



# CITY OF TWIN FALLS, ID 2012

DRAFT Report of Demographic Subgroup  
Comparisons



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## **SURVEY BACKGROUND**

### **ABOUT THE NATIONAL CITIZEN SURVEY™**

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA).

The survey and its administration are standardized to assure high quality survey methods and comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community.

The National Citizen Survey™ customized for this jurisdiction was developed in close cooperation with local jurisdiction staff. The City of Twin Falls staff selected items from a menu of questions about services and community problems; they defined the jurisdiction boundaries NRC used for sampling; and they provided the appropriate letterhead and signatures for mailings. City of Twin Falls staff also determined local interest in a variety of add-on options to The National Citizen Survey™ Basic Service.

One of the add-on options that Twin Falls chose was to have crosstabulations of evaluative questions 1-122 by demographic questions D3 (length of residency in Twin Falls), D5 (rent or own home), D12 (age of respondent), and D13 (gender of respondent).

## UNDERSTANDING THE RESULTS

### “DON’T KNOW” RESPONSES

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### UNDERSTANDING THE TABLES

In this report, comparisons between demographic subgroups are shown. For most of the questions, we have shown only one number for each question. We have summarized responses to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good”, or the percent of respondents who felt the rate of growth was “about right.”

ANOVA and chi-square tests of significance were applied to these comparisons of survey questions by demographic subgroups. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they are marked in grey.

## COMPARISONS

Cells shaded grey indicate statistically significant differences between subgroups.

Question 1: Quality of Life (Percent "excellent" or "good")														
Please rate each of the following aspects of quality of life in Twin Falls:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Twin Falls as a place to live	82%	82%	87%	84%	74%	91%	84%	80%	84%	90%	84%	85%	83%	84%
Your neighborhood as a place to live	73%	80%	77%	77%	69%	82%	77%	74%	74%	84%	77%	76%	78%	77%
Twin Falls as a place to raise children	69%	79%	83%	79%	69%	85%	79%	71%	80%	86%	79%	76%	83%	79%
Twin Falls as a place to work	62%	48%	52%	52%	42%	58%	52%	41%	58%	59%	52%	53%	52%	53%
Twin Falls as a place to retire	42%	55%	73%	61%	53%	65%	61%	43%	58%	80%	61%	62%	60%	61%
The overall quality of life in Twin Falls	68%	73%	85%	77%	71%	81%	77%	71%	75%	86%	77%	78%	77%	78%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Twin Falls as a whole:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Sense of community	55%	51%	62%	57%	46%	63%	56%	42%	59%	70%	57%	61%	53%	57%
Openness and acceptance of the community towards people of diverse backgrounds	48%	47%	55%	50%	45%	53%	50%	42%	48%	62%	50%	53%	47%	50%
Overall appearance of Twin Falls	68%	56%	67%	63%	65%	61%	63%	65%	56%	68%	63%	64%	63%	64%
Cleanliness of Twin Falls	62%	61%	63%	62%	56%	66%	62%	59%	59%	69%	62%	63%	61%	62%
Overall quality of new development in Twin Falls	67%	62%	63%	63%	60%	64%	63%	61%	59%	70%	63%	63%	65%	64%
Variety of housing options	62%	59%	55%	58%	47%	65%	58%	57%	51%	66%	58%	54%	63%	58%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Twin Falls as a whole:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Overall quality of business and service establishments in Twin Falls	58%	60%	68%	63%	60%	64%	63%	60%	59%	69%	62%	60%	64%	62%
Shopping opportunities	67%	50%	59%	58%	55%	60%	58%	50%	59%	64%	58%	57%	58%	57%
Opportunities to attend cultural activities	60%	30%	45%	43%	42%	43%	43%	33%	34%	59%	43%	45%	40%	43%
Recreational opportunities	68%	54%	64%	61%	53%	67%	61%	51%	64%	71%	61%	60%	62%	61%
Employment opportunities	31%	26%	30%	29%	28%	29%	28%	22%	30%	36%	29%	29%	29%	29%
Educational opportunities	69%	60%	64%	64%	59%	68%	64%	51%	61%	81%	64%	66%	63%	64%
Opportunities to participate in social events and activities	63%	48%	57%	55%	50%	59%	55%	45%	48%	71%	55%	56%	54%	55%
Opportunities to participate in religious or spiritual events and activities	76%	76%	76%	76%	69%	80%	76%	71%	73%	85%	76%	75%	78%	76%
Opportunities to volunteer	61%	75%	80%	74%	67%	78%	74%	66%	71%	86%	75%	79%	69%	75%
Opportunities to participate in community matters	49%	53%	61%	56%	45%	62%	56%	46%	53%	68%	56%	57%	55%	56%
Ease of car travel in Twin Falls	57%	63%	50%	56%	52%	58%	56%	57%	53%	58%	56%	61%	52%	57%
Ease of bicycle travel in Twin Falls	34%	40%	35%	37%	37%	35%	36%	37%	36%	37%	37%	40%	34%	37%
Ease of walking in Twin Falls	55%	51%	48%	50%	53%	48%	50%	43%	46%	62%	50%	51%	51%	51%
Availability of paths and walking trails	44%	51%	55%	51%	48%	52%	50%	39%	49%	67%	51%	52%	49%	51%
Traffic flow on major streets	33%	37%	37%	36%	35%	36%	35%	37%	27%	44%	36%	36%	36%	36%
Amount of public parking	36%	47%	48%	45%	38%	49%	45%	43%	42%	52%	46%	46%	45%	46%
Availability of affordable quality housing	52%	43%	43%	45%	35%	51%	44%	46%	36%	52%	45%	42%	49%	45%
Availability of affordable quality child care	48%	33%	34%	36%	29%	40%	35%	27%	34%	50%	36%	36%	37%	36%
Availability of affordable quality health care	44%	38%	51%	45%	34%	51%	44%	31%	35%	66%	44%	44%	45%	44%

