

# TAKING CHARGE 2015

Satisfaction of Residents of Lincoln, Nebraska

FINAL REPORT  
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With Contributions from

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## EXECUTIVE SUMMARY

Between June and August of 2015, a satisfaction survey was completed by more than 600 randomly-selected Lincolniters (a *random sample*, yielding a confidence interval of +/- 4% at the 95% confidence level<sup>1</sup>) and more than 1200 volunteer respondents (a *volunteer sample*). The following are the main findings from that survey, and comparison of that survey to prior Taking Charge survey samples.

### Global Satisfaction Ratings

- On average, Lincoln residents reported greater satisfaction than dissatisfaction with most City services. The average levels of satisfaction were significantly above 3.0 (neutral) for all but 2 of 21 mean levels of service satisfaction assessed in 2015 random-sample mail survey, and for all but 3 services rated by the volunteer sample. As was the case in 2012, the highest ratings were given for overall quality of life and fire and emergency/ambulance services.
- The lowest rated service was street maintenance, which was also rated lowest in 2012. This was the only area for which both the volunteer and random samples registered significant dissatisfaction. The volunteer sample additionally reported dissatisfaction with the number of unsightly or blighted properties in their neighborhoods and ease of car travel in the City—areas in which the volunteer sample also had indicated dissatisfaction in 2012.
- Examination of global ratings of City services revealed more areas of satisfaction increase than decrease. Differences in resident satisfaction between the 2012 and 2015 samples indicated relatively few significant differences between randomly sampled respondents (3 increases: snowplowing of City streets, job creation and economic development, and employment opportunities; 2 decreases: recycling and sustainability efforts and management of sewer and storm water). However, comparison of the 2012 and 2015 volunteer samples indicated 11 areas of increased satisfaction, and only 4 areas of decreased satisfaction.

### Satisfaction with Specific Aspects of Certain City Services

- Although satisfaction with **park services** was relatively high, in the case of the random-sample survey, satisfaction was significantly lower in 2015 than in 2012 for all of the assessed areas specific to parks (e.g., natural areas such as Wilderness Park, trails maintenance, mowing and caring for trees in parks). The largest decrease in satisfaction was with regard to street median and boulevard maintenance. These decreases in satisfaction were not seen when comparing the 2012 and 2015 volunteer samples.
- Satisfaction with specific services related to **neighborhoods** (e.g., neighborhood safety, appearance, sidewalks, and streets) was found to be relatively high in all areas. Comparison of random-sample survey respondents from 2015 and 2012 suggested significantly higher satisfaction in two areas: neighborhood safety and security, and snow plowing of neighborhood streets. In 2012 neighborhood street snow plowing had been an area of significant dissatisfaction, in 2015 it was an area of significant satisfaction.

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<sup>1</sup> This is similar to saying that, statistically, there is a high (95%) probability that the “true” percentages that would have been obtained if the entire Lincoln population had been asked the questions would fall within +/- 4% points of the values reported here.

- Satisfaction with specific **library services** among those who use library services (approximately 75% of all respondents) was very high, as it was in 2012. There were no significant changes in satisfaction among random-sample respondents based on 2012-2015 comparisons. Comparison of volunteer samples, however, suggested greater satisfaction among 2015 volunteer respondents relating to overall service of libraries and hours of operation. As was the case in 2012, by far the most endorsed reasons for not using the library were because people use the internet at home for research and/or because people buy their books and other materials.
- Satisfaction with specific **public transportation services** among those who use those services (approximately 16% of all respondents) tended to be lower than satisfaction ratings of other City services. The three areas of lowest satisfaction were hours of operation, route frequency (how often buses come), and areas served. Furthermore, comparison of responses from 2015 and 2012 samples indicated decreased satisfaction (among random-sample respondents only) with driver courtesy, cleanliness of bus interior, and overall safety. As was the case in 2012, by far the most endorsed reason for not using public transportation was that people preferred to drive. Safety concerns and cost of riding the bus were the least endorsed reasons for not using public transportation.
- Relating to City **zoning and growth planning**, among both the volunteer and random samples, there were substantial increases (+9-10%) in the percentage of persons who felt the City was properly planning and developing. This change appeared to be due to a decreased endorsement of the view that City planning discourages new development. Meanwhile, there was little change in levels of endorsement of the view that the City encourages new development at the expense of good planning.
- Relating to the City's **environment and sustainability activities**, respondents in both the random-sample survey and volunteer survey, on average, reported high satisfaction with the air and water quality in the City. Residents were most neutral about the availability of clean fuel stations and electric vehicle charging stations and use of renewable energy sources to generate the City's electricity.
- As in prior surveys, residents were also asked to evaluate **City government** directly by indicating their agreement with statements relating to their trust and confidence in government officials and employees. No significant differences were observed between the 2012 and 2015 randomly sampled residents; however, comparisons of the volunteer samples indicated significant increases in trust and confidence for all items.

### **Other Findings**

- Comparison of other survey questions between 2012 and 2014 samples indicated increases in people's self-reported amounts of exercise, and decreases in viewership of government TV channels. There was little evidence of change in resident knowledge.

In 2012, Lincoln residents appeared to be, overall, quite satisfied with City services—albeit perhaps a bit less than in 2010. Meanwhile, in 2015, there seems to be more increases in satisfaction than decreases, across service areas. At least some of these “changes” may reflect naturally occurring fluctuations among largely satisfied Lincoln residents. Nonetheless, the survey data also points to areas of relatively consistent strength and areas that may benefit from improvements, and thus usefully informs future City efforts.

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# BACKGROUND

## ♦ PURPOSE

The purpose of the June to August 2015 satisfaction surveys was to examine Lincoln City resident satisfaction with key City services. Two samples of responses were gathered: One was a sample of more than 600 Lincoln residents obtained using random mail address sampling, and one was a volunteer sample of more than 1200 additional persons that voluntarily completed an online or paper version of the same survey. The random sample is designed to provide a representative snapshot of Lincoln resident opinions. The volunteer sample provides a summary of the voices of persons who were motivated to express their opinions, and is not a representative sample.

Feedback pertaining to the findings of this report should be directed to the City at [mayor@lincoln.ne.gov](mailto:mayor@lincoln.ne.gov). Feedback, questions and comments pertaining to the study design, procedures, and statistical analyses in this report should be sent to Lisa PytlikZillig at the Public Policy Center at [lpytlikz@nebraska.edu](mailto:lpytlikz@nebraska.edu).

## ♦ CONTEXT: CURRENT POLITICAL CLIMATE

The present survey was administered approximately six weeks after the May 5<sup>th</sup> election for mayor and city council. Campaigns surrounding the election, which resulted in Mayor Beutler continuing as mayor for a third term, may have impacted survey results. Key issues discussed during the election included the handling of a retaliation case within the City's fire department, and prioritization of downtown development relative to other City areas.<sup>2</sup>

Other context factors are also worthy of note. Earlier in the year the Mayor's office, in conjunction with the University of Nebraska Public Policy Center (PPC), conducted public engagement activities around the City's needs for new public safety infrastructure. That infrastructure included a new emergency radio system and new fire station locations. Portions of the City's emergency radio system were over 25 years old and vendor support for the system is ending in 2017. Also, due to Lincoln's expansion, current fire station locations did not allow Lincoln to meet national standards for travel time to life-threatening emergencies. New fire station locations would ensure that emergency personnel could arrive at emergencies within four minutes or less 90% of the time (the national standard). In light of these needs, Lincoln voters agreed to raise the sales tax by one-quarter percent to provide a source of funding. However, the tax increase had not yet gone into effect at the time of the survey.<sup>3</sup>

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<sup>2</sup> *Lincoln Journal Star*, "Stebbing says he would have reacted quickly to retaliation report, disciplined chiefs," April 20, 2015; *Omaha.com*, "Undisputed front-runner Chris Beutler faces tough foe in Lincoln mayoral race," April 12, 2015; [http://ballotpedia.org/Lincoln,\\_Nebraska\\_municipal\\_elections,\\_2015#cite\\_ref-omaha\\_5-1](http://ballotpedia.org/Lincoln,_Nebraska_municipal_elections,_2015#cite_ref-omaha_5-1)

<sup>3</sup> <http://lincoln.ne.gov/city/safety/>

## ◆ RESIDENT SATISFACTION: MEASUREMENT OVER TIME

The present surveys (June-August 2015) were preceded by similar surveys using identical questions administered in December 2009-March 2010, and in January-March 2012. The 2009-10 surveys were administered as part of the City of Lincoln's and Mayor Chris Beutler's "Taking Charge" process, to provide a baseline measure of Lincoln resident satisfaction with specific City services. The 2012 and 2015 Taking Charge satisfaction surveys follow-up on the prior surveys.

The use of identical (or in a few cases, nearly identical) questions was intentional and designed to track changes over time. Of course, many factors can impact participant responses, including mode of survey, sample composition, and contextual factors (e.g., recession, larger snowfall than usual, and so on). Because this is not an experimental study, one cannot determine the extent to which changes in services are the cause of changes in responses. The survey is nonetheless useful for providing information about resident feelings about City services over time.

## ◆ SURVEY METHODS

The Taking Charge: 2015 Satisfaction survey provided two opportunities for residents to state their views, one via a randomized, paper-based survey and one via an identical volunteer survey. During the week prior to the mail survey, the City held a press conference announcing that the survey would be conducted and that the City would appreciate it if residents receiving a survey would please complete it. In addition, the press conference was used to announce other means by which Lincoln residents could give their opinions—specifically, by responding to an online survey identical in content to the mail surveys, and by joining the online discussions at [www.lincoln.mysidewalk.com](http://www.lincoln.mysidewalk.com). The present report focuses on responses to the random-sample mail/paper and volunteer online/paper surveys.

The *random-sample survey* was conducted by mail with the assistance of the University of Nebraska's Bureau of Sociological Research (BOSR). A total of 2,000 random-sample mail surveys, which included a cover letter written by the Mayor asking for resident feedback, were mailed to a random sample of City residents in mid-June of 2015 (6/18/2015). Follow-up reminder postcards were sent to all those not responding to the first mailing, approximately two weeks after the first mailing (6/30/2015). Finally, follow-up letters and an additional paper survey were sent one month later (7/20/2015) to any remaining non-respondents. Data collection of the responses to the random-sample, mailed surveys was complete by the end of August.

The *volunteer survey* was made available from June 18 until August 1, 2015. The online survey was available via a link on the front page of the City's website ([lincoln.ne.gov](http://lincoln.ne.gov)), and prominently featured on the Public Policy Center's website ([ppc.nebraska.edu](http://ppc.nebraska.edu)). In addition, press releases and media publicity directed residents to

the websites linking to the survey.<sup>4</sup> Paper copies of the survey also were distributed to the Lincoln City Libraries. These paper surveys were added to the sample of volunteered survey responses, with data entry conducted by Public Policy Center staff.

Both the random-sample and volunteer surveys included the same questions asking residents about their satisfaction with overall quality of life and satisfaction with City services, including satisfaction with overall quality of life in the City, cleanliness, safety and security, recreation opportunities, employment opportunities, ease of bike travel, snow plowing, recycling, and so on. In addition, more detailed items assessed specific areas of satisfaction and dissatisfaction with parks and recreation, neighborhoods, libraries, and public transportation. Other questions asked residents to report on their exercise and recycling behaviors. Finally, subsets of questions asked residents about their opinions on Lincoln City government, knowledge of City government, and demographics. The complete survey is attached to this report as Appendix A.

#### ♦ DEMOGRAPHICS & DATA REPRESENTATIVENESS

A total of 644 (32% of the 2,000 randomly-selected addresses) residents completed or partially completed the random-sample mail survey,<sup>5</sup> and 1,228 persons completed or partially completed the volunteer survey online or on paper. The demographics of the 2015 random-mail and volunteer samples, along with the demographics for the 2012 random-mail and volunteer samples, are shown in Table 1. Note that, for all tables, the order of presentation allows a quick comparison of the two random samples across time (2012 mail versus 2015 mail), followed by the 2015 volunteer sample (allowing easy comparison of the 2015 random-mail survey versus 2015 volunteer survey) and then the 2012 volunteer sample (allowing easy comparison of 2015 volunteer versus 2012 volunteer samples).

Comparisons between the demographics obtained from the surveys conducted in 2012 and 2015 shows differences across samples as follows:

- *Gender proportions:* Significantly more females completed the 2015 random-sample mail survey than the 2012 random-sample mail survey; and similarly, more females completed the 2015 volunteer survey than the 2012 volunteer survey. However, when comparing volunteer to random-sample mail surveys, more men completed volunteer surveys than women, in both 2012 and 2015.
- *Education Levels:* The 2015 random-sample mail and volunteer samples were significantly more educated than their respective 2012 surveys. Also, both volunteer

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<sup>4</sup> A list of media coverage of the Taking Charge 2015 activities and events can be found at the Public Policy Center project page, <http://ppc.unl.edu/projects/taking-charge-2015/>.

<sup>5</sup> The overall response rate for this survey, calculated using AAPOR's standard definition for response rate 2 is 32.2%. It should be noted, however, that due to the mode of data collection (mail), it is uncertain if surveys reached the entire sample. From the original 2,000 households, 114 surveys (5.7%) were returned as undeliverable.



survey samples were significantly more educated than the random-sample mail survey samples.

- Race/Ethnicity proportions:* The proportion of persons identifying as Asian was significantly greater for the 2015 random-sample mail survey than for the 2105 volunteer survey, and marginally greater for the 2012 random-sample mail survey than the 2012 volunteer survey.
- Zip code representation:* According to the 2010 census, about 58% of the population lives in central zip code areas (68502 to 68510). A comparison of central zip codes versus outer zip codes represented in the surveys revealed that the 2012 random-sample mail survey contained significantly more responses from central zip codes than the 2015 random-sample mail survey (82% vs. 57%). However, the volunteer surveys were both comprised of similar zip code representation as the 2015 random-sample mail survey (57% in 2012 and 61% in 2014).

**Table 1: Comparative Demographics**

Demographic	2012 Random %	2015 Random %	2015 Volun. %	2012 Volun. %	Lincoln Pop. %
<b>Gender</b>					
Female	55.2	62.2	48.5	43.3	50.0
<i>N</i>	643	621	1137	705	
<b>Education</b>					
Some/all HS	20.3	15.8	6.2	10.2	
Some college	21.6	18.2	16.6	20.9	
Associates degree	11.1	11.7	13.2	15.6	
Bachelor's degree	29.2	31.5	38.1	35.7	
Grad/professional	17.8	22.8	25.9	17.6	
<i>N</i>	630	609	1133	698	
<b>Ethnicity/Race</b>					
Hispanic	3.1	2.6	1.7	2.2	6.3
White	94.5	94.4	95.5	94.6	88.7
Black	1.4	2.4	1.4	0.7	5.3
Hawaiian, Pac. Is.	0.0	0.2	0.1	0.3	0.1
Asian	2.0	1.8	0.5	0.9	4.4
Nat. Amer/Alaska	0.9	1.0	0.7	1.6	1.6
Other	2.7	2.2	3.2	4.1	3.1
<i>N</i>	636	627	1123	691	
<b>Zip Codes</b>					
68430			0.1	0.1	0.7
68502 *	13.1	8.5	15.8	13.1	10.2
68503 *	5.8	5.4	5.2	2.6	5.9
68504 *	9.7	5.0	3.1	4.7	6.4
68505 * Central	9.1	5.8	6.7	7.0	5.9
68506 * Zip codes	20.1	13.1	11.9	12.1	10.8
68507 *	7.9	5.8	4.9	5.1	5.2
68508 *	4.0	4.2	4.1	3.4	5.6
68510 *	12.5	9.8	9.2	8.7	7.9
68512		4.5	4.4	5.4	4.5
68514				0.1	0.0
68516	0.2	18.1	15.9	15.0	15.1
68517		0.2	0.1		0.2
68520		0.6	0.8	0.3	0.4
68521	14.9	10.1	9.1	11.5	12.3
68522		2.7	3.5	4.4	4.9
68523			0.4	0.1	0.5
68524	0.2	2.1	1.4	2.6	2.3
68526		2.2	1.9	1.3	1.9
68527		0.2	0.2		0.3
68528	2.6	1.8	1.4	2.3	2.4
68532			0.1		0.2
<i>N</i>	657	624	1104	686	
	<b>M (SD)</b>	<b>M (SD)</b>	<b>M(SD)</b>	<b>M(SD)</b>	
<b>Age</b>	55 (17)	55 (18)	53 (15)	47 (15)	
<i>N</i>	641	624	1069	651	

Note: Population estimates are based on [2010 census data](#). Zip code population estimates based on <http://www.zip-codes.com/city/NE-LINCOLN.asp> and <http://www.city-data.com/zipmaps/Lincoln-Nebraska.html#top>. M = Mean, SD = Standard deviation.

- *Age:* The average age of those taking the 2015 and 2012 random-sample mail surveys were approximately the same. However, the average age of those responding to the 2012 volunteer survey was significantly lower than the average age of the other surveys. In addition, those in the 2015 volunteer survey were significantly younger than those who responded to the 2015 random-sample mail survey.

Overall, these examinations of the demographics find that the volunteer survey samples differ from random samples in their greater representation of male, highly educated, younger persons. These factors may impact observed differences in responses between volunteer and random-sample participants. Over time, we find that the 2015 samples are composed of more females, persons of higher education levels, and a greater number of persons from non-central zip codes. These factors may affect comparisons over time.

## RESULTS

### ◆ GLOBAL SATISFACTION WITH CITY SERVICES

As shown in Table 2, the average levels of satisfaction were at or significantly above 3.0 (neutral) for all but 5 of 42 mean levels of service satisfaction assessed in the 2015 volunteer or 2015 random-sample mail survey.<sup>6</sup> Among both the volunteer and random-sample mail survey respondents, the highest ratings were given for overall quality of life and fire and emergency/ambulance services. For lowest rated services, both the 2015 random-sample mail and volunteer respondents, on average, rated street maintenance significantly below neutral. In addition, the 2015 volunteer respondents, on average, rated number of unsightly or blighted properties and ease of car travel significantly below neutral—consistent with sentiments of the volunteer sample in 2012.

A comparison of the 2015 random-sample mail and 2015 volunteer surveys reveals, consistent with prior years, the volunteer respondents are generally less satisfied with City services than random-sample participants. In all cases, when differences emerged between the random-sample and volunteer surveys, the volunteer sample's mean was lower than the random-sample. This could suggest differences in the views of younger, male, more highly educated respondents (i.e., the characteristics of the volunteer sample relative to the random sample); and/or it could suggest dissatisfaction with the City provides more motivation to give input voluntarily than satisfaction with the City.

Comparisons between the 2015 responses and the 2012 responses suggested, on balance, resident satisfaction increased over the period between 2012 and 2015—especially due to changes in the views of the volunteer sample. Specifically, significant increases in resident satisfaction were observed among the volunteer samples for 11 areas of City services:

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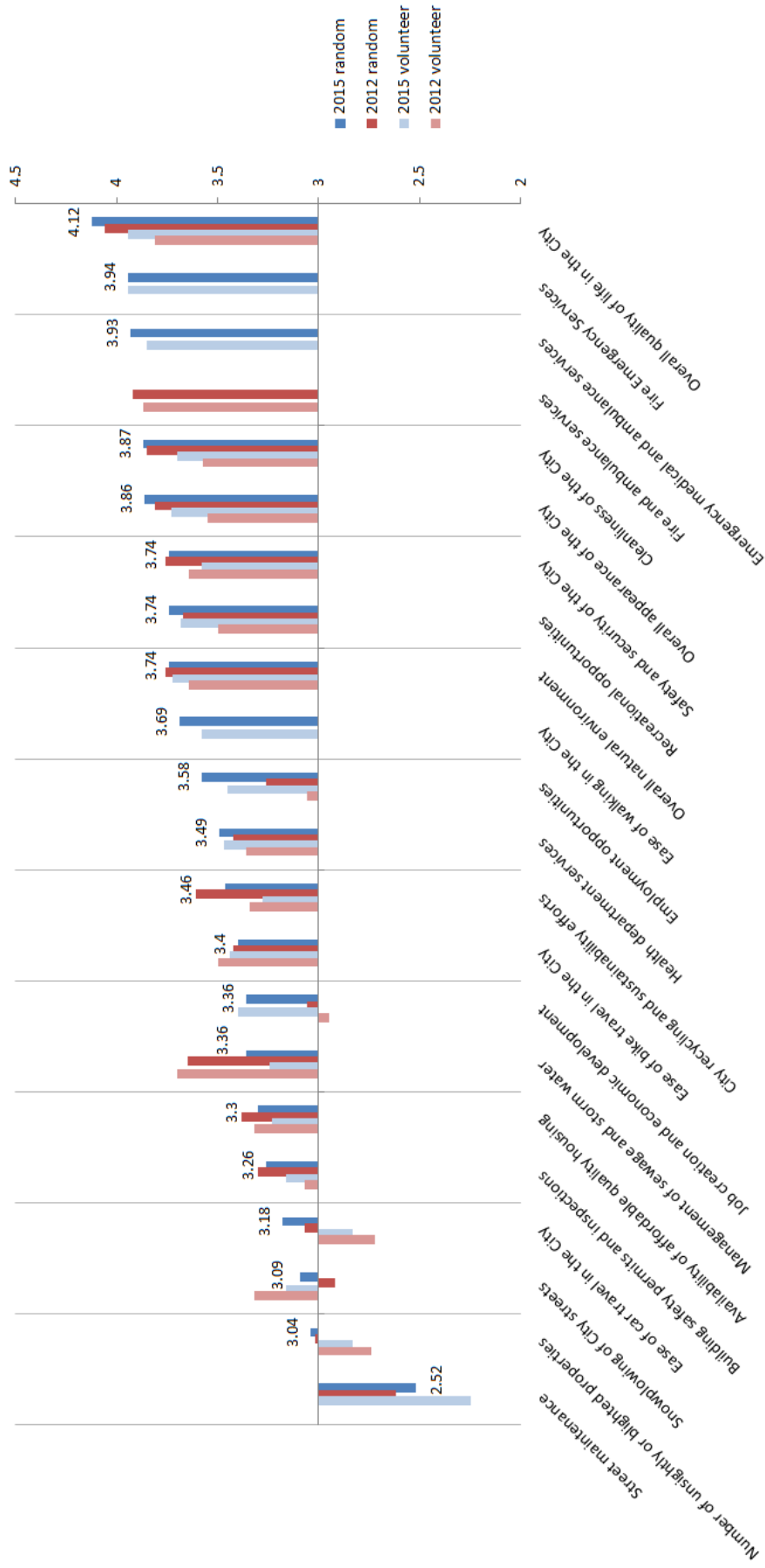
<sup>6</sup> The percentages of persons who fell into satisfied, neutral and dissatisfied categories for each item is reported in Appendix B.

**Table 2: Comparisons of Average Satisfaction Levels across Mode and Time**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Overall quality of life in the City	<b>4.06</b>	.67	647	<b>4.12<sup>a</sup></b>	.74	633	<b>3.94<sup>ac</sup></b>	.83	1208	<b>3.81<sup>c</sup></b>	.89	749
Overall appearance of the City	<b>3.81</b>	.70	645	<b>3.86<sup>a</sup></b>	.75	635	<b>3.73<sup>ac</sup></b>	.87	1208	<b>3.55<sup>c</sup></b>	.95	753
Cleanliness of the City	<b>3.85</b>	.74	637	<b>3.87<sup>a</sup></b>	.76	627	<b>3.70<sup>ac</sup></b>	.86	1203	<b>3.57<sup>c</sup></b>	.92	754
Number of unsightly or blighted properties	3.02	.87	640	3.04 <sup>a</sup>	.82	631	<b><u>2.83<sup>ac</sup></u></b>	.95	1206	<b><u>2.74<sup>c</sup></u></b>	.98	749
Safety and security of the City	<b>3.76</b>	.79	643	<b>3.74<sup>a</sup></b>	.82	635	<b>3.58<sup>a</sup></b>	1.04	1205	<b>3.64</b>	1.02	749
Recreational opportunities	<b>3.67</b>	.88	646	<b>3.74</b>	.85	631	<b>3.68<sup>c</sup></b>	.92	1202	<b>3.50<sup>c</sup></b>	1.02	748
Employment opportunities	<b>3.26<sup>b</sup></b>	.93	642	<b>3.58<sup>ab</sup></b>	.88	631	<b>3.45<sup>ac</sup></b>	.94	1198	3.06 <sup>c</sup>	1.10	754
Ease of car travel in the City	3.07	1.09	642	<b>3.18<sup>a</sup></b>	1.11	632	<b><u>2.83<sup>ac</sup></u></b>	1.17	1205	2.72 <sup>c</sup>	1.23	752
Ease of bike travel in the City	<b>3.42</b>	.85	631	<b>3.40</b>	.86	626	<b>3.44</b>	.95	1203	<b>3.50</b>	1.01	754
Overall natural environment	<b>3.76</b>	.71	639	<b>3.74</b>	.76	626	<b>3.72<sup>c</sup></b>	.80	1205	<b>3.64<sup>c</sup></b>	.90	749
Street maintenance	<b><u>2.62</u></b>	1.06	645	<b><u>2.52<sup>a</sup></u></b>	1.06	636	<b><u>2.25<sup>a</sup></u></b>	1.06	1212			
Snowplowing of City streets	<b><u>2.92<sup>b</sup></u></b>	1.14	643	<b><u>3.09<sup>b</sup></u></b>	1.10	636	<b>3.16<sup>c</sup></b>	1.14	1206	<b>3.32<sup>c</sup></b>	1.22	754
Fire and ambulance services	<b>3.92</b>	.69	639							<b>3.87</b>	.93	751
Fire Emergency Services				<b>3.94</b>	.74	636	<b>3.94</b>	.85	1198			
Emergency medical and ambulance services				<b>3.93</b>	.77	633	<b>3.85</b>	.84	1192			
City recycling and sustainability efforts	<b>3.61<sup>b</sup></b>	.91	643	<b>3.46<sup>ab</sup></b>	.98	632	<b>3.28<sup>a</sup></b>	1.07	1206	<b>3.34</b>	1.07	748
Availability of affordable quality housing	<b>3.38</b>	.87	640	<b>3.30</b>	.91	630	<b>3.23<sup>c</sup></b>	.96	1206	<b>3.32<sup>c</sup></b>	1.02	754
Job creation and economic development	3.06 <sup>b</sup>	.94	642	<b>3.36<sup>b</sup></b>	.86	629	<b>3.40<sup>c</sup></b>	.97	1200	2.95 <sup>c</sup>	1.08	752
Management of sewage and storm water	<b>3.65<sup>b</sup></b>	.68	643	<b>3.36<sup>ab</sup></b>	.94	633	<b>3.24<sup>ac</sup></b>	1.02	1212	<b>3.70<sup>c</sup></b>	.87	749
Building safety permits and inspections	<b>3.30</b>	.79	637	<b>3.26<sup>a</sup></b>	.70	627	<b>3.16<sup>ac</sup></b>	.83	1190	<b>3.07<sup>c</sup></b>	.93	745
Health department services	<b>3.42</b>	.82	639	<b>3.49</b>	.73	629	<b>3.47<sup>c</sup></b>	.80	1197	<b>3.36<sup>c</sup></b>	.85	747
Ease of walking in the City				<b>3.69<sup>a</sup></b>	.86	635	<b>3.58<sup>a</sup></b>	.93	1206			

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied). Bold means are significantly different from “neutral” (i.e., a rating of “3”) in single-sample t-tests. Underlined means are significantly below neutral and thus areas of potential improvement and resident dissatisfaction. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

**Figure 1: Lincoln Resident Global Satisfaction Ratings**



Notes: Graphical portrayal of information in Table 2. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating from random sample. Bars below axis indicate means less than 3 (neutral) and thus register dissatisfaction on average. Bars above axis register means above 3 and thus indicate average satisfaction. See Table 1 for significance of differences.

- Overall quality of life
- Overall appearance of the City
- Cleanliness of the City
- Number of unsightly and blighted properties
- Recreational opportunities
- Ease of car travel
- Overall natural environment
- Building and safety inspections
- Health department services
- Job creation and economic development (also increased for the random-sample survey)
- Employment opportunities (also increased for random-sample survey)

Fewer increases were seen among random-sample survey participants. These increases in satisfaction were in the following areas:

- Employment opportunities (also increased for volunteer sample survey)
- Job creation and economic development (also increased for the volunteer survey)
- Snowplowing of City streets (comparison of random samples showed increased satisfaction with levels changing from below neutral to above neutral; volunteer samples showed decreased satisfaction, with levels remaining above neutral)

Meanwhile, only four areas showed significant decreases in satisfaction, with three of those decreases involving the volunteer samples, and two involving the random samples:

- City recycling and sustainability efforts (decreased among those included in the random-sample surveys)
- Snowplowing of City streets (decreased among those in the volunteer samples)
- Affordable housing (decreased among those in the volunteer samples)
- Management of sewer and storm water (decreased among both the random samples and volunteer samples)

Thus, while the patterns of increase/decreased varied across samples, *consistent* changes across both samples included an increase in satisfaction with employment opportunities and with job creation/economic development, but a decrease in satisfaction with management of sewer and storm water.

## ◆ SATISFACTION WITH PARKS AND RECREATION

A number of the questions on the survey examined Lincoln residents' satisfaction with park services. As shown in Table 3, all 2015 mean ratings from the random-sample mail or volunteer surveys reflected more satisfaction than dissatisfaction, on average—with all ratings except one (satisfaction with the maintenance of street medians and boulevards) significantly above neutral. In general, and consistent with 2012 survey results, residents were most satisfied with public gardens such as the City's Sunken Garden and Hamaan Rose Garden. Average responses indicated the lowest satisfaction with street median and park maintenance.

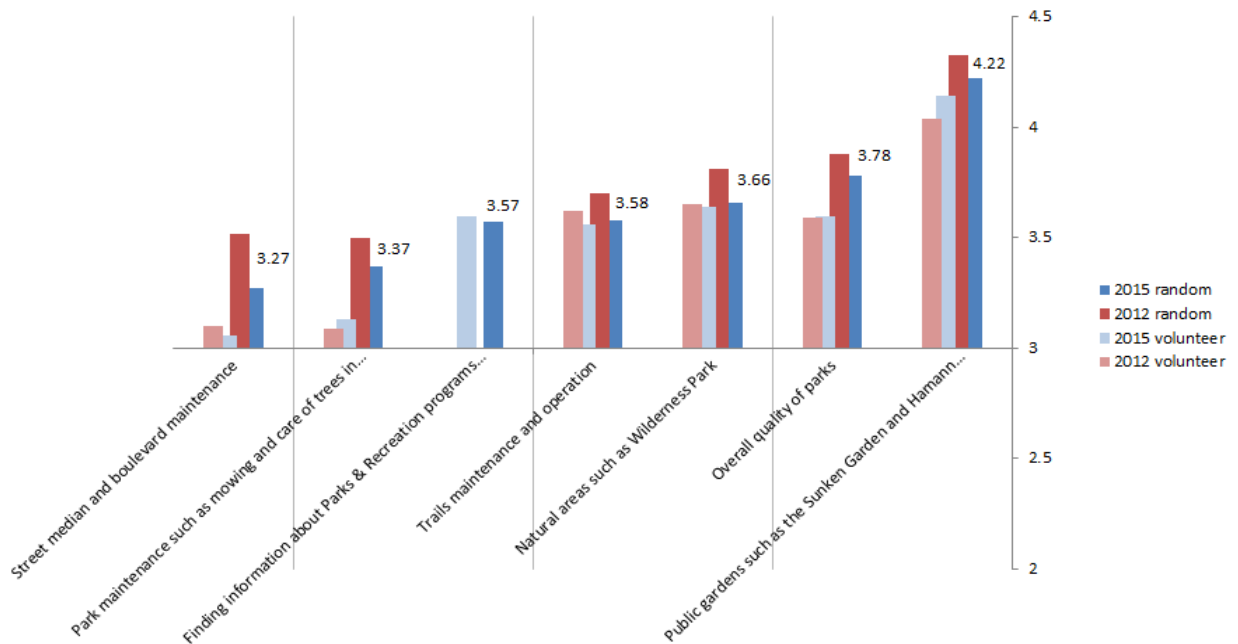
Although satisfaction with park services was above neutral and relatively high, in the case of the random-sample survey, satisfaction was significantly lower in 2015 than in 2012, for all of the assessed areas. However, this was not the case for volunteer survey respondents. The volunteer respondents in 2012 and 2015 did not significantly differ except in one area: 2015 volunteered responses were more positive than 2012 volunteered responses relating to satisfaction with public gardens. Finally, comparison of 2015 random-sample respondents and 2015 volunteer respondents found the volunteer responses to be significantly less positive for three areas: overall quality of parks, park maintenance, and street median and boulevard maintenance.

**Table 3: Comparisons of Average Satisfaction with Park Services**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Overall quality of parks	<b>3.88</b> <sup>b</sup>	.77	641	<b>3.78</b> <sup>ab</sup>	.82	613	<b>3.60</b> <sup>a</sup>	.98	1195	<b>3.59</b>	1.00	751
Natural areas such as Wilderness Park	<b>3.81</b> <sup>b</sup>	.76	642	<b>3.66</b> <sup>b</sup>	.81	606	<b>3.64</b>	.88	1183	<b>3.65</b>	.95	747
Park maintenance such as mowing and care of trees in parks	<b>3.50</b> <sup>b</sup>	1.01	642	<b>3.37</b> <sup>ab</sup>	1.02	608	<b>3.13</b> <sup>a</sup>	1.16	1197	<b>3.09</b>	1.19	752
Trails maintenance and operation	<b>3.70</b> <sup>b</sup>	.74	637	<b>3.58</b> <sup>b</sup>	.80	606	<b>3.56</b>	.91	1190	<b>3.62</b>	.90	750
Street median and boulevard maintenance	<b>3.52</b> <sup>b</sup>	.89	644	<b>3.27</b> <sup>ab</sup>	.96	612	3.06 <sup>a</sup>	1.07	1193	<b>3.10</b>	1.10	752
Public gardens such as the Sunken Garden and Hamann Rose Garden	<b>4.33</b> <sup>b</sup>	.68	645	<b>4.22</b> <sup>b</sup>	.74	612	<b>4.14</b> <sup>c</sup>	.77	1195	<b>4.04</b> <sup>c</sup>	.85	749
Finding information about Parks & Recreation programs and facilities				<b>3.57</b>	.79	608	<b>3.60</b>	.89	1190			

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied). Bold means are significantly different from "neutral" (i.e., a rating of "3") in single-sample t-tests. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

**Figure 2: Satisfaction with Park Services**



Notes: Graphical portrayal of information in Table 3. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating obtained from random sample. Bars above axis register means above 3 and thus indicate average satisfaction. See Table 3 for significance of differences.

## ◆ SATISFACTION WITH NEIGHBORHOODS

Examination of items that focused on satisfaction with neighborhoods suggested that residents are satisfied with their neighborhoods. As shown in Table 4 (top section, question A), all 2015 means from both samples were significantly greater than neutral except one—satisfaction with neighborhood street conditions among the volunteer sample was approximately equal to neutral. As was the case in 2012, the most highly rated areas were neighborhood general safety and security and overall appearance; and snow plowing and street conditions were rated lowest by the random sample and the volunteer sample respectively. There were no significant differences in satisfaction between 2012 and 2015 for the volunteer samples; however, satisfaction of the random sample in 2015 was higher than in 2012 in two areas: general safety and security in one’s neighborhood, and snow plowing of one’s neighborhood streets. In the case of the snow plowing item, responses in 2012 had reflected dissatisfaction (were significantly below neutral) but in 2015 reflected satisfaction (were significantly above neutral).

New questions about neighborhoods were asked in 2015 that had not been asked in prior surveys. Respondents were asked to rate the importance of swimming pools/spraygrounds, parks, and community centers to the quality of life in their neighborhoods (Table 4, question B) and to indicate their agreement or disagreement with statements regarding the acceptability of the distance that they live from parks, libraries, and stores (grocery and retail). As shown in Table 4, average responses indicated

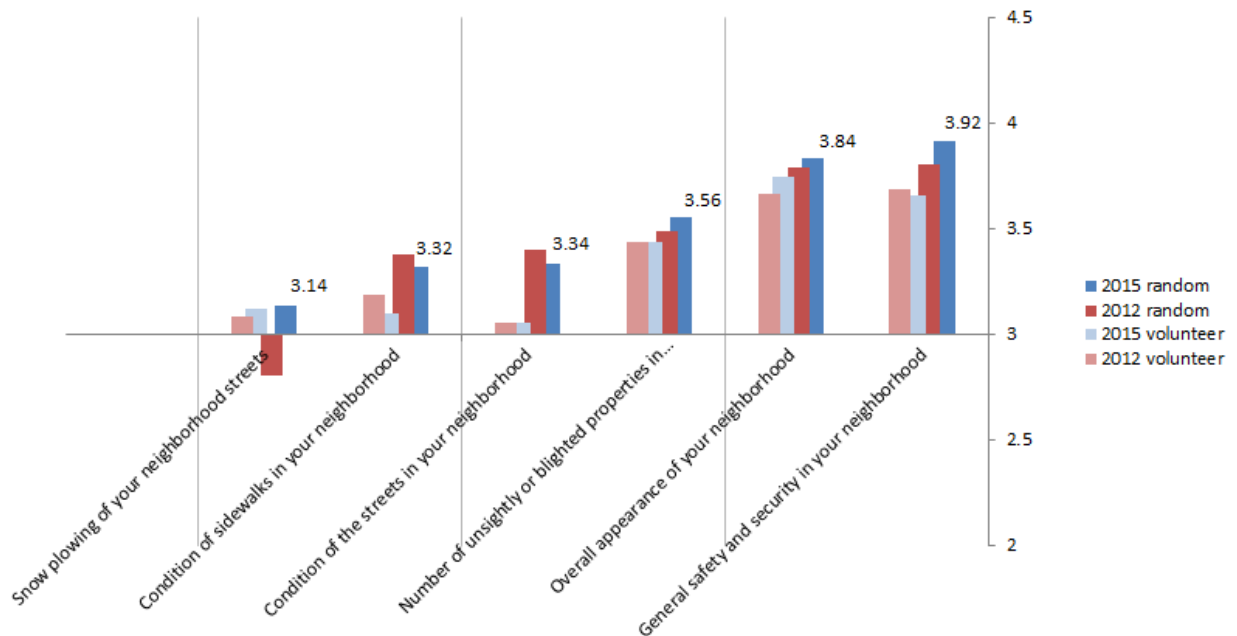
**Table 4: Comparisons of Average Satisfaction with Neighborhoods**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
<b>A. Please tell us how satisfied or dissatisfied you are with each of the following:</b>												
General safety and security in your neighborhood	<b>3.81</b> <sup>b</sup>	.93	648	<b>3.92</b> <sup>ab</sup>	.89	617	<b>3.66</b> <sup>a</sup>	1.03	1180	<b>3.69</b>	1.04	743
Overall appearance of your neighborhood	<b>3.79</b>	.89	641	<b>3.84</b> <sup>a</sup>	.94	618	<b>3.75</b> <sup>a</sup>	.91	1169	<b>3.67</b>	.94	741
Number of unsightly or blighted properties in your neighborhood	<b>3.49</b>	1.05	638	<b>3.56</b> <sup>a</sup>	1.06	605	<b>3.44</b> <sup>a</sup>	1.12	1172	<b>3.44</b>	1.08	742
Condition of sidewalks in your neighborhood	<b>3.38</b>	1.05	644	<b>3.32</b> <sup>a</sup>	1.10	617	<b>3.10</b> <sup>a</sup>	1.15	1177	<b>3.19</b>	1.16	741
Condition of the streets in your neighborhood	<b>3.40</b>	1.04	646	<b>3.34</b> <sup>a</sup>	1.11	617	3.06 <sup>a</sup>	1.19	1177	3.06	1.24	744
Snow plowing of your neighborhood streets	<u><b>2.81</b></u> <sup>b</sup>	1.24	645	<b>3.14</b> <sup>b</sup>	1.16	617	<b>3.12</b>	1.22	1169	3.09	1.29	739
<b>B. How important or unimportant is each of the following to your neighborhood's quality of life?</b>												
The public swimming pool or sprayground				<b>3.42</b>	1.20	607	<b>3.49</b>	1.20	1186			
The public park or playground				<b>3.95</b>	1.09	611	<b>3.96</b>	1.08	1184			
The community/recreation center				<b>3.41</b>	1.08	608	<b>3.32</b>	1.14	1182			
<b>C. Please tell us how much you agree with the following:</b>												
I live an acceptable distance from a park.				<b>3.97</b> <sup>a</sup>	.93	624	<b>4.08</b> <sup>a</sup>	.94	1180			
I live an acceptable distance from a library.				<b>3.83</b> <sup>a</sup>	.97	625	<b>3.94</b> <sup>a</sup>	.97	1173			
I live an acceptable distance from a grocery store and other retail businesses.				<b>4.05</b>	.96	627	<b>4.02</b>	1.05	1179			

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied) for question A, from 1 (very unimportant) to 5 (very important) for question B, and from 1 (strongly disagree) to 5 (strongly agree) for question C. Underlined means are significantly below neutral and thus areas of potential improvement and resident dissatisfaction. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.



**Figure 3: Satisfaction with Neighborhoods**



Notes: Graphical portrayal of information in Table 4. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating obtained from random sample. Bars above axis register means above 3 and thus indicate average satisfaction. Bars below axis register dissatisfaction. See Table 3 for significance of differences.

residents see the swimming pools/spraygrounds, parks, and community centers as relatively important (3-4 on the five-point scale), and that they generally agree they live acceptable distances from parks, libraries, and stores. There were not many differences between the volunteered responses and the randomly sampled responses. However, volunteer respondents rated their agreement with items about living acceptable distances from parks and libraries significantly higher than random-sample respondents.

**◆ SATISFACTION WITH LIBRARIES**

Prior to rating library services, respondents were asked how often/whether they visited the library. As shown in Table 5, the great majority (70-80%) of respondents in each sample report using the library at least a few times per year or more.

Only those persons who used the libraries were asked to rate library services. As was the case in 2012, satisfaction with libraries received some of the highest ratings of City’s services. As shown in Table 6, average ratings were above 4.0 for overall service and comfort/cleanliness, and approached 4.0 for the other items. In addition, there were no significant decreases in average satisfaction between 2012 and 2015. In fact, the volunteer samples showed two areas of significant increase in satisfaction relating to overall service and hours of operation. There was only one area in which volunteer respondents in 2015 rated library services lower than random-sample respondents: hours of operation.

**Table 5: Comparisons of Use of Library Services**

Services	2012 Random		2015 Random		2015 Volunteer		Total	
	Count	%	Count	%	Count	%	Count	%
Several times per week	21	3.3%	28	4.6%	97	8.2%	146	6.0%
Once a week	56	8.9%	61	10.0%	173	14.6%	290	11.9%
1-2 times per month	139	22.1%	115	18.8%	279	23.5%	533	21.9%
A few times per year	216	34.4%	198	32.3%	394	33.2%	808	33.3%
Not at all*	196*	31.2%	192*	31.3%	245*	20.6%	633*	26.1%
Don't know*	0	0.0%	19*	3.1%	0	0.0%	19*	0.8%
Total	628	100.0%	613	100.0%	1188	100.0%	2429	100.0%

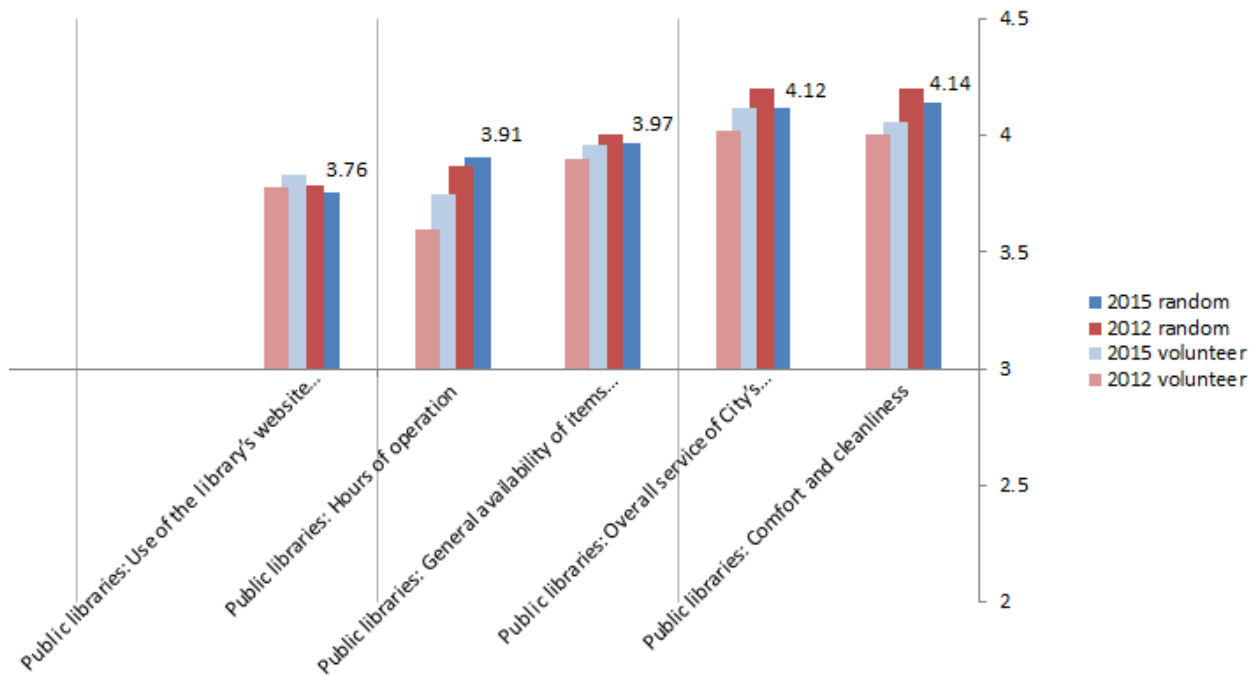
Notes: The 2012 Volunteer sample is not included because different response options were used making the data not directly comparable. Treating the first five response options as ordinal categories and comparing responses to random surveys suggests no difference in reported frequency of use by respondents in the 2012 versus 2015 random-sample surveys. However, 2015 online respondents frequent the library significantly more often than the 2015 random-sample respondents. \*Respondents giving starred responses were asked to give reasons for not using the library. Respondents giving other answers were asked to rate library services.

**Table 6: Comparisons of Average Satisfaction with Libraries**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Overall service of City's public libraries	<b>4.20</b>	.63	440	<b>4.12</b>	.72	433	<b>4.12<sup>c</sup></b>	.74	936	<b>4.02<sup>c</sup></b>	.80	546
Hours of operation	<b>3.87</b>	.84	437	<b>3.91<sup>a</sup></b>	.81	431	<b>3.75<sup>ac</sup></b>	.88	932	<b>3.60<sup>c</sup></b>	.99	546
Comfort and cleanliness	<b>4.20</b>	.67	435	<b>4.14</b>	.73	421	<b>4.06</b>	.81	933	<b>4.01</b>	.85	547
General availability of items such as books magazines DVD CDs	<b>4.01</b>	.78	440	<b>3.97</b>	.83	429	<b>3.96</b>	.81	938	<b>3.90</b>	.86	545
Use of the library's website for library services	<b>3.79</b>	.83	431	<b>3.76</b>	.81	420	<b>3.83</b>	.88	935	<b>3.78</b>	.86	544

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied). Bold means are significantly different from "neutral" (i.e., a rating of "3") in single-sample t-tests. Underlined means are significantly below neutral and thus areas of potential improvement and resident dissatisfaction. Only persons indicating that they visit the library more than "not at all" were asked to answer these questions. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

**Figure 4: Satisfaction with Libraries**



Notes: Graphical portrayal of information in Table 6. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating obtained from random sample. Bars above axis register means above 3 and thus indicate average satisfaction. See Table 6 for significance of differences.

**Table 7: Comparisons of Reasons for Not Using Libraries**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
They are not open when I can go	<b>.14</b>	.34	185	<b>.09</b>	.28	266	<b>.11</b>	.32	216	<b>.12</b>	.33	160
They do not have the items I want	<b>.15</b>	.36	185	<b>.09</b>	.29	264	<b>.14</b>	.35	212	<b>.09</b>	.29	158
They do not have enough computers and or internet access	<b>.12<sup>b</sup></b>	.32	182	<b>.06<sup>b</sup></b>	.23	261	<b>.06</b>	.24	213	<b>.08</b>	.27	161
I buy my books and other materials	<b>.65</b>	.48	205	<b>.61</b>	.49	279	<b>.66</b>	.47	225	<b>.71</b>	.45	175
I use the Internet at home for research	<b>.85</b>	.36	207	<b>.83<sup>a</sup></b>	.38	294	<b>.92<sup>a</sup></b>	.27	238	<b>.92</b>	.28	183
I use the library website to access databases or download books	<b>.13</b>	.34	181	<b>.17<sup>a</sup></b>	.38	261	<b>.10<sup>a</sup></b>	.31	220	<b>.08</b>	.27	165
I do not feel safe at the library				<b>.02<sup>a</sup></b>	.15	261	<b>.09<sup>a</sup></b>	.28	216			

Notes: Average ratings represent the percentage of persons checking next to a reason to indicate "Yes" it was an applicable reason. All values are bold because all values are significantly greater than zero. Only those indicating that they do not go to the library at all or that they "don't know" how often they go to the library were instructed to answer this question. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

Examination of reasons why people do not use the libraries (for those who do not, see Table 7) indicated, consistent with results in 2012, that people who do not use the libraries most commonly buy their materials and/or rely on the internet instead of going to the library. Comparison of 2012 random-sample to 2015 random-sample mail surveys showed a decrease in endorsement of lack of enough computers/internet access a reason for not going to the library, and no other significant differences. Comparison in the responses from 2012 and 2015 volunteer respondents showed no significant differences in reasons for not using the library. Finally, volunteer respondents in 2015 were more likely than 2015 random-sample respondents to say that their reason for not using the library was that they do not feel safe at the library or because they use the internet at home for research. Also, they were less likely than random-sample respondents to say that they do not use the library because they use the library website to access databases or download books.

#### ◆ SATISFACTION WITH PUBLIC TRANSPORTATION

Prior to rating public transportation services, respondents were asked how often/whether they used public transportation. As shown in Table 8, the great majority (more than 80%) of respondents in each sample report *not* using public transportation even a few times per year.

**Table 8: Comparisons of Use of Public Transportation Services (StarTran)**

Services	2012 Random		2015 Random		2015 Volunteer		2012 Volunteer	
	Count	%	Count	%	Count	%	Count	%
Several times per week	20	3.2%	25	4.0%	44	3.7%	31	4.2%
Once a week	11	1.7%	6	1.0%	6	.5%	10	1.3%
1-2 times per month	17	2.7%	9	1.4%	27	2.3%	14	1.9%
A few times per year	56*	8.8%	51	8.2%	130	10.9%	83*	11.1%
Not at all	520*	82.0%	526*	84.6%	969*	81.5%	604*	81.1%
Don't know	10*	1.6%	5*	.8%	13*	1.1%	3*	0.4%
<b>Total</b>	<b>634</b>	<b>100.0%</b>	<b>622</b>	<b>100.0%</b>	<b>1189</b>	<b>100.0%</b>	<b>745</b>	<b>100.0%</b>

Notes: "Count" indicates the number of persons offering that answer out of the total (indicated in the bottom row). \*Respondents giving starred responses were asked to give reasons for not using the library. Respondents giving other answers were asked to rate library services. Note that the requirements for rating services differed between 2012 and 2015. Treating the first five response options as ordinal categories and comparing responses between samples suggests no differences between the 2015 volunteer and the 2015 random sample, and no significant difference between the 2012 and 2015 random sample respondents or between the 2012 and 2015 volunteer respondents.

