



2006 Resident Opinion Survey

Vancore Jones
Communications, Inc.

May 2006

Table of Contents

Executive Summary	1
Survey Methodology	5
Citizen Map	6
Findings	7
Community Issues	8
Customer Services	14
Community Issues	35
Information Sources	45
Demographics	50
Comments	58



Executive Summary

This executive summary provides a brief overview of the results from the recent citizen survey conducted from April 20 through May 6, 2006.

Methodology

A professional phone bank interviewed a random sample of 800 residents who were confirmed to live in the City of Tallahassee. The survey was matched according to several known demographics in an attempt to make the final sample a representative one. We used census data to approximate gender and race of City residents, and our resulting final sample was within less than one percentage point of these targets. We also balanced the sample according to geography, but used the data set taken from the utility department to meet targets within each zip code. While we did not target age, our final sample looks very similar to the adult population of the City along this variable. For example, according to the 2003 U.S. Census estimate, 20.8 percent of the City is between the ages of 18 and 24. Likewise, so is our sample. There were some minor deviations, but none were large enough to be significant. As a result, the sample is both random and representative, and has a margin of error of $\pm 3.4\%$ at the 95% confidence level.

Overview

Without a doubt, the respondents seem pleased with the City of Tallahassee.

During the past year, the City has encountered what could have been public opinion challenges – from the coal plant initiative; the raising of utility rates; the spray field concerns; or the potential controversy over consolidation. Each of these could have had a negative effect on public perception of the City and the services it provides, but none seem to have had any adverse impact on how people feel.

Overall, 80% of the respondents had a favorable view of the “quality of services provided by the city” with 20% giving the City an “excellent” rating and only 2% having a “poor” opinion. Perhaps equally as impressive, when asked about “important local issues facing our community”, nearly 20% could not name something of concern and when asked to name two things that concerned them, only one issue rose above the 15% mark (crime/safety—16%). Further, when asked, “What areas do you think the City is providing good to excellent services,” nearly 85% had something good to say (“garbage pickup” was the clear favorite with 25% mentioning that service in an open-ended question) with a mere 2% saying the City does “nothing well.” Utilities (20%) and law enforcement (12%) rounded out the top three most-often mentioned.

When asked to suggest areas for improvement, only “utilities” (18%) and “road maintenance” (11%) were mentioned by more than 10% of the respondents with all

Executive Summary (Continued)

other categories being cited by a relative handful of respondents. There seems to be no clearly-defined concerns among residents. This is a departure from prior years where “traffic,” for example, had risen to a concern among 38% of the citizenry (in 2000) and “crime/public safety” had been a concern among 47% during the same year. It is also of interest to note that there had been a steady decline in such “spiking” or “clustering” among “most pressing issues” since 1999 and this trend appears to be continuing. (Note: we used a slightly different methodology than previous surveys, but the point still stands.)

These numbers are also consistent with recent surveys with an overall “favorability” of 80% being the same rating from a similar survey taken in 2003 and only slightly behind the rating from 2002 (82%).

We compared these numbers to the nation as a whole and to other cities throughout the country. Nationally, people are generally dissatisfied with the direction of our country (2:1 negative) while most published city surveys show generally positive reviews – most being 10-15 points lower than these and none significantly higher than these ratings.

The only down side to general opinions came when asked about taxes and fees. While a majority (55%) felt they were either “too low” or about “what you would expect”, nearly 40% felt they were too high. The percentage of citizens who feel that taxes and fees are “too high” has shown a slight trend upward, based on ratings of 31% and 36% in 2002 and 2003, respectively.

Service Areas

We asked a series of questions to rate certain service areas and policy positions currently supported by COT. The most popular service area is our Parks and Recreation Department which scored an 84% positive rating. General positive ratings for the other service areas/projects are:

	<u>PCT</u>
• Downtown redevelopment	71%
• Business development/expansion	64%
• Emergency Services	53%
• Managing growth	51%*
• Bus system	34%**

*Growth: It is important to note that 44% expressed a negative opinion of how the City is managing growth. While only 7% mentioned this unprompted in the open-ended questions, this may be an area of concern.

Executive Summary (Continued)

**Bus system: 40% said they had no opinion of the changes to the bus system, presumably because they do not use it.

Other Areas of Interest

It is clear that this community is not only supportive of current services but also seems willing to accept change. However, they are somewhat wary of additional taxes or fees to pay for that change.

Respondents overwhelmingly support changing law enforcement to create a unified dispatch (69%); an issue that appears to be without a negative tax consequence. They also support a new performing arts and education center (74%), but when asked about a tax increase to support the center, a majority of the respondents (51%) oppose that. We also know they are pleased with utility services from prior questions, but a similar majority (52%) is not willing to pay more fees for utilities if the power came from a cleaner energy source. Of those who would be willing to accept a fee increase, the majority (51%) were willing to pay an additional \$10-\$25 a month.

On the other hand, 58% would support a tax increase to “help provide health insurance coverage or medical care to those within this community that need it.”

It is important to note that these numbers do not appear to suggest a “community divided.” Throughout the survey there are few spikes in the “strongly support” or “strongly oppose” categories. It appears that a large percentage of respondents are “somewhat” supportive or “somewhat” opposed on most of issues and are less likely than normal to be “strongly” opinionated on an issue. For example, on the “health care” tax, only 33% “strongly support” it and only 26% strongly oppose it. Likewise, when asked about a tax for the performing arts and education center, only 53% express a “strongly” held opinion. This is of interest because our experience with other surveys usually shows much higher “strongly” held positions on tax or tax-related issues. In fact, no question ever had more than 55% “strongly” held opinions on any single issue. While we live in what many consider to be an intensely divided political culture, citizens of our community appear to be less polarized and more civil than what we are witnessing in other areas of the state and country.

Executive Summary (Continued)

Notable trends among sub-groups

- It seems counter-intuitive, but there is a steady increase in the number of respondents who report that they called the City to ask a question or discuss a problem based on income. As income rises, they are more likely to say they contacted the City. Only 25% of the lowest income group said “yes” while nearly half (48%) of those in the highest income bracket responded likewise.
- The oldest respondents (65 years or older) were less effusive across the board and on most questions (with the notable exception that they had the highest percentage who rated overall services as “excellent”). They were generally less likely to give “very strong” ratings on services and were less likely to support new ideas or change. In reviewing the findings, they were generally less “strongly” opinionated than the rest of the sample. They were also most concerned about growth, less likely to support any tax or fee increases, and generally appeared to be less likely to use City services like the bus system or the parks.
- As age or income rise, so does use of utility bill inserts, the local newspaper, and television as a means of getting information about City services. Conversely (again, no surprise) website usage tracks towards younger respondents (about a third of respondents under the age of 45 find the website “very useful” for seeking out this kind of information.)

Conclusions

This survey strongly suggests that the people who live in this City are generally pleased with the direction of their government and the quality of services provided to them. They seem willing to trust this government as indicated by their initial support of new projects and ideas. While many are somewhat wary of new taxes and fees, they seem to generally trust the City and support the work it is doing and offer no notable areas of critical concern. The public sees this as a well-run train and they seem to be enjoying the ride.

Survey Methodology

Eight hundred City of Tallahassee residents were interviewed in a random sample taken April 20 through May 6, 2006. Respondents were screened for residency, and the sample was balanced by race, gender, and geography, according to the universe provided.

Data Set

Our data set was obtained from the City of Tallahassee Utilities Department and was limited or “scrubbed” to include only those customers confirmed to be residing within the City limits. In addition, the data set was cross-referenced with a list from the Tallahassee-Leon County Planning Department of streets and addresses that fell within the city limits. Any data that contained streets, or addresses within a street, that fell outside the City were deleted from the overall set.

Further, each respondent was asked to confirm the street and zip code in which they currently reside. Any responses that were inconsistent with the information contained in the data set were independently verified. If the self-reported data was inaccurate — the zip code did not match the street or the street was outside the city limits — it was discarded and another respondent was polled.

