



# YOUR MONEY. YOUR VOICE. SU DINERO. SU VOZ.

The City of Riverside invites you to provide your feedback about our City's budget allocations, vital programs, and essential services. Your insights will also play a pivotal role in directing resources towards upcoming housing and community projects, particularly those aimed at benefitting low and moderate-income families in our community, ultimately shaping the 2024/2025 U.S. Department of Housing and Urban Development Annual Action Plan.

### 1. Overall, are you satisfied with the job the City of Riverside is doing to provide City services?

Very Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Very Dissatisfied  Not Sure/Don't Know

### 2. Please indicate the level of importance you attribute to each of the following services, programs, and facilities offered by the City of Riverside.

(1 - Extremely Important, 2 - Very Important, 3 - Somewhat Important, or 4 - Not at All Important)

- |                                      |                                                    |
|--------------------------------------|----------------------------------------------------|
| _____ Police Services                | _____ Traffic on Major City Streets                |
| _____ Fire Protection Services       | _____ Street Pavement Maintenance                  |
| _____ Building Permit Services       | _____ Maintaining the City's Character and History |
| _____ Code Enforcement Services      | _____ Managing Building and Development            |
| _____ Park and Recreation Facilities | _____ Environmental and Sustainability Programs    |
| _____ Park and Recreation Programs   | _____ Electric Service                             |
| _____ Senior Services                | _____ Water Service                                |
| _____ Park Maintenance               | _____ Trash Pickup                                 |
| _____ Library Facilities             | _____ Street Sweeping                              |
| _____ Library Programs And Services  | _____ Riverside TV Broadcasting                    |

### 3. Please rate your satisfaction with the City's performance in delivering each of its services, programs, and facilities.

(1 - Very Satisfied, 2 - Somewhat Satisfied, 3 - Somewhat Dissatisfied, 4 - Very Dissatisfied)

- |                                      |                                        |
|--------------------------------------|----------------------------------------|
| _____ Police Services                | _____ Senior Services Park Maintenance |
| _____ Fire Protection Services       | _____ Library Facilities               |
| _____ Building Permit Services       | _____ Library Programs and Services    |
| _____ Code Enforcement Services      | _____ Traffic on Major City Streets    |
| _____ Park and Recreation Facilities | _____ Street Pavement Maintenance      |
| _____ Park and Recreation Programs   |                                        |



Complete the Survey Online





# YOUR MONEY. YOUR VOICE. SU DINERO. SU VOZ.

La Ciudad de Riverside le invita a asistir a una reunión de la comunidad cerca de usted para una conversación significativa sobre las asignaciones presupuestarias de nuestra Ciudad, programas vitales y servicios esenciales. Sus puntos de vista también desempeñarán un papel fundamental en la orientación de los recursos hacia los próximos proyectos de vivienda y de la comunidad, en particular los destinados a beneficiar a las familias de ingresos bajos y moderados en nuestra comunidad, en última instancia, dar forma a la 2024/2025 Vivienda y Desarrollo Urbano de los Estados Unidos Plan de Acción Anual.

## 1. En general, ¿está satisfecho con el trabajo que realiza la ciudad de Riverside para prestar los servicios municipales?

Muy satisfechos  Algo satisfecho  Algo insatisfecho  Muy insatisfecho  No estoy seguro/No sé

## 2. Por favor, indique el nivel de importancia que atribuye a cada uno de los siguientes servicios, programas e instalaciones ofrecidos por la ciudad de Riverside.

