

## TOWN OF GILCREST 2017 CITIZEN SURVEY

It is our job at the Town of Gilcrest to provide outstanding value to our citizens and businesses. To do this, we need to hear from you. Town Board is interested in receiving feedback on the following questions, to better serve the Gilcrest residents. Please take a few minutes to complete this survey. For your privacy, please drop the completed survey in the night drop box at Town Hall by FRIDAY, AUGUST 25<sup>TH</sup>. The drop box is available 24 hours a day, 7 days a week. You can use the space provided or a separate sheet of paper to add comments on survey questions or on any other local issue of importance to you. YOUR OPINIONS AND IDEAS ARE IMPORTANT TO US.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
a. Board of Trustees	4	10	16	8
b. Town Staff	10	21	11	2
c. Overall Customer Service	10	20	10	2
d. Streets	0	10	13	21
e. Traffic	2	18	16	5
f. Water & Sewer Utilities/Billing	9	22	7	5
g. Building Permits/Inspection	1	15	14	6
h. Planning	1	9	13	11
i. Code Enforcement	2	5	12	23
j. Animal Control	0	17	9	14
k. Law Enforcement	1	11	12	16
l. Municipal Court	2	12	10	3
m. Parks	17	23	4	0
n. Community Events	2	19	12	4
o. Storm Drainage	3	13	15	11
p. Snow Removal	3	16	15	8
q. Web Site	2	16	8	1
r. Newsletter	11	25	3	3
s. Residential Trash Service	27	12	1	1
t. Other: (Specify				
Appearance				1
If you want yard, trash, weed and grass cut follow up on with tickets				1
Facebook				1
Pending legislation notification				1 to non-existent
Sidewalks				1

1. What do you think is the single best improvement you have seen in the Town in the past year?

- Have not seen anything.
- Renovation of treatment facility
- Library
- Personally, haven't seen much in my area
- New WWTP The town is looking better, cleaned up
- Building of the new library
- Trying to do code enforcement, library
- Library
- We have a new store and a new library

- Library
- Library
- The park
- I haven't seen any-the library but it's not open. People are moving out. The Mexican store is ok. At least 10 homes vacant since I moved here.
- Upgrade sidewalk corners & rain control
- Library
- The library
- Library
- Nothing
- None
- Moving trash out of sight
- Library, the only thing new
- Baseball Fields
- Sewer ponds
- Code enforcement, still have a way to go dead trees vehicles
- The sewer
- Library
- The Lagoon sewer ponds
- Library-nothing town has done
- New library
- Starting community events
- Traffic light
- New library if it ever opens
- The 2 new buildings on w 4<sup>th</sup> St
- The Nantes Library
- Work on the sewage ponds
- Work on sewage ponds
- Not counting the Library, which isn't opened yet, it would be the town trying to start some community events

2. What do you think is the single most important improvement for the Town to accomplish in the next year?

- Enforce the ordinances.
- More treatment on dirt streets to keep the dust down
- Street improv
- Have no idea-sewer probably
- The best budget for the town, 1 more thing Weed Control
- Planning on upgrading utilities so streets can be paved!

- Code Enforcement, new housing-store
- Our own police
- The overall appearance of the town
- Roads. Clean up the town
- Street improvements and the weeds growing on them
- Build houses, Condo's townhomes-there is no growth. People are moving out. Where are the kids? Families?
- Paving
- Code enforcement/yards all over Gilcrest look bad
- Streets
- Storm drains on 11<sup>th</sup> st. we have standing water year round
- Sidewalks on all roads especially by parks
- Equality on how everyone is treated. The homes that look junk doesn't change
- Streets paved or black top. Better traffic control. Yards cleaned
- Paved streets and weedless streets and gutters
- Fix drainage & pave streets
- Code enforcement, weeds, mow grass in your yard
- Streets
- We need to expand the city limits zoning planning develop industrial business housing so we have revenue to help the town improve
- Houses with weeds!!! Gutters!!!
- Good people & fair that will work together on the board for the betterment of our town. Be able to have a police department.
- Road & street repair and paving
- Inforce residents to clean up their property's
- Take care of roads
- Sidewalks
- Needs someone who will help the town grow
- LISTEN to what the citizens want! The Board is doing things as they see fit instead of being a voice for the citizens!
- Broaden the tax base
- Become "relevant" to the surrounding area. The only public information about anything going on in Gilcrest is the monthly newsletter, which is limited to Gilcrest Utilities customers. Anyone driving past on US 85, or if they were to even venture down Main Street, what is mostly seen is empty and /or buildings in poor repair, so it's hard to tell if they're empty or in business. For all practical purposes Gilcrest appears to be a small dying town, with nothing going on.