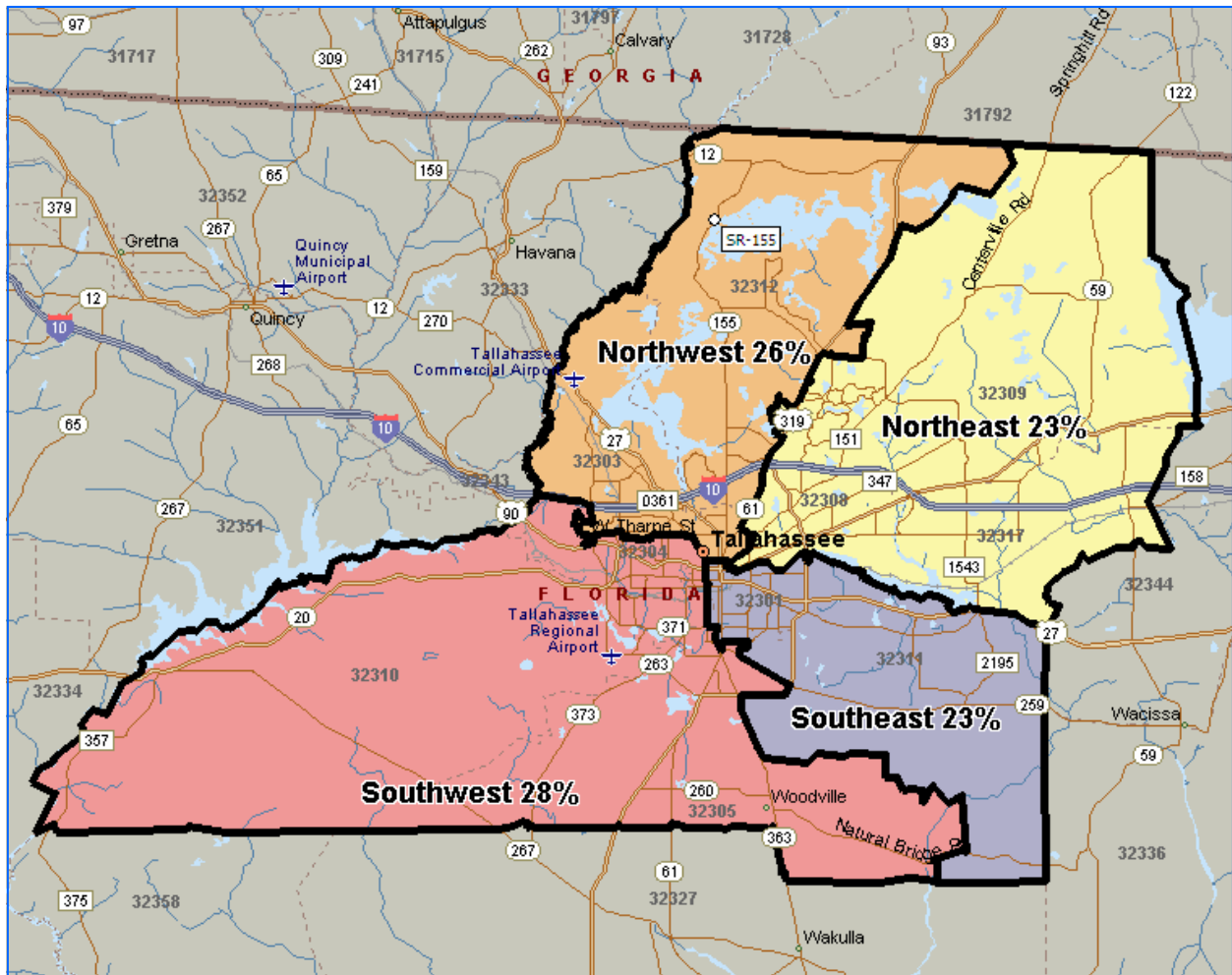
Field Pre-Test

On April 19, 2006, a field pre-test was conducted of the survey to validate questions and revise as appropriate. The pre-test was administered to 20 respondents and no issues were reported and no revisions were necessary. The survey was begun the following evening.

In the Field

While the survey was in the field, we were given daily updates as to the surveys completed the night before. Each day, the previous day’s completions were individually mapped and scrutinized to ensure they were within the city limits. Any found to be outside were deleted from the sample.

Survey—Citizen Map



City of Tallahassee 2006 Resident Opinion Survey

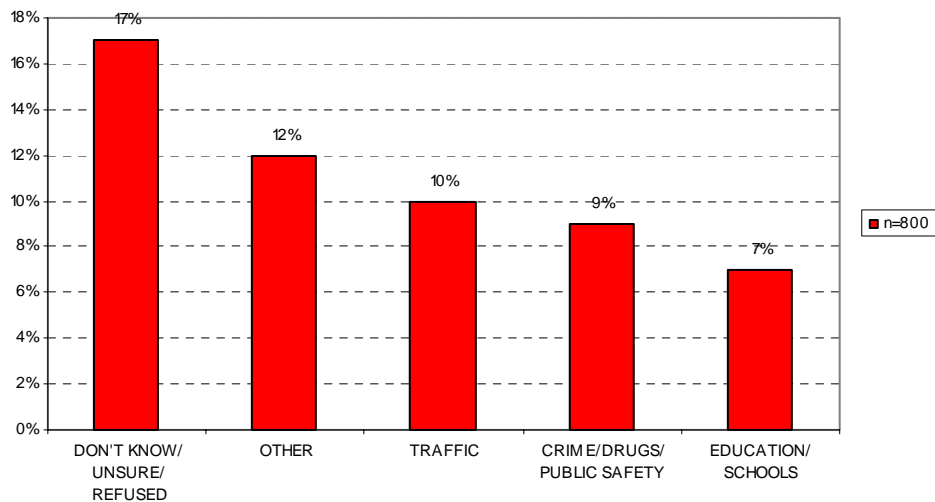
Findings



Community Issues

Q1. In your opinion what would you say is the most important local issue facing our community?

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	135	17%
OTHER	92	12%
TRAFFIC	78	10%
CRIME/DRUGS/ PUBLIC SAFETY	71	9%
EDUCATION/ SCHOOLS	59	7%



Noticeable Differences Among Sub-Groups

In this open-ended question, residents specifically named traffic (10%), crime (9%) and education (7%) as their top concerns.

In regard to crime, African-Americans (15%) and Hispanics (18%) were more likely than white residents (6%) to have mentioned this as their top concern.

Community Issues

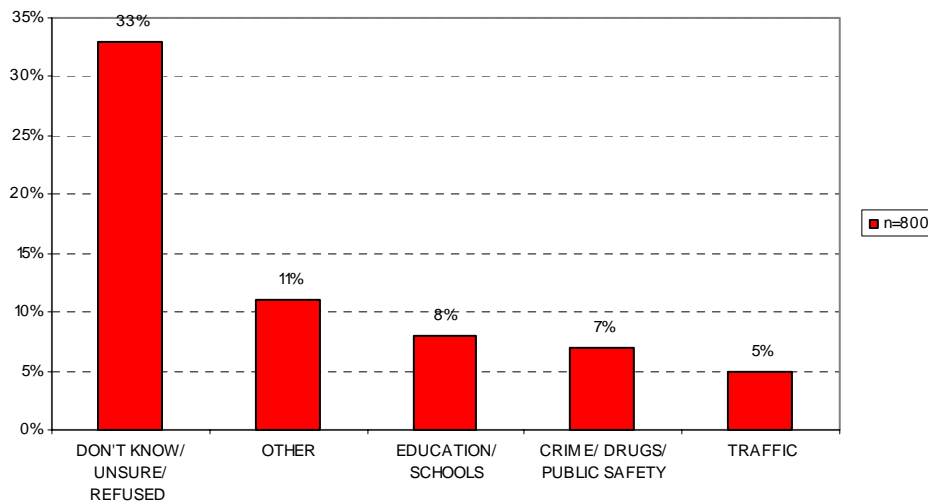
Q1. In your opinion what would you say is the most important local issue facing our community?

