

Citizen Satisfaction Survey September 2014



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September 22, 2014

To: Mayor and City Council

The City of Crossville decided to conduct a Citizen Satisfaction Survey to learn what citizens think about the various services and programs offered by the City and the perception of the quality of those services and programs.

The City mailed 422 survey forms to randomly selected citizens. The sample population was chosen from City tax records. The City's information technology (IT) department created the list of tax payers to be mailed surveys. The selected citizens were mailed post cards informing them of the survey process and allowing them to have their names removed from the list. Only twelve citizens removed themselves from the process. Ten were returned due to an error in the address. This left a total of 400 surveys to be completed.

A letter from the Mayor informing citizens of the importance of completing the survey and returning it to be processed accompanied the survey. The citizens were given two weeks to complete and return the survey.

Mailed citizen surveys yield anywhere from 25% to a 50% response rate. That rate is generally accomplished by three mailings; a post card, cover letter and survey and a follow-up survey within a couple of weeks. Crossville received 168 completed surveys for a response rate of 42%. Crossville did not do a third mailing. Seven additional surveys were received and were either not completed or came in after the cut-off date. The margin of error in the returned surveys is approximately 7%.

The responses paint a different picture of what some would think of Crossville. The respondents are older, more conservative on some issues and very progressive on others. The respondents were equally divided by gender. The respondents were from several socio-economic backgrounds. Please check map showing values of homes surveys were mailed.

The following information is presented as a point of reference for comparing survey data to 2010 census data. The 2010 census data reported that the population of Crossville was 10,795 with this breaking out to be 5,100 (47.2%) males and 5,695 (52.8%) females. The total number of housing units was 5,273 with owner occupied being 2,239 and renter occupied being 2,298. This produces a vacancy rate of 14% of the housing units. Population in owner occupied units was 5,050 while population in renter occupied units was 5,262. Household units with individuals 65 years and over numbered 1,439. Households with individuals under 18 years numbered 1,360. The percentage of population in the City of Crossville over 60 years of age was 25.9%. While the percentage less than 19 years of age was 25.8%. The median age of Crossville citizens was 39.4 years with median age of males at 36.3 years and females 42.1 years.

The largest segment of survey respondents were over 65 years of age, 51%. Annual household income under \$30,000 was reported by 31% of the respondents while 13% reported greater than \$100,000. Nearly two-thirds (64%) live in residences over 21 years old. Some 38% of respondents reported that their household standard of living decreased over the last year.

There were three questions that dealt with economic development. The use of incentives to attract new business, whether the city should have a “spec” building in the City’s industrial park, and City efforts over the next five years. Overwhelmingly, 81% of respondents support the City’s use of incentives to attract new business. Efforts should be greater by the City to promote economic development over the next five years according to 69% of the respondents. Citizens may not have understood the question about a “spec” building on City industrial property, 76% of respondents said no to this concept. It would appear from the overwhelming support for efforts to increase and use incentives that respondents were not familiar with the term “spec” building.

Another interesting response was the use of city taxes to provide funding for social services providers (non-profits). Seventy-two (72%) of the respondents do not support the use of city taxes for funding social service providers.

The overall perception of the City of Crossville by respondents was rated satisfactory by 76%. The satisfaction level of City leadership was only 38%. The overall satisfaction with public safety (police and fire) reported by respondents was 67%.

The results will be used to formulate new policies and processes to inform and engage the citizens. It was obvious in some results that citizens are not aware of programs or processes to keep them informed. A significant number of responses marked “don’t know” as their choice. This is troublesome and all efforts should be used to better inform citizens of services and programs. Ideally, the City will conduct another survey in three years to compare the results and see if citizens have a higher satisfaction rate.

Included in the Appendices are copies of the survey instrument, initial post card and cover letter, house valuation distribution map and verbatim comments made by citizens. Nearly 43% of respondents took the opportunity to share their comment about different aspects of city programs, customer service and leadership and actions of the City Council and its members.

Respectfully,

David Rutherford
City Manager

2014 City of Crossville Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Please circle the appropriate number or check the appropriate blank. Your input is an important part of the City's on-going effort to involve citizens in long range planning and investment decisions. If you have any questions, please contact City Hall at 484-5113.

1. Please rate your overall satisfaction with major categories of services provided by the City of Crossville on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of public safety services (e.g., police & fire services)	5	4	3	2	1	9
(B) Overall quality of city parks & recreation programs & facilities	5	4	3	2	1	9
(C) Overall maintenance of city streets buildings & facilities	5	4	3	2	1	9
(D) Overall enforcement of city codes and ordinances for building & housing	5	4	3	2	1	9
(E) Overall quality of customer service you receive from city employees	5	4	3	2	1	9
(F) Overall effectiveness of city communication with the public	5	4	3	2	1	9
(G) Overall quality of the city's drainage program/ stormwater management system	5	4	3	2	1	9
(H) Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Several items that may influence your perception of the City of Crossville are listed below. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of services provided by the City of Crossville	5	4	3	2	1	9
(B) Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
(C) Overall image of the City	5	4	3	2	1	9
(D) Overall quality of life in the City	5	4	3	2	1	9
(E) Overall feeling of safety in the City	5	4	3	2	1	9
(F) Overall appearance of the City	5	4	3	2	1	9

3. Planning

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) How well the City is planning growth	5	4	3	2	1	9
(B) Quality of new residential development in the City	5	4	3	2	1	9

4. Public Safety

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of local police protection	5	4	3	2	1	9
(B) The visibility of police in neighborhood	5	4	3	2	1	9
(C) The visibility of police in retail areas	5	4	3	2	1	9
(D) The City's effort to prevent crime	5	4	3	2	1	9
(E) How quickly police respond to emergencies	5	4	3	2	1	9
(F) Enforcement of local traffic laws	5	4	3	2	1	9
(G) Quality of the City's fire prevention programs	5	4	3	2	1	9
(H) Visibility of fire department personnel	5	4	3	2	1	9
(I) How quickly fire department personnel respond to emergencies	5	4	3	2	1	9
(J) Overall quality of City fire protection	5	4	3	2	1	9
(K) City efforts to enhance fire protection	5	4	3	2	1	9
(L) Fire Dept's First Responder Program	5	4	3	2	1	9
(M) Quality of animal control	5	4	3	2	1	9
(N) The City's municipal court	5	4	3	2	1	9

5. The City's Police Department has several community policing programs. How familiar are you with the following programs:

- (A) Out of town property checks (people can request the police department to check on their property when out of town)
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (B) Business watch program
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (C) Senior Citizen Police Academy
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (D) Neighborhood Watch Program
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (E) Operation Identification (burglary prevent programs for homes)
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (F) Crimestoppers Program
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (G) Cops in Shops Program
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar
- (H) Pill Take Back Program
 ____ (1) very familiar ____ (2) somewhat familiar ____ (3) not familiar

6. Parks and Recreation

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Maintenance of City parks	5	4	3	2	1	9
(B) How close neighborhood parks are to your home	5	4	3	2	1	9
(C) Number of walking/biking trails	5	4	3	2	1	9
(D) Quality of outdoor athletic fields	5	4	3	2	1	9
<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(E) Number of outdoor athletic fields	5	4	3	2	1	9
(F) Ease of registering for recreation programs	5	4	3	2	1	9
(G) Availability of information about City parks & recreation programs	5	4	3	2	1	9
(H) Fees to use the facilities	5	4	3	2	1	9
(I) Hours of operation	5	4	3	2	1	9
(J) Variety/quality of programs for youth	5	4	3	2	1	9
(K) Variety/quality of programs for adults	5	4	3	2	1	9

7. How important do you think it is for the City of Crossville to recover the cost of providing the following types of parks and recreation programs through user fees?:

<u>How satisfied are you with fees:</u>	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not Sure</u>	<u>Not Important</u>
(A) Adult recreation programs	4	3	2	1
(B) Youth recreation programs	4	3	2	1
(C) Teen programs	4	3	2	1
(D) Senior programs (non-travel related)	4	3	2	1

8. City Maintenance

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall maintenance of City streets	5	4	3	2	1	9
(B) Maintenance of streets in your neighborhood	5	4	3	2	1	9
(C) Maintenance of street signs and Traffic signals	5	4	3	2	1	9
(D) Maintenance and preservation of downtown Crossville	5	4	3	2	1	9
(E) Maintenance of City buildings, such as City Hall	5	4	3	2	1	9
(F) Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
(G) Adequacy of City street lighting	5	4	3	2	1	9
(H) Maintenance of City street lighting	5	4	3	2	1	9
(I) Availability of parking downtown	5	4	3	2	1	9

9. Please rate the following services provided by the City of Crossville. Rate your overall satisfaction with the service on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

<i>How satisfied are you with:</i>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Residential trash collection service	5	4	3	2	1	9
(B) Yard waste service	5	4	3	2	1	9
(C) City water service	5	4	3	2	1	9
(D) Sanitary sewer/wastewater service	5	4	3	2	1	9

10. Enforcement of City codes and ordinances

<i>How satisfied are you with:</i>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
(B) Enforcing the mowing and cutting of weeds on private property	5	4	3	2	1	9
(C) Enforcing the maintenance of residential property	5	4	3	2	1	9
(D) Enforcing the maintenance of commercial property	5	4	3	2	1	9
(E) Enforcing sign regulations	5	4	3	2	1	9

11. Should the City issue new debt to provide indoor recreation facility with an indoor track, pool, gym, programming rooms, and senior facilities? _____Yes _____No

12. Do you use the County’s drop off recycling center? _____Yes _____No

13. Should the City embark on a curbside recycling program? _____Yes _____No

14. City leadership

<i>How satisfied are you with:</i>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of leadership provided by the City’s elected officials	5	4	3	2	1	9
(B) Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
(C) Overall effectiveness of the City Manager	5	4	3	2	1	9
(D) Overall effectiveness of department heads	5	4	3	2	1	9

15. How satisfied are you with:

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) The availability of information about City programs and services	5	4	3	2	1	9
(B) City efforts to keep you informed about local issues	5	4	3	2	1	9
(C) How open the City is to public involvement and input from residents	5	4	3	2	1	9
(D) The quality of the City's web page	5	4	3	2	1	9
(E) The ability to hear Council meetings live?	5	4	3	2	1	9

16. Have you done any of the following during the past year? (Check all that apply)

- (1) called or wrote a City Council member
- (2) attended a City Council meeting
- (3) attended a neighborhood meeting
- (4) read an article in the newspaper about the City
- (5) accessed City website for information about the City
- (6) listened to a City Council meeting online?
- (7) participated in "Speak Up Crossville e-comments"

17. Which of the following are your primary sources of information about City issues, services, and events?

(Check all that apply)

- (1) Local newspaper
- (2) Television news
- (3) City website
- (4) Radio
- (5) Friends/neighbors
- (6) City employees
- (7) Other: _____

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

- (1) Yes (2) No
- If yes, which department: _____

Several factors that may influence your perception of the quality of customer services 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”.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(A) They were easy to contact	5	4	3	2	1	9
(B) Did you leave a message?	5	4	3	2	1	9
(C) Was your call returned in a timely manner?	5	4	3	2	1	9
(D) They were courteous and polite	5	4	3	2	1	9
(E) They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
(F) They did what they said they would do in a timely manner?	5	4	3	2	1	9
(G) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

19. In general, how do you think the City’s effort to promote economic development in the community should change over the next five years?

- _____ (1) Should be much greater
- _____ (2) Should be somewhat greater
- _____ (3) Stay about the same
- _____ (4) Should be reduced
- _____ (5) Don’t Know

20. Should there be a “spec building” located on the City Industrial property?

- _____ Yes _____ No

21. Should the Mayor and City Council provide funding for social services providers (non-profits) from City taxes? _____ Yes _____ No

22. In general, how supportive are you of having the City use incentives to attract new businesses and the expansion of existing business in Crossville?

- _____ (1) Very supportive
- _____ (2) Somewhat supportive
- _____ (3) Not sure
- _____ (4) Not supportive

23. Counting yourself, how many people regularly live in your household? _____

24. How many (counting yourself) are?

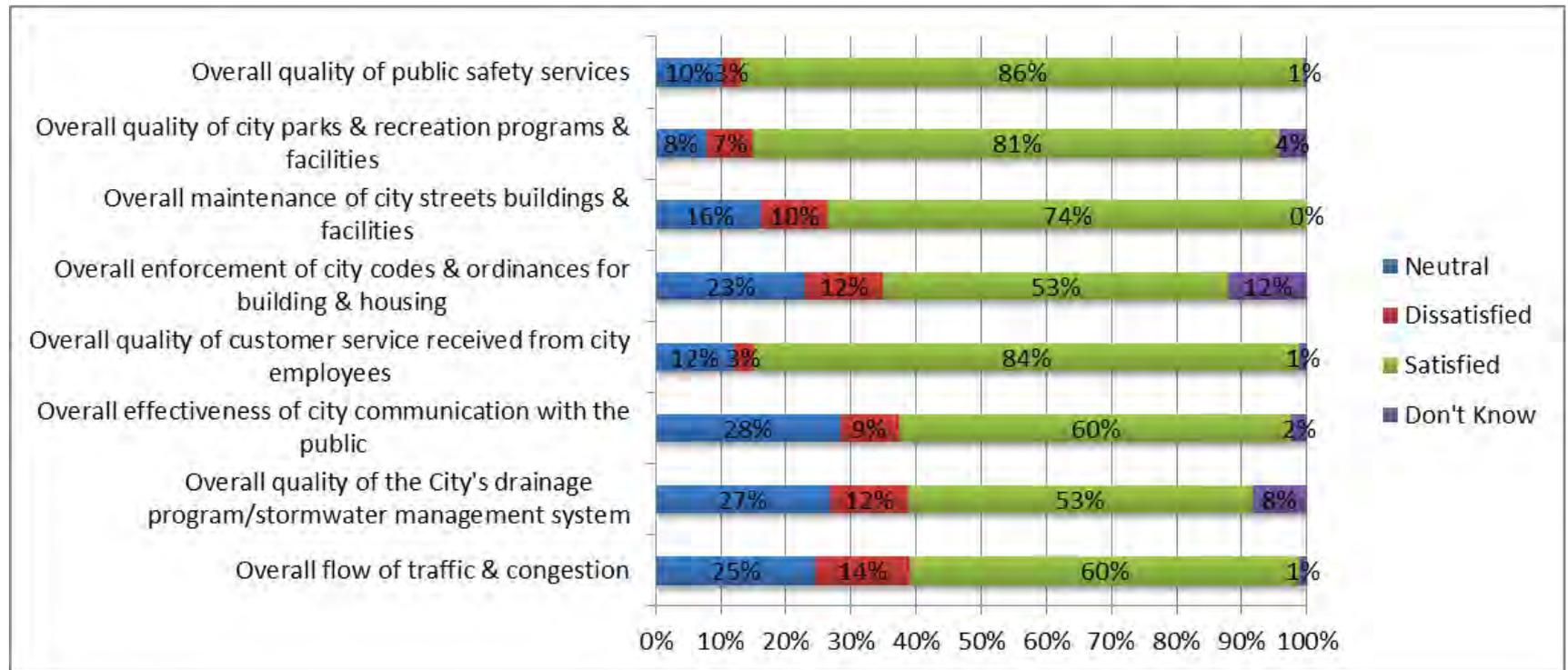
- | | | | | | |
|-------------|-------|------------|-------|------------|-------|
| Under age 5 | _____ | Ages 20-24 | _____ | Ages 55-64 | _____ |
| Ages 5-9 | _____ | Ages 25-34 | _____ | Ages 65-74 | _____ |
| Ages 10-14 | _____ | Ages 35-44 | _____ | Ages 75+ | _____ |
| Ages 15-19 | _____ | Ages 45-54 | _____ | | |

25. Approximately how many years have you lived in the City of Crossville? _____

26. Do you own or rent your current residence? _____ (1) Own _____ (2) Rent

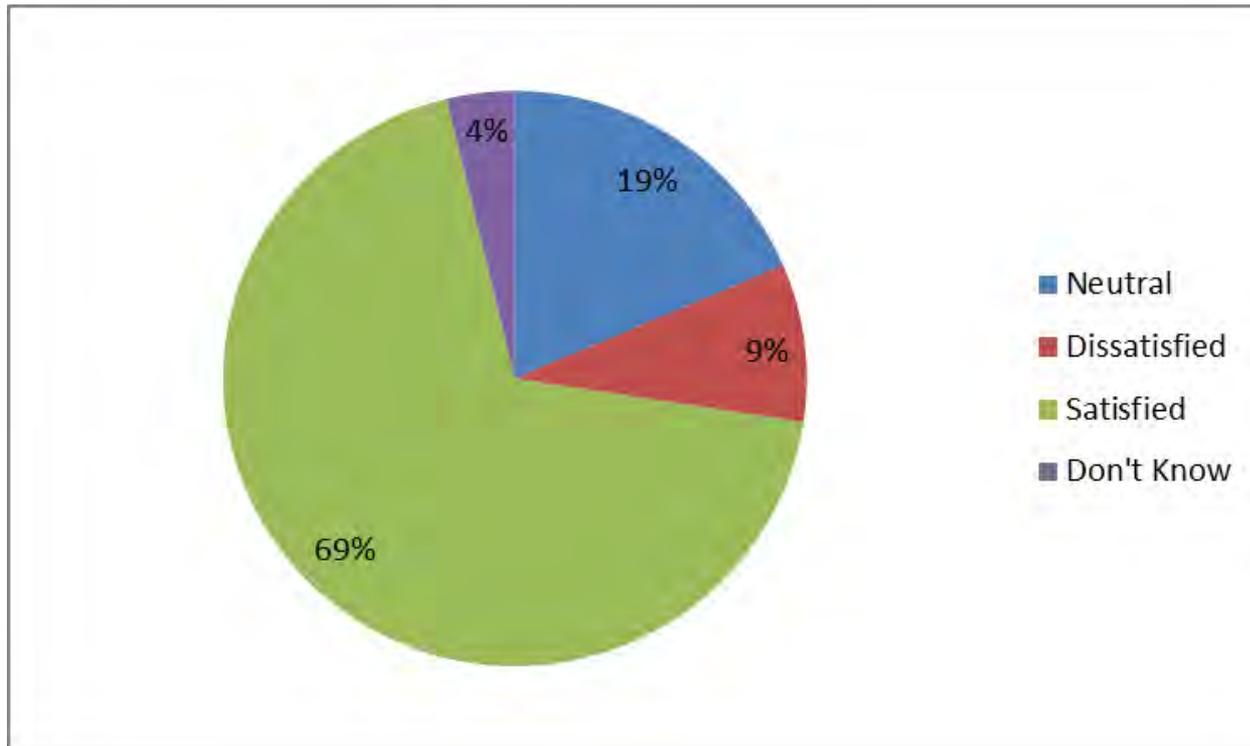
- 27. Which of the following best describes your race/ethnicity (check all that apply)?**
 (1) Asian/Pacific Islander (4) Black/African American
 (2) White (5) Hispanic
 (3) American Indian/Eskimo (6) Other: _____
- 28. What is your age?**
 (1) under 25 (4) 45 to 54
 (2) 25 to 34 (5) 55 to 64
 (3) 35 to 44 (6) 65+
- 29. Would you say your total annual household income is?**
 (1) Under \$30,000 (3) \$60,000 to \$99,999
 (2) \$30,000 to \$59,999 (4) more than \$100,000
- 30. About how old is your residence?**
 (1) less than 5 years (4) 21-30 years
 (2) 5-10 years (5) 31-50 years
 (3) 11-20 years (6) more than 50 years old
- 31. Have you ever applied for a city building or other permit?** (1) Yes (2) No
- 32. Your gender:** (1) Male (2) Female
- 33. How has your household standard of living (purchasing power) changed over the last year?**
 Increased Decreased Unchanged
- 34. Is there anything else you would like to tell us? (Use back of page if necessary)**

Major Categories of Services Provided by the City of Crossville



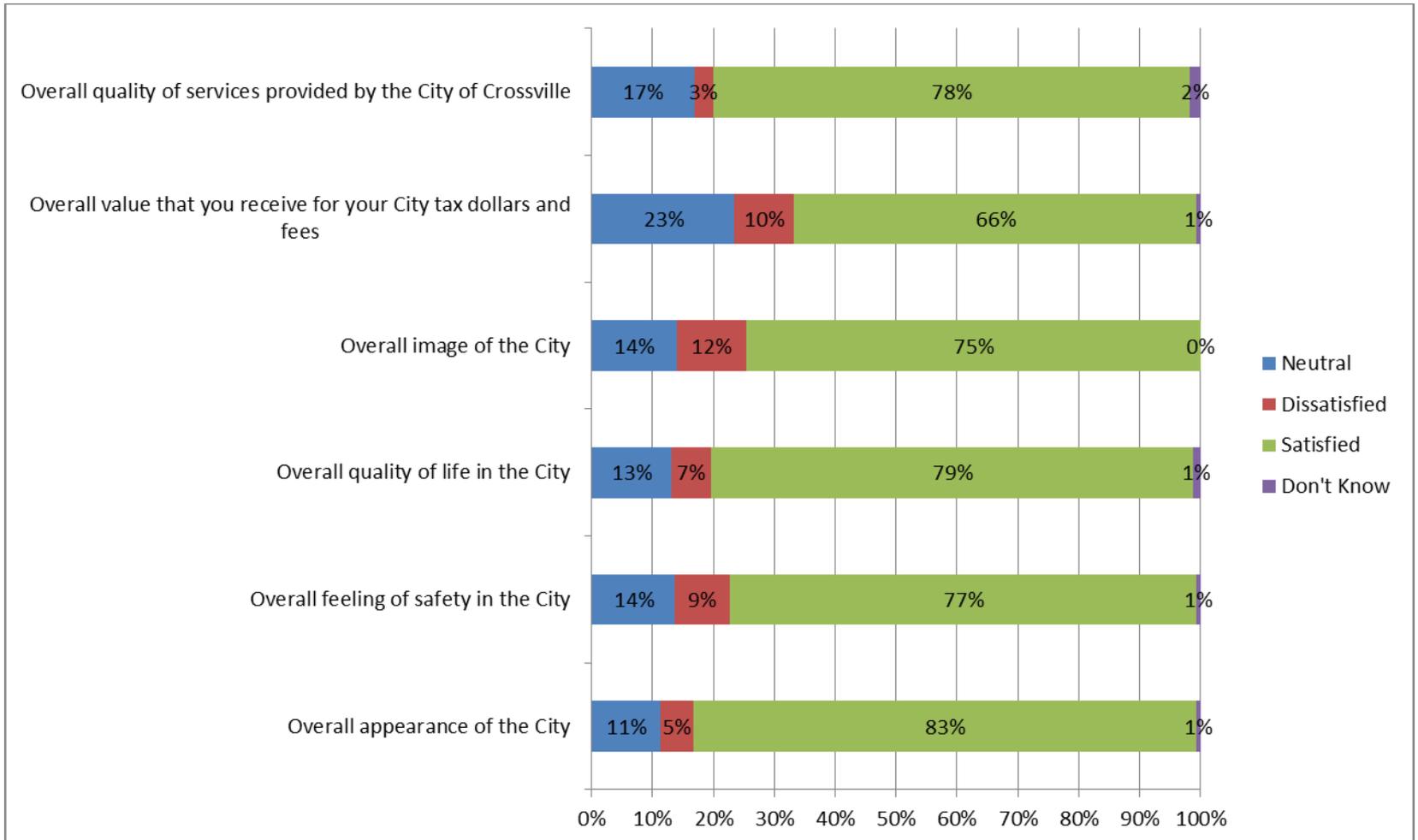
69% is the average score of the eight categories of services