Only those persons who use public transportation were asked to rate StarTran services. Importantly, in 2012, only those who rode the bus at least a couple of times per month were asked to rate services, but in 2015 those who rode even a few times per year were asked to rate services. It is possible that these differences in sampling could impact

responses, in addition to changes in respondent views over time. Also, because the sample size was smaller for these questions, a larger difference from neutral was required for the ratings to be statistically significantly different.

As shown in Table 9, ratings of public transportation services tended to be lower than in other areas. Three of the items were not significantly different from neutral for the random-sample mail survey. These were the same operational items not significantly different from neutral in 2012 (hours of operation, areas served, and how often buses come). For the volunteer survey, all of the questions were significantly different from neutral. Volunteer respondents indicated that they were, on average, dissatisfied with the same services that random-sample participants had, on average, indicated neutrality: areas served, hours of operation, and how often the buses come. Meanwhile, significant decreases in satisfaction among random-sample participants were observed for driver courtesy, cleanliness of bus interior, and overall safety. Volunteer respondents did not differ in their average ratings between 2012 and 2015. Compared to the 2015 random sample, the volunteer sample in 2015 was more positive about driver courtesy, bus interior cleanliness, and overall safety; and more negative about hours of operation and areas served.

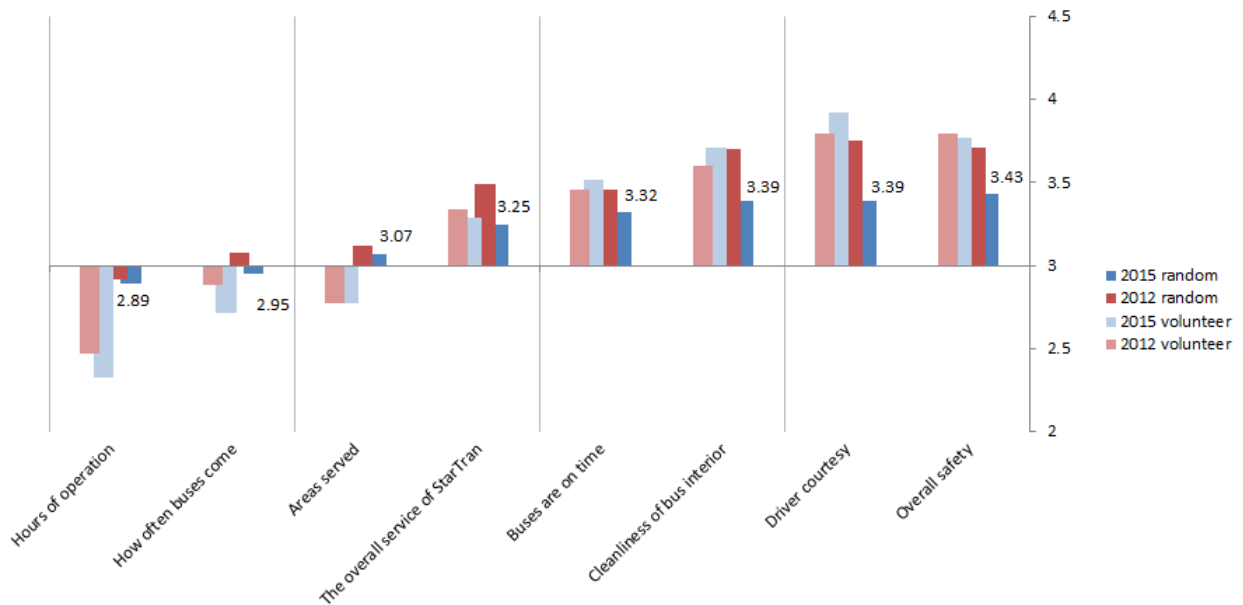
**Table 9: Comparisons of Average Satisfaction with Public Transportation**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
The overall service of StarTran	<b>3.49</b>	1.13	77	<b>3.25</b>	.89	109	<b>3.29</b>	1.07	205	<b>3.34</b>	1.09	135
Hours of operation	2.92	1.32	79	2.89 <sup>a</sup>	.96	106	<u>2.32</u> <sup>a</sup>	1.10	202	<u>2.47</u>	1.27	137
Driver courtesy	<b>3.75</b> <sup>b</sup>	1.06	79	<b>3.39</b> <sup>ab</sup>	.89	107	<b>3.92</b> <sup>a</sup>	.93	204	<b>3.80</b>	1.04	137
Areas served	3.12	1.28	78	3.07 <sup>a</sup>	.89	107	<u>2.77</u> <sup>a</sup>	1.11	203	<u>2.77</u>	1.24	137
Cleanliness of bus interior	<b>3.70</b> <sup>b</sup>	.97	77	<b>3.39</b> <sup>ab</sup>	.77	107	<b>3.71</b> <sup>a</sup>	.94	203	<b>3.60</b>	.98	136
Overall safety	<b>3.71</b> <sup>b</sup>	1.02	78	<b>3.43</b> <sup>ab</sup>	.78	106	<b>3.77</b> <sup>a</sup>	.99	202	<b>3.80</b>	1.04	138
Buses are on time	<b>3.46</b>	1.04	78	<b>3.32</b>	.86	108	<b>3.52</b>	.98	202	<b>3.46</b>	1.10	138
How often buses come	3.08	1.12	75	2.95	.87	105	<u>2.71</u>	1.16	201	2.88	1.31	138

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied). Bold means are significantly different from “neutral” (i.e., a rating of “3”) in single-sample t-tests. Underlined means are significantly below neutral and thus areas of potential improvement and resident dissatisfaction. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

Examination of the reasons why people do not ride the bus (for those who do not, see Table 10), indicated that the top reason was, as it was in 2012, that people prefer to drive. The next most popular reasons were that bus schedules are not convenient and the commute takes too long on the bus. The lowest endorsed reasons indicated that most

**Figure 5: Satisfaction with Public Transportation**



Notes: Graphical portrayal of information in Table 9. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating obtained from random sample. Bars above axis register means above 3 and thus indicate average satisfaction. Bars below axis register dissatisfaction. See Table 9 for significance of differences.

**Table 10: Comparisons of Reasons for Not Using Public Transportation**

Services	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
Bus schedule times are not convenient	<b>.37</b>	.48	471	<b>.33</b> <sup>a</sup>	.47	430	<b>.52</b> <sup>a</sup>	.50	954	<b>.56</b>	.50	593
Bus fares are too high	<b>.10</b>	.30	462	<b>.10</b>	.30	423	<b>.07</b> <sup>c</sup>	.25	931	<b>.14</b> <sup>c</sup>	.35	573
The walk to the bus stop is too far	<b>.14</b> <sup>b</sup>	.35	463	<b>.20</b> <sup>b</sup>	.40	426	<b>.23</b>	.42	938	<b>.25</b>	.43	579
I do not understand the bus schedule	<b>.18</b>	.39	463	<b>.21</b>	.40	427	<b>.20</b>	.40	938	<b>.24</b>	.43	574
I do not feel safe on the bus	<b>.12</b>	.33	456	<b>.10</b>	.30	425	<b>.13</b>	.33	934	<b>.15</b>	.36	572
The commute is too long on the bus	<b>.31</b>	.46	465	<b>.29</b> <sup>a</sup>	.46	424	<b>.45</b> <sup>a</sup>	.50	942	<b>.48</b>	.50	592
I prefer to drive	<b>.91</b>	.29	564	<b>.91</b> <sup>a</sup>	.29	546	<b>.85</b> <sup>a</sup>	.36	1068	<b>.82</b>	.39	653

Notes: Average ratings represent the percentage of persons checking next to a reason to indicate “Yes” it was an applicable reason. All mean values are bold because all values are significantly greater than zero. Only those indicating that they do not use StarTran at all or that they “don’t know” how often they use StarTran were instructed to answer this question. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

people did not feel bus fares were too high nor that safety was a concern. Examination of trends over time indicates that random-sample respondents endorsed “the walk to the bus stop is too far” more in 2015 than in 2012, and the volunteer sample endorsed cost (“bus fares are too high”) less in 2015 than in 2012. No other significant differences were observed. Finally, comparisons between the 2015 volunteer and random-sample mail respondents indicated the volunteer respondents were more likely to endorse inconvenient bus schedule times and the too-long commute, but less likely endorse preferring to drive.

#### ◆ SATISFACTION WITH ZONING AND PLANNING

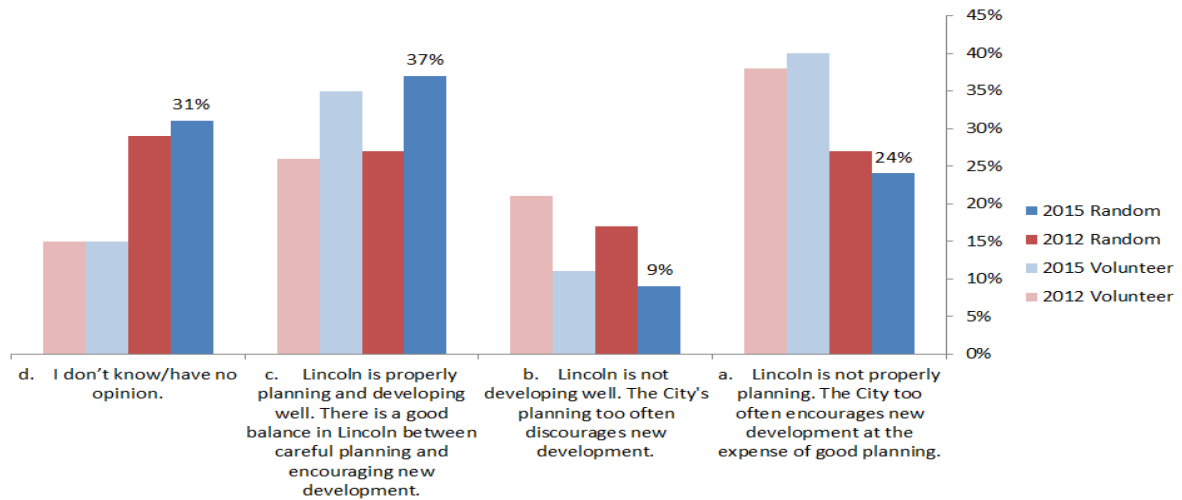
The survey also asked residents to report their satisfaction with the City zoning practices and growth planning efforts. Table 11 displays the frequencies of responses to the zoning question. Between 2012 and 2015, there are substantial increases in the percentage of respondents who believe that Lincoln is developing well, with a good balance between planning and encouraging development (response option ‘c’). This is true for both the random sample surveys (increasing approval rates from 27% to 37%) and the volunteer surveys (increasing approval rates from 26% to 35%). This change was largely due to a decrease in the percentages of respondents who felt that Lincoln discourages development (response option ‘b’). While this option was least endorsed in 2012, it was endorsed even less in 2015. The percentages of persons endorsing option ‘a’ and indicating that Lincoln endorses new development at the expense of good planning, and the percentages registering no opinion, remained about the same between 2012 and 2015 for both the random samples and the volunteer samples.

**Table 11: Comparisons of Satisfaction with Zoning and Growth Planning**

Items & Responses	2012 Random		2015 Random		2015 Volunteer		2012 Volunteer	
	%	Count	%	Count	%	Count	%	Count
<b>When it comes to Lincoln’s planning for growth and development, which statement best characterizes your opinion?</b>								
a. Lincoln is not properly planning. The City too often encourages new development at the expense of good planning.	27%	169	24%	143	40%	470	38%	282
b. Lincoln is not developing well. The City's planning too often discourages new development.	17%	104	9%	52	11%	128	21%	153
<b>c. Lincoln is properly planning and developing well. There is a good balance in Lincoln between careful planning and encouraging new development.</b>	27%	168	37%	222	35%	416	26%	192
d. I don’t know/have no opinion.	29%	181	31%	183	15%	172	15%	108
<b>Total</b>	100%	622	100%	600	100%	1186	100%	735

Notes: Bold option (option c) indicates approval of Lincoln’s zoning, growth, and development. “Count” indicates the number of persons offering that answer out of the total (total is indicated in the bottom row).

**Figure 6: Satisfaction with Zoning and Growth**



Notes: Graphical portrayal of information in Table 11. Numbers represent 2015 percent of persons choosing an option, based on the random sample.

**Table 12: Comparisons of Average Satisfaction with Environment and Sustainability**

Items	2015 Random			2015 Volunteer		
	Mean	SD	N	Mean	SD	N
Air quality in the City	<b>4.05</b>	.69	631	<b>3.99</b>	.79	1165
Quality and reliability of drinking water	<b>4.09</b>	.86	626	<b>4.13</b>	.90	1172
Water billing rates	<b>3.47<sup>a</sup></b>	.90	614	<b>3.30<sup>a</sup></b>	1.01	1161
Availability of weekly recycling services and seasonal yard waste collection services to homes and businesses	<b>3.68</b>	.90	626	<b>3.57</b>	.98	1166
Energy efficiency of your home or business	<b>3.45</b>	.94	627	<b>3.45</b>	.97	1165
Use of renewable energy sources to generate City's electricity	<b>3.07</b>	.87	616	3.03	1.00	1163
Availability of "clean" fuel stations or electric vehicle charging stations	3.01	.70	610	3.01	.78	1159
Storm water management	<b>3.24</b>	.92	622	<b>3.26</b>	1.03	1162

Notes: Possible average ratings range from 1 (very dissatisfied) to 5 (very satisfied). Bold means are significantly different from "neutral" (i.e., a rating of "3") in single-sample t-tests. Underlined means are significantly below neutral and thus areas of potential improvement and resident dissatisfaction. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys.

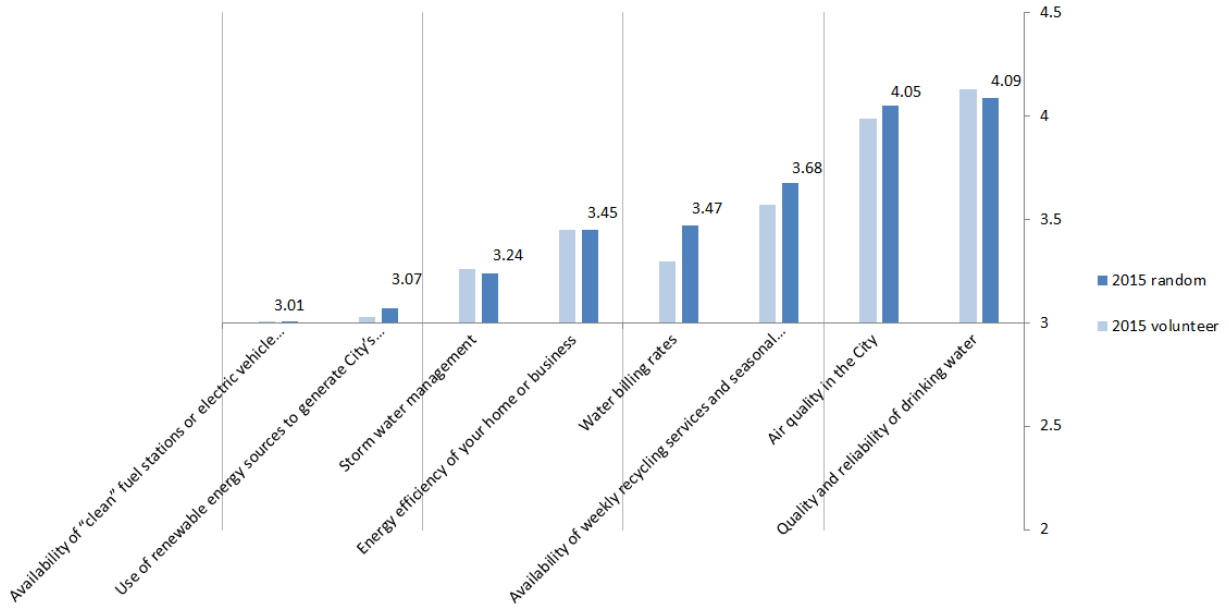
◆ **SATISFACTION WITH ENVIRONMENT AND SUSTAINABILITY**

The Taking Charge 2015 Satisfaction survey also, for the first time, included questions assessing resident satisfaction with Lincoln's environment and sustainability efforts. As shown in Table 12, respondents in both the random-sample survey and volunteer survey, on average reported high satisfaction with the air and water quality in the City. They were most neutral about the availability of clean fuel stations and electric vehicle charging stations (not significantly different from neutral) and use of renewable



energy sources to generate the City’s electricity (significantly different from neutral only for the random-sample survey). The random-sample respondents and volunteer sample only differed on one item: volunteer respondents were significantly less satisfied with water billing rates than the random sample.

**Figure 7: Satisfaction with Environment and Sustainability**



Notes: Graphical portrayal of information in Table 12. Categories are listed in order of 2015 random-sample ratings, from low to high. Numbers represent 2015 mean rating obtained from random sample. Bars above axis register means above 3 and thus indicate average satisfaction. See Table 12 for significance of differences.

**◆ PUBLIC TRUST AND CONFIDENCE IN CITY GOVERNMENT**

In addition to rating City services, the Taking Charge Surveys ask residents to indicate their satisfaction with Lincoln’s leadership. The response scale used for the City government questions differed from the rest of the items: Instead of very dissatisfied to very satisfied, the scale used was “strongly disagree” to “strongly agree.” Because the questions are phrased positively, ratings above neutral (i.e., 3) still represent satisfaction/agreement and those below neutral represent dissatisfaction/disagreement.

As shown in Table 13, there appeared to be a trend showing increased trust and satisfaction with City government between 2012 and 2015. In the case of the random sample survey, this trend was not significant for any of the items. However in the case of the volunteer survey, the trend was statistically significant for all items.

As was the case in 2012, the only item that both the volunteer and random-sample mail survey respondents positively agreed with on average was the item stating that City government treats residents with respect. However, the random-sample mail respondents were positive or neutral rather than negative on four of the items, and on each of the

questions, the volunteer survey respondents were significantly more negative about City government than the random-sample mail respondents. Both of the 2015 samples (like both of the 2012 samples) disagreed that the City government bases their decisions on facts and that City government treats all areas of town fairly and equally.

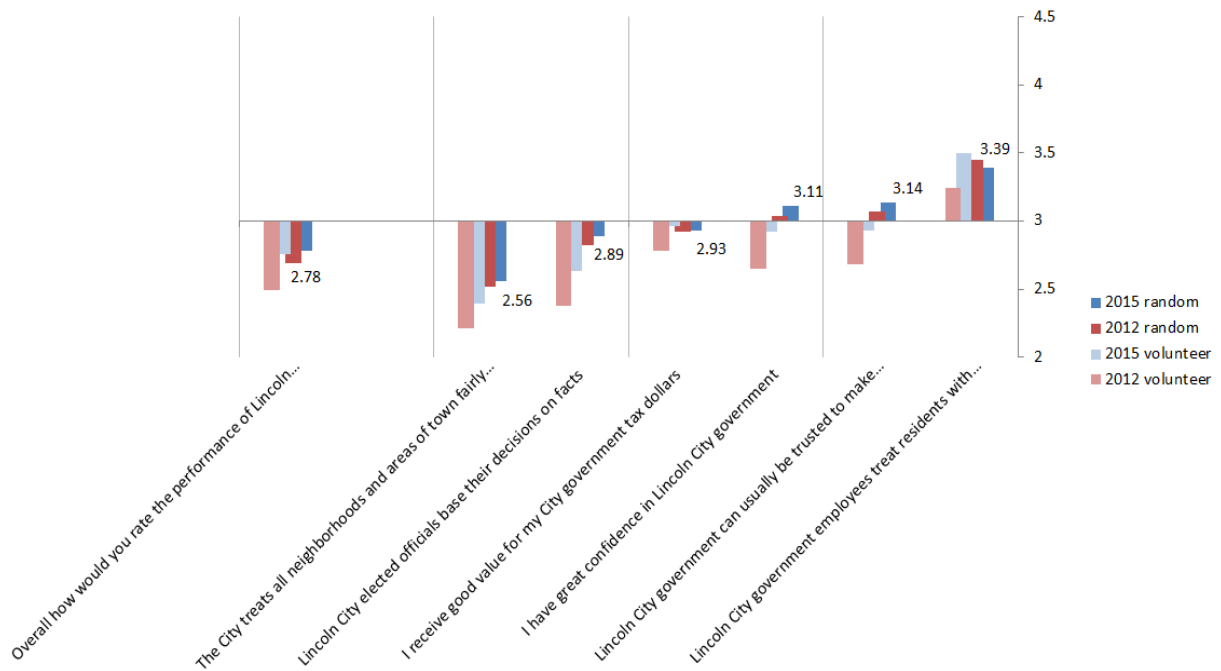
Overall, residents rated the performance of City government between fair and good. This rating did not significantly change from 2012 to 2015 among the random-sample respondents, but it significantly improved among the volunteer sample.

**Table 13: Comparisons of Average Trust and Confidence in City Government**

Items	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
I have great confidence in Lincoln City government	3.04	.97	645	<b>3.11<sup>a</sup></b>	.96	632	<b><u>2.92</u><sup>ac</sup></b>	1.15	1163	<b><u>2.65</u><sup>c</sup></b>	1.16	720
Lincoln City government can usually be trusted to make decisions that are right for residents as a whole	3.07	1.00	645	<b>3.14<sup>a</sup></b>	.96	629	<b><u>2.93</u><sup>ac</sup></b>	1.15	1163	<b><u>2.68</u><sup>c</sup></b>	1.19	721
Lincoln City government employees treat residents with respect	<b>3.45</b>	.85	640	<b>3.39<sup>a</sup></b>	.81	625	<b>3.50<sup>ac</sup></b>	0.98	1164	<b>3.24<sup>c</sup></b>	1.11	717
Lincoln City elected officials base their decisions on facts	<b><u>2.82</u></b>	.93	637	<b><u>2.89</u><sup>a</sup></b>	.92	623	<b><u>2.63</u><sup>ac</sup></b>	1.11	1162	<b><u>2.38</u><sup>c</sup></b>	1.10	717
The City treats all neighborhoods and areas of town fairly and equally	<b><u>2.52</u></b>	1.02	640	<b><u>2.56</u><sup>a</sup></b>	.96	628	<b><u>2.39</u><sup>ac</sup></b>	1.12	1165	<b><u>2.21</u><sup>c</sup></b>	1.10	719
I receive good value for my City government tax dollars	2.92	1.03	645	2.93	1.00	623	2.96 <sup>c</sup>	1.21	1163	<b><u>2.78</u><sup>c</sup></b>	1.22	718
<b>Overall how would you rate the performance of Lincoln City Govt?</b>	<b>2.69</b>	.93	632	<b>2.78</b>	.91	630	<b>2.76<sup>c</sup></b>	1.10	1173	<b>2.49<sup>c</sup></b>	1.10	723

Notes: Except for the last question (rated performance), the possible average ratings range from 1 (strongly disagree) to 5 (strongly agree). The response scale for the final item regarding government performance was 1 = poor, 2 = fair, 3 = good, 4 = very good, 5 = excellent. For all but the last item, bold means for the 2012 surveys differ from “neutral” (i.e., a rating of “3”) in single-sample t-tests, and underlined means fell significantly below neutral. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys. There were no significant differences between the 2012 and 2015 random-sample mail surveys.

**Figure 8: Public Trust and Confidence in City Government**



Notes: Graphical portrayal of information in Table 13. Except for the performance question (rated performance), the possible average ratings range from 1 (strongly disagree) to 5 (strongly agree). The response scale for the item regarding government performance was 1 = poor, 2 = fair, 3 = good, 4 = very good, 5 = excellent. See Table 13 for significance of differences.

**◆ OTHER SURVEY QUESTIONS**

In addition to the questions pertaining to resident satisfaction, the survey asked residents about (a) their knowledge of City issues and where they obtain most of their information about City issues, (b) the extent to which adults and their children exercise, and (c) sustainability and recycling behaviors. These measures provide the City with important information relevant to their outreach activities, and the health and sustainability behaviors of Lincoln’s residents.

**Resident Knowledge and Information Sources**

As shown in Table 14, residents in the 2015 volunteer sample rated themselves as significantly more well-informed than those in the 2012 volunteer sample, and the 2015 random sample. The subjective knowledge assessments of the 2012 and 2015 random-sample respondents did not significantly differ.

As was the case in 2012, the most commonly reported ways of receiving information about City issues were via newspapers and television news. The least frequently endorsed method of receiving information was through emails or phone calls to City officials. Nonetheless, the number of people reporting use of different sources for information about City issues appeared to change over time, and to differ between the random-sample and volunteer survey respondents. Both random-sample and volunteer respondents in 2015 reported less use of newspapers, local radio, and

government/health/education channels than the 2012 samples. In 2015, the random-sample respondents reported less use of newspapers, the City website, and government/health/education channels, but more use of television news, and calls/emails to City officials, than the volunteer sample.

**Table 14: Subjective Knowledge and Information Sources**

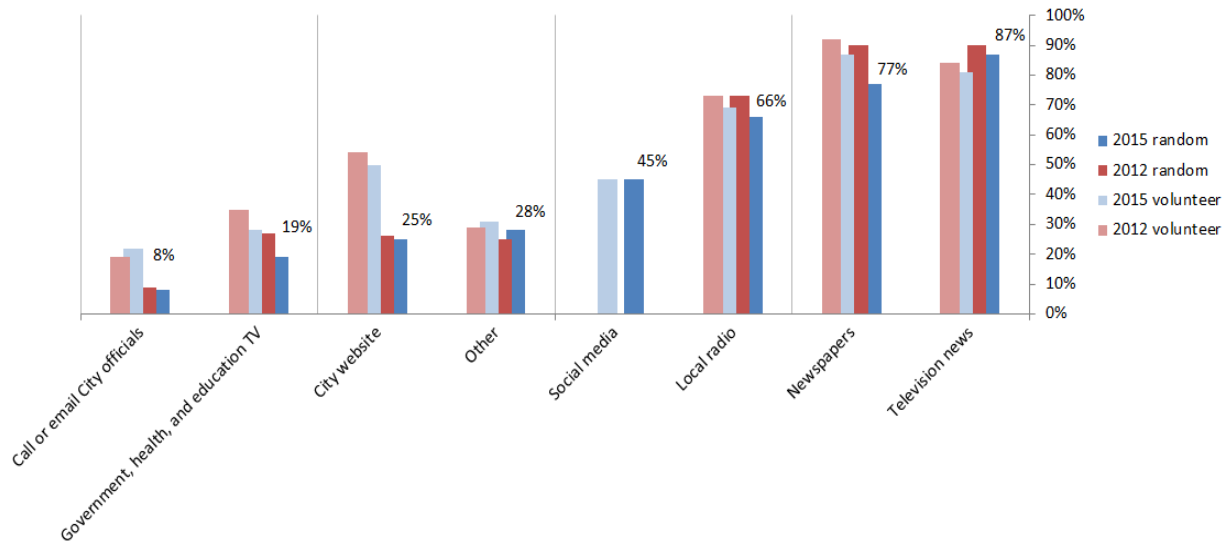
Question	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
How informed on City issues are you?	2.63	.75	643	2.67 <sup>a</sup>	.76	634	2.76 <sup>ac</sup>	.88	1167	2.29 <sup>c</sup>	.85	720
<b>Where do you get your information on City issues? (Percentage saying “yes” for each category)</b>												
	%	N	%	N	%	N	%	N	%	N		
• Newspapers	90% <sup>b</sup>	610	77% <sup>ab</sup>	634	87% <sup>ac</sup>	1150	92% <sup>c</sup>	705				
• Local radio	73% <sup>b</sup>	542	66% <sup>b</sup>	587	69% <sup>c</sup>	1113	73% <sup>c</sup>	678				
• Television news	90%	609	87% <sup>a</sup>	566	81% <sup>a</sup>	1136	84%	702				
• City website	26%	481	25% <sup>a</sup>	608	50% <sup>a</sup>	1067	54%	639				
• Call or email City officials	9%	464	8% <sup>a</sup>	525	22% <sup>a</sup>	1032	19%	604				
• Social media (2015 only)			45%	510	45%	1071						
• Other	25%	351	28%	525	31%	871	29%	535				
• Government, health, and education channels†	27% <sup>b</sup>	612	19% <sup>ab</sup>	435	28% <sup>ac</sup>	1154	35% <sup>c</sup>	711				
<b>Of those who watch City TV*, the percentage who watch :</b>												
	%	N	%	N	%	N	%	N				
• Government channel 5	70% <sup>b</sup>	178	42% <sup>ab</sup>	139	70% <sup>a</sup>	288	75%	230				
• Health and Wellness channel 10	57%	164	53%	144	47% <sup>c</sup>	271	38% <sup>c</sup>	213				
• Education Channel 21	50% <sup>b</sup>	151	25% <sup>b</sup>	130	33%	251	40%	213				
<b>Of those who watch City TV*... On average how many days per week do you watch these channels?</b>												
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
	2.53	2.22	159	2.28	2.50	146	2.33	1.82	290	2.25	1.81	227

Notes: Average rating of informedness was on a scale of 1 = very uninformed, 2 = somewhat uninformed, 3 = somewhat informed, 4 = very informed. Percentages represent the proportions of persons affirming their use of an information source. Average days per week ranged from zero to 7. N indicates numbers of total persons answering a given question. \*Starred questions were answered only by those indicating they obtain information from government, health, and information channels (†). Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

Those who watch City television were asked two follow up questions to gather more detail regarding their viewing habits. Specifically, they were asked which City channels they watch and how often they watch them. The bottom rows of Table 14 show that, among random-sample respondents, there were significant decreases in the percentages reporting watching channels 5 (government) and 21 (education), while among volunteer respondents there was a significant decrease in the percentages of persons reporting

watching channel 10 (health and wellness). In addition, in 2015, significantly fewer random-sample respondents than volunteer respondents reported watching channel 5. There were no differences among samples in their average reports of numbers of days watching City television—on average people who watch City television watch it 2-3 days per week.

**Figure 9: Sources of Information about City Government**



Notes: Graphical portrayal of information in Table 14. Numbers represent 2015 percent of persons choosing an option, based on the random sample. Items listed in order of endorsement, low to high, based on 2015 randomly sampled respondents.

Two objective knowledge questions were asked on the survey, one pertaining to how much of the property tax the City receives (answer: less than 20%) and one that asked what area of services the City spends the greatest portion of its budget upon (answer: public safety). As shown in Table 15, as was the case in 2012, the volunteer sample answered these questions correctly more often than the random-sample respondents. The only evidence for change over time was among the volunteer samples—the volunteer sample in 2015 correctly answered the question about the City’s area of greatest spending significantly more often than the volunteer sample in 2012. It is possible that this change is due to the public engagement events relating to public safety (and the need for a new radio system and new fire station locations) that occurred during the prior year.

**Table 15: Percent Correct Answers to Objective Knowledge Questions**

Items	2012 Random		2015 Random		2015 Volunteer		2012 Volunteer	
	%	N	%	N	%	N	%	N
<b>Property Tax: Less than 20%</b>	<b>27%</b>	<b>635</b>	<b>23%<sup>a</sup></b>	<b>626</b>	<b>45%<sup>a</sup></b>	<b>1158</b>	<b>47%<sup>a</sup></b>	<b>714</b>
• 20-40%	11%		13%		17%		18%	
• 40-60%	3%		4%		4%		3%	
• More than 60%	2%		1%		1%		2%	
• Don't know	57%		59%		33%		30%	
<b>Greatest Spending: Public Safety</b>	<b>21%</b>	<b>628</b>	<b>24%<sup>a</sup></b>	<b>614</b>	<b>50%<sup>ac</sup></b>	<b>1161</b>	<b>43%<sup>ac</sup></b>	<b>717</b>
• Health Department	10%		5%		5%		10%	
• Parks and Recreation	<1%		2%		2%		2%	
• Maintain/Build Roads	16%		17%		17%		20%	
• Don't know	52%		51%		25%		26%	

Notes: Percentages in bolded rows represent the proportions of persons answering the question correctly out of the total persons (N) answering the question. Below correct answers, the distribution of incorrect answers is presented. Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys and <sup>c</sup>between the 2012 and 2015 volunteer surveys in percent correct answers. There were no significant differences between the 2012 and 2015 random-sample mail surveys in percent correct.

### Exercise Behaviors

Lincoln residents were also asked about the extent to which they exercised at least 30 minutes per day and the extent to which any children who lived in their household engaged in physical activity for at least one hour per day. As shown in Table 16, the amount that residents report exercising and/or their children are exercising, is greater in 2015 than in 2012 when the random-sample surveys are compared, continuing the trend observed during the last Taking Charge assessment, when an increase across 2010-2012 was observed. Comparison of the volunteer surveys from 2012 and 2015 reveal significant increase in exercise for the adult survey respondents only, and not for the reported exercise habits of their children.

**Table 16: Lincoln Resident Reported Average Days of Exercise per Week**

Items	2012 Random			2015 Random			2015 Volunteer			2012 Volunteer		
	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N
How many days per week do you engage in physical activity (30 min or more)?	3.92 <sup>b</sup>	1.91	527	4.40 <sup>b</sup>	1.87	559	4.25 <sup>c</sup>	1.91	1136	3.96 <sup>c</sup>	1.91	712
How many days per week do children engage in physical activity (60 min or more)?	4.87 <sup>b</sup>	1.97	164	5.33 <sup>b</sup>	1.96	144	5.17	1.90	377	4.89	1.92	246

Notes: Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys, and <sup>c</sup>between the 2012 and 2015 volunteer surveys.

## Recycling Behaviors

A few questions on the survey also pertained to the extent to which Lincoln residents engaged in recycling behaviors. The questions from the 2012 survey were revised, so they may not be directly comparable. Nonetheless, total numbers of surveyed persons indicating that they recycle can be estimated from the two new questions administered in 2015, by counting the number of persons who answered “yes” to either one or both of the questions. As shown in Table 17, results suggested the proportion of randomly sampled households that recycled fell from 74% to an estimated 63% between 2012 and 2015, while the estimates from the volunteer respondents remained about the same (70-75%). The 2015 surveys asked residents whether, in the past year, they took their recycling to a drop off site at least twice per month and/or paid for a recycling service. As shown in Table 17, here was a tendency for more respondents to indicate using the drop off sites than to pay for recycling service.

**Table 17: Lincoln Resident Recycling**

Items	2012 Random		2015 Random		2015 Volunteer		2012 Volunteer	
	%	N	%	N	%	N	%	N
In the past year... does your household recycle?	74% <sup>b</sup>	629	63% <sup>ab*</sup>	621	72% <sup>a*</sup>	1178	74%	722
In the past year... does your household take recycling to a City drop off site at least twice a month?			40%	590	43%	1148		
In the past year... does your household pay for a recycling service?			31% <sup>a</sup>	581	38% <sup>a</sup>	1158		

Notes: Superscripts indicate significant ( $p > .05$ ) differences <sup>a</sup>between 2015 random-sample mail and volunteer surveys, <sup>b</sup>between the 2012 and 2015 random-sample mail surveys. There were no significant differences between the 2012 and 2015 volunteer surveys. \*The 2015 samples were not asked the same question as in 2012. The 2015 values were estimated from the two questions that the 2015 samples were asked by categorizing them as ‘yes’ (they recycle) if they answered ‘yes’ to either of their two questions. However, the 2015 questions were more stringent (must either take recycling twice a month or pay for it) than the 2012 question (may have recycled once during the year).

## CONCLUSION

As was the case in 2012, residents of Lincoln appear to be satisfied with City services overall. They are especially satisfied with Lincoln’s overall quality of life, fire and emergency/ambulance services, and libraries. Consistent with prior surveys, residents reported least satisfaction with street maintenance and public transportation.

In 2012, Lincoln residents appeared to be, overall, quite satisfied with City services—albeit perhaps a bit less than in 2010. Meanwhile, this year, in 2015, there seems to be more increases in satisfaction than decreases, across service areas, since 2012. At least some of these “changes” may reflect naturally occurring fluctuations among largely satisfied Lincoln residents. Indeed, there were only a two cases where resident opinions

shifted from significantly negative to significantly positive (or vice versa). Satisfaction ratings of snow plowing of neighborhood streets and City streets in general were significantly negative (that is, reflecting dissatisfaction) in 2012, but significantly positive in the random sample in 2015. These changes were observed among random-sample participants only.

Although large changes in resident attitudes were not observed, it is worth noting that when satisfaction levels are high, it is difficult to increase them further. Therefore, findings of further increases (e.g., related to neighborhoods) or no changes in resident satisfaction (e.g., related to libraries), are important. The survey data also suggest potential areas of decreased satisfaction include public transportation and parks. Although, for the most part, residents were not significantly dissatisfied with these services, these may be areas to watch in the future, to ensure satisfaction does not decrease further.

As was also the case in prior years, the volunteer sample expressed less satisfaction than the sample of randomly selected participants. However, this year, in 2015, the volunteer sample expressed significantly greater satisfaction than the volunteer sample in 2012 on many of the survey items. Again, this may be due to natural fluctuations in resident attitudes, as none of the attitudes expressed by volunteer respondents changed valence (i.e., from significantly positive to significantly negative, or vice versa). And, as was the case in 2012, these volunteers report, overall, many more areas of satisfaction than dissatisfaction. Given these results, we cautiously conclude (but less cautiously than in 2012) that Lincoln residents find Lincoln a great place to live and are generally satisfied with City services.



**Appendix A:  
Complete Survey**

**Cover Letters** First mailing  
cover letter



**MAYOR CHRIS BEUTLER**  
555 South 10th Street Suite 301 Lincoln, NE 68508  
402-441-7511 [lincoln.ne.gov](http://lincoln.ne.gov)

06/18/2015

Dear Neighbor,

**Our City needs your help.**

Keeping Lincoln strong and vibrant depends on hearing feedback from the community.

We need to know what is working in our community and what needs to be improved:

- How is snow removal going in your neighborhood?
- Are the City's parks being maintained?
- Is traffic a challenge in your part of town?
- Are the City's library services meeting your needs?

Answers to questions like these are important in making the best choices for Lincoln's future. The City Council and I are committed to improving the quality of our City services and responding to your needs.

**That's why we need to hear what you think.**

Enclosed is the "Taking Charge: Lincoln Satisfaction Survey." It is the tool we use to gather feedback on the City's performance. We need the adult (age 19 or older) in your household who has had the most recent birthday to take a few minutes and fill out the survey.

Previous surveys and public conversations have provided valuable input to the City. They have allowed us to make better choices on City services and the budget.

**By taking a few minutes to share your thoughts and opinions about life in Lincoln, you will be making a difference for the people of Lincoln.**

I want to assure you that your answers will be kept strictly confidential. Filling out the survey will NOT add your name to a mailing list or cause you to be contacted for any other reason.

If you have questions about the survey, please contact the University's Bureau of Sociological Research that is conducting the survey on the City's behalf at 402-472-3672 or [bosr@unl.edu](mailto:bosr@unl.edu).

I look forward to learning more about what you and your fellow citizens think. Thank you.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chris Beutler", written over a horizontal line.

Chris Beutler  
Mayor of Lincoln

Second mailing cover letter



MAYOR CHRIS BEUTLER  
555 South 10th Street Suite 301 Lincoln, NE 68508  
402-441-7511 [lincoln.ne.gov](http://lincoln.ne.gov)

07/20/2015

Dear Neighbor,

Our City still needs your help.

In June, we mailed the "Taking Charge: Lincoln Satisfaction Survey" to your address. To the best of our knowledge, it has not yet been returned.

We are writing again because keeping Lincoln strong and vibrant depends on hearing feedback from the community. We need to know what is working in our community and what needs to be improved:

- How is snow removal going in your neighborhood?
- Are the City's parks being maintained?
- Is traffic a challenge in your part of town?
- Are the City's library services meeting your needs?

Answers to questions like these are important in making the best choices for Lincoln's future. The City Council and I are committed to improving the quality of our City services and responding to your needs.

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Previous surveys and public conversations have provided valuable input to the City. They have allowed us to make better choices on City services and the budget.

By taking a few minutes to share your thoughts and opinions about life in Lincoln, you will be making a difference for the people of Lincoln.

I want to assure you that your answers will be kept strictly confidential. Filling out the survey will NOT add your name to a mailing list or cause you to be contacted for any other reason.

If you have questions about the survey, please contact the University's Bureau of Sociological Research that is conducting the survey on the City's behalf at 402-472-3672 or [bosr@unl.edu](mailto:bosr@unl.edu).

I look forward to learning more about what you and your fellow citizens think. Thank you.

Sincerely,

A blue ink handwritten signature of Chris Beutler, appearing as a stylized, cursive scribble.

Chris Beutler  
Mayor of Lincoln



# Taking Charge:

## Lincoln Satisfaction Survey

### 2015

#### Quality of Life and Services

1. The following items ask about your satisfaction with a number of aspects of life in Lincoln. Please tell us how satisfied or dissatisfied you are with each of the following.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. Overall quality of life in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Overall appearance of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Cleanliness of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Number of unsightly or blighted properties in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Safety and security of the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Recreational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Ease of car travel in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Ease of bike travel in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Overall natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Street maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Snowplowing of City streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Fire emergency service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Emergency medical and ambulance service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. City recycling and sustainability efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Availability of affordable quality housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Job creation and economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
r. Management of sewage and storm water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
s. Building safety permits and inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
t. Local health department services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
u. Ease of walking in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Parks and Recreation

2. The following items are about parks and recreation in Lincoln. Please tell us how satisfied or dissatisfied you are with each of the following.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. Overall quality of parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Natural areas such as Wilderness Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Park maintenance such as mowing and care of trees in parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Finding information about Parks & Recreation programs and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Trails maintenance and operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Street median and boulevard maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Public gardens such as the Sunken Gardens and Hamann Rose Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Neighborhoods

3. The following questions ask about your neighborhood. Please tell us how satisfied or dissatisfied you are with each of the following.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. General safety and security in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Overall appearance of your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Number of unsightly or blighted properties in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Condition of the sidewalks in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Condition of the streets in your neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Snow plowing of your neighborhood streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How important or unimportant are each of the following to your neighborhood's quality of life?

	Very Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Very Important
a. The public swimming pool or sprayground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The public park or playground	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The community/recreation center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. When it comes to Lincoln's planning for growth and development, which statement best characterizes your point of view?

- Lincoln is not properly planning. The City too often encourages new development at the expense of good planning.
- Lincoln is not developing well. The City's planning too often discourages new development.
- Lincoln is properly planning and developing well. There is a good balance in Lincoln between careful planning and encouraging new development.
- I don't know/I have no opinion.

## Libraries

6. In general, how often do you or a member of your household visit public libraries?

- Several times per week
  - Once a week
  - 1-2 times a month
  - A few times a year
  - Not at all
  - Don't know
- } Go to Question 7
- } Go to Question 8

7. Please tell us how satisfied you are with each of the following library services or characteristics.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. The overall service of the City's public libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Comfort and cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. General availability of items such as books, magazines, DVDS, CDs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Use of the library's website for library services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(Go to Question 9 on page 4)

8. Please tell us whether or not each of the following is a reason you do not go to the public libraries.

	Yes	No
a. They are not open when I can go.	<input type="radio"/>	<input type="radio"/>
b. They do not have items I want.	<input type="radio"/>	<input type="radio"/>
c. They do not have enough computers and/or Internet access.	<input type="radio"/>	<input type="radio"/>
d. I buy my books and other materials.	<input type="radio"/>	<input type="radio"/>
e. I use the Internet at home for research instead of going to a library.	<input type="radio"/>	<input type="radio"/>
f. I use the library website to access databases or download books.	<input type="radio"/>	<input type="radio"/>
g. I do not feel safe at the library.	<input type="radio"/>	<input type="radio"/>

## Public Transportation

9. In general how often do you use Lincoln's public transportation system (StarTran) by taking at least a one-way trip?

- Several times per week
  - Once a week
  - 1-2 times a month
  - A few times a year
  - Not at all
  - Don't know
- } Go to Question 10
- } Go to Question 11

10. How satisfied or dissatisfied are you with the following StarTran services and characteristics?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. The overall service of StarTran	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Driver courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Areas served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Cleanliness of bus interior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Overall safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Buses are on-time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. How often buses come	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*(Go to Question 12 on page 5)*

11. Please tell us whether or not each of the following is a reason you do not use StarTran services more often.

	Yes	No
a. Bus schedule times are not convenient with my schedule.	<input type="radio"/>	<input type="radio"/>
b. Bus fares are too high.	<input type="radio"/>	<input type="radio"/>
c. The walk to the bus stop is too far.	<input type="radio"/>	<input type="radio"/>
d. I do not understand the bus schedule.	<input type="radio"/>	<input type="radio"/>
e. I do not feel safe on the bus.	<input type="radio"/>	<input type="radio"/>
f. The commute is too long on the bus.	<input type="radio"/>	<input type="radio"/>
g. I prefer to drive.	<input type="radio"/>	<input type="radio"/>

## General

12. How many days per week do you engage in physical activity for at least thirty minutes?

- (0 to 7 days)  
 Don't know

13. If there are children in your household, how many days per week do they engage in physical activity for at least one hour?

- (0 to 7 days)  
 Don't know  
 No children in household

14. Please indicate whether or not your household has been involved in a continuing effort to do each of the following in the past year.

	Yes	No
a. Take recycling to a City drop off site at least twice a month	<input type="radio"/>	<input type="radio"/>
b. Pay for a recycling service	<input type="radio"/>	<input type="radio"/>

15. Please tell us how much you agree or disagree with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. I live an acceptable distance from a park.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I live an acceptable distance from a library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I live an acceptable distance from a grocery store and other retail businesses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Environment and Sustainability

16. Please indicate how satisfied or dissatisfied you are with the following aspects of the City of Lincoln.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
a. Air quality in the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Quality and reliability of drinking water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Water billing rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Availability of weekly recycling services and seasonal yard waste collection services to homes and businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Energy efficiency of your home or business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Use of renewable energy sources to generate the City's electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Availability of "clean" fuel stations or electric vehicle charging stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Storm water management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Trust and Confidence in City Government

17. Please tell us how much you agree or disagree with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. I have great confidence in Lincoln City government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Lincoln City government can usually be trusted to make decisions that are right for residents as a whole.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Lincoln City government employees treat residents with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Lincoln City elected officials base their decisions on the facts, not their personal interests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The City treats all neighborhoods and areas of town fairly and equally.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I receive good value for my City government tax dollars.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Overall, how would you rate the performance of Lincoln's City government?

- Poor
- Fair
- Good
- Very good
- Excellent

### General Knowledge

19. How informed or uninformed on City issues are you?

- Very Uninformed
- Somewhat Uninformed
- Somewhat Informed
- Very Informed

20. Of each dollar collected in property taxes in Lincoln, the City government receives approximately how much?

- Less than 20%
- 20-40%
- 40-60%
- Greater than 60%
- Don't know

21. The City government spends the highest amount of its budget on which category of services?

- Local Health Department Services
- Parks, Recreation and Libraries
- Public Safety Services
- Maintaining and Building Roads
- Don't know

## City Communications

22. Please indicate which of the following places you get your information on City issues.

	Yes	No
a. Newspapers	<input type="radio"/>	<input type="radio"/>
b. Local Radio	<input type="radio"/>	<input type="radio"/>
c. Television News	<input type="radio"/>	<input type="radio"/>
d. City Website	<input type="radio"/>	<input type="radio"/>
e. Call or Email the City and/or City officials	<input type="radio"/>	<input type="radio"/>
f. Social Media	<input type="radio"/>	<input type="radio"/>
g. Other	<input type="radio"/>	<input type="radio"/>

23. Do you get information on City issues on government, health, and education channels (channels 5, 10, & 21)?

- Yes → Go to Question 24  
 No → Go to Question 26 on page 9

24. Please tell us which government information channels you normally watch.

	Yes	No
a. Government Channel 5	<input type="radio"/>	<input type="radio"/>
b. Health and Wellness Channel 10	<input type="radio"/>	<input type="radio"/>
c. Education Channel 21	<input type="radio"/>	<input type="radio"/>

25. On average, how many times per week do you watch those channels?

- (0 to 7 days)  
 Don't know

## Demographics

26. What is your gender?

- Male
- Female

27. What year were you born?

1	9		
---	---	--	--

28. What is your ZIP code?

--	--	--	--	--

29. Please indicate which of the following best describes the dwelling in which you live.

- I own it
- I have rented it for less than three years
- I have rented it for three years or more
- Other, please specify:

30. Including yourself, how many people live in your household?

31. Please indicate your approximate household income below.

- Below \$22,000
- \$22,000 to \$29,999
- \$30,000 to \$36,999
- \$37,000 to \$44,999
- \$45,000 to \$51,999
- \$52,000 to \$59,999
- \$60,000 to \$67,999
- \$68,999 to \$74,999
- \$75,000 or more

32. What is the highest level of education you have achieved?

- Less than high school diploma
- High School Diploma/GED
- Some college, but no degree
- Technical/Associate/Junior College (2 yr, LPN)
- Bachelor's Degree (4 yr, BA, BS, RN)
- Graduate or Professional Degree (Master's, PhD, Law, Medicine)

33. Are you Spanish, Hispanic, or Latino?

- Yes
- No

34. Which of the following describes your race? *Please select as many as apply.*

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Other, please specify:

35. Are you a City of Lincoln employee?

- Yes
- No

36. Please provide any additional comments on City services below.

37. Are you interested in attending a public event regarding the City's budget sometime in 2016?

Yes

No

38. If yes, please provide your name and email address and we will happily send you information regarding the public event. Only provide the information you are comfortable sharing.

Name

*First*

*Last*

Email

@

*If no email, please provide your phone number and home address:*

Phone

(  )  -

Street address

**Thank you for taking the time to complete the survey!**

*Please use the postage paid envelope to return the survey to:  
301 Benton Hall, Lincoln NE 68588*

**Reminder Postcard Back:**

06/30/2015

**Our City needs your help.**

Keeping our City strong and vibrant depends on hearing feedback from the community. We need to know what is working and what needs to be improved.

Your household has been randomly selected to give us your opinion about City government services. Last week the "Taking Charge: Lincoln Satisfaction Survey" was mailed to your address.

If you have not already done so, please complete and return the survey. Please have the adult in your household who has had the **most recent birthday** fill it out right away. I would be grateful for any help you can provide.

If you did not receive the survey, or if it was misplaced, please call the University's Bureau of Sociological Research at 402-472-3672 and another one will be mailed to you right away.

