

2016 City of Kewanee Survey

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Draft Report

Submitted to the City of Kewanee, Illinois

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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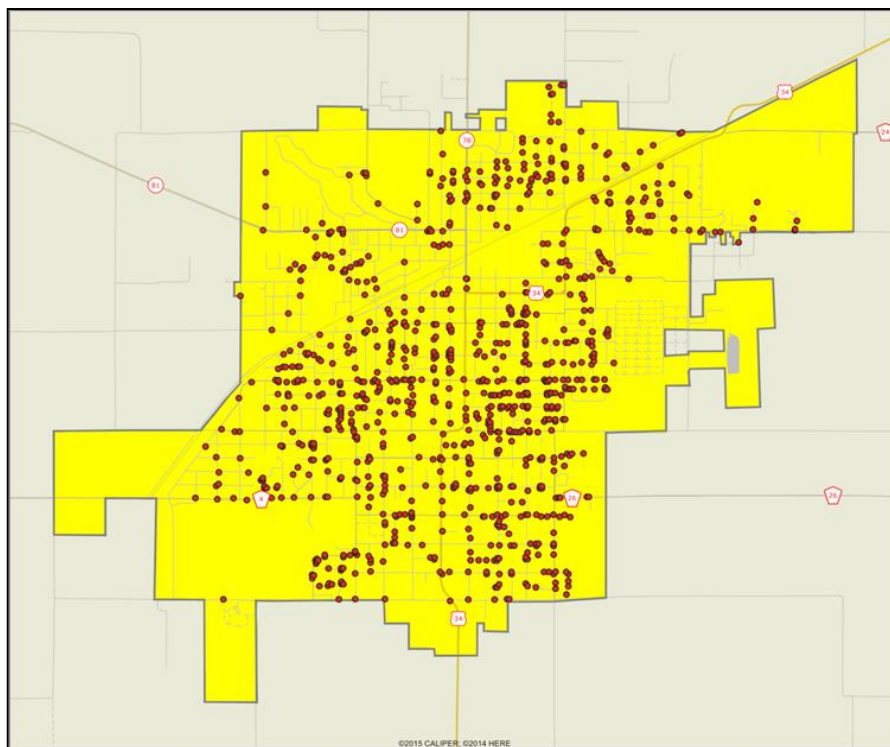
2016 City of Kewanee Survey Executive Summary Report

Overview and Methodology

Overview. During January and February 2016, ETC Institute administered a citizen survey for the City of Kewanee, Illinois. The purpose of the survey was to gather input from residents as part of the City's ongoing effort to improve City services.

Methodology. A seven-page survey was mailed to a random sample of households throughout the City of Kewanee. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to fill out the survey online. Approximately 14 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone.

The goal was to receive at least 400 completed surveys. This goal was far exceeded, with a total of 1,037 households completing a survey. The results for the random sample of 1,037 households have a 95% level of confidence with a precision of at least +/- 3.0%. There were no statistically significant differences in the results of the survey based on the method of administration (mail, phone, online). To ensure that households



throughout the City were well represented, ETC Institute geocoded the home address of respondents to the survey. The map above shows the physical distribution of survey respondents based on the locations of their homes.

Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that shows how the results for the City of Kewanee compare to other U.S. communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)
- GIS maps that show the results of many survey questions on maps of the City (Appendix A)
- cross-tabular data by age of respondent (Appendix B)

Major Findings

Overall Quality of City Services

- Fifty-eight percent (58%) of the residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the overall quality of City services in Kewanee; 31% were “neutral” and 12% were “dissatisfied.”

Satisfaction With Major City Services

- Ninety-two percent (92%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the overall quality of fire services. Other areas that received ratings of “very satisfied” or “satisfied” include: overall quality of emergency medical services (89%), overall quality of police services (83%), overall quality of the City’s parks and facilities (81%), overall quality of the City’s cemeteries (79%), and overall quality of trash and recycling services (78%). Residents were least satisfied with the overall quality of City sidewalks (18%) and the overall quality of City streets (15%).

- Based on the sum of their top three choices, the major City services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) overall quality of City streets, (2) City efforts to promote economic development, and (3) City efforts to promote community development.

Public Safety Services

- The aspects of police services that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) were: professionalism of police officers (75%), how quickly police respond to emergencies (74%), and quality of dispatch services (72%).
- The aspects of fire and emergency medical services that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) were: how quickly emergency medical services responds (91%), professionalism of the City’s fire personnel (91%), how quickly the fire department responds (90%), and professionalism of ambulance personnel (90%).
- Based on the sum of their top three choices, the public safety services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) City’s efforts in youth outreach, (2) the City’s efforts in crime prevention, and (3) the City’s fire prevention/education programs.

Parks and Public Facilities

- The parks and public facilities that residents, who had an opinion, gave the highest levels of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) were: appearance/cleanliness of City parks (88%) and maintenance/appearance of City cemeteries (79%).
- Based on the sum of their top two choices, the parks and public facilities that residents felt should receive the most emphasis from City leaders over the next two years were: (1) condition of equipment/facilities at City parks, and (2) appearance/cleanliness of City parks.

Utility Services

- Seventy-one percent (71%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the reliability of water service. Other areas residents rated “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) include: accuracy of utility bill (67%), overall reliability of sewer service (65%), and how quickly disruptions to water service are repaired (64%).

- Based on the sum of their top three choices, the utility services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) quality of drinking water, (2) Water and Sewer rates for services provided, and (3) how well the City informs residents about planned disruptions.

Streets, Sidewalks, and Stormwater

- Sixty-two percent (62%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the maintenance of street signs. Other areas that received ratings of “very satisfied” or “satisfied” include: adequacy of City street lighting (58%), snow removal on major City streets (47%), and cleanliness of streets (45%).
- Based on the sum of their top three choices, the streets, sidewalks and stormwater services that residents felt should receive the most emphasis from City leaders over the next two years were: (1) condition of neighborhood streets, (2) condition of major City streets, and (3) snow removal on neighborhood streets.

Community Development

- Sixty-four percent (64%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the appearance and cleanliness of Downtown Kewanee. Other areas that received ratings of “very satisfied” or “satisfied” include: mowing/cutting of weeds on business property (49%), appearance and cleanliness of other commercial areas (48%), and exterior maintenance of business property (42%).
- Based on the sum of their top three choices, the community development items that residents felt should receive the most emphasis from City leaders over the next two years were: (1) removal of dilapidated structures, (2) clean-up of debris on private property, and (3) appearance and cleanliness of residential neighborhoods.

Perceptions of Downtown Kewanee

- Seventy-seven percent (77%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the availability of parking in Downtown Kewanee; 55% were satisfied with the hours businesses are open, and 51% were satisfied with the overall appearance of Downtown.

Perceptions of the City/Community

- Sixty percent (60%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with Kewanee as a place to raise children; 52% were satisfied with the overall quality of life in the City, and 39% were satisfied with the overall image of the City.

Public Information

- Forty-nine percent (49%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the availability of information about City services and activities; 46% were satisfied with the timeliness of information provided, and 45% were satisfied with City efforts to inform residents about local issues.
- When residents were asked about their primary and secondary sources of information regarding City issues, services, and programs, 91% indicated that newspapers were their primary or secondary source. Other sources included: word of mouth (87%), radio (80%), and the City’s Internet website (50%). When asked about their preferred source of information, 66% of residents indicated newspapers and 44% preferred radio.

Customer Service

- Just over half (52%) of the residents surveyed indicated they called or visited the City with a question, problem, or complaint during the past year. Of those, 80% who had an opinion gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the courtesy displayed by City employees. Other customer service behaviors that residents gave a rating of “very satisfied” or “satisfied” include: knowledge of City employees (74%), professionalism of City employees (72%), and willingness to help (72%).
- When residents were asked about their primary and secondary sources of information regarding City issues, services, and programs, 91% indicated that newspapers were their primary or secondary source. Other sources included: word of mouth (87%), radio (80%), and the City’s Internet website (50%). When asked about their preferred source of information, 66% of residents indicated newspapers and 44% preferred radio.

Other Findings

- When asked to rate their level of agreement to various statements concerning economic development in Kewanee, 84% who had an opinion either “strongly agreed” or “agreed” (rating of 4 or 5 on a 5-point scale) that the City should be proactive to encourage redevelopment. Seventy-seven percent (77%) of residents “strongly agreed” or “agreed” that the City should be proactive in helping businesses expand.
- One-fourth (25%) of residents typically go outside the City of Kewanee to shop at least once a week or more; 42% shop outside Kewanee a few times per month, 24% do so a few times per year, and 7% indicated they seldom or never shop outside the City of Kewanee. The remaining 3% did not know. When asked what types of items were purchased outside the City, 69% indicated “clothing and accessories” and 58% said “department store items.”
- Sixty-four percent (64%) of residents surveyed, who had an opinion, gave a rating of “very satisfied” or “satisfied” (rating of 4 or 5 on a 5-point scale) with the affordability of housing in Kewanee; 54% were satisfied with the availability of housing, and 35% were satisfied with the quality of housing in Kewanee. When asked to rate the availability of various types of housing, 49% indicated there were the “right amount” of starter homes, and 49% felt there were the “right amount” of high end housing. Forty percent (40%) indicated there were more income-based apartments than needed, and 44% felt the availability of homes for rent is less than needed.
- When asked about their support for various community investments, 89% of residents surveyed, who had an opinion, were either “very supportive” or “supportive” (rating of 4 or 5 on a 5-point scale) of the use of revenue for street improvements; 80% were supportive of the use of revenue for economic development, and 78% were supportive of the use of revenue for sidewalk improvements. The community investment areas that residents supported least included using future revenue to construct walking and biking trails (49%) and use of future revenue for public art (25%).

Investment Priorities

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Service Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two opportunities for improvement over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Overall quality of City streets
 - City efforts to promote economic development
 - City efforts to promote community development
 - Overall quality of City sidewalks
 - Overall quality of stormwater management system
- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Public Safety:** City's efforts in youth outreach.
 - **Parks and Public Facilities:** condition of equipment/facilities at City parks.
 - **Utilities:** quality of drinking water and Water and Sewer rates for services provided.

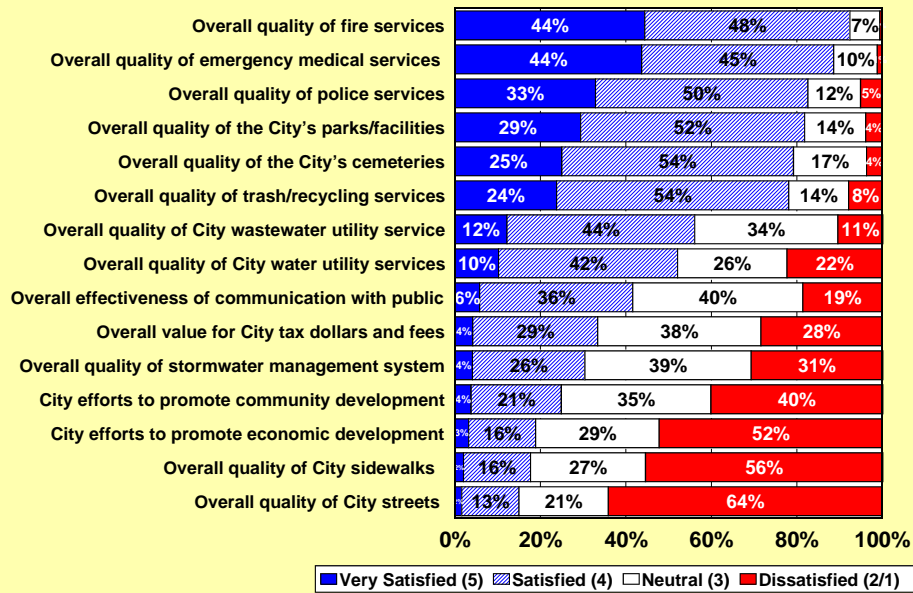
- **Streets, Sidewalks and Stormwater:** condition of neighborhood streets, snow removal on neighborhood streets, condition of major City streets, and condition of neighborhood sidewalks.
- **Community Development:** removal of dilapidated structures, clean-up of debris on private property, appearance/cleanliness of residential neighborhoods, exterior maintenance of residential property, and mowing/cutting of weeds on residential property.

Section 1:

Charts and Graphs

Q1. Satisfaction With Major City Services

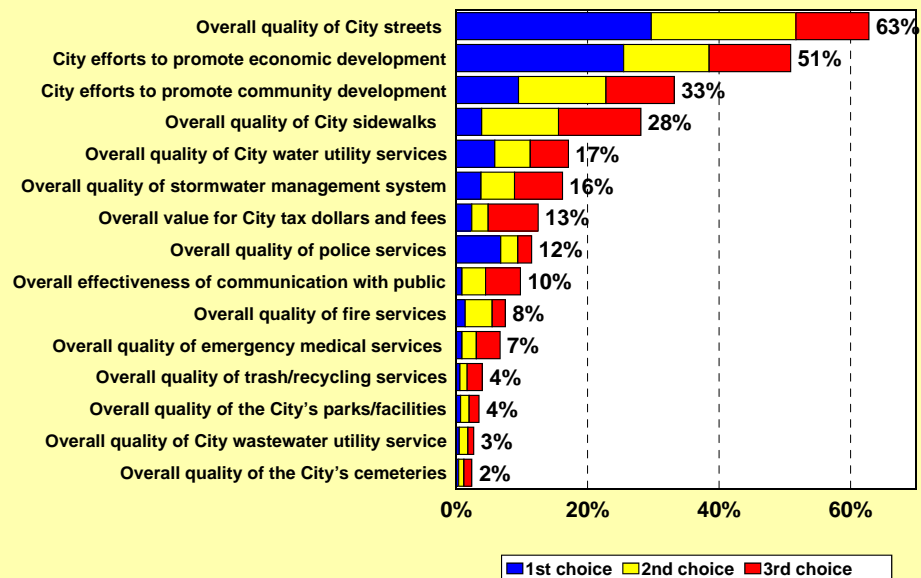
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q2. Major City Services That Should Receive the Most Emphasis Over the Next Two Years

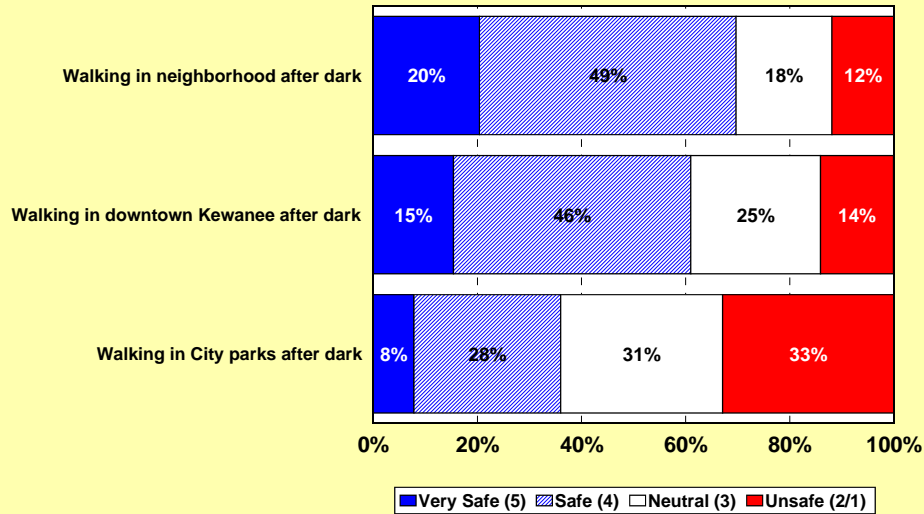
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 - City of Kewanee, IL)

Q3. Perceptions of Safety in Kewanee

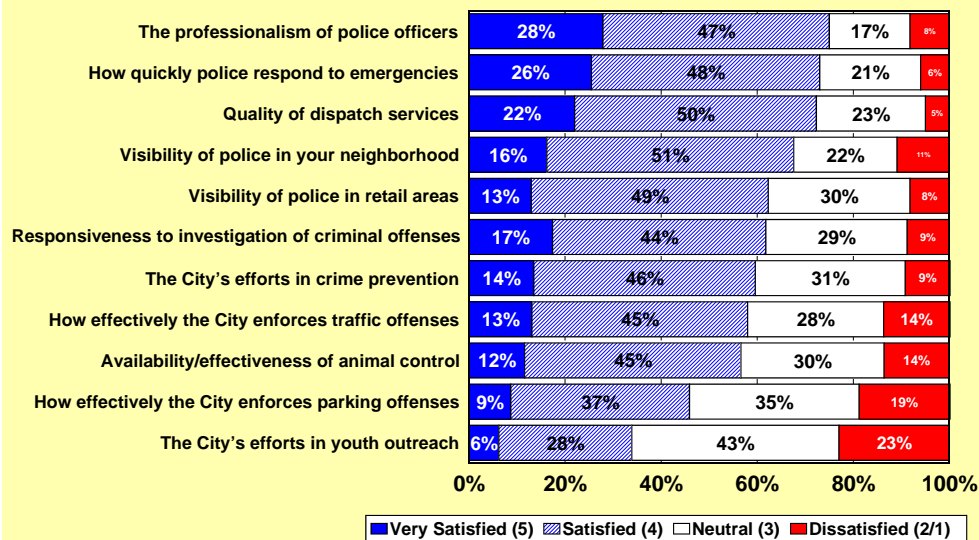
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q4. Satisfaction With Police Services

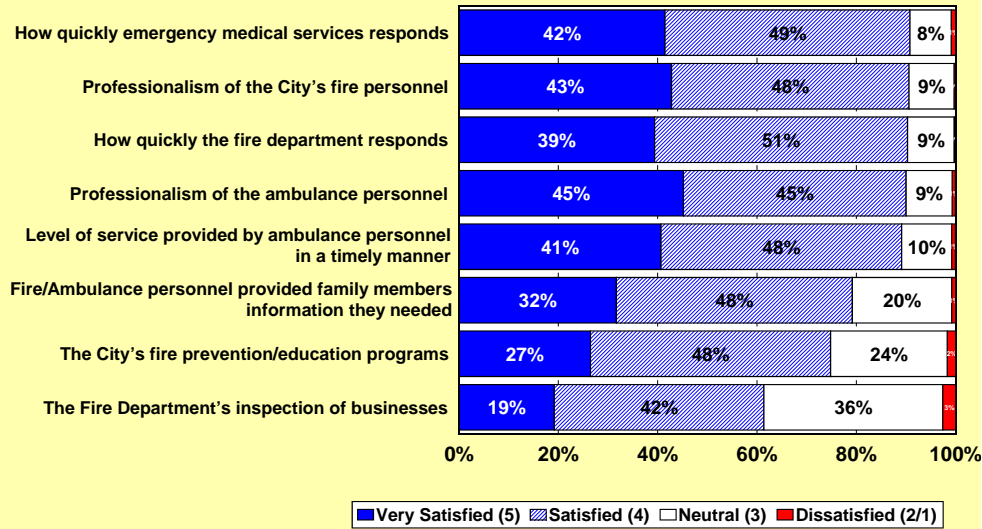
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q5. Satisfaction With Fire and Emergency Medical Services

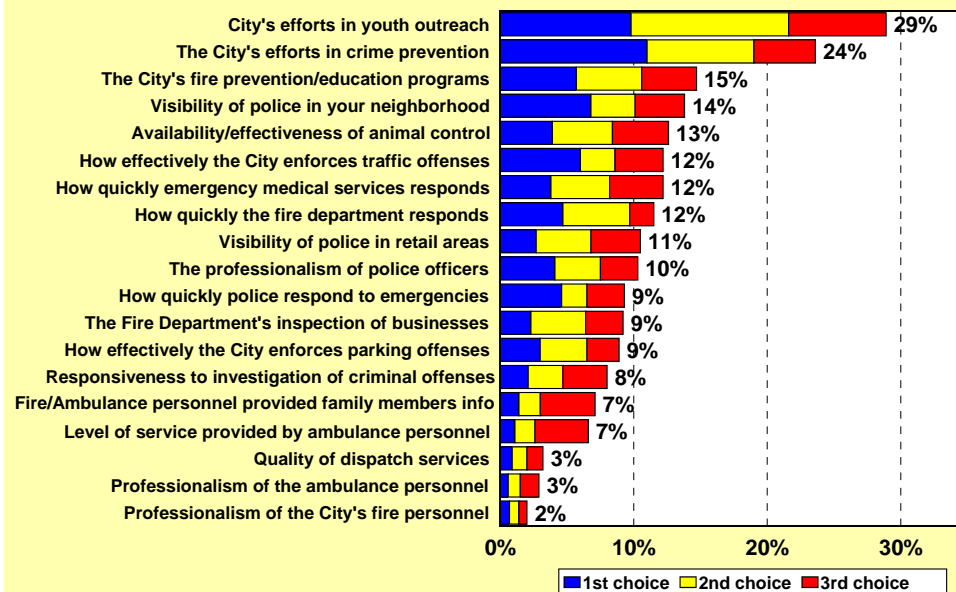
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q6. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

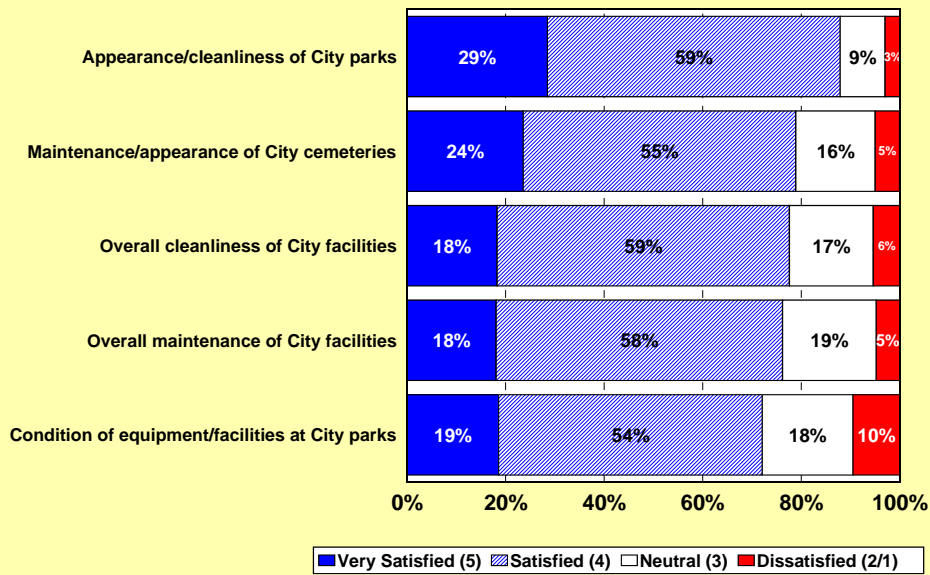
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 - City of Kewanee, IL)

Q7. Satisfaction With Parks and Public Facilities

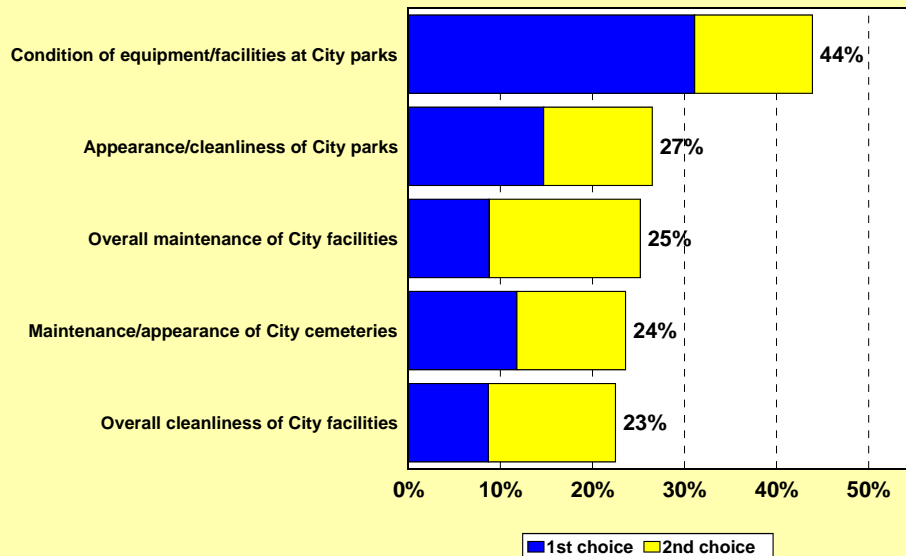
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q8. Parks and Public Facilities That Should Receive the Most Emphasis Over the Next Two Years

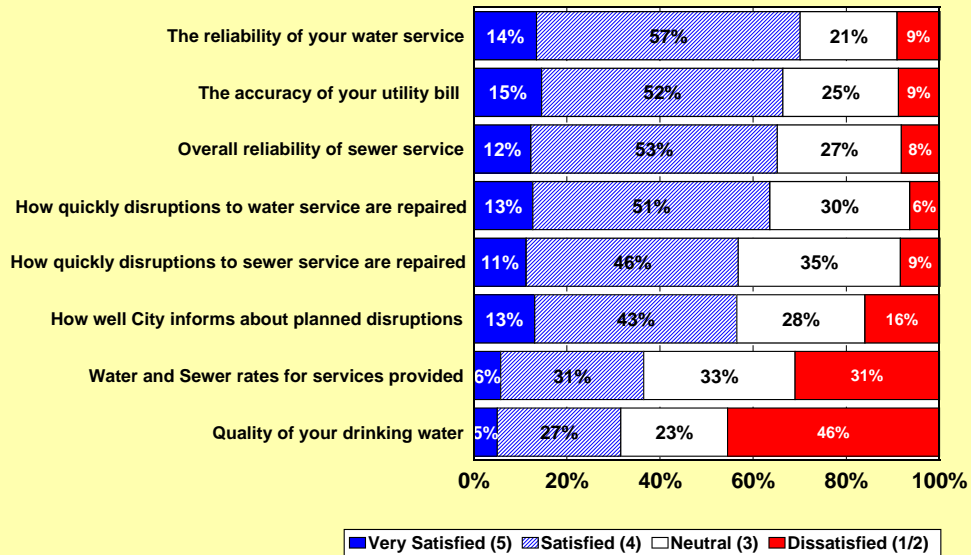
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2016 - City of Kewanee, IL)

Q9. Satisfaction With Utility Services

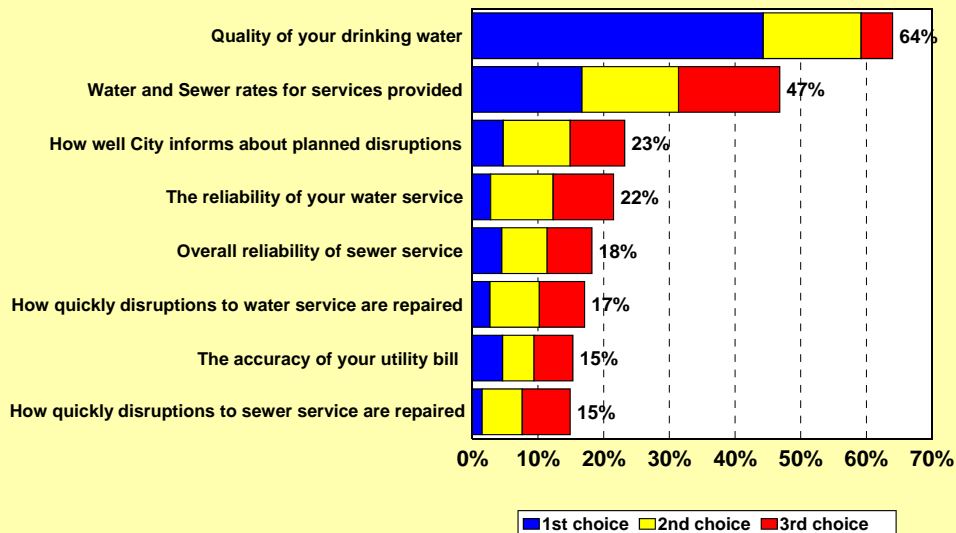
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q10. Utility Services That Should Receive the Most Emphasis Over the Next Two Years

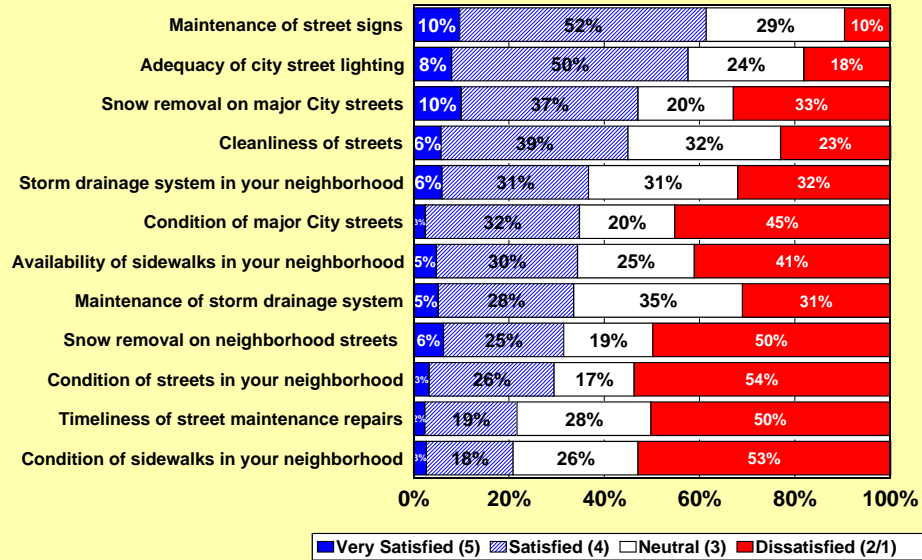
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 - City of Kewanee, IL)

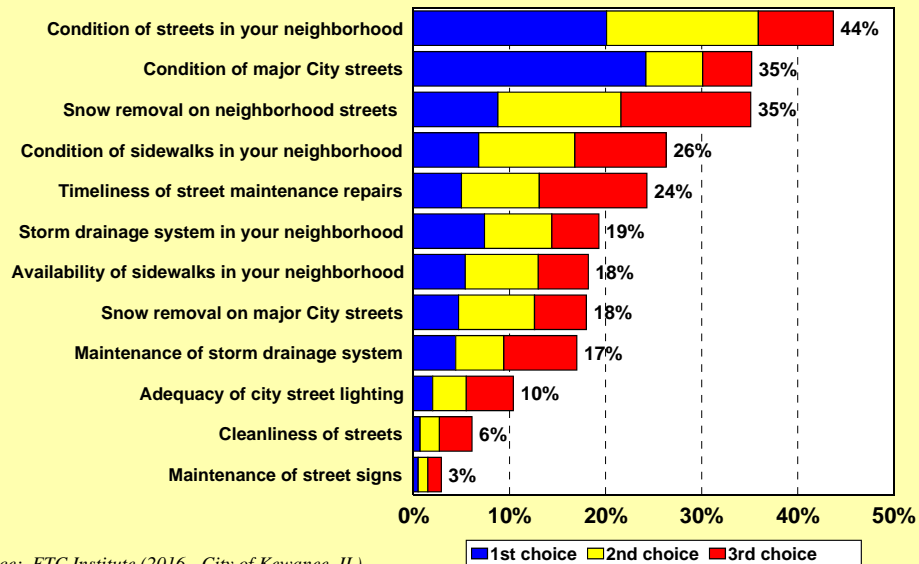
Q11. Satisfaction With Streets, Sidewalks, and Stormwater

by percentage of respondents (excluding don't knows)



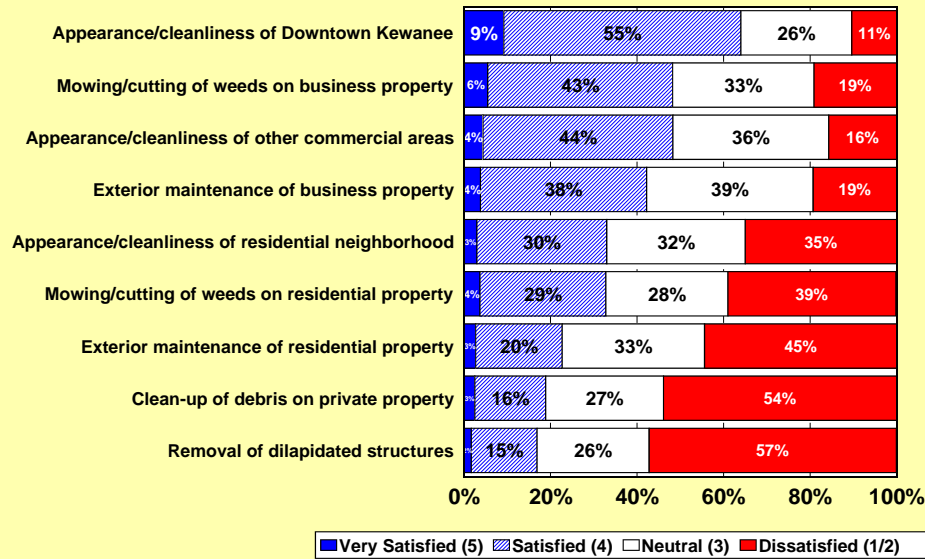
Q12. Streets, Sidewalks, and Stormwater Services That Should Receive the Most Emphasis Over the Next Two Years

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



Q13. Satisfaction With Community Development

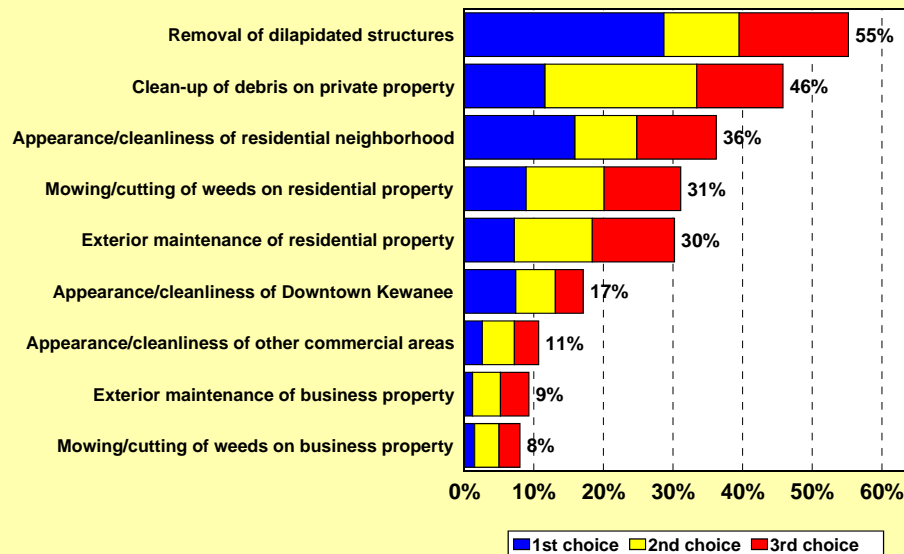
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q14. Community Development Items That Should Receive the Most Emphasis Over the Next Two Years

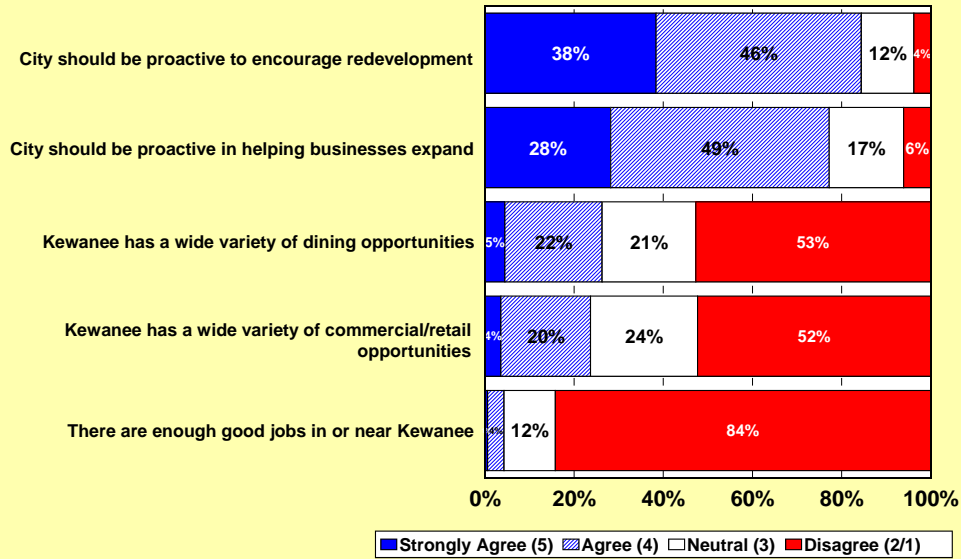
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016 - City of Kewanee, IL)

Q15. Agreement With Various Statements About Economic Development

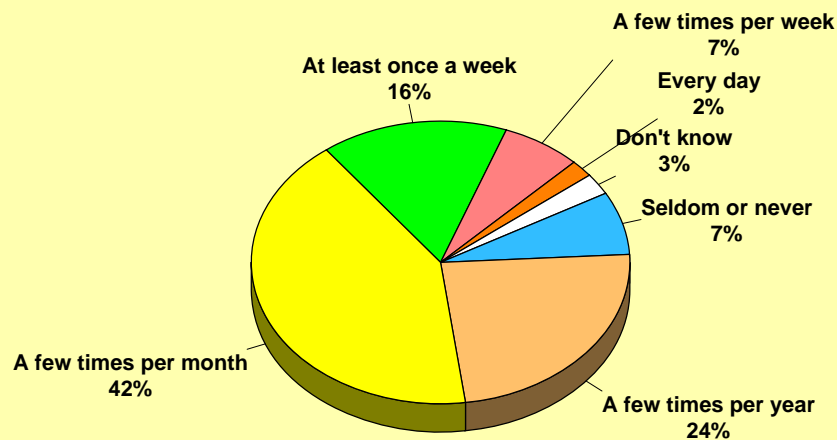
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q16. How Often Residents Typically Go Outside Kewanee to Shop

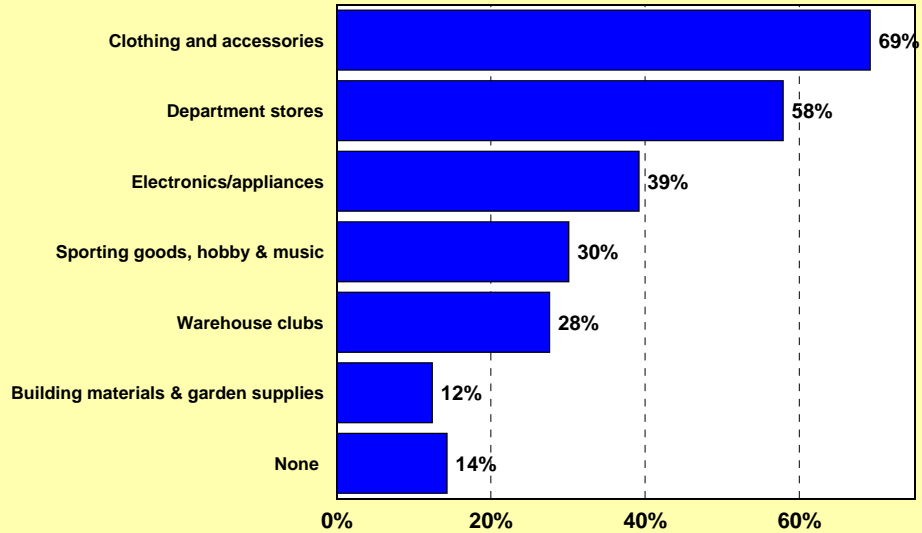
by percentage of respondents



Source: ETC Institute (2016 - City of Kewanee, IL)

Q17. Items For Which Residents Make the Majority of Their Purchases Outside Kewanee

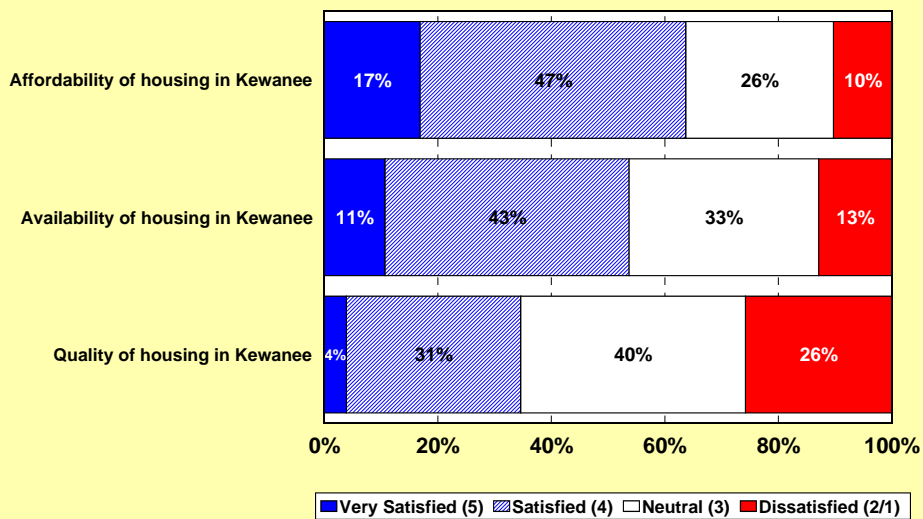
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q18. Satisfaction With Housing

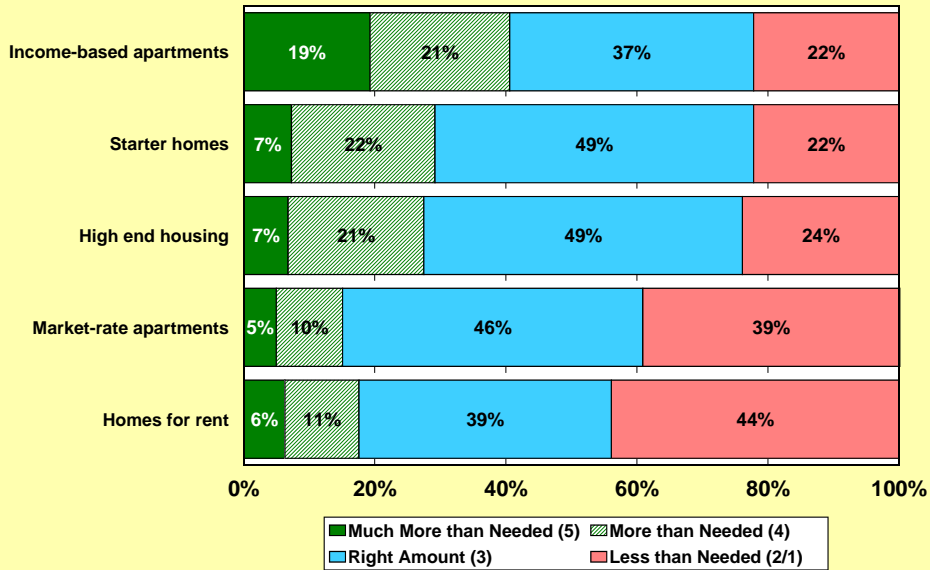
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q19. How Residents Rate the Availability of Various Types of Housing

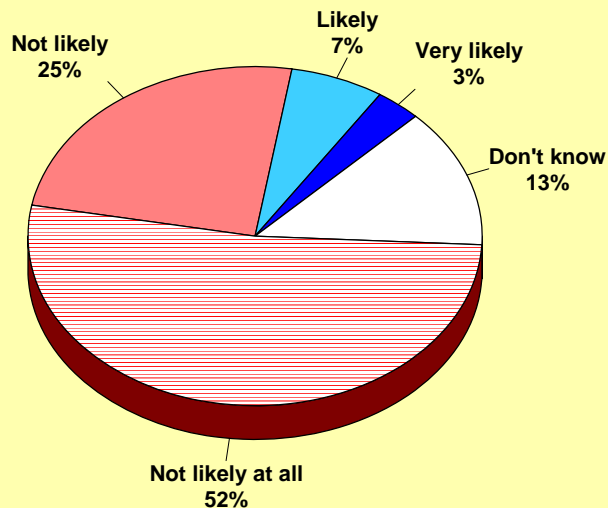
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q20. Likelihood of Purchasing a Different Home in Kewanee Over the Next Five Years

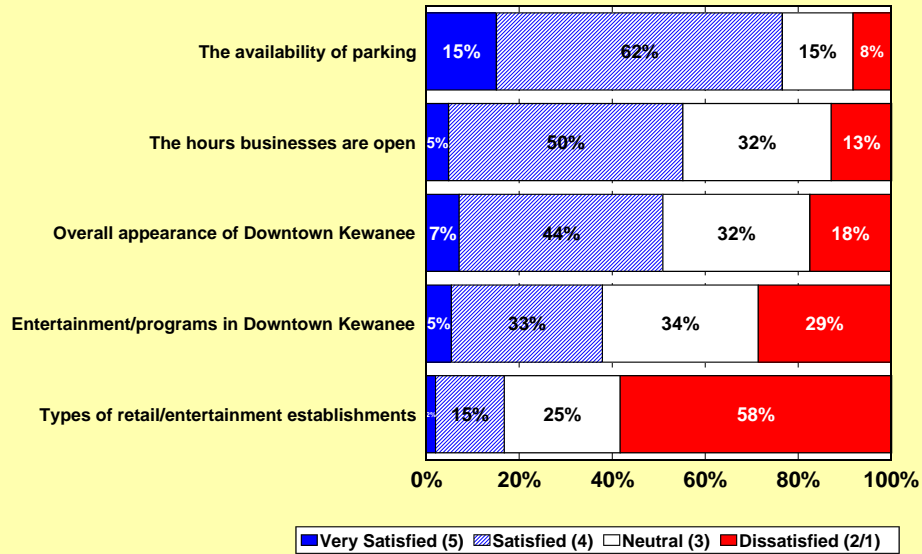
by percentage of respondents



Source: ETC Institute (2016 - City of Kewanee, IL)

Q21. Satisfaction With Perceptions of Downtown

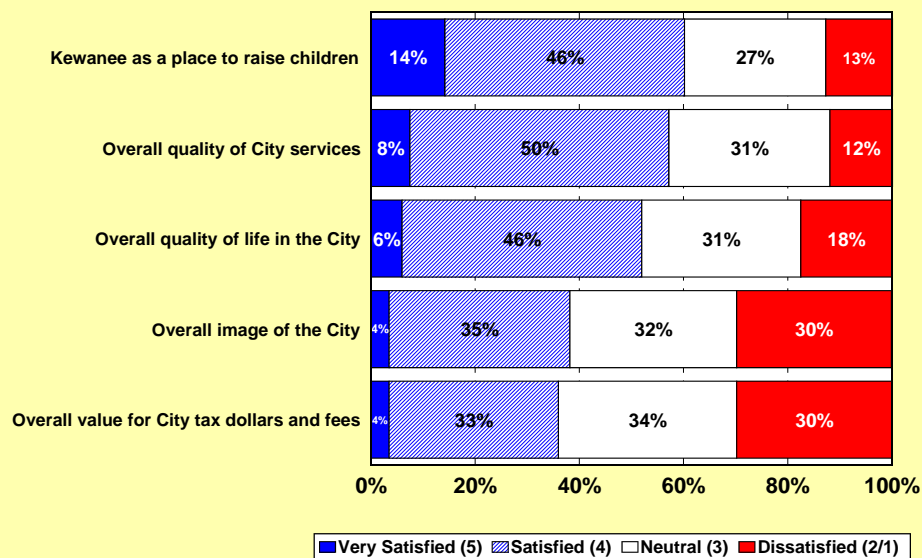
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q22. Satisfaction With Perceptions of the City/Community

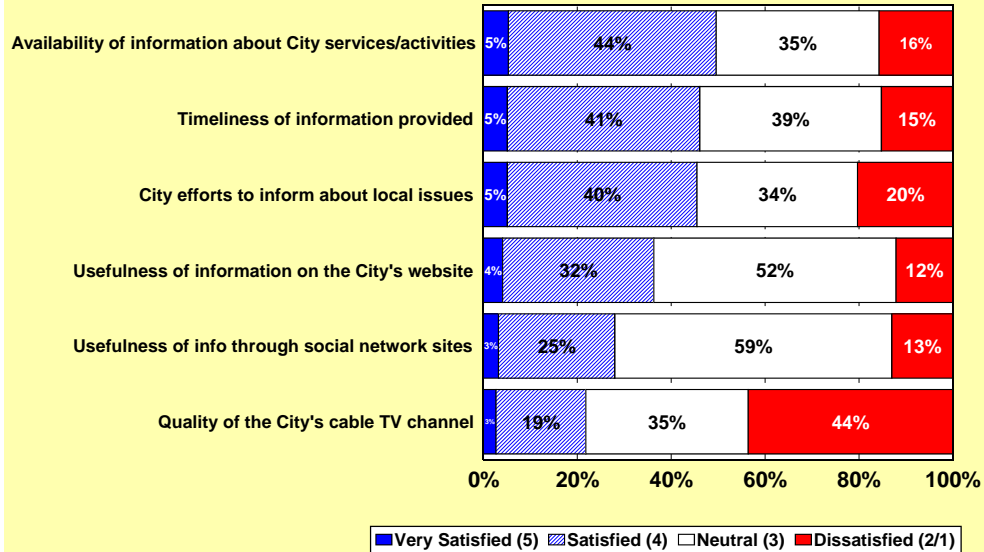
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q23. Satisfaction With Public Information

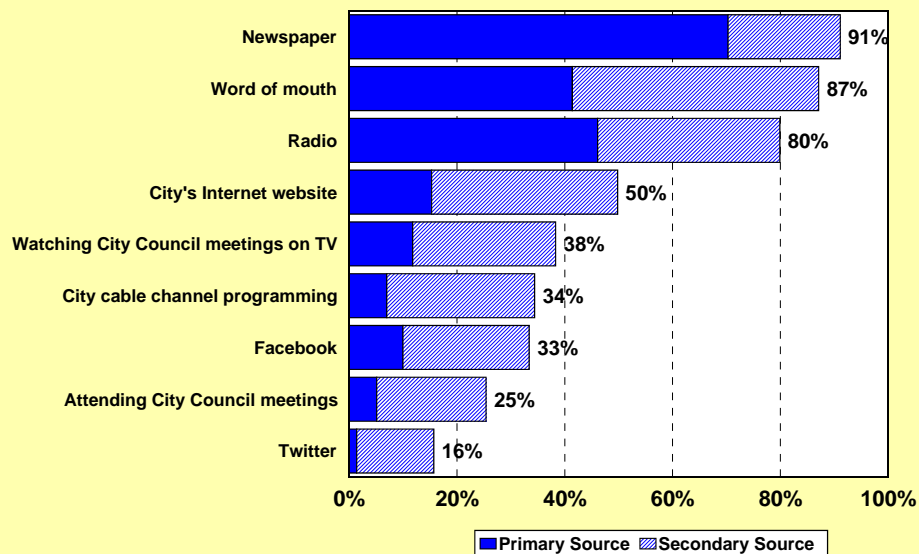
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q24. Sources of Information Regarding City Issues, Services, and Programs

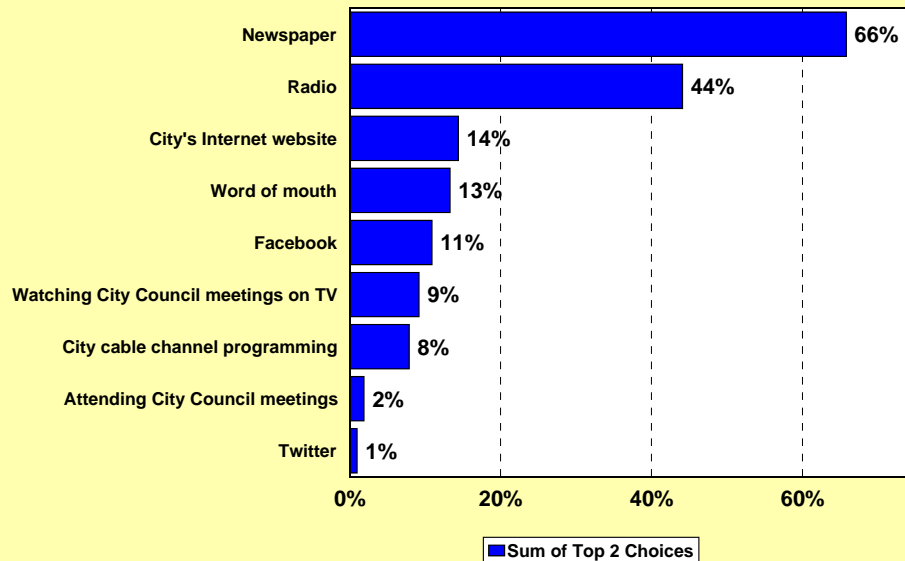
by percentage of respondents who selected the item as either a "primary source" or "secondary source" (multiple selections could be made)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q25. Sources of Information Preferred By Residents

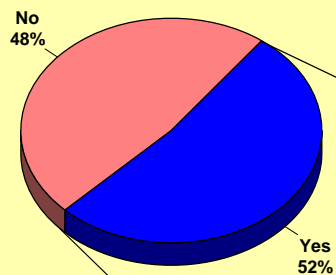
by percentage of respondents who selected the item as one of their top two choices
(multiple selections could be made)



Source: ETC Institute (2016 - City of Kewanee, IL)

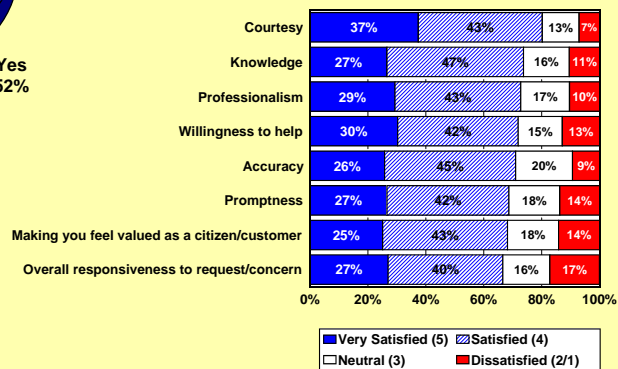
Q26. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents



Q26-2. Satisfaction With Customer Service from City Employees

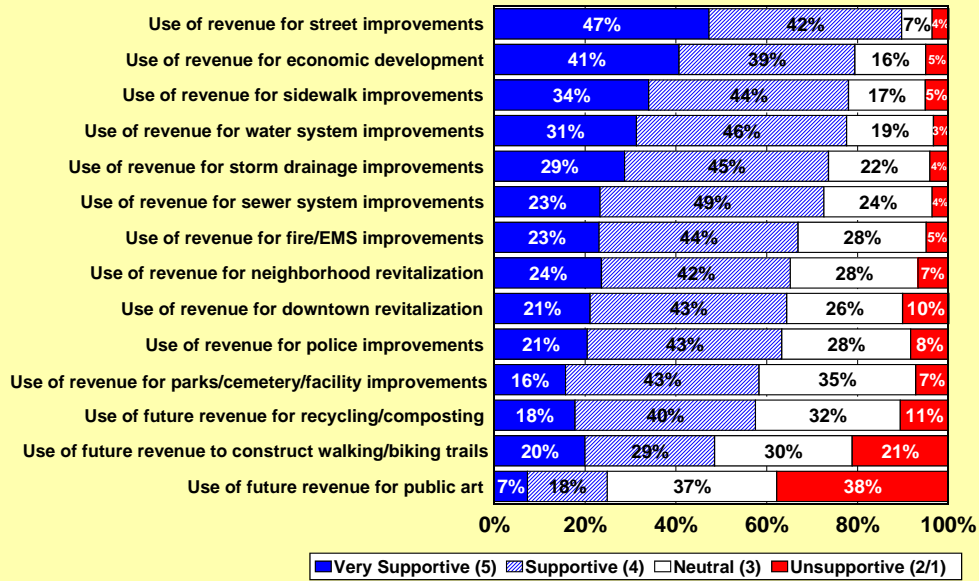
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q27. Level of Support for Community Investments

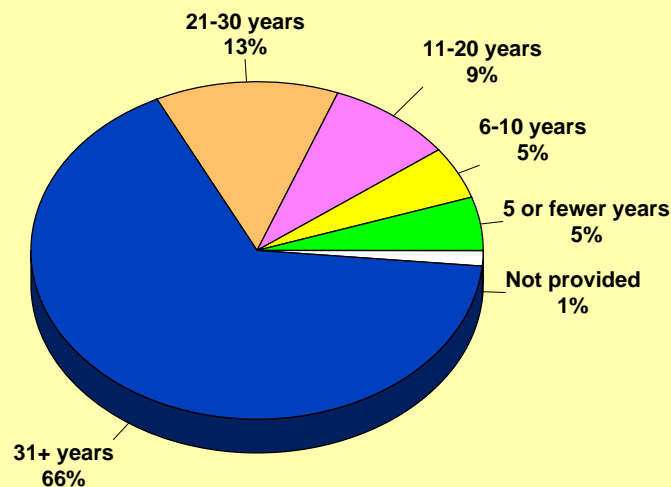
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q28. Demographics: Approximate Number of Years Lived in the City of Kewanee

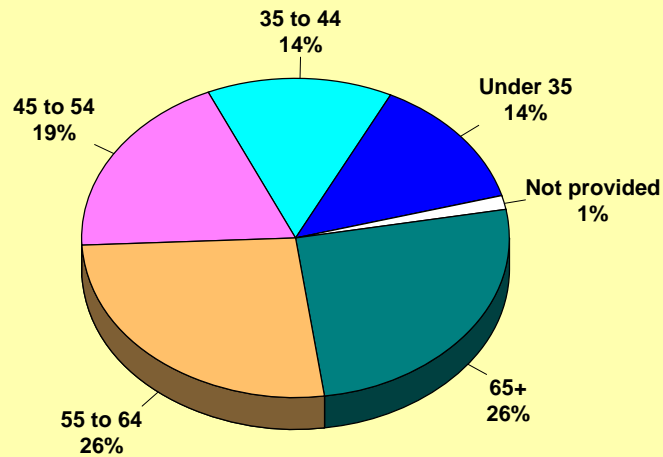
by percentage of respondents



Source: ETC Institute (2016 - City of Kewanee, IL)

Q29. Demographics: Age of Respondents

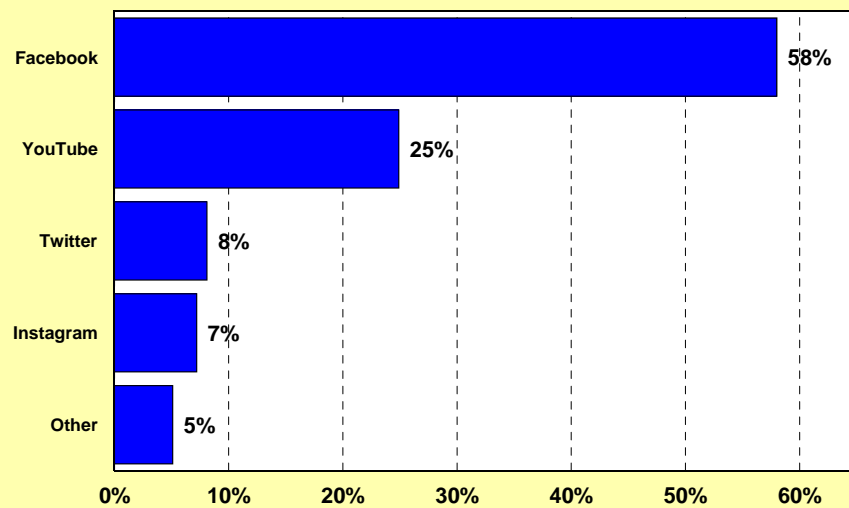
by percentage of respondents



Source: ETC Institute (2016 - City of Kewanee, IL)

Q30. Demographics: Use of Social Networking Sites

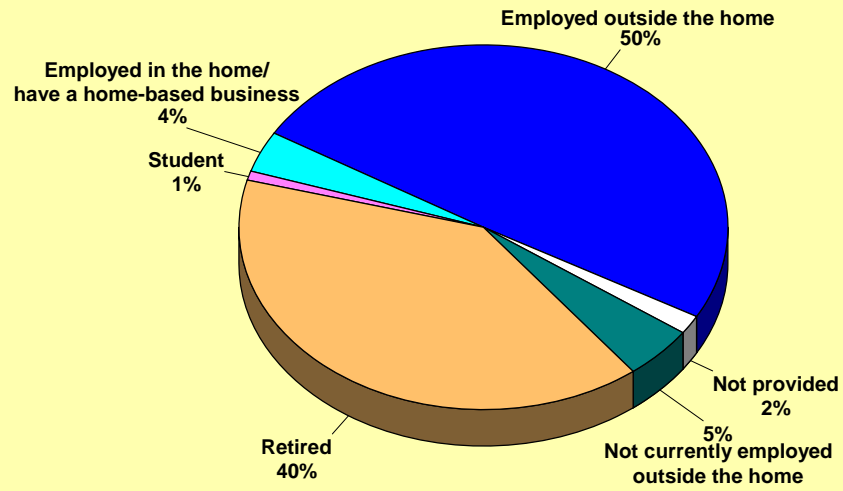
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2016 - City of Kewanee, IL)

Q31. Demographics: Employment Status

by percentage of respondents



Source: ETC Institute (2016 - City of Kewanee, IL)

Section 2:

Benchmarking Analysis



Benchmarking Summary Report

City of Kewanee, Illinois

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 230 cities in 43 states. Many participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 to a random sample of over 4,000 residents across the United States and (2) a regional survey administered by ETC Institute during the summer of 2014 to nearly 400 residents living in communities in the East Central Region of the United States. The East Central Region includes the following states: Illinois, Ohio, Michigan, and Indiana.

Interpreting the Charts

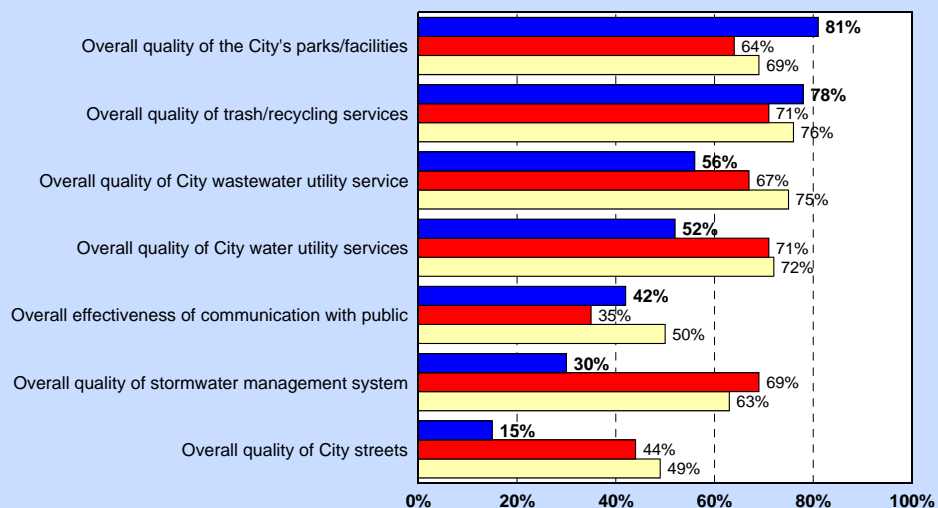
The charts on the following pages show how the overall results for Kewanee compare to the a U.S. national and regional averages based on the results of the 2014 survey that was administered by ETC Institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to nearly 400 residents living in communities the East Central Region. The City of Kewanee's results are shown in blue, the East Central Region averages are shown in red, and the National averages are shown in yellow in the charts on the following pages.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Kewanee, IL is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major City Services Kewanee vs. East Central vs. the U.S.