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	135	17%
OTHER	92	12%
TRAFFIC	78	10%
CRIME/DRUGS/ PUBLIC SAFETY	71	9%
EDUCATION/ SCHOOLS	59	7%
GAS PRICES	54	7%
OVER-DEVELOPMENT/TOO MUCH GROWTH TOO FAST	43	5%
UTILITY COST/ENERGY CRISIS	33	4%
ECONOMY/JOBS/MORE BUSINESSES/WAGES	32	4%
AFFORDABLE HOUSING	28	4%
ROADS	27	3%
NEGATIVE - POLITICIANS - CITY/ COUNTY/STATE - GOVERNMENT	16	2%
HEALTH CARE/INSURANCE	15	2%
TRANSPORTATION/BUS SYSTEM	15	2%
HOMELESSNESS	15	2%
TAXES TOO HIGH	10	1%
RACIAL ISSUES	10	1%
ACTIVITIES FOR KIDS	10	1%
POWER PLANT - GENERAL	10	1%
CONSOLIDATION OF POLICE/ SHERIFF DEPARTMENT	8	1%
ENVIRONMENT/CLEAN THINGS UP	8	1%
ELECTION ISSUES	5	1%
AGAINST POWER PLANT	4	1%
DRAINAGE/FLOODING ISSUES	4	1%
NONE	7	1%
LACK OF SIDEWALKS	3	*
POLLUTION/ENVIRONMENT	3	*
LACK OF PARKING	2	*
POVERTY	2	*
FOR POWER PLANT	1	*

Community Issues

Q2. What is the second most important local issue facing our community?

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	261	33%
OTHER	84	11%
EDUCATION/ SCHOOLS	61	8%
CRIME/ DRUGS/ PUBLIC SAFETY	57	7%
TRAFFIC	42	5%



Noticeable Differences Among Sub-Groups

There was a positive correlation between income and concern with education (Under \$20K: 4%, \$20K-\$60K: 8%, \$60K-\$100K: 9%, Over \$100K: 15%). Geographically, residents in the Southwest were least likely to have listed this as their second highest concern (3%).

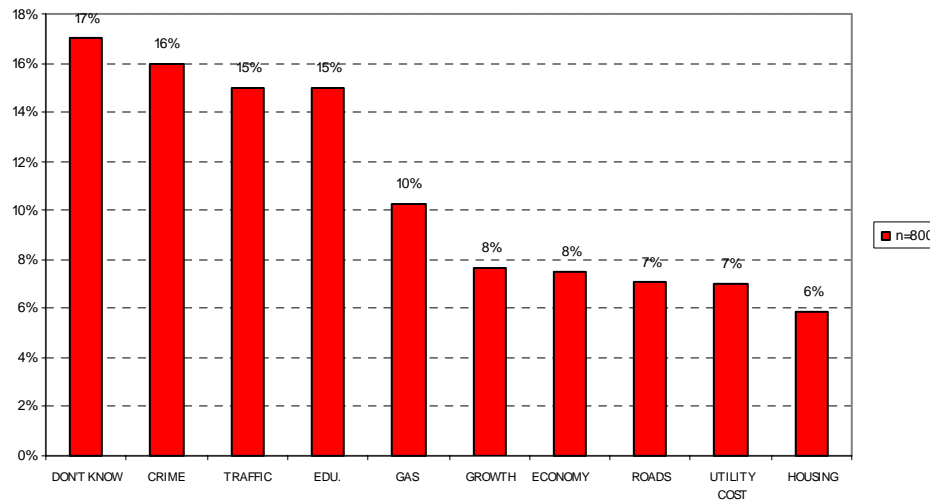
Community Issues

Q2. What is the second most important local issue facing our community?

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	261	33%
OTHER	84	11%
EDUCATION/ SCHOOLS	61	8%
CRIME/ DRUGS/ PUBLIC SAFETY	57	7%
TRAFFIC	42	5%
ROADS	30	4%
ECONOMY/JOB/MORE BUSINESSES/WAGES	28	4%
GAS PRICES	28	4%
UTILITY COST/ENERGY CRISIS	23	3%
AFFORDABLE HOUSING	19	2%
OVER-DEVELOPMENT/TOO MUCH GROWTH TOO FAST	18	2%
HEALTH CARE/INSURANCE	17	2%
HOMELESSNESS	17	2%
TRANSPORTATION/BUS SYSTEM	15	2%
TAXES TOO HIGH	15	2%
NONE	14	2%
POLLUTION/ENVIRONMENT	11	1%
NEGATIVE - POLITICIANS - CITY/ COUNTY/STATE - GOVERNMENT	9	1%
CONSOLIDATION OF POLICE/ SHERIFF DEPARTMENT	7	1%
RACIAL ISSUES	7	1%
ACTIVITIES FOR KIDS	6	1%
DRAINAGE/FLOODING ISSUES	6	1%
ENVIRONMENT/CLEAN THINGS UP	5	1%
LACK OF SIDEWALKS	5	1%
ELECTION ISSUES	4	1%
POVERTY	4	1%
POWER PLANT - GENERAL	3	*
LACK OF PARKING	2	*
AGAINST POWER PLANT	2	*

Community Issues

Q1 and Q2 Collapsed



Noticeable Differences Among Sub-Groups

Geographically, residents in the Southwest were more likely than other regions to mention crime, drugs or public safety among their top two concerns (8%).

White residents (11%) were more likely than other ethnicities to have mentioned traffic among their top two local concerns.

White residents (11%) were also more likely than other ethnicities to have mentioned education or schools among their top two local concerns.

White residents (7%) were more likely than other ethnicities to have mentioned over-development or too much growth among their top two local concerns.

Community Issues

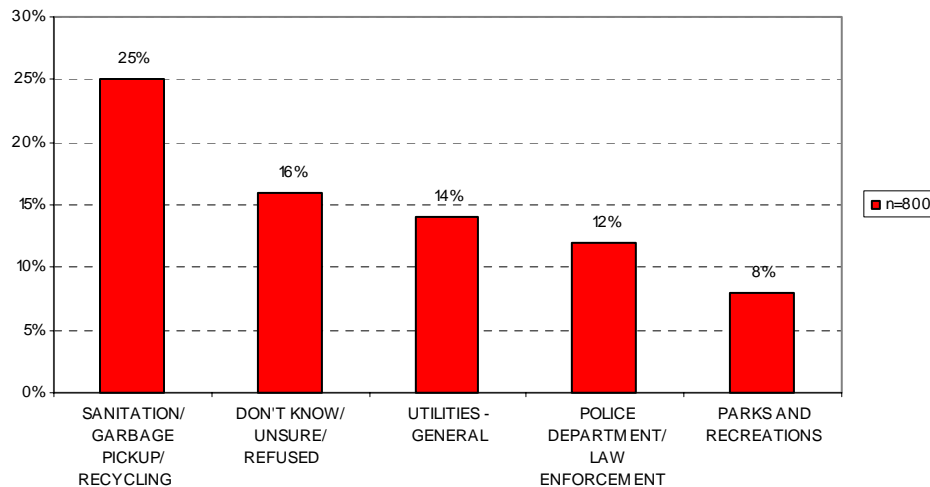
Q1 and Q2 Collapsed

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	135	17%
CRIME/DRUGS/ PUBLIC SAFETY	128	16%
TRAFFIC	120	15%
EDUCATION/ SCHOOLS	120	15%
GAS PRICES	82	10%
OVER-DEVELOPMENT/ TOO MUCH GROWTH	61	8%
ECONOMY/ JOBS/ MORE BUSINESSES/ WAGES	60	8%
ROADS	57	7%
UTILITY COST/ ENERGY CRISIS	56	7%
AFFORDABLE HOUSING	47	6%
HEALTH CARE/ INSURANCE	32	4%
HOMELESSNESS	32	4%
TRANSPORTATION/ BUS SYSTEM	30	4%
NEGATIVE - POLITICIANS - CITY/COUNTY/STATE - GOVERNMENT	25	3%
TAXES TOO HIGH	25	3%
NONE	21	3%
RACIAL ISSUES	17	2%
ACTIVITIES FOR KIDS	16	2%
CONSOLIDATION OF POLICE/ SHERIFF DEPARTMENT	15	2%
POLLUTION/ENVIRONMENT	14	2%
POWER PLANT - GENERAL	13	2%
ENVIRONMENT/CLEAN THINGS UP	13	2%
DRAINAGE/FLOODING ISSUES	10	1%
ELECTION ISSUES	9	1%
LACK OF SIDEWALKS	8	1%
AGAINST POWER PLANT	6	1%
POVERTY	6	1%
LACK OF PARKING	4	1%
FOR POWER PLANT	1	0%

