

2021

**City of Gainesville
Neighbor Survey
Findings Report**

Presented to the
City of Gainesville,
Florida

April 2021



ETC
INSTITUTE

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i Executive Summary

City of Gainesville Neighbor Survey (2021) Executive Summary



Purpose

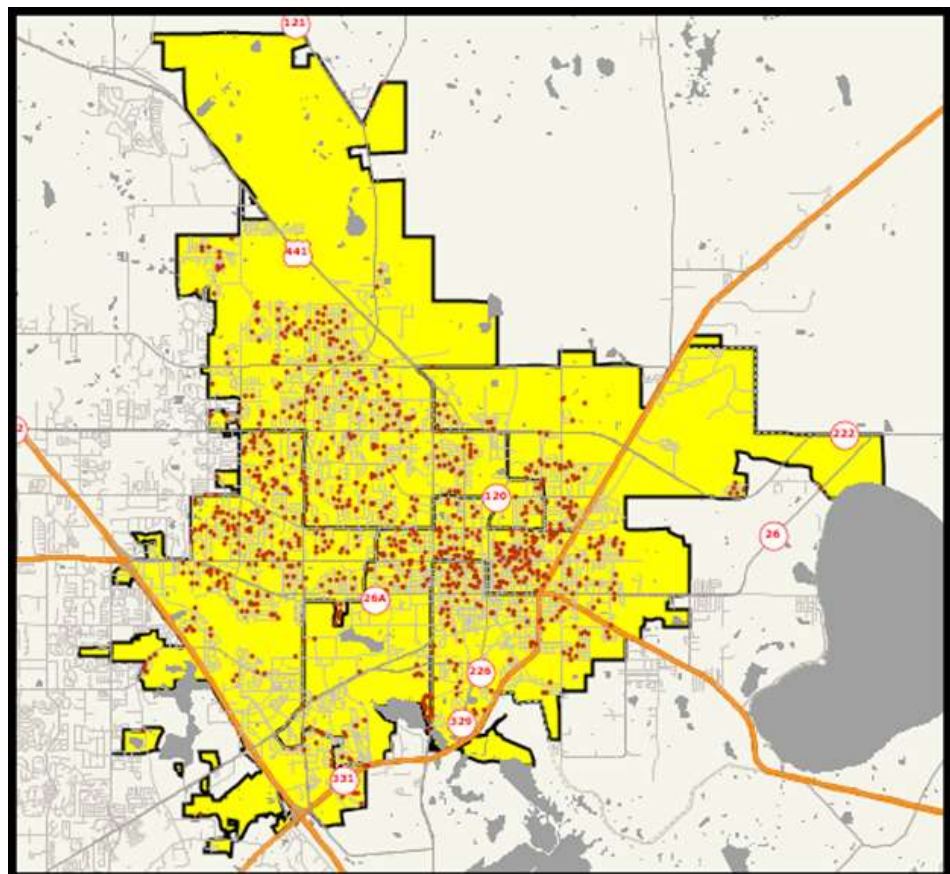
ETC Institute administered a statistically valid survey to residents of the City of Gainesville, on behalf of the City. The City Commission recently adopted a strategic plan to set priorities for the city's future. The purpose of the survey was to gather information to ensure the goals set in the strategic plan are "on-track" to be reached and, if not, determine next steps to achieve the city's vision. Input used will help City leaders know where they are doing well and where they can improve; to make certain they are making decisions in alignment to what residents are saying.

Methodology

The survey instrument, cover letter, and postage paid return envelope were mailed to a random sample of households in the City of Gainesville. Survey instruments were provided in both English and Spanish for residents. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

The GIS map to the right shows the location of households that responded to the 2021 City of Gainesville Neighbor Survey (indicated by red dots).

Approximately, ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to



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submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain at least 250 surveys from each of the City's four districts. The actual number of completed surveys totaled 1,003. The overall residents for the sample of 1,003 households have a precision of at least +/- 3.0% at the 95% level of confidence.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend analysis comparing 2020 City of Gainesville Neighbor Survey results with the 2021 results,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- benchmarking data that shows how the overall results, for specific questions, for the City compares to other communities in Florida and nationally,
- frequency tables that show the results of the random sample for each question on the survey, and
- a copy of the English and Spanish cover letters and survey instruments.

Separate appendices will be provided for GIS, geographic information system, maps (Appendix A), crosstabulation data by district (Appendix B), and comments from open-ended questions that were on the survey (Appendix C).

The major findings are on the following pages.

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Executive Summary



Overall Perceptions of the City

- Eighty-six percent (85.6%) of residents surveyed rated the City as an excellent or good place to live; 9.9% indicated they were neutral (meaning they neither think the City is a good or bad place to live), 3.5% gave a rating of below average, and 1.0% gave a rating of poor.
- The percentage of residents who rated the City as an excellent or good place to live was 10.0% higher than the Florida average of 75.6%.

Sense of Community and Belonging

- Seventy-four percent (73.9%) of residents surveyed indicated that they strongly agree or agree with the statement “I can trust my neighbors”; 19.8% responded with neutral (meaning they neither agree or disagree), 4.5% indicated they disagree, and 1.7% indicated they strongly disagree.
- The level of agreement with the statement, “when I have a problem, I can talk about it with a neighbor,” increased 9.2% from 58.1% in 2020 to 67.3% in 2021.

Quality of Life

- **Availability of Programs.** Ninety-two percent (92.2%) of residents surveyed indicated that the availability of health care programs was either excellent or good; 6.3% gave a below average rating and 1.6% gave a rating of poor.
- Sixty-nine percent (68.6%) of residents surveyed rated the availability of mental health care as either excellent or good; 21.8% rated the availability as below average and 9.6% rated it as poor.
- Over half of residents surveyed (56.1%) gave the availability of employment opportunities a rating of either excellent or good; 32.3% gave a rating of below average and 11.5% gave a rating of poor.
 - Fifty-one percent (51.0%) of residents surveyed gave the availability of career advancement opportunities a rating of excellent or good; 37.0% indicated the availability is below average and 12.1% responded that the availability is poor.
- **Affordability of Programs.** Sixty-five percent (64.8%) of residents surveyed indicated the affordability of the overall cost of living in the City is either excellent or good; 22.9% gave a rating of below average and 12.2% responded with a rating of poor.
 - Fifty-five percent (54.8%) of residents surveyed gave the affordability of mental health care a rating of excellent or good; 28.0% rated the affordability as below average and 17.3% gave a rating of poor.

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- Based on the sum of respondents' answers, the programs that residents surveyed think should receive the most emphasis from City leaders over the next two years, are:
 - the **availability** of employment opportunities (36.2%),
 - **availability** of mental health care (24.3%),
 - **affordability** of the cost of living in the City (23.3%), and
 - the **availability** of K-12 education (22.3%).

Priorities for the Future

- Eighty-four percent (84.2%) of residents surveyed think that having equitable access to basic needs is either essential or very important; 11.1% think it is somewhat important, 3.1% indicated it is not important, and 1.6% respondents it is inessential. Equitable access to basic needs is the top item, based on the sum of respondents' choices, that residents surveyed (35.5%) indicated should receive the most emphasis from City leaders over the next two years.
- Eighty-seven percent (86.7%) of residents surveyed believe it is either essential or very important for the City to address the issue of equitable access to quality healthcare; 9.8% indicated it is somewhat important, 2.1% indicated it is not important, and 1.3% responded it is inessential. Based on the sum of respondents' top four responses, 26.8% of residents surveyed think the issue of having equitable access to quality health care should receive emphasis from City leaders over the next two years.
- Eighty-five percent (85.4%) of residents surveyed think that equitable access to quality mental healthcare is either essential or very important issues to be addressed by the City; 11.4% believe it is somewhat important, 2.1% think it is not important, and 1.2% indicated they believe it is inessential. Eighteen percent (17.5%) of residents, based on the sum of respondents' top four choices, believe the issue of equitable access to quality mental healthcare should receive the most emphasis from City leaders over the next two years.
- Eighty percent (79.7%) of residents surveyed rated the importance of decreasing homelessness as essential or very important; 15.0% indicated it is somewhat important, 2.5% indicated it is not important, and 2.8% indicated it is inessential.
 - The top three priorities, from the city's 2021 Action Plan, that residents surveyed think should be the highest priorities for City leaders over the next two years, are:
 - affordable housing (49.6%),
 - homelessness (48.6%), and
 - East Gainesville (39.7%).

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Community Planning and Development

- Thirty-six percent (36.4%) of residents surveyed indicated they were either very satisfied or satisfied with the City's efforts to preserve historic buildings; 42.4% were neither satisfied or dissatisfied (neutral), 18.6% were dissatisfied, and 9.2% were very dissatisfied.
- The percentage of residents who were either very satisfied or satisfied with the City's efforts to preserve historic buildings decreased 6.5% from 42.9% in 2020 to 36.4% in 2021.

Budget and Finance

- Four out of ten (39.8%) of residents surveyed responded that they were either very satisfied or satisfied with the overall value of City services for tax dollars paid; 32.4% were neither satisfied or dissatisfied (neutral), 18.6% were dissatisfied, and 9.2% were very dissatisfied.

Emergency Response Preparation

- **COVID-19 Pandemic.** Sixty-nine percent (68.6%) of residents surveyed indicated they were very satisfied or satisfied with the way **City** leaders responded to the COVID-19 Pandemic; 17.1% were neutral (neither satisfied or dissatisfied), 7.9% indicated they were dissatisfied, and 6.4% respondents that they were very dissatisfied.
 - The percentage of residents who reported being very satisfied or satisfied with how the City responded to the COVID-19 Pandemic was 30.9% higher than the National average of 37.7%.
- **Natural Disasters/Emergencies.** Sixty-seven percent (66.5%) of residents surveyed were either very satisfied or satisfied with the way **City** leaders prepare for natural disasters or other emergency situations; 27.5% were neutral (neither satisfied or dissatisfied), 4.1% indicated they were dissatisfied, and 1.9% respondents that they were very dissatisfied.

Police Protection

- Seventy-one percent (70.8%) of residents surveyed were either very satisfied or satisfied with the overall quality of local police protection; 19.9% were neither satisfied or dissatisfied (neutral), 6.7% were dissatisfied, and 2.7% were very dissatisfied.
 - The percentage of residents who were either very satisfied or satisfied with the overall quality of local police protection in Gainesville was 6.8% higher than the Florida average of 64.0%.
- Sixty-one percent (61.0%) of residents surveyed would prefer the police to spend the same amount of time they currently spend in the neighborhood; 32.8% would prefer more time and 6.2% indicated they would prefer less time.

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- Seventy-six percent (75.8%) of residents believe crime in their neighborhood has stayed the same in the past year; 15.8% believe it has increased and 8.4% think it has decreased.
- Four out of ten (41.7%) of residents surveyed are very confident they would be treated with courtesy and respect by the Gainesville Police Department; 42.0% were somewhat confident, 10.9% were not very confident, and 5.5% indicated they were not confident at all.
- Residents were asked how much they trust law enforcement agencies to use facial recognition technology responsibly. Sixteen percent (16%) of residents surveyed would trust law enforcement a great deal, 32.6% would somewhat trust law enforcement, 22.6% would trust law enforcement not too much, and 28.8% would not at all trust law enforcement.

Feeling of Safety in the City

- Seventy-one percent (71.4%) of residents surveyed reported they, overall, have a very safe or safe feeling of safety in the City; 20.6% gave a response of neutral (meaning they neither feel safe or not safe), 7.2% indicated they feel unsafe and 0.8% indicated they feel very unsafe.
- Since 2020, the overall feeling of safety (sum of very safe and safe responses) in Gainesville has decreased 5.5% from 76.9% in 2020 to 71.4% in 2021.
- The percentage who reported feeling very safe or safe ranged from a high of 77.9% in District 3 and 61.8% in District 1.

Neighborhood Safety

- Eighty-one percent (81.1%) of residents surveyed indicated they feel very safe or safe in their neighborhood; 11.8% gave a response of neutral (meaning they neither feel safe or not safe), 5.8% indicated they feel unsafe and 1.3% reported they feel very unsafe.

Mobility

- Sixty-seven percent (66.8%) of residents surveyed rated how the traffic flow on residential streets as excellent or good; 21.5% were neutral, 8.4% gave a below average rating, and 3.4% gave a poor rating.
- Based on the sum of respondents choices, 63.8% of residents surveyed think traffic flow on major streets should receive the most emphasis from City leaders over the next two years.
- Rating of satisfaction (very satisfied/satisfied responses) for traffic flow on major streets decreased 5.0% from 31.4% in 2020 to 26.4% in 2021.

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Utilities

- Seventy-nine percent (79.1%) of residents surveyed were either very satisfied or satisfied with the residential trash collection service; 13.1% were neither satisfied or dissatisfied (neutral), 5% were dissatisfied, and 2.7% were very dissatisfied.
- Sixty-four percent (63.9%) of residents surveyed, based on the sum of respondents' top choices, think that cost of electricity should receive the most emphasis from City leaders over the next two years.
- The percentage of residents who were either very satisfied or satisfied with City curbside recycling service was 12.2% higher than the Florida average of 63.5%.
- Since 2020, the satisfaction with the electricity service, provided by the City, increased by 16.1% from 51.9% in 2020 to 68.0% in 2021.

Maintenance

- Sixty-eight percent (67.6%) of residents surveyed were either very satisfied or satisfied with the maintenance of traffic signals/street signs; 24.7% were neither satisfied or dissatisfied (neutral), 5.7% were dissatisfied, and 1.9% were very dissatisfied.
- Three out of ten (33.1%) of residents think the overall cleanliness of City streets and public areas should receive the most emphasis from City leaders over the next two years. Thirty-two percent (32.0%) of residents surveyed think the maintenance of neighborhood streets should also receive emphasis from City leaders over the next two years.
- The percentage of residents surveyed who were either very satisfied or satisfied with the maintenance of City traffic signals/street signs was 14.1% lower than the Florida average of 81.7%.
- Satisfaction with the City maintaining/maintenance of traffic signals/street signs increased 5.0% from 62.6% in 2020 to 72.3% in 2021.

Parks, Recreation, and Cultural Affairs

- Eighty-five percent (84.5%) of residents surveyed were either very satisfied or satisfied with the appearance of City parks; 13.3% were neither satisfied or dissatisfied, 1.7% were dissatisfied, and 0.5% were very dissatisfied.
- Items that should receive the most emphasis from City leaders over the next to years, based on the sum of respondents' top three choices, are: availability of walking/biking in the City (34.1%), the Wild Spaces and Public Places program (31.0%), and the appearance of City parks (28.2%).
- The percentage of residents who were either very satisfied or satisfied with the availability of walking/biking trails in the City was 13.6% higher than the Florida average of 61.1%.

City of Gainesville Neighbor Survey (2021) Executive Summary



- Residents' satisfaction with the Wild Spaces and Public Places program increased 5.0% from 67.3% in 2020 to 72.3% in 2021.

Customer Service

- Thirty-five percent (34.9%) of residents surveyed indicated they had contacted the City during the past year.
- Of those residents surveyed, 83.0% of them indicated that the City employees were either always or frequently courteous/professional; 11.5% indicated they were occasionally, 4.2% indicated they were seldom, and 1.2% responded never.
- Over half (53.1%) of the residents surveyed who had contacted the City during the past year think the ease of finding someone to address their request should receive the most emphasis from City leaders.
- Seventy percent (70.2%) of residents who indicated they had contacted the City during the past year rated their most recent experience as excellent or good; 18.1% rated the experience as fair, 10.5% gave a rating of poor, and 1.2% were not sure.

Communication

- Forty-seven percent (47.2%) of residents surveyed were either very satisfied or satisfied with the City's website; 41.9% were neither satisfied or dissatisfied (neutral), 8.6% were dissatisfied, and 2.3% were very dissatisfied.
- The percentage of residents who were either very satisfied or satisfied with the City's website was 8.0% lower than the Florida average of 55.2%.

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Investment Priorities

Recommended Priorities for the Next Two Years. To help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each 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 the overall satisfaction with services over the next two years. 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 Mobility Services. This analysis reviewed the importance of and satisfaction with major categories of City mobility services. This analysis was conducted to help set the overall priorities for the City. Based on the results of the Importance-Satisfaction Analysis, the major mobility services that are considered *very high priorities* are listed below:

- How is traffic flow on major streets (I-S Rating = 0.4681)
- How easy is it to find public parking (I-S Rating = 0.2611)
- How easy is it for neighbors with disabilities to commute in Gainesville (I-S Rating = 0.2115)

Importance-Satisfaction (I-S) Analysis for major City mobility services is shown in the table below. The remainder of the Importance-Satisfaction Analysis results can be found in Section 3 of this report.

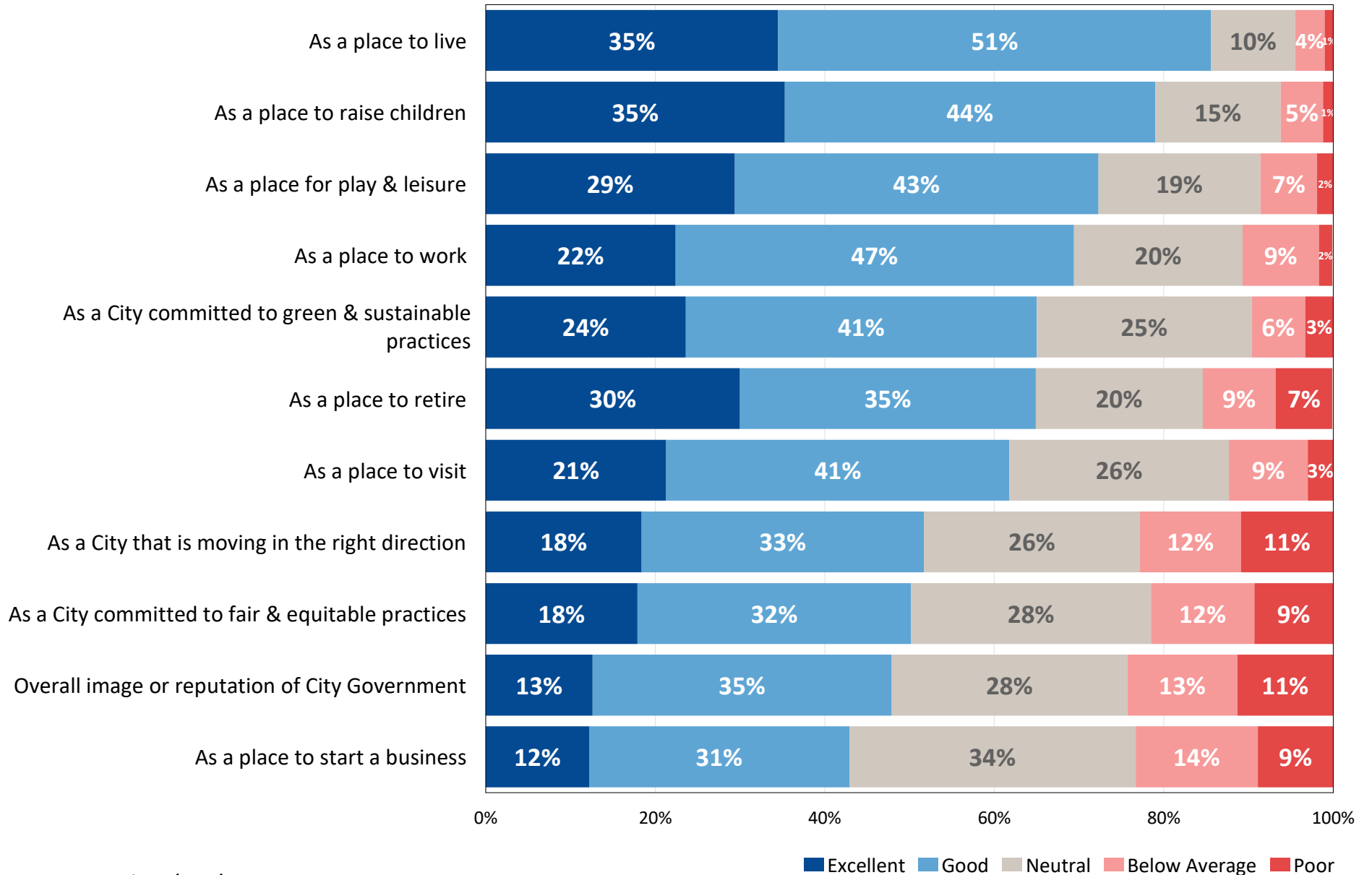
Importance-Satisfaction Rating (2021)						
Mobility						
City of Gainesville, Florida						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
How is traffic flow on major streets	64%	1	26%	7	0.4681	1
How easy is it to find public parking	38%	2	31%	6	0.2611	2
How easy is it for neighbors with disabilities to commute in Gainesville	29%	3	26%	8	0.2115	3
High Priority (I-S = 0.10-0.20)						
How easy is it to travel by bus in Gainesville	24%	5	37%	5	0.1501	4
How easy is it to travel by bicycle in Gainesville	27%	4	46%	4	0.1442	5
Medium Priority (I-S < 0.10)						
How easy is it to travel by car in Gainesville	22%	6	59%	2	0.0914	6
How easy is it to travel on foot in Gainesville	16%	7	52%	3	0.0771	7
How is traffic flow on residential streets	16%	8	67%	1	0.0535	8



1 Charts and Graphs of Overall Results

Q1. Overall Perceptions of the City

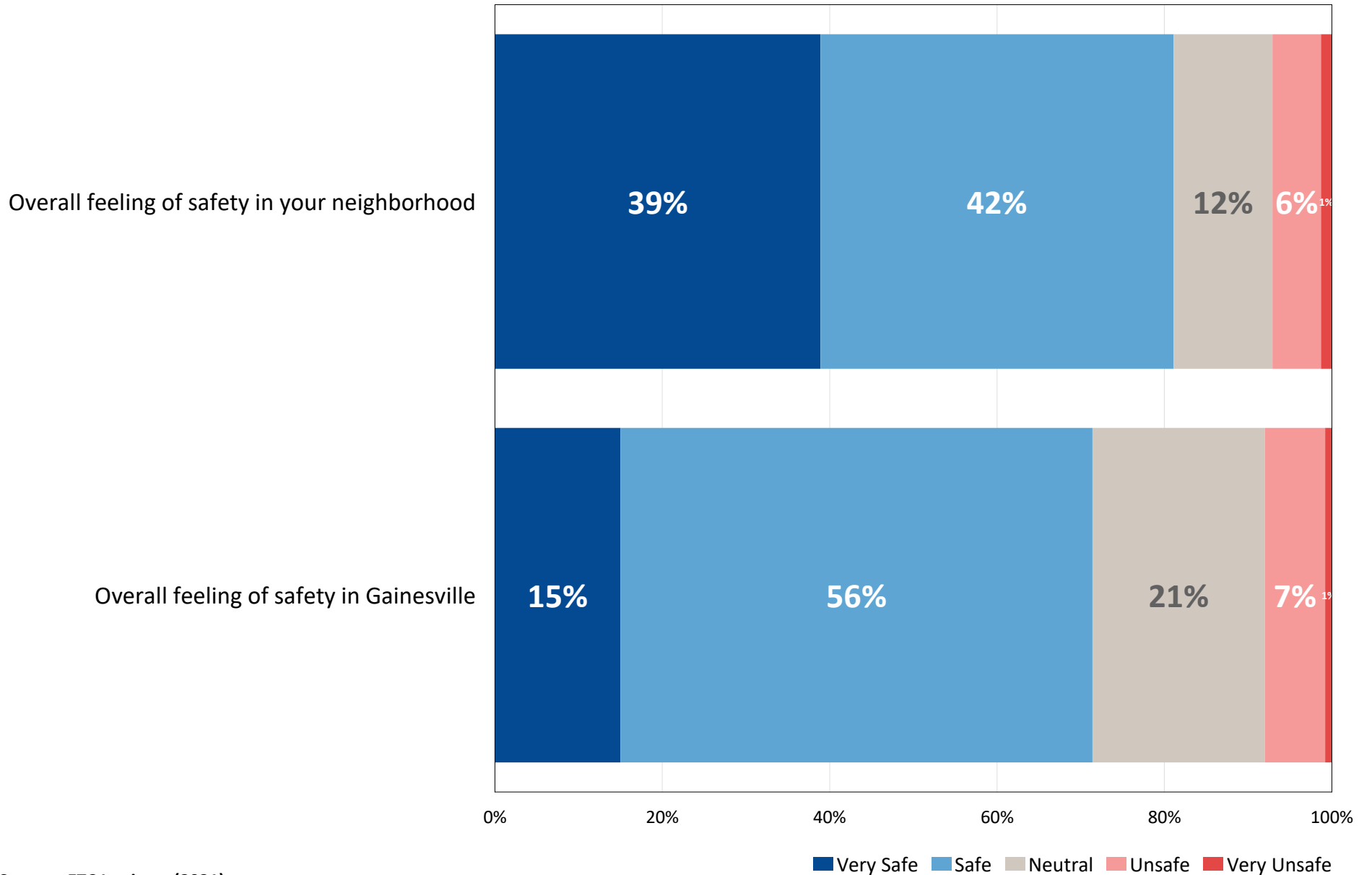
by percentage of respondents using a 5-point scale, where 5 means "excellent" and 1 means "poor" (without "don't know")



Source: ETC Institute (2021)

Q2. Level of Overall Feeling of Safety in the City

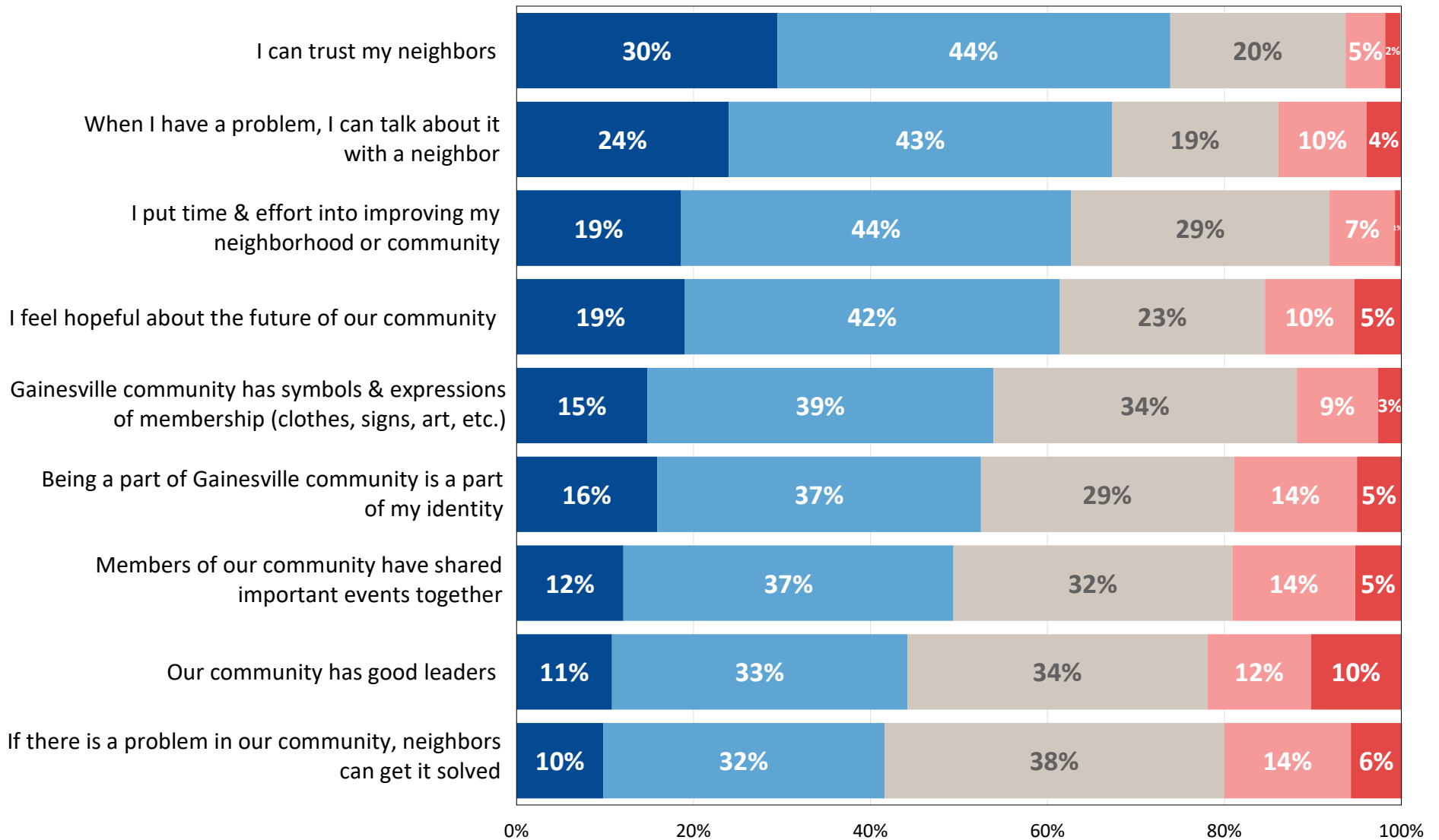
by percentage of respondents using a 5-point scale, where 5 means “very safe” and 1 means “very unsafe”
(without “don’t know”)



Source: ETC Institute (2021)

Q3. Level of Agreement with Statements Concerning the Sense of Community and Belonging in the City

by percentage of respondents using a 5-point scale, where 5 means “strongly agree” and 1 means “strongly disagree” (without “don’t know”)

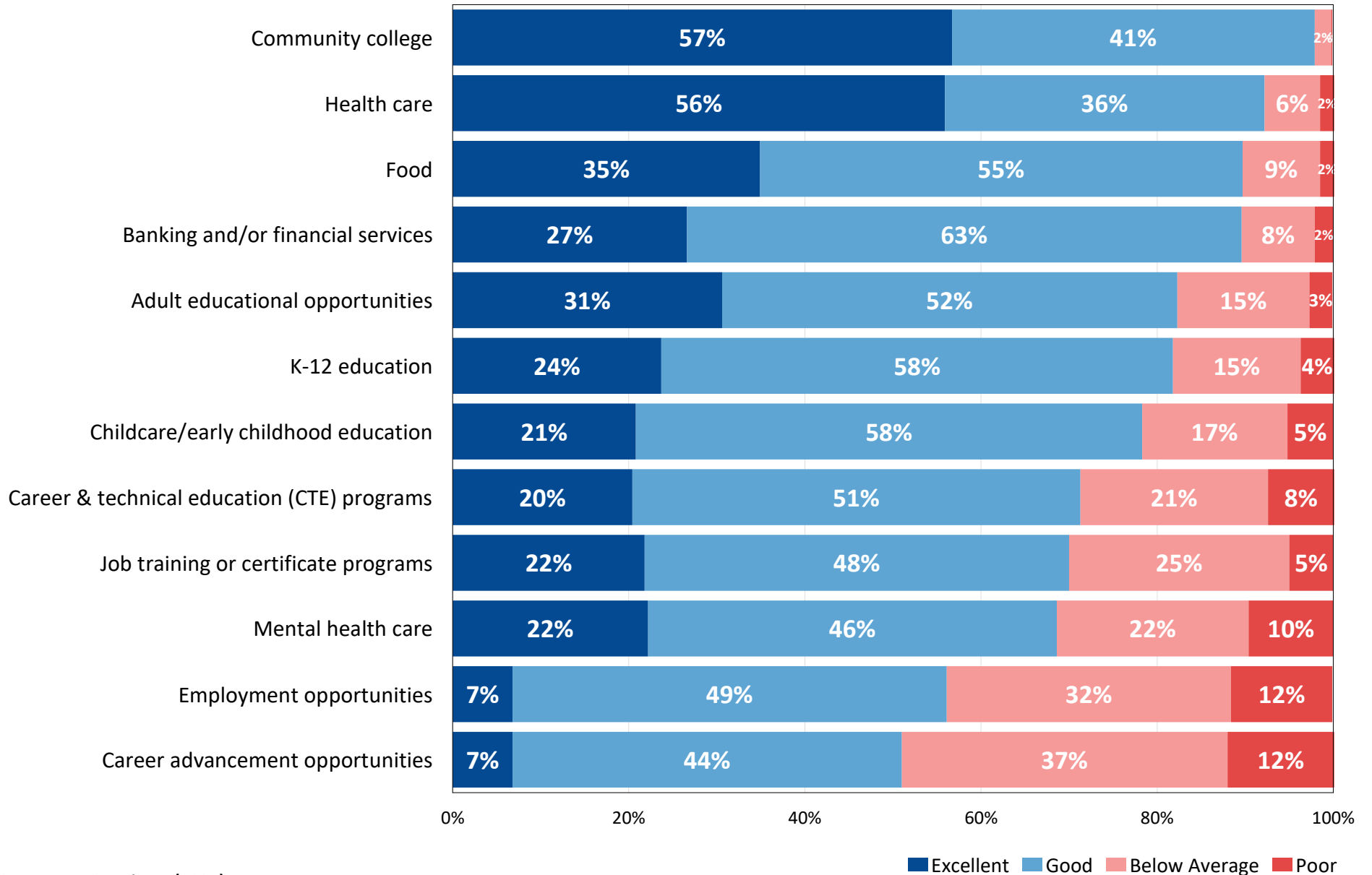


Source: ETC Institute (2021)

Strongly Agree Agree Neutral Disagree Strongly Disagree

Q4. Quality of Life Ratings: Availability of Programs and Services in the City

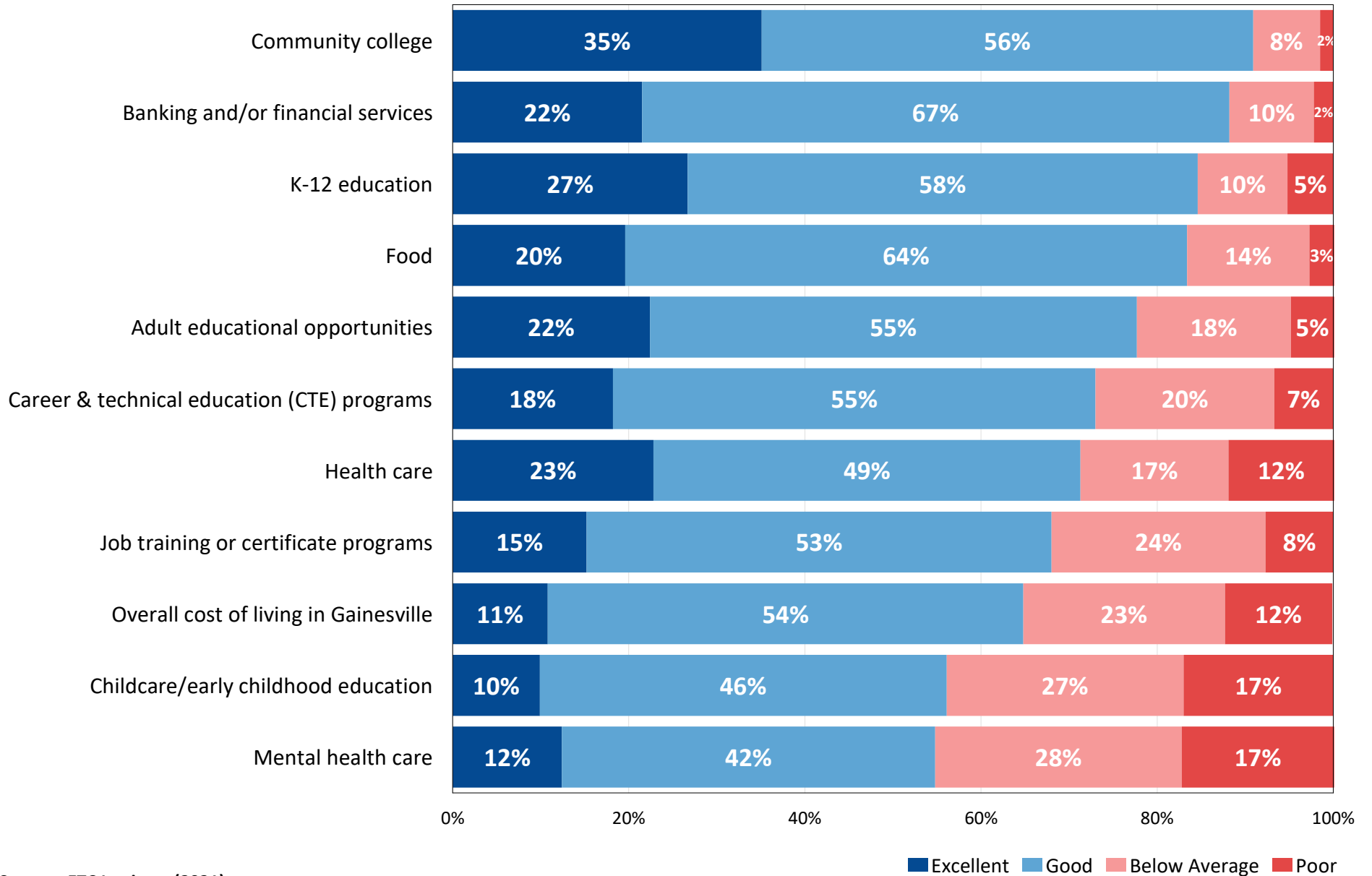
by percentage of respondents using a 4-point scale, where 4 means “excellent” and 1 means “poor”
(without “don’t know”)



Source: ETC Institute (2021)

Q4. Quality of Life Ratings: Affordability of Programs and Services in the City

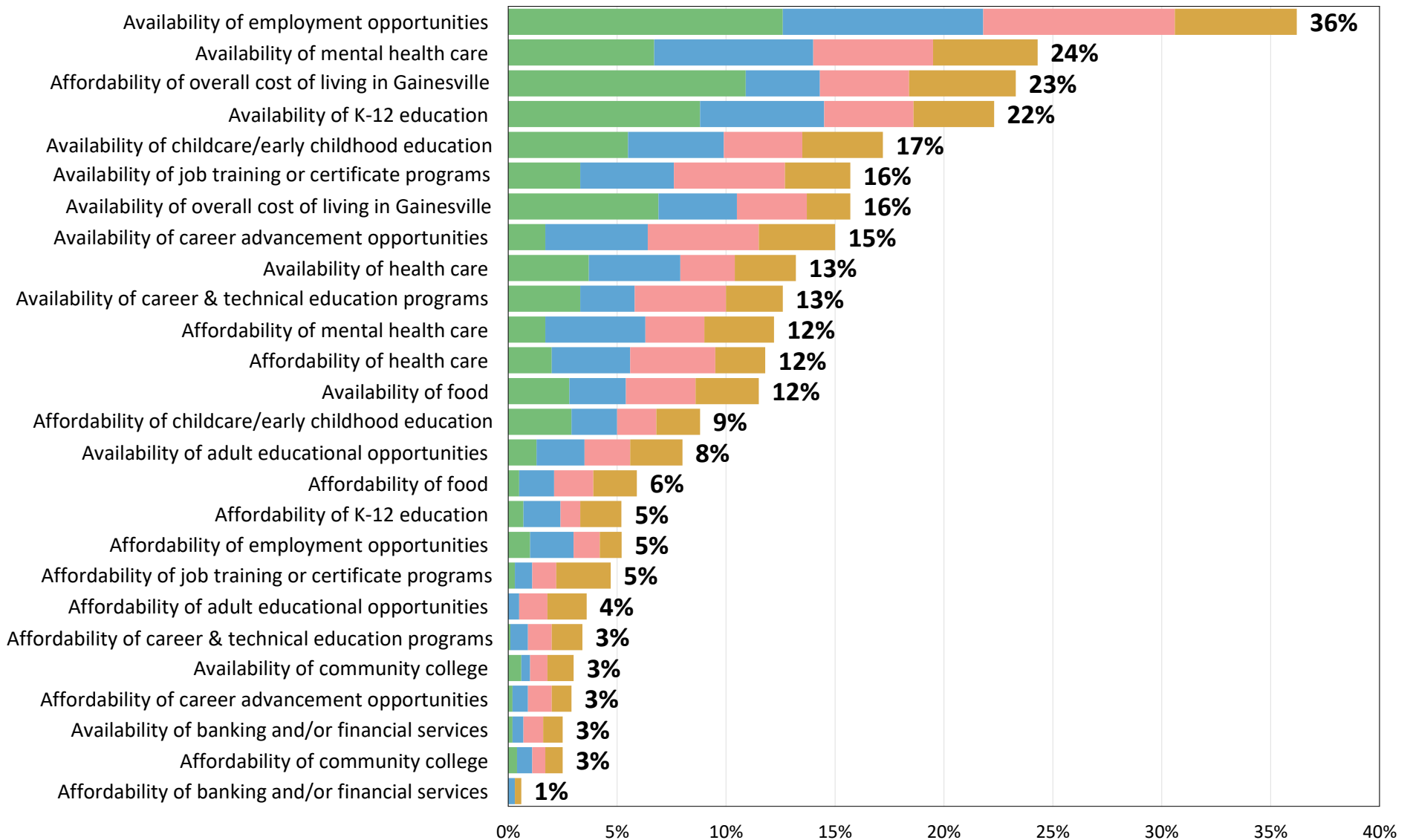
by percentage of respondents using a 4-point scale, where 4 means “excellent” and 1 means “poor”
(without “don’t know”)



Source: ETC Institute (2021)

Q5. Which quality of life items do you think should receive the most emphasis from City leaders over the next two years?

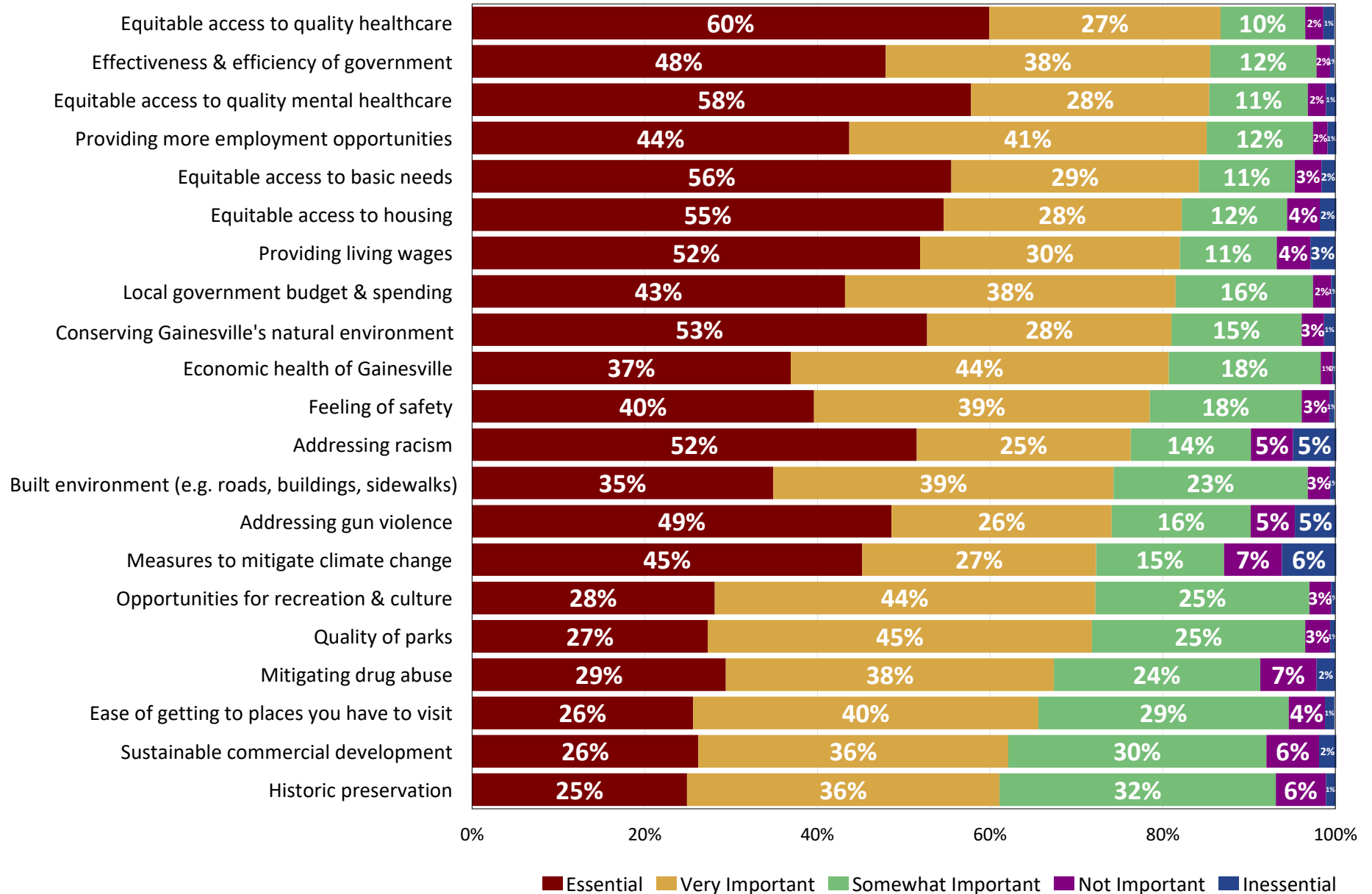
by percentage of households who selected the items as one of their top four choices



■ Most Emphasis
 ■ 2nd Choice
 ■ 3rd Choice
 ■ 4th Choice

Q6. Importance of the City Addressing Various Priorities for the Future

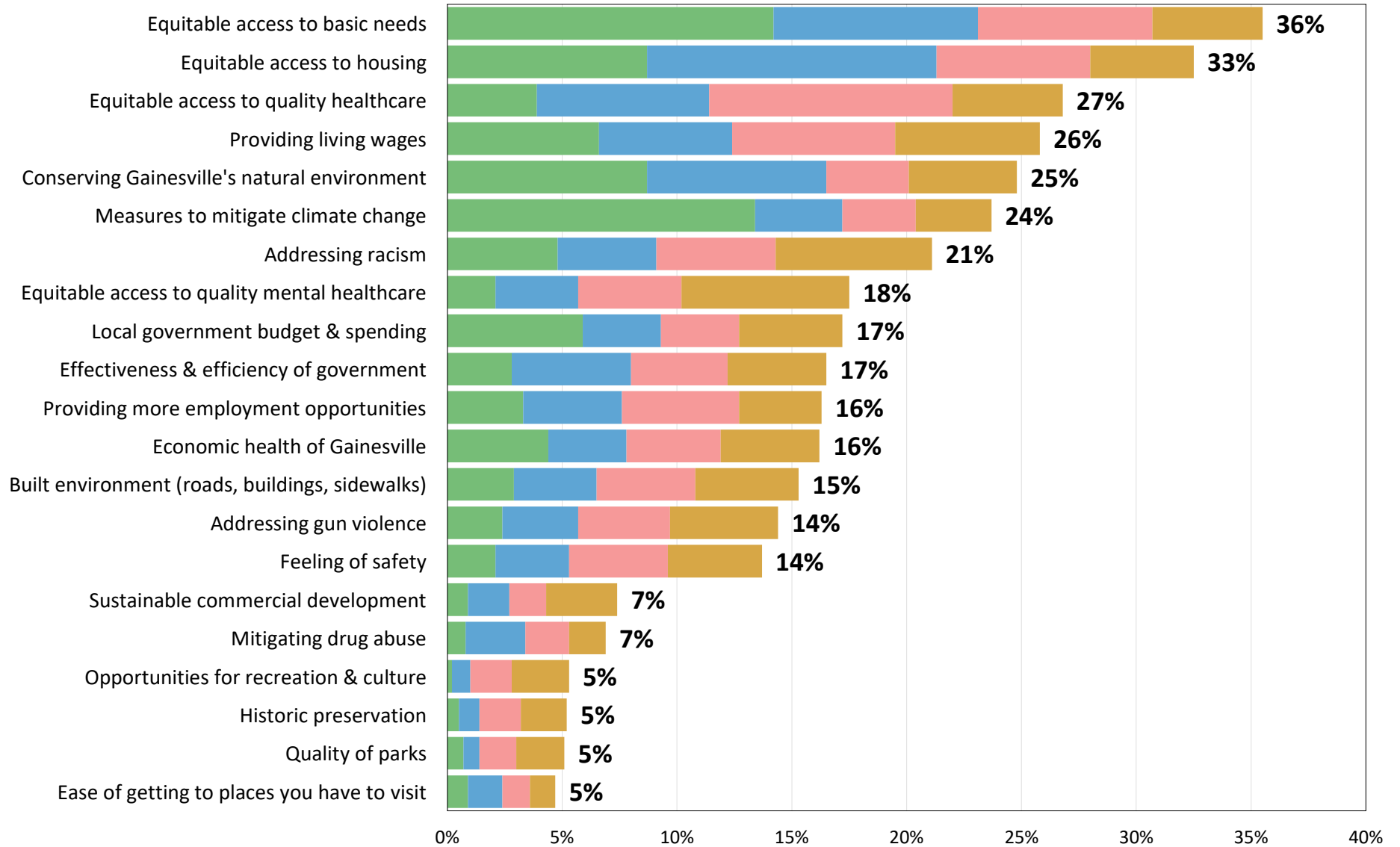
by percentage of respondents using a 5-point scale, where 5 means “essential” and 1 means “inessential”
(without “don’t know”)



Source: ETC Institute (2021)

Q7. Which priorities for the future do you think should receive the most emphasis from City leaders over the next two years?

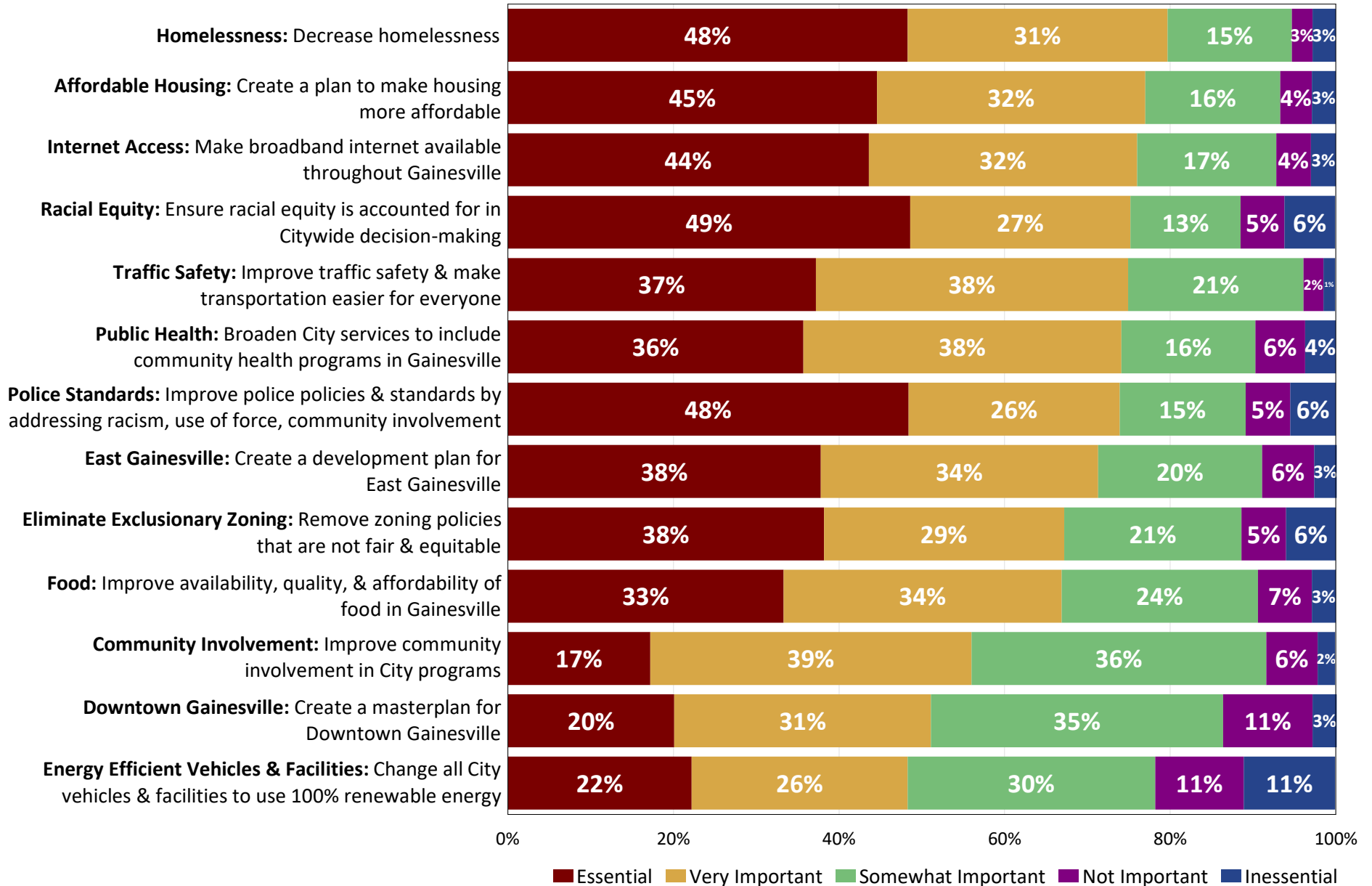
by percentage of households who selected the items as one of their top four choices



■ Most Emphasis
 ■ 2nd Choice
 ■ 3rd Choice
 ■ 4th Choice

Q8. Importance of Items in the City's 2021 Action Plan

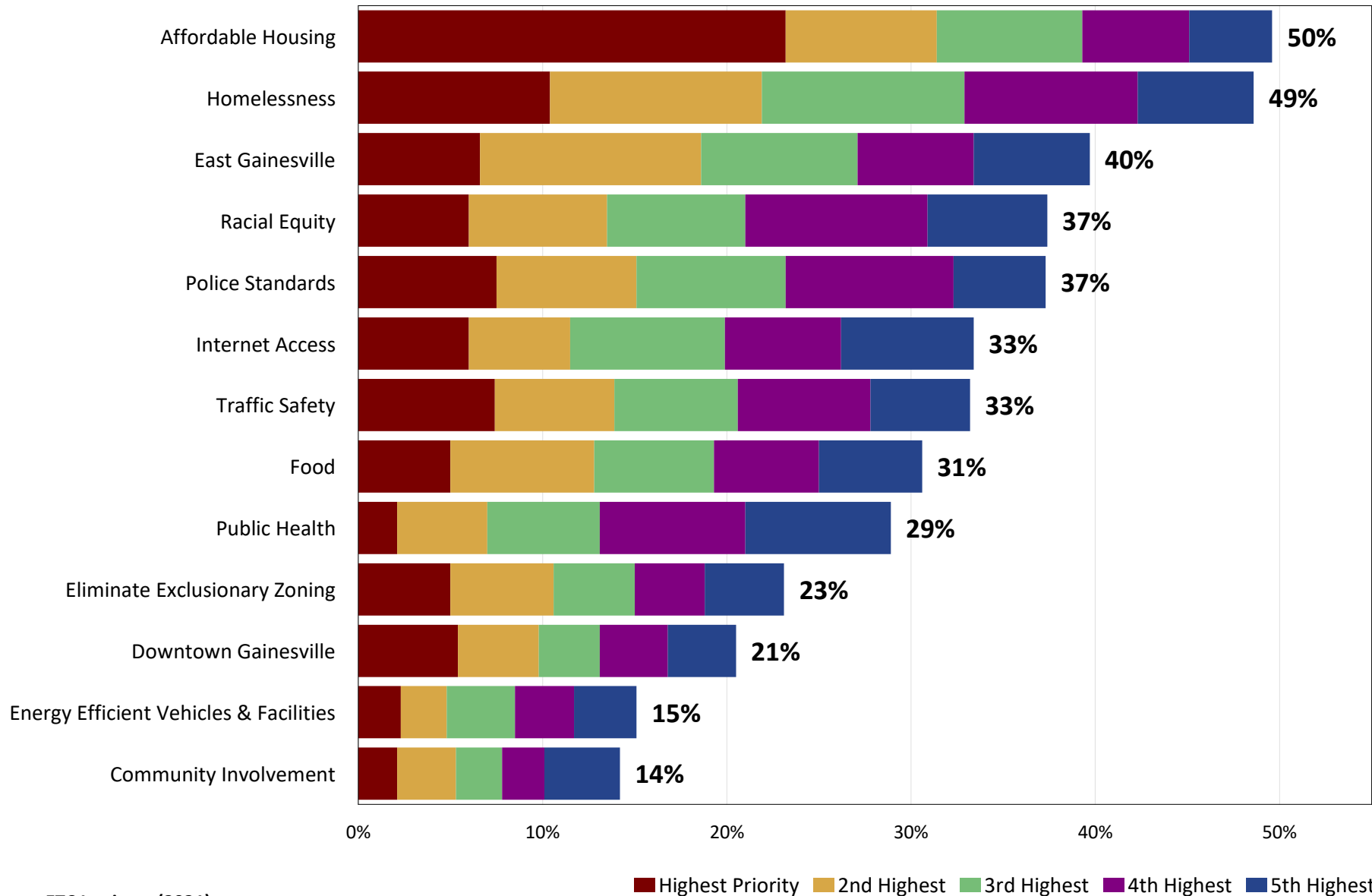
by percentage of respondents using a 5-point scale, where 5 means "essential" and 1 means "inessential" (without "don't know")



Source: ETC Institute (2021)

Q9. How would you rank the top five city 2021 Action Plan items that should receive the highest priority from City leaders over the next two years?