Overall Satisfaction With Basic City Services

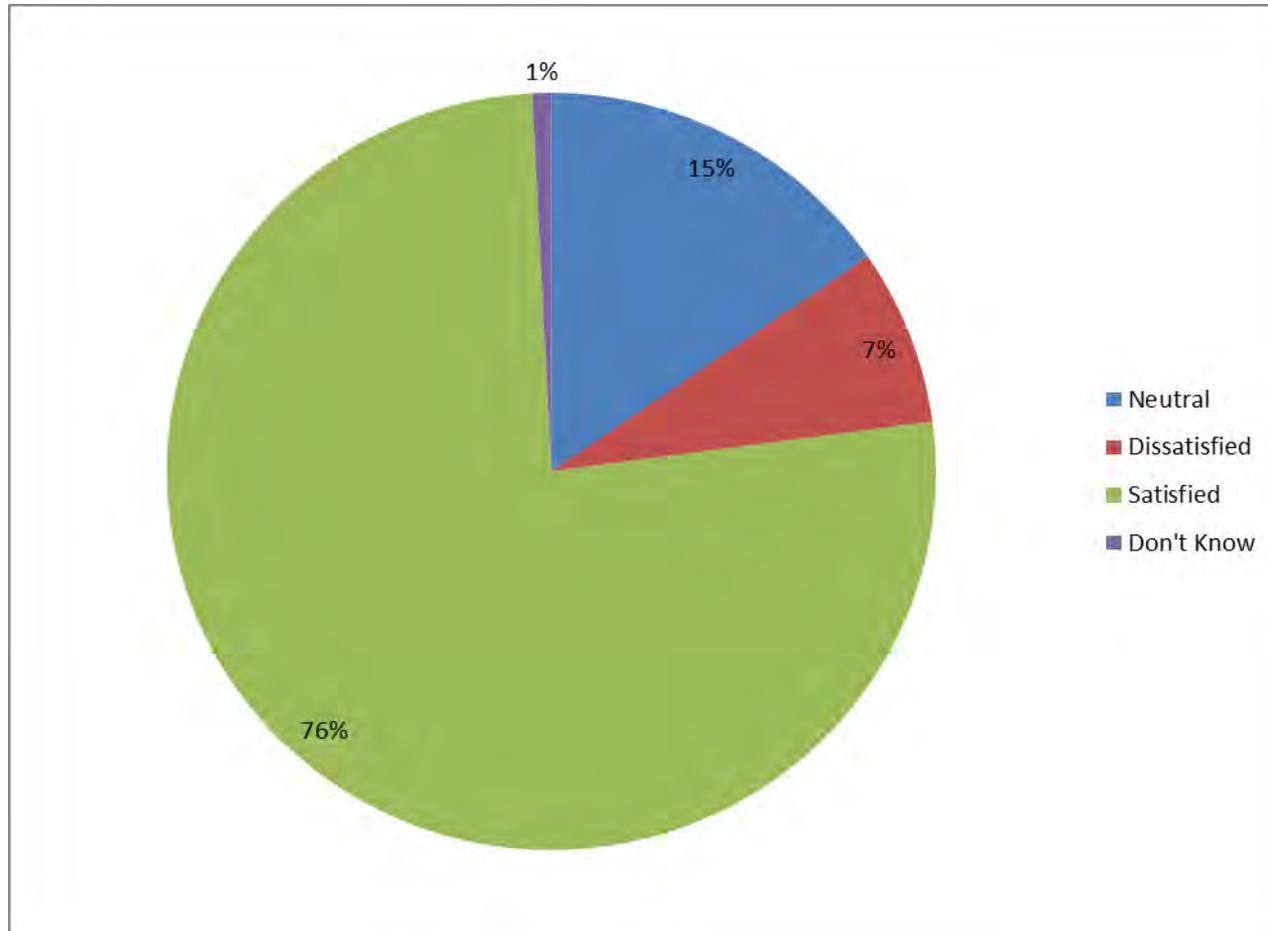


69% is the average score of the eight categories of services

Items That May Influence Your Perception of the City of Crossville



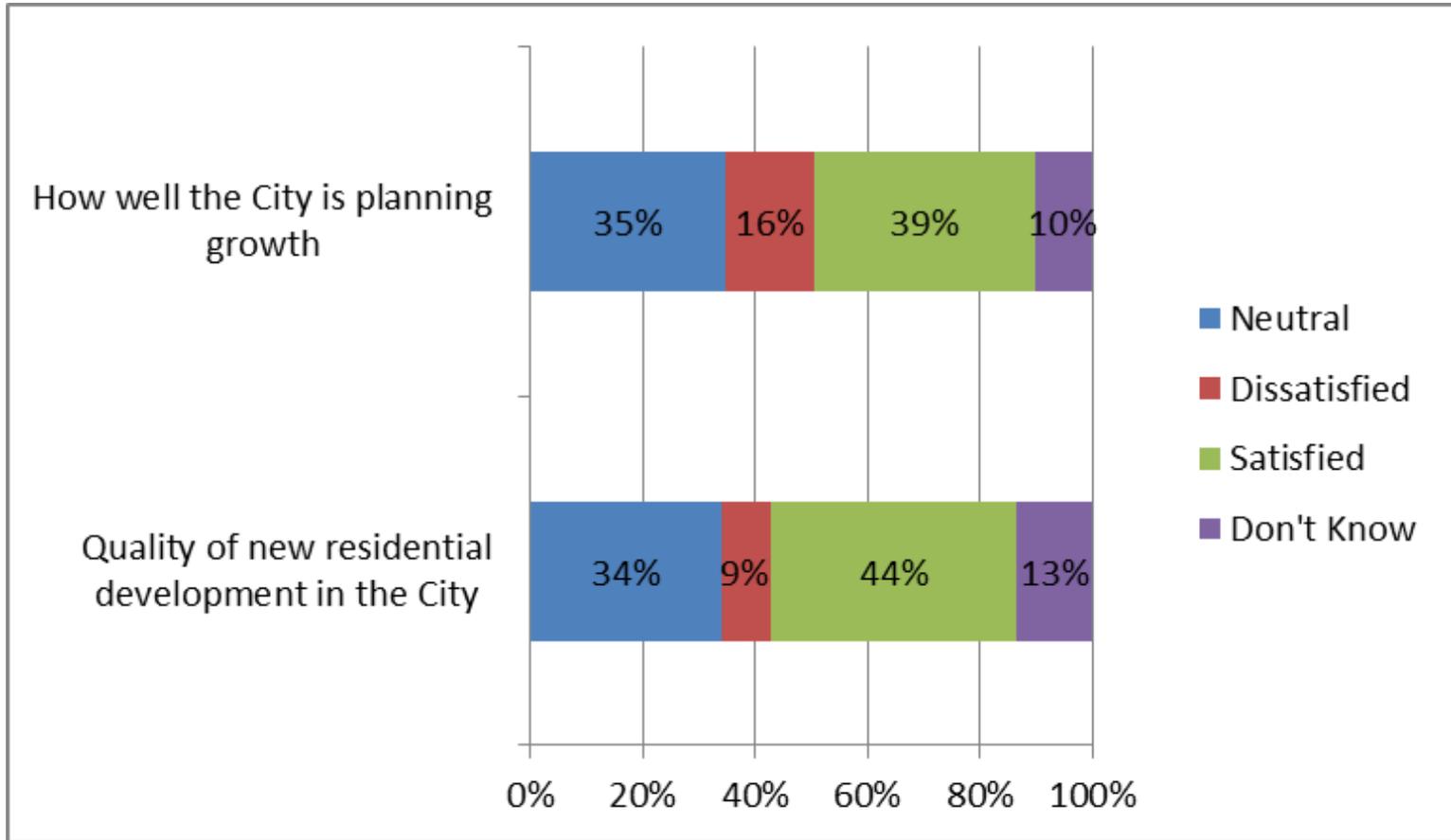
Overall Perception of the City of Crossville



76% of the respondents had a satisfactory perception of the City of Crossville

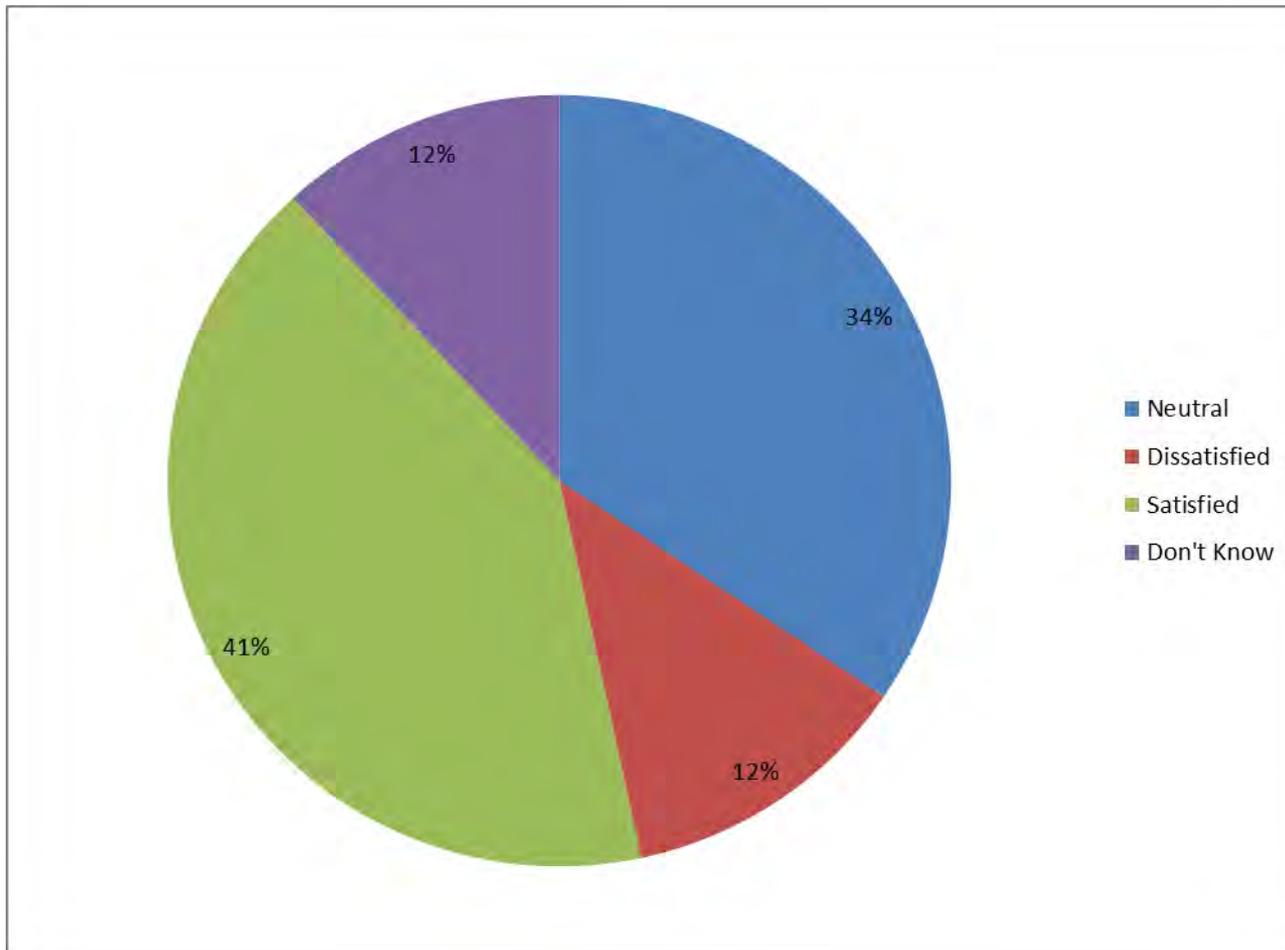
Growth & Development

Only 44% of respondents are satisfied with the new residential development in the City while 47% are neutral or don't know.



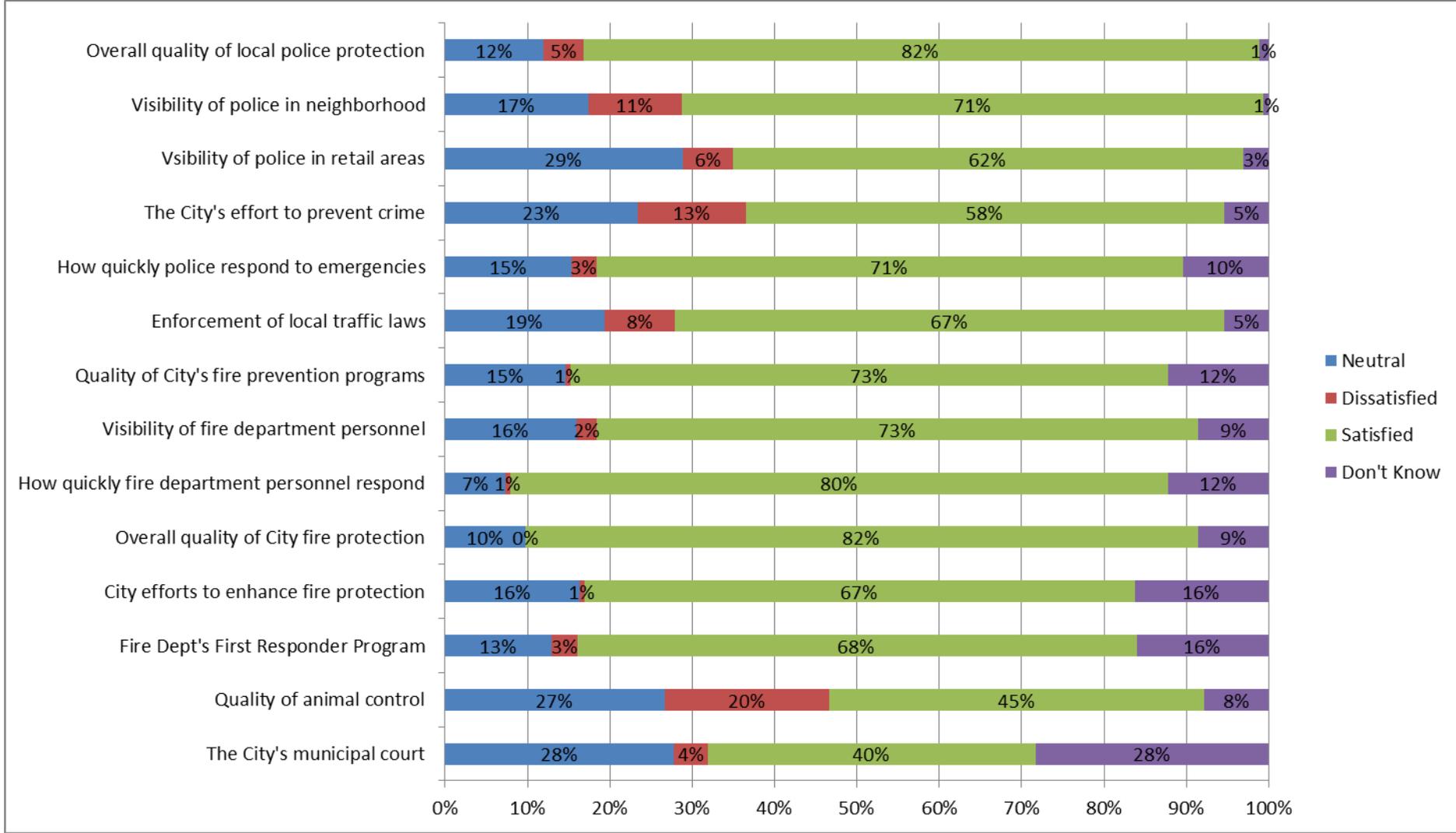
Only 39% of respondents think the City is planning growth while 45% are neutral or don't know. The City's Planning Commission needs to be proactive in getting the "planning/growth" message out.

Satisfaction with Planning For Growth & Development



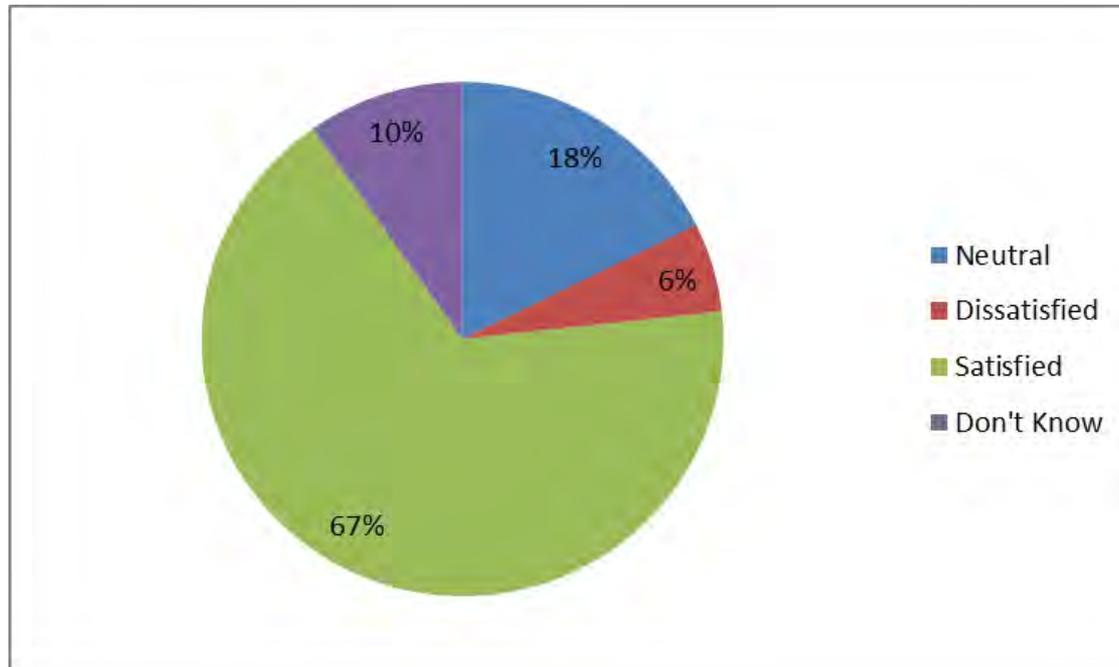
The City Council and Planning Commission have some work to do to inform citizens of the positive planning efforts underway.

Public Safety Satisfaction



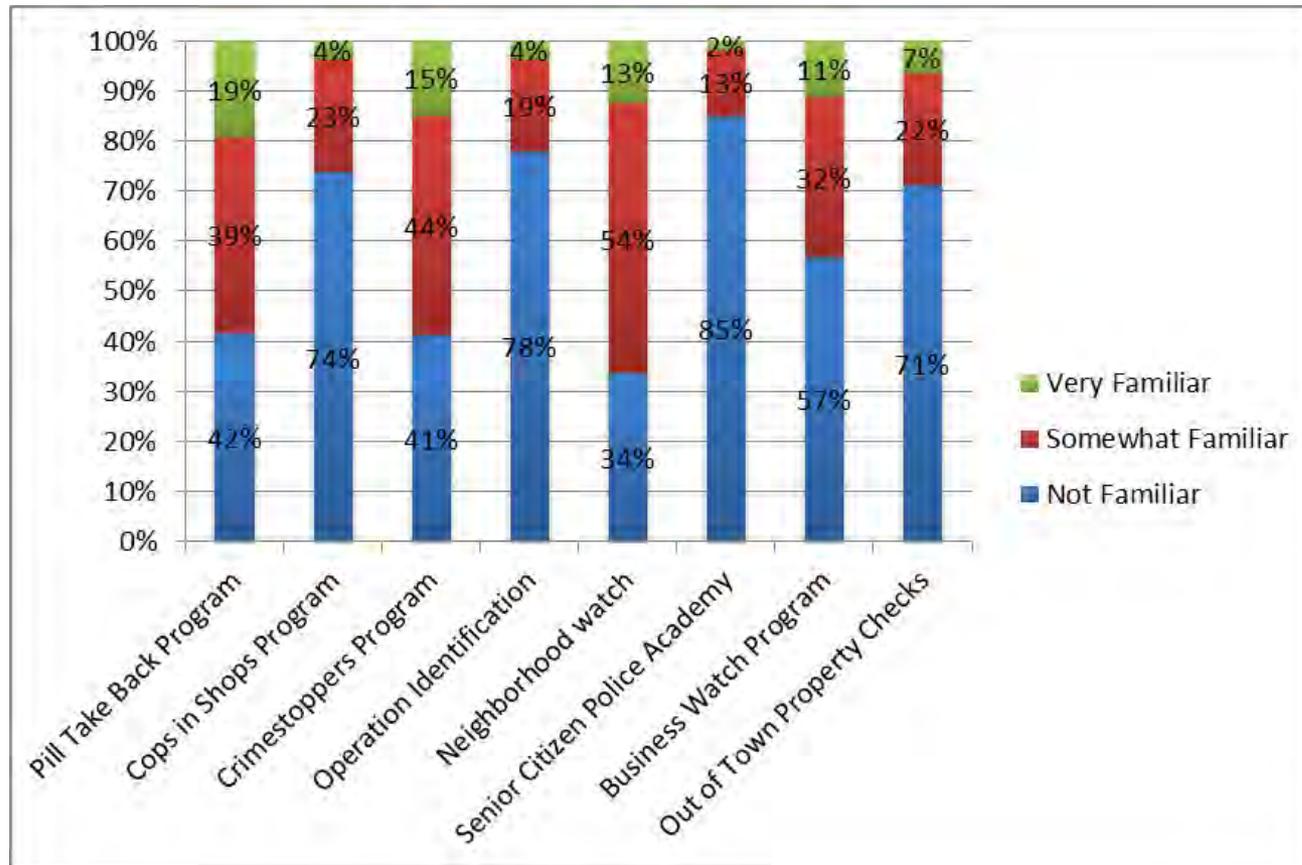
Animal control and City's municipal court had 35% and 56% respectively of "neutral" and "don't know" responses. 20% of respondents are dissatisfied with animal control.

