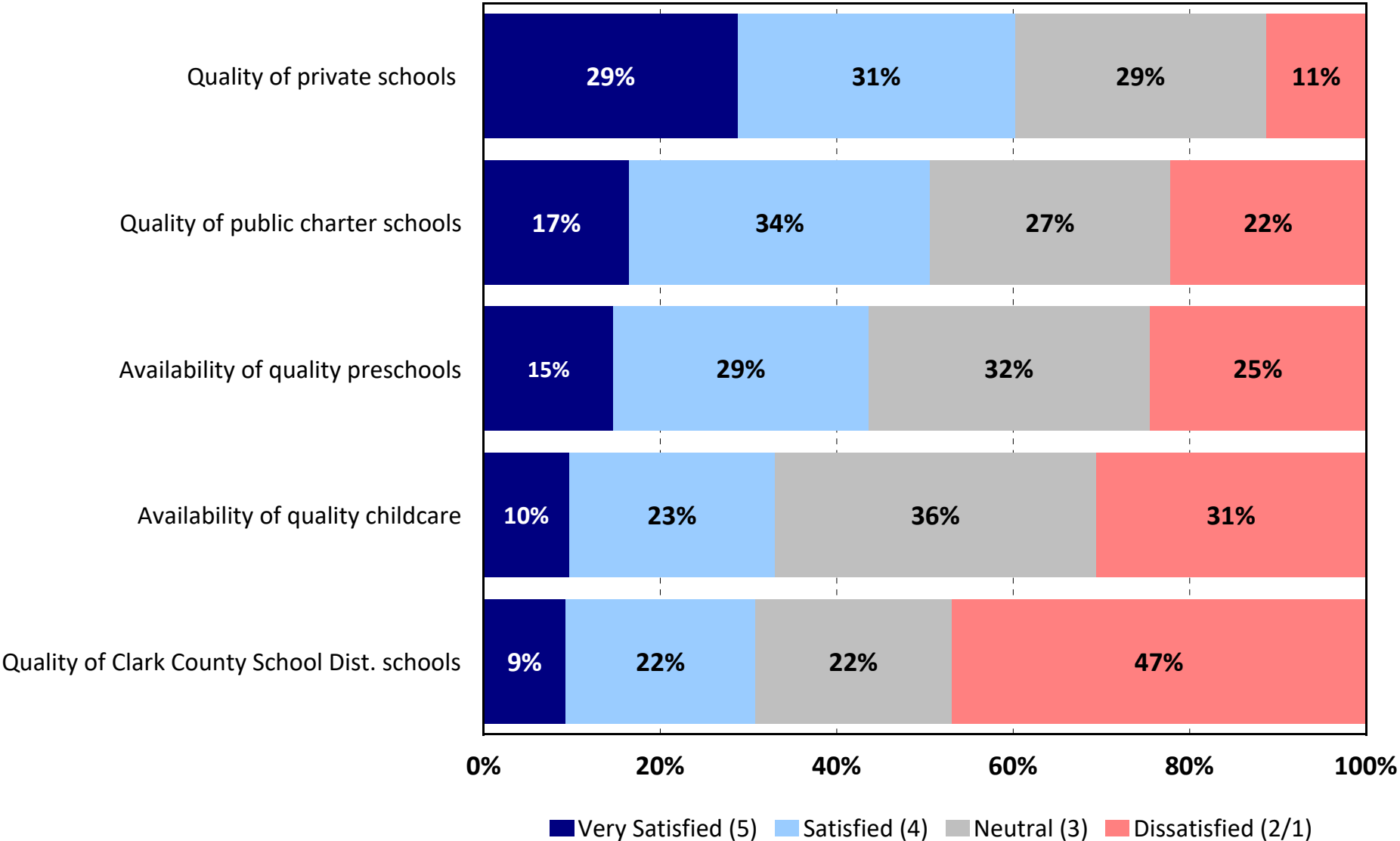
Q23. Is enough being done to address homelessness in Henderson?

by percentage of respondents (excluding “not provided”)



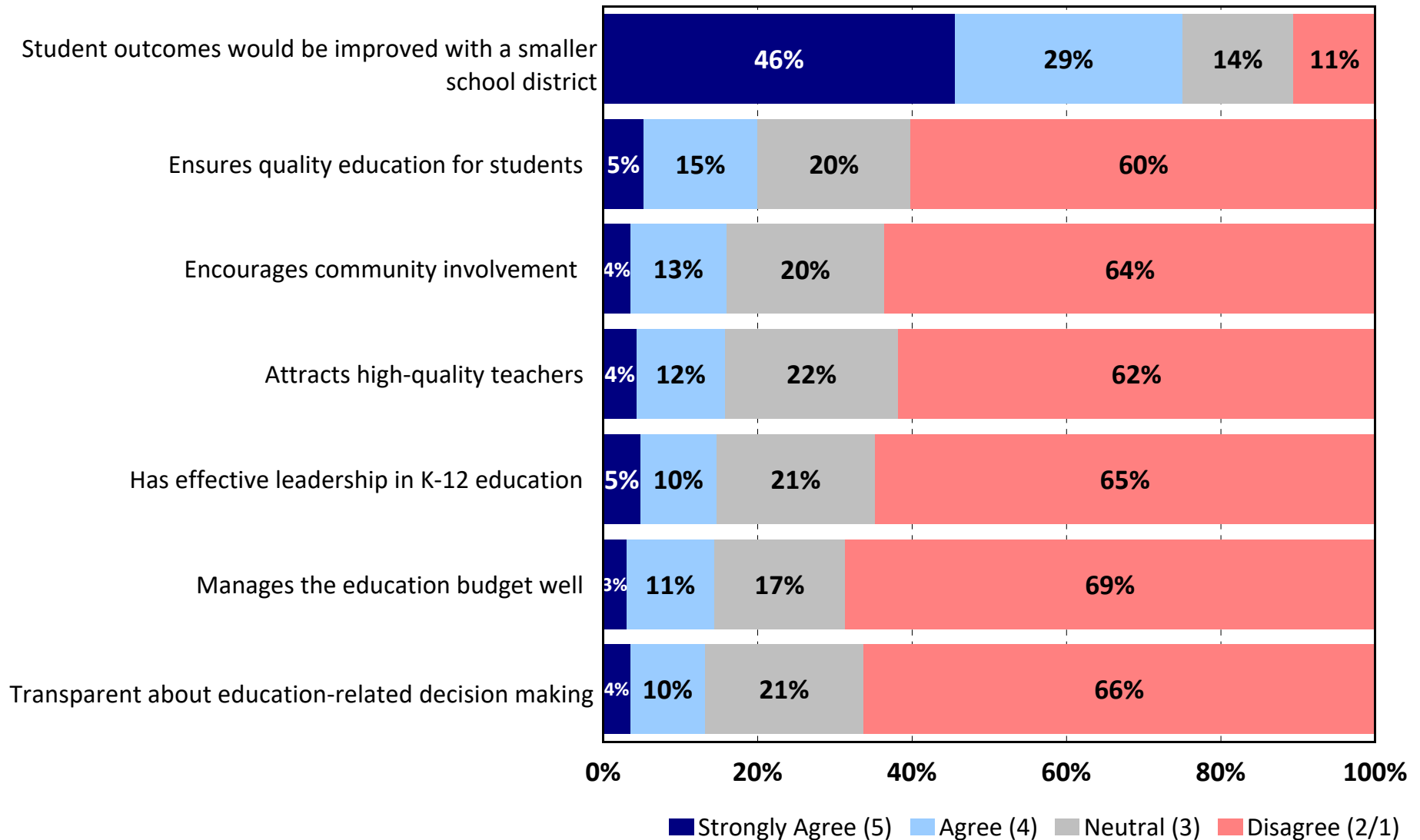
Q24. Satisfaction with Schools in Henderson

by percentage of respondents (excluding "don't know")



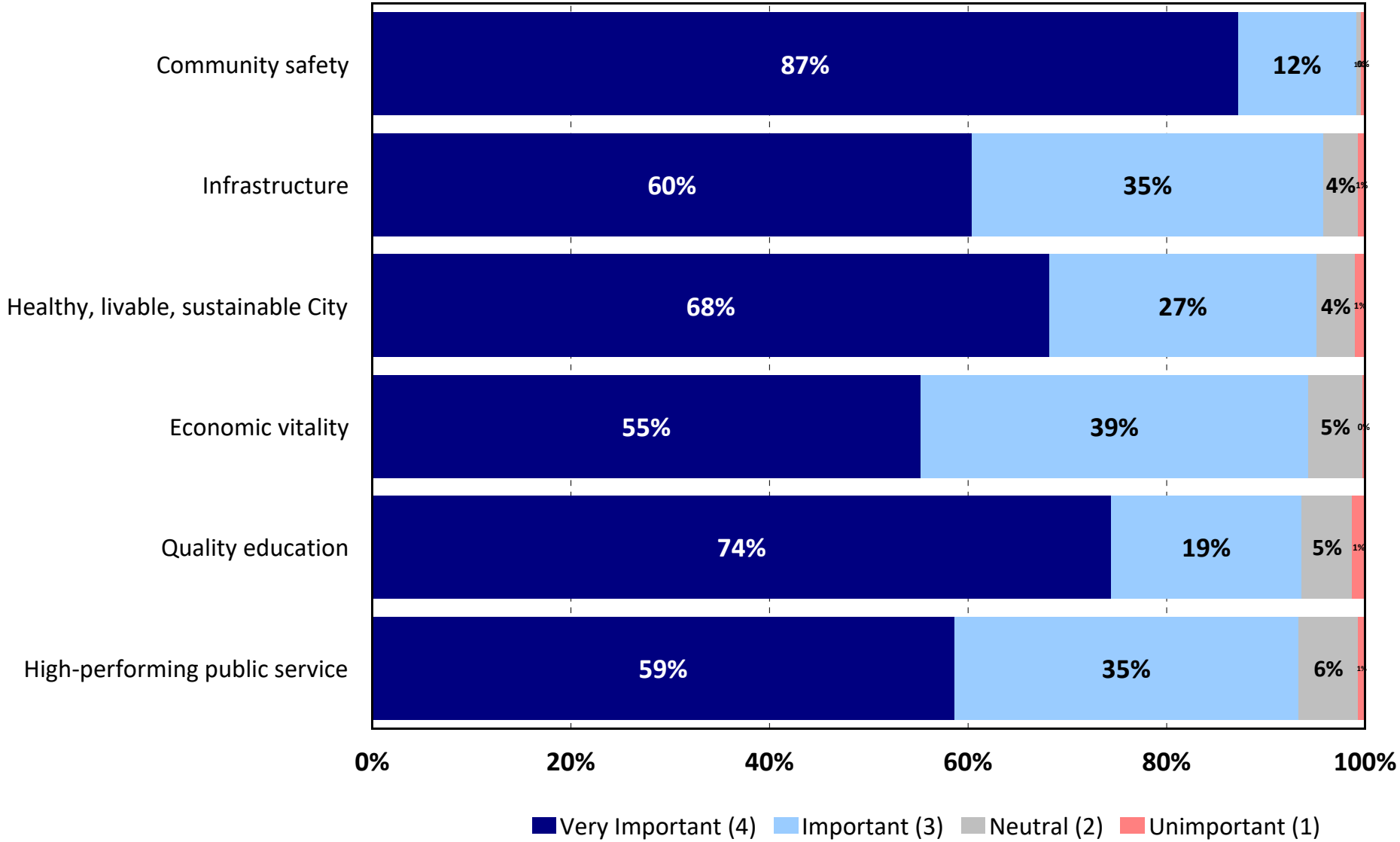
Q25. Agreement with the Following Statements About Clark County School District Schools

by percentage of respondents (excluding "don't know")



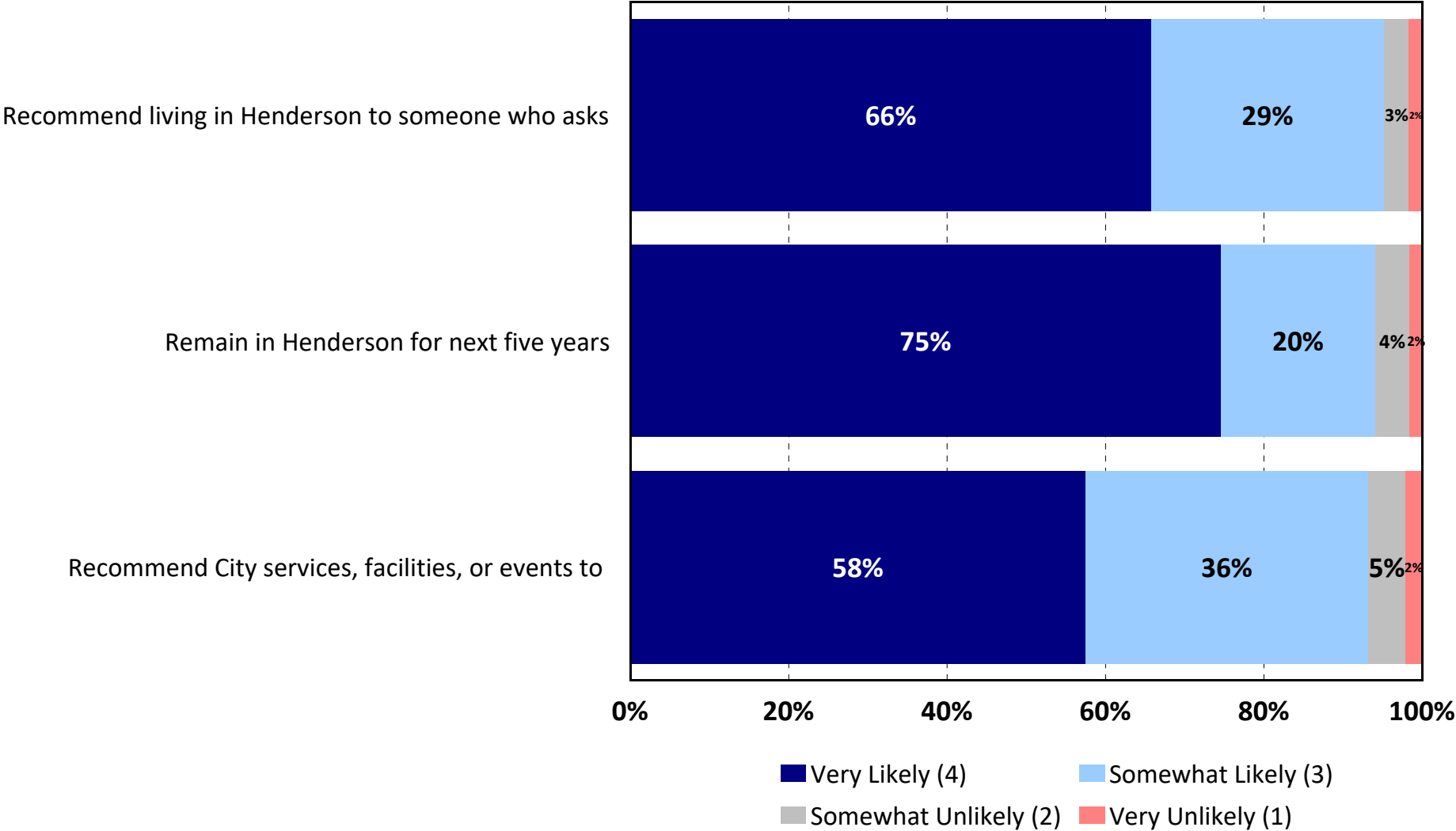
Q26. Importance of Each of the City's Major Focus Areas

by percentage of respondents (excluding "don't know")



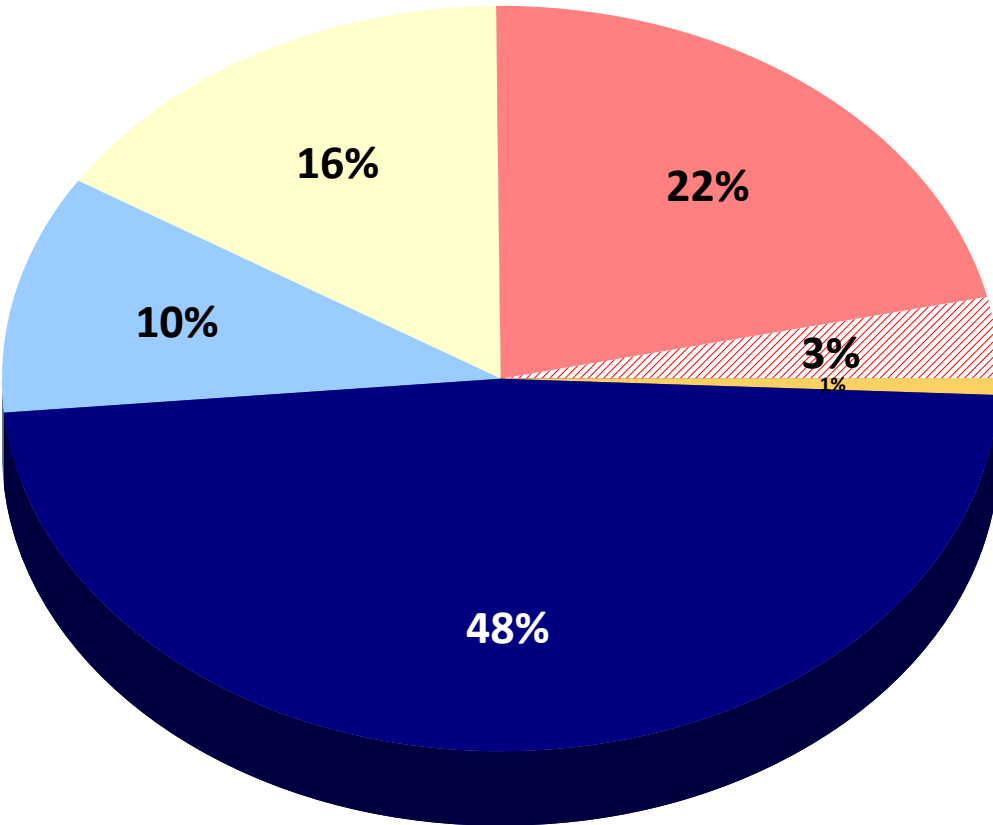
Q27. Likelihood of the Following

by percentage of respondents (excluding "don't know")



Q28. Number of Years Residents Have Lived in Henderson

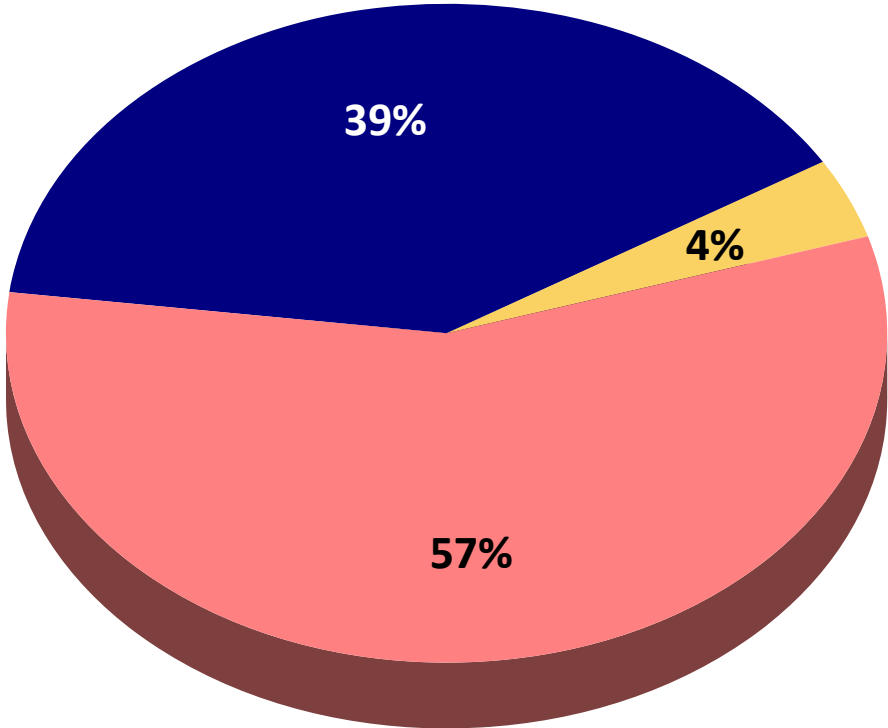
by percentage of respondents



Legend:
Less than 1 year (hatched) 1 to 5 years (red) 6 to 10 years (yellow)
11 to 15 years (light blue) More than 15 years (dark blue) Not provided (orange)

Q29. Do you work within the City limits of the City of Henderson?

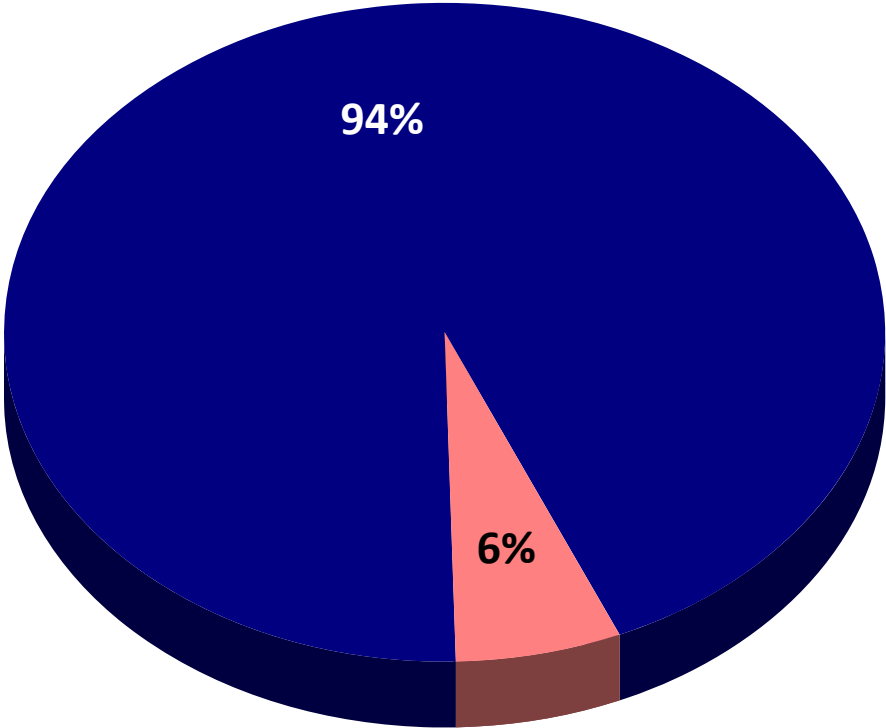
by percentage of respondents



■ Yes ■ No ■ Not provided

Q30. Are you a registered voter?

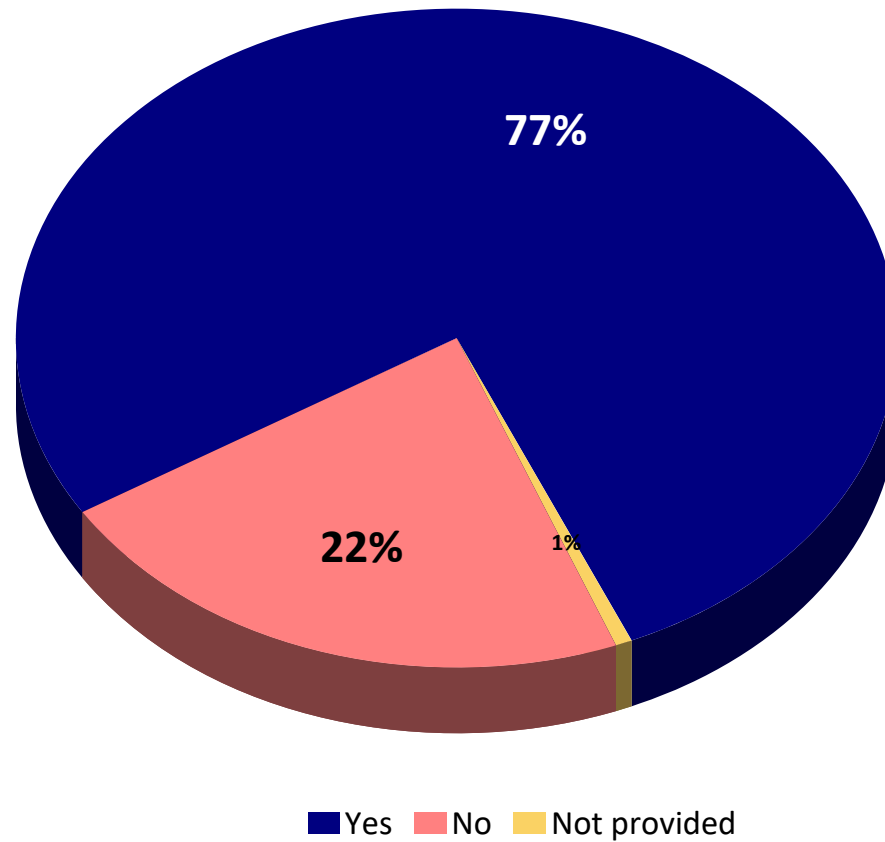
by percentage of respondents



■ Yes ■ No

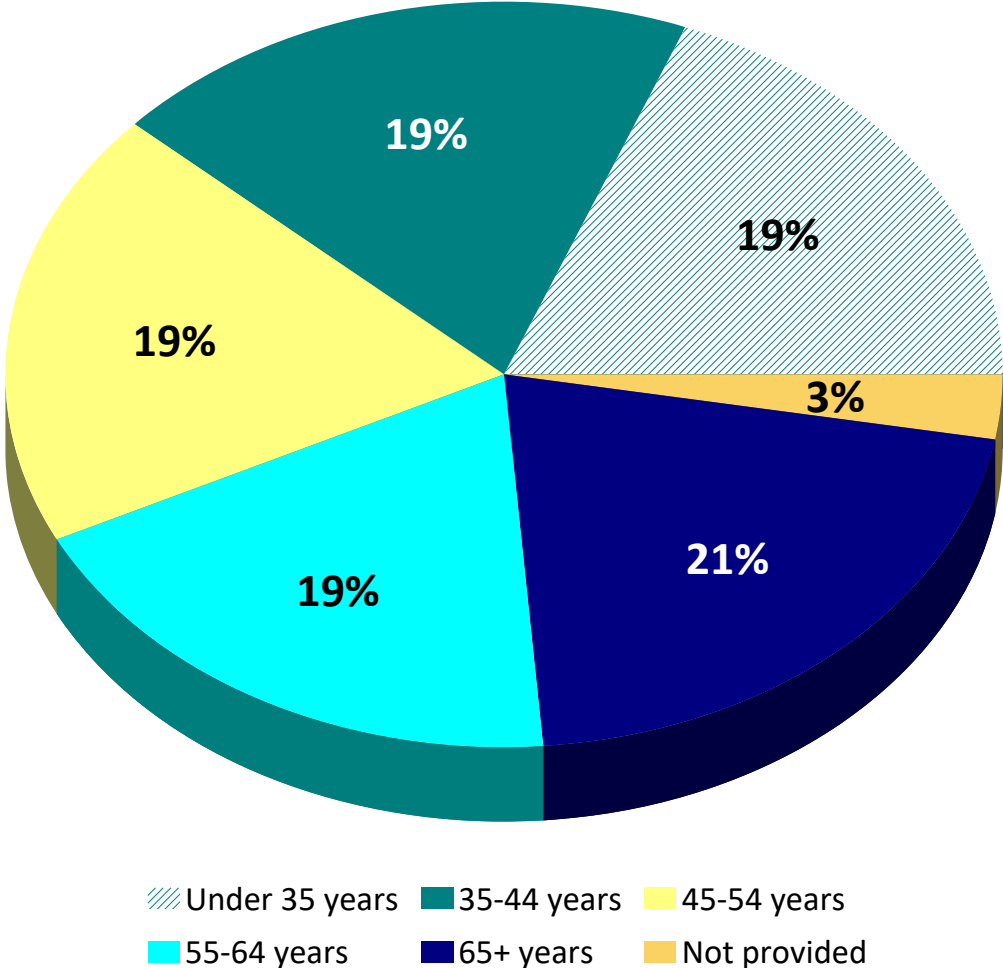
Q31. Did you vote in the last local election?