Question 2: Community Characteristics (Percent "excellent" or "good")														
Please rate each of the following characteristics as they relate to Twin Falls as a whole:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Availability of affordable quality food	69%	53%	63%	61%	54%	66%	61%	53%	54%	75%	61%	62%	60%	61%
Availability of preventive health services	54%	47%	51%	50%	44%	54%	50%	44%	40%	63%	50%	48%	53%	50%
Air quality	75%	78%	80%	78%	73%	81%	78%	79%	76%	78%	78%	77%	79%	78%
Quality of overall natural environment in Twin Falls	76%	70%	76%	74%	69%	78%	74%	70%	69%	81%	74%	74%	74%	74%
Overall image or reputation of Twin Falls	71%	64%	72%	69%	59%	76%	69%	63%	65%	79%	69%	72%	67%	70%

Question 3: Growth (Percent of respondents)														
Please rate the speed of growth in the following categories in Twin Falls over the past 2 years:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Population growth too fast	33%	34%	49%	41%	44%	39%	41%	39%	42%	40%	41%	46%	33%	40%
Retail growth too slow	46%	43%	26%	36%	40%	34%	37%	44%	39%	24%	36%	37%	35%	36%
Job growth too slow	76%	77%	81%	79%	86%	74%	79%	85%	81%	69%	78%	85%	72%	78%

Question 4: Code Enforcement (Percent a "major" problem)														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Run down buildings, weed lots or junk vehicle a major problem in Twin Falls	10%	13%	14%	13%	12%	14%	13%	12%	11%	17%	13%	12%	14%	13%

Question 5: Community Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel from the following in Twin Falls:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Violent crime (e.g., rape, assault, robbery)	72%	75%	66%	70%	61%	76%	70%	65%	70%	77%	70%	66%	75%	70%
Property crimes (e.g., burglary, theft)	45%	57%	51%	52%	44%	56%	51%	39%	56%	63%	52%	54%	49%	52%
Environmental hazards, including toxic waste	80%	77%	76%	77%	75%	79%	78%	77%	78%	77%	77%	78%	77%	77%

