

# TABLE OF CONTENTS

INTRODUCTION .....	2
EXECUTIVE SUMMARY .....	4
CITY OF GILLETTE SERVICES .....	8
CITY WEBSITE .....	16
COMMUNITY INFORMATION.....	21
YARD WASTE PROGRAM.....	22
WATER CONSERVATION PROGRAM .....	28
STORM WATER DRAINAGE SYSTEM .....	28
CITY OF GILLETTE PARKS.....	30
GILLETTE PUBLIC SAFETY .....	36
PRIORITIES FOR THE CITY .....	38
CURRENT ISSUES .....	39
LIVING IN GILLETTE .....	45
SHOPPING.....	47
DEMOGRAPHICS.....	59
SURVEY IMPROVEMENTS .....	61
APPENDIX A: COPY OF THE 2010 CITIZEN SURVEY .....	62

# INTRODUCTION

---

## INTRODUCTION

For the past 35 years, the City of Gillette has conducted an annual citizen survey in an effort to reach out to the community, communicate with residents, and gather information about services provided by the City. The survey process has provided valuable feedback for the City Council, City staff, and other public officials involved in the community decision making process.

The Citizen Survey allows the citizens of Gillette an opportunity to voice their opinions on current issues, quality of local services, beautification, shopping trends, and the quality of life in our community.

The survey was patterned after previous surveys to allow for multiyear comparisons. In order to keep the survey updated and accurate, questions regarding current issues were added and questions no longer considered relevant were omitted.

The Planning Division at 307-686-5281, can answer any questions or comments regarding the survey. A complete copy of the 2010 Citizen Survey Report can be found at the City's website, [www.ci.gillette.wy.us](http://www.ci.gillette.wy.us) in mid September. Hard copies of the Report may also be obtained at the Planning Division during normal business hours.

## SURVEY METHODS

The City of Gillette launched the 2008 Citizen Survey online at the City's website ([www.ci.gillette.wy.us](http://www.ci.gillette.wy.us)) for the very first time. By doing so, the survey was made available to a wider range of Gillette citizens. The 2009 and 2010 Citizen Survey's were both again made available online for the same public convenience. In previous years, the survey was mailed out to randomly selected citizens. In 2010, press releases were published, Basin Radio Network ran several advertisements, flyers were distributed to approximately fifty businesses, staff handed out bookmarks at the 4<sup>th</sup> of July parade, and a reminder in the City Circuit encouraged Gillette residents to complete the survey.

To conduct the survey online, a link to the survey was placed on the homepage of the City's Website. Unlike the paper copy, the online survey was open to all citizens. The City hoped the ease and accessibility of the online survey would encourage a wider demographic of respondents, which would provide a better snapshot of the City. The success of the survey relied on spreading the word and encouraging citizens to go online and complete the survey. The City put advertisements in the News-Record, on the Radio, hung flyers throughout town, and advertised through the City's Website and Gillette Public Access Channels.

Last year, 903 citizens completed the survey. This was substantially higher than the 2008 survey with a 100% increase in respondents. Publishing the Citizen Survey online received great impact in 2009, but there was significant decrease in citizen participation for the 2010 Citizen Survey. Only 525 respondents completed the survey, but the City is still able to receive a general idea of the concerns and praises by citizens.

The results of the survey were compiled and tabulated using the computer program “STATPAC For Windows,” a computer based statistical analysis package.

### HOW TO USE THE SURVEY

The Gillette Citizen Survey is not intended to be an exact representation of the entire population of Gillette. The survey represents only a small sample of the City’s population. However, the results are a reliable indication of the public’s beliefs when used in conjunction with past results.

Biases do exist in the survey. While every attempt was made to gather opinions from each segment of the population, certain segments are more likely to complete the survey. Therefore, the results of the survey were greatly influenced by married adults who work full-time. However, the biases are minimized because the data has accumulated over the past few years and trends can be observed.

It is recommended the results of the survey be used to observe trends rather than base conclusions on 2010 survey results only. Changes of less than five percent are not considered to be significant shifts in the public’s opinion, only random fluctuations. Lastly, readers of the survey should not compare unlike data.

# EXECUTIVE SUMMARY

---

Over the past thirty-five years, the Citizen Survey has given the citizens of Gillette an opportunity to comment on issues of concern, such as city services and facilities, quality of life, and shopping trends. This report is a summary of the results for 2010.

The demographics and number of respondents changed dramatically this year. In 2009 there was a 100% increase in number of respondents from the 2008 survey. This year there was a significant decrease in respondents from the 2009 survey. 525 citizens completed the Citizen Survey in 2010. This year's survey was made available online for the third consecutive year. The typical respondent was a married, 25 to 34 year-old female, had some college experience and worked full-time. There was a great increase in respondents within the ages of 25 to 34 years of age, indicating the survey's ability to reach a younger, more diverse population. The average respondent has lived in Gillette for 21 to 30 years. The estimated median household income for respondents was approximately \$81,000. This high number is due to the fact there were more citizens who took the survey with a high family income compared to those with a lower family income.

The major demographic changes compared to the 2009 survey were total household income, age, and gender. The amount of male respondents was lower than the 2009 survey. This year 39.6% were male compared to 43.8% last year and 60.4% were female compared to 56.2% last year. In terms of employment, the number of full-time workers decreased by 6.9% and the number of part-time workers increased by 1.6%. The number of unemployed workers slightly increased this year by 1.7%.



This year's survey saw a slight increase in respondents with a Graduate or Professional Degree. The number of respondents who either owned a home or rented changed by less than 1%. The results indicated a increase in a younger demographic of respondents participating in the completion of the survey. This data implies younger citizens of Gillette genuinely care about the development of the City of Gillette and are vested in Gillette's future. Out of the total respondents participating, 40.9% had never taken the survey before in years past.

When compared to the 2009 survey, the top two priorities for citizens remained the same this year. The top two priorities for the 2009 survey were City street improvements and addressing community substance abuse problems. Those two priorities remain at the top again this year. Retail Development is listed as the third highest priority for this year; however, Economic Development is still among the high priorities addressed by Gillette citizens. Expanding the City Recycling program and the Storm Drainage Improvements were also listed as high priorities. The lowest ranked priorities for 2010 were park improvements and sidewalk improvements.

Shopping patterns have not fluctuated much in comparison to previous years. The survey asked citizens to indicate what type of shopping they leave town for. Most indicated they left for clothing, automobiles, and recreation/entertainment. When going out-of-town to make purchases, the majority of the citizens travel to Rapid City (40.1%), Casper (16.0%), and Billings (12.8%). There is also a steady rate at which citizens of Gillette are inclined to make purchases via the internet. In previous years, there has been a high rate in which citizens commented on the lack of entertainment in Gillette. A new question was added to the survey this year in which citizens stated what type of entertainment they left town for. The most common responses were concerts, outdoor activities (camping and hiking), professional sporting events, and movies. A complete list of entertainment citizens leave town for can be found on page 49.

For the first time, citizens were asked to indicate which menu or restaurant types they would like to see in Gillette. Citizens show they would like to see more Italian, Seafood, and American. The restaurant types in which citizens feel we do not need more of are Chinese and Mexican. Citizens were also able to make suggestions about specific types of food and restaurants. A full list of responses can be found on pages 47-48.

In years past, citizens have complained about the lack of adequate customer service in local stores and restaurants. A question was added to the survey this year asking citizens to comment on a store in which they have received great customer service and to explain why it



was great. Some locations mentioned frequently were Las Margaritas/Los Compadres, Hardware Hank and Pat's Hallmark. Several local services were mentioned and an extensive list can be found on pages 49-59 and are organized by category.

Citizens were asked to mark which City Departments they had visited within the past year. The Departments visited most often by citizens were Police (9.1%), Customer Service (8.4%), Animal Control (7.8%), and Solid Waste (7.1%). Citizens were given an opportunity to give further feedback on City Departments they had contacted within the last twelve months. Citizens were asked to state which department they had contacted and if they received the help they needed. Overall, citizens indicated when contacting City departments for certain issues, they received the help they were looking for. Full comments regarding City Departments can be found on pages 8-15 and are categorized by department.

Questions regarding the City Website and tools located on the City Website were placed on the survey again this year along with space for citizens to leave additional remarks regarding the particular service. A new feature added to the City website was the City's Facebook page and Twitter. When asked if citizens followed Facebook or Twitter, 22.4% said Yes, which was a 13.2% increase from 2009. The citizens that had used the service remarked on how helpful the weather updates were as well as updates on road closures. Other questions

regarding, Online Bill Pay, Online Maps, and other general comments regarding the City's website can be found on pages 16-20 and are listed by category.

Other current issues asked on the 2010 survey involved yard waste and storm water. The survey asked citizens to rate how important they feel the storm water drainage system is in Gillette. 58.8% of citizens responded they felt it is „Very Important.’ Citizens were also asked what activities they felt they could do to improve storm water drainage in Gillette. A full list of responses can be found on pages 28-29.

Citizens were also asked if they were participating in the new yard waste program and if they were satisfied with the results. According to the survey, 30.9% of respondents are currently participating in the new yard waste program. Survey respondents indicated they enjoyed having the opportunity to have their yard waste picked up, but wished it would be picked up on a weekly basis instead of two times a month. Citizens were also concerned with the smell of the yard waste in the bins because of the bi-monthly pick up schedule. A categorized list of additional responses can be found on pages 22-27.

For the second consecutive year, the survey covered a range of questions regarding public safety in Gillette. One question asked the citizens to rate services as Excellent, Good, Fair, Poor, or Unsure. Some of the services were overall quality of City Police protection, City efforts to prevent crime, City efforts to reduce traffic accidents, quality of Fire protection and Ambulance service, and City Police response time. On average, most citizens rated the services as „Good.’ Another question asked citizens how safe they felt in business areas during the day and after dark, in City parks during the day and after dark, and in their neighborhood during the day and after dark. During the day, most citizens felt very safe and after dark, most citizens indicated they felt reasonably safe. However, there were some citizens who marked they felt either somewhat unsafe or very unsafe in certain locations after dark. If citizens indicated feeling „Unsafe’ in any location, they were asked to identify the type of crime which concerned them the most. The crimes of most concern were drug use, theft, burglary, and assaults.



Questions regarding City Parks were again added to this year's survey. Citizens were asked if someone in their household had used the City of Gillette Parks within the last 12 months. 90.9% of citizens answered yes. Overall, the quality of the City of Gillette Parks was ranked as „Good.’ Citizens were also given an opportunity to comment on what they enjoy most about the City of Gillette Parks. Most citizens stated they enjoyed how clean and well maintained the parks are. Citizens also commented on the excellent quality of the new playground equipment, the pathways, and the landscaping in the parks. A complete list of additional responses can be found on pages 30-35 and are sorted by category.

Despite the concerns citizens had in other categories of City and Area Services, Gillette received an overall rating of eight on a scale of one to ten (1=low, 10=high). This result did not change from the 2009 report indicating Gillette citizens enjoy Gillette as a place of residence. For the second year, citizens were asked to describe Gillette with one word or phrase. The most common responses were friendly, home, growing, opportunistic, and a nice place to raise a family. A complete list of words and phrases describing Gillette can be found on page 45.

When asked to rate the overall appearance of Gillette, 64.8% responded „Good’ and 23.2% responded „Fair.’ Citizens were then asked what could be done to improve the overall appearance of Gillette. The top responses did not change from the 2009 survey and are as follows; cleanliness of neighborhoods, creating a property maintenance code, and planting more trees or shrubbery along boulevards.

The citizens of Gillette have expressed their needs and desires for the future of Gillette. From the compiled results, it is clear the major issues citizens would like to continue to see addressed are traffic planning, economic development, and recreational trends. Along with the given issues, the general public recognizes the need for progress in the community and making Gillette a safe and comfortable place to live.



The survey is an illustration of citizen concerns; yet, also shows residents are highly satisfied with most City services and amenities. It is evident, through the written comments and statistics, citizens would like to see Gillette broaden its economic base and become less dependent on extractive industries, while keeping the high standard of excellence within the City. With an increased focus on the main issues mentioned in this survey, Gillette will become the City of growth and prosperity citizens envision.

# CITY OF GILLETTE SERVICES

## 1. In the past year, have you called or visited a City department to obtain help? If so, which department did you contact? (Check all that apply)

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
Administration	83	5.7 %
<b>Animal Control</b>	<b>113</b>	<b>7.8 %</b>
Building Inspection	84	5.8 %
City Attorney	30	2.1 %
City Clerk	73	5.0 %
Code Compliance	53	3.6 %
<b>Customer Service</b>	<b>122</b>	<b>8.4 %</b>
Electrical Service	51	3.5 %
Engineering	50	3.4 %
Finance	19	1.3 %
Geographic Information Service (GIS)	38	2.6 %
Gillette Public Access (GPA)	45	3.1 %
Human Resources	41	2.8 %
Information Technology	23	1.6 %
Judicial	25	1.7 %
Parking Control	12	0.8 %
Parks	65	4.5 %
Planning	43	3.0 %
<b>Police</b>	<b>132</b>	<b>9.1 %</b>
Purchasing	22	1.5 %
Safety/Risk Management	10	0.7 %
<b>Solid Waste</b>	<b>104</b>	<b>7.1 %</b>
Streets	42	2.9 %
Utilities	95	6.5 %
Warehouse	19	1.3 %
Wastewater	17	1.2 %
Water	45	3.1 %

## 2. Were you satisfied with the help you received? If no, please list why.

*The following comments are categorized by subject. The number in parenthesis indicates nearly identical responses.*

### ANIMAL CONTROL

- Our dog accidentally bit our daughter while the dog was chewing on her bone. The animal control officer who helped us didn't believe our dog was current on her shots and registered with the city. But she made us quarantine the dog at home for 10 days because

of the incident. I could understand if it was a different kid or dog, but that both of them live in the same home didn't make any sense.

