



2022 City of Galesburg City Community Survey Findings Report

Presented to the City of Galesburg,
Illinois

September 2022



ETC
INSTITUTE

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Executive Summary

2022 City of Galesburg City Community Survey Executive Summary



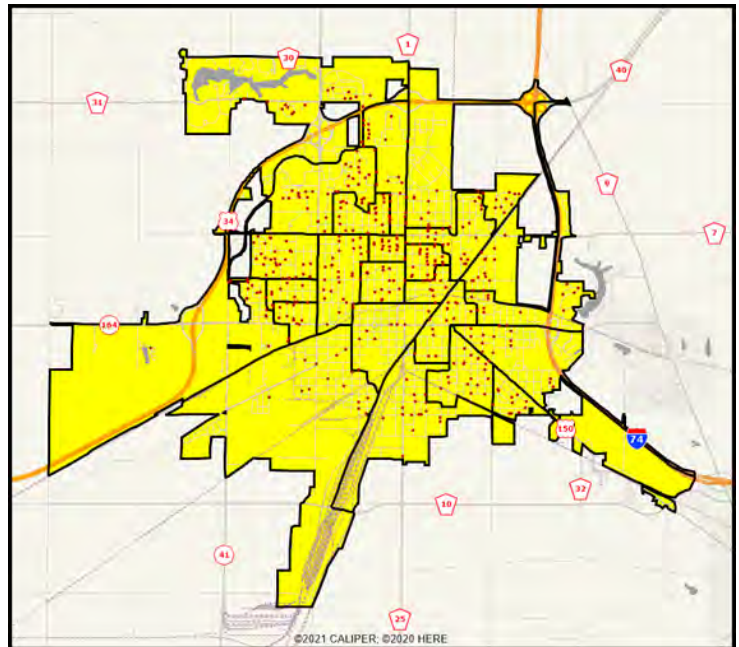
Purpose

ETC Institute administered a community survey to residents of the City of Galesburg during the summer of 2022. The purpose of the survey was to gather resident opinion and feedback about city priorities and the quality of programs and services. This is the first community survey ETC Institute has conducted for the City of Galesburg.

Methodology

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Galesburg. The cover letter explained the purpose of the survey and gave residents the option of returning their survey by mail or completing it online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 433 residents completing the survey. The overall results for the sample of 433 households have a precision of at least +/-4.7% at the 95% level of confidence. To understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results compare to other communities,
- Importance-Satisfaction analysis that determines priority actions for the City to address,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

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The percentage of “don’t know” responses has been excluded from many of the charts shown in this report to facilitate valid comparisons of the results from the City with the results from other communities where ETC Institute has conducted a community survey. 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, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Quality of Life and Perceptions of the Community

Sixty-eight percent (68%) of the residents surveyed, *who had an opinion*, rated the City as an “excellent” or “good” place to live. Other areas where residents rated the City as “excellent” or “good” include: as a place to raise a family (56%), as a place to retire (53%), and quality of life (52%).

Major City Services

The major 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 the city’s solid waste services (85%), quality of police and fire services (84%), quality of city water (75%), and quality of parks and recreation programs and facilities (73%).

Based on the sum of their top three choices, the major City services that residents thought should receive the most emphasis over the next two years were: 1) quality of city streets, 2) quality of stormwater runoff/management system, and 3) enforcement of city codes and ordinances.

Customer Service from City Employees

The customer service areas 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 customers were treated (79%), technical competence/knowledge of employees (73%), and how easy the department was to contact (72%).

City Communication

The areas of city communication 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 information about city programs and services (53%), quality of the city’s website (46%), and how well the city communicates notices of public meetings (45%).

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The methods of communication most preferred by residents were: direct mailers (45%), city newsletter (32%), local newspapers (31%), and social media posts (28%). *Up to two selections could be made for this question.*

Public Safety

The categories of public safety 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 of Galesburg Fire Department (88%), how quickly the Fire Department responds (86%), effectiveness of fire prevention/safety programs (76%), and how quickly police respond to emergencies (66%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) the city’s efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) Police Department engagement within the community.

Perceptions of Safety in Galesburg

The perceptions of safety that had the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods during the day (90%), in neighborhoods at night (64%), and walking in downtown Galesburg (59%).

When residents were asked their level of support for the City utilizing various technologies for public safety, the items with the highest levels of “very supportive” and “somewhat supportive” responses among those *who had an opinion* were: gunshot spotter (81%) and public space cameras in a neighborhood (69%).

City Maintenance/Public Works

The categories of city maintenance/public works 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 street signs and traffic signals (82%), adequacy of city street lighting in business districts (74%), snow removal on city streets (71%), and maintenance of city buildings (70%).

Based on the sum of their top three choices, the city maintenance/public works services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of city streets, 2) condition of city sidewalks, and 3) adequacy of residential street lighting.

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Transportation

The categories of transportation 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: ease of travel from home to work/school (79%), width of sidewalks in business districts (78%), availability of parking in business districts (67%), and availability of parking downtown (66%).

Enforcement of Property Maintenance Codes

The enforcement of property maintenance codes 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 (29%) and enforcing mowing and trimming of lawns (26%).

Seventy-one percent (71%) of the residents surveyed agreed with the statement, “*Property maintenance codes should be enforced more strictly in Galesburg.*”

Parks and Recreation

The categories of parks and recreation 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 parks (77%), how close neighborhood parks are to home (73%), Lake Storey Pavilion (68%), quality of walking and biking trails in parks (62%), Bunker Links Golf Course (60%), and number of walking and biking trails in parks (60%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) the city’s youth and teen programs, 2) adult and senior citizen programs, and 3) Hawthorne Gym/Pool.

Sixty-two percent (62%) of the residents surveyed believe the City should build or renovate a building for the purposes of a community/activity center. When asked what programs should receive the most emphasis at a community/activity center, the top responses, based on residents’ top eight choices, were: a Senior Center, a Teen Center, a “one stop” location for social/supportive services, and a daycare for children.

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Additional Findings

- Based on the sum of their top four choices, the areas of improvement/development in Galesburg that residents indicated should receive the most emphasis over the next two years were: 1) attracting more industry and related jobs, 2) maintaining and improving streets and sidewalks, 3) increasing activities for youth, and 4) increasing quality and quantity of housing options.
- Forty-three percent (43%) of respondents agree with the statement, *“I am informed about the services being provided and the activities taking place in the City of Galesburg;”* 37% do not agree with this statement, and 20% do not have an opinion.
- Sixty-six percent (66%) of respondents agree with the statement, *“When interacting with the city, I receive the information I need and am treated with respect;”* 9% do not agree with this statement, and 25% do not have an opinion.
- Fifty-two percent (52%) of respondents agree with the 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;”* 12% do not agree with this statement, and 36% do not have an opinion.
- One-third (33%) of respondents *who had an opinion* indicated they have been following the City’s effort to develop a Community Center in Galesburg “very closely” or “closely;” 54% have been following “a little” and 14% have not been following this effort.

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How Galesburg Compares to Other Communities in the Plains Region

Satisfaction ratings for the City of Galesburg **rated above the Plains regional average in 28 of the 54 areas that were assessed.** The City rated significantly higher than the Plains regional average (difference of 5% or more) in 23 of these areas. The table below shows how the City of Galesburg compares to the Plains regional average:

Service	Galesburg	Plains Region	Difference	Category
Effectiveness of fire prevention/safety programs	76.3%	43.7%	32.6%	Public Safety
Quality of city's solid waste services	84.7%	52.7%	32.0%	Major Categories of City Services
Quality of city water	75.3%	45.1%	30.2%	Major Categories of City Services
Quality of customer service from city employees	69.2%	42.5%	26.7%	Major Categories of City Services
Maintenance of street signs and traffic signals	81.5%	59.0%	22.5%	City Maintenance/Public Works
Quality of parks & recreation programs/facilities	73.0%	53.0%	20.0%	Major Categories of City Services
Maintenance of city buildings	69.9%	51.8%	18.1%	City Maintenance/Public Works
How quickly the Fire Department responds	85.5%	67.8%	17.7%	Public Safety
As a place to live	67.5%	49.9%	17.6%	Quality of Life/Perceptions of the City
Availability of info about city programs/services	53.2%	39.6%	13.6%	City Communication
Availability of public transportation	51.0%	38.2%	12.8%	Transportation
Effectiveness of city communication with public	50.5%	38.1%	12.4%	Major Categories of City Services
The quality of the city's website	46.2%	34.0%	12.2%	City Communication
Quality of City Fire Department	88.4%	76.8%	11.6%	Public Safety
How quickly police respond to emergencies	66.3%	55.6%	10.7%	Public Safety
Quality of police and fire services	83.8%	73.9%	9.9%	Major Categories of City Services
Feeling of safety in neighborhoods during the day	90.1%	80.6%	9.5%	Perceptions of Safety
Snow removal on city streets	70.5%	62.8%	7.7%	City Maintenance/Public Works
Visibility of police downtown	57.2%	49.7%	7.5%	Public Safety
As a place to retire	53.3%	46.2%	7.1%	Quality of Life/Perceptions of the City
Landscaping/appearance of public areas along city streets	61.3%	55.8%	5.5%	City Maintenance/Public Works
Feeling of safety in neighborhoods at night	64.2%	59.0%	5.2%	Perceptions of Safety
How open city is to public involvement & input	39.2%	34.0%	5.2%	City Communication
Adult and senior citizen programs	33.5%	29.2%	4.3%	Parks and Recreation
Value received for city taxes and fees	35.3%	32.5%	2.8%	Quality of Life/Perceptions of the City
Availability of bicycle lanes	44.1%	41.4%	2.7%	Transportation
Efforts to inform about local issues	44.3%	42.6%	1.7%	City Communication
Fees charged for recreation programs & services	37.1%	35.8%	1.3%	Parks and Recreation
City's aquatic facilities	40.0%	40.1%	-0.1%	Parks and Recreation
Feeling of safety walking in downtown	59.3%	59.7%	-0.4%	Perceptions of Safety
Quality of outdoor athletic facilities	50.0%	50.9%	-0.9%	Parks and Recreation
Quality of stormwater runoff/management system	46.4%	47.5%	-1.1%	Major Categories of City Services
Visibility of police in neighborhoods	59.3%	61.0%	-1.7%	Public Safety
Enforcement of city codes and ordinances	40.2%	42.4%	-2.2%	Major Categories of City Services
Responsiveness of Police Dept. in enforcing local traffic laws	54.4%	56.9%	-2.5%	Public Safety
As a place to raise a family	55.7%	58.3%	-2.6%	Quality of Life/Perceptions of the City
Adequacy of residential street lighting	54.1%	57.4%	-3.3%	City Maintenance/Public Works
Quality of walking and biking trails in parks	62.4%	65.8%	-3.4%	Parks and Recreation
Condition of city sidewalks	36.1%	40.3%	-4.2%	City Maintenance/Public Works
Feeling of safety in city parks	48.4%	52.9%	-4.5%	Perceptions of Safety
As a place to educate children	40.4%	47.4%	-7.0%	Quality of Life/Perceptions of the City
As a place to buy next home	43.3%	52.0%	-8.7%	Quality of Life/Perceptions of the City
Overall feeling of safety	57.1%	65.9%	-8.8%	Perceptions of Safety
As a place to work	43.6%	53.4%	-9.8%	Quality of Life/Perceptions of the City
Image of the city	39.8%	50.7%	-10.9%	Quality of Life/Perceptions of the City
Maintenance of city streets	30.5%	41.7%	-11.2%	City Maintenance/Public Works
The city's efforts to prevent crime	38.7%	52.9%	-14.2%	Public Safety
Quality of city streets	21.2%	35.9%	-14.7%	Major Categories of City Services
Enforcing maintenance of commercial property	28.5%	43.9%	-15.4%	Enforcement of Property Maintenance Codes
City's youth and teen programs	23.2%	38.7%	-15.5%	Parks and Recreation
Enforcing mowing/trimming of lawns	26.2%	44.4%	-18.2%	Enforcement of Property Maintenance Codes
Enforcing cleanup of litter/debris	25.5%	44.3%	-18.8%	Enforcement of Property Maintenance Codes
Enforcing maintenance of residential property	20.2%	40.3%	-20.1%	Enforcement of Property Maintenance Codes
Appearance of the city	36.2%	57.0%	-20.8%	Quality of Life/Perceptions of the City

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How Galesburg Compares to the National Average

Satisfaction ratings for the City of Galesburg **rated above the National average in 31 of the 54 areas that were assessed**. The City rated significantly higher than the National average (difference of 5% or more) in 19 of these areas. The table below shows how the City of Galesburg compares to the National average:

Service	Galesburg	U.S.	Difference	Category
Quality of customer service from city employees	69.2%	40.6%	28.6%	Major Categories of City Services
Quality of city's solid waste services	84.7%	56.6%	28.1%	Major Categories of City Services
Effectiveness of fire prevention/safety programs	76.3%	50.7%	25.6%	Public Safety
Quality of parks & recreation programs/facilities	73.0%	50.6%	22.4%	Major Categories of City Services
Quality of city water	75.3%	53.7%	21.6%	Major Categories of City Services
As a place to live	67.5%	49.7%	17.8%	Quality of Life/Perceptions of the City
Maintenance of street signs and traffic signals	81.5%	64.9%	16.6%	City Maintenance/Public Works
Quality of police and fire services	83.8%	67.3%	16.5%	Major Categories of City Services
Maintenance of city buildings	69.9%	56.7%	13.2%	City Maintenance/Public Works
Availability of public transportation	51.0%	37.8%	13.2%	Transportation
How quickly the Fire Department responds	85.5%	73.1%	12.4%	Public Safety
Effectiveness of city communication with public	50.5%	38.2%	12.3%	Major Categories of City Services
Snow removal on city streets	70.5%	59.5%	11.0%	City Maintenance/Public Works
Quality of City Fire Department	88.4%	77.8%	10.6%	Public Safety
How quickly police respond to emergencies	66.3%	57.6%	8.7%	Public Safety
Feeling of safety in neighborhoods during the day	90.1%	82.8%	7.3%	Perceptions of Safety
Availability of info about city programs/services	53.2%	47.5%	5.7%	City Communication
How open city is to public involvement & input	39.2%	34.2%	5.0%	City Communication
Visibility of police downtown	57.2%	52.2%	5.0%	Public Safety
Landscaping/appearance of public areas along city streets	61.3%	56.5%	4.8%	City Maintenance/Public Works
City's aquatic facilities	40.0%	35.8%	4.2%	Parks and Recreation
Visibility of police in neighborhoods	59.3%	55.4%	3.9%	Public Safety
Responsiveness of Police Dept. in enforcing local traffic laws	54.4%	50.6%	3.8%	Public Safety
Feeling of safety walking in downtown	59.3%	55.6%	3.7%	Perceptions of Safety
Fees charged for recreation programs & services	37.1%	34.2%	2.9%	Parks and Recreation
The quality of the city's website	46.2%	43.4%	2.8%	City Communication
Feeling of safety in neighborhoods at night	64.2%	62.5%	1.7%	Perceptions of Safety
As a place to retire	53.3%	51.7%	1.6%	Quality of Life/Perceptions of the City
Value received for city taxes and fees	35.3%	33.8%	1.5%	Quality of Life/Perceptions of the City
Availability of bicycle lanes	44.1%	42.7%	1.4%	Transportation
Efforts to inform about local issues	44.3%	44.2%	0.1%	City Communication
Quality of walking and biking trails in parks	62.4%	62.5%	-0.1%	Parks and Recreation
Adult and senior citizen programs	33.5%	33.7%	-0.2%	Parks and Recreation
Enforcement of city codes and ordinances	40.2%	41.5%	-1.3%	Major Categories of City Services
Quality of outdoor athletic facilities	50.0%	52.7%	-2.7%	Parks and Recreation
Quality of stormwater runoff/management system	46.4%	51.0%	-4.6%	Major Categories of City Services
Adequacy of residential street lighting	54.1%	59.5%	-5.4%	City Maintenance/Public Works
As a place to raise a family	55.7%	62.4%	-6.7%	Quality of Life/Perceptions of the City
Feeling of safety in city parks	48.4%	56.0%	-7.6%	Perceptions of Safety
As a place to educate children	40.4%	48.6%	-8.2%	Quality of Life/Perceptions of the City
Overall feeling of safety	57.1%	68.0%	-10.9%	Perceptions of Safety
The city's efforts to prevent crime	38.7%	50.4%	-11.7%	Public Safety
Condition of city sidewalks	36.1%	48.0%	-11.9%	City Maintenance/Public Works
As a place to buy next home	43.3%	56.2%	-12.9%	Quality of Life/Perceptions of the City
As a place to work	43.6%	58.2%	-14.6%	Quality of Life/Perceptions of the City
Image of the city	39.8%	55.0%	-15.2%	Quality of Life/Perceptions of the City
City's youth and teen programs	23.2%	39.1%	-15.9%	Parks and Recreation
Enforcing maintenance of commercial property	28.5%	48.0%	-19.5%	Enforcement of Property Maintenance Codes
Appearance of the city	36.2%	56.2%	-20.0%	Quality of Life/Perceptions of the City
Quality of city streets	21.2%	41.4%	-20.2%	Major Categories of City Services
Maintenance of city streets	30.5%	50.9%	-20.4%	City Maintenance/Public Works
Enforcing cleanup of litter/debris	25.5%	46.0%	-20.5%	Enforcement of Property Maintenance Codes
Enforcing mowing/trimming of lawns	26.2%	47.0%	-20.8%	Enforcement of Property Maintenance Codes
Enforcing maintenance of residential property	20.2%	45.0%	-24.8%	Enforcement of Property Maintenance Codes

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Investment Priorities

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

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment in order to raise the City's overall satisfaction rating are listed below:

- Quality of city streets (I-S Rating = 0.5571)
- Enforcement of city codes and ordinances (I-S Rating = 0.1938)
- Quality of stormwater runoff/management system (I-S Rating = 0.1753)
- Effectiveness of city communication with the public (I-S Rating = 0.1267)

The table below shows the Importance-Satisfaction rating for all 10 major City services that were rated.

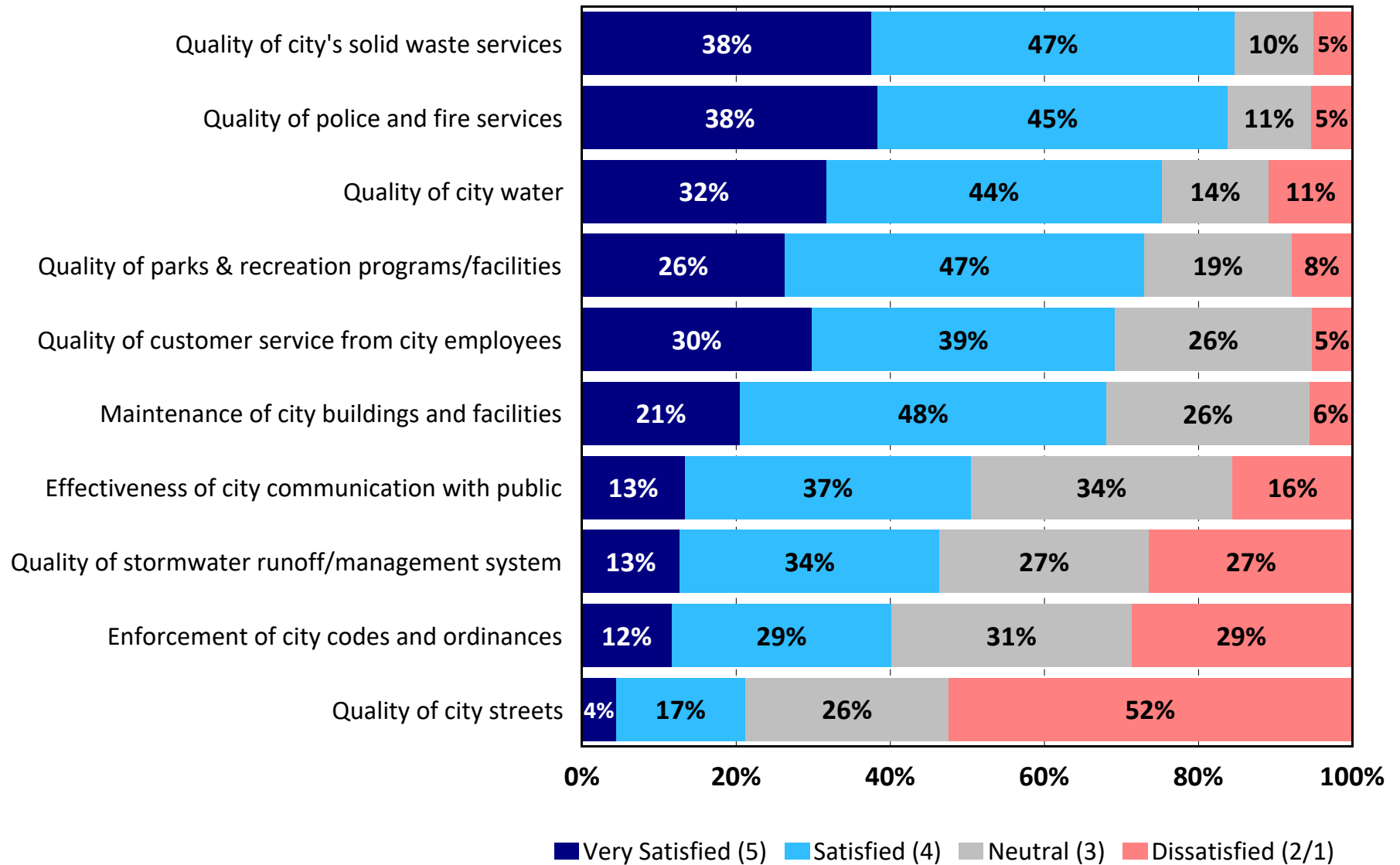
Importance-Satisfaction Rating						
City of Galesburg, IL						
Overall						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of city streets	71%	1	21%	10	0.5571	1
<u>High Priority (IS .10-.20)</u>						
Enforcement of city codes and ordinances	32%	3	40%	9	0.1938	2
Quality of stormwater runoff/management system	33%	2	46%	8	0.1753	3
Effectiveness of city communication with public	26%	4	51%	7	0.1267	4
<u>Medium Priority (IS <.10)</u>						
Quality of parks & recreation programs/facilities	24%	6	73%	4	0.0635	5
Quality of city water	20%	7	75%	3	0.0484	6
Maintenance of city buildings and facilities	13%	8	68%	6	0.0412	7
Quality of police and fire services	24%	5	84%	2	0.0389	8
Quality of customer service from city employees	5%	10	69%	5	0.0151	9
Quality of city's solid waste services	6%	9	85%	1	0.0092	10



Charts and Graphs

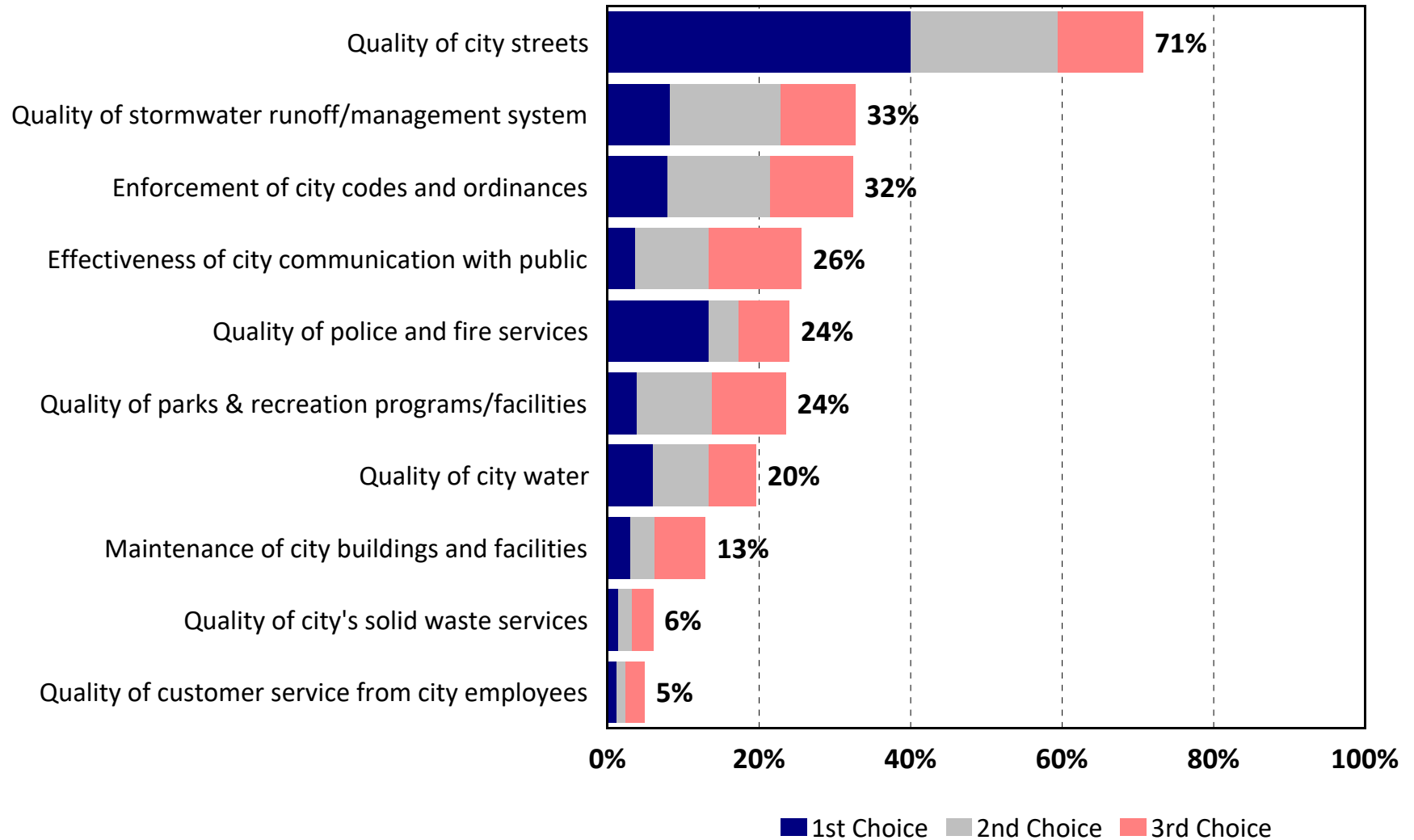
Q1. Satisfaction with Major Categories of City Services

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



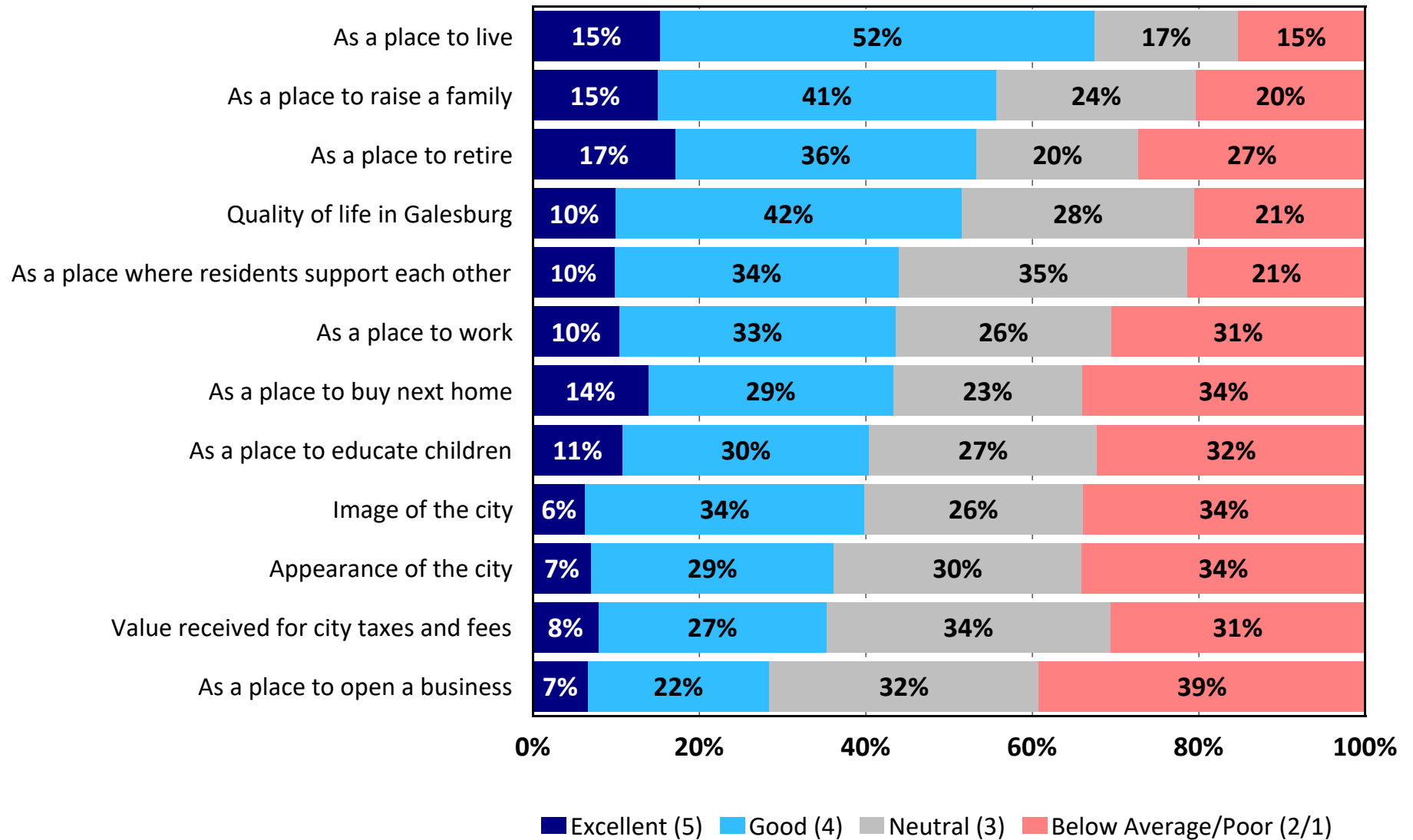
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