In my humble opinion, at least two things need to happen as soon as possible.

1. The town's Facebook page become a high priority. Things like Movie Night and the Garden Market should be posted, showing both upcoming as well as pictures and info from past ones happening. The surrounding towns keep lots of information on Facebook and people from Gilcrest go to their events. Gilcrest should be doing the same things, drawing people from the other nearby towns, or even the many farms around that aren't really associated with a town to our events. Let people know we're doing things, we're alive, we're growing, we're important in the area.  
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2. Offer some kind of "economic stimulus" to encourage people to paint, update, plant grass, something to make places look nicer from the street. I understand this one isn't easy as there aren't a lot of funds and were treading on fine lines with personal property rights,

etc. On the other hand, I have had neighbors apologize to me for how bad their front fence looks. I've been told they want to update it and make it look nicer, but the town is requiring costly permits and a survey before they are allowed to do anything, so they leaving it looking bad. How many other instances of this are there? This is a reflect on our town and all of the property values. Surely there are some creative ways to reduce some of the bureaucracy and encourage some beautification for a short period of time. Get people to notice Gilcrest as they drive by on US 85, hey look, something is happening in Gilcrest!

3. Complete this sentence: IN TEN YEARS A SUCCESSFUL GILCREST WILL BE A PLACE WHERE.....

- The town is clean and new business in town.
- People are happy to live in Gilcrest. And others would like to live here too
- I can still call my home town
- People should have a say mor the board ou HOA
- Business and stores have been encouraged to move here.ie grocery stores, auto parts, Walmart?....
- Residents can shop for all there needs in town
- New business locates here and our town looks clean and bright and a place to relocate for familys
- You want to live
- You can hide. There is not going to be a town if you don't have growth-BUILD
- Businesses are anxious to come here to help us grow
- Everyone pays taxes & takes pride in their homes & yards!
- I would want to live
- You can live happy ever after
- People could walk without fast drivers maybe speed bumps
- People want to own & live not just a passing thru town
- Familys will want to live & raise there family
- We have a police force in town
- There is no commercial expectations
- You can shop and raise a family, with a great school
- People will want to move here without having trashy homes & yards!!!
- When familys can live without much feat of crime where there kids can be safe. Where business people will want to start their business & stay
- We may have paved streets instead of crumbling asphalt & dirt "can't grow no water"
- The town was not ran like an HOA and embraced the rural area
- People could live in a small rural community without unneed , overly strictive rules
- You love where you live
- The town of Gilcrest will never be successful
- The citizens are happy and don't feel like they live in a HOA
- We have our own trained police force, the streets are well maintained, the town leaders act as role models, and the town has expanded its tax base by becoming more business and residential construction friendly.
- The town council realized that running the town like an HOA drove people away and that embracing the small, rural farm town culture created an atmosphere and life style that attracted people to the town. Which was one of the biggest changes that created the thriving and growing Gilcrest of 2027, that everyone wants to live in and be part of.

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

Avg 6

5. How many years have you lived in Gilcrest?

4

Renter?

39

Owner?

