

Citizen Survey

City of Gainesville Hours & Methods of Availability

Per the City Commission's direction, staff established a citizen survey via [engageGNV](#) for collecting input on the hours and methods of availability of the city's administration buildings and staff. The survey was available July 15th to July 29th and received 121 participants; 120 contributed through engageGNV and 1 contributed via email. Seven questions were asked, some of which did not require answers and others allowed for multiple responses. Below is an executive summary of the results, and concluding is the survey response detail, including any open-ended feedback or comments shared.

- **Question 1**

On average, city services are used or accessed:	
Rarely (about once per year)	66%
Occasionally (a few times per year)	17%
Frequently (a few times monthly)	7%

Most <i>frequently</i> used or accessed services:	
Park Use or Reservations	18%
Recreation Programs	16%
RTS Services	14%

Most <i>rarely</i> used or accessed services:	
Fire Assessment Hardship Assistance	84%
Fire Inspections & Housing Education or Assistance (tie)	79%
Building Permits or Inspections	78%

- **Question 2**

On average, the methods used for accessing city services are:	
City Website	47%
Phone	18%
Email	12%
In Person	10%

Method to access most frequently used services:	
Park Use or Reservations	City Website – 43%
Recreation Programs	City Website – 45%
RTS Services	City Website – 50%

- **Question 3**

Services unable to be accessed on a Friday:	
I have not needed these type of services on a Friday	52%
Communication with City Manager's Office	18%
Communication with City Commission	16%
Building Permits or Inspections	14%
Code Enforcement Complaints	12%

- **Question 4**

Average rank of administration buildings' operating hours:
7am - 6pm (Monday-Thursday)
8am - 5pm (Monday-Friday)
7am - 6pm (Tuesday-Friday)
7am - 5pm (Monday-Thursday), 8am - 12pm (Friday)

- **Question 5**

Preferred methods for receiving or accessing city services:	
Email & City Website (tie)	54%
Phone or live call center	43%
In person & Online submission of issues (tie)	34%

- **Question 6**

Support of annual increase of about \$200,000 to open administration buildings five days/week:	
No; did not support	60% (73/121)
Yes; did support	25% (30/121)
Unsure	15% (18/121)

- **Question 7**

- Please see open-ended feedback or comments shared at the conclusion of this attachment.

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

All Responses sorted chronologically

As of August 11, 2015, 9:56 AM



As with any public comment process, participation in engageGNV is voluntary. The responses in this record are not necessarily representative of the whole population, nor do they reflect the opinions of any government agency or elected officials.

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

As of August 11, 2015, 9:56 AM, this forum had:

Attendees:	284
All Responses:	120
Hours of Public Comment:	6.0

This topic started on July 15, 2015, 8:19 AM.

City of Gainesville Hours & Methods of Availability




150243C

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?




Responses

1) Please describe the frequency you use or access the following city services.




Communication with City Commission

		%	Count
Frequently (a few times monthly)		10.9%	13
Occasionally (a few times per year)		28.6%	34
Rarely (about once per year)		55.5%	66




Communication with City Manager's Office

		%	Count
Frequently (a few times monthly)		8.4%	10
Occasionally (a few times per year)		17.6%	21
Rarely (about once per year)		65.5%	78

Building Permits or Inspections

		%	Count
Frequently (a few times monthly)		5.0%	6
Occasionally (a few times per year)		9.2%	11
Rarely (about once per year)		79.0%	94




Business Taxes

		%	Count
Frequently (a few times monthly)		1.7%	2
Occasionally (a few times per year)		12.6%	15
Rarely (about once per year)		77.3%	92




City Employment Opportunities

City of Gainesville Hours & Methods of Availability




How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

		%	Count
Frequently (a few times monthly)		10.9%	13
Occasionally (a few times per year)		22.7%	27
Rarely (about once per year)		57.1%	68

Code Enforcement Complaints

		%	Count
Frequently (a few times monthly)		5.0%	6
Occasionally (a few times per year)		23.5%	28
Rarely (about once per year)		63.9%	76




CRA Projects

		%	Count
Frequently (a few times monthly)		4.2%	5
Occasionally (a few times per year)		18.5%	22
Rarely (about once per year)		67.2%	80

Fire Assessment Hardship Assistance

		%	Count
Occasionally (a few times per year)		2.5%	3
Rarely (about once per year)		84.9%	101




Fire Inspections

		%	Count
Frequently (a few times monthly)		0.8%	1
Occasionally (a few times per year)		5.9%	7
Rarely (about once per year)		79.8%	95




City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?




