

Figure 1. Chugiak/Eagle River



Figure 2. Anchorage

Anchorage Community Survey: Community Satisfaction with Snow Removal

To measure public satisfaction with snow removal, we asked the question “How satisfied are you with the level of snow removal service?” We elicited answers along a four-point scale—*very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, *very dissatisfied*. Survey respondents, in general, registered a middling level of satisfaction, with areas in the northeast and central areas of the city showing slightly more dissatisfaction. These areas (Government Hill, Northeast Anchorage, Russian Jack, Mountain View, Airport Heights, Fairview, Northstar, Spenard, and Taku/Campbell) colored as somewhat dissatisfied.

We note that this survey was conducted after a winter in which snowfall was neither heavy nor frequent. Responses and response pattern might be very different following a harsh winter.

As with other questions presented in this series, the survey did not probe for reasons that would explain different levels of satisfaction. To gain a fuller understanding of respondent attitudes, it might be helpful to know what they focus on regarding snow removal: Streets? Sidewalks? Timing? Child safety? It also would be helpful to know if attitudes are related to wealth, housing density, and traffic concentrations. Finally, it might prove interesting to know if these attitudes are related to levels of service delivered.

These maps and the accompanying data will be available on the Justice Center website (www.uaa.alaska.edu/just) later this fall. Prior to the posting, additional technical information about the data can be obtained by phone at 786-4885.

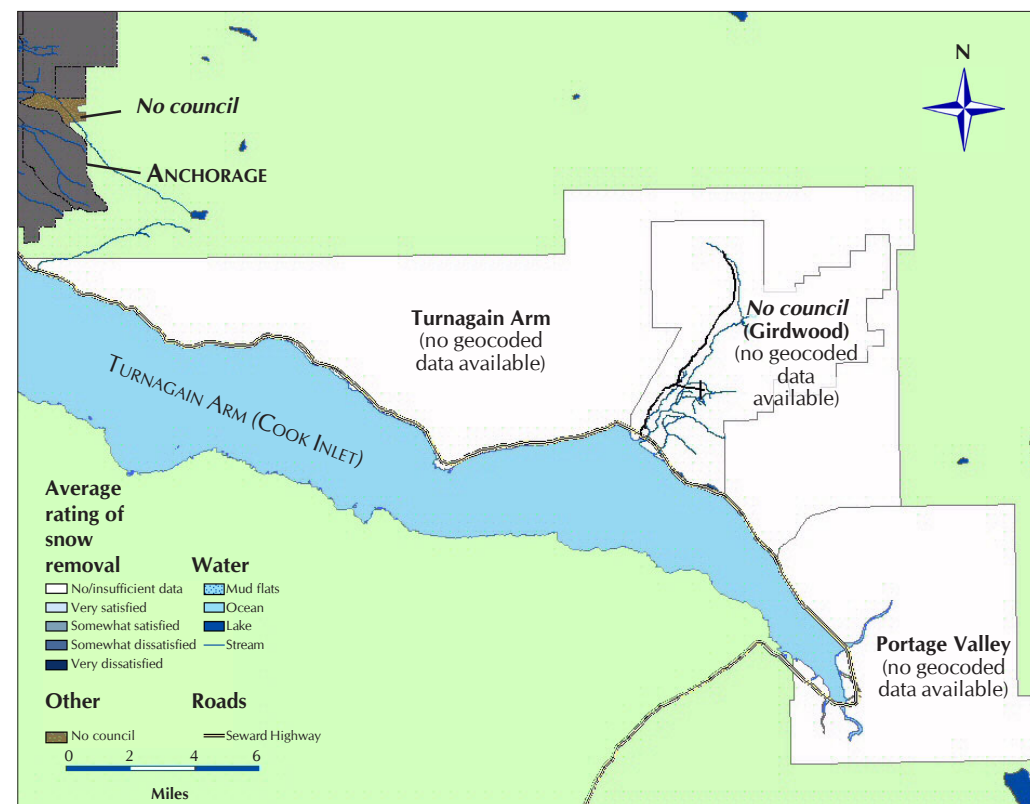


Figure 3. Turnagain Arm/Girdwood/Portage

Snow Removal				
"How satisfied are you with the level of snow removal service?"				
Higher rating indicates higher level of dissatisfaction.				
1 = Very satisfied; 2 = Somewhat satisfied; 3 = Somewhat dissatisfied; 4 = Very dissatisfied.				
Area	Respondents	Rating		
		Mean	Median	Standard deviation
City totals	1,917	1.94	2.0	0.90
Non-geocoded respondents	582	1.39	1.0	0.58
Community councils				
1 Chugiak	26	1.89	2.0	0.99
2 Eklutna Valley	0	---	---	---
3 Birchwood	10	1.44	1.0	0.88
4 Eagle River Valley	66	1.73	2.0	0.84
5 Eagle River	26	1.88	2.0	0.78
6 South Fork	4	1.25	1.0	0.50
7 Government Hill	7	2.43	2.0	0.79
8 Northeast Anchorage	132	2.16	2.0	0.96
9 Mountain View	28	2.50	2.0	1.07
10 Downtown	3	1.67	2.0	0.58
11 South Addition	44	1.93	2.0	0.86
12 Russian Jack Park	45	2.09	2.0	1.07
15 Fairview	50	2.10	2.0	0.92
16 Turnagain	54	1.96	2.0	0.89
17 Airport Heights	39	2.29	2.0	0.98
18 Spenard	81	2.04	2.0	0.85
19 North Star	6	2.00	2.0	1.23
22 Rogers Park	17	1.53	1.0	0.62
24 University Area	55	1.94	2.0	0.82
25 Scenic Foothills	58	1.91	2.0	0.84
27 Tudor Area	16	1.94	2.0	0.68
29 Campbell Park	38	1.94	2.0	0.89
30 Sand Lake	119	1.89	2.0	0.92
31 Taku/Campbell	68	2.18	2.0	1.03
32 Basher	2	3.00	3.0	1.41
33 Abbott Loop	101	1.77	2.0	0.86
34 Hillside East	24	1.61	2.0	0.66
35 Mid-Hillside	22	1.80	2.0	0.77
36 Bayshore/Klatt	68	1.97	2.0	0.78
37 Huffman/O'Malley	64	1.85	2.0	0.83
38 Glen Alps	1	1.00	1.0	---
39 Old Seward/Oceanview	32	1.94	2.0	0.88
40 Rabbit Creek	24	1.87	2.0	0.92
42 Bear Valley	5	2.00	2.0	0.71
43 Turnagain Arm	0	---	---	---
45 Portage Valley	0	---	---	---

Numerical breaking points for map colors:				
No data or fewer than 5 respondents (white) Rating = 0	Very satisfied (light blue) Rating = .00001-1.00000	Somewhat satisfied (medium blue-grey) Rating = 1.00001-2.00000	Somewhat dissatisfied (dark blue-grey) Rating = 2.00001-3.00000	Very dissatisfied (darkest blue-grey) Rating = 3.00001-4.00000