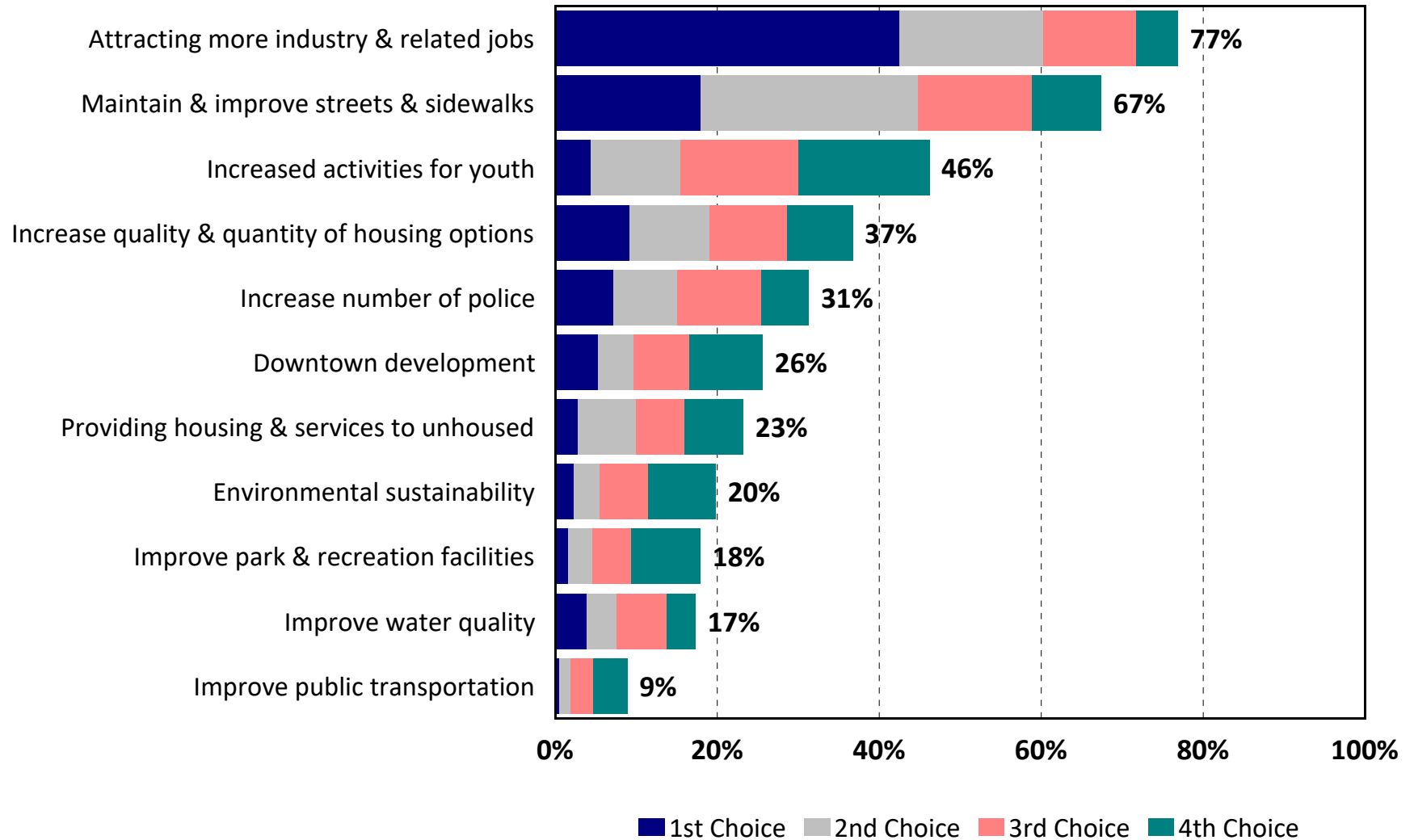
Q3. Ratings of Quality of Life and Perceptions of the City

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



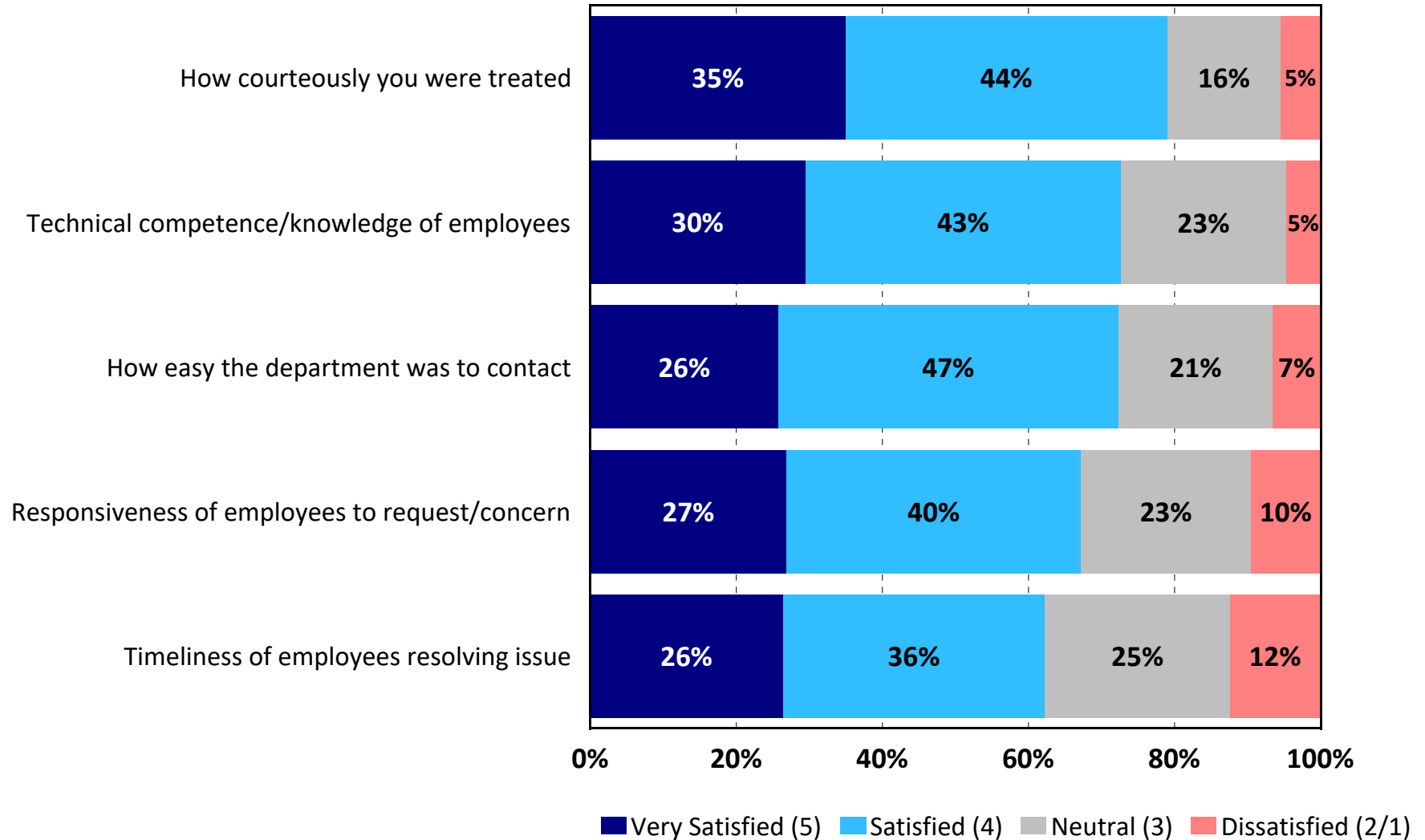
Q4. Items That Should Receive the Most Emphasis Over the Next Two Years

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



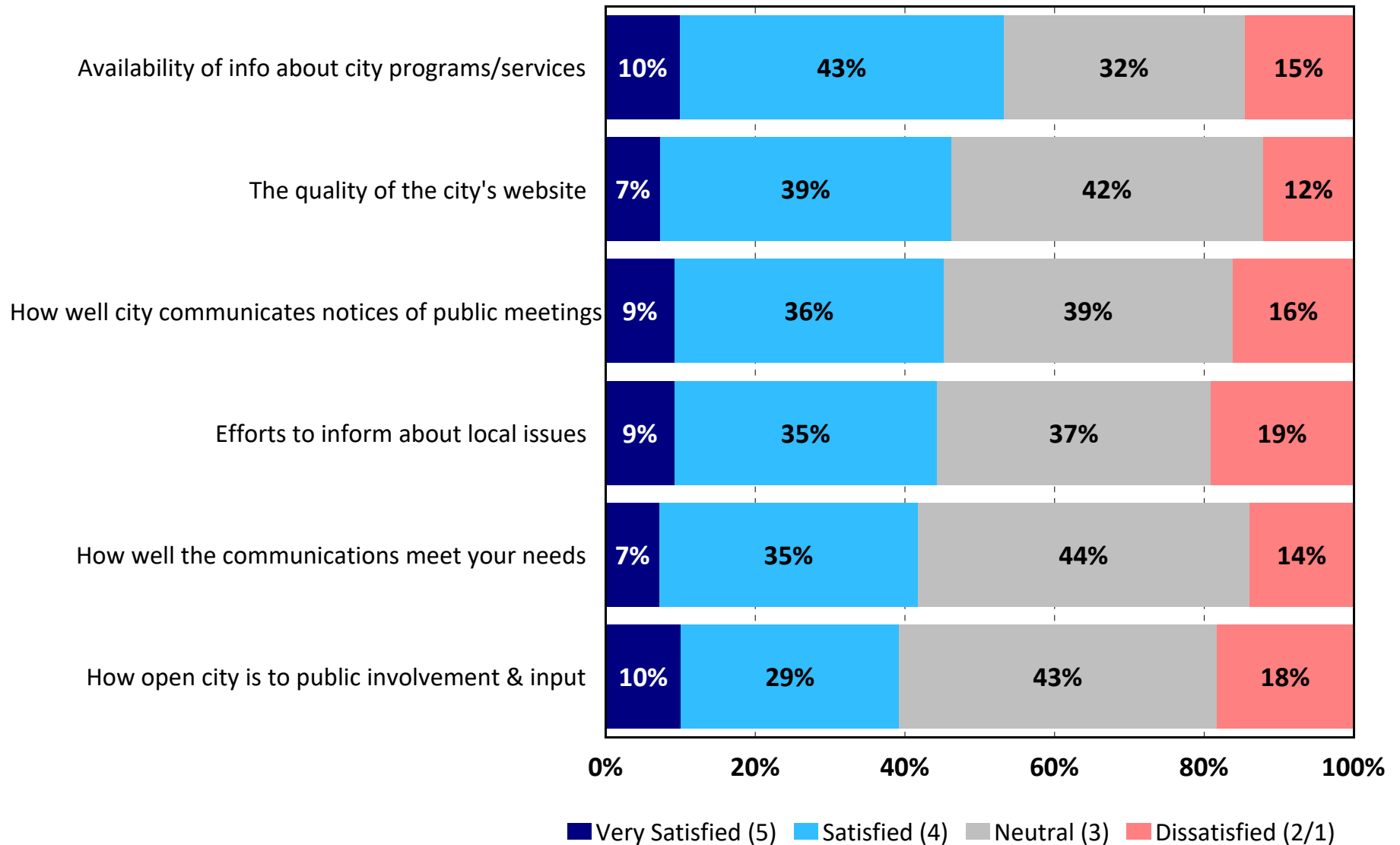
Q5. Satisfaction with Customer Service from City Employees

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



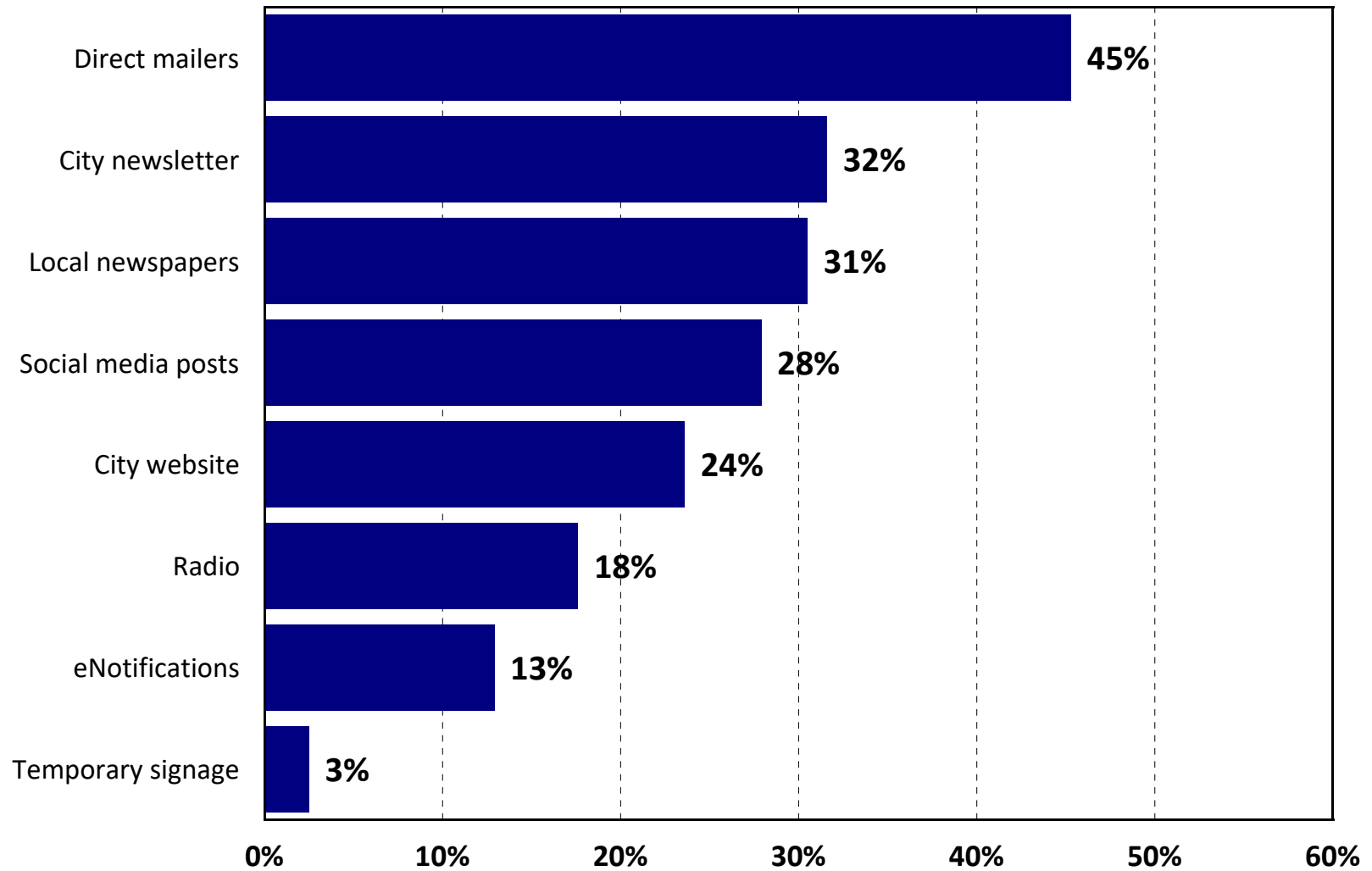
Q6. Satisfaction with City Communication

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



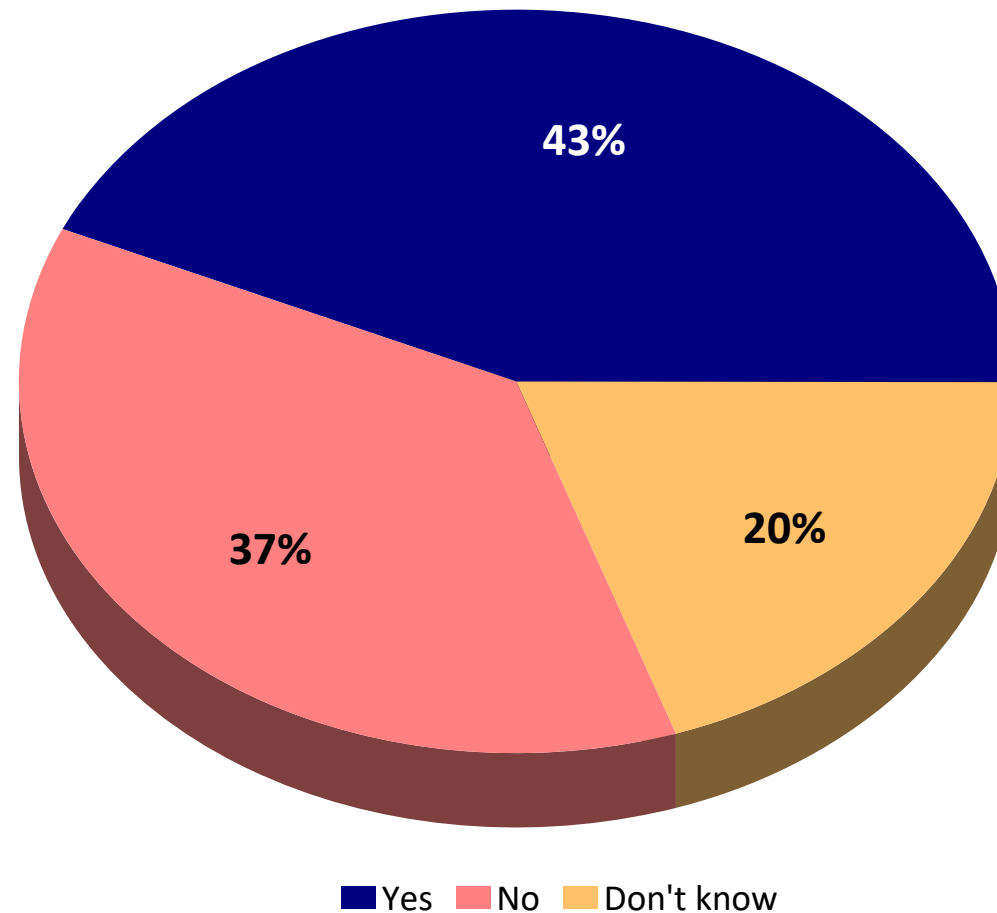
Q7. Methods of Communication Preferred by Residents

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



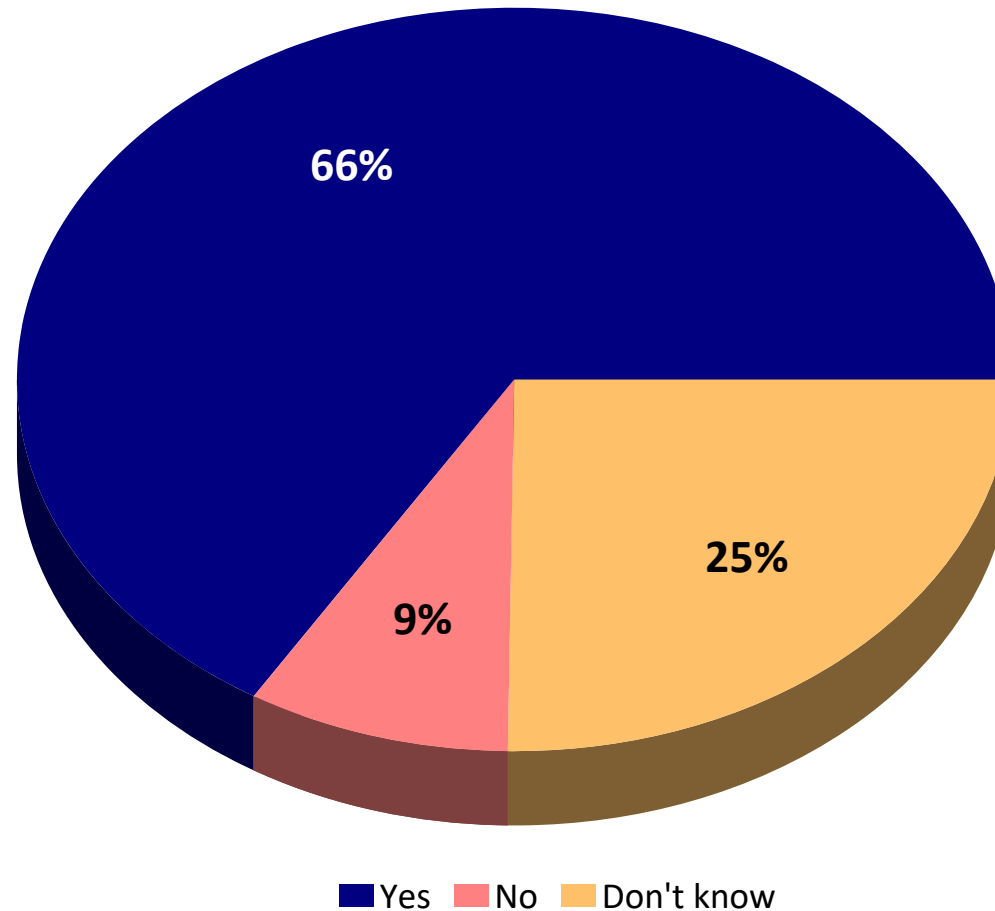
Q8. Do you agree with the following statement?
“I am informed about the services being provided and the activities taking place in the City of Galesburg.”

by percentage of respondents



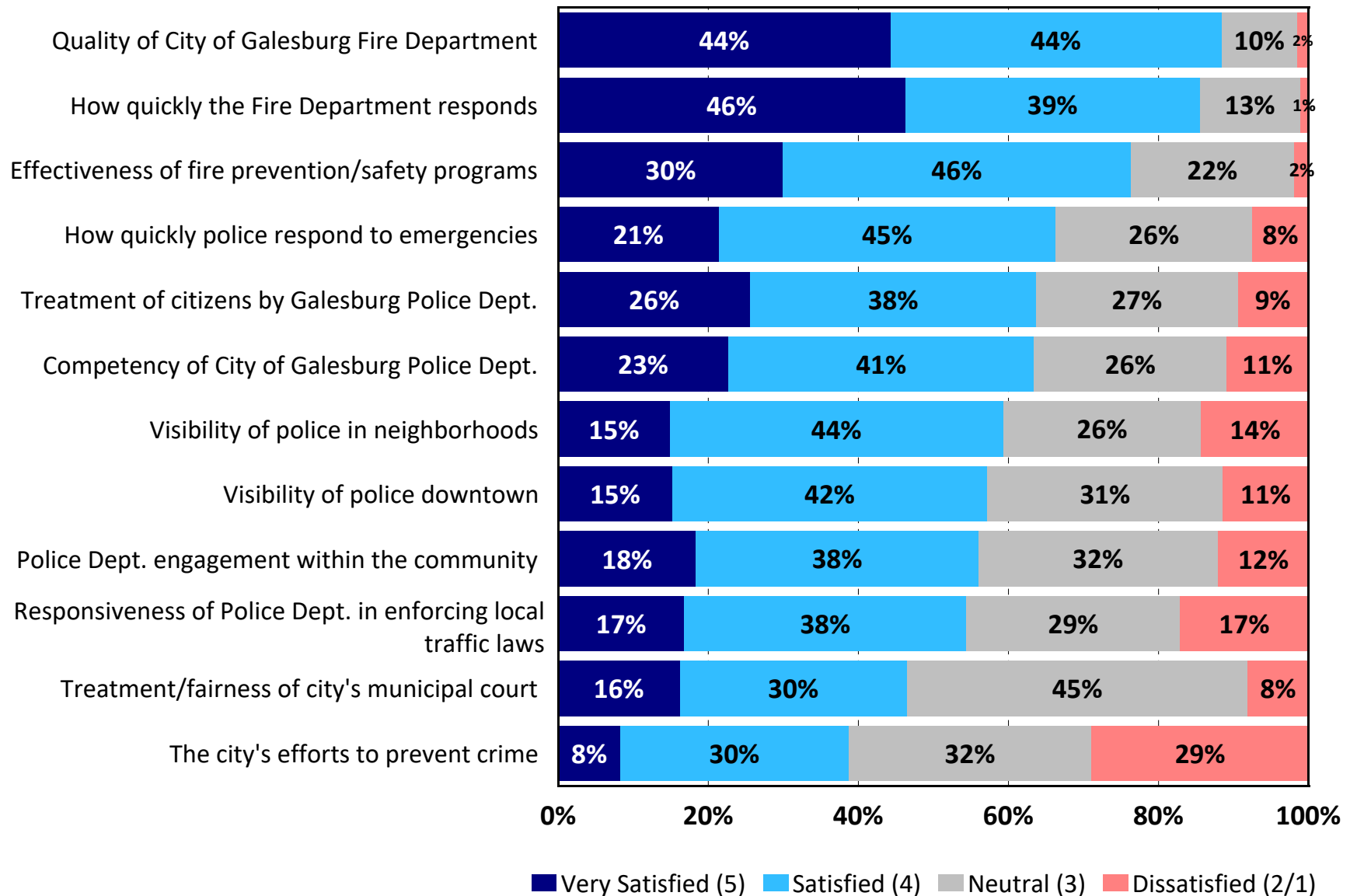
Q9. Do you agree with the following statement?
“When interacting with the city, I receive the information I need and am treated with respect.”

