City of Brooklyn Community Survey

2017

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Findings Report

Submitted to the City of Brooklyn, Ohio:
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66061
March 2017

Contents

Executive Summary..... i

Section 1: Charts and Graphs 1

Section 2: Importance-Satisfaction Analysis 19

Section 3: Benchmarking Analysis 27

Section 4: Tabular Data 33

Section 5: Survey Instrument 83

2017 City of Brooklyn Community Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Brooklyn during the winter of 2017. The purpose of the survey was to help give City residents a chance to let the city know what is important to them. The survey, and its responses, will be used as a tool to help inform City administrators to what extent residents are using City services and provide an opportunity to evaluate the services being provided.

The six-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Brooklyn. 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.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Brooklyn from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 300 residents. The goal was exceeded with a total of 412 residents completing the survey. The overall results for the sample of 412 households have a precision of at least +/-4.8% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Brooklyn with the results from other communities in ETC Institute's *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

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,
- 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 results for Brooklyn compare to other communities nationally,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the overall quality of fire and ambulance services (95%), the overall quality of solid waste services (91%), the overall quality of police services (88%), and overall quality of services provided by the City (84%). For all 12 of the major categories of City services that were rated, 59% or more of residents *who had an opinion* were "very satisfied" or "satisfied", City leaders have done a great job of ensuring overall satisfaction among residents is very high with regards to major categories of City services. The City rated above the U.S. average in all eight categories and above the Great Lakes Regional average in seven categories of major City services that were compared.

Based on the sum of respondents' top three choices, the three most important City services to residents are: the overall quality of police services (76%), the overall quality of fire and ambulance services (61%), and the overall maintenance of City streets, buildings, and facilities (36%).

Feelings of Safety

Ninety-two percent (92%) of respondents, *who had an opinion,* indicated they feel "very safe" or "safe" when rating their overall feeling of safety in their neighborhood during the day. Eighty-two percent of respondents, *who had an opinion*, indicated they feel "very safe" or "safe" when rating their overall feeling of safety in commercial and retail areas during the day, and 81% of those *who had an opinion* indicated they feel "very safe" or "safe" when rating their overall feeling of safety in Brooklyn.

Factors Impacting Decision to Live in Brooklyn

Respondents were asked to select the three most important factors, from a list of 13, impacting their decision to live in Brooklyn. Sixty-three percent (63%) of respondents indicated it was the safety and security of the City, 55% indicated it was the affordability of housing, and 34% indicated it is near family or friends. Respondents were then asked to indicate which three reasons for living in the City should receive the most emphasis from City leaders over the next two years. The three reasons, based on the sum of respondents' top three choices, are: safety and security, the quality of the public school system, and the affordability of housing.

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the overall quality of ambulance service (95%), how quickly fire personnel respond to emergencies (95%), and how quickly ambulance personnel respond to emergencies (94%). Respondents were least satisfied with the City's efforts to prevent crime, but they were significantly more satisfied compared to the national and regional averages.

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of City parks (72%) the number of walking and biking trails (72%), and maintenance and appearance of the senior center (64%). Based on the sum of respondents' top four choices the three parks and recreation services respondents indicated should receive the most emphasis over the next two years were the maintenance of City parks, youth recreation programs, and senior recreation programs.
    - Sixty-six percent (66%) of respondents indicated that members of their household visited a Brooklyn City Park during the past 12 months.
    - Thirty-eight percent (38%) of respondents indicated that members of their household visited the Brooklyn Senior Center during the past 12 months.
    - Forty-three percent (43%) of respondents indicated that members of their household visited the Brooklyn Recreation Center during the past 12 months.
        - Of those who have visited 58% have a valid I.D. for the Brooklyn Recreation center.
    - Twenty-three percent (23%) of respondents indicated that members of their household participated in any Parks and Recreation programs offered by the City of Brooklyn during the past 12 months.
        - Of those who have participated in a program most (67%) used the natatorium/indoor pool, 57% used parks or outside sports, and 34% used the ice rink.
    - Thirty-five percent (35%) of respondents indicated that members of their household have attended a City sponsored Community Event during the past 12 months.
    - Based upon the combined percentage of "very supportive" and "somewhat supportive" responses 29% of residents are supportive of paying additional taxes for a renovated recreational facility. Twenty percent (20%) of respondents are "neutral", 37% are either "not supportive" or "not at all supportive" and 15% are "not sure".

- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the availability of information about City programs and services (64%), and efforts to keep residents informed about local issues (58%).

- Forty-one percent (41%) of respondents indicated they use the Plain Dealer/Sun News to get information about the City, 32% use the City Website, 31% use the Recreation Brochure, and 28% use the Town Planner/Calendar.

- **Customer Service.** Forty-seven percent (47%) of respondents indicated they have called or visited the City with a question, problem, or complaint during the past year. Respondents who contacted the City were asked to rate how often employees displayed various behaviors. Ninety-one percent (91%) of respondents indicated the employees they contacted were "always" or "usually" courteous and polite, and 85% of respondents indicated the employees they contacted "always" or "usually" gave prompt, accurate, and complete answers to questions.

- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: curbside recycling services (93%), snow removal on major City streets (93%), and residential trash collection services (91%). The two items respondents indicated should receive the most emphasis over the next two years are; the maintenance of major City streets, and snow removal on major City streets.
  - A majority (63%) of respondents prefer trash, recycling, and compost services to be an in-house City service.
  - Twenty-seven percent (27%) of respondents would be "very supportive" or "somewhat supportive" of paying additional taxes to maintain the current level of trash, recycling, compost, and special pick-ups. Forty-four percent (44%) of respondents indicated they would be "not supportive" or "not at all supportive" of paying additional taxes to maintain the current level of trash, recycling, compost, and special pick-ups.

- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: enforcing the exterior maintenance of business property (66%), and the overall quality of the building and permit process (65%). A majority of respondents were either "very satisfied" or "satisfied" with all six categories of City code enforcement that were rated.

How the City of Brooklyn Compares to Other Communities Nationally

Satisfaction ratings for The City of Brooklyn **rated the same as or above the U.S. average in 42 of the 47 areas** that were assessed. The City of Brooklyn rated significantly higher than the U.S. average (difference of 5% or more) in 40 of these areas. Listed below are the comparisons between the City of Brooklyn and the U.S. average:

Service	Brooklyn	US	Difference	Category
Bulky item pick up/removal	90%	51%	39%	City Maintenance
Quality of services provided by City	84%	49%	35%	Major City Services
Snow removal on major City streets	92%	58%	34%	City Maintenance
Snow removal in your neighborhood	81%	48%	33%	City Maintenance
Mowing/trimming along streets/public areas	84%	54%	30%	City Maintenance
Maintenance of major City streets	80%	50%	30%	City Maintenance
Quality of customer service from City employees	77%	47%	30%	Major City Services
They gave prompt, accurate, & complete answers to questions	85%	59%	26%	Customer Service
How quickly police respond	90%	65%	25%	Public Safety Services
They helped you resolve an issue to your satisfaction	75%	50%	25%	Customer Service
Yard waste removal	91%	66%	25%	City Maintenance
Adequacy of City street lighting	81%	56%	25%	City Maintenance
Visibility of police in neighborhoods	83%	59%	24%	Public Safety Services
Curbside recycling	93%	69%	24%	City Maintenance
They were courteous & polite	91%	68%	23%	Customer Service
Maintenance of City streets/buildings/facilities	63%	41%	22%	Major City Services
Maintenance of streets in your neighborhood	70%	48%	22%	City Maintenance
Value received for City taxes/fees	59%	38%	21%	Major City Services
Overall cleanliness of streets/public areas	82%	62%	20%	City Maintenance
Enforcing mowing/cutting of weeds private property	60%	41%	19%	Code Enforcement
Enforcing clean-up of debris on private property	60%	41%	19%	Code Enforcement
Effectiveness of City communication	66%	47%	19%	Major City Services
Residential trash collection	92%	73%	19%	City Maintenance
Availability of information on services & programs	64%	46%	18%	City Communication
City's efforts to prevent crime	74%	56%	18%	Public Safety Services
Quality of police services	87%	70%	17%	Public Safety Services
How quickly ambulance personnel respond	94%	78%	16%	Public Safety Services
Quality of ambulance service	95%	80%	15%	Public Safety Services
Enforcing ext. maint. of residential property	57%	43%	14%	Code Enforcement
Visibility of police in commercial/retail areas	75%	61%	14%	Public Safety Services
Enforcing ext. maint. of business property	65%	52%	13%	Code Enforcement
Enforcement of local traffic laws	77%	64%	13%	Public Safety Services
Overall feeling of safety in Brooklyn	81%	69%	12%	Public Safety Services
City's efforts to keep you informed	58%	46%	12%	City Communication
Enforcement of City codes & ordinances	63%	52%	11%	Major City Services
How quickly fire personnel respond	94%	84%	10%	Public Safety Services
Quality of local fire protection	93%	83%	10%	Public Safety Services
Number of walking & biking trails	72%	63%	9%	Parks and Recreation
Quality of City parks/rec. programs/facilities	72%	64%	8%	Major City Services
Level of public involvement in decision-making	39%	34%	5%	City Communication
Image of City	67%	64%	3%	Major City Services
Maintenance of City parks	72%	70%	2%	Parks and Recreation
Quality of outdoor athletic fields	55%	57%	-2%	Parks and Recreation
Ease of registering for programs	58%	62%	-4%	Parks and Recreation
Youth recreation programs	49%	60%	-11%	Parks and Recreation
Usefulness of the City's web page	49%	62%	-13%	City Communication
Maintenance/appearance of Rec. Ctr.	52%	68%	-16%	Parks and Recreation

How the City of Brooklyn Compares to Other Communities Regionally

Satisfaction ratings for The City of Brooklyn **rated the same or above the average for communities in the Great Lakes Region in 41 of the 47 areas** that were assessed. The City of Brooklyn rated significantly higher than this average (difference of 5% or more) in 40 of these areas. Listed below are the comparisons between The City of Brooklyn and the average for communities in the Great Lakes Region:

Service	Brooklyn	Great Lakes Region	Difference	Category
Bulky item pick up/removal	90%	45%	45%	City Maintenance
Snow removal in your neighborhood	81%	44%	37%	City Maintenance
Snow removal on major City streets	92%	59%	33%	City Maintenance
Quality of services provided by City	84%	53%	31%	Major City Services
Visibility of police in neighborhoods	83%	53%	30%	Public Safety Services
Maintenance of major City streets	80%	50%	30%	City Maintenance
Quality of customer service from City employees	77%	47%	30%	Major City Services
They were courteous & polite	91%	66%	25%	Customer Service
How quickly police respond	90%	66%	24%	Public Safety Services
Mowing/trimming along streets/public areas	84%	60%	24%	City Maintenance
Yard waste removal	91%	67%	24%	City Maintenance
Maintenance of streets in your neighborhood	70%	47%	23%	City Maintenance
Adequacy of City street lighting	81%	58%	23%	City Maintenance
They gave prompt, accurate, & complete answers to questions	85%	62%	23%	Customer Service
Residential trash collection	92%	70%	22%	City Maintenance
They helped you resolve an issue to your satisfaction	75%	55%	20%	Customer Service
Quality of police services	87%	67%	20%	Public Safety Services
Enforcing mowing/cutting of weeds private property	60%	41%	19%	Code Enforcement
Maintenance of City streets/buildings/facilities	63%	44%	19%	Major City Services
Quality of ambulance service	95%	76%	19%	Public Safety Services
Overall cleanliness of streets/public areas	82%	64%	18%	City Maintenance
Value received for City taxes/fees	59%	41%	18%	Major City Services
How quickly ambulance personnel respond	94%	76%	18%	Public Safety Services
City's efforts to prevent crime	74%	56%	18%	Public Safety Services
Effectiveness of City communication	66%	49%	17%	Major City Services
Visibility of police in commercial/retail areas	75%	59%	16%	Public Safety Services
Curbside recycling	93%	77%	16%	City Maintenance
Enforcing clean-up of debris on private property	60%	45%	15%	Code Enforcement
Enforcing ext. maint. of residential property	57%	43%	14%	Code Enforcement
Enforcement of local traffic laws	77%	63%	14%	Public Safety Services
Availability of information on services & programs	64%	50%	14%	City Communication
Overall feeling of safety in Brooklyn	81%	68%	13%	Public Safety Services
Number of walking & biking trails	72%	61%	11%	Parks and Recreation
City's efforts to keep you informed	58%	49%	9%	City Communication
Enforcement of City codes & ordinances	63%	54%	9%	Major City Services
How quickly fire personnel respond	94%	86%	8%	Public Safety Services
Enforcing ext. maint. of business property	65%	57%	8%	Code Enforcement
Quality of local fire protection	93%	85%	8%	Public Safety Services
Maintenance of City parks	72%	66%	6%	Parks and Recreation
Level of public involvement in decision-making	39%	33%	6%	City Communication
Quality of City parks/rec. programs/facilities	72%	68%	4%	Major City Services
Image of City	67%	68%	-1%	Major City Services
Quality of outdoor athletic fields	55%	58%	-3%	Parks and Recreation
Maintenance/appearance of Rec. Ctr.	52%	62%	-10%	Parks and Recreation
Youth recreation programs	49%	62%	-13%	Parks and Recreation
Ease of registering for programs	58%	72%	-14%	Parks and Recreation
Usefulness of the City's web page	49%	64%	-15%	City Communication

Investment Priorities

Recommended Priorities for the Next Two Years. In order 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 City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services 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 2 of this report.

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

- Overall maintenance of City streets, buildings, and facilities (IS Rating=0.1310)

The table below shows the importance-satisfaction rating for all 12 major categories of City services that were rated.

2017 Importance-Satisfaction Rating
City of Brooklyn
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets, buildings & facilities	36%	3	63%	10	0.1310	1
Medium Priority (IS <.10)						
Overall quality of police services	76%	1	88%	3	0.0932	2
Overall quality of City parks & recreation programs & facilities	17%	5	72%	7	0.0482	3
Overall value that you receive for your City tax & fees	12%	6	59%	12	0.0479	4
Overall image of City	11%	7	67%	8	0.0355	5
Overall quality of fire & ambulance services	61%	2	95%	1	0.0330	6
Overall quality of solid waste services (trash, recycling, yard waste)	25%	4	91%	2	0.0232	7
Overall quality of City senior services programs & facilities	9%	9	75%	6	0.0224	8
Overall enforcement of City codes & ordinances	6%	10	63%	11	0.0219	9
Overall quality of services provided by City	10%	8	84%	4	0.0163	10
Overall effectiveness of City communication with the public	4%	11	66%	9	0.0133	11
Overall quality of customer service you receive from City employees	3%	12	77%	5	0.0080	12

Parks and Recreation Priorities. This analysis reviewed the importance of and satisfaction with parks and recreation services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the parks and recreation services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction with parks and recreation services ratings are listed below:

- Maintenance of City parks (IS Rating=0.1662)
- Youth recreation programs (IS Rating=0.1582)
- Maintenance and appearance of Recreation Center (IS Rating=0.1376)
- Senior recreation programs (IS Rating=0.1294)
- Indoor pool and programs (IS Rating=0.1189)
- Programs and activities offered at Recreation Center (IS Rating=0.1116)

The table below shows the importance-satisfaction rating for all 14 categories of parks and recreation services that were rated.

2017 Importance-Satisfaction Rating
City of Brooklyn
Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of City parks	60%	1	72%	1	0.1662	1
Youth recreation programs	31%	2	49%	14	0.1582	2
Maintenance & appearance of Recreation Center	29%	5	52%	11	0.1376	3
Senior recreation programs	31%	3	58%	8	0.1294	4
Indoor pool & programs	28%	6	58%	7	0.1189	5
Programs & activities offered at Recreation Center	23%	7	51%	13	0.1116	6
Medium Priority (IS <.10)						
Number of walking & biking trails	31%	4	72%	2	0.0863	7
Fees charged for recreation programs	18%	9	53%	10	0.0854	8
Programs & activities offered at Senior Center	19%	8	59%	5	0.0779	9
Quality of outdoor athletic fields	15%	10	55%	9	0.0657	10
Quality of instructors & coaches	10%	13	51%	12	0.0498	11
Ice Rink	12%	12	62%	4	0.0464	12
Maintenance & appearance of Senior Center	13%	11	64%	3	0.0464	13
Ease of registering for programs	5%	14	58%	6	0.0208	14

Public Safety Priorities. This analysis reviewed the importance of and satisfaction with public safety services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the public safety service that is recommended as the top priority for investment over the next two years in order to raise the City's overall satisfaction with public safety services ratings is listed on the below:

- City's efforts to prevent crime (IS Rating=0.1294)

The table on the following page shows the importance-satisfaction rating for all 10 categories of public safety services that were rated.

2017 Importance-Satisfaction Rating
City of Brooklyn
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's efforts to prevent crime	49%	3	74%	10	0.1294	1
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	58%	1	83%	7	0.0965	2
Visibility of police in commercial/retail areas	26%	6	75%	9	0.0650	3
How quickly police respond to emergencies	50%	2	90%	5	0.0490	4
Enforcement of local traffic laws	14%	10	77%	8	0.0327	5
Overall quality of police services	23%	7	87%	6	0.0308	6
How quickly ambulance personnel respond to emergencies	48%	4	94%	3	0.0304	7
How quickly fire personnel respond to emergencies	42%	5	94%	2	0.0242	8
Overall quality of local fire protection	19%	9	93%	4	0.0138	9
Overall quality of ambulance service	22%	8	95%	1	0.0117	10

City Code Enforcement Priorities. This analysis reviewed the importance of and satisfaction with City code enforcement services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the code enforcement services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction with code enforcement are listed below:

- Enforcing clean-up of debris on private property (IS Rating=0.1930)
- Enforcing exterior maintenance of residential property (IS Rating=0.1623)
- Enforcing mowing and cutting of weeds and tall grass on private property (IS Rating=0.1568)

The table below shows the importance-satisfaction rating for all six categories of the City code enforcement services that were rated.

2017 Importance-Satisfaction Rating
City of Brooklyn
Code Enforcement Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcing clean-up of debris on private property	49%	1	60%	5	0.1930	1
Enforcing exterior maintenance of residential property	38%	3	57%	6	0.1623	2
Enforcing mowing & cutting of weeds & tall grass on private property	40%	2	60%	4	0.1568	3
Medium Priority (IS <.10)						
Enforcing exterior maintenance of business property	23%	4	65%	1	0.0796	4
Enforcing snow removal on sidewalks	16%	5	62%	3	0.0616	5
Overall quality of building & permit process	9%	6	65%	2	0.0318	6

City Maintenance Priorities. This analysis reviewed the importance of and satisfaction with City maintenance services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the maintenance services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction with City maintenance are listed below:

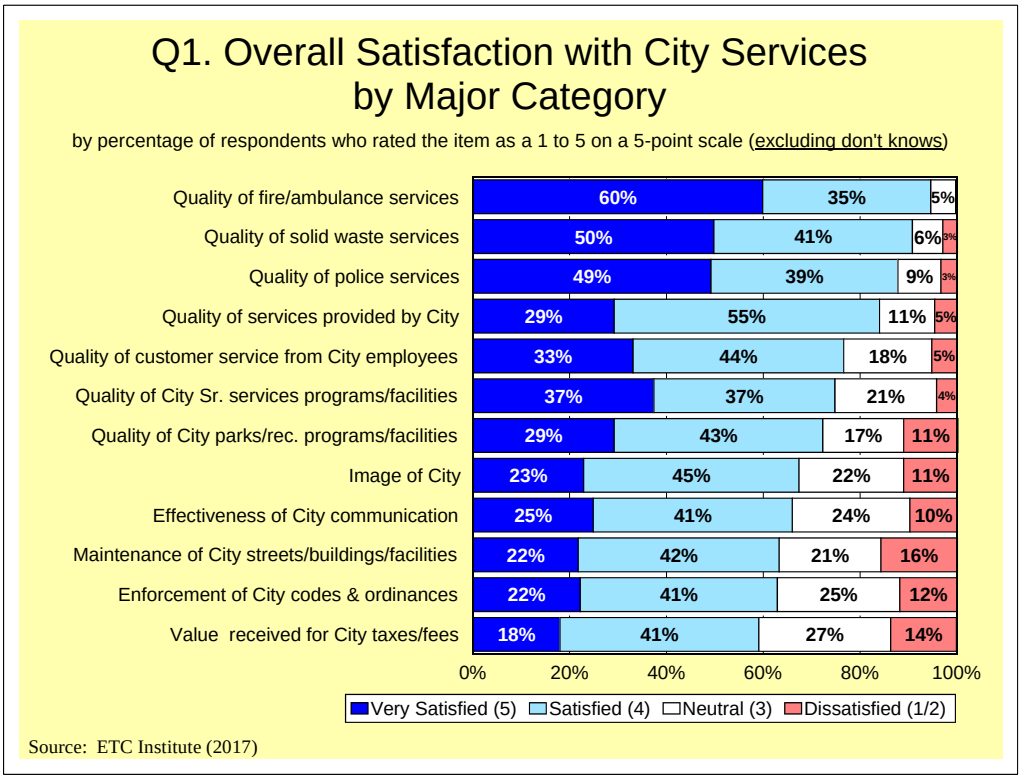
- Maintenance of major City streets (IS Rating=0.1156)
- Maintenance of streets in your neighborhood (IS Rating=0.1402)

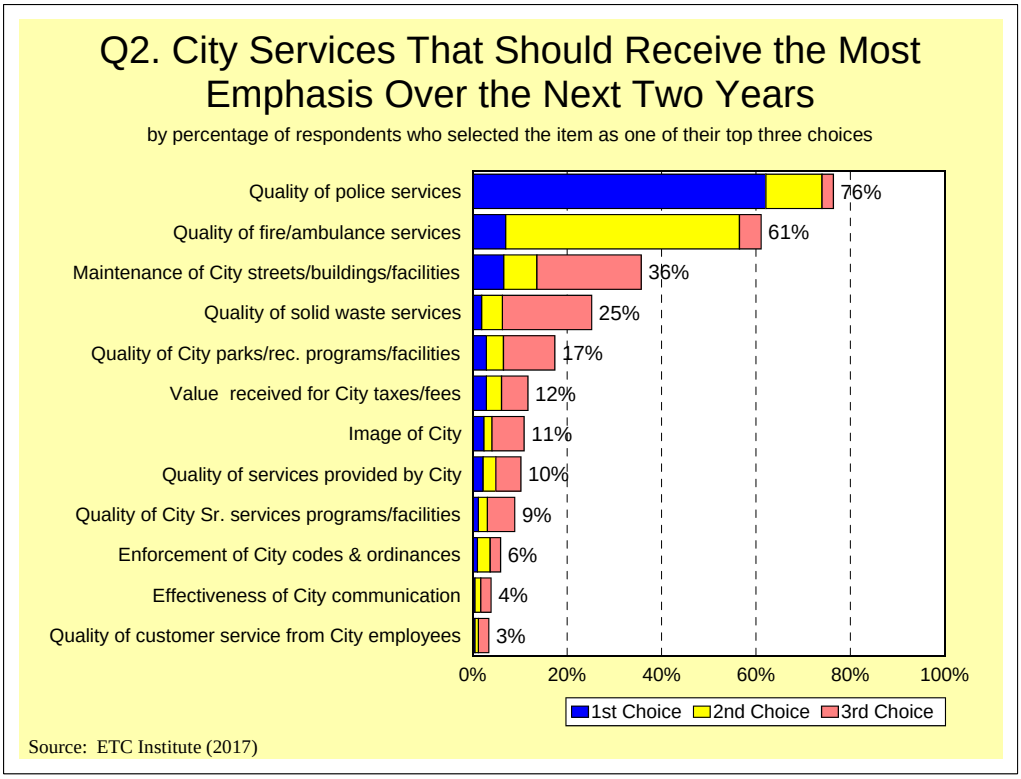
The table below shows the importance-satisfaction rating for all six categories of the City maintenance services that were rated.