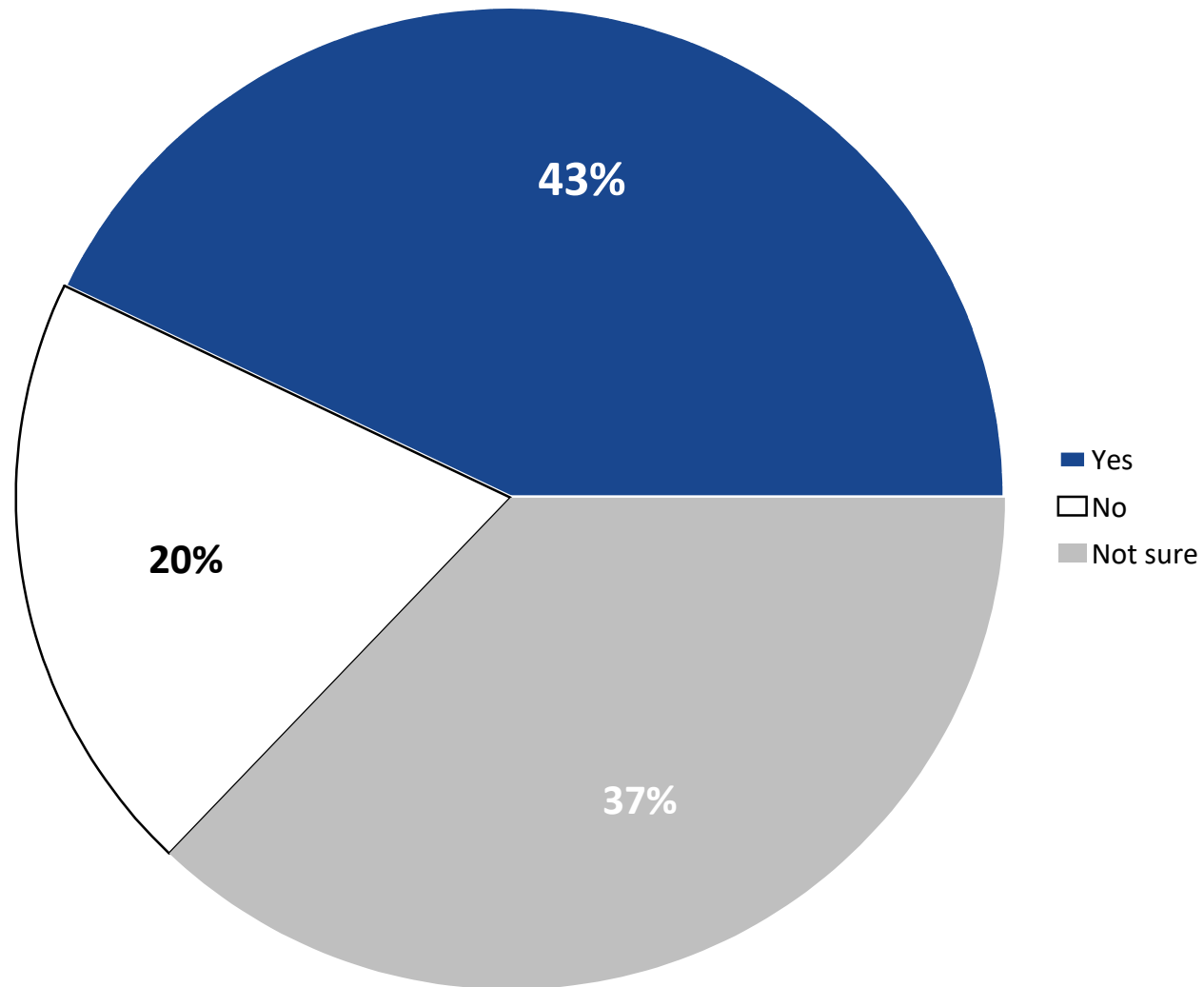
by percentage of households who selected the items as one of their top five choices



Source: ETC Institute (2021)

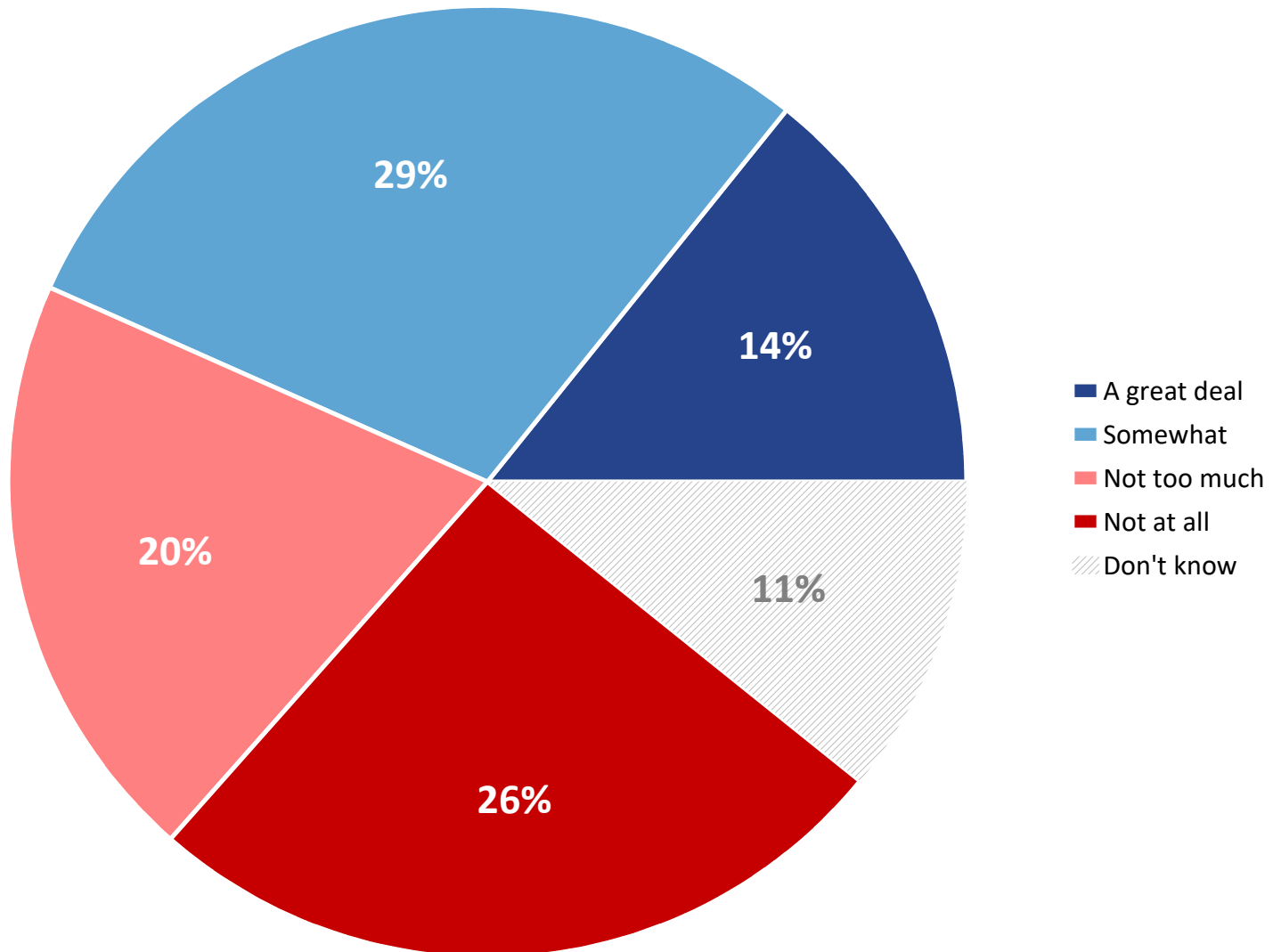
Q10. The City is looking for new ways to improve and personalize services from the City government to residents. In the future, would you consider opting-in to share personal data (demographic, neighborhood, etc.) which would only be used to improve and personalize services from the City?

by percentage of respondents



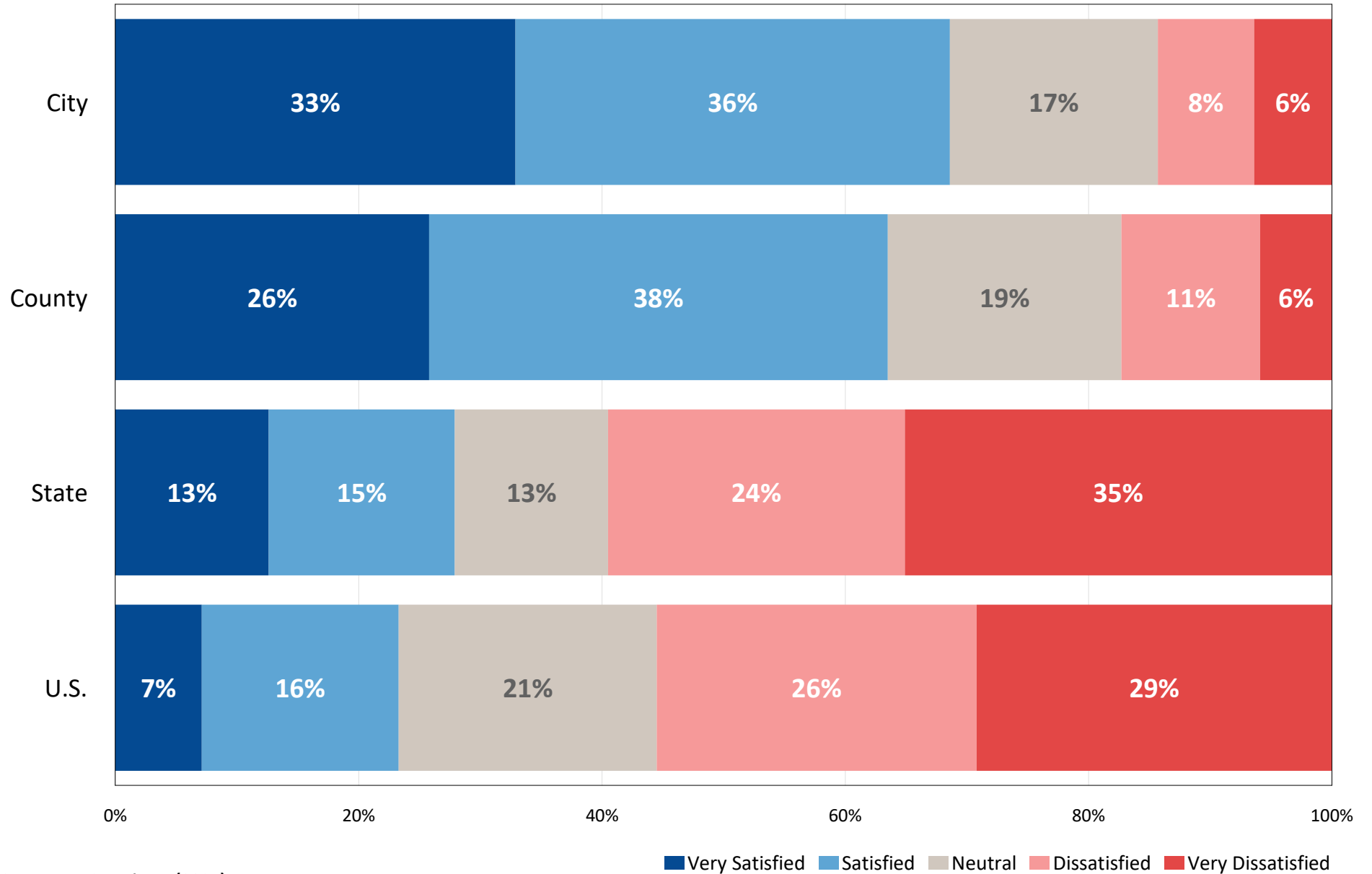
Q11. How much do you trust law enforcement agencies to use facial recognition technology responsibly?

by percentage of respondents



Q12. How Well the Levels of Government Responded to the COVID-19 Pandemic

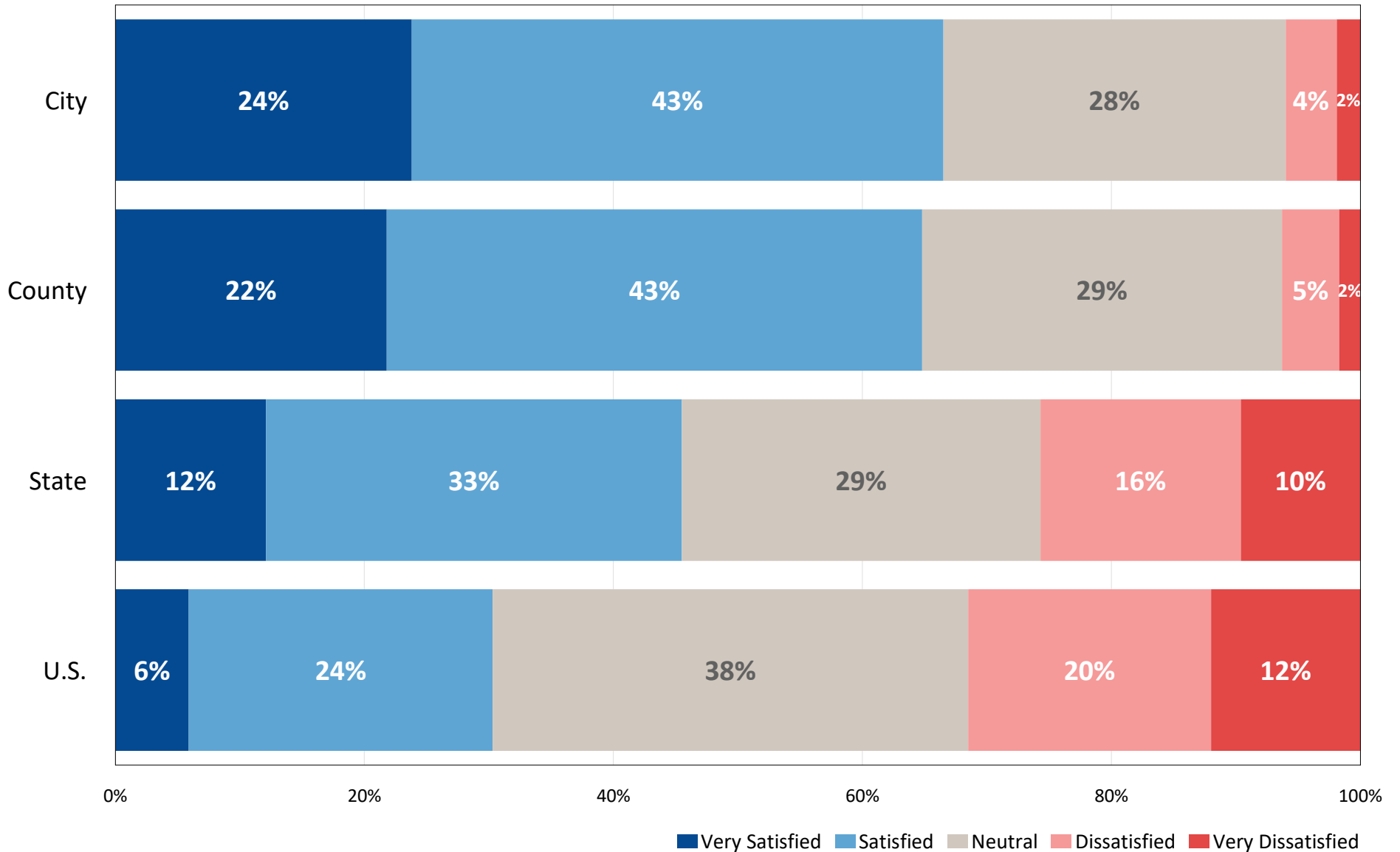
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “not provided”)



Source: ETC Institute (2021)

Q12. How Well the Levels of Government Prepare for Natural Disasters and Other Emergency Situations

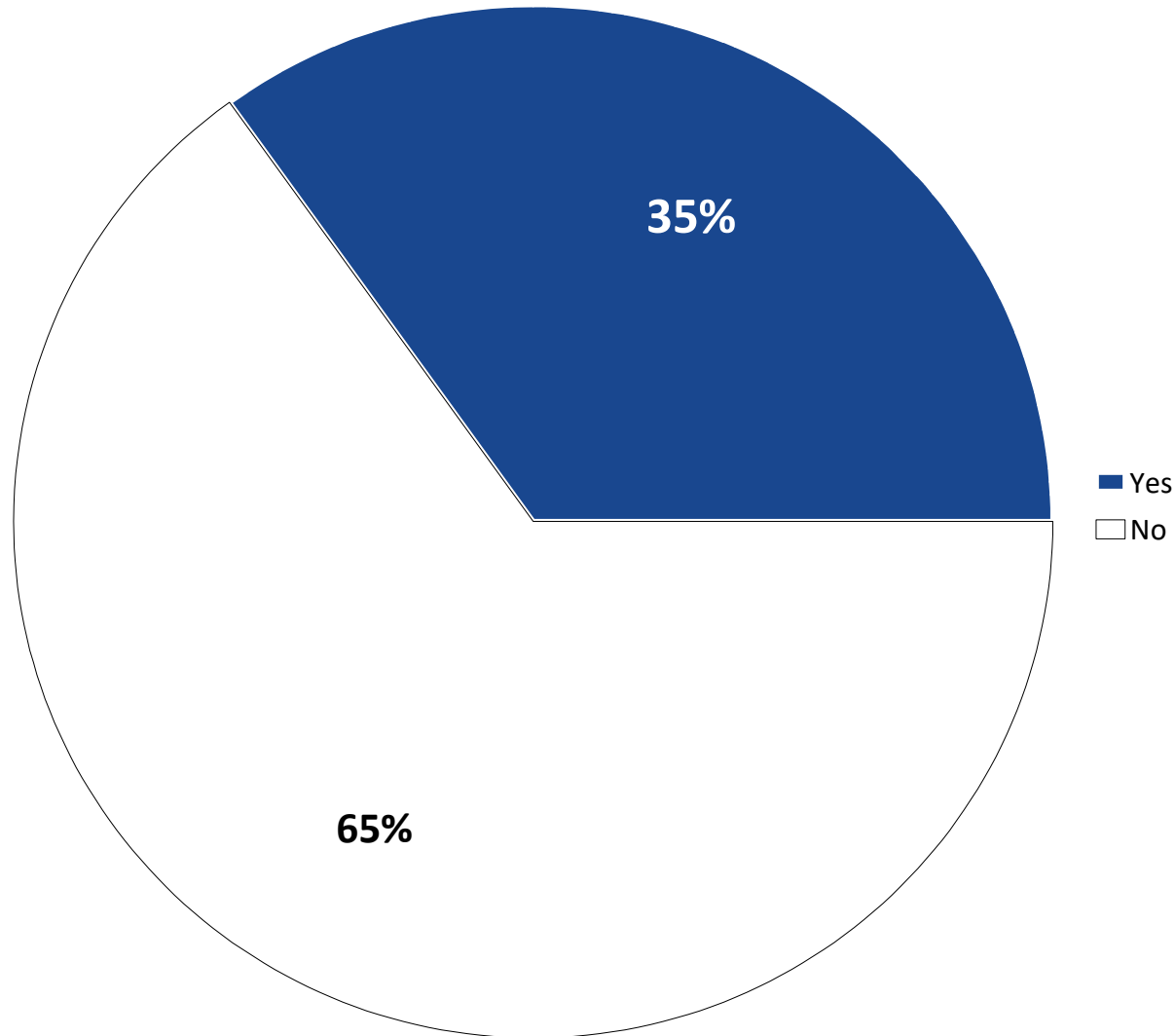
by percentage of respondents using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "not provided")



Source: ETC Institute (2021)

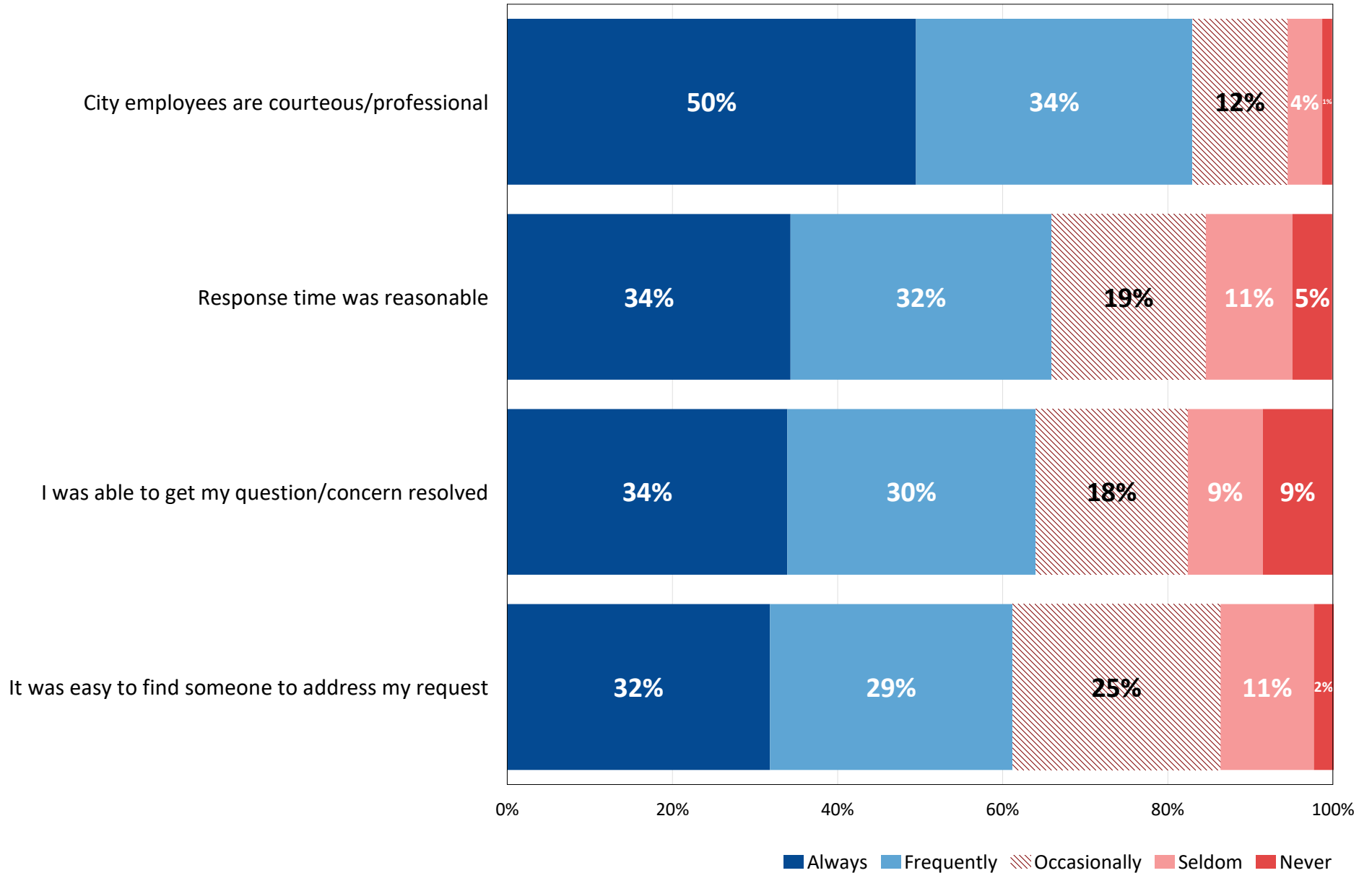
Q13. Have you contacted the City of Gainesville (in-person, phone, email or web) for any reason during the past year?

by percentage of respondents



Q14. Rating of Experience with City Employees

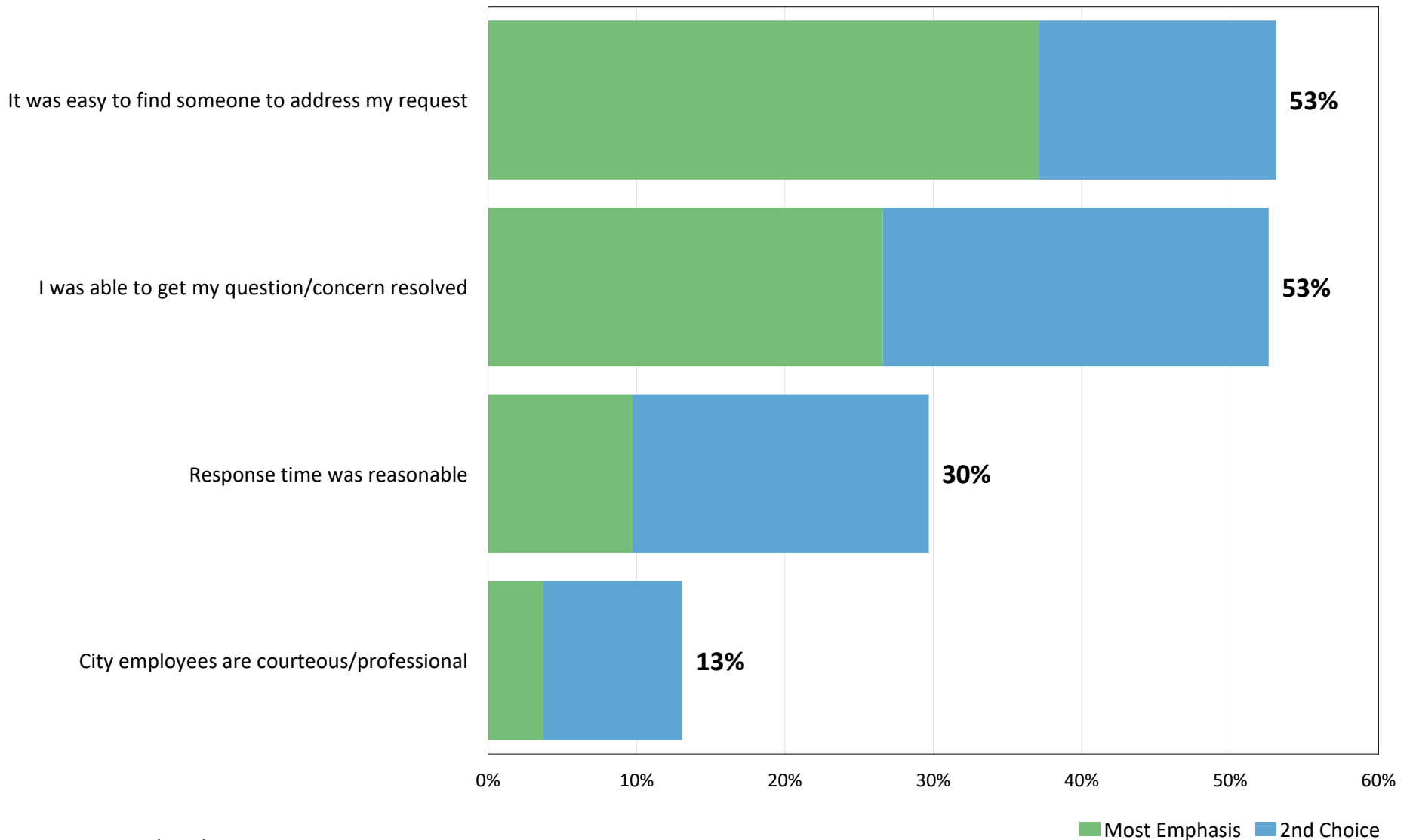
by percentage of respondents who contacted the City during the past year, using a 5-point scale, where 5 means “always” and 1 means “never” (without “don’t know”)



Source: ETC Institute (2021)

Q15. Which items, in regards to personal experience with City employees, do you think should receive the most emphasis from City leaders over the next two years?

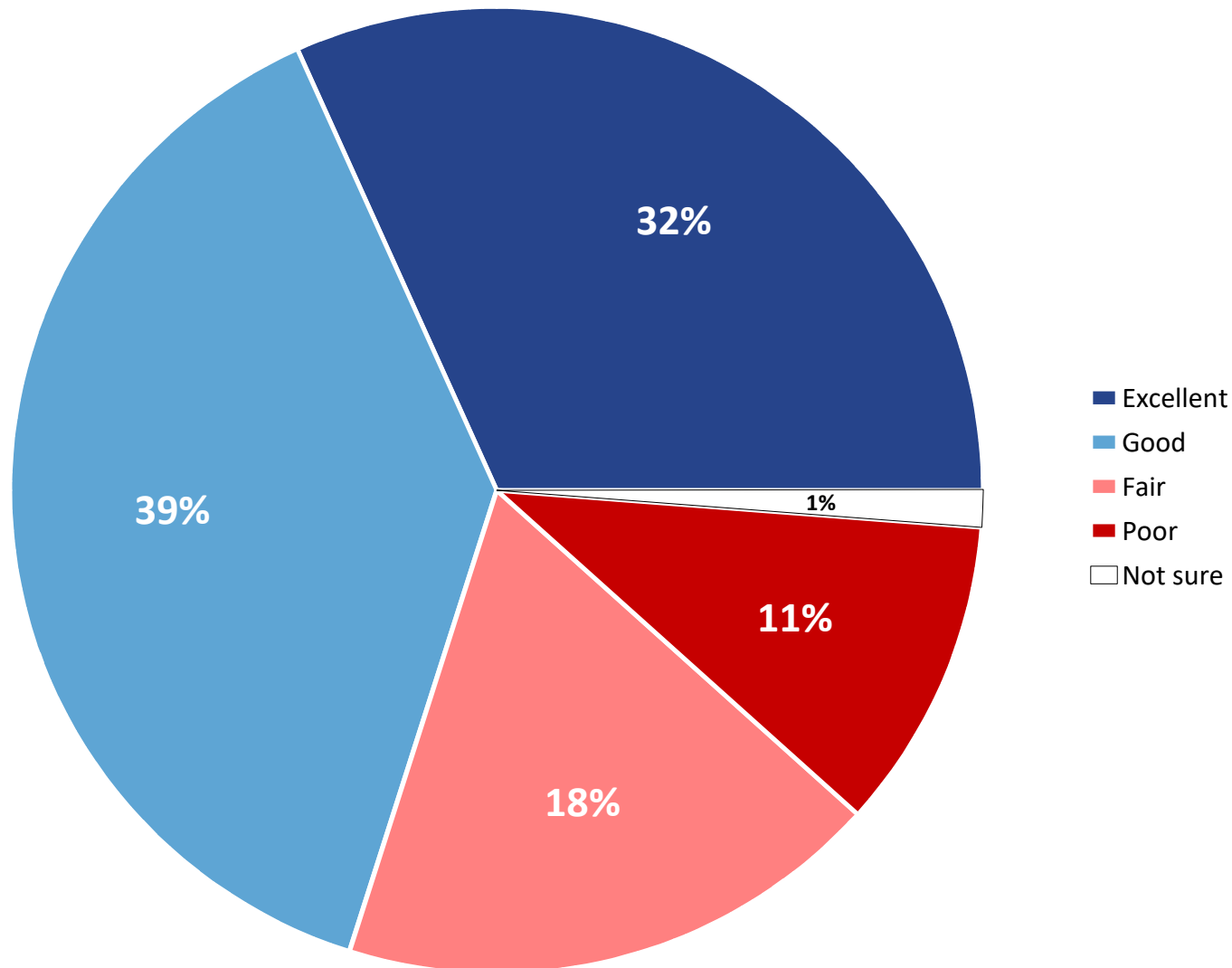
by percentage of respondents who contacted the City during the past year and selected the items as one of their top two choices



Source: ETC Institute (2021)

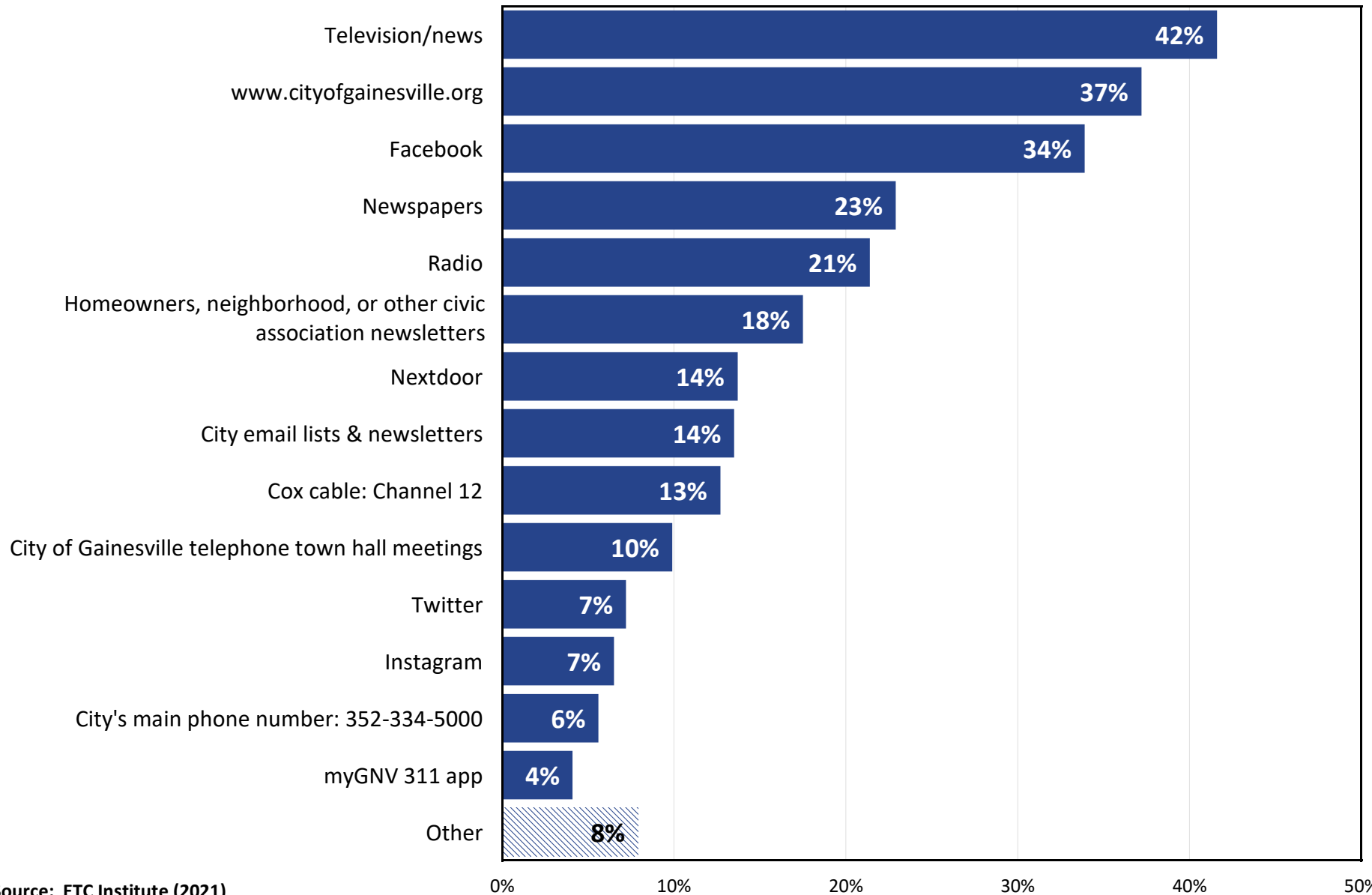
Q16. Overall, how would you rate your most recent experience when contacting the City of Gainesville?

by percentage of respondents who contacted the City during the past year (without "not provided")



Q17. How do you get information about City issues, services, programs and events?

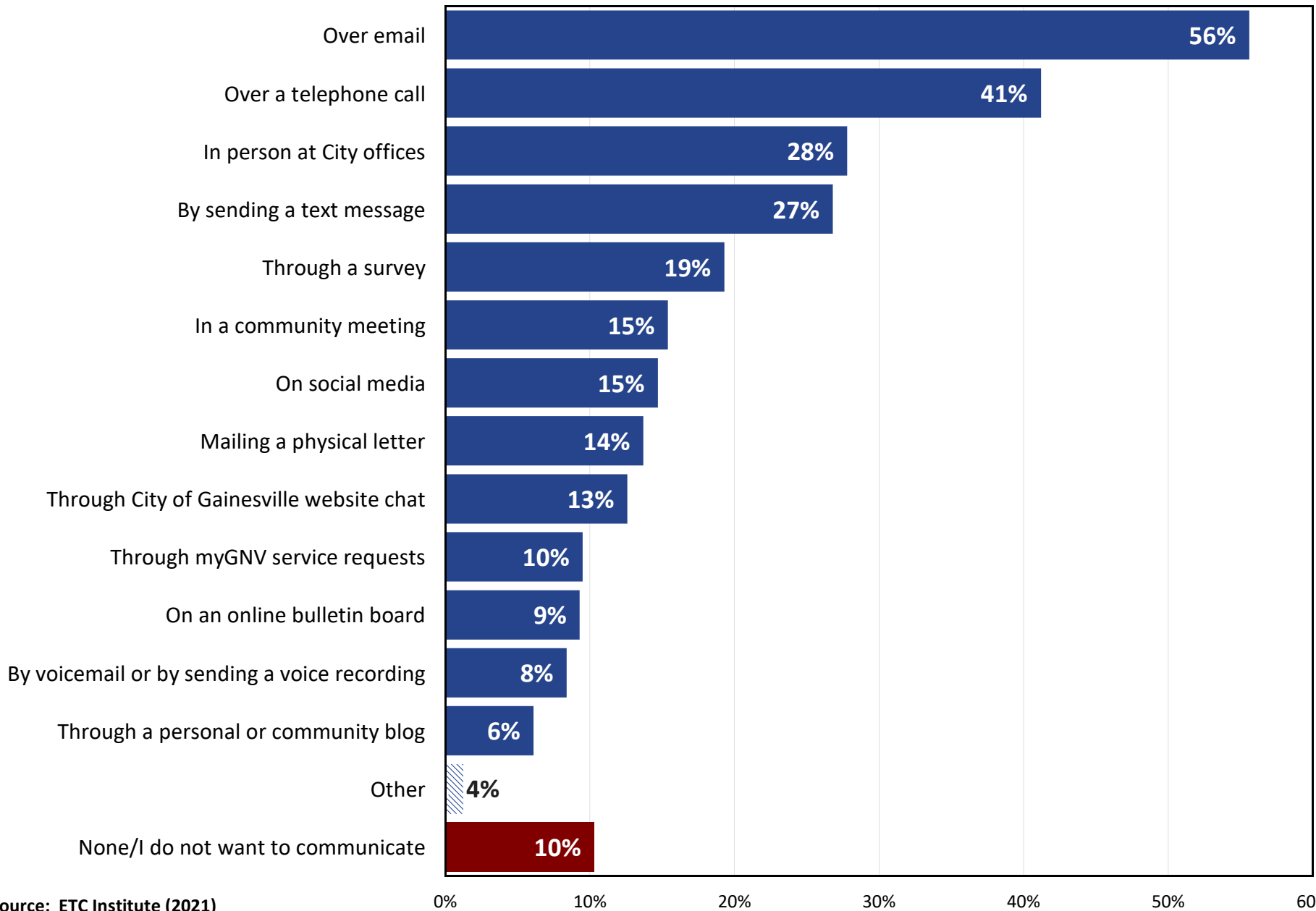
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Q18. How would you like to communicate with the City of Gainesville?

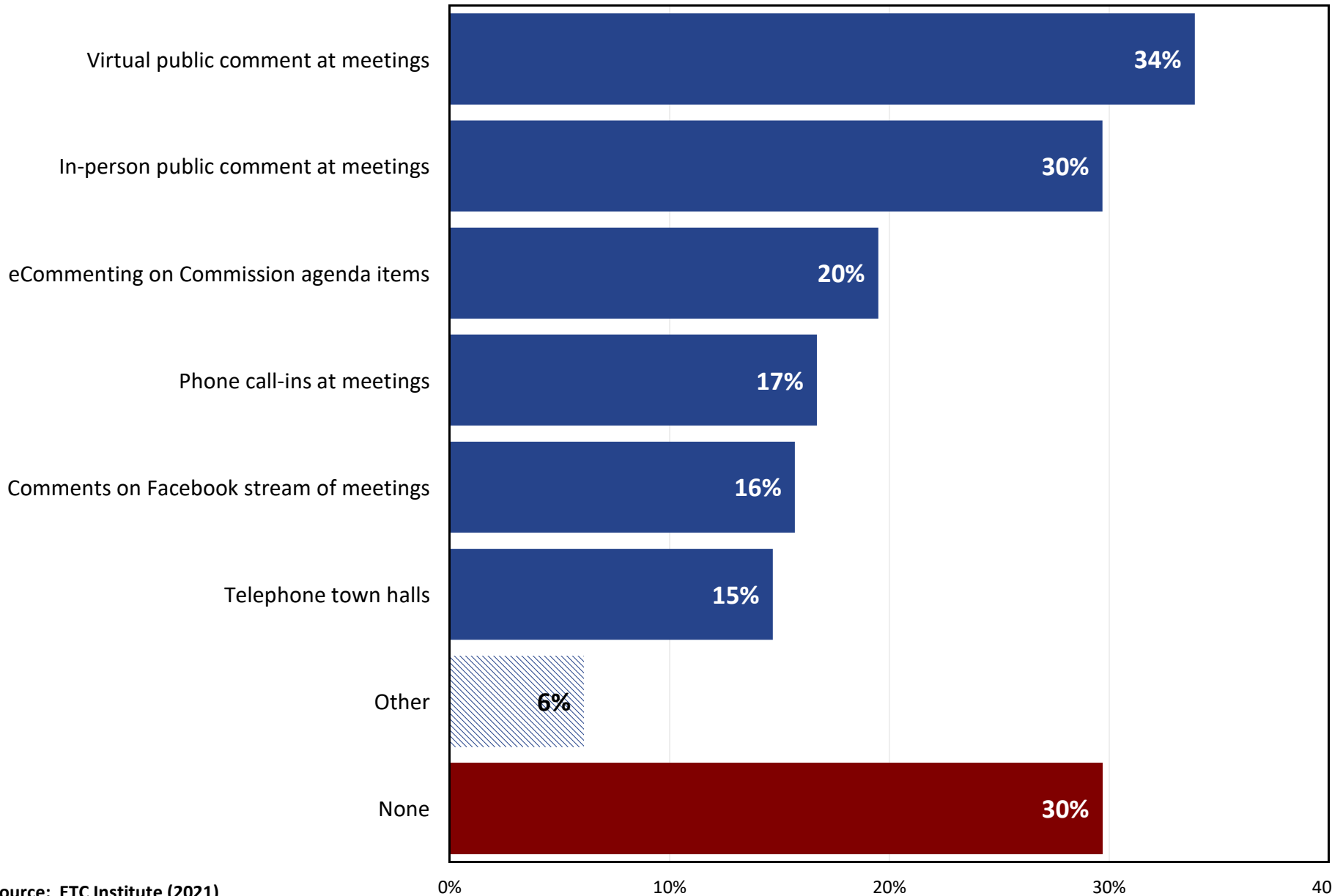
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Q19. How would you like to engage with the City of Gainesville Commission?

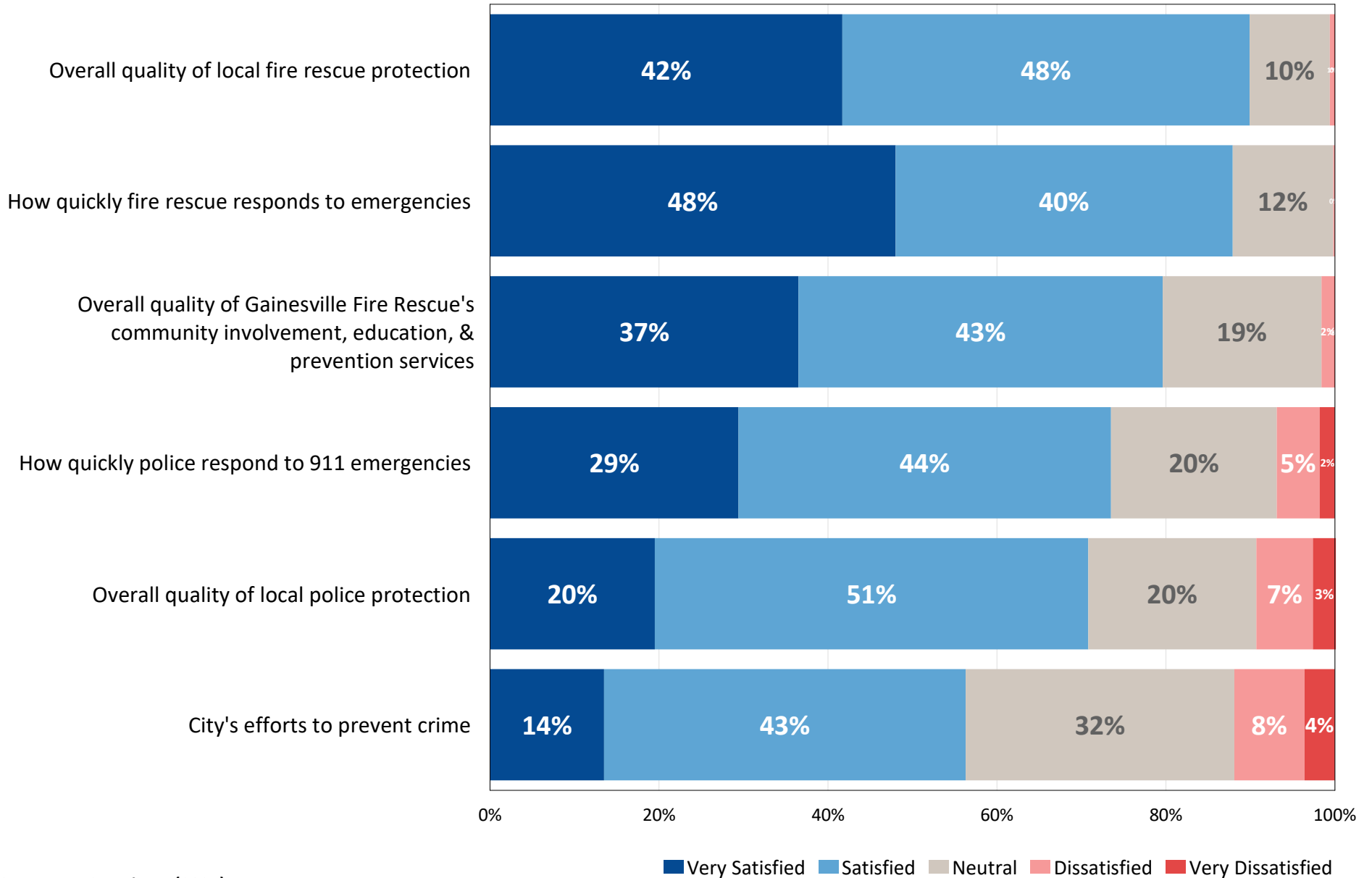
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Q20. Satisfaction with Public Safety Services

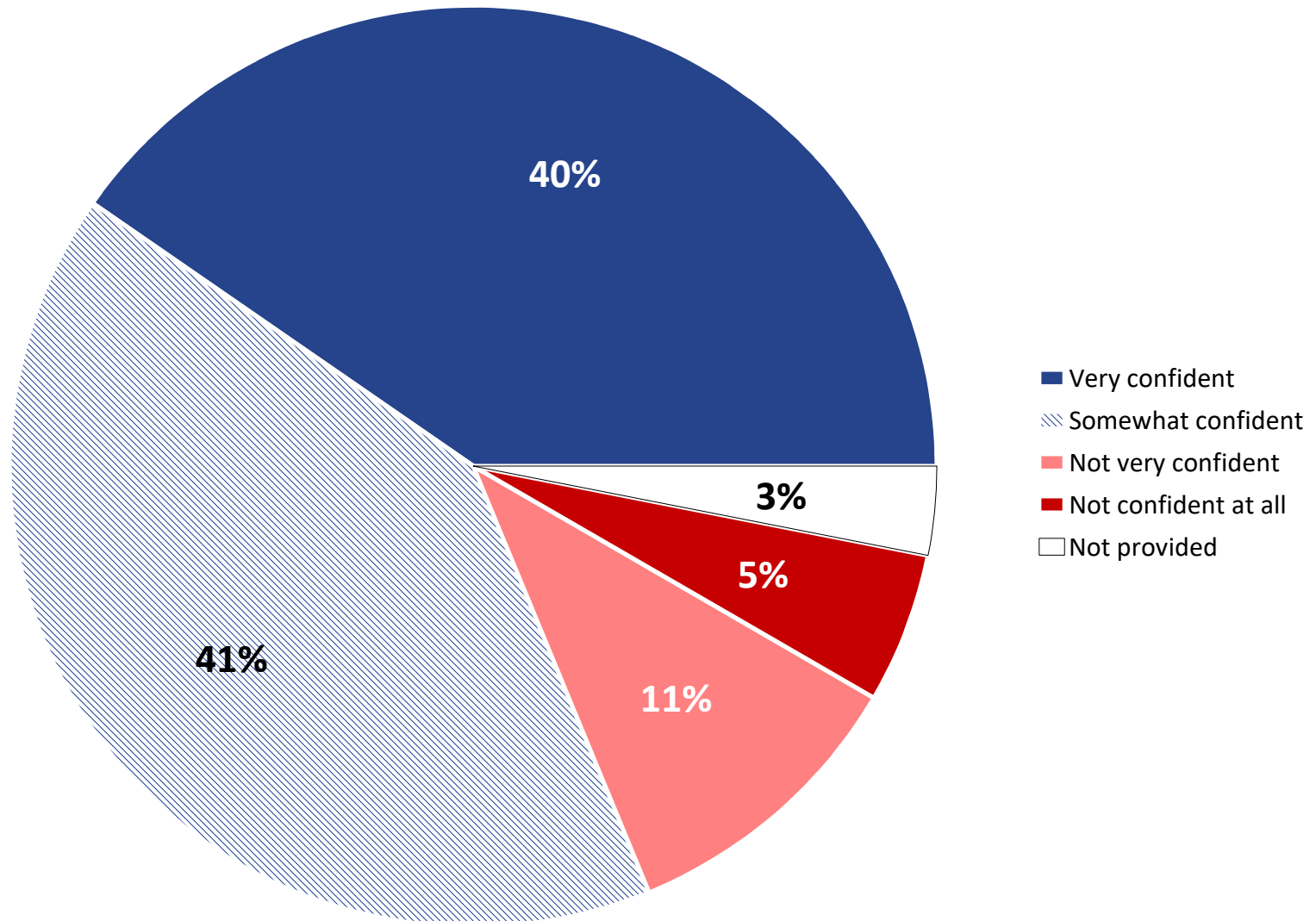
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



Source: ETC Institute (2021)

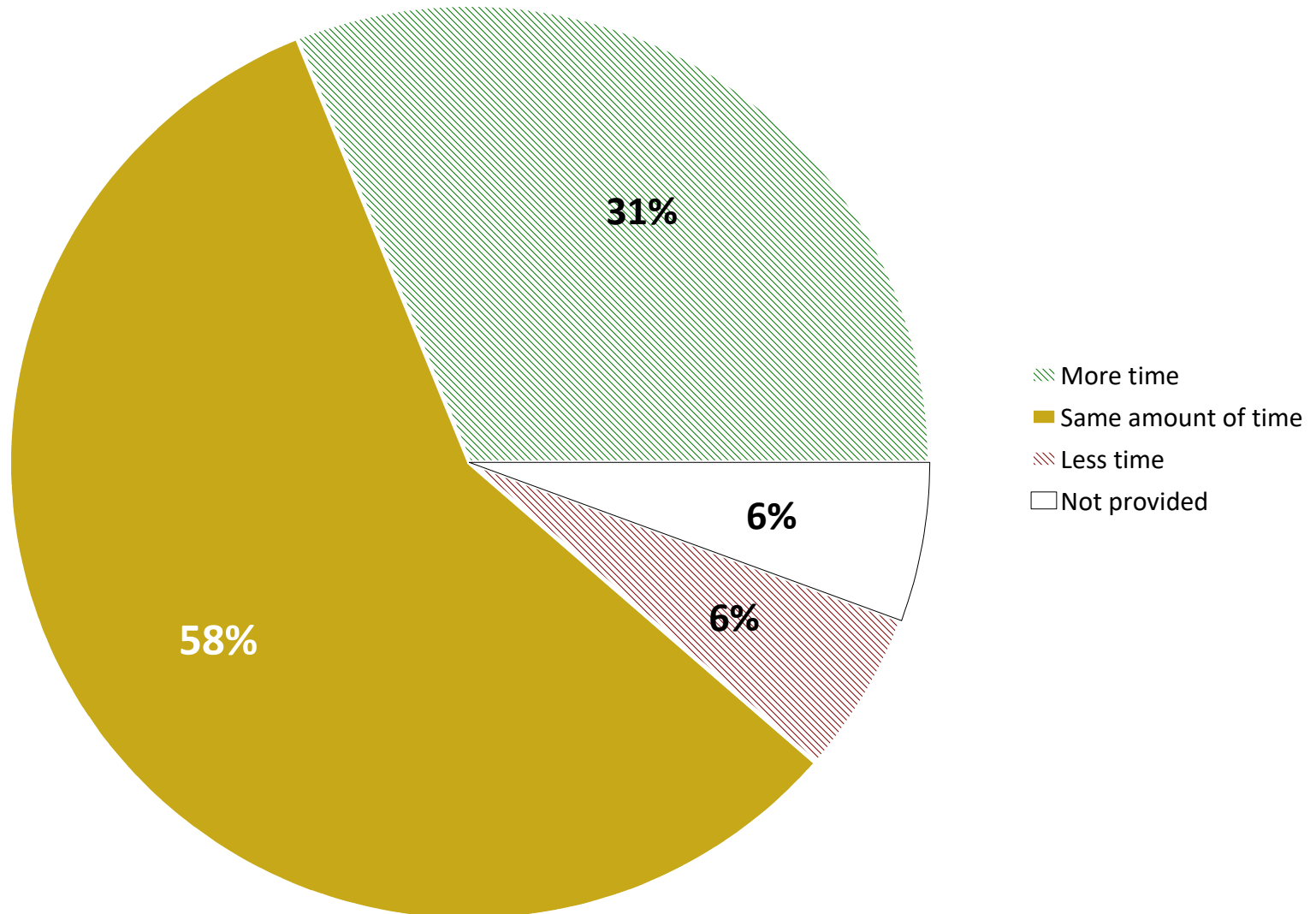
Q21. How confident are you that you would be treated with courtesy and respect by the Gainesville Police Department?

by percentage of respondents



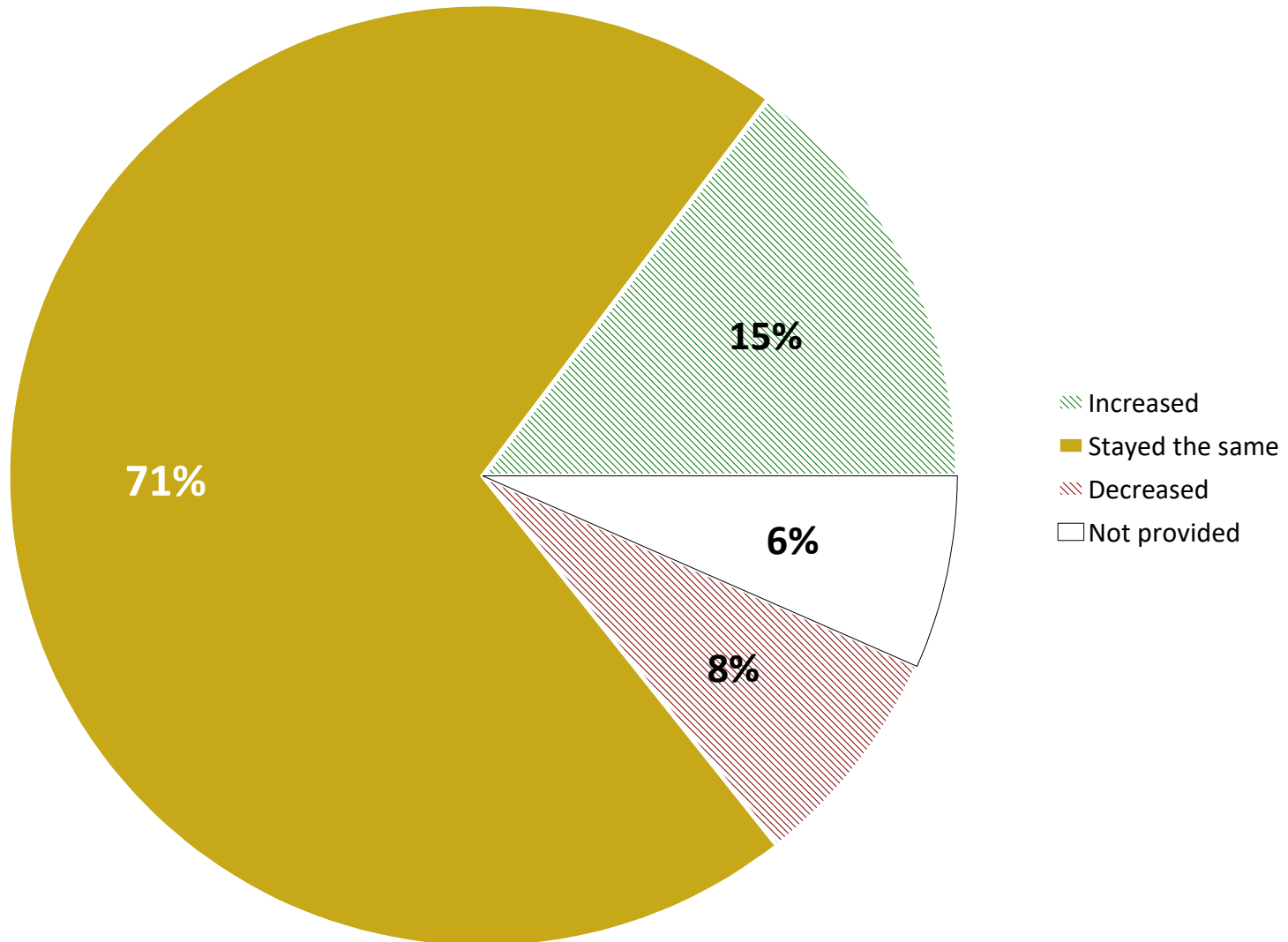
Q22. Would you prefer having the police spend more time, the same amount of time or less time than they currently spend in your neighborhood?

by percentage of respondents



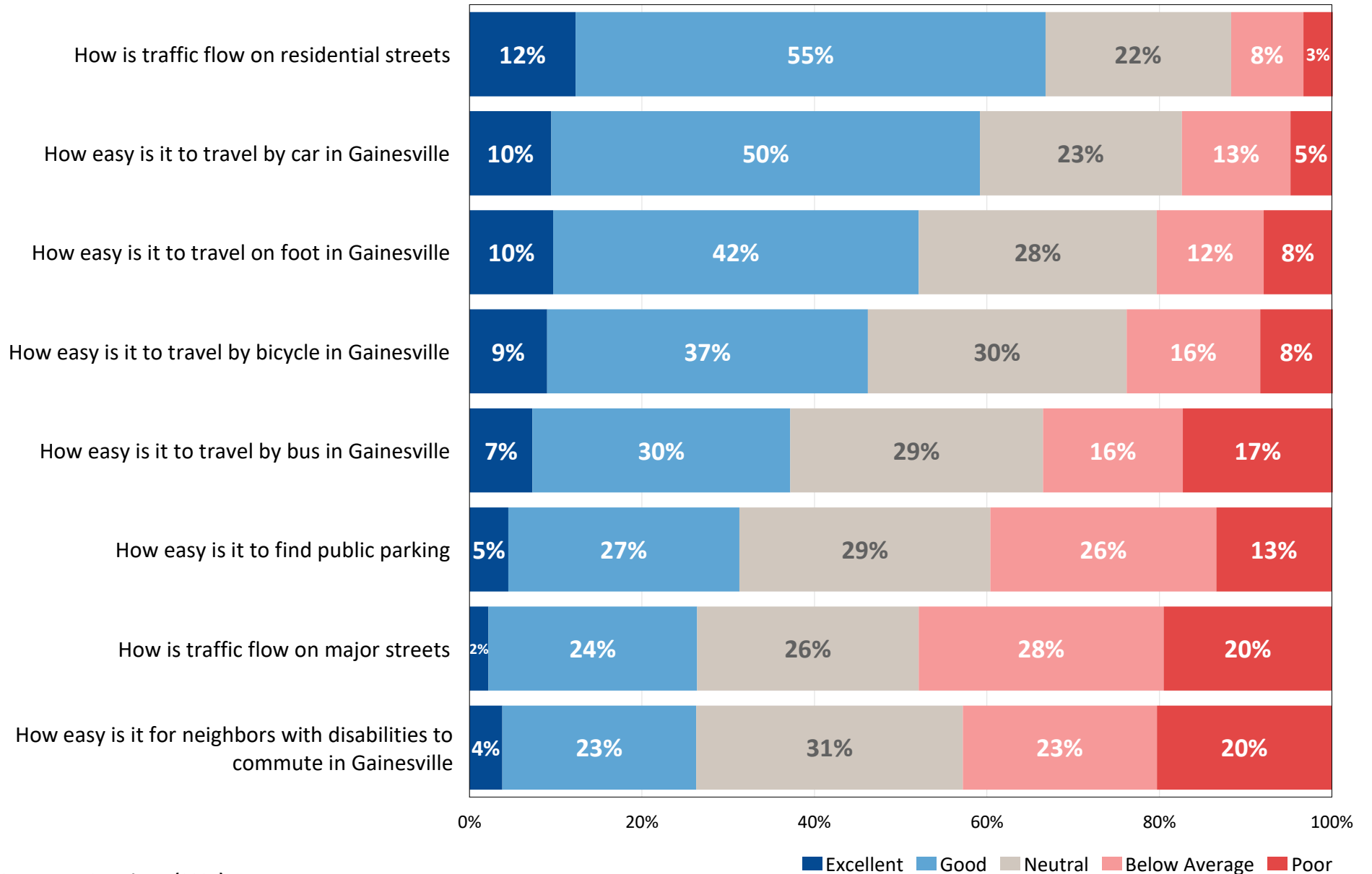
Q23. In the past year (January to December 2020), do you believe crime in your neighborhood has increased, stayed the same or decreased?

by percentage of respondents



Q24. Rating of the Mobility in the City

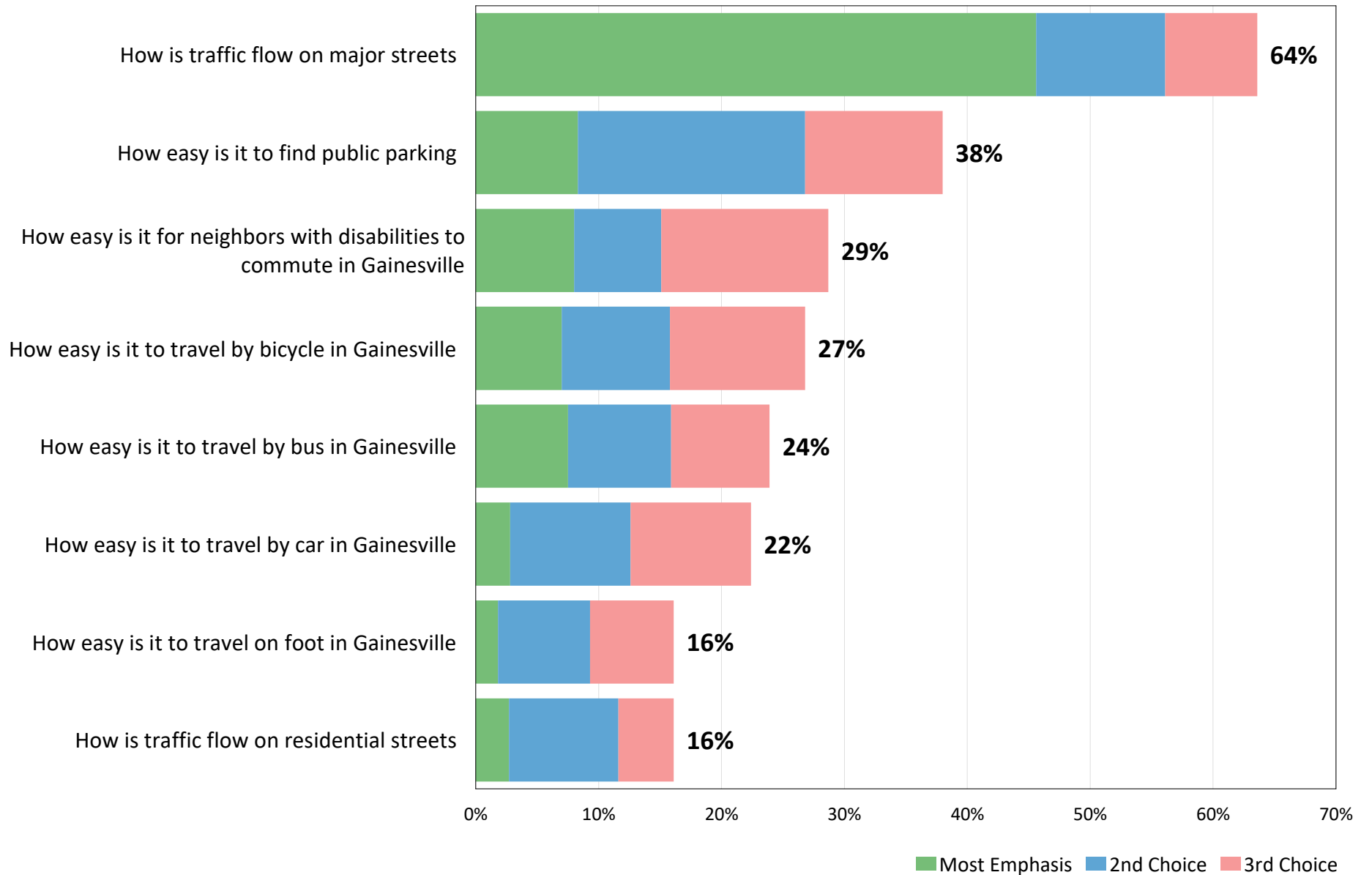
by percentage of respondents using a 5-point scale, where 5 means “excellent” and 1 means “poor”
(without “don’t know”)



Source: ETC Institute (2021)

Q25. Which mobility in the City items do you think should receive the most emphasis from City leaders over the next two years?

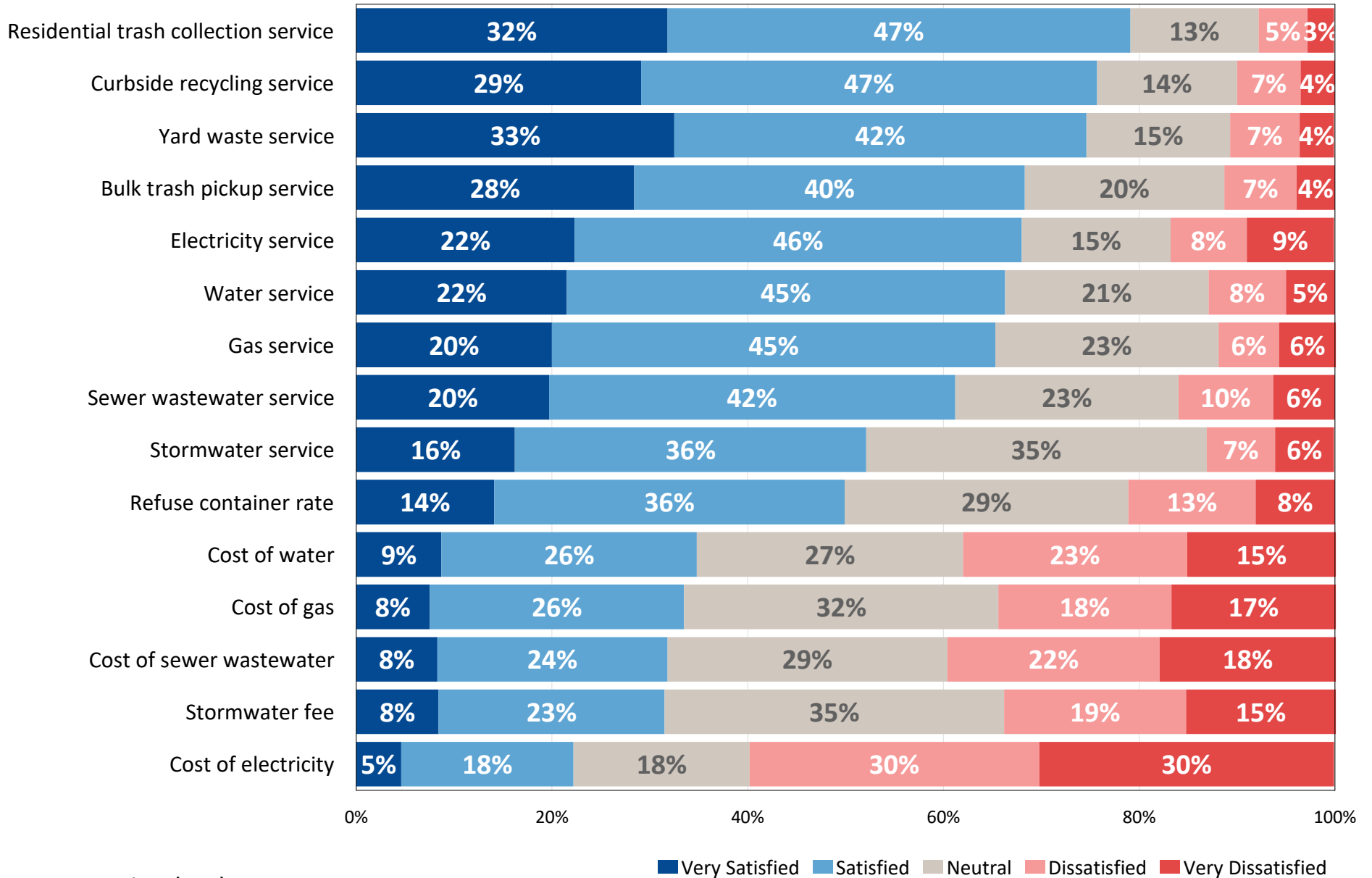
by percentage of households who selected the items as one of their top three choices



Source: ETC Institute (2021)

Q26. Satisfaction with Utility Services

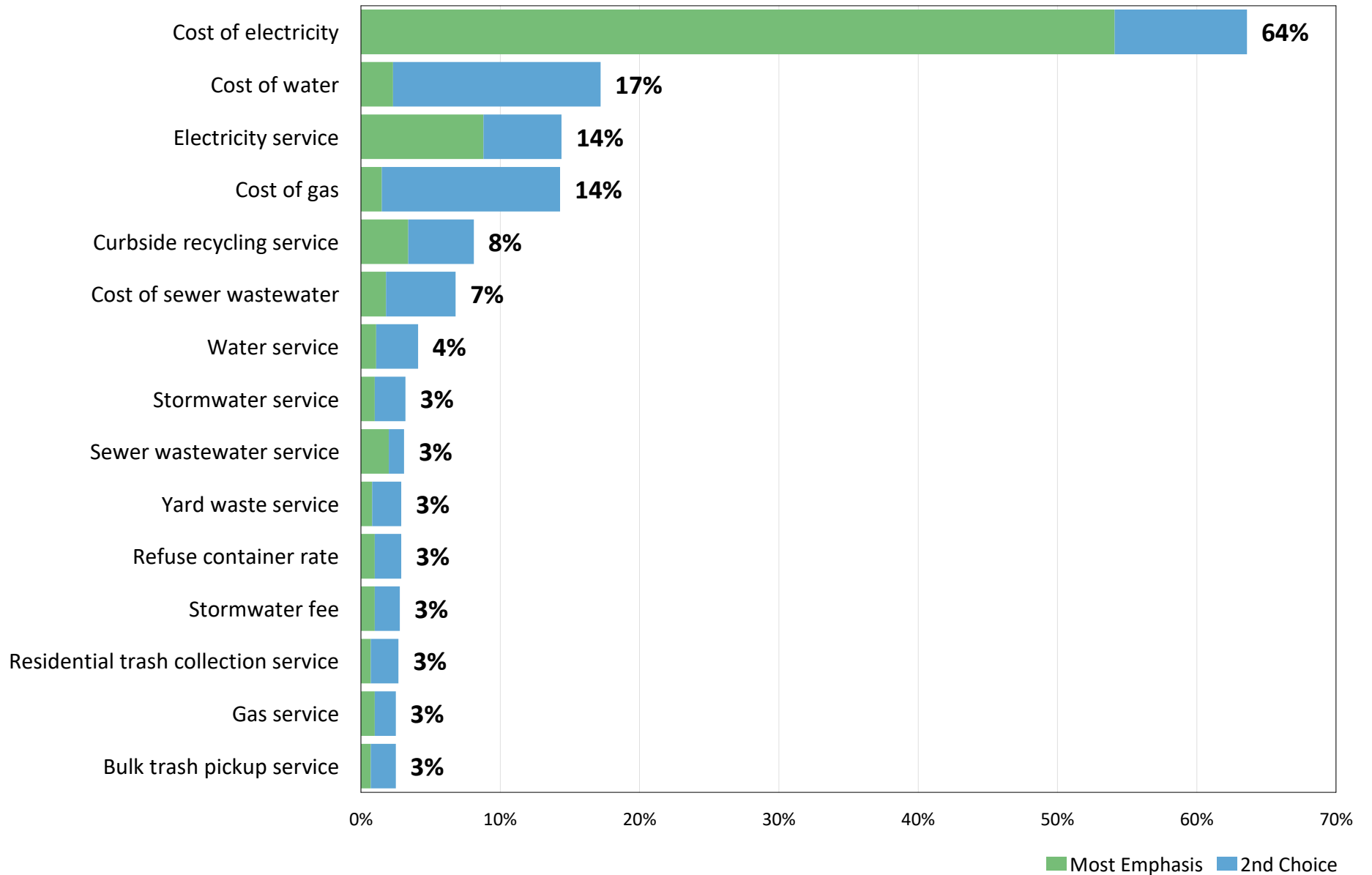
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “don’t know”)



Source: ETC Institute (2021)

Q27. Which utility services do you think should receive the most emphasis from City leaders over the next two years?

