2020 Community Survey
City of Meridian, Idaho

Administered by

September 2020
Agenda

- Purpose and Methodology
- Bottom Line Upfront
- Major Findings
- Summary
- Questions
Purpose

• To objectively assess satisfaction among residents with the delivery of City services

• To help determine priorities for the community

• To measure trends from previous surveys

• To compare the City’s performance with other communities regionally and nationally
Methodology

• Survey Description
  - seven-page survey; included many of the same questions that were asked on previous surveys
  - 3rd Community Survey conducted for the City

• Method of Administration
  - by mail and online to a random sample of City residents
  - each survey took approximately 15-20 minutes to complete

• Sample size:
  - 704 completed surveys (far exceeded goal of 500)
  - demographics of survey respondents accurately reflects the actual population of the City

• Confidence level: 95%

• Margin of error: +/- 3.7% overall
Location of Survey Respondents

Good representation throughout the City
Demographics

- **Gender**
  - Balanced (50%, 49%, 1% not provided)

- **Age of Respondents**
  - Age Ranges: 18-34, 35-44, 45-54, 55-64, 65+
  - Nearly equal (20-21% for all)

- **Domicile:**
  - Most live in SFR (94%)
  - Most own SFR (86%)

- **Length of time in Meridian:**
  - 55% - 10 years or less
  - 15% - 11 – 15 years

- **Income levels:** 62% between $35K-$150K
Residents Have a Very Positive Perception of the City
- 91% rated Meridian as an excellent or good place to raise a family
- 91% rated Meridian as an excellent or good place to live

Opinion that City is Headed in Right Direction Decreased
- 10% reduction from 2017

Satisfaction with City Services is Much Higher in Meridian Than Other Communities
- Meridian rated above the National and Regional Average in 41 of 45 areas
  - Overall Quality of Services – 33% above National
  - Customer Service – 44% above National

Top Priorities to Emphasize Over the Next Three Years:
- Roads/Traffic/Transportation (95% importance)
- Education/Schools (90% Importance)
- Growth, Development (86% importance)
Major Finding #1
Residents Have a Very Positive Perception of the City
Q1. Ratings of Items that Influence Perceptions of Meridian as a Community

by percentage of respondents who rated the item on a 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don’t know”)

- As a place to raise a family: 57% (Excellent), 35% (Good), 7% (Neutral), 2% (Poor)
- As a place to live: 49% (Excellent), 42% (Good), 8% (Neutral), 1% (Poor)
- How well City is ensuring public safety: 39% (Excellent), 39% (Good), 17% (Neutral), 5% (Poor)
- Communication with the community: 33% (Excellent), 37% (Good), 22% (Neutral), 8% (Poor)
- As a place to start/do business: 34% (Excellent), 37% (Good), 25% (Neutral), 5% (Poor)
- As a place to work: 35% (Excellent), 35% (Good), 25% (Neutral), 6% (Poor)
- Building a strong sense of community: 29% (Excellent), 40% (Good), 25% (Neutral), 6% (Poor)
- Developing a strong local economy: 28% (Excellent), 41% (Good), 25% (Neutral), 6% (Poor)
- Efforts to maintain quality neighborhoods: 27% (Excellent), 39% (Good), 22% (Neutral), 12% (Poor)
- Efforts to protect the quality of air/water: 28% (Excellent), 37% (Good), 24% (Neutral), 11% (Poor)
- Developing a strong local workforce: 20% (Excellent), 36% (Good), 35% (Neutral), 10% (Poor)
- Developing sustainable/conscious environment: 20% (Excellent), 33% (Good), 31% (Neutral), 16% (Poor)
- Planning for future growth & development: 23% (Excellent), 28% (Good), 29% (Neutral), 21% (Poor)
- Providing mobility options other than driving: 7% (Excellent), 17% (Good), 33% (Neutral), 44% (Poor)