by percentage of respondents



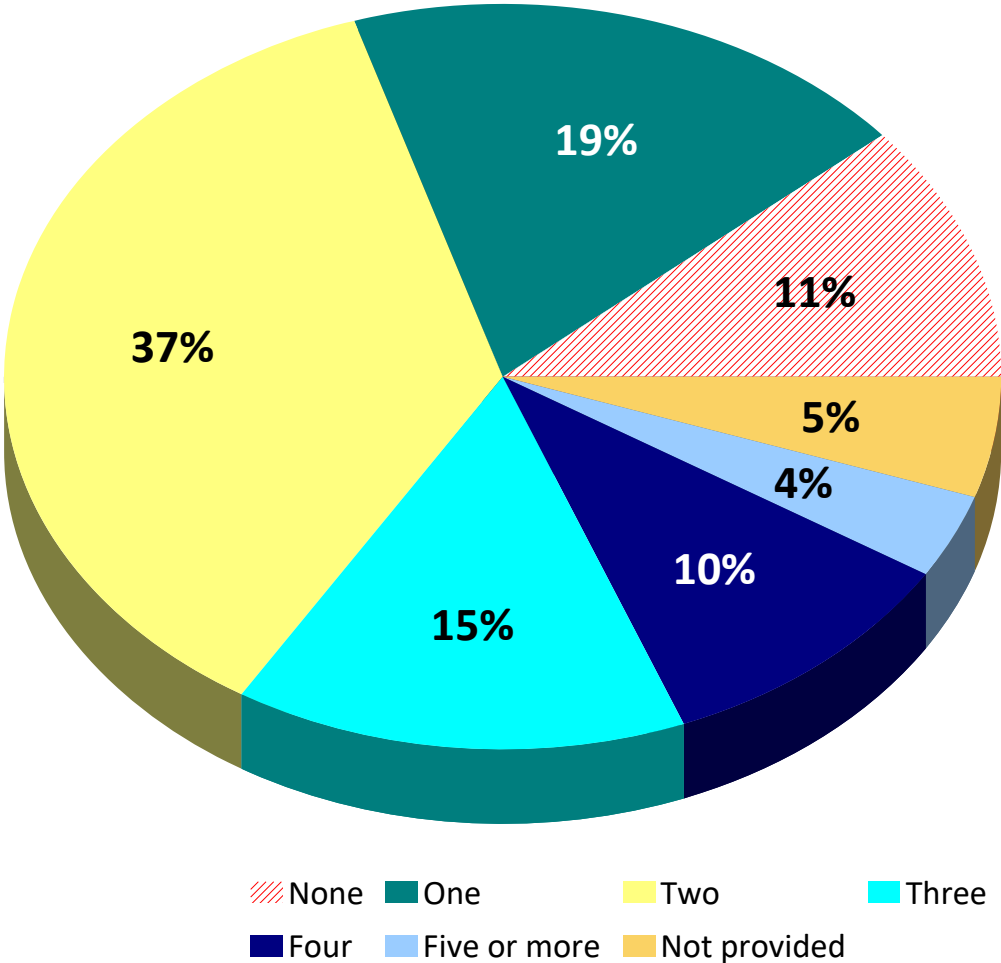
Q32. Age of Respondents

by percentage of respondents (excluding not provided)



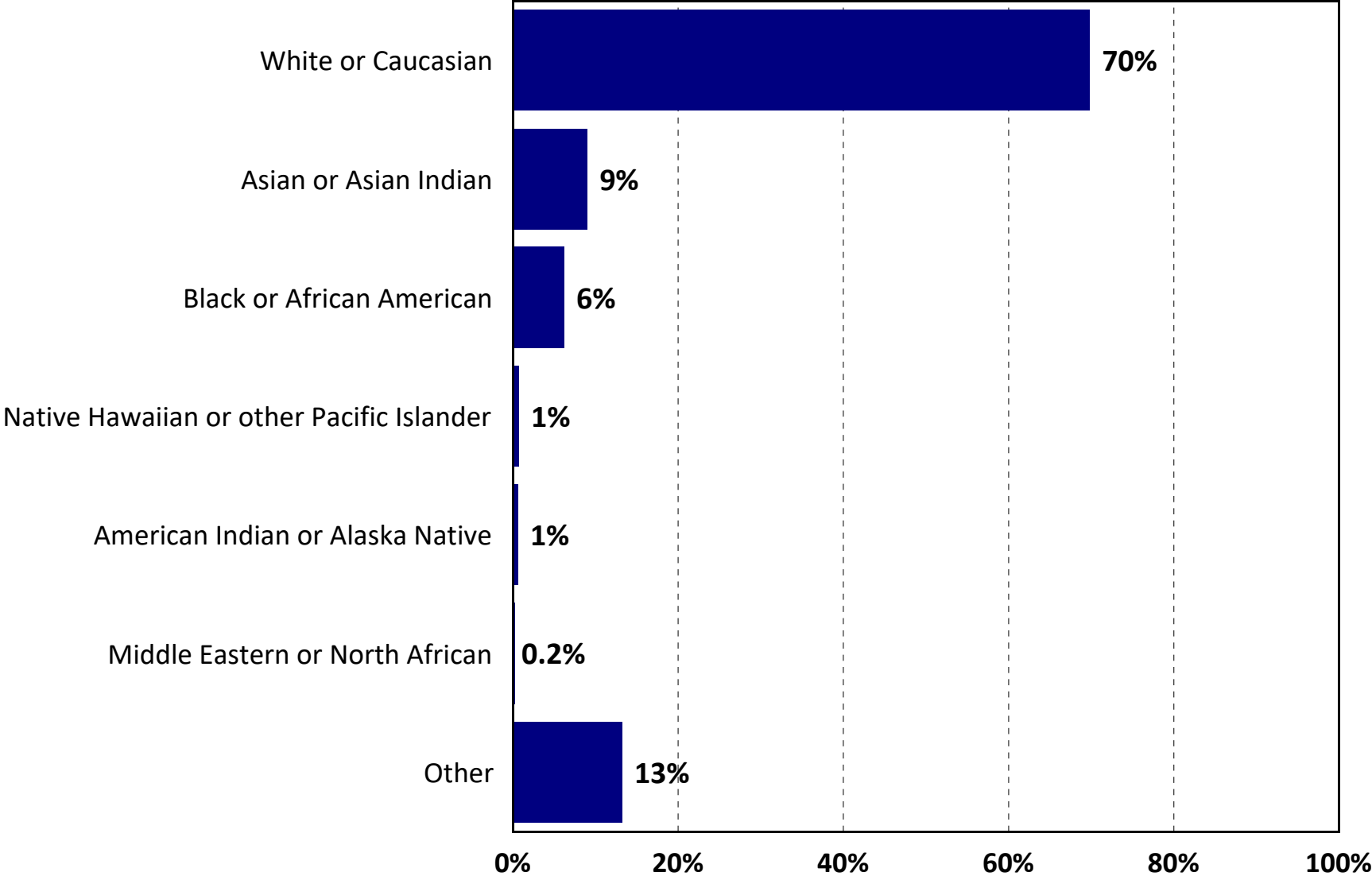
Q33. Including yourself, how many dependents did your household claim on its 2022 federal taxes?

by percentage of respondents



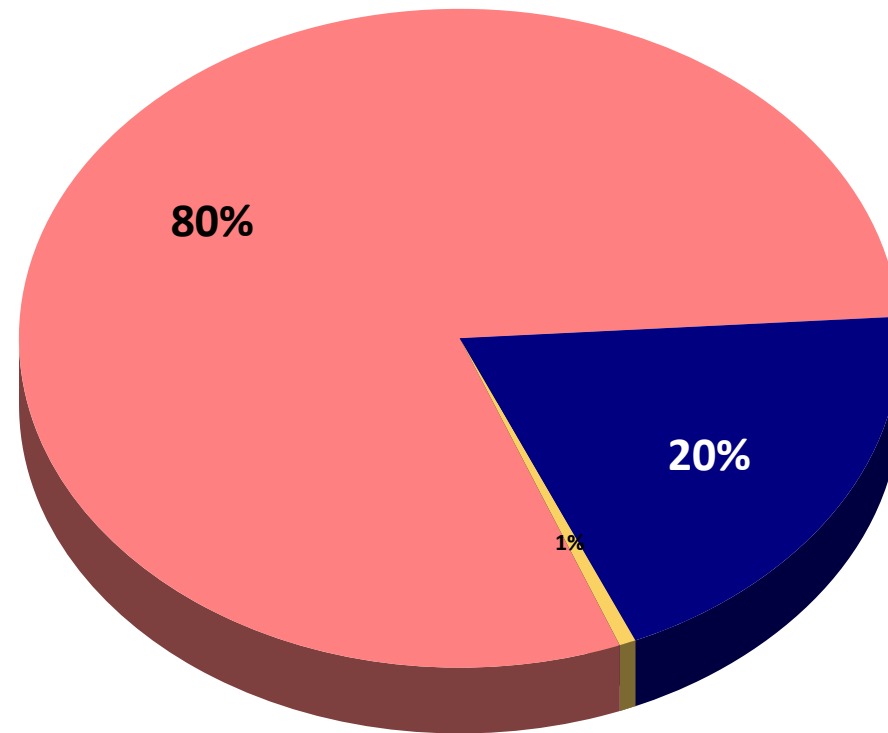
Q34. Race/Ethnicity of Respondents

by percentage of respondents (multiple responses allowed)



Q35. Are you or any members of your family of Hispanic or Latino/a/x ancestry?

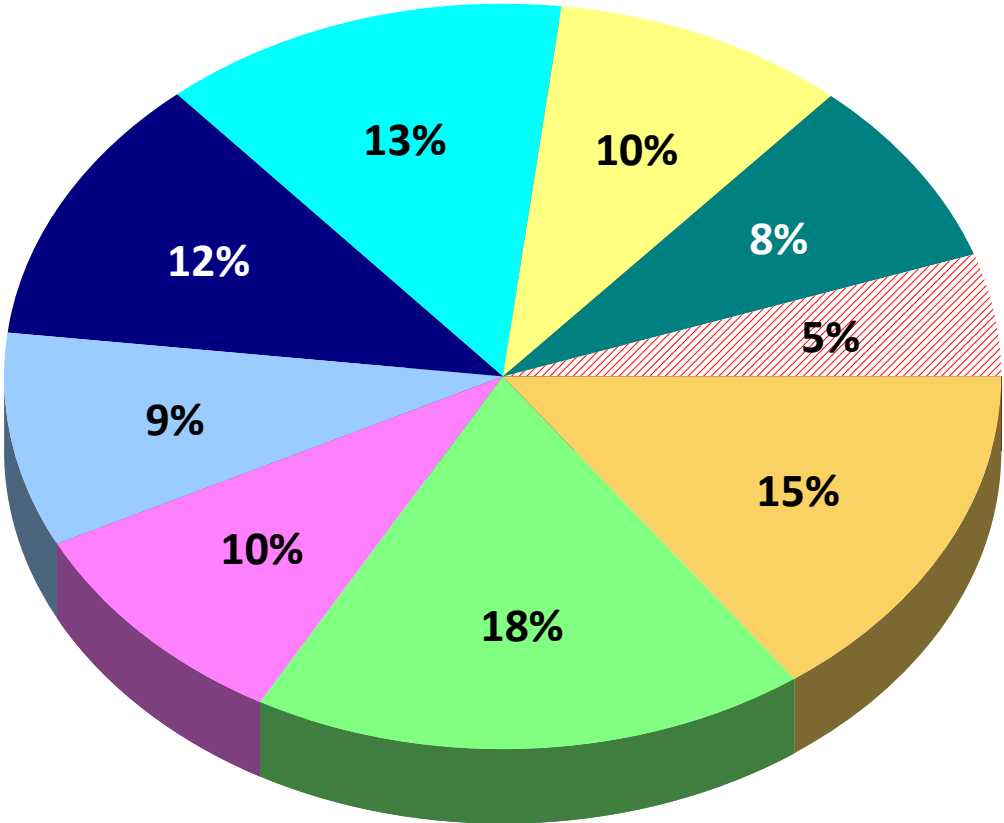
by percentage of respondents



■ Yes ■ No ■ Not provided

Q36. Total Annual Household Income of Respondents

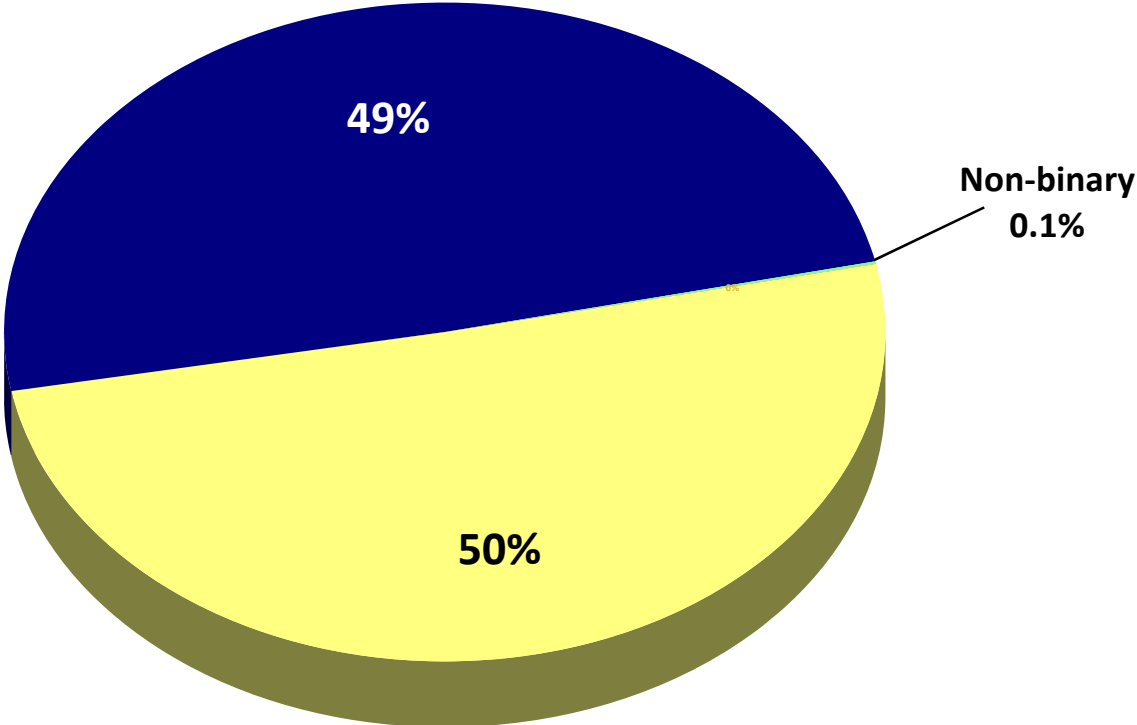
by percentage of respondents



- Less than \$20K
- \$20K to \$39,999
- \$40K to \$59,999
- \$60K to \$79,999
- \$80K to \$99,999
- \$100K to \$119,999
- \$120K to \$140K
- More than \$140K
- Not provided

Q37. Gender of Respondents

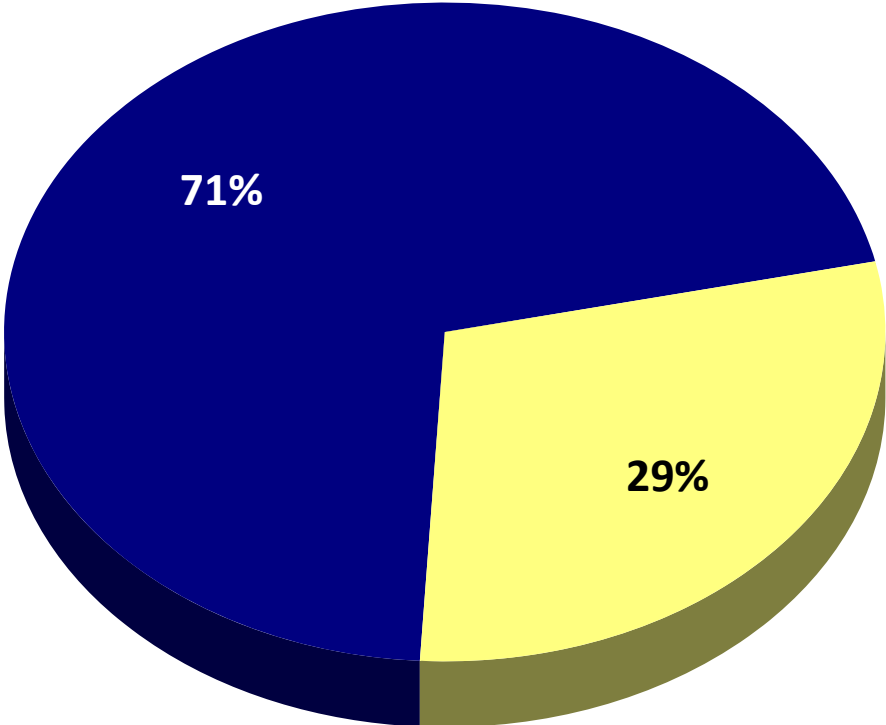
by percentage of respondents



■ Male ■ Female ■ Non-binary

Q38. Do you own or rent your home?

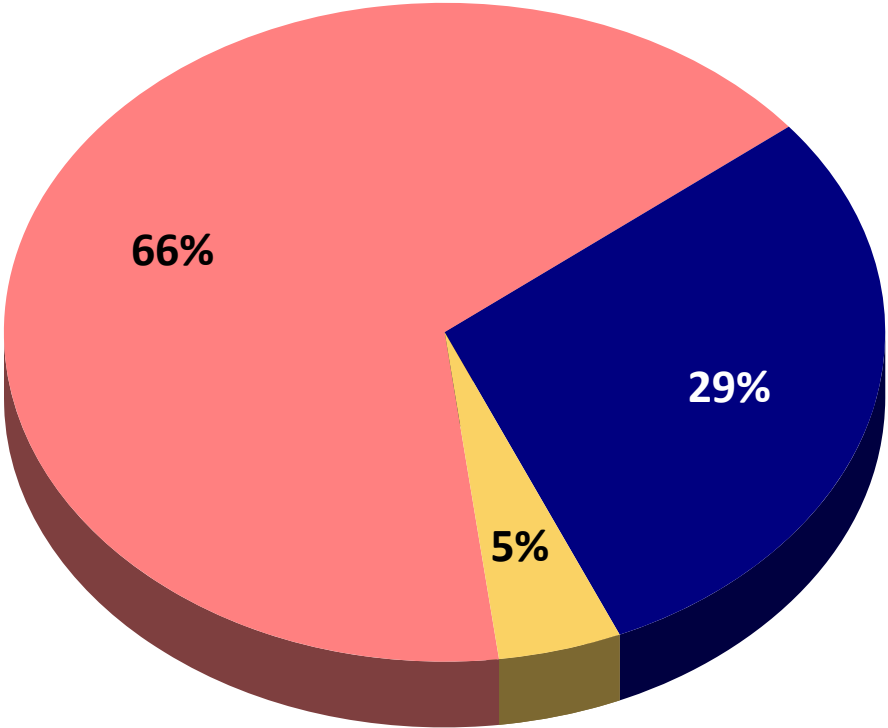
by percentage of respondents



■ Own ■ Rent

Q39. Do you have school-age children?

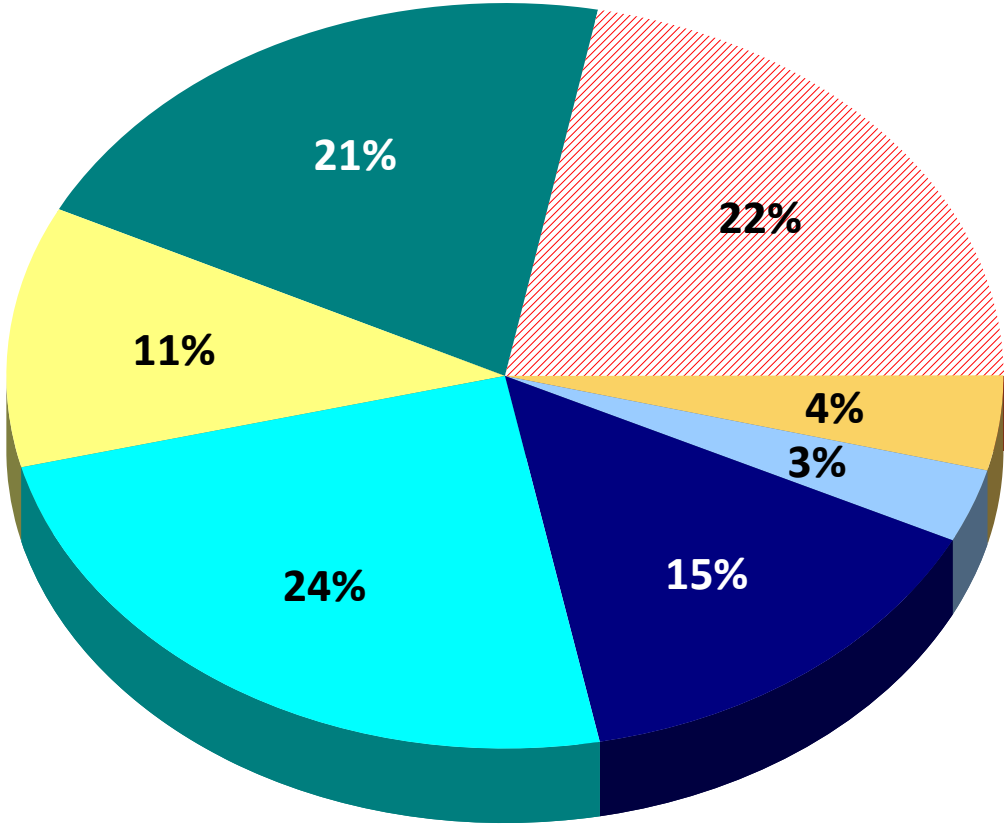
by percentage of respondents



■ Yes ■ No ■ Not provided

Q40. Which of the following best describes your level of education?

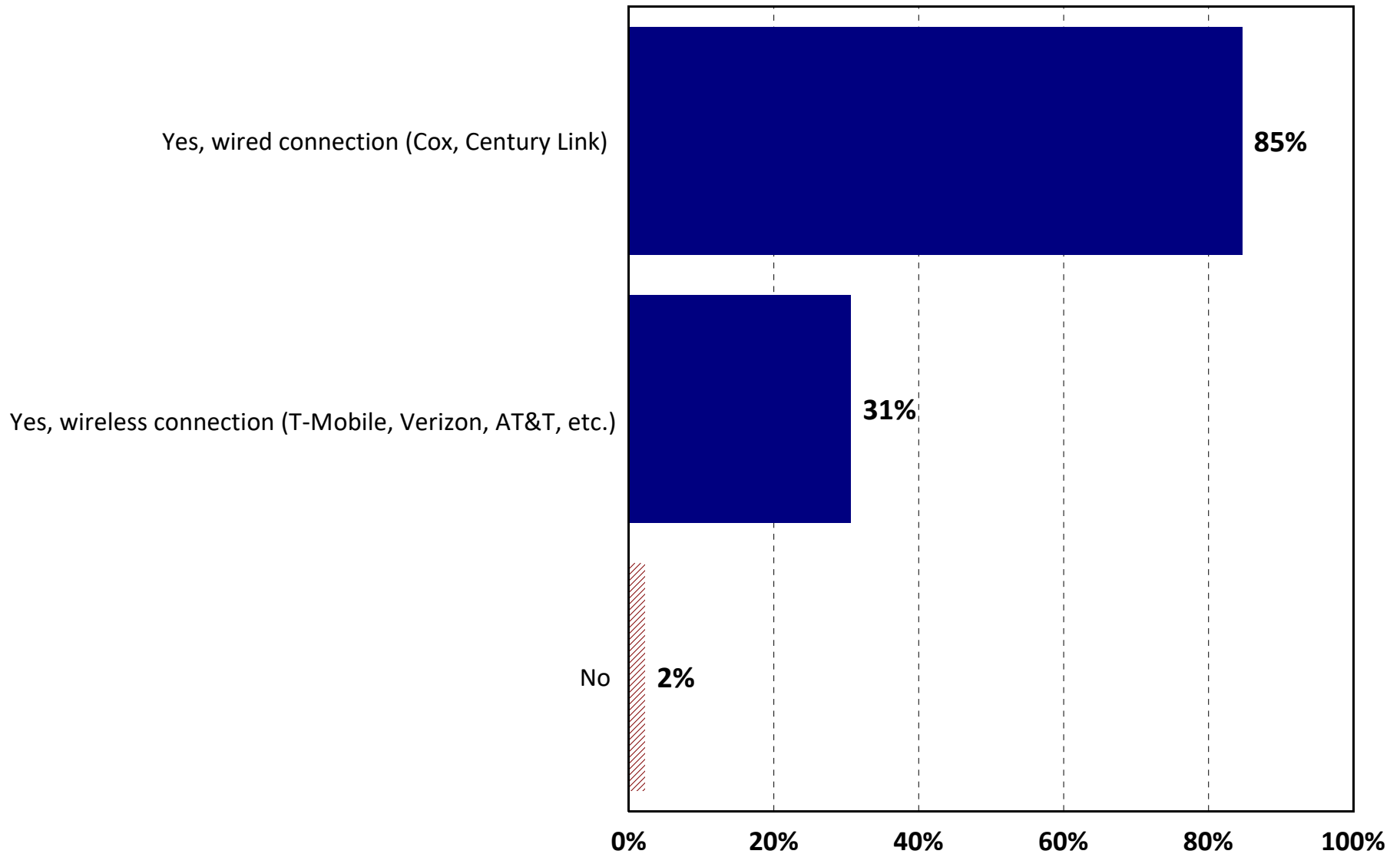
by percentage of respondents



High school diploma Some college Associate degree Bachelor's degree
Master's degree Ph.D. Not provided

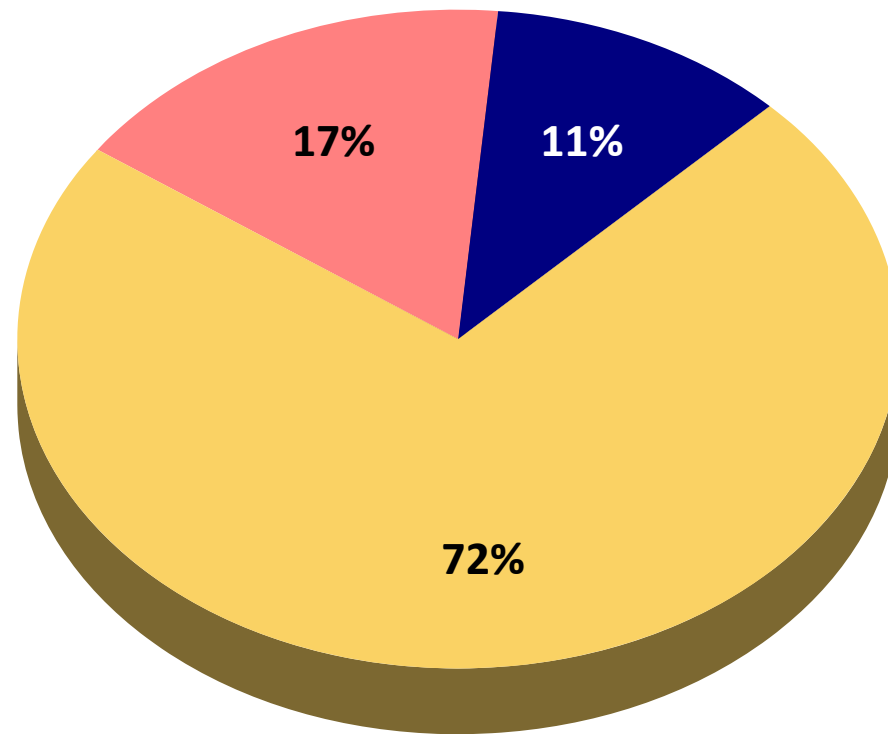
Q41. Do you or any members of your family have access to the internet?

by percentage of respondents (multiple responses allowed)



Q41a. Please indicate the reason why you do not have internet access in your household

by percentage of respondents who answered "no" on Question 41



■ It is too expensive ■ I do not want internet access ■ Not provided

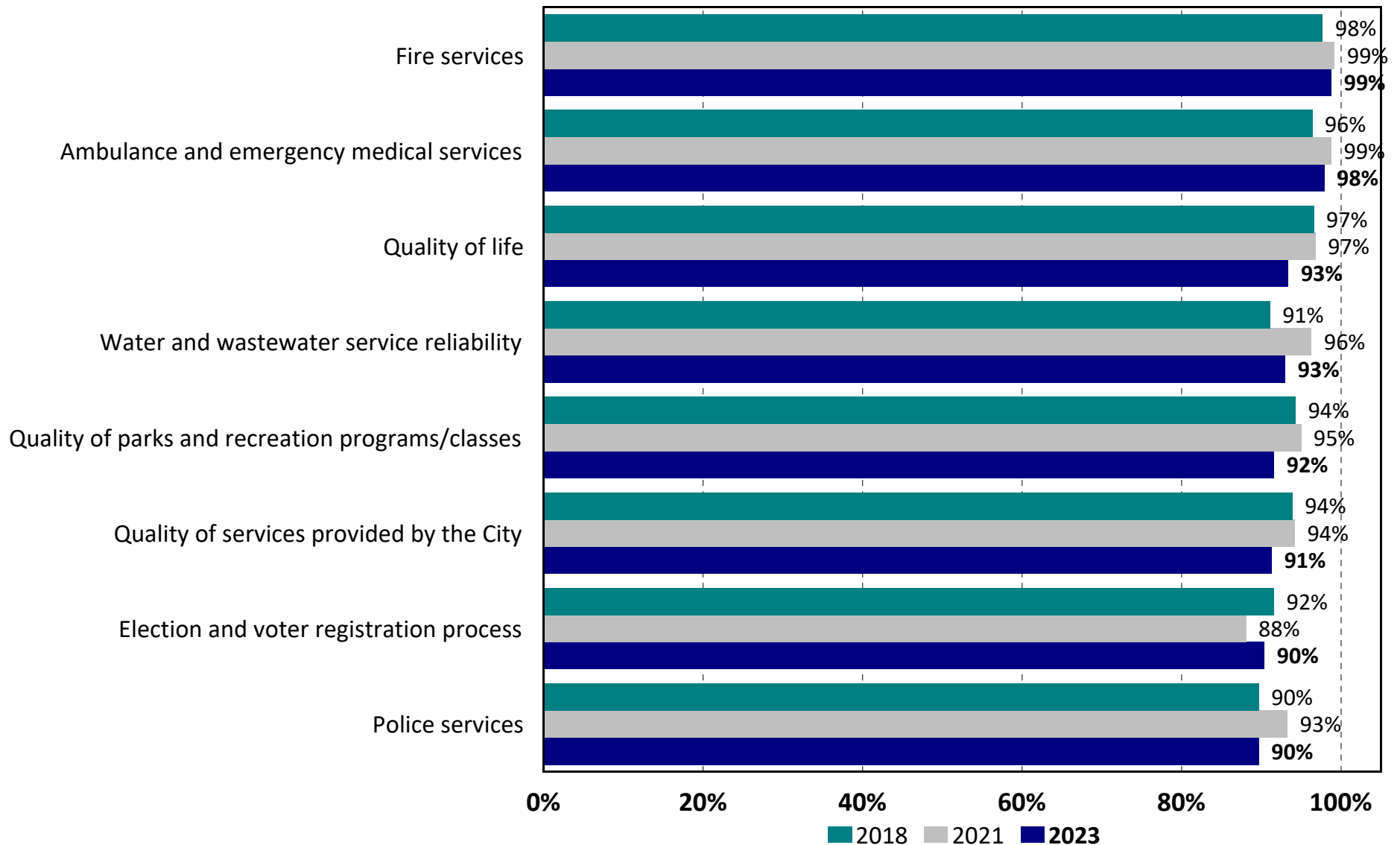
A large, dark blue circle with a white outline, containing the number '2' in a bold, dark blue font.