1 - Extremadamente Importante, 2 - Muy Importante, 3 - Algo Importante o 4 - Nada Importante

- |                                                      |                                                             |
|------------------------------------------------------|-------------------------------------------------------------|
| _____ Servicios Policiales                           | _____ Mantenimiento del Pavimento de las Calles             |
| _____ Servicios de Protección Contra Incendios       | _____ Mantenimiento del Carácter Y La Historia de la Ciudad |
| _____ Servicios de Permisos de Construcción          | _____ Gestión de la Construcción y el Desarrollo            |
| _____ Servicios de Aplicación de Códigos             | _____ Programas Medioambientales y de Sostenibilidad        |
| _____ Parques e Instalaciones Recreativas            | _____ Servicio Eléctrico                                    |
| _____ Programas de Parques y Recreo                  | _____ Servicio de Agua                                      |
| _____ Servicios para Personas Mayores                | _____ Recogida de Basuras                                   |
| _____ Mantenimiento de Parques                       | _____ Barrido de Calles                                     |
| _____ Biblioteca                                     | _____ Emisión de TV en Riverside                            |
| _____ Programas y Servicios de Biblioteca            |                                                             |
| _____ Tráfico en las Principales Calles de la Ciudad |                                                             |

## 3. Por favor, valore su satisfacción con los servicios, programas e instalaciones ofrecidos por la ciudad. (1 - Muy Satisfecho, 2 - Algo Satisfecho, 3 - Algo Insatisfecho, 4 - Muy Insatisfecho)

- |                                                |                                                      |
|------------------------------------------------|------------------------------------------------------|
| _____ Servicios Policiales                     | _____ Servicios para Personas Mayores                |
| _____ Servicios de Protección Contra Incendios | _____ Mantenimiento de Parques                       |
| _____ Servicios de Permisos De Construcción    | _____ Biblioteca                                     |
| _____ Servicios de Aplicación De Códigos       | _____ Programas y Servicios De Biblioteca            |
| _____ Parques e Instalaciones Recreativas      | _____ Tráfico en las Principales Calles de la Ciudad |
| _____ Programas de Parques y Recreo            | _____ Mantenimiento del Pavimento de las Calles      |