Customer Services

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

	Actual Responses	Frequency Percentage
SANITATION/ GARBAGE PICKUP/ RECYCLING	199	25%
DON'T KNOW/ UNSURE/ REFUSED	125	16%
UTILITIES - GENERAL	110	14%
POLICE DEPARTMENT/ LAW ENFORCEMENT	95	12%
PARKS AND RECREATIONS	62	8%



Noticeable Differences Among Sub-Groups

There was a positive correlation between age and satisfaction with City sanitation services (18-24: 17%, 25-44: 25%, 45-64: 28%, 65+: 30%). Additionally, residents who earn over \$100,000 (37%) and residents in the Northeast (30%) were most likely in their respective demographics to feel that sanitation services are good to excellent .

There is a positive correlation between income and satisfaction with utilities (Under \$20K: 8%, \$20K-\$60K: 13%, \$60K-\$100K: 15%, Over \$100K: 25%).

Residents who earn between \$60,000 and \$100,000 (15%) were more likely to feel City parks and recreations are providing good to excellent services than residents in either higher or lower income brackets. Geographically, residents in the Southwest were the least likely to feel this way (1%).

Customer Services

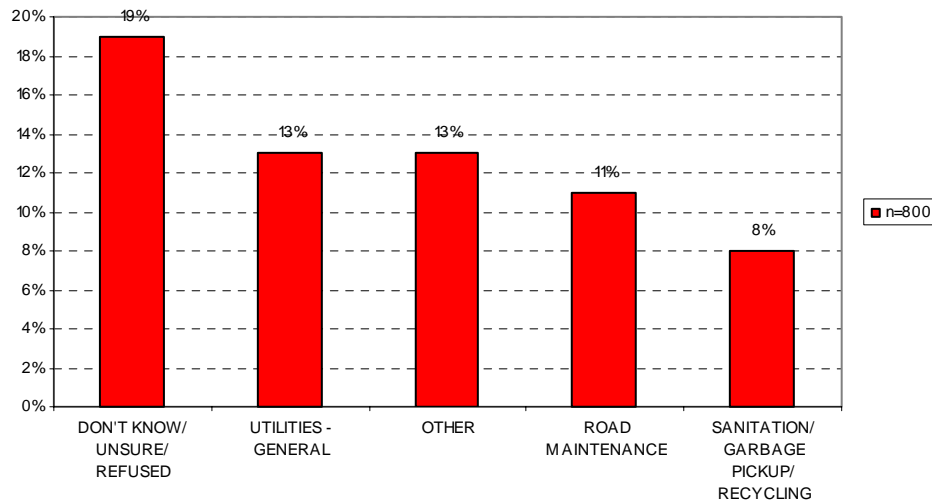
Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

	Actual Responses	Frequency Percentage
SANITATION/ GARBAGE PICKUP/ RECYCLING	199	25%
DON'T KNOW/ UNSURE/ REFUSED	125	16%
UTILITIES - GENERAL	110	14%
POLICE DEPARTMENT/ LAW ENFORCEMENT	95	12%
PARKS AND RECREATIONS	62	8%
ALL ARE GOOD	57	7%
OTHER	46	6%
TRANSPORTATION/BUS SYSTEM	34	4%
ROAD MAINTENANCE	32	4%
FIRE DEPARTMENT	25	3%
ELECTRIC SERVICES	25	3%
CLEAN CITY/REVITALIZATION/ LANDSCAPING	25	3%
WATER SERVICES	20	3%
EMERGENCY SERVICES - GENERAL	15	2%
NOTHING IS GOOD	16	2%
EDUCATION/SCHOOL SYSTEM	11	1%
TRAFFIC/TRAFFIC LIGHTS	4	1%
DRAINAGE/FLOOD ISSUES	4	1%
CABLE TV SERVICE	3	*
GAS SERVICES	2	*
NEED MORE SIDEWALKS	1	*

Customer Services

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	151	19%
UTILITIES - GENERAL	104	13%
OTHER	102	13%
ROAD MAINTENANCE	91	11%
SANITATION/ GARBAGE PICKUP/ RECYCLING	64	8%



Noticeable Differences Among Sub-Groups

Residents between the ages of 25 and 44 (18%) were most likely to want to see improvements in utilities services. Geographically, residents in the Northeast were most likely to want this (18%).

Residents who earn over \$100,000 (18%) were more likely than residents in lower income brackets to want to see improvements in road maintenance. Seniors (8%) were the least likely of all the age groups to want this.

Customer Services

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

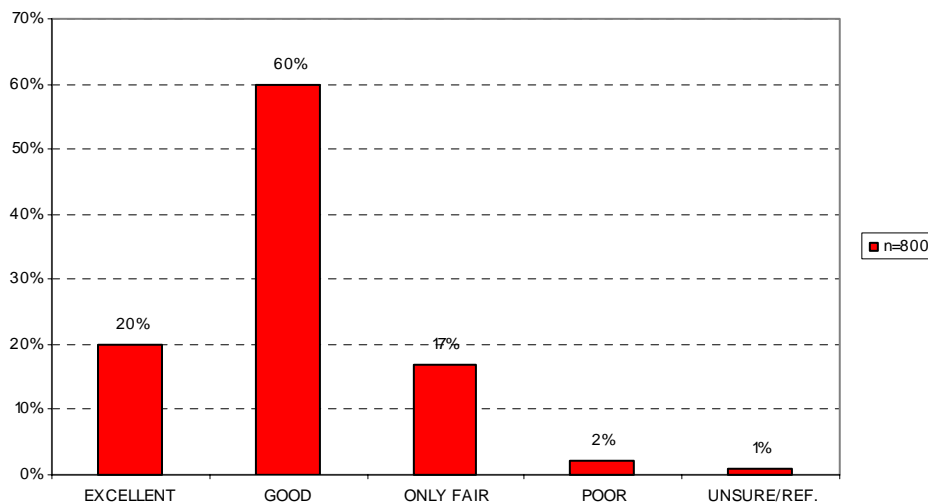
	Actual Responses	Frequency Percentage
DON'T KNOW/ UNSURE/ REFUSED	151	19%
UTILITIES - GENERAL	104	13%
OTHER	102	13%
ROAD MAINTENANCE	91	11%
SANITATION/ GARBAGE PICKUP/ RECYCLING	64	8%
TRANSPORTATION/BUS SYSTEM	60	8%
POLICE DEPARTMENT/LAW ENFORCEMENT	53	7%
NOTHING IS BAD	50	6%
TRAFFIC/TRAFFIC LIGHTS	42	5%
CLEAN CITY/ REVITALIZATION/ LANDSCAPING	32	4%
ELECTRIC SERVICES	29	4%
PARKS AND RECREATIONS	13	2%
CABLE TV SERVICE	13	2%
NEED MORE SIDEWALKS	10	1%
WATER SERVICES	9	1%
EMERGENCY SERVICES - GENERAL	8	1%
DRAINAGE/FLOOD ISSUES	7	1%
CONTROLLING GROWTH	6	1%
PROVIDE MORE JOBS	6	1%
EDUCATION/SCHOOL SYSTEM	5	1%
GAS SERVICES	3	*
FIRE DEPARTMENT	2	*
ALL ARE BAD	1	*

Customer Services

Q5. Overall, how would you rate the quality of services provided by the City of Tallahassee?