Trend Charts

Satisfaction with Major Categories of City Services

Trends: 2018 to 2023

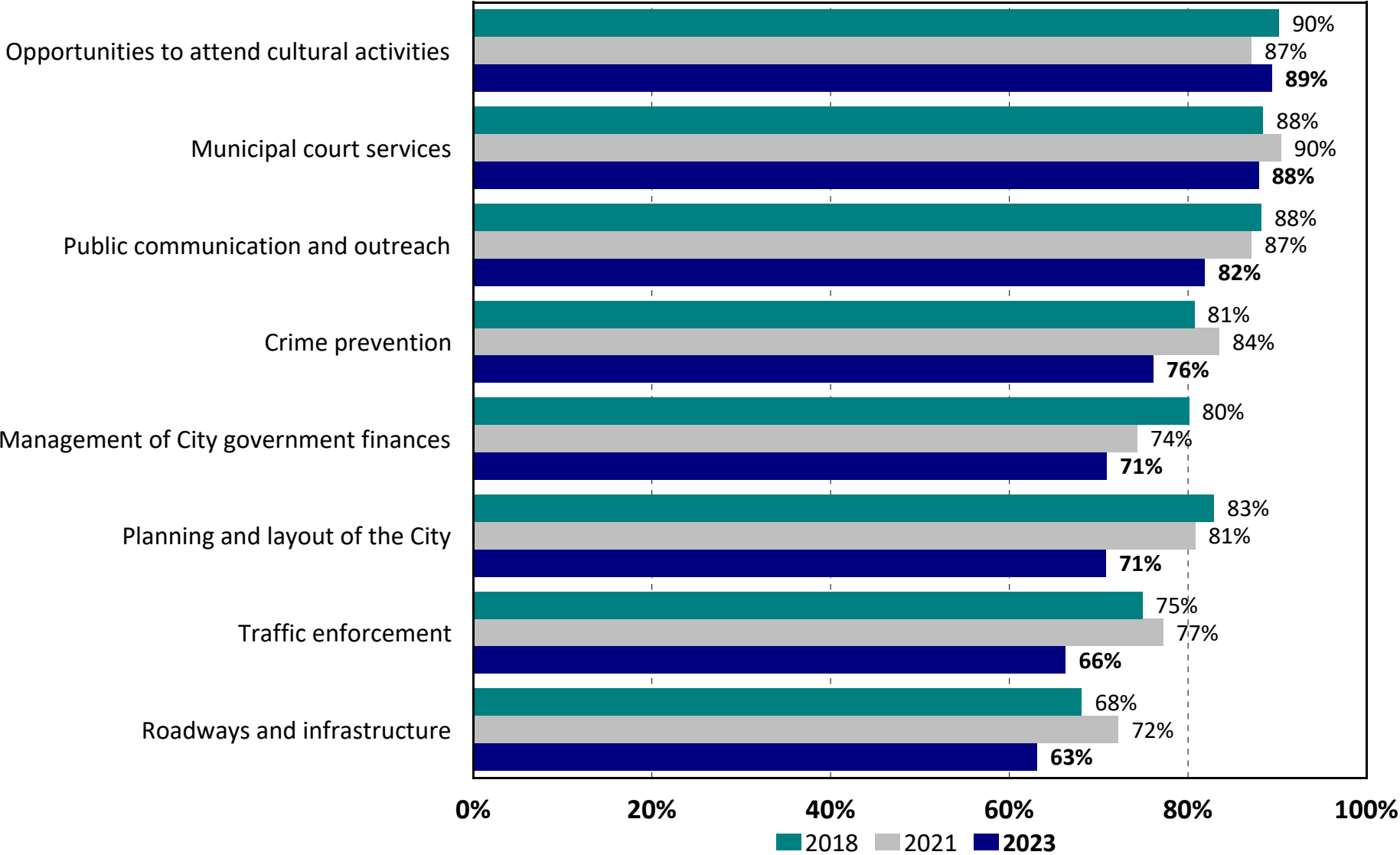
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with Major Categories of City Services

Trends: 2018 to 2023 (cont.)

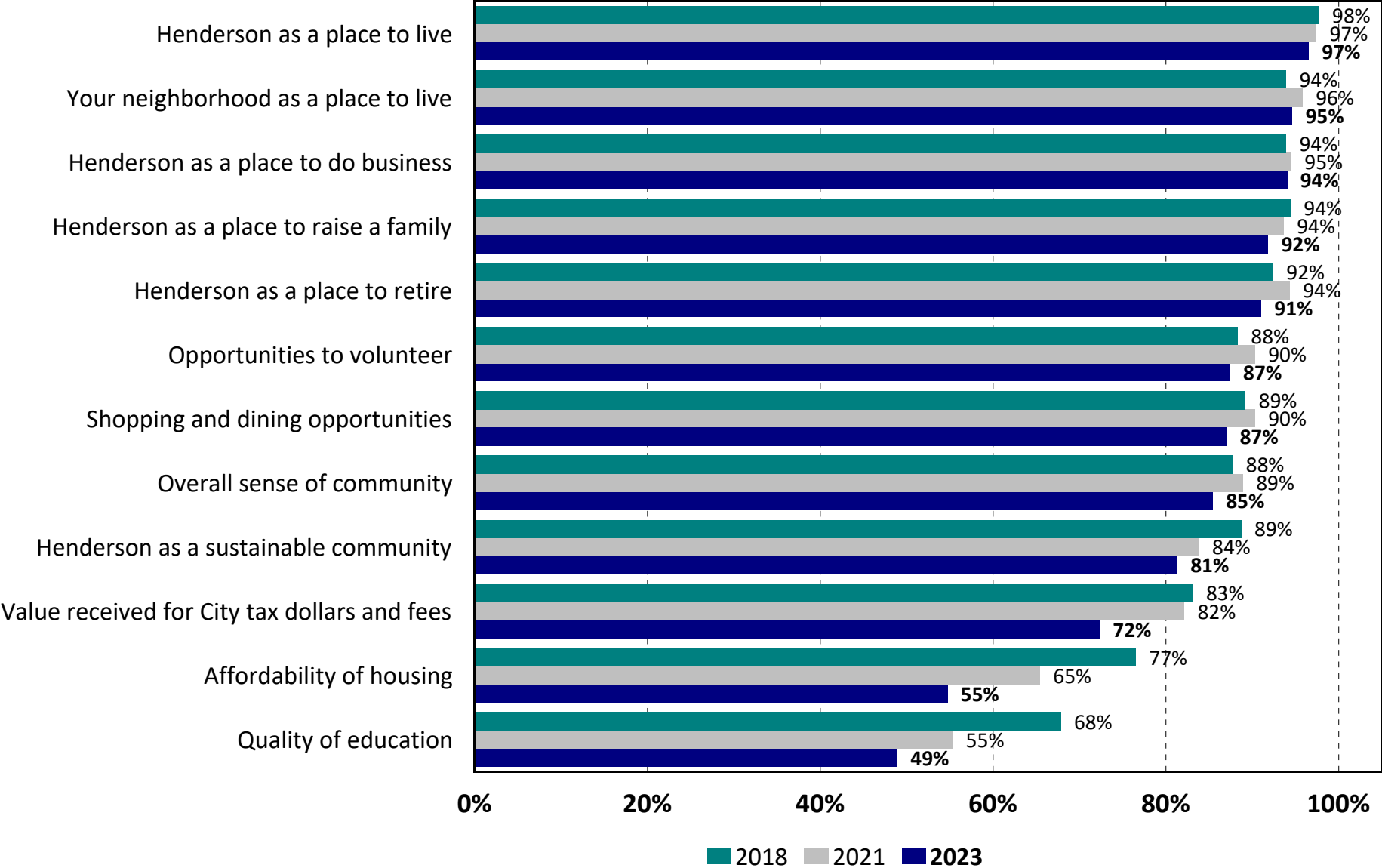
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Overall Perceptions of the City

Trends: 2018 to 2023

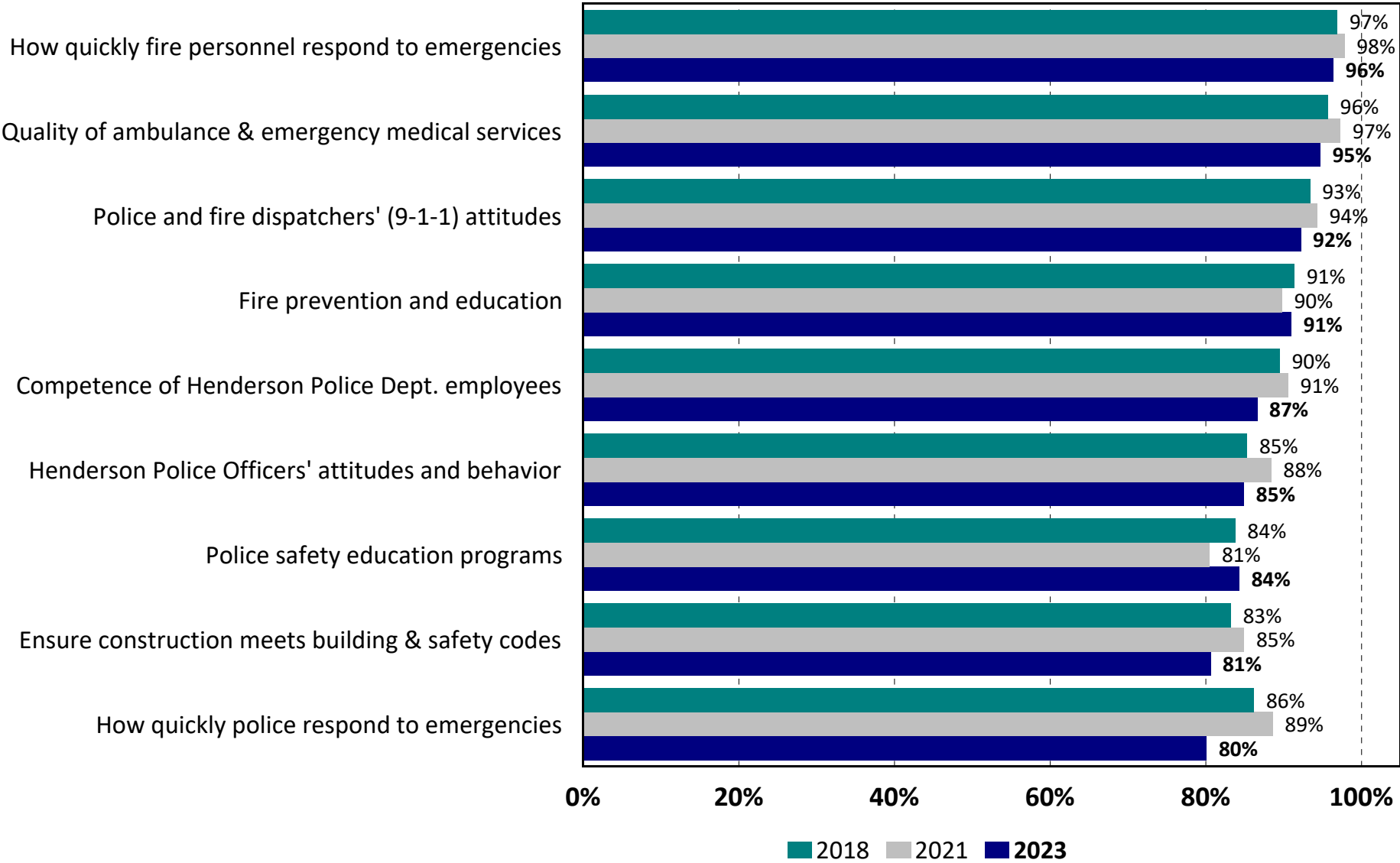
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with Public Safety

Trends: 2018 to 2023

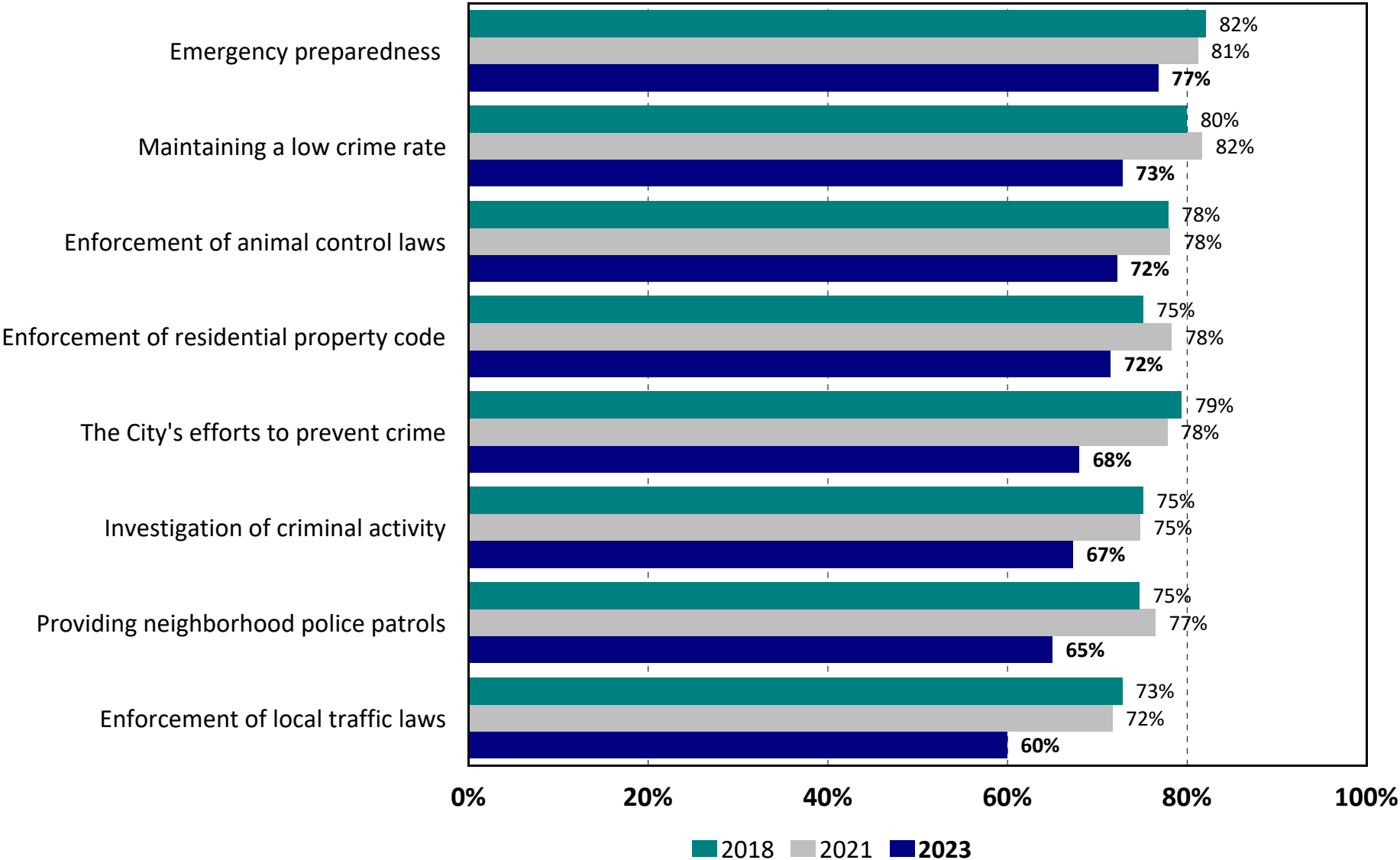
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with Public Safety

Trends: 2018 to 2023 (cont.)

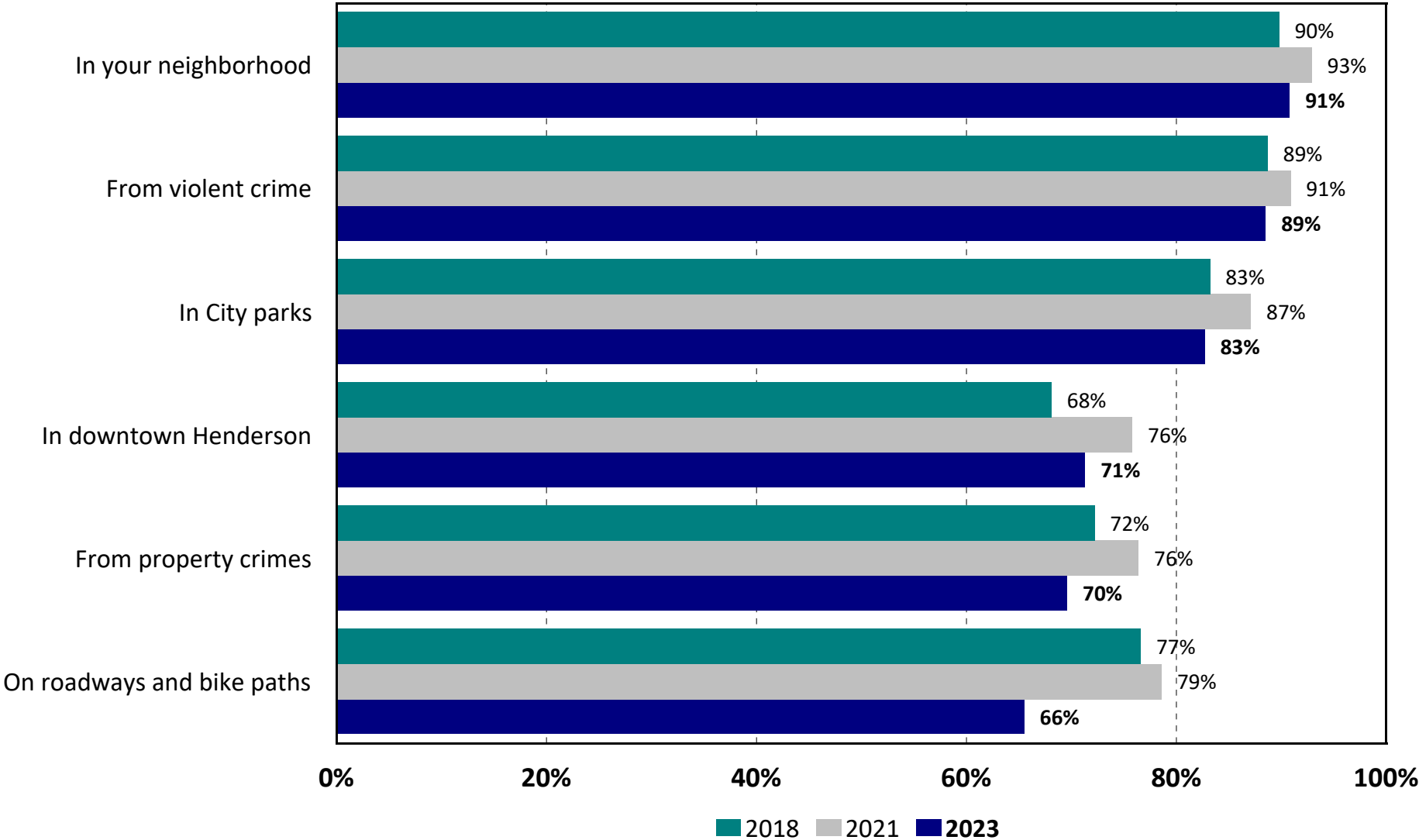
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Perceptions of Safety in the City

Trends: 2018 to 2023

by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)

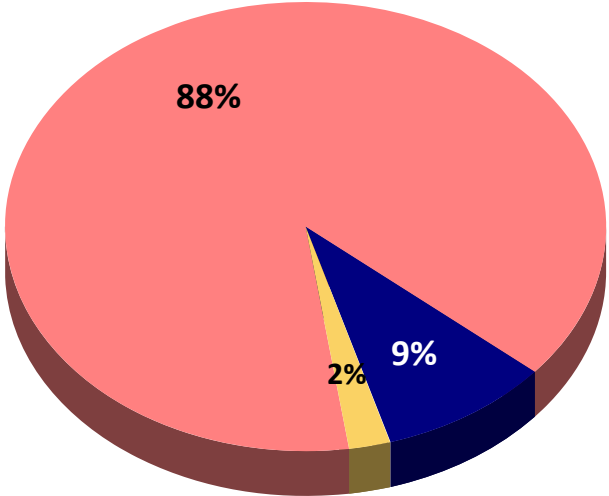


During the past 12 months, were you or anyone in your household the victim of any crime?

Trends: 2018 to 2023

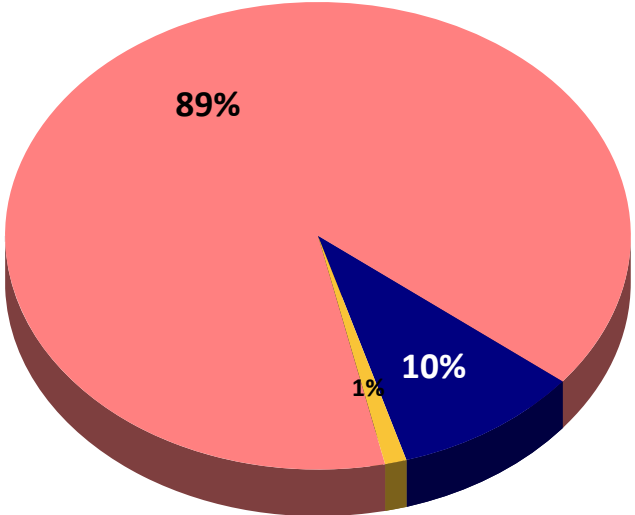
by percentage of respondents

2023



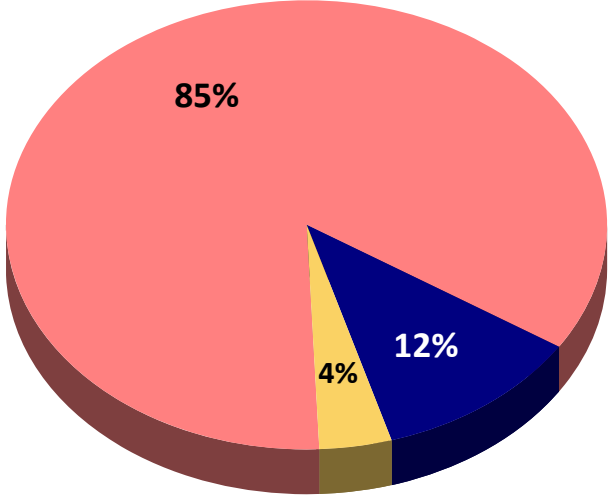
■ Yes ■ No ■ Don't know

2021



■ Yes ■ No ■ Don't know

2018



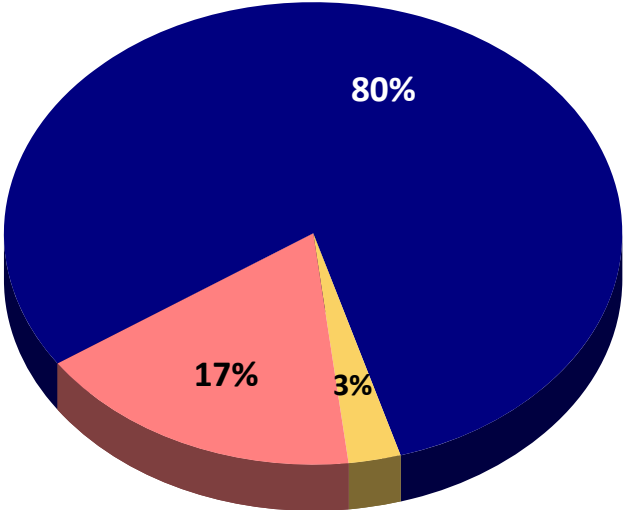
■ Yes ■ No ■ Don't know

Did you report all these crimes to the police?