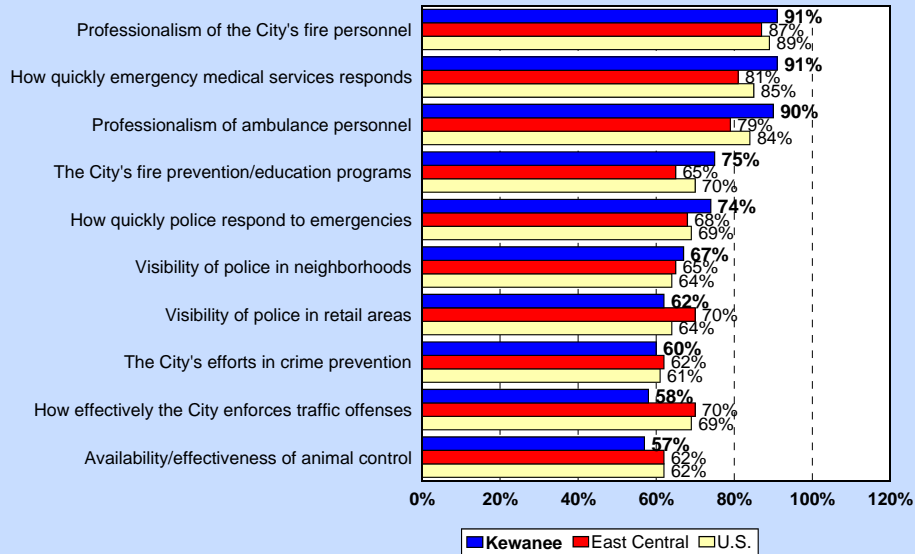
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

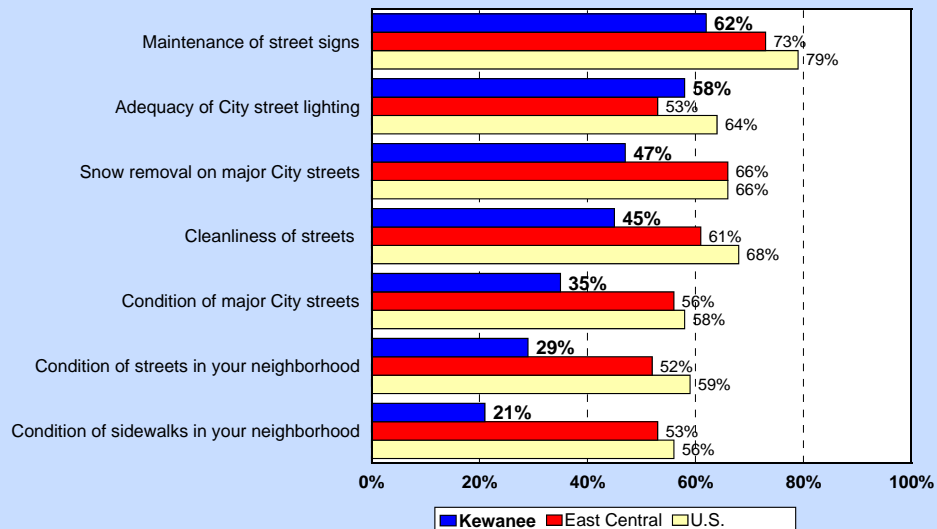
Overall Satisfaction with Police/Fire/EMS Services Kewanee vs. East Central vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



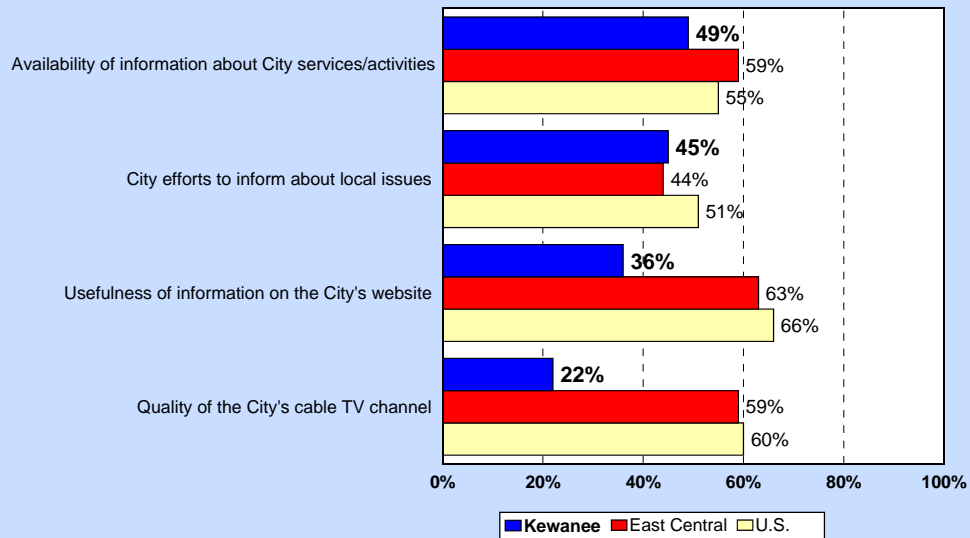
Overall Satisfaction with Streets, Sidewalks, and Stormwater Kewanee vs. East Central vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



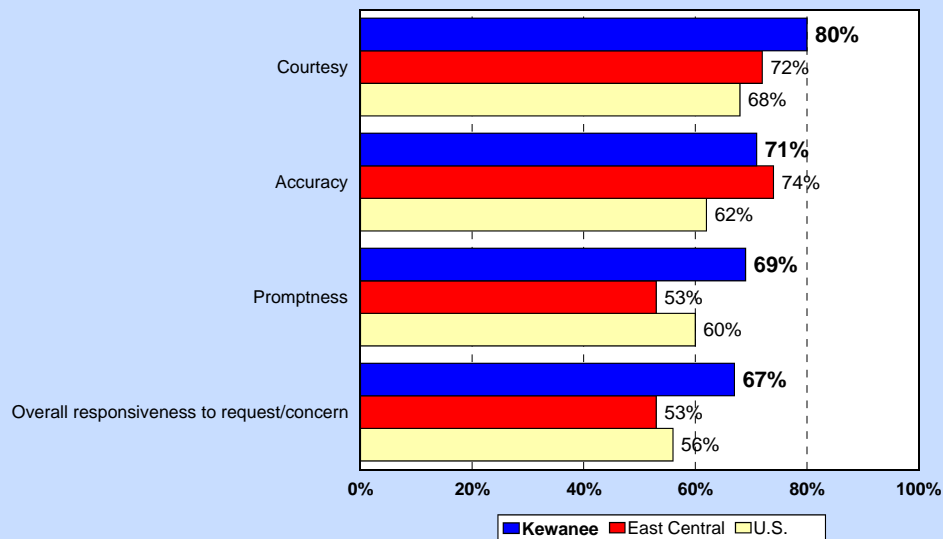
Overall Satisfaction with Public Information Kewanee vs. East Central vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



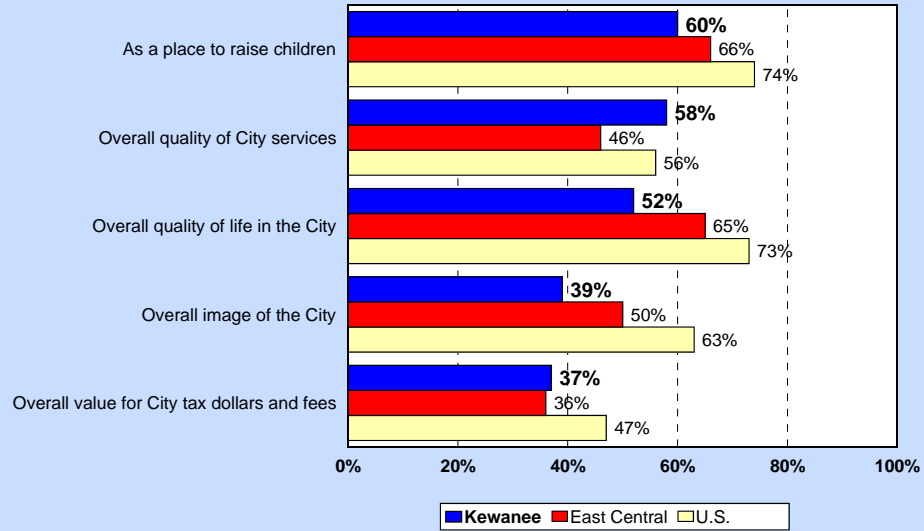
Overall Satisfaction with Customer Service Kewanee vs. East Central vs. the U.S.

by percentage of respondents who had contacted the City and rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of the City/Community Kewanee vs. East Central vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Section 3:
**Importance-Satisfaction
Analysis**

Importance-Satisfaction Analysis

City of Kewanee, Illinois

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first and second most important services for the City to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major City services they thought should receive the most emphasis over the next two years. Sixty-three percent (63%) selected *overall quality of City streets* as the most important service for the City to emphasize over the next two years.

With regard to satisfaction, 15% of the residents surveyed rated the City's overall performance with *overall quality of City streets* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"), excluding "don't know" responses. The I-S rating for *overall quality of City streets* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 63% was multiplied by 85% (1-0.15). This calculation yielded an I-S rating of **0.5355**, which was ranked first out of fifteen major City service categories.



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

The results for Kewanee are provided on the following pages.

Importance-Satisfaction Rating

City of Kewanee, IL

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall quality of City streets	63%	1	15%	15	0.5355	1
City efforts to promote economic development	51%	2	19%	13	0.4131	2
City efforts to promote community development	33%	3	25%	12	0.2475	3
Overall quality of City sidewalks	28%	4	18%	14	0.2296	4
<u>High Priority (IS .10-.20)</u>						
Overall quality of stormwater management system	16%	6	30%	11	0.1120	5
<u>Medium Priority (IS <.10)</u>						
Overall value for City tax dollars and fees	13%	7	33%	10	0.0871	6
Overall quality of City water utility services	17%	5	52%	8	0.0816	7
Overall effectiveness of communication with public	10%	9	42%	9	0.0580	8
Overall quality of police services	12%	8	83%	3	0.0204	9
Overall quality of City wastewater utility services	3%	14	56%	7	0.0132	10
Overall quality of trash/recycling services	4%	12	78%	6	0.0088	11
Overall quality of emergency medical services	7%	11	89%	2	0.0077	12
Overall quality of the City's parks/facilities	4%	13	81%	4	0.0076	13
Overall quality of fire services	8%	10	92%	1	0.0064	14
Overall quality of the City's cemeteries	2%	15	79%	5	0.0042	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Kewanee, IL

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
City's efforts in youth outreach	29%	1	34%	19	0.1914	1
<u>Medium Priority (IS <.10)</u>						
City's efforts in crime prevention	24%	2	60%	15	0.0960	2
Availability/effectiveness of animal control	13%	5	57%	17	0.0559	3
How effectively the City enforces traffic offenses	12%	6	58%	16	0.0504	4
How effectively the City enforces parking offenses	9%	13	46%	18	0.0486	5
Visibility of police in your neighborhood	14%	4	67%	11	0.0462	6
Visibility of police in retail areas	11%	9	62%	12	0.0418	7
City's fire prevention/education programs	15%	3	75%	7	0.0375	8
Fire Department's inspection of businesses	9%	12	61%	13	0.0351	9
Responsiveness to investigation of criminal offenses	8%	14	61%	14	0.0312	10
Professionalism of police officers	10%	10	75%	8	0.0250	11
How quickly police respond to emergencies	9%	11	74%	9	0.0234	12
Fire/Ambulance personnel provided family members information they needed	7%	15	80%	6	0.0140	13
How quickly the fire department responds	12%	8	90%	3	0.0120	14
How quickly emergency medical services responds	12%	7	91%	1	0.0108	15
Quality of dispatch services	3%	17	72%	10	0.0084	16
Level of service provided by ambulance personnel in a timely manner	7%	16	89%	5	0.0077	17
Professionalism of the ambulance personnel	3%	18	90%	4	0.0030	18
Professionalism of the City's fire personnel	2%	19	91%	2	0.0018	19

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Kewanee, IL

Parks and Public Facilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Condition of equipment/facilities at City parks	44%	1	73%	5	0.1188	1
<u>Medium Priority (IS <.10)</u>						
Overall maintenance of City facilities	25%	3	76%	4	0.0600	2
Overall cleanliness of City facilities	23%	5	77%	3	0.0529	3
Maintenance/appearance of City cemeteries	24%	4	79%	2	0.0504	4
Appearance/cleanliness of City parks	27%	2	88%	1	0.0324	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Kewanee, IL

Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of your drinking water	64%	1	32%	8	0.4352	1
Water and Sewer rates for services provided	47%	2	37%	7	0.2948	2
<u>High Priority (IS .10-.20)</u>						
How well City informs about planned disruptions	23%	3	56%	6	0.1021	3
<u>Medium Priority (IS <.10)</u>						
How quickly disruptions to sewer service are repaired	15%	8	57%	5	0.0641	4
Overall reliability of sewer service	18%	5	65%	3	0.0637	5
The reliability of your water service	22%	4	71%	1	0.0624	6
How quickly disruptions to water service are repaired	17%	6	64%	4	0.0616	7
The accuracy of your utility bill	15%	7	67%	2	0.0505	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Kewanee, IL

Streets, Sidewalks, and Stormwater

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of streets in your neighborhood	44%	1	29%	10	0.3103	1
Snow removal on neighborhood streets	35%	3	31%	9	0.2422	2
Condition of major City streets	35%	2	35%	6	0.2288	3
Condition of sidewalks in your neighborhood	26%	4	21%	12	0.2078	4
<u>High Priority (IS .10-.20)</u>						
Timeliness of street maintenance repairs	24%	5	21%	11	0.1920	5
Storm drainage system in your neighborhood	19%	6	37%	5	0.1216	6
Availability of sidewalks in your neighborhood	18%	7	35%	7	0.1183	7
Maintenance of storm drainage system	17%	9	33%	8	0.1139	8
<u>Medium Priority (IS <.10)</u>						
Snow removal on major City streets	18%	8	47%	3	0.0954	9
Adequacy of city street lighting	10%	10	58%	2	0.0437	10
Cleanliness of streets	6%	11	45%	4	0.0336	11
Maintenance of street signs	3%	12	62%	1	0.0110	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Kewanee, IL

Community Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Removal of dilapidated structures	55%	1	17%	9	0.4565	1
Clean-up of debris on private property	46%	2	19%	8	0.3726	2
Appearance/cleanliness of residential neighborhoods	36%	3	33%	5	0.2412	3
Exterior maintenance of residential property	30%	5	23%	7	0.2310	4
Mowing/cutting of weeds on residential property	31%	4	33%	6	0.2077	5
<u>Medium Priority (IS <.10)</u>						
Appearance/cleanliness of Downtown Kewanee	17%	6	64%	1	0.0612	6
Appearance/cleanliness of other commercial areas	11%	7	48%	3	0.0572	7
Exterior maintenance of business property	9%	8	42%	4	0.0522	8
Mowing/cutting of weeds on business property	8%	9	49%	2	0.0408	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

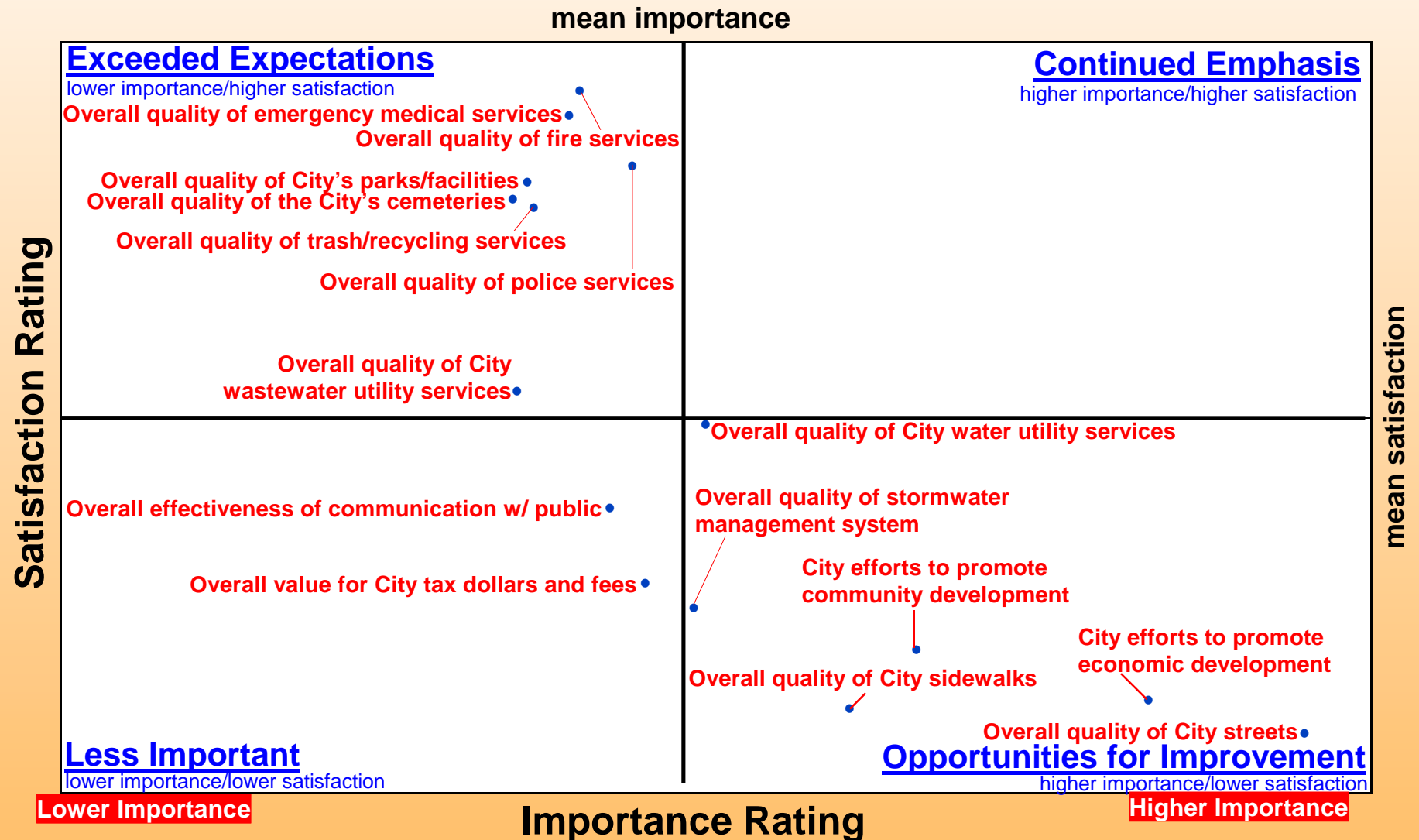
Matrices showing the results for Kewanee are provided on the following pages.

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Major City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



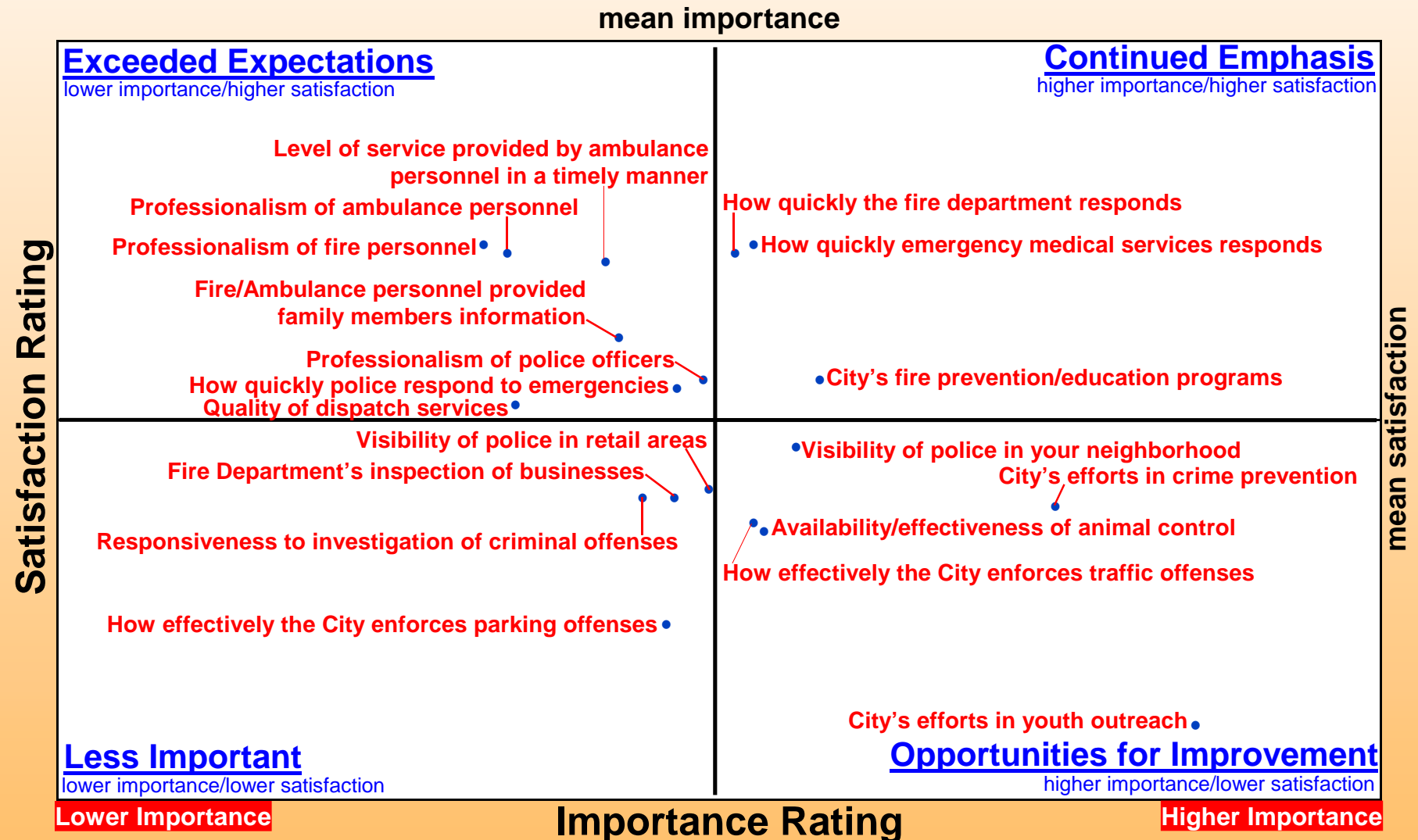
Source: ETC Institute (2016)

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Public Safety Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



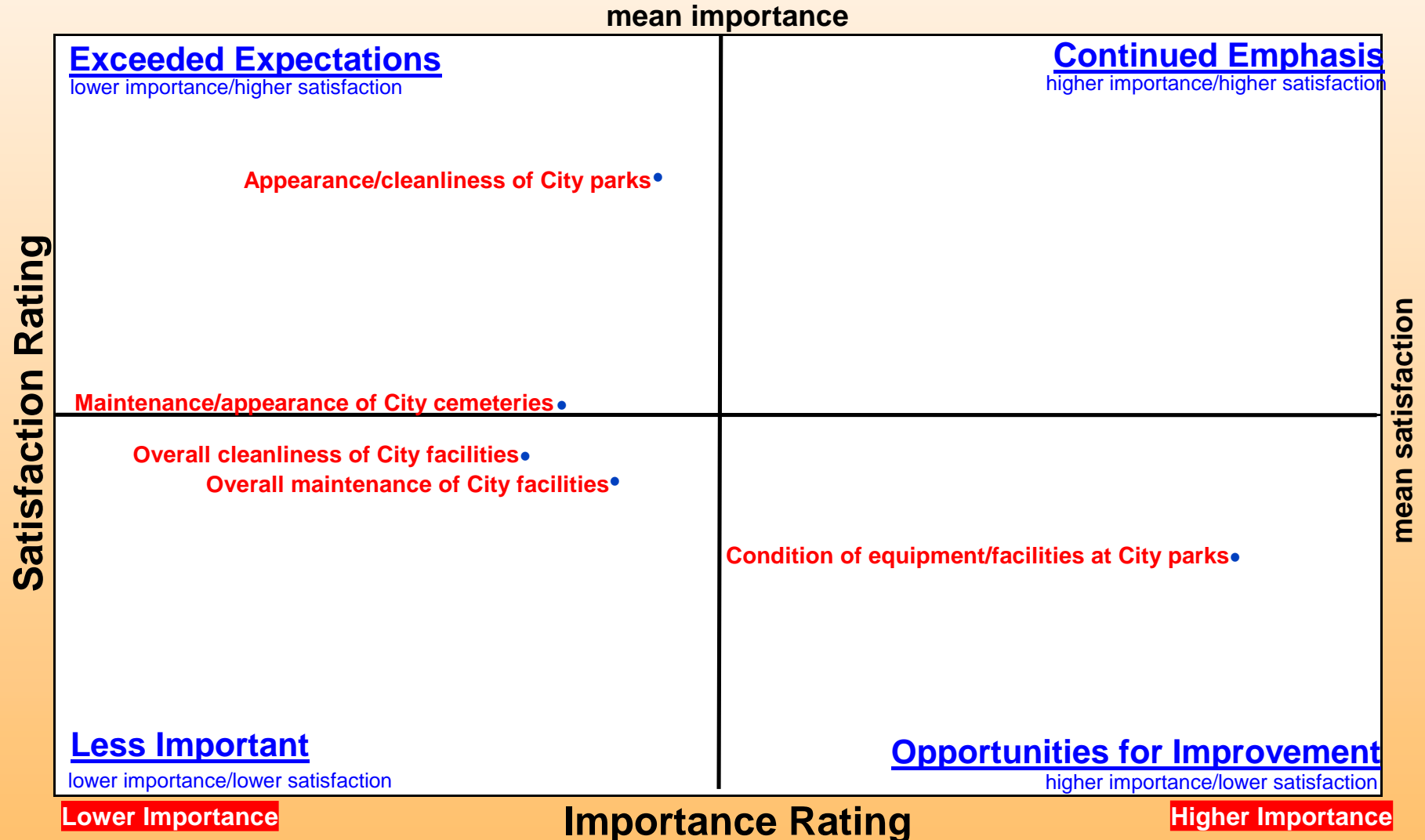
Source: ETC Institute (2016)

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Parks and Public Facilities-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



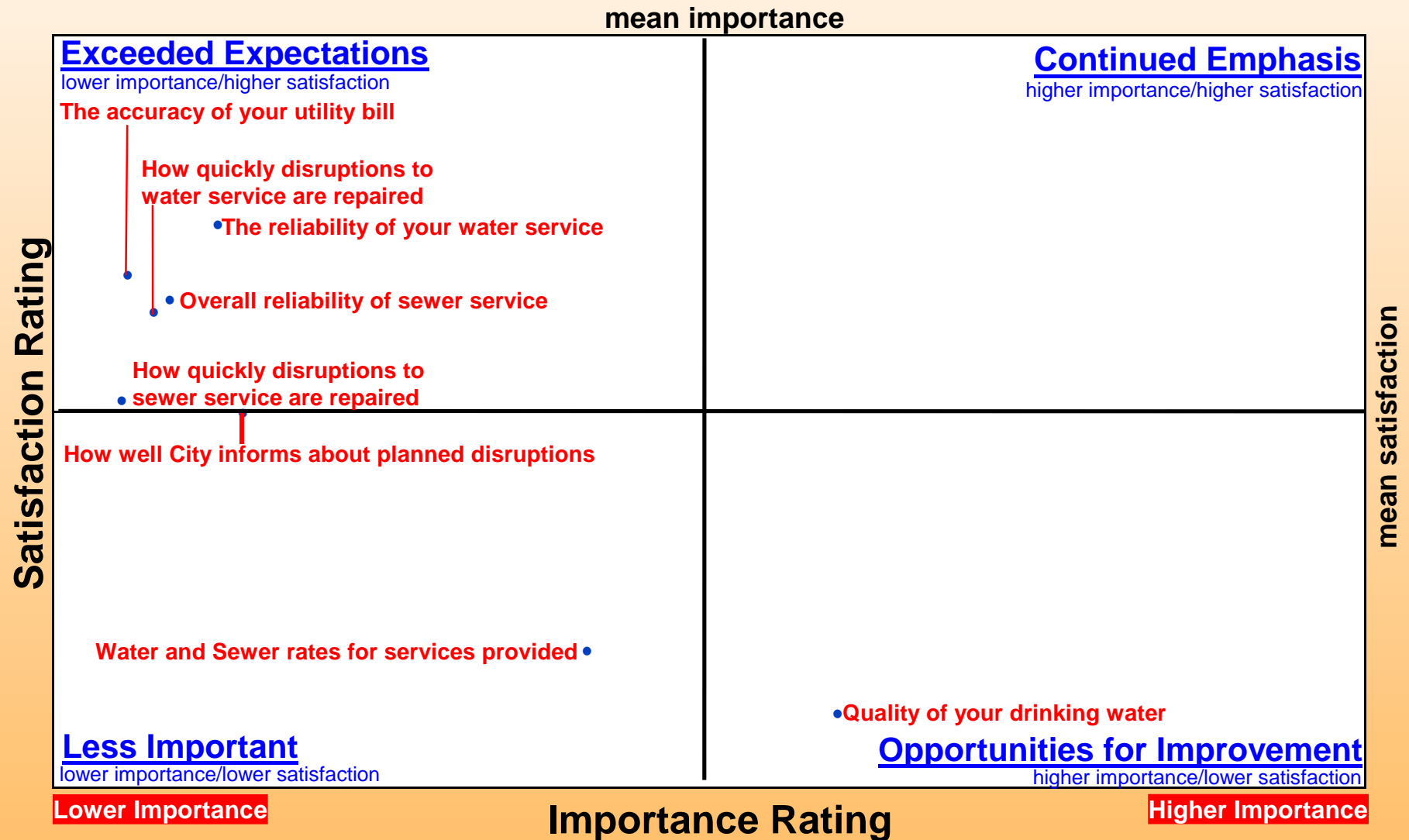
Source: ETC Institute (2016)

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Utility Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



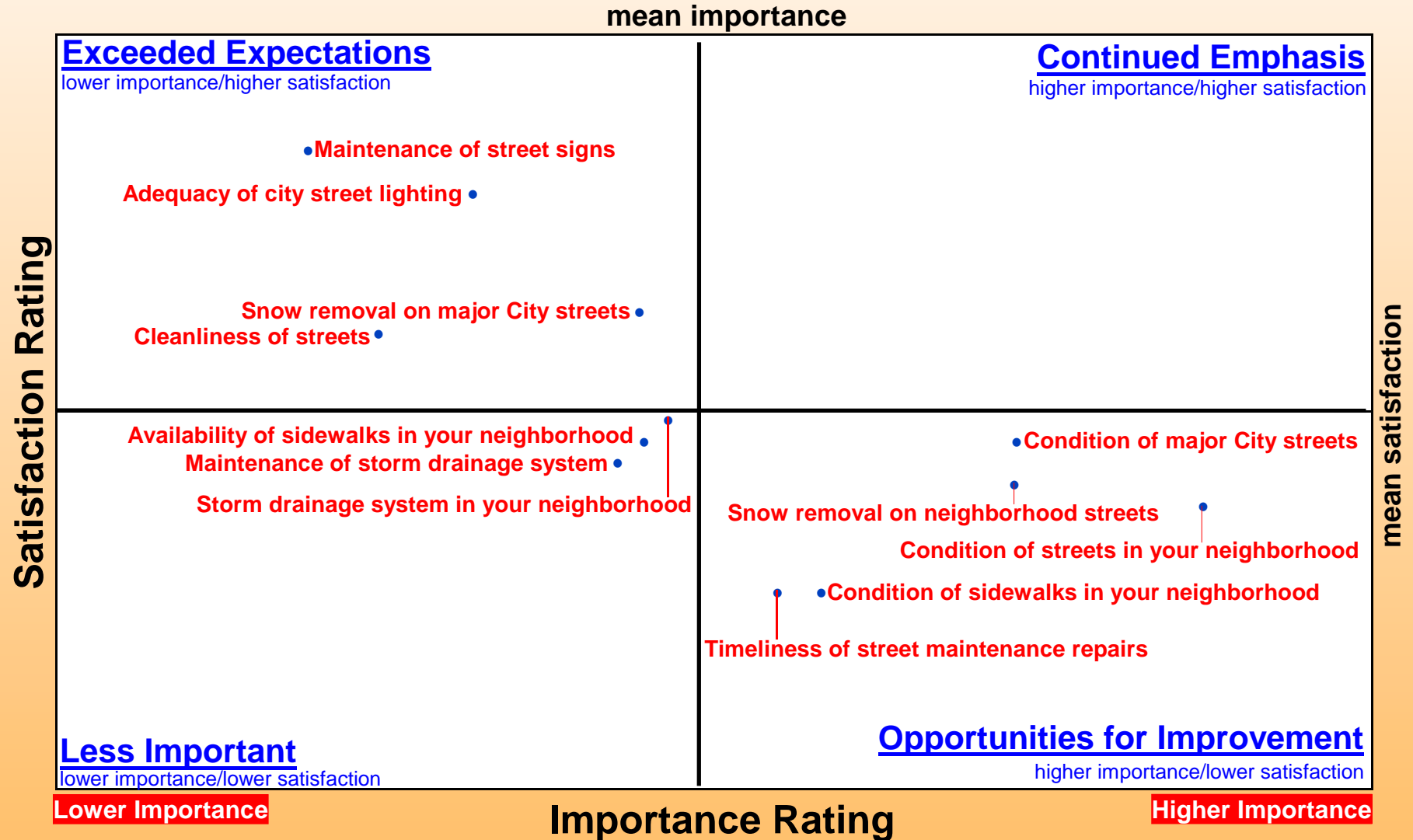
Source: ETC Institute (2016)

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Streets, Sidewalks, and Stormwater-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



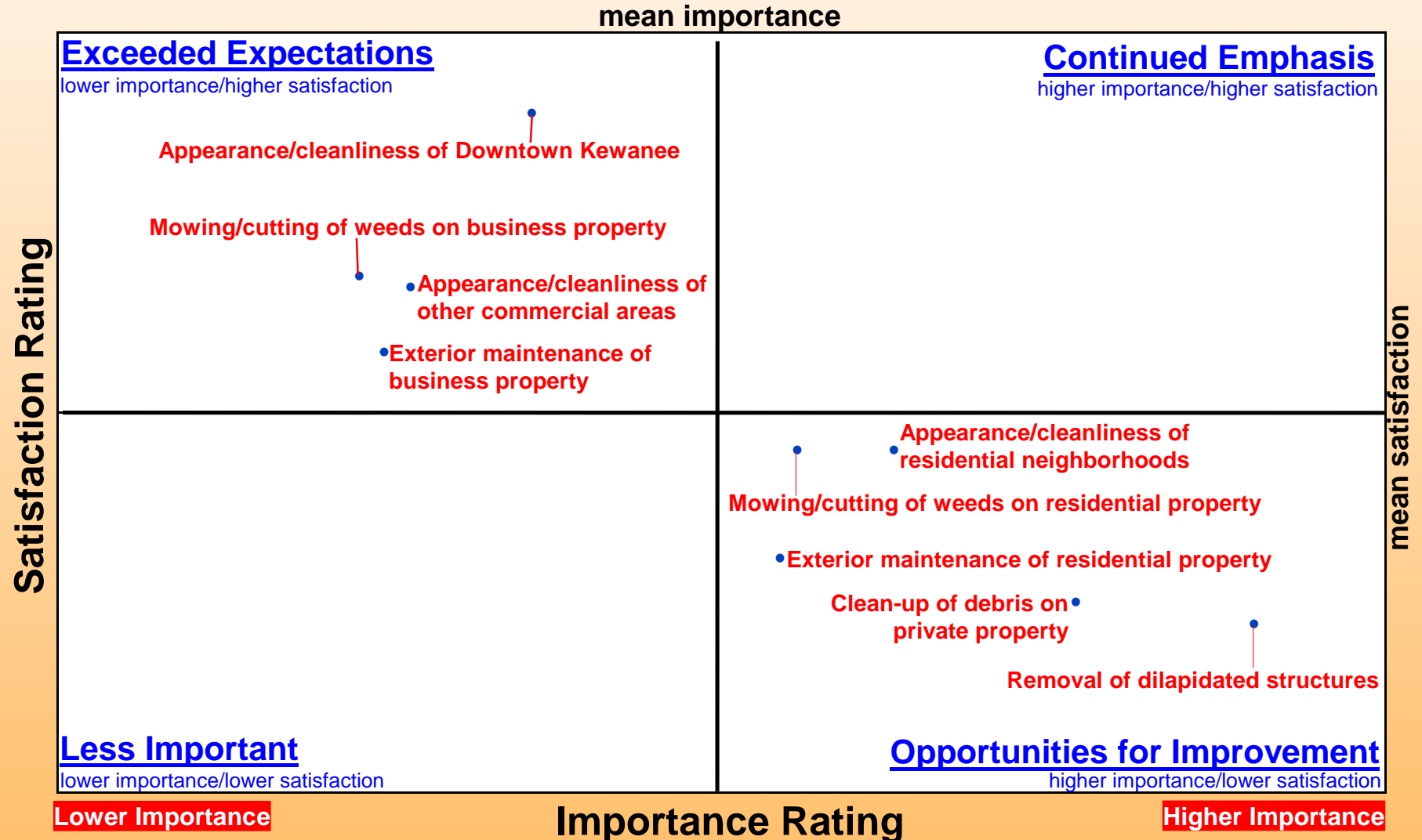
Source: ETC Institute (2016)

2016 City of Kewanee Survey

Importance-Satisfaction Assessment Matrix

-Community Development-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

Section 4:

Tabular Data

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q1. Ratings of Major City Services [01. Overall quality of police services]	32.5%	49.0%	12.2%	3.0%	2.0%	1.4%
Q1. Ratings of Major City Services [02. Overall quality of fire services]	42.1%	45.5%	6.7%	0.3%	0.3%	5.1%
Q1. Ratings of Major City Services [03. Overall quality of emergency medical services]	41.5%	42.5%	9.6%	0.7%	0.5%	5.2%
Q1. Ratings of Major City Services [04. City efforts to promote community development (appearance of neighborhoods, housing rehabilitation, new housing, etc.)]	3.7%	20.6%	34.1%	28.1%	11.1%	2.4%
Q1. Ratings of Major City Services [05. City efforts to promote economic development (new retail, retention of existing businesses, attraction of new industry, etc.)]	3.1%	15.1%	28.0%	33.9%	16.6%	3.3%
Q1. Ratings of Major City Services [06. Overall quality of City water utility services]	10.0%	41.3%	25.2%	14.7%	7.3%	1.5%
Q1. Ratings of Major City Services [07. Overall quality of City wastewater utility services]	11.6%	41.7%	31.8%	6.8%	3.2%	5.0%
Q1. Ratings of Major City Services [08. Overall quality of City streets]	1.5%	13.2%	20.5%	38.1%	24.9%	1.7%
Q1. Ratings of Major City Services [09. Overall quality of City sidewalks]	1.9%	15.4%	26.4%	33.7%	20.9%	1.6%
Q1. Ratings of Major City Services [10. Overall quality of the City's stormwater management system]	3.9%	24.7%	36.5%	18.3%	10.6%	6.0%
Q1. Ratings of Major City Services [11. Overall quality of trash/recycling services]	23.4%	53.5%	13.8%	5.3%	2.5%	1.4%
Q1. Ratings of Major City Services [12. Overall quality of the City's parks (Francis, McKinley, Veterans) and facilities]	29.1%	52.0%	14.2%	2.9%	1.0%	0.9%
Q1. Ratings of Major City Services [13. Overall quality of the City's cemeteries]	23.9%	51.8%	16.3%	2.7%	0.9%	4.4%
Q1. Ratings of Major City Services [14. Overall effectiveness of City communication with the Public]	5.7%	34.8%	38.8%	13.6%	4.4%	2.7%
Q1 Ratings of Major City Services [15. Overall value that you receive for your City tax dollars and fees]	4.1%	27.9%	36.5%	19.6%	7.5%	4.5%

WITHOUT DON'T KNOW

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1. Ratings of Major City Services [01. Overall quality of police services]	32.9%	49.7%	12.3%	3.0%	2.1%
Q1. Ratings of Major City Services [02. Overall quality of fire services]	44.4%	48.0%	7.0%	0.3%	0.3%
Q1. Ratings of Major City Services [03. Overall quality of emergency medical services]	43.7%	44.9%	10.2%	0.7%	0.5%
Q1. Ratings of Major City Services [04. City efforts to promote community development (appearance of neighborhoods, housing rehabilitation, new housing, etc.)]	3.8%	21.1%	35.0%	28.8%	11.4%
Q1. Ratings of Major City Services [05. City efforts to promote economic development (new retail, retention of existing businesses, attraction of new industry, etc.)]	3.2%	15.7%	28.9%	35.1%	17.1%
Q1. Ratings of Major City Services [06. Overall quality of City water utility services]	10.2%	41.9%	25.6%	14.9%	7.4%
Q1. Ratings of Major City Services [07. Overall quality of City wastewater utility services]	12.2%	43.9%	33.5%	7.1%	3.4%
Q1. Ratings of Major City Services [08. Overall quality of City streets]	1.6%	13.4%	20.9%	38.8%	25.3%
Q1. Ratings of Major City Services [09. Overall quality of City sidewalks]	2.0%	15.7%	26.9%	34.2%	21.3%
Q1. Ratings of Major City Services [10. Overall quality of the City's stormwater management system]	4.1%	26.3%	38.9%	19.5%	11.3%
Q1. Ratings of Major City Services [11. Overall quality of trash/recycling services]	23.8%	54.3%	14.0%	5.4%	2.5%
Q1. Ratings of Major City Services [12. Overall quality of the City's parks (Francis, McKinley, Veterans) and facilities]	29.4%	52.4%	14.3%	2.9%	1.0%
Q1. Ratings of Major City Services [13. Overall quality of the City's cemeteries]	25.0%	54.2%	17.1%	2.8%	0.9%
Q1. Ratings of Major City Services [14. Overall effectiveness of City communication with the Public]	5.8%	35.8%	39.8%	14.0%	4.6%
Q1 Ratings of Major City Services [15. Overall value that you receive for your City tax dollars and fees]	4.2%	29.2%	38.2%	20.5%	7.9%

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>1st choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	71	6.8 %
Overall quality of fire services	15	1.4 %
Overall quality of emergency medical services	9	0.9 %
City efforts to promote community development	98	9.5 %
City efforts to promote economic development	264	25.5 %
Overall quality of City water utility services	61	5.9 %
Overall quality of City wastewater utility services	5	0.5 %
Overall quality of City streets	308	29.7 %
Overall quality of City sidewalks	40	3.9 %
City's stormwater management system	39	3.8 %
Overall quality of trash/recycling services	6	0.6 %
Overall quality of the City's parks and facilities	7	0.7 %
Overall quality of the City's cemeteries	4	0.4 %
Overall effectiveness of City communication	9	0.9 %
Overall value that you receive for your City taxes	25	2.4 %
Not provided	76	7.3 %
Total	1037	100.0 %

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	27	2.6 %
Overall quality of fire services	42	4.1 %
Overall quality of emergency medical services	23	2.2 %
City efforts to promote community development	138	13.3 %
City efforts to promote economic development	135	13.0 %
Overall quality of City water utility services	56	5.4 %
Overall quality of City wastewater utility services	13	1.3 %
Overall quality of City streets	228	22.0 %
Overall quality of City sidewalks	121	11.7 %
City's stormwater management system	53	5.1 %
Overall quality of trash/recycling services	11	1.1 %
Overall quality of the City's parks and facilities	13	1.3 %
Overall quality of the City's cemeteries	8	0.8 %
Overall effectiveness of City communication	37	3.6 %
Overall value that you receive for your City taxes	26	2.5 %
Not provided	106	10.2 %
Total	1037	100.0 %

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years?

3rd choice	Number	Percent
Overall quality of police services	22	2.1 %
Overall quality of fire services	21	2.0 %
Overall quality of emergency medical services	37	3.6 %
City efforts to promote community development	108	10.4 %
City efforts to promote economic development	129	12.4 %
Overall quality of City water utility services	60	5.8 %
Overall quality of City wastewater utility services	9	0.9 %
Overall quality of City streets	115	11.1 %
Overall quality of City sidewalks	130	12.5 %
City's stormwater management system	76	7.3 %
Overall quality of trash/recycling services	24	2.3 %
Overall quality of the City's parks and facilities	16	1.5 %
Overall quality of the City's cemeteries	12	1.2 %
Overall effectiveness of City communication	55	5.3 %
Overall value that you receive for your City taxes	79	7.6 %
Not provided	144	13.9 %
Total	1037	100.0 %

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

Sum of top 3 choices	Number	Percent
Overall quality of police services	120	11.6 %
Overall quality of fire services	78	7.5 %
Overall quality of emergency medical services	69	6.7 %
City efforts to promote community development	344	33.2 %
City efforts to promote economic development	528	50.9 %
Overall quality of City water utility services	177	17.1 %
Overall quality of City wastewater utility services	27	2.6 %
Overall quality of City streets	651	62.8 %
Overall quality of City sidewalks	291	28.1 %
City's stormwater management system	168	16.2 %
Overall quality of trash/recycling services	41	4.0 %
Overall quality of the City's parks and facilities	36	3.5 %
Overall quality of the City's cemeteries	24	2.3 %
Overall effectiveness of City communication	101	9.7 %
Overall value that you receive for your City taxes	130	12.5 %
Not provided	76	7.3 %
Total	2861	

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=1037)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe	Don't know
Q3. Feeling of Safety [Walking in your neighborhood after dark]	19.9%	48.0%	17.9%	10.0%	1.5%	2.6%
Q3. Feeling of Safety [Walking in Downtown Kewanee after dark]	14.7%	43.4%	23.7%	11.5%	1.8%	4.9%
Q3. Feeling of Safety [Walking in City parks after dark]	7.2%	26.2%	28.9%	25.3%	5.3%	7.0%

WITHOUT DON'T KNOW

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (Excluding Don't Knows)

(N=1037)

	Very safe	Safe	Neutral	Unsafe	Very Unsafe
Q3. Feeling of Safety [Walking in your neighborhood after dark]	20.4%	49.3%	18.4%	10.3%	1.6%
Q3. Feeling of Safety [Walking in Downtown Kewanee after dark]	15.4%	45.6%	24.9%	12.1%	1.9%
Q3. Feeling of Safety [Walking in City parks after dark]	7.8%	28.2%	31.1%	27.2%	5.7%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q4. Police Ratings [Visibility of police in your neighborhood]	15.9%	50.5%	21.1%	8.3%	2.4%	1.7%
Q4. Police Ratings [Visibility of police in retail areas]	12.4%	47.2%	28.3%	6.7%	1.2%	4.3%
Q4. Police Ratings [How quickly police respond to emergencies]	23.1%	43.2%	19.1%	3.7%	1.8%	9.1%
Q4. Police Ratings [The professionalism of police officers]	26.8%	45.3%	16.1%	5.4%	2.5%	3.9%
Q4. Police Ratings [How effectively the City enforces traffic offenses]	12.0%	41.1%	25.8%	9.7%	2.8%	8.6%
Q4. Police Ratings [How effectively the City enforces parking offenses]	7.5%	32.3%	30.7%	12.9%	3.5%	13.1%
Q4. Police Ratings [Availability and effectiveness of animal control services]	10.5%	40.9%	27.1%	9.5%	2.9%	9.2%
Q4. Police Ratings [The City's efforts in crime prevention]	12.4%	42.6%	28.8%	5.9%	2.7%	7.5%
Q4. Police Ratings [Quality of dispatch services]	19.7%	45.0%	20.3%	2.9%	1.5%	10.5%
Q4. Police Ratings [City's efforts in youth outreach]	5.1%	22.7%	35.3%	14.2%	4.6%	18.1%
Q4. Police Ratings [Responsiveness of police to the investigation of criminal offenses]	14.9%	37.8%	25.1%	4.6%	2.8%	14.9%

WITHOUT DON'T KNOW

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4. Police Ratings [Visibility of police in your neighborhood]	16.2%	51.4%	21.5%	8.4%	2.5%
Q4. Police Ratings [Visibility of police in retail areas]	13.0%	49.3%	29.5%	7.0%	1.2%
Q4. Police Ratings [How quickly police respond to emergencies]	25.5%	47.5%	21.0%	4.0%	2.0%
Q4. Police Ratings [The professionalism of police officers]	27.9%	47.1%	16.8%	5.6%	2.6%
Q4. Police Ratings [How effectively the City enforces traffic offenses]	13.1%	44.9%	28.3%	10.7%	3.1%
Q4. Police Ratings [How effectively the City enforces parking offenses]	8.7%	37.2%	35.3%	14.9%	4.0%
Q4. Police Ratings [Availability and effectiveness of animal control services]	11.6%	45.0%	29.8%	10.4%	3.2%
Q4. Police Ratings [The City's efforts in crime prevention]	13.5%	46.1%	31.2%	6.4%	2.9%
Q4. Police Ratings [Quality of dispatch services]	22.0%	50.3%	22.7%	3.2%	1.7%
Q4. Police Ratings [City's efforts in youth outreach]	6.2%	27.7%	43.1%	17.3%	5.7%
Q4. Police Ratings [Responsiveness of police to the investigation of criminal offenses]	17.4%	44.4%	29.4%	5.4%	3.3%

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q5. Fire and EMS Ratings [12. How quickly the fire department responds]	34.6%	44.7%	8.3%	0.2%	0.0%	12.2%
Q5. Fire and EMS Ratings [13. Professionalism of the City's fire personnel]	38.8%	43.3%	8.3%	0.3%	0.0%	9.4%
Q5. Fire and EMS Ratings [14. The City's fire prevention/education programs]	22.4%	40.9%	19.9%	1.2%	0.3%	15.4%
Q5. Fire and EMS Ratings [15. The Fire Department's inspection of businesses]	14.1%	31.0%	26.4%	1.6%	0.3%	26.6%
Q5. Fire and EMS Ratings [16. How quickly the emergency medical services (ambulance) responds]	37.8%	44.8%	7.5%	0.6%	0.3%	9.0%
Q5. Fire and EMS Ratings [17. Professionalism of the ambulance personnel]	41.3%	40.9%	8.5%	0.6%	0.0%	8.8%
Q5. Fire and EMS Ratings [18. The level of service provided by ambulance personnel in a timely manner]	36.6%	43.6%	9.1%	0.6%	0.1%	10.0%
Q5. Fire and EMS Ratings [19. Fire/Ambulance personnel provided family members the information they needed]	26.0%	39.1%	16.4%	0.5%	0.2%	17.8%

WITHOUT DON'T KNOW

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5. Fire and EMS Ratings [12. How quickly the fire department responds]	39.4%	50.9%	9.4%	0.2%	0.0%
Q5. Fire and EMS Ratings [13. Professionalism of the City's fire personnel]	42.8%	47.8%	9.1%	0.3%	0.0%
Q5. Fire and EMS Ratings [14. The City's fire prevention/education programs]	26.5%	48.3%	23.5%	1.4%	0.3%
Q5. Fire and EMS Ratings [15. The Fire Department's inspection of businesses]	19.2%	42.2%	36.0%	2.2%	0.4%
Q5. Fire and EMS Ratings [16. How quickly the emergency medical services (ambulance) responds]	41.5%	49.3%	8.3%	0.6%	0.3%
Q5. Fire and EMS Ratings [17. Professionalism of the ambulance personnel]	45.2%	44.8%	9.3%	0.6%	0.0%
Q5. Fire and EMS Ratings [18. The level of service provided by ambulance personnel in a timely manner]	40.7%	48.4%	10.1%	0.6%	0.1%
Q5. Fire and EMS Ratings [19. Fire/Ambulance personnel provided family members the information they needed]	31.7%	47.5%	20.0%	0.6%	0.2%

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years?

1st choice	Number	Percent
Visibility of police in your neighborhood	71	6.8 %
Visibility of police in retail areas	28	2.7 %
How quickly police respond to emergencies	48	4.6 %
The professionalism of police officers	43	4.1 %
How effectively the City enforces traffic offenses	62	6.0 %
How effectively the City enforces parking offenses	31	3.0 %
Availability and effectiveness of animal control services	40	3.9 %
The City's efforts in crime prevention	114	11.0 %
Quality of dispatch services	9	0.9 %
City's efforts in youth outreach	102	9.8 %
Responsiveness of police to the investigation of criminal offenses	22	2.1 %
How quickly the fire department responds	49	4.7 %
Professionalism of the City's fire personnel	7	0.7 %
The City's fire prevention/education programs	59	5.7 %
The Fire Department's inspection of businesses	24	2.3 %
How quickly the emergency medical services (ambulance) responds	39	3.8 %
Professionalism of the ambulance personnel	6	0.6 %
The level of service provided by ambulance personnel in a timely manner	11	1.1 %
Fire/Ambulance personnel provided family members the information they needed	14	1.4 %
Not provided	258	24.9 %
Total	1037	100.0 %

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years?

2nd choice	Number	Percent
Visibility of police in your neighborhood	34	3.3 %
Visibility of police in retail areas	42	4.1 %
How quickly police respond to emergencies	20	1.9 %
The professionalism of police officers	35	3.4 %
How effectively the City enforces traffic offenses	27	2.6 %
How effectively the City enforces parking offenses	36	3.5 %
Availability and effectiveness of animal control services	47	4.5 %
The City's efforts in crime prevention	83	8.0 %
Quality of dispatch services	11	1.1 %
City's efforts in youth outreach	122	11.8 %
Responsiveness of police to the investigation of criminal offenses	27	2.6 %
How quickly the fire department responds	52	5.0 %
Professionalism of the City's fire personnel	7	0.7 %
The City's fire prevention/education programs	51	4.9 %
The Fire Department's inspection of businesses	43	4.1 %
How quickly the emergency medical services (ambulance) responds	46	4.4 %
Professionalism of the ambulance personnel	9	0.9 %
The level of service provided by ambulance personnel in a timely manner	16	1.5 %
Fire/Ambulance personnel provided family members the information they needed	17	1.6 %
Not provided	312	30.1 %
Total	1037	100.0 %

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years?

3rd choice	Number	Percent
Visibility of police in your neighborhood	38	3.7 %
Visibility of police in retail areas	38	3.7 %
How quickly police respond to emergencies	29	2.8 %
The professionalism of police officers	29	2.8 %
How effectively the City enforces traffic offenses	37	3.6 %
How effectively the City enforces parking offenses	25	2.4 %
Availability and effectiveness of animal control services	44	4.2 %
The City's efforts in crime prevention	48	4.6 %
Quality of dispatch services	12	1.2 %
City's efforts in youth outreach	76	7.3 %
Responsiveness of police to the investigation of criminal offenses	34	3.3 %
How quickly the fire department responds	19	1.8 %
Professionalism of the City's fire personnel	6	0.6 %
The City's fire prevention/education programs	43	4.1 %
The Fire Department's inspection of businesses	29	2.8 %
How quickly the emergency medical services (ambulance) responds	41	4.0 %
Professionalism of the ambulance personnel	14	1.4 %
The level of service provided by ambulance personnel in a timely manner	41	4.0 %
Fire/Ambulance personnel provided family members the information they needed	43	4.1 %
Not provided	391	37.7 %
Total	1037	100.0 %

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

Sum of top 3 choices	Number	Percent
Visibility of police in your neighborhood	143	13.8 %
Visibility of police in retail areas	108	10.4 %
How quickly police respond to emergencies	97	9.4 %
The professionalism of police officers	107	10.3 %
How effectively the City enforces traffic offenses	126	12.2 %
How effectively the City enforces parking offenses	92	8.9 %
Availability and effectiveness of animal control services	131	12.6 %
The City's efforts in crime prevention	245	23.6 %
Quality of dispatch services	32	3.1 %
City's efforts in youth outreach	300	28.9 %
Responsiveness of police to the investigation of criminal offenses	83	8.0 %
How quickly the fire department responds	120	11.6 %
Professionalism of the City's fire personnel	20	1.9 %
The City's fire prevention/education programs	153	14.8 %
The Fire Department's inspection of businesses	96	9.3 %
How quickly the emergency medical services (ambulance) responds	126	12.2 %
Professionalism of the ambulance personnel	29	2.8 %
The level of service provided by ambulance personnel in a timely manner	68	6.6 %
Fire/Ambulance personnel provided family members the information they needed	74	7.1 %
Not provided	258	24.9 %
Total	2408	

Q7. PARKS AND PUBLIC FACILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q7. Park and Public Facility Ratings [01. Appearance/cleanliness of City parks (Francis, McKinley, Veterans)]	27.8%	58.0%	8.9%	2.4%	0.6%	2.4%
Q7. Park and Public Facility Ratings [02. Condition of equipment and facilities at City parks (playgrounds, picnic shelters, etc.)]	17.7%	51.1%	17.6%	7.6%	1.4%	4.5%
Q7. Park and Public Facility Ratings [03. Overall cleanliness of City facilities]	17.7%	57.7%	16.5%	4.8%	0.5%	2.8%
Q7. Park and Public Facility Ratings [04. Overall maintenance of City facilities]	17.4%	55.5%	18.1%	4.0%	0.7%	4.3%
Q7. Park and Public Facility Ratings [05. Maintenance/appearance of City cemeteries]	22.6%	52.8%	15.4%	3.8%	1.0%	4.4%

WITHOUT DON'T KNOW

Q7. PARKS AND PUBLIC FACILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."
(Excluding Don't Knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7. Park and Public Facility Ratings [01. Appearance/cleanliness of City parks (Francis, McKinley, Veterans)]	28.5%	59.4%	9.1%	2.5%	0.6%
Q7. Park and Public Facility Ratings [02. Condition of equipment and facilities at City parks (playgrounds, picnic shelters, etc.)]	18.6%	53.5%	18.4%	8.0%	1.5%
Q7. Park and Public Facility Ratings [03. Overall cleanliness of City facilities]	18.3%	59.3%	17.0%	5.0%	0.5%
Q7. Park and Public Facility Ratings [04. Overall maintenance of City facilities]	18.1%	58.1%	19.0%	4.1%	0.7%
Q7. Park and Public Facility Ratings [05. Maintenance/appearance of City cemeteries]	23.6%	55.3%	16.1%	3.9%	1.0%

Q8. Which TWO of the parks and public facilities items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>1st choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	152	14.7 %
Condition of equipment and facilities at City parks	323	31.1 %
Overall cleanliness of City facilities	90	8.7 %
Overall maintenance of City facilities	91	8.8 %
Maintenance/appearance of City cemeteries	122	11.8 %
<u>Not provided</u>	<u>259</u>	<u>25.0 %</u>
Total	1037	100.0 %

Q8. Which TWO of the parks and public facilities items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	122	11.8 %
Condition of equipment and facilities at City parks	133	12.8 %
Overall cleanliness of City facilities	143	13.8 %
Overall maintenance of City facilities	170	16.4 %
Maintenance/appearance of City cemeteries	122	11.8 %
<u>Not provided</u>	<u>347</u>	<u>33.5 %</u>
Total	1037	100.0 %

Q8. Which TWO of the parks and public facilities items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of top 2 choices)

<u>Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	274	26.4 %
Condition of equipment and facilities at City parks	456	44.0 %
Overall cleanliness of City facilities	233	22.5 %
Overall maintenance of City facilities	261	25.2 %
Maintenance/appearance of City cemeteries	244	23.5 %
<u>Not provided</u>	<u>259</u>	<u>25.0 %</u>
Total	1727	

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q9. Utility Ratings [01. The accuracy of your utility bill]	13.9%	49.2%	23.5%	6.5%	1.8%	5.1%
Q9. Utility Ratings [02. Quality of your drinking water]	5.0%	25.8%	22.4%	26.1%	18.2%	2.4%
Q9. Utility Ratings [03. The reliability of your water service]	13.1%	54.9%	20.2%	5.7%	3.2%	3.0%
Q9. Utility Ratings [04. How quickly disruptions to water service are repaired]	11.5%	46.0%	27.1%	4.3%	1.4%	9.6%
Q9. Utility Ratings [05. How well the City keeps you informed about planned disruptions to your water service]	12.4%	41.4%	26.2%	10.1%	5.1%	4.7%
Q9. Utility Ratings [06. Overall reliability of sewer service]	11.6%	49.7%	25.0%	5.2%	2.4%	6.2%
Q9. Utility Ratings [07. How quickly disruptions to sewer service are repaired]	9.7%	39.1%	29.9%	5.2%	2.0%	14.1%
Q9. Utility Ratings [08. Water and Sewer rates for services provided]	5.6%	29.6%	31.3%	20.2%	9.7%	3.6%

WITHOUT DON'T KNOW

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9. Utility Ratings [01. The accuracy of your utility bill]	14.6%	51.8%	24.8%	6.8%	1.9%
Q9. Utility Ratings [02. Quality of your drinking water]	5.1%	26.5%	22.9%	26.8%	18.7%
Q9. Utility Ratings [03. The reliability of your water service]	13.5%	56.6%	20.8%	5.9%	3.3%
Q9. Utility Ratings [04. How quickly disruptions to water service are repaired]	12.7%	50.9%	30.0%	4.8%	1.6%
Q9. Utility Ratings [05. How well the City keeps you informed about planned disruptions to your water service]	13.1%	43.4%	27.5%	10.6%	5.4%
Q9. Utility Ratings [06. Overall reliability of sewer service]	12.3%	52.9%	26.6%	5.5%	2.6%
Q9. Utility Ratings [07. How quickly disruptions to sewer service are repaired]	11.3%	45.5%	34.8%	6.1%	2.4%
Q9. Utility Ratings [08. Water and Sewer rates for services provided]	5.8%	30.7%	32.5%	20.9%	10.1%

Q10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>1st choice</u>	<u>Number</u>	<u>Percent</u>
The accuracy of your utility bill	48	4.6 %
Quality of your drinking water	459	44.3 %
The reliability of your water service	29	2.8 %
How quickly disruptions to water service are repaired	28	2.7 %
How well the City keeps you informed about planned disruptions to your water service	49	4.7 %
Overall reliability of sewer service	47	4.5 %
How quickly disruptions to sewer service are repaired	16	1.5 %
Water and Sewer rates for services provided	173	16.7 %
<u>Not provided</u>	<u>188</u>	<u>18.1 %</u>
Total	1037	100.0 %

Q10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
The accuracy of your utility bill	50	4.8 %
Quality of your drinking water	155	14.9 %
The reliability of your water service	98	9.5 %
How quickly disruptions to water service are repaired	78	7.5 %
How well the City keeps you informed about planned disruptions to your water service	106	10.2 %
Overall reliability of sewer service	72	6.9 %
How quickly disruptions to sewer service are repaired	63	6.1 %
Water and Sewer rates for services provided	152	14.7 %
<u>Not provided</u>	<u>263</u>	<u>25.4 %</u>
Total	1037	100.0 %

Q10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>3rd choice</u>	<u>Number</u>	<u>Percent</u>
The accuracy of your utility bill	61	5.9 %
Quality of your drinking water	50	4.8 %
The reliability of your water service	95	9.2 %
How quickly disruptions to water service are repaired	72	6.9 %
How well the City keeps you informed about planned disruptions to your water service	86	8.3 %
Overall reliability of sewer service	70	6.8 %
How quickly disruptions to sewer service are repaired	76	7.3 %
Water and Sewer rates for services provided	160	15.4 %
<u>Not provided</u>	<u>367</u>	<u>35.4 %</u>
Total	1037	100.0 %

Q10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

<u>Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
The accuracy of your utility bill	159	15.3 %
Quality of your drinking water	664	64.0 %
The reliability of your water service	222	21.4 %
How quickly disruptions to water service are repaired	178	17.2 %
How well the City keeps you informed about planned disruptions to your water service	241	23.2 %
Overall reliability of sewer service	189	18.2 %
How quickly disruptions to sewer service are repaired	155	14.9 %
Water and Sewer rates for services provided	485	46.8 %
<u>Not provided</u>	<u>188</u>	<u>18.1 %</u>
Total	2481	

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q11.Infrastructure Ratings [01. Condition of major City streets]	2.4%	31.5%	19.6%	29.8%	14.4%	2.3%
Q11.Infrastructure Ratings [02. Condition of streets in your neighborhood]	3.3%	25.7%	16.5%	33.2%	19.5%	1.8%
Q11.Infrastructure Ratings [03. Timeliness of street maintenance repairs]	2.3%	18.5%	27.0%	31.3%	16.9%	4.0%
Q11.Infrastructure Ratings [04. Availability of sidewalks in your neighborhood]	4.4%	27.2%	22.6%	21.7%	16.1%	8.0%
Q11.Infrastructure Ratings [05. Condition of sidewalks in your neighborhood]	2.4%	16.2%	23.3%	29.3%	17.9%	10.8%
Q11.Infrastructure Ratings [06. Cleanliness of streets]	5.6%	38.0%	31.1%	17.0%	5.4%	3.0%
Q11.Infrastructure Ratings [07. Maintenance of street signs]	9.4%	50.0%	28.1%	7.3%	2.0%	3.2%
Q11.Infrastructure Ratings [08. Adequacy of city street lighting]	7.8%	48.3%	23.6%	13.8%	3.9%	2.6%
Q11.Infrastructure Ratings [09. Snow removal on major City streets]	9.7%	36.4%	19.6%	17.2%	15.0%	2.1%
Q11.Infrastructure Ratings [10. Snow removal on neighborhood streets]	6.2%	24.5%	18.2%	26.3%	22.1%	2.7%
Q11.Infrastructure Ratings [11. Storm drainage system in your neighborhood]	5.7%	29.0%	29.5%	17.7%	12.4%	5.6%
Q11.Infrastructure Ratings [12. Maintenance of storm drainage system]	4.6%	25.1%	31.3%	15.8%	11.6%	11.6%

WITHOUT DON'T KNOW

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11.Infrastructure Ratings [01. Condition of major City streets]	2.5%	32.3%	20.0%	30.5%	14.7%
Q11.Infrastructure Ratings [02. Condition of streets in your neighborhood]	3.3%	26.2%	16.8%	33.8%	19.8%
Q11.Infrastructure Ratings [03. Timeliness of street maintenance repairs]	2.4%	19.3%	28.1%	32.6%	17.6%
Q11.Infrastructure Ratings [04. Availability of sidewalks in your neighborhood]	4.8%	29.6%	24.5%	23.6%	17.5%
Q11.Infrastructure Ratings [05. Condition of sidewalks in your neighborhood]	2.7%	18.2%	26.2%	32.9%	20.1%
Q11.Infrastructure Ratings [06. Cleanliness of streets]	5.8%	39.2%	32.0%	17.5%	5.6%
Q11.Infrastructure Ratings [07. Maintenance of street signs]	9.7%	51.7%	29.0%	7.6%	2.1%
Q11.Infrastructure Ratings [08. Adequacy of city street lighting]	8.0%	49.6%	24.3%	14.2%	4.0%
Q11.Infrastructure Ratings [09. Snow removal on major City streets]	10.0%	37.1%	20.0%	17.5%	15.4%
Q11.Infrastructure Ratings [10. Snow removal on neighborhood streets]	6.3%	25.2%	18.7%	27.1%	22.7%
Q11.Infrastructure Ratings [11. Storm drainage system in your neighborhood]	6.0%	30.7%	31.3%	18.8%	13.2%
Q11.Infrastructure Ratings [12. Maintenance of storm drainage system]	5.2%	28.4%	35.4%	17.9%	13.1%

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>1st choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	251	24.2 %
Condition of streets in your neighborhood	208	20.1 %
Timeliness of street maintenance repairs	52	5.0 %
Availability of sidewalks in your neighborhood	56	5.4 %
Condition of sidewalks in your neighborhood	70	6.8 %
Cleanliness of streets	7	0.7 %
Maintenance of street signs	5	0.5 %
Adequacy of city street lighting	21	2.0 %
Snow removal on major City streets	49	4.7 %
Snow removal on neighborhood streets	91	8.8 %
Storm drainage system in your neighborhood	77	7.4 %
Maintenance of storm drainage system	46	4.4 %
Not provided	104	10.0 %
Total	1037	100.0 %

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	61	5.9 %
Condition of streets in your neighborhood	164	15.8 %
Timeliness of street maintenance repairs	84	8.1 %
Availability of sidewalks in your neighborhood	79	7.6 %
Condition of sidewalks in your neighborhood	104	10.0 %
Cleanliness of streets	21	2.0 %
Maintenance of street signs	10	1.0 %
Adequacy of city street lighting	36	3.5 %
Snow removal on major City streets	82	7.9 %
Snow removal on neighborhood streets	133	12.8 %
Storm drainage system in your neighborhood	73	7.0 %
Maintenance of storm drainage system	52	5.0 %
Not provided	138	13.3 %
Total	1037	100.0 %

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years?

