Construction schedules are subject to change *through November.*

**Timeline**

- Construction begins August 8

**Description**

- Pedestrian access ramps
- Reconstruction of various pedestrian areas to provide continuous existing pedestrian access to ramps
- Addition of 5-foot bike lane in both directions
- Asphalt paving from Big to Little Cottonwood Canyon
- Wasatch Blvd.: Big to Little Cottonwood Canyon

**Project**

A UDOT Project
Contacts

855-663-6800

- Construction Hotline
- Amalia Andrews | admin@udot.utah.gov
- Public Information Manager
- Peter Tang | pttang@udot.utah.gov
- UDOT Project Manager

Construction Project

Wasatch Blvd: Big to Little Cottonwood Canyon
1. Cottonwood Heights residents as a whole are overwhelmingly satisfied with their quality of life in the city, city services, and city management.

2. Snow removal is the city service that garners the most targeted complaints.

3. Residents enjoy the convenience of living in Cottonwood Heights due to its location and the lifestyle it provides access to.

4. There is inherent tension between residents’ desires for preservation of open spaces and the ways in which they would like the city to manage growth – one of the major concerns now and looking toward the future.

5. Development is seen as a dual-edged sword that threatens the look and feel of the city, but also provides more convenient transportation and amenities and broadens the tax base.

6. Public safety in Cottonwood Heights receives good ratings overall and trust in the Police Department is high.
SURVEY METHODOLOGY
SURVEY METHODOLOGY

Sampling frame of Cottonwood Heights residents consisted of a universe of registered voters contacted via email and supplemented by postal mail survey invitations.

In total, we emailed 11,087 invitations and sent 2,000 mailers. 1,869 emails bounced due to either incorrect email addresses or high spam filter settings resulting in a deliverability rate of 86%.*

Of the 11,218 total delivered invitations, 1,531 citizens responded by completing online surveys. This results in a response rate of approximately 13.6% overall. Each email address or mailed invitee could respond only once.

1,531 interviews among an estimated adult population of 34,238 results in a margin of error for the survey of plus or minus 2.45 percentage points. Responses were weighted to better approximate city demographic composition.

*Overall deliverability will be calculated once all returned mailers have been counted.
Subject: Official Cottonwood Heights Citizen Survey

Hello there,

We invite you to participate in a special citywide survey of Cottonwood Heights residents. The purpose of the survey is to ask for your input about important issues facing Cottonwood Heights. This survey includes questions about important upcoming policy decisions and the results will be used during official city deliberations.

Your participation is very important and will help make the survey accurate. This online survey takes most people less than 10 minutes to complete and your answers are completely confidential.

To take the survey click on the link below:

Take the survey

Your participation is very important and will help to shape the future of Cottonwood Heights.

Sincerely,

Mayor Kelvyn Cullimore Jr., Cottonwood Heights and Scott Riding, Managing Partner, Y² Analytics
SURVEY INVITATION

Citizens were offered details about the researchers & given option to unsubscribe.

Subject: Official Cottonwood Heights Citizen Survey

*** Frequently Asked Questions ***

Who is Y² Analytics?
Y² Analytics is a research firm located in Salt Lake City. We are conducting the survey on behalf of the staff and elected officials of Cottonwood Heights.

How did you get my email address?
Your name was taken from a list of Cottonwood Heights residents and matched to your email address by a third party vendor.

Can you take my name off this list and stop contacting me?
Yes. Click on the link below to opt out of any further contact about this survey.

Follow the link to opt out of future emails:
Click here to unsubscribe

180 invitees (or less than 2%) unsubscribed from the survey email list
We invite you to participate in an official survey, commissioned by the city of Cottonwood Heights and conducted by an independent survey research firm. The results of this survey inform city officials as they make important decisions about Cottonwood Heights’ future, so please help us ensure they are as accurate as possible by taking the survey today.

This is a scientific survey and you were selected at random from a list of residents in Cottonwood Heights. Your participation is very important and will help make the survey accurate. This online survey takes about 15 minutes to complete, and your answers are completely confidential.

To ensure that only randomly selected individuals can participate, we have provided you a unique access code. If you have already received an invitation to take this survey via email, please disregard this letter.

TAKE THE SURVEY TODAY:

1. Enter the following URL into any web browser on a desktop computer, laptop, or mobile device – http://surveycottonwoodheights.com
2. Click on the button labeled – CLICK HERE TO START THE OFFICIAL CITY SURVEY
3. Enter this six-digit access code in the space provided – # # # # # #

If you have trouble accessing the poll, please email Y2 Analytics at survey@y2polls.com or call the poll helpline at (801) 810-6264. A list of frequently asked questions about the research is available online: http://surveycottonwoodheights.com.