Trends: 2018 to 2023

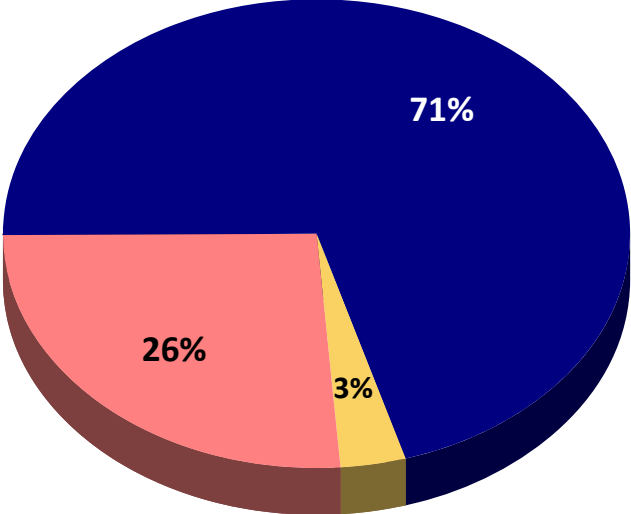
by percentage of respondents who indicated they or someone in their household was the victim of a crime

2023



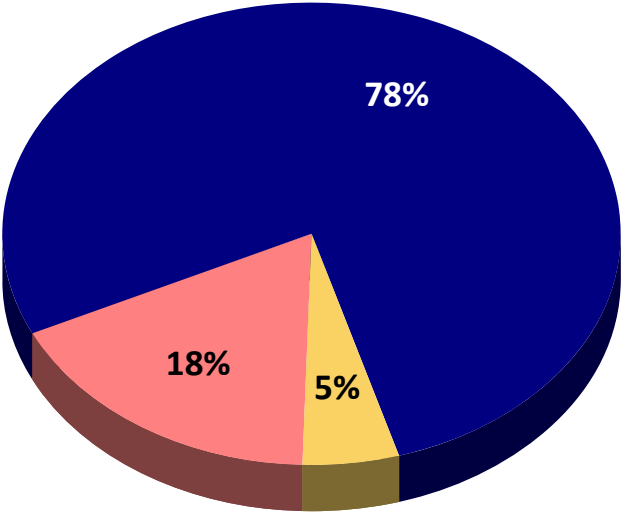
■ Yes ■ No ■ Don't know

2021



■ Yes ■ No ■ Don't know

2018

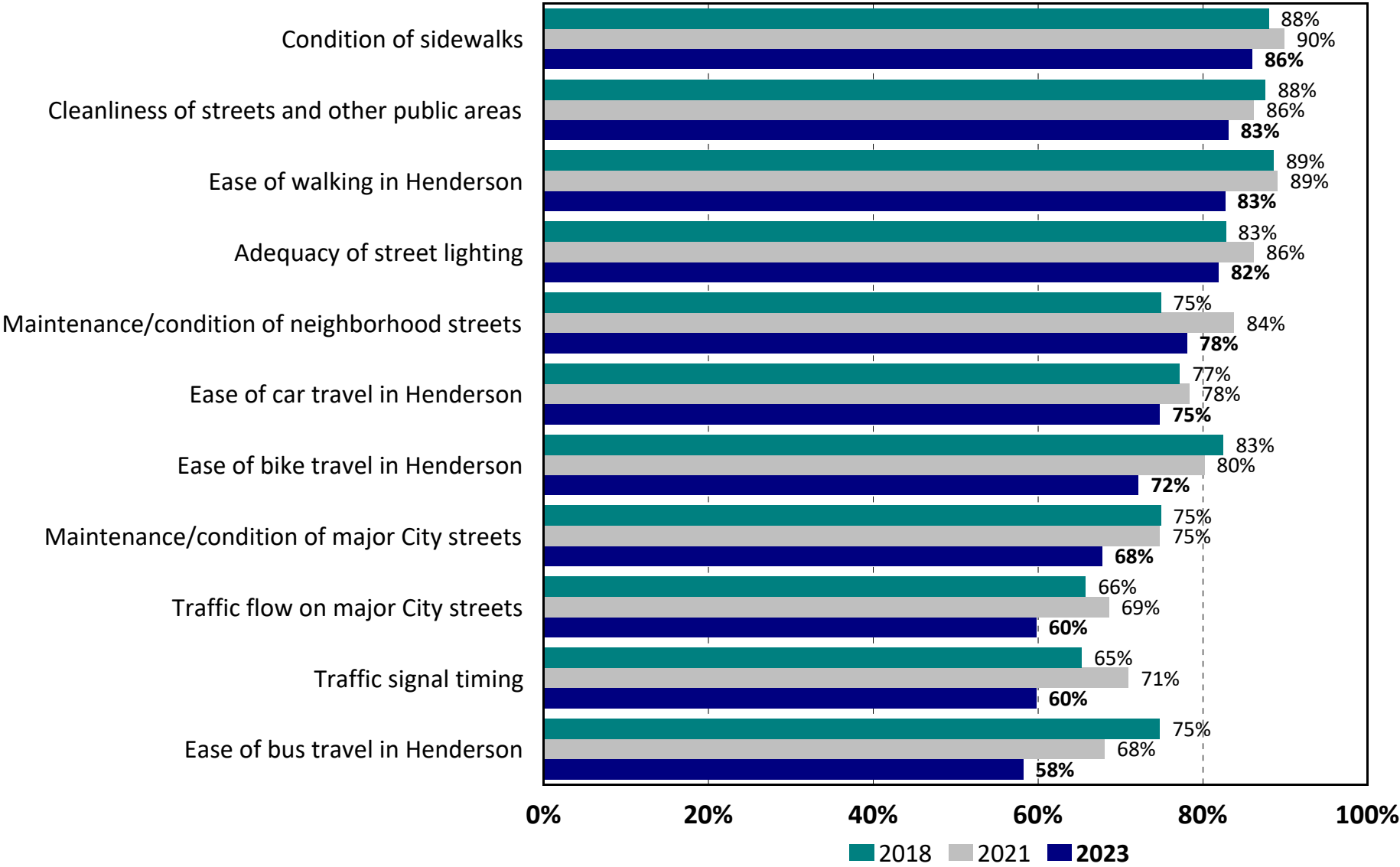


■ Yes ■ No ■ Don't know

Satisfaction with Public Works

Trends: 2018 to 2023

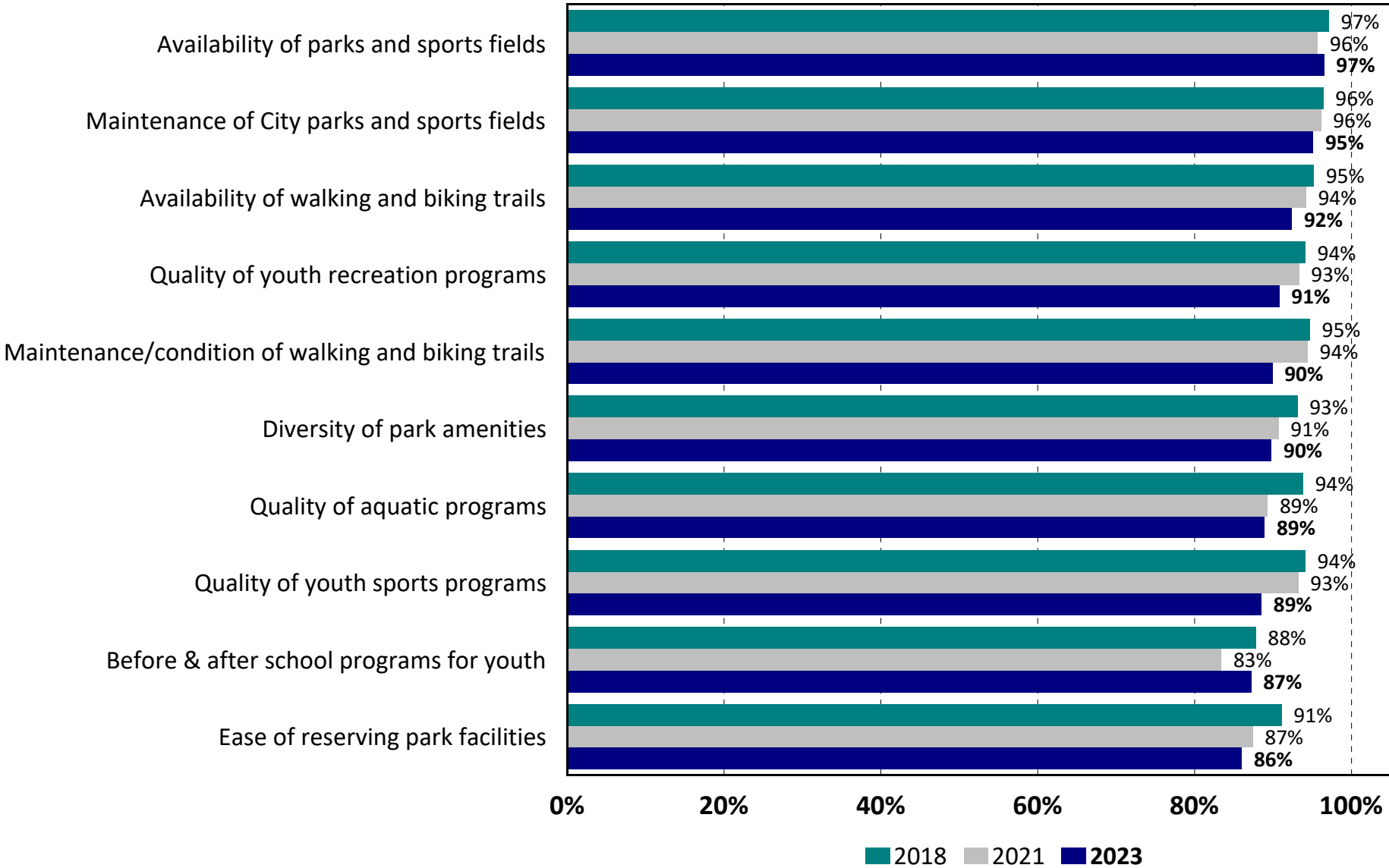
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with Parks and Recreation

Trends: 2018 to 2023

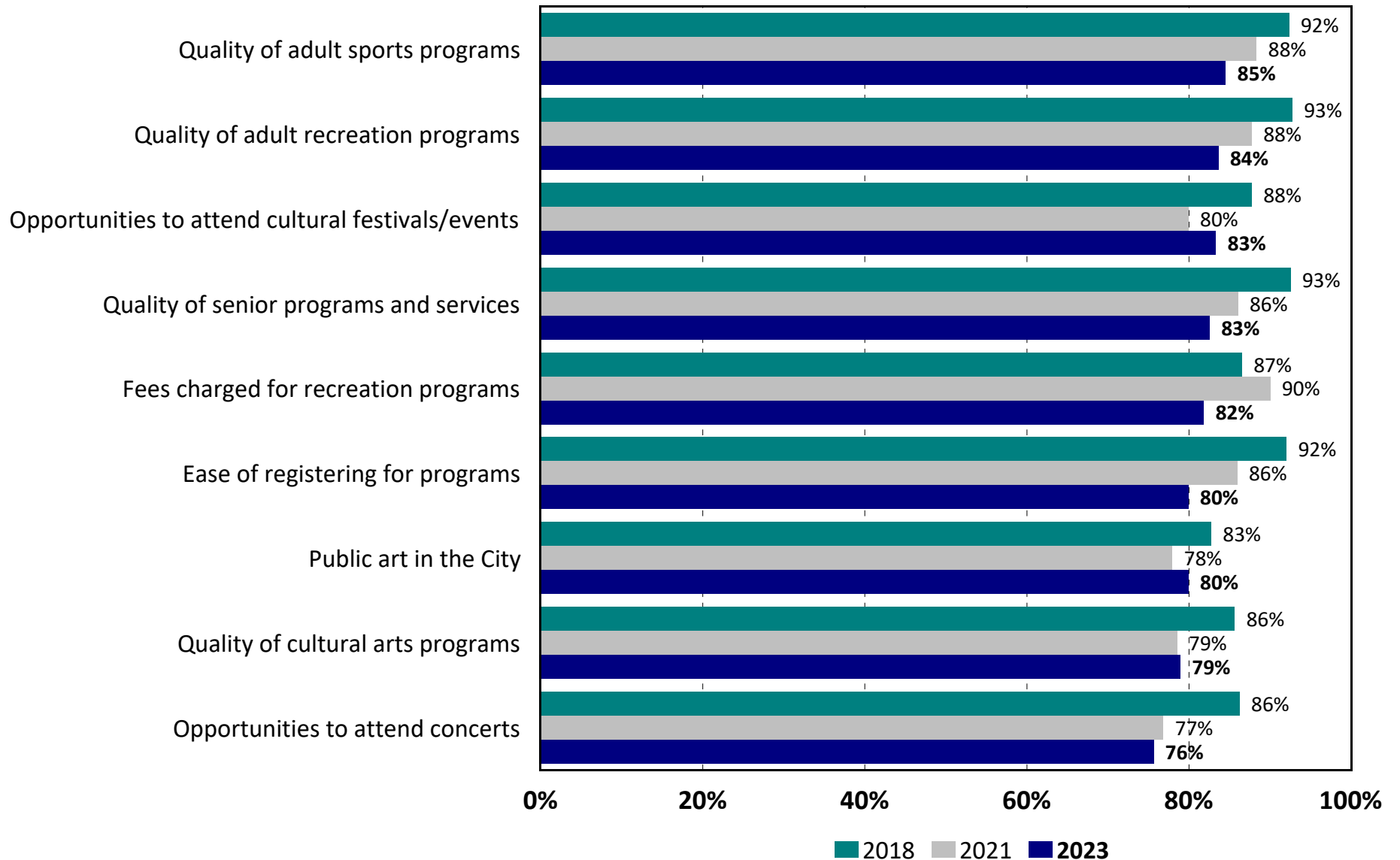
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with Parks and Recreation

Trends: 2018 to 2023 (cont.)

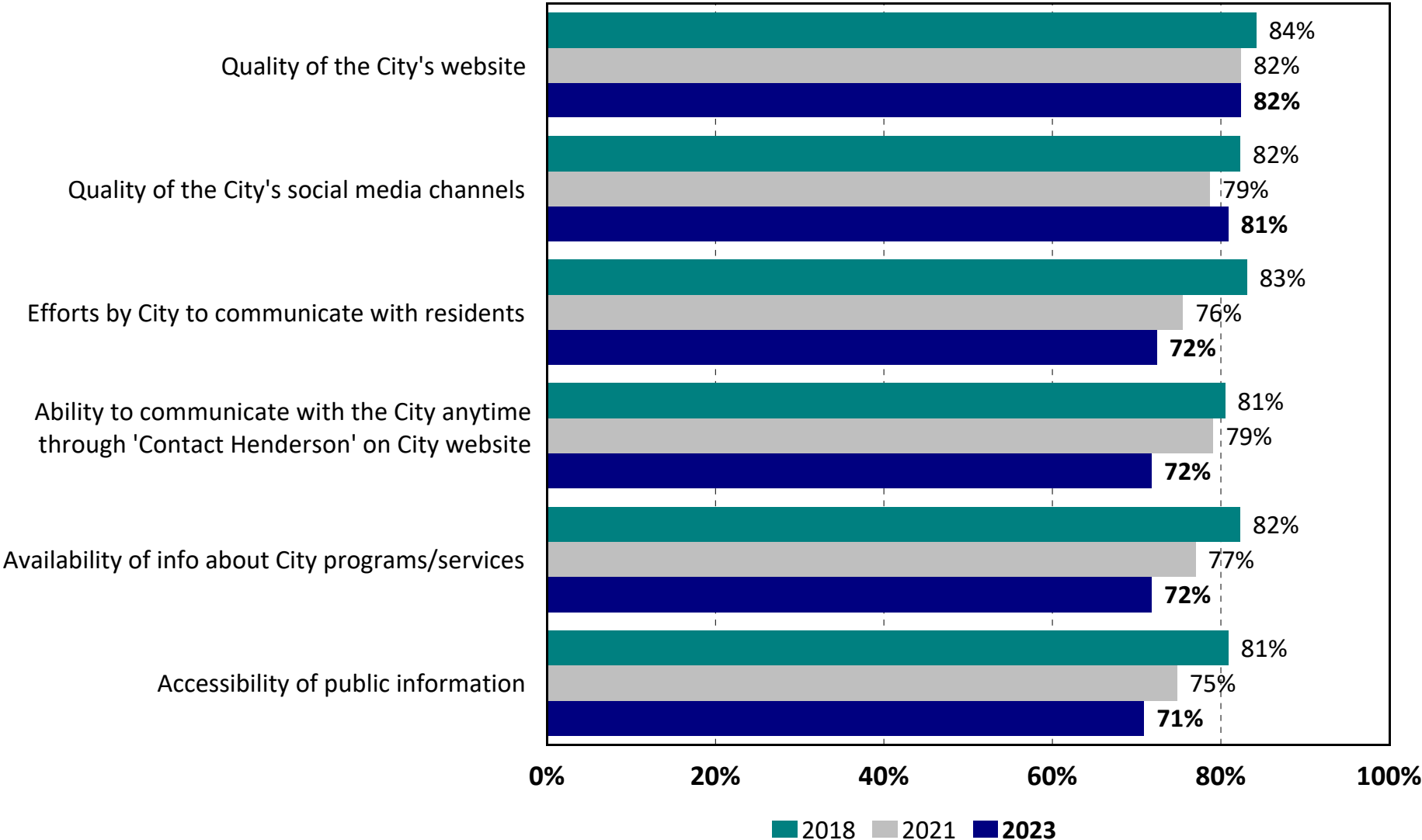
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Satisfaction with City Communication

Trends: 2018 to 2023

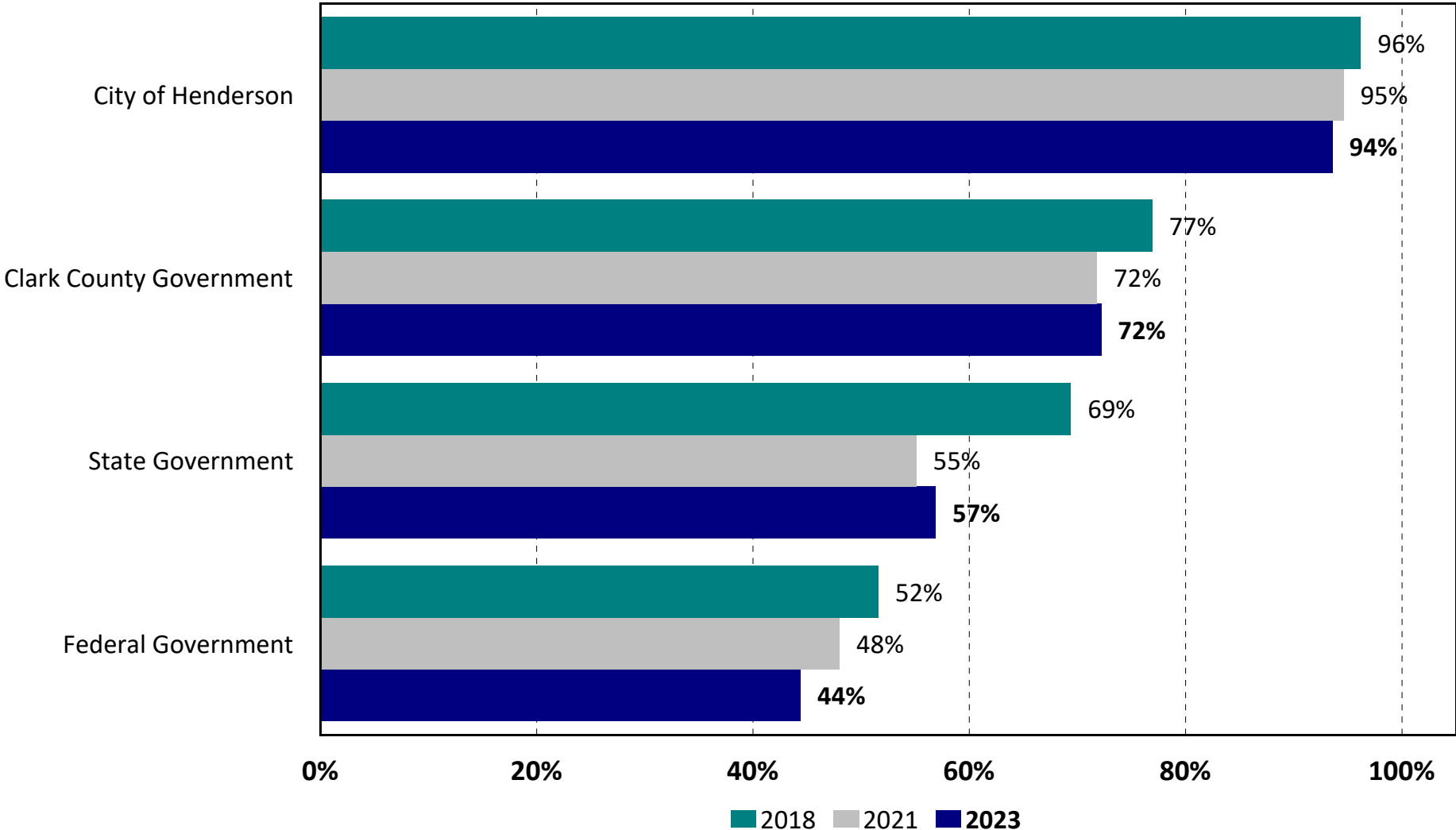
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale (excluding don't knows)



Perceptions of Various Government Entities

Trends: 2018 to 2023

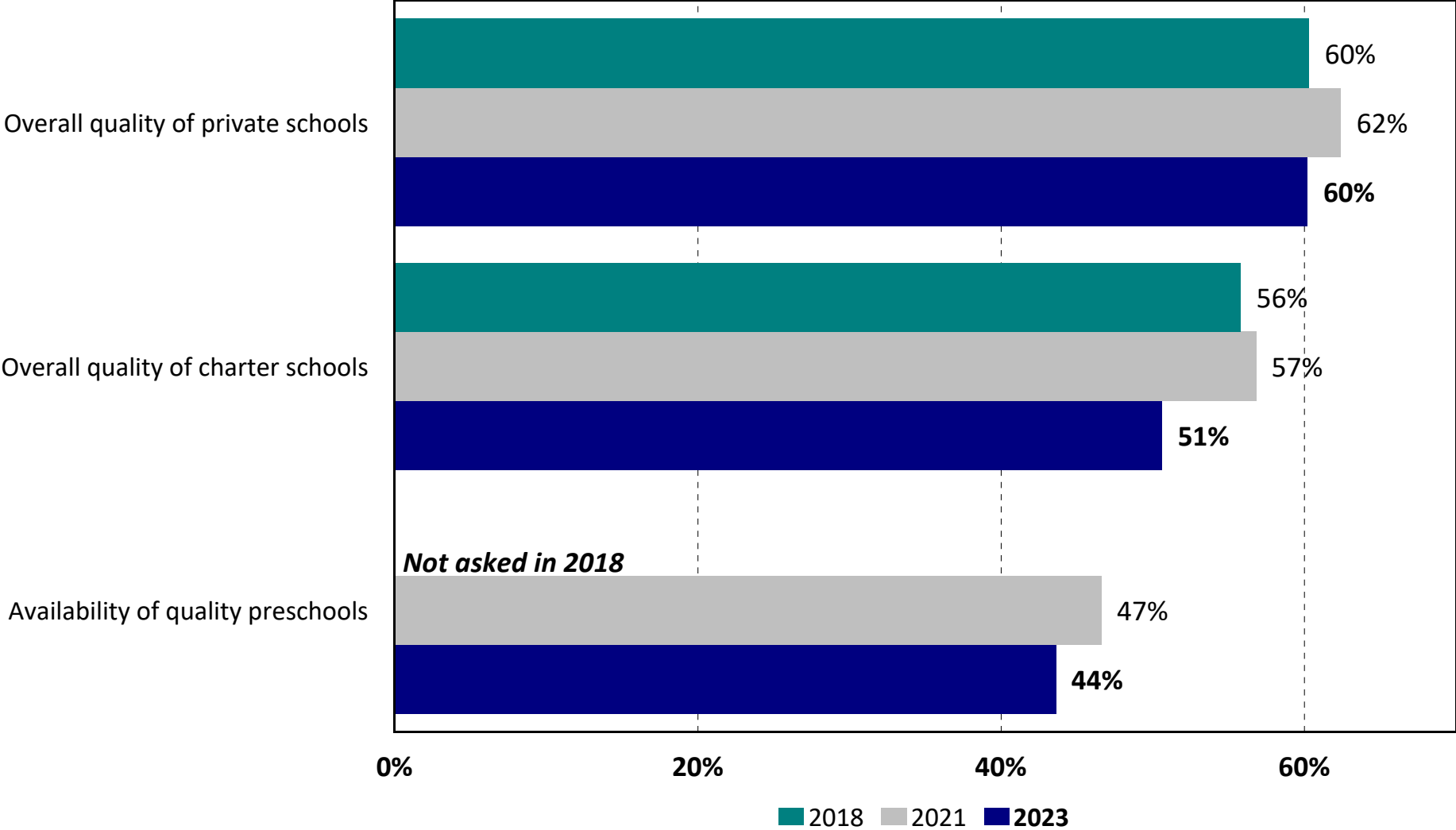
by percentage of respondents who rated the item a 3 or 4 on a 4-point scale
(excluding don't knows)



Satisfaction with Schools

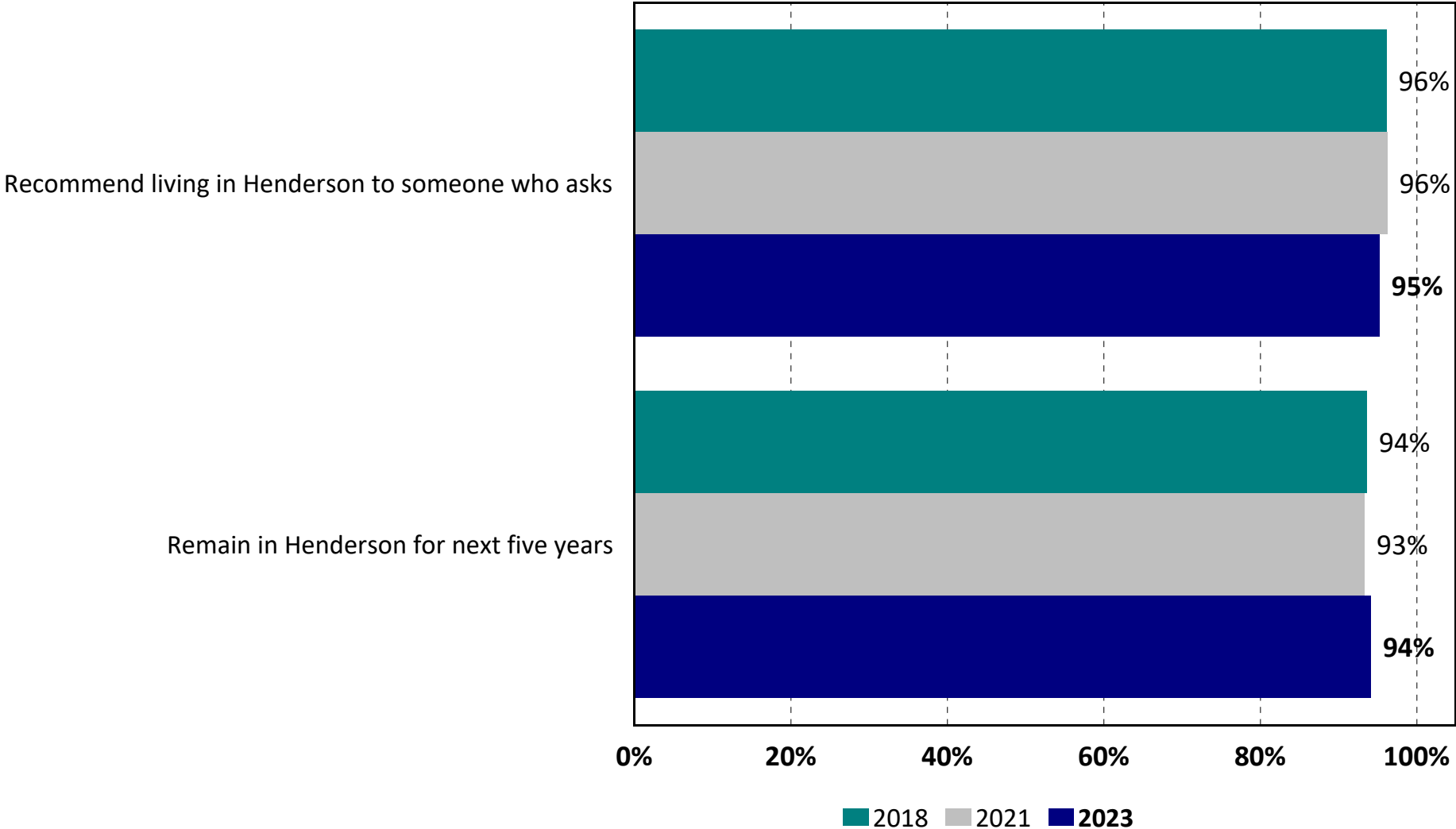
Trends: 2018 to 2023

by percentage of respondents who rated the item a 4 or 5 on a 5-point scale
(excluding don't knows)



Likelihood of the Following Trends: 2018 to 2023

by percentage of respondents who rated the item a 3 or 4 on a 4-point scale
(excluding don't knows)





3

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically-valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents across the United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Mountain Region of the United States. The Mountain Region includes the states of Colorado, Wyoming, Utah, Nevada, New Mexico, and Arizona.

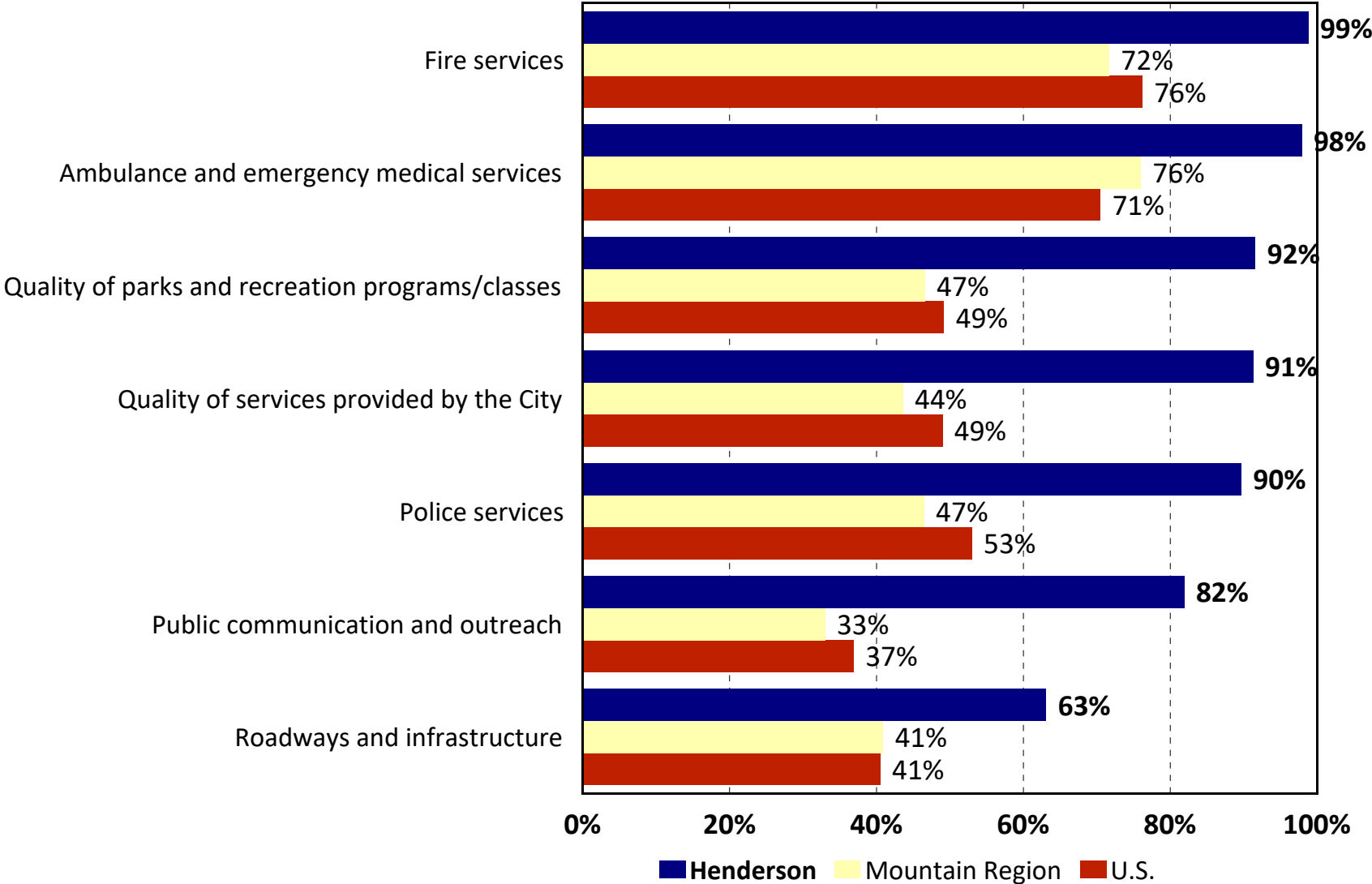
The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 residents; the “Mountain Regional Average” reflects the results of the survey of residents in the Mountain Region.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Henderson, NV is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services Henderson vs. Mountain Region vs. the U.S.

