



11333 N. Cedarburg Road
Mequon, WI 53092
Phone: 262-236-2941
Fax: 262-242-9655

www.ci.mequon.wi.us

Office of the City Administrator

PUBLIC WELFARE COMMITTEE

Tuesday, October 8, 2024

6:00 PM

Lower Conference Room

Agenda

- 1) Call to Order, Roll Call
- 2) Approval of Meeting Minutes
Action requested: review and approve
 - a. September Minutes
- 3) Discussion Items
Action requested: discuss and take action as needed
 - a. Community Survey Discussion
- 4) Work Calendar
- 5) Adjourn

Dated: October 8, 2024

/s/ Dale Mayr, Chair

Notice is hereby given that a quorum of other governmental bodies may be present at this meeting to present, discuss and/or gather information about a subject over which they have decision-making responsibility, although they will not take formal action thereto at this meeting.

Persons with disabilities requiring accommodations for attendance at this meeting should contact the City Clerk's Office at 262-236-2914, twenty-four (24) hours in advance of the meeting.

Any questions regarding this agenda may be directed to the City Administrator's Office at 262-236-2941, Monday through Friday, 8:00 AM – 4:30 PM



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Office of the City Administrator

PUBLIC WELFARE COMMITTEE

Tuesday, September 10, 2024

5:45 PM

Lower Conference Room

Minutes

1) Call to Order, Roll Call

Present:

Chair Dale Mayr
Alderman Gregg Bach
Alderman Brian Parrish

Also Present: Assistant City Administrator Schoenemann and Executive Assistant Enea

2) Approval of Meeting Minutes

a. Public Welfare Committee meeting minutes of August 14, 2024

RESULT: **Approved by Voice Acclamation [Unanimous]**

MOVED BY: Alderman Parrish

SECONDED BY: Alderman Bach

AYES: Mayr, Bach, Parrish

3) Resolutions

Action requested: review and recommend approval

a. **RESOLUTION 4138** A Resolution Approving an Agreement for Completion of a Community-Wide Survey with ETC Institute of Olathe, Kansas, in the Amount of \$23,850

Alderman Mayr inquired if there needed to be money added for signage. The City still has the signs from the last survey and will bring one to the next meeting.

RESULT: **Approved by Voice Acclamation [Unanimous]**

MOVED BY: Alderman Bach

SECONDED BY: Alderman Parrish

AYES: Mayr, Bach, Parrish

4) Discussion Items

Attachment: PW Mins 091024 (9736 : September Minutes)

a. Community Survey Discussion

The Committee discussed using some of the same questions from the last survey to see if any trends emerge over time. Alderman Bach asked if there was an overall theme from the last survey or just a hodge podge of questions. Alderman Mayr explained how Community Development wanted specific questions about particular corridors. The Committee could invite Community Development to be involved again if desired. The Committee discussed some possible topics, such as turning land zoned for industrial into residential housing, senior and multi-family developments on Port Washington Road, a new industrial zoning area in the City, and possibly a new hotel in Mequon.

5) Work Calendar

The Committee will go through the categories supplied by ETC Institute at the next meeting. Also, they would like to review some of ETC's questions.

6) Adjourn

Alderman Bach moved to adjourn at 6:20 PM and Alderman Parrish seconded.

Respectfully Submitted,

Carrie Enea
Executive Assistant

Attachment: PW Mins 091024 (9736 : September Minutes)



11333 N. Cedarburg Road
 Mequon, WI 53092-1930
 Phone: 262-242-3100
 Fax: 262-242-9655

www.ci.mequon.wi.us

Office of Administration

TO: Public Welfare Committee
FROM: Carrie Enea, Executive Assistant
DATE: October 8, 2024
SUBJECT: Community Survey Discussion

Background

During the December 2023 Committee of the Whole meeting, the Common Council discussed when to conduct the next community-wide survey. The Council's general consensus was to align the City's next survey with the upcoming update of the organization's five-year strategic plan. Bringing public opinion into the development of the next strategic plan would be an insightful element, providing the City with the latest data from residents. Over the first quarter of 2024, staff worked to complete the initial steps to begin the survey development and vendor selection process based on the timeline presented at the February Public Welfare meeting. In late February, staff met with four survey vendors, ETC Institute, Magellan Strategies, Polco, and ZenCity, and narrowed the pool to three service providers. A matrix was developed to begin the vendor selection process and identify the criteria of most importance moving forward in identifying the best suited vendor. The matrix depicted three general categories, which include Cost and Methodology, Question Development, and Administrative items necessary to conduct a community-wide survey.

The three vendors under consideration for conducting the City's next community survey were ETC Institute, Magellan Strategies, and Polco. Each vendor provided the Committee with a 30-minute presentation, with an additional 15 minutes for questions. At the July Public Welfare Meeting, the Committee selected ETC Institute and requested them to amend their original proposal and include mailing a postcard with a QR code to all residents not included in the statistical sample, to summarize the on-line survey findings in addition to the statistical survey findings, and appear in-person to present the survey findings to the Council. At its August and September meetings, the Committee started to review the survey topics submitted from other Committees, the recommended benchmarking categories from ETC Institute, and started developing the 2025 survey instrument template. It is anticipated that the Public Welfare Committee will be devoting time into 2025 developing questions, finalizing the next community survey, and related materials.

Analysis

It is anticipated the Committee will continue discussing the details of the survey instrument at its October 8 meeting, including overarching topics that will be surveyed, what benchmarking categories could be included and questions that members would like to include in the 2025 Community Survey. Based on the Committee's discussions, exact question phraseology can be drafted by ETC for review at future meetings. To aid in the Committee's conversation, staff has

provided the following attached items:

1. Draft 2025 Survey Instrument Template
2. Common Council Feedback from the September 10 COTW
3. 2019 Community Survey
4. Recommended Benchmarking Categories from ETC Institute
5. ETC Institute Survey Sample from Brookhaven, GA
6. ETC Institute Survey Sample from Galesburg, IL
7. ETC Institute Survey Sample from Greeley, CO

Recommendation

Staff will be ready to gather feedback from the Committee for the 2025 survey.

Attachments:

Draft Survey (DOCX)

2024-09-10 Committee of the Whole - Public Minutes-3094 (PDF)

2019 Mequon Survey (PDF)

ETC Benchmarking Categories (XLSX)

Brookhaven 2022 Survey_Report (1) (PDF)

Galesburg 2022 Resident Survey Draft #3 (DOCX)

Greeley CO 2024 Final Draft (DOCX)

2025 SURVEY INSTRUMENT DRAFT



Dear Mequon Resident:

Mequon's Mayor and Common Council want to know what you think.

This important survey is an opportunity to share your perceptions about [TOPIC], [TOPIC], and [TOPIC] with Mequon's elected officials. Your input will serve as an important guide for the City as it makes decisions and plans for the future.

All responses are strictly ANONYMOUS and CONFIDENTIAL. No identifying information will be collected, and individual answers will not be disclosed; all responses will be pooled and only summaries will be reported. The City has partnered with the ETC Institute (ETC) to ensure confidentiality and accurate data analysis. Select households in the City of Mequon have been randomly chosen by ETC to receive one copy of this survey by mail; if your household contains more than one adult member, an additional copy can be filled out online at the following URL: www.placeholder.com/survey. All households not randomly selected to receive a paper copy of the survey will be sent a postcard to take the survey online. Should you have any questions, please contact Carrie Enea, Executive Assistant – Communications for the City of Mequon, at (262) 236-2941, or via email at cenea@ci.mequon.wi.us.

Please complete the survey and return it in the enclosed self-addressed postage-paid envelope by **Month XX, 2025**. A summary report of the survey results will be made available to the public on the City of Mequon website at www.ci.mequon.wi.us.

Thanks for your participation, and thank you for helping make Mequon the great community that it is.

City of Mequon Common Council

SECTION 1: DEMOGRAPHICS

Understanding a few things about individuals taking this survey will help Mequon officials determine if opinion varies by area or by demographics.

1. How long have you been a resident of Mequon?

- ☐ 0-5 years
 ☐ 6-10 years
 ☐ 11-15 years
 ☐ 16-20 years
 ☐ More than 20 years

2. Including yourself, what is the composition of your household?

- ☐ 1 adult, no minors
 ☐ 1 adult and 1 or more minors
☐ 2 or more adults and no minors
 ☐ 2 or more adults and 1 or more minors

3. Which of the following categories best corresponds with your age?

- ☐ 18-29
 ☐ 30-39
 ☐ 40-49
 ☐ 50-59
☐ 60-69
 ☐ 70-79
 ☐ 80+

4. Why did you move to Mequon? Select all that apply.

- | | |
|---|---|
| ☐ I was born here | ☐ For family already living here |
| ☐ Low taxes | ☐ I moved with my parents |
| ☐ Low crime | ☐ Schools |
| ☐ I found a specific residence/lot | ☐ Feel of the community |
| ☐ For work | ☐ Rural character |
| ☐ To raise a family | ☐ Other (please specify): _____ |

5. Using the map below, please identify the Aldermanic District in which you live.

Placeholder for New Aldermanic Map

- ☐ District 1
- ☐ District 2
- ☐ District 3
- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8

SECTION 2: [TOPIC]

SECTION 3: [TOPIC]

SECTION 4: [TOPIC]

SECTION 5: [TOPIC]

Thank you for taking the time to complete this survey! Your participation will guide our planning activities for the future. If you have any additional thoughts or feedback, please feel free to e-mail the Mayor, Alderman or Alderwoman of your District by visiting www.ci.mequon.wi.us/commoncouncil.

Please place the completed survey booklet in the self-addressed postage-paid envelope and send via U.S. Mail to ETC Institute.





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Office of the City Clerk
Taped & Televised

COMMITTEE OF THE WHOLE

Tuesday, September 10, 2024

6:30 PM

Christine Nuernberg Hall

Minutes

The following are draft minutes from the Common Council meeting and are subject to revision upon approval of the Common Council. For the approved Ordinance or Resolution please contact the Clerk's Office.

1. Call to Order, Roll Call

Mayor Nerbun called the meeting to order at 7:06 PM

Present:

Mayor Andrew Nerbun
Alderman Robert Strzelczyk
Alderman Kelly Tolocko
Alderman Dale Mayr
Alderman Jeffrey Hansher
Alderman Gregg Bach
Alderman Brian Parrish
Alderman Peter Bratt
Alderman William Gebhardt

Also present: Assistant City Administrator Schoenemann, City Attorney Sajdak, City Clerk Fochs, Finance Director Arnett, Director of Public Works/City Engineering Lundeen, Assistant City Engineer McCraw, Administrative Assistant Schlereth, Water Utility Supervisor Voigt, and Execustive Assistant Communications Enea, press and interested public.

2. Approval of Meeting Minutes

a. August 14, 2024

RESULT:

Approved by Voice Acclamation [Unanimous]

MOVED BY:

Alderman Strzelczyk

SECONDED BY:

Alderman Hansher

AYES: Nerbun, Strzelczyk, Tolocko, Mayr, Hansher, Bach, Parrish, Bratt, Gebhardt

3. Discussion

a. Community Survey Discussion

Alderman Mayr who is also the Chair for the Public Welfare Committee provided an introduction for Assistant City Administrator Schoenemann and Executive Assistant of Communications Enea. Mr Schoenemann provided a brief history of previous community surveys and Ms. Enea then opened the discussion floor by requesting feedback from the Committee on what they would like to see applied to the survey for public response and engagement.

The Committee expressed its interest in customer satisfaction and allowing the community to provide the City Officials feedback on their efforts and policy analysis. Other topics included opinions on the pool, architecture specific to the Port Washington Road corridor, and residential and economic development in the southwest industrial park. A request was made to break down viewpoints by different age groups and new residents versus long term.

When asked whether the Committee would like to include benchmark questions to compare to other communities, the consensus was that the information could be useful and complementary, but not a priority. Comparisons of mill rate, fund usage, roads, public safety, and the library might be of interest to the public.

The Committee conceded that a hybrid focus on policy and customer service would be preferred, with an emphasis on customer service. The feedback received will be brought forward to the Public Welfare Committee for further review and discussion.

4. Informational Items

a. Committee of the Whole Planning Calendar

Alderman Bratt requested that the Bike and Pedestrian Way Commission master plan discussion be moved up to October/November.

5. Adjourn

Motion to Adjourn at 7:38 PM.

RESULT: **Approved by Voice Acclamation [Unanimous]**

MOVED BY: Alderman Hansher

SECONDED BY: Alderman Parrish

AYES: Nerbun, Strzelczyk, Tolocko, Mayr, Hansher, Bach, Parrish, Bratt, Gebhardt

Respectfully Submitted,

Janet Meyer



Dear Mequon Resident:

Mequon's Mayor and Common Council want to know what you think.

This important survey is an opportunity to share your perceptions about land use, development, and city services with Mequon's elected officials. Your input will serve as an important guide for the City as it makes decisions and plans for the future.

All responses are strictly ANONYMOUS and CONFIDENTIAL. No identifying information will be collected, and individual answers will not be disclosed; all responses will be pooled and only summaries will be reported. The City has partnered with the Strategic Research Institute (SRI) at St. Norbert College and Neighborhood Analytics, LLC to ensure confidentiality and accurate data analysis. Every household in the City of Mequon will receive one copy of this survey by mail; if your household contains more than one adult member, an additional copy can be filled out online at the following URL: www.placeholder.com/survey. Alternatively, if you would like an additional paper copy of the survey or should you have any questions, please contact Justin Schoenemann, Assistant City Administrator for the City of Mequon, at (262) 236-2942, or via email at jschoenemann@ci.mequon.wi.us.

Please complete the survey and return it in the enclosed self-addressed postage-paid envelope by **Month XX, 2019**. A summary report of the survey results will be made available to the public on the City of Mequon website: www.ci.mequon.wi.us.

SECTION 1: DEMOGRAPHICS

Thanks for your participation, and thank you for helping make Mequon the great community that it is.

City of Mequon Common Council

Understanding a few things about individuals taking this survey will help Mequon officials determine if opinion varies by area or by demographics.

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- ☐ 0-5 years
 ☐ 6-10 years
 ☐ 11-15 years
 ☐ 16-20 years
 ☐ More than 20 years

2. Including yourself, what is the composition of your household?

- ☐ 1 adult, no minors
 ☐ 1 adult and 1 or more minors
☐ 2 or more adults and no minors
 ☐ 2 or more adults and 1 or more minors

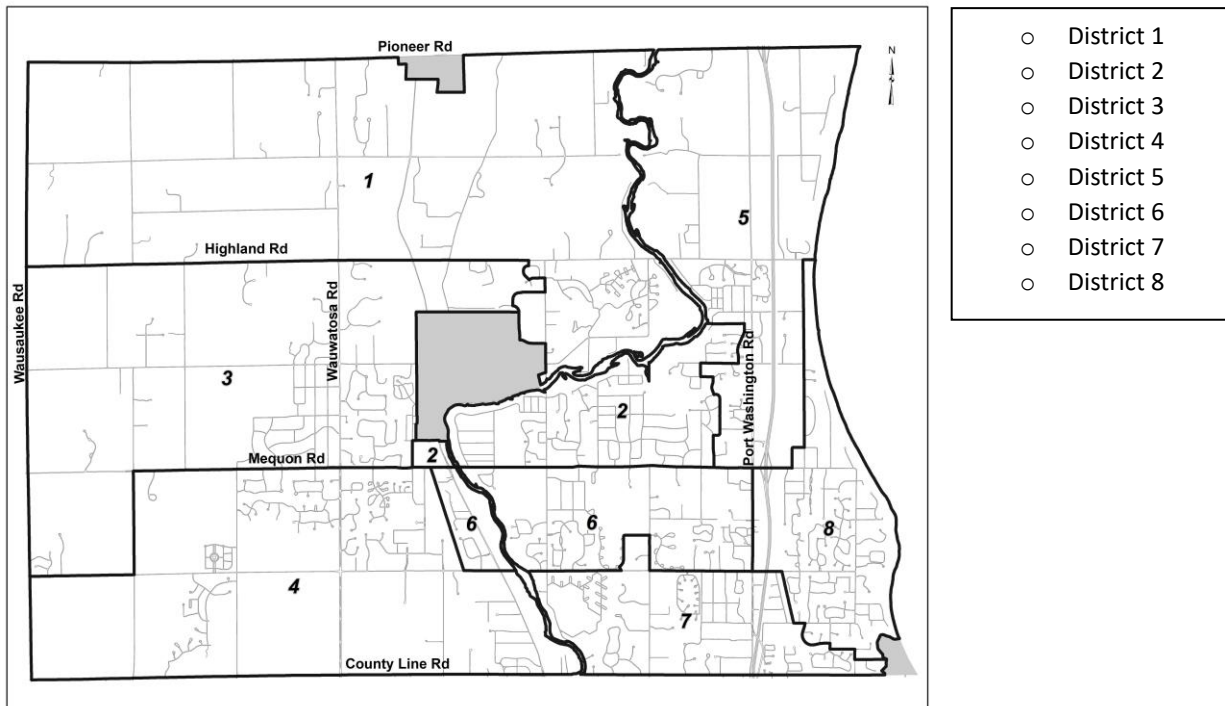
3. Which of the following categories best describes your age?

- ☐ 18-29
 ☐ 30-39
 ☐ 40-49
 ☐ 50-59
☐ 60-69
 ☐ 70-79
 ☐ 80+

4. Why did you move to Mequon? Select all that apply.

- | | |
|---|--|
| ☐ I was born here | ☐ For family |
| ☐ Low taxes | ☐ I moved with my parents |
| ☐ Low crime | ☐ Schools |
| ☐ I found a specific residence/lot | ☐ Feel of the community |
| ☐ For work | ☐ Rural character |
| ☐ Other (please specify): _____ | |

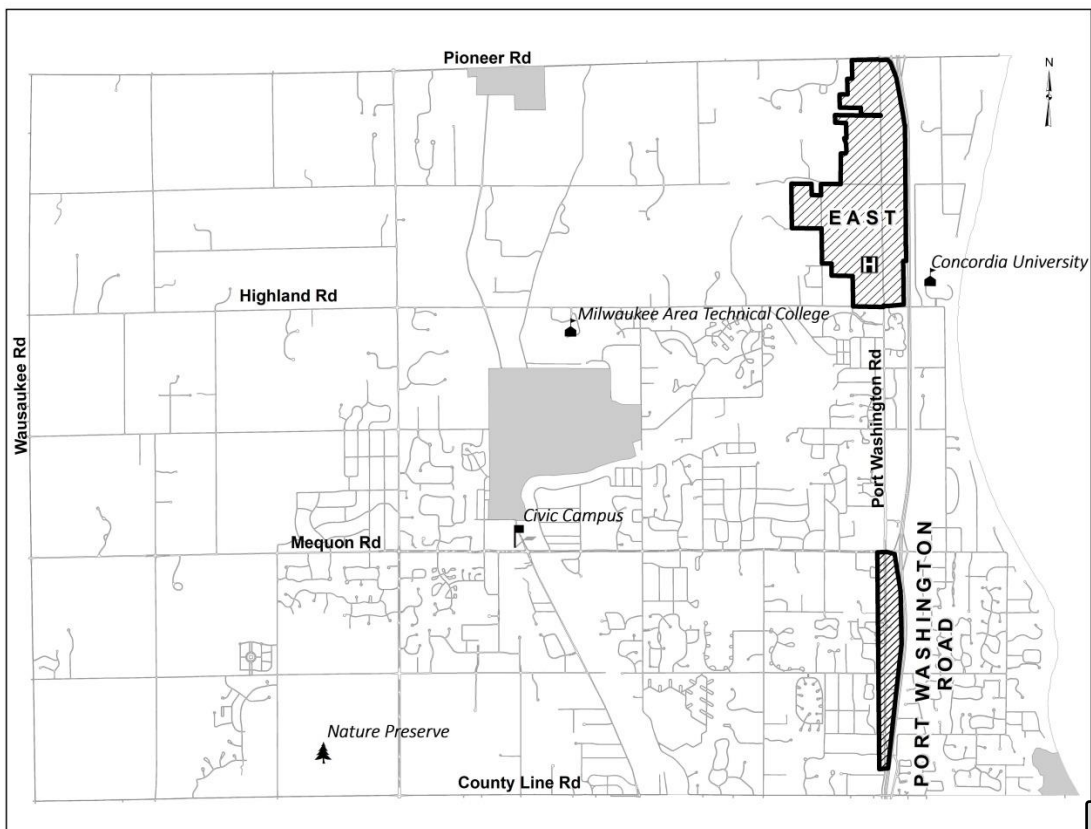
5. Using the map below, please identify the Aldermanic District in which you live.



SECTION 2: DEVELOPMENT

Geographically, the City of Mequon is the third largest city in Wisconsin, with a total area roughly 5 times larger than the City of Cedarburg and Village of Grafton combined. City officials are exploring whether to allow additional development in the areas outlined on the reference map below:

- **The East Growth Area** (adjacent to Ulao Creek and well-known destinations such as Concordia University and Ascension Hospital; also adjacent to I-43, with a high volume of commuter traffic)
- **The Port Washington Road Corridor** (south of Mequon Road)

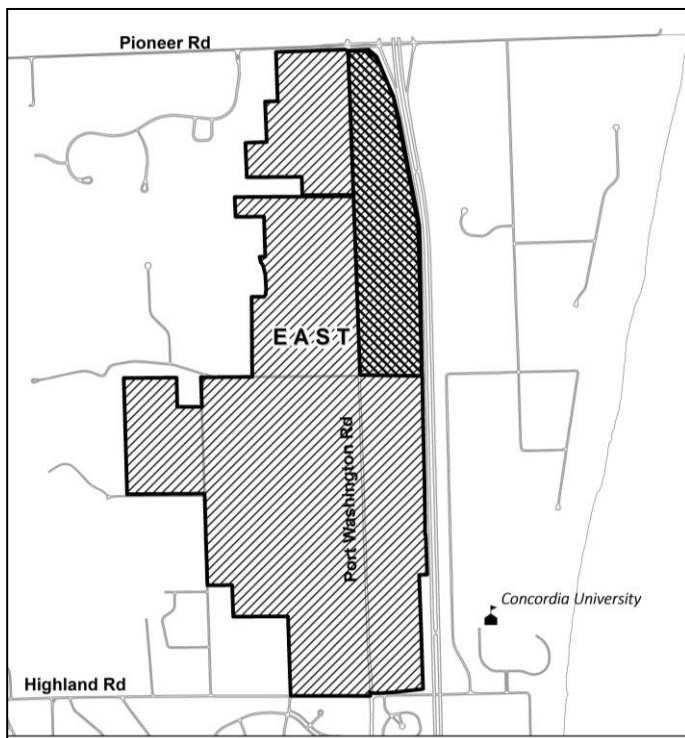


6. Please indicate whether you would support or oppose each of the following residential development types within the East Growth Area (see the reference map on the bottom of Page 2).

	Support	Neutral	Oppose	Don't know
Single-Family Homes based on 1 acre lots	☐	☐	☐	☐
Single-Family Homes based on lots between 1 and 5 acres	☐	☐	☐	☐
Single-Family Homes based on 5 acre lots or larger	☐	☐	☐	☐
Two-Family Homes (Side-By-Side Homes)	☐	☐	☐	☐
Townhomes	☐	☐	☐	☐
Apartments with up to 8 units	☐	☐	☐	☐
Apartments with 9 units or more	☐	☐	☐	☐
Senior-Only Housing	☐	☐	☐	☐
Full Service / Care Retirement Communities	☐	☐	☐	☐

7. Please indicate whether you would support or oppose each of the following NON-residential development types within the East Growth Area.

	Support (anywhere in the East Growth Area)	Support (ONLY at intersection of Port Washington Road and Highland Road)	Neutral	Oppose	Don't know
Academic Facilities	☐	☐	☐	☐	☐
Large Farming Hardware	☐	☐	☐	☐	☐
Gas Stations	☐	☐	☐	☐	☐
Grocery	☐	☐	☐	☐	☐
Health & Personal Care	☐	☐	☐	☐	☐
Hospitality (Lodging, Restaurant, Entertainment)	☐	☐	☐	☐	☐
Industrial	☐	☐	☐	☐	☐
Park & Open Space	☐	☐	☐	☐	☐
Professional or Medical Office	☐	☐	☐	☐	☐
Retail/Clothing	☐	☐	☐	☐	☐
Sporting Goods	☐	☐	☐	☐	☐



The City is considering allowing "light industrial" development in the section of the East Growth Area indicated on the map below.

The term "light industrial" refers to professional office, research and development, and light manufacturing or processing that does not generate nuisances such as odor, noise, vibration or hazardous conditions.

8. Would you support or oppose allowing additional light industrial development within the shaded section of the East Growth Area on the map?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

9. Please indicate whether you would support or oppose each of the following residential development types within the Port Washington Road corridor south of Mequon Road (see the reference map on the bottom of Page 2).

	Support	Neutral	Oppose	Don't know
Single-Family Homes based on 1 acre lots	☐	☐	☐	☐
Single-Family Homes based on lots between 1 and 5 acres	☐	☐	☐	☐
Single-Family Homes based on 5 acre lots or larger	☐	☐	☐	☐
Two-Family Homes (Side-By-Sides Homes)	☐	☐	☐	☐
Townhomes	☐	☐	☐	☐
Apartments with up to 8 units	☐	☐	☐	☐
Apartments with 9 units or more	☐	☐	☐	☐
Senior-Only Housing	☐	☐	☐	☐
Full Service / Care Retirement Communities	☐	☐	☐	☐

Over the years the City has generally adhered to developing its housing stock with 70% single-family homes and 30% non-single family (i.e. condominiums, townhomes, and apartments).

10. Please indicate whether you would, in general, support or oppose future development of each type in Mequon.

	Support	Neutral	Oppose	Don't know
Single-Family Homes based on 1 acre lots	☐	☐	☐	☐
Single-Family Homes based on lots between 1 and 5 acres	☐	☐	☐	☐
Single-Family Homes based on 5 acre lots or larger	☐	☐	☐	☐
Two-Family Homes (Side-By-Sides Homes)	☐	☐	☐	☐
Townhomes	☐	☐	☐	☐
Apartments with up to 8 units	☐	☐	☐	☐
Apartments with 9 units or more	☐	☐	☐	☐
Senior-Only Housing	☐	☐	☐	☐
Full Service / Care Retirement Communities	☐	☐	☐	☐

SECTION 3: OPEN SPACE PRESERVATION

Historically, the City of Mequon has placed a strong emphasis on preserving land as the community develops. Currently, the City has roughly 100 acres of open space preserved for every 1,000 residents.

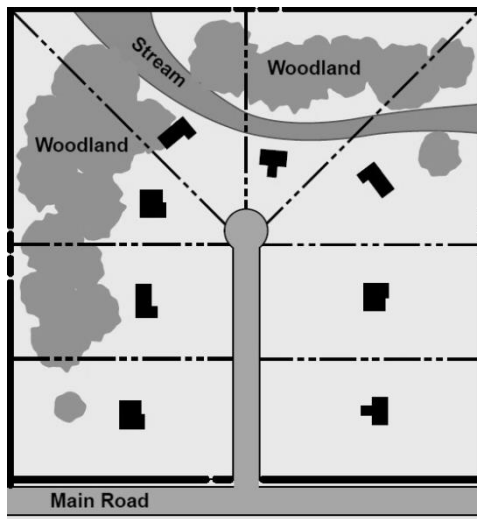
11. What is your opinion on the amount of open space that is currently protected in the city?

- ☐ Too much
- ☐ The right amount
- ☐ Not enough
- ☐ Don't know

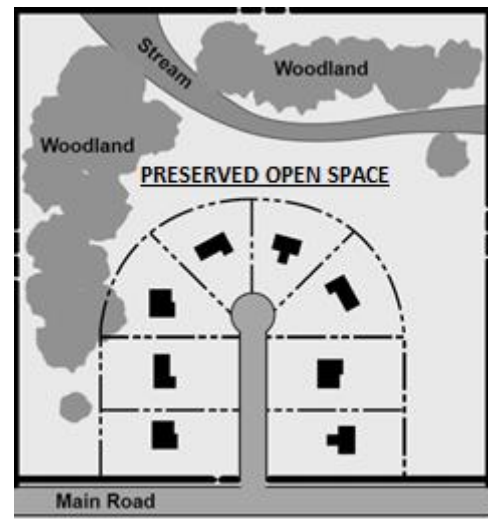
12. Should the city use tax revenue to preserve additional open space?

- ☐ Yes
- ☐ Neutral
- ☐ No
- ☐ Don't know

The City allows development of residential “cluster” lots (also known as conservation subdivisions) which reduces lot sizes and in turn preserves open space and/or environmentally sensitive areas. These developments also reduce the amount of infrastructure necessary to serve the new homes. The overall total number of lots permitted is NOT increased. Examples are shown below:



Conventional Subdivision
All Land Within Lots



Cluster/Conservation Subdivision
Land Outside of Lots Preserved

13. Should the City continue to encourage “cluster” residential developments (conservation subdivisions)?

- ☐ Yes
- ☐ Neutral
- ☐ No
- ☐ Don't know

The City allows the “transfer” of development rights of lots from one site to another. This tool prevents residential development from occurring on sites that have attributes that may merit preserving, such as environmentally sensitive areas, and “transfers” the lots to sites more suitable for development, such as sites near existing sewer and water mains.

14. Should the City continue to encourage the use of transfer development rights?

- ☐ Yes
- ☐ Neutral
- ☐ No
- ☐ Don't know

SECTION 4: ECONOMIC DEVELOPMENT

In the past, Mequon has used various economic development tools in efforts to grow the tax base by doing the following:

- Promoting business retention and expansion
- Improving existing infrastructure such as public water mains, streets, and sidewalks
- Adding amenities such as lighting, landscaping, and benches
- Purchasing of undervalued or underutilized properties
- Providing redevelopment incentives aimed at underutilized, undervalued, or contaminated sites

15. For each of the following economic development tools, please indicate whether you support or oppose its continued use.

	Support	Neutral	Oppose	Don't know
Promoting business retention and expansion	☐	☐	☐	☐
Improving existing infrastructure such as streets and sidewalks	☐	☐	☐	☐
Adding amenities such as lighting, landscaping, and benches	☐	☐	☐	☐

The City has incentivized developers who removed existing buildings and/or cleaned up environmental contamination. These types of incentives have been utilized on several sites in Mequon including Outpost Natural Foods, Spur 16, Foxtown Brewery, Artesa and multi-tenant office projects on Port Washington Road.

16. For each of the following economic development tools, please indicate whether you support or oppose its continued use.

	Support	Neutral	Oppose	Don't know
Purchasing underutilized/undervalued sites	☐	☐	☐	☐
Incentivizing redevelopment of underutilized/undervalued sites	☐	☐	☐	☐
Incentivizing redevelopment of environmentally contaminated sites	☐	☐	☐	☐

SECTION 5: SATISFACTION WITH CITY SERVICES

The City of Mequon strives to provide quality municipal services to residents. An important step in ensuring/improving the quality of services provided is to measure resident satisfaction with services received.

17. Please rate your satisfaction with the following municipal services provided:

	Excellent	Good	Fair	Poor	No interactions	Don't Know
Architectural Review Board	☐	☐	☐	☐	☐	☐
Election Services/Voter Registration	☐	☐	☐	☐	☐	☐
Fire/EMS	☐	☐	☐	☐	☐	☐
Inspections/Permitting	☐	☐	☐	☐	☐	☐
Park maintenance	☐	☐	☐	☐	☐	☐
Police	☐	☐	☐	☐	☐	☐
Property assessment	☐	☐	☐	☐	☐	☐
Road maintenance	☐	☐	☐	☐	☐	☐
Sewer Utility (Wastewater)	☐	☐	☐	☐	☐	☐
Snow Removal	☐	☐	☐	☐	☐	☐
Storm water management (Drainage)	☐	☐	☐	☐	☐	☐
Water Utility	☐	☐	☐	☐	☐	☐

SECTION 6: CIVIC CAMPUS

The civic campus encompasses City Hall, the Frank L. Weyenberg Library, the Mequon Community Pool, and Rennie Field. The Civic Campus is adjacent to the Town Center on the corners of Cedarburg Road and Mequon Road. The Civic Campus hosts several activities and provides public parking.

18. Which of the following improvements are necessary to make walking within and around the civic campus comfortable? Select all that apply.

- | | |
|---|--|
| ☐ Sidewalks | ☐ Landscaping |
| ☐ Crosswalks with striping | ☐ Street benches, bike racks, trash receptacles |
| ☐ Crosswalk signs for pedestrians | ☐ New parking regulations |
| ☐ Crosswalk lights for pedestrians | ☐ Enforcement of traffic regulations |
| ☐ Lighting | ☐ Pedestrian bridge/tunnel across Mequon Road |

19. Would you support or oppose adding bike trail amenities such as a rest area, restrooms, and a snack shop along the Inter-Urban Bike Trail (otherwise known as the Milwaukee/Ozaukee Interurban Trail) in the civic campus?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

20. Would you support or oppose additional safety measures at the Mequon Road and Ozaukee Interurban Trail intersection?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

SECTION 7: COMMUNITY POOL

The Mequon Community Pool is located next to City Hall on Cedarburg Road. The pool was originally built in 1933, with the existing pool installed over the old pool in 1984. During the summer the pool is open from early June through late August. There is also a separate wading pool geared for younger children, with a zero-depth entrance and a maximum depth of two feet.

In the coming years, the City will have to consider closing the current pool and possibly replacing it. New community pools tend to range between \$3.5 million - \$6 million, depending on the scope of the new facility and site conditions.

21. Do you or your family utilize the City of Mequon Community Pool?

- ☐ Yes
- ☐ No
- ☐ Don't know

22. Would you support or oppose the City building a new Community Pool to replace the current pool that would otherwise have to close in the future?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

23. Would you support or oppose an increase in taxes in order to fund building a new Community Pool?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

24. Would you or your family utilize a new Community Pool?

- ☐ Yes
- ☐ No
- ☐ Don't know

25. Would you support or oppose the City relocating the Community Pool from the Civic Campus to another City-owned location with more space, such as a park?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

Section 8: Parks and Pathways

The City of Mequon has 26 parks and bike/pedestrian pathways throughout the community. The City is exploring updating current features and adding new improvements to enhance the parks and pathways.

26. Which of the following park improvements would you support within the City? Select all that apply.

- | | |
|---|--|
| ☐ Permanent bathroom facilities at Lemke Park | ☐ Increased access to the Milwaukee River |
| ☐ Off-road bike path along West Dongs Bay Road | ☐ Pickleball courts |
| ☐ A separate area for small dogs at Katherine Kearney Carpenter Park | ☐ Pedestrian trails within parks |
| ☐ Updating/replacing existing park facilities | ☐ Invasive plant removal and restoration |

27. Would you support or oppose an increase in taxes in order to fund park improvements?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

28. Which of the following bike and pedestrian improvements would you support within the City? Select all that apply.

- | | |
|--|---|
| ☐ Off-road paths | ☐ Wayfinding signs |
| ☐ Paved shoulders | ☐ Bike racks |
| ☐ Sidewalks | ☐ Bike repair stations |

The City currently does not have a dedicated fund for bike and pedestrian improvements. Historically the funding for bike and pedestrian improvements has been a part of other development projects or one time requests.

29. Would you support or oppose an increase in taxes in order to create a fund to support bike and pedestrian improvements?

- ☐ Support
- ☐ Neutral
- ☐ Oppose
- ☐ Don't know

Thank you for taking the time to complete this survey! Your participation will guide our planning activities for the future. If you have any additional thoughts or feedback, please feel free to email the Mayor, Alderman or Alderwoman of your District by visiting ci.mequon.wi.us/commoncouncil.

Please place the completed survey booklet in the self-addressed postage-paid envelope and send via U.S. Mail to the Strategic Research Institute at St. Norbert College.



ETC Benchmarking Categories

Major Categories of Services
Public safety services (police, fire, and emergency medical/ambulance services)
Maintenance of streets and sidewalks
Effectiveness of communication by local governments
Flow of traffic on city streets in your community
Flow of traffic on highways
Parks and recreation programs and facilities
Customer service provided by local governments
Enforcement of local codes and ordinances
Stormwater management and flood control
Water utility services
Wastewater/sanitary sewer services
Solid waste (e.g., trash, yard waste and recycling services)
Public transportation/bus service
Quality of public schools
Library services
Efforts to ensure your community is prepared for emergencies/disasters
Police Services
Visibility of police in neighborhoods
Visibility of police in commercial and retail areas
How quickly police respond to emergencies
Efforts by police to prevent crime
Enforcement of local traffic laws
Police safety education programs
Overall quality of police services
Feeling of Safety
In your neighborhood during the day

In your neighborhood at night
In community parks
In retail areas
In the downtown area (if applicable)
Overall feeling of safety
Fire Services
Overall quality of fire services
Overall quality of emergency medical/ambulance services
How quickly ambulance/emergency medical services personnel respond to emergencies
How quickly fire services personnel respond to emergencies
Fire education programs in your community
Fire inspection programs in your community
Maintenance Services
Condition of major streets
Condition of streets in your neighborhood
Condition of sidewalks
Condition of street signs and traffic signals
Cleanliness of streets and public areas
Condition of pavement markings on streets
Adequacy of street lighting
Snow removal on major city streets
Snow removal on neighborhood streets
Maintenance of public buildings and facilities
Accessibility of streets, sidewalks, & buildings for people with disabilities
Mowing and tree trimming along streets and public areas
Quality of on-street bicycle infrastructure (bike lanes/signage)
Code Enforcement
Enforcement of clean-up of trash and debris on private property

Enforcement of mowing and cutting of weeds on private property
Enforcement of exterior maintenance of residential property
Enforcement of exterior maintenance of commercial/business property
Enforcement of sign regulations
Animal control services
Communication
Availability of information about local governmental services and activities
Timeliness of information provided by your local government
Efforts by local government to keep you informed about local issues
Your local governmental cable television channel(s)
The level of public involvement in local decision-making
Your local government's use of social media outlets (Facebook, Blogs, Twitter, etc.)
Usefulness of your city's website
Solid Waste
Trash/garbage collection services
Curbside recycling services
Recycling drop-off centers
Bulky item pick-up services
Yard waste/leaf/brush pick-up services
Household hazardous waste disposal service (for oil, paint, etc.)
Water Services
Taste of tap water
Smell of tap water
Water pressure in your home
Fees for water services
Fees for wastewater/sanitary sewer services
Electric utility services
Perceptions

Overall quality of local governmental services in the community
Image of your community
Appearance of your community
Quality of public education in your community
Overall value that you receive for your city taxes and fees
Overall value that you receive for your county taxes and fees
Efforts to promote diversity in your community
Overall quality of "Downtown" in the community where you live (if applicable)
How well your community is managing growth
Leadership provided by the local elected officials
Effectiveness of local governmental managers and appointed staff
Ratings
As a place to raise children
As a place to work
As a place to live
As a place where you would buy your next home
As a place to visit
As a place to retire

2022 City of Brookhaven Satisfaction Survey Findings Report

Presented to the City of Brookhaven,
Georgia

February 2023

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)



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Executive Summary

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

2022 City of Brookhaven Satisfaction Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Brookhaven during the fall of 2022. The purpose of the survey was to gather feedback about how the City is meeting community needs. Responses will help guide future decisions about how to spend tax dollars and how City leaders will allocate resources. This is the first citizen survey ETC Institute has conducted for the City of Brookhaven.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Brookhaven. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. After the mailed surveys arrived, ETC Institute initiated follow-up emails to encourage participation.