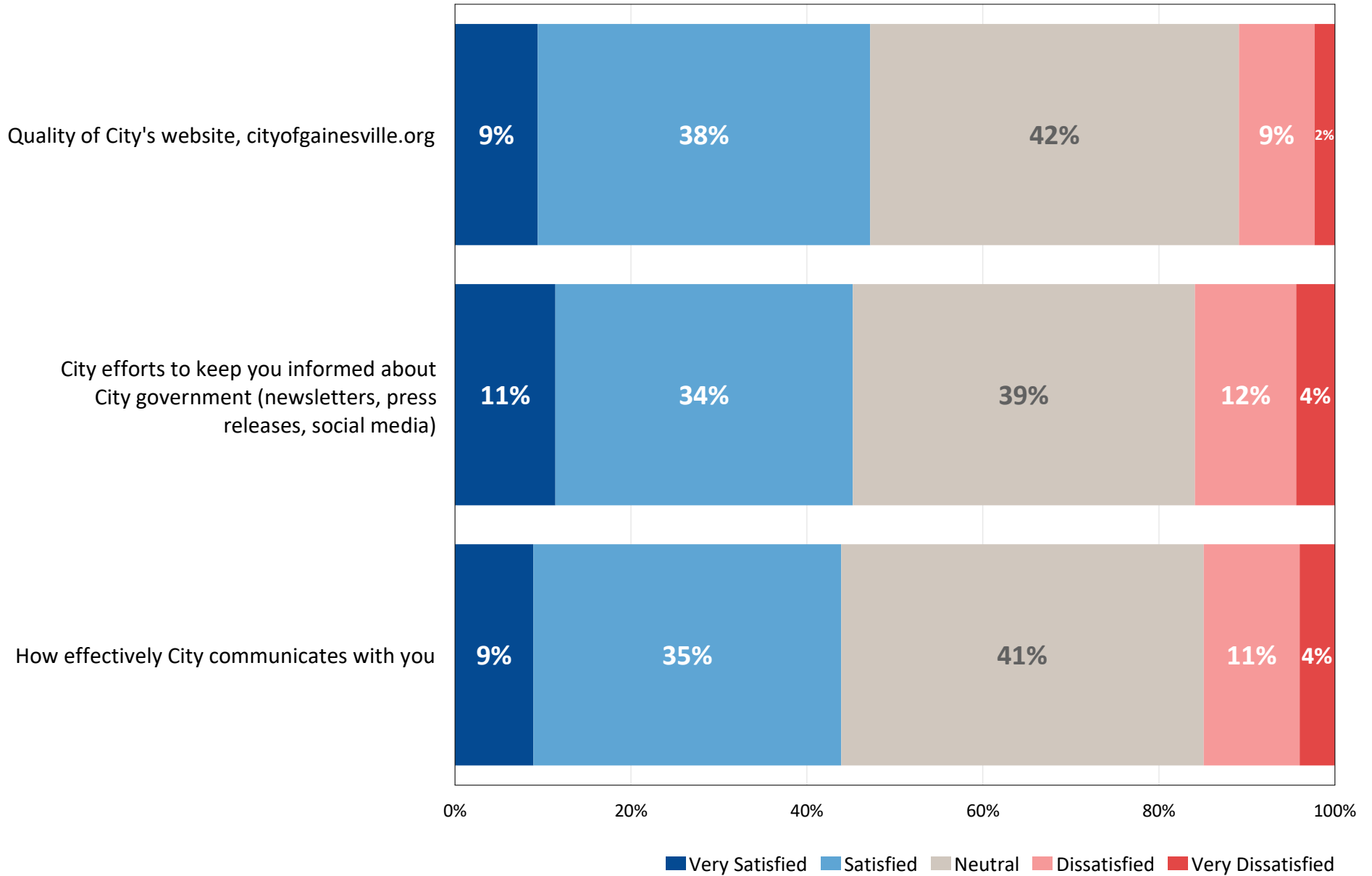
by percentage of households who selected the items as one of their top two choices



Source: ETC Institute (2021)

Q28. Satisfaction with City Communication

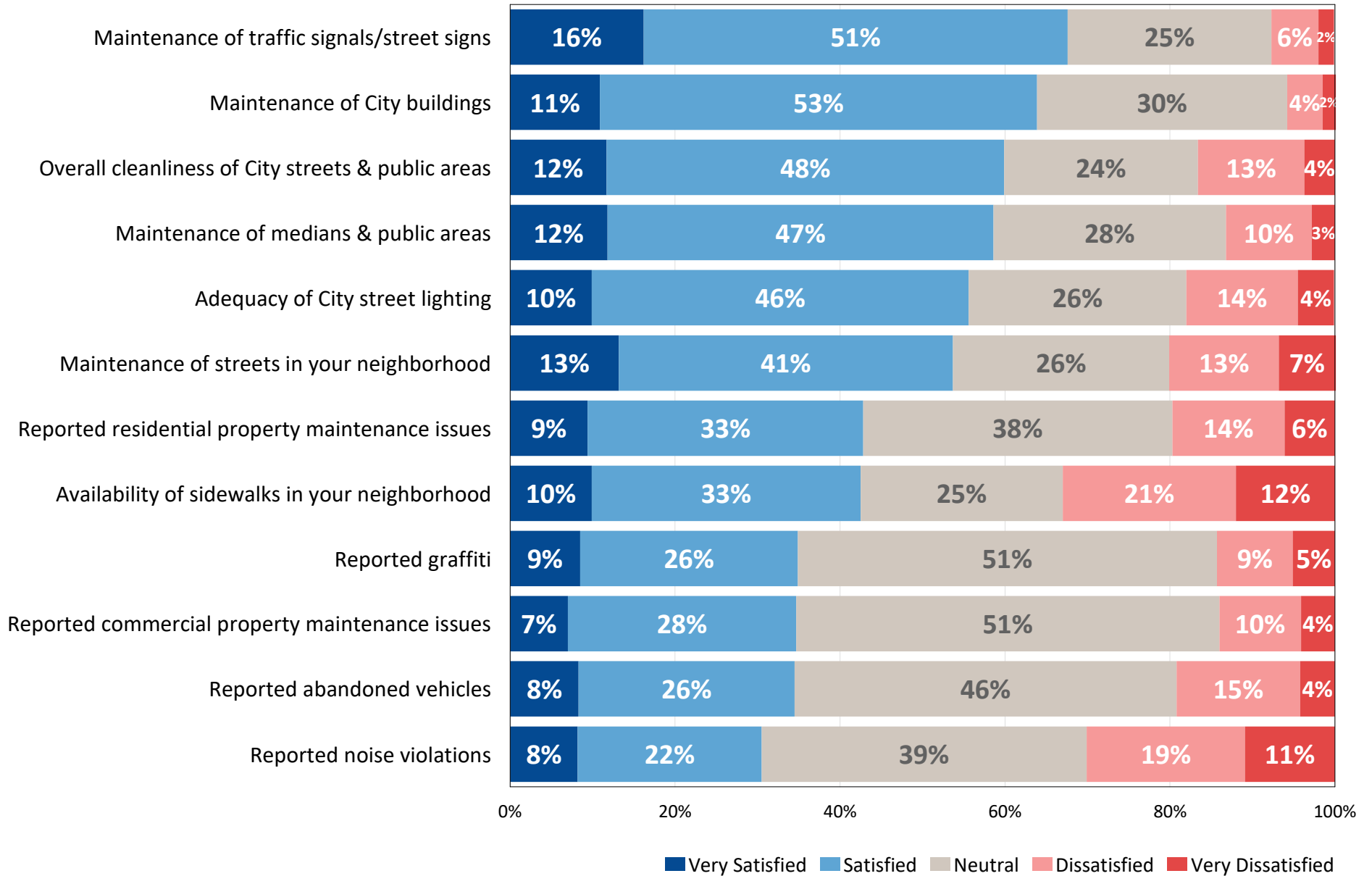
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



Source: ETC Institute (2021)

Q29. Satisfaction with City Maintenance

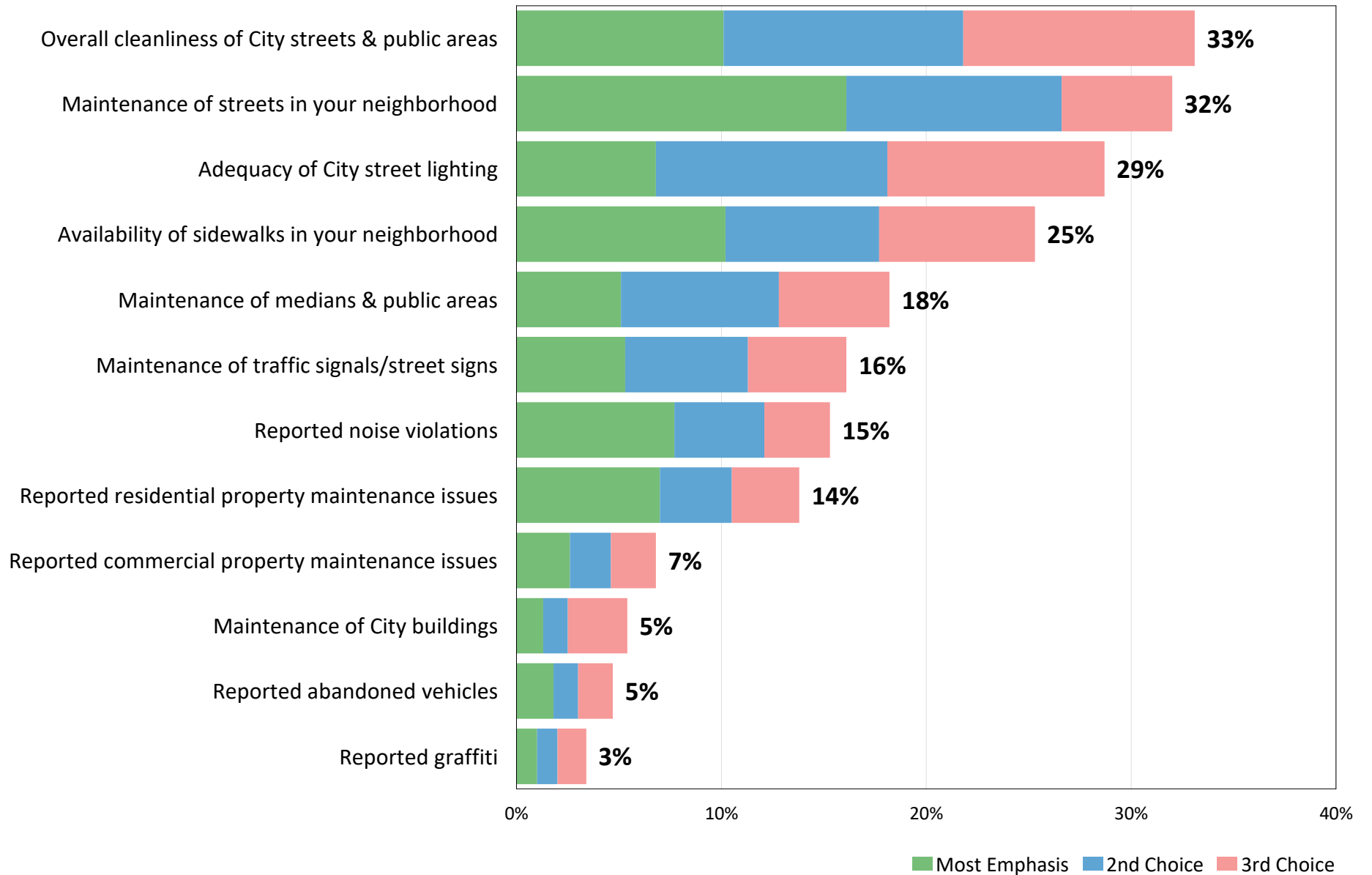
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “don’t know”)



Source: ETC Institute (2021)

Q29. Which City maintenance items do you think should receive the most emphasis from City leaders over the next two years?

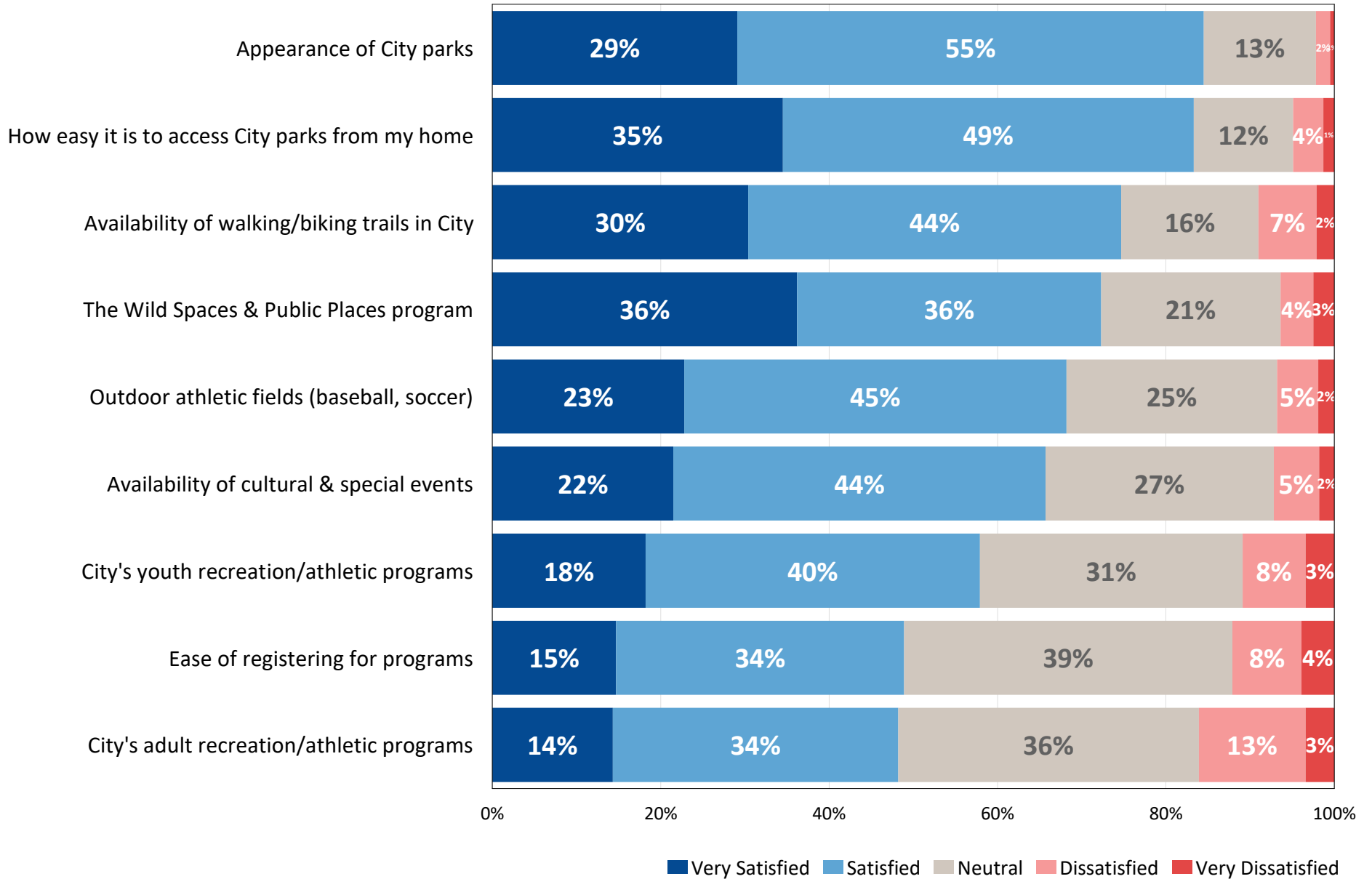
by percentage of households who selected the items as one of their top three choices



Source: ETC Institute (2021)

Q30. Satisfaction with Parks, Recreation, and Cultural Affairs

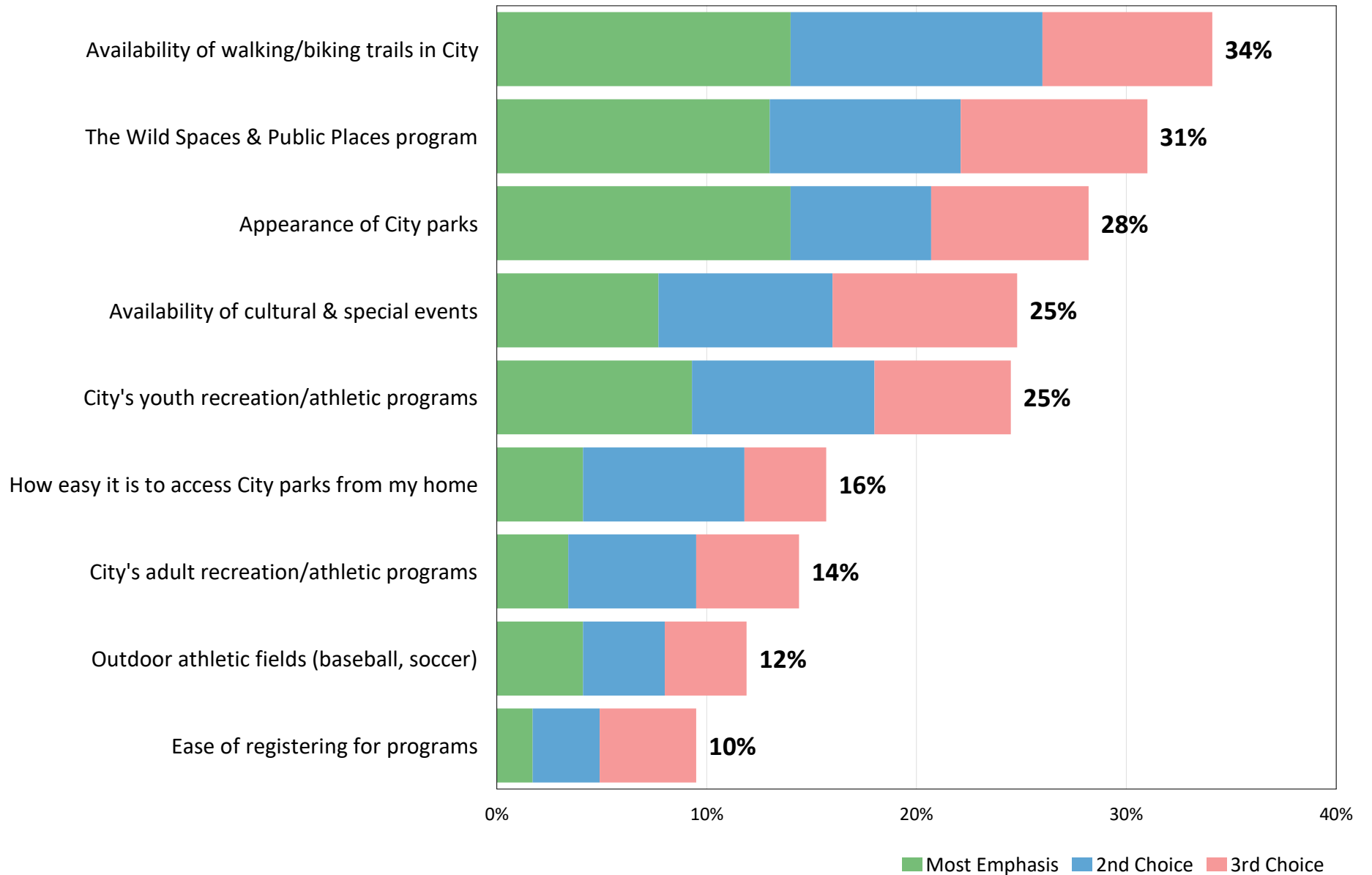
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “don’t know”)



Source: ETC Institute (2021)

Q32. Which Parks, Recreation, and Cultural Affair items do you think should receive the most emphasis from City leaders over the next two years?

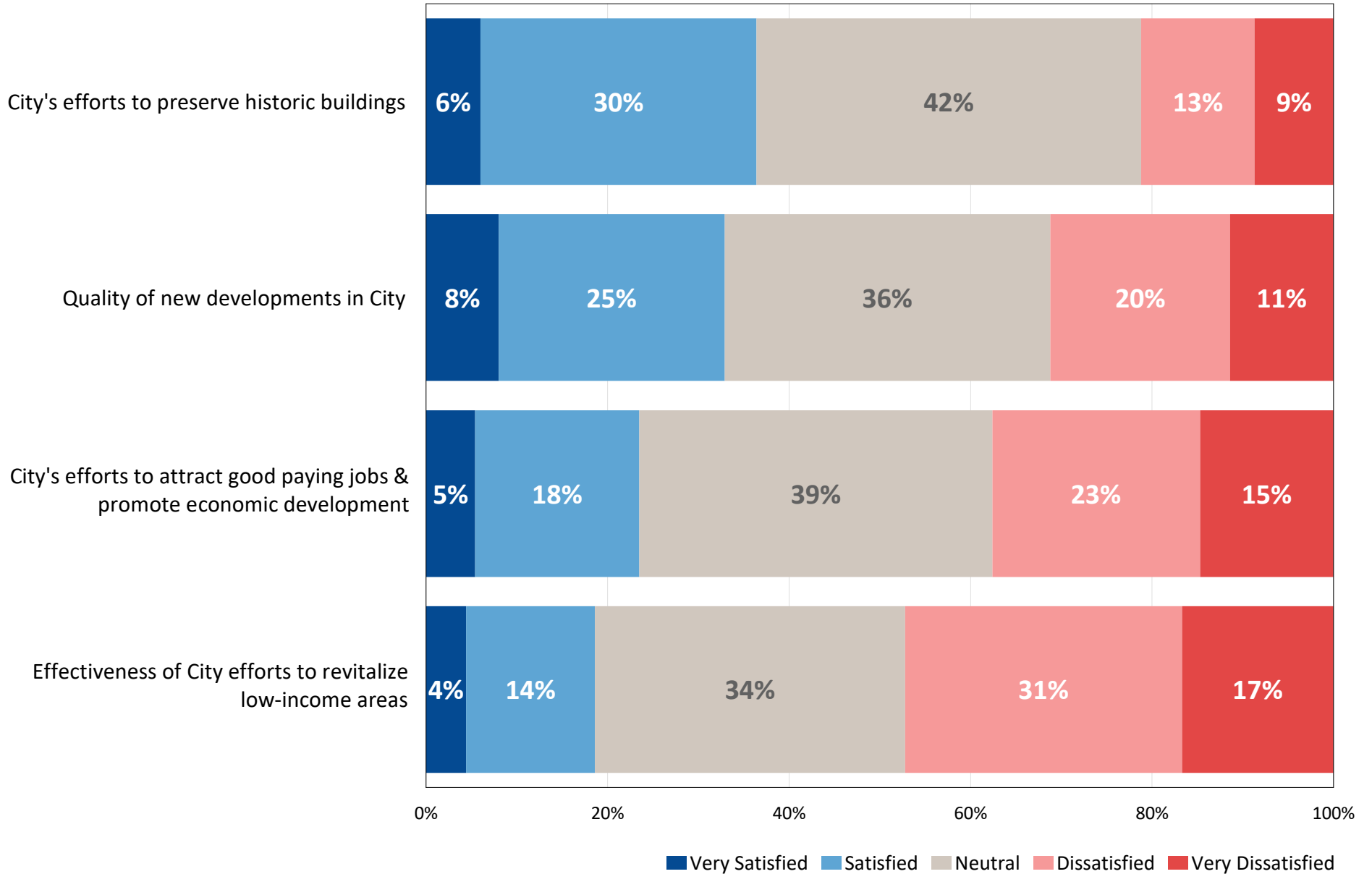
by percentage of households who selected the items as one of their top three choices



Source: ETC Institute (2021)

Q33. Satisfaction with Community Planning and Development

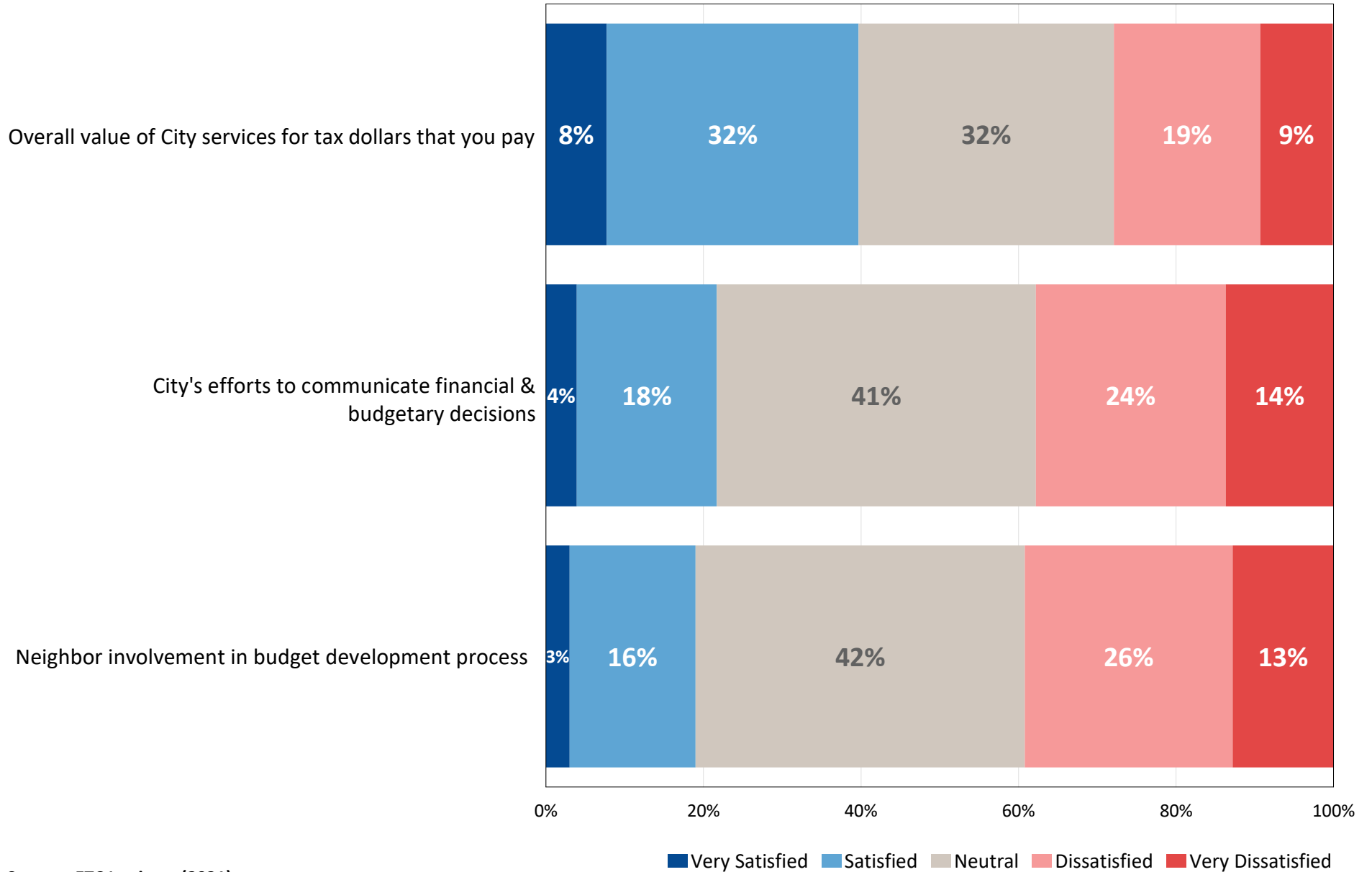
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied”
(without “don’t know”)



Source: ETC Institute (2021)

Q34. Satisfaction with Budget and Finance

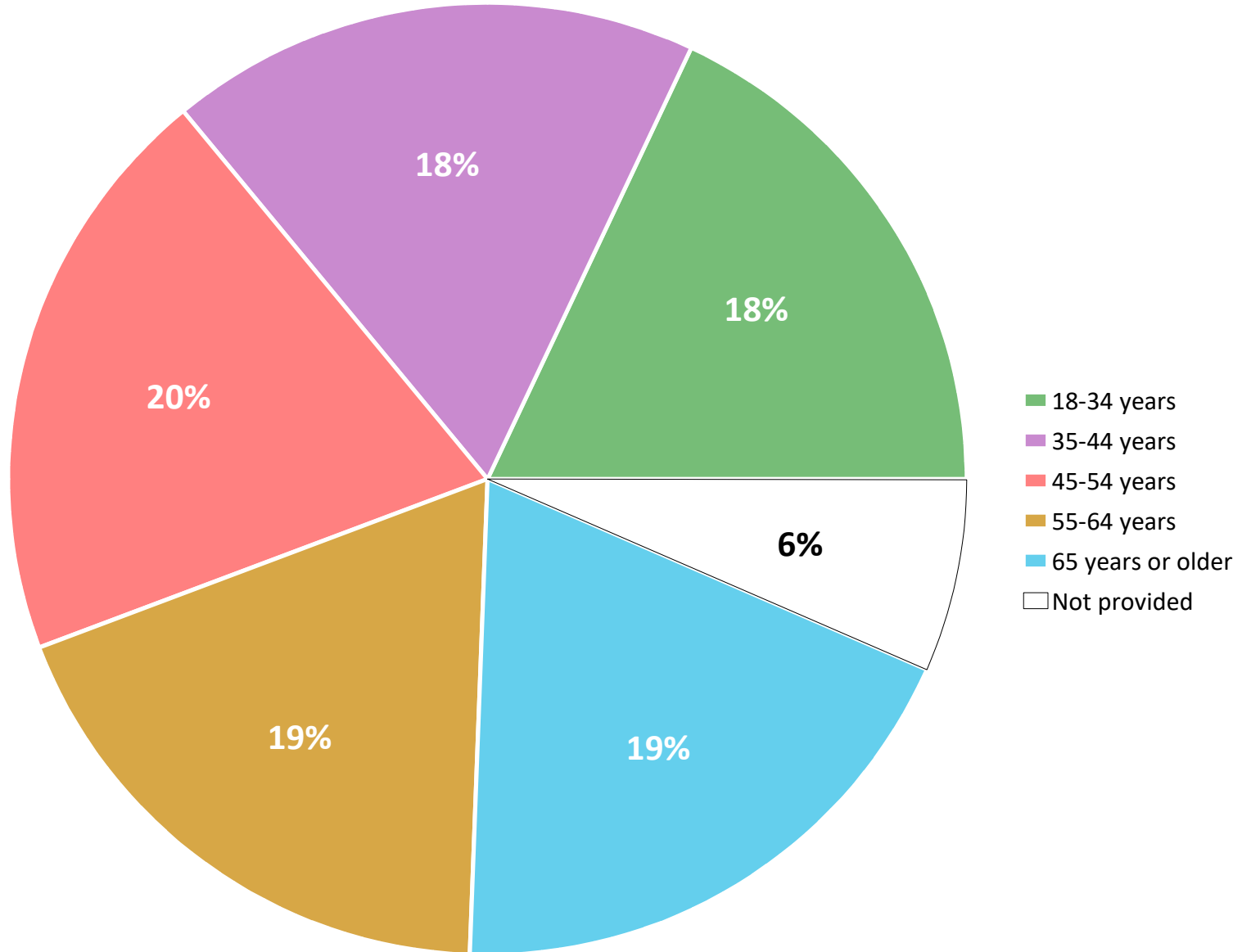
by percentage of respondents using a 5-point scale, where 5 means “very satisfied” and 1 means “very dissatisfied” (without “don’t know”)



Source: ETC Institute (2021)

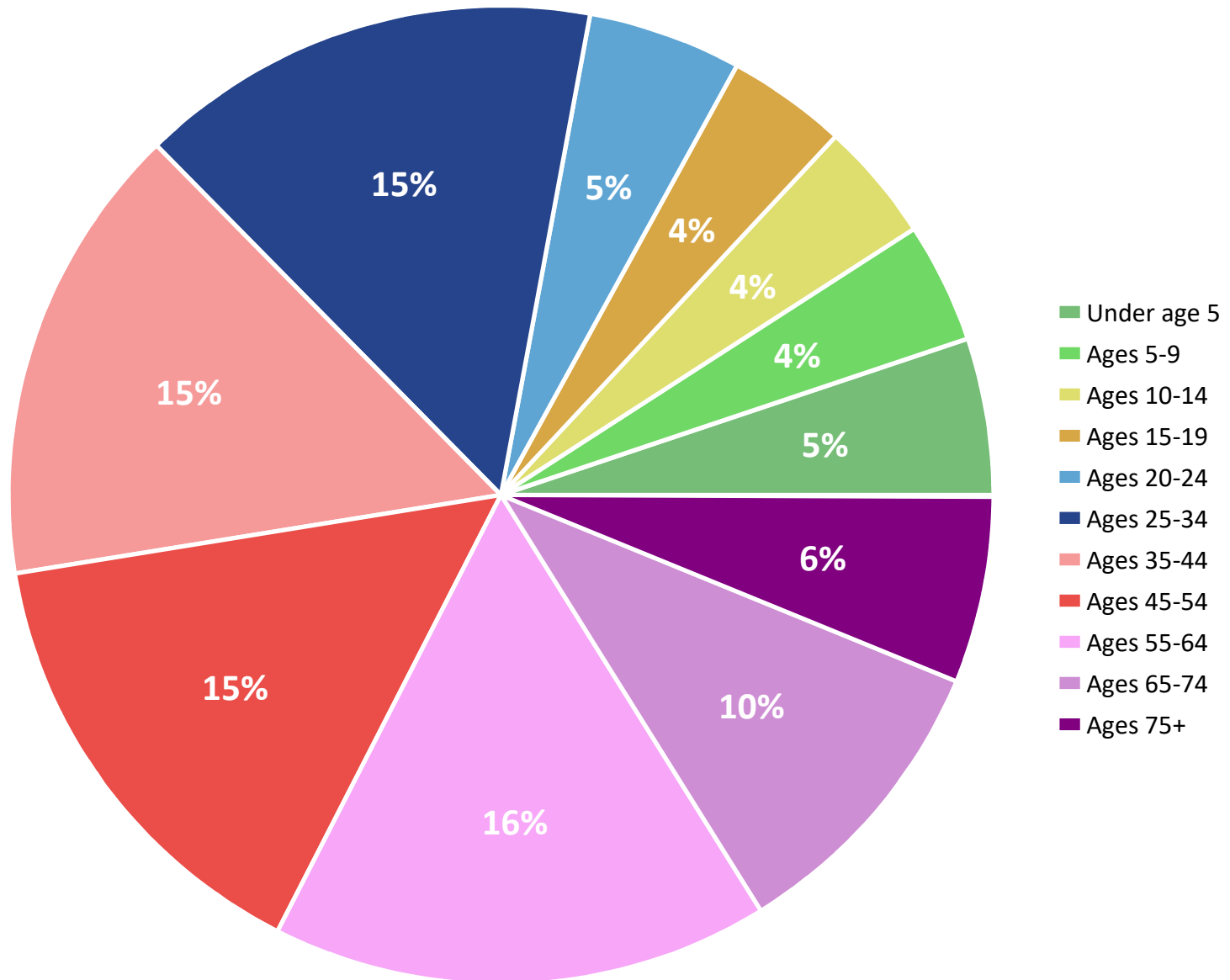
Demographics: Q35. What is your age?

by percentage of respondents



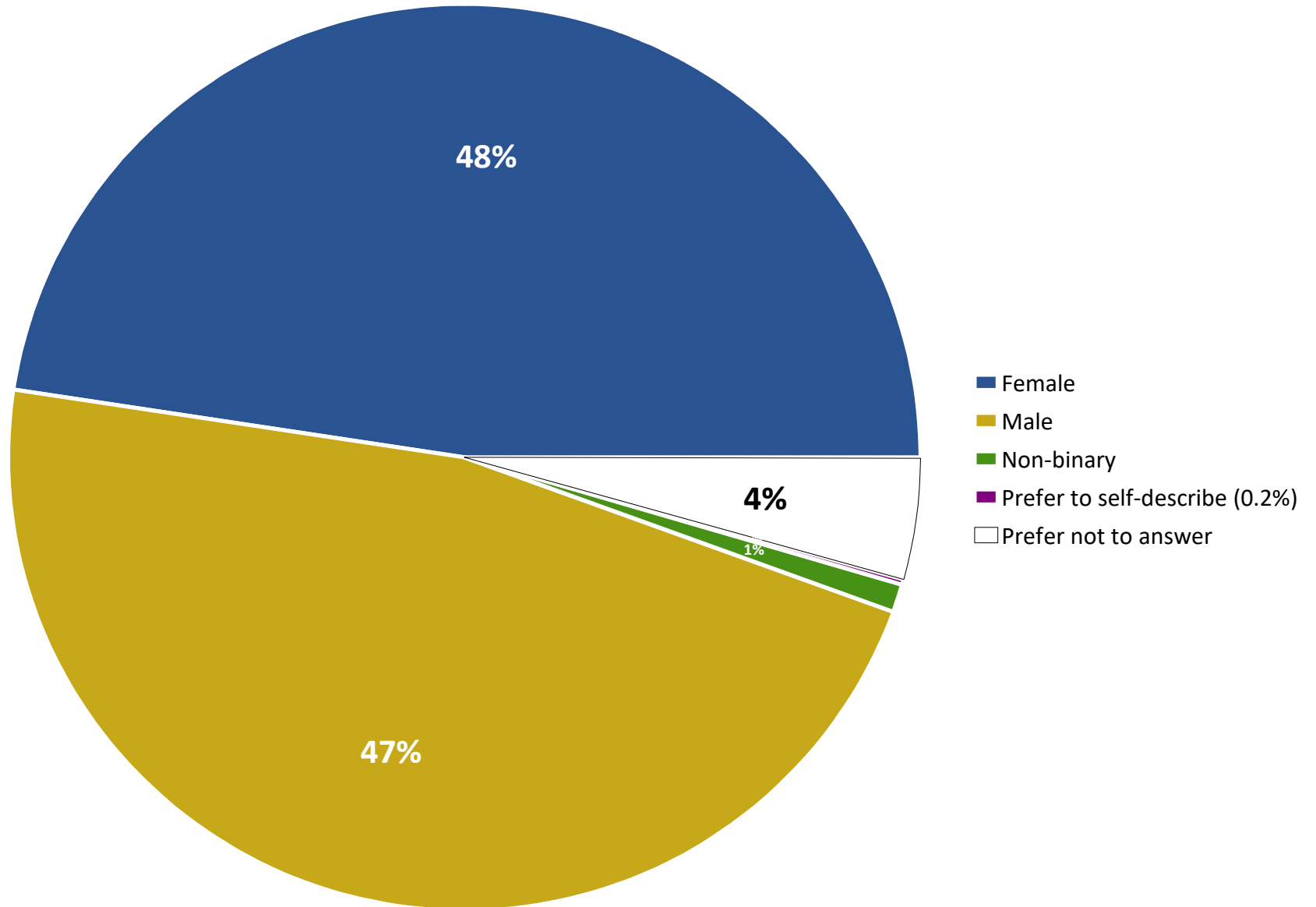
Demographics: Q36. How many people in your household are...

by percentage of respondents



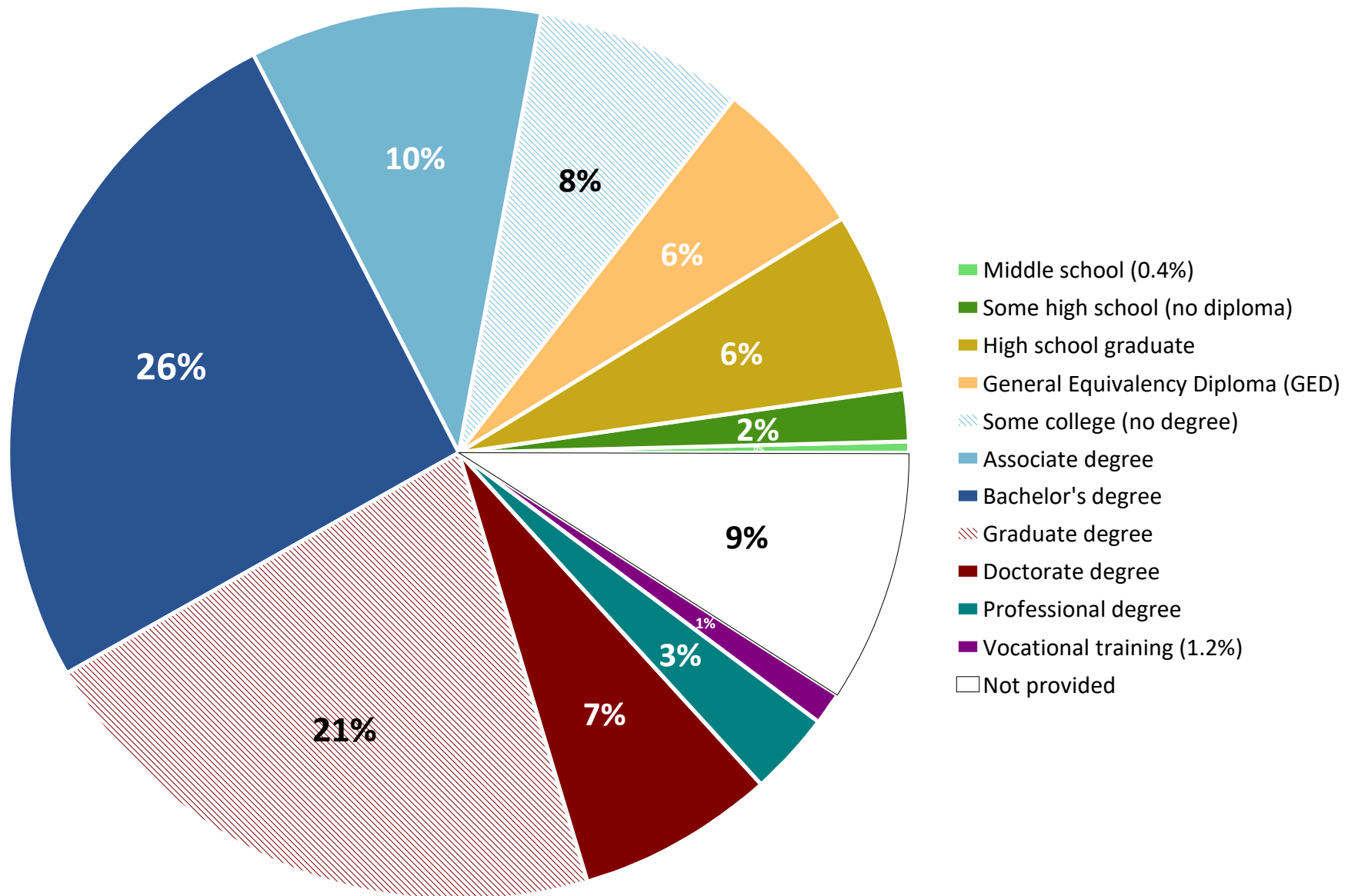
Demographics: Q37. What is your gender?

by percentage of respondents (without "not provided")



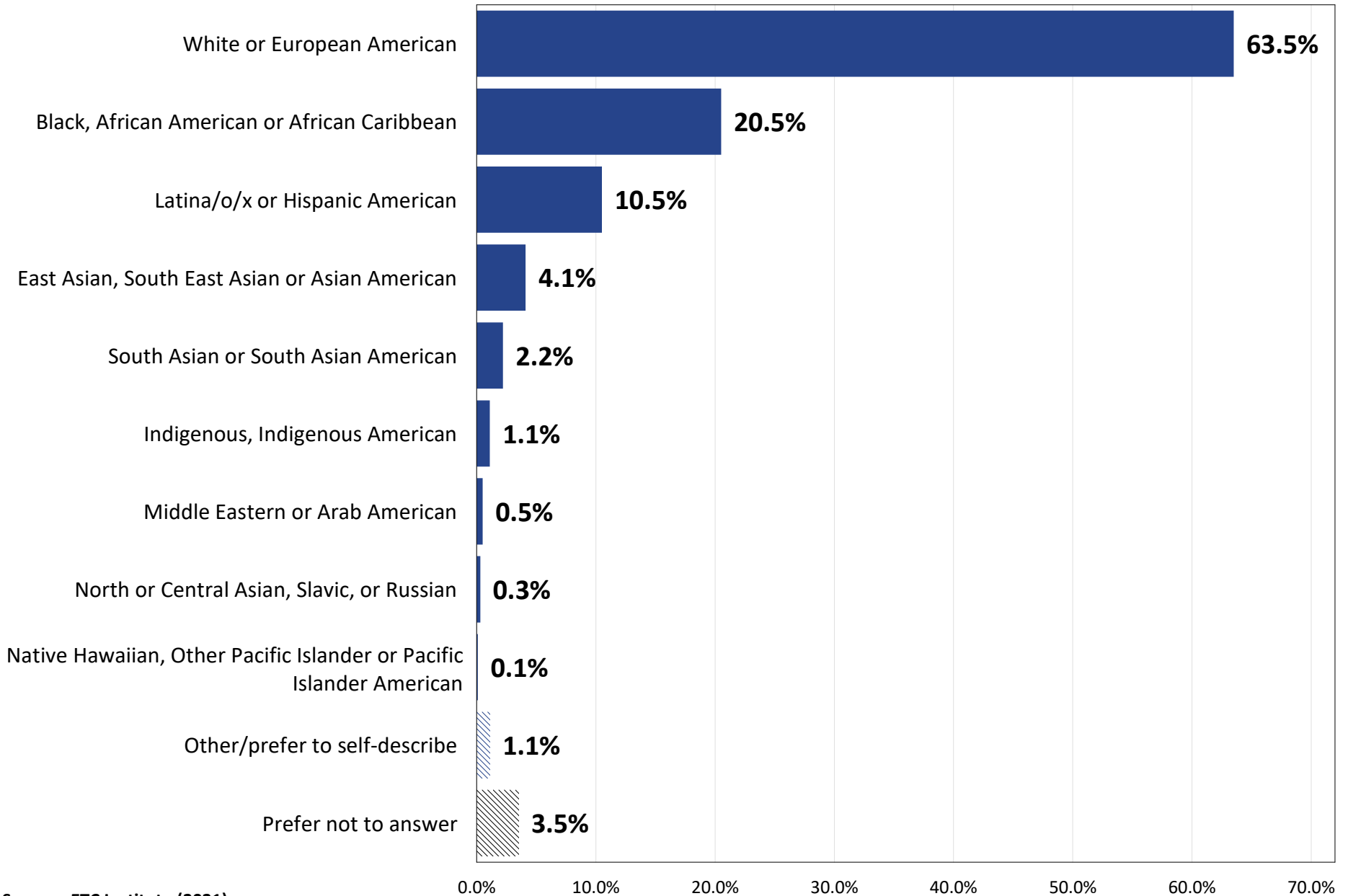
Demographics: Q38. What is the highest level of education you have completed?

by percentage of respondents



Demographics: Q39. How would you identify your ethnicity?

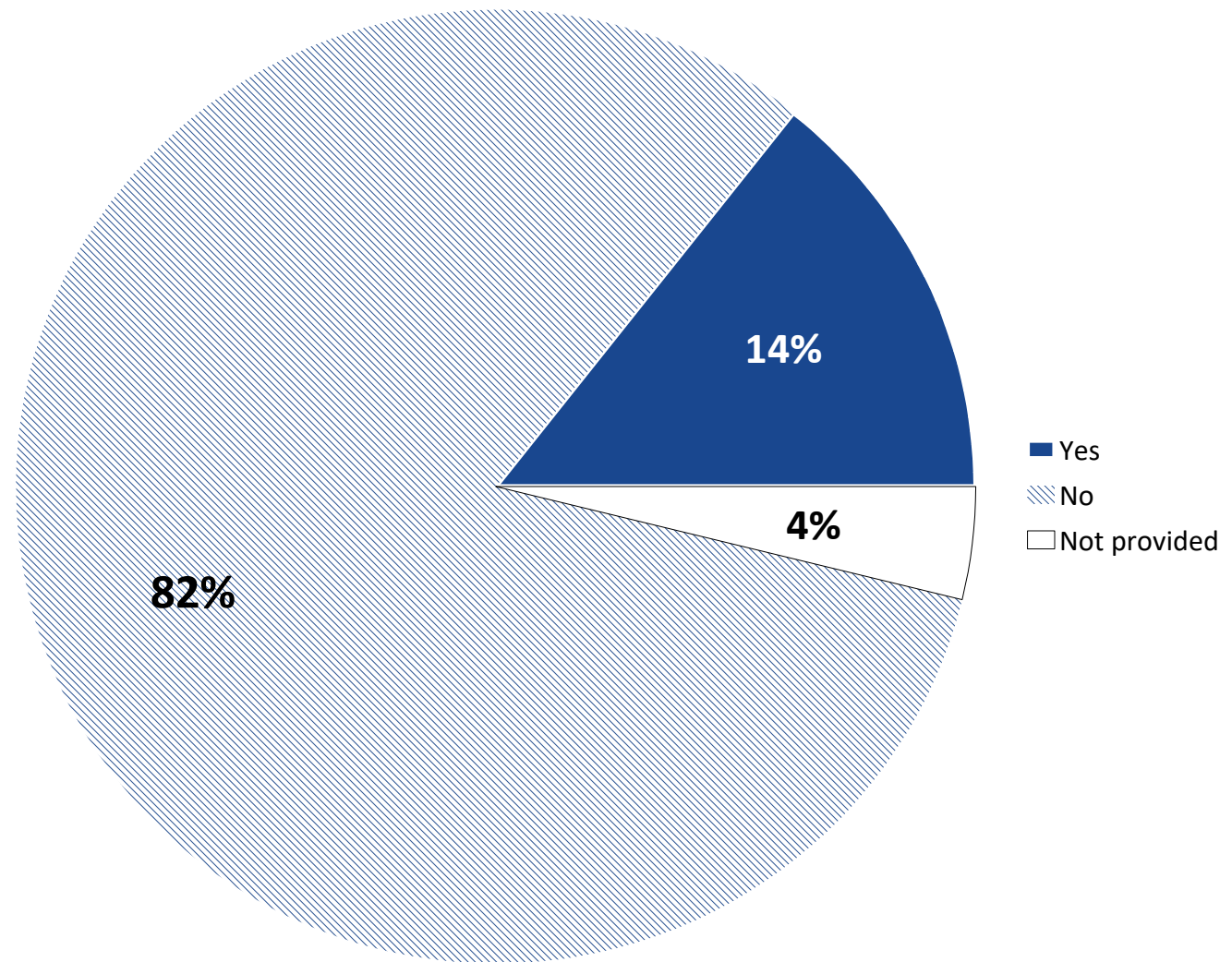
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

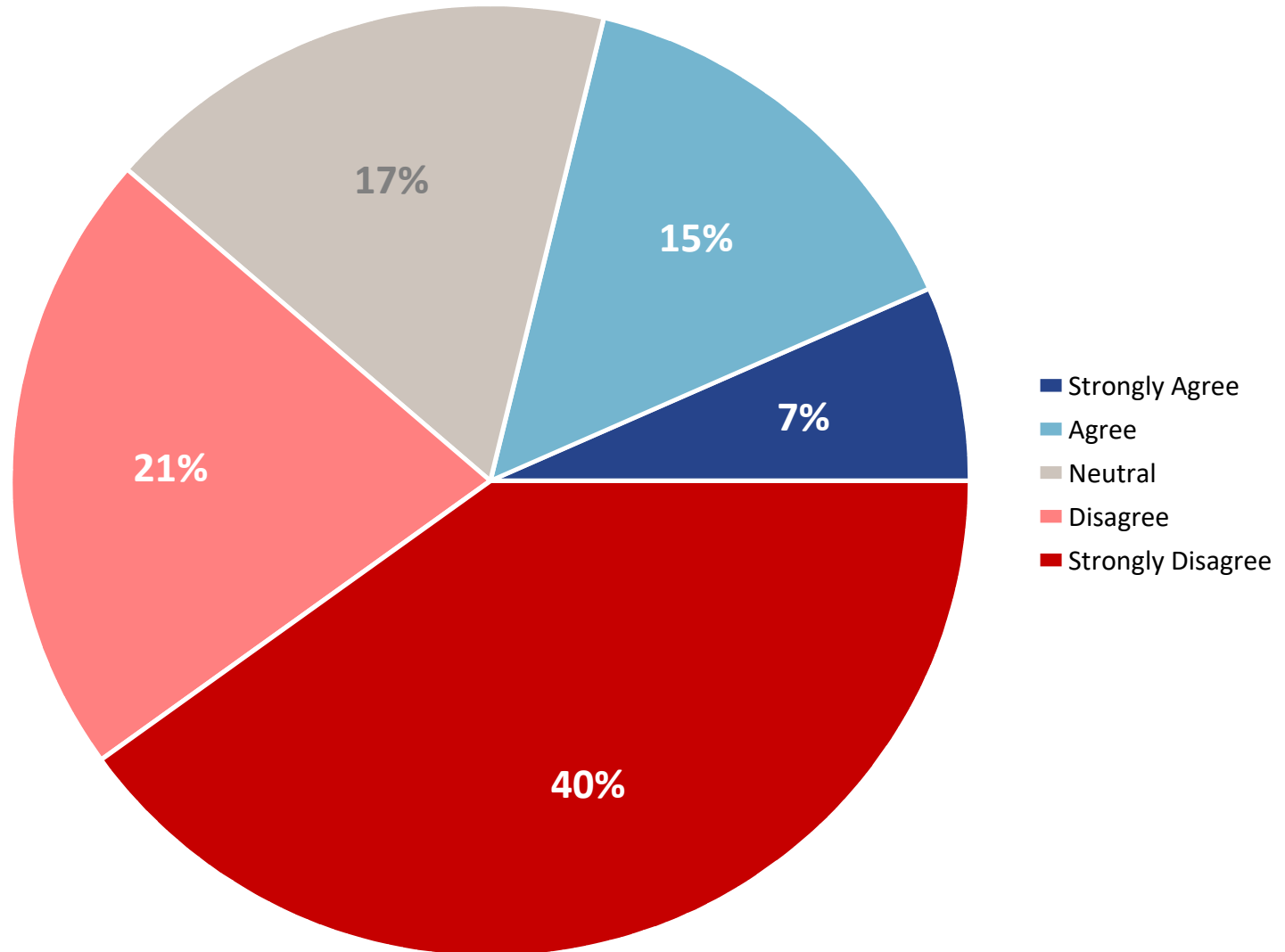
Demographics: Q40. Do you speak any languages other than English at home?

by percentage of respondents



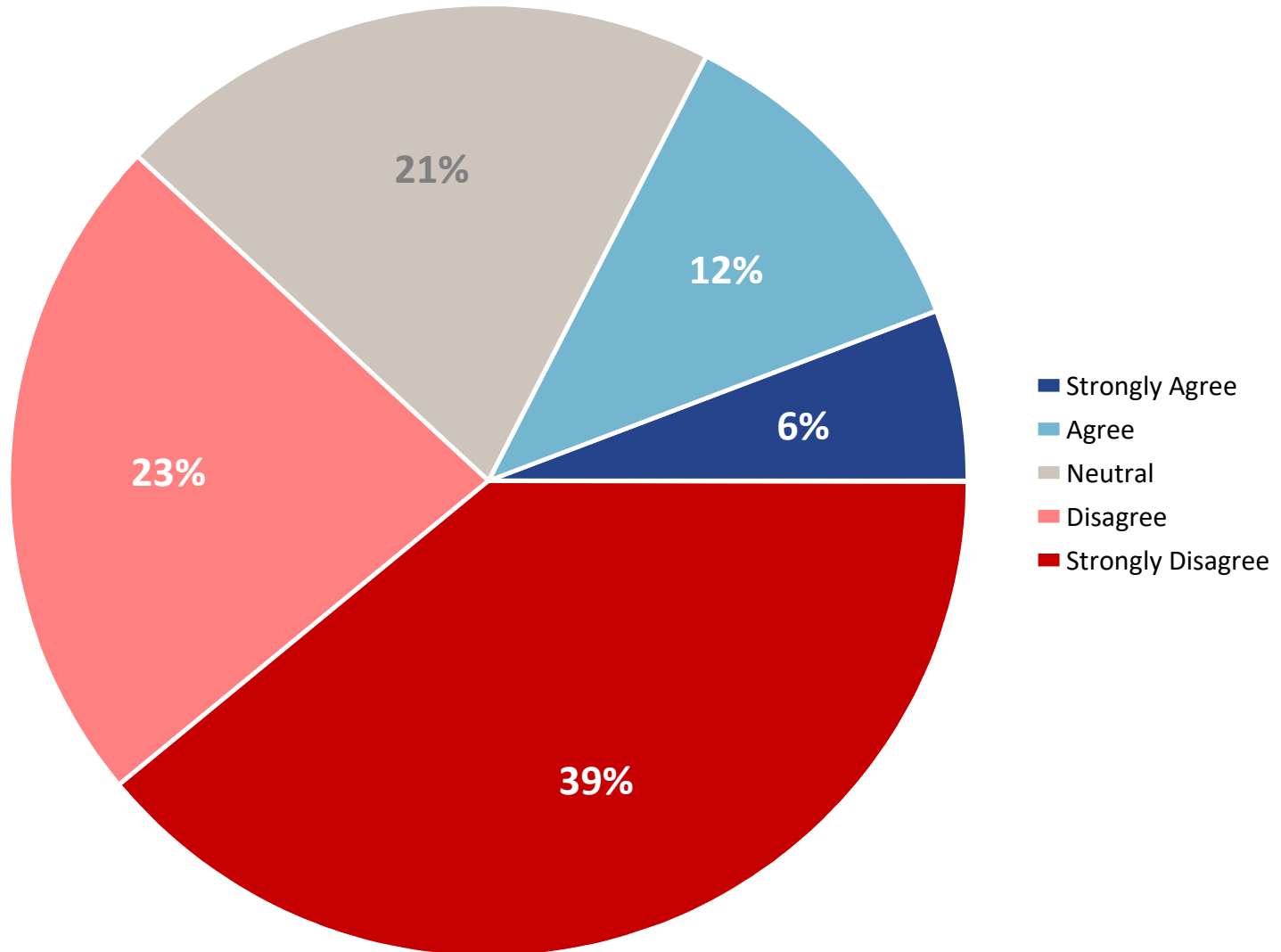
Demographics: “In the past year, I have been treated unfairly due to my gender...”

by percentage of respondents (without “don’t know”)



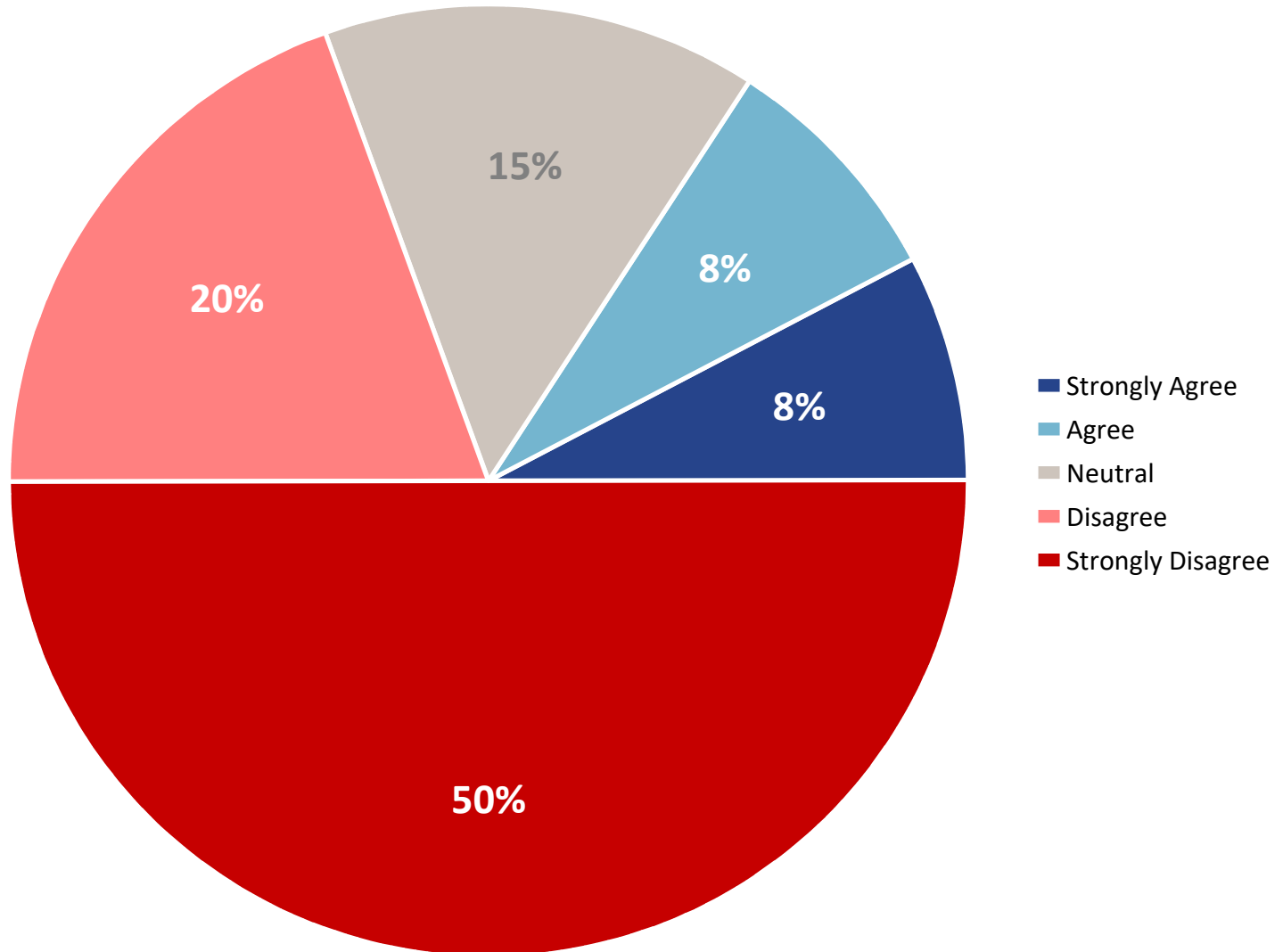
Demographics: “In the past year, I have been treated unfairly due to my age...”

by percentage of respondents (without “don’t know”)



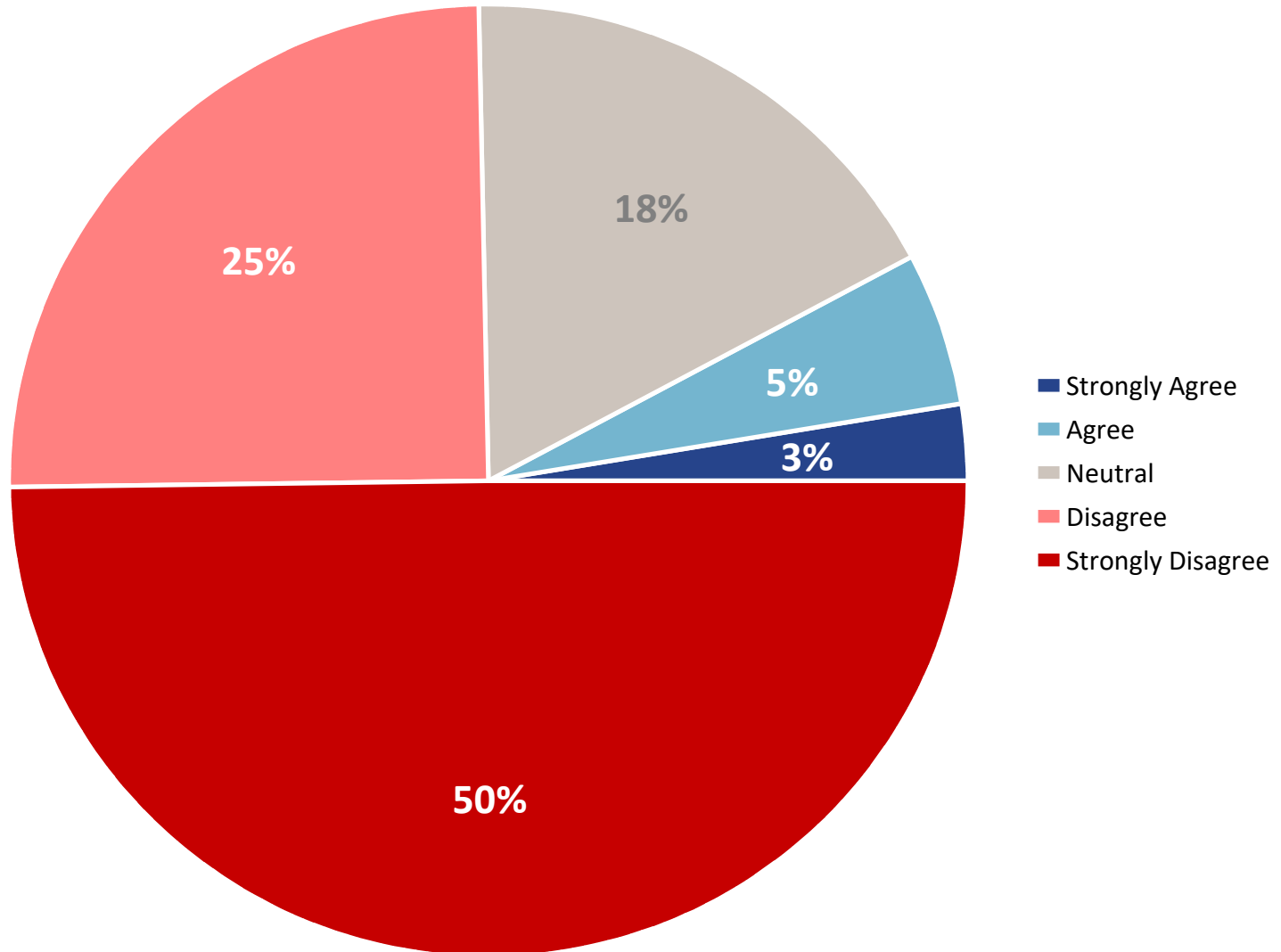
Demographics: “In the past year, I have been treated unfairly due to my race/ethnicity...”