by percentage of respondents



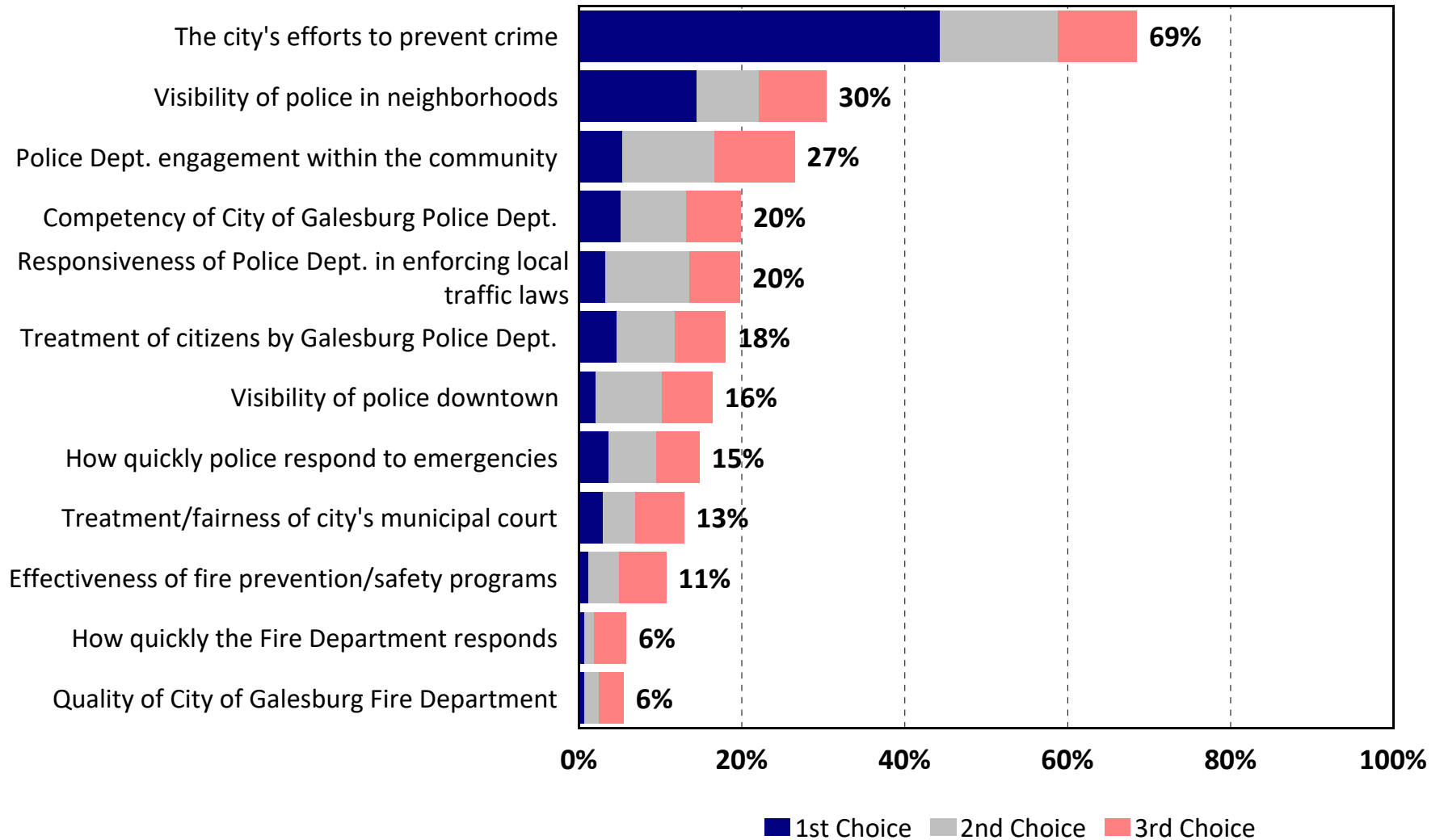
Q10. Satisfaction with Public Safety

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



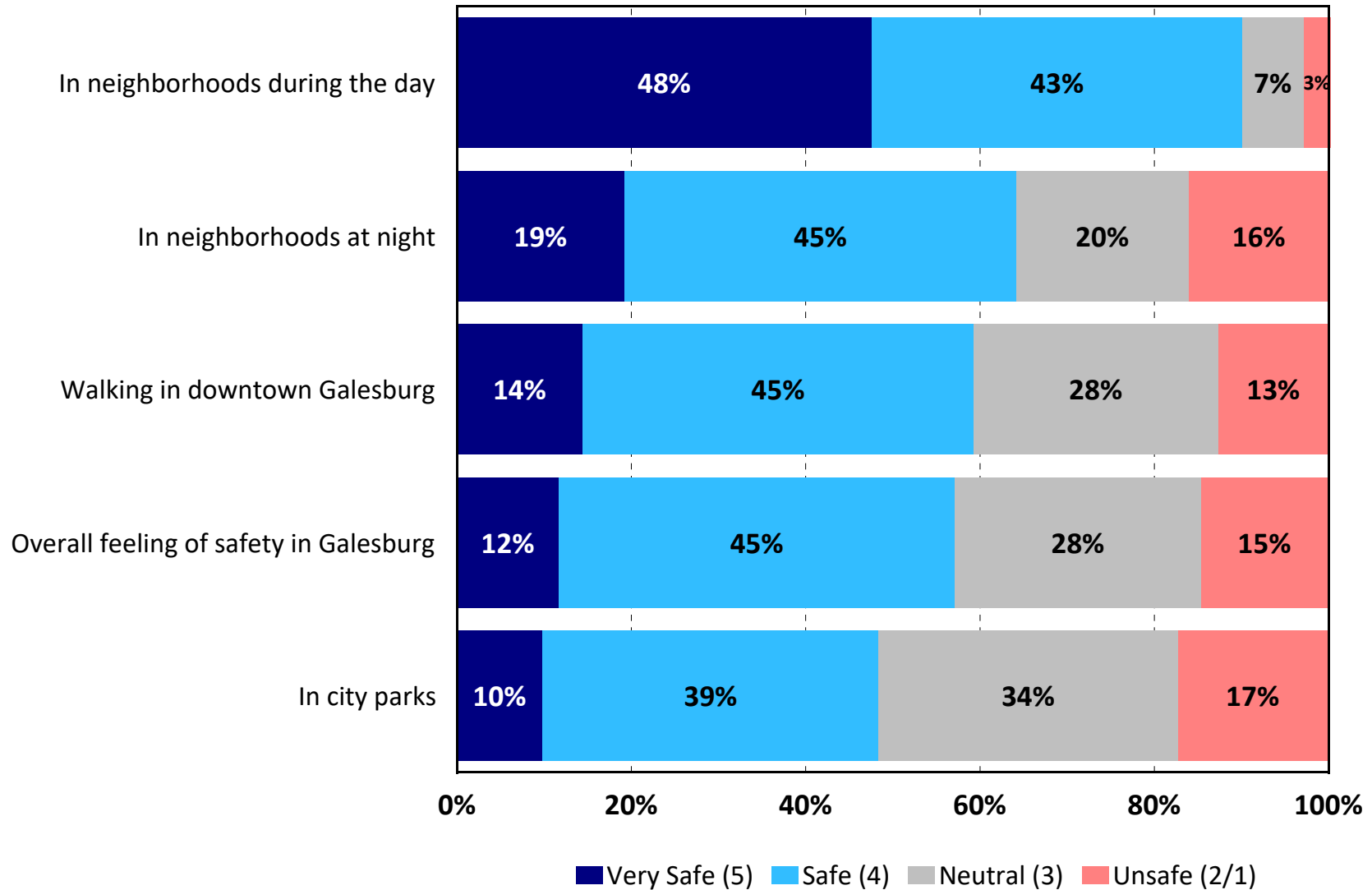
Q11. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



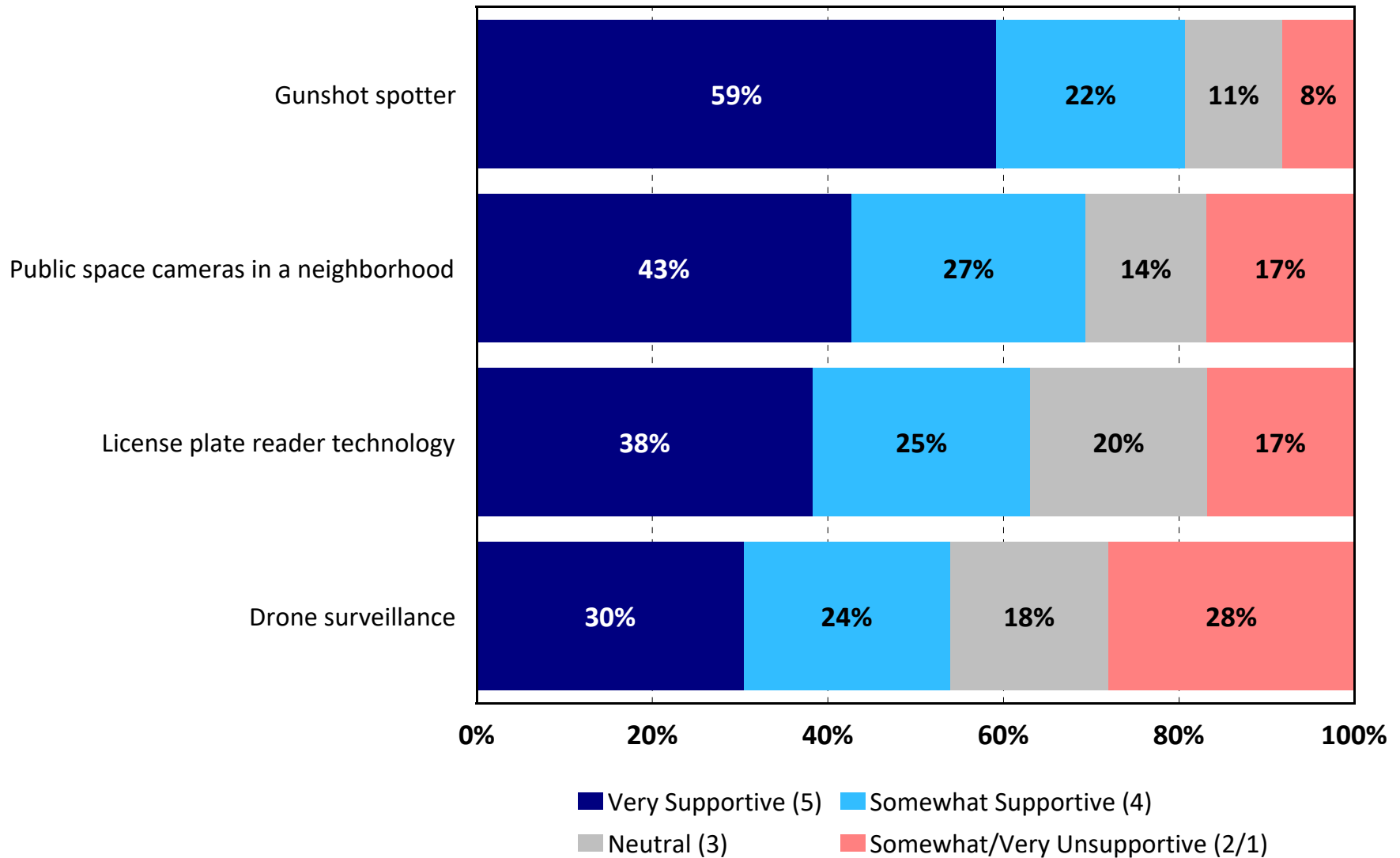
Q12. Perceptions of Safety

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



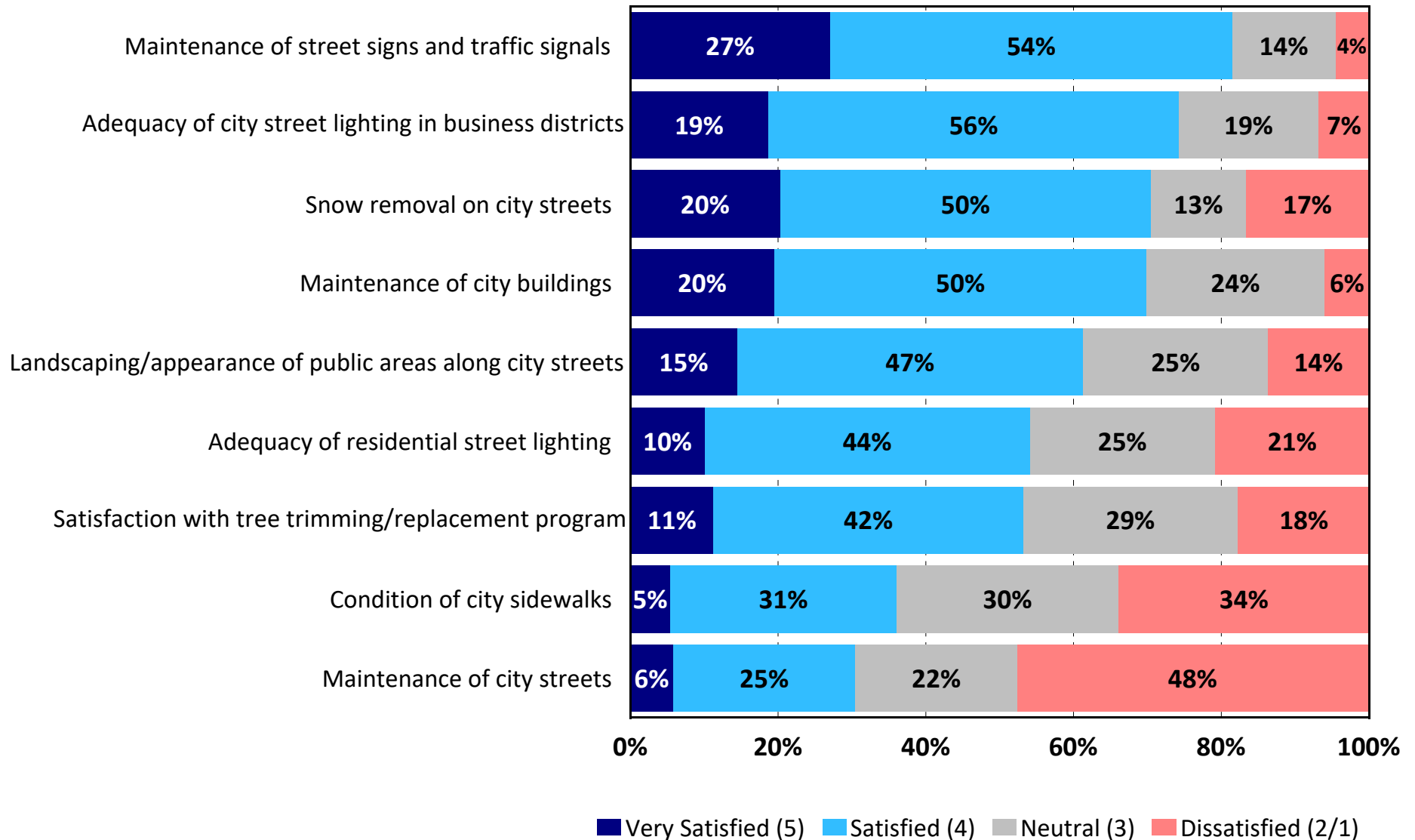
Q13. Support for the City Utilizing the Following Technology for Public Safety

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



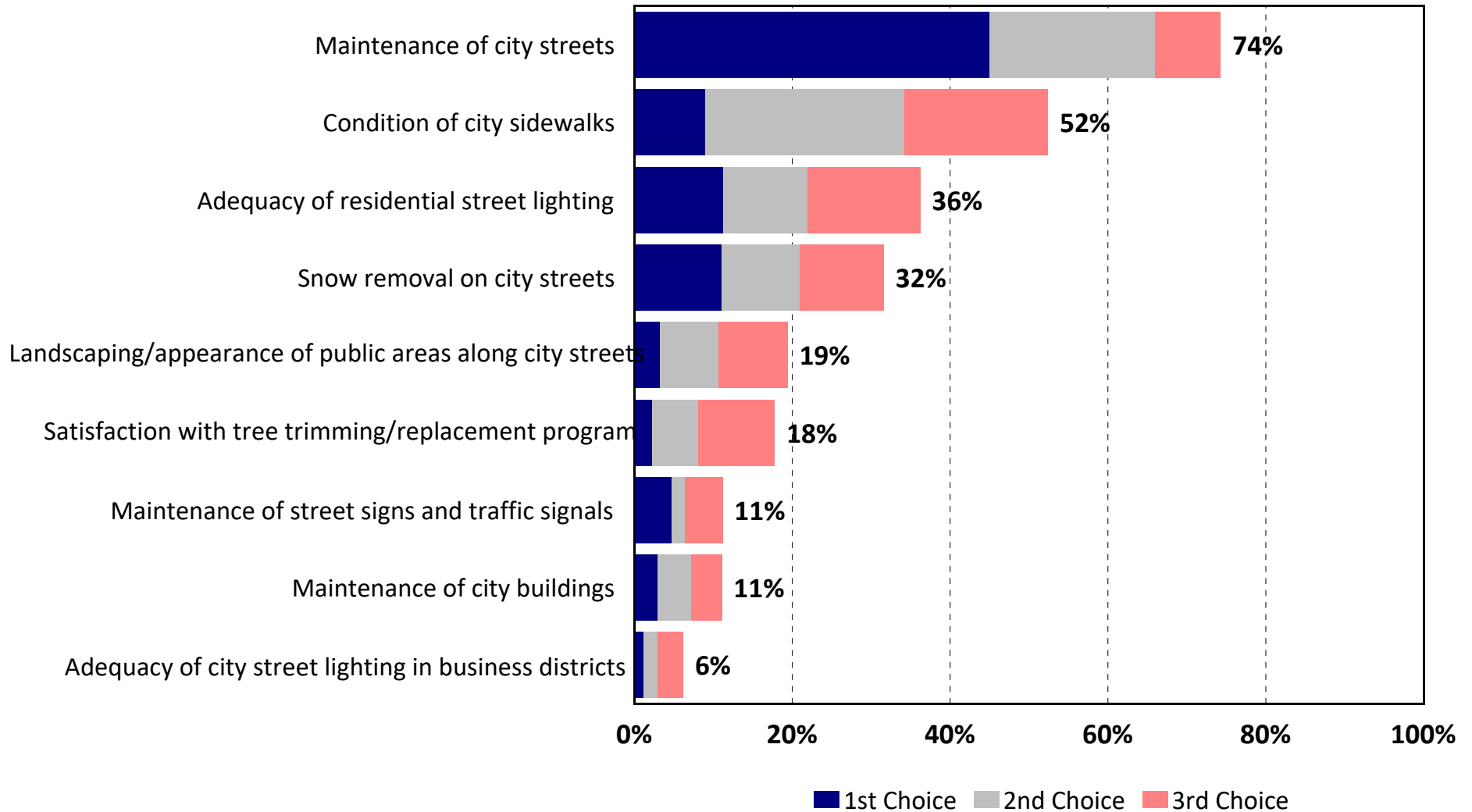
Q14. Satisfaction with City Maintenance/Public Works

by percentage of respondents (excluding “not provided”)



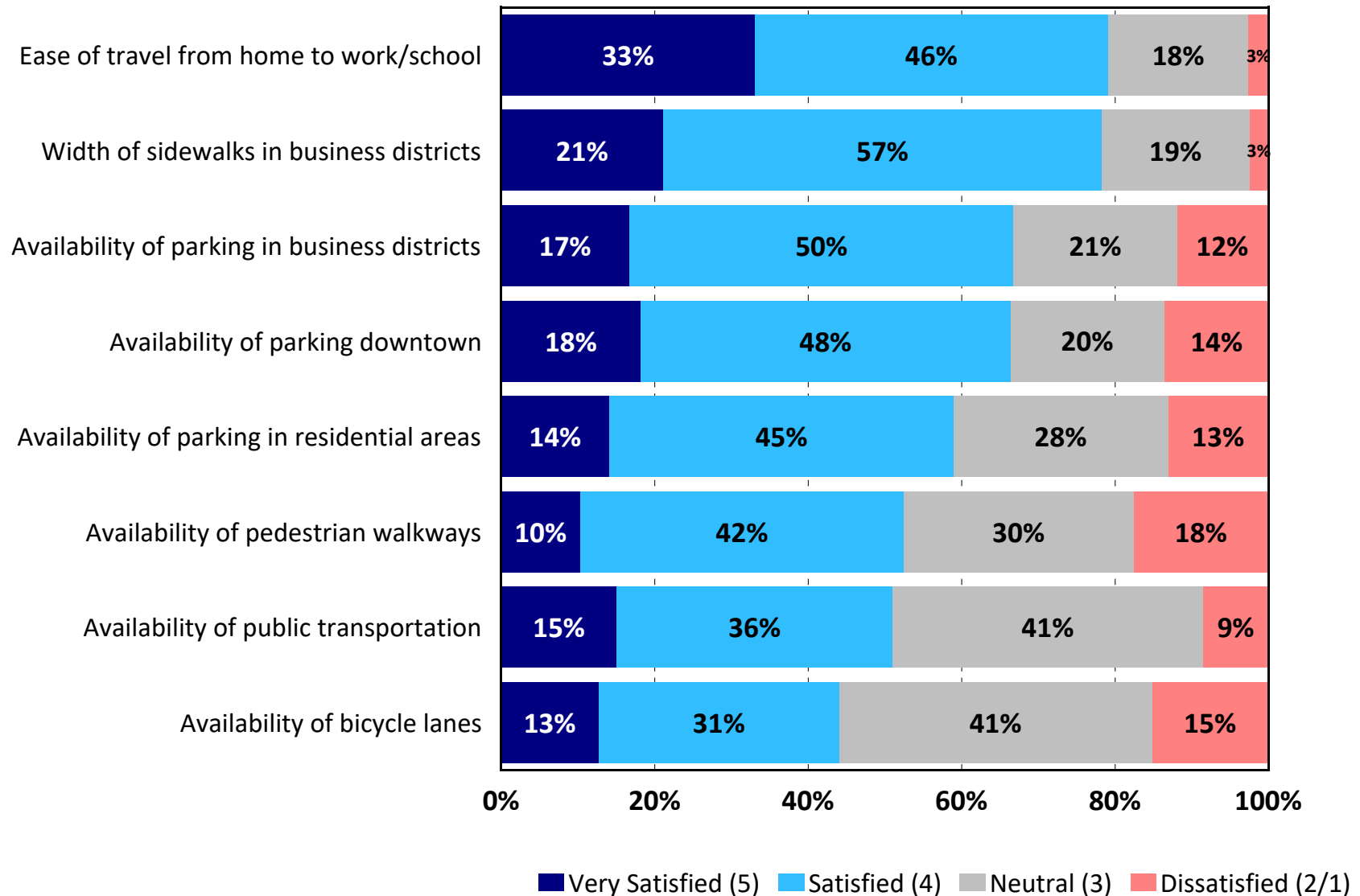
Q15. City Maintenance/Public Works Services That Should Receive the Most Emphasis Over the Next Two Years

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



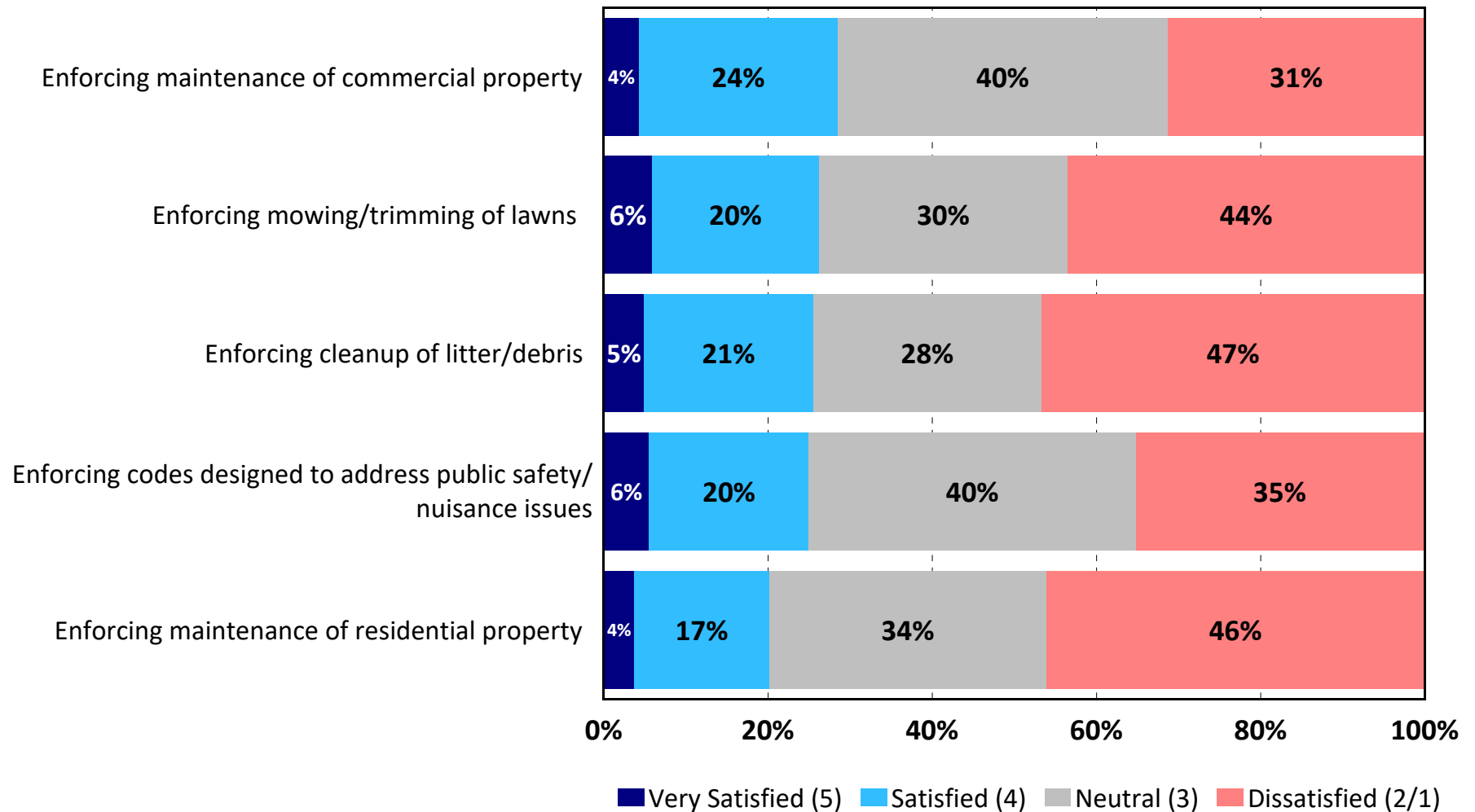
Q16. Satisfaction with Transportation

by percentage of respondents (excluding “not provided”)



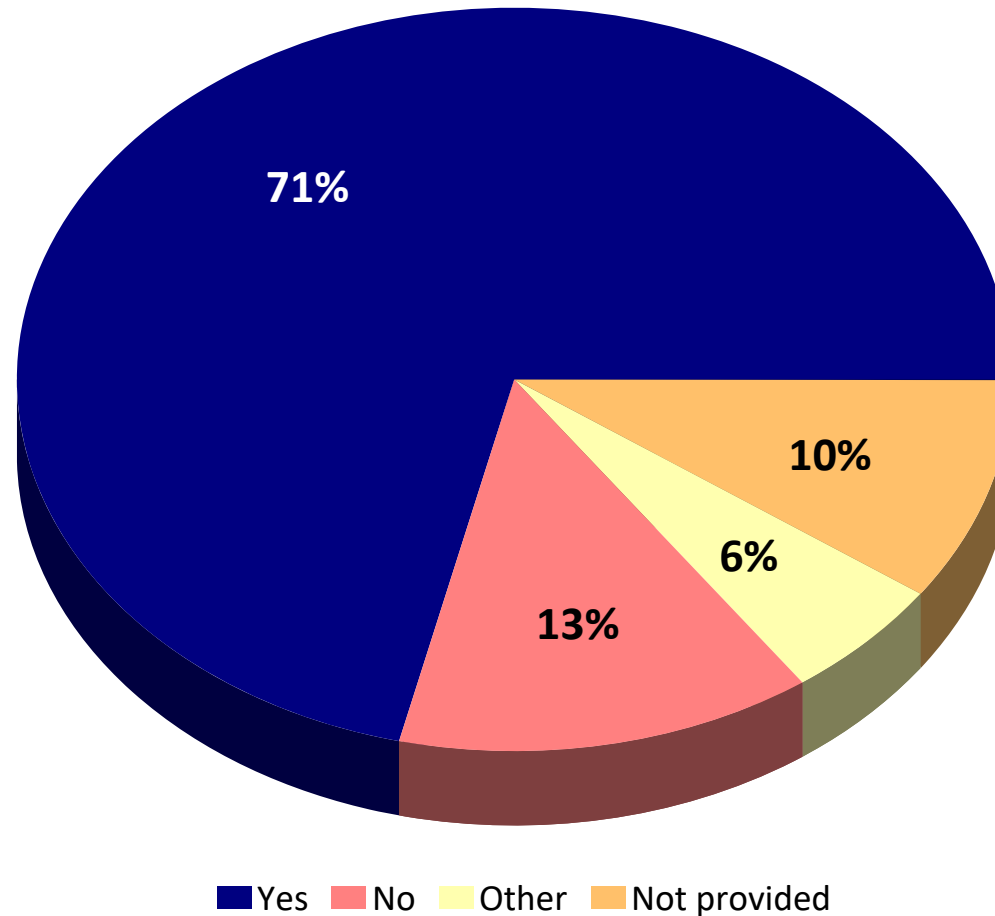
Q17. Satisfaction with Enforcement of Property Maintenance Codes

by percentage of respondents (excluding “not provided”)