A total of 441 residents completed the survey. The overall results for the sample of 441 households have a precision of at least +/-4.6% at the 95% level of confidence. The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Brookhaven with the results from other communities in ETC Institute’s *DirectionFinder*® database. 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 provided in the tabular data section of this report. When the “don’t know” responses have been excluded, this summary report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that show how the survey results for Brookhaven compare to other cities in the United States
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument

Ratings of Quality of Life in the City

The aspects of quality of life in the City of Brookhaven that had the highest levels of satisfaction, based upon the combined percentage of “excellent” and “good” responses among residents *who had an opinion*, were: as a place to live/raise a family (93%), overall quality of life (88%), as a place to work (86%), overall image of the City (83%), and overall appearance of the City (80%).

2022 City of Brookhaven Satisfaction Survey

Executive Summary



Satisfaction With Major City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of police services (84%), quality of City parks and recreation programs and facilities (76%), maintenance of City buildings and facilities (70%), and quality of customer service from City employees (65%).

Satisfaction With Parks and Recreation

The parks and recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how close neighborhood parks are to home (89%), Murphey Candler trails/paths/boardwalks/bridges (78%), maintenance of City parks (76%), and Peachtree Creek Greenway (64%).

Satisfaction With Property Maintenance/Code Enforcement

The property maintenance/code enforcement services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing maintenance of commercial property (45%), enforcing codes designed to address public safety and nuisance issues (45%), and enforcing mowing and trimming of lawns on private property (45%).

Satisfaction With City Maintenance/Public Works

The City maintenance/public works services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City buildings (71%), maintenance of City traffic signals and street signs (68%), adequacy of City street lighting in business/commercial areas (60%), and landscaping/appearance of public areas along City streets (56%).

Satisfaction With Transportation

The transportation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of parking in business/commercial areas (65%), ease of travel from home to work/school (61%), width of sidewalks (61%), and availability of parking in residential areas (56%).

2022 City of Brookhaven Satisfaction Survey

Executive Summary



Satisfaction With Customer Service

The aspects of customer service from City employees that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: how courteously respondent was treated (72%), technical competence/knowledge of City employees (65%), and how easy the department was to contact (62%).

Satisfaction With City Communication

The communication services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the City’s website (54%), City’s efforts to inform about local issues (52%), and availability of information about City programs and services (51%).

Satisfaction With Brookhaven Police

The police services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: appearance and quality of police vehicles and equipment (94%), attitude and behavior of officers towards residents (87%), professionalism of police officers (87%), how quickly police respond to emergencies (82%), and overall police performance in neighborhoods (81%).

Thirty percent (30%) of residents surveyed indicated they or members of their household had contacted employees of the Brookhaven Police Department during the past year. Of those, 92% *who had an opinion* were “very satisfied” or “satisfied” with the courtesy of employees; 90% were satisfied with how easy they were to contact, and 86% were satisfied with the time it took for their request to be addressed.

Satisfaction With DeKalb County Services

The government services provided by DeKalb County that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: fire services (74%), library services (73%), and ambulance services (71%).

2022 City of Brookhaven Satisfaction Survey

Executive Summary



Other Findings

- The methods of communication most preferred by residents were: City newsletter (42%), eNotifications (42%), social media posts (38%), and the City website (29%). *Up to two selections could be made for this question.*
- More than half (53%) of the residents surveyed agree with the statement, “*I am informed about the services being provided and the activities taking place in the City of Brookhaven.*” Additionally, 57% agree with the statement, “*When interacting with the City of Brookhaven, I receive the information I need and am treated with respect.*”
- Residents were asked about their familiarity with various police community outreach programs and services. The programs/services that respondents were most familiar with include: Brookhaven ALERT (37%), Neighborhood Watch (29%), Coffee with a Cop (24%), and Hot Pursuit Road Race (22%). *Multiple selections could be made for this question.*
- The areas of concern that residents rated the highest, based upon the combined sum of “greatest concern” and “concern” among respondents *who had an opinion* (1 to 4 on a 10-point scale), were: break-ins (68%), gun violence (58%), violent crime (55%), and drug related crime (49%).
- Eighty-seven percent (87%) of respondents, *who had an opinion*, were “very confident” or “somewhat confident” in Brookhaven police officers. Eighty-eight percent (88%) of respondents, *who had an opinion*, “strongly agree” or “agree” with the statement, “*I feel personally safe in Brookhaven.*”

2022 City of Brookhaven Satisfaction Survey

Executive Summary



How the City of Brookhaven Compares to Other Communities Nationally

Satisfaction ratings for the City of Brookhaven **rated above the U.S. average in 28 of the 34 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 23 of these areas. Listed below are the comparisons between the City of Brookhaven and the U.S. average:

Service	Brookhaven	U.S.	Difference	Category
As a place to live/raise a family	93%	50%	43%	Ratings of Quality of Life
Quality of police services	84%	55%	29%	Major Categories of City Services
As a place to work	86%	58%	28%	Ratings of Quality of Life
Overall image of the city	83%	55%	28%	Ratings of Quality of Life
Quality of City parks & rec programs & facilities	76%	51%	25%	Major Categories of City Services
Quality of customer service from City employees	65%	41%	24%	Major Categories of City Services
Overall appearance of the city	80%	56%	24%	Ratings of Quality of Life
How quickly police respond to emergencies	82%	58%	24%	Police
Value received for City taxes and fees	56%	34%	22%	Ratings of Quality of Life
Visibility of police in neighborhoods	77%	55%	22%	Police
Efforts to prevent crime	72%	50%	22%	Police
As a place to buy next home	77%	56%	21%	Ratings of Quality of Life
Police safety education programs	58%	39%	19%	Police
Effectiveness of City communication with public	55%	38%	17%	Major Categories of City Services
Maintenance of City buildings	71%	57%	14%	City Maintenance/Public Works
Availability of public transportation	51%	38%	13%	Transportation
How open City is to public involvement & input from residents	46%	34%	12%	City Communication
The quality of the City's website	54%	43%	11%	City Communication
Quality of City streets	51%	41%	10%	Major Categories of City Services
Enforcement of City codes and ordinances	51%	42%	9%	Major Categories of City Services
City's efforts to inform about local issues	52%	44%	8%	City Communication
Enforcing maintenance of commercial property	54%	48%	6%	Property Maintenance/Code Enforcement
Enforcing mowing & trimming of lawns on private property	52%	47%	5%	Property Maintenance/Code Enforcement
Enforcing cleanup of litter & debris on private property	50%	46%	4%	Property Maintenance/Code Enforcement
Maintenance of street signs & traffic signals	68%	65%	3%	City Maintenance/Public Works
Availability of info about City programs/services	51%	48%	3%	City Communication
Enforcing maintenance of residential property	48%	45%	3%	Property Maintenance/Code Enforcement
As a place to retire	54%	52%	2%	Ratings of Quality of Life
Landscaping/appearance of public areas along City streets	56%	57%	-1%	City Maintenance/Public Works
Condition of City sidewalks	47%	48%	-1%	City Maintenance/Public Works
Quality of City's stormwater runoff/management system	45%	51%	-6%	Major Categories of City Services
Maintenance of City streets	44%	51%	-7%	City Maintenance/Public Works
Adequacy of residential street lighting	46%	60%	-14%	City Maintenance/Public Works
Availability of bicycle lanes	23%	43%	-20%	Transportation

2022 City of Brookhaven Satisfaction Survey

Executive Summary



How the City of Brookhaven Compares to Other Communities Regionally

Satisfaction ratings for the City of Brookhaven **rated at or above the Southeast Region in 31 of the 34 areas** that were assessed. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee. The City rated significantly higher than the Southeast Region (difference of 5% or more) in 29 of these areas. Listed below are the comparisons between the City of Brookhaven and the Southeast regional average:

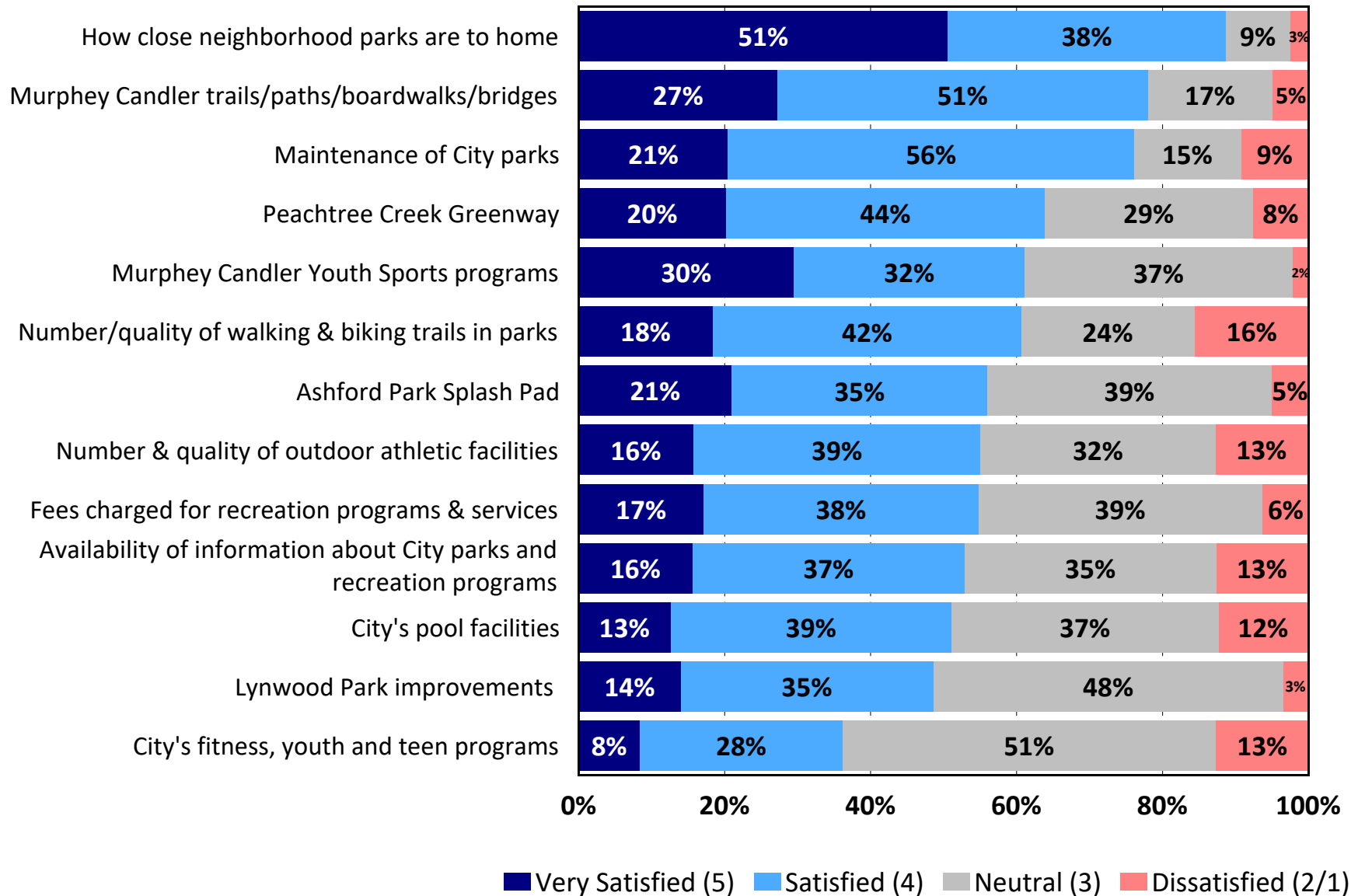
Service	Brookhaven	Southeast Region	Difference	Category
As a place to live/raise a family	93%	43%	50%	Ratings of Quality of Life
Quality of police services	84%	51%	33%	Major Categories of City Services
Efforts to prevent crime	72%	39%	33%	Police
How quickly police respond to emergencies	82%	50%	32%	Police
As a place to work	86%	56%	30%	Ratings of Quality of Life
Visibility of police in neighborhoods	77%	48%	29%	Police
Quality of City parks & rec programs & facilities	76%	49%	27%	Major Categories of City Services
Overall image of the city	83%	58%	25%	Ratings of Quality of Life
Police safety education programs	58%	34%	24%	Police
Availability of public transportation	51%	28%	23%	Transportation
Overall appearance of the city	80%	58%	22%	Ratings of Quality of Life
Quality of customer service from City employees	65%	43%	22%	Major Categories of City Services
Value received for City taxes and fees	56%	36%	20%	Ratings of Quality of Life
Maintenance of City buildings	71%	51%	20%	City Maintenance/Public Works
The quality of the City's website	54%	37%	17%	City Communication
City's efforts to inform about local issues	52%	36%	16%	City Communication
How open City is to public involvement & input from residents	46%	30%	16%	City Communication
Enforcing maintenance of commercial property	54%	40%	14%	Property Maintenance/Code Enforcement
Enforcing mowing & trimming of lawns on private property	52%	38%	14%	Property Maintenance/Code Enforcement
Landscaping/appearance of public areas along City streets	56%	43%	13%	City Maintenance/Public Works
Effectiveness of City communication with public	55%	42%	13%	Major Categories of City Services
As a place to buy next home	77%	66%	11%	Ratings of Quality of Life
Availability of info about City programs/services	51%	41%	10%	City Communication
Enforcing cleanup of litter & debris on private property	50%	41%	9%	Property Maintenance/Code Enforcement
Enforcing maintenance of residential property	48%	39%	9%	Property Maintenance/Code Enforcement
Maintenance of street signs & traffic signals	68%	60%	8%	City Maintenance/Public Works
Quality of City streets	51%	43%	8%	Major Categories of City Services
As a place to retire	54%	47%	7%	Ratings of Quality of Life
Enforcement of City codes and ordinances	51%	45%	6%	Major Categories of City Services
Condition of City sidewalks	47%	43%	4%	City Maintenance/Public Works
Maintenance of City streets	44%	44%	0%	City Maintenance/Public Works
Adequacy of residential street lighting	46%	51%	-5%	City Maintenance/Public Works
Availability of bicycle lanes	23%	29%	-6%	Transportation
Quality of City's stormwater runoff/management system	45%	56%	-11%	Major Categories of City Services



Charts and Graphs

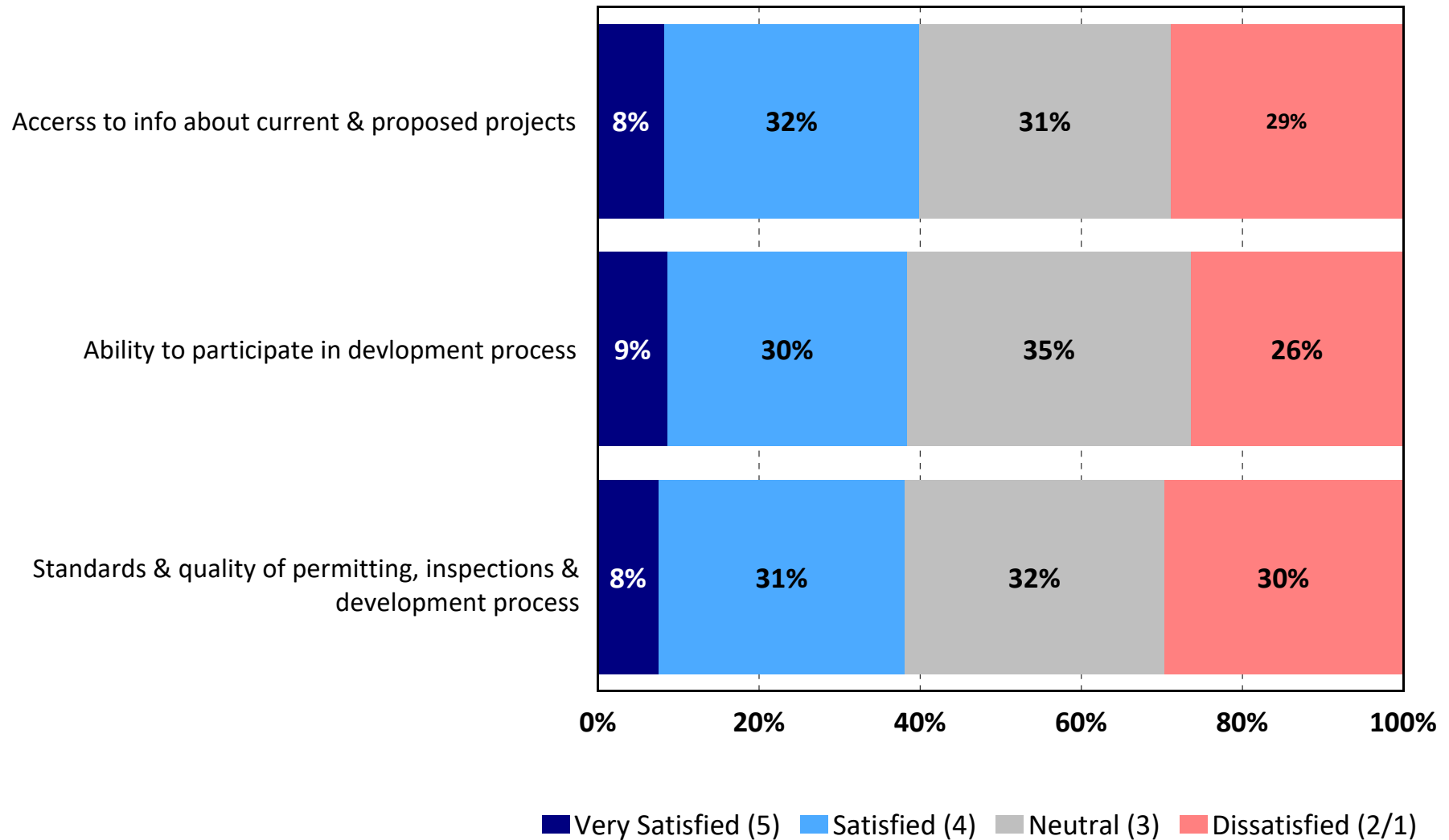
Q1. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



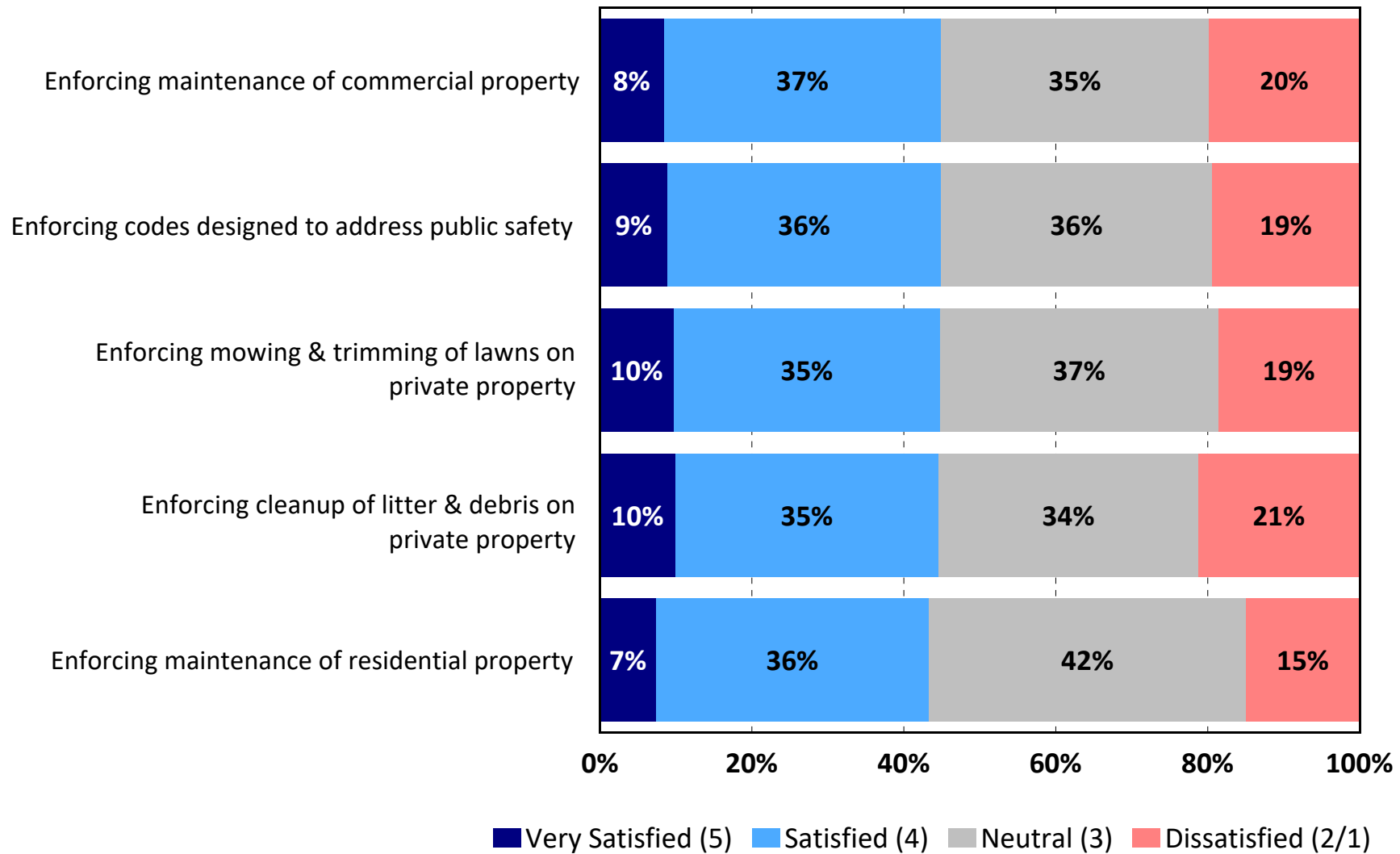
Q2. Satisfaction with Planning and Development

by percentage of respondents (excluding “don't know”)



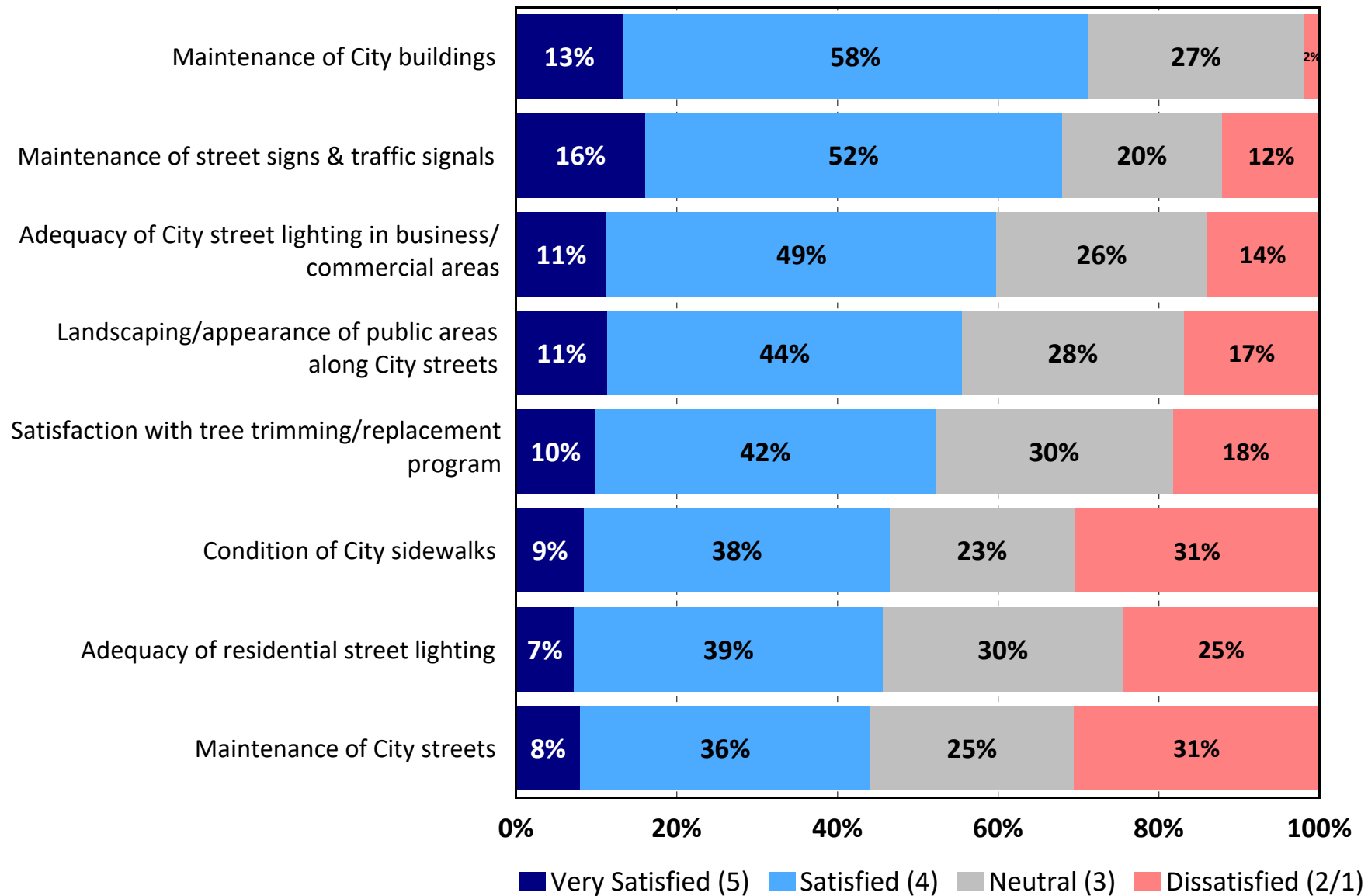
Q3. Satisfaction with Property Maintenance/ Code Enforcement

by percentage of respondents (excluding "don't know")



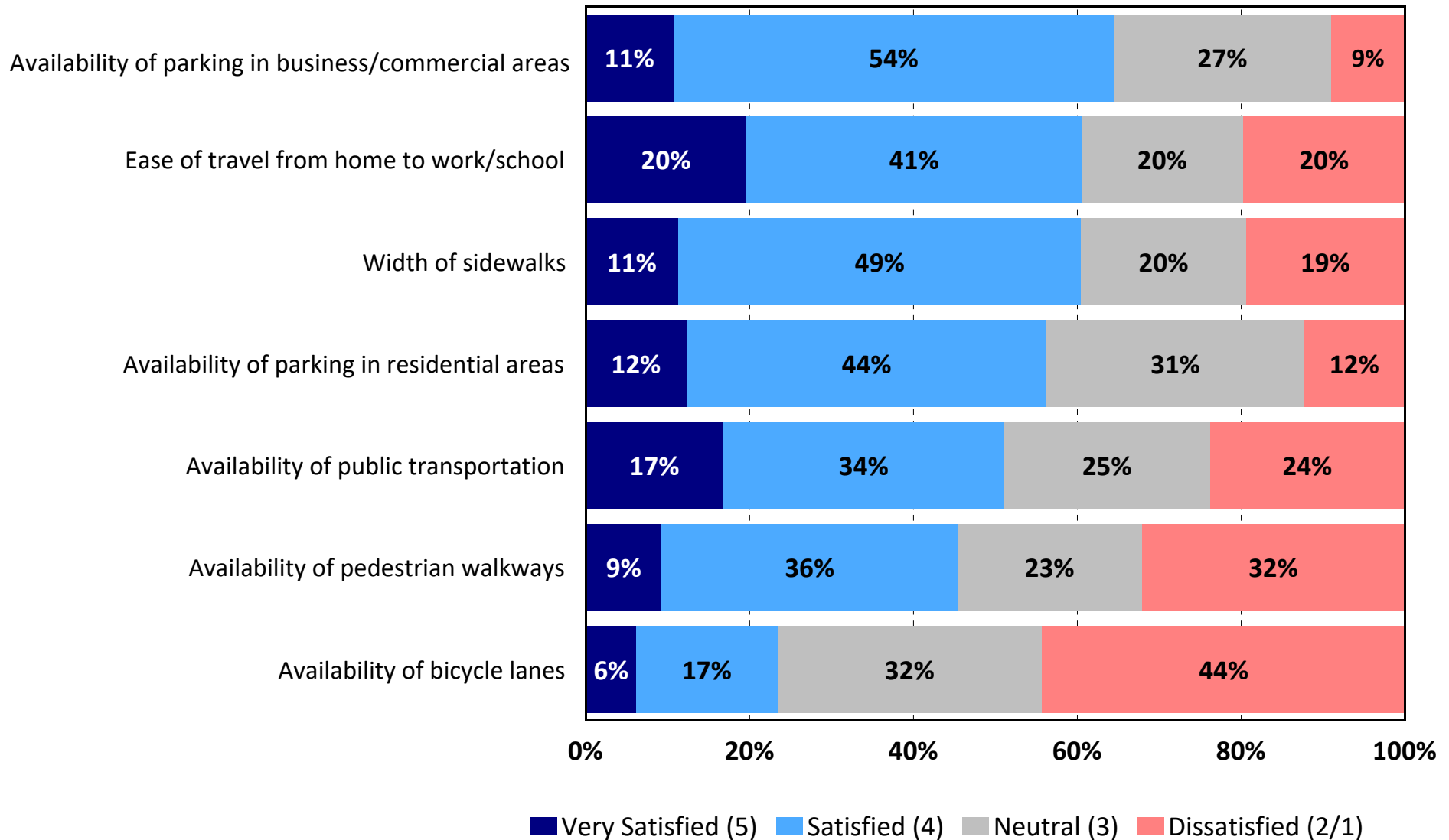
Q4. Satisfaction with City Maintenance/Public Works

by percentage of respondents (excluding don't knows)



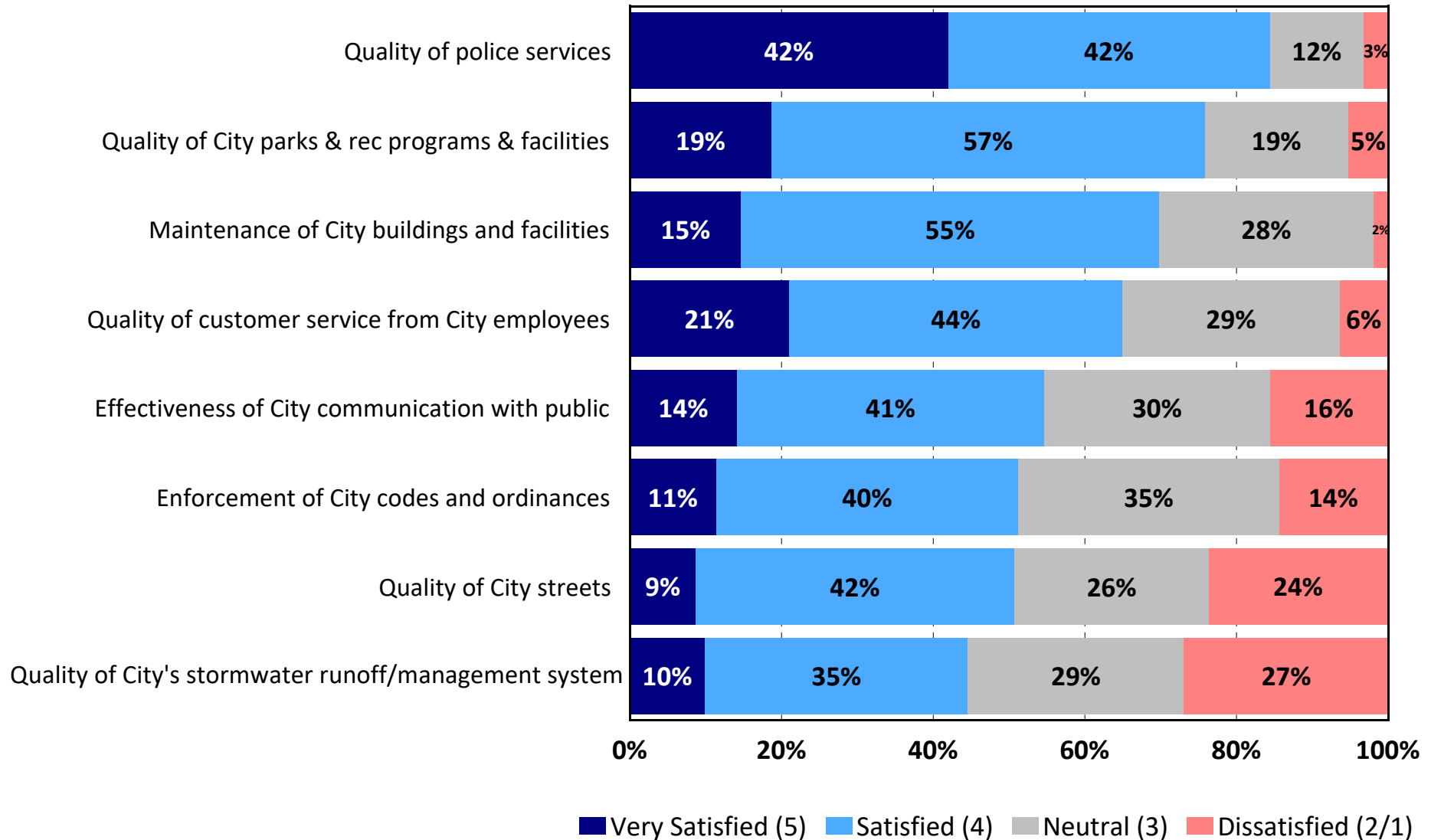
Q5. Satisfaction with Transportation

by percentage of respondents (excluding “don't know”)



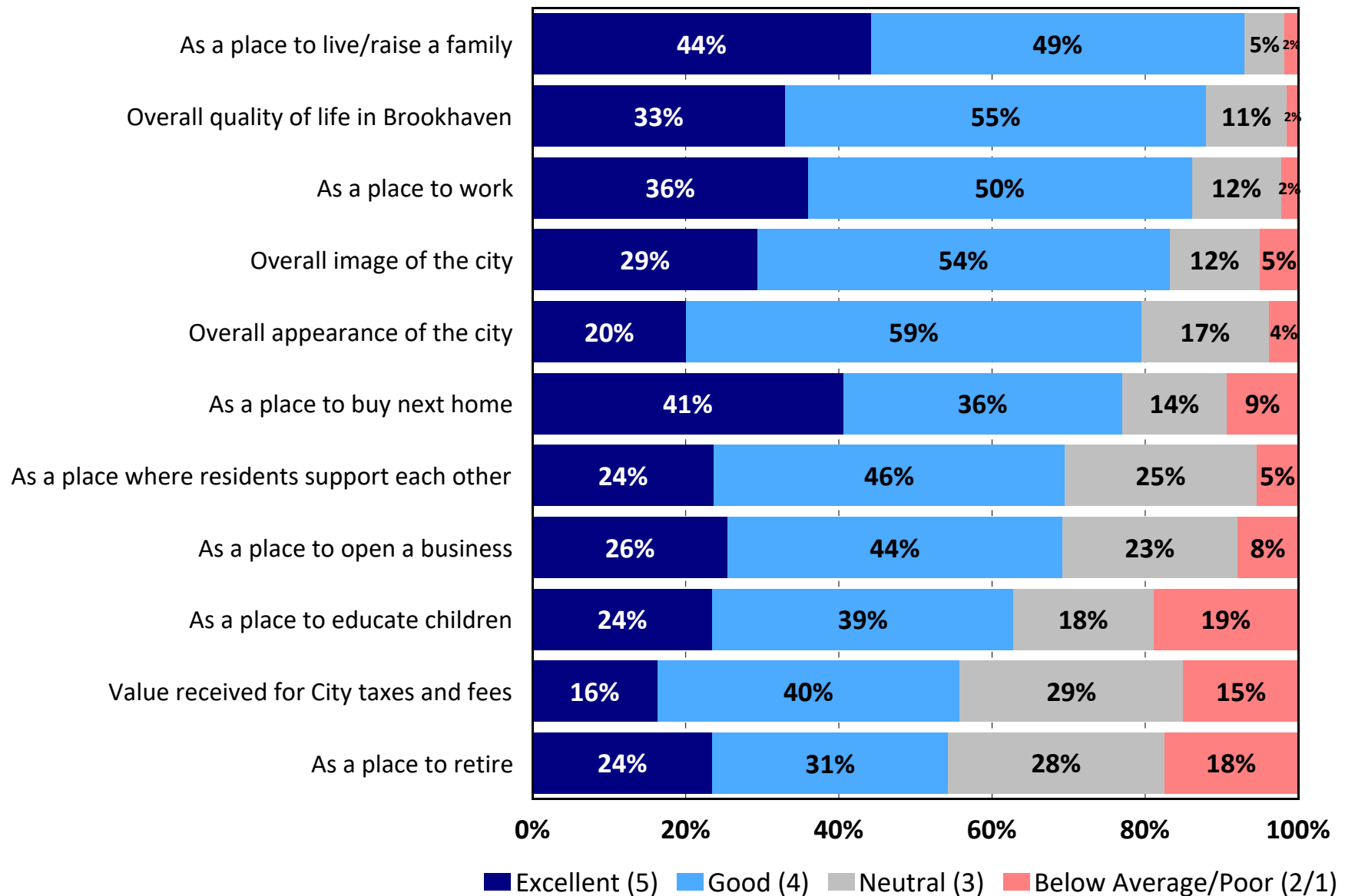
Q6. Satisfaction with Major Categories of City Services

by percentage of respondents (excluding "don't know")