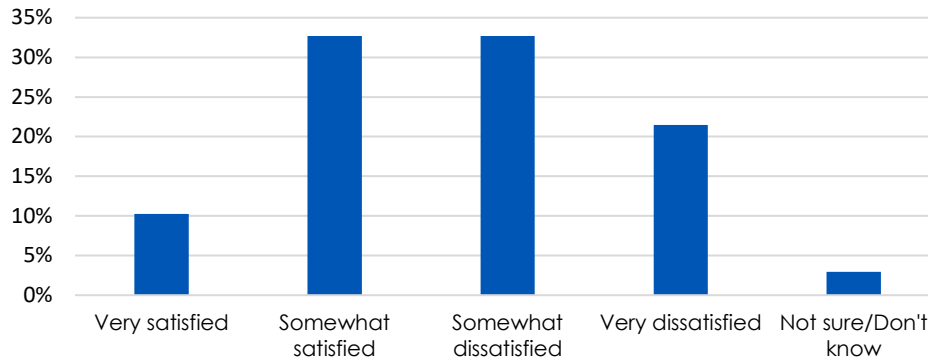
Complete la Encuesta en Línea



# YOUR MONEY. YOUR VOICE - COMMUNITY BUDGET FEEDBACK ONLINE SURVEY RESULTS

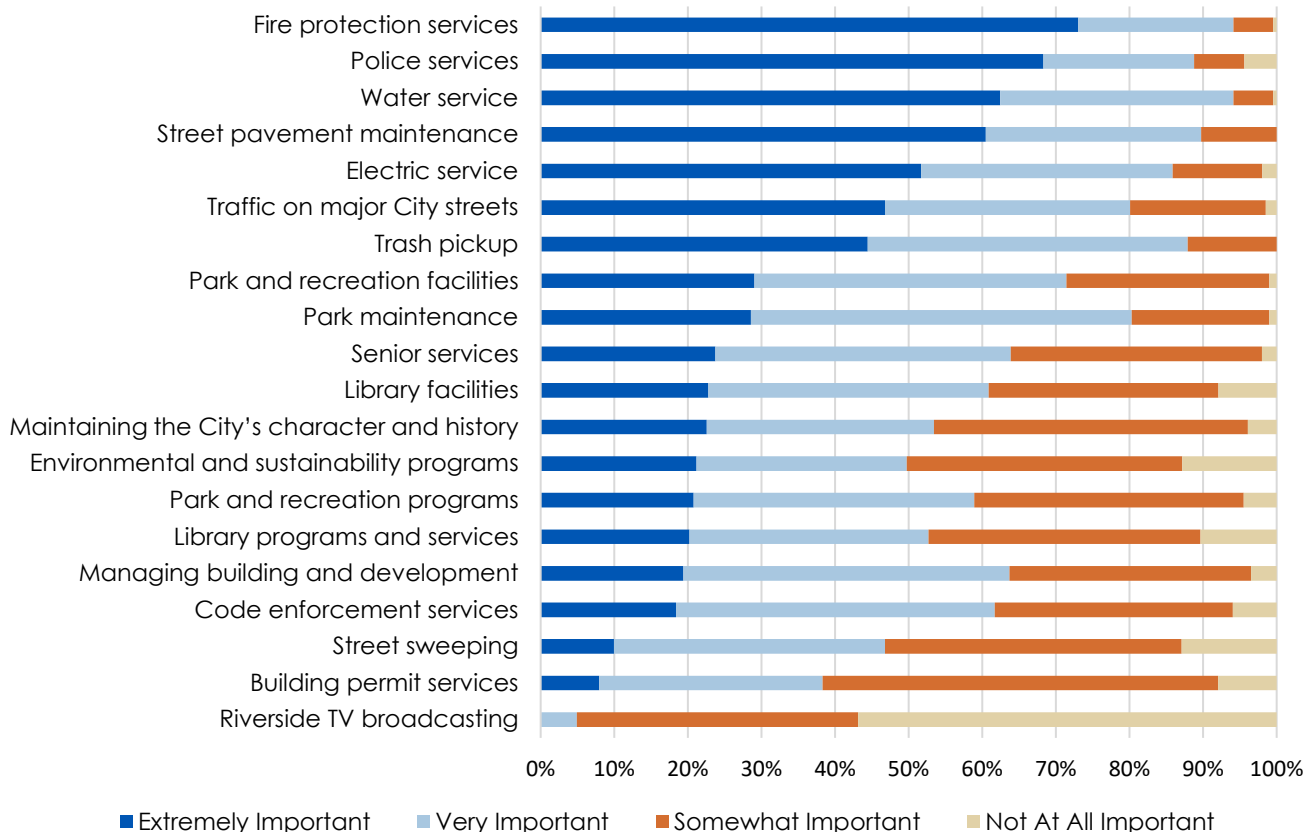
1) Overall, are you satisfied with the job the City of Riverside is doing to provide City services?

## OVERALL SATISFACTION OF CITY SERVICES



2) Please indicate the level of importance you attribute to each of the following services, programs, and facilities offered by the City of Riverside.

