

CITY OF  
**GALESBURG**  
ILLINOIS

July 2022

Dear fellow Galesburg resident:

The City of Galesburg is requesting your assistance in guiding our community's future, by providing your opinions about city government programs and services through the enclosed survey. My colleagues on the City Council and I are responsible for making decisions that affect our community, including city services, public safety, parks and recreation, water, street maintenance, and more. We want to know your preferences to ensure that the city's priorities are aligned with the priorities of our residents.

Please complete the enclosed survey within the next two weeks and return it in the enclosed postage paid envelope or complete the survey online at: [galesburgsurvey.com](http://galesburgsurvey.com).

The survey data will be compiled and analyzed by ETC Institute, one of the leading firms in local government research. Individual survey responses are confidential and are not released or provided to the city. ETC will present the aggregate results of the survey at a Galesburg City Council meeting once the survey report has been completed.

Thank you for taking the time to complete the survey. The time you invest in this survey will influence decisions that will be made about the future of the City of Galesburg.

Sincerely,



Mayor Peter Schwartzman



# 2022 City of Galesburg City Community Survey

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? [Write in your answers using the numbers from the list below.]**

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

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_

**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
01. How easy the department was to contact	5	4	3	2	1	9
02. How courteously you were treated	5	4	3	2	1	9
03. Technical competence and knowledge of city employees who assisted you	5	4	3	2	1	9
04. Overall responsiveness of city employees to your request or concern	5	4	3	2	1	9
05. 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
01. The availability of information about city programs and services	5	4	3	2	1	9
02. City's efforts to keep you informed about local issues	5	4	3	2	1	9
03. How open the city is to public involvement and input from residents	5	4	3	2	1	9
04. The quality of the city's website	5	4	3	2	1	9
05. How well the city communicates notices of public meetings	5	4	3	2	1	9
06. How well the city's communications meet your needs	5	4	3	2	1	9

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

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

**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 I 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	Don't Know
01. Public space cameras in a neighborhood	5	4	3	2	1	9
02. License plate reader technology	5	4	3	2	1	9
03. Gunshot spotter	5	4	3	2	1	9
04. 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	Don't Know
01. Maintenance of street signs and traffic signals	5	4	3	2	1	9
02. Maintenance of city buildings	5	4	3	2	1	9
03. Snow removal on city streets	5	4	3	2	1	9
04. Maintenance of city streets	5	4	3	2	1	9
05. Adequacy of city street lighting in business districts	5	4	3	2	1	9
06. Condition of city sidewalks	5	4	3	2	1	9
07. Landscaping/appearance of public areas along city streets	5	4	3	2	1	9
08. Satisfaction with tree trimming/replacement program	5	4	3	2	1	9
09. 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** from 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
01. Ease of travel from your home to work/school	5	4	3	2	1	9
02. Availability of public transportation	5	4	3	2	1	9
03. Availability of bicycle lanes	5	4	3	2	1	9
04. Availability of pedestrian walkways	5	4	3	2	1	9
05. Availability of parking in residential areas	5	4	3	2	1	9
06. Availability of parking in business districts	5	4	3	2	1	9
07. Availability of parking downtown	5	4	3	2	1	9
08. 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	Don't Know
01. Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
02. Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
03. Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
04. Enforcing the maintenance of commercial property	5	4	3	2	1	9
05. 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      \_\_\_\_ (3) Other: \_\_\_\_\_

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

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

**20. 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
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 of walking and biking trails in parks	5	4	3	2	1	9
04. Quality of walking and biking trails in parks	5	4	3	2	1	9
05. Number of outdoor athletic facilities	5	4	3	2	1	9
06. Quality of outdoor athletic facilities	5	4	3	2	1	9
07. Availability of information about city parks and recreation programs	5	4	3	2	1	9
08. 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

**21. Which THREE items from the list in Question 20 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 20.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**22. 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

**23. Should the city build or renovate a building for the purposes of a community/activity center?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

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

\_\_\_\_(1) Under 2 million dollars      \_\_\_\_ (3) Up to 8 million dollars      \_\_\_\_ (5) Up to 15 million dollars  
 \_\_\_\_ (2) Up to 5 million dollars      \_\_\_\_ (4) Up to 10 million dollars      \_\_\_\_ (6) Up to 20 million dollars

**25. 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

**26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from city leaders at a community/activity center? [Write in your answers using the numbers from the list below.]**

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

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_  
5th: \_\_\_\_ 6th: \_\_\_\_ 7th: \_\_\_\_ 8th: \_\_\_\_

**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?**

- |   |  |
|---|--|
| ____(01) Asian or Asian Indian            | ____(05) Native Hawaiian or other Pacific Islander |
| ____(02) Black or African American        | ____(06) Hispanic, Spanish, or Latino/a/x          |
| ____(03) American Indian or Alaska Native | ____(99) Other: _____                              |
| ____(04) White                            |  |

**34. Your gender: \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female \_\_\_\_\_(3) Prefer to self-describe: \_\_\_\_\_**

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

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**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.