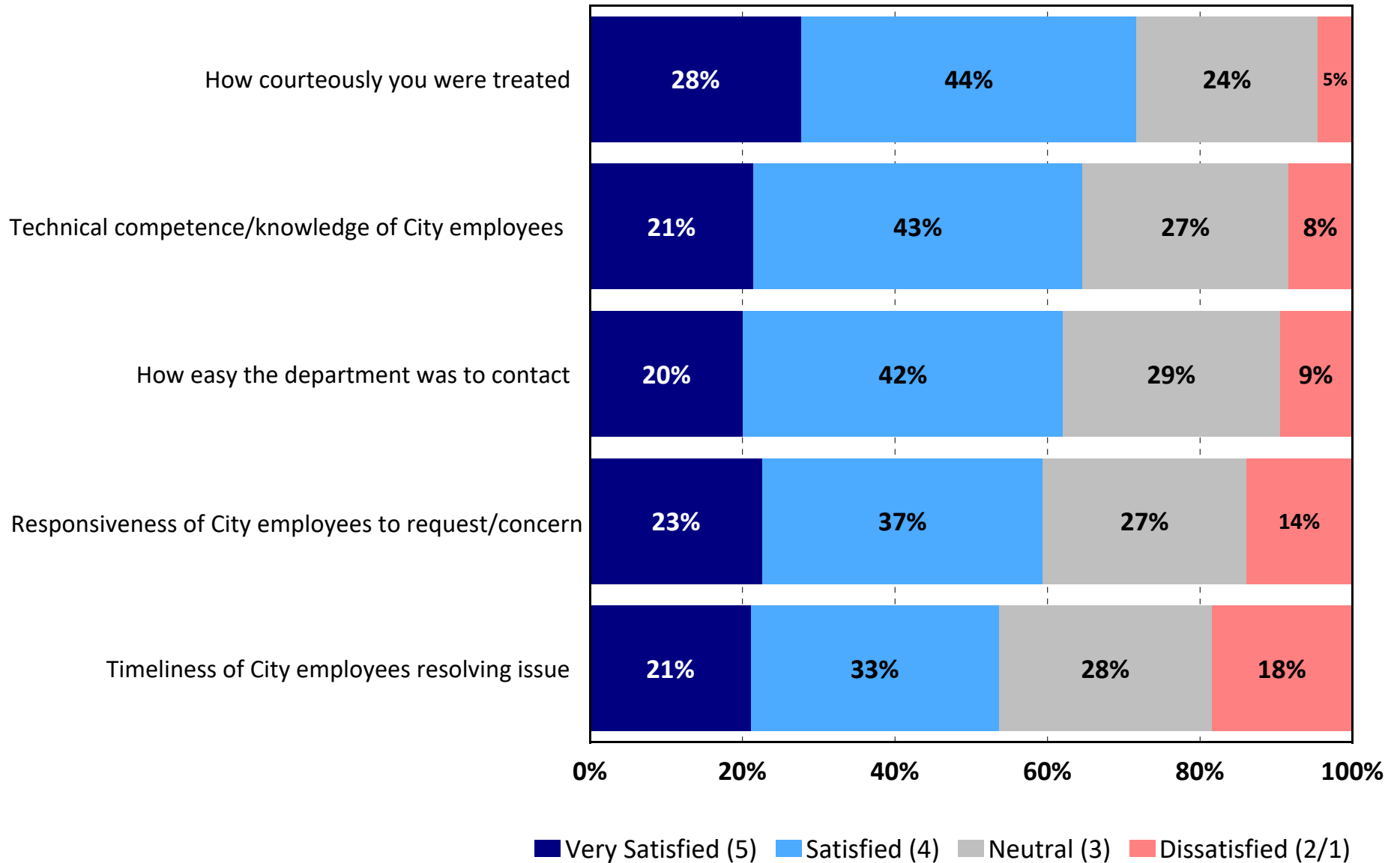
Q7. Ratings of the Quality of Life in Brookhaven

by percentage of respondents (excluding “don't know”)



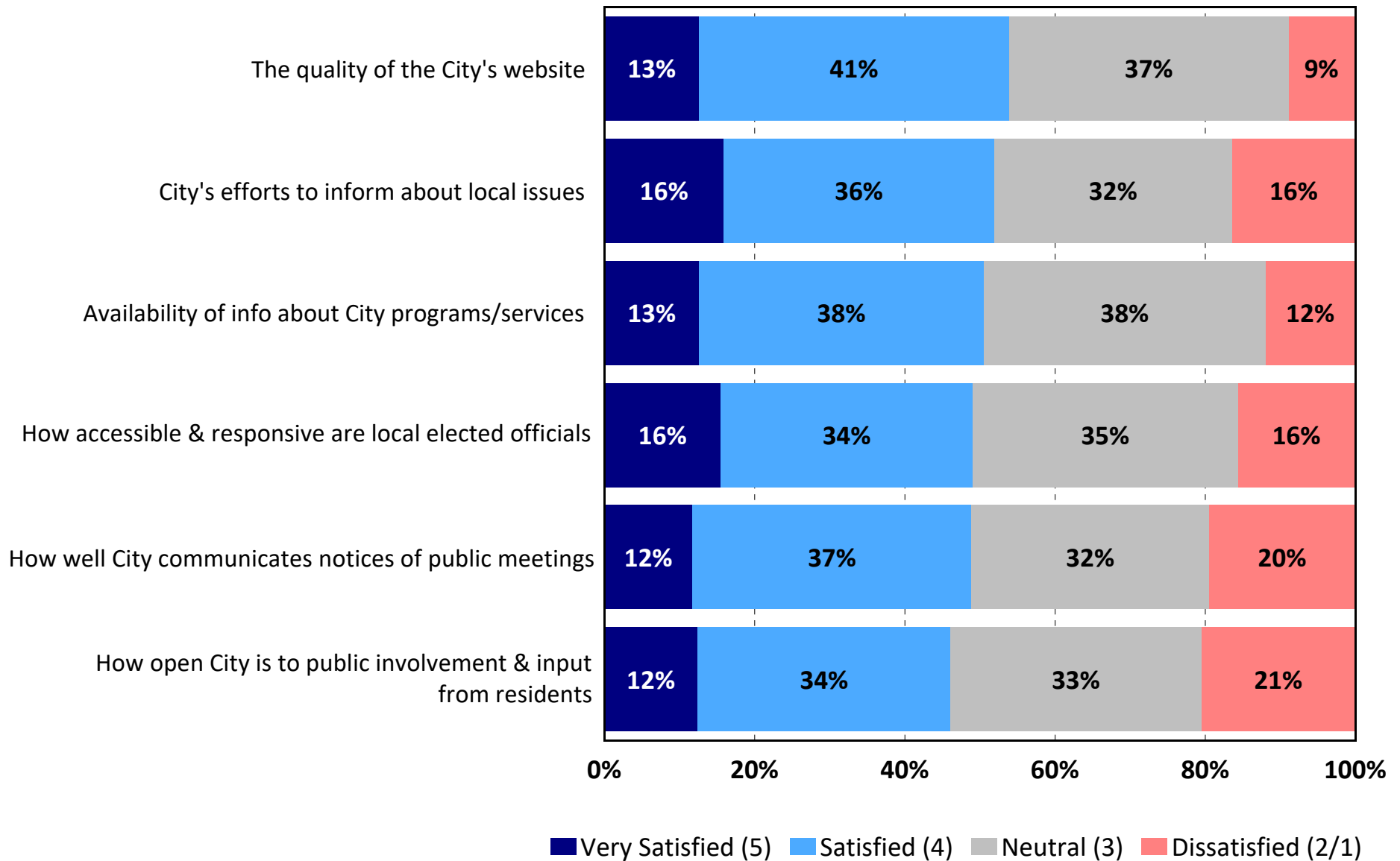
Q8. Satisfaction with Customer Service

by percentage of respondents (excluding “don't know”)



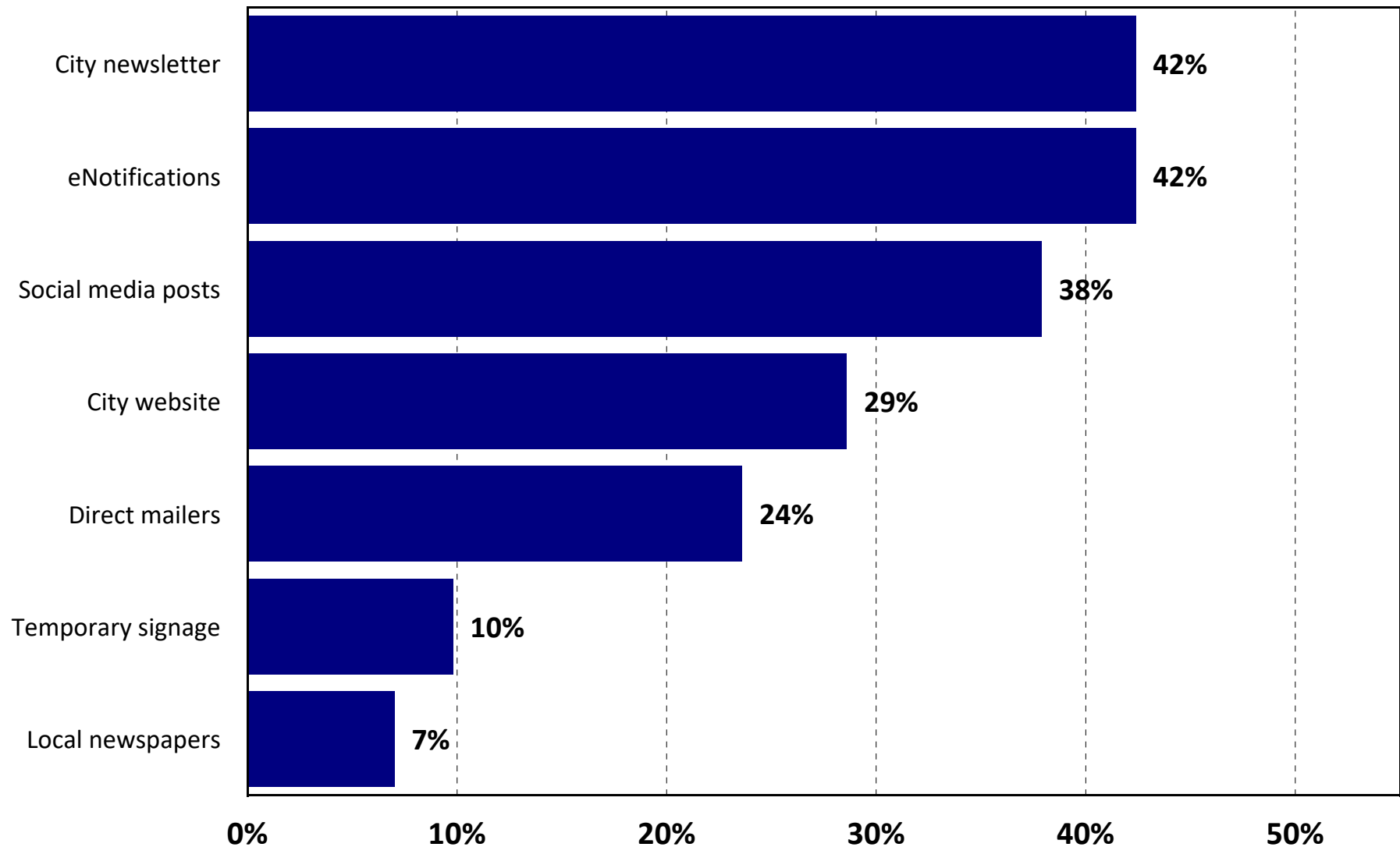
Q9. Satisfaction with City Communication

by percentage of respondents (excluding "don't know")



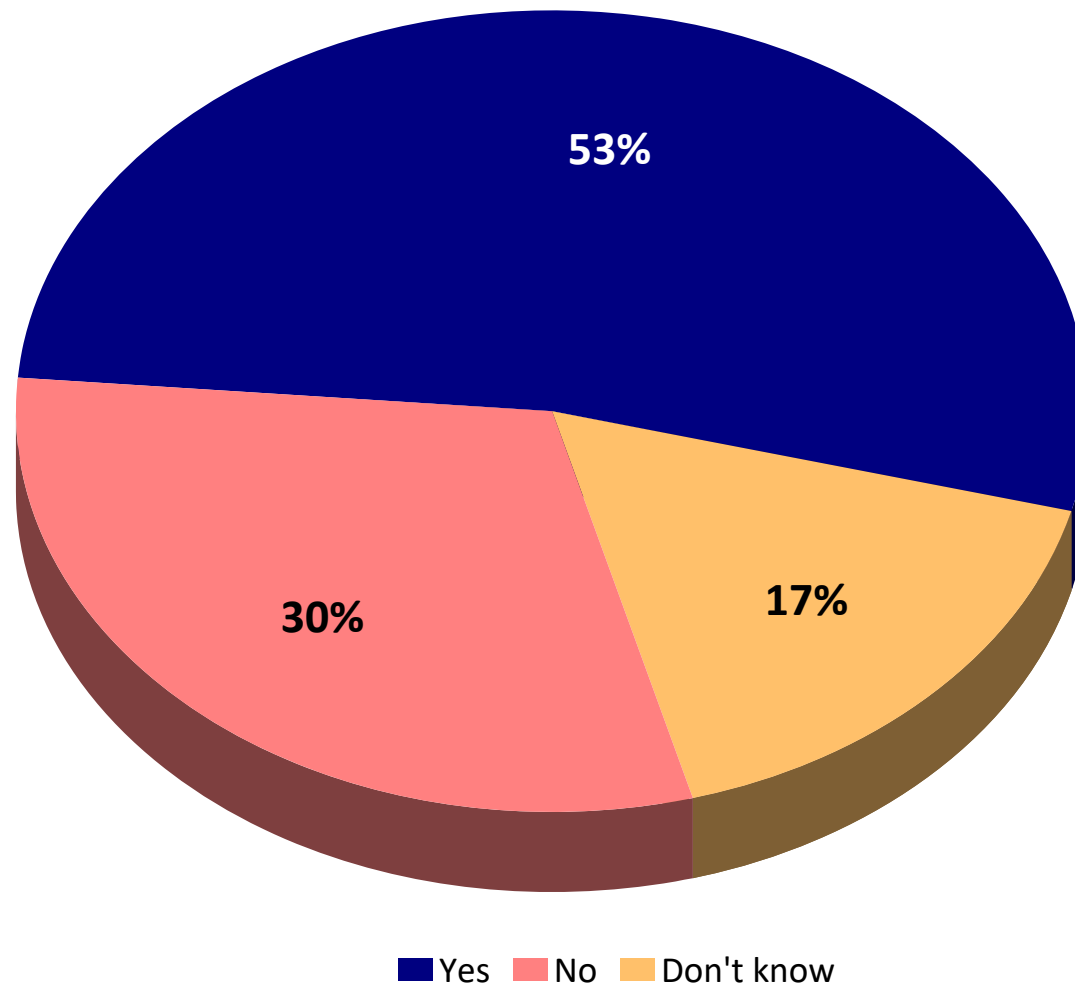
Q10. Preferred Methods of Communication

by percentage of respondents (up to two selections could be made)



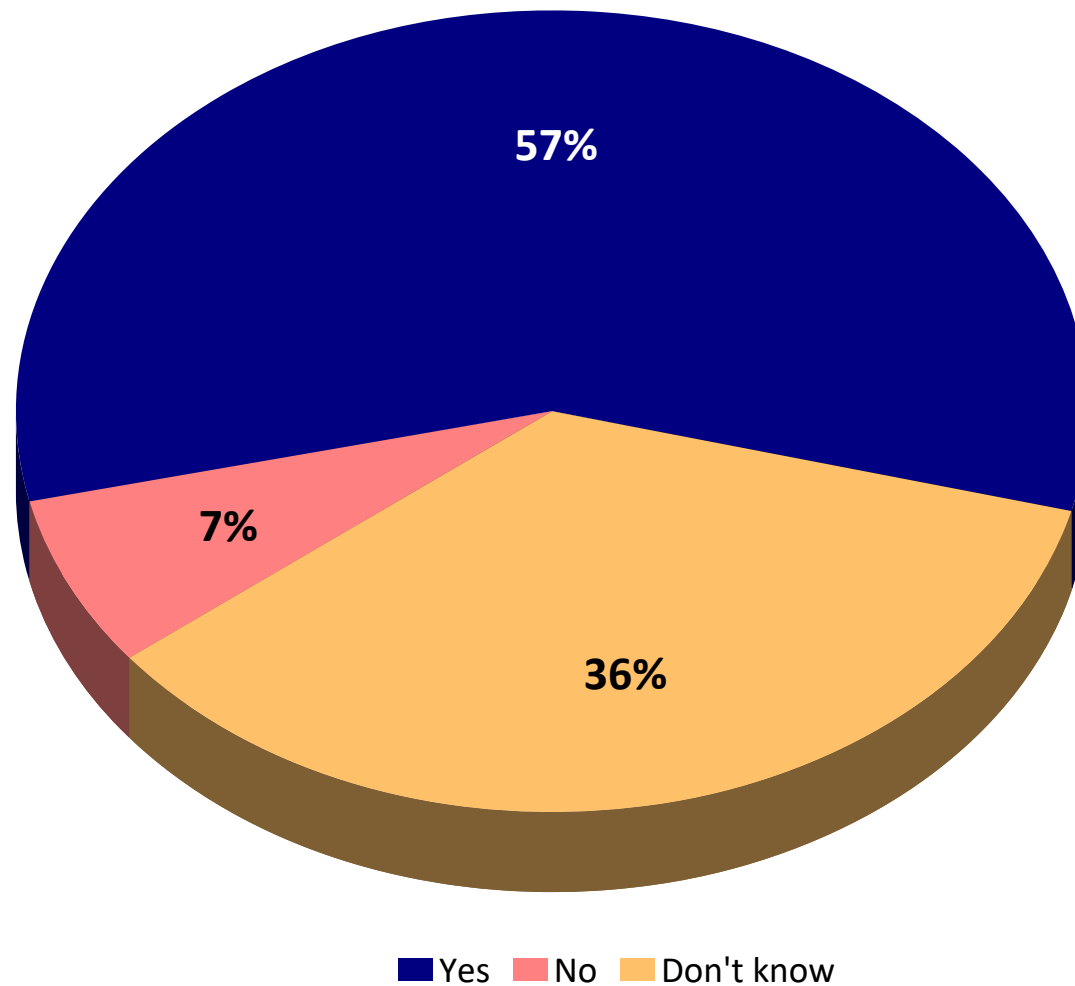
Q11. Do you agree with the following statement? *“I am informed about the services being provided and the activities taking place in the City of Brookhaven.”*

by percentage of respondents



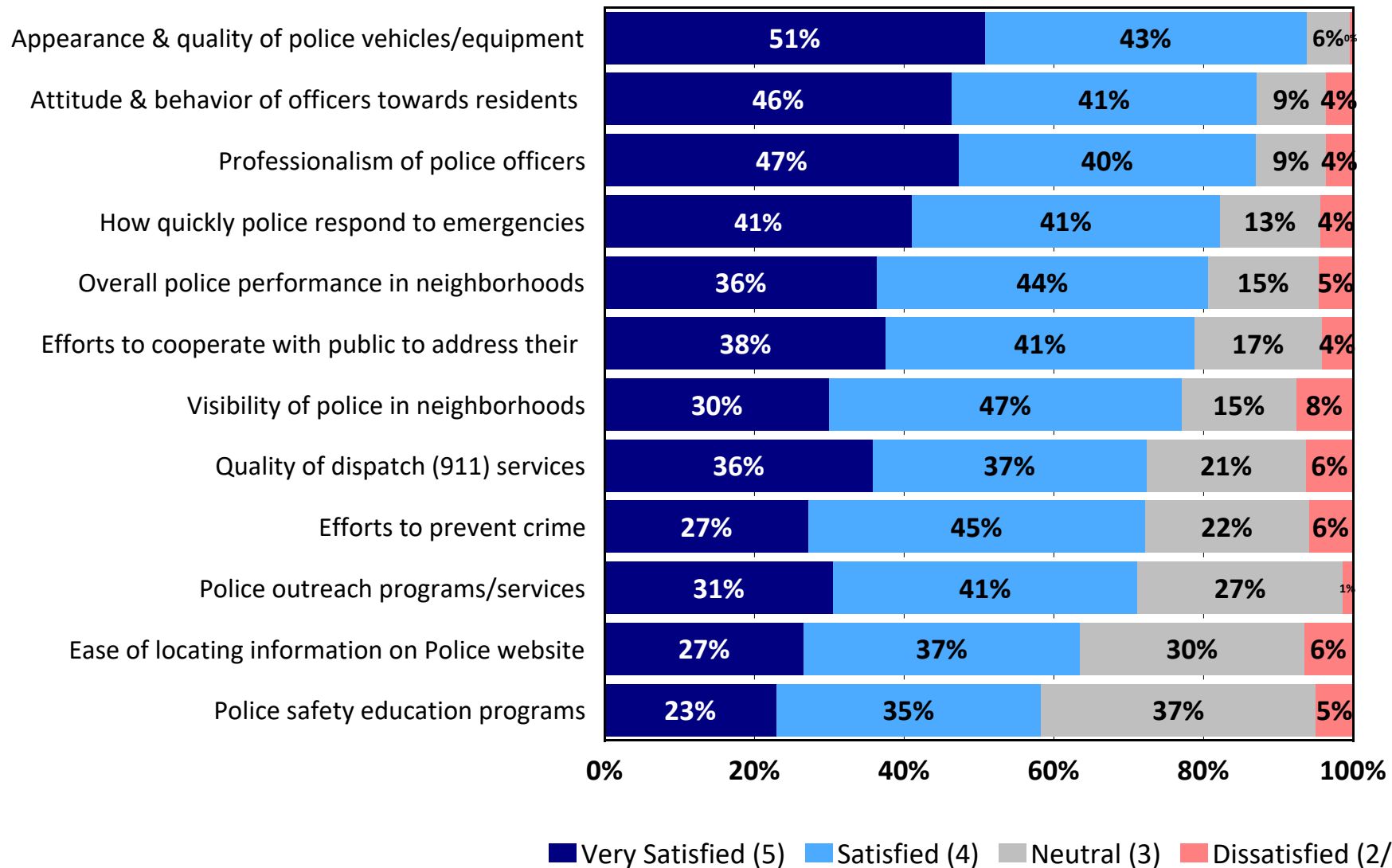
Q12. Do you agree with the following statement? *“When interacting with the City of Brookhaven, I receive the information I need and am treated with respect.”*

by percentage of respondents



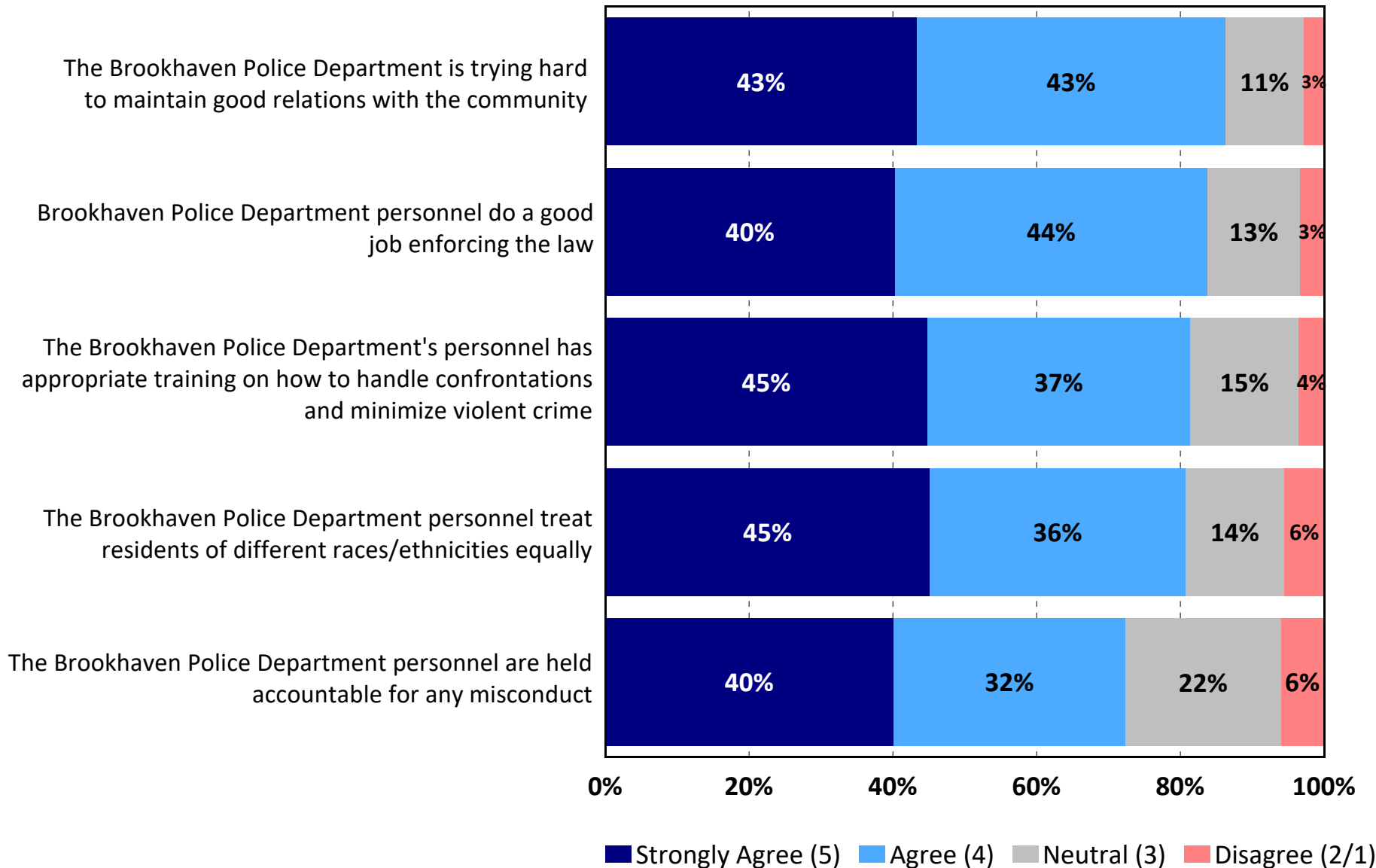
Q13. Satisfaction with Brookhaven Police

by percentage of respondents (excluding "don't know")



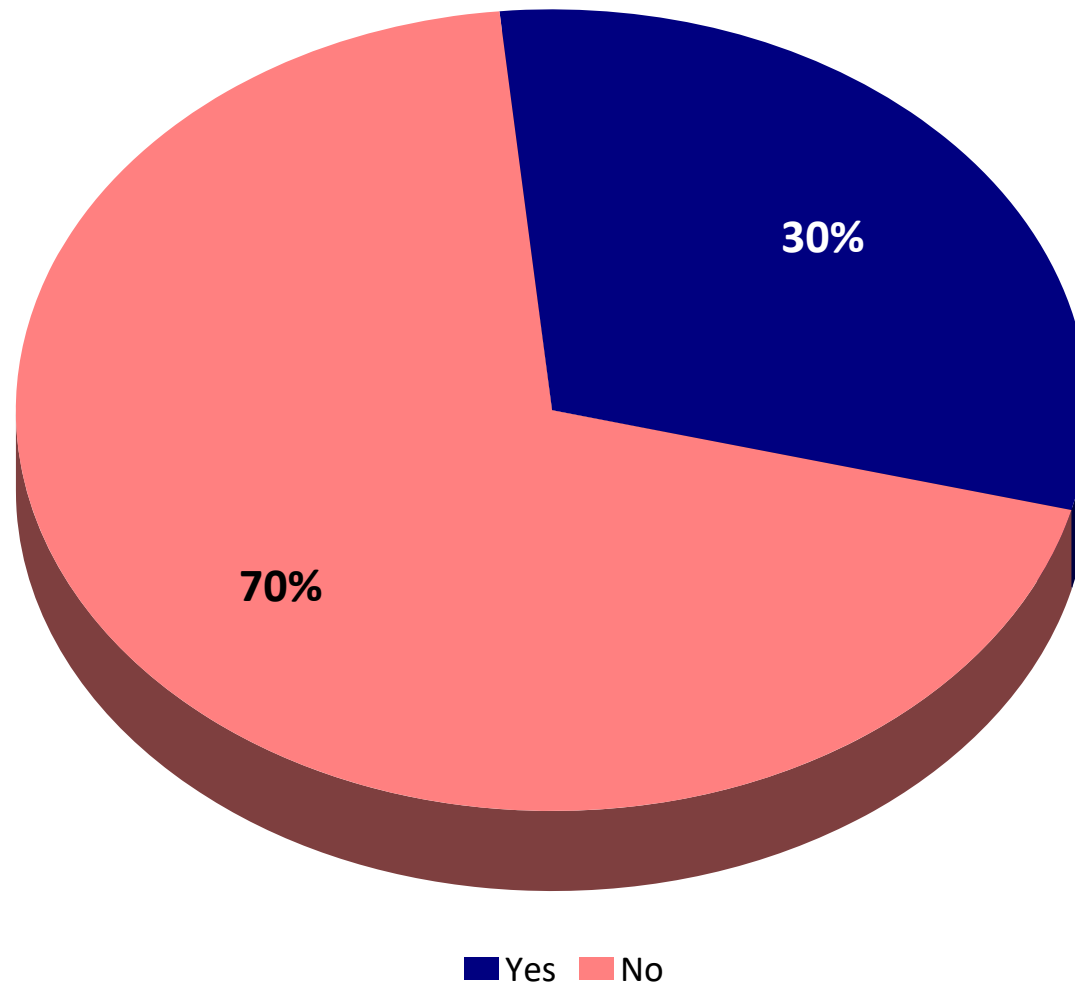
Q14. Agreement with the Following Statements Related to the Brookhaven Police Department

by percentage of respondents (excluding "don't know")



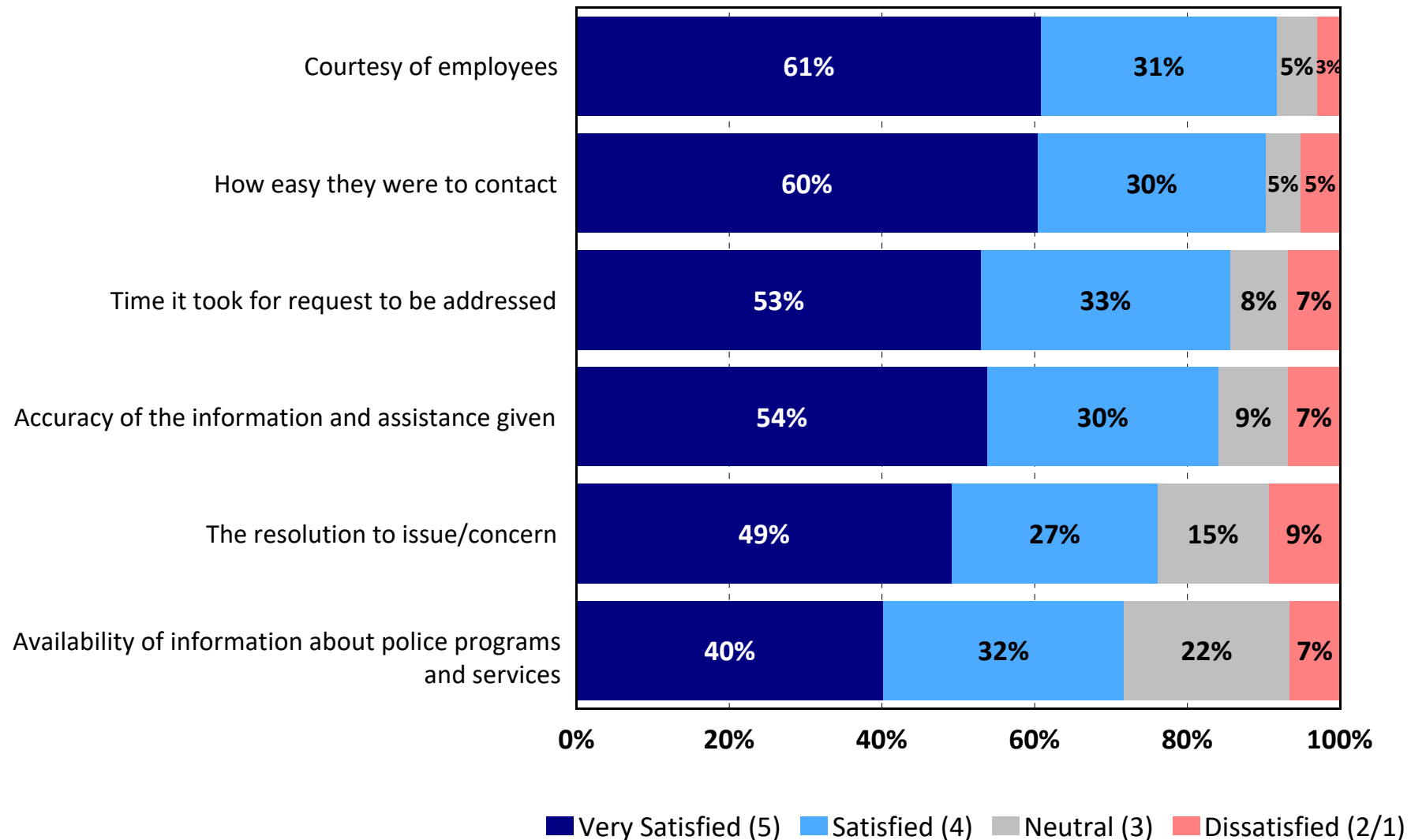
Q15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department?

by percentage of respondents



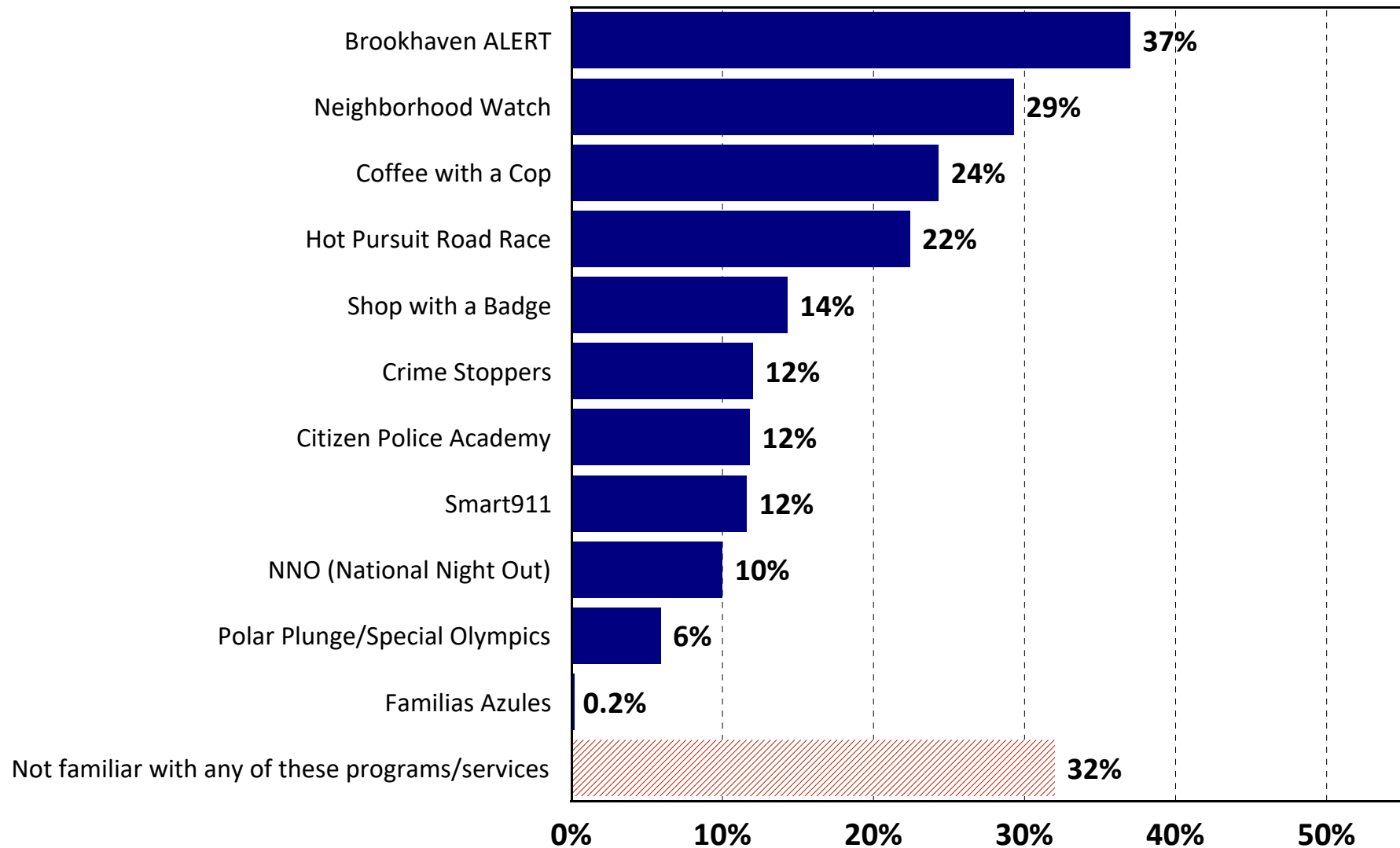
Q15a. Satisfaction with Brookhaven Police Department Employees With Regard to Each of the Following

by percentage of respondents who have contacted the Brookhaven Police Department during the past year
(excluding "don't know")



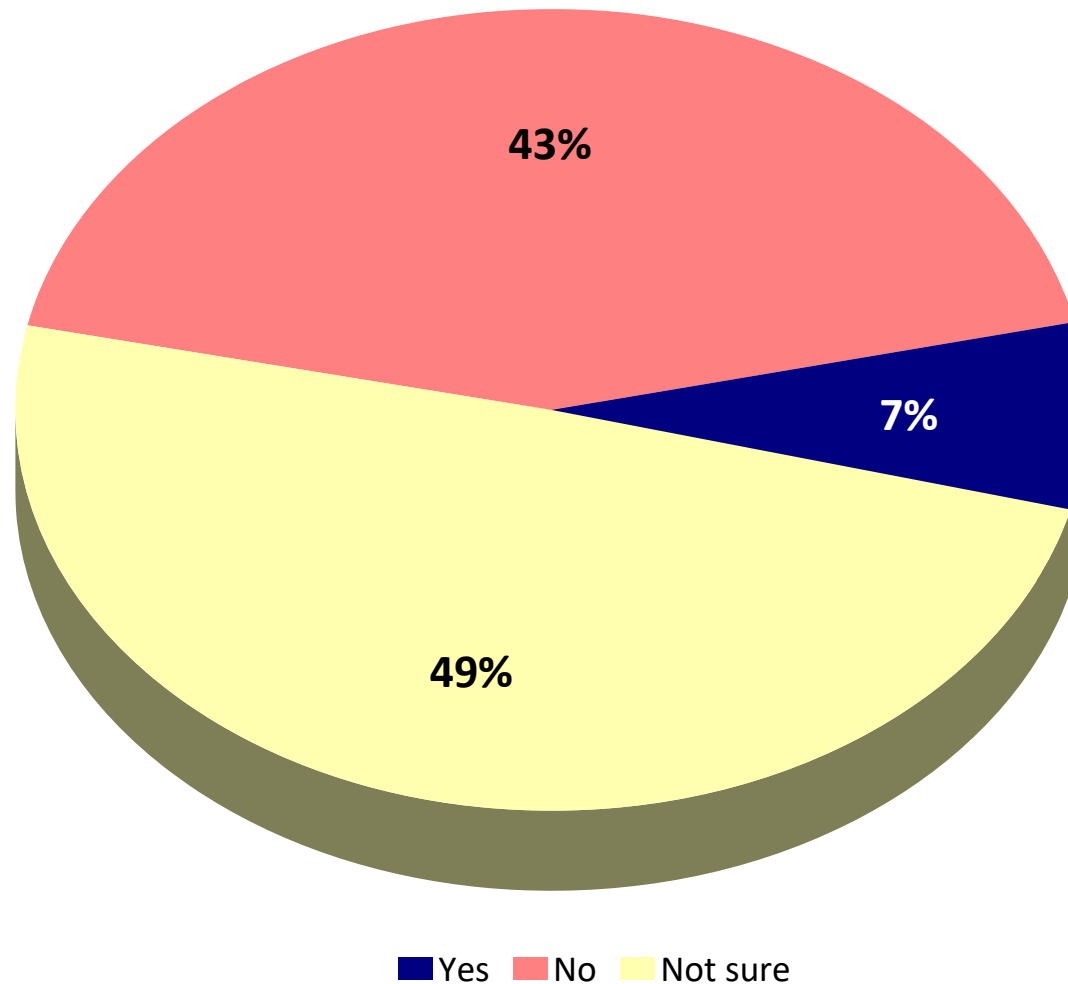
Q16. Familiarity with the Following Police Community Outreach Programs/Services

by percentage of respondents (multiple selections could be made)