by percentage of respondents (without “don’t know”)



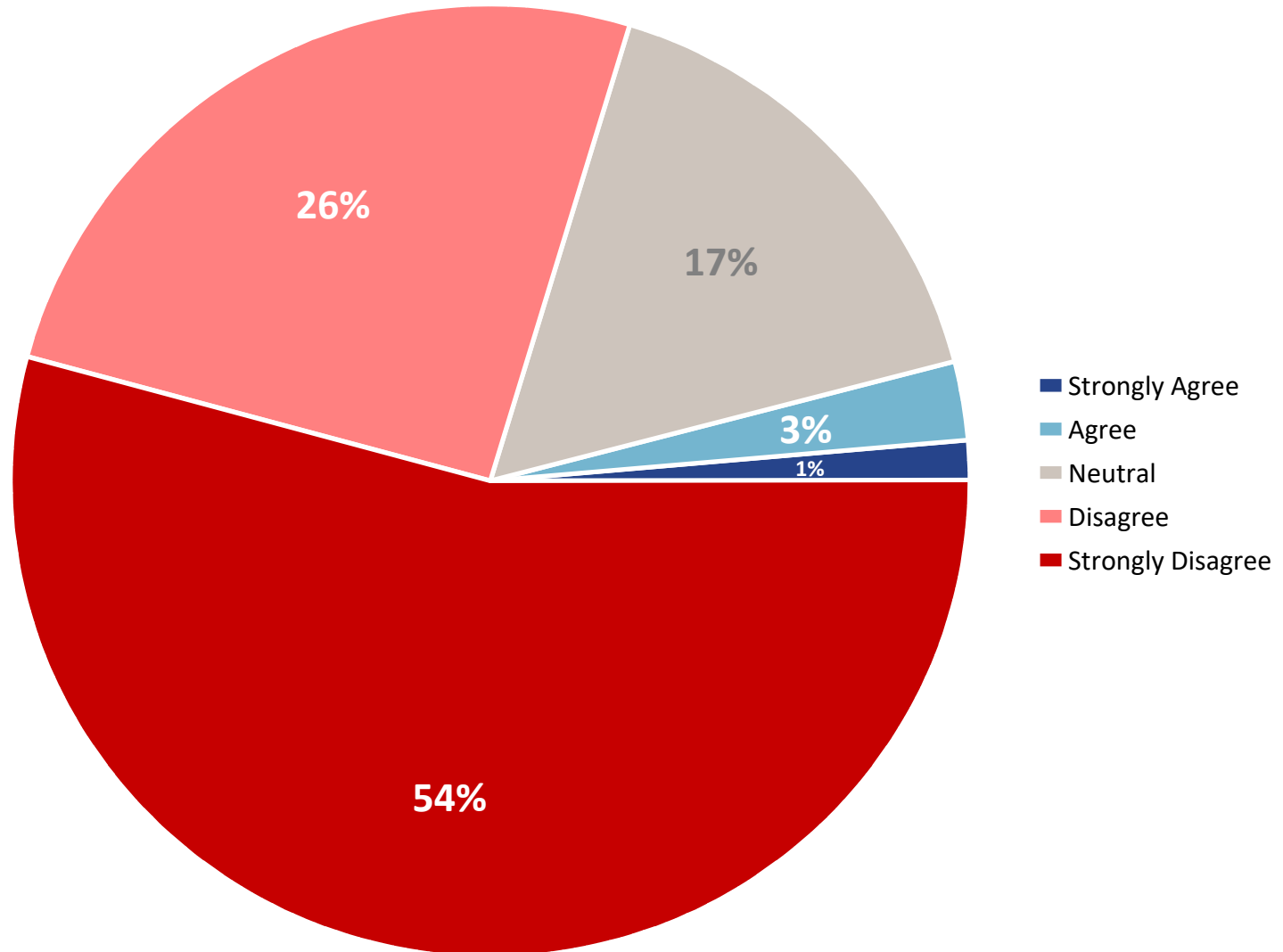
Demographics: “In the past year, I have been treated unfairly due to my ability...”

by percentage of respondents (without “don’t know”)



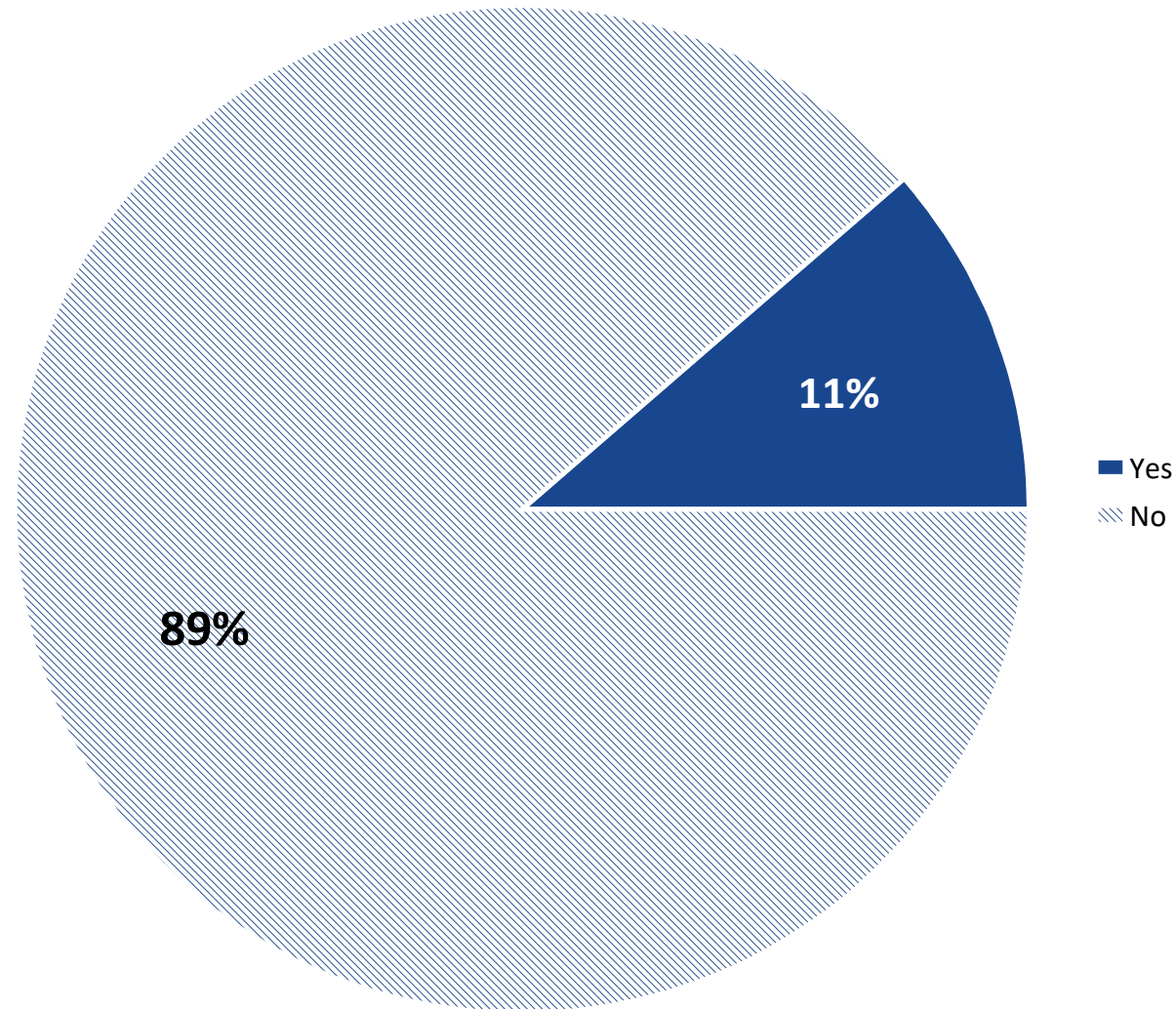
Demographics: “In the past year, I have been treated unfairly due to my sexual orientation...”

by percentage of respondents (without “don’t know”)



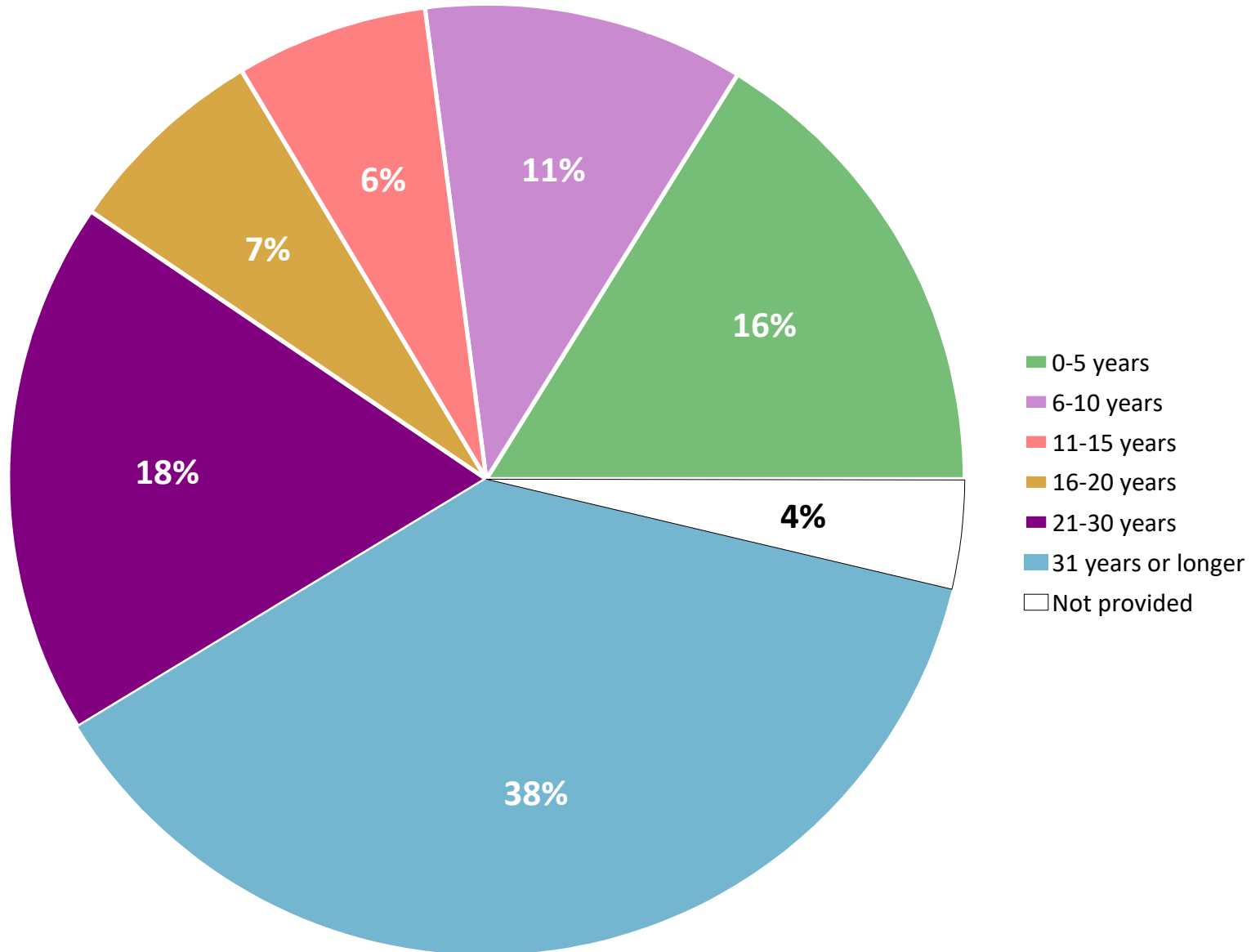
Demographics: Q42. Are/Were you a member of the U.S. armed forces?

by percentage of respondents (without "not provided")



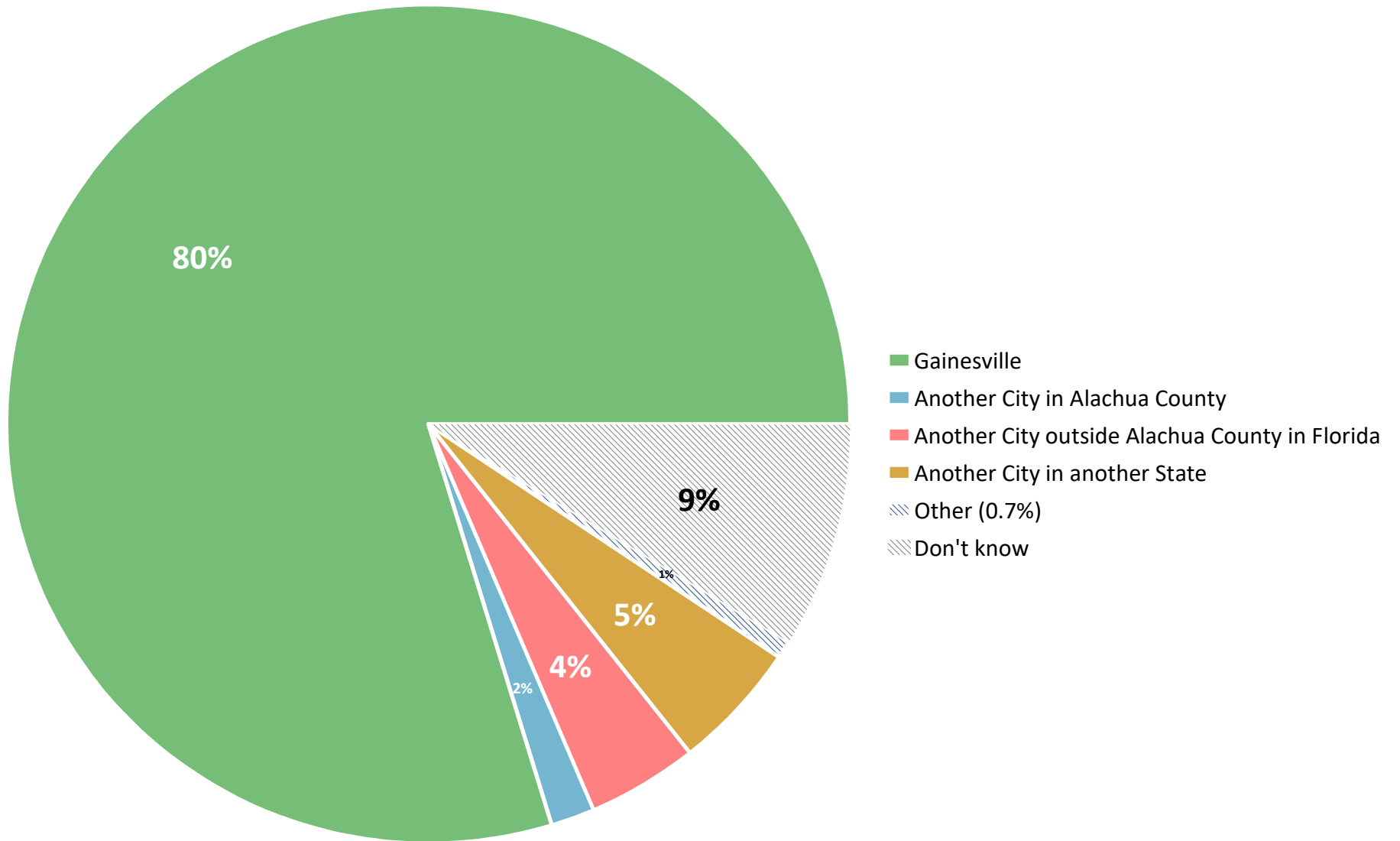
Demographics: Q43. How many years have you lived in Gainesville?

by percentage of respondents



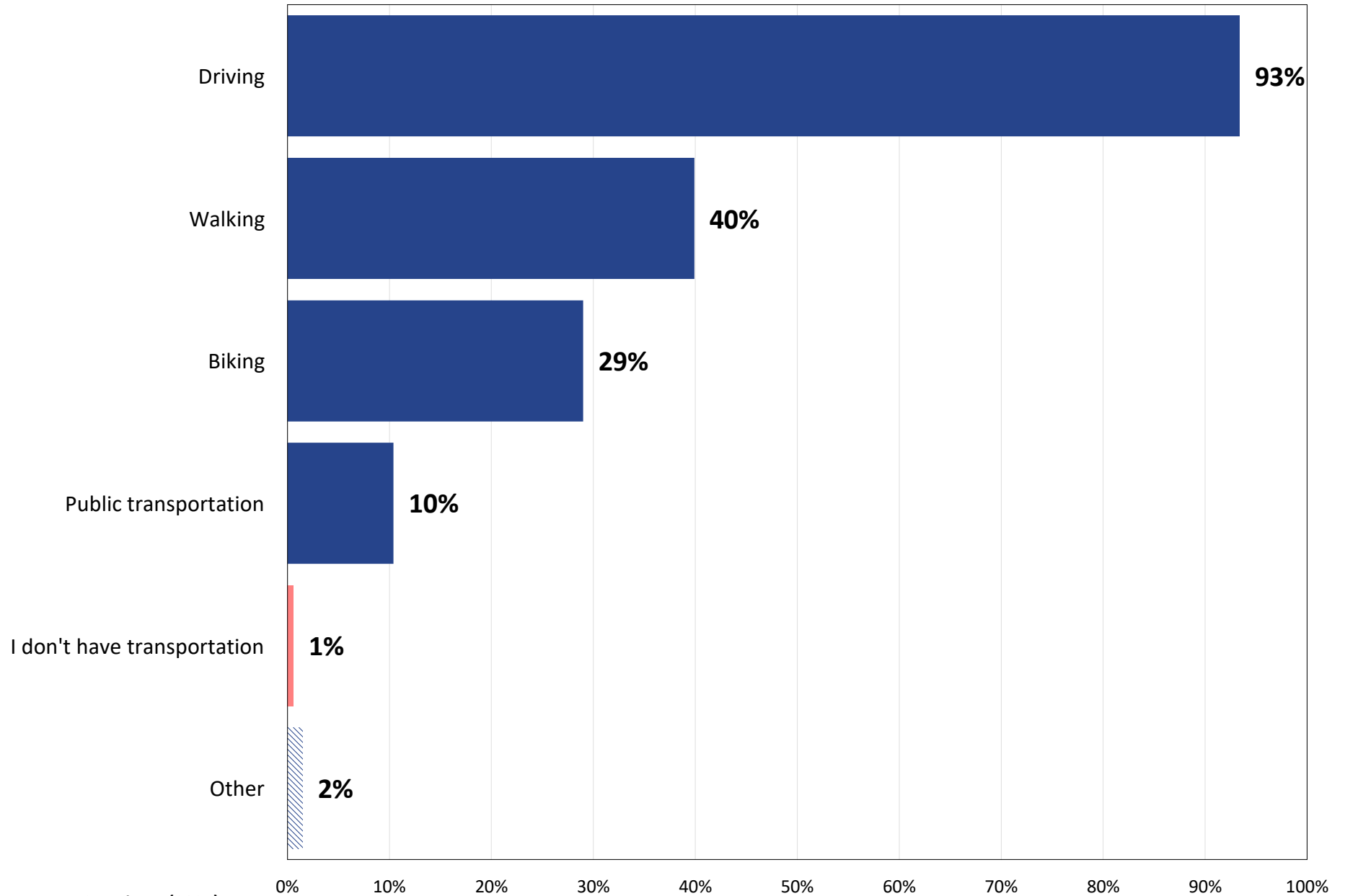
Demographics: Q44. Where do you plan to be living in the next 2-5 years?

by percentage of respondents



Demographics: Q45. How do you get around Gainesville?

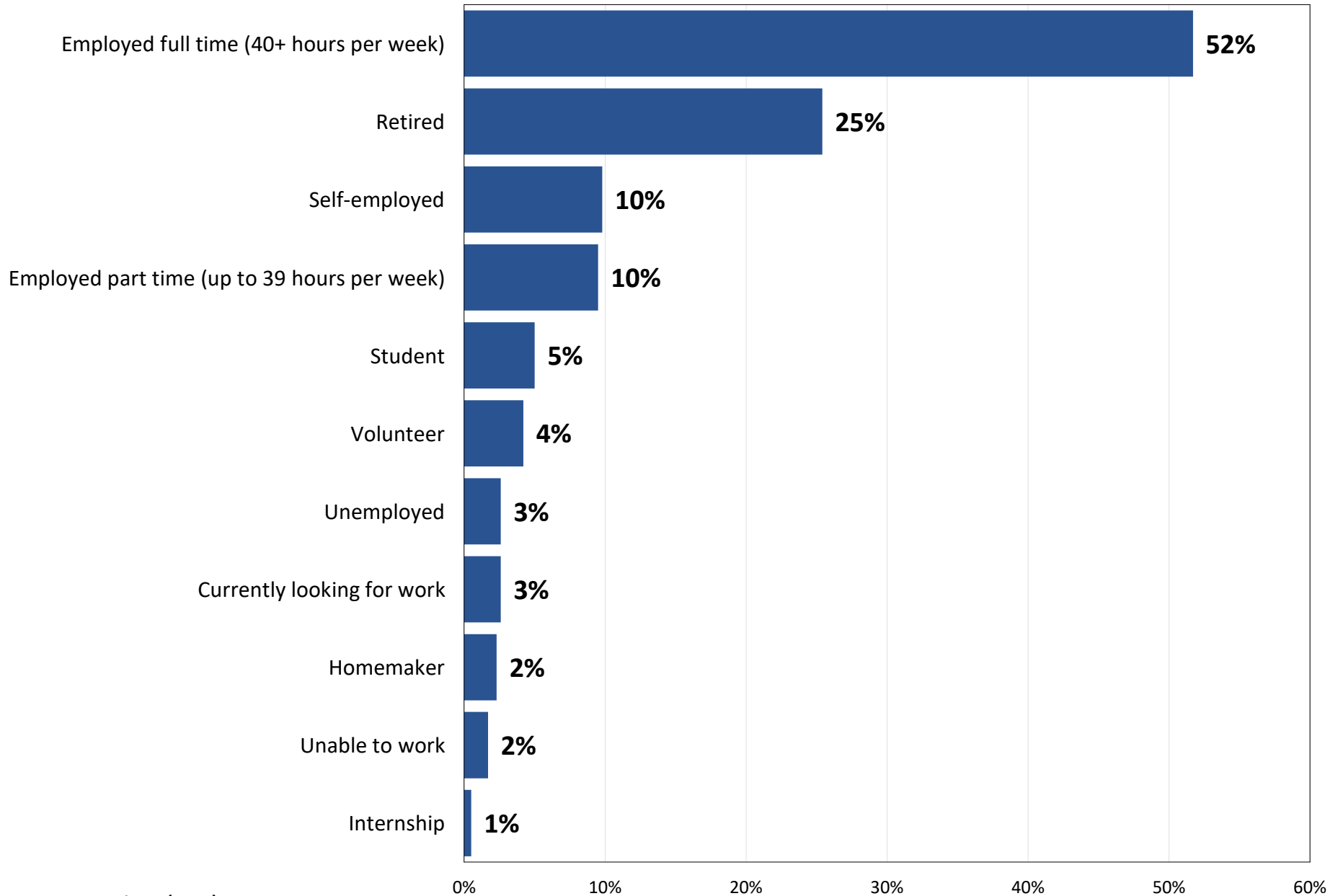
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Demographics: Q46. What is your current employment status?

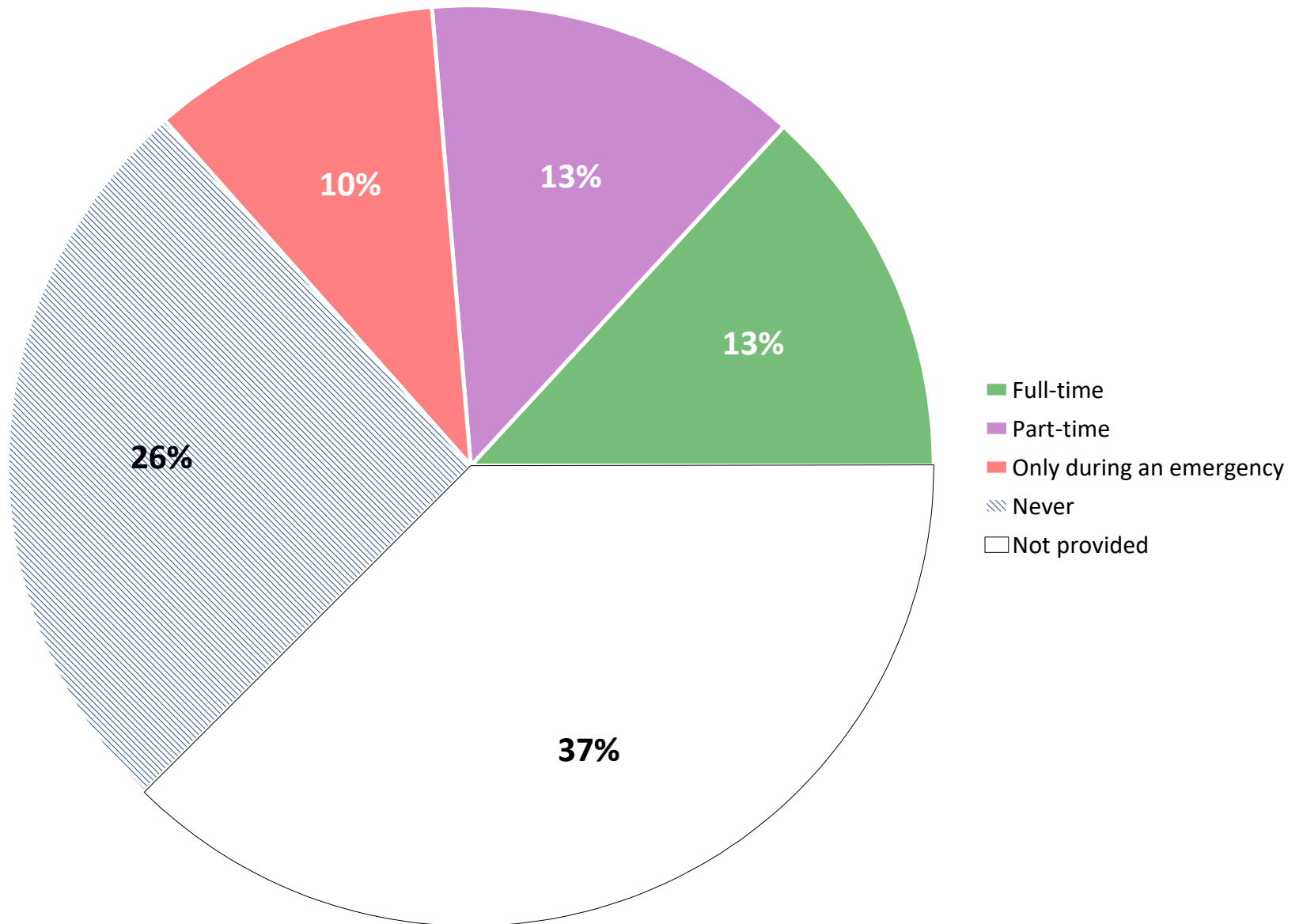
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

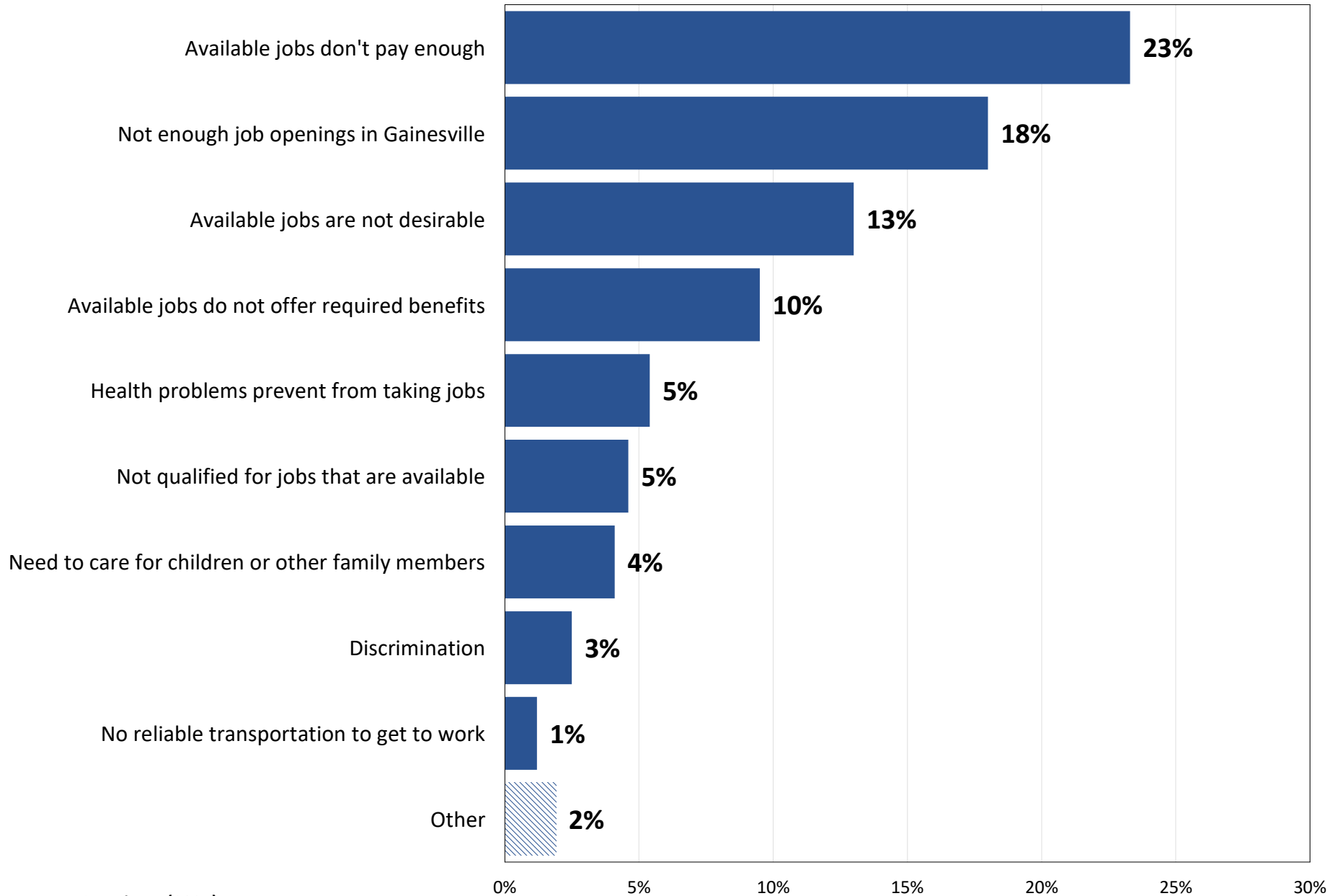
Demographics: Q47. What percentage of the time do you telework?

by percentage of respondents



Demographics: Q48. What challenges do you have in finding a job?

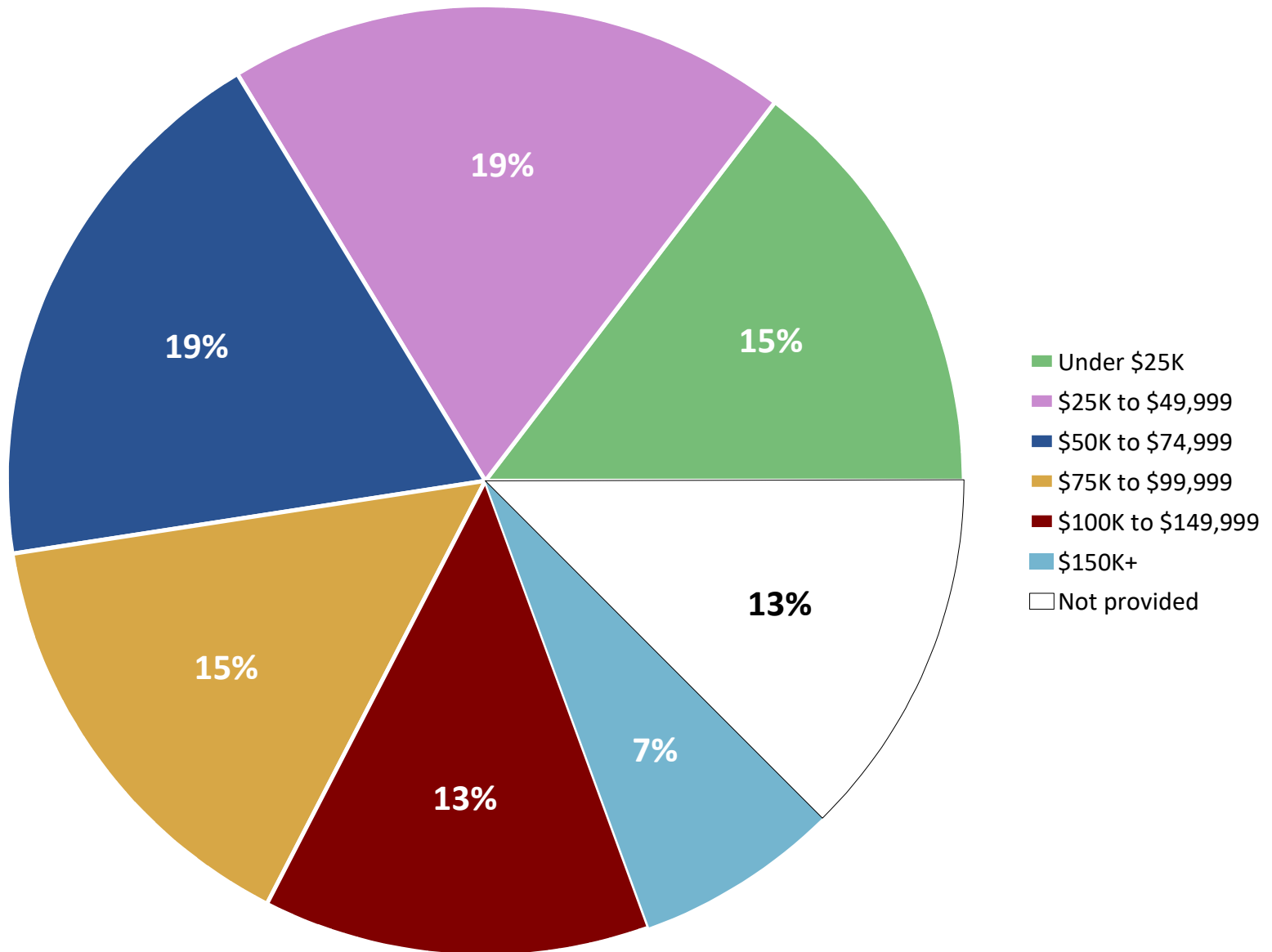
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

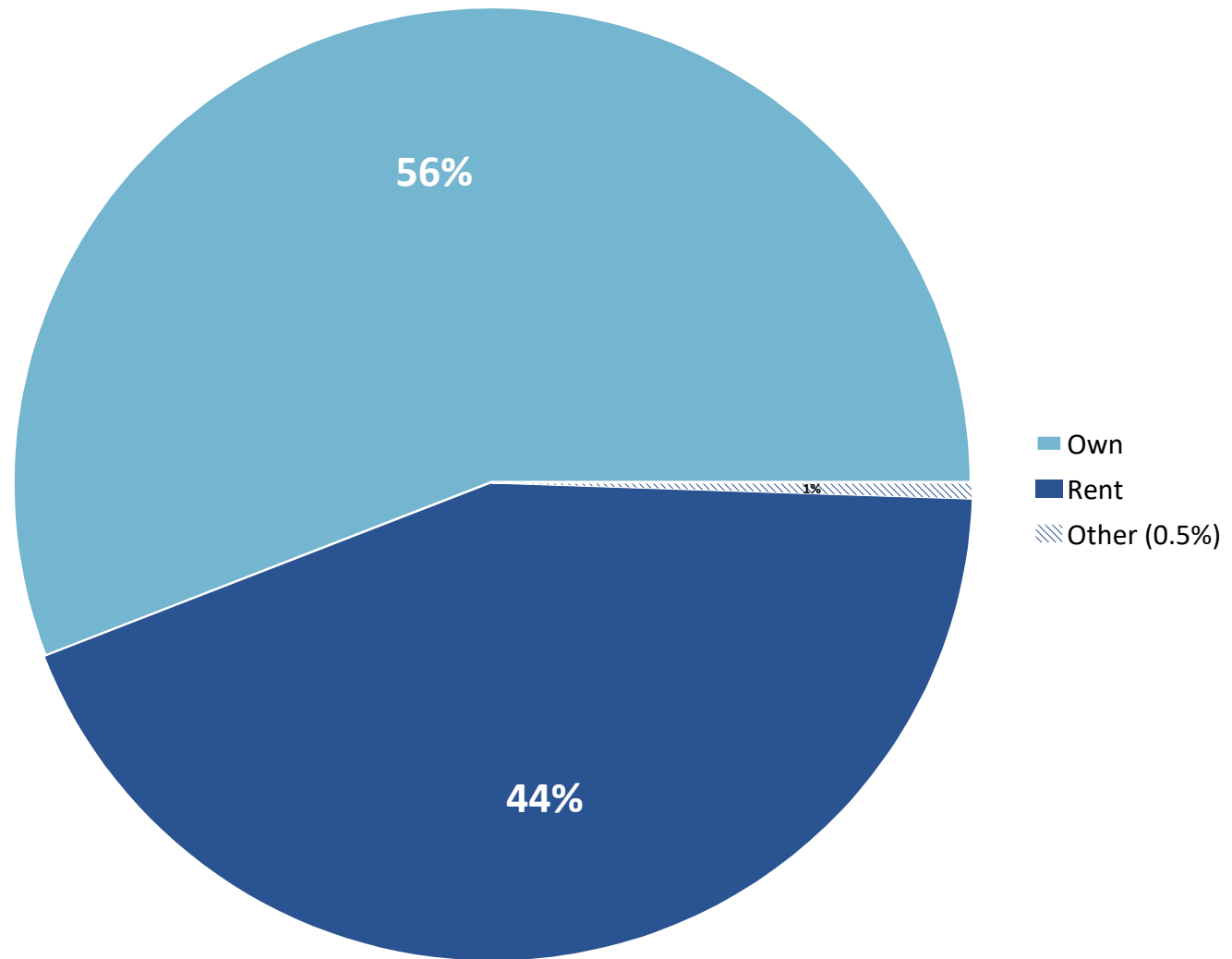
Demographics: Q49. What is your total household income?

by percentage of respondents



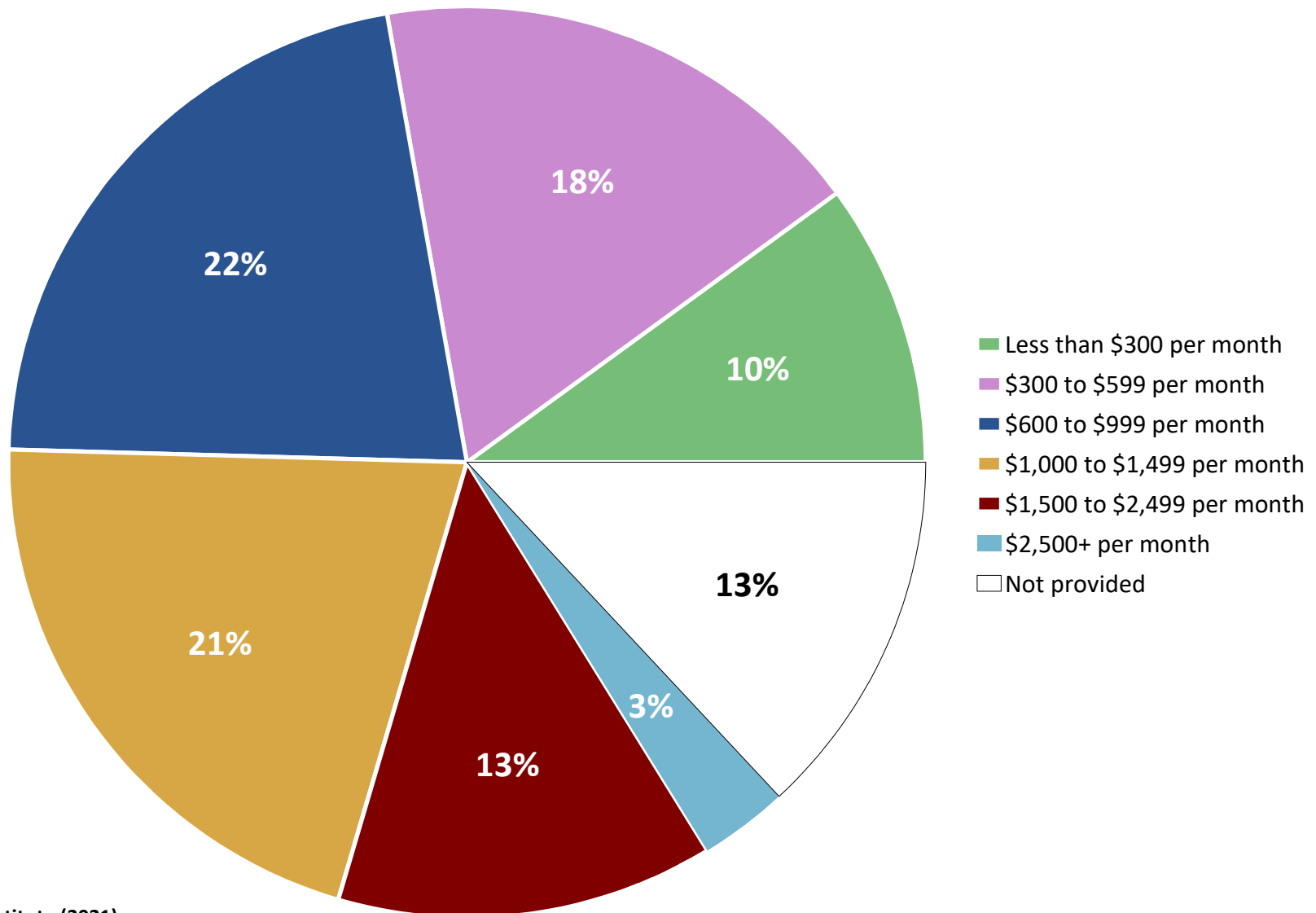
Demographics: Q50. Do you rent or own where you live?

by percentage of respondents (without "not provided")



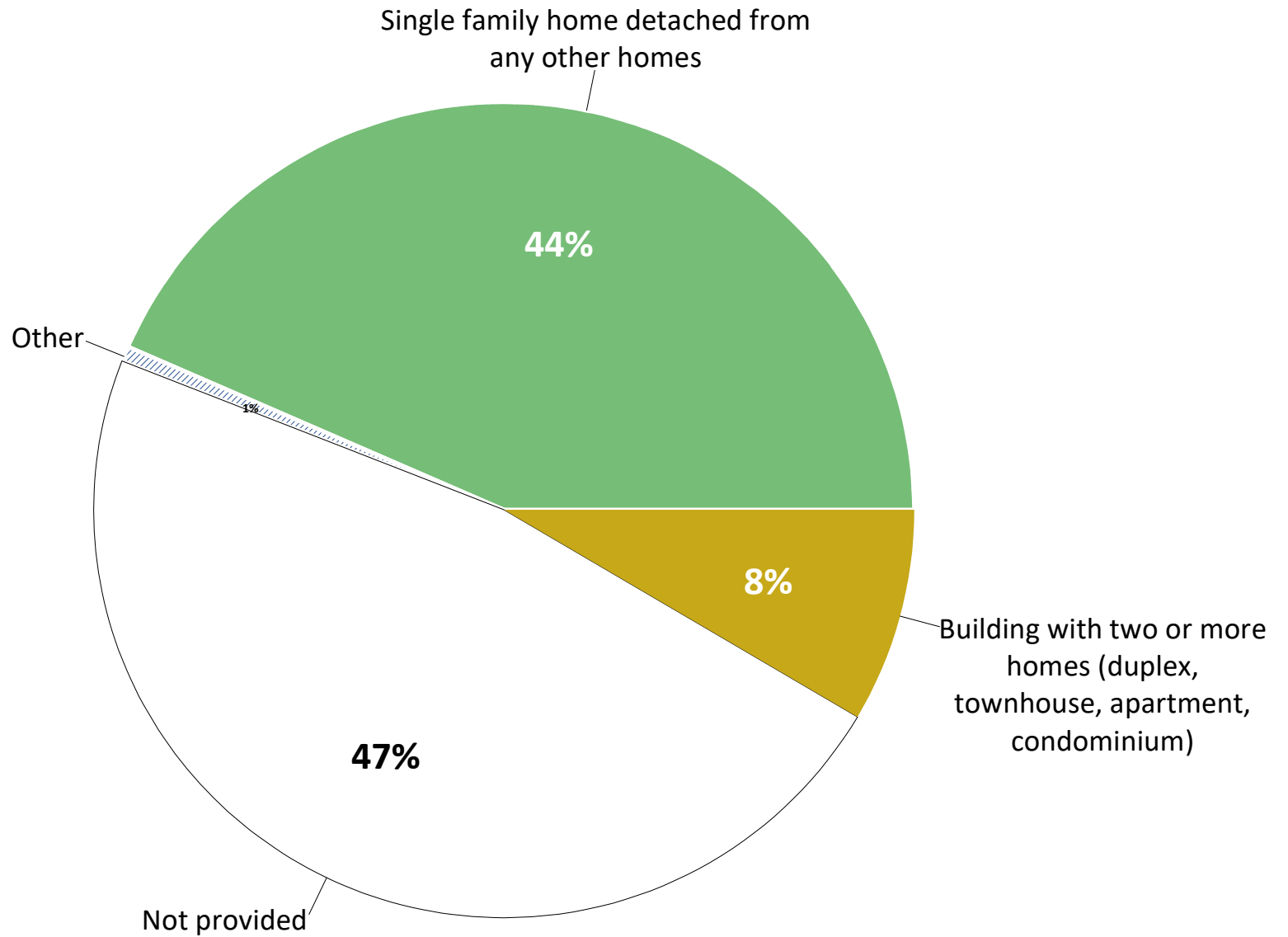
Demographics: Q51. How much do you pay per month for housing? Please include rent, mortgage payment, property tax, property insurance, and homeowner's association (HOA) fees.

by percentage of respondents



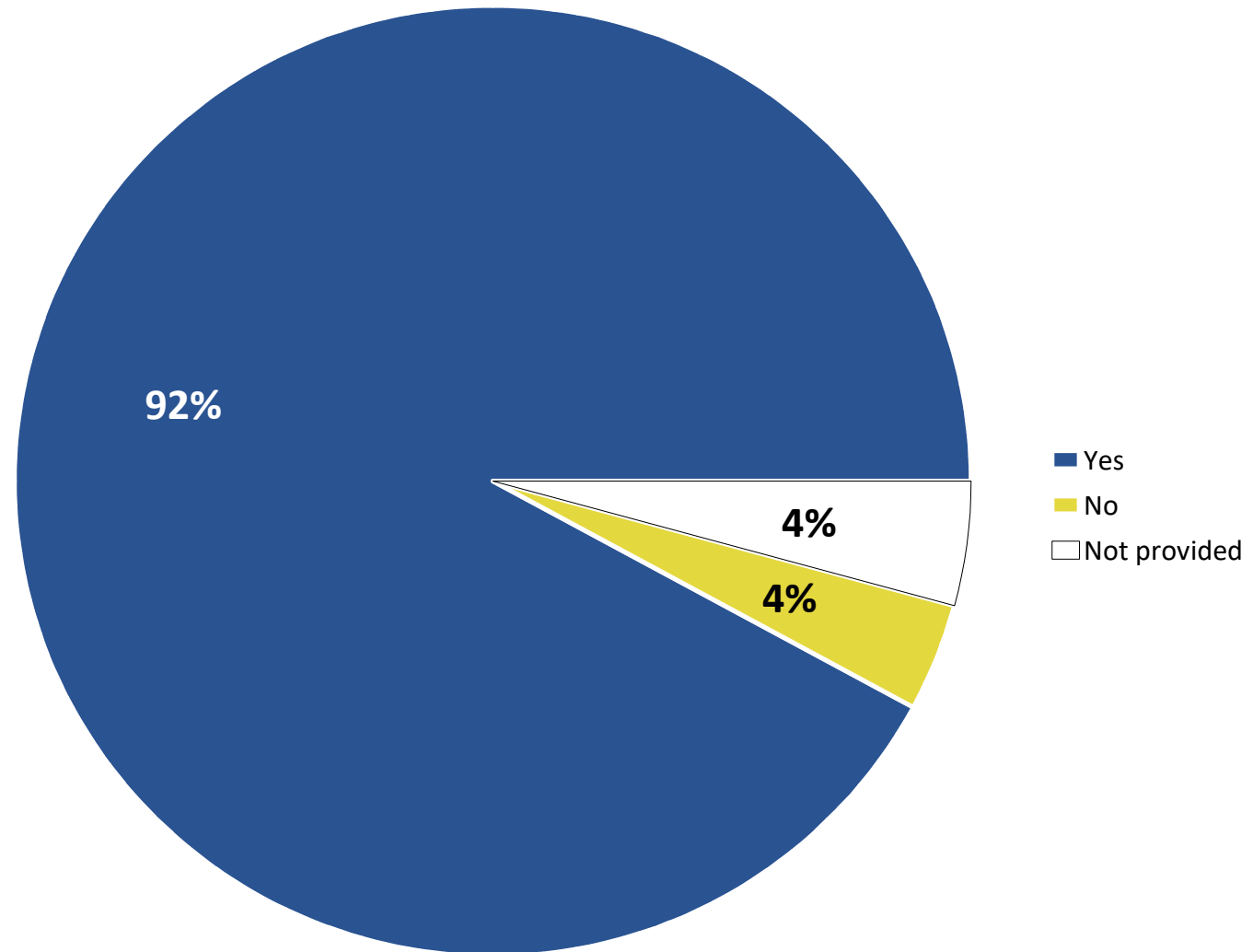
Demographics: Q52. Which of the following best describes the building you live in?

by percentage of respondents



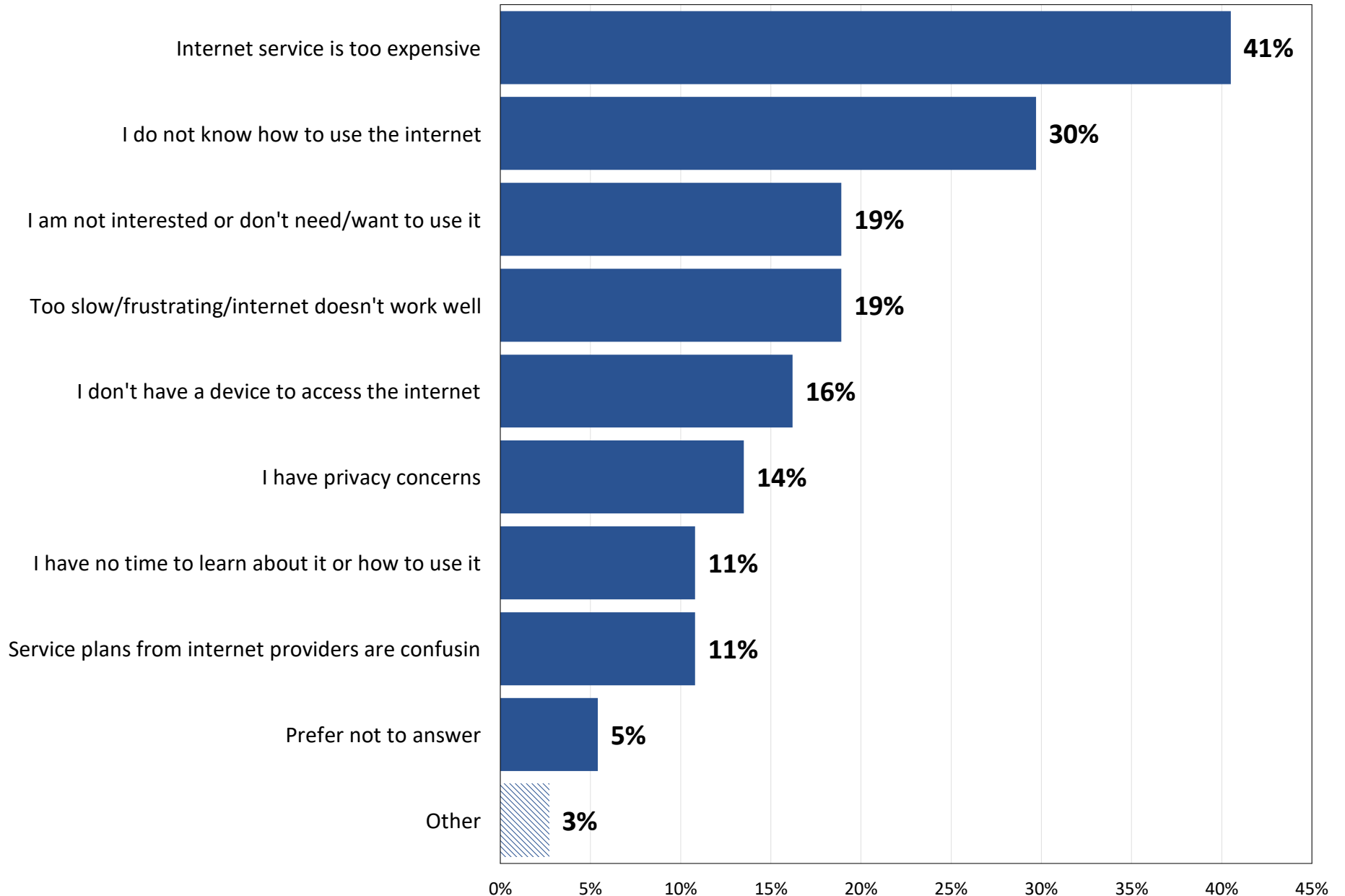
Demographics: Q53. Can you access the internet from where you live?

by percentage of respondents



Demographics: Q53a. Why can't you access the internet from where you live?

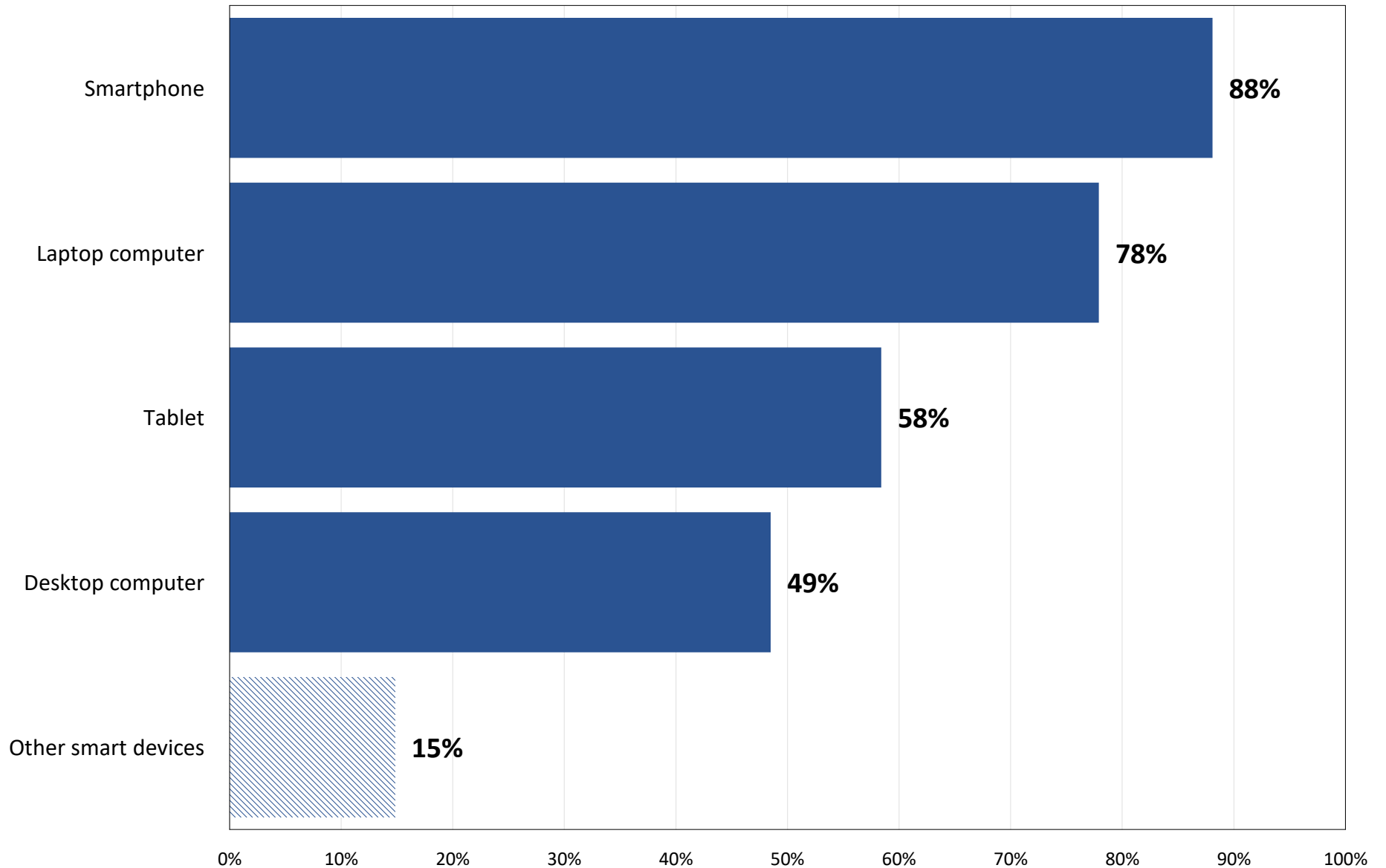
by percentage of respondents who do not have internet access from where they live (responded "no" to Q53) (multiple choices could be selected)



Source: ETC Institute (2021)

Demographics: Q54. How many of the following digital devices are used in your household?

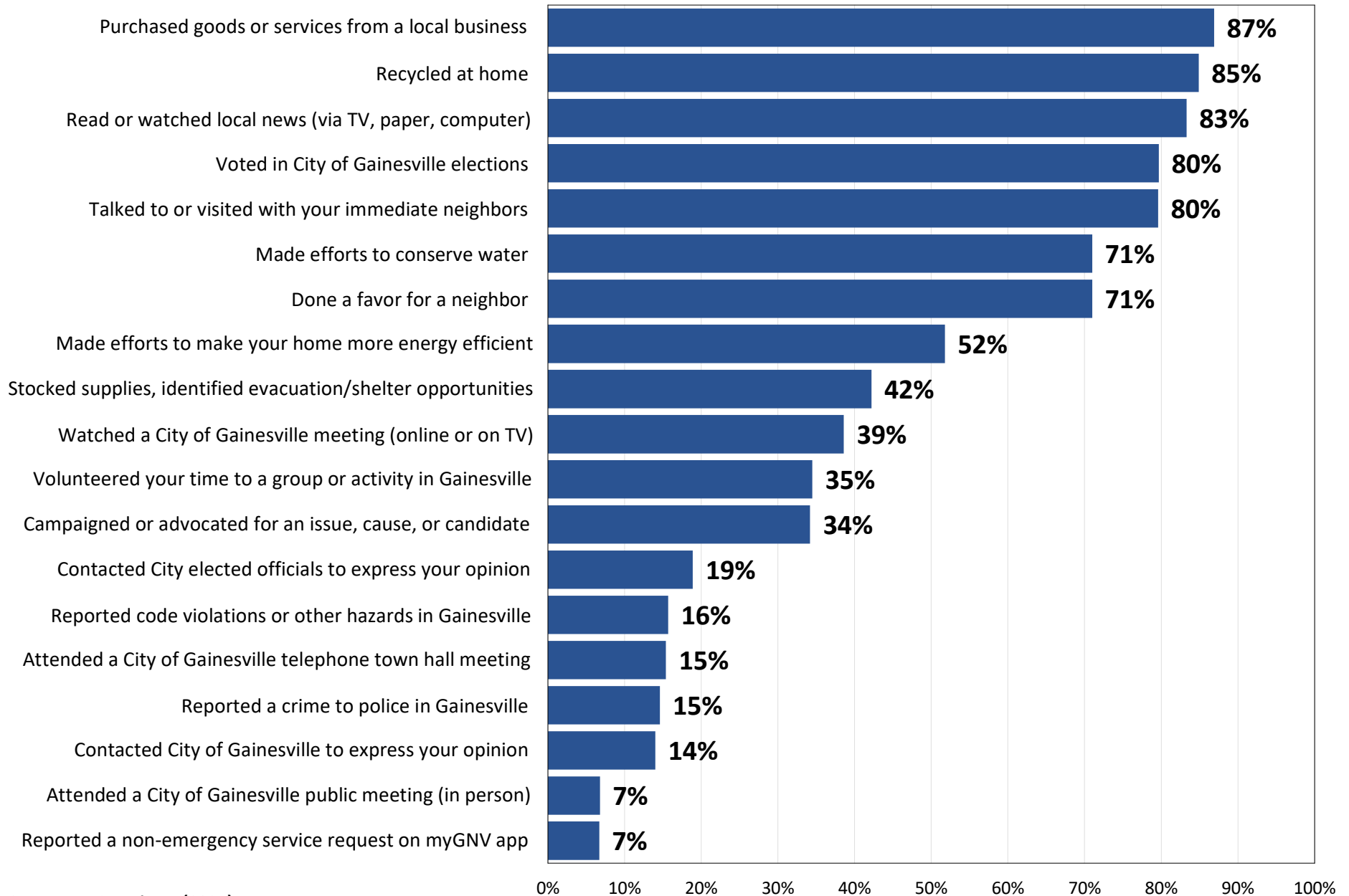
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Demographics: Q55. Have you done any of the following things in the past year?

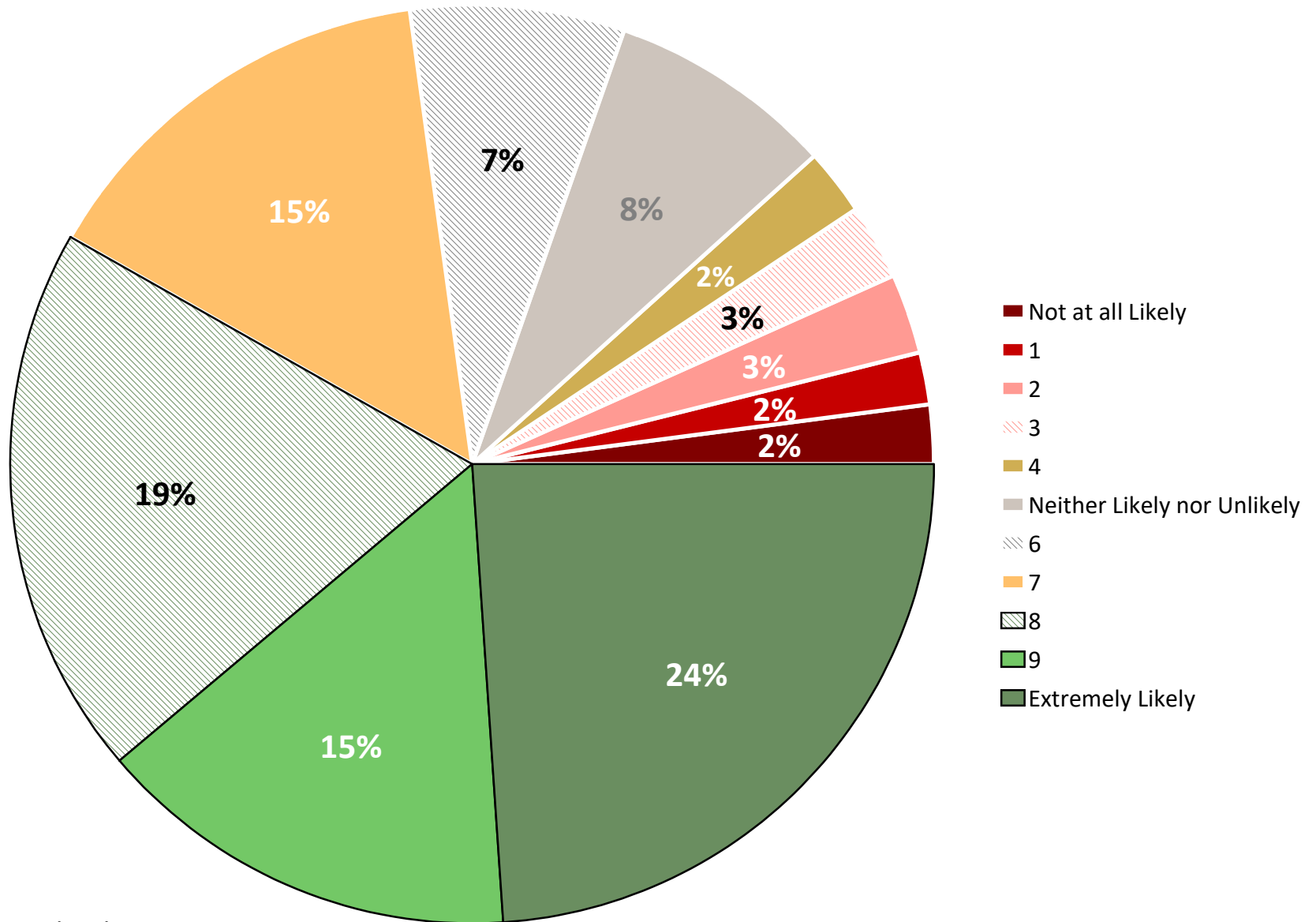
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2021)

Q56. How likely are you to recommend Gainesville as a place to live to a friend or colleague?

by percentage of respondents





2 Trend Analysis

Trend Analysis



Overview

ETC Institute has conducted one previous neighborhood survey, in 2020, for the City of Gainesville to analyze resident satisfaction with City services. Given the sample size of the respective surveys, changes of 5% or more were statistically significant. Some of the significant increases and decreases are listed in the tables below.