2017 Importance-Satisfaction Rating
City of Brooklyn
City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets in your neighborhood	47%	3	70%	12	0.1402	1
Maintenance of major City streets	58%	1	80%	10	0.1156	2
Medium Priority (IS <.10)						
Snow removal on streets in your neighborhood	38%	5	81%	8	0.0707	3
Overall cleanliness of City streets & other public areas	30%	6	82%	7	0.0521	4
Adequacy of City street lighting	21%	7	81%	9	0.0407	5
Snow removal on major City streets	50%	2	92%	2	0.0403	6
Residential trash collection services	44%	4	92%	3	0.0370	7
Tree trimming & urban forestry along City streets & other public areas	8%	12	73%	11	0.0226	8
Bulky item pick up/removal services (old furniture, appliances, etc.)	16%	9	90%	5	0.0168	9
Mowing & trimming along City streets & other public areas	11%	11	84%	6	0.0167	10
Curbside recycling services	19%	8	93%	1	0.0133	11
Yard waste (leaves, brush, etc.) removal services	13%	10	91%	4	0.0121	12

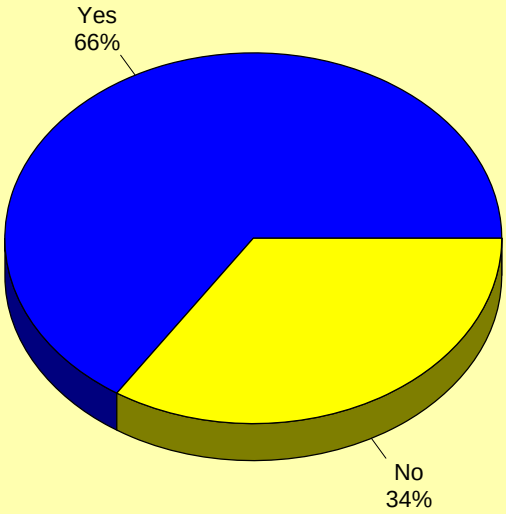
Section 1
Charts and Graphs


Q1. Overall Satisfaction with City Services by Major Category
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Quality of fire/ambulance services 60% 35% 5%
Quality of solid waste services 50% 41% 6% 3%
Quality of police services 49% 39% 9% 3%
Quality of services provided by City 29% 55% 11% 5%
Quality of customer service from City employees 33% 44% 18% 5%
Quality of City Sr. services programs/facilities 37% 37% 21% 4%
Quality of City parks/rec. programs/facilities 29% 43% 17% 11%
Image of City 23% 45% 22% 11%
Effectiveness of City communication 25% 41% 24% 10%
Maintenance of City streets/buildings/facilities 22% 42% 21% 16%
Enforcement of City codes & ordinances 22% 41% 25% 12%
Value received for City taxes/fees 18% 41% 27% 14%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute (2017)


Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top three choices
Quality of police services 76%
Quality of fire/ambulance services 61%
Maintenance of City streets/buildings/facilities 36%
Quality of solid waste services 25%
Quality of City parks/rec. programs/facilities 17%
Value received for City taxes/fees 12%
Image of City 11%
Quality of services provided by City 10%
Quality of City Sr. services programs/facilities 9%
Enforcement of City codes & ordinances 6%
Effectiveness of City communication 4%
Quality of customer service from City employees 3%
0% 20% 40% 60% 80% 100%
1st Choice 2nd Choice 3rd Choice
Source: ETC Institute (2017)

Q3a. Have you or other members of your household visited a Brooklyn City Park during the past 12 months?

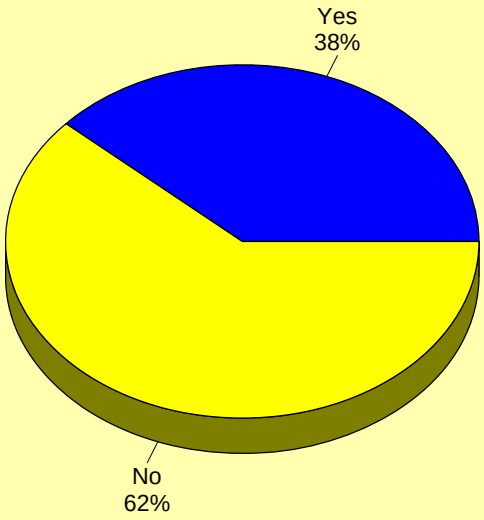
by percentage of respondents



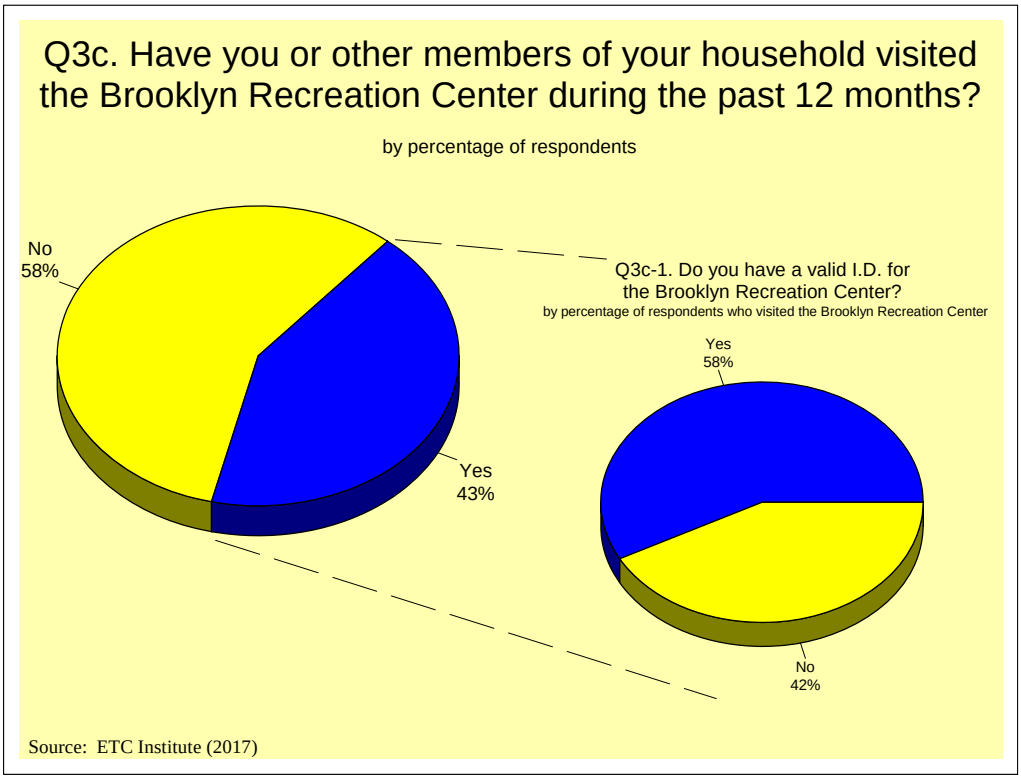
Source: ETC Institute (2017)

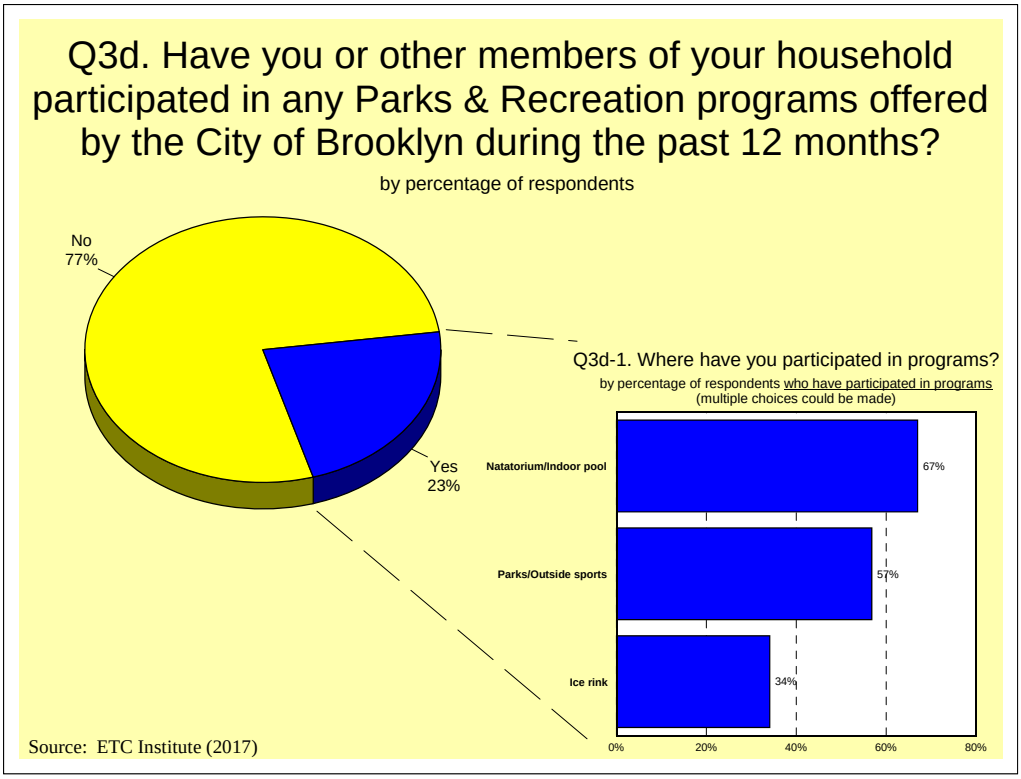
Q3b. Have you or other members of your household visited the Brooklyn Senior Center during the past 12 months?

by percentage of respondents



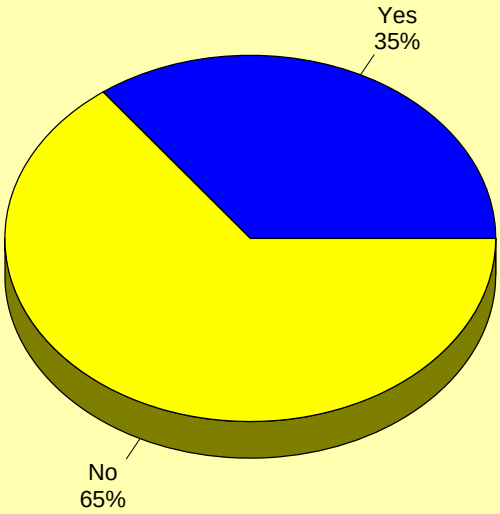
Source: ETC Institute (2017)


Q3c. Have you or other members of your household visited the Brooklyn Recreation Center during the past 12 months?
by percentage of respondents
No
58%
Yes
43%
Q3c-1. Do you have a valid I.D. for the Brooklyn Recreation Center?
by percentage of respondents who visited the Brooklyn Recreation Center
Yes
58%
No
42%
Source: ETC Institute (2017)


Q3d. Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Brooklyn during the past 12 months?
by percentage of respondents
No
77%
Yes
23%
Q3d-1. Where have you participated in programs?
by percentage of respondents who have participated in programs
(multiple choices could be made)
Natatorium/Indoor pool
67%
Parks/Outside sports
57%
Ice rink
34%
0%
20%
40%
60%
80%
Source: ETC Institute (2017)

Q3e. Did you or other members of your household attend a City sponsored Community Event this past year?

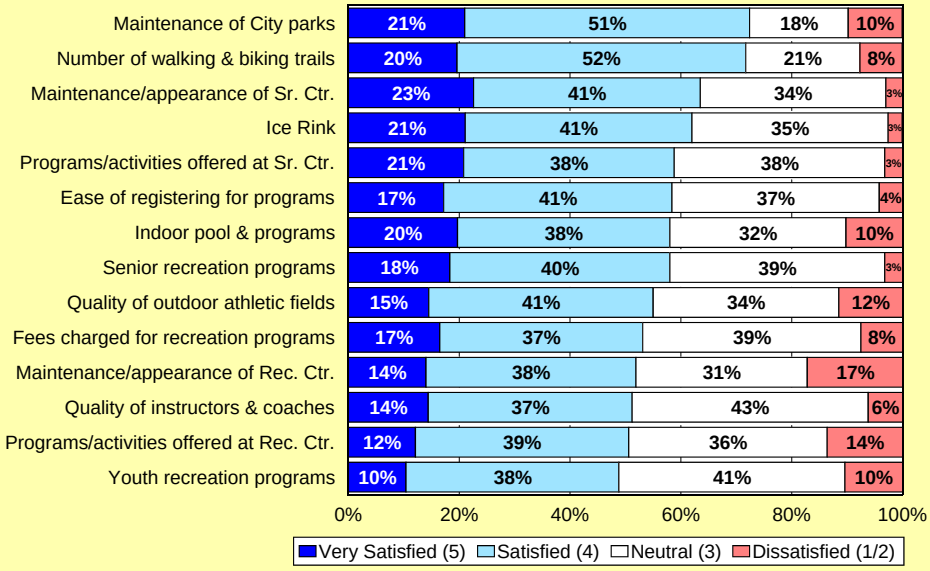
by percentage of respondents



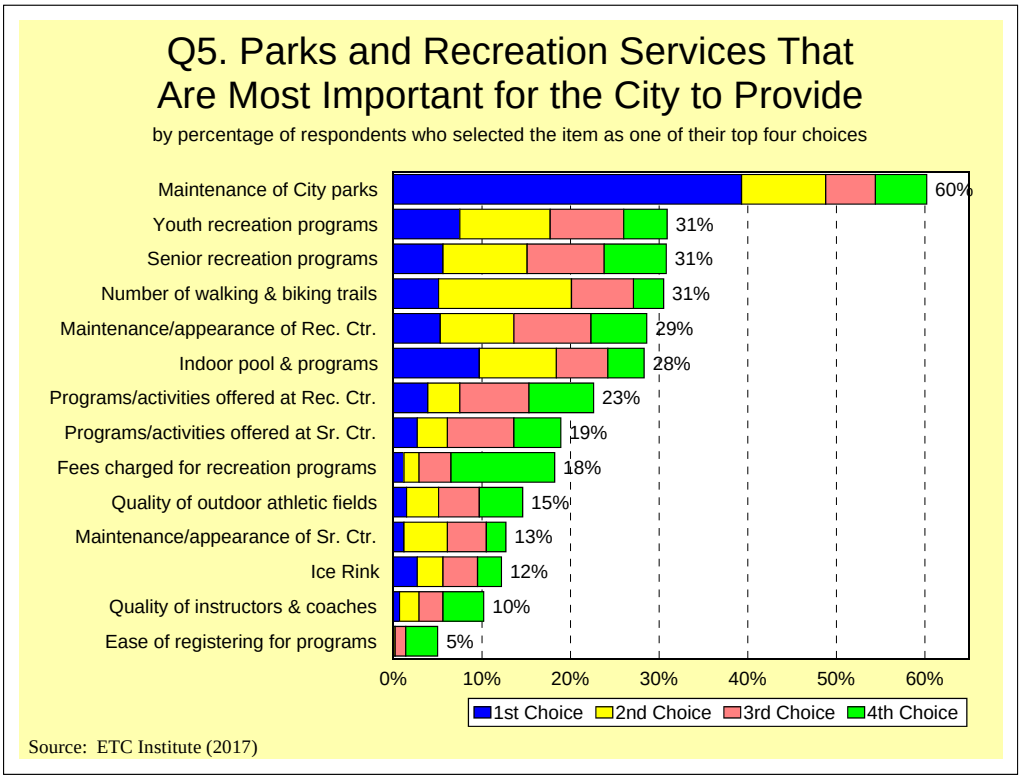
Source: ETC Institute (2017)

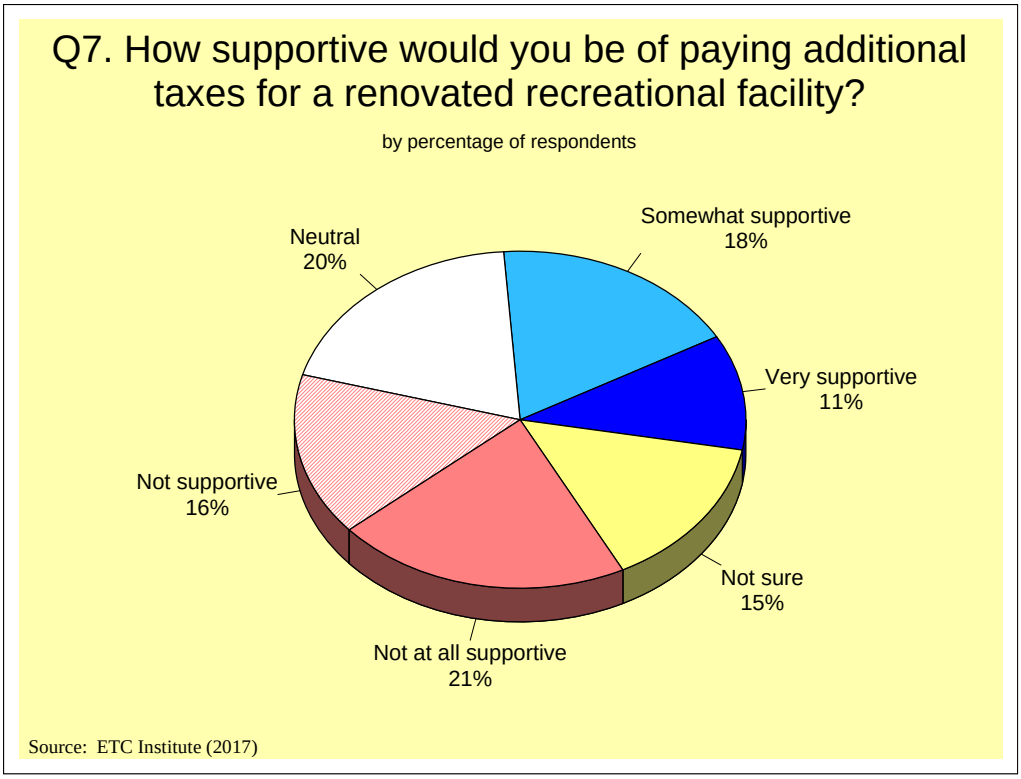
Q4. Satisfaction with Various Aspects of Parks and Recreation Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



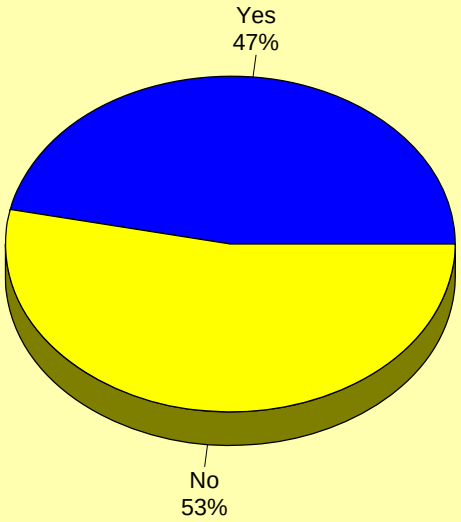
Source: ETC Institute (2017)


Q5. Parks and Recreation Services That Are Most Important for the City to Provide
by percentage of respondents who selected the item as one of their top four choices
Maintenance of City parks
Youth recreation programs
Senior recreation programs
Number of walking & biking trails
Maintenance/appearance of Rec. Ctr.
Indoor pool & programs
Programs/activities offered at Rec. Ctr.
Programs/activities offered at Sr. Ctr.
Fees charged for recreation programs
Quality of outdoor athletic fields
Maintenance/appearance of Sr. Ctr.
Ice Rink
Quality of instructors & coaches
Ease of registering for programs
60%
31%
31%
31%
29%
28%
23%
19%
18%
15%
13%
12%
10%
5%
0%
10%
20%
30%
40%
50%
60%
1st Choice
2nd Choice
3rd Choice
4th Choice
Source: ETC Institute (2017)


Q7. How supportive would you be of paying additional taxes for a renovated recreational facility?
by percentage of respondents
Somewhat supportive 18%
Neutral 20%
Very supportive 11%
Not supportive 16%
Not sure 15%
Not at all supportive 21%
Source: ETC Institute (2017)

Q8. Have you called or visited the City with a question, problem, or complaint during the past year?