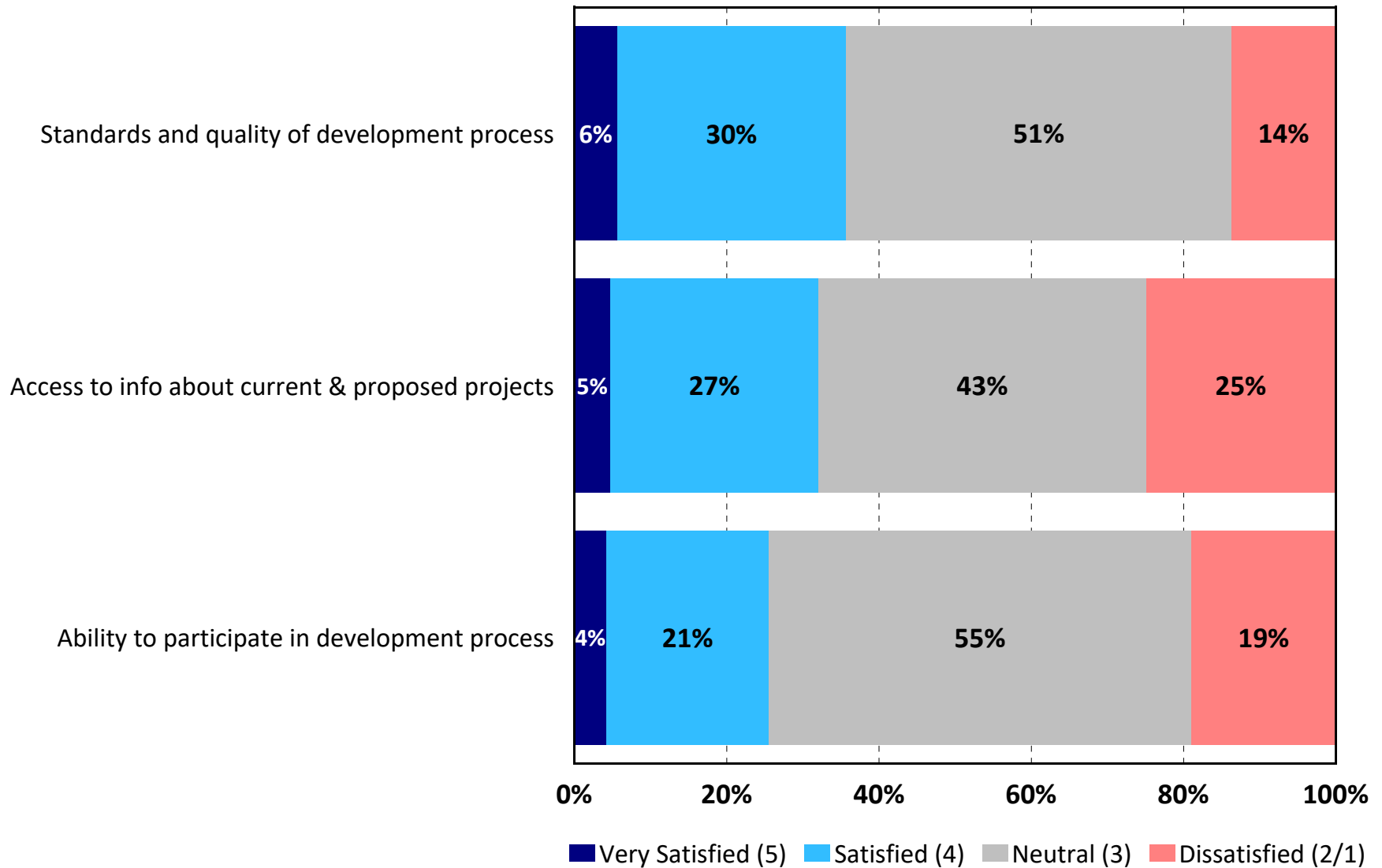
Q18. Do you agree with the following statement? *“Property maintenance codes should be enforced more strictly in Galesburg.”*

by percentage of respondents



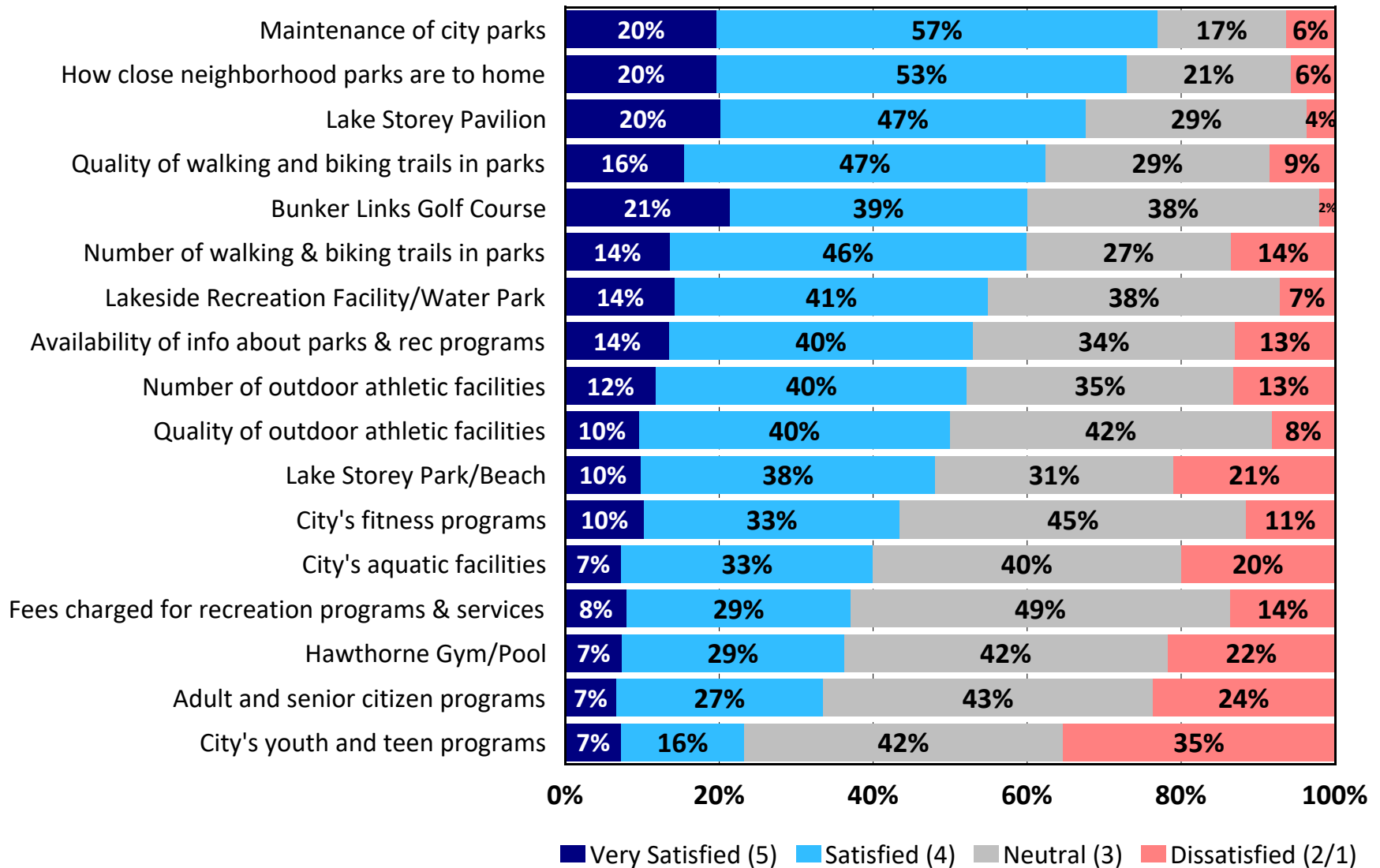
Q19. Satisfaction with Planning and Development Process

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



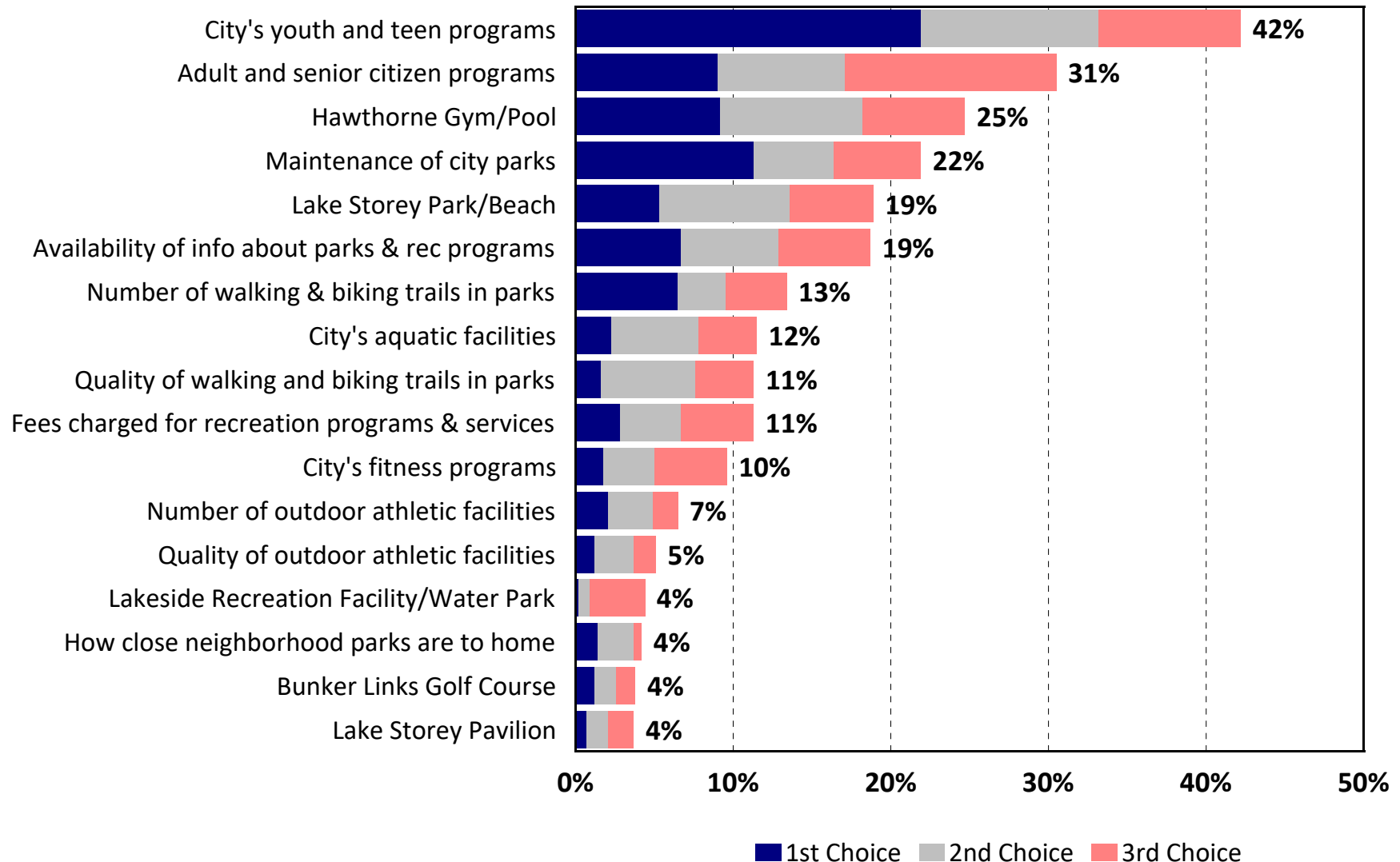
Q20. Satisfaction with Parks and Recreation

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



Q21. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

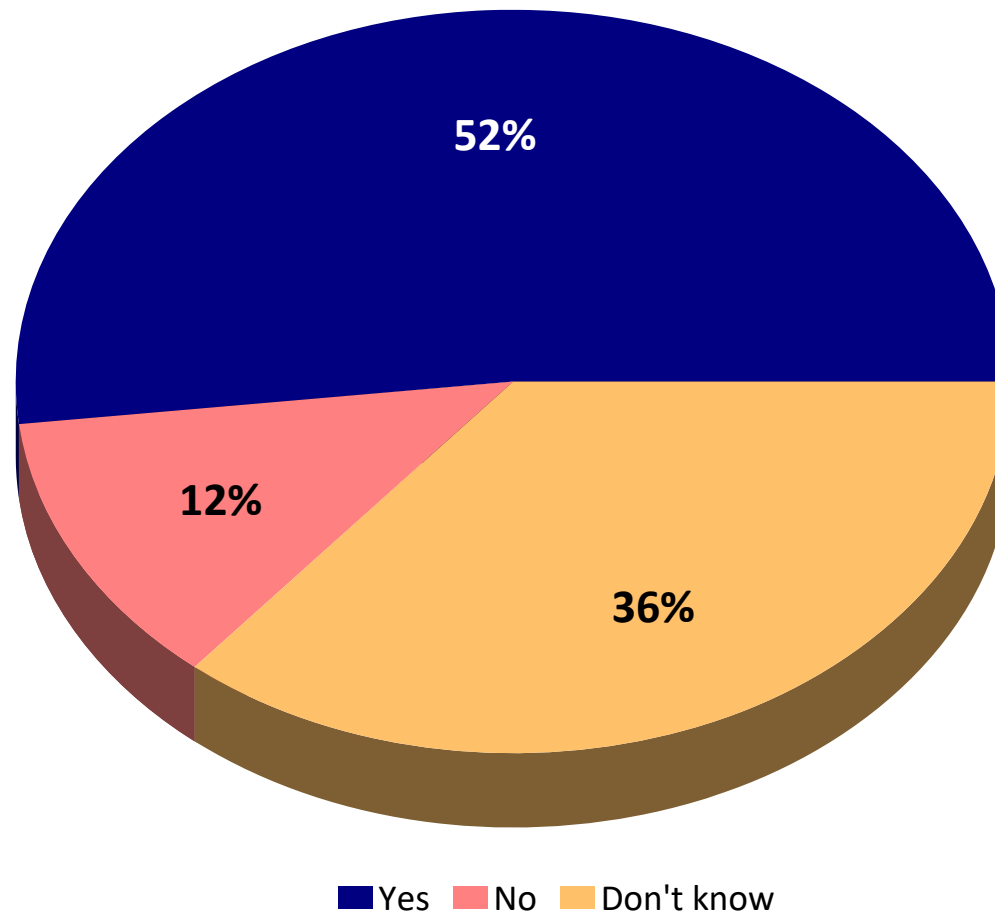
by percentage of respondents who selected the item as one of their top three choices



Q22. Do you agree with the following statement?

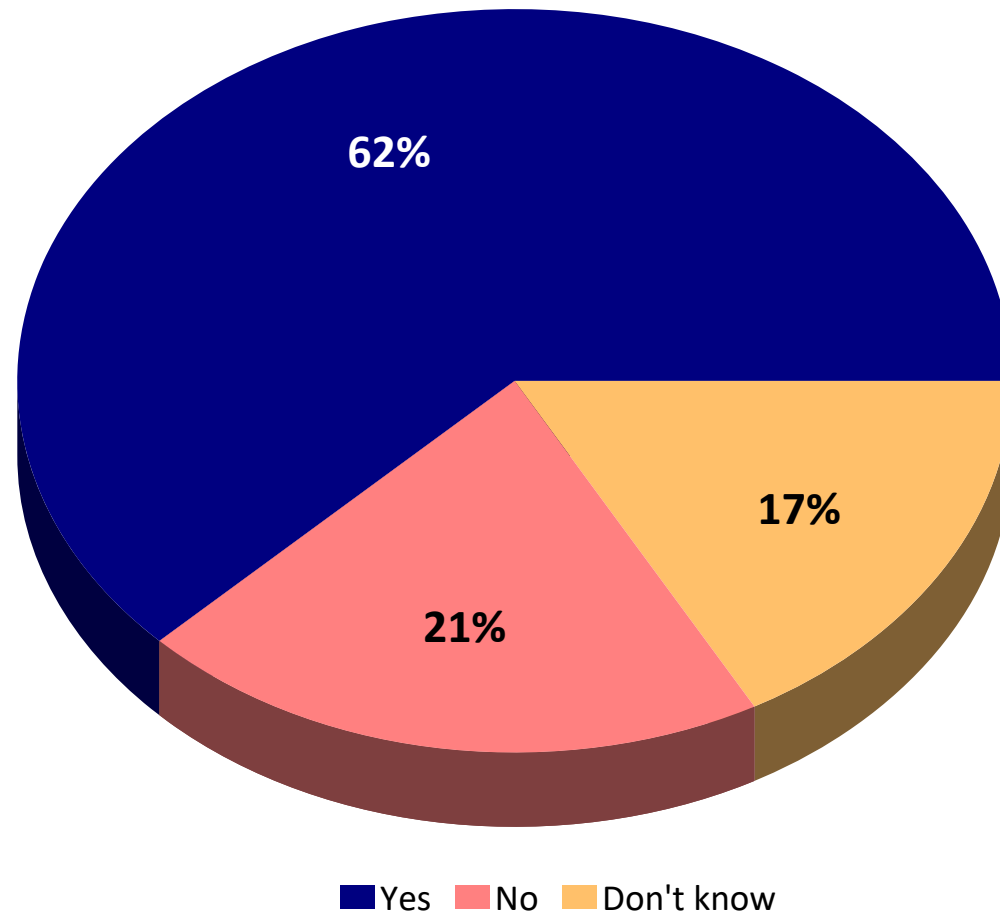
“I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected.”

by percentage of respondents



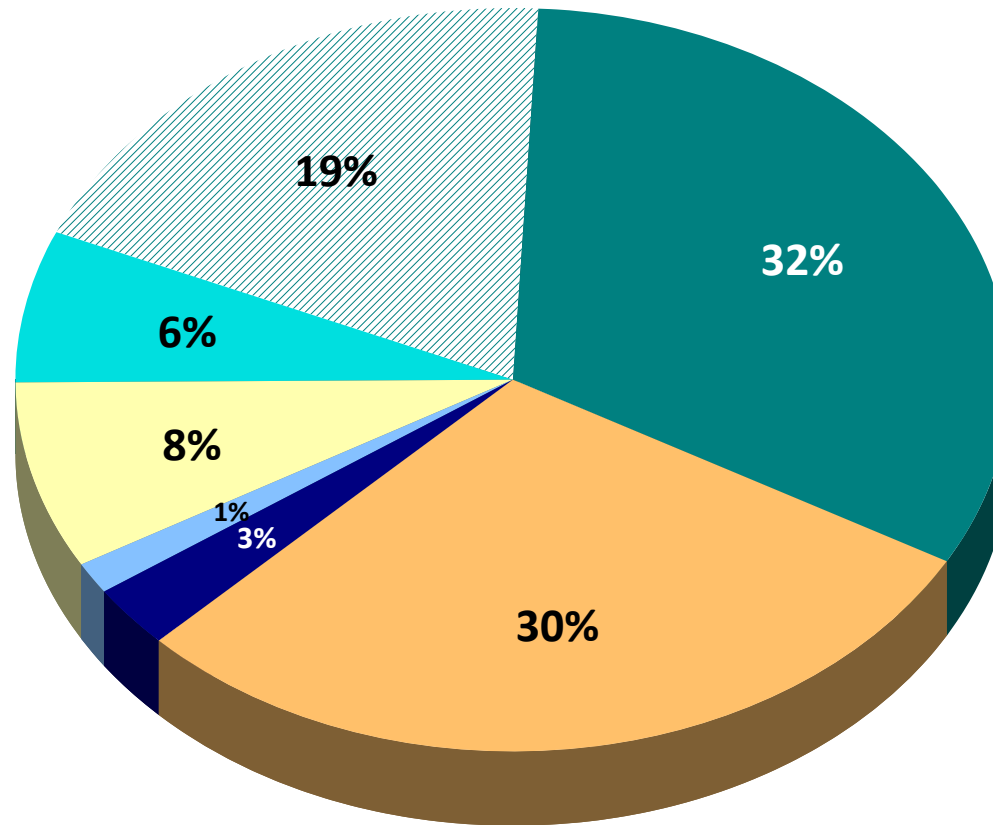
Q23. Should the City build or renovate a building for the purposes of a community/activity center?

by percentage of respondents



Q24. What is the maximum amount of funding the City of Galesburg should invest in this project?

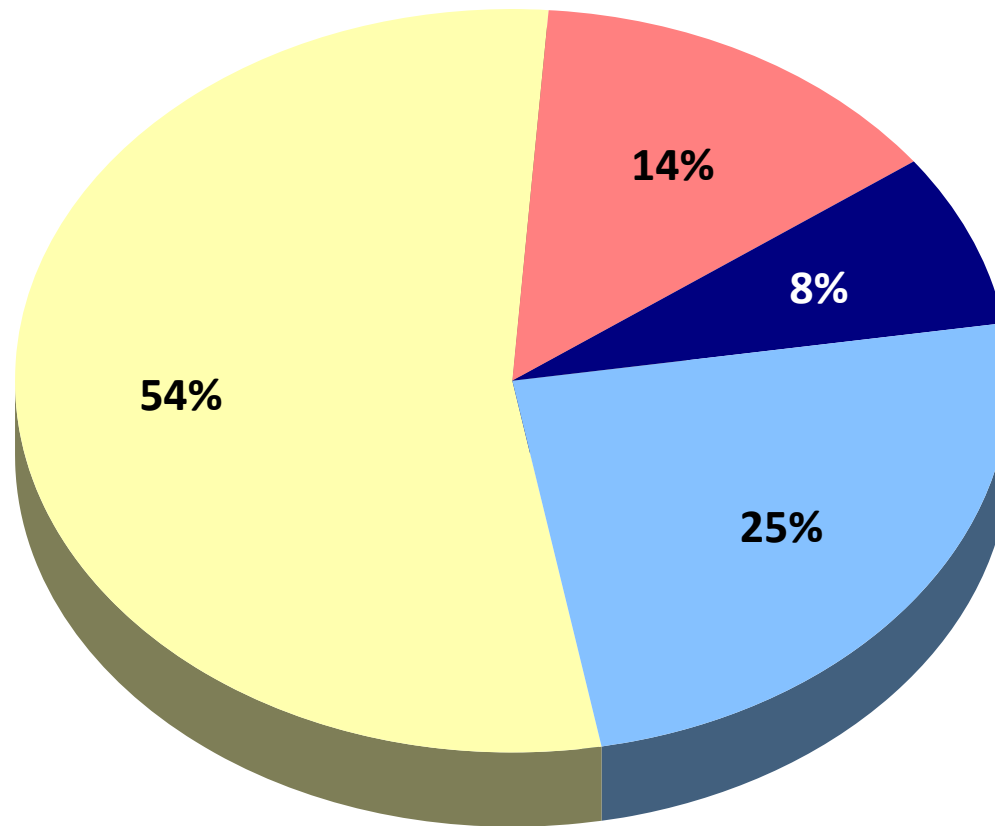
by percentage of respondents



■ Under \$2 million ▨ Up to \$5 million ■ Up to \$8 million ■ Up to \$10 million
■ Up to \$15 million ■ Up to \$20 million ■ Not provided

Q25. To what extent have you been following the City's effort to develop a Community Center in Galesburg?

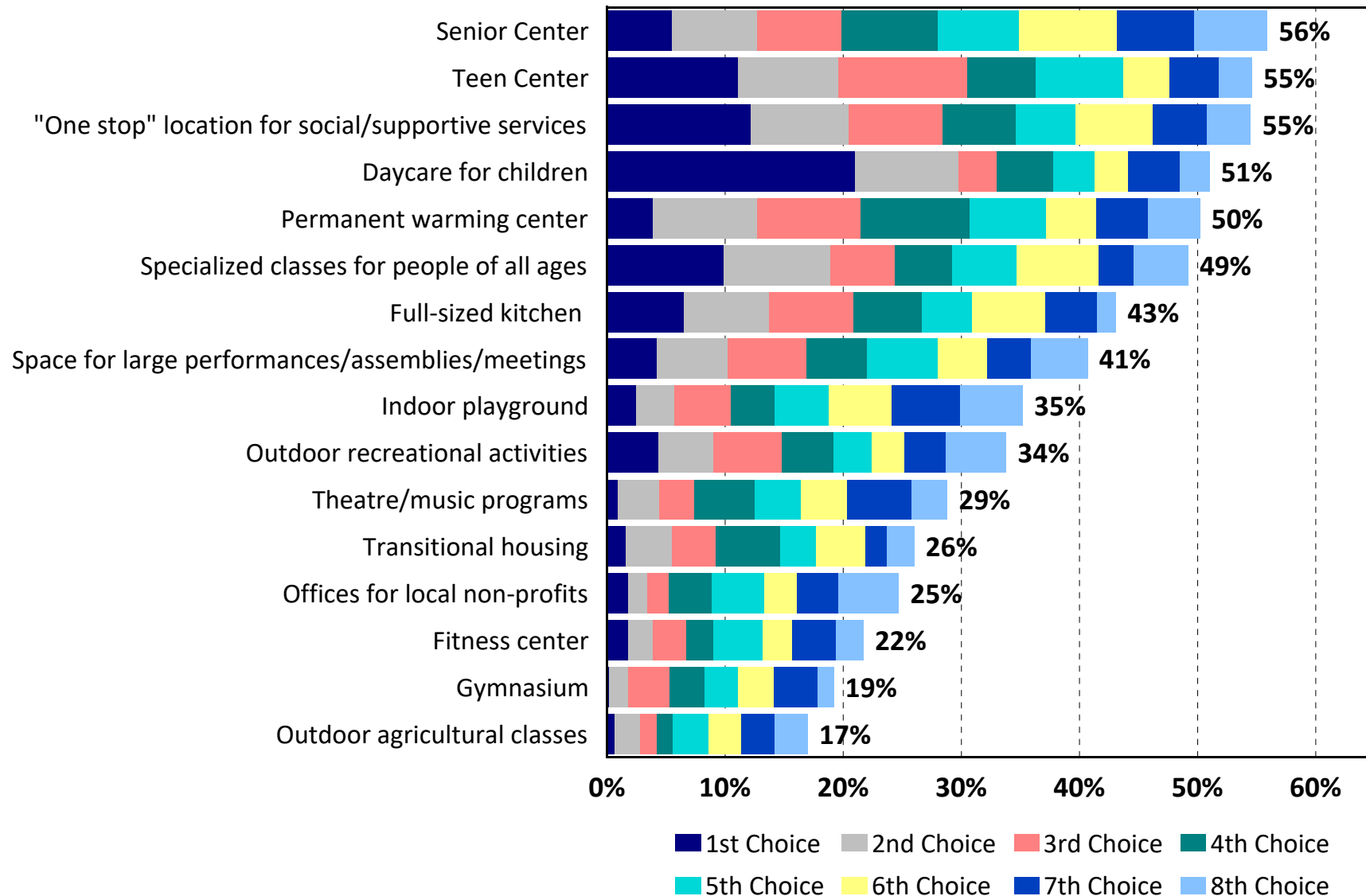
by percentage of respondents (excluding "not provided")



None Little Closely Very closely

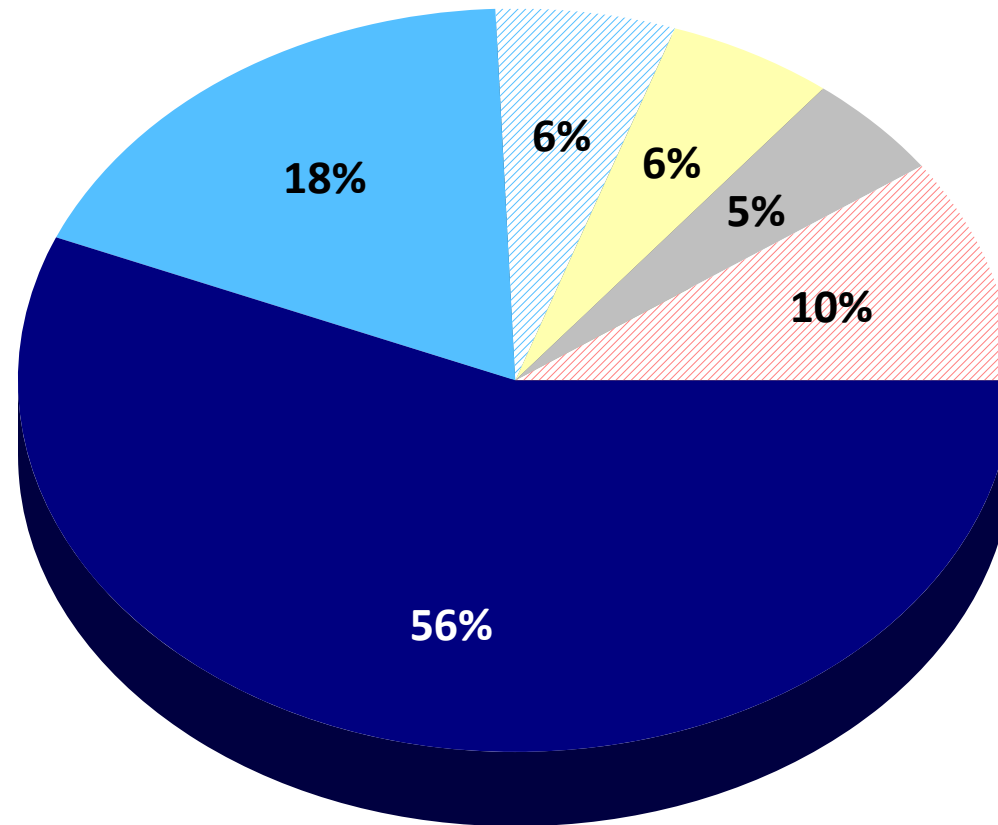
Q26. Programs That Should Receive the Most Emphasis at a Community/Activity Center

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



Q27. Demographics: How long have you been a resident of Galesburg?

