

FlashVote helps you make a difference in your community

Results: Community Feedback Options

Survey Info - This survey was sent on behalf of Town of Oro Valley to the FlashVote community for Oro Valley, AZ.

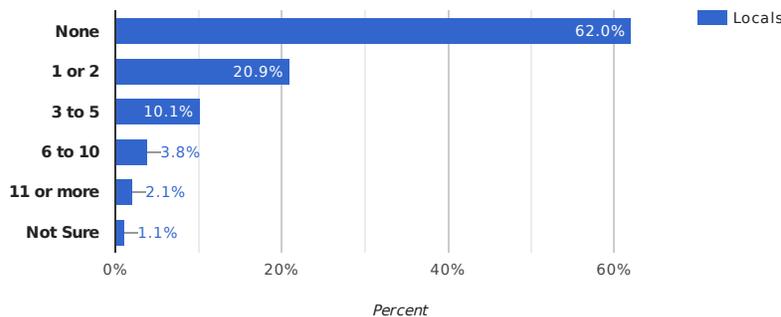
These FlashVote results are shared with local officials

<p>549 Total Participants 542 of 673 initially invited (81%) 7 others Margin of error: ± 4%</p>	<p>Applied Filter: Locals only Participants for filter: 474</p>	<p>Response Time (ho...</p>	<p>Started: Mar 20, 2019 11:07am Ended: Mar 22, 2019 11:08am Target Participants: All Oro Valley</p>
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Q1 The Town of Oro Valley holds public meetings like Town Council meetings and study sessions, Parks & Recreation Advisory Board meetings, Planning and Zoning Commission meetings, and neighborhood meetings. In the last 12 months, about how many public meetings did you attend?

(474 responses by locals)

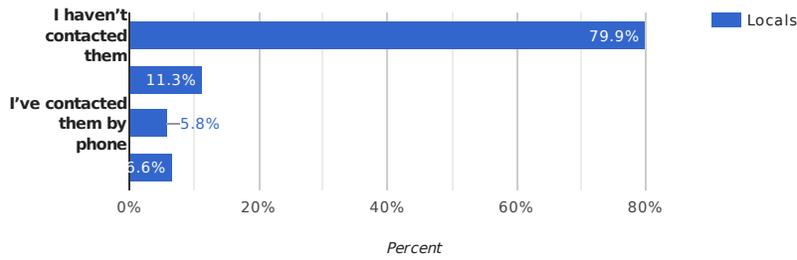
Options	Locals (474)
None	62.0% (294)
1 or 2	20.9% (99)
3 to 5	10.1% (48)
6 to 10	3.8% (18)
11 or more	2.1% (10)
Not Sure	1.1% (5)



Q2 In the last 12 months, have you contacted the Town of Oro Valley through Ask Oro Valley or contacted the Constituent Services Coordinator? (Choose ALL that apply)

(452 responses by locals)

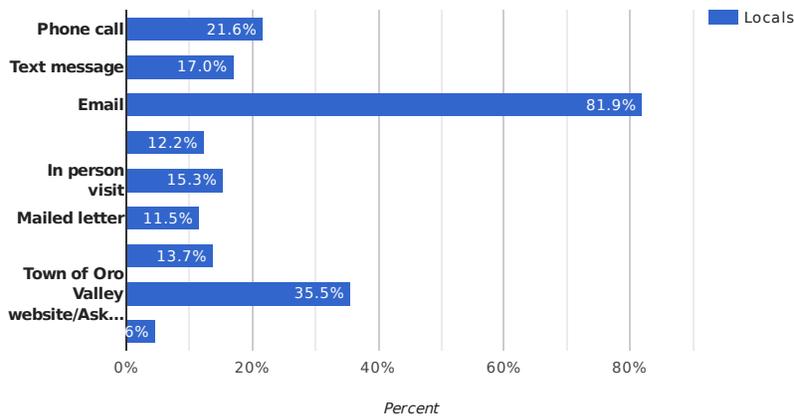
Options	Locals (452)
I haven't contacted them	79.9% (361)
I've contacted them by email	11.3% (51)
I've contacted them by phone	5.8% (26)
I've used Ask Oro Valley online	6.6% (30)



Q3 As a resident, what are your preferred methods of providing your feedback to the Town of Oro Valley? (Choose up to THREE)

(459 responses by locals)

Options	Locals (459)
Phone call	21.6% (99)
Text message	17.0% (78)
Email	81.9% (376)
Social Media (Facebook, NextDoor, Twitter)	12.2% (56)
In person visit	15.3% (70)
Mailed letter	11.5% (53)
Public meeting comments	13.7% (63)
Town of Oro Valley website/Ask Oro Valley	35.5% (163)
Other:	4.6% (21)



neighbor member flashvote town flash
 staff prefer like vote

Unfiltered responses

This!