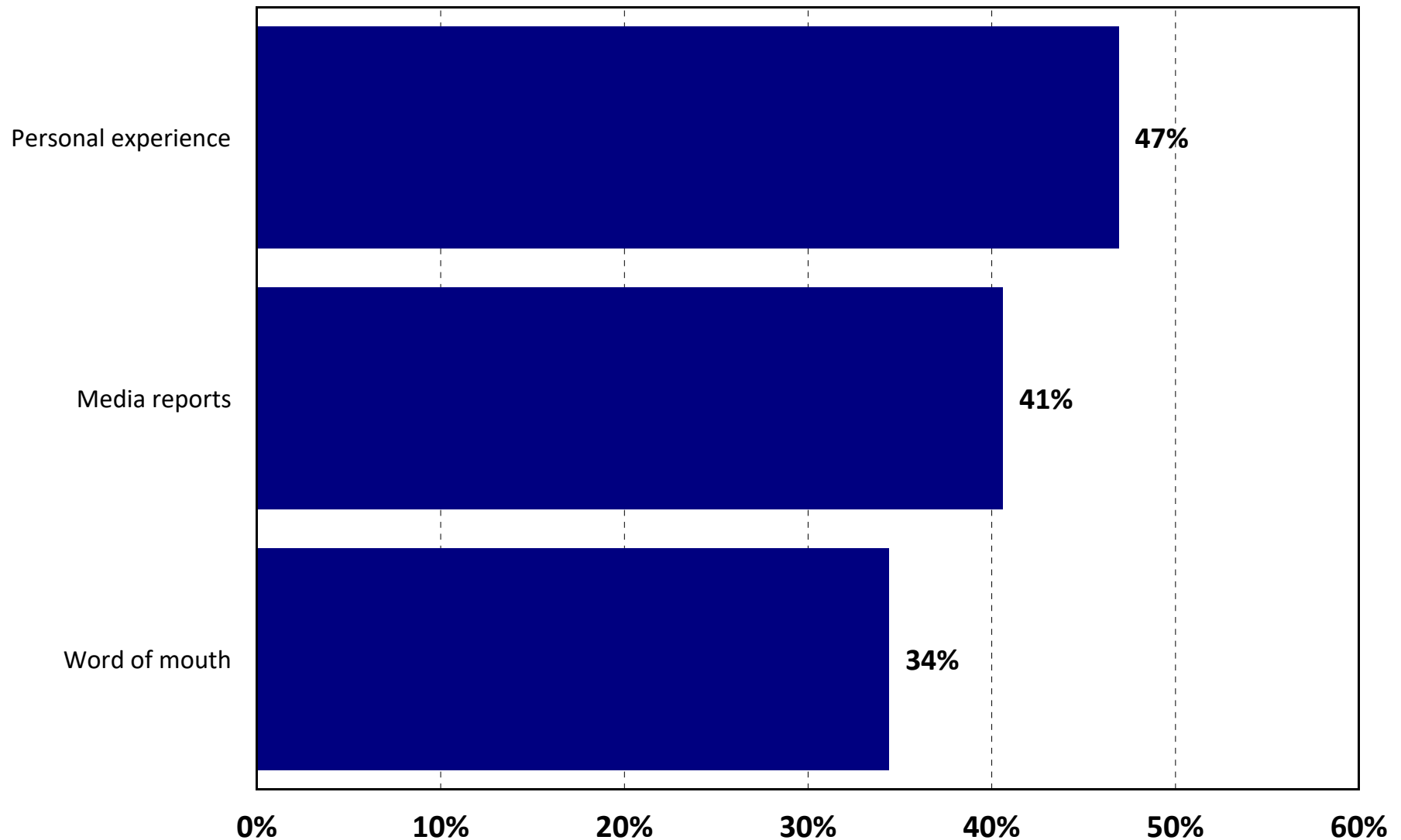
Q17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

by percentage of respondents



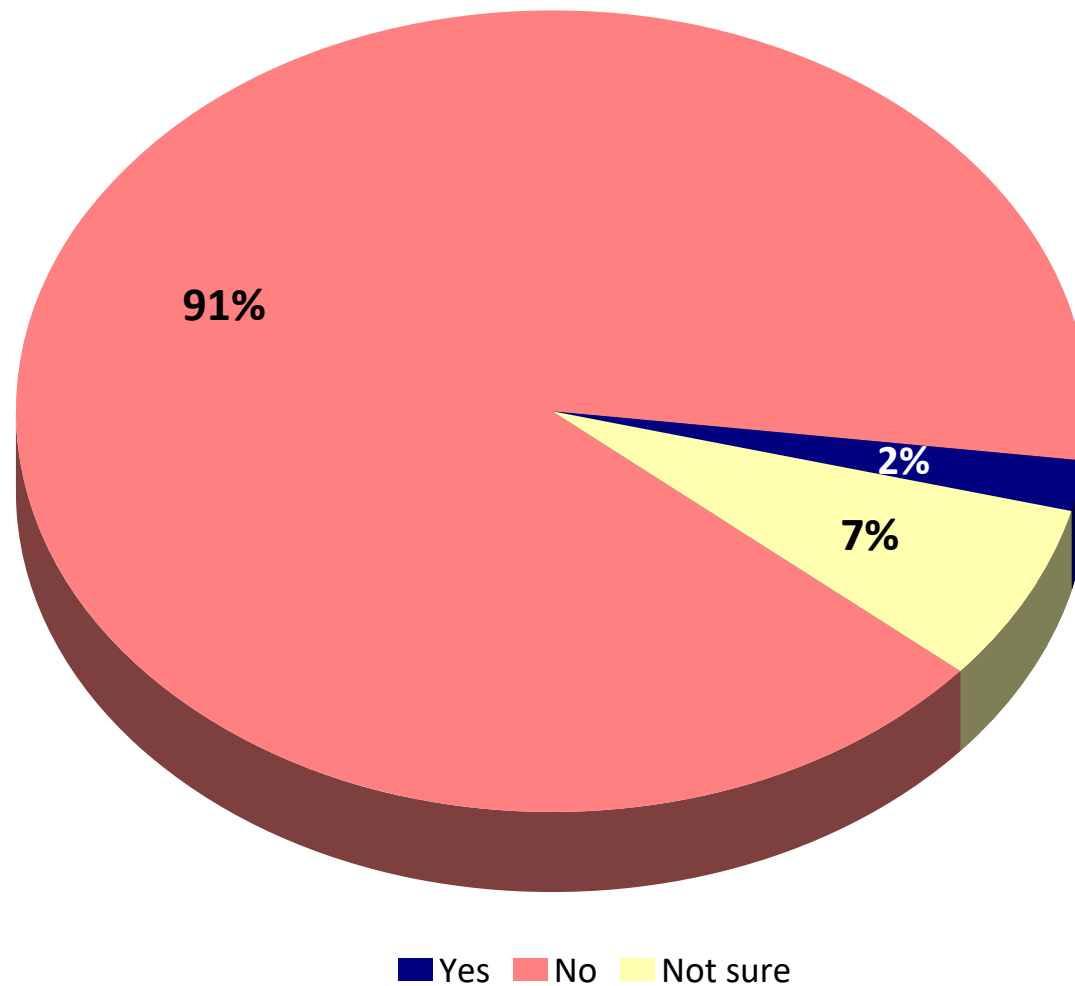
Q17a. Reasons for Having This View

by percentage of respondents who answered “yes” to Question 17 (multiple selections could be made)



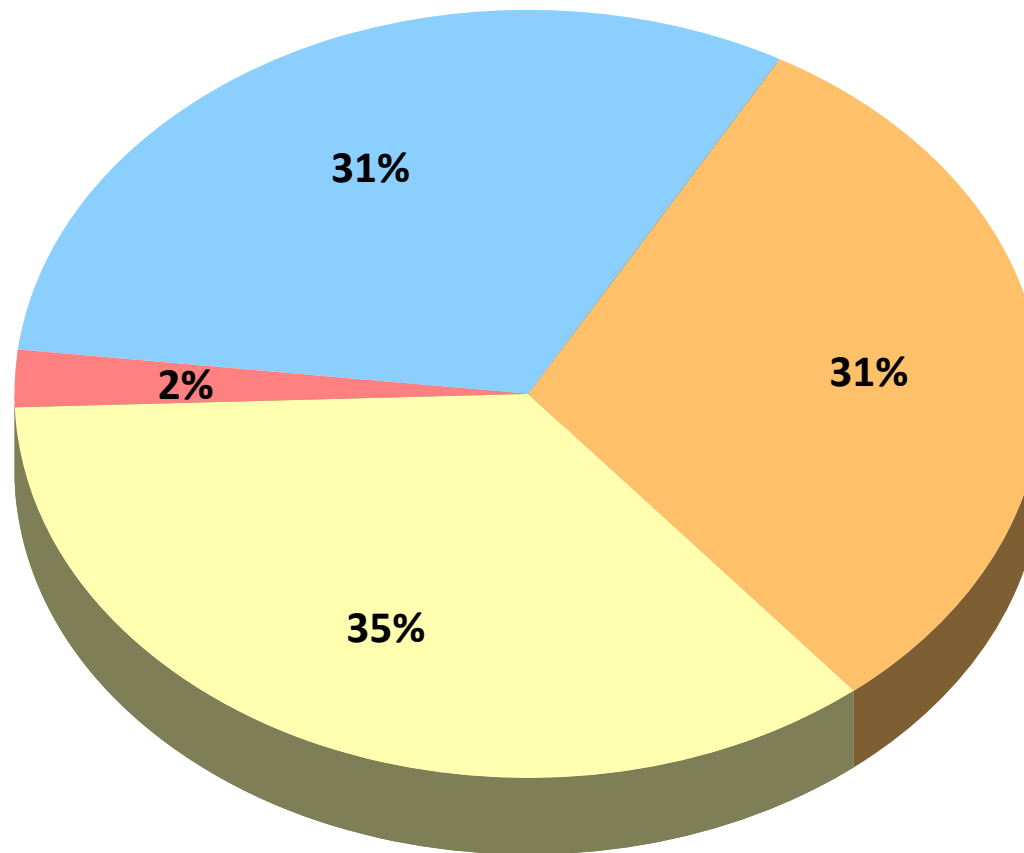
Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?

by percentage of respondents



Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?

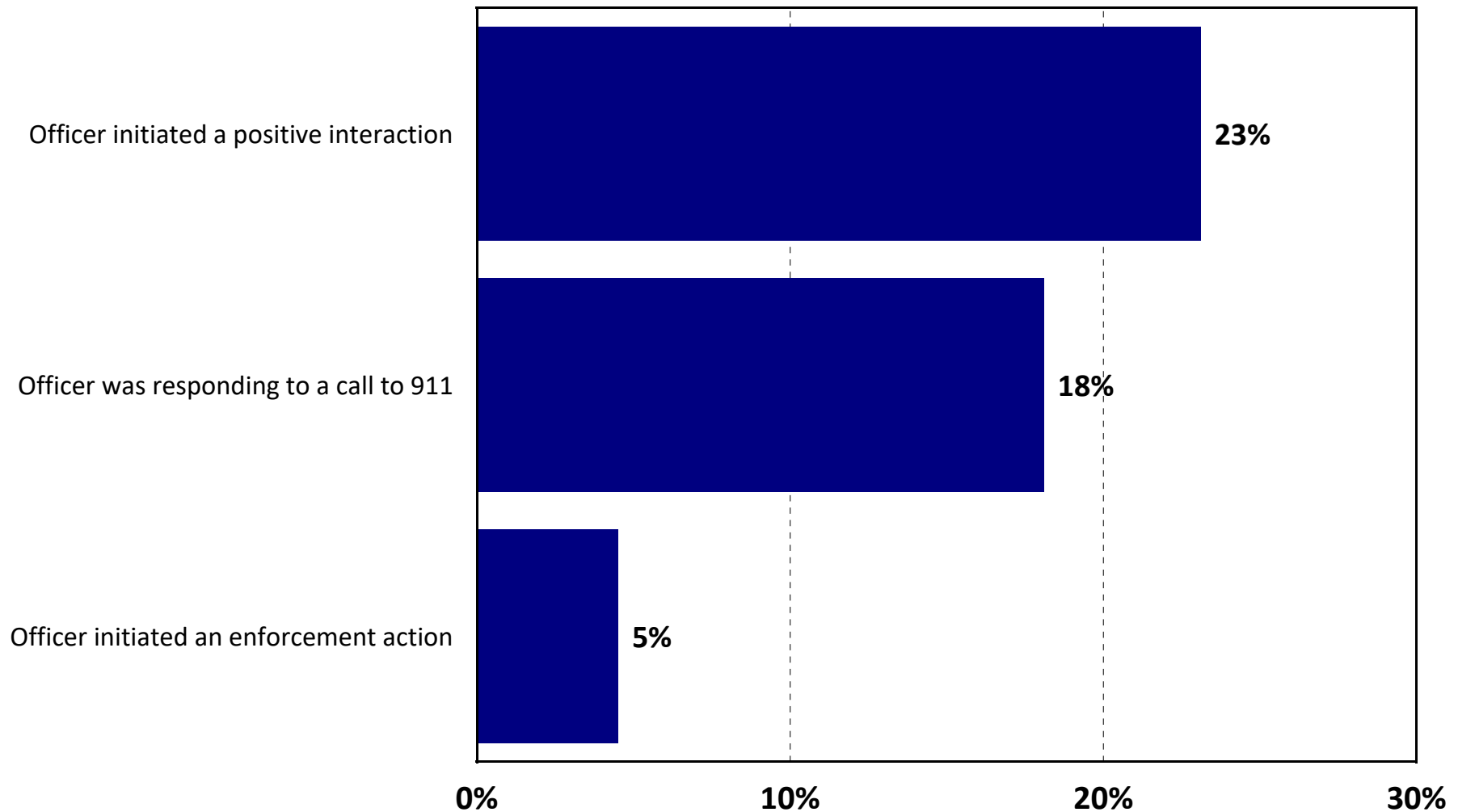
by percentage of respondents



Stay about the same Get worse Not sure Not provided

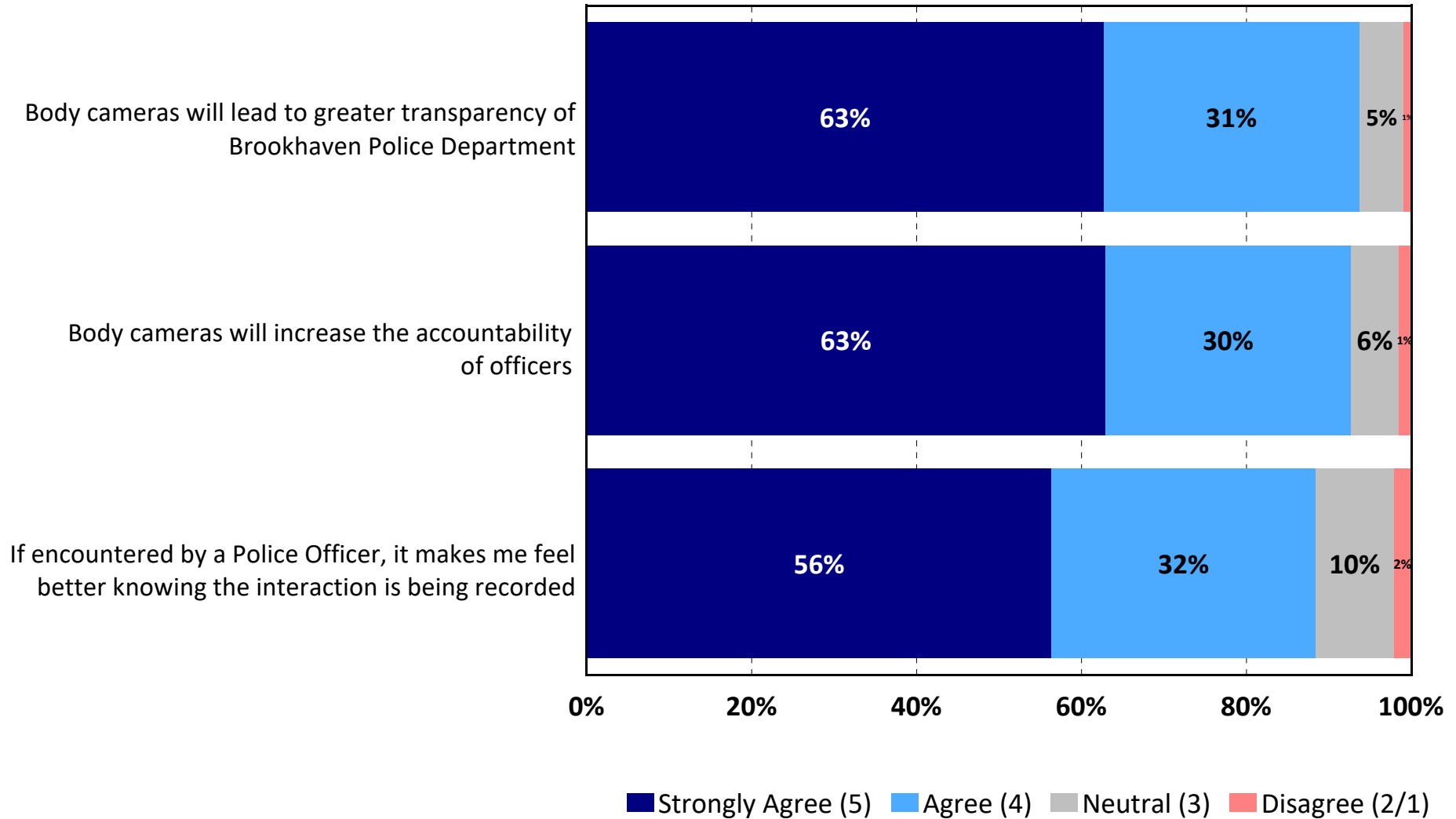
Q20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons

by percentage of respondents (multiple selections could be made)



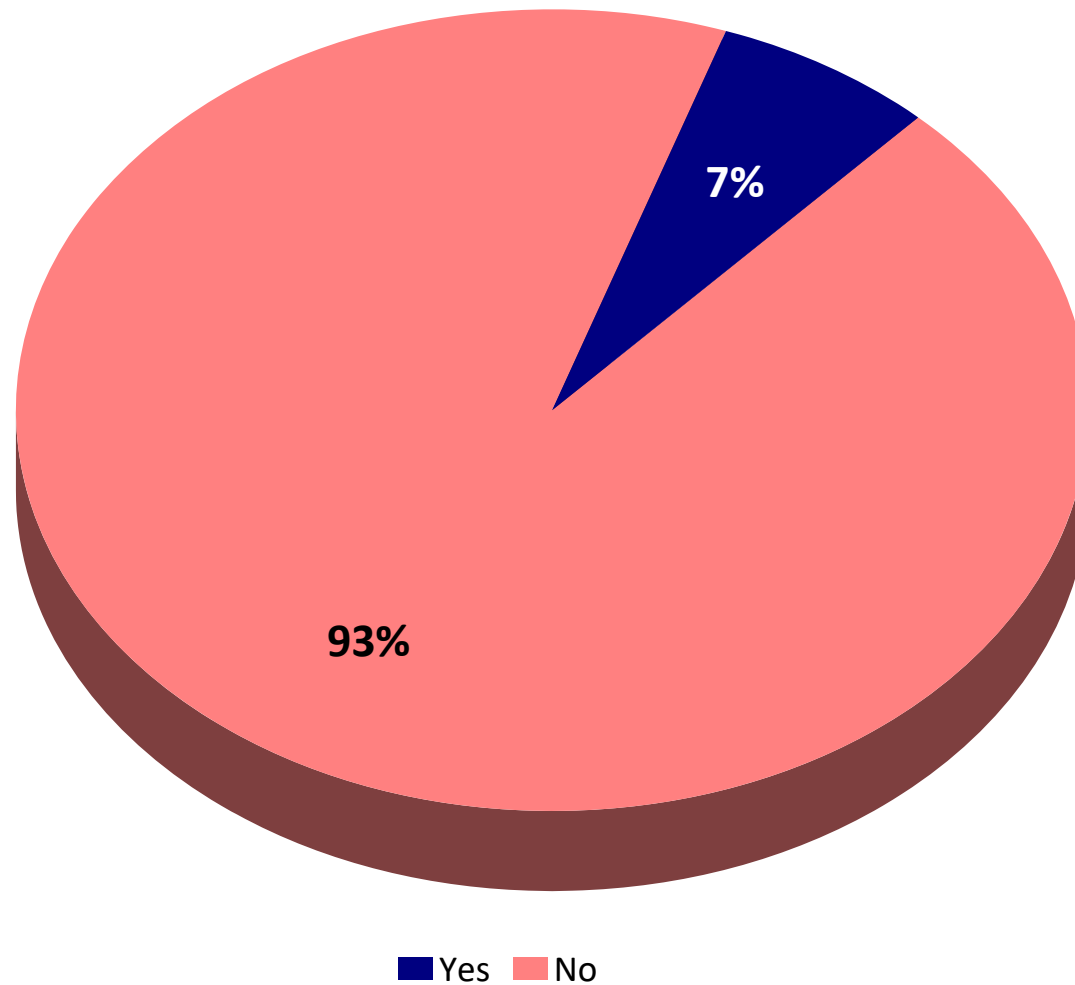
Q21. Agreement with the Following Statements Regarding Body Cameras Worn by Brookhaven Police Officers

by percentage of respondents (excluding "don't know")



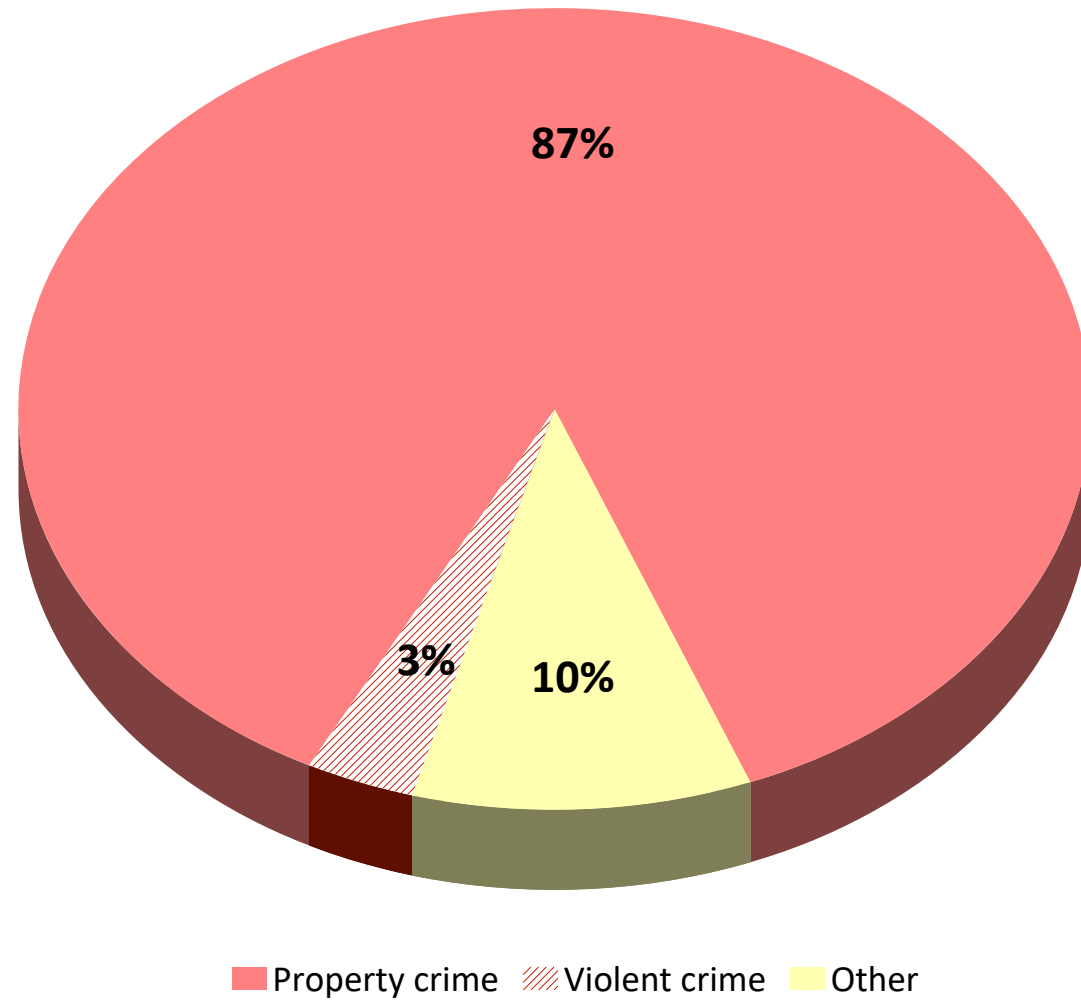
Q22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?

by percentage of respondents



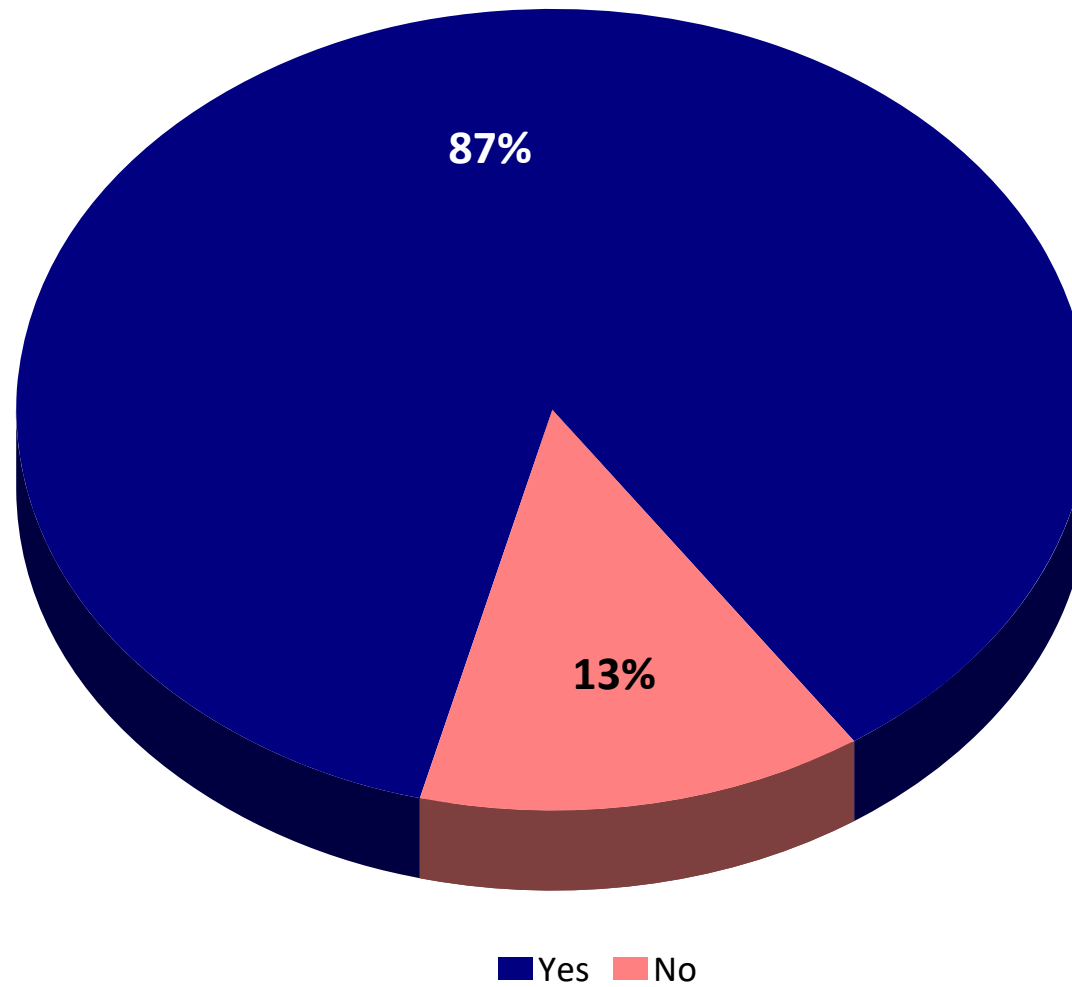
Q22a. What type of crime?

by percentage of respondents who answered "yes" to Question 22



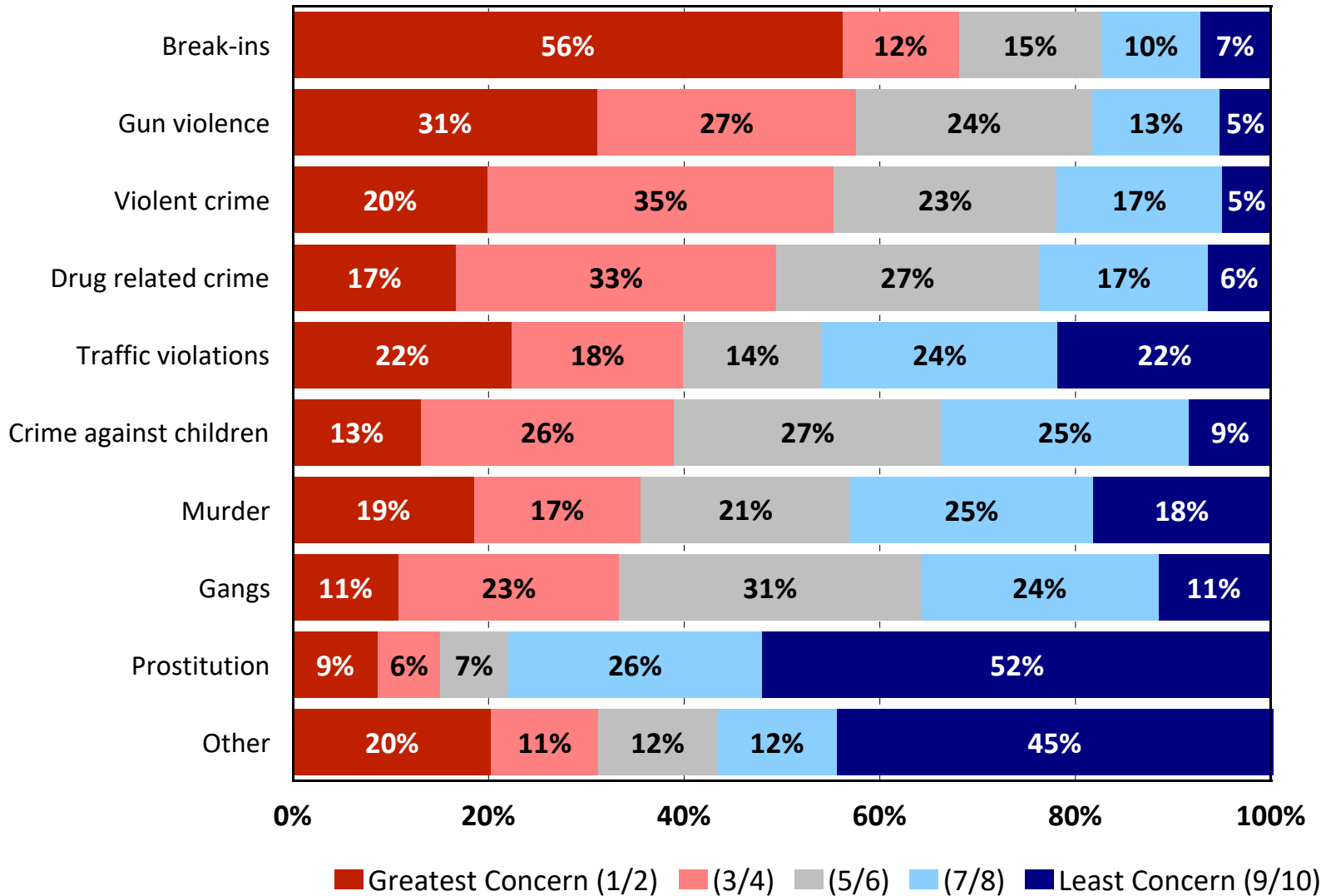
Q22b. Did you report the crime to the police?

by percentage of respondents who answered "yes" to Question 22



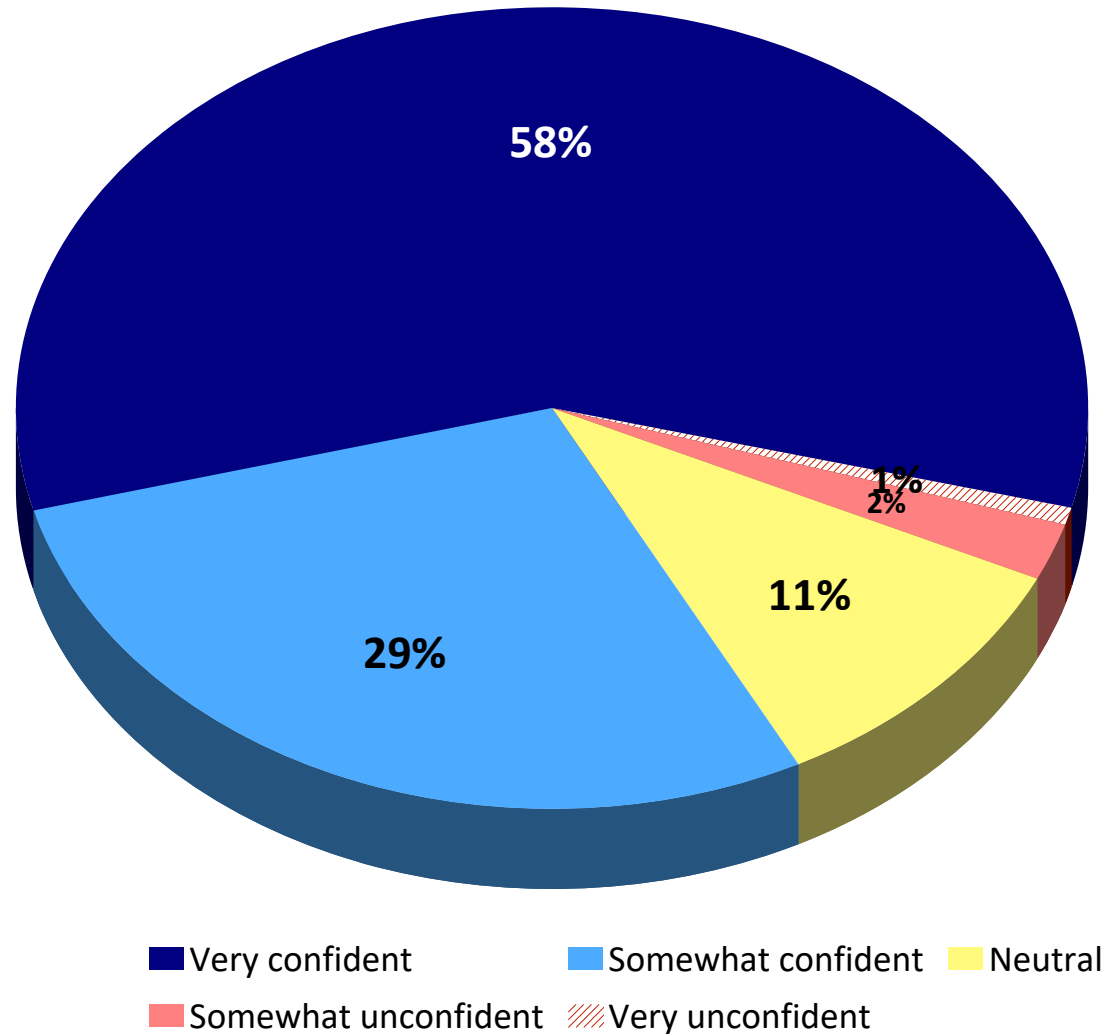
Q23. Perceived Levels of Concern for the City of Brookhaven in the Following Areas

by percentage of respondents (excluding “not provided”)



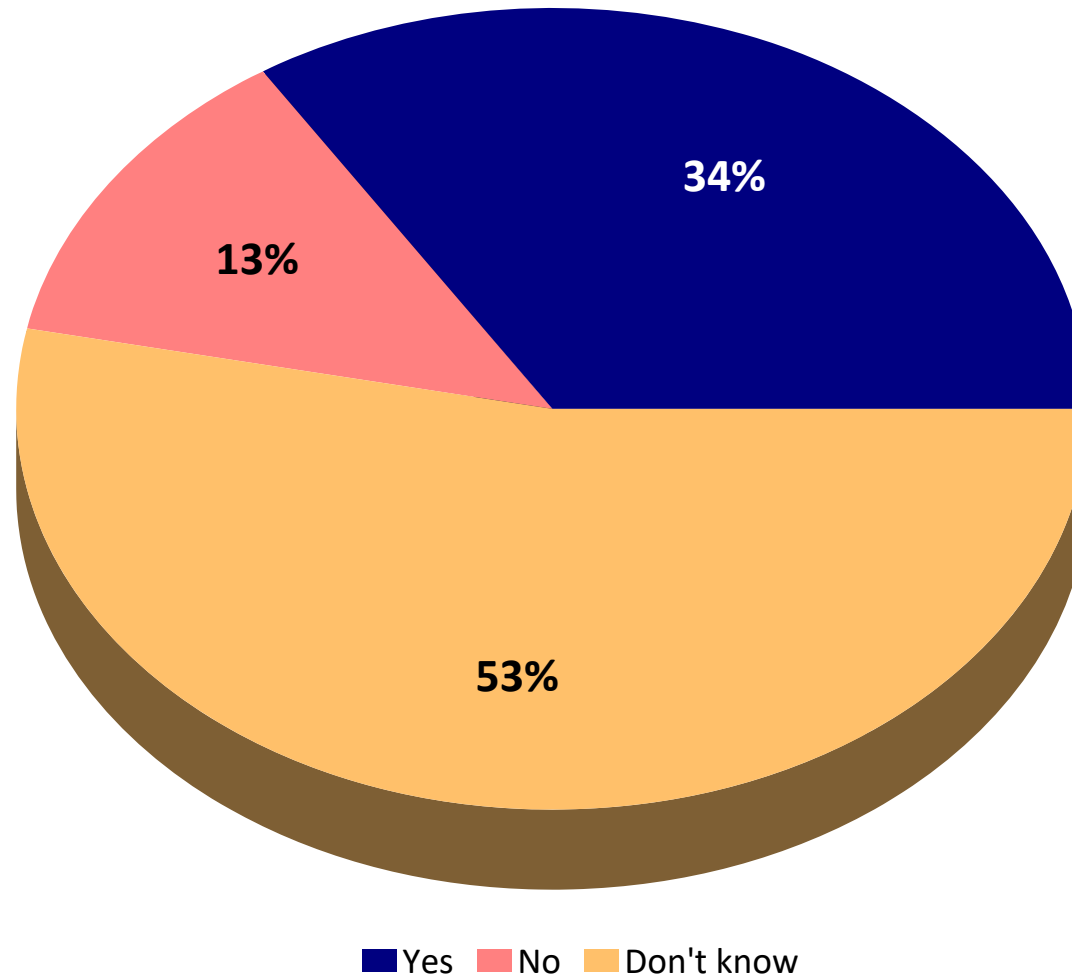
Q24. Overall, how much confidence do you have in Brookhaven police officers?