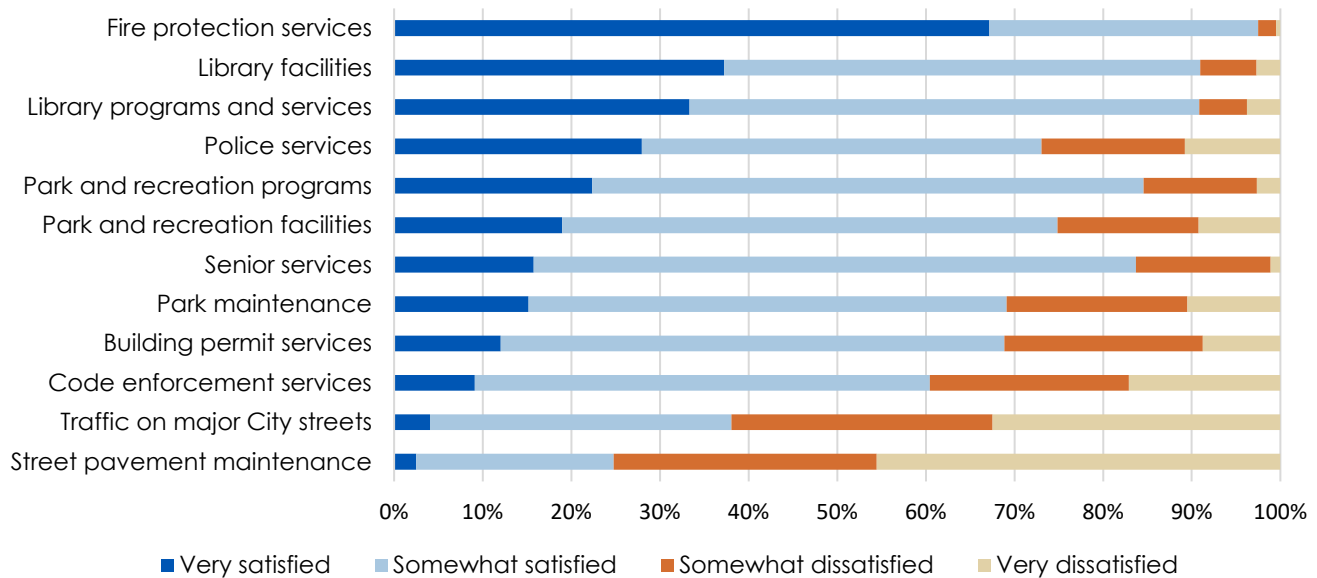
## LEVEL OF IMPORTANCE



# YOUR MONEY. YOUR VOICE - COMMUNITY BUDGET FEEDBACK ONLINE SURVEY RESULTS

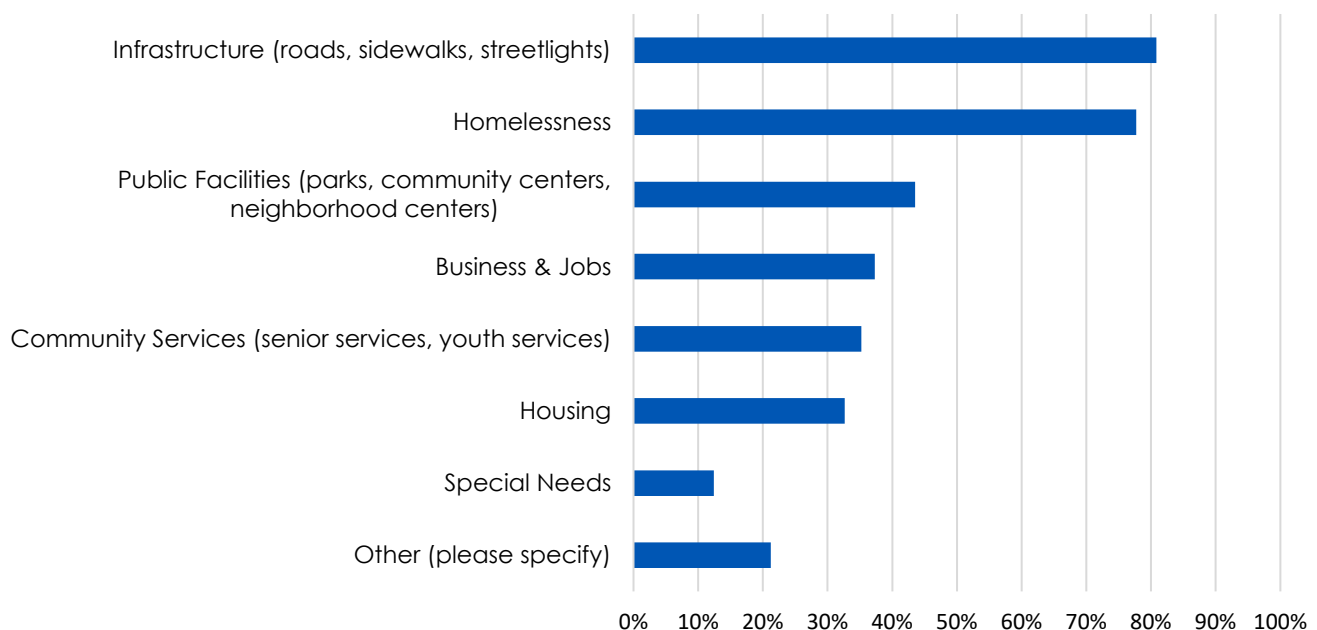
3) Please rate your satisfaction with the City's performance in delivering each of its services,