City of Gainesville Neighborhood Survey Trend Analysis				
<i>Significant Increases</i>				
Service	2020	2021	Difference	Category
Electricity service	51.9%	68.0%	16.1%	Utilities
"When I have a problem, I can talk about it with a neighbor"	58.1%	67.3%	9.2%	Sense of Community
Water service	59.6%	66.3%	6.7%	Utilities
"I feel hopeful about the future of our community"	56.1%	61.4%	5.3%	Sense of Community
Maintenance of traffic signals/street signs	62.6%	67.6%	5.0%	Maintenance
The Wild Spaces & Public Places program	67.3%	72.3%	5.0%	Parks & Recreation

Table 2.1

City of Gainesville Neighborhood Survey Trend Analysis				
<i>Significant Decreases</i>				
Service	2020	2021	Difference	Category
How is traffic flow on major streets	31.4%	26.4%	-5.0%	Mobility
How easy is it for neighbors with disabilities to commute in Gainesville	31.5%	26.3%	-5.2%	Mobility
Overall feeling of safety in Gainesville	76.9%	71.4%	-5.5%	Feeling of Safety
Curbside recycling service	81.4%	75.7%	-5.7%	Utilities
City's efforts to preserve historic buildings	42.9%	36.4%	-6.5%	Planning & Development
How easy is it to travel by bicycle in Gainesville	53.8%	46.2%	-7.6%	Mobility

Table 2.2

Trend Analysis



City service items that were assessed in both, 2020 and 2021 City of Gainesville Neighborhood Surveys were compared side-by-side. Analysis of all service elements are recorded in the table to the right and on the following pages.

City of Gainesville Neighborhood Survey Trend Analysis				
Service	2020	2021	Difference	Category
Electricity service	51.9%	68.0%	16.1%	Utilities
"When I have a problem, I can talk about it with a neighbor"	58.1%	67.3%	9.2%	Sense of Community
Water service	59.6%	66.3%	6.7%	Utilities
"I feel hopeful about the future of our community"	56.1%	61.4%	5.3%	Sense of Community
Maintenance of traffic signals/street signs	62.6%	67.6%	5.0%	Maintenance
The Wild Spaces & Public Places program	67.3%	72.3%	5.0%	Parks & Recreation
Reported abandoned vehicles	29.6%	34.5%	4.9%	Maintenance
Reported residential property maintenance issues	38.0%	42.8%	4.8%	Maintenance
How easy it is to access City parks from my home	78.5%	83.3%	4.8%	Parks & Recreation
Our community has good leaders	39.6%	44.2%	4.6%	Sense of Community
As a place to retire	60.4%	64.9%	4.5%	Perception of City
Overall quality of local fire rescue protection	85.5%	89.9%	4.4%	Public Safety
Reported graffiti	30.5%	34.9%	4.4%	Maintenance
City employees are courteous/professional	79.1%	83.0%	3.9%	Customer Service
"I can trust my neighbors"	70.0%	73.9%	3.9%	Sense of Community
City's efforts to prevent crime	52.5%	56.3%	3.8%	Public Safety
"Being a part of Gainesville community is a part of my identity"	48.8%	52.5%	3.7%	Sense of Community
How quickly fire rescue responds to 911 emergencies	84.3%	87.9%	3.6%	Public Safety
As a place for play & leisure	68.7%	72.3%	3.6%	Perception of City
Reported commercial property maintenance issues	31.3%	34.7%	3.4%	Maintenance
Appearance of City parks	81.4%	84.5%	3.1%	Parks & Recreation
Outdoor athletic fields (baseball, soccer)	65.3%	68.2%	2.9%	Parks & Recreation
As a place to live	82.8%	85.6%	2.8%	Perception of City
How easy is it to travel by car in Gainesville	56.4%	59.2%	2.8%	Mobility
How quickly police respond to 911 emergencies	70.8%	73.5%	2.7%	Public Safety
Gas service	62.6%	65.3%	2.7%	Utilities
City's youth recreation/athletic programs	55.5%	57.9%	2.4%	Parks & Recreation

Table 2.3

Trend Analysis



City of Gainesville Neighborhood Survey Trend Analysis				
Service	2020	2021	Difference	Category
"Members of our community have shared important events together such as holidays & celebrations"	47.2%	49.4%	2.2%	Sense of Community
How easy is it to find public parking	29.3%	31.3%	2.0%	Mobility
City's adult recreation/athletic programs	46.2%	48.2%	2.0%	Parks & Recreation
"Gainesville community has symbols & expressions of membership (clothes, signs, art, architecture, etc.)"	52.0%	53.9%	1.9%	Sense of Community
I was able to get my question/concern resolved	62.1%	64.0%	1.9%	Customer Service
Maintenance of streets in your neighborhood	52.1%	53.7%	1.6%	Maintenance
As a City that is moving in the right direction	50.4%	51.7%	1.3%	Perception of City
Ease of registering for programs	47.6%	48.9%	1.3%	Parks & Recreation
As a place to visit	60.6%	61.8%	1.2%	Perception of City
"I put time & effort into improving my neighborhood or community"	61.7%	62.7%	1.0%	Sense of Community
"If there is a problem in our community, neighbors can get it solved"	40.8%	41.6%	0.8%	Sense of Community
As a place to raise children	78.6%	79.0%	0.4%	Perception of City
Availability of walking/biking trails in City	74.3%	74.7%	0.4%	Parks & Recreation
Response time was reasonable	65.9%	65.9%	0.0%	Customer Service
Sewer wastewater service	61.2%	61.2%	0.0%	Utilities
Overall quality of local police protection	71.0%	70.8%	-0.2%	Public Safety
Overall quality of Gainesville Fire Rescue's community involvement, education, & prevention services	79.9%	79.6%	-0.3%	Public Safety
How is traffic flow on residential streets	67.2%	66.8%	-0.4%	Mobility
Overall feeling of safety in your neighborhood	81.6%	81.1%	-0.5%	Feeling of Safety
Effectiveness of City efforts to revitalize low-income areas	19.1%	18.6%	-0.5%	Planning & Development
Overall cleanliness of City streets & public areas	60.5%	59.9%	-0.6%	Maintenance
Maintenance of medians & public areas	59.2%	58.6%	-0.6%	Maintenance

Table 2.4

Trend Analysis



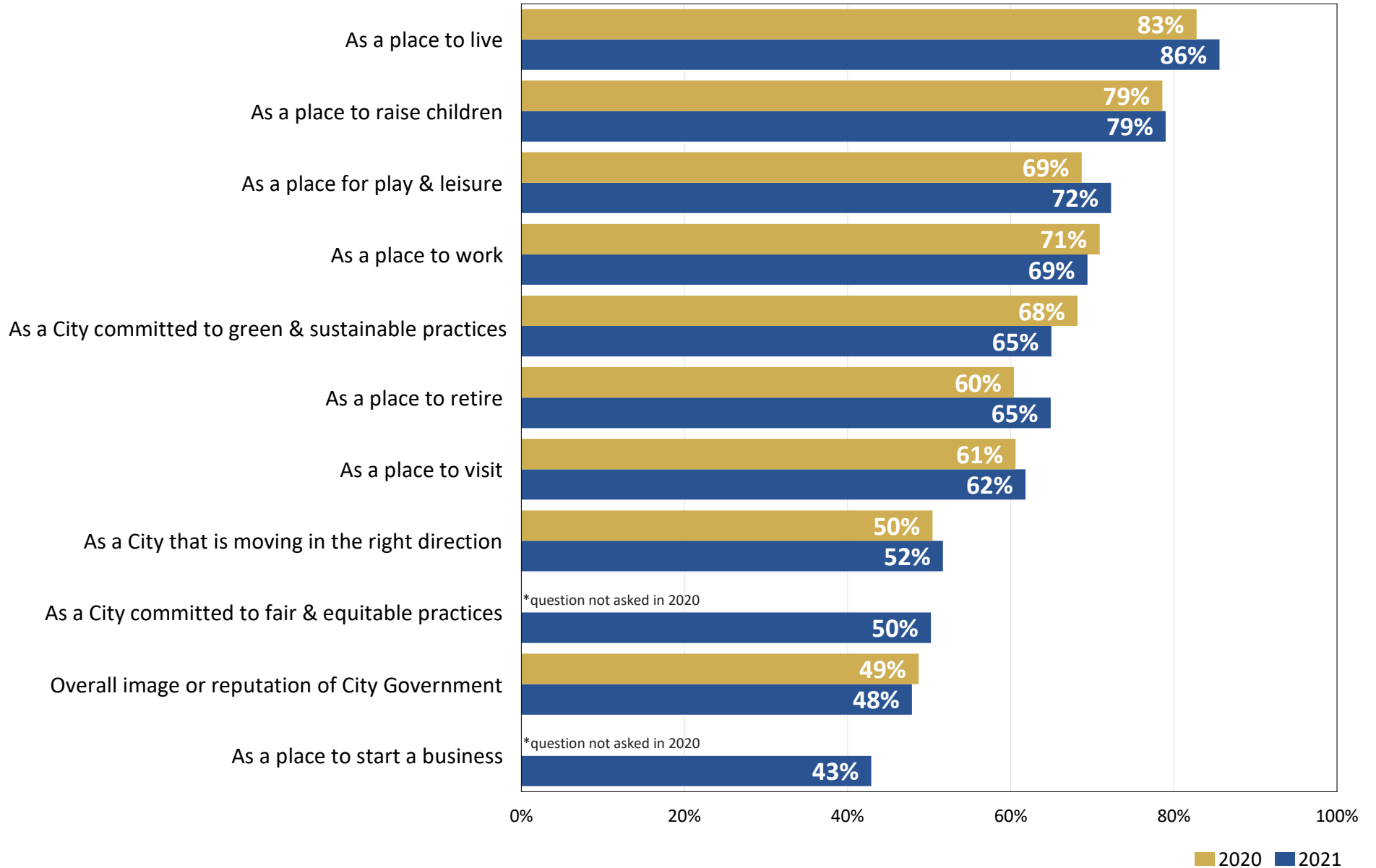
City of Gainesville Neighborhood Survey Trend Analysis			
Service	2020	2021	Difference Category
Overall image or reputation of City Government	48.7%	47.9%	-0.8% Perception of City
City efforts to keep you informed about City government (newsletters, press releases, social media)	46.0%	45.2%	-0.8% Communication
Adequacy of City street lighting	56.5%	55.6%	-0.9% Maintenance
Maintenance of City buildings	64.9%	63.9%	-1.0% Maintenance
Quality of City's website, cityofgainesville.org	48.2%	47.2%	-1.0% Communication
Reported noise violations	31.9%	30.5%	-1.4% Maintenance
As a place to work	70.9%	69.4%	-1.5% Perception of City
How effectively City communicates with you	45.5%	43.9%	-1.6% Communication
Quality of new developments in City	34.6%	32.9%	-1.7% Planning & Development
It was easy to find someone to address my request	63.3%	61.2%	-2.1% Customer Service
Yard waste service	77.0%	74.6%	-2.4% Utilities
Residential trash collection service	81.9%	79.1%	-2.8% Utilities
Bulk trash pickup service	71.3%	68.3%	-3.0% Utilities
As a City committed to green & sustainable practices	68.2%	65.0%	-3.2% Perception of City
How easy is it to travel by bus in Gainesville	41.2%	37.2%	-4.0% Mobility
Availability of sidewalks in your neighborhood	46.6%	42.5%	-4.1% Maintenance
How easy is it to travel on foot in Gainesville	56.5%	52.1%	-4.4% Mobility
Availability of cultural & special events	70.3%	65.7%	-4.6% Parks & Recreation
How is traffic flow on major streets	31.4%	26.4%	-5.0% Mobility
How easy is it for neighbors with disabilities to commute in Gainesville	31.5%	26.3%	-5.2% Mobility
Overall feeling of safety in Gainesville	76.9%	71.4%	-5.5% Feeling of Safety
Curbside recycling service	81.4%	75.7%	-5.7% Utilities
City's efforts to preserve historic buildings	42.9%	36.4%	-6.5% Planning & Development
How easy is it to travel by bicycle in Gainesville	53.8%	46.2%	-7.6% Mobility

Table 2.5

The charts on the following pages show the trends of results from services assessed in the 2020 and 2021 surveys for the City of Gainesville.

Trends: Overall Perception of the City

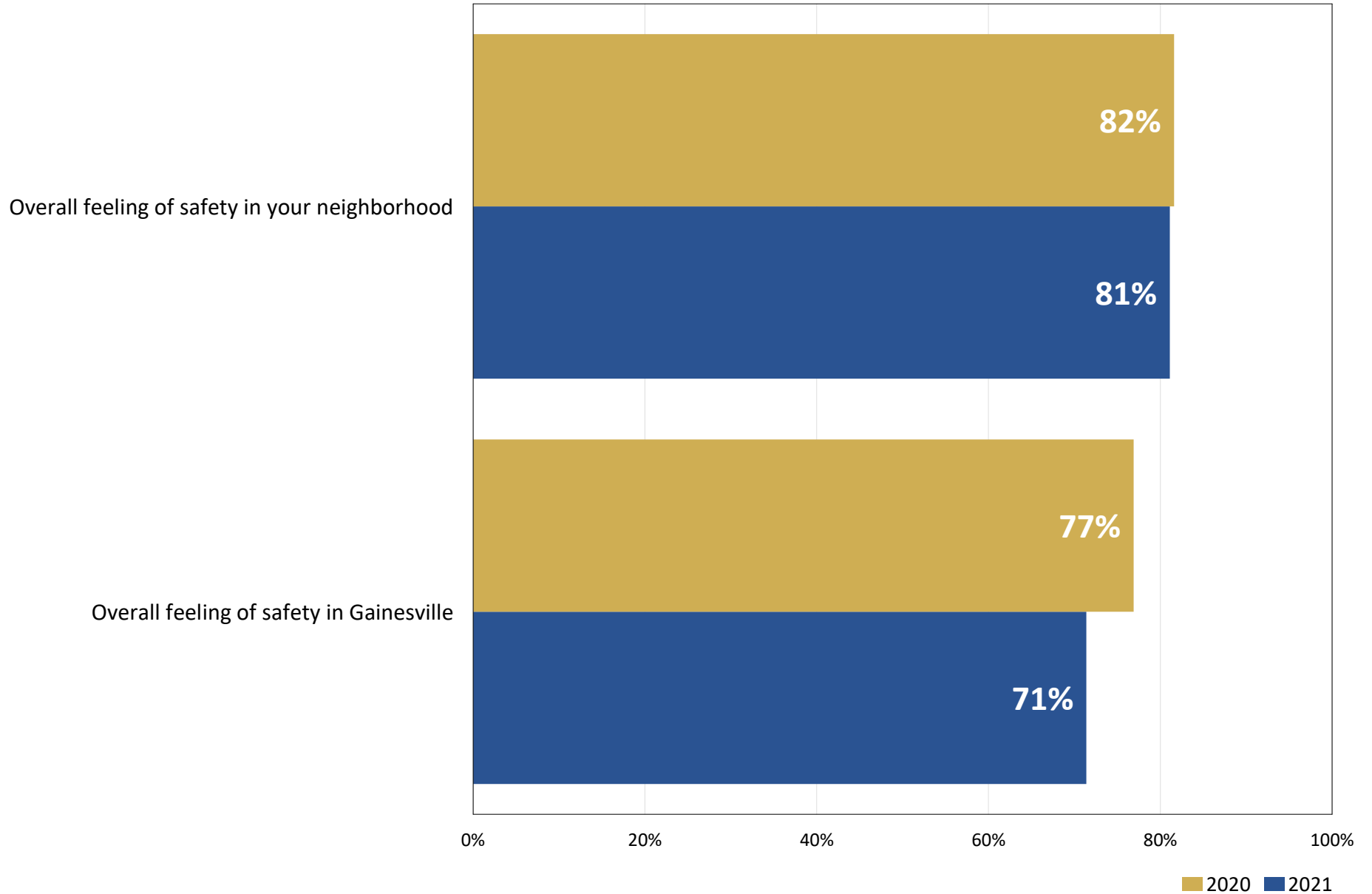
by sum percentage of respondents who gave an "excellent" or "good" rating
(without "don't know")



Source: ETC Institute (2021)

Trends: Overall Feeling of Safety in the City

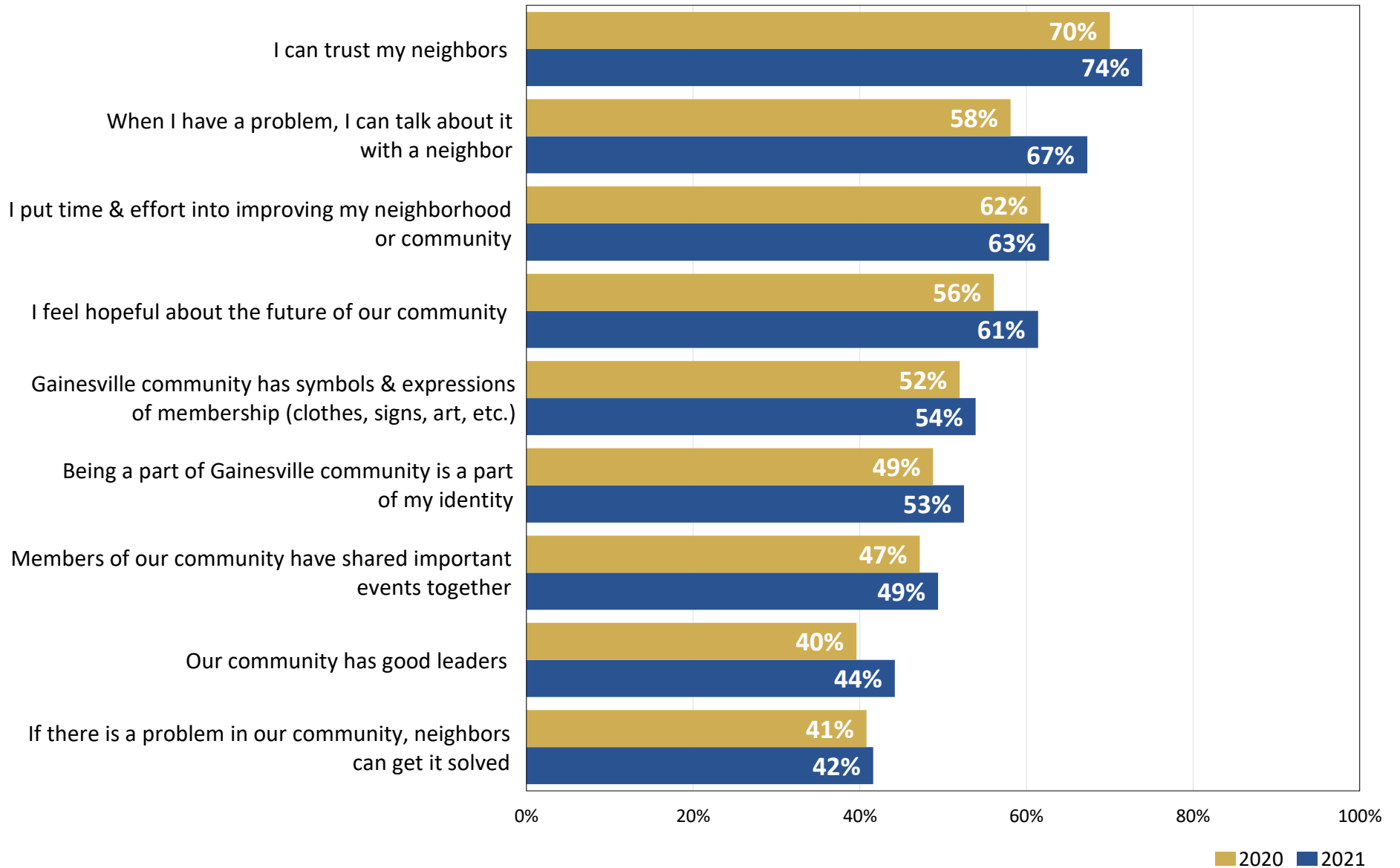
by sum percentage of respondents who gave a rating of "very safe" or "safe"
(without "don't know")



Source: ETC Institute (2021)

Trends: Level of Agreement with Statements Concerning the Sense of Community and Belonging in the City

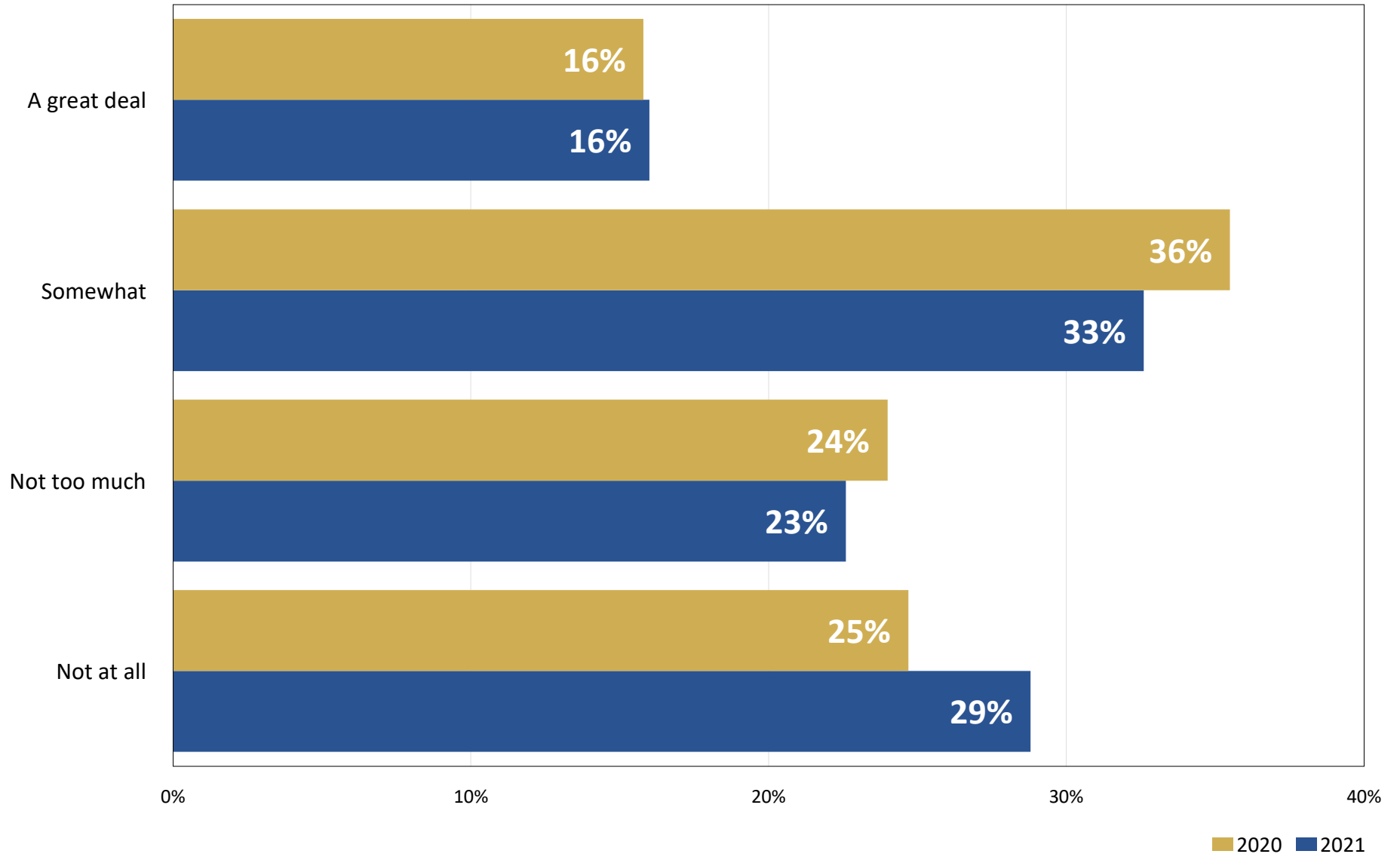
by sum percentage of respondents who gave a rating of "strongly agree" or "agree" (without "don't know")



Source: ETC Institute (2021)

Trends: How much do you trust law enforcement agencies to use facial recognition technology responsibly?

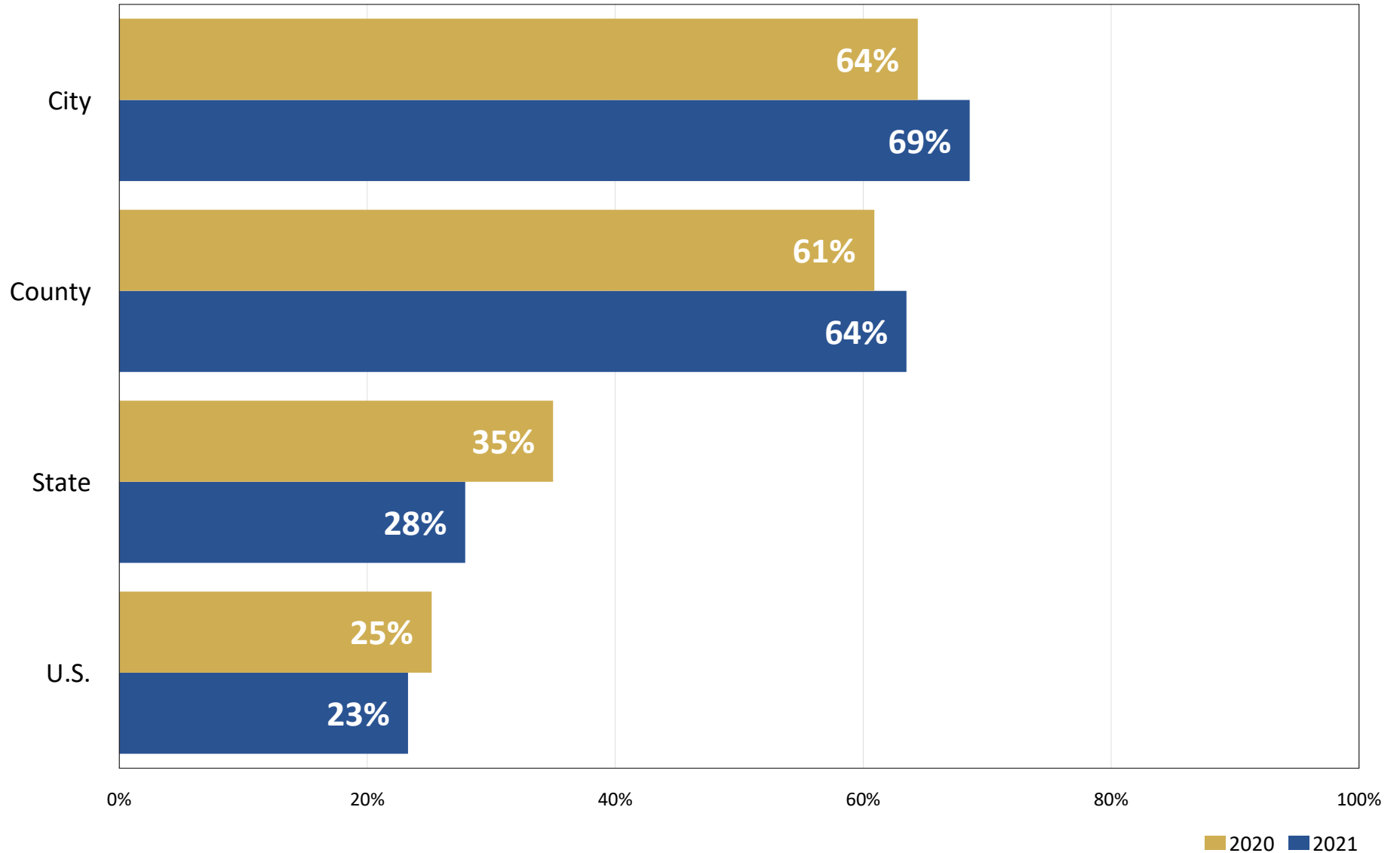
by percentage of respondents



Source: ETC Institute (2021)

Trends: How Well the Levels of Government Responded to the COVID-19 Pandemic

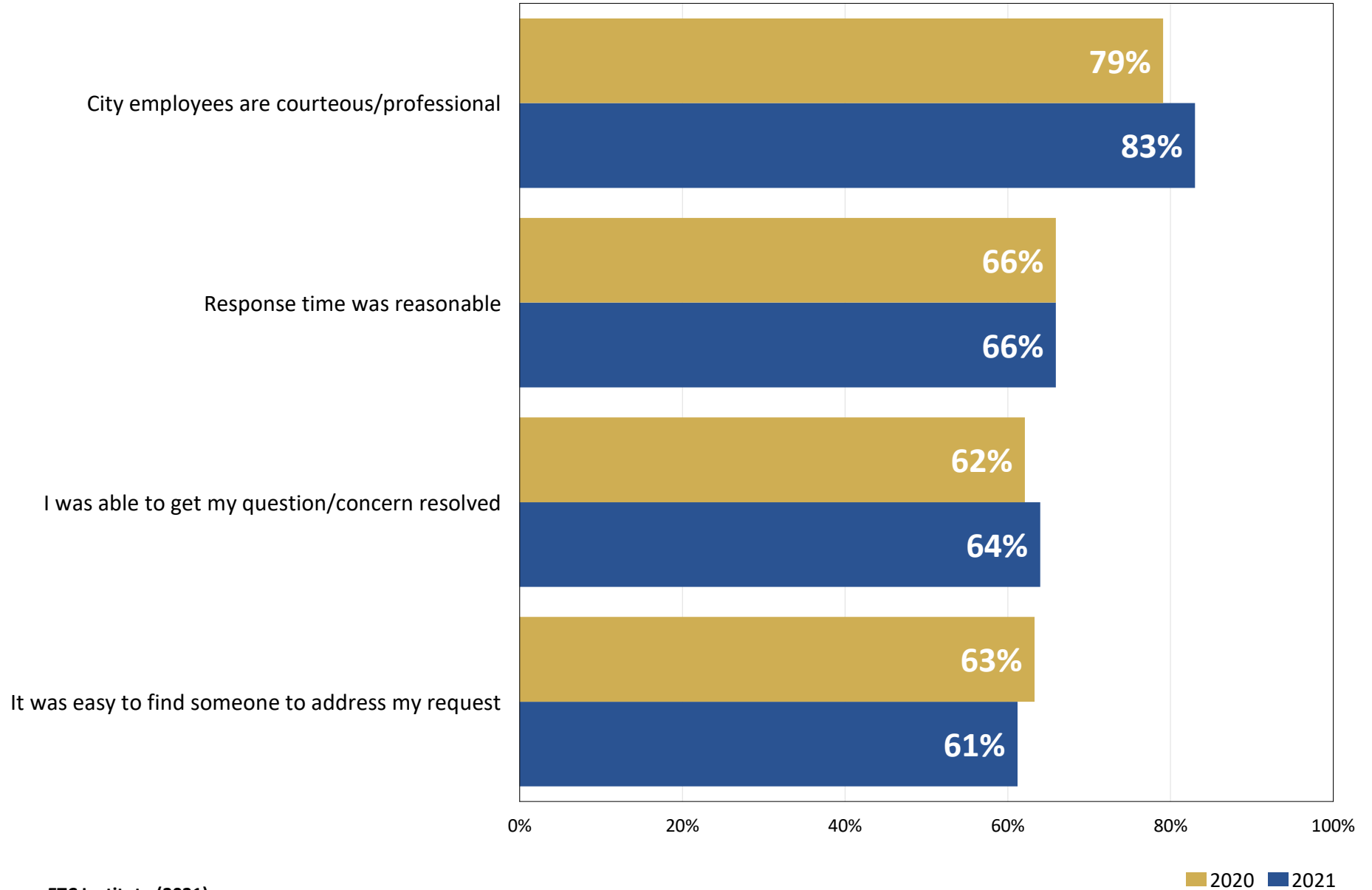
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "not provided")



Source: ETC Institute (2021)

Trends: Rating of Experience with City Employees

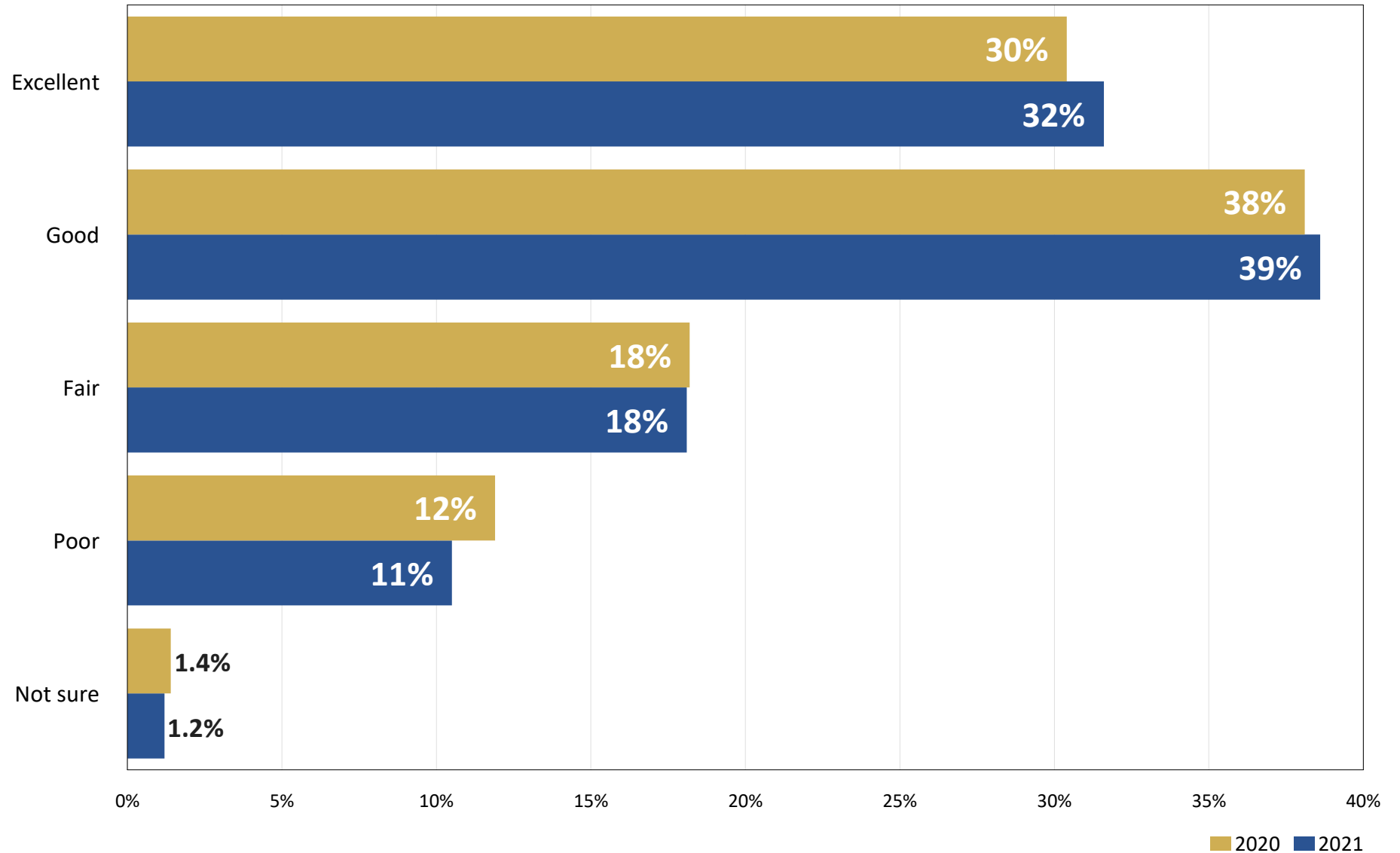
by sum percentage of respondents, who contacted the City during the past year, and gave a rating of "always" or "frequently"
(without "don't know")



Source: ETC Institute (2021)

Trends: Overall, how would you rate your most recent experience when contacting the City of Gainesville?

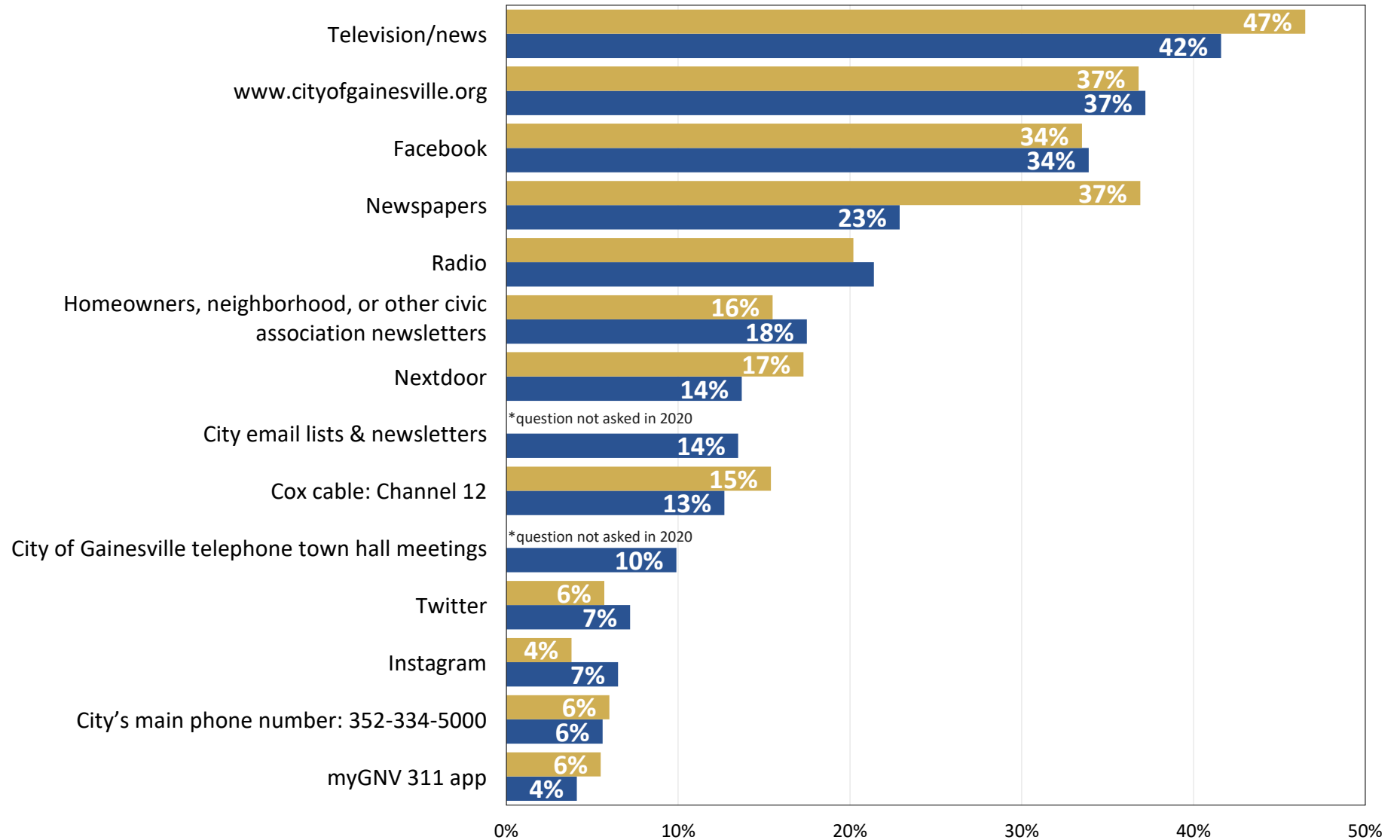
by percentage of respondents who contacted the City during the past year
(without "not provided")



Source: ETC Institute (2021)

Trends: How do you get information about City issues, services, programs and events?

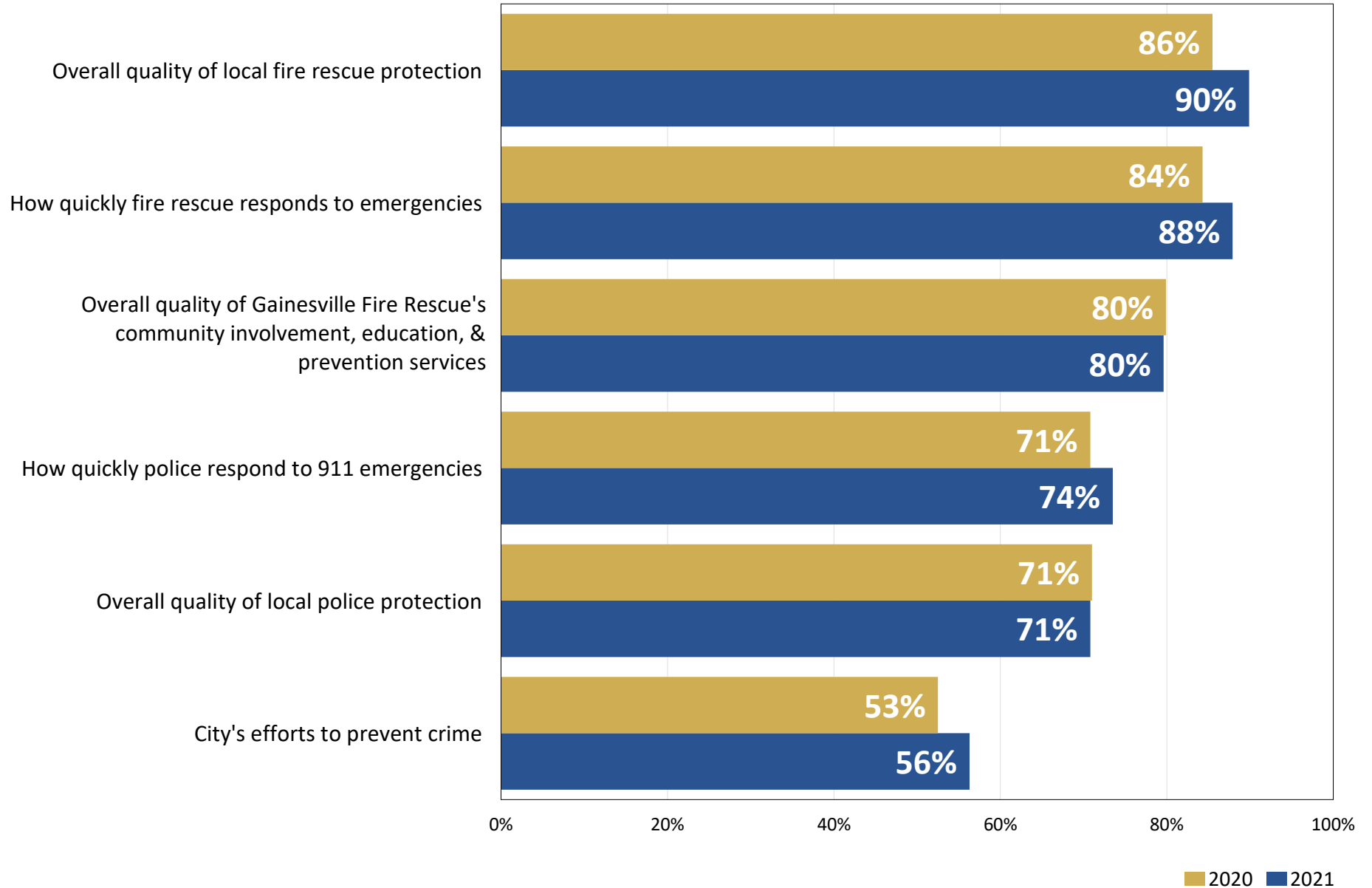
by percentage of respondents (multiple choices could be selected)



2020 2021

Trends: Satisfaction with Public Safety Services

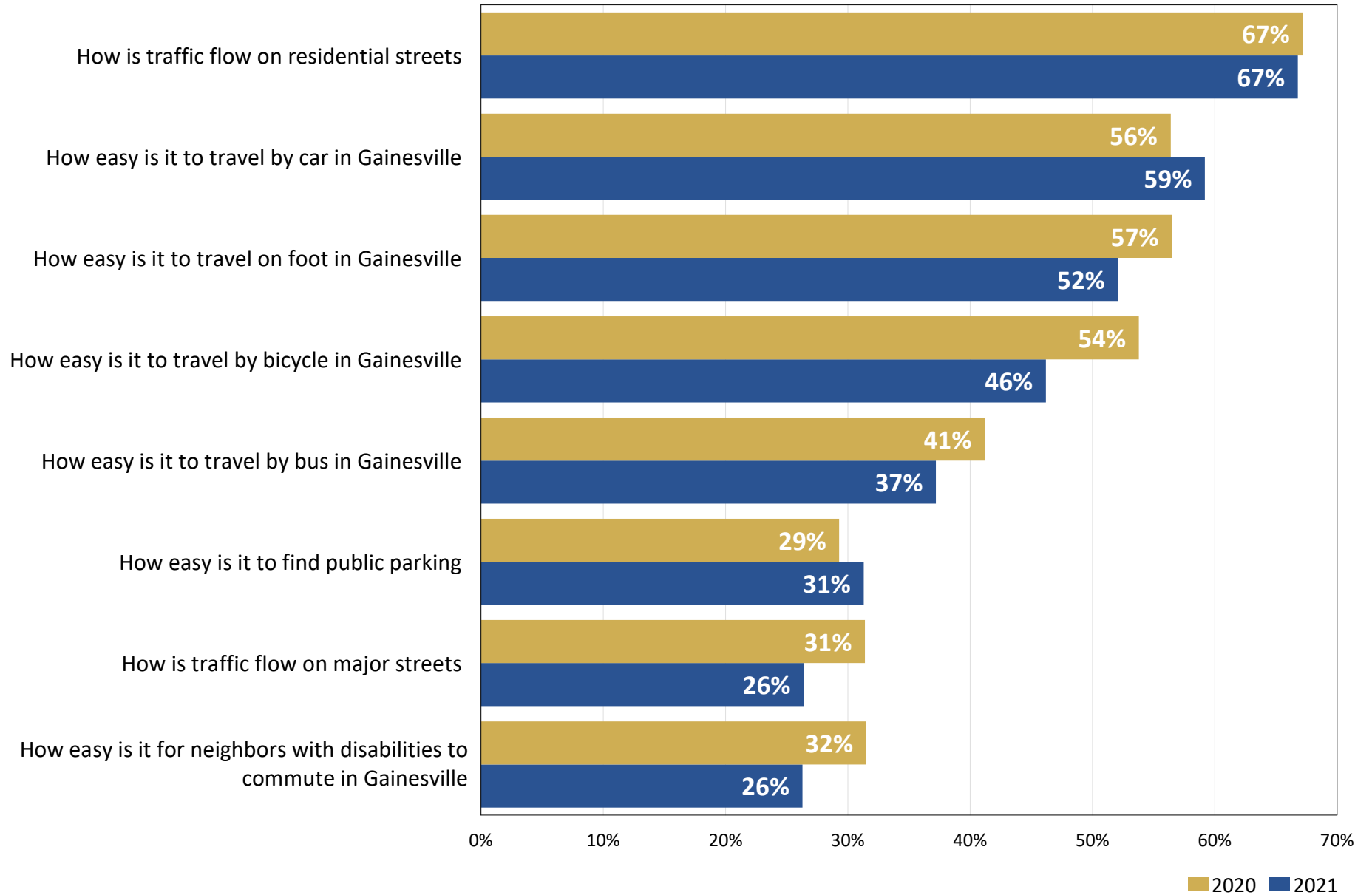
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



Source: ETC Institute (2021)

Trends: Rating of the Mobility in the City

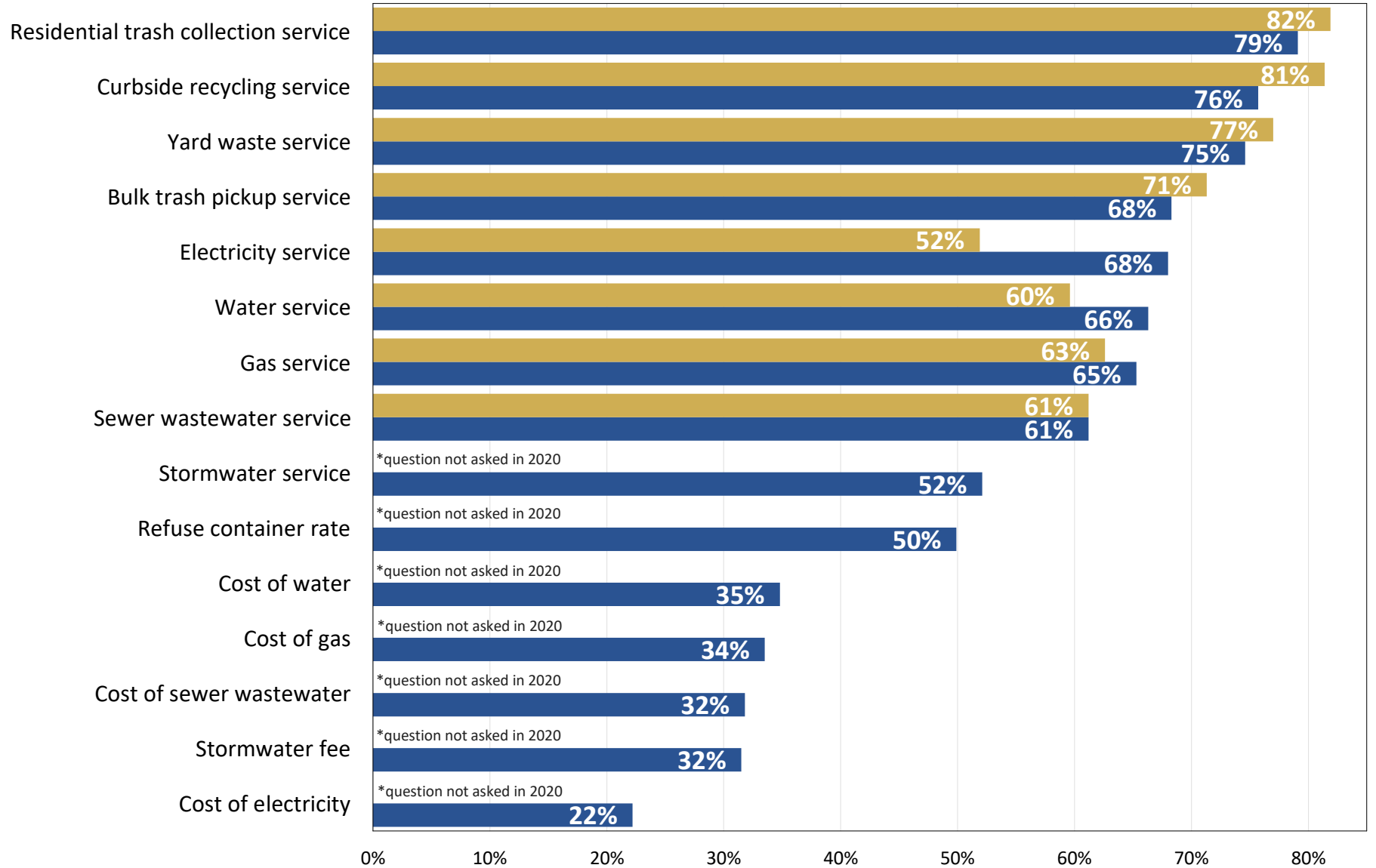
by sum percentage of respondents who gave an "excellent" or "good" rating
(without "don't know")



Source: ETC Institute (2021)

Trends: Satisfaction with Utility Services

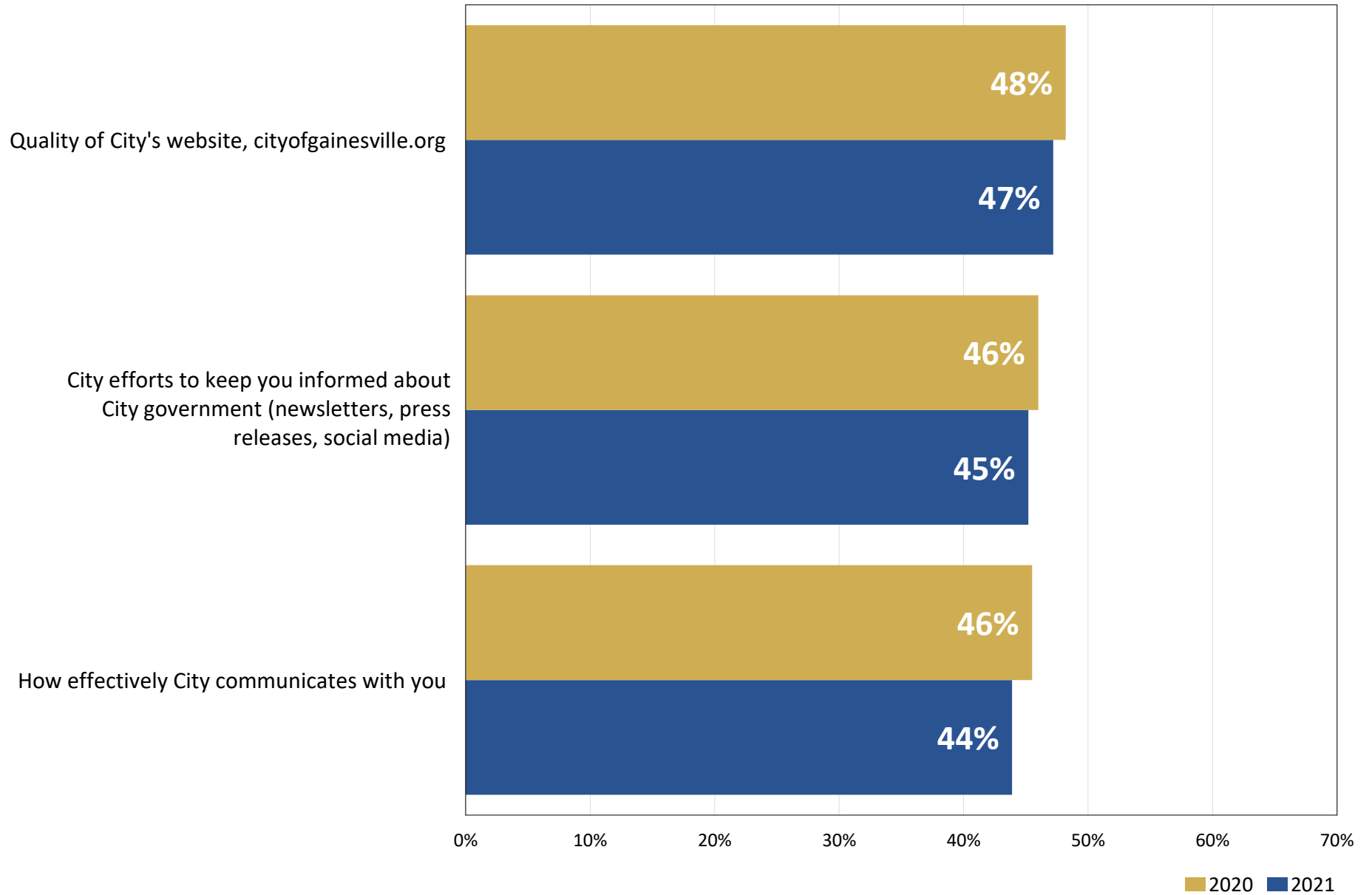
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



2020 2021

Trends: Satisfaction with City Communication

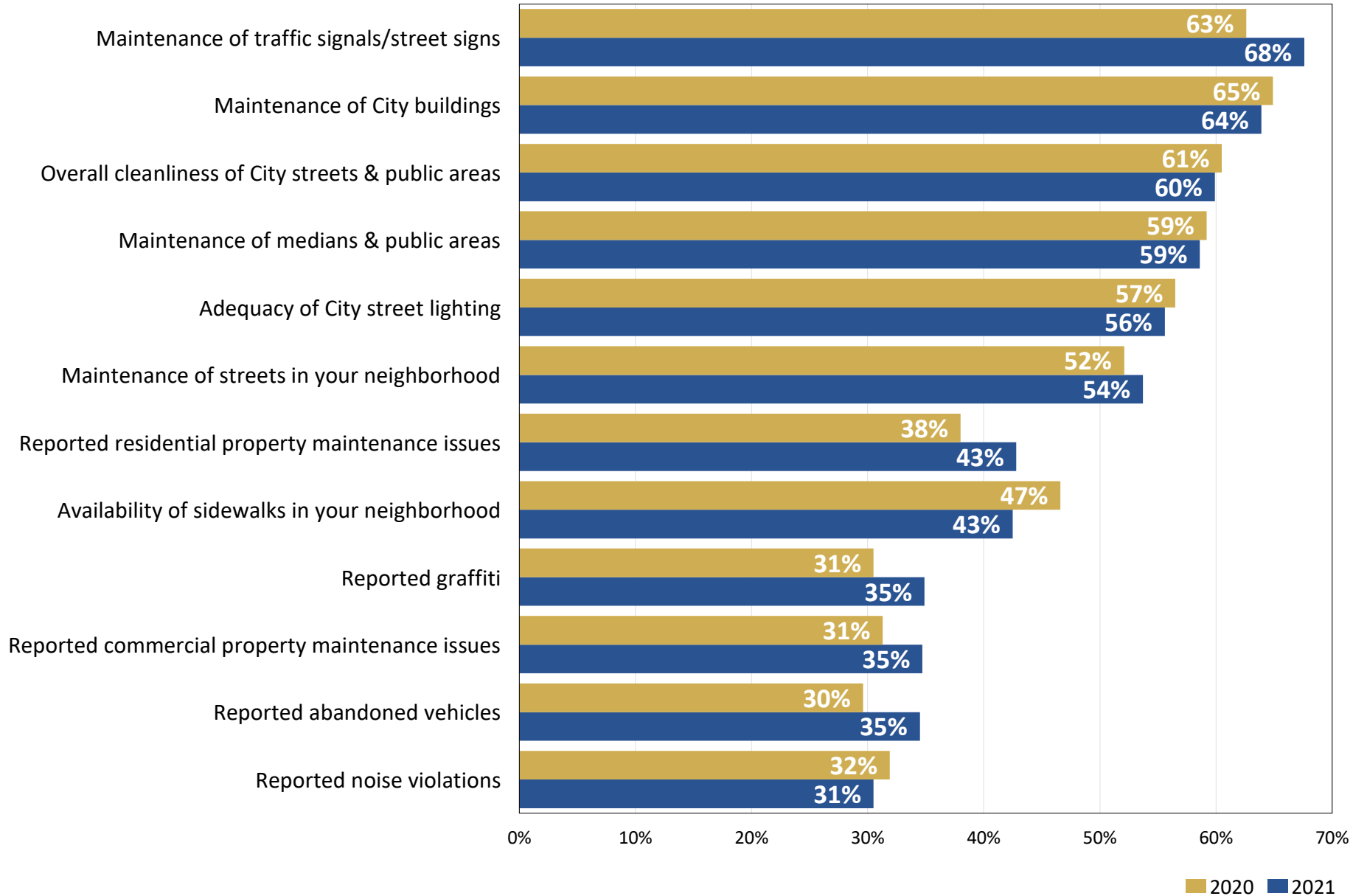
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



Source: ETC Institute (2021)

Trends: Satisfaction with City Maintenance

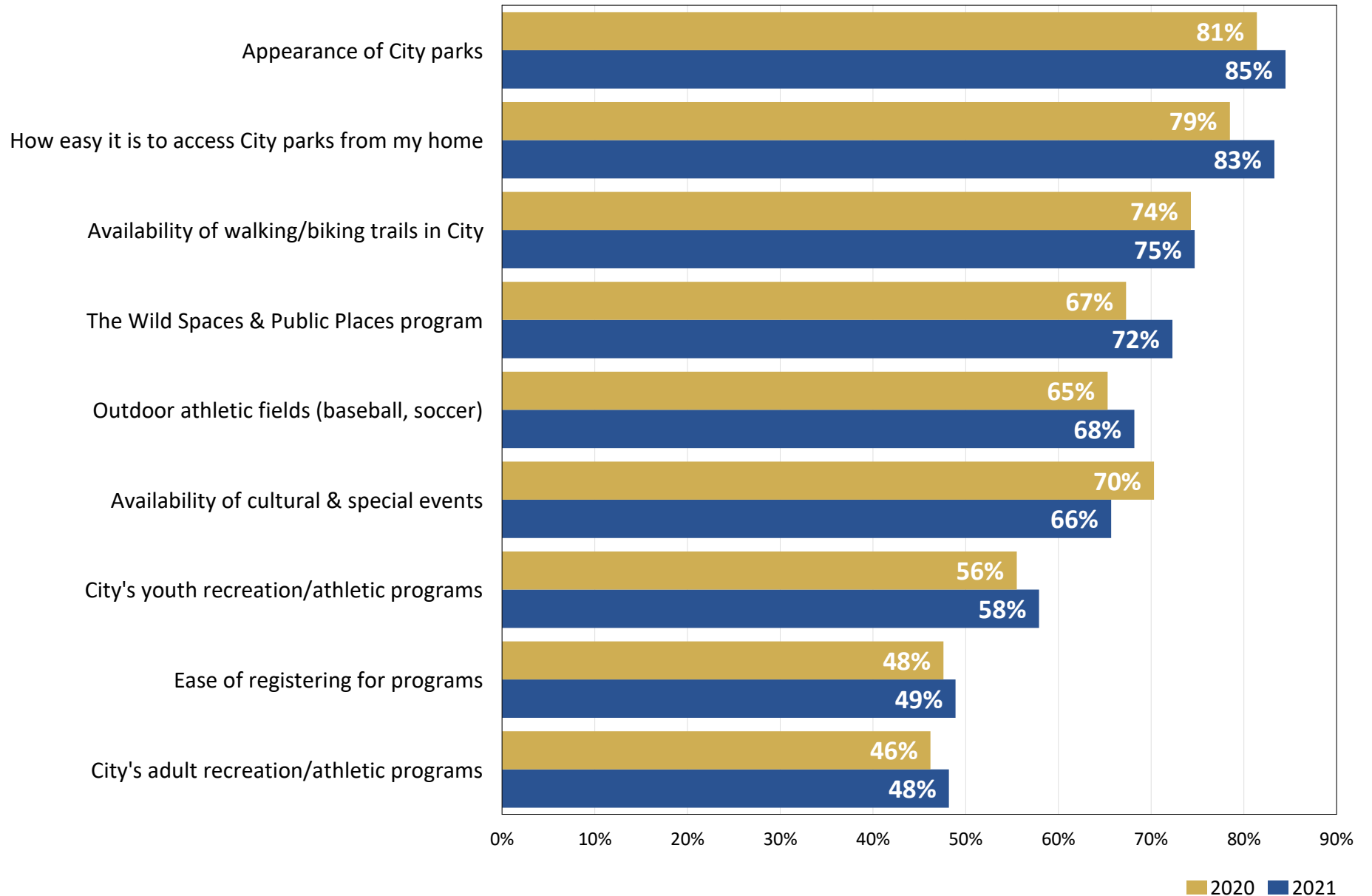
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



Source: ETC Institute (2021)

Trends: Satisfaction with Parks, Recreation, and Cultural Affairs

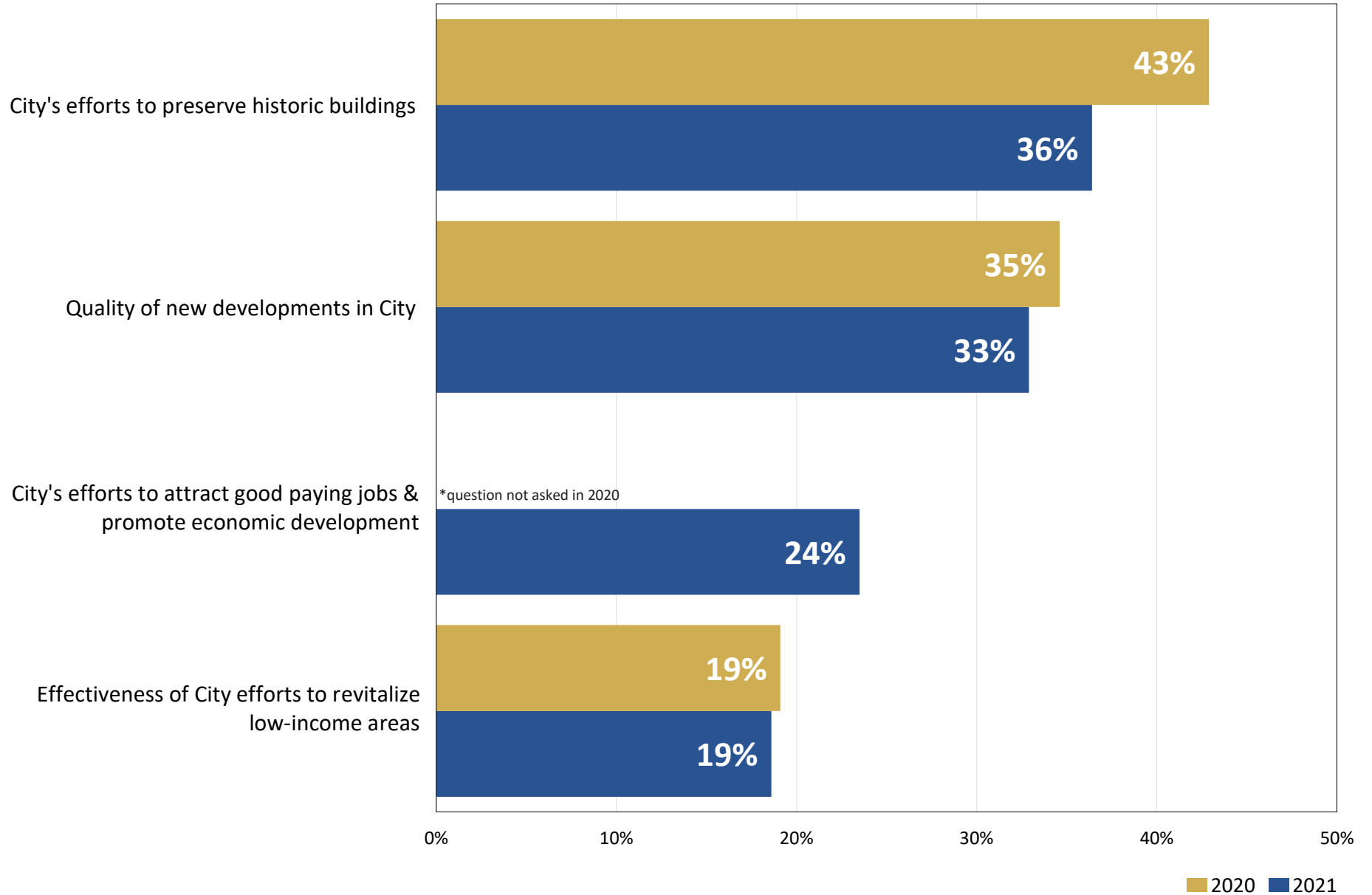
by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



Source: ETC Institute (2021)

Trends: Satisfaction with Community Planning and Development

by sum percentage of respondents who gave a rating of "very satisfied" or "satisfied"
(without "don't know")



Source: ETC Institute (2021)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (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 provide. 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 categories of City maintenance services they thought should receive the most emphasis over the next two years. Thirty-two percent (32.0%) of respondents selected the *maintenance of neighborhood streets* as one of the most important maintenance services for the City to provide.