Overall Satisfaction Public Safety



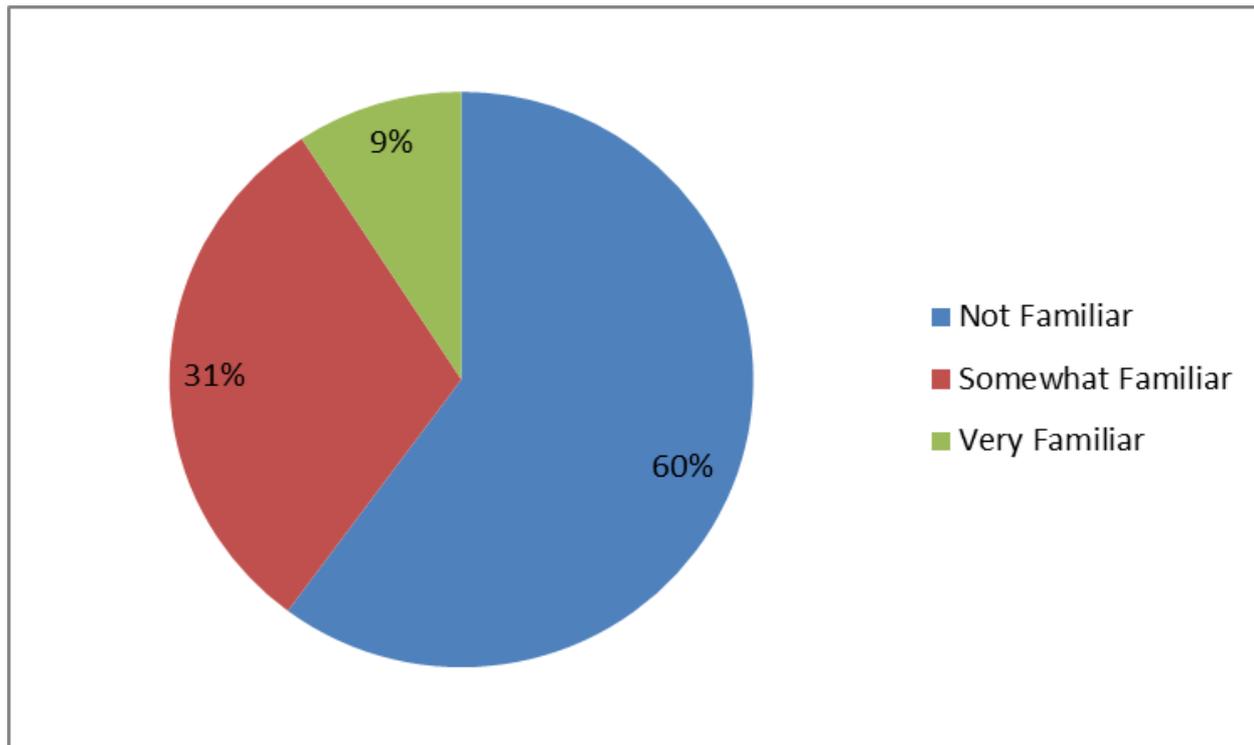
The average rate of satisfaction, 67%, for public safety was pulled down by low rates of satisfaction with animal control and municipal court

City's Police Department Has Several "Community Policing" Programs



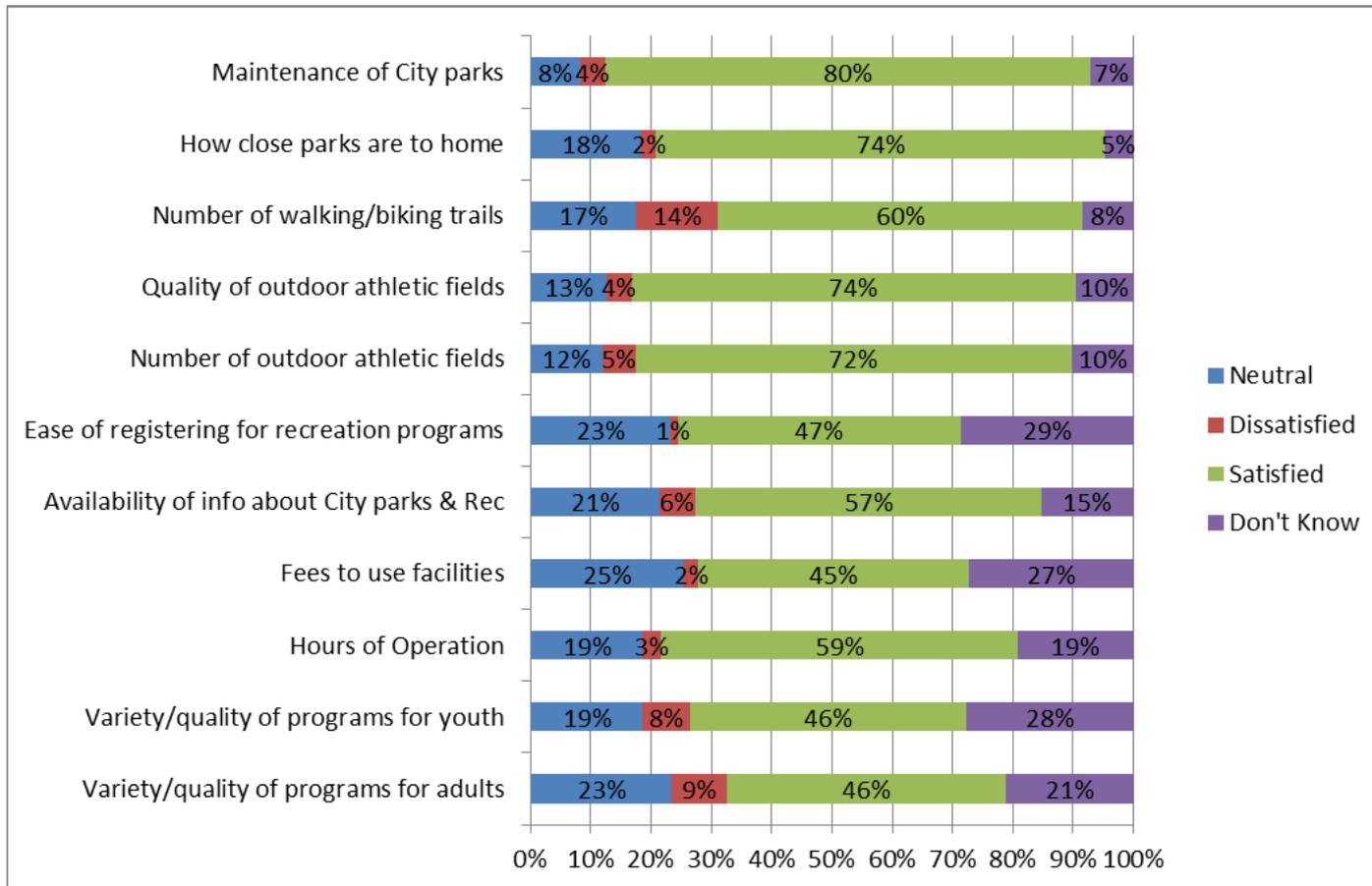
The police department needs to do more to inform the citizens of the various community programs offered by them

Overall Familiarity of the City's Community Policing Programs



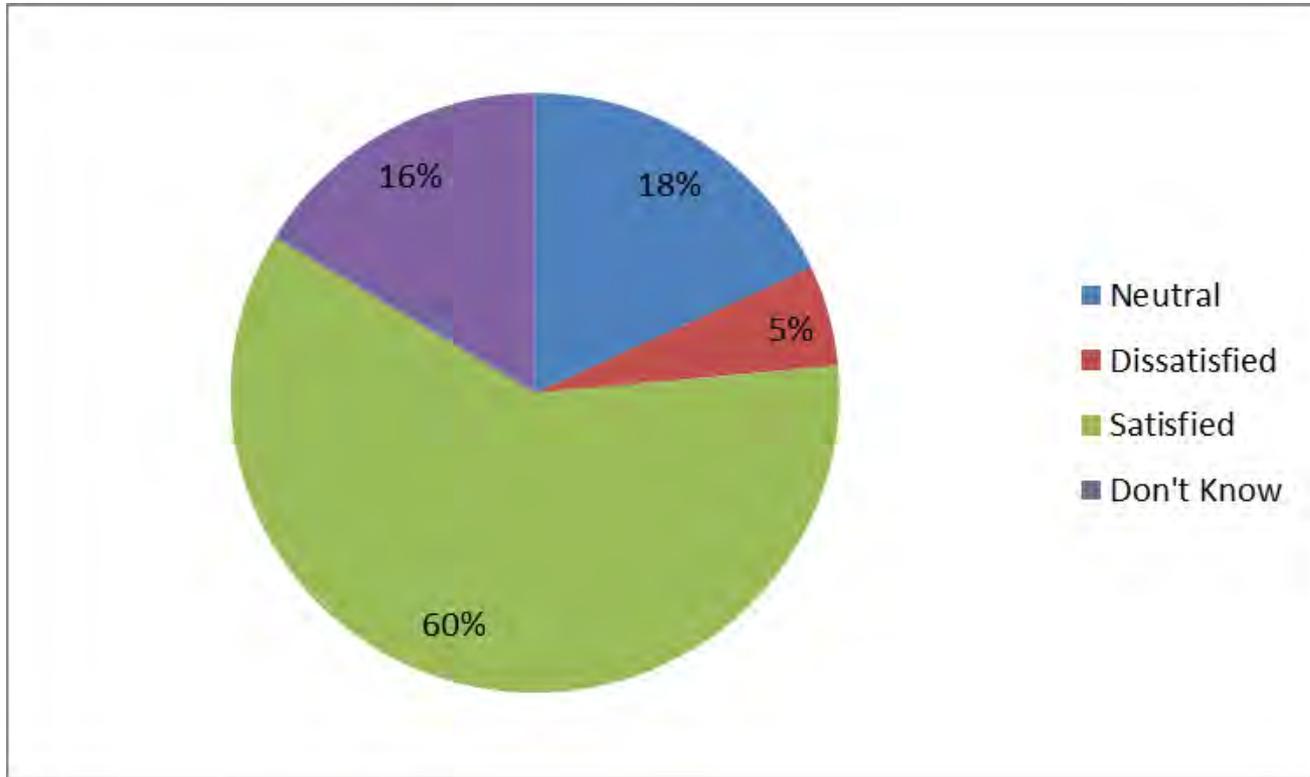
Only 31% of the respondents are familiar with community Policing programs, while 60% are not familiar

Parks & Recreation Facilities & Programs



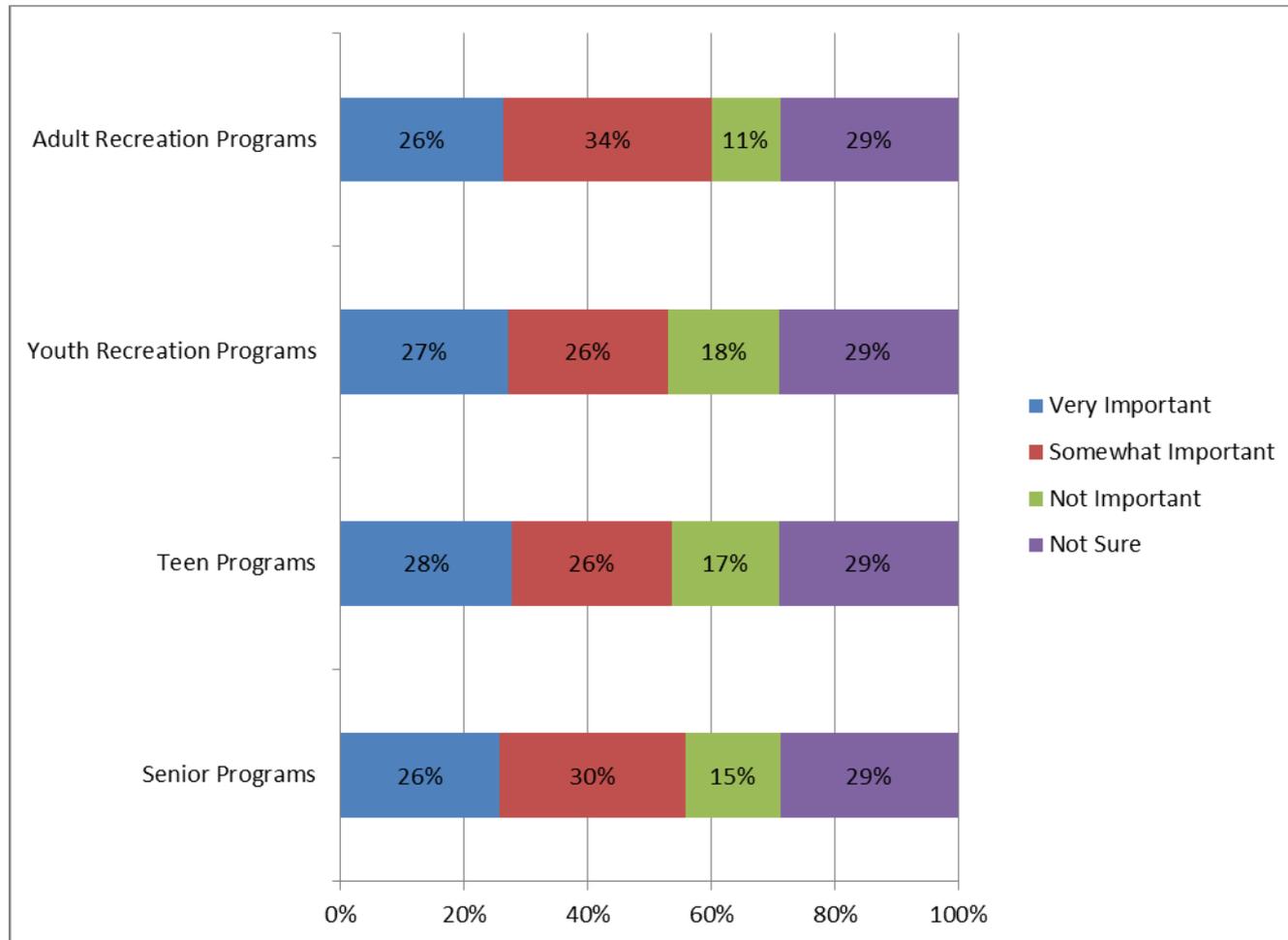
Facilities scored high while variety/quality of programs and ease in registering for programs scored low

Overall Satisfaction With Parks & Recreation



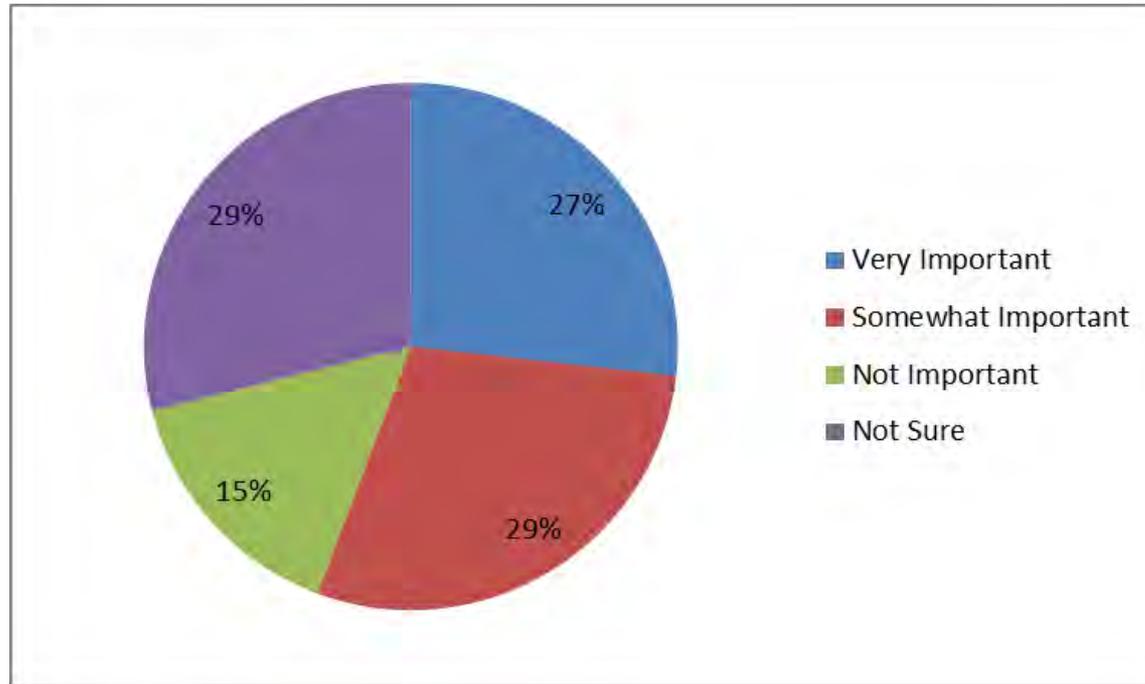
On average, 60% of respondents are satisfied with our current park facilities and programs

Satisfaction With Fees For Recreational Programs



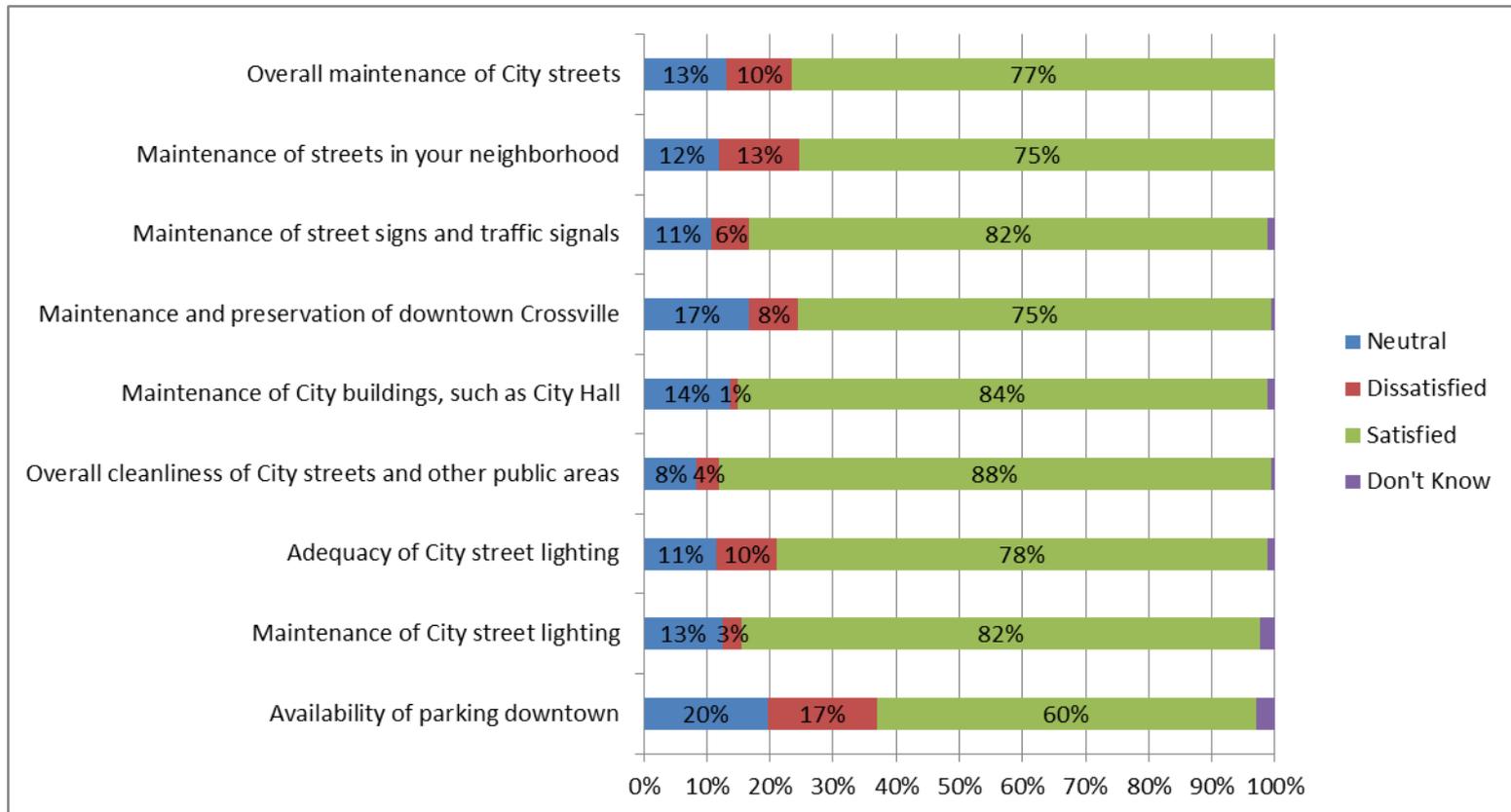
Well over 40% of the respondents are not sure about fees or think fees are not important

Recovering Fees For Parks & Recreation Programs

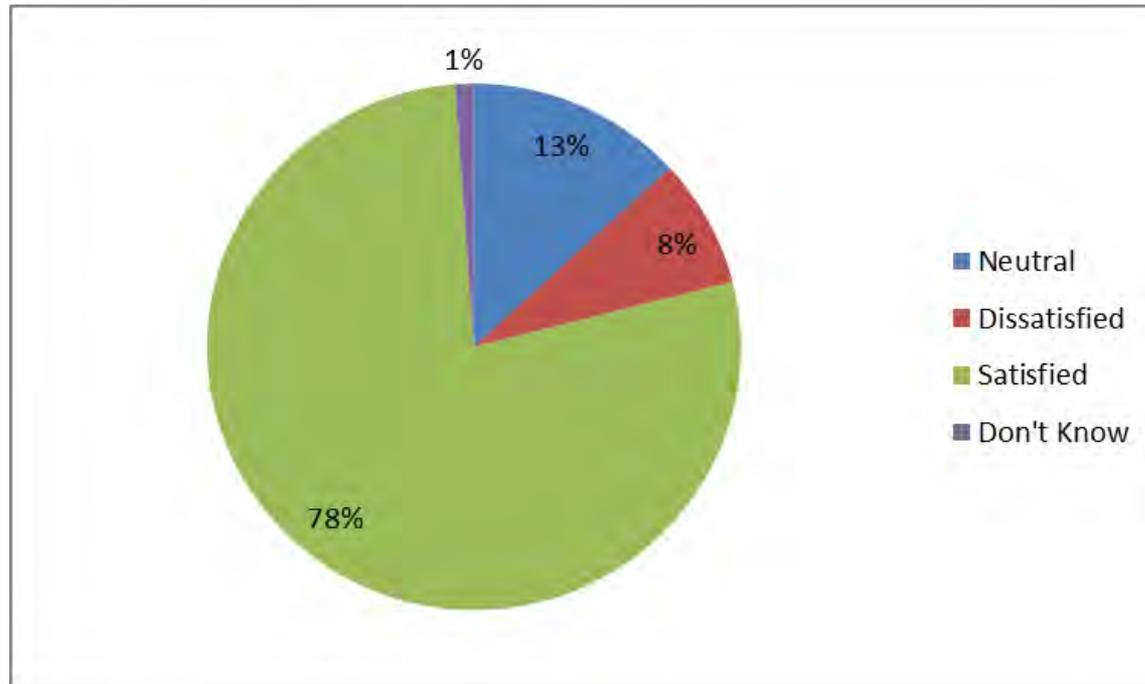


Only 56% of respondents felt like it was important to recover the cost of providing parks, facilities, and programs

Satisfaction With City Maintenance Efforts



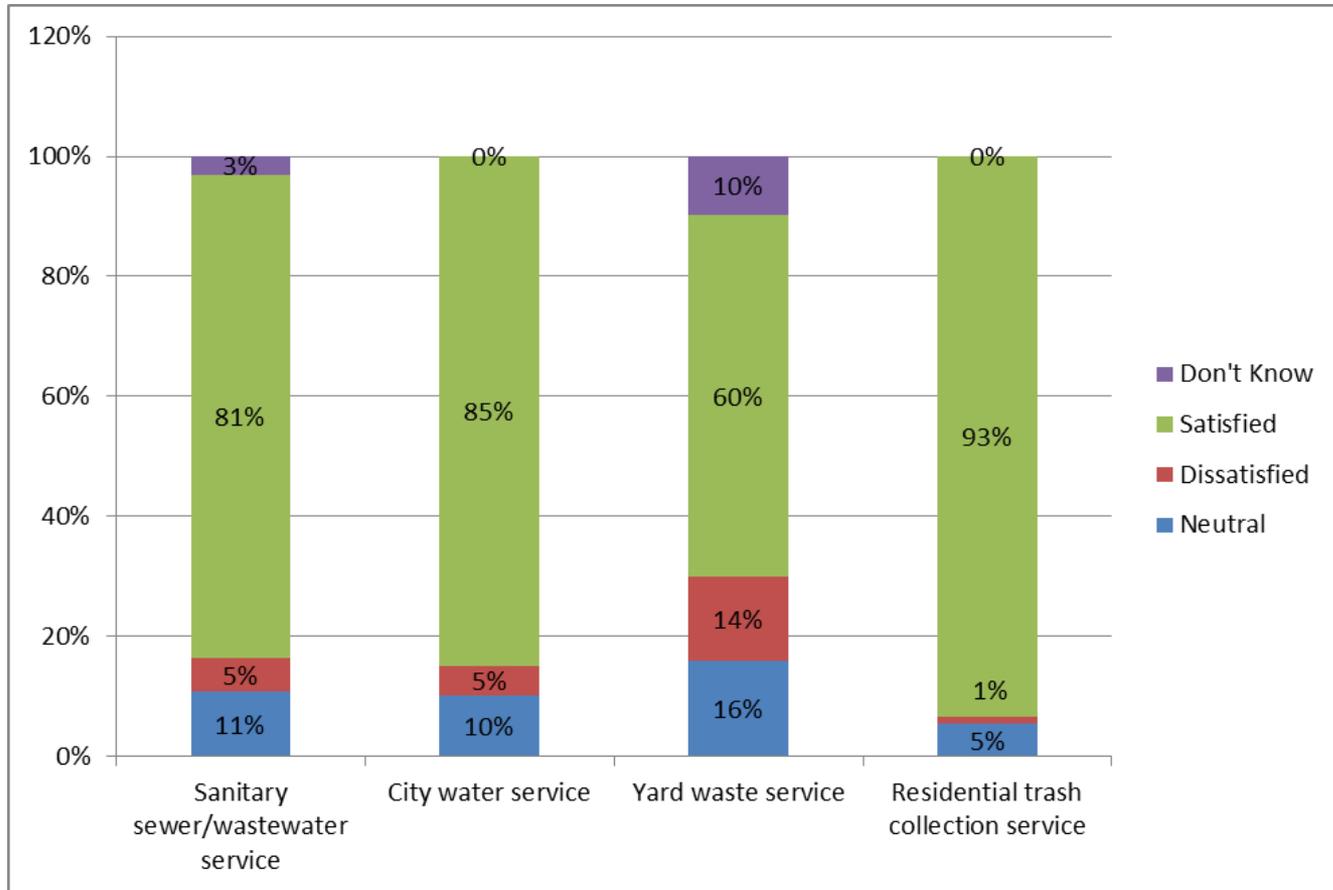
Overall Satisfaction with City Maintenance Efforts