## SATISFACTION OF CITY'S PERFORMANCE



4) Please mark items that you consider high priority.

## HIGHEST PRIORITY ITEMS



# YOUR MONEY. YOUR VOICE - COMMUNITY BUDGET FEEDBACK IN PERSON SURVEY RESULTS

## Your Money. Your Voice. City Surveys (37)

### Combined Results

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Sure/ Don't Know
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>	2	19	8	3	1

### Level of Importance of the following services, programs, and facilities offered in City of Riverside.

	Extremely Important	Very Important	Somewhat Important	Not at all Important	Weighted Average
Fire Protection Services	27	6	0	1	127
Police Services	28	2	3	0	124
Street Pavement Maintenance	22	10	2	1	123
Water Service	20	10	2	0	114
Trash Pickup	20	9	3	1	114
Electric Service	18	12	2	1	113
Park Maintenance	14	15	5	0	111
Park and Recreation Facilities	16	11	6	1	110
Traffic on Major City Streets	14	12	5	1	103
Park and Recreation Programs	13	9	11	0	101
Senior Services	17	9	3	0	101
Library Facilities	9	16	7	1	99
Environmental and Sustainability Programs	11	12	8	2	98
Library Programs and Services	7	17	8	1	96
Street Sweeping	13	9	6	4	95
Maintaining the City's Character and History	10	9	12	2	93
Code Enforcement Services	7	14	11	0	92
Managing Building and Development	6	16	7	3	89
Building Permit Services	4	11	16	0	81
Riverside TV Broadcasting	5	6	7	13	65

## Combined Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Weighted Average
Fire Protection Services	29	4	0	1	129
Police Services	21	11	3	1	124
Park and Recreation Facilities	10	16	4	3	99
Park and Recreation Programs	9	17	5	1	98
Library Facilities	11	15	4	1	98
Senior Services Park Maintenance	11	13	6	2	97
Library Programs and Services	14	12	2	1	97
Code Enforcement Services	5	12	9	1	75
Traffic on Major City Streets	4	12	9	5	75
Street Pavement Maintenance	3	6	10	13	63
Building Permit Services	4	7	10	2	59

**Your Money. Your Voice.  
City Surveys  
(8)**

**Ward 1 Results**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not Sure/Don't Know</i>
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>		5	1	1	

**Level of Importance of the following services, programs, and facilities offered in City of Riverside**

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not at all Important</i>
Police Services	7		1	
Fire Protection Services	5	3		
Building Permit Services		4	4	
Code Enforcement Services	1	3	4	
Park and Recreation Facilities	1	3	4	
Park and Recreation Programs	1	3	4	
Senior Services	2	5	1	
Park Maintenance	1	4	3	
Library Facilities		4	4	
Library Programs and Services		4	4	
Traffic on Major City Streets	4	2	1	1
Street Pavement Maintenance	2	4	2	
Maintaining the City;s Character and History		3	5	
Managing Building and Development	2	3	2	1
Environmental and Sustainability Programs	3	3	1	1
Electric Service	2	5	1	
Water Service	3	5		
Trash Pickup	2	5	1	
Street Sweeping		4	3	1
Riverside TV Broadcasting			3	5