Avg 23yrs

6. The QUALITY OF LIFE in Gilcrest in the past 12 months is:

BETTER

10

WORSE

8

ABOUT THE SAME

24

7. Do you read the Town's newsletter? Yes – (39) or No – (3) (Please circle)

8. Please list any suggestions you have for improving the newsletter?

- In the event that the movie is cancelled reach out
- More information on what the board has planned for Gilcrest in 10 years and what has been done to improve Gilcrest in the last year
- None
- Newsletter good
- The trivia isn't necessary. More blurbs on ordinances
- I think its fine
- Better description of laws/ordinances being considered before passage
- Do not relate ordinances that are changed 3 months later making compliance with stated ordinance worthless but costly
- Like it
- Make the current on available on-line (the old one is still on there from June), send it to everyone even if they don't get a paper bill! Put it in everyone's P.O. Box.
- Drop this month in history
- Proof read before sending out.
- Get rid of Laura, Carla, Jeff
- May live
- Nothing more, maybe more information
- Spelling
- None
- Do we really need Spanish? My family had to learn English when they came to America!!! Any country you go to you have to learn their language if you want to live there. So why do we cater to only a select few? Cost taxpayers money!!
- I like It!!

9. On a separate sheet of paper, please write your thoughts on other issues concerning the Town that were not covered in the survey. Also, please share your thoughts on how to improve future surveys.

- I have no further comments
- We are so glad to have a wonderful fire department and ambulance in our town
- We feel that RV's, boats w/trailers should be allowed during the summer months because they are used frequently. There are several residence with horrible trashy looking yards. What is being done about that? Lots of vehicles. As a community wouldn't it be nice to see these improvements instead of letting them be an embarrassment? An eyesore?
- Great newsletter
- Need more Law enforcement especially on school days before and after school is over. Lots of speeders!!!!
- A lot of noise and fast drivers from the Spanish church on 4<sup>th</sup> st., you all could send a letter to remind them they are in a naberhood
- Not enough business to help pay for things!! Too many junk cars on the streets and lots. Too many weeds that are definitely more than 6 inches
- Gilcrest needs another traffic light either on 85 & main or on 85 Turning to Railroad St. Can be dangerous everyone wants to be first, especially pick up trucks
- Instead of just rewarding homes @Christmas you should also do homes/yard of the week that work hard @ having it look nice!!!

- Many thousands were spent for ada access yet there is still no access to post office via ada rules. Try it go to Town Hall to P.O in a chair
- 1. In today's world I have found that expecting people to call and share thoughts and opinions results in "no input". In my opinion, have a way to post thoughts to the Town Council on Facebook, or encouraging people to put letters to the Town Council in the overnight drop box will get lots more input.
- 2. When school is in session, it is almost impossible to drive anywhere around town that is between the school and one of the places the kids walk to for lunch. The hordes of kids all walk down the middle of the street, with no care about cars and no interest in moving out of the way to let a car go through. I've watched semi-trucks pull out of Bulk Transport and try to drive down the street, but the kids still block the whole street, with no care at all. I know there's not an easy fix, especially with no sidewalks, but it is very frustrating and at least in my opinion, creating very bad habits for these young people. Some form of discussion with the schools may help create a solution and create a better atmosphere.
- 3. It's hard to get participation when starting new things, but I commend you for starting more community events and encourage you to keep doing them (even if few participate) and even starting more. Over time they will grow and become key parts of the friendly, community based town.
- 4. The website is very poorly maintained:
  - a. As of today, August 8, 2017, the only newsletter on the website is June 2017.
  - b. The pictures and discussion for the library are from October 2016, talking about the ground breaking. The library looks almost done, but there's no info about possible opening date and no updated pictures showing progress or the beautiful building that is there now.
  - c. I'm not sure of the purpose of the Calendar on the website, since nothing is listed on it. I would assume that would be the perfect place for someone to go and see all of the town events (meetings, movies, market, etc) in one place. But there's nothing on it.
  - d. The Elections tab shows results from a 2014 election, nothing since. The Elected Officials pages shows terms that started in 2016.
  - e. The Planning Commission page says it plans to meet regularly in 2013.
  - f. The website and Facebook can be great communication tools for the Town, but they must be current and consistent, or people will quit paying attention to them.
- 5. Code Enforcement seems to be random, inconsistent and when done, focused on the wrong things. There are several properties and homes that look pretty bad and don't seem to change. Yet, from the things hear from people about what they were "ticketed" for at their homes makes little to no sense. There is a tough balance of keeping the town looking nice, while still honoring homeowners property rights. Personally, as a small, rural farm town, I feel homeowner property rights
- 6. Animal Control— I haven't used this, so can't really say. The fact that there is a required registration is good. But I also see a 2-3 dogs that pretty consistently roam around on the streets and they have no ID or tags.
- 7. Thank you again for giving us the opportunity to share thoughts and concerns!
- Animal Control is non-existent as far as I can tell. Dogs roam the streets and many of them are not friendly. We have had several encounters. We don't dare walk our dog (who is always leashed) through the neighborhoods and the park isn't much better. You have to carry some sort of weapon to protect your dog and self. It's like the wild west. I think Gilcrest deserves to have their own police again. We're the top priority compared to Platteville (understandable I guess since after all it is the Platteville police). When you need the Platteville police their response is slow, they act put out that they had to come, they are rude and in one case didn't even do their job. When you don't need them they are hiding in the bushes ready to pounce and give out the ticky tackiest and pettiest ticket they can think up. Granted this aspect is probably driven more by the town of Gilcrest trying to generate money and the easiest way is to prey on the residents. Why not radar 85 and generate money that way?  
When we moved to Gilcrest 14 years ago it seemed like this town was really helpful. There were numerous clean up days, tree branch days, town burn permit etc and now those events