Fire/Rescue Services

		%	Count
Frequently (a few times monthly)		2.5%	3
Occasionally (a few times per year)		8.4%	10
Rarely (about once per year)		76.5%	91




Housing Education or Assistance

		%	Count
Frequently (a few times monthly)		2.5%	3
Occasionally (a few times per year)		2.5%	3
Rarely (about once per year)		79.8%	95



Mosquito Control Assistance

		%	Count
Frequently (a few times monthly)		2.5%	3
Occasionally (a few times per year)		9.2%	11
Rarely (about once per year)		74.8%	89

Park Use or Reservation Assistance

		%	Count
Frequently (a few times monthly)		17.6%	21
Occasionally (a few times per year)		26.9%	32
Rarely (about once per year)		45.4%	54

Parking Decals or Tickets




		%	Count
Frequently (a few times monthly)		1.7%	2
Occasionally (a few times per year)		14.3%	17

City of Gainesville Hours & Methods of Availability




How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

		%	Count
Rarely (about once per year)		73.9%	88




Planning or Zoning Review

		%	Count
Frequently (a few times monthly)		9.2%	11
Occasionally (a few times per year)		13.4%	16
Rarely (about once per year)		68.9%	82




Police Services

		%	Count
Frequently (a few times monthly)		5.9%	7
Occasionally (a few times per year)		29.4%	35
Rarely (about once per year)		55.5%	66

Recreation Programs

		%	Count
Frequently (a few times monthly)		16.0%	19
Occasionally (a few times per year)		26.9%	32
Rarely (about once per year)		46.2%	55




RTS Services

		%	Count
Frequently (a few times monthly)		14.3%	17
Occasionally (a few times per year)		20.2%	24
Rarely (about once per year)		54.6%	65




Reporting Roadway Issues

City of Gainesville Hours & Methods of Availability




How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

		%	Count
Frequently (a few times monthly)		5.9%	7
Occasionally (a few times per year)		19.3%	23
Rarely (about once per year)		65.5%	78

Reporting Traffic Management Issues





		%	Count
Frequently (a few times monthly)		7.6%	9
Occasionally (a few times per year)		15.1%	18
Rarely (about once per year)		64.7%	77

Solid Waste Assistance

		%	Count
Frequently (a few times monthly)		5.9%	7
Occasionally (a few times per year)		26.1%	31
Rarely (about once per year)		58.0%	69

2) Please select your common method for accessing or using the following city services.

Communication with City Commission

		%	Count
In Person		21.2%	25
Phone		13.6%	16
Email		36.4%	43
City Website		38.1%	45

Communication with City Manager's Office

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		%	Count
In Person		15.3%	18
Phone		20.3%	24
Email		25.4%	30
City Website		35.6%	42

Building Permits or Inspections

		%	Count
In Person		16.9%	20
Phone		12.7%	15
Email		11.9%	14
City Website		44.1%	52

Business Taxes

		%	Count
In Person		11.0%	13
Phone		9.3%	11
Email		11.9%	14
City Website		49.2%	58



City Employment Opportunities

		%	Count
In Person		1.7%	2
Phone		5.9%	7
Email		11.0%	13
City Website		61.9%	73





Code Enforcement Complaints

City of Gainesville Hours & Methods of Availability





How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

		%	Count
In Person		4.2%	5
Phone		30.5%	36
Email		9.3%	11
City Website		43.2%	51





CRA Projects

		%	Count
In Person		8.5%	10
Phone		11.0%	13
Email		7.6%	9
City Website		48.3%	57

Fire Assessment Hardship Assistance

		%	Count
In Person		2.5%	3
Phone		7.6%	9
Email		5.1%	6
City Website		49.2%	58





Fire Inspections

		%	Count
In Person		3.4%	4
Phone		12.7%	15
Email		4.2%	5
City Website		46.6%	55





Fire/Rescue Services

City of Gainesville Hours & Methods of Availability





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		%	Count
In Person		5.1%	6
Phone		22.9%	27
Email		4.2%	5
City Website		41.5%	49





Housing Education or Assistance

		%	Count
In Person		3.4%	4
Phone		10.2%	12
Email		7.6%	9
City Website		49.2%	58

Mosquito Control Assistance

		%	Count
In Person		0.8%	1
Phone		14.4%	17
Email		6.8%	8
City Website		45.8%	54





Park Use or Reservation Assistance

		%	Count
In Person		17.8%	21
Phone		22.0%	26
Email		15.3%	18
City Website		43.2%	51