FlashVote

I would like to have more direct access to town staff when of being required to go thru comm pers

just complain to my neighbors

Use the most efficient m

prefer to communicate with a staff member, or secondarily a council member

I also like to schedule in person meetings.

This flash vote seems to work well so far. Just be careful how you ask questions.

Through my HOA

Flash vote

I prefer this method, where the town REACHES OUT TO ME.

this format

These polls

My vote.

I like the flash vote

at communy events or casual gatherings

Newspaper letter to the editor

Through a connected friend

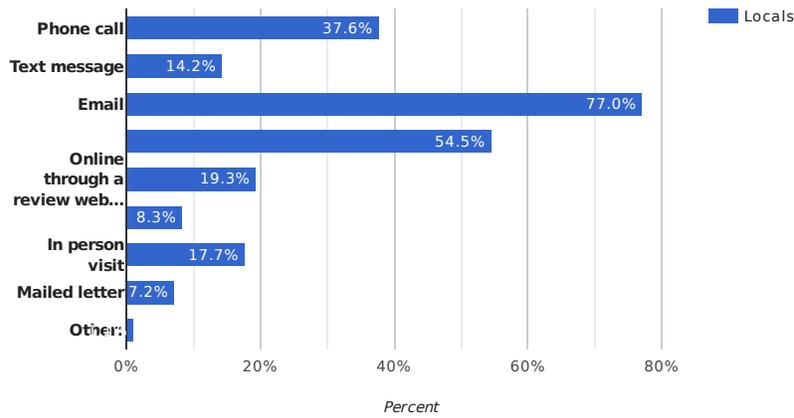
Online venues like FlashVote

Talking to my neighbor who is on the board.

Q4 For comparison, as a consumer, what are your preferred methods of providing your feedback to a business or organization? (Choose up to THREE)

(457 responses by locals)

Options	Locals (457)
Phone call	37.6% (172)
Text message	14.2% (65)
Email	77.0% (352)
Online through their website	54.5% (249)
Online through a review website	19.3% (88)
Social Media (Facebook, NextDoor, Twitter)	8.3% (38)
In person visit	17.7% (81)
Mailed letter	7.2% (33)
Other:	1.1% (5)



Unfiltered responses

Online chat

Sometimes in person

Yelp

surveys.

I don't go there any more if I do not get what I paid for.

Q5 Any other comments or suggestions about ways to improve how the Town of Oro Valley collects input?

(79 responses by locals)



Unfiltered responses

Consider putting an old fashioned suggestion box at library, post office and several retail stores.

I appreciate how transparent the town is and how much public input is requested prior to making decisions. With that said, I feel that the amount of input requested can also be overkill (example: how many meetings were really needed for the Moore and la Canada roundabout decision). I voted in people I trust to make the right decisions for the town even if I sometimes disagree with the decisions made they usually are for the best of the town. Another reason I love where I live!

I like "Flash Vote". Makes me feel that our town council cares what I think. Much different from the last 8 years. Please continue.

Email and surveys are great. Not a lot of time commitment. Such as sitting on the phone, on hold, to speak with someone. Phone surveys are okay, but I tend to not follow up via phone.

Keep the golf course

Post, or publish, an "org." chart, showing who reports to who and whom (internally) and who is allowed to act on their own, without regard for — or needing to care — what the citizens want or are concerned about. Also, no more uncontrolled online polls used to "justify" the construction of a neighborhood-destroying roundabout! So long to pedestrians, school children, pet-walkers and those not fleet of foot! Goodbye to Dark Skies, also. What a travesty!

None at this time

Again. Being able to easily speak directly with town staff and elected officials on the phone or in person rather than having to be screened and go through a communications person. Other methods of gaining feedback are ok but polls that are not random samples or done properly are really of very little real value as far as gaging what the pulse of the entire community thinks. You can only know what the people who took the poll think. But I'm sure you know this. ☺ Thanks for all you do.

I have not been happy with the relatively newer requirement to filter all requests through a single "gatekeeper", in this case Ms Hynd. Nothing against Ms. Hynd, but if I have a Planning Related question, I prefer to speak or communicate directly with a Planning Dept staff member. Ms Hynd does not typically have direct knowledge of issues, but needs to contact the depts or staff with the questions. In my experience, much gets lost in the translation or "filtering" process, and it often leads to inconclusive or only partial responses.

Send out info with specific phone numbers or email addresses and when folks are able to contact you.

yes please do not put a dangerous, crash causing, anti safety cross walking, circle in at la Canada n Moore. MANY towns have taken them out because of how dangerous they are specialty double lane ones !!