The survey is available now. Please begin and complete this official city survey before it closes at midnight on Friday, July 1st.

Sincerely,

Kelley H. Cullimore Jr.
Cottonwood Heights City Mayor

P.S. Your participation is very important to this official city survey. Please go to http://surveycottonwoodheights.com and take it before the survey ends at midnight on Friday, July 1st.
The demographics of our respondents differ slightly from those of the US Census statistics for Cottonwood Heights, but approximate well the registered voter population of the city.

<table>
<thead>
<tr>
<th>Category</th>
<th>Statistic</th>
<th>Census Statistics</th>
<th>Survey Respondents</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence</td>
<td>Home owner</td>
<td>72%</td>
<td>81%</td>
<td>+9</td>
</tr>
<tr>
<td></td>
<td>Renter/Other</td>
<td>28</td>
<td>19</td>
<td>-9</td>
</tr>
<tr>
<td>Education</td>
<td>Less than high school</td>
<td>3%</td>
<td>1%</td>
<td>-2</td>
</tr>
<tr>
<td></td>
<td>High school graduate</td>
<td>17</td>
<td>4</td>
<td>-13</td>
</tr>
<tr>
<td></td>
<td>Some college</td>
<td>25</td>
<td>21</td>
<td>-4</td>
</tr>
<tr>
<td></td>
<td>College/Vocational school</td>
<td>39</td>
<td>48</td>
<td>+9</td>
</tr>
<tr>
<td></td>
<td>Degree</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post-graduate degree</td>
<td>16</td>
<td>26</td>
<td>+10</td>
</tr>
<tr>
<td>Income</td>
<td>UNDER $25K</td>
<td>9%</td>
<td>3%</td>
<td>-6</td>
</tr>
<tr>
<td></td>
<td>$25K-34,999</td>
<td>7</td>
<td>7</td>
<td>/</td>
</tr>
<tr>
<td></td>
<td>$35K-49,999</td>
<td>12</td>
<td>6</td>
<td>-6</td>
</tr>
<tr>
<td></td>
<td>$50K-74,999</td>
<td>21</td>
<td>18</td>
<td>-3</td>
</tr>
<tr>
<td></td>
<td>$75K-99,999</td>
<td>19</td>
<td>17</td>
<td>-2</td>
</tr>
<tr>
<td></td>
<td>$100K-149,999</td>
<td>15</td>
<td>29</td>
<td>+14</td>
</tr>
<tr>
<td></td>
<td>OVER $150K</td>
<td>18</td>
<td>21</td>
<td>+3</td>
</tr>
</tbody>
</table>
The demographics of our respondents differ slightly from those of the US Census statistics for Cottonwood Heights, but approximate well the registered voter population of the city.

<table>
<thead>
<tr>
<th>Category</th>
<th>Statistic</th>
<th>Registered Voter Population</th>
<th>Survey Respondents</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Men</td>
<td>49%</td>
<td>48%</td>
<td>-1</td>
</tr>
<tr>
<td></td>
<td>Women</td>
<td>51</td>
<td>52</td>
<td>+1</td>
</tr>
<tr>
<td>Age</td>
<td>18-24</td>
<td>7%</td>
<td>5%</td>
<td>-2</td>
</tr>
<tr>
<td></td>
<td>25-34</td>
<td>15</td>
<td>18</td>
<td>+3</td>
</tr>
<tr>
<td></td>
<td>35-44</td>
<td>16</td>
<td>16</td>
<td>/</td>
</tr>
<tr>
<td></td>
<td>45-54</td>
<td>16</td>
<td>16</td>
<td>/</td>
</tr>
<tr>
<td></td>
<td>55-64</td>
<td>20</td>
<td>20</td>
<td>/</td>
</tr>
<tr>
<td></td>
<td>65+</td>
<td>26</td>
<td>26</td>
<td>/</td>
</tr>
</tbody>
</table>
CITY DIRECTION & PERCEPTIONS
Overall, would you say the city of Cottonwood Heights is headed in the right direction or the wrong direction?

- 55% Right direction
- 31% Don’t know
- 14% Wrong direction

Of residents that express an opinion, 80% say Cottonwood Heights is headed in the right direction.
Average quality of life rating in Cottonwood Heights is about 80 on a 0-100 scale.

All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Cottonwood Heights?

AVERAGE = 80.4
COTTONWOOD HEIGHTS ELECTED OFFICIALS

Elected officials in Cottonwood Heights have the approval of a large majority, but very few strongly approve.

Do you approve or disapprove of how the Cottonwood Heights Mayor and City Council are handling their jobs?