## Ward 1 Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>
Police Services	6	2		
Fire Protection Services	7	1		
Building Permit Services			3	1
Code Enforcement Services		3	2	1
Park and Recreation Facilities	3	4	1	
Park and Recreation Programs	3	4		
Senior Services Park Maintenance	3	3	1	
Library Facilities	4	3		
Library Programs and Services	4	3		
Traffic on Major City Streets	1	3	1	2
Street Pavement Maintenance	1	2	3	2



# Your Money. Your Voice. City Surveys ( )

## Ward 2 Results

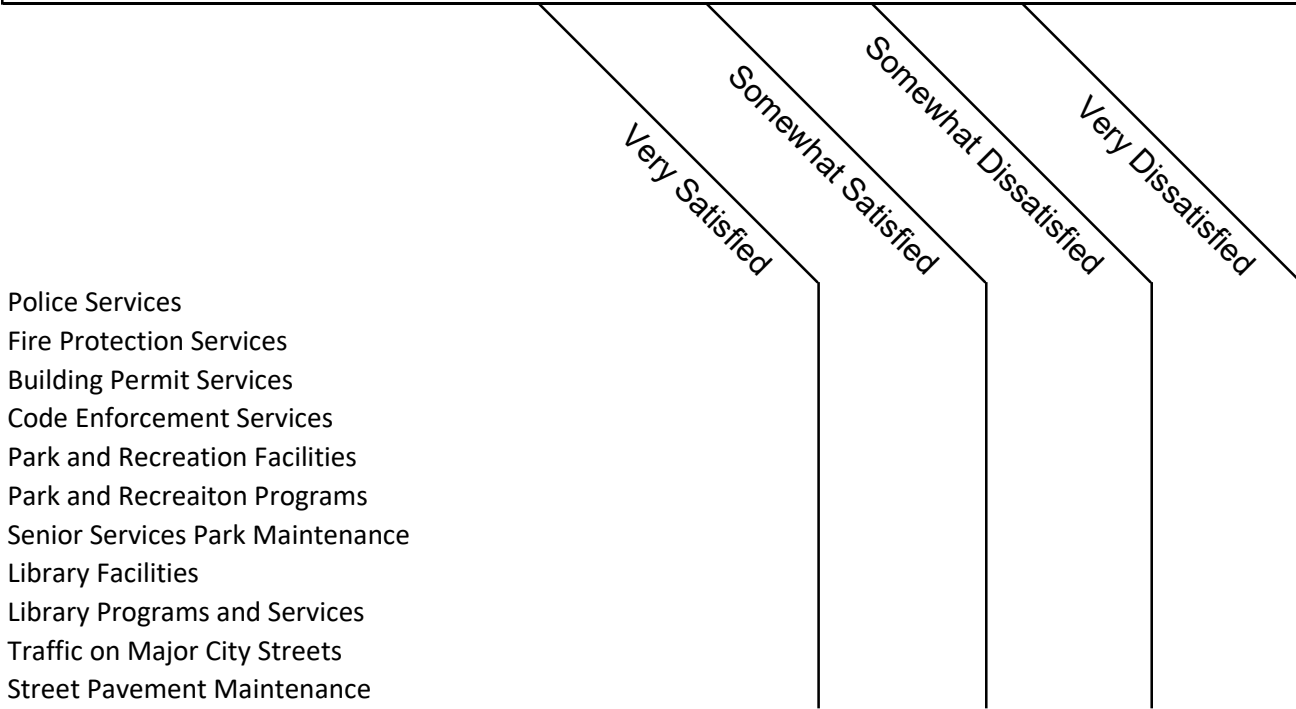
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Sure/Don't Know
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>					

## Level of Importance of the following services, programs, and facilities offered in City of Riverside

	Extremely Important	Very Important	Somewhat Important	Not at all Important
Police Services				
Fire Protection Services				
Building Permit Services				
Code Enforcement Services				
Park and Recreation Facilities				
Park and Recreation Programs				
Senior Services				
Park Maintenance				
Library Facilities				
Library Programs and Services				
Traffic on Major City Streets				
Street Pavement Maintenance				
Maintaining the City's Character and History				
Managing Building and Development				
Environmental and Sustainability Programs				
Electric Service				
Water Service				
Trash Pickup				
Street Sweeping				
Riverside TV Broadcasting				

## Ward 2 Results

Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.