- Animal control doesn't really take care of anything so I gave up calling them.
- Animal control hours are too short. I'm sure that people turn their dogs out when they know animal control isn't patrolling.
- Yes. I needed tags for my animals. The staff was very friendly and helpful.
- Generally satisfied; Wish Animal Control

### **BUILDING INSPECTION**

- The Building inspection department still has some problems with everyone being on the same page.
- Building Inspection I tried to get a Framing Inspection they said no we do not do that it has to be dried in. Well the builder wants paid be for that
- I was not satisfied with the building inspection department. The Building Inspection department has not completed a residential roof inspection in years.
- Building Inspection was good and also very helpful.
- I don't think building inspection knows what an easement is.
- Building inspections and assistance with codes have been good.

### **CITY CLERK**

- Yes. The City Clerk was friendly and helpful.

### **CODE COMPLIANCE**

- No, well Code Compliance did a good job, just the people at the corner of Dryfork and Willowbrook still leave a trailer in the drive way that blocks the sidewalk and hangs into the street. They also leave another trailer in the street all the time.
- Code Compliance was not worried about the junk cars left in the old Kmart parking lot or that people were living in their camper in a parking lot.
- Code Compliance not so much
- I did not agree with the 'policy' from the Code Compliance regarding control of Canadian thistles. I had spotted many patches of thistles on private property. It is my understanding that the Department's policy is to be in contact with private individuals regarding thistles on their property if it can be shown that the land surface had been disturbed during construction and landscaping. If there was no disturbance of the land (eg., we have big lots in Westover on Moonshiner and Overdale leading to the golf course), then the thistles were considered 'natural' and there would be no effort to require eradication of the thistles. I believe that the State of Wyoming has strong policies about the control of invasive weeds such as Canadian thistles.
- Yes, Amy in Code Compliance is always very helpful.
- Code Compliance is slow to take care of enforcing removal of junk on properties.

### **CUSTOMER SERVICE**

- Our power was shut off for 'non-payment' when I had in fact paid by bill the previous week - in full. After arguing with me for the next 30 minutes and after I took her proof of payment from my bank, she agreed to turn the power back on for 10 days but was

insistent that the City had not received payment. She was very rude (Chris I think?). Turns out, 1 week later the company you use to process your payment (checks?) didn't give her a full list of the payments, which our name was on and I had indeed made the payment (which was proven to her that day!). We were not called or notified that the issue was resolved until our next bill arrived. So for 1 full day we were without power. I couldn't cook (I have 4 small children), didn't have heat (it was in October!) and the meat in our freezer thawed. Nice.

- Customer Service is excellent! Setting up my new services was quick and easy and they were very friendly!
- Customer service is always very friendly and helpful.
- The employees at Customer Service are always polite and helpful.
- Very satisfied. The ladies up front were very helpful

### ELECTRICAL SERVICE

- Yes, my hats off to the electrical & streets crews during our snow season. Electrical did an excellent job with my power line down during the October storm.
- Yes. The crew was very courteous & efficient getting the limbs down from Power line.
- Electrical did an excellent job with my power line down during the October storm.
- Very satisfied. Quick response to my request for help with damaged branches threatening electrical lines after snow storm.

### ENGINEERING

- Not particularly. I was having an issue with my builder and the quality of work he had performed. I asked if the city could help and an older fella in inspections or engineering was very short with me and told me that I was pretty much out of luck.
- I was not satisfied with the answers I got as to why a road was torn up last fall and then the same section torn up again this spring. The work should have been done only once. A big waste in my mind.
- As a draftsman for a local engineering firm, I use the city departments on a regular basis for business. Overall I am satisfied with their abilities. I have noticed in the last few months a lot less paperwork has been lost after being sent to the city, especially in the building inspection department. I do have an issue with the new electronic submissions requirements for drawings. The program mandates a particular software be used by engineering firms which will increase costs and manpower to many local businesses. I am aware of the companies who worked closely in the software selection, and they did select a program that would most closely match the software their company uses, as opposed to one that would benefit all companies as a whole.
- Engineering needs to ramp up scheduling on drainage projects, especially those that may cause a health problem.

### GEOGRAPHIC INFORMATION SERVICE

- Yes, the GIS people were extremely helpful and polite.
- GIS is a fantastic department with professional employees.

### HUMAN RESOURCES

- Human resource dept. ladies are always ready to help.

**PARKS**

- Yes I was, Shay did a very good job seeking the information I needed.
- When we've called the Parks Department about mowing a vacant lot owned by the city, they get it done.
- Not with the parks dept: called and reported a park that needed mowing and bench repair and they did not get the mowing done, nor did they call back. We contacted a city council member and he got the mowing done but the repairs are still not completed.
- The parks and those who service them do well.

**POLICE**

- Yes and no. This past December our car got hit and run and it took the police 30 minutes to help us fill out an incident report. The problem was, we were sitting right outside of the Police Department. That was kind of ridiculous.
- Police Department not so much; everyone in the Police Department is rude and thinks they are above everyone. Hopefully this can change with new leadership, but I highly doubt that as you've just put the 'same old' in charge - Awful.
- Yes! Our house was broken into while we were at work and our son at school. The officer showed up talked to us and checked everything out and took photos. Nothing ever became of the break-in but we are thankful to the officer for him calming us down and it still took and while to feel comfortable in our home again. Thank you
- Yes I was, officer was very helpful.
- I was not impressed when I called the police to talk about the possibility that my ex-husband could be in town and he is a high risk sex offender. The response was basically that they didn't have anything on him so they didn't care. Makes me feel so much better about the safety of all the children in this town.
- Police play favorites and don't follow through with vandalism.
- Not really, I had my wallet stolen at Wal-mart and the PD said they would check the film at Wal-mart and apparently never did. I had to contact them several times to ask. Then I was told that if the wallet is turned into them it is up to me to contact them to see if it was turned in. They told me they do not contact the person. I felt like I was 'bugging' them asking everyday so I quit. Who knows, maybe my wallet is sitting down there in the lost and found.
- No. The police seem uncaring and unwilling to help.
- Yes, with the police department. Sandy Mckinney and Chief Hloucal responded to my request immediately and were able to grant my request. I really appreciated it.
- Too slow to respond to speeders
- Contacted PD due to after hours electricity outage. They were helpful regarding the outage.
- I have not been happy with receiving help from the police department.
- Yes in most cases, but had worked with Police on a issue and no follow up was performed I had to call several more times to get the issue resolved, which caused delay in the resolution that could of happened months prior

### **PURCHASING**

- The Purchasing Department is now like trying to visit an army base with the gate to be buzzed in. They always seem rude when I pickup plans and specs. The Purchasing department also does a poor job of notifying small contractors that plans or projects are available.

### **SAFETY/RISK MANAGEMENT**

- Jerry has always been able to address, my safety concerns. He is my go to guy.

### **SOLID WASTE**

- We are not happy with the new yard waste program. This time of year two pick-ups a month is not enough.
- No, I was not satisfied. I emailed the parks & solid waste departments with some questions & concerns & did not receive a response. If they are not going to respond then they should not provide an email address.
- Yes, I didn't have my recycling picked up one day and I called and it was picked up shortly.
- However, when we put out our yard waste dumpster and it wasn't picked up my wife called solid waste and was treated poorly. Once we were finally told about a printed schedule we obtained it and can now see when to put the yard waste out. Prior notification would have saved all of us some time. Someone's idea of the first week of the month and mine don't jive. Otherwise this service seems to be working ok.
- Yes overall. At solid waste I finally spoke to someone who explained the yard waste schedule could be found on the website, when the city version of 'first week' and what I learned in school are two different things.
- The person I spoke with regarding Recycling and the new Yard Waste program was very helpful.
- Recycling in Gillette is also very, very primitive and lacking.

### **STREETS**

- Yes. For the most part, everyone was helpful. The only trouble I have is usually with streets and parks.
- Yes, my hats off to the electrical & streets crews during our snow season.
- Calls were taken and no repairs to streetlights/park lights were completed. (2 separate sets of calls)
- Something needs to be done to put the trees back in the Northside park and you need to leave the traffic lights at Warlow and Burma, that is a very dangerous intersection.
- No, I had contacted Jeff with the City about the street upgrades from last year. I asked about the grassed areas that were torn up and not replaced. He stated he would check it out and get back with me. That was about a month or more ago. I am still waiting to hear from him. Also, the City removed a tree from our corner (6<sup>th</sup> and Warren). We would like a new one planted and I have left messages for Jamie to contact me. We just don't seem to contact.

- No, I need to continually request to have the city's ROW mowed on the south side of fourth Ave. between N 14-16 & Burma. The city fails to maintain this area on a regular basis. I discussed the issue with the gentleman in charge of ROW mowing.
- However city plow services are usually curt and rude when calling. I do not think they do a good job servicing the neighborhoods.

### UTILITIES

- Yes. They are always prompt in returning our utility requests at REMAX
- I always have great service when I go to pay the utilities. The ladies are very nice and helpful.

### WATER

- The men were nice and on time to turn the water back on from the street to the house.
- The Water Department also has some excellent guys working over there! Very helpful!
- Yes, Tim Gales was very helpful with the matter

### SATISFIED

- Yes, very helpful (149)
- For the most part, I was satisfied with the service that I received.
- All city employees are professionals.
- Most city departments are very good with customer service. Some departments need some work.
- Signed up and arranged to have recyclables picked up, but it took two calls and two weeks before they actually picked it up.
- Yes everyone was very friendly and helpful. (3)
- Yes, I think everyone is very professional and has a good attitude.
- Yes, all staff consistently helpful, respectful, and competent.
- Very satisfied! Thanks for all your hard work and dedication!
- Yes, they directed me to whom I needed to talk to. Were pleasant and courteous.
- It was ok however, the person that I had asked to speak with was not that individual. He was just a spokesperson who really could not offer much encouragement.
- Very satisfied. I received immediate help and was treated with courtesy.
- Yes they were very helpful and took care of the problem I was having.
- Yes - responded quickly to transformer issue.
- Generally friendly and action was taken.
- I was happy with the immediate response from City personnel. It was excellent customer service.
- Yes, very friendly and helpful. All the departments that I visited for the most, part, However the customer service at utilities can be rude at times
- Yes, polite, timely service was received.
- Yes, I believe the City of Gillette provides an adequate level of customer service in most cases. Most of the employees were friendly and helpful.
- I was very satisfied with each department I have had contact with.

- I called both services this past year and was treated very professional, kind each seemed to genuinely care. Police were quick to respond and water dept was prompt with the time I was given.
- All the other departments appear to be doing the work to the best of their ability.
- Yes -- telephone help has been very positive for me. Employees are courteous and helpful.
- Each service I used was professional, kind and best part prompt, on time.
- Very satisfied. Good response and cooperation.
- Yes, staff very knowledgeable. Maybe a little help could be used in customer service on getting the customer to the right area even if the staff member approached is not able to help.

### NOT SATISFIED

- Signed up and arranged to have recyclables picked up, but it took two calls and two weeks before they actually picked it up.
- I believe in many instances I have been run around the block. By this I mean I can never get a solid answer without visiting with many different individuals. Much of the time I get frustrated and try to figure things out on my own instead of relying on your personnel to answer my issues. This mainly stems from you building inspection and engineering departments. As a growing town in Wyoming we need to adopt more stringent building codes and make sure that contractors are qualified. The city has adopted some of these rules and regulations lately but there was a lot of buildings built before these rules were applied. If you want this town to something other than a boom and bust town you need to plan for the future not just live in the now.
- Only after calling every week for 6 weeks to get recycles picked up in front of my home.
- No, little to no answers
- No, requested a street sweep several times after construction was done on our sidewalk. Was not satisfied.
- Was very satisfied with everything except the weeds are still there and I am very allergic. I cannot open my windows and have to run the air which is hard on my budget.
- No, one just gets excuses.
- No, there was only someone filling in at the desk and she knew nothing.

### OTHER

- For the most part I was satisfied. The biggest problem in dealing with some of these departments is that they are not consistent with all of their policies. They try to enforce things that are not in the ordinances and take it as a personal insult when you disagree with them. This is especially annoying since it can cost people thousands of dollars and set projects back months. I didn't want to get specific but one thing that really bothers me is the landscaping ordinance. I believe that neither the parks department nor the parks board understand it and that the ordinance itself should be re-written. I have know a lot of commercial outfits that have been looking to develop in Gillette but cannot build to their desired specification because of this ordinance or the way in which the ordinance was interpreted.