Sincerely,

**Mayor Chris Beutler**



**Front:**



DEPARTMENT OF SOCIOLOGY  
Bureau of Sociological Research

301 Benton Hall  
P.O. Box 886102  
Lincoln, NE 68588-6102

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**Appendix B:**  
**Results for Individual Survey Items**



# Taking Charge 2015

## *Lincoln Resident Satisfaction with City Services* *Results of Individual Survey Items*

Note: "Online" refers to "volunteer" surveys and may reflect both online responses and responses completed on paper copies (available at Lincoln Libraries) by volunteer respondents.

### survey \* QL\_overall Overall quality of life in the City

% within survey

	QL_overall Overall quality of life in the City					Total
	1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
2010 phone	0.20%	3.00%	4.90%	56.00%	35.90%	100.00%
2010 online	2.30%	7.70%	16.10%	54.70%	19.20%	100.00%
2012 mail	0.50%	2.30%	10.00%	65.40%	21.80%	100.00%
2012 online	2.40%	7.30%	14.30%	58.50%	17.50%	100.00%
2015 mail	0.90%	2.40%	9.60%	58.30%	28.80%	100.00%
2015 online	1.90%	4.20%	14.00%	57.90%	21.90%	100.00%
Total	1.50%	4.80%	12.20%	58.20%	23.30%	100.00%

### survey \* QL\_appear Overall appearance of the City

% within survey

	QL_appear Overall appearance of the City					Total
	1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
2010 phone	0.20%	3.30%	6.40%	67.00%	23.10%	100.00%
2010 online	2.20%	12.10%	19.90%	57.70%	8.10%	100.00%
2012 mail	0.50%	4.80%	18.90%	65.30%	10.50%	100.00%
2012 online	2.90%	13.00%	21.20%	52.20%	10.60%	100.00%
2015 mail	1.10%	4.40%	15.70%	64.40%	14.30%	100.00%
2015 online	1.80%	8.90%	17.60%	57.80%	13.90%	100.00%
Total	1.60%	8.40%	17.20%	59.90%	12.90%	100.00%

**survey \* QL\_clean Cleanliness of the City**

% within survey

		QL_clean Cleanliness of the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.50%	2.00%	5.90%	65.10%	26.50%	100.00%
	2010 online	2.10%	10.40%	16.10%	59.50%	12.00%	100.00%
	2012 mail	0.80%	5.30%	15.70%	64.80%	13.30%	100.00%
	2012 online	2.40%	13.40%	17.80%	57.30%	9.20%	100.00%
	2015 mail	0.80%	4.90%	16.60%	61.90%	15.80%	100.00%
	2015 online	1.90%	8.90%	18.50%	58.90%	11.90%	100.00%
Total		1.50%	8.10%	15.70%	60.70%	14.00%	100.00%

**survey \* QL\_unsight Number of unsightly or blighted properties in the City**

% within survey

		QL_unsight Number of unsightly or blighted properties in the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	4.40%	24.70%	27.00%	39.60%	4.30%	100.00%
	2010 online	9.80%	33.30%	33.70%	21.00%	2.10%	100.00%
	2012 mail	3.90%	22.30%	44.10%	27.20%	2.50%	100.00%
	2012 online	9.70%	32.00%	34.80%	21.00%	2.40%	100.00%
	2015 mail	2.50%	21.70%	47.10%	26.60%	2.10%	100.00%
	2015 online	7.00%	31.50%	34.60%	24.90%	2.00%	100.00%
Total		6.70%	28.70%	36.40%	25.80%	2.40%	100.00%

**survey \* QL\_safety Safety and security of the City**

% within survey

		QL_safety Safety and security of the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.30%	4.10%	5.30%	64.30%	25.00%	100.00%
	2010 online	2.50%	8.10%	13.40%	56.90%	19.20%	100.00%
	2012 mail	0.80%	7.50%	18.80%	60.80%	12.10%	100.00%
	2012 online	4.40%	11.30%	16.20%	51.80%	16.30%	100.00%
	2015 mail	0.80%	8.70%	18.60%	59.20%	12.80%	100.00%
	2015 online	4.60%	12.90%	18.30%	48.80%	15.40%	100.00%
Total		2.70%	9.30%	15.40%	55.90%	16.70%	100.00%

**survey \* QL\_recreat Recreational opportunities**

% within survey

		QL_recreat Recreational opportunities					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.80%	9.20%	9.00%	58.50%	21.50%	100.00%
	2010 online	4.30%	13.50%	19.30%	51.50%	11.40%	100.00%
	2012 mail	1.40%	9.90%	22.30%	52.60%	13.80%	100.00%
	2012 online	3.70%	15.40%	20.70%	47.70%	12.40%	100.00%
	2015 mail	2.10%	5.70%	23.50%	53.90%	14.90%	100.00%
	2015 online	3.00%	8.60%	19.70%	55.20%	13.60%	100.00%
Total		2.90%	10.50%	19.30%	53.10%	14.10%	100.00%

**survey \* QL\_employ Employment opportunities**

% within survey

		QL_employ Employment opportunities					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	4.50%	21.60%	24.20%	43.80%	5.90%	100.00%
	2010 online	11.60%	26.70%	33.40%	25.40%	2.90%	100.00%
	2012 mail	3.00%	19.20%	31.30%	41.60%	5.00%	100.00%
	2012 online	9.50%	21.80%	28.20%	33.70%	6.80%	100.00%
	2015 mail	1.40%	9.40%	31.50%	44.80%	12.80%	100.00%
	2015 online	3.60%	11.50%	31.00%	44.00%	9.90%	100.00%
Total		5.90%	18.30%	30.40%	38.20%	7.20%	100.00%

**survey \* QL\_car Ease of car travel in the City**

% within survey

		QL_car Ease of car travel in the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	3.00%	21.80%	12.60%	48.60%	14.00%	100.00%
	2010 online	14.40%	26.80%	15.70%	36.60%	6.40%	100.00%
	2012 mail	7.50%	27.10%	22.00%	37.40%	6.10%	100.00%
	2012 online	18.80%	31.40%	15.80%	27.50%	6.50%	100.00%
	2015 mail	8.70%	20.30%	23.30%	40.00%	7.80%	100.00%
	2015 online	14.70%	29.10%	19.70%	31.10%	5.40%	100.00%
Total		12.10%	26.70%	18.10%	35.90%	7.30%	100.00%

**survey \* QL\_bike Ease of bike travel in the City**

% within survey

		QL_bike Ease of bike travel in the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.90%	4.30%	21.70%	45.60%	27.50%	100.00%
	2010 online	2.80%	10.30%	34.90%	35.40%	16.60%	100.00%
	2012 mail	1.40%	7.90%	48.80%	30.60%	11.30%	100.00%
	2012 online	4.50%	9.30%	34.10%	36.20%	15.90%	100.00%
	2015 mail	1.40%	8.90%	49.00%	29.10%	11.50%	100.00%
	2015 online	3.50%	10.00%	38.20%	35.60%	12.70%	100.00%
Total		2.70%	8.90%	37.70%	35.30%	15.40%	100.00%

**survey \* QL\_natenvir Overall natural environment**

% within survey

		QL_natenvir Overall natural environment					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.30%	1.80%	7.10%	67.00%	23.70%	100.00%
	2010 online	1.40%	8.30%	23.10%	57.40%	9.80%	100.00%
	2012 mail	0.50%	4.20%	24.40%	60.70%	10.20%	100.00%
	2012 online	2.30%	9.50%	22.80%	52.70%	12.70%	100.00%
	2015 mail	0.80%	5.40%	24.30%	57.70%	11.80%	100.00%
	2015 online	1.20%	6.40%	23.70%	56.60%	12.10%	100.00%
Total		1.10%	6.30%	21.50%	58.10%	12.90%	100.00%

**survey \* QL\_snowplow Snowplowing of City streets**

% within survey

		QL_snowplow Snowplowing of City streets					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	4.80%	20.80%	9.80%	56.40%	8.20%	100.00%
	2010 online	18.30%	21.80%	11.40%	38.40%	10.20%	100.00%
	2012 mail	12.60%	26.30%	21.80%	34.80%	4.50%	100.00%
	2012 online	10.90%	17.20%	14.30%	44.40%	13.10%	100.00%
	2015 mail	10.10%	20.60%	24.50%	39.80%	5.00%	100.00%
	2015 online	9.50%	22.50%	17.50%	43.70%	6.80%	100.00%
Total		11.50%	21.60%	16.30%	42.60%	8.10%	100.00%

**survey \* QL\_firervi fire emergency services**

% within survey

		QL_firervi fire emergency services					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	0.50%	1.10%	24.80%	51.40%	22.20%	100.00%
	2015 online	1.70%	3.20%	19.80%	50.40%	25.00%	100.00%
Total		1.30%	2.50%	21.50%	50.80%	24.00%	100.00%

**survey \* QL\_ambulance Emergency medical and ambulance service**

% within survey

		QL_ambulance Emergency medical and ambulance service					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	0.50%	1.30%	26.40%	48.50%	23.40%	100.00%
	2015 online	1.60%	3.40%	24.00%	49.80%	21.10%	100.00%
Total		1.20%	2.70%	24.80%	49.40%	21.90%	100.00%

**survey \* QL\_recycle City recycling and sustainability efforts**

% within survey

		QL_recycle City recycling and sustainability efforts					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.80%	12.80%	14.70%	52.70%	18.00%	100.00%
	2010 online	5.20%	16.50%	29.50%	39.10%	9.60%	100.00%
	2012 mail	3.10%	7.80%	26.70%	49.80%	12.60%	100.00%
	2012 online	6.40%	15.40%	27.50%	39.00%	11.60%	100.00%
	2015 mail	3.20%	14.60%	27.20%	43.40%	11.70%	100.00%
	2015 online	6.80%	16.80%	27.90%	38.70%	9.70%	100.00%
Total		4.80%	14.60%	26.30%	42.60%	11.70%	100.00%

**survey \* QL\_housing Availability of affordable quality housing**

% within survey

		QL_housing Availability of affordable quality housing					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.20%	11.40%	16.90%	58.80%	11.80%	100.00%
	2010 online	4.40%	14.30%	28.30%	45.60%	7.40%	100.00%
	2012 mail	2.70%	11.70%	36.70%	43.00%	5.90%	100.00%
	2012 online	5.20%	15.80%	30.80%	38.50%	9.80%	100.00%
	2015 mail	3.50%	13.50%	39.20%	37.10%	6.70%	100.00%
	2015 online	4.60%	17.50%	33.70%	38.70%	5.50%	100.00%
Total		3.80%	14.50%	31.20%	42.90%	7.50%	100.00%

**survey \* QL\_jobs Job creation and economic development**

% within survey

		QL_jobs Job creation and economic development					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	4.60%	30.10%	26.20%	36.60%	2.60%	100.00%
	2010 online	13.20%	31.70%	30.50%	23.00%	1.60%	100.00%
	2012 mail	5.10%	22.70%	36.80%	32.10%	3.30%	100.00%
	2012 online	10.10%	25.00%	30.60%	28.70%	5.60%	100.00%
	2015 mail	2.10%	12.10%	41.20%	37.40%	7.30%	100.00%
	2015 online	3.90%	13.40%	31.40%	41.60%	9.70%	100.00%
Total		6.90%	22.20%	32.40%	33.20%	5.30%	100.00%

**survey \* QL\_sewer Management of sewage and storm water**

% within survey

		QL_sewer Management of sewage and storm water					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.90%	2.90%	16.80%	67.00%	12.50%	100.00%
	2010 online	1.50%	5.10%	27.00%	56.20%	10.10%	100.00%
	2012 mail	0.60%	3.60%	32.00%	57.40%	6.40%	100.00%
	2012 online	2.90%	5.20%	24.30%	54.10%	13.50%	100.00%
	2015 mail	4.40%	13.10%	31.30%	44.50%	6.60%	100.00%
	2015 online	6.50%	16.60%	29.40%	41.10%	6.40%	100.00%
Total		3.20%	8.60%	27.20%	52.00%	9.10%	100.00%

**survey \* QL\_permits Building safety permits and inspections**

% within survey

		QL_permits Building safety permits and inspections					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	2.20%	11.60%	33.20%	47.70%	5.40%	100.00%
	2010 online	5.70%	13.00%	54.40%	23.10%	3.80%	100.00%
	2012 mail	2.80%	7.20%	51.80%	33.00%	5.20%	100.00%
	2012 online	8.10%	10.70%	52.90%	23.00%	5.40%	100.00%
	2015 mail	1.80%	5.60%	61.70%	27.00%	4.00%	100.00%
	2015 online	4.40%	10.10%	55.30%	25.80%	4.50%	100.00%
Total		4.40%	10.00%	52.50%	28.50%	4.60%	100.00%

**survey \* QL\_health Local health department services**

% within survey

		QL_health Local health department services					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.90%	5.10%	24.30%	56.60%	12.10%	100.00%
	2010 online	2.50%	8.60%	44.20%	37.10%	7.50%	100.00%
	2012 mail	2.80%	6.60%	42.30%	42.30%	6.10%	100.00%
	2012 online	2.80%	8.80%	44.80%	36.50%	7.00%	100.00%
	2015 mail	0.80%	4.00%	48.00%	39.40%	7.80%	100.00%
	2015 online	2.10%	5.30%	44.10%	40.30%	8.20%	100.00%
Total		2.20%	6.50%	42.20%	41.10%	8.00%	100.00%

**survey \* QL\_walk Ease of walking in the City**

% within survey

		QL_walk Ease of walking in the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	2.20%	7.10%	23.00%	55.30%	12.40%	100.00%
	2015 online	2.70%	11.50%	23.10%	51.10%	11.70%	100.00%
Total		2.50%	10.00%	23.00%	52.50%	12.00%	100.00%

**survey \* QL\_streets Street maintenance**

% within survey

		QL_streets Street maintenance					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	6.30%	26.90%	13.70%	49.60%	3.60%	100.00%
	2010 online	20.60%	35.70%	17.70%	23.60%	2.40%	100.00%
	2012 mail	14.30%	37.50%	22.50%	23.40%	2.30%	100.00%
	2015 mail	17.10%	38.50%	21.20%	21.40%	1.70%	100.00%
	2015 online	27.60%	37.80%	17.60%	15.90%	1.20%	100.00%
Total		19.00%	35.70%	18.40%	24.80%	2.10%	100.00%

**survey \* park\_qual Overall quality of parks**

% within survey

		park_qual Overall quality of parks					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.20%	4.10%	6.10%	64.20%	25.40%	100.00%
	2010 online	1.30%	10.10%	18.10%	56.00%	14.60%	100.00%
	2012 mail	1.10%	5.00%	14.80%	63.20%	15.90%	100.00%
	2012 online	3.60%	13.40%	16.50%	53.10%	13.30%	100.00%
	2015 mail	1.60%	6.20%	18.10%	60.40%	13.70%	100.00%
	2015 online	3.90%	11.00%	19.50%	52.50%	13.10%	100.00%
Total		2.20%	8.90%	16.30%	57.20%	15.40%	100.00%

**survey \* park\_natarea Natural areas such as Wilderness Park**

% within survey

		park_natarea Natural areas such as Wilderness Park					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.80%	4.60%	15.20%	58.50%	20.80%	100.00%
	2010 online	1.80%	5.40%	24.20%	51.10%	17.50%	100.00%
	2012 mail	0.60%	3.10%	27.10%	52.50%	16.70%	100.00%
	2012 online	3.30%	7.40%	26.60%	46.10%	16.60%	100.00%
	2015 mail	1.00%	5.80%	32.50%	47.70%	13.00%	100.00%
	2015 online	2.40%	5.80%	31.50%	46.30%	13.90%	100.00%
Total		1.80%	5.50%	26.70%	49.80%	16.20%	100.00%



**survey \* park\_mow Park maintenance such as mowing and care of trees in parks**

% within survey

		park_mow Park maintenance such as mowing and care of trees in parks					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.80%	12.70%	10.20%	59.30%	16.00%	100.00%
	2010 online	4.70%	17.10%	18.90%	48.80%	10.60%	100.00%
	2012 mail	3.90%	15.00%	19.90%	49.70%	11.50%	100.00%
	2012 online	12.50%	20.30%	21.70%	36.80%	8.60%	100.00%
	2015 mail	4.90%	16.90%	22.90%	46.90%	8.40%	100.00%
	2015 online	11.10%	20.90%	19.40%	41.40%	7.20%	100.00%
Total		7.10%	17.70%	19.00%	46.30%	10.00%	100.00%

**survey \* park\_info Finding information about Parks & Recreation programs and facilities**

% within survey

		park_info Finding information about Parks & Recreation programs and facilities					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	0.70%	6.90%	36.80%	45.90%	9.70%	100.00%
	2015 online	2.60%	7.60%	29.20%	48.70%	11.90%	100.00%
Total		1.90%	7.30%	31.80%	47.80%	11.20%	100.00%

**survey \* park\_trails Trails maintenance and operation**

% within survey

		park_trails Trails maintenance and operation					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	0.50%	3.30%	34.10%	49.60%	12.60%	100.00%
	2012 online	2.30%	7.70%	29.90%	45.90%	14.30%	100.00%
	2015 mail	1.80%	4.80%	36.30%	47.50%	9.60%	100.00%
	2015 online	2.60%	9.20%	29.80%	46.20%	12.20%	100.00%
Total		1.90%	6.80%	31.90%	47.10%	12.30%	100.00%

**survey \* park\_medians Street median and boulevard maintenance**

% within survey

		park_medians Street median and boulevard maintenance					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	2.50%	11.50%	26.10%	51.40%	8.50%	100.00%
	2012 online	9.70%	21.70%	22.70%	40.40%	5.50%	100.00%
	2015 mail	5.40%	14.40%	33.70%	41.20%	5.40%	100.00%
	2015 online	8.50%	24.50%	24.60%	37.60%	4.90%	100.00%
Total		7.00%	19.30%	26.20%	41.70%	5.90%	100.00%

**survey \* park\_gardens Public gardens such as the Sunken Gardens and Hamann Rose Gardens**

% within survey

		park_gardens Public gardens such as the Sunken Gardens and Hamann Rose Gardens					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail		0.50%	10.40%	45.00%	44.20%	100.00%
	2012 online	1.60%	2.70%	16.30%	49.10%	30.30%	100.00%
	2015 mail	0.50%	1.00%	13.10%	47.20%	38.20%	100.00%
	2015 online	0.80%	1.60%	13.80%	49.90%	33.90%	100.00%
Total		0.80%	1.50%	13.60%	48.20%	36.00%	100.00%

**survey \* neighb\_safety General safety and security in your neighborhood**

% within survey

		neighb_safety General safety and security in your neighborhood					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	1.00%	6.10%	3.80%	59.10%	30.00%	100.00%
	2010 online	2.70%	9.20%	13.10%	56.30%	18.70%	100.00%
	2012 mail	2.60%	8.50%	13.60%	56.20%	19.10%	100.00%
	2012 online	5.10%	8.70%	17.20%	50.10%	18.80%	100.00%
	2015 mail	1.30%	7.60%	13.30%	53.20%	24.60%	100.00%
	2015 online	4.20%	11.40%	15.40%	51.70%	17.30%	100.00%
	Total		3.00%	9.00%	13.20%	54.10%	20.60%

**survey \* neighb\_appear Overall appearance of your neighborhood**

% within survey

		neighb_appear Overall appearance of your neighborhood					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.30%	4.30%	4.30%	55.00%	36.10%	100.00%
	2010 online	1.80%	10.10%	13.80%	56.50%	17.80%	100.00%
	2012 mail	1.60%	9.50%	15.00%	56.60%	17.30%	100.00%
	2012 online	3.10%	9.60%	18.10%	55.30%	13.90%	100.00%
	2015 mail	1.60%	8.90%	16.30%	49.70%	23.50%	100.00%
	2015 online	1.60%	10.40%	16.30%	54.60%	17.00%	100.00%
Total		1.70%	9.10%	14.40%	54.80%	20.00%	100.00%

**survey \* neighb\_unsight Number of unsightly or blighted properties in your neighborhood**

% within survey

		neighb_unsight Number of unsightly or blighted properties in your neighborhood					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	2.20%	10.30%	12.80%	46.60%	28.10%	100.00%
	2010 online	6.90%	21.90%	22.50%	37.70%	10.90%	100.00%
	2012 mail	3.90%	15.50%	23.50%	41.50%	15.50%	100.00%
	2012 online	5.50%	15.00%	23.50%	41.90%	14.20%	100.00%
	2015 mail	3.30%	14.40%	25.00%	38.20%	19.20%	100.00%
	2015 online	5.10%	18.10%	20.60%	39.50%	16.60%	100.00%
Total		4.80%	16.60%	21.40%	40.50%	16.60%	100.00%

**survey \* neighb\_sidewalk surveyition of the sidewalks in your neighborhood**

% within survey

		neighb_sidewalk surveyition of the sidewalks in your neighborhood					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	3.30%	18.40%	14.00%	49.50%	14.70%	100.00%
	2010 online	8.60%	24.60%	19.70%	41.60%	5.50%	100.00%
	2012 mail	5.30%	17.90%	20.00%	47.50%	9.30%	100.00%
	2012 online	8.40%	24.30%	17.00%	40.40%	10.00%	100.00%
	2015 mail	5.30%	21.20%	21.60%	39.40%	12.50%	100.00%
	2015 online	9.80%	24.20%	20.10%	37.80%	8.10%	100.00%
Total		7.30%	22.30%	19.00%	42.00%	9.40%	100.00%

**survey \* neighb\_streets surveyition of the streets in your neighborhood**

% within survey

		neighb_streets surveyition of the streets in your neighborhood					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	2.10%	14.30%	9.40%	59.00%	15.20%	100.00%
	2010 online	14.40%	24.90%	16.30%	37.50%	6.90%	100.00%
	2012 mail	5.30%	17.30%	18.60%	50.20%	8.70%	100.00%
	2012 online	13.00%	25.10%	14.20%	38.30%	9.30%	100.00%
	2015 mail	6.80%	18.30%	19.80%	44.10%	11.00%	100.00%
	2015 online	11.70%	25.30%	15.80%	39.30%	7.80%	100.00%
Total		9.80%	21.80%	15.70%	43.40%	9.30%	100.00%

**survey \* neighb\_snowplow Snow plowing of your neighborhood streets**

% within survey

		neighb_snowplow Snow plowing of your neighborhood streets					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	5.00%	21.60%	13.10%	47.20%	13.10%	100.00%
	2010 online	24.50%	22.50%	12.30%	31.80%	9.00%	100.00%
	2012 mail	17.80%	27.40%	17.40%	30.50%	6.80%	100.00%
	2012 online	15.40%	21.10%	13.40%	39.00%	11.10%	100.00%
	2015 mail	10.70%	20.10%	22.90%	37.30%	9.10%	100.00%
	2015 online	12.40%	22.60%	15.20%	40.60%	9.20%	100.00%
Total		15.00%	22.50%	15.30%	37.50%	9.60%	100.00%

**survey \* neighb\_pool The public swimming pool or sprayground**

% within survey

		neighb_pool The public swimming pool or sprayground					Total
		1 Very Unimportant	2 Somewhat Unimportant	3 Neutral	4 Somewhat Important	5 Very Important	
survey	2015 mail	9.40%	9.40%	32.60%	26.90%	21.70%	100.00%
	2015 online	8.40%	11.00%	26.50%	31.50%	22.60%	100.00%
Total		8.80%	10.40%	28.60%	29.90%	22.30%	100.00%

**survey \* neighb\_playground The public park or playground**

% within survey

		neighb_playground The public park or playground					Total
		1 Very Unimportant	2 Somewhat Unimportant	3 Neutral	4 Somewhat Important	5 Very Important	
survey	2015 mail	4.70%	4.90%	19.00%	33.70%	37.60%	100.00%
	2015 online	4.30%	6.10%	16.10%	36.10%	37.40%	100.00%
Total		4.50%	5.70%	17.10%	35.30%	37.50%	100.00%

**survey \* neighb\_recreat The community/ recreation center**

% within survey

		neighb_recreat The community/ recreation center					Total
		1 Very Unimportant	2 Somewhat Unimportant	3 Neutral	4 Somewhat Important	5 Very Important	
survey	2015 mail	6.10%	9.40%	40.50%	25.30%	18.80%	100.00%
	2015 online	8.30%	12.80%	33.50%	29.30%	16.20%	100.00%
Total		7.50%	11.60%	35.90%	27.90%	17.00%	100.00%

**survey \* Dist\_park I live an acceptable distance from a park.**

% within survey

		Dist_park I live an acceptable distance from a park.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	0.50%	5.10%	2.20%	67.90%	24.30%	100.00%
	2010 online	1.80%	6.40%	7.60%	47.10%	37.00%	100.00%
	2015 mail	1.90%	6.30%	14.70%	47.10%	30.00%	100.00%
	2015 online	1.90%	6.40%	9.20%	46.90%	35.60%	100.00%
Total		1.60%	6.20%	8.50%	50.70%	33.00%	100.00%

**survey \* Dist\_libr I live an acceptable distance from a library.**

% within survey

		Dist_libr I live an acceptable distance from a library.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	1.20%	7.40%	3.70%	68.70%	19.10%	100.00%
	2010 online	3.20%	6.10%	12.10%	50.10%	28.50%	100.00%
	2015 mail	3.20%	6.70%	17.80%	49.00%	23.40%	100.00%
	2015 online	2.50%	7.50%	12.90%	47.50%	29.70%	100.00%
Total		2.60%	6.90%	11.90%	52.30%	26.30%	100.00%

**survey \* Dist\_grocery I live an acceptable distance from a grocery store and other retail businesses.**

% within survey

		Dist_grocery I live an acceptable distance from a grocery store and other retail businesses.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	0.80%	3.30%	1.30%	63.70%	30.80%	100.00%
	2010 online	2.40%	4.40%	4.40%	49.10%	39.60%	100.00%
	2015 mail	2.70%	7.30%	5.70%	50.70%	33.50%	100.00%
	2015 online	4.20%	7.90%	5.30%	46.60%	36.00%	100.00%
Total		2.80%	6.00%	4.40%	51.10%	35.70%	100.00%

**survey \* libr\_howoft In general, how often do you or a member of your household visit public libraries?**

% within survey

		libr_howoft In general, how often do you or a member of your household visit public libraries?					Total
		1 Several times per week	2 Once a week	3 1-2 times a month	4 A few times a year	5 Not at all	
survey	2012 mail	3.30%	8.90%	22.10%	34.40%	31.20%	100.00%
	2015 online	8.20%	14.60%	23.50%	33.20%	20.60%	100.00%
Total		6.50%	12.60%	23.00%	33.60%	24.30%	100.00%

**survey \* libr\_overall Public libraries:-The overall service of the City's public libraries**

% within survey

		libr_overall Public libraries:-The overall service of the City's public libraries					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.20%	0.80%	4.10%	53.70%	41.20%	100.00%
	2010 online	0.50%	2.20%	15.80%	50.80%	30.70%	100.00%
	2012 mail	0.50%	0.50%	7.50%	61.80%	29.80%	100.00%
	2012 online	1.60%	1.60%	15.60%	54.90%	26.20%	100.00%
	2015 mail	0.70%	1.20%	12.70%	55.90%	29.60%	100.00%
	2015 online	0.40%	2.20%	12.90%	53.40%	31.00%	100.00%
Total		0.60%	1.60%	12.10%	54.40%	31.30%	100.00%

**survey \* libr\_hours Public libraries:-Hours of operation**

% within survey

		libr_hours Public libraries:-Hours of operation					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.20%	6.20%	12.30%	61.80%	19.50%	100.00%
	2010 online	1.60%	9.50%	20.80%	53.10%	15.10%	100.00%
	2012 mail	1.60%	7.10%	11.40%	62.00%	17.80%	100.00%
	2012 online	4.20%	10.30%	20.90%	51.10%	13.60%	100.00%
	2015 mail	1.20%	4.20%	18.30%	55.20%	21.10%	100.00%
	2015 online	1.80%	7.40%	20.70%	53.80%	16.30%	100.00%
Total		1.80%	7.70%	18.20%	55.40%	16.80%	100.00%

**survey \* libr\_comfort Public libraries:-Comfort and cleanliness**

% within survey

		libr_comfort Public libraries:-Comfort and cleanliness					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.20%	0.80%	4.90%	50.80%	43.30%	100.00%
	2010 online	0.50%	2.20%	15.70%	50.60%	31.10%	100.00%
	2012 mail	0.70%	0.90%	7.40%	59.50%	31.50%	100.00%
	2012 online	1.80%	2.90%	15.50%	52.10%	27.60%	100.00%
	2015 mail	1.00%	1.70%	10.00%	56.80%	30.60%	100.00%
	2015 online	1.00%	3.90%	12.50%	53.60%	29.00%	100.00%
Total		0.80%	2.30%	11.80%	53.40%	31.70%	100.00%

**survey \* libr\_bkavail Public libraries:-General availability of items such as books, magazines, DVDs, CDs**

% within survey

		libr_bkavail Public libraries:-General availability of items such as books, magazines, DVDs, CDs					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.20%	1.20%	7.90%	57.00%	33.70%	100.00%
	2010 online	0.60%	3.50%	18.90%	55.90%	21.10%	100.00%
	2012 mail	0.70%	3.20%	16.10%	54.80%	25.20%	100.00%
	2012 online	1.50%	5.10%	17.80%	52.80%	22.80%	100.00%
	2015 mail	1.40%	3.00%	18.40%	51.50%	25.60%	100.00%
	2015 online	1.30%	3.70%	16.30%	55.30%	23.30%	100.00%
Total		1.00%	3.40%	16.20%	54.80%	24.60%	100.00%

**survey \* libr\_website Public libraries:-Use of the library's website for library services**

% within survey

		libr_website Public libraries:-Use of the library's website for library services					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2010 phone	0.40%	1.50%	29.60%	42.50%	25.90%	100.00%
	2010 online	1.10%	1.20%	29.80%	45.50%	22.40%	100.00%
	2012 mail	0.70%	3.00%	34.10%	41.10%	21.10%	100.00%
	2012 online	1.50%	4.00%	29.60%	44.70%	20.20%	100.00%
	2015 mail	0.50%	2.90%	36.70%	40.50%	19.50%	100.00%
	2015 online	1.80%	3.90%	26.20%	46.20%	21.90%	100.00%
Total		1.10%	2.80%	30.10%	44.10%	21.90%	100.00%

**survey \* librno\_open They are not open when I can go.**

% within survey

		librno_open They are not open when I can go.		Total
		0 no	1 yes	
survey	2010 phone	90.50%	9.50%	100.00%
	2010 online	96.00%	4.00%	100.00%
	2012 mail	86.50%	13.50%	100.00%
	2012 online	88.10%	11.90%	100.00%
	2015 mail	91.40%	8.60%	100.00%
	2015 online	88.90%	11.10%	100.00%
Total		90.20%	9.80%	100.00%



**survey \* librno\_items They do not have items I want.**

% within survey

		librno_items They do not have items I want.		Total
		0 no	1 yes	
survey	2010 phone	91.40%	8.60%	100.00%
	2010 online	92.50%	7.50%	100.00%
	2012 mail	84.90%	15.10%	100.00%
	2012 online	90.50%	9.50%	100.00%
	2015 mail	90.50%	9.50%	100.00%
	2015 online	85.80%	14.20%	100.00%
Total		89.10%	10.90%	100.00%

**survey \* librno\_computer They do not have enough computers and/or internet access.**

% within survey

		librno_computer They do not have enough computers and/or internet access.		Total
		0 no	1 yes	
survey	2010 phone	90.50%	9.50%	100.00%
	2010 online	98.30%	1.70%	100.00%
	2012 mail	88.50%	11.50%	100.00%
	2012 online	91.90%	8.10%	100.00%
	2015 mail	94.30%	5.70%	100.00%
	2015 online	93.90%	6.10%	100.00%
Total		93.10%	6.90%	100.00%

**survey \* librno\_buy I buy my books and other materials.**

% within survey

		librno_buy I buy my books and other materials.		Total
		0 no	1 yes	
survey	2010 phone	40.50%	59.50%	100.00%
	2010 online	55.20%	44.80%	100.00%
	2012 mail	34.60%	65.40%	100.00%
	2012 online	28.60%	71.40%	100.00%
	2015 mail	38.70%	61.30%	100.00%
	2015 online	33.80%	66.20%	100.00%
Total		38.20%	61.80%	100.00%

**survey \* librno\_internet I use the Internet at home for research instead of going to a library.**

% within survey

		librno_internet I use the Internet at home for research instead of going to a library.		Total
		0 no	1 yes	
survey	2010 phone	38.80%	61.20%	100.00%
	2010 online	18.40%	81.60%	100.00%
	2012 mail	15.50%	84.50%	100.00%
	2012 online	8.20%	91.80%	100.00%
	2015 mail	17.30%	82.70%	100.00%
	2015 online	7.60%	92.40%	100.00%
Total		15.90%	84.10%	100.00%

**survey \* librno\_web I use the library website to access databases or download books.**

% within survey

		librno_web I use the library website to access databases or download books.		Total
		0 no	1 yes	
survey	2012 mail	86.70%	13.30%	100.00%
	2012 online	92.10%	7.90%	100.00%
	2015 mail	82.80%	17.20%	100.00%
	2015 online	89.50%	10.50%	100.00%
Total		87.30%	12.70%	100.00%

**survey \* librno\_safe I do not feel safe at the library.**

% within survey

		librno_safe I do not feel safe at the library.		Total
		0 no	1 yes	
survey	2015 mail	97.70%	2.30%	100.00%
	2015 online	91.20%	8.80%	100.00%
Total		94.80%	5.20%	100.00%

**survey \* bus\_howoft In general, how often do you use Lincoln's public transportation system (StarTran), by taking at...**

% within survey

		bus_howoft In general, how often do you use Lincoln's public transportation system (StarTran), by taking at...					Total	
		1 Several times per week	2 Once a week	3 1-2 times a month	4 A few times a year	5 Not at all		6 Don't know
survey	2012 mail	3.20%	1.70%	2.70%	8.80%	82.00%	1.60%	100.00%
	2012 online	4.20%	1.30%	1.90%	11.10%	81.10%	0.40%	100.00%
	2015 mail	4.00%	1.00%	1.40%	8.20%	84.60%	0.80%	100.00%
	2015 online	3.70%	0.50%	2.30%	10.90%	81.50%	1.10%	100.00%
Total		3.80%	1.00%	2.10%	10.00%	82.10%	1.00%	100.00%

**survey \* bus\_overall StarTran:-The overall service of StarTran**

% within survey

		bus_overall StarTran:-The overall service of StarTran				Total	
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied		5 Very Satisfied
survey	2012 mail	7.80%	10.40%	23.40%	41.60%	16.90%	100.00%
	2012 online	8.90%	10.40%	28.90%	41.50%	10.40%	100.00%
	2015 mail	4.60%	9.20%	50.50%	28.40%	7.30%	100.00%
	2015 online	7.30%	14.60%	30.20%	37.60%	10.20%	100.00%
Total		7.20%	11.80%	33.10%	37.30%	10.60%	100.00%

**survey \* bus\_hours StarTran:-Hours of operation**

% within survey

		bus_hours StarTran:-Hours of operation				Total	
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied		5 Very Satisfied
survey	2012 mail	19.00%	21.50%	19.00%	29.10%	11.40%	100.00%
	2012 online	27.00%	32.10%	13.90%	20.40%	6.60%	100.00%
	2015 mail	8.50%	21.70%	47.20%	17.90%	4.70%	100.00%
	2015 online	25.20%	39.10%	16.30%	16.80%	2.50%	100.00%
Total		21.40%	31.10%	22.30%	19.80%	5.30%	100.00%

**survey \* bus\_drivers StarTran:-Driver courtesy**

% within survey

		bus_drivers StarTran:-Driver courtesy					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	5.10%	6.30%	21.50%	43.00%	24.10%	100.00%
	2012 online	4.40%	6.60%	19.70%	43.10%	26.30%	100.00%
	2015 mail	2.80%	6.50%	51.40%	27.10%	12.10%	100.00%
	2015 online	2.50%	3.90%	20.60%	45.60%	27.50%	100.00%
Total		3.40%	5.50%	26.80%	40.80%	23.50%	100.00%

**survey \* bus\_areas StarTran:-Areas served**

% within survey

		bus_areas StarTran:-Areas served					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	11.50%	25.60%	17.90%	29.50%	15.40%	100.00%
	2012 online	21.20%	21.20%	22.60%	29.20%	5.80%	100.00%
	2015 mail	2.80%	21.50%	48.60%	20.60%	6.50%	100.00%
	2015 online	13.80%	29.10%	28.10%	24.10%	4.90%	100.00%
Total		13.10%	25.00%	29.30%	25.50%	7.00%	100.00%

**survey \* bus\_clean StarTran:-Cleanliness of bus interior**

% within survey

		bus_clean StarTran:-Cleanliness of bus interior					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	5.20%	1.30%	31.20%	42.90%	19.50%	100.00%
	2012 online	5.10%	8.10%	21.30%	52.90%	12.50%	100.00%
	2015 mail	0.90%	7.50%	50.50%	33.60%	7.50%	100.00%
	2015 online	3.40%	6.40%	23.20%	49.80%	17.20%	100.00%
Total		3.60%	6.30%	29.40%	46.30%	14.30%	100.00%

**survey \* bus\_safety StarTran:-Overall safety**

% within survey

		bus_safety StarTran:-Overall safety					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	5.10%	6.40%	20.50%	48.70%	19.20%	100.00%
	2012 online	5.80%	4.30%	17.40%	48.60%	23.90%	100.00%
	2015 mail	0.90%	6.60%	49.10%	34.90%	8.50%	100.00%
	2015 online	4.50%	5.90%	18.30%	51.00%	20.30%	100.00%
Total		4.20%	5.70%	24.60%	46.80%	18.70%	100.00%

**survey \* bus\_ontime StarTran:-Buses are on-time**

% within survey

		bus_ontime StarTran:-Buses are on-time					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	6.40%	10.30%	25.60%	46.20%	11.50%	100.00%
	2012 online	9.40%	8.00%	21.00%	50.00%	11.60%	100.00%
	2015 mail	2.80%	8.30%	51.90%	27.80%	9.30%	100.00%
	2015 online	3.50%	12.90%	23.30%	48.50%	11.90%	100.00%
Total		5.30%	10.30%	28.90%	44.30%	11.20%	100.00%

**survey \* bus\_freq StarTran:-How often buses come**

% within survey

		bus_freq StarTran:-How often buses come					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2012 mail	8.00%	24.00%	30.70%	26.70%	10.70%	100.00%
	2012 online	18.80%	23.90%	18.10%	28.30%	10.90%	100.00%
	2015 mail	3.80%	24.80%	47.60%	20.00%	3.80%	100.00%
	2015 online	17.40%	28.40%	24.90%	24.40%	5.00%	100.00%
Total		13.70%	25.80%	28.50%	24.90%	7.10%	100.00%

**survey \* busno\_times Bus schedule times are not convenient with my schedule.**

% within survey

		busno_times Bus schedule times are not convenient with my schedule.		Total
		0 no	1 yes	
survey	2012 mail	62.80%	37.20%	100.00%
	2012 online	44.40%	55.60%	100.00%
	2015 mail	66.70%	33.30%	100.00%
	2015 online	48.30%	51.70%	100.00%
Total		53.40%	46.60%	100.00%

**survey \* busno\_fare Bus fares are too high.**

% within survey

		busno_fare Bus fares are too high.		Total
		0 no	1 yes	
survey	2012 mail	90.30%	9.70%	100.00%
	2012 online	85.50%	14.50%	100.00%
	2015 mail	89.80%	10.20%	100.00%
	2015 online	93.00%	7.00%	100.00%
Total		90.10%	9.90%	100.00%

**survey \* busno\_walk The walk to the bus stop is too far.**

% within survey

		busno_walk The walk to the bus stop is too far.		Total
		0 no	1 yes	
survey	2012 mail	86.00%	14.00%	100.00%
	2012 online	75.50%	24.50%	100.00%
	2015 mail	79.80%	20.20%	100.00%
	2015 online	77.40%	22.60%	100.00%
Total		79.00%	21.00%	100.00%

**survey \* busno\_sched I do not understand the bus schedule.**

% within survey

		busno_sched I do not understand the bus schedule.		Total
		0 no	1 yes	
survey	2012 mail	81.60%	18.40%	100.00%
	2012 online	76.10%	23.90%	100.00%
	2015 mail	79.40%	20.60%	100.00%
	2015 online	80.00%	20.00%	100.00%
Total		79.30%	20.70%	100.00%

**survey \* busno\_safe I do not feel safe on the bus.**

% within survey

		busno_safe I do not feel safe on the bus.		Total
		0 no	1 yes	
survey	2012 mail	87.70%	12.30%	100.00%
	2012 online	84.80%	15.20%	100.00%
	2015 mail	90.10%	9.90%	100.00%
	2015 online	87.30%	12.70%	100.00%
Total		87.30%	12.70%	100.00%

**survey \* busno\_long The commute is too long on the bus.**

% within survey

		busno_long The commute is too long on the bus.		Total
		0 no	1 yes	
survey	2012 mail	69.20%	30.80%	100.00%
	2012 online	51.50%	48.50%	100.00%
	2015 mail	70.50%	29.50%	100.00%
	2015 online	54.80%	45.20%	100.00%
Total		59.50%	40.50%	100.00%

**survey \* busno\_drive I prefer to drive.**

% within survey

		busno_drive I prefer to drive.		Total
		0 no	1 yes	
survey	2012 mail	9.20%	90.80%	100.00%
	2012 online	18.10%	81.90%	100.00%
	2015 mail	9.30%	90.70%	100.00%
	2015 online	15.10%	84.90%	100.00%
Total		13.50%	86.50%	100.00%

**survey \* QL\_zoning When it comes to Lincolns planning for growth and development, which statement best characterizes your opinion?**

% within survey

		QL_zoning When it comes to Lincolns planning for growth and development, which statement best characterizes your opinion?				Total
		1.00 Lincoln is not properly planning. The city too often encourages new development at the expense of good planning.	2.00 Lincoln is not developing well. The citys planning too often discourages new development.	3.00 Lincoln is properly planning and developing well. There is a good balance in Lincoln between careful planning and encour	4.00 I dont know / I have no opinion.	
survey	2012 mail	27.20%	16.70%	27.00%	29.10%	100.00%
	2012 online	38.40%	20.80%	26.10%	14.70%	100.00%
	2015 mail	23.80%	8.70%	37.00%	30.50%	100.00%
	2015 online	39.60%	10.80%	35.10%	14.50%	100.00%
Total		33.90%	13.90%	31.80%	20.50%	100.00%

**survey \* envirsust\_air Air quality in the City**

% within survey

		envirsust_air Air quality in the City					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	0.20%	2.40%	13.00%	61.00%	23.50%	100.00%
	2015 online	0.90%	3.80%	15.00%	56.00%	24.30%	100.00%
Total		0.70%	3.30%	14.30%	57.70%	24.00%	100.00%



**survey \* envirsust\_water Quality and reliability of drinking water**

% within survey

		envirsust_water Quality and reliability of drinking water					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	1.10%	5.30%	10.10%	51.00%	32.60%	100.00%
	2015 online	1.90%	4.40%	10.20%	46.30%	37.20%	100.00%
Total		1.60%	4.70%	10.10%	47.90%	35.60%	100.00%

**survey \* envirsust\_bills Water billing rates**

% within survey

		envirsust_bills Water billing rates					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	1.80%	12.50%	32.70%	42.50%	10.40%	100.00%
	2015 online	5.30%	16.50%	28.40%	41.90%	7.80%	100.00%
Total		4.10%	15.20%	29.90%	42.10%	8.70%	100.00%

**survey \* envirsust\_recycle Availability of weekly recycling services and seasonal yard waste collection services to homes and businesses.**

% within survey

		envirsust_recycle Availability of weekly recycling services and seasonal yard waste collection services to homes and businesses.					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	2.40%	6.40%	27.60%	47.90%	15.70%	100.00%
	2015 online	3.90%	9.80%	26.40%	45.20%	14.80%	100.00%
Total		3.30%	8.60%	26.80%	46.10%	15.10%	100.00%

**survey \* envirsust\_energy Energy efficiency of your home or business**

% within survey

		envirsust_energy Energy efficiency of your home or business					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	2.90%	14.50%	26.50%	47.20%	8.90%	100.00%
	2015 online	3.90%	13.80%	25.60%	47.20%	9.50%	100.00%
Total		3.50%	14.10%	25.90%	47.20%	9.30%	100.00%

**survey \* envirsust\_renewenergy Use of renewable energy sources to generate City's electricity**

% within survey

		envirsust_renewenergy Use of renewable energy sources to generate City's electricity					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	5.00%	15.60%	50.80%	24.50%	4.10%	100.00%
	2015 online	7.20%	20.60%	40.40%	25.70%	6.00%	100.00%
Total		6.50%	18.90%	44.00%	25.30%	5.30%	100.00%

**survey \* envirsust\_fuel Availability of "clean" fuel stations or electric vehicle charging stations**

% within survey

		envirsust_fuel Availability of "clean" fuel stations or electric vehicle charging stations					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	2.80%	12.00%	70.20%	11.30%	3.80%	100.00%
	2015 online	4.70%	12.20%	65.10%	14.00%	4.10%	100.00%
Total		4.00%	12.10%	66.80%	13.10%	4.00%	100.00%

**survey \* envirsust\_storm Storm water management**

% within survey

		envirsust_storm Storm water management					Total
		1 Very Dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very Satisfied	
survey	2015 mail	4.00%	15.30%	38.60%	36.50%	5.60%	100.00%
	2015 online	6.20%	17.60%	28.10%	40.60%	7.50%	100.00%
Total		5.40%	16.80%	31.80%	39.20%	6.80%	100.00%

**survey \* PTC1\_1\_1 I have great confidence in Lincoln City government.**

% within survey

		PTC1_1_1 I have great confidence in Lincoln City government.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	4.80%	21.80%	29.10%	40.30%	4.00%	100.00%
	2010 online	17.80%	30.10%	27.40%	20.40%	4.30%	100.00%
	2012 mail	7.00%	19.80%	39.80%	29.30%	4.00%	100.00%
	2012 online	20.80%	23.80%	29.30%	21.40%	4.70%	100.00%
	2015 mail	5.70%	19.50%	37.00%	33.50%	4.30%	100.00%
	2015 online	14.20%	21.80%	27.90%	29.80%	6.30%	100.00%
Total		12.60%	23.30%	31.00%	28.30%	4.80%	100.00%

**survey \* PTC1\_1\_2 Lincoln City government can usually be trusted to make decisions that are right for residents as a whole.**

% within survey

		PTC1_1_2 Lincoln City government can usually be trusted to make decisions that are right for residents as a whole.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	6.00%	24.20%	22.40%	44.50%	3.00%	100.00%
	2010 online	18.40%	28.80%	25.60%	23.30%	3.90%	100.00%
	2012 mail	7.00%	21.20%	33.60%	34.10%	4.00%	100.00%
	2012 online	20.70%	25.00%	24.80%	25.00%	4.60%	100.00%
	2015 mail	5.70%	18.80%	35.30%	36.20%	4.00%	100.00%
	2015 online	13.40%	24.40%	22.90%	34.60%	4.70%	100.00%
Total		12.70%	24.20%	26.80%	32.20%	4.10%	100.00%

**survey \* PTC1\_1\_3 Lincoln City government employees treat residents with respect.**

% within survey

		PTC1_1_3 Lincoln City government employees treat residents with respect.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	2.80%	8.40%	21.90%	60.80%	6.00%	100.00%
	2010 online	9.80%	17.50%	29.90%	36.40%	6.30%	100.00%
	2012 mail	3.00%	8.80%	35.30%	46.60%	6.40%	100.00%
	2012 online	10.60%	11.90%	29.70%	38.80%	9.10%	100.00%
	2015 mail	2.20%	9.10%	40.80%	42.90%	5.00%	100.00%
	2015 online	5.30%	9.00%	26.20%	49.10%	10.40%	100.00%
Total		6.00%	11.10%	30.10%	45.20%	7.50%	100.00%

**survey \* PTC1\_1\_4 Lincoln City elected officials base their decisions on the facts, not their personal interests.**

% within survey

		PTC1_1_4 Lincoln City elected officials base their decisions on the facts, not their personal interests.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	8.50%	27.60%	28.60%	33.20%	2.00%	100.00%
	2010 online	20.40%	33.40%	27.10%	16.10%	3.00%	100.00%
	2012 mail	8.90%	25.10%	43.30%	20.40%	2.20%	100.00%
	2012 online	25.70%	30.70%	25.70%	15.60%	2.40%	100.00%
	2015 mail	7.90%	22.50%	44.60%	22.60%	2.40%	100.00%
	2015 online	18.50%	27.50%	29.70%	20.60%	3.70%	100.00%
Total		16.00%	28.30%	32.20%	20.70%	2.80%	100.00%

**survey \* PTC1\_1\_5 The City treats all neighborhoods and areas of town fairly and equally.**

% within survey

		PTC1_1_5 The City treats all neighborhoods and areas of town fairly and equally.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	10.80%	34.60%	21.50%	31.40%	1.70%	100.00%
	2010 online	27.70%	36.70%	19.30%	13.70%	2.60%	100.00%
	2012 mail	17.50%	33.30%	30.90%	16.30%	2.00%	100.00%
	2012 online	31.80%	33.40%	18.80%	13.90%	2.10%	100.00%
	2015 mail	14.30%	33.30%	36.30%	14.50%	1.60%	100.00%
	2015 online	25.40%	33.00%	21.20%	18.00%	2.40%	100.00%
Total		22.50%	34.10%	23.80%	17.50%	2.20%	100.00%

**survey \* PTC1\_3 I receive good value for my City government tax dollars.**

% within survey

		PTC1_3 I receive good value for my City government tax dollars.					Total
		1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	
survey	2010 phone	6.70%	21.50%	26.30%	40.60%	5.00%	100.00%
	2010 online	14.10%	24.60%	24.40%	26.80%	10.00%	100.00%
	2012 mail	11.00%	19.80%	38.90%	26.20%	4.00%	100.00%
	2012 online	19.20%	22.60%	25.90%	25.50%	6.80%	100.00%
	2015 mail	10.40%	19.60%	39.30%	27.80%	2.90%	100.00%
	2015 online	15.00%	22.10%	23.10%	31.70%	8.00%	100.00%
Total		13.30%	22.00%	28.50%	29.60%	6.60%	100.00%

**survey \* PTC1\_2 Overall, how would you rate the performance of Lincoln's City government?**

% within survey

		PTC1_2 Overall, how would you rate the performance of Lincoln's City government?					Total
		1 Poor	2 Fair	3 Good	4 Very good	5 Excellent	
survey	2010 phone	10.90%	33.10%	39.20%	14.60%	2.20%	100.00%
	2010 online	16.90%	35.10%	31.40%	13.50%	3.10%	100.00%
	2012 mail	9.30%	32.60%	40.30%	15.00%	2.70%	100.00%
	2012 online	21.40%	29.90%	31.10%	13.10%	4.40%	100.00%
	2015 mail	8.10%	28.30%	44.00%	17.30%	2.40%	100.00%
	2015 online	14.20%	27.70%	31.50%	21.30%	5.30%	100.00%
Total		14.00%	31.00%	35.20%	16.20%	3.60%	100.00%

