



talkGNV

City of Gainesville Telephone Town Hall

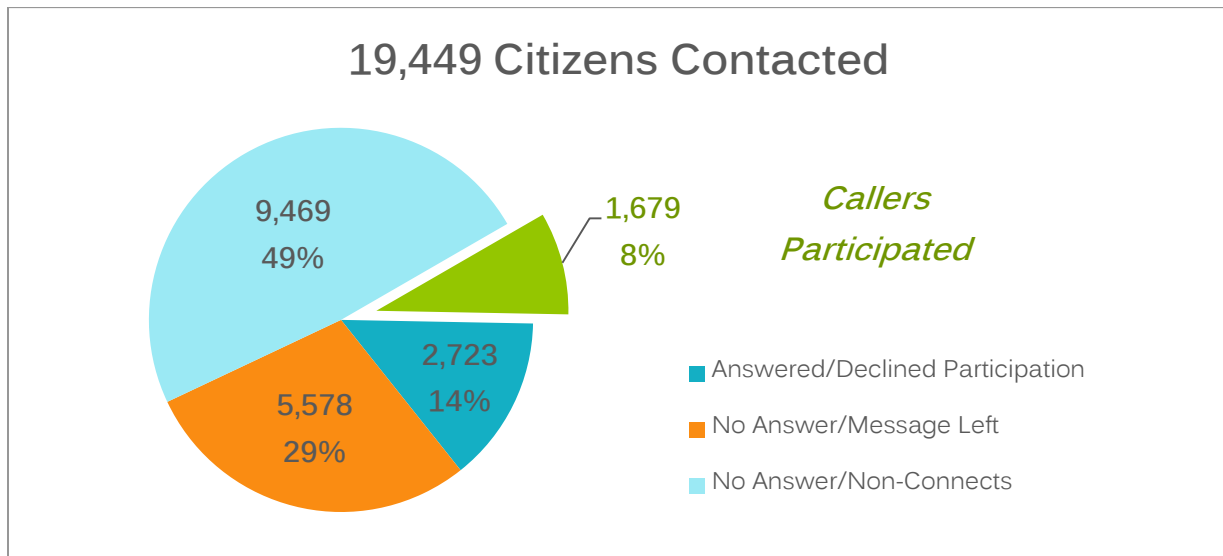
April 5, 2016 from 6:00 PM to 7:00 PM

City Hall Auditorium

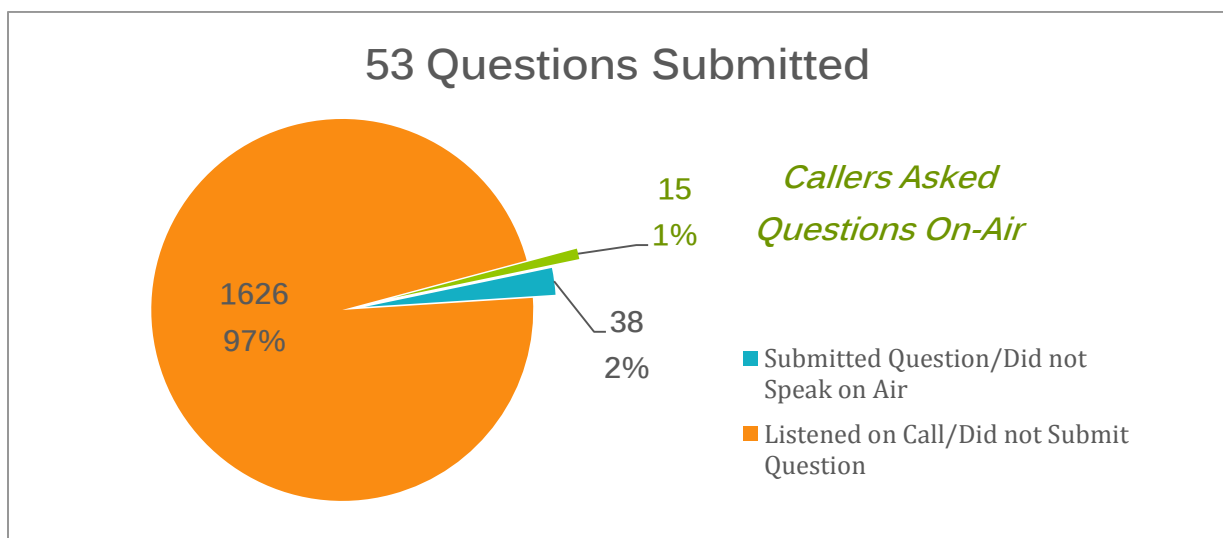
*Programs &
Services
Provided by the
City of
Gainesville*

Thank you for joining us on April 5th, 2016 for Gainesville's third Telephone Town Hall!