- I am for the most part. However, I am not certain that the power coming into my home (city service) is fully code compliant (to the meter). I'd asked them to look into this and never heard anything back.
- For the most part all responses, services or assistance is satisfactory. Sometime though the policies, codes or processes need to be changed or modified to make better outcomes or enforcement of these instead of only applying on specific cases. Codes, policies, work methods should be consistent and applied consistently to all citizens. One exception only makes it harder for us to provide level services across the board.
- Yes. Is the City Council included in this? Should be. They are hard to get a hold of at times. It took over 4 weeks for the party who picks up the recycle bags to come to my address, once the city was notified.
- Somewhat, but there seems to be a handicap in administering codes due to the 'letter' of the law taking precedence over the values of the community. Let's all try to work together for the good of the community and make Gillette an example for others to follow.

# CITY WEBSITE

## 3. Have you used the City of Gillette's online bill pay or bill pay by phone?

(Response Rate 94.3%)

	Number	Percent
Yes	141	28.5 %
No	354	71.5%

## 4. If YES, was it useful in meeting your needs? If NO, please specify?

- Yes, very useful (64)
- Pay in person (6)
- Yes, although I have several bills I pay. It would be nice if you didn't have to go through all the steps one by one. Maybe ask if there is another bill to pay. I have to hang up and call back several times. This would be more convenient if I could pay all these at once. The recording doesn't give you the option to pay more.
- I deliver my payment directly to the City. I don't need to use online bill pay or pay by phone.
- Bill pay over the phone went well but customer service could be a little friendlier.
- Just pay by check (8)
- I loved it. It was very user friendly and quick. (3)
- Yes, I prefer to pay all my bills online.
- I have to enter in my bank account information every time, even though I click on the 'save' button.
- Yes very useful. Would be nice to save credit card info. System asks if you would like to save the card in the billfold but that doesn't work. (9)
- Yes, wish you could set up automatic payments
- I pay my utility bill online every month. It is so much easier than dropping the payment off or mailing it - and it saves the postage! (3)
- It works great! Would be better if you could put in more than one account number at a time.
- I have my trash collection bill deducted automatically from my checking account
- Don't own a computer (3)
- Yes but they still have some bugs in the email notification of payment due.
- It is nice to be able to pay online, so thank you for that, but the City's online software for paying bills is cumbersome. I pay most of my bills online, and the other sites are significantly better.
- It works very easily & I can pay my bill anytime of the day or night.
- To a point. I don't always carry my account number, so it would be nice if it saved it or had forgot user/password function.
- It is useful. It would be nice if you could also reference your account number by your phone # as well.

- I did not realize that this was available. (2)
- Have not had the opportunity yet (2)
- Yes, as my boyfriend is disabled and it is much more convenient to pay by phone. Thank You
- Online bill pay for utilities is great. You should have us sign up for paperless statements/email notification that our bill is ready. I throw away so many of your return envelopes in my paper bill because I just pay online.
- Yes only request I would have is that you could select a date of payment.
- I was not aware this was available until this survey. I'll probably be using it now as this is how pay gas and phone.
- I love this option! I would like to go completely paperless to save trees and the city's postage money.
- They have been very responsive when we've visited with them
- Automatic withdrawal from our account (4)
- No, the system does not allow you to store your payment information in the 'wallet'. It also does not allow you to see a breakdown on the bill.
- Usually pay in person. I will use the service in the future if necessary.
- It's helpful but I wish there was a way to make your own account log in like with email address or something other than account number. Never seems to fail that I never have my account number with me.
- Yes, but I have separate service on my garage (shop) it would be nice to be able to have both my house and shop on the same bill.
- Yes, it is handy to be able to use the site, unfortunately it has been un-usable and down for repairs several times. It would be helpful if there was a note to include the full account number including any dashes as it will not work unless it is typed in exactly as it appears on the statement.
- Please keep this feature going.
- Not sure I trust the security of the internet
- There was once since the new change on the site that I paid out utility bill right before we left town on vacation. I was in a hurry and did not write down our confirmation code and realized when we got home that my payment had not gone through and I had a late charge.

## 5. Do you follow the City of Gillette on Facebook and/or Twitter?

(93.5% Response Rate)

	Number	Percent
Yes	110	22.4 %
No	381	77.6 %

---

**6. If YES, was it useful for meeting you needs? If NO, please specify.**

- Yes (26)
- Yes. The information was helpful for upcoming events and also for late breaking events.
- Don't use Facebook or twitter (13)
- Yes. I like the weather alerts and construction updates. (11)
- I am too busy to get into Facebook or Twitter. I do, however, get into the city email site often.
- I will add the City of Gillette to my Facebook page this evening (2)
- It's very useful, I know when roads will be closed, and it is how I found the link to this survey.
- Information very up to date, appreciate all the information. (5)
- The info and weather updates are great and road closures
- I follow the City of Gillette on Facebook and the information posted there is helpful in keeping up-to-date on things going on in our community. I especially like the storm warnings and things like that.
- Don't own a computer (4)
- I did not know this was available. (4)
- Yes, provides information that isn't always readily available through traditional means.
- Yes, would like to see the city do more posting of available pets at the animal shelter
- Not interested, I read the Newspaper
- Yes I felt the PIO Joe Lunne did well making sure the followers know the events going on! (2)
- I am a fan of the City on Facebook but do not spend much time on it. It is nice to be able to refer back though and see posts.
- I have not followed the City of Gillette on Facebook or Twitter. I do receive e-mail updates.
- Yes, it gives me information about special activities or road closures
- I just got hooked up to the internet, (I am now in the 21st century with most others) and plan to check in with the cities site on a regular basis.
- I try to spend as little time as possible on my computer at home
- I follow on Facebook and I like knowing when roads are closed and also things that are happening in Gillette
- Yes, it's a great way to stay up-to-date on city functions as well as general information.
- I use Facebook to check out what is going on with the City and community. (2)
- Yes, it is the only way I know about severe weather and is very helpful with road closures.
- Yes. The information is very prompt and I enjoy the humor!
- Yes, the Twitter updates are relevant and interesting. Love the road closure and weather warning updates.

## 7. Have you used the City of Gillette's online maps? (for locating addresses, zoning information, etc.)

(94.1% Response Rate)

	Number	Percent
Yes	152	30.8 %
No	342	69.2 %

## 8. If YES, was it useful in meeting your needs? If NO, please specify?

- Yes, very useful (35)
- I find them difficult to use. When I type in a street name, I never get a result, even if the street is a well established one.
- Need to be updated more often (7)
- No, the mapping software is very cumbersome and slow to load. Can the City work with the County to combine the Assessor's parcel layer to have consistent and the most recent parcel data available?
- Cannot always find all streets
- Have not needed to yet. (10)
- I was not aware I could access to maps online, so I may try it now
- Yes, in helping determine which ward I reside in
- No, Many times they won't load, or I have issues opening them.
- Once again, it was very user friendly, quick and helpful.
- I have not yet found a need for searching maps in the Gillette area.
- Did not know it existed (18)
- I generally just look in a phonebook for the addresses (3)
- The maps are nice however it would be nice if they were up to date with all new streets and subdivisions.
- Don't own a computer (3)
- Yes, they are helpful but not very up to date. There are some addresses that are physically there that do not show on the map.
- I really like the online map feature it is a very useful tool that has a lot of applications.
- Yes, I would like to see the GIS maps updated with City Utilities marked, much like what engineering uses for project planning.
- I work for Lawn Pro, and use these maps regularly. Very convenient.
- Yes, However, Remington Estates and some of the newer sub-divisions are not available to view
- Pretty good map, the lot lines were not accurate
- I was looking for bike paths and was able to find them but it took three tries before my computer did not crash when requesting the information.
- The maps were very useful. Gillette continues to grow in all directions and a great many street names are totally unfamiliar.

- The city online map does not work well with some Internet Browsers. The City online map should be made more user friendly and be more compatible with a variety of internet browsers. Also, the Gillette.sid category should be listed as aerial view instead as many people overlook this feature because they don't know what it is.
- Very much so. Might expand to include some county facilities or contacts if what is being searched for is not city specific. Cam-Plax is a good example of the county rec. center and some info.
- Too slow loading - had difficulty with them.
- Yes, gave me the location information I needed.
- No not useful. Most of the property lines are off, some by more than 20 feet.
- Yes they were helpful. I was able to direct a person to the exact spot.
- This is a very useful tool and helps anyone find businesses and recreational locations. I would suggest including county areas of interest as well though.
- I have lived here a long time but as Gillette grows I can't learn or even begin to know where some addresses are
- Yes, being new to town they helped a lot.

# COMMUNITY INFORMATION

---

## 9. Where do you look for local and community information?

	Number	Percent
City Website	189	17.3 %
GPA TV	91	8.3 %
NewsRecord	421	38.5 %
Local Radio Stations	261	23.9 %
Facebook/Twitter	81	7.4 %

## 10. Responses for “Other.”

- Google (2)
- Regional News
- City Newsletter
- Chamber (6)
- WY Public Radio (2)
- Mike Muirhead, City Administrator
- Friends
- Phone book (3)
- Online - News Record
- Word of mouth (4)
- County website
- CCEDC website
- Cam-Plax (3)
- Library notices
- AVA
- AHA

# YARD WASTE PROGRAM

## 11. Are you currently participating in the new yard waste program?

(93.0% Response Rate)

	Number	Percent
Yes	151	30.9 %
No	337	69.1 %

## 12. If YES, is it useful in meeting your needs? If No, why not?

*The following comments are categorized by subject. The number in parenthesis indicates nearly identical responses.*

### KEEP IT UP

- Yes, very useful (23)
- Love the yard waste program! Kudos to Mr. Staskiewicz. Our community has improved immensely since his employment with the City.
- The dumpsters are very helpful, however, since they are picked up bi-weekly, we had to get 2 as we mow our yard once a week. Also, they aren't dumped fully (wet grass stuck in bottom). They are a very good way to get rid of yard waste, though.
- Somewhat. The yard waste dumpsters are very convenient, but do not always dump completely.
- Yes I like having the option of having a dumpster at the house and not having to transport grass clippings/yard waste to a neighborhood dumpster.
- It is easier to have my own bin than to haul yard waste to the nearest bin in the neighborhood only to find it is full.
- Good job for making people who want yard waste pick up get the containers. The dumpsters were definitely not working!
- I love the new containers! This was an excellent solution! The streets are much cleaner now and people don't just dump their yard waste everywhere.
- Yes, I threw away two old rubber-made trash cans that I used to fill with grass and haul down the street in my pick-up. Now I just walk my grass catcher to my roll-out and it is very convenient! I love that the old dumpsters are no longer on our beautiful streets. They were an eye-sore and really stunk!
- It is convenient to not have to go to the CC landfill to dump my yard waste. For the cost of \$30-\$40 it is worth having the container rather than taking the time to haul/unload it at the landfill.
- So far it has been very useful, not having to take the grass down the street.
- The yard waste program is very good. I have had difficulty with getting my container picked up on my scheduled days and have had to call the waste department twice. They have been very good about responding quickly when I have called.
- I appreciate it, very helpful for me getting rid of my yard waste compared to the dumpsters always full and too far to tote my clippings and branches.

### MORE PICK-UPS

- Needs to be once a week pick up (20)
- Not picked up often enough even with a small yard two containers fill up fast.
- Two pick-ups a month are not enough this time of year. The grass packs down in the can and the driver cannot get it to fall out of the can.
- Meeting needs, however needs to be picked up once a week, not every other week.
- No. Pick-ups too far apart and container not emptying completely.
- Yes, but wish we could have more frequent collections; during the spring, especially, we fill it with frequent mowing and also clearing of flower beds, etc.
- Waste bins are too small to meet my needs and pickup is too infrequent.
- With pickup only occurring every other week, if the dumpster isn't completely emptied, there is not enough storage to last until the next pickup.
- I only cut the grass once every two weeks at this time because of all the wet weather but it fills the container full with just one cutting. I live in the city with limited space for yard waste with a small lot.
- It meets my needs when it is picked up. I would like to see weekly pick-ups. There have also been issues with the dumpster not fully dumping. The smell is out of this world!
- No needs to be dumped on a weekly basis especially in May and June and at the end of fall.
- No, you only pick up every 2 weeks, my yard fills it in one mowing and in 2 weeks it has fermented and smells very bad, you need to pick up every week like you used to with the old program
- Yes, but in these wet times every other week is not enough, so I had to go to two dumpsters. But, overall it is a great idea.
- Dumpsters needed to be available earlier for spring clean up. I can already see the handwriting on the wall--you will probably end the program before fall clean up is finished particularly if we have a late killing frost. There are times when every other week pick up is not sufficient--it certainly will not be during fall clean up.
- It is ok, however the container gets extremely heavy and difficult to move to the street. A different design of container may work better to support the weight and be easier to move.
- No, needs picked up every week. I would be willing to pay more to have a weekly pick up.
- No, it isn't meeting my needs. The yard waste needs to be picked up every week. It makes no sense to hold onto grass clipping for a week and a half while they start to decay. Come on people this isn't that hard. However, now that we are on the same page with solid waste we will gladly do it again next year if it is offered.
- Would be nicer to have more frequent pickup and possible some type of breathable container.
- Bi-weekly collection isn't adequate. But additional charges aren't either. We should be rewarded for participating in the program by having weekly collections. I end up dumping extra yard refuse into the garbage dumpster, which kind of defeats the program.
- Somewhat meeting our needs. We have a large yard so one bin usually isn't enough to hold all our grass. Since we mow every week, we have to bag at least half or more of our grass. If it was picked up every week, we would be more satisfied.