Question 6: Personal Safety (Percent "very" or "somewhat" safe)														
Please rate how safe or unsafe you feel:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
In your neighborhood during the day	94%	97%	94%	95%	92%	97%	95%	95%	94%	97%	95%	96%	94%	95%
In your neighborhood after dark	66%	78%	76%	75%	68%	79%	75%	63%	79%	83%	74%	75%	74%	74%
In Twin Falls' downtown area during the day	86%	87%	90%	88%	86%	89%	88%	87%	87%	90%	88%	88%	88%	88%
In Twin Falls' downtown area after dark	46%	48%	47%	47%	51%	45%	47%	35%	55%	54%	48%	43%	53%	48%

Question 7: Contact with Police Department (Percent "yes")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Have you had any in-person or phone contact with an employee of the City of Twin Falls Police Department within the last 12 months?	46%	46%	37%	42%	54%	35%	43%	50%	50%	26%	42%	38%	48%	43%

Question 8: Ratings of Contact with Police Department (Percent "excellent" or "good")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
What was your overall impression of your most recent contact with the City of Twin Falls Police Department?	61%	68%	55%	61%	54%	69%	61%	62%	55%	71%	61%	62%	60%	61%

Questions 9 and 10: Crime Victimization and Reporting (Percent "yes")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
During the past 12 months, were you or anyone in your household the victim of any crime?	13%	16%	17%	16%	21%	13%	16%	16%	27%	6%	16%	17%	14%	16%
If yes, was this crime (these crimes) reported to the police?	92%	63%	81%	76%	81%	72%	76%	72%	82%	66%	76%	81%	72%	77%

Question 11: Resident Behaviors (Percent at least once in past 12 months)														
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Twin Falls?	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Used Twin Falls public libraries or their services	58%	72%	67%	67%	63%	70%	67%	62%	73%	66%	67%	73%	60%	67%
Used Twin Falls recreation centers	48%	59%	50%	53%	52%	54%	53%	55%	58%	46%	53%	56%	51%	54%
Participated in a recreation program or activity	42%	58%	38%	46%	46%	46%	46%	54%	52%	32%	46%	50%	42%	46%
Visited a neighborhood park or City park	90%	89%	93%	91%	89%	93%	92%	91%	96%	86%	91%	92%	91%	92%
Attended a meeting of local elected officials or other local public meeting	16%	24%	25%	23%	20%	25%	23%	18%	22%	28%	23%	20%	25%	22%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	21%	29%	43%	34%	32%	36%	34%	24%	31%	48%	34%	34%	34%	34%
Read Twin Falls Newsletter	50%	61%	70%	62%	49%	73%	63%	51%	67%	71%	63%	59%	65%	62%
Visited the City of Twin Falls Web site (at www.tfid.org)	43%	53%	51%	50%	42%	57%	51%	58%	60%	33%	50%	49%	49%	49%
Recycled used paper, cans or bottles from your home	83%	91%	94%	91%	84%	96%	91%	90%	92%	91%	91%	89%	93%	91%
Volunteered your time to some group or activity in Twin Falls	42%	61%	44%	49%	45%	53%	50%	52%	49%	46%	49%	50%	48%	49%
Participated in a club or civic group in Twin Falls	19%	34%	33%	30%	28%	34%	31%	26%	34%	32%	31%	30%	31%	30%