**survey \* know\_subj How informed or uninformed on City issues are you?**

% within survey

		know_subj How informed or uninformed on City issues are you?				Total
		1 Very uninformed	2 Somewhat uninformed	3 Somewhat informed	4 Very informed	
survey	2010 phone	4.10%	17.40%	67.40%	11.10%	100.00%
	2010 online	3.20%	11.80%	66.60%	18.40%	100.00%
	2012 mail	9.50%	24.90%	59.10%	6.50%	100.00%
	2012 online	15.00%	51.70%	22.50%	10.80%	100.00%
	2015 mail	9.10%	23.50%	58.50%	8.80%	100.00%
	2015 online	11.20%	19.50%	51.20%	18.20%	100.00%
Total		8.70%	23.80%	54.10%	13.40%	100.00%

**survey \* Info1\_1\_2 Newspapers**

% within survey

		Info1_1_2 Newspapers		Total
		0 no	1 yes	
survey	2010 phone	16.10%	83.90%	100.00%
	2010 online	10.50%	89.50%	100.00%
	2012 mail	10.30%	89.70%	100.00%
	2012 online	7.50%	92.50%	100.00%
	2015 mail	23.00%	77.00%	100.00%
	2015 online	13.10%	86.90%	100.00%
Total		13.00%	87.00%	100.00%

**survey \* Info1\_1\_3 Local Radio**

% within survey

		Info1_1_3 Local Radio		Total
		0 no	1 yes	
survey	2010 phone	44.80%	55.20%	100.00%
	2010 online	42.80%	57.20%	100.00%
	2012 mail	27.10%	72.90%	100.00%
	2012 online	26.80%	73.20%	100.00%
	2015 mail	34.50%	65.50%	100.00%
	2015 online	31.30%	68.70%	100.00%
Total		34.90%	65.10%	100.00%

**survey \* Info1\_1\_4 Television News**

% within survey

		Info1_1_4 Television News		Total
		0 no	1 yes	
survey	2010 phone	23.90%	76.10%	100.00%
	2010 online	28.70%	71.30%	100.00%
	2012 mail	10.20%	89.80%	100.00%
	2012 online	16.10%	83.90%	100.00%
	2015 mail	12.80%	87.20%	100.00%
	2015 online	18.70%	81.30%	100.00%
Total		19.20%	80.80%	100.00%

**survey \* Info1\_1\_5 City Website**

% within survey

		Info1_1_5 City Website		Total
		0 no	1 yes	
survey	2010 phone	78.30%	21.70%	100.00%
	2010 online	55.40%	44.60%	100.00%
	2012 mail	74.00%	26.00%	100.00%
	2012 online	45.70%	54.30%	100.00%
	2015 mail	75.00%	25.00%	100.00%
	2015 online	49.90%	50.10%	100.00%
Total		60.30%	39.70%	100.00%

**survey \* Info1\_1\_6 Call or Email the City and/or City officials**

% within survey

		Info1_1_6 Call or Email the City and/or City officials		Total
		0 no	1 yes	
survey	2010 phone	87.80%	12.20%	100.00%
	2010 online	88.00%	12.00%	100.00%
	2012 mail	91.20%	8.80%	100.00%
	2012 online	81.30%	18.70%	100.00%
	2015 mail	91.60%	8.40%	100.00%
	2015 online	78.50%	21.50%	100.00%
Total		85.50%	14.50%	100.00%

**survey \* Info1\_1\_8 Social Media**

% within survey

		Info1_1_8 Social Media		Total
		0 no	1 yes	
survey	2015 mail	55.00%	45.00%	100.00%
	2015 online	54.60%	45.40%	100.00%
Total		54.80%	45.20%	100.00%

**survey \* Info1\_1\_7 Other**

% within survey

		Info1_1_7 Other		Total
		0 no	1 yes	
survey	2010 phone	89.50%	10.50%	100.00%
	2010 online	88.50%	11.50%	100.00%
	2012 mail	74.90%	25.10%	100.00%
	2012 online	71.00%	29.00%	100.00%
	2015 mail	71.70%	28.30%	100.00%
	2015 online	69.30%	30.70%	100.00%
Total		78.60%	21.40%	100.00%

**survey \* Info1\_1\_1 Do you get information on City issues on government, health, and education channels (channels 5,...**

% within survey

		Info1_1_1 Do you get information on City issues on government, health, and education channels (channels 5,...		Total
		0 no	1 yes	
survey	2010 phone	68.90%	31.10%	100.00%
	2010 online	68.50%	31.50%	100.00%
	2012 mail	73.20%	26.80%	100.00%
	2012 online	65.00%	35.00%	100.00%
	2015 mail	80.80%	19.20%	100.00%
	2015 online	72.00%	28.00%	100.00%
Total		71.10%	28.90%	100.00%

**survey \* info\_ch5 Government Channel 5**

% within survey

		info_ch5 Government Channel 5		Total
		0 no	1 yes	
survey	2010 phone	29.10%	70.90%	100.00%
	2010 online	16.70%	83.30%	100.00%
	2012 mail	29.80%	70.20%	100.00%
	2012 online	24.80%	75.20%	100.00%
	2015 mail	57.60%	42.40%	100.00%
	2015 online	29.50%	70.50%	100.00%
Total		28.60%	71.40%	100.00%



**survey \* info\_ch10 Health and Wellness Channel 10**

% within survey

		info_ch10 Health and Wellness Channel 10		Total
		0 no	1 yes	
survey	2010 phone	46.60%	53.40%	100.00%
	2010 online	69.50%	30.50%	100.00%
	2012 mail	42.70%	57.30%	100.00%
	2012 online	62.00%	38.00%	100.00%
	2015 mail	46.50%	53.50%	100.00%
	2015 online	52.80%	47.20%	100.00%
Total		55.40%	44.60%	100.00%

**survey \* info\_ch21 Education Channel 21**

% within survey

		info_ch21 Education Channel 21		Total
		0 no	1 yes	
survey	2010 phone	72.50%	27.50%	100.00%
	2010 online	81.70%	18.30%	100.00%
	2012 mail	50.30%	49.70%	100.00%
	2012 online	59.60%	40.40%	100.00%
	2015 mail	74.60%	25.40%	100.00%
	2015 online	67.30%	32.70%	100.00%
Total		69.10%	30.90%	100.00%

**survey \* info\_chhowoft On average, how many times per week do you watch those ch...**

% within survey

		info_chhowoft On average, how many times per week do you watch those ch...							Total	
		0 0 days	1 1 day	2 2 days	3 3 days	4 4 days	5 5 days	6 6 days		7 7 days
survey	2010 phone	1.60%	38.30%	17.50%	13.70%	4.40%	6.60%	1.60%	16.40%	100.00%
	2010 online	2.80%	28.70%	26.20%	20.30%	8.00%	6.60%	2.40%	4.90%	100.00%
	2012 mail	18.20%	22.00%	20.10%	13.20%	6.90%	5.00%	2.50%	11.90%	100.00%
	2012 online	9.30%	35.20%	21.60%	15.00%	6.20%	5.70%	0.90%	6.20%	100.00%
	2015 mail	36.30%	17.80%	9.60%	6.80%	2.70%	12.30%	2.70%	11.60%	100.00%
	2015 online	10.70%	28.60%	24.50%	15.50%	7.90%	5.20%	1.40%	6.20%	100.00%
Total		11.20%	29.10%	21.10%	14.90%	6.40%	6.60%	1.90%	8.70%	100.00%

**survey \* Know1\_1 Of each dollar collected in property taxes in Lincoln, the City government receives approximately...**

% within survey

		Know1_1 Of each dollar collected in property taxes in Lincoln, the City government receives approximately...					Total
		1 Less than 20%	2 20-40%	3 40-60%	4 More than 60%	5 Don't Know	
survey	2010 phone	28.40%	30.70%	16.40%	4.50%	19.90%	100.00%
	2010 online	54.70%	11.80%	1.90%	0.60%	30.80%	100.00%
	2012 mail	26.80%	11.20%	3.10%	1.60%	57.30%	100.00%
	2012 online	47.30%	17.60%	3.10%	1.50%	30.40%	100.00%
	2015 mail	22.80%	12.80%	4.00%	1.30%	59.10%	100.00%
	2015 online	45.20%	16.60%	4.00%	1.20%	33.10%	100.00%
Total		39.90%	16.30%	4.90%	1.60%	37.30%	100.00%

**survey \* Know1\_2 The City government spends the highest amount of its budget on which category of services?**

% within survey

		Know1_2 The City government spends the highest amount of its budget on which category of services?					Total
		1 Health Department Services	2 Parks Recreation and Libraries	3 Public Safety Services	4 Maintaining and Building Roads	5 Don't Know	
survey	2010 phone	17.20%	4.30%	38.90%	26.30%	13.20%	100.00%
	2010 online	9.40%	1.10%	45.90%	12.00%	31.60%	100.00%
	2012 mail	10.20%	0.20%	21.20%	16.40%	52.10%	100.00%
	2012 online	9.80%	2.20%	42.50%	19.50%	25.90%	100.00%
	2015 mail	5.40%	1.80%	24.30%	17.40%	51.10%	100.00%
	2015 online	5.30%	2.10%	50.00%	17.20%	25.30%	100.00%
Total		9.00%	1.90%	39.40%	17.60%	32.10%	100.00%

**survey \* exercise How many days per week do you engage in physical activity for at least thirty minutes?**

% within survey

		exercise How many days per week do you engage in physical activity for at least thirty minutes?							Total	
		0 zero days	1 1 day	2 2 days	3 3 days	4 4 days	5 5 days	6 6 days		7 7 days
survey	2010 phone	8.50%	7.60%	11.10%	25.10%	14.30%	15.90%	5.00%	12.50%	100.00%
	2010 online		9.60%	15.10%	22.90%	14.90%	18.40%	9.00%	10.10%	100.00%
	2012 mail	5.10%	5.10%	12.90%	20.70%	14.60%	21.40%	7.40%	12.70%	100.00%
	2012 online	4.40%	4.80%	13.90%	20.60%	16.20%	17.40%	9.00%	13.80%	100.00%
	2015 mail	4.50%	2.50%	7.50%	16.50%	17.20%	24.20%	10.20%	17.50%	100.00%
	2015 online	4.50%	4.30%	7.80%	19.80%	15.10%	21.10%	11.70%	15.70%	100.00%
Total		4.20%	5.80%	11.30%	21.00%	15.30%	19.70%	9.10%	13.70%	100.00%

**survey \* exercise\_kids If there are children in your household, how many days per week do they engage in physical activity...**

% within survey

		exercise_kids If there are children in your household, how many days per week do they engage in physical activity...							Total	
		0 zero days	1 1 day	2 2 days	3 3 days	4 4 days	5 5 days	6 6 days		7 7 days
survey	2010 phone	10.50%	3.50%	7.00%	12.10%	11.30%	23.30%	6.60%	25.70%	100.00%
	2010 online		6.10%	9.20%	15.60%	13.00%	22.50%	11.00%	22.50%	100.00%
	2012 mail	4.90%	1.20%	6.10%	13.40%	9.10%	23.20%	13.40%	28.70%	100.00%
	2012 online	3.70%	3.30%	4.10%	11.40%	14.60%	23.60%	9.30%	30.10%	100.00%
	2015 mail	3.50%	1.40%	7.60%	6.30%	6.30%	20.10%	12.50%	42.40%	100.00%
	2015 online	4.00%	1.30%	4.20%	8.20%	14.10%	18.00%	14.90%	35.30%	100.00%
Total		4.20%	3.10%	6.30%	11.40%	12.20%	21.60%	11.30%	29.90%	100.00%

**survey \* recycle In the past year does your household recycle**

% within survey

		recycle In the past year does your household recycle		Total
		0 No	1 Yes	
survey	2012 mail	26.20%	73.80%	100.00%
	2012 online	26.00%	74.00%	100.00%
Total		26.10%	73.90%	100.00%

**survey \* recyclervi Take recycling to a City drop off site at least twice a month**

% within survey

		recyclervi Take recycling to a City drop off site at least twice a month		Total
		0 no	1 yes	
survey	2015 mail	59.70%	40.30%	100.00%
	2015 online	57.10%	42.90%	100.00%
Total		57.90%	42.10%	100.00%

**survey \* recycle\_pay Pay for a recycling service**

% within survey

		recycle_pay Pay for a recycling service		Total
		0 no	1 yes	
survey	2015 mail	69.40%	30.60%	100.00%
	2015 online	61.70%	38.30%	100.00%
Total		64.20%	35.80%	100.00%

## **Appendix C: Open-Ended Responses**

# Taking Charge 2015

## *Lincoln Resident Open-ended Comments*

**Note: In certain cases consecutive comments may be from the same person. These comments are unedited (e.g., we did not correct grammar, punctuation or spelling) except to remove any individually identifying information.**

We seem to waste ALOT of money for the Haymarket while other parts of city are more or less ignored. Street planning and repairs are not thought out or set up for future growth. There is too much money influence on our elected officials. (If you have mone the officials seem to vote your way)

I would like to see more resource put into planning and expanding our current infrastructure in the city. Possibly widening some of the main arterial streets and fixing the sidewalks right the first time. Would love more options for recycling and creating incentives for living a more sustainable lifestyle. Water rates are ok....sewer rates are more than enough. Figure out the wheel tax already enough tax is enough already. Why is a cargo van not rated the same as a commercial vehicle?? Really its Van on a ruck body!! Plus, work w/ State govt' to reduce taxes on the many ie....population centers such as Lincoln and Omaha. Why are we paying the bulk of wheel tax when we have several commuters who use our roadways on a consistent basis?? Time for tax reformaton period.

No bike trails in AIrpark area, needs to connect to new or existing trails. Hopefully this is fixed with the new construction going on in the area. Need to be able to go south on NW 48 and get on to West O Street w/o any problems.

Lincoln is a great town. Law enforcement in this city is exceptional and their salaries should reflect our appreciation for good service. No, I have no relative in law enforcement.

For my work I drive a lot. In my opinion, Lincoln's streets are not very efficient. It seems like to many of the main roadways go through residential area and causes a lot of back up especially during high traffic times. I don't think there is a way to fi it without putting people out of there homes, so I guess we'll just have to deal with it.

I wish the city would provide a curbside recycling service. Should be required along with your trash service.

Roads in central Lincoln in terrible shape--need major reconstruction. A Street, Randolph, 27th, D St are a few of those which need renovation. So broken up by potholes and never getting permanent repairs. Sidewalks in area south of capitol have been arked for removal years ago. By now the pink paint has faded. Soon they will have to be reviewed a second time for replacement. Waste of time & money, dangerous to walk on.

I am disappointed with how long it is taking to clear the bike trails that run alongside Salt Creek.

The city needs to move quicker on problem homes that are abandoned and/or "hoarder" properties!!!!

Still would love to see additional public transportation improvement to the bus system... and expanded public transportation opportunities, like trolleybuses or even light rail. We have tons of rails-to-tails corridors that we could utilize as shared bikng/light rail systems, but we don't. Just a pipe dream, maybe.....

Electric vehicle charging stations at Libraries would be a great way to expand the service!

Would REALLY like to see a park in my neighborhood. There is none. I'm in the North Hills neighborhood.

Overall the City Services are great. The infastructure makes travel more difficult than it should especially given the sprawl of the city. I would love to travel by StarTran more but the hours and frequency of service makes it difficult. My only major grie is not with the services but the fire code that restricts gas grills not be used in multi-family dwellings. Thank you for offering this survey.

thanks for requesting input!

West O Street needs to be developed

Lived in Lincoln most of my life...Great community, schools,opportunities,public safety and taxes aren't so bad. But traffic flow is a mess and the cost to license motor vehicles is much to high .....and let's not forget the wheel tax....come o fix the roads.

The one thing I am most dissatisfied with in the City of Lincoln is the number of potholes on the streets and the cities lack of responsibility in maintaining or fixing the roads. There are many times the potholes are called into the city daily for weeks nd they still do not get fixed. On top of this you use the cheapest materials you can get so come the next winter when the plows are out not only have you ripped up the previous hole but you have made it twice as large. Another big issue I have with thecity are the inept bus drivers. I have never seen a group of people more concerned about making to their destination on time than the safety and wellbeing of the people around them, both in the bus and on the streets. This is especially problematic downtown near the Gold's Building and Nebraska State Office Building. Many times bus drivers swerve into the other lanes with blatant disregard for oncoming traffic. When this is reported to the city they do everything in the power to justify it and protect thir staff as a way to not make themselves look idiotic for hiring them. I am not saying all bus drivers are full of road rage and fury. There are many who are great with the public and I have seen them go out of their way to help them, but the few that arerude and psychotic drivers are the ones who make it difficult for the rest. It is because of them I will never ride a bus in the city of Lincoln as I do not feel safe doing so. Finally, the property taxes in Lincoln are outrageous. I understand much of his goes to the school systems, but when you are evaluating the value of homes in the city you need to look at acceptable comps and when someone disagrees with you try to see it from their point of view and not simply reject their appeal hoping they will o away. I have not heard one person who has won the appeal with the city and every three years it appears the taxes on homes goes up with no say of the public and disregard to impact this has. If you continue to raise taxes on homes not only are you goingto lose revenue from people spending in restaurants and shops, but you are also going to lose people to nearby suburbs with less tax. If you are going to raise the value of someone's home and you don't want them to fight it every time, raise it a modet amount, such as \$2,000, not \$20,000.

<https://www.youtube.com/watch?v=8YcSkAbxwmo> Rape is legal in Lincoln, Nebraska. You use slave labor to investigate crimes.

Small neighborhood parks would be great additions to neighborhoods. The roundabout at 14th & Superior needs to look better. The fencing to obstruct vision is VERY ugly. People have mostly learned how to drive it, and the fencing should be removed. Strees around town are in bad condition. We need to spend some money on them, as they will just get worse.

Our overall tax rate is in the top 3 in the nation according to multiple reporting agencies (conservative & liberal policies) with Los Angeles and NYC. This is ridiculous. Considering the condition of our roads, sidewalks, and poorly planned transportation athways around the city along with basic city services failures (for instance the recent sewage back ups into private homeowner properties) this is completely unacceptable. While there is some value in development happening in the Haymarket, we need to tun attention to our basic services. Additionally, the jobs which are being created are in service industries which are low paying and in some cases seasonal or intermittent. Finally, in the annual survey's of salary across breadth of jobs (mostly middle clss and white collar positions) Lincoln's salary averages are 69% of the median ranges for those types of positions. If we want to actually be able to increase the tax base and spending on local services and products.

This survery barely focused on essential city services. It would be most beneficial if the survey provided accurate information at the beginning about where tax dollars are actually being spent. For example, if citizens were informed a large portion of rods dollars were being redirected to sidewalks, their opinions might be different. Of course nearly everyone likes parks, pools, trails, and libraries. But that does not mean the city should hide the Mayor's diversion of funds for essential services to petprojects in order for the Mayor to then request a tax increase for those essential services. Just look at the expensive new art and decorative signs along streets that are crumbling. Then, when we have a functioning street, we rip it up to install largemedians for protected bike lanes at massive expense. It is laughable for the city to pretend the developer of that building wanted a bike lane 3 blocks away in the wrong direction. Bicyclists are not going to bike three blocks south, bike down to the haymkrket, then bike 3 blocks north again. They will just go straight down Q and save 6 blocks and traffic headaches. The way the city holds developers hostage in order to promote the Mayor's agenda is a joke.

Overall I truly enjoy living in Lincoln. I think it is a great city - safe, friendly, short commute, great businesses/restaurants. I marked that I don't live close to a library. I live probably 2 miles from the Bethany library, but it has SO little booksthat I don't even consider it an option. I mostly use the digital media download option through Overdrive when I want to get a book. It also seems like the south part of town has better roads. Overall the road quality in the North is worse than the Suth. The potholes along 84th street in the far right south bound lane from north of Adams until Vine are horrendous. They have been there for close to 6 years. It's like every seam in the street has a pot hole. And every once in a while the city comes

an fills it, but a few months later each hole has opened up. I purposefully do not drive on that side of the street if I do not have to. Otherwise I'm happy. Thanks!

roundabouts don't work

The quality and number of cops has declined rapidly in the past 10 years. Good cops are leaving, poor quality cops are being passed through the academy. A leadership change is long overdue.

As a whole the city does a good job operating. I would like to see either better construction standards, or enforcement standards on developers building public infrastructure. For example in our subdivision, the street sloughed 2 years after it was poured leaving a 2.5-3" crack as a 30 ft section moved when the ground settled. Instead of requiring repair, it was just tarred. on two other occasions new housing builders broke sections of concrete on the sidewalk, when reported the inspector just replied they couldn't tell cause and they would add it to the future repair list. West A from Coddington to SW 40th is dangerous every time it rains. This project was part of the failed bond issue around 2005 and still has not been repaired. Prior to adding new projects the bond proposed projects need to get resolved. In addition to the lanes being worn so water cannot run off, there are several spots where the road is lower than the surrounding ground. This causes additional drainage onto the black top. Lack of sidewalks (and shoulders) to connecting subdivisions presents hazards to both vehicles and pedestrians.

Staffing levels of the police department are dangerously low and continue to decline as officers retire or leave for alternate employment at a rate faster than they can be replaced. This issue continues to be detrimental to morale as officers are unable to take time off because of always being short staffed and dangerous because backup is often unavailable. This has been addressed to city officials and they continue to shrug it off as if it is not a serious issue. I fear it will take an officer being killed in the line of duty before anything will change. The quality of police service in the city is on the decline and will continue to be until proper staffing is achieved and administration is changed from its current climate to one that understands real leadership and how to support and stand up for their officers, instead of constantly jumping at the opportunity to throw them under the bus for the sake of public image. There is a difference between doing what is popular and doing what is right, and I have yet to see it.

Snow removal and general street maintenance needs improvement. Sidewalk repair seems to be improving. Overall Lincoln is a great place to live.

I think there need to be more police officers in the city. I have heard on numerous occasions that teams are below staffing. This is extremely ridiculous and not to mention NOT SAFE!!!!!!

Lincoln needs more police presence and patrols during nighttime hours in the southeast quadrant of town.

Fill potholes properly, faster snow removal. Make sure drinking fountains are fully functioning at parks, such as Tyrell Park and Mahoney Park

I enjoy exercise programs offered by Aging Partners

The fact that Lincoln even has a "wheel tax" is disgusting and embarrassing.....typical tax and spend Dems have run this City into the ground like they do all Cities, spending all the tax money on unions, leaving a few crumbs to take care of those who actually pay the taxes. Cities, like Grand Island have much better streets than Lincoln and guess what.....no phoney wheel tax!

It's been really nice weather this Spring however we've still got tons of potholes, tons. Just because we reelected our mayor for the third time doesn't mean you can just forget what you promised, get them FIXED! PLEASE. Thanks for the nice work on Superior from 1st to I-180 but we need more done. Curb work on Fletcher is never done and I just about blew a tire last Fall.

I live near 52 & Adams street and the sidewalks and streets are terrible you cant ride a bike safely on the street or sidewalk. 48th from o street to cornhusker highway is nothing but rough potholes, 33rd street from o street to cornhusker highway is nothing but potholes, Adams street from 84th street to cornhusker highway is filled with potholes. would like to see some of that arena tax money go towards other stuff like repairing these streets. Older neighborhoods need attention as well, not just the pinelake area or downtown areas.



There isn't enough time or space to voice my displeasure with City issues. I'm tired of being taxed to death, and then living with brick streets, potholes, broken sidewalks. When my husband retires, we will be moving out of the state that we were both born in - we are being driven out!

Housing costs too much. We need safe and affordable apartments or housing. I make \$16 an hour, but can't afford a decent apartment. The city needs to find a way to provide safe, clean, and affordable housing.

I'd like to see a simple breakdown of the city budget with salaries, pension contributions and services for each department.

Need more police on the streets for people can't follow the law

Traffic flow sucks. Traffic flow stinks. REALLY poor traffic flow. (Get the message?) Protected turn signals are on when no traffic is turning; Southbound 56th St is closed south of Old Cheney Rd, but in a survey the last two weeks, I saw the westbound to southbound turn signal on 19 times, but only once was a car turning left from westbound Old Cheney. Signals on major arterials should be coordinated to ensure proper traffic flow. Several years ago I offered the city \$1000 to have me accompany someone to intersections that interrupt the traffic flow. Not even the courtesy of a response.

The city needs to hire more police officers. The current citizen/officer ratio is horrible. The city suffers from the officers inability to do aggressive pro active work. The officers are no longer able to do guilty reactive work in the vast majority of crimes. It's only a matter of time before an officer is seriously injured or killed because of inadequate staffing.

This city grossly neglects the needs of the elderly and disabled citizens. This city's most vulnerable citizens safety and health are being ignored. A large majority of those citizens rely on state and local programs to serve them and this city's leaders rush them aside with absolutely no regard to their situations. I feel the leaders of this city need to use a servant's heart and then maybe they will understand what these vulnerable citizens are put through, some on a daily basis.

Tree running, sidewalks, many Lincoln streets, chuck holes, too many traffic lights, left turn signals mostly allow two maybe three car turn, too many streets down at the same time

We need better roads. Everywhere I drive there is chunks of concrete in the road and holes. I have also noticed that old Cheney between 70th and 84th is supposed to be like new, but causes a vibration in the vehicle much like normal on the curve by Holmes Ake entrance. For a new road it sure is not smooth. I also do not understand the planning of closing 56th and 27th and work on 48th etc. you should not perform work on all the north south roads at the same exact time. We are also in dire need of the sky beltway as highway 2 is very dangerous and has heavy semi traffic.

Need to address the need for improved maintenance, resurfacing, widening existing streets and building new streets. Lincoln's streets are in very poor condition compared to many other cities.

parks...including the dog parks are not maintained like they should be. Dog parks need water.. other parks need playground equipment Streets... pot holes are very bad!!! please fix. why are trees planted...and then allowed to die. 13 trees planted on south side of Holmes Park Road and 70th Street ...where they definitely not needed...as there are trees there already. many of those are looking dead. also why did they plant trees there anyway???? that curve is so icy in the winter due to the trees that are there...why extend that icy area clear to 70th street??? does not make sense. been to the meeting for city council... lots of waiting...and many times things have already been decided...don't think they listen many times.... to the general public.

I do not want to see forced recycling mandated from the city by requiring garbage collectors to provide the service to all residents. This in turn will cause our garbage rates to increase significantly by the collectors. People in this city who are on fixed incomes, retirees, below the poverty rate, etc... will have to deal with one more increase in living in this city. There is a very large number of people living in poverty in this city. Is any consideration given to these people when these decisions are made? Don't these people have to pay for garbage collection also? Street maintenance is far below average in this city. With such high wheel taxes in this city, which also affects the above mentioned people, it is amazing the poor condition of our streets! I submit pothole reports almost on a weekly basis. Before the city election, pothole filling was a priority...not as much after the election. Very sad.

City Council Members Often Have Conflict Of Interest With Residents Or City Interests

We need more police.

I am a retired city employee ,Parks & Recreation,and I have some comments concerning the Parks & Recreation Dept. I feel it is totally ridiculous that the neighborhood pools are open only 1-6p.m. every day, and that Highlands and University Place pools ar open on weekends from 1-6 p.m. Star City is open seven days a week with decent hours but that mostly serves the South part of the City. What about working parents who might want to go to a pool after they get of work who live in other parts of the City? his is not the way it used to be - all pools used to be open 7 days a week from 1-8 p.m. Also - the lounge chairs at Star City are a joke and need to be replaced - they are missing straps and other parts also. The Pools are a neglected part of the City buget.

I think it's important the city increases safety in the Haymarket, downtown garages, and other simular areas that they would like to see utilized. The transient & vagrant population is making this city an unwelcoming risk.

### FIX/REPAIR THE STREETS!!!

Lincoln is a NICE town, but it's not a PRETTY town like Ames, IA for example. Aside from the state capitol building, the architecture is very non-descript and common, dominated by cookie-cutter national franchises that all look the same. I lived the firt 51 years of my life in Sioux City, with many steep hills, and many fewer people paying much lower property taxes. And when it snowed it was very rare for a snowplow not to go down AND UP our out-of-the-way street, usually more than once. I've lived inLincoln 11 years and have seen a snowplow on my street twice. Major North-South avenues are nearly non-existant and desperately need improving. I hope that consideration has been given to a long-range plan of widening streets like 48th abd 56th north o Highway 2 into arteries with right and left turn bays that can better carry our increasing traffic loads. I know that older people like me become more sensitive to the rude arrogance of the younger crowd, but the driving habits here demonstrate a high dsregard for courtesy and respect for others and I would like to see better enforcement of things like proper lane changes, signaling, following distances, yielding at unmarked intersections, etc. I'm not aware of any tradgedies, but I 'm just calling forsome element in our society to straighten their backbone and stand against the deterioration of common courtesy that's so pervasive in our language, and general behavior today.

The snow removal in Lincoln is terrible. How does Omaha do so much better with a bigger city and more hills all over town?

Please provide public bathrooms near all playgrounds. Also keep in mind in Nebraska we may use the bathrooms in December when there is a nice day out. There is nothing more discussing that having to see adults and children use a tree.

The condition of Pioneer Park is terrible. People going to concerts at Pinewood Bowl Theater, or visiting from out of town shouldn't have to look at all the fields of Dandelions and weeds along the curbs and sidewalks. I realize we decided to let it get o that condition because of budget cuts, but can't we get the crew that work in that park to go pull a few weeds. The first thing people see is the weeds lining the curbs around the Bison and Elk round-a-bouts, very unsightly. In the future, if we have t make cuts, perhaps we can still take care of what many consider to be our main park, and neglect some of the other parks. I live in the Hartley Neighbor hood and wonder if something can be done to make it possible to walk freely down the sidewalks? You on't have to go far to see that LOTS of home owners have trees, bushes, and vegetation completely blocking the sidewalks during the spring, summer, and fall, and 50% of them don't get shoveled of snow in the winter. I think the City should be more pro-actve and not wait for the citizens to call and complain. Fine the home owners and ticket cars not following parking bans in the winter.

The mayor and city council need to know there is a part of Lincoln east of down town. How can Lincoln continue to grow with out taking care of utilities in the areas that are not new???? When was the last time up dating the water and sewer lines of the cty taken into consideration?? Streets could be made drive able with out taken out good gutters and replacing them. "JUST REPLACE THE STREET" at must less expense. It would also help if employees were hired that knew what they were doing instead of makig ponds in front of houses.

Disgusted with spending on downtown projects.

I am very pleased with the increase of renewable energy such as more solar and wind for LES. The city now needs to provide incentives for personal solar systems on our homes. Also, the city needs to reconsider access to the few electric car charging staions in the green #2 parking garage in the Haymarket. I own two electric cars and do not understand why it costs money to park in the garage on top of the cost to charge (it costs \$2 to charge plus the cost of the parking which does not encourage me to sop there to top off my car if I have to pay the additional parking fee when my sole purpose is to charge). The city should install more electric car chargers and not require additional costs to park in the space to charge. Either put them on the street r allow free parking in the garage for those using the charger. This would certainly increase the incentives

for consumers to purchase or lease electric vehicles. As an example, if someone commutes to Lincoln everyday from Seward, \$2 to charge is a good deal. Add \$5 to park for the day and they would owe \$7 per day to drive 40 miles. That is a bad deal and way more than it would cost in gas. By contrast, Seward has 5 different charging stations that also cost \$2 to charge but there is no fee to park there on top of that. That is a good deal and I recently utilized those stations when my daughter had a weekend softball tournament there. My final comment is the potholes need to be fixed. I understand the city is buying a new machine but there are just too many potholes that need fixed to wait. Other than these comments, Lincoln is a great city to live in. Thank you.

Snow removal in Wilderness Hills (27th and Yankee Hill) was very poor this past winter. The intersection of 56th and Yankee Hill is VERY dangerous. We need a stop light. The intersection of 70th and Yankee Hill is very busy in the morning. We need a traffic signal.

I wish you would put money into our roads and programs for the poor rather than an arena that helps put money into business downtown

The Haymarket is beautiful, but I voted against it. I've used it, like, 5 times. I think I lost money on that. The Antelope Valley Project, is neglected now that our government is trying to find new "toys" to entice voters to look away...I also voted against this. Voted against new schools and SCC LPS merger-- more money into LPS does not equal better results. That has been proven everywhere. Stop throwing money at stuff. Voted against that. Why all the no votes? because now that we need a tax increase for fire and police, you have taxed me to death. I voted yes to that one, but I have to pay for all the no's too. Potholes remain, but we have cool art from Kansas in the city. Stop wasting my money, stop stealing from me for your "toys" and do what you should be doing as a government- protecting me and providing basic services. Stop with the shiny toys. I am not impressed. Waste, waste, waste. Do your job and leave the rest to individuals.

Lincoln has some of the worst roads I've seen. Wheel tax continues to skyrocket, yet our roads are still horrible? Where is this money going? It's definitely not going to the roads.

Need to continue to work on roads. Potholes are very bad.

I would like to see the city raise the fines for handicapped parking fines to \$500. I have watched the disabled spot in front of Family Thrift on 18th and O just to see how many non-disabled people park in the spot. In one day, I called in 4 parking violations, but it happens everyday all over town. There needs to be an app that we can use to send the Lincoln Police Department photos of cars parked in disabled spots illegally so that tickets can be issued, as well. Let's face it, most cars aren't going to be there by the time Parking Enforcement gets there! A \$500 fine might dissuade them from taking our spots!

Fix 27th Street between Hwy 2 and Woods Blvd...concrete is broken up and quite frankly, entering the Country Club neighborhood where taxes are already high...the care of that portion of 27th is a JOKE. Do not impress me with your 2 million dollar tar taping machines when that 2 million could have poured cement between Hwy 2 and Woods Blvd. That neighborhood road is atrocious and patting yourself on the back, breaking your arm about 12000 potholes filled in Winter/Spring 2015 is nothing to brag about when sustainability ought to be the norm rather than the exception and then expecting the citizens to applaud your work is disingenuous (sp). I served in the military and emergency management often more than 12 hours days and did not bitch about union hours...I Lincoln spent as much time bragging about its city, rather than quietly doing the work...then it might be CLASS city of 240,000....St Paul, MN is approx 240,000 also and seems to have road and winter road maintenance to somewhat of a science. Maybe take a hint from cities in the same class size and then Lincoln MIGHT be something to REALLY brag about!!

Bike paths in middle of downtown streets confusing and dangerous. Older neighborhoods allowed to decay. Housing codes unenforced. Junk and junk vehicles allowed to accumulate without consequences. City Parks poorly maintained and unclean. Drug activity evident on a daily basis. Nothing done. Who really uses the libraries any more? Street and sidewalk repairs poor. I feel unsafe in my neighborhood after dark. No questions about human services and support for families living on the edge on survey seeks volumes about the Mayor's priorities. Money talks in this town. Who you know matters. Gang violence and drug use rampant. Too few cops on the street. Rarely if ever see LPD in neighborhood. More likely LSO serving warrants. Family violence and child abuse way too common. Number of children living in poverty is shameful. North/south travel is impossible. Pinnacle Bank Arena and Haymarket great. But many families unable to enjoy due to chronic long term poverty. City Police unresponsive to citizens concerns. Leadership lacking at LPD. Insulated. Arrogant. Not open to new ideas. Punitive. Vindictive. Time for new chief, new leadership and eliminate public safety director.

Would like to see more infrastructure and homes being built in the center of town with less expanding pass city limits. Focus on existing neighborhoods, urban renewal

I appreciate the people who have continually plowed my street when it snows. I am not satisfied with the City Council or the Planning Department which seems to let development continue to build up wherever they feel inclined to build. I live in the South Bottoms and I wonder what the City has done for anyone west of the Harris Overpass. I know what the City did not do on May 7 when we were flooded. The City actually wanted us to walk out of the flood, but the CDC later said that flood water is danerous. At 10 AM on the 7th, the City officials were busy patting themselves on the back for how well the downtown was protected. I am still dealing with the flood and its repercussions. Now, I have thought for a long time when that West O looks tacky ad embarrassing; homes are penned in by railroads and value is lower because of the access problems. The City says there is a dog run on the corner of 1st and Cornhusker but there is not even adequate grass or fencing to protect the dogs that people might want to take to the run. Compared to the dog run on 70th Street you can see how different neighborhoods are treated. Technically my neighborhood is close to the main library but its hours are so restrictive that I can 't use it. I guess it is a good thng that I work in the community college (SCC) library where my needs are mostly met!! I like Gere, Walt and the other new branch on 14th Street, but it is hard for working people to get to one of them during the week. I don't want to have drive all ove town to shop. There is one, maybe two, grocery stores in my neighborhood. The rest? Fast food, nail salons, used car sales galore, and heavy equipment. I want a Petsmart for my animals' needs, I want retail for my age group, etc. The Planning Departent needs to PLAN for neighborhoods, not a bunch of houses with no services that are less than 20 - 25 minutes in any direction. Of course, if I could live in the southeast Lincoln this would not be a problem. The Mayor needs an advisory group of citizes, not the usual citizens. Use real citizens for advice (the front-line).

Permits for upgrading homes are a joke. Weed control only target a few people in the city. City officials listen to anonymous phone calls and believe them. You have police officers on the force who lie and degrade the rest of the forc and same officer is ued for interpeter of asian community, this is so wrong. There should be outside interpeter for all persons who need them. It takes fire depart. too long to reach destination. Taxes are way too high. We are top 3 in nation and we are not a big city. It's n wonder young and old leave. City never want to take responsibility for anything--pothole damage, sewer damage.

Lincoln needs to focus more on public safety! Especially more funding for police and animal control. Some officers are irresponsible and unskilled for the job.

regarding comment on dissatisfaction of city water, I think the city is doing the best it can with the water that we have available in the middle of a heavy agricultural area with heavy use of herbicides and pesticides and also the uranium levels in the sil, etc., but because of this the water is not the best, and we have had shortages and future impending shorages. Is the water in the Ogallala aquifer purer (in ranch country, less herbicides, etc., and also less radionuclides)?? If so why couldn't it b piped for human consumption instead of chiefly being used for irrigation, much for irrigating crops grown for biofuels?

Please fix our streets! South 56th street is bad, South 70th Street is terrible. They need new surface in many sections, not just more patches on top of patches.

I think Lincoln needs to be looking in to the future for the long haul. We need to make sure all services can be cover not just for now but for well into the futurel. Many things have changed in just my lifetime with availability of services through the ity of Lincoln do to cuts made to the bugets. The parks and rec dept is one example, the parks are no longer as kept up as they once were do to budget cuts. There mowing rotation is between 7 to 10 days in some situations. This causes people not to want t use the park as often because they are not being kept up. This all stems from the fact that the parks dept. is under staffed and can't keep up with the demands that have been put on them. Please look into the long haul as I said before, make sure the cty can sustainably maintain itself in the years to come. Thank you for you service and your time.

The city does not treat neighborhoods the same. I love how LPD is in Fallbrook 2-3 times per week but others have to wait for 30 minutes just for them to respond. Casady, Peshong, Beitler must all go.....

the city and its employees by and large do a great job. I feel, however, that Southeast Lincoln is largely underserved. I love living in Lincoln but it bothers me that even with a \$200k salary and house valued at \$524k in a new development, the street i front of my house is crumbling, it takes three days for my circle to get plowed after a snowstorm and we have to join a private club for our kids to swim because there is no public pool East of 48th Street and South of Holdrege! God forbid I should havea heart attack because it would take the city 7 minutes to get to me. If taxes need to be raised so be it.

The current majority on the city Council do not know enough to govern properly. One of the members has not only served too long, but he is an obstructionist, arrogant prevaricator.

I believe that the last three mayors, and especially the current one, are sacrificing needed services for their pet projects such as Antelope Valley amenities, the baseball field, the arena, P St., Galley Alley, West Cornhusker, and many others. The projects are ok on their own, but then they try to add all of the pretty additions which costs more than the original project. The City workers do a wonderful job, but their hands are tied because the moneys that are needed to do their job properly are spent on pretty additions to other projects that are not needed.

City managed projects are often done over twice before their right. Hire people that know what they are doing...

I believe the West side (west of HWY 77) of the city has been ignored for years. We have been patiently waiting for the West A Street project to be completed since at least 2004. In the meantime, many roads projects that weren't even thought of at that time have already been completed.

The roads are in terrible condition, potholes are many and huge. Snow removal only two to three days after a snow fall in our neighborhood, some times not at all. Tennyson park, a large basin was created to control water traveling down stream, it looks and smells horrible. It is full of debris, leaves all rotting and the smell is BAD. It has created a huge mosquito problem for those of whose properties are within 1000 ft of this swamp. No one comes from the park dept to clean this bog out. Very dissatisfied with these items above, we pay high property taxes and have to live with the stench and the Mosquitos making it difficult to enjoy our property.

They sent a crew around to repair sidewalks and it was just hit or miss. I think it was just a gesture to show the citizens that they were trying. They walked right over broken areas and repaired similar ones by it. There needs to be a better way to finance bike trails. Bicycles should pay a license fee on their bike to help support the trails. It should be a user fee. I do not bike and I should not be assessed for their hobby. Public works is out of control. They have TOO much power and do not listen to the citizens. Very poorly managed.

I have lived in Seven Oaks subdivision since 1987. Over that time the subdivision's streets have gradually deteriorated. Maintenance has kept current, but patching is no longer effective. The main entrance and streets serving as bus routes, should be repaved. Seven Oaks sidewalk sections have settled in places and sit at obtuse angles to adjacent sections, creating walking and rolling hazards. They should be leveled to minimize injuries.

The City of Lincoln streets are in the worst condition I have seen since I moved here in 1967. There are potholes everywhere and I do not see any effort to fix them. Example: 84th street from Vine north.

I'm generally satisfied with most city services. Our most grievous problem right now is the condition of our streets. They're in worse condition than they ever have been in all the years I've lived in Lincoln. I've been here since 1973.

I think the north side of town is left out - everything goes to the south- I'm very upset about how the city is doing house property value, my house was 101,000 valued and now its 137,000. You say our taxes are not going up - well you put our value so high that we have to pay more taxes. I can sell my house for only 115,000. How can you tell me my property taxes is fair. When you go to talk with them - they want to see your house - so if you let them they will even make you pay more. there are 10 houses all the same style build by the same person and they are valued from 110,000 to 167,000. There is very little difference in all of those houses, mainly the garages. WHY???

The city is beginning to repair the streets which are in dire need of it and would like to see it continue. Quit putting up more traffic lights, i.e. between 84th and Hwy 2 and Old Cheney why are there lights at Elger Dr. and Pine Lake Rd. They are block apart and inevitably are not in sync so it's stop and go. Plan ahead- the city is building 2 new schools in S.E Lincoln- develop the roads and bike trails for this area before the schools are built. Traffic volume is only going to increase in these areas. In addition, I hope a city park is in the works for this area, i.e. 70th and Yankee Hill (around there). I would also like to see the city adopt mandatory recycling like Omaha does. With the devastating flooding to Wilderness park I would like to see priority placed on rebuilding the trail network as soon as possible in the park.

Overall, I am very pleased with our city government and the direction it is moving. I am glad that the Mayor has made sustainability a high priority. I am also very glad to see all of the projects happening (Antelope Valley Project and the Haymarket) that are improving our city economically and on a level of how enjoyable is it to walk downtown (public art, streets, landscaping, etc...). However, as the latest Vital Signs reports that we have a growing number of children in poverty,

so I would like to see the city also spending resources to help this issue. Anecdotally (I don't have the actual numbers), it seems that the rate of crime has gone up in my neighborhood. I am not sure of all of the reasons why. I think the city also needs to pursue ways to ameliorate the different socio-economic and cultural groups in the city. The free training that the Food Bank is offering through "Bridges Out of Poverty" seems to be on the right track and I hope the city will work with them to get this training out to all city workers. I want to see Lincoln keep moving forward and I am even willing to volunteer my time to see it continue. Please contact me if you have such an opportunity. [NAME AND PHONE REMOVED]

Better stop light timing and having lights flash during the night like every other city I have lived in over the years.

if there is not enough money to mow the parks sell them to private enterprise

O Street downtown is plain. O Street 22d Street to 33rd is dump. West O is really dump, not a good entrance to city. Paint curbs on medians so drivers can better see space for turn lanes. Litter containers are effective. Lincoln seems litter free. trim some bldg trees in older neighborhoods, and along Normal between 48th and 56th. Good left turn signals.

I would like to see Lincoln build a new downtown library. Bennet Martin is outdated and a new facility would be a strong asset to our growing city. I use the trails several times a week. I am disappointed in the maintenance of the Murdock Trail. There has always been a large amount of loose gravel on the trail between Touzalin and 56th Street.

How much money are we saving by not mowing the parks? I see fewer children in the parks with large amounts of long grass and more dogs off leash! This policy has changed the purpose and personality of neighborhood parks.

Too much emphasis on street beautification and not enough on repair and construction. Too much use of TIF spending. (blighting and lack of proof of economic success)

If I could pick one area of city service which needs immediate and drastic improvement, it is the bus service. Note that in this morning's paper the pope mentions taking public transportation as a means of taking care of the environment. But, how can people rely on it in Lincoln, with no service after 6:30 at night or on Sundays? How many people could be employed in restaurants if public transport were usable for evening and Sunday shifts? How many people could use buses to get home on weekend evenings at home, instead of driving themselves or calling Uber or cabs? All the emphasis from city leaders seems to be on improving roads for cars and building new parking garages. Even when people elect to take buses, they must sacrifice crazy amounts of time and waiting at bus stops. Lincoln needs to move into this century on public transportation!

The police department is very understaffed -- as a recently retired police sergeant, I can tell you that officer staffing is placing the public and officer's safety at risk. At times, there are only 2 officers on a team area which is unacceptable. If an type of significant call occurs the police response is slow and/or inadequate. Officers morale is low and they feel their concerns are not being addressed. Most of the really low staffing comes during shift overlap -- this can't be corrected until you add more officers so that the 24hour schedule allows for more overlap. At times while I was supervising, 1-2 officers were on a team area alone for over an hour. Calls back up and the next shift has to try and catch up when they get on duty. The police chief does not have leadership skills and can't see the big picture, he has little credibility with officers and his command staff. I worked at LPD for 33 years, this is the only chief that has taken our department backwards. He is inarticulate and does not represent the department, or city, well. Please listen to the concerns of the police union -- I have even had citizens come up to me and say they feel bad that our chief is so poor. Casady had vision, was extremely bright, and was not a micromanager. He didn't feel compelled to conduct his own cruiser inspections (Peschong spend several days doing cruiser inspections, a task already being adequately performed, and documented, by sergeants). He wrote up ridiculous items - too many bottles of hand sanitizer, a dirty jack in the truck, dusty dash. Whenever he does something like this, it just makes him less credible. Is this what he is really concerned about? Not safety, solving crime, building better race relations? He has done absolutely nothing about community/race relations -- a huge area that is going to be an issue. Why not work at solidifying out relations with all of Lincoln's ethnic groups NOW, while there isn't a hot issue? Absolutely no word from him -- I don't think he has a clue how to deal with this type of relationship -- we could start the Citizen's Academy again, put more cops in the schools, solicit input from community leaders and neighborhood associations, etc. Please look into some of these concerns - thank you.

I'm concerned about the city's lack of response to homeowners who've experienced flooding due to sewer problems. The city needs to step up & reimburse homeowners for the expenses they incurred due to flooding last fall & this spring.

We have been trying to get curb walks in our neighborhood which provide transportation for children to their elementary school repaired for years. Still waiting..... Gracious, knowledgeable, and courteous service from city employees varies

depending on the employee. Sometimes very, very good but other times the employee seems abrupt, offers erroneous answers, and/or does not follow through on promises to call you back. City snow plowing in residential areas seems overdone at times....polishing the streets to an icy slick surface. And, how many times do we have to dig out the end of our driveways or uncover the curb walks (this had to be redone 4 times after one snow earlier this year)? Park funding needs to be increased...better weed control, tree replacement, flowering bushes planted, snow removal from walking trails in the winter, etc. There could be better coordination between street maintenance & utility maintenance which involves tearing up or blocking lane usage in streets. For example, we have witnessed street repaving completed only to have a portion of it dug up within a short period of time for sewer work. Why are there still street lights which turn red when no cross traffic is present (D Street @ 33rd & 40th comes to mind)? In some areas, timing of red lights needs to be improved so traffic can move more than one block before having to stop again. Haymarket development is wonderful but we question if low income folks are able to benefit due to its relatively high cost of entertainment and dining out. This is why maintaining our parks and bike trails is so important. We would like to see more community gatherings like the 4th of July celebration. We miss the downtown holiday parade.

Roads: Nothing was being done until it was brought up in campaign ads. Now you can't get anywhere without a detour. Forestry Div (Parks & Rec): I received notice to remove Scotch Pines. Fittingly, the Mayor's Chief in Staff has family nearby. 1. I don't see anyone else in the city removing theirs, 2. Wilderness Park had trees practically dangling onto Old Cheney and 3. All my calls to the "Forestry" division were met with busy signals. The City Attorney told me to call Parks & Rec to leave a message "because that number is always busy." It turns out that it is NO LONGER AN AVAILABLE NUMBER. I let Parks & Rec know. I hope it was changed. I think it's time to start taking photos and photo copying them with addresses and filing my own complaints. I voted for the recent tax hike because I believe these services need to be updated for 911. I think the Fire Department and all their perks receive enough. I sure hope the money is spent as it's supposed to be and not on other things as road money was not spent accordingly. P Street renovations: Seriously?? How many people use it? UNL? Bike Lanes: I never see them used. I'm waiting for more people to get hit by cars. They're just dangerous downtown and a waste. Job creation & housing: These go hand in hand. The jobs created do not pay enough for a single person to live on their own. They're really for recent graduates who room together and share expenses. My 32 year old daughter and her husband cannot save because of rental costs and their pay (no child at home.) One works for UNL and the other Dell. They're looking to move from Nebraska. Being business friendly is not necessarily good for employees. This is a good reason to leave Nebraska for a job. Potholes... damaged cars... residents drive at their own risk. A long time business had to close because of potholes. I find it interesting that this survey (as well as past ones) revolve around the hot buttons in Lincoln- Libraries, Pools, LFD I can only surmise you would like to reduce or get rid of pools and libraries and add more to LFD.

Lincoln roads & potholes are very bad. Snow removal in on streets in our area was not done much at all. Gas taxes & all other taxes just keep going up but wages don't so you can't pay your bills.

The potholes that were repaired in the winter with sawdust and glue are all back and very unsafe for the motorcycle enthusiasts. The wheel taxes imposed by the city are ridiculously high and the streets are lousy. The Parks need to be mowed 100%, not just here and there, now and then. Why have a park that has grass so tall that no one can play in it?

It seems that it is time to focus on major street improvements before the streets become much worse. It appears that they have been ignored for a long time, and we can't wait any longer to address this issue.

the city should return to having summer mowing jobs for teens. The Fire Department should not be sending big hook and ladder trucks to 911 calls for health issues. We should have smaller ambulance type service. There should be more bike lanes that are just a painted line on the far right side of the street, like try it on 17th Street from South to A or downtown. The traffic lights need better synchronization especially on Capitol Parkway going east from downtown. The Antelope Valley Road lights are way too long as is the light going north south at 21 St.

fix potholes

Would like to know where the wheel tax money goes. Sure doesn't seem to go on the city streets.