- 9% strongly approve
- 66% approve
- 19% disapprove
- 6% strongly disapprove
About 42% of respondents believe Cottonwood Heights is better today than it was five years ago, while about 18% say the city is worse.

How would you rate Cottonwood Heights today compared to five years ago? Would you say it is…

- Much better: 11%
- Somewhat better: 31%
- About the same: 28%
- Somewhat worse: 13%
- Much worse: 5%
- Don't know, haven't been here that long: 13%
LIKE MOST ABOUT COTTONWOOD HEIGHTS

The city’s convenient location tops the list of reasons respondents say they like living in Cottonwood Heights.

What do you like most about living in Cottonwood Heights?
In your opinion, what is the most important issue facing Cottonwood Heights today?
Again, residents are most concerned about managing growth, crime, and traffic. Taxes and infrastructure also weigh heavily on people's minds.

Q In your opinion, what is the most important issue facing Cottonwood Heights in the next 3-5 years?
An overwhelming majority of respondents are likely to recommend Cottonwood Heights to others as a good place to live.

**How likely are you to recommend the City of Cottonwood Heights to others as a good place to live?**

- **Very likely**: 59%
- **Somewhat likely**: 31%
- **Somewhat unlikely**: 7%
- **Very unlikely**: 4%
63% of respondents are satisfied with the service they receive for their tax dollar in Cottonwood Heights.

**Q** In general, how do you rate the service you receive from Cottonwood Heights for your tax dollar?

**VALUE FOR TAX DOLLAR**

- Excellent: 12%
- Good: 51%
- Fair: 28%
- Poor: 10%
## QUALITY OF LIFE INDICATORS

We asked residents whether they agreed or disagreed with each of the following statements about Cottonwood Heights.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Disagree/Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cottonwood Heights is a great place to raise a family.</strong></td>
<td>48%</td>
<td>35</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td><strong>Overall, I feel safe living in Cottonwood Heights.</strong></td>
<td>43</td>
<td>41</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td><strong>Cottonwood Heights provides all the services I think it should provide.</strong></td>
<td>23</td>
<td>44</td>
<td>13</td>
<td>15</td>
</tr>
<tr>
<td><strong>Cottonwood Heights has all the kinds of businesses I want it to have.</strong></td>
<td>26</td>
<td>42</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td><strong>Overall, I think Cottonwood Heights does a good job managing city services.</strong></td>
<td>17</td>
<td>41</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td><strong>Cottonwood Heights is growing and developing in a positive way.</strong></td>
<td>19</td>
<td>39</td>
<td>18</td>
<td>16</td>
</tr>
</tbody>
</table>
COTTONWOOD HEIGHTS CITY SERVICES
COTTONWOOD HEIGHTS CITY SERVICES

We asked residents to evaluate government services in Cottonwood Heights.

Cottonwood Heights provides several services to its residents. Some are provided directly by the city, and some are provided by districts or agencies that the city works with. This group of services is provided directly by the city. Please rate each of the following city services using a 0 to 100 scale, with 0 meaning you are completely dissatisfied and 100 meaning completely satisfied. If you are unfamiliar with a service, select Not applicable.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>City parks and open spaces</td>
<td>74</td>
</tr>
<tr>
<td>Community events</td>
<td>72</td>
</tr>
<tr>
<td>Emergency preparedness</td>
<td>71</td>
</tr>
<tr>
<td>Animal control services</td>
<td>64</td>
</tr>
<tr>
<td>Police services</td>
<td>63</td>
</tr>
<tr>
<td>Street lighting</td>
<td>63</td>
</tr>
<tr>
<td>City code enforcement</td>
<td>58</td>
</tr>
<tr>
<td>Sidewalk maintenance</td>
<td>57</td>
</tr>
<tr>
<td>Senior citizens programs</td>
<td>56</td>
</tr>
<tr>
<td>Water conservation efforts</td>
<td>56</td>
</tr>
<tr>
<td>Surface maintenance on city streets and roads</td>
<td>55</td>
</tr>
<tr>
<td>Planning, zoning, and building services</td>
<td>53</td>
</tr>
<tr>
<td>Snow removal services</td>
<td>44</td>
</tr>
</tbody>
</table>
We asked residents to evaluate third-party services in Cottonwood Heights.