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Over 90% of Residents Rated Meridian as an Excellent or Good Place to Raise a Family and Live
<table>
<thead>
<tr>
<th>Category</th>
<th>Greatly Exceeds Expectations (10-9)</th>
<th>Meets Expectations (8-7)</th>
<th>Meets Expectations but Could Improve (6-4)</th>
<th>Does Not Meet Expectations (3-0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service from City employees</td>
<td>46%</td>
<td>39%</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>Overall quality of life in City</td>
<td>39%</td>
<td>46%</td>
<td>13%</td>
<td>3%</td>
</tr>
<tr>
<td>Overall quality of City services provided</td>
<td>34%</td>
<td>48%</td>
<td>16%</td>
<td>3%</td>
</tr>
<tr>
<td>Your view of an ideal place to live</td>
<td>39%</td>
<td>40%</td>
<td>17%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Over 80% of Residents Feel the City Exceeds Expectations in the Overall Quality of City Services; Only 3% Feel the City Doesn’t Meet Expectations
74% of Residents Feel They Get Their Money’s Worth for City Tax Dollars and Fees; Only 6% Don’t Feel They Get Their Money’s Worth
Q5. Overall Ratings of City Services

by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “excellent” and a rating of 0 meant “poor” (excluding “don't know”)

- **Fire/Rescue Services**: 71% (Excellent), 24% (8-7), 5% (3-0)
- **City parks**: 65% (Excellent), 28% (8-7), 6% (3-0)
- **Police department/law enforcement**: 62% (Excellent), 26% (8-7), 8% (3-0)
- **Sewer services**: 52% (Excellent), 36% (8-7), 10% (3-0)
- **Garbage/trash pick-up services**: 56% (Excellent), 32% (8-7), 10% (3-0)
- **Water services**: 52% (Excellent), 33% (8-7), 12% (3-0)
- **Utility billing services**: 47% (Excellent), 36% (8-7), 14% (3-0)
- **Fire prevention and public education**: 49% (Excellent), 34% (8-7), 14% (3-0)
- **Recreation programs**: 44% (Excellent), 36% (8-7), 15% (3-0)
- **Programs for youth**: 41% (Excellent), 37% (8-7), 17% (3-0)
- **Communications**: 36% (Excellent), 38% (8-7), 21% (3-0)
- **Passport Acceptance Agency**: 43% (Excellent), 31% (8-7), 16% (3-0)
- **Code enforcement**: 38% (Excellent), 35% (8-7), 20% (3-0)
- **Traffic enforcement**: 36% (Excellent), 36% (8-7), 20% (3-0)
- **Recycling services**: 39% (Excellent), 33% (8-7), 19% (3-0)
- **Building permit services**: 28% (Excellent), 29% (8-7), 23% (3-0)
- **Planning & zoning services**: 19% (Excellent), 30% (8-7), 27% (3-0)

**Source:** ETC Institute DirectionFinder (2020 - Meridian, ID)

Satisfaction Is High for City Services
Overall Quality of City Services

All Areas Are in BLUE, Indicating That the Overall Quality of City Services Exceeds Expectations in All Parts of the City

Legend
Mean rating on an 11-point scale

- 0 - 2 Doesn’t Meet Expectations at All
- 2 - 4 Doesn’t Exceed Expectations
- 4 - 6 Neutral
- 6 - 8 Exceeds Expectations
- 8 - 10 Greatly Exceeds Expectations
- No Response

ETC INSTITUTE
Meridian as a Place to Live

All Areas Are in BLUE, Indicating That Residents in all Parts of the City Feel Meridian Is an Excellent or Good Place to Live

Legend
Mean rating on an 11-point scale

- 0 - 2 Poor
- 2 - 4 Below Average
- 4 - 6 Neutral
- 6 - 8 Good
- 8 - 10 Excellent
- No Response
Major Finding #2

Is the City headed in the right direction?
Q3. Agreement with Various Statements about the City of Meridian - 2014, 2017 & 2020

by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don't knows)