by percentage of respondents (excluding “not provided”)



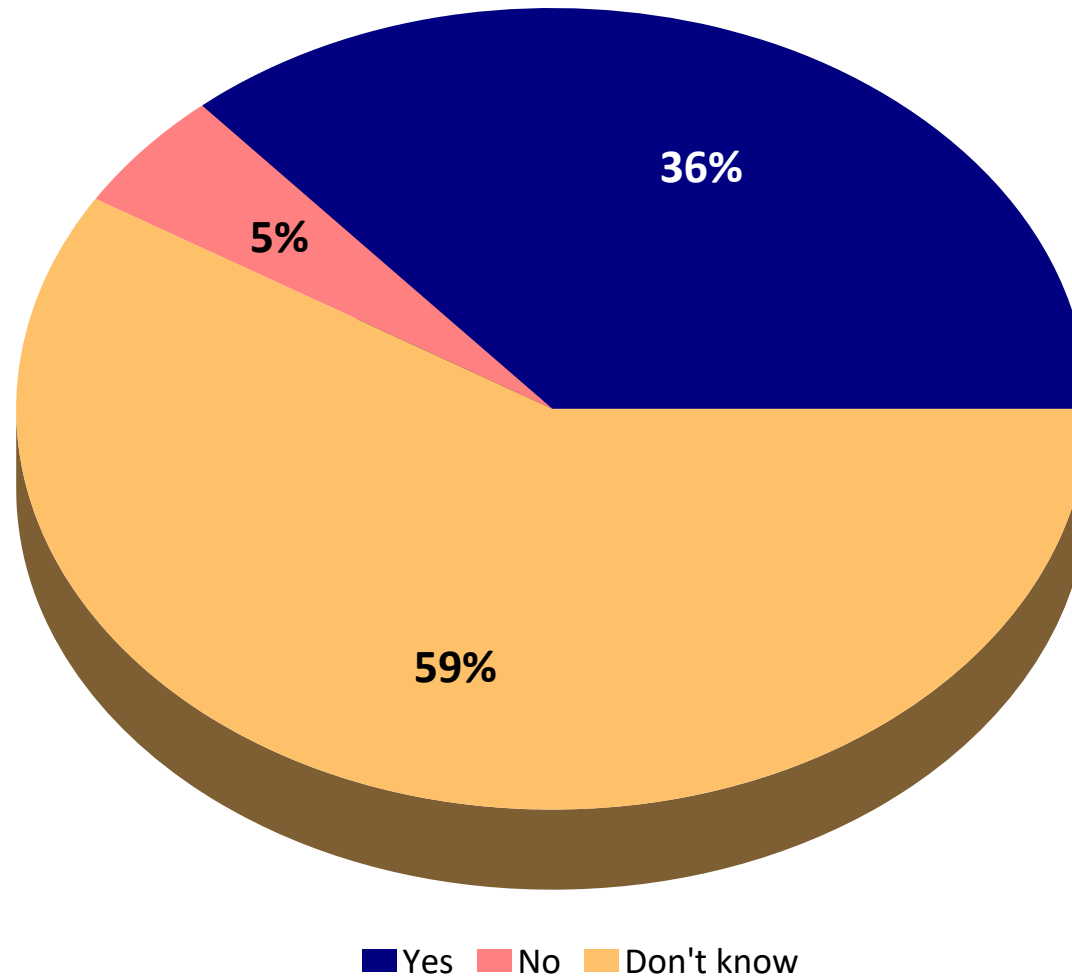
Q25. Do you think that Brookhaven has enough police officers?

by percentage of respondents



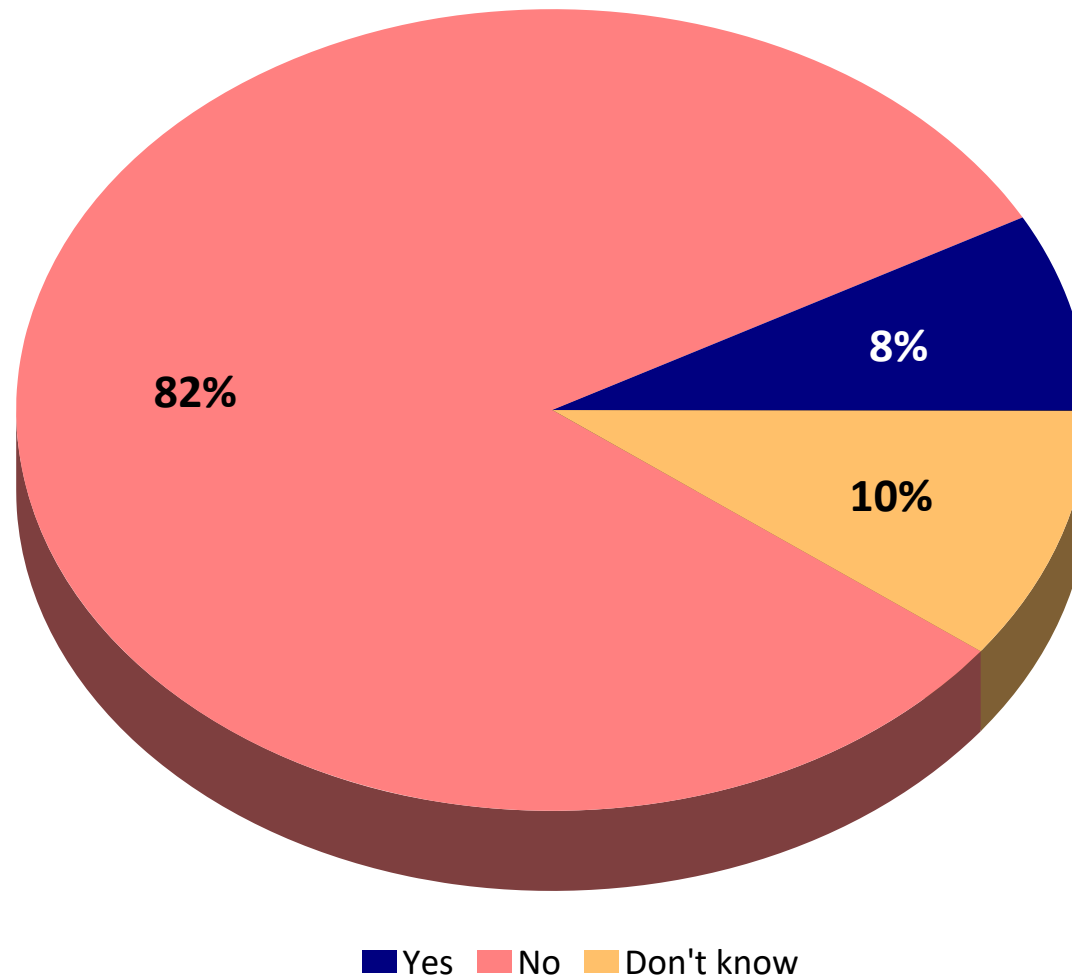
Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?

by percentage of respondents



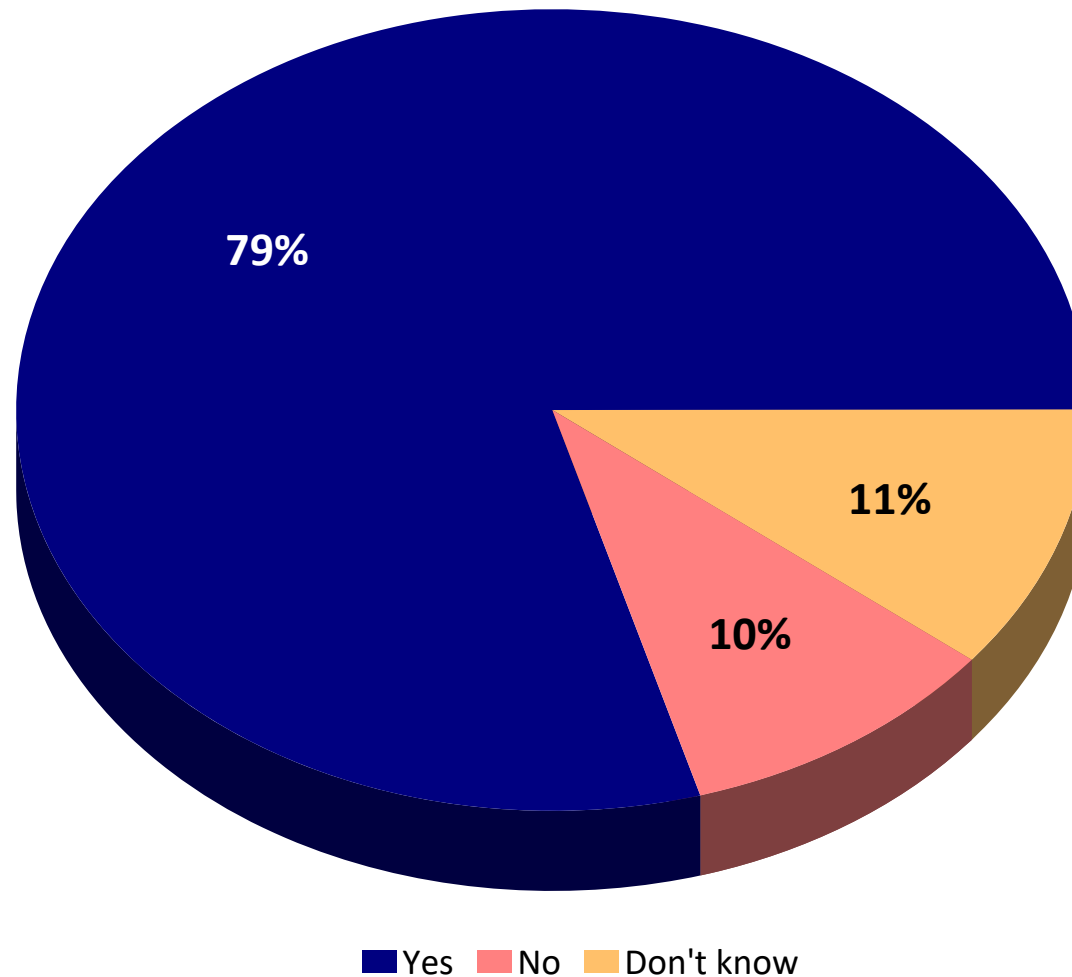
Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?

by percentage of respondents



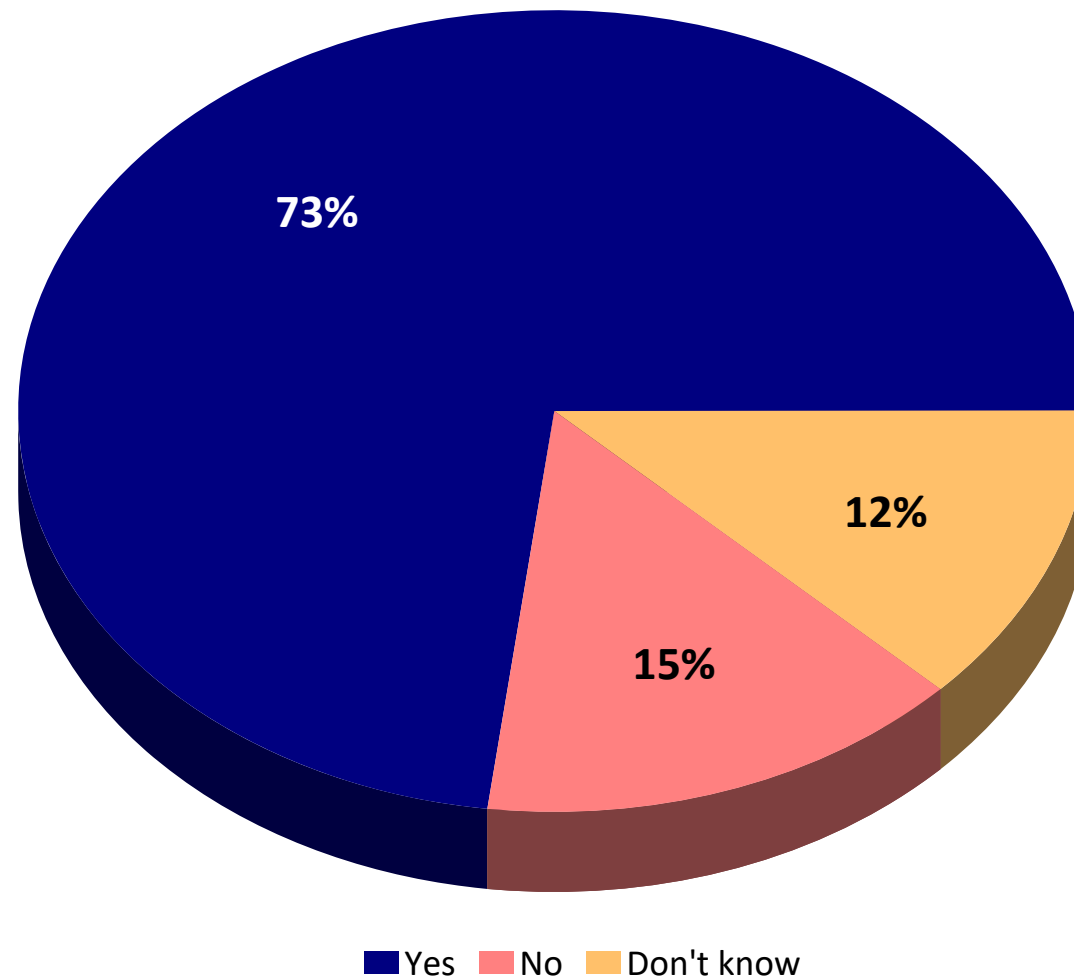
Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?

by percentage of respondents



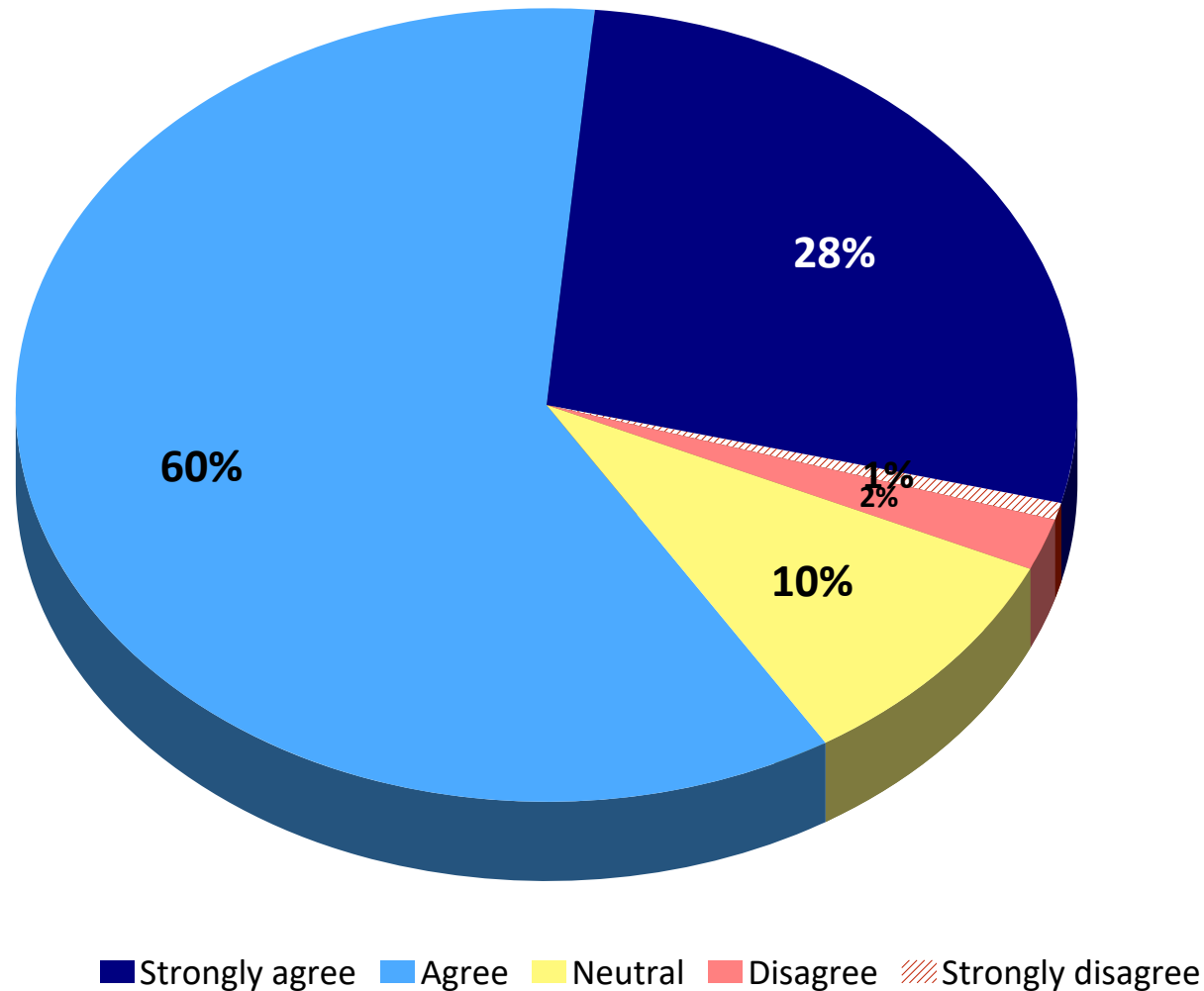
Q29. Would you be willing to report non-violent crimes online?

by percentage of respondents



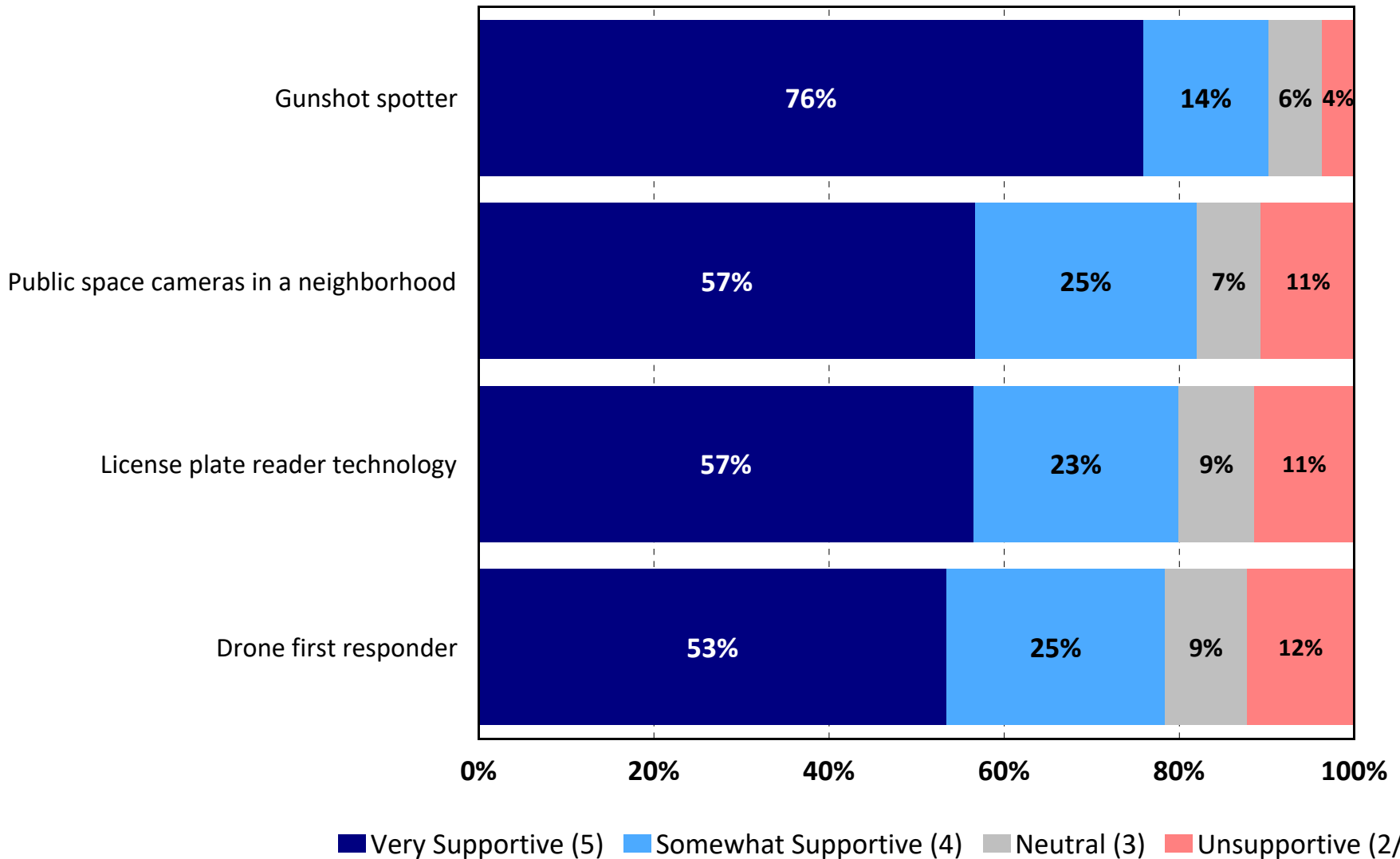
Q30. Please rate your level of agreement with the following statement: *“I feel personally safe in Brookhaven.”*

by percentage of respondents (excluding “don’t know”)



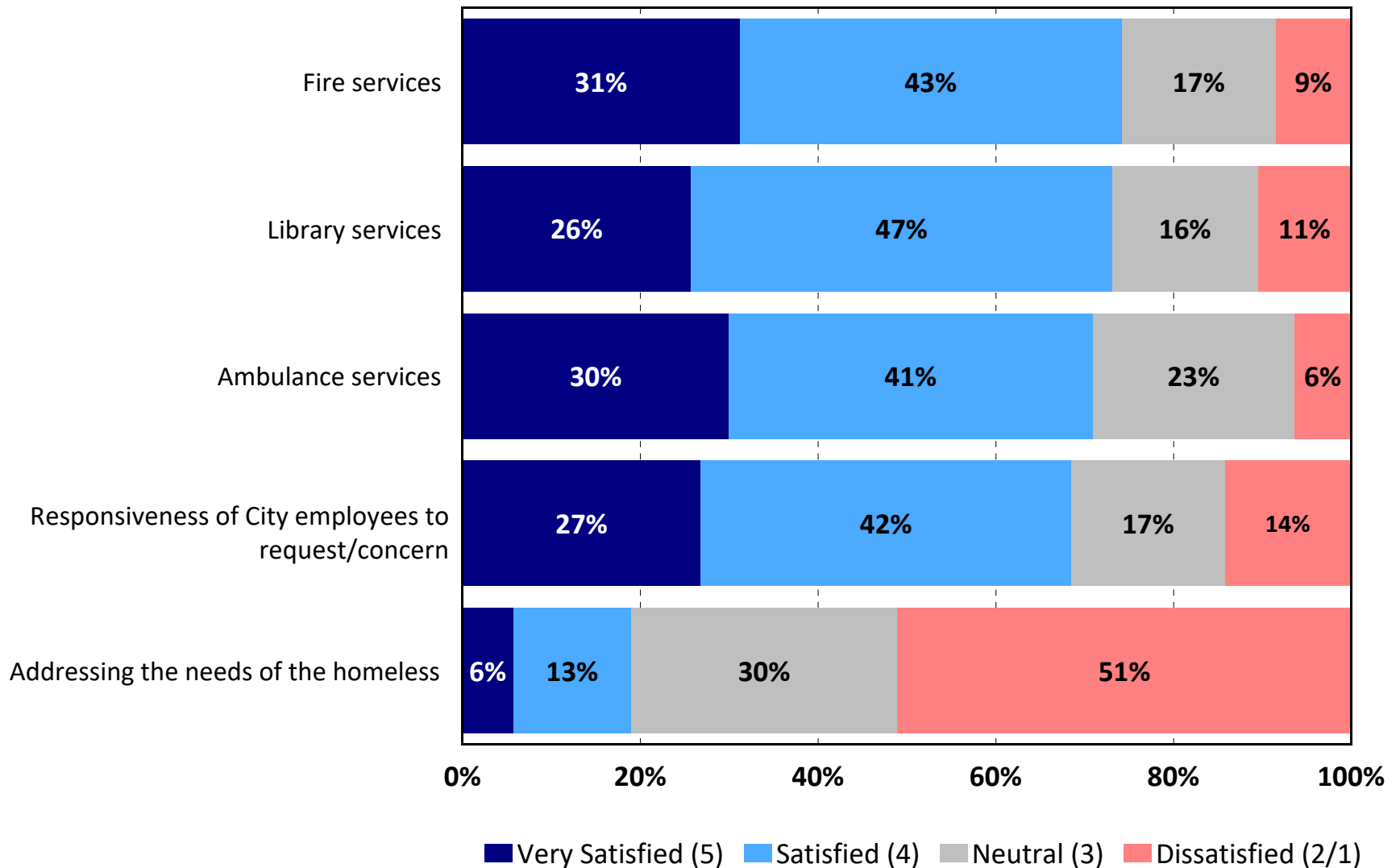
Q31. Support for the City Utilizing the Following Technology for Public Safety

by percentage of respondents (excluding "don't know")



Q34. Satisfaction with Government Services Provided by DeKalb County

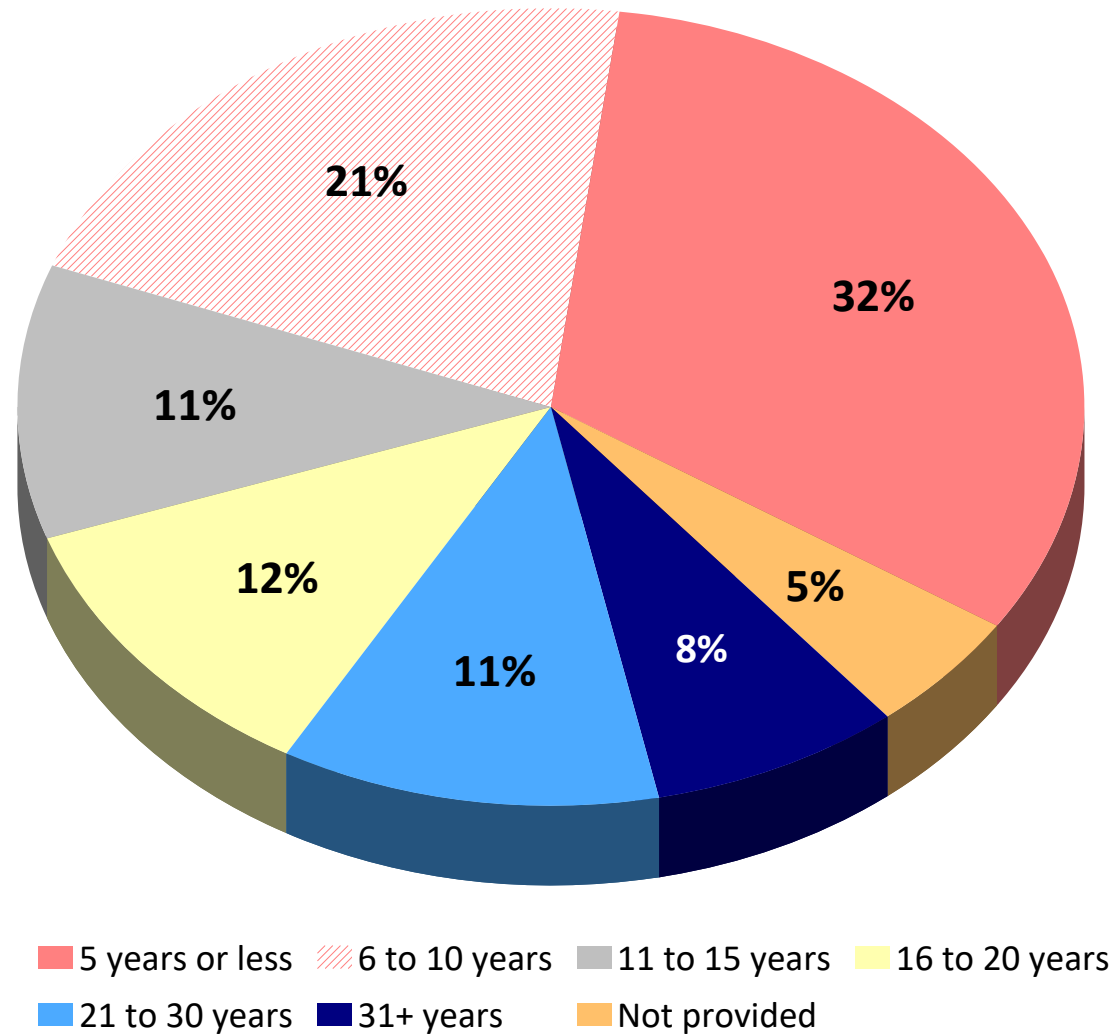
by percentage of respondents (excluding "don't know")



Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

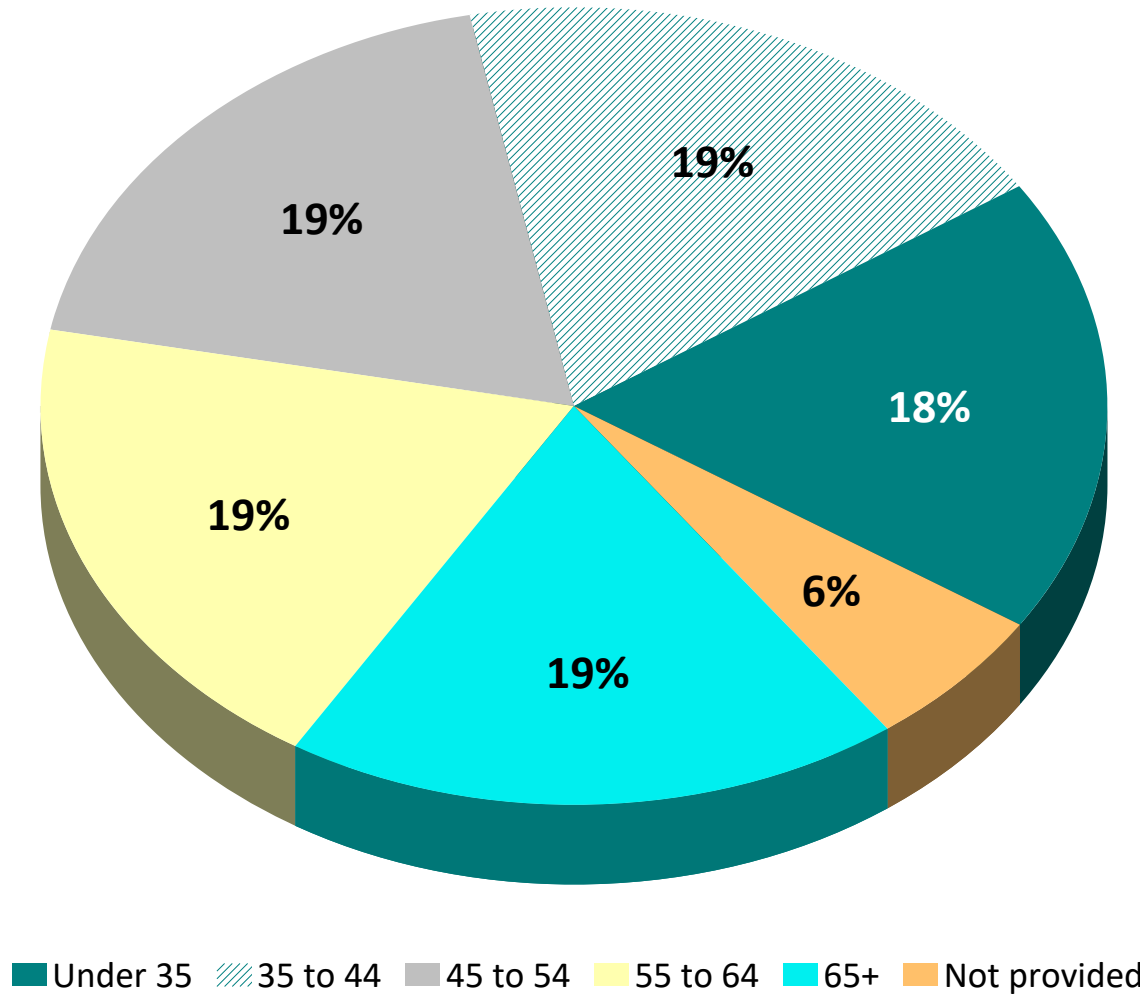
Q36. Demographics: Number of Years Lived in Brookhaven

by percentage of respondents



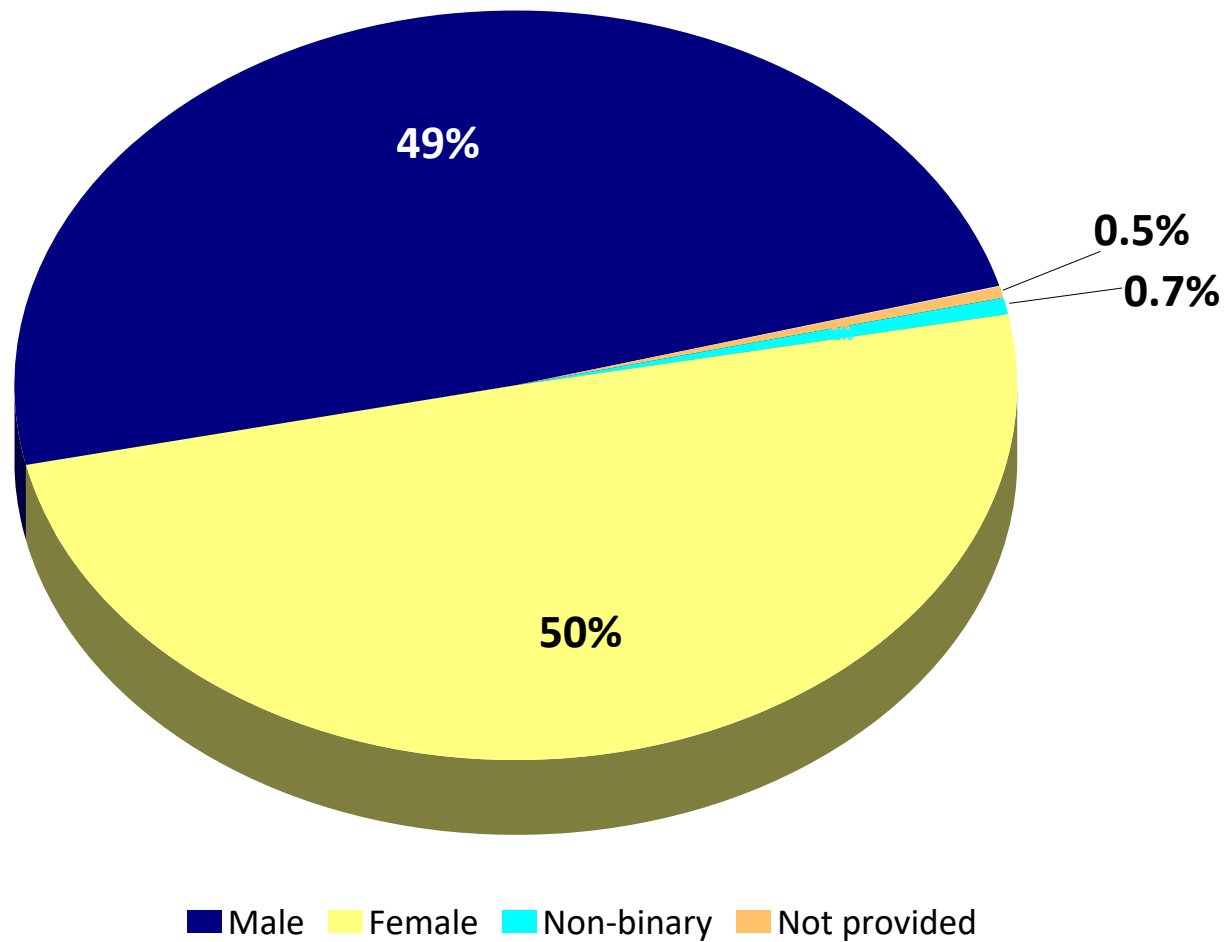
Q37. Demographics: Age of Respondent

by percentage of respondents



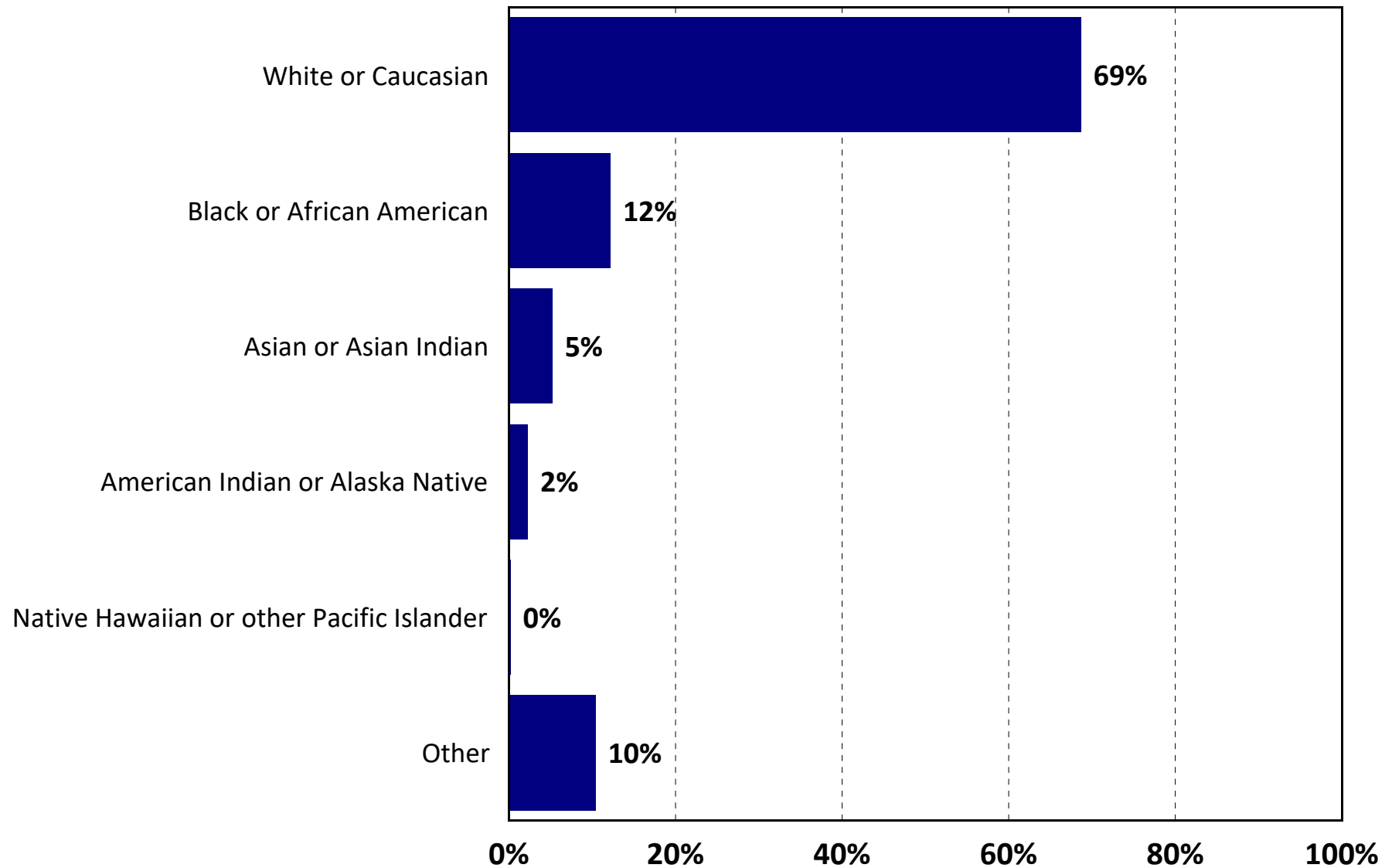
Q38. Demographics: Gender of Respondents

by percentage of respondents



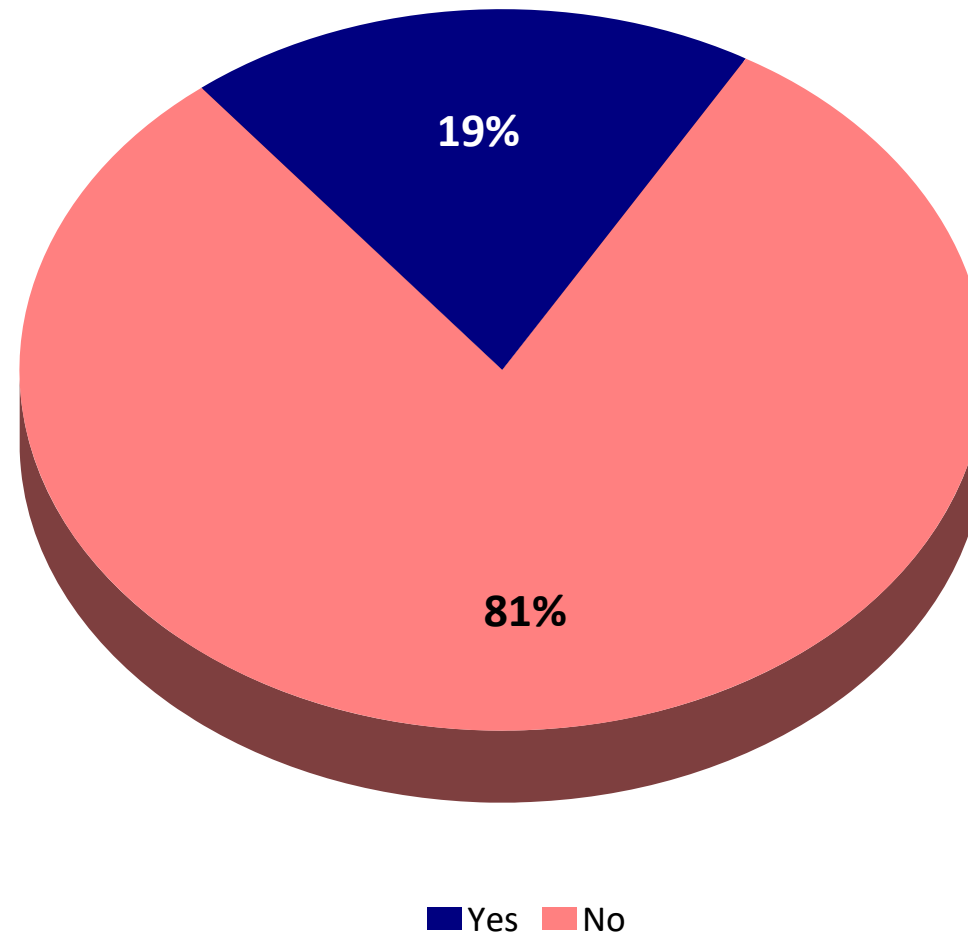
Q39. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