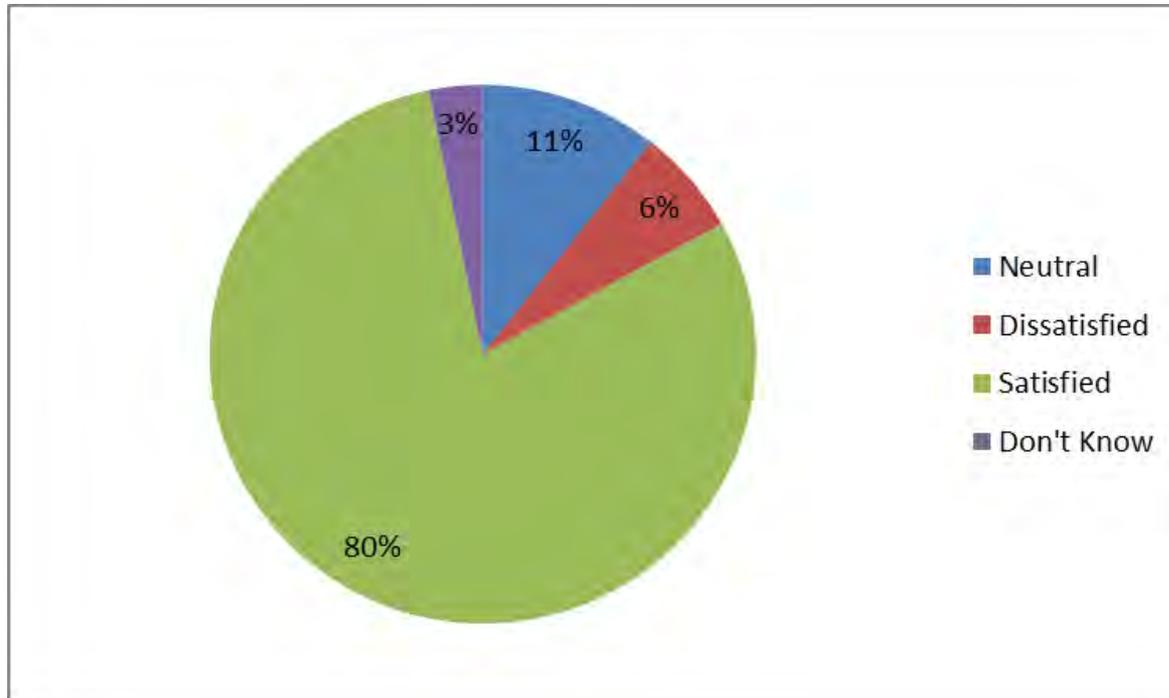
78% of the respondents are satisfied with overall maintenance efforts by the City.

Only 8% indicated they were dissatisfied.

Satisfaction With Basic Utility Services

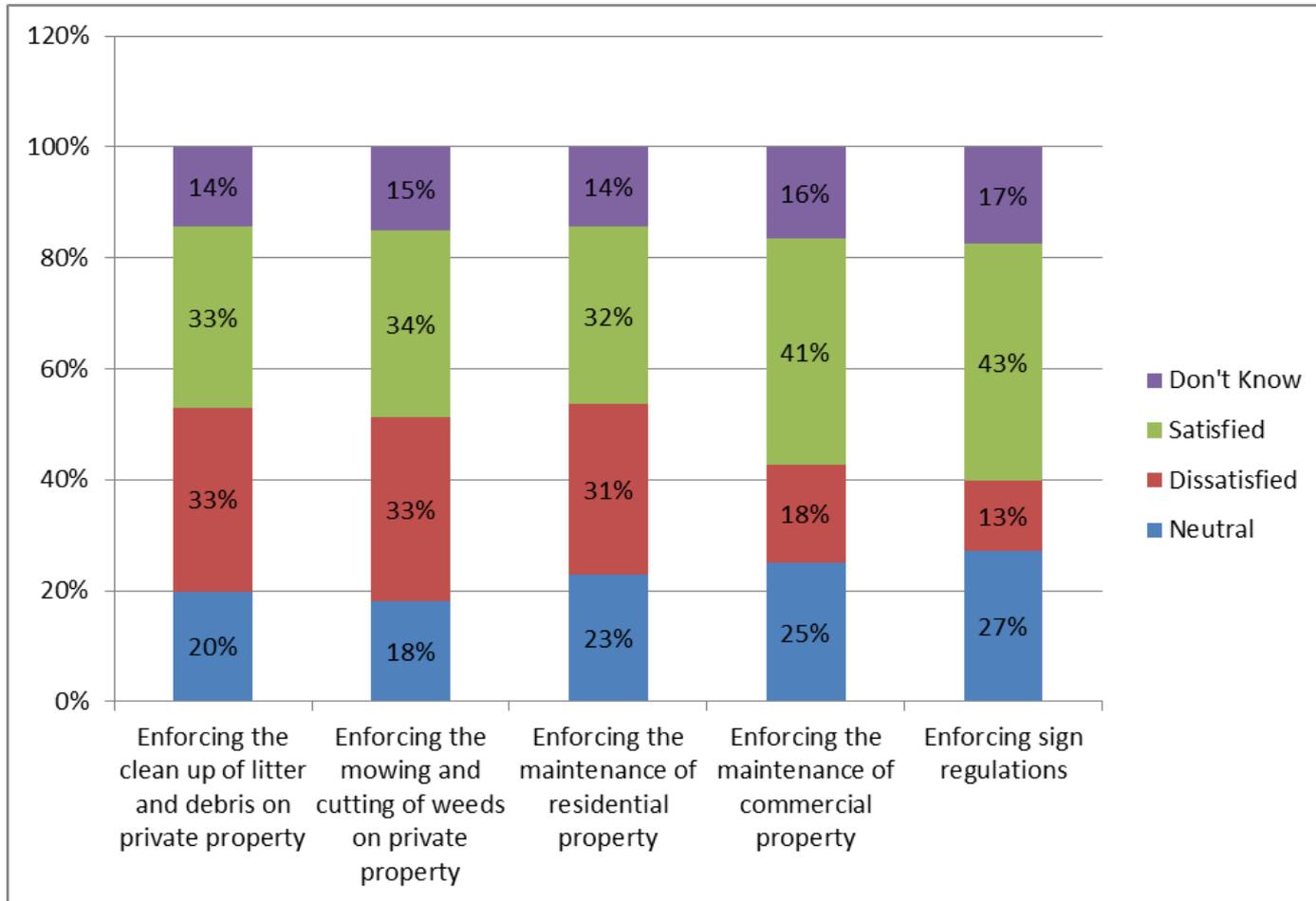


Overall Satisfaction With Utility Services Provided by the City of Crossville



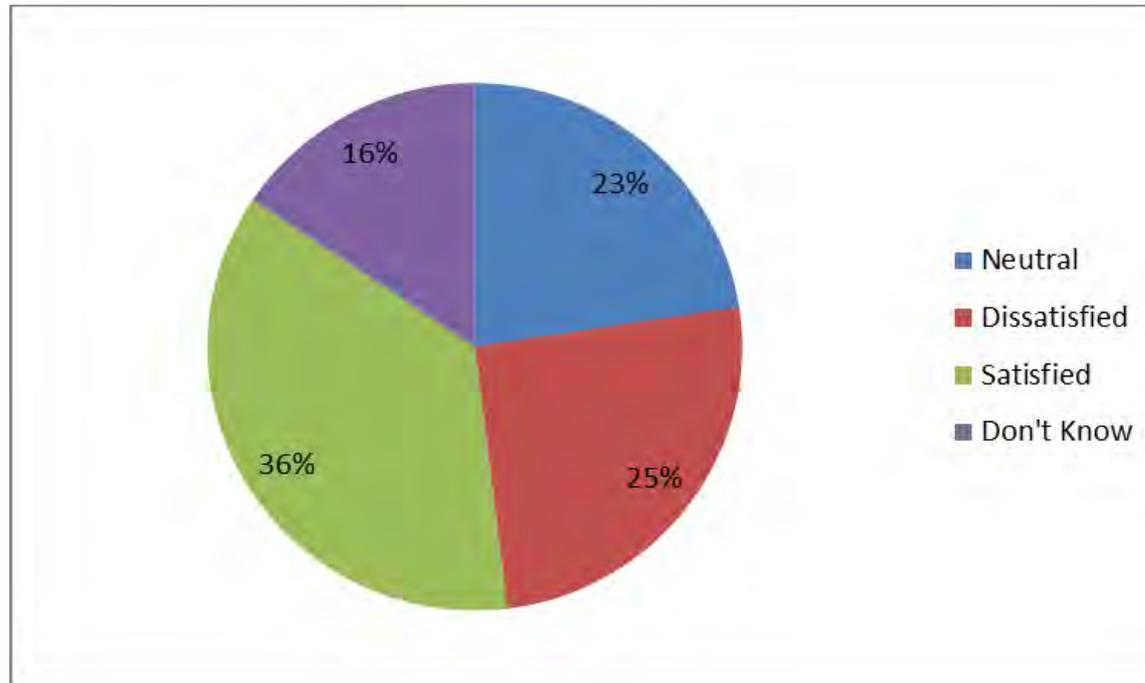
An overwhelming 80% of respondents are satisfied with the City's services in water, sewer, yard waste, and residential trash collection. Of the 6% dissatisfied, it's probably citizens who are not pleased with the yard waste services.

Enforcement of City Codes & Ordinances



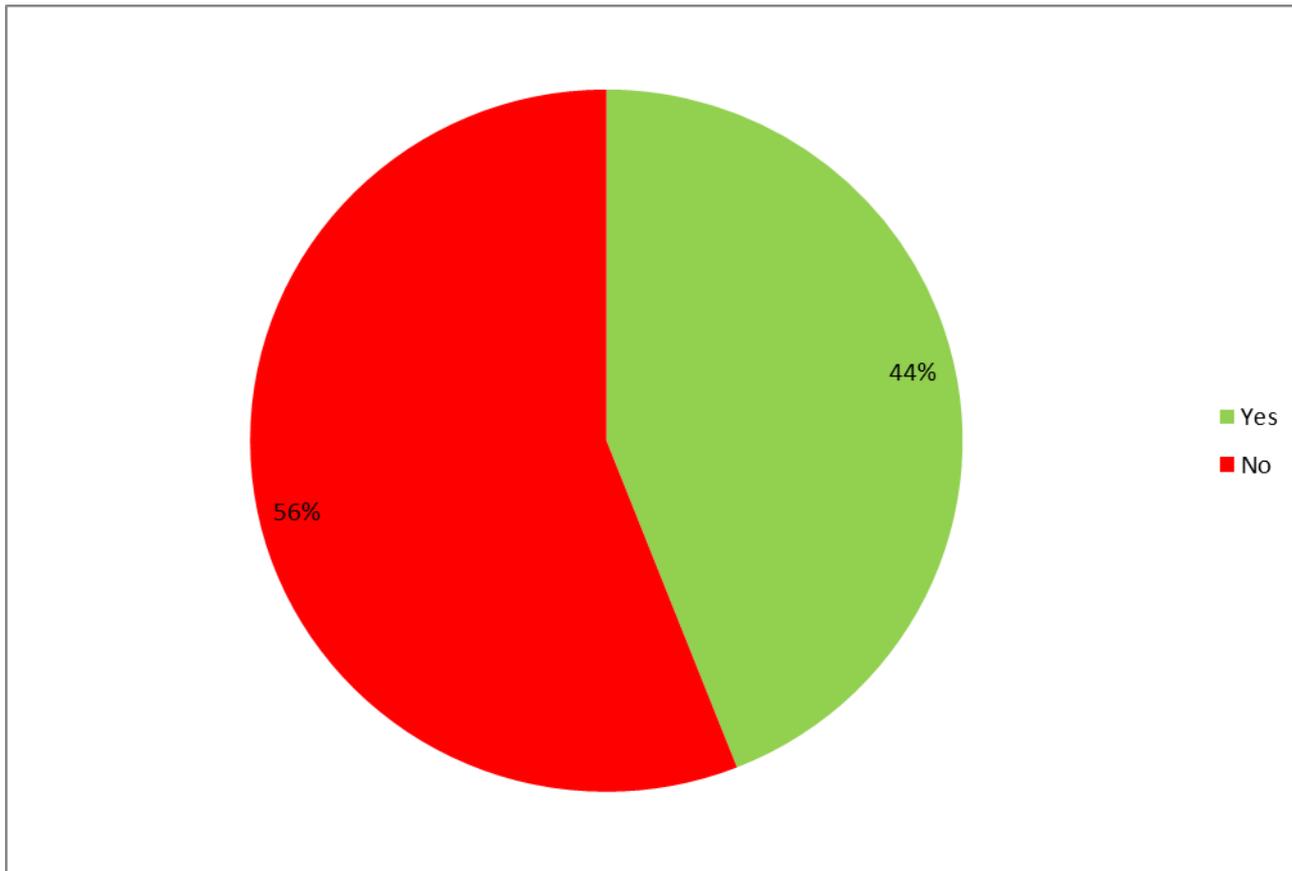
It certainly appears that the City gets low scores for enforcement of maintenance codes for residential property. The City does a little better in commercial enforcement, over 40% of respondents like efforts in commercial property & signs.

Overall Satisfaction With the Enforcement of City Codes and Ordinances

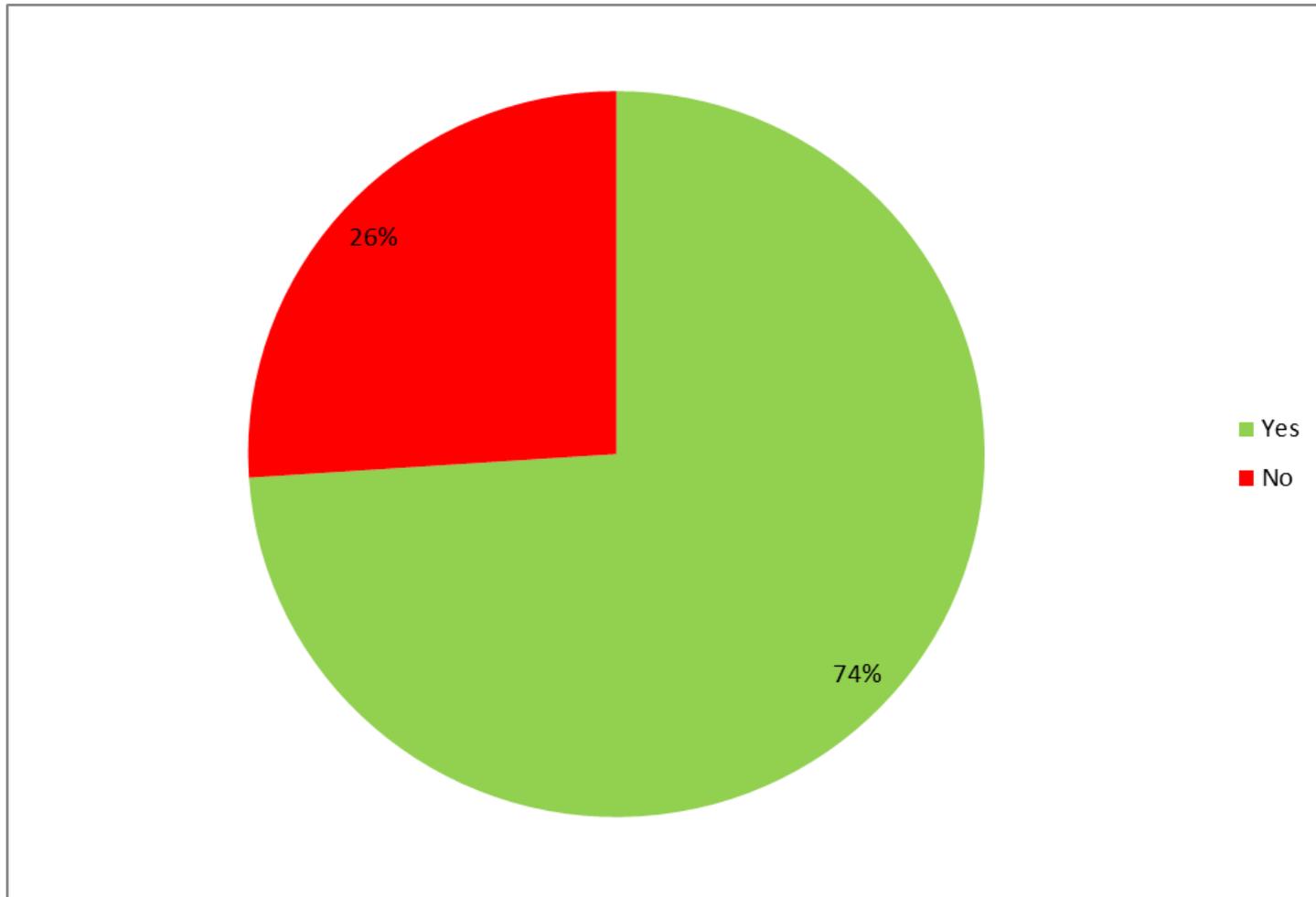


Almost 2/3 of the respondents (64%) are not satisfied with enforcement of City codes dealing with residential property

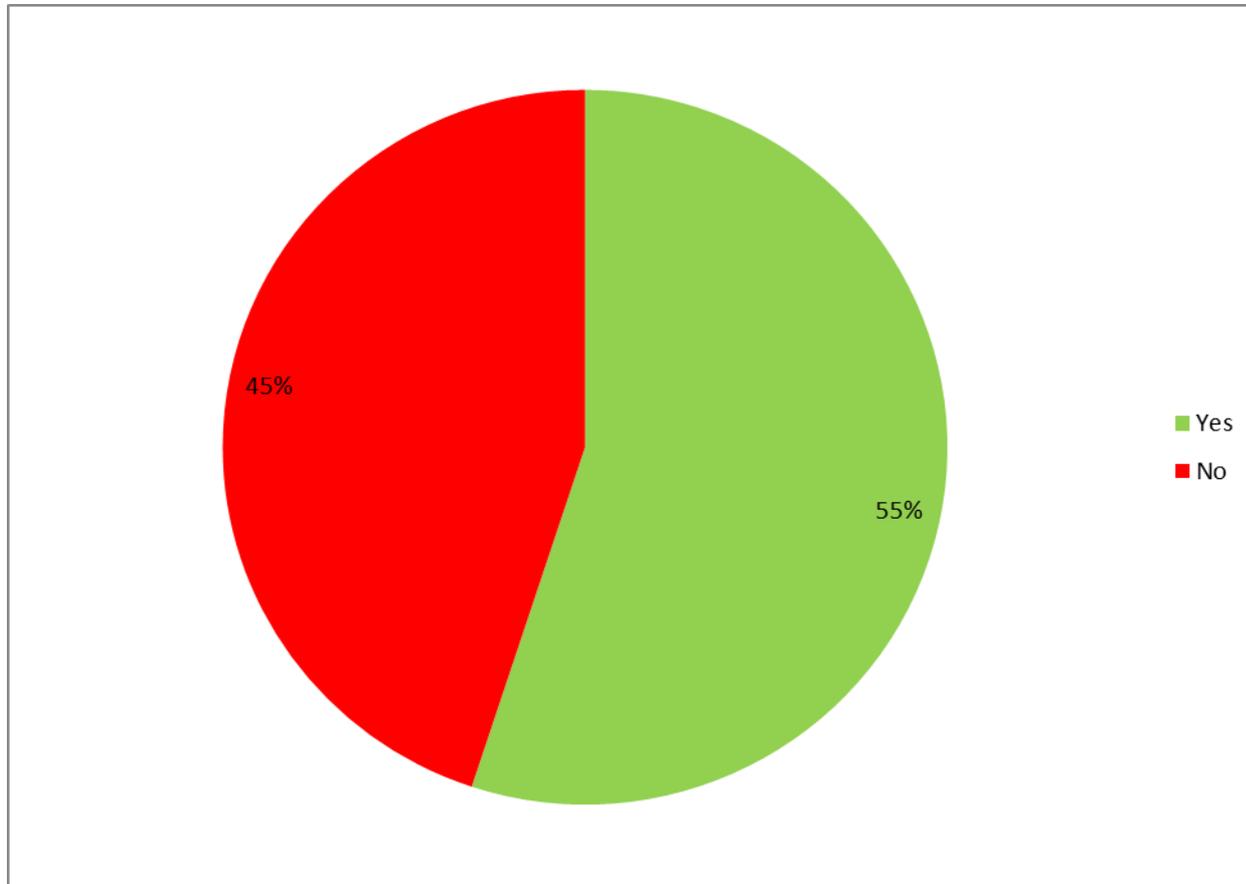
Should the City issue new debt to provide indoor recreation facility with an indoor track, pool, gym, programming rooms, and senior facilities?



Do you use the County's drop off recycling center?