**Your Money. Your Voice.  
City Surveys  
(6)**

**Ward 3 Results**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Sure/Don't Know
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>	1	2	1		

**Level of Importance of the following services, programs, and facilities offered in City of Riverside**

	Extremely Important	Very Important	Somewhat Important	Not at all Important
Police Services	6			
Fire Protection Services	5	1		
Building Permit Services	1			4
Code Enforcement Services	2	2		2
Park and Recreation Facilities	3	1		2
Park and Recreation Programs	2	2		2
Senior Services	4	1		1
Park Maintenance	2	3		1
Library Facilities	1	4		1
Library Programs and Services	1	4		1
Traffic on Major City Streets	2	3		1
Street Pavement Maintenance	4	2		
Maintaining the City;s Character and History	2	2		2
Managing Building and Development	1	5		
Environmental and Sustainability Programs	2	1		2
Electric Service	4	1		1
Water Service	4	1		1
Trash Pickup	4	1		1
Street Sweeping	3	2		1
Riverside TV Broadcasting				2
				4

### Ward 3 Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services	3	3		
Fire Protection Services	5			
Building Permit Services	1		4	
Code Enforcement Services	2	2	2	
Park and Recreation Facilities	3	1	2	
Park and Recreation Programs	2	2	2	
Senior Services Park Maintenance	4	3	1	
Library Facilities	1	4	1	
Library Programs and Services	3	2		
Traffic on Major City Streets	1	3	2	
Street Pavement Maintenance		2	3	1

# Your Money. Your Voice. City Surveys (9)

## Ward 4 Results

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Sure/Don't Know
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>		4	3	1	

## Level of Importance of the following services, programs, and facilities offered in City of Riverside

	Extremely Important	Very Important	Somewhat Important	Not at all Important
Police Services	6			1
Fire Protection Services	6	1		
Building Permit Services	1	2		4
Code Enforcement Services	3	3		1
Park and Recreation Facilities	3	4		
Park and Recreation Programs	3	3		1
Senior Services	6			1
Park Maintenance	3	4		
Library Facilities	3	4		
Library Programs and Services	3	4		
Traffic on Major City Streets	6	1		
Street Pavement Maintenance	7	1		
Maintaining the City's Character and History	5			2
Managing Building and Development	2	2		3
Environmental and Sustainability Programs	1	4		2
Electric Service	5	2		
Water Service	6	1		
Trash Pickup	6	2		
Street Sweeping	5			1
Riverside TV Broadcasting	2	4		1

## Ward 4 Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services	7	1		
Fire Protection Services	7	1		
Building Permit Services	1	5	1	
Code Enforcement Services	1	5	1	
Park and Recreation Facilities	3	4		
Park and Recreation Programs	3	3	1	
Senior Services Park Maintenance	4	1	2	
Library Facilities	4	1	2	
Library Programs and Services	4	2	1	
Traffic on Major City Streets	1	2	2	2
Street Pavement Maintenance	1	1	1	5

# Your Money. Your Voice. City Surveys (1)

## Ward 5 Results

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Sure/Don't Know
Overall satisfaction with the job the City of Riverside is doing to provide City Services		1			

## Level of Importance of the following services, programs, and facilities offered in City of Riverside

	Extremely Important	Very Important	Somewhat Important	Not at all Important
Police Services			1	
Fire Protection Services	1			
Building Permit Services		1		
Code Enforcement Services		1		
Park and Recreation Facilities	1			
Park and Recreation Programs	1			
Senior Services		1		
Park Maintenance	1			
Library Facilities	1			
Library Programs and Services		1		
Traffic on Major City Streets				1
Street Pavement Maintenance		1		
Maintaining the City's Character and History		1		
Managing Building and Development		1		
Environmental and Sustainability Programs		1		
Electric Service	1			
Water Service	1			
Trash Pickup	1			
Street Sweeping	1			
Riverside TV Broadcasting				