Our area on West A Street is neglected to say the least! We were told years ago when my kids were in grade school (now graduated from a 4 year college) that we would have a bike trail and shoulders on the road. No such improvements have been added. We have had very little development other than housing in our area. Streets are in poor condition with shabby patch jobs. There are no sidewalks or even shoulders for people to walk or ride bicycles and even though the elementary school is close, it isn't safe to ride or walk there from our neighborhoods. Please spend some of our tax dollars to improve this area!

I have Dish TV and do not receive any local government information channels. The city spends too much time and money on 'art' projects that always cost too much or are never completed like the Cornhusker rust buckets to the airport. Art projects should be handled by private groups. The mayor only seems to care about downtown and south Lincoln. Havelock is part of Lincoln but you would not know it from our mayor.

Why are we spending huge amounts of money on things like bus stations, beautifying alleys, beautifying Cornhusker Highway, etc. when our sewer system cannot handle a heavier than normal rain. We still have potholes on 70th St. and West "O" and many other streets. Please think of the frustration and the health hazard many people have faced this past year when they found sewage in their basement. Let's fix the necessary things in this town before we provide more "fluff"!

City services are being stressed due to growth exceeding the City's ability both financially and having sufficient staffing to keep up with the increased demand. City officials are reluctant to increase impact fees which requires more cuts in services because the City's share of the costs keep increasing. The theory that it will recover its costs in the future is like the trickle down theory of tax cuts. Too long Lincoln officials have let the LIBA propaganda go unchallenged so the average citizens only hear the Coby Mach (LIBA) side of the story. While I indicated most of the time the Council and the Mayor do what they believe is best for the City they fear the LIBA propaganda. Residents of Lincoln are no different than those everywhere they want services but don't want to pay for them, if they don't use something like StarTran or Libraries then in their opinion these are a waste of money. Quality of Life is high in Lincoln at the present time. I encourage the elected officials to do all in their power to keep this going even though the nay sayers' voices will be loud.

The city traffic flow is horrible for a multitude of reasons. One example is traffic lights cause stoppage even when there is not cross traffic. Streets are in terrible shape and are causing expensive damage to vehicles. Even gas mileage is affected because of roughness. Street maintenance has been neglected although it technically can pay for itself in increasing the life of streets. This is a no brainer. I would grade street maintenance and improvement at 20%. Reduced parking spaces downtown is irresponsible. Spending on improving bike traffic is counterproductive.

Need to improve traffic control, street maintenance, and better utilize and improve effectiveness Public Works employees. Too much \$'s spent in HayMarket area - particularly the 'infamous alley' that now needs to be redone due to the drainage not being done correctly the first time! Police and Fire/Rescue stretched to their limits - need additional public safety funding for additional services.

I think citizens are given far too many chances to mow and trim the grass in their yards before the city has to step in and mow it for them. I have a neighbor who refuses to mow his yard and the city ends up coming in and mowing a couple times of year....and adding it to a bill that won't be paid until he tries to sell the place. The city admits this guy is a repeat offender. I think it's time for fines to be much stiffer. Why do they get to do this year after year after year?

Have lived in Lincoln for 50 years (not born here tho) and my husband since birth - in our travels, we always appreciate our town over others - just the right size, well governed, resources handy.

Zoning only works when it does not interfere with making money. If there is enough money involved, most any regulation can be changed. i.e. Hudl's request to build a taller building than is approved. Also, the lack of consistency between the architecture in the West Haymarket and the Haymarket. The approval of the construction of Matt Talbot Kitchens and Outreach building onto a historically significant building.

As a former traffic engineer for the state of Nebraska I am appalled at the signal timing and traffic flow around town. It is as if nobody from public works ever goes around town during rush hour or off hours to survey traffic flow. Lights at intersections that have NO interconnection stop traffic on the main street in totally random fashion. Lights should also be programmed at many intersections to go to flashing red and yellow after certain hours. Case in point; During rush hour yesterday, driving down 14th street south of Old Cheney. Stopped for red light at business. Stopped for red light at IBEW. Stopped for red light at YMCA entrance. 14th is the main street, the others are basically dead ends. Very poor planning reflected throughout town. Lately, I am tired of seeing really large buses drive around town empty. StarTran is a money pit. Change the size of the buses and cut funding.

You need to hire more police officers. Because LPD is so understaffed, it places more strain on the officers that do work there. It also creates a slower response time for officers responding to calls. LPD's per capita ratio of officer to citizens is one of the lowest around and if you want to create a safer place to live, you absolutely need to hire more police officers. As Lincoln continues to grow, this should be on the top of the list of priorities.



for the sake of all costs (power, water, sewer, roads) the city should be centralized around Downtown and there fore should look to build north and northwest. The city should be build to better utilized hwy 77 and I80 rather than spending so much money bilding roads down south. Maintain a strong downtown presence of professional businesses. Ensure companies like Nelnet, Hudl, LES, Wells Fargo, etc. stay downtown rather than build in a cornfield on the edges of the city.

Tax relief! Tax relief! Tax relief! Tax relief! Tax relief!

Should have PAYT or similar to encourage waste reduction and recycling. Should have at least a couple crosstown bus routes (27th, 48th) to reduce congestion and increase ridership and service area. Community forest provides a wide range of benefits and seVICES, yet is in decline and facing growing threats (EAB, climate, etc.) so should get more city support. Remaining huge potential to increase energy efficiency of private and public buildings. City should aggressively promote and implement.

Pavement markings here are not as they probably should be. What I have seen the most is the lack of Stop Bars at controlled intersections. Granted some drivers will stop beyond these but. with them I believe they may at least get stopped before they blkck the pedestrian cross walk. The timing of traffic signals are completely out of whack. Here is an example. When I lived in a different part of town I would use South Street to travel to and from home. When traveling west oh South Street at about 1:30PM I would be stopped for a red light at 9th Street. I would wait as long as 1 minute for a green light. I would look north along 9th Street and could see no oncoming traffic for the entire length of my vision. Having had some traffic engineering exeriencie I can see there is video sensors in se at that intersection. Bottom line, there is no reason anyone should have to wait that long for that signal to change. I encounter this at many other intersections in Lincoln any time of day.

Maintaining roads by repair plus new four lanes needs much more attention. The south beltway should have been done twenty years ago. Potholes continue to lower the city's quality of life.

The survey questions in several categories had an obvious bias... It is clearly structured to bolster the use of funds on wasteful "environmental" or "green" projects, usually at the cost of smart growth for the city. please include an option next tie to the effect of "do you think bike lanes and alternative-energy are massive wastes of taxpayer money?"

I really wish the walking/biking trails had water fountains. I would use them a lot more if they did.

The NW 48th street widening project is poorly planned and executed! Also, there needs to be another way into and out of the Air Park area other than NW 48th street.

Generally, I am satisfied. However, I remember a day when there were 2 buses on every bus route. That was nice. Also, it seems as if snow plowing has gone down hill and pot hole repair could be stepped up. I think it would be nice if there were coffeeshops available in the Libraries. Maybe Starbucks and Meadow Lark would like to open shops in the Libraries. Good move on improving the Wi-Fi in the Libraries. That is awesome.

StarTran is overlooked and deserves more funding and attention like a city of Lincoln's size should. Why are there all these CNG buses being bought, but not actually running on routes except the UNL ones that aren't in full service over the summer? Seems o be a waste when they are just sitting around for 3 months. It would be more economical to run them and save fuel on other routes since CNG is so much cheaper. Don't promote the buses if they aren't going to be used.

Please, please, please fix the bus system so that people without cars can use it efficiently. The system discriminates against people who cannot afford to drive or are too disabled to drive cars. It hurts people who cannot afford to take jobs that don't ft with bus schedules. (How could anyone afford to take cabs back and forth to a job?) There are many jobs which require working after 6 and/or on Sundays. You may not hear from people without cars as much as people with them, who always complain about paring spaces and potholes, but they are an important part of your constituency.

the streets are in rough shape with number of pot holes.

Please fix the roads! We don't need fancy alley ways. Fix the roads!

Why is so much tax payer's money spent on archetectural items such as the statutes of light bulbs to be auctioned off, the downtown plaza, etc. Understandably some private donations have contributted to these but there are still some tax dollars used forfinalizing and maintenance. More of this money could be used to take care of city issues such as law enforcement,

fire & safety. Has Cassidy thought of having a weekly feature in the Journal Star pertaining to public safety. Example I observe numerous drivers committing violations such as improper turns, driving with pets on their laps, etc. Everyone needs a reminder of driving safely and these article would be helpful.

Several questions were poorly worded or open to reviewers interpretation. Such as Environmental - Sustainability questions 1 & 7. Seems like could take ones answer either way depending on how you wanted to interpret good or bad. Some others did not anser if do not really apply or not sure how will be interpreted. Need to get more into finances. Most city employees seem to be well compensated. Yet benefits have remained at abnormally high levels. Something needs to be done about these and it is a coflict of interest to take campaign funds from city unions, which there should not be unions for in public or tax supported units. Why are persons without benefits or with low or moderate being asked to pay for ungodly - outrageous plans. No one else hasthis and it is limiting the other services and driving the cost of living beyond sustainability. If government wasn't bot and paid for by the benefactors of this maybe they could fight for the citizens.

I think th eone area Lincoln really falls down on is road maintenance and repair. The roads have really fallen into disrepair the past 15-20 years, and I would like to see a much greater propotion of the city budget go to this area.

I think most city employees do the best they can with limited resources. I do get frustrated when I drive the same streets on a routine basis and see the same potholes, see the same blighted properties or sit at the same stoplights with backed up traffic. I invite you to drive Saunders Avenue between N. 9th Street and Antelope Valley - those potholes have been there for years. I invite you to drive on West O Street, Belmont neighborhood, the trailer parks or Cornusker Highway between N. 1st and the airport- those blighted properties have been there for years. I invite you to sit at 56th and Old Cheney, 27th and Highway 2 or Highway 2 and S. 14th street during rush hour and watch the traffic. Those intersections have been terrible for years.

A number of the streets that I travel need to be repaired before the city needs to even think about building the South Bypass. Some of these streets are as follows: Vine Street from 70th to 66th, 52nd street from R to O, Fremont Street from 48th to 70th South 70th Street to at least Pioneers St. North 84th Street from approximately Wal-Mart south to Holdredge has so many pot holes that the maintence department could spend weeks repairing them, when they get through they can go back and start on the new otholes that show up. I think that LPD needs to start giving out tickets to all the people that do not use their turn signals amd when they make illegal turns. You can set at any intersection and 25% to 50% of the drivers don't use their signals & 50% t 95% make illegal turns.

Traffic management is getting worse not better. Should fix this problem before you grow the city more. Now you're closing 70th street but no mention for how long. Everywhere we drive in Lincoln there is some form of Lane closures. 70th & Old Cheney was sposed to be open months ago but you still have closures and delays I could go on, but I think get the idea.

From my zip code you will deduce that I am from southwest Lincoln. From monitoring various city department web sites I was wondering why their are no road repairs in this part of town. A large majority of the streets in this part of town are color coded rd. Their are streets in town in better shape than here and they get repaving. Also their seems to be a lack of development in this part of town. I guess the developers don't own enough land to initiate a development. In the winter time I have noticed thattthis part of town is the very last to get snow removal services and then its not very complete, many streets are skipped. The same goes for street sweeping many are skipped to expedite moving to better part of town. Most city services to this part of tow are usually good but not same day services I have noticed in other more prospeious parts of town. Even with all the money the city has put into making the West O portion of Lincoln attractive to people coming into Lincoln, Its still junky. Equally junky re the power poles lining south street. In simple words those are but a\_\_ ugly.

The city spends way too much on fire fighting. We have too many stations and we continue to build more. The ambulance service should have stayed private. The city is way too generous with health and pension benefits for city employees!

Street maintenance is terrible.

High taxes. Street construction and maintenance priorities are terrible. TIF and JPA decision authority has taken citizen control of spending away from the people; abolish TIF and JPA's. Require bicycle accomodations to be financed with a bicycle whee tax. Expedite construction of the South and East Bypasses. Fire "Roundabout Nikki".

Sidewalks and curbs in the older neighborhoods need attention!

Lincoln roads are terrible. Managing our road system like we always have will get us what we've always got!

Update the website look and feel

The physical condition of "O" Street through downtown is embarrassing. The horns and sirens of firetrucks and ambulances is way too loud - I live on Holdrege Street. The length of traffic signals on streets crossing the Antelope Valley cross-town superhighway are way too long for the minimal traffic on that roadway. Loud parties continue to be a problem in the Clinton Neighborhood. Problem barking dogs seems to be less of a problem than in the past.

roads and traffic lights messed up. worry more about safety of my family.

1: The voice message on the city pot hole hotline is way too long. The message should simply say" Pot hole hotline. Please be specific and leave your phone number. Thank you." 2: The people who drive the fire trucks should learn to use their sirens only when there is traffic ahead that they are attempting to alert. I am angered when they drive by my house on Fremont St. blaring their sirens and there is no traffic out there. I witness this all the time and I observe it in other places in th city also. An occasional toot on the air horn to alert traffic at some intersections is often all that is needed. 3: There are numerous traffic lights in this city that need to be programmed properly. And none of them with countdown numbers shoul have a countdown of more than 10 seconds. 4: There are countless sidewalks that need attention. 5: I see trees all over the place that are planted way too close to street lights. Trees do not need to be light at night. Streets and sidewalks do. For more discussion on these items, someone can contact me in person. I don't mind giving my name and address. [NAME AND ADDRESS REMOVED]

City really needs to do something about 17Th A street area, crime, clean up housing, ect.

The municipal golf program is a mess. Between 2000 and 2011, the finances of the municipal golf program have not been well managed or have been neglected by Parks and Rec department head and city finance office bytheir own admission. The Golf Advisory Committee, which advises the Parks and Rec Advisory Board is a disaster in that its only purpose is to allow the director of Parks and Rec to say he has citizen golfer input into program decisions. This is not the case. Someone needs to clean the program up ad make it transparent to the citizen golfer.

I want more services Especially transportation in my area!

Mayor Beutler is doing a great job! I'd like to see the city be more aggressive on environmental issues (recycling, tree planting, alternative energy, etc) and figure out how to replace Bennett Martin Library.

We need a Mayor that is elected by the people instead of one that has bought his way into office

The fire department does a tremendous job with how little they are provided. Only 4 Truck companies in a city this size, are you out of your minds? 6 medic units that run upwards of 4500 calls a year, good lord. The rigs are falling apart with no plans topurchase new ones. Public Safety must not be all that important to our elected officials, it's not as though all of our lives are depending upon it or anything...

I am thrilled that my residential street was completely redone last year. Overall Lincoln's road quality is not very good though.

Please get rid of the wheel tax.

Compared to other cities where I've lived, Lincoln is greatly more responsive, better managed, has much better services, is cleaner and safer. Great work, Lincoln!

Biggest complaint for me is the libraries close at 6pm. That gives most working adults little time to use the libraries services. Ideally, Bennet Martin should be open 24 hours a day. I realize that's not realistic, but that library of any of them should e open until 9pm. We're in mid to late June and there are still a lot of pot holes in Lincoln's streets.

Overall condition of just about every street in Lincoln is in its overall poorest condition I've ever seen. This is absolutely unacceptable and downright embarrassing. Does anyone in public works actually get in their car and drive around? Maybe take apersonal assessment of the poor street conditions? What in the heck is this department doing? This falls on the administrations' shoulders to see this through.

I am very dissatisfied with the over all maintenance of our local city park (Trendwood). Here are my suggestions: (1)Mow the ENTIRE park more frequently (2) Do not leave large areas unmowed (think ticks, mosquitos, snakes, etc.) Besides, it looks awful (3)Provide 2 more trash cans for our park (we used to have 3 total and now are down to ONE). This one can is not emptied in a timely manner before and after busy park usage---summer, holidays such as 4th of July, Memorial Day, etc. I have personally pcked up trash strewn all over by birds or wind since the trash can was overflowing. I walk the park in my neighborhood DAILY since I have 3 dogs--- and yes, I DO pick up after my dogs! I love the park and would always want to live near a park but parks ned to be properly maintained before even thinking about adding MORE parks!

So much emphasis has been placed on the downtown development and I feel that the city officials have forgotten about the rest of Lincoln. Mahoney Park is pitiful. The sidewalks are in poor condition, the "Prairie in the parks" concept has turned Mahoney into a weed infested mess. There is very little open space now, just weeds and dog crap. The city should install left turn signals at several major intersections in the city. At times, waiting to make a left turn can take several signal changes before ne can make the turn. I would like to see Mayor Beutler take a driving tour of Lincoln during rush hour traffic. Maybe then he would be more concerned about Lincoln streets/traffic and less about chalk graffiti on "the tower" downtown.

Everything but really the police and water is dysfunctional

would like the city park and bike trails also have rescycling containers - so much at ball fields with the plastic bottle being brought by all is trashed. Also would like that the city parks also have several dog waste dispensers - the public can fill thee with boags. Maybe at each sidewalk entrance area.

Starting this year, my mail is delivered to a neighborhood mailbox instead of my house, which I do not like.

The waste water issue is inexcussable. If the treatment plant had the ability to turn on pumps to eleviate the back up it should have been done before it backed up into peoples houses. Which means the only "act of god" was the rain AND not the ability o stop the back up into peoples homes. The park behind my house needs a lt better maintainence, mowing. The slides and swings that used to be in the park need to be brought back and installed again. The lighting that used to be along the bike path als needs to be re-installed like it wa at the beginning. My address is [ADDRESS REMOVED] so anyone can pin point which park and what area I live near and at.

I live in the Air Park are and drive to east Lincoln everyday for work. . NW 48th st and W O street are horrible!! Potholes on W O street need to be fixed!!!! I know NW 48th is being upgraded, but it needs to be monitored better by law enforcement. Cn't count the number of close calls I've had on NW 48th & W O St with people making U turns so they can get on eastbound I 80!! I challenge the city officials to drive this stretch of Lincoln daily during the morning and evening commute.

I am very concerned about the police department staffing ratios not meeting national standards. I am also concerned about the high response time. I feel like the police are doing an excellent job for the staffing they have, but it is only a matter of time until there is some sort of emergency and the short staffing will become obvious. Then we will be looking back wondering what happened. I am frustrated by the high amount of taxes we pay. I am frustrated by having to vote for an additional tax to pay for the new radio system. Yes I think we need a new radio system and voted for the tax because that is the only option we were given. I would have been much happier if we had been given a few options to get the radio system ie tax or make some budget cuts for the next few years. The roads are in poor condition, there are so many pot holes. I also do not feel that street repair projects are thought out. For those coming from south of Lincoln on 70th street: It is going to be closed / under repair. 56th street i closed from pine lake to old cheney. Two main streets into town are now all going to be pushed onto 40th street. What a night mare. Staggering those two projects would have been much more helpful.

Entirely not enough police available. They are working short staff most days with help no where near. It's not their fault and they are taking the brunt of community back lash because of it. We need to make them a priority.

I understand progress for NW 48th and welcome the road. I have no problem with closing neighborhood entrances etc to achieve that. I do however have a HUGE problem with how poorly planned the hwy 77 construction was in conjunction with NW 48th. We are notable to access this highway unless we use 34 with is a huge inconvenience and adds 15-20 extra drive time. You have closed access from West O to 77 as well at the on ramp to E I80. I was doing a U-turn at West O and NW 48th to get onto the highway but now there is a no U-turn sign. If anything there should have been a no turn on red for traffic on W O. It is horrible planning that will continue to inconvenience us for MONTHS. I am also frustrated by LPD being at minimum for what seems like EVERY SINGLE AY. The moral of the department is at a serious low because the department

hands out discipline like it is candy. Officers do not want to go above their job for fear of being reprimanded. Also, good applicants are being passed over for jobs and others who have a terrible reputation getting the job/promotion.

We need MORE POLICE OFFICERS. Please, figure out a way to hire and keep more Officers.

The police department is poorly staffed. They are functioning on shoestring and this city deserves more safety and security. It is ridiculous to think they are working below minimum staffing requirements which are already far below the national average. Officers are risking their lives for the safety and standard of our lives. The city needs to get this under control before they are paying for the liability of ignoring this problem.

This is completely ridiculous that you included the fire department emergency medical services and your survey but not law-enforcement. Your law enforcement is severely understaffed and it's clear your city council and mayor has no concern or regard for it. You have made it clear you do not support the officers in the city and it's very unfortunate. Your leadership or lack thereof in this area as now reflected in how the city feels it about officers making it unsafe for them aside from your severe understaffing your city council and mayor has no concern or regard for it. You have made it clear you do not support the officers in the city and it's very unfortunate. Your leadership or lack thereof in this area as now reflected in how the city feels it about officers making it .

The police force is dangerously understaffed.

I voted for the tax for street improvement/repair and hope to see lots done. Looking good so far! Need more police and fire services!!

I am very, very concerned about the lack of interest in recycling by the citizens of Lincoln and am hopeful that the City will be able to come up with a plan to do something about it!

I'm concerned that with the population growth in the city that there aren't enough police officers. I have heard the police department has a very low ratio of police officers to citizens as it is. I think the city should add a lot more police officers.

The Lincoln Police Dept. is severely understaffed. Officers daily work with minimum or below minimum required street strength. This is a danger to the officers and the residents of Lincoln. LPD is way below the national average of cops to citizens ratio. Significant number of officers need to be hired. I don't want to see any officers or citizens hurt due to the lack of officers in the city.

Out of all of the city's services, I'm most dissatisfied with the number of police officers working the streets at any given time. I am a Lincoln police officer, and I and my co-workers are put in danger all the time because of the inadequate staffing levels. Captains refuse to call in more officers when staffing is low, because they have to pay overtime. Every day, our city is understaffed. On my team area, we have 4 officers doing the work of 6 or 8. Don't get me started on how low staffing levels are on weekends, holidays, and Husker game days. I hear complaints from citizens all the time, and this pattern is not sustainable. They should know that they're not being protected adequately. I'm convinced it will take serious injury or death before this changes - unless the city government decides to act. An anecdote: On May 10, 2014, another officer and I were covering the entire Northeast Team (33-98 St., O St.-I-80) from 0630-0800 hours. He got into a fight with a man on a traffic stop because the man refused to go to jail for his warrants. The man later said he is HIV positive, and my friend was exposed to AIDS. Had our staffing levels been adequate, other officers could have responded to his emergency faster, the fight would have been over sooner, and the exposure may have not happened. It's completely unacceptable that we don't have staffing levels comparable to other cities of our size. I want to know what's being done to address this critical safety issue.

Police staffing needs to be increased for the safety of officers and the community. Fire department equipment and facilities are seriously outdated and need to be updated.

Public safety is an issue, but what when the safety of those who protect the citizens is a concern? Lincoln Police Department is understaffed, overworked and underappreciated. The shortage of officers on each shift, on every single team is a huge problem. Officers are working long hours and have very few opportunities to take a day off due to understaffing. Mental and physical exhaustion is a common problem, and so are officer injuries. What is the City doing to rectify this??? Why aren't we hiring more police officers? LPD Chief Pechong has lost trust and support of the Department ... It is obvious that he is ineffective and the City should consider replacing him with a Chief who will work for his officers, not against them. We need to hire more police officers and give them better benefits.

The city requires residential sidewalks be cleared of snow within 24 hours of the snowfall ending. Why do they require residents to do that, but the city doesn't have to clear the streets at all if they don't want to? I would guess that 50% of the streets in my subdivision NEVER see a snowplow! Since the wheel tax has been increased by a HUGE percentage since Beutler took office, why are the streets in such horrible condition? They get patched and within 2-3 weeks, the potholes are right back in the same places. Resurface the bad streets---I don't have enough room here to tell you which ones they are!!!--and get crews working 24 hours a day on the main roads to get them done quickly! For all the money you rake in with that wheel tax, you sure don't seem to spend any of it. And on that subject---since people from all over Lancaster county drive in to Lincoln to work, why is the wheel tax not assessed on the whole county? Why does Lincoln have to bear the burden for all the other towns? How about some development of stores on the north side of town? I can tell that the north side is not important to anyone in the mayor's office. Everything is built on the south side of town. You know what? there are a LOT of people who live north of Cornhusker highway---from east side to the west side---but you seem to not be interested in giving us nice places to shop. You give us Walmart. NO ONE like Walmart! Give us a mall! Give us some restaurants. All the new restaurants in Lincoln that have recently been mentioned as coming to town are all going on the south side of town. We pay taxes on the north side of town---why don't we get anything out here?? I have reported potholes on your website and have had to make second requests several times to get you to fix them. And it really makes a statement about Lincoln that we even have to have a website that is only for potholes. doesn't that tell anyone in city government how bad your streets are???? If I want to fight my home valuation, I have to give you all kinds of proof as to why you have valued it way too high. But you don't have to provide me with any reason whatsoever to raise the value of my house by 10%. Why is that?? You should be subject to the same rules that you make all of us follow. Why are you exempt?

I have lived in Lincoln for 10 years and moved here from out of state. I love Lincoln's parks, trails, libraries, museums, the Children's Zoo, demographic/cultural diversity, and support for families and for the arts. In 2015, I have been disappointed by the condemning as blighted one of the jewels of Lincoln - the beautiful campus and park that is home to the Lincoln VA clinic. I am saddened that the 39+ acres of open space and mature trees of the 63.5 acre VA campus are considered as "blight" because they have remained undeveloped for 40 years - and this in a city that prides itself on 38 consecutive years of recognition as "Tree City USA." I would urge the city to make maintaining - and creating - new green spaces a priority for the future.

Lincoln police department is critically understaffed. I worry for the safety of the officers as well as the safety of the general public. In this time of negativity toward our security force, we need to make every attempt to ensure their safety and support their morale. A breakdown in our police force is not acceptable and will lead to tragic outcomes for our citizens.

The police department needs to hire more police officers to keep the City and officers safe.

for Parks and Rec - I feel that upkeep is lacking regarding weed control. My main complaint would be the tennis courts at Peter Pan Park. The weeds are getting to be over 5 feet tall along the fence line and it makes it easy to misplace tennis balls. for the City - there is currently an empty, city owned lot next to my address where a vacant house was demolished. They have not mowed it once this year, and the weeds have grown so tall and thick that it is an eyesore. I have had to spray weed killer long my fence to try to keep them from creeping under. I also have sprayed on the empty lot near my fence just to try to help control them. I'd be happy to try to figure out a way to buy this lot at a discounted rate if this lack of care continues.

I have been on the sidewalk repair list for 3 years and am concerned about someone falling and getting hurt. The sidewalk is getting worse each year. It seems newer areas of town get priority over the older areas of town. We pay taxes too and want our neighborhoods to look nice and be safe.

WAY too much money, time, and effort are spent on the Haymarket area and other "pet" projects (i.e. P St.) at the expense of other neighborhoods.

Our family has lived in Lincoln for almost a year. There is much to like. It is a very family friendly area, very active and culturally expressive. The areas that we have seen that could use improvement are road maintenance and the libraries. I am embarrassed to have family members come visit us this summer because of the condition of the streets. I am frankly shocked that taxpayers here tolerate such poor road conditions. Thankfully one of the worst areas, 27th & O is being worked on now, but there is much more that needs to be done. There comes a point when patching potholes so extensively just leaves the roadway more bumpy than not filling the holes at all and the street needs to be repaved. Property taxes are high enough that this responsibility should not be neglected based on cost. The library system is confounding. Services and materials availability are pretty great. However, when materials are returned on their due date, they are not checked in until the following day by staff, incurring late fees. If this had happened once, or even twice, it could be attributed to a careless error, but it happens so regularly, I can only determine that it is a policy, perhaps an unwritten one, in place to extort the exorbitant

fees. As a side note, the fees are truly exorbitant. We moved from the 2nd most expensive area in the nation in terms of cost of living and the library fees there are no where near that of Lincoln City Libraries. These two facts together tell me there is some serious money coming in on fees alone. Are staff bonuses dependent on extracting fees or something? Or do they go to fund the holiday party at the end of the year? Why not reduce the fees (and check items in on the actual day they are returned) and encourage more city residents to use and enjoy the library? Why not encourage literacy instead of discouraging it so steeply? Especially for low income residents who are most at risk of poor literacy and not having any books available to them otherwise. How about periodically having "Food for Fines" weeks where people can donate food for a food drive to eliminate their library fines? This would provide a way for people to get out from under the ridiculous fines, while giving back to the community, and would go a long way toward having the library system be an integral part of the community. Once this has been done, keep up the momentum by having a booth at the local farmers markets, for people to sign up for library cards, and to check out books from a selection there that would appeal to that clientele, children's books, cookbooks, books on gardening, as well as bestselling fiction that keeps them coming back for more. Come on, we love the library, but it could be so much better.

I believe the Lincoln police department is greatly understaffed. Extremely concerned about officer safety and call time.

Fix the roads in the 'hood around the capital. I see y'all going down Randolph to the rich areas...poor people need love, too. G St. is all sorts of dips and holes. Also, more open "meet n greets" or community conversations with elected officials of the city involved to show they are more accessible and to give updates about what is happening around town in an environment that is more relaxed than the official meetings. And can we please get a grocery store and neighborhood bar down around "SoDo"?? Rus's is close and all but, c'mon, the neighborhood more northwest needs it, especially to promote a healthy lifestyle by walking or biking.

I would be nice to be able to drive ANY WHERE in this town and not run into road work. I know they have to do this work in the summer months but it would be nice if they finished one project before they closed other streets.

I think Lincoln is a beautiful city and has made several strides in the right direction. I feel safe the majority of the time in Lincoln, but I live in a neighborhood where there is a lot of poverty and in turn I see a lot of gang activity, substance abuse, and even violence. We have had two murders in a 2 block radius from our home and it does make me nervous to be in the area. I have hope for these areas, but they need more love and attention from the city. They need initiatives that don't just put a bandaid over the problem, but seriously dive in and help these people lift themselves out of poverty. The city needs more transportation for seniors, more housing options for seniors (ALF's that accept Medicaid Waiver and senior subsidized housing). The city of Lincoln needs to have an incentive program to promote recycling in the city. I have lived in other states that have strong initiatives to promote recycling and I was amazed how mainstream it was. There were grocery stores that had the recycling bins in the front (paper, plastic, aluminum, glass, etc.) and at the end the unit prints a receipt that can be used towards purchasing food in the store. Also, instead of residents paying "so much money" to have recycling picked up, they should be rewarded for wanting to help our city and environment. Just some thoughts and ideas.

startran hadivan sucks unuser friendly

1. Need better dog parks, Animal Control is worthless, they do not follow through with complaints.. We were attacked by pit bull when the officer showed up at the persons house an hour later they said .. Dogs in the house no problem. Check it out [SPECIFIC ADDRESS REMOVED] Cofax Ave, drugged out renter lets pit bull jump fences, landlord will not fix fence and animal control did nothing and yes an attack complaint was filed.
- 2 Your CVB is awful, Jeff Maul is someone to question and watch .. Why is he employed he is awful at his job and ignorant and arrogant.
- 3 why no decent Waterpark in a capital city... Come on Gasti g n zolumbu and GI can have one but sad Libcoln cannot?
- 4 Mow every inch of the parks... Do not put up a sign claiming natural grasses when all your doin is grwing weeds. So stupid. Why does the Park Directy still have a job?
- 5 Tom Lorenz really really?? You keep him employed. Zero skills or customer service.
- 6 Street Maintenance is an oxymoron. So poor. You should not have to file complaints constantly to get snow removal or holes filled.
- 7 really should evaluate all office and people in charge they are rude,lazy and poor at their jobs.
- 8 Library board is a good ol boy / girl joke, services are beyond poor because the phony leaders are again bad at what they do Library staff works very hard.
- 9 and finally the 4th of July at Oak Lake sucks ... Remember is was to move back to Holmes ten years ago ... Again another falsehood.
- 10 Across the board evaluate services, they are terrible.

I'm proud of how the downtown area looks but with all the building of new entertainment venues the city has forgotten about the people that live here. It's time they take care of some of the established areas of Lincoln. I can't believe so much money is being spent to pave and paint an alley in downtown. I feel like city government thinks there's no end to the money.

I live in the newer development area of air park, specifically, south of Ashley Heights. I personally feel that the city overall does a great job at snow removal. However, it seems like the city would rather have warm rays of sunshine melt our neighborhood streets than come clear them. We do pay a HOA but they say its the cities responsibility to clear them. The city has come back and said that the city will not do this due to the streets being "private roads". Everyone that does not have a 4 wheel drive gts stuck in this neighborhood with any significant snow fall. This needs to be figured out and fixed.

Fill the Potholes already i look like a drunk driver going down the street trying not to hit them

City response time on weed complaints is very poor. Driving in Lincoln is a nightmare, does this city have anyone they can turn to to time the stoplights? I've driven in dozens of cites, of all sizes and Lincoln is easily one of the worst places to drivein, because of the number of lights and how poorly timed they are. Get a consultant or something to fix the lights, please.

We need to do something with the stop lights in Lincoln! Omaha uses a neat system where it has green lights on main thoroughfares at off times allowing traffic flow extremely well. It's unbelievable how difficult it is to move around and I think review ofthe stoplights should be examined to help traffic flow.

The public works department try to run the city..Poor oversight by the city on their work. Too many street work jobs are being started before others are completed. Too long working on Old Cheney. Nice weather and no one shows up. We need it completed nd the barrier cones removed! Public works men "fixed" a sunken sidewalk where we walk and they left it sunken, and it is now buried in mud. There is no senior center in SE Lincoln and if we, who no longer drive wish to attend one for a meal site , it csts \$4. for transportation per person. If we attend, and ride each day, 5 days a week the two of us would spend \$40. for transportation and another \$40. for the meals.. Too expensive for us! I thought the so-called "senior foundation" that has so much mney could underwrite some of the cost of that. I have talked to so many people a bout a meal site in SE Lincoln, but it falls on deaf ears. They want us to go to the downtown site -- Why not spread out the needs to include an area of Lincoln where thereis a much larger census of elderly than in the downtown area? I just do not understand the Senior Foundation. I just do not see their purpose while they develop a huge section of our city at another part of a busy intersection at 70th & O Street at the eterans hospital site.

Please continue to address the issue of neglected properties in Lincoln, as they have a negative impact on property values and as well as the health and safety of those who live around them.

I support the mayor and this city 100%.

This city sucks for raising a family. Police are power hungry and city council are worthless

In this town the rich get richer and poor get poorer. The mayor is a racist. Council have rapist sons,

The mayor does NOT respond to the citizens. He selects only the people he wants to listen to that share his views and he is unapproachable. His office tells you to write him and he will answer but he does not and he won't take phone calls. If I would hve known this, I would have not voted for him. You can sure tell the election is over because there was an IMMEDIATE stop to the pot hole repairs. Our streets are a MESS. They should not have hired someone to monitor the island maintenance but should hve hired someone to monitor pot holes. Public works...over promises and under delivers!!!

We have lived all over the country and in Lincoln for the past two years. I think it is a great city! Overall, the citizens are kind and respectful, it is clean, lots of outdoor space and the public school system is good. Seeing as we have lived in so man places I would make these recommendations: more splashpads (nothing fancy-just some sprayers), diversify the playground equipment (so many playgrounds are exactly the same; it is as though they were bought at Sam's Club in bulk) and open up at least one ity pool at 10:00 AM for those with younger children so that they can enjoy the pool too.

City needs to get serious about recycling. Ban plastic shopping bags & togo food plastic bags. Ban styrofoam food & drink containers. Make recycling & composting mandatory.

This city feels like a one-horse town when it comes to road maintenance and construction. We are tired of seeing streets closed without work being performed. Omaha gets it done. Do not tear up a street, put out barriers, and then leave it up for a week beore anything happens. Does this city actually have a FULL TIME city planner?



Lerion does a great job of staying in touch with constituents.

The strongest point I have to make is the degradation of our streets - all over town, they're terrible. I drive them everyday and I continually dodge bad spots, potholes, dips, etc. It's bad news when family that has moved away comes back and also complains about how bad our streets are. Can we put some \$\$ towards fixing them with longer term solutions? This shouldn't be considered a 'nice to have' - we deserve good, safe streets for the tax dollars we dole out.

We need to keep Lincoln compact. It is working! The downtown is healthy again and people are employed in Lincoln. Two major issues being maintained but we need to build on success. I feel that elections swing things this way and that and it would be a perfect time to ask voters if as a whole we would put some land around Lincoln in a conservation easement for recreation and bike transportation so our growth is tiered how we want no matter the political climate. Try to get a referendum on the ballot soon please, and let the people's voice be heard.

The City is far too shy about pushing forward a sales tax increase. Our parks, street trees, streets, sidewalks and city pools need money. There is so much deferred maintenance on our existing infrastructure that we are being penny wise and pound foolish because we are increasing the long term costs of repair.

I question the choice of planting Locust trees in the parkway along Van Dorn, 72nd to 84th. Mature Locust are one of the messiest trees around, and their branches snap off in the wind. We have two in our yard. What is the benefit? Clogging of storm drains Better choices could have been made. Seriously!!!!

I am thrilled about the protected bike lane going in on N Street and think that this will lead to more bike commuting across the city -- we intend to try it out as a commute option when it's completed. We would like to commute more but fear for our safety on bikes on public streets and sometimes can't make this work because of our work schedules and requirements. We have discussed using it and the bus schedule to ease our commute and perhaps get rid of a car, so hopefully others are looking into this. Overall, I think the City does a good job of listening to its citizens and especially keeping in mind that not all Lincolniters are white, white-collar and live in south Lincoln. Please keep considering the best options for ALL of Lincoln, including New Americans, and please balance the push from corporations with the best ideas to keep this city pretty, green and a pleasant city for all. Also, thanks for asking our opinions on many topics throughout the year.

I think it is important to continue to take care of the neighborhoods in the heart of the city. While growth is important, we need to not neglect the older neighborhoods. The Near South Neighborhood has deteriorated over the last 20 years especially because of the neglected rental properties. Landlords need to take better care of their properties, they are destroying neighborhoods.

City streets and sidewalks are a disgrace

Please consider a new main library in downtown Lincoln. Bennet Martin no longer serves the contemporary community of users that need access to digital media, programs and computer access for all ages. In addition, please consider redoing Woods Pool. The Pool House is a public health danger. Hundreds of people from Nebraska and surrounding states attend swim meets and use the pool for recreational purposes. There is standing water from the toilets, the showers are unsanitary and the changing area is not functional. A long course pool would have great economic value and would be fully utilized by the hundreds of competitive swimmers in Lincoln each summer and the surrounding areas. It should be redesigned for indoor and outdoor use. There are weeds growing up to my waist. It is a public embarrassment to have so many visitors attending events at this facility.

Public transport needs to be upped. It would be awesome if cars were the second choice for people to get around the city and not the primary choice. The expansion of the Haymarket and downtown needs to continue. There needs to be grocery stores downtown though. Us newly grads want to live there and we don't want to drive cars.

The SoDo plan recently presented to the public needs to be a high priority for the city. It will be a great disappointment if a significant amount of this plan is not implemented. This will require the hiring of a manager or management team. This does not require that the position(s) be fully funded through the city budget- grant sources are available and must be sought. The true measurement of a successful city government, in my opinion, is how it treats its core neighborhoods and their residents. Lincoln has done a fair job of that, but there is definitely room for growth and improvement.

Our property tax is too high. For the amount that LPS receives, we are not getting the quality of teachers we need. In the area of special need students there is a definite need for more qualified teachers.

Stop wasting money on the Hay Market, Arena's and UNL adventures. Fix the streets, you cannot find one that does not need repair. Law Enforcement needs more men. Put a stop to the panhandlers at every mall entrance and downtown. The more you give them the more they will come and take. It's a scam, they make more than you do. Support the pools and rec centers. Get kids in them and off the street and from in front of TV's. Stop this spending on foolish yuppie feel good BS.

Please improve public transportation and walkability, and prioritize it over building new bigger roads. There is nothing within walking distance of my apartment - no grocery stores, shops, community gathering places, restaurants, bars, or entertainment venues. Walkability only works if there is something worth walking to. Trails and bike paths aren't enough, recreational walkability is only a small aspect of true walkability. This is far worse in my parents' neighborhood in southeast Lincoln. Suburbs are terrible for cities, they're just vast expanses of concrete and lawn that nobody can afford to pay for, and is terrible for cities financially and for public physical and mental health. Please end and prohibit suburban development in south Lincoln and encourage traditional neighborhoods like those in central Lincoln. Please keep improving downtown and making more walkable livable spaces throughout the city. I like the direction of the 2040 Plan.

I hope you can get some input from people in poverty. Several items that I am satisfied with are big dissatisfaction issues with those who are low-income including ease of walking, affordable housing, etc. Also, they'll have a better perspective on buses and grocery stores.

Though I have had good experiences with many departments, I wish that Public Works employees would work with the public in a more positive way. Time after time I attend public or neighborhood meetings with representatives from Public Works who seem annoyed that they have to ask for our input. Although I have had good interactions with Director Esposito, those under her still seem to view residents as a thorn in their side rather than partners to be worked with. Citizens and neighbors are not the enemy! We may have different opinions than Public Works but try approaching us as team members and you will be amazed at the solutions we can create together! I strongly urge the city to spend some time training Public Works staff on how to work with citizens in a positive way. It would make a HUGE difference!

In some cases I chose neutral for my response because the question addressed a service I do not utilize. I really just don't know in those situations.

Since we are not considered in the "main" city limits, being out in Big Thompson Creek neighborhood our streets do NOT get plowed until MUCH MUCH later than the rest of the city!

Streets/sidewalks need attention and city trees need trimmed

Currently a lot of street work is being done which might impact responses to this survey. Usually I can get around Lincoln easily, and I indicated that on the survey.

Need red light traffic cameras for enforcement purposes also speed bumps in bicentennial estates neighborhood

The city's protests to the contrary, there is not an acceptable synchronization of traffic lights and this is embarrassing for a city this size. With modern technology this cannot be this bad a problem. And the relationship of one light to the other changes on a weekly basis.

The City has focused on the Haymarket area and let other areas go. The Streets are in horrible shape. Snow removal is a joke. I've lived in Lincoln about 30 years and I emailed the Mayor's Office this past year once and complained about snow removal and street maintenance. Didn't even have the courtesy to respond to my email. My elderly mother was treated rudely and lied to on the phone by the Mayor's office staff. They were very rude. She has had contact with other city council members and was received very cordially and professionally. The streets are in such dismal shape it will take a long time to repair them. Maybe if bicycles were charged a wheel tax and that money used on bike trails instead of funds from other sources that would help. Star Tran announced they have applied for a grant to assist in building a bus station. The buses don't even come close to paying for their service and are subsidized with federal and taxpayers money. We that drive vehicles pay our costs and taxes, Star Tran should charge bus riders the actual cost of transporting the riders which I don't know if \$20.00 per ride would even cover the cost. The bus system should either be self supporting or eliminated. The City doesn't keep swimming pools open enough in the summer. They should be open from Memorial Day weekend until after Labor Day weekend. The City has neglected to fulfill the employee retirement accounts as they should. This is going to raise taxes for the administrator's mistakes. The City's excess spending on new areas needs to stop and properly maintain what we have. Not mowing the parks is also ridiculous. They need to be mowed. The City enforces mowing laws for private property but doesn't properly follow their own rules. Major improvement needs to be made in these areas.

Our neighborhood of Woods Park sometimes seems neglected compared to neighborhoods to our south like the country club. However the city addresses our concerns for the most part. I suspect that more than socioeconomic bias on the part of the city it is more of the "squeaky wheel gets the grease".

The city of Lincoln has done a great job over the last few years in the development of the Haymarket area. Some of the most progressive work Lincoln has ever done. I feel, however, that the city is constantly behind when it comes to proper traffic planning. Traffic flow, parking, traffic light timing, roundabouts, and speed limits all need to be looked at and improved. Roads need to be improved and the ridiculously high cost of registering your vehicle in Lincoln/Lancaster County needs to be lowered. City might also consider encouraging home builders to build homes in a slightly more affordable range. Prices and home sizes seem to be getting a little out of control for what a lot of people can afford.

We need a far more robust city transit system and a regional transit system. I commute to Omaha and would love to have reliable public transportation. We need a public garbage hauler rather than private contractors who have monopolies in different parts of the city. Curbside recycling should be part of a municipal garbage system--available to all, and all being expected to participate. We need a good downtown library facility. The City Planning Department does not hold homeowners and residents in high enough regard- allowing developers to build inappropriate and neighborhood unfriendly projects. I'm not sure it's the purview of city government, but to live in a city where all of the wonderful development of Antelope Valley and the Arena and the Haymarket and "P" Street, and the Centennial Mall is taking place at the same time 41% of our school children are on free and reduced lunch indicates things are amiss. I'm fortunate to have an education and economic opportunity-so I really enjoy living in Lincoln. I'm concerned for my neighbors who do not have the opportunities I have.

Our area lacks rec center or parks. Multiple housing units seem to pack a lot of people into a small space with no planned outdoor areas.

We need a better system for road design and maintenance. Taxes are too high.

City overall is doing a good job. I appreciate the efforts in planning and interior re-development. Greatest downfall of public works is the street maintenance repair and snow removal. I have traveled extensively to other communities in the state and Lincoln is the absolute worst at snow removal.

I am very concerned by the increased number of armed robberies in Lincoln. It seems to be reported nearly every other day that this is occurring somewhere in town. Yet, I receive emails or letters from the City that state crime is at an all-time low in Lincoln. That causes distrust for me since I don't remember in my 26 years of living in Lincoln, ever hearing about this many armed robberies. I hear families and seniors say they are afraid now and they never used to be. We need a stronger police force with more police on the streets. Thank you for asking for feedback and for seriously considering the citizens' wishes.

L1

I would like to see more money spent on street maintenance, not just patch jobs. I would like to see a push to have more business built North of "O" Street. Strip malls never seem to fill up, like they do south of "O" street.

I hate hearing about d/r discussions and voting on city council. I am a registered republican, but feel the republicans on the city council have their own agenda and not the good of the people first.

Time Warner Cable in Lincoln is just awful, please rethink Comcast. Also, cellular service in South Lincoln is very poor.

Please get off the Municipal golf courses back. Stop putting unrelated costs into their books. Use seasonal employees for all but the most important functions. Most municipal golfers have never understood how municipal golf got into the red except for the use of very questionable hiring practices and booking practices.

The Street Maintenance Department is an embarrassment to the city. "Street Maintenance" to me means being proactive, yet they must wait for potholes to be reported and then when they fill potholes, they may fill three and leave another one very close by unfilled. The same holes open every time there is bad weather (rain or snow). The crews should be divided into areas of the city and then the crews proactively seek out problems in their area to be repaired. For example, I know there are always potholes on North 84th north of Leighton and on South 70th near Holmes Lake. Why do they have to be told?

Launch the new downtown library - now. Permanent supported housing for homeless and mentally ill.

Unless I missed it in this survey, there was no inquiry about Lincoln's Police Department. My answer, had there been such an inquiry, would have been to compliment the Department and its representatives. I believe law enforcement does all that it can to enforce traffic ordinances, but I feel there is far more that can be done if fines were raised substantially and enforcement of stop sign and traffic light offenses would be emphasized. More officers should be hired, and the city could cover additional costs by taking these steps. The numbers of stop sign violations and red light violations are shameful, and very often the drivers appear to be parents WITH THEIR CHILDREN IN THE CAR. This, in my opinion, is a grossly overlooked problem which could be, at least in part remedied by the greater revenue resulting from higher fines and court costs. Instead of a "wrist slap" for all violations, fines should be in the hundreds of dollars, and substantially higher for repeat offenders. Spend some time watching whether or not wheels actually stop on vehicles at stop signs or stop lights.

Lincoln is my hometown, however I've lived in several other cities (with populations over 700,000 as well as 4 million). We're able to spend some of the winter in a warmer climate. I am overseeing the care of an elderly parent and also deciding if I wish to spend my senior years here.

Lincoln has experienced many great improvements in recent years. That is due to private enterprise, and a small input from city government. Growth is great, but it comes with some consequences that Lincoln needs to be ready for and I don't think they are. Much of our community health and law enforcement have a huge safety net that have served our citizens well for a long time. With more people the bottom can fall out of this net, in an instant.

The Police Dept. needs to shuffle some staff around to stay on top of local crime. There are far too many unsolved crimes here, leaving neighborhoods quite worried. Perhaps the new health facility on O St. will help with the long waits and far too many ill citizens coming to Public Health, Clinic with a Heart, etc. However, at a population of climbing over 300,000 this is a serious issue. More money will not help at all.

I know of a neighborhood where the citizens have called the Health Dept. regarding an unkept home in the Witherbee area. (Steele Ave.) No Health Dept. staff ever follows up with the owner, or answers any of our questions. Neighbors have seen rats and mice running around the yard and going inside the home, no indoor plumbing, a hoarder lives there...And none of the cars in the driveway are driveable and have expired license tags.

Neighborworks, other organizations are doing a good job of keeping up some great areas of the city.

Current administration rocks!

We live near a park, the bike trail and a library. We use all to a great extent and appreciate their convenience and how well they are maintained. I see the park workers often as I walk our dog and they are efficient and friendly. I am proud that I have been a life long Lincolnite. My husband and I are world wide travelers but we always come back home to Lincoln and feel that it is far superior to many of the cities we have seen in our travels. Keep up the good work!

The overall tax and regulatory burden in Lincoln is prohibitive - property, business, occupation, fees for licenses, number of licenses for business activities, etc. is too high. The recent increases in commercial property taxes are burdensome. They are passed on to businesses working under NNN leases. These businesses can have a difficult time passing the rate increases on to consumers. This affects employment, business creation and sustainability, and reinvestment in the local economy.

Street sweepers in established neighborhoods once a month would clean up the leaves and keep them out of the system.

The City caves to the University on the backs of taxpayers! It has to stop. How much did the University pay to host graduation ceremonies at the Arena?