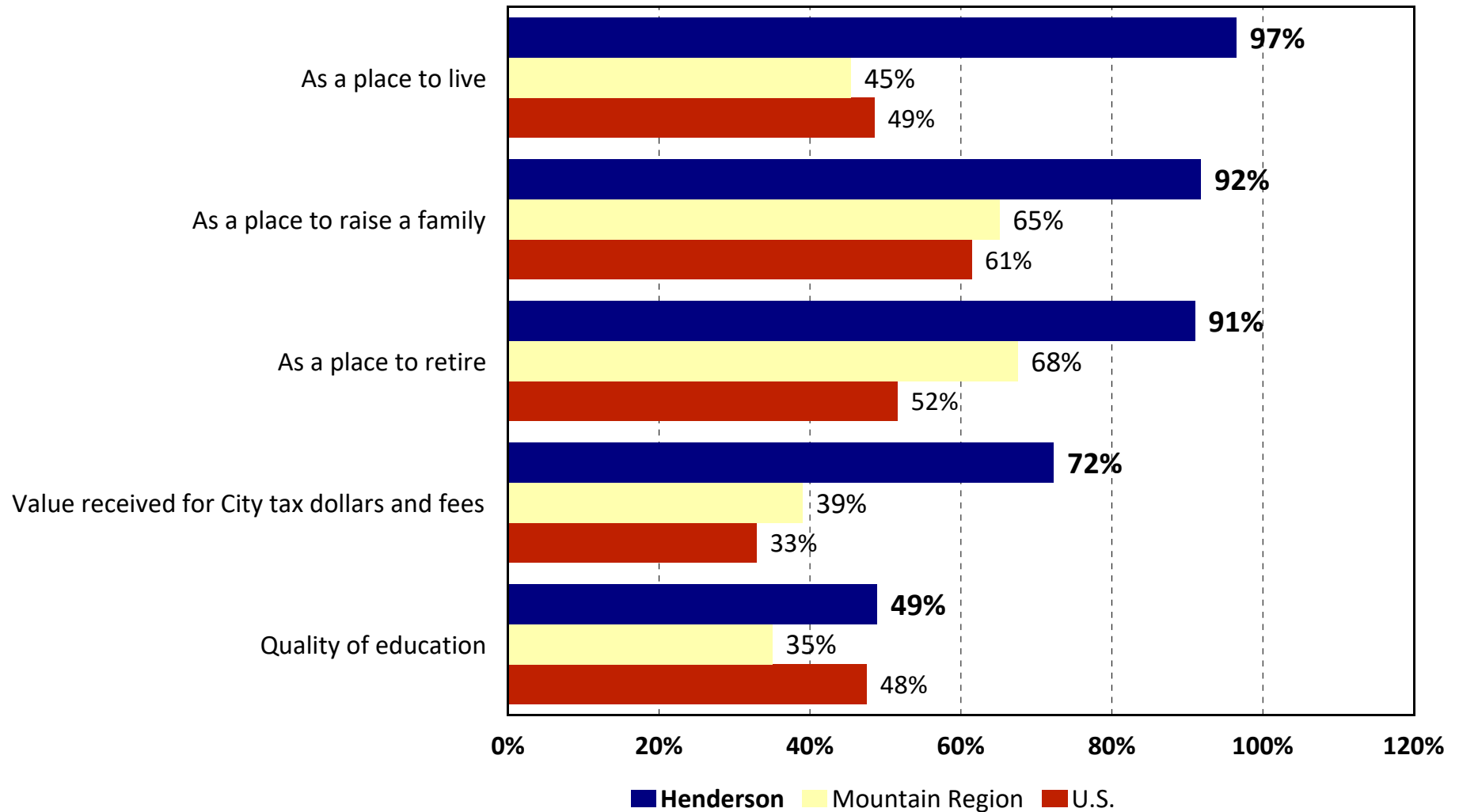
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

Henderson vs. Mountain Region vs. the U.S.

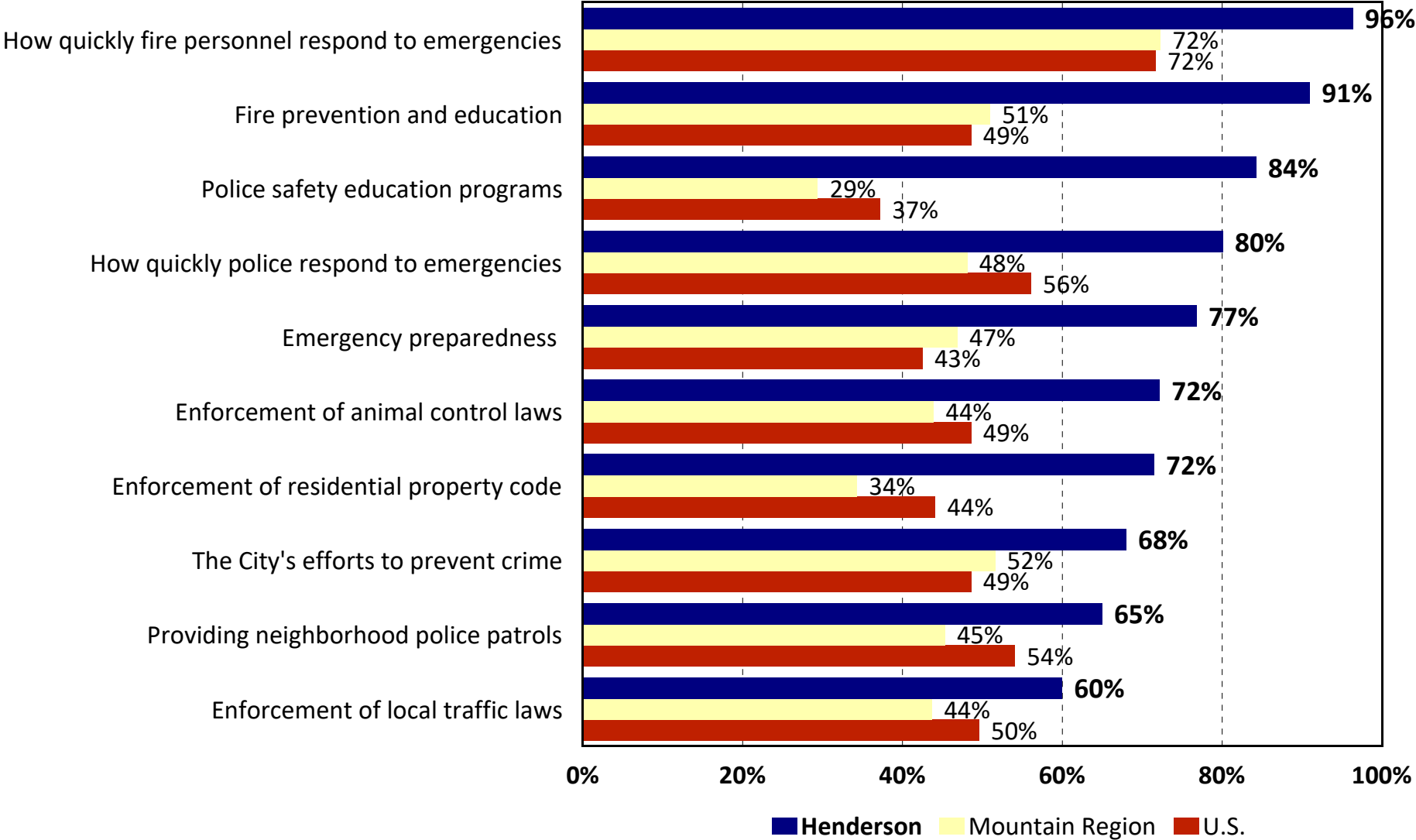
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Safety

Henderson vs. Mountain Region vs. the U.S.

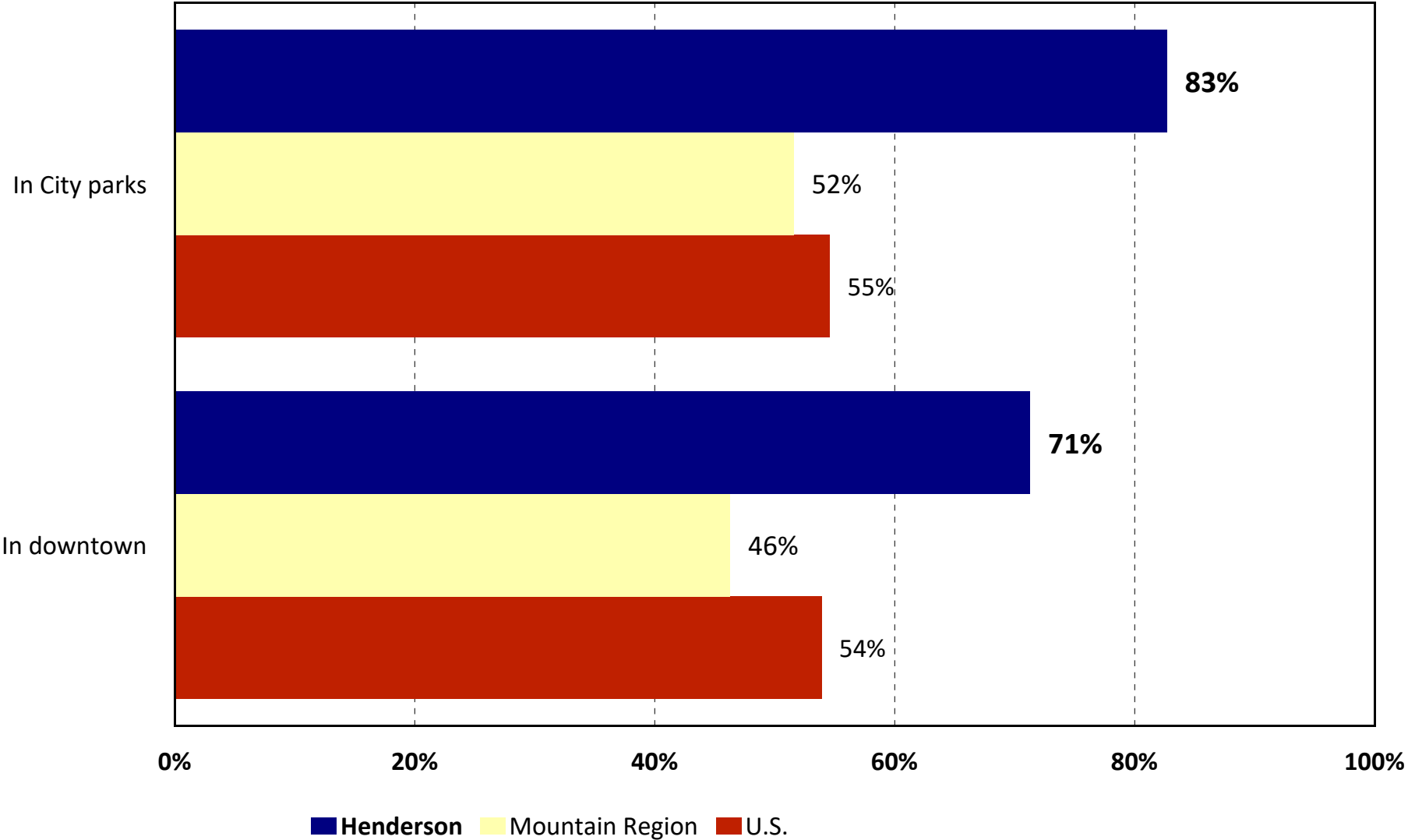
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety

Henderson vs. Mountain Region vs. the U.S.

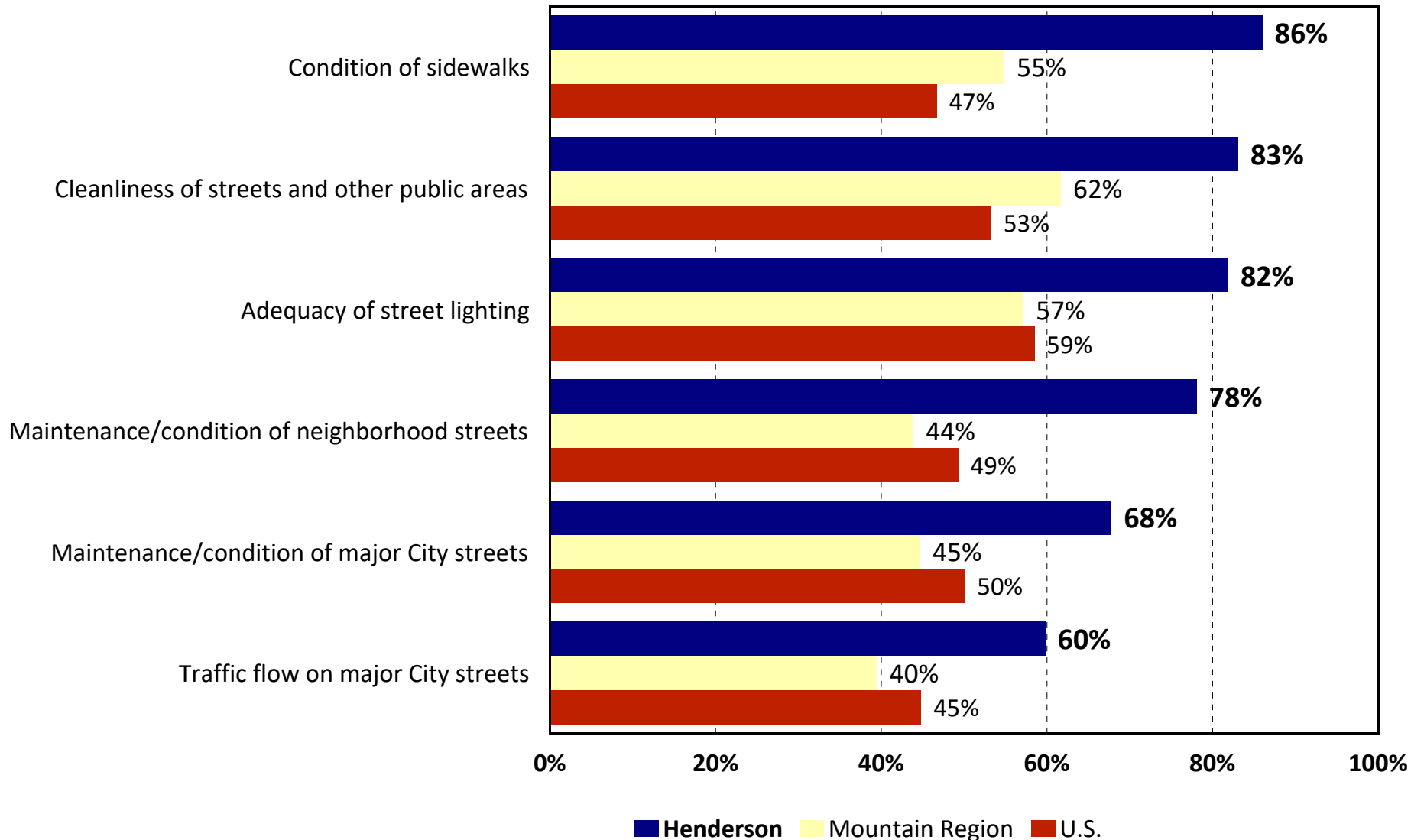
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Public Works

Henderson vs. Mountain Region vs. the U.S.

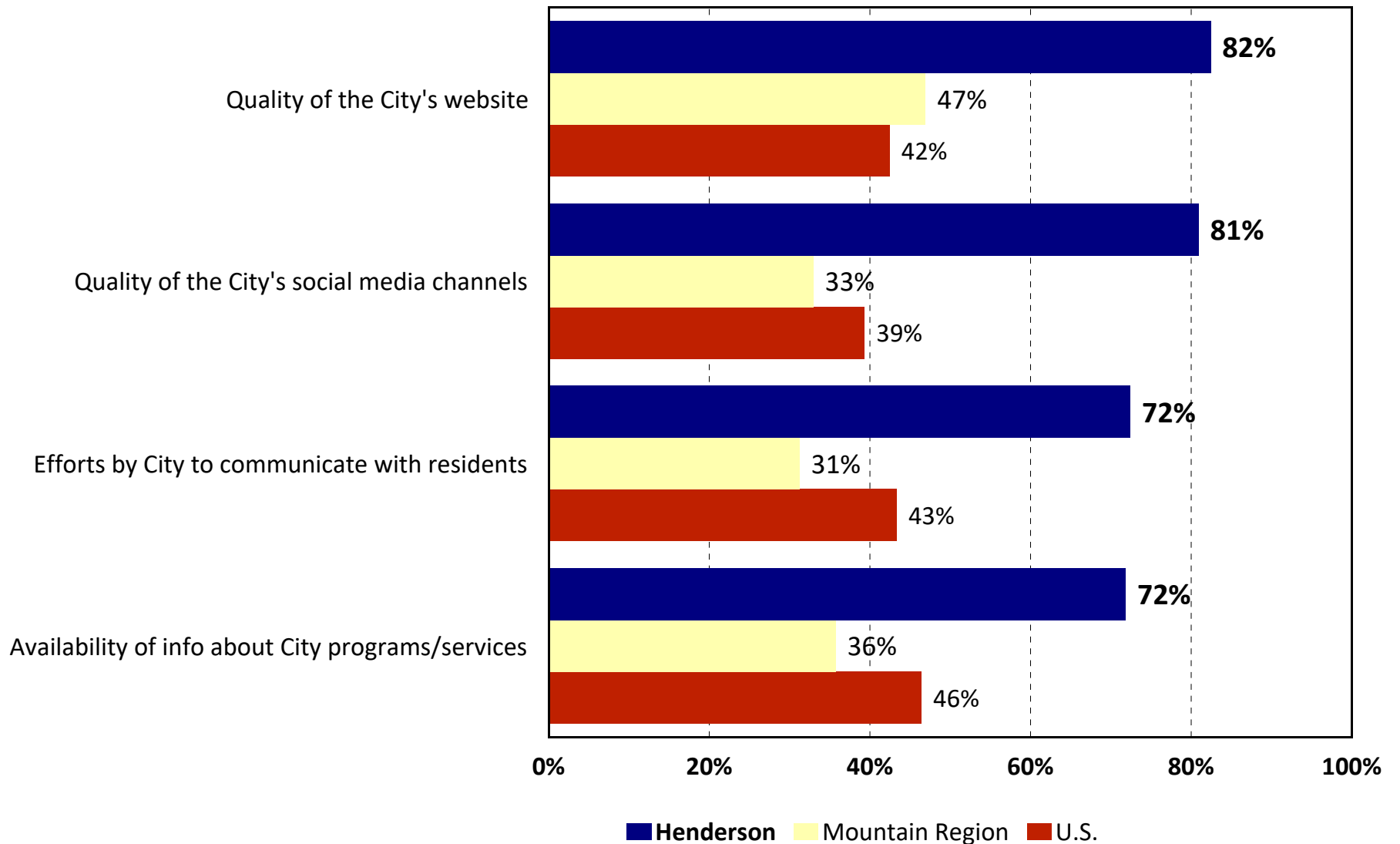
by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Communication

Henderson vs. Mountain Region vs. the U.S.

by percentage of respondents who rated the item 3 or 4 on a 4-point scale where 4 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '4' in a dark blue font. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a white, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 3 and 4 on a 4-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. More than half (51.4%) of the households surveyed selected "*roadways and infrastructure*" as one of the most important items for the City to emphasize.

With regard to satisfaction, 63.1% of respondents rated "*roadways and infrastructure*" as a "3" or "4" on a 4-point scale (where "4" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 51.4% was multiplied by 36.9% (1-0.631). This calculation yielded an I-S rating of 0.1897, which ranked first out of seventeen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Henderson are provided on the following pages.

Importance-Satisfaction Rating

2023 Henderson Community Survey

MAJOR CATEGORIES OF CITY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Roadways and infrastructure	51%	2	63%	17	0.1897	1
Crime prevention	54%	1	76%	13	0.1279	2
Medium Priority (IS <.10)						
Traffic enforcement	25%	3	66%	16	0.0849	3
Planning and layout of the City	24%	4	71%	15	0.0704	4
Management of City government finances	17%	6	71%	14	0.0506	5
Public communication and outreach	12%	10	82%	12	0.0210	6
Police services	18%	5	90%	9	0.0187	7
Quality of services provided by the City	14%	8	91%	7	0.0125	8
Quality of life	17%	7	93%	4	0.0114	9
Water and wastewater service reliability	12%	9	93%	5	0.0084	10
Election and voter registration process	8%	12	90%	8	0.0076	11
Opportunities to attend cultural activities	6%	14	89%	10	0.0065	12
Quality of parks and recreation programs/classes	6%	13	92%	6	0.0053	13
Quality of City parks	10%	11	95%	3	0.0048	14
Municipal court services	2%	17	88%	11	0.0019	15
Ambulance and emergency medical services	5%	15	98%	2	0.0010	16
Fire services	2%	16	99%	1	0.0003	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "3" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 Henderson Community Survey

PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to prevent crime	46%	2	68%	14	0.1466	1
Providing neighborhood police patrols	40%	3	65%	16	0.1393	2
Maintaining a low crime rate	46%	1	73%	11	0.1254	3
Enforcement of local traffic laws	27%	4	60%	17	0.1092	4
Medium Priority (IS <.10)						
Investigation of criminal activity	16%	7	67%	15	0.0520	5
Emergency preparedness	17%	6	77%	10	0.0392	6
How quickly police respond to emergencies	18%	5	80%	9	0.0348	7
Enforcement of residential property code	10%	8	72%	13	0.0276	8
Enforcement of animal control laws	9%	11	72%	12	0.0259	9
Ensure construction meets building & safety codes	10%	9	81%	8	0.0186	10
Henderson Police Officers' attitudes and behavior	10%	10	85%	6	0.0143	11
Competence of Henderson Police Dept. employees	7%	13	87%	5	0.0098	12
Police safety education programs	5%	14	84%	7	0.0082	13
How quickly fire personnel respond to emergencies	8%	12	96%	1	0.0028	14
Quality of ambulance & emergency medical services	5%	15	95%	2	0.0027	15
Fire prevention and education	1%	17	91%	4	0.0012	16
Police and fire dispatchers' (9-1-1) attitudes	1%	16	92%	3	0.0010	17

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "3" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 Henderson Community Survey

PUBLIC WORKS

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic flow on major City streets	46%	2	60%	9	0.1837	1
Maintenance/condition of major City streets	55%	1	68%	8	0.1777	2
Traffic signal timing	37%	3	60%	10	0.1491	3
Medium Priority (IS <.10)						
Maintenance/condition of neighborhood streets	29%	4	78%	5	0.0644	4
Cleanliness of streets and other public areas	29%	5	83%	2	0.0495	5
Ease of car travel in Henderson	19%	7	75%	6	0.0471	6
Ease of bus travel in Henderson	10%	8	58%	11	0.0435	7
Adequacy of street lighting	24%	6	82%	4	0.0431	8
Ease of bike travel in Henderson	9%	11	72%	7	0.0242	9
Ease of walking in Henderson	10%	9	83%	3	0.0173	10
Condition of sidewalks	9%	10	86%	1	0.0122	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "3" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

2023 Henderson Community Survey

PARKS AND RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
None						
Medium Priority (IS <.10)						
Quality of senior programs and services	21%	3	83%	15	0.0375	1
Opportunities to attend concerts	14%	6	76%	21	0.0342	2
Maintenance/condition of walking and biking trails	24%	2	90%	6	0.0241	3
Opportunities to attend cultural festivals/events	14%	7	83%	14	0.0230	4
Quality of City operated preschool	12%	8	82%	17	0.0228	5
Public art in the City	9%	10	80%	19	0.0189	6
Quality of cultural arts programs	9%	11	79%	20	0.0188	7
Maintenance of City parks and sports fields	34%	1	95%	3	0.0167	8
Availability of walking and biking trails	19%	4	92%	4	0.0147	9
Fees charged for recreation programs	8%	14	82%	16	0.0138	10
Before & after school programs for youth	10%	9	87%	10	0.0129	11
Ease of registering for programs	6%	17	80%	18	0.0127	12
Quality of adult recreation programs	7%	16	84%	13	0.0110	13
Quality of youth sports programs	8%	12	89%	9	0.0095	14
Diversity of park amenities	8%	13	90%	7	0.0085	15
Maintenance of City recreation/aquatics facilities	17%	5	96%	2	0.0070	16
Quality of youth recreation programs	6%	18	91%	5	0.0054	17
Quality of adult sports programs	3%	20	85%	12	0.0050	18
Quality of aquatic programs	4%	19	89%	8	0.0042	19
Ease of reserving park facilities	2%	21	86%	11	0.0034	20
Availability of parks and sports fields	7%	15	97%	1	0.0025	21

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "3" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

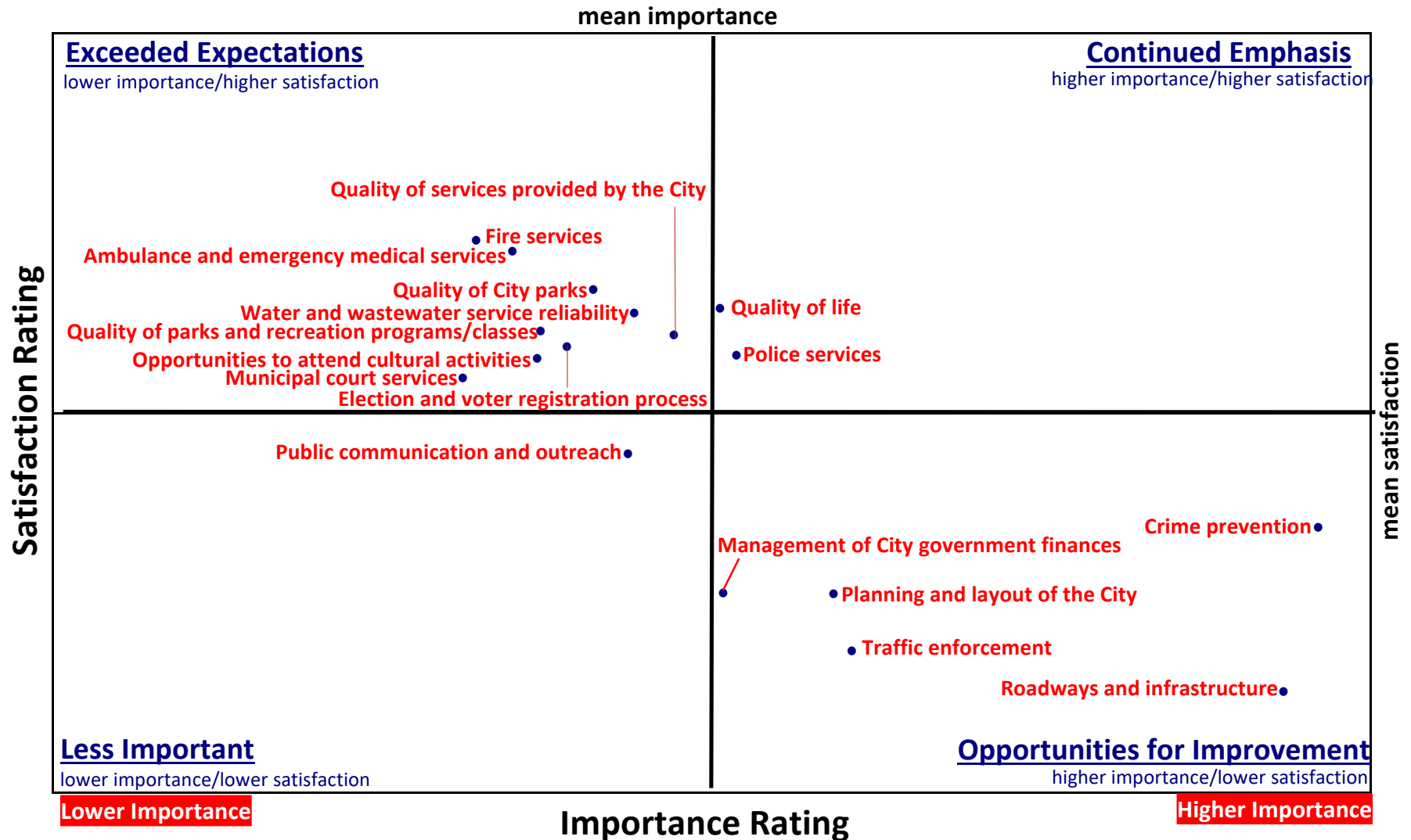
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Henderson are provided on the following pages.