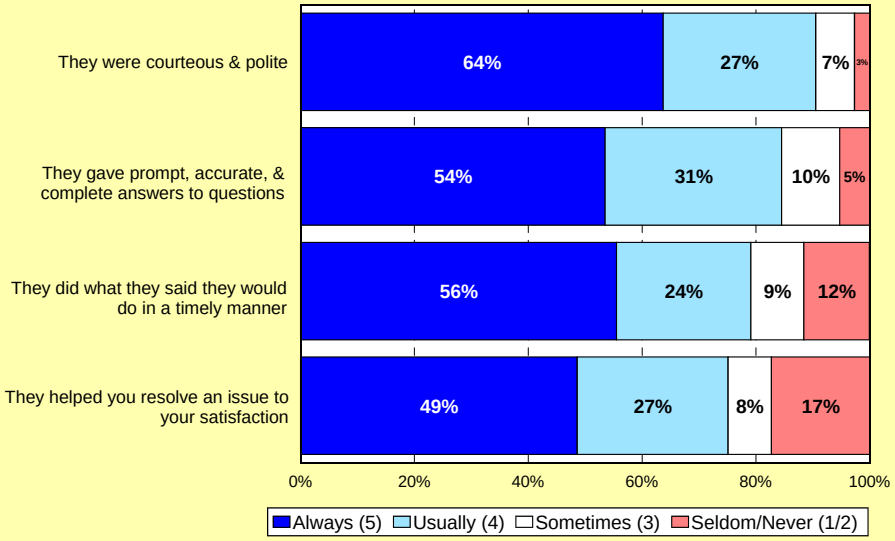
by percentage of respondents



Source: ETC Institute (2017)

Q8-1. How Often Employees Displayed Various Behaviors During the Past Year

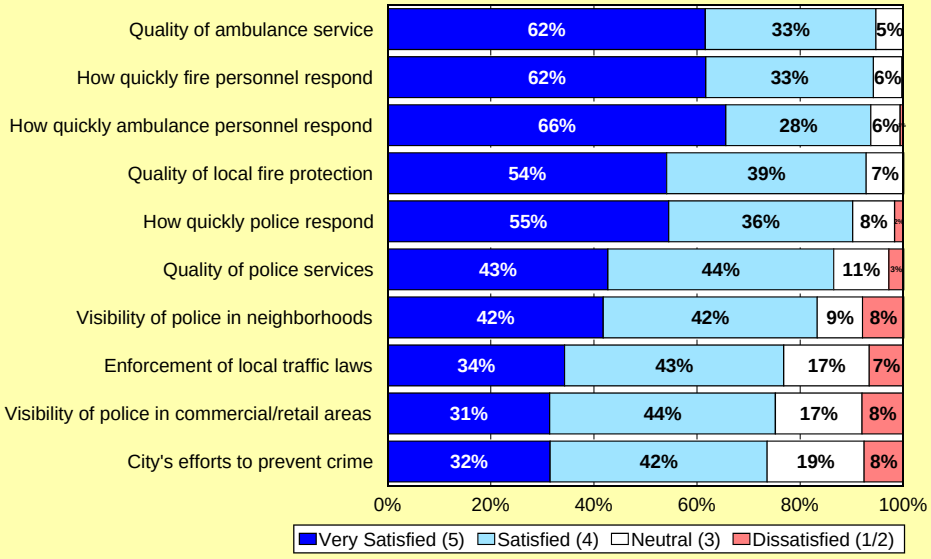
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q9. Satisfaction with Various Aspects of Public Safety Services

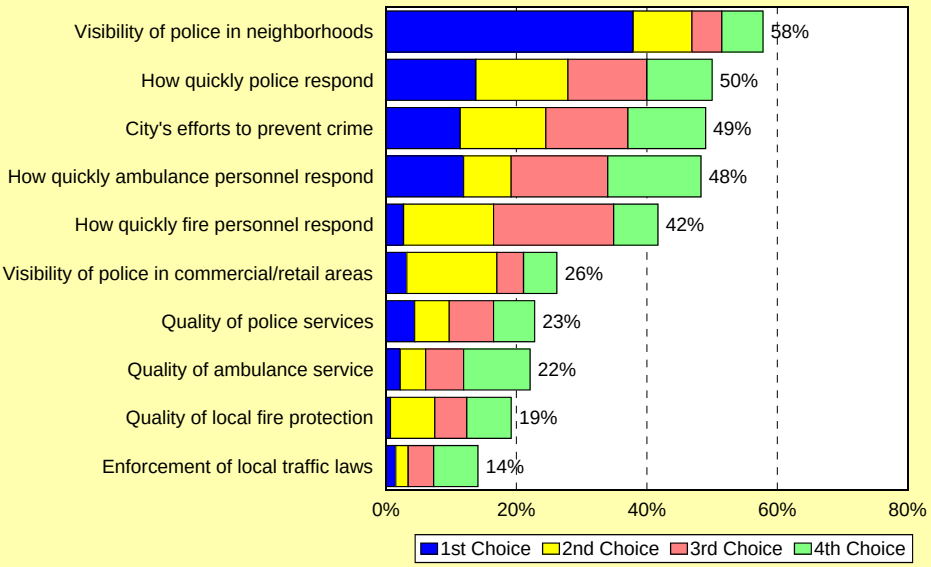
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



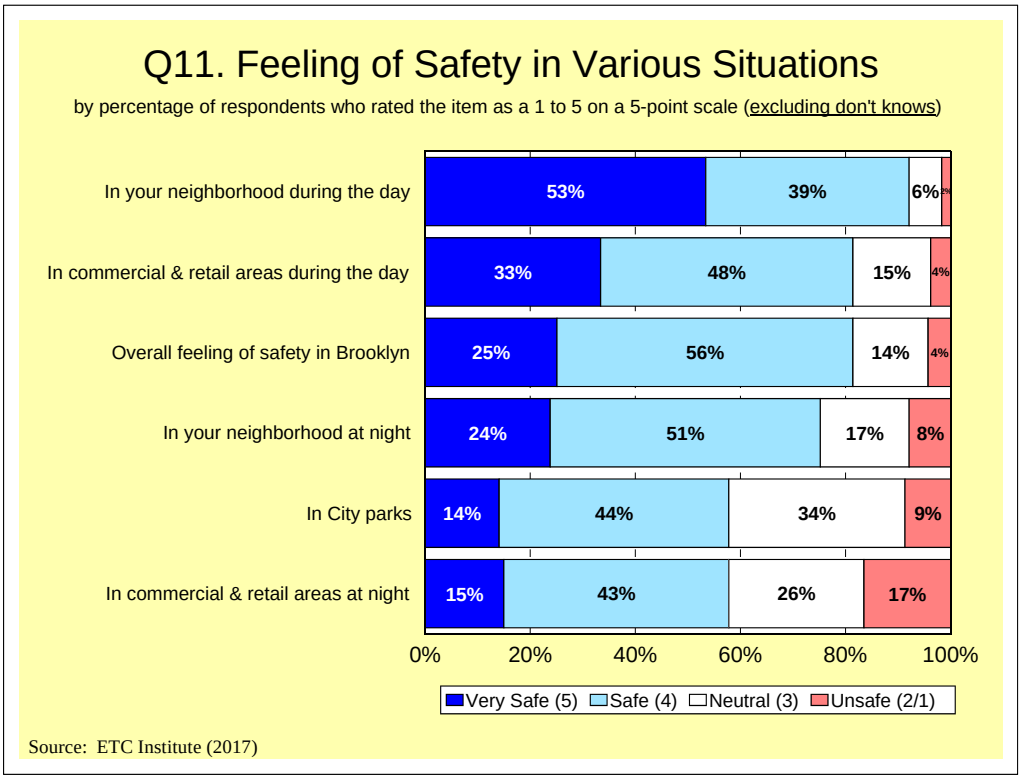
Source: ETC Institute (2017)

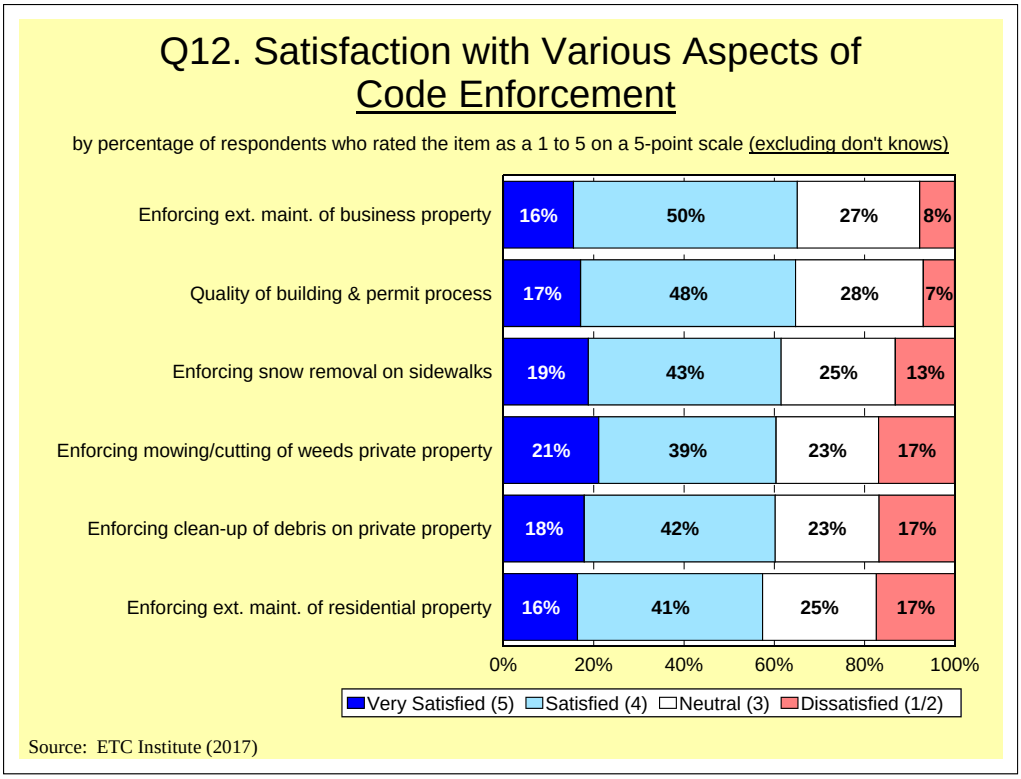
Q10. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

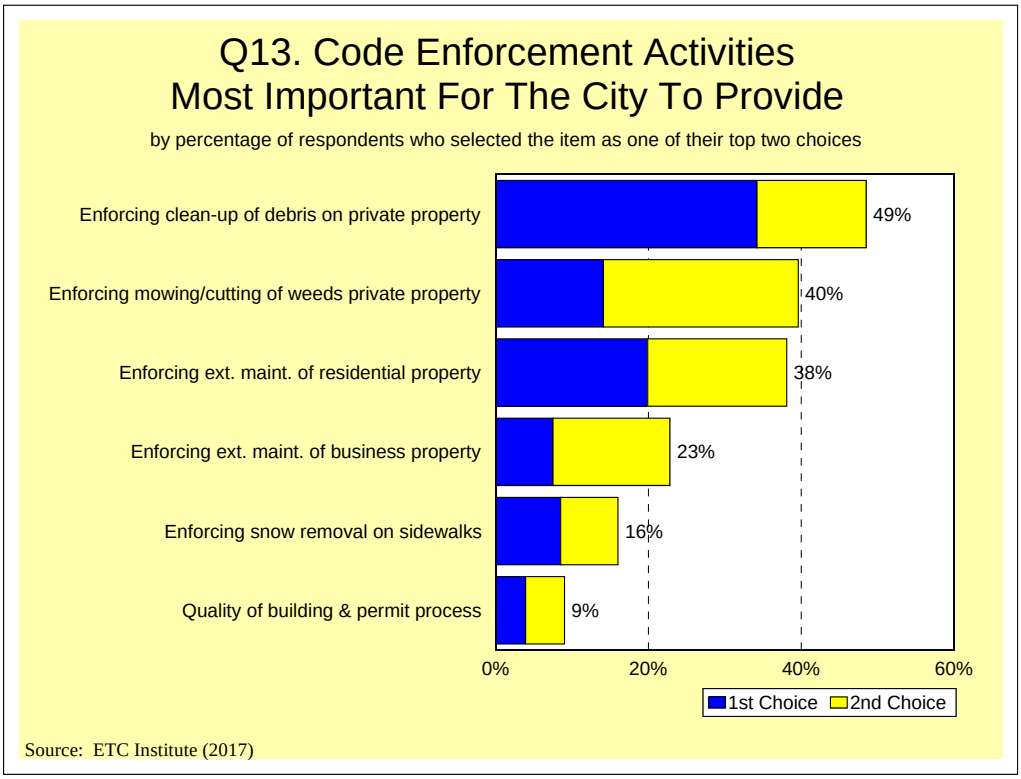
by percentage of respondents who selected the item as one of their top four choices

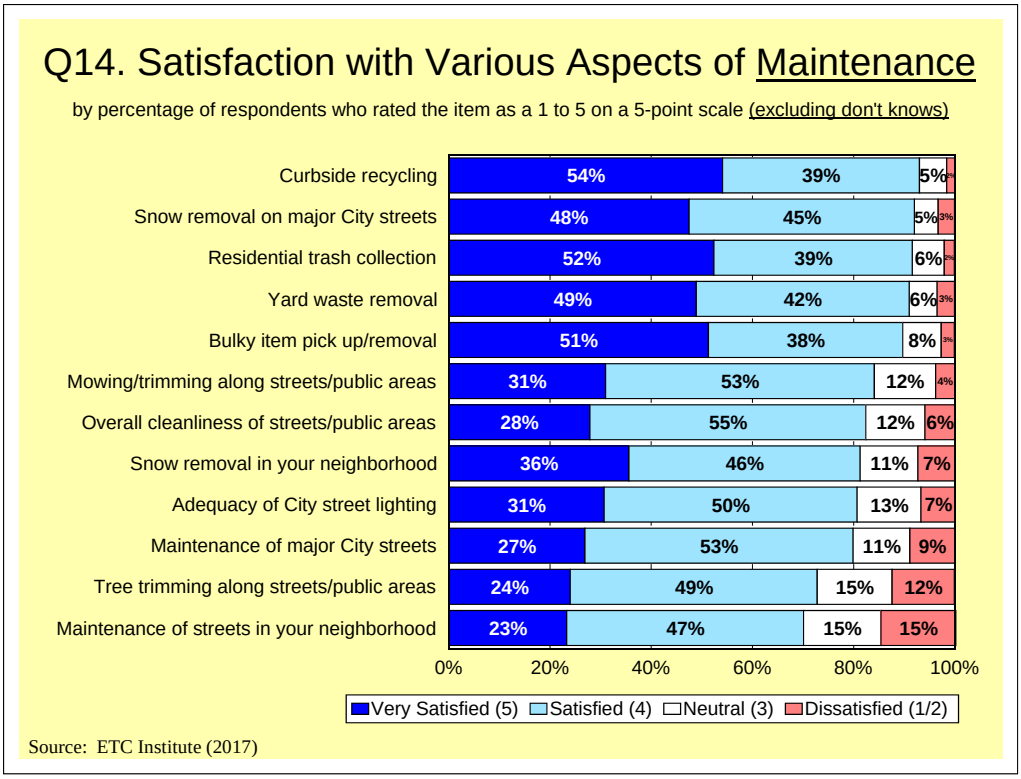


Source: ETC Institute (2017)


Q11. Feeling of Safety in Various Situations
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
In your neighborhood during the day
53%
39%
6%
In commercial & retail areas during the day
33%
48%
15%
4%
Overall feeling of safety in Brooklyn
25%
56%
14%
4%
In your neighborhood at night
24%
51%
17%
8%
In City parks
14%
44%
34%
9%
In commercial & retail areas at night
15%
43%
26%
17%
0%
20%
40%
60%
80%
100%
Very Safe (5)
Safe (4)
Neutral (3)
Unsafe (2/1)
Source: ETC Institute (2017)

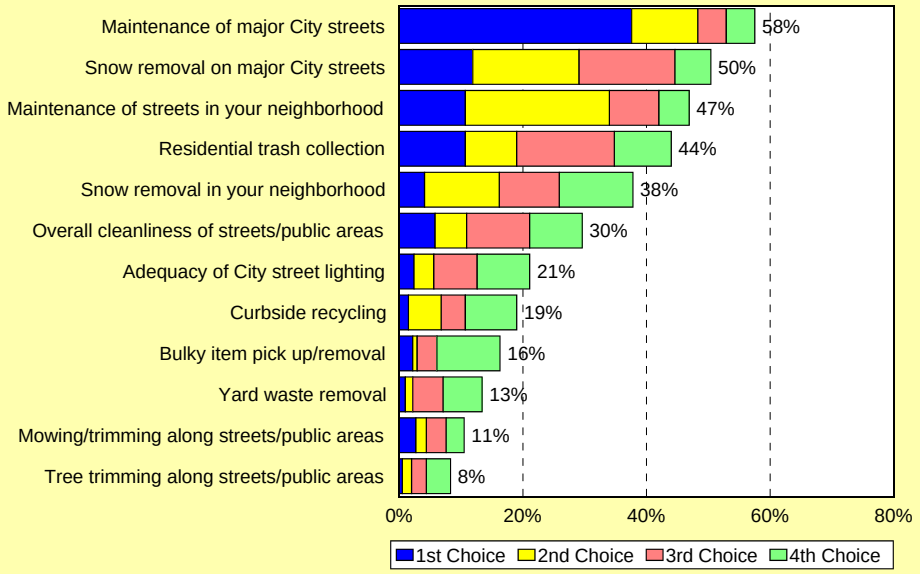

Q12. Satisfaction with Various Aspects of Code Enforcement
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Enforcing ext. maint. of business property
16%
50%
27%
8%
Quality of building & permit process
17%
48%
28%
7%
Enforcing snow removal on sidewalks
19%
43%
25%
13%
Enforcing mowing/cutting of weeds private property
21%
39%
23%
17%
Enforcing clean-up of debris on private property
18%
42%
23%
17%
Enforcing ext. maint. of residential property
16%
41%
25%
17%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2017)


Q13. Code Enforcement Activities
Most Important For The City To Provide
by percentage of respondents who selected the item as one of their top two choices
Enforcing clean-up of debris on private property
49%
Enforcing mowing/cutting of weeds private property
40%
Enforcing ext. maint. of residential property
38%
Enforcing ext. maint. of business property
23%
Enforcing snow removal on sidewalks
16%
Quality of building & permit process
9%
0%
20%
40%
60%
1st Choice
2nd Choice
Source: ETC Institute (2017)


Q14. Satisfaction with Various Aspects of Maintenance
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Curbside recycling
54%
39%
5%
Snow removal on major City streets
48%
45%
5%
3%
Residential trash collection
52%
39%
6%
Yard waste removal
49%
42%
6%
3%
Bulky item pick up/removal
51%
38%
8%
3%
Mowing/trimming along streets/public areas
31%
53%
12%
4%
Overall cleanliness of streets/public areas
28%
55%
12%
6%
Snow removal in your neighborhood
36%
46%
11%
7%
Adequacy of City street lighting
31%
50%
13%
7%
Maintenance of major City streets
27%
53%
11%
9%
Tree trimming along streets/public areas
24%
49%
15%
12%
Maintenance of streets in your neighborhood
23%
47%
15%
15%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute (2017)

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

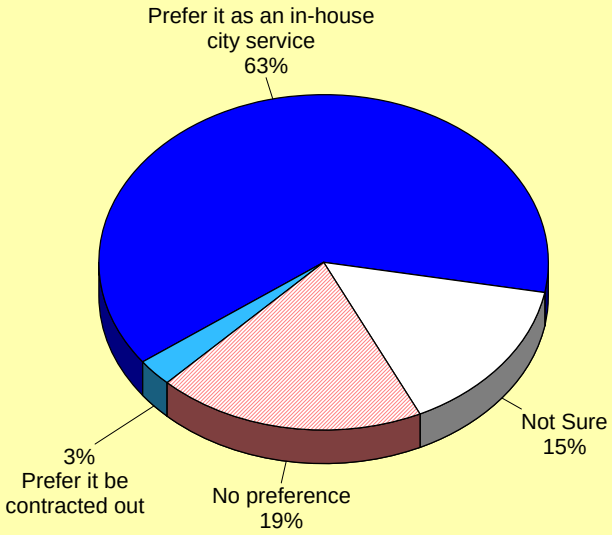
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2017)

Q16. Do you prefer trash/recycle/compost to be an in-house city service or prefer it was contracted out?

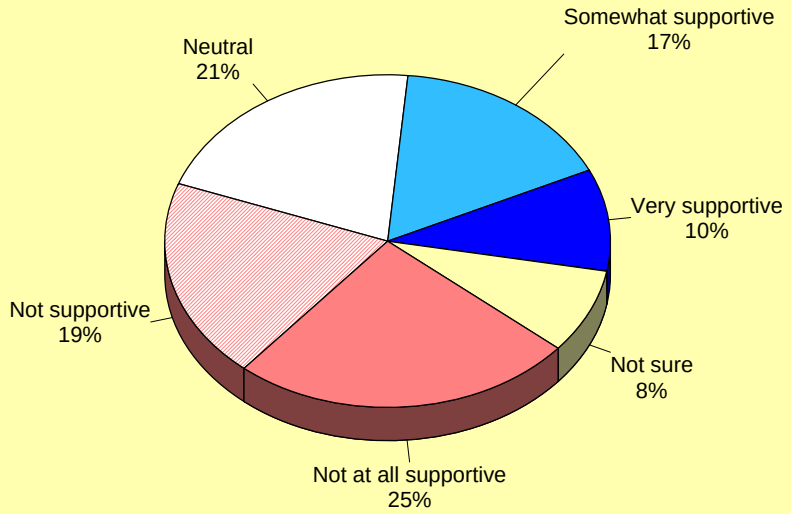
by percentage of respondents



Source: ETC Institute (2017)

Q17. Support of Paying Additional Taxes to Maintain the Current Level of Trash/Recycle/Compost/Special Pick-Ups

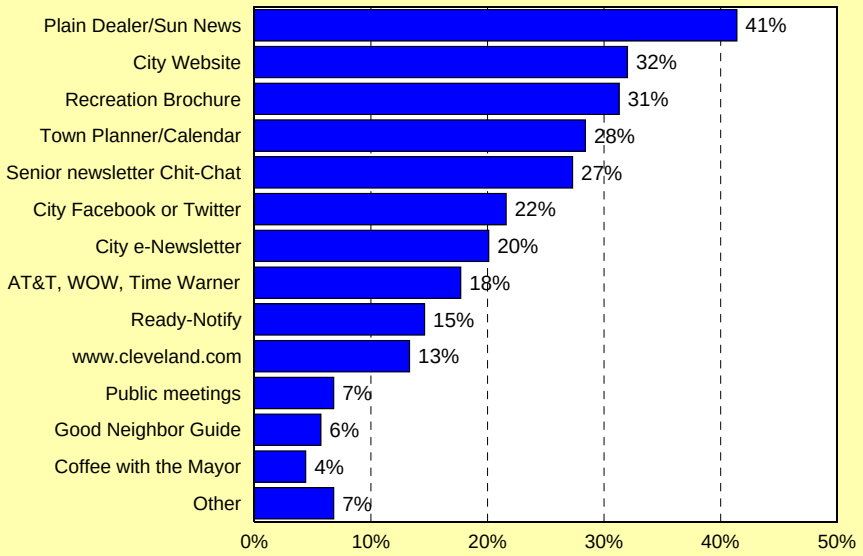
by percentage of respondents



Source: ETC Institute (2017)