With regard to satisfaction, 53.7% of respondents surveyed rated the City's overall performance regarding the *maintenance of neighborhood streets* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the *maintenance of neighborhood streets* was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example 32.0% was multiplied by 46.3% (1 - 0.537). This calculation yielded an I-S rating of 0.1482 which ranked first out of the 12 major categories of City maintenance services analyzed.

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

Importance-Satisfaction Analysis



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 for the two or three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 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 (IS \geq 0.20)
- Increase Current Emphasis (0.10 \leq IS < 0.20)
- Maintain Current Emphasis (IS < 0.10)

The results for the City of Gainesville are provided on the following pages.

Importance-Satisfaction Rating (2021)

Quality of Life

City of Gainesville, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Availability of employment opportunities	36%	1	56%	21	0.1589	1
Medium Priority (I-S < 0.10)						
Affordability of overall cost of living in Gainesville	23%	3	65%	19	0.0820	2
Availability of mental health care	24%	2	69%	17	0.0763	3
Availability of career advancement opportunities	15%	7	51%	23	0.0735	4
Affordability of mental health care	12%	10	55%	22	0.0551	5
Availability of job training or certificate programs	16%	6	70%	16	0.0471	6
Availability of K-12 education	22%	4	82%	10	0.0406	7
Affordability of childcare/early childhood education	9%	13	56%	20	0.0386	8
Availability of childcare/early childhood education	17%	5	78%	11	0.0373	9
Availability of career & technical education (CTE) programs	13%	9	71%	14	0.0362	10
Affordability of health care	12%	11	71%	15	0.0339	11
Affordability of job training or certificate programs	5%	17	68%	18	0.0150	12
Availability of adult educational opportunities	8%	14	82%	9	0.0142	13
Availability of food	12%	12	90%	4	0.0118	14
Availability of health care	13%	8	92%	2	0.0103	15
Affordability of food	6%	15	83%	8	0.0098	16
Affordability of career & technical education (CTE) programs	3%	19	73%	13	0.0092	17
Affordability of adult educational opportunities	4%	18	78%	12	0.0080	18
Affordability of K-12 education	5%	16	85%	7	0.0080	19
Availability of banking and/or financial services	3%	21	90%	5	0.0026	20
Affordability of community college	3%	22	91%	3	0.0023	21
Affordability of banking and/or financial services	1%	23	88%	6	0.0007	22
Availability of community college	3%	20	98%	1	0.0006	23

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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding don't knows.' Respondents ranked each of the items on a scale of 1 to 5 with "5" being excellent and "1" being poor.

Importance-Satisfaction Rating (2021)

Mobility

City of Gainesville, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (I-S > 0.20)</u>						
How is traffic flow on major streets	64%	1	26%	7	0.4681	1
How easy is it to find public parking	38%	2	31%	6	0.2611	2
How easy is it for neighbors with disabilities to commute in Gainesville	29%	3	26%	8	0.2115	3
<u>High Priority (I-S = 0.10-0.20)</u>						
How easy is it to travel by bus in Gainesville	24%	5	37%	5	0.1501	4
How easy is it to travel by bicycle in Gainesville	27%	4	46%	4	0.1442	5
<u>Medium Priority (I-S < 0.10)</u>						
How easy is it to travel by car in Gainesville	22%	6	59%	2	0.0914	6
How easy is it to travel on foot in Gainesville	16%	7	52%	3	0.0771	7
How is traffic flow on residential streets	16%	8	67%	1	0.0535	8

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

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

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

Importance-Satisfaction Rating (2021)

Utilities

City of Gainesville, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Cost of electricity	64%	1	22%	15	0.4948	1
Cost of water	17%	2	35%	11	0.1115	2
Medium Priority (I-S < 0.10)						
Cost of gas	14%	4	34%	12	0.0951	3
Cost of sewer wastewater	7%	6	32%	13	0.0464	4
Electricity service	14%	3	68%	5	0.0461	5
Curbside recycling service	8%	5	76%	2	0.0197	6
Stormwater fee	3%	12	32%	14	0.0192	7
Stormwater service	3%	8	52%	9	0.0153	8
Refuse container rate	3%	10	50%	10	0.0145	9
Water service	4%	7	66%	6	0.0138	10
Sewer wastewater service	3%	9	61%	8	0.0120	11
Gas service	3%	14	65%	7	0.0087	12
Bulk trash pickup service	3%	15	68%	4	0.0079	13
Yard waste service	3%	11	75%	3	0.0074	14
Residential trash collection service	3%	13	79%	1	0.0056	15

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating (2021)

Maintenance

City of Gainesville, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Maintenance of streets in your neighborhood	32%	2	54%	6	0.1482	1
Availability of sidewalks in your neighborhood	25%	4	43%	8	0.1455	2
Overall cleanliness of City streets & public areas	33%	1	60%	3	0.1327	3
Adequacy of City street lighting	29%	3	56%	5	0.1274	4
Reported noise violations	15%	7	31%	12	0.1063	5
Medium Priority (I-S < 0.10)						
Reported residential property maintenance issues	14%	8	43%	7	0.0789	6
Maintenance of medians & public areas	18%	5	59%	4	0.0753	7
Maintenance of traffic signals/street signs	16%	6	68%	1	0.0522	8
Reported commercial property maintenance issues	7%	9	35%	10	0.0444	9
Reported abandoned vehicles	5%	11	35%	11	0.0308	10
Reported graffiti	3%	12	35%	9	0.0221	11
Maintenance of City buildings	5%	10	64%	2	0.0195	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Rating (2021)

Parks, Recreation, and Cultural Affairs

City of Gainesville, Florida

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
City's youth recreation/athletic programs	25%	5	58%	7	0.1031	1
Medium Priority (I-S < 0.10)						
Availability of walking/biking trails in City	34%	1	75%	3	0.0863	2
The Wild Spaces & Public Places program	31%	2	72%	4	0.0859	3
Availability of cultural & special events	25%	4	66%	6	0.0851	4
City's adult recreation/athletic programs	14%	7	48%	9	0.0746	5
Ease of registering for programs	10%	9	49%	8	0.0485	6
Appearance of City parks	28%	3	85%	1	0.0437	7
Outdoor athletic fields (baseball, soccer)	12%	8	68%	5	0.0378	8
How easy it is to access City parks from my home	16%	6	83%	2	0.0262	9

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

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

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



4 Benchmark Analysis

Benchmark Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 350 communities in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents living in the continental United States.

Interpreting the Charts

The charts on the following pages show how the overall results for the City of Gainesville compare to the national average and the average for communities in Florida, based on the results of a 2019 survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

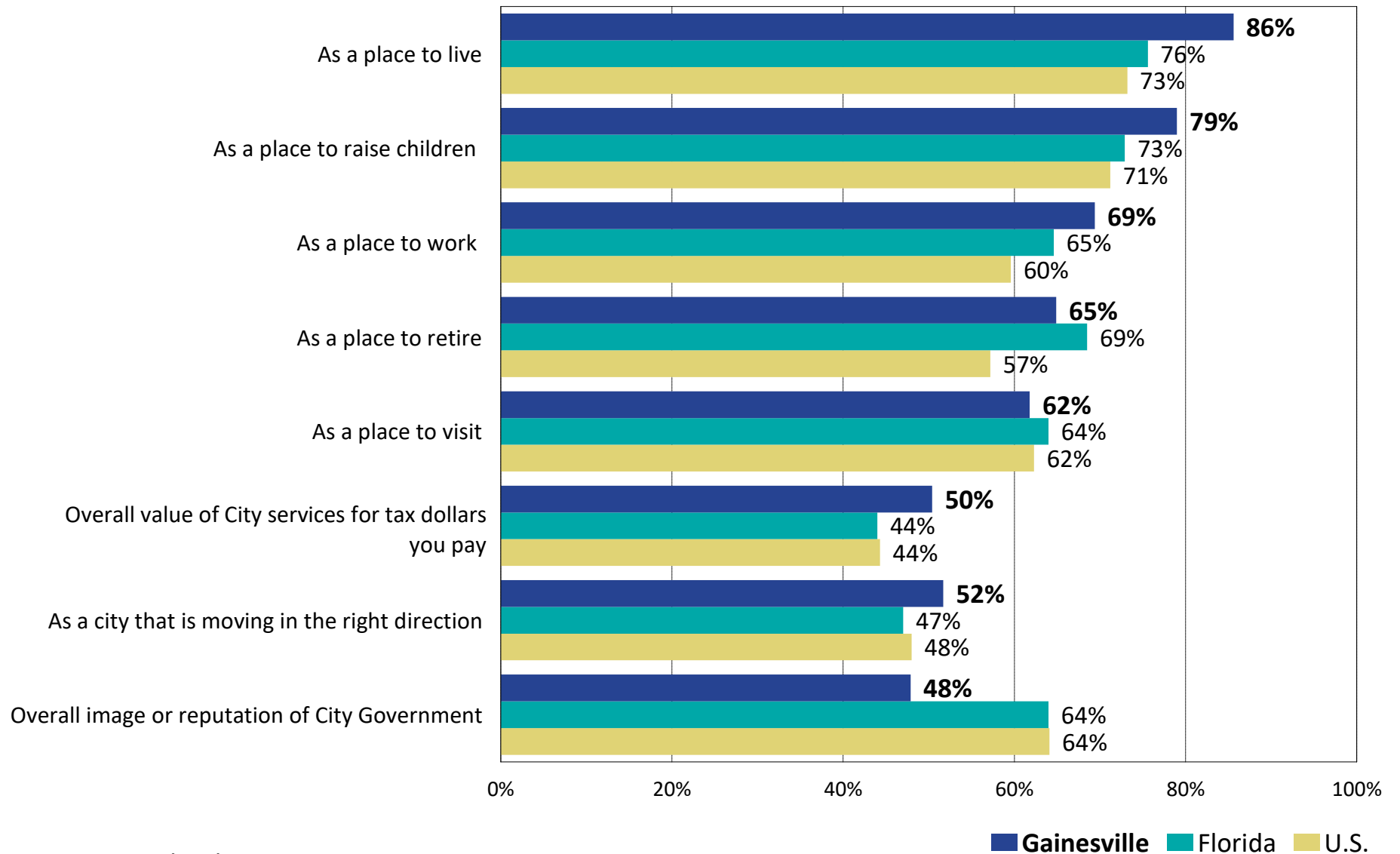
Benchmark Data

The charts on the following pages show how the results for the City of Gainesville compare to the Florida Average and the National Average. The red bar shows the results of a regional survey that was administered by ETC Institute during the summer of 2019, and the yellow bar shows the results of a national survey that was also administered by ETC Institute during the summer of 2019.

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 Gainesville, Florida is not authorized without written consent from ETC Institute.

Benchmark: Overall Perceptions of the City Gainesville vs. Florida 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")

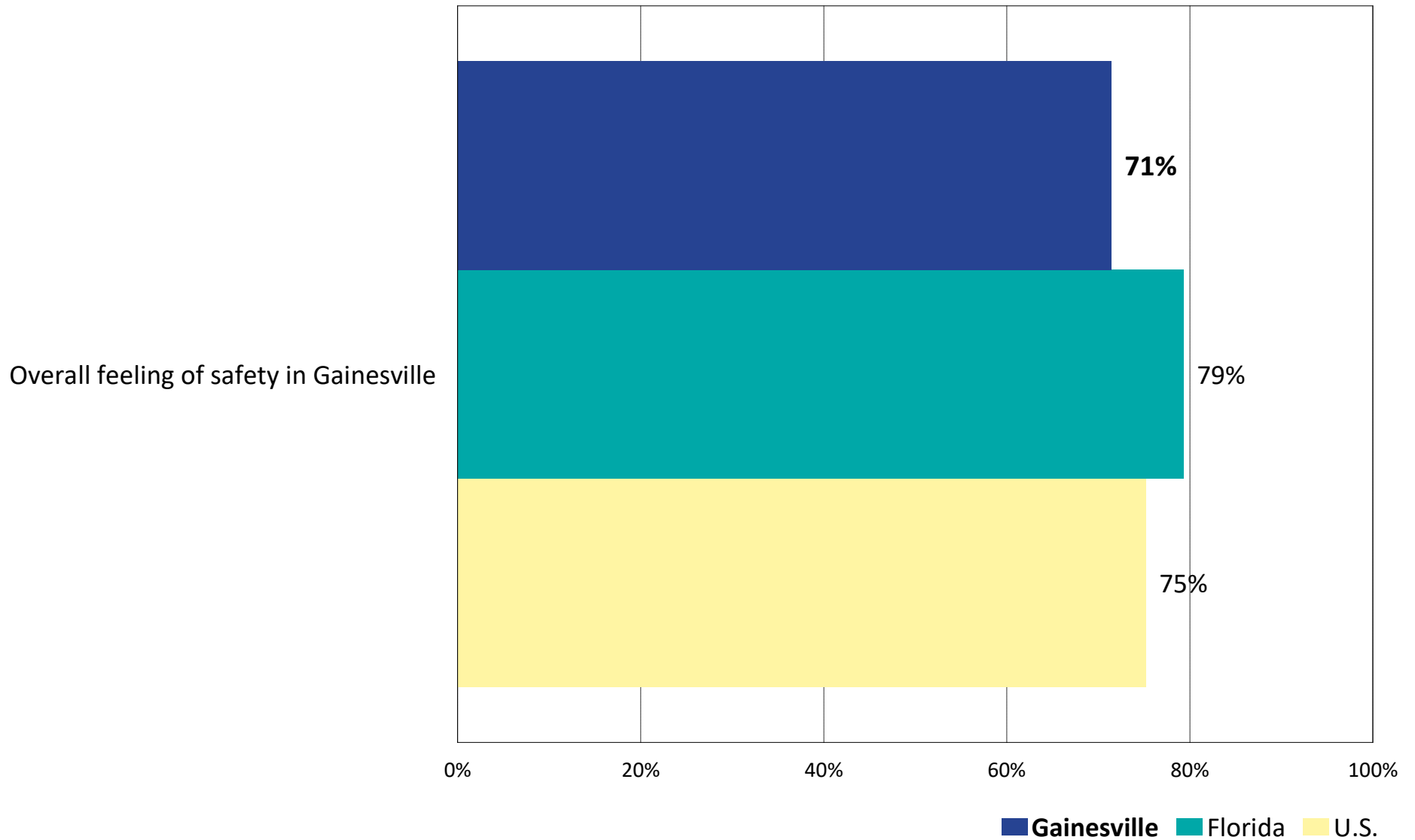


Source: ETC Institute (2021)

Benchmark: Feeling of Safety

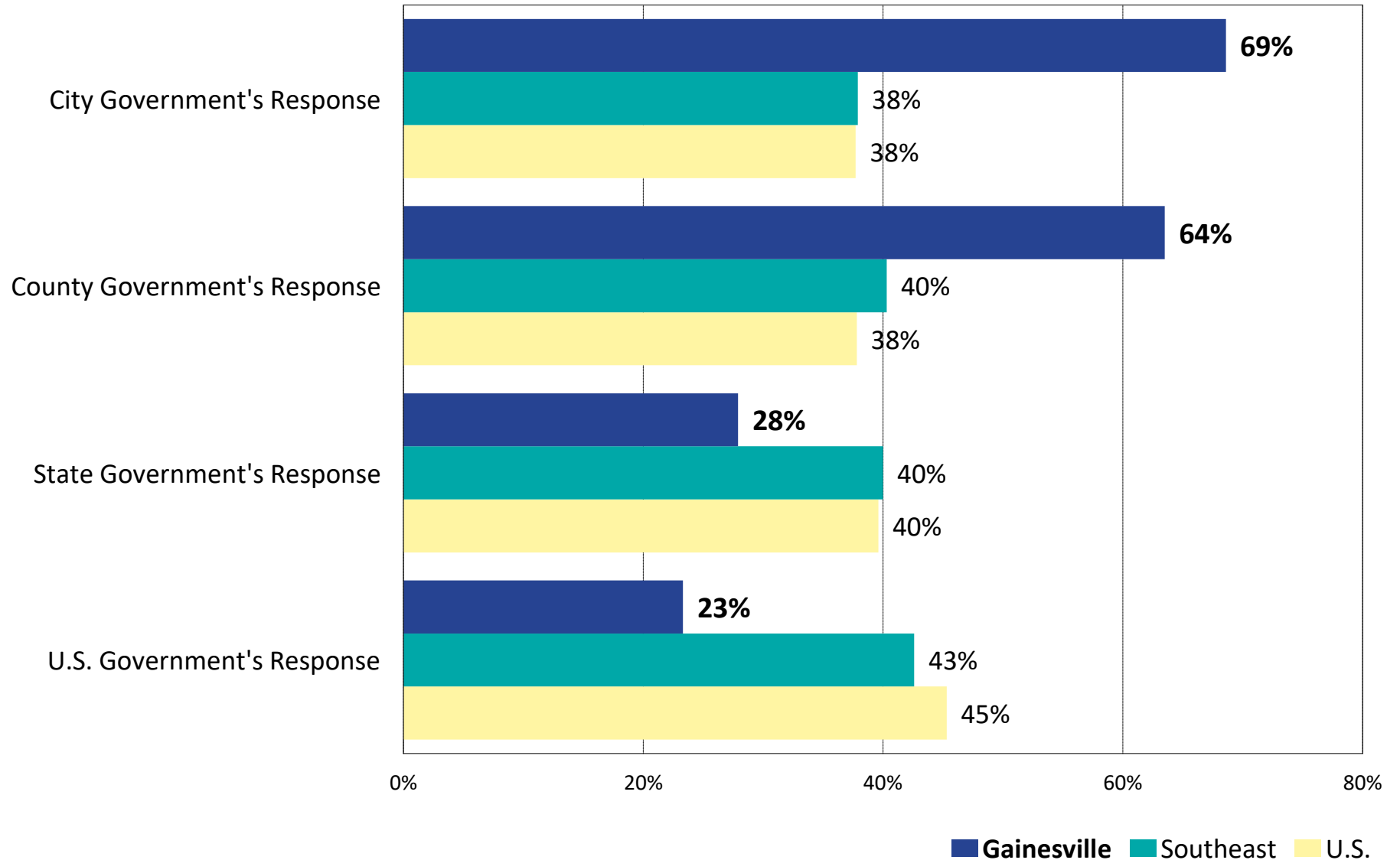
Gainesville vs. Florida vs. the U.S.

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")



Benchmark: Satisfaction with the Way Government Leaders Have Responded So Far to the COVID-19 Pandemic Overall

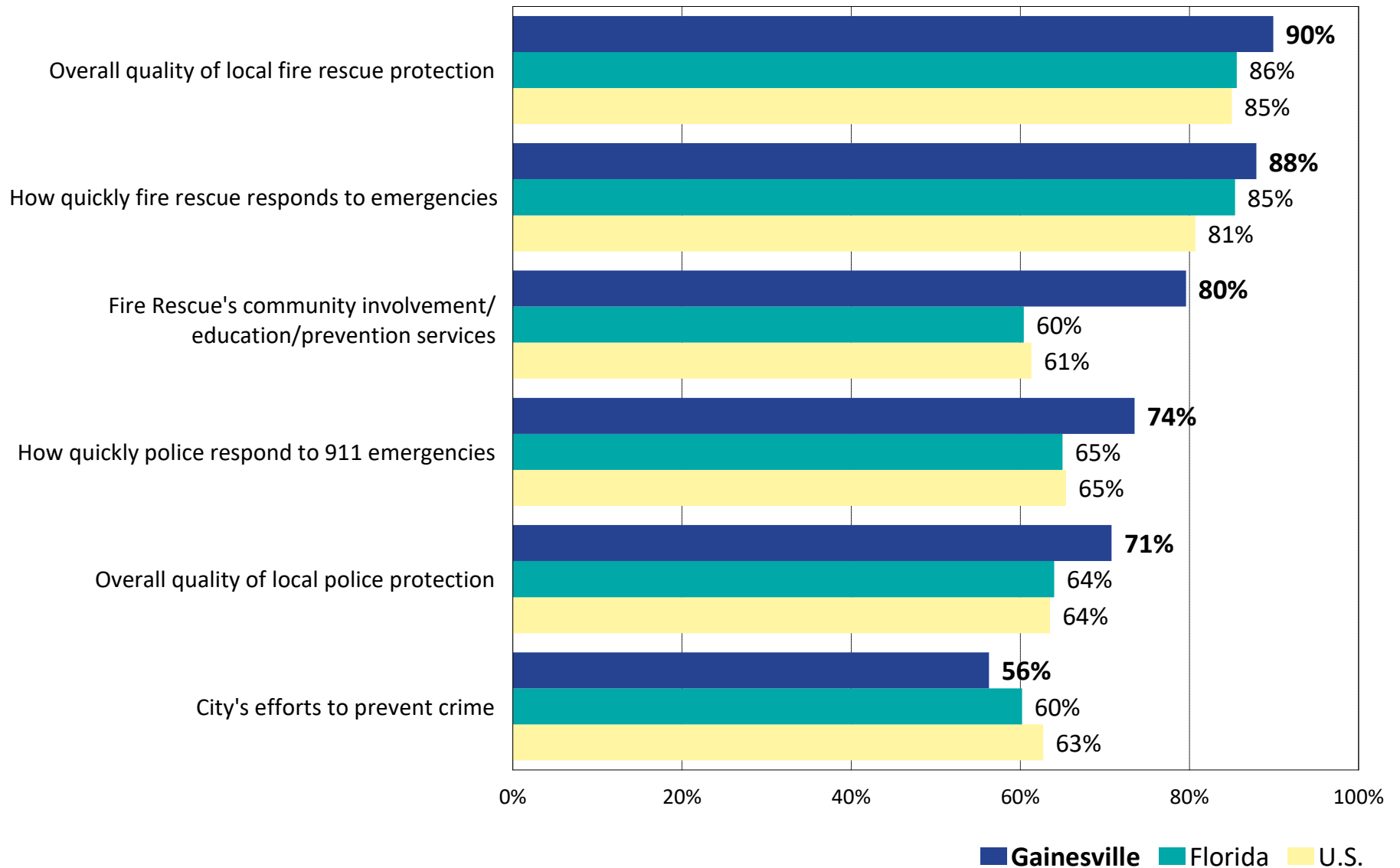
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Benchmark: Satisfaction with Public Safety

Gainesville vs. Florida vs. the U.S.

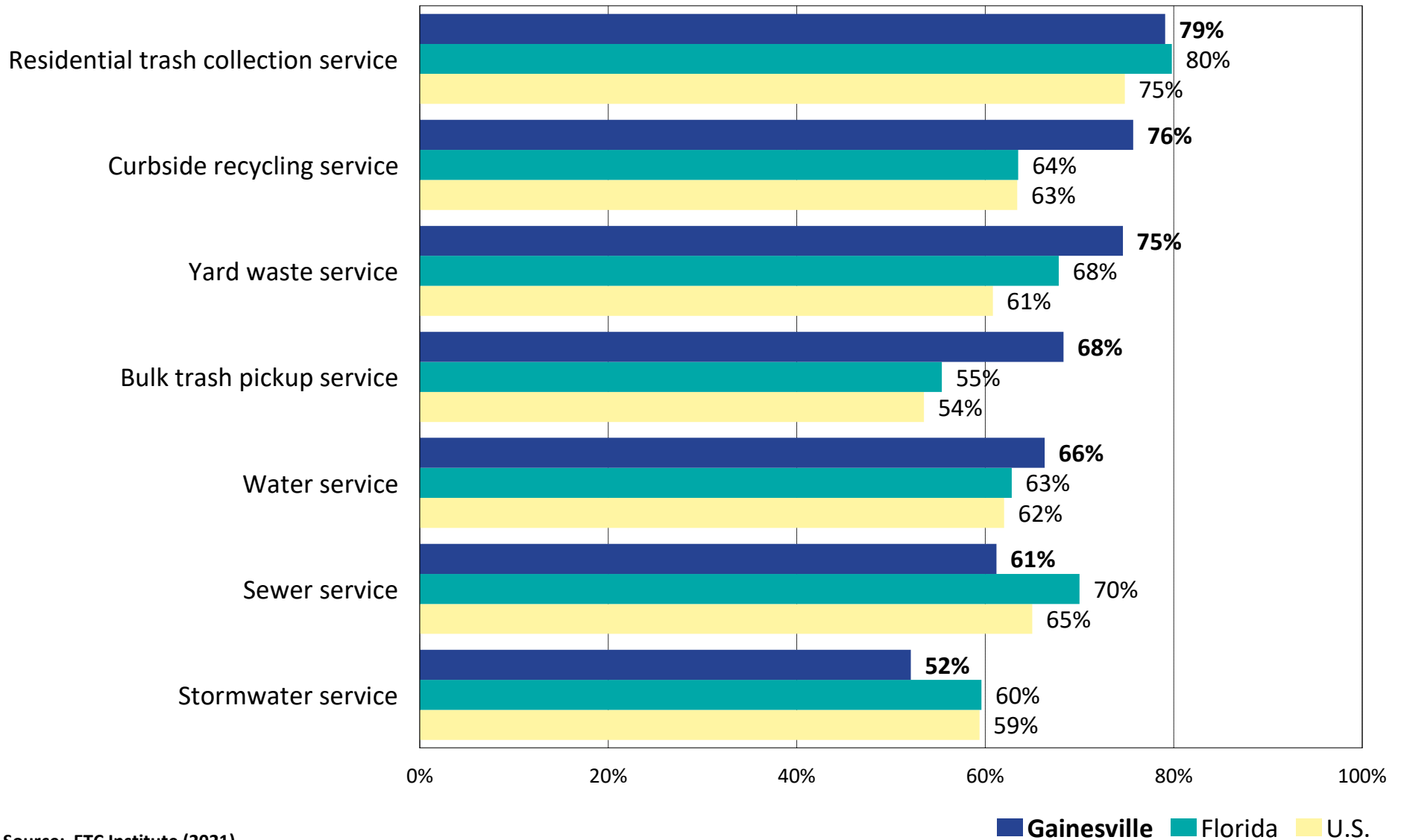
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Benchmark: Satisfaction with Utilities

Gainesville vs. Florida vs. the U.S.

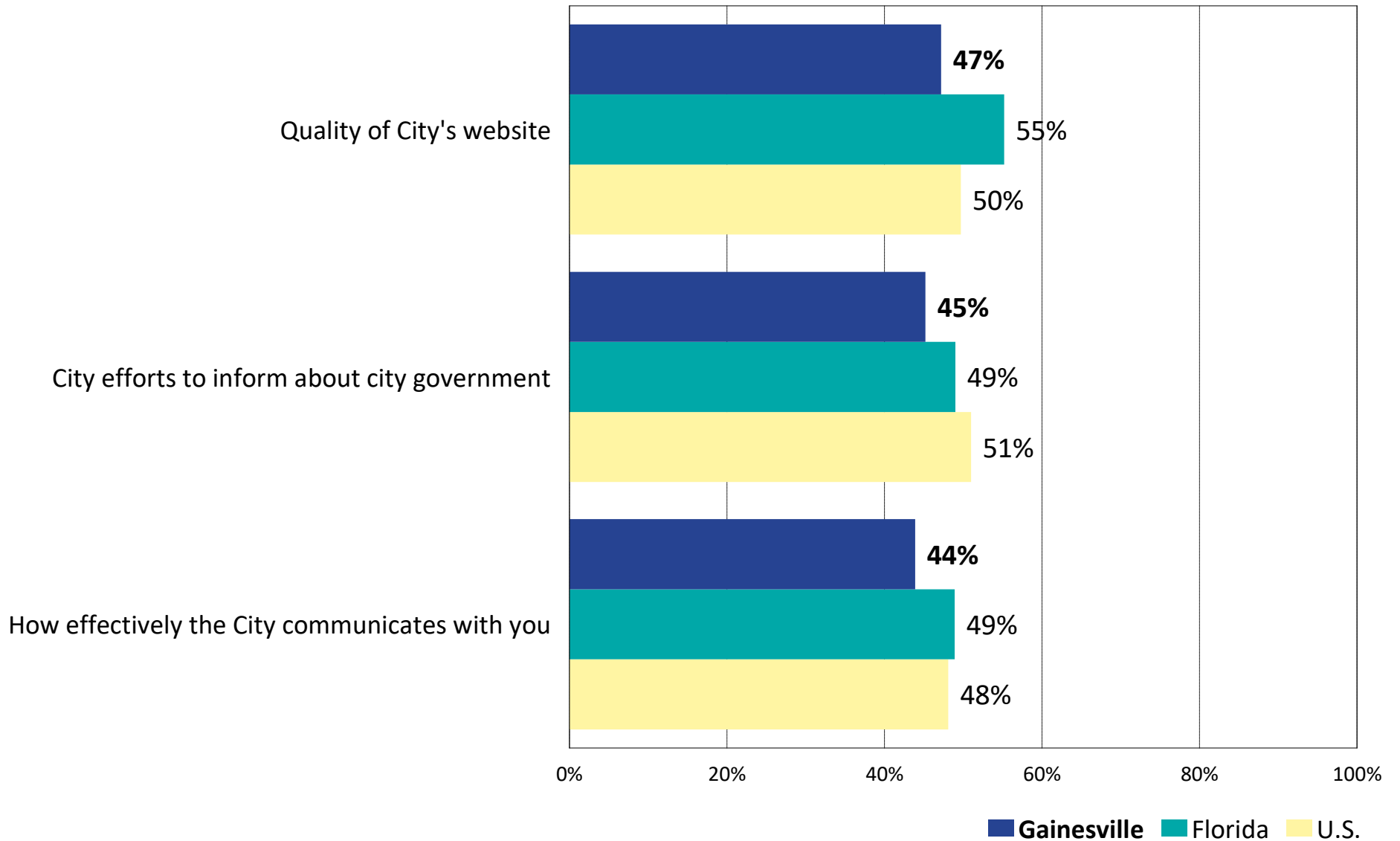
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Benchmark: Satisfaction with Communication

Gainesville vs. Florida vs. the U.S.

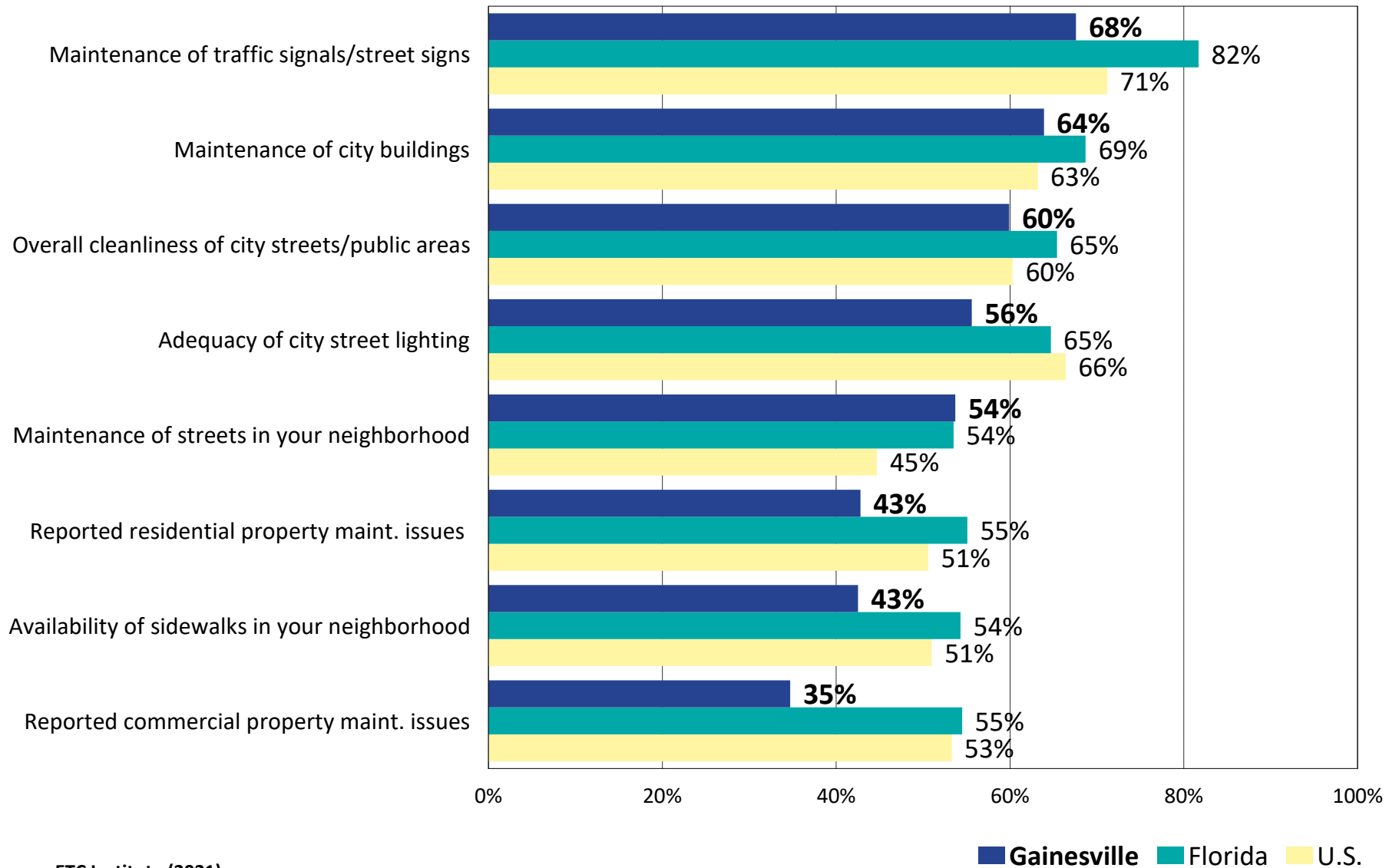
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Benchmark: Satisfaction with Maintenance

Gainesville vs. Florida vs. the U.S.

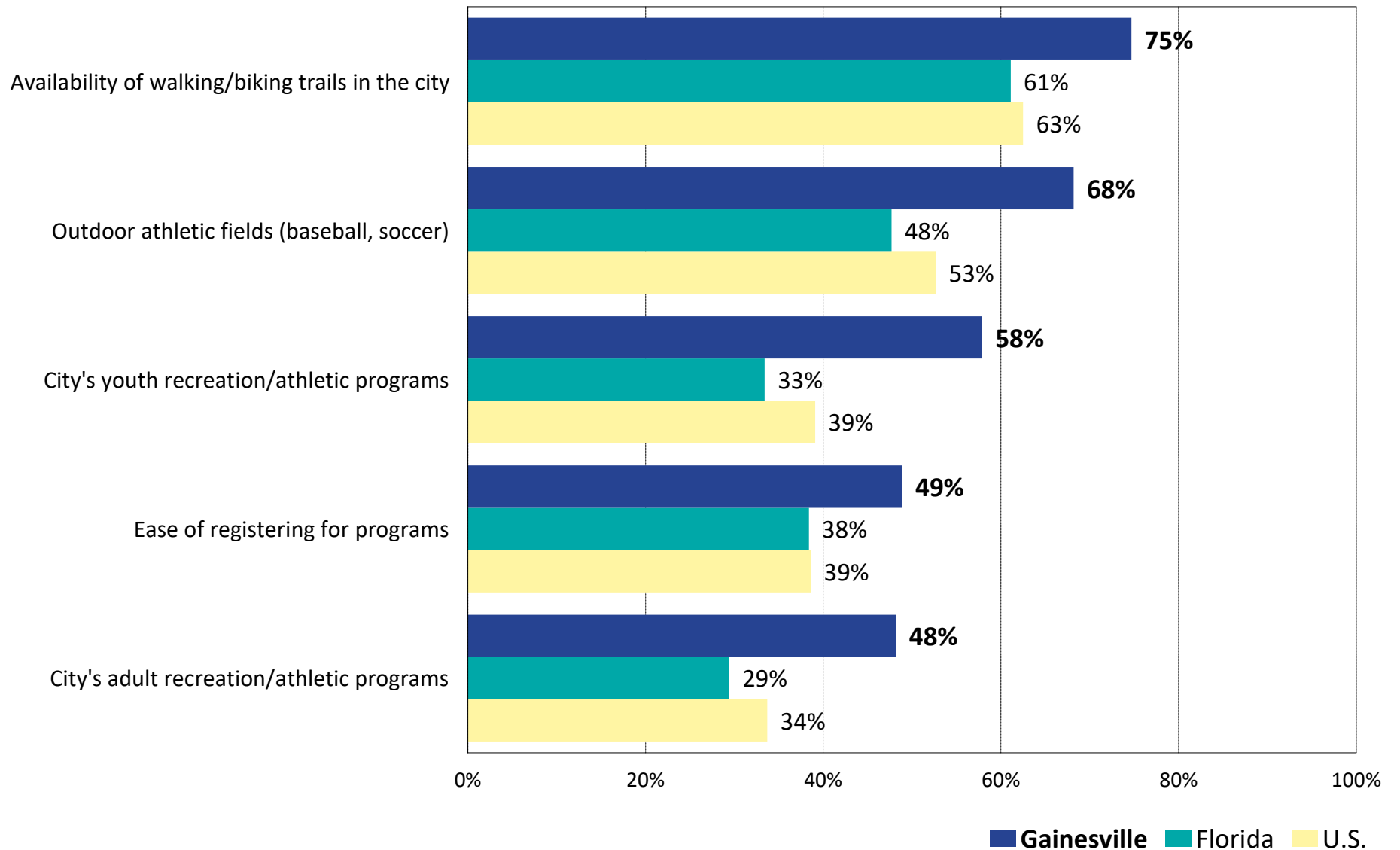
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Benchmark: Satisfaction with Parks, Recreation, and Cultural Affairs

Gainesville vs. Florida 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")





5

Tabular Data

Q1. Overall Opinions. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate your overall opinion about the City of Gainesville with regard to the following.

(N=1003)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	34.4%	50.9%	9.9%	3.5%	1.0%	0.3%
Q1-2. As a place to work	20.7%	43.6%	18.4%	8.4%	1.5%	7.4%
Q1-3. As a place to start a business	7.8%	19.5%	21.5%	9.2%	5.7%	36.3%
Q1-4. As a place to raise children	30.2%	37.4%	12.7%	4.3%	1.0%	14.5%
Q1-5. As a place for play & leisure	29.0%	42.3%	18.8%	6.6%	1.9%	1.4%
Q1-6. As a place to visit	20.5%	39.0%	24.9%	9.0%	2.9%	3.7%
Q1-7. As a place to retire	27.0%	31.4%	17.7%	7.8%	6.0%	10.1%
Q1-8. As a City that is moving in the right direction	17.7%	32.2%	24.6%	11.5%	10.6%	3.4%
Q1-9. As a City committed to green & sustainable practices	22.4%	39.4%	24.1%	6.0%	3.1%	5.0%
Q1-10. As a City committed to fair & equitable practices	16.7%	30.2%	26.4%	11.4%	8.7%	6.6%
Q1-11. Overall image or reputation of City Government	12.1%	33.9%	26.6%	12.5%	10.9%	4.1%

WITHOUT DON'T KNOW

Q1. Overall Opinions. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate your overall opinion about the City of Gainesville with regard to the following. (without "don't know")

(N=1003)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	34.5%	51.1%	9.9%	3.5%	1.0%
Q1-2. As a place to work	22.4%	47.0%	19.9%	9.0%	1.6%
Q1-3. As a place to start a business	12.2%	30.7%	33.8%	14.4%	8.9%
Q1-4. As a place to raise children	35.3%	43.7%	14.8%	5.0%	1.2%
Q1-5. As a place for play & leisure	29.4%	42.9%	19.1%	6.7%	1.9%
Q1-6. As a place to visit	21.3%	40.5%	25.9%	9.3%	3.0%
Q1-7. As a place to retire	30.0%	34.9%	19.7%	8.6%	6.7%
Q1-8. As a City that is moving in the right direction	18.4%	33.3%	25.5%	11.9%	10.9%
Q1-9. As a City committed to green & sustainable practices	23.6%	41.4%	25.4%	6.3%	3.3%
Q1-10. As a City committed to fair & equitable practices	17.9%	32.3%	28.3%	12.2%	9.3%
Q1-11. Overall image or reputation of City Government	12.6%	35.3%	27.8%	13.0%	11.3%

Q2. Overall Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in Gainesville in regard to the following.

(N=1003)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q2-1. Overall feeling of safety in Gainesville	15.0%	56.0%	20.4%	7.2%	0.8%	0.6%
Q2-2. Overall feeling of safety in your neighborhood	38.5%	41.8%	11.7%	5.8%	1.3%	1.0%

WITHOUT DON'T KNOW

Q2. Overall Safety. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in Gainesville in regard to the following. (without "don't know")

(N=1003)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q2-1. Overall feeling of safety in Gainesville	15.0%	56.4%	20.6%	7.2%	0.8%
Q2-2. Overall feeling of safety in your neighborhood	38.9%	42.2%	11.8%	5.8%	1.3%

Q3. Sense of Community and Belonging. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate the degree to which you agree or disagree with each of the following statements:

(N=1003)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. When I have a problem, I can talk about it with a neighbor	22.8%	41.3%	17.9%	9.6%	3.7%	4.7%
Q3-2. I can trust my neighbors	28.5%	42.9%	19.1%	4.4%	1.6%	3.5%
Q3-3. Gainesville community has symbols & expressions of membership (clothes, signs, art, architecture, etc.)	12.8%	33.8%	29.6%	8.0%	2.3%	13.6%
Q3-4. I put time & effort into improving my neighborhood or community	18.0%	42.7%	28.3%	7.2%	0.6%	3.2%
Q3-5. Being a part of Gainesville community is a part of my identity	15.5%	35.7%	27.8%	13.6%	4.9%	2.6%
Q3-6. If there is a problem in our community, neighbors can get it solved	9.0%	29.1%	35.2%	13.1%	5.3%	8.4%
Q3-7. Our community has good leaders	10.1%	31.2%	31.7%	11.0%	9.6%	6.5%
Q3-8. Members of our community have shared important events together such as holidays & celebrations	11.2%	34.3%	28.9%	12.8%	4.8%	8.1%
Q3-9. I feel hopeful about the future of our community	18.7%	41.8%	22.8%	10.0%	5.2%	1.5%

WITHOUT DON'T KNOW

Q3. Sense of Community and Belonging. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate the degree to which you agree or disagree with each of the following statements: (without "don't know")

(N=1003)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. When I have a problem, I can talk about it with a neighbor	24.0%	43.3%	18.8%	10.0%	3.9%
Q3-2. I can trust my neighbors	29.5%	44.4%	19.8%	4.5%	1.7%
Q3-3. Gainesville community has symbols & expressions of membership (clothes, signs, art, architecture, etc.)	14.8%	39.1%	34.3%	9.2%	2.7%
Q3-4. I put time & effort into improving my neighborhood or community	18.6%	44.1%	29.2%	7.4%	0.6%
Q3-5. Being a part of Gainesville community is a part of my identity	15.9%	36.6%	28.6%	13.9%	5.0%
Q3-6. If there is a problem in our community, neighbors can get it solved	9.8%	31.8%	38.4%	14.3%	5.8%
Q3-7. Our community has good leaders	10.8%	33.4%	33.9%	11.7%	10.2%
Q3-8. Members of our community have shared important events together such as holidays & celebrations	12.1%	37.3%	31.5%	13.9%	5.2%
Q3-9. I feel hopeful about the future of our community	19.0%	42.4%	23.2%	10.1%	5.3%

Q4. Quality of Life. Using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor," please rate your opinion about the AVAILABILITY of following programs and services:

(N=1003)

	Excellent	Good	Below average	Poor	Don't know
Q4-1. Childcare/early childhood education	12.1%	33.3%	9.6%	3.0%	42.1%
Q4-2. K-12 education	16.3%	39.9%	10.0%	2.6%	31.3%
Q4-3. Career & technical education (CTE) programs	11.4%	28.4%	11.9%	4.2%	44.2%
Q4-4. Community college	47.5%	34.5%	1.6%	0.1%	16.4%
Q4-5. Adult educational opportunities	22.3%	37.7%	11.0%	1.9%	27.1%
Q4-6. Job training or certificate programs	12.1%	26.7%	13.9%	2.8%	44.6%
Q4-7. Employment opportunities	5.5%	39.7%	26.0%	9.3%	19.5%
Q4-8. Career advancement opportunities	5.1%	33.3%	27.8%	9.1%	24.7%
Q4-9. Banking and/or financial services	24.0%	56.9%	7.5%	1.9%	9.7%
Q4-10. Food	33.5%	52.6%	8.5%	1.5%	3.9%
Q4-11. Health care	53.5%	34.7%	6.0%	1.5%	4.3%
Q4-12. Mental health care	16.7%	34.8%	16.4%	7.2%	25.0%

WITHOUT DON'T KNOW

Q4. Quality of Life. Using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor," please rate your opinion about the AVAILABILITY of following programs and services: (without "don't know")

(N=1003)

	Excellent	Good	Below average	Poor
Q4-1. Childcare/early childhood education	20.8%	57.5%	16.5%	5.2%
Q4-2. K-12 education	23.7%	58.1%	14.5%	3.8%
Q4-3. Career & technical education (CTE) programs	20.4%	50.9%	21.3%	7.5%
Q4-4. Community college	56.7%	41.2%	1.9%	0.1%
Q4-5. Adult educational opportunities	30.6%	51.7%	15.0%	2.6%
Q4-6. Job training or certificate programs	21.8%	48.2%	25.0%	5.0%
Q4-7. Employment opportunities	6.8%	49.3%	32.3%	11.5%
Q4-8. Career advancement opportunities	6.8%	44.2%	37.0%	12.1%
Q4-9. Banking and/or financial services	26.6%	63.0%	8.3%	2.1%
Q4-10. Food	34.9%	54.8%	8.8%	1.6%
Q4-11. Health care	55.9%	36.3%	6.3%	1.6%
Q4-12. Mental health care	22.2%	46.4%	21.8%	9.6%

Q4. Quality of Life. Using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor," please rate your opinion about the AFFORDABILITY of following programs and services:

(N=1003)

	Excellent	Good	Below average	Poor	Don't know
Q4-1. Childcare/early childhood education	4.3%	20.0%	11.7%	7.4%	56.6%
Q4-2. K-12 education	13.9%	30.0%	5.3%	2.7%	48.2%
Q4-3. Career & technical education (CTE) programs	6.8%	20.4%	7.6%	2.5%	62.7%
Q4-4. Community college	20.3%	32.4%	4.4%	0.9%	42.0%
Q4-5. Adult educational opportunities	11.0%	27.1%	8.6%	2.4%	50.9%
Q4-6. Job training or certificate programs	5.5%	19.0%	8.8%	2.8%	63.9%
Q4-9. Banking and/or financial services	14.8%	45.8%	6.6%	1.5%	31.4%
Q4-10. Food	16.1%	52.3%	11.4%	2.3%	17.9%
Q4-11. Health care	17.7%	37.8%	13.1%	9.4%	22.0%
Q4-12. Mental health care	6.8%	23.2%	15.4%	9.5%	45.2%
Q4-13. Overall cost of living in Gainesville	9.7%	48.4%	20.5%	11.0%	10.5%

WITHOUT DON'T KNOW

Q4. Quality of Life. Using a scale of 1 to 4, where 4 means "Excellent" and 1 means "Poor," please rate your opinion about the AFFORDABILITY of following programs and services: (without "don't know")

(N=1003)

	Excellent	Good	Below average	Poor
Q4-1. Childcare/early childhood education	9.9%	46.2%	26.9%	17.0%
Q4-2. K-12 education	26.7%	57.9%	10.2%	5.2%
Q4-3. Career & technical education (CTE) programs	18.2%	54.8%	20.3%	6.7%
Q4-4. Community college	35.1%	55.8%	7.6%	1.5%
Q4-5. Adult educational opportunities	22.4%	55.3%	17.5%	4.9%
Q4-6. Job training or certificate programs	15.2%	52.8%	24.3%	7.7%
Q4-9. Banking and/or financial services	21.5%	66.7%	9.6%	2.2%
Q4-10. Food	19.6%	63.8%	13.9%	2.8%
Q4-11. Health care	22.8%	48.5%	16.8%	12.0%
Q4-12. Mental health care	12.4%	42.4%	28.0%	17.3%
Q4-13. Overall cost of living in Gainesville	10.8%	54.0%	22.9%	12.2%

Q5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
Availability of childcare/early childhood education	55	5.5 %
Availability of K-12 education	88	8.8 %
Availability of career & technical education (CTE) programs	33	3.3 %
Availability of community college	6	0.6 %
Availability of adult educational opportunities	13	1.3 %
Availability of job training or certificate programs	33	3.3 %
Availability of employment opportunities	126	12.6 %
Availability of career advancement opportunities	17	1.7 %
Availability of banking and/or financial services	2	0.2 %
Availability of food	28	2.8 %
Availability of health care	37	3.7 %
Availability of mental health care	67	6.7 %
Availability of overall cost of living in Gainesville	69	6.9 %
Affordability of childcare/early childhood education	29	2.9 %
Affordability of K-12 education	7	0.7 %
Affordability of career & technical education (CTE) programs	1	0.1 %
Affordability of community college	4	0.4 %
Affordability of job training or certificate programs	3	0.3 %
Affordability of employment opportunities	10	1.0 %
Affordability of career advancement opportunities	2	0.2 %
Affordability of food	5	0.5 %
Affordability of health care	20	2.0 %
Affordability of mental health care	17	1.7 %
Affordability of overall cost of living in Gainesville	109	10.9 %
None chosen	222	22.1 %
Total	1003	100.0 %

Q5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of childcare/early childhood education	44	4.4 %
Availability of K-12 education	57	5.7 %
Availability of career & technical education (CTE) programs	25	2.5 %
Availability of community college	4	0.4 %
Availability of adult educational opportunities	22	2.2 %
Availability of job training or certificate programs	43	4.3 %
Availability of employment opportunities	92	9.2 %
Availability of career advancement opportunities	47	4.7 %
Availability of banking and/or financial services	5	0.5 %
Availability of food	26	2.6 %
Availability of health care	42	4.2 %
Availability of mental health care	73	7.3 %
Availability of overall cost of living in Gainesville	36	3.6 %
Affordability of childcare/early childhood education	21	2.1 %
Affordability of K-12 education	17	1.7 %
Affordability of career & technical education (CTE) programs	8	0.8 %
Affordability of community college	7	0.7 %
Affordability of adult educational opportunities	5	0.5 %
Affordability of job training or certificate programs	8	0.8 %
Affordability of employment opportunities	20	2.0 %
Affordability of career advancement opportunities	7	0.7 %
Affordability of banking and/or financial services	3	0.3 %
Affordability of food	16	1.6 %
Affordability of health care	36	3.6 %
Affordability of mental health care	46	4.6 %
Affordability of overall cost of living in Gainesville	34	3.4 %
<u>None chosen</u>	<u>259</u>	<u>25.8 %</u>
Total	1003	100.0 %

Q5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
Availability of childcare/early childhood education	36	3.6 %
Availability of K-12 education	41	4.1 %
Availability of career & technical education (CTE) programs	42	4.2 %
Availability of community college	8	0.8 %
Availability of adult educational opportunities	21	2.1 %
Availability of job training or certificate programs	51	5.1 %
Availability of employment opportunities	88	8.8 %
Availability of career advancement opportunities	51	5.1 %
Availability of banking and/or financial services	9	0.9 %
Availability of food	32	3.2 %
Availability of health care	25	2.5 %
Availability of mental health care	55	5.5 %
Availability of overall cost of living in Gainesville	32	3.2 %
Affordability of childcare/early childhood education	18	1.8 %
Affordability of K-12 education	9	0.9 %
Affordability of career & technical education (CTE) programs	11	1.1 %
Affordability of community college	6	0.6 %
Affordability of adult educational opportunities	13	1.3 %
Affordability of job training or certificate programs	11	1.1 %
Affordability of employment opportunities	12	1.2 %
Affordability of career advancement opportunities	11	1.1 %
Affordability of food	18	1.8 %
Affordability of health care	39	3.9 %
Affordability of mental health care	27	2.7 %
Affordability of overall cost of living in Gainesville	41	4.1 %
None chosen	296	29.5 %
Total	1003	100.0 %

Q5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Availability of childcare/early childhood education	37	3.7 %
Availability of K-12 education	37	3.7 %
Availability of career & technical education (CTE) programs	26	2.6 %
Availability of community college	12	1.2 %
Availability of adult educational opportunities	24	2.4 %
Availability of job training or certificate programs	30	3.0 %
Availability of employment opportunities	56	5.6 %
Availability of career advancement opportunities	35	3.5 %
Availability of banking and/or financial services	9	0.9 %
Availability of food	29	2.9 %
Availability of health care	28	2.8 %
Availability of mental health care	48	4.8 %
Availability of overall cost of living in Gainesville	20	2.0 %
Affordability of childcare/early childhood education	20	2.0 %
Affordability of K-12 education	19	1.9 %
Affordability of career & technical education (CTE) programs	14	1.4 %
Affordability of community college	8	0.8 %
Affordability of adult educational opportunities	18	1.8 %
Affordability of job training or certificate programs	25	2.5 %
Affordability of employment opportunities	10	1.0 %
Affordability of career advancement opportunities	9	0.9 %
Affordability of banking and/or financial services	3	0.3 %
Affordability of food	20	2.0 %
Affordability of health care	23	2.3 %
Affordability of mental health care	32	3.2 %
Affordability of overall cost of living in Gainesville	49	4.9 %
<u>None chosen</u>	<u>362</u>	<u>36.1 %</u>
Total	1003	100.0 %

SUM OF TOP 4 CHOICES**Q5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

<u>Q5. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Availability of childcare/early childhood education	172	17.1 %
Availability of K-12 education	223	22.2 %
Availability of career & technical education (CTE) programs	126	12.6 %
Availability of community college	30	3.0 %
Availability of adult educational opportunities	80	8.0 %
Availability of job training or certificate programs	157	15.7 %
Availability of employment opportunities	362	36.1 %
Availability of career advancement opportunities	150	15.0 %
Availability of banking and/or financial services	25	2.5 %
Availability of food	115	11.5 %
Availability of health care	132	13.2 %
Availability of mental health care	243	24.2 %
Availability of overall cost of living in Gainesville	157	15.7 %
Affordability of childcare/early childhood education	88	8.8 %
Affordability of K-12 education	52	5.2 %
Affordability of career & technical education (CTE) programs	34	3.4 %
Affordability of community college	25	2.5 %
Affordability of adult educational opportunities	36	3.6 %
Affordability of job training or certificate programs	47	4.7 %
Affordability of employment opportunities	52	5.2 %
Affordability of career advancement opportunities	29	2.9 %
Affordability of banking and/or financial services	6	0.6 %
Affordability of food	59	5.9 %
Affordability of health care	118	11.8 %
Affordability of mental health care	122	12.2 %
Affordability of overall cost of living in Gainesville	233	23.2 %
None chosen	222	22.1 %
Total	3095	

Q6. Priorities for the future. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Inessential," please rate the importance of the City of Gainesville addressing the following areas in the future.

(N=1003)

	Essential	Very important	Somewhat important	Not important	Inessential	Don't know
Q6-1. Measures to mitigate climate change	43.2%	25.9%	14.2%	6.4%	6.0%	4.4%
Q6-2. Measures to conserve Gainesville's natural environment & green cover	51.2%	27.5%	14.7%	2.5%	1.3%	2.8%
Q6-3. Equitable access to basic needs	52.8%	27.3%	10.6%	3.0%	1.5%	4.8%
Q6-4. Equitable access to housing	52.2%	26.4%	11.7%	3.6%	1.8%	4.3%
Q6-5. Equitable access to quality healthcare	57.6%	25.8%	9.5%	2.0%	1.3%	3.8%
Q6-6. Equitable access to quality mental healthcare	54.9%	26.2%	10.9%	2.0%	1.1%	4.9%
Q6-7. Providing living wages	50.1%	29.1%	10.9%	3.8%	2.8%	3.3%
Q6-8. Providing more employment opportunities	41.6%	39.4%	11.7%	1.6%	1.0%	4.8%
Q6-9. Mitigating drug abuse	27.7%	35.9%	22.5%	6.2%	2.1%	5.6%
Q6-10. Addressing racism	49.3%	23.7%	13.3%	4.7%	4.8%	4.3%
Q6-11. Addressing gun violence	47.0%	24.6%	15.6%	4.9%	4.7%	3.3%
Q6-12. Feeling of safety	38.3%	37.6%	17.0%	3.1%	0.6%	3.4%
Q6-13. Economic health of Gainesville	35.6%	42.3%	16.9%	1.4%	0.3%	3.5%
Q6-14. Sustainable commercial development	24.7%	33.9%	28.2%	5.8%	1.9%	5.5%
Q6-15. Historic preservation	24.0%	34.9%	30.8%	5.6%	1.1%	3.6%
Q6-16. Built environment (e.g. roads, buildings, sidewalks)	33.8%	38.1%	21.7%	2.5%	0.6%	3.3%
Q6-17. Ease of getting to places you have to visit	24.9%	38.9%	28.2%	4.1%	1.1%	2.8%
Q6-18. Quality of parks	26.5%	43.3%	24.0%	2.8%	0.6%	2.8%
Q6-19. Opportunities for recreation & culture	27.2%	42.8%	24.0%	2.4%	0.5%	3.1%
Q6-20. Effectiveness & efficiency of government	46.4%	36.4%	11.9%	1.6%	0.5%	3.3%
Q6-21. Local government budget & spending	41.2%	36.5%	15.2%	2.0%	0.5%	4.7%

WITHOUT DON'T KNOW

Q6. Priorities for the future. Using a scale of 1 to 5, where 5 means "Essential" and 1 means "Inessential," please rate the importance of the City of Gainesville addressing the following areas in the future. (without "don't know")

(N=1003)

	Essential	Very important	Somewhat important	Not important	Inessential
Q6-1. Measures to mitigate climate change	45.2%	27.1%	14.8%	6.7%	6.3%
Q6-2. Measures to conserve Gainesville's natural environment & green cover	52.7%	28.3%	15.1%	2.6%	1.3%
Q6-3. Equitable access to basic needs	55.5%	28.7%	11.1%	3.1%	1.6%
Q6-4. Equitable access to housing	54.6%	27.6%	12.2%	3.8%	1.9%
Q6-5. Equitable access to quality healthcare	59.9%	26.8%	9.8%	2.1%	1.3%
Q6-6. Equitable access to quality mental healthcare	57.8%	27.6%	11.4%	2.1%	1.2%
Q6-7. Providing living wages	51.9%	30.1%	11.2%	3.9%	2.9%
Q6-8. Providing more employment opportunities	43.7%	41.4%	12.3%	1.7%	1.0%
Q6-9. Mitigating drug abuse	29.4%	38.0%	23.9%	6.5%	2.2%
Q6-10. Addressing racism	51.5%	24.8%	13.9%	4.9%	5.0%
Q6-11. Addressing gun violence	48.6%	25.5%	16.1%	5.1%	4.8%
Q6-12. Feeling of safety	39.6%	38.9%	17.6%	3.2%	0.6%
Q6-13. Economic health of Gainesville	36.9%	43.8%	17.6%	1.4%	0.3%
Q6-14. Sustainable commercial development	26.2%	35.9%	29.9%	6.1%	2.0%
Q6-15. Historic preservation	24.9%	36.2%	32.0%	5.8%	1.1%
Q6-16. Built environment (e.g. roads, buildings, sidewalks)	34.9%	39.4%	22.5%	2.6%	0.6%
Q6-17. Ease of getting to places you have to visit	25.6%	40.0%	29.0%	4.2%	1.1%
Q6-18. Quality of parks	27.3%	44.5%	24.7%	2.9%	0.6%
Q6-19. Opportunities for recreation & culture	28.1%	44.1%	24.8%	2.5%	0.5%
Q6-20. Effectiveness & efficiency of government	47.9%	37.6%	12.3%	1.6%	0.5%
Q6-21. Local government budget & spending	43.2%	38.3%	15.9%	2.1%	0.5%

Q7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Measures to mitigate climate change	134	13.4 %
Measures to conserve Gainesville's natural environment & green cover	87	8.7 %
Equitable access to basic needs	142	14.2 %
Equitable access to housing	87	8.7 %
Equitable access to quality healthcare	39	3.9 %
Equitable access to quality mental healthcare	21	2.1 %
Providing living wages	66	6.6 %
Providing more employment opportunities	33	3.3 %
Mitigating drug abuse	8	0.8 %
Addressing racism	48	4.8 %
Addressing gun violence	24	2.4 %
Feeling of safety	21	2.1 %
Economic health of Gainesville	44	4.4 %
Sustainable commercial development	9	0.9 %
Historic preservation	5	0.5 %
Built environment (e.g. roads, buildings, sidewalks)	29	2.9 %
Ease of getting to places you have to visit	9	0.9 %
Quality of parks	7	0.7 %
Opportunities for recreation & culture	2	0.2 %
Effectiveness & efficiency of government	28	2.8 %
Local government budget & spending	59	5.9 %
None chosen	101	10.1 %
Total	1003	100.0 %

Q7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Measures to mitigate climate change	38	3.8 %
Measures to conserve Gainesville's natural environment & green cover	78	7.8 %
Equitable access to basic needs	89	8.9 %
Equitable access to housing	126	12.6 %
Equitable access to quality healthcare	75	7.5 %
Equitable access to quality mental healthcare	36	3.6 %
Providing living wages	58	5.8 %
Providing more employment opportunities	43	4.3 %
Mitigating drug abuse	26	2.6 %
Addressing racism	43	4.3 %
Addressing gun violence	33	3.3 %
Feeling of safety	32	3.2 %
Economic health of Gainesville	34	3.4 %
Sustainable commercial development	18	1.8 %
Historic preservation	9	0.9 %
Built environment (e.g. roads, buildings, sidewalks)	36	3.6 %
Ease of getting to places you have to visit	15	1.5 %
Quality of parks	7	0.7 %
Opportunities for recreation & culture	8	0.8 %
Effectiveness & efficiency of government	52	5.2 %
Local government budget & spending	34	3.4 %
None chosen	113	11.3 %
Total	1003	100.0 %

Q7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Measures to mitigate climate change	32	3.2 %
Measures to conserve Gainesville's natural environment & green cover	36	3.6 %
Equitable access to basic needs	76	7.6 %
Equitable access to housing	67	6.7 %
Equitable access to quality healthcare	106	10.6 %
Equitable access to quality mental healthcare	45	4.5 %
Providing living wages	71	7.1 %
Providing more employment opportunities	51	5.1 %
Mitigating drug abuse	19	1.9 %
Addressing racism	52	5.2 %
Addressing gun violence	40	4.0 %
Feeling of safety	43	4.3 %
Economic health of Gainesville	41	4.1 %
Sustainable commercial development	16	1.6 %
Historic preservation	18	1.8 %
Built environment (e.g. roads, buildings, sidewalks)	43	4.3 %
Ease of getting to places you have to visit	12	1.2 %
Quality of parks	16	1.6 %
Opportunities for recreation & culture	18	1.8 %
Effectiveness & efficiency of government	42	4.2 %
Local government budget & spending	34	3.4 %
None chosen	125	12.5 %
Total	1003	100.0 %

Q7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Measures to mitigate climate change	33	3.3 %
Measures to conserve Gainesville's natural environment & green cover	47	4.7 %
Equitable access to basic needs	48	4.8 %
Equitable access to housing	45	4.5 %
Equitable access to quality healthcare	48	4.8 %
Equitable access to quality mental healthcare	73	7.3 %
Providing living wages	63	6.3 %
Providing more employment opportunities	36	3.6 %
Mitigating drug abuse	16	1.6 %
Addressing racism	68	6.8 %
Addressing gun violence	47	4.7 %
Feeling of safety	41	4.1 %
Economic health of Gainesville	43	4.3 %
Sustainable commercial development	31	3.1 %
Historic preservation	20	2.0 %
Built environment (e.g. roads, buildings, sidewalks)	45	4.5 %
Ease of getting to places you have to visit	11	1.1 %
Quality of parks	21	2.1 %
Opportunities for recreation & culture	25	2.5 %
Effectiveness & efficiency of government	43	4.3 %
Local government budget & spending	45	4.5 %
None chosen	154	15.4 %
Total	1003	100.0 %

SUM OF TOP 4 CHOICES**Q7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

<u>Q7. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Measures to mitigate climate change	237	23.6 %
Measures to conserve Gainesville's natural environment & green cover	248	24.7 %
Equitable access to basic needs	355	35.4 %
Equitable access to housing	325	32.4 %
Equitable access to quality healthcare	268	26.7 %
Equitable access to quality mental healthcare	175	17.4 %
Providing living wages	258	25.7 %
Providing more employment opportunities	163	16.3 %
Mitigating drug abuse	69	6.9 %
Addressing racism	211	21.0 %
Addressing gun violence	144	14.4 %
Feeling of safety	137	13.7 %
Economic health of Gainesville	162	16.2 %
Sustainable commercial development	74	7.4 %
Historic preservation	52	5.2 %
Built environment (e.g. roads, buildings, sidewalks)	153	15.3 %
Ease of getting to places you have to visit	47	4.7 %
Quality of parks	51	5.1 %
Opportunities for recreation & culture	53	5.3 %
Effectiveness & efficiency of government	165	16.5 %
Local government budget & spending	172	17.1 %
None chosen	101	10.1 %
Total	3620	

Q8. Following is the city's 2021 Action Plan. How would you rate the importance of each item?