- Quality shopping/entertainment are accessible
  - 2014: 81%
  - 2017: 81%
  - 2020: 85%

- Quality housing & a variety of options exist
  - 2014: 65%
  - 2017: 74%
  - 2020: 83%

- Meridian has a sense of community
  - 2014: 63%
  - 2017: 71%
  - 2020: 63%

- Development in Meridian enhances quality of life
  - 2014: 62%
  - 2017: 74%
  - 2020: 73%

- The City continuously improves services
  - 2014: 62%
  - 2017: 65%
  - 2020: 66%

- The City uses your tax dollars wisely
  - 2014: 59%
  - 2017: 61%
  - 2020: 61%

- The City is headed in right direction
  - 2014: 46%
  - 2017: 59%
  - 2020: 68%

- Variety of employment opportunities exist
  - 2014: 55%
  - 2017: 55%
  - 2020: 54%

- The City is managing growth wisely
  - 2014: 41%
  - 2017: 56%
  - 2020: 55%

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Significant Increases From 2017: 
Significant Decreases From 2017:
Q5. Overall Ratings of City Services - 2014, 2017 & 2020
by percentage of respondents who rated the item as a 10, 9, 8 or 7 on an 11-point scale (excluding don’t knows)

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>2017</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire/rescue services</td>
<td>91%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>City parks</td>
<td>88%</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Police department/law enforcement</td>
<td>88%</td>
<td>89%</td>
<td></td>
</tr>
<tr>
<td>Sewer services</td>
<td>80%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Garbage/trash pick-up services</td>
<td>85%</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>Water services</td>
<td>76%</td>
<td>73%</td>
<td>85%</td>
</tr>
<tr>
<td>Fire prevention &amp; public education</td>
<td>76%</td>
<td>83%</td>
<td></td>
</tr>
<tr>
<td>Recreation programs</td>
<td>76%</td>
<td>83%</td>
<td></td>
</tr>
<tr>
<td>Programs for youth</td>
<td>76%</td>
<td>79%</td>
<td></td>
</tr>
<tr>
<td>Communications</td>
<td>63%</td>
<td>69%</td>
<td>74%</td>
</tr>
<tr>
<td>Passport Acceptance Agency</td>
<td>72%</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>Code enforcement</td>
<td>64%</td>
<td>67%</td>
<td>73%</td>
</tr>
<tr>
<td>Traffic enforcement</td>
<td>64%</td>
<td>67%</td>
<td>73%</td>
</tr>
<tr>
<td>Recycling services</td>
<td>59%</td>
<td>63%</td>
<td>71%</td>
</tr>
<tr>
<td>Building permit services</td>
<td>58%</td>
<td>63%</td>
<td>76%</td>
</tr>
<tr>
<td>Planning &amp; zoning services</td>
<td>55%</td>
<td>59%</td>
<td>80%</td>
</tr>
</tbody>
</table>

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Significant Increases From 2017:  
Significant Decreases From 2017:  

17
Additional Trends

Since 2017 the Satisfaction Ratings Have...

- Increased in 47 of 84 areas
- Stayed the Same in 6 of 84 areas
- Decreased in 31 of 84 areas
Trend Analysis

Notable Satisfaction Increases Since 2017
- Dilapidated houses or buildings
- Clean-up of litter/debris on private property
- Quality & Number of pathways for walking and biking
- Abandoned/junk automobile removal
- Overall quality of sewer service
- Overall quality of code enforcement

Notable Satisfaction Decreases Since 2017
- City heading in right direction
- City managing growth wisely
- Planning for future growth and development
- Developing sustainable/conscious environment
- Development in Meridian enhancing the quality of life
- Quality of housing and variety of options
Major Finding #3

Satisfaction with City Services Is Much Higher in Meridian Than Other Communities
Ratings of Items that Influence Perceptions of the City
Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- As a place to raise a family
  - Meridian: 91%
  - Mountain Region: 64%
  - U.S.: 70%