Q18. Sources Currently Use to Get Information About City of Brooklyn

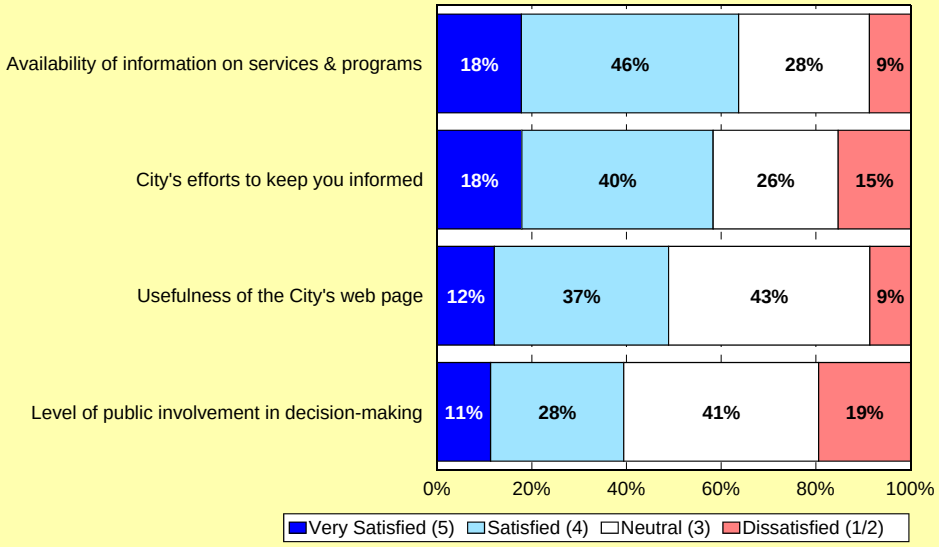
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017)

Q19. Satisfaction with Various Aspects of City Communication

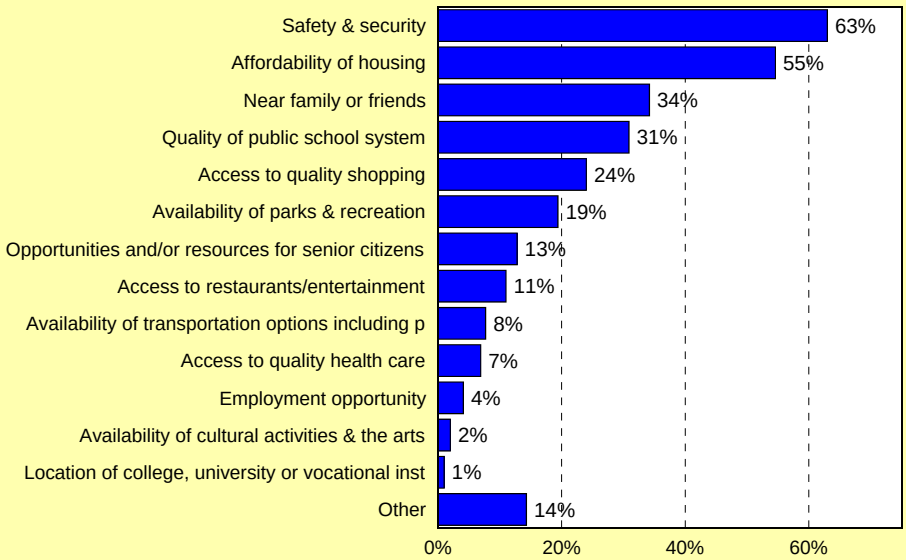
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q20. Most Important Factors Impacting Decision to Live in Brooklyn

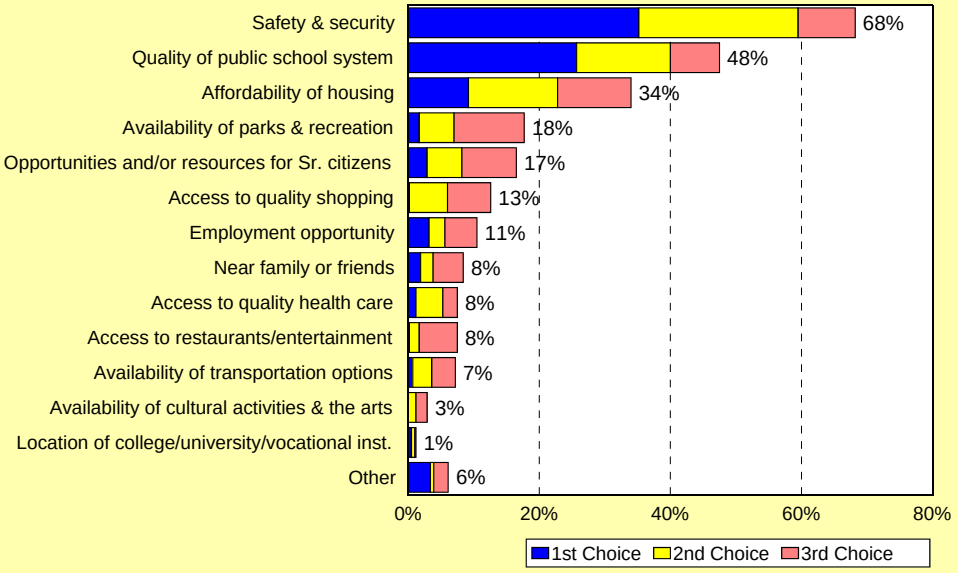
by percentage of respondents (three choices could be made)



Source: ETC Institute (2017)

Q21. Reasons for Living in Brooklyn That Should Receive the Most Emphasis From City Leaders

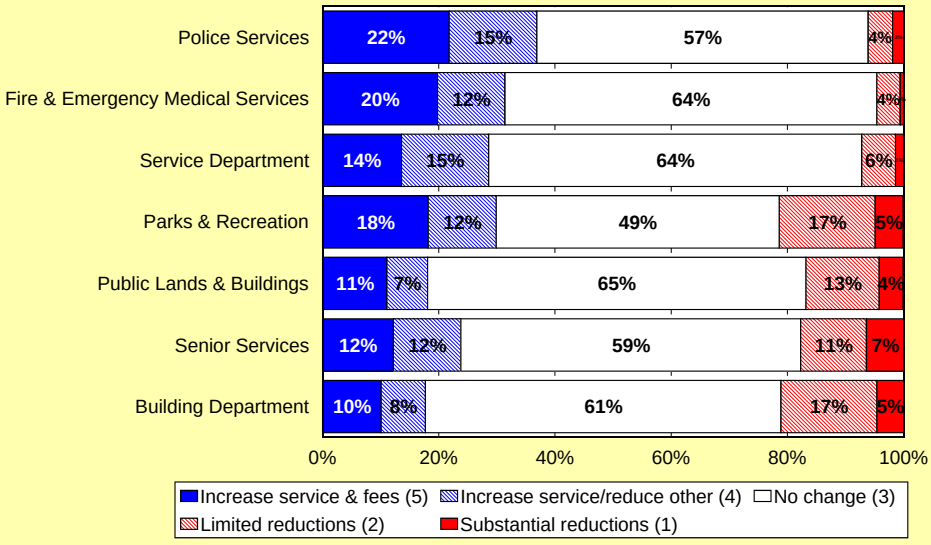
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2017)

Q22. Support for Changes in Service Levels for Various Services

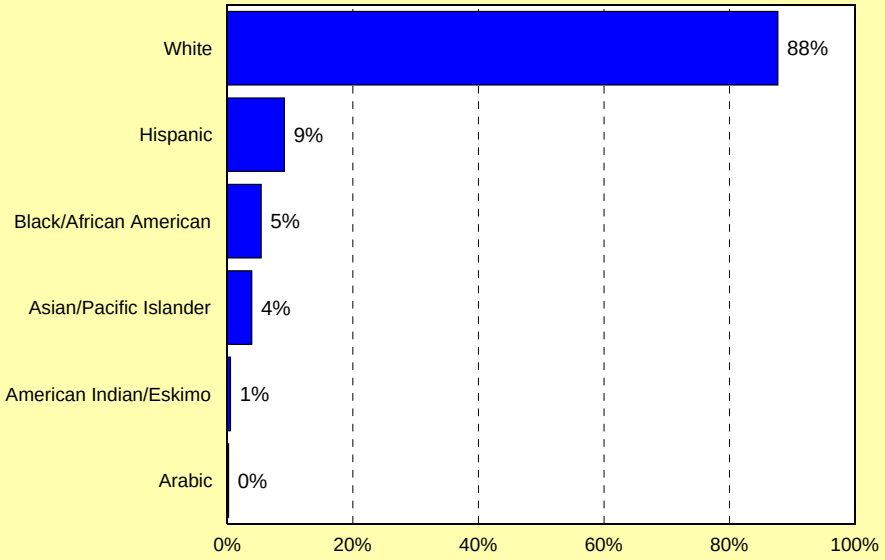
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2017)

Q23. Demographics: Which of the following best describes your race/ethnicity?

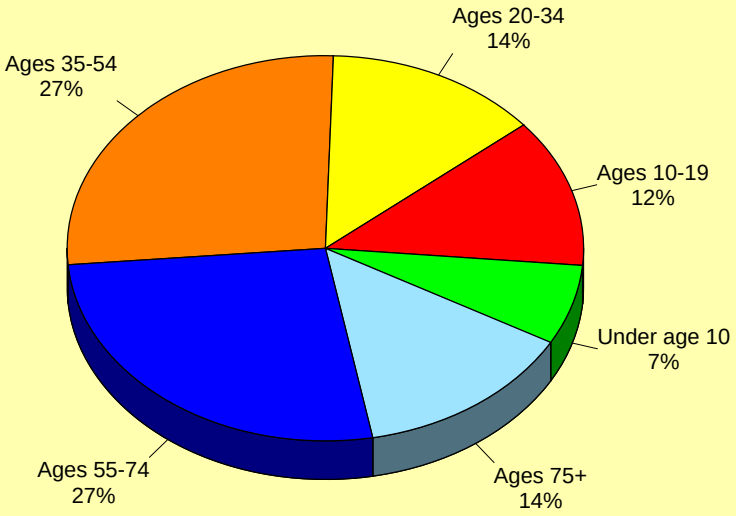
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2017)

Q24. Demographics: Ages of People in Household

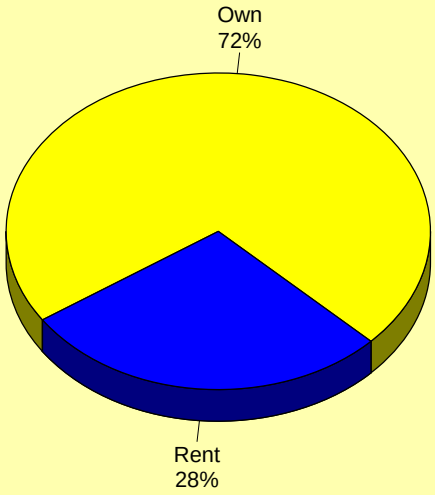
by percentage of respondents



Source: ETC Institute (2017)

Q25. Demographics: Do you own or rent your home?

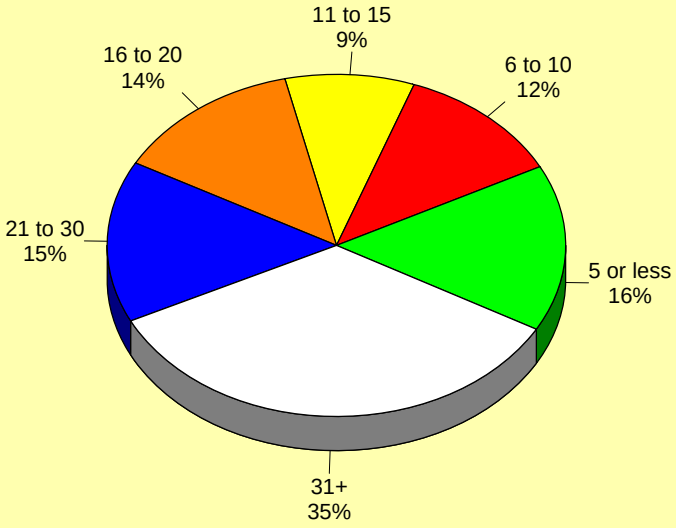
by percentage of respondents



Source: ETC Institute (2017)

Q26. Demographics: How many years have you lived in the City of Brooklyn?

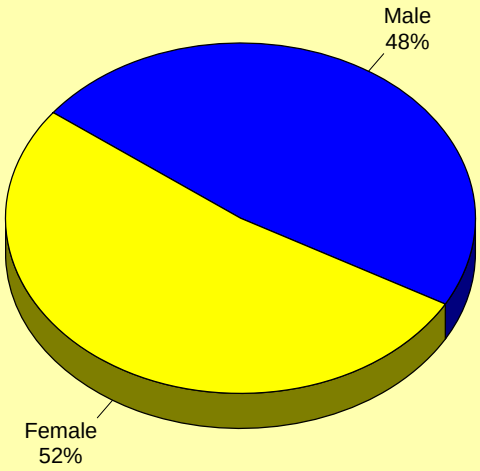
by percentage of respondents



Source: ETC Institute (2017)

Q27. Demographics: Gender

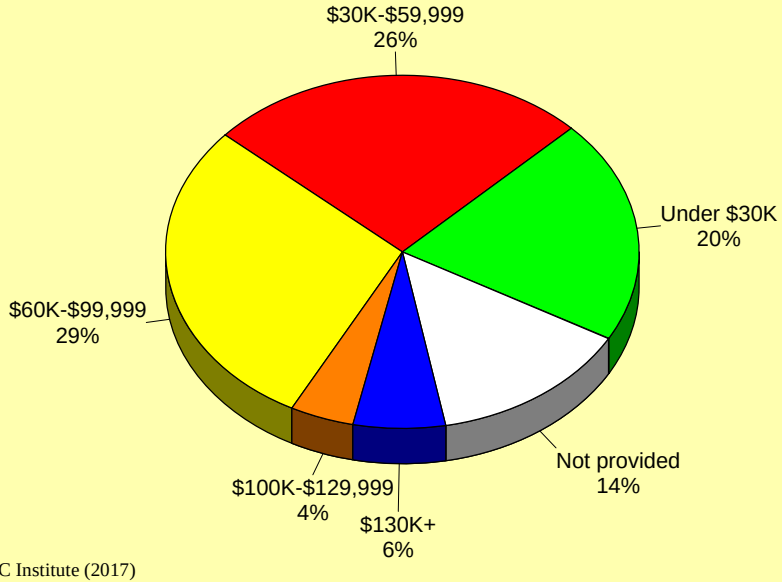
by percentage of respondents



Source: ETC Institute (2017)

Q28. Demographics: Which of the following best describes your household income?

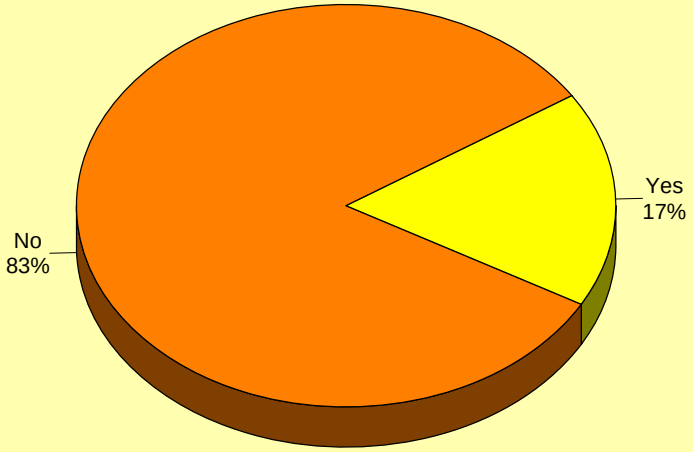
by percentage of respondents



Source: ETC Institute (2017)

Q29. Demographics: Do you have children who attend Brooklyn City public schools?

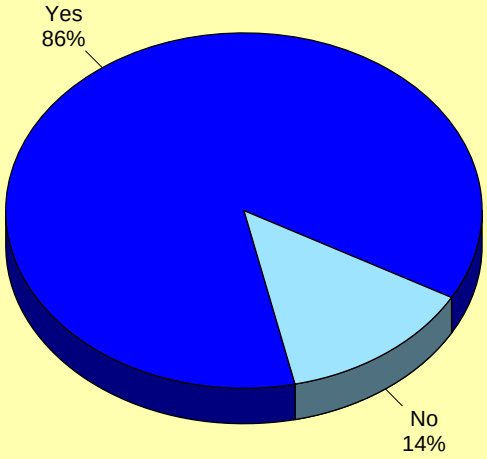
by percentage of respondents



Source: ETC Institute (2017)

Q30. Demographics: Are you planning to live in Brooklyn for the next 5 years?

by percentage of respondents



Source: ETC Institute (2017)

Section 2
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Brooklyn, Ohio

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 (IS) 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 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.

Overview

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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Thirty-six percent (36%) of respondents selected *overall maintenance of City streets, buildings, & facilities* as one of the most important services for the City to provide.

With regard to satisfaction, 63% of respondents surveyed rated the City's overall performance in the *overall maintenance of City streets, buildings, & facilities* 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 *overall maintenance of City streets, buildings, & facilities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 36% was multiplied by 37% (1-0.63). This calculation yielded an I-S rating of 0.1310 which ranked first out of 12 major service categories.

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.

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 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>=0.20)
- *Increase Current Emphasis* (0.10<=IS<0.20)
- *Maintain Current Emphasis* (IS<0.10)

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

2017 Importance-Satisfaction Rating
City of Brooklyn
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets, buildings & facilities	36%	3	63%	10	0.1310	1
Medium Priority (IS <.10)						
Overall quality of police services	76%	1	88%	3	0.0932	2
Overall quality of City parks & recreation programs & facilities	17%	5	72%	7	0.0482	3
Overall value that you receive for your City tax & fees	12%	6	59%	12	0.0479	4
Overall image of City	11%	7	67%	8	0.0355	5
Overall quality of fire & ambulance services	61%	2	95%	1	0.0330	6
Overall quality of solid waste services (trash, recycling, yard waste)	25%	4	91%	2	0.0232	7
Overall quality of City senior services programs & facilities	9%	9	75%	6	0.0224	8
Overall enforcement of City codes & ordinances	6%	10	63%	11	0.0219	9
Overall quality of services provided by City	10%	8	84%	4	0.0163	10
Overall effectiveness of City communication with the public	4%	11	66%	9	0.0133	11
Overall quality of customer service you receive from City employees	3%	12	77%	5	0.0080	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 be the City's top priorities.

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

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2017 Importance-Satisfaction Rating
City of Brooklyn
Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of City parks	60%	1	72%	1	0.1662	1
Youth recreation programs	31%	2	49%	14	0.1582	2
Maintenance & appearance of Recreation Center	29%	5	52%	11	0.1376	3
Senior recreation programs	31%	3	58%	8	0.1294	4
Indoor pool & programs	28%	6	58%	7	0.1189	5
Programs & activities offered at Recreation Center	23%	7	51%	13	0.1116	6
Medium Priority (IS <.10)						
Number of walking & biking trails	31%	4	72%	2	0.0863	7
Fees charged for recreation programs	18%	9	53%	10	0.0854	8
Programs & activities offered at Senior Center	19%	8	59%	5	0.0779	9
Quality of outdoor athletic fields	15%	10	55%	9	0.0657	10
Quality of instructors & coaches	10%	13	51%	12	0.0498	11
Ice Rink	12%	12	62%	4	0.0464	12
Maintenance & appearance of Senior Center	13%	11	64%	3	0.0464	13
Ease of registering for programs	5%	14	58%	6	0.0208	14

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 be the City's top priorities.

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

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2017 Importance-Satisfaction Rating
City of Brooklyn
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City's efforts to prevent crime	49%	3	74%	10	0.1294	1
Medium Priority (IS <.10)						
Visibility of police in neighborhoods	58%	1	83%	7	0.0965	2
Visibility of police in commercial/retail areas	26%	6	75%	9	0.0650	3
How quickly police respond to emergencies	50%	2	90%	5	0.0490	4
Enforcement of local traffic laws	14%	10	77%	8	0.0327	5
Overall quality of police services	23%	7	87%	6	0.0308	6
How quickly ambulance personnel respond to emergencies	48%	4	94%	3	0.0304	7
How quickly fire personnel respond to emergencies	42%	5	94%	2	0.0242	8
Overall quality of local fire protection	19%	9	93%	4	0.0138	9
Overall quality of ambulance service	22%	8	95%	1	0.0117	10

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2017 Importance-Satisfaction Rating
City of Brooklyn
Code Enforcement Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcing clean-up of debris on private property	49%	1	60%	5	0.1930	1
Enforcing exterior maintenance of residential property	38%	3	57%	6	0.1623	2
Enforcing mowing & cutting of weeds & tall grass on private property	40%	2	60%	4	0.1568	3
Medium Priority (IS <.10)						
Enforcing exterior maintenance of business property	23%	4	65%	1	0.0796	4
Enforcing snow removal on sidewalks	16%	5	62%	3	0.0616	5
Overall quality of building & permit process	9%	6	65%	2	0.0318	6

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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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2017 Importance-Satisfaction Rating
City of Brooklyn
City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of streets in your neighborhood	47%	3	70%	12	0.1402	1
Maintenance of major City streets	58%	1	80%	10	0.1156	2
Medium Priority (IS <.10)						
Snow removal on streets in your neighborhood	38%	5	81%	8	0.0707	3
Overall cleanliness of City streets & other public areas	30%	6	82%	7	0.0521	4
Adequacy of City street lighting	21%	7	81%	9	0.0407	5
Snow removal on major City streets	50%	2	92%	2	0.0403	6
Residential trash collection services	44%	4	92%	3	0.0370	7
Tree trimming & urban forestry along City streets & other public areas	8%	12	73%	11	0.0226	8
Bulky item pick up/removal services (old furniture, appliances, etc.)	16%	9	90%	5	0.0168	9
Mowing & trimming along City streets & other public areas	11%	11	84%	6	0.0167	10
Curbside recycling services	19%	8	93%	1	0.0133	11
Yard waste (leaves, brush, etc.) removal services	13%	10	91%	4	0.0121	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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

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

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Section 3
Benchmarking Data

Benchmarking Summary Report

City of Brooklyn, Ohio

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 230 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2016 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to over 360 residents living in the Great Lakes Region of the United States during the fall of 2016. The Great Lakes Region includes residents living in the following states: Pennsylvania, Ohio, Indiana, Illinois, and Michigan.

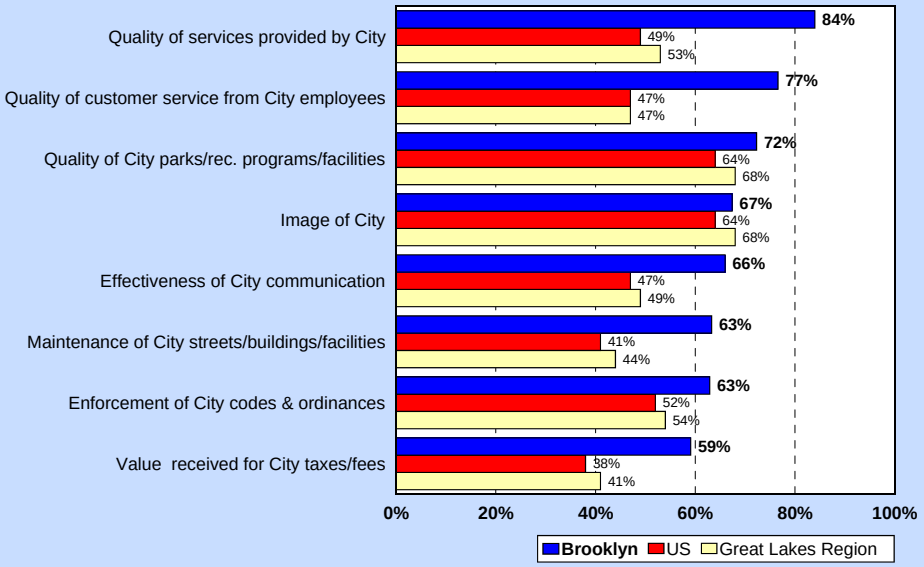
The charts on the following pages show how the overall results for Brooklyn compare to the United States national and regional averages based on the results of the 2016 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the regional survey administered to over 360 residents living in the Great Lakes Region of the United States. Brooklyn's results are shown in blue, the Great Lakes Region averages are shown in yellow, and the National averages are shown in red.