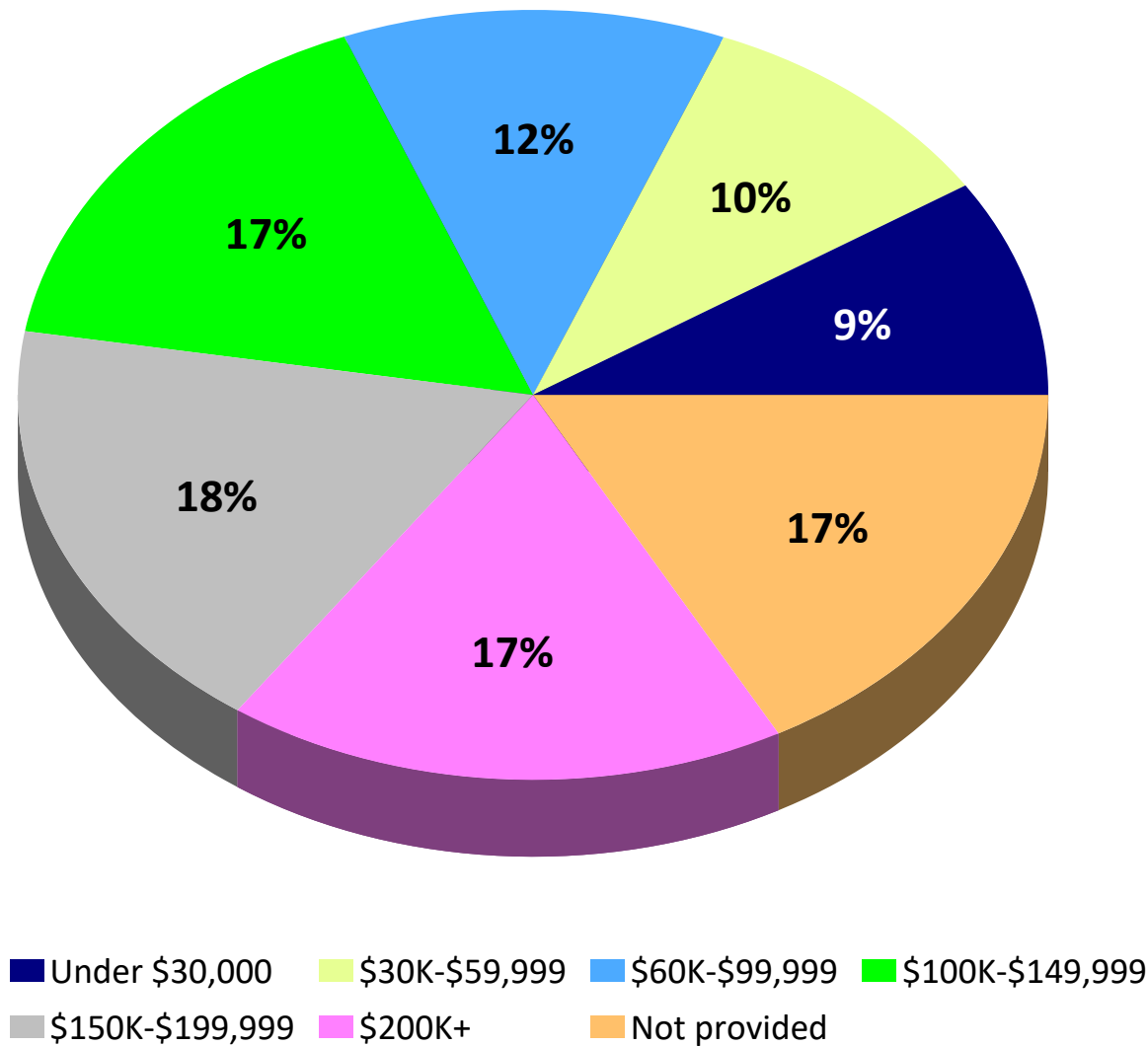
Q40. Demographics: Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents



Q41. Demographics: Total Annual Household Income

by percentage of respondents



2

Benchmarking Analysis

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities 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 fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Southeast Region of the United States. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, and Tennessee.

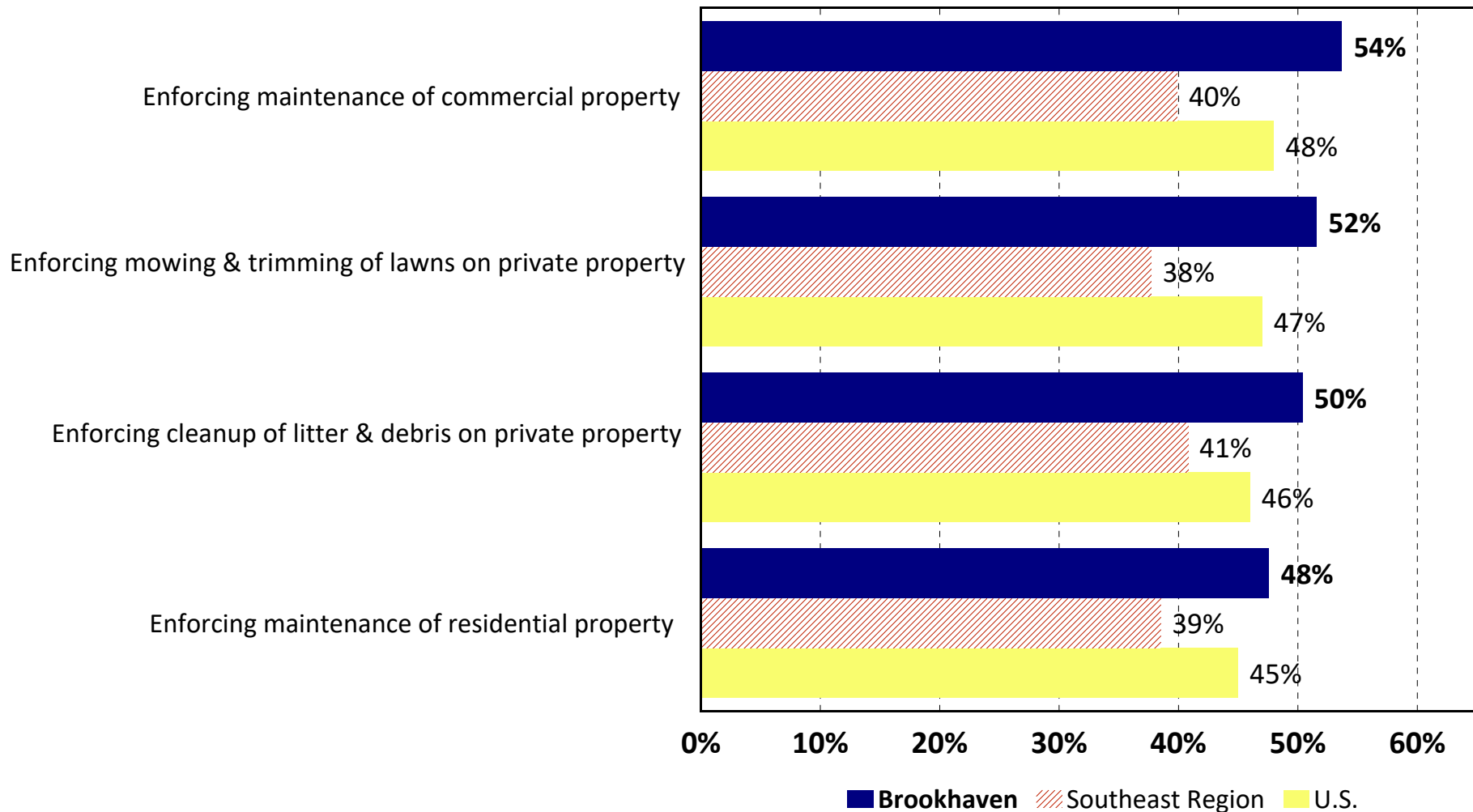
The charts on the following pages show how the results for the City of Brookhaven compare to the national average and the Southeast regional average. The blue bar shows the results for Brookhaven. The red bar shows the Southeast regional average from communities that administered the *DirectionFinder*® survey during the fall of 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

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 Brookhaven, GA is not authorized without written consent from ETC Institute.

Satisfaction with Property Maintenance/ Code Enforcement Brookhaven vs. Southeast Region vs. the U.S.

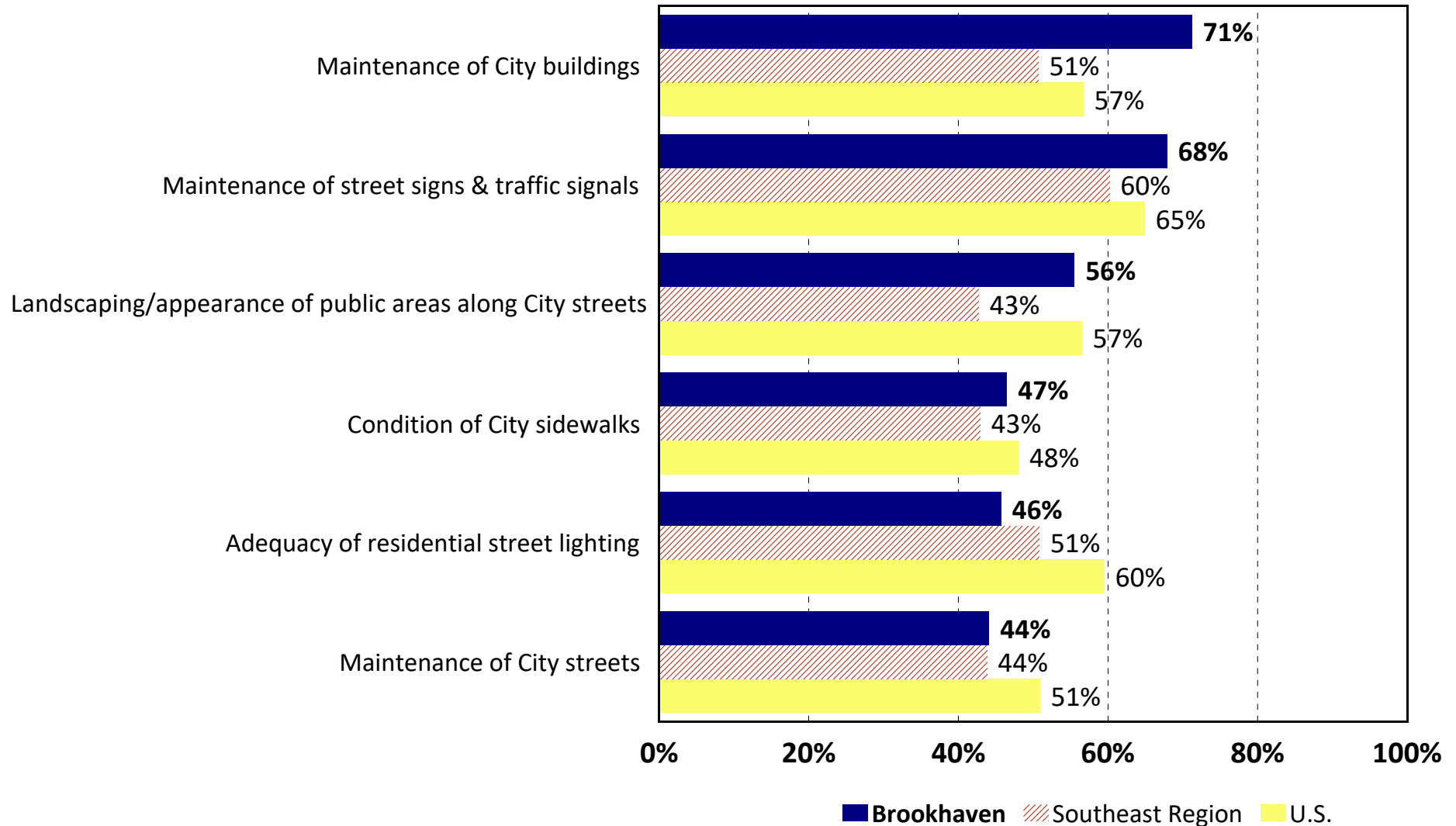
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with City Maintenance/Public Works

Brookhaven vs. Southeast Region vs. the U.S.

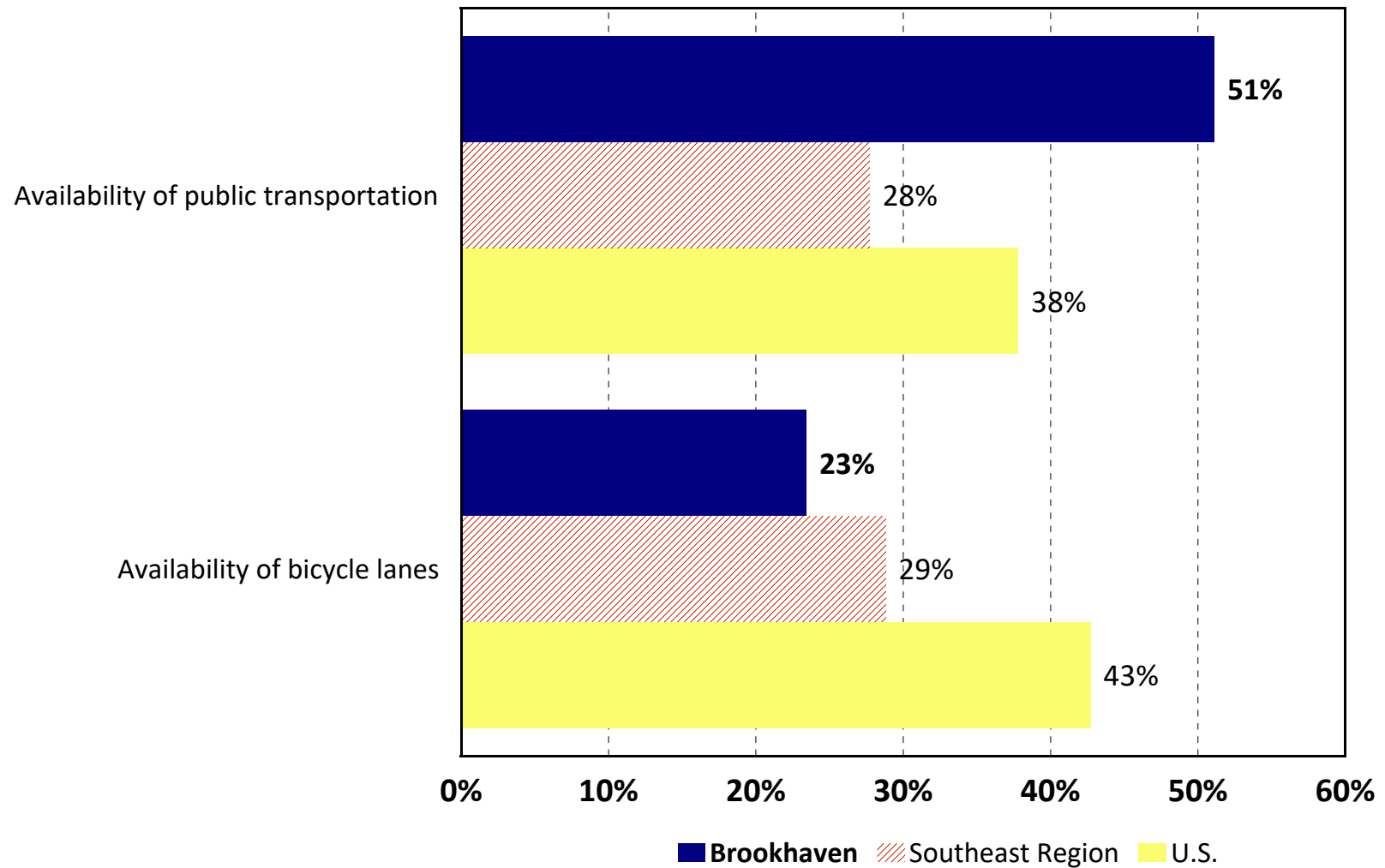
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Transportation

Brookhaven vs. Southeast Region vs. the U.S.

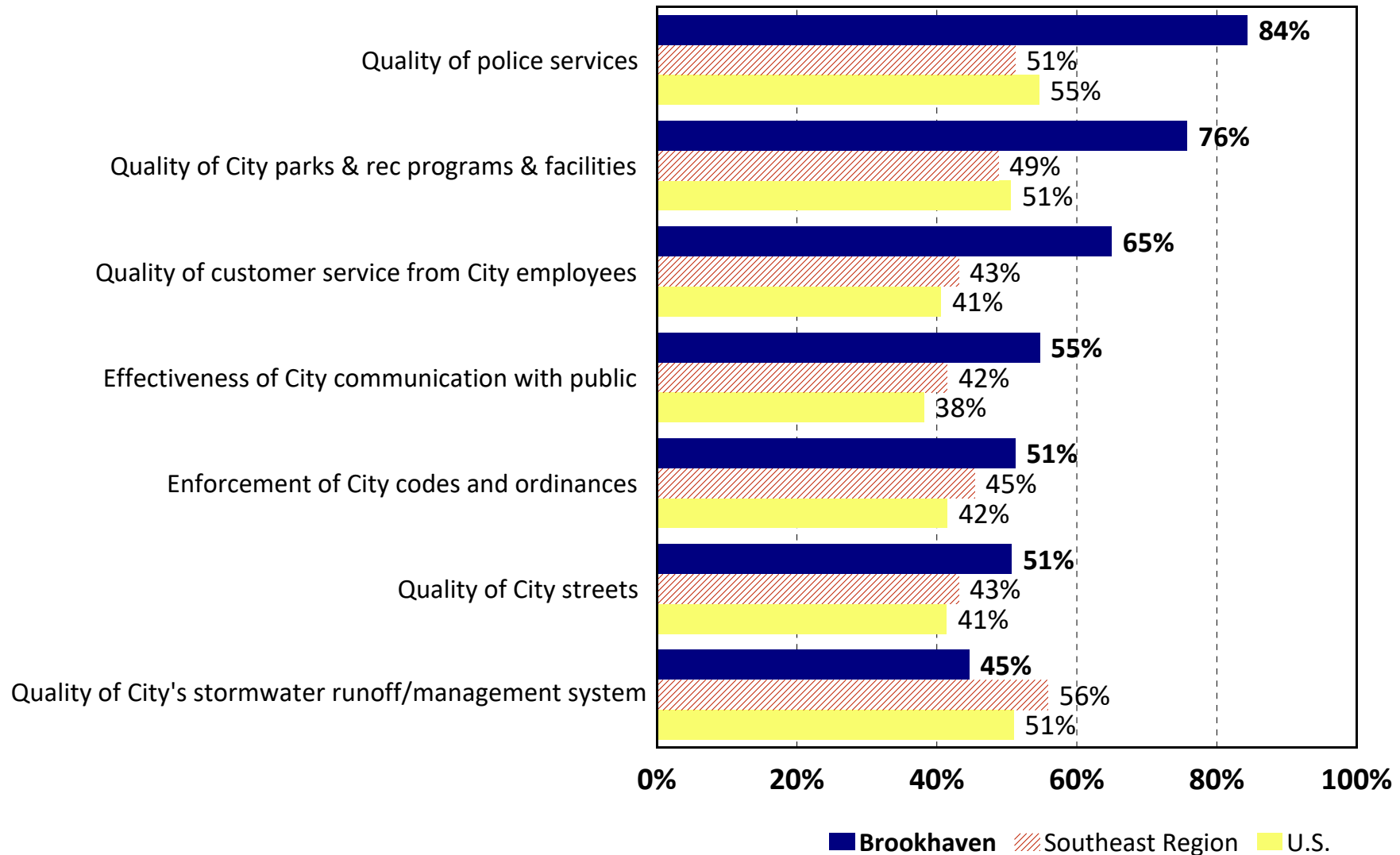
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Major Categories of City Services

Brookhaven vs. Southeast Region vs. the U.S.

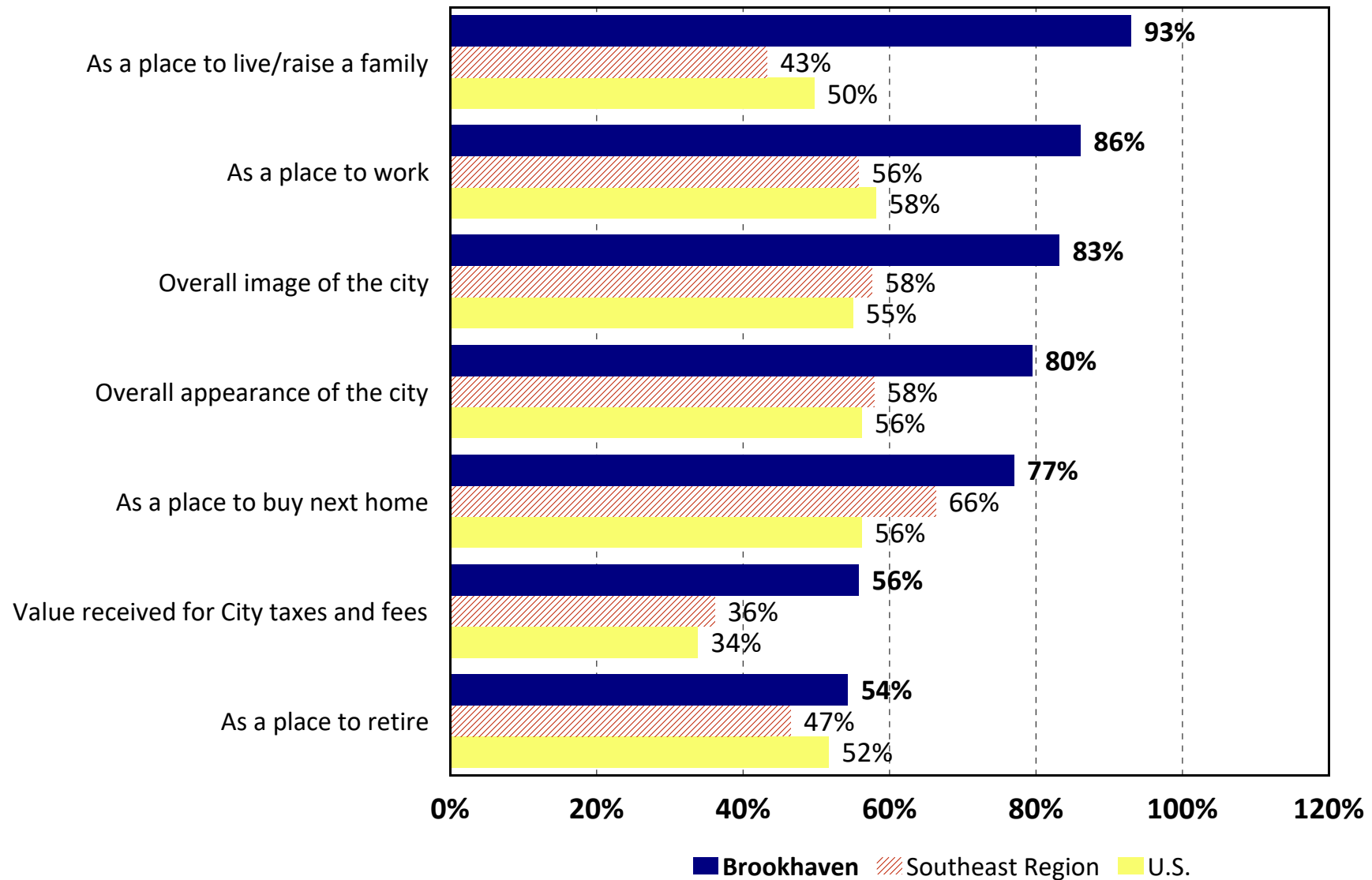
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Ratings of Quality of Life in the Community

Brookhaven vs. Southeast Region vs. the U.S.

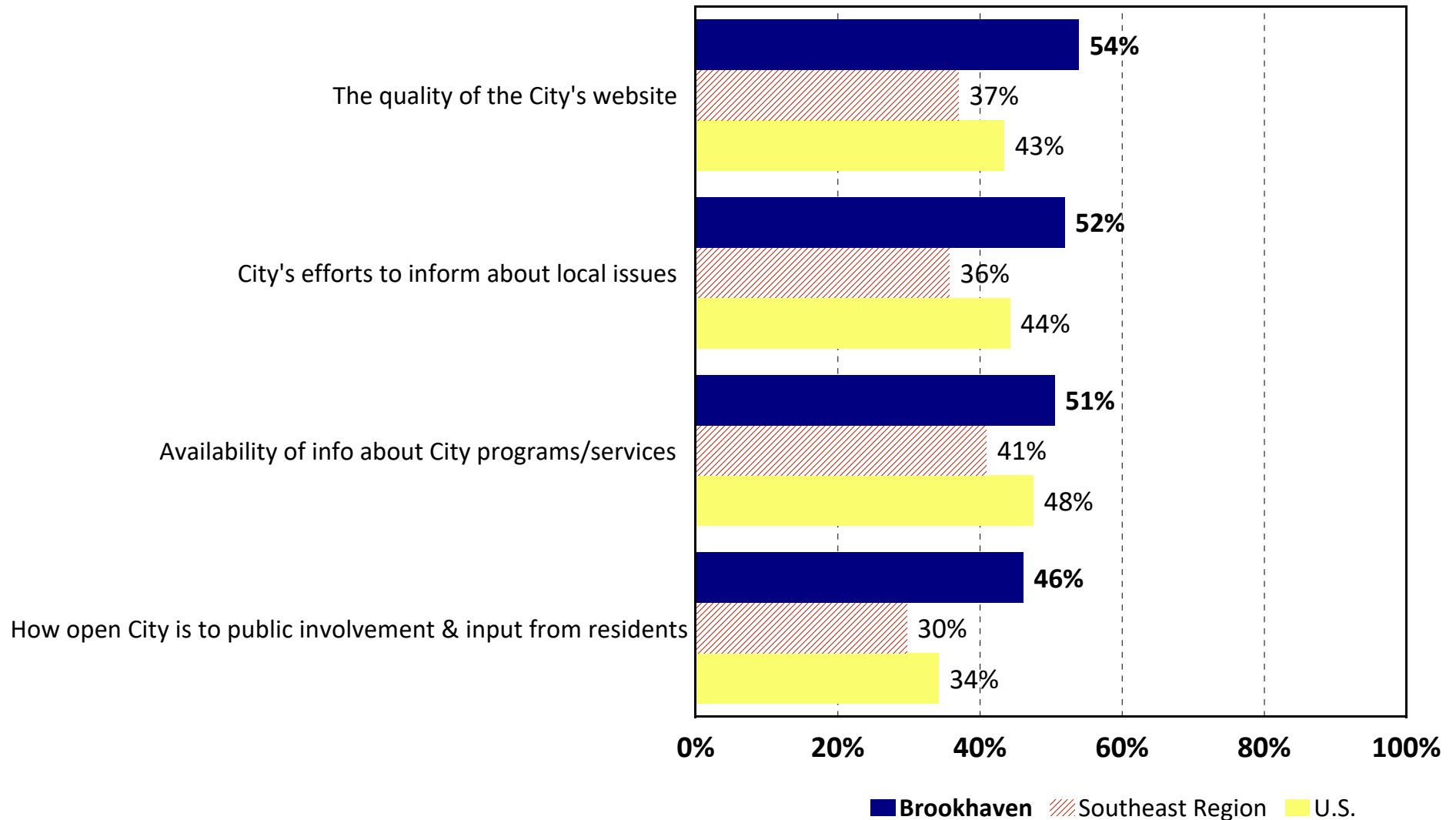
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Satisfaction with City Communication

Brookhaven vs. Southeast Region vs. the U.S.

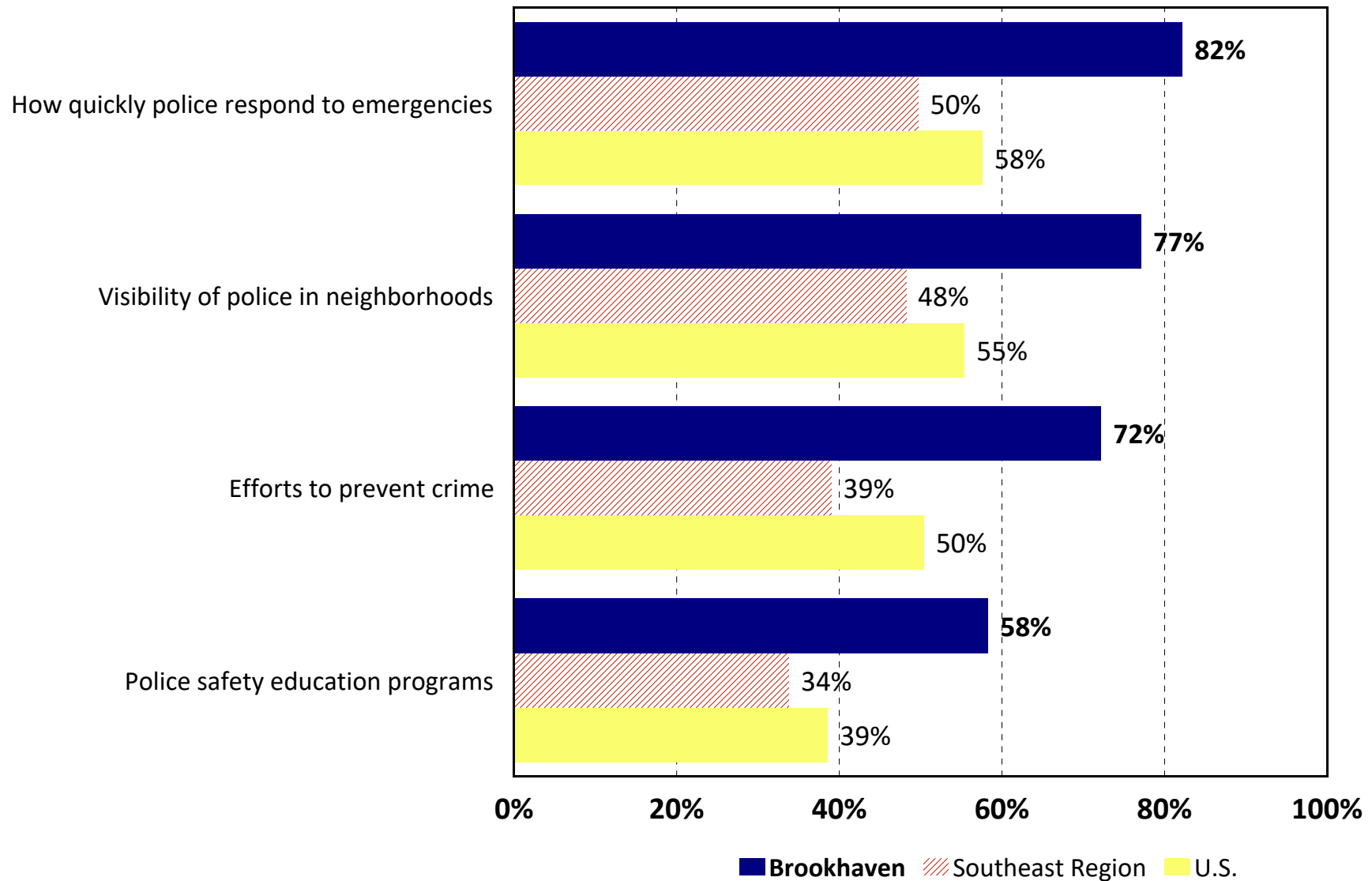
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Police

Brookhaven vs. Southeast Region 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)



3

Tabular Data

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

Q1. Please rate your satisfaction with the quality of each of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Maintenance of City parks	19.3%	52.2%	13.8%	6.6%	2.0%	6.1%
Q1-2. How close neighborhood parks are to your home	49.7%	37.4%	8.6%	1.6%	0.9%	1.8%
Q1-3. Number & quality of walking & biking trails in parks	17.2%	39.7%	22.2%	12.5%	2.3%	6.1%
Q1-4. Number & quality of outdoor athletic facilities	12.9%	32.4%	26.5%	8.8%	1.6%	17.7%
Q1-5. Availability of information about City parks & recreation programs	13.8%	33.1%	30.6%	9.5%	1.6%	11.3%
Q1-6. City's fitness, youth & teen programs	4.3%	14.3%	26.3%	5.7%	0.9%	48.5%
Q1-7. City's pool facilities (Murphey Candler/Lynwood/Briarwood)	7.5%	22.9%	21.8%	5.7%	1.6%	40.6%
Q1-8. Fees charged for recreation programs & services	9.8%	21.5%	22.2%	3.2%	0.5%	42.9%
Q1-9. Peachtree Creek Greenway	12.0%	26.1%	17.0%	4.1%	0.5%	40.4%
Q1-10. Ashford Park Splash Pad	9.5%	15.9%	17.7%	2.0%	0.2%	54.6%
Q1-11. Murphey Candler trails, paths boardwalks & bridges	18.8%	34.9%	11.8%	2.9%	0.5%	31.1%
Q1-12. Murphey Candler Youth Sports programs	12.9%	13.8%	16.1%	0.9%	0.0%	56.2%
Q1-13. Lynwood Park improvements (underway)	5.7%	14.1%	19.5%	0.9%	0.5%	59.4%

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

WITHOUT "DON'T KNOW"**Q1. Please rate your satisfaction with the quality of each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Maintenance of City parks	20.5%	55.6%	14.7%	7.0%	2.2%
Q1-2. How close neighborhood parks are to your home	50.6%	38.1%	8.8%	1.6%	0.9%
Q1-3. Number & quality of walking & biking trails in parks	18.4%	42.3%	23.7%	13.3%	2.4%
Q1-4. Number & quality of outdoor athletic facilities	15.7%	39.4%	32.2%	10.7%	1.9%
Q1-5. Availability of information about City parks & recreation programs	15.6%	37.3%	34.5%	10.7%	1.8%
Q1-6. City's fitness, youth & teen programs	8.4%	27.8%	51.1%	11.0%	1.8%
Q1-7. City's pool facilities (Murfhey Candler/ Lynwood/Briarwood)	12.6%	38.5%	36.6%	9.5%	2.7%
Q1-8. Fees charged for recreation programs & services	17.1%	37.7%	38.9%	5.6%	0.8%
Q1-9. Peachtree Creek Greenway	20.2%	43.7%	28.5%	6.8%	0.8%
Q1-10. Ashford Park Splash Pad	21.0%	35.0%	39.0%	4.5%	0.5%
Q1-11. Murfhey Candler trails, paths boardwalks & bridges	27.3%	50.7%	17.1%	4.3%	0.7%
Q1-12. Murfhey Candler Youth Sports programs	29.5%	31.6%	36.8%	2.1%	0.0%
Q1-13. Lynwood Park improvements (underway)	14.0%	34.6%	48.0%	2.2%	1.1%

Q2. Please rate your satisfaction with each of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Standards & quality of permitting, inspections & development process	5.2%	21.3%	22.4%	14.1%	6.6%	30.4%
Q2-2. Access to information about current & proposed projects	7.0%	27.2%	26.8%	19.3%	5.4%	14.3%
Q2-3. Ability to participate in development process as a citizen	6.8%	23.6%	27.9%	15.2%	5.7%	20.9%

WITHOUT "DON'T KNOW"**Q2. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Standards & quality of permitting, inspections & development process	7.5%	30.6%	32.2%	20.2%	9.4%
Q2-2. Access to information about current & proposed projects	8.2%	31.7%	31.2%	22.5%	6.3%
Q2-3. Ability to participate in development process as a citizen	8.6%	29.8%	35.2%	19.2%	7.2%