### CONTAINERS DON'T DUMP COMPLETELY

- They never seem to get the containers completely empty. (2)
- The containers are large enough for 2 weeks of yard waste though the green grass is hard to dump out of the container.
- No! The yard waste needs to be picked up weekly. The summer heat is rotting the grass clippings and the stench is terrible. I always have grass clippings stuck in my waste container even after the city has dumped it into their trucks. Also there is mold and mildew in my can, my son is allergic to molds and mildew. I did not have this problem under the old system.
- It fills up entirely too fast and when the grass gets wet it hardens in the bottom and isn't able to be completely emptied, leaving at least 1/3 of the container still inside after it's been emptied. I think it could stand to be emptied weekly.
- Yes, I mulch some but this is handy when I need to dispose of large amounts. Sometimes they don't empty out as well as I would like but for the cost. I can't wait to be able to use this in the fall for leaves, may need to increase the pick-up schedule then to help keep up though. And probably won't until they get it figured out. Picking up rotting grass, leaves, etc., only 2 times in a month, is ridiculous! Do you realize what that smells like?
- To a certain extent. Grass etc. sticks to the bottom of dumpster and when the truck picks it up it isn't emptied completely
- Somewhat useful. Because it is only picked up every other week it is always full. When it is picked up - it is only halfway dumped, and we still have a container half full of grass clippings. It is frustrating - my husband and I have discussed not continuing with the program for this reason.

### ADDITIONAL COST

- Too expensive (6)
- No, because of my lot size I have to purchase two containers, which fill up after one weekly mowing. The problem is, that the containers are only emptied every other week. My options are to call for an extra pickup and pay more, dump the clipping myself or let the yard look shabby and not maintained. The only alternative I see to remedy this situation it to have the containers emptied weekly just like trash.
- I do not like the new yard waste program. For people with large yards, we have to 'rent' more than one. It's an added expense at a time when people really can't afford extra expenses. Not to mention a huge pain in the butt. One swipe of our fairly small front yard fills the entire bin. That's not even touching our back yard. If you are going to continue with these dumpsters, please make them bigger, but please consider bringing back the old yard waste program!
- \$4.50 to dump my grass? I will mulch it in thank you.
- Don't have enough grass to make it cost effective.
- I currently have and pay for two solid waste containers. I feel I don't need the yard waste container because I own a small trailer that I can put yard waste in and haul to the yard waste facility.
- I don't want to pay to get rid of grass clippings.
- Yes but I pay enough as it is. Should not have to pay more.

- Husband signed up for waste programs and thought it was an additional expense so he didn't do it.
- No, the dumpsters are too small and we have to pay for 2
- I was, but the containers were too small for my needs and they were only picked up every other week. I would have had to have three containers to go that long, and we are only allowed 2. There was always about 5 to 10 gallons of grass left in the container after it was dumped, which limited my space even more.
- I feel I pay enough to the city for what we are already using
- Do not like having to pay and store another container; preferred free neighborhood dumpster

### SMELL

- Yes, but it really smells bad by the end of two weeks. (6)
- Yes. Only complaint is if the grass clippings are wet, they do not all dump out and begin to smell before the next scheduled pick up.
- So far it works really well. One complaint is the dumpster stinks once used.
- It works but the smell is really bad and the containers get so heavy. They are hard for older people to move.
- The containers do not empty and you end up with half of it left in the bin, it is very heavy to move and only dumping every other week (sometimes three) the grass really sours and smells, making it hard to keep the container by the garage or back yard.
- I don't like having the bins because they smell really bad and they are filled to the top after one mowing. It would be better if they picked up the grass weekly but it still stinks so bad and brings flies - it's gross. I don't know what the answer is to keep yard waste, but the current idea stinks!
- The grass seems to get moldy before the next scheduled pickup, the lid is kept closed with a bungee tie to get the lid closed
- The totes need to be collected weekly as the stench becomes almost unbearable. Also, totes need to be completely emptied.
- We like that we don't have to take the yard waste to the dump. But it also is very stinky! With all the wet weather we've had we have had to mow more often and so the grass sits in the container a lot between pick-ups and so it can get very smelly! Maybe next year you can think of a way to put more ventilation in the containers. Or more pick-ups early in the spring and summer when we all mow more often.
- Yes. Containers do get to stinking but that is what fresh cut grass does. I am concerned about fall leaf clean-up though. I can fill this up once or twice in a day so I don't think one pick-up will be sufficient to help resolve leaves all over the streets and in the drainage system unless these are picked up more often.
- I live on an acre lot so I fill more than the recycle dumpster can hold. Plus it is not picked up weekly and even if I place it in the farther corner of my lot so my neighbors can smell it instead of me, it's just awful smelly for two weeks. We do take our grass clips to the recycle center.

### DO NOT USE IT

- I have no yard waste, so I do not need it. (6)
- I mulch and use my yard waste in my yard, so I don't have much to give to the City. (4)
- Use grass for mulch, don't have dead trees or bushes.
- I compost most of my yard waste and use it in my yard. Once a year or so I take tree branches to the compost facility myself
- My family has decided this not be a viable resources so we do not use the program.
- We aren't participating--but wish we were!
- Just moved in no yard waste yet.
- We have always maintained a composting program of our own for our garden needs.
- No we live in Collins Heights and have a large yard. All of our grass does not fit into the two dumpsters we have. Also, the dumpsters are only dumped twice a month and they get very stinky. We have since canceled our service for the yard waste program.
- We take our yard waste to the site. Why pay for it?
- Just don't give it thought, hard enough for me to remember to take the trash out on Mon, I always forget and get skipped!
- I have hardly used it, use all my grass for mulching. What else can I put in it? Branches? Wish there were better directions on what else I could put in it.
- Used the bins - just haven't gotten into the new system yet.

### UNAWARE

- Didn't know we had one (7)
- Haven't looked into it.
- Thought only a certain amount of people were allowed to participate.
- I'm not entirely sure what the yard waste program is
- I am unsure how it works, plus I don't have much of a yard.
- Unaware of program; will need to research the topic.
- I don't know anything about it. I would like more information! (2)
- I am not aware of any yard waste containers in our neighborhood. I frequently walk around the neighborhood and the only time I have seen one is when a resident requested it while putting in their yard. It did not last long.

### OLD PROGRAM

- Program still needs some work. My problem is that we can't just have weekly pickups of yard waste. I think the old program was better. I just don't think the grates on top of the containers were given long enough to work.
- I preferred the dumpsters.
- Wish we could use yard waste container for weeds and dirt instead of putting it in our regular trash can.
- Good to dump grass for free.
- I think the whole garbage service is foolish. Things were better when we had dumpsters instead of garbage cans tipped over in the wind and garbage flying everywhere.
- We have a large lot and mow at least once per week. The dumpsters given aren't big enough and I'm not about to load up grass and take it all the way to the waste station area.

It's a real shame that a few morons ruined it for everybody by dumping garbage and black bags in the dumpsters; also a shame that the City couldn't figure out a way to punish them and not everybody else.

### OTHER

- Live in an apartment (5)
- We take care of our own.
- No yard (3)
- Not enough waste, clippings are mulched
- The containers need to be larger
- Wish they picked up same as solid waste. If you do any extra cleaning or mowing there is nowhere to put it and when I called for an extra pick up, which I saw was allowed for a price, they said that they couldn't do it until the next date anyway.
- Why do some people get free containers?
- I have a large garden and I am able to compost.
- We do use the new program because the City asked everyone to but it is inconvenient with trees and bushes. They aren't big enough and are full in a week.
- Right now we plan on mowing right before grass pickup day so it doesn't stink and get moldy.
- The schedule was difficult to understand. Now I look online to figure out the dates of pickup.
- We wanted to see how it was going to go before adding another expense to our monthly bills.

# WATER CONSERVATION/STORM WATER

---

## 13. Are you aware of the City's voluntary water conservation program?

(93.0% Response Rate)

	Number	Percent
Yes	410	84.0 %
No	78	16.0 %

## 14. Overall, how important is the storm water drainage system in Gillette?

(92.6% Response Rate)

	Number	Percent
Very Important	286	58.8 %
Somewhat Important	151	31.1 %
Not Important	13	2.7 %
Unsure	36	7.4 %

## 15. What are some activities you think you can do to help improve water quality in the drainage ways? (Stonepile Creek, Donkey Creek, Fishing Lake) Check all that apply.

(87.2% Response Rate)

	Number	Percent
Plant grass or vegetation	238	12.9 %
Clean up after your pet	269	14.6 %
Choose earth friendly landscaping	217	11.8 %
Proper disposal of trash (don't litter)	397	21.5 %
Fertilize only as needed	204	11.1 %
Practice good car care	211	11.4 %
Carefully store and dispose household cleaners, chemicals, and oil	307	16.7 %

## 16. Do you have a sump pump to deal with groundwater problems?

(92.4% Response Rate)

	Number	Percent
Yes	126	26.0 %
No	359	74.0 %

**17. If YES, how often does it operate?**

(23.8% Response Rate)

	Number	Percent
Daily	30	24.0 %
Weekly	6	4.8 %
Seasonal	89	71.2 %

**18. If YES, where does it discharge to?**

(22.5% Response Rate)

	Number	Percent
Front yard	24	20.3 %
Back yard	53	44.9 %
Street curb and gutter	17	14.4 %
Storm drain	7	5.9 %
Sanitary sewer	17	14.4 %

# CITY OF GILLETTE PARKS

## 19. Have you or someone in your household used the City of Gillette Parks within the past 12 months?

(92.0% Response Rate)

	Number	Percent
Yes	439	90.9 %
No	44	9.1 %

## 20. Overall quality of the City of Gillette parks?

(90.7% Response Rate)

	Number	Percent
Excellent	153	32.1 %
Good	276	58.0 %
Fair	35	7.4 %
Poor	5	1.1 %
Unsure	7	1.5 %

## 21. What do you enjoy most about the City of Gillette parks?

*The following comments are categorized by subject. The number in parenthesis indicates nearly identical responses.*

### VARIETY

- Variety (15)
- I have two young children, so the variety of playground equipment is helpful in keeping them interested in going to the parks and keeping them active.
- The amount of green space and the variety of parks in the city.
- The kids like the number of different parks they can go to.
- Every park has its own personality and services. I grew up here when there was just the City Park with no equipment, etc.
- The amount of options. There are a lot of parks to choose from.
- Several to choose from- many have mature trees.
- There are lots of them and they are all well taken care of. Lots of pretty scenery.
- I enjoy the fact that there are so many--from the large ones to the little pocket parks. We are a very lucky community.
- Generally they are not crowded, there are many of them. Access is easy.
- The variety of areas and equipment that are offered. (2)
- We have several parks and they are all in very good condition.
- Located throughout the City, large and diverse, really well maintained.
- The variety of the parks, large open spaces, the mowing of the grass areas, toilets that are kept up.
- The quantity of them, and the large size.

- They are easily accessible and they have a lot of variety.
- I appreciate the amount of parks in Gillette. It is great that every neighborhood has one.
- That there are a lot of them, the area's for the kids to play and being able to walk.
- They are easily accessible and in good locations.

### **CLEANLINESS**

- Cleanliness (11)
- We like how clean the parks are. No trash around. Never use the bathroom but maybe having picnic tables closer to actual park area would be nice.
- Clean, well maintained. (11)
- They are clean and provide lots of leisurely activities.
- Cleanliness and general upkeep; well done.
- The shaded areas and cleanliness.
- Clean, well cared for, Staff is friendly and cheerful
- Close to my neighborhood. Clean
- Cleanliness, care the city provides to the parks.
- Clean, mowed and trimmed. Most have a clean port-a-potty that I use when I'm using the walking paths.
- The amenities they provide, the cleanliness and the ease of getting to any of the parks.
- Clean, well groomed, garbage picked up regularly, equipment for grandkids to play on.
- Plenty of trash cans for garbage.
- There are many really nice parks throughout the city and they're always clean and well-kept.

### **PLAYGROUND EQUIPMENT/ACTIVITIES**

- Play grounds equipment (14)
- Playground facilities and recreation facilities.
- High quality playground equipment.
- The lake (2)
- Many people can gather there easily and there are tables and trash cans provided. Horse shoes and volleyball and fishing and play areas for younger kids.
- They are pretty and have nice playground equipment for children. I like that there are so many different parks, giving people a choice and making them less crowded.
- Frisbee Golf Courses
- The playgrounds for children.
- Green grass, Shade on a hot day & the free pool.
- They have good equipment and are always clean.
- A place for outdoor recreation
- My children really enjoy the fishing lake and being able to fish without having to travel out of town.
- Clean, nice play ground equipment, nice picnic areas
- The shelters provided for gatherings.
- The trees and the picnic areas. Playground equipment when guests visit.
- Trees, grass and good playground equipment for my child

### WALKING/BIKING PATHS

- Walking Paths (10)
- The walking trails, the trees, plants and flowers. The City does a great job of maintaining the parks.
- Walking paths and space to run dogs as well as good playground equipment for the kids to play on
- The Paths, though their quality could be a lot better.
- Well kept grounds (cut grass and trimmed trees) and clean pathways!
- To have a place to run, bike, and let the kids play
- I like walking at the fishing lake, my dog loves going there because it's big enough and it's never crowded.
- I like to walk in the parks. I am a therapist at YES House, a parent, and a foster parent. I walk in a city park at least 5 times a week and sometimes 10 or more times a week. What a great way to let young people know exercise and nature are enjoyable.
- Areas to walk with my dog
- I love the parks and the trails for running in them! I'm very grateful for the bathrooms and water when in season!
- I love the walking paths. The grass and trees are really pretty.
- The walkways and trees and open areas
- Open spaces for walking, and the solitude one finds in some of the park.
- Fishing at the fishing lake. Bike/walk path at Bicentennial.
- The large play areas and the walking path at the Fishing Lake. We need to become more aware of health in Gillette and set more bike and walking paths around the town.