Question 12: Neighborliness (Percent at least several times a week)														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Visit with neighbors at least several times a week	31%	41%	33%	35%	34%	38%	36%	23%	40%	43%	35%	39%	30%	34%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Twin Falls:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Police services	71%	74%	68%	71%	57%	78%	70%	63%	65%	84%	71%	72%	69%	71%
Fire services	95%	93%	93%	93%	87%	97%	93%	91%	93%	96%	93%	95%	92%	93%
Ambulance or emergency medical services	88%	84%	84%	85%	82%	86%	85%	82%	81%	91%	85%	87%	83%	85%
Crime prevention	52%	56%	56%	55%	45%	61%	54%	46%	51%	72%	56%	57%	54%	56%
Fire prevention and education	75%	69%	70%	70%	59%	76%	69%	61%	72%	79%	70%	73%	67%	70%
Traffic enforcement	58%	56%	58%	57%	54%	60%	58%	54%	55%	63%	57%	60%	55%	58%
Street repair	28%	23%	25%	25%	33%	17%	24%	19%	23%	32%	25%	27%	23%	25%
Street cleaning	56%	56%	45%	51%	56%	48%	51%	54%	46%	53%	51%	50%	53%	51%
Street lighting	44%	48%	45%	46%	44%	47%	46%	43%	43%	53%	46%	47%	45%	46%
Snow removal	46%	39%	39%	40%	41%	38%	39%	46%	32%	41%	40%	42%	38%	40%
Traffic signal timing	51%	48%	41%	45%	43%	46%	45%	43%	40%	52%	45%	48%	42%	45%
Garbage collection	83%	92%	85%	87%	78%	93%	87%	82%	87%	91%	87%	86%	89%	87%
Recycling	84%	81%	84%	83%	69%	92%	83%	81%	81%	86%	83%	78%	88%	83%
Yard waste pick-up	64%	62%	63%	63%	59%	64%	62%	56%	58%	74%	63%	59%	67%	63%
Storm drainage	45%	41%	40%	41%	40%	41%	41%	39%	35%	51%	41%	38%	45%	42%
Drinking water	31%	49%	52%	47%	44%	48%	46%	39%	42%	58%	46%	43%	50%	46%
Sewer services	76%	70%	78%	75%	69%	78%	74%	72%	69%	83%	75%	70%	79%	75%
City parks	80%	79%	85%	82%	77%	85%	82%	80%	76%	90%	82%	80%	84%	82%
Recreation programs or classes	62%	64%	67%	65%	60%	67%	64%	58%	59%	79%	65%	64%	67%	65%

Question 13: Service Quality (Percent "excellent" or "good")														
Please rate the quality of each of the following services in Twin Falls:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Recreation centers or facilities	61%	52%	55%	55%	55%	55%	55%	49%	53%	65%	55%	55%	57%	56%
Land use, planning and zoning	26%	42%	42%	40%	41%	38%	39%	40%	32%	46%	40%	39%	42%	40%
Code enforcement (weeds, abandoned buildings, etc.)	31%	48%	33%	38%	39%	36%	37%	40%	37%	36%	38%	42%	36%	39%
Animal control	54%	53%	50%	52%	48%	54%	51%	56%	46%	53%	52%	55%	50%	53%
Economic development	48%	47%	50%	49%	37%	56%	48%	45%	45%	58%	49%	51%	48%	49%
Services to seniors	67%	42%	46%	48%	51%	45%	48%	56%	35%	52%	49%	50%	48%	49%
Services to youth	48%	48%	47%	48%	43%	50%	47%	46%	37%	61%	48%	51%	44%	47%
Public library services	85%	85%	84%	85%	87%	83%	85%	82%	85%	88%	85%	88%	81%	85%
Public information services	67%	60%	60%	62%	60%	61%	61%	58%	59%	70%	62%	68%	56%	62%
Preservation of natural areas such as open space, farmlands and greenbelts	62%	50%	57%	55%	62%	49%	54%	62%	47%	56%	55%	58%	53%	55%

Question 14: Government Services Overall (Percent "excellent" or "good")														
Overall, how would you rate the quality of the services provided by each of the following?	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The City of Twin Falls	75%	68%	69%	70%	60%	76%	70%	67%	63%	80%	70%	71%	70%	70%
The Federal Government	30%	37%	39%	36%	39%	34%	36%	33%	31%	46%	37%	39%	33%	36%
The State Government	49%	40%	44%	43%	44%	43%	43%	43%	37%	50%	43%	48%	38%	43%
Twin Falls County Government	65%	49%	52%	53%	48%	57%	53%	52%	48%	60%	53%	54%	52%	53%

Question 15: Recommendation and Longevity (Percent "somewhat" or "very" likely)														
Please indicate how likely or unlikely you are to do each of the following:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Recommend living in Twin Falls to someone who asks	84%	85%	86%	86%	81%	89%	86%	82%	83%	92%	86%	87%	84%	86%
Remain in Twin Falls for the next five years	74%	85%	87%	84%	73%	91%	84%	73%	88%	92%	84%	85%	81%	83%

Question 16: Impact of the Economy (Percent "somewhat" or "very" positive)														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	17%	21%	27%	23%	23%	22%	23%	16%	26%	28%	23%	24%	22%	23%