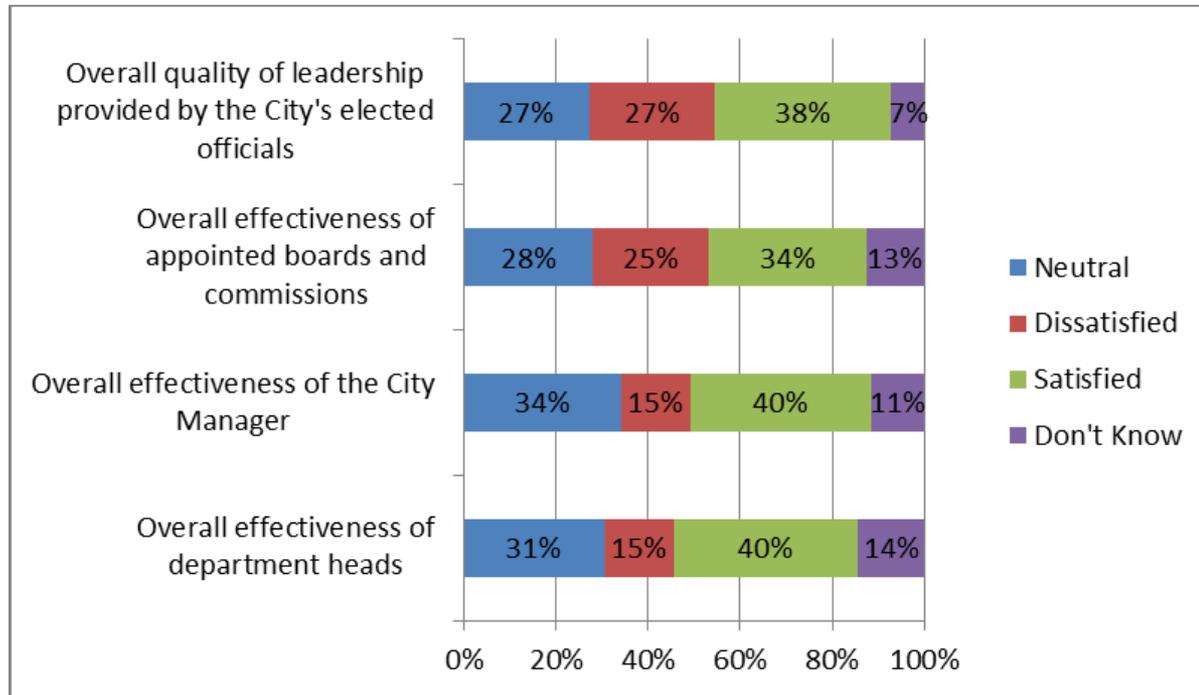


Should the City embark on a curbside recycling program?



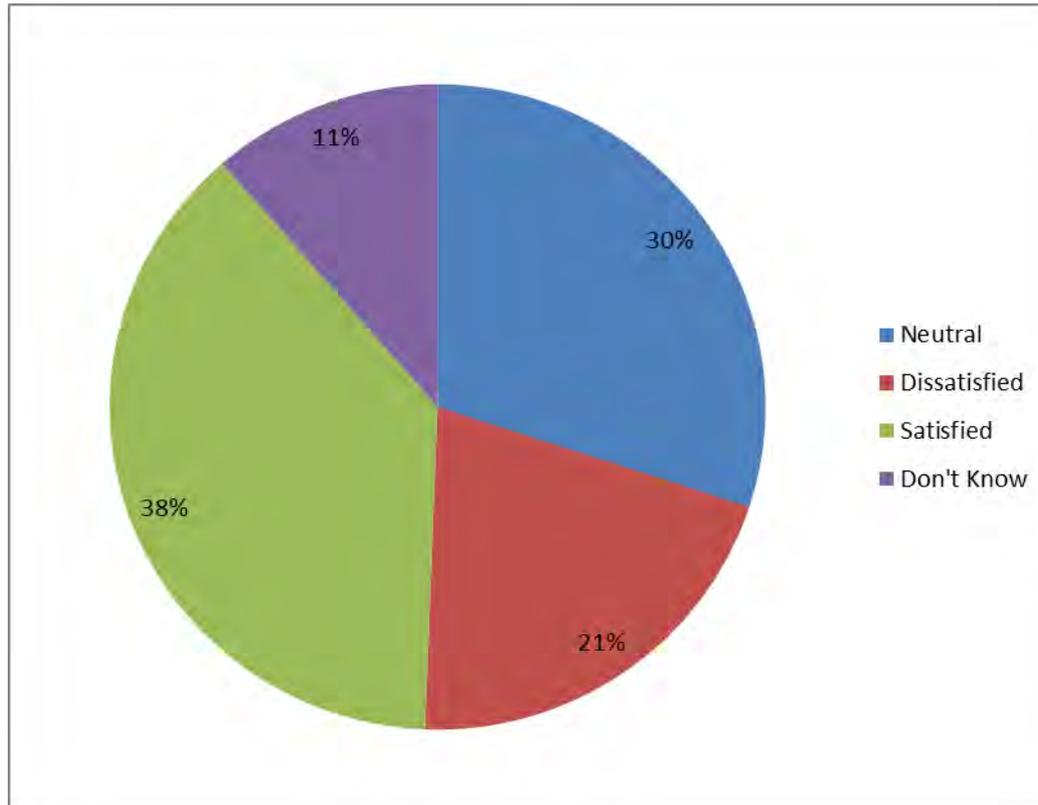
This response is counter to the high use, 74% of citizens using the County's drop off recycling center.

Quality & Effectiveness of City Leadership



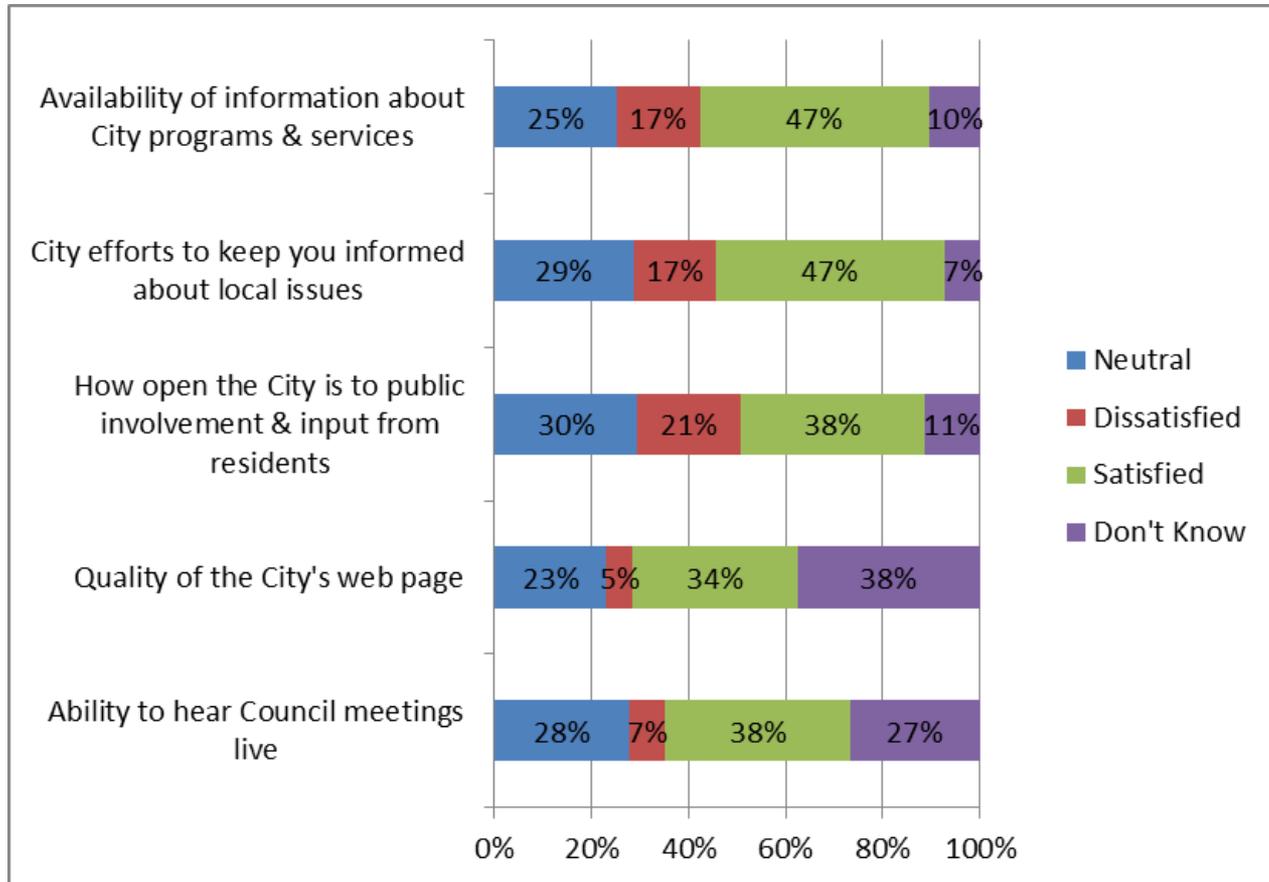
Citizens are not impressed with City leadership from elected officials, city manager, members of boards & commissions, and department heads

How Satisfied Are You With City Leadership?

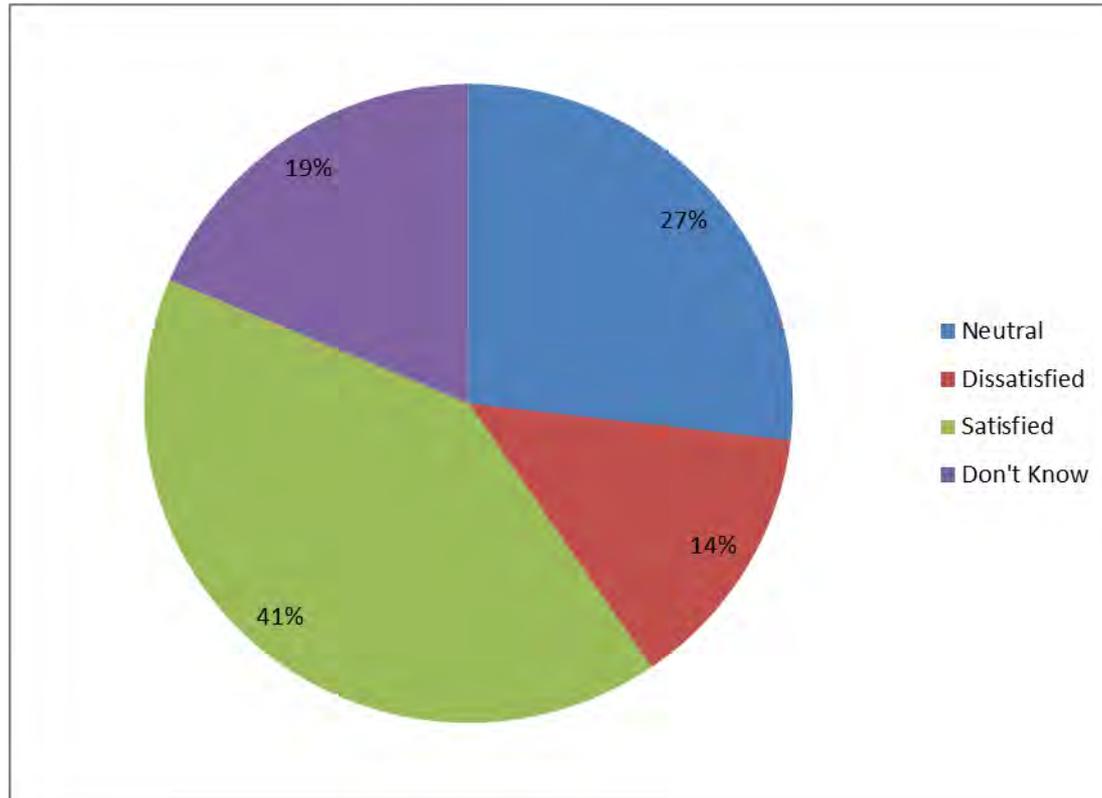


*21% of the respondents are not satisfied with City leadership.
41% of the respondents are neutral or don't know.*

Information About City Programs & Services

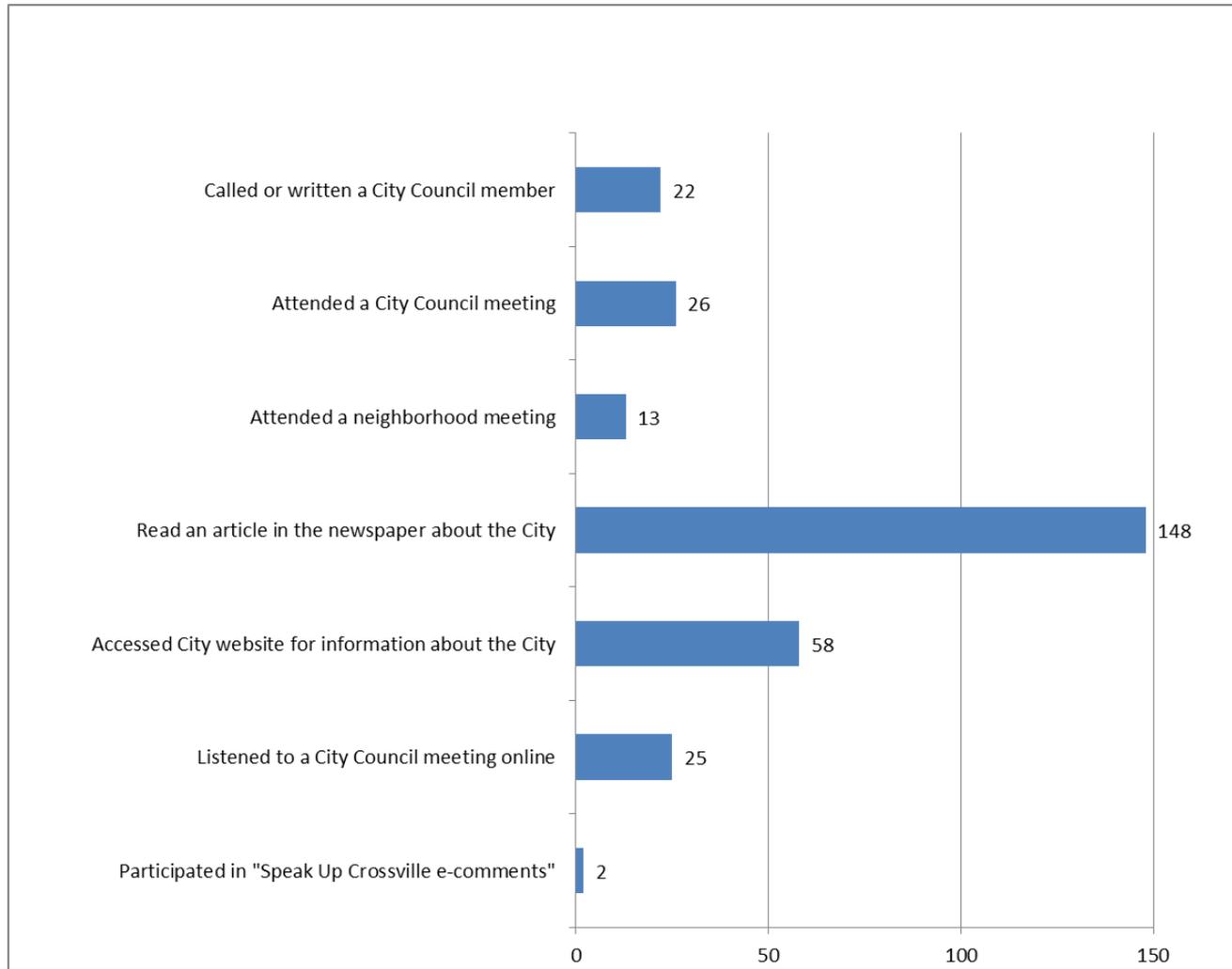


Overall Satisfaction with City Information



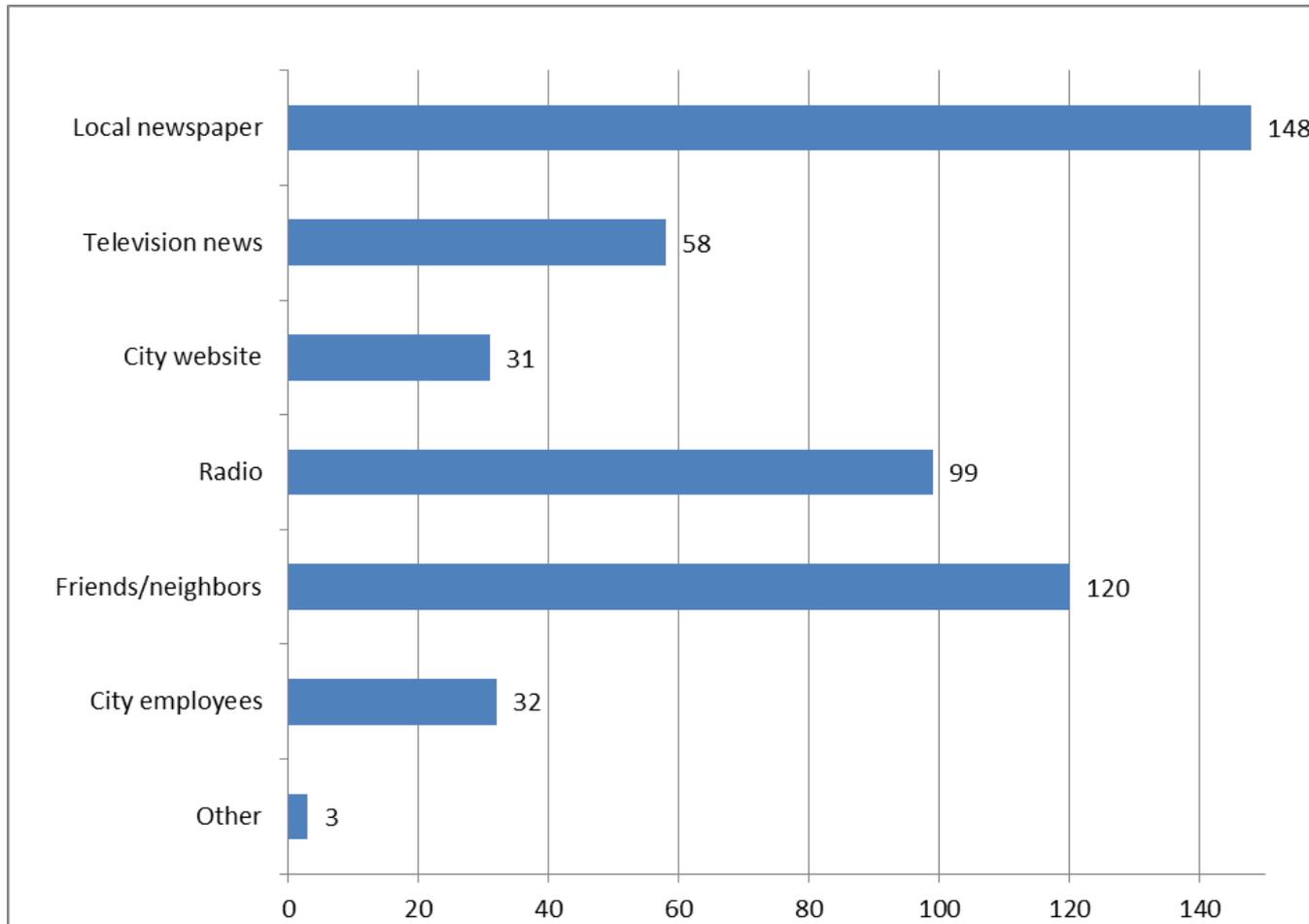
*41% of respondents indicate satisfaction with the methods used by the City for keeping citizens informed.
Only 14% expressed dissatisfaction.*

Have You Done Any During Past Year?*



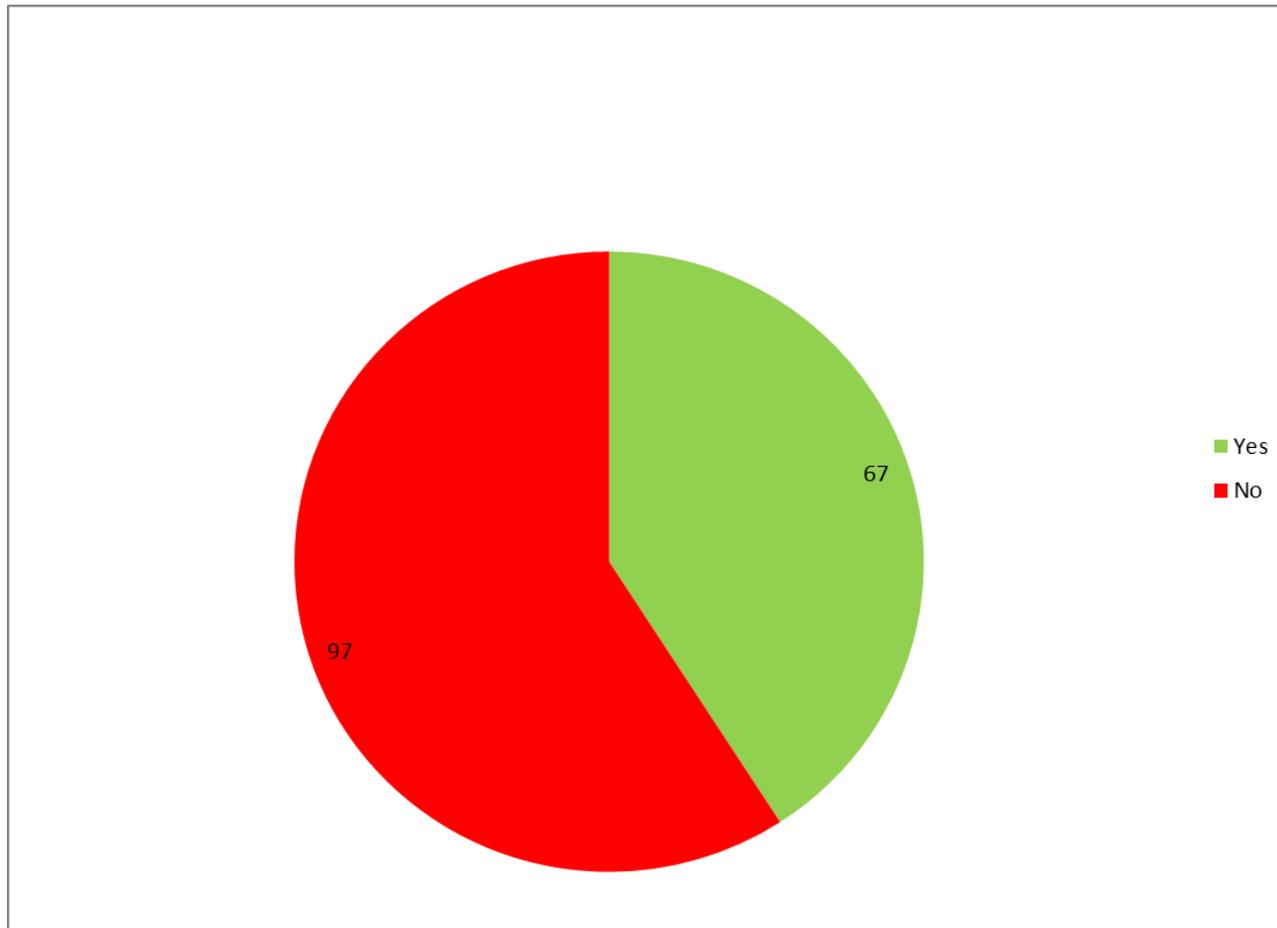
**The actual number of responses is shown for each of the activities*