- As a place to live
  - Meridian: 91%
  - Mountain Region: 61%
  - U.S.: 71%

- As a place to work
  - Meridian: 70%
  - Mountain Region: 47%
  - U.S.: 54%

- Planning for future growth & development
  - Meridian: 50%
  - Mountain Region: 46%
  - U.S.: 45%

Source: 2020 ETC Institute
Ratings of Items Related to Quality of Life
Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- **Customer service from City employees**: Meridian 86%, Mountain Region 52%, U.S. 42%
- **Overall quality of life in City**: Meridian 85%, Mountain Region 75%, U.S. 72%
- **Overall quality of City services provided**: Meridian 81%, Mountain Region 54%, U.S. 48%
- **Overall value received for City taxes/fees**: Meridian 74%, Mountain Region 40%, U.S. 37%
- **The City is moving in the right direction**: Meridian 59%, Mountain Region 54%, U.S. 48%

Source: 2020 ETC Institute
Overall Ratings of City Services
Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- **Sewer services**: Meridian 88%, Mountain Region 74%, U.S. 66%
- **Garbage/trash pick-up services**: Meridian 88%, Mountain Region 70%, U.S. 68%
- **Water services**: Meridian 85%, Mountain Region 71%, U.S. 64%
- **Communications**: Meridian 74%, Mountain Region 51%, U.S. 46%
- **Code enforcement**: Meridian 73%, Mountain Region 49%, U.S. 53%
- **Traffic enforcement**: Meridian 71%, Mountain Region 63%, U.S. 65%
- **Recycling services**: Meridian 71%, Mountain Region 63%, U.S. 69%

**Source:** 2020 ETC Institute

**Significantly Higher:** ➡️  **Significantly Lower:** ⬅️
Ratings of Parks and Recreation Services
Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- **Quality, appearance & maintenance of City parks**: Meridian 93%, Mountain Region 61%, U.S. 70%
- **Quality of athletic fields**: Meridian 92%, Mountain Region 61%, U.S. 64%
- **Number of City parks**: Meridian 89%, Mountain Region 64%, U.S. 67%
- **Quality of youth sports programs**: Meridian 77%, Mountain Region 57%, U.S. 62%
- **Quality of pathways for walking & biking**: Meridian 66%, Mountain Region 58%, U.S. 58%
- **Quality of adult sports programs & sporting events**: Meridian 57%, Mountain Region 49%, U.S. 55%
- **Number of pathways for walking & biking**: Meridian 53%, Mountain Region 55%, U.S. 63%

*Source: 2020 ETC Institute*
Ratings of Public Safety Services
Meridian vs. Mountain Region vs. the U.S.
by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

Source: 2020 ETC Institute

Significantly Higher: ↑  Significantly Lower: ↓
Ratings of the Enforcement of Codes and Ordinances
Meridian vs. Mountain Region vs. the U.S.

by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- **Abandoned/junk automobile removal**
  - Meridian: 74%
  - Mountain Region: 51%
  - U.S.: 48%

- **Clean-up of litter/debris on private property**
  - Meridian: 62%
  - Mountain Region: 34%
  - U.S.: 42%

- **Weed abatement**
  - Meridian: 55%
  - Mountain Region: 37%
  - U.S.: 36%

**Source:** 2020 ETC Institute

Significantly Higher: ↑

Significantly Lower: ↓
Ratings of Communication Services
Meridian vs. Mountain Region vs. the U.S.
by percentage of respondents who gave positive ratings for the item (excluding don’t knows)

- Usefulness of online services on City website: Meridian 81%, Mountain Region 52%, U.S. 59%
- Information about City programs & services: Meridian 71%, Mountain Region 43%, U.S. 42%
- Public involvement in local decision-making: Meridian 64%, Mountain Region 43%, U.S. 31%