3rd choice	Number	Percent
Condition of major City streets	53	5.1 %
Condition of streets in your neighborhood	81	7.8 %
Timeliness of street maintenance repairs	116	11.2 %
Availability of sidewalks in your neighborhood	54	5.2 %
Condition of sidewalks in your neighborhood	98	9.5 %
Cleanliness of streets	35	3.4 %
Maintenance of street signs	14	1.4 %
Adequacy of city street lighting	51	4.9 %
Snow removal on major City streets	56	5.4 %
Snow removal on neighborhood streets	140	13.5 %
Storm drainage system in your neighborhood	51	4.9 %
Maintenance of storm drainage system	79	7.6 %
Not provided	209	20.2 %
Total	1037	100.0 %

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

Sum of top 3 choices	Number	Percent
Condition of major City streets	365	35.2 %
Condition of streets in your neighborhood	453	43.7 %
Timeliness of street maintenance repairs	252	24.3 %
Availability of sidewalks in your neighborhood	189	18.2 %
Condition of sidewalks in your neighborhood	272	26.2 %
Cleanliness of streets	63	6.1 %
Maintenance of street signs	29	2.8 %
Adequacy of city street lighting	108	10.4 %
Snow removal on major City streets	187	18.0 %
Snow removal on neighborhood streets	364	35.1 %
Storm drainage system in your neighborhood	201	19.4 %
Maintenance of storm drainage system	177	17.1 %
Not provided	104	10.0 %
Total	2764	

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q13. Community Development Ratings [01. Appearance and cleanliness of residential neighborhoods]	2.9%	29.2%	31.1%	26.5%	7.5%	2.7%
Q13. Community Development Ratings [02. Appearance and cleanliness of Downtown Kewanee]	9.0%	53.7%	25.1%	9.1%	1.2%	2.0%
Q13. Community Development Ratings [03. Appearance and cleanliness of other commercial areas]	4.2%	42.4%	34.8%	13.2%	1.9%	3.4%
Q13. Community Development Ratings [04. Enforcing mowing and cutting of weeds on residential property]	3.6%	28.0%	27.1%	28.5%	8.8%	4.1%
Q13. Community Development Ratings [05. Enforcing mowing and cutting of weeds on business property]	5.2%	40.0%	30.7%	13.9%	4.1%	6.2%
Q13. Community Development Ratings [06. Enforcing the exterior maintenance of residential property]	2.5%	18.7%	30.8%	28.6%	13.0%	6.4%
Q13. Community Development Ratings [07. Enforcing the exterior maintenance of business property]	3.5%	35.1%	35.2%	13.3%	4.4%	8.5%
Q13. Community Development Ratings [08. Enforcing the clean-up of debris on private property]	2.4%	15.5%	25.7%	32.8%	18.3%	5.2%
Q13. Community Development Ratings [09. Removal of dilapidated structures]	1.6%	14.5%	24.7%	30.5%	23.9%	4.8%

WITHOUT DON'T KNOW

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13. Community Development Ratings [01. Appearance and cleanliness of residential neighborhoods]	3.0%	30.0%	32.0%	27.3%	7.7%
Q13. Community Development Ratings [02. Appearance and cleanliness of Downtown Kewanee]	9.2%	54.8%	25.6%	9.3%	1.2%
Q13. Community Development Ratings [03. Appearance and cleanliness of other commercial areas]	4.4%	43.9%	36.0%	13.7%	2.0%
Q13. Community Development Ratings [04. Enforcing mowing and cutting of weeds on residential property]	3.7%	29.1%	28.2%	29.7%	9.1%
Q13. Community Development Ratings [05. Enforcing mowing and cutting of weeds on business property]	5.5%	42.7%	32.7%	14.8%	4.3%
Q13. Community Development Ratings [06. Enforcing the exterior maintenance of residential property]	2.7%	20.0%	32.9%	30.6%	13.9%
Q13. Community Development Ratings [07. Enforcing the exterior maintenance of business property]	3.8%	38.4%	38.5%	14.5%	4.8%
Q13. Community Development Ratings [08. Enforcing the clean-up of debris on private property]	2.5%	16.4%	27.2%	34.6%	19.3%
Q13. Community Development Ratings [09. Removal of dilapidated structures]	1.7%	15.2%	25.9%	32.0%	25.1%

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years?

1st choice	Number	Percent
Appearance and cleanliness of residential neighborhoods	165	15.9 %
Appearance and cleanliness of Downtown Kewanee	77	7.4 %
Appearance and cleanliness of other commercial areas	27	2.6 %
Enforcing mowing and cutting of weeds on residential property	92	8.9 %
Enforcing mowing and cutting of weeds on business property	16	1.5 %
Enforcing the exterior maintenance of residential property	75	7.2 %
Enforcing the exterior maintenance of business property	12	1.2 %
Enforcing the clean-up of debris on private property	120	11.6 %
Removal of dilapidated structures	298	28.7 %
Not provided	155	14.9 %
Total	1037	100.0 %

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years?

2nd choice	Number	Percent
Appearance and cleanliness of residential neighborhoods	92	8.9 %
Appearance and cleanliness of Downtown Kewanee	59	5.7 %
Appearance and cleanliness of other commercial areas	48	4.6 %
Enforcing mowing and cutting of weeds on residential property	116	11.2 %
Enforcing mowing and cutting of weeds on business property	36	3.5 %
Enforcing the exterior maintenance of residential property	116	11.2 %
Enforcing the exterior maintenance of business property	41	4.0 %
Enforcing the clean-up of debris on private property	226	21.8 %
Removal of dilapidated structures	112	10.8 %
Not provided	191	18.4 %
Total	1037	100.0 %

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years?

3rd choice	Number	Percent
Appearance and cleanliness of residential neighborhoods	118	11.4 %
Appearance and cleanliness of Downtown Kewanee	41	4.0 %
Appearance and cleanliness of other commercial areas	36	3.5 %
Enforcing mowing and cutting of weeds on residential property	114	11.0 %
Enforcing mowing and cutting of weeds on business property	31	3.0 %
Enforcing the exterior maintenance of residential property	122	11.8 %
Enforcing the exterior maintenance of business property	42	4.1 %
Enforcing the clean-up of debris on private property	129	12.4 %
Removal of dilapidated structures	163	15.7 %
Not provided	241	23.2 %
Total	1037	100.0 %

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

<u>Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Appearance and cleanliness of residential neighborhoods	375	36.2 %
Appearance and cleanliness of Downtown Kewanee	177	17.1 %
Appearance and cleanliness of other commercial areas	111	10.7 %
Enforcing mowing and cutting of weeds on residential property	322	31.1 %
Enforcing mowing and cutting of weeds on business property	83	8.0 %
Enforcing the exterior maintenance of residential property	313	30.2 %
Enforcing the exterior maintenance of business property	95	9.2 %
Enforcing the clean-up of debris on private property	475	45.8 %
Removal of dilapidated structures	573	55.3 %
Not provided	155	14.9 %
Total	2679	

15. ECONOMIC DEVELOPMENT. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate how strongly you agree with each of the following statements:

(N=1037)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
Q15. Economic Development Issues [01. Kewanee has a wide variety of commercial and retail opportunities in the community]	3.5%	19.5%	23.2%	37.8%	13.0%	3.0%
Q15. Economic Development Issues [02. Kewanee has a wide variety of dining opportunities in the community]	4.4%	21.3%	20.5%	34.4%	17.2%	2.1%
Q15. Economic Development Issues [03. There are enough good jobs in or near Kewanee]	0.6%	3.6%	11.1%	43.2%	38.4%	3.2%
Q15. Economic Development Issues [04. The City should be proactive in helping existing businesses to expand]	27.2%	47.3%	16.1%	3.9%	2.1%	3.5%
Q15. Economic Development Issues [05. The City should be proactive to encourage redevelopment along major corridors]	37.0%	44.4%	11.4%	1.8%	1.8%	3.6%

WITHOUT DON'T KNOW

15. ECONOMIC DEVELOPMENT. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate how strongly you agree with each of the following statements: (excluding don't knows)

(N=1037)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q15. Economic Development Issues [01. Kewanee has a wide variety of commercial and retail opportunities in the community]	3.6%	20.1%	24.0%	39.0%	13.4%
Q15. Economic Development Issues [02. Kewanee has a wide variety of dining opportunities in the community]	4.5%	21.8%	21.0%	35.2%	17.5%
Q15. Economic Development Issues [03. There are enough good jobs in or near Kewanee]	0.6%	3.7%	11.5%	44.6%	39.6%
Q15. Economic Development Issues [04. The City should be proactive in helping existing businesses to expand]	28.2%	49.0%	16.7%	4.0%	2.2%
Q15. Economic Development Issues [05. The City should be proactive to encourage redevelopment along major corridors]	38.4%	46.0%	11.8%	1.9%	1.9%

Q16. How often do you typically go outside Kewanee to shop?

Q16. How often do you typically go outside Kewanee to shop?	Number	Percent
Every day	21	2.0 %
A few times per week	72	6.9 %
At least once a week	164	15.8 %
A few times per month	432	41.7 %
A few times per year	247	23.8 %
Seldom or never	75	7.2 %
Don't know	26	2.5 %
Total	1037	100.0 %

Q17. For which of the following items do you typically make the majority of your purchases outside Kewanee?

(N=1037)

	Yes	No
Q17. Purchase Outside Kewanee [Building Materials & Garden Supplies]	12.4%	87.6%
Q17. Purchase Outside Kewanee [Department Stores]	57.9%	42.1%
Q17. Purchase Outside Kewanee [Clothing and Accessories]	69.2%	30.8%
Q17. Purchase Outside Kewanee [Electronics/ Appliances]	39.2%	60.8%
Q17. Purchase Outside Kewanee [Sporting Goods, Hobby, and Music]	30.1%	69.9%
Q17. Purchase Outside Kewanee [Warehouse Clubs]	27.6%	72.4%
Q17. I make the majority of my purchases for all of these items in Kewanee	14.3%	85.7%

Q18. HOUSING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q18. Housing Satisfaction [01. Affordability of housing in Kewanee]	15.5%	43.1%	23.9%	7.5%	2.0%	7.9%
Q18. Housing Satisfaction [02. Availability of housing in Kewanee]	9.7%	39.0%	30.3%	10.0%	1.6%	9.4%
Q18. Housing Satisfaction [03. Quality of housing in Kewanee]	3.7%	28.5%	36.8%	20.2%	3.9%	6.9%

WITHOUT DON'T KNOW

Q18. HOUSING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18. Housing Satisfaction [01. Affordability of housing in Kewanee]	16.9%	46.8%	26.0%	8.2%	2.2%
Q18. Housing Satisfaction [02. Availability of housing in Kewanee]	10.7%	43.0%	33.4%	11.1%	1.8%
Q18. Housing Satisfaction [03. Quality of housing in Kewanee]	3.9%	30.7%	39.6%	21.7%	4.1%

Q19. HOUSING AVAILABILITY. Using a scale of 1 to 5 where 5 means "Much MORE than Needed" and 1 means "Much LESS than Needed," please rate the availability of the following types of housing in Kewanee:

(N=1037)

	Much more than needed	More than needed	Right amount	Less than needed	Much less than needed	Don't know
Q19. Housing Availability [01. "Starter" homes]	5.6%	16.8%	37.2%	14.0%	3.0%	23.4%
Q19. Housing Availability [02. "High end" housing]	5.2%	15.8%	37.1%	15.0%	3.2%	23.6%
Q19. Housing Availability [03. Homes for rent]	4.4%	8.0%	27.2%	23.4%	7.5%	29.4%
Q19. Housing Availability [04. Income-based apartments (apartments for which government subsidies are available for low income residents)]	14.9%	16.5%	28.8%	11.6%	5.7%	22.5%
Q19. Housing Availability [05. Market-rate apartments]	3.0%	6.1%	27.6%	19.5%	4.1%	39.7%

WITHOUT DON'T KNOW

Q19. HOUSING AVAILABILITY. Using a scale of 1 to 5 where 5 means "Much MORE than Needed" and 1 means "Much LESS than Needed," please rate the availability of the following types of housing in Kewanee: (Excluding Don't Knows)

(N=1037)

	Much more than needed	More than needed	Right amount	Less than needed	Much less than needed
Q19. Housing Availability [01. "Starter" homes]	7.3%	21.9%	48.6%	18.3%	3.9%
Q19. Housing Availability [02. "High end" housing]	6.8%	20.7%	48.6%	19.7%	4.2%
Q19. Housing Availability [03. Homes for rent]	6.3%	11.3%	38.5%	33.2%	10.7%
Q19. Housing Availability [04. Income-based apartments (apartments for which government subsidies are available for low income residents)]	19.3%	21.3%	37.2%	14.9%	7.3%
Q19. Housing Availability [05. Market-rate apartments]	5.0%	10.1%	45.8%	32.3%	6.9%

Q20. How likely are you to purchase a different home in Kewanee over the next five years?

Q20. How likely are you to purchase a different home in Kewanee over the next five years?	Number	Percent
Very likely	34	3.3 %
Likely	69	6.7 %
Not likely	256	24.7 %
Not likely at all	540	52.1 %
Don't know	138	13.3 %
Total	1037	100.0 %

Q21. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q21. Ratings of Downtown [01. The availability of parking]	14.9%	60.4%	14.9%	6.8%	1.2%	1.8%
Q21. Ratings of Downtown [02. The types of retail and entertainment establishments that are available]	1.9%	14.4%	24.2%	44.9%	12.0%	2.6%
Q21. Ratings of Downtown [03. The hours businesses are open]	4.6%	49.1%	31.1%	10.2%	2.4%	2.6%
Q21. Ratings of Downtown [04. Entertainment and programs in Downtown Kewanee (movies, concerts, special events, parades, etc.)]	5.3%	31.7%	32.7%	20.3%	7.5%	2.5%
Q21. Ratings of Downtown [05. Overall Appearance of Downtown Kewanee]	6.9%	43.1%	31.1%	14.2%	3.1%	1.6%

WITHOUT DON'T KNOW

Q21. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q21. Ratings of Downtown [01. The availability of parking]	15.1%	61.5%	15.2%	7.0%	1.2%
Q21. Ratings of Downtown [02. The types of retail and entertainment establishments that are available]	2.0%	14.8%	24.9%	46.1%	12.3%
Q21. Ratings of Downtown [03. The hours businesses are open]	4.8%	50.4%	31.9%	10.5%	2.5%
Q21. Ratings of Downtown [04. Entertainment and programs in Downtown Kewanee (movies, concerts, special events, parades, etc.)]	5.4%	32.5%	33.5%	20.8%	7.7%
Q21. Ratings of Downtown [05. Overall Appearance of Downtown Kewanee]	7.1%	43.8%	31.6%	14.4%	3.1%

Q22. PERCEPTIONS OF THE CITY/COMMUNITY. Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q22. Perceptions of the City [01. Overall value that you receive for your City tax dollars and fees]	3.4%	31.0%	32.6%	22.4%	6.0%	4.7%
Q22. Perceptions of the City [02. Overall image of the City]	3.5%	34.0%	31.4%	24.8%	4.4%	1.8%
Q22. Perceptions of the City [03. Overall quality of life in the City]	5.9%	45.1%	29.9%	14.3%	3.0%	1.8%
Q22. Perceptions of the City [04. Overall quality of City services]	7.3%	48.8%	30.4%	10.3%	1.4%	1.7%
Q22. Perceptions of the City [05. Kewanee as a place to raise children]	13.7%	44.4%	26.1%	9.3%	3.1%	3.5%

WITHOUT DON'T KNOW

Q22. PERCEPTIONS OF THE CITY/COMMUNITY. Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22. Perceptions of the City [01. Overall value that you receive for your City tax dollars and fees]	3.5%	32.5%	34.2%	23.5%	6.3%
Q22. Perceptions of the City [02. Overall image of the City]	3.5%	34.7%	32.0%	25.2%	4.5%
Q22. Perceptions of the City [03. Overall quality of life in the City]	6.0%	46.0%	30.5%	14.5%	3.0%
Q22. Perceptions of the City [04. Overall quality of City services]	7.5%	49.7%	30.9%	10.5%	1.5%
Q22. Perceptions of the City [05. Kewanee as a place to raise children]	14.2%	46.0%	27.1%	9.6%	3.2%

Q23. Public Information. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q23. Public Information Ratings [01. Availability of information about City services and activities]	5.1%	42.8%	33.6%	13.1%	2.1%	3.3%
Q23. Public Information Ratings [02. Timeliness of information provided by the City]	4.9%	39.2%	37.0%	12.2%	2.3%	4.3%
Q23. Public Information Ratings [03. City Efforts to keep you informed about local issues]	4.8%	38.3%	32.4%	16.3%	3.0%	5.2%
Q23. Public Information Ratings [04. The quality of the City's cable television channel]	2.1%	14.9%	26.9%	20.7%	13.1%	22.3%
Q23. Public Information Ratings [05. Usefulness of the information that is available on the City's website]	2.9%	22.5%	36.0%	6.5%	1.9%	30.3%
Q23. Public Information Ratings [06. Usefulness of the information available through the City's social network sites (Twitter, Facebook, Instagram, etc.)]	1.6%	12.8%	30.6%	4.9%	1.8%	48.2%

WITHOUT DON'T KNOW

Q23. Public Information. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

(N=1037)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q23. Public Information Ratings [01. Availability of information about City services and activities]	5.3%	44.3%	34.7%	13.6%	2.2%
Q23. Public Information Ratings [02. Timeliness of information provided by the City]	5.1%	41.0%	38.7%	12.7%	2.4%
Q23. Public Information Ratings [03. City Efforts to keep you informed about local issues]	5.1%	40.4%	34.2%	17.2%	3.2%
Q23. Public Information Ratings [04. The quality of the City's cable television channel]	2.7%	19.1%	34.6%	26.7%	16.9%
Q23. Public Information Ratings [05. Usefulness of the information that is available on the City's website]	4.1%	32.2%	51.6%	9.3%	2.8%
Q23. Public Information Ratings [06. Usefulness of the information available through the City's social network sites (Twitter, Facebook, Instagram, etc.)]	3.2%	24.8%	59.0%	9.5%	3.5%

Q24. SOURCES OF INFORMATION. For each source of information listed below, please tell us whether it is a primary or secondary source of information, or not a source of information for you regarding City issues, services and programs. Using a scale of 1 to 3 where 3 means a "primary source" and 1 means "not a source," please circle the number that corresponds to your answer.

(N=1037)

	Primary Source	Secondary Source	Not a Source
Q24. Sources of Information [01. Attending City Council meetings]	5.1%	20.3%	74.6%
Q24. Sources of Information [02. Watching City Council meetings on television]	11.8%	26.5%	61.7%
Q24. Sources of Information [03. City Cable channel programming]	7.0%	27.4%	65.6%
Q24. Sources of Information [04. City's Internet website]	15.3%	34.5%	50.1%
Q24. Sources of Information [05. Word of mouth]	41.4%	45.7%	12.9%
Q24. Sources of Information [06. Newspaper]	70.3%	20.8%	8.9%
Q24. Sources of Information [07. Radio]	46.1%	33.8%	20.1%
Q24. Sources of Information [08. Facebook]	10.0%	23.4%	66.5%
Q24. Sources of Information [09. Twitter]	1.4%	14.3%	84.4%
Q24. Sources of Information [10. Other]	1.6%	73.3%	25.1%

Q25. Which two methods of communication do you prefer?

<u>1st choice</u>	<u>Number</u>	<u>Percent</u>
Attending City Council meetings	11	1.1 %
Watching City Council meetings on television	44	4.2 %
City Cable channel programming	51	4.9 %
City's Internet website	73	7.0 %
Word of mouth	54	5.2 %
Newspaper	473	45.6 %
Radio	150	14.5 %
Facebook	43	4.1 %
Twitter	3	0.3 %
Other	10	1.0 %
<u>None selected</u>	<u>125</u>	<u>12.1 %</u>
Total	1037	100.0 %

Q25. Which two methods of communication do you prefer?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Attending City Council meetings	8	0.8 %
Watching City Council meetings on television	52	5.0 %
City Cable channel programming	31	3.0 %
City's Internet website	77	7.4 %
Word of mouth	84	8.1 %
Newspaper	209	20.2 %
Radio	307	29.6 %
Facebook	70	6.8 %
Twitter	7	0.7 %
Other	10	1.0 %
<u>None selected</u>	<u>182</u>	<u>17.6 %</u>
Total	1037	100.0 %

Q25. Which two methods of communication do you prefer? (Sum of top 2 choices)

<u>Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Newspaper	682	65.8 %
Radio	457	44.1 %
City's Internet website	150	14.5 %
Word of mouth	138	13.3 %
Facebook	113	10.9 %
Watching City Council meetings on television	96	9.3 %
City Cable channel programming	82	7.9 %
Other	20	1.9 %
Attending City Council meetings	19	1.8 %
Twitter	10	1.0 %
Total	1767	

Q26. CUTOMER SERVICE Have you called or visited the City with a question, problem, or complaint during the past year?

Q26. Have you called or visited the City with a question, problem, or complaint during the past year?	Number	Percent
Yes	542	52.3 %
No	495	47.7 %
Total	1037	100.0 %

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following;

(N=542)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q26-2. Ratings of City Employees[01. Courtesy]	36.9%	42.3%	12.5%	5.4%	1.7%	1.3%
Q26-2. Ratings of City Employees[02. Making you feel valued as a citizen/customer]	24.7%	42.4%	17.3%	10.1%	3.9%	1.5%
Q26-2. Ratings of City Employees[03. Willingness to help]	29.9%	41.0%	14.9%	8.7%	4.1%	1.5%
Q26-2. Ratings of City Employees[04. Promptness]	25.8%	41.0%	17.0%	8.1%	5.4%	2.8%
Q26-2. Ratings of City Employees[05. Knowledge]	26.0%	46.1%	15.5%	6.6%	3.7%	2.0%
Q26-2. Ratings of City Employees[06. Professionalism]	28.8%	42.4%	16.4%	6.6%	3.5%	2.2%
Q26-2. Ratings of City Employees[07. Accuracy]	24.7%	43.4%	18.8%	4.6%	4.4%	4.1%
Q26-2. Ratings of City Employees[08. Overall responsiveness to your request or concern]	26.4%	38.7%	15.9%	9.0%	7.7%	2.2%

WITHOUT DON'T KNOW

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following; (Excluding Don't knows)

(N=542)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q26-2. Ratings of City Employees[01. Courtesy]	37.4%	42.8%	12.7%	5.4%	1.7%
Q26-2. Ratings of City Employees[02. Making you feel valued as a citizen/customer]	25.1%	43.1%	17.6%	10.3%	3.9%
Q26-2. Ratings of City Employees[03. Willingness to help]	30.3%	41.6%	15.2%	8.8%	4.1%
Q26-2. Ratings of City Employees[04. Promptness]	26.6%	42.1%	17.5%	8.3%	5.5%
Q26-2. Ratings of City Employees[05. Knowledge]	26.6%	47.1%	15.8%	6.8%	3.8%
Q26-2. Ratings of City Employees[06. Professionalism]	29.4%	43.4%	16.8%	6.8%	3.6%
Q26-2. Ratings of City Employees[07. Accuracy]	25.8%	45.2%	19.6%	4.8%	4.6%
Q26-2. Ratings of City Employees[08. Overall responsiveness to your request or concern]	27.0%	39.6%	16.2%	9.2%	7.9%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following:

(N=1037)

	Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive	Don't know
Q27. How Supportive of [01. Use of revenue for downtown revitalization (sidewalks, streets, streetscape, improved appearance, façades, etc.)]	19.7%	40.3%	23.7%	7.2%	2.2%	6.8%
Q27. How Supportive of [02. Use of revenue for street improvements]	46.3%	41.5%	6.6%	2.2%	1.4%	2.1%
Q27. How Supportive of [03. Use of revenue for sidewalk improvements]	32.9%	42.6%	16.4%	3.7%	1.3%	3.2%
Q27. How Supportive of [04. Use of revenue for storm drainage improvements]	27.5%	43.0%	21.4%	3.2%	0.8%	4.1%
Q27. How Supportive of [05. Use of revenue for water system improvements]	30.3%	44.8%	18.5%	2.4%	0.8%	3.2%
Q27. How Supportive of [06. Use of revenue for sewer system improvements]	22.2%	47.0%	22.7%	2.9%	0.6%	4.7%
Q27. How Supportive of [07. Use of revenue for police Improvements]	19.8%	41.4%	27.5%	6.8%	1.2%	3.4%
Q27. How Supportive of [08. Use of revenue for fire/EMS improvements]	22.2%	42.1%	27.1%	4.2%	0.5%	3.9%
Q27. How Supportive of [09. Use of revenue for parks, cemetery, and facility improvements]	15.1%	41.2%	33.4%	5.4%	1.5%	3.4%
Q27. How Supportive of [10. Use of revenue for neighborhood revitalization]	22.8%	40.1%	27.1%	5.0%	1.4%	3.7%
Q27. How Supportive of [11. Use of revenue for economic development]	39.3%	37.4%	15.0%	3.5%	1.4%	3.4%
Q27. How Supportive of [12. Use of future revenue to construct walking/biking trails]	19.2%	27.4%	29.1%	14.4%	6.1%	3.9%
Q27. How Supportive of [13. Use of future revenue for public art]	6.9%	16.7%	35.4%	23.4%	12.4%	5.1%
Q27. How Supportive of [14. Use of future revenue for recycling/composting]	17.2%	38.2%	30.7%	6.8%	3.5%	3.8%

WITHOUT DON'T KNOW

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

(N=1037)

	Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive
Q27. How Supportive of [01. Use of revenue for downtown revitalization (sidewalks, streets, streetscape, improved appearance, façades, etc.)]	21.1%	43.3%	25.5%	7.8%	2.4%
Q27. How Supportive of [02. Use of revenue for street improvements]	47.3%	42.4%	6.7%	2.3%	1.4%
Q27. How Supportive of [03. Use of revenue for sidewalk improvements]	34.0%	44.0%	16.9%	3.8%	1.3%
Q27. How Supportive of [04. Use of revenue for storm drainage improvements]	28.7%	44.9%	22.3%	3.3%	0.8%
Q27. How Supportive of [05. Use of revenue for water system improvements]	31.3%	46.3%	19.1%	2.5%	0.8%
Q27. How Supportive of [06. Use of revenue for sewer system improvements]	23.3%	49.3%	23.8%	3.0%	0.6%
Q27. How Supportive of [07. Use of revenue for police Improvements]	20.5%	42.8%	28.4%	7.1%	1.2%
Q27. How Supportive of [08. Use of revenue for fire/EMS improvements]	23.1%	43.8%	28.2%	4.4%	0.5%
Q27. How Supportive of [09. Use of revenue for parks, cemetery, and facility improvements]	15.7%	42.6%	34.5%	5.6%	1.6%
Q27. How Supportive of [10. Use of revenue for neighborhood revitalization]	23.6%	41.6%	28.1%	5.2%	1.4%
Q27. How Supportive of [11. Use of revenue for economic development]	40.7%	38.7%	15.6%	3.6%	1.4%
Q27. How Supportive of [12. Use of future revenue to construct walking/biking trails]	20.0%	28.5%	30.3%	14.9%	6.3%
Q27. How Supportive of [13. Use of future revenue for public art]	7.3%	17.6%	37.3%	24.7%	13.1%
Q27. How Supportive of [14. Use of future revenue for recycling/composting]	17.8%	39.7%	31.9%	7.0%	3.6%

Q28. Approximately how many years have you lived in Kewanee?

Q28. Approximately how many years have you lived in Kewanee?	Number	Percent
0-5 years	52	5.0 %
6-10 years	53	5.1 %
11-20 years	95	9.2 %
21-30 years	134	12.9 %
31+ years	689	66.4 %
Not provided	14	1.4 %
Total	1037	100.0 %

Q29. What is your age?

Q29. What is your age?	Number	Percent
18-34 years	141	13.6 %
35-44 years	143	13.8 %
45-54 years	198	19.1 %
55-64 years	274	26.4 %
65+ years	266	25.7 %
Not provided	15	1.4 %
Total	1037	100.0 %

Q30. Do you use any of the following social networking sites?

(N=1037)

	Yes	No
Q30. Use Facebook?	58.0%	42.0%
Q30. Use Twitter?	8.1%	91.9%
Q30. Use YouTube?	24.9%	75.1%
Q30. Use Instagram?	7.2%	92.8%
Q30. Use Other Social Media	5.1%	94.9%

Q31. Which of the following best describes your current employment status?

Q31. Which of the following best describes your current employment status?	Number	Percent
Employed outside the home	513	49.5 %
Employed in the home/have a home-based business	38	3.7 %
Student	8	0.8 %
Retired	410	39.5 %
Not currently employed outside the home	50	4.8 %
Not provided	18	1.7 %
Total	1037	100.0 %

Q31-1. If Employed: In which zip code do you work?

<u>Q31 (01). What is the zip code at your workplace?</u>	<u>Number</u>	<u>Percent</u>
61443	341	66.5 %
Not provided	38	7.4 %
61434	19	3.7 %
61254	11	2.1 %
61356	11	2.1 %
61238	7	1.4 %
61345	7	1.4 %
61401	6	1.2 %
61021	4	0.8 %
61235	4	0.8 %
61201	4	0.8 %
52801	3	0.6 %
61265	3	0.6 %
61614	3	0.6 %
61491	3	0.6 %
61244	2	0.4 %
61241	2	0.4 %
52722	2	0.4 %
61615	2	0.4 %
61362	2	0.4 %
61282	2	0.4 %
61611	2	0.4 %
61485	2	0.4 %
61299	2	0.4 %
52806	2	0.4 %
61637	2	0.4 %
52807	2	0.4 %
61234	2	0.4 %
61264	2	0.4 %
60007	1	0.2 %
61601	1	0.2 %
61517	1	0.2 %
61563	1	0.2 %
50501	1	0.2 %
61490	1	0.2 %
61514	1	0.2 %
52802	1	0.2 %
61071	1	0.2 %
61607	1	0.2 %
60525	1	0.2 %
60502	1	0.2 %
61277	1	0.2 %
61414	1	0.2 %
61483	1	0.2 %
61463	1	0.2 %
61327	1	0.2 %
60201	1	0.2 %
61625	1	0.2 %
61081	1	0.2 %
52804	1	0.2 %
Total	513	100.0 %

Section 5:

Survey Instrument



401 E. Third Street
Kewanee, IL 61443-2365

I l l i n o i s

January 4, 2016

Dear Kewanee Resident,

Our mission is to provide residents, businesses, and visitors with the highest level of service while ensuring the stewardship of public funds. In order to fulfill this mission, we need to know how you think we're doing and what services are most important to you. On behalf of the City Council and appointed staff, we're asking for your help in evaluating our current levels of service and establishing the priorities that will guide our efforts to improve in the coming years.

Your household has been randomly selected to receive this survey. Using a random sample will help to ensure that the responses are statistically valid and represent the opinions of the community as a whole. To help maintain that randomness, we ask that this survey be completed by the adult (over 18) whose birthday most recently occurred. Your participation is important. All individual responses will be kept confidential.

Please return the survey in the enclosed postage-paid envelope addressed to the ETC Institute. If you prefer to complete the survey on-line, please go to www.KewaneeSurvey.org.

If you have any questions, please call customer service at 309-852-2611.

Thank you very much for taking the time to share your thoughts with us.

Sincerely,

Steve Looney
Mayor

Gary Bradley
City Manager

La ciudad de Kewanee quiere saber que tan bien está proporcionando servicios a la comunidad, así que le está pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en español, por favor llame gratis al (844) 811-0411. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

2016 Kewanee Survey

Please have the adult (age 18 or older) in your household who most recently had a birthday complete this survey. If this person is not able to complete the survey, please have another member of the household complete the survey to be sure the opinions of your household are represented. Your input is an important part of the City's effort to improve City services.

When you are finished, please return your completed survey in the postage-paid envelope provided. You may also complete the survey online at www.kewaneesurvey.org.

1. **Major City Services** provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of police services	5	4	3	2	1	9
2.	Overall quality of fire services	5	4	3	2	1	9
3.	Overall quality of emergency medical services	5	4	3	2	1	9
4.	City efforts to promote community development (appearance of neighborhoods, housing rehabilitation, new housing, etc.)	5	4	3	2	1	9
5.	City efforts to promote economic development (new retail, retention of existing businesses, attraction of new industry, etc.)	5	4	3	2	1	9
6.	Overall quality of City water utility services	5	4	3	2	1	9
7.	Overall quality of City wastewater utility services	5	4	3	2	1	9
8.	Overall quality of City streets	5	4	3	2	1	9
9.	Overall quality of City sidewalks	5	4	3	2	1	9
10.	Overall quality of the City's stormwater management system	5	4	3	2	1	9
11.	Overall quality of trash/recycling services	5	4	3	2	1	9
12.	Overall quality of the City's parks (Francis, McKinley, Veterans) and facilities	5	4	3	2	1	9
13.	Overall quality of the City's cemeteries	5	4	3	2	1	9
14.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
15.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9

2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 1 above.]

1st: _____

2nd: _____

3rd: _____

3. **PERCEPTIONS OF SAFETY.** Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

	<i>How safe do you feel:</i>	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking in your neighborhood after dark	5	4	3	2	1	9
2.	Walking in Downtown Kewanee after dark	5	4	3	2	1	9
3.	Walking in City parks after dark	5	4	3	2	1	9

4. **POLICE SERVICES.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Visibility of police in your neighborhood	5	4	3	2	1	9
2.	Visibility of police in retail areas	5	4	3	2	1	9
3.	How quickly police respond to emergencies	5	4	3	2	1	9
4.	The professionalism of police officers	5	4	3	2	1	9
5.	How effectively the City enforces traffic offenses	5	4	3	2	1	9
6.	How effectively the City enforces parking offenses	5	4	3	2	1	9
7.	Availability and effectiveness of animal control services	5	4	3	2	1	9
8.	The City's efforts in crime prevention	5	4	3	2	1	9
9.	Quality of dispatch services	5	4	3	2	1	9
10.	The City's efforts in youth outreach	5	4	3	2	1	9
11.	Responsiveness of police to the investigation of criminal offenses	5	4	3	2	1	9

5. **FIRE AND EMERGENCY MEDICAL SERVICES.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
12.	How quickly the fire department responds	5	4	3	2	1	9
13.	Professionalism of the City's fire personnel	5	4	3	2	1	9
14.	The City's fire prevention/education programs	5	4	3	2	1	9
15.	The Fire Department's inspection of businesses	5	4	3	2	1	9
16.	How quickly the emergency medical services (ambulance) responds	5	4	3	2	1	9
17.	Professionalism of the ambulance personnel	5	4	3	2	1	9
18.	The level of service provided by ambulance personnel in a timely manner	5	4	3	2	1	9
19.	Fire/Ambulance personnel provided family members the information they needed	5	4	3	2	1	9

6. **Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years?** [Write in the numbers below using the numbers from the list in Questions 4 and 5 above.]

1st: _____ 2nd: _____ 3rd: _____

7. **PARKS AND PUBLIC FACILITIES.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Appearance/cleanliness of City parks (Francis, McKinley, Veterans)	5	4	3	2	1	9
2.	Condition of equipment and facilities at City parks (playgrounds, picnic shelters, etc.)	5	4	3	2	1	9
3.	Overall cleanliness of City facilities	5	4	3	2	1	9
4.	Overall maintenance of City facilities	5	4	3	2	1	9
5.	Maintenance/appearance of City cemeteries	5	4	3	2	1	9

8. **Which TWO of the parks and public facilities items listed above do you think should receive the most emphasis from City leaders over the next two years?** [Write in the numbers below using the numbers from the list in Question 7 above.]

1st: _____ 2nd: _____

9. **UTILITIES.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The accuracy of your utility bill	5	4	3	2	1	9
2.	Quality of your drinking water	5	4	3	2	1	9
3.	The reliability of your water service	5	4	3	2	1	9
4.	How quickly disruptions to water service are repaired	5	4	3	2	1	9
5.	How well the City keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
6.	Overall reliability of sewer service	5	4	3	2	1	9
7.	How quickly disruptions to sewer service are repaired	5	4	3	2	1	9
8.	Water and Sewer rates for services provided	5	4	3	2	1	9

10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 9 above.]

1st: _____

2nd: _____

3rd: _____

11. **STREETS, SIDEWALKS, AND STORMWATER.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Condition of major City streets	5	4	3	2	1	9
2.	Condition of streets in your neighborhood	5	4	3	2	1	9
3.	Timeliness of street maintenance repairs	5	4	3	2	1	9
4.	Availability of sidewalks in your neighborhood	5	4	3	2	1	9
5.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
6.	Cleanliness of streets	5	4	3	2	1	9
7.	Maintenance of street signs	5	4	3	2	1	9
8.	Adequacy of city street lighting	5	4	3	2	1	9
9.	Snow removal on major City streets	5	4	3	2	1	9
10.	Snow removal on neighborhood streets	5	4	3	2	1	9
11.	Storm drainage system in your neighborhood	5	4	3	2	1	9
12.	Maintenance of storm drainage system	5	4	3	2	1	9

12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 11 above.]

1st: _____

2nd: _____

3rd: _____

13. **COMMUNITY DEVELOPMENT.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Appearance and cleanliness of residential neighborhoods	5	4	3	2	1	9
2.	Appearance and cleanliness of Downtown Kewanee	5	4	3	2	1	9
3.	Appearance and cleanliness of other commercial areas	5	4	3	2	1	9
4.	Enforcing mowing and cutting of weeds on residential property	5	4	3	2	1	9
5.	Enforcing mowing and cutting of weeds on business property	5	4	3	2	1	9
6.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
7.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
8.	Enforcing the clean-up of debris on private property	5	4	3	2	1	9
9.	Removal of dilapidated structures	5	4	3	2	1	9

14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 13 above.]

1st: _____

2nd: _____

3rd: _____

15. **ECONOMIC DEVELOPMENT.** Using a scale of 1 to 5 where 5 means “Strongly Agree” and 1 means “Strongly Disagree,” please rate how strongly you agree with each of the following statements:

Rate your level of agreement:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Kewanee has a wide variety of commercial and retail opportunities in the community	5	4	3	2	1	9
2.	Kewanee has a wide variety of dining opportunities in the community	5	4	3	2	1	9
3.	There are enough good jobs in or near Kewanee	5	4	3	2	1	9
4.	The City should be proactive in helping existing businesses to expand	5	4	3	2	1	9
5.	The City should be proactive to encourage redevelopment along major corridors	5	4	3	2	1	9

16. How often do you typically go outside Kewanee to shop?

____ (1) Every day

____ (3) At least once a week

____ (5) A few times per year

____ (2) A few times per week

____ (4) A few times per month

____ (6) Seldom or never

17. For which of the following items do you typically make the majority of your purchases outside Kewanee? (Check all that apply.)

____ (1) Building Materials & Garden Supplies

____ (5) Sporting Goods, Hobby, and Music

____ (2) Department Stores

____ (6) Warehouse Clubs

____ (3) Clothing and Accessories

____ (7) None – I make the majority of my purchases for all of these items in Kewanee

____ (4) Electronics/Appliances

18. **HOUSING.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Affordability of housing in Kewanee	5	4	3	2	1	9
2.	Availability of housing in Kewanee	5	4	3	2	1	9
3.	Quality of housing in Kewanee	5	4	3	2	1	9

19. **HOUSING TYPES.** Using a scale of 1 to 5, where 5 means “Much MORE than Needed” and 1 means “Much LESS than Needed,” please rate the availability of the following types of housing in Kewanee:

	<i>Rate the availability of the following types of housing:</i>	Much More than Needed	More than Needed	Right Amount	Less than Needed	Much Less than Needed	Don't Know
1.	“Starter” homes	5	4	3	2	1	9
2.	“High end” housing	5	4	3	2	1	9
3.	Homes for rent	5	4	3	2	1	9
4.	Income-based apartments (<i>apartments for which government subsidies are available for low income residents</i>)	5	4	3	2	1	9
5.	Market-rate apartments	5	4	3	2	1	9

20. How likely are you to purchase a different home in Kewanee over the next five years?

____ (1) Very likely ____ (3) Not likely ____ (9) Don't know
 ____ (2) Likely ____ (4) Not likely at all

21. **PERCEPTIONS OF DOWNTOWN.** Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of parking	5	4	3	2	1	9
2.	The types of retail and entertainment establishments that are available	5	4	3	2	1	9
3.	The hours businesses are open	5	4	3	2	1	9
4.	Entertainment and programs in Downtown Kewanee (<i>movies, concerts, special events, parades, etc.</i>)	5	4	3	2	1	9
5.	Overall Appearance of Downtown Kewanee	5	4	3	2	1	9

22. **PERCEPTIONS OF THE CITY/COMMUNITY.** Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

	<i>How Satisfied are you with:</i>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2.	Overall image of the City	5	4	3	2	1	9
3.	Overall quality of life in the City	5	4	3	2	1	9
4.	Overall quality of City services	5	4	3	2	1	9
5.	Kewanee as a place to raise children	5	4	3	2	1	9

23. **PUBLIC INFORMATION.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about City services and activities	5	4	3	2	1	9
2.	Timeliness of information provided by the City	5	4	3	2	1	9
3.	City Efforts to keep you informed about local issues	5	4	3	2	1	9
4.	The quality of the City's cable television channel	5	4	3	2	1	9
5.	Usefulness of the information that is available on the City's website	5	4	3	2	1	9
6.	Usefulness of the information that is available through the City's social network sites (<i>Twitter, Facebook, Instagram, etc.</i>)	5	4	3	2	1	9

24. **SOURCES OF INFORMATION.** For each source of information listed below, please tell us whether it is a primary, secondary, or not a source of information for you regarding City issues, services, and programs using a scale of 1 to 3, where 3 means a “Primary Source” and 1 means “Not A Source.”

<i>Source of Information</i>		Primary Source	Secondary Source	Not a Source
1.	Attending City Council meetings	3	2	1
2.	Watching City Council meetings on television	3	2	1
3.	City Cable channel programming	3	2	1
4.	City's Internet website	3	2	1
5.	Word of mouth	3	2	1
6.	Newspaper	3	2	1
7.	Radio	3	2	1
8.	Facebook	3	2	1
9.	Twitter	3	2	1
10.	Other (<i>please name</i>): _____	3	2	1

25. **Which two methods of communication do you prefer?** [Use the numbers from the list in Question 24 above.]

1st: _____ 2nd: _____

26. **CUSTOMER SERVICE.** Have you called or visited the City with a question, problem, or complaint during the past year? ____ (1) Yes [Answer Question 26-2.] ____ (2) No [Go to Question 27.]

26-2. [Only if “YES” to Q#26] Using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, please circle the number that best describes your opinion with regard to your most recent contact with city employee(s):

<i>Customer Service Attributes</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Courtesy	5	4	3	2	1	9
2.	Making you feel valued as a citizen/customer	5	4	3	2	1	9
3.	Willingness to help	5	4	3	2	1	9
4.	Promptness	5	4	3	2	1	9
5.	Knowledge	5	4	3	2	1	9
6.	Professionalism	5	4	3	2	1	9
7.	Accuracy	5	4	3	2	1	9
8.	Overall responsiveness to your request or concern	5	4	3	2	1	9

27. **COMMUNITY INVESTMENTS.** Using a scale of 1 to 5, where 5 means “Very Supportive” and 1 means “Very Unsupportive,” please rate how supportive you would be of using new or existing revenues for the following:

Rate your level of support:		Very Supportive	Supportive	Neutral	Unsupportive	Very Unsupportive	Don't Know
1.	Use of revenue for downtown revitalization (sidewalks, streets, streetscape, improved appearance, façades, etc.)	5	4	3	2	1	9
2.	Use of revenue for street improvements	5	4	3	2	1	9
3.	Use of revenue for sidewalk improvements	5	4	3	2	1	9
4.	Use of revenue for storm drainage improvements	5	4	3	2	1	9
5.	Use of revenue for water system improvements	5	4	3	2	1	9
6.	Use of revenue for sewer system improvements	5	4	3	2	1	9
7.	Use of revenue for police Improvements	5	4	3	2	1	9
8.	Use of revenue for fire/EMS improvements	5	4	3	2	1	9
9.	Use of revenue for parks, cemetery, and facility improvements	5	4	3	2	1	9
10.	Use of revenue for neighborhood revitalization	5	4	3	2	1	9
11.	Use of revenue for economic development	5	4	3	2	1	9
12.	Use of future revenue to construct walking/biking trails	5	4	3	2	1	9
13.	Use of future revenue for public art	5	4	3	2	1	9
14.	Use of future revenue for recycling/composting	5	4	3	2	1	9

28. Approximately how many years have you lived in Kewanee? _____ years

29. What is your age? _____ years

30. Do you use any of the following social networking sites? (Check all that apply.)

____(1) Facebook ____ (3) YouTube ____ (5) Other: _____
 ____ (2) Twitter ____ (4) Instagram

31. Which of the following best describes your current employment status?

____ (1) Employed outside the home (What is the ZIP CODE of your workplace?): _____
 ____ (2) Employed in the home/have a home-based business
 ____ (3) Student
 ____ (4) Retired
 ____ (5) Not currently employed outside the home

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
 The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.
 Thank you.

2016 City of Kewanee Survey *Appendix A – GIS Maps*

...helping organizations make better decisions since 1982

Submitted to the City of Kewanee, Illinois

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2016

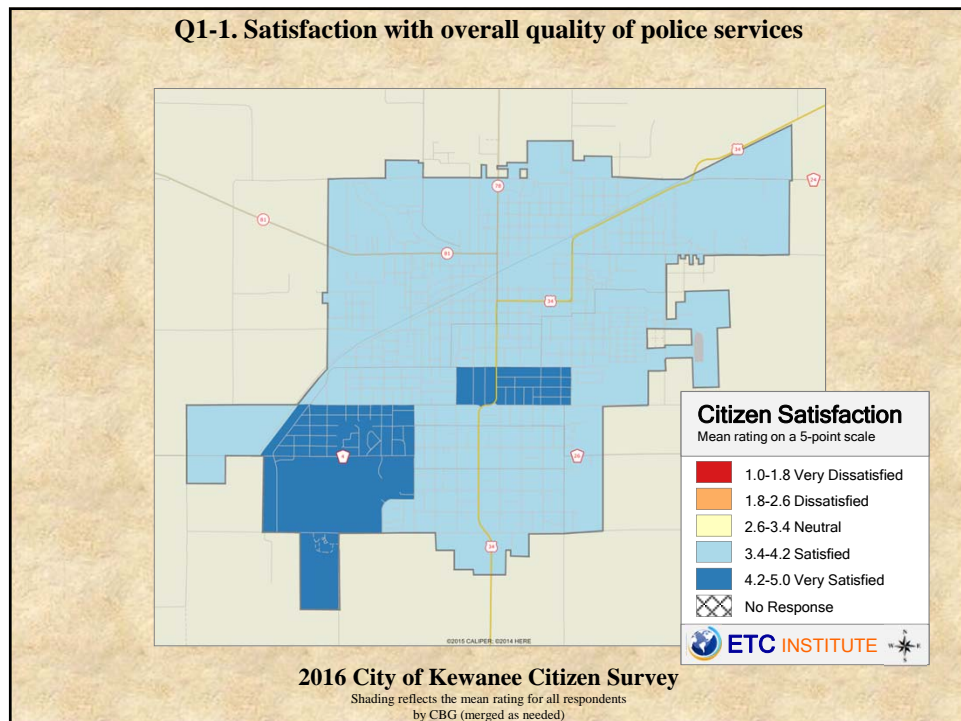
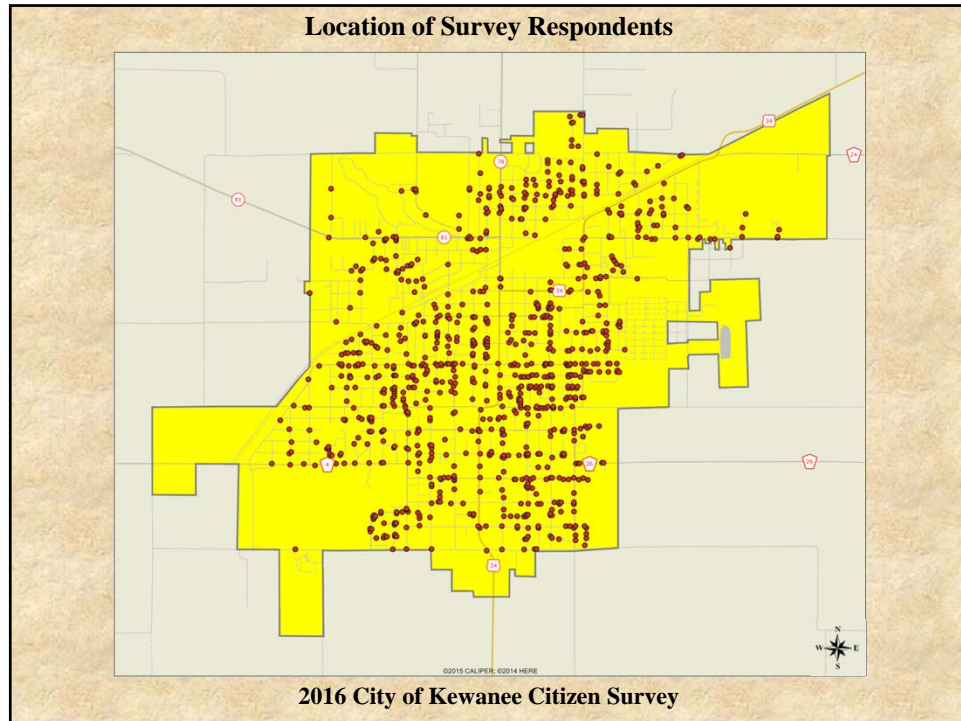


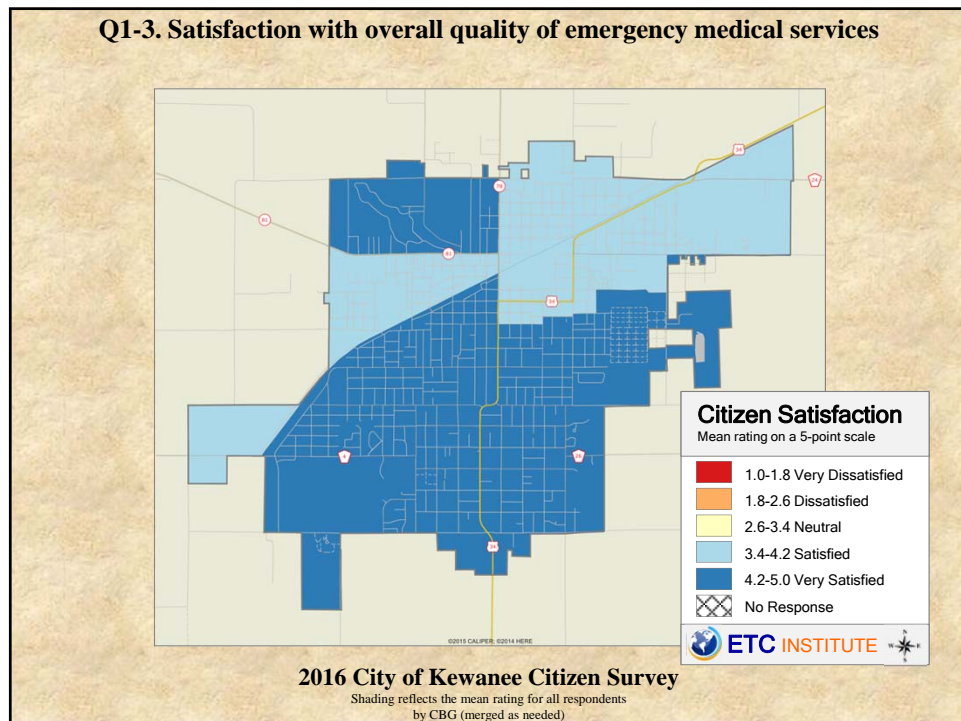
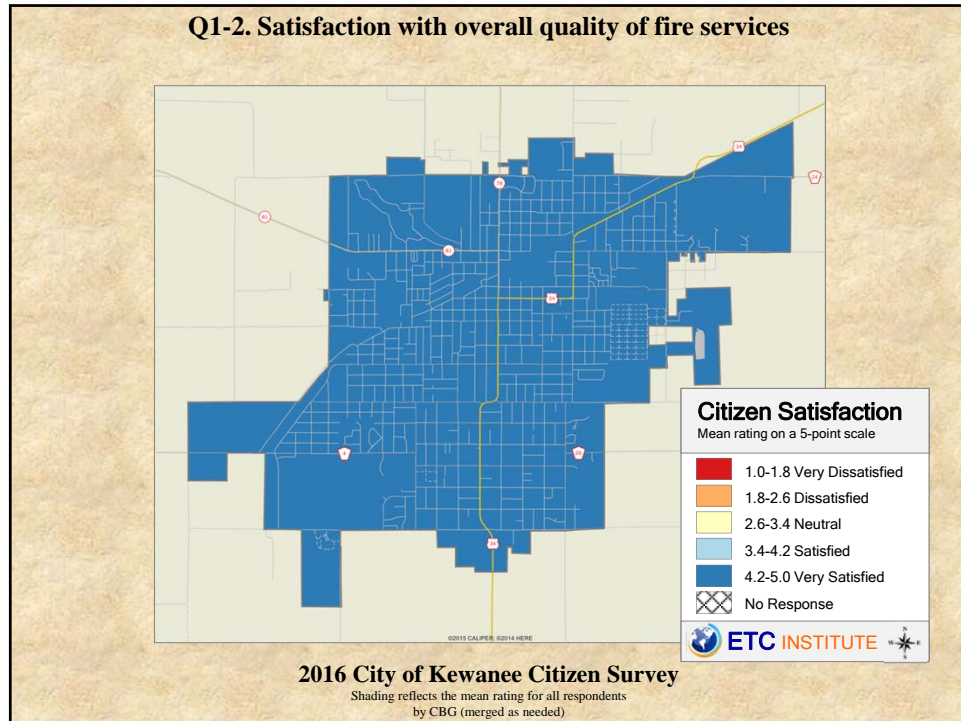
Interpreting the Maps

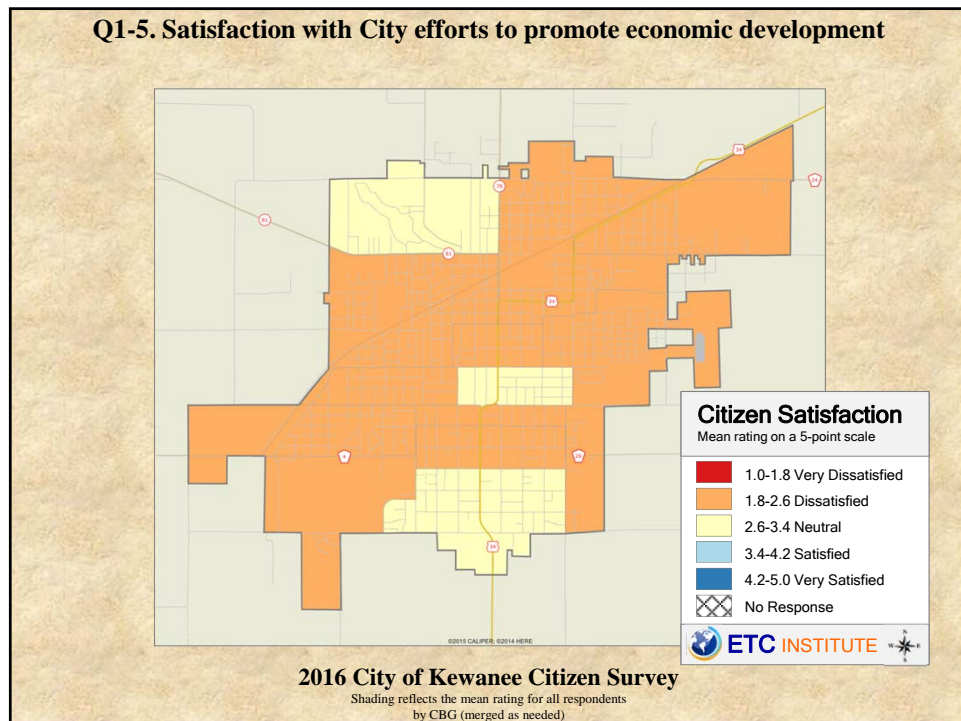
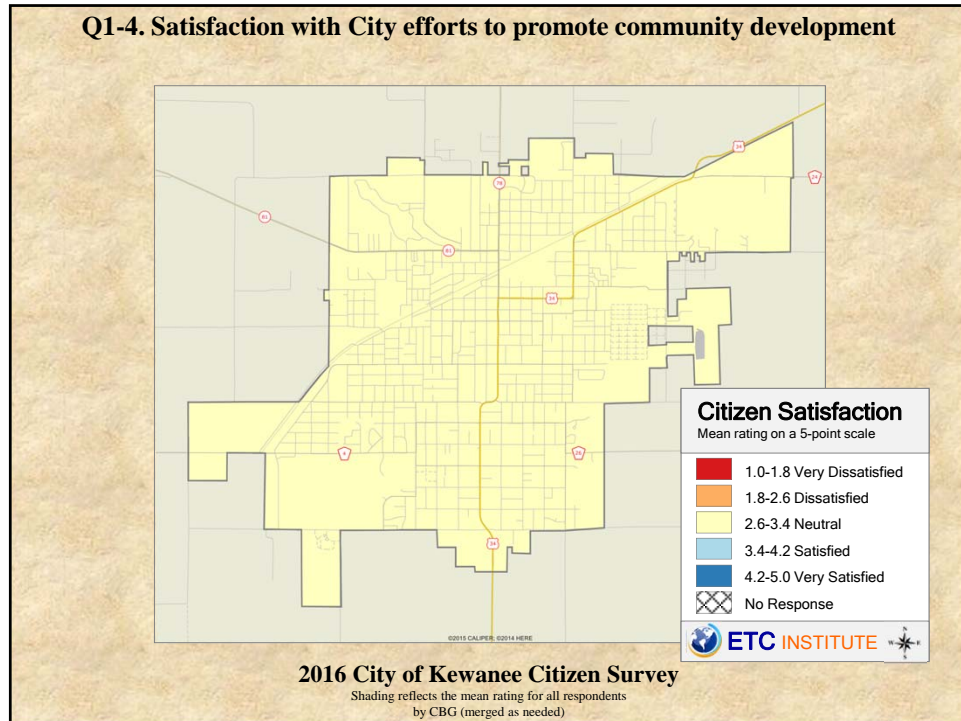
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