I KNOW THE CITY HAS PUT OFF STREETS FOR FAR TOO LONG AND PLAYING CATCH-UP, BUT THE ASPHALT THEY USE JUST STINKS AND ONLY LASTS ABOUT 6 YEARS BEFORE IT REALLY HAS PROBLEMS. A LOT OF THE TIME THEY LEAVE SEAMS IN THE STREET WHEN THEY LAY NEW ASPHALT AND THE WATER AND ICE ATTACK THOSE WEAKNESSES VERY QUICKLY FOR POTHOLES. BEFORE THE RECESSION THEY WERE TRYING TO DO THE STREETS IN MY NEIGHBORHOOD, BUT STOPPED. I HAVE CONTACTED THEM AND THEY SAY IT IS STILL ON THE LIST AND CLOSE TO THE TOP, BUT NOTHING HAS BEEN DONE FOR SOME TIME NOW. OURS IS THE ORIGINAL STREET LAID DOWN IN 1956/57 AND IS A REALLY A ROUGH MATERIAL THAT I JUST DON'T LET MY KIDS PLAY ON BECAUSE IF YOU FALL DOWN IT WILL SHRED YOUR SKIN MUCH MORE THAN CONCRETE OR ASPHALT. IT IS CHUNKING OUT AGAIN AND THEY HAVE PATCHED MANY SPOTS, BUT NEEDS TO GO. THIS IS 57TH STREET FROM AYLESWORTH UP TO LEIGHTON. 9TH STREET AND SALT CREEK VALLEY ROUNDABOUT NEEDS THE ONE GRASS CUT SHORT AND KEPT SHORT/OR PULL OUT. GOING EASTBOUND WHEN I WANT TO LOOK TO MY LEFT TOWARDS THE TRACK MY VIEW IS OBSTRUCTED SO I CAN'T TELL IF THE CAR GOING WESTBOUND IS GOING STRAIGHT OR GOING TO GO SOUTH UP 9TH STREET. IF THE CAR HASN'T ENTERED THE

ROUNABOUT I AM OKAY, BUT IF THEY ARE IN THE ROUNABOUT THAT IS WHAT I CAN'T SEE NOMATTER WHAT. YOU MIGHT AS WELL AS PUT A STOP SIGN THERE INSTEAD OF A YIELD SIGN BECAUSE I HAVE TRIED THE SLOW ROLL ONLY TO JAM ON THE BRAKES BECAUSE I DON'T HAVE A CLEAN VIEW OF BOTH LANES AS I APPROACH. DON'T GET ME WRONG, I LIKE THE ROUNABOUTS. THE ONLY ONE I KNEW WAS GOING TO BE WRONG WAS THE 14TH AND SUPERIOR SIGHT BECAUSE OF THE TOPOGRAPHY OF THE LAND AND THEY DIDN'T DO ENOUGH TO MITIGATE THAT PROBLEM. 3 OF THE FOUR DIRECTIONS HAD LINE OF SIGHT ISSUES BEFORE THIS ONE DONE AND NOTHING WAS DONE TO FIX IT. I DROVE THIS ROUTE FOR YEARS DURING THE 1990'S.

Remove the bottle neck on south 27th from Van dorn to Hiway 2

I think city services are really good and get impatient and frustrated with folks who are always demanding not to pay taxes while complaining about services they're unhappy with. Given what I read in the paper today about the Right majority on City Council refusing to approve of the mayor's appointment of somebody to an environmental board, I am very fearful that our quality of life is threatened. This makes me feel frustrated and powerless. As someone who is vitally interested in the "same sex" marriage Supreme Court decision, I'm appreciative of the city offices" (or county?) efforts to make marriage license applications easy to do.

Our sidewalk was damaged by city trucks during the famous October snowstorm. When we bought the house in January 2000, we were on the schedule for the sidewalk to be repaired that spring. We're still waiting!

Roads are really lacking repair, even main roads like 27th. Officials need to consider resurfacing instead of waiting until roads are falling apart to replace completely. Resurfacing saves time and money.

The City has done a wonderful job on developing bicycle trails, and in developing funding for trails. I would like to see more of them.

City is completely understaffed for police officers. If something big ever happened, it would be an awful disaster without enough officers to help out. The firefighters waste a lot of tax dollars. They bring several vehicles to every call and count each vehicle as a call to service to make their numbers falsely elevated. If firefighters worked shifts and not had 8 days off every other week, the city could save a ton of money. Firefighters only work every other 24 hours for about 8 days and then have days off. How is that cost effective?! Need a new police chief. He is clueless and has no idea how to run a department. He will get people killed if not replaced. He is completely incompetent and should never have been promoted. Schools are often wasteful in their resources. Cut out a lot of administration and you could run the schools more smoothly. Look how other schools are so efficient outside of Lincoln.

Planning dept is terrible

Would like resources dedicated to more than college housing. Need better paying jobs if you want to keep people here. Focus on all areas of town.

I wish the City would require citizens to recycle - and provided recycling services.

I would love to see a more robust public transportation system. The current services are very hard to utilize given limited hours and long times between buses. I would also like to see Lincoln investing in more sustainable energy.

Someday Lincoln will have to widen 27th street to 4 lanes across town. We only have 84th and the by-pass that are four lanes clear across town.

I think the police department is understaffed There is more crime in the city than some officials like to admit

South Lincoln Roads are seriously under sized - -why have a a planning department? When will the City get serious about making biking to work easier by including street lanes for bikers to alert drivers to share the road?

I think Lincoln is a great city. I'd like to see more emphasis on maintaining and improving established neighborhoods rather than adding additional development areas on the fringe of the city.

Pinnacle Arena - in the red? That sounds like really poor planning with lots of good shows and NE basketball getting good crowds and the continuing restaurant taxes all around town. The city should publish the balance sheet on this huge asset. And attack that expense before we over extend again.

I do not like the idea of a 28 million dollar bus stop. Let's prove we can pay off the arena first.

Why are all the streets closed at the same time?

My wife and her son are really dis-satisfied with some expensive alley downtown. Please explain why they would be so upset over such a small issue. What are we doing?

For the amount of \$\$ paid by citizens for Wheel Tax, the streets should be paved with GOLD ! Street maintenance is terrible !

streets need work, need to assure equitable access to healthy foods and places to be active (parks, etc), cont. to work to attract higher paying jobs and provide a hand up for persons, look to cont to address affordable acceptable housing

I think that in general, the City is doing a commendable job of running our city. It's difficult to judge how that may seem to those who live in more low income neighborhoods though. I do have concerns about the response time for our police force, recognizing that it is an issue of manpower. This could/should be assessed and acted upon. I also think we could do a better job of improving the park space we have in the older parts of the city. Mulching of trails, seeking funds to develop them further, involving their communities in the improvement, could have a most positive influence on quality of life and the healthiness of our citizens.

My number one problem with the city of Lincoln is that it takes entirely too long to drive across Lincoln. With digital technology there has got to be a better way to synchronize traffic lights. It is very frustrating to stop at light after light in a row on a major arterial. Driving in Omaha, which obviously has much more traffic, is much less stressful than driving in Lincoln. Closely tied to this problem is the lack of a beltway for access to the interstate. It takes us 30-40 minutes to get to the interstate from our neighborhood (Rolling Hills) if we are traveling to the east. Apart from these problems I am very satisfied with the quality of life in Lincoln.

I think the roads continue to be awful! I really think that construction should be restricted to no more than one large road for construction within a mile of each other. Too much congestion.

Lincoln's pay scale is too low. Many wonder why young people leave--I think it has much more to do with wages and advancement opportunities than performance venues (arena). Low income and Rental areas don't get the same attention as newer areas. The older areas of town are dense populations that prefer to walk/bike rather than drive all the time. These areas should be well lit, good sidewalks and streets. Lincoln could do better on sustaining resources--stormwater run off, restricting watering lawns, mandatory recycling.

City must raise Impact Fees so there will be more money for streets, water and sewers. City must be more aggressive in replacing our 75 year and older water lines. ( they should be replacing 8-10 miles per year)

Please spend more money on fixing the streets.

I am an avid recycler and have been taking all that is acceptable to recycling drop offs at least monthly since 1986. It saves me lots of money. I only need to have trash picked up 3 or 4 times a year when I have a trash cart full of dry trash that can not be recycled. I have a very small fixed income that may be gone before I die. I would not be able to pay for recycle pickup.

The Lincoln City Library questions didn't cover use of e-books. I borrow books electronically almost weekly, and I am satisfied with the service. I would like to have more options for books, and I would like an option to donate to the library for the purchase of additional electronic books and magazines.

PLEASE START A RECYCLING SERVICE. PLEASE DO NOT "RE-DEVELOP" 11th and G/F Neighborhood. PLEASE Respect diversity and communities. THE ARENA SUCKS. RAILYARD SUCKS. Thanks!

I use the bike trail system to commute to work year-round. In the winter, I really appreciate the prompt snow removal. Hope for continued support for the trail system.

I believe recycling needs to be required. The older neighborhoods need attention. Requirement that properties be cleaned up. Paving gravel roads should be done in the city. Would like to see how to energize older neighborhoods.

It would be nice if city provided recycling along with regular trash service. With young ones we have a need for trash service and can't afford to pay for recycling on top. Also not convenient and or practical to haul to recycling sites with young ones.

The only reason I am filling this out is to have a platform to air my grievances (because the normal channels are going ignored). I am complaining about the racist & classist discrimination that is taking place in the care & maintenance of Peter Pan Park. Compared to the other parks in the area it is blighted. It's the only park in the area that gets mowed on the same schedule as the dog parks. However, Lincoln Health dept only with others host, crunch & lunch there (ask the employees what they think about the mowing at the park). It's a busy full-service park that gets treated less than a dog park. So that only leads me to assume racism & classism. No one cares. Carpet bagging politicians come looking for votes & photo ops. They only care when people are murdered or crime is taking place. Shame on city government, the electoral base will remember this treatment.

I am most concerned about the changing climate of the Council. The GOP seemingly has taken a mega step toward governing in an obstructionist style. The latest is the ludicrous arguments opposing Mitch Paine to the air pollution advisory board (this was prior to knowledge of campaign indiscretions).

Building and Safety personnel are not always the friendliest sort. Customer service seems long forgotten in that department.

I'm a Vet and I don't understand this proposal to develop the 70th and O campus. I get excellent care there and want that to continue. Being an X real estate appraiser I don't understand how you decided to call that property blighted. It is nothing of the sort. That property should be dedicated to the care of Veterans and NO others. This is a slap in the face to all Veterans. This should not be a TIF funded rip off. I am very disappointed in the city council to allow this travesty. We Vets are tired of getting screwed over. Please reconsider this one sided development and develop the property for Vets first and foremost.

The condition of Lincoln streets is horrific! Come on, let's do something about it! Everyday, a person bumps and bounces to their destination. Please fix them.....they need to be resurfaced!

Roads are in the worst condition I've ever seen them. Seems like after the election the pot holes have gone without repair. Parks look terrible and are not being maintained. Water retention areas at 56 & A and at 76 and A street areas are awful, smelly, mosquito infested areas. Terrible idea!!!

The streets in this city are horrendous. It has been 4 months since they have been working on a project by our office. They have redone the concrete 3 times and still are not done. I realize that the weather has played a major factor in some of the hold up of this project. They are standing around not doing anything but looking at the person running the backhoe or in the hole they have dug more than getting anything done. I have never seen any company so unorganized and slow in all of my life. We even have a pile of junk laying on the street next to the curb. We cannot get around this area with all of the junk sitting around, the trash on the side of the street and the equipment that sits around. There are so many potholes on South Street from the electrical take down that have not been fixed either. There should be much more completion getting done and less starting of new projects all the time.

Please don't build hotels...big or small.... near any schools.

Property taxes are way too high, as well as the costs of utilities. The City and State are taxing their population way too much. No wonder citizens are moving, especially the older population. Retirement and SS is taxed in Nebraska as well. Totally unacceptable.

All planning in the downtown/ Haymarket should include consideration of the high % of new condos and the occupants plus new startup development. Consideration must be given to vistas including building heights and design. Haymarket looks like a series of correctional facilities. Ugly for visitors in hotels and people living on higher floors. This is no longer small city, Nebraska so let's put in some street scape, vista design criteria. Haymarket is just plain ugly now and sad... But I admit it is un to be there.

Nice work! Accept responsibility and fix the disgusting storm sewer issues! Stay focused on road maintenance and the South Bypass. The value of solar and wind to the LES package is good PR but poor reliability and economy.

The north dog run at Oak lake does not separate big and small dogs. My miniature poodle was attacked by a German shepherd and almost killed; the owner left and left me with a \$300 vet bill. I then took my poodle to the Rickman's run dog park where they separate big and small dogs theoretically. There was a woman who brought in her German shepherd and I asked her politely to leave. She told me if I didn't like it, call the police. It did result in a police incident when she called the police for harassing her. No citations were given, but she sent her boyfriend to threaten me a few days later. The police said they were not responsible for enforcing the dog park rules, even though they fall under Parks and Recreation jurisdiction and the woman was in clear violation of the "fifteen inches at the shoulder" dog size rule. I sent a letter to Parks and Rec and received no reply. If no one enforces these rules, I would simply say they are to no effect. I suggest a para-police type force similar to the civilians who enforce handicapped parking violations, if money is an issue.

Where do I start...pot holes were to be taken care of, still have them. Old Cheney street from 70 to 84 project is the biggest joke. TCW should not be allowed to work on a project in this city. Please don't pull the rain card on us either. I've observed no one working on this street when it was beautiful. What a joke !!!!

My main issues are as follows: 1. Our streets are beyond horrid in this town...especially North of "O" street. If they were in South Lincoln - there would be an uproar. 2. I continue to not understand why we find it necessary to landscape medians/islands - they look like %^&. Take the round-about at 14th and Superior. Mainly weeds that might get mowed once a month - never gets trimmed. Chain link fence is surely not part of our beautification project. I would challenge our city leaders to take a tour of the Highlands area - the medians are a disgrace - again - if these were transplanted at 40th and Pine Lake - someone's butt would be in a bind and it would be fixed tomorrow. 3. As a youth baseball coach for the past 10 years - I would ask this question: When is the last time ANY money was put into improvements in ANY of our ball parks. We're lucky if we don't lose a 10 year old in the outfield of most of these fields. It's absolutely embarrassing when we bring an out of town team into Lincoln to play a game - check out the fields at Airpark, Standing Bear, Sawyer Snell as examples. Our youth deserve better. The staff at Parks and Rec spend more time playing cards than they do maintaining facilities - and yes I have witnessed it at the Parks and Rec office during select field key pick up in the Spring. 4. Why do we emphasize new parks when we don't take care of the ones we have. By taking care...I simply would like to see the weeds mowed, trash picked up and a useable parking lot.

Public works is horrible. They stub their toes on things like the roundabouts and try to defend their mistakes. They try to justify the reasons they can't handle the storm water fiasco. They block off major city streets at the same time. ie. 56th, lane closures on 70th, lane closures on 84th. They just blocked off 70th street at south to add a turn lane, opened it back up and now have lane closures AGAIN!!! They could have completed it all at the same time. WHY HASN'T NORMAL FROM 56th to 70th been idened and Van Dorn from normal to 84th. The room is there to do it and traffic backs up 20 cars deep at 70th street waiting to turn. Public works ignores this problem. Now that the election is over the emphasis on pot holes has disappeared. Sad,sad,sad

Streets and sidewalks are terrible Lincoln is the only city of this size that I know of that does not have four lane streets on main routes. Where does our wheel tax money go??? Too many brown nosers and good ol boys in city hall Nothing get accomplished Too much emphasis on haymarket and downtown. Police do a good job. Get rid of Ex chief and put another cop on the street. He serves NO Purpose Just another hanger on.

The City Council listened to our neighborhood's concerns regarding the City Property on 84th Street -South to Van Doren. This was done only after they discovered that the Property had never been declared excess, the bidding process had been ignored, and the site was not suited for apartments due to the lack of access to the Property. Thanks to them and the Planning Commission, the issue was resolved.

Only suggestion I would have is maybe more recycle containers in public places. On streets, in hotels etc. Love that Pinnacle is so on top of recycling. LOVE Lincoln!

I am extremely unhappy about our rough streets, here in Lincoln ! I drive the streets quite a bit, and I am sick and tired of all the rough streets ! I read in the paper several months ago about how the city was getting a refund of 10 million on the Antelope Valley Project, and that money was going to be used for street repairs. In fact, the article said it was going to triple the street repair budget ! I thought.....great ! Now we can finally get our bad streets resurfaced. When I hear about fixing our streets, I think of that as resurfacing our streets. But here we are, almost the first of July and there is no major street resurfacing going on ! All you guys seem to be doing is making new turn lanes and peripheral construction. When is the major street resurfacing going to happen, if ever ?? I am talking about resurfacing 27th street from O St to I-80. I am talking about resurfacing 48th St from O Str to Superior St. I am talking about resurfacing 70th Str from O Str on south a long way. Drive on O Street downtown and it is like riding a "Bucking Bronco" ! Up where I live, you put in all these new islands a



couple of years ago. Now, I can't get around my neighbor hood ! Before you did that, I was doing just fine ! I am talking about th new islands on Superior street west from 27th. and south on 27th from Superior. Come on, would you just resurface the streets ?? You guys haven't even fixed the potholes yet !! I drive the streets a lot and I am seeing potholes all the time ! Give me a ell number of yours that I can text the locations of the potholes, will you ?? I can talk into my smart phone and it will text to you. I dare you to do this, or are you afraid I will melt your cell phone with all the texts you will get from me ?? You put n a new intersection at 27th and O. Great. Now are you going to resurface 27th street all the way north to I-80 ?? I just can't believe how rough are streets are !!

We live near the Antelope valley walkway, me and the wife use this pathway 3-4 times a week and have noticed trees which where planted during drought last year are now dead. Are there plans to replace these trees? Plus the damage done to the lower fountai was washed out.Parks department are also doing a better job at picking up trash and cutting grass back off pathway. But this project was well spent tax dollars, case and point the 9" rainfall we had in 1 night. We ,me and brother checked out the spillwaydoing its job that night. Could only imagine all the damage which would have been done, if not for the Antelope creek project. I hope the city continues to keep this park and trails looking beautiful in are future.

Regarding public safety, we need more police officers on the street. Our mayor is living in a pipe dream believing Lincoln is still Mayberry, USA. Another public safety issue is not having enough pedestrian/bicycle crosswalks on major streets like old Cheey (1700 block & around the 3000 block). Our family does not utilize this portion of the bike trails due to the high traffic volume and lack of traffic signals.

I am appalled at the amount of police officers this city needs just to meet the national average. I also can't believe it's ok to move numbers around to make it look like this city is safe. This city needs more officers not only for the publics safety butthe officers safety. How can the city government officials be ok with so many shifts being at or below minimum? I think you are ok with it because the officers here bust their butts to get their jobs done so that they and their fellow officers all go homeevery night. Honestly I think city council needs to go on some ride alongs or at least attempt to listen to these officers and treat them like they are human beings and not just paid employee robots. But kudos for giving the fire department everything no onder they endorsed Beutler for mayor but the city needs to wake up and ask why LPD didn't endorse him but chose Stebbing instead. And one more thing it's a really sad day when you compare hiring officers to keeping a city pool open for a budget. I mean sriously make these neighborhoods pay for the pools since we have to pay to use them and our taxes pay for them.

Roads need some work-I know this is in progress but the road surfaces have really deteriorated. I'm also bothered by poor drivers (speeding, running lights and driving into on-coming traffic, no regard for pedestrians or bikers). I hope traffic laws could be enforced better. Storm water run off has been more of a problem this year. I am an HOA officer and am getting hassled by residents living along dry detention cell. The detention cell worked, but they are threatening to sue if they get water in thei basement - just like many other people this year who don't live along a detention cell... Bike trails are more of a challenge this year, unfortunately.

I'm very displeased with the redevelopment of the VA campus at 70th and O. I feel the Senior Foundation is being used to make it appear that the city isn't doing this. I'm sure the city has taken the lead, everything they have done has been done withou letting people know what is going on, and who is REALLY behind doing this. It certainly isn't the Senior Foundation or Aging Services; that leave only the Mayors office. There is something very SMELLY about the whole project. It isn't good for the Vetrans or the Elderly. The only one who will benefit is the Mayors office, and he take pretend that he isn't pushing this project and pushing the Senior Foundation and Aging Services to do it and make him look good. They have made a half hearted effort in te last few weeks to let people know what's going on. This has been done without any sort of open public meeting, requests for proposal or any effort whatsoever to be open and transparent. This project should be scrapped!!!!!!!!!!!!!!

I have made many of calls to the non-emergency number, have reported neighborhood violations on your website only to find it takes 30 - 60 days for any action if there will be any action at all. For instance neighbors that are running a commercial busines in a residential neighborhood, homes falling apart or not being taken care of, junked cars in back yards, and cars parked on the front lawns of homes. The cars on the front lawns is an awful appearance to the city. I have called MANY in, only to find ut that the calls are turned over to a "parking enforcement officer". I would like to suggest that this "parking enforcement officers" wages be paid for by the number of tickets issued....as we are paying them way to much for doing nothing. I am sure thre isn't one of our city council members nor our mayor that would want a neighbor parking their car in the yard, or having junked cars in the back yard, or having garbage piled between their houses. Well neither do I. Please do something to enforce theviolations that are making our town look like a dump. CLEAN IT UP...PLEASE.

I think that recycling should be mandated for all people and should be a free pick up service. I love the libraries and the available services particularly the electronic books and audio books. I work downtown and am appalled at the amount of litter I see and the lack of recycling options in all locations. I think that there should be a recycle bin adjacent to all trashcans. I think that pools should be open through labor day, at least on the weekends, and that rates should be cheaper. I love that we have a free spray ground available to kids. We have an amazing trail system and it is well maintained and well utilized.

Why don't you ask and inform taxpayers what part of the city's entire budget is expended for wages, salaries and all associated benefits? Now that would probably raise eyebrows. But you ask do we know what is spent in a particular department? Address the high schools and their 2% problem students but our neighborhood 100% problem with loitering, verbal abuse and trash. Your next question...why!

Please continue research and discussion on a freeway around south and east Lincoln. We NEED better road infrastructure if we are to expand as a city, and our current civil engineering plans are straight up not cutting it. It is stifling the city that we claim we want to grow. I appreciate having a city that is so involved and focused on alternate and community forms of transportation, such as bike and bus. I support efforts to improve and advance these transportation methods.

1. The bike trails receive snow removal before the street I live on does. 2. There is NO police patrolling the West A neighborhood. 3. No library in area. The Haymarket has very, very few handicap parking spots. 4. The city ombudsman is totally non-responsive to e-mails. I e-mailed her in mid-May, have yet to get a response, and it is the end of June. THIS IS UNACCEPTABLE treatment from a city employee. 5. With all the various taxes the city has enacted in the past few years, Lincoln is getting to be very unaffordable to live in. The streets are bad, limited city services, street construction is not very well thought out making travel tough, no traffic flow what so ever, the yellow lights downtown are timed for tickets, not safety. Over-all, we CAN do better.

I have always been happy in Lincoln. Love the new arena and all the possibilities it has. parking downtown is and will always be an issue for this town, even with the all the parking garages. that really is my only complaint about Lincoln.

Parks are very important to me, and keeping them free to the public and well maintained is a high priority in my opinion.

Street maintenance in Lincoln is terrible. It appears for the past 8 years the City has done the bare minimum to keep the streets in good shape.

Stop focusing so much on sustainability and renewable energy initiatives - provide necessary services dependably and efficiently regardless of its source. Plan ahead for equipment purchases that have a known life span so the public is not threatened with a tax increase or unreliable public safety services. Stop the perversion of Tax Increment Financing in development projects (city approaching Ploughshare to apply for TIF and using TIF funds for the N Street protected bike lane are two examples). Search for ways to reduce personnel costs in all departments and eliminate the Public Safety Director position. Is Tom Casady finding enough efficiencies in year five of this position to pay his salary? If not, then it's another unnecessary layer of bureaucracy. Finally, repair the damn streets instead of the mayor worrying about sidewalk chalk at Tower Square.

For the size of this city, It's waterpark feature (Star City shores) is an embarrassment!!

We love Lincoln, Nebraska & love living here. We love our neighborhood too!!

A few quick thoughts: Lincoln has a bad case of light pollution and is doing nothing about it. Light pollution is detrimental to human health, migratory birds, and more. Lighting that reduces light pollution while providing safe lighting levels is available and the city should pursue more intelligent lighting options. Parks - north Lincoln does not have parks as nice as those in south Lincoln; for example, the park by Eisely Library is horrible, the one by the library in SW Lincoln is much nicer. Lincoln has neglected its streets for years choosing instead to invest in elaborate, fancy roads by the Antelope Valley development and then the arena. Lincoln needs to develop a more intelligent plan for planting street trees. Planting young trees in the hottest part of the summer and then not keeping them well watered sadly seems to happen frequently. This results in tree injury or death and tax dollars are spent a second time to replant a tree. Perhaps the city should invest in a city arborist. Also, the city needs to select street tree varieties that have deep roots. Planting maples as street trees is foolish because the roots are shallow and over time damage sidewalks. Pass a law that bans bicycles and skateboards on downtown sidewalks and then enforce that law. Friends have been knocked down by bicyclists and I've had many close calls. Investigate methods to clean downtown sidewalks of vomit and urine stains. Check the safety of the concrete awning that overhangs the main downtown bus stop (on the Golds Building).

I would like to see the turn signals used more efficiently throughout the city. There are some intersections throughout the city where the light changes to green when there is no traffic coming mainly from a side street and it seems like it stays on forever. Eg. the street going north towards the City Mission. This is just one example. There are several others throughout the city that I can not remember right now. Is there a way to report these? Change the city bus routes back to the way they used to be Eg. the College View bus now misses a wide range of people from 37th to 27th streets on Sheridan.

Streets of Lincoln are becoming dangerous because law enforcement is not making a presence. Poor driving habits, terrible bus drivers, speeders and red light runners are a few of the problems.

City gov. hasn't a clue, spending money on stupid projects. Let's start with roundabouts, west Lincoln beautifying project with trash, and junk around all business's brilliant. Closing lakes that's what I would do take what little bit of recreation people do have away from them. With taxes we pay you would think we would have more police officers, that I would hope they would do their jobs. In general stop wasting tax dollars.

Snow removal is slow on our street because it is a dead-end. I wish the libraries were open until 9 pm and also that Bennett Martin was open in the evenings. I wish there was a store within walking distance of East Campus neighborhood (but I know that's not realistic). Overall, I think the city does a great job!

The city allows blight designation to occur at the whim of those who stand to make the most money, not those who use the property.

Why do we allow people to park in their driveways obstructing city sidewalks? Why is the sidewalk snow shoveling ordinance rarely enforced? Why are semitractor trailers allowed to drive in the left lane of highway 2 and never ticketed? I drive this highway nearly daily and have yet to see a truck pulled over for a ticket.

We need more places for our middle school age kids in the summer and weekends. More theaters in town. The 48th, hwy 2, south 27th is terrible during rush hours for traffic. Hate you are tearing down the beautiful area by sunken gardens for so little done for the zoo. Spray areas for mosquitoes this year is horrible...the parks etc. homes....every where! more police patrols in the neighborhoods.

Fire is great, I have never had an issue with them. Police: beat cops are generally pretty good - we were burglarized about a year ago and aside from the initial interview from the detective and investigator.... we have never heard a thing. The beat cop were really nice and did a good job. We understand that there are lots of things that go on but a call back of some sort might be a good idea. We think our schools are pretty good too. That said, like many systems and businesses, they are top heavy and the people that are actually doing the work are under appreciated. I take all our recycling to a grocery store or other parking lot but I have never understood why some cities, such as Omaha, require recycling and it is part of the city garbage and we do it. We like Lincoln but the taxes are pretty high for what you would get comparatively to other cities with similar taxes. The Engineers and Planners seem to miss the target quite a bit. Too much of the city streets are torn up and then when you do a project many times it is patchwork and quick fix. A thin overlay or a crack seal doesn't really take care of the issue. We are fed up with new developments too that seem to get away with under sizing pipes, etc. that taxpayers later end up paying for. As hard as it is for Joe Homeowner to get a permit for something from the overly friendly people in that area it is hard to understand why the developers seem to get away with murder.

I trust the Mayor's judgment on policies for Lincoln. I distrust the Republicans on the City Council.

The roundabout at 14th & Superior needs to be opened to the 3 lanes and the flashing yellow lights need to operate normally. The tax payers paid a lot of money for the roundabout for it to only be partially used. Also, during the school year when the lights switch from flashing yellow to solid yellow (for the crosswalk) it doesn't register as soon as it would if it had changed from green to yellow. I'm afraid a child will be hit because a driver wasn't aware of the changing light. The right stop time at entering Superior street from I 180 is way too long. The turn signal at 27th and Fletcher needs to be operational on weekends also. It is a very busy intersection. If it is a game day plan on going home a different way as making a left hand turn from 2th onto Fletcher is a very long process. Lincoln is the capital of Nebraska, it should be in pristine condition.

Property taxes are too high but I believe a big chunk of that goes to public schools and not city. I give the city a lot of credit for the progress over the past 5-7 years. I feel more could still be done to improve opportunities for citizens and young professionals. Stagnant wages are a problem nationwide but Lincoln lags behind the average in our hourly rate. I'd like to see the city encourage sustainability more. The focus should be on business as this is where the lion's share of the resources are gobled up. Also, could something be done in conjunction with the refuse haulers so that recycling is included in their base

rate, or free or make it so they get savings which they in turn pass on to customers. It just seems like if you want to encourage people to recycle you should make it cheap and easy. I'd love to see more art and culture in the city. It seems that most Lincolniters are more interested in getting the next chain restaurant near-by than just about anything else. Things are still really Vanilla in Lincoln. I have been very disappointed by the upkeep of the boulevard (Idylwild) adjacent to my home. The city mows it about once a month and it looks terribly overgrown and neglected. There were supposed to be improvements as part of the Valentinos development. All we have is a terrible-looking park with shamefully commercialized 'new' name. I am really disappointed in the city and our neighborhood association over this project. Also, can the city work more with landlords to encourage ethical and productive land owners? Maybe classes, investor capital resources, cracking down on 'slum lords'. My greatest concern is with the inner/core neighborhoods around the University and west of 33rd street. There just doesn't seem to be responsible planning happening in those residential areas (aside from the Antelope Creek area). Thanks for the opportunity to give my two cents, keep up the good work and constructive evaluation of yourself!

Would like to see the recycling efforts amped up. (Example: required to recycle and limited on how much trash one may have) - Without adding additional fees for it.

Most of my reason for complaint has to do with the extremely high property taxes and cost of real estate in general. I moved from the Tulsa Oklahoma area where I owned a 1700 sq ft home in the number one school district in the area (Jenks) for \$133,000. My annual property tax was \$1700. Here that same house would be at least \$180,000 and my taxes would be at least \$2,200. Is land really that much more expensive here? There isn't nearly the population in Lincoln as there is in Tulsa so I wouldn't expect the demand to be so high.

Bus service needs greatly expanded and streets are in need of major repair!! The city council needs to leave their partisanship at the door!! They NEED to take care of the people!! We need more water parks/swimming pools! If we want a nice waterpark, we have to go to North Platte? We are the capital city! Why isn't ours the best? Why did we stop leading the state? Are we or are we not the capital city? Let's start acting like it!!

The city parks should not have unmowed areas

Lets keep up the recent improvement in amount of street repairs being completed. As the city grows, traffic load on our streets increases significantly and therefore the surfaces wears out faster than has been the case. Out of town visitors judge their opinion of a city by the condition of their streets. If taxes must be increased to accomplish this, I will support the necessary increase. ALSO, the city needs to hold city crews and contractors to a higher standard of quality of work. Some of the recent pot hole and paving replacement work is only slightly smoother than the surface was prior to the repairs. In the 21st century it should be possible to replace paving with a reasonably smooth surface. A lot of recent repairs are a rough disappointment !

When the valuation of property goes up, the mill levy should go down to reflect this increase.

I think it is time to 4 lane South 48th street. We have a continual stream of cars (1 to 2 blocks) long on that street every day. It is not safe and it is spending gas money and polluting the air. I was working for a client to buy a property to north of 48 and Pioneer and people were fussing. The client gave up on the project. Next the city put in a 3 lane street between Calvert and Pioneers. One lady I met told about living on so 48th she had a tree she liked "she told her husband if they were to take down the tree. She planned to chain herself to the tree before they cut it down. Some of us are near sighted. We need to love one another and 4 lane south 48. The pain will go away. We need to move traffic in

Consider Allowing the use of Recreational Marijuana for tax purposes. This would stimulate and help the city.

The main arterial roads have a "horrible" pothole problem. We pay the highest percentage of wheel taxes in the State and our roads are a mess. This is a problem.

Some of the things that I rated low was not because I thought the city does it badly, but because the city OVER emphasizes it

Building and safety has big problems. Apartment codes does a good job. Building permits has some very bad employees. Bad customer service. I know of a number of people who have been treated extremely badly by some staff. There are some very good staff that are very helpful. Then there are some that seem to delight in giving people a hard time and are extremely rude.

Park spaces need to be mowed. It looks terrible to see fields of dandelions and weeds. The Mayor mentioned prairie spaces in parks. These are not prairie spaces. I'm an ecologist and the overgrown weedy parks are not prairies. The grasses that do grow with the weeds are of a short species. To have prairie spaces the city would have to restore these areas to mid to tall grass spaces by seeding the proper grasses and reducing weedy species. Prairie spaces need maintenance too. Right now it looks like someone's yard that is overgrown. I'm very frustrated with the driving in down. There are so many places where you cannot get across town without being delayed in multiple locations such as 56th, 9th & VanDorn, Lincoln Mall construction, N Street, 70th Street. I've begun commuting 25 miles a day by bike and even the bike paths have detours. The biking laws need addressed big time to protect cyclists and motorists. I would like to challenge all the city officials to try to use the cab service or Handivn for a week. I have a relative that cannot make it to work on time, cannot arrive to appointments on time. She has to reschedule her appointment then wait hours to catch a ride home. If you had to rely on this service there is no way you would still have a job you would have been fired for always being late. You would appear to be every unreliable and not the type of person who could hold down a job. I think the city dropped the ball big time when it comes to serving the needs of its handicap residents. Relying on the worst ran cab company in the state, who employs drivers who are on drugs and cannot pass a drug test. A driver actually told my niece he was given over 30 days notice that he has a random drug test coming up. The fact that the city does nothing about complaints about this is beyond me. The city needs a bid enema where we can start over with some fresh faces willing to deal with issues facing residents and not their own agendas and protecting their own way of life, businesses and properties.

none

We need stricter rules for builders and new construction homes!!!!

There are other areas of this city that need attention other than the Haymarket.

there needs to be a response other than the range of 5 options for multiple choice questions. Some I don't have an opinion or don't care so I answer neutral

I believe recycle services should be included w/garbage collections, as some communities do.

**I WOULD LIKE THE CITY TO CLEAN UP MAJOR ENTRY AREAS INTO THE CITY AND ESPECIALLY AN AREA OFF SUNVALLEY BLVD ACROSS FROM THE SALT DOG STADIUM TO THE WEST; THERE IS AN ABANDONED HOUSE OR BUSINESS THAT IS THERE AND IT IS AN EYESORE. ALSO MOW MORE OFTEN ALONG THIS AREA; AND THE MEDIAN AREAS ON CORNHUSKER HWY.**

Lincoln's older neighborhoods are getting more run down looking. I have to go almost a mile to reach a park. Many of the parks are not kept up with mowing, etc. The bus service does not have an early enough bus service for me to take it to work, otherwise I would take it.

-Few good north-south arterial streets -South side sprawl is getting out of control -Please continue to develop and promote bicycle routes and services -Library services are wonderful and should not be cut

The parking in the new haymarket is a total joke. \$.50 gets you 30 minutes of time at a meter??? What a rip-off!! Then it's a \$10 fine if you go over even by a few minutes. Simply put: go anywhere in Lincoln BUT the haymarket. Furthermore, there are no other college towns that I've been to that charge to park at downtown meters on football Saturday's. Again- a total rip off. And I won't use public transportation because that leaves you sitting at a bus stop in either the 100% humidity sweating to death or in the -10 degree cold freezing to death. Either way, year round weather is not conducive for waiting on public transportation in Lincoln. Speaking of transportation, it should not take over 30 minutes to get from one side of Lincoln to the other. If traveling to Omaha from West Lincoln, it takes longer to go from West Lincoln to East Lincoln than it takes to get from East Lincoln to Omaha. And that's if you can do any of that at all without hitting a gigantic pothole & getting a flat tire &/or screwing up the alignment on your car that you can barely afford to because the taxes to own/license a vehicle are so ridiculously astronomical in Lincoln.

side walk on dudley between 28th and 30th on north side of street ? when will it get done

This year's construction has been horrible. Yes lots needs to be done but just patch work never works in the long run.

I would love to take the bus but the system just does not work. When I do see the buses they are never completely full. The downtown needs to have smaller busses that are more like shuttles from place to place the busses are too big for the traffic.

And the main hub should not just be downtown but have several main hubs all about the city. If it's to work then it need to run a bit later The bus drivers know the answers listen to them. Go to the places where the people need to go. Lots of new places such as Madonna proactive and the dr office around them. And I'm sorry why on earth is the drop off spot at the heart hospital a block +awayfrom the front door. It's dropping of heart patients you are just asking for it! The whole system needs redone. Maybe more like a subway system. I'd park my car and ride the bus if it would take me where I actually where I needed to go.

The round about at 14 & Superior was an expensive mistake. The fencing installed to make it safer has only obstructed the site of the motorist and made it more dangerous. The other day I witnessed a police car go into the inside lane of the round about, topped, turned on his flashing lights, then turn off onto 14th street across the other lane. After getting onto 14th he turned off his flashing light and continued at regular speed. It appeared he was not headed to an emergency, just changed his mind asto the direction he wanted to travel. The city wastes too much money on street medians. The ones on north 27 are now torn up again and it was not that long ago that these were all "beautified". We are suppose to be the "tree city" but they cut trees own in these medians that were not that old. The unsightly "Lincoln" towers in the medians along Cornhusker was a waste. It has been months since this project was started and all there is are unfinished towers of metal and weeds. I assume the parks deptmt will have to maintain these medians. The city continues to cut the budget of the parks, leaving park areas unmowed, but continues to waste money on these maintenance nightmares. The city and NRD need to do something about the Dead Mans Run. This as been a flood risk for homes and businesses for many years and all that seems to be done are meetings, committes and hiring consultants to say what needs to be done but no action. Unless of course the UNL Pecan fields are threatened and then suddenly mney appears to do work to protect the research fields while homes and business continue to deal with the threat of flooding and expensive flood insurance.

I love the direction Lincoln has been going this past decade and believe it is the gem of Nebraska! The city is exploding and its commitment to the downtown area is wonderful. Perhaps it is an idealogical difference, but Lincoln has been clearly looking t the future while the rest of the state appears stuck in the past. I would love to see more done regarding bike riding and the continued expansion of footpaths and walkability of the city. Parks are also extremely important. Lincoln can be the reason for oung people to not leave Nebraska as soon as they graduate high school or college. I would love to see people consider moving to Nebraska because of Lincoln. Nationally Nebraska comes off very unwelcoming, especially to the interests and ideals of young people. Lincoln demonstrates that we don't have to be that way.

I would like to see a more coordinated city-wide program for recycling.

-Why is it impossible to navigate such a small city in a reasonable amount of time? Road planning is nonexistent and light timing is idiotic. -More people would recycle if it was possible to do so more easily and less expensively. -Young people don't wath TV or listen to the radio. News comes from Facebook or podcasts. -Lincoln's councilman for downtown (eskridge) is disgustingly corrupt. -seriously does no one pay attention to where new roads are built or how old ones are maintained? Similar sized cites in the U.S. Are far more navigable. First thing out of town friends notice is how hard it is to drive in Lincoln. The Star Tran bus system seems to pander to criminals and gangbangers hanging out downtown, disregarding safety of young women and the disbled.

Need to ban styrofoam food & beverage containers, & plastic shopping bags. Need to require community service hours for littering& illegal dumping. Need crib side commercial composting. Need to continue repairing sidewalks & curb ramps for ADA access.

My biggest issue I have with our local government, is the lack of effort to get a south and east bypass started. It is way past needed, just drive down 84th st or Hwy 2 during the rush hours. We have plenty of money to do it if we just restructure the way we use some of out money such as the use of the impact fees. A majority of neighborhoods and residents would benefit form a bypass system.

Want recycling to include plastic film with #2 symbol on it. Do not want to be forced to subscribe to recycling service. Heavily use the north 48th street refuse and recycling site. Employees at refuse site are great. Feel city needs to always inclue parks in new developments. Wish school tennis courts would be unlocked. They used to be. Due to large numbers of youth and adults taking part in tennis activities, would like city to better financially support tennis in Lincoln.

Street light maintenance needs improvement,most citizens aren't aware outages must be reported to get them repaired. A significant irritation is the city's decision to continue to hold the 4th of July event on a workday. Businesses operate on the 3rd,emplyees are working and while it may save \$\$ for the city it negates the validity of the 4th. I also believe it exacerbates the use of illegal fireworks on the 4th. The haymarket area is a enormous accomplishment for the city's economy and image.

The Antelope Creek project saved the city this spring and summer when rains could have flooded the central parts of the city. I would like to see more security on the bike trails as I feel less safe walking alone in some previously secure areas. I also think the activities at Wilderness Park makes it unsuitable for walking alone or families. It now has the image Antelope Park once had.

This survey did not allow for a NA or service not used

need to do a much better job of maintaining streets here. Parks need to be mowed more frequently. When they are not it gives a "blighted" perception to residents & visitors alike. Need to pay closer attention to what's happening @ LES. Customer service has declined over the past five years there having a particularly adverse effect on low income customers. Lots of older workers there are being forced to retire sooner due to age bias.

The City must increase Impact Fees \$1,000 for streets and \$1,000 for water for each new construction house. The City must stop increasing wheel tax and water/sewer rates because impact Fees are being held artificially low. Water rates (or taxes) have increased 5% practically every year. Since 2002 water rates have increased over 60% and it was necessary to do so to pay for the new Ashland well fields and connecting lines to Lincoln. These developments were necessary from the impact of growth and nothing else.

Too much is spent on beautifying downtown at the expense of the other areas of Lincoln. The TIF is used inappropriately.

Work on the city's infrastructure! More sidewalks, walkable neighborhoods, and roads that don't get backed up for several blocks. Widening streets won't do the trick - that is proven to just invite more people to use a road. Please consider building a series of "loops" around and within the city (look at Houston for an example). Lincoln is growing, and if we don't start doing something now, we will turn into a mini version of Austin, with its huge traffic problems. We also need more "pockets" of meeting places within neighborhoods rather than tired strip malls that turn people away. Coffee shops, ice cream shops, independent book/toy stores, restaurants, etc. at corners like 17th and Lake or 33rd and South (esp near a school) should LOOK presentable so that people want to go to the businesses. Some sort of incentive to the property and business owners to make the businesses look better or even to attract different types of businesses would help. See Minneapolis (specifically, the Fulton/Linden Hills areas) for examples on how to do this within already existing neighborhoods so you don't have to turn every neighborhood into a Fallbrook.

The Mayor and City government do a great job listening to the community members. I hope that efforts to make Lincoln a Great City will continue going forward, continuing efforts in walkable neighborhoods, parks development and maintenance, green spaces, and public transportation. I do wish there was a better way to connect the North side of Lincoln to the trail system away from the main roads like Superior and 27th streets. I would like to see a study looking at the 27th street intersections of Superior and Cornhusker Highway to improve traffic safety and flow. I would like to see recycling encouraged at businesses and organizations. I am surprised that so many buildings in our city do not offer recycling.

Police need to respond to complaints about fireworks. A ban on loud fireworks is needed. I'm a combat veteran- this is a serious issue.

We need StarTran bus service via freeways, at least for commuters. Supermarkets are closing their stores near downtown and moving to the outskirts of town.

I'm very concerned about the overuse of TIF in the city. It is a stealth tax since it puts pressure on the other taxing authorities especially the schools to levy the maximum they can to make up for the loss of tax revenue. There is more to Lincoln than downtown, UNL and the Hay Market. The sweetheart deal UNL got to play in the Arena will come back to bite the city hard.

The city needs tougher codes and enforcement of codes on maintenance of rental properties in the city.

Would like to see more rehab of the older neighborhoods. Also repair the streets and sidewalks.

Very few streets are in good shape.

My valuation went up a lot this time. I don't mind paying more in property taxes if I see improvements in streets and other public areas.

Would like to see a good bus service in Lincoln so I can get where I want to go when I can no longer drive.

Please keep the public recycling drop sites. I have used these for several decades and do not approve of how recycling is collected by other services. Also in light of the loss of life during this spring on Antelope creek, warning signs must be posted to prevent another such tragedy. How can the project be called a success if it resulted in the death of a UNL student? Finally in the event of another flooding event which requires people to evacuate there needs to be a better way to keep citizens informed of the situation. I had no idea the flooding had reached such levels of concern until the following day.

Garbage Service needs to be looked at. 6 companies service our neighborhood now. That is a lot of truck traffic for no reason.

Tried to leave a message for the mayor. Got cut off by the snotty secretary !

Please improve city street conditions. If park space is grass, then it should be mowed and if no resources then consider maybe putting area into development and back on tax roll.

I tend to focus on what the City (elected officials and employees) do well, as opposed to what may be done poorly. Compared to the city of my youth, Lincolniters are extremely fortunate to have people representing our city who are so interested in excellence and work very hard to provide that quality of performance.

I think it is great that our city councilman attends our neighborhood association meetings on occasion. Way to go Carl!

We need some more careful planning on the SW side of Lincoln, it is starting to get an industrial feel. Building codes should be strictly enforced. There are still lots of potholes on 84th street.

Please keep Wilderness Park wild. Trails should be trails, not 15' freeways, and follow the creek. The park did what it was supposed to do during this year's flood.

It would be nice to have more parks and pools in southeast Lincoln. I wanted to put my kids in city summer camps and there was absolutely nothing in my part of town. Those with a higher income also want these opportunities for our children. I felt these programs were only offered in the parts of town that tend to have lower income. The closest park is Holmes lake, the only one in the area so it is always crowded. It would be nice to be able to walk or ride our bikes to a park as a family.

I would like to see City Government work at passing employment, housing and public accommodation protection for LGBT citizens.

On balance I feel the City of Lincoln is heading in the right direction. The new Arena, West Haymarket, Old Haymarket, Haymarket Park, Innovation Campus, Union Park, etc. have all been beneficial projects. The Angelou Plan and the Vision 2015 Group had a lot to do with this. I am pleased to see that the PfED is pursuing the next plan. We seem to be coming in at the top of a lot of different indexes, (start a business, raise a family, find a job, etc.) The one thing I feel Lincoln needs to do is to focus more on our national/international "Brand". Lincoln really has no "Brand" to speak of. We are not noted for any particular type of food or cuisine, no particular music genre. No unique historical architectural style. Yes, we have football and the Huskers, but that does not translate to a high level interest among non-Nebraskans living outside of the state. I really think we really need "discover our Brand", and promote it to the rest of the world. [NAME AND PHONE REMOVED]

Lack of planning on transportation. Going north to South or vice versa on the East side of Lincoln is not acceptable and it does not appear anything is being done about this issue.

The streets in my neighborhood are very neglected. Never see a street cleaner come by and when there is snow, parking bans are not enforced. Go to the south or east parts of town and their streets are very clean. In the downtown area, where I work, from 18th Street to 20th and O to K the parking bans are not enforced and cars are not towed when there is a snow emergency. Since you all allowed for the Matt Talbot building to move into our area the value on my home keeps dropping every year. There are drunks, drug users and homeless people always in our parks and only a couple of doors down from a police station and they (LPD) don't do a thing about it. Sincerely, Clinton Neighborhood resident.

Please take a careful look at the ambulance service in Lincoln. Please consider having an outside agency do a needs assessment. Most people don't know how we are being ripped off. There is no research that shows we need so many paramedics. That adds a huge expense to the public. And does nothing for care. In fact it decreases response times. But public officials seem to be afraid of the fire department (even to the detriment of our citizens)



Of the issues I have seen in the past few years: Parks Dept. -- allowing some area grasses in the park more time between mowing -- I support this. I personally like the more natural look of the parks this way busier areas better manicured while other areas are longer. Public Safety -- Dispatchers telling people it will take 20 minutes or more for an officer to respond to a stranger crawling into a car at 20th & Nebraska Hwy, and "could you ask him for his ID?" People with Alzheimer's or dementia can also be dangerous (sundowners, etc) Or that they can't respond to an animal call, the transfer button is broken (10 years ago, but when a dog is not letting you get to your own child in your van in your own driveway for 20 minutes & dispatchers won't send help might as well shut down 911 service) I WILL NOT FORGIVE THAT "ERROR". Middle class - to lower-middle class neighborhoods (houses median cost \$100K - \$150K) are ignored while the city balances improvements between higher end neighborhoods & low income to balance. POTHoles again are awful, especially in turn lanes and medium use streets, you can't turn a major corner without hitting them. Detouring traffic from city project into a State project (W Van Dorn St to Hwy 77 bridge project) shows that the city does a VERY POOR job of working & coordinating with other agencies/governments or doesn't care either way very sad for the taxpayers trying to use the streets. I no longer work there but have worked at PW/U - I have seen & heard the attitude. Detouring traffic onto streets with normal much less traffic and not adjusting traffic lights accordingly, so everything backs up and people can't get out of the neighborhoods due to increased flow and cars backing up. Snow removal in school zones needs to be improved. Ice, vehicles & children crossing on very narrow neighborhood streets are a tragedy waiting to happen. Especially after it gets packed so bad from traffic that it cannot be cleaned off the roads and ice remains for weeks. Racing on streets within the city (Nebraska Hwy for one) I can hear & see the cars, but apparently law enforcement cannot, never see/hear them chased sirens or stopped. Not enough enforcement of turn signals, but it is hard to enforce laws the you don't see law enforcement following. Following too closely in traffic should be ticketed more often before accidents, maybe then we will have fewer accidents. Lot of people will get behind you (at speed limit) and will posture (offensive driving) until you speed up or they can get by it works and NOBODY EVER stops them so why not do it. Red running as the light has just turned and the car in front of them made the turn safely on a yellow. (this is both an engineering & enforcement problem) Should not have to wait for 3 - 4 lights to get through an intersection while only 3 cars/semis get through at a time (Nebraska Hwy at 14th, 20th & 27th) Bicycles not obeying traffic laws passing on left (in gutter) at stop lights/signs yet vehicles have to continuously pass them giving at least 3 feet of clearance on busy streets. But yet the driver of the vehicle was to blame. Not enforce bicycle light laws. 8:30 in the evening man in black clothes in a poorly lighted urban street 21st & Sumner (approximately) screaming at me when I stopped and looked twice and could not see him until he came from right side into my headlights after I began to go he was going as fast as he could as well, probably better than the 25 for the area. Believe it or not they are subject to tickets for passing on left & I believe there are laws on books requiring night-time lighting. Closing streets "fixing" them then having to come back only 2 - 3 years later to "fix" them again because 1. poor design; 2. poor contractor management (that is what Engineering - Services and city inspections are for) or 3. this is the scariest thought of all -- guaranteeing buddies in the construction business will continue to get great city contracts because prior work was shoddy & uninspected the first time it was built or e-built. . . otherwise known as planned failure. The funniest aspect of this is the Antelope Valley project in the Zoo area when it started falling apart before the services were accepted and were caught by the public so there was no hiding it. Among other problems with that Joint project. Incomplete projects lagging from prior years & not getting finished (W Cornhusker Hwy to LAA is an eyesore!) Weeds & mud in the new incomplete medians look from last years incomplete project is lovely, Reminds me of the South St Bridge Project of a few years ago. I am an accountant who has worked for/with the City, State & Federal Governments especially with/for Civil Engineers, I am also very observant. Things are not as good as talking points will allow anyone to admit to and the public has a short memory, lucky for politicians,

On snow plowing, it would be helpful if the city announced which neighborhoods would be plowed and on what days. I do not have cable t.v., by choice/saving resources, so will not be able to see such announcements on tv. The local newspaper would be a perfect place for such an announcement. For jobs, there needs to be a reasonably easy way for those who have lost jobs, especially in their 50s, to get retrained. One way would be alternate certification (but that is probably a state issue, which the city could influence make happen) Affordable housing, as the university expands in numbers and the Haymarket and arena expand, the cost of housing is going up. Guidelines for such housing would be desired, something like the old rent control in NYC. Recycling--there are many options, but too many trucks driving through neighborhoods to service the same area.

