



The City of
Brooklyn · Ohio

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April 6, 2017

Dear Citizens of Brooklyn,

Thank you for returning your responses to the Community Survey. There were 1,500 Community Surveys mailed to randomly selected households in early January 2017 with the goal of obtaining 300 responses. The City is happy to report that 412 survey responses were obtained, and this provides the City Council and City Administration with statistically strong survey response data on which to base decisions. Some of the highlights from the Community Survey response data are detailed below:

- 84% of the respondents were either “Very Satisfied” or “Satisfied” with the “Quality of the services provided by the City.” That was 35% higher than the National Average for the same category and is a key indicator that the City is providing quality services to the residents overall. Compared against the Great Lakes Regional Average (GLR), the City is 31% higher in that same category.
- 92% of respondents were either “Very Satisfied or “Satisfied” with “Snow removal on major City streets” that was 34% higher than the National Average and 33% higher than the GLR;
- 80% of respondents were either “Very Satisfied or “Satisfied” with “Maintenance of major City streets,” that was 30% higher than both the National Average and the GLR;
- 90% of respondents were either “Very Satisfied or “Satisfied” with “How quickly police respond,” that was 25% higher than the National Average and 24% higher than the GLR;
- 94% of respondents were either “Very Satisfied or “Satisfied” with “How quickly ambulance personnel respond,” that was 16% higher than the national average and 18% higher than the GLR.

In order to help the City identify investment priorities for the next two years, the ETC Institute conducted an Importance-Satisfaction analysis which examined the importance residents placed on each City service and the level of satisfaction with each service. Based on the survey results, the top three investment priorities were determined to be “Overall maintenance of City streets, buildings & facilities,” “Overall quality of police services” and “Overall quality of City parks & recreation programs & facilities.”

The detailed reports of the Community Survey results are posted on the City’s website at <http://www.brooklynohio.gov/en-US/city-news.aspx>. Again, thank you for your participation and feedback; this information will help City Administration and City Council direct resources during future budget cycles.

Sincerely,

Katherine A. Gallagher
Mayor