Q3. Please rate your satisfaction with each of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Enforcing cleanup of litter & debris on private property	7.9%	27.9%	27.4%	13.8%	3.2%	19.7%
Q3-2. Enforcing mowing & trimming of lawns on private property	7.5%	27.0%	28.1%	12.5%	1.8%	23.1%
Q3-3. Enforcing maintenance of residential property (exterior of homes)	5.7%	27.4%	32.0%	9.3%	2.0%	23.6%
Q3-4. Enforcing maintenance of commercial property	6.3%	27.7%	26.8%	12.5%	2.5%	24.3%
Q3-5. Enforcing codes designed to address public safety & nuisance issues	6.8%	27.4%	27.2%	11.1%	3.6%	23.8%

WITHOUT "DON'T KNOW"**Q3. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Enforcing cleanup of litter & debris on private property	9.9%	34.7%	34.2%	17.2%	4.0%
Q3-2. Enforcing mowing & trimming of lawns on private property	9.7%	35.1%	36.6%	16.2%	2.4%
Q3-3. Enforcing maintenance of residential property (exterior of homes)	7.4%	35.9%	41.8%	12.2%	2.7%
Q3-4. Enforcing maintenance of commercial property	8.4%	36.5%	35.3%	16.5%	3.3%
Q3-5. Enforcing codes designed to address public safety & nuisance issues	8.9%	36.0%	35.7%	14.6%	4.8%

Q4. Please rate your satisfaction with the quality of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Maintenance of street signs & traffic signals	15.9%	51.2%	19.7%	10.0%	2.0%	1.1%
Q4-2. Maintenance of City buildings	11.1%	48.3%	22.4%	1.6%	0.0%	16.6%
Q4-3. Maintenance of City streets	7.9%	35.6%	24.9%	21.8%	8.4%	1.4%
Q4-4. Adequacy of City street lighting in business/commercial areas	10.9%	46.5%	25.2%	10.7%	2.7%	4.1%
Q4-5. Condition of City sidewalks	8.2%	36.7%	22.2%	21.1%	8.4%	3.4%
Q4-6. Landscaping/appearance of public areas along City streets	11.1%	43.1%	27.0%	14.5%	2.0%	2.3%
Q4-7. Satisfaction with tree trimming/replacement program	8.6%	37.0%	25.9%	11.6%	4.3%	12.7%
Q4-8. Adequacy of residential street lighting	7.0%	37.4%	29.0%	19.3%	4.5%	2.7%

WITHOUT "DON'T KNOW"**Q4. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of street signs & traffic signals	16.1%	51.8%	20.0%	10.1%	2.1%
Q4-2. Maintenance of City buildings	13.3%	57.9%	26.9%	1.9%	0.0%
Q4-3. Maintenance of City streets	8.0%	36.1%	25.3%	22.1%	8.5%
Q4-4. Adequacy of City street lighting in business/commercial areas	11.3%	48.5%	26.2%	11.1%	2.8%
Q4-5. Condition of City sidewalks	8.5%	38.0%	23.0%	21.8%	8.7%
Q4-6. Landscaping/appearance of public areas along City streets	11.4%	44.1%	27.6%	14.8%	2.1%
Q4-7. Satisfaction with tree trimming/replacement program	9.9%	42.3%	29.6%	13.2%	4.9%
Q4-8. Adequacy of residential street lighting	7.2%	38.5%	29.8%	19.8%	4.7%

Q5. Please rate your satisfaction with the quality of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Ease of travel from your home to work/school	17.7%	37.0%	17.7%	14.1%	3.9%	9.8%
Q5-2. Availability of public transportation	14.1%	28.8%	21.1%	15.4%	4.5%	16.1%
Q5-3. Availability of bicycle lanes	5.2%	14.5%	27.2%	24.7%	12.7%	15.6%
Q5-4. Availability of pedestrian walkways	8.8%	34.2%	21.3%	20.6%	9.8%	5.2%
Q5-5. Availability of parking in residential areas	11.3%	40.6%	29.0%	9.3%	2.0%	7.7%
Q5-6. Availability of parking in business/commercial areas	10.2%	51.5%	25.4%	7.7%	0.9%	4.3%
Q5-7. Width of sidewalks	10.7%	46.5%	19.0%	13.6%	4.8%	5.4%

WITHOUT "DON'T KNOW"**Q5. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Ease of travel from your home to work/school	19.6%	41.0%	19.6%	15.6%	4.3%
Q5-2. Availability of public transportation	16.8%	34.3%	25.1%	18.4%	5.4%
Q5-3. Availability of bicycle lanes	6.2%	17.2%	32.3%	29.3%	15.1%
Q5-4. Availability of pedestrian walkways	9.3%	36.1%	22.5%	21.8%	10.3%
Q5-5. Availability of parking in residential areas	12.3%	44.0%	31.4%	10.1%	2.2%
Q5-6. Availability of parking in business/commercial areas	10.7%	53.8%	26.5%	8.1%	0.9%
Q5-7. Width of sidewalks	11.3%	49.2%	20.1%	14.4%	5.0%

Q6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of police services	39.0%	39.5%	11.6%	1.4%	1.6%	7.0%
Q6-2. Overall quality of City parks & recreation programs & facilities	17.0%	51.9%	17.2%	4.3%	0.5%	9.1%
Q6-3. Overall maintenance of City buildings & facilities	12.0%	45.1%	23.1%	1.6%	0.0%	18.1%
Q6-4. Overall enforcement of City codes & ordinances	9.3%	32.4%	28.1%	10.2%	1.4%	18.6%
Q6-5. Overall quality of customer service you receive from City employees	16.3%	34.2%	22.2%	3.6%	1.4%	22.2%
Q6-6. Overall effectiveness of City communication with the public	13.2%	37.9%	27.7%	12.0%	2.5%	6.8%
Q6-7. Overall quality of City's stormwater runoff/stormwater management system	8.4%	29.5%	24.3%	17.2%	5.7%	15.0%
Q6-8. Overall quality of City streets	8.4%	40.4%	24.7%	18.6%	4.1%	3.9%

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

WITHOUT "DON'T KNOW"

Q6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of police services	42.0%	42.4%	12.4%	1.5%	1.7%
Q6-2. Overall quality of City parks & recreation programs & facilities	18.7%	57.1%	19.0%	4.7%	0.5%
Q6-3. Overall maintenance of City buildings & facilities	14.7%	55.1%	28.3%	1.9%	0.0%
Q6-4. Overall enforcement of City codes & ordinances	11.4%	39.8%	34.5%	12.5%	1.7%
Q6-5. Overall quality of customer service you receive from City employees	21.0%	44.0%	28.6%	4.7%	1.7%
Q6-6. Overall effectiveness of City communication with the public	14.1%	40.6%	29.7%	12.9%	2.7%
Q6-7. Overall quality of City's stormwater runoff/stormwater management system	9.9%	34.7%	28.5%	20.3%	6.7%
Q6-8. Overall quality of City streets	8.7%	42.0%	25.7%	19.3%	4.2%

Q7. Quality of Life. Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

(N=441)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q7-1. As a place to live/raise a family	44.2%	48.8%	5.2%	1.8%	0.0%	0.0%
Q7-2. As a place to work	30.6%	42.6%	10.0%	1.8%	0.0%	15.0%
Q7-3. As a place where you would buy your next home	39.7%	35.6%	13.4%	6.8%	2.3%	2.3%
Q7-4. As a place to retire	22.0%	28.8%	26.3%	11.8%	4.5%	6.6%
Q7-5. As a place to open a business	19.7%	33.8%	17.7%	5.2%	0.9%	22.7%
Q7-6. As a place to educate children	19.3%	32.2%	15.0%	11.3%	4.1%	18.1%
Q7-7. As a place where residents support each other	22.9%	44.2%	24.3%	4.3%	0.9%	3.4%
Q7-8. Overall value that you receive for your City taxes & fees	15.4%	37.4%	27.7%	9.8%	4.5%	5.2%
Q7-9. Overall image of City	29.3%	53.5%	11.8%	4.8%	0.2%	0.5%
Q7-10. Overall quality of life in Brookhaven	32.9%	54.9%	10.4%	1.6%	0.0%	0.2%
Q7-11. Overall appearance of City	20.0%	59.0%	16.6%	3.9%	0.0%	0.7%

WITHOUT "DON'T KNOW"

Q7. Quality of Life. Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following. (without "don't know")

(N=441)

	Excellent	Good	Neutral	Below average	Poor
Q7-1. As a place to live/raise a family	44.2%	48.8%	5.2%	1.8%	0.0%
Q7-2. As a place to work	36.0%	50.1%	11.7%	2.1%	0.0%
Q7-3. As a place where you would buy your next home	40.6%	36.4%	13.7%	7.0%	2.3%
Q7-4. As a place to retire	23.5%	30.8%	28.2%	12.6%	4.9%
Q7-5. As a place to open a business	25.5%	43.7%	22.9%	6.7%	1.2%
Q7-6. As a place to educate children	23.5%	39.3%	18.3%	13.9%	5.0%
Q7-7. As a place where residents support each other	23.7%	45.8%	25.1%	4.5%	0.9%
Q7-8. Overall value that you receive for your City taxes & fees	16.3%	39.5%	29.2%	10.3%	4.8%
Q7-9. Overall image of City	29.4%	53.8%	11.8%	4.8%	0.2%
Q7-10. Overall quality of life in Brookhaven	33.0%	55.0%	10.5%	1.6%	0.0%
Q7-11. Overall appearance of City	20.1%	59.4%	16.7%	3.9%	0.0%

Q8. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. How easy the department was to contact	13.6%	28.3%	19.3%	5.2%	1.1%	32.4%
Q8-2. How courteously you were treated	18.8%	29.9%	16.1%	2.5%	0.7%	32.0%
Q8-3. Technical competence & knowledge of City employees who assisted you	13.8%	27.9%	17.5%	4.5%	0.9%	35.4%
Q8-4. Overall responsiveness of City employees to your request or concern	15.2%	24.7%	17.9%	6.8%	2.5%	32.9%
Q8-5. Timeliness of City employees resolving your issue	13.8%	21.3%	18.4%	8.6%	3.4%	34.5%

WITHOUT "DON'T KNOW"

Q8. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience. (without "don't know")

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. How easy the department was to contact	20.1%	41.9%	28.5%	7.7%	1.7%
Q8-2. How courteously you were treated	27.7%	44.0%	23.7%	3.7%	1.0%
Q8-3. Technical competence & knowledge of City employees who assisted you	21.4%	43.2%	27.0%	7.0%	1.4%
Q8-4. Overall responsiveness of City employees to your request or concern	22.6%	36.8%	26.7%	10.1%	3.7%
Q8-5. Timeliness of City employees resolving your issue	21.1%	32.5%	28.0%	13.1%	5.2%

Q9. City Communication. Please rate your satisfaction with each of the following.

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	10.9%	32.7%	32.4%	8.6%	1.6%	13.8%
Q9-2. City's efforts to keep you informed about local issues	14.3%	32.4%	28.6%	12.9%	1.8%	10.0%
Q9-3. How open City is to public involvement & input from residents	10.2%	27.7%	27.4%	11.6%	5.2%	17.9%
Q9-4. Quality of City's website	9.8%	32.0%	28.8%	6.6%	0.2%	22.7%
Q9-5. How well City communicates notices of public meetings	10.0%	31.7%	27.0%	13.6%	2.9%	14.7%
Q9-6. How accessible & responsive are your local elected officials	11.3%	24.5%	25.9%	7.5%	3.9%	27.0%

WITHOUT "DON'T KNOW"**Q9. City Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	12.6%	37.9%	37.6%	10.0%	1.8%
Q9-2. City's efforts to keep you informed about local issues	15.9%	36.0%	31.7%	14.4%	2.0%
Q9-3. How open City is to public involvement & input from residents	12.4%	33.7%	33.4%	14.1%	6.4%
Q9-4. Quality of City's website	12.6%	41.3%	37.2%	8.5%	0.3%
Q9-5. How well City communicates notices of public meetings	11.7%	37.2%	31.6%	16.0%	3.5%
Q9-6. How accessible & responsive are your local elected officials	15.5%	33.5%	35.4%	10.2%	5.3%

Q10. Preferred Method of Communication. Please indicate which TWO forms of communication are your preferred methods.

Q10. What forms of communication are your preferred methods

	Number	Percent
City newsletter	187	42.4 %
eNotifications	187	42.4 %
Social media posts	167	37.9 %
City website	126	28.6 %
Direct mailers	104	23.6 %
Temporary signage	43	9.8 %
Local newspapers	31	7.0 %
Total	845	

Q11. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven."

Q11. Do you agree with the statement that you are informed about services being provided & activities taking place in City

	Number	Percent
Yes	232	52.6 %
No	134	30.4 %
Don't know	75	17.0 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"

Q11. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven." (without "don't know")

Q11. Do you agree with the statement that you are informed about services being provided & activities taking place in City

	Number	Percent
Yes	232	63.4 %
No	134	36.6 %
Total	366	100.0 %

Q12. Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect."

Q12. Do you agree with the statement that you receive the information you need & are treated with respect

	Number	Percent
Yes	253	57.4 %
No	31	7.0 %
Don't know	157	35.6 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"

Q12. Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect." (without "don't know")

Q12. Do you agree with the statement that you receive the information you need & are treated with respect

	Number	Percent
Yes	253	89.1 %
No	31	10.9 %
Total	284	100.0 %

Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Visibility of police in neighborhoods	29.7%	46.7%	15.2%	5.9%	1.6%	0.9%
Q13-2. Overall police performance in your neighborhood	34.0%	41.3%	13.8%	3.2%	1.1%	6.6%
Q13-3. How quickly police respond to emergencies	29.9%	29.9%	9.8%	2.7%	0.5%	27.2%
Q13-4. Efforts to prevent crime	22.2%	36.7%	17.9%	3.9%	0.9%	18.4%
Q13-5. Police safety education programs	12.5%	19.3%	20.0%	2.3%	0.5%	45.6%
Q13-6. Professionalism of police officers	41.0%	34.5%	8.2%	2.3%	0.9%	13.2%
Q13-7. Attitude & behavior of officers towards residents in your neighborhood	38.3%	33.6%	7.7%	2.3%	0.7%	17.5%
Q13-8. Efforts to cooperate with the public to address their concerns	26.5%	29.0%	12.0%	1.8%	1.1%	29.5%
Q13-9. Overall appearance & quality of police vehicles & equipment	48.3%	40.8%	5.4%	0.2%	0.2%	5.0%
Q13-10. Police outreach programs/services	15.6%	20.9%	14.1%	0.5%	0.2%	48.8%
Q13-11. Quality of dispatch (911) services	20.6%	21.1%	12.2%	2.3%	1.4%	42.4%
Q13-12. Ease of locating information on police website	12.2%	17.0%	13.8%	2.7%	0.2%	54.0%

Attachment: Brookhaven 2022 Survey_Report (1) (9737 : Community Survey Discussion)

WITHOUT "DON'T KNOW"

Q13. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Visibility of police in neighborhoods	30.0%	47.1%	15.3%	5.9%	1.6%
Q13-2. Overall police performance in your neighborhood	36.4%	44.2%	14.8%	3.4%	1.2%
Q13-3. How quickly police respond to emergencies	41.1%	41.1%	13.4%	3.7%	0.6%
Q13-4. Efforts to prevent crime	27.2%	45.0%	21.9%	4.7%	1.1%
Q13-5. Police safety education programs	22.9%	35.4%	36.7%	4.2%	0.8%
Q13-6. Professionalism of police officers	47.3%	39.7%	9.4%	2.6%	1.0%
Q13-7. Attitude & behavior of officers towards residents in your neighborhood	46.4%	40.7%	9.3%	2.7%	0.8%
Q13-8. Efforts to cooperate with the public to address their concerns	37.6%	41.2%	17.0%	2.6%	1.6%
Q13-9. Overall appearance & quality of police vehicles & equipment	50.8%	43.0%	5.7%	0.2%	0.2%
Q13-10. Police outreach programs/services	30.5%	40.7%	27.4%	0.9%	0.4%
Q13-11. Quality of dispatch (911) services	35.8%	36.6%	21.3%	3.9%	2.4%
Q13-12. Ease of locating information on police website	26.6%	36.9%	30.0%	5.9%	0.5%

Q14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q14-1. Brookhaven Police Department is trying hard to maintain good relations with the community	35.1%	34.7%	8.8%	1.6%	0.7%	19.0%
Q14-2. Brookhaven Police Department personnel do a good job enforcing the law	34.0%	36.7%	10.9%	1.8%	0.9%	15.6%
Q14-3. Brookhaven Police Department's personnel has appropriate training on how to handle confrontations & minimize violent crime	23.6%	19.3%	7.9%	1.1%	0.7%	47.4%
Q14-4. Brookhaven Police Department personnel are held accountable for any misconduct	15.2%	12.2%	8.2%	1.4%	0.9%	62.1%
Q14-5. Brookhaven Police Department personnel treat residents of different races/ethnicities equally	22.2%	17.5%	6.8%	1.6%	1.1%	50.8%

WITHOUT "DON'T KNOW"

Q14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q14-1. Brookhaven Police Department is trying hard to maintain good relations with the community	43.4%	42.9%	10.9%	2.0%	0.8%
Q14-2. Brookhaven Police Department personnel do a good job enforcing the law	40.3%	43.5%	12.9%	2.2%	1.1%
Q14-3. Brookhaven Police Department's personnel has appropriate training on how to handle confrontations & minimize violent crime	44.8%	36.6%	15.1%	2.2%	1.3%
Q14-4. Brookhaven Police Department personnel are held accountable for any misconduct	40.1%	32.3%	21.6%	3.6%	2.4%
Q14-5. Brookhaven Police Department personnel treat residents of different races/ethnicities equally	45.2%	35.5%	13.8%	3.2%	2.3%

Q15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department to seek services, ask a question, or file a complaint?

Q15. Have members of your household contacted employees of Brookhaven Police Department during past year

	Number	Percent
Yes	134	30.4 %
No	307	69.6 %
Total	441	100.0 %

Q15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following.

(N=134)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a-1. How easy they were to contact	60.4%	29.9%	4.5%	0.7%	4.5%	0.0%
Q15a-2. Courtesy of employees	60.4%	30.6%	5.2%	2.2%	0.7%	0.7%
Q15a-3. Accuracy of the information & assistance you were given	53.0%	29.9%	9.0%	4.5%	2.2%	1.5%
Q15a-4. Time it took for your request to be addressed	52.2%	32.1%	7.5%	3.7%	3.0%	1.5%
Q15a-5. Resolution to your issue/concern	47.8%	26.1%	14.2%	5.2%	3.7%	3.0%
Q15a-6. Availability of information about police programs & services	27.6%	21.6%	14.9%	2.2%	2.2%	31.3%

WITHOUT "DON'T KNOW"

Q15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following. (without "don't know")

(N=134)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a-1. How easy they were to contact	60.4%	29.9%	4.5%	0.7%	4.5%
Q15a-2. Courtesy of employees	60.9%	30.8%	5.3%	2.3%	0.8%
Q15a-3. Accuracy of the information & assistance you were given	53.8%	30.3%	9.1%	4.5%	2.3%
Q15a-4. Time it took for your request to be addressed	53.0%	32.6%	7.6%	3.8%	3.0%
Q15a-5. Resolution to your issue/concern	49.2%	26.9%	14.6%	5.4%	3.8%
Q15a-6. Availability of information about police programs & services	40.2%	31.5%	21.7%	3.3%	3.3%

Q16. Please CHECK ALL of the following police community outreach programs/services in the City of Brookhaven that you are familiar with.

Q16. All the police community outreach programs/
services in City that you are familiar with

	Number	Percent
Brookhaven ALERT	163	37.0 %
Citizen Police Academy	52	11.8 %
Coffee with a Cop	107	24.3 %
Crime Stoppers	53	12.0 %
Familias Azules	1	0.2 %
Hot Pursuit Road Race	99	22.4 %
Neighborhood Watch	129	29.3 %
NNO (National Night Out)	44	10.0 %
Polar Plunge/Special Olympics	26	5.9 %
Shop with a Badge	63	14.3 %
Smart911	51	11.6 %
Not familiar with any of these programs/services	141	32.0 %
Total	929	

Q17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

Q17. Do Brookhaven Police Department police officers
stop people of certain racial or ethnic groups because
they believe that these groups are more likely than
other groups to commit certain types of crimes

	Number	Percent
Yes	32	7.3 %
No	191	43.3 %
Not sure	218	49.4 %
Total	441	100.0 %

Q17a. What is the reason for your view?

Q17a. What is the reason for your view

	Number	Percent
Personal experience	15	46.9 %
Media reports (e.g., TV, newspaper, internet, social media)	13	40.6 %
Word of mouth	11	34.4 %
Other	3	9.4 %
Total	42	

Q17a-4. Other

- I do not have direct knowledge that they do this behavior, just that it is very hard in American society to avoid acting on common beliefs and stereotypes that are perpetuated generationally.
- Observations
- See this fairly often up & down Buford Hwy

Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?

Q18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers

	Number	Percent
Yes	9	2.0 %
No	400	90.7 %
Not sure	32	7.3 %
Total	441	100.0 %

Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?

Q19. What do you think the relations between Brookhaven Police Department officers & the minority community will be over next year

	Number	Percent
Stay about the same	138	31.3 %
Get worse	10	2.3 %
Not sure	156	35.4 %
Not provided	137	31.1 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"

Q19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same? (without "not provided")

Q19. What do you think the relations between Brookhaven Police Department officers & the minority community will be over next year

	Number	Percent
Stay about the same	138	45.4 %
Get worse	10	3.3 %
Not sure	156	51.3 %
Total	304	100.0 %

Q20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons.

Q20. For what reasons you have had any interaction with a Brookhaven police officer in past 12 months

	Number	Percent
Officer initiated an enforcement action (vehicle stop, issued a ticket, made an arrest, etc.)	20	4.5 %
Officer was responding to a call to 911	80	18.1 %
Officer initiated a positive interaction (e.g., a friendly conversation)	102	23.1 %
Total	202	

Q21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. Body cameras will lead to greater transparency of Brookhaven Police Department	61.0%	30.2%	5.2%	0.7%	0.2%	2.7%
Q21-2. Body cameras will increase the accountability of officers	61.2%	29.0%	5.7%	1.1%	0.2%	2.7%
Q21-3. If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	55.1%	31.3%	9.3%	1.8%	0.2%	2.3%

WITHOUT "DON'T KNOW"

Q21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=441)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. Body cameras will lead to greater transparency of Brookhaven Police Department	62.7%	31.0%	5.4%	0.7%	0.2%
Q21-2. Body cameras will increase the accountability of officers	62.9%	29.8%	5.8%	1.2%	0.2%
Q21-3. If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	56.4%	32.0%	9.5%	1.9%	0.2%

Q22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?

Q22. Were you or anyone in your household the victim of any crime in Brookhaven during past 12 months

	Number	Percent
Yes	30	6.8 %
No	411	93.2 %
Total	441	100.0 %

Q22a. What type of crime?

Q22a. What type of crime	Number	Percent
Property crime (e.g., theft, burglary)	26	86.7 %
Violent crime (e.g., assault, robbery)	1	3.3 %
Other	3	10.0 %
Total	30	100.0 %

Q22a-3. Other:

Q22a-3. Other	Number	Percent
Fraud on checking account	1	100.0 %
Total	1	100.0 %

Q22b. Did you report the crime to the police?

Q22b. Did you report the crime to the police	Number	Percent
Yes	26	86.7 %
No	4	13.3 %
Total	30	100.0 %

Q22c. Why did you not report the crime?

- Hit and run on my vehicle parked in the street. Cameras didn't get the license plate. Didn't think police would help.
- Very minor items stolen from yard sporadically. \$10 or so. Probably kids.

Q23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern.

(N=441)

	Greatest concern	2	3	4	5	6	7	8	9	Least concern	Not provided
Q23-1. Break-ins	33.8%	16.6%	7.3%	3.4%	6.6%	6.6%	6.8%	2.3%	1.1%	5.2%	10.4%
Q23-2. Traffic violations	8.8%	9.8%	9.3%	5.2%	7.3%	4.5%	6.1%	13.8%	11.8%	6.3%	17.0%
Q23-3. Murder	7.9%	6.8%	7.0%	6.6%	7.5%	9.5%	9.1%	10.7%	7.7%	6.8%	20.4%
Q23-4. Drug related crime	4.3%	9.5%	12.2%	14.7%	10.9%	11.3%	7.5%	6.8%	4.8%	0.5%	17.5%
Q23-5. Crime against children	4.3%	6.1%	10.0%	10.7%	11.8%	10.0%	12.9%	7.3%	4.5%	2.3%	20.2%
Q23-6. Gangs	2.7%	5.9%	6.3%	11.8%	13.2%	11.6%	10.7%	8.8%	5.4%	3.6%	20.0%
Q23-7. Gun violence	11.6%	14.3%	11.8%	10.2%	11.1%	8.8%	5.9%	5.0%	2.7%	1.6%	17.0%
Q23-8. Violent crime (assault, rape, robbery)	5.4%	10.7%	15.0%	13.6%	8.6%	9.8%	8.4%	5.2%	3.4%	0.7%	19.3%
Q23-9. Prostitution	4.3%	2.5%	2.3%	2.7%	2.3%	3.2%	6.3%	14.1%	25.6%	15.2%	21.5%
Q23-10. Other	12.2%	8.1%	6.8%	4.1%	4.1%	8.1%	5.4%	6.8%	14.9%	29.7%	0.0%

WITHOUT "NOT PROVIDED"

Q23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern. (without "not provided")

(N=441)

	Greatest concern	2	3	4	5	6	7	8	9	Least concern
Q23-1. Break-ins	37.7%	18.5%	8.1%	3.8%	7.3%	7.3%	7.6%	2.5%	1.3%	5.8%
Q23-2. Traffic violations	10.7%	11.7%	11.2%	6.3%	8.7%	5.5%	7.4%	16.7%	14.2%	7.7%
Q23-3. Murder	10.0%	8.5%	8.8%	8.3%	9.4%	12.0%	11.4%	13.4%	9.7%	8.5%
Q23-4. Drug related crime	5.2%	11.5%	14.8%	17.9%	13.2%	13.7%	9.1%	8.2%	5.8%	0.5%
Q23-5. Crime against children	5.4%	7.7%	12.5%	13.4%	14.8%	12.5%	16.2%	9.1%	5.7%	2.8%
Q23-6. Gangs	3.4%	7.4%	7.9%	14.7%	16.4%	14.4%	13.3%	11.0%	6.8%	4.5%
Q23-7. Gun violence	13.9%	17.2%	14.2%	12.3%	13.4%	10.7%	7.1%	6.0%	3.3%	1.9%
Q23-8. Violent crime (assault, rape, robbery)	6.7%	13.2%	18.5%	16.9%	10.7%	12.1%	10.4%	6.5%	4.2%	0.8%
Q23-9. Prostitution	5.5%	3.2%	2.9%	3.5%	2.9%	4.0%	8.1%	17.9%	32.7%	19.4%
Q23-10. Other	12.2%	8.1%	6.8%	4.1%	4.1%	8.1%	5.4%	6.8%	14.9%	29.7%

Q23-10. Other

- Accidents involving pedestrians or cyclist as our roads are very unsafe.
- Any other misdemeanors
- Anything missed in the list.
- anything not listed above "OTHER"
- Anything that's not in the other items listed that are considered crimes.
- Auto theft
- Auto vandalism
- Car accident
- Car break ins
- Car jacking and car break-ins
- Car jacking, crime against elderly, elderly abuse
- Compassionately addressing the homeless and addicted
- domestic violence
- Don't care about other but many drugs and prostitution should be legal and brought out of the black market, regulated and made safe!!! These industries have been with us since the beginning of time.....we will never get rid of them so let's make them safe for all involved.
- Don't know! I had to choose 10!
- Dumping trash / illegal burning of trash
- fireworks, shootings
- Fraud
- general safety
- Harassment of Police by activists.
- Highway construction, Buford Hwy
- Homeless
- Homeless and vagrancy. It has increased in the area around north druid and Briarcliff
- Homeless camps just over the Brookhaven/Atlanta border, and all the disgusting trash! This also affects my ability to walk and enjoy my neighborhood.
- Homeless people camping in the woods and begging for money at the freeway exit.
- Homelessness
- Honestly, needed to put an answer somewhere. Definitely think you should change the term prostitution to sex work though.
- Honestly, nothing comes to mind.
- Human trafficking
- I don't know
- I don't know I haven't been living here that long
- I feel pretty safe in Brookhaven.
- I have nothing in mind.
- Improperly controlled commercial growth and high density housing is creating intolerable traffic congestion and destroying the pleasant experience I have known for over 23 years living in the Brookhaven area. Very sad to see.
- The only people that have a say are development and construction interests... and they don't even live in the Area they are "improving."
- Internet
- Jay walking

Q23-10. Other

- Lack of ability of COB staff to provide up to date info on projects esp. transportation projects. They act like projects, that the citizens are paying for to develop, are state secrets ! Why can't we see concepts BEFORE they are approved and design work completed? Terms of contracts like liquidated damages and current schedules? The City Manager is not responsive and has too much power.
- Loitering after hours and driving in an unsafe manner in parks without traffic abatement
- Loitering and harassment from citizens
- Many of these should be rated 1
- Need better street lights.
- no knowledge of remaining areas of concern
- non-brake in robbery (mugging)
- Other smaller crimes, like hate crimes
- Panhandling
- Part of traffic violations.... Street racing, intimidation driving, super loud cars/motorcycles, etc.
- Pedestrian safety and vehicle accident prevention...not just writing tickets.
- Petty crime
- Petty crimes, jaywalking on Peachtree, Buford Highway, north Druid Hills, Clairmont. Retail theft, rummaging through cars, illegitimate solicitation at homes.
- Please do not let my numbers skew this. I selected these and on this questionnaire I am unable to change and sequence differently. .
- Police officer initiated crimes
- Poor treatment of the homeless
- Public harassment
- Rated last - nothing specific
- Residential nuisances.
- Residential safety and city/county ordinance enforcement - like speeding in neighborhoods, leash laws, sound ordinances that occur daily in neighborhoods but cause a great deal of contention among residents.
- Scammers coming door to door.
- school safety
- Shoplifting.
- Some of these overlap and hard to choose one over the other. Of course murder is number one and any other crime.
- speeding
- Speeding is seemingly not enforced here.
- Street racing
- Street racing
- Taxation
- The lack of public sidewalks and open culverts along Briarcliff Road and near the intersection of La Vista Road.
- Traffic congestion
- Traffic intersections and poorly made roads - the intersection at Ashford Dunwoody and Peachtree is a travesty - and it is ridiculous. How long it has taken to repair the bridge.
- Traffic on Ashford/Dunwoody.
- Traffic on Peachtree
- Unsure
- Vandalism
- Vandalism

Q24. Overall, how much confidence do you have in Brookhaven police officers?

Q24. How much confidence do you have in Brookhaven police officers	Number	Percent
Very confident	250	56.7 %
Somewhat confident	123	27.9 %
Neutral	46	10.4 %
Somewhat unconfident	10	2.3 %
Very unconfident	3	0.7 %
Not provided	9	2.0 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Overall, how much confidence do you have in Brookhaven police officers? (without "not provided")**

Q24. How much confidence do you have in Brookhaven police officers	Number	Percent
Very confident	250	57.9 %
Somewhat confident	123	28.5 %
Neutral	46	10.6 %
Somewhat unconfident	10	2.3 %
Very unconfident	3	0.7 %
Total	432	100.0 %

Q25. Do you think that Brookhaven has enough police officers?

Q25. Do you think Brookhaven has enough police officers	Number	Percent
Yes	150	34.0 %
No	57	12.9 %
Don't know	234	53.1 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"**Q25. Do you think that Brookhaven has enough police officers? (without "don't know")**

Q25. Do you think Brookhaven has enough police officers	Number	Percent
Yes	150	72.5 %
No	57	27.5 %
Total	207	100.0 %

Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?

Q26. Do you think Brookhaven Police Department currently reflects the community in terms of race/ethnicity

	Number	Percent
Yes	160	36.3 %
No	22	5.0 %
Don't know	259	58.7 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"

Q26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity? (without "don't know")

Q26. Do you think Brookhaven Police Department currently reflects the community in terms of race/ethnicity

	Number	Percent
Yes	160	87.9 %
No	22	12.1 %
Total	182	100.0 %

Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?

Q27. Are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer

	Number	Percent
Yes	35	7.9 %
No	361	81.9 %
Don't know	45	10.2 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"

Q27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer? (without "don't know")

Q27. Are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer

	Number	Percent
Yes	35	8.8 %
No	361	91.2 %
Total	396	100.0 %

Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?

Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number	Number	Percent
Yes	350	79.4 %
No	44	10.0 %
Don't know	47	10.7 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"**Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number? (without "don't know")**

Q28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number	Number	Percent
Yes	350	88.8 %
No	44	11.2 %
Total	394	100.0 %

Q29. Would you be willing to report non-violent crimes online?

Q29. Would you be willing to report non-violent crimes online	Number	Percent
Yes	322	73.0 %
No	65	14.7 %
Don't know	54	12.2 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"**Q29. Would you be willing to report non-violent crimes online? (without "don't know")**

Q29. Would you be willing to report non-violent crimes online	Number	Percent
Yes	322	83.2 %
No	65	16.8 %
Total	387	100.0 %

Q30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven."

Q30. Your level of agreement with the statement that
you feel personally safe in Brookhaven

	Number	Percent
Strongly agree	120	27.2 %
Agree	262	59.4 %
Neutral	42	9.5 %
Disagree	9	2.0 %
Strongly disagree	3	0.7 %
Don't know	5	1.1 %
Total	441	100.0 %

WITHOUT "DON'T KNOW"

Q30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven." (without "don't know")

Q30. Your level of agreement with the statement that
you feel personally safe in Brookhaven

	Number	Percent
Strongly agree	120	27.5 %
Agree	262	60.1 %
Neutral	42	9.6 %
Disagree	9	2.1 %
Strongly disagree	3	0.7 %
Total	436	100.0 %

Q31. How supportive are you of the City utilizing the following technology for public safety?

(N=441)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive	Don't know
Q31-1. Public space cameras in a neighborhood	54.9%	24.5%	7.0%	5.7%	4.8%	3.2%
Q31-2. License plate reader technology	54.2%	22.4%	8.4%	6.3%	4.5%	4.1%
Q31-3. Gunshot spotter	65.1%	12.2%	5.2%	1.1%	2.0%	14.3%
Q31-4. Drone first responder	46.9%	22.0%	8.2%	3.6%	7.3%	12.0%

WITHOUT "DON'T KNOW"**Q31. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

(N=441)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive
Q31-1. Public space cameras in a neighborhood	56.7%	25.3%	7.3%	5.9%	4.9%
Q31-2. License plate reader technology	56.5%	23.4%	8.7%	6.6%	4.7%
Q31-3. Gunshot spotter	75.9%	14.3%	6.1%	1.3%	2.4%
Q31-4. Drone first responder	53.4%	25.0%	9.3%	4.1%	8.2%

Q34. How satisfied are you with government services provided by DeKalb County?

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34-1. Fire services	23.4%	32.2%	12.9%	4.5%	1.8%	25.2%
Q34-2. Ambulance services	16.8%	22.9%	12.7%	2.3%	1.4%	44.0%
Q34-3. Library services	20.0%	36.7%	12.7%	5.4%	2.7%	22.4%
Q34-4. Sanitation services	24.9%	38.8%	16.1%	10.4%	2.7%	7.0%
Q34-5. Addressing the needs of the homeless	3.4%	7.9%	17.9%	19.5%	11.1%	40.1%

WITHOUT "DON'T KNOW"**Q34. How satisfied are you with government services provided by DeKalb County? (without "don't know")**

(N=441)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34-1. Fire services	31.2%	43.0%	17.3%	6.1%	2.4%
Q34-2. Ambulance services	30.0%	40.9%	22.7%	4.0%	2.4%
Q34-3. Library services	25.7%	47.4%	16.4%	7.0%	3.5%
Q34-4. Sanitation services	26.8%	41.7%	17.3%	11.2%	2.9%
Q34-5. Addressing the needs of the homeless	5.7%	13.3%	29.9%	32.6%	18.6%

Q36. Approximately how many years have you lived in the City of Brookhaven?

Q36. How many years have you lived in City of

Brookhaven	Number	Percent
0-5	142	32.2 %
6-10	94	21.3 %
11-15	48	10.9 %
16-20	51	11.6 %
21-30	50	11.3 %
31+	34	7.7 %
Not provided	22	5.0 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Approximately how many years have you lived in the City of Brookhaven? (without "not provided")**

Q36. How many years have you lived in City of

Brookhaven	Number	Percent
0-5	142	33.9 %
6-10	94	22.4 %
11-15	48	11.5 %
16-20	51	12.2 %
21-30	50	11.9 %
31+	34	8.1 %
Total	419	100.0 %

Q37. What is your age?

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	81	18.4 %
35-44	83	18.8 %
45-54	84	19.0 %
55-64	85	19.3 %
65+	82	18.6 %
Not provided	26	5.9 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"**Q37. What is your age? (without "not provided")**

<u>Q37. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	81	19.5 %
35-44	83	20.0 %
45-54	84	20.2 %
55-64	85	20.5 %
65+	82	19.8 %
Total	415	100.0 %

Q38. What is your gender?

Q38. Your gender	Number	Percent
Male	217	49.2 %
Female	219	49.7 %
Non-binary	3	0.7 %
Not provided	2	0.5 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your gender? (without "not provided")**

Q38. Your gender	Number	Percent
Male	217	49.4 %
Female	219	49.9 %
Non-binary	3	0.7 %
Total	439	100.0 %

Q39. Which of the following best describes your race/ethnicity?

Q39. Your race/ethnicity	Number	Percent
Asian or Asian Indian	23	5.2 %
Black or African American	54	12.2 %
American Indian or Alaska Native	10	2.3 %
White or Caucasian	303	68.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Other	46	10.4 %
Total	437	

Q39-6. Self-describe your race/ethnicity:

Q39-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	34	73.9 %
Mixed	3	6.5 %
Latino	2	4.3 %
White, Hispanic	1	2.2 %
More than one	1	2.2 %
Latina	1	2.2 %
Latin	1	2.2 %
Jewish	1	2.2 %
LatinX	1	2.2 %
Mexican	1	2.2 %
Total	46	100.0 %

Q40. Are you of Hispanic, Latino, or other Spanish ancestry?

Q40. Are you of Hispanic, Latino, or other Spanish ancestry	Number	Percent
Yes	84	19.0 %
No	357	81.0 %
Total	441	100.0 %

Q41. Would you say your total annual household income is:

Q41. Your total annual household income	Number	Percent
Under \$30K	40	9.1 %
\$30K to \$59,999	44	10.0 %
\$60K to \$99,999	52	11.8 %
\$100K to \$149,999	73	16.6 %
\$150K to \$199,999	79	17.9 %
\$200K+	77	17.5 %
Not provided	76	17.2 %
Total	441	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Would you say your total annual household income is: (without "not provided")**

Q41. Your total annual household income	Number	Percent
Under \$30K	40	11.0 %
\$30K to \$59,999	44	12.1 %
\$60K to \$99,999	52	14.2 %
\$100K to \$149,999	73	20.0 %
\$150K to \$199,999	79	21.6 %
\$200K+	77	21.1 %
Total	365	100.0 %

4

Survey Instrument



John A. Ernst, Mayor

Linley Jones, District 1

John Park, District 2

Madeleine Simmons, District 3

John Funny, District 4

December 2022

Dear Fellow Brookhaven Resident,

On behalf of the Brookhaven City Council, thank you for your on-going involvement in our community. This letter is a request for your assistance in helping us build an even better Brookhaven for future generations.