Source: 2020 ETC Institute

Significantly Higher:  
Significantly Lower:
Major Finding #4
Top Community Priorities
Top Priorities to Emphasize Over the Next Three Years: 1) Roads/Traffic/Transportation, 2) Growth and Development, 3) Education/Schools
## 2020 Importance-Satisfaction Rating

**City of Meridian**

**Major Categories of City Services**

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important %</th>
<th>Most Important Rank</th>
<th>Satisfaction %</th>
<th>Satisfaction Rank</th>
<th>Importance-Satisfaction Rating</th>
<th>I-S Rating Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very High Priority (IS &gt; .20)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning &amp; zoning services</td>
<td>55%</td>
<td>1</td>
<td>49%</td>
<td>17</td>
<td>0.2806</td>
<td>1</td>
</tr>
<tr>
<td><strong>Medium Priority (IS &lt; .10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic enforcement</td>
<td>24%</td>
<td>4</td>
<td>71%</td>
<td>14</td>
<td>0.0689</td>
<td>2</td>
</tr>
<tr>
<td>Recycling services</td>
<td>20%</td>
<td>6</td>
<td>71%</td>
<td>15</td>
<td>0.0587</td>
<td>3</td>
</tr>
<tr>
<td>Police department/law enforcement</td>
<td>49%</td>
<td>2</td>
<td>89%</td>
<td>3</td>
<td>0.0567</td>
<td>4</td>
</tr>
<tr>
<td>Building permit services</td>
<td>10%</td>
<td>10</td>
<td>57%</td>
<td>16</td>
<td>0.0445</td>
<td>5</td>
</tr>
<tr>
<td>Programs for youth</td>
<td>18%</td>
<td>7</td>
<td>78%</td>
<td>10</td>
<td>0.0396</td>
<td>6</td>
</tr>
<tr>
<td>Code enforcement</td>
<td>11%</td>
<td>9</td>
<td>73%</td>
<td>13</td>
<td>0.0287</td>
<td>7</td>
</tr>
<tr>
<td>Recreation programs</td>
<td>12%</td>
<td>8</td>
<td>80%</td>
<td>9</td>
<td>0.0230</td>
<td>8</td>
</tr>
<tr>
<td>City parks</td>
<td>25%</td>
<td>3</td>
<td>92%</td>
<td>2</td>
<td>0.0196</td>
<td>9</td>
</tr>
<tr>
<td>Communications</td>
<td>7%</td>
<td>12</td>
<td>74%</td>
<td>11</td>
<td>0.0183</td>
<td>10</td>
</tr>
<tr>
<td>Fire prevention and public education</td>
<td>7%</td>
<td>11</td>
<td>83%</td>
<td>8</td>
<td>0.0125</td>
<td>11</td>
</tr>
<tr>
<td>Fire/Rescue Services</td>
<td>21%</td>
<td>5</td>
<td>95%</td>
<td>1</td>
<td>0.0116</td>
<td>12</td>
</tr>
<tr>
<td>Water services</td>
<td>6%</td>
<td>13</td>
<td>85%</td>
<td>6</td>
<td>0.0098</td>
<td>13</td>
</tr>
<tr>
<td>Garbage/trash pick-up services</td>
<td>4%</td>
<td>14</td>
<td>88%</td>
<td>5</td>
<td>0.0051</td>
<td>14</td>
</tr>
<tr>
<td>Utility billing services</td>
<td>3%</td>
<td>15</td>
<td>83%</td>
<td>7</td>
<td>0.0045</td>
<td>15</td>
</tr>
<tr>
<td>Passport Acceptance Agency</td>
<td>1%</td>
<td>17</td>
<td>73%</td>
<td>12</td>
<td>0.0032</td>
<td>16</td>
</tr>
<tr>
<td>Sewer services</td>
<td>2%</td>
<td>16</td>
<td>88%</td>
<td>4</td>
<td>0.0027</td>
<td>17</td>
</tr>
</tbody>
</table>