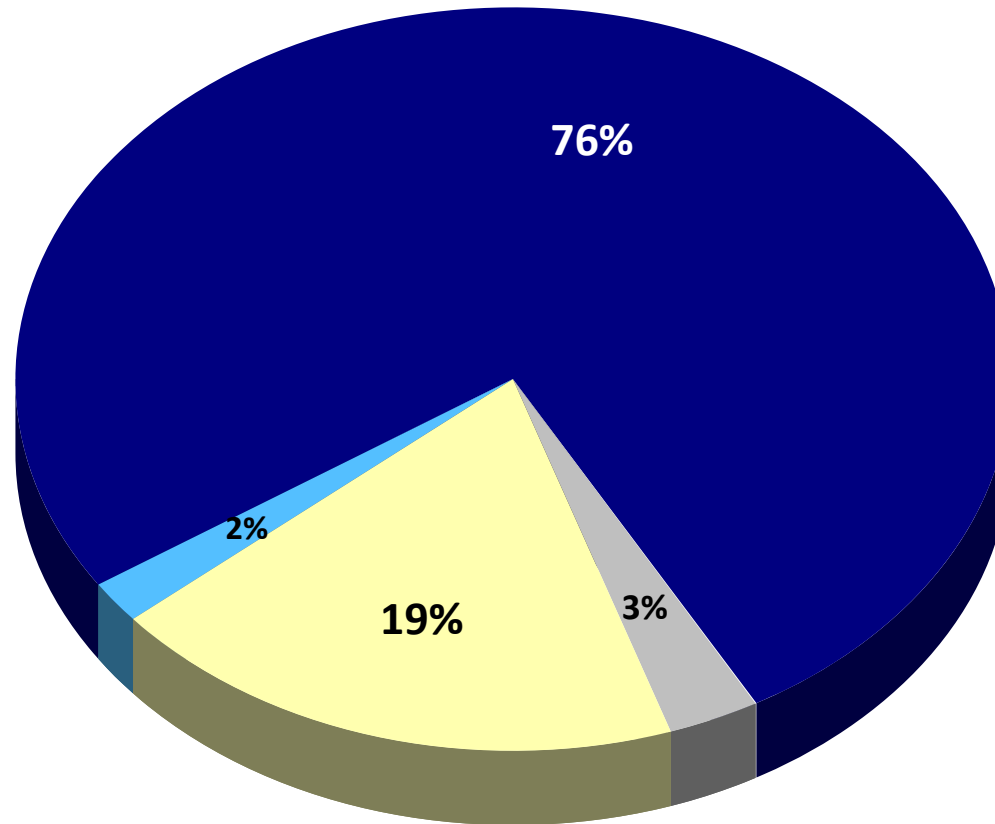
by percentage of respondents (excluding "not provided")



5 years or less 6-10 years 11 to 15 years
16-20 years 21-30 years 31+ years

Q29. Demographics: Which of the following best describes your household?

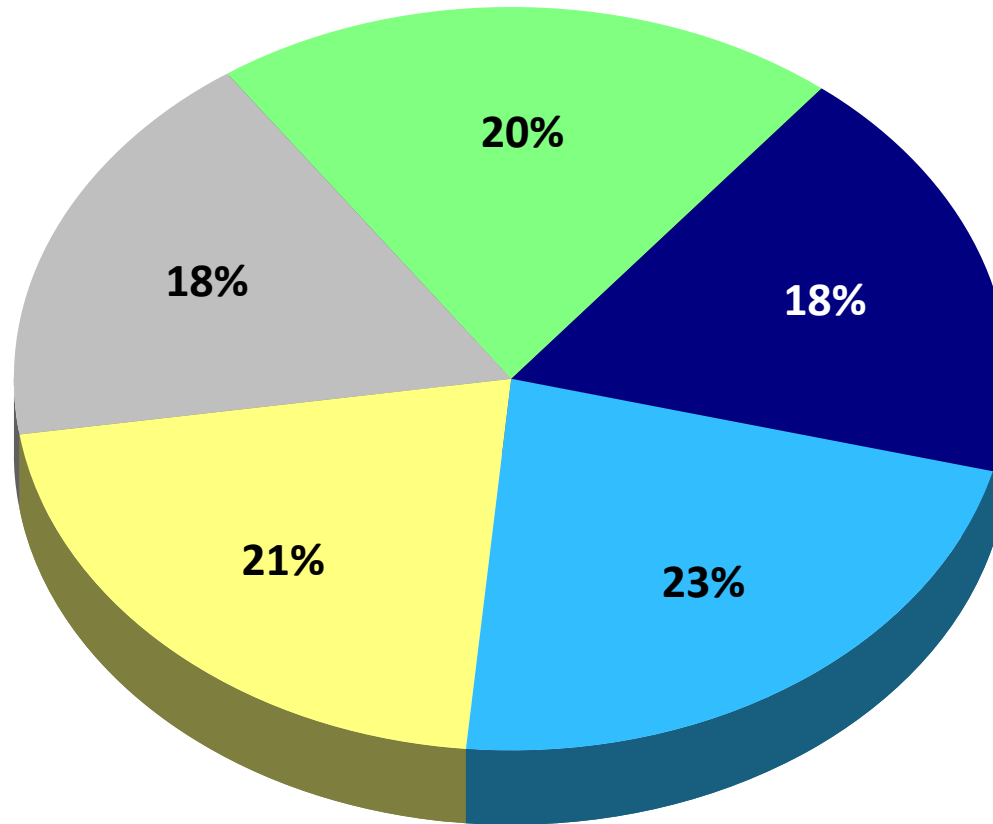
by percentage of respondents (excluding "not provided")



- Own - single family home
- Own - multi-family unit
- Rent or lease - single family home
- Rent - multi-family unit

Q30. Demographics: What is your age?

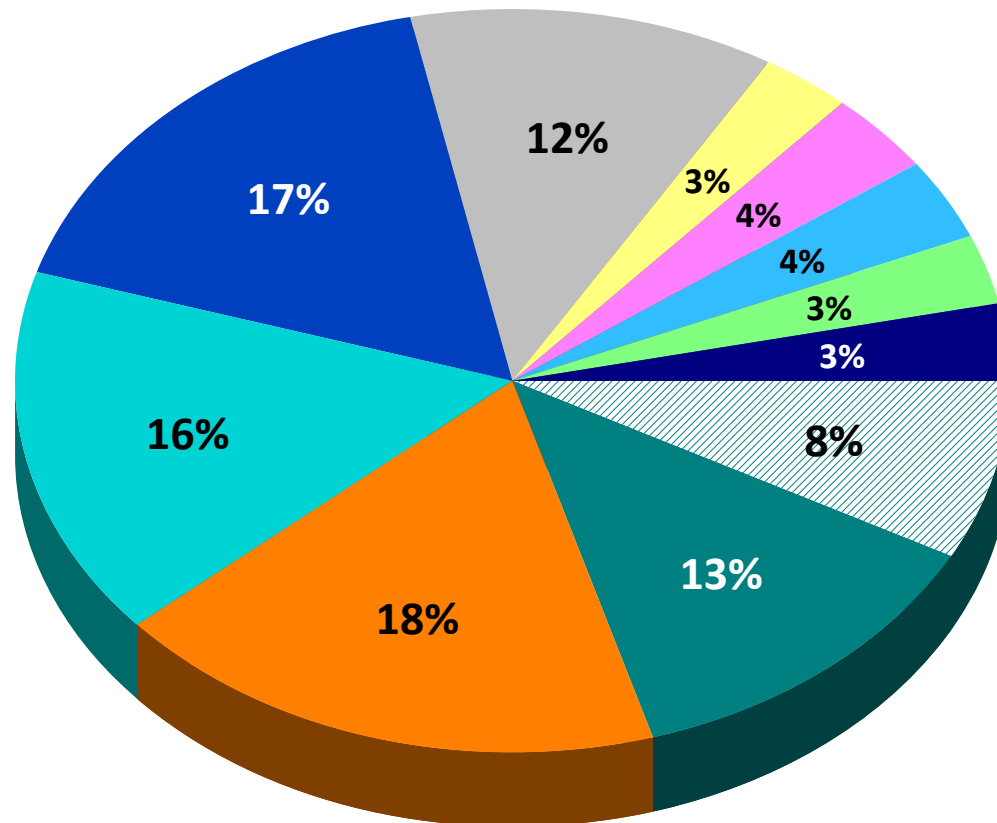
by percentage of respondents (excluding "not provided")



■ Under 35 years ■ 35-44 years ■ 45-54 years ■ 55-64 years ■ 65+ years

Q31. Demographics: Ages of Household Members

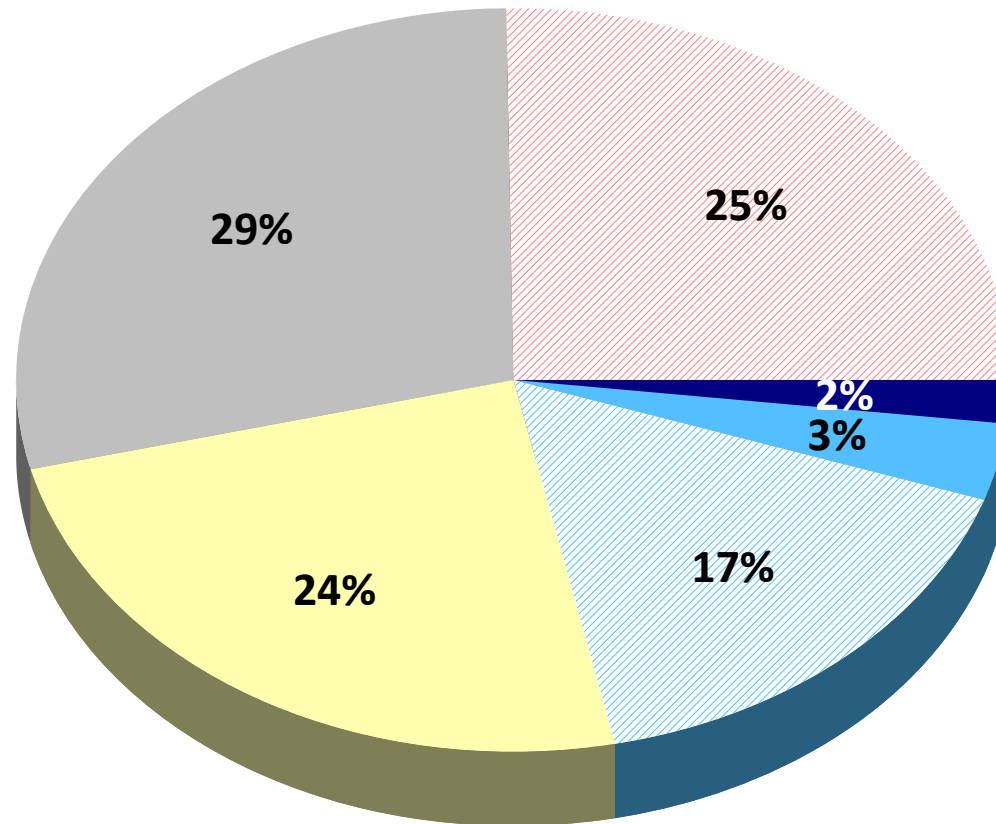
by percentage of persons in the household



- Under age 5
- Ages 5-9
- Ages 10-14
- Ages 15-19
- Ages 20-24
- Ages 25-34
- Ages 35-44
- Ages 45-54
- Ages 55-64
- Ages 65-74
- Ages 75+

Q32. Demographics: Total Annual Household Income

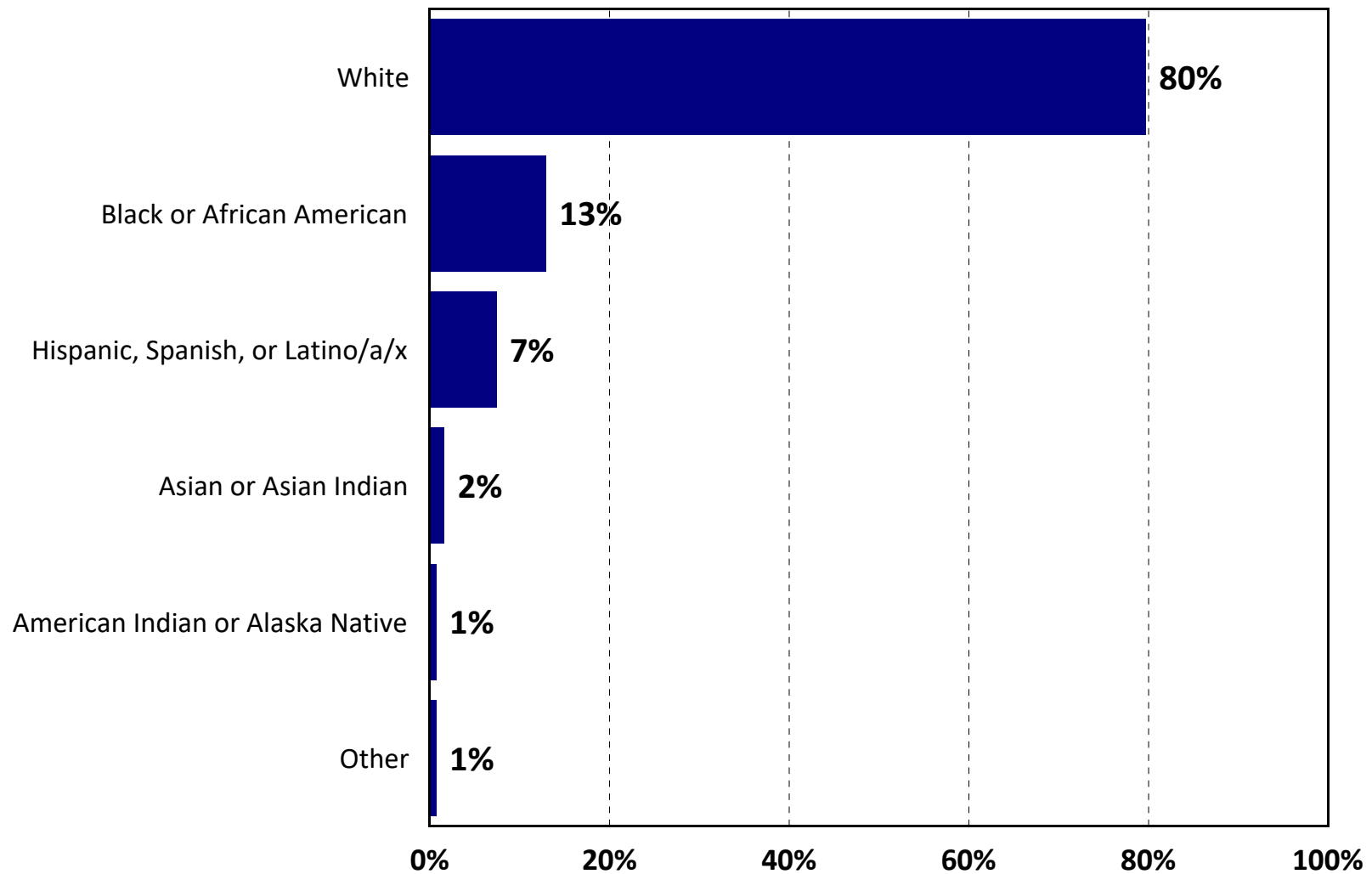
by percentage of respondents (excluding "not provided")



Under \$30K \$30K to \$59,999 \$60K to \$99,999
\$100K to \$149,999 \$150K to \$199,999 \$200K+

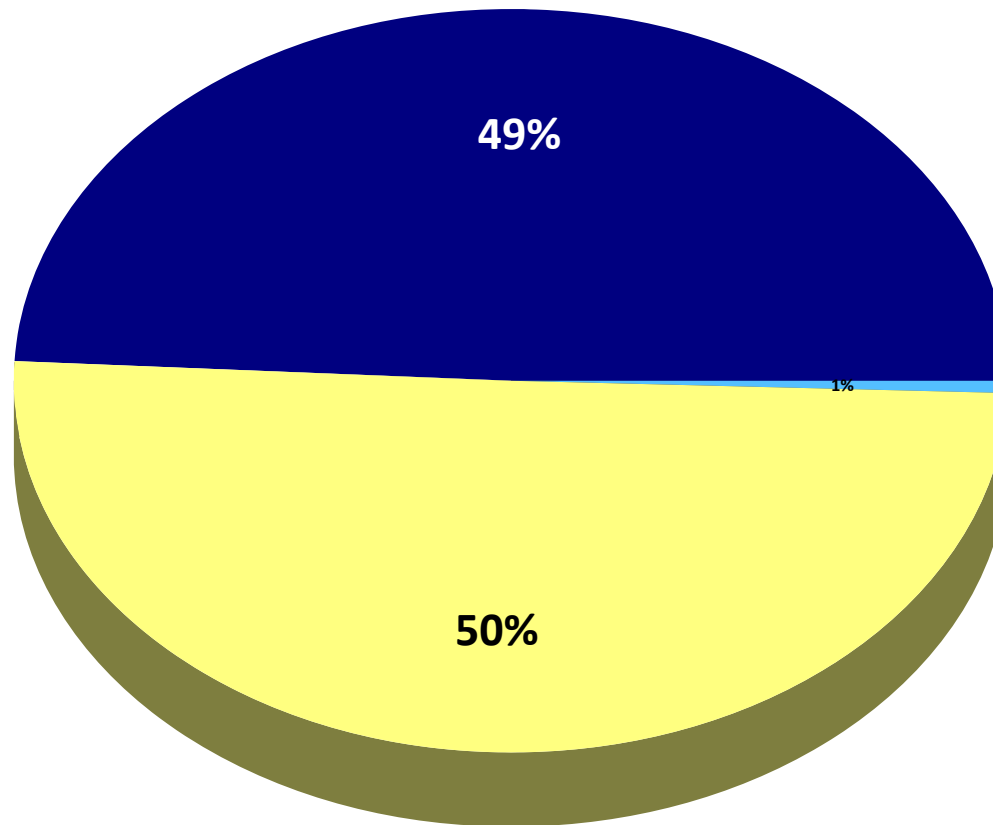
Q33. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



Q34. Demographics: Gender

by percentage of respondents (excluding "not provided")



■ Male ■ Female ■ Prefer to self-describe



2 Benchmark Analysis

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 Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

The charts on the following pages show how the results for the City of Galesburg compare to the national average and the Plains regional average. The blue bar shows the results for the City of Galesburg. The red bar shows the Plains 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.

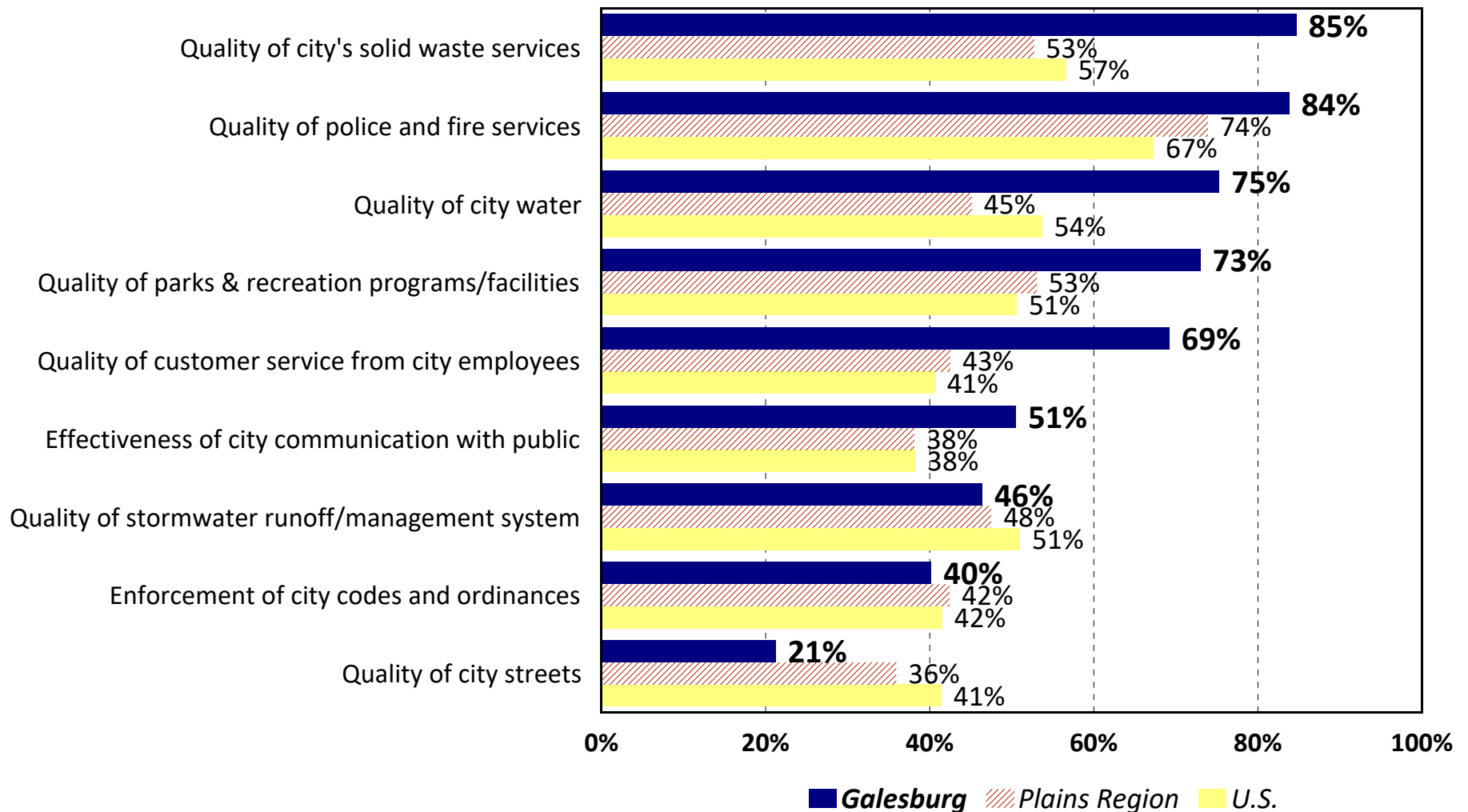
National Benchmarks

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 Galesburg, IL is not authorized without written consent from ETC Institute.

Satisfaction with Major Categories of City Services

Galesburg vs. Plains Region vs. the U.S.

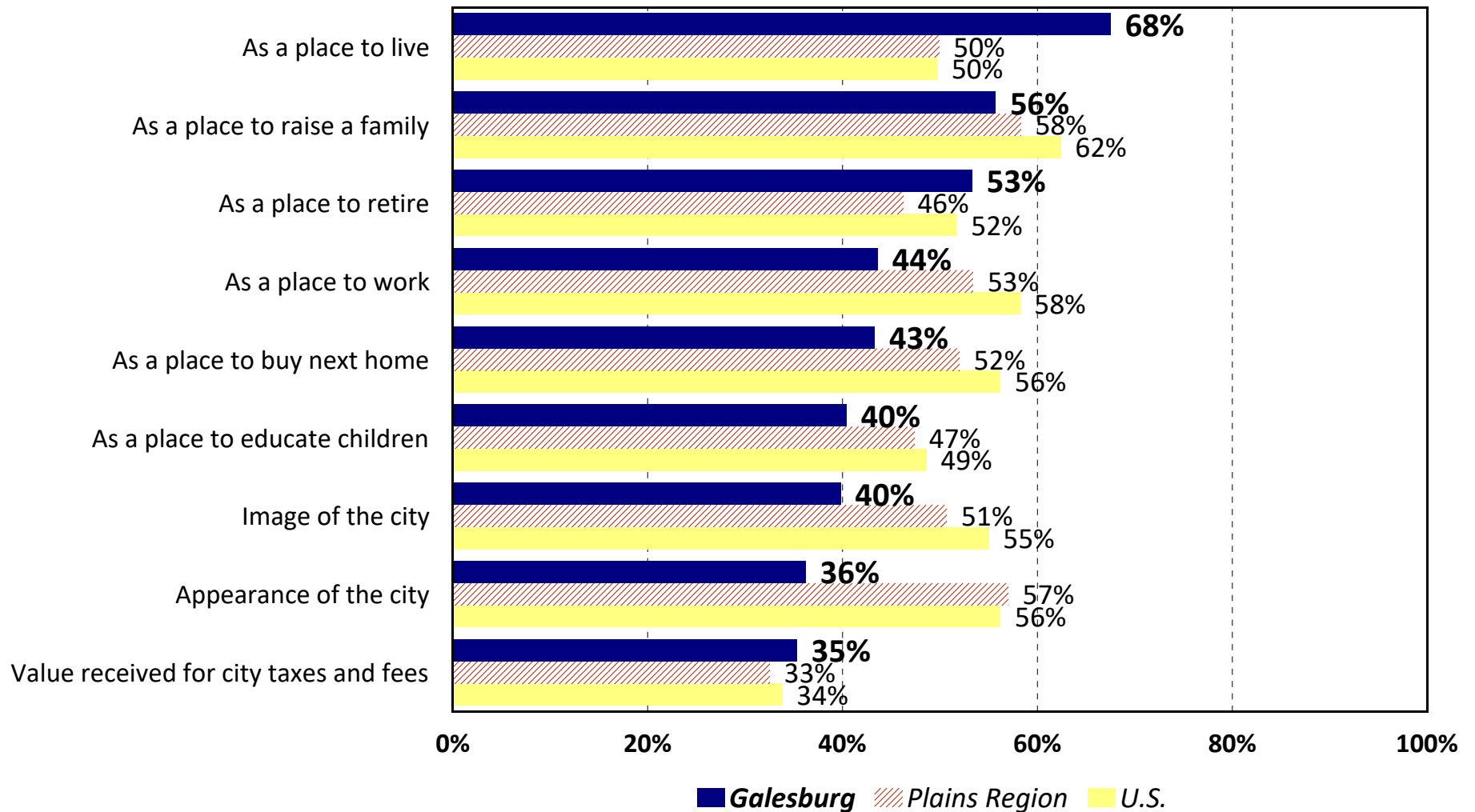
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Ratings of Quality of Life and Perceptions of the City

Galesburg vs. Plains Region vs. the U.S.

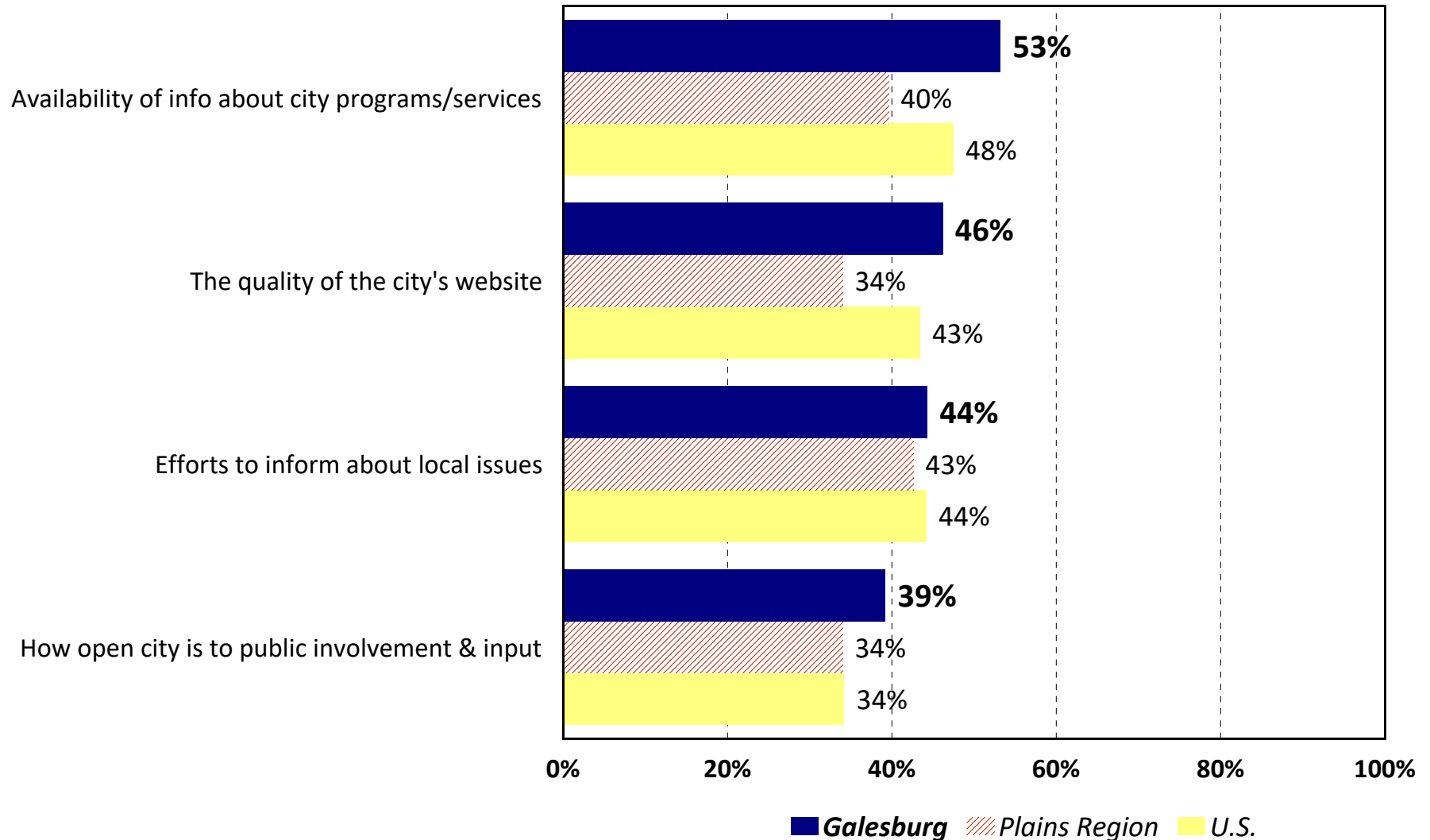
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Satisfaction with City Communication

Galesburg vs. Plains Region vs. the U.S.