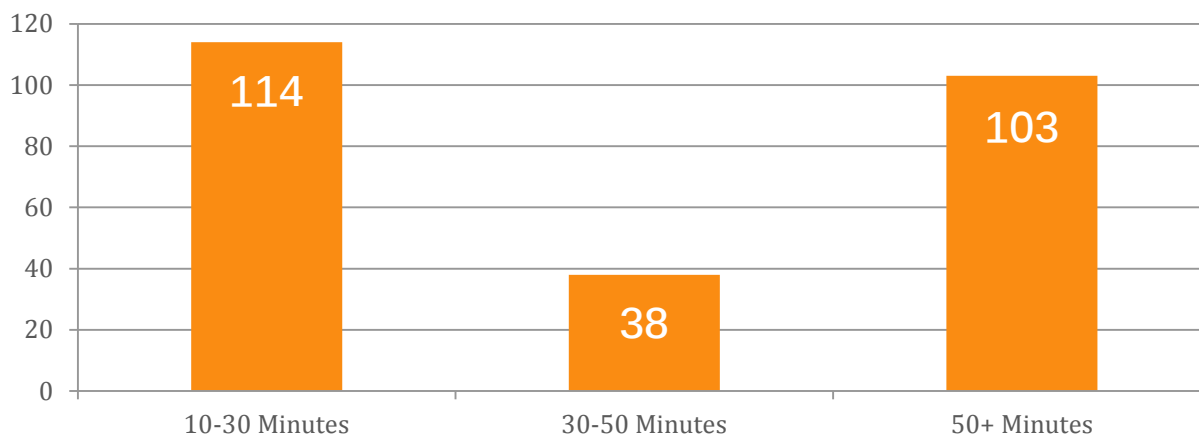
TalkGNV began in 2014 as a platform to reach out to more residents of Gainesville to gather a broader range of input on various topics. This year, a total **19,449** residents were contacted with **1,679** selecting to stay on the call to participate in the meeting. The participants stayed on the call for an average of **7.42** minutes.



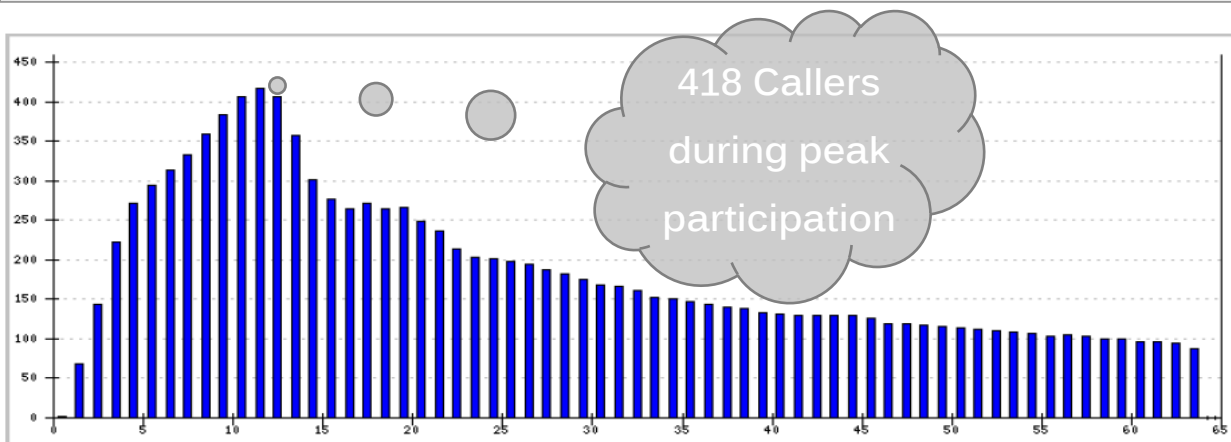
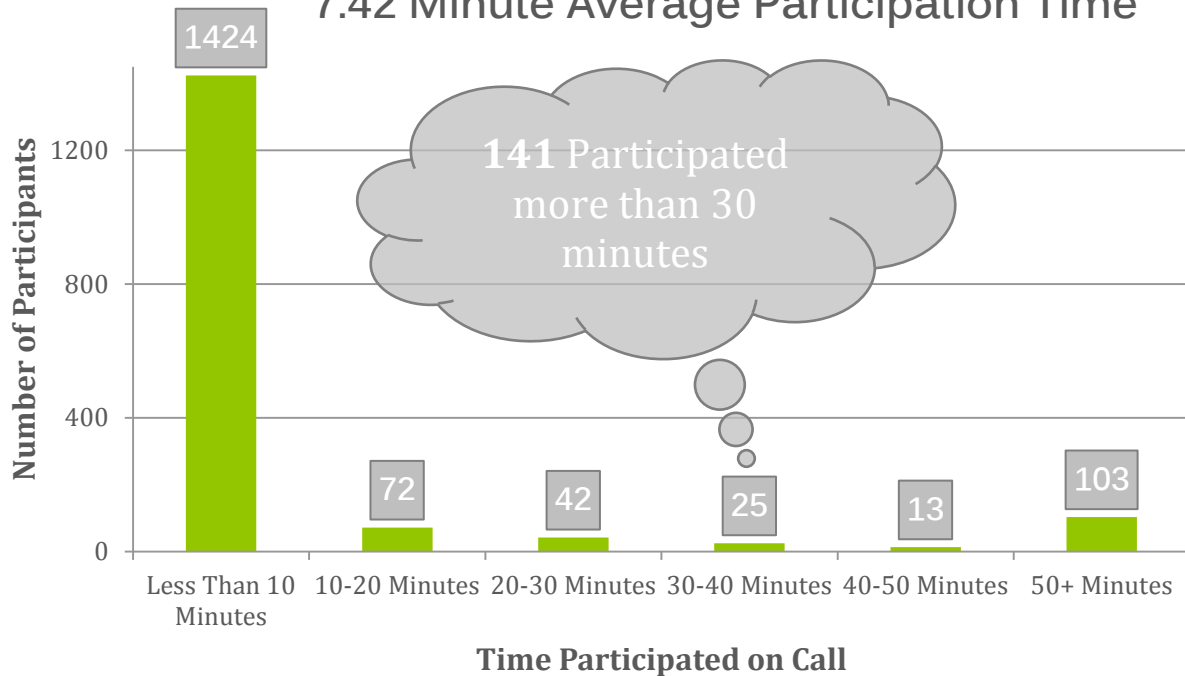
Of the **1,679** citizens that accepted the call, **53** chose to submit questions. While time only allowed for **15** callers to ask their question on air, staff followed up with participants who left a voicemail or had an unanswered question.