National Benchmarks

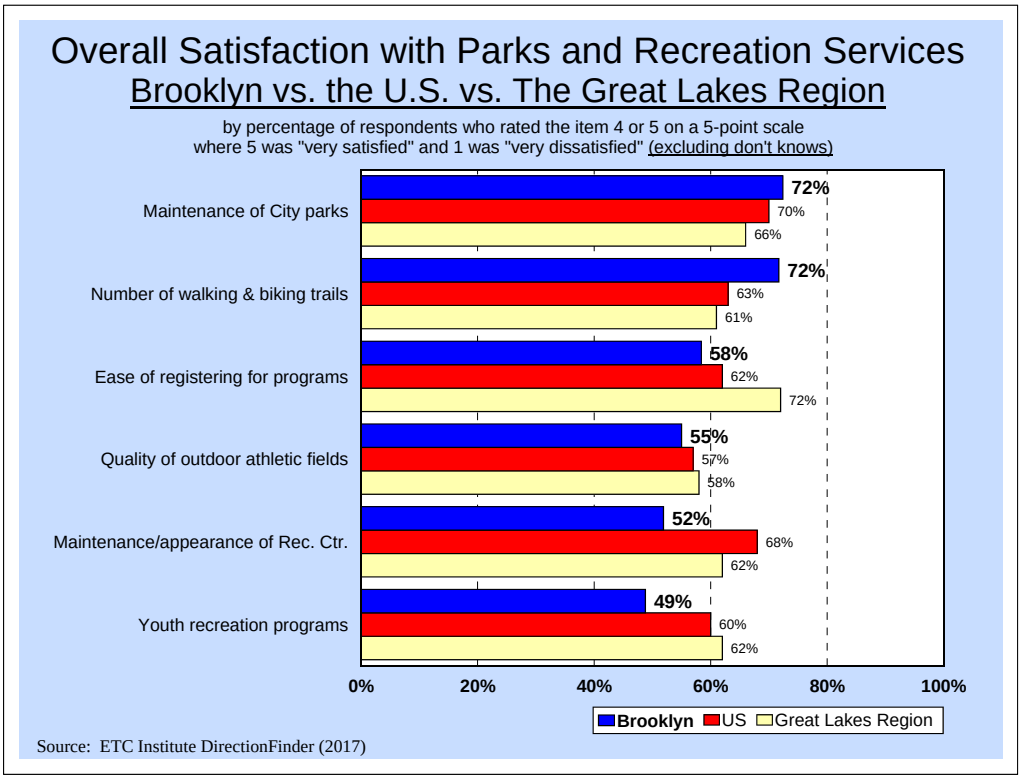
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Brooklyn is not authorized without written consent from ETC Institute.

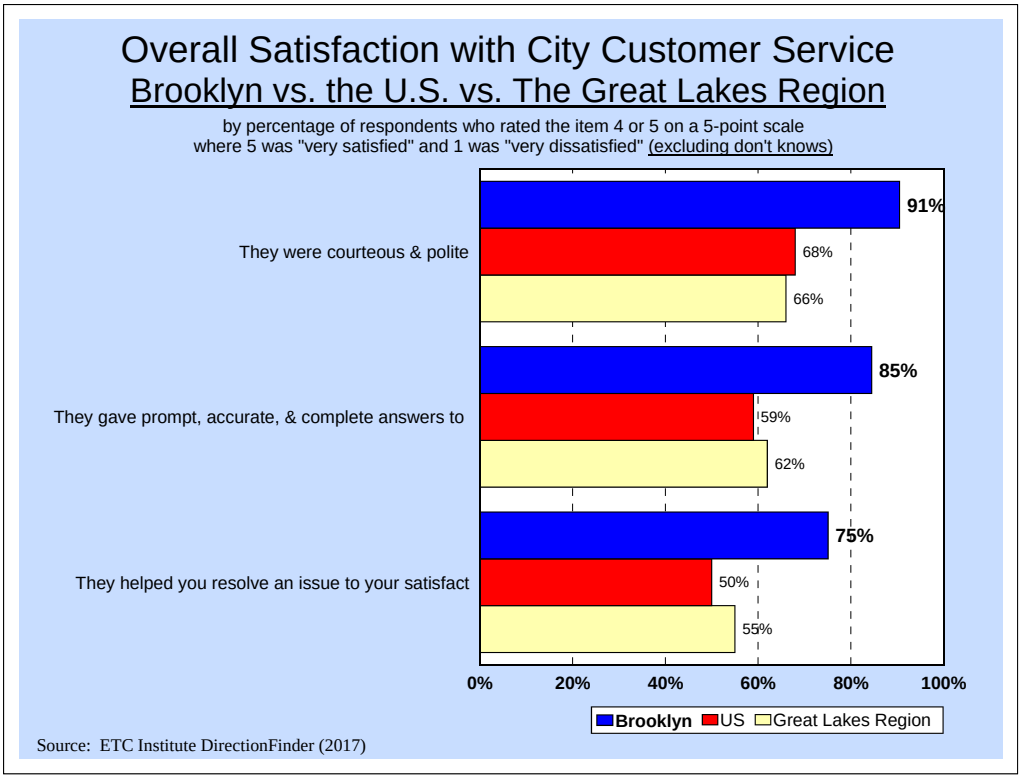
Overall Satisfaction with Major City Services
Brooklyn vs. the U.S. vs. The Great Lakes Region

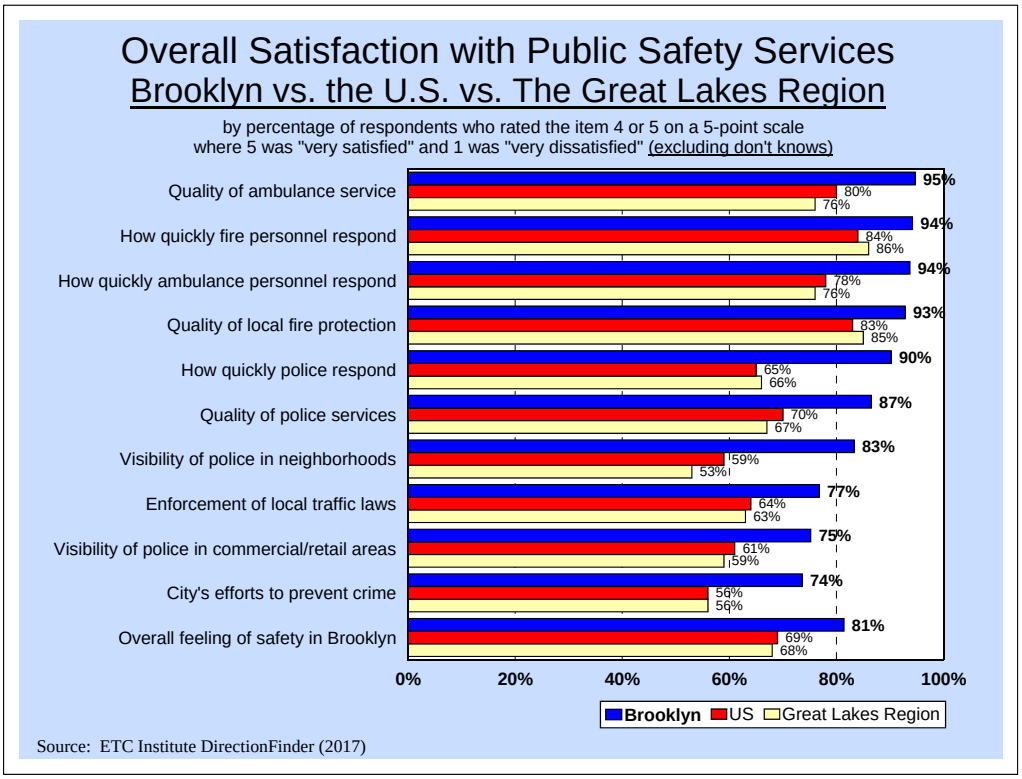
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

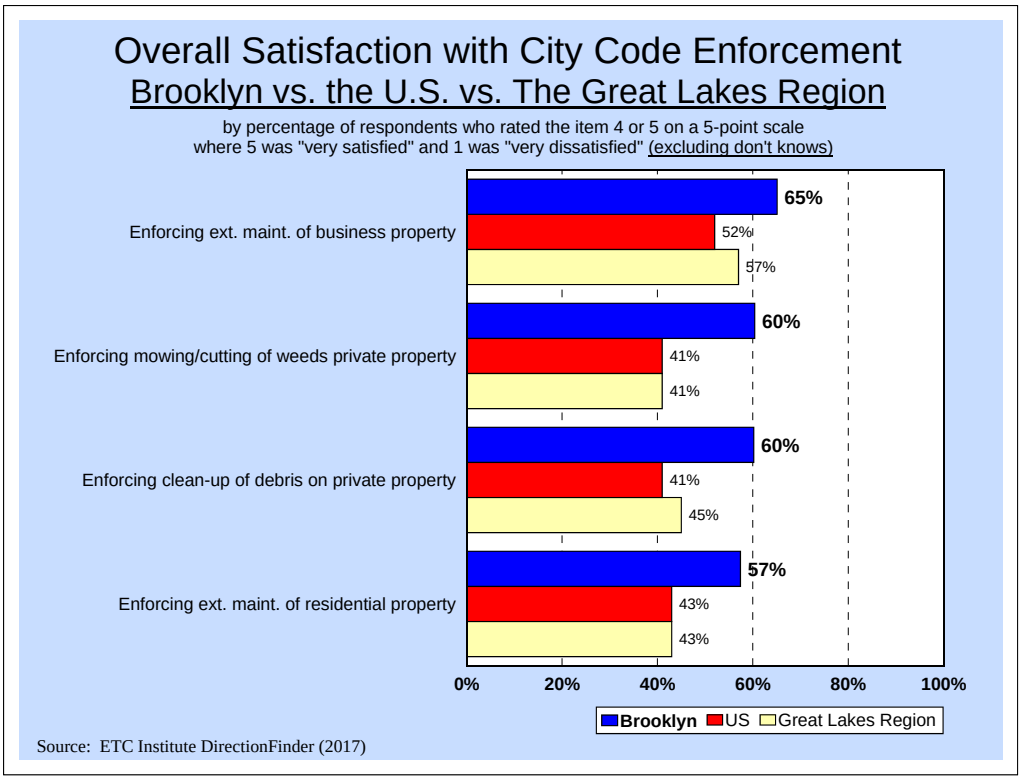


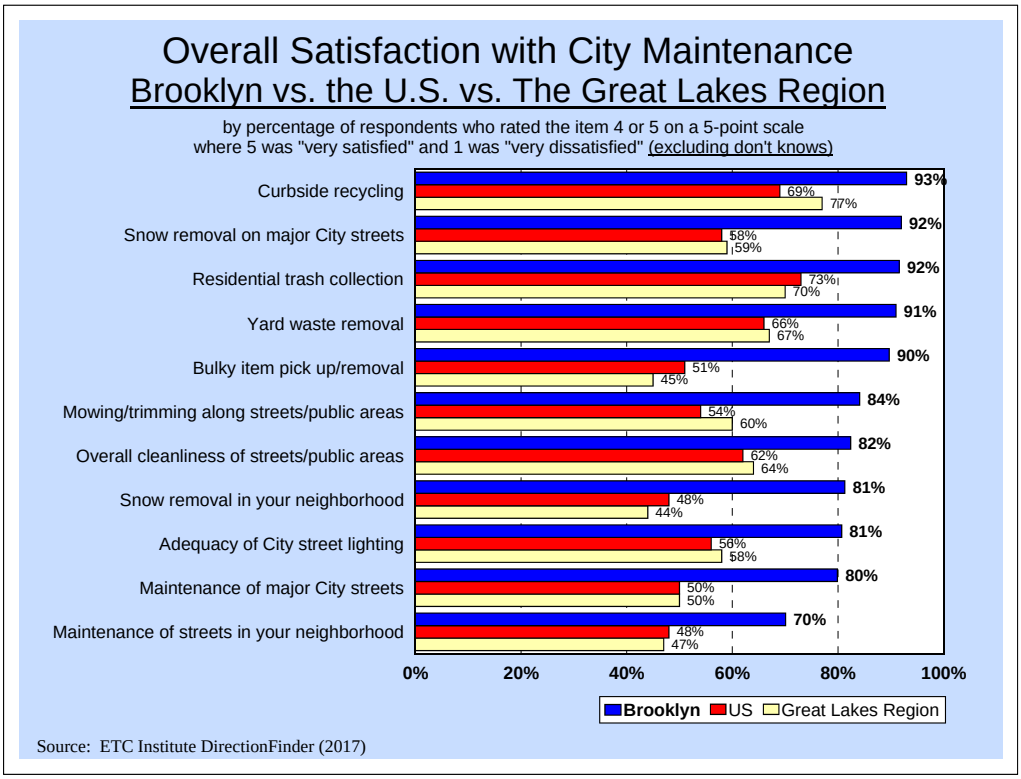
Source: ETC Institute DirectionFinder (2017)

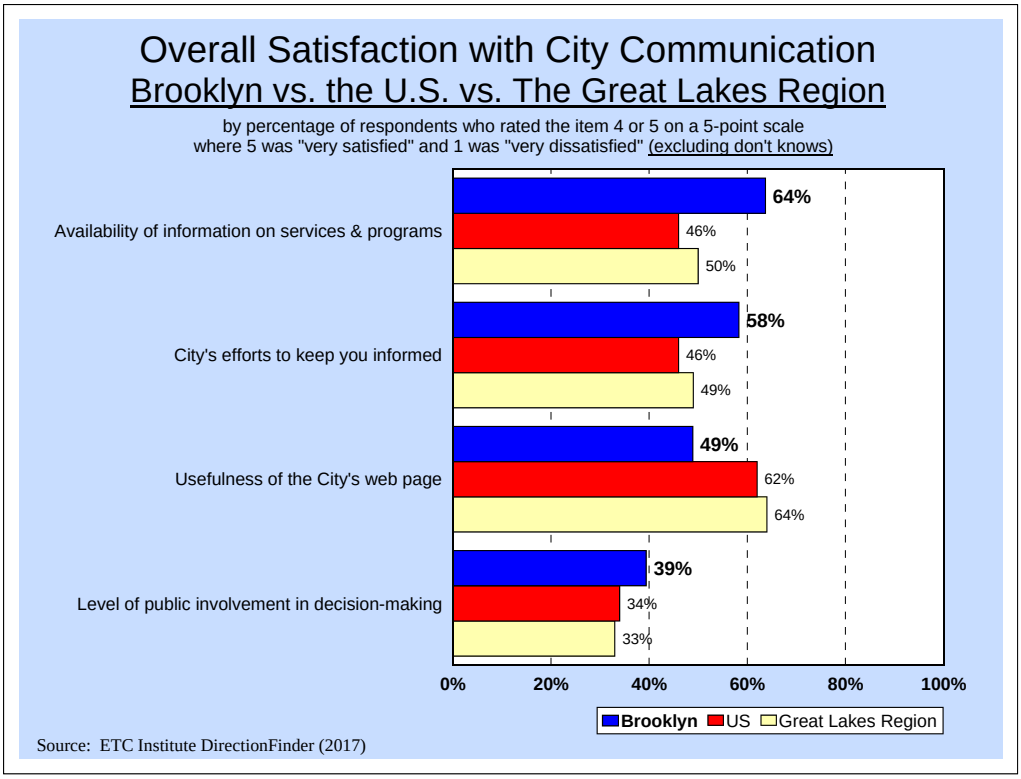

Overall Satisfaction with Parks and Recreation Services
Brooklyn vs. the U.S. vs. The Great Lakes Region
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of City parks
72%
70%
66%
Number of walking & biking trails
72%
63%
61%
Ease of registering for programs
58%
62%
72%
Quality of outdoor athletic fields
55%
57%
58%
Maintenance/appearance of Rec. Ctr.
52%
68%
62%
Youth recreation programs
49%
60%
62%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)


Overall Satisfaction with City Customer Service
Brooklyn vs. the U.S. vs. The Great Lakes Region
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 knows)
They were courteous & polite
91%
68%
66%
They gave prompt, accurate, & complete answers to
85%
59%
62%
They helped you resolve an issue to your satisfact
75%
50%
55%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)


Overall Satisfaction with Public Safety Services
Brooklyn vs. the U.S. vs. The Great Lakes Region
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 knows)
Quality of ambulance service
95%
80%
76%
How quickly fire personnel respond
94%
84%
86%
How quickly ambulance personnel respond
94%
78%
76%
Quality of local fire protection
93%
83%
85%
How quickly police respond
90%
65%
66%
Quality of police services
87%
70%
67%
Visibility of police in neighborhoods
83%
59%
53%
Enforcement of local traffic laws
77%
64%
63%
Visibility of police in commercial/retail areas
75%
61%
59%
City's efforts to prevent crime
74%
56%
56%
Overall feeling of safety in Brooklyn
81%
69%
68%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)


Overall Satisfaction with City Code Enforcement
Brooklyn vs. the U.S. vs. The Great Lakes Region
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 knows)
Enforcing ext. maint. of business property
65%
52%
57%
Enforcing mowing/cutting of weeds private property
60%
41%
41%
Enforcing clean-up of debris on private property
60%
41%
45%
Enforcing ext. maint. of residential property
57%
43%
43%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)


Overall Satisfaction with City Maintenance
Brooklyn vs. the U.S. vs. The Great Lakes Region
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 knows)
Curbside recycling
93%
69%
77%
Snow removal on major City streets
92%
58%
59%
Residential trash collection
92%
73%
70%
Yard waste removal
91%
66%
67%
Bulky item pick up/removal
90%
51%
45%
Mowing/trimming along streets/public areas
84%
54%
60%
Overall cleanliness of streets/public areas
82%
62%
64%
Snow removal in your neighborhood
81%
48%
44%
Adequacy of City street lighting
81%
56%
58%
Maintenance of major City streets
80%
50%
50%
Maintenance of streets in your neighborhood
70%
48%
47%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)


Overall Satisfaction with City Communication
Brooklyn vs. the U.S. vs. The Great Lakes Region
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 knows)
Availability of information on services & programs
64%
46%
50%
City's efforts to keep you informed
58%
46%
49%
Usefulness of the City's web page
49%
62%
64%
Level of public involvement in decision-making
39%
34%
33%
0%
20%
40%
60%
80%
100%
Brooklyn
US
Great Lakes Region
Source: ETC Institute DirectionFinder (2017)

Section 4
Tabular Data

Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Brooklyn on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police services	47.1%	36.9%	8.5%	2.7%	0.5%	4.4%
Q1b. Overall quality of fire & ambulance services	54.1%	31.3%	4.6%	0.2%	0.0%	9.7%
Q1c. Overall quality of City parks & recreation programs & facilities	25.5%	37.6%	14.6%	7.0%	2.7%	12.6%
Q1d. Overall quality of City senior services programs & facilities	23.3%	23.3%	13.1%	1.5%	1.2%	37.6%
Q1e. Overall maintenance of City streets, buildings & facilities	21.1%	40.3%	20.4%	11.2%	4.1%	2.9%
Q1f. Overall enforcement of City codes & ordinances	19.2%	35.2%	21.8%	6.6%	3.6%	13.6%
Q1g. Overall quality of customer service you receive from City employees	29.1%	38.3%	16.0%	3.9%	0.7%	11.9%
Q1h. Overall effectiveness of City communication with the public	23.1%	38.1%	22.6%	5.8%	3.2%	7.3%
Q1i. Overall quality of solid waste services (trash, recycling, yard waste)	48.3%	39.8%	6.1%	2.4%	0.5%	2.9%
Q1j. Overall quality of services provided by City	27.9%	52.4%	10.9%	3.6%	0.7%	4.4%
Q1k. Overall image of City	22.1%	43.0%	20.9%	7.5%	3.2%	3.4%
Q1l. Overall value that you receive for your City tax & fees	17.0%	38.8%	25.7%	9.5%	3.4%	5.6%

WITHOUT "DON'T KNOW"

Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Brooklyn on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police services	49.2%	38.6%	8.9%	2.8%	0.5%
Q1b. Overall quality of fire & ambulance services	59.9%	34.7%	5.1%	0.3%	0.0%
Q1c. Overall quality of City parks & recreation programs & facilities	29.2%	43.1%	16.7%	8.1%	3.1%
Q1d. Overall quality of City senior services programs & facilities	37.4%	37.4%	21.0%	2.3%	1.9%
Q1e. Overall maintenance of City streets, buildings & facilities	21.8%	41.5%	21.0%	11.5%	4.3%
Q1f. Overall enforcement of City codes & ordinances	22.2%	40.7%	25.3%	7.6%	4.2%
Q1g. Overall quality of customer service you receive from City employees	33.1%	43.5%	18.2%	4.4%	0.8%
Q1h. Overall effectiveness of City communication with the public	24.9%	41.1%	24.3%	6.3%	3.4%
Q1i. Overall quality of solid waste services (trash, recycling, yard waste)	49.8%	41.0%	6.3%	2.5%	0.5%
Q1j. Overall quality of services provided by City	29.2%	54.8%	11.4%	3.8%	0.8%
Q1k. Overall image of City	22.9%	44.5%	21.6%	7.8%	3.3%
Q1l. Overall value that you receive for your City tax & fees	18.0%	41.1%	27.2%	10.0%	3.6%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
Overall quality of police services	256	62.1 %
Overall quality of fire & ambulance services	29	7.0 %
Overall quality of City parks & recreation programs & facilities	12	2.9 %
Overall quality of City senior services programs & facilities	5	1.2 %
Overall maintenance of City streets, buildings & facilities	27	6.6 %
Overall enforcement of City codes & ordinances	4	1.0 %
Overall quality of customer service you receive from City employees	2	0.5 %
Overall effectiveness of City communication with the public	2	0.5 %
Overall quality of solid waste services (trash, recycling, yard waste)	8	1.9 %
Overall quality of services provided by City	9	2.2 %
Overall image of City	10	2.4 %
Overall value that you receive for your City tax & fees	12	2.9 %
None chosen	36	8.7 %
Total	412	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
Overall quality of police services	49	11.9 %
Overall quality of fire & ambulance services	204	49.5 %
Overall quality of City parks & recreation programs & facilities	15	3.6 %
Overall quality of City senior services programs & facilities	8	1.9 %
Overall maintenance of City streets, buildings & facilities	29	7.0 %
Overall enforcement of City codes & ordinances	11	2.7 %
Overall quality of customer service you receive from City employees	3	0.7 %
Overall effectiveness of City communication with the public	5	1.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	18	4.4 %
Overall quality of services provided by City	11	2.7 %
Overall image of City	7	1.7 %
Overall value that you receive for your City tax & fees	13	3.2 %
None chosen	39	9.5 %
Total	412	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 3rd choice	Number	Percent
Overall quality of police services	10	2.4 %
Overall quality of fire & ambulance services	19	4.6 %
Overall quality of City parks & recreation programs & facilities	45	10.9 %
Overall quality of City senior services programs & facilities	24	5.8 %
Overall maintenance of City streets, buildings & facilities	91	22.1 %
Overall enforcement of City codes & ordinances	9	2.2 %
Overall quality of customer service you receive from City employees	9	2.2 %
Overall effectiveness of City communication with the public	9	2.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	78	18.9 %
Overall quality of services provided by City	22	5.3 %
Overall image of City	28	6.8 %
Overall value that you receive for your City tax & fees	23	5.6 %
None chosen	45	10.9 %
Total	412	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Sum of top 3 choices	Number	Percent
Overall quality of police services	315	76.5 %
Overall quality of fire & ambulance services	252	61.2 %
Overall quality of City parks & recreation programs & facilities	72	17.5 %
Overall quality of City senior services programs & facilities	37	9.0 %
Overall maintenance of City streets, buildings & facilities	147	35.7 %
Overall enforcement of City codes & ordinances	24	5.8 %
Overall quality of customer service you receive from City employees	14	3.4 %
Overall effectiveness of City communication with the public	16	3.9 %
Overall quality of solid waste services (trash, recycling, yard waste)	104	25.2 %
Overall quality of services provided by City	42	10.2 %
Overall image of City	45	10.9 %
Overall value that you receive for your City tax & fees	48	11.7 %
None chosen	36	8.7 %
Total	1152	

Q3a. PARKS AND RECREATION. Have you or other members of your household visited a Brooklyn City Park during the past 12 month?