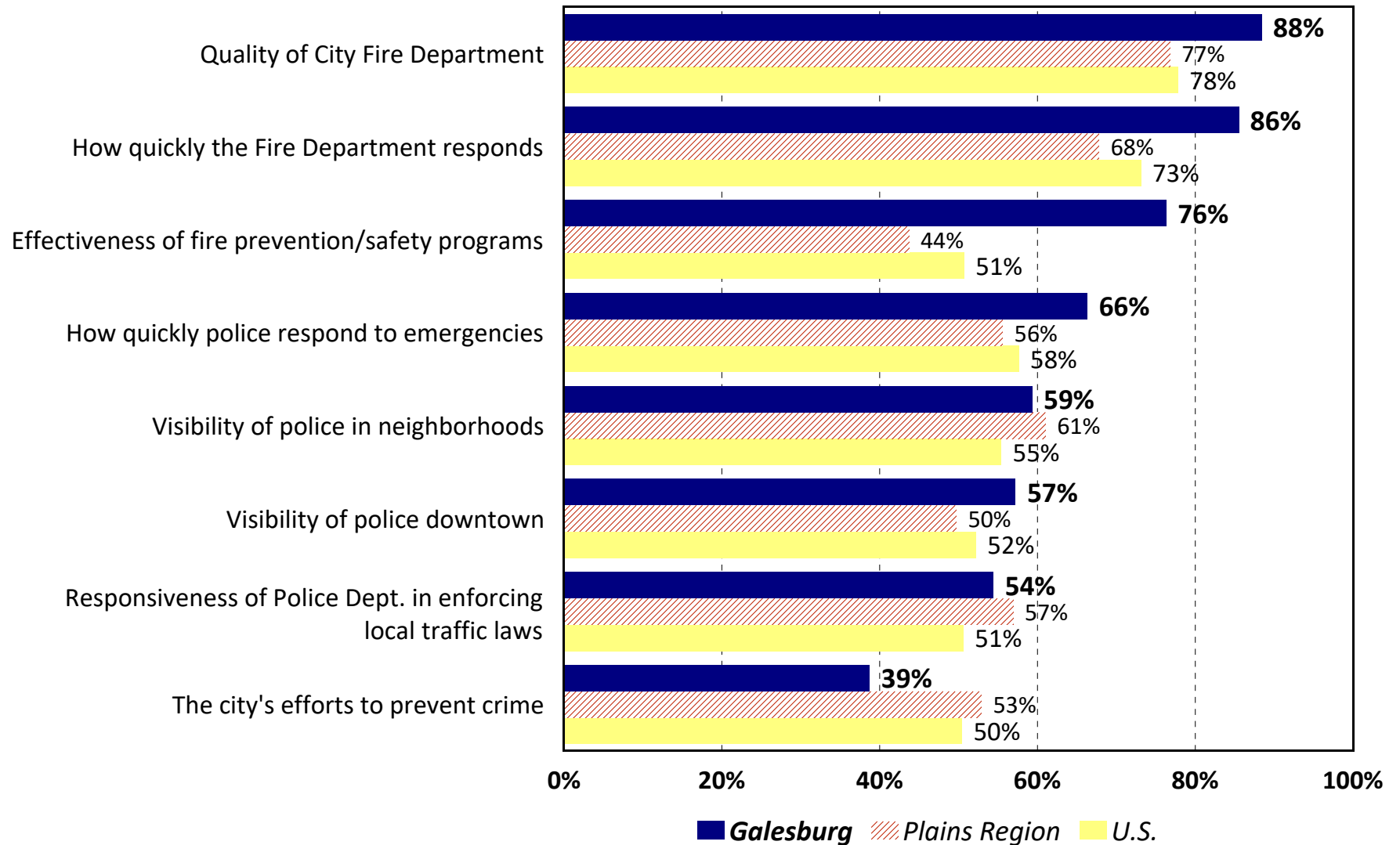
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Public Safety

Galesburg vs. Plains Region vs. the U.S.

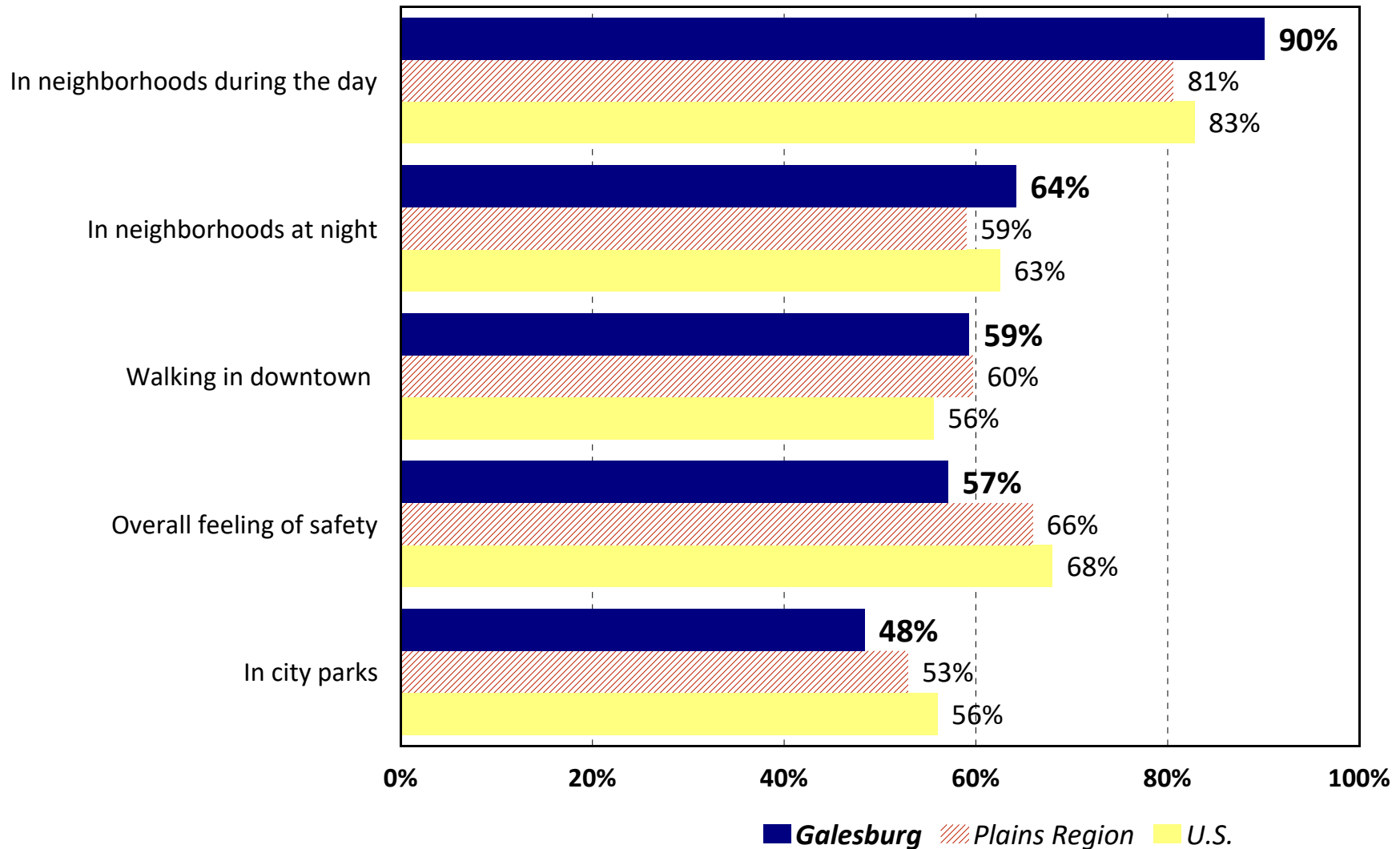
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Perceptions of Safety

Galesburg vs. Plains Region vs. the U.S.

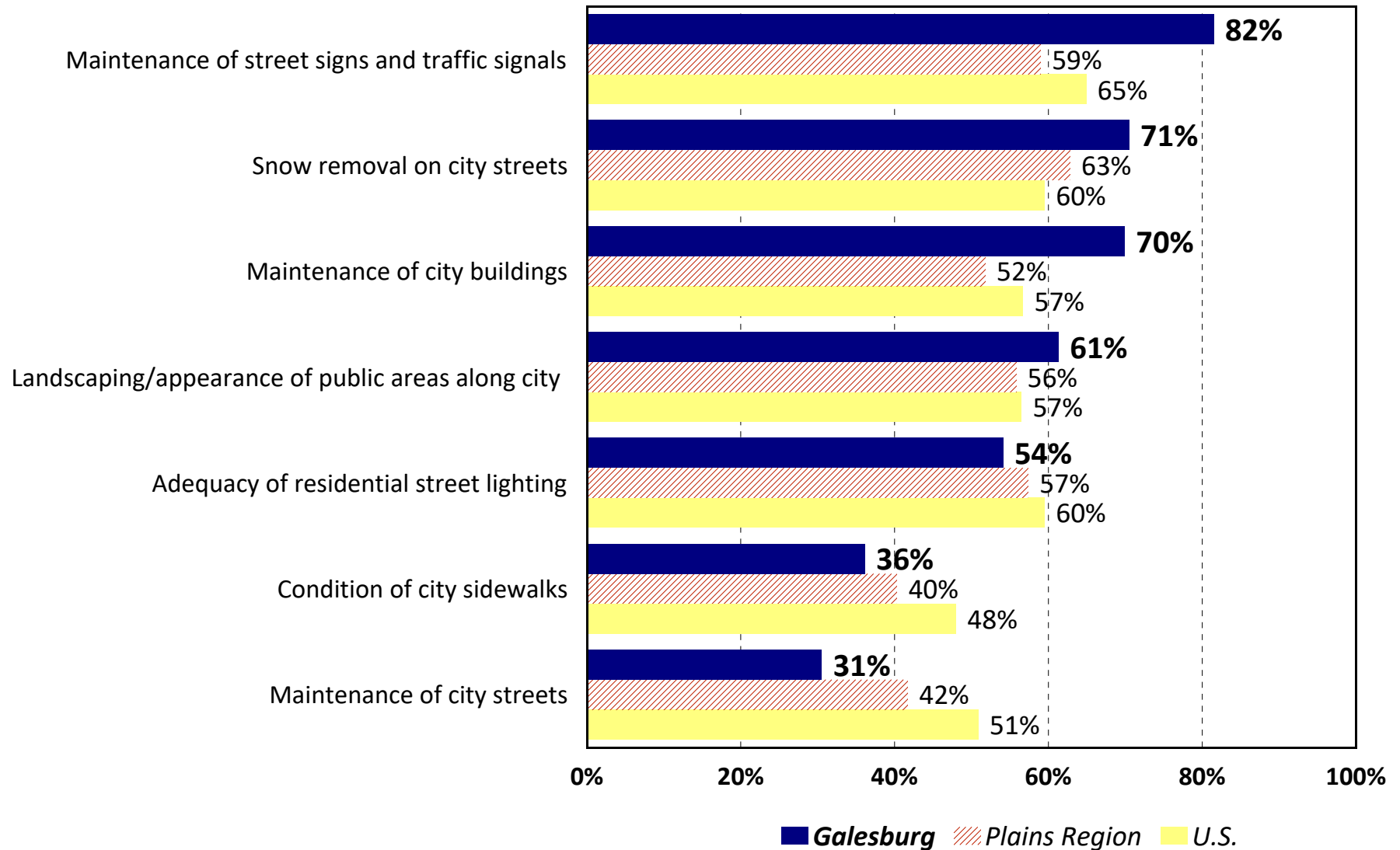
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Satisfaction with City Maintenance/Public Works

Galesburg vs. Plains Region vs. the U.S.

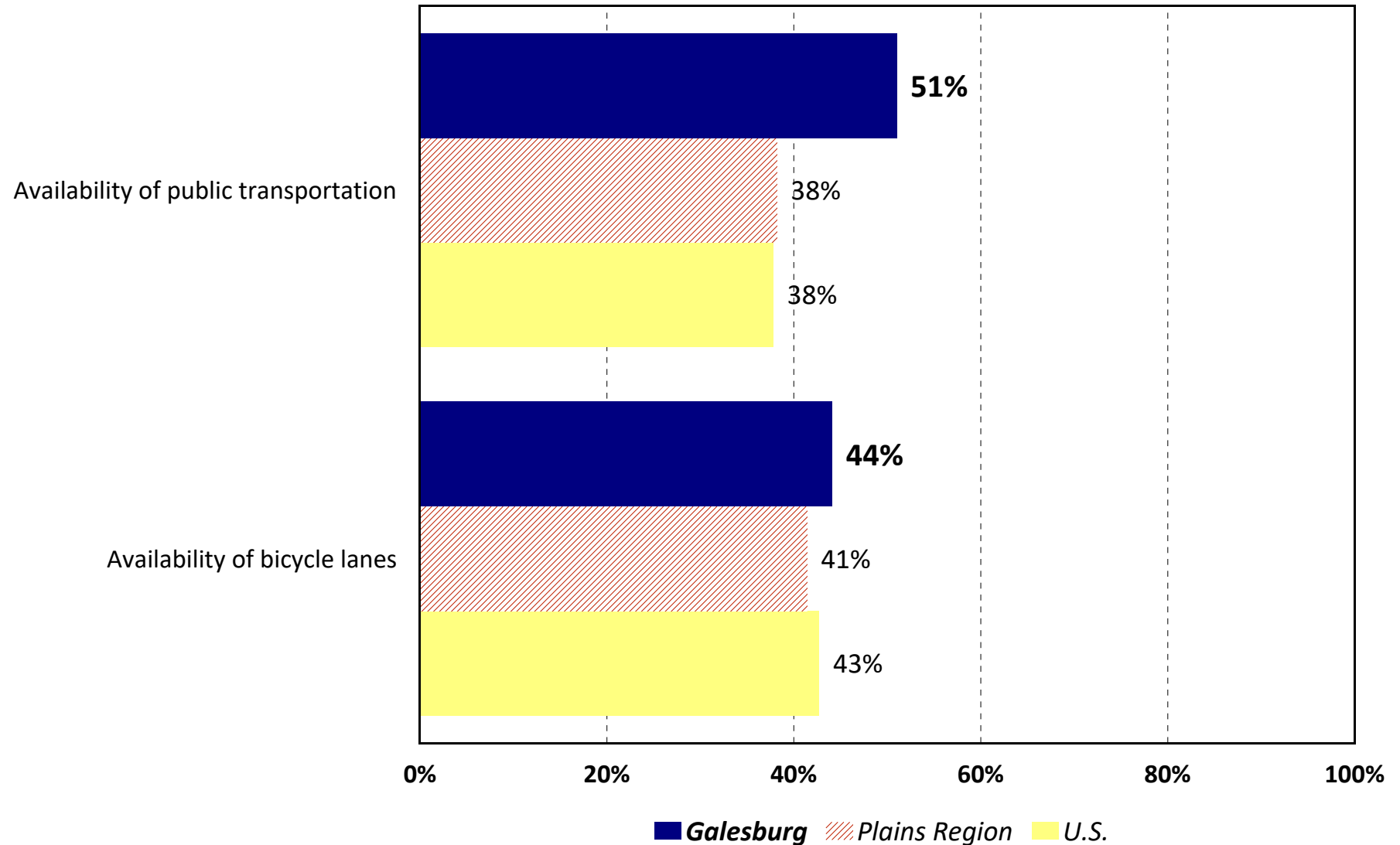
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Transportation

Galesburg vs. Plains Region vs. the U.S.

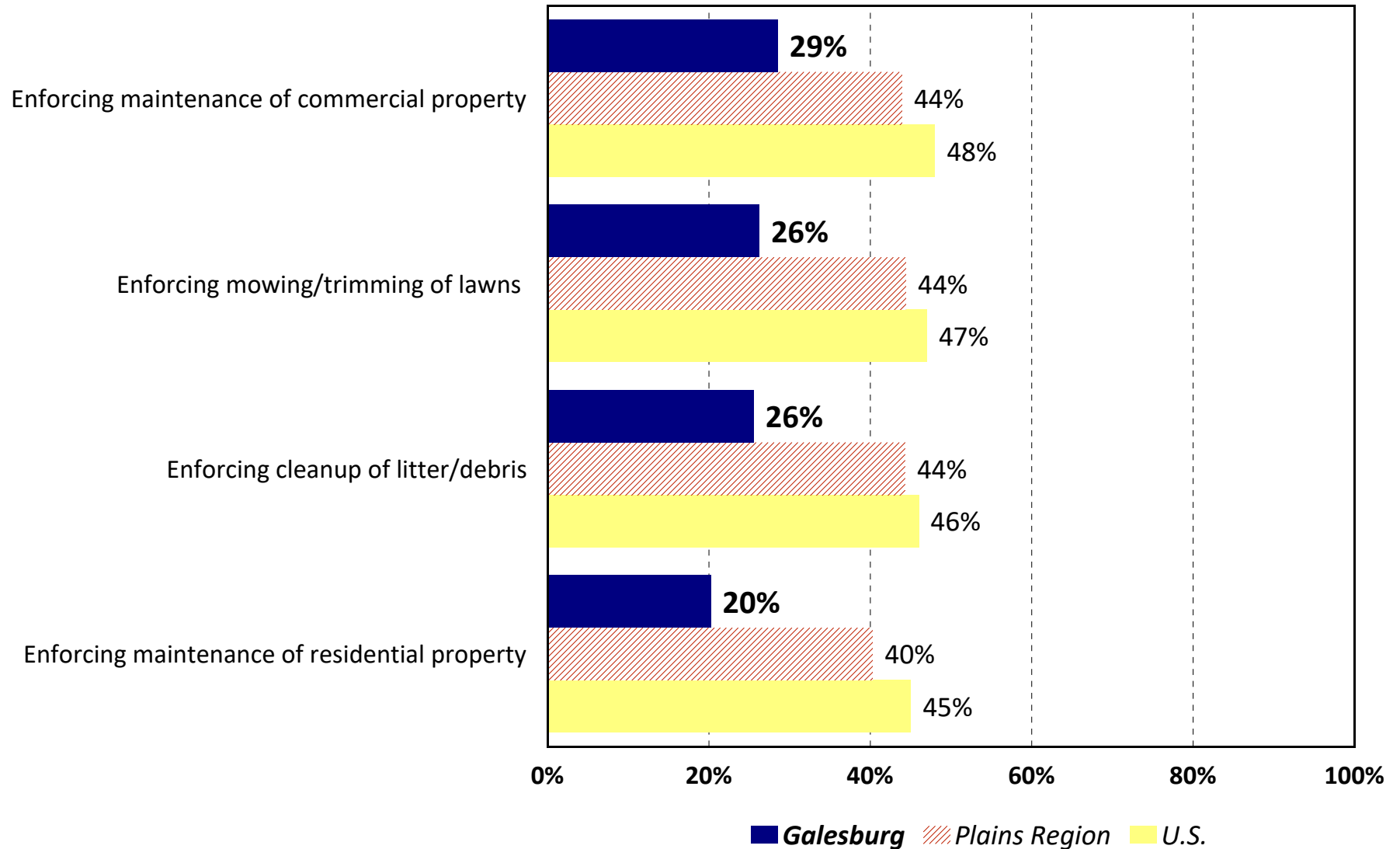
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Enforcement of Property Maintenance Codes

Galesburg vs. Plains Region vs. the U.S.

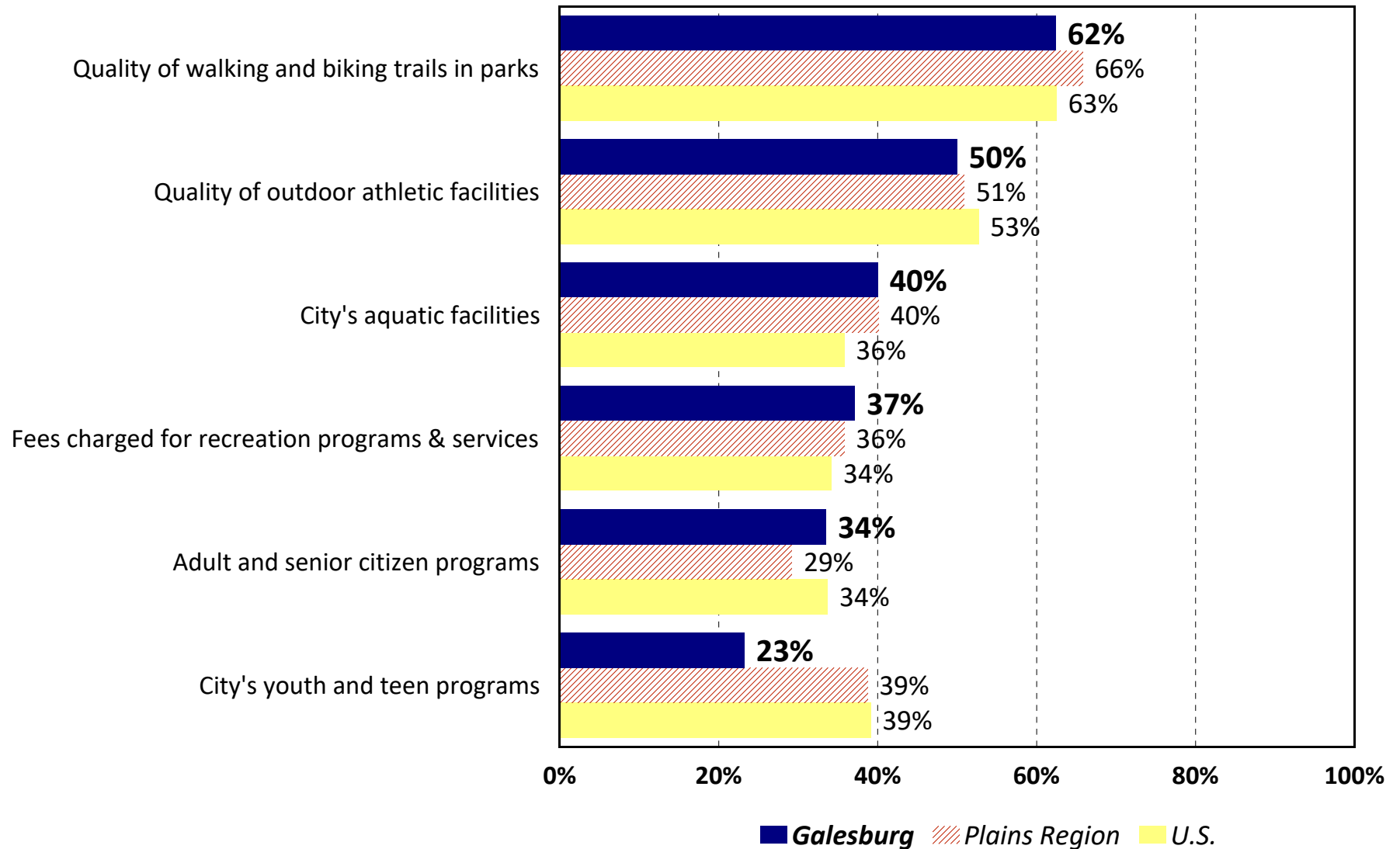
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Parks and Recreation

Galesburg vs. Plains 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")



A graphic consisting of a white circle with a dark blue border containing the number '3', followed by a dark blue horizontal bar containing the text 'Importance-Satisfaction Analysis' in white.

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major city services that were most important to emphasize over the next two years. Just over one-fourth (25.6%) of the respondent households selected "*effectiveness of city communication with the public*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 50.5% of respondents surveyed rated "*effectiveness of city communication with the public*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 25.6% was multiplied by 49.5% (1-0.505). This calculation yielded an I-S rating of 0.1267, which ranked fourth out of ten categories of major city services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next three years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Galesburg are provided on the following pages.

Importance-Satisfaction Rating

City of Galesburg, IL

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of city streets	71%	1	21%	10	0.5571	1
<u>High Priority (IS .10-.20)</u>						
Enforcement of city codes and ordinances	32%	3	40%	9	0.1938	2
Quality of stormwater runoff/management system	33%	2	46%	8	0.1753	3
Effectiveness of city communication with public	26%	4	51%	7	0.1267	4
<u>Medium Priority (IS <.10)</u>						
Quality of parks & recreation programs/facilities	24%	6	73%	4	0.0635	5
Quality of city water	20%	7	75%	3	0.0484	6
Maintenance of city buildings and facilities	13%	8	68%	6	0.0412	7
Quality of police and fire services	24%	5	84%	2	0.0389	8
Quality of customer service from city employees	5%	10	69%	5	0.0151	9
Quality of city's solid waste services	6%	9	85%	1	0.0092	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to emphasize.

Satisfaction %:

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

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Importance-Satisfaction Rating City of Galesburg, IL Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The city's efforts to prevent crime	69%	1	39%	12	0.4199	1
<u>High Priority (IS .10-.20)</u>						
Visibility of police in neighborhoods	30%	2	59%	7	0.1237	2
Police Dept. engagement within the community	27%	3	56%	9	0.1166	3
<u>Medium Priority (IS <.10)</u>						
Responsiveness of Police Dept. in enforcing local traffic laws	20%	5	54%	10	0.0903	4
Competency of City of Galesburg Police Dept.	20%	4	63%	6	0.0728	5
Visibility of police downtown	16%	7	57%	8	0.0702	6
Treatment/fairness of city's municipal court	13%	9	47%	11	0.0690	7
Treatment of citizens by Galesburg Police Dept.	18%	6	64%	5	0.0653	8
How quickly police respond to emergencies	15%	8	66%	4	0.0499	9
Effectiveness of fire prevention/safety programs	11%	10	76%	3	0.0254	10
How quickly the Fire Department responds	6%	11	86%	2	0.0084	11
Quality of City of Galesburg Fire Department	6%	12	88%	1	0.0064	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to emphasize.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Galesburg, IL

City Maintenance/Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of city streets	74%	1	31%	9	0.5164	1
Condition of city sidewalks	52%	2	36%	8	0.3348	2
<u>High Priority (IS .10-.20)</u>						
Adequacy of residential street lighting	36%	3	54%	6	0.1662	3
<u>Medium Priority (IS <.10)</u>						
Snow removal on city streets	32%	4	71%	3	0.0932	4
Satisfaction with tree trimming/replacement program	18%	6	53%	7	0.0833	5
Landscaping/appearance of public areas along city streets	19%	5	61%	5	0.0751	6
Maintenance of city buildings	11%	8	70%	4	0.0334	7
Maintenance of street signs and traffic signals	11%	7	82%	1	0.0207	8
Adequacy of city street lighting in business districts	6%	9	74%	2	0.0159	9

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to emphasize.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Galesburg, IL

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City's youth and teen programs	42%	1	23%	17	0.3241	1
Adult and senior citizen programs	31%	2	34%	16	0.2028	2
<u>High Priority (IS .10-.20)</u>						
Hawthorne Gym/Pool	25%	3	36%	15	0.1576	3
<u>Medium Priority (IS <.10)</u>						
Lake Storey Park/Beach	19%	5	48%	11	0.0981	4
Availability of info about parks & rec programs	19%	6	53%	8	0.0879	5
Fees charged for recreation programs & services	11%	10	37%	14	0.0711	6
City's aquatic facilities	12%	8	40%	13	0.0690	7
City's fitness programs	10%	11	44%	12	0.0542	8
Number of walking & biking trails in parks	13%	7	60%	6	0.0537	9
Maintenance of city parks	22%	4	77%	1	0.0506	10
Quality of walking and biking trails in parks	11%	9	62%	4	0.0425	11
Number of outdoor athletic facilities	7%	12	52%	9	0.0311	12
Quality of outdoor athletic facilities	5%	13	50%	10	0.0255	13
Lakeside Recreation Facility/Water Park	4%	14	55%	7	0.0198	14
Bunker Links Golf Course	4%	16	60%	5	0.0152	15
Lake Storey Pavilion	4%	17	68%	3	0.0120	16
How close neighborhood parks are to home	4%	15	73%	2	0.0114	17

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to emphasize.

Satisfaction %:

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

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4

Tabular Data

Q1. 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."