2023 City of Henderson DirectionFinder Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

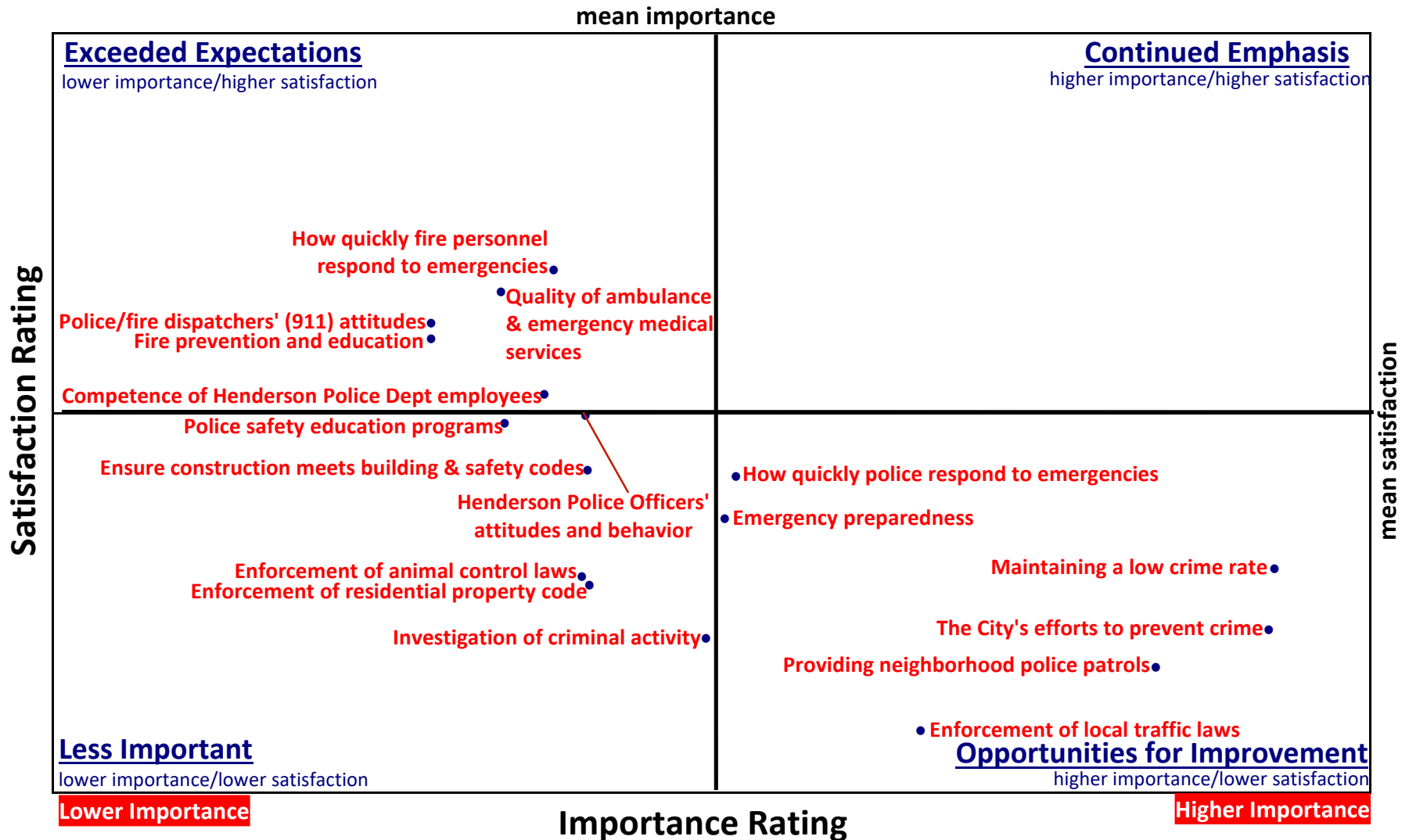
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 City of Henderson DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

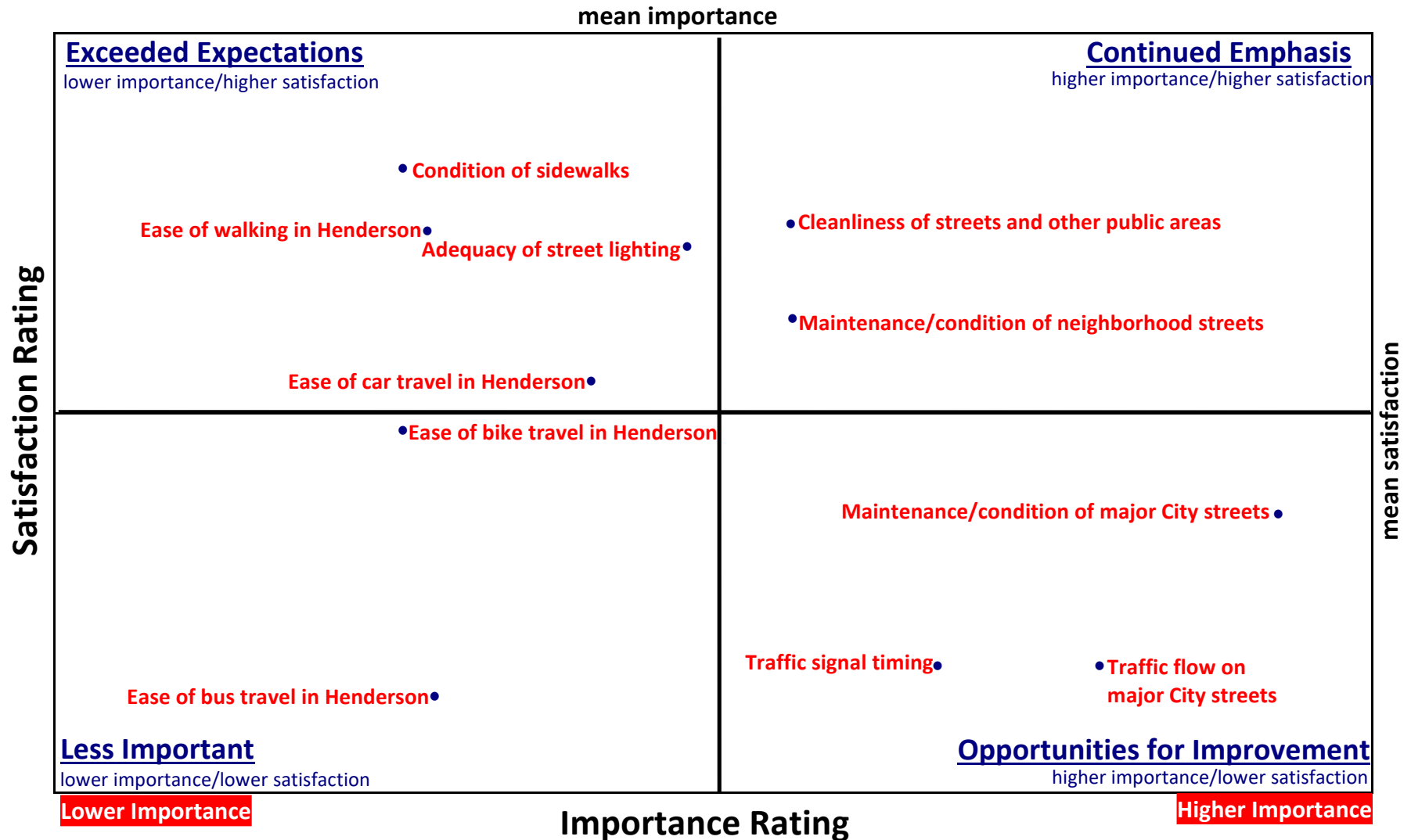
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 City of Henderson DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Works-

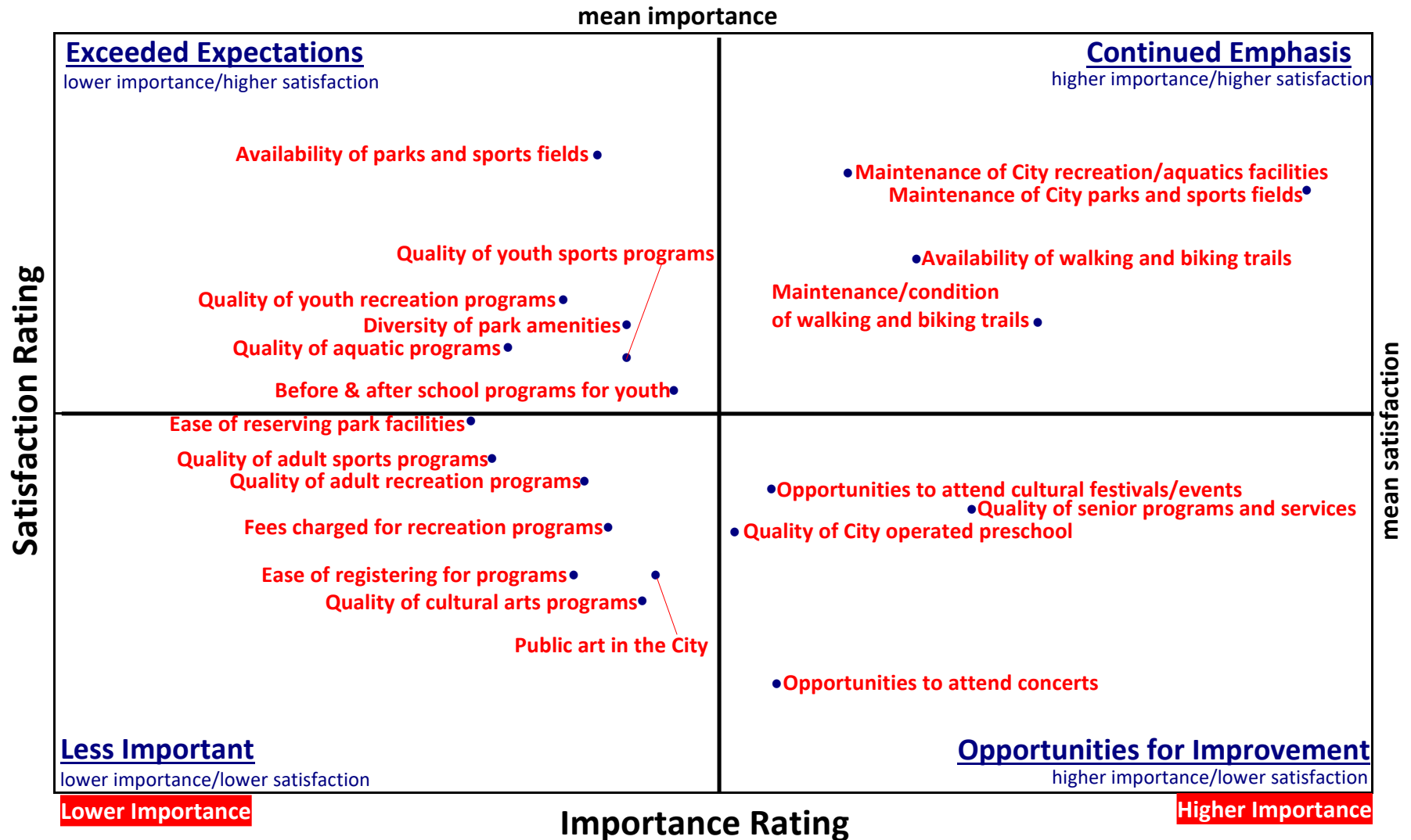
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2023 City of Henderson DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





5

Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of life	52.4%	40.3%	5.2%	1.2%	0.7%
Q1-2. Quality of services provided by City	41.7%	46.4%	6.7%	1.6%	3.5%
Q1-3. Water & wastewater service reliability	64.5%	25.7%	5.4%	1.5%	2.9%
Q1-4. Public communication & outreach	29.0%	43.9%	12.5%	3.6%	11.0%
Q1-5. Municipal court services	14.4%	14.9%	2.4%	1.6%	66.8%
Q1-6. Fire services	53.1%	12.0%	0.7%	0.0%	34.2%
Q1-7. Ambulance & emergency medical services	51.9%	13.4%	0.9%	0.5%	33.3%
Q1-8. Police services	48.7%	28.1%	6.0%	2.9%	14.4%
Q1-9. Crime prevention	23.8%	42.4%	15.4%	5.5%	12.9%
Q1-10. Traffic enforcement	22.1%	38.0%	19.0%	11.6%	9.4%
Q1-11. Management of City government finances	14.6%	29.5%	12.2%	5.9%	37.8%
Q1-12. Opportunities to attend cultural activities	40.6%	34.7%	7.2%	1.6%	15.9%
Q1-13. Quality of City parks	60.8%	29.1%	4.1%	0.6%	5.4%
Q1-14. Quality of City recreation programs & classes	40.6%	27.8%	5.2%	1.0%	25.3%

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q1-15. Election & voter registration process	53.1%	28.1%	4.6%	4.0%	10.2%
Q1-16. Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	21.5%	40.4%	23.0%	13.4%	1.7%
Q1-17. Planning & layout of City	24.6%	42.1%	19.1%	8.4%	5.9%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q1-1. Quality of life	52.8%	40.6%	5.3%	1.3%
Q1-2. Quality of services provided by City	43.2%	48.1%	7.0%	1.7%
Q1-3. Water & wastewater service reliability	66.5%	26.5%	5.5%	1.5%
Q1-4. Public communication & outreach	32.5%	49.4%	14.0%	4.1%
Q1-5. Municipal court services	43.2%	44.7%	7.1%	4.9%
Q1-6. Fire services	80.6%	18.2%	1.1%	0.0%
Q1-7. Ambulance & emergency medical services	77.9%	20.0%	1.3%	0.7%
Q1-8. Police services	56.9%	32.8%	7.0%	3.4%
Q1-9. Crime prevention	27.4%	48.7%	17.6%	6.3%
Q1-10. Traffic enforcement	24.4%	41.9%	20.9%	12.8%
Q1-11. Management of City government finances	23.5%	47.4%	19.7%	9.4%
Q1-12. Opportunities to attend cultural activities	48.2%	41.2%	8.6%	1.9%
Q1-13. Quality of City parks	64.2%	30.7%	4.4%	0.7%
Q1-14. Quality of City recreation programs & classes	54.3%	37.3%	7.0%	1.3%
Q1-15. Election & voter registration process	59.1%	31.3%	5.1%	4.5%
Q1-16. Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	21.9%	41.2%	23.4%	13.6%
Q1-17. Planning & layout of City	26.1%	44.7%	20.3%	8.9%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Quality of life	58	7.2 %
Quality of services provided by City	39	4.9 %
Water & wastewater service reliability	28	3.5 %
Public communication & outreach	23	2.9 %
Municipal court services	5	0.6 %
Fire services	4	0.5 %
Ambulance & emergency medical services	9	1.1 %
Police services	44	5.5 %
Crime prevention	194	24.2 %
Traffic enforcement	69	8.6 %
Management of City government finances	32	4.0 %
Opportunities to attend cultural activities	10	1.2 %
Quality of City parks	23	2.9 %
Quality of City recreation programs & classes	12	1.5 %
Election & voter registration process	16	2.0 %
Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	162	20.2 %
Planning & layout of City	48	6.0 %
None chosen	25	3.1 %
Total	801	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Quality of life	31	3.9 %
Quality of services provided by City	32	4.0 %
Water & wastewater service reliability	37	4.6 %
Public communication & outreach	26	3.2 %
Municipal court services	1	0.1 %
Fire services	7	0.9 %
Ambulance & emergency medical services	12	1.5 %
Police services	56	7.0 %
Crime prevention	137	17.1 %
Traffic enforcement	76	9.5 %
Management of City government finances	51	6.4 %
Opportunities to attend cultural activities	15	1.9 %
Quality of City parks	26	3.2 %
Quality of City recreation programs & classes	21	2.6 %
Election & voter registration process	24	3.0 %
Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	136	17.0 %
Planning & layout of City	71	8.9 %
None chosen	42	5.2 %
Total	801	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Quality of life	49	6.1 %
Quality of services provided by City	44	5.5 %
Water & wastewater service reliability	31	3.9 %
Public communication & outreach	44	5.5 %
Municipal court services	7	0.9 %
Fire services	8	1.0 %
Ambulance & emergency medical services	16	2.0 %
Police services	46	5.7 %
Crime prevention	98	12.2 %
Traffic enforcement	57	7.1 %
Management of City government finances	56	7.0 %
Opportunities to attend cultural activities	24	3.0 %
Quality of City parks	27	3.4 %
Quality of City recreation programs & classes	18	2.2 %
Election & voter registration process	23	2.9 %
Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	114	14.2 %
Planning & layout of City	74	9.2 %
None chosen	65	8.1 %
Total	801	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Quality of life	138	17.2 %
Quality of services provided by City	115	14.4 %
Water & wastewater service reliability	96	12.0 %
Public communication & outreach	93	11.6 %
Municipal court services	13	1.6 %
Fire services	19	2.4 %
Ambulance & emergency medical services	37	4.6 %
Police services	146	18.2 %
Crime prevention	429	53.6 %
Traffic enforcement	202	25.2 %
Management of City government finances	139	17.4 %
Opportunities to attend cultural activities	49	6.1 %
Quality of City parks	76	9.5 %
Quality of City recreation programs & classes	51	6.4 %
Election & voter registration process	63	7.9 %
Roadways & infrastructure (e.g., traffic lights, streetlights, sidewalks)	412	51.4 %
Planning & layout of City	193	24.1 %
None chosen	25	3.1 %
Total	2296	

Q3. Please rate your satisfaction with each of the following items that may influence your perception of Henderson as a community using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q3-1. Henderson as a place to live	64.5%	31.1%	3.2%	0.2%	0.9%
Q3-2. Henderson as a place to raise a family	48.1%	30.7%	5.9%	1.2%	14.1%
Q3-3. Henderson as a place to do business	38.1%	32.8%	3.9%	0.6%	24.6%
Q3-4. Your neighborhood as a place to live	64.9%	29.1%	3.2%	2.1%	0.6%
Q3-5. Henderson as a place to retire	55.6%	28.6%	6.1%	2.1%	7.6%
Q3-6. Overall sense of community	37.6%	45.1%	10.9%	3.2%	3.2%
Q3-7. Quality of education	11.1%	23.7%	19.2%	17.1%	28.8%
Q3-8. Henderson as a sustainable community	30.8%	39.6%	13.5%	2.7%	13.4%
Q3-9. Shopping & dining opportunities	49.9%	36.0%	10.2%	2.6%	1.2%
Q3-10. Affordability of housing	12.1%	39.6%	27.1%	15.7%	5.5%
Q3-11. Overall value that you receive for your City tax dollars & fees	22.0%	45.6%	18.9%	7.0%	6.6%
Q3-12. Opportunities to volunteer	26.6%	23.8%	5.9%	1.4%	42.3%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following items that may influence your perception of Henderson as a community using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q3-1. Henderson as a place to live	65.1%	31.4%	3.3%	0.3%
Q3-2. Henderson as a place to raise a family	56.0%	35.8%	6.8%	1.5%
Q3-3. Henderson as a place to do business	50.5%	43.5%	5.1%	0.8%
Q3-4. Your neighborhood as a place to live	65.3%	29.3%	3.3%	2.1%
Q3-5. Henderson as a place to retire	60.1%	30.9%	6.6%	2.3%
Q3-6. Overall sense of community	38.8%	46.6%	11.2%	3.4%
Q3-7. Quality of education	15.6%	33.3%	27.0%	24.0%
Q3-8. Henderson as a sustainable community	35.6%	45.7%	15.6%	3.2%
Q3-9. Shopping & dining opportunities	50.6%	36.4%	10.4%	2.7%
Q3-10. Affordability of housing	12.8%	41.9%	28.7%	16.6%
Q3-11. Overall value that you receive for your City tax dollars & fees	23.5%	48.8%	20.2%	7.5%
Q3-12. Opportunities to volunteer	46.1%	41.3%	10.2%	2.4%

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q4-1. Providing neighborhood police patrols	18.4%	36.8%	20.6%	9.1%	15.1%
Q4-2. City's efforts to prevent crime	17.0%	41.7%	20.2%	7.4%	13.7%
Q4-3. How quickly police respond to emergencies	25.1%	26.8%	9.0%	3.9%	35.2%
Q4-4. How quickly fire personnel respond to emergencies	42.3%	17.9%	2.0%	0.2%	37.6%
Q4-5. Enforcement of local traffic laws	18.5%	35.8%	20.5%	15.7%	9.5%
Q4-6. Police safety education programs	13.1%	23.7%	5.1%	1.7%	56.3%
Q4-7. Investigation of criminal activity	13.0%	19.5%	10.1%	5.6%	51.8%
Q4-8. Maintaining a low crime rate	20.5%	41.3%	17.2%	5.9%	15.1%
Q4-9. Overall competence of Henderson Police Department employees	32.1%	32.2%	7.4%	2.6%	25.7%
Q4-10. Henderson Police Officers' attitudes & behavior	34.7%	30.5%	7.7%	3.9%	23.2%
Q4-11. Police & fire dispatchers' (9-1-1) attitudes	36.7%	16.5%	3.7%	0.7%	42.3%
Q4-12. Fire prevention & education	20.8%	22.5%	3.5%	0.7%	52.4%
Q4-13. Quality of ambulance & emergency medical services	37.6%	19.1%	2.2%	0.9%	40.2%

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q4-14. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17.0%	22.2%	8.6%	3.2%	48.9%
Q4-15. Enforcement of animal control laws	17.7%	27.5%	11.2%	6.1%	37.5%
Q4-16. Enforcement of residential property code	17.5%	29.5%	11.9%	6.9%	34.3%
Q4-17. Ensure construction meets building & safety codes	22.0%	22.2%	7.0%	3.6%	45.2%

WITHOUT "DON'T KNOW"

Q4. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q4-1. Providing neighborhood police patrols	21.6%	43.4%	24.3%	10.7%
Q4-2. City's efforts to prevent crime	19.7%	48.3%	23.4%	8.5%
Q4-3. How quickly police respond to emergencies	38.7%	41.4%	13.9%	6.0%
Q4-4. How quickly fire personnel respond to emergencies	67.8%	28.6%	3.2%	0.4%
Q4-5. Enforcement of local traffic laws	20.4%	39.6%	22.6%	17.4%
Q4-6. Police safety education programs	30.0%	54.3%	11.7%	4.0%
Q4-7. Investigation of criminal activity	26.9%	40.4%	21.0%	11.7%
Q4-8. Maintaining a low crime rate	24.1%	48.7%	20.3%	6.9%
Q4-9. Overall competence of Henderson Police Department employees	43.2%	43.4%	9.9%	3.5%
Q4-10. Henderson Police Officers' attitudes & behavior	45.2%	39.7%	10.1%	5.0%
Q4-11. Police & fire dispatchers' (9-1-1) attitudes	63.6%	28.6%	6.5%	1.3%
Q4-12. Fire prevention & education	43.8%	47.2%	7.3%	1.6%
Q4-13. Quality of ambulance & emergency medical services	62.8%	31.9%	3.8%	1.5%
Q4-14. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	33.3%	43.5%	16.9%	6.4%
Q4-15. Enforcement of animal control laws	28.3%	43.9%	18.0%	9.8%
Q4-16. Enforcement of residential property code	26.6%	44.9%	18.1%	10.5%
Q4-17. Ensure construction meets building & safety codes	40.1%	40.5%	12.8%	6.6%

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Providing neighborhood police patrols	160	20.0 %
City's efforts to prevent crime	178	22.2 %
How quickly police respond to emergencies	40	5.0 %
How quickly fire personnel respond to emergencies	13	1.6 %
Enforcement of local traffic laws	97	12.1 %
Police safety education programs	7	0.9 %
Investigation of criminal activity	25	3.1 %
Maintaining a low crime rate	95	11.9 %
Overall competence of Henderson Police Department employees	17	2.1 %
Henderson Police officers' attitudes & behavior	23	2.9 %
Police & fire dispatchers' (9-1-1) attitudes	2	0.2 %
Fire prevention & education	4	0.5 %
Quality of ambulance & emergency medical services	10	1.2 %
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	40	5.0 %
Enforcement of animal control laws	16	2.0 %
Enforcement of residential property code	16	2.0 %
Ensure construction meets building & safety codes	13	1.6 %
None chosen	45	5.6 %
Total	801	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
Providing neighborhood police patrols	79	9.9 %
City's efforts to prevent crime	117	14.6 %
How quickly police respond to emergencies	55	6.9 %
How quickly fire personnel respond to emergencies	29	3.6 %
Enforcement of local traffic laws	66	8.2 %
Police safety education programs	13	1.6 %
Investigation of criminal activity	51	6.4 %
Maintaining a low crime rate	156	19.5 %
Overall competence of Henderson Police Department employees	17	2.1 %
Henderson Police officers' attitudes & behavior	27	3.4 %
Police & fire dispatchers' (9-1-1) attitudes	3	0.4 %
Fire prevention & education	3	0.4 %
Quality of ambulance & emergency medical services	14	1.7 %
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	38	4.7 %
Enforcement of animal control laws	25	3.1 %
Enforcement of residential property code	25	3.1 %
Ensure construction meets building & safety codes	23	2.9 %
None chosen	60	7.5 %
Total	801	100.0 %

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
Providing neighborhood police patrols	79	9.9 %
City's efforts to prevent crime	72	9.0 %
How quickly police respond to emergencies	45	5.6 %
How quickly fire personnel respond to emergencies	21	2.6 %
Enforcement of local traffic laws	56	7.0 %
Police safety education programs	22	2.7 %
Investigation of criminal activity	51	6.4 %
Maintaining a low crime rate	118	14.7 %
Overall competence of Henderson Police Department employees	25	3.1 %
Henderson Police officers' attitudes & behavior	26	3.2 %
Police & fire dispatchers' (9-1-1) attitudes	6	0.7 %
Fire prevention & education	3	0.4 %
Quality of ambulance & emergency medical services	17	2.1 %
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	58	7.2 %
Enforcement of animal control laws	34	4.2 %
Enforcement of residential property code	37	4.6 %
Ensure construction meets building & safety codes	41	5.1 %
None chosen	90	11.2 %
Total	801	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Providing neighborhood police patrols	318	39.7 %
City's efforts to prevent crime	367	45.8 %
How quickly police respond to emergencies	140	17.5 %
How quickly fire personnel respond to emergencies	63	7.9 %
Enforcement of local traffic laws	219	27.3 %
Police safety education programs	42	5.2 %
Investigation of criminal activity	127	15.9 %
Maintaining a low crime rate	369	46.1 %
Overall competence of Henderson Police Department employees	59	7.4 %
Henderson Police officers' attitudes & behavior	76	9.5 %
Police & fire dispatchers' (9-1-1) attitudes	11	1.4 %
Fire prevention & education	10	1.2 %
Quality of ambulance & emergency medical services	41	5.1 %
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	136	17.0 %
Enforcement of animal control laws	75	9.4 %
Enforcement of residential property code	78	9.7 %
Ensure construction meets building & safety codes	77	9.6 %
None chosen	45	5.6 %
Total	2253	

Q6. Community Safety. Please rate how safe you feel in each of the following circumstances using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe."

(N=801)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	No opinion
Q6-1. From violent crime (e.g., rape, assault, robbery)	34.8%	50.3%	9.1%	2.0%	3.7%
Q6-2. From property crimes (e.g., burglary, theft, vandalism)	17.5%	50.1%	23.2%	6.2%	3.0%
Q6-3. In Downtown Henderson	14.5%	45.6%	19.0%	5.2%	15.7%
Q6-4. In your neighborhood	46.9%	42.2%	7.5%	1.5%	1.9%
Q6-5. In City parks	21.5%	49.8%	11.5%	3.4%	13.9%
Q6-6. On roadways and bike paths	11.9%	47.6%	23.8%	7.5%	9.2%

WITHOUT "NO OPINION"

Q6. Community Safety. Please rate how safe you feel in each of the following circumstances using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe." (without "no opinion")

(N=801)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6-1. From violent crime (e.g., rape, assault, robbery)	36.2%	52.3%	9.5%	2.1%
Q6-2. From property crimes (e.g., burglary, theft, vandalism)	18.0%	51.6%	23.9%	6.4%
Q6-3. In Downtown Henderson	17.2%	54.1%	22.5%	6.2%
Q6-4. In your neighborhood	47.8%	43.0%	7.6%	1.5%
Q6-5. In City parks	24.9%	57.8%	13.3%	3.9%
Q6-6. On roadways and bike paths	13.1%	52.4%	26.3%	8.3%

Q7. During the past 12 months, were you or anyone in your household the victim of any crime?

Q7. Were you or anyone in your household the victim of any crime during past 12 months	Number	Percent
Yes	75	9.4 %
No	708	88.4 %
Don't know	18	2.2 %
Total	801	100.0 %

WITHOUT "DON'T KNOW"**Q7. During the past 12 months, were you or anyone in your household the victim of any crime? (without "don't know")**

Q7. Were you or anyone in your household the victim of any crime during past 12 months	Number	Percent
Yes	75	9.6 %
No	708	90.4 %
Total	783	100.0 %

Q7a. Did you report all of these crimes to the police?

Q7a. Did you report all crimes to police	Number	Percent
Yes	60	80.0 %
No	13	17.3 %
Don't know	2	2.7 %
Total	75	100.0 %

WITHOUT "DON'T KNOW"**Q7a. Did you report all of these crimes to the police? (without "don't know")**

Q7a. Did you report all crimes to police	Number	Percent
Yes	60	82.2 %
No	13	17.8 %
Total	73	100.0 %

Q8. What best describes your opinion on an estimated property tax increase of \$8.75/month for the average homeowner to improve fire, ambulance and emergency medical services response times in the city of Henderson?