Temporary traffic control needs to be addressed in general. If no work, please remove the sign that says what lane is closed when there is no lane closed. Places for kids to go without costing an arm and leg. Why do parents pay at a center and once a child hits a certain height they can no longer play. What is my 7 yr old to do when other siblings are playing. Children seem to be taller these days. I enjoy the spray park but there is no parking and very congested.

This survey does not allow real responses to questions, as there are more items that need to be commented on or be explained or elaborated on.

The Haymarket was sold as a play to Live, Work and Play. However, WRK's management staff is so concerned about the 'brand' of the Railyard that the slogan should be "... Live, Work and Play like you are in your grandmas house" ... There were no question on parking issues, public wifi/fiber network development, questions on homelessness or community health. Health is more than healthcare and it would be wonderful if their was an initiative to engage each department/division about how they could contribut to that reality.

We public transit service across the city and 7 day a week.

City of Lincoln Employees need to be City residents; paying City taxes and having a personal interest in City services. City residents should be able to get City jobs instead of positions going to people who don't live in the City City needs to care mor about the City residents and less about the University. City needs to outlaw all these fire pits. Neighbors have fires burning so large that they would not be allowed in the County! The sparks and smoke are overwhelming with the smoke odor still in th air the next morning. They need to go!

Better planning in streets-by time they are widened it is at least 5 yrs behind the need. In general the majority of streets in Lincoln are in terrible shape. Don't close & widen a few blocks of a street & then in a few years widen a few more blocks farther a long in street! SE beltway have been promised for 40 years! Try being PROACTIVE!! Eliminate wheel tax or include bikes in annual license & wheel tax law also. They ride on the streets not the bike paths taxpayers have paid BIG bucks for & ignore therules of the road a car driver would be ticketed for violating. Decrease % of property tax dollars going to LPS. They need to live on a budget too. Have school year round to enhance student education-teachers certainly have plenty of planning time.All ofthe schools are air conditioned and heated. When you commit to having a child with that comes the responsibility of caring for that child 24/7 year round! Every other business expects employees to do more with less- fewer resources, same pay, no extra tme off, fewer employees to do the growing workload & expectations. Parks, library grounds, medians, roadsides look horrible with overgrown weeds, grasses, etc. Pave the medians-overgrown plants & weeds interfere with visibility as well as look tacky. Be roactive with putting in needed stop lights to enhance traffic flow & safety. Quit abusing the use of TIF. That is in the end our tax dollars! How is spending an outrageous amount of money on "beautification" of an alley more important than doing something to improve quality of life. Spray for mosquitoes & mow public areas so people want to safely use parks instead of worrying about what the overgrowth of "prairie grass" harbors-- insects & rodents with diseases,etc. If we can't afford to do that on currnt budget just pave it or bale it and sell it. Detours with "take alternate route signs" are a joke when the next through street also has been closed for road work. Closing sidewalks downtown & forcing pedestrians to walk in the street is just wrong & stpid. What about the people who have disabilities-short or long term & have to use walkers, canes, or wheelchairs?? Ever had to ride over the streets with multiple pot holes on the way home from the hospital after surgery? The handicap spots are usually fll when you need one & you have to park 5-6 blocks away in a parking garage. That is the MAIN reason we don't go downtown unless we HAVE too-- accessible parking. Work out arrangement to open state & federal parking garages to public in evenings, weekend, & holidays when they sit virtually empty. Make decisions based on the 300,000 people who do live in Lincoln and not on the politic points scored for re-election. There are reasons so many people commute to work in Lincoln & not live here & pay all of ur taxes! Get the Lincoln airport competitive in fares & flight options & they won't choose to drive to & fly out of Omaha, Grand Island, or Kansas City. Losing a lot of revenue there!

All new work seems to be geared to the haymarket. We need more restuarants, entertainment and things to do in northeast Lincoln.

The Keep Lincoln & Lancaster County Beautiful program is awesome!! Well run!!

City public transportation is the biggest weakness in city services. The city needs to spend more to make the system efficient for citizens, both for the sake of the people and the environment. People simply will not spend hours taking the bus somewhere wen they can drive and people who cannot afford a car also cannot take many jobs because there is literally no transportation at the hours they need. The old-fashioned bus schedule ending at such an early hour and none on Sundays needs to be changed so people can use it in the evenings and Sundays. It would be a huge benefit for Lincoln.

Why can't we be more like Madison WI. Which is a similar sized city? Lincoln has serious inequality in quality of life for residents living within a mile of each other. City needs to focus on its core. Better public health. Public transport Public infratructure mental health, grocery store and Better housing downtown, recycling and a much stronger push for green energy to mitigate climate change.

One of the biggest needs that I see is improved public transportation services, mostly related to hours of operation and making the routes and schedules more easy to understand.

There are lots of great development projects happening downtown - student housing, Centennial Mall redevelopment, N Street bike lanes. More of those please! Recycling pickup as part of the trash services would be amazing - Lincoln is a great city but it's really lagging behind in that area.

Litter is a problem in Lincoln. We need better effort on recycling, reducing plastic & styrofoam bags & containers that make up most of the litter problem. While Pinnacle Bank arena promotes itself as a "Green Arena" it does not offer a composting service for concession food waste. To be green, they need to have a composting program.

I'd have a very positive opinion of city services if someone would make the slum lord who owns the apartment across the street [ADDRESS REMOVED] clean up his act and screen his tenants. I've called the police countless times over the years been summoned to court four times, had my tire slashed and car keyed, contacted the department of buildings and safety about trash and overcrowding (and was told that there's little point in reporting overcrowding since it's very difficult to prove), joined the neighborhood association, spoken with police and city employees, and nothing ever changes. I'm still routinely awakened at night by drunken parties and fights. I've resorted to going to bed wearing ear plugs most nights. And just yesterday two children from that building dug a bunch of holes in my front yard. If it's not one thing with that building, it's another. More attention needs to be paid to poorly managed properties in Near South. Quiet, law-abiding residents are being driven away. My husband and I are hoping to sell our house and move ASAP. Ours will be the third home near this problem property to be listed for sale in 2015.

We need to, clean up the streets

There are a couple serious safety-related transportation issues I feel the City should address ASAP. First, traffic congestion into and out of the downtown area during rush hour could be substantially alleviated by developing infrastructure that would be better suited to bike and/or moped access. As is currently the case, myself and everyone I know who prefers to ride a bicycle (as opposed to driving everywhere) currently are unwilling to risk injury or death to get to and from work. The main traffic on the main streets is just too fast and congested to bike safely. Aside from the environmental impacts of heavy traffic, the current traffic levels and street designs are extremely unsafe for bikes and mopeds. Second, I live close to 27th street and use it as often as possible to get to and from the gym, grocery stores, and other needed services and I am constantly amazed at the high volume of traffic on such a narrow street. Even the turn lanes do not provide the space needed to remain safe while attempting to turn in traffic. While traffic is higher this summer due to other road construction projects, the same unsafe driving conditions occur at all times of year. The City would be well-served to address this issue and provide better infrastructure for this well-used street, including widening and adding lanes, additional traffic signals, and increasing visibility to side streets so that exiting and entering 27th is less dangerous. Thank you!

We really need a bike lane on J street to Lincoln High And Downtown. There are a lot of bicyclists who use this route and it's not safe! Can you change the parking rules for only one side of the street and paint a bike lane? Also, we need horse crossing signs at Wilderness Park. And better lane signs at J street and Capital Parkway. Cars almost hit me every morning! Thanks!

Parks are not being mowed/maintained, yet the city wants to have more parks. City streets are filled with pot holes, north 33rd is awful. We're tearing down a lot of our history, & putting up boxes in their place. We're installing too many roundabouts & not lining them up with the existing lanes, 14th & Superior for example. The ones near the Stadium are nice. Roundabouts should not be put in at heavy volume intersections. We have great parks & trails, PLEASE maintain them or they will no longer be great! Bring back the 48th St. Shuttle Startran route & go back to the old routes, when we had the downtown loop. Remove the bike lanes from that downtown loop. & if we have to have the bike lanes, put them on a less busier street & DON'T PUT THEM IN THE MIDDLE OF THE ROAD!!! I like the idea of the protected lane, on the edge of the road. There is more to Lincoln than downtown, Haymarket, & south Lincoln!!! How about revitalizing northeast Lincoln too! Bring back our full size grocery store, to UNI Place! Take care of that rundown building on Havelock Ave. in Havelock. It's had barricades up for years!!! Promote growth & new restaurants & businesses in UNI Place, Bethany, Havelock, etc. All new restaurants don't need to be on Pine Lake Rd. Open more than anotherurger King, McDonald's, Runza, Taco Bell, Amigo's, Wendy's, etc. How about Steak N Shake, Spangles, Denny's, Which Wich, etc.

Why are we still paying the Arena tax?

We have an idea for the tree trimming problem. Instead of planting trees on the city owned terraces in the neighborhoods where the city needs to maintain them, offer to supply and plant free a tree for the home owner to plant away from the curb in exchange for their willingness to trim, water and maintain the tree. We have seen many areas where the trees the city plants are growing into the power lines or they have branched into the road making it hard to see thru them. It would also be good if the city would place no parking signs on one side of the street in busy traveled neighborhood streets such as Lyncrest Drive.

It is a hazard to try to pass parked cars on both sides of the street when driving. Lyncrest dr. between O St. and Dale drive is very busy with Eastridge and Taylor Meadow residents using it several times a day. Thanks for this survey. .

I've watched ambulance services more than DOUBLE in cost for the same distance to the hospital when compared to years ago when the Fire Dept. handled ambulance services.

my main concern is that the city continue to concentrate on making sure established neighborhoods are not neglected at the expense of new development as the city grows. I want growth to be carefully monitored so that we only grow as much as needed (no urban sprawl). I am happy with almost all of the other areas of city services. I also appreciate that aesthetic design standards are taken into consideration when planning new or replacement development. For example, new roundabouts and landscaping when the city reworks streets and intersections such as the one at 11th and D street. I appreciate that they are using environmentally sound water-wise landscape design. I wish there were more standards on the amount of lawn space, that is irrigated and just for looks, of local businesses. It should be planted with water-wise plants. I feel water use is an issue that should be addressed.

Our streets are not taken care of. The Mayor decided to implement a feature into the city disrupting traffic, destroying local businesses; in order to create a monument to his over-inflated ego.

Police services and staffing are greatly lacking. Response times have suffered due to a lack of officers. Lincoln residents shouldn't have to sacrifice safety.

Way past time to not only stop adding and increasing taxes, but lower them. And there's nothing wrong with decency and morality.

Our parks are overgrown w/weeds - nice mosquito havens!!!! Van Dorn, Rudge, Irvingdale, Taylor Meadows. Our city is YEARS behind in recycling. I moved back here in 1984 from back east & I could not believe there was no recycling!!!! What took us so long to finally get on the "band wagon". And now everything new is downtown-Haymarket --- AND GOOD LUCK FINDING PARKING!!!!!! Everyone does not want to go downtown!!!!!! The good old boys from years ago are still supporting, running our city & telling some where their/our money should be spent----and it is rather obvious!!!!

I do not believe that the city is bringing in the higher paying positions. I have had to work short term positions since the 2008 recession, I cannot get a permanent position, even with a M.S. and 30 years experience. It is very frustrating and lowers our quality of life to be always looking for the next job.

Too damn much money spend on crap for the University of NE, look at our streets. Money talks in this town big time. Taxes are horrible for what we get by paying the god awful property taxes. No wonder retired people leave here. Their smart.

Too many parks Not enough money to maintain parks Not enough baseball fields and other fields for youth sports and to host youth sports tournaments to generate economic activity in the city. Why should Council Bluffs, Omaha and Grand Island be hosting scores of tournaments and not Lincoln? Not enough low income housing paid for with federal tax credits and private financing (like what City Impact did). Streets and safety always should be #1 priority.

It appears that some of your questions to ascertain the knowledge of a person's engagement with the city budget may, in fact, be attempts to influence them. I think we need more police and fire fighters, you have a question specifically about that in your questionnaire. The mayor stated in his campaign that there were no dollars available for additional police, nor were there any for roads. Now that the election is over and he was forced to answer questions, we have all of this new money to build more roads. Pay the cops, pay the firefighters, build the roads. that is your job. If you want to begin competing with larger cities, start to build more athletic parks like there are in Sioux Falls, Kansas City, Omaha, etc...

Please fix NW Beal Street from NW 7th to NW 12th!!!!!!!!!!!!!! Well over 100 potholes, severe damage!!

Thank you for asking.

The financial condition of the Lincoln City golf courses is extremely poor due to long term mismanagement of the golf fund.

If the Mayor and the City was as concerned for our city streets as they were for pushing the Hay Market program through the City would not have all the problems with the streets they have now. There is more concern for the Hay Market and the

Down town are then for the rest of the city. This mayor should be fired or resign from office as blind as he is about the rest of the city that doesn't include the downtown area.

Many streets in central Lincoln need total resurfacing! Randolph, A Street, 27th, 14th between Hwy2 and US 77, 33rd are a few. These streets are continuous potholes, some filled but very rough for my 2015 new car. Do arterials before neighborhood street. Fill potholes on neighborhood streets. Keep police vigilant in area south of capital, a high density neighborhood. Enforce codes on rundown rental properties--and force out of town owners to correct deficiencies.

Not enough fire stations, I know we are adding stations with the new tax but we are not adding the staff, we are moving companies from other stations. Our fire apparatus are junk!!! poor replacement plan. Previous Chief was a joke as a leader looking forwrd to the future.

I'd love to see Bennet Martin Library get a new or remodeled building near their current site downtown. Also, with online holds, maybe more mini-libraries (size of a garage) around town where you can pick up your holds, get on a computer, and/or read a maazine while the kids check out items.

If you want people to be happy with city services, put together a panel of people who use those services and listen to their comments and recommendations very closely!! That panel will tell you the right way to go and the right way to get there! I would sggest putting on that panel the most knowledgeable person about city services and city politics I know: [NAME, PHONE, EMAIL REMOVED]

I disagree on the City of Lincoln Public Work's policy that they have chosen to spend more time and money on residential streets that are less than 25 years old. I feel that this is discriminatory against older neighborhoods who also pay taxes yet still ave their original curbs and multiple "patch" jobs. This decreases the "ride-ability" of these streets and also decreases the desirability of these areas due to lack of "curb appeal".

Moved back to Lincoln a year ago after living in other states for 15 years. Much more expensive living here. I am retired and may move out of state to save money. Hate the Pinnacle tax when I eat out. I don't go to Pinnacle so shouldn't have to pay for it Let people who go there pay for it but the mayor loves to tax and spend.

energy effienct and recycling is nice but not important enough to effect daily living of this city. road maintance and snow removal need to be better planned and when needed done at non peek hours. when major throughfares are to be closed as during the floding better notification to public is needed and exact locations so drivers may avoid these places.

like to see more road work pot hole repairing on street that was not repaired as yet from winter time .

I think the property taxes and licensing fees for motor vehicles are nothing short of armed robbery. I had a 4 bedroom, 2200 sq ft, home in Kansas City and paid \$1,000 less per year for property taxes than what I presently pay for a house in Lincoln thatis 1/2 the size. If you want more businesses and residents, you will have to greatly reduce the taxes and fees. Unfortunately, we are stuck with the present mayor and staff so complaining about their inferior efforts in proper city management.

City engineer Roger Figard does an outstanding job.

Public education needs to be funded equally across the zip codes. Students in certain zip codes receive less funds than others. Parks and Recreation has been cut over the last decade severely and in the last budget cycles was increased. That departmentneeds to be restored to the levels of the late 80's early 90's. Parks and trails bring economic possibilities and new residents to Lincoln along with good and equal education for all of the students. Wilderness Park had it's own maintenance crew. There i a need for all of the crews to be restored with full time personnel, not seasonal. Edible landscapes will provide local food for all the residents. Apple, pear, peach trees, hazelnut/filbert bushes, pecan trees, service berry bushes etc. They are also eautiful and good pollinators for butterflys and bees.

Need some sort of a rebate on trash services for those who pay for and do a good job in recycling

Parks and Wrecks could do a much better job of taking care of the Wilderness Park trail system. The curent move to urbanize them is wrong, they should be kept wild, but maintained to NPS/USFS/AT/PCT standards.

I am pleased with all that has been done to improve the Hay Market and Antelope Creek areas, but feel our local parks need more maintenance. I go for walks through the park nearest to our house about 2-3 times per week. I'm dissatisfied with the amount of weeds that grow along the seasonal stream. There are times when I am tempted to take the weeds out myself. The total esthetic view would improve greatly if the weeds were removed 15 yards away from each bridge. The play area also looks run down with overgrown weeds.

Lincoln households and small businesses need a place to take hazardous chemicals for proper disposal anytime of the year. This will help to make a safer city by protecting water, people and property. Residences also deserve better management of their waste and recycling materials. It would be great to see some volume-based services. Our family of four recycles more than we throw away.

I would like to see better snow removal service on the side streets. Overall, the city's stormwater management system really came through this year with Antelope Park and Wilderness Park. Good job. I would like to see more resources diverted to Wilderness Park. I would like to see more comprehensive recycling service and more effort to use clean energy sources.

Tripped on uneven sidewalk more than a year ago. Was told it would be repaired "next year" still is not related! I have daily issues with my ankle that was injured and now have issues with my other foot due to this injury. One small trip on uneven sidewalk and my life is forever altered! Put it back on the homeowners to fix! Obviously it is not a priority! Also when requesting certain services for the local park such as clean up or filling in deep ruts on playground with gravel it goes undone or clean up is done half assed

I'm not a fan of the public forums or the meetings you invite the public to. They are more for show than actually wanting or accepting views of the public and making changes. Decisions have already been made and you invite the public to come and talk and then do whatever you planned to do anyway regardless of input. This often seems to result in more money spent on the option the city chose or money being spent and nothing being done. It also makes people not want to come since their input doesn't seem to matter or change things anyway. Perfect examples are the money spent on the Startran study, routes being changed that were less convenient and people were against. Also things that were supposed to be done that never came about. If the money spent for study had actually been spent on services it would have been a better use of funds. Also not impressed with the roundabout at 14th & Superior that resulted in the extra money spent so it actually used effectively.

I am very satisfied with the job Mayor Beutler has done. My areas of dissatisfaction are public transportation and the continued presence of substandard housing and businesses. Residents living in older houses face silly restrictions like porch railing eight feet but can live next to a property that has peeling paint, weeds and has been vacant for years. Also, we still have too many slumlords

The current City administration seems to lean heavily towards raising taxes vs. looking at cuts or making systems more efficient.

I wish there were city owned recycling pickup, maybe for a small cost, all recyclable materials to go to the city. Even if the pickup is only once a month.

Do not put more money into snow removal. City libraries and rec centers are important-need more hours, not fewer. Keep working on bike paths-one of the best parts of Lincoln!. Put extra money into libraries and rec centers, not more police/firemen. I continue to be impressed with Mr. Casady and the outstanding efficiency of our fire and police departments. Could you include questions about contacts with the fire/police department next year? (Mine have all been very professional).

Despite the public and media rhetoric, it appears that the city fire department has plenty of staff. I continue to watch with amazement as 4-6 fire department personnel respond to every ambulance call (neighbor falling down their stairs). Two emergency personnel did the work while four watched (not happening in the private sector) Also, we often take a large fire truck to a non-event. Finally, the snow plows do a much better job plowing my local trail than they do my adjacent road. Last year, the HOA plowed us out before 6 a.m. The city snow plows showed up two days later. Good thing I have four-wheel drive. The city of Lincoln needs to focus on good quality private sector jobs. Jobs created at the University or by other public entities are not true economic development. On a positive note, the Railyard has far exceeded my expectations. My compliments to the planning effort around this large project.

Need to clean up inner city south Lincoln. Need to have some sort of mandatory recycling. Need to get a plan in place to deal with Ash Trees and white Pine trees ( need to be mulched, no fire wood)

None at this time

West A St. between SW 30th St. and S Coddington Ave. needs to be repaired in several spots that dangerously bounce vehicles around. There are no shoulders and there is a drop off on both sides. I've been driving on this road as it has become worse and wore over the last 9 years. There have been orange barricades on the side of the road for several years because the road is deteriorating right on the edge of a deep drop off. This is a bad accident just waiting to happen. I inquired in the past and they said there are no plans to repair this road.

I don't understand why city golf fees are so much higher than for profit courses. I am also troubled that recent sidewalk work has made crossing much worse for handicapped people.

the Lack of Road Planning in Lincoln Stinks. #One Priority as publically noted is Widen 27th Street. #2 Priority is Build the SOUTH BYPASS. #3 Overpasses on HWY 2-(not more BICYCLE overpasses, trails, lanes) LINCOLN is growing but We have a Narrow minded Downtown Mayor!! With a City Counsel that rubberstamps his agenda! LINCOLN Traffic Flow is non-existent. Traffic Control to Lincoln Street planning??? is Stoplights & Stop Signs-both begin with STOP! Which is why LINCOLN Traffic is a Joke in Lincoln &Especially to anyone who Lives in Omaha or visits Omaha! WHY IS OLD CHANEY A MAYORAL TARGET BUT NOT HWY 2, NOR 27TH STREET>Which has 5 of the Top 7 busiest Intersections in LINCOLN! Mayor roundabout turns a Blind eye, unless, it is Bike or Downtown-even alleys downtown seem to have priority! NOW is the time to have a Real Traffic Plan as we grow beyond 300K & more!

There is much work not getting done or getting done inefficiently because there are not enough city staff to get the work done in planning, urban development and building & safety and parks & rec. I also have noticed a disparity in how road work and design are done in other parts of the city. The round about at 14th & Superior is unsightly with lack of mowing, chain link fences, hideous street cones, etc. This would not be tolerated in other neighborhoods where there are roundabouts. Also, the 11th Street improvement project was a debacle with design, public engagement, plantings, bike lane, etc.

Startran needs to run past 7:00 and on Sundays.

Mandatory recycling and composting! Get rid of blighted homes. (NeighborWorks is great non-profit) Would love to see vehicle safety standards and regulations enforced. Bike awareness - more understanding from motor vehicles. We love the trails but we have to ride the streets to get to where we're going Thanks for doing this survey

Do your best to ignore whatever Republicans, LIBA, or KFOR says.

Inequality is the biggest issue at hand. My neighborhood (Clinton) is not given the same level of attention, service, interest or investment that somewhere like SE Lincoln neighborhoods might. There is no excuse for this other than greed and lack of decency by either city officials or those whose interests they serve. I'm looking at you Jon Camp.

More renewable energy, more green spaces downtown (less concrete patios and performance spaces).

Thank you for offering this survey.

Laveda and Cheryl at the Human Resource office are great employees! They display a caring attitude and willingness to assist you. They deserve all the props they can get!

Thank you for soliciting citizen input.

pothole repair is extremely poor and ineffective. streets are deteriorating at an accelerated pace due to ineffectiveness of city government

A large note of appreciation to the staff at Parks & Rec for their work keeping the bike trails clear each winter; your hard work is much appreciated.

I am greatly disappointed over the state of the city streets!! We have NOT been keeping them up as we should!! I would GLADLY pay 10% more in property taxes to have the streets maintained as they should be!

All residents of North Lincoln feel that South Lincoln gets the best service - it's more prosperous and has more influential people in it. South Lincoln neighborhoods would not put up with the lack of street lights we have near East Campus. We've been told if we want more light, we can feel free to install and pay for them ourselves. Fortunately, there has not been a major crime, but it's only a matter of time. This 4th of July, the fireworks in this neighborhood were ridiculously loud and long-lasting with no law enforcement in sight. Love the neighborhood, but definitely feel like second-class citizens. Also concerned about the Haymarket/Railyard area - how many units can be built without parking provisions? It's gotten to the point that I won't go down there because parking is so difficult. Now we have student housing added to the mix? Stupid!

Having returned to Lincoln after 28 years in Connecticut, I am impressed with the growth of the city and the ease of living here. I am however concerned with the emergence of a significant percentage of residents living in extreme poverty. I hope the City and County governments will invest as much effort and funding in services that help families move out of poverty-- education, public transportation, quality child care, affordable mental health and addiction treatment--as they do in quality of life services that are more geared to middle class residents needs and wants.

We should change the priority of traffic light timing to encourage traffic flow rather than impeding it. Case in point Antelope Valley and North 27 during rush hour traffic. Both make traffic stop at nearly every light == wasting gas and causing more pollution.

In regards to snow removal, city needs to plow residential streets quicker before snow gets packed down. Also to plow streets on a sunny or warm day to remove the slush.

I believe recycling is good for the environment. I don't do it as much as I should. My biggest gripe is when the city holds its recycling days where you can bring things in, the list of what they will NOT accept is far longer than what they will. What is a person to do with some chemicals and electronic equipment? There is no where to take them safely. That whole program needs serious rethinking so people have a place to safely get rid of really dangerous stuff.

Do not understand need for plantings and statues on streets. Added maintenance and costs! Would rather see money used for streets. Downtown art is a waste. Need to develop more manufacturing jobs. Leaving out an entire segment of Lincoln population. Not all residents have degrees.

Before the election we magically found \$10 Million to spend on streets - yet it took till after the election to start to fill the GIANT potholes in some of the major arterials - Old Cheney, 70th, 84th etc

Libraries are a good value for the city and its inhabitants. I suppose the Pershing retrofitting would be more of an investment than the city wants to make. Personally, we think a new building would be cheaper. A 55 year old building, or its mural, is sacrosanct only to people who over value the past.

Lincoln pisses away too much money trying to keep up with the Joneses, how about saving some money or spending it on residential streets rather than down in the hay market area of course that's your pride and joy That is causing the city to bleed to death, and get rid of the damn JPA can't afford them either.

I walk extensively in the downtown/Haymarket areas nearly every day. It saddens me that so many plantings (which are GOOD) are not maintained. It seems that if a plant/shrub dies, nothing is replanted or if a contractor digs up the area, plants are not replaced. I can see areas around the new parking garages in the Haymarket where nearly all species of a plant died out in the first/second year. One gets the impression, the city doesn't care about appearances. Where is "maintenance of these areas in the budget? And whose budget? DLA? Haymarket Assn? City? I notice similar things in the JAVA areas. Yes, there is maintenance, but if plants die, nothing is done to fill the blank areas.

When referring to "city government" if it is meant employees like police, firefighters, building inspectors, parks and recreation personnel etc., then performance is truly outstanding. These people who work for the city in a vast array of positions are knowledgeable, responsible and dedicated in my experience. The police and sheriff's department are exceptional. They work hard and are a credit to all of us. On the other hand, city "officials" who are elected, and specific managers such as in city planning, traffic engineering make decisions on politics and influence! Many decisions on property zoning, tax increment finance are city renewal projects, for example, are based on who makes money. Who you know is important. Traffic flow is synchronized well in many cities, not Lincoln. Your survey is interesting, but clever. As Mayor, surveys of this type, with selective questions and wording allow you to portray to the public that you are working for and pay attention. Well, it fools many, and for being deceptively clever you can be given credit.



By far our (my husband and I) biggest complaint about Lincoln is TAXES! They are WAY too high; we are especially irritated to be paying all of the School taxes and have never had a child go through Lincoln Public Schools. Also, the wheel tax is completely ridiculous.

Roads, roads, roads. And throw in traffic light timing. Those, to me, are the most pressing issues today. It takes too long to get a road simply resurfaced. For example, Warlick Blvd. isn't scheduled for resurfacing until 2018?? It won't last that long. Any things (i.e. the Haymarket) are fine around town, but the roads must be improved. They are just terrible everywhere. I can't believe the figure that over 80 percent are fair to good. I will never understand that. /End of rant.

Disappointed on the care Trendwood Park gets. Wonder if a splash park would be able to be put in? However that is probably asking too much when the trail is so broken up, a shade tree would be nice in the cement seat by the playground park the trees are needing care and the feedlot of a reservoir looks and smells the way it does. I know the budget is thin, just letting you know my opinion.

My concern with storm and drainage effectiveness is that many people had to deal with backup sewage into their residences. It did not affect me personally.

City has say, 1,000 miles of roads, but about 10,000 miles to exaggerate.....of islands, none of which are painted or well marked. Yet the city roads people will say the islands are something they invented to save the world. We have too many islands, and they all should be clearly painted all around and marked, and take out half of them out with a jackhammer, and fill all the pot holes!!! This is a very big pet peeve, but no one will listen or care!!!!

I feel strongly that our parks, medians and other city-owned property be mowed and maintained at the same standard as applied to homeowners.

After talking to firefighters who serve my neighborhood, I'm a little worried that our city is growing faster than our emergency services are. I moved from a rural area where there were only volunteer firefighters, thinking that Lincoln would really have their act together better than it does in regards to keeping us safe. I love this city, and hope that our government officials will make sure that we have plenty of firefighters, fire stations and reliable equipment.

The City needs to take an active role in assuring that the development of SoDo becomes a reality.

you cannot get the same answer/meaning from different employees/administrators

I am a regular user of municipal golf courses in Lincoln and would like all 4 18-hole courses to be sustained. If doing so requires an increase in green fees, I am willing to pay the additional costs.

Really need to act on unsightly unkept homes in the near south area. Several slum landlords that just don't care.

The city planning for traffic flow has been woefully inadequate for decades. The city needs a beltway or a limited access thoroughfare. Just simply adding more circles in town has not seemed to solve the problem of needing 30 to 45 minutes to drive across town during high traffic times (I live in airport). My family also uses the Oak Creek dog run on a daily basis. The "park" placed on a former landfill is something our city should be ashamed of in its current state. People from out of state regularly stop at the park due to its proximity to interstate 80. This is their impression of Lincoln. A dog park; that has no amenities, that is overgrown with weeds, and getting to the park you drive thru the city's dirt dumping site on a pot hole filled access road.

Public Safety resources are well behind the growth of the City. Significant additional resources MUST be added for the safety of the citizens and the first responders.

Fire and emergency services are lacking in parts of Lincoln. I feel more stations and more staffing would be a nice addition. Lincoln continues to grow but it seems the emergency services have not. Public safety is very important to me and my family

The age and shape of the fire dept fleet is terrible.

There is never any money available for police or fire infrastructure or additional personnel. However, if there is a special interest group wanting TIF assistance or the city to be a financial partner then we cough up all kinds of money. for example,

look at lack of foresight leading up to the purchase of the radio system, how about the extremely outdated fire fleet vehicles, too bring this into perspective, the city spent a small fortune on an robotic pothole repair machine, seriously what city manager signed off on that one, won't work in our winters and will be stuffed in the corner of some warehouse by season two. We also don't need a public safety director, let's raise the expectation bar and require the department heads to run/operate their departments and personnel. I will stop there...

Recently the city has decided to repair numerous roads at the same time. Could the city consider not completely closing so many roads at once. Fire protection is very lean. We're happy to hear new stations are being built but more staffing should be considered instead of stretching the staffing out even thinner.

I feel if the public knew more about funding, specifically FTE's and buildings for the local public safety responders they would be appalled. LPD and LFR are both extremely under staffed, under resourced and in most instances over worked. Tom Casady is in a Cushman position that is absolutely not necessary at well over 125k or at least 2, maybe 3 entry level FTE's for either LPD or LFR. It is an position that is not needed or warranted.

Would be nice if the city would mow the dog parks more often...they are some of the most used parks in the city and they get little more than bare maintenance.

the city of Lincoln is behind if fire rescue service for a city this size. it needs more fire stations with new personnel not spreading out the existing personnel to the new stations

The city police and fire services appear to be understaffed and under equipped for the jobs they need to perform.

Increase fire and police staffing roads and traffic flow need improvement City council needs term limits Put an end to the wheel tax ripoff

Overall the city does a decent job. We would like to see more reliable snow plowing. Also would like to see more police officers. I am glad new fire stations are being built but why not add additional firefighters, the proposal I saw online looked like the new stations would move firefighters from other areas. The parks are very nice and my kids love them as well as the libraries.

Fix streets. Increase fire department stations and ambulances. Spend less money downtown. Increase library hours. Mow more grass.

There is too much emphasis on parks and art and not enough on public safety. The parks we have look terrible. They are not mowed as they were years ago. The city's obsession with roundabouts has to stop. The citizens hate them and whether they move traffic or not, I personally avoid them and I talk to a lot of people who do the same. The city is jamming them down our throats and should discontinue using them. City officials have acknowledged the people do not like them and yet the city is adding them to Arlick and Yankee Hill. Listen to the public. We do not want our money used for roundabouts.

The fire and police departments are understaffed. The fire department is buying used apparatus because the city hasn't budgeted for replacement. How many other departments do that? Probably none. The salary for the Public Safety Director is ridiculous. That position needs to be eliminated. Parks need to be mowed. Quit with the roundabouts. Everyone hates them. Change the leadership in the dispatch center. There is a high turnover rate and although I know it is a difficult job, but based on people I've talked to, leadership is the problem. Quit listening to LIBA. They are poison and only looking out for themselves.

The streets and sidewalks in residential areas are a mess. Too much funding goes to the downtown areas. TIF funds are allowed too often thereby raising taxes unfairly on residential property. As a minimum when TIF funds are allowed the owners should be required to pay property taxes at the same rate on the property as before redevelopment during the entire period they are exempt from additional taxation. STOP CONSTRUCTING ROUNDABOUTS. They are very dangerous. Stop lying to us about the Pinnacle Ban Arena paying it's way. Using funds that are suppose to be set aside to pay debt is not a sound financial approach and will require future tax increases. Older folks and poor people should not be required to pay for a facility they never use. The good boys downtown get all the goodies while the rest of us pay for them.

Public safety is a high priority for me and my family. With the new development and growth of the city and no growth in new fire stations (the last one being built in 19926) and firefighters. The city has grown the size of Grand Island in

population and square mileage. With the addition of the new arena and influx of tax monies from that addition along with the additions to the UNL campus and sporting arenas without additional fire services the already overtaxed system is in need of additional personnel equipment (Fire engines/Trucks/ Medic units and stations). The reallocation of resources over the city does not fix the issue all it does is spread the already thin resource thinner.

Overall I think the city weathered the recession quite well. My family enjoys the new arena and surrounding areas. I voted for the funding of the Haymarket and I am pleased at what was built, I think it will serve the citizens for years to come. What I do worry about, as the city grows it has failed to keep up with adding essential services such as police and fire. Lincoln is on the cusp of being a metropolitan city and with that comes crime and poverty. While Lincoln has a small town appeal once gangs and blighted areas set in it will be tough to get rid of them. I have consistently voted for public improvement projects over the years but I am skeptical of building a "mega library" in the Pershing building. I feel like the citizens would be better served by improving (adding) more neighborhood libraries where they are more accessible to the people using them. Roads: Potholes suck, but we live in Nebraska and it is a fact of life... get over it. I think the city should take a hard look at rehiring a "traffic engineer ????" that was laid off. I have noticed since that position was eliminated the flow of traffic has steadily gotten worse, all of the new no right turn lights are lame. Big fan of the traffic circles!!! Less stop lights. I understand that having a vibrant downtown is vital to having a progressive city, I would however like to see more focus on neighborhood developments such as Piedmont in the future. Not everyone in the city can afford a fancy home off of Pinelake. Don't forget about the rest of us. Overall Chris Beutler... B+

allocate more money to mow the parks, plow the snow, add firefighters and fire stations and trim trees.

Fire and Rescue is broken..... EMS service needs to be more efficient!!!!!!!!!! Many issues I've seen and my family and neighbors have seen or been part of!! Shame on the city for not providing efficient service!! Takes too long for a police officer and not enough of them on the streets!! To many politicians running a service that is piss poor!

Snowplows ignore my newer neighborhood for one too many days. Abuse of govt system should be checked/reduced. The city keeps expanding yet police and fire, dispatcher, parks and rec employees are always at a minimum staffing...why? The policy on less mowing of park grounds looks like crap. Have bus routes been expanded to accommodate city's growth?

I feel that the city of Lincoln needs to focus its resources on public safety such as more fire stations, apparatus, and employees. This does not just fall for the fire department but the same for LPD. Having resources scarce throughout the city does not make me feel safe. Street maintenance is lacking in the city. Everywhere you turn there is a road under construction, often two major arterial streets at the same time. During winter there is a lack of preparation and planning to remove mass quantities of snow which results in poor driving conditions.

The city needs to provide more fire stations in the city. There isn't one in my neighborhood that appears to be close enough. I feel the department is under staffed and that response time to my house would be slower than I would like. I always seem to see police officers but never any firefighters and I feel that due to the fact there could be more fire houses close by to get to my house and neighborhood quicker.

I wish that the LPD and Lancaster County law enforcement would make more of an effort to penalize and deter reckless driving, texting & cell phone use while driving and other driving infractions which if caught and enforced earlier could reduce the amount of serious traffic accidents which seem to be on the rise in Lincoln. Also, I have never seen as many expired license plate tags as I have since moving to Lincoln - many are blatantly more than a year expired. Why isn't more done to make sure that cars are registered and properly insured? There should be more done to address this problem, fine or ticket those with expired tags to generate revenue that could be used to reduce the wheel tax and/or increase patrols that can deal with traffic violations to reduce the number of accidents. Also, given the significant number of expired tags, what is the likelihood that those drivers are properly insured? Curbside recycling service should be included in basic garbage collection service to promote recycling, make it a priority and make it more accessible to everyone - including those in apartment complexes.

I feel that there needs to be more ambulances as well as fire stations in Lincoln, NE. I also feel that we need to have better alternative fuel sources and for it to be easier to recycle.

I am an 18 year employee for Lincoln Fire and Rescue. In that time, there have been zero additional Fire Stations built. Zero. The last one built, Station 14, was built about 1995. I ask, how much has the City of Lincoln grown in that time? There have been no other Engine or Truck companies added (in existing stations), and no additional personnel added. I do understand that with the addition of the Medic Units, there is added personnel, but that staffing comes from the Enterprise

fund and not the general fund. Please keep in mind, that whenever statements are being made about the Lincoln Police Department being short staffed, or needing training or equipment, you can just replace the words "Police" and insert "Fire". I'd settle for an ambulance station at this point. Moral is getting bad. Maybe the elected officials (City Council) should take some time and come and see the stations. And do a ride along for awhile. You can do that you know. Thank you for giving me this opportunity.

More firefighters/ emt's please

I thought the side street;s were 25 MPH, people drive way to fast in this neighborhood, we are just south of a school, and I don't want to see a kid get hit. We should have a yield sign or a stop sign at this intersection. I'm an ex firefighter from Illinois, I don't want to see anyone get hit by a car. Thank you.

I feel the city is in need of more new construction housing developments to reduce the demand and increase the supply of affordable homes in Lincoln. More developments would create more housing and make Lincoln more affordable to live in and purchase home. We own a home now and would like to build in Lincoln but the lots are more expensive for smaller lots from where we came from in Kansas City. We live in Northeast Lincoln and wish there were more developments being built on the North side of town. Additionally, from my understanding I know we are going to get a new fire station in our area in the next couple years but know there is no plans of adding more firefighters in the City. I don't understand why we are diluting our resources more when we haven' added any stations or personnel to meet the growth needs of our city in the last 20 years. Finally it seems like there is no way to get across town conveniently in any direction. I know the South Beltway is in process but I wish we could also work strongly for the East Beltway to allow for quick drives around the entire city. I would think this would also help grow and expand our city even further to make us an even better city!

I have a number of friends who are FF's & Paramedics on LFR. They are hard workers who care about their community, but it seems that their administration does not care about them or the citizen's. From personnel issues with singling out a Captain who blew the whistle on them, to poor allocation of citizens tax dollars, to the lack of Medic Units in a city of 265K who also serve outside the city limits as ALS providers (Only 6 staffed units in the city before Engine companies have to be shut down to staff back up units)in the city leaves me dumbfounded and the fact that the city took money out of an enterprise fund to buy 2 new fire engines is asinine and demonstrates a lack of management. Why aren't there 8 or 9 staffed medic units in a city of this size? You can't say you can't afford it when you misappropriate the funds to buy fire engines! How long have you known that fire engines would need replaced? They have a predictable service life. They need to remember they work for the citizen's and the FF's.I hope the mayor and the city council think long and hard about who the next fire chief will be.

My responses are based on my situation as a person with a disability, (legal blindness) so I have to rely on infrequent bus service and a lack of appropriate bus stops (the places that I have to wait for the bus are not paved, --I stand on grass, to wait and board, which is a problem during the winter particularly. , I also use the paratransit system, and so have made my opinions known about the Startran contract with the cab service, which is a safety risk. Those vehicles are in poor working order, drivers are not courteous and usually don't get out of their vehicles and have been unreliable. Sidewalks in the areas near my home and office are in poor repair and hazardous. In some places there are no sidewalks. Intersections are not perpendicular. In a city that has had more licensed vehicles than licensed drivers, and the number of pedestrian or bike accidents in the city are alarming. Lincoln is becoming too big to rely so much on car transportation. The more streets built, the more cars will travel them, per the research. People don't use the bus service because it is not accessible, and I would like to see more to be done to limit car transportation and the environmental and safety risks and more to encourage bus travel.

My biggest concern are:

- Need for Police and Fire growth of facilities and personnel.
- City trying to remain a "small town"
- Difficulty trying to drive across town, lack of a fast way to do this.
- City has needs parks in southeast Lincoln!
- Trail system needs to be expanded, try to eliminate all of the street crossings.

Need a better bus system and a new downtown library. Light rail between Lincoln and Omaha would be awesome.

Park Maintenance, just check with mowing and upkeep at Herbert Bros Park in Meadowlane as compared to parks in South Lincoln like Edenton South Park that I recently drove by, big difference, one mowed and trimmed and our park a mess for the past several years.

The city has done a nice job with the development of the Haymarket area and the plans new development (EaDo?) look promising. The Health Department and Codes department do a nice job given the somewhat limited funding they have. The city would benefit from the addition of more businesses, of all sizes. Lincoln continues to do a nice job of concentric growth. Allowing areas in the margins of the city to remain as small farming areas would provide locally grown food and habitat for wildlife.

I think we have a great library system but the downtown library needs to be updated.

Broadband, we need high speed (fiber) broadband into homes and small businesses

Would love to take the bus, but I would have to take one line into downtown and another one out to the office from there; plus, the busses run far too infrequently to make commuting by bus practical. I'd love to see the libraries open longer hours, particularly in the evenings. I'm pleased that LES is taking big steps towards increasing the renewables in their power portfolio - 50% wind as their goal is impressive. But, I think we should be moving to all renewable as much as we can as soon as we can. LES could be leasing solar panels to individual homeowners and businesses throughout the city to capture all of that bright August sunshine!

Thank you for providing this service of a survey.

Overall I think the City does well, but I feel like the older neighborhoods and poorer neighborhoods are left behind. We have a new Arena and the West Haymarket (which I supported, by the way) while some neighborhoods continue to suffer.

The 17 city parking lots/garages should be sold. They are worth 54.1 million dollars and pay no taxes. By being in this business the city defeats the goal of promoting the use of StarTran by making it cheaper and easier to drive a private vehicle. Have been riding StarTran almost daily for 4+ months for majority of travel in the city. Need to change the routes--no crosstown buses. No way to get north to south without long trip to downtown which is time-consuming and wastes fuel. Current route structure does not reflect changes in city and in traffic patterns as a result of these changes. Bus routes today just like trolley car routes in the 1920, 30s, and 40s when downtown was the only hub. Need subhubs other than downtown (suggest 27th St, 33rd St, and O or 48th Street, 56th Street, 70th Street and/or 84th St & O.) No service today to North WalMart or Lancaster Event Center. Bus frequency mid-day is one hour--too long a wait to encourage ridership. Where bus routes intersect buses off phase. StarTran underfunded for years and no change seen in 2016-2018 proposed budget. Need night service.

THE STREETS OF LINCOLN SUCK!!!! THEY ARE A HAZZARD ALL OVER TOWN A PAIN TO DRIVE ON AND SUPER EMBARRASSING TO BE A PART OF THIS CITY! "Borrowing" money meant only for street repair- the wheel tax and spending it on a civic building paid by Lincoln citizens but owned by UNL is a crime and should be acknowledged as such! The mayor is destroying what used to be a beautiful and great city. Thank you for this opportunity to finally say it!

I love the public libraries, they have great collections and many WCFW services. Hope to see the new area many in poshing? The only thing that truly worries me in Lincoln is the amount of gentrification going on. I live in the near south on the edge of the Russian Bottoms (not sodo) and am worried that the new developments planned will destroy one of Lincoln's oldest and most historic areas. Please keep the area safe and allow those with low incomes to continue living here because, after all, we need somewhere to live. Also, if the roads could be fixed, especially at 13th and D; I have been almost thrown from my bike at this intersection many times.

Library staff is very helpful. Toilets are not well cleaned. Funding needs to be increased for new books, dehumidifiers, and new central downtown library. I appreciate city government but feel the arena tax does not serve me for example. We can't afford to go to the concerts and now can't afford to go out to eat. Job creation is important but so is the infrastructure of our city. Otherwise, we can't attract new talent to our city and keep the people we have.

The fact that the PBA can't meet its budget while the JPA has money left over is utterly ridiculous! The recent sales tax increase for "Emergency" Services was a totally disgusting political sleight of hand. The roads department is hopelessly inept. The endless potholes, the washboard condition of some of our main roads, the failure of the 3-lane roundabout @ 14th and Superior (completely predictable!), and the lack of an easy efficient North-south route through the heart of the city are just a few examples

I am not happy with the lack of landscaping and investment on the round about at 14th and Superior. It is such an eyesore.

I like to come to the library everyday to get on computers.

Lincoln City Libraries-Excellent!

Too much money spent on bike trails, when we need sidewalks, etc.

Moving here from another state, I was and am appalled by the amount of litter on streets, sidewalks and yards. Perhaps greater education for citizens? I know trying to enforce fines might not be feasible. So much plastic is terrible for our waterways (including so the ocean) and wildlife. Many people simply grind up the plastic with their lawnmowers-but that doesn't make it go away! \*Fireworks should be banned again within City limits. Terrible air, soil, water and noise pollution. \*More Street sweeping ) \*Kudos to the city and LES in implementing solar and renewable energy! More of this needed. \*I would love to see mandated recycling such as other cities have adopted. A city service of curbside pick-up of unsorted recyclables would be more efficient and burn less fossil fuel than individual companies driving all over the place and duplicating routes. Thank you!

Library branches should be closed Sunday nights, and main library should be open evenings. Build a new main library on the Pershing site. Lincoln needs a new modern downtown library. Dietrich trail needs paved-South bike trails in the city are all paved.

Pre-screening for employment is way too hard or difficult for willing applicants. It's too history-driven, leaving mistakes to dictate opportunities for more than some of the people. Thank you! I love my local library. Go Bennett Martin! Yeah!

I would really like to see a grocery store in downtown Lincoln. There are so many people that live there, including students during the school year. All there is is Walgreens. I also put dissatisfy for streets because there needs to be a turn lane on Flether and I80. A lot of people drive there from the Highlands and Sandhills publishing. Also it is so rough it bounces your car all over. It needs resurfaced and so does O st. downtown. The brick is historic but it breaks and it can't handle all the traffic. Overall the roads need work done and it is hard to drive from one end of Lincoln to the other.

Nothing was mentioned of City Council agendas and meeting records as a source of information for what goes on in the city. This is a great way to find out what is currently happening with city government.

Would someone fix the curb cut-outs from 8th to O street; to 17th and O street; to 17th and A; to 8th and A; that whole area curb-cut-outs need repairing, repaving and leveled out. The cut-outs are too steep and where the cut-out meets the roads are a bused mess. We need a grocery store with fresh produce either downtown, haymarket or canopy street.

They rush us on and don't wait for us to sit on the 41/40 bus. Telling us hurry and motions us on fast...Pedestrians have no right of way, motorists are not courteous. Tired of construction. O Street takes a long route (StarTran)

Not City but NRD-The flood control work on Beal Slough worked. Kudos to the city for pulling debris out of Beal Slough after each flooding rain. Love the trails and use them regularly. When will we get a new main library? Bennett Martin needs lot of infrastructure work to bring it into the 21st Century.

Get rid of the gangs at gold's bus stop please.

Continue to keep us updated with the new changes. Thanks.

In retribution for the city taxpayer having to pay for UNL's athletic department arena, the university should give Love Library to the city. UNL students do not read library books and UNL is trying to turn it into a Starbucks. This would give Lincolnites chance to read books for educated people, i.e, academic press books.

Lincoln needs pedestrian walk bridges for safe access to park and the Rec. areas. Disability and non-disability universal access to sunken gardens and to rose gardens is the worst. Local health services could be improved. Better public safety is needed asis public enforced ordinances for noise. Need better community based programs.

Some sidewalks need repairs- sides uneven from tree roots in many areas. Landlords need to screen tenants for criminal history as there has been a lot of drug abuse problems etc. around apartments etc. I moved to Lincoln from Kearney in 1966. Lincoln isntas friendly as Kearney but has more resources in some ways.

I would use the bus more if it were easier, the routes better, times better, quality better, schedules and rates better. Recycling should be free and required. I can't afford to pay for recycling services. Please clean up and improve bad areas. The entire south areas and blighted commercial areas, also, traffic circles do not work here! People have no idea how to use them properly. No more round-abouts pleas.

Please weed eat in the park areas-fences and alleys. The parks look so much better when this is done at mowing times. I should use StarTran but can't afford it. Need to work on clean up and adapt to high-water times.

When Peach Park gets mowed, they don't trim around the fence. There are still potholes that need to be fixed and when I call the phone number in the phone book it is full and won't take any more calls. (15th and Sumner intersection, 13th street south of Clvert on the east side)

As you know the under 20% for property taxes does not begin to tell the story on taxes paid. The wheel taxes plus 1.5 and 2 arena sales taxes and fees pick up tax shortfalls for services etc. I live in the 70th and Lexington area and we get the short end of the benefits. There is more to Lincoln than the arena, haymarket, downtown and southpointe area. We might be going to get sidewalk repairs in a couple months after trying for 9 years plus. It is too bad Lincoln lets the university run the city, such as, the arena being in the red largely because of gate fees we miss out on for basketball.

Street maintenance needs a lot of improvement. Why are our wheel taxes so high and streets so poor?

Too many high-ended apartment complexes are being built. Are they all needed? Can they withstand violent storms? Also, how can we encourage supermarkets to remain in older more affordable residential areas? I love Lincoln's libraries, especially their evening and weekend hours and nice staff. The vending machines and comfortable seating are very welcoming. I see many families enjoying the library which makes me optimistic about the future. However, the bathrooms at the libraries and the grounds are not too well-maintained. How about a volunteer group to pick up trash at the branches with litter problems? We should be proud of Lincoln's Library system. It's the best I've seen. I live in a retirement community. I think we could recycle much more than we do at present. I believe educating the residents would be good because we are very close to a recycling site.

Bus service at night and part of Sunday. Too many cab co-don't know anything about them.

Faster police response time would be nice!

#### FIX A STREET

1. Law enforcement responds very poorly. Court dates are not handled in a timely manner.

Please fix the pot holes on NW 4th & on West Joel Street Thank You :)

LPD is severely low staffed and understaffed compared to U.S. rankings. If and when something really bad happens, Lincoln will not be prepared to deal with it. I am very concerned with officer safety which should not be an issue. We are putting their lives in jeopardy every single day. This is a crisis that needs to be addressed ASAP!!