Parking Decals or Tickets

City of Gainesville Hours & Methods of Availability





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		%	Count
In Person		13.6%	16
Phone		12.7%	15
Email		7.6%	9
City Website		46.6%	55





Planning or Zoning Review

		%	Count
In Person		14.4%	17
Phone		12.7%	15
Email		13.6%	16
City Website		48.3%	57

Police Services

		%	Count
In Person		12.7%	15
Phone		45.8%	54
Email		8.5%	10
City Website		28.0%	33

Recreation Programs

		%	Count
In Person		24.6%	29
Phone		18.6%	22
Email		17.8%	21
City Website		45.8%	54

RTS Services

City of Gainesville Hours & Methods of Availability

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		%	Count
In Person		22.0%	26
Phone		14.4%	17
Email		12.7%	15
City Website		50.0%	59

Reporting Roadway Issues

		%	Count
In Person		4.2%	5
Phone		23.7%	28
Email		12.7%	15
City Website		42.4%	50

Reporting Traffic Management Issues

		%	Count
In Person		3.4%	4
Phone		18.6%	22
Email		11.0%	13
City Website		40.7%	48

Solid Waste Assistance

		%	Count
In Person		4.2%	5
Phone		28.8%	34
Email		11.9%	14
City Website		43.2%	51

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

3) If applicable, please select the services you have needed and been unable to access or use on a Friday in the past 5 years due to the city's compressed operating schedule.

		%	Count
Communication with City Commission		15.6%	15
Communication with City Manager's Office		17.7%	17
Building Permits or Inspections		13.5%	13
Business Taxes		5.2%	5
City Employment Opportunities		5.2%	5
Code Enforcement Complaints		11.5%	11
CRA Projects		6.3%	6
Fire Assessment Hardship Assistance		1.0%	1
Fire Inspections		2.1%	2
Fire/Rescue Services		1.0%	1
Housing Education or Assistance		4.2%	4
Mosquito Control Assistance		2.1%	2
Park Use or Reservation Assistance		10.4%	10
Parking Decals or Tickets		4.2%	4
Planning or Zoning Review		10.4%	10
Police Services		4.2%	4
Recreation Programs		5.2%	5
RTS Services		7.3%	7
Reporting Roadway Issues		8.3%	8
Reporting Traffic Management Issues		6.3%	6

City of Gainesville Hours & Methods of Availability

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		%	Count
Solid Waste Assistance		7.3%	7
n/a - I have not needed these type of services on a Friday		52.1%	50

4) Prioritize your preferences for the availability of the city's administration buildings and respective staff.

Average Priorities








7am - 6pm (Monday-Thursday)

8am - 5pm (Monday-Friday)

7am - 6pm (Tuesday-Friday)

7am - 5pm (Monday-Thursday), 8am - 12pm (Friday)



5) How would you prefer to receive or access city services?

		%	Count
In person		34.2%	41
Phone or live call center		42.5%	51
Email		54.2%	65
City website		54.2%	65
Live chat room		11.7%	14
Online submission of issues or service requests		34.2%	41
Other		3.3%	4

6) Do you support an increase in annual expenses of about \$200,000 to open city administration buildings five days per week?

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

		%	Count
Yes		24.2%	29
No		60.8%	73
Unsure		15.0%	18

City of Gainesville Hours & Methods of Availability

150243C

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

7) Please provide any additional comments about your experiences accessing or using city services that have not been addressed in the above questions.

Name not available (unclaimed)

July 15, 2015, 9:52 AM

No need for 5 days for most services

Name not available (unclaimed)

July 15, 2015, 10:30 AM

Most services that are running on Fridays are available or you have an option to leave a voicemail or send an email.

Name not available (unclaimed)

July 15, 2015, 10:57 AM

I believe this change is coming to meet the needs of just a hand full of winners. It's all political (as always) listen to the few instead of the majority.

Name not available (unclaimed)

July 15, 2015, 11:58 AM

The City as a whole needs to be on an 8 hour day 5 days a week schedule. Individuals are always needing assistance from other Departments that are not available on Fridays. Citizens has a tendency to become upset when the Office that they need assistance from on Fridays are not available. I have heard it several times what kind of City is this that is not open on Fridays.

Name not available (unclaimed)

July 15, 2015, 12:49 PM

This poll is not particularly helpful. You fail to list many services I would have liked to access on a Friday such as contacting City Commission support staff, a Parks and Rec employee to learn about Evergreen Cemetery and contacting City Attorney's staff. City staff should be available 8 AM to 6 PM five days a week. Period.