Q3a. Have you visited a Brooklyn City Park during past 12 month	Number	Percent
Yes	271	65.8 %
No	141	34.2 %
Total	412	100.0 %

Q3b. Have you or other members of your household visited the Brooklyn Senior Center during the past 12 months?

Q3b. Have you visited Brooklyn Senior Center during past 12 months	Number	Percent
Yes	158	38.3 %
No	253	61.4 %
Not provided	1	0.2 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q3b. Have you or other members of your household visited the Brooklyn Senior Center during the past 12 months? (without "not provided")

Q3b. Have you visited Brooklyn Senior Center during past 12 months	Number	Percent
Yes	158	38.4 %
No	253	61.6 %
Total	411	100.0 %

Q3c. Have you or other members of your household visited the Brooklyn Recreation Center during the past 12 months?

Q3c. Have you visited Brooklyn Recreation Center during past 12 months	Number	Percent
Yes	175	42.5 %
No	237	57.5 %
Total	412	100.0 %

Q3c-1. (If YES to Question 3c) Do you have a valid I.D. for the Brooklyn Recreation Center?

Q3c-a. Do you have a valid I.D. for Brooklyn Recreation Center	Number	Percent
Yes	101	57.7 %
No	74	42.3 %
Total	175	100.0 %

Q3d. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Brooklyn during the past 12 months (fitness class, summer camp, outdoor sports, etc.)?

Q3d. Have you participated in any Parks & Recreation programs offered by City during past 12 months	Number	Percent
Yes	93	22.6 %
No	319	77.4 %
Total	412	100.0 %

Q3d-1. (If YES to Question 3d) Where have you participated in programs?

Q3d-a. Where have you participated in programs	Number	Percent
Natatorium/Indoor pool	59	67.0 %
Ice rink	30	34.1 %
Parks/Outside sports	50	56.8 %
Total	139	

Q3e. Did you or other members of your household attended a City sponsored Community Event this past year?

Q3e. Did you attend a City sponsored Community Event this past year	Number	Percent
Yes	145	35.2 %
No	267	64.8 %
Total	412	100.0 %

Q4. Please indicate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Brooklyn.

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4a. Maintenance of City parks	17.7%	43.4%	15.0%	6.8%	1.5%	15.5%
Q4b. Number of walking & biking trails	15.5%	41.3%	16.3%	5.1%	1.0%	20.9%
Q4c. Indoor pool & programs	12.6%	24.5%	20.4%	4.4%	2.2%	35.9%
Q4d. Quality of outdoor athletic fields	9.5%	26.5%	21.8%	6.1%	1.5%	34.7%
Q4e. Ice Rink	12.1%	23.5%	20.4%	1.2%	0.2%	42.5%
Q4f. Youth recreation programs	5.3%	19.7%	20.9%	3.6%	1.7%	48.8%
Q4g. Senior recreation programs	9.7%	21.1%	20.6%	1.5%	0.2%	46.8%
Q4h. Maintenance & appearance of Senior Center	14.1%	25.5%	20.9%	1.5%	0.5%	37.6%
Q4i. Maintenance & appearance of Recreation Center	10.2%	27.7%	22.6%	8.7%	3.9%	26.9%
Q4j. Programs & activities offered at Senior Center	10.9%	19.9%	19.9%	1.2%	0.5%	47.6%
Q4k. Programs & activities offered at Recreation Center	7.5%	24.0%	22.3%	5.8%	2.7%	37.6%
Q4l. Quality of instructors & coaches	7.3%	18.7%	21.6%	2.2%	1.0%	49.3%
Q4m. Ease of registering for programs	10.0%	23.8%	21.6%	1.9%	0.5%	42.2%
Q4n. Fees charged for recreation programs	10.2%	22.6%	24.3%	2.9%	1.7%	38.3%

WITHOUT "DON'T KNOW"

Q4. Please indicate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Brooklyn. (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4a. Maintenance of City parks	21.0%	51.4%	17.8%	8.0%	1.7%
Q4b. Number of walking & biking trails	19.6%	52.1%	20.6%	6.4%	1.2%
Q4c. Indoor pool & programs	19.7%	38.3%	31.8%	6.8%	3.4%
Q4d. Quality of outdoor athletic fields	14.5%	40.5%	33.5%	9.3%	2.2%
Q4e. Ice Rink	21.1%	40.9%	35.4%	2.1%	0.4%
Q4f. Youth recreation programs	10.4%	38.4%	40.8%	7.1%	3.3%
Q4g. Senior recreation programs	18.3%	39.7%	38.8%	2.7%	0.5%
Q4h. Maintenance & appearance of Senior Center	22.6%	40.9%	33.5%	2.3%	0.8%
Q4i. Maintenance & appearance of Recreation Center	14.0%	37.9%	30.9%	12.0%	5.3%
Q4j. Programs & activities offered at Senior Center	20.8%	38.0%	38.0%	2.3%	0.9%
Q4k. Programs & activities offered at Recreation Center	12.1%	38.5%	35.8%	9.3%	4.3%
Q4l. Quality of instructors & coaches	14.4%	36.8%	42.6%	4.3%	1.9%
Q4m. Ease of registering for programs	17.2%	41.2%	37.4%	3.4%	0.8%
Q4n. Fees charged for recreation programs	16.5%	36.6%	39.4%	4.7%	2.8%

Q5. Which FOUR of the Parks and Recreation services listed in Question 4 above do you think are MOST IMPORTANT for the City to provide?

Q5. Top choice	Number	Percent
Maintenance of City parks	162	39.3 %
Number of walking & biking trails	21	5.1 %
Indoor pool & programs	40	9.7 %
Quality of outdoor athletic fields	6	1.5 %
Ice Rink	11	2.7 %
Youth recreation programs	31	7.5 %
Senior recreation programs	23	5.6 %
Maintenance & appearance of Senior Center	5	1.2 %
Maintenance & appearance of Recreation Center	22	5.3 %
Programs & activities offered at Senior Center	11	2.7 %
Programs & activities offered at Recreation Center	16	3.9 %
Quality of instructors & coaches	3	0.7 %
Fees charged for recreation programs	5	1.2 %
None chosen	56	13.6 %
Total	412	100.0 %

Q5. Which FOUR of the Parks and Recreation services listed in Question 4 above do you think are MOST IMPORTANT for the City to provide?

Q5. 2nd choice	Number	Percent
Maintenance of City parks	39	9.5 %
Number of walking & biking trails	62	15.0 %
Indoor pool & programs	36	8.7 %
Quality of outdoor athletic fields	15	3.6 %
Ice Rink	12	2.9 %
Youth recreation programs	42	10.2 %
Senior recreation programs	39	9.5 %
Maintenance & appearance of Senior Center	20	4.9 %
Maintenance & appearance of Recreation Center	34	8.3 %
Programs & activities offered at Senior Center	14	3.4 %
Programs & activities offered at Recreation Center	15	3.6 %
Quality of instructors & coaches	9	2.2 %
Ease of registering for programs	1	0.2 %
Fees charged for recreation programs	7	1.7 %
None chosen	67	16.3 %
Total	412	100.0 %

Q5. Which FOUR of the Parks and Recreation services listed in Question 4 above do you think are MOST IMPORTANT for the City to provide?

Q5. 3rd choice	Number	Percent
Maintenance of City parks	23	5.6 %
Number of walking & biking trails	29	7.0 %
Indoor pool & programs	24	5.8 %
Quality of outdoor athletic fields	19	4.6 %
Ice Rink	16	3.9 %
Youth recreation programs	34	8.3 %
Senior recreation programs	36	8.7 %
Maintenance & appearance of Senior Center	18	4.4 %
Maintenance & appearance of Recreation Center	36	8.7 %
Programs & activities offered at Senior Center	31	7.5 %
Programs & activities offered at Recreation Center	32	7.8 %
Quality of instructors & coaches	11	2.7 %
Ease of registering for programs	5	1.2 %
Fees charged for recreation programs	15	3.6 %
None chosen	83	20.1 %
Total	412	100.0 %

Q5. Which FOUR of the Parks and Recreation services listed in Question 4 above do you think are MOST IMPORTANT for the City to provide?

Q5. 4th choice	Number	Percent
Maintenance of City parks	24	5.8 %
Number of walking & biking trails	14	3.4 %
Indoor pool & programs	17	4.1 %
Quality of outdoor athletic fields	20	4.9 %
Ice Rink	11	2.7 %
Youth recreation programs	20	4.9 %
Senior recreation programs	29	7.0 %
Maintenance & appearance of Senior Center	9	2.2 %
Maintenance & appearance of Recreation Center	26	6.3 %
Programs & activities offered at Senior Center	22	5.3 %
Programs & activities offered at Recreation Center	30	7.3 %
Quality of instructors & coaches	19	4.6 %
Ease of registering for programs	15	3.6 %
Fees charged for recreation programs	48	11.7 %
None chosen	108	26.2 %
Total	412	100.0 %

Q5. Which FOUR of the Parks and Recreation services listed in Question 4 above do you think are MOST IMPORTANT for the City to provide?

Q5. Sum of top 4 choices	Number	Percent
Maintenance of City parks	248	60.2 %
Number of walking & biking trails	126	30.6 %
Indoor pool & programs	117	28.4 %
Quality of outdoor athletic fields	60	14.6 %
Ice Rink	50	12.1 %
Youth recreation programs	127	30.8 %
Senior recreation programs	127	30.8 %
Maintenance & appearance of Senior Center	52	12.6 %
Maintenance & appearance of Recreation Center	118	28.6 %
Programs & activities offered at Senior Center	78	18.9 %
Programs & activities offered at Recreation Center	93	22.6 %
Quality of instructors & coaches	42	10.2 %
Ease of registering for programs	21	5.1 %
Fees charged for recreation programs	75	18.2 %
None chosen	56	13.6 %
Total	1390	

Q6. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion)

Q6. First suggestion	Number	Percent
A dog park	4	4.7 %
Indoor walking track	3	3.5 %
walking tracks	2	2.3 %
Indoor basketball	2	2.3 %
Indoor walking area	2	2.3 %
Outdoor pool/splash pad, slides, etc.	1	1.2 %
bike trails to connect to longer, existing Cleveland trails	1	1.2 %
kids basketball	1	1.2 %
MORE FITNESS RELATED CITY WIDE OUTSIDE OF REC CENTER	1	1.2 %
YOUTH PROGRAMS IN COOPERATION WITH SCHOOLS	1	1.2 %
Basketball - Field House	1	1.2 %
more outdoor equipment	1	1.2 %
MORE COMMUNITY EVENTS	1	1.2 %
TENNIS CT	1	1.2 %
REC VOLLEYBALL	1	1.2 %
Ice rink	1	1.2 %
fitness equipment	1	1.2 %
walking/running clubs	1	1.2 %
CYCLING AROBIC	1	1.2 %
softball	1	1.2 %
SAND VOLLEYBALL COURT	1	1.2 %
OPEN THE PARK	1	1.2 %
pool open on Sunday	1	1.2 %
GYMNASTICS FOR KIDS	1	1.2 %
FAMILY HOT TUBS	1	1.2 %
baseball program for high schoolers	1	1.2 %
Environmentally friendly landscaping	1	1.2 %
inside tracks	1	1.2 %
I go to cleveland rec, instead of brooklyn because of price	1	1.2 %
an updated area including workout rooms, walking tracks & classes	1	1.2 %
improved cardio	1	1.2 %
More sports for kids	1	1.2 %
SUMMER CONCERTS	1	1.2 %
safety team	1	1.2 %
MUSIC	1	1.2 %
HOCKEY	1	1.2 %
MORE OUTDOOR WALKING FACILITIES	1	1.2 %
Volleyball for ages 11-12, not through schools	1	1.2 %
sports training classes for youth	1	1.2 %
conceal carry classes	1	1.2 %
Offer more activities at recreation center for kids	1	1.2 %
nature hikes	1	1.2 %

Q6. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion)

Q6. First suggestion	Number	Percent
EVENING POOL	1	1.2 %
KIDS FITNESS CLASSES YOGA	1	1.2 %
Program for seniors and their dogs, a walking program	1	1.2 %
SHOULD BE PROVIDED BY THE CITY	1	1.2 %
MORE OPTIONS FOR SENIOR PROGRAMS	1	1.2 %
Something dog themed. Dog park or dog event	1	1.2 %
OFF LEASH DOG PARK	1	1.2 %
Outdoor yoga in park	1	1.2 %
Pet friendly	1	1.2 %
more youth activities	1	1.2 %
Roller skate	1	1.2 %
more exercise programs	1	1.2 %
more toddler pirvacy	1	1.2 %
FACILITY FOR HUGE EVENTS IN REC CTR	1	1.2 %
Skate park is horrible, lessons once fixed up	1	1.2 %
LINE DANCING	1	1.2 %
Parking spaces by picnic areas	1	1.2 %
daytime land exercise	1	1.2 %
More kids activities for families	1	1.2 %
YOUTH FOOTBALL	1	1.2 %
FAIRS AND CARNIVALS	1	1.2 %
Splash pad	1	1.2 %
more programs for kids	1	1.2 %
EXERCISE PROGRAMS	1	1.2 %
Re-open splash pad at park for toddlers and kids	1	1.2 %
Safety Town program (or something similar) for young kids	1	1.2 %
SPECIAL ED PROGRAMS	1	1.2 %
REINFORCE THE NO DOGS IN BROOKLYN MUNICIPAL PARK	1	1.2 %
Bring back Foodfest	1	1.2 %
A better baseball program for youth	1	1.2 %
improve pool	1	1.2 %
Lower price/seniors	1	1.2 %
upgrade pool	1	1.2 %
Basketball	1	1.2 %
Better facilities for exercise	1	1.2 %
BENCH FOR SITTING	1	1.2 %
Total	86	100.0 %

Q6. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (2nd suggestion)

Q6. Second suggestion	Number	Percent
More soccer fields	1	2.0 %
nature preserves	1	2.0 %
Rec center daycare	1	2.0 %
other cities do better	1	2.0 %
WALKING PATHS	1	2.0 %
INVOLVE TEENS TO HELP WITH NEW PROGRAMS	1	2.0 %
COMMUNITY FUN DAYS	1	2.0 %
basketball courts for kids	1	2.0 %
NEW PLAYGROUND LOWER PARK	1	2.0 %
YOUTH BASKEBALL	1	2.0 %
Fix up where schools were knocked down	1	2.0 %
DANCE FOR KIDS	1	2.0 %
The splash pad is a huge let down	1	2.0 %
adult volleyball	1	2.0 %
inside courts	1	2.0 %
use the land right next to 480 as a park for big creek reservation	1	2.0 %
safe place for youth	1	2.0 %
SUMMER CONCERTS	1	2.0 %
FARMERS MARKET	1	2.0 %
BETTER WORK OUT FACILITY AT REC CTR	1	2.0 %
Senior outside walking program if weather permits	1	2.0 %
Splash pad, indoor basketball, roller skating, kids night at the pool	1	2.0 %
REC BASEBALL FOR ALL AGES	1	2.0 %
Top notch recreational programs for youth	1	2.0 %
VISIT MIDDLEBRUG HT SEE THEIR SENIOR PROGRAM EVERY DAY	1	2.0 %
Young adult volleyball or softball	1	2.0 %
TEEN YOUNG ADULT MUSIC AND DANCE	1	2.0 %
OUTDOOR YOGA IN THE SUMMER	1	2.0 %
Local farmers market	1	2.0 %
racquetball courts	1	2.0 %
better pool	1	2.0 %
cleaner parks	1	2.0 %
Basketball	1	2.0 %
Dog park	1	2.0 %
PROGRAMS FOR 50-60 YEAR OLDS	1	2.0 %
daytime swim lessons during winter	1	2.0 %
Open outdoor courts beginning of May not end of May	1	2.0 %
YOUTH MARTIAL ARTS	1	2.0 %
MEET AND GREET	1	2.0 %
better times for programs	1	2.0 %
A Brooklyn home days and fireworks display	1	2.0 %

Q6. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City? (2nd suggestion)

Q6. Second suggestion	Number	Percent
A spa	1	2.0 %
more cardio	1	2.0 %
More trails that dogs can go on	1	2.0 %
Improved outdoor athletic fields	1	2.0 %
OUTDOOR TRACK AT REC CNTR	1	2.0 %
better maintenance of parks	1	2.0 %
upgrade entire rec facility	1	2.0 %
Younger programs fitness art nights etc	1	2.0 %
Inside track and basketball court	1	2.0 %
CLENA UP DEBRIS BEFORE CUTTING GRASS	1	2.0 %
Total	51	100.0 %

Q7. How supportive would you be of paying additional taxes for a renovated recreational facility?

Q7. How supportive would you be of paying additional taxes for a renovated recreational facility	Number	Percent
Very supportive	45	10.9 %
Somewhat supportive	74	18.0 %
Neutral	81	19.7 %
Not supportive	64	15.5 %
Not at all supportive	87	21.1 %
Not sure	61	14.8 %
Total	412	100.0 %

WITHOUT "NOT SURE"

Q7. How supportive would you be of paying additional taxes for a renovated recreational facility? (without "not sure")

Q7. How supportive would you be of paying additional taxes for a renovated recreational facility	Number	Percent
Very supportive	45	12.8 %
Somewhat supportive	74	21.1 %
Neutral	81	23.1 %
Not supportive	64	18.2 %
Not at all supportive	87	24.8 %
Total	351	100.0 %

Q8. CUSTOMER SERVICE. Have you contacted the City with a question, problem, or complaint during the past year?

Q8. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	193	46.8 %
No	219	53.2 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q8. CUSTOMER SERVICE. Have you contacted the City with a question, problem, or complaint during the past year? (without "not provided")

Q8. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	193	46.8 %
No	219	53.2 %
Total	412	100.0 %

Q8a. (If YES to Question 8) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=193)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q8a-a. They were courteous & polite	62.7%	26.4%	6.7%	1.6%	1.0%	1.6%
Q8a-b. They gave prompt, accurate, & complete answers to questions	51.8%	30.1%	9.8%	3.1%	2.1%	3.1%
Q8a-c. They did what they said they would do in a timely manner	52.3%	22.3%	8.8%	5.2%	5.7%	5.7%
Q8a-d. They helped you resolve an issue to your satisfaction	46.9%	25.5%	7.3%	7.8%	8.9%	3.6%

WITHOUT "DON'T KNOW"

Q8a. (If YES to Question 8) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=193)

	Always	Usually	Sometimes	Seldom	Never
Q8a-a. They were courteous & polite	63.7%	26.8%	6.8%	1.6%	1.1%
Q8a-b. They gave prompt, accurate, & complete answers to questions	53.5%	31.0%	10.2%	3.2%	2.1%
Q8a-c. They did what they said they would do in a timely manner	55.5%	23.6%	9.3%	5.5%	6.0%
Q8a-d. They helped you resolve an issue to your satisfaction	48.6%	26.5%	7.6%	8.1%	9.2%

Q9. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Brooklyn:

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Visibility of police in neighborhoods	40.5%	40.3%	8.5%	6.3%	1.5%	2.9%
Q9b. Visibility of police in commercial/ retail areas	29.6%	41.3%	15.8%	6.8%	0.7%	5.8%
Q9c. City's efforts to prevent crime	28.9%	38.6%	17.2%	5.8%	1.2%	8.3%
Q9d. How quickly police respond to emergencies	47.1%	30.8%	7.0%	1.2%	0.2%	13.6%
Q9e. Enforcement of local traffic laws	31.6%	39.1%	15.3%	4.6%	1.5%	8.0%
Q9f. Overall quality of police services	39.8%	40.8%	10.0%	1.9%	0.7%	6.8%
Q9g. How quickly fire personnel respond to emergencies	49.3%	26.0%	4.4%	0.2%	0.0%	20.1%
Q9h. Overall quality of local fire protection	45.1%	32.3%	6.1%	0.0%	0.0%	16.5%
Q9i. How quickly ambulance personnel respond to emergencies	52.7%	22.6%	4.6%	0.5%	0.0%	19.7%
Q9j. Overall quality of ambulance service	48.3%	26.0%	4.1%	0.0%	0.0%	21.6%

WITHOUT "DON'T KNOW"

Q9. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Brooklyn: (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Visibility of police in neighborhoods	41.8%	41.5%	8.8%	6.5%	1.5%
Q9b. Visibility of police in commercial/ retail areas	31.4%	43.8%	16.8%	7.2%	0.8%
Q9c. City's efforts to prevent crime	31.5%	42.1%	18.8%	6.3%	1.3%
Q9d. How quickly police respond to emergencies	54.5%	35.7%	8.1%	1.4%	0.3%
Q9e. Enforcement of local traffic laws	34.3%	42.5%	16.6%	5.0%	1.6%
Q9f. Overall quality of police services	42.7%	43.8%	10.7%	2.1%	0.8%
Q9g. How quickly fire personnel respond to emergencies	61.7%	32.5%	5.5%	0.3%	0.0%
Q9h. Overall quality of local fire protection	54.1%	38.7%	7.3%	0.0%	0.0%
Q9i. How quickly ambulance personnel respond to emergencies	65.6%	28.1%	5.7%	0.6%	0.0%
Q9j. Overall quality of ambulance service	61.6%	33.1%	5.3%	0.0%	0.0%

Q10. Which FOUR of the Public Safety items listed in Question 9 above do you think are MOST IMPORTANT for the City to provide?