### KID/FAMILY FRIENDLY

- A place to play with our grandson.
- How kid friendly they are. (3)
- The play equipment for the kids. It's great and keeps them very entertained and happy.
- Area for kids to play and eating area
- The safety for my kids and the landscaping
- I have a very young grandson, and there are a lot of parks for him to explore and have fun in.
- The beauty, clean, a place my grandson enjoys
- They are well kept and friendly places to go!
- Play areas for the little ones, and just the peace and quiet and cleanliness.
- Being able to let the kids run and play as we don't have a decent park in our neighborhood. We like the fishing lake best because of the lake.
- Taking grandkids to playgrounds.
- They make Gillette seem more family friendly. As someone who used to drive long distances to visit family I am proud that families can picnic in our beautiful parks. I also think they are easy to find.
- The parks make Gillette look family friendly. My family traveled between states and I was always looking for a park to eat lunch in and give the children a safe place to run around.

- Grass area to play catch and baseball.
- My grandkids love the playgrounds.....I love the trees
- That is one of our favorite things about Gillette. Most if not all parks in Gillette are very well taken care of and they are all fun for the kids!

### LOVE THEM

- They are nice looking.
- Current park system is terrific!
- Good area that family can get together
- My out-of-state relatives and friends have commented on this as well when they've come to visit. Keep up the good work!
- Fun to be in and have fun with family and friends.
- How beautiful they are becoming!
- The peacefulness, and sense of community while there.
- Easy to reserve and beautiful to use.
- Everything is beautiful and well maintained. Good job on the part of all who helps make this possible.
- Convenient locations, good equipment, nice landscaping, variety of 'purposes' or uses.
- I especially enjoy Dalbey Park, as I am an avid fisher, but don't get much time to go out of town.
- The closeness in most neighborhoods, the lake at Dalbey, the water birds at McManamen, the updated playground equipment, the effort that the city puts in for children's safety like mats under the playground equipment, would like to see more trees in most parks, am anxious for the improved McManamen Park, would like to see a botanical garden included in the plans

### MAINTENANCE

- The quality of parks and how well they are maintained. (17)
- Careful grooming, availability of pet waste bags.
- Our parks are well maintained and have really improved over the last couple of years.
- They are well maintained and the facilities are very nice.
- Extremely well-kept and beautiful! Very nice variety of trees, great parking, plenty of sitting areas, excellent modern landscaping, up-to-date and safe playground equipment, grass is always green. I think Gillette has the nicest parks around.
- They are very well maintained and offer a viable alternative for events to many families and friends.
- Most of the parks are located in areas near homes and are well maintained.
- Usually well maintained landscaping and grass, but some could use upgrades as far as picnic tables, playground equipment, etc.
- The parks are always well cared for. I especially like the trees that the City fills our parks with. The trees that were in the parks when I was a child are now huge and I think that planting plenty of trees is worth whatever the cost.
- Trees for shade and well cared for grass.
- They are usually well taken care of, nice and green. Great for families.

- The parks are mowed and trimmed really well. They are clean and most have a bathroom or clean port- potty that can be used. I use it while I am on the walking paths or biking.
- That they are in many neighborhoods, maintained reasonably well, accessible; like the trees and lake at Fishing Lake; updated playground equipment
- Clean, mowed and groomed. I especially like the bathroom or clean porta potty provided. I use those when I am walking on the walking paths.
- They are kept up well....better than most other cities' parks.

### LANDSCAPING

- Landscaping and activity areas (6)
- Trees (14)
- Since we have few trees in our neighborhood it is nice to be around trees and to watch them change with the seasons. It is nice to have somewhere for the children/teens to go. It is also nice to take visiting family to one of our parks for a barbecue.
- Trees, grass, flowers, play space for children, water features, the list is long.
- The trees! I also enjoy the quiet when I need to get away and just sit in my car and think or take a break from everyday life. I go to the fishing lake and just park or take a walk. No one ever bothers me, and those I do talk to are always very nice.
- The views, each park has a different feel & view.
- Green, newly cut grass
- The shade, green grass, beautiful flowers and free pool when it's hot out.
- Water features
- The surroundings are beautiful!
- The large number of parks available - practically one in every neighborhood! Also, landscaping is nice.
- Quiet and scenery
- Nice shade and landscaping at Fishing Lake.
- The shade, relaxing environment. The landscaping and scenery

### OTHER

- Convenience
- We like to view the wildlife at McManamen Park. (2)
- I think that Gillette needs to start putting plastic bags for the dogs waste and trash cans at all parks. There is too much dog poop at the parks. Let's start training our citizens to clean up after their dogs.
- Open space and wildlife. Pathfinder park has come a long ways but needs to have the sprinklers turned on or else the newly planted trees will die.
- The accessibility to all parks. They are very welcoming. (2)
- Yes, staff was courteous and helpful (2)
- The grass and trees. Water bodies are very appealing as long as they don't become stinking stagnated water. Having fishing opportunities is great for kids. I like that for the most part they are clean and not let to get filthy or run down. More funds should be devoted to roadways and paths since many are or are becoming dilapidated.
- No cost to use, but the city should flood a large outdoor ice skating rink at Cam-Plex park each winter. This is the only town I have lived in that does not do that for its citizens.

The city should not focus solely on charging people to skate at the indoor rink to raise funds to pay for it.

- Buying the Cam-Plax park was one of the best investments we ever made. I especially like the mix of trees & somewhat natural prairie. I wish we had more medium-size neighborhood parks.

### COMPLAINTS

- I don't think the park bathrooms are very clean and do not get taken care of.
- Dislike the lack of swings or merry go rounds in the parks for grandkids to play on, just climbing is very dull.
- They are beautiful but sometimes filled with trash because of lack of access to more dumpsters. Or full dumpsters. Too many people litter, I get tired of picking up trash for others; I used to participate in the programs and now I don't.
- The playgrounds for children. However, I think some of the padding used around the equipment needs to be re-visited. It gets way to hot and children like to play with no shoes on, in shorts! Someone could get seriously burnt.
- My kids can play there. I really wish we had a local park in our neighborhood. The nearest park is a short walk away, but it is very near a 35 MPH street that is very busy. I would never dream of sending my kids there without good adult supervision. As stated, it is also a long walk than most other neighborhoods.
- The bathrooms at the parks could be a little better. They are usually quite gross when I go in to them, it almost makes me want to not use the facility. The overall appearance of the parks are generally good, except when people litter. It is rather expensive to rent out a shelter at any of the parks.

# GILLETTE PUBLIC SAFETY

## 22. How would you rate each of the following on safety?

*The percentage in blue represents the results from the 2009 survey, if applicable.*

	Excellent	Good	Fair	Poor	Unsure	Response Rate
Overall quality of City						
Police Protection	26.7%	55.6%	11.7%	2.9%	3.1%	91.4%
2009	25.8%	50.9%	13.9%	5.2%	4.3%	88.2%
City efforts to prevent crime	19.4%	57.4%	13.8%	4.2%	5.2%	91.2%
2009	18.0%	50.7%	18.5%	7.1%	5.7%	87.8%
City efforts to reduce traffic accidents	11.3%	46.7%	25.1%	12.3%	4.6%	91.0%
2009	11.1%	40.7%	28.5%	14.9%	4.9%	87.9%
Quality of Fire protection/rescue	31.5%	51.9%	3.5%	1.5%	11.7%	91.4%
2009	31.7%	46.7%	6.6%	1.4%	13.6%	87.7%
Quality of Ambulance service	27.8%	49.0%	4.6%	0.6%	18.0%	91.0%
2009	22.2%	40.7%	7.8%	1.0%	28.3%	87.7%
City Police response time	22.2%	44.3%	11.2%	2.7%	19.6%	90.3%
2009	17.8%	38.0%	14.4%	4.7%	25.1%	87.7%

## 23. How safe do you feel in each of the following locations?

*The percentage in blue represents the results from the 2009 survey, if applicable.*

	Very Safe	Reasonably Safe	Somewhat Unsafe	Very Unsafe	Unsure	Response Rate
Business areas during day	72.9%	25.9%	0.6%	0.2%	0.4%	91.2%
2009	72.7%	25.8%	1.1%	0.4%	0.0%	88.0%
Business areas after dark	26.5%	56.7%	13.5%	1.5%	1.9%	91.4%
2009	28.6%	51.6%	15.5%	3.1%	1.3%	88.0%
City parks during day	68.3%	28.8%	1.3%	0.0%	1.7%	90.7%
2009	65.7%	31.9%	0.6%	0.1%	1.6%	87.8%

City parks after dark	14.2%	42.3%	29.1%	5.6%	8.8%	91.0%
<b>2009</b>	<b>12.9%</b>	<b>38.6%</b>	<b>30.0%</b>	<b>8.0%</b>	<b>10.5%</b>	<b>87.5%</b>
In your neighborhood during day	71.6%	25.8%	2.3%	0.0%	0.2%	90.7%
<b>2009</b>	<b>71.7%</b>	<b>25.7%</b>	<b>1.8%</b>	<b>0.3%</b>	<b>0.6%</b>	<b>88.0%</b>
In your neighborhood after dark	41.0%	45.0%	12.3%	1.3%	0.4%	91.0%
<b>2009</b>	<b>42.7%</b>	<b>40.6%</b>	<b>11.8%</b>	<b>3.5%</b>	<b>1.4%</b>	<b>87.9%</b>

**24. If you answered UNSAFE for any of the previous locations, what crime concerns you the most?**

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
<b>Assaults</b>	<b>112</b>	<b>12.8 %</b>
<b>Burglary</b>	<b>113</b>	<b>12.9 %</b>
Crimes in or around schools	30	3.4 %
Driving under the influence	105	12.0 %
<b>Drug use</b>	<b>140</b>	<b>16.0 %</b>
Gangs	60	6.8 %
Graffiti	38	4.3 %
Minor in possession of alcohol	53	6.1 %
Robbery	103	11.8 %
<b>Theft</b>	<b>122</b>	<b>13.9 %</b>

# PRIORITIES FOR THE CITY

## PRIORITIES

**25. The City is committed to investing money to improve the community infrastructure and services. Since the needs always exceed the available funds, please prioritize the following projects by whether you feel they should be a High, Medium, or Low priority for the City.**

*The percentage in blue represents the results from the 2009 survey, if applicable.*

	High	Medium	Low	Unsure	Response Rate
Addressing Community Substance Abuse Problems	55.7%	33.0%	9.8%	1.5%	87.8%
2009	49.3%	35.0%	11.5%	4.2%	88.9%
Beautification Projects	21.2%	57.7%	21.0%	0.2%	88.2%
2009	25.9%	50.6%	23.5%	0.0%	89.4%
Bike Path Improvements	21.3%	46.7%	31.1%	0.9%	87.6%
2009	20.1%	47.8%	30.0%	2.1%	89.4%
City Recycling Program Expansion	32.1%	44.8%	22.0%	1.1%	88.4%
2009	31.7%	44.7%	21.8%	1.9%	89.5%
City Street Improvements	53.7%	39.4%	6.1%	0.9%	88.0%
2009	50.9%	40.9%	7.4%	0.9%	88.8%
Quiet Zone for Rail Corridor/ Pedestrian Crossing	26.6%	35.1%	37.0%	1.3%	88.0%
2009	24.9%	28.9%	40.6%	5.6%	89.3%
Economic Development	46.0%	40.8%	12.4%	0.9%	87.8%
2009	45.2%	35.4%	15.9%	3.5%	88.9%
Electric Improvements	22.2%	51.0%	25.5%	1.3%	88.2%
2009	15.1%	46.0%	36.2%	2.7%	89.4%
Park Improvements	14.2%	53.4%	31.4%	1.1%	87.4%
2009	21.4%	48.8%	28.6%	1.1%	89.4%
Retail Development	47.2%	36.6%	15.3%	0.9%	88.4%
2009	N/A	N/A	N/A	N/A	N/A
Sidewalk Improvements	21.0%	51.8%	26.0%	1.0%	87.8%
2009	17.5%	49.7%	31.1%	1.7%	89.4%
Storm Drainage Improvements	30.3%	53.5%	13.9%	2.4%	88.0%
2009	25.9%	42.3%	25.4%	6.3%	83.8%
Water Conservation Expansion	26.6%	47.2%	22.9%	3.2%	88.0%
2009	37.2%	40.4%	14.6%	7.8%	85.1%

# CURRENT ISSUES

---

**26. The City of Gillette currently utilizes its 1% sales tax funds towards pavement management, street extension/enhancements, beautification, drainage improvements and park developments. In your opinion, what additional areas could the City utilize its 1% sales tax funds?**

*The following comments are categorized by subject. The number in parenthesis indicates nearly identical responses.*

## **MAINTENANCE/LANDSCAPING**

- Beautification projects (2)
- With all the growth in the city why have we not had a new park built? This is a very important part of a new housing area. You do require the land be set-aside but don't do anything with it
- Easements that seldom get mowed. They look awful
- Exit from I-90 onto new Burma extension would be nice.
- Keeping litter picked up on the roadways and right-of-ways.
- Clean-up of dumpy homes around the community and all the junk sitting around. Also enforcing current laws on maintaining property.
- Utilizing the people in jail to do more cleanup around town. It is great in the spring when everyone kind of comes together to do this, but what about the rest of the year?
- Striping the streets in a more efficient and timely way. You wait too long to start it in the spring and the paint does not last. You need to get a more lasting (higher price) paint.
- Weed control
- As to beautification, I do wish that the city would provide and educate the citizens who adopt planters around town about perennial plants, in addition to the annuals that are provided each year. If enough perennials were planted for several years, in appropriately sunny or shady locations, I think the cost of filling these planters each Spring would eventually decrease.
- Maintenance and operation of the existing systems. These are not high visibility nor politically appealing but if we don't maintain what we have we do not gain in system dependability. Service levels will drop, outages for power, water and even roadway delays will bring complaints. You can't build your way out of maintenance, we need to invest in preserving what we have. You can go a long time doing nothing or very little but eventually the systems will fail and complete reconstruct is far more expensive than routinely keeping the system up and operational.
- Interstate exchanges need to be beautified, along with the entrances into town and subdivisions.
- Downtown is being neglected! Let's have our downtown match the rest of this beautiful city!

