

Budget Survey Fiscal Year 2024 (Ended in January 2025)

79 Total Respondents

Please prioritize the essential services from most to least important.

**Ranked Most Important
Count**

Water	32
Streets	21
City Police	17
Planning and Zoning	4
Sewer	3
City Fire & Ambulance	2
Stormwater	0
Garbage/Recycling	0
Building Inspections	0

Please prioritize the non-essential services from most to least important.

**Ranked Most Important
Count**

Economic Development	28
Parks/Trails	23
Recreation	18
Cultural Arts	8
Rexburg-Madison County Airport	2

What is your satisfaction Level with each Service (1 being unsatisfied and 5 being satisfied)

Average Score

City Fire/Ambulance	4.4
Water	4.4
Sewer	4.4
City Police	4.3
Garbage/Recycling	4.2
Cultural Arts	3.7
Stormwater	3.7
Building Inspection	3.6
Airport	3.6
Parks/Trails	3.5
Economic Development	3.2
Recreation	3.1
Planning & Zoning	3.1
Streets	2.6

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If additional resources were available to allow increased service levels in Recreation, please

prioritize these services from most to least important.

	Ranked Most Important Count
Youth Sports Programs (12 and under)	28
Rexburg Rapids Aquatic Facility	20
Winter Sports	7
Golf Courses	7
Carousel	7
Adult Sports Programs (18 and older)	6
Events/Races	4

What new Recreation Programs or Services would you add? (see analysis tab on spreadsheet for specifics-Column S)

	Count
Recreation Center	16
Indoor Pool	10
Trail Connectivity Enhancements	4
Youth Coed Softball	2
Mountain Bike Trail System	2
Indoor Walking Track With Activities for Seniors	2
Pickle Ball	2
More Adult Sports/Activities	2
Remove Recreation Programs and have Private Groups take Over	2
More Park Events	1
Roller Skating	1
Cornhole Tournament	1
Horseshoe Tournament	1
Indoor Ice Rink	1
Teen Programs for Youth Age 12-18	1
Enhance Summer Concert Series	1
More Youth Sports	1
Total Responses	50

If there were additional resources available for Cultural Arts, please prioritize these services

from most to least important. 1 being most important

	Ranked Most Important Count
Activities and Programming	44
Tabernacle	21
Romance Theater	9
Museum of Rexburg	5

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What new Cultural Arts programs or services would you add? (see analysis tab on spreadsheet for specifics-Column U)	Count
More Musicals/Plays	5
Choir	3
Youth Theater/Camps	3
Battle of the Bands Contest/Concert	2
More Art Classes	2
Big name Concerts	1
Children's Museum	1
Adult Improvisation Group	1
Total Responses	18

What is your satisfaction level with the following?

1 being unsatisfied and 5 being satisfied

	Average Score
Park Conditions	3.7
Park Amenities	3.5
Trail Conditions	3.3
Trail Connectivity	3

The *desired* service level in our most recent study is 3.5 park acres/1000 people and .216 trail miles/1000 people.

The *current* service level of park acres in Rexburg is 2.792 acres/1000 people and 0.193 trail miles/1000 people.

How satisfied are you with the *current* service levels?

1 being unsatisfied and 5 being satisfied

	Average Score
Parks	3.7
Trails	3.2

What new park/trail amenities should we invest in? (see analysis tab on spreadsheet for specifics-Column AB)

	Count
More Trails/More Connected Trails/Repair Trails	25
Park/Trails on Teton River/Access to Water	7
More Parks	6
Indoor Facility/Indoor Park?	4
Keep Public Restrooms open longer/Better Bathrooms	2
Mountain Bike Trail System	2
Better Maintenance of Parks Equipment	2

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Revitalize Eagle Park and Camping	2
Better Lighting in Parks	2
More Public Parking at Porter Park	1
More Softball Fields	1
Smaller Neighborhood Parks	1
More Trash Cans	1
More Benches/Tables	1
Do Not invest in Trails	1
Adult Exercise Equipment	1
Total Responses	59

**What is your satisfaction level with the zoning permit process?
If you have not used this service, please skip this question.**

**(24 Respondents)
Average Score**

3

What suggestions, if any, do you have to improve the zoning permit process in the City of Rexburg?