Question 17: Contact with Fire Department (Percent "yes")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Have you had any in-person or phone contact with an employee of the City of Twin Falls Fire Department within the last 12 months?	11%	13%	12%	12%	14%	11%	12%	13%	15%	10%	12%	9%	16%	13%

Question 18: Ratings of Contact with Fire Department (Percent "excellent" or "good")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
What was your overall impression of your most recent contact with the City of Twin Falls Fire Department?	100%	86%	89%	90%	83%	95%	90%	89%	95%	87%	90%	97%	86%	90%

Question 19: Contact with City Employees (Percent "yes")														
	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Have you had any in-person, phone or email with an employee of the City of Twin Falls within the last 12 months (including police, receptionists, planners or any others)?	49%	50%	45%	47%	48%	48%	48%	47%	58%	37%	47%	41%	54%	47%

Question 20: City Employees (Percent "excellent" or "good")														
What was your impression of the employee(s) of the City of Twin Falls in your most recent contact?	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
Knowledge	88%	84%	73%	80%	79%	82%	81%	86%	73%	84%	81%	83%	79%	81%
Responsiveness	79%	67%	68%	70%	64%	75%	70%	78%	58%	79%	71%	74%	69%	71%
Courtesy	82%	69%	71%	72%	71%	74%	73%	78%	59%	86%	73%	73%	72%	73%
Overall impression	75%	66%	71%	70%	65%	74%	71%	73%	59%	83%	70%	72%	70%	71%

Question 21: Government Performance (Percent "excellent" or "good")														
Please rate the following categories of Twin Falls government performance:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The value of services for the taxes paid to Twin Falls	54%	43%	51%	48%	42%	52%	49%	38%	46%	61%	48%	48%	50%	49%
The overall direction that Twin Falls is taking	70%	51%	54%	56%	58%	55%	56%	55%	51%	62%	56%	58%	55%	56%
The job Twin Falls government does at welcoming citizen involvement	46%	47%	44%	45%	49%	43%	45%	43%	42%	52%	46%	48%	45%	46%

Question 22a: Policy Question 1 (Percent "somewhat" or "strongly" agree)														
Please indicate to what extent you agree or disagree with each of the following statements:	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
The City should maintain current levels of service, even if taxes and/or fees must be raised	64%	55%	56%	57%	51%	60%	57%	54%	51%	68%	58%	56%	60%	58%
The City should only raise taxes and/or fees to maintain core service levels (such as streets, public safety, water quality, and wastewater services)	67%	69%	71%	69%	67%	70%	69%	70%	58%	79%	69%	70%	69%	70%
The City should not raise taxes and/or fees, even if service levels have to be cut	50%	41%	45%	45%	49%	41%	44%	44%	40%	49%	44%	43%	45%	44%

Question 22b: Policy Question 2 (Percent "a lot" or "most")														
How much information, if any, do you get about the Twin Falls government and its activities, events and services from each of the following sources?	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
City Web site (www.tfid.org)	13%	15%	14%	14%	16%	13%	14%	14%	21%	7%	14%	14%	14%	14%
Local media outlets (newspapers, radio, local television stations)	59%	59%	68%	63%	62%	65%	63%	58%	60%	72%	63%	65%	61%	63%
Meetings on the local government cable Channel 17	11%	6%	10%	9%	12%	7%	9%	5%	10%	13%	9%	9%	9%	9%
Town Hall meetings and other public meetings	6%	3%	8%	6%	8%	4%	6%	3%	8%	7%	6%	5%	7%	6%
Talking with City officials	7%	5%	8%	7%	7%	6%	7%	4%	10%	6%	7%	4%	10%	7%
Word-of-mouth	26%	32%	33%	31%	34%	31%	32%	29%	38%	28%	31%	31%	30%	31%

Question 22c: Policy Question 3 (Percent "excellent" or "good")														
How would you rate the overall performance of the City of Twin Falls government?	Number of years in Twin Falls				Rent or own home			Age				Gender		
	Less than 5 years	6 to 20 years	More than 20 years	Overall	Rent	Own	Overall	18-34	35-54	55+	Overall	Female	Male	Overall
How would you rate the overall performance of the City of Twin Falls government?	70%	59%	66%	65%	59%	68%	65%	60%	62%	72%	65%	64%	67%	65%