## **RE-CONSTRUCTION**

- I would like to see McManamen park developed and upgraded

- New neighborhoods behind fishing lake, stop re-doing parks that have just been re-done in the past 10 years, focus equally on all neighborhood parks.
- Fixing parking lots.
- Personally, the new area the city just adopted needs much street care. Butler Speath by Jake's Tavern bar and Nordgaard road need much work done. Please just drive on it and you will understand what needs done. Tear it up and re-do it all! Please it would really make the people that live here feel more comfortable and give them a better feeling about the city.
- I believe that we need to do a better job in hiring top quality contractors when paving and putting in street expansions, it seems like we have a new street built and then within a couple of years we end up redoing the same job. Contractors need to bear some of the responsibility of streets so tax dollars can be spent on needed projects.

### NEW FACILITIES

- New public library
- Providing a community arts building to house performing arts and visual arts at a reasonable rate for usage.
- Need to bring in more to do for the people of Gillette recreation wise. There is nothing to do here, and it gets boring fast!
- Development of the local college. (2)

### TRAFFIC CONTROL/LAW ENFORCEMENT

- Teach the drivers on the road to be more careful and courteous to each other and more watchful of road conditions, might lower accidents.
- Crime awareness, Crime Stoppers. The City of Gillette needs and can utilize a parking garage
- Traffic is still a big problem so I think the money is still going where it needs to.
- Security cameras at various places around town.
- Stoplight on Dogwood & Lakeway, also on Gillette Ave & Boxelder.
- The funding of additional law enforcement training and equipment.
- Cameras at intersection to assist in ticketing vehicles blatantly running red lights. Like the toll roads in large cities that you receive a bill from.
- Increased neighborhood police patrols in unsafe neighborhoods

### TRANSPORTATION

- I'm not sure if this would fit into the same category as the above but I have always thought that our community could make good use of public transportation. Even if we started with the smaller van busses, and they only ran certain hours, it would allow our students/elder to get to jobs, school, shopping, doctor care--without the use of individual vehicles. It would take some of the unnecessary vehicles (and pollution) off the road, and it would allow students to have a form of transportation to get to and from jobs/school while they are still learning how to drive safely. Some of our teens do not belong on our roads until they are a little more sure of their driving skills. It would also allow young people to get to and from the new community center/library/shopping/down town without

adding to the congested parking in these areas. It would allow some older people who are not ready to give up getting around on their own to get to shopping and doctor visits.

- Public transportation (5)
- Try to make commuting during busy times easier and safer. Instead of adding new streets like the Burma overpass project try to widen more widely traveled roads. This new addition has now lengthened one of my commute routes.
- Public transportation to and from drinking establishments to prevent drinking and driving and accidents.

### **PARKS AND PATHWAYS**

- Create more walking/running/biking trails in the City. (5)
- Make a dog park
- Pavement management, street extensions and enhancements
- I am not talking a cheap bike path of asphalt, try rollerblading, or pushing a stroller across the rough paths we have now, and maybe sweep them off more often than once a year?
- Bike and walking/jogging paths to make it safer for citizens to exercise and cut down on vehicle carbon emissions.
- Get more bike paths out there and improve the ones we have! We need a bike path along the south side of Lakeway. Everyone from the new subdivision (Pronghorn Ranch) has to cross the street to walk on the bike path along the north, and no one stops, need more pedestrian crossing signs there, especially when Burma connects.
- Walking/bike path on Gurley overpass city council needs to pull their heads out on that one, instead of building a new road to nowhere. Alaska has the bridge to nowhere Gillette has the road to nowhere and no on/off ramps nice planning
- Creating more bike paths to allow our community to be more user friendly in the outlying areas
- A dog park would be really nice. Where I came from there was a beautiful park for people and dogs. There are several parks around town I'm sure a little dog park would be a nice touch for this growing town.
- Upgrade existing walking/bike paths & parks, seems like new areas, choice areas are getting the most attention
- It's getting better, but I wish more bike paths and sidewalks connected instead of just hitting a 'dead end' and having to turn around and go back or ride on the streets with the traffic at that point.

### **RETAIL DEVELOPMENT**

- Retail development. There are not very many options. Most people still go out of town for their shopping.
- Improving the retail diversity in Gillette.
- Downtown! Our downtown needs to be at least as nice as they rest of our city! We need a downtown business district, and not the Chamber, to help get this going. Revitalizing downtown is vital to any community.
- Retail incentives.

- Retail development and parks (including sidewalks). The city seemed relatively progressive in this area in the 80s and 90s.

### KEEP IT THE WAY IT IS

- Keep as is. (10)
- I think the current dispersement of funds is adequate. It prevents other funds being diverted to these areas.
- The current program works very well. I would like to see the 1% sales tax funds mandatory rather than a vote.
- The tax should become permanent. I know that's not the question, but way too much effort and money goes into re-upping the tax. I think the City does a good job of using the funds. I trust their judgment. I would not prioritize differently.
- I would say the pavement management is a great way to use the 1% sales tax.
- I think that is a good way to use it. That way everyone benefits.
- Satisfied with current outlays and priorities
- I feel that the City of Gillette utilizes its funds almost entirely correctly. I feel lucky to live in a City that doesn't seem to have any major areas that 'need' improved.
- I appreciate all the things Gillette does in these areas! I am a runner and LOVE the bike paths around town. I totally appreciate the city clearing the bike paths in the winter from snow! You guys go above and beyond my expectations!!
- Should about cover all areas, if try to do everything then really nothing gets done
- Maintaining all the above. You cannot construct yourself out of maintenance and operational needs. If you don't take care of what we have pretty soon our system will all become poor concerning operational needs. Drainage, waterlines, sewer lines, pavement surfaces, sidewalks, fire hydrants, bridges, etc. You don't buy a car and never change the oil, wash it, clean the windows, keep lights going. Expansion needs and will occur, but don't forget what we already have.

### WATER

- Water system improvements, wastewater improvements, Downtown improvements
- Use it to develop and improve water pressure zones in areas where residents are not receiving adequate pressure or volume for basic, everyday water needs.
- Water has to be #1, with preventative measures (substance abuse, street lighting, rail corridor) for safety a close second.
- Even more water conservation education and projects
- Water and Sewer Improvements
- The parks are weedy. Bring in more water for population growth
- Madison water project until it's completed.

### RECYCLING

- Create a comprehensive recycling program that is easy for people to use - create incentives if necessary. 300 pound recycling bins for a resident won't work.
- Recycling (6)
- Yard Waste Program.

- Creating a recycling center, aside from a dumpster in a parking lot that will address all materials. In addition, a general posting of street parking near intersections may help to reduce traffic accidents and/or personal injury (i.e.: posting a sign that states the minimum distance to park from a stop sign may help divert an oncoming car to strike a vehicle at the said stop sign).
- Go back to dumpsters and more of them for grass. Figure out a way to catch the abusers

### SUBSTANCE ABUSE/CRIME PREVENTION

- Substance abuse prevention
- An anti-gang enforcement department
- Helping agencies battle the kids doing drugs.
- I have lived in Gillette 25 years. I don't think we need to sit on our laurels, but I feel that the money that has allowed the city to prosper and do wonderful improvements, but the social problems of community substance abuse is really an area that needs attention. I know the city has an alcohol and works closely with the school district and county, but prevention and treatment are very important.

### YOUTH

- Maybe try to find some things for the city's youth to do. It seems like all the younger people constantly complain that there isn't anything to do. Not sure what, just something.
- Improving/expanding Boys/Girls club. Programs for kids.
- I strongly believe that the 1% should continue to be used as a source of funding for Gillette's social service agencies. (2)
- Programs for children's activities and centers
- I think it needs to focus on children including: child abuse prevention, substance abuse prevention, education, things for children of all ages to do, etc.
- Helping agencies battle the kids doing drugs.
- I think the city has done a good job. I am excited to hear that they may build a new sports facility for youth as that is a huge deal for the community. While my children have grown I still think we could use more facilities for soccer, baseball etc. Please make sure to have more parking though
- Gillette Community Theatre Building
- Save your funds towards schools
- Skate park security, so adolescents who wanted to skate could have protection, and not be aware, involved, or witness the continuous drug deals, fights, or other crime situations.
- One-time use of money to help efforts for youth such as the Boys and Girls Club, one-time use of money for development of drug treatment facility.

### STREETS

- Build another overpass over the rail road tracks.
- Electric and street lighting improvements to hold down rates
- Street lights on Enzi and Shoshoni. Also expanding Enzi to a 5 lane road.
- Gillette needs another over or underpass. The one overpass we have has been closed for awhile and it is ridiculous that the other outlets are so clogged or so far away. I wasted so much gas trying to get around along with much frustration! I know it is impossible to

move the railway but it's amazing how BNSF railroad employees are so rude to motorists trying to get around. Now they know how we feel when their trains are always stopped on the tracks!

- There needs to be a major street that runs from South Gillette to North Gillette - not a useless overpass to nowhere. Work on the Butler-Spaeth North/South corridor
- More overpasses for vehicles to cross over the rail road tracks. Such as Garner Lake, Brooks St. and Burma Ave.
- The city needs to resurface some streets and fill the potholes permanently. Not temporarily.
- Street enhancement and drainage
- At Gurley overpass: Provide more clearance between the overpass and adjacent power lines, and provide a pedestrian walkway that is more affordable, such as continuing straight south with the road rather than making a right angle turn to hwy 14-16.
- Perhaps county, not city, but the bike path from Boxelder and Butler Spaeth east, is in poor shape, especially the first long climb up to Pepsi.
- Streets in the 4J neighborhood are failing, sewers are failing and roads are collapsing around storm drain covers

### OTHER

- Fix the drainage easement behind my house so the electric, cable and phone boxes stop being under water every time it rains.
- I think the quiet zone for the rail corridor is important. They come through blowing their horns all hours of the night and it has gotten very old. (2)
- As a runner, lighting on the street
- Getting more businesses to open up here in Gillette and sending illegals back. That is what's making Gillette unsafe after dark.
- Art inclusion such as the Mayor's Avenues of Art. Helping to support the Advocacy for the Visual Arts.
- Maintain an outdoor ice skating rink, free of charge to the public with lights.
- Support for small business and development of local economic stability.
- To help bring businesses outside of the mineral industry to Gillette to help insure that we keep up with growth and become more than a boom town
- Lately it seems only to cater to the large industrial and mineral service companies here. Little is done to make Gillette a place people want to live and stay. It seems like there is very little 'community' in the community until something tragic happens.
- The general sense I get is everyone is out for themselves, will do what they please, and could care less about the next person who is probably also only here long enough to make a few bucks and move away.