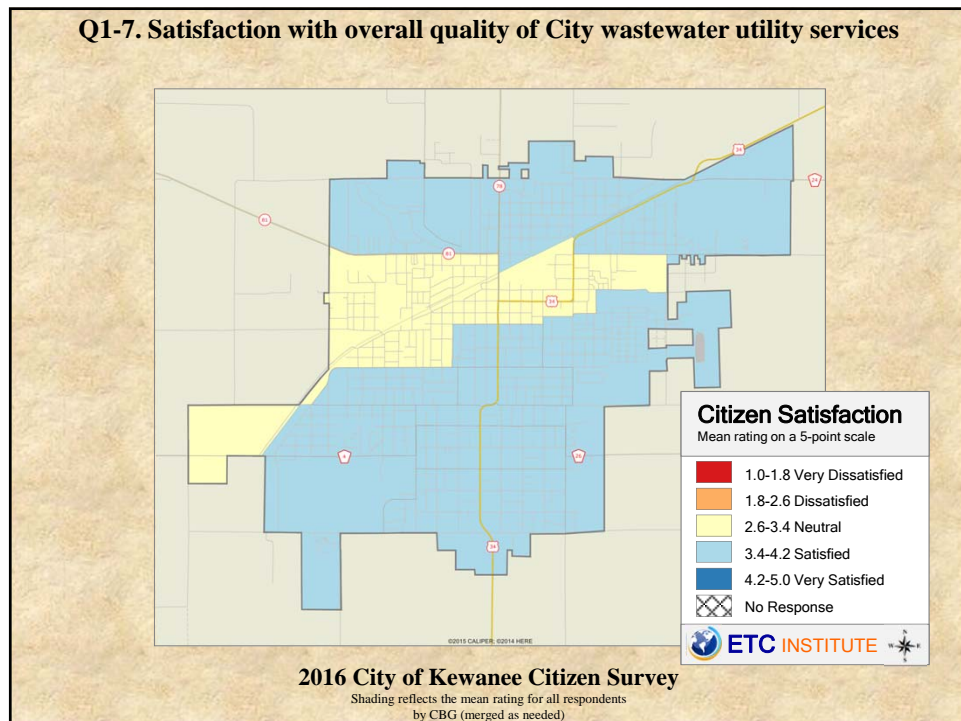
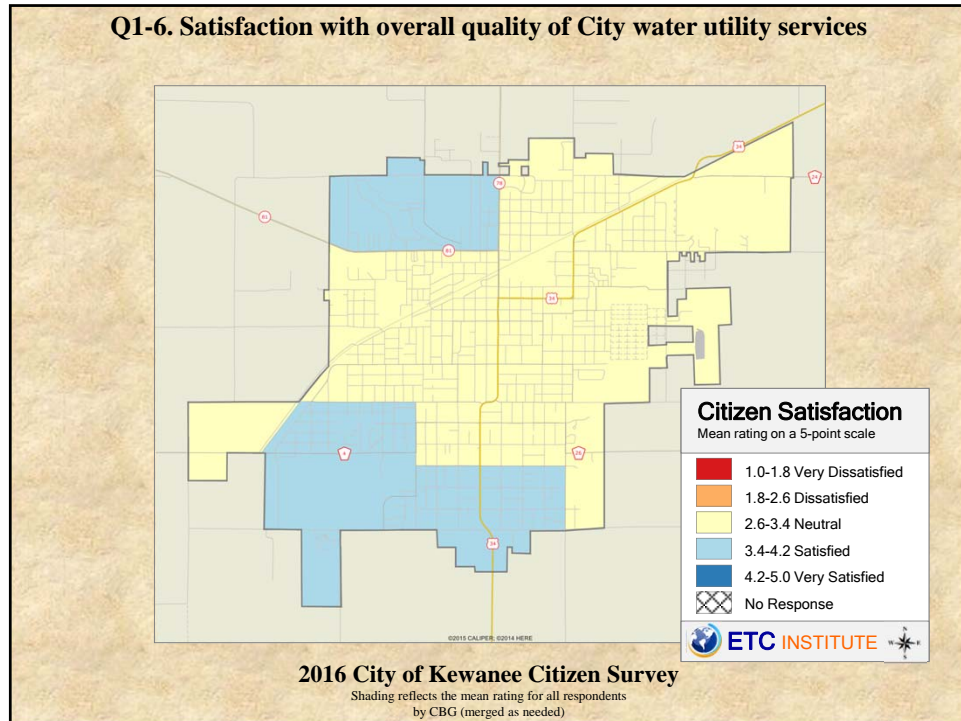
When reading the maps, please use the following color scheme as a guide:

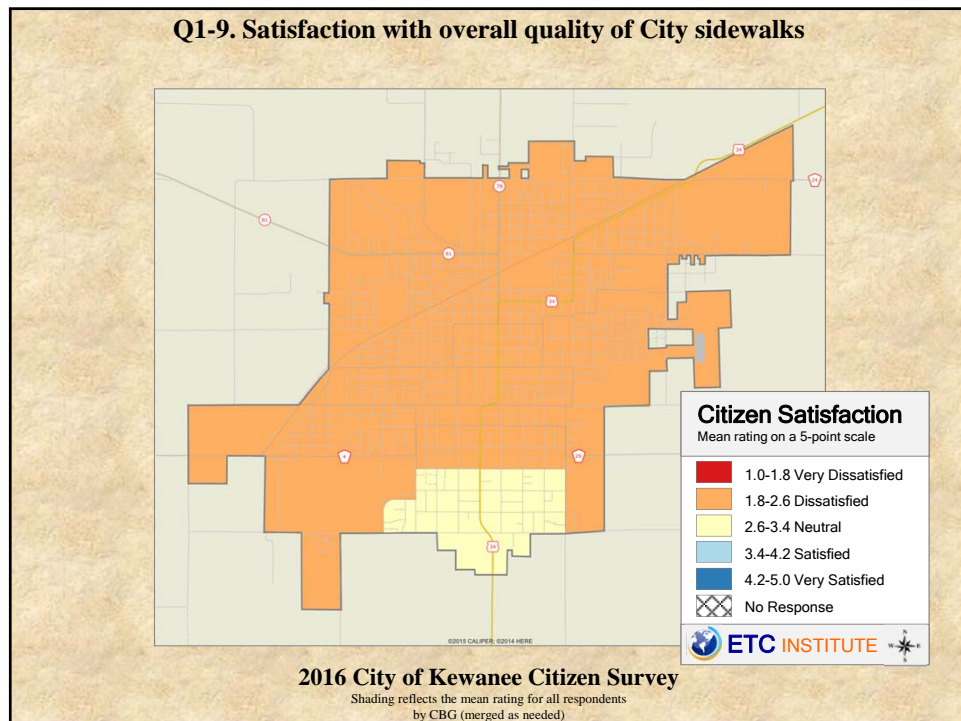
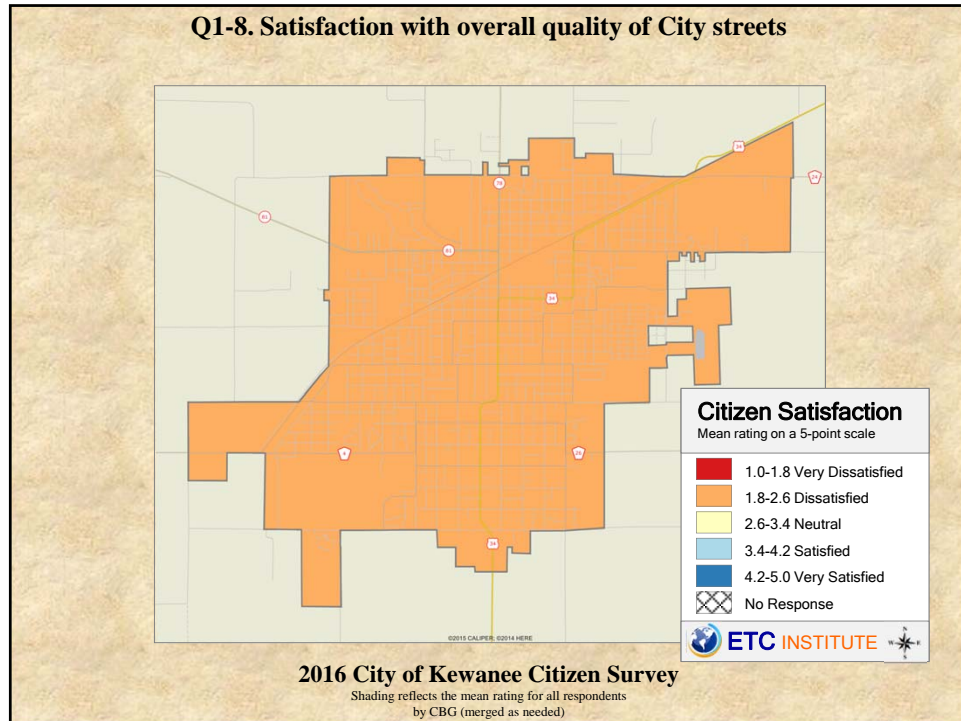
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

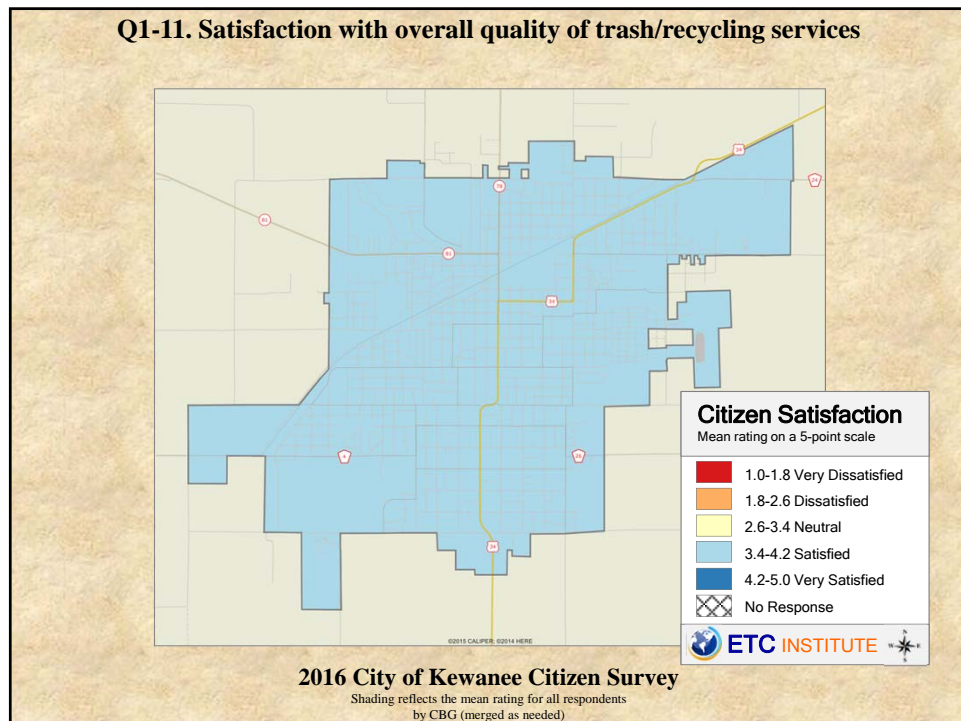
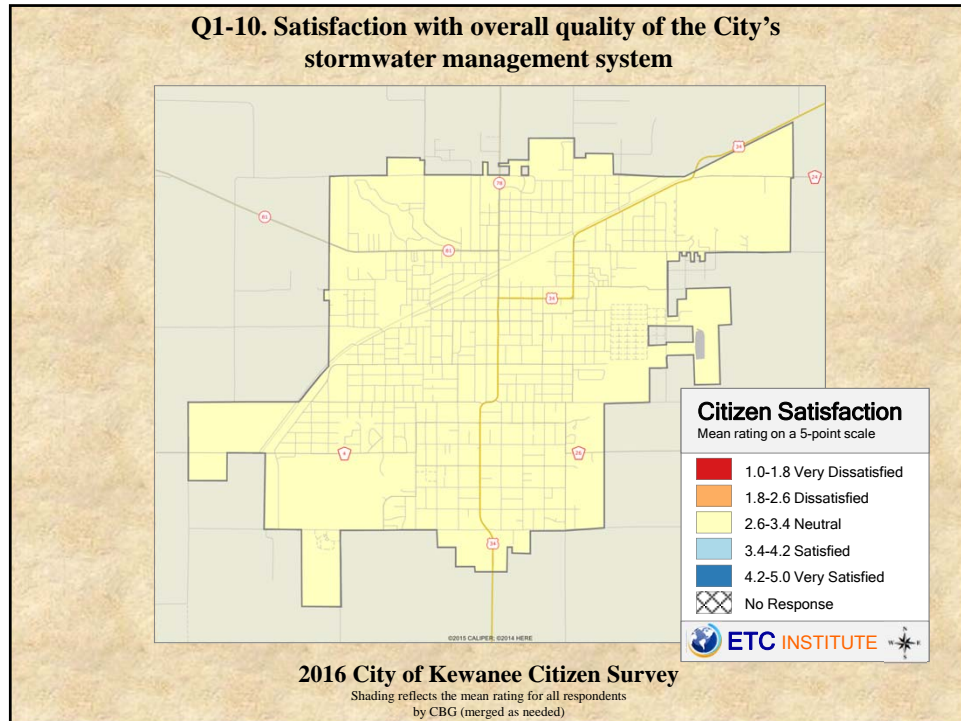


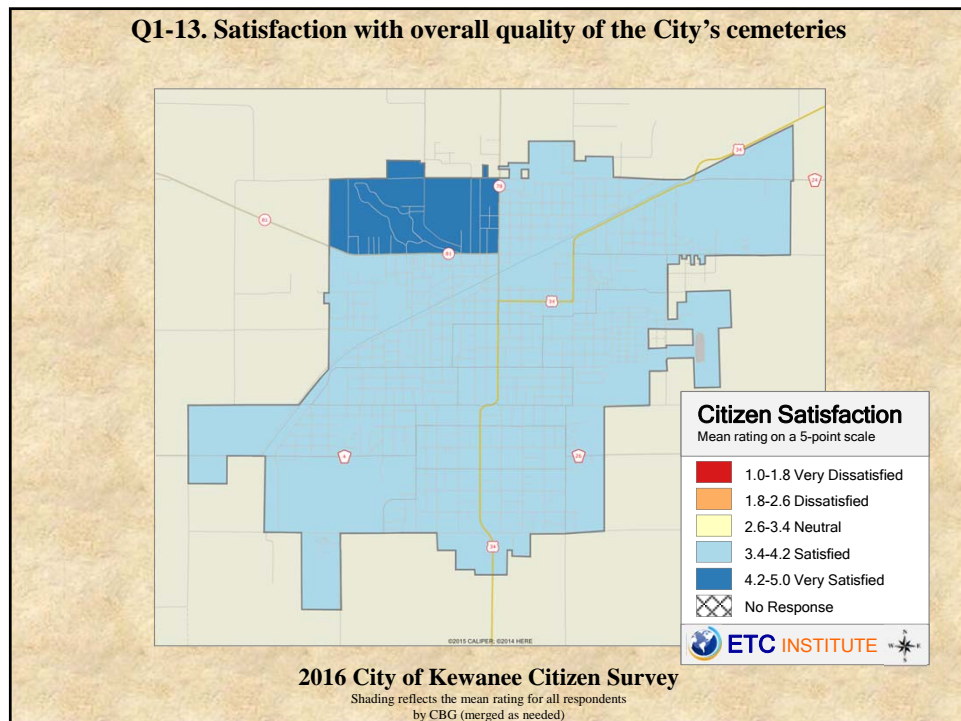
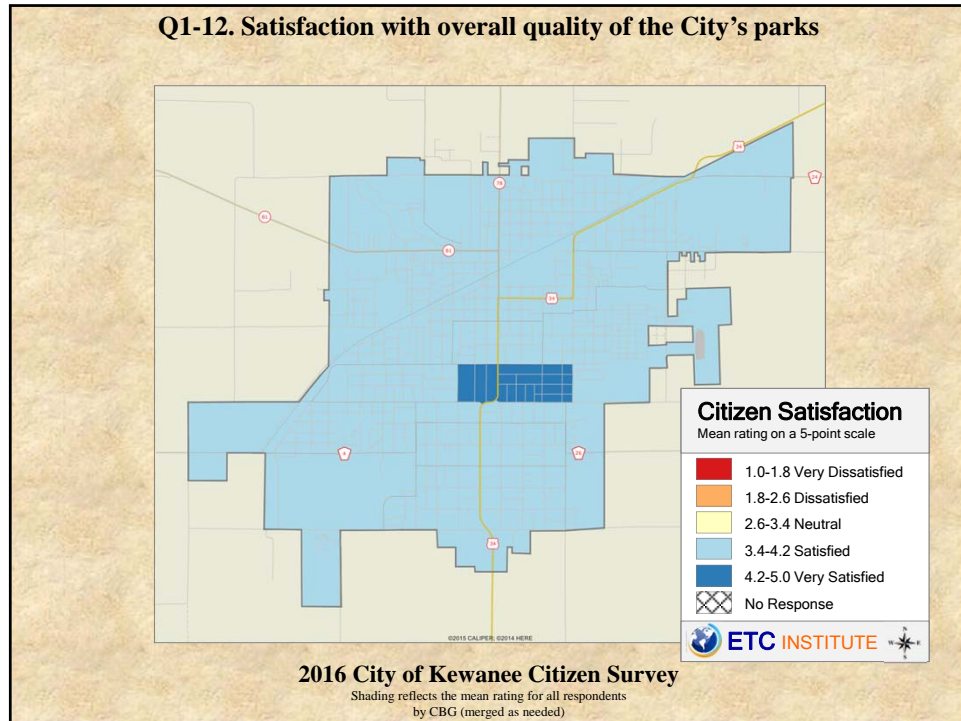


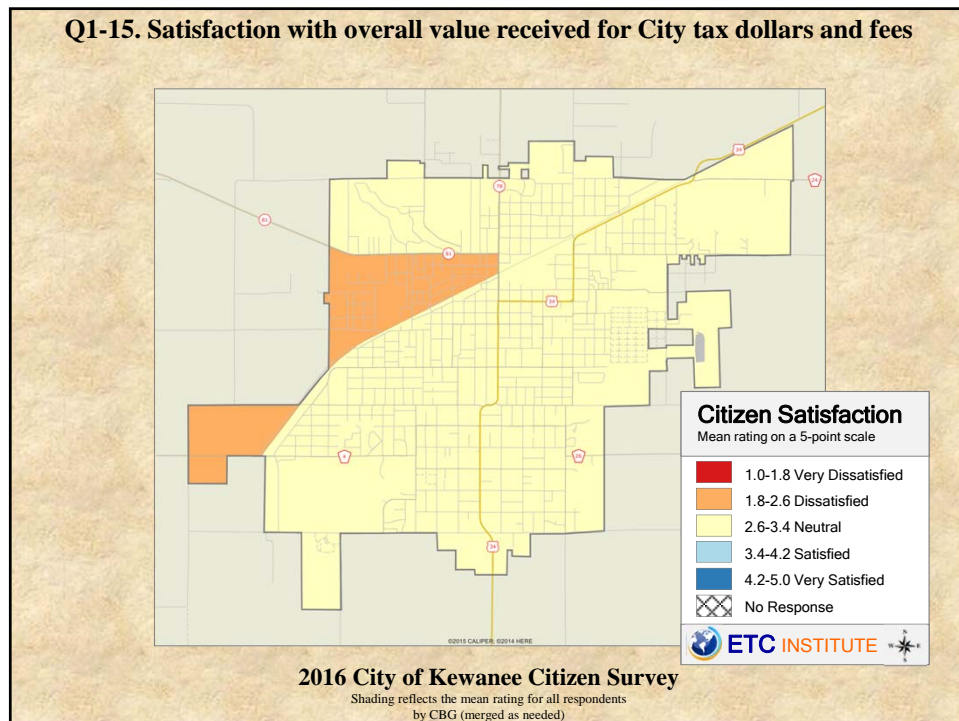
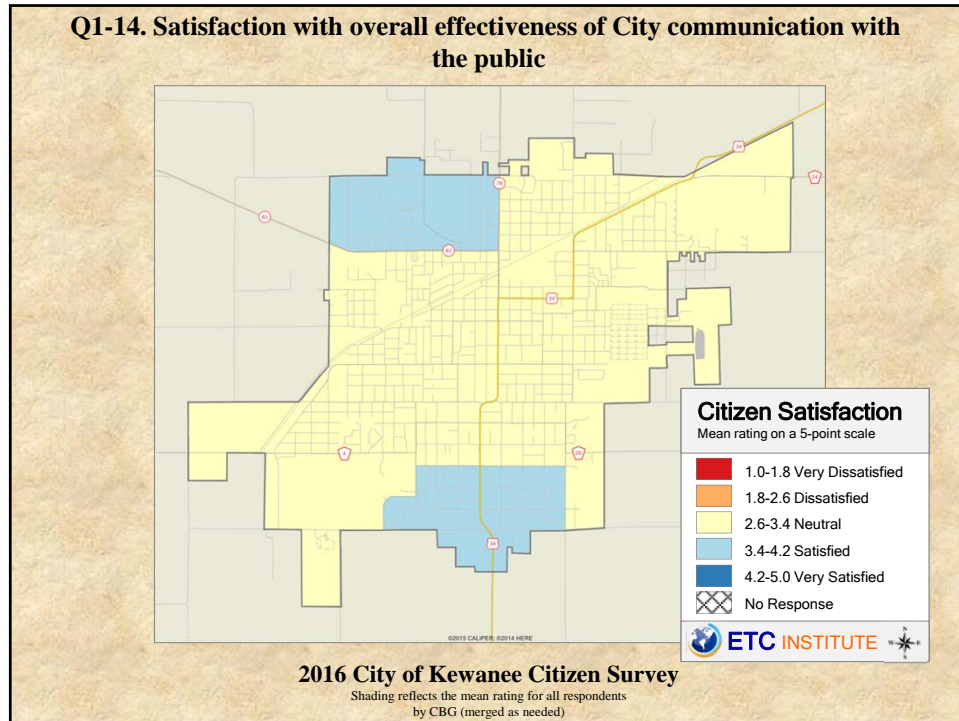




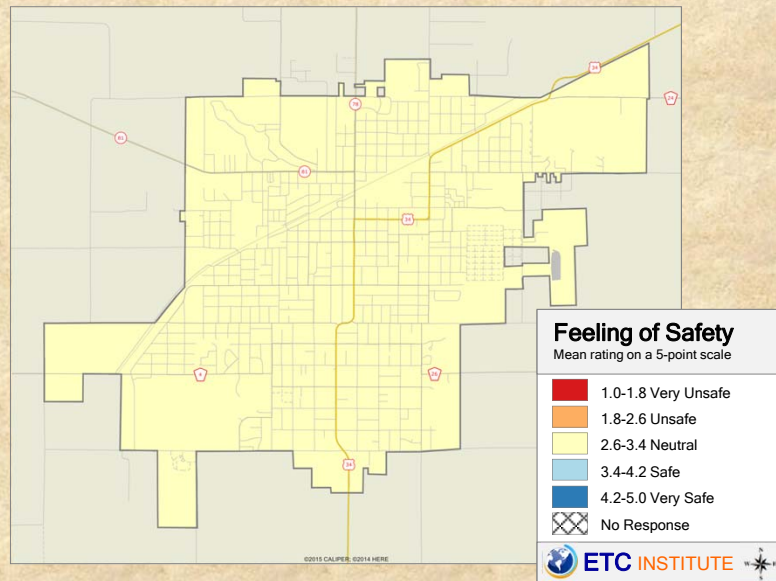








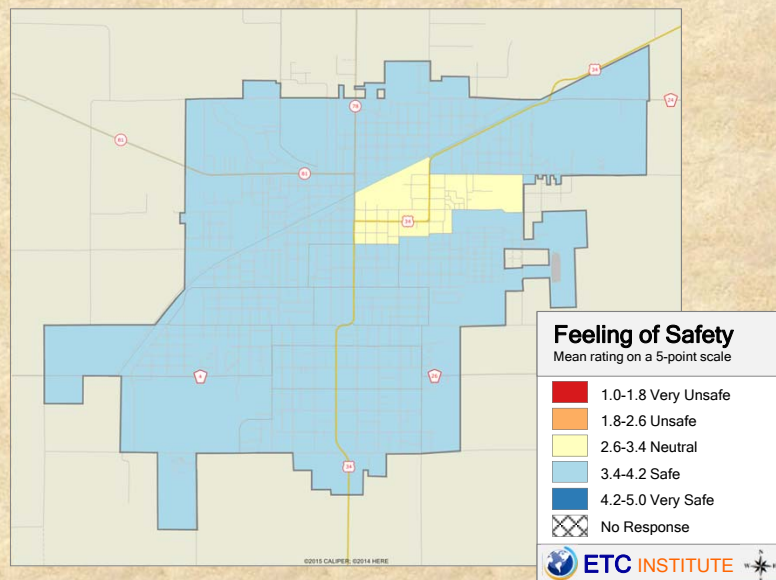
Q3-1. Feeling of safety while walking in neighborhoods after dark



2016 City of Kewanee Citizen Survey

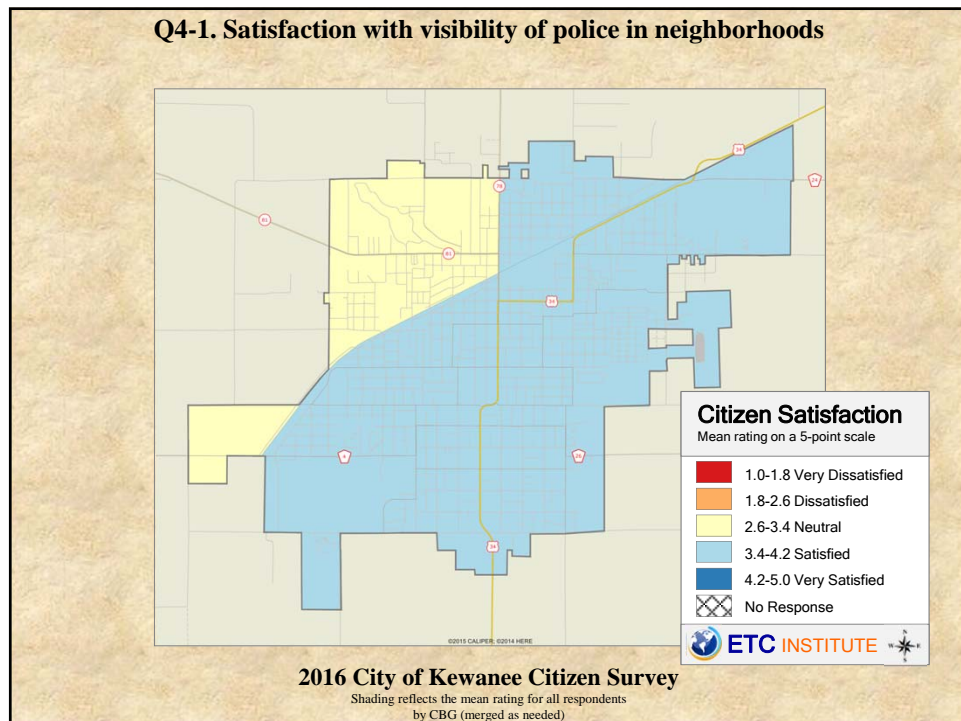
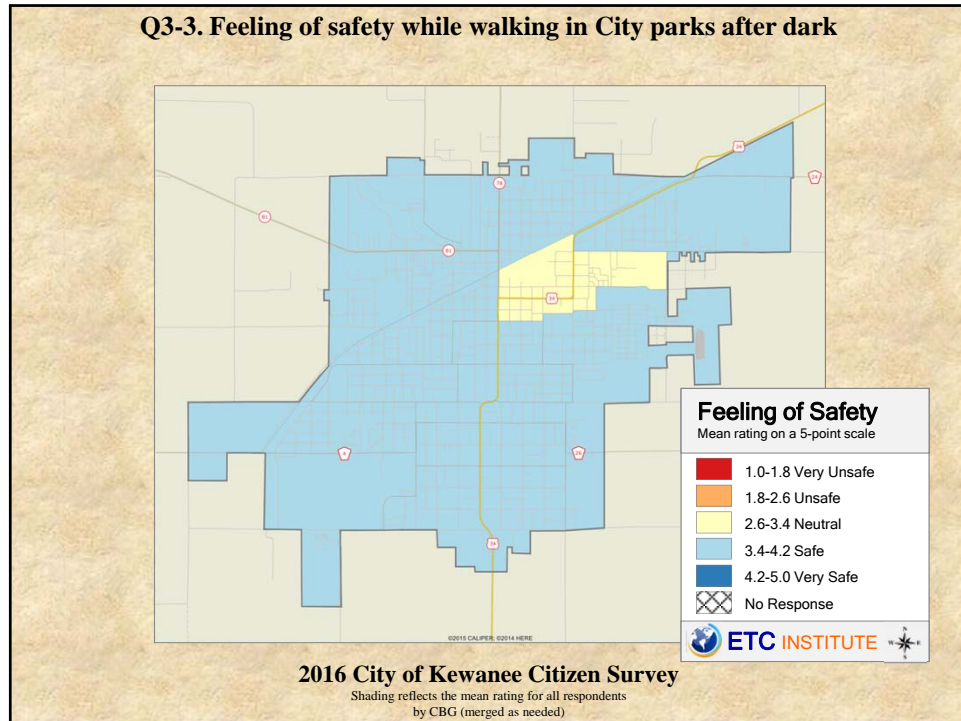
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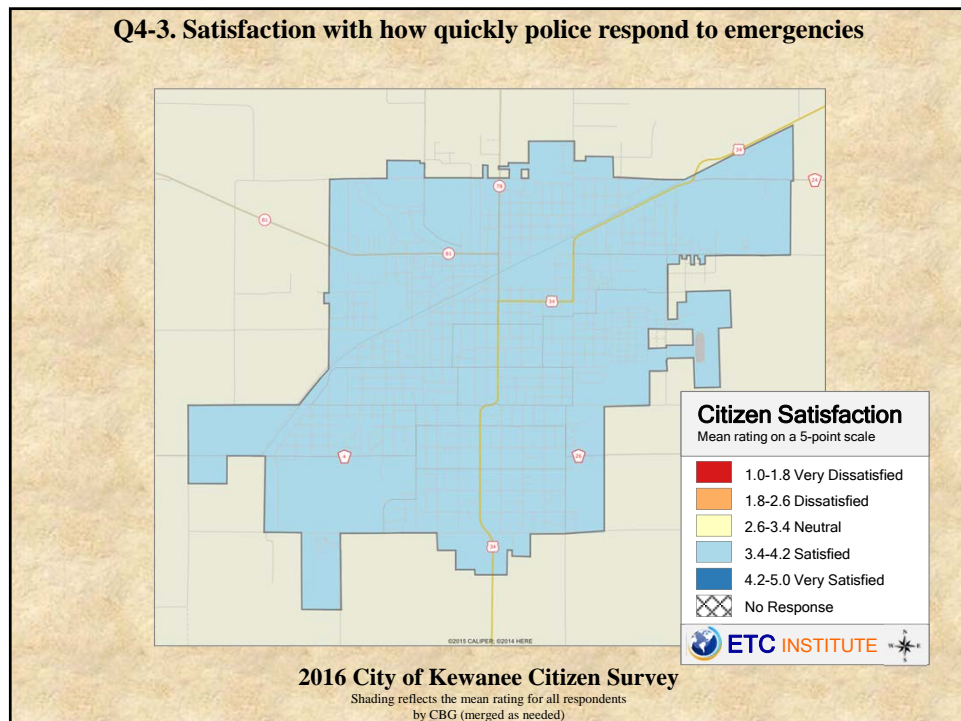
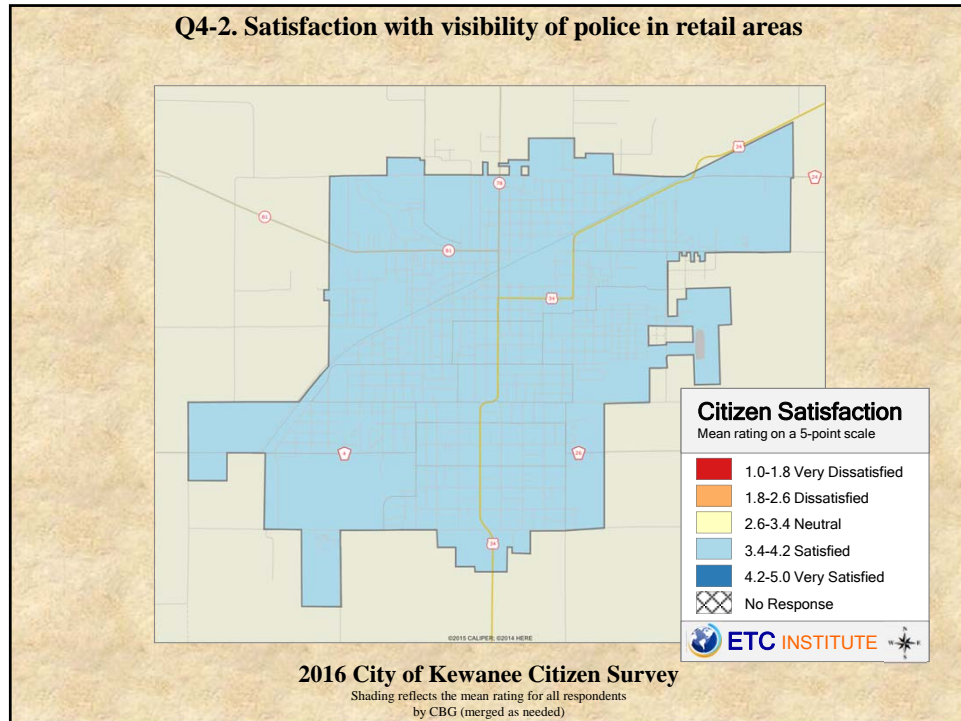
Q3-2. Feeling of safety while walking in Downtown Kewanee after dark

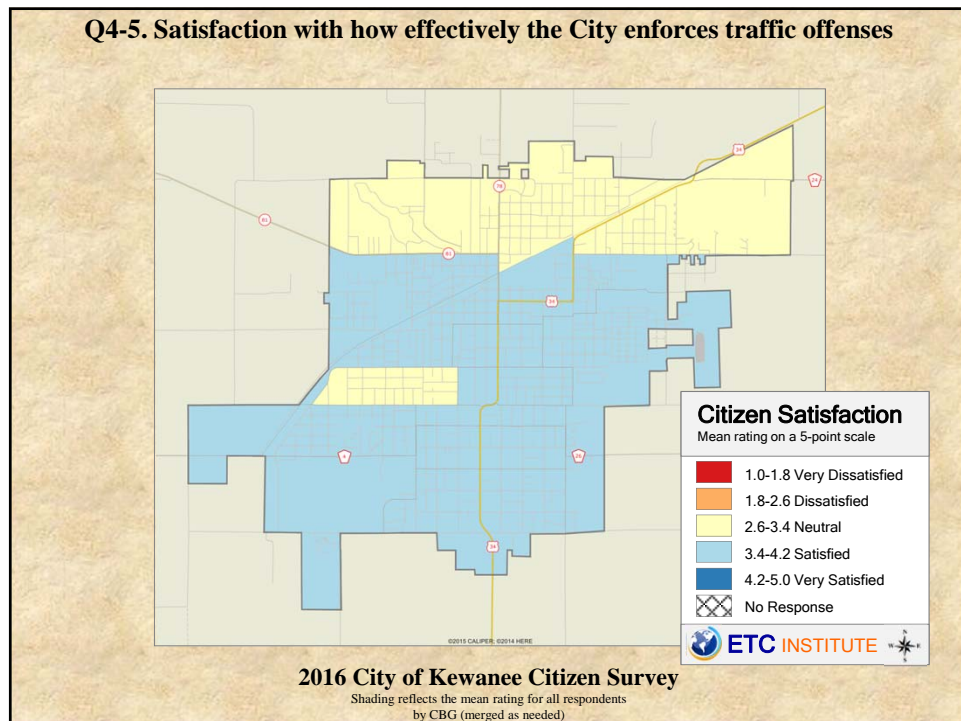
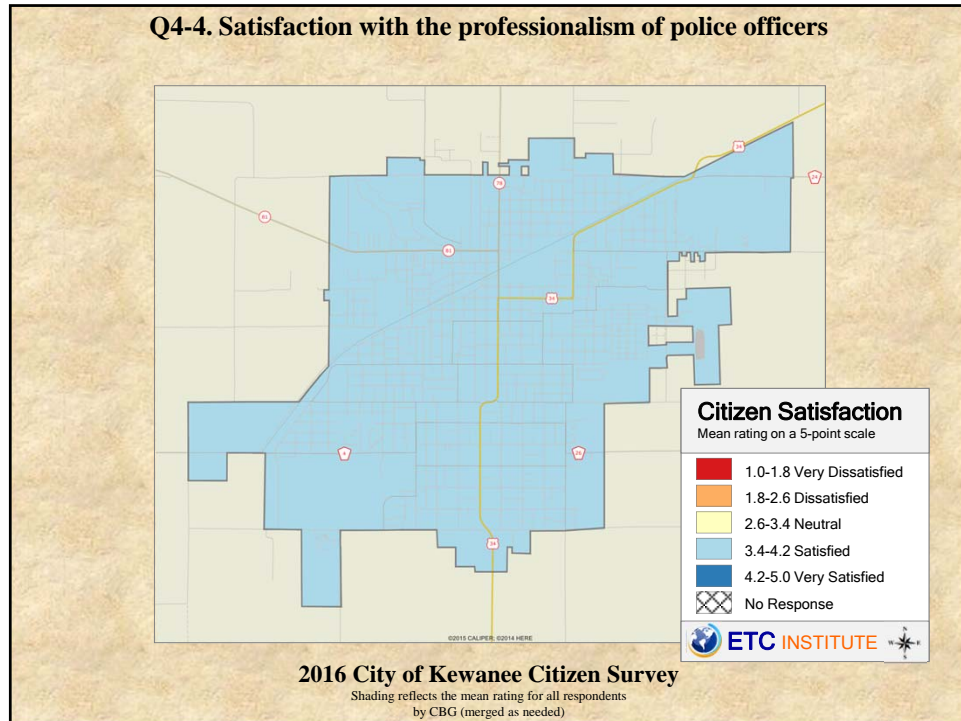


2016 City of Kewanee Citizen Survey

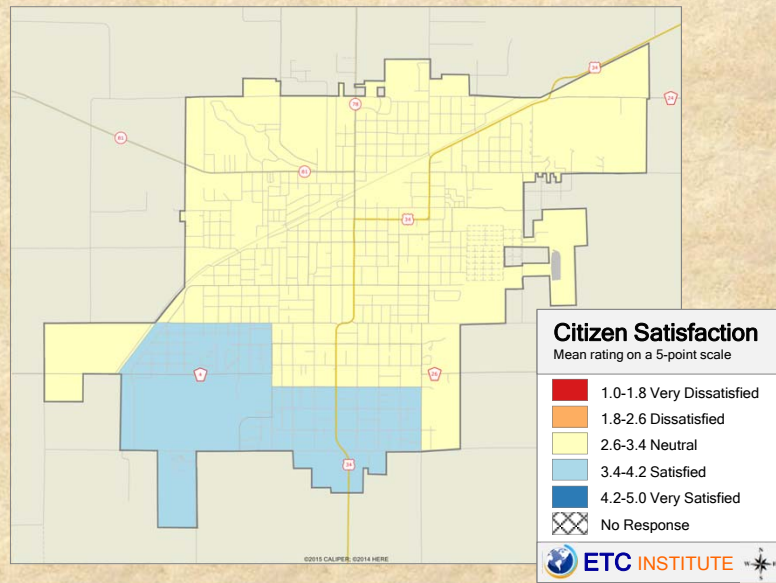
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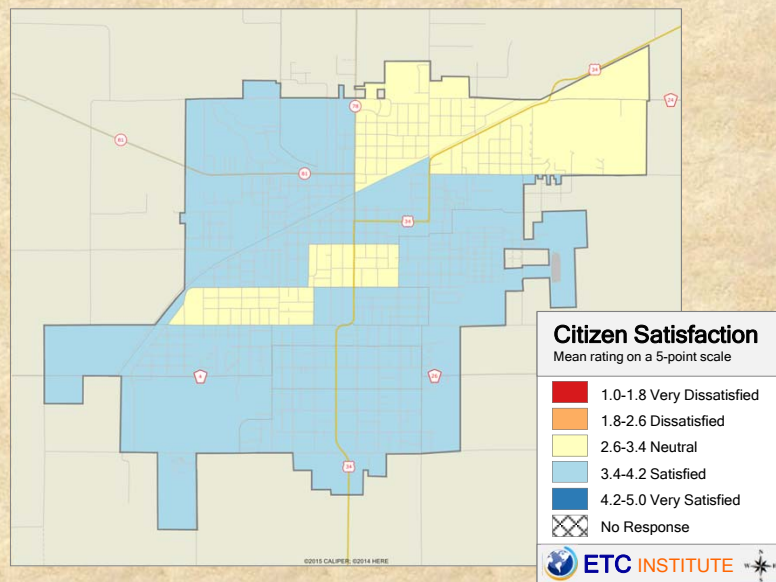
Q4-6. Satisfaction with how effectively the City enforces parking offenses



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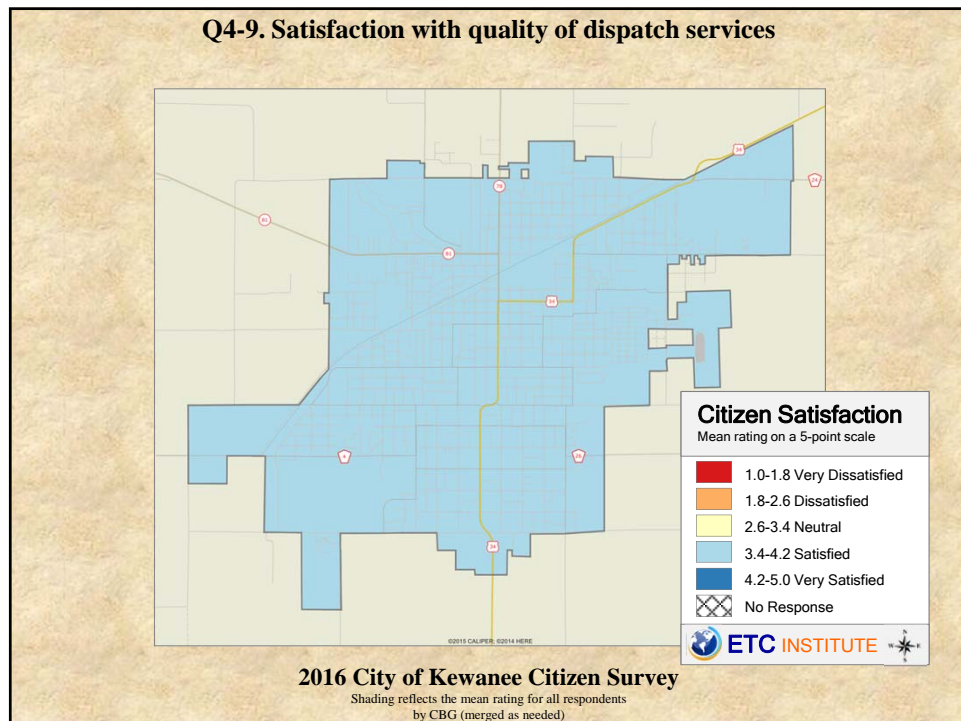
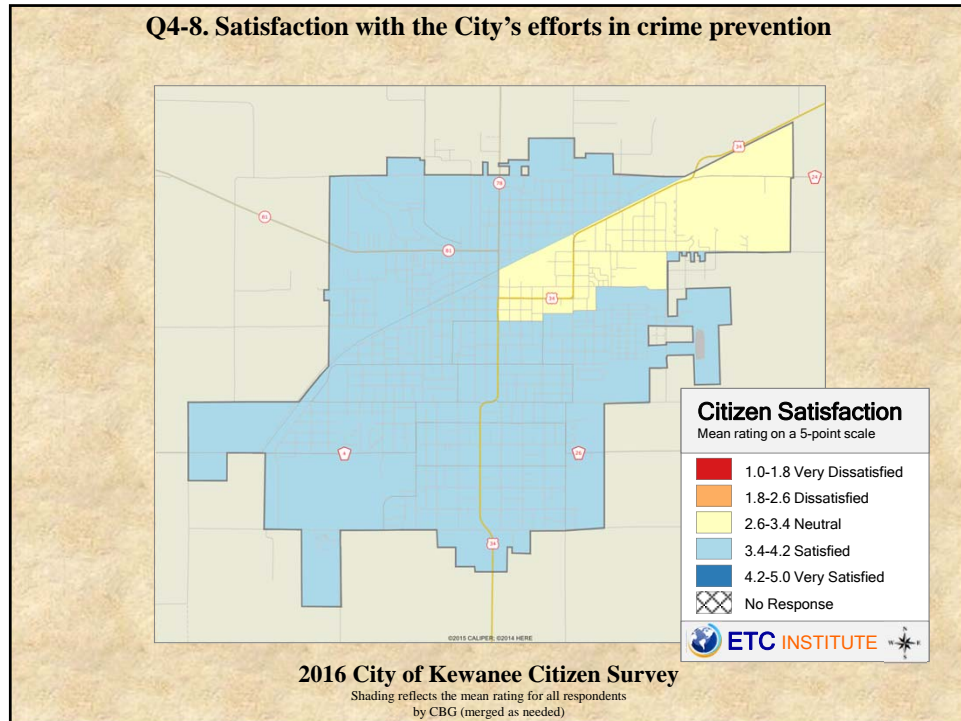
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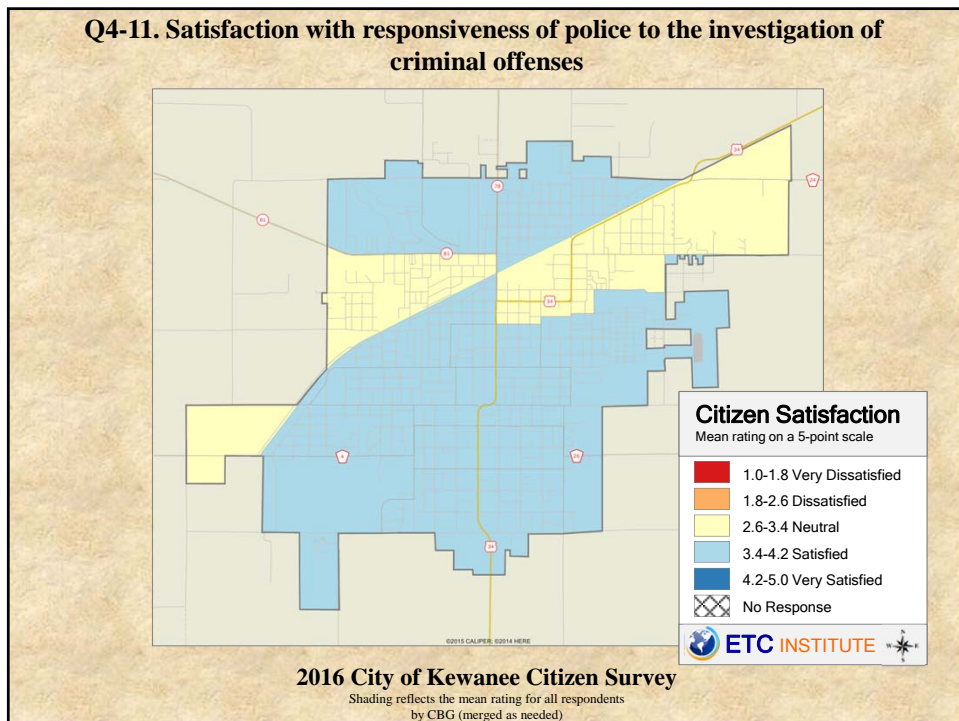
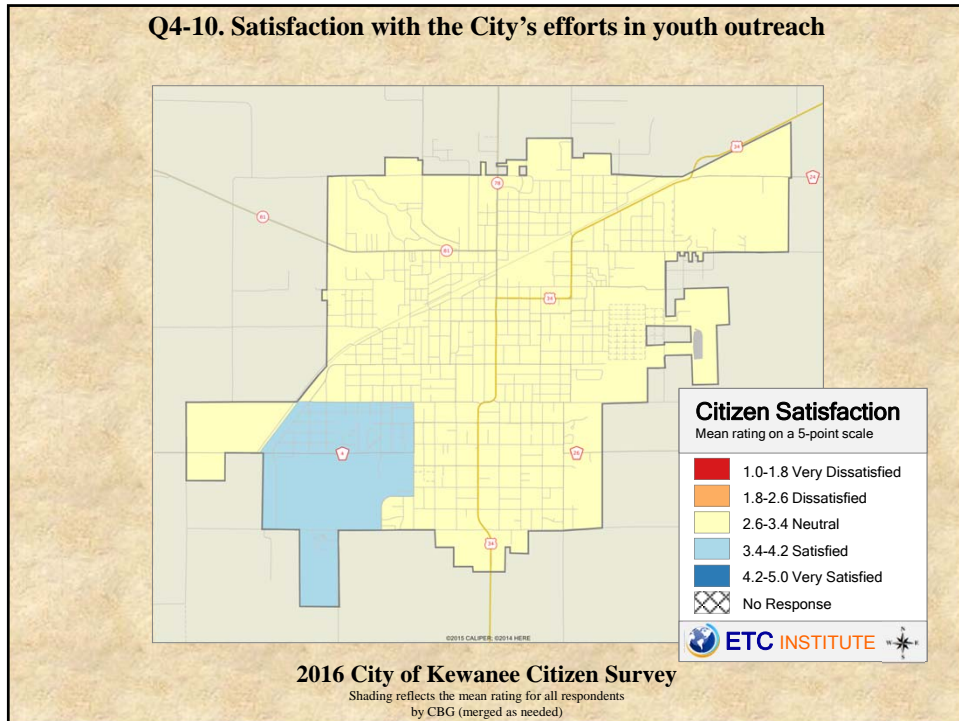
Q4-7. Satisfaction with availability and effectiveness of animal control services

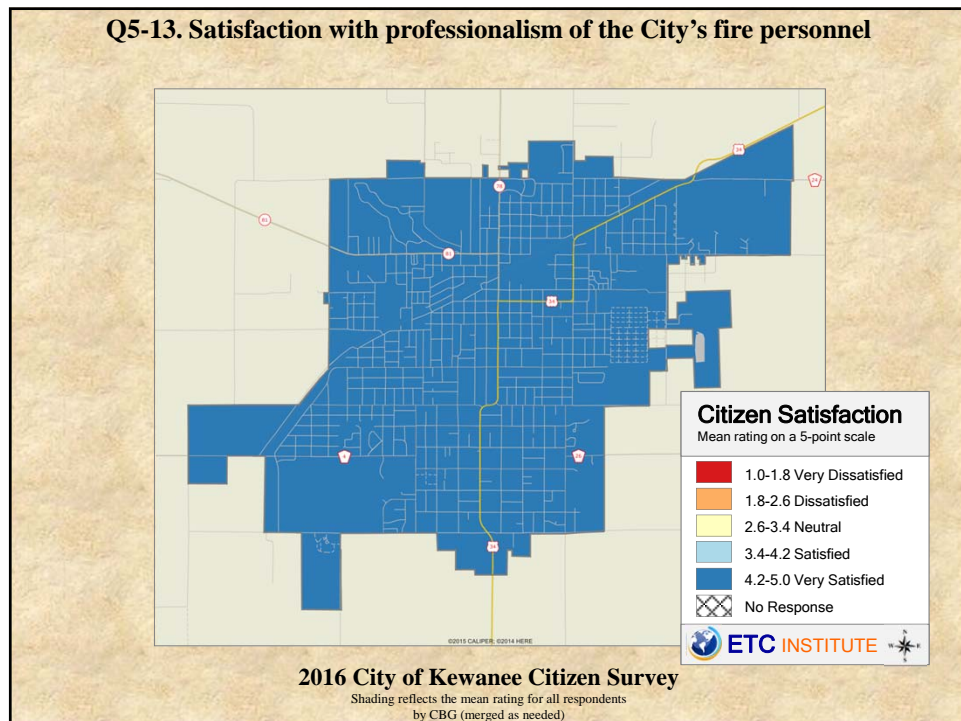
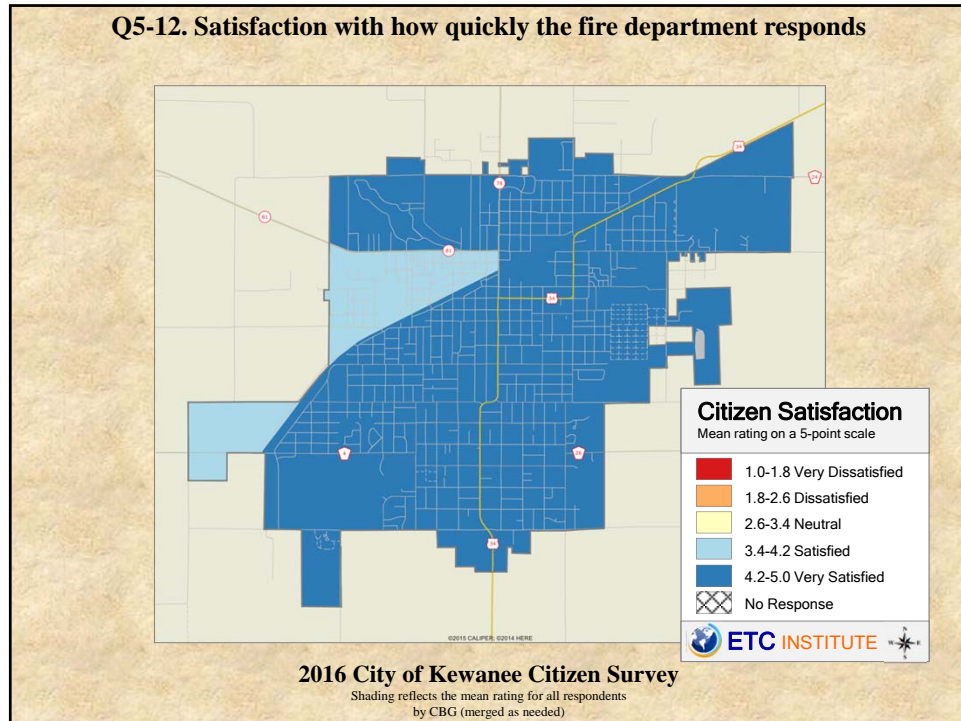


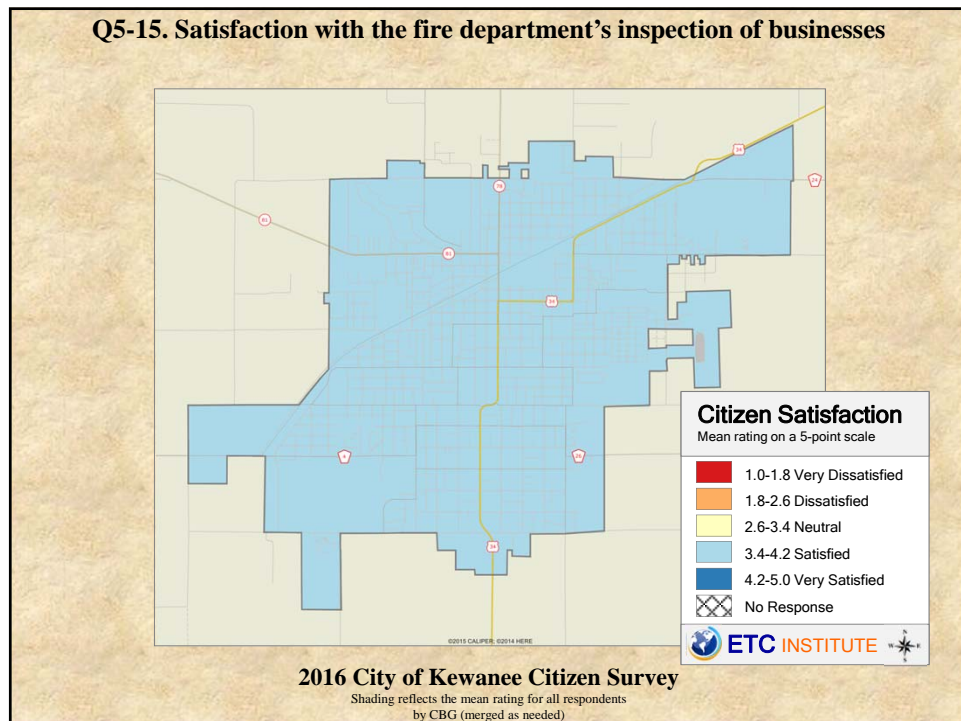
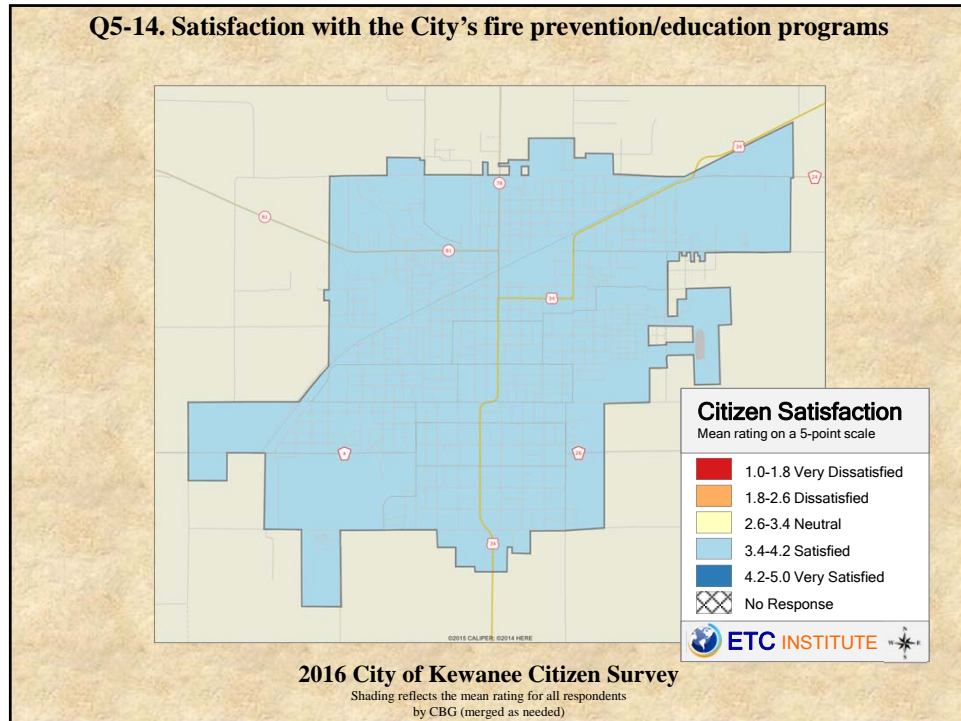
2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

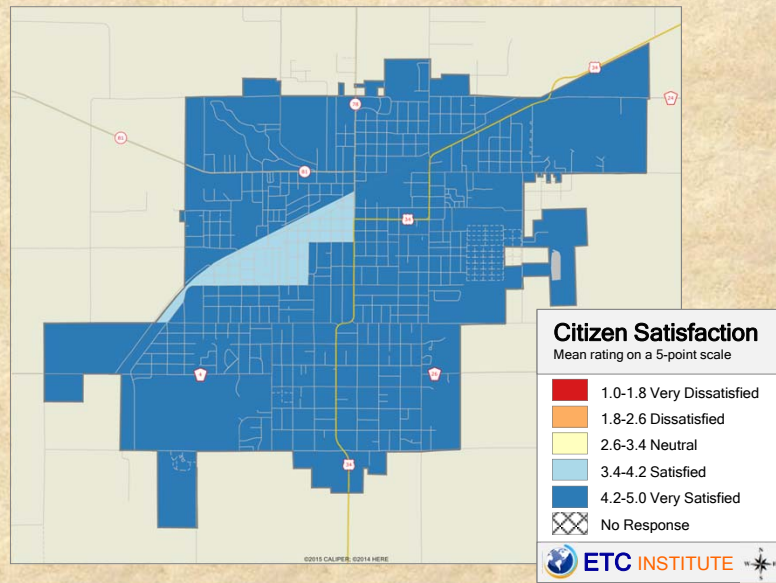








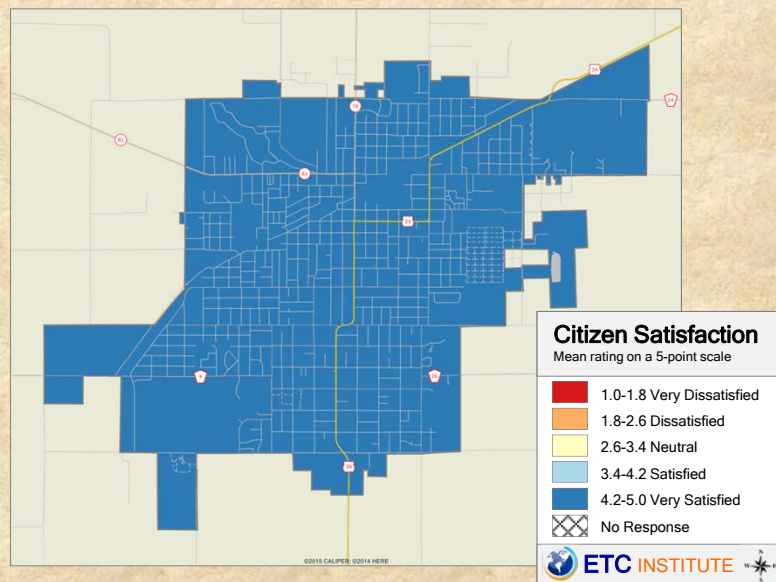
Q5-16. Satisfaction with how quickly emergency medical services responds



