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MONTEREY CITY SURVEY RESULTS

Monterey, CA – Results of the comprehensive Community Survey show a continuation of very high favorability ratings for the services and programs provided by the City of Monterey, despite budget cuts during the last two years. The survey shows that the majority of City programs and services receive a 90% or greater favorability rating.

Maintenance of parks remains the top-ranked service in the City at 100% favorability, with the Monterey Fire Department a close second. City services receiving ratings above 90% include: Monterey Police, Harbor, Beach maintenance, the City's website, Historic preservation, City Focus newsletter, City TV (the Monterey Channel), preservation of the Monterey Bay, Monterey Public Library, and programs for children.

The survey also reports significant improvement in nine areas, which are: maintenance of City medians and street trees, street conditions, the City's website, The Monterey Channel, zoning regulations, availability of parking in business districts, programs for teens, neighborhood speeding, and safety on the Wharf-Aquarium recreation trail.

Only two areas received less than 80% favorable ratings: street conditions, which also were among the most improved, and availability of bike lanes (79%), which was up significantly over several years ago.

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The 2010 Community Survey was conducted online for the first time in its history. In previous years, the City mailed the survey to addresses inside city limits, but budget reductions eliminated funding for that. “The online survey allowed us to continue taking the pulse of City residents at a tiny fraction of the cost of the printed survey,” said Communications & Outreach Manager Anne McGrath. “This is one of many examples of the City finding new ways of provide similar services for less.”

Although the distribution method of the survey changed this year, results of the online survey were very similar to results of previous year’s surveys. The online survey was available from July through November 2010 on the City’s website and email notifications about the survey were sent several times to people who have signed up to receive news from the City.

The report on results the 2010 Community Survey is available online at www.monterey.org/survey

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