**Top Priorities for City Services:** Planning & zoning services
Q9. Transportation Improvements that Residents Feel Should Receive the Most Emphasis from City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top THREE choices

- Roadway widening: 80%
- Intersection improvements: 52%
- Shared bike & pedestrian facilities: 45%
- Pathways/sidewalk connections on local streets: 39%
- Sidewalks on arterial roadways: 25%
- Street lights: 22%
- Beautification/landscaping: 17%

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)

Roadway Widening Was Rated as the Most Important Transportation Improvement
Q10. Priorities for Future Roadway Construction Projects

by percentage of respondents who rated the item on an 11-point scale, where a rating of 10 meant “high priority” and a rating of 0 meant “no priority” (excluding “don’t know”)

- Widen Locust Grove Rd. from Fairview to Ustick Rd.
  - High Priority: 40%
  - Medium: 33%
  - Low: 19%
  - No Priority: 8%

- Widen Linder Rd. from Cherry Ln. to Ustick Rd.
  - High Priority: 42%
  - Medium: 28%
  - Low: 20%
  - No Priority: 10%

- Widen Ustick Rd. from Ten Mile Rd. to Linder Rd.
  - High Priority: 41%
  - Medium: 29%
  - Low: 20%
  - No Priority: 10%

- Construct Linder Rd. overpass over I-84
  - High Priority: 44%
  - Medium: 25%
  - Low: 18%
  - No Priority: 14%

- Widen Victory Rd. from Locust Grove to Eagle Rd.
  - High Priority: 25%
  - Medium: 30%
  - Low: 31%
  - No Priority: 15%

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)
Q11. If a bond measure were placed on the ballot requesting funding for road improvement needs, in general would you support a bond to pay for the identified roadway and intersection projects?

by percentage of respondents

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)
Other Findings
Q19. Where do you **currently** get information about Meridian's services and programs?

by percentage of respondents (multiple choices could be made)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>City website</td>
<td>54%</td>
</tr>
<tr>
<td>Social media</td>
<td>52%</td>
</tr>
<tr>
<td>Emails from City</td>
<td>46%</td>
</tr>
<tr>
<td>Flyers in utility bills</td>
<td>41%</td>
</tr>
<tr>
<td>Television/news</td>
<td>31%</td>
</tr>
<tr>
<td>Newspaper</td>
<td>15%</td>
</tr>
<tr>
<td>Information booklets/City publications</td>
<td>11%</td>
</tr>
<tr>
<td>Radio</td>
<td>11%</td>
</tr>
<tr>
<td>Events such as Coffee with Mayor, Town Halls</td>
<td>4%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)
Q21. In general, would you favor or oppose allowing residents of a city the ability to vote on a temporary sales tax (local option tax) increase to provide funding for identified infrastructure improvements in the community?

by percentage of respondents

Favor: 42%
Oppose: 35%
Not sure: 23%

Source: ETC Institute DirectionFinder (2020 - Meridian, ID)
Summary
Summary

- Residents Have a Very Positive Perception of the City
- Active Work Now to Ensure City Heads the Right Direction
- Overall, Satisfaction Ratings Are Slightly Higher Than 2017, Significantly Higher Than 2014
- Satisfaction with City Services is Much Higher in Meridian Than Other Communities
- Top Priorities to Emphasize Over the Next Three Years:
  - Roads/Traffic/Transportation
  - Growth and Development
  - Education/Schools
Areas of Action

- **Review Improvement Opportunities**
  - Traffic enforcement goals and actions
  - Jobs and Economic Development
  - Communications evolution

- **Respond to Growth and Development Concerns**
  - Nexus with Strategic Goals – Updates Coming
  - Planning / UDC Work group efforts

- **Engage Stakeholder:**
  - Creative transportation solutions and partnerships
  - Opening Education/Schools conversations

- **Meridian rated 44% above Nat’l Avg in Customer Service!!!**
Questions?

THANK YOU!!