# LIVING IN GILLETTE

---

## 27. On a scale of 1 to 10 (1=Low, 10=High), how would you rate Gillette as a place to live?

(88.0% Response Rate)

	Number	Percent
1	1	0.2 %
2	2	0.4 %
3	12	2.6 %
4	12	2.6 %
5	30	6.5 %
6	29	6.3 %
7	100	21.6 %
<b>8</b>	<b>151</b>	<b>32.7 %</b>
9	81	17.5 %
10	44	9.5 %

## 28. If you could describe the City of Gillette with one word or phrase, what would it be?

- Busy, Busy, Busy!!!
- Clean with a general pride of ownership
- Economic Opportunity
- Energetic (4)
- Forging the path for others to follow
- Friendly (29)
- Good place to raise kids
- Growing (8)
- Home (17)
- Home, it's where my heart is
- Interesting
- Nice, but has more potential
- North Gillette is neglected
- Progressive (16)
- Opportunity (8)
- Opportunity to improve
- Transient
- You have to learn to love it

**29. How would you rate the overall appearance of Gillette?**

(89.3% Response Rate)

	Number	Percent
Excellent	43	9.2 %
Good	304	64.8 %
Fair	109	23.2 %
Poor	13	2.8 %
Unsure	0	0.0 %

**30. In what ways could the City improve the overall appearance of Gillette?**

(86.9% Response Rate)

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
More landscaping	178	11.5 %
Upgrade playground structures	85	5.5 %
Beautify Interstate exchange areas	200	12.9 %
Maintaining parks	170	11.0 %
<b>More trees/shrubbery along boulevards</b>	<b>201</b>	<b>13.0 %</b>
<b>Cleanliness of neighborhoods</b>	<b>311</b>	<b>20.1 %</b>
Reduce the number of advertising signs	150	9.7 %
<b>Create a property maintenance code</b>	<b>254</b>	<b>16.4</b>

# SHOPPING

## 31. Please indicate the type of shopping you leave town for. (Check all that apply)

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
Appliances	155	9.0 %
Automobiles	289	16.7 %
<b>Clothing</b>	<b>377</b>	<b>21.8 %</b>
Furniture	240	13.9 %
Home Repair Supplies	96	5.6 %
<b>Recreation/Entertainment</b>	<b>299</b>	<b>17.3 %</b>
Restaurants	271	15.7 %

## 32. If purchases are made outside of Gillette, please indicate the locations where you most commonly shop. (Check all that apply)

*The number bolded represents the highest percentage of responses.*

	Number	Percent
Billings	129	12.8 %
Casper	161	16.0 %
<b>Rapid City</b>	<b>403</b>	<b>40.1 %</b>
Internet/Catalog Sales	311	31.0 %

## 33. What kind of menu/restaurant types would you like to see in Gillette? (Check all that apply)

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
American	217	20.5 %
Chinese	26	2.5 %
<b>Italian</b>	<b>263</b>	<b>24.9 %</b>
Mexican	45	4.3 %
Thai	71	6.7 %
<b>Seafood</b>	<b>247</b>	<b>23.4 %</b>
Southern	104	9.8 %
Other	83	7.9 %

**34. Responses for “Other.”**

*The number in parenthesis indicates nearly identical responses.*

Greek/Mediterranean (7)	Noodles and Company	Indian (2)
Sports bar/Grill (3)	Steakhouse (3)	Healthy/allergen friendly
Healthy (2)	Texas Roadhouse (3)	Sit-down restaurants (3)
Mongolian (3)	Wine tasting	Fudruckers
Sonic (3)	Korean and Vietnamese	Ruby Tuesday
Outback Steakhouse (3)	Down home country	Sandwiches (2)
Chilis (2)	Steakhouse (2)	Cracker Barrel (2)
Buffets (2)	Culvers	Vegan/Vegetarian
Healthy eating options (2)	Pancakes, other breakfast places	Fazoli’s
Japanese (3)	German food (2)	Organic
Bar and Grill	Gluten-free	Denny’s
Sushi (4)	Indian/Pakistani (2)	TGI Friday’s
Olive Garden (5)	Hooters	Chain restaurants
Funky sandwich shop	Hot wings	Pacific and Brewpub
Family restaurants (3)	Brewery	
Red Lobster (5)		

**35. What types of retail stores would you like to see in Gillette? (Please select 2)**

*The numbers bolded represent the highest percentage of responses.*

	Number	Percent
<b>Department Stores</b>	<b>364</b>	<b>48.0 %</b>
Shoes	42	5.5 %
Men	99	13.0 %
Women	88	11.6 %
<b>Super Stores</b>	<b>166</b>	<b>21.9 %</b>

**36. If you leave town for entertainment, what type do you leave town for?**

*The following listed were the most common responses*

- Camping (6)
- Concerts (40)
- Outdoor recreational activities
- Sporting Events (20)
- Dancing and Theater
- Children’s entertainment (water parks and zoos)
- Shopping and Dining
- Gambling

### 37. Which Gillette store have you received great customer service and why was it great?

*The following comments are categorized by subject. The number in parenthesis indicates nearly identical responses.*

#### RESTAURANTS/FOOD

- **Las Margaritas (9)**
  - Always friendly and serve customers with a positive attitude
  - The wait staff is very happy to be around you and make your experience very pleasant.
  - All restaurants could learn a thing or two from their service and business habits.
  - Their service has always been friendly and timely.
  - Very friendly staff and fast service
  - Best customer service in town! They are friendly almost like family. Staff recognizes us because we eat there often because of the outstanding service
  - Fast, friendly, good food
  - Great because they have the customer in mind and they have a quick efficient system in place to help others.
  
- **Los Comrades (6)**
  - Quick service and enjoyable employee's demeanor.
  - Attentive and quick service, very friendly and welcoming
  - The staff was great- every time
  - The wait staff is friendly, fast, and efficient and the prices are reasonable.
  - Fast, always smiling, willing to make substitutes, good prices
  
- **Brothers Coffee (3)**
  - They are so friendly there always greet you with a smile
  - Friendly staff
  - Friendly
  
- **The Gillette Cheese House (5)**
  - The owners are very friendly, knowledgeable, helpful, and carry unique products.
  - Excellent products and service.
  - Great customer service, an excellent product and fair prices.
  - Very friendly owners--they know your name when you walk in
  - Great friendly, knowledgeable owners with a great product.
  
- **Starbucks (5)**
  - They are always friendly. The manager there does a great job.
  - Starbucks - always friendly and efficient
  - The people who work there take time to get to know you, what you like to order, and they are always making sure you have a great customer experience.
  - They greet you with a smile, even through drive up, and they are always courteous and fast. People always say they don't feel like they're in Gillette anymore when they go there.
  - Always makes me smile

-The Starbucks located in Albertson's because the service was quick, friendly, and professional.

- **Coffee Friends (2)**
  - Very friendly employees and owner, always promoting positive events with class
  - Friendly service and friendly owners
- **Main Bagel Co. (5)**
  - They are always friendly and helpful and quick.
  - Friendly
  - They are friendly, helpful, remember your name, attentive
- **Humphrey's Bar & Grill (3)**
  - Excellent dining establishment
  - Fast
- **Slices Pizza (3)**
  - Excellent and polite employees. Great food, the owners speaks personally with customers.
  - Friendly staff
- **The Meat Market (2)**
  - Excellent service and assistance
  - The guys there are always so helpful in suggesting a new item for dinner
- **Other**
  - Perkins and Granny's**--regular customer, so treated very well.
  - Subway** on Lakeway they rock! Whenever we have a bunch of the kids friends at our place it's cheaper to feed them from there and no matter how big the order they oblige.
  - Not Applebees! Chophouse/Goings, because of Jackie.
  - Most Mom & Pop stores here in Gillette are trying to provide the best customer service they can. I've had problems with business equipment repair for my office though, but personal items are great.
  - So far the best customer service I have received in Gillette was at the **Good Times/Taco Johns** restaurant. Taco Johns is always friendly and always greets you by name if you use a debit card or check to pay.
  - Pokey's** -great food and usually great service (one day out of 25 we had poor service)
  - I always love the friendliness **Bev's Brew**.
  - Suzanne's** (next to Country Elegance) All employees were equally knowledgeable on products and could answer questions. They weren't too busy to help me and didn't carry on a conversation with a fellow employee while attending to me.
  - **Great Wall**, friendly & personable.
  - Health Styles Market**- knowledgeable staff and friendly (2)

### SUPER STORES/GROCERY

- **Don's grocery store (2)**

- Those employees are always friendly and even carry out groceries. We have nice big stores, like Wal-mart, Kmart, and Smiths. Too bad they can't hire enough people to help with the all the check-out lines
- Always clean, friendly, and appreciative of service
- **Wal-mart (12)**
  - Very helpful.
  - Always someone to help me find what I'm looking for, even take me there.
  - They are helpful and pleasant
  - Pharmacy, very helpful needed a special chemo med and they didn't have it, but found it for me.
  - Most of their staff is very nice
  - They always take me directly to the item I am looking for and they seem grateful that I shop there. Above all, they do wonderful work and are so friendly
  - Good selection, 90 day return on electronics, helpful and low prices. Helps community.
- **Wal-Greens (2)**
  - The pharmacy staff is always friendly and willing to assist.
- **Smith's (10)**
  - The customer service was outstanding
  - Always good customer service (2)
  - There is always someone around to help in every department. I never have to go looking for someone or have to wait for someone to come help me when they have been called to assist a customer.
  - They are always helpful, speedy checkouts, take groceries to car and it's easy to get into the parking lot
  - The staff, with few exceptions, are always smiling and helpful
  - I truly enjoy shopping at Smith's. I prefer that store because they have the same employees, must mean a good employer and they really seem like they are there to help you. Positive customer service
  - There's always someone who can help me
  - Friendly and helpful - favorite store in town!
  - Greetings, inquiries if found everything, good service at the pharmacy, well-stocked, good prices.
  - Warm welcome and prices are not high
  - Great cashiers, very friendly
  - Have good employees who care
- **Kmart (4)**
  - Although understaffed a lot it seems, the staff they do have are always pleasant.
  - Easy returns, helpful
  - They are helpful and give good service
- **Albertson's (5)**
  - Carryout service and not having to wait forever to check out
  - They offer service to my car and also their efforts to hire those with handicaps

-Helpful and courteous

- **Office Depot (2)**
  - I can find people to answer questions and help find stuff.
  - Very helpful and polite

### CLOTHING/APPAREL

- **County Elegance (7)**
  - attentive and knowledgeable staff who were very willing to help and provide service, friendly, approachable, and available (at some places you can never find a person to help you)
  - Will look for clothes and if something comes in, will call me.
  - Friendly and listens to your needs
  - Very nice
  - They always acknowledge my presence and ask if they can help. They leave me alone to browse yet I know where to find them if I need them. Very friendly.
  - Helpful, positive staff
- **Lasting Memories Bridal Shop (2)**
  - I could have purchased my daughters prom dress in Rapid for less money, but when the zipper broke with my daughter in the dress, Trena came TO MY HOUSE (after 6 p.m. on a Friday!!) and cut her out stitch by stitch and had the dress repaired and returned to us at no additional charge before noon the following day. I dare say that I couldn't/wouldn't have received the same incredible service had I bought in Rapid.
- **Sole Mates (8)**
  - Very friendly
  - Great customer service. They treat customers well. They are friendly and are good about returns and offering special discounts.
  - Friendly, quality of merchandise
  - Excellent products, excellent selection, fair prices, excellent customer service, knowledgeable sales staff, and always willing to go out of their way for the customer.
  - Great products
- **Maurices (8)**
  - They were very friendly and helpful.
  - They are always very polite and willing to help. Thanks!
  - The clerk was friendly, attentive and helpful
  - Friendly and helpful
  - Employees always greet me and ask to help every time I go there.
  - The girls greet you every time you walk in the door.
- **Other**
  - Fashion Bug**, very helpful friendly staff.
  - LC's** because the owner is so friendly
  - Boot Barn**. They are helpful and are friendly.

-Most of the locally owned stores are really good (except Sole Mates downtown that won't accept Gold Bucks, that is horrible)

- **Back to the Rack**

### **HARDWARE/HOME REPAIR**

- **Hardware Hank (22)**

-They are always very helpful in finding what you need. If they don't have it, they will tell where to shop. I go to the locals first. If I can't find it, then I will go to Ace and last to Home Cheap-O

-Attentive to what I needed

-They are great, always there, always ready to help. Ha, even when you are just wandering around.

-It amazes me how rude people are. I've been here since 1973 and seen a lot, but Gillette has changed in a negative way. People obeyed speed limits, stopped a cross walks for folks and smiled. Now it's like a drag race no matter here you go. I've seen a couple of close calls at cross walks. I'm looking forward to the day I can leave Gillette again, it's a shame I was looking forward to coming back for 16 years while I was in the service and now I can't wait to leave again.

-Nice

-John at Hardware Hank

-Helpful, knowledgeable, pleasant

-Family owned and friendly

-They always know what you need even if you don't know the name of the part

-Always know where their products are and help you with what you need in a speedy time

-Friendly knowledgeable employees, usually have hard to find items

-They invariably say hi and goodbye, and are always willing to suggest another store if they don't have what I want. They also offer reasonable alternatives if available. I enjoy going in there anytime.

-As soon as I walk thru those doors, no matter which time, I am greeted and asked if they could help me find what I need, always with a smile on their face. Pats Hallmark is the same way.

-Friendly, not overbearing.

-Owners help you find the items you need. Also able to buy hardware in small quantities. Similar to hardware stores of the past.

-They always try and help me find what I am looking for. Seldom do I search for anything in their store because their help helps me find it

-Employees are friendly, knowledgeable, and helpful

-They are incredibly knowledgeable and very friendly.

-They always greet you, they work very hard to help you out and the employee's are very nice.

-Very helpful

-Knowledgeable staff, had parts that no other place had and told me how to install them

- **Sears (4 )**

-The store employee was very knowledgeable on the appliance.

-Always honor other store(s) sale prices, and extend sales prices after published dates.  
Also Kris electric too – great technical knowledge of the sales staff.  
-Eager for my business, knows much about what they sell  
-They were friendly, acknowledged my presence immediately and were knowledgeable and able to answer my questions.