(N=1003)

	Essential	Very important	Somewhat important	Not important	Inessential	Don't know
Q8-1. Affordable Housing: Create a plan to make housing more affordable	43.3%	31.5%	15.9%	3.7%	2.8%	2.9%
Q8-2. Community Involvement: Improve community involvement in City programs	16.4%	36.8%	33.8%	5.9%	2.0%	5.2%
Q8-3. Downtown Gainesville: Create a masterplan for Downtown Gainesville	18.9%	29.3%	33.3%	10.2%	2.7%	5.6%
Q8-4. East Gainesville: Create a development plan for East Gainesville	35.4%	31.4%	18.5%	5.9%	2.5%	6.3%
Q8-5. Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	34.8%	26.4%	19.4%	4.9%	5.5%	9.0%
Q8-6. Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	21.3%	25.0%	28.7%	10.3%	10.6%	4.1%
Q8-7. Food: Improve availability, quality, & affordability of food in Gainesville	32.2%	32.5%	22.9%	6.3%	2.8%	3.3%
Q8-8. Homelessness: Decrease homelessness	46.7%	30.3%	14.5%	2.4%	2.7%	3.5%
Q8-9. Internet Access: Make broadband internet available throughout Gainesville	42.1%	31.2%	16.2%	4.1%	2.9%	3.6%
Q8-10. Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	46.7%	24.6%	14.7%	5.2%	5.3%	3.6%
Q8-11. Public Health: Broaden City services to include community health programs in Gainesville	34.2%	36.8%	15.6%	5.8%	3.6%	4.1%
Q8-12. Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	46.6%	25.5%	12.8%	5.1%	5.9%	4.2%
Q8-13. Traffic Safety: Improve traffic safety & make transportation easier for everyone	36.0%	36.5%	20.5%	2.3%	1.4%	3.3%

WITHOUT DON'T KNOW**Q8. Following is the city's 2021 Action Plan. How would you rate the importance of each item? (without "don't know")**

(N=1003)

	Essential	Very important	Somewhat important	Not important	Inessential
Q8-1. Affordable Housing: Create a plan to make housing more affordable	44.6%	32.4%	16.3%	3.8%	2.9%
Q8-2. Community Involvement: Improve community involvement in City programs	17.2%	38.8%	35.6%	6.2%	2.1%
Q8-3. Downtown Gainesville: Create a masterplan for Downtown Gainesville	20.1%	31.0%	35.3%	10.8%	2.9%
Q8-4. East Gainesville: Create a development plan for East Gainesville	37.8%	33.5%	19.8%	6.3%	2.7%
Q8-5. Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	38.2%	29.0%	21.4%	5.4%	6.0%
Q8-6. Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	22.2%	26.1%	29.9%	10.7%	11.0%
Q8-7. Food: Improve availability, quality, & affordability of food in Gainesville	33.3%	33.6%	23.7%	6.5%	2.9%
Q8-8. Homelessness: Decrease homelessness	48.3%	31.4%	15.0%	2.5%	2.8%
Q8-9. Internet Access: Make broadband internet available throughout Gainesville	43.6%	32.4%	16.8%	4.2%	3.0%
Q8-10. Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	48.4%	25.5%	15.2%	5.4%	5.5%
Q8-11. Public Health: Broaden City services to include community health programs in Gainesville	35.7%	38.4%	16.2%	6.0%	3.7%
Q8-12. Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	48.6%	26.6%	13.3%	5.3%	6.1%
Q8-13. Traffic Safety: Improve traffic safety & make transportation easier for everyone	37.2%	37.7%	21.2%	2.4%	1.4%

Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	233	23.2 %
Community Involvement: Improve community involvement in City programs	21	2.1 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	54	5.4 %
East Gainesville: Create a development plan for East Gainesville	66	6.6 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	50	5.0 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	23	2.3 %
Food: Improve availability, quality, & affordability of food in Gainesville	50	5.0 %
Homelessness: Decrease homelessness	104	10.4 %
Internet Access: Make broadband internet available throughout Gainesville	60	6.0 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	75	7.5 %
Public Health: Broaden City services to include community health programs in Gainesville	21	2.1 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	60	6.0 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	74	7.4 %
None chosen	112	11.2 %
Total	1003	100.0 %

Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	82	8.2 %
Community Involvement: Improve community involvement in City programs	32	3.2 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	44	4.4 %
East Gainesville: Create a development plan for East Gainesville	120	12.0 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	56	5.6 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	25	2.5 %
Food: Improve availability, quality, & affordability of food in Gainesville	78	7.8 %
Homelessness: Decrease homelessness	115	11.5 %
Internet Access: Make broadband internet available throughout Gainesville	55	5.5 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	76	7.6 %
Public Health: Broaden City services to include community health programs in Gainesville	49	4.9 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	75	7.5 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	65	6.5 %
None chosen	131	13.1 %
Total	1003	100.0 %

Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years?

<u>Q9. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	79	7.9 %
Community Involvement: Improve community involvement in City programs	25	2.5 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	33	3.3 %
East Gainesville: Create a development plan for East Gainesville	85	8.5 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	44	4.4 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	37	3.7 %
Food: Improve availability, quality, & affordability of food in Gainesville	65	6.5 %
Homelessness: Decrease homelessness	110	11.0 %
Internet Access: Make broadband internet available throughout Gainesville	84	8.4 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	81	8.1 %
Public Health: Broaden City services to include community health programs in Gainesville	61	6.1 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	75	7.5 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	67	6.7 %
None chosen	157	15.7 %
Total	1003	100.0 %

Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years?

<u>Q9. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	58	5.8 %
Community Involvement: Improve community involvement in City programs	23	2.3 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	37	3.7 %
East Gainesville: Create a development plan for East Gainesville	63	6.3 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	38	3.8 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	32	3.2 %
Food: Improve availability, quality, & affordability of food in Gainesville	57	5.7 %
Homelessness: Decrease homelessness	94	9.4 %
Internet Access: Make broadband internet available throughout Gainesville	63	6.3 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	91	9.1 %
Public Health: Broaden City services to include community health programs in Gainesville	79	7.9 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	99	9.9 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	72	7.2 %
None chosen	197	19.6 %
Total	1003	100.0 %

Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years?

<u>Q9. 5th choice</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	45	4.5 %
Community Involvement: Improve community involvement in City programs	41	4.1 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	37	3.7 %
East Gainesville: Create a development plan for East Gainesville	63	6.3 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	43	4.3 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	34	3.4 %
Food: Improve availability, quality, & affordability of food in Gainesville	56	5.6 %
Homelessness: Decrease homelessness	63	6.3 %
Internet Access: Make broadband internet available throughout Gainesville	72	7.2 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	50	5.0 %
Public Health: Broaden City services to include community health programs in Gainesville	79	7.9 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	65	6.5 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	54	5.4 %
None chosen	301	30.0 %
Total	1003	100.0 %

SUM OF TOP 5 CHOICES**Q9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from City leaders over the next TWO years? (top 5)**

<u>Q9. Sum of Top 5 Choices</u>	<u>Number</u>	<u>Percent</u>
Affordable Housing: Create a plan to make housing more affordable	497	49.6 %
Community Involvement: Improve community involvement in City programs	142	14.2 %
Downtown Gainesville: Create a masterplan for Downtown Gainesville	205	20.4 %
East Gainesville: Create a development plan for East Gainesville	397	39.6 %
Eliminate Exclusionary Zoning: Remove zoning policies that are not fair & equitable	231	23.0 %
Energy Efficient Vehicles & Facilities: Change all City vehicles & facilities to use 100% renewable energy	151	15.1 %
Food: Improve availability, quality, & affordability of food in Gainesville	306	30.5 %
Homelessness: Decrease homelessness	486	48.5 %
Internet Access: Make broadband internet available throughout Gainesville	334	33.3 %
Police Standards: Improve police policies & standards by addressing racism, use of force, & community involvement	373	37.2 %
Public Health: Broaden City services to include community health programs in Gainesville	289	28.8 %
Racial Equity: Ensure racial equity is accounted for in City-wide decision-making	374	37.3 %
Traffic Safety: Improve traffic safety & make transportation easier for everyone	332	33.1 %
None chosen	112	11.2 %
Total	4229	

Q10. The City is looking for new ways to improve and personalize services from the City government to residents. In the future, would you consider opting-in to share personal data (demographic, neighborhood, etc.) which would only be used to improve and personalize services from the City?

Q10. Would you consider opting-in to share personal data which would only be used to improve & personalize services from City

	Number	Percent
Yes	431	43.0 %
No	200	19.9 %
Not sure	372	37.1 %
Total	1003	100.0 %

Q11. How much do you trust law enforcement agencies to use facial recognition technology responsibly?

Q11. How much do you trust law enforcement agencies to use facial recognition technology responsibly

	Number	Percent
A great deal	143	14.3 %
Somewhat	292	29.1 %
Not too much	202	20.1 %
Not at all	258	25.7 %
Don't know	108	10.8 %
Total	1003	100.0 %

WITHOUT DON'T KNOW

Q11. How much do you trust law enforcement agencies to use facial recognition technology responsibly? (without "don't know")

Q11. How much do you trust law enforcement agencies to use facial recognition technology responsibly

	Number	Percent
A great deal	143	16.0 %
Somewhat	292	32.6 %
Not too much	202	22.6 %
Not at all	258	28.8 %
Total	895	100.0 %

Q12. Emergency Response Preparation. How would you rate the way leaders at the following levels of government have responded to COVID-19 Pandemic?

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q12-1. City	32.1%	34.8%	16.7%	7.7%	6.3%	2.5%
Q12-2. County	25.0%	36.5%	18.6%	11.1%	5.7%	3.1%
Q12-3. State	12.3%	15.0%	12.3%	23.8%	34.2%	2.5%
Q12-4. U.S.	6.9%	15.7%	20.5%	25.4%	28.2%	3.3%

WITHOUT NOT PROVIDED

Q12. Emergency Response Preparation. How would you rate the way leaders at the following levels of government have responded to COVID-19 Pandemic? (without "not provided")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. City	32.9%	35.7%	17.1%	7.9%	6.4%
Q12-2. County	25.8%	37.7%	19.2%	11.4%	5.9%
Q12-3. State	12.6%	15.3%	12.6%	24.4%	35.1%
Q12-4. U.S.	7.1%	16.2%	21.2%	26.3%	29.2%

Q12. Emergency Response Preparation. How would you rate the way leaders at the following levels of government prepare for natural disasters and other emergency situations?

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q12-1. City	20.8%	37.5%	24.1%	3.6%	1.7%	12.3%
Q12-2. County	19.0%	37.5%	25.2%	4.0%	1.5%	12.8%
Q12-3. State	10.6%	29.2%	25.2%	14.1%	8.4%	12.6%
Q12-4. U.S.	5.2%	21.2%	33.3%	16.9%	10.5%	12.9%

WITHOUT NOT PROVIDED

Q12. Emergency Response Preparation. How would you rate the way leaders at the following levels of government prepare for natural disasters and other emergency situations? (without "not provided")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. City	23.8%	42.7%	27.5%	4.1%	1.9%
Q12-2. County	21.8%	43.0%	28.9%	4.6%	1.7%
Q12-3. State	12.1%	33.4%	28.8%	16.1%	9.6%
Q12-4. U.S.	5.9%	24.4%	38.2%	19.5%	12.0%

Q13. Have you contacted the City of Gainesville (in-person, phone, email or web) for any reason during the past year?

Q13. Have you contacted the City for any reason during past year	Number	Percent
Yes	350	34.9 %
No	653	65.1 %
Total	1003	100.0 %

Q14. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with City employees regarding the following.

(N=350)

	Always	Frequent-ly	Occasio-nally	Seldom	Never	Don't know
Q14-1. It was easy to find someone to address my request	30.6%	28.3%	24.3%	10.9%	2.3%	3.7%
Q14-2. I was able to get my question/concern resolved	33.1%	29.4%	18.0%	8.9%	8.3%	2.3%
Q14-3. Response time was reasonable	32.6%	30.0%	17.7%	10.0%	4.6%	5.1%
Q14-4. City employees are courteous/professional	46.9%	31.7%	10.9%	4.0%	1.1%	5.4%

WITHOUT DON'T KNOW

Q14. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with City employees regarding the following. (without "don't know")

(N=350)

	Always	Frequently	Occasional-ly	Seldom	Never
Q14-1. It was easy to find someone to address my request	31.8%	29.4%	25.2%	11.3%	2.4%
Q14-2. I was able to get my question/concern resolved	33.9%	30.1%	18.4%	9.1%	8.5%
Q14-3. Response time was reasonable	34.3%	31.6%	18.7%	10.5%	4.8%
Q14-4. City employees are courteous/professional	49.5%	33.5%	11.5%	4.2%	1.2%

Q15. Which TWO items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
It was easy to find someone to address my request	130	37.1 %
I was able to get my question/concern resolved	93	26.6 %
Response time was reasonable	34	9.7 %
City employees are courteous/professional	13	3.7 %
None chosen	80	22.9 %
Total	350	100.0 %

Q15. Which TWO items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
It was easy to find someone to address my request	56	16.0 %
I was able to get my question/concern resolved	91	26.0 %
Response time was reasonable	70	20.0 %
City employees are courteous/professional	33	9.4 %
None chosen	100	28.6 %
Total	350	100.0 %

SUM OF TOP 2 CHOICES**Q15. Which TWO items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q5. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
It was easy to find someone to address my request	186	53.1 %
I was able to get my question/concern resolved	184	52.6 %
Response time was reasonable	104	29.7 %
City employees are courteous/professional	46	13.1 %
None chosen	80	22.9 %
Total	600	

Q16. Overall, how would you rate your MOST RECENT experience when contacting the City of Gainesville?

Q16. How would you rate your most recent experience when contacting City

	Number	Percent
Excellent	108	30.9 %
Good	132	37.7 %
Fair	62	17.7 %
Poor	36	10.3 %
Not sure	4	1.1 %
Not provided	8	2.3 %
Total	350	100.0 %

WITHOUT NOT PROVIDED

Q16. Overall, how would you rate your MOST RECENT experience when contacting the City of Gainesville? (without "not provided")

Q16. How would you rate your most recent experience when contacting City

	Number	Percent
Excellent	108	31.6 %
Good	132	38.6 %
Fair	62	18.1 %
Poor	36	10.5 %
Not sure	4	1.2 %
Total	342	100.0 %

Q17. How do you get information about City issues, services, programs and events?

Q17. How do you get information about City
issues, services, programs & events

	Number	Percent
www.cityofgainesville.org	373	37.2 %
myGNV 311 app	41	4.1 %
Nextdoor	137	13.7 %
Twitter	72	7.2 %
Instagram	65	6.5 %
Facebook	340	33.9 %
Cox cable: Channel 12	127	12.7 %
Television/news	417	41.6 %
City's main phone number: 352-334-5000	56	5.6 %
Radio	215	21.4 %
Newspapers	230	22.9 %
Homeowners, neighborhood, or other civic association newsletters	176	17.5 %
City email lists & newsletters	135	13.5 %
City of Gainesville telephone town hall meetings	99	9.9 %
Other	79	7.9 %
Total	2562	

Q17-8. Which television/news channels?

<u>Q17-8. Which television/news stations</u>	<u>Number</u>	<u>Percent</u>
10.1 University Weather and local news banner	1	0.3 %
2 AND 4	1	0.3 %
20, 4	2	0.6 %
20, 4, 9	1	0.3 %
4, 20	1	0.3 %
4, 9	1	0.3 %
6, 4, public radio	1	0.3 %
93.7 the SKY FM radio	1	0.3 %
ABC	13	4.1 %
ABC 6	1	0.3 %
ABC 7	1	0.3 %
ABC TV 20	1	0.3 %
ABC, CBS	2	0.6 %
ABC, CBS, WUFT	2	0.6 %
ABC, CNBC	1	0.3 %
ABC, FOX	1	0.3 %
ABC, Local 20	1	0.3 %
ABC, NBC, World News	1	0.3 %
ABC, PBS	1	0.3 %
AGC/FOX	1	0.3 %
All local news stations	1	0.3 %
CBS	2	0.6 %
CBS 20	1	0.3 %
CBS 4	2	0.6 %
CBS, ABC, NBC	1	0.3 %
CBS, Channel 4	1	0.3 %
CHANNEL 9	1	0.3 %
CNN	1	0.3 %
CNN, FOX, PBS, MSNBS	1	0.3 %
CNN, MSNBC	1	0.3 %
CNN. ABC	1	0.3 %
CW 20	1	0.3 %
Ch 7, 3	1	0.3 %
Channel 10	1	0.3 %
Channel 12	1	0.3 %
Channel 12 and NBC	1	0.3 %
Channel 2	1	0.3 %
Channel 4	1	0.3 %
Channel 4 and 10	1	0.3 %
Channel 4, 10	1	0.3 %
Channel 4, 20	1	0.3 %
Channel 4, 51	1	0.3 %
Channel 4, 7	2	0.6 %
Channel 4, 7, 13	1	0.3 %
Channel 5, 20	1	0.3 %
Channel 7	7	2.2 %

Q17-8. Which television/news channels?

<u>Q17-8. Which television/news stations</u>	<u>Number</u>	<u>Percent</u>
Channel 7, WCJB, Channel 4 CBS	1	0.3 %
Channel 9	1	0.3 %
Channel7 on cox	1	0.3 %
Direct TV Channel 20 or 356	1	0.3 %
Dish Channel 20	1	0.3 %
FOX	1	0.3 %
Jacksonville/Gainesville	1	0.3 %
Local	1	0.3 %
Local GNV news	1	0.3 %
Local news TV 20, CBS	1	0.3 %
Local stations	4	1.3 %
MSNBC, Channel 9, PBS	1	0.3 %
NBC	2	0.6 %
PBS	6	1.9 %
PBS, FOX	1	0.3 %
PBS, WCJB, MSNBC	1	0.3 %
PTA	1	0.3 %
SUN CB 54	1	0.3 %
Stations outside of Gainesville so there is no bias slanted towards city	1	0.3 %
TV 20	92	28.8 %
TV 20 & WRUF	1	0.3 %
TV 20 AND MY CBS14	1	0.3 %
TV 20, CB54	1	0.3 %
TV 20, CBS 4	1	0.3 %
TV 20, MSNBC, CNN	1	0.3 %
TV20 WCJB	1	0.3 %
TV20, WUFT	1	0.3 %
Telemundo	1	0.3 %
UFTV	1	0.3 %
WCJB	60	18.8 %
WCJB 20, CBS 4	1	0.3 %
WCJB Channel 7	1	0.3 %
WCJB TV 20	17	5.3 %
WCJB TV stations and affiliates	1	0.3 %
WCJB TV20	2	0.6 %
WCJB TV20	1	0.3 %
WCJB and My CBS4	1	0.3 %
WCJB and PBS	1	0.3 %
WCJB and WUFT	1	0.3 %
WCJB, ABC	1	0.3 %
WCJB, MY 11	1	0.3 %
WCJB, WCB54	1	0.3 %
WCJB, WNBW	1	0.3 %
WCJB, WUFT	4	1.3 %
WCJB, WUFT,	1	0.3 %

Q17-8. Which television/news channels?

<u>Q17-8. Which television/news stations</u>	<u>Number</u>	<u>Percent</u>
WCJB, WVFT	1	0.3 %
WCJB-7 AND WGFL-4	1	0.3 %
WCJV	1	0.3 %
WCSB	1	0.3 %
WCUB	1	0.3 %
WCWB	1	0.3 %
WJXT	1	0.3 %
WRUF	1	0.3 %
WTCB	1	0.3 %
WUFL	1	0.3 %
WUFT	6	1.9 %
WUFT PBS	1	0.3 %
WUFT WCJB	1	0.3 %
WUFT primarily	1	0.3 %
WUFT, TV 20, CBS 4	1	0.3 %
WUFT, TVED	1	0.3 %
WUFT, WCJB	1	0.3 %
WUFTV	1	0.3 %
WVFT	1	0.3 %
<u>Whichever ones happen to be on, mostly ABC</u>	<u>1</u>	<u>0.3 %</u>
Total	319	100.0 %

Q17-10. Which radio stations?

Q17-10. Which radio stations	Number	Percent
101.3, 95.7	1	0.6 %
102.7	1	0.6 %
105.3	2	1.1 %
105.3, 101.3, 100.5	1	0.6 %
105.3, 89.1	1	0.6 %
89.1	5	2.9 %
89.1 FM, 850 AM	1	0.6 %
89.1 WUFT	1	0.6 %
92.5	1	0.6 %
92.5 FM	1	0.6 %
93.7	1	0.6 %
96	1	0.6 %
97.3	3	1.7 %
97.3 the sky	1	0.6 %
98.5	2	1.1 %
98.5 KTK	1	0.6 %
AM 50	1	0.6 %
All	1	0.6 %
BBN	1	0.6 %
Country station	1	0.6 %
FM 89.1, FM105.3	1	0.6 %
KTK	2	1.1 %
KTK 103.7	1	0.6 %
KTK, WUFT	1	0.6 %
KTR	1	0.6 %
Kiss 105.3	1	0.6 %
LOCAL STATION	2	1.1 %
Local public radio	1	0.6 %
NPR	31	17.8 %
NPR GNV	1	0.6 %
NPR, 89.1 FM	1	0.6 %
NPR, 92.5, 98.5	1	0.6 %
NPR, 98.0	1	0.6 %
NPR, WUFT	1	0.6 %
NPR/WUFT	1	0.6 %
PBS	1	0.6 %
PUBLIC	1	0.6 %
Praize 107.5	1	0.6 %
Public WUFT	1	0.6 %
SKY	2	1.1 %
SKY FM 97.3	1	0.6 %
Sun	1	0.6 %
The Sky 97.3	1	0.6 %
The Sky Radio	1	0.6 %
UF	1	0.6 %
WKTK	1	0.6 %

Q17-10. Which radio stations?

<u>Q17-10. Which radio stations</u>	<u>Number</u>	<u>Percent</u>
WPLL FM	1	0.6 %
WPR WUFT	1	0.6 %
WRUF	8	4.6 %
WRUF 89.1	1	0.6 %
WRUF, XM, MSNBS	1	0.6 %
WSKY	4	2.3 %
WUFT	58	33.3 %
WUFT 89 RADIO, WKTK 98.5 RADIO	1	0.6 %
WUFT 89.1	1	0.6 %
WUFT FM	3	1.7 %
WUFT FM 98.1	1	0.6 %
WUFT NPR	1	0.6 %
WUFT, NPR, local	1	0.6 %
WUFT, What's Good Gainville	1	0.6 %
WURT	1	0.6 %
WVFT	1	0.6 %
Wind FM	1	0.6 %
XM, WRUF	1	0.6 %
Total	174	100.0 %

Q17-11. Which newspapers?

Q17-11. Which newspapers	Number	Percent
ALL DIGITAL	1	0.4 %
ALLIGATOR IGUANA	1	0.4 %
Alachua Chronicle	1	0.4 %
Alligator	3	1.3 %
GAINESVILLE SUN, NEW YORK TIMES	1	0.4 %
GATOR NEWS	1	0.4 %
GUARDIAN	1	0.4 %
Gainesville Sun	191	83.0 %
Gainesville Sun	1	0.4 %
Gainesville Sun, Alligator	14	6.1 %
Gainesville Sun, Alligator, WUFT	1	0.4 %
Gainesville Sun, Alligator, WUFT, Main strret	1	0.4 %
Gainesville Sun, Gainesville Guardian	1	0.4 %
Gainesville Sun, Guardian	1	0.4 %
Gainesville Sun, Iguana, Alligator	1	0.4 %
Gainesville Sun, Iguana, Fine print	1	0.4 %
Gainesville Sun, Main Street Daily News, Alligator	1	0.4 %
Gainesville Sun, Main Street Daily and Alachua Chronicle	1	0.4 %
Gainesville Sun, New York Times	1	0.4 %
Gainesville Sun, Washington Post, New York Times	1	0.4 %
IGUANA, SUN	1	0.4 %
Independent Florida Alligator, Gainesville Iguana, Coffee News	1	0.4 %
MAINSTREET NEWS	1	0.4 %
THE ALLIGATOR	1	0.4 %
The Iguana	1	0.4 %
Total	230	100.0 %

Q17-15. Other

<u>Q17-15. Other</u>	<u>Number</u>	<u>Percent</u>
Advertisements	1	1.4 %
After the facts	1	1.4 %
Articles that pop up on my phone	1	1.4 %
City commissioner	1	1.4 %
Employees, schools, community in general	1	1.4 %
Flyers	1	1.4 %
Friend	1	1.4 %
Friends	5	7.0 %
Friends who serve on boards	1	1.4 %
Friends who work for the city	1	1.4 %
Friends/family	1	1.4 %
GAINESVILLE.COM	1	1.4 %
GNV Fact checked, GPD social, News sources, UF alert	1	1.4 %
Gainesville Sun	1	1.4 %
Google	5	7.0 %
I WRITE A NEWSLETTER	1	1.4 %
Info on the internet	1	1.4 %
Internet	3	4.2 %
Internet news feed	1	1.4 %
Internet news: WCJB, WUFT	1	1.4 %
Internet search	1	1.4 %
Internet searches	1	1.4 %
LOOK UP SPECIFIC DEPT	1	1.4 %
MAIL	1	1.4 %
MY OWN ONLINE RESEARCH	1	1.4 %
Mail	1	1.4 %
My commissioner is excellent	1	1.4 %
My wife tells me	1	1.4 %
NEIGHBORS	1	1.4 %
Neighbors, political allies, friends, family	1	1.4 %
Online	2	2.8 %
Online information	1	1.4 %
People	1	1.4 %
Person whose on a civic group	1	1.4 %
Phone call City meeting	1	1.4 %
Politicians, activists and community leaders	1	1.4 %
Posters/banners	1	1.4 %
REDDIT	1	1.4 %
Reddit	1	1.4 %
Reddit: r/GNV	1	1.4 %
SMART news	1	1.4 %
THE POINT	1	1.4 %
TV 20 news and emails from local news items	1	1.4 %
The Point	2	2.8 %
UF	1	1.4 %
UF mail	1	1.4 %

Q17-15. Other

<u>Q17-15. Other</u>	<u>Number</u>	<u>Percent</u>
Usually Google questions and phone numbers and services	1	1.4 %
VF ALERTS	1	1.4 %
WUFT FM	1	1.4 %
WUFT THE POINT EMAIL	1	1.4 %
WUFT The Point	1	1.4 %
Word of mouth	5	7.0 %
Word of mouth and private lists	1	1.4 %
Work	1	1.4 %
fun4gatorkids.com google	1	1.4 %
Total	71	100.0 %

Q18. How would you like to communicate with the City of Gainesville?

Q18. How would you like to communicate with City	Number	Percent
In person at City offices	279	27.8 %
In a community meeting	154	15.4 %
Mailing a physical letter	137	13.7 %
Over a telephone call	413	41.2 %
By voicemail or by sending a voice recording	84	8.4 %
By sending a text message	269	26.8 %
Over email	558	55.6 %
On social media	147	14.7 %
Through a personal or community blog	61	6.1 %
On an online bulletin board	93	9.3 %
Through a survey	194	19.3 %
Through City of Gainesville website chat	126	12.6 %
Through myGNV service requests	95	9.5 %
Other	12	1.2 %
None/I do not want to communicate	103	10.3 %
Total	2725	

Q18-8. Which social media?

Q18-8. Which social media services	Number	Percent
All	2	1.7 %
All platforms current to technical date	1	0.9 %
Any of the most popular ones are fine	1	0.9 %
City's actual webpage, Facebook	1	0.9 %
FACEBOOK, TWITTER, INSTAGRAM	1	0.9 %
FACEBOOK, TWITTER, INSTAGRAM, NEXTDOOR	1	0.9 %
Facebook	55	47.4 %
Facebook or Twitter	1	0.9 %
Facebook, City of Gainesville website	1	0.9 %
Facebook, Instagram	13	11.2 %
Facebook, Twitter	8	6.9 %
Facebook, Twitter, Instagram	3	2.6 %
Instagram	8	6.9 %
Nextdoor	1	0.9 %
PBS	1	0.9 %
Reddit, Slack, WhatsApp	1	0.9 %
TIKTOK, INSTAGRAM	1	0.9 %
TWEET BY MAYOR	1	0.9 %
Twitter	14	12.1 %
Twitter, Instagram	1	0.9 %
Total	116	100.0 %

Q18-14. Other

<u>Q18-14. Other</u>	<u>Number</u>	<u>Percent</u>
City Committee Meeting Attendance	1	12.5 %
Commissioners Facebook	1	12.5 %
Depends on nature of call	1	12.5 %
Planning department staff does not return calls	1	12.5 %
TV	1	12.5 %
US POSTAL SERVICE	1	12.5 %
WCJB	1	12.5 %
Website	1	12.5 %
Total	8	100.0 %

Q19. How would you like to engage with the City of Gainesville Commission?

<u>Q19. How would you like to engage with City Commission</u>	<u>Number</u>	<u>Percent</u>
In-person public comment at meetings	298	29.7 %
Virtual public comment at meetings	340	33.9 %
Comments on Facebook stream of meetings	157	15.7 %
Phone call-ins at meetings	167	16.7 %
Telephone town halls	147	14.7 %
eCommenting on Commission agenda items	196	19.5 %
Other	61	6.1 %
None	298	29.7 %
Total	1664	

Q20. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Overall quality of local police protection	17.4%	46.0%	17.8%	6.0%	2.4%	10.4%
Q20-2. How quickly police respond to 911 emergencies	19.0%	28.5%	12.7%	3.3%	1.2%	35.3%
Q20-3. City's efforts to prevent crime	10.9%	34.4%	25.6%	6.7%	2.9%	19.5%
Q20-4. Overall quality of local fire rescue protection	32.4%	37.5%	7.4%	0.4%	0.1%	22.2%
Q20-5. How quickly fire rescue responds to 911 emergencies	30.9%	25.7%	7.7%	0.1%	0.0%	35.6%
Q20-6. Overall quality of Gainesville Fire Rescue's community involvement, education, & prevention services	26.7%	31.6%	13.8%	1.1%	0.1%	26.7%

WITHOUT DON'T KNOW

Q20. Public Safety. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Overall quality of local police protection	19.5%	51.3%	19.9%	6.7%	2.7%
Q20-2. How quickly police respond to 911 emergencies	29.4%	44.1%	19.6%	5.1%	1.8%
Q20-3. City's efforts to prevent crime	13.5%	42.8%	31.8%	8.3%	3.6%
Q20-4. Overall quality of local fire rescue protection	41.7%	48.2%	9.5%	0.5%	0.1%
Q20-5. How quickly fire rescue responds to 911 emergencies	48.0%	39.9%	11.9%	0.2%	0.0%
Q20-6. Overall quality of Gainesville Fire Rescue's community involvement, education, & prevention services	36.5%	43.1%	18.8%	1.5%	0.1%

Q21. How confident are you that you would be treated with courtesy and respect by the Gainesville Police Department?

Q21. How confident are you that you would be treated with courtesy & respect by Gainesville

Police Department	Number	Percent
Very confident	405	40.4 %
Somewhat confident	408	40.7 %
Not very confident	106	10.6 %
Not confident at all	53	5.3 %
Not provided	31	3.1 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q21. How confident are you that you would be treated with courtesy and respect by the Gainesville Police Department? (without "not provided")

Q21. How confident are you that you would be treated with courtesy & respect by Gainesville

Police Department	Number	Percent
Very confident	405	41.7 %
Somewhat confident	408	42.0 %
Not very confident	106	10.9 %
Not confident at all	53	5.5 %
Total	972	100.0 %

Q22. Would you prefer having the police spend more time, the same amount of time or less time than they currently spend in your neighborhood?

Q22. Would you prefer having police spend more time, same amount of time or less time than they currently spend in your neighborhood

	Number	Percent
More time	311	31.0 %
Same amount of time	578	57.6 %
Less time	59	5.9 %
Not provided	55	5.5 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q22. Would you prefer having the police spend more time, the same amount of time or less time than they currently spend in your neighborhood? (without "not provided")

Q22. Would you prefer having police spend more time, same amount of time or less time than they currently spend in your neighborhood

	Number	Percent
More time	311	32.8 %
Same amount of time	578	61.0 %
Less time	59	6.2 %
Total	948	100.0 %

Q23. In the past year (January to December 2020), do you believe crime in your neighborhood has increased, stayed the same or decreased?

Q23. Do you believe crime in your neighborhood has increased, stayed the same or decreased in past year

	Number	Percent
Increased	148	14.8 %
Stayed the same	711	70.9 %
Decreased	79	7.9 %
Not provided	65	6.5 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q23. In the past year (January to December 2020), do you believe crime in your neighborhood has increased, stayed the same or decreased? (without "not provided")

Q23. Do you believe crime in your neighborhood has increased, stayed the same or decreased in past year

	Number	Percent
Increased	148	15.8 %
Stayed the same	711	75.8 %
Decreased	79	8.4 %
Total	938	100.0 %

Q24. Mobility. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Gainesville with regard to the following:

(N=1003)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. How is traffic flow on major streets	2.2%	23.7%	25.2%	27.9%	19.1%	1.8%
Q24-2. How is traffic flow on residential streets	12.0%	53.1%	20.9%	8.2%	3.3%	2.5%
Q24-3. How easy is it to find public parking	4.2%	25.1%	27.2%	24.5%	12.6%	6.4%
Q24-4. How easy is it to travel by car in Gainesville	9.2%	48.1%	22.6%	12.2%	4.7%	3.3%
Q24-5. How easy is it to travel by bus in Gainesville	3.5%	14.4%	14.1%	7.8%	8.4%	51.9%
Q24-6. How easy is it to travel by bicycle in Gainesville	6.2%	25.6%	20.6%	10.7%	5.8%	31.1%
Q24-7. How easy is it to travel on foot in Gainesville	8.1%	35.2%	22.9%	10.3%	6.6%	16.9%
Q24-8. How easy is it for neighbors with disabilities to commute in Gainesville	1.6%	9.4%	12.9%	9.4%	8.5%	58.3%

WITHOUT DON'T KNOW

Q24. Mobility. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate the City of Gainesville with regard to the following: (without "don't know")

(N=1003)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. How is traffic flow on major streets	2.2%	24.2%	25.7%	28.4%	19.5%
Q24-2. How is traffic flow on residential streets	12.3%	54.5%	21.5%	8.4%	3.4%
Q24-3. How easy is it to find public parking	4.5%	26.8%	29.1%	26.2%	13.4%
Q24-4. How easy is it to travel by car in Gainesville	9.5%	49.7%	23.4%	12.6%	4.8%
Q24-5. How easy is it to travel by bus in Gainesville	7.3%	29.9%	29.3%	16.2%	17.4%
Q24-6. How easy is it to travel by bicycle in Gainesville	9.0%	37.2%	30.0%	15.5%	8.4%
Q24-7. How easy is it to travel on foot in Gainesville	9.7%	42.4%	27.6%	12.4%	7.9%
Q24-8. How easy is it for neighbors with disabilities to commute in Gainesville	3.8%	22.5%	30.9%	22.5%	20.3%

Q25. Which THREE items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q25. Top choice</u>	<u>Number</u>	<u>Percent</u>
How is traffic flow on major streets	457	45.6 %
How is traffic flow on residential streets	27	2.7 %
How easy is it to find public parking	83	8.3 %
How easy is it to travel by car in Gainesville	28	2.8 %
How easy is it to travel by bus in Gainesville	75	7.5 %
How easy is it to travel by bicycle in Gainesville	70	7.0 %
How easy is it to travel on foot in Gainesville	18	1.8 %
How easy is it for neighbors with disabilities to commute in Gainesville	80	8.0 %
None chosen	165	16.5 %
Total	1003	100.0 %

Q25. Which THREE items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q25. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How is traffic flow on major streets	105	10.5 %
How is traffic flow on residential streets	89	8.9 %
How easy is it to find public parking	186	18.5 %
How easy is it to travel by car in Gainesville	98	9.8 %
How easy is it to travel by bus in Gainesville	84	8.4 %
How easy is it to travel by bicycle in Gainesville	88	8.8 %
How easy is it to travel on foot in Gainesville	75	7.5 %
How easy is it for neighbors with disabilities to commute in Gainesville	71	7.1 %
Total	796	79.4 %

Q25. Which THREE items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. 3rd choice	Number	Percent
How is traffic flow on major streets	75	7.5 %
How is traffic flow on residential streets	45	4.5 %
How easy is it to find public parking	112	11.2 %
How easy is it to travel by car in Gainesville	98	9.8 %
How easy is it to travel by bus in Gainesville	80	8.0 %
How easy is it to travel by bicycle in Gainesville	110	11.0 %
How easy is it to travel on foot in Gainesville	68	6.8 %
How easy is it for neighbors with disabilities to commute in Gainesville	136	13.6 %
Total	724	72.2 %

SUM OF TOP 3 CHOICES

Q25. Which THREE items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q25. Sum of Top 3 Choices	Number	Percent
How is traffic flow on major streets	637	63.5 %
How is traffic flow on residential streets	161	16.1 %
How easy is it to find public parking	381	38.0 %
How easy is it to travel by car in Gainesville	224	22.3 %
How easy is it to travel by bus in Gainesville	239	23.8 %
How easy is it to travel by bicycle in Gainesville	268	26.7 %
How easy is it to travel on foot in Gainesville	161	16.1 %
How easy is it for neighbors with disabilities to commute in Gainesville	287	28.6 %
None chosen	165	16.5 %
Total	2523	

Q26. Utilities. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q26-1. Electricity service	21.3%	43.7%	14.6%	7.5%	8.5%	4.5%
Q26-2. Cost of electricity	4.4%	16.8%	17.2%	28.3%	28.8%	4.4%
Q26-3. Gas service	14.9%	33.7%	16.9%	4.6%	4.3%	25.6%
Q26-4. Cost of gas	5.8%	19.9%	24.6%	13.6%	12.9%	23.2%
Q26-5. Water service	20.2%	42.2%	19.5%	7.5%	4.7%	5.9%
Q26-6. Cost of water	8.0%	24.0%	25.0%	21.0%	14.0%	8.0%
Q26-7. Sewer wastewater service	17.7%	37.4%	20.5%	8.8%	5.7%	9.9%
Q26-8. Cost of sewer wastewater	7.3%	20.6%	25.1%	19.0%	15.9%	12.1%
Q26-9. Residential trash collection service	30.2%	45.0%	12.5%	4.8%	2.6%	5.0%
Q26-10. Curbside recycling service	27.3%	43.7%	13.4%	6.1%	3.3%	6.3%
Q26-11. Refuse container rate	11.6%	29.4%	23.8%	10.7%	6.7%	17.8%
Q26-12. Yard waste service	27.7%	35.9%	12.6%	6.1%	3.0%	14.8%
Q26-13. Bulk trash pickup service	21.5%	30.2%	15.5%	5.6%	3.0%	24.2%
Q26-14. Stormwater service	12.2%	26.9%	26.1%	5.3%	4.5%	25.0%
Q26-15. Stormwater fee	6.3%	17.3%	26.0%	14.0%	11.5%	24.9%

WITHOUT DON'T KNOW

Q26. Utilities. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Electricity service	22.3%	45.7%	15.2%	7.8%	8.9%
Q26-2. Cost of electricity	4.6%	17.6%	18.0%	29.6%	30.1%
Q26-3. Gas service	20.0%	45.3%	22.8%	6.2%	5.8%
Q26-4. Cost of gas	7.5%	26.0%	32.1%	17.7%	16.8%
Q26-5. Water service	21.5%	44.8%	20.8%	7.9%	5.0%
Q26-6. Cost of water	8.7%	26.1%	27.2%	22.9%	15.2%
Q26-7. Sewer wastewater service	19.7%	41.5%	22.8%	9.7%	6.3%
Q26-8. Cost of sewer wastewater	8.3%	23.5%	28.6%	21.7%	18.0%
Q26-9. Residential trash collection service	31.8%	47.3%	13.1%	5.0%	2.7%
Q26-10. Curbside recycling service	29.1%	46.6%	14.3%	6.5%	3.5%
Q26-11. Refuse container rate	14.1%	35.8%	29.0%	13.0%	8.1%
Q26-12. Yard waste service	32.5%	42.1%	14.7%	7.1%	3.5%
Q26-13. Bulk trash pickup service	28.4%	39.9%	20.4%	7.4%	3.9%
Q26-14. Stormwater service	16.2%	35.9%	34.8%	7.0%	6.0%
Q26-15. Stormwater fee	8.4%	23.1%	34.7%	18.6%	15.3%

Q27. Which TWO items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. Top choice	Number	Percent
Electricity service	88	8.8 %
Cost of electricity	543	54.1 %
Gas service	10	1.0 %
Cost of gas	15	1.5 %
Water service	11	1.1 %
Cost of water	23	2.3 %
Sewer wastewater service	20	2.0 %
Cost of sewer wastewater	18	1.8 %
Residential trash collection service	7	0.7 %
Curbside recycling service	34	3.4 %
Refuse container rate	10	1.0 %
Yard waste service	8	0.8 %
Bulk trash pickup service	7	0.7 %
Stormwater service	10	1.0 %
Stormwater fee	10	1.0 %
None chosen	189	18.8 %
Total	1003	100.0 %

Q27. Which TWO items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 2nd choice	Number	Percent
Electricity service	56	5.6 %
Cost of electricity	95	9.5 %
Gas service	15	1.5 %
Cost of gas	128	12.8 %
Water service	30	3.0 %
Cost of water	149	14.9 %
Sewer wastewater service	11	1.1 %
Cost of sewer wastewater	50	5.0 %
Residential trash collection service	20	2.0 %
Curbside recycling service	47	4.7 %
Refuse container rate	19	1.9 %
Yard waste service	21	2.1 %
Bulk trash pickup service	18	1.8 %
Stormwater service	22	2.2 %
Stormwater fee	18	1.8 %
None chosen	304	30.3 %
Total	1003	100.0 %

SUM OF TOP 2 CHOICES**Q27. Which TWO items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q27. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Electricity service	144	14.4 %
Cost of electricity	638	63.6 %
Gas service	25	2.5 %
Cost of gas	143	14.3 %
Water service	41	4.1 %
Cost of water	172	17.1 %
Sewer wastewater service	31	3.1 %
Cost of sewer wastewater	68	6.8 %
Residential trash collection service	27	2.7 %
Curbside recycling service	81	8.1 %
Refuse container rate	29	2.9 %
Yard waste service	29	2.9 %
Bulk trash pickup service	25	2.5 %
Stormwater service	32	3.2 %
Stormwater fee	28	2.8 %
None chosen	189	18.8 %
Total	1702	

Q28. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following.

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. How effectively City communicates with you	7.4%	29.1%	34.3%	9.1%	3.3%	16.8%
Q28-2. Quality of City's website, cityofgainesville.org	6.5%	25.9%	28.7%	5.9%	1.6%	31.4%
Q28-3. City efforts to keep you informed about City government (newsletters, press releases, social media)	9.6%	28.4%	32.7%	9.7%	3.7%	16.0%

WITHOUT DON'T KNOW

Q28. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following. (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. How effectively City communicates with you	8.9%	35.0%	41.2%	10.9%	4.0%
Q28-2. Quality of City's website, cityofgainesville.org	9.4%	37.8%	41.9%	8.6%	2.3%
Q28-3. City efforts to keep you informed about City government (newsletters, press releases, social media)	11.4%	33.8%	38.9%	11.5%	4.4%

Q29. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatis- fied	Very dissatisfi- ed	Don't know
Q29-1. Reported residential property maintenance issues	4.8%	16.9%	19.0%	6.9%	3.1%	49.3%
Q29-2. Reported commercial property maintenance issues	2.4%	9.5%	17.5%	3.4%	1.4%	65.8%
Q29-3. Reported abandoned vehicles	2.6%	8.2%	14.5%	4.7%	1.3%	68.8%
Q29-4. Reported graffiti	2.5%	7.8%	15.0%	2.7%	1.5%	70.6%
Q29-5. Reported noise violations	3.7%	10.0%	17.6%	8.6%	4.9%	55.2%
Q29-6. Maintenance of streets in your neighborhood	11.7%	35.9%	23.2%	11.8%	6.1%	11.4%
Q29-7. Maintenance of traffic signals/street signs	14.2%	44.8%	21.5%	5.0%	1.7%	12.9%
Q29-8. Maintenance of medians & public areas	10.4%	41.2%	24.8%	9.2%	2.5%	12.0%
Q29-9. Maintenance of City buildings	8.4%	40.7%	23.2%	3.3%	1.2%	23.2%
Q29-10. Overall cleanliness of City streets & public areas	10.9%	44.6%	21.7%	12.0%	3.4%	7.5%
Q29-11. Adequacy of City street lighting	9.1%	41.8%	24.1%	12.4%	4.0%	8.7%
Q29-12. Availability of sidewalks in your neighborhood	8.5%	27.8%	20.9%	17.9%	10.3%	14.6%

WITHOUT DON'T KNOW

Q29. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Reported residential property maintenance issues	9.4%	33.4%	37.5%	13.6%	6.1%
Q29-2. Reported commercial property maintenance issues	7.0%	27.7%	51.3%	9.9%	4.1%
Q29-3. Reported abandoned vehicles	8.3%	26.2%	46.3%	15.0%	4.2%
Q29-4. Reported graffiti	8.5%	26.4%	50.8%	9.2%	5.1%
Q29-5. Reported noise violations	8.2%	22.3%	39.4%	19.2%	10.9%
Q29-6. Maintenance of streets in your neighborhood	13.2%	40.5%	26.2%	13.3%	6.9%
Q29-7. Maintenance of traffic signals/street signs	16.2%	51.4%	24.7%	5.7%	1.9%
Q29-8. Maintenance of medians & public areas	11.8%	46.8%	28.2%	10.4%	2.8%
Q29-9. Maintenance of City buildings	10.9%	53.0%	30.3%	4.3%	1.6%
Q29-10. Overall cleanliness of City streets & public areas	11.7%	48.2%	23.5%	12.9%	3.7%
Q29-11. Adequacy of City street lighting	9.9%	45.7%	26.4%	13.5%	4.4%
Q29-12. Availability of sidewalks in your neighborhood	9.9%	32.6%	24.5%	21.0%	12.0%

Q30. Which THREE items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q30. Top choice</u>	<u>Number</u>	<u>Percent</u>
Reported residential property maintenance issues	70	7.0 %
Reported commercial property maintenance issues	26	2.6 %
Reported abandoned vehicles	18	1.8 %
Reported graffiti	10	1.0 %
Reported noise violations	77	7.7 %
Maintenance of streets in your neighborhood	161	16.1 %
Maintenance of traffic signals/street signs	53	5.3 %
Maintenance of medians & public areas	51	5.1 %
Maintenance of City buildings	13	1.3 %
Overall cleanliness of City streets & public areas	101	10.1 %
Adequacy of City street lighting	68	6.8 %
Availability of sidewalks in your neighborhood	102	10.2 %
None chosen	253	25.2 %
Total	1003	100.0 %

Q30. Which THREE items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q30. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Reported residential property maintenance issues	35	3.5 %
Reported commercial property maintenance issues	20	2.0 %
Reported abandoned vehicles	12	1.2 %
Reported graffiti	10	1.0 %
Reported noise violations	44	4.4 %
Maintenance of streets in your neighborhood	105	10.5 %
Maintenance of traffic signals/street signs	60	6.0 %
Maintenance of medians & public areas	77	7.7 %
Maintenance of City buildings	12	1.2 %
Overall cleanliness of City streets & public areas	117	11.7 %
Adequacy of City street lighting	113	11.3 %
Availability of sidewalks in your neighborhood	75	7.5 %
None chosen	323	32.2 %
Total	1003	100.0 %

Q30. Which THREE items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. 3r choice	Number	Percent
Reported residential property maintenance issues	33	3.3 %
Reported commercial property maintenance issues	22	2.2 %
Reported abandoned vehicles	17	1.7 %
Reported graffiti	14	1.4 %
Reported noise violations	32	3.2 %
Maintenance of streets in your neighborhood	54	5.4 %
Maintenance of traffic signals/street signs	48	4.8 %
Maintenance of medians & public areas	54	5.4 %
Maintenance of City buildings	29	2.9 %
Overall cleanliness of City streets & public areas	113	11.3 %
Adequacy of City street lighting	106	10.6 %
Availability of sidewalks in your neighborhood	76	7.6 %
None chosen	405	40.4 %
Total	1003	100.0 %

SUM OF TOP 3 CHOICES

Q30. Which THREE items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q30. Sum of Top 3 Choices	Number	Percent
Reported residential property maintenance issues	138	13.8 %
Reported commercial property maintenance issues	68	6.8 %
Reported abandoned vehicles	47	4.7 %
Reported graffiti	34	3.4 %
Reported noise violations	153	15.3 %
Maintenance of streets in your neighborhood	320	31.9 %
Maintenance of traffic signals/street signs	161	16.1 %
Maintenance of medians & public areas	182	18.1 %
Maintenance of City buildings	54	5.4 %
Overall cleanliness of City streets & public areas	331	33.0 %
Adequacy of City street lighting	287	28.6 %
Availability of sidewalks in your neighborhood	253	25.2 %
None chosen	253	25.2 %
Total	2281	

Q31. Parks, Recreation, and Cultural Affairs. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q31-1. Appearance of City parks	27.3%	51.9%	12.5%	1.6%	0.5%	6.2%
Q31-2. How easy it is to access City parks from my home	32.3%	45.7%	11.1%	3.4%	1.2%	6.4%
Q31-3. Availability of walking/biking trails in City	27.5%	40.1%	14.8%	6.3%	1.9%	9.5%
Q31-4. Outdoor athletic fields (baseball, soccer)	16.7%	33.2%	18.2%	3.6%	1.4%	26.9%
Q31-5. City's youth recreation/athletic programs	9.0%	19.5%	15.4%	3.7%	1.7%	50.7%
Q31-6. City's adult recreation/athletic programs	7.2%	16.9%	17.8%	6.4%	1.7%	50.0%
Q31-7. Ease of registering for programs	6.1%	14.2%	16.2%	3.4%	1.6%	58.6%
Q31-8. Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	17.8%	36.8%	22.5%	4.5%	1.5%	16.8%
Q31-9. The Wild Spaces & Public Places program	27.5%	27.4%	16.2%	3.0%	1.9%	24.0%

WITHOUT DON'T KNOW

Q31. Parks, Recreation, and Cultural Affairs. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31-1. Appearance of City parks	29.1%	55.4%	13.3%	1.7%	0.5%
Q31-2. How easy it is to access City parks from my home	34.5%	48.8%	11.8%	3.6%	1.3%
Q31-3. Availability of walking/biking trails in City	30.4%	44.3%	16.3%	6.9%	2.1%
Q31-4. Outdoor athletic fields (baseball, soccer)	22.8%	45.4%	25.0%	4.9%	1.9%
Q31-5. City's youth recreation/athletic programs	18.2%	39.7%	31.2%	7.5%	3.4%
Q31-6. City's adult recreation/athletic programs	14.3%	33.9%	35.7%	12.7%	3.4%
Q31-7. Ease of registering for programs	14.7%	34.2%	39.0%	8.2%	3.9%
Q31-8. Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	21.5%	44.2%	27.1%	5.4%	1.8%
Q31-9. The Wild Spaces & Public Places program	36.2%	36.1%	21.3%	3.9%	2.5%

Q32. Which THREE items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q32. Top choice	Number	Percent
Appearance of City parks	140	14.0 %
How easy it is to access City parks from my home	41	4.1 %
Availability of walking/biking trails in City	140	14.0 %
Outdoor athletic fields (baseball, soccer)	41	4.1 %
City's youth recreation/athletic programs	93	9.3 %
City's adult recreation/athletic programs	34	3.4 %
Ease of registering for programs	17	1.7 %
Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	77	7.7 %
The Wild Spaces & Public Places program	130	13.0 %
None chosen	290	28.9 %
Total	1003	100.0 %

Q32. Which THREE items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q32. 2nd choice	Number	Percent
Appearance of City parks	67	6.7 %
How easy it is to access City parks from my home	77	7.7 %
Availability of walking/biking trails in City	120	12.0 %
Outdoor athletic fields (baseball, soccer)	39	3.9 %
City's youth recreation/athletic programs	87	8.7 %
City's adult recreation/athletic programs	61	6.1 %
Ease of registering for programs	32	3.2 %
Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	83	8.3 %
The Wild Spaces & Public Places program	91	9.1 %
None chosen	346	34.5 %
Total	1003	100.0 %

Q32. Which THREE items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q32. 3rd choice	Number	Percent
Appearance of City parks	75	7.5 %
How easy it is to access City parks from my home	39	3.9 %
Availability of walking/biking trails in City	81	8.1 %
Outdoor athletic fields (baseball, soccer)	39	3.9 %
City's youth recreation/athletic programs	65	6.5 %
City's adult recreation/athletic programs	49	4.9 %
Ease of registering for programs	46	4.6 %
Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	88	8.8 %
The Wild Spaces & Public Places program	89	8.9 %
None chosen	432	43.1 %
Total	1003	100.0 %

SUM OF TOP 3 CHOICES

Q32. Which THREE items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q32. Sum of Top 3 Choices	Number	Percent
Appearance of City parks	282	28.1 %
How easy it is to access City parks from my home	157	15.7 %
Availability of walking/biking trails in City	341	34.0 %
Outdoor athletic fields (baseball, soccer)	119	11.9 %
City's youth recreation/athletic programs	245	24.4 %
City's adult recreation/athletic programs	144	14.4 %
Ease of registering for programs	95	9.5 %
Availability of cultural & special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	248	24.7 %
The Wild Spaces & Public Places program	310	30.9 %
None chosen	290	28.9 %
Total	2231	

Q33. Community Planning and Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33-1. Quality of new developments in City	6.5%	20.1%	29.0%	16.0%	9.2%	19.2%
Q33-2. Effectiveness of City efforts to revitalize low-income areas	3.4%	11.0%	26.3%	23.5%	12.9%	22.9%
Q33-3. City's efforts to preserve historic buildings	4.6%	23.0%	32.2%	9.5%	6.6%	24.1%
Q33-4. City's efforts to attract good paying jobs & promote economic development	4.2%	14.1%	30.2%	17.7%	11.4%	22.4%

WITHOUT DON'T KNOW

Q33. Community Planning and Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33-1. Quality of new developments in City	8.0%	24.9%	35.9%	19.8%	11.4%
Q33-2. Effectiveness of City efforts to revitalize low-income areas	4.4%	14.2%	34.2%	30.5%	16.7%
Q33-3. City's efforts to preserve historic buildings	6.0%	30.4%	42.4%	12.5%	8.7%
Q33-4. City's efforts to attract good paying jobs & promote economic development	5.4%	18.1%	38.9%	22.9%	14.7%

Q34. Budget and Finance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following:

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34-1. Overall value of City services for tax dollars that you pay	6.8%	28.1%	28.4%	16.4%	8.1%	12.3%
Q34-2. Neighbor involvement in budget development process	2.0%	10.5%	27.4%	17.3%	8.4%	34.4%
Q34-3. City's efforts to communicate financial & budgetary decisions	2.9%	13.3%	30.1%	17.9%	10.2%	25.6%

WITHOUT DON'T KNOW

Q34. Budget and Finance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate how satisfied you are with each of the following: (without "don't know")

(N=1003)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34-1. Overall value of City services for tax dollars that you pay	7.7%	32.0%	32.4%	18.6%	9.2%
Q34-2. Neighbor involvement in budget development process	3.0%	16.0%	41.8%	26.4%	12.8%
Q34-3. City's efforts to communicate financial & budgetary decisions	3.9%	17.8%	40.5%	24.1%	13.7%

Q35. What is your age?

Q35. Your age	Number	Percent
18-34	181	18.0 %
35-44	179	17.8 %
45-54	198	19.7 %
55-64	189	18.8 %
65+	192	19.1 %
Not provided	64	6.4 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q35. What is your age? (without "not provided")

Q35. Your age	Number	Percent
18-34	181	19.3 %
35-44	179	19.1 %
45-54	198	21.1 %
55-64	189	20.1 %
65+	192	20.4 %
Total	939	100.0 %

Q36. How many people in your household are...

	Mean	Sum
number	2.21	2062
Under age 5	0.11	103
Ages 5-9	0.09	84
Ages 10-14	0.10	89
Ages 15-19	0.09	86
Ages 20-24	0.12	113
Ages 25-34	0.33	310
Ages 35-44	0.34	316
Ages 45-54	0.32	302
Ages 55-64	0.34	320
Ages 65-74	0.23	212
Ages 75+	0.14	127

Q37. What is your gender?

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Female	476	47.5 %
Male	468	46.7 %
Non-binary	10	1.0 %
Prefer not to answer	42	4.2 %
Prefer to self-describe	2	0.2 %
Not provided	5	0.5 %
Total	1003	100.0 %

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

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Female	476	47.7 %
Male	468	46.9 %
Non-binary	10	1.0 %
Prefer not to answer	42	4.2 %
Prefer to self-describe	2	0.2 %
Total	998	100.0 %

Q37-5. Self describe your gender:

<u>Q37-5. Self describe</u>	<u>Number</u>	<u>Percent</u>
Bi-gender	1	50.0 %
Gay male	1	50.0 %
Total	2	100.0 %

Q38. What is the highest level of education you have completed?

Q38. Highest level of education you have completed	Number	Percent
Middle school	4	0.4 %
Some high school (no diploma)	18	1.8 %
High school graduate	65	6.5 %
General Equivalency Diploma (GED)	59	5.9 %
Some college (no degree)	76	7.6 %
Associate degree	103	10.3 %
Bachelor's degree	258	25.7 %
Graduate degree	215	21.4 %
Doctorate degree	72	7.2 %
Professional degree	31	3.1 %
Vocational training	12	1.2 %
Not provided	90	9.0 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED**Q38. What is the highest level of education you have completed? (without "not provided")**

Q38. Highest level of education you have completed	Number	Percent
Middle school	4	0.4 %
Some high school (no diploma)	18	2.0 %
High school graduate	65	7.1 %
General Equivalency Diploma (GED)	59	6.5 %
Some college (no degree)	76	8.3 %
Associate degree	103	11.3 %
Bachelor's degree	258	28.3 %
Graduate degree	215	23.5 %
Doctorate degree	72	7.9 %
Professional degree	31	3.4 %
Vocational training	12	1.3 %
Total	913	100.0 %

Q39. How would you identify your ethnicity?

Q39. Your ethnicity	Number	Percent
Indigenous, Indigenous American	11	1.1 %
White or European American	637	63.5 %
Black, African American or African Caribbean	206	20.5 %
Latina/o/x or Hispanic American	105	10.5 %
North or Central Asian, Slavic, or Russian	3	0.3 %
Middle Eastern or Arab American	5	0.5 %
South Asian or South Asian American	22	2.2 %
East Asian, South East Asian or Asian American	41	4.1 %
Native Hawaiian, Other Pacific Islander or Pacific Islander American	1	0.1 %
Prefer not to answer	35	3.5 %
Other/prefer to self-describe	11	1.1 %
Total	1077	

WITHOUT PREFER NOT TO ANSWER**Q39. How would you identify your ethnicity? (without "prefer not to answer")**

Q39. Your ethnicity	Number	Percent
Indigenous, Indigenous American	11	1.1 %
White or European American	636	65.7 %
Black, African American or African Caribbean	206	21.3 %
Latina/o/x or Hispanic American	105	10.8 %
North or Central Asian, Slavic, or Russian	3	0.3 %
Middle Eastern or Arab American	5	0.5 %
South Asian or South Asian American	22	2.3 %
East Asian, South East Asian or Asian American	41	4.2 %
Native Hawaiian, Other Pacific Islander or Pacific Islander American	1	0.1 %
Other/prefer to self-describe	11	1.1 %
Total	1041	

Q39-11. Other/prefer to self-describe:

Q39-11. Other	Number	Percent
Armenian	1	9.1 %
Irish	1	9.1 %
Jewish	1	9.1 %
Mixed	1	9.1 %
More than one	1	9.1 %
Multiple	2	18.2 %
Norweigian	1	9.1 %
Scandanavian	1	9.1 %
South American	1	9.1 %
White Hispanic	1	9.1 %
Total	11	100.0 %

Q40. Do you speak any languages other than English at home?

Q40. Do you speak any languages other than English at home

English at home	Number	Percent
Yes	144	14.4 %
No	822	82.0 %
Not provided	37	3.7 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q40. Do you speak any languages other than English at home? (without "not provided")

Q40. Do you speak any languages other than English at home

English at home	Number	Percent
Yes	144	14.9 %
No	822	85.1 %
Total	966	100.0 %

Q40-1. Which other languages?

<u>Q40-1. What other language</u>	<u>Number</u>	<u>Percent</u>
ASL	1	0.9 %
Arabic	2	1.8 %
BULGARIAN	1	0.9 %
Bangla	1	0.9 %
Chinese	3	2.7 %
Danish	1	0.9 %
Dutch	3	2.7 %
French	10	8.8 %
German	4	3.5 %
Haitian	1	0.9 %
Italian	1	0.9 %
Italian, Portuguese and Spanish	1	0.9 %
Japanese	1	0.9 %
Korean	1	0.9 %
Malayalam	1	0.9 %
Mandarin	2	1.8 %
Mapuktu	1	0.9 %
NEPALI	1	0.9 %
Portuguese	6	5.3 %
Russian	1	0.9 %
Sinhala, Tamil, Hindi	1	0.9 %
Spanish	63	55.8 %
Tagalog	3	2.7 %
Thai	2	1.8 %
Vietnamese	1	0.9 %
Total	113	100.0 %

Q41. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate the degree to which you agree or disagree with the following statement for each item listed below. "In the past year, I have been treated unfairly due to my..."

(N=1003)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q41-1. Race/ethnicity	6.0%	6.6%	11.5%	15.6%	39.6%	20.8%
Q41-2. Gender	5.2%	11.8%	13.9%	16.8%	31.9%	20.4%
Q41-3. Age	4.6%	9.6%	16.6%	18.4%	31.4%	19.4%
Q41-4. Ability	1.9%	3.9%	13.3%	18.7%	37.5%	24.7%
Q41-5. Sexual orientation	1.0%	1.9%	12.2%	18.8%	40.0%	26.1%

WITHOUT DON'T KNOW

Q41. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate the degree to which you agree or disagree with the following statement for each item listed below. "In the past year, I have been treated unfairly due to my..." (without "don't know")

(N=1003)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q41-1. Race/ethnicity	7.6%	8.3%	14.5%	19.6%	50.0%
Q41-2. Gender	6.5%	14.8%	17.4%	21.2%	40.1%
Q41-3. Age	5.7%	11.9%	20.5%	22.9%	39.0%
Q41-4. Ability	2.5%	5.2%	17.6%	24.9%	49.8%
Q41-5. Sexual orientation	1.3%	2.6%	16.5%	25.5%	54.1%

Q42. Are/Were you a member of the U.S. armed forces?

Q42. Are/Were you a member of US armed forces	Number	Percent
Yes	114	11.4 %
No	883	88.0 %
Not provided	6	0.6 %
Total	1003	100.0 %

WITHOUT DON'T KNOW**Q42. Are/Were you a member of the U.S. armed forces? (without "not provided")**

Q42. Are/Were you a member of US armed forces	Number	Percent
Yes	114	11.4 %
No	883	88.6 %
Total	997	100.0 %

Q43. How many years have you lived in Gainesville?

Q43. How many years have you lived in Gainesville	Number	Percent
0-5	163	16.3 %
6-10	107	10.7 %
11-15	65	6.5 %
16-20	71	7.1 %
21-30	182	18.1 %
31+	379	37.8 %
Not provided	36	3.6 %
Total	1003	100.0 %

WITHOUT DON'T KNOW**Q43. How many years have you lived in Gainesville? (without "not provided")**

Q43. How many years have you lived in Gainesville	Number	Percent
0-5	163	16.9 %
6-10	107	11.1 %
11-15	65	6.7 %
16-20	71	7.3 %
21-30	182	18.8 %
31+	379	39.2 %
Total	967	100.0 %

Q44. Where do you plan to be living in the next 2-5 years?