Your input on the enclosed survey is extremely important. My colleagues on the Council and I are responsible for making decisions that affect City services, including Public Safety, Public Works, Parks and Recreation, Code Enforcement, Planning and Zoning and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many decisions that will be made about the City's future. Your responses are a catalyst for City leadership and staff to identify and address many of the opportunities and challenges facing our community.

Please return your completed survey sometime during the next week if possible and return it in the enclosed postage-paid envelope. Your responses will remain confidential.

If you prefer, you may complete the survey on-line at
BrookhavenSurvey.org

Please call City Manager Christian Sigman at 404-637-0513 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help us remain Brookhaven strong!

Sincerely,

A handwritten signature in blue ink, appearing to read "John Ernst", is written over a blue circular stamp.

John Ernst
Mayor, City of Brookhaven

2022 City of Brookhaven Satisfaction Survey



Please take a few minutes to complete this survey. Your input is an important part of the City of Brookhaven's on-going effort to identify and respond to resident concerns. If you have questions, please contact City Manager Christian Sigman at 404-637-0462. If you would prefer to take this survey online, visit brookhavensurvey.org.

Brookhaven Parks and Recreation

1. Please rate your satisfaction with the quality of each of the following.

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	How close neighborhood parks are to your home	5	4	3	2	1	9
03.	Number and quality of walking and biking trails in parks	5	4	3	2	1	9
04.	Number and quality of outdoor athletic facilities	5	4	3	2	1	9
05.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
06.	City's fitness, youth and teen programs	5	4	3	2	1	9
07.	City's pool facilities (Murphey Candler/Lynwood/Briarwood)	5	4	3	2	1	9
08.	Fees charged for recreation programs and services	5	4	3	2	1	9
09.	Peachtree Creek Greenway	5	4	3	2	1	9
10.	Ashford Park Splash Pad	5	4	3	2	1	9
11.	Murphey Candler trails, paths boardwalks and bridges	5	4	3	2	1	9
12.	Murphey Candler Youth Sports programs	5	4	3	2	1	9
13.	Lynwood Park improvements (underway)	5	4	3	2	1	9

Brookhaven Community Development, Planning, Zoning and Code Enforcement

2. Please rate your satisfaction with each of the following.

Planning and Development		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Standards and quality of permitting, inspections and development process	5	4	3	2	1	9
2.	Access to information about current and proposed projects	5	4	3	2	1	9
3.	Ability to participate in development process as a citizen	5	4	3	2	1	9

3. Please rate your satisfaction with each of the following.

Property Maintenance/Code Enforcement		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of commercial property	5	4	3	2	1	9
5.	Enforcing codes designed to address public safety and nuisance issues	5	4	3	2	1	9

City Maintenance/Public Works**4. Please rate your satisfaction with the quality of the following.**

City Maintenance/Public Works	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of street signs and traffic signals	5	4	3	2	1	9
2. Maintenance of City buildings	5	4	3	2	1	9
3. Maintenance of City streets	5	4	3	2	1	9
4. Adequacy of City street lighting in business/commercial areas	5	4	3	2	1	9
5. Condition of City sidewalks	5	4	3	2	1	9
6. Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
7. Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
8. Adequacy of residential street lighting	5	4	3	2	1	9

5. Please rate your satisfaction with the quality of the following.

Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of travel from your home to work/school	5	4	3	2	1	9
2. Availability of public transportation	5	4	3	2	1	9
3. Availability of bicycle lanes	5	4	3	2	1	9
4. Availability of pedestrian walkways	5	4	3	2	1	9
5. Availability of parking in residential areas	5	4	3	2	1	9
6. Availability of parking in business/commercial areas	5	4	3	2	1	9
7. Width of sidewalks	5	4	3	2	1	9

Overall perceptions with the City of Brookhaven**6. Please rate your overall satisfaction with the following major categories of services provided by the City of Brookhaven using 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. Overall quality of police services	5	4	3	2	1	9
2. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
4. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
5. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
6. Overall effectiveness of City communication with the public	5	4	3	2	1	9
7. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
8. Overall quality of City streets (note: Peachtree Road and Buford Highway are not City streets)	5	4	3	2	1	9

7. **Quality of Life.** Please rate Brookhaven on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

How would you rate the City of Brookhaven...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live/raise a family	5	4	3	2	1	9
02. As a place to work	5	4	3	2	1	9
03. As a place where you would buy your next home	5	4	3	2	1	9
04. As a place to retire	5	4	3	2	1	9
05. As a place to open a business	5	4	3	2	1	9
06. As a place to educate children	5	4	3	2	1	9
07. As a place where residents support each other	5	4	3	2	1	9
08. Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
09. Overall image of the city	5	4	3	2	1	9
10. Overall quality of life in Brookhaven	5	4	3	2	1	9
11. Overall appearance of the city	5	4	3	2	1	9

8. **Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience.**

Customer Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy the department was to contact	5	4	3	2	1	9
2. How courteously you were treated	5	4	3	2	1	9
3. Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4. Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9
5. The timeliness of City employees resolving your issue	5	4	3	2	1	9

9. **City Communication.** Please rate your satisfaction with each of the following.

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City's efforts to keep you informed about local issues	5	4	3	2	1	9
3. How open the City is to public involvement and input from residents	5	4	3	2	1	9
4. The quality of the City's website	5	4	3	2	1	9
5. How well the City communicates notices of public meetings	5	4	3	2	1	9
6. How accessible and responsive are your local elected officials	5	4	3	2	1	9

10. **Preferred Method of Communication.** Please indicate which TWO forms of communication are your preferred methods. *[Check only two.]*

☐ (1) City newsletter
 ☐ (4) Local newspapers
 ☐ (7) e-Notifications
☐ (2) Social media posts
 ☐ (5) Direct mailers
☐ (3) City website
 ☐ (6) Temporary signage

11. **Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Brookhaven."**

☐ (1) Yes ☐ (2) No ☐ (9) Don't know

12. **Do you agree with the following statement? "When interacting with the City of Brookhaven, I receive the information I need and am treated with respect."**

☐ (1) Yes ☐ (2) No ☐ (9) Don't know

Brookhaven Police

- 13. For each of the following, please rate your satisfaction 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
01. Visibility of police in neighborhoods	5	4	3	2	1	9
02. Overall police performance in your neighborhood	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Efforts to prevent crime	5	4	3	2	1	9
05. Police safety education programs	5	4	3	2	1	9
06. Professionalism of police officers	5	4	3	2	1	9
07. Attitude and behavior of officers towards residents in your neighborhood	5	4	3	2	1	9
08. Efforts to cooperate with the public to address their concerns	5	4	3	2	1	9
09. Overall appearance and quality of police vehicles and equipment	5	4	3	2	1	9
10. Police outreach programs/services	5	4	3	2	1	9
11. Quality of dispatch (911) services	5	4	3	2	1	9
12. Ease of locating information on the Police website	5	4	3	2	1	9

- 14. On a scale of 1 to 5, please indicate your level of agreement with the following statements related to the Brookhaven Police Department, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The Brookhaven Police Department is trying hard to maintain good relations with the community	5	4	3	2	1	9
2. Brookhaven Police Department personnel do a good job enforcing the law	5	4	3	2	1	9
3. The Brookhaven Police Department's personnel has appropriate training on how to handle confrontations and minimize violent crime	5	4	3	2	1	9
4. The Brookhaven Police Department personnel are held accountable for any misconduct	5	4	3	2	1	9
5. The Brookhaven Police Department personnel treat residents of different races/ethnicities equally	5	4	3	2	1	9

- 15. During the past year, have you or other members of your household contacted employees of the Brookhaven Police Department to seek services, ask a question, or file a complaint?**

____(1) Yes [Answer Q15a.] ____ (2) No [Skip to Q16.]

- 15a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the Brookhaven Police Department employees you have contacted with regard to each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy they were to contact	5	4	3	2	1	9
2. Courtesy of employees	5	4	3	2	1	9
3. Accuracy of the information and assistance you were given	5	4	3	2	1	9
4. Time it took for your request to be addressed	5	4	3	2	1	9
5. The resolution to your issue/concern	5	4	3	2	1	9
6. Availability of information about police programs and services	5	4	3	2	1	9

16. Please CHECK ALL of the following police community outreach programs/services in the City of Brookhaven that you are familiar with.

- | | |
|--|--|
| ☐ (01) Brookhaven ALERT | ☐ (07) Neighborhood Watch |
| ☐ (02) Citizen Police Academy | ☐ (08) NNO (National Night Out) |
| ☐ (03) Coffee with a Cop | ☐ (09) Polar Plunge/Special Olympics |
| ☐ (04) Crime Stoppers | ☐ (10) Shop with a Badge |
| ☐ (05) Familias Azules | ☐ (11) Smart911 |
| ☐ (06) Hot Pursuit Road Race | ☐ (12) Not familiar with any of these programs/services |

17. In general, do you think Brookhaven Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

- ☐ (1) Yes [Answer Q17a.] ☐ (2) No [Skip to Q18.] ☐ (3) Not sure [Skip to Q18.]

17a. What is the reason for your view? [Check all that apply.]

- | | |
|--|--|
| ☐ (1) Personal experience | ☐ (3) Word of mouth |
| ☐ (2) Media reports (e.g., TV, newspaper, internet, social media) | ☐ (4) Other: _____ |

18. Has there ever been a specific instance when you felt discriminated against by Brookhaven Police Department police officers because of your race or ethnic background?

- ☐ (1) Yes ☐ (2) No ☐ (3) Not sure

19. Over the next year, do you think relations between the Brookhaven Police Department officers and the minority community will get better, get worse, or stay about the same?

- ☐ (4) Get better ☐ (3) Stay about the same ☐ (2) Get worse ☐ (1) Not sure

20. Please indicate if you have had any interaction with a Brookhaven police officer in the past 12 months for any of the following reasons. [Check all that apply.]

- ☐ (1) Officer initiated an enforcement action (vehicle stop, issued a ticket, made an arrest, etc.)
- ☐ (2) Officer was responding to a call to 911
- ☐ (3) Officer initiated a positive interaction (e.g., a friendly conversation)

21. All Brookhaven Police Patrol officers wear body cameras that record interactions between officers and the public. On a scale of 1 to 5, please indicate your level of agreement with the following statements, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Body cameras will lead to greater transparency of the Brookhaven Police Department	5	4	3	2	1	9
2.	Body cameras will increase the accountability of officers	5	4	3	2	1	9
3.	If encountered by a Police Officer, it makes me feel better knowing the interaction is being recorded	5	4	3	2	1	9

22. During the past 12 months, were you or anyone in your household the victim of any crime in Brookhaven?

- ☐ (1) Yes [Answer Q22a-b.] ☐ (2) No [Skip to Q23.]

22a. What type of crime?

- | | |
|---|---|
| ☐ (1) Property crime (e.g., theft, burglary) | ☐ (3) Other: _____ |
| ☐ (2) Violent crime (e.g., assault, robbery) | |

22b. Did you report the crime to the police? ☐ (1) Yes [Skip to Q23.] ☐ (2) No [Answer Q22c.]

22c. Why did you not report the crime? _____

23. What do you feel are the greatest areas of concern for the City of Brookhaven? Please rank the areas below from 1 to 10, where 1 is the area of GREATEST concern and 10 is the area of LEAST concern. [Example: If "Drug related crime" is your greatest area of concern, write 1 on the line to the left of it. Each rank may only be used once.]

____(01) Break-ins	____(06) Gangs
____(02) Traffic violations	____(07) Gun violence
____(03) Murder	____(08) Violent crime (assault, rape, robbery)
____(04) Drug related crime	____(09) Prostitution
____(05) Crime against children	____(10) Other: _____

24. Overall, how much confidence do you have in Brookhaven police officers?

____(5) Very confident	____(3) Neutral	____(1) Very unconfident
____(4) Somewhat confident	____(2) Somewhat unconfident	

25. Do you think that Brookhaven has enough police officers?

____(1) Yes ____ (2) No ____ (9) Don't know

26. Do you think the Brookhaven Police Department currently reflects the community in terms of race/ethnicity?

____(1) Yes ____ (2) No ____ (9) Don't know

27. In general, are you concerned about your personal safety when encountered by, or interacting with, a Brookhaven police officer?

____(1) Yes ____ (2) No ____ (9) Don't know

28. Would you be willing to report non-violent crimes over the phone using 911 as a non-emergency number?

____(1) Yes ____ (2) No ____ (9) Don't know

29. Would you be willing to report non-violent crimes online?

____(1) Yes ____ (2) No ____ (9) Don't know

30. Please rate your level of agreement with the following statement: "I feel personally safe in Brookhaven."

____(5) Strongly agree	____(3) Neutral	____(1) Strongly disagree
____(4) Agree	____(2) Disagree	____(9) Don't know

31. How supportive are you of the City utilizing the following technology for public safety?

Level of Support for:		Very Supportive	Somewhat Supportive	Neutral	Somewhat Unsupportive	Very Unsupportive	Don't Know
1.	Public space cameras in a neighborhood	5	4	3	2	1	9
2.	License plate reader technology	5	4	3	2	1	9
3.	Gunshot spotter	5	4	3	2	1	9
4.	Drone first responder	5	4	3	2	1	9

32. What is the most important thing that could increase trust and mutual respect between the community and the Brookhaven Police Department?

33. Do you have any other comments you would like to share with the Brookhaven Police Department?

Other government services (not provided by the City of Brookhaven)**34. How satisfied are you with government services provided by DeKalb County?**

Level of satisfaction for:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Fire services	5	4	3	2	1	9
2. Ambulance services	5	4	3	2	1	9
3. Library services	5	4	3	2	1	9
4. Sanitation services	5	4	3	2	1	9
5. Addressing the needs of the homeless	5	4	3	2	1	9

35. Do you have any comments you would like to share about DeKalb County government services?

Demographics**36. Approximately how many years have you lived in the City of Brookhaven?** _____ years**37. What is your age?** _____ years**38. What is your gender?** ____ (1) Male ____ (2) Female ____ (3) Non-binary**39. Which of the following best describes your race/ethnicity? [Check all that apply.]**

____ (01) Asian or Asian Indian

____ (04) White or Caucasian

____ (02) Black or African American

____ (05) Native Hawaiian or other Pacific Islander

____ (03) American Indian or Alaska Native

____ (99) Other: _____

40. Are you of Hispanic, Latino, or other Spanish ancestry? ____ (1) Yes ____ (2) No**41. Would you say your total annual household income is:**

____ (1) Under \$30,000

____ (3) \$60,000 to \$99,999

____ (5) \$150,000 to \$199,999

____ (2) \$30,000 to \$59,999

____ (4) \$100,000 to \$149,999

____ (6) \$200,000 or more

42. Would you be willing to participate in future surveys sponsored by the City of Brookhaven?

____ (1) Yes [Please answer Q42a.]

____ (No)

42a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

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 survey will remain anonymous; the City of Brookhaven will not receive your individual responses.

Your responses will remain completely confidential. The information printed on 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.

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to residents' priorities. If you have questions, please call City Attorney / Administrative Services Director, Bradley Nolden at (309) 345-3680.

- 1. Overall Satisfaction with City Services:** Please rate your overall satisfaction with the following major categories of services provided by the City of Galesburg using 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
01.	Overall quality of police and fire services	5	4	3	2	1	9
02.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
04.	Overall quality of City water	5	4	3	2	1	9
05.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
06.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
08.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09.	Overall quality of City streets (note: Grand Avenue is not a City street)	5	4	3	2	1	9
10.	Overall quality of City's solid waste services (trash/recycling/yard waste)	5	4	3	2	1	9

- 2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** [Write in your answers below using the numbers from the list in Question 1.]

1st: ____ 2nd: ____ 3rd: ____

- 3. Quality of Life and Perceptions of City.** Please rate Galesburg on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

How would you rate the City of Galesburg...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	As a place to live	5	4	3	2	1	9
02.	As a place to raise a family	5	4	3	2	1	9
03.	As a place to work	5	4	3	2	1	9
04.	As a place where you would buy your next home	5	4	3	2	1	9
05.	As a place to retire	5	4	3	2	1	9
06.	As a place to open a business	5	4	3	2	1	9
07.	As a place to educate children	5	4	3	2	1	9
08.	As a place where residents support each other	5	4	3	2	1	9
09.	Overall value that you receive for your City taxes and fees	5	4	3	2	1	9
10.	Overall image of the City	5	4	3	2	1	9
11.	Overall quality of life in Galesburg	5	4	3	2	1	9
12.	Overall appearance of the City	5	4	3	2	1	9

4. Which **FOUR** items from the list below do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? (Please rank in numerical order 1 through 4)

01.	Increase the quality and quantity of housing options	
02.	Downtown development	
03.	Attracting more industry and related jobs	
04.	Maintain and improve streets and sidewalks	
05.	Increase the number of police	
06.	Providing housing and services to the unhoused	
07.	Environmental sustainability	
08.	Increased activities for youth	
09.	Improve park and recreation facilities	
10.	Improve public transportation	
11.	Improve water quality	
12.	Other: _____	

5. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate each of the following based on your experience

Customer Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the department was to contact	5	4	3	2	1	9
2.	How courteously you were treated	5	4	3	2	1	9
3.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
4.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9
5.	The timeliness of City employees resolving your issue	5	4	3	2	1	9

6. **City Communication:** Please rate your satisfaction with each of the following.

City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City's efforts to keep you informed about local issues	5	4	3	2	1	9
3.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
4.	The quality of the City's website	5	4	3	2	1	9
5.	How well the City communicates notices of public meetings	5	4	3	2	1	9
6.	How well the City's communications meet your needs	5	4	3	2	1	9

7. **Preferred Method of Communication.** Please indicate which forms of communication are your preferred methods. [Check two.]

1. ___ City newsletter 2. ___ Social media posts 3. ___ City website 4. ___ Local newspapers
 5. ___ Direct mailers 6. ___ Temporary signage 7. ___ e-Notifications 8. ___ Radio

8. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in the City of Galesburg".

___(1) Yes ___(2) No ___(9) Don't know

9. Do you agree with the following statement? "When interacting with the City, I receive the information need and am treated with respect".

___(1) Yes ___(2) No ___(9) Don't know

10. Public Safety: Please rate your satisfaction with the quality of the following.

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in my neighborhood	5	4	3	2	1	9
02.	The visibility of police downtown	5	4	3	2	1	9
03.	The City's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Overall competency of the City of Galesburg Police Department	5	4	3	2	1	9
06.	Overall treatment of citizens by the Galesburg Police Dept.	5	4	3	2	1	9
07.	Responsiveness of the Police Dept. in enforcing local traffic laws	5	4	3	2	1	9
08.	Police Department engagement within the community	5	4	3	2	1	9
09.	Overall quality of the City of Galesburg Fire Department	5	4	3	2	1	9
10.	Effectiveness of fire prevention/safety programs	5	4	3	2	1	9
11.	How quickly the Fire Department responds	5	4	3	2	1	9
12.	The treatment/fairness of the City's municipal court	5	4	3	2	1	9

11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____ 3rd: ____

12. Perceptions of Safety. On 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.

How safe do you feel...		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01.	In your neighborhood during the day	5	4	3	2	1	9
02.	In your neighborhood at night	5	4	3	2	1	9
03.	Walking in downtown Galesburg	5	4	3	2	1	9
04.	In City parks	5	4	3	2	1	9
05.	Overall feeling of safety in Galesburg	5	4	3	2	1	9

13. How supportive are you of the City utilizing the following technology for public safety?

Level of Support for:		Very Supportive	Somewhat Supportive	Neutral	Somewhat Unsupportive	Very Unsupportive	
1.	Public space cameras in a neighborhood	5	4	3	2	1	9
2.	License plate reader technology	5	4	3	2	1	9
3.	Gunshot spotter	5	4	3	2	1	9
4.	Drone surveillance	5	4	3	2	1	9

14. City Maintenance/Public Works: Please rate your satisfaction with the quality of the following.

City Maintenance/Public Works		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
1.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
2.	Maintenance of City buildings	5	4	3	2	1	9
3.	Snow removal on City streets	5	4	3	2	1	9
4.	Maintenance of City streets	5	4	3	2	1	9
5.	Adequacy of City street lighting in business districts	5	4	3	2	1	9
6.	Condition of City sidewalks	5	4	3	2	1	9
7.	Landscaping/appearance of public areas along City streets	5	4	3	2	1	9
8.	Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
9.	Adequacy of residential street lighting	5	4	3	2	1	9

15. Which **THREE** items from the list in Question 14 do you think should receive the **MOST EMPHASIS** City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____ 3rd: ____

16. **Transportation:** Please rate your satisfaction with the quality of the following.

Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of travel from your home to work/school	5	4	3	2	1	9
2. Availability of public transportation	5	4	3	2	1	9
3. Availability of bicycle lanes	5	4	3	2	1	9
4. Availability of pedestrian walkways	5	4	3	2	1	9
5. Availability of parking in residential areas	5	4	3	2	1	9
6. Availability of parking in business districts	5	4	3	2	1	9
7. Availability of parking downtown	5	4	3	2	1	9
8. Width of sidewalks in business districts	5	4	3	2	1	9

17. **Enforcement of Property Maintenance Codes:** Please rate your satisfaction with each of the following

Property Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
1. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
3. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4. Enforcing the maintenance of commercial property	5	4	3	2	1	9
5. Enforcing codes designed to address public safety and nuisance issues	5	4	3	2	1	9

18. Do you agree with the following statement, "Property maintenance codes should be enforced more strictly in Galesburg?"

____(1) Yes

____(2) No

____(9) Other (comment below)

19. **Parks and Recreation:** Please rate your satisfaction with the quality of the following.

Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. How close neighborhood parks are to your home	5	4	3	2	1	9
3. Number of walking and biking trails in parks	5	4	3	2	1	9
4. Quality of walking and biking trails in parks	5	4	3	2	1	9
5. Number of outdoor athletic facilities	5	4	3	2	1	9
6. Quality of outdoor athletic facilities	5	4	3	2	1	9
7. Availability of information about City parks and recreation programs	5	4	3	2	1	9
8. City's fitness programs	5	4	3	2	1	9
09. City's youth and teen programs	5	4	3	2	1	9
10. City's aquatic facilities	5	4	3	2	1	9
11. Fees charged for recreation programs and services	5	4	3	2	1	9
12. Lake Storey Park/Beach	5	4	3	2	1	9
13. Lakeside Recreation Facility/Water Park	5	4	3	2	1	9
14. Bunker Links Golf Course	5	4	3	2	1	9
15. Lake Storey Pavilion	5	4	3	2	1	9
16. Hawthorne Gym/Pool	5	4	3	2	1	9
17. Adult and senior citizen programs	5	4	3	2	1	9

20. Which **THREE** items from the list in Question 19 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____ 3rd: ____

21. **Planning and Development Process:** Please rate your satisfaction with each of the following.

Planning and Development		Very Satisfied	Satisfied	Neutral	Dissatisfied		
1.	Standards and quality of development process	5	4	3	2	1	9
2.	Access to information about current and proposed projects	5	4	3	2	1	9
3.	Ability to participate in development process as a citizen	5	4	3	2	1	9

22. Should the City build or renovate a building for the purposes of a community/activity center?

____(1) Yes

____(2) No

____(9) Don't know

IF YOU ANSWERED YES TO QUESTION 22, answer Question 23. Otherwise skip to Question 24.

23. What is the maximum amount of funding the City of Galesburg should invest in this project?

____(1) Under 2 million dollars ____ (2) Up to 5 million dollars ____ (3) Up to 8 million dollars ____ (4) Up to 10 million dollars

____ (5) Up to 15 million dollars ____ (6) Up to 20 million dollars

24. To what extent have you been following the City's effort to develop a Community Center in Galesburg?

____(1) None

____(2) Little

(____(3) Closely

____(4) Very Closely

25. Which **EIGHT** programs from the list below should receive the **MOST EMPHASIS** from City leaders at a community/activity center? (Please rank in numerical order 1-8)

01.	Daycare for children	
02.	Specialized classes for people of all ages	
03.	Outdoor recreational activities	
04.	Outdoor agricultural classes	
05.	A full-sized kitchen which can conduct classes and provide "low cost" meals	
06.	Space for large performances, assemblies, and meetings	
07.	Fitness center	
08.	Offices for local non-profits	
09.	Transitional housing	
10.	Permanent warming center	
11.	Teen Center	
12.	A "one stop" location for social services and supportive services	
13.	Theatre/Music programs	
14.	Gymnasium	
15.	Indoor playground	
16.	Senior Center	
17.	Other: _____	

26. Do you agree with the following statement "I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected?"

____(1) Yes

____(2) No

____(9) Don't know

27. How long have you been a resident of Galesburg? _____ years

28. If you have lived in Galesburg for less than 10 years, from where did you move?

City _____ State _____

29. Which of the following best describes your household?

____ (1) Own – Single Family Home

____ (3) Rent or Lease – Single Family Home

____ (2) Own – Multifamily Unit (Condo, Apartment, Duplex)

____ (4) Rent – Multifamily Unit (Condo, Apartment, Duplex)

30. What is your age? _____ years

31. Including yourself, how many people in your household are...

Under age 5 _____

Ages 15-19 _____

Ages 35-44 _____

Ages 65-74 _____

Ages 5-9 _____

Ages 20-24 _____

Ages 45-54 _____

Ages 75+ _____

Ages 10-14 _____

Ages 25-34 _____

Ages 55-64 _____

32. Would you say your total annual household income is:

____ (1) Under \$30,000

____ (3) \$60,000 to \$99,999

____ (5) \$150,000 to \$199,999

____ (2) \$30,000 to \$59,999

____ (4) \$100,000 to \$149,999

____ (6) \$200,000 or more

33. Which of the following best describes your race/ethnicity?

____ (1) White/Caucasian

____ (4) African American/Black

____ (2) Hispanic/Latino/Spanish

____ (5) Native American/Eskimo

____ (3) Asian/Pacific Islander

____ (6) Other: _____

34. Your gender: _____ (1) Male (self-identified) _____ (2) Female (self-identified)

35. Do you have any other comments or suggestions you would like to share with the City of Galesburg about our services?

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:

ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061



Your responses will remain completely confidential. The information printed on 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.



2024 City of Greeley Community Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's ongoing effort to involve Greeley's residents in long-range planning and decisions. Your responses are confidential and are reported in group form only.

1. Perception of Greeley. Please rate Greeley with regard to each of the following:

How would you rate your city...	Excellent	Good	Average	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a place to open a business	5	4	3	2	1	9
7. As a city moving in the right direction	5	4	3	2	1	9
8. As a place you are proud to call home	5	4	3	2	1	9

2. Please rate each of the following major categories of services provided by the City of Greeley.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police services	5	4	3	2	1	9
02. Quality of fire services	5	4	3	2	1	9
03. Overall efforts by the city to ensure the community is prepared for emergencies	5	4	3	2	1	9
04. Overall maintenance of city streets, sidewalks, and utilities	5	4	3	2	1	9
05. Enforcement of local codes and ordinances	5	4	3	2	1	9
06. Overall flow of traffic and congestion management on streets	5	4	3	2	1	9
07. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
08. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
09. Overall clarity and effectiveness of communication with the public	5	4	3	2	1	9
10. Overall quality of information presented by the City of Greeley	5	4	3	2	1	9
11. Overall how well decision-makers listen to community input	5	4	3	2	1	9
12. Response time on updates after requesting a city service	5	4	3	2	1	9
13. City services meeting your needs	5	4	3	2	1	9

3. From the list of items in Question 2, which FOUR of the major categories of city services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

4. How would you prefer to provide feedback to the City about the customer service you receive? [Select all that apply.]

- ☐ (1) Online survey after interacting with a city service
☐ (2) Follow-up phone call
☐ (3) Survey questions attached to paper forms (e.g., utility bill)
☐ (4) Through a city mobile app
☐ (5) Other: _____

5. Please rate each of the following items that may influence your perception of Greeley.

How satisfied are you with...	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. Reputation of the City of Greeley	5	4	3	2	1	9
3. Quality of the City of Greeley government services	5	4	3	2	1	9
4. Quality of life in Greeley	5	4	3	2	1	9
5. How well the City of Greeley is planning for growth	5	4	3	2	1	9
6. Overall appearance of Greeley	5	4	3	2	1	9
7. Leadership of elected officials, including the Mayor, City Council, and City Manager	5	4	3	2	1	9

6. **Economic Development:** Please rate your level of satisfaction with the following aspects of economic development in Greeley.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. City's efforts to attract diverse and innovative businesses that contribute to residents' quality of life	5	4	3	2	1	9
2. Overall quality of planning and zoning services (e.g., comprehensive plan, neighborhood/small area plans, zoning)	5	4	3	2	1	9
3. City's efforts to promote and assist small-owned businesses	5	4	3	2	1	9
4. Overall quality of development review, permitting, and inspection services	5	4	3	2	1	9

7. **Public Safety:** Please rate your level of satisfaction with public safety in Greeley.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Department Services:						
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods and schools	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. 9-1-1 service provided by operators	5	4	3	2	1	9
09. Being a positive influence in the community	5	4	3	2	1	9
Fire Department Services:						
10. Overall quality of fire services	5	4	3	2	1	9
11. How quickly fire services personnel respond	5	4	3	2	1	9
12. Fire education programs in your community	5	4	3	2	1	9
13. Fire inspection programs in your community	5	4	3	2	1	9
14. Overall quality of ambulance/emergency medical services	5	4	3	2	1	9

8. From the list of items in Question 7, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the lists in Question 7, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

9. Please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on city trails/parks/recreational areas	5	4	3	2	1	9
4. Overall feeling in commercial/retail areas	5	4	3	2	1	9
5. Traveling by bicycle	5	4	3	2	1	9
6. Overall feeling of safety in Greeley	5	4	3	2	1	9

10. **Culture, Parks and Recreation.** Have you or a family member visited a City of Greeley cultural center, park, or recreational facility in the last 12 months? ____ (1) Yes ____ (2) No

10a. Please rate your level of satisfaction with the cultural centers, parks, and recreation in Greeley.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of natural areas/open spaces/trails	5	4	3	2	1	9
02. Maintenance of city parks	5	4	3	2	1	9
03. Quality of golf courses	5	4	3	2	1	9
04. Quality of recreation facilities (Family FunPlex, Rec. Center, Active Adult, etc.)	5	4	3	2	1	9
05. Quality of Island Grove Regional Park	5	4	3	2	1	9
06. Quality of cultural events at UCCC, Museums, special events	5	4	3	2	1	9
07. Availability of Information about cultural, outdoor, and recreational programs/facilities	5	4	3	2	1	9
08. Variety of cultural, outdoor, and recreational programs for families	5	4	3	2	1	9
09. Variety of cultural, outdoor, and recreational programs for adults	5	4	3	2	1	9
10. Ease of registering for city programs	5	4	3	2	1	9

11. **Code Enforcement.** Please rate each item regarding code enforcement in Greeley.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcing the clean-up of junk and debris on private property in your community	5	4	3	2	1	9
02. Enforcing the mowing and cutting of weeds and grass on private property	5	4	3	2	1	9
03. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
04. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
05. Enforcing sign regulations	5	4	3	2	1	9
06. Enforcement of yard parking regulations in your neighborhood	5	4	3	2	1	9
07. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
08. Cleanliness in your neighborhood	5	4	3	2	1	9
09. Enforcement of weedy lots, abandoned vehicles, and graffiti	5	4	3	2	1	9
10. Enforcement of loud music	5	4	3	2	1	9

12. **Public Works Services.** Please rate your level of satisfaction with Public Works.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major streets/roadways in Greeley	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04. Condition of street drainage/stormwater drainage	5	4	3	2	1	9
05. Condition of street signs and traffic signals	5	4	3	2	1	9
06. Condition of pavement marking on streets	5	4	3	2	1	9
07. Accessibility of streets, sidewalks, and city buildings for people with disabilities	5	4	3	2	1	9
08. On-street bicycle infrastructure (bike lanes/signs/share lane markings)	5	4	3	2	1	9
09. Adequacy of lighting in common areas in Greeley	5	4	3	2	1	9
10. Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
11. Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
12. Cleanliness of streets and other public areas	5	4	3	2	1	9
13. Management of traffic flow	5	4	3	2	1	9
14. Quality of street repair	5	4	3	2	1	9
15. Greeley-Evans Public Transportation Services	5	4	3	2	1	9

Commented [WJ1]: Would it be possible to add a question about Mobility/ Transit Services? "How satisfied are you with Greeley Evans Transit Services?"

Commented [JV2]: Can we add lighting in public spaces?

13. From the list of items in Question 12, which **THREE** of the major categories of Public Works Services do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 12, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

14. **Water Utilities.** Please rate each item regarding water utilities.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Water treatment services	5	4	3	2	1	9
2. Quality of drinking water	5	4	3	2	1	9
3. Efficiency in water line repair	5	4	3	2	1	9
4. Utility billing services	5	4	3	2	1	9

15. From the list of items in Question 14, which **THREE** of the major categories of Code Enforcement Services do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 14, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ NONE

16. **Public Information Services.** Please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information on city services and activities	5	4	3	2	1	9
2. Timeliness of information provided by city government	5	4	3	2	1	9
3. City's efforts to keep you informed about local issues	5	4	3	2	1	9
4. Quality of the city website	5	4	3	2	1	9
5. The level of public involvement in local decisions	5	4	3	2	1	9
6. Quality of city's social media (e.g., Facebook, Twitter/X, Instagram, YouTube, Nextdoor.)	5	4	3	2	1	9

17. From which of the following sources do you currently get information about the City of Greeley?
[Check all that apply.]

- | | | |
|---|---|---|
| ☐ (01) Local newspapers | ☐ (08) City Instagram | ☐ (15) City Calendar |
| ☐ (02) Local radio | ☐ (09) City YouTube channel | ☐ (16) City LinkedIn account |
| ☐ (03) City Website (greeleygov.com) | ☐ (10) City Newsletters | ☐ (17) Water bill inserts |
| ☐ (04) City Facebook | ☐ (11) Speak Up Greeley | ☐ (18) City staff (by phone, email, in-person) |
| ☐ (05) City X (Twitter) | ☐ (12) City brochures, flyers | ☐ (19) My Greeley (website and social) |
| ☐ (06) City Meeting Portal | ☐ (13) HOA | ☐ (20) Other: _____ |
| ☐ (07) Word of mouth/friends | ☐ (14) Direct mail from the City | |

18. Please rank the importance of the following City Council's Strategic Priorities (1st being most important, 7th being the least important). [Write in your answers using the numbers below.]

- Community Vitality:** Includes innovative growth management, balancing new development, redevelopment, and preservation of natural areas.
- Housing for All:** Includes working with partners to create and sustain a diversity of housing options for all socio-economic levels.
- Quality of Life Amenities:** Includes providing opportunities for residents to enjoy the arts and entertainment, events/celebrations that reflect the rich cultural heritage and new traditions, outdoor activities/parks, educational opportunities, etc.
- Safe and Secure Communities:** Includes community policing, fire protection and prevention, emergency response, and working with communities to ensure neighborhoods are attractive, well-maintained, secure, etc.
- Infrastructure and Mobility:** includes planning, designing, and building valuable urban infrastructure systems, such as streets, parks, water/sewer services, etc.
- Business Growth:** Includes recruiting, retaining, and growing diversity of businesses that provide higher-wage jobs; strengthening the image and perception of Greeley.
- High-Performance Government:** Includes the City's commitment to effective systems, customer service, transparency, and responsible stewardship of resources.

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1st: _____ 2nd: _____ 3rd: _____ 4th: _____ 5th: _____ 6th: _____ 7th: _____

19. Reasons to Live in the City of Greeley. Using a scale of 1 to 3, with 3 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Greeley.

Reasons for deciding to live in Greeley	Very Important	Somewhat Important	Not Important
01. Small town feel	3	2	1
02. Quality of public schools	3	2	1
03. Employment opportunities	3	2	1
04. Types of housing	3	2	1
05. Affordability of housing	3	2	1
06. Access to quality shopping	3	2	1
07. Availability of parks and recreation opportunities	3	2	1
08. Near family or friends	3	2	1
09. Safety and security	3	2	1
10. Availability of transportation options	3	2	1
11. Availability of cultural activities and the arts	3	2	1
12. Access to restaurants and entertainment	3	2	1
13. Availability of retail shopping choices	3	2	1

20. Describe Greeley in THREE words

Demographics

21. Approximately how many years have you lived in Greeley? _____ years
22. Do you work in Greeley? _____ Yes _____ No
23. Do you own a business in Greeley? _____ Yes _____ No
24. Are you a full or part-time student at a college or university in Greeley?
 _____ Yes (Go to question 24a) _____ No (Go to question 25)
- 24a. Which college or university do you attend?
 _____ (1) AIMS Community College
 _____ (2) University of Northern Colorado
 _____ (3) Another local college or university
25. Do you own or rent your current residence? _____ (1) Own _____ (2) Rent
26. Which best describes the building you live in?
 _____ (1) One family house detached from any other house
 _____ (2) House attached to one or more houses (e.g., a duplex or townhome.)
 _____ (3) Building with two or more apartments or condos
 _____ (4) Mobile home
 _____ (5) Other: _____
27. Which of the following best describes your race/ethnicity? *[Check all that apply.]*
 _____ (1) American Indian/Alaskan Native _____ (3) Asian, Asian Indian or Pacific _____ (5) White/Caucasian
 _____ (2) African American/Black _____ Islander _____ (99) Other _____
 _____ (4) Hispanic, Spanish, Latino/x
28. Would you say your total household income is...
 _____ (1) Under \$30,000 _____ (3) \$60,000 to \$99,999 _____ (5) Prefer not to respond
 _____ (2) \$30,000 to \$59,999 _____ (4) \$100,000 or more
29. What is your age? _____ years
30. Your gender: _____ (1) Male _____ (2) Female _____ (3) Self Identify: _____

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 to the right will ONLY be used to
 help identify the level of satisfaction with City
 services in your area. Thank you!



11333 N. Cedarburg Road
Mequon, WI 53092-1930
Phone: 262-242-3100
Fax: 262-242-9655

www.ci.mequon.wi.us

Office of Administration

TO: Public Welfare Committee
FROM: Justin Schoenemann, Assistant City Administrator
DATE: September 2, 2024
SUBJECT: Work Calendar

Meeting Topics

September

- Community Survey (Continued)

October

- Community Survey (Continued)

November

- Community Survey (Continued)

Future Agenda Topics

- Chapter II, Article IV Review (Continued)
- Adopt-A-Median Program
- Community Outreach Initiatives
- Logo Redesign/Branding

2024 Completed Items

- Distillery Ordinance
- FEMA Model Ordinance
- Aldermanic Ward Redistricting
- Architectural Board Review
- Sign Code Ordinance