Q10. Top choice	Number	Percent
Visibility of police in neighborhoods	156	37.9 %
Visibility of police in commercial/retail areas	13	3.2 %
City's efforts to prevent crime	47	11.4 %
How quickly police respond to emergencies	57	13.8 %
Enforcement of local traffic laws	6	1.5 %
Overall quality of police services	18	4.4 %
How quickly fire personnel respond to emergencies	11	2.7 %
Overall quality of local fire protection	3	0.7 %
How quickly ambulance personnel respond to emergencies	49	11.9 %
Overall quality of ambulance service	9	2.2 %
None chosen	43	10.4 %
Total	412	100.0 %

Q10. Which FOUR of the Public Safety items listed in Question 9 above do you think are MOST IMPORTANT for the City to provide?

Q10. 2nd choice	Number	Percent
Visibility of police in neighborhoods	37	9.0 %
Visibility of police in commercial/retail areas	57	13.8 %
City's efforts to prevent crime	54	13.1 %
How quickly police respond to emergencies	58	14.1 %
Enforcement of local traffic laws	8	1.9 %
Overall quality of police services	22	5.3 %
How quickly fire personnel respond to emergencies	57	13.8 %
Overall quality of local fire protection	28	6.8 %
How quickly ambulance personnel respond to emergencies	30	7.3 %
Overall quality of ambulance service	16	3.9 %
None chosen	45	10.9 %
Total	412	100.0 %

Q10. Which FOUR of the Public Safety items listed in Question 9 above do you think are MOST IMPORTANT for the City to provide?

Q10. 3rd choice	Number	Percent
Visibility of police in neighborhoods	19	4.6 %
Visibility of police in commercial/retail areas	17	4.1 %
City's efforts to prevent crime	52	12.6 %
How quickly police respond to emergencies	50	12.1 %
Enforcement of local traffic laws	16	3.9 %
Overall quality of police services	28	6.8 %
How quickly fire personnel respond to emergencies	76	18.4 %
Overall quality of local fire protection	20	4.9 %
How quickly ambulance personnel respond to emergencies	61	14.8 %
Overall quality of ambulance service	24	5.8 %
None chosen	49	11.9 %
Total	412	100.0 %

Q10. Which FOUR of the Public Safety items listed in Question 9 above do you think are MOST IMPORTANT for the City to provide?

Q10. 4th choice	Number	Percent
Visibility of police in neighborhoods	26	6.3 %
Visibility of police in commercial/retail areas	21	5.1 %
City's efforts to prevent crime	49	11.9 %
How quickly police respond to emergencies	41	10.0 %
Enforcement of local traffic laws	28	6.8 %
Overall quality of police services	26	6.3 %
How quickly fire personnel respond to emergencies	28	6.8 %
Overall quality of local fire protection	28	6.8 %
How quickly ambulance personnel respond to emergencies	59	14.3 %
Overall quality of ambulance service	42	10.2 %
None chosen	64	15.5 %
Total	412	100.0 %

Q10. Which FOUR of the Public Safety items listed in Question 9 above do you think are MOST IMPORTANT for the City to provide?

Q10. Sum of top 4 choices	Number	Percent
Visibility of police in neighborhoods	238	57.8 %
Visibility of police in commercial/retail areas	108	26.2 %
City's efforts to prevent crime	202	49.0 %
How quickly police respond to emergencies	206	50.0 %
Enforcement of local traffic laws	58	14.1 %
Overall quality of police services	94	22.8 %
How quickly fire personnel respond to emergencies	172	41.7 %
Overall quality of local fire protection	79	19.2 %
How quickly ambulance personnel respond to emergencies	199	48.3 %
Overall quality of ambulance service	91	22.1 %
None chosen	43	10.4 %
Total	1490	

Q11. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=412)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q11a. In your neighborhood during the day	52.7%	38.1%	6.1%	1.2%	0.5%	1.5%
Q11b. In your neighborhood at night	23.3%	50.2%	16.5%	6.3%	1.5%	2.2%
Q11c. In City parks	11.4%	35.4%	27.2%	5.6%	1.5%	18.9%
Q11d. In commercial & retail areas during the day	32.3%	46.4%	14.3%	3.2%	0.5%	3.4%
Q11e. In commercial & retail areas at night	13.8%	39.6%	23.8%	13.3%	1.9%	7.5%
Q11f. Overall feeling of safety in Brooklyn	24.8%	55.6%	14.1%	3.2%	1.2%	1.2%

WITHOUT "DON'T KNOW"

Q11. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=412)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q11a. In your neighborhood during the day	53.4%	38.7%	6.2%	1.2%	0.5%
Q11b. In your neighborhood at night	23.8%	51.4%	16.9%	6.5%	1.5%
Q11c. In City parks	14.1%	43.7%	33.5%	6.9%	1.8%
Q11d. In commercial & retail areas during the day	33.4%	48.0%	14.8%	3.3%	0.5%
Q11e. In commercial & retail areas at night	15.0%	42.8%	25.7%	14.4%	2.1%
Q11f. Overall feeling of safety in Brooklyn	25.1%	56.3%	14.3%	3.2%	1.2%

Q12. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Enforcing clean-up of debris on private property	16.0%	37.9%	20.6%	10.2%	4.9%	10.4%
Q12b. Enforcing mowing & cutting of weeds & tall grass on private property	19.2%	35.7%	20.6%	9.7%	5.6%	9.2%
Q12c. Enforcing snow removal on sidewalks	16.7%	38.1%	22.6%	9.0%	2.9%	10.7%
Q12d. Enforcing exterior maintenance of residential property	14.8%	37.1%	22.8%	10.0%	5.8%	9.5%
Q12e. Enforcing exterior maintenance of business property	13.6%	43.4%	23.8%	4.9%	1.9%	12.4%
Q12f. Overall quality of building & permit process	13.1%	36.4%	21.6%	3.4%	1.9%	23.5%

WITHOUT "DON'T KNOW"

Q12. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Enforcing clean-up of debris on private property	17.9%	42.3%	23.0%	11.4%	5.4%
Q12b. Enforcing mowing & cutting of weeds & tall grass on private property	21.1%	39.3%	22.7%	10.7%	6.1%
Q12c. Enforcing snow removal on sidewalks	18.8%	42.7%	25.3%	10.1%	3.3%
Q12d. Enforcing exterior maintenance of residential property	16.4%	41.0%	25.2%	11.0%	6.4%
Q12e. Enforcing exterior maintenance of business property	15.5%	49.6%	27.1%	5.5%	2.2%
Q12f. Overall quality of building & permit process	17.1%	47.6%	28.3%	4.4%	2.5%

Q13. Which TWO of the Code Enforcement activities listed in Question 12 above do you think are MOST IMPORTANT for the City to provide?

Q13. Top choice	Number	Percent
Enforcing clean-up of debris on private property	141	34.2 %
Enforcing mowing & cutting of weeds & tall grass on private property	58	14.1 %
Enforcing snow removal on sidewalks	35	8.5 %
Enforcing exterior maintenance of residential property	82	19.9 %
Enforcing exterior maintenance of business property	31	7.5 %
Overall quality of building & permit process	16	3.9 %
None chosen	49	11.9 %
Total	412	100.0 %

Q13. Which TWO of the Code Enforcement activities listed in Question 12 above do you think are MOST IMPORTANT for the City to provide?

Q13. 2nd choice	Number	Percent
Enforcing clean-up of debris on private property	59	14.3 %
Enforcing mowing & cutting of weeds & tall grass on private property	105	25.5 %
Enforcing snow removal on sidewalks	31	7.5 %
Enforcing exterior maintenance of residential property	75	18.2 %
Enforcing exterior maintenance of business property	63	15.3 %
Overall quality of building & permit process	21	5.1 %
None chosen	58	14.1 %
Total	412	100.0 %

Q13. Which TWO of the Code Enforcement activities listed in Question 12 above do you think are MOST IMPORTANT for the City to provide?

Q13. Sum of top 2 choices	Number	Percent
Enforcing clean-up of debris on private property	200	48.5 %
Enforcing mowing & cutting of weeds & tall grass on private property	163	39.6 %
Enforcing snow removal on sidewalks	66	16.0 %
Enforcing exterior maintenance of residential property	157	38.1 %
Enforcing exterior maintenance of business property	94	22.8 %
Overall quality of building & permit process	37	9.0 %
None chosen	49	11.9 %
Total	843	

Q14. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City:

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. Maintenance of major City streets	26.2%	51.7%	10.9%	7.0%	1.7%	2.4%
Q14b. Maintenance of streets in your neighborhood	22.6%	45.4%	14.8%	10.4%	3.9%	2.9%
Q14c. Snow removal on major City streets	46.4%	43.4%	4.6%	2.2%	1.0%	2.4%
Q14d. Snow removal on streets in your neighborhood	34.2%	43.9%	10.9%	5.1%	1.9%	3.9%
Q14e. Mowing & trimming along City streets & other public areas	29.4%	50.2%	11.4%	2.9%	0.7%	5.3%
Q14f. Overall cleanliness of City streets & other public areas	27.2%	53.2%	11.4%	4.1%	1.7%	2.4%
Q14g. Adequacy of City street lighting	29.6%	48.3%	12.1%	4.9%	1.7%	3.4%
Q14h. Tree trimming & urban forestry along City streets & other public areas	22.8%	46.4%	14.1%	8.3%	3.4%	5.1%
Q14i. Residential trash collection services	50.2%	37.6%	6.1%	1.5%	0.5%	4.1%
Q14j. Curbside recycling services	51.0%	36.7%	5.1%	0.7%	0.7%	5.8%
Q14k. Yard waste (leaves, brush, etc.) removal services	45.1%	38.8%	5.1%	1.9%	1.2%	7.8%
Q14l. Bulky item pick up/removal services (old furniture, appliances, etc.)	47.3%	35.4%	7.0%	1.9%	0.5%	7.8%

WITHOUT "DON'T KNOW"

Q14. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. Maintenance of major City streets	26.9%	53.0%	11.2%	7.2%	1.7%
Q14b. Maintenance of streets in your neighborhood	23.3%	46.8%	15.3%	10.8%	4.0%
Q14c. Snow removal on major City streets	47.5%	44.5%	4.7%	2.2%	1.0%
Q14d. Snow removal on streets in your neighborhood	35.6%	45.7%	11.4%	5.3%	2.0%
Q14e. Mowing & trimming along City streets & other public areas	31.0%	53.1%	12.1%	3.1%	0.8%
Q14f. Overall cleanliness of City streets & other public areas	27.9%	54.5%	11.7%	4.2%	1.7%
Q14g. Adequacy of City street lighting	30.7%	50.0%	12.6%	5.0%	1.8%
Q14h. Tree trimming & urban forestry along City streets & other public areas	24.0%	48.8%	14.8%	8.7%	3.6%
Q14i. Residential trash collection services	52.4%	39.2%	6.3%	1.5%	0.5%
Q14j. Curbside recycling services	54.1%	38.9%	5.4%	0.8%	0.8%
Q14k. Yard waste (leaves, brush, etc.) removal services	48.9%	42.1%	5.5%	2.1%	1.3%
Q14l. Bulky item pick up/removal services (old furniture, appliances, etc.)	51.3%	38.4%	7.6%	2.1%	0.5%

Q15. Which FOUR of the City Maintenance services listed in Question 14 above do you think are MOST IMPORTANT for the City to provide?

Q15. Top choice	Number	Percent
Maintenance of major City streets	155	37.6 %
Maintenance of streets in your neighborhood	44	10.7 %
Snow removal on major City streets	49	11.9 %
Snow removal on streets in your neighborhood	17	4.1 %
Mowing & trimming along City streets & other public areas	11	2.7 %
Overall cleanliness of City streets & other public areas	24	5.8 %
Adequacy of City street lighting	10	2.4 %
Tree trimming & urban forestry along City streets & other public areas	2	0.5 %
Residential trash collection services	44	10.7 %
Curbside recycling services	6	1.5 %
Yard waste (leaves, brush, etc.) removal services	4	1.0 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	9	2.2 %
None chosen	37	9.0 %
Total	412	100.0 %

Q15. Which FOUR of the City Maintenance services listed in Question 14 above do you think are MOST IMPORTANT for the City to provide?

Q15. 2nd choice	Number	Percent
Maintenance of major City streets	44	10.7 %
Maintenance of streets in your neighborhood	96	23.3 %
Snow removal on major City streets	71	17.2 %
Snow removal on streets in your neighborhood	50	12.1 %
Mowing & trimming along City streets & other public areas	7	1.7 %
Overall cleanliness of City streets & other public areas	21	5.1 %
Adequacy of City street lighting	13	3.2 %
Tree trimming & urban forestry along City streets & other public areas	6	1.5 %
Residential trash collection services	34	8.3 %
Curbside recycling services	22	5.3 %
Yard waste (leaves, brush, etc.) removal services	5	1.2 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	3	0.7 %
None chosen	40	9.7 %
Total	412	100.0 %

Q15. Which FOUR of the City Maintenance services listed in Question 14 above do you think are MOST IMPORTANT for the City to provide?

Q15. 3rd choice	Number	Percent
Maintenance of major City streets	19	4.6 %
Maintenance of streets in your neighborhood	33	8.0 %
Snow removal on major City streets	64	15.5 %
Snow removal on streets in your neighborhood	40	9.7 %
Mowing & trimming along City streets & other public areas	13	3.2 %
Overall cleanliness of City streets & other public areas	42	10.2 %
Adequacy of City street lighting	29	7.0 %
Tree trimming & urban forestry along City streets & other public areas	10	2.4 %
Residential trash collection services	65	15.8 %
Curbside recycling services	16	3.9 %
Yard waste (leaves, brush, etc.) removal services	20	4.9 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	13	3.2 %
None chosen	48	11.7 %
Total	412	100.0 %

Q15. Which FOUR of the City Maintenance services listed in Question 14 above do you think are MOST IMPORTANT for the City to provide?

Q15. 4th choice	Number	Percent
Maintenance of major City streets	19	4.6 %
Maintenance of streets in your neighborhood	20	4.9 %
Snow removal on major City streets	24	5.8 %
Snow removal on streets in your neighborhood	49	11.9 %
Mowing & trimming along City streets & other public areas	12	2.9 %
Overall cleanliness of City streets & other public areas	35	8.5 %
Adequacy of City street lighting	35	8.5 %
Tree trimming & urban forestry along City streets & other public areas	16	3.9 %
Residential trash collection services	38	9.2 %
Curbside recycling services	34	8.3 %
Yard waste (leaves, brush, etc.) removal services	26	6.3 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	42	10.2 %
None chosen	62	15.0 %
Total	412	100.0 %

Q15. Which FOUR of the City Maintenance services listed in Question 14 above do you think are MOST IMPORTANT for the City to provide?

Q15. Sum of top 4 choices	Number	Percent
Maintenance of major City streets	237	57.5 %
Maintenance of streets in your neighborhood	193	46.8 %
Snow removal on major City streets	208	50.5 %
Snow removal on streets in your neighborhood	156	37.9 %
Mowing & trimming along City streets & other public areas	43	10.4 %
Overall cleanliness of City streets & other public areas	122	29.6 %
Adequacy of City street lighting	87	21.1 %
Tree trimming & urban forestry along City streets & other public areas	34	8.3 %
Residential trash collection services	181	43.9 %
Curbside recycling services	78	18.9 %
Yard waste (leaves, brush, etc.) removal services	55	13.3 %
Bulky item pick up/removal services (old furniture, appliances, etc.)	67	16.3 %
None chosen	37	9.0 %
Total	1498	

Q16. Do you prefer trash/recycle/compost to be an in-house city service or prefer it was contracted out?

Q16. Do you prefer trash/recycle/compost to be an in-house City service or prefer it was contracted out	Number	Percent
Prefer it as an in-house city service	259	62.9 %
Prefer it be contracted out	11	2.7 %
No preference	79	19.2 %
Not Sure	63	15.3 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q16. Do you prefer trash/recycle/compost to be an in-house city service or prefer it was contracted out? (without "not provided")

Q16. Do you prefer trash/recycle/compost to be an in-house City service or prefer it was contracted out	Number	Percent
Prefer it as an in-house city service	259	62.9 %
Prefer it be contracted out	11	2.7 %
No preference	79	19.2 %
Not Sure	63	15.3 %
Total	412	100.0 %

Q17. How supportive would you be of paying additional taxes to maintain the current level of trash/recycle/compost/special pick-ups?

Q17. How supportive would you be of paying additional taxes to maintain current level of trash/ recycle/compost/special pick-ups	Number	Percent
Very supportive	40	9.7 %
Somewhat supportive	69	16.7 %
Neutral	86	20.9 %
Not supportive	80	19.4 %
Not at all supportive	103	25.0 %
Not sure	34	8.3 %
Total	412	100.0 %

WITHOUT "NOT SURE"

Q17. How supportive would you be of paying additional taxes to maintain the current level of trash/recycle/compost/special pick-ups? (without "not sure")

Q17. How supportive would you be of paying additional taxes to maintain current level of trash/ recycle/compost/special pick-ups	Number	Percent
Very supportive	40	10.6 %
Somewhat supportive	69	18.3 %
Neutral	86	22.8 %
Not supportive	80	21.2 %
Not at all supportive	103	27.2 %
Total	378	100.0 %

Q18. COMMUNICATIONS. Which of the following sources do you currently use to get information about City of Brooklyn?

Q18. What sources do you currently use to get City information	Number	Percent
Senior newsletter Chit-Chat	105	27.3 %
City e-Newsletter	77	20.1 %
City Website	123	32.0 %
City Facebook or Twitter	83	21.6 %
AT&T, WOW, Time Warner	68	17.7 %
Plain Dealer/Sun News	159	41.4 %
www.cleveland.com	51	13.3 %
Town Planner/Calendar	109	28.4 %
Recreation Brochure	120	31.3 %
Ready-Notify	56	14.6 %
Coffee with the Mayor	17	4.4 %
Good Neighbor Guide	22	5.7 %
Public meetings	26	6.8 %
Other	26	6.8 %
Total	1042	

Q18. Other

Q18. Other	Number	Percent
word of mouth	11	50.0 %
MAIL	1	4.5 %
MAILINGS	1	4.5 %
Brooklyn Library	1	4.5 %
TV	1	4.5 %
News outlets	1	4.5 %
WEATHER	1	4.5 %
school	1	4.5 %
Occasional mailings	1	4.5 %
NEWSLETTER/word of mouth	1	4.5 %
Facebook	1	4.5 %
MAIL/NEWSLETTER	1	4.5 %
Total	22	100.0 %

Q19. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Brooklyn:

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19a. Availability of information about City programs & services	16.5%	42.5%	25.5%	6.6%	1.5%	7.5%
Q19b. City efforts to keep you informed about local issues	16.7%	37.9%	24.8%	12.6%	1.7%	6.3%
Q19c. Level of public involvement in local decision making	9.5%	23.5%	34.5%	12.1%	4.1%	16.3%
Q19d. Usefulness of City's web page	8.3%	25.0%	28.9%	5.3%	0.5%	32.0%

WITHOUT "DON'T KNOW"

Q19. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of communication provided by the City of Brooklyn: (without "don't know")

(N=412)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19a. Availability of information about City programs & services	17.8%	45.9%	27.6%	7.1%	1.6%
Q19b. City efforts to keep you informed about local issues	17.9%	40.4%	26.4%	13.5%	1.8%
Q19c. Level of public involvement in local decision making	11.3%	28.1%	41.2%	14.5%	4.9%
Q19d. Usefulness of City's web page	12.1%	36.8%	42.5%	7.9%	0.7%

Q20. There are many reasons that you may have decided to live in the City of Brooklyn. From the following list, please check the THREE most important factors impacting your decision to live in Brooklyn.