Q8. What best describes your opinion on an estimated property tax increase of \$8.75/month for average homeowner to improve fire, ambulance & emergency medical services response times

	Number	Percent
Very supportive	175	21.8 %
Somewhat supportive	207	25.8 %
Neutral	163	20.3 %
Not supportive	208	26.0 %
Don't know	48	6.0 %
Total	801	100.0 %

WITHOUT "DON'T KNOW"

Q8. What best describes your opinion on an estimated property tax increase of \$8.75/month for the average homeowner to improve fire, ambulance and emergency medical services response times in the city of Henderson? (without "don't know")

Q8. What best describes your opinion on an estimated property tax increase of \$8.75/month for average homeowner to improve fire, ambulance & emergency medical services response times

	Number	Percent
Very supportive	175	23.2 %
Somewhat supportive	207	27.5 %
Neutral	163	21.6 %
Not supportive	208	27.6 %
Total	753	100.0 %

Q9. Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance & condition of major City streets	17.5%	49.2%	21.2%	10.5%	1.6%
Q9-2. Maintenance & condition of streets in your neighborhood	34.2%	41.7%	13.9%	7.5%	2.7%
Q9-3. Cleanliness of streets & other public areas	34.8%	46.9%	12.6%	4.0%	1.6%
Q9-4. Adequacy of street lighting	38.6%	41.6%	13.0%	4.7%	2.1%
Q9-5. Condition of sidewalks	36.7%	44.8%	10.7%	2.5%	5.2%
Q9-6. Traffic signal timing	17.6%	40.8%	23.1%	16.2%	2.2%
Q9-7. Traffic flow on major City streets	15.2%	43.2%	28.7%	10.6%	2.2%
Q9-8. Ease of car travel in Henderson	24.7%	48.7%	18.6%	6.2%	1.7%
Q9-9. Ease of bike travel in Henderson	13.5%	20.1%	7.0%	6.0%	53.4%
Q9-10. Ease of bus travel in Henderson	6.2%	10.7%	6.5%	5.7%	70.8%
Q9-11. Ease of walking in Henderson	29.2%	36.3%	8.6%	5.1%	20.7%

WITHOUT "DON'T KNOW"

Q9. Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q9-1. Maintenance & condition of major City streets	17.8%	50.0%	21.6%	10.7%
Q9-2. Maintenance & condition of streets in your neighborhood	35.2%	42.9%	14.2%	7.7%
Q9-3. Cleanliness of streets & other public areas	35.4%	47.7%	12.8%	4.1%
Q9-4. Adequacy of street lighting	39.4%	42.5%	13.3%	4.8%
Q9-5. Condition of sidewalks	38.7%	47.3%	11.3%	2.6%
Q9-6. Traffic signal timing	18.0%	41.8%	23.6%	16.6%
Q9-7. Traffic flow on major City streets	15.6%	44.2%	29.4%	10.9%
Q9-8. Ease of car travel in Henderson	25.2%	49.6%	18.9%	6.4%
Q9-9. Ease of bike travel in Henderson	29.0%	43.2%	15.0%	12.9%
Q9-10. Ease of bus travel in Henderson	21.4%	36.8%	22.2%	19.7%
Q9-11. Ease of walking in Henderson	36.9%	45.8%	10.9%	6.5%

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & condition of major City streets	273	34.1 %
Maintenance & condition of streets in your neighborhood	64	8.0 %
Cleanliness of streets & other public areas	45	5.6 %
Adequacy of street lighting	58	7.2 %
Condition of sidewalks	15	1.9 %
Traffic signal timing	111	13.9 %
Traffic flow on major City streets	97	12.1 %
Ease of car travel in Henderson	28	3.5 %
Ease of bike travel in Henderson	17	2.1 %
Ease of bus travel in Henderson	31	3.9 %
Ease of walking in Henderson	18	2.2 %
None chosen	44	5.5 %
Total	801	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & condition of major City streets	96	12.0 %
Maintenance & condition of streets in your neighborhood	100	12.5 %
Cleanliness of streets & other public areas	86	10.7 %
Adequacy of street lighting	73	9.1 %
Condition of sidewalks	26	3.2 %
Traffic signal timing	97	12.1 %
Traffic flow on major City streets	152	19.0 %
Ease of car travel in Henderson	48	6.0 %
Ease of bike travel in Henderson	16	2.0 %
Ease of bus travel in Henderson	23	2.9 %
Ease of walking in Henderson	23	2.9 %
None chosen	61	7.6 %
Total	801	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & condition of major City streets	73	9.1 %
Maintenance & condition of streets in your neighborhood	71	8.9 %
Cleanliness of streets & other public areas	104	13.0 %
Adequacy of street lighting	60	7.5 %
Condition of sidewalks	29	3.6 %
Traffic signal timing	89	11.1 %
Traffic flow on major City streets	117	14.6 %
Ease of car travel in Henderson	74	9.2 %
Ease of bike travel in Henderson	37	4.6 %
Ease of bus travel in Henderson	29	3.6 %
Ease of walking in Henderson	39	4.9 %
None chosen	79	9.9 %
Total	801	100.0 %

SUM OF TOP 3 CHOICES

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q10. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance & condition of major City streets	442	55.2 %
Maintenance & condition of streets in your neighborhood	235	29.3 %
Cleanliness of streets & other public areas	235	29.3 %
Adequacy of street lighting	191	23.8 %
Condition of sidewalks	70	8.7 %
Traffic signal timing	297	37.1 %
Traffic flow on major City streets	366	45.7 %
Ease of car travel in Henderson	150	18.7 %
Ease of bike travel in Henderson	70	8.7 %
Ease of bus travel in Henderson	83	10.4 %
Ease of walking in Henderson	80	10.0 %
None chosen	44	5.5 %
Total	2263	

Q11. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of City parks & sports fields	45.4%	32.6%	3.7%	0.2%	18.0%
Q11-2. Maintenance of City recreation & aquatics facilities	35.3%	27.2%	2.0%	0.7%	34.7%
Q11-3. Quality of City operated preschool	6.5%	6.2%	1.5%	1.4%	84.4%
Q11-4. Availability of walking & biking trails	40.1%	33.1%	5.2%	0.7%	20.8%
Q11-5. Availability of parks & sports fields	46.7%	30.6%	2.2%	0.5%	20.0%
Q11-6. Maintenance & condition of walking & biking trails	32.8%	33.2%	6.2%	1.1%	26.6%
Q11-7. Quality of youth sports programs	15.0%	13.1%	2.5%	1.1%	68.3%
Q11-8. Quality of adult sports programs	11.1%	14.7%	3.7%	1.0%	69.4%
Q11-9. Quality of youth recreation programs	14.0%	14.2%	2.0%	0.9%	68.9%
Q11-10. Quality of adult recreation programs	14.7%	17.6%	5.1%	1.2%	61.3%
Q11-11. Quality of senior programs & services	18.4%	20.5%	5.6%	2.6%	52.9%
Q11-12. Quality of aquatic programs	15.7%	17.4%	2.6%	1.5%	62.8%
Q11-13. Quality of before & after school programs for youth	9.0%	9.0%	1.4%	1.2%	79.4%

Q11. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q11-14. Diversity of park amenities	26.0%	32.1%	5.5%	1.1%	35.3%
Q11-15. Ease of reserving park facilities	11.4%	12.5%	2.7%	1.1%	72.3%
Q11-16. Ease of registering for programs	17.6%	17.5%	5.6%	3.2%	56.1%
Q11-17. Fees charged for recreation programs	17.2%	20.5%	5.2%	3.1%	53.9%
Q11-18. Public art in City	16.1%	31.6%	9.6%	2.4%	40.3%
Q11-19. Quality of cultural arts programs	15.4%	23.7%	8.5%	2.0%	50.4%
Q11-20. Opportunities to attend concerts	23.0%	29.3%	12.9%	4.0%	30.8%
Q11-21. Opportunities to attend cultural festivals/events	26.5%	34.5%	9.4%	2.9%	26.8%

WITHOUT "DON'T KNOW"**Q11. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q11-1. Maintenance of City parks & sports fields	55.4%	39.7%	4.6%	0.3%
Q11-2. Maintenance of City recreation & aquatics facilities	54.1%	41.7%	3.1%	1.1%
Q11-3. Quality of City operated preschool	41.6%	40.0%	9.6%	8.8%
Q11-4. Availability of walking & biking trails	50.6%	41.8%	6.6%	0.9%
Q11-5. Availability of parks & sports fields	58.3%	38.2%	2.8%	0.6%
Q11-6. Maintenance & condition of walking & biking trails	44.7%	45.2%	8.5%	1.5%
Q11-7. Quality of youth sports programs	47.2%	41.3%	7.9%	3.5%
Q11-8. Quality of adult sports programs	36.3%	48.2%	12.2%	3.3%
Q11-9. Quality of youth recreation programs	45.0%	45.8%	6.4%	2.8%
Q11-10. Quality of adult recreation programs	38.1%	45.5%	13.2%	3.2%
Q11-11. Quality of senior programs & services	39.0%	43.5%	11.9%	5.6%
Q11-12. Quality of aquatic programs	42.3%	46.6%	7.0%	4.0%
Q11-13. Quality of before & after school programs for youth	43.6%	43.6%	6.7%	6.1%
Q11-14. Diversity of park amenities	40.2%	49.6%	8.5%	1.7%
Q11-15. Ease of reserving park facilities	41.0%	45.0%	9.9%	4.1%
Q11-16. Ease of registering for programs	40.1%	39.8%	12.8%	7.4%
Q11-17. Fees charged for recreation programs	37.4%	44.4%	11.4%	6.8%
Q11-18. Public art in City	27.0%	52.9%	16.1%	4.0%
Q11-19. Quality of cultural arts programs	31.0%	47.9%	17.1%	4.0%
Q11-20. Opportunities to attend concerts	33.2%	42.4%	18.6%	5.8%
Q11-21. Opportunities to attend cultural festivals/events	36.2%	47.1%	12.8%	3.9%

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	176	22.0 %
Maintenance of City recreation & aquatics facilities	37	4.6 %
Quality of City operated preschool	45	5.6 %
Availability of walking & biking trails	62	7.7 %
Availability of parks & sports fields	13	1.6 %
Maintenance & condition of walking & biking trails	58	7.2 %
Quality of youth sports programs	23	2.9 %
Quality of adult sports programs	7	0.9 %
Quality of youth recreation programs	9	1.1 %
Quality of adult recreation programs	12	1.5 %
Quality of senior programs & services	61	7.6 %
Quality of aquatic programs	7	0.9 %
Quality of before & after school programs for youth	25	3.1 %
Diversity of park amenities	15	1.9 %
Ease of reserving park facilities	3	0.4 %
Ease of registering for programs	15	1.9 %
Fees charged for recreation programs	18	2.2 %
Public art in City	21	2.6 %
Quality of cultural arts programs	23	2.9 %
Opportunities to attend concerts	31	3.9 %
Opportunities to attend cultural festivals/events	22	2.7 %
<u>None chosen</u>	<u>118</u>	<u>14.7 %</u>
Total	801	100.0 %

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	53	6.6 %
Maintenance of City recreation & aquatics facilities	71	8.9 %
Quality of City operated preschool	29	3.6 %
Availability of walking & biking trails	50	6.2 %
Availability of parks & sports fields	21	2.6 %
Maintenance & condition of walking & biking trails	70	8.7 %
Quality of youth sports programs	28	3.5 %
Quality of adult sports programs	10	1.2 %
Quality of youth recreation programs	17	2.1 %
Quality of adult recreation programs	20	2.5 %
Quality of senior programs & services	57	7.1 %
Quality of aquatic programs	15	1.9 %
Quality of before & after school programs for youth	28	3.5 %
Diversity of park amenities	26	3.2 %
Ease of reserving park facilities	11	1.4 %
Ease of registering for programs	12	1.5 %
Fees charged for recreation programs	23	2.9 %
Public art in City	21	2.6 %
Quality of cultural arts programs	15	1.9 %
Opportunities to attend concerts	42	5.2 %
Opportunities to attend cultural festivals/events	33	4.1 %
<u>None chosen</u>	<u>149</u>	<u>18.6 %</u>
Total	801	100.0 %

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	44	5.5 %
Maintenance of City recreation & aquatics facilities	26	3.2 %
Quality of City operated preschool	26	3.2 %
Availability of walking & biking trails	43	5.4 %
Availability of parks & sports fields	24	3.0 %
Maintenance & condition of walking & biking trails	64	8.0 %
Quality of youth sports programs	15	1.9 %
Quality of adult sports programs	9	1.1 %
Quality of youth recreation programs	22	2.7 %
Quality of adult recreation programs	22	2.7 %
Quality of senior programs & services	54	6.7 %
Quality of aquatic programs	8	1.0 %
Quality of before & after school programs for youth	28	3.5 %
Diversity of park amenities	26	3.2 %
Ease of reserving park facilities	5	0.6 %
Ease of registering for programs	23	2.9 %
Fees charged for recreation programs	20	2.5 %
Public art in City	34	4.2 %
Quality of cultural arts programs	33	4.1 %
Opportunities to attend concerts	39	4.9 %
Opportunities to attend cultural festivals/events	56	7.0 %
<u>None chosen</u>	<u>180</u>	<u>22.5 %</u>
Total	801	100.0 %

SUM OF TOP 3 CHOICES**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks & sports fields	273	34.1 %
Maintenance of City recreation & aquatics facilities	134	16.7 %
Quality of City operated preschool	100	12.5 %
Availability of walking & biking trails	155	19.4 %
Availability of parks & sports fields	58	7.2 %
Maintenance & condition of walking & biking trails	192	24.0 %
Quality of youth sports programs	66	8.2 %
Quality of adult sports programs	26	3.2 %
Quality of youth recreation programs	48	6.0 %
Quality of adult recreation programs	54	6.7 %
Quality of senior programs & services	172	21.5 %
Quality of aquatic programs	30	3.7 %
Quality of before & after school programs for youth	81	10.1 %
Diversity of park amenities	67	8.4 %
Ease of reserving park facilities	19	2.4 %
Ease of registering for programs	50	6.2 %
Fees charged for recreation programs	61	7.6 %
Public art in City	76	9.5 %
Quality of cultural arts programs	71	8.9 %
Opportunities to attend concerts	112	14.0 %
Opportunities to attend cultural festivals/events	111	13.9 %
None chosen	118	14.7 %
Total	2074	

Q14. City Communication. Which THREE of the information sources listed below do you USE MOST to find out about City of Henderson news, information, and programming?

Q14. What information sources do you use most to find out about City news, information, & programming	Number	Percent
Facebook	329	41.1 %
Cityofhenderson.com website	291	36.3 %
Hendersonhappenings.com website	217	27.1 %
TV	172	21.5 %
Printed mailers/flyers/posters	171	21.3 %
Nextdoor	169	21.1 %
Word of mouth	149	18.6 %
Signage (e.g., billboards, banners)	124	15.5 %
Local news websites	121	15.1 %
Emails from City	94	11.7 %
Printed newspaper	93	11.6 %
Instagram	70	8.7 %
Electronic City newsletters (e.g., City News, eHappenings, Concerts & Events)	64	8.0 %
Radio	33	4.1 %
City of Henderson mobile app	19	2.4 %
Twitter/X	17	2.1 %
YouTube	14	1.7 %
City Council meetings	12	1.5 %
LinkedIn	6	0.7 %
Total	2165	

Q15. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
Q15-1. Efforts by City to communicate with residents through public notices, email, website, social media, etc.	22.0%	40.2%	17.2%	6.5%	14.1%
Q15-2. Quality of City's website, cityofhenderson.com	21.3%	37.8%	9.4%	3.2%	28.2%
Q15-3. Quality of City's social media channels	13.7%	28.1%	7.5%	2.4%	48.3%
Q15-4. Availability of information about City programs & services	16.7%	38.6%	16.7%	5.0%	23.0%
Q15-5. Accessibility of public information	17.6%	36.2%	16.4%	5.7%	24.1%
Q15-6. Ability to communicate with City through Contact Henderson on cityofhenderson.com	14.9%	21.1%	8.2%	5.9%	49.9%
Q15-7. Availability of City data (e.g., performance results, demographics)	11.4%	22.6%	11.0%	5.0%	50.1%
Q15-8. Ease of use of City's Open Data Portal, opendata.cityofhenderson.com	7.6%	13.1%	5.4%	2.9%	71.0%

WITHOUT "DON'T KNOW"

Q15. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Q15-1. Efforts by City to communicate with residents through public notices, email, website, social media, etc.	25.6%	46.8%	20.1%	7.6%
Q15-2. Quality of City's website, cityofhenderson.com	29.7%	52.7%	13.0%	4.5%
Q15-3. Quality of City's social media channels	26.6%	54.3%	14.5%	4.6%
Q15-4. Availability of information about City programs & services	21.7%	50.1%	21.7%	6.5%
Q15-5. Accessibility of public information	23.2%	47.7%	21.5%	7.6%
Q15-6. Ability to communicate with City through Contact Henderson on cityofhenderson.com	29.7%	42.1%	16.5%	11.7%
Q15-7. Availability of City data (e.g., performance results, demographics)	22.8%	45.3%	22.0%	10.0%
Q15-8. Ease of use of City's Open Data Portal, opendata.cityofhenderson.com	26.3%	45.3%	18.5%	9.9%

Q16. If you have ever visited the Water Street District in Downtown Henderson, what was your purpose?

Q16. What was your purpose if you have ever visited

Water Street District in Downtown Henderson	Number	Percent
Special events	420	52.4 %
Ice skating facility	102	12.7 %
Business at City Hall	265	33.1 %
Dining/bars	539	67.3 %
Services (e.g., legal, financial, accounting)	85	10.6 %
Shopping	160	20.0 %
I live in the area or am seeking to live in the area	56	7.0 %
Gaming	136	17.0 %
None. I did not visit	73	9.1 %
Total	1836	

WITHOUT "NONE"**Q16. If you have ever visited the Water Street District in Downtown Henderson, what was your purpose?****(without "none")**

Q16. What was your purpose if you have ever visited

Water Street District in Downtown Henderson	Number	Percent
Special events	420	57.7 %
Ice skating facility	102	14.0 %
Business at City Hall	265	36.4 %
Dining/bars	539	74.0 %
Services (e.g., legal, financial, accounting)	85	11.7 %
Shopping	160	22.0 %
I live in the area or am seeking to live in the area	56	7.7 %
Gaming	136	18.7 %
Total	1763	

Q16a. If you answered any response from 1-8 above in Question 16, when was your last visit to the Water Street District in Downtown Henderson?

Q16a. When was your last visit to Water Street District in Downtown Henderson	Number	Percent
Less than a year	632	86.8 %
1-2 years	65	8.9 %
3-5 years	19	2.6 %
More than 5 years	10	1.4 %
Not provided	2	0.3 %
Total	728	100.0 %

WITHOUT "NOT PROVIDED"

Q16a. If you answered any response from 1-8 above in Question 16, when was your last visit to the Water Street District in Downtown Henderson? (without "not provided")

Q16a. When was your last visit to Water Street District in Downtown Henderson	Number	Percent
Less than a year	632	87.1 %
1-2 years	65	9.0 %
3-5 years	19	2.6 %
More than 5 years	10	1.4 %
Total	726	100.0 %

Q16b. If you answered any response from 1-8 above in Question 16, please rate your experience as a visitor to the Water Street District in Downtown Henderson on a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

Q16b. Your experience as a visitor to Water Street District in Downtown Henderson		
	Number	Percent
Excellent	268	36.8 %
Good	396	54.4 %
Below average	41	5.6 %
Poor	11	1.5 %
Don't know	12	1.6 %
Total	728	100.0 %

WITHOUT "DON'T KNOW"

Q16b. If you answered any response from 1-8 above in Question 16, please rate your experience as a visitor to the Water Street District in Downtown Henderson on a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

Q16b. Your experience as a visitor to Water Street District in Downtown Henderson		
	Number	Percent
Excellent	268	37.4 %
Good	396	55.3 %
Below average	41	5.7 %
Poor	11	1.5 %
Total	716	100.0 %

Q17. Please rate your satisfaction with the customer service you have received during interactions with City of Henderson employees using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

Q17. Your satisfaction with customer service you have received during interactions with City employees

	Number	Percent
Excellent	280	35.0 %
Good	277	34.6 %
Below average	41	5.1 %
Poor	12	1.5 %
Don't know	191	23.8 %
Total	801	100.0 %

WITHOUT "DON'T KNOW"

Q17. Please rate your satisfaction with the customer service you have received during interactions with City of Henderson employees using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

Q17. Your satisfaction with customer service you have received during interactions with City employees

	Number	Percent
Excellent	280	45.9 %
Good	277	45.4 %
Below average	41	6.7 %
Poor	12	2.0 %
Total	610	100.0 %

Q18. Perception of the City. Overall, how would you rate the quality of the services provided by each of the following using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

(N=801)

	Excellent	Good	Below average	Poor	Don't know
Q18-1. City of Henderson	35.3%	49.7%	4.4%	1.4%	9.2%
Q18-2. Clark County Government	11.9%	43.3%	16.5%	4.7%	23.6%
Q18-3. State Government	7.0%	36.2%	25.5%	7.2%	24.1%
Q18-4. Federal Government	7.6%	26.6%	21.0%	21.8%	23.0%

WITHOUT "DON'T KNOW"

Q18. Perception of the City. Overall, how would you rate the quality of the services provided by each of the following using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor." (without "don't know")

(N=801)

	Excellent	Good	Below average	Poor
Q18-1. City of Henderson	38.9%	54.7%	4.8%	1.5%
Q18-2. Clark County Government	15.5%	56.7%	21.6%	6.2%
Q18-3. State Government	9.2%	47.7%	33.6%	9.5%
Q18-4. Federal Government	9.9%	34.5%	27.2%	28.4%

Q19. The City of Henderson is working with residents and businesses to do their part to help conserve water that is essential to our daily lives so our community can continue to thrive into the future. Please indicate your level of support for the following actions that could be taken to increase the community's water conservation efforts using a scale of 1 to 4, where 4 means "Strongly Support" and 1 means "Strongly Oppose."

(N=801)

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Q19-1. Online access to your current (daily, month-to-date, etc.) water consumption data & watering schedule	52.6%	30.3%	4.6%	3.0%	9.5%
Q19-2. Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	71.9%	16.4%	1.4%	1.4%	9.0%
Q19-3. Higher rebates/ incentives for grass removal & other water savings	44.1%	31.0%	8.5%	4.9%	11.6%
Q19-4. Additional charges for excessive water use	31.0%	29.6%	15.7%	16.1%	7.6%
Q19-5. Access to more educational resources on creating less water intensive landscapes in the desert	45.6%	35.3%	4.2%	3.1%	11.7%
Q19-6. Increased information on rebates currently available for smart irrigation controllers, useless grass removal & other tools that help with conservation	52.7%	28.8%	4.0%	2.6%	11.9%

WITHOUT "DON'T KNOW"

Q19. The City of Henderson is working with residents and businesses to do their part to help conserve water that is essential to our daily lives so our community can continue to thrive into the future. Please indicate your level of support for the following actions that could be taken to increase the community's water conservation efforts using a scale of 1 to 4, where 4 means "Strongly Support" and 1 means "Strongly Oppose." (without "don't know")

(N=801)

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose
Q19-1. Online access to your current (daily, month-to-date, etc.) water consumption data & watering schedule	58.1%	33.5%	5.1%	3.3%
Q19-2. Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	79.0%	18.0%	1.5%	1.5%
Q19-3. Higher rebates/incentives for grass removal & other water savings	49.9%	35.0%	9.6%	5.5%
Q19-4. Additional charges for excessive water use	33.5%	32.0%	17.0%	17.4%
Q19-5. Access to more educational resources on creating less water intensive landscapes in the desert	51.6%	40.0%	4.8%	3.5%
Q19-6. Increased information on rebates currently available for smart irrigation controllers, useless grass removal & other tools that help with conservation	59.8%	32.7%	4.5%	3.0%

Q20. Which TWO of the items listed in Question 19 are the MOST IMPORTANT to your household to help conserve water?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Online access to your current (daily, month-to-date, etc.) water consumption data & watering schedule	178	22.2 %
Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	343	42.8 %
Higher rebates/incentives for grass removal & other water savings	57	7.1 %
Additional charges for excessive water use	63	7.9 %
Access to more educational resources on creating less water intensive landscapes in the desert	40	5.0 %
Increased information on rebates currently available for smart irrigation controllers, useless grass removal & other tools that help with conservation	41	5.1 %
None chosen	79	9.9 %
Total	801	100.0 %

Q20. Which TWO of the items listed in Question 19 are the MOST IMPORTANT to your household to help conserve water?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Online access to your current (daily, month-to-date, etc.) water consumption data & watering schedule	124	15.5 %
Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	191	23.8 %
Higher rebates/incentives for grass removal & other water savings	75	9.4 %
Additional charges for excessive water use	80	10.0 %
Access to more educational resources on creating less water intensive landscapes in the desert	87	10.9 %
Increased information on rebates currently available for smart irrigation controllers, useless grass removal & other tools that help with conservation	127	15.9 %
None chosen	117	14.6 %
Total	801	100.0 %

SUM OF TOP 2 CHOICES**Q20. Which TWO of the items listed in Question 19 are the MOST IMPORTANT to your household to help conserve water? (top 2)**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Online access to your current (daily, month-to-date, etc.) water consumption data & watering schedule	302	37.7 %
Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	534	66.7 %
Higher rebates/incentives for grass removal & other water savings	132	16.5 %
Additional charges for excessive water use	143	17.9 %
Access to more educational resources on creating less water intensive landscapes in the desert	127	15.9 %
Increased information on rebates currently available for smart irrigation controllers, useless grass removal & other tools that help with conservation	168	21.0 %
<u>None chosen</u>	<u>79</u>	<u>9.9 %</u>
Total	1485	

Q21. Since 2000, Southern Nevada has continued to reduce water demands. Please indicate the extent to which you support the following statements using a scale of 1 to 4, where 4 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=801)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q21-1. Our community is taking effective steps to manage limited water resources	42.1%	40.3%	6.5%	4.5%	6.6%
Q21-2. Our community has sufficient water if we continue to manage resources responsibly	26.5%	39.7%	17.2%	7.1%	9.5%
Q21-3. I support new restrictions, laws, & charges that have recently been implemented to decrease water use by all customers	34.7%	29.8%	14.7%	14.0%	6.7%
Q21-4. I understand how I can take steps within my own household to conserve water & help ensure our children & grandchildren have water resources they need to thrive	57.8%	33.2%	2.2%	0.9%	5.9%

WITHOUT "DON'T KNOW"

Q21. Since 2000, Southern Nevada has continued to reduce water demands. Please indicate the extent to which you support the following statements using a scale of 1 to 4, where 4 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=801)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q21-1. Our community is taking effective steps to manage limited water resources	45.1%	43.2%	7.0%	4.8%
Q21-2. Our community has sufficient water if we continue to manage resources responsibly	29.2%	43.9%	19.0%	7.9%
Q21-3. I support new restrictions, laws, & charges that have recently been implemented to decrease water use by all customers	37.2%	32.0%	15.8%	15.0%
Q21-4. I understand how I can take steps within my own household to conserve water & help ensure our children & grandchildren have water resources they need to thrive	61.4%	35.3%	2.4%	0.9%

Q22. How big of a problem is homelessness in Henderson?

Q22. How big of a problem is homelessness in Henderson		
Henderson	Number	Percent
Major	248	31.0 %
Moderate	383	47.8 %
Minor	132	16.5 %
Not a problem	16	2.0 %
Not provided	22	2.7 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How big of a problem is homelessness in Henderson? (without "not provided")**

Q22. How big of a problem is homelessness in Henderson		
Henderson	Number	Percent
Major	248	31.8 %
Moderate	383	49.2 %
Minor	132	16.9 %
Not a problem	16	2.1 %
Total	779	100.0 %

Q23. Is enough being done to address homelessness in Henderson?