Q44. Where do you plan to be living in next 2-5 years	Number	Percent
Gainesville	799	79.7 %
Another City in Alachua County	17	1.7 %
Another City outside Alachua County in Florida	43	4.3 %
Another City in another State	51	5.1 %
Other	7	0.7 %
Don't know	86	8.6 %
Total	1003	100.0 %

WITHOUT DON'T KNOW**Q44. Where do you plan to be living in the next 2-5 years? (without "don't know")**

Q44. Where do you plan to be living in next 2-5 years	Number	Percent
Gainesville	799	87.1 %
Another City in Alachua County	17	1.9 %
Another City outside Alachua County in Florida	43	4.7 %
Another City in another State	51	5.6 %
Other	7	0.8 %
Total	917	100.0 %

Q44-5. Other

Q44-5. Other	Number	Percent
1/2 time Gainesville, 1/2 time Virginia	1	20.0 %
I own my home here in Gainesville. I hope I can afford to keep it.	1	20.0 %
I will move to another country	1	20.0 %
Rural area of another state	1	20.0 %
Rural Alachua County	1	20.0 %
Total	5	100.0 %

Q45. How do you get around Gainesville?

<u>Q45. How do you get around Gainesville</u>	<u>Number</u>	<u>Percent</u>
Walking	400	39.9 %
Biking	291	29.0 %
Driving	937	93.4 %
Public transportation	104	10.4 %
I don't have transportation	6	0.6 %
Other	15	1.5 %
Total	1753	

Q45-6. Other

<u>Q45-6. Other</u>	<u>Number</u>	<u>Percent</u>
Carpooling	1	6.7 %
Community bus or car	1	6.7 %
FRIENDS	1	6.7 %
MED TRANSPORT	1	6.7 %
MV TRANSPORT	2	13.3 %
Mobility scooter	1	6.7 %
Motorcycle	1	6.7 %
RUNNING	1	6.7 %
Rides from friends	1	6.7 %
Small scooter for work	1	6.7 %
Uber, Lyft	4	26.7 %
Total	15	100.0 %

Q46. What is your current employment status?

Q46. What is your current employment status	Number	Percent
Employed full time (40+ hours per week)	519	51.7 %
Employed part time (up to 39 hours per week)	95	9.5 %
Unemployed	26	2.6 %
Currently looking for work	26	2.6 %
Student	50	5.0 %
Volunteer	42	4.2 %
Internship	5	0.5 %
Retired	255	25.4 %
Homemaker	23	2.3 %
Self-employed	98	9.8 %
Unable to work	17	1.7 %
Total	1156	

Q47. What percentage of the time do you telework?

Q47. What percentage of the time do you telework	Number	Percent
Full-time	132	13.2 %
Part-time	131	13.1 %
Only during an emergency	102	10.2 %
Never	262	26.1 %
Not provided	376	37.5 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED**Q47. What percentage of the time do you telework? (without "not provided")**

Q47. What percentage of the time do you telework	Number	Percent
Full-time	132	21.1 %
Part-time	131	20.9 %
Only during an emergency	102	16.3 %
Never	262	41.8 %
Total	627	100.0 %

Q48. What challenges do you have in finding a job?

Q48. What challenges do you have in finding a job	Number	Percent
Not enough job openings in Gainesville	181	18.0 %
Available jobs don't pay enough	234	23.3 %
Not qualified for jobs that are available	46	4.6 %
Available jobs are not desirable	130	13.0 %
Available jobs do not offer required benefits	95	9.5 %
Discrimination	25	2.5 %
No reliable transportation to get to work	12	1.2 %
Health problems prevent from taking jobs	54	5.4 %
Need to care for children or other family members	41	4.1 %
Other	19	1.9 %
Total	837	

Q49. What is your total household income?

Q49. What is your total household income	Number	Percent
Under \$25K	147	14.7 %
\$25K to \$49,999	190	18.9 %
\$50K to \$74,999	189	18.8 %
\$75K to \$99,999	152	15.2 %
\$100K to \$149,999	129	12.9 %
\$150K+	70	7.0 %
Not provided	126	12.6 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED**Q49. What is your total household income? (without "not provided")**

Q49. What is your total household income	Number	Percent
Under \$25K	147	16.8 %
\$25K to \$49,999	190	21.7 %
\$50K to \$74,999	189	21.6 %
\$75K to \$99,999	152	17.3 %
\$100K to \$149,999	129	14.7 %
\$150K+	70	8.0 %
Total	877	100.0 %

Q50. Do you rent or own where you live?

<u>Q50. Do you rent or own where you live</u>	<u>Number</u>	<u>Percent</u>
Own	549	54.7 %
Rent	430	42.9 %
Other	5	0.5 %
Not provided	19	1.9 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED**Q50. Do you rent or own where you live? (without "not provided")**

<u>Q50. Do you rent or own where you live</u>	<u>Number</u>	<u>Percent</u>
Own	549	55.8 %
Rent	430	43.7 %
Other	5	0.5 %
Total	984	100.0 %

Q50-3. Other

<u>Q50-3. Other</u>	<u>Number</u>	<u>Percent</u>
HUD	1	14.3 %
LEASE	1	14.3 %
Live with a friend	1	14.3 %
Live with family	1	14.3 %
Live with parents	1	14.3 %
Property Mgr	1	14.3 %
Relative's house	1	14.3 %
Total	7	100.0 %

Q51. How much do you pay per month for housing? Please include rent, mortgage payment, property tax, property insurance, and homeowner's association (HOA) fees.

Q51. How much do you pay per month for housing	Number	Percent
Less than \$300 per month	100	10.0 %
\$300 to \$599 per month	178	17.7 %
\$600 to \$999 per month	220	21.9 %
\$1,000 to \$1,499 per month	211	21.0 %
\$1,500 to \$2,499 per month	131	13.1 %
\$2,500+ per month	32	3.2 %
Not provided	131	13.1 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q51. How much do you pay per month for housing? Please include rent, mortgage payment, property tax, property insurance, and homeowner's association (HOA) fees. (without "not provided")

Q51. How much do you pay per month for housing	Number	Percent
Less than \$300 per month	100	11.5 %
\$300 to \$599 per month	178	20.4 %
\$600 to \$999 per month	220	25.2 %
\$1,000 to \$1,499 per month	211	24.2 %
\$1,500 to \$2,499 per month	131	15.0 %
\$2,500+ per month	32	3.7 %
Total	872	100.0 %

Q52. Which of the following best describes the building you live in?

<u>Q52. What best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
Single family home detached from any other homes	437	43.6 %
Building with two or more homes (duplex, townhome, apartment, condominium)	84	8.4 %
Other	6	0.6 %
Not provided	476	47.5 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED

Q52. Which of the following best describes the building you live in? (without "not provided")

<u>Q52. What best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
Single family home detached from any other homes	437	82.9 %
Building with two or more homes (duplex, townhome, apartment, condominium)	84	15.9 %
Other	6	1.1 %
Total	527	100.0 %

Q52-3. Other

<u>Q52-3. Other</u>	<u>Number</u>	<u>Percent</u>
Apt home	1	50.0 %
Mobile home	1	50.0 %
Total	2	100.0 %

Q53. Can you access the internet from where you live?

Q53. Can you access the internet from where you live	Number	Percent
Yes	925	92.2 %
No	37	3.7 %
Not provided	41	4.1 %
Total	1003	100.0 %

WITHOUT NOT PROVIDED**Q53. Can you access the internet from where you live? (without "not provided")**

Q53. Can you access the internet from where you live	Number	Percent
Yes	925	96.2 %
No	37	3.8 %
Total	962	100.0 %

Q53a. Why can't you access the internet from where you live?

Q53a. Why can't you access the internet from where you live	Number	Percent
I do not know how to use the internet	11	29.7 %
I am not interested or don't need/want to use it	7	18.9 %
Internet service is too expensive	15	40.5 %
I don't have a device (computer, tablet, smartphone) to access the internet	6	16.2 %
Too slow/frustrating/internet doesn't work well	7	18.9 %
I have no time to learn about it or how to use it	4	10.8 %
Service plans from internet providers are confusing	4	10.8 %
I have privacy concerns	5	13.5 %
Prefer not to answer	2	5.4 %
Other	1	2.7 %
Total	62	

WITHOUT PREFER NOT TO ANSWER**Q53a. Why can't you access the internet from where you live? (without "prefer not to answer")**

Q53a. Why can't you access the internet from where you live	Number	Percent
I do not know how to use the internet	11	31.4 %
I am not interested or don't need/want to use it	7	20.0 %
Internet service is too expensive	15	42.9 %
I don't have a device (computer, tablet, smartphone) to access the internet	6	17.1 %
Too slow/frustrating/internet doesn't work well	7	20.0 %
I have no time to learn about it or how to use it	4	11.4 %
Service plans from internet providers are confusing	4	11.4 %
I have privacy concerns	5	14.3 %
Other	1	2.9 %
Total	60	

Q53a-10. Other

Q53a-10. Other	Number	Percent
Computer broken	1	100.0 %
Total	1	100.0 %

Q54. How many of the following digital devices are used in your household?

Q54. How many digital devices are used in your household	Number	Percent
Desktop computer	486	48.5 %
Laptop computer	781	77.9 %
Tablet	586	58.4 %
Smartphone	884	88.1 %
Other smart devices	148	14.8 %
Total	2885	

Q55. Have you done any of the following things in the past year?

Q55. What following have you done in past year	Number	Percent
Attended a City of Gainesville public meeting (in person)	68	6.8 %
Watched a City of Gainesville meeting (online or on TV)	387	38.6 %
Attended a City of Gainesville telephone town hall meeting	154	15.4 %
Contacted Gainesville elected officials (in-person, phone, email, or web) to express your opinion	190	18.9 %
Contacted City of Gainesville (in-person, phone, email, or web) to express your opinion	140	14.0 %
Reported code violations or other hazards in Gainesville (e.g., weeds, abandoned buildings)	157	15.7 %
Reported a crime to police in Gainesville	146	14.6 %
Reported a non-emergency service request on myGNV app	67	6.7 %
Volunteered your time to a group or activity in Gainesville	346	34.5 %
Made efforts to make your home more energy efficient	520	51.8 %
Recycled at home	852	84.9 %
Made efforts to conserve water	712	71.0 %
Stocked supplies, identified evacuation/shelter opportunities	423	42.2 %
Campaigned or advocated for an issue, cause, or candidate	343	34.2 %
Voted in City of Gainesville elections	799	79.7 %
Talked to or visited with your immediate neighbors	798	79.6 %
Done a favor for a neighbor	712	71.0 %
Purchased goods or services from a local Gainesville business	872	86.9 %
Read or watched local news (via TV, paper, computer)	835	83.3 %
Total	8521	

Q56. How likely are you to recommend the City a as a place to live to a friend or colleague?

(N=1003)

	Not at all likely	1	2	3	4	5	6	7	8	9	Extre- mely likely	Not provid- ed
Q56. How likely are you to recommend City as a place to live to a friend or colleague	1.9%	1.7%	2.7%	2.6%	2.3%	7.8%	7.0%	14.3%	18.5%	14.4%	23.1%	3.8%

WITHOUT NOT PROVIDED

Q56. How likely are you to recommend the City a as a place to live to a friend or colleague? (without "not provided")

(N=1003)

	Not at all likely	1	2	3	4	5	6	7	8	9	Extreme- ly likely
Q56. How likely are you to recommend City as a place to live to a friend or colleague	2.0%	1.8%	2.8%	2.7%	2.4%	8.1%	7.3%	14.8%	19.3%	14.9%	24.0%

District

District	Number	Percent
1	251	25.0 %
2	252	25.1 %
3	251	25.0 %
4	249	24.8 %
Total	1003	100.0 %



6 Survey Instrument



City of Gainesville

Lauren Poe, Mayor

Dear Neighbor,

I hope you and your family are healthy and adjusting to life with COVID-19. I'd like to thank you and all of our neighbors for doing your part to help our city maintain its health and vitality during this pandemic.

Your City Commission recently adopted a strategic plan to set priorities for our city's future. The result is a vision for the next 15 years that will ensure an equitable community for all that is also sustainable into our future. In 2035, Gainesville will be a world-class, life-long learning community that is a great place for neighbors to live and thrive, while providing meaningful experiences for everyone. It is a city where all neighbors have access to the resources they need to thrive. It is a community that is environmentally, socially and economically sustainable. It is a great place to live and experience, and provides "best in class" neighbor services.

Your feedback is crucial for us to achieve this vision. I invite you to complete our City of Gainesville Neighbor Survey. We will use the results of this survey to document what we are doing well and what we can improve. Your input will help us strengthen the City and assist us in setting priorities for the coming years.

I also want to thank you for the input that you gave us in 2020. I assure you that we are actively responding to it. The results for this survey are available in our Open Data Portal at data.cityofgainesville.org. You can find the results under 'Neighbor Feedback'.

This survey will take roughly 20 minutes to complete. While it may seem like a lot of questions, we ask that you fill out the survey completely. This will help us determine what issues and areas of opportunity are most important to you.

Here is what you need to know about the survey:

- The survey is completely anonymous.
- You can mail it back for free (a postage-paid envelope is included).
- You can also complete the survey online at www.gainesvillesurvey.org. Please note that this version is compatible with screen readers.
- An English and Spanish version of this survey is included in this mailing.
- For assistance taking the survey, please call 1 (888) 801-5368.

Thank you in advance for your participation.

Yours in community,

Lauren Poe

P.S. To show our gratitude, we have included a GNV sticker for you.



2021 City of Gainesville Neighborhood Survey

SCAN ME



Thank you for taking time to fill out our annual neighbor survey! There are three sections to this survey and it should take roughly 20 minutes to complete.

You can complete this survey in two different ways:

1. You can fill out this paper survey and mail it back in the prepaid envelope.
2. You can take this survey online by visiting gainesvillesurvey.org or by scanning this QR code with your smartphone camera.

To learn more about the Neighbor Survey, how our paper survey participants are chosen and to see the results of the 2020 Neighbor Survey, visit the following URL: tinyurl.com/neighbor-survey-2020.

If you have questions, please contact Jacqueline Stetson at the City of Gainesville at (352) 393-8611 or designqnv@cityofgainesville.org.

1. Overall Opinions. Please rate the City of Gainesville...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	N/A
02. As a place to work	5	4	3	2	1	N/A
03. As a place to start a business	5	4	3	2	1	N/A
04. As a place to raise children	5	4	3	2	1	N/A
05. As a place for play and leisure	5	4	3	2	1	N/A
06. As a place to visit	5	4	3	2	1	N/A
07. As a place to retire	5	4	3	2	1	N/A
08. As a city that is moving in the right direction	5	4	3	2	1	N/A
09. As a city committed to green and sustainable practices	5	4	3	2	1	N/A
10. As a city committed to fair and equitable* practices	5	4	3	2	1	N/A
11. Overall image or reputation of City Government	5	4	3	2	1	N/A

*Practices that are fair for all neighbors

2. Overall Safety.	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Overall feeling of safety in Gainesville	5	4	3	2	1	N/A
2. Overall feeling of safety in your neighborhood	5	4	3	2	1	N/A

3. Sense of Community and Belonging.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. When I have a problem, I can talk about it with a neighbor	5	4	3	2	1	N/A
2. I can trust my neighbors	5	4	3	2	1	N/A
3. Gainesville community has symbols and expressions of membership (clothes, signs, art, architecture, etc.)	5	4	3	2	1	N/A
4. I put time and effort into improving my neighborhood or community	5	4	3	2	1	N/A
5. Being a part of the Gainesville community is a part of my identity	5	4	3	2	1	N/A
6. If there is a problem in our community, neighbors can get it solved	5	4	3	2	1	N/A
7. Our community has good leaders	5	4	3	2	1	N/A
8. Members of our community have shared important events together such as holidays and celebrations	5	4	3	2	1	N/A
9. I feel hopeful about the future of our community	5	4	3	2	1	N/A

4. Quality of Life.		Availability (A)					Affordability (B)				
		Excellent	Good	Below Average	Poor	Don't Know	Excellent	Good	Below Average	Poor	Don't Know
01.	Childcare/Early childhood education	4	3	2	1	N/A	4	3	2	1	N/A
02.	K-12 education	4	3	2	1	N/A	4	3	2	1	N/A
03.	Career and Technical Education (CTE) programs	4	3	2	1	N/A	4	3	2	1	N/A
04.	Community college	4	3	2	1	N/A	4	3	2	1	N/A
05.	Adult educational opportunities	4	3	2	1	N/A	4	3	2	1	N/A
06.	Job training or certificate programs	4	3	2	1	N/A	4	3	2	1	N/A
07.	Employment opportunities	4	3	2	1	N/A					
08.	Career advancement opportunities	4	3	2	1	N/A					
09.	Banking and/or financial services	4	3	2	1	N/A	4	3	2	1	N/A
10.	Food	4	3	2	1	N/A	4	3	2	1	N/A
11.	Health care	4	3	2	1	N/A	4	3	2	1	N/A
12.	Mental health care	4	3	2	1	N/A	4	3	2	1	N/A
13.	Overall cost of living in Gainesville						4	3	2	1	N/A

5. Which FOUR items listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from Question 4 with A for Availability and B for Affordability. For example, Availability of employment opportunities would be 7A, and Affordability of mental health care would be 12B.]
 1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

6. Rate your priorities for the future.		Essential	Very Important	Somewhat Important	Not Important	Inessential	Don't Know
01.	Measures to mitigate climate change	5	4	3	2	1	N/A
02.	Measures to conserve Gainesville's natural environment and green cover	5	4	3	2	1	N/A
03.	Equitable* access to basic needs	5	4	3	2	1	N/A
04.	Equitable* access to housing	5	4	3	2	1	N/A
05.	Equitable* access to quality healthcare	5	4	3	2	1	N/A
06.	Equitable* access to quality mental healthcare	5	4	3	2	1	N/A
07.	Providing living wages	5	4	3	2	1	N/A
08.	Providing more employment opportunities	5	4	3	2	1	N/A
09.	Mitigating drug abuse	5	4	3	2	1	N/A
10.	Addressing racism	5	4	3	2	1	N/A
11.	Addressing gun violence	5	4	3	2	1	N/A
12.	Feeling of safety	5	4	3	2	1	N/A
13.	Economic health of Gainesville	5	4	3	2	1	N/A
14.	Sustainable commercial development	5	4	3	2	1	N/A
15.	Historic preservation	5	4	3	2	1	N/A
16.	Built environment (e.g. roads, buildings, sidewalks)	5	4	3	2	1	N/A
17.	Ease of getting to places you have to visit	5	4	3	2	1	N/A
18.	Quality of parks	5	4	3	2	1	N/A
19.	Opportunities for recreation and culture	5	4	3	2	1	N/A
20.	Effectiveness and efficiency of government	5	4	3	2	1	N/A
21.	Local government budget and spending	5	4	3	2	1	N/A

*There is support for everyone to be successful

7. Which FOUR items listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in Question 6, or circle "NONE."]
 1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

8. This is the city's 2021 Action Plan. How would you rate the importance of each item?

		Essential	Very Important	Somewhat Important	Not Important	Inessential	Don't Know
01.	Affordable Housing: Create a plan to make housing more affordable	5	4	3	2	1	N/A
02.	Community Involvement: Improve community involvement in city programs	5	4	3	2	1	N/A
03.	Downtown Gainesville: Create a masterplan for Downtown Gainesville	5	4	3	2	1	N/A
04.	East Gainesville: Create a development plan for East Gainesville	5	4	3	2	1	N/A
05.	Eliminate Exclusionary Zoning: Remove zoning policies that are not fair and equitable	5	4	3	2	1	N/A
06.	Energy Efficient Vehicles and Facilities: Change all city vehicles and facilities to use 100% renewable energy	5	4	3	2	1	N/A
07.	Food: Improve availability, quality, and affordability of food in Gainesville	5	4	3	2	1	N/A
08.	Homelessness: Decrease homelessness	5	4	3	2	1	N/A
09.	Internet Access: Make broadband internet available throughout Gainesville	5	4	3	2	1	N/A
10.	Police Standards: Improve police policies and standards by addressing racism, use of force, and community involvement	5	4	3	2	1	N/A
11.	Public Health: Broaden city services to include community health programs in Gainesville	5	4	3	2	1	N/A
12.	Racial Equity: Ensure racial equity is accounted for in city-wide decision-making	5	4	3	2	1	N/A
13.	Traffic Safety: Improve traffic safety and make transportation easier for everyone	5	4	3	2	1	N/A

9. From the items listed in Question 8, how would you rank the TOP FIVE items that should receive the HIGHEST PRIORITY from city leaders over the next TWO years? [Use the numbers from the list in Question 8.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

10. The City is looking for new ways to improve and personalize services from the City government to residents. In the future, would you consider opting-in to share personal data (demographic, neighborhood, etc.) which would only be used to improve and personalize services from the City?

____(1) Yes ____ (2) No ____ (3) Not sure

11. How much do you trust law enforcement agencies to use facial recognition technology responsibly?

____(1) A great deal ____ (2) Somewhat ____ (3) Not too much ____ (4) Not at all ____ (9) Don't know

12. Emergency Response Preparation. How would you rate the way leaders at the following levels of government have responded to the following?

	Response to COVID - 19 pandemic					Preparation for natural disasters and other emergency situations				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. City	5	4	3	2	1	5	4	3	2	1
2. County	5	4	3	2	1	5	4	3	2	1
3. State	5	4	3	2	1	5	4	3	2	1
4. U.S.	5	4	3	2	1	5	4	3	2	1

13. Have you contacted the City of Gainesville (in-person, phone, email or web) for any reason during the past year?

____(1) Yes ____ (2) No [Skip to Q17.]

14. Your Experience with City Employees.	Always	Frequently	Occasionally	Seldom	Never	Don't Know
1. It was easy to find someone to address my request	5	4	3	2	1	N/A
2. I was able to get my question/concern resolved	5	4	3	2	1	N/A
3. The response time was reasonable	5	4	3	2	1	N/A
4. City employees are courteous/professional	5	4	3	2	1	N/A

15. Which TWO items listed in Question 14 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in Question 14, or circle "NONE."
 1st: ____ 2nd: ____ NONE

16. Overall, how would you rate your MOST RECENT experience when contacting the City of Gainesville?
 ____ (1) Excellent ____ (2) Good ____ (3) Fair ____ (4) Poor ____ (5) Not Sure

17. How do you get information about City issues, services, programs and events? [Check all that apply.]
 ____ (01) www.cityofgainesville.org ____ (09) City's main phone number: (352) 334-5000
 ____ (02) myGNV 311 app ____ (10) Radio (Which ones? _____)
 ____ (03) Nextdoor ____ (11) Newspapers (Which ones? _____)
 ____ (04) Twitter ____ (12) Homeowners, Neighborhood, or other Civic Association newsletters
 ____ (05) Instagram ____ (13) City email lists and newsletters
 ____ (06) Facebook ____ (14) City of Gainesville telephone town hall meetings
 ____ (07) Cox cable: Channel 12 ____ (15) Other (Which ones? _____)
 ____ (08) Television/News (Which ones? _____)

18. How would you like to communicate with the City of Gainesville? [Check all that apply.]
 ____ (01) In person at city offices ____ (09) Through a personal or community blog
 ____ (02) In a community meeting ____ (10) On an online bulletin board
 ____ (03) Mailing a physical letter ____ (11) Through a survey
 ____ (04) Over a telephone call ____ (12) Through the City of Gainesville website chat
 ____ (05) By voicemail or by sending a voice recording ____ (13) Through myGNV service requests
 ____ (06) By sending a text message ____ (14) Others: _____
 ____ (07) Over email ____ (15) None/I do not want to communicate
 ____ (08) On social media (Which ones? _____)

19. How would you like to engage with the City of Gainesville Commission?
 ____ (1) In-person public comment at meetings ____ (5) Telephone town halls
 ____ (2) Virtual public comment at meetings ____ (6) eCommenting on Commission agenda items
 ____ (3) Comments on Facebook stream of meetings ____ (7) Other: _____
 ____ (4) Phone call-ins at meetings ____ (8) None

20. Public Safety.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	N/A
2.	How quickly police respond to 911 emergencies	5	4	3	2	1	N/A
3.	The city's efforts to prevent crime	5	4	3	2	1	N/A
4.	Overall quality of local fire rescue protection	5	4	3	2	1	N/A
5.	How quickly fire rescue responds to 911 emergencies	5	4	3	2	1	N/A
6.	Overall quality of Gainesville Fire Rescue's community involvement, education, and prevention services	5	4	3	2	1	N/A

21. How confident are you that you would be treated with courtesy and respect by the Gainesville Police Department?
 ____ (1) Very confident ____ (2) Somewhat confident ____ (3) Not very confident ____ (4) Not confident at all

22. Would you prefer having the police spend more time, the same amount of time or less time than they currently spend in your neighborhood?
 ____ (1) More time ____ (2) Same amount of time ____ (3) Less time

23. In the past year (January to December 2020), do you believe crime in your neighborhood has increased, stayed the same or decreased?
 ____ (1) Increased ____ (2) Stayed the same ____ (3) Decreased

24. Mobility		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	How is the traffic flow on major streets	5	4	3	2	1	N/A
2.	How is the traffic flow on residential streets	5	4	3	2	1	N/A
3.	How easy is it to find public parking	5	4	3	2	1	N/A
4.	How easy is it to travel by car in Gainesville	5	4	3	2	1	N/A
5.	How easy is it to travel by bus in Gainesville	5	4	3	2	1	N/A
6.	How easy is it to travel by bicycle in Gainesville	5	4	3	2	1	N/A
7.	How easy is it to travel on foot in Gainesville	5	4	3	2	1	N/A
8.	How easy is it for neighbors with disabilities to commute in Gainesville	5	4	3	2	1	N/A

25. Which THREE items listed in Question 24 on the previous page do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in question 24, or circle "NONE."]

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

26. Utilities.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Electricity service	5	4	3	2	1	N/A
02.	Cost of electricity	5	4	3	2	1	N/A
03.	Gas service	5	4	3	2	1	N/A
04.	Cost of gas	5	4	3	2	1	N/A
05.	Water service	5	4	3	2	1	N/A
06.	Cost of water	5	4	3	2	1	N/A
07.	Sewer wastewater service	5	4	3	2	1	N/A
08.	Cost of sewer wastewater	5	4	3	2	1	N/A
09.	Residential trash collection service	5	4	3	2	1	N/A
10.	Curbside recycling service	5	4	3	2	1	N/A
11.	Refuse container rate	5	4	3	2	1	N/A
12.	Yard waste service	5	4	3	2	1	N/A
13.	Bulk trash pickup service	5	4	3	2	1	N/A
14.	Stormwater service	5	4	3	2	1	N/A
15.	Stormwater fee	5	4	3	2	1	N/A

27. Which TWO items listed in Question 26 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in Question 26, or circle "NONE."]

1st: ____ 2nd: ____ NONE

28. Communication.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How effectively the City of Gainesville communicates with you	5	4	3	2	1	N/A
2.	The quality of the city's website, cityofgainesville.org	5	4	3	2	1	N/A
3.	City efforts to keep you informed about city government (newsletters, press releases, social media)	5	4	3	2	1	N/A

29. Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Reported residential property maintenance issues	5	4	3	2	1	N/A
02.	Reported commercial property maintenance issues	5	4	3	2	1	N/A
03.	Reported abandoned vehicles	5	4	3	2	1	N/A
04.	Reported graffiti	5	4	3	2	1	N/A
05.	Reported noise violations	5	4	3	2	1	N/A
06.	Maintenance of streets in your neighborhood	5	4	3	2	1	N/A
07.	Maintenance of traffic signals/street signs	5	4	3	2	1	N/A
08.	Maintenance of medians and public areas	5	4	3	2	1	N/A
09.	Maintenance of city buildings	5	4	3	2	1	N/A
10.	Overall cleanliness of city streets and public areas	5	4	3	2	1	N/A
11.	Adequacy of city street lighting	5	4	3	2	1	N/A
12.	Availability of sidewalks in your neighborhood	5	4	3	2	1	N/A

30. Which THREE items listed in Question 29 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in Question 29, or circle "NONE."]

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

1. Parks, Recreation, and Cultural Affairs.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Appearance of city parks	5	4	3	2	1	N/A
2.	How easy it is to access city parks from my home	5	4	3	2	1	N/A
3.	Availability of walking/biking trails in the city	5	4	3	2	1	N/A
4.	Outdoor athletic fields (baseball, soccer)	5	4	3	2	1	N/A
5.	The city's youth recreation/athletic programs	5	4	3	2	1	N/A
6.	The city's adult recreation/athletic programs	5	4	3	2	1	N/A
7.	Ease of registering for programs	5	4	3	2	1	N/A
8.	Availability of cultural and special events (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	5	4	3	2	1	N/A
9.	The Wild Spaces and Public Places program	5	4	3	2	1	N/A

32. Which THREE items listed in Question 31 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Use the numbers from the list in Question 31, or circle "NONE."]

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

33. Community Planning and Development.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of new developments in the city	5	4	3	2	1	N/A
2.	Effectiveness of city efforts to revitalize low-income areas	5	4	3	2	1	N/A
3.	City's efforts to preserve historic buildings	5	4	3	2	1	N/A
4.	City's efforts to attract good paying jobs and promote economic development	5	4	3	2	1	N/A

34. Budget and Finance.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value of city services for the tax dollars that you pay	5	4	3	2	1	N/A
2.	Neighbor involvement in the budget development process	5	4	3	2	1	N/A
3.	City's efforts to communicate financial and budgetary decisions	5	4	3	2	1	N/A

35. What is your age? _____ years

36. 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: ____

37. **What is your gender?**
 ___(1) Female ___(3) Non-binary ___(5) Prefer to self-describe: _____
 ___(2) Male ___(4) Prefer not to answer

38. **What is the highest level of education you have completed?**
 ___(01) No formal education ___(05) High school graduate ___(10) Graduate degree
 ___(02) Elementary ___(06) General Equivalency Diploma (GED) ___(11) Doctorate degree
 ___(03) Middle school ___(07) Some college (no degree) ___(12) Professional degree
 ___(04) Some high school (no diploma) ___(08) Associate degree ___(13) Vocational training
 ___(09) Bachelor's degree ___(14) Other: _____

39. **How would you identify your ethnicity? [Check all that apply.]**
 ___(01) Indigenous, Indigenous American ___(07) South Asian or South Asian American
 ___(02) White or European American ___(08) East Asian, South East Asian or Asian American
 ___(03) Black, African American or African Caribbean ___(09) Native Hawaiian, Other Pacific Islander or Pacific Islander American
 ___(04) Latina/o/x or Hispanic American
 ___(05) North or Central Asian, Slavic, or Russian ___(10) Prefer not to answer
 ___(06) Middle Eastern or Arab American ___(11) Other/Prefer to self-describe: _____

40. **Do you speak any languages other than English at home?** ___(1) Yes (Which ones? _____) ___(2) No

41. **Unfair Treatment. "In the past year, I have been treated unfairly due to my..."**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Race/Ethnicity	5	4	3	2	1	N/A
2. Gender	5	4	3	2	1	N/A
3. Age	5	4	3	2	1	N/A
4. Ability	5	4	3	2	1	N/A
5. Sexual Orientation	5	4	3	2	1	N/A

42. **Are/Were you a member of the U.S. armed forces?** ___(1) Yes ___(2) No

43. **How many years have you lived in Gainesville?** _____ years

44. **Where do you plan to be living in the next 2-5 years?**
 ___(1) Gainesville ___(4) Another city in another State
 ___(2) Another city in Alachua County ___(5) Other: _____
 ___(3) Another city outside Alachua County in Florida ___(9) Don't know

45. **How do you get around Gainesville? [Check all that apply.]**
 ___(1) Walking ___(3) Driving ___(5) I don't have transportation
 ___(2) Biking ___(4) Public transportation ___(6) Other: _____

46. **What is your current employment status? [Check all that apply.]**
 ___(01) Employed full time (40 or more hours per week) ___(07) Internship
 ___(02) Employed part time (up to 39 hours per week) ___(08) Retired
 ___(03) Unemployed ___(09) Homemaker
 ___(04) Currently looking for work ___(10) Self-employed
 ___(05) Student ___(11) Unable to work
 ___(06) Volunteer

47. **What percentage of the time do you telework?**
 ___(1) Full-time ___(2) Part-time ___(3) Only during an emergency ___(4) Never

- 48. What challenges do you have in finding a job? [Check all that apply.]**
 (01) Not enough job openings in Gainesville (06) Discrimination
 (02) Available jobs don't pay enough (07) No reliable transportation to get to work
 (03) Not qualified for jobs that are available (08) Health problems prevent from taking jobs
 (04) Available jobs are not desirable (09) Need to care for children or other family members
 (05) Available jobs do not offer required benefits (10) Other: _____
- 49. What is your total household income?**
 (1) Under \$25,000 (3) \$50,000 to \$74,999 (5) \$100,000 to \$149,999
 (2) \$25,000 to \$49,999 (4) \$75,000 to \$99,999 (6) \$150,000 or more
- 50. Do you rent or own where you live?** (1) Own (2) Rent (3) Other: _____
- 51. How much do you pay per month for housing? Please include rent, mortgage payment, property tax, property insurance, and homeowner's association (HOA) fees?**
 (1) Less than \$300 per month (3) \$600 to \$999 per month (5) \$1,500 to \$2,499 per month
 (2) \$300 to \$599 per month (4) \$1,000 to \$1,499 per month (6) \$2,500 or more per month
- 52. Which of the following best describes the building you live in?**
 (1) Single family home detached from any other homes (3) Other: _____
 (2) Building with two or more homes (duplex, townhome, apartment, condominium) _____
- 53. Can you access the internet from where you live?** (1) Yes [Skip to Q54.] (2) No
- 53a. If you can't access the internet from where you live. [Check all that apply.]**
 (01) I do not know how to use the internet (07) Service plans from internet providers are confusing
 (02) I am not interested or don't need/want to use it
 (03) Internet service is too expensive (08) I have privacy concerns
 (04) I don't have a device (computer, tablet, smartphone) to access the internet (09) Prefer not to answer
 (05) Too slow/frustrating/internet doesn't work well (10) Other: _____
 (06) I have no time to learn about it or how to use it
- 54. How many of the following digital devices are used in your household?**
 (1) Desktop computer (3) Tablet (5) Other smart devices: _____
 (2) Laptop computer (4) Smartphone
- 55. Have you done any of the following things in the past year? [Check all that apply.]**
 (01) Attended a City of Gainesville public meeting (in person) (09) Volunteered your time to a group or activity in Gainesville
 (02) Watched a City of Gainesville meeting (online or on TV) (10) Made efforts to make your home more energy efficient
 (03) Attended a City of Gainesville telephone town hall meeting (11) Recycled at home
 (04) Contacted Gainesville elected officials (in-person, phone, email, or web) to express your opinion (12) Made efforts to conserve water
 (05) Contacted the City of Gainesville (in-person, phone, email, or web) to express your opinion (13) Stocked supplies, identified evacuation/shelter opportunities
 (06) Reported code violations or other hazards in Gainesville (e.g., weeds, abandoned buildings) (14) Campaigned or advocated for an issue, cause, or candidate
 (07) Reported a crime to the police in Gainesville (15) Voted in City of Gainesville elections
 (08) Reported a non-emergency service request on the myGNV app (16) Talked to or visited with your immediate neighbors
 (17) Done a favor for a neighbor
 (18) Purchased goods or services from a local Gainesville business
 (19) Read or watched local news (via TV, paper, computer)



City of Gainesville

Lauren Poe, Mayor

Querido vecino:

Espero que usted y su familia se encuentren saludables y ajustándose a la vida con COVID-19. Me gustaría agradecerle a usted ya todos nuestros vecinos por poner de su parte en mantener a nuestra ciudad con salud y vitalidad durante esta pandemia.

Su Comisión Ciudadana adoptó un plan estratégico recientemente para crear prioridades para el futuro de nuestra ciudad. El resultado es una visión para los próximos 15 años que asegurará una comunidad ecuaníme para todos, y que también es sostenible para nuestro futuro. En el año 2035, Gainesville será una comunidad de aprendizaje permanente de clase mundial, un lugar impresionante para que nuestros vecinos vivan y tengan éxito, y al mismo tiempo brinda experiencias significativas para todos. Es una ciudad donde todo vecino tiene acceso a los recursos que necesitan para prosperar. Es una comunidad que es ambiental, social, y económicamente sostenible. Es un gran lugar para vivir y experimentar, y también brinda de "servicios de la mejor calidad".

Sus comentarios son cruciales para que podamos lograr esta visión. Los invito a completar nuestra Encuesta de Vecinos de la Ciudad de Gainesville. Usaremos los resultados de esta encuesta para documentar lo que estamos haciendo bien y en qué podemos mejorar. Su opinión nos ayudara a fortalecer la Ciudad y nos ayudara a establecer prioridades para los próximos años.

También quiero agradecerles por el aporte que nos brindaron durante el 2020. Les aseguro que estamos respondiendo activamente. Los resultados de esta encuesta estarán disponibles en nuestro Portal de Data Abierta en data.cityofgainesville.org. Puede encontrar los resultados en "Comentarios de vecinos".

Esta encuesta tomara aproximadamente 20 minutos en completarse. Si bien puede parecer que hay muchas preguntas, le pedimos que llene la encuesta por completo. Esto nos ayudará a determinar que temas y áreas de oportunidad son más importantes para usted. Esto es lo que necesita saber sobre la encuesta:

- La encuesta es completamente anónima.
- Puede devolverla por correo gratis (hemos incluido un sobre con los gastos de envío pagados).
- También puede completar la encuesta en línea en www.gainesvillesurvey.com. Tenga en cuenta que esta versión es compatible con lectores de pantalla.
- Versiones de esta encuesta en inglés y español han sido incluidas en este sobre.
- Para obtener ayuda para completar la encuesta, llame al 1 (888) 801-5368.

Gracias de antemano por su participación.

Suyo en comunidad,

Lauren Poe
Alcalde

P. D., Para mostrar nuestro agradecimiento, hemos incluido una calcomanía de GNV para usted.



Encuesta de vecindarios de la Ciudad de Gainesville 2021

INSTRUCCIONES

¡Gracias por tomarse el tiempo para completar nuestra encuesta anual de vecinos! Hay tres secciones en esta encuesta y debería tomar aproximadamente 20 minutos completarla.

SCAN ME



Puede completar esta encuesta de dos formas diferentes:

1. Puede completar esta encuesta impresa y enviarla por correo en el sobre prepagado.
2. Puede tomar esta encuesta en línea visitando gainesvillesurvey.org o escaneando este código QR con la cámara de su teléfono inteligente.

Para obtener más información sobre la Encuesta de vecinos, cómo se eligen nuestros participantes de la encuesta en papel y para ver los resultados de la Encuesta de vecinos 2021, visite la siguiente URL: tinyurl.com/neighbor-survey-2021. Si tiene preguntas, comuníquese con Jacqueline Stetson en la Ciudad de Gainesville al (352) 393-8611 o en designqnv@cityofgainesville.org.

1. Opiniones Generales. Califique la Ciudad de Gainesville...	Excelente	Bueno	Neutral	Por debajo del Promedio	Malo	No Se
01. Como un lugar para vivir	5	4	3	2	1	N/A
02. Como un lugar para trabajar	5	4	3	2	1	N/A
03. Como un lugar para emprender un negocio	5	4	3	2	1	N/A
04. Como un lugar para criar hijos	5	4	3	2	1	N/A
05. Como un lugar para actividades de ocio	5	4	3	2	1	N/A
06. Como un lugar para visitar	5	4	3	2	1	N/A
07. Como un lugar para retirarse	5	4	3	2	1	N/A
08. Como una ciudad que se está moviendo en la dirección correcta.	5	4	3	2	1	N/A
09. Como una ciudad comprometida con prácticas ecológicas y sostenibles	5	4	3	2	1	N/A
10. Como una ciudad que está comprometida con prácticas justas y equitativas*	5	4	3	2	1	N/A
11. Imagen o reputación general del gobierno de la ciudad	5	4	3	2	1	N/A

*Prácticas que son justas para todas/os/xs las/os/xs vecinas/os/xs.

2. Seguridad Pública.	Muy Segura/o/x	Segura/o/x	Neutral	Insegura/o/x	Muy Insegura/o/x	No Se
1. Sensación general de seguridad publica en Gainesville	5	4	3	2	1	N/A
2. Sensación general de seguridad dentro de su vecindario	5	4	3	2	1	N/A

3. Sentido de Comunidad y Pertenencia	Totalmente de Acuerdo	De Acuerdo	Neutral	En Desacuerdo	Totalmente en Desacuerdo	No Se
1. Cuando tengo un problema, puedo hablar de eso con una/un vecina/o/x	5	4	3	2	1	N/A
2. Puedo confiar en mis vecinas/os/xs	5	4	3	2	1	N/A
3. La comunidad de Gainesville tiene símbolos y estilos distintivos (ropa, letreros, arte, arquitectura, etc.)	5	4	3	2	1	N/A
4. Dedico mi tiempo y esfuerzo para mejorar mi vecindario o comunidad	5	4	3	2	1	N/A
5. Ser parte de la comunidad de Gainesville es parte de mi identidad	5	4	3	2	1	N/A
6. Si hay un problema en nuestra comunidad, las/os vecinas/os/xs pueden resolverlo	5	4	3	2	1	N/A
7. Nuestra comunidad tiene buenos líderes	5	4	3	2	1	N/A
8. Los miembros de nuestra comunidad han compartido eventos importantes juntos, como días festivos y celebraciones	5	4	3	2	1	N/A
9. Me siento esperanzada/o//x sobre el futuro de nuestra comunidad	5	4	3	2	1	N/A

4. Calidad de Vida.	Disponibilidad					Accesibilidad				
	Excelente	Bueno	Promedio	Malo	No Se	Excelente	Bueno	Promedio	Malo	No Se
01. Intervención y educación temprana	4	3	2	1	N/A	4	3	2	1	N/A
02. Educación K-12	4	3	2	1	N/A	4	3	2	1	N/A
03. Programas de educación técnica y profesional (CTE)	4	3	2	1	N/A	4	3	2	1	N/A
04. Educación superior Comunitaria	4	3	2	1	N/A	4	3	2	1	N/A
05. Oportunidades educativas para adultos	4	3	2	1	N/A	4	3	2	1	N/A
06. Programas de capacitación laboral o certificados	4	3	2	1	N/A	4	3	2	1	N/A
07. Oportunidades de empleo	4	3	2	1	N/A					
08. Oportunidades de avance profesional	4	3	2	1	N/A					
09. Disponibilidad de servicios bancarios y/o financieros	4	3	2	1	N/A	4	3	2	1	N/A
10. Comida	4	3	2	1	N/A	4	3	2	1	N/A
11. Centros de salud	4	3	2	1	N/A	4	3	2	1	N/A
12. Centros de salud mental	4	3	2	1	N/A	4	3	2	1	N/A
13. Costo de vida general en Gainesville						4	3	2	1	N/A

5. ¿Cuáles cuatro elementos enlistados en la Pregunta 4 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 4, o circule "NINGUNO".]

1ro: _____ 2do: _____ 3ro: _____ 4to: _____ NINGUNO

6. Califique Sus Prioridades para el Futuro.	Esencial	Muy Importante	Algo Importante	No Importante	No Esencial	No Se
01. Medidas para el cambio climático	5	4	3	2	1	N/A
02. Medidas para conservar el medio ambiente natural y la cubierta verde de Gainesville	5	4	3	2	1	N/A
03. Acceso equitativo* a las necesidades básicas	5	4	3	2	1	N/A
04. Acceso equitativo* a la vivienda	5	4	3	2	1	N/A
05. Acceso equitativo* a atención médica de calidad	5	4	3	2	1	N/A
06. Acceso equitativo* a servicios de salud mental de calidad	5	4	3	2	1	N/A
07. Proporcionar salarios dignos	5	4	3	2	1	N/A
08. Brindar más oportunidades de empleo	5	4	3	2	1	N/A
09. Mitigar el abuso de drogas	5	4	3	2	1	N/A
10. Abordar el racismo	5	4	3	2	1	N/A
11. Abordar la violencia armada	5	4	3	2	1	N/A
12. Seguridad pública	5	4	3	2	1	N/A
13. Salud económica de Gainesville	5	4	3	2	1	N/A
14. Desarrollo comercial sostenible	5	4	3	2	1	N/A
15. Preservación histórica	5	4	3	2	1	N/A
16. Construcción de espacios públicos (por ejemplo, carreteras, edificios, aceras)	5	4	3	2	1	N/A
17. Facilidad para llegar a los lugares que quiere visitar	5	4	3	2	1	N/A
18. Calidad de parques	5	4	3	2	1	N/A
19. Oportunidades de recreación y cultura	5	4	3	2	1	N/A
20. Efectividad y eficacia del gobierno	5	4	3	2	1	N/A
21. Presupuesto y gasto del gobierno local	5	4	3	2	1	N/A

*Hay apoyo para que todas/os/xs sean exitosas/os/xs

7. **¿Cuáles cuatro elementos enlistados en la Pregunta 6 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años?** [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 6, o circule "NINGUNO".]
 1ro: ____ 2do: ____ 3ro: ____ 4to: ____ NINGUNO

8. Este es el Plan de Acción 2021 de la ciudad. ¿Cómo calificaría la importancia de cada elemento?		Esencial	Muy Importante	Algo Importante	No Importante	No Esencial	No Se
01.	Vivienda Accesible: Crear un plan para hacer que la vivienda sea más accesible	5	4	3	2	1	N/A
02.	Participación de la Comunidad: Mejorar la participación de la comunidad en los programas de la ciudad	5	4	3	2	1	N/A
03.	Centro de Gainesville: Crear un plan maestro para el centro de Gainesville	5	4	3	2	1	N/A
04.	East Gainesville: Crear un plan de Desarrollo para East Gainesville	5	4	3	2	1	N/A
05.	Eliminar la Zonificación Excluyente: Remover las políticas de zonificación que no son justas y equitativas	5	4	3	2	1	N/A
06.	Vehículos e Instalaciones de Energía Eficiente: Cambiar todos los vehículos e instalaciones de la ciudad para que utilicen energía 100% renovable	5	4	3	2	1	N/A
07.	Alimentos: Mejorar la disponibilidad, calidad y accesibilidad de los alimentos en Gainesville	5	4	3	2	1	N/A
08.	Falta de Vivienda: Disminuir la falta de vivienda	5	4	3	2	1	N/A
09.	Acceso a Internet: Hacer internet de banda ancha y que esté disponible en todo Gainesville	5	4	3	2	1	N/A
10.	Estándares Policiales: Mejorar las políticas y estándares policiales abordando el racismo, el uso de la fuerza y la participación comunitaria	5	4	3	2	1	N/A
11.	Salud Pública: Ampliar los servicios de la ciudad para incluir programas de salud comunitaria en Gainesville	5	4	3	2	1	N/A
12.	Equidad Racial: Garantizar que la equidad racial se tenga en cuenta en la toma de decisiones en toda la ciudad	5	4	3	2	1	N/A
13.	Seguridad del Tráfico: Mejorar la seguridad del tráfico y facilitar el transporte para todos	5	4	3	2	1	N/A

9. **De los elementos enlistados en la Pregunta 8, ¿cómo clasificaría los CINCO elementos PRINCIPALES que deberían recibir la PRIORIDAD MÁS ALTA de los líderes de la ciudad durante los próximos DOS años?** [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 8, o circule "NINGUNO".]
 1ro: ____ 2do: ____ 3ro: ____ 4to: ____ 5to: ____ NINGUNO

10. **La Ciudad está buscando nuevas formas de mejorar y personalizar los servicios del gobierno de la Ciudad a los residentes. En el futuro, ¿consideraría optar por compartir datos personales (demográficos, de vecindario, etc.) que solo se utilizarían para mejorar y personalizar los servicios de la ciudad?** ____ (1) Si ____ (2) No ____ (3) No estoy segura/o/x

11. **¿Cuánto confía en que agencias de seguridad publica usaran tecnología de reconocimiento facial de manera responsable?** ____ (1) Mucho ____ (2) Algo ____ (3) No mucho ____ (4) Nada ____ (9) No se

12. **Preparación de Reacción ante Emergencias. ¿Cómo calificaría la forma en que los líderes de los siguientes niveles de gobierno han respondido a la siguiente?**

	Respuesta a la pandemia de COVID-19					Preparación para desastres naturales y otras situaciones de emergencia				
	Muy Satisfecha/o /x	Satisfecha/o /x	Neutral	Insatisfecha /o/x	Muy Insatisfecha /o/x	Muy Satisfecha/o /x	Satisfecha/o /x	Neutral	Insatisfecha /o/x	Muy Insatisfecha /o/x
1. Ciudad	5	4	3	2	1	5	4	3	2	1
2. Condado	5	4	3	2	1	5	4	3	2	1
3. Estado	5	4	3	2	1	5	4	3	2	1
4. U.S.	5	4	3	2	1	5	4	3	2	1

13. **¿Ha contactado a la ciudad de Gainesville (en persona por teléfono, por correo o por internet) por algún motivo durante el último año?** ____ (1) Si ____ (2) No [Pase a P17.]

14. Su Experiencia con las/los Empleadas/os/xs de la Ciudad.	Siempre	Frecuente-mente	Ocasional-mente	Raramente	Nunca	No Se
1. Fue fácil encontrar a alguien que respondiera mi petición	5	4	3	2	1	N/A
2. Pude resolver mi pregunta/inquietud	5	4	3	2	1	N/A
3. El tiempo para tener una respuesta fue razonable	5	4	3	2	1	N/A
4. Las/los empleadas/os/xs de la ciudad son corteses/profesionales	5	4	3	2	1	N/A

15. ¿Cuáles DOS elementos enlistados en la Pregunta 14 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 14, o circule "NINGUNO".]

1ro: ____ 2do: ____ NINGUNO

16. En general, ¿cómo calificaría su experiencia MÁS RECIENTE al comunicarse con la Ciudad de Gainesville?

____(1) Excelente ____ (2) Buena ____ (3) Justa ____ (4) Pobre ____ (5) No estoy segura/o/x

17. ¿Cómo obtiene información sobre problemas, servicios, programas y eventos de la Ciudad? [Marque todos los que correspondan.]

- ____(01) www.cityofgainesville.org
- ____(02) myGNV 311 app
- ____(03) Nextdoor
- ____(04) Twitter
- ____(05) Instagram
- ____(06) Facebook
- ____(07) Cox cable: Canal 12
- ____(08) Televisión/Noticias (¿Cuáles? _____)
- ____(09) Número de teléfono principal de la Ciudad (352) 334-5000
- ____(10) Radio (¿Cuáles? _____)
- ____(11) Periódicos (¿Cuáles? _____)
- ____(12) Boletines de Propietarios, Vecindarios o de otras Asociaciones Cívicas
- ____(13) Lista de correo electrónico y Boletines de la Ciudad
- ____(14) Reuniones telefónicas del ayuntamiento de la Ciudad de Gainesville
- ____(15) Otro: _____

18. ¿Cómo le gustaría comunicarse con la Ciudad de Gainesville? [Marque todos los que correspondan.]

- ____(01) En persona en las oficinas de la Ciudad
- ____(02) En una reunión comunitaria
- ____(03) Enviando una carta física
- ____(04) Por una llamada telefónica
- ____(05) Por correo de voz o enviando una grabación de voz
- ____(06) Enviando un mensaje de texto
- ____(07) Por correo electrónico
- ____(08) En las redes sociales (¿Cuáles? _____)
- ____(09) A través de un blog personal o comunitario
- ____(10) En un boletín de anuncios en línea
- ____(11) A través de una encuesta
- ____(12) A través del chat del sitio web de la Ciudad de Gainesville
- ____(13) A través de solicitudes de servicio myGNV
- ____(14) Otro: _____
- ____(15) Ninguno/No quiero comunicarme

19. ¿Cómo le gustaría colaborar con la Comisión de la Ciudad de Gainesville?

- ____(1) Comentarios públicos en persona en reuniones
- ____(2) Comentario Público en Reuniones Virtuales
- ____(3) Comentarios en transmisiones de reuniones en Facebook
- ____(4) Llamadas telefónicas en reuniones
- ____(5) Teléfonos del ayuntamiento
- ____(6) Cometarios electrónicos sobre los artículos de agenda de la Comisión
- ____(7) Otro: _____
- ____(8) Ninguno/No quiero comprometerme

20. Seguridad Pública.		Muy Satisfecha/o /x	Satisfecha/o /x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
1.	Calidad general de la protección de la policía local	5	4	3	2	1	N/A
2.	La rapidez con la cual la policía responde a emergencias al llamar al 911	5	4	3	2	1	N/A
3.	Los esfuerzos de la Ciudad para prevenir el crimen	5	4	3	2	1	N/A
4.	Calidad general de la protección local de rescate contra incendios	5	4	3	2	1	N/A
5.	La rapidez de la respuesta del rescate contra incendios al llamar al 911	5	4	3	2	1	N/A
6.	Calidad general de los servicios de prevención, educación y participación de la comunidad de rescate contra incendios	5	4	3	2	1	N/A

21. **¿Qué tanto confía usted de que el Departamento de Policía de Gainesville lo tratará con cortesía y respeto?**
 ____ (1) Muy confiada/o/x ____ (2) Algo confiada/o/x ____ (3) No muy confiada/o/x ____ (4) No confío nada
22. **¿Preferiría que la policía pasara más tiempo, la misma cantidad de tiempo o menos tiempo de lo que pasa actualmente en su vecindario?** ____ (1) Más tiempo ____ (2) La misma cantidad de tiempo ____ (3) Menos tiempo
23. **En el último año (enero a diciembre de 2020), ¿cree que la delincuencia en su vecindario aumentó, se mantuvo igual o disminuyó?** ____ (1) Aumento ____ (2) Se mantuvo igual ____ (3) Disminuyó

24. Movilidad.		Excelente	Bueno	Neutral	Por debajo del Promedio	Pobre	No Se
1.	El flujo de tráfico en las calles principales	5	4	3	2	1	N/A
2.	El flujo de tráfico en las calles residenciales	5	4	3	2	1	N/A
3.	Lo fácil que es encontrar estacionamiento público	5	4	3	2	1	N/A
4.	Lo fácil que es viajar en automóvil en Gainesville	5	4	3	2	1	N/A
5.	Lo fácil que es viajar en autobús en Gainesville	5	4	3	2	1	N/A
6.	Lo fácil que es viajar en bicicleta en Gainesville	5	4	3	2	1	N/A
7.	Lo fácil que es viajar a pie en Gainesville	5	4	3	2	1	N/A
8.	Lo fácil que es para las/os/xs vecinas/os/xs con discapacidades viajar diariamente al trabajo en Gainesville	5	4	3	2	1	N/A

25. **¿Cuáles TRES elementos enlistados en la Pregunta 24 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 24, o circule "NINGUNO".]**
 1ro: ____ 2do: ____ 3ro: ____ NINGUNO

26. Utilidades.		Muy Satisfecha/o/x	Satisfecha/o/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
01.	Servicio de electricidad	5	4	3	2	1	N/A
02.	Costo de la electricidad	5	4	3	2	1	N/A
03.	Servicio de gas	5	4	3	2	1	N/A
04.	Costo del gas	5	4	3	2	1	N/A
05.	Servicio de agua	5	4	3	2	1	N/A
06.	Costo del agua	5	4	3	2	1	N/A
07.	Servicio de alcantarillado sanitario	5	4	3	2	1	N/A
08.	Costo del alcantarillado sanitario	5	4	3	2	1	N/A
09.	Servicio de recolección de basura residencial	5	4	3	2	1	N/A
10.	Servicio de reciclaje residencial	5	4	3	2	1	N/A
11.	Costo del contenedor de reciclaje	5	4	3	2	1	N/A
12.	Servicios de residuos del jardín	5	4	3	2	1	N/A
13.	Servicio de recolección de basura a granel	5	4	3	2	1	N/A
14.	Servicios de aguas pluviales	5	4	3	2	1	N/A
15.	Tarifas de servicios para aguas pluviales	5	4	3	2	1	N/A

27. ¿Cuáles DOS elementos enlistados en la Pregunta 26 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 26, o circule "NINGUNO".]

1ro: ____ 2do: ____ NINGUNO

28. Comunicación.		Muy Satisfecha/o/x	Satisfecha/o/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
1.	La eficacia con la cual la Ciudad de Gainesville se comunica con usted	5	4	3	2	1	N/A
2.	La calidad del sitio web de la ciudad cityofgainesville.org	5	4	3	2	1	N/A
3.	Los esfuerzos de la ciudad para mantenerle informado sobre el gobierno de la ciudad (boletines, comunicados de prensa, redes sociales)	5	4	3	2	1	N/A

29. Mantenimiento.		Muy Satisfecha/o/x	Satisfecha/o/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
01.	Problemas reportados de mantenimiento de propiedades residenciales	5	4	3	2	1	N/A
02.	Problemas reportados de mantenimiento de propiedades comerciales	5	4	3	2	1	N/A
03.	Vehículos abandonados reportados	5	4	3	2	1	N/A
04.	Grafiti reportado	5	4	3	2	1	N/A
05.	Quejas de ruido reportadas	5	4	3	2	1	N/A
06.	Mantenimiento de calles en su vecindario	5	4	3	2	1	N/A
07.	Mantenimiento de señales de tráfico/letreros de calles	5	4	3	2	1	N/A
08.	Mantenimiento de divisores de carriles	5	4	3	2	1	N/A
09.	Mantenimiento de edificios de la ciudad	5	4	3	2	1	N/A
10.	Limpieza general de calles y áreas públicas de la ciudad	5	4	3	2	1	N/A
11.	Aceptabilidad de los postes de luz	5	4	3	2	1	N/A
12.	Disponibilidad de aceras en su vecindario	5	4	3	2	1	N/A

30. ¿Cuáles TRES elementos enlistados en la Pregunta 29 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 29, o circule "NINGUNO".]

1ro: ____ 2do: ____ 3ro: ____ NINGUNO

31. Parques, Recreación y Asuntos Culturales.		Muy Satisfecha/o/x	Satisfecha/o/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
1.	Apariencia de los parques de la ciudad	5	4	3	2	1	N/A
2.	Accesibilidad a los parques de la ciudad desde su casa	5	4	3	2	1	N/A
3.	Disponibilidad de senderos para caminar/andar en bicicleta en la ciudad	5	4	3	2	1	N/A
4.	Campos deportivos al aire libre (béisbol, fútbol)	5	4	3	2	1	N/A
5.	Programas deportivos/de recreación para jóvenes de la ciudad	5	4	3	2	1	N/A
6.	Los programas deportivos/de recreación para adultos de la ciudad	5	4	3	2	1	N/A
7.	Facilidad para registrarse en programas	5	4	3	2	1	N/A
8.	Disponibilidad de eventos especiales y eventos culturales (New Year's Eve, Hoggetowne Medieval Fair, Free Fridays Concert, etc.)	5	4	3	2	1	N/A
9.	Los programas de Wild Spaces y Public Places	5	4	3	2	1	N/A

32. ¿Cuáles TRES elementos enlistados en la Pregunta 31 cree que deberían recibir MÁS ÉNFASIS por parte de los líderes de la ciudad durante los próximos DOS años? [Escriba sus respuestas a continuación usando los números de la lista de la Pregunta 31, o circule "NINGUNO".]

1ro: ____ 2do: ____ 3ro: ____ NINGUNO

33. Planificación Comunitaria y Desarrollo.		Muy Satisfecha/o/x	Satisfecha/a/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
1.	Calidad de los nuevos desarrollos en la ciudad	5	4	3	2	1	N/A
2.	Efectividad de los esfuerzos de la ciudad para revitalizar áreas de bajos ingresos	5	4	3	2	1	N/A
3.	Esfuerzos de la ciudad para preservar edificios históricos	5	4	3	2	1	N/A
4.	Esfuerzos de la ciudad para atraer trabajos bien pagados y promover el desarrollo económico	5	4	3	2	1	N/A

34. Presupuesto y Finanzas.	Muy Satisfecha/o/x	Satisfecha/o/x	Neutral	Insatisfecha/o/x	Muy Insatisfecha/o/x	No Se
1. Valor general de los servicios de la ciudad por los dólares en impuestos que paga	5	4	3	2	1	N/A
2. Participación de vecinos en el proceso de elaboración del presupuesto	5	4	3	2	1	N/A
3. Esfuerzos de la ciudad para comunicar decisiones financieras y presupuestarias	5	4	3	2	1	N/A

35. ¿Cuál es su edad? _____ años

36. ¿Cuáles son las edades de los miembros de su hogar?

Menores de 5: _____ 15-19 años: _____ 35-44 años: _____ 65-74 años: _____
 5-9 años: _____ 20-24 años: _____ 45-54 años: _____ 75 años o +: _____
 10-14 años: _____ 25-34 años: _____ 55-64 años: _____

37. ¿Cuál es su género?

____(1) Mujer ____ (3) No-Binario ____ (5) Prefiero auto-describirme: _____
 ____ (2) Hombre ____ (4) Prefiero no responder

38. ¿Cuál es el nivel más alto de educación que ha completado?

____ (01) Educación no formal ____ (05) Preparatoria (graduado) ____ (10) Diploma de Graduado
 ____ (02) Primaria ____ (06) Diploma de Equivalencia General (GED) ____ (11) Doctorado
 ____ (03) Secundaria ____ (07) Algo de Universidad (sin título) ____ (12) Título Profesional
 ____ (04) Algo de preparatoria ____ (08) Título de Asociado ____ (13) Entrenamiento Vocacional
 (no diploma) ____ (09) Licenciatura ____ (14) Otro: _____

39. ¿Cómo identificaría su origen étnico? [Marque todos los que correspondan.]

____ (01) Nativa/o/x Americana/o/x ____ (07) Sur Asiática/o/x o Sur Asiática/o/x Americana/o/x
 ____ (02) Blanca/o/x o Europea/o/x Americana/o/x ____ (08) Asiática/o/x del Este, Asiática/o/x del Sureste o Asiática/o/x Americana/o/x
 ____ (03) Negra/o/x, Afroamericana/o/x o Africana/o/x del Caribe ____ (09) Nativa/o/x de Hawái, Otro Isleña/o/x del Pacífico o Isleña/o/x del Pacífico Americana/o/x
 ____ (04) Latina/o/x o Hispanoamericana/o/x ____ (10) Prefiero no responder
 ____ (05) Asiática/o/x del norte o central, Eslava/o/x o Rusa/o/x ____ (11) Otro/Prefiero auto describirme: _____
 ____ (06) Medio Oriente o Árabe Americana/o/x

40. ¿Habla otros idiomas además de inglés en casa? ____ (1) Si (¿Cuáles? _____) ____ (2) No

41. Trato injusto. "En el último año, me trataron injustamente debido a mi..."	Totalmente de Acuerdo	De Acuerdo	Neutral	Desacuerdo	Totalmente en Desacuerdo	No Se
1. Raza/Etnia	5	4	3	2	1	N/A
2. Género	5	4	3	2	1	N/A
3. Edad	5	4	3	2	1	N/A
4. Capacidad	5	4	3	2	1	N/A
5. Orientación Sexual	5	4	3	2	1	N/A

42. ¿Es/Fue miembro de las fuerzas armadas de los Estados Unidos? ____ (1) Si ____ (2) No

43. ¿Cuántos años ha vivido en Gainesville? _____ años

44. ¿Dónde planea vivir en los próximos 2 a 5 años?

____ (1) Gainesville ____ (4) En otra ciudad en otro Estado
 ____ (2) En otra ciudad en el Condado de Alachua ____ (5) Otro: _____
 ____ (3) En otra ciudad fuera del Condado de Alachua en Florida ____ (9) No se

55. ¿En el último año ha hecho alguna de las siguientes cosas? [Marque todos los que correspondan.]

- (01) Asistió a una reunión pública de la Ciudad de Gainesville (en persona)
- (02) Vio una reunión de la ciudad de Gainesville (en línea o por televisión)
- (03) Asistió a una reunión telefónica del ayuntamiento de la ciudad de Gainesville
- (04) Se contactó con los funcionarios electos de Gainesville (en persona, por teléfono, por correo electrónico o en la web) para expresar su opinión
- (05) Se contactó con la Ciudad de Gainesville (en persona, por teléfono, por correo electrónico o en la web) para expresar su opinión
- (06) Reportó violaciones del Código u otros peligros reportados en Gainesville (ejemplo: maleza, edificios abandonados)
- (07) Reportó un crimen a la policía de Gainesville
- (08) Reportó una solicitud de servicio no urgente por medio de la aplicación myGNV
- (09) Ofreció su tiempo como voluntario a través de algún grupo o actividad en Gainesville
- (10) Practicó eficiencia energética
- (11) Recicló en casa
- (12) Hizo esfuerzos para conservar agua
- (13) Almacenó provisiones de emergencia, identificó oportunidades de evacuación/refugio
- (14) Hizo campaña o luchó por un problema o causa de un candidato
- (15) Votó en las elecciones de la Ciudad de Gainesville
- (16) Habló o visitó a sus vecinos inmediatos
- (17) Le hizo un favor a una/un vecina/o/x
- (18) Compró bienes o servicios en una empresa local de Gainesville
- (19) Vio o leyó noticias locales (a través de TV, periódico, computadora)

56. ¿Qué tan probable es que recomiende la ciudad como un lugar para vivir a un amigo/o/x o colega?

Nada probable Extremadamente probable
 0 1 2 3 4 5 6 7 8 9 10

¡Terminó! Gracias por su tiempo

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

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