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police & fire services	37.6%	44.6%	10.6%	4.8%	0.5%	1.8%
Q1-2. Overall quality of City parks & recreation programs & facilities	25.4%	45.0%	18.5%	6.2%	1.4%	3.5%
Q1-3. Overall maintenance of City buildings & facilities	19.4%	45.0%	24.9%	4.4%	0.9%	5.3%
Q1-4. Overall quality of City water	31.4%	43.2%	13.6%	6.9%	3.9%	0.9%
Q1-5. Overall enforcement of City codes & ordinances	10.9%	26.8%	29.1%	20.3%	6.5%	6.5%
Q1-6. Overall quality of customer service you receive from City employees	28.6%	37.9%	24.5%	3.9%	1.2%	3.9%
Q1-7. Overall effectiveness of City communication with the public	12.9%	36.3%	33.0%	12.9%	2.3%	2.5%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	12.2%	32.3%	26.1%	18.2%	7.2%	3.9%
Q1-9. Overall quality of City streets	4.4%	16.6%	26.1%	33.7%	18.0%	1.2%
Q1-10. Overall quality of City's solid waste services (trash/recycling/yard waste)	37.4%	46.9%	10.2%	4.2%	0.9%	0.5%

WITHOUT "DON'T KNOW"

Q1. 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." (without "don't know")

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police & fire services	38.4%	45.4%	10.8%	4.9%	0.5%
Q1-2. Overall quality of City parks & recreation programs & facilities	26.3%	46.7%	19.1%	6.5%	1.4%
Q1-3. Overall maintenance of City buildings & facilities	20.5%	47.6%	26.3%	4.6%	1.0%
Q1-4. Overall quality of City water	31.7%	43.6%	13.8%	7.0%	4.0%
Q1-5. Overall enforcement of City codes & ordinances	11.6%	28.6%	31.1%	21.7%	6.9%
Q1-6. Overall quality of customer service you receive from City employees	29.8%	39.4%	25.5%	4.1%	1.2%
Q1-7. Overall effectiveness of City communication with the public	13.3%	37.2%	33.9%	13.3%	2.4%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	12.7%	33.7%	27.2%	19.0%	7.5%
Q1-9. Overall quality of City streets	4.4%	16.8%	26.4%	34.1%	18.2%
Q1-10. Overall quality of City's solid waste services (trash/recycling/yard waste)	37.6%	47.1%	10.2%	4.2%	0.9%

Q2. 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?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	58	13.4 %
Overall quality of City parks & recreation programs & facilities	17	3.9 %
Overall maintenance of City buildings & facilities	13	3.0 %
Overall quality of City water	26	6.0 %
Overall enforcement of City codes & ordinances	34	7.9 %
Overall quality of customer service you receive from City employees	5	1.2 %
Overall effectiveness of City communication with the public	16	3.7 %
Overall quality of City's stormwater runoff/stormwater management system	36	8.3 %
Overall quality of City streets	173	40.0 %
Overall quality of City's solid waste services (trash/recycling/yard waste)	6	1.4 %
None chosen	49	11.3 %
Total	433	100.0 %

Q2. 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?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	17	3.9 %
Overall quality of City parks & recreation programs & facilities	43	9.9 %
Overall maintenance of City buildings & facilities	14	3.2 %
Overall quality of City water	32	7.4 %
Overall enforcement of City codes & ordinances	59	13.6 %
Overall quality of customer service you receive from City employees	5	1.2 %
Overall effectiveness of City communication with the public	42	9.7 %
Overall quality of City's stormwater runoff/stormwater management system	63	14.5 %
Overall quality of City streets	84	19.4 %
Overall quality of City's solid waste services (trash/recycling/yard waste)	8	1.8 %
None chosen	66	15.2 %
Total	433	100.0 %

Q2. 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?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	29	6.7 %
Overall quality of City parks & recreation programs & facilities	42	9.7 %
Overall maintenance of City buildings & facilities	29	6.7 %
Overall quality of City water	27	6.2 %
Overall enforcement of City codes & ordinances	47	10.9 %
Overall quality of customer service you receive from City employees	11	2.5 %
Overall effectiveness of City communication with the public	53	12.2 %
Overall quality of City's stormwater runoff/stormwater management system	43	9.9 %
Overall quality of City streets	49	11.3 %
Overall quality of City's solid waste services (trash/recycling/yard waste)	12	2.8 %
None chosen	91	21.0 %
Total	433	100.0 %

SUM OF TOP 3 CHOICES

Q2. 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? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police & fire services	104	24.0 %
Overall quality of City parks & recreation programs & facilities	102	23.6 %
Overall maintenance of City buildings & facilities	56	12.9 %
Overall quality of City water	85	19.6 %
Overall enforcement of City codes & ordinances	140	32.3 %
Overall quality of customer service you receive from City employees	21	4.8 %
Overall effectiveness of City communication with the public	111	25.6 %
Overall quality of City's stormwater runoff/stormwater management system	142	32.8 %
Overall quality of City streets	306	70.7 %
Overall quality of City's solid waste services (trash/recycling/yard waste)	26	6.0 %
None chosen	49	11.3 %
Total	1142	

Q3. 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.

(N=433)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	15.2%	52.0%	17.1%	12.5%	2.8%	0.5%
Q3-2. As a place to raise a family	14.5%	39.5%	23.3%	15.0%	4.6%	3.0%
Q3-3. As a place to work	9.9%	31.6%	24.7%	21.5%	7.6%	4.6%
Q3-4. As a place where you would buy your next home	13.4%	28.4%	21.9%	18.9%	13.9%	3.5%
Q3-5. As a place to retire	16.6%	35.1%	18.9%	12.5%	13.9%	3.0%
Q3-6. As a place to open a business	6.0%	19.9%	29.6%	21.2%	14.5%	8.8%
Q3-7. As a place to educate children	10.4%	28.4%	26.3%	17.6%	13.4%	3.9%
Q3-8. As a place where residents support each other	9.7%	33.7%	34.2%	13.6%	7.4%	1.4%
Q3-9. Overall value that you receive for your City taxes & fees	7.6%	26.3%	32.8%	18.0%	11.3%	3.9%
Q3-10. Overall image of City	6.2%	33.3%	26.1%	24.2%	9.5%	0.7%
Q3-11. Overall quality of life in Galesburg	9.9%	41.1%	27.7%	13.9%	6.5%	0.9%
Q3-12. Overall appearance of City	6.9%	29.1%	29.6%	24.0%	9.9%	0.5%

WITHOUT "DON'T KNOW"**Q3. 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. (without "don't know")**

(N=433)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	15.3%	52.2%	17.2%	12.5%	2.8%
Q3-2. As a place to raise a family	15.0%	40.7%	24.0%	15.5%	4.8%
Q3-3. As a place to work	10.4%	33.2%	25.9%	22.5%	8.0%
Q3-4. As a place where you would buy your next home	13.9%	29.4%	22.7%	19.6%	14.4%
Q3-5. As a place to retire	17.1%	36.2%	19.5%	12.9%	14.3%
Q3-6. As a place to open a business	6.6%	21.8%	32.4%	23.3%	15.9%
Q3-7. As a place to educate children	10.8%	29.6%	27.4%	18.3%	13.9%
Q3-8. As a place where residents support each other	9.8%	34.2%	34.7%	13.8%	7.5%
Q3-9. Overall value that you receive for your City taxes & fees	7.9%	27.4%	34.1%	18.8%	11.8%
Q3-10. Overall image of City	6.3%	33.5%	26.3%	24.4%	9.5%
Q3-11. Overall quality of life in Galesburg	10.0%	41.5%	28.0%	14.0%	6.5%
Q3-12. Overall appearance of City	7.0%	29.2%	29.7%	24.1%	10.0%

Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Increase quality & quantity of housing options	40	9.2 %
Downtown development	23	5.3 %
Attracting more industry & related jobs	184	42.5 %
Maintain & improve streets & sidewalks	78	18.0 %
Increase number of police	31	7.2 %
Providing housing & services to unhoused	12	2.8 %
Environmental sustainability	10	2.3 %
Increased activities for youth	19	4.4 %
Improve park & recreation facilities	7	1.6 %
Improve public transportation	2	0.5 %
Improve water quality	17	3.9 %
Other	6	1.4 %
None chosen	4	0.9 %
Total	433	100.0 %

Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Increase quality & quantity of housing options	43	9.9 %
Downtown development	19	4.4 %
Attracting more industry & related jobs	77	17.8 %
Maintain & improve streets & sidewalks	116	26.8 %
Increase number of police	34	7.9 %
Providing housing & services to unhoused	31	7.2 %
Environmental sustainability	14	3.2 %
Increased activities for youth	48	11.1 %
Improve park & recreation facilities	13	3.0 %
Improve public transportation	6	1.4 %
Improve water quality	16	3.7 %
Other	5	1.2 %
None chosen	11	2.5 %
Total	433	100.0 %

Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Increase quality & quantity of housing options	41	9.5 %
Downtown development	30	6.9 %
Attracting more industry & related jobs	50	11.5 %
Maintain & improve streets & sidewalks	61	14.1 %
Increase number of police	45	10.4 %
Providing housing & services to unhoused	26	6.0 %
Environmental sustainability	26	6.0 %
Increased activities for youth	63	14.5 %
Improve park & recreation facilities	21	4.8 %
Improve public transportation	12	2.8 %
Improve water quality	27	6.2 %
Other	8	1.8 %
None chosen	23	5.3 %
Total	433	100.0 %

Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q4. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Increase quality & quantity of housing options	35	8.1 %
Downtown development	39	9.0 %
Attracting more industry & related jobs	22	5.1 %
Maintain & improve streets & sidewalks	37	8.5 %
Increase number of police	25	5.8 %
Providing housing & services to unhoused	31	7.2 %
Environmental sustainability	36	8.3 %
Increased activities for youth	70	16.2 %
Improve park & recreation facilities	37	8.5 %
Improve public transportation	18	4.2 %
Improve water quality	15	3.5 %
Other	19	4.4 %
None chosen	49	11.3 %
Total	433	100.0 %

SUM OF TOP 4 CHOICES**Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

Q4. Sum of top 4 choices	Number	Percent
Increase quality & quantity of housing options	159	36.7 %
Downtown development	111	25.6 %
Attracting more industry & related jobs	333	76.9 %
Maintain & improve streets & sidewalks	292	67.4 %
Increase number of police	135	31.2 %
Providing housing & services to unhoused	100	23.1 %
Environmental sustainability	86	19.9 %
Increased activities for youth	200	46.2 %
Improve park & recreation facilities	78	18.0 %
Improve public transportation	38	8.8 %
Improve water quality	75	17.3 %
Other	38	8.8 %
None chosen	4	0.9 %
Total	1649	

Q4-12. Other

- A mall.
- Addressing systemic racism, diversity and equity in city government and services.
- Big semis driving on city streets causing houses to shake.
- Cl's, police corruption
- clean up and maintain what we already have
- Clean up the unsightly housing. Make sure that landlords are caring for properties. Do not allow them to collect rent and leave the homes in terrible condition.
- Crime
- deteriorated houses
- Encourage more minority businesses
- Enforce rental housing ordinance.
- Gang problems graffiti
- Get a hold of the crime in this town
- house tear downs
- Improve city streets
- IMPROVE LEADERSHIP
- lift burn ban
- Lower home owner taxes when their neighbors properties de-value their homes re-sale value!
- More community events.
- OVERSEEING RENTAL PROPERTIES, NO ENFORCEMENT

Q4-12. Other

- Parking for downtown employees first rather than use student and Smith/Allen Garage.
- Parking lots
- Physical fitness options for seniors. Senior yoga, body pump. Besides walking, the hot and cold weather is hard for seniors to walk.
- plant trees
- police defunding
- Removed dilapidated properties
- Revert zoning of what school children attend back to the way it had been.
- Schools
- Stormwater management
- Street lights
- substance treatment , in patient
- Taxes
- Too many administration employees and no accountability
- warming center

Q5. 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=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. How easy the department was to contact	23.1%	41.6%	18.9%	4.4%	1.4%	10.6%
Q5-2. How courteously you were treated	31.6%	39.7%	14.1%	3.5%	1.4%	9.7%
Q5-3. Technical competence & knowledge of City employees who assisted you	25.9%	37.9%	19.9%	3.7%	0.5%	12.2%
Q5-4. Overall responsiveness of City employees to your request or concern	24.0%	36.0%	20.8%	6.5%	2.1%	10.6%
Q5-5. Timeliness of City employees resolving your issue	23.1%	31.4%	22.2%	9.0%	1.8%	12.5%

WITHOUT "DON'T KNOW"

Q5. 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=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. How easy the department was to contact	25.8%	46.5%	21.2%	4.9%	1.6%
Q5-2. How courteously you were treated	35.0%	44.0%	15.6%	3.8%	1.5%
Q5-3. Technical competence & knowledge of City employees who assisted you	29.5%	43.2%	22.6%	4.2%	0.5%
Q5-4. Overall responsiveness of City employees to your request or concern	26.9%	40.3%	23.3%	7.2%	2.3%
Q5-5. Timeliness of City employees resolving your issue	26.4%	35.9%	25.3%	10.3%	2.1%

Q6. City Communication. Please rate your satisfaction with each of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Availability of information about City programs & services	9.5%	41.3%	30.7%	12.2%	1.6%	4.6%
Q6-2. City's efforts to keep you informed about local issues	8.8%	33.5%	34.9%	16.6%	1.6%	4.6%
Q6-3. How open City is to public involvement & input from residents	9.2%	26.6%	38.8%	12.9%	3.7%	8.8%
Q6-4. Quality of City's website	6.0%	31.9%	34.2%	7.4%	2.5%	18.0%
Q6-5. How well City communicates notices of public meetings	8.1%	31.6%	33.9%	11.3%	3.0%	12.0%
Q6-6. How well City's communications meet your needs	6.7%	32.1%	41.3%	10.4%	2.5%	6.9%

WITHOUT "DON'T KNOW"**Q6. City Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Availability of information about City programs & services	9.9%	43.3%	32.2%	12.8%	1.7%
Q6-2. City's efforts to keep you informed about local issues	9.2%	35.1%	36.6%	17.4%	1.7%
Q6-3. How open City is to public involvement & input from residents	10.1%	29.1%	42.5%	14.2%	4.1%
Q6-4. Quality of City's website	7.3%	38.9%	41.7%	9.0%	3.1%
Q6-5. How well City communicates notices of public meetings	9.2%	36.0%	38.6%	12.9%	3.4%
Q6-6. How well City's communications meet your needs	7.2%	34.5%	44.4%	11.2%	2.7%

Q7. Preferred Method of Communication. Please indicate which TWO forms of communication are your preferred methods.

Q7. Your preferred methods of communication forms	Number	Percent
Direct mailers	196	45.3 %
City newsletter	137	31.6 %
Local newspapers	132	30.5 %
Social media posts	121	27.9 %
City website	102	23.6 %
Radio	76	17.6 %
eNotifications	56	12.9 %
Temporary signage	11	2.5 %
Total	831	

Q8. 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."

Q8. I am informed about services provided & activities taking place in City of Galesburg	Number	Percent
Yes	188	43.4 %
No	159	36.7 %
Don't know	86	19.9 %
Total	433	100.0 %

WITHOUT "DON'T KNOW"

Q8. 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." (without "don't know")

Q8. I am informed about services provided & activities taking place in City of Galesburg	Number	Percent
Yes	188	54.2 %
No	159	45.8 %
Total	347	100.0 %

Q9. Do you agree with the following statement? "When interacting with the city, I receive the information I need and am treated with respect."

Q9. When interacting with City, I receive information I need & am treated with respect	Number	Percent
Yes	287	66.3 %
No	37	8.5 %
Don't know	109	25.2 %
Total	433	100.0 %

WITHOUT "DON'T KNOW"

Q9. Do you agree with the following statement? "When interacting with the city, I receive the information I need and am treated with respect." (without "don't know")

Q9. When interacting with City, I receive information I need & am treated with respect	Number	Percent
Yes	287	88.6 %
No	37	11.4 %
Total	324	100.0 %

Q10. Public Safety. Please rate your satisfaction with the quality of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in my neighborhood	14.3%	42.7%	25.4%	10.2%	3.7%	3.7%
Q10-2. Visibility of police downtown	13.9%	38.3%	28.6%	8.3%	2.1%	8.8%
Q10-3. City's efforts to prevent crime	7.6%	27.9%	29.8%	20.1%	6.5%	8.1%
Q10-4. How quickly police respond to emergencies	18.2%	38.3%	22.4%	4.4%	2.1%	14.5%
Q10-5. Overall competency of City Police Department	21.2%	38.1%	24.0%	6.9%	3.2%	6.5%
Q10-6. Overall treatment of citizens by Galesburg Police Department	22.9%	33.9%	24.0%	4.8%	3.5%	10.9%
Q10-7. Responsiveness of Police Department in enforcing local traffic laws	15.0%	33.5%	25.4%	11.3%	3.9%	10.9%
Q10-8. Police Department engagement within the community	16.4%	33.5%	28.4%	8.5%	2.3%	10.9%
Q10-9. Overall quality of City Fire Department	40.6%	40.4%	9.2%	0.9%	0.5%	8.3%
Q10-10. Effectiveness of fire prevention/safety programs	25.2%	38.8%	18.2%	1.2%	0.5%	16.2%
Q10-11. How quickly Fire Department responds	39.3%	33.3%	11.3%	0.5%	0.5%	15.2%
Q10-12. Treatment/fairness of City's municipal court	10.6%	19.9%	29.8%	3.9%	1.4%	34.4%

WITHOUT "DON'T KNOW"**Q10. Public Safety. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in my neighborhood	14.9%	44.4%	26.4%	10.6%	3.8%
Q10-2. Visibility of police downtown	15.2%	42.0%	31.4%	9.1%	2.3%
Q10-3. City's efforts to prevent crime	8.3%	30.4%	32.4%	21.9%	7.0%
Q10-4. How quickly police respond to emergencies	21.4%	44.9%	26.2%	5.1%	2.4%
Q10-5. Overall competency of City Police Department	22.7%	40.7%	25.7%	7.4%	3.5%
Q10-6. Overall treatment of citizens by Galesburg Police Department	25.6%	38.1%	26.9%	5.4%	3.9%
Q10-7. Responsiveness of Police Department in enforcing local traffic laws	16.8%	37.6%	28.5%	12.7%	4.4%
Q10-8. Police Department engagement within the community	18.4%	37.6%	31.9%	9.6%	2.6%
Q10-9. Overall quality of City Fire Department	44.3%	44.1%	10.1%	1.0%	0.5%
Q10-10. Effectiveness of fire prevention/safety programs	30.0%	46.3%	21.8%	1.4%	0.6%
Q10-11. How quickly Fire Department responds	46.3%	39.2%	13.4%	0.5%	0.5%
Q10-12. Treatment/fairness of City's municipal court	16.2%	30.3%	45.4%	6.0%	2.1%

Q11. 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?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in my neighborhood	63	14.5 %
Visibility of police downtown	9	2.1 %
City's efforts to prevent crime	192	44.3 %
How quickly police respond to emergencies	16	3.7 %
Overall competency of City Police Department	22	5.1 %
Overall treatment of citizens by Galesburg Police Department	20	4.6 %
Responsiveness of Police Department in enforcing local traffic laws	14	3.2 %
Police Department engagement within the community	23	5.3 %
Overall quality of City Fire Department	3	0.7 %
Effectiveness of fire prevention/safety programs	5	1.2 %
How quickly Fire Department responds	3	0.7 %
Treatment/fairness of City's municipal court	13	3.0 %
None chosen	50	11.5 %
Total	433	100.0 %

Q11. 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?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in my neighborhood	33	7.6 %
Visibility of police downtown	35	8.1 %
City's efforts to prevent crime	63	14.5 %
How quickly police respond to emergencies	25	5.8 %
Overall competency of City Police Department	35	8.1 %
Overall treatment of citizens by Galesburg Police Department	31	7.2 %
Responsiveness of Police Department in enforcing local traffic laws	45	10.4 %
Police Department engagement within the community	49	11.3 %
Overall quality of City Fire Department	8	1.8 %
Effectiveness of fire prevention/safety programs	16	3.7 %
How quickly Fire Department responds	5	1.2 %
Treatment/fairness of City's municipal court	17	3.9 %
None chosen	71	16.4 %
Total	433	100.0 %

Q11. 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?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in my neighborhood	36	8.3 %
Visibility of police downtown	27	6.2 %
City's efforts to prevent crime	42	9.7 %
How quickly police respond to emergencies	23	5.3 %
Overall competency of City Police Department	29	6.7 %
Overall treatment of citizens by Galesburg Police Department	27	6.2 %
Responsiveness of Police Department in enforcing local traffic laws	27	6.2 %
Police Department engagement within the community	43	9.9 %
Overall quality of City Fire Department	13	3.0 %
Effectiveness of fire prevention/safety programs	25	5.8 %
How quickly Fire Department responds	17	3.9 %
Treatment/fairness of City's municipal court	26	6.0 %
None chosen	98	22.6 %
Total	433	100.0 %

SUM OF TOP 3 CHOICES

Q11. 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? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in my neighborhood	132	30.5 %
Visibility of police downtown	71	16.4 %
City's efforts to prevent crime	297	68.6 %
How quickly police respond to emergencies	64	14.8 %
Overall competency of City Police Department	86	19.9 %
Overall treatment of citizens by Galesburg Police Department	78	18.0 %
Responsiveness of Police Department in enforcing local traffic laws	86	19.9 %
Police Department engagement within the community	115	26.6 %
Overall quality of City Fire Department	24	5.5 %
Effectiveness of fire prevention/safety programs	46	10.6 %
How quickly Fire Department responds	25	5.8 %
Treatment/fairness of City's municipal court	56	12.9 %
None chosen	50	11.5 %
Total	1130	

Q12. 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.

(N=433)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12-1. In your neighborhood during the day	47.3%	42.3%	6.9%	1.8%	1.2%	0.5%
Q12-2. In your neighborhood at night	18.9%	44.3%	19.4%	11.3%	4.6%	1.4%
Q12-3. Walking in downtown Galesburg	13.6%	42.5%	26.6%	8.8%	3.2%	5.3%
Q12-4. In City parks	9.0%	35.3%	31.4%	12.2%	3.5%	8.5%
Q12-5. Overall feeling of safety in Galesburg	11.5%	44.8%	27.9%	11.5%	2.8%	1.4%

WITHOUT "DON'T KNOW"

Q12. 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. (without "don't know")

(N=433)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12-1. In your neighborhood during the day	47.6%	42.5%	7.0%	1.9%	1.2%
Q12-2. In your neighborhood at night	19.2%	45.0%	19.7%	11.5%	4.7%
Q12-3. Walking in downtown Galesburg	14.4%	44.9%	28.0%	9.3%	3.4%
Q12-4. In City parks	9.8%	38.6%	34.3%	13.4%	3.8%
Q12-5. Overall feeling of safety in Galesburg	11.7%	45.4%	28.3%	11.7%	2.8%

Q13. How supportive are you of the City utilizing the following technology for public safety?

(N=433)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive	Don't know
Q13-1. Public space cameras in a neighborhood	40.9%	25.6%	13.2%	6.7%	9.5%	4.2%
Q13-2. License plate reader technology	36.0%	23.3%	18.9%	6.9%	8.8%	6.0%
Q13-3. Gunshot spotter	51.5%	18.7%	9.7%	3.2%	3.9%	12.9%
Q13-4. Drone surveillance	28.4%	21.9%	16.9%	8.8%	17.3%	6.7%

WITHOUT "DON'T KNOW"**Q13. How supportive are you of the City utilizing the following technology for public safety? (without "don't know")**

(N=433)

	Very supportive	Somewhat supportive	Neutral	Somewhat unsupportive	Very unsupportive
Q13-1. Public space cameras in a neighborhood	42.7%	26.7%	13.7%	7.0%	9.9%
Q13-2. License plate reader technology	38.3%	24.8%	20.1%	7.4%	9.3%
Q13-3. Gunshot spotter	59.2%	21.5%	11.1%	3.7%	4.5%
Q13-4. Drone surveillance	30.4%	23.5%	18.1%	9.4%	18.6%

Q14. City Maintenance/Public Works. Please rate your satisfaction with the quality of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of street signs & traffic signals	26.8%	53.8%	13.9%	2.8%	1.6%	1.2%
Q14-2. Maintenance of City buildings	18.5%	47.8%	22.9%	4.8%	0.9%	5.1%
Q14-3. Snow removal on City streets	20.1%	49.7%	12.7%	12.2%	4.2%	1.2%
Q14-4. Maintenance of City streets	5.8%	24.5%	21.7%	35.8%	11.3%	0.9%
Q14-5. Adequacy of City street lighting in business districts	18.2%	54.3%	18.5%	4.4%	2.3%	2.3%
Q14-6. Condition of City sidewalks	5.3%	30.0%	29.3%	25.6%	7.6%	2.1%
Q14-7. Landscaping/appearance of public areas along City streets	14.3%	46.2%	24.7%	8.3%	5.1%	1.4%
Q14-8. Satisfaction with tree trimming/replacement program	10.6%	39.3%	27.3%	11.3%	5.3%	6.2%
Q14-9. Adequacy of residential street lighting	9.9%	43.4%	24.7%	14.8%	5.8%	1.4%

WITHOUT "DON'T KNOW"**Q14. City Maintenance/Public Works. Please rate your satisfaction with the quality of the following.
(without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of street signs & traffic signals	27.1%	54.4%	14.0%	2.8%	1.6%
Q14-2. Maintenance of City buildings	19.5%	50.4%	24.1%	5.1%	1.0%
Q14-3. Snow removal on City streets	20.3%	50.2%	12.9%	12.4%	4.2%
Q14-4. Maintenance of City streets	5.8%	24.7%	21.9%	36.1%	11.4%
Q14-5. Adequacy of City street lighting in business districts	18.7%	55.6%	18.9%	4.5%	2.4%
Q14-6. Condition of City sidewalks	5.4%	30.7%	30.0%	26.2%	7.8%
Q14-7. Landscaping/appearance of public areas along City streets	14.5%	46.8%	25.1%	8.4%	5.2%
Q14-8. Satisfaction with tree trimming/replacement program	11.3%	41.9%	29.1%	12.1%	5.7%
Q14-9. Adequacy of residential street lighting	10.1%	44.0%	25.1%	15.0%	5.9%

Q15. 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?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of street signs & traffic signals	21	4.8 %
Maintenance of City buildings	13	3.0 %
Snow removal on City streets	48	11.1 %
Maintenance of City streets	195	45.0 %
Adequacy of City street lighting in business districts	5	1.2 %
Condition of City sidewalks	39	9.0 %
Landscaping/appearance of public areas along City streets	14	3.2 %
Satisfaction with tree trimming/replacement program	10	2.3 %
Adequacy of residential street lighting	49	11.3 %
None chosen	39	9.0 %
Total	433	100.0 %

Q15. 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?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of street signs & traffic signals	7	1.6 %
Maintenance of City buildings	18	4.2 %
Snow removal on City streets	43	9.9 %
Maintenance of City streets	91	21.0 %
Adequacy of City street lighting in business districts	8	1.8 %
Condition of City sidewalks	109	25.2 %
Landscaping/appearance of public areas along City streets	32	7.4 %
Satisfaction with tree trimming/replacement program	25	5.8 %
Adequacy of residential street lighting	46	10.6 %
None chosen	54	12.5 %
Total	433	100.0 %

Q15. 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?

Q15. 3rd choice	Number	Percent
Maintenance of street signs & traffic signals	21	4.8 %
Maintenance of City buildings	17	3.9 %
Snow removal on City streets	46	10.6 %
Maintenance of City streets	36	8.3 %
Adequacy of City street lighting in business districts	14	3.2 %
Condition of City sidewalks	79	18.2 %
Landscaping/appearance of public areas along City streets	38	8.8 %
Satisfaction with tree trimming/replacement program	42	9.7 %
Adequacy of residential street lighting	62	14.3 %
None chosen	78	18.0 %
Total	433	100.0 %

SUM OF TOP 3 CHOICES

Q15. 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? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Maintenance of street signs & traffic signals	49	11.3 %
Maintenance of City buildings	48	11.1 %
Snow removal on City streets	137	31.6 %
Maintenance of City streets	322	74.4 %
Adequacy of City street lighting in business districts	27	6.2 %
Condition of City sidewalks	227	52.4 %
Landscaping/appearance of public areas along City streets	84	19.4 %
Satisfaction with tree trimming/replacement program	77	17.8 %
Adequacy of residential street lighting	157	36.3 %
None chosen	39	9.0 %
Total	1167	

Q16. Transportation. Please rate your satisfaction with the quality of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Ease of travel from your home to work/school	29.6%	41.1%	16.4%	1.8%	0.5%	10.6%
Q16-2. Availability of public transportation	10.6%	25.2%	28.4%	4.8%	1.2%	29.8%
Q16-3. Availability of bicycle lanes	10.9%	26.8%	34.6%	10.6%	2.3%	14.8%
Q16-4. Availability of pedestrian walkways	9.5%	38.8%	27.5%	13.6%	2.5%	8.1%
Q16-5. Availability of parking in residential areas	13.2%	42.0%	26.1%	9.7%	2.5%	6.5%
Q16-6. Availability of parking in business districts	15.9%	47.8%	20.3%	9.0%	2.3%	4.6%
Q16-7. Availability of parking downtown	17.3%	45.7%	18.9%	9.9%	3.0%	5.1%
Q16-8. Width of sidewalks in business districts	19.9%	53.8%	18.0%	1.8%	0.5%	6.0%

WITHOUT "DON'T KNOW"**Q16. Transportation. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Ease of travel from your home to work/school	33.1%	46.0%	18.3%	2.1%	0.5%
Q16-2. Availability of public transportation	15.1%	35.9%	40.5%	6.9%	1.6%
Q16-3. Availability of bicycle lanes	12.7%	31.4%	40.7%	12.5%	2.7%
Q16-4. Availability of pedestrian walkways	10.3%	42.2%	29.9%	14.8%	2.8%
Q16-5. Availability of parking in residential areas	14.1%	44.9%	27.9%	10.4%	2.7%
Q16-6. Availability of parking in business districts	16.7%	50.1%	21.3%	9.4%	2.4%
Q16-7. Availability of parking downtown	18.2%	48.2%	20.0%	10.5%	3.2%
Q16-8. Width of sidewalks in business districts	21.1%	57.2%	19.2%	2.0%	0.5%

Q17. Enforcement of Property Maintenance Codes. Please rate your satisfaction with each of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Enforcing cleanup of litter & debris on private property	4.6%	19.4%	26.1%	29.1%	14.8%	6.0%
Q17-2. Enforcing mowing & trimming of lawns on private property	5.5%	19.2%	28.6%	27.7%	13.4%	5.5%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	3.5%	15.5%	31.6%	27.9%	15.2%	6.2%
Q17-4. Enforcing maintenance of commercial property	3.9%	21.9%	36.5%	18.7%	9.7%	9.2%
Q17-5. Enforcing codes designed to address public safety & nuisance issues	4.8%	17.1%	34.9%	20.1%	10.6%	12.5%

WITHOUT "DON'T KNOW"**Q17. Enforcement of Property Maintenance Codes. Please rate your satisfaction with each of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Enforcing cleanup of litter & debris on private property	4.9%	20.6%	27.8%	31.0%	15.7%
Q17-2. Enforcing mowing & trimming of lawns on private property	5.9%	20.3%	30.3%	29.3%	14.2%
Q17-3. Enforcing maintenance of residential property (exterior of homes)	3.7%	16.5%	33.7%	29.8%	16.3%
Q17-4. Enforcing maintenance of commercial property	4.3%	24.2%	40.2%	20.6%	10.7%
Q17-5. Enforcing codes designed to address public safety & nuisance issues	5.5%	19.5%	39.8%	23.0%	12.1%

Q18. Do you agree with the following statement? "Property maintenance codes should be enforced more strictly in Galesburg?"