The public input obtained at Neighborhood Meetings should be detailed and posted on Ovprojects as a separate memo, along with emails on the subject. Most of the current info reads like an agenda; mentions topics discussed as opposed to specific comments; does not include responses from applicant or town. For example, Traffic: is that related to increase in traffic, cut-through traffic, commercial vehicles, speed, accidents, turns? Also recommend videos of Neighborhood meetings & P&Z meetings. Audio of P&Z meetings is difficult to follow.

Online engagement is so helpful for busy professionals who may not be able to attend in person meetings but care deeply about the community. Proactive solicitation of feedback is good if done fairly with random surveying.

I don't have time to attend meetings. Most people don't. That shouldn't be the main way you get our input.

I like these flash surveys. Also NextDoor can be helpful, though there are a lot of people who make inflammatory comments.

Better notifications

outlaw HOA

It is important to us to see if the town acts on the feedback.

From my experience public records requests are handled well. I actually like these surveys.

I like them to ask me through an online mailed survey, like this.

No. I really appreciate that the town of Oro Valley actually tries to find out what the residents want. Thank you!

Oro Valley does a pretty good job collecting input thru various methods and platforms.

I work 6 days a week Wednesday through Sunday, very non traditional hours. So I really don't find any time to come to meetings. Email and voting online is my choice. Also don't want to meet me so called neighbors. Really?

Look at the Nextdoor App as a way to pass information to OV or specific neighborhoods.

No, I think the new council is doing a good job of trying to keep its citizens informed and asking for input. Good job

My wife and I travel a lot for work. I like systems like flashvote.com that allow me to provide my opinion to my elected officials when I cannot do so in person.

Reason we haven't attended any meetings is that we just moved here 3 months ago.

Keep sending out the meeting minutes and agendas. I read them when I can.

In every walk of life/job/community there are 10 percenters. These are people who rail against the sun coming up every morning. In 50 years of life experience from 21 years in the military, to 40 years in the high tech industry this has played out in every part of my life. Learn to take them for what they really are... Whiners.....

Show the results of the surveys.

Let residents know which method is most apt to be considered by the council.

This is a good vehicle . Email is the best in my opinion

Yes, please announce things far in advanced. For example, the roundabout. No notice was given to those of us in the area until right before a decision was made. I only learned about it by reading an article in the NW Explorer. IN other communities, decisions like this are done by sending out letters/ notices to all addresses in the area, as well as posting notices next to the area in question. By not doing this, most people are not given the opportunity to voice their opinions or concerns. Also, decisions like this should take more meetings and input from constituents. From my understanding, too few people were given a chance to give their opinion. It is that way on many topics. Only a few people comment or say anything because so few people are made aware of what is going on.

I would very much like the city council meetings to be able to be seen online AT ANY TIME, Not only the live broadcasts that are available now.

I like this flash vote thing.

Regarding the article in Tucson Local Media "Oro Valley seeks to silence nuisance pets:" the reworded language in the town code, as reported, seems overly broad as well as unconstitutional. Consequently, from this point on, I will advise pet owners planning on moving to the Tucson area to avoid Oro Valley. Any neighbor unhappy with the dog owner next door can now simply say "the dog was barking and I heard it" and get the town involved, possibly with draconian consequences. Although I am a responsible pet owner, my wife and I are now seriously considering moving out of Oro Valley ourselves. The old law worked fine, and we didn't need a change - unapproved by the citizens of Oro Valley - just because Mr. Rodman happens to be a friend of Mr. Raffety.

Last time I tried Ask OV it did not work. I was able to login but could no leave a message. Had to contact Jessica Hynd by direct email. Never received a response why the site wasn't working.

Continue the public meetings and outreach to HOAs

Listen to the input. Stop ignoring the citizens. One thing to ask, another thing to act.

Notify me when there going to have meetings.

The Community Center (Including Golf Courses) is a plus to the community. Young families need an economical place to enjoy golf, tennis working out as well as the restaurant. So what if it cost, so does the aquatic center and other amenities that make Oro Valley a great place to live.

Please no more houses, apartments or golf courses in our town the last mayor and did enough damage

Giving us residents a couple of options would be ideal.

We just appreciate you asking us.

Family member has contacted the Town of Oro Valley by phone.

I wouldn't mind a mailed letter, with a stamped, addressed, envelope for reply, but computers do the job just as well. Mainly, the personal letter would make me feel more valued, that the Town actually knows I exist as an individual.

Please publicize meetings, discussions, new developments, via social media and email, as well as through local news media.

You should seek feedback in as many venues as possible and not limit any.

Hope things will change as previous admin didn't care what we thought or had to say.