Q20. Important factors impacting your decision to live in Brooklyn	Number	Percent
Quality of public school system	121	30.9 %
Employment opportunity	16	4.1 %
Affordability of housing	214	54.6 %
Access to quality health care	27	6.9 %
Availability of cultural activities & the arts	8	2.0 %
Location of college, university or vocational institutions	4	1.0 %
Safety & security	247	63.0 %
Availability of parks & recreation	76	19.4 %
Near family or friends	134	34.2 %
Access to quality shopping	94	24.0 %
Access to restaurants/entertainment	43	11.0 %
Opportunities and/or resources for senior citizens	50	12.8 %
Availability of transportation options including public transit (bus, train, etc.)	30	7.7 %
Other	56	14.3 %
Total	1120	

Q20. Other

Q20. Other	Number	Percent
ACCESS TO MAJOR HIGHWAYS	12	21.4 %
Close to work	5	8.9 %
Access to downtown	4	7.1 %
taxes	2	3.6 %
SENIOR SERVICES	1	1.8 %
EASY FREEWAY ACCESS/CENTRAL LOCATION TO DOWNTOWN	1	1.8 %
Access to churches	1	1.8 %
work may transfer	1	1.8 %
MAINTENANCE AND APPEARANCE	1	1.8 %
John Coyne	1	1.8 %
average	1	1.8 %
City services	1	1.8 %
rec center	1	1.8 %
clean, quiet area	1	1.8 %
love the home	1	1.8 %
after school programs	1	1.8 %
Police - Brooklyn #1	1	1.8 %
Less crime	1	1.8 %
LOW TAXES & LIVED HERE A LONG TIME	1	1.8 %
CENTRALLY LOCATED	1	1.8 %
PARENTS HOUSE	1	1.8 %
Grew up here	1	1.8 %
great little township	1	1.8 %
Mayor Coyne	1	1.8 %
Resident 50 plus years	1	1.8 %
distance from work, freeway and downtown	1	1.8 %
Can't afford to move	1	1.8 %
Quality mayor & proactive police department	1	1.8 %
GARBAGE SERVICES	1	1.8 %
accessability	1	1.8 %
TAXES WERE GOOD NOW TAXES ARE TOO HIGH	1	1.8 %
inherited house	1	1.8 %
Community	1	1.8 %
We moved hear 20 years ago and none of the above apply now	1	1.8 %
BORN AND RAISED HERE	1	1.8 %
MY FAMILY OWNED HOME AND IT WAS PUT IN MY NAME	1	1.8 %
low taxes for senior citizens	1	1.8 %
Total	56	100.0 %

Q21. Which THREE of the reasons for living in the City listed in Question 20 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q21. Top choice	Number	Percent
Quality of public school system	106	25.7 %
Employment opportunity	13	3.2 %
Affordability of housing	38	9.2 %
Access to quality health care	5	1.2 %
Location of college, university or vocational institutions	2	0.5 %
Safety & security	145	35.2 %
Availability of parks & recreation	7	1.7 %
Near family or friends	8	1.9 %
Access to quality shopping	1	0.2 %
Access to restaurants/entertainment	1	0.2 %
Opportunities and/or resources for senior citizens	12	2.9 %
Availability of transportation options including public transit (bus, train, etc.)	3	0.7 %
Other	14	3.4 %
None chosen	57	13.8 %
Total	412	100.0 %

Q21. Which THREE of the reasons for living in the City listed in Question 20 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q21. 2nd choice	Number	Percent
Quality of public school system	59	14.3 %
Employment opportunity	10	2.4 %
Affordability of housing	56	13.6 %
Access to quality health care	17	4.1 %
Availability of cultural activities & the arts	5	1.2 %
Location of college, university or vocational institutions	2	0.5 %
Safety & security	100	24.3 %
Availability of parks & recreation	22	5.3 %
Near family or friends	8	1.9 %
Access to quality shopping	24	5.8 %
Access to restaurants/entertainment	6	1.5 %
Opportunities and/or resources for senior citizens	22	5.3 %
Availability of transportation options including public transit (bus, train, etc.)	12	2.9 %
Other	2	0.5 %
None chosen	67	16.3 %
Total	412	100.0 %

Q21. Which THREE of the reasons for living in the City listed in Question 20 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q21. 3rd choice	Number	Percent
Quality of public school system	31	7.5 %
Employment opportunity	20	4.9 %
Affordability of housing	46	11.2 %
Access to quality health care	9	2.2 %
Availability of cultural activities & the arts	7	1.7 %
Location of college, university or vocational institutions	1	0.2 %
Safety & security	36	8.7 %
Availability of parks & recreation	44	10.7 %
Near family or friends	19	4.6 %
Access to quality shopping	27	6.6 %
Access to restaurants/entertainment	24	5.8 %
Opportunities and/or resources for senior citizens	34	8.3 %
Availability of transportation options including public transit (bus, train, etc.)	15	3.6 %
Other	9	2.2 %
None chosen	90	21.8 %
Total	412	100.0 %

Q21. Which THREE of the reasons for living in the City listed in Question 20 above should receive the MOST EMPHASIS from City leaders over the next TWO Years?

Q21. Sum of top 3 choices	Number	Percent
Quality of public school system	196	47.6 %
Employment opportunity	43	10.4 %
Affordability of housing	140	34.0 %
Access to quality health care	31	7.5 %
Availability of cultural activities & the arts	12	2.9 %
Location of college, university or vocational institutions	5	1.2 %
Safety & security	281	68.2 %
Availability of parks & recreation	73	17.7 %
Near family or friends	35	8.5 %
Access to quality shopping	52	12.6 %
Access to restaurants/entertainment	31	7.5 %
Opportunities and/or resources for senior citizens	68	16.5 %
Availability of transportation options including public transit (bus, train, etc.)	30	7.3 %
Other	25	6.1 %
None chosen	57	13.8 %
Total	1079	

Q22. BUDGET ISSUES. Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of 2015 general tax expenditures for each service area. Using a scale of 1 to 5 where 5 means "Increase services with increased tax revenues" and 1 means "Substantial reductions in services," please indicate your support for changing the following City services:

(N=412)

	Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions	Don't know
Q22a. Police Services ($4.32 or 30%)	18.9%	13.1%	49.5%	3.6%	1.7%	13.1%
Q22b. Fire & Emergency Medical Services ($3.05 or 21%)	17.0%	10.0%	54.9%	3.4%	0.5%	14.3%
Q22c. Service Department (Refuse/Recycling Pickup, Street/Sidewalk Repair, Snow/ Ice Removal, Compost/Leaf Pickup, Mowing/Trimming; $1.95 or 13%)	11.9%	13.1%	56.1%	5.1%	1.2%	12.6%
Q22d. Parks & Recreation (Rec Center with Ice Rink, Indoor/Outdoor Pools, Youth Athletic Programs, Youth Summer Camp, City Parks & Pavilions; $1.26 or 9%)	15.5%	10.0%	41.5%	14.1%	4.1%	14.8%
Q22e. Public Lands & Buildings (Utilities/ Maintenance/Repair of City Buildings, Solid Waste Disposal Fees, Communications Equipment; $1.23 or 9%)	9.2%	5.8%	53.9%	10.4%	3.4%	17.2%
Q22f. Senior Services (Senior Transportation Services, Senior Meal Programming, Recreation Programming at Senior Center; $0.28 or 2%)	10.0%	9.5%	47.8%	9.2%	5.3%	18.2%

Q22. BUDGET ISSUES. Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of 2015 general tax expenditures for each service area. Using a scale of 1 to 5 where 5 means "Increase services with increased tax revenues" and 1 means "Substantial reductions in services," please indicate your support for changing the following City services:

	Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions	Don't know
Q22g. Building Department (Zoning, Residential & Commercial Building Code Enforcement, Review & Permitting of Construction Plans; $0.25 or 2%)	8.0%	6.1%	48.5%	13.1%	3.6%	20.6%

WITHOUT "DON'T KNOW"

Q22. BUDGET ISSUES. Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of 2015 general tax expenditures for each service area. Using a scale of 1 to 5 where 5 means "Increase services with increased tax revenues" and 1 means "Substantial reductions in services," please indicate your support for changing the following City services: (without "don't know")

(N=412)

	Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions
Q22a. Police Services ($4.32 or 30%)	21.8%	15.1%	57.0%	4.2%	2.0%
Q22b. Fire & Emergency Medical Services ($3.05 or 21%)	19.8%	11.6%	64.0%	4.0%	0.6%
Q22c. Service Department (Refuse/ Recycling Pickup, Street/Sidewalk Repair, Snow/Ice Removal, Compost/ Leaf Pickup, Mowing/Trimming; $1.95 or 13%)	13.6%	15.0%	64.2%	5.8%	1.4%
Q22d. Parks & Recreation (Rec Center with Ice Rink, Indoor/Outdoor Pools, Youth Athletic Programs, Youth Summer Camp, City Parks & Pavilions; $1. 26 or 9%)	18.2%	11.7%	48.7%	16.5%	4.8%
Q22e. Public Lands & Buildings (Utilities/ Maintenance/Repair of City Buildings, Solid Waste Disposal Fees, Communications Equipment; $1.23 or 9%)	11.1%	7.0%	65.1%	12.6%	4.1%
Q22f. Senior Services (Senior Transportation Services, Senior Meal Programming, Recreation Programming at Senior Center; $0.28 or 2%)	12.2%	11.6%	58.5%	11.3%	6.5%
Q22g. Building Department (Zoning, Residential & Commercial Building Code Enforcement, Review & Permitting of Construction Plans; $0.25 or 2%)	10.1%	7.6%	61.2%	16.5%	4.6%

Q23. Which of the following best describes your race/ethnicity?

Q23. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	16	3.9 %
Black/African American	22	5.4 %
White	358	87.7 %
Hispanic	37	9.1 %
American Indian/Eskimo	2	0.5 %
Other	1	0.2 %
Total	436	

Q23. Other

Q23. Other	Number	Percent
Arabic	1	100.0 %
Total	1	100.0 %

Q24. Including yourself, how many people in your household are:

	Mean	Sum
number	2.0	807
Under age 10	0.1	54
Ages 10-19	0.3	100
Ages 20-34	0.3	109
Ages 35-54	0.5	216
Ages 55-74	0.5	214
Ages 75+	0.3	114

Q25. Do you own or rent your home?

Q25. Do you own or rent your home	Number	Percent
Own	292	70.9 %
Rent	116	28.2 %
Not provided	4	1.0 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Do you own or rent your home? (without "not provided")

Q25. Do you own or rent your home	Number	Percent
Own	292	71.6 %
Rent	116	28.4 %
Total	408	100.0 %

Q26. Approximately how many years have you lived in the City of Brooklyn?

Q26. How many years have you lived in City of Brooklyn	Number	Percent
5 or less	63	15.6 %
6 to 10	49	12.1 %
11 to 15	36	8.9 %
16 to 20	55	13.6 %
21 to 30	61	15.1 %
31+	141	34.8 %
Total	405	100.0 %

Q27. Your gender:

Q27. Your gender	Number	Percent
Male	196	47.6 %
Female	214	51.9 %
Not provided	2	0.5 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q27. Your gender: (without "not provided")

Q27. Your gender	Number	Percent
Male	196	47.8 %
Female	214	52.2 %
Total	410	100.0 %

Q28. Which of the following best describes your total household income?

Q28. Your total household income	Number	Percent
Under $30K	84	20.4 %
$30K-$59,999	108	26.2 %
$60K-$99,999	119	28.9 %
$100K-$129,999	18	4.4 %
$130K+	25	6.1 %
Not provided	58	14.1 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Which of the following best describes your total household income? (without "not provided")

Q28. Your total household income	Number	Percent
Under $30K	84	23.7 %
$30K-$59,999	108	30.5 %
$60K-$99,999	119	33.6 %
$100K-$129,999	18	5.1 %
$130K+	25	7.1 %
Total	354	100.0 %

Q29. Do you have children who attend Brooklyn City public schools?

Q29. Do you have children who attend Brooklyn City public schools	Number	Percent
Yes	68	16.5 %
No	328	79.6 %
Not provided	16	3.9 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Do you have children who attend Brooklyn City public schools? (without "not provided")

Q29. Do you have children who attend Brooklyn City public schools	Number	Percent
Yes	68	17.2 %
No	328	82.8 %
Total	396	100.0 %

Q30. Are you planning to live in Brooklyn for the next 5 years?

Q30. Are you planning to live in Brooklyn for next 5 years	Number	Percent
Yes	319	77.4 %
No	50	12.1 %
Not provided	43	10.4 %
Total	412	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Are you planning to live in Brooklyn for the next 5 years? (without "provided")

Q30. Are you planning to live in Brooklyn for next 5 years	Number	Percent
Yes	319	86.4 %
No	50	13.6 %
Total	369	100.0 %

Section 5
Survey Instrument

The City of Brooklyn · Ohio

Mayor
Katherine A. Gallagher

Council
Kathleen M. Pucci
Antony E. DeMarco
Kevin Tanski
Ron Van Kirk
Mary L. Balbier
Barbara A. Paulitzky
Deborah G. Tomusko

Dear Brooklyn Resident:

Happy New Year! As I work with City Council to prepare this year's budget, I believe it is important to give you a chance to let the city know what is important to you. I hope you can take the opportunity to complete the enclosed survey to provide feedback on services, facilities, and programs in the City of Brooklyn.

As a bit of background, in September of 2016, the City of Brooklyn permanently lost American Greetings and its largest subcontractor. This departure, along with the City of Cleveland's tax rate changes, results in over 30% less income tax for the City of Brooklyn or an approximate loss of $6.1 million. This significant income tax decline requires the administration to evaluate the services we provide and the extent residents are using these services. Because the departure of American Greetings was a known variable, the City of Brooklyn has prepared for their departure and maintains a strong general fund balance. Additionally, over the last year, I have made a substantial effort to reduce expenses and overhead costs without impacting services.

In addition to the revenue loss, the City of Brooklyn is faced with aging infrastructure that requires necessary improvements to keep the municipal buildings operational. Based on the City's current financial position and our current infrastructure needs, this poses the question – What do Brooklyn residents value so we can prioritize these services and facilities? I truly believe with your feedback and the City's commitment to prioritize the residents' feedback, the City of Brooklyn will emerge from this period strong, more vibrant and a more desirable place to live and work.

We have selected ETC Institute, an independent consulting company, to administer this survey. They will compile the data received and present the results to my administration. **Your responses will remain confidential.** Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you prefer, you may complete this survey online at bit.do/brooklynohio2017survey. We are asking that you submit your responses by March 3rd.

If you have questions or want more information, please contact Finance Director Dave Schaeffer at (216) 635-4204 or dschaeffer@brooklynohio.gov. The survey is a tool that will benefit all residents. Please take this opportunity to let your voice be heard.

Sincerely,

Katherine A. Gallagher, Mayor

7619 Memphis Avenue • Brooklyn, OH 44144-2197 • (216) 351-2133 • Fax (216) 351-7601 • www.brooklynohio.gov

2017 City of Brooklyn Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve residents in long-range planning and improving the quality of City services. If you have questions, please call Dave Schaeffer Finance Director at (216) 635-4204. ***Thank you!***

1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Brooklyn on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police services	5	4	3	2	1	9
02.	Overall quality of fire and ambulance services	5	4	3	2	1	9
03.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
04.	Overall quality of the City senior services programs and facilities	5	4	3	2	1	9
05.	Overall maintenance of City streets, buildings & facilities	5	4	3	2	1	9
06.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
07.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
08.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
09.	Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9
10.	Overall quality of services provided by the City	5	4	3	2	1	9
11.	Overall image of the City	5	4	3	2	1	9
12.	The overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

2. Which THREE of the Major Categories of City Services do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____

3a. PARKS AND RECREATION. Have you or other members of your household visited a Brooklyn City Park during the past 12 month? ____(1) Yes ____(2) No

3b. Have you or other members of your household visited the Brooklyn Senior Center during the past 12 months? ____(1) Yes ____(2) No

3c. Have you or other members of your household visited the Brooklyn Recreation Center during the past 12 months? ____(1) Yes ____(2) No *[Skip to Question 3d.]*

3c-1. Do you have a valid I.D. for the Brooklyn Recreation Center? ____(1) Yes ____(2) No

3d. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Brooklyn during the past 12 months (fitness class, summer camp, outdoor sports, etc.)? ____(1) Yes ____(2) No *[Skip to Question 3e.]*

3d-1. Where have you participated in programs? *[Check all that apply.]*

____(1) Natatorium/Indoor Pool ____(2) Ice Rink ____(3) Parks/Outside Sports

3e. Did you or other members of your household attended a City sponsored Community Event this past year? ____(1) Yes ____(2) No

4. Please indicate how satisfied you are with each of the following aspects of Parks and Recreation in the City of Brooklyn.

	Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Number of walking and biking trails	5	4	3	2	1	9
03.	Indoor pool and programs	5	4	3	2	1	9
04.	Quality of outdoor athletic fields	5	4	3	2	1	9
05.	Ice Rink	5	4	3	2	1	9
06.	Youth recreation programs	5	4	3	2	1	9
07.	Senior recreation programs	5	4	3	2	1	9
08.	Maintenance and appearance of the Senior Center	5	4	3	2	1	9
09.	Maintenance and appearance of the Recreation Center	5	4	3	2	1	9
10.	Programs and activities offered at the Senior Center	5	4	3	2	1	9
11.	Programs and activities offered at the Recreation Center	5	4	3	2	1	9
12.	Quality of instructors and coaches	5	4	3	2	1	9
13.	Ease of registering for programs	5	4	3	2	1	9
14.	Fees charged for recreation programs	5	4	3	2	1	9

5. Which FOUR of the Parks and Recreation services listed above do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 4.]*

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

6. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

1st suggestion: _____ 2nd suggestion: _____

7. How supportive would you be of paying additional taxes for a renovated recreational facility?

____(5) Very Supportive ____(3) Neutral ____(1) Not at All Supportive
____(4) Somewhat Supportive ____(2) Not Supportive ____(9) Not Sure

8. <u>CUSTOMER SERVICE.</u> Have you contacted the City with a question, problem, or complaint during the past year? ____(1) Yes ____(2) No *[Skip to Question 9.]*

8a. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never".

	Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1.	They were courteous and polite	5	4	3	2	1	9
2.	They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
3.	They did what they said they would do in a timely manner	5	4	3	2	1	9
4.	They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

9. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following public safety services provided by the City of Brooklyn:

	Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The visibility of police in neighborhoods	5	4	3	2	1	9
02.	The visibility of police in commercial/retail areas	5	4	3	2	1	9
03.	The City's efforts to prevent crime	5	4	3	2	1	9
04.	How quickly police respond to emergencies	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	Overall quality of police services	5	4	3	2	1	9
07.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9
08.	Overall quality of local fire protection	5	4	3	2	1	9
09.	How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
10.	Overall quality of ambulance service	5	4	3	2	1	9

10. Which FOUR of the Public Safety items listed above do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 9.]*

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

11. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations:

	Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In City parks	5	4	3	2	1	9
4.	In commercial and retail areas during the day	5	4	3	2	1	9
5.	In commercial and retail areas at night	5	4	3	2	1	9
6.	Overall feeling of safety in Brooklyn	5	4	3	2	1	9

12. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following:

	Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3.	Enforcing snow removal on sidewalks	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
5.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
6.	Overall quality of the building and permit process	5	4	3	2	1	9

13. Which TWO of the Code Enforcement activities listed above do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 12.]*

1st: ____ 2nd: ____

14. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following services provided by the City:

	City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major city streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Snow removal on major city streets	5	4	3	2	1	9
04.	Snow removal on streets in your neighborhood	5	4	3	2	1	9
05.	Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
06.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
07.	Adequacy of city street lighting	5	4	3	2	1	9
08.	Tree trimming and urban forestry along city streets and other public areas	5	4	3	2	1	9
09.	Residential trash collection services	5	4	3	2	1	9
10.	Curbside recycling services	5	4	3	2	1	9
11.	Yard waste (leaves, brush, etc.) removal services	5	4	3	2	1	9
12.	Bulky item pick up/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9

15. Which FOUR of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? *[Write-in your answers below using the numbers from the list in Question 14.]*

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

16. Do you prefer trash/recycle/compost to be an in-house city service or prefer it was contracted out?

____(1) Prefer it as an in-house city service
____(2) Prefer it be contracted out
____(3) No preference
____(4) Not Sure

17. How supportive would you be of paying additional taxes to maintain the current level of trash/recycle/compost/special pick-ups?

____(5) Very Supportive
____(4) Somewhat Supportive
____(3) Neutral
____(2) Not Supportive
____(1) Not at All Supportive
____(9) Not Sure

18. COMMUNICATIONS. Which of the following sources do you currently use to get information about City of Brooklyn? *[Check all that apply.]*

____(01) Senior newsletter Chit-Chat
____(02) City E-Newsletter
____(03) City Website
____(04) City Facebook or Twitter
____(05) AT&T, WOW, Time Warner
____(06) Plain Dealer/Sun News
____(07) www.cleveland.com
____(08) Town Planner/Calendar
____(09) Recreation Brochure
____(10) Ready-Notify
____(11) Coffee with the Mayor
____(12) Good Neighbor Guide
____(13) Public Meetings
____(14) Other: _____

19. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following aspects of communication provided by the City of Brooklyn:

	City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in local decision making	5	4	3	2	1	9
4.	The usefulness of the City's web page	5	4	3	2	1	9

20. There are many reasons that you may have decided to live in the City of Brooklyn. From the following list, please check the THREE most important factors impacting your decision to live in Brooklyn. *[Check only three.]*

____(01) Quality of public school system
____(02) Employment opportunity
____(03) Affordability of housing
____(04) Access to quality health care
____(05) Availability of cultural activities and the arts
____(06) Location of College, University or Vocational Institutions
____(07) Safety and security
____(08) Availability of parks and recreation
____(09) Near family or friends
____(10) Access to quality shopping
____(11) Access to restaurants/entertainment
____(12) Opportunities and/or resources for senior citizens
____(13) Availability of transportation options including public transit (bus, train, etc.)
____(14) Other: _____

21. Which THREE of the reasons for living in the City listed above should receive the MOST EMPHASIS from City leaders over the next TWO Years? *[Write-in your answers below using the numbers from the list in Question 20.]*

1st: ____ 2nd: ____ 3rd: ____

22. **BUDGET ISSUES. Please indicate your support for changes in service levels that you would support for services that are provided with general tax revenues. Listed below are tax supported direct services showing dollars (in millions) and percentages of 2015 general tax expenditures for each service area. Using a scale of 1 to 5 where 5 means "Increase services with increased tax revenues" and 1 means "Substantial reductions in services", please indicate your support for changing the following City services:**		Increase service with increased fees/taxes	Increase service but reduce other services	No change in services	Limited reductions	Substantial reductions	Don't Know
1.	Police Services *($4.32 or 30%)*	5	4	3	2	1	9
2.	Fire and Emergency Medical Services *($3.05 or 21%)*	5	4	3	2	1	9
3.	Service Department *(Refuse/Recycling Pickup, Street/Sidewalk Repair, Snow/Ice Removal, Compost/Leaf Pickup, Mowing/Trimming; $1.95 or 13%)*	5	4	3	2	1	9
4.	Parks and Recreation *(Rec Center with Ice Rink, Indoor/Outdoor Pools, Youth Athletic Programs, Youth Summer Camp, City Parks and Pavilions; $1.26 or 9%)*	5	4	3	2	1	9
5.	Public Lands & Buildings *(Utilities/Maintenance/Repair of City Buildings, Solid Waste Disposal Fees, Communications Equipment; $1.23 or 9%)*	5	4	3	2	1	9
6.	Senior Services *(Senior Transportation Services, Senior Meal Programming, Recreation Programming at the Senior Center; $0.28 or 2%)*	5	4	3	2	1	9
7.	Building Department *(Zoning, Residential and Commercial Building Code Enforcement, Review and Permitting of Construction Plans; $0.25 or 2%)*	5	4	3	2	1	9

23. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____(1) Asian/Pacific Islander ____(3) White ____(5) American Indian/Eskimo
____(2) Black/African American ____(4) Hispanic ____(6) Other: _____

24. Including yourself, how many people in your household are:

Under age 10: ____ Ages 20-34: ____ Ages 55-74: ____
Ages 10-19: ____ Ages 35-54: ____ Ages 75+: ____

25. Do you own or rent your home? ____(1) Own ____(2) Rent

26. Approximately how many years have you lived in the City of Brooklyn? _____ years

27. Your gender: ____(1) Male ____(2) Female

28. Which of the following best describes your total household income?

____(1) Under $30,000 ____(3) $60,000-$99,999 ____(5) $130,000 or more
____(2) $30,000-$59,999 ____(4) $100,000-$129,999

29. Do you have children who attend Brooklyn City public schools? ____(1) Yes ____(2) No

30. Are you planning to live in Brooklyn for the next 5 years? ____(1) Yes ____(2) No

Do you have any other suggestions for improving the quality of City services? If so, please write your suggestion in the space provided below.

_____

_____

_____

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the lower right will ONLY be used to help identify your area of the City. If your address is not correct, please provide the correct information. Thank you.

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