Q18. Property maintenance codes should be enforced more strictly in Galesburg	Number	Percent
Yes	309	71.4 %
No	58	13.4 %
Other	24	5.5 %
Not provided	42	9.7 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"

Q18. Do you agree with the following statement? "Property maintenance codes should be enforced more strictly in Galesburg?" (without "not provided")

Q18. Property maintenance codes should be enforced more strictly in Galesburg	Number	Percent
Yes	309	79.0 %
No	58	14.8 %
Other	24	6.1 %
Total	391	100.0 %

Q18-3. Other

- Abandoned or empty home enforcement
- ADA needs to be enforced
- As long as they are enforced fairly
- I think this is a fairly complicated question with no simple answer. A lack of property maintenance by an owner can be the result of a number of things ranging from deliberate neglect, to issues related to poverty and mental health.
- If safety is an issue.
- In my neighborhood, there has not been a problem, but it might be different elsewhere in town.
- Is a tricky one. Many don't have the money to do this.
- More money to city for demolition of derelict homes.
- Not enforced equitably between business districts and higher vs lower end residential areas.
- Notify by Sept. point of emphasis for following year.
- Only when the property is obviously not being taken care of. Not every single house that needs updated.
- some mowing
- The enforcement should be city wide, not biased.

Q18-3. Other

- There is not a huge concern.
- Unlicensed vehicles (junk cars)
- Vacant and disheveled commercial property is a blight on our city’s aesthetic and resolving it should be enforced, or incentivized.
- We accumulate more stuff and we are getting too crowded.
- Yes, with support for low income.
- You should have exceptions and help for the elderly that cannot afford to do this.

Q19. Planning and Development Process. Please rate your satisfaction with each of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Standards & quality of development process	4.2%	22.4%	37.6%	8.1%	2.1%	25.6%
Q19-2. Access to information about current & proposed projects	3.9%	22.6%	35.6%	16.2%	4.4%	17.3%
Q19-3. Ability to participate in development process as a citizen	3.2%	16.6%	43.0%	12.2%	2.5%	22.4%

WITHOUT “DON’T KNOW”

Q19. Planning and Development Process. Please rate your satisfaction with each of the following. (without "don't know")

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Standards & quality of development process	5.6%	30.1%	50.6%	10.9%	2.8%
Q19-2. Access to information about current & proposed projects	4.7%	27.4%	43.0%	19.6%	5.3%
Q19-3. Ability to participate in development process as a citizen	4.2%	21.4%	55.4%	15.8%	3.3%

Q20. Parks and Recreation. Please rate your satisfaction with the quality of the following.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Maintenance of City parks	18.9%	55.0%	16.2%	5.5%	0.5%	3.9%
Q20-2. How close neighborhood parks are to your home	18.7%	50.6%	20.3%	4.8%	0.7%	4.8%
Q20-3. Number of walking & biking trails in parks	12.2%	41.8%	24.0%	9.9%	2.3%	9.7%
Q20-4. Quality of walking & biking trails in parks	13.9%	42.0%	26.1%	6.0%	1.6%	10.4%
Q20-5. Number of outdoor athletic facilities	10.4%	35.6%	30.5%	9.0%	2.5%	12.0%
Q20-6. Quality of outdoor athletic facilities	8.1%	34.2%	35.3%	5.3%	1.6%	15.5%
Q20-7. Availability of information about City parks & recreation programs	12.5%	36.5%	31.4%	10.2%	1.8%	7.6%
Q20-8. City's fitness programs	7.9%	25.6%	34.6%	7.9%	0.9%	23.1%
Q20-9. City's youth & teen programs	5.5%	12.0%	31.4%	21.0%	5.8%	24.2%
Q20-10. City's aquatic facilities	6.0%	26.8%	32.8%	12.9%	3.5%	18.0%
Q20-11. Fees charged for recreation programs & services	6.2%	22.6%	38.3%	7.4%	3.2%	22.2%
Q20-12. Lake Storey Park/Beach	8.5%	33.3%	26.8%	15.2%	3.0%	13.2%
Q20-13. Lakeside Recreation Facility/Water Park	11.3%	32.1%	30.0%	4.8%	0.7%	21.0%
Q20-14. Bunker Links Golf Course	14.5%	26.3%	25.9%	0.9%	0.5%	31.9%
Q20-15. Lake Storey Pavilion	16.9%	39.5%	24.0%	2.8%	0.2%	16.6%
Q20-16. Hawthorne Gym/Pool	5.5%	21.5%	31.4%	12.2%	3.9%	25.4%
Q20-17. Adult & senior citizen programs	4.6%	18.7%	29.8%	12.5%	3.9%	30.5%

WITHOUT "DON'T KNOW"**Q20. Parks and Recreation. Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Maintenance of City parks	19.7%	57.2%	16.8%	5.8%	0.5%
Q20-2. How close neighborhood parks are to your home	19.7%	53.2%	21.4%	5.1%	0.7%
Q20-3. Number of walking & biking trails in parks	13.6%	46.3%	26.6%	11.0%	2.6%
Q20-4. Quality of walking & biking trails in parks	15.5%	46.9%	29.1%	6.7%	1.8%
Q20-5. Number of outdoor athletic facilities	11.8%	40.4%	34.6%	10.2%	2.9%
Q20-6. Quality of outdoor athletic facilities	9.6%	40.4%	41.8%	6.3%	1.9%
Q20-7. Availability of information about City parks & recreation programs	13.5%	39.5%	34.0%	11.0%	2.0%
Q20-8. City's fitness programs	10.2%	33.3%	45.0%	10.2%	1.2%
Q20-9. City's youth & teen programs	7.3%	15.9%	41.5%	27.7%	7.6%
Q20-10. City's aquatic facilities	7.3%	32.7%	40.0%	15.8%	4.2%
Q20-11. Fees charged for recreation programs & services	8.0%	29.1%	49.3%	9.5%	4.2%
Q20-12. Lake Storey Park/Beach	9.8%	38.3%	30.9%	17.6%	3.5%
Q20-13. Lakeside Recreation Facility/Water Park	14.3%	40.6%	38.0%	6.1%	0.9%
Q20-14. Bunker Links Golf Course	21.4%	38.6%	38.0%	1.4%	0.7%
Q20-15. Lake Storey Pavilion	20.2%	47.4%	28.8%	3.3%	0.3%
Q20-16. Hawthorne Gym/Pool	7.4%	28.8%	42.1%	16.4%	5.3%
Q20-17. Adult & senior citizen programs	6.6%	26.9%	42.9%	17.9%	5.6%

Q21. 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?

Q21. Top choice	Number	Percent
Maintenance of City parks	49	11.3 %
How close neighborhood parks are to your home	6	1.4 %
Number of walking & biking trails in parks	28	6.5 %
Quality of walking & biking trails in parks	7	1.6 %
Number of outdoor athletic facilities	9	2.1 %
Quality of outdoor athletic facilities	5	1.2 %
Availability of information about City parks & recreation programs	29	6.7 %
City's fitness programs	8	1.8 %
City's youth & teen programs	95	21.9 %
City's aquatic facilities	10	2.3 %
Fees charged for recreation programs & services	12	2.8 %
Lake Storey Park/Beach	23	5.3 %
Lakeside Recreation Facility/Water Park	1	0.2 %
Bunker Links Golf Course	5	1.2 %
Lake Storey Pavilion	3	0.7 %
Hawthorne Gym/Pool	40	9.2 %
Adult & senior citizen programs	39	9.0 %
None chosen	64	14.8 %
Total	433	100.0 %

Q21. 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?

Q21. 2nd choice	Number	Percent
Maintenance of City parks	22	5.1 %
How close neighborhood parks are to your home	10	2.3 %
Number of walking & biking trails in parks	13	3.0 %
Quality of walking & biking trails in parks	26	6.0 %
Number of outdoor athletic facilities	12	2.8 %
Quality of outdoor athletic facilities	11	2.5 %
Availability of information about City parks & recreation programs	27	6.2 %
City's fitness programs	14	3.2 %
City's youth & teen programs	49	11.3 %
City's aquatic facilities	24	5.5 %
Fees charged for recreation programs & services	17	3.9 %
Lake Storey Park/Beach	36	8.3 %
Lakeside Recreation Facility/Water Park	3	0.7 %
Bunker Links Golf Course	6	1.4 %
Lake Storey Pavilion	6	1.4 %
Hawthorne Gym/Pool	39	9.0 %
Adult & senior citizen programs	35	8.1 %
None chosen	83	19.2 %
Total	433	100.0 %

Q21. 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?

Q21. 3rd choice	Number	Percent
Maintenance of City parks	24	5.5 %
How close neighborhood parks are to your home	2	0.5 %
Number of walking & biking trails in parks	17	3.9 %
Quality of walking & biking trails in parks	16	3.7 %
Number of outdoor athletic facilities	7	1.6 %
Quality of outdoor athletic facilities	6	1.4 %
Availability of information about City parks & recreation programs	25	5.8 %
City's fitness programs	20	4.6 %
City's youth & teen programs	39	9.0 %
City's aquatic facilities	16	3.7 %
Fees charged for recreation programs & services	20	4.6 %
Lake Storey Park/Beach	23	5.3 %
Lakeside Recreation Facility/Water Park	15	3.5 %
Bunker Links Golf Course	5	1.2 %
Lake Storey Pavilion	7	1.6 %
Hawthorne Gym/Pool	28	6.5 %
Adult & senior citizen programs	58	13.4 %
None chosen	105	24.2 %
Total	433	100.0 %

SUM OF TOP 3 CHOICES

Q21. 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? (top 3)

Q21. Sum of top 3 choices	Number	Percent
Maintenance of City parks	95	21.9 %
How close neighborhood parks are to your home	18	4.2 %
Number of walking & biking trails in parks	58	13.4 %
Quality of walking & biking trails in parks	49	11.3 %
Number of outdoor athletic facilities	28	6.5 %
Quality of outdoor athletic facilities	22	5.1 %
Availability of information about City parks & recreation programs	81	18.7 %
City's fitness programs	42	9.7 %
City's youth & teen programs	183	42.3 %
City's aquatic facilities	50	11.5 %
Fees charged for recreation programs & services	49	11.3 %
Lake Storey Park/Beach	82	18.9 %
Lakeside Recreation Facility/Water Park	19	4.4 %
Bunker Links Golf Course	16	3.7 %
Lake Storey Pavilion	16	3.7 %
Hawthorne Gym/Pool	107	24.7 %
Adult & senior citizen programs	132	30.5 %
None chosen	64	14.8 %
Total	1111	

Q22. 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?"

Q22. I have access to & can participate in opportunities to connect as an inclusive community & engage with others in a place where I feel safe, welcome & respected

	Number	Percent
Yes	224	51.7 %
No	53	12.2 %
Don't know	156	36.0 %
Total	433	100.0 %

WITHOUT "DON'T KNOW"

Q22. 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?" (without "don't know")

Q22. I have access to & can participate in opportunities to connect as an inclusive community & engage with others in a place where I feel safe, welcome & respected

	Number	Percent
Yes	224	80.9 %
No	53	19.1 %
Total	277	100.0 %

Q23. Should the City build or renovate a building for the purposes of a community/activity center?

Q23. Should City build or renovate a building for the purposes of a community/activity center

	Number	Percent
Yes	270	62.4 %
No	89	20.6 %
Don't know	74	17.1 %
Total	433	100.0 %

WITHOUT "DON'T KNOW"

Q23. Should the City build or renovate a building for the purposes of a community/activity center? (without "don't know")

Q23. Should City build or renovate a building for the purposes of a community/activity center

	Number	Percent
Yes	270	75.2 %
No	89	24.8 %
Total	359	100.0 %

Q24. What is the maximum amount of funding the City of Galesburg should invest in this project?

Q24. What is maximum amount of funding City should invest in this project	Number	Percent
Under 2 million dollars	140	32.3 %
Up to 5 million dollars	84	19.4 %
Up to 8 million dollars	28	6.5 %
Up to 10 million dollars	35	8.1 %
Up to 15 million dollars	6	1.4 %
Up to 20 million dollars	12	2.8 %
Not provided	128	29.6 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q24. What is the maximum amount of funding the City of Galesburg should invest in this project? (without "not provided")**

Q24. What is maximum amount of funding City should invest in this project	Number	Percent
Under 2 million dollars	140	45.9 %
Up to 5 million dollars	84	27.5 %
Up to 8 million dollars	28	9.2 %
Up to 10 million dollars	35	11.5 %
Up to 15 million dollars	6	2.0 %
Up to 20 million dollars	12	3.9 %
Total	305	100.0 %

Q25. To what extent have you been following the City's effort to develop a Community Center in Galesburg?

Q25. To what extent have you been following City's effort to develop a Community Center	Number	Percent
None	59	13.6 %
Little	228	52.7 %
Closely	104	24.0 %
Very closely	32	7.4 %
Not provided	10	2.3 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q25. To what extent have you been following the City's effort to develop a Community Center in Galesburg? (without "not provided")**

Q25. To what extent have you been following City's effort to develop a Community Center	Number	Percent
None	59	13.9 %
Little	228	53.9 %
Closely	104	24.6 %
Very closely	32	7.6 %
Total	423	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. Top choice	Number	Percent
Daycare for children	91	21.0 %
Specialized classes for people of all ages	43	9.9 %
Outdoor recreational activities	19	4.4 %
Outdoor agricultural classes	3	0.7 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	28	6.5 %
Space for large performances, assemblies, & meetings	18	4.2 %
Fitness center	8	1.8 %
Offices for local non-profits	8	1.8 %
Transitional housing	7	1.6 %
Permanent warming center	17	3.9 %
Teen Center	48	11.1 %
A "one stop" location for social services & supportive services	53	12.2 %
Theatre/music programs	4	0.9 %
Gymnasium	1	0.2 %
Indoor playground	11	2.5 %
Senior Center	24	5.5 %
Other	7	1.6 %
None chosen	43	9.9 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 2nd choice	Number	Percent
Daycare for children	38	8.8 %
Specialized classes for people of all ages	39	9.0 %
Outdoor recreational activities	20	4.6 %
Outdoor agricultural classes	9	2.1 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	31	7.2 %
Space for large performances, assemblies, & meetings	26	6.0 %
Fitness center	9	2.1 %
Offices for local non-profits	7	1.6 %
Transitional housing	17	3.9 %
Permanent warming center	38	8.8 %
Teen Center	37	8.5 %
A "one stop" location for social services & supportive services	36	8.3 %
Theatre/music programs	15	3.5 %
Gymnasium	7	1.6 %
Indoor playground	14	3.2 %
Senior Center	31	7.2 %
None chosen	59	13.6 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 3rd choice	Number	Percent
Daycare for children	14	3.2 %
Specialized classes for people of all ages	24	5.5 %
Outdoor recreational activities	25	5.8 %
Outdoor agricultural classes	6	1.4 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	31	7.2 %
Space for large performances, assemblies, & meetings	29	6.7 %
Fitness center	12	2.8 %
Offices for local non-profits	8	1.8 %
Transitional housing	16	3.7 %
Permanent warming center	38	8.8 %
Teen Center	47	10.9 %
A "one stop" location for social services & supportive services	34	7.9 %
Theatre/music programs	13	3.0 %
Gymnasium	15	3.5 %
Indoor playground	21	4.8 %
Senior Center	31	7.2 %
Other	1	0.2 %
None chosen	68	15.7 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 4th choice	Number	Percent
Daycare for children	21	4.8 %
Specialized classes for people of all ages	21	4.8 %
Outdoor recreational activities	19	4.4 %
Outdoor agricultural classes	6	1.4 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	25	5.8 %
Space for large performances, assemblies, & meetings	22	5.1 %
Fitness center	10	2.3 %
Offices for local non-profits	16	3.7 %
Transitional housing	24	5.5 %
Permanent warming center	40	9.2 %
Teen Center	25	5.8 %
A "one stop" location for social services & supportive services	27	6.2 %
Theatre/music programs	22	5.1 %
Gymnasium	13	3.0 %
Indoor playground	16	3.7 %
Senior Center	35	8.1 %
Other	3	0.7 %
None chosen	88	20.3 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 5th choice	Number	Percent
Daycare for children	15	3.5 %
Specialized classes for people of all ages	24	5.5 %
Outdoor recreational activities	14	3.2 %
Outdoor agricultural classes	13	3.0 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	18	4.2 %
Space for large performances, assemblies, & meetings	26	6.0 %
Fitness center	18	4.2 %
Offices for local non-profits	19	4.4 %
Transitional housing	13	3.0 %
Permanent warming center	28	6.5 %
Teen Center	32	7.4 %
A "one stop" location for social services & supportive services	22	5.1 %
Theatre/music programs	17	3.9 %
Gymnasium	12	2.8 %
Indoor playground	20	4.6 %
Senior Center	30	6.9 %
Other	1	0.2 %
None chosen	111	25.6 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 6th choice	Number	Percent
Daycare for children	12	2.8 %
Specialized classes for people of all ages	30	6.9 %
Outdoor recreational activities	12	2.8 %
Outdoor agricultural classes	12	2.8 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	27	6.2 %
Space for large performances, assemblies, & meetings	18	4.2 %
Fitness center	11	2.5 %
Offices for local non-profits	12	2.8 %
Transitional housing	18	4.2 %
Permanent warming center	18	4.2 %
Teen Center	17	3.9 %
A "one stop" location for social services & supportive services	28	6.5 %
Theatre/music programs	17	3.9 %
Gymnasium	13	3.0 %
Indoor playground	23	5.3 %
Senior Center	36	8.3 %
Other	1	0.2 %
None chosen	128	29.6 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 7th choice	Number	Percent
Daycare for children	19	4.4 %
Specialized classes for people of all ages	13	3.0 %
Outdoor recreational activities	15	3.5 %
Outdoor agricultural classes	12	2.8 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	19	4.4 %
Space for large performances, assemblies, & meetings	16	3.7 %
Fitness center	16	3.7 %
Offices for local non-profits	15	3.5 %
Transitional housing	8	1.8 %
Permanent warming center	19	4.4 %
Teen Center	18	4.2 %
A "one stop" location for social services & supportive services	20	4.6 %
Theatre/music programs	24	5.5 %
Gymnasium	16	3.7 %
Indoor playground	25	5.8 %
Senior Center	28	6.5 %
None chosen	150	34.6 %
Total	433	100.0 %

Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center?

Q26. 8th choice	Number	Percent
Daycare for children	11	2.5 %
Specialized classes for people of all ages	20	4.6 %
Outdoor recreational activities	22	5.1 %
Outdoor agricultural classes	12	2.8 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	7	1.6 %
Space for large performances, assemblies, & meetings	21	4.8 %
Fitness center	10	2.3 %
Offices for local non-profits	22	5.1 %
Transitional housing	10	2.3 %
Permanent warming center	19	4.4 %
Teen Center	12	2.8 %
A "one stop" location for social services & supportive services	16	3.7 %
Theatre/music programs	13	3.0 %
Gymnasium	6	1.4 %
Indoor playground	23	5.3 %
Senior Center	27	6.2 %
None chosen	182	42.0 %
Total	433	100.0 %

SUM OF TOP 8 CHOICES**Q26. Which EIGHT programs from the list below should receive the MOST EMPHASIS from City leaders at a community/activity center? (top 8)**

Q26. Sum of top 8 choices	Number	Percent
Daycare for children	221	51.0 %
Specialized classes for people of all ages	214	49.4 %
Outdoor recreational activities	146	33.7 %
Outdoor agricultural classes	73	16.9 %
A full-sized kitchen which can conduct classes & provide "low cost" meals	186	43.0 %
Space for large performances, assemblies, & meetings	176	40.6 %
Fitness center	94	21.7 %
Offices for local non-profits	107	24.7 %
Transitional housing	113	26.1 %
Permanent warming center	217	50.1 %
Teen Center	236	54.5 %
A "one stop" location for social services & supportive services	236	54.5 %
Theatre/music programs	125	28.9 %
Gymnasium	83	19.2 %
Indoor playground	153	35.3 %
Senior Center	242	55.9 %
Other	13	3.0 %
None chosen	43	9.9 %
Total	2678	

Q26-17. Other

- Access to a baseball field for kids to practice on that isn't locked down all day like Fort Knox. More centralized batting cages for practice indoor and outdoor. Outdoor fitness circuit equipment in the parks that all ages can enjoy. I have yet to see anyone utilize the Pickleball courts at the old fire station that were installed. What a waste...
- Adaptive multipurpose building with variety of spaces in different sizes - NOT locked into daily things like #1, #14, #15, #7
- BANDSHELL
- Camp Kids
- Community Center/Multi-Purpose Indoor Space
- Place to report police misconduct.
- Pool or replacement pool.
- softball fields
- Take down that nasty hotel downtown

Q27. How long have you been a resident of Galesburg?

Q27. How long have you been a resident of Galesburg	Number	Percent
0-5	39	9.0 %
6-10	19	4.4 %
11-15	22	5.1 %
16-20	23	5.3 %
21-30	73	16.9 %
31+	225	52.0 %
Not provided	32	7.4 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"

Q27. How long have you been a resident of Galesburg? (without "not provided")

Q27. How long have you been a resident of Galesburg	Number	Percent
0-5	39	9.7 %
6-10	19	4.7 %
11-15	22	5.5 %
16-20	23	5.7 %
21-30	73	18.2 %
31+	225	56.1 %
Total	401	100.0 %

Q28. If you have lived in Galesburg for less than 10 years, from what City/State did you move?

- Abingdon, IL
- Abingdon, IL
- Abingdon, IL
- Abingdon, IL
- Abington, IL
- Annawan, IL
- APACHE JUNCTION, AZ
- Aurora, IL
- Austin, TX
- Avon, IL
- BELLEVILLE, IL
- Boynton Beach, FL
- Bozeman, MT
- Bureau County, IL
- Burlington, IA

Q28. If you have lived in Galesburg for less than 10 years, from what City/State did you move?

- Chicago, IL
- Clayton, IL
- Corona, CA
- Davenport, IA
- Dumont, NJ
- EAST MOLINE, IL
- Ellicott City, MD
- Evanston, IL
- Fargo, ND
- Galva, IL
- Germantown Hills, IL
- Gurnee, IL
- HENDERSON, IL
- KEOKUK, IA
- Kewanee, IL
- Knoxville, TN
- Knoxville, IL
- Lake Bracken, IL
- MACKINAW, IL
- Mahomet, IL
- Monmouth, IL
- Mt. Vernon, OH
- Naperville, IL
- NEW WINDSOR, IL
- Omaha, NE
- Park Ridge, IL
- Peoria, IL
- Peotone, IL
- PLATTEVILLE, WI
- Portland, OR
- Quincy, IL
- Quincy, IL
- Rio, IL
- Rural Monmouth, IL
- Rural Warren County, IL
- Sacramento, CA
- Spoon River, IL
- Springfield, MO
- St. Augustine, IL
- Stickney, IL
- Streamwood, IL
- Victoria, IL
- Williamstown, MA

Q29. Which of the following best describes your household?

Q29. Which following best describes your household	Number	Percent
Own-Single Family Home	326	75.3 %
Own-Multi-family Unit (Condo, Apartment, Duplex)	8	1.8 %
Rent or Lease-Single Family Home	81	18.7 %
Rent-Multi-family Unit (Condo, Apartment, Duplex)	13	3.0 %
Not provided	5	1.2 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Which of the following best describes your household? (without "not provided")**

Q29. Which following best describes your household	Number	Percent
Own-Single Family Home	326	76.2 %
Own-Multi-family Unit (Condo, Apartment, Duplex)	8	1.9 %
Rent or Lease-Single Family Home	81	18.9 %
Rent-Multi-family Unit (Condo, Apartment, Duplex)	13	3.0 %
Total	428	100.0 %

Q30. What is your age?

Q30. Your age	Number	Percent
18-34	75	17.3 %
35-44	84	19.4 %
45-54	73	16.9 %
55-64	88	20.3 %
65+	93	21.5 %
Not provided	20	4.6 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What is your age? (without "not provided")**

Q30. Your age	Number	Percent
18-34	75	18.2 %
35-44	84	20.3 %
45-54	73	17.7 %
55-64	88	21.3 %
65+	93	22.5 %
Total	413	100.0 %

Q31. Including yourself, how many people in your household are...

	Mean	Sum
number	2.0	802
Under age 5	0.1	26
Ages 5-9	0.1	24
Ages 10-14	0.1	29
Ages 15-19	0.1	29
Ages 20-24	0.1	24
Ages 25-34	0.2	94
Ages 35-44	0.3	138
Ages 45-54	0.3	128
Ages 55-64	0.4	145
Ages 65-74	0.3	103
Ages 75+	0.2	62

Q32. Would you say your total annual household income is...

Q32. Your total annual household income	Number	Percent
Under \$30K	98	22.6 %
\$30K to \$59,999	111	25.6 %
\$60K to \$99,999	95	21.9 %
\$100K to \$149,999	65	15.0 %
\$150K to \$199,999	13	3.0 %
\$200K+	7	1.6 %
Not provided	44	10.2 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Would you say your total annual household income is... (without "not provided")**

Q32. Your total annual household income	Number	Percent
Under \$30K	98	25.2 %
\$30K to \$59,999	111	28.5 %
\$60K to \$99,999	95	24.4 %
\$100K to \$149,999	65	16.7 %
\$150K to \$199,999	13	3.3 %
\$200K+	7	1.8 %
Total	389	100.0 %

Q33. Which of the following best describes your race/ethnicity?

Q33. Your race/ethnicity	Number	Percent
Asian or Asian Indian	7	1.6 %
Black or African American	56	12.9 %
American Indian or Alaska Native	3	0.7 %
White	345	79.7 %
Hispanic, Spanish, or Latino/a/x	32	7.4 %
Other	3	0.7 %
Total	446	

Q33-6. Self-describe your race/ethnicity:

Q33-6. Self-describe your race/ethnicity	Number	Percent
English, Irish, German	1	33.3 %
Mixed	1	33.3 %
White Indian	1	33.3 %
Total	3	100.0 %

Q34. Your gender:

Q34. Your gender	Number	Percent
Male	211	48.7 %
Female	216	49.9 %
Prefer to self-describe	2	0.5 %
Not provided	4	0.9 %
Total	433	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Your gender: (without "not provided")**

Q34. Your gender	Number	Percent
Male	211	49.2 %
Female	216	50.3 %
Prefer to self-describe	2	0.5 %
Total	429	100.0 %

Q34-3. Self-describe your gender:

Q34-3. Self-describe your gender	Number	Percent
NON BINARY	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %

District

District	Number	Percent
2	148	34.2 %
3	188	43.4 %
4	1	0.2 %
5	33	7.6 %
6	37	8.5 %
7	1	0.2 %
10	5	1.2 %
11	3	0.7 %
12	3	0.7 %
14	1	0.2 %
15	2	0.5 %
21	1	0.2 %
22	10	2.3 %
Total	433	100.0 %



5

Survey Instrument

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.

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?

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.