Expand to see responses below

Reinvestigate everything :)

Require apartments to have adequate parking for residents and change the overnight parking to start in November and require streets be clear once a month for street cleaning.

Just built a house, I really appreciate the zoning process being so quick and easy!

Apartment complexes are not required to have adequate parking for their tenants. This overflows to utilize public parking near parks and residential areas causing congestion and safety for pedestrians.

The process was difficult getting approval for my home daycare, but the planning and zoning committee was helpful and I understand why it's a longer process.

There was a fiasco revolving around zoning in the area above the temple and bordered by the Harvest Hills and Eagle Wood subdivisions. Community members shouldn't have had to fight so hard to preserve neighborhood continuity and the vastly preferred dynamic of "single family homes." The zoning community needs to listen to existing home owners more in their zoning process.

make it easier to get building permits

One person holds up the whole process, need more surveys and alternatives before the whole vote. Make things faster and less based on one persons opinion

The "good ole boy" shenanigans need to stop.

Have not used, but there seems to be some disconnect, especially near the university. Keep the university housing all together or don't.

Regulation seem too strict based on input I hear. It could be incorrect admittedly.

Better separate residential and commercial like gravel pits.

Stay consistent, don't change approval conditions for different landowners.

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Too restrictive on new applications when old zoning isn't enforced

Lower the prices for permits

Incentivize small business, and privately owned recreation efforts

I feel the fees for single family residences are excessive and limit young families from choosing to settle here

I havnt actually applied for a zoning permit. I just wanted to see what would come next. I will say i wish that "down town" area had more shops and businesses. When I was a student here, Sammy's and the Craze and Porters used to be a lot more vibrant. That part of town seems dead now.

Make it so there is no filing fee and there is only a fee if approved. Allow for more density and mixed use. Remove special renewal districts as well.

My neighbors have expressed experiences of favoritism and disparate treatment in the ease of the zoning permit process. If we are going to have zoning laws and procedures at all, they should be fairly carried out.

More houses

Advanced notice of rezoning proposals and additional public opportunity to make comments or suggestions, perhaps through the Engage Rexburg Platform. P&Z public hearings are too constrained. No public dialog. Just short testimony for or against the proposed rezoning. Build a public record of the issues associated with the rezoning proposal BEFORE the public hearing is held.

More transparency and less listening to big money

What is your satisfaction level with the building permit process?

If you have not used this service, please skip this question.

(22 Respondents)

Average Score

4

What suggestions, if any, do you have to improve the building permit process in the City of Rexburg?

Expand to see responses below

Require adequate parking before giving giving building permit and especially before giving certificate of occupancy.

Do not allow contractors to go years & years not finishing building projects

Expedite process for local building and residents of the county. Or if they have a positive history

Having lived in several apartments in Rexburg, I would like the option to submit a building inspection request due to improper building and unsafe conditions.

Look for regulations that might not be needed.

gotta start somewhere

Reduce prices

Permit fees for 1st time home owners are excessive

I think college students are figuring out that Rexburg is a nice play to raise a family. As jobs continue to go "remote" it makes sense that college grads try and plant roots here. I would like to see more affordable starter homes and non-student housing be built.

To slow

Keep it fair, just like zoning permits should be.

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Require fewer permits

What is your level of satisfaction with the following Public Safety Services:

1 being unsatisfied and 5 being satisfied

	Average Score
City Fire	4.5
City Police	4.5
Ambulance	4.4

How satisfied are you with the current staffing levels (police officers/1,000 residents) in the City of Rexburg?

Current Level for Fiscal Year 2024 is .9/1,000 or 42% of the Criminal Justice Standard

	Average Score
	4

How satisfied are you with the overall services provided by the Rexburg Police Department?

1 being unsatisfied and 5 being satisfied

	Average Score
	4.3

What budget suggestions, if any, do you have to improve the police services in the City of Rexburg?

Expand to see responses below

Quality of life for the service people. Make sure they are paid well.

Stop giving parking tickets

There needs to be a new standalone police department that doesn't look like a sketchy hole in the wall.

We need animal control specifically. There are always animals out, especially personal pets that people lose constantly.

parking enforcement

Parking law enforcement

Reduce the current number of officers do to low crime rate

Just ensuring they have the equipment they need to keep us all safe.