## Ward 5 Results

Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services				
Fire Protection Services				
Building Permit Services				
Code Enforcement Services				
Park and Recreation Facilities		1		
Park and Recreation Programs		1		
Senior Services Park Maintenance				
Library Facilities		1		
Library Programs and Services		1		
Traffic on Major City Streets				
Street Pavement Maintenance				



**Your Money. Your Voice.  
City Surveys  
(5)**

**Ward 6 Results**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not Sure/Don't Know</i>
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>	1	2	2		

**Level of Importance of the following services, programs, and facilities offered in City of Riverside**

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not at all Important</i>
Police Services	3		1	
Fire Protection Services	4			1
Building Permit Services	2	2		
Code Enforcement Services		2	2	
Park and Recreation Facilities	4			1
Park and Recreation Programs	2	1	1	
Senior Services	3	2		
Park Maintenance	3	1	1	
Library Facilities	4			1
Library Programs and Services	3	1		1
Traffic on Major City Streets	1	2	1	
Street Pavement Maintenance	3	1		1
Maintaining the City;s Character and History	3	1		1
Managing Building and Development	1	2		1
Environmental and Sustainability Programs	2	3		
Electric Service	2	2		1
Water Service	2	1	1	
Trash Pickup	3			1
Street Sweeping	1	2		1
Riverside TV Broadcasting	2	1	1	

## Ward 6 Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services	3		2	
Fire Protection Services	4			1
Building Permit Services	2	1		1
Code Enforcement Services	2		2	
Park and Recreation Facilities	1	3		1
Park and Recreation Programs	1	3	1	
Senior Services Park Maintenance		3		1
Library Facilities	1	3		1
Library Programs and Services	1	2		1
Traffic on Major City Streets	1	1	1	1
Street Pavement Maintenance	1		1	2

**Your Money. Your Voice.**  
**City Surveys**  
**( 8 )**

**Ward 7 Results**

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Not Sure/Don't Know</i>
<b>Overall satisfaction with the job the City of Riverside is doing to provide City Services</b>		5	1	1	1

**Level of Importance of the following services, programs, and facilities offered in City of Riverside**

	<i>Extremely Important</i>	<i>Very Important</i>	<i>Somewhat Important</i>	<i>Not at all Important</i>
Police Services	6	1		
Fire Protection Services	6	1		
Building Permit Services		2	4	
Code Enforcement Services	1	3	2	
Park and Recreation Facilities	4	3		
Park and Recreation Programs	4		3	
Senior Services	2			
Park Maintenance	4	3		
Library Facilities		4	2	
Library Programs and Services		3	3	
Traffic on Major City Streets	1	4	1	
Street Pavement Maintenance	6	1		
Maintaining the City;s Character and History		2	3	1
Managing Building and Development		3	2	1
Environmental and Sustainability Programs	3		3	
Electric Service	4	2		
Water Service	4	2		
Trash Pickup	4	1	1	
Street Sweeping	3	1	1	1
Riverside TV Broadcasting	1	1	1	3

## Ward 7 Results

**Rate satisfaction with the City's performance in delivering each of its services, programs, and facilities.**

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
Police Services	2	5	1	1
Fire Protection Services	6	2		
Building Permit Services		1	2	
Code Enforcement Services		2	2	
Park and Recreation Facilities		3	1	2
Park and Recreation Programs		4	1	1
Senior Services Park Maintenance		3	2	1
Library Facilities	1	3	1	
Library Programs and Services	2	2	1	
Traffic on Major City Streets		3	3	
Street Pavement Maintenance		1	2	3