Sources of Information*



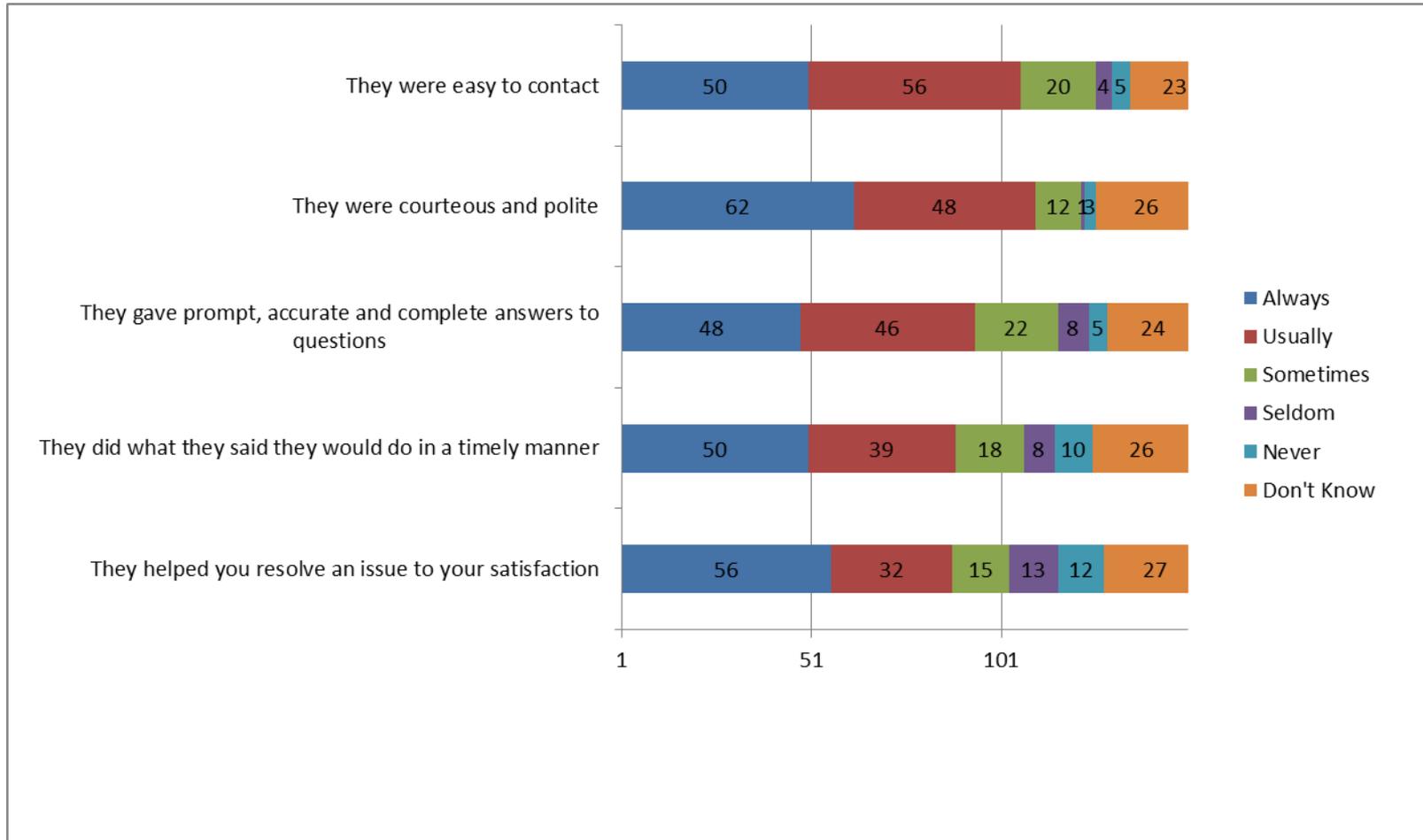
**The actual number of responses is shown for each source of information*

Have you contacted the City with a question, problem, or complaint during the past year?*



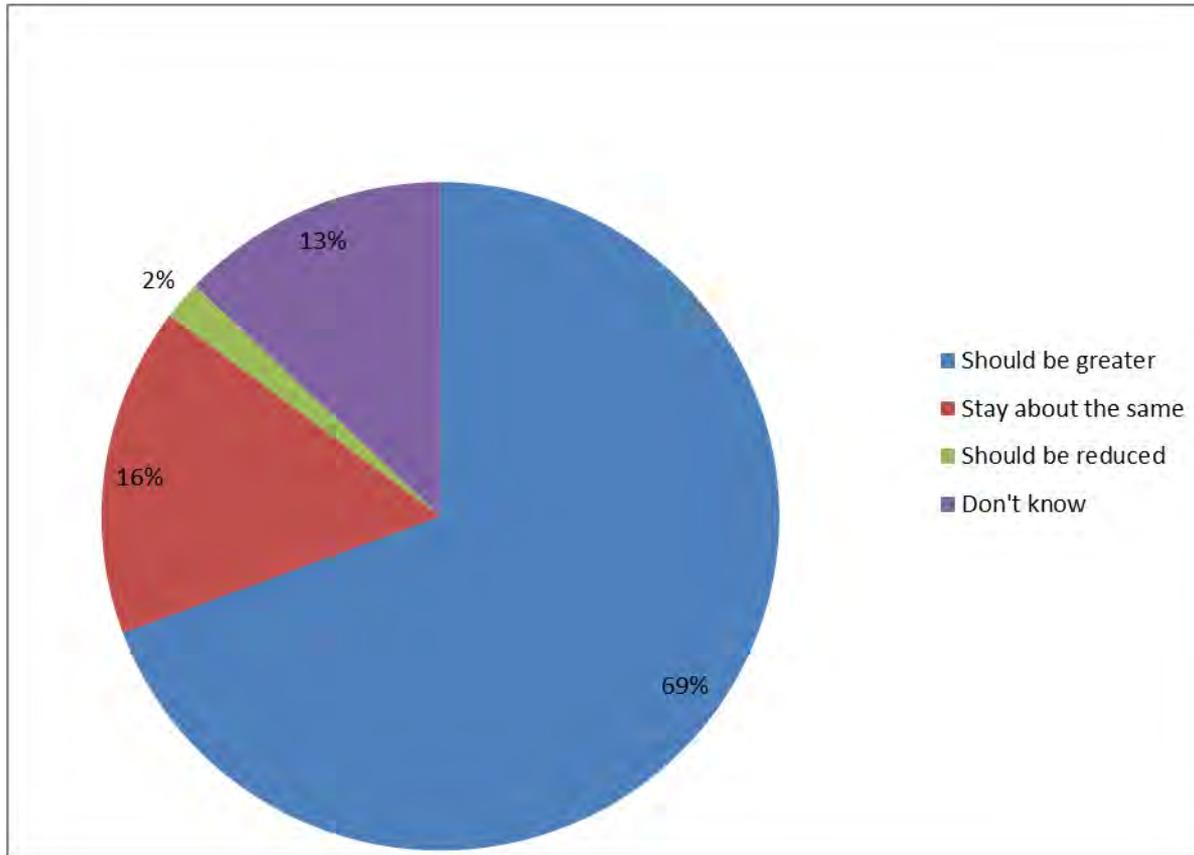
**Only 67 respondents contacted the City with a question during the past year*

Perception of Quality of Customer Service*



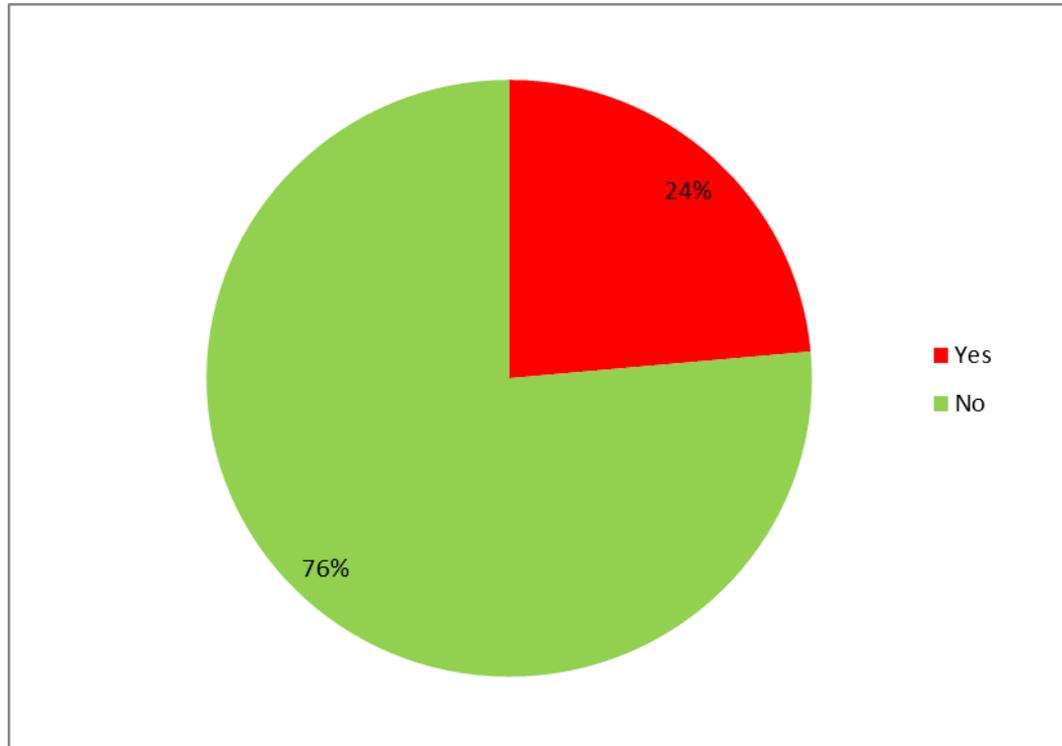
*The responses shown reflect the actual number of respondents to each question

How do you think the City's effort to promote economic development in the community should change over the next five years?



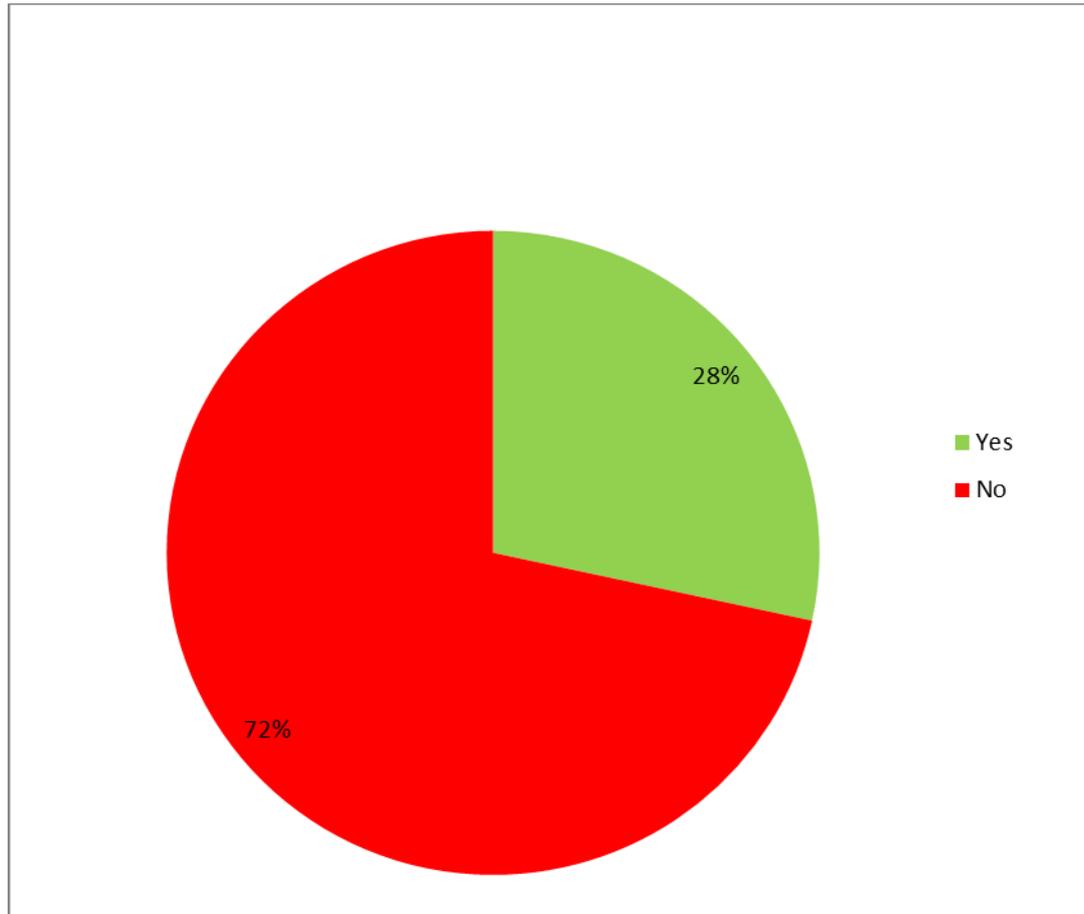
This is interesting when compared to other questions about use of incentives to attract new business which reflected 81% of respondents. 69% of respondents indicate that City efforts to promote economic development should be greater.

Should There Be A Spec Building Located on City Industrial Property?



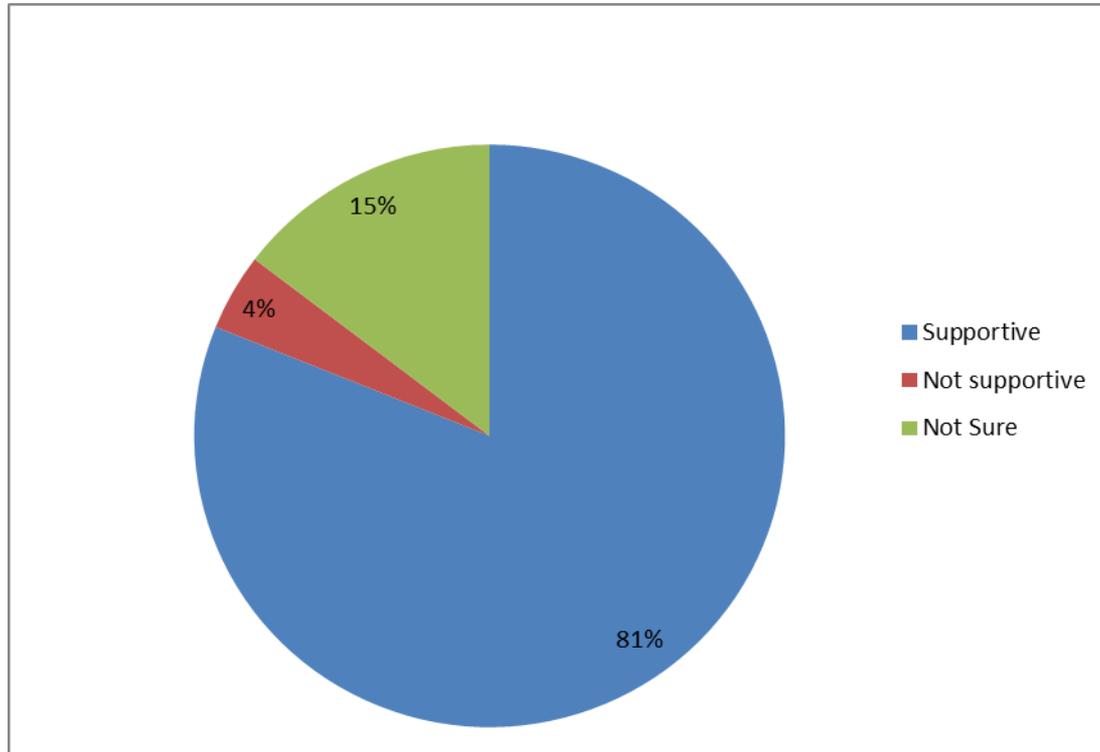
There may have been some confusion with respondents not knowing what is a "spec building"

Should the Mayor & City Council Provide Funding For Social Services Providers (non-profits) from City Taxes?



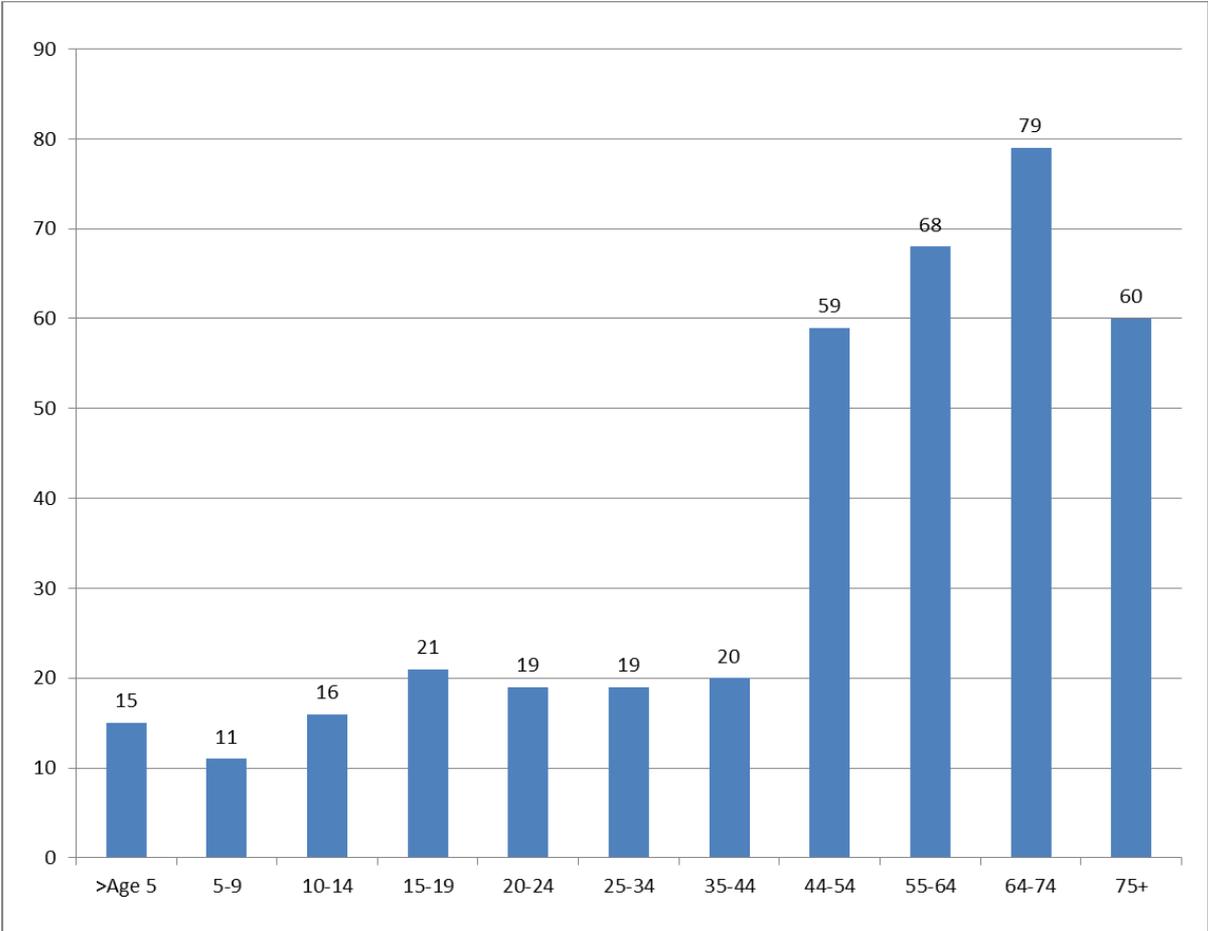
72% of the respondents don't think the City should provide funding for social services providers (non-profits).

Support for the City to Use Incentives To Attract New Business

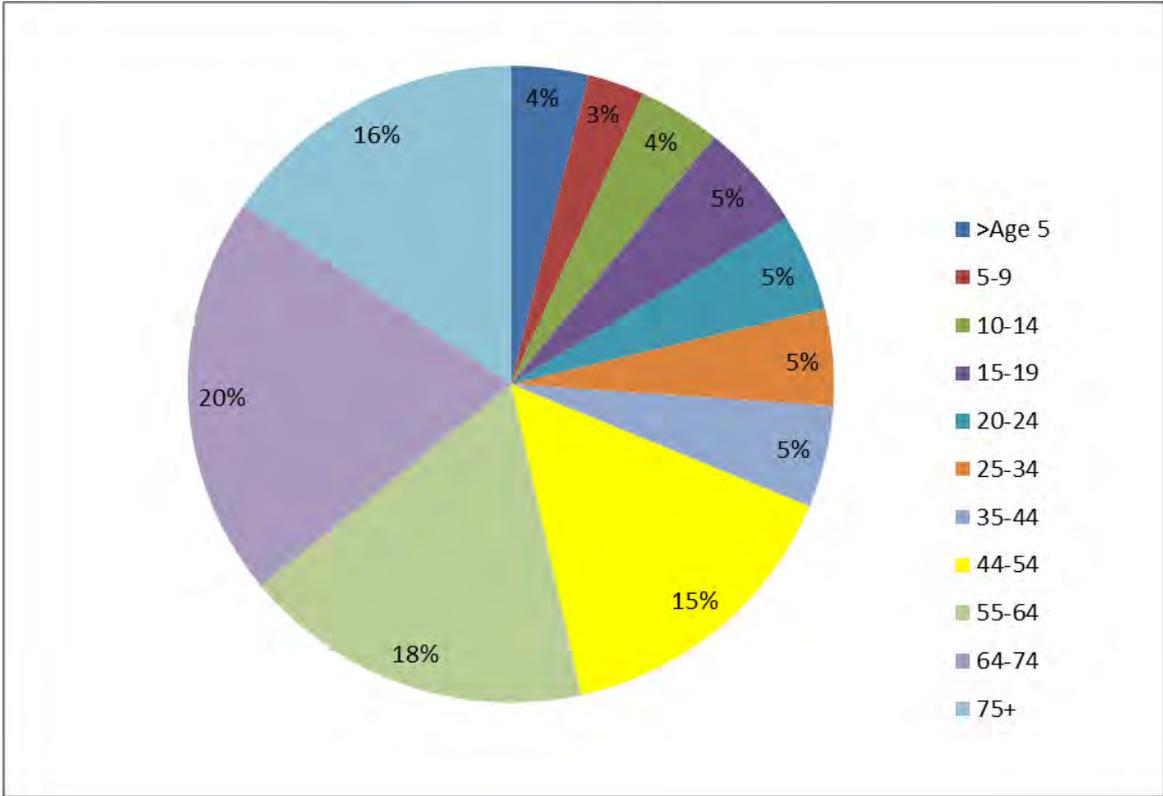


There is overwhelming support for the City to use incentives to attract new business. Only 7 respondents indicated that they were not supportive of incentives.

How Many People Are In Your Household In Each Age Group?