are very rare. However the town has no problem writing up ticky tack tickets for your grass being too long or at least threatening too. Rather than finding ways to put your residents through the ringer, try finding ways to help them.

Whatever happened to Gilcrest Days??

- My husband and I moved to Gilcrest because we wanted to live in a rural area with no HOA and some land. So far, Gilcrest has been disappointing and not met our expectations. There are a few things that I (and many citizens in Gilcrest) believe need to change. I know that change won't happen overnight but as long as we are getting our opinions taken seriously and the Board is trying to do what they can to make the citizens of Gilcrest happy then that is a step towards the right direction.

We should have a voice in the ordinances the Board wants to pass or amend. If there is a way for us to do this then it needs to be improved, immensely. We are unaware of anything the board is doing until it already happens, much to our disappointment and dislike. I do know that people can go to Board meetings but that is not possible for a lot of people due to work, taking care of children, health, etc. There needs to be a way, preferably multiple ways, for the citizens to communicate with the Town Hall/Board Members. This would include on-line communication such as surveys, chats, forums, etc.; paper notifications sent to everyone's P.O. Boxes or to their houses; and possibly create a Citizen's Discussion Meeting, a separate meeting time for citizens to meet by themselves or with Board members to discuss what is being done in town instead of giving us 3 minutes to speak to the Board during their meetings and then ignoring our input anyways. I say this because I used to go to meetings, but after voicing my opinion on a topic the Mayor to decide that he doesn't agree with what I said so he just brushes it aside and it doesn't get brought up again. Mind you that there were other people with the same opinion (they spoke at the same meeting as well) and the same thing happened to them.

This town feels like it is under a HOA and many citizens do not like that. I understand that ordinances are necessary in some circumstances but Gilcrest is getting out of control for a rural town. It seems like the Board is trying to turn the town into a city like Greeley or Fort Lupton but the citizens do not appreciate that.

Amend the ordinance not allowing backyard chickens. Since this is a rural town, we should be allowed to have chickens. Major cities such as Fort Collins, Arvada, Northglenn, Greeley, etc. allow chickens in the city limits. There are many benefits to having chickens and I believe they outweigh the cons.

First, they will help take care of the insect problem in town. In case no one noticed, every year there is a plague of one type of insect, this year the grasshoppers are out of control. Another year it was the Box Elder Bugs, and they are a nuisance every year. People with gardens, such as myself, will appreciate having chickens since they will be able to eat the insects that destroy crops.

Second, chickens will allow people with special dietary needs to have more control over the food they eat.