Name not shown outside Gainesville (on forum)

July 15, 2015, 12:50 PM

The extra hour between 5pm and 6pm provides after-business access to city services that an 8am-5pm schedule does not.

Name not available (unclaimed)

July 15, 2015, 12:57 PM

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

I'm fine with it not being open on Fridays.

Name not available (unclaimed)

July 15, 2015, 2:00 PM

The City should alter deadlines in their orders

Name not shown inside Gainesville (unverified)

July 15, 2015, 2:03 PM

The City should alter deadlines in their ordinances to account for Friday closure if this policy continues.

Example: candidate qualifying deadline & permit deadlines

Name not available (unclaimed)

July 15, 2015, 3:18 PM

The more bus service we have access to, the better!

Chris Fox inside Gainesville (on forum)

July 15, 2015, 3:33 PM

Fixed rts bus service for route 26 needs to run later than 7pm and also the need for busses to go to dot after 7pm is needed too for people that live in lamplighter because as of now residents of lamplighter that take route 26 must walk from airport to lamplighter after 7pm after getting off bus.

Name not shown inside Gainesville (on forum)

July 15, 2015, 5:14 PM

When I chose RTS or Planning non-access on Fridays, I mean by phone or in person at offices (not actual bus service, which works on Fridays).

Name not available (unclaimed)

July 15, 2015, 6:33 PM

We as taxpayers cannot afford the luxury of spending \$ 200,000

Name not available (unclaimed)

July 15, 2015, 9:31 PM

Alternate hours would not be a problem if employees actually worked the alternate hours. It is frustrating to try to contact city staff at 7:30am or 5:30 pm only to find that no one is in the office anymore. Also, if alternate hours are kept, staff should not be allowed to take an option to work 4 days per week, 8 hours a day for reduced salary. The City's first priority should be serving its citizens. We are usually working 10-12 hours a day, 5-6 days a week in the private sector. Maybe if the private-sector equivalent is working 5 days per week (such as

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construction, engineering, planning) then their city partners should be, too.

Name not shown inside Gainesville (on forum)

July 16, 2015, 4:49 AM

The current four day week is abused by City staff. I challenge the Charter Offices and department heads to truly review if staff are upholding the prescribed timeframe of four ten-hour days

Name not available (unclaimed)

July 16, 2015, 7:28 AM

Many offices are already open 5 days a week due to necessity to provide services. While I know staff would prefer 4 day week, and who can blame them, it is not realistic. as it is now, staff is "working tired" at least 2 hours per day, and is less efficient than a well-rested staff was here-to-fore.

Name not available (unclaimed)

July 16, 2015, 8:30 AM

Before 8am and after 5pm are best times to be open so citizens do not have to take off work to do city business

Name not shown inside Gainesville (on forum)

July 16, 2015, 9:31 AM

Always great. Have you seen other cities in FL?! Gainesville is doing a lot right.

Name not available (unclaimed)

July 16, 2015, 10:15 AM

or you could go to 2 days a week and save 600K

Jim Conner inside Gainesville (on forum)

July 16, 2015, 11:57 AM

How about 9-6 Monday through Friday? I think governmental agencies have an obligation to serve the taxpayers by being open on all business days. I can sympathize with city employees desiring Fridays off but their first obligation is to be available to serve the taxpayers who provide them with salaries and employment.

Name not shown inside Gainesville (unverified)

July 16, 2015, 2:59 PM

test delete

Sonia Coleman outside Gainesville (on forum)

July 16, 2015, 4:54 PM

City of Gainesville Hours & Methods of Availability

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

Even if admin buildings weren't open, maybe someone on call to be available for urgent issues?

Name not available (unclaimed)

July 17, 2015, 10:03 AM

I work an 8-5 job and I like coming in before 8 am to take care of my business with the City. It makes more sense to me for the City to be open on Monday and close on Friday. The DMV used to make me crazy with no hours on Monday.

Kayla Sosnow inside Gainesville (on forum)

July 17, 2015, 9:50 PM

It's annoying not being able to reach the City on Friday, but not annoying enough that I'd want the entire workforce to go from a 4 day workweek to a 5 day workweek. Today (Friday) I called Solid Waste about a missed pickup. The outgoing message gave the number for Waste Corporation of America. That did the trick. Thank you.

Name not available (unclaimed)

July 18, 2015, 10:13 AM

I believe 10 hr days are very unhealthy for the workers (it's unbalanced). would rather see M-F

Name not shown inside Gainesville (on forum)

July 19, 2015, 5:21 PM

If the city is complaining about not enough money for roads, they don't need to spend more on something their employees don't even want.