	Actual Responses	Frequency Percentage
EXCELLENT	159	20%
GOOD	481	60%
ONLY FAIR	139	17%
POOR	14	2%
UNSURE/REF.	7	1%

	Actual Responses	Frequency Percentage
POSITIVE	640	80%
NEGATIVE	153	19%

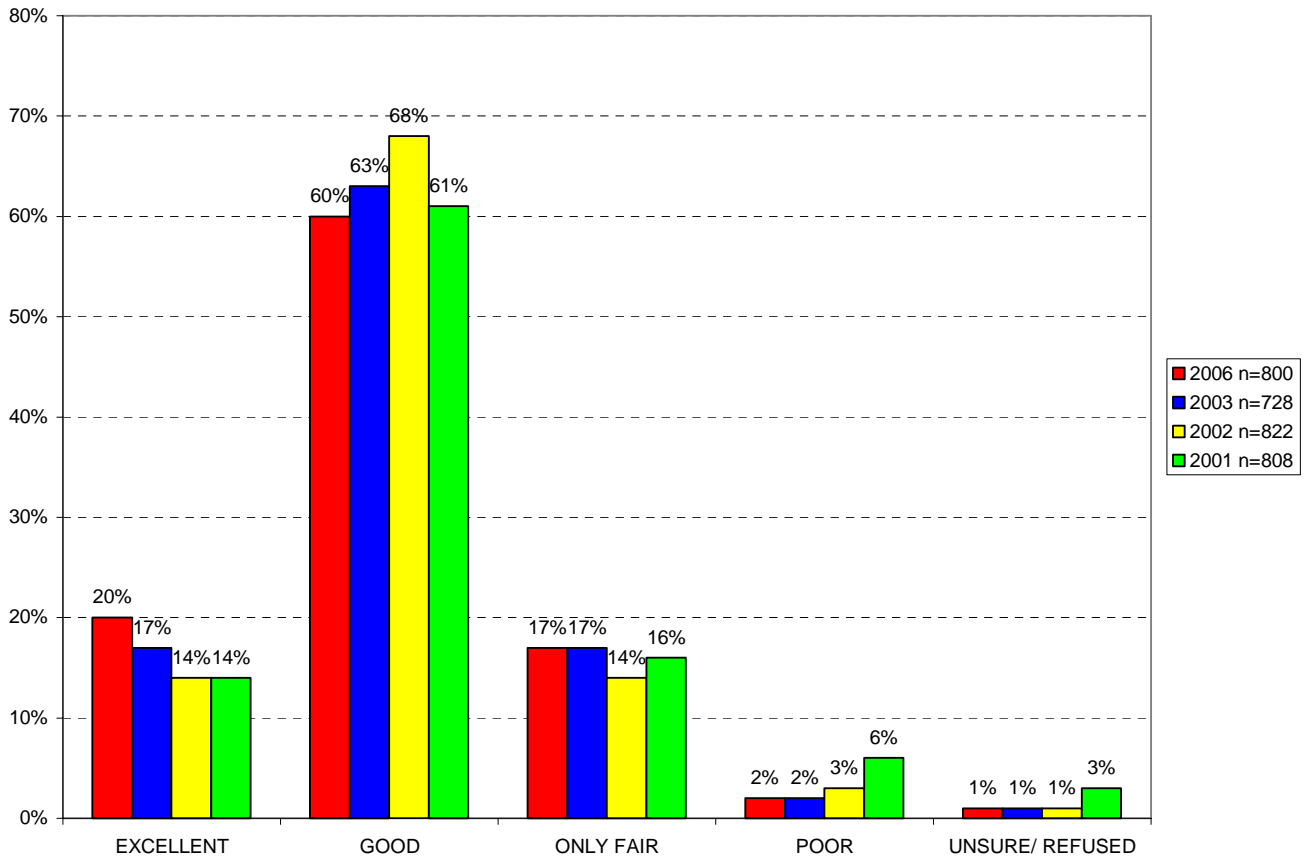


Noticeable Differences Among Sub-Groups

Overall satisfaction (ratings of “excellent” or “good”) was slightly higher among whites (84%) as opposed to other ethnicities (African-Americans: 71%, Hispanics: 73%). Residents over 65 years of age (35%) were more likely to give City services an “excellent” rating than younger residents. Residents in the two highest income brackets were more satisfied overall with City services than those in lower income brackets (Under \$20K: 77%, \$20K-\$60K: 78%, \$60K-\$100K: 86%, Over \$100K: 91%). Geographically, residents living in the Southwest were the least satisfied overall (73%), while residents in the Northeast were the most satisfied overall (86%).

Comparison to Previous Surveys

Q5. Overall, how would you rate the quality of services provided by the City of Tallahassee?



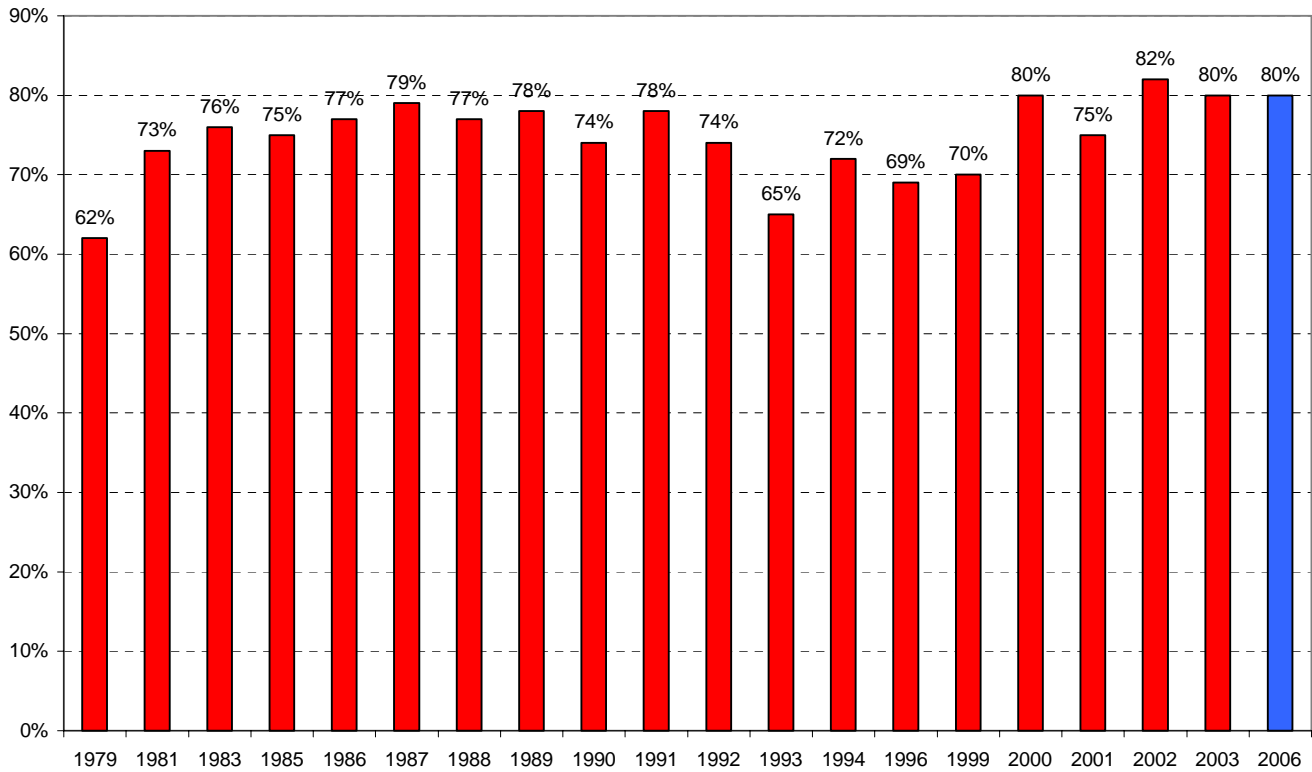
Observations

Despite a three year gap between the two most recent surveys, overall positive ratings (“excellent” and “good”) for City services remained consistent with previous years’ surveys at 80%. “Poor” ratings for City services remained consistently low as well, at 2%.