Age Group By Percentage

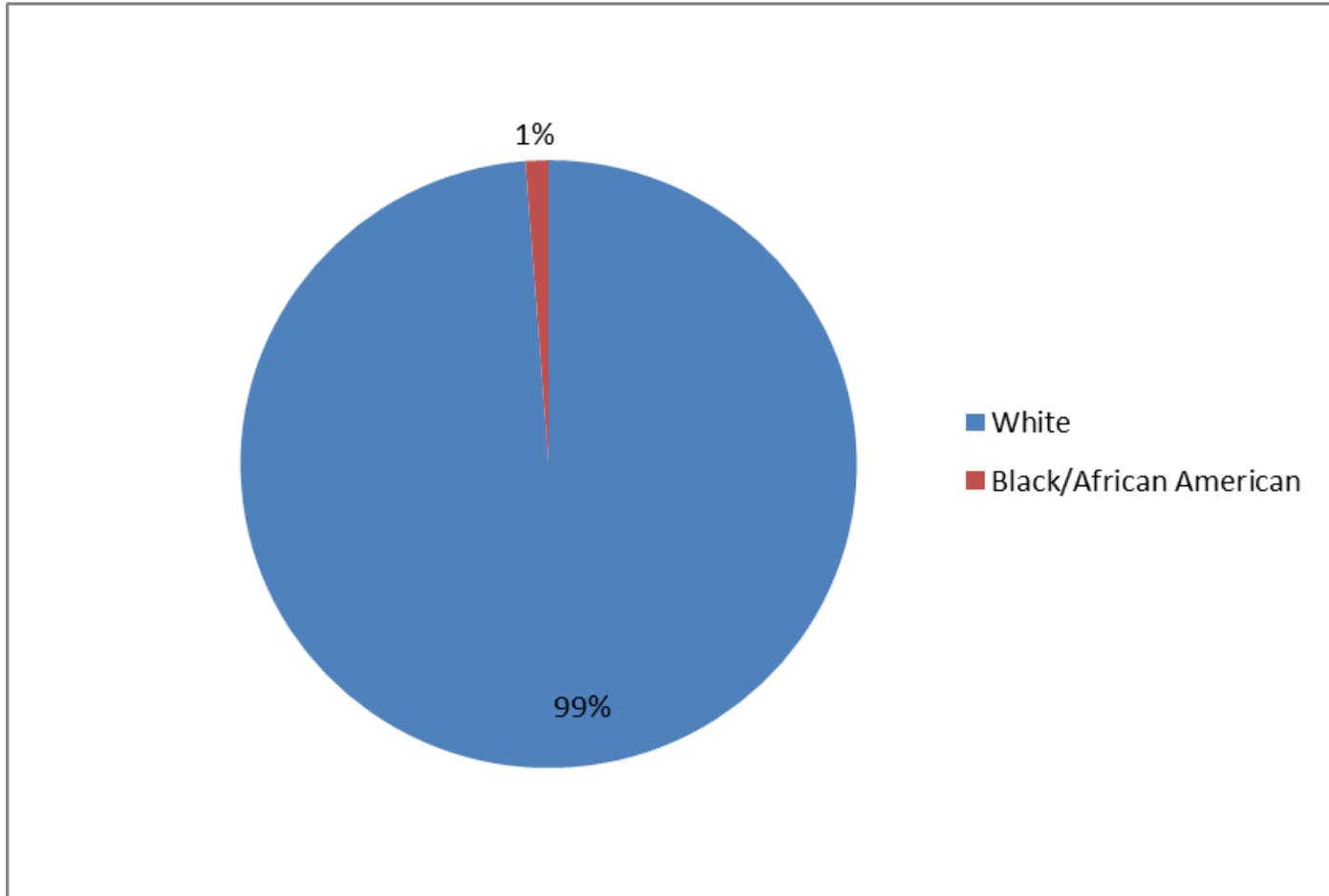


31% Age Group >5 to 35-44

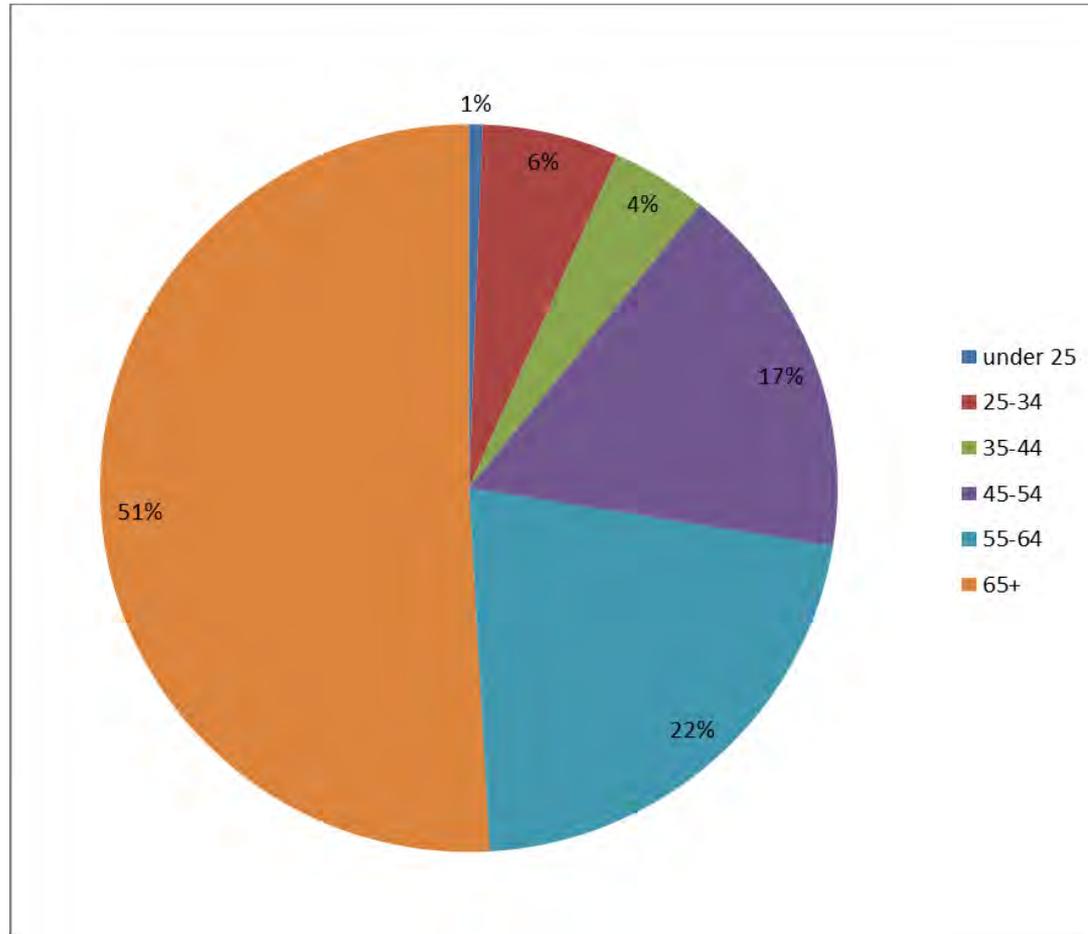
15% Age Group 44 to 54

54% Age Group 55 and over

Race

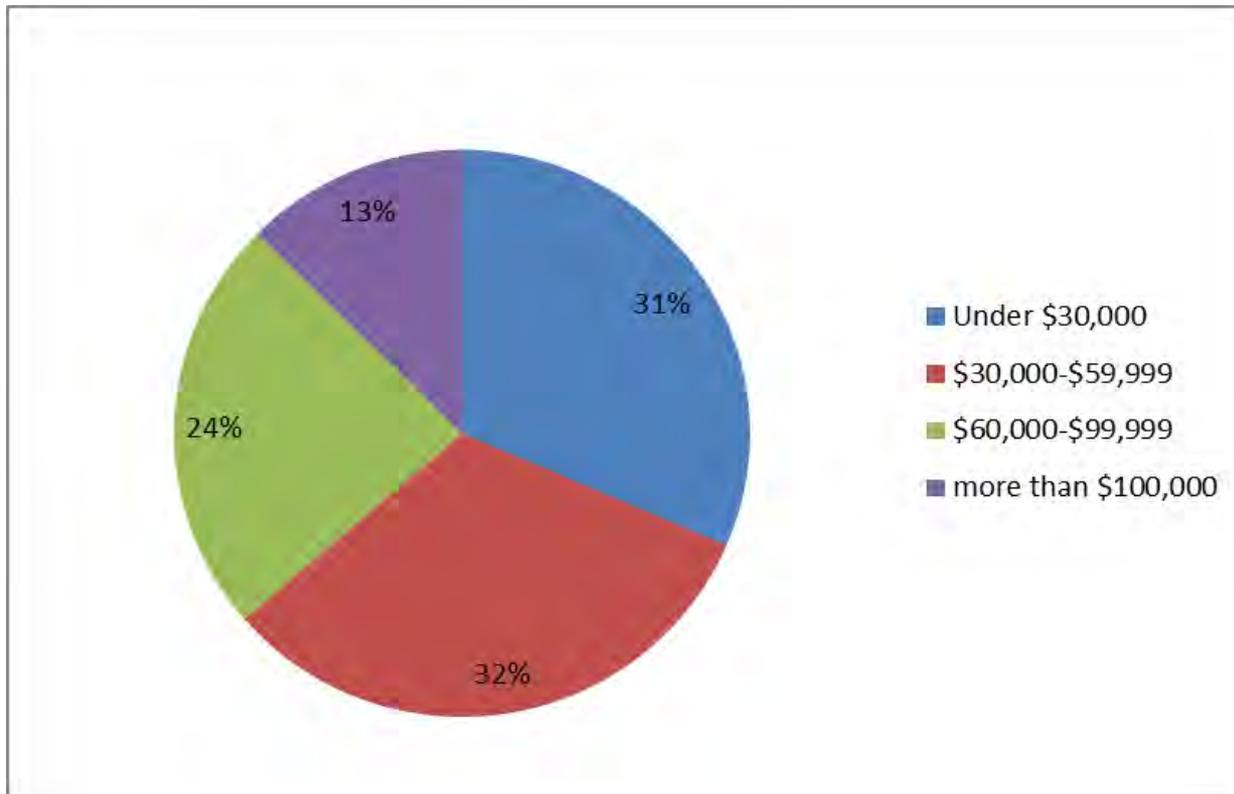


Age of Survey Respondent



On this question, respondent is the one who answered the survey

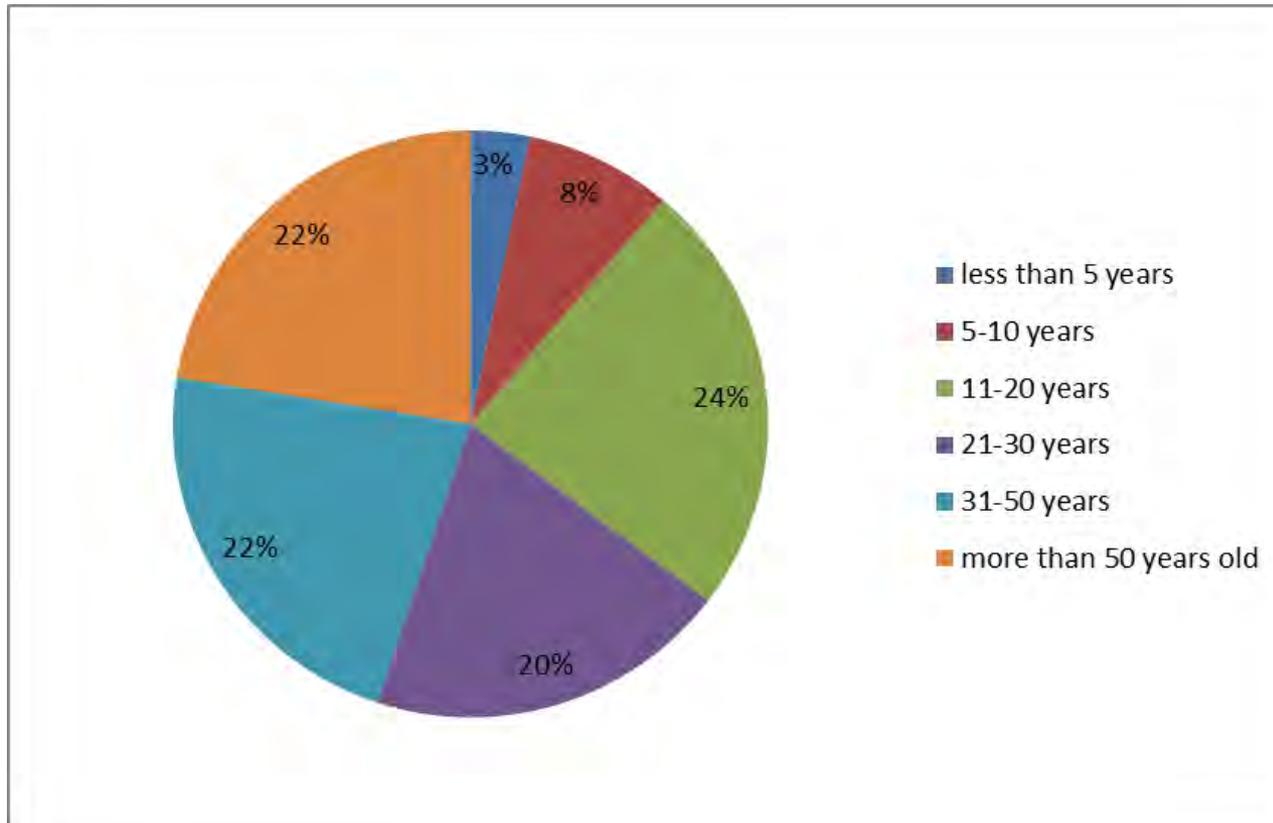
Annual Household Income



Nearly a third of the respondents (31%) have household income under \$30,000

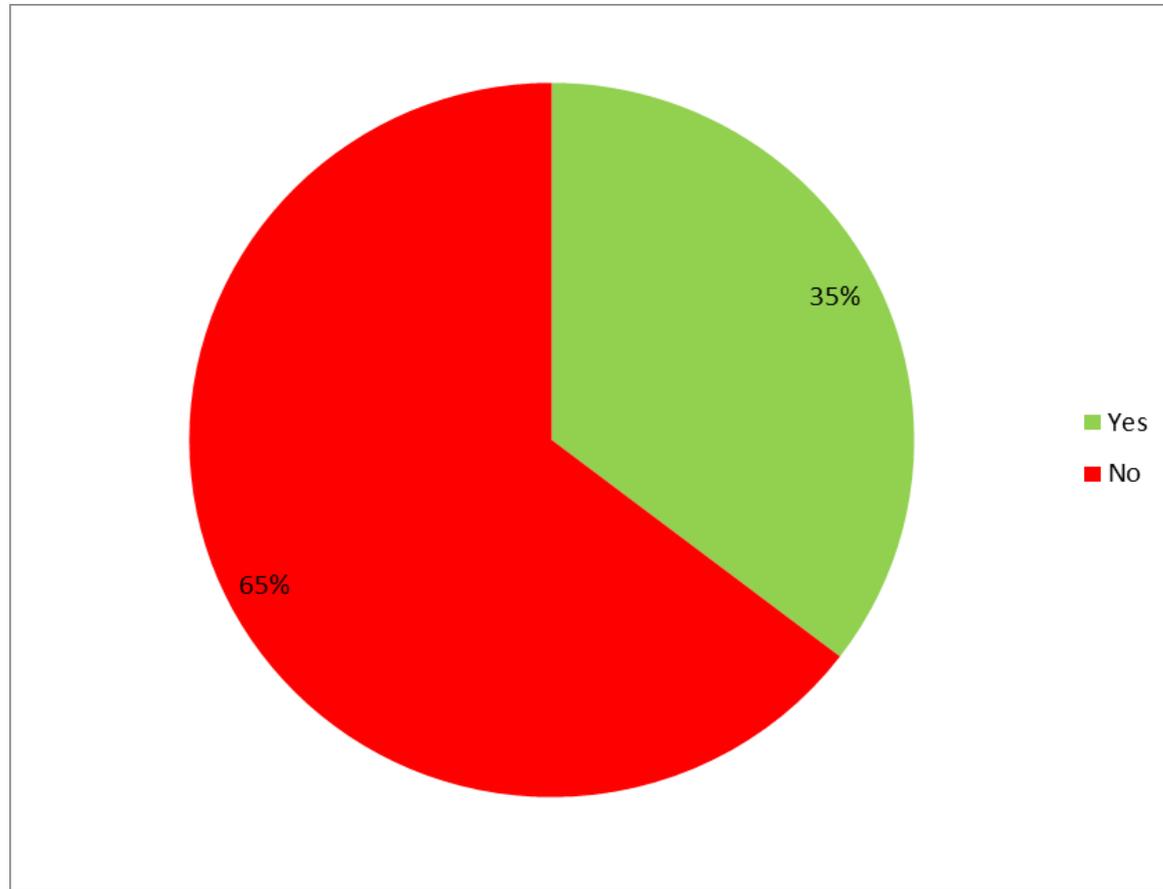
Nearly two thirds of respondents (63%) have household income under \$60,000

How Old Is Your Residence?

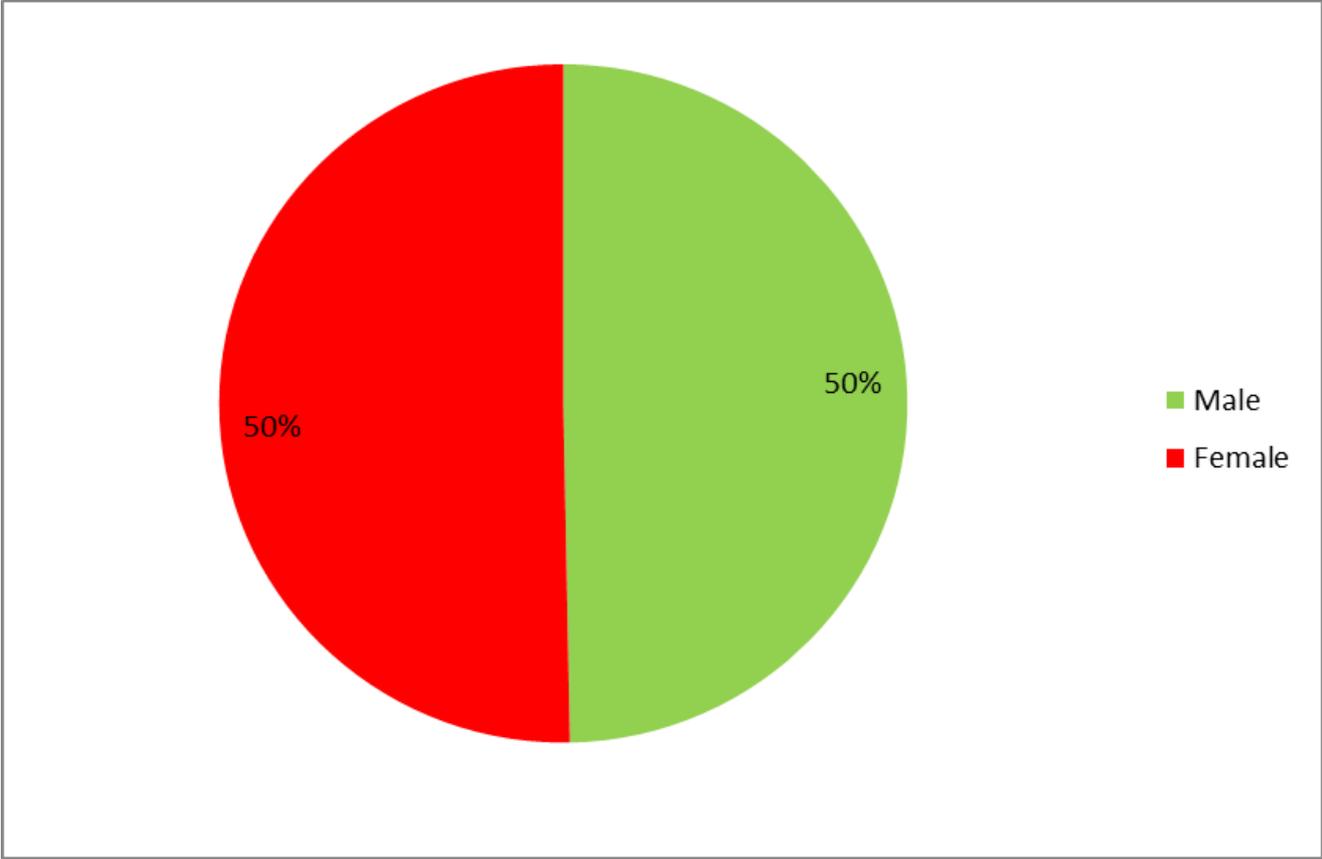


Nearly two thirds of respondents (64%) have residences over 21 years old

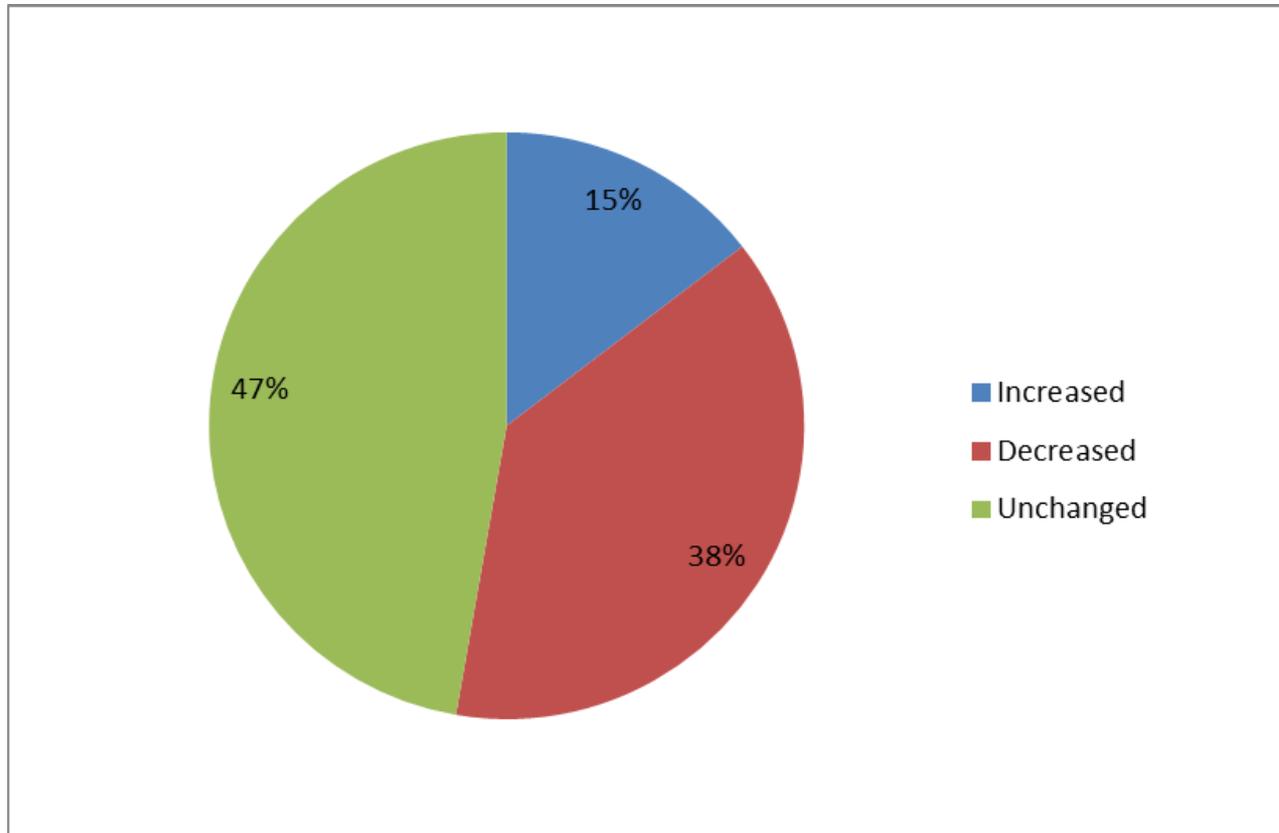
Have You Ever Applied For A City Building or Other Permit?



Gender of Survey Respondent



How Has Your Household Standard of Living Changed Over the Last Year?



You have been randomly selected to participate in a very important survey being conducted by the City of Crossville. The survey covers the services and programs that are provided to citizens of Crossville by city government. Your answers will be used by the City Council to make financial decisions on facilities, programs, and overall services for the next several years.

We realize that your time is valuable, but so is your input. Could you please spend about 15 minutes to complete the survey? We will provide a stamped envelope for you to return the survey. You should receive the survey within a few weeks.

If you feel you do not wish to participate in the citizen's survey, please call City Hall (484-5113) by August 1 so your name can be removed.

This message was printed on a postcard and mailed during the week of July 22, 2014.

August 4, 2014

Dear Citizen:

You have been randomly selected to participate in a very important survey being conducted by the City of Crossville. The survey covers the services and programs that are provided to citizens of Crossville by city government. The importance of participating in the survey can not be stressed enough. Your answers will be used by the City Council to make financial decisions on facilities, programs, and overall services for the next several years.

Crossville city government is not sheltered from the lagging economy and its affects. The City is carefully examining the services it provides to citizens along with the associated costs with these programs. Every effort is being made to hold costs down while trying to continue to provide citizens with cost effective services and programs.