- **Home Depot (13)**

-They always make my order right if they mess it up.  
The stock person helped me load bags of dirt up on my cart then into my car without being asked for assistance  
-The person went above and beyond what they had to in helping me.  
-They approach and ask if I need assistance instead of having to track them down for it.  
-Friendly and they walk you to your item.  
-Employees were nice and very helpful.  
-They truly do a great job with customer service by employing mature staff members.  
-They acknowledge me when I walk in the door  
-Multiple employees have been helpful with various products  
-They worked with us when things weren't right and honored advertised prices from out-of-town competitors.

- **Ace Hardware (4)**

-The employees are always knowledgeable and very nice.  
-Accommodating, friendly

- **Other**

- Gases Plus**

- Karls Appliance**, had a poor service experience at Sears and went to Karls bummed out thinking we'd have to shop in Rapid, two gals assisted us with positive attitudes, helped us find replacements for everything we had picked out and gave a competitive price.

- 2 Guys Deco**--prompt service, good ideas

- The majority of stores are average to below average. I have received great customer service from **Pro-Tech Computing**. They have always been friendly and very helpful dealing with computer issues and problems. I have also been happy with Ace Hardware. There is usually someone close by to help you and answer any questions you have. You don't have to search up and down aisles for someone to help you like other stores and the associates are knowledgeable.

- Bloedorn lumber**, the people know what they are suppose to know

### MEDICAL

- **Animal Medical Center (2)**

- They have been very honest and helpful even in after hours situations.  
-Staff is very helpful, knowledgeable and nice.

- **Medicap Pharmacy, Medical Hills Pharmacy**

- These stores have employees that care about people and give full attention to customers

### MISCELLANEOUS

- **Hallmark (10)**
  - Friendly, gift wrapping and available clerks
  - Employees were helpful and you could tell that they really liked their job; good attitude!
  - Always a friendly greeting and lots of help.
  - Everyone knows your name goes out of their way to help you find products
  - Most of the associates are very friendly.
  - Staff is always helpful; they do their best to serve their customers.
  - They are always very helpful and friendly.
  - They are willing to go the extra mile to help you.
  - Very home town friendly and helpful. A plus service.
  - It is a small town store with great employees. You never receive customer service like that at Wal-Mart.
  
- **Teachers Corner (9)**
  - Very helpful in getting child's book I needed.
  - I checked a child's book and they were out. The owner offered to order it on Monday and I got it by mid-week. She was willing to help me get it and was friendly.
  - Personal friendships with staff
  - Because Jane and her family learn the names of people who are regulars, because they are patient with the children who accompany me, and because they are willing to order items I would like.
  - Very helpful
  - They are friendly the moment you walk into the store, helpful to find just the right gift, wrap it up for you, and let the kids help with the tape!
  - Knowledgeable owner, community supporter, friendly, positive about the community
  
- **A Prairie Dawn (5)**
  - Always greeted upon entering store & asked if assistance needed, friendly staff, easy returns
  - Great service and selection.
  - Friendly and helpful
  - Very friendly and good prices
  - Nice people and pretty house décor
  
- **Crazy Woman Mercantile (7)**
  - Vernetta is always friendly and can help find the perfect gift.
  - Very helpful
  - Great selection and friendly service
  
- **Deb's Bath shop (2)**
  - Very friendly and helpful.
  - Great customer service
  
- Furniture
  - Trends** and **Conklins** both seem to have good customer service. They are both willing to spend time talking to you about what you are looking for.

**-Kaycee's Kountry Kreations**

**-Funky Trunk**

**-Karls TV, Audio and Appliances.** I went in to buy a new TV and furniture and the staff was polite and answered all my questions. And for being a local store their prices were reasonable.

**-Terry's furniture.** They have a great selection, courteous delivery staff and always deliver on time as promised!

**-Trends Furniture, Inc.-** They delivered and when adjustment needed to be made to the new piece they followed up and responded to the issue.

**-Terry's Furniture.** Pleasant and knowledgeable sales people.

- **Cooks Nook (4)**

-They are friendly in there and go out of their way to greet people.

-Great people who appreciate having me as a customer, they are friendly

-Because they genuinely care about serving their customers, even if you don't make a purchase. Great customer service is personal and genuine.

- **Farmer's Co-Op Store (5)**

-I have always been greeted with a smile and offer of help, the customer service is outstanding, they go out of their way to get you what you need, knowledgeable about their products, and just a great, overall shopping experience no matter when you go there.

-Friendly people who have a clue

-Purchased flowers through their greenhouse. The pot the flowers came in is not what I wanted. The employee took the time to replant the plant in a pot that would work. She offered to replant the plant, it was great customer service.

-They smiled

- **Powder River Office Supply (3)**

-The best hometown business on Gillette Ave. They are friendly and locally owned

-Great explanations no matter what the item or how much it costs

- **Car Dealers/Vehicle Maintenance**

**-White's Frontier Motors**

**-Hillcrest Auto Body.** They do good work and stand by their work if needed. Courteous, friendly, and prompt.

**-Midas.** They were extremely helpful and were willing to allow me to come back to complete a complimentary service they were unable to complete at that time.

**-Thunder Basin Ford.** Great Service, reasonable pricing.

-Ford Dealership: worked very hard to accommodate our needs

-Thunder Basin Ford. Because they have knowledgeable sales and service people.

**-Plains Tire** because they fix our problems in timely manner with fair price

**-MIDAS** - They made a mistake and when I came back, they corrected it, told me about it and didn't charge me.

-Whites Frontier motors, they took care of all my needs time after time

**-Deluxe Harley Davidson.** The owners and staff are most interested in serving local riders as well as those who are visiting from other parts.

-**Lynnes Auto**, the man is a master and he explains to you what is wrong and why it doesn't work like a Dr. he's brilliant! You just don't feel he is ever out to screw you over as many mechanics do in this town just to get the dollar!

- **Banks**
  - First Interstate** Mortgage loan department for their calm, straight forward advice, and they did not make me feel like they only wanted my money.
  - I appreciate **First National Bank**: they are a huge part of our community and take care of its citizens.
- **Pet Stores**
  - I'm glad that **Joe's Pet Depot** is here too.
  - All God's Creatures** - they care about pets and people
  - Joe's pet depot-they take the time to answer all questions, help you find the items to care for a pet, the most helpful customer service I have received in Gillette!
- **The Bike Shop (2)**
  - Customer service with a smile to many places act as if you are bothering them when you visit their store.
- **Marshall Jewelry (2)**
  - They are always friendly and prompt with their service.
  - Marshall Jewelry, good customer service and they don't act like I'm stealing something
- **Landmark (2)**
  - They are always so willing to help when there is a problem. Take time to listen to their customers.
  - The guy sat Landmark have definitely gone out of the way to help me with any troubles I have had, which have been few, but they are always so nice.
- **Other**
  - Common cents**, they know my name
  - This was hard to answer but I finally thought of one. Radio Shack-Verizon Dealer.
  - That **Verizon** store by the Starbucks, is the best
  - Damori's Radio Shack - helpful, friendly
  - Sometimes I leave town for that reason alone. However, I always receive great customer service from the **City of Gillette** folks.
  - Our new rec center has a great staff!
  - Quilt nook**, always friendly and great you, always willing to help you with anything
  - WIN Kitchen and Bath** --- they saw to all needs and did what they promised
  - Bears Dry Cleaners**--Friendly, quick service, excellent results.
  - Spencer Fluid Power**. Joni is very friendly and sounds happy to see you. Plus they usually have what I need in stock.
  - Associated Glass** is always pleasant, and they are fairly speedy. Bear's Cleaning is great too!
  - Envy Nail Salon**. They treat their clients like friends.
  - Discount sporting goods**, because they ordered in what I needed at sale price.

**-Chris Supply** - always willing to help and have many obscure items on hand. Very friendly

**-Kum and Go** on Hwy 14-16 and Warlow Dr. and the super ladies at Campco Bank.

**-Contractor's Supply.** The guys are always pleasant and very helpful.

**-Mike's Optical** was wonderful because everyone was just friendly and really helpful and grateful for my business – which really surprised me after living in Gillette my whole life I'm used to being treated as a nuisance instead of a customer. The FCA Country Store always has really great friendly people who are eager to help me find whatever it is that I'm looking for.

**-Wyoming Art and Frame.** Just great people skills.

### NONE

- No customer service (13)
- I can't think of any that was great, but none of them are poor either.
- No really great customer service that I recall. I have received adequate customer service in most of the places we shop, but not great. I usually feel like we are captive shoppers. There is not a lot of shopping here and we don't always want to spend gas money, hotel money to go elsewhere--so sometimes we have to put up with whatever customer service is available. But it has never really been poor, just usually adequate.
- This is what lacks in our community. I have never been out of town and received bad service either shopping or dining.
- We have stores here? (3)
- Universal has the worst. Young kids not willing to work.
- There is NO Customer Service in this town! Retailers are too greedy and this city is pricing itself out of existence. They either want all your money or none at all. Everyone is not a coal miner! It's bad when you can drive to Rapid City, SD and purchase goods and save more money than if you bought the same item in Gillette.
- None really. Occasionally I will get great service at a restaurant but that is scarce and some people are just rude when it comes to kids. I have found that a lot of the people don't like their job so they take it out on the customer
- I couldn't say, everyone is always too busy to be polite it seems.
- I shop less and less at all Gillette stores because of the prices, selection and lack of customer service.
- Not many have good prices or choices. Customer service is terrible here.
- None. They need to be more friendly and outgoing and willing to do whatever it takes to make the customer happy.
- In Gillette, are you crazy? Gillette is infamous for having horrible customer service. The only time we actually have customer service is when we go out of town.
- No store in Gillette has great customer service. They don't seem to have enough staff during the day to accommodate the large crowds.
- Honestly I can't say I have received 'great' customer service anywhere in Gillette. This would be one of my biggest complaints in this town. You can get alright service at some places but it's never consistent.
- Great customer service is not a known term in Gillette.
- I cannot think of a single one that exceeds the average service I get in Denver, Billings, Rapid City, or even most cities on either coast.

# DEMOGRAPHICS

---

## 38. How many years have you lived in Gillette?

(86.9% Response Rate)

	Number	Percent
4 years or less	73	16.0 %
5-10 years	82	18.0 %
11-20 years	82	18.0 %
21-30 years	117	25.7 %
31 years or more	102	22.4 %

## 39. Do you currently own or rent?

(85.9% Response Rate)

	Number	Percent
Own	394	87.4 %
Rent	57	12.6 %

## 40. What was your estimated total household income for 2009?

(82.1% Response Rate)

	Number	Percent
Less than \$15,000	4	0.9 %
\$15,000-\$24,999	13	3.0 %
\$25,000-\$34,999	24	5.6 %
\$35,000-\$49,999	54	12.5 %
\$50,000-\$74,999	87	20.2 %
\$75,000-\$99,999	100	23.2 %
\$100,000-\$124,999	92	21.3 %
\$125,000 or more	57	13.2 %

## 41. What is your present employment status?

(85.9% Response Rate)

	Number	Percent
Full-time	352	78.0 %
Part-time	29	6.4 %
Unemployed, looking for work	16	3.5 %
Unemployed, not looking for work	10	2.2 %
Retired	41	9.1 %
Student	3	0.7 %

**42. What is your Marital Status?**

(86.3% Response Rate)

	Number	Percent
Single	80	17.7 %
Married	324	71.5 %
Divorced/Separated	39	8.6 %
Widowed	10	2.2 %

**43. What is the highest level of education you have completed?**

(86.3% Response Rate)

	Number	Percent
Some High School	4	0.9 %
High School Graduate	61	13.5 %
Some College, no degree	127	28.0 %
Currently in College	6	1.3 %
Associates Degree	52	11.5 %
Bachelors Degree	124	27.4 %
Graduate or Professional Degree	79	17.4 %

**44. What is your age group?**

(85.3% Response Rate)

	Number	Percent
Less than 18	2	0.4 %
18-24	13	2.9 %
25-34	111	24.8 %
35-44	99	22.1 %
45-54	109	24.3 %
55-64	81	18.1 %
65-74	27	6.0 %
75+	6	1.3 %

**45. What is your gender?**

(86.7% Response Rate)

	Number	Percent
Male	180	39.6 %
Female	275	60.4 %

# SURVEY IMPROVEMENTS

---

## 46. Have you taken the Citizen Survey before?

(86.1% Response Rate)

	Number	Percent
Yes	267	59.1 %
No	185	40.9 %
Total	452	100.0 %

## 47. How did you hear about the Citizen Survey?

*The numbers bolded represent the highest percentages of responses.*

	Number	Percent
<b>City Website</b>	<b>135</b>	<b>21.9 %</b>
GPA	40	6.5 %
NewsRecord	80	13.0 %
Radio	91	14.7 %
Flyer	67	10.9 %
Facebook/Twitter	66	10.7 %
<b>Other</b>	<b>138</b>	<b>22.4 %</b>

## 48. Responses for “Other.”

- Email (25)
- City Staff (7)
- Work (9)
- Conducted the survey for the Planning Department in 2007
- Mrs. Lundvall
- TV Commercial (19)
- Forward
- Coworker (2)
- Utility bill insert (20)
- Church
- Friend (6)
- City Manager
- Work email - YES HOUSE
- Walked in to pay a bill
- Chamber email (3)
- County email
- Board Meeting
- Poster at City Hall (3)
- CCEDC
- Word of Mouth

---

**APPENDIX A**  
**2010 Citizen Survey**