Comparison to Previous Surveys

Q5. Overall, how would you rate the quality of services provided by the City of Tallahassee?

Positive Ratings: 1979-2006



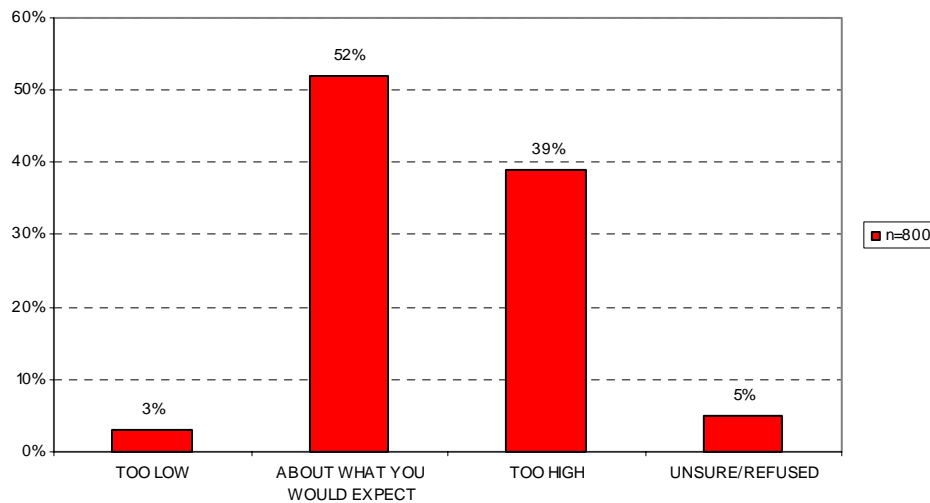
Observations

Positive ratings for City services remained at 80% of residents surveyed in 2006, making it tied for the second highest overall rating since 1979. This rating is consistent with the peak overall positive rating in 2002, and is well within our margin of error.

Customer Services

Q6. Based on the services and programs provided by the City of Tallahassee, do you think taxes and fees are...

	Actual Responses	Frequency Percentage
TOO LOW	27	3%
ABOUT WHAT YOU WOULD EXPECT	418	52%
TOO HIGH	312	39%
UNSURE/REFUSED	43	5%

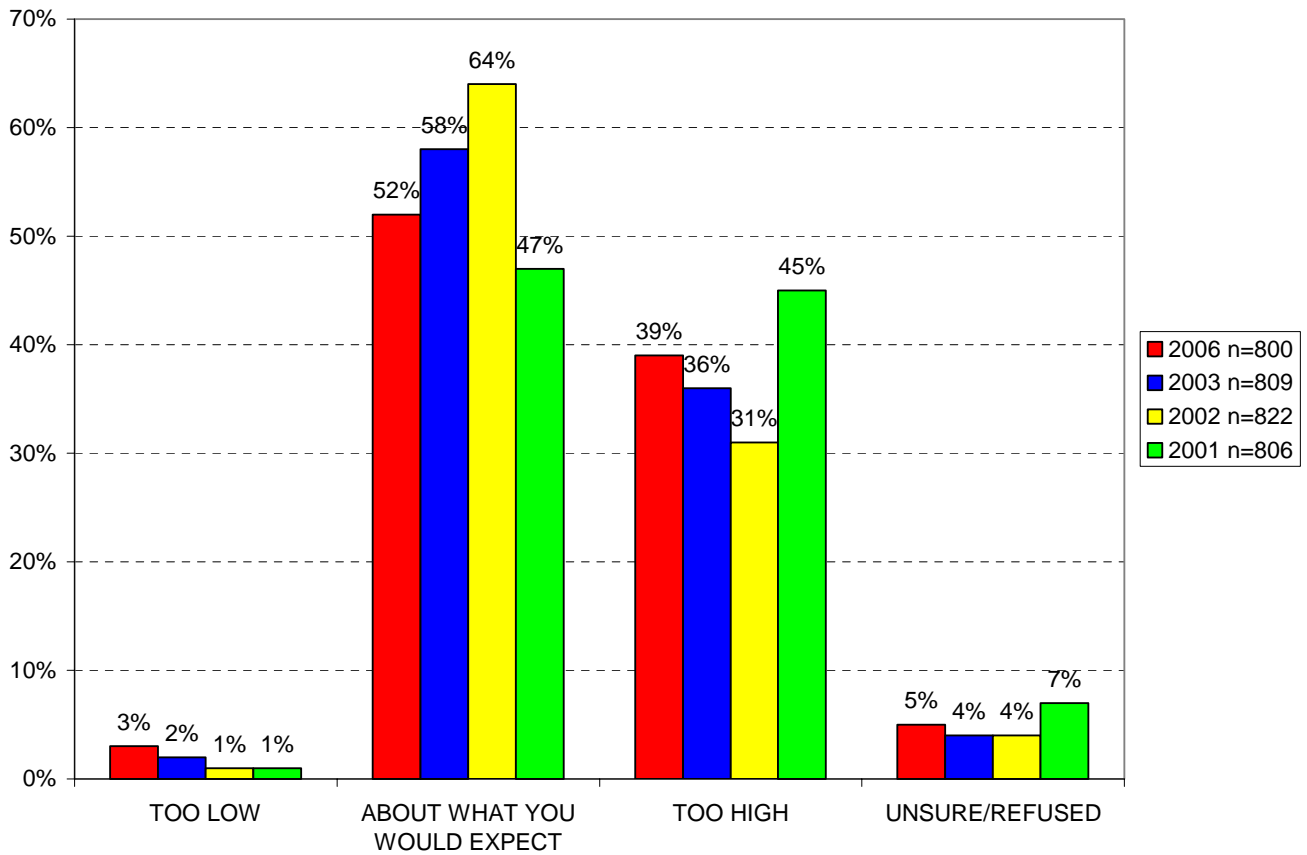


Noticeable Differences Among Sub-Groups

Residents between 18 and 24 years of age (63%) were more likely to believe taxes and fees are about what one would expect than older age groups. African-Americans (53%) were more likely to believe taxes are too high than other ethnicities. Additionally, whites were equally as likely as Hispanics to believe taxes and fees are about what one would expect (59%).

Comparison to Previous Surveys

Q6. Based on the services and programs provided by the City of Tallahassee, do you think taxes and fees are...



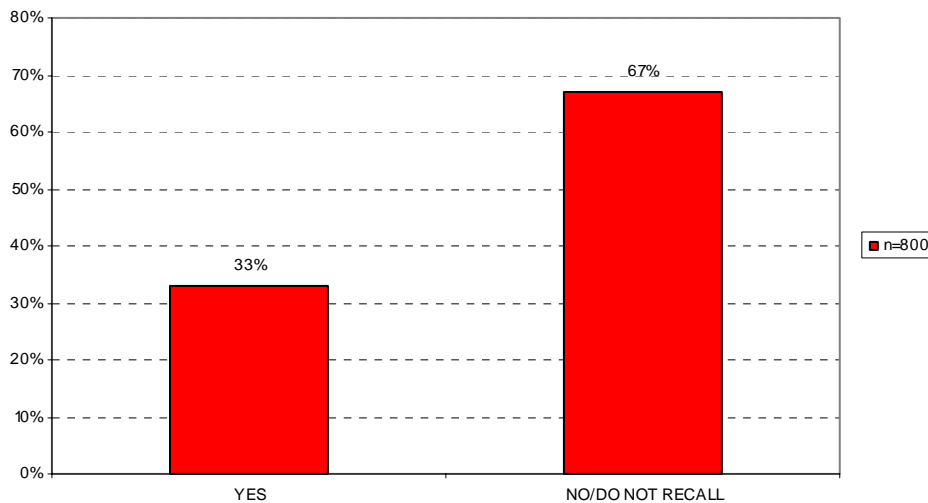
Observations

In 2006 we see that the majority of residents surveyed (52%) believed that taxes and fees are about what one would expect for the services they receive. While this trend is consistent with previous years, there has been a noticeable decline in the percentage of residents that feel this way since the 2002 survey (64%). Correspondingly, the percentage of residents that feel taxes and fees are too high has been on the increase since 2002 (2002: 31%, 2003: 36%, 2006: 39%).