I would like to see more police speakers at schools, giving examples of training and every day activities to strengthen police/public relationships and encourage youth to pursue police careers

I think they should be paid better and have all the new and safe equipment they need

Current levels are adequate.

I've never needed these services personally, but in cases I've heard they seem to respond well and I've never heard anything negative.

Have more parking for police station, new facility for them

add more police and pay the police more

Higher officer pay

Keep up the amazing work

Make sure our police have adequate training and support.

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It's apparent that staffing at the Police Department has not kept up with the population increase and traffic enforcement seems to be almost non-existent. This has led to a huge increase in citizen's of Rexburg and those that visit the city to disregard traffic laws while inside the city. More staff would allow traffic patrols to resume making it safer to navigate around Rexburg by car once again.

Better safety for crosswalks and patrolling of crosswalk areas

Part time officers

I wont pretend to know have all the answers. I know that hiring more police officers would be a huge cost...but I also know that more people = more crime. I hope we are paying police officers a great wage that would make it "hard" for them to want to leave the profession. If we see higher than desired turnover, we should do what we can to keep our talented police force in place. My neighborhood is extremely safe (Henderson), but I think that if things were to start turning sideways, we would do some sort of neighborhood watch. I like that we have a few police officers that park their cars in their driveways in our neighborhood.

Create a policy to not share data with the university as well create a special crimes unit of 2 officers and 1 detective to investigate sex crimes in rexburg

More patrolling to combat speeding and running red lights. Never see police unless there's an accident.

How satisfied are you with the staffing levels (firefighters/1000 residents) in the City of Rexburg?

Current Level for Madison County is .63/1000 or 41% of the National Fire Protection Agency Standard

Average Score

3.8

How satisfied are you with the overall services provided by the Madison Fire Department?

1 being unsatisfied and 5 being satisfied

Average Score

4.3

What budget suggestions, if any, do you have to improve the Fire Department services?

Expand to see responses below

It makes me very nervous to be so low staffed, especially because I live in the country away from a fire station

Increase number of personnel

bring our numbers up to national averages

Just ensuring they have the proper equipment to keep us safe.

none, they are wonderfully quick to respond.

Good and safe equipment

Better ratio of firefighters to citizens

Never needed these services either, but I haven't heard anything negative.

More accountability from the board

pay firefighters more, add more firefighters

vehicles that are for a growing city

Hire adequate help

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Again, looks like a staff increase may be necessary.

promote the part time fire fighting benefits

I really have no idea. It seems like our FD is quite responsive.

We don't need a fire department might as well make it private.

I and many neighbors expected the Thornton fire station to be operating by now.

We don't need anymore warm bodies that can't put out a fire to save their lives. And too many paramedics, for what?

How satisfied are you with overall street conditions?

Average Score

2.8

Please rate each area of street maintenance.

1 being unsatisfied and 5 being satisfied

Average Score

Storm Drains

3.6

Street Sweeping

3.6

Line Painting

3.2

Seal Coat

3.1

Complete Road Replacement Frequency

3.0

Snow Removal

2.9

Crack Seal

2.9

Pot Holes

2.2

One of the options to replace streets more frequently is to do a general obligation bond which would increase property taxes. How favorable would you be to pass such a bond to replace City streets sooner?

Average Score

2.7

What budget suggestions, if any, do you have to improve the Street or other Public Works services?

Expand to see responses below

Put a 4 way stop (instead of 2 way stop) at 2nd South and 1st west. That intersection is awful for cars and pedestrians.

Keep up the good work.

Find a way to avoid blocking residents in/out from their driveways when clearing snow

We need stoplights at every single exit. The traffic gets crazy.

I would like to see better snow removal and for busy intersections to be salted/sanded more

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We desperately need improved snow removal- we need the roads to be plowed early in the morning, and consistently every snowstorm so it doesn't build up into a layer of ice and packed snow. We need salt or at least sand on all roads. We see so many accidents from poorly maintained roads in the winter. I would gladly pay a little more in taxes to keep all of these accidents from happening!

Better snow removal for the love of God

address potholes sooner

Stop spending money on things like parks and more on street maintenance and snow plowing. I feel like my safety is disregarded every year by the city during the winter. Please look at Bountiful, Utah. With a similar population and city budget they do an exceptional job at keeping streets clear in the winter and maintaining them in the warmer months.