Name not available (unclaimed)

July 20, 2015, 10:18 AM

4 1/2 days, gives citizens what they want but allows staff flexibility to keep schedule they appear to like

Name not shown inside Gainesville (on forum)

July 20, 2015, 1:06 PM

I have not had a need for these services, but there was not a place to mark never used (Building Permit) so I marked rarely. If I had a need for such services, I prefer to communicate via email. I would not want to go into an office to handle a matter than can be handled via email.

Name not available (unclaimed)

July 20, 2015, 3:52 PM

Buildings should be made more energy efficient to decrease the expense of keeping them open. Since pay

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rates for public service is generally low, employees should be given the benefit of time off, if that allows them more time for work/life balance or to spend with their families. Email or phone response by a few staffers could be available on Fridays. Staff should have options to work remotely.

Name not available (unclaimed)
July 21, 2015, 7:24 AM

It is not a hardship to me personally not accessing the recreation office on Friday now that I know the schedule. It may be worth saving the \$200,000 and instead use it for other programs for children.

Name not available (unclaimed)
July 21, 2015, 2:40 PM

None

Name not available (unclaimed)
July 21, 2015, 3:35 PM

Why change hours for the use of a few. I would think hours before and after eight to five would be more useful.

Name not shown (unverified)
July 21, 2015, 3:35 PM

Why change hours for the use of a few. I would think hours before and after eight to five would be more useful.

Name not available (unclaimed)
July 21, 2015, 4:22 PM

The extra hour between 5pm and 6pm provides after-business access to city services that an 8am-5pm schedule does not.

Name not available (unclaimed)
July 21, 2015, 5:27 PM

Four 10s work and I have not experienced any issues. Don't change just for the sake of change.

Name not shown inside Gainesville (on forum)
July 21, 2015, 9:54 PM

I often don't get around to remembering a thing I need to do until Friday. If I could not do my business early in the morning, then I would not be able to do it at all.

Name not available (unclaimed)
July 22, 2015, 4:36 PM

City of Gainesville Hours & Methods of Availability

150243C

How can the City of Gainesville effectively meet the citizens' needs through its hours and methods of availability?

How about some Saturdays? For the M-F people.

Name not available (unclaimed)

July 22, 2015, 6:34 PM

Overall happy with all of them.

Name not available (unclaimed)

July 22, 2015, 9:42 PM

I don't have an issue with offices being closed Friday, because that provides an extra hour the office is open (5-6pm) for those who can't get away during the day.

Name not shown outside Gainesville (on forum)

July 22, 2015, 10:33 PM

Provide work from home options to offset costs

Name not available (unclaimed)

July 23, 2015, 8:34 AM

Parks and Rec does not return phone calls or emails, they are useless.

Name not available (unclaimed)

July 23, 2015, 8:41 AM

Parks and Rec did not respond to phone calls or emails when trying to reserve a field in NEPark. Codes never responded to our complaint, even to let us know there might not have been a violation. RTS schedule sucks, it would take me an hour and 2 stops to get 5 miles to work.

Name not available (unclaimed)

July 23, 2015, 9:02 AM

Employees are citizens also. Their input is just as important. There are rules in every aspect of life. If the days are only Monday-Thursday, then everyone has to act and plan accordingly. It's just that simple!

Name not available (unclaimed)

July 23, 2015, 10:21 AM

Polite people are more important to me than being there at all hours

Name not shown inside Gainesville (unverified)

July 23, 2015, 10:28 AM

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Polite people not angry people who have to be there

Name not available (unclaimed)

July 23, 2015, 5:08 PM

For work requests (roadways, traffic mgmt, streetlights, etc) the city should have a web trackable workorder accessible to the public to track progress.

Name not shown inside Gainesville (on forum)

July 28, 2015, 12:51 AM

N/A

Email Submission Response

Sent: Wednesday, July 15, 2015 1:06 PM
To: Wolfe, Samantha B.
Subject: Fwd: Citizen Survey of City Availability

Samantha,

Someone forwarded to me the email below and I took some time out of my work day to complete it.

A few points:

1. The survey listed many city services I do not use. But, rather than letting me complete the survey while leaving irrelevant questions blank, I had to say how I accessed services I never access (such as fire services).
2. At the completion of the survey, I could not submit it without creating a login identity, which I did not do.
3. For your benefit, since I did not ultimately submit survey responses, I think the city should be open for business at least during normal business hours on all normal businesses days. My opinion does not only apply to the services identified in the survey but applies to all professional staff such as finance and the City Attorney.

Thanks for reaching out to folks for this information. Please add my comments above to your survey responses.