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

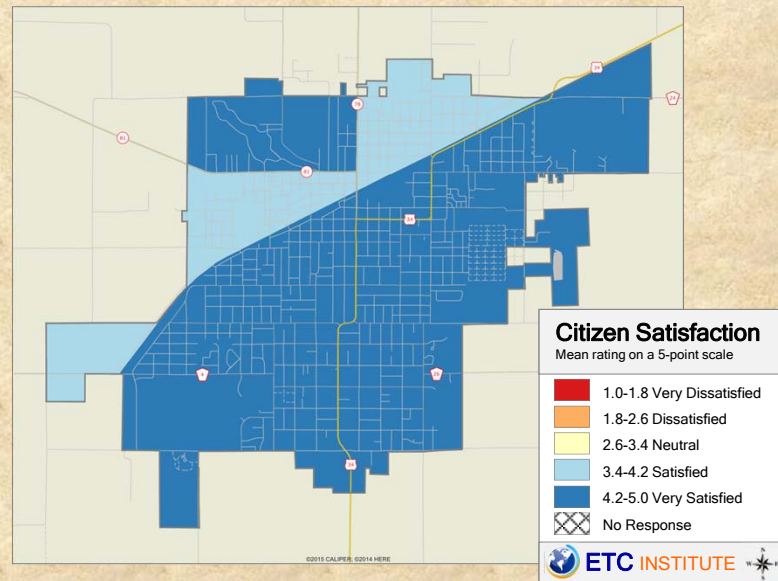
Q5-17. Satisfaction with professionalism of ambulance personnel



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

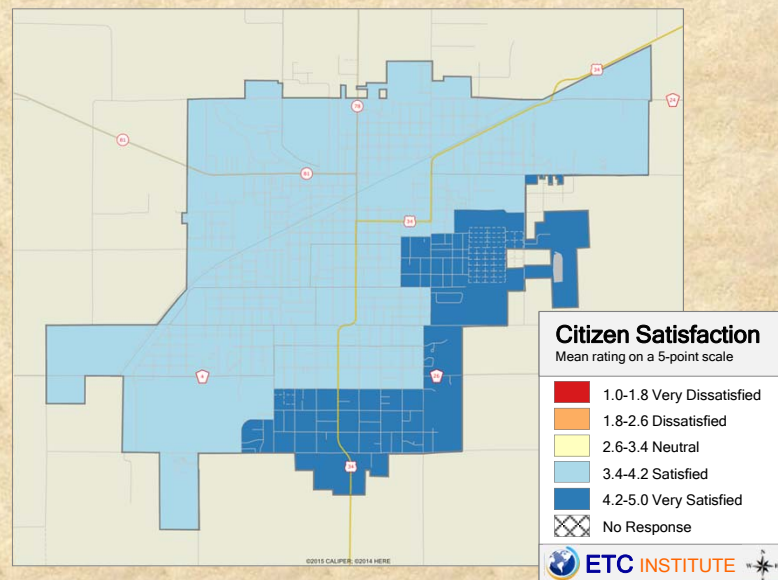
Q5-18. Satisfaction with the level of service provided by ambulance personnel in a timely manner



2016 City of Kewanee Citizen Survey

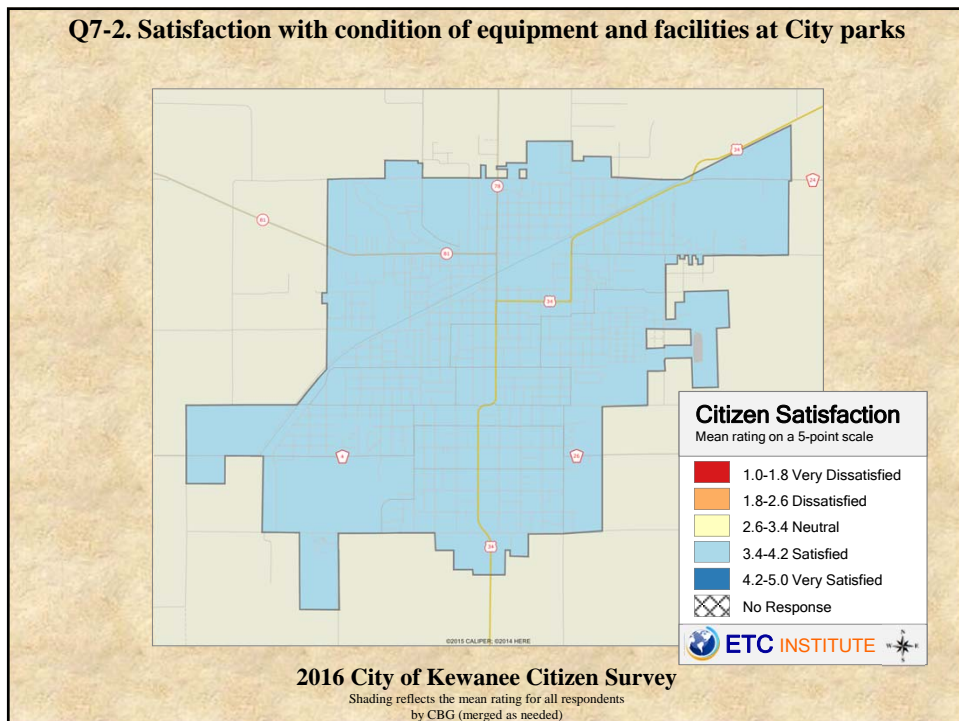
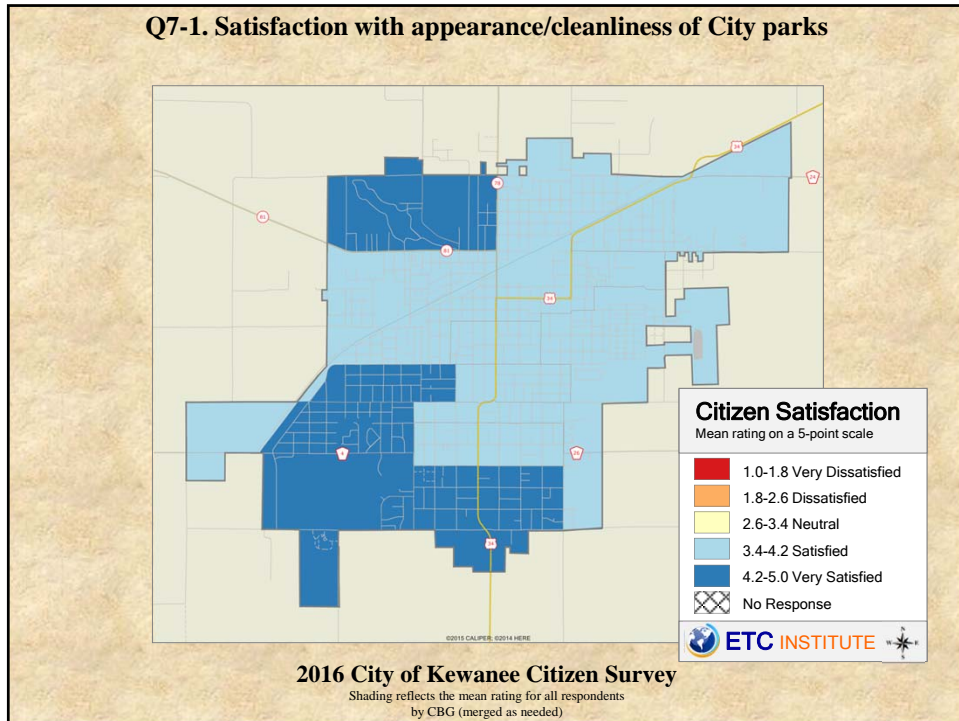
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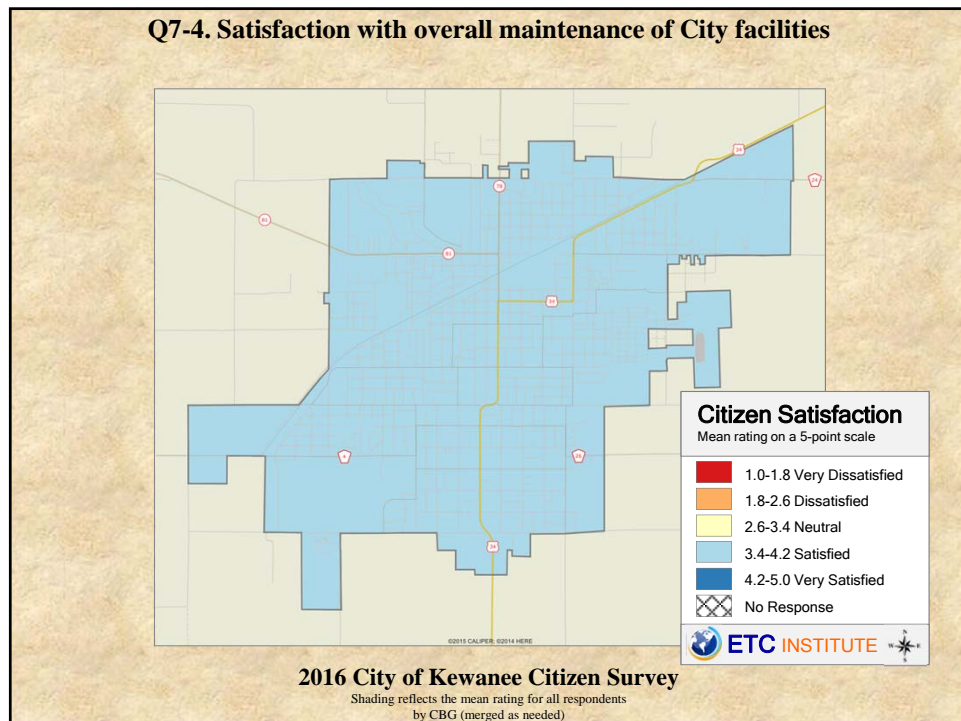
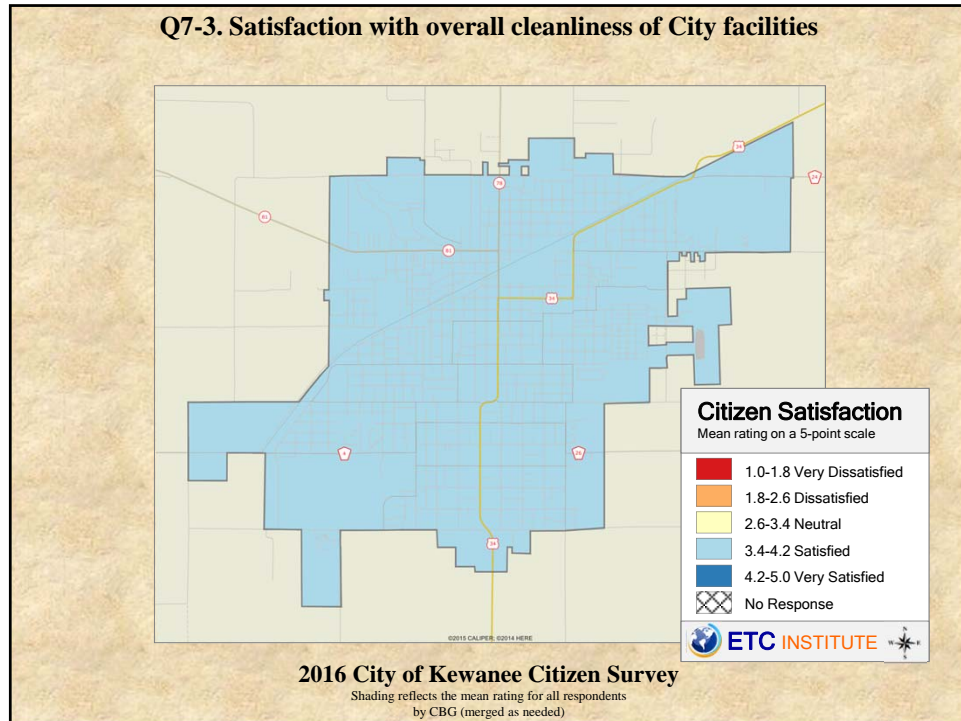
Q5-19. Satisfaction with fire/ambulance personnel providing family members the information they needed

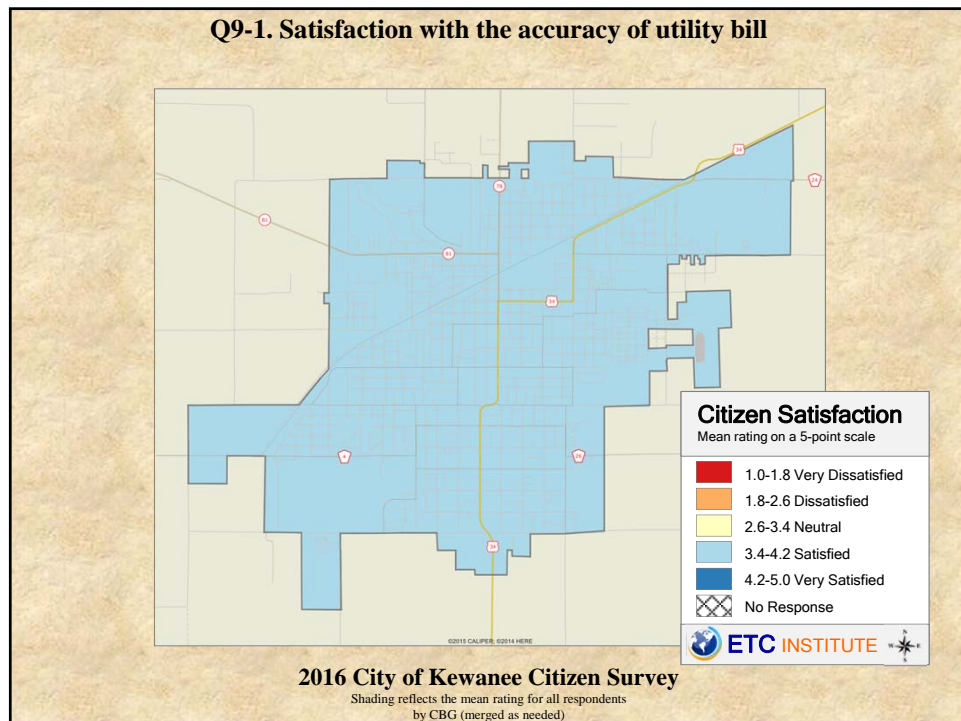
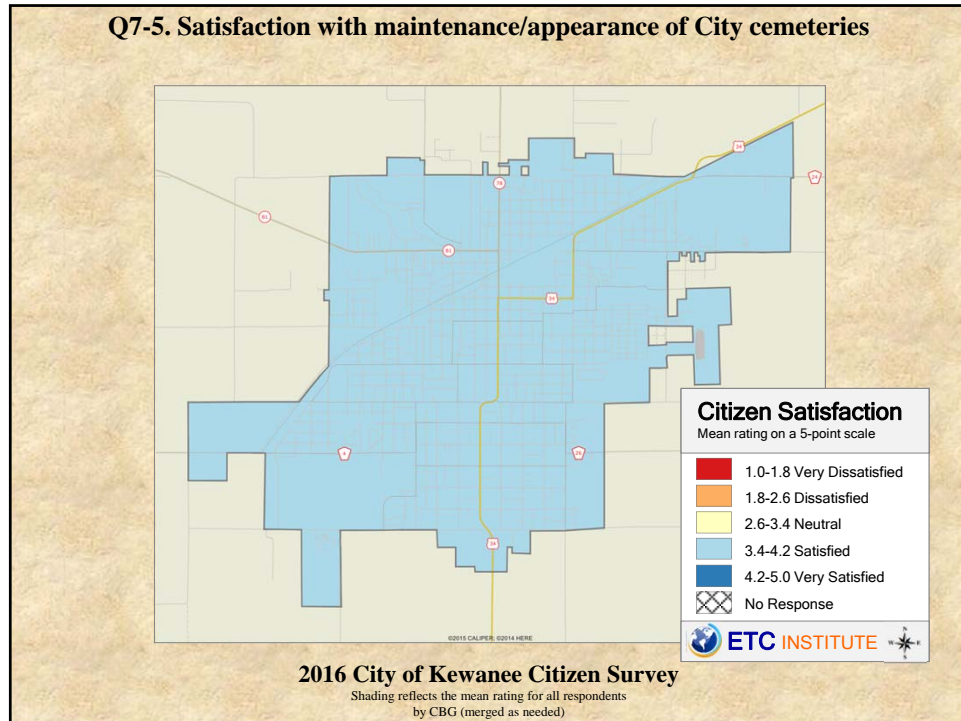


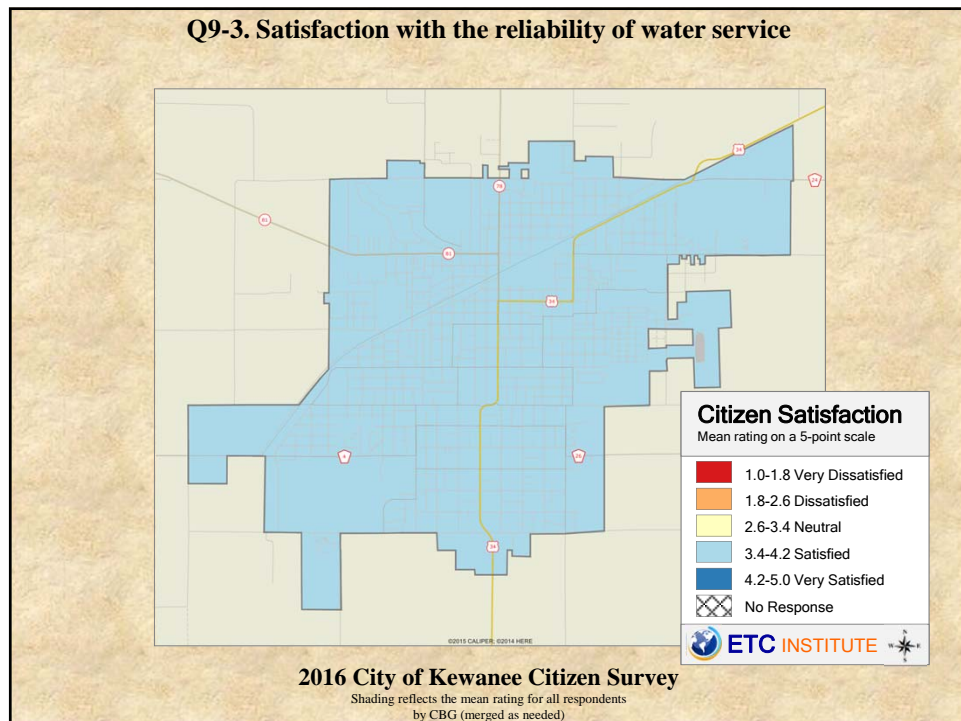
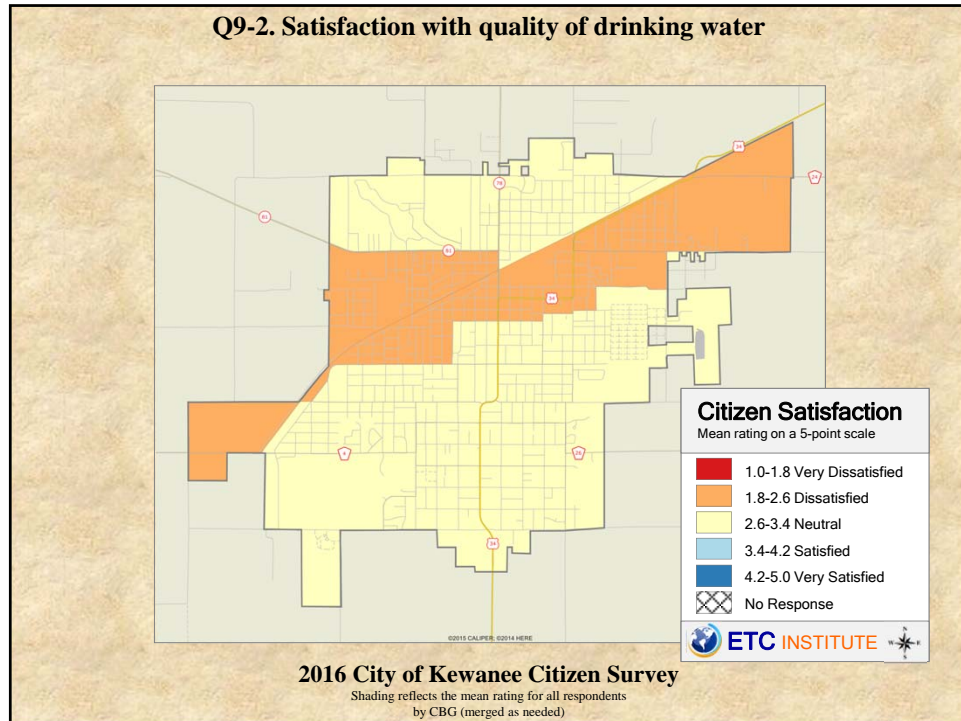
2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

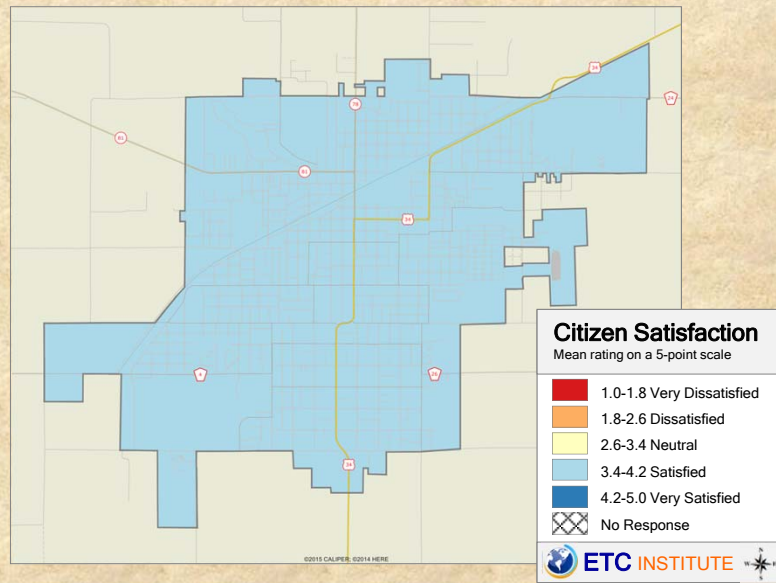








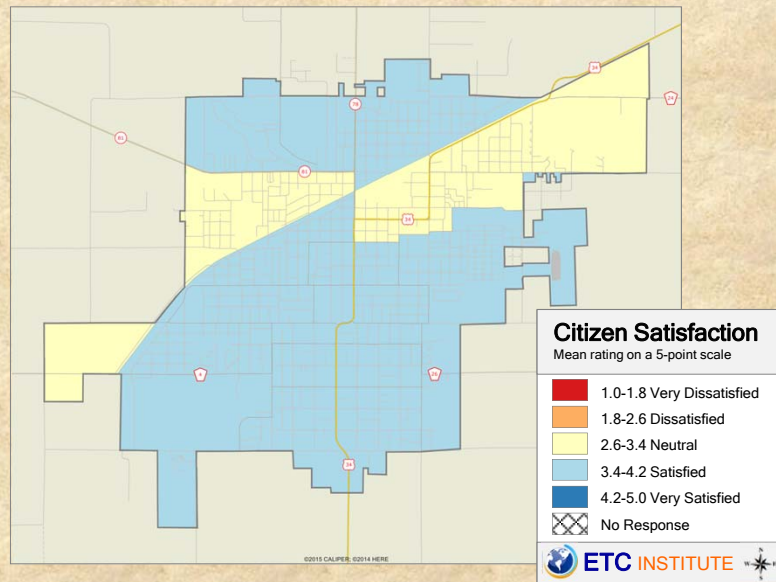
Q9-4. Satisfaction with how quickly disruptions to water service are repaired



2016 City of Kewanee Citizen Survey

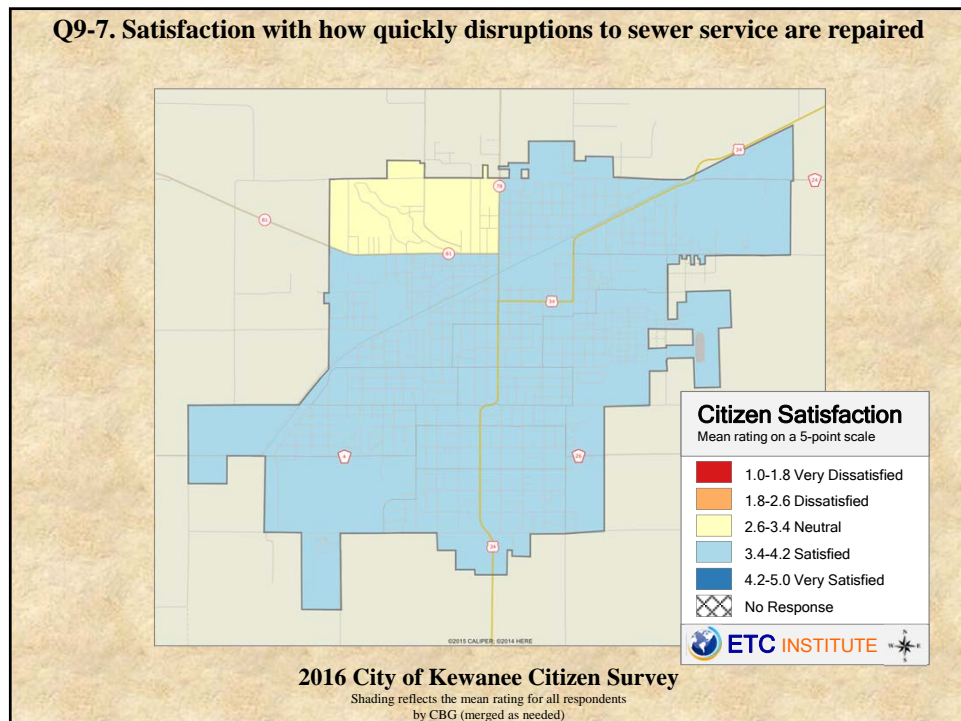
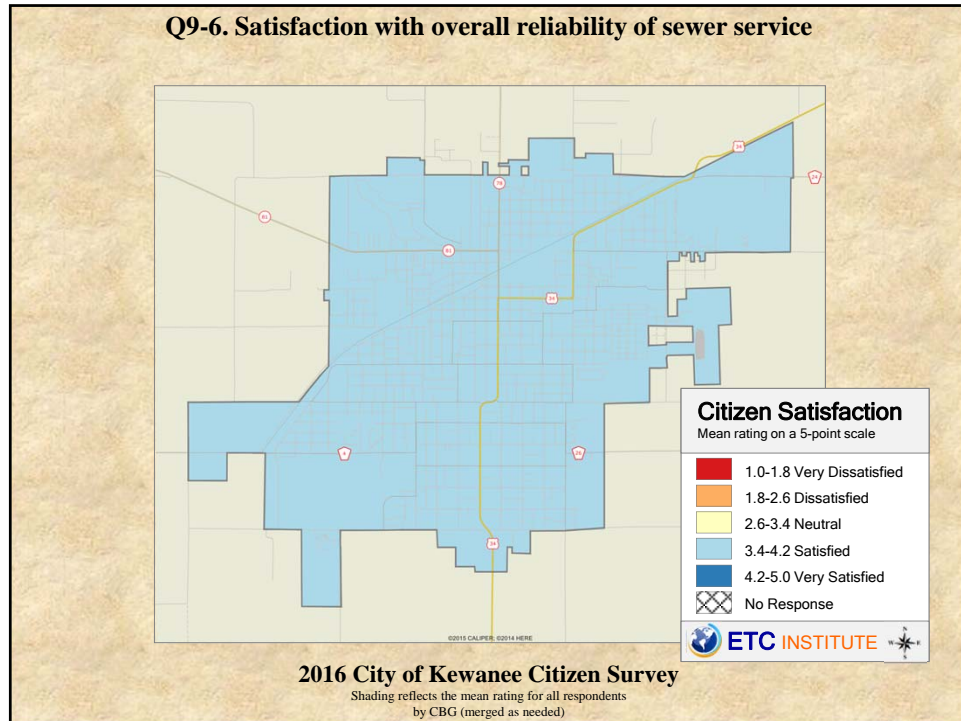
Shading reflects the mean rating for all respondents by CBG (merged as needed)

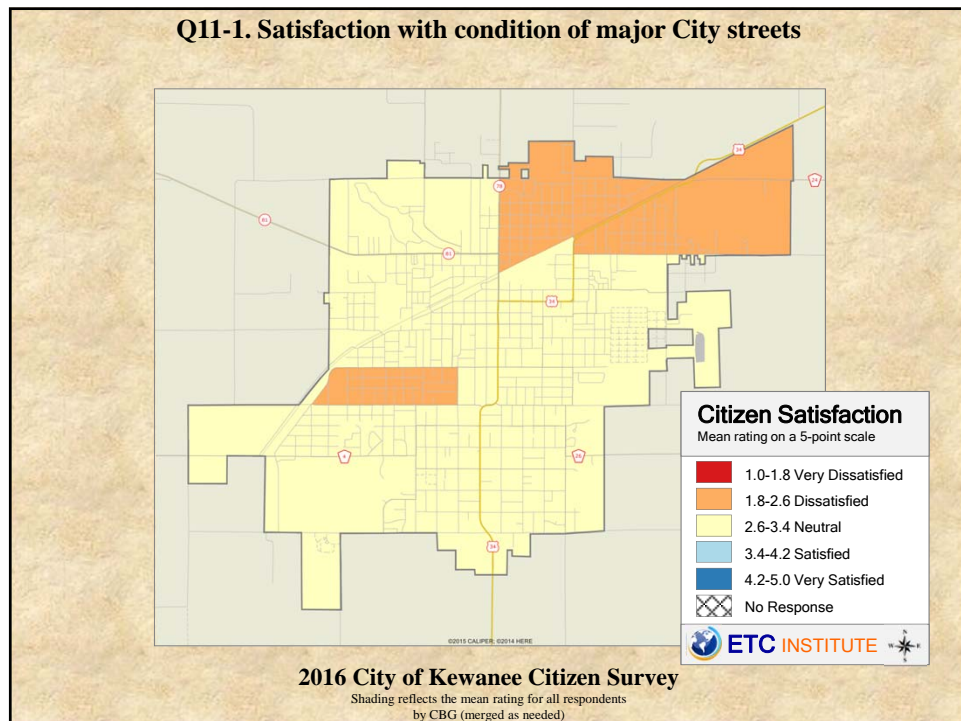
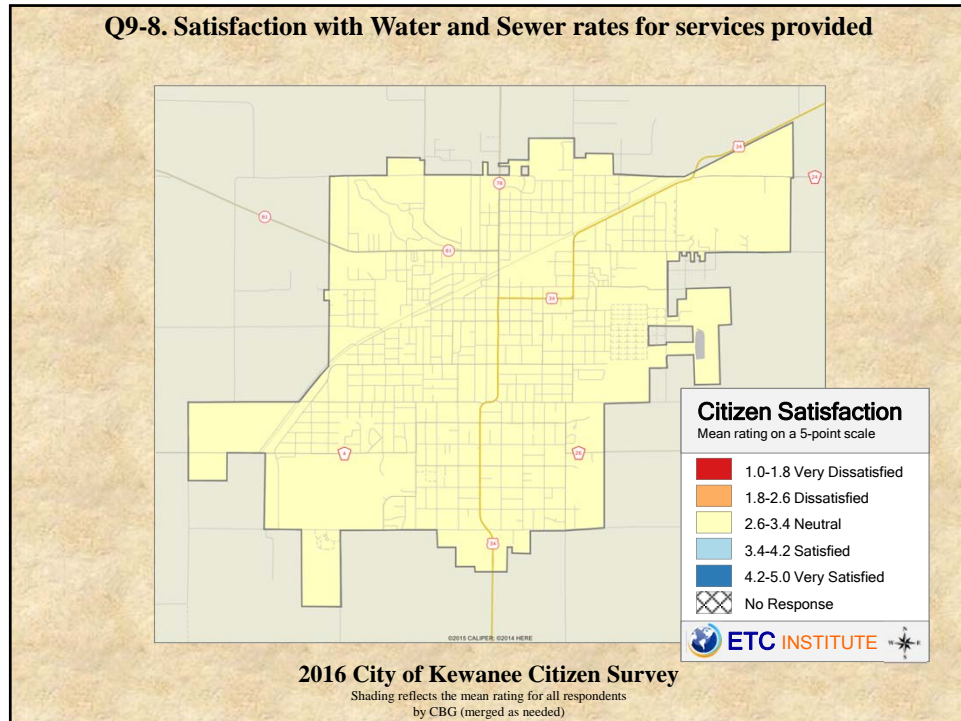
Q9-5. Satisfaction with how well the City keeps residents informed about planned disruptions to water service

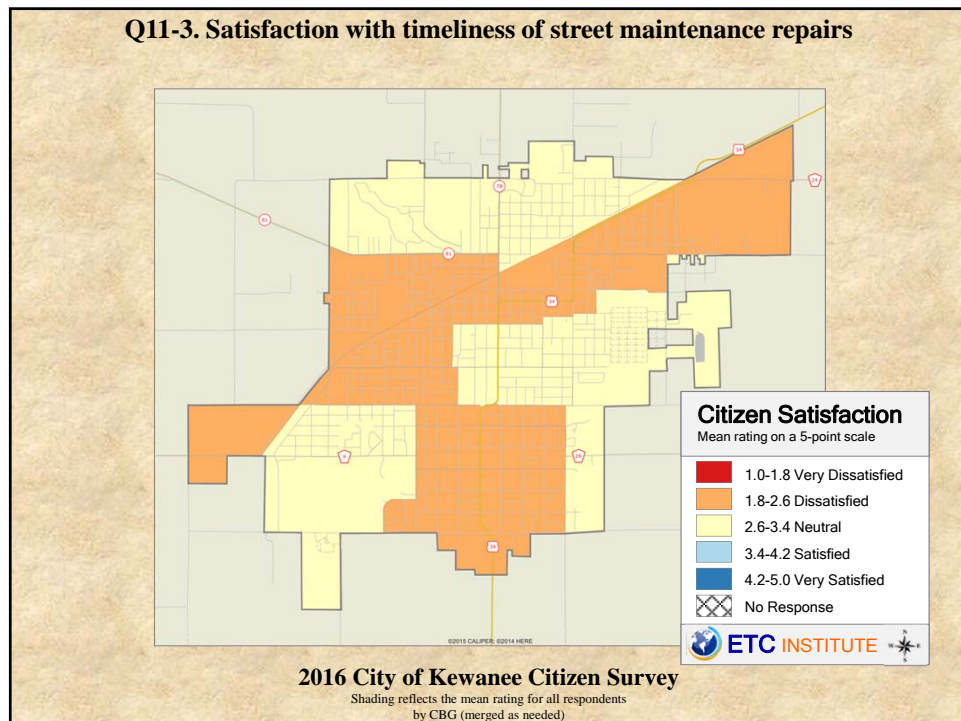
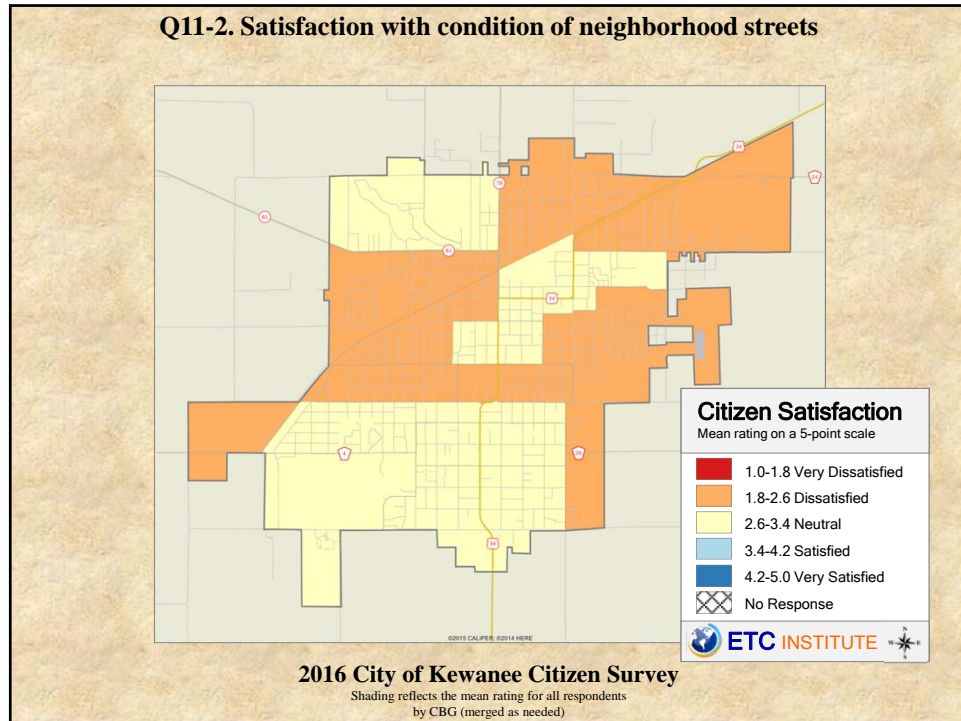


2016 City of Kewanee Citizen Survey

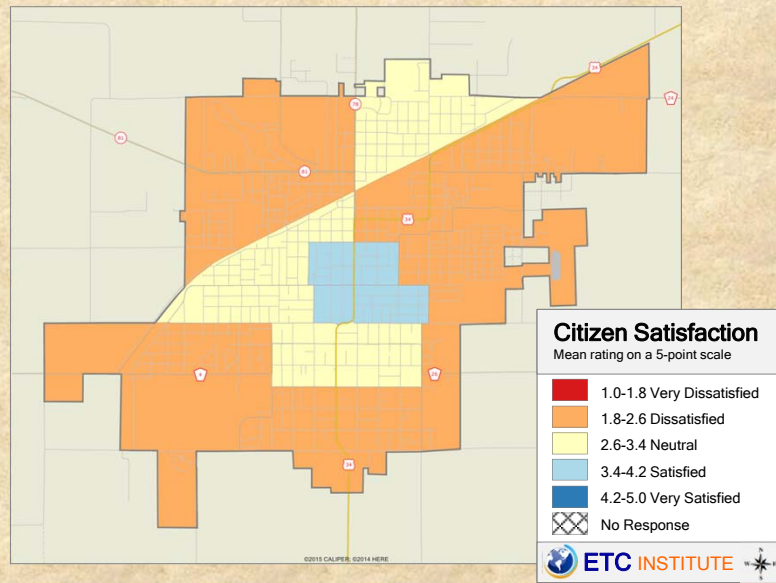
Shading reflects the mean rating for all respondents by CBG (merged as needed)







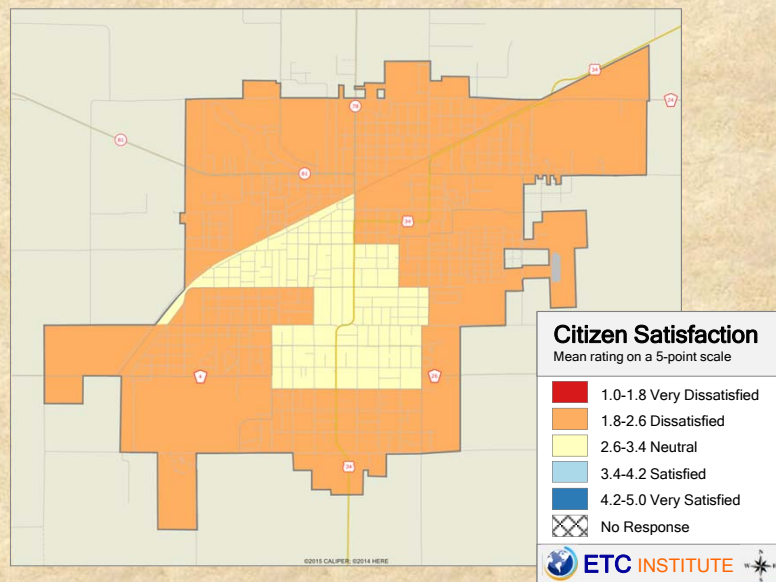
Q11-4. Satisfaction with availability of sidewalks in neighborhoods



2016 City of Kewanee Citizen Survey

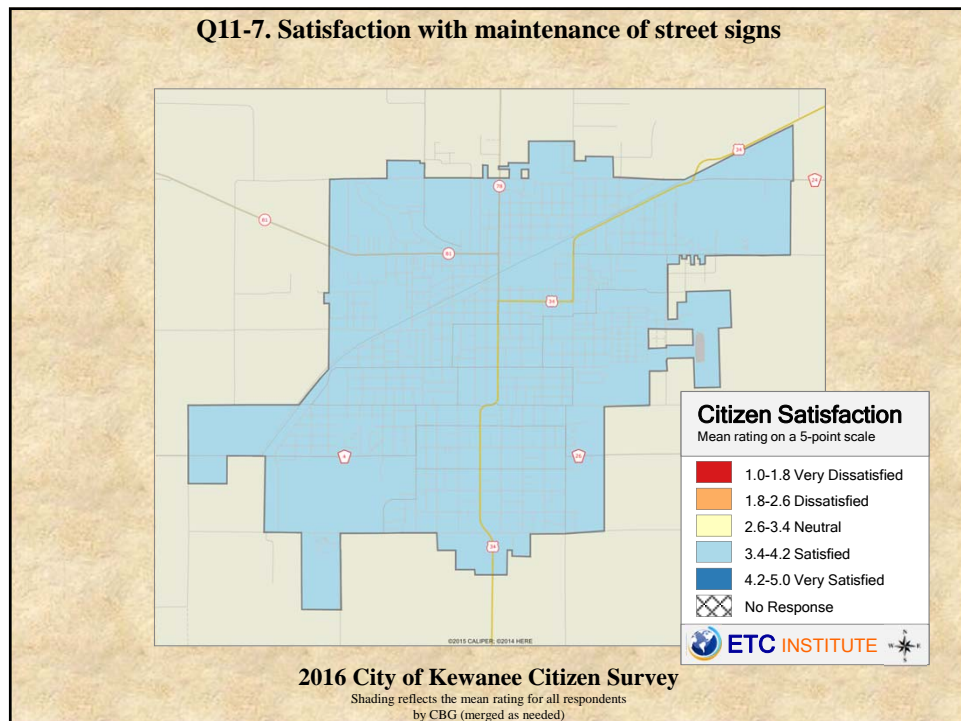
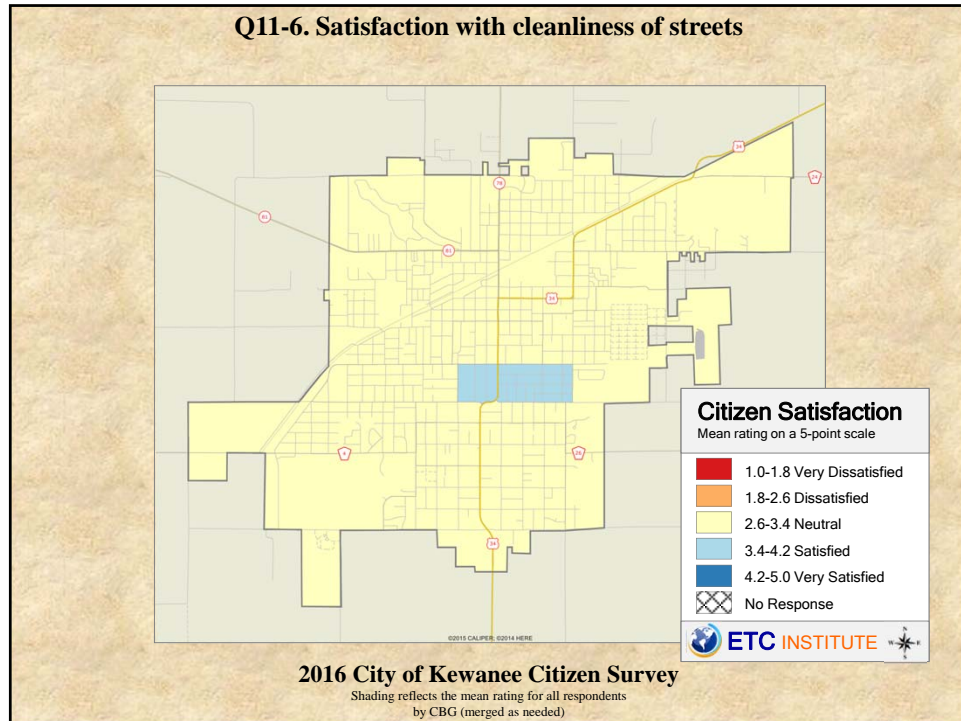
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by CBG (merged as needed)

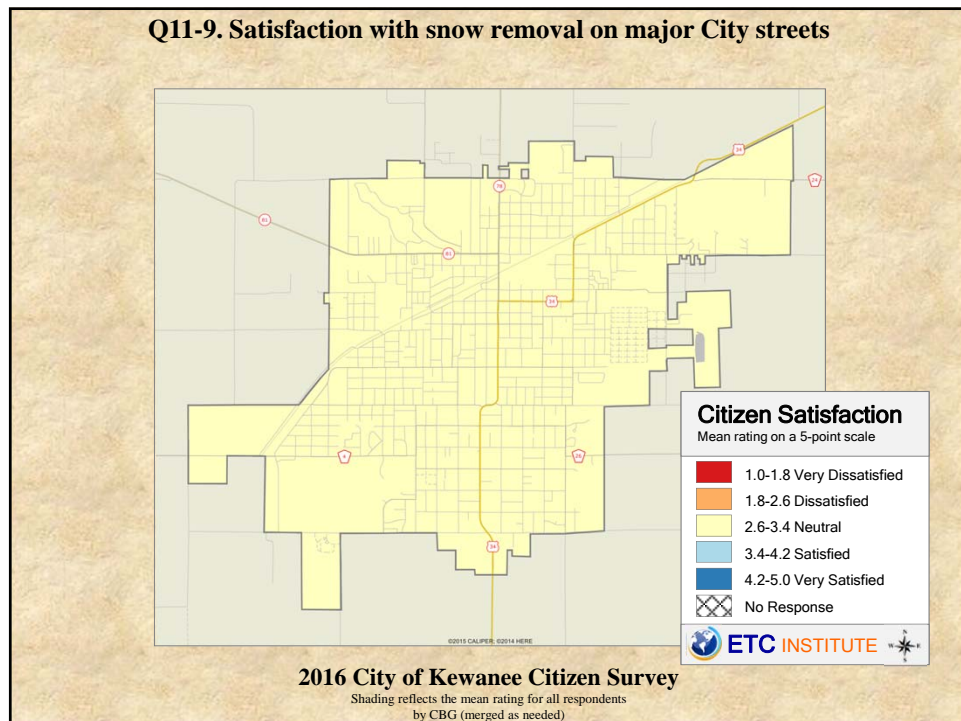
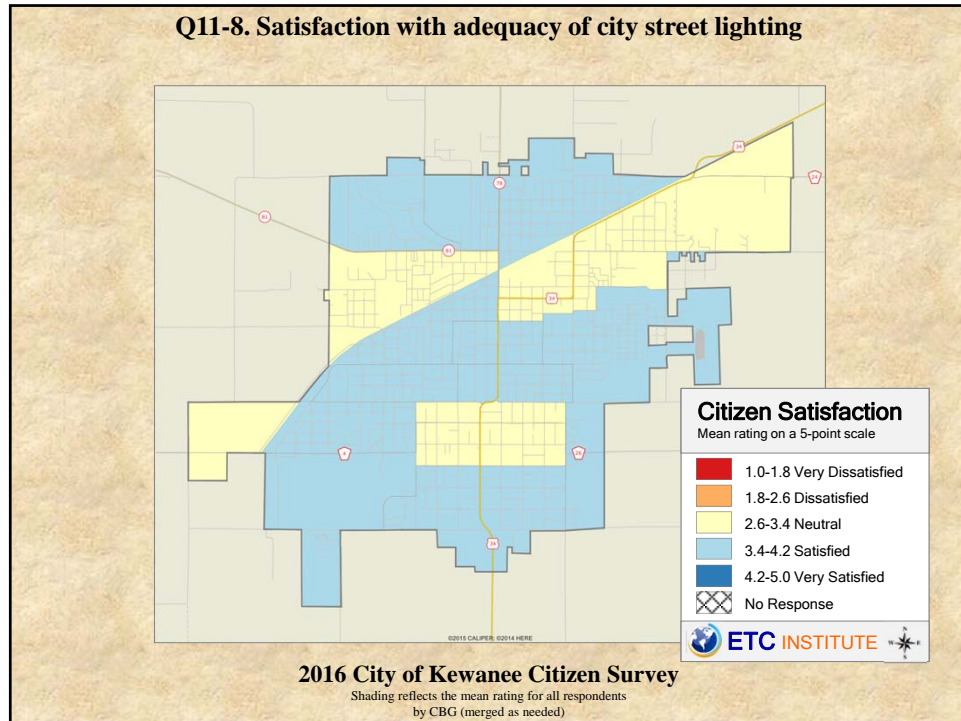
Q11-5. Satisfaction with condition of sidewalks in neighborhoods

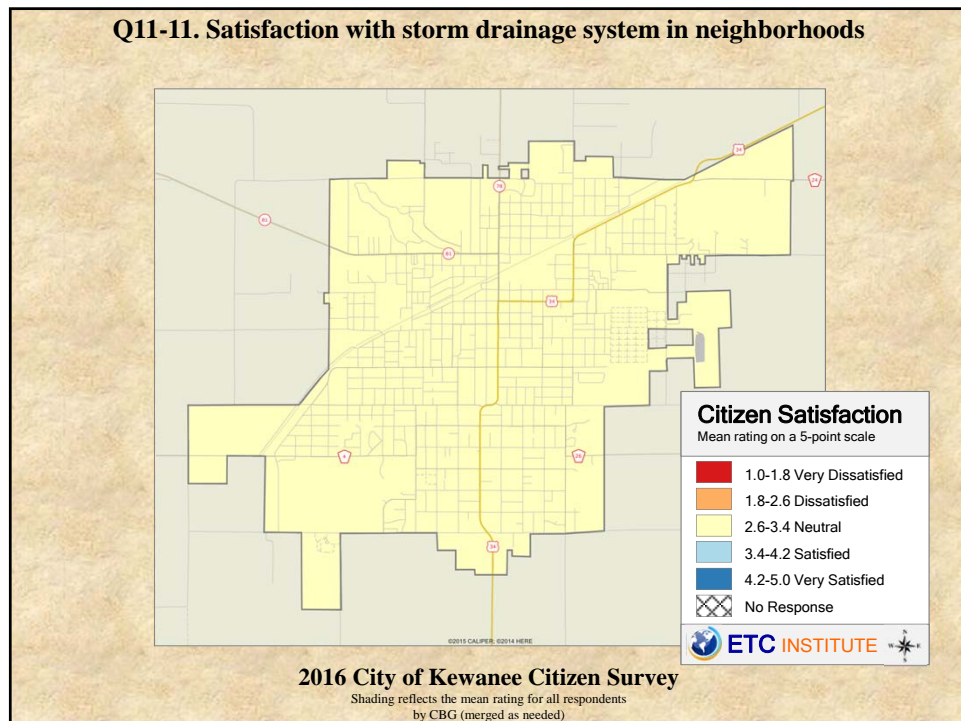
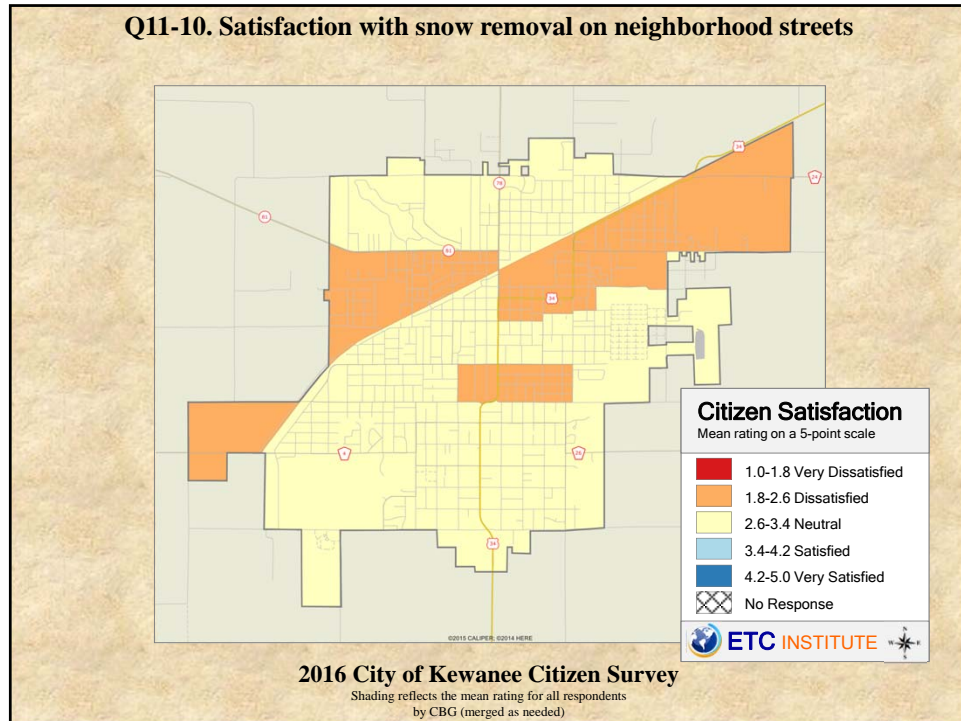


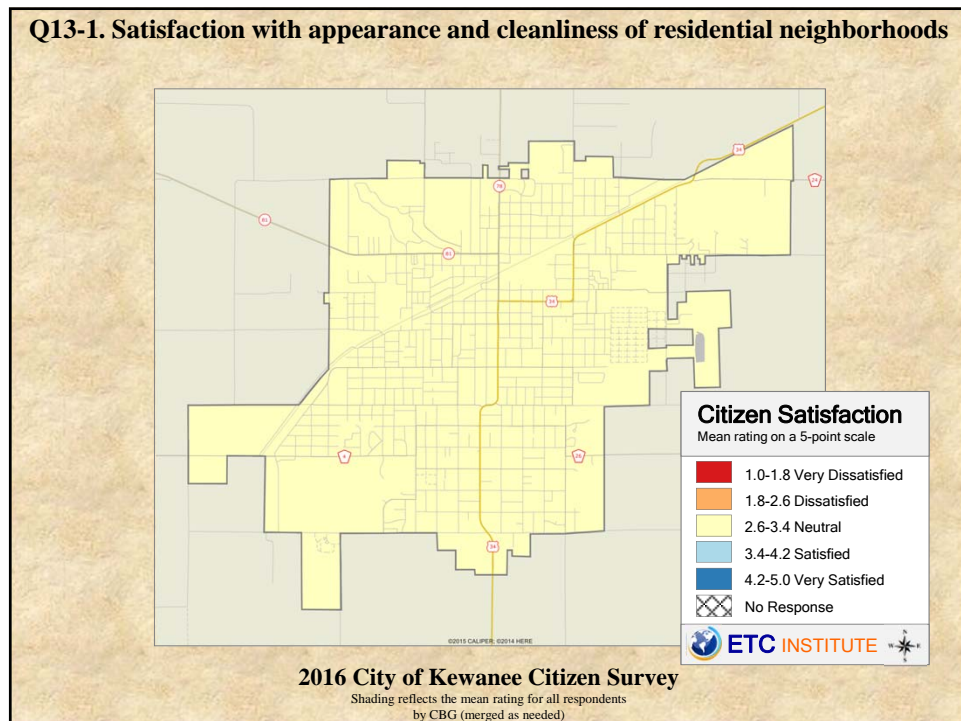
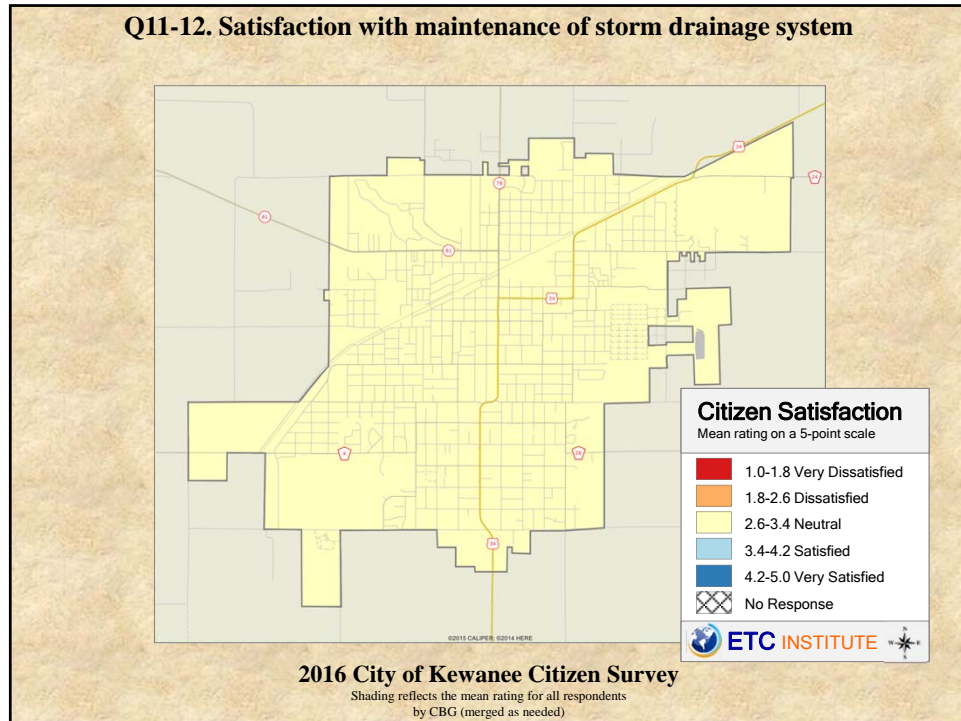
2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

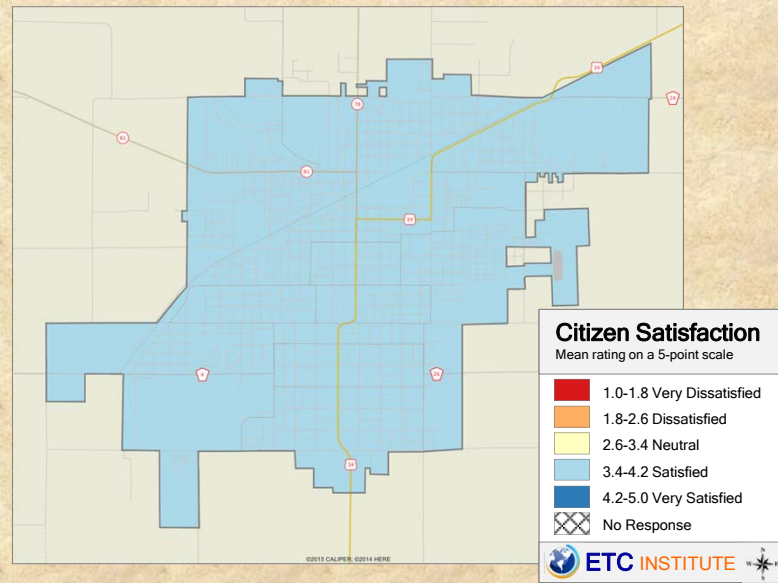








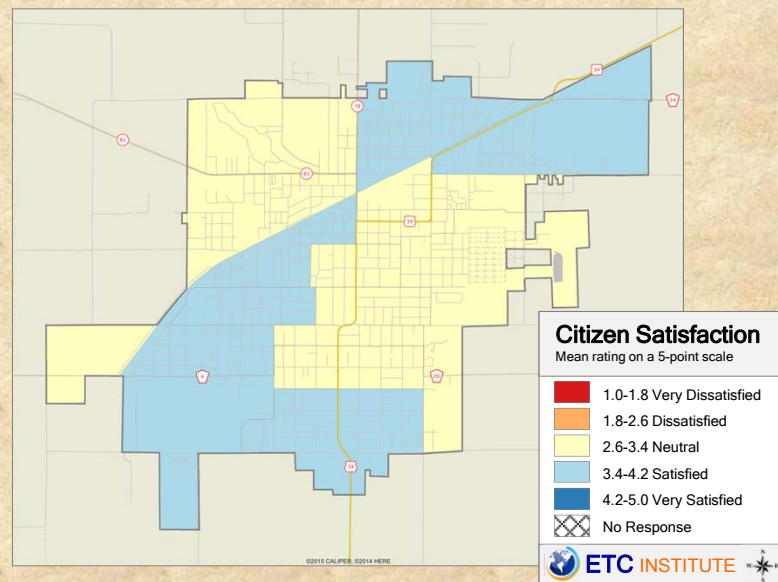
Q13-2. Satisfaction with appearance and cleanliness of Downtown Kewanee