No more bonds. There should be a fund set up to take care of stuff like this. Our budget is large enough to take care of stuff like this.

I honestly think less money should be budgeted for streets. They're are a few problem areas that the City of Rexburg are responsible for, but I would like to see less tax from permanent citizens due to damage done by transient college students.

Snow removal is an obvious one. But even the side streets where neighbors are (like Pioneer Road) are horribly maintained. Filling the pot holes there (if it happens) made the road bumpy and uneven, which is the same problem as before when they weren't filled. Also, repainting lines should be a bigger priority. There are some roads in Rexburg that have no visible lines and are a hazard to drive at night as a result. I've seen many drivers cross over into the opposite lane because there is no visible division between lanes. This goes for parking lots as well. Namely, the dollar tree parking lot. I've seen people drive through entire parking spots and aisles because there are no lines. Lastly, LIGHTING should be a priority. There have been countless times I've seen pedestrians almost got hit by cars because the street lighting in Rexburg is extremely poor. I myself got hit by a car and broke my elbow and ankle and sustained a concussion (amongst other injuries) because the driver literally could not see me as I was crossing a crosswalk. This is a serious safety concern for pedestrians and children that I feel is not taken seriously. It makes me immensely afraid to walk at night or to drive at night simply because I can't see hazards around me.

Improve planning --fix broken streets, not streets that are fine. Hire better engineers so that roads that have been repaired last longer. **FIX THE STREETLIGHT TIMERS!!**

Repair the road right the first time! Increase/improved street lighting and crosswalks.

Allocate funds from other profit centers of the City monies to the maintenance of the city streets.

eliminate smell from sewer plant near Nature Park, correctly fill potholes every spring, clear residential streets of snow earlier in the day, no more LIDs (too hard on homeowners)

Ensure fun projects aren't coming before this essential service.

More funding to keep up with needs

Visit other states that also have hard winters to see what they do during the winter

we need lights on the On & Off ramps asap

Non-essential services should support themselves based on revenue generated by those services while essential services should be prioritized in the use of taxpayer funds. If recreation or cultural arts programs can not be self sufficient they should not be a drain on taxpayer funds letting those funds be utilized for essential services like streets.

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Please for the love of sanity, do better at snow removal. Driving on ice all winter is ridiculous & dangerous. The lack of snow removal is one of the worst aspects of living in Rexburg.

Seek private donations or take money from parks and other nonessential services to fix the streets

Can additional funding come from apartment complexes or other sources?

Organize the street improvements to accomplish all improvements in one area at the same time and then tackle the next one.

Look, I am in favor of replacing streets if they are done right. The last thing I want to do is contract a street replacement and have shoddy work. If we had some guaranteed work on those replacements, I am all ears. Pioneer road between the round about and main stinks. That should be replaced first =)

Obviously main/popular roads need more maintenance, but too many of the neighborhood roads have been neglected for so long that it's just not safe to reasonable to drive on them. The city needs to patrol the smaller roads through the neighborhoods and down the hill from the university more to make sure the roads are in drivable condition.

Re organize the existing budget to not need an increase in taxes while making it so property owners don't have to pay a single dollar for streets to be repaved

We need to find ways to influence the state to prioritize their road responsibilities within our city.

Maintain the streets better (including adequate seal coats and crack seal) so that more frequent replacement is not necessary. Also, 12th west will be a primary detour between the 2 southern interchanges with highway 20 during the construction next year. That road, including the intersections at main street and university boulevard has not been adequately developed to allow semi-trucks to use it. Those intersections need to have wide enough radiuses for the large commercial vehicles that need to use them. 12th west also needs to be widened and completed all the way to Thornton, but that is more on Madison County. Lastly, the road currently called Airport Road needs to be constructed as a frontage road all the way to connect to Cemetery Road or a road further north. Currently, 12th west, 2nd East and highway 20 are the only roads that cross the river and connect with north Rexburg. There should be another road that crosses the river and heads north on the east of highway 20.

Hire or replace the head for streets and snow removal myybe employees that want to do some snow removal. It's terrible Frugality

Spend more money for better infrastructure upkeep even if it means raising taxes

Increase the budget- buy actual snow plows- plow/sand as soon as storms start and not wait until it's convenient for the drivers and spend some money to fix our roads!