255 Callers Participated More Than 10 Minutes



7.42 Minute Average Participation Time



Comparisons to Previous TTH Meetings

Topic for **10/8/2014** was **Transportation Sales Surtax Referendum Q&A**

Topic for **10/29/2015** was **PRCA Vision 2020 Master Plan & Funding Options**

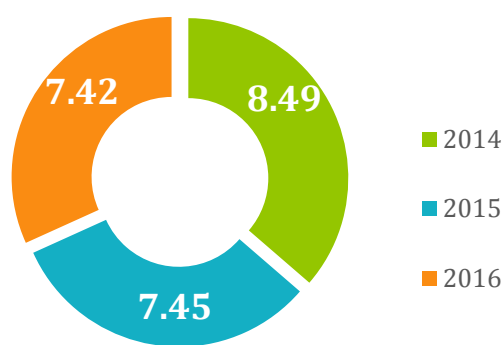
Topic for **4/5/2016** was **Programs and Services provided by the City of Gainesville**

In 2014, over 23,000 residents were contacted and 2,813 chose to accept and participate in the call. Of those participants, **17%** chose to stay on the call for over 10 minutes. From this year's participants, **15%** chose to remain on the call for longer than 10 minutes.

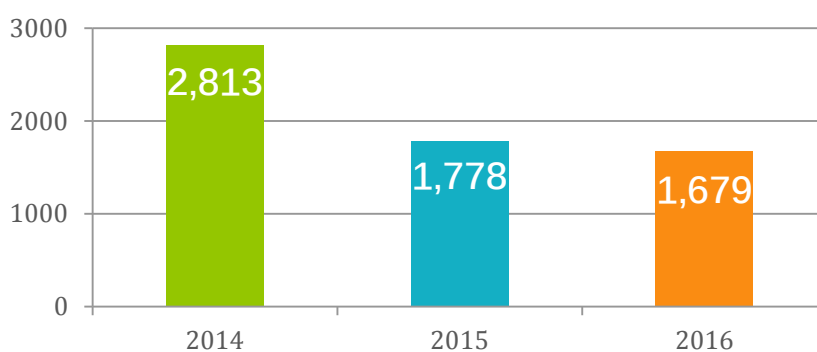
As people continue to "cut the cord" on their landlines, the number of residents available to call has decreased. However, those wishing to participate were able to self-enroll a cell phone number on the city's website or dial in through a toll free number.

The average call time has also changed over time. The average amount of time a caller spent on the phone changed by slightly more than one minute between the 2014 and 2016 Telephone Town Hall meetings.