2016 City of Kewanee Citizen Survey

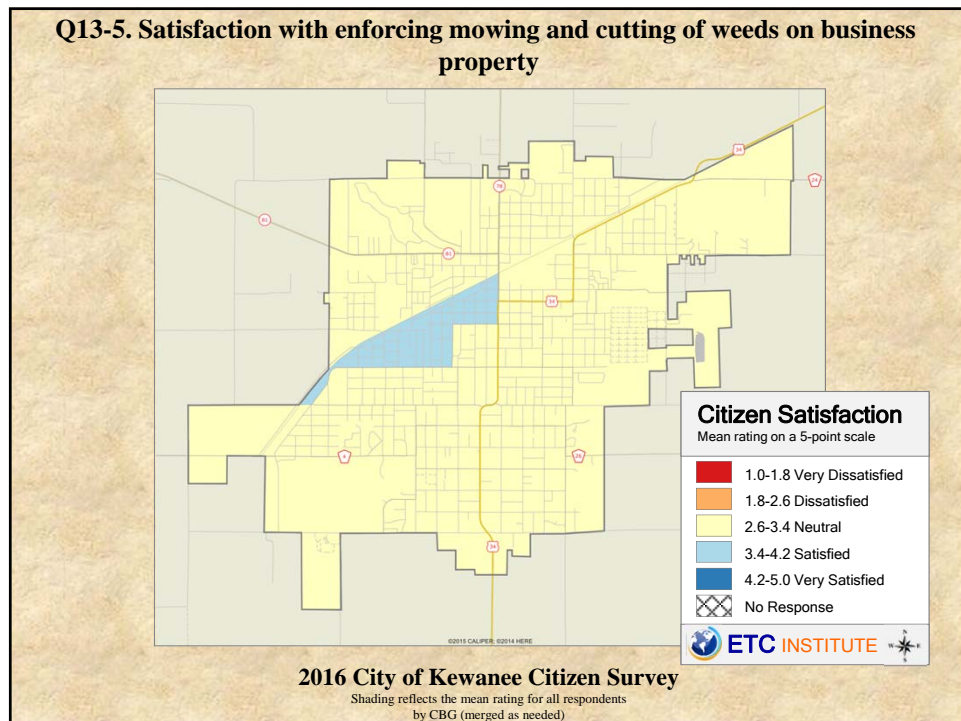
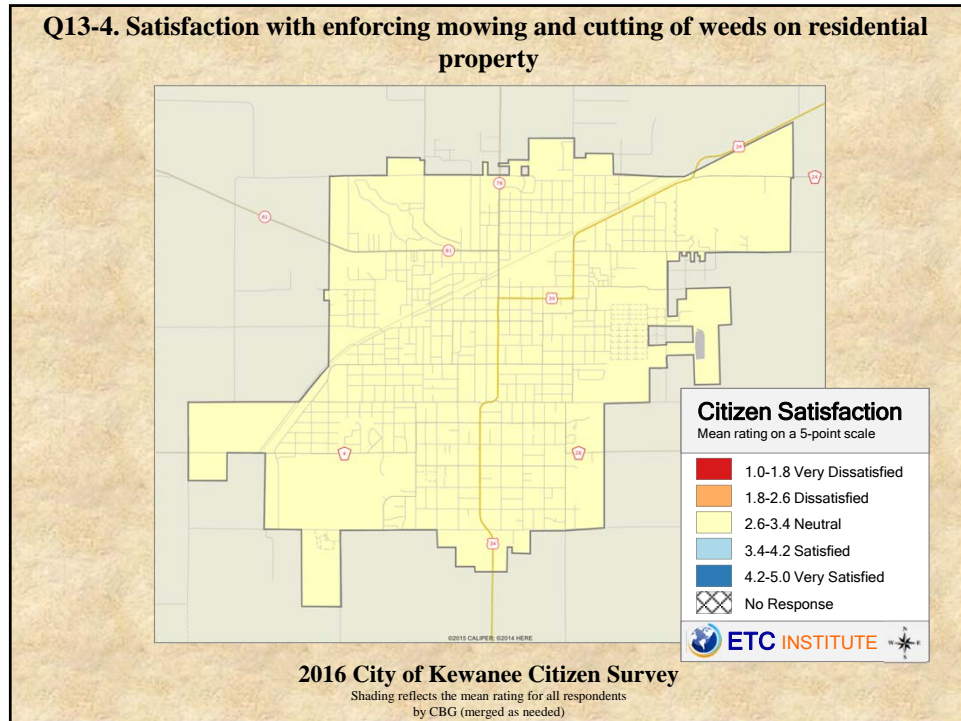
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q13-3. Satisfaction with appearance and cleanliness of other commercial areas

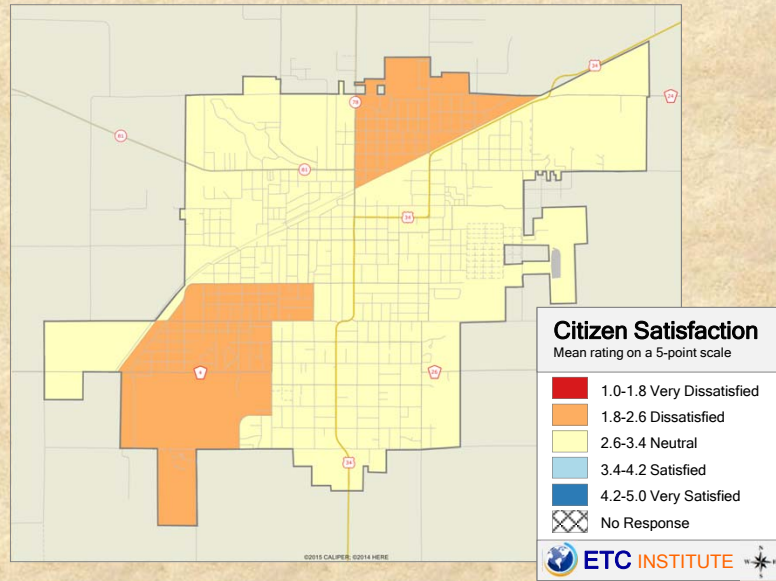


2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)

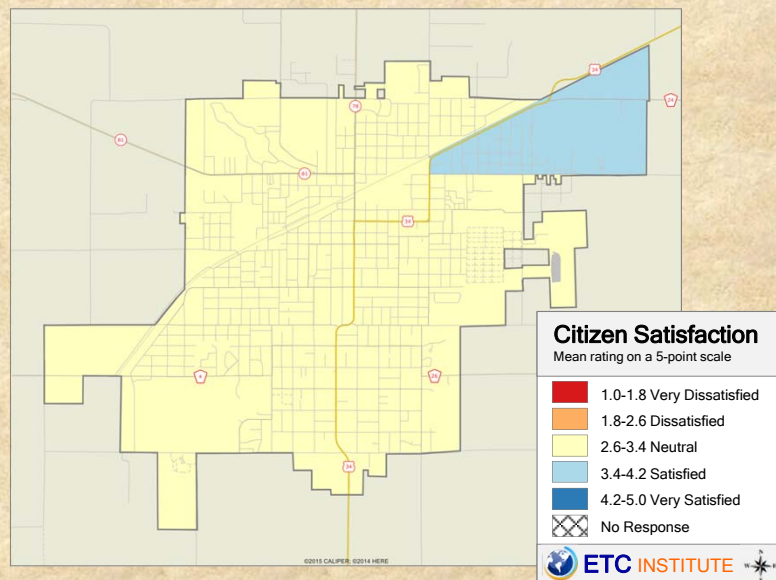


Q13-6. Satisfaction with enforcing the exterior maintenance of residential property



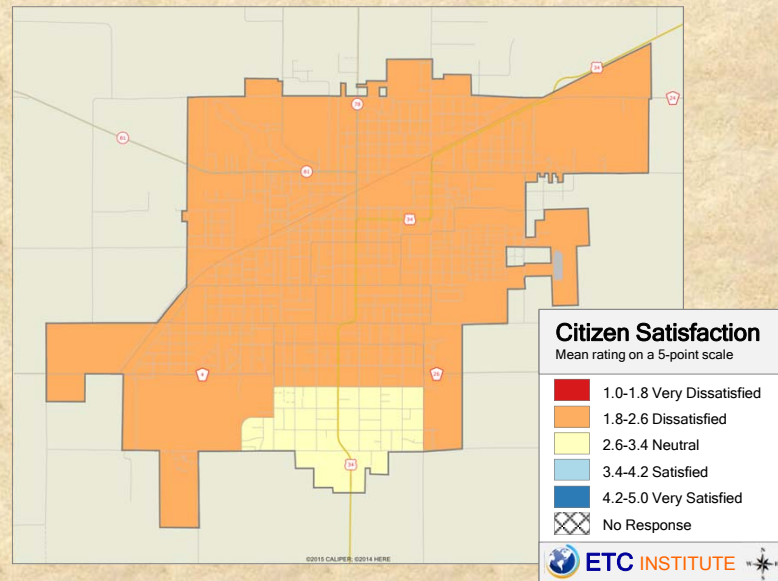
2016 City of Kewanee Citizen Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q13-7. Satisfaction with enforcing the exterior maintenance of business property



2016 City of Kewanee Citizen Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

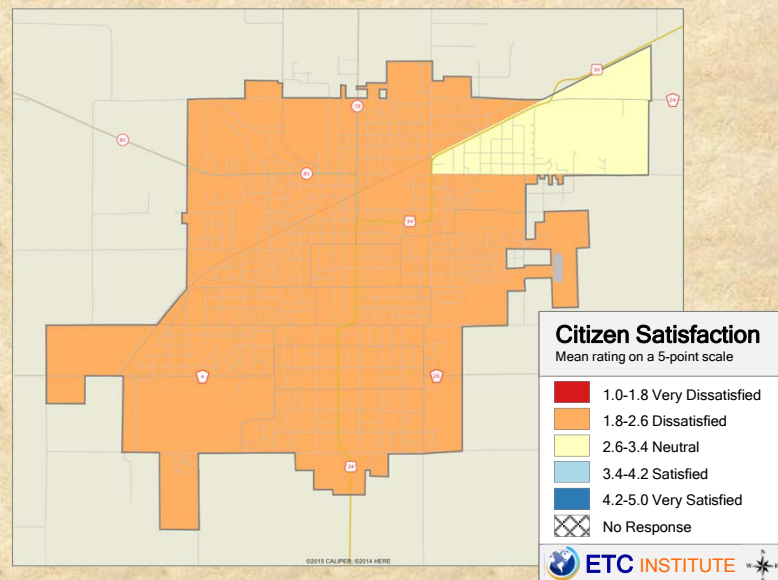
Q13-8. Satisfaction with enforcing the clean-up of debris on private property



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

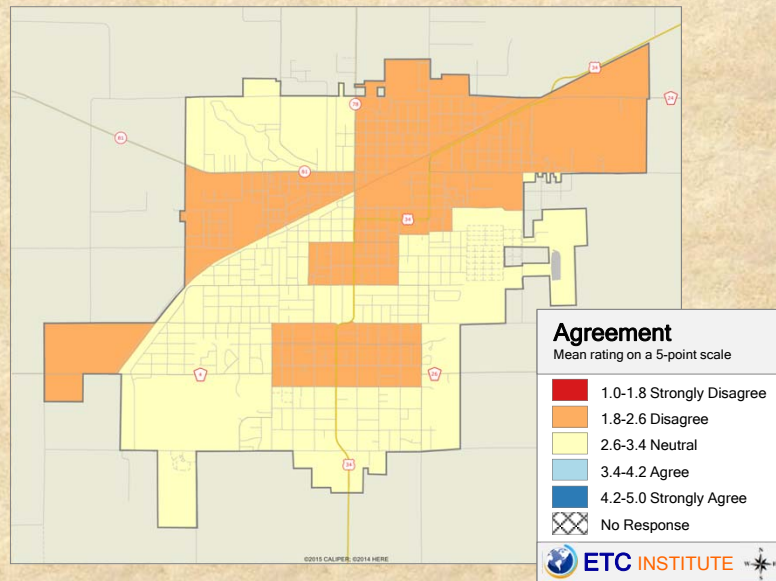
Q13-9. Satisfaction with removal of dilapidated structures



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

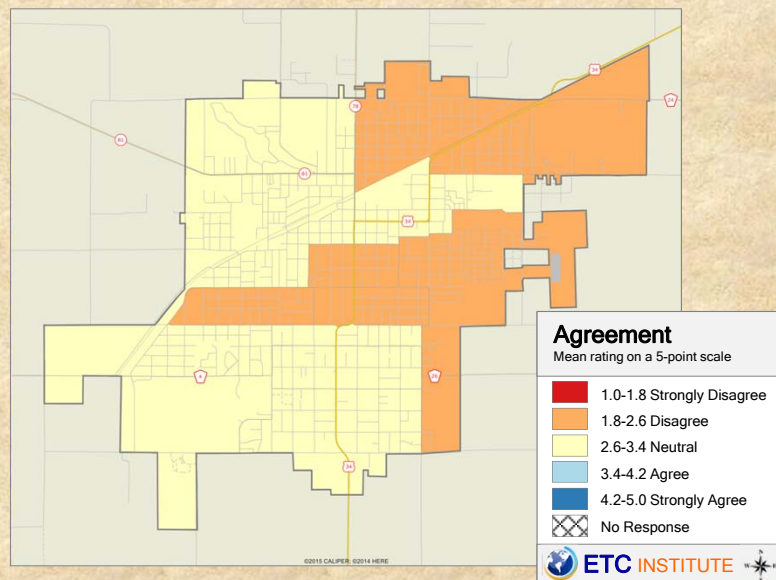
Q15-1. Agreement that Kewanee has a wide variety of commercial and retail opportunities in the community



2016 City of Kewanee Citizen Survey

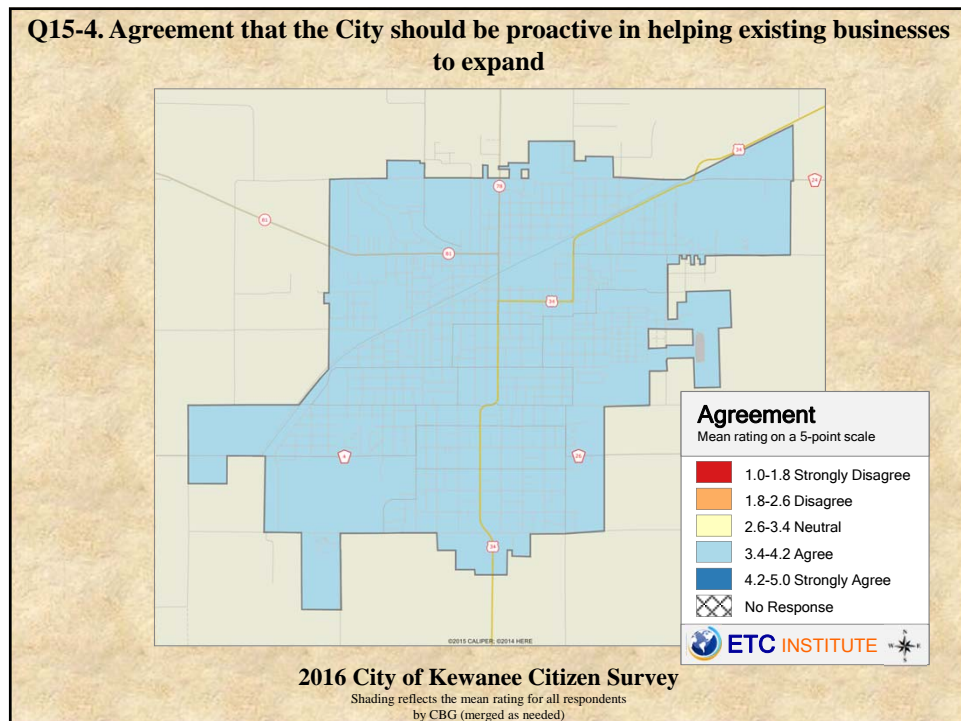
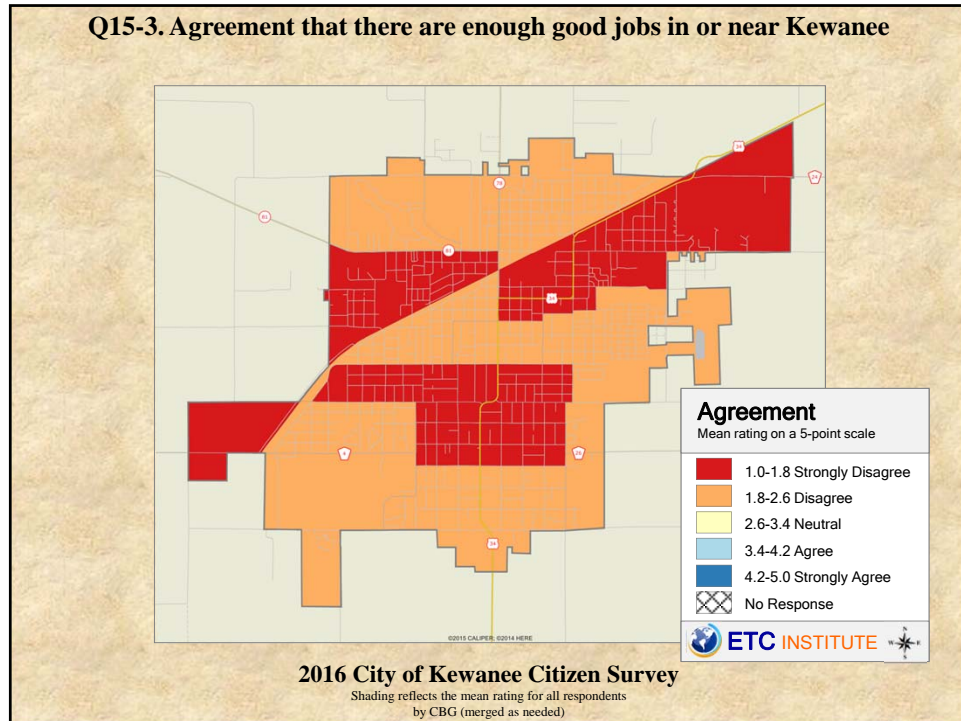
Shading reflects the mean rating for all respondents by CBG (merged as needed)

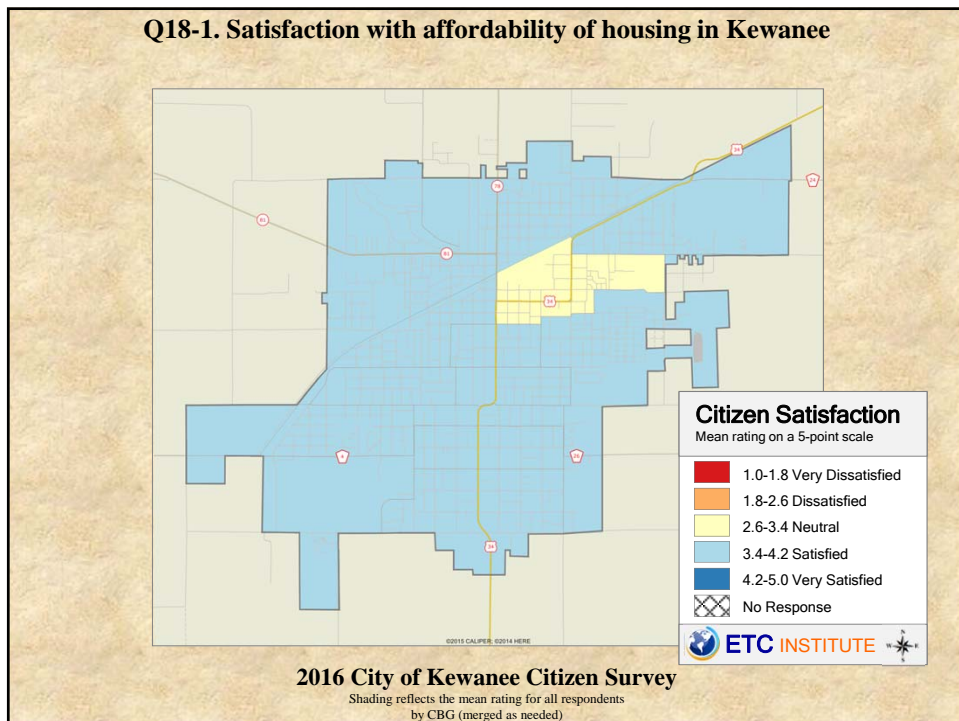
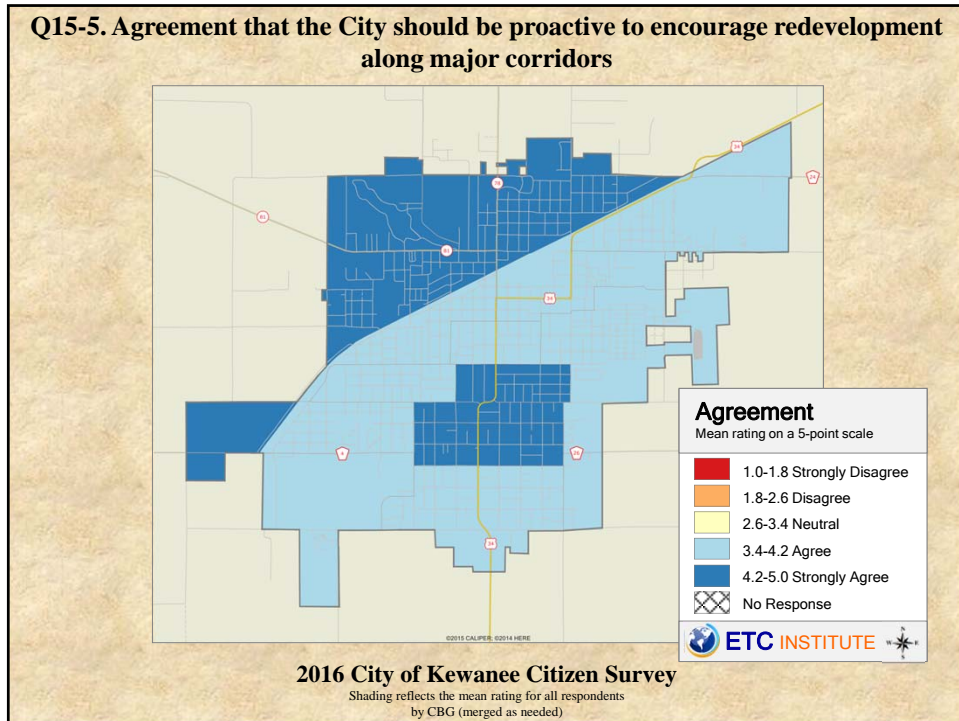
Q15-2. Agreement that Kewanee has a wide variety of dining opportunities in the community

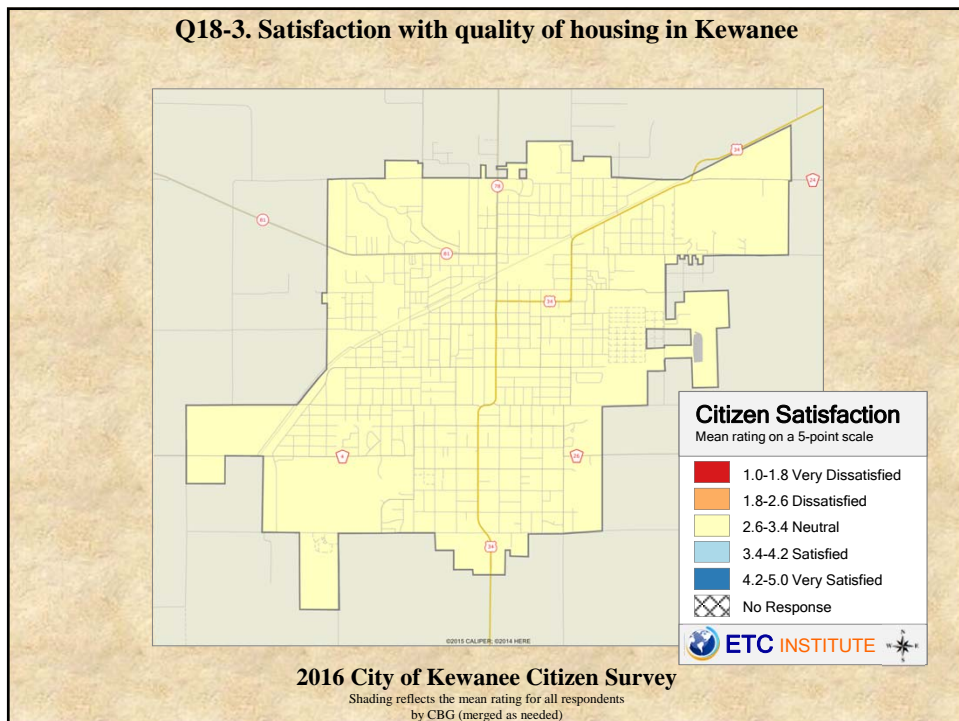
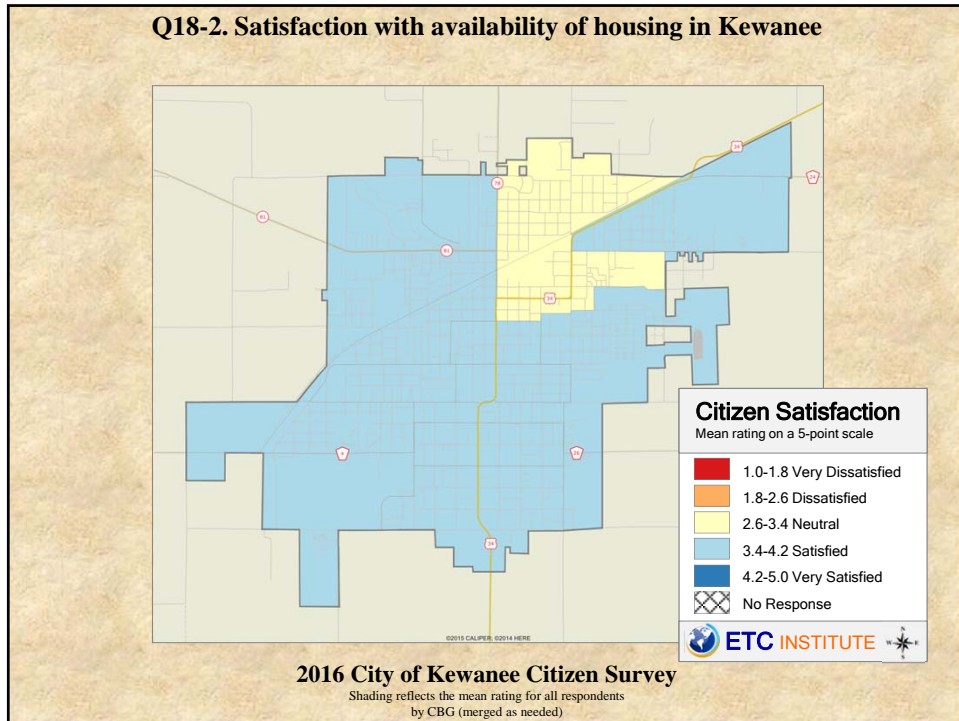


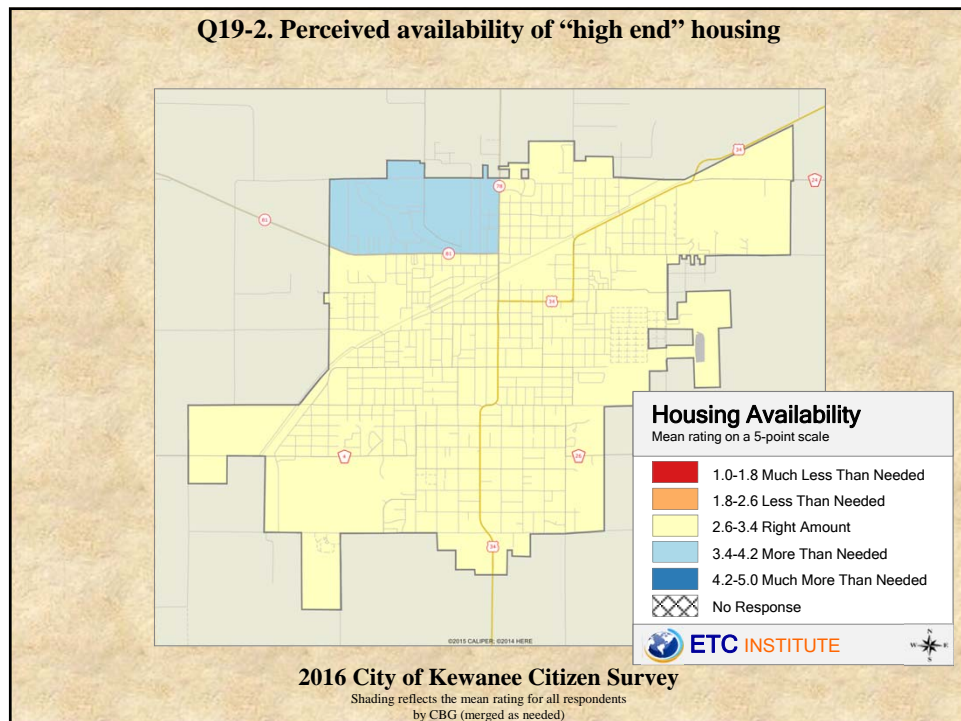
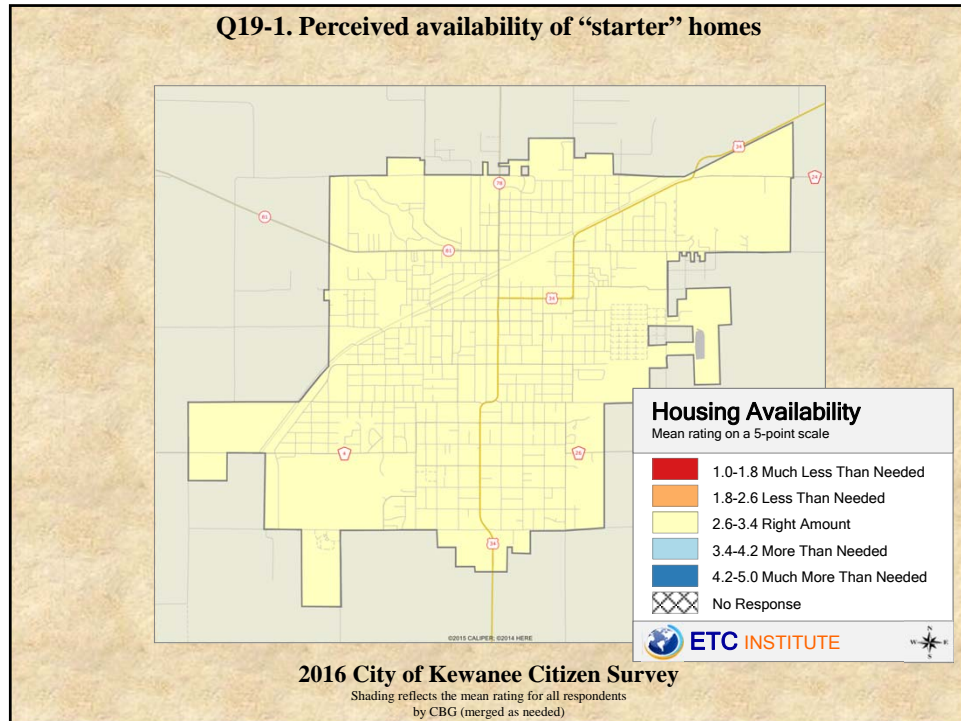
2016 City of Kewanee Citizen Survey

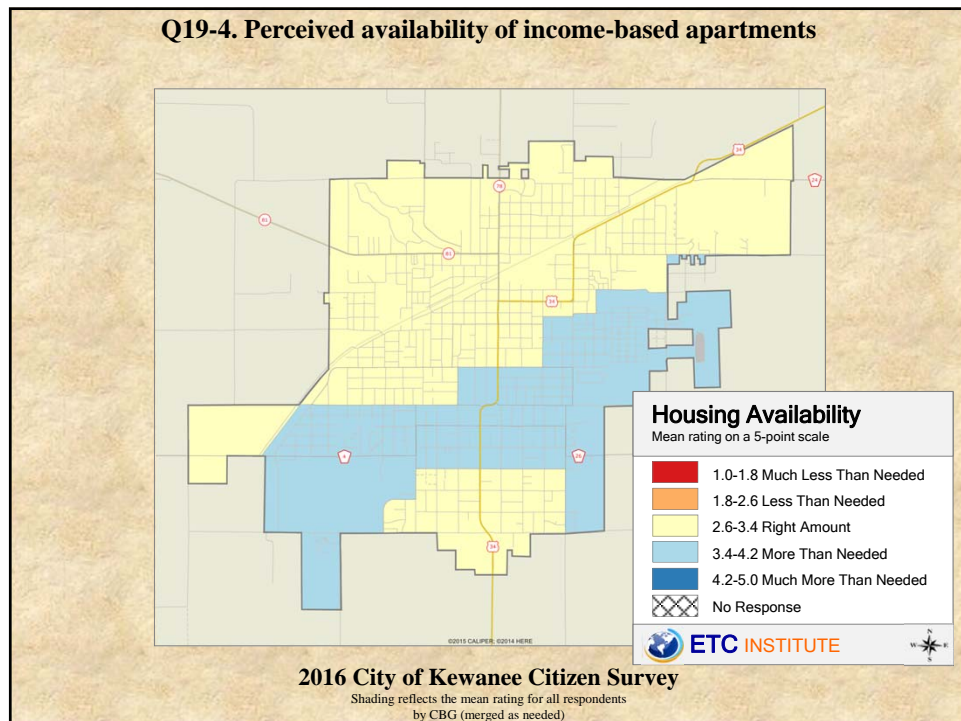
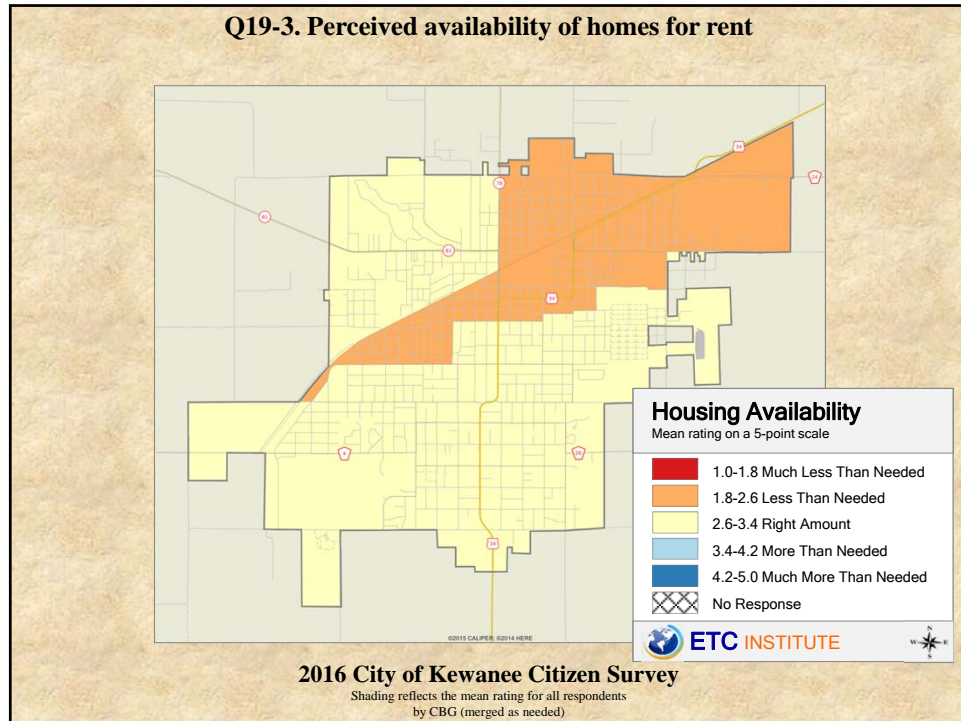
Shading reflects the mean rating for all respondents by CBG (merged as needed)

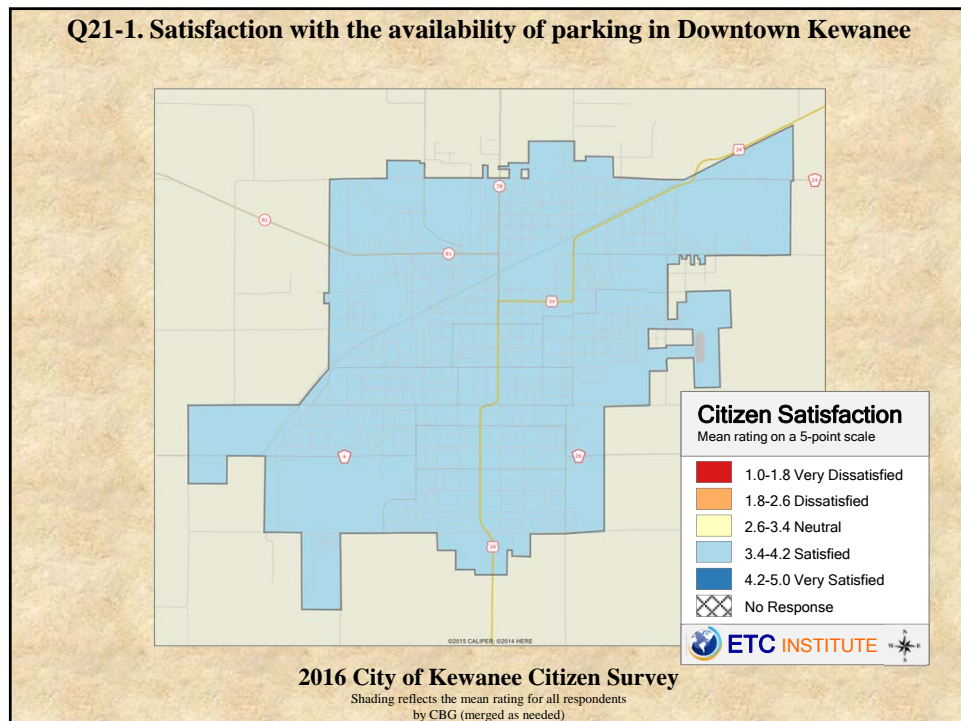
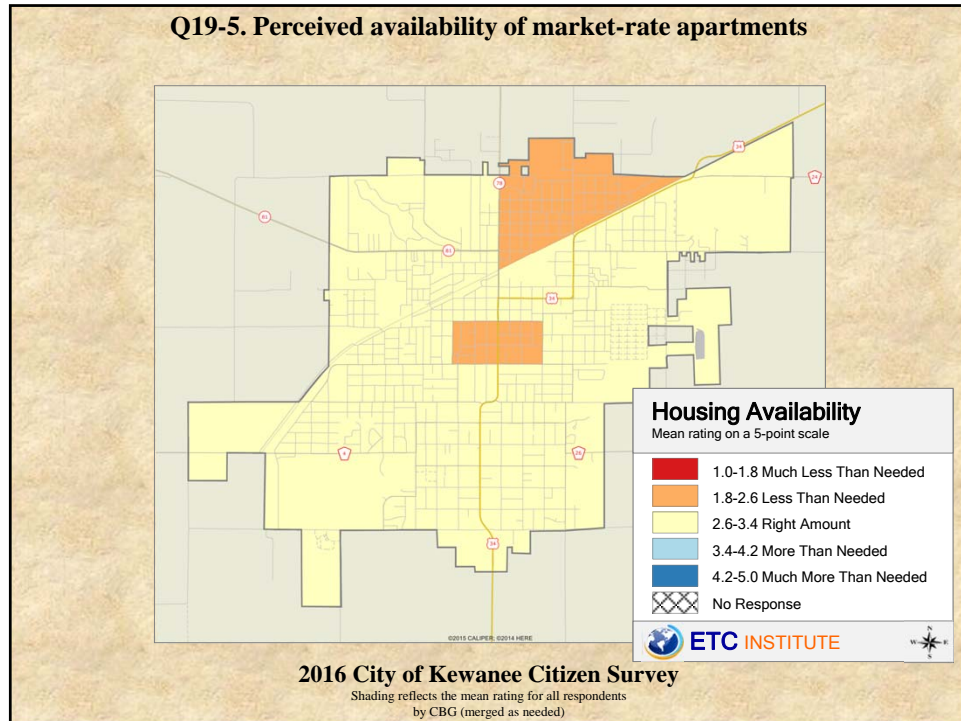




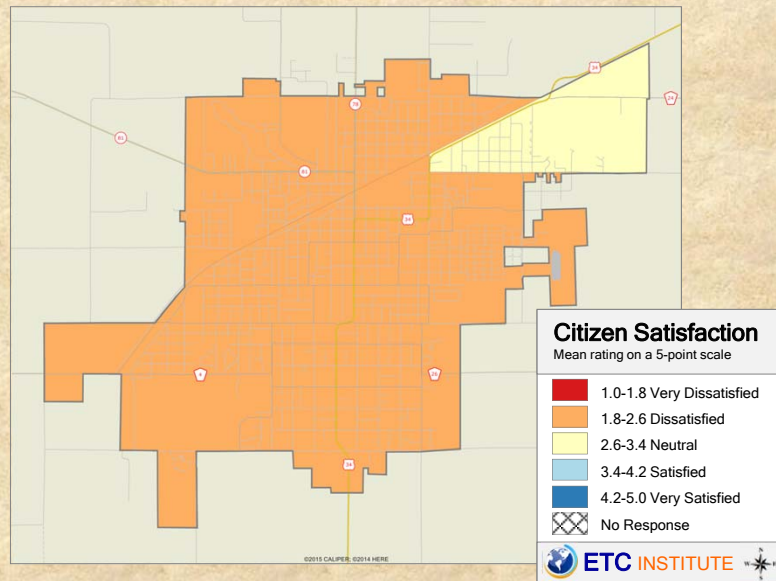








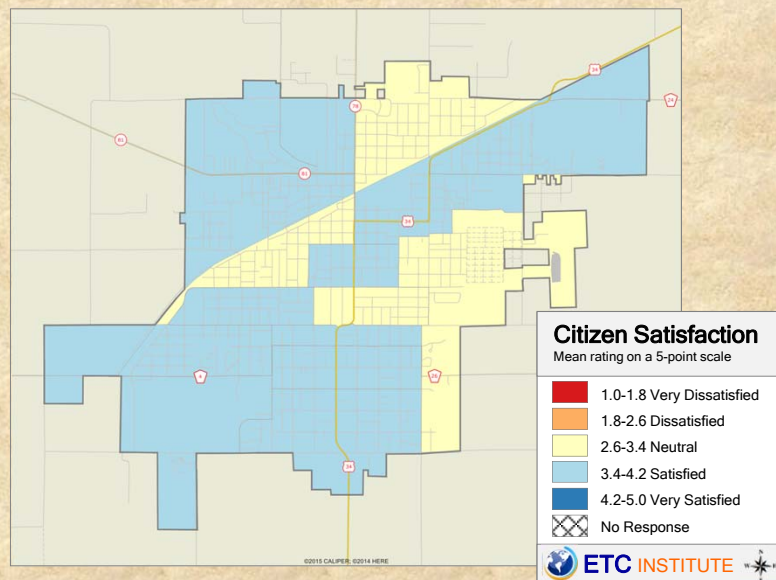
Q21-2. Satisfaction with the types of retail and entertainment establishments that are available in Downtown Kewanee



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

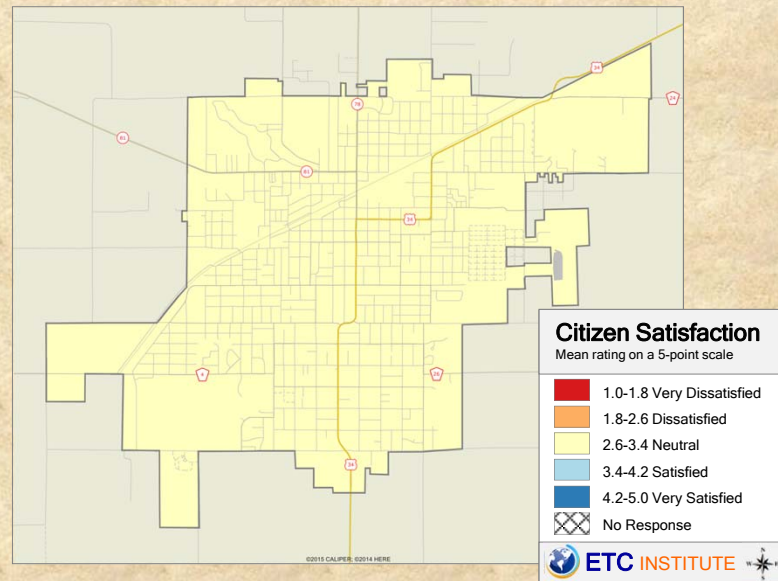
Q21-3. Satisfaction with the hours businesses are open in Downtown Kewanee



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

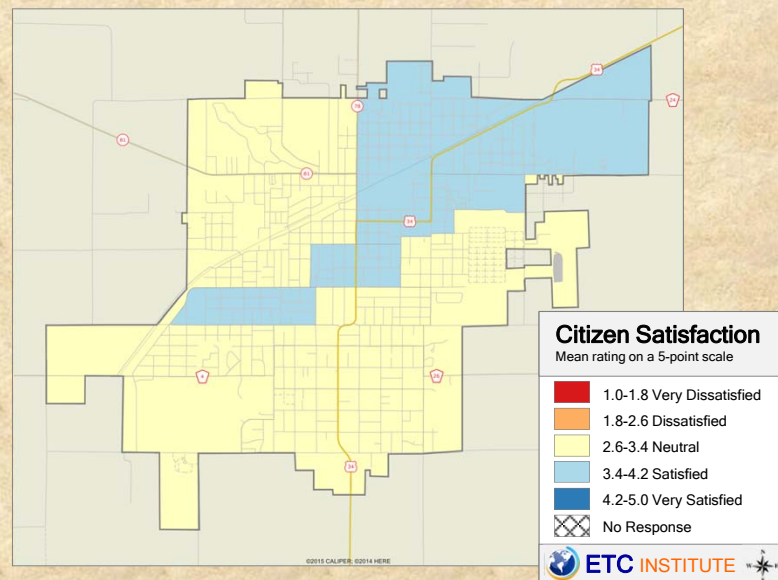
Q21-4. Satisfaction with entertainment and programs in Downtown Kewanee



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

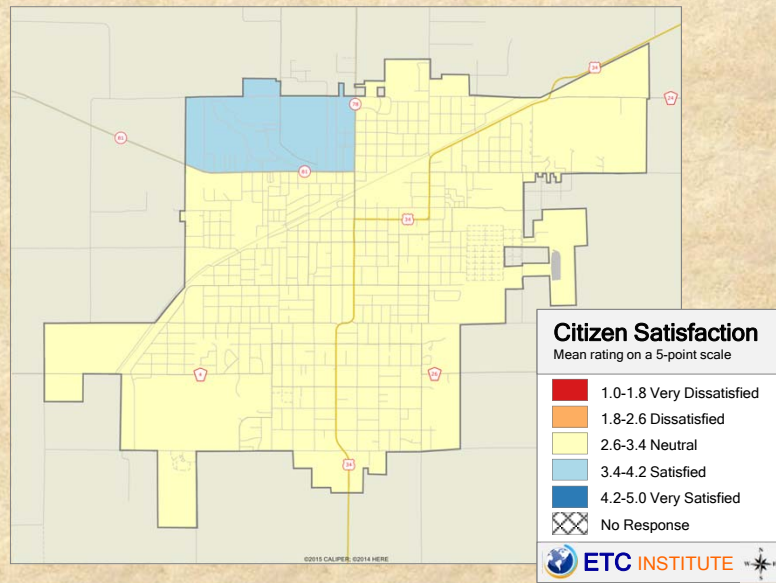
Q21-5. Satisfaction with overall appearance of Downtown Kewanee



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

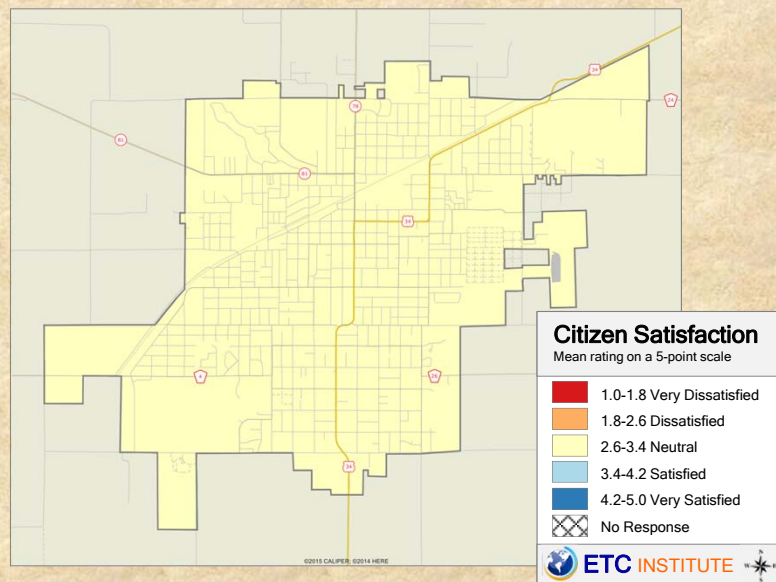
Q22-1. Satisfaction with overall value received for City tax dollars and fees



2016 City of Kewanee Citizen Survey

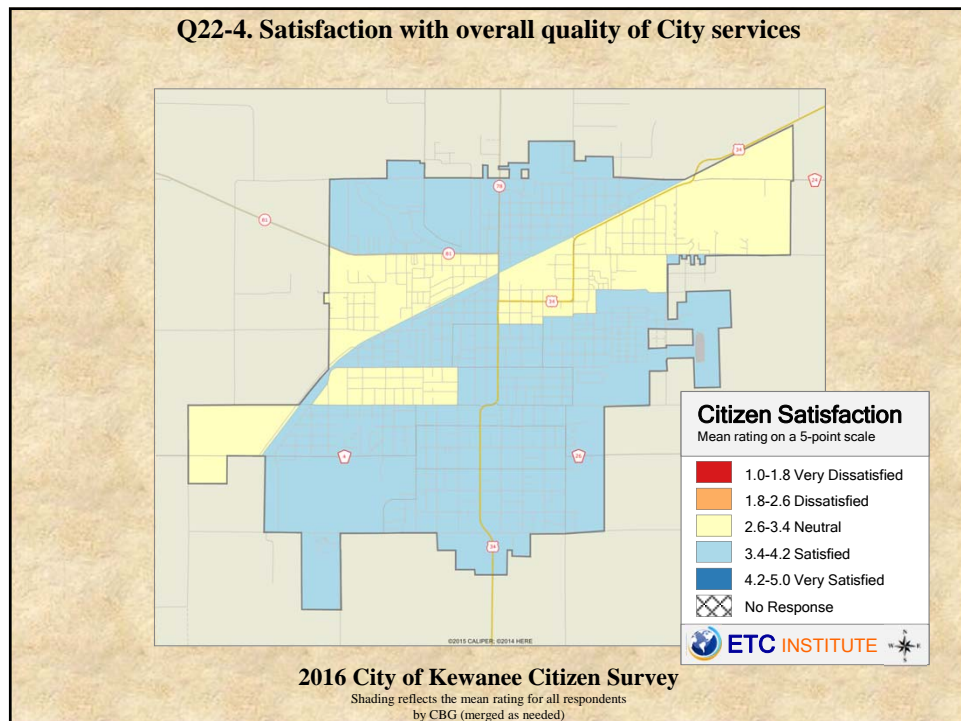
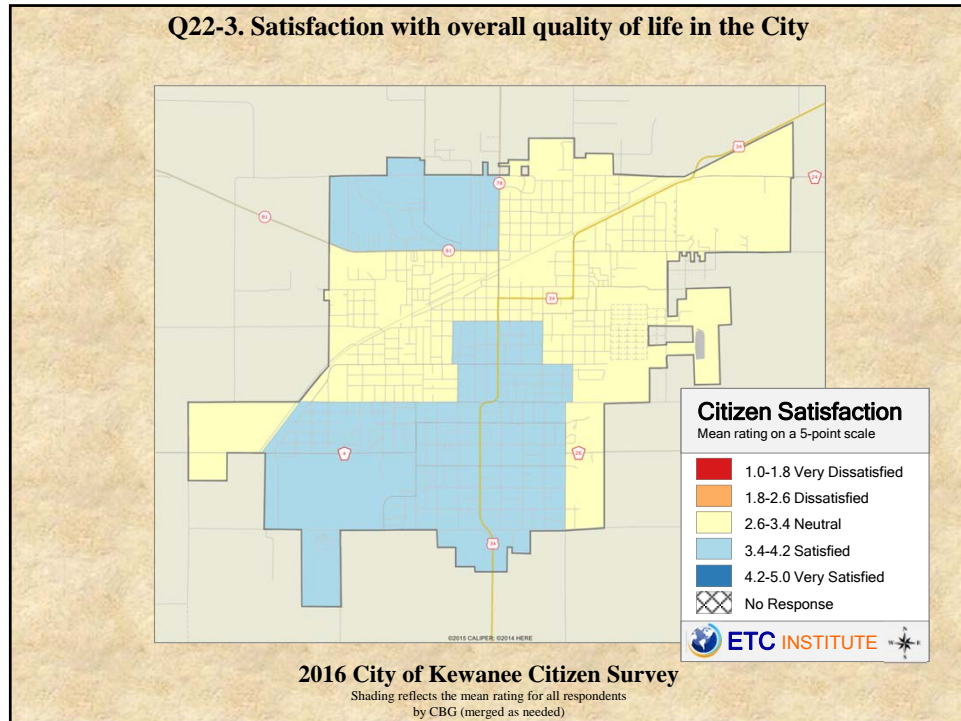
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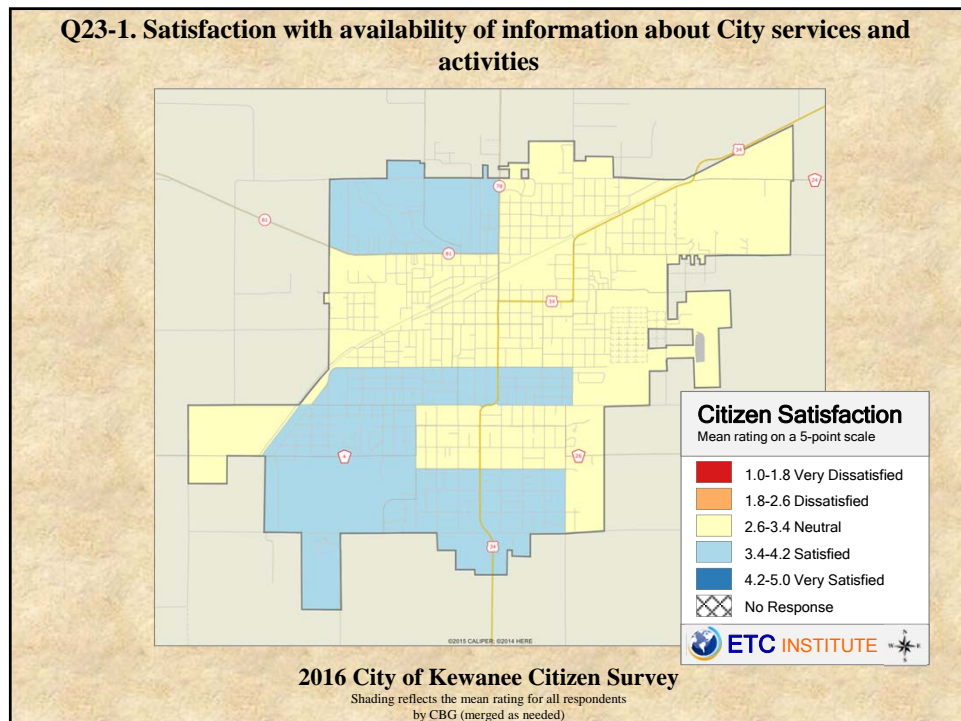
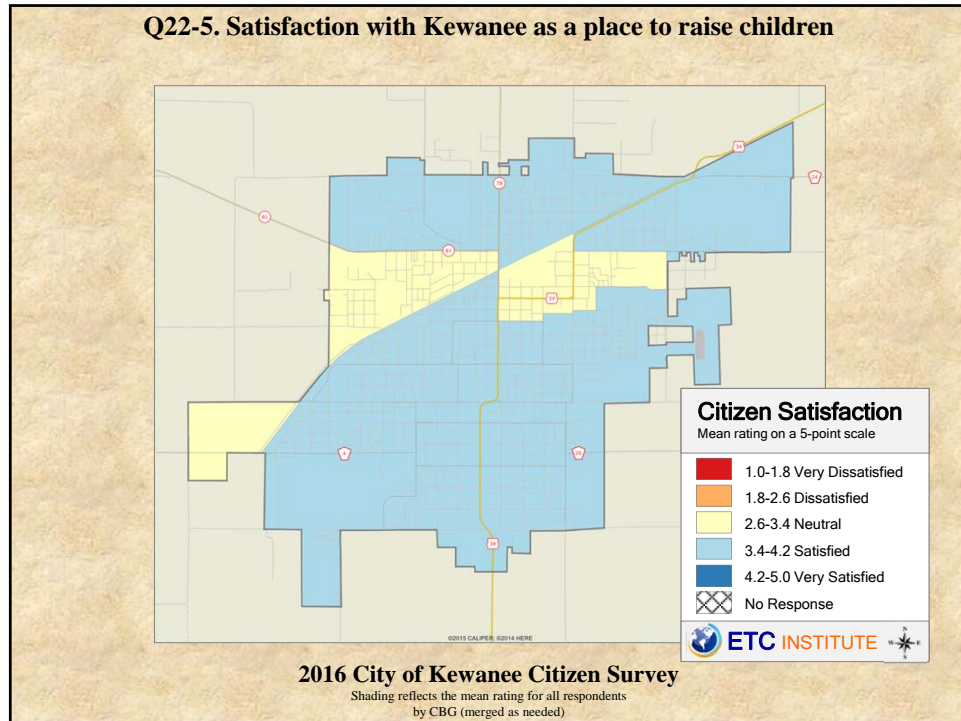
Q22-2. Satisfaction with overall image of the City



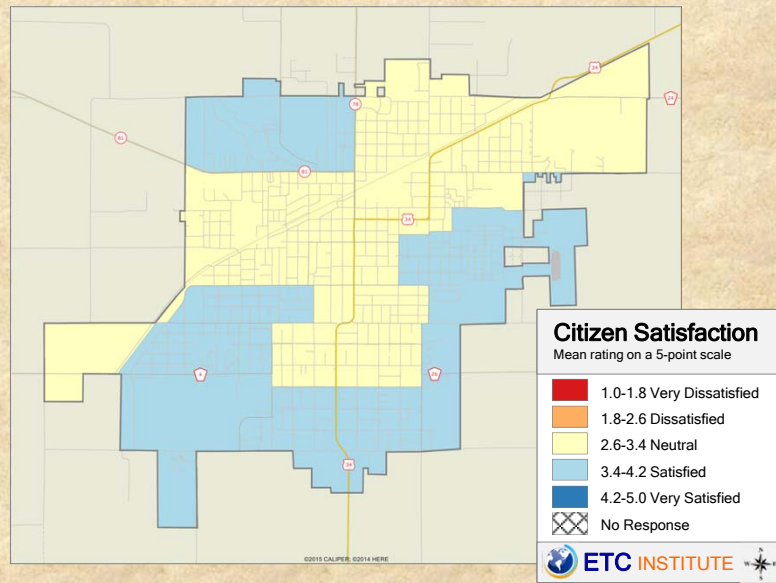
2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





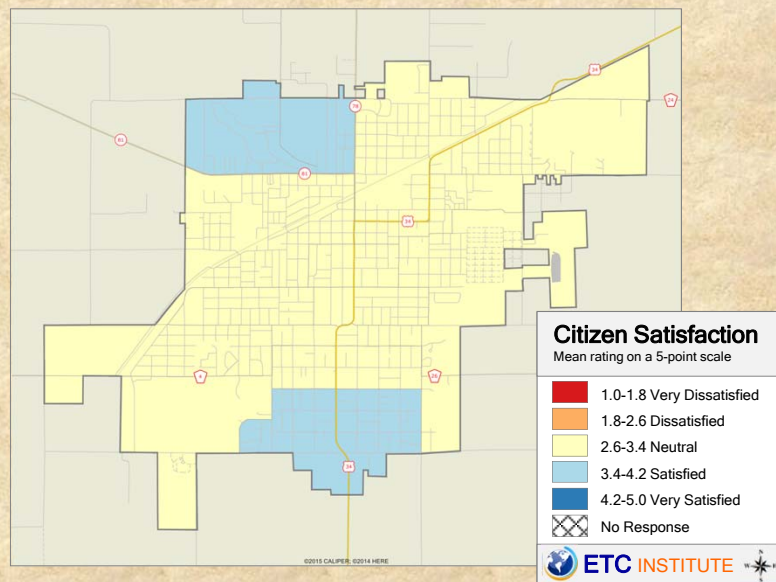
Q23-2. Satisfaction with timeliness of information provided by the City



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

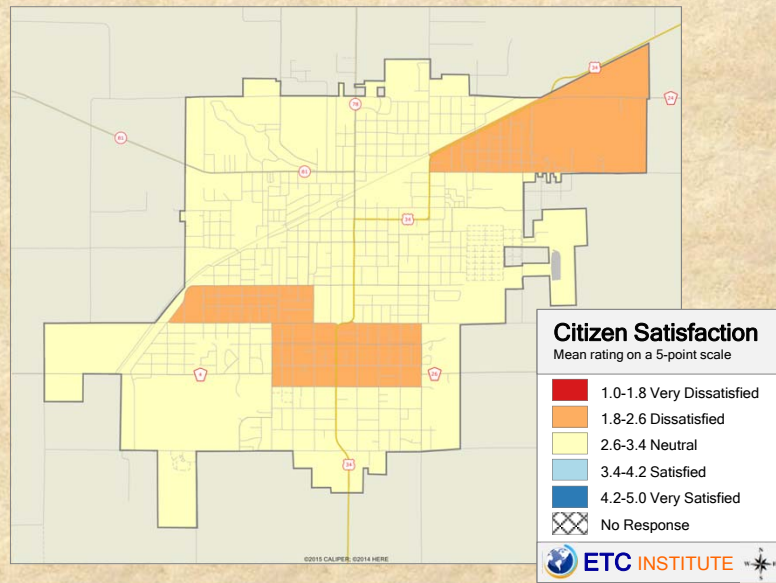
Q23-3. Satisfaction with City efforts to keep residents informed about local issues



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

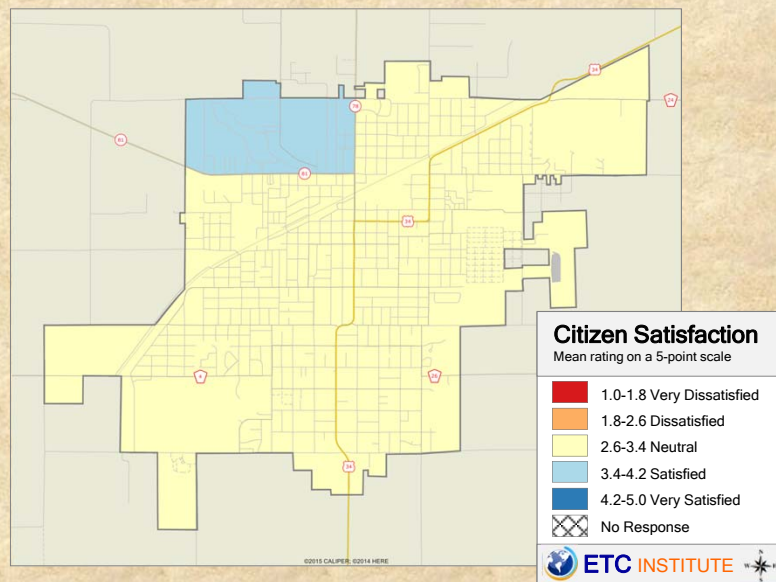
Q23-4. Satisfaction with the quality of the City's cable television channel