Concentrate maintenance effort on detour streets - the increased traffic is causing rapid deterioration.

Less nepotism - who you know - to get city jobs. The city/county raises taxes by increasing property values... By high fees at landfill. By high wheel taxes - plus sales taxes and arena fees. Then spend mega \$ on Seacrest ball field, doing curb maintenance then tearing out and doing again. You continue to hire contractors who hire illegals - look the other way - and offer services to immigrants who should not be here. People living under viaduct solution build a fence to keep them out. Nebraska is 43 on food to needy kids - the lack of unions gives employers cheap labor without benefits... more industry would give those staying at home and under-employed better life.

StarTran should run 24/7. Woods Park needs some love. Antelope Creek should always have clean H2O running in it. Fine litterbugs \$500.00 Make all Lincoln bike friendly (finish N Street). More companies are needed here - more leadership jobs. Lucent businesses to be downtown. Legalize alcohol sales 24/7. Less Catholic churches. Get rid of all trailer parks and blighted properties. Mayor Beutler is great at his job. Pete Ricketts is []

I am disappointed in slow response to snowstorms. Plows do not show up for days up to a week on the streets where I live. Not @ all thrilled with pre-MgClz of streets. Sure intense rain/thunderstorms can overload system and perhaps this year is an exception but stories of sewage in homes, yuck. Not places cut to have in basement and I can understand once but >1 time in any given location. Bad.

The bike paths are wonderful, but bike safety on surface streets is horrible! I have been hit while biking and colleagues at work have been hit. Dedicated bike lanes with left turn lanes would be appreciated. I won't bike longer distances because I cross major intersections that are simply unsafe in my opinion for bikes/pedestrians (27th + Capitol, 27th + O, downtown). Snow plowing is non existent on side streets. Compare: KC, MO. Springfield, Massachusetts, Mansfield, CT, Lawrence, KS

WEST O AREA NEEDS IMPROVEMENT BIG TIME.

THANK YOU FOR YOUR SERVICES

Further development of bike lanes in the city would be a major concern for my family. Living in downtown area biking and walking are our main modes of transportation. Pedestrian crosswalks, especially in downtown and haymarket areas need to be reconsidered. Making crosswalks more noticeable with a stand-out color could help. Also on busy intersections during busy times of day having all lights stay red for traffic and have pedestrians being able to cross all directions at the same time. THis would eliminate many hazards.

Very good job keep the good work going the way you have. Proud to say I live in Lincoln.

Horrible bus services. Cut too many routes - those who need it can't utilize the system when it used to be okay before cut routes.

The Mayor is under the control of Vision 2015 to the detriment of the average citizen. All you have to do is look at Lincoln vital signs to see where City Hall's minds and hearts are. The Tiger Beetle is more important than people's welfare.

We need to take care of our streets much better than we are. Area's of the city streets are very rough to drive on!!!

We need to have the 4th of July. On the 4th. Housing isn't fair for all people. People on housing having extra live in with them. Someone needs to do home visits to verify only clients live in their homes.

MOVED HERE FROM DALLAS 28 YRS.AGO. WONDER WHY WE WAITED SO LONG.

I would like to see a casino in Lincoln - dump all the profit into libraries and the arts.

love the bike trails. please start working on fixing Jamaica Trail & Wilderness Park.

Good progress with biking, but walkability & pedestrian safety are badly lacking. Horrible cross walk designs & many streets with no side walks.

I would like to see plowing of the side streets happen earlier. They usually don't plow until it has already been driven on, packed down, and made into ice. I also use the sidewalks for exercise regularly & would like to see enforcement of property owners trimming branches so you can safely run/bike without getting hit in the face.

I don't know a whole lot about the city because I'm not an out and about kind of person I'm in bad health so I stay in a lot and I feel safer staying in but I do go grocery shopping a lot. I gave my phone number and address because you asked but I prefer you don't contact me mayor because if you do I don't have an opinion on anything no way so it won't make sense to call or write me sign [name] June 20th 2015

I notice that the edge of 16th St between H & J there are massive pot holes that have been there for years. I also feel that with all taxes, that money is not being used properly. And that we (City of Lincoln) could create better ways to generate tax revenue and more of it in a way that will please most Nebraska Lincoln natives. I personally would like to know where our tax money is being spent. I do not agree with having Nebraska Lottery with gambling being illegal, gambling should be legal in Nebraska. Also the marijuana law should be passed to give people a different source of medical attention.



Of all the services the city provides none of them are outstanding each could be greatly improved.

Some roads could use some work but then complaints come about maintenance. Bike trails are fantastic and expansion is appreciated. Our kids have many options for parks, zoo, museum, indoor playplaces.

Streets in north Lincoln are not maintained as well as south Lincoln. Just drive them & see. Lg budget items (Arena) had big money behind it & when it falls short, it is all citizens who need to make up the difference. Taxes levied for "special reasons" never stop after the initial reason is complete or over.

I have lived in Lincoln for over 40 yrs. My children and grandchildren have continued to attend public school. I feel their education has been of the best quality and I am very pleased this is where my children were raised. At this stage of my life I am more concerned about the services for future generations than my own. I appreciate receiving the opportunity to fill out the survey. Thank you, [name]

Taxes are too high. traffic problems. low paying jobs

Some of our politicians are self serving. Seems if you have money in this town you are listened to. LPS has their hands in too many funding pots that could be used to help support city services, i.e. parking ticket money, speeding tickets...

The city needs to do a better job on keeping the streets repaired. We have too many streets that are in disrepair or have large holes.

Riding bikes are a good way to get around. Do not like to ride on streets. Pass a law its ok for bikes on most sidewalk (not downtown)

Change yard waste collection time - restriction end Oct. 31. Sidewalks are terrible. Current efforts to repair are haphazard - just walk a few sidewalks between South St & Van Dorn - 74th to 80th Street - to see those repaired & those equally bad that have gone unrepaired. Fix the streets!!! What is the deal with the Centennial Mall - finish it! What an eyesore.

First of all, Beutler's signature is "terrible." I moved here 8 yrs ago and I've never seen so many rude people in my life. No one knows how to use their blinkers including law enforcement. AND this is the "only" city with wheel tax. Get rid of it because it sure isn't fixing any streets, except the one in front of DMV and people are going to start leaving or taxing their vehicles elsewhere. Some already do.

**NEED TO KEEP THE STREETS UP BETTER THAN YOU DO KNOW!**

Wish we had library in our area (near Pioneer Park). I wish the city would encourage more retail services to come to this area. Also would like pool and a dog park in this area.

I was a city employee for 25 years. I retired in 1996 and became a consultant. I supervised purchases and sales of real estate and served as City-County Bldg Administrator when I retired. Politics influenced my retirement. however, nearly all employees were good quality. Appointed persons are difficult to endure. We spend too much money as a city on charitable efforts. if it were not for TIF, little would be built. Not everything is blighted that is designated as blighted. An engineer should be in charge of public works. Not a lawyer. I cannot attend meetings. my wife is physically impaired.

I have lived in Lincoln for 72 yrs so cannot compare to anywhere else. I have heard, however, that there is a lot of crime that is not reported to the public which is disturbing. I feel safe in Lincoln though because I'm afraid I'm too trusting. This is crazy but when we have garage sales it is the Spanish who steal.

Do something with 33rd St between Holdridge & Cornhusker! That street is a piece of shit! My tax dollars are not at work!  
[name & address]

Would like to see park mowing improved and more emphasis on tree planting.

1. City needs to improve street repair (potholes are terrible all over Lincoln) 2. Side walks need lots of repair 3. Weeds and tall grass in residential areas need's more attention, some home owners need to mow their lawns and alleys. Same with snow on side walks in the winter. 4. Norwood Park area, you can't hear the tornado sirens, should be one at Norwood School.

Potholes and the parks not being mowed bothe me the most about Lincoln.

I think Pine Lake Road from 56th-Hiway 2 needs to be widened to 4 lanes soon. I think 27th street from South street to hiway 2 also needs to be 4 lanes

Lincoln needs a mass transportation service that runs 24-7-365 and includes downtown, the airport, City & East campus and Innovation campus plus grocery stores. Check out People movers in Fla & Texas.

Preparedness when it came to snow removal last year missed the mark because it wasn't ready. This is Nebraska. As this year has shown, anything can happen a month before you think it will. Plan accordingly. The construction is a necessity, but the planning has lacked. S 56th closed with detours directed to 48th and then several stretches of 48th were limited lanes or closed. The cone placements were not always conclusive to proper flow causing unnecessary backup. Trash cans on bike trails are limited. People frequent them. A few more places to put human products and dog wastes would be nice. I frequent the trail from 70th & Old Cheney to 27th & Hwy 2. There is a can at 27th and between 33rd & 40th. That's it. Bike safety & respect from both vehicles & cyclists is a whole big issue!

As indicated by my responses, I am very satisfied with the quality of life in Lincoln, and with the local government. (Nebraska state gov't is disfunctional.) The city is on a roll with population expanding rapidly, new businesses emerging, tremendous downtown development, low unemployment and well run city services. There are lots of big name entertainment, sports & arts activities for all ages, and an upbeat, positive spirit that many other cities don't have. Lincoln should keep up the good work. I get really annoyed with the whiners complaining about minor stuff (i.e. some pot holes in a city this size), and missing the big picture. Those people ought to go live in Chicago or Detroit or K.C. where they would have very serious matters to complain about. Item 17e - the city does not treat all neighborhoods the same. Great emphasis on expansion & new development, but old established neighborhoods are often neglected.

#### CREATE A PUBLIC PARK AREA IN MY NEIGHBORHOOD.

1. Make the governor move to Lincoln and the mansion. 2. Bring back the post office and our backstamp. We are the "only" capital city in the U.S. with out a post mark! I think that's horrible!!

Snow removal on our street. They don't plow our street until 2-3 days after snowfall. By then the cars have packed the snow down. By that time all they accomplish is plowing the driveways shut. I shovel the end of our driveway an average of 3 times each snowfall. The potholes are filled and last 6-12 months before they need to be filled again. There are few new potholes - only old ones which are filled over and over. Job security??

I feel that the city has put too much emphasis and money into one area - the Haymarket. There are not sufficient jobs to raise a family - too many jobs in the services area, such as restaurants! It also seems that there are city council members who benefit too much from infrastructure decisions (such as developing the Haymarket area)!

I have lived in many cities and states and Lincoln has by far the worst streets I have ever seen.

#### IT WOULD BE NICE IF THERE WERE MORE DOG PARKS.

My husband [NAME] was born and raised in Lincoln, NE on 5-24-52. We met in 1973 while he was in the navy. For the next several years lived in Hayward, Calif 94541. I retired from the Fremont, CA 94538 U.S. Postal Services after 35 years of service. My brother [NAME] works for the State of Nebr! My wife is in a wheelchair and many of the side-walks need repairing!!

The city keeps spending to build too many entitties and more so we can pay or have more taxes. Everything has a tax. Wheel tax is not fair. People outside Lincoln in nearby towns and farms should have to pay wheel tax!!!

Snow removal, I'm at 55th and stockwell street we are always the last ones to get our street plowed if at all. My guess is you're spending your effort in the high dollar areas the far south lincoln.

City streets and transportation routes are not good - should have more direct arterials. Instead of quantity streets and other services should be guided by quality doing a good and proper job instead of duct tape fixes - some streets seem to be torn up

and traffic is disrupted for too long every year - do it all at one time and do it right. Snow removal is a BIG problem. planning dept needs more long range and much less bowing to big money.

My kids & I have really appreciated the public libraries as they have grown up. As I was unable to find suitable employment in lincoln after I was laid off in 2013. my family will be moving to Omaha this summer in part so I don't have to commute any more. Lincoln has been a great place to raise our kids & i wish the city all the best in the future!

I would love to see transportation provided for my children to get to and from school. This is a big issue not having access to a bus that passes by my house every day.

Traffic light management is below-average. Street maintenance and expansion also bad. Otherwise most other functions are good or better.

More soccer fields open to the public that are kept nice, and in more easily accessible locations.

I'm happy that you are widening NW 48 St since I drive that road several times a day. You need to widen other roads around Lincoln to make the traffic flow better.

Lincoln is a great place to live but the roads in Lincoln and all of Nebraska are the worst I have ever encountered. It's pretty rough driving around. That is my biggest complaint.

Road maintenance of the alleys in the area (grading) and up keep of rock.

Schools should have busing for all children to school and furnish meals for all children at no cost. No matter of family income. After all who is paying for the buses and meals for those who can't afford them?

Need to lower taxes. Quit building expensive buildings & watch the spending, way out of hand.

Streets & sidewalks in disrepair in many parts of the city. not a bike friendly city despite the large university and quantity of bikers or citizens who would bike to work - pleasure, if more emphasis was placed on bike travel - we don't have street cars or subway as an alternative means of travel inter city.

Perfect spot would be where it meets North Jamaican Trail. Please add porta potty on salt creek levee trail! Etc. I've ran 18 miles with no facilities. I'm a 50 yr old woman this is not cool.

Please look into making Lincoln a belt-way system for transportation around town, like most/if not all major metro cities have. Heck even Sioux Falls (half our size) has I-229. Also, I'm a huge bike commuter. I want to applaud the city for encouraging bike commuting! Great job! I'd be interested in seeing a bike specific board under parks & rec to brainstorm & enhance Lincoln's biking community! Also, more interest in wind power around our city!

The biggest problem is the streets are in very bad shape. The sidewalks and parks are not in good shape. It is a money problem but it needs to be addressed.

Please take care of the streets & curbs. Please re-plant trees when you cut them down.

I feel the "service charge" on the water bill for both water usage and sewer are too high. I recently moved, within my zip code, and yet my water bill is much higher and now I don't water my lawn and before I had a quarter acre lawn with lawn sprinkler system. I was told it's because I have a "big water meter." makes no sense to me. I also have very low water pressure now.

Bus services - what happened to the 27th St Shuttle? Best route we ever had!!! And why is the Pinnacle Arena & downtown area so important while the rest of us fall into pot holes? Emergency services in Lincoln are super great!!!

The main arteries for driving are terrible condition & We need more 1 way streets, to much traffic for 2 lane streets more 4 lanes. Lincoln has grown so much but the streets are the same.

Make the South & East By-Pass happen. Tremendous need for a new main library building.

I feel that all employees that work for the city or gets paid with tax money should be limited to salary of no more than \$100,000. County residents should have to pay wheel tax - or all county residents pay wheel tax. If they work in the city. Anyone running for office - should be a limited amt of money - spent - to run for office. County residents - wheel tax would be helpful on roads - bridges - our 94 pickup is up to \$114 - wheel tax

Hi [NAME] & [NAME]! Have fun entering in all these stupid surveys!

I lived in Belmont on 14th, when I moved here 11 yrs ago the noise from car stereos was a nuisance now it's unbearable. The thumping can be heard from blocks (6) away & all hours of the day & night. Glass rattles. I am sick of it! I want something done. Overly tinted windows are policed & I want policing done to get rid of the noise polluters. It's my life liberty & it impinges on my pursuit of happiness. Why full size buses? Hardly, rarely full - smaller ones.

I believe South Lincoln is being unfairly treated with all the funding in the budget while North Lincoln is lucky to get the streets repaired... North Lincoln needs more opportunity for development. Fallbrook is a very nice neighborhood that needs expanded, or, at least have more like it elsewhere on the North side.

-Streets are a mess -New projects not finished-been 18 months-old cheney - No snow removal in cul-de-sac -Drainage ditch is poor -Weeds galore -mud in sidewalk -erosion

The timing of the stop lights is maddening. It doesn't allow traffic to flow. I criss-cross the city at all times of day & stop at 90% of the lights. Such a waste of time & gas money to not let traffic flow. Tax on gasoline is rediculously high. Tax on restaurant food is unaffordable. Taxes are too high. -The mayor & city council were unable to negotiate with the police & fire unions & tax payers are paying the price. We are being bullied by these unions. Hate the mayor focusing on only the Haymarket & downtown area & not improving streets & flow in other areas. Potholes on 70th st. are terrible & on Old Cheney Rd, also Normal Blvd. The junk fees & tax on top of tax for our LES bill are rediculous. Last month the taxes & fees added to 50% on to our bill. Where does it end?

I am dissatisfied with the tree trimming in my neighborhood - This spring the 'hood looked like a war zone. I had the two ash trees in the row trimmed last summer (cost \$700) for a professional job. The tree trimmers cut off major branches and limited the shade capacity of the trees - Apparently whacking off as much as possible creates job security for the asplundh people - There are offer areas of the city that could use some attention - Like the north side -

We live on a bus route, so snow removal on our street is ok. But on some of the main roads not on the bus route are difficult to maneuver.

I think Lincoln is a great place to live and raise a family. One of the biggest problems I see is property tax... way too high! I understand that the majority of this is because of LPS - not a "city" issue, but it does effect city life.

City Parks & land is embarrassing & ashamed to show to visitors. "Tall Grass" areas of Parks are the worst idea ever heard or seen!! Parks look like pasture in country with weeds, animals, & trash!! All City land not mowed enough & never trimmed. Volunteer trees all over - just looks terrible. Parks become unuseable - grass too tall. State Fair - Star City Parade - public officials did not work to keep here. Many talked to feel the same.

Y'all take too dang long to improve roads - projects go on and on and streets are closed forever. But seriously... The city is growing and while growing officials need to consider "white flight" and encouraging care and maintenance in all areas including near South. The city needs to think of the taxes and care for great education and people of all socioeconomic status in their planning.

I've returned here the past five years after a 25 yr. absence. I'm excited about the dynamic changes in Haymarket. City is showing a much more positive attitude about growth, safety, long-range planning, conservation, recreation and services for the needy. Streets are still a problem- too much traffic on arterials in Southeast part of city, poor road conditions, pot holes. Highway #2 is still carrying too much traffic and no bypass yet in sight. It is a good city for health services for elderly, and for continuing education opportunities.

THANK YOU-CITY OF LINCOLN

My whole family has just about all worked for the city. (Boss) my husband 32 yrs St Dept - Son 2yrs 1 uncle [NAME] - fire dept - police officer [illegible]

Recycling 1) Would like to receive reduced costs for garbage p/u when I recycle. Charge people who don't recycle more to reduce landfill costs. 2) Make drop-off centers zero-sort like found in other states. Parks 1) Create more unique parks by having more equipment varieties. It's fun to visit different parks and experience different choices. Libraries Love the Eisley library providing free lunch to get more people in the library. Would prefer to see our tax dollars go for more nutritional food. E.g. White milk vs choc. Better nutrition means better learning & less violence.

Lincoln is very biker & runner unfriendly. Vehicles do not obey pedestrian crosswalk laws. The trails are nice but cars don't give pedestrians right of way. Police need to enforce harsher penalties. Public awareness need to increase.

1st - Get rid of Terry Kathy 2nd - Get rid of CAMP 3 - Fix streets 4 - Mow weekly, not monthly

Parks look very bad. If the city can not afford to mow them sell some of them. Use the money to maintain. Island also need better attention. really bad first impression into our city. I have owned a home here for 43 yrs.

The sidewalks are very unsafe- Ridges, broken places, dangerous for walking. Tree hanger over sidewalks

Too many parks and streets are poorly maintained. If we did a better job removing weeds from sidewalks, we wouldn't need to replace the sidewalks. "P" street is a disaster-all those flowers will need to be replaced - at great cost-several times a year. A simpler design would be more efficient and more elegant.

The Rickman's run dogpark is great! You need to plow streets! Don't rely on the sun! Bike paths are great-thanks.

VA grounds blighted? REALLY!?! TIF used too freely! Streets need attention, & over \$800,000 spent on an alley in the Haymarket? Etc., etc.,.....

I like that the city street cleaners come by on a regular basis.

Sidewalk quality needs to be improved in my area. Busy roads in town have too many potholes and it takes too long to get across town especially during rush hour traffic. We need overpasses. Lincoln grows and develops new neighborhoods without planning for new schools so our schools are overcrowded. My basement flooded last month along with many other residents. We need better storm water management.

Please figure out the waste water issue the two storms have my our live a lot more complicated.

Dave Landis and the TIF-developers are out of control asking the schools and poor to pay for playground for wealthy and being arrogant about it. Otherwise Lincoln government seems decent, better than the mean spirited alternative.

I would like to see the city focus more on improving & expanding other parts of the city instead of just the Haymarket & downtown. Please mow the parks! Thanks for asking. :)

I live in the near south (20th & F/g) & there are some really bad landlords on this block (blighted/ill-maintained property, tenants who are loud/dealing drugs). Can't the city do more about bad property owners? (we call police, contact neighborworks) etc...

For the taxes we, as Lincoln residents pay, I think the city should do a better job of maintaining the city streets & roads.

Several sidewalks are severely cracked, but the homeowners will not fix them as they must first pay for it themselves, and then submit for re-imburement from the city. Several people have fallen/and or broken toes due to one particularly large crack - SW 31st St.

The city does not care about the average taxpayer, nor the motoring public.

1. Taxes are TOO high. 2. Need to lower the wheel tax-pay too much in registering cars. 3. Better street maintenance is needed for potholes, etc. 4. Need better paying full time jobs. Too many minimum wage jobs.

## BETTER MANAGMENT OF POTHOLES

Snow removal in our area (Cripple Creek South) is very poor.

I believe that the conditions of the parks and the streets is deplorable for the amount of taxes that property owners pay.

## HOLD DOWN TAXES

Each new housing development needs a village - library, park, swimming pool open memorial day - labor day (when schools start open after school till 6 or 6:30 (not just schools) each elementary school needs enough land to include small public library. Neighborhood swimming pool & park w/ playground. last 2 neighborhood to do this was Eastridge & Meadowlane then the city built a public pool also in meadowlane - wow what happened in S.E. & East, W & SW Lincoln & Star City Shores was done years ago. You should be more aware of what housing developers are doing & planning of these areas needs to include a grocery store – library – pool, park that the neighborhood can walk to. Why is it other cities has these & Lincoln is miles behind. Every year the 4 of July need to be between Holmes & Oak lake (odd yrs Oak lake even yr Holmes it should not be in one area! - The public transportation is so poor I don't know where to begin. No bus benches on Routes w/ a shelter for our Nebr. Weather :( I see school playgrounds vacant all summer because O on it for a playground. Oh & by the way when it comes to winter sports. O is my thought. Roberts park had a skate park oh my it was never flooded & used so it was removed O on that Holmes Park should have had a pool put in with area for skating - paddle boats for lake tennis courts not unkept volleyball – shelters are in poor condition broken down dirty the benches for the playground sit in the sun :(, why were they not under the trees (oh, & they're metal in the SUN:( oh and there needs to be an end to RV's boats & campers in driveways. The neighborhoods look like a junk yard. People want these things but they need to have a storage place for parking in numerous locations that they must rent if they want these it caused me to move because both neighbors on either side had one parked in their drive what an eye sore!!! Notice that a lot the medians need white paint around the edge a lot ae barely visible in a rain storm & easily h

there are too many medians on major roads (O st. 27th st) and the minor roads branching off, leading to ridiculous traffic patterns when trying to leave businesses. A bus service from Lincoln to Omaha (servicing sports complexes, airports, Hay-/Old- market...) would break up the OmaLink monopoly. longer StarTran hours! please.

## REAL ESTATE TAXES FAR TO HIGH

Need cheaper utilities (LES, BHE, Timewarner, phones). snow removal needs improvement. Nicer, cleaner parks & rec. Fix our roads. Increase wages. lower cost of rent, provide renters some assistance

You are welcome! This was a long survey and I nearly quit a couple of times-the only reason I completed it is that I consider the subject a top priority for serious citizens and it's not addressed enough in the media. Thank you for your effort.

The City Clerk's office is poorly ran by Teresa Meier. -do your homework on her- Traffic/Parking enforcement needs more workers to watch, and ticket violators, calls are made and take too long to be remedied - I've called the Mayors office to complain/bring to attention, no results.

when I moved to Stone bridge Creek we were told their would be a bike trail & some commercial development, small mall. Nothing to date. The south areas grow, but not the North area. Would like to see commercial growth up North. 27th Street Walmart attracts whole City & is too crowded

I am absolutely ashamed of the park (Trendwood). Its an embarrasment. Also redid drainage which is now a huge mosquito lake. Too much spent on Haymarket. No money left for core of city.

we appreciate the beautification efforts made on North 27th Street, downtown, Antelope Valley/Creek, etc. lincoln trails are awesome and the envy of other cities. Would like to see more improvements on Lincoln streets in older, more established neighborhoods. curbs & sidewalks in the older neighborhoods, too.

Street and sidewalk maintenance in this area is non-existant - we've lived here 11 years and I've seen sidewalk repairs only done once - snowstorms we drive on ice for days until it's melted. Lights along N 27th are ridiculously long for side streets and turning lights are seldom used-

the city streets are in terrible shape. We need to use better material on the streets because the streets are in need of constant repair. Pot holes are worse than ever. We are doing great with parks and rec.

Why don't snow plows - plow their way to neighborhoods - so many plows drive with blade up. Why do they plow on dry streets. Why can't we get roads fixed? Why so much attention to public art? Why do city employees have a union?

I don't like the construction in my neighborhood starting before 8 AM. I am being harassed by an elderly person in the housing behind my house about barking dogs during day hours. I cannot comment on city or Federal government. I work for the government. But animal control has been polite.

Not enough services for the disabled. Road conditions are terrible! Fix the pot holes!

I lived in my house 4 yrs before my street was snow plowed 1st time. many times it just doesn't get done.

Lower property taxes. Pot holes are a problem. Main north & south roads cluttered. Stop letting U.N.L. Take money & make decisions!

city council too often votes on issues they have an interest in outside of their jobs. Road maintenance is too slow and the city favors cone projects downtown at the detriment of the suburbs. City MUST expand beltways, theaters, etc. to tie for north and south.

I feel the city makes good use of the money they receive, and for the first time in my lifetime I feel the city may be moving away from the ridiculous notion of a 'small-town feel' image. However, the city is greatly handicapped by their lack of infrastructure, particularly in city roads. The lack of true north-south and east-west thoroughfares creates an environment where 500,000+ cars (this number from a recent State Patrol study) are forced to traverse a city of 270,000+ people on roads built for ~100,000. My suggestion: create a new tax to pay for cross-town systems the city desperately needs so it's growth isn't continuously stifled.

Road maintenance is BAD, not done on a timely basis and when it is done lots of streets are blocked at the same time. Projects are not completed quickly. Traffic planning, road planning is BAD. The roads are like a city a quarter of the size it is. Ridiculous only one North/South road 4 lane accross town. Special interest controls decisions like a railroad track through the middle of a busy intersection (56th and old cheney) or not widening "O" street and jerryrigging changes to other roads to try & solve problem. BAD PLANNING.

We need more green space, trails, and parks. I live in a reasonably nice neighborhood, but have a hard time running, biking, and walking. Cement trails don't cut it (they are terrible for your joints) and the trails near me intersect too many busy roads with terrible drivers. i would run on rails to trails more, but was attacked during the day!! (not safe for alone female). i shouldn't have to carry a gun just to go on a run on a surface that is better on my joints!! also-need better recycling and more green energy - we only have one planet...

**ROAD CONDITION IS TERRIBLE!**

my property taxes went up over \$7,000 but really no explanation.

The trails and parks are very important for our family. We really enjoy them. Needs to be a school bus system developed for all districts and neighborhoods. Lack of school buses impacts our family a lot. Public transportation is very inconvenient. Condition of the roads is poor and unacceptable. large amounts of pot holes and cracks.

I appreciate the city trying to repair roads. However I am VERY frustrated with closing multiple streets all at once and not finishing an area before moving on to the next project/repair. Days can go by with no construction going on & yet the street is closed. Hire outside help and get the repairs done faster!

I think City employees could make better use of their time. Example - do not let drive back to the shop just so they can take lunch at their respective shops. By doing this they are adding additional travel time, more expense and less actual productive time. This happens everyday at all city shops - What a waste.

Make people get off welfare to many on it & they lie to get on it. Check them out more. My neighborhood streets are bad. I pay taxes (wheel), why doesn't Lancaster county pay they use & tear them up to.

With Lincoln being the Capital City the infra-structure is in deplorable condition (streets & sidewalks). There should be a priority to fix and maintain sidewalks & streets for safety reasons at least. Traffic lights are unusually long & not synchronized. Homeowner property taxes much higher than other states & no Sr. compensation.

The Lincoln police are understaffed & often rude & unwilling to help. Certainly, they never respond to small assaults such as loud music. I and my neighbors called police several times to report probable drug selling in a neighborhood house, but police never came. The dealers were caught only when in other areas dealing. At times when I've called to report suspicious activity or loud music, the dispatcher was rude & intimidating. Every day, there's violence reported - this wasn't the case even five years ago. No excuse for not plowing side streets. In previous surveys - Lincoln officials deliberately skewed questions to get the answers they want - for example, separating LPS from government tax dollars.

Why the sudden growth and change in Lincoln? It seems like a lot of money is being wasted installing things like blue lights downtown by the movie theater, and multiple street signs on West O street that say Chicago Lincoln Denver Hiway. I could see putting up one of those, but theres about 20 in a 2 mile stretch. A little overkill don't you think. And what's with the million dollar lighted Lego pole? I think money is being wasted on things that outside consultants suggest. Why hire them to tell you what to do when they don't even live here?

Streets & pot holes need to be fixed for our cars. When it snows the streets are not plowed in a timely manner. We need more outdoor music events with hip hop/rap/r&b. We need money to set up programs for music.

I would like to see the city of Lincoln put more resources into the Clinton Neighborhood streets and sidewalk repair, and home owners update and improve their property. Alley ways need to be kept clean, weeds cut/mowed. Notify residents that they should not blow grass, leaves and snow in the streets.

woods pool needs to be open to the public until 8pm. I would like Bennet Martin Library to be open later. I understand why it isn't, but I could not get what I needed from the other libraries. such as city directory information. I prefer to ride my bike. therefore better everything for bikes is important to me. some potholes still need to be filled in. wonderful historic preservation.

A lot of the businesses I liked doing business with have closed in recent years... Spaghetti Works, Taste Inn, El Sitio, Baker Hardware, the grocery store in Indian Village.

Need to change bus routes to be more convenient to get around town. Use a grid system instead of system using now. Takes way too long to go anywhere unless heading downtown. Bus system in Chicago was much easier to use; get on East-West bus transfer to North South bus (I know it's a larger city but Lincoln could do a similar system & maybe it would be used more)

Sidewalks have been bad, but the city started working on them this year. Roads need work. The traffic lights need adjustments in different areas. Traffic getting worse. More afraid of accidents.

Too much football - they took away the horse track to make room for more football. Medicaide needs to adjust their cost of living. More people need help and can't get it because they make too much money according to health & human services.

I like the artwork around Lincoln, I think the snow removal has been better. I would like to see more dog friendly parks. The pot-holes & general condition of the roads are atrocious however. There needs to be more early intervention & not just sticking a bandaid over it every few week. Public transportation is also nearly impossible unless you're going downtown. That makes me sad overall though I think Lincoln is a nice place w/ nice schools.

#35 IS A TACKY QUESTION!

A large concern for city is the lack of late evening/night Startran bus. I know many single parent households and college students who would benefit from late bus routes.



Lincoln's road system has not kept up with the growth of the city - no pre-planning - much money spent on Antelope Valley projects - nothing to even maintain other roads, let alone build/widen others. -Stop lights everywhere - too much stop & go - increases pollution - allowing u-turns on major arterials -> very unsafe! -Encourage recycling - get a tax credit? - combine recycling with regular trash service. -Wilderness Park is unsafe for families - would never encourage anyone to take small children there. -The downtown & Haymarket is wonderful improvement to the city. However seems all housing caters to students. We are working adults, children grown. Love downtown but no housing for adults who are not students (no, don't want to live where people will be having all night parties) - also no green space downtown, no grocery stores there either. - Great to see companies like Hudl but it isn't the only place that employs young people. Big employers like hospitals, insurance companies have lots of young professionals & probably a lot more in numbers than Hudl. Give them some credit too!! -We feel lucky to live in a clean, safe city. -keep promoting Lincoln/ tourism - maybe increase that revenue, decrease taxes - in my dreams!

trees and bike paths provide safe venues and enhance the quality of our life. City government takes care to plan for short term as well as long term needs.

I am happy to be a lincoln resident. It is a great city to raise kids. Residential area snow removal is very poor. Main roads snow removal is good.

Put more money into park maintenance! The city parks are a disgrace with over grown weeds and unmowed areas 4 ft high. Tree branches not being trimmed hanging to the ground.

There are no hospitals/emergency medical facilities on the NW part of town or north at all for that matter. Also bike trails/running trail on the north part of town is limited, either have to go to south part of town or university, which isn't best option at night.

I am dissatisfied with the taxi service that HandiVan uses - they are not on time and the vans do not have knee room or are hard to step into because they are high - some are dirty or smell like smoke; I use HandiVan daily for work.

Snow removal has room for improvement as does pot-hole filling post snow-fall. -Would love to see more recycling possibilities -really like the libraries

We live outside the city limits & don't get to vote on people or issues w/ the city

Far too large a % of budget spent on too small a % of population. The mayor has never met a tax or fee he didn't like. Taxes are too high for too little return!

City plan: turn corn fields into blue grass & suburbia. Priorities: pretty medians rather than fix walks. Trails: poor design/maintenance. Tax inci financing - gifts to politically connected

LINCOLN IS NOT A 9 TO 5, STAR TRAN BUS HOURS MUST BE EXTENDED.

I would like to see more recycling info on batteries & lightbulbs. I hate when I walk into all of the city libraries, the entrances all have a terrible smell to them. The island work on Cornhusker Hwy- looks terrible. We are sending out the wrong first impression with people coming from the Airport to the downtown hotels that our city is unkept. The project is taking too long.

over all Lincoln is 'OK'. Traffic and through routes are terrable. It can take 1/2 hour to go 3 miles during many times of the day. I feel stoplights aren't timed in efficient manners. It would also be great for no charge recycle pickups. Also a bypass is needed to route truck traffic off Hw 2 through town & from south side to north side.

need more police officers!! They should have 2 per car North & downtown areas.

City library downtown. I am not able to use it anymore since computers were put in to locate books! Brain damage has caused me to not operate the computer. Employees or mostly volunteers will not help me to look it up. City bus doesn't go all the way to the edges of our city (No, So, E + W) from downtown. I can't get to my church on Sundays! I'm over 70 yrs, disabled and live in subsidised housing. Use word of mouth to get city info aging partners and a 60 unit apt. bldg. full of over 55 yrs old people!! P.S. FREEWAYS!?

## SNOW REMOVAL NEVER HAPPENS IN MY NEIGHBORHOOD

Too many streets closed for repair at same time w/o thought to traffic flow -need more attention to pavement quality in residential streets too many patches poor quality streets -secret development plan for VA Hospital - please get real - transparency in govt-no-develop for benefit of select group - yes bad business

I hate to see how our police and fire departments operate. The small budget that they have to work with is ridiculous. They keep us safe and we (gov.) treat them like crap. It's sad to see how under staffed and overworked these departments are. It will take a detrimental crime in the city or a large fire with many casualties before this city will finally realize the truth of these departments.

storm water drainage needs improvement -pot holes get bad often -there is no fast street to get across town neither north nor south. it takes longer to get across Lincoln than Omaha. we need a highway/interstate running through town. - i want my tax dollars to go to making Lincoln more scenic, it's very generic compared to other cities

I am disappointed that the city parks don't get mowed properly. If the city right away property owners are responsible for have to adhere to mowing guidelines the city should as well. Condition of our streets are poor with potholes everywhere. Art projects & beautification projects should not take priority over basic city street improvements.

Need to focus more on people receiving welfare, food stamps, etc. By investigating more if they really need it or if they are just frequently taking advantage of the system or cheating. Be more proactive to encourage these people to work instead of asking for free money from the government, but also for the taxpayers money of good workers.

Lincoln needs a Macy's and a DSW shoe store. Lincoln also needs more services that cater to African Americans such as hair salons and beauty supply stores.

Our city council too-often sides w/ personal interests instead of what's right. A theater on 84th & Hwy 2, for example, was denied b/c we gave the grand incentives & it'd take their business. Then they were bought by a competitor.

Unsatisfied with Lincoln Public Schools curriculum. Will not send children to LPS.

The Building and Safety Department is very hard to work with and very rude. They think that they're better than most the people that walk in there. The police should be here to help people not control them.

I attended UNL and Wesleyan University-graduating from both. My employment has been in the city of Lincoln since 1980 - both full and part-time jobs (at the same time) and have been a homeowner since 1992. Because of a situation where my safety and personhood was violated I have not felt safe/secure in Lincoln-specifically with LPD. I am strongly considering a move from Lincoln-Lancaster Co because of this situation. Thank you!

It's very disappointing when incompetent city employees are not dealt with or dismissed - makes services suffer.

I remain unhappy with reduced mowing of green spaces. It impacts who and where one walks not to mention frequency/convenience of walks.

## ROADS NEED REPAIRED

In spite of the annual criticism, we very much appreciate the snow removal & how hard they work. We are also very lucky to have beautiful public golf courses!

I think the city should employ more police officers to prevent gang crime. This shouldn't be ignored. Some city streets seem to get constant construction work, while others get ignored. i.e. West A between SW 20th & SW 40th. I would like to see the city re-evaluate its storm sewer system to prevent flooding in NE Lincoln.

I live with a roommate (no romantic attachment) so we have 2 separate "households" within one I suppose. I have answered for myself.

I'd like more options for yard waste and also recycling. It'd also be great if municipal gov't also relaxed regulations on food trucks.

TOO MANY DAMN FERAL CATS RUNNING AROUND!!!

THANK YOU!

THE ROADS IN THIS TOWN ARE THE WORST.

Personally my biggest complaint about where I live is the dangerous sloped intersection (32nd St slopes down to Browning Street. When it snows and sun hits that packed snow on the little hill to Browning Street - it is a sheet of ice! Every year we call and call but nothing happens until a bad accident happens. Every snow we get at least 20 cars in our yard and one year we had someone hit our house. 20 years - same problem every year - never addressed until bad accident (the small ones don't ever count) Overall - city must maintain balance between downtown and development on edges of town. i think it has been onesided too long. Need more development. Affordable homes.

Concerned that some areas of town lack sidewalks for people who have to walk as their mode of transportation. Wish there was a safe way for pedestrians to access Van Dorn Park from the north or west. Busy Hwy 2 cuts it completely off to pedestrian traffic.

1) We could really use a swimming pool nearby. Peter Pan Park would be ideal. Peter Pan desperately needs more children's play equipment! And a working restroom for them. Really?! 2) We should be on the forefront of the Midwest for "green": green roofs, wind fields, neighborhood "farms" for barter, property tax breaks for solar/wind/electric cat etc. Lincoln could certainly take a page from the No. Europeans. GO LINCOLN!

STREET UPKEEP VERY POOR

No more two lane round-abouts -Let another cable TV company in to compete -Fix the roads -stop beating down christian values. (And yes you are doing that)

Live in 3 mile radius outside city limits. Don't have city water or LES. County plows gravel roads. Don't get all local TV channels. Don't live in a neighborhood. Impacted by city issues but don't get to vote on issues or candidates. Don't like the increased traffic in our area. Don't have internet (by choice). \*County does not maintain all of the County roadway - only the part they assume is county because of miss-placement of our blue address sign.

From 1968 until recently, I used my bicycle for most transport within Lincoln--home to campus and back, plus many other activities. Never did I have a problem with auto traffic on either residential or arterial streets (I was a member of the Mayor's Bicycle Safety Committee from 1970 to 1986). i am concerned now, though, with the number of adult bicycle riders who use sidewalks and seem to avoid the streets. As a pedestrian, i find this a bit hazardous to pedestrians.

LINCOLN IS A GOOD PLACE TO LIVE & RAISE CHILDREN.

Use flashing yellow lights on non-major intersections late at night. Can we hire somebody to manage traffic lights? It gets worse every year. 'O' street should be a priority for snow removal. Fix the roads. It appears Antelope Valley sucked up the budget for too many years. 27th street is FOUR lanes from I-80 to South and HWY 2 to part Pine Lake, South Street HWY 2 - 2 lanes Q: why? Answer: those people have money. Any other neighborhood-it would be four lanes already.

Road construction needs to be planned and spread out more. We can't have 70th, 84th, 56th all closed at certain spots at the same time.

Overall, I think Lincoln is going in the right direction as far as growth & development, but I'd like to see more retail downtown (how many restaurants & sandwich shops can we have?) Also, there's several vacant buildings/lots downtown ("O" st between 16th & 17th; "O" st between 9th & 11th), etc. Can the city offer some incentives to bring retail in to renovate & occupy these spaces?) Glad to hear of the proposed development in the 21st & N area!

No one wants to use Antelope Valley Pkwy because it's timed horribly. -Buses should have sensors that can keep traffic lights from turning red to keep them running on time. -We need more programs like Neighbor Works. -Downtown needs a grocery store. -We should have a "ring road" to help make driving around town easier.

Roads could be much better and not so many being done all at once, better planning. Snow removal needs to be done better on side streets and residential. City crews need to work more instead of standing around and talking. Isn't that what are taxes are for.

I would like to see a major central thoroughfare put in from the north side of Lincoln to the south side. 27th street is too congested at peak times & 9th/10th streets have too many stops/traffic. 84th is great but we need a central located north/south thoroughfare.

My concern is property valuation. Mine keeps increasing faster than my salary. I'm in a position of having to sell my home of almost 26 yrs because I can no longer afford the taxes & insurance. But finding something to buy is becoming more difficult. And i have repairs to make before selling.

There are many areas within the city where people do not cut their lawns and use their front porch as junk storage. The number of unsightly properties on main streets is alarming. Examples of a few main streets are 9th & 10th just to name a few.

City funds should be used to provide necessary services such as sewage system adequate to handle heavy rainfall and street repairs before we plan new non-essentials such as bus terminals and street beautification. Enforce existing codes on sump pumps and drain tile systems. Use city funds for essential services such as sewage rather than automatically rely on bond issues. Require frequent users of city streets to help pay wheel tax.

Concerning the streets of Lincoln: there are quite a few streets in North Lincoln that need attention...33rd is a major one especially between Cornhusker & Holdrege. Also, this probably isn't something the city can control but the RR crossing at 33rd & Cornhusker is TERRIBLE! (in terms of roughness the trains are doable). I know South Lincoln has more \$\$\$ but we should focus on beautifying the whole city North Lincoln could use some help esp. b/w 27th & 48th Adams-Holdrege.

I think city planning is great for future jobs, but we are also taxing our citizens way too much. I'll be paying for the arena forever, and everything we do we need more bonds for. The citizens aren't getting big enough raises to pay for everything, so every little raise we get goes to the city or utilities. We are also taxed to death on our vehicles. I believe we need more tourism besides sports. Our wheel tax is so high that people don't want to license their cars here. College students that also use the roads don't pay the taxes because they don't have to license their cars here. Just basically sick of all the taxes.

Please budget money for city streets, including residential...instead of putting so much of it into beautifying the city. "Pretty" is nice but not necessary.

I'm disabled and my husband work! Would like to suggest a indoor water park for all seasons for Lincoln with our tax dollars!

The city spends too much \$ on the pinnacle area (arena). Also on building bike trails & beautifying the city that in 10 years will need to be dug up & changed like the centennial mall area. Focus should be on streets & driving thru our City. Anywhere you go at any given time of the day even without street construction, is always congested!

More librarys in my area. Better snow removal & new parks & recreational areas

Snow removal on cul-de-sac not in existence. Plows (snow) do not do the job well. Highway 2 south Lincoln very dangerous. Trucks travel too fast. Parking downtown is horrible and too expensive. Keeps me from going.

Northeast Lincoln is growing yet there are no new parks, YMCA, etc. This area of Lincoln is filled with young families so I would encourage the City to invest time & money into a new park, splash pad, YMCA, etc. NW, SW, & now SE Lincoln all have new YMCA's so our neighborhood is very hopefully NE Lincoln will be served next.

Having moved here in Nov 2013 the biggest issue for me is the inconvenience of shopping. It seems everything is either at Gateway (which I do not like-it is not age friendly shopping) or So. Point. There are very few small pockets or strip malls in neighborhoods. We do not need one more Walmart in this city-one is one too many. My other complaint is the streets. There

is no really good streets in the city of Lincoln. And the railroad crossings are downright dangerous. Streets posting 50 mph are much too dangerous for that speed-20 to 30 mph would be far less dangerous. Property taxes & car taxes are over the top compared to what I was paying in Colo. I did not live in low income areas in Colo.

How can we get out of state cars that have been here over a year to get NE plates & pay wheel tax-Lots of local have out of counties plates but live in Lincoln & don't pay. Golf: this is a quality of life for lots of elder people. Why do we have to pay for land & structures to provide golf courses. Lots of people don't use park trails, pools, etc. These people don't have to pay for everything. Public golf can be maintain but not compete with private course's-fixed income will not keep up with the rates.

Need more bike paths leading to downtown. More retail businesses downtown

Most city and state employees are honest and hardworking. I was a state employee.

27th Street North of O St. to Cornhusker should be blighted. Cornhusker Hwy from 27th to 14th should be blighted. I love nice new downtown, but focus some attention in North Lincoln, please. All my neighbors move down South because North is so neglected.

I live in Arnold Heights Neighborhood, I would like to see better bike trails to this area. I would like to have Tanker Hill mowed so during winter months this hill can be used for sledding. A path toward the old school would be safest. Bike trails could be made all the way to Pawnee Lake by way of nw 48th st. to the road by the water tower, or 9 mile prairie.

It was hard to answer some questions I am 92 years old-widow & live in retirement complex. I have lived in north east Lincoln since 1969.

TO MANY CHIEFS NOT ENOUGH INDIANS

I would like to see city pools remain open at least part time until Labor Day.

I am frustrated by poor planning of traffic movement in the down town area during PBA events. The N street loop & the 3 big garages are underutilized early on those nites. It is only after the Haymarket is jambed up the traffic is pushed out to that street. The city should do a better job early in the evening. I also think the city makes it hard & expensive to work in the new Haymarket. The Park n Go ticket writers seem arbitrary & are slowly forcing people to not want to work down there. The city planning office is unresponsive when I have tried to dialogue about this issue.

I feel the blighted areas of Lincoln should be addressed. People who don't reasonably maintain their homes or yards should be given a warning then fined. This money can be put back into the city!

(Was) employed state/univ of NE, AAPC Burlington Railroads NAT'L Guard etc... Thank you...

ENJOY LISTENING TO TOM CASSIDY ON KFOR RADIO.

We left Lincoln in 6/07 & lived in Oregon for 5 years. At that time I thought Oregon had nothing on Lincoln - except the Ocean. Since we moved back 9/13 - I've seen nothing but how much Lincoln has gone down hill. Roads are awful now & they used to be so well maintained. Health care providers used to put their patients first - not anymore. People in general used to be extremely friendly & neighborly - thats all out the window!

Would be nice if there could be more control of unregistered vehicles or junk accumulating properties but I know the city tries to help.

Please consider adding additional demographic questions such as disability, LGBT, etc. I marked "male" as my gender, but if you had another option like "Trans", you would have a lot more information. We need to focus on more renewable energy sources, like more wind turbines, solar power, etc. look into solar roadways ([www.solarroadways.com](http://www.solarroadways.com)) Invest in better Braille & sign language education/opportunities for the Blind & Deaf communities. (10% of blind youth learn Braille, but 90% of employed blind people know Braille. It's important!)

Very happy w/ the snow removal services, road maintenance, & city trails. Thanks for taking care of us!

The area behind our home is city property that is not maintained. There's a tree that fell 3 yrs ago & has never been removed. The area is never mowed & maintained. This is near a bike path. It is an eye sore!

1. Security would be better if we had more street lights on the streets 2. Mowing around the parks and bike/walk trails should be done more often 3. Speed limits on these 25 mph residents should be enforced especially in evenings 4. Main roads thru Lincoln like 27th should be cleaned up and look decent. Also the sidewalks should be clean and glass and little taken off and edges of sidewalks alone 5. Some of the smaller parks need maintenance and equipments up dated.

Feel that city is focusing too much time, money and effort on Railyard/downtown development while ignoring central Lincoln housing and accessibility issues.

Traffic South to North difficult - e.g. South 27th South Hi way; Sewage costs more than fresh water the bills not in line with water useage; Bus literally in accesable South of Old Cheney except for football charter at S5

I think the city is headed in a good direction, more involvement would be great. I think the city needs to get Hispanics more involved. Me and my wife are second generation payed our way through college and bought our houses, we are first in all our families with college degrees. We are also the first getting involved with the city.

It is upsetting that nothing is being done to deal with elderly neighbors who act like they own the neighborhood. My next door neighbor thinks she is the neighborhood association president - we have no neighborhood association. She and another neighbor have harassed at least three households through city & county departments. it is unfortunate that her inability to live and let live is wasting so many tax dollars. my property is one of the "unsightly" properties that the city administration has given residents permission to openly harass by not protecting us from bullying by neighbors. there are times I am unable to do yard work peacefully because of verbal harassment. they especially target my house on cool days. due to health issues i am unable to work in the heat. Lincoln used to be a nice place to live. things have gotten bad since the mayor began comparing us to Omaha. We don't need to be Omaha!

I would like to see more lakes allowing wakes/speed boats. There are not enough options causing crowding at the few available & safety issues.

I am very satisfied with the library system. It is such a great tool. I wish everyone took advantage of it. It's sad to hear when budgets are cut for libraries. If anything, I would like them to expand even more. It is one of the things I love most about Lincoln.

Why are there no YMCA's or swimming pools close to 70th & South? Please fix the potholes it is knocking our cars out of their proper front end alignment

in regards to be the salt brine has degraded city streets causing potholes an damage to residents vehicles; in regards to 17b city officials do not listen to the opinions of their employees or residents

Would recylce if I didn't have to pay. Don't like that they work on all the streets at the same time, hard to get around. High wheel tax and all the streets are a mess. Not in favor of roundabouts.

1. the dog run needs a water pump! 2. 4th of july celebration should return to Holmes Lake! 3. better supervision of kids in outdoor summer programs! 4. charge a fine for garage sale signs left up after the sale! 5. Eden Pool needs a heater for the water! 6. stop light on south side of Van Dorn Plaza needs timing adjustment! the light is by Westlake Hardware & if you're exiting the plaza there, you're in for a long wait! 7. Holme's Lake spill-way area needs to be mawed more. (more often & more of the area cut!) toilets need to be open year-round; my grandchildren dropped out of swimming in 2011 because of one very uninterested instructor. she was on the cell-phone & just didnt care about her job. they never went back.

LHA & HUD w/ their closeness to the police do and are facilitated in inequality across the board.

expand star tran hours, including Sunday service. Make downtown more attractive. Lincoln is really one of the most unappealing cities I've seen.

work done on curbs/gutters/storm drains in our area approximately 5 yrs ago was done poorly, water collects and sits near the drains. Low areas in the grass up to the curb are several inches lower than the original grass. The sod was poor quality with

plastic backing that is now showing through the bare spots and weeds from the sod. 46/Linden NE corner. snow removal is done too slowly and poorly and the streets are rarely reliable after bad weather, getting out of residential streets is difficult. LPD always appears courteous and friendly.



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