At city events

Several

Please don't simply listen to the people who crowd the public meetings regarding the future of the golf courses. Those who live along the courses have a vested interest in having them remain open despite the fiscal irresponsibility. If they truly wanted to protect their views and investment in their property they should all become members, yet very few of them are. The majority of people in this town don't care about golf...the number of members and number of rounds proves that every quarter. Please consider the silent majority and turn them into linear parks that benefit far more residents. The open natural park space behind their homes, instead of golf courses, is still desirable in fact more so in some cases as their would be no errant shots causing damage.

I greatly appreciate the flash vote option as it shows what the residents actually want rather than the outspoken few who attempt to rule social media.

No, I think that you have all bases covered regarding input. You do have a deficit in hearing or comprehension, because those of us who want minimal government in our lives are unheard. Stick to the basics, Police, Fire, roads, a few well-maintained parks and no endless "services" such as macrame and pottery classes paid for by our taxes. No "investments" with negative returns such as restaurants, golf courses, fitness centers, and "world class" swimming facilities, chambers of commerce, and "Arts" crap like SAACA or SAAG or whatever they now call themselves to pilfer taxpayers. You do not have my support for decadent spending.

None

Try to get to where everything is electronic. I know there is resistance from some of the older generation, but this is where we are in today's day and age. Thank you.

Stop using taxpayers money to subsidize "fun" for other people. Use our money for roads, protection, fire safety, and building safety only. I don't use golf courses because I can't afford them. Nor do I use a gym because I get exercise maintaining my yard and doing housework. I pay for my own fun doing things I like. I donate to my church and the food bank to help people in need.

I think this communication is an excellent approach.....the important part will be if you show that you listened.

Please keep the two 18 hole golf courses!! Don't use the 9-hole course

go to where people gather - ball fields, grocery stores, special events, etc. Set up a booth or something and have an easy survey questionnaire as well as the opportunity to just talk.

Conduct neighborhood meetings on issues of concern.

Keep the community center and golf courses !!

your signs for any communication are so small. picture your driving down tangerine and oh look a yellow oro valley meeting sign. wow, but honey its so small. yes it is at 45 miles per hour its tiny and goes by FAST. i could slam on the breaks and read it causing a major wreck, but not me I drive by like all the other residents. so , maybe a large sign, with the basics, A MEETING ABOUT THIS SUBJECT DATE AND TIME. then put the little stuff on the bottom. just maybe, however I know that when you inform people they will show up, and that holds back progress. I get that. But if you want to keep us all informed, email. I am an emailer. and a sender and a reader of email. thank you. PS: I work most nights tuesday -sunday so most of my time I work.

Recent perception has many believing that the public meeting space at Town Hall is far too small. That said, those same people are now reluctant to attend meetings and provide direct, in-person input because of the hassle of parking and limited seating. Are there plans to renovate/expand town hall public meeting space? Should be strongly considered.

Provide feedback to residents as to what action is being considered or taken in response to comments, so that we know comments are actually heard. This will encourage continued communication. Otherwise, the comments are perceived as going into a black hole, so there is no point in commenting.

Any method as long as it is not biased toward preconceived ideas and broad in scope.

text messaging is NOT an option for those of us who do not have a cell phone. email may be the most reliable: phone messages are often misunderstood

I am concerned that the town collect input from as many people as possible. From the Town Meetings and Input Sessions I've attended, it seems the same people are there to complain or voice their opinion. My thought is that they often represent a small percentage of the total population of Oro Valley.

Have neighborhood meetings

This place collects a lot of input, and the input seems to always be all over the place. I don't really engage much because I already like it here, other than the sometimes nasty politics and what seems like constant elections. I expect more from this community and my electeds on that front

If suggestion left in the box at recreation center, please respond by email or phone call.

I like this flash Vote idea. Just this week, my wife and I have meet with the building department, we are very impressed by everyone we've meet, and have found them very helpful!

Just hope town uses as many sources of communication as possible so the majority of the residents can participate.

1. Suggestion boxes at Community facilities and/or events. 2. Facebook. 3. Forums with elected officials and/or staff.

Ensure surveys are not created in a manner to get predetermined or preferred results.

Is our Golf Course and Club House still hemorrhaging \$\$\$? If so, does the town have a PLAN B for some way to fix this huge problem? Or, at least, a "STOP/LOSS" to end the Chronic waste of money? I seriously doubt that this gigantic mistake can be fixed!

LISTEN! The roundabout at moore and la canada was supposedly a slam dunk saying everyone wanted it... i havent met one person who thinks its a good idea. Why not save all the time/money/hassle and learning curve for dummies, and just put in a light! Really people is it that hard to listen?

From HOA newsletters and emails

In my opinion, its not that the town doesn't collect enough input, its that the town doesn't always listen to the input. I think reaching the younger generations of this community would be very beneficial. Town meetings are not always easy to make but we would like our opinion to be heard by the town counsel and any other agencies within the Oro Valley government.