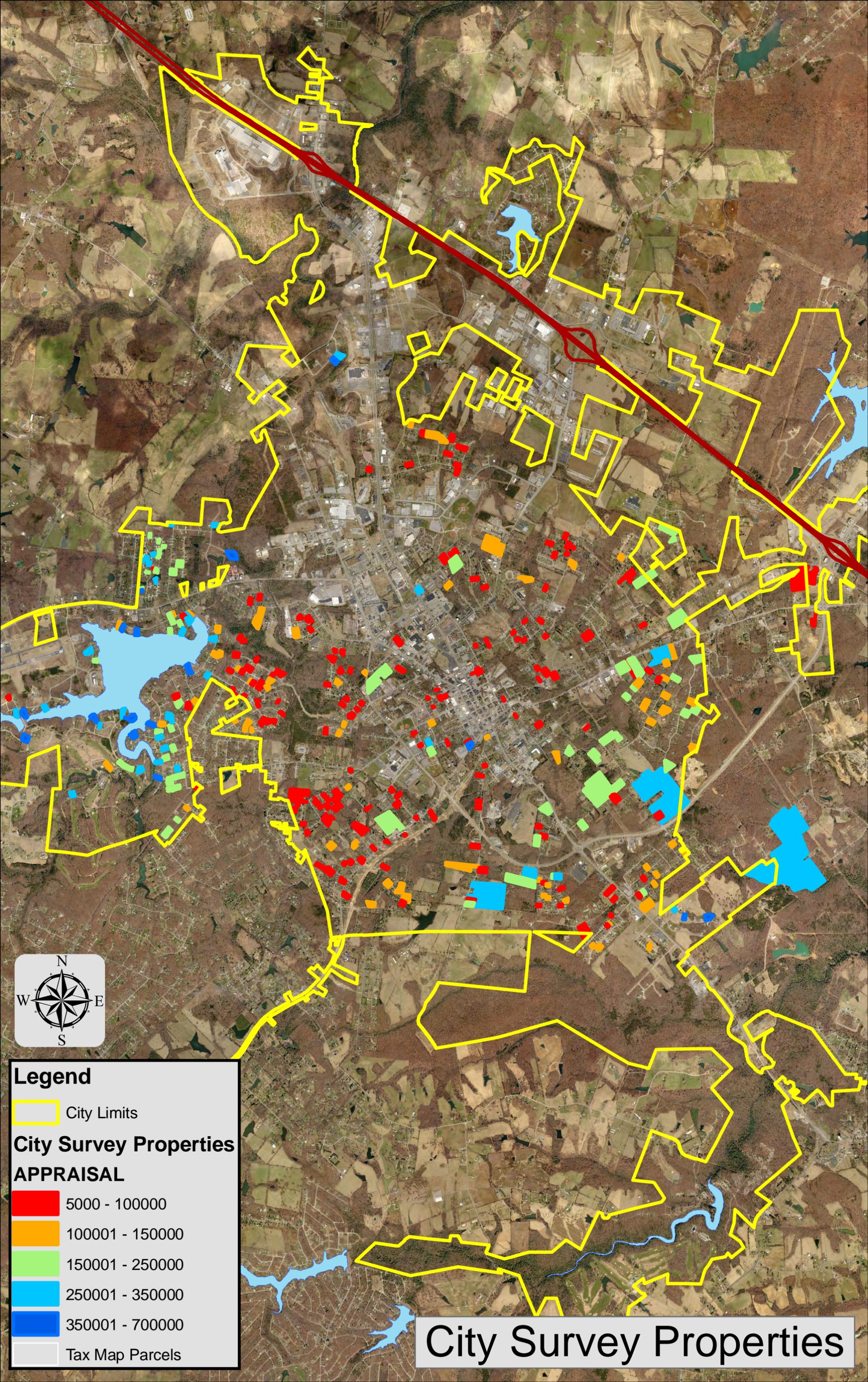
I am sure you are aware of the many services and programs the City provides to the citizens. These include: police and fire protection, water and sewer utilities, street and sidewalk maintenance, ball fields, parks and walking trail, cemetery maintenance and mowing, code enforcement and signage, animal control, home garbage pick-up and brush removal. The City takes an active role in sponsoring tournaments for both youth and adults. We are engaged in promoting the City as an investment site for retail and industrial development. We partner with the Chamber of Commerce to market our City as a great place to invest, retire or visit. Our police and fire departments continue to protect our citizens and their property with new initiatives.

We realize that your time is valuable, but so is your input. Could you please spend about 15 minutes to complete the survey and mail it back in the enclosed stamped envelope? All responses will be anonymous. If you feel you do not wish to participate in the citizen's survey, please call City Hall (484-5113) by August 14 to let us know that you will not be completing it.

Thank you for helping us in this endeavor. I know we all want a prosperous future for the City of Crossville.

Sincerely,

J.H. Graham, III
Mayor



Legend

- City Limits
- City Survey Properties APPRAISAL**
- 5000 - 100000
- 100001 - 150000
- 150001 - 250000
- 250001 - 350000
- 350001 - 700000
- Tax Map Parcels

City Survey Properties

Comments from Citizen Satisfaction Survey

1. Called Police Department. They put me on hold and never came back. (Respondent #3)
2. I appreciate the City of Crossville very much. (Respondent #3)
3. I wish the Mayor & City Council would stop acting like children fighting and accusing each other and do the job they were elected to do and making Crossville look like we are governed by idiots. (Respondent #5)
4. We moved here 13 years ago and love it. We travel a lot and tell everybody what a wonderful place it is. We tell them you should move to Crossville when you retire. (Respondent #6)
5. Control spending of taxes. The City Council needs to stop acting like children and grow up. (Respondent #8)
6. Respondent #9:
 - a. If buying land next to airport is an example (of economic development), waste of money, poor stewardship of tax payer dollars.
City wastes money, i.e.:
 - a. Purchase of airport property well over appraised value
 - b. Rented space for Codes Dept. from "buddy" at \$9.00/square foot rather than \$3.00/square foot as recommended by City Manager
 - c. Renewed Waste Treatment contract for \$100,000 more than other bidders. Poor stewardship of tax payer dollars
7. Possibly do something to reduce excessive speeding and noise pollution on Ivy Avenue. This is especially troublesome after dark. I fully understand that the law enforcement staff are doing the best they can and I am not complaining. They are well intended and I respect the job they do. (Respondent #11)
8. Argue-that's all they do (Respondent #12)
9. Drainage ditches should be piped underground (Respondent #15)
10. Downtown car shows-how does this profit City of Crossville? It looks more like an expense blocking the streets having police cars sitting at red lights all day with officers inside. (Respondent #17)
11. I lived here from 1947 to 1951. What a great improvement when we came back in 1977. I love this city and county. Everyone is friendly and willing to help. We are both in our 80's. Curbside recycling would really help us as we recycle everything we can. (Respondent #22)
12. I'm wondering why gas water heaters don't last long. I just had a new one installed by Middle Tennessee Natural Gas Co. It's the 3rd one in 20 years! In Wisconsin, my house only had one gas heater (Rheem Glasslined 40 gal) and it was still good when I sold my house 29 years later! Is it because the mountain water makes them fail so often? The gas man doesn't know (the serviceman who installed them) and the price now is \$700.00. I guess they are made of gold! (Respondent #28)
13. I would like to see Codes issue and enforce more citations on homeowners or renters that contribute to the filth in people's yard and their property. Have the City take a closer look at the homeowners of Section 8 housing. Have the Police work on a quicker response time to calls. This is Crossville, not Detroit. Just recently, myself and neighbors called City Police about a man who stumbled out of the woods on our street, bleeding. It took 30-45 minutes for them to arrive. We're less than 5 minutes from Police Department. They found him in the woods passed out drunk with the help of neighbors. Let's work together to clean our City up so that visitors from other towns will be proud to say they made a visit to Crossville and it was a nice, clean town. When out of town visitors come to Crossville, believe it or not, they ride around and they see a lot more than NICE CLEAN GOLF COURSES. City officials should take a ride of a 2-3 block radius of our schools in the City and they will be appalled at what they'll see. Then start

- checking to see what pillars of the community own some of these properties. I would like to see a prosperous future for the City of Crossville. (Respondent #29)
14. More resources/activities for teens would be great (Respondent #30)
 15. Would like to see a stop of immigrants (Respondent #37)
 16. There is not a need for term limits. A person who is doing a good job should be able to continue as long as he is willing. There needs to be a recall option for the purpose of removing trouble makers, such as Souza, who drag the reputation and effectiveness of the City down with them in their unfounded, unprovable accusations. (Respondent #38)
 17. Code enforcement with absolutely no results. The neighborhood even signed a petition about the property on the corner of Lantana & Storie Avenue plus the Mayor was talked to. NO RESULTS. (Respondent #39)
 18. There needs to be more traffic control on Holiday Drive. Walkers/bikers, etc. are in danger from the great speed which people travel there. Also, a traffic light on 70W and Holiday Drive would be greatly helpful. It is almost impossible to turn left onto Hwy 70 from Holiday Drive. It would also slow traffic down somewhat on Hwy 70. (Respondent #40)
 19. Build baseball field like softball, host tournaments. (Respondent #49)
 20. The way the Commissioners bicker & argue is an embarrassment! To all of us. (Respondent #50)
 21. We need more for the youth & children to do, like a recreation center with a pool, etc. The more we have for them, the less drugs & pregnancies there would be. (Respondent #52)
 22. We need to consider a metro government (i.e. combine the City & County for most, if not all, services). We also need to increase police pay to at least match all surrounding counties & cities. (Respondent #53)
 23. Respondent #55:
 - a. For City improvement and building projects, hire local companies & contractors (i.e. library, courthouse, etc.)
 - b. Enough senior activities, clubs, programs and focus on youth, young adult and middle age programs
 - c. Let the kids cruise downtown, where they can be safe. Downtown is just that-NOT residential (i.e. Hinch)
 - d. Crack down on repeat offenders (i.e. drugs 3 strikes, you're out!)
 - e. Support private/small business and bring in outside business (IHOP, Olive Garden, Black Angus, Home Depot, Target, Publix, Kohl's, etc.)
 - f. Patrol the doctor parking lots-Crossville Medical Group Walk-In. Drug deals are continually going down in front of the walk-in. Can we get surveillance please?
 - g. The women that work at the Justice Department are always rude, unhelpful.
 - h. The 127 Yard Sale causes nasty odors in the sewer at corner of 127S at Physician's Associates.
 - i. STOP with new construction and preserve, renovate, maintain existing structures-too many boarded up businesses and homes are abandoned.
 - j. Let's beautify our City and protect our young people.
 24. Water Tank Hill city sign is nice, but it needs something to help it up. (Respondent #56)
 25. We need indoor ball courts and pool. (Respondent #60)
 26. Respondent #61:
 - a. I like living in the City of Crossville
 - b. Taxes should be at whatever level to accomplish these things:
 - i. I would like to see accessible public restrooms provided in 2-3 locations downtown and open 24 hours daily. Well lighted, patrolled by police.

- ii. Infrastructure needs to be worked on a continual basis because it is getting older, not just when it breaks.
 - iii. Thanks for keeping City clean & safe. I'm not in favor, however, of downtown beautification. Business owners should keep their own businesses in good repair-City take care of streets, water, sewer, lights.
- 27. I believe there should be a greater stand by City officials against common core. Officials should push for and allow creation and prayer to be taught and utilized in public schools, not just evolution. (Respondent #62)
- 28. I don't know who to contact about but house next door to us, it is full of rats & snakes. They won't mow or clean it up. Homeless people & drug addicts go in there and stay. The Glenwood Trailer Park has raw sewage running under their trailers. Our neighborhood is an eye sore to Cumberland County because of this. Dogs and cats are running at large. You can't open your door, they come in our house. The dogs bark all night long. We were talking about who to call about this problem. This was God Sent. Thank you. Please help our problem. (Respondent #63)
- 29. I'm glad we decided on retirement to this area after working in the Rochester, NY area as a public school teacher. (Respondent #66)
- 30. I am very disappointed in the last two City Council members elected. I hope they don't get another term. With an attitude such as they have, they don't belong in an office such as they are holding. (Respondent #69)
- 31. Respondent #73:
 - a. All dogs and cats licensed and charged fee. More than two (2) dogs & cats, extra fee.
 - b. Containers to take type 3 plastic. Recycle all items.
- 32. Respondent #82:
 - a. We need to attract factories & businesses to build here to create jobs for the people of working age because if there aren't any then they move & leave behind the elderly parents that have no one to help them as they age.
 - b. We need more restaurants & a nice dance club so the younger will have somewhere to go instead of driving to Cookeville & Knoxville to spend money that could have been spent in Crossville instead of elsewhere. We could use more department stores to shop instead of driving to other cities.
 - c. The 127 Yard Sale is dangerous and is inconvenient to motorists & I believe it would be safer & attract more shoppers if it were to be in one large area like the fairgrounds where there is decent parking & people could shop in one area at all the vendors instead of risking accidents on the road. Each town on the 127 route should have the vendors all together in a large area so the roads will be safer.
- 33. On Holiday Drive, the bridge needs a better ramp. (Respondent #83)
- 34. We would like to see some nice apartments here for seniors & no kids-animals allowed. Grandchildren could visit once a year for 2 weeks. All apartments on ground floor & not located in Fairfield Glade or Tansi. Thank you. Knowing this will never happen! We love Crossville! (Respondent #88)
- 35. Respondent #89:
 - a. Lived in Cumberland County 40 years. Grandparents were original homesteaders. Parents lived here most all their lives owning two successful businesses in the county. I've lived at my residence over 20 years. Was very patient with two different city managers and officials with water issue on our property. The City should not allow businesses to run their water and trash on residential property and destroying the value of their property they work hard for. We sold riding lawn mower because we can no longer get across ditch the drainage has made. Several trees have had to be cut down

because drainage killed them and we couldn't take a chance of it falling on house. We no longer can have a garden to provide for the family. Potatoes and plants would rot in the ground due to water. The water causes mosquitoes so we cannot enjoy our back deck at times. The City put their gauges in stream line and said it wasn't their fault. The fact is we didn't have a ditch line in our back yard when we purchased this house. I've taken many videos of the overflow and also have picture of what the area looked like before. The doctor's office and the Health Department both run their parking lot water in our backyard. The City keeps blowing it off because they want someone else to foot the expense to repair damages and that would be us and we are not responsible. Our fault is we are not suing people. All we can do is word of mouth. I wished the water flow could just stop so our property would no longer be damaged, but of course that's not going to happen. The Health Department came from a different direction so it covers a little more of our yard than the doctor's office. The City should have to repair my yard along with require other business to repair when destroying someone else's property. Of course I'm not an important person in Cumberland County. Those are the only ones that can get anything done. Several engineers that inspect this type of situation that does not work for the City came to look at our property and said they could tell that the water flow had not been there before and they felt should not have happened. Even property investors that had been on the property said they had been here before and it wasn't there.

36. Employees are friendly and courteous. Coming from California, it is a pleasure to deal with friendly, helpful people. (Respondent #90)
37. Continue future planning-10years +. Keep improving infrastructure. (Respondent #94)
38. If we all practice the Golden Rule, Crossville & Cumberland County will survive with a great spirit and remain the best place to live with all of our imperfections. (Respondent #97)
39. I would love to see a YMCA or other type program built for our City. (Respondent #98)
40. I am a newly retired person so I will be home more so I will be in the County during the day. (Respondent #99)
41. The Cumberland Apartments across the street from me are an eye sore. This is the first thing I have to look at in the morning. They need some guidelines. (Respondent #100)
42. City charter needs to be changed to allow City property owners who are allowed to vote in City elections, but do not live within City limits, to run for and hold City elected offices. (Respondent #102)
43. In my opinion, we do not need to use tax payer money to build swimming pools & indoor rec hall. Nor did we need a dog park. If you do not have room for your dogs to run on your property, then you do not need one. Nor should people from other cities and counties come here to use it and city tax payers pay for up keep. That's my opinion, which probably will not be asked for again. (Respondent #103)
44. Need an indoor rec. center. (Respondent #113)
45. The actions of Councilman Souza are embarrassing to all the citizens of Crossville. He should resign from the Council. (Respondent #114)
46. Respondent #116:
 - a. Too many City employees driving around and not doing work.
 - b. City vehicles should not be driven home!
 - c. Do we have a new water plant on Deerfield? Our City vehicle seems to stay on the corner a lot of the work time!
 - d. We got bids on sewer plant, should we not consider water treatment plant and other areas of the City?

- e. City elected officials Souza & Kerley need to go home!
 - f. City Council & City Manager need to talk into microphone at meetings-can't hear!
 - g. Rec parks are not being maintained-weeds are taking over! Do we have pressure washers to clean with? More than fields to maintain!
 - h. City enforcement needs to clean up the City mowing and signs & trash are really bad!
 - i. City Manager-you need to get out of your office and see what is taking place!
 - j. What is our status on setting up new water applications online?
 - k. We need economic development leader full time!
 - l. We need to have some kind of future sign ordinance to lower the signs & make them smaller.
 - m. We need more sidewalks (127-Miller Avenue-West Avenue)
 - n. We need to promote activities at the Palace & Amphitheatre better!
 - o. We need to look at civic center with convention area.
 - p. We need to look at more parking downtown, possibly the mess next to the library.
47. Just a question, why can't the Mayor, the City Council get along without being into it all the time? They need to work together in unity to build our City and a good place to live.
(Respondent #117)
48. City should have completed downtown redevelopment project and City should have built new fire station on Sparta Highway. (Respondent #120)
49. Respondent #127:
- a. We desperately need a YMCA facility. Talk to Manchester, TN. Their facility is utilized by many for multiple events-brings in a lot of revenue.
 - b. Also please raise taxes to help improve our school systems! CCHS is an embarrassment, how can you pour all the money to SMHS and make promises to "update" CCHS that still have NOT been fulfilled???
 - c. We need SROs in all schools!
50. Why do police drive car out of county? (Respondent #128)
51. Disappointed the downtown revitalization fell through (Respondent #130)
52. Crossville needs better restaurants! O'Charley's, Logan's, Applebee's, Chick Fil A (Respondent #131)
53. I strongly feel that the City Council should be much more involved in promoting the City. It should make every effort to promote business and tourism to downtown and surrounding area. Depot Days, Car Cruise-ins, Craft Shows, and etc. should be well supported by the City. It's a shame that public buildings and restrooms are not available for downtown public events. City officials need to benchmark other successful towns (Somerset, KY for example) (Respondent #132)
54. Respondent #134:
- a. Satisfied with water filtration department, however, our water used to have a better taste and better suds.
 - b. Rec. Department-Made a request several times regarding entrance. They listened, but no response either way until this week!
 - c. All considered, Crossville is still the best place to live!
 - d. While it is important to move forward, property tax rate must be a consideration before unnecessary projects, such as the indoor recreation pool, gym, track area building. Citizens should be advised of all particulars before being asked a yes or no question.
55. Would love to see a YMCA or other recreation facility & employees are underpaid. (Respondent #135)

56. Respondent #139:
- a. I called the City for brush removal several times. Finally hired a company to remove brush off a front ditch line.
 - b. Need sidewalk on Adams Street. Unable to see coming off Old Mail Road onto Adams Streets.
 - c. Need to reduce speed limit on Old Mail Road.
 - d. Police need to check speeders on Adams Street.
 - e. Need whole new City leaders
57. Respondent #140:
- a. Economic growth & expansion should be carefully planned & controlled and include serious due diligence regarding “clean or dirty” industry, long term solid growth, employee safety, wages above the poverty level, low risk for potential “belly up” risk, and short term tax breaks.
 - b. We need to think outside the box and promote entrepreneurs and small business start-ups. People who promote quality rather than quantity. We can become an example for other cities across Tennessee if we start now.
 - c. No more fast, toxic, food chains-small quality/restaurants with atmosphere & reasonable prices instead.
 - d. Clean manufacturing that doesn’t strain or damage resources, and on and on.
 - e. I’m proud of Crossville, let’s hope we guarantee its’ future.
 - f. P.S. Could someone please go level Wal-Marts?
58. I find the behavior of our current Mayor and City Council embarrassing. How can 5 grown men behave like they do in a public meeting where they claim to be governing? Name calling and belittling others is not an appropriate way to act. It’s just not right especially as an elected official. Crossville is a beautiful City that I am proud to call home. I just wish we had better leaders. (Respondent #143)
59. Too much crime in City. Police visible on streets-but too many home breaks-ins on increase!!! Unsolved crimes. Hate to participate in program where police check on home if gone for few days, because not satisfied it would stay within department! (Respondent #149)
60. Respondent #150:
- a. Keys to changing traffic congestion-replace some stop lights and other intersections with roundabouts
 - b. Provide incentives for companies or entrepreneurs to consider constructing a hotel downtown. This will not only supplement the economic activity of our downtown, but this is in the best interest of the family members of those staying at our hospital. Could include a restaurant.
 - c. Obviously, overall a more concentrated effort on creating more downtown economic activity (downtown parking garage, more retail stores)
61. There needs to be more effort and money put into maintaining City streets. There are potholes and city repairs that are not up to standards. (Respondent #151)
62. Respondent #152:
- a. Very satisfied with Graham, Wyatt, Marlow
 - b. Very dissatisfied with Souza, Kerley
 - c. Thank you Mayor Graham for making the wise decision to table downtown project. No amount of money will ever revive Crossville to its former state.
 - d. The Northwest Connector road needs to be completed because the future of Crossville is in that direction. With easy access to I-40, more industry and businesses would consider locating here.

- e. An indoor rec. facility could bankrupt the City with overhead expenses. We already have 2 senior centers and 2 wellness centers.
 - f. Schools need more SROs. This being a joint venture with City & County, each paying 50% of cost.
 - g. Advice for City Council & City employees: Always leave your partisan politics at the door. Practice diplomacy; have the ability to compromise; be able to cooperate with others; be courteous and respectful even to your worst enemy. Do not stoop to name calling. Act like civilized adults. Remember, you are civil servants and we tax payers expect professionals to conduct City business and not bicker.
63. House on corner of Old Lantana Road and Storie-Junk. Neighbors got a petition signed to make them clean up-no help. My daughter lives 2 doors down Storie, had a car with a flat tire in driveway. She got a registered letter to move it. This mess on corner of Old Lantana & Storie is 10 times eye sore. Please clean up junk on corner of Old Lantana Road and Storie Avenue. (Respondent #153)
64. I think you have a big sewer problem. (Respondent #155)
65. Should make individuals, businesses, and churches mow grown up property. Residential street ditches need to be maintained/repared. Elected officials should do job they are elected to do and quit all the DRAMA. Need a new Mayor without fingers in so many conflict of interest pies! (Respondent #157)
66. I would like to have information easier to obtain. (Respondent # 159)
67. We don't need to have a permit from the City to have a yard sale. If you own property in the City and pay City taxes, you shouldn't have to have a permit for a yard sale. Thank you!! (Respondent #161)
68. Commission needs to stop bickering and act like adults or get off the Council. Put the City taxpayers first instead of personal agendas & personal gain. At this time the economy is so distressed there needs to be no spending or additional recreational projects. (Respondent #162)
69. Please remove condemned buildings/houses within residential areas and keep areas mowed. (Respondent #163)
70. Respondent #167:
- a. A lot of these questions are presumptuous. They assume the City government is more important to our day to day lives than it is.
 - b. Recreation-I wonder if a "spray ground" water park might be good.
 - c. Police-I think they should worry less about whose wearing a seat belt and spend more time catching thieves.
 - d. Beautification-The City is not an HOA.
71. Better maintenance of shoulders of City roads is needed. Flooding washes out the shoulders and there seems to be no routine review and repair. (Respondent #168)

Summary

42% of the survey respondents made comments, of those that commented:

- 65% were related to various items
- 19% were related to the City leadership
- 13% were related to Codes/Property Maintenance
- 3% were related to the Police Department