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

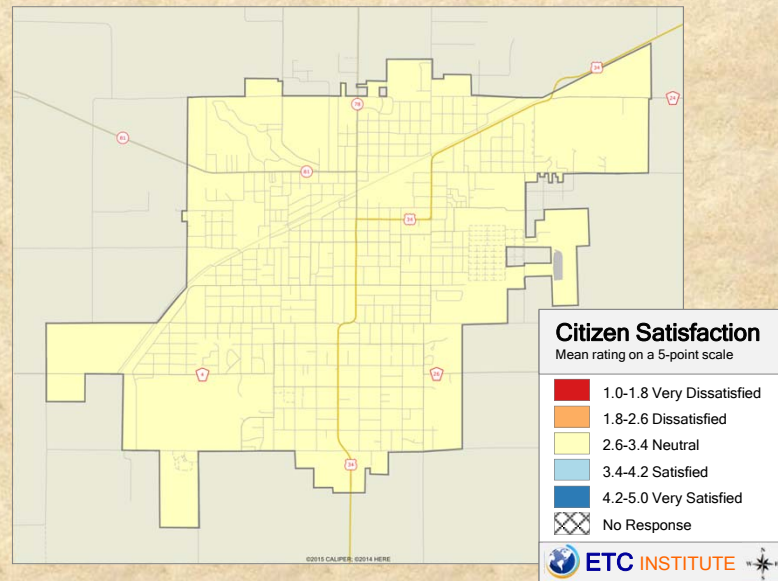
Q23-5. Satisfaction with usefulness of the information that is available on the City's website



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

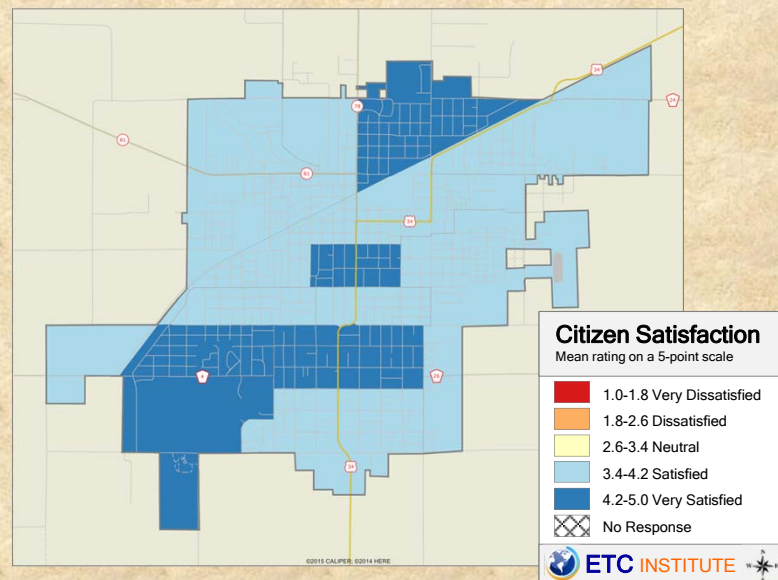
Q23-6. Satisfaction with usefulness of the information that is available through the City's social network sites



2016 City of Kewanee Citizen Survey

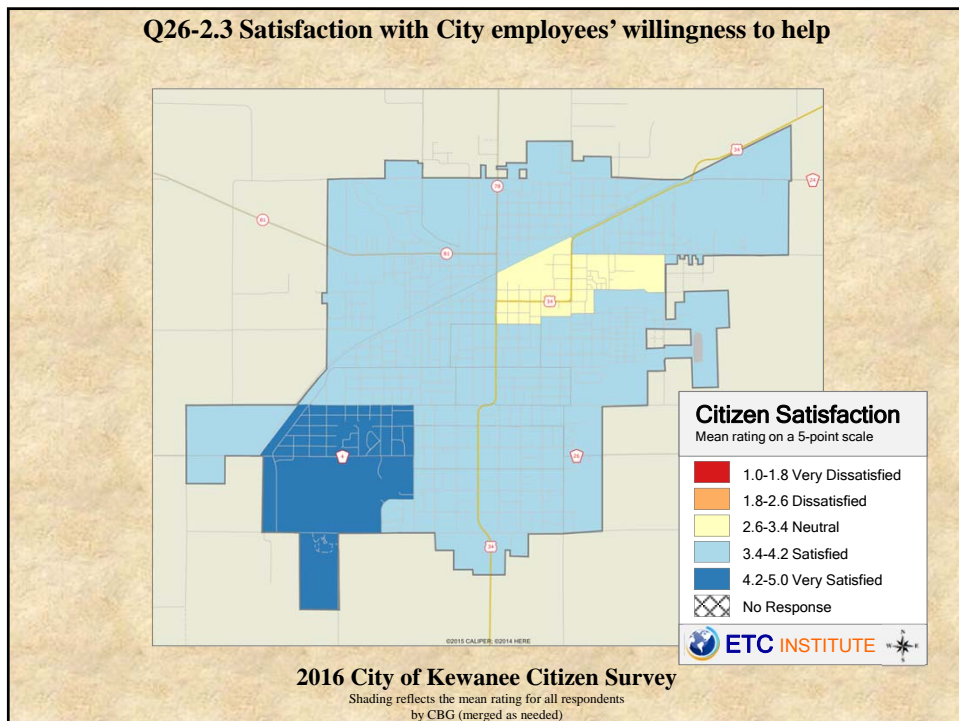
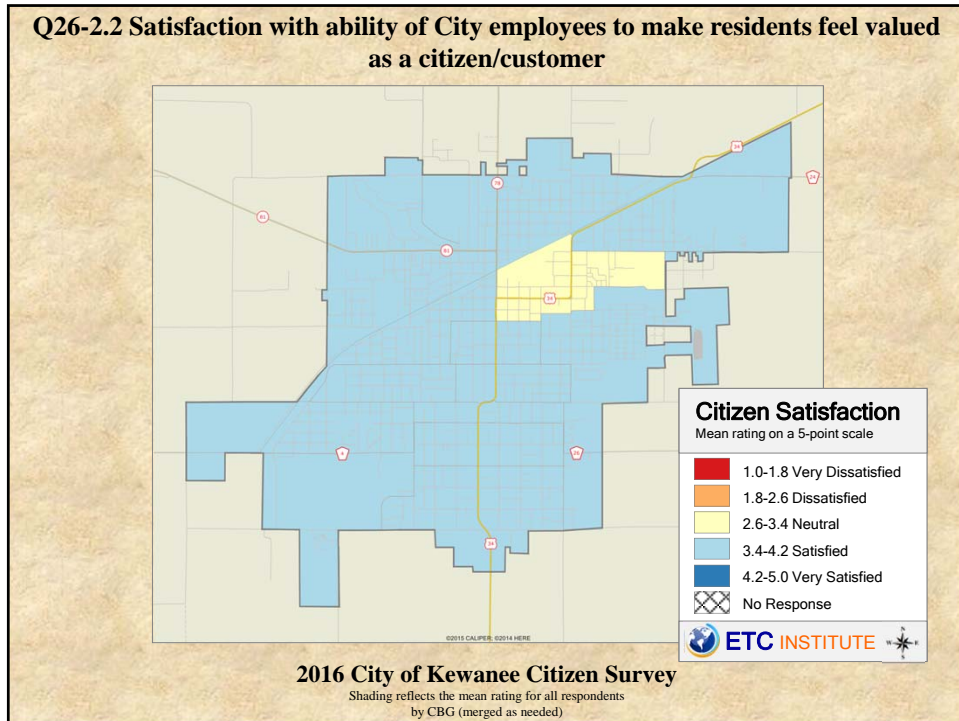
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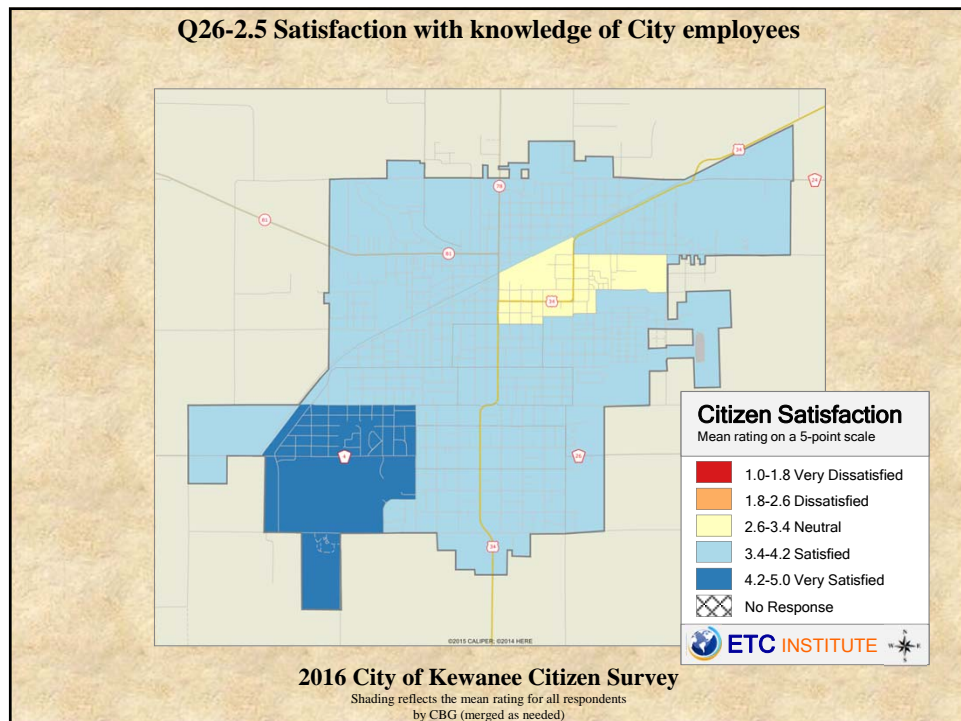
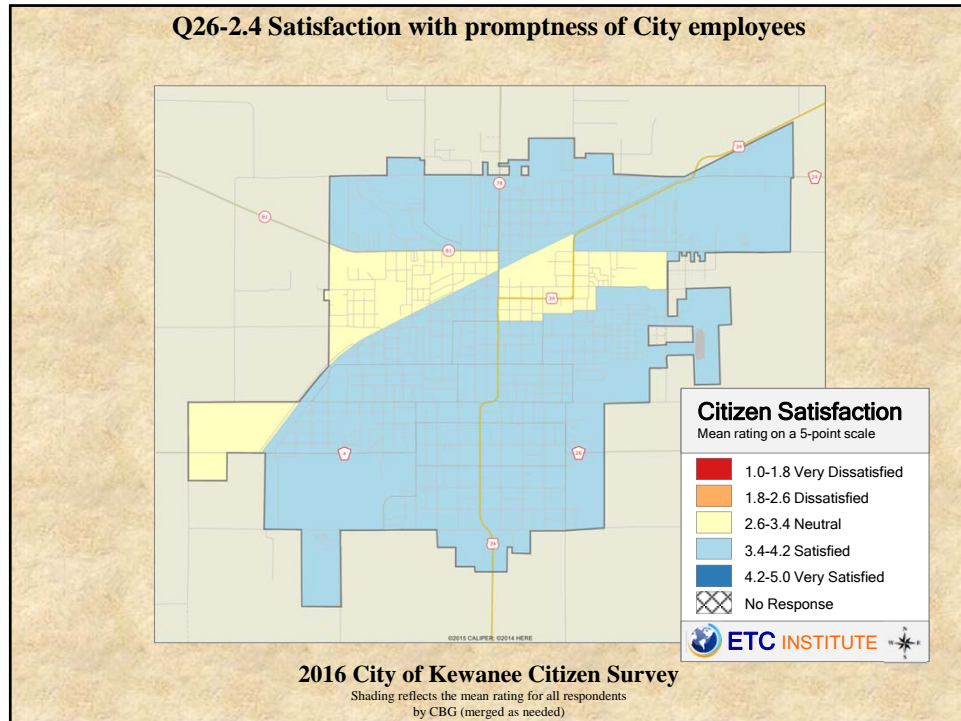
Q26-2.1 Satisfaction with courtesy of City employees

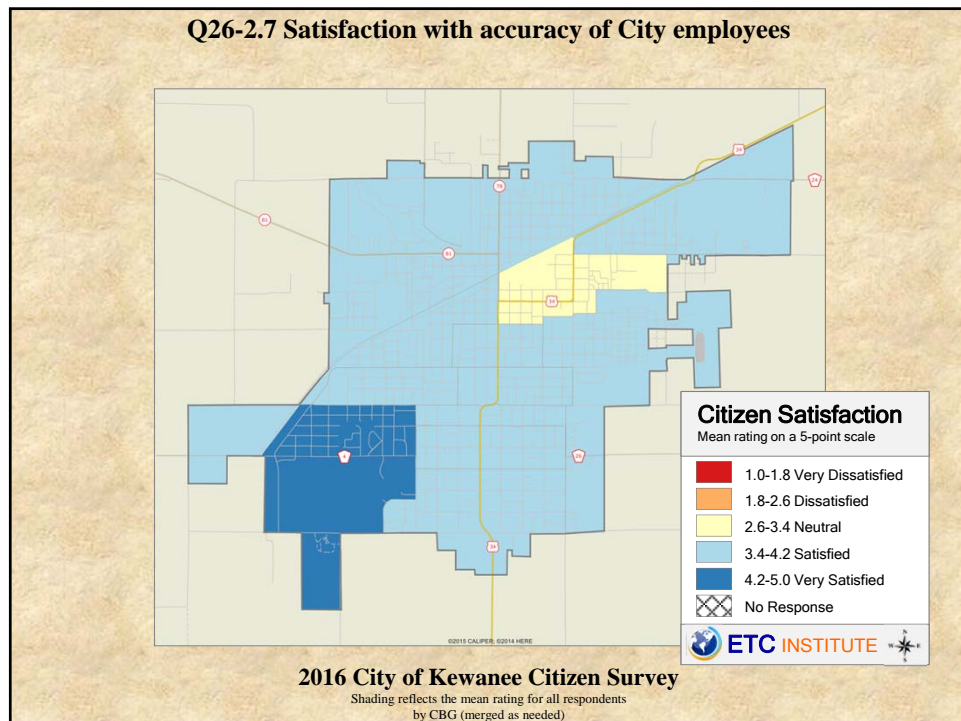
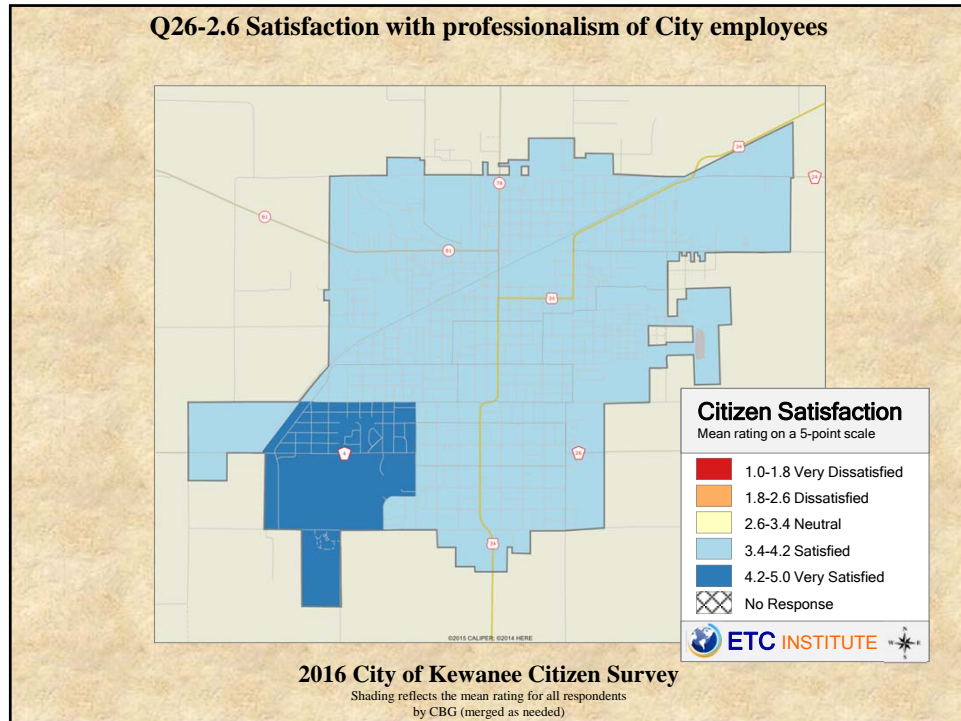


2016 City of Kewanee Citizen Survey

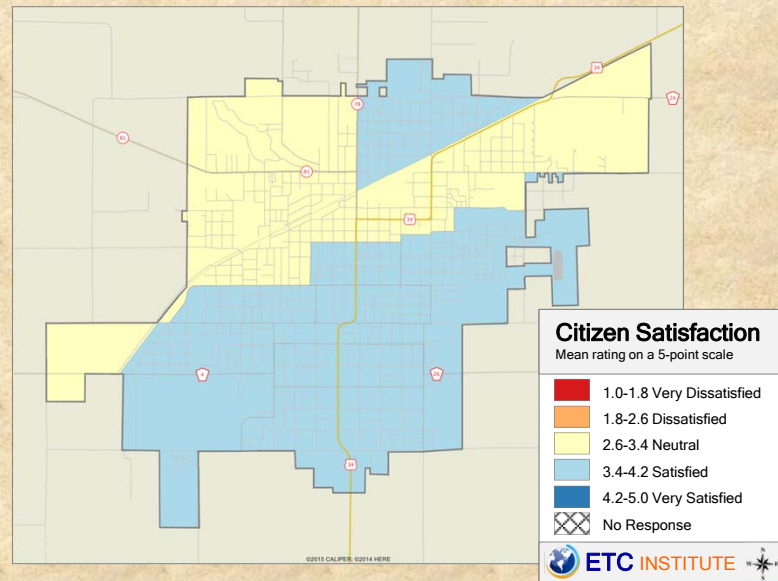
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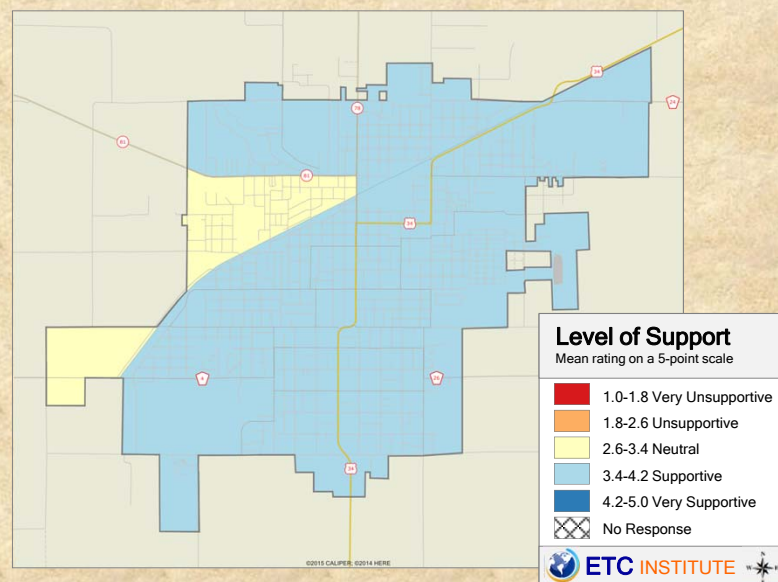
Q26-2.8 Satisfaction with overall responsiveness of City employees to requests or concerns



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

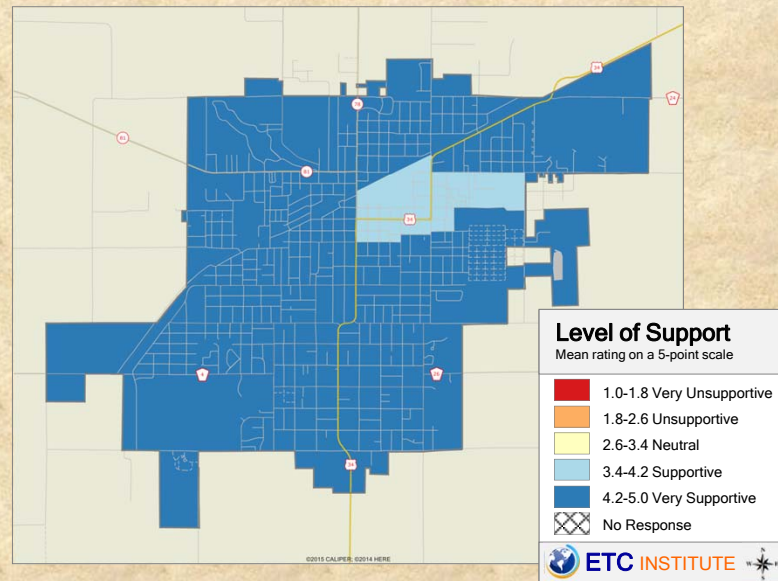
Q27-1. Level of support for use of revenue for downtown revitalization



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

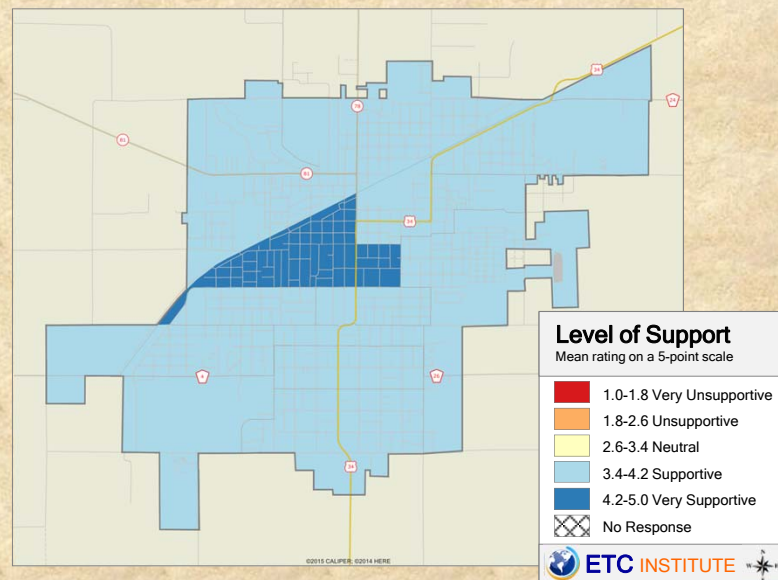
Q27-2. Level of support for use of revenue for street improvements



2016 City of Kewanee Citizen Survey

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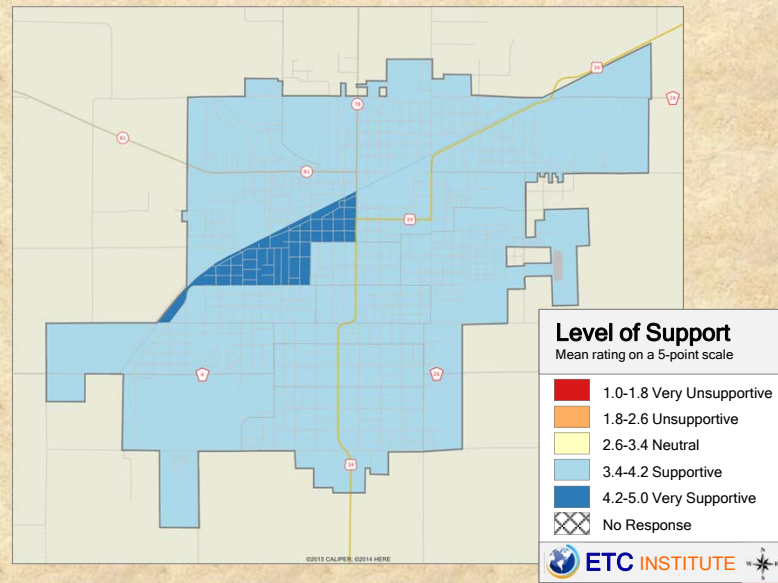
Q27-3. Level of support for use of revenue for sidewalk improvements



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

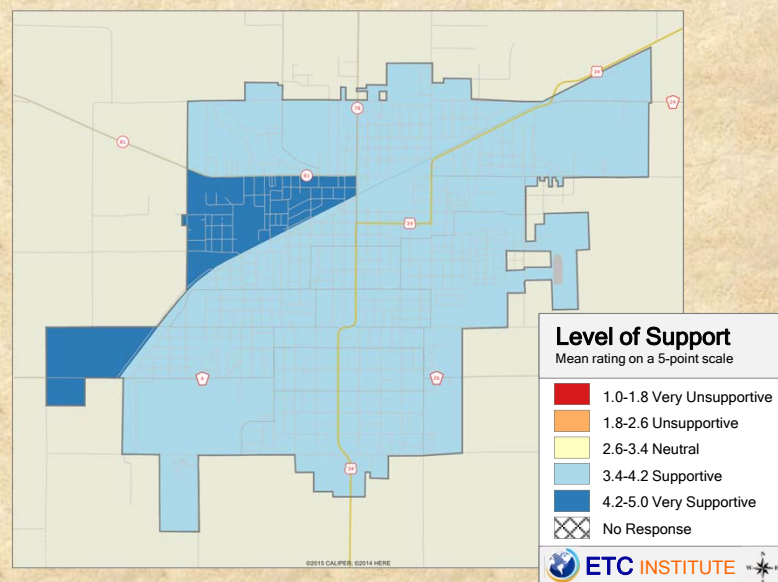
Q27-4. Level of support for use of revenue for storm drainage improvements



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

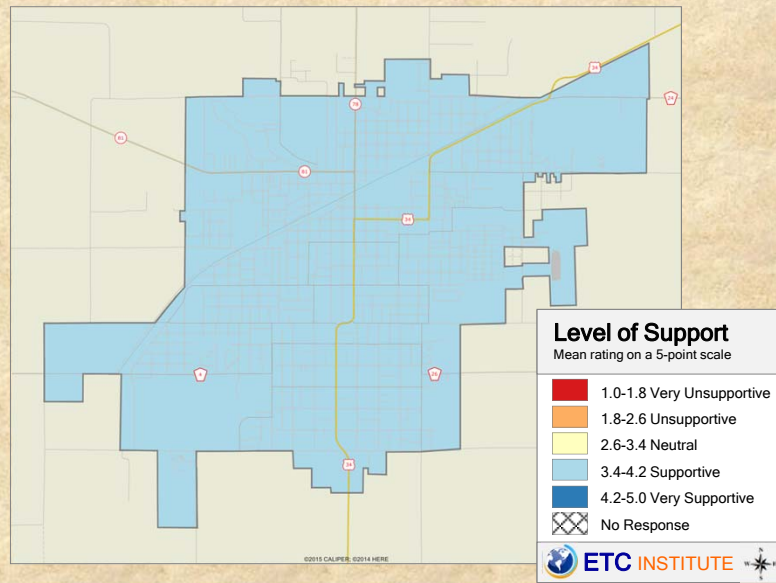
Q27-5. Level of support for use of revenue for water system improvements



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

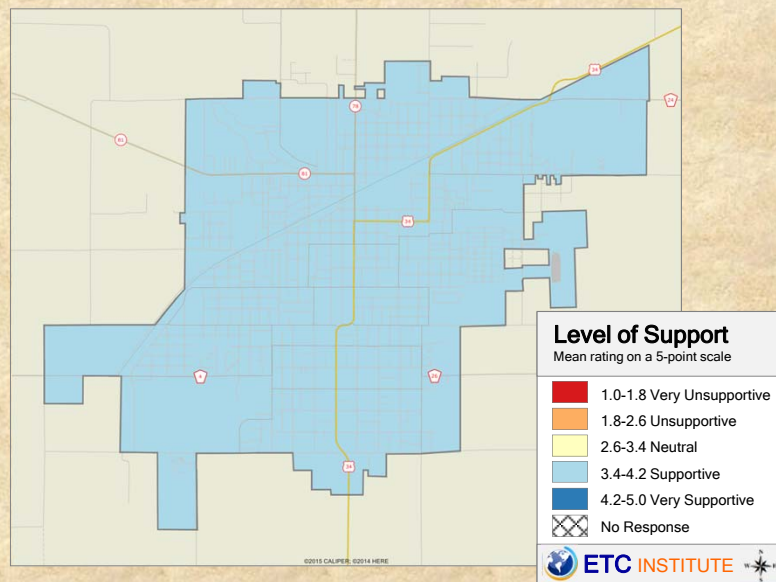
Q27-6. Level of support for use of revenue for sewer system improvements



2016 City of Kewanee Citizen Survey

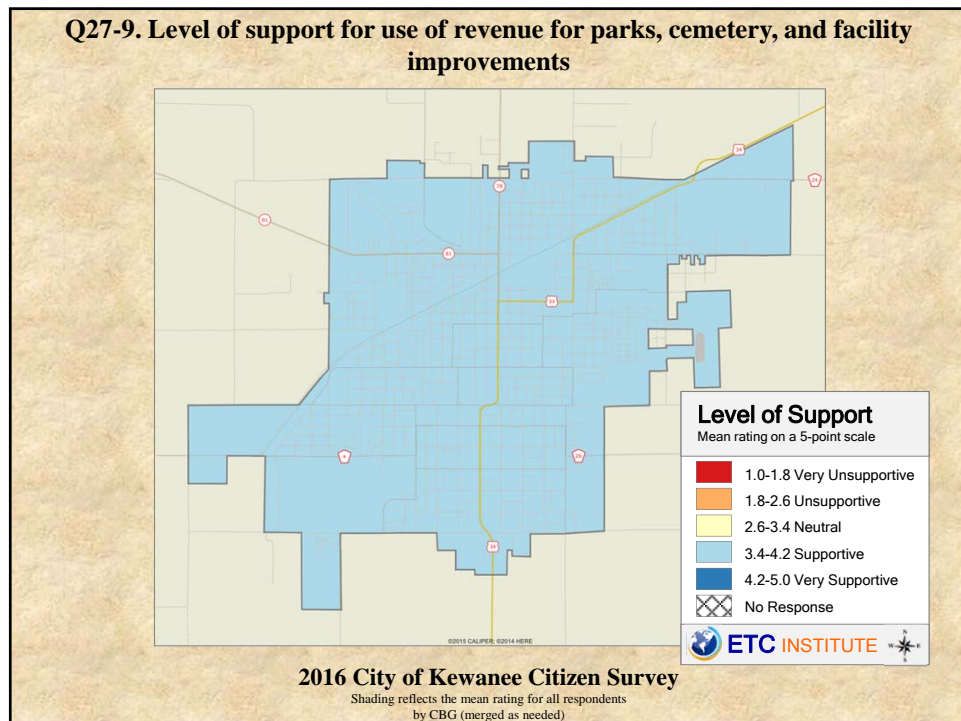
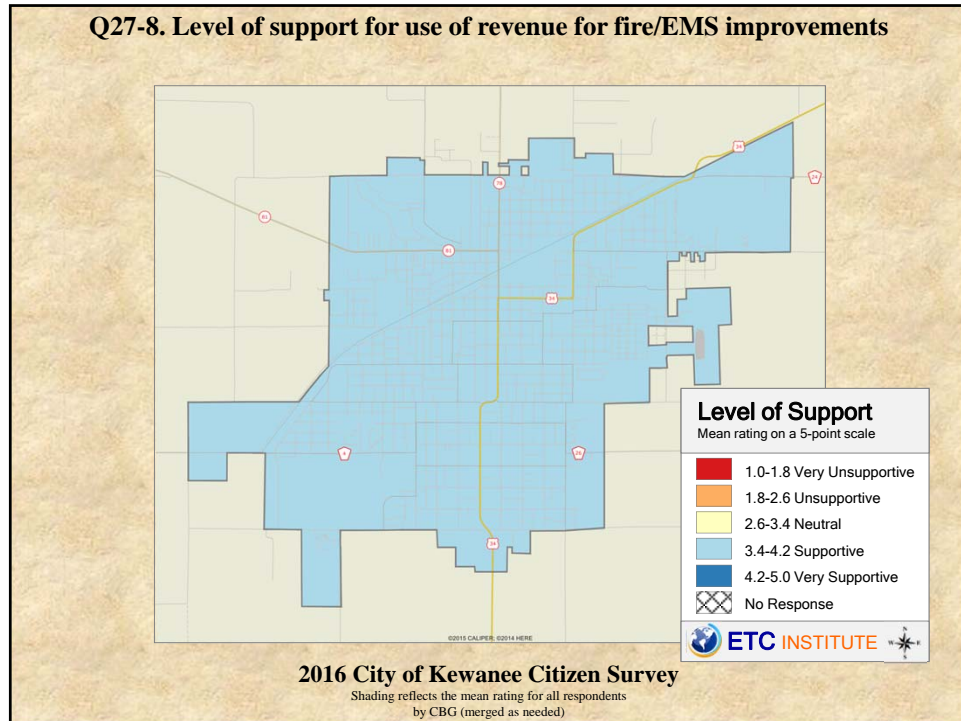
Shading reflects the mean rating for all respondents
by CBG (merged as needed)

Q27-7. Level of support for use of revenue for police improvements

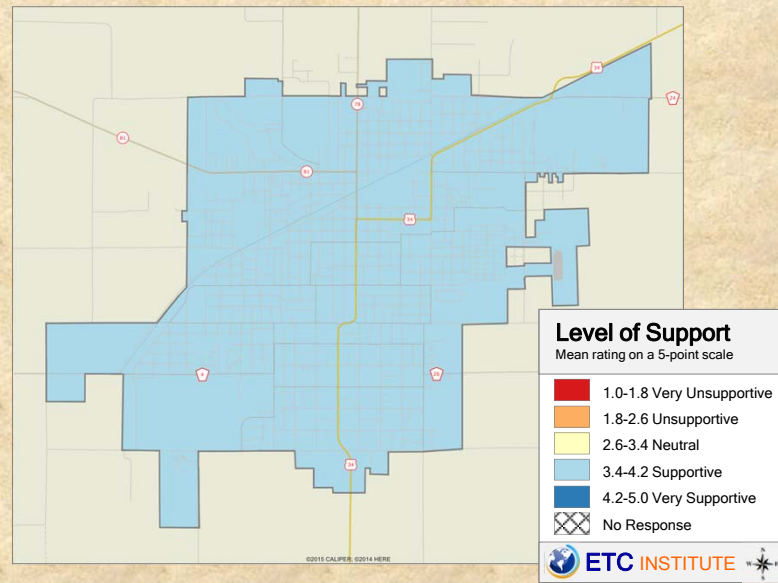


2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents
by CBG (merged as needed)



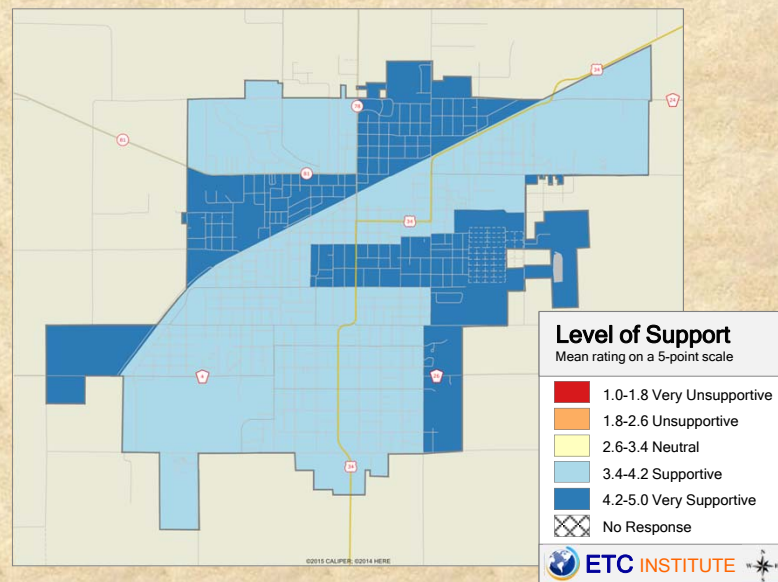
Q27-10. Level of support for use of revenue for neighborhood revitalization



2016 City of Kewanee Citizen Survey

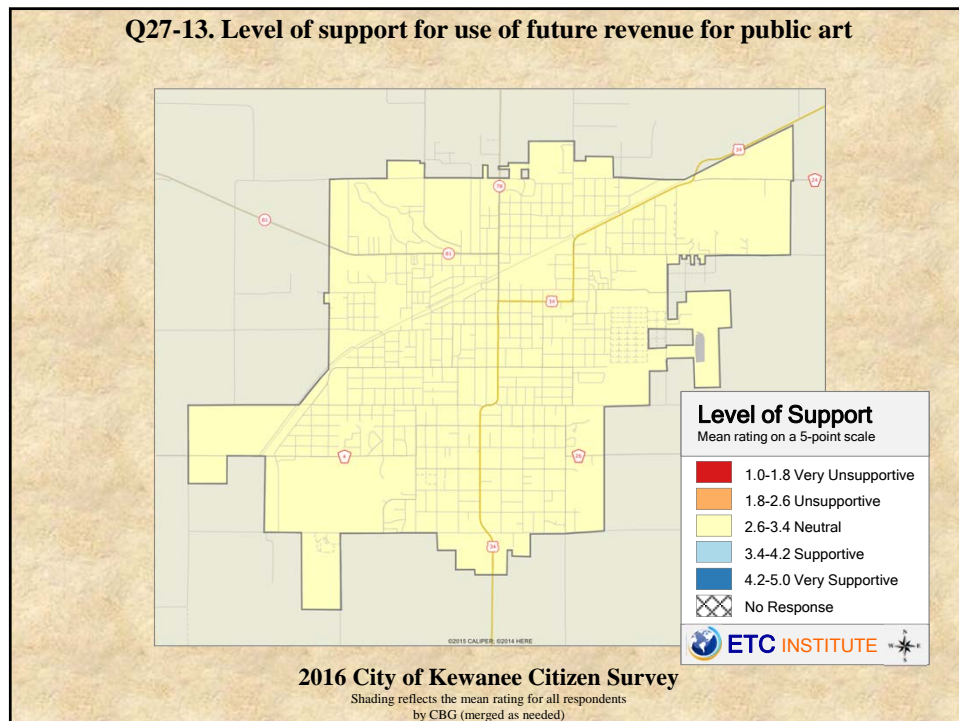
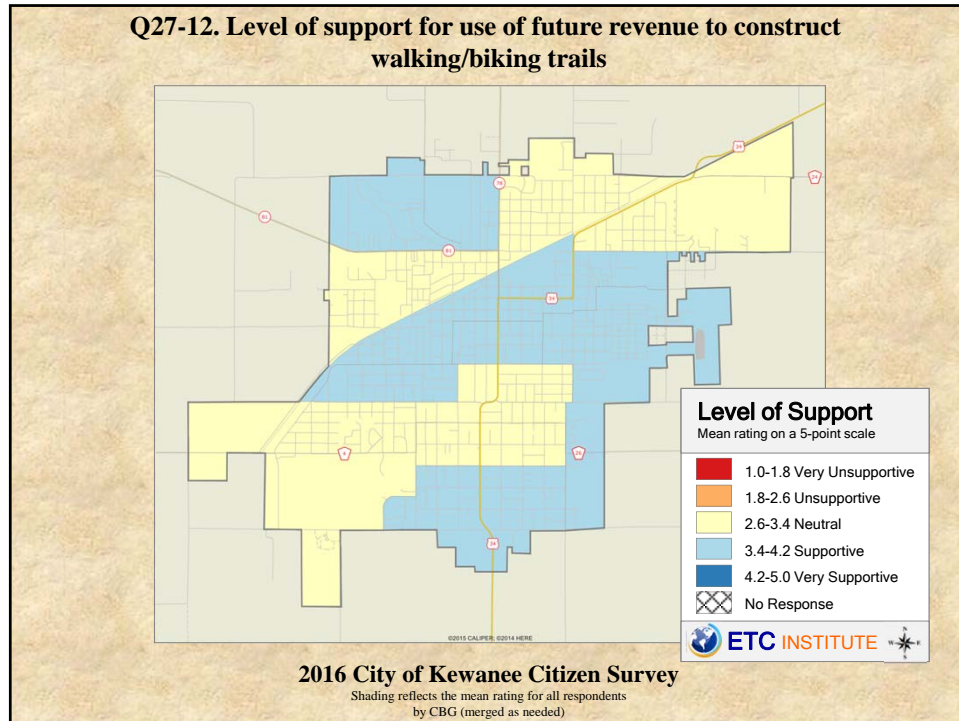
Shading reflects the mean rating for all respondents by CBG (merged as needed)

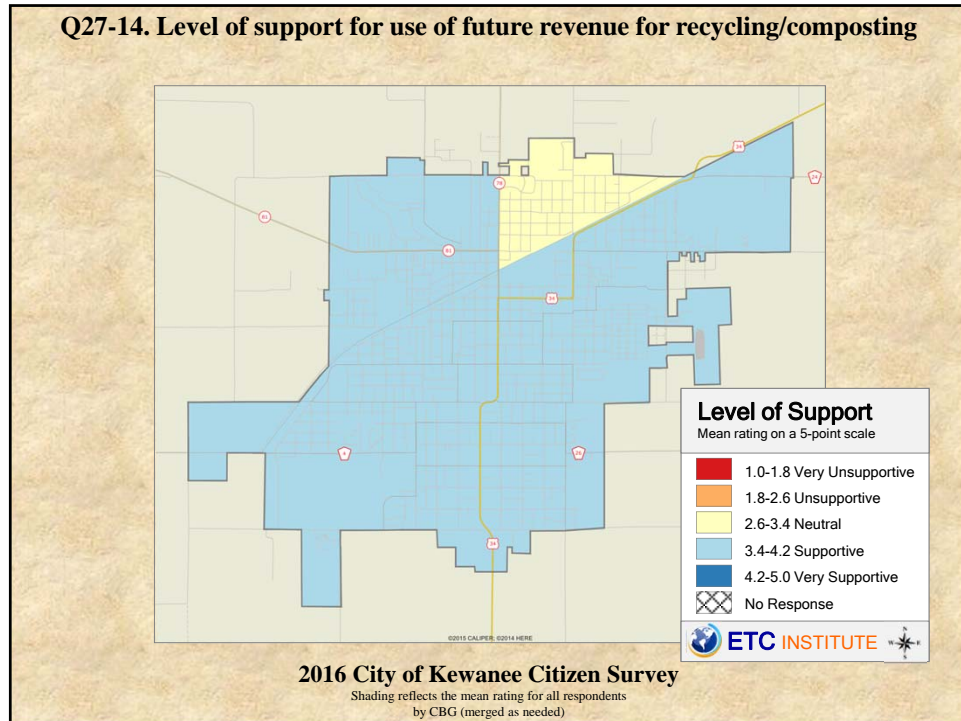
Q27-11. Level of support for use of revenue for economic development



2016 City of Kewanee Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)





2016 City of Kewanee Survey

Appendix B – Cross-tabular Data by Age of Respondent

...helping organizations make better decisions since 1982

Submitted to the City of Kewanee, Illinois

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

February 2016



Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [01. Overall quality of police services]</u>						
Very Satisfied	27.7%	28.4%	26.9%	35.8%	39.1%	32.9%
Satisfied	45.3%	48.2%	55.4%	46.5%	52.3%	49.7%
Neutral	19.7%	17.0%	13.0%	11.8%	6.0%	12.3%
Dissatisfied	3.6%	2.8%	2.6%	5.2%	0.8%	3.0%
Very Dissatisfied	3.6%	3.5%	2.1%	0.7%	1.9%	2.1%

Q1. Ratings of Major City Services [02. Overall quality of fire services]

Very Satisfied	42.9%	31.1%	46.6%	43.2%	51.0%	44.4%
Satisfied	46.2%	56.3%	46.6%	48.9%	45.2%	48.0%
Neutral	10.1%	12.6%	6.3%	6.4%	3.8%	7.0%
Dissatisfied	0.8%	0.0%	0.5%	0.4%	0.0%	0.3%
Very Dissatisfied	0.0%	0.0%	0.0%	1.1%	0.0%	0.3%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [03. Overall quality of emergency medical services]</u>						
Very Satisfied	37.9%	30.9%	41.2%	42.4%	56.5%	43.7%
Satisfied	46.8%	50.4%	49.7%	45.5%	37.3%	44.9%
Neutral	13.7%	16.5%	8.6%	10.6%	5.9%	10.2%
Dissatisfied	0.8%	2.2%	0.5%	0.4%	0.0%	0.7%
Very Dissatisfied	0.8%	0.0%	0.0%	1.1%	0.4%	0.5%

Q1. Ratings of Major City Services [04. City efforts to promote community development (appearance of neighborhoods, housing rehabilitation, new housing, etc.)]

Very Satisfied	1.5%	3.6%	3.6%	2.2%	6.9%	3.8%
Satisfied	15.6%	9.4%	21.2%	22.1%	28.8%	21.1%
Neutral	34.1%	36.0%	33.2%	34.7%	38.1%	35.0%
Dissatisfied	31.9%	38.1%	28.5%	29.5%	21.2%	28.8%
Very Dissatisfied	17.0%	12.9%	13.5%	11.4%	5.0%	11.4%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037

Q29. What is your age?					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q1. Ratings of Major City Services [05. City efforts to promote economic development (new retail, retention of existing businesses, attraction of new industry, etc.)]

Very Satisfied	1.5%	2.8%	2.6%	1.9%	6.4%	3.2%
Satisfied	11.9%	10.6%	12.4%	12.6%	25.5%	15.7%
Neutral	23.9%	18.3%	30.1%	29.7%	37.1%	28.9%
Dissatisfied	37.3%	50.0%	35.8%	37.9%	22.7%	35.1%
Very Dissatisfied	25.4%	18.3%	19.2%	17.8%	8.4%	17.1%

Q1. Ratings of Major City Services [06. Overall quality of City water utility services]

Very Satisfied	7.9%	4.9%	6.6%	8.6%	18.8%	10.2%
Satisfied	25.9%	40.1%	39.3%	44.6%	50.4%	41.9%
Neutral	36.0%	28.2%	27.6%	25.7%	17.7%	25.6%
Dissatisfied	18.7%	16.9%	18.9%	14.1%	9.6%	14.9%
Very Dissatisfied	11.5%	9.9%	7.7%	7.1%	3.5%	7.4%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [07. Overall quality of City wastewater utility services]</u>						
Very Satisfied	12.1%	9.4%	7.3%	10.6%	19.1%	12.2%
Satisfied	35.6%	44.2%	41.1%	46.4%	48.8%	43.9%
Neutral	39.4%	34.8%	39.1%	32.7%	26.4%	33.5%
Dissatisfied	7.6%	8.0%	8.3%	7.6%	3.7%	7.1%
Very Dissatisfied	5.3%	3.6%	4.2%	2.7%	2.0%	3.4%

Q1. Ratings of Major City Services [08. Overall quality of City streets]

Very Satisfied	0.7%	1.4%	0.5%	1.9%	2.7%	1.6%
Satisfied	10.1%	7.7%	12.8%	11.5%	20.8%	13.4%
Neutral	16.5%	19.7%	15.8%	24.2%	24.3%	20.9%
Dissatisfied	40.3%	41.5%	44.9%	36.8%	34.7%	38.8%
Very Dissatisfied	32.4%	29.6%	26.0%	25.7%	17.4%	25.3%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [09. Overall quality of City sidewalks]</u>						
Very Satisfied	3.6%	1.4%	1.0%	1.5%	2.7%	2.0%
Satisfied	16.8%	11.2%	12.6%	13.7%	22.2%	15.7%
Neutral	20.4%	33.6%	27.8%	25.6%	26.8%	26.9%
Dissatisfied	27.7%	31.5%	36.9%	37.8%	34.6%	34.2%
Very Dissatisfied	31.4%	22.4%	21.7%	21.5%	13.6%	21.3%

Q1. Ratings of Major City Services [10. Overall quality of the City's stormwater management system]

Very Satisfied	4.7%	2.9%	2.1%	3.8%	6.1%	4.1%
Satisfied	22.8%	26.5%	18.3%	25.2%	35.4%	26.3%
Neutral	40.2%	37.5%	44.5%	35.1%	38.6%	38.9%
Dissatisfied	18.1%	22.1%	22.0%	22.5%	13.8%	19.5%
Very Dissatisfied	14.2%	11.0%	13.1%	13.4%	6.1%	11.3%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [11. Overall quality of trash/recycling services]</u>						
Very Satisfied	19.6%	17.6%	12.8%	23.6%	38.1%	23.8%
Satisfied	42.0%	59.2%	63.8%	56.5%	48.1%	54.3%
Neutral	20.3%	14.1%	15.3%	14.0%	10.4%	14.0%
Dissatisfied	10.1%	7.0%	7.7%	3.3%	1.9%	5.4%
Very Dissatisfied	8.0%	2.1%	0.5%	2.6%	1.5%	2.5%

Q1. Ratings of Major City Services [12. Overall quality of the City's parks (Francis, McKinley, Veterans) and facilities]

Very Satisfied	21.4%	23.2%	23.1%	29.3%	41.8%	29.4%
Satisfied	50.0%	51.4%	63.1%	52.4%	47.1%	52.4%
Neutral	22.1%	19.7%	12.3%	13.9%	8.0%	14.3%
Dissatisfied	6.4%	3.5%	1.0%	3.3%	1.9%	2.9%
Very Dissatisfied	0.0%	2.1%	0.5%	1.1%	1.1%	1.0%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1. Ratings of Major City Services [13. Overall quality of the City's cemeteries]</u>						
Very Satisfied	24.0%	17.3%	19.1%	26.0%	32.9%	25.0%
Satisfied	48.1%	58.3%	60.6%	53.6%	51.4%	54.2%
Neutral	27.1%	19.4%	17.0%	14.7%	12.9%	17.1%
Dissatisfied	0.8%	4.3%	2.7%	4.2%	2.0%	2.8%
Very Dissatisfied	0.0%	0.7%	0.5%	1.5%	0.8%	0.9%

Q1. Ratings of Major City Services [14. Overall effectiveness of City communication with the Public]

Very Satisfied	5.9%	2.8%	6.7%	4.5%	8.6%	5.8%
Satisfied	29.6%	29.8%	36.1%	34.3%	43.6%	35.8%
Neutral	38.5%	44.0%	39.2%	41.4%	38.1%	39.8%
Dissatisfied	17.8%	19.1%	11.9%	15.7%	8.2%	14.0%
Very Dissatisfied	8.1%	4.3%	6.2%	4.1%	1.6%	4.6%

Q1. Major City Services provided by the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q1 Ratings of Major City Services [15. Overall value that you receive for your City tax dollars and fees]</u>						
Very Satisfied	3.1%	2.2%	3.2%	4.2%	7.1%	4.2%
Satisfied	26.9%	16.5%	24.9%	29.9%	39.8%	29.2%
Neutral	39.2%	45.3%	38.6%	34.5%	38.6%	38.2%
Dissatisfied	18.5%	28.1%	23.8%	23.5%	11.8%	20.5%
Very Dissatisfied	12.3%	7.9%	9.5%	8.0%	2.8%	7.9%

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Sum of top 3 choices

Overall quality of police services	15.6%	9.1%	11.1%	12.8%	10.2%	11.6%
Overall quality of fire services	11.3%	7.0%	6.6%	7.3%	6.0%	7.5%
Overall quality of emergency medical services	7.8%	7.7%	5.6%	6.6%	6.0%	6.7%
City efforts to promote community development	34.0%	35.7%	31.3%	34.7%	31.6%	33.2%
City efforts to promote economic development	49.6%	59.4%	56.6%	50.4%	44.7%	50.9%
Overall quality of City water utility services	15.6%	16.8%	20.2%	20.1%	12.8%	17.1%
Overall quality of City wastewater utility services	0.7%	2.1%	3.5%	2.6%	3.4%	2.6%
Overall quality of City streets	58.9%	67.8%	66.2%	60.2%	63.5%	62.8%

Q2. Which THREE of the major city services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices) (cont.)

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Sum of top 3 choices (cont.)

Overall quality of City sidewalks	32.6%	23.8%	22.2%	28.5%	32.0%	28.1%
City's stormwater management system	13.5%	17.5%	17.2%	17.2%	15.0%	16.2%
Overall quality of trash/recycling services	7.1%	4.9%	2.0%	4.4%	3.0%	4.0%
Overall quality of the City's parks and facilities	5.0%	3.5%	2.5%	4.0%	3.0%	3.5%
Overall quality of the City's cemeteries	1.4%	1.4%	2.0%	2.6%	3.4%	2.3%
Overall effectiveness of City communication	11.3%	6.3%	7.6%	13.9%	8.6%	9.7%
Overall value that you receive for your City taxes	9.2%	14.0%	15.2%	13.1%	10.5%	12.5%
Not provided	6.4%	5.6%	7.1%	5.1%	10.5%	7.3%

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. Feeling of Safety [Walking in your neighborhood after dark]</u>						
Very safe	20.7%	28.2%	20.1%	21.6%	15.2%	20.4%
Safe	52.9%	48.6%	55.2%	50.2%	42.4%	49.3%
Neutral	17.1%	14.8%	16.0%	15.6%	26.0%	18.4%
Unsafe	7.9%	8.5%	7.7%	11.2%	13.6%	10.3%
Very Unsafe	1.4%	0.0%	1.0%	1.5%	2.8%	1.6%

Q3. Feeling of Safety [Walking in Downtown Kewanee after dark]

Very safe	17.4%	20.3%	15.5%	17.2%	10.0%	15.4%
Safe	47.8%	48.6%	48.7%	44.1%	41.5%	45.6%
Neutral	21.7%	17.4%	25.4%	24.1%	32.4%	24.9%
Unsafe	10.9%	13.8%	8.8%	12.6%	13.3%	12.1%
Very Unsafe	2.2%	0.0%	1.6%	1.9%	2.9%	1.9%

Q3. PERCEPTIONS OF SAFETY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q3. Feeling of Safety [Walking in City parks after dark]</u>						
Very safe	9.0%	12.2%	9.1%	7.5%	3.8%	7.8%
Safe	34.6%	30.9%	27.8%	28.2%	23.1%	28.2%
Neutral	29.3%	26.6%	31.0%	31.0%	35.7%	31.1%
Unsafe	21.8%	24.5%	28.9%	27.0%	30.3%	27.2%
Very Unsafe	5.3%	5.8%	3.2%	6.3%	7.1%	5.7%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4. Police Ratings [Visibility of police in your neighborhood]</u>						
Very Satisfied	13.8%	14.7%	18.7%	13.9%	18.5%	16.2%
Satisfied	55.1%	39.9%	47.5%	56.0%	54.6%	51.4%
Neutral	20.3%	33.6%	22.2%	19.2%	17.7%	21.5%
Dissatisfied	8.0%	9.8%	7.6%	8.6%	7.7%	8.4%
Very Dissatisfied	2.9%	2.1%	4.0%	2.3%	1.5%	2.5%

Q4. Police Ratings [Visibility of police in retail areas]

Very Satisfied	15.4%	12.1%	12.9%	10.0%	14.9%	13.0%
Satisfied	50.0%	45.0%	50.0%	51.2%	49.2%	49.3%
Neutral	24.3%	33.6%	33.0%	30.0%	27.4%	29.5%
Dissatisfied	8.1%	8.6%	2.6%	7.7%	7.7%	7.0%
Very Dissatisfied	2.2%	0.7%	1.5%	1.2%	0.8%	1.2%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q4. Police Ratings [How quickly police respond to emergencies]

Very Satisfied	24.8%	24.0%	25.1%	21.5%	30.8%	25.5%
Satisfied	44.0%	40.3%	47.1%	52.6%	48.1%	47.5%
Neutral	20.8%	24.8%	22.5%	19.9%	19.0%	21.0%
Dissatisfied	6.4%	8.5%	3.7%	3.6%	1.3%	4.0%
Very Dissatisfied	4.0%	2.3%	1.6%	2.4%	0.8%	2.0%

Q4. Police Ratings [The professionalism of police officers]

Very Satisfied	23.9%	21.6%	25.5%	30.0%	33.3%	27.9%
Satisfied	40.6%	41.7%	46.9%	48.7%	52.0%	47.1%
Neutral	21.0%	21.6%	19.8%	15.6%	11.1%	16.8%
Dissatisfied	9.4%	10.8%	5.7%	3.8%	2.0%	5.6%
Very Dissatisfied	5.1%	4.3%	2.1%	1.9%	1.6%	2.6%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4. Police Ratings [How effectively the City enforces traffic offenses]</u>						
Very Satisfied	14.7%	12.8%	9.3%	11.3%	16.5%	13.1%
Satisfied	43.4%	41.4%	45.9%	41.1%	51.2%	44.9%
Neutral	27.9%	28.6%	35.0%	29.4%	21.9%	28.3%
Dissatisfied	10.9%	13.5%	6.6%	14.9%	8.3%	10.7%
Very Dissatisfied	3.1%	3.8%	3.3%	3.2%	2.1%	3.1%

Q4. Police Ratings [How effectively the City enforces parking offenses]

Very Satisfied	11.7%	10.1%	6.6%	7.2%	9.5%	8.7%
Satisfied	33.3%	33.3%	40.1%	34.0%	41.0%	37.2%
Neutral	40.8%	34.1%	36.8%	35.3%	32.4%	35.3%
Dissatisfied	10.0%	16.3%	11.0%	19.6%	15.8%	14.9%
Very Dissatisfied	4.2%	6.2%	5.5%	3.8%	1.4%	4.0%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4. Police Ratings [Availability and effectiveness of animal control services]</u>						
Very Satisfied	13.3%	11.9%	7.9%	9.3%	15.2%	11.6%
Satisfied	40.6%	44.8%	46.1%	47.0%	44.4%	45.0%
Neutral	31.3%	29.1%	31.5%	28.7%	29.2%	29.8%
Dissatisfied	9.4%	10.4%	11.2%	11.7%	9.5%	10.4%
Very Dissatisfied	5.5%	3.7%	3.4%	3.2%	1.6%	3.2%

Q4. Police Ratings [The City's efforts in crime prevention]

Very Satisfied	12.6%	14.1%	9.0%	11.9%	18.5%	13.5%
Satisfied	40.2%	40.0%	48.4%	45.5%	51.0%	46.1%
Neutral	32.3%	31.1%	33.0%	33.2%	27.2%	31.2%
Dissatisfied	9.4%	11.1%	5.9%	7.1%	2.1%	6.4%
Very Dissatisfied	5.5%	3.7%	3.7%	2.4%	1.2%	2.9%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4. Police Ratings [Quality of dispatch services]</u>						
Very Satisfied	18.9%	21.4%	19.6%	20.4%	27.6%	22.0%
Satisfied	54.3%	42.7%	53.3%	53.1%	46.9%	50.3%
Neutral	15.7%	30.5%	22.3%	21.6%	23.7%	22.7%
Dissatisfied	5.5%	3.8%	2.7%	4.1%	1.3%	3.2%
Very Dissatisfied	5.5%	1.5%	2.2%	0.8%	0.4%	1.7%

Q4. Police Ratings [City's efforts in youth outreach]

Very Satisfied	5.1%	4.1%	4.2%	5.5%	10.4%	6.2%
Satisfied	30.5%	22.8%	24.7%	24.7%	34.0%	27.7%
Neutral	31.4%	43.9%	44.0%	46.1%	45.8%	43.1%
Dissatisfied	18.6%	21.1%	22.9%	19.2%	8.5%	17.3%
Very Dissatisfied	14.4%	8.1%	4.2%	4.6%	1.4%	5.7%

Q4. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q4. Police Ratings [Responsiveness of police to the investigation of criminal offenses]</u>						
Very Satisfied	17.4%	17.2%	12.1%	17.5%	21.4%	17.4%
Satisfied	36.7%	39.8%	45.5%	42.3%	52.1%	44.4%
Neutral	30.3%	34.4%	30.3%	31.6%	23.1%	29.4%
Dissatisfied	9.2%	4.7%	6.7%	6.0%	2.6%	5.4%
Very Dissatisfied	6.4%	3.9%	5.5%	2.6%	0.9%	3.3%

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5. Fire and EMS Ratings [12. How quickly the fire department responds]</u>						
Very Satisfied	34.6%	34.4%	35.6%	38.7%	46.9%	39.4%
Satisfied	52.3%	49.6%	55.7%	52.0%	46.9%	50.9%
Neutral	13.1%	16.0%	8.6%	8.5%	6.2%	9.4%
Dissatisfied	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%

Q5. Fire and EMS Ratings [13. Professionalism of the City's fire personnel]

Very Satisfied	40.9%	35.4%	41.1%	41.6%	49.8%	42.8%
Satisfied	47.0%	47.7%	51.9%	49.0%	43.6%	47.8%
Neutral	12.2%	16.9%	6.5%	8.6%	6.6%	9.1%
Dissatisfied	0.0%	0.0%	0.5%	0.8%	0.0%	0.3%

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q5. Fire and EMS Ratings [14. The City's fire prevention/education programs]

Very Satisfied	25.2%	26.2%	22.6%	24.8%	30.1%	26.5%
Satisfied	46.8%	43.4%	53.6%	47.4%	49.8%	48.3%
Neutral	22.5%	28.7%	21.4%	26.5%	20.1%	23.5%
Dissatisfied	4.5%	1.6%	1.2%	1.3%	0.0%	1.4%
Very Dissatisfied	0.9%	0.0%	1.2%	0.0%	0.0%	0.3%

Q5. Fire and EMS Ratings [15. The Fire Department's inspection of businesses]

Very Satisfied	18.8%	17.3%	18.4%	17.7%	21.5%	19.2%
Satisfied	38.5%	40.9%	44.9%	37.9%	46.7%	42.2%
Neutral	38.5%	38.2%	34.7%	41.9%	29.7%	36.0%
Dissatisfied	4.2%	2.7%	0.7%	2.5%	2.1%	2.2%
Very Dissatisfied	0.0%	0.9%	1.4%	0.0%	0.0%	0.4%

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5. Fire and EMS Ratings [16. How quickly the emergency medical services (ambulance) responds]</u>						
Very Satisfied	36.7%	33.9%	36.3%	38.2%	53.9%	41.5%
Satisfied	45.0%	51.2%	58.2%	53.1%	40.3%	49.3%
Neutral	15.6%	13.4%	4.9%	7.5%	5.8%	8.3%
Dissatisfied	1.8%	1.6%	0.5%	0.4%	0.0%	0.6%
Very Dissatisfied	0.9%	0.0%	0.0%	0.8%	0.0%	0.3%

Q5. Fire and EMS Ratings [17. Professionalism of the ambulance personnel]

Very Satisfied	37.9%	35.4%	40.3%	41.8%	60.8%	45.2%
Satisfied	47.4%	47.7%	51.4%	48.4%	33.6%	44.8%
Neutral	14.7%	14.6%	8.3%	9.4%	4.8%	9.3%
Dissatisfied	0.0%	2.3%	0.0%	0.4%	0.8%	0.6%

Q5. FIRE AND EMERGENCY MEDICAL SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q5. Fire and EMS Ratings [18. The level of service provided by ambulance personnel in a timely manner]</u>						
Very Satisfied	34.9%	32.3%	32.0%	38.1%	56.0%	40.7%
Satisfied	48.6%	49.6%	59.1%	51.2%	37.6%	48.4%
Neutral	15.6%	15.7%	8.8%	9.9%	6.0%	10.1%
Dissatisfied	0.9%	2.4%	0.0%	0.4%	0.4%	0.6%
Very Dissatisfied	0.0%	0.0%	0.0%	0.4%	0.0%	0.1%

Q5. Fire and EMS Ratings [19. Fire/Ambulance personnel provided family members the information they needed]

Very Satisfied	28.7%	28.4%	28.7%	27.1%	40.6%	31.7%
Satisfied	46.5%	45.7%	51.8%	51.1%	42.4%	47.5%
Neutral	23.8%	23.3%	18.3%	21.4%	17.0%	20.0%
Dissatisfied	0.0%	2.6%	1.2%	0.0%	0.0%	0.6%
Very Dissatisfied	1.0%	0.0%	0.0%	0.4%	0.0%	0.2%

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices</u>						
Visibility of police in your neighborhood	12.8%	17.5%	17.2%	13.5%	10.2%	13.8%
Visibility of police in retail areas	12.8%	14.0%	9.6%	10.6%	7.9%	10.4%
How quickly police respond to emergencies	9.9%	11.2%	8.6%	13.1%	4.9%	9.4%
The professionalism of police officers	17.0%	22.4%	9.6%	6.6%	5.3%	10.3%
How effectively the City enforces traffic offenses	8.5%	13.3%	12.6%	16.8%	8.6%	12.2%
How effectively the City enforces parking offenses	8.5%	9.1%	10.1%	9.9%	7.1%	8.9%
Availability and effectiveness of animal control services	14.2%	16.8%	14.1%	11.3%	10.5%	12.6%
The City's efforts in crime prevention	31.2%	35.0%	22.7%	23.4%	15.4%	23.6%
Quality of dispatch services	5.7%	2.8%	3.5%	1.8%	3.0%	3.1%

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices) (cont.)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices (cont.)</u>						
City's efforts in youth outreach	36.9%	44.1%	30.8%	27.4%	17.7%	28.9%
Responsiveness of police to the investigation of criminal offenses	7.1%	11.9%	7.1%	11.3%	3.8%	8.0%
How quickly the fire department responds	9.9%	7.0%	10.1%	11.7%	16.2%	11.6%
Professionalism of the City's fire personnel	2.1%	0.7%	0.5%	2.2%	3.4%	1.9%
The City's fire prevention/ education programs	16.3%	11.2%	16.2%	15.7%	13.9%	14.8%
The Fire Department's inspection of businesses	5.7%	5.6%	12.6%	11.7%	8.6%	9.3%
How quickly the emergency medical services (ambulance) responds	14.2%	4.2%	11.1%	12.4%	16.2%	12.2%
Professionalism of the ambulance personnel	0.7%	2.8%	2.5%	2.9%	4.1%	2.8%

Q6. Which THREE of the Public Safety services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices) (cont.)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices (cont.)</u>						
The level of service provided by ambulance personnel in a timely manner	5.7%	2.1%	6.6%	7.3%	8.6%	6.6%
Fire/Ambulance personnel provided family members the information they needed	5.0%	4.2%	3.5%	8.0%	11.7%	7.1%
Not provided	20.6%	16.1%	23.2%	21.2%	35.3%	24.9%

Q7. PARKS AND PUBLIC FACILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7. Park and Public Facility Ratings [01. Appearance/cleanliness of City parks (Francis, McKinley, Veterans)]</u>						
Very Satisfied	19.4%	21.3%	21.6%	32.1%	39.2%	28.5%
Satisfied	56.1%	66.0%	66.5%	57.1%	54.9%	59.4%
Neutral	17.3%	10.6%	8.8%	9.0%	3.5%	9.1%
Dissatisfied	5.0%	2.1%	3.1%	1.1%	2.0%	2.5%
Very Dissatisfied	2.2%	0.0%	0.0%	0.7%	0.4%	0.6%

Q7. Park and Public Facility Ratings [02. Condition of equipment and facilities at City parks (playgrounds, picnic shelters, etc.)]