Customer Services

Q7. In the past three months, have you contacted the City of Tallahassee to ask a question or discuss a problem?

	Actual Responses	Frequency Percentage
YES	261	33%
NO/DO NOT RECALL	539	67%

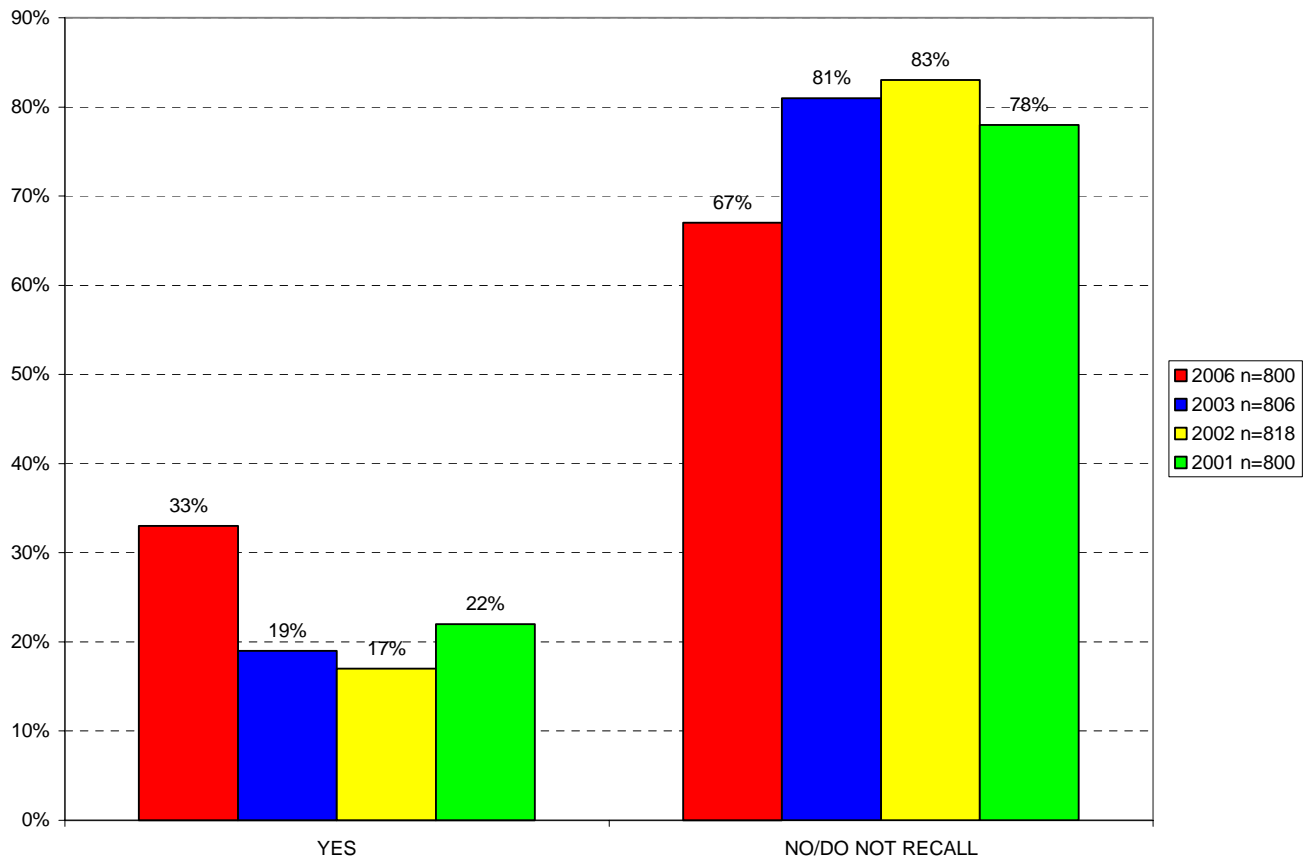


Noticeable Differences Among Sub-Groups

Income was positively correlated with likelihood to contact the City: residents who earn over \$100,000 being nearly twice as likely to have contacted the City as residents who earn less than \$25,000 (48% and 25%, respectively).

Comparison to Previous Surveys

Q7. In the past three months, have you contacted the City of Tallahassee to ask a question or discuss a problem?



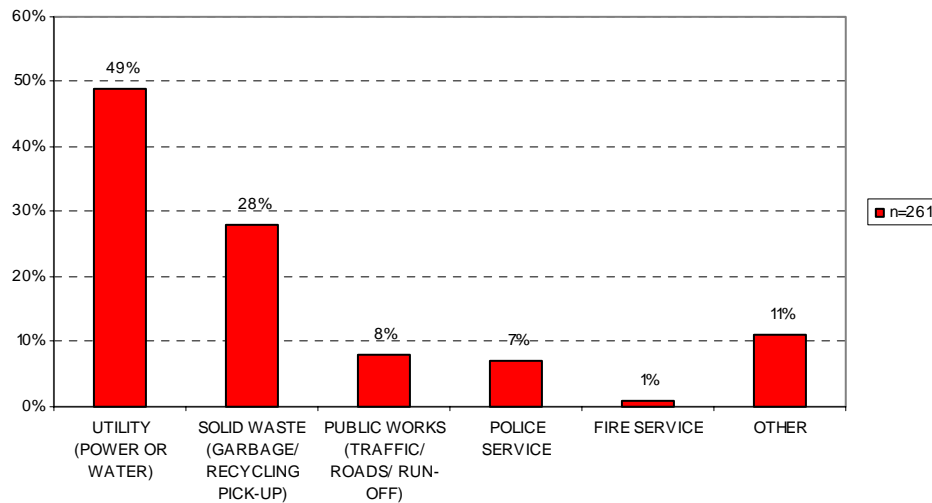
Observations

While two in three residents surveyed had not contacted the City in the three months prior to the survey, a significantly higher percentage (33%) of residents had contacted the City in 2006 than in previous years (2003: 19%, 2002: 17%, 2001: 22%).

Customer Services

Q8. What prompted you to call the City? Was it regarding one of the following services?

	Actual Responses	Frequency Percentage
UTILITY (POWER OR WATER)	129	49%
SOLID WASTE (GARBAGE/ RECYCLING PICK-UP)	72	28%
PUBLIC WORKS (TRAFFIC/ ROADS/ RUN-OFF)	22	8%
POLICE SERVICE	19	7%
FIRE SERVICE	2	1%
OTHER	30	11%
DO NOT RECALL	1	*



Noticeable Differences Among Sub-Groups

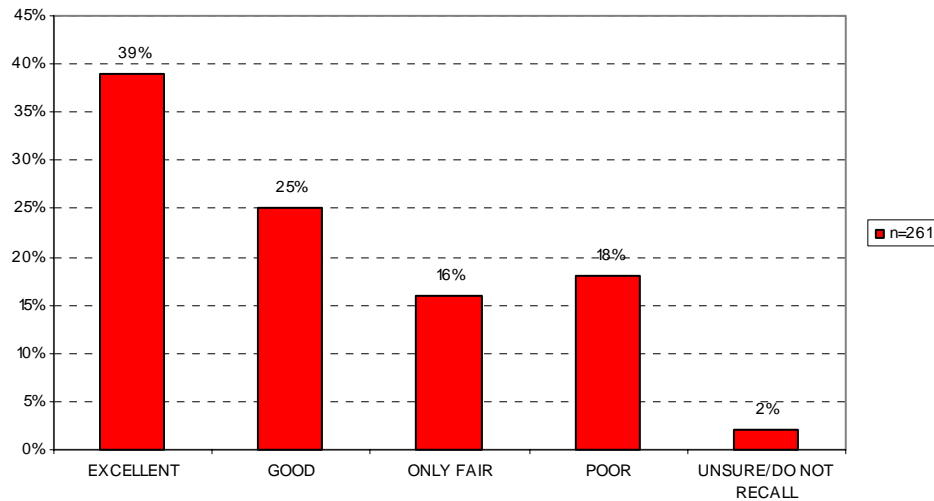
Of those who has contacted the City in the three months prior to the survey, young residents (18-24: 71%) and residents in the Southwest (64%) were most likely in their respective demographics to have contacted the City about utilities issues. Elderly residents (65+: 34%) and residents in the Northeast (39%) were most likely in their respective demographics to have contacted the City about solid waste. Women (31%) were also more likely than men (23%) to have contacted the City about solid waste.