This second group of services is provided by some other district or agency that the city works with. Please rate each of the following city services using a 0 to 100 scale, with 0 meaning you are completely dissatisfied and 100 meaning completely satisfied. If you are unfamiliar with a service, select Not applicable.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and emergency medical services</td>
<td>82</td>
</tr>
<tr>
<td>Garbage collection</td>
<td>82</td>
</tr>
<tr>
<td>Culinary (drinking) water</td>
<td>81</td>
</tr>
<tr>
<td>City recreation and fitness programs</td>
<td>77</td>
</tr>
<tr>
<td>Recycling program</td>
<td>72</td>
</tr>
</tbody>
</table>
Below are a selected handful of verbatim responses from residents talking about their experience with city services in the past year.

“Cottonwood Heights is the traffic ticket capital of the Wasatch front. Unified police would be better and more economical. Public works is the same. We should join the county for these services.”

“I am grateful that changes have been made to snow removal services for the coming year.”

“I pay taxes to Cottonwood Heights, but I’m considered out of area to receive a discount at the rec center. That doesn’t’ make sense.”

“I love the police department, they are on the ball!”

“The detectives that helped recover my stolen property this past week were top notch. Many thanks to them. Code enforcement could be more proactive.”

“The cost for water service is very high, just to maintain the landscaping around my property.”

“Emergency services tend to be much slower than seems acceptable. [I] have been placed on hold when calling for 911 assistance.”

“Car and home burglaries are out of control.”

“The low score on snow removal is from the last few years.”

“I don't want sidewalks on residential streets, at least don't retrofit old neighborhoods with new sidewalks. Save my tax dollars and put them to use somewhere else and I'll walk in the street and be just fine.”
We asked residents to prioritize government services in Cottonwood Heights by having them allocate funding to a variety of services.

If Cottonwood Heights raised taxes and had $100 more from each citizen to spend to improve city services, how would you want to see the city divide your $100 among the city services?

1. City parks and open spaces: $13.66
2. Snow removal services: $12.82
3. Surface maintenance on city streets and roads: $12.50
4. Police services: $6.83
5. Fire and emergency medical services: $6.17
6. Sidewalk maintenance: $5.62
7. Other (please specify): $4.92
8. Street lighting: $4.85
9. City recreation and fitness programs: $4.35
10. Recycling program: $3.99
11. Water conservation efforts: $3.89
12. Planning, zoning, and building services: $3.56
13. Culinary (drinking) water: $3.38
14. Senior citizens programs: $2.85
15. City code enforcement: $2.85
16. Emergency preparedness: $2.71
17. Community events: $2.66
18. Garbage collection: $1.53
19. Animal control services: $1.30
Dog parks, bikes and mass-transit, and tax refunds were among the top items listed in the ‘Other’ category.

If Cottonwood Heights raised taxes and had $100 more from each citizen to spend to improve city services, how would you want to see the city divide your $100 among the city services? Showing ‘Other’.
CITY COMMUNICATIONS
Most residents currently get their information from the city newsletter.

**Q:** From which source do you currently receive most of your information about the City of Cottonwood Heights?

- **City newsletter:** 73%
- **Newspaper:** 8%
- **Social media (e.g. Facebook, Twitter, etc.):** 7%
- **Other:** 7%
- **City website:** 3%
- **Email from the city:** 2%
- **Insert in water or other municipal bill:** 1%
From which source would you prefer to receive most of your information about the City of Cottonwood Heights?

- **City newsletter**: 60%
- **Email from the city**: 17%
- **Social media (e.g. Facebook, Twitter, etc.)**: 9%
- **City website**: 5%
- **Newspaper**: 4%
- **Other**: 3%
- **Insert in water or other municipal bill**: 1%
COTTONWOOD HEIGHTS STAFF
Less than half of respondents have contacted a city office in the past year.

**Question:** During the past year have you contacted any Cottonwood Heights office to seek service, information, or to file a complaint?

- Yes: 40%
- No: 60%
Of the 40% of respondents who have contacted a city office within the past year, 59% were satisfied with the city’s response.

**PERSONAL EXPERIENCE WITH CITY STAFF**

Were you generally satisfied or dissatisfied with the city’s response?

- Very satisfied: 35%
- Somewhat satisfied: 24
- Neither satisfied nor dissatisfied: 8
- Somewhat dissatisfied: 15
- Very dissatisfied: 17
Below are a selected handful of verbatim responses from residents talking about their experience with a Cottonwood Heights office in the past year.

“The city employees I have dealt with have to be constantly remind[ed] to return phone calls and are slow to provide information.”

“A vandalism incident at the Pioneer Cemetery… was handled with utmost interest, follow-through, and respect for the property and we who were involved in the Cemetery's care.”

“A neighbor’s alarm went off. I was watching the house so I called the police. They came and checked the house and surroundings. They also did some drive bys. The police did a great job at responding and keeping us safe.”

“I get the feeling that they like to pass the buck and transfer you to someone else instead of just getting it done.”