Third, they make good pets and allow children to help with responsibilities around the house. Chickens are a lot healthier to have around people than doves or pigeons (which for some strange reason are allowed in town still... No one can explain that to me.) There are many more good points about having chickens but that will have to be brought up at a later time. Not everyone wants to personally own chickens but many people in town do not mind if their neighbor has chickens. I hope the Board takes this suggestion seriously and allows chickens or at least starts the amendment process to allow chickens. Either way, the citizens need to vote on this. I know that Northglenn had meetings allowing citizens to voice their opinions on this topic and then they were allowed to vote on it. There was a huge majority for allowing chickens and bees in town and, so far, there have been no issues. The RV ordinance that recently passed is ridiculous. I know that there was a previous ordinance that stated a similar thing about RV's and campers but I think that we should be allowed to park what we want on our own personal property. Yes, I know that people can get ridiculous with that and their property can look like a junk yard but if we want to park the multiple vehicles we owe on our land, store someone's trailer for them, or store a boat, then we have that right. No one should be snooping and checking registration, taking pictures of our personal property while trespassing on our land, and giving out citations like candy just to make the town more money.

Ways to improve this survey:

Change the format. It seems like this survey was hastily put together and it is not organized very well, there are not enough spaces for writing a long response and the boxes are

uneven. Use Excel to create clean spaces and boxes, this will help with spacing as well so it does not look crowded.

Make an on-line version in a PDF form and let people turn it in on-line as well. This will give people another way to fill it out and it can be faster as well. Also, it will be easier to read since it will be typed out. I believe this can be done on Google Docs.

The BOT has incidents of nepotism and cronyism; and hypocrisy in both of those areas. Some of them also fail to follow the town's rules.

- Office staff could show a greater willingness to work with the citizens. Maintenance staff could reprioritize and work more efficiently.

Leadership should focus on public servant attitude toward citizens. We need to see honesty and humility.

Streets badly need weed removal, sweeping, patching, and paving. Police need to monitor Hwy 85 better. A little heavy handed.

What good is code enforcement if there are no consequences? The same people violate code time after time, seemingly without penalty. Maybe they should be fined?

I have been dog bitten, and my dog and I have been attacked by dogs numerous times in Gilcrest, sometimes in my own front yard, yet town staff refuses to help, even by notifying police.

Platteville law enforcement is incompetent in the office; slow to respond; and, on occasion, clones of Barney Fife. Platteville police need training on how to deal with the public as public servants, and they, if they are going to continue to be paid to protect the citizens of Gilcrest, need to learn who the citizenry of Gilcrest are.

Web site needs to be updated more frequently.

How does one get on Gilcrest's Facebook? Who decides whom to friend? People on Gilcrest Facebook should never be allowed to bash others. When that happens, the perpetrator should be removed from participation.

To broaden our tax base, Gilcrest needs to attract selected businesses with incentives. one step would be to lower the water rates for businesses. Right now, they are higher than residential rates. That seems disingenuous. We also should seek out interest from reputable residential developers.

The town also needs to aggressively pursue groundwater-table mitigation.

- I don't see the town of Gilcrest ever becoming a profitable town as long as people are treated the way we have been through this whole process. I feel we have been harassed and lied to too many times. Whenever you call the town it takes days to hear a reply back – I am very disappointed at the service from the town – I really thought they would be more helpful through this whole ordeal! I definitely would not recommend to anybody to purchase in Gilcrest.
- Issue Concerning the Town:

Repeal the new ordinance that basically prohibits peoples ability to own or have their RV's in town. Gilcrest is not a big city (and hopefully never becomes one). Until or unless it does let our residents continue to live in a small rural community.

We have a bad area for carpenter ants. I have lost trees over them before I noticed them. (The mounds) or trees close by can be treated with Amdrod (sp!) it kills the whole colony, and mounds are inactive in days. Kill Queen! They are killing the trees of Gilcrest. Any property with mound should be treated. Dead trees should be all cut down. Elm trees are infected with bugs. Elm trees should be cut down or treated.