Q23. Is enough being done to address homelessness in Henderson		
Henderson	Number	Percent
Yes	44	5.5 %
No	425	53.1 %
Not provided	332	41.4 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q23. Is enough being done to address homelessness in Henderson? (without "not provided")**

Q23. Is enough being done to address homelessness in Henderson		
Henderson	Number	Percent
Yes	44	9.4 %
No	425	90.6 %
Total	469	100.0 %

Q24. Schools. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=801)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Overall quality of Clark County School District schools in Henderson	5.9%	13.6%	14.1%	13.7%	16.1%	36.6%
Q24-2. Overall quality of public charter schools in Henderson	6.9%	14.2%	11.4%	3.9%	5.4%	58.3%
Q24-3. Overall quality of private schools in Henderson	9.9%	10.7%	9.7%	1.4%	2.5%	65.8%
Q24-4. Availability of quality preschools in Henderson	5.0%	9.9%	10.9%	5.9%	2.5%	65.9%
Q24-5. Availability of quality childcare in Henderson	3.1%	7.5%	11.7%	6.1%	3.7%	67.8%

WITHOUT "DON'T KNOW"

Q24. Schools. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=801)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Overall quality of Clark County School District schools in Henderson	9.3%	21.5%	22.2%	21.7%	25.4%
Q24-2. Overall quality of public charter schools in Henderson	16.5%	34.1%	27.2%	9.3%	12.9%
Q24-3. Overall quality of private schools in Henderson	28.8%	31.4%	28.5%	4.0%	7.3%
Q24-4. Availability of quality preschools in Henderson	14.7%	28.9%	31.9%	17.2%	7.3%
Q24-5. Availability of quality childcare in Henderson	9.7%	23.3%	36.4%	19.0%	11.6%

Q25. Please rate your level of agreement with the following statements about Clark County School District schools in Henderson using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=801)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q25-1. Manages education budget well	1.9%	7.1%	10.6%	19.0%	24.1%	37.3%
Q25-2. Attracts high-quality teachers	2.9%	7.7%	15.1%	20.1%	21.5%	32.7%
Q25-3. Is transparent about education-related decision making	2.2%	6.2%	13.2%	18.7%	24.1%	35.5%
Q25-4. Encourages community involvement in education-related decision making	2.2%	8.0%	13.1%	19.4%	21.5%	35.8%
Q25-5. Ensures quality education for students	3.6%	10.4%	13.9%	19.5%	22.8%	29.8%
Q25-6. Has effective leadership in K-12 education	3.1%	6.5%	13.4%	17.5%	24.8%	34.7%
Q25-7. Student outcomes would be improved with a smaller school district	32.0%	20.6%	10.1%	3.5%	4.0%	29.8%

WITHOUT "DON'T KNOW"

Q25. Please rate your level of agreement with the following statements about Clark County School District schools in Henderson using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=801)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q25-1. Manages education budget well	3.0%	11.4%	16.9%	30.3%	38.4%
Q25-2. Attracts high-quality teachers	4.3%	11.5%	22.4%	29.9%	31.9%
Q25-3. Is transparent about education-related decision making	3.5%	9.7%	20.5%	29.0%	37.3%
Q25-4. Encourages community involvement in education-related decision making	3.5%	12.5%	20.4%	30.2%	33.5%
Q25-5. Ensures quality education for students	5.2%	14.8%	19.8%	27.8%	32.6%
Q25-6. Has effective leadership in K-12 education	4.8%	9.9%	20.5%	26.8%	38.0%
Q25-7. Student outcomes would be improved with a smaller school district	45.6%	29.4%	14.4%	5.0%	5.7%

Q26. Please indicate how important each of the City's major focus areas listed below are to you using a scale of 1 to 4, where 4 means "Very Important" and 1 means "Unimportant."

(N=801)

	Very important	Important	Neutral	Unimportant	Don't know
Q26-1. Community safety	84.5%	11.5%	0.5%	0.4%	3.1%
Q26-2. Infrastructure	57.8%	33.8%	3.4%	0.6%	4.4%
Q26-3. Economic vitality	53.2%	37.7%	5.2%	0.2%	3.6%
Q26-4. Healthy, livable, sustainable City	66.0%	26.1%	3.7%	1.0%	3.1%
Q26-5. Quality education	69.8%	18.0%	4.7%	1.2%	6.2%
Q26-6. High-performing public service	55.7%	33.0%	5.7%	0.6%	5.0%

WITHOUT "DON'T KNOW"

Q26. Please indicate how important each of the City's major focus areas listed below are to you using a scale of 1 to 4, where 4 means "Very Important" and 1 means "Unimportant." (without "don't know")

(N=801)

	Very important	Important	Neutral	Unimportant
Q26-1. Community safety	87.2%	11.9%	0.5%	0.4%
Q26-2. Infrastructure	60.4%	35.4%	3.5%	0.7%
Q26-3. Economic vitality	55.2%	39.1%	5.4%	0.3%
Q26-4. Healthy, livable, sustainable City	68.2%	26.9%	3.9%	1.0%
Q26-5. Quality education	74.4%	19.2%	5.1%	1.3%
Q26-6. High-performing public service	58.6%	34.7%	6.0%	0.7%

Q27. Please indicate how likely you are to do each of the following using a scale of 1 to 4, where 4 means "Very Likely" and 1 means "Very Unlikely."

(N=801)

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Q27-1. Recommend living in Henderson to someone who asks	64.0%	28.6%	3.0%	1.7%	2.6%
Q27-2. Remain in Henderson for next five years	71.8%	18.7%	4.1%	1.6%	3.7%
Q27-3. Recommend City services, facilities, or events to someone who asks	53.7%	33.3%	4.4%	2.0%	6.6%

WITHOUT "DON'T KNOW"

Q27. Please indicate how likely you are to do each of the following using a scale of 1 to 4, where 4 means "Very Likely" and 1 means "Very Unlikely." (without "don't know")

(N=801)

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Q27-1. Recommend living in Henderson to someone who asks	65.8%	29.4%	3.1%	1.8%
Q27-2. Remain in Henderson for next five years	74.6%	19.5%	4.3%	1.7%
Q27-3. Recommend City services, facilities, or events to someone who asks	57.5%	35.7%	4.7%	2.1%

Q28. How long have you lived in the City of Henderson?

Q28. How long have you lived in City of Henderson	Number	Percent
Less than 1 year	27	3.4 %
1-5 years	174	21.7 %
6-10 years	128	16.0 %
11-15 years	82	10.2 %
More than 15 years	384	47.9 %
Not provided	6	0.7 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q28. How long have you lived in the City of Henderson? (without "not provided")**

Q28. How long have you lived in City of Henderson	Number	Percent
Less than 1 year	27	3.4 %
1-5 years	174	21.9 %
6-10 years	128	16.1 %
11-15 years	82	10.3 %
More than 15 years	384	48.3 %
Total	795	100.0 %

Q29. Do you work within the City limits of the City of Henderson?

Q29. Do you work within City limits of City of Henderson	Number	Percent
Yes	316	39.5 %
No	453	56.6 %
Not provided	32	4.0 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you work within the City limits of the City of Henderson? (without "not provided")**

Q29. Do you work within City limits of City of Henderson	Number	Percent
Yes	316	41.1 %
No	453	58.9 %
Total	769	100.0 %

Q30. Are you a registered voter?

<u>Q30. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
Yes	756	94.4 %
No	44	5.5 %
Not provided	1	0.1 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Are you a registered voter? (without "not provided")**

<u>Q30. Are you a registered voter</u>	<u>Number</u>	<u>Percent</u>
Yes	756	94.5 %
No	44	5.5 %
Total	800	100.0 %

Q31. Did you vote in the last local election?

<u>Q31. Did you vote in the last local election</u>	<u>Number</u>	<u>Percent</u>
Yes	620	77.4 %
No	176	22.0 %
Not provided	5	0.6 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Did you vote in the last local election? (without "not provided")**

<u>Q31. Did you vote in the last local election</u>	<u>Number</u>	<u>Percent</u>
Yes	620	77.9 %
No	176	22.1 %
Total	796	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
18-34	154	19.2 %
35-44	153	19.1 %
45-54	151	18.9 %
55-64	152	19.0 %
65+	169	21.1 %
Not provided	22	2.7 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q32. What is your age? (without "not provided")**

Q32. Your age	Number	Percent
18-34	154	19.8 %
35-44	153	19.6 %
45-54	151	19.4 %
55-64	152	19.5 %
65+	169	21.7 %
Total	779	100.0 %

Q33. Including yourself, how many dependents did your household claim on its 2022 federal taxes?

Q33. How many dependents did your household claim on its 2022 federal taxes	Number	Percent
0	90	11.2 %
1	148	18.5 %
2	293	36.6 %
3	116	14.5 %
4	83	10.4 %
5+	30	3.7 %
Not provided	41	5.1 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Including yourself, how many dependents did your household claim on its 2022 federal taxes? (without "not provided")**

Q33. How many dependents did your household claim on its 2022 federal taxes	Number	Percent
0	90	11.8 %
1	148	19.5 %
2	293	38.6 %
3	116	15.3 %
4	83	10.9 %
5+	30	3.9 %
Total	760	100.0 %

Q34. Which of the following best describes your race?

Q34. Your race	Number	Percent
Asian or Asian Indian	72	9.0 %
Black or African American	50	6.2 %
American Indian or Alaska Native	5	0.6 %
White or Caucasian	559	69.8 %
Native Hawaiian or other Pacific Islander	6	0.7 %
Middle Eastern or North African	2	0.2 %
Other	106	13.2 %
Total	800	

Q34-7. Self-describe your race:

Q34-7. Self-describe your race	Number	Percent
Hispanic	94	89.5 %
Latin	2	1.9 %
Mixed	2	1.9 %
Mexican	1	1.0 %
Caucasian/Asian/Latino	1	1.0 %
AFRO CARRIBEAN	1	1.0 %
Greek	1	1.0 %
Chamorro from Guam	1	1.0 %
Spanish and Native American Indian	1	1.0 %
German	1	1.0 %
Total	105	100.0 %

Q35. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

Q35. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	157	19.6 %
No	639	79.8 %
Not provided	5	0.6 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q35. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	157	19.7 %
No	639	80.3 %
Total	796	100.0 %

Q36. Which of the following best describes your annual household income?

Q36. Which following best describes your annual household income	Number	Percent
Less than \$20K	42	5.2 %
\$20K-\$39,999	67	8.4 %
\$40K-\$59,999	77	9.6 %
\$60K-\$79,999	105	13.1 %
\$80K-\$99,999	95	11.9 %
\$100K-\$119,999	73	9.1 %
\$120K-\$140K	78	9.7 %
\$140K+	143	17.9 %
Not provided	121	15.1 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Which of the following best describes your annual household income? (without "not provided")**

Q36. Which following best describes your annual household income	Number	Percent
Less than \$20K	42	6.2 %
\$20K-\$39,999	67	9.9 %
\$40K-\$59,999	77	11.3 %
\$60K-\$79,999	105	15.4 %
\$80K-\$99,999	95	14.0 %
\$100K-\$119,999	73	10.7 %
\$120K-\$140K	78	11.5 %
\$140K+	143	21.0 %
Total	680	100.0 %

Q37. Your gender:

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	394	49.2 %
Female	402	50.2 %
Non-binary	1	0.1 %
Not provided	4	0.5 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Your gender: (without "not provided")**

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	394	49.4 %
Female	402	50.4 %
Non-binary	1	0.1 %
Total	797	100.0 %

Q38. Do you own or rent your home?

<u>Q38. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	563	70.3 %
Rent	232	29.0 %
Not provided	6	0.7 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Do you own or rent your home? (without "not provided")**

<u>Q38. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	563	70.8 %
Rent	232	29.2 %
Total	795	100.0 %

Q39. Do you have school-age children?

Q39. Do you have school-age children	Number	Percent
Yes	235	29.3 %
No	530	66.2 %
Not provided	36	4.5 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Do you have school-age children? (without "not provided")**

Q39. Do you have school-age children	Number	Percent
Yes	235	30.7 %
No	530	69.3 %
Total	765	100.0 %

Q40. Which of the following best describes your level of education?

Q40. Which following best describes your level of education	Number	Percent
High school diploma	177	22.1 %
Some college	165	20.6 %
Associate degree	89	11.1 %
Bachelor's degree	193	24.1 %
Master's degree	119	14.9 %
Ph.D.	26	3.2 %
Not provided	32	4.0 %
Total	801	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Which of the following best describes your level of education? (without "not provided")**

Q40. Which following best describes your level of education	Number	Percent
High school diploma	177	23.0 %
Some college	165	21.5 %
Associate degree	89	11.6 %
Bachelor's degree	193	25.1 %
Master's degree	119	15.5 %
Ph.D.	26	3.4 %
Total	769	100.0 %

Q41. Do you or any members of your family have access to the internet?

Q41. Do you or any members of your family have access to internet	Number	Percent
Yes, wired connection (Cox, Century Link)	678	84.6 %
Yes, wireless connection (T-Mobile, Verizon, AT&T, etc.)	245	30.6 %
No	18	2.2 %
Total	941	

Q41a. If you answered No to Question 41, please indicate the reason why you do not have internet access in your household.

Q41a. Why don't you have internet access in your household	Number	Percent
It is too expensive	2	11.1 %
I do not want internet access	3	16.7 %
Not provided	13	72.2 %
Total	18	100.0 %

WITHOUT "NOT PROVIDED"**Q41a. If you answered No to Question 41, please indicate the reason why you do not have internet access in your household. (without "not provided")**

Q41a. Why don't you have internet access in your household	Number	Percent
It is too expensive	2	40.0 %
I do not want internet access	3	60.0 %
Total	5	100.0 %

A large, dark blue circle with a white outline, containing the number 6 in a bold, white, sans-serif font.

Survey Instrument



To My Fellow Henderson Residents:

The City of Henderson is requesting your help and a few minutes of your time. You have been chosen to participate in an important survey designed to gather feedback from residents on key city programs and services. The information requested in this survey will be used to evaluate and improve existing programs and will help us to better understand what is important to you as a Henderson resident.

We greatly appreciate your input! We realize that this survey takes some time to complete, but every question is important. We value your opinion as we shape the future of our city and work to ensure that Henderson remains a premier community.

Please return your completed survey in the next week. A postage-paid return envelope addressed to the City has been provided for your convenience. ETC Institute is our partner in this effort, and they will compile the results and present a report to the City. ***Your responses to the questions in the survey are anonymous.*** You also have the option to complete the survey online at hendersonsurvey.org.

The results of the survey will be presented in aggregate to the City Council and to the public before the end of 2023. A comprehensive report analyzing the survey results will also be available at City Hall and posted on the City's website at CityofHenderson.com.

Please contact the City of Henderson's Office of Government and Public Affairs at (702) 267-2057 if you have any questions.

Thank you for helping to guide Henderson's development by completing the enclosed survey.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Romero".

Michelle Romero
Mayor



2023 City of Henderson Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. If you have questions, please contact the Government and Public Affairs office at (702) 267-2057. If you prefer, you can complete the survey at hendersonsurvey.org.

1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of life	4	3	2	1	9
02. Quality of services provided by the City	4	3	2	1	9
03. Water and wastewater service reliability	4	3	2	1	9
04. Public communication and outreach	4	3	2	1	9
05. Municipal court services	4	3	2	1	9
06. Fire services	4	3	2	1	9
07. Ambulance and emergency medical services	4	3	2	1	9
08. Police services	4	3	2	1	9
09. Crime prevention	4	3	2	1	9
10. Traffic enforcement	4	3	2	1	9
11. Management of City government finances	4	3	2	1	9
12. Opportunities to attend cultural activities	4	3	2	1	9
13. Quality of City parks	4	3	2	1	9
14. Quality of City recreation programs and classes	4	3	2	1	9
15. Election and voter registration process	4	3	2	1	9
16. Roadways and infrastructure (e.g., traffic lights, streetlights, sidewalks)	4	3	2	1	9
17. Planning and layout of the city	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

3. Please rate your satisfaction with each of the following items that may influence your perception of Henderson as a community using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01. Henderson as a place to live	4	3	2	1	9
02. Henderson as a place to raise a family	4	3	2	1	9
03. Henderson as a place to do business	4	3	2	1	9
04. Your neighborhood as a place to live	4	3	2	1	9
05. Henderson as a place to retire	4	3	2	1	9
06. Overall sense of community	4	3	2	1	9
07. Quality of education	4	3	2	1	9
08. Henderson as a sustainable community	4	3	2	1	9
09. Shopping and dining opportunities	4	3	2	1	9
10. Affordability of housing	4	3	2	1	9
11. Overall value that you receive for your City tax dollars and fees	4	3	2	1	9
12. Opportunities to volunteer	4	3	2	1	9

4. Community Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01. Providing neighborhood police patrols	4	3	2	1	9
02. The City's efforts to prevent crime	4	3	2	1	9
03. How quickly police respond to emergencies	4	3	2	1	9
04. How quickly fire personnel respond to emergencies	4	3	2	1	9
05. Enforcement of local traffic laws	4	3	2	1	9
06. Police safety education programs	4	3	2	1	9
07. Investigation of criminal activity	4	3	2	1	9
08. Maintaining a low crime rate	4	3	2	1	9
09. Overall competence of Henderson Police Department employees	4	3	2	1	9
10. Henderson Police Officers' attitudes and behavior	4	3	2	1	9
11. Police and fire dispatchers' (9-1-1) attitudes	4	3	2	1	9
12. Fire prevention and education	4	3	2	1	9
13. Quality of ambulance and emergency medical services	4	3	2	1	9
14. Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	4	3	2	1	9
15. Enforcement of animal control laws	4	3	2	1	9
16. Enforcement of residential property code	4	3	2	1	9
17. Ensure construction meets building and safety codes	4	3	2	1	9

5. Which THREE of the community safety items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

6. Community Safety. Please rate how safe you feel in each of the following circumstances using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe."

	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	No Opinion
1. From violent crime (e.g., rape, assault, robbery)	4	3	2	1	9
2. From property crimes (e.g., burglary, theft, vandalism)	4	3	2	1	9
3. In downtown Henderson	4	3	2	1	9
4. In your neighborhood	4	3	2	1	9
5. In City parks	4	3	2	1	9
6. On roadways and bike paths	4	3	2	1	9

7. During the past 12 months, were you or anyone in your household the victim of any crime?

____(1) Yes [Answer Q7a.] ____ (2) No [Skip to Q8.] ____ (9) Don't know [Skip to Q8.]

7a. Did you report all of these crimes to the police?

____ (1) Yes ____ (2) No ____ (9) Don't know

8. What best describes your opinion on an estimated property tax increase of \$8.75/month for the average homeowner to improve fire, ambulance and emergency medical services response times in the city of Henderson?

____ (4) Very supportive ____ (2) Neutral ____ (9) Don't know
 ____ (3) Somewhat supportive ____ (1) Not supportive

9. Public Works. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance and condition of major City streets	4	3	2	1	9
02.	Maintenance and condition of streets in your neighborhood	4	3	2	1	9
03.	Cleanliness of streets and other public areas	4	3	2	1	9
04.	Adequacy of street lighting	4	3	2	1	9
05.	Condition of sidewalks	4	3	2	1	9
06.	Traffic signal timing	4	3	2	1	9
07.	Traffic flow on major City streets	4	3	2	1	9
08.	Ease of car travel in Henderson	4	3	2	1	9
09.	Ease of bike travel in Henderson	4	3	2	1	9
10.	Ease of bus travel in Henderson	4	3	2	1	9
11.	Ease of walking in Henderson	4	3	2	1	9

10. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____

11. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks and sports fields	4	3	2	1	9
02.	Maintenance of City recreation and aquatics facilities	4	3	2	1	9
03.	Quality of City operated pre-school	4	3	2	1	9
04.	Availability of walking and biking trails	4	3	2	1	9
05.	Availability of parks and sports fields	4	3	2	1	9
06.	Maintenance and condition of walking and biking trails	4	3	2	1	9
07.	Quality of youth sports programs	4	3	2	1	9
08.	Quality of adult sports programs	4	3	2	1	9
09.	Quality of youth recreation programs	4	3	2	1	9
10.	Quality of adult recreation programs	4	3	2	1	9
11.	Quality of senior programs and services	4	3	2	1	9
12.	Quality of aquatic programs	4	3	2	1	9
13.	Quality of before and after school programs for youth	4	3	2	1	9
14.	Diversity of park amenities	4	3	2	1	9
15.	Ease of reserving park facilities	4	3	2	1	9
16.	Ease of registering for programs	4	3	2	1	9
17.	Fees charged for recreation programs	4	3	2	1	9
18.	Public art in the City	4	3	2	1	9
19.	Quality of cultural arts programs	4	3	2	1	9
20.	Opportunities to attend concerts	4	3	2	1	9
21.	Opportunities to attend cultural festivals/events	4	3	2	1	9

12. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. What kind of events would you or your household like to see the City host (e.g., concerts, festivals, holiday celebrations)?

14. **City Communication.** Which THREE of the information sources listed below do you USE MOST to find out about City of Henderson news, information, and programming? [Select only three.]

- | | |
|---|---|
| <input type="checkbox"/> (01) Cityofhenderson.com website | <input type="checkbox"/> (11) Electronic City newsletters (e.g., City News, eHappenings, Concerts & Events) |
| <input type="checkbox"/> (02) Hendersonhappenings.com website | <input type="checkbox"/> (12) Signage (e.g., billboards, banners) |
| <input type="checkbox"/> (03) City Council meetings | <input type="checkbox"/> (13) City of Henderson mobile app |
| <input type="checkbox"/> (04) Facebook | <input type="checkbox"/> (14) Local news websites |
| <input type="checkbox"/> (05) Twitter/X | <input type="checkbox"/> (15) Printed newspaper |
| <input type="checkbox"/> (06) Instagram | <input type="checkbox"/> (16) TV |
| <input type="checkbox"/> (07) YouTube | <input type="checkbox"/> (17) Radio |
| <input type="checkbox"/> (08) LinkedIn | <input type="checkbox"/> (18) Word of mouth |
| <input type="checkbox"/> (09) Nextdoor | <input type="checkbox"/> (19) Emails from the City |
| <input type="checkbox"/> (10) Printed mailers/flyers/posters | |

15. Please rate your satisfaction with each of the following items using a scale of 1 to 4, where 4 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
1.	Efforts by the City to communicate with residents through public notices, email, website, social media, etc.	4	3	2	1	9
2.	Quality of City's website, <i>cityofhenderson.com</i>	4	3	2	1	9
3.	Quality of the City's social media channels	4	3	2	1	9
4.	Availability of information about City programs and services	4	3	2	1	9
5.	Accessibility of public information	4	3	2	1	9
6.	Ability to communicate with the City through Contact Henderson on <i>cityofhenderson.com</i>	4	3	2	1	9
7.	Availability of City data (e.g., performance results, demographics)	4	3	2	1	9
8.	Ease of use of the City's Open Data Portal, <i>opendata.cityofhenderson.com</i>	4	3	2	1	9

16. If you have ever visited the Water Street District in Downtown Henderson, what was your purpose? [Check all that apply.]

- | | |
|--|---|
| <input type="checkbox"/> (1) Special events | <input type="checkbox"/> (6) Shopping |
| <input type="checkbox"/> (2) Ice skating facility | <input type="checkbox"/> (7) I live in the area or am seeking to live in the area |
| <input type="checkbox"/> (3) Business at City Hall | <input type="checkbox"/> (8) Gaming |
| <input type="checkbox"/> (4) Dining/bars | <input type="checkbox"/> (9) None; I did not visit [Skip to Q17.] |
| <input type="checkbox"/> (5) Services (e.g., legal, financial, accounting) | |

16a. If you answered any response from 1-8 above in Question 16, when was your last visit to the Water Street District in Downtown Henderson?

- (1) Less than a year (2) 1-2 years (3) 3-5 years (4) More than 5 years

16b. If you answered any response from 1-8 above in Question 16, please rate your experience as a visitor to the Water Street District in Downtown Henderson on a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

- | | | |
|--|--|---|
| <input type="checkbox"/> (4) Excellent | <input type="checkbox"/> (2) Below average | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (3) Good | <input type="checkbox"/> (1) Poor | |

17. Please rate your satisfaction with the customer service you have received during interactions with City of Henderson employees using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

____(4) Excellent ____ (2) Below average ____ (9) Don't know
 ____ (3) Good ____ (1) Poor

18. **Perception of the City.** Overall, how would you rate the quality of the services provided by each of the following using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor."

	Excellent	Good	Below Average	Poor	Don't Know
1. City of Henderson	4	3	2	1	9
2. Clark County Government	4	3	2	1	9
3. State Government	4	3	2	1	9
4. Federal Government	4	3	2	1	9

19. The City of Henderson is working with residents and businesses to do their part to help conserve water that is essential to our daily lives so our community can continue to thrive into the future. Please indicate your level of support for the following actions that could be taken to increase the community's water conservation efforts using a scale of 1 to 4, where 4 means "Strongly Support" and 1 means "Strongly Oppose."

	Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Don't Know
1. Online access to your current (daily, month-to-date, etc.) water consumption data and watering schedule	4	3	2	1	9
2. Early notification (via text or call) of unusual patterns that may indicate leaks or breaks within your system	4	3	2	1	9
3. Higher rebates/incentives for grass removal and other water savings	4	3	2	1	9
4. Additional charges for excessive water use	4	3	2	1	9
5. Access to more educational resources on creating less water intensive landscapes in the desert	4	3	2	1	9
6. Increased information on rebates currently available for smart irrigation controllers, useless grass removal and other tools that help with conservation	4	3	2	1	9

20. Which TWO of the items listed above are the MOST IMPORTANT to your household to help conserve water? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____

21. Since 2000, Southern Nevada has continued to reduce water demands. Please indicate the extent to which you support the following statements using a scale of 1 to 4, where 4 means "Strongly Agree" and 1 means "Strongly Disagree."

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
1. Our community is taking effective steps to manage limited water resources	4	3	2	1	9
2. Our community has sufficient water if we continue to manage resources responsibly	4	3	2	1	9
3. I support new restrictions, laws, and charges that have recently been implemented to decrease water use by all customers	4	3	2	1	9
4. I understand how I can take steps within my own household to conserve water and help ensure our children and grandchildren have the water resources they need to thrive	4	3	2	1	9

22. How big of a problem is homelessness in Henderson?

___(1) Major ___(2) Moderate ___(3) Minor ___(4) Not a problem

23. Is enough being done to address homelessness in Henderson?

___(1) Yes ___(2) No ___(3) Not sure

24. Schools. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of Clark County School District schools in Henderson	5	4	3	2	1	9
2.	Overall quality of public charter schools in Henderson	5	4	3	2	1	9
3.	Overall quality of private schools in Henderson	5	4	3	2	1	9
4.	Availability of quality preschools in Henderson	5	4	3	2	1	9
5.	Availability of quality childcare in Henderson	5	4	3	2	1	9

25. Please rate your level of agreement with the following statements about Clark County School District schools in Henderson using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Manages the education budget well	5	4	3	2	1	9
2.	Attracts high-quality teachers	5	4	3	2	1	9
3.	Is transparent about education-related decision making	5	4	3	2	1	9
4.	Encourages community involvement in education-related decision making	5	4	3	2	1	9
5.	Ensures quality education for students	5	4	3	2	1	9
6.	Has effective leadership in K-12 education	5	4	3	2	1	9
7.	Student outcomes would be improved with a smaller school district	5	4	3	2	1	9

26. Please indicate how important each of the City's major focus areas listed below are to you using a scale of 1 to 4, where 4 means "Very Important" and 1 means "Unimportant."

		Very Important	Important	Neutral	Unimportant	Don't Know
1.	Community safety	4	3	2	1	9
2.	Infrastructure	4	3	2	1	9
3.	Economic vitality	4	3	2	1	9
4.	Healthy, livable, sustainable City	4	3	2	1	9
5.	Quality education	4	3	2	1	9
6.	High-Performing public service	4	3	2	1	9

27. Please indicate how likely you are to do each of the following using a scale of 1 to 4, where 4 means "Very Likely" and 1 means "Very Unlikely."

		Very Likely	Somewhat Likely	Somewhat Unlikely	Very Unlikely	Don't Know
1.	Recommend living in Henderson to someone who asks	4	3	2	1	9
2.	Remain in Henderson for the next five years	4	3	2	1	9
3.	Recommend City of Henderson services, facilities, or events to someone who asks	4	3	2	1	9

Demographics

28. How long have you lived in the City of Henderson?

____(1) Less than 1 year ____ (3) 6-10 years ____ (5) More than 15 years
____(2) 1-5 years ____ (4) 11-15 years

29. Do you work within the city limits of the City of Henderson? ____ (1) Yes ____ (2) No

30. Are you a registered voter? ____ (1) Yes ____ (2) No

31. Did you vote in the last local election? ____ (1) Yes ____ (2) No

32. What is your age? _____ years

33. Including yourself, how many dependents did your household claim on its 2022 federal taxes?

_____ people

34. Which of the following best describes your race? [Check all that apply.]

____(01) Asian or Asian Indian ____ (05) Native Hawaiian or other Pacific Islander
____(02) Black or African American ____ (06) Middle Eastern or North African
____(03) American Indian or Alaska Native ____ (99) Other: _____
____(04) White or Caucasian

35. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

____ (1) Yes ____ (2) No

36. Which of the following best describes your annual household income?

____(1) Less than \$20,000 ____ (4) \$60,000-\$79,999 ____ (7) \$120,000-\$140,000
____(2) \$20,000-\$39,999 ____ (5) \$80,000-\$99,999 ____ (8) More than \$140,000
____(3) \$40,000-\$59,999 ____ (6) \$100,000-\$119,999

37. Your gender: ____ (1) Male ____ (2) Female ____ (3) Non-binary

38. Do you own or rent your home? ____ (1) Own ____ (2) Rent

39. Do you have school-age children? ____ (1) Yes ____ (2) No

40. Which of the following best describes your level of education?

____(1) High School diploma ____ (3) Associate degree ____ (5) Master's degree
____(2) Some college ____ (4) Bachelor's degree ____ (6) Ph.D.

41. Do you or any members of your family have access to the internet?

____(1) Yes, wired connection (Cox, Century Link)
____(2) Yes, wireless connection (T-Mobile, Verizon, AT&T, etc.)
____(3) No [Answer Q41a.]

41a. If you answered No to question 41 above, please indicate the reason why you do not have internet access in your household.

____(1) It is too expensive ____ (3) I do not want internet access
____(2) It is not available ____ (4) Other: _____

42. If you would like to receive a copy of the City's new Strategic Plan and other updates from the City of Henderson, please provide your email address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!