“[I’m] highly satisfied with the Police Department’s response to driver behavior concerns.”

“I was surprised the Mayor answered his phone.”

“I've contacted code enforcement at least once over the past year, but I’m starting to think that they've just sort of given up on the south edge of the city, it doesn't seem like they really care.”

“[I was] treated poorly and called a liar when trying to file a complaint.”

“Trying to rent the pavilion from the rec center was a very bad disorganized disheveled experience.”
PUBLIC SAFETY
We asked residents to what extent they agreed or disagreed with each of the following statements about Cottonwood Heights.

### PUBLIC SAFETY INDICATORS

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Somewhat Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Cottonwood Heights Police Department is too aggressive on enforcement aimed at preventing impaired driving.</td>
<td>14%</td>
<td>17</td>
<td>32</td>
<td>15 22</td>
</tr>
<tr>
<td>The Cottonwood Heights Police Department is professional and responsive.</td>
<td>30</td>
<td>28</td>
<td>21 12 9</td>
<td></td>
</tr>
<tr>
<td>The Cottonwood Heights Police Department is doing what it takes to stop impaired drivers and keep Cottonwood Heights roads and citizens safe.</td>
<td>23</td>
<td>27</td>
<td>32 11 7</td>
<td></td>
</tr>
<tr>
<td>The Cottonwood Heights Police Department is committed to addressing the issues that pose the biggest threats to the safety of our community.</td>
<td>21</td>
<td>28</td>
<td>25 15 10</td>
<td></td>
</tr>
<tr>
<td>I trust the Cottonwood Heights Police Department to deter and, when necessary, deal with crime in the city.</td>
<td>31</td>
<td>35</td>
<td>13 12 8</td>
<td></td>
</tr>
</tbody>
</table>
DEVELOPMENT & TRADE-OFFS
To keep up with growth in the city, more revenue will be required to provide city services. Knowing this, would you rather pay higher property taxes each year, or have Cottonwood Heights cut back on city programs and services?

Majority of residents would prefer that services be cut than that their taxes be raised.

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fewer City Services</td>
<td>59%</td>
</tr>
<tr>
<td>Higher Property Taxes</td>
<td>41%</td>
</tr>
</tbody>
</table>
In order for Cottonwood Heights to continue to provide the same level of city services, would you rather see the city increase commercial development to generate more city revenue, or increase property taxes to generate more revenue?

- Increased Development: 75%
- Increased Property Taxes: 25%
City residents are split almost evenly with a slim majority favoring improving and maintaining roads.

Would you rather see Cottonwood Heights invest in becoming a more pedestrian-friendly community with more walkable streets and convenient amenities, or have the city devote resources to improving and maintaining city roads?

49%  
Become a more walkable community

51%  
Improve and maintain roads
69% of respondents stated their willingness to support an increase in taxes if the funds were used to purchase land for parks and open spaces.

Would you support or oppose an increase in taxes if Cottonwood Heights used the funds to purchase land that would be developed into parks or preserved as open spaces?
We asked residents to what extent they agreed or disagreed with each of the following statements about Cottonwood Heights.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Neither Agree Nor Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major corridors in Cottonwood Heights, such as Fort Union Boulevard, Highland Drive, and Wasatch Boulevard, should be redeveloped over the next several years to modernize the appearance, improve traffic flow, and broaden the commercial tax base of the city.</td>
<td>20%</td>
<td>38</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>Increased development in Cottonwood Heights threatens the open spaces, atmosphere, and lifestyle we enjoy in our community.</td>
<td>23</td>
<td>30</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>Fort Union Boulevard should become a mass transit corridor to better accommodate future transportation needs in Cottonwood Heights.</td>
<td>15</td>
<td>30</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>Cottonwood Heights should plan for the city’s future transportation needs now by developing more convenient mass transit access routes throughout the city.</td>
<td>24</td>
<td>33</td>
<td>18</td>
<td>13</td>
</tr>
</tbody>
</table>
1. Cottonwood Heights residents as a whole are overwhelmingly satisfied with their quality of life in the city, city services, and city management.

2. Snow removal is the city service that garners the most targeted complaints.

3. Residents enjoy the convenience of living in Cottonwood Heights due to its location and the lifestyle it provides access to.

4. There is inherent tension between residents’ desires for preservation of open spaces and the ways in which they would like the city to manage growth – one of the major concerns now and looking toward the future.

5. Development is seen as a dual-edged sword that threatens the look and feel of the city, but also provides more convenient transportation and amenities and broadens the tax base.

6. Public safety in Cottonwood Heights receives good ratings overall and trust in the Police Department is high.