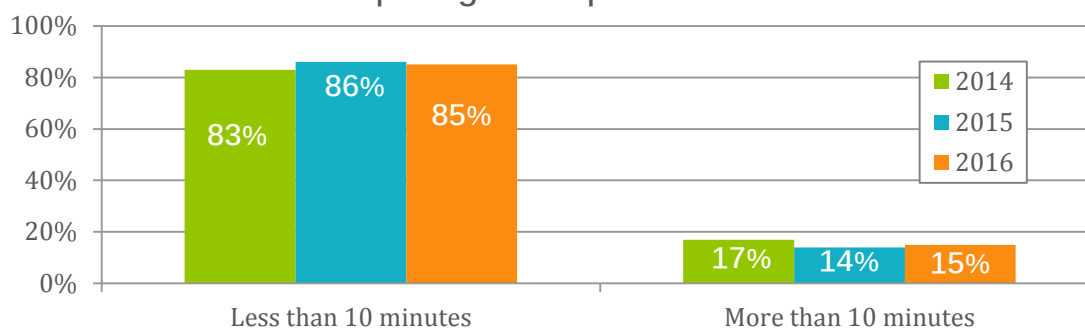
Comparing Average Call Time (in Minutes)



Comparing Total Participation



Comparing Participation Times



Survey Questions & Results

How are you part of the Gainesville community?		
Gainesville resident	111	88%
County Resident	15	12%
University Student	0	0%
	126	100%

In which area of Gainesville do you live?		
NW	58	52%
NE	23	21%
Central/Downtown	4	4%
SE	15	13%
SW	12	11%
	112	100%

Are you satisfied with the quality of programs and services provided by the city?		
Yes	32	38%
No	19	23%
Unsure	33	39%
	84	100%

Are you satisfied with amount and variety of programs and services provided by the city?		
Yes	18	32%
No	13	23%
Unsure	25	45%
	56	100%

Would you prefer to...		
pay more city taxes/fees for enhanced services	10	14%
pay reduced city taxes/fees for fewer services	16	22%
maintain current level of city taxes/fees and services	26	36%
no opinion/unsure	20	28%
	72	100%

Questions Asked On-Air

(Dan) Beautification board. Elks club gardens. Pool needs to be cleaned. 23rd intersection planter needs more plants.
(Helen) Park located near girls club. Will this become a sports center? Cutting trees.
(Cadeesha) 2 miles north of Grace market place - isn't there an advisory council that I can be a part of that will represent both residents and the market place?
(Cindy) E of Main St. We need speed bumps. It's a safety issue.
(Muriel) Transportation for seniors
(Joseph) VP of a nonprofit. Work with Jewel box concerts. New venue for music? I can help.
(Gale) Trees plants. Can I cut them down? It's hurting my sidewalk, maintenance issue.
(Jeanette) Ditch beside my property that isn't well kept. What can the city do to keep it up to help the value of my property?
(Herbert) Live in south east, bus doesn't run down here on Saturdays, why?
(Frank) What is going to be done about mosquitos in our area? I am right by the Boys and Girls club, part of street is not considered Gainesville, the other streets are.
(Diane) Concerned about the litter in the city. Earth day is 22 April. Could we have a city wide cleaning event? Churches etc.
(Darlene) Budget - how does the city work with non-profits?
(Doris) I'd like to know if we can form a committee with citizens and from the municipality to provide 24/7 access for people with mental illness or who just want to talk to someone.
(Kahlee) How will crisis intervention be integrated into day to day police training?
(Stacia) 1. Who plans the road improvements in the city? 2. How do citizens keep in touch with which projects are next to begin?

Questions Submitted to Queue*

(Janet) Neighbors who play loud music. Very late. Complaints have not worked.
(Craig) Deteriorating roads throughout Gainesville.
(Peter) Septic tanks that were grandfathered. Newnan's lake is polluted.
(Steve) Tango group. Bo diddly plaza band stand needs to be repaired too rough.
(Norma) Can we do something about fixing huge pot holes in Main St. post office?
(Shavonne) Can you offer some kind of customer service skills on how to train officers not to profile someone just on appearance? I'm a college grad and I've seen racial profiling to search someone's car.
(Alice) I have a safety and security issue. Someone has been harassing me. Spring tree
(Don) On the city services what were the actual numbers. Sources of funds: GRU where does money come from?
(Michael) Who decided to make Gainesville a welcome city to Syrian refugees?
(Henry) Complaint about parking NE 17th St. Parking and trash. Visitors. Signs etc.
(Lannette) Restaurant in NE Gainesville?
(Edith) Big oak tree that covers the light in front of my door. Light on the pole but the tree covers the pole. People walking street.
(Lindsay) County rd. Rochelle rd. Worse and worse. Bike trail is there. Near Hawthorne. Needs repair.
(Marlin) On tower road. It needs to be fixed. Please repair. Bike trail was too expensive.
(Charles) To: mayor and CM. Bids for merchandise. Payment terms. Former employee of a business.
(Janie) I want to apply for funding for a non-profit. Help for females leaving the justice system.

*Note: In addition, 22 callers who selected to ask questions did not have their question transcribed by a screener. However, all callers had the opportunity to leave a voicemail at the conclusion.