Very Satisfied	11.5%	11.4%	16.2%	20.2%	26.2%	18.6%
Satisfied	42.4%	56.4%	58.1%	51.9%	57.0%	53.5%
Neutral	20.9%	21.4%	18.8%	21.0%	12.3%	18.4%
Dissatisfied	20.1%	8.6%	5.8%	6.1%	4.1%	8.0%
Very Dissatisfied	5.0%	2.1%	1.0%	0.8%	0.4%	1.5%

Q7. PARKS AND PUBLIC FACILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7. Park and Public Facility Ratings [03. Overall cleanliness of City facilities]</u>						
Very Satisfied	12.2%	12.7%	16.4%	18.7%	25.2%	18.3%
Satisfied	50.4%	59.9%	60.5%	60.3%	62.4%	59.3%
Neutral	23.0%	22.5%	16.9%	16.9%	10.4%	17.0%
Dissatisfied	12.2%	4.2%	6.2%	3.7%	2.0%	5.0%
Very Dissatisfied	2.2%	0.7%	0.0%	0.4%	0.0%	0.5%

Q7. Park and Public Facility Ratings [04. Overall maintenance of City facilities]

Very Satisfied	11.3%	11.3%	15.5%	18.7%	26.6%	18.1%
Satisfied	48.9%	62.4%	62.2%	56.9%	60.1%	58.1%
Neutral	29.3%	19.9%	18.7%	20.2%	11.3%	19.0%
Dissatisfied	6.8%	6.4%	3.1%	4.2%	2.0%	4.1%
Very Dissatisfied	3.8%	0.0%	0.5%	0.0%	0.0%	0.7%

Q7. PARKS AND PUBLIC FACILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q7. Park and Public Facility Ratings [05. Maintenance/appearance of City cemeteries]</u>						
Very Satisfied	20.9%	15.8%	18.0%	24.2%	33.1%	23.6%
Satisfied	55.8%	61.2%	59.8%	52.8%	50.8%	55.3%
Neutral	22.5%	15.8%	17.5%	17.7%	11.0%	16.1%
Dissatisfied	0.8%	5.8%	3.2%	4.2%	4.7%	3.9%
Very Dissatisfied	0.0%	1.4%	1.6%	1.1%	0.4%	1.0%

Q8. Which TWO of the parks and public facilities items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of top 2 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 2 choices</u>						
Appearance/cleanliness of City parks	33.3%	27.3%	26.3%	25.5%	22.6%	26.4%
Condition of equipment and facilities at City parks	56.7%	53.8%	43.9%	43.8%	33.1%	44.0%
Overall cleanliness of City facilities	20.6%	23.1%	19.2%	26.6%	21.8%	22.5%
Overall maintenance of City facilities	25.5%	23.1%	25.8%	26.3%	25.6%	25.2%
Maintenance/appearance of City cemeteries	14.9%	21.7%	24.7%	24.1%	27.8%	23.5%
Not provided	21.3%	21.0%	25.3%	22.3%	30.5%	25.0%

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9. Utility Ratings [01. The accuracy of your utility bill]</u>						
Very Satisfied	10.9%	8.5%	13.0%	13.8%	21.6%	14.6%
Satisfied	38.3%	51.8%	53.1%	53.4%	56.9%	51.8%
Neutral	31.3%	31.9%	26.0%	25.3%	16.9%	24.8%
Dissatisfied	13.3%	5.7%	6.3%	6.3%	3.9%	6.8%
Very Dissatisfied	6.3%	2.1%	1.6%	1.2%	0.8%	1.9%

Q9. Utility Ratings [02. Quality of your drinking water]

Very Satisfied	1.4%	2.1%	4.1%	6.4%	8.5%	5.1%
Satisfied	15.2%	20.4%	25.3%	24.2%	38.2%	26.5%
Neutral	16.7%	21.8%	22.7%	25.0%	25.5%	22.9%
Dissatisfied	29.0%	32.4%	27.8%	31.4%	17.0%	26.8%
Very Dissatisfied	37.7%	23.2%	20.1%	12.9%	10.8%	18.7%

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9. Utility Ratings [03. The reliability of your water service]</u>						
Very Satisfied	11.8%	10.6%	10.3%	13.9%	18.0%	13.5%
Satisfied	51.5%	56.0%	59.0%	53.4%	61.2%	56.6%
Neutral	25.7%	22.7%	21.5%	22.9%	14.5%	20.8%
Dissatisfied	4.4%	7.8%	5.6%	7.5%	3.5%	5.9%
Very Dissatisfied	6.6%	2.8%	3.6%	2.3%	2.7%	3.3%

Q9. Utility Ratings [04. How quickly disruptions to water service are repaired]

Very Satisfied	8.1%	13.1%	12.4%	11.6%	16.1%	12.7%
Satisfied	49.6%	48.5%	49.5%	52.6%	53.8%	50.9%
Neutral	32.5%	30.8%	29.6%	32.1%	25.8%	30.0%
Dissatisfied	4.1%	6.2%	7.5%	2.8%	3.8%	4.8%
Very Dissatisfied	5.7%	1.5%	1.1%	0.8%	0.4%	1.6%

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9. Utility Ratings [05. How well the City keeps you informed about planned disruptions to your water service]</u>						
Very Satisfied	4.7%	5.7%	9.4%	15.5%	21.2%	13.1%
Satisfied	37.5%	38.6%	40.8%	45.1%	49.2%	43.4%
Neutral	34.4%	32.1%	30.4%	25.4%	22.0%	27.5%
Dissatisfied	11.7%	19.3%	11.5%	10.2%	5.6%	10.6%
Very Dissatisfied	11.7%	4.3%	7.9%	3.8%	2.0%	5.4%

Q9. Utility Ratings [06. Overall reliability of sewer service]

Very Satisfied	9.2%	8.5%	11.6%	12.9%	15.4%	12.3%
Satisfied	49.6%	52.8%	52.9%	53.9%	55.6%	52.9%
Neutral	32.1%	31.7%	24.9%	26.2%	22.8%	26.6%
Dissatisfied	4.6%	6.3%	6.3%	5.5%	4.1%	5.5%
Very Dissatisfied	4.6%	0.7%	4.2%	1.6%	2.1%	2.6%

Q9. UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q9. Utility Ratings [07. How quickly disruptions to sewer service are repaired]</u>						
Very Satisfied	8.5%	9.5%	9.3%	10.2%	15.9%	11.3%
Satisfied	37.3%	43.7%	43.0%	50.2%	49.1%	45.5%
Neutral	41.5%	41.3%	36.0%	33.6%	28.3%	34.8%
Dissatisfied	8.5%	4.0%	8.1%	4.7%	4.9%	6.1%
Very Dissatisfied	4.2%	1.6%	3.5%	1.3%	1.8%	2.4%

Q9. Utility Ratings [08. Water and Sewer rates for services provided]

Very Satisfied	3.7%	5.0%	5.2%	6.2%	7.8%	5.8%
Satisfied	24.4%	24.1%	27.3%	31.0%	39.7%	30.7%
Neutral	39.3%	34.0%	28.9%	30.2%	34.2%	32.5%
Dissatisfied	17.8%	22.7%	28.4%	22.1%	13.6%	20.9%
Very Dissatisfied	14.8%	14.2%	10.3%	10.5%	4.7%	10.1%

Q10. Which THREE of the utility issues listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices</u>						
The accuracy of your utility bill	32.6%	10.5%	13.1%	13.1%	12.8%	15.3%
Quality of your drinking water	70.9%	73.4%	63.6%	63.9%	56.0%	64.0%
The reliability of your water service	21.3%	23.1%	20.7%	23.7%	19.5%	21.4%
How quickly disruptions to water service are repaired	17.0%	13.3%	16.7%	18.2%	18.0%	17.2%
How well the City keeps you informed about planned disruptions to your water service	24.8%	30.1%	24.2%	19.7%	21.8%	23.2%
Overall reliability of sewer service	7.8%	11.9%	20.7%	20.4%	23.3%	18.2%
How quickly disruptions to sewer service are repaired	14.9%	9.1%	15.7%	15.7%	16.9%	14.9%
Water and Sewer rates for services provided	50.4%	53.1%	47.5%	49.3%	38.7%	46.8%
Not provided	14.2%	16.8%	18.2%	16.4%	22.2%	18.1%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q11.Infrastructure Ratings [01. Condition of major City streets]

Very Satisfied	3.6%	0.7%	1.5%	2.3%	3.9%	2.5%
Satisfied	30.7%	28.0%	26.3%	34.7%	37.5%	32.3%
Neutral	22.9%	19.6%	22.7%	18.7%	17.8%	20.0%
Dissatisfied	24.3%	33.6%	34.5%	30.5%	29.3%	30.5%
Very Dissatisfied	18.6%	18.2%	14.9%	13.7%	11.6%	14.7%

Q11.Infrastructure Ratings [02. Condition of streets in your neighborhood]

Very Satisfied	0.7%	1.4%	3.6%	2.3%	6.9%	3.3%
Satisfied	17.9%	19.0%	18.9%	29.3%	37.0%	26.2%
Neutral	17.1%	14.1%	18.9%	18.6%	14.9%	16.8%
Dissatisfied	28.6%	40.8%	37.2%	35.0%	29.4%	33.8%
Very Dissatisfied	35.7%	24.6%	21.4%	14.8%	11.8%	19.8%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11.Infrastructure Ratings [03. Timeliness of street maintenance repairs]</u>						
Very Satisfied	0.7%	1.4%	3.1%	1.5%	4.4%	2.4%
Satisfied	14.5%	13.4%	15.2%	20.8%	27.0%	19.3%
Neutral	26.1%	26.1%	25.7%	29.7%	30.2%	28.1%
Dissatisfied	26.8%	38.0%	37.2%	33.2%	29.0%	32.6%
Very Dissatisfied	31.9%	21.1%	18.8%	14.7%	9.5%	17.6%

Q11.Infrastructure Ratings [04. Availability of sidewalks in your neighborhood]

Very Satisfied	4.4%	2.2%	5.8%	5.2%	5.6%	4.8%
Satisfied	24.1%	31.3%	32.8%	29.4%	29.9%	29.6%
Neutral	21.9%	23.9%	20.1%	25.4%	27.8%	24.5%
Dissatisfied	23.4%	22.4%	22.8%	24.6%	24.8%	23.6%
Very Dissatisfied	26.3%	20.1%	18.5%	15.3%	12.0%	17.5%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11.Infrastructure Ratings [05. Condition of sidewalks in your neighborhood]</u>						
Very Satisfied	2.3%	1.5%	2.7%	1.6%	5.0%	2.7%
Satisfied	13.6%	19.7%	17.8%	16.0%	23.2%	18.2%
Neutral	22.0%	26.5%	21.6%	28.0%	30.0%	26.2%
Dissatisfied	31.1%	30.3%	35.7%	36.6%	29.5%	32.9%
Very Dissatisfied	31.1%	22.0%	22.2%	17.7%	12.3%	20.1%

Q11.Infrastructure Ratings [06. Cleanliness of streets]

Very Satisfied	5.0%	6.3%	4.2%	6.1%	6.7%	5.8%
Satisfied	35.7%	30.8%	40.1%	40.3%	44.5%	39.2%
Neutral	33.6%	39.2%	28.1%	31.2%	31.5%	32.0%
Dissatisfied	22.1%	16.8%	17.7%	17.5%	14.6%	17.5%
Very Dissatisfied	3.6%	7.0%	9.9%	4.9%	2.8%	5.6%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11.Infrastructure Ratings [07. Maintenance of street signs]</u>						
Very Satisfied	8.0%	7.8%	7.2%	9.2%	13.7%	9.7%
Satisfied	51.4%	44.0%	56.7%	48.7%	54.9%	51.7%
Neutral	27.5%	35.5%	28.4%	34.1%	22.0%	29.0%
Dissatisfied	10.1%	9.2%	5.2%	6.5%	8.6%	7.6%
Very Dissatisfied	2.9%	3.5%	2.6%	1.5%	0.8%	2.1%

Q11.Infrastructure Ratings [08. Adequacy of city street lighting]

Very Satisfied	2.9%	6.4%	4.6%	8.8%	12.5%	8.0%
Satisfied	46.0%	39.7%	53.6%	48.9%	54.9%	49.6%
Neutral	31.7%	31.9%	22.4%	22.5%	20.2%	24.3%
Dissatisfied	15.8%	17.7%	13.8%	16.0%	10.1%	14.2%
Very Dissatisfied	3.6%	4.3%	5.6%	3.8%	2.3%	4.0%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11.Infrastructure Ratings [09. Snow removal on major City streets]</u>						
Very Satisfied	4.3%	4.9%	8.2%	7.2%	19.4%	10.0%
Satisfied	27.9%	29.4%	34.9%	40.5%	45.0%	37.1%
Neutral	18.6%	21.0%	22.6%	23.1%	15.5%	20.0%
Dissatisfied	24.3%	21.0%	18.5%	15.2%	13.6%	17.5%
Very Dissatisfied	25.0%	23.8%	15.9%	14.0%	6.6%	15.4%

<u>Q11.Infrastructure Ratings [10. Snow removal on neighborhood streets]</u>						
Very Satisfied	1.4%	2.8%	4.6%	2.7%	15.6%	6.3%
Satisfied	12.1%	16.2%	23.6%	28.6%	34.8%	25.2%
Neutral	17.1%	20.4%	15.9%	18.7%	21.5%	18.7%
Dissatisfied	25.7%	28.9%	35.9%	27.9%	19.1%	27.1%
Very Dissatisfied	43.6%	31.7%	20.0%	22.1%	9.0%	22.7%

Q11. STREETS, SIDEWALKS, AND STORMWATER. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q11.Infrastructure Ratings [11. Storm drainage system in your neighborhood]</u>						
Very Satisfied	4.4%	5.0%	3.2%	5.5%	9.7%	6.0%
Satisfied	29.9%	28.1%	24.9%	29.5%	38.9%	30.7%
Neutral	35.0%	35.3%	33.3%	30.7%	26.7%	31.3%
Dissatisfied	13.1%	18.7%	21.7%	22.4%	15.8%	18.8%
Very Dissatisfied	17.5%	12.9%	16.9%	11.8%	8.9%	13.2%

Q11.Infrastructure Ratings [12. Maintenance of storm drainage system]

Very Satisfied	4.0%	4.7%	2.8%	4.1%	9.2%	5.2%
Satisfied	27.8%	28.9%	22.3%	26.4%	35.4%	28.4%
Neutral	38.9%	39.1%	38.0%	37.2%	28.8%	35.4%
Dissatisfied	14.3%	16.4%	21.2%	17.8%	17.9%	17.9%
Very Dissatisfied	15.1%	10.9%	15.6%	14.5%	8.7%	13.1%

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices</u>						
Condition of major City streets	29.8%	39.9%	36.9%	30.3%	39.8%	35.2%
Condition of streets in your neighborhood	48.2%	47.6%	46.0%	39.8%	41.0%	43.7%
Timeliness of street maintenance repairs	19.1%	28.0%	23.7%	23.4%	27.4%	24.3%
Availability of sidewalks in your neighborhood	22.0%	20.3%	15.2%	17.2%	19.2%	18.2%
Condition of sidewalks in your neighborhood	29.1%	18.9%	26.8%	28.5%	25.6%	26.2%
Cleanliness of streets	5.0%	5.6%	7.1%	5.8%	6.0%	6.1%
Maintenance of street signs	1.4%	4.9%	1.5%	2.9%	3.4%	2.8%
Adequacy of city street lighting	9.2%	9.8%	10.6%	10.6%	11.7%	10.4%
Snow removal on major City streets	30.5%	21.0%	20.7%	16.1%	10.5%	18.0%
Snow removal on neighborhood streets	55.3%	43.4%	33.8%	35.8%	21.4%	35.1%

Q12. Which THREE of the Streets, Sidewalks, and Stormwater services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices) (cont.)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices (cont.)</u>						
Storm drainage system in your neighborhood	14.9%	16.1%	22.2%	23.0%	17.3%	19.4%
Maintenance of storm drainage system	6.4%	9.8%	18.2%	21.9%	20.7%	17.1%
Not provided	7.8%	8.4%	8.1%	9.9%	12.8%	10.0%

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13. Community Development Ratings [01. Appearance and cleanliness of residential neighborhoods]</u>						
Very Satisfied	2.9%	2.8%	2.6%	2.7%	3.9%	3.0%
Satisfied	24.5%	28.9%	26.8%	29.3%	38.3%	30.0%
Neutral	37.4%	36.6%	31.4%	30.4%	30.1%	32.0%
Dissatisfied	26.6%	26.8%	31.4%	30.0%	19.9%	27.3%
Very Dissatisfied	8.6%	4.9%	7.7%	7.6%	7.8%	7.7%

Q13. Community Development Ratings [02. Appearance and cleanliness of Downtown Kewanee]

Very Satisfied	6.4%	7.0%	6.2%	9.4%	13.6%	9.2%
Satisfied	52.1%	49.7%	58.5%	53.8%	58.0%	54.8%
Neutral	29.3%	29.4%	24.1%	26.7%	22.2%	25.6%
Dissatisfied	11.4%	12.6%	9.2%	9.8%	5.1%	9.3%
Very Dissatisfied	0.7%	1.4%	2.1%	0.4%	1.2%	1.2%

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13. Community Development Ratings [03. Appearance and cleanliness of other commercial areas]</u>						
Very Satisfied	2.9%	4.3%	2.6%	4.2%	6.4%	4.4%
Satisfied	47.5%	40.4%	42.5%	43.7%	45.4%	43.9%
Neutral	36.7%	41.8%	35.8%	32.3%	37.1%	36.0%
Dissatisfied	10.1%	12.8%	15.5%	18.3%	10.0%	13.7%
Very Dissatisfied	2.9%	0.7%	3.6%	1.5%	1.2%	2.0%

Q13. Community Development Ratings [04. Enforcing mowing and cutting of weeds on residential property]

Very Satisfied	5.9%	2.9%	2.1%	1.9%	5.9%	3.7%
Satisfied	26.7%	28.6%	31.2%	25.4%	34.4%	29.1%
Neutral	30.4%	32.1%	29.6%	27.3%	25.4%	28.2%
Dissatisfied	27.4%	27.9%	25.9%	36.9%	26.6%	29.7%
Very Dissatisfied	9.6%	8.6%	11.1%	8.5%	7.8%	9.1%

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13. Community Development Ratings [05. Enforcing mowing and cutting of weeds on business property]</u>						
Very Satisfied	8.2%	4.3%	3.2%	3.9%	8.2%	5.5%
Satisfied	43.3%	44.2%	44.4%	40.6%	42.2%	42.7%
Neutral	37.3%	36.2%	31.0%	30.9%	31.6%	32.7%
Dissatisfied	9.0%	11.6%	15.0%	19.5%	15.2%	14.8%
Very Dissatisfied	2.2%	3.6%	6.4%	5.1%	2.9%	4.3%

Q13. Community Development Ratings [06. Enforcing the exterior maintenance of residential property]

Very Satisfied	5.1%	2.2%	1.0%	2.7%	3.0%	2.7%
Satisfied	17.4%	16.1%	21.5%	19.2%	24.2%	20.0%
Neutral	29.0%	38.7%	35.1%	32.2%	31.8%	32.9%
Dissatisfied	29.0%	33.6%	26.2%	32.9%	30.1%	30.6%
Very Dissatisfied	19.6%	9.5%	16.2%	12.9%	11.0%	13.9%

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13. Community Development Ratings [07. Enforcing the exterior maintenance of business property]</u>						
Very Satisfied	5.9%	4.5%	2.2%	2.8%	4.4%	3.8%
Satisfied	35.6%	35.1%	39.2%	37.8%	41.5%	38.4%
Neutral	35.6%	45.5%	33.9%	39.4%	38.9%	38.5%
Dissatisfied	17.0%	13.4%	15.6%	13.5%	14.8%	14.5%
Very Dissatisfied	5.9%	1.5%	9.1%	6.4%	0.4%	4.8%

Q13. Community Development Ratings [08. Enforcing the clean-up of debris on private property]

Very Satisfied	3.7%	2.9%	2.6%	1.5%	2.8%	2.5%
Satisfied	18.7%	14.4%	16.9%	15.4%	17.1%	16.4%
Neutral	23.9%	31.7%	28.0%	23.8%	29.7%	27.2%
Dissatisfied	29.1%	37.4%	30.2%	40.0%	34.1%	34.6%
Very Dissatisfied	24.6%	13.7%	22.2%	19.2%	16.3%	19.3%

Q13. COMMUNITY DEVELOPMENT. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q13. Community Development Ratings [09. Removal of dilapidated structures]</u>						
Very Satisfied	3.8%	0.7%	1.1%	1.5%	2.0%	1.7%
Satisfied	12.0%	10.1%	14.8%	16.5%	19.1%	15.2%
Neutral	27.8%	36.2%	26.5%	20.7%	25.2%	25.9%
Dissatisfied	28.6%	30.4%	32.3%	32.0%	33.7%	32.0%
Very Dissatisfied	27.8%	22.5%	25.4%	29.3%	19.9%	25.1%

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices</u>						
Appearance and cleanliness of residential neighborhoods	44.7%	34.3%	42.4%	33.6%	29.7%	36.2%
Appearance and cleanliness of Downtown Kewanee	22.0%	21.0%	15.7%	16.4%	15.0%	17.1%
Appearance and cleanliness of other commercial areas	14.2%	11.2%	10.6%	11.3%	8.6%	10.7%
Enforcing mowing and cutting of weeds on residential property	27.7%	36.4%	29.3%	31.4%	30.8%	31.1%
Enforcing mowing and cutting of weeds on business property	2.8%	7.7%	10.1%	8.0%	9.4%	8.0%
Enforcing the exterior maintenance of residential property	38.3%	28.7%	29.3%	25.9%	32.3%	30.2%
Enforcing the exterior maintenance of business property	12.1%	8.4%	9.1%	10.6%	6.8%	9.2%

Q14. Which THREE of the Community Development services listed above do you think should receive the most emphasis from city leaders over the next two years? (Sum of top 3 choices) (cont.)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 3 choices (cont.)</u>						
Enforcing the clean-up of debris on private property	40.4%	43.4%	42.4%	50.0%	47.7%	45.8%
Removal of dilapidated structures	45.4%	51.0%	61.1%	61.7%	51.5%	55.3%
Not provided	14.2%	16.1%	12.1%	14.2%	17.3%	14.9%

15. ECONOMIC DEVELOPMENT. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate how strongly you agree with each of the following statements: (excluding don't knows)

N=1037

Q29. What is your age?					Total
18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q15. Economic Development Issues [01. Kewanee has a wide variety of commercial and retail opportunities in the community]

Strongly Agree	2.2%	1.4%	4.1%	2.7%	5.5%	3.6%
Agree	18.7%	16.2%	18.1%	20.6%	25.0%	20.1%
Neutral	26.6%	21.1%	21.8%	22.1%	27.3%	24.0%
Disagree	37.4%	47.2%	39.9%	40.5%	33.6%	39.0%
Strongly Disagree	15.1%	14.1%	16.1%	14.1%	8.6%	13.4%

Q15. Economic Development Issues [02. Kewanee has a wide variety of dining opportunities in the community]

Strongly Agree	2.9%	4.9%	3.1%	3.4%	6.9%	4.5%
Agree	18.0%	17.6%	18.1%	21.9%	28.6%	21.8%
Neutral	23.0%	16.9%	22.8%	17.7%	23.3%	21.0%
Disagree	29.5%	44.4%	37.8%	37.4%	30.2%	35.2%
Strongly Disagree	26.6%	16.2%	18.1%	19.6%	11.1%	17.5%

15. ECONOMIC DEVELOPMENT. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate how strongly you agree with each of the following statements: (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15. Economic Development Issues [03. There are enough good jobs in or near Kewanee]</u>						
Strongly Agree	0.7%	0.7%	0.0%	0.8%	0.8%	0.6%
Agree	3.6%	2.1%	2.6%	4.2%	5.2%	3.7%
Neutral	15.3%	7.0%	9.3%	8.3%	16.7%	11.5%
Disagree	32.8%	48.3%	47.9%	40.0%	51.8%	44.6%
Strongly Disagree	47.4%	42.0%	40.2%	46.8%	25.5%	39.6%

Q15. Economic Development Issues [04. The City should be proactive in helping existing businesses to expand]

Strongly Agree	36.5%	35.7%	29.7%	26.3%	19.4%	28.2%
Agree	43.8%	44.3%	48.2%	51.5%	54.2%	49.0%
Neutral	12.4%	17.1%	15.4%	15.3%	20.9%	16.7%
Disagree	5.1%	2.1%	3.6%	4.2%	4.0%	4.0%
Strongly Disagree	2.2%	0.7%	3.1%	2.7%	1.6%	2.2%

15. ECONOMIC DEVELOPMENT. Using a scale of 1 to 5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate how strongly you agree with each of the following statements: (excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q15. Economic Development Issues [05. The City should be proactive to encourage redevelopment along major corridors]</u>						
Strongly Agree	49.6%	46.4%	37.9%	40.1%	25.8%	38.4%
Agree	40.9%	42.1%	46.2%	43.9%	54.0%	46.0%
Neutral	7.3%	8.6%	11.8%	11.1%	16.7%	11.8%
Disagree	0.7%	1.4%	2.1%	1.9%	2.4%	1.9%
Strongly Disagree	1.5%	1.4%	2.1%	3.1%	1.2%	1.9%

Q16. How often do you typically go outside Kewanee to shop?

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q16. How often do you typically go outside Kewanee to shop?

Every day	5.7%	2.1%	1.5%	2.2%	0.0%	2.0%
A few times per week	9.9%	10.5%	11.1%	5.1%	2.3%	6.9%
At least once a week	22.0%	19.6%	16.2%	17.2%	8.3%	15.8%
A few times per month	48.9%	51.7%	37.9%	39.4%	38.3%	41.7%
A few times per year	11.3%	14.7%	22.7%	25.2%	34.6%	23.8%
Seldom or never	1.4%	1.4%	9.6%	6.9%	12.4%	7.2%
Don't know	0.7%	0.0%	1.0%	4.0%	4.1%	2.5%

Q17. For which of the following items do you typically make the majority of your purchases outside Kewanee?

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q17. Purchase Outside Kewanee [Building Materials & Garden Supplies]

Yes	19.1%	16.8%	13.6%	10.6%	7.1%	12.4%
No	80.9%	83.2%	86.4%	89.4%	92.9%	87.6%

Q17. Purchase Outside Kewanee [Department Stores]

Yes	71.6%	65.7%	53.5%	57.7%	48.9%	57.9%
No	28.4%	34.3%	46.5%	42.3%	51.1%	42.1%

Q17. Purchase Outside Kewanee [Clothing and Accessories]

Yes	85.8%	81.8%	65.2%	65.0%	60.9%	69.2%
No	14.2%	18.2%	34.8%	35.0%	39.1%	30.8%

Q17. Purchase Outside Kewanee [Electronics/Appliances]

Yes	62.4%	53.8%	41.4%	37.2%	19.9%	39.2%
No	37.6%	46.2%	58.6%	62.8%	80.1%	60.8%

Q17. For which of the following items do you typically make the majority of your purchases outside Kewanee?

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q17. Purchase Outside Kewanee [Sporting Goods, Hobby, and Music]</u>						
Yes	59.6%	42.0%	29.3%	25.9%	13.5%	30.1%
No	40.4%	58.0%	70.7%	74.1%	86.5%	69.9%

Q17. Purchase Outside Kewanee [Warehouse Clubs]

Yes	34.8%	28.0%	34.3%	27.0%	18.4%	27.6%
No	65.2%	72.0%	65.7%	73.0%	81.6%	72.4%

Q17. I make the majority of my purchases for all of these items in Kewanee

Yes	3.5%	5.6%	16.2%	13.9%	24.4%	14.3%
No	96.5%	94.4%	83.8%	86.1%	75.6%	85.7%

Q18. HOUSING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18. Housing Satisfaction [01. Affordability of housing in Kewanee]</u>						
Very Satisfied	20.4%	16.4%	15.3%	18.5%	14.6%	16.9%
Satisfied	47.4%	41.4%	51.1%	45.2%	48.2%	46.8%
Neutral	21.2%	30.7%	22.6%	26.2%	28.3%	26.0%
Dissatisfied	7.3%	10.0%	6.3%	8.5%	8.4%	8.2%
Very Dissatisfied	3.6%	1.4%	4.7%	1.6%	0.4%	2.2%

Q18. Housing Satisfaction [02. Availability of housing in Kewanee]

Very Satisfied	13.4%	14.4%	7.9%	10.7%	9.5%	10.7%
Satisfied	38.8%	33.1%	50.3%	39.5%	48.9%	43.0%
Neutral	28.4%	38.1%	30.2%	35.8%	33.0%	33.4%
Dissatisfied	14.9%	12.9%	9.0%	12.3%	8.6%	11.1%
Very Dissatisfied	4.5%	1.4%	2.6%	1.6%	0.0%	1.8%

Q18. HOUSING. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q18. Housing Satisfaction [03. Quality of housing in Kewanee]</u>						
Very Satisfied	2.2%	3.5%	3.7%	4.5%	4.7%	3.9%
Satisfied	21.6%	28.2%	30.9%	28.3%	39.7%	30.7%
Neutral	36.7%	43.7%	38.2%	40.1%	39.7%	39.6%
Dissatisfied	29.5%	20.4%	23.0%	23.5%	14.7%	21.7%
Very Dissatisfied	10.1%	4.2%	4.2%	3.6%	1.3%	4.1%

Q19. HOUSING AVAILABILITY. Using a scale of 1 to 5 where 5 means "Much MORE than Needed" and 1 means "Much LESS than Needed," please rate the availability of the following types of housing in Kewanee: (Excluding Don't Knows)

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q19. Housing Availability [01. "Starter" homes]

Much more than needed	6.4%	9.7%	7.9%	7.2%	6.3%	7.3%
More than needed	22.4%	16.1%	21.2%	23.1%	24.6%	21.9%
Right amount	47.2%	46.0%	48.5%	44.6%	54.9%	48.6%
Less than needed	17.6%	24.2%	18.8%	20.0%	13.1%	18.3%
Much less than needed	6.4%	4.0%	3.6%	5.1%	1.1%	3.9%

Q19. Housing Availability [02. "High end" housing]

Much more than needed	8.8%	7.1%	4.4%	6.1%	8.5%	6.8%
More than needed	24.0%	14.3%	17.5%	23.5%	23.9%	20.7%
Right amount	35.2%	53.2%	51.9%	46.9%	53.4%	48.6%
Less than needed	27.2%	21.4%	21.3%	17.9%	12.5%	19.7%
Much less than needed	4.8%	4.0%	5.0%	5.6%	1.7%	4.2%

Q19. HOUSING AVAILABILITY. Using a scale of 1 to 5 where 5 means "Much MORE than Needed" and 1 means "Much LESS than Needed," please rate the availability of the following types of housing in Kewanee: (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q19. Housing Availability [03. Homes for rent]</u>						
Much more than needed	6.8%	5.4%	6.0%	7.6%	4.4%	6.3%
More than needed	5.1%	8.1%	12.6%	11.4%	17.1%	11.3%
Right amount	35.0%	41.4%	41.7%	36.2%	39.9%	38.5%
Less than needed	35.9%	35.1%	28.5%	30.8%	36.7%	33.2%
Much less than needed	17.1%	9.9%	11.3%	14.1%	1.9%	10.7%

Q19. Housing Availability [04. Income-based apartments (apartments for which government subsidies are available for low income residents)]

Much more than needed	29.1%	26.0%	23.3%	15.5%	7.3%	19.3%
More than needed	18.1%	24.4%	23.9%	21.7%	19.8%	21.3%
Right amount	28.3%	30.1%	32.7%	37.7%	51.4%	37.2%
Less than needed	15.0%	9.8%	13.2%	17.4%	17.5%	14.9%
Much less than needed	9.4%	9.8%	6.9%	7.7%	4.0%	7.3%

Q19. HOUSING AVAILABILITY. Using a scale of 1 to 5 where 5 means "Much MORE than Needed" and 1 means "Much LESS than Needed," please rate the availability of the following types of housing in Kewanee: (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q19. Housing Availability [05. Market-rate apartments]</u>						
Much more than needed	7.3%	4.1%	3.8%	3.9%	5.8%	5.0%
More than needed	4.2%	8.2%	13.0%	10.5%	12.2%	10.1%
Right amount	38.5%	47.4%	43.5%	44.7%	55.4%	45.8%
Less than needed	36.5%	30.9%	31.3%	36.2%	25.2%	32.3%
Much less than needed	13.5%	9.3%	8.4%	4.6%	1.4%	6.9%

Q20. How likely are you to purchase a different home in Kewanee over the next five years?

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q20. How likely are you to purchase a different home in Kewanee over the next five years?</u>						
Very likely	9.2%	5.6%	2.5%	2.6%	0.4%	3.3%
Likely	14.9%	12.6%	6.1%	4.4%	2.3%	6.7%
Not likely	21.3%	25.9%	23.7%	28.8%	21.8%	24.7%
Not likely at all	39.7%	42.7%	52.5%	50.7%	65.8%	52.1%
Don't know	14.9%	13.3%	15.2%	13.5%	9.8%	13.3%

Q21. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q21. Ratings of Downtown [01. The availability of parking]</u>						
Very Satisfied	8.6%	12.8%	10.2%	17.7%	19.8%	15.1%
Satisfied	54.3%	61.7%	70.9%	59.2%	61.8%	61.5%
Neutral	22.1%	14.2%	11.7%	15.1%	14.5%	15.2%
Dissatisfied	12.1%	10.6%	4.6%	7.2%	3.8%	7.0%
Very Dissatisfied	2.9%	0.7%	2.6%	0.8%	0.0%	1.2%

Q21. Ratings of Downtown [02. The types of retail and entertainment establishments that are available]

Very Satisfied	1.4%	1.4%	1.0%	1.9%	3.1%	2.0%
Satisfied	13.0%	12.7%	11.8%	11.1%	22.8%	14.8%
Neutral	23.9%	19.0%	21.5%	25.2%	30.9%	24.9%
Dissatisfied	46.4%	52.8%	52.3%	45.4%	38.6%	46.1%
Very Dissatisfied	15.2%	14.1%	13.3%	16.4%	4.6%	12.3%

Q21. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q21. Ratings of Downtown [03. The hours businesses are open]</u>						
Very Satisfied	5.7%	2.1%	2.0%	5.4%	6.6%	4.8%
Satisfied	47.1%	44.7%	48.0%	46.7%	61.2%	50.4%
Neutral	32.9%	38.3%	36.2%	30.7%	26.4%	31.9%
Dissatisfied	10.7%	12.8%	11.2%	12.6%	5.8%	10.5%
Very Dissatisfied	3.6%	2.1%	2.6%	4.6%	0.0%	2.5%

Q21. Ratings of Downtown [04. Entertainment and programs in Downtown Kewanee (movies, concerts, special events, parades, etc.)]

Very Satisfied	5.8%	2.8%	1.5%	4.2%	10.9%	5.4%
Satisfied	23.9%	26.8%	30.6%	34.1%	40.1%	32.5%
Neutral	29.7%	32.4%	36.7%	33.0%	34.2%	33.5%
Dissatisfied	23.9%	28.9%	24.0%	21.6%	12.1%	20.8%
Very Dissatisfied	16.7%	9.2%	7.1%	7.2%	2.7%	7.7%

Q21. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't Knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q21. Ratings of Downtown [05. Overall Appearance of Downtown Kewanee]</u>						
Very Satisfied	7.9%	3.5%	5.1%	6.4%	10.7%	7.1%
Satisfied	33.1%	43.0%	42.3%	44.4%	49.6%	43.8%
Neutral	41.0%	28.9%	33.7%	30.5%	28.6%	31.6%
Dissatisfied	15.1%	19.7%	16.3%	15.8%	8.4%	14.4%
Very Dissatisfied	2.9%	4.9%	2.6%	3.0%	2.7%	3.1%

Q22. PERCEPTIONS OF THE CITY/COMMUNITY. Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q22. Perceptions of the City [01. Overall value that you receive for your City tax dollars and fees]</u>						
Very Satisfied	3.0%	1.4%	4.1%	3.5%	4.8%	3.5%
Satisfied	24.6%	17.1%	24.4%	34.8%	50.0%	32.5%
Neutral	38.8%	40.7%	35.8%	30.1%	31.2%	34.2%
Dissatisfied	22.4%	33.6%	28.5%	25.4%	12.0%	23.5%
Very Dissatisfied	11.2%	7.1%	7.3%	6.3%	2.0%	6.3%

Q22. Perceptions of the City [02. Overall image of the City]

Very Satisfied	1.4%	2.1%	2.6%	3.4%	6.5%	3.5%
Satisfied	27.1%	25.2%	32.3%	32.1%	48.8%	34.7%
Neutral	35.7%	35.7%	31.3%	34.0%	26.5%	32.0%
Dissatisfied	25.7%	31.5%	28.2%	26.4%	17.3%	25.2%
Very Dissatisfied	10.0%	5.6%	5.6%	4.2%	0.8%	4.5%

Q22. PERCEPTIONS OF THE CITY/COMMUNITY. Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q22. Perceptions of the City [03. Overall quality of life in the City]

Very Satisfied	2.9%	2.1%	6.1%	7.2%	8.8%	6.0%
Satisfied	37.9%	37.3%	46.7%	44.2%	57.7%	46.0%
Neutral	22.9%	40.1%	34.5%	30.9%	25.0%	30.5%
Dissatisfied	26.4%	17.6%	8.6%	16.6%	8.1%	14.5%
Very Dissatisfied	10.0%	2.8%	4.1%	1.1%	0.4%	3.0%

Q22. Perceptions of the City [04. Overall quality of City services]

Very Satisfied	4.3%	3.5%	7.1%	5.7%	12.7%	7.5%
Satisfied	39.3%	42.7%	49.7%	51.5%	58.8%	49.7%
Neutral	36.4%	35.0%	32.0%	33.7%	21.5%	30.9%
Dissatisfied	17.1%	17.5%	7.6%	8.7%	6.5%	10.5%
Very Dissatisfied	2.9%	1.4%	3.6%	0.4%	0.4%	1.5%

Q22. PERCEPTIONS OF THE CITY/COMMUNITY. Several items that may influence your perception of the City of Kewanee are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q22. Perceptions of the City [05. Kewanee as a place to raise children]</u>						
Very Satisfied	13.8%	8.5%	14.5%	14.3%	17.7%	14.2%
Satisfied	38.4%	40.1%	46.6%	45.6%	53.1%	46.0%
Neutral	23.9%	33.8%	24.9%	27.8%	26.4%	27.1%
Dissatisfied	14.5%	13.4%	10.9%	10.8%	2.0%	9.6%
Very Dissatisfied	9.4%	4.2%	3.1%	1.5%	0.8%	3.2%

Q23. Public Information. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q23. Public Information Ratings [01. Availability of information about City services and activities]</u>						
Very Satisfied	3.7%	2.2%	3.7%	5.9%	8.2%	5.3%
Satisfied	27.9%	31.9%	47.6%	46.1%	53.7%	44.3%
Neutral	43.4%	41.5%	29.8%	36.1%	29.6%	34.7%
Dissatisfied	19.9%	23.7%	14.1%	10.8%	7.8%	13.6%
Very Dissatisfied	5.1%	0.7%	4.7%	1.1%	0.8%	2.2%

Q23. Public Information Ratings [02. Timeliness of information provided by the City]

Very Satisfied	3.0%	2.9%	3.7%	5.7%	8.1%	5.1%
Satisfied	30.4%	25.9%	40.3%	43.4%	52.6%	41.0%
Neutral	47.4%	49.6%	38.7%	36.6%	30.4%	38.7%
Dissatisfied	12.6%	20.9%	13.6%	12.1%	8.5%	12.7%
Very Dissatisfied	6.7%	0.7%	3.7%	2.3%	0.4%	2.4%

Q23. Public Information. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q23. Public Information Ratings [03. City Efforts to keep you informed about local issues]</u>						
Very Satisfied	2.9%	1.5%	3.2%	5.0%	10.1%	5.1%
Satisfied	27.9%	27.2%	42.6%	43.9%	48.6%	40.4%
Neutral	38.2%	43.4%	33.5%	32.1%	30.0%	34.2%
Dissatisfied	22.8%	26.5%	17.0%	15.6%	10.5%	17.2%
Very Dissatisfied	8.1%	1.5%	3.7%	3.4%	0.8%	3.2%

Q23. Public Information Ratings [04. The quality of the City's cable television channel]

Very Satisfied	4.0%	2.0%	2.5%	3.6%	1.9%	2.7%
Satisfied	17.0%	15.0%	17.6%	17.5%	24.2%	19.1%
Neutral	40.0%	39.0%	31.4%	33.6%	34.1%	34.6%
Dissatisfied	17.0%	27.0%	32.7%	24.2%	29.4%	26.7%
Very Dissatisfied	22.0%	17.0%	15.7%	21.1%	10.4%	16.9%

Q23. Public Information. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q23. Public Information Ratings [05. Usefulness of the information that is available on the City's website]</u>						
Very Satisfied	7.8%	3.5%	4.1%	2.6%	3.5%	4.1%
Satisfied	29.3%	33.9%	37.4%	30.7%	29.6%	32.2%
Neutral	46.6%	47.8%	44.2%	58.2%	58.5%	51.6%
Dissatisfied	11.2%	12.2%	10.9%	5.8%	7.7%	9.3%
Very Dissatisfied	5.2%	2.6%	3.4%	2.6%	0.7%	2.8%

Q23. Public Information Ratings [06. Usefulness of the information available through the City's social network sites (Twitter, Facebook, Instagram, etc.)]

Very Satisfied	5.3%	2.3%	2.9%	1.5%	4.5%	3.2%
Satisfied	27.4%	23.3%	25.7%	21.2%	26.1%	24.8%
Neutral	53.7%	55.8%	58.1%	65.2%	59.5%	59.0%
Dissatisfied	8.4%	14.0%	7.6%	9.8%	9.0%	9.5%
Very Dissatisfied	5.3%	4.7%	5.7%	2.3%	0.9%	3.5%

Q24. SOURCES OF INFORMATION. For each source of information listed below, please tell us whether it is a primary or secondary source of information, or not a source of information for you regarding City issues, services and programs. Using a scale of 1 to 3 where 3 means a "primary source" and 1 means "not a source," please circle the number that corresponds to your answer.

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q24. Sources of Information [01. Attending City Council meetings]</u>						
Primary Source	4.3%	4.2%	7.1%	5.5%	4.5%	5.1%
Secondary Source	15.6%	21.0%	17.2%	21.9%	22.9%	20.3%
Not a Source	80.1%	74.8%	75.8%	72.6%	72.6%	74.6%

Q24. Sources of Information [02. Watching City Council meetings on television]

Primary Source	5.7%	10.5%	8.6%	12.0%	18.4%	11.8%
Secondary Source	23.4%	22.4%	25.8%	26.3%	30.8%	26.5%
Not a Source	70.9%	67.1%	65.7%	61.7%	50.8%	61.7%

Q24. Sources of Information [03. City Cable channel programming]

Primary Source	5.7%	4.9%	6.1%	8.0%	9.0%	7.0%
Secondary Source	19.9%	22.4%	28.3%	27.0%	33.8%	27.4%
Not a Source	74.5%	72.7%	65.7%	65.0%	57.1%	65.6%

Q24. SOURCES OF INFORMATION. For each source of information listed below, please tell us whether it is a primary or secondary source of information, or not a source of information for you regarding City issues, services and programs. Using a scale of 1 to 3 where 3 means a "primary source" and 1 means "not a source," please circle the number that corresponds to your answer.

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q24. Sources of Information [04. City's Internet website]

Primary Source	36.2%	25.9%	14.6%	10.9%	4.1%	15.3%
Secondary Source	41.8%	40.6%	33.8%	34.7%	26.7%	34.5%
Not a Source	22.0%	33.6%	51.5%	54.4%	69.2%	50.1%

Q24. Sources of Information [05. Word of mouth]

Primary Source	55.3%	45.5%	43.4%	38.0%	33.5%	41.4%
Secondary Source	34.0%	46.2%	42.4%	51.1%	49.2%	45.7%
Not a Source	10.6%	8.4%	14.1%	10.9%	17.3%	12.9%

Q24. Sources of Information [06. Newspaper]

Primary Source	62.4%	69.9%	71.2%	74.1%	70.7%	70.3%
Secondary Source	30.5%	21.0%	18.7%	17.2%	20.7%	20.8%
Not a Source	7.1%	9.1%	10.1%	8.8%	8.6%	8.9%

Q24. SOURCES OF INFORMATION. For each source of information listed below, please tell us whether it is a primary or secondary source of information, or not a source of information for you regarding City issues, services and programs. Using a scale of 1 to 3 where 3 means a "primary source" and 1 means "not a source," please circle the number that corresponds to your answer.

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q24. Sources of Information [07. Radio]

Primary Source	42.6%	42.7%	43.9%	46.7%	50.8%	46.1%
Secondary Source	39.0%	37.1%	33.8%	32.8%	31.2%	33.8%
Not a Source	18.4%	20.3%	22.2%	20.4%	18.0%	20.1%

Q24. Sources of Information [08. Facebook]

Primary Source	26.2%	10.5%	11.1%	5.1%	4.9%	10.0%
Secondary Source	30.5%	34.3%	23.2%	21.2%	16.2%	23.4%
Not a Source	43.3%	55.2%	65.7%	73.7%	78.9%	66.5%

Q24. Sources of Information [09. Twitter]

Primary Source	5.0%	1.4%	0.5%	0.4%	0.8%	1.4%
Secondary Source	18.4%	16.8%	13.1%	13.1%	12.4%	14.3%
Not a Source	76.6%	81.8%	86.4%	86.5%	86.8%	84.4%

Q24. SOURCES OF INFORMATION. For each source of information listed below, please tell us whether it is a primary or secondary source of information, or not a source of information for you regarding City issues, services and programs. Using a scale of 1 to 3 where 3 means a "primary source" and 1 means "not a source," please circle the number that corresponds to your answer.

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q24. Sources of Information [10. Other]</u>						
Primary Source	0.0%	2.8%	2.5%	1.1%	1.9%	1.6%
Secondary Source	79.4%	78.3%	71.2%	73.0%	69.2%	73.3%
Not a Source	20.6%	18.9%	26.3%	25.9%	28.9%	25.1%

Q25. Which Two methods of communication do you prefer? (Sum of top 2 choices)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Sum of top 2 choices</u>						
Attending City Council meetings	1.4%	2.8%	2.0%	2.6%	0.8%	1.8%
Watching City Council meetings on television	5.0%	13.3%	8.6%	10.6%	8.6%	9.3%
City Cable channel programming	5.0%	5.6%	8.6%	9.5%	8.6%	7.9%
City's Internet website	28.4%	24.5%	12.1%	13.9%	4.5%	14.5%
Word of mouth	13.5%	11.9%	14.1%	13.9%	12.0%	13.3%
Newspaper	48.9%	67.8%	69.2%	68.2%	69.2%	65.8%
Radio	34.8%	32.9%	41.4%	48.9%	53.4%	44.1%
Facebook	32.6%	11.2%	13.6%	5.5%	3.4%	10.9%
Twitter	2.8%	2.8%	0.5%	0.0%	0.4%	1.0%
Other	0.7%	2.8%	4.0%	1.5%	1.1%	1.9%

Q26. CUSTOMER SERVICE Have you called or visited the City with a question, problem, or complaint during the past year?

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q26. Have you called or visited the City with a question, problem, or complaint during the past year?

Yes	54.6%	56.6%	54.0%	56.2%	42.5%	52.3%
No	45.4%	43.4%	46.0%	43.8%	57.5%	47.7%

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following; (Excluding Don't knows)

N=542

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q26-2. Ratings of City Employees[01. Courtesy]

Very Satisfied	27.6%	27.5%	37.4%	43.7%	43.8%	37.4%
Satisfied	34.2%	48.8%	43.0%	43.0%	43.8%	42.8%
Neutral	26.3%	11.3%	12.1%	9.3%	9.8%	12.7%
Dissatisfied	9.2%	8.8%	4.7%	4.0%	1.8%	5.4%
Very Dissatisfied	2.6%	3.8%	2.8%	0.0%	0.9%	1.7%

Q26-2. Ratings of City Employees[02. Making you feel valued as a citizen/customer]

Very Satisfied	16.9%	16.0%	23.4%	31.8%	31.2%	25.1%
Satisfied	35.1%	44.4%	45.8%	47.0%	40.4%	43.1%
Neutral	26.0%	22.2%	16.8%	11.3%	18.3%	17.6%
Dissatisfied	9.1%	13.6%	9.3%	8.6%	9.2%	10.3%
Very Dissatisfied	13.0%	3.7%	4.7%	1.3%	0.9%	3.9%

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following; (Excluding Don't knows)

N=542

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q26-2. Ratings of City Employees[03. Willingness to help]

Very Satisfied	23.4%	22.8%	29.0%	38.7%	32.1%	30.3%
Satisfied	32.5%	44.3%	40.2%	43.3%	44.6%	41.6%
Neutral	22.1%	24.1%	15.9%	8.0%	14.3%	15.2%
Dissatisfied	9.1%	6.3%	9.3%	9.3%	6.3%	8.8%
Very Dissatisfied	13.0%	2.5%	5.6%	0.7%	2.7%	4.1%

Q26-2. Ratings of City Employees[04. Promptness]

Very Satisfied	22.4%	20.0%	26.2%	32.2%	28.4%	26.6%
Satisfied	32.9%	42.5%	45.8%	44.5%	41.3%	42.1%
Neutral	23.7%	21.3%	12.1%	16.4%	17.4%	17.5%
Dissatisfied	9.2%	11.3%	7.5%	6.2%	8.3%	8.3%
Very Dissatisfied	11.8%	5.0%	8.4%	0.7%	4.6%	5.5%

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following; (Excluding Don't knows)

N=542	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q26-2. Ratings of City Employees[05. Knowledge]

Very Satisfied	21.1%	18.8%	26.2%	30.9%	31.8%	26.6%
Satisfied	40.8%	50.0%	48.6%	47.7%	46.4%	47.1%
Neutral	21.1%	20.0%	14.0%	14.1%	13.6%	15.8%
Dissatisfied	10.5%	7.5%	6.5%	5.4%	4.5%	6.8%
Very Dissatisfied	6.6%	3.8%	4.7%	2.0%	3.6%	3.8%

Q26-2. Ratings of City Employees[06. Professionalism]

Very Satisfied	26.0%	22.5%	29.0%	34.5%	32.1%	29.4%
Satisfied	29.9%	50.0%	43.0%	45.9%	44.0%	43.4%
Neutral	29.9%	13.8%	15.0%	13.5%	15.6%	16.8%
Dissatisfied	6.5%	8.8%	8.4%	5.4%	5.5%	6.8%
Very Dissatisfied	7.8%	5.0%	4.7%	0.7%	2.8%	3.6%

Q26a. Only if "YES" to Q#26] Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please circle the number that best describes your opinion on the following. Thinking about your most recent contact with city employee(s), on each of the items below please circle the number that best describes your opinion on the following; (Excluding Don't knows)

N=542	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q26-2. Ratings of City Employees[07. Accuracy]</u>						
Very Satisfied	21.3%	19.0%	24.0%	29.7%	30.5%	25.8%
Satisfied	37.3%	49.4%	48.1%	45.3%	43.8%	45.2%
Neutral	26.7%	24.1%	15.4%	19.6%	16.2%	19.6%
Dissatisfied	5.3%	5.1%	3.8%	3.4%	6.7%	4.8%
Very Dissatisfied	9.3%	2.5%	8.7%	2.0%	2.9%	4.6%

Q26-2. Ratings of City Employees[08. Overall responsiveness to your request or concern]

Very Satisfied	23.7%	18.8%	28.6%	30.9%	28.8%	27.0%
Satisfied	30.3%	41.3%	39.0%	45.0%	38.7%	39.6%
Neutral	23.7%	22.5%	13.3%	11.4%	16.2%	16.2%
Dissatisfied	7.9%	11.3%	9.5%	8.1%	8.1%	9.2%
Very Dissatisfied	14.5%	6.3%	9.5%	4.7%	8.1%	7.9%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037

Q29. What is your age?

Total

18-34 years	35-44 years	45-54 years	55-64 years	65+ years
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Q27. How Supportive of [01. Use of revenue for downtown revitalization (sidewalks, streets, streetscape, improved appearance, façades, etc.)]

Very Supportive	32.1%	16.7%	22.5%	17.8%	20.2%	21.1%
Supportive	28.5%	50.7%	42.8%	41.9%	49.2%	43.3%
Neutral	29.9%	21.0%	25.7%	27.7%	23.1%	25.5%
Unsupportive	7.3%	8.7%	7.0%	9.5%	6.3%	7.8%
Very Unsupportive	2.2%	2.9%	2.1%	3.2%	1.3%	2.4%

Q27. How Supportive of [02. Use of revenue for street improvements]

Very Supportive	56.1%	47.9%	45.4%	47.5%	43.6%	47.3%
Supportive	36.7%	44.4%	44.9%	41.1%	44.0%	42.4%
Neutral	5.8%	3.5%	7.1%	6.4%	8.5%	6.7%
Unsupportive	1.4%	2.8%	1.0%	3.0%	2.7%	2.3%
Very Unsupportive	0.0%	1.4%	1.5%	1.9%	1.2%	1.4%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q27. How Supportive of [03. Use of revenue for sidewalk improvements]</u>						
Very Supportive	44.6%	27.9%	31.6%	34.1%	32.9%	34.0%
Supportive	36.0%	47.1%	45.9%	45.1%	45.2%	44.0%
Neutral	15.1%	20.0%	17.9%	14.0%	18.3%	16.9%
Unsupportive	3.6%	3.6%	3.1%	5.3%	2.8%	3.8%
Very Unsupportive	0.7%	1.4%	1.5%	1.5%	0.8%	1.3%

Q27. How Supportive of [04. Use of revenue for storm drainage improvements]

Very Supportive	28.6%	22.5%	33.3%	29.3%	28.7%	28.7%
Supportive	37.9%	40.6%	40.1%	50.2%	48.6%	44.9%
Neutral	31.4%	31.2%	22.9%	15.6%	19.4%	22.3%
Unsupportive	2.1%	5.1%	2.1%	4.6%	2.0%	3.3%
Very Unsupportive	0.0%	0.7%	1.6%	0.4%	1.2%	0.8%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q27. How Supportive of [05. Use of revenue for water system improvements]</u>						
Very Supportive	33.8%	29.3%	35.4%	32.0%	28.0%	31.3%
Supportive	43.2%	45.0%	44.1%	45.9%	50.4%	46.3%
Neutral	20.9%	20.0%	16.9%	18.8%	20.0%	19.1%
Unsupportive	2.2%	5.0%	2.6%	2.6%	0.8%	2.5%
Very Unsupportive	0.0%	0.7%	1.0%	0.8%	0.8%	0.8%

Q27. How Supportive of [06. Use of revenue for sewer system improvements]

Very Supportive	17.3%	17.3%	26.1%	23.4%	28.7%	23.3%
Supportive	44.6%	46.8%	47.9%	53.3%	49.4%	49.3%
Neutral	34.5%	28.8%	22.9%	20.3%	19.4%	23.8%
Unsupportive	3.6%	6.5%	1.6%	2.7%	2.0%	3.0%
Very Unsupportive	0.0%	0.7%	1.6%	0.4%	0.4%	0.6%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q27. How Supportive of [07. Use of revenue for police Improvements]</u>						
Very Supportive	22.3%	15.7%	17.0%	20.2%	24.6%	20.5%
Supportive	33.1%	34.3%	41.8%	48.7%	48.4%	42.8%
Neutral	32.4%	35.0%	33.0%	24.0%	23.8%	28.4%
Unsupportive	10.1%	12.1%	7.2%	6.4%	2.8%	7.1%
Very Unsupportive	2.2%	2.9%	1.0%	0.7%	0.4%	1.2%

Q27. How Supportive of [08. Use of revenue for fire/EMS improvements]

Very Supportive	23.0%	18.0%	19.2%	21.8%	29.6%	23.1%
Supportive	36.0%	38.1%	44.6%	48.9%	46.2%	43.8%
Neutral	33.1%	35.3%	31.6%	24.4%	23.1%	28.2%
Unsupportive	7.2%	7.9%	4.1%	4.1%	1.2%	4.4%
Very Unsupportive	0.7%	0.7%	0.5%	0.8%	0.0%	0.5%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q27. How Supportive of [09. Use of revenue for parks, cemetery, and facility improvements]</u>						
Very Supportive	23.0%	12.1%	12.2%	14.6%	17.5%	15.7%
Supportive	40.3%	40.7%	41.3%	44.6%	43.9%	42.6%
Neutral	28.1%	35.7%	41.3%	33.0%	33.7%	34.5%
Unsupportive	6.5%	10.7%	3.6%	5.6%	3.7%	5.6%
Very Unsupportive	2.2%	0.7%	1.5%	2.2%	1.2%	1.6%

Q27. How Supportive of [10. Use of revenue for neighborhood revitalization]

Very Supportive	40.6%	18.6%	26.5%	21.4%	16.7%	23.6%
Supportive	41.3%	51.4%	34.7%	45.1%	38.6%	41.6%
Neutral	13.0%	21.4%	30.6%	27.1%	39.8%	28.1%
Unsupportive	4.3%	6.4%	6.6%	4.9%	3.7%	5.2%
Very Unsupportive	0.7%	2.1%	1.5%	1.5%	1.2%	1.4%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037

	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	
<u>Q27. How Supportive of [11. Use of revenue for economic development]</u>						
Very Supportive	59.4%	45.1%	41.2%	36.2%	32.5%	40.7%
Supportive	31.9%	36.6%	40.7%	41.1%	40.6%	38.7%
Neutral	7.2%	11.3%	13.4%	16.2%	22.9%	15.6%
Unsupportive	1.4%	5.6%	3.1%	4.2%	3.2%	3.6%
Very Unsupportive	0.0%	1.4%	1.5%	2.3%	0.8%	1.4%

Q27. How Supportive of [12. Use of future revenue to construct walking/biking trails]

Very Supportive	40.3%	20.4%	19.1%	16.3%	12.2%	20.0%
Supportive	27.3%	39.4%	29.9%	25.1%	26.5%	28.5%
Neutral	16.5%	21.8%	29.4%	32.3%	41.6%	30.3%
Unsupportive	9.4%	12.0%	16.5%	16.0%	16.3%	14.9%
Very Unsupportive	6.5%	6.3%	5.2%	10.3%	3.3%	6.3%

Q27. COMMUNITY INVESTMENTS. Using a scale of 1 to 5 where 5 means "Very Supportive" and 1 means "Very unsupportive," please rate how supportive you would be of using new or existing revenues for the following: (Excluding Don't knows)

N=1037	Q29. What is your age?					Total
	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	

Q27. How Supportive of [13. Use of future revenue for public art]

Very Supportive	14.3%	6.5%	9.9%	4.7%	5.0%	7.3%
Supportive	20.0%	16.5%	18.3%	17.4%	15.7%	17.6%
Neutral	28.6%	38.8%	37.2%	35.7%	43.0%	37.3%
Unsupportive	20.7%	25.9%	24.1%	25.2%	26.0%	24.7%
Very Unsupportive	16.4%	12.2%	10.5%	17.1%	10.3%	13.1%

Q27. How Supportive of [14. Use of future revenue for recycling/composting]

Very Supportive	28.1%	17.7%	18.0%	16.2%	14.4%	17.8%
Supportive	37.4%	35.5%	38.1%	36.5%	47.6%	39.7%
Neutral	25.2%	35.5%	34.5%	33.1%	30.0%	31.9%
Unsupportive	5.0%	7.1%	7.2%	8.5%	6.4%	7.0%
Very Unsupportive	4.3%	4.3%	2.1%	5.8%	1.6%	3.6%