Customer Services

Q9. How would you rate the responsiveness of the person to whom you spoke?

	Actual Responses	Frequency Percentage
EXCELLENT	102	39%
GOOD	66	25%
ONLY FAIR	41	16%
POOR	46	18%
UNSURE/DO NOT RECALL	6	2%

	Actual Responses	Frequency Percentage
POSITIVE	168	64%
NEGATIVE	87	34%

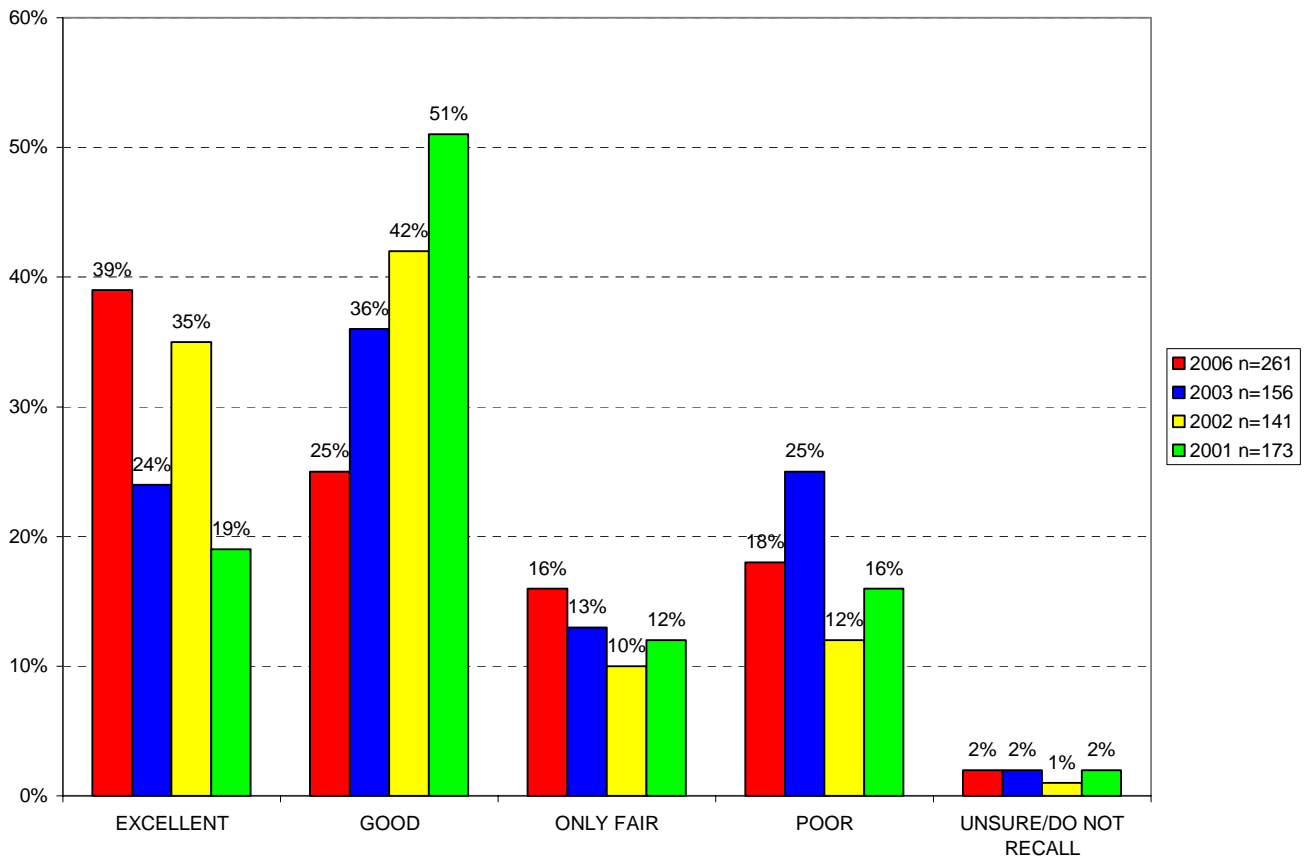


Noticeable Differences Among Sub-Groups

There is a clear trend that older residents were more likely to give City personnel a rating of “excellent” than younger residents (18-24: 35%, 25-44: 36%, 45-64: 42%, 65+: 46%). Males (22%) are also slightly more likely than females (14%) to give City personnel a rating of “poor.” Geographically, residents living in the Northwest were the most likely to give City personnel a rating of “excellent” or “good” (74%).

Comparison to Previous Surveys

Q9. How would you rate the responsiveness of the person to whom you spoke?



Observations

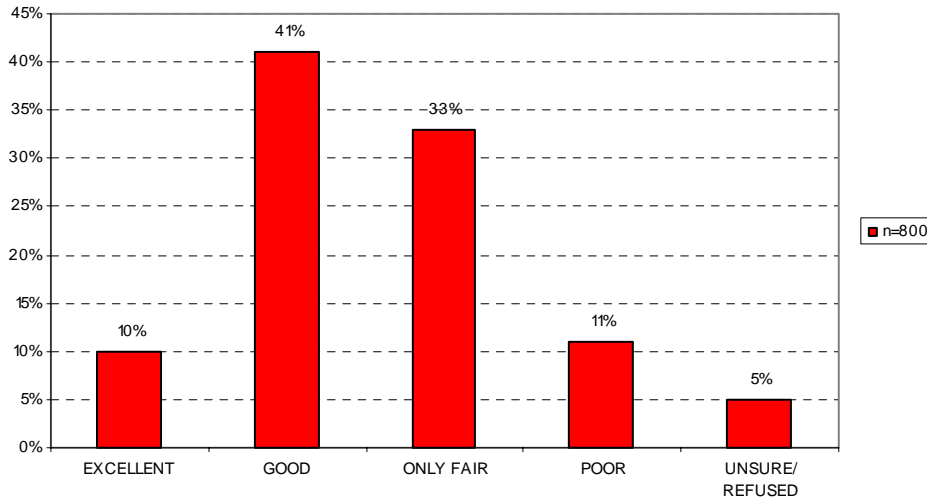
Among those who had contacted the City in the three months prior to the survey, overall positive ratings (“excellent” or “good”) heavily outweighed negative ratings in 2006; maintaining the trend set by previous surveys. “Excellent” ratings also peaked in 2006.

Customer Services

Q10. Tallahassee has seen significant residential and commercial growth in the last several years. How satisfied are you with the City of Tallahassee’s efforts to manage growth and development?

	Actual Responses	Frequency Percentage
EXCELLENT	80	10%
GOOD	331	41%
ONLY FAIR	264	33%
POOR	87	11%
UNSURE/ REFUSED	38	5%

	Actual Responses	Frequency Percentage
POSITIVE	411	51%
NEGATIVE	351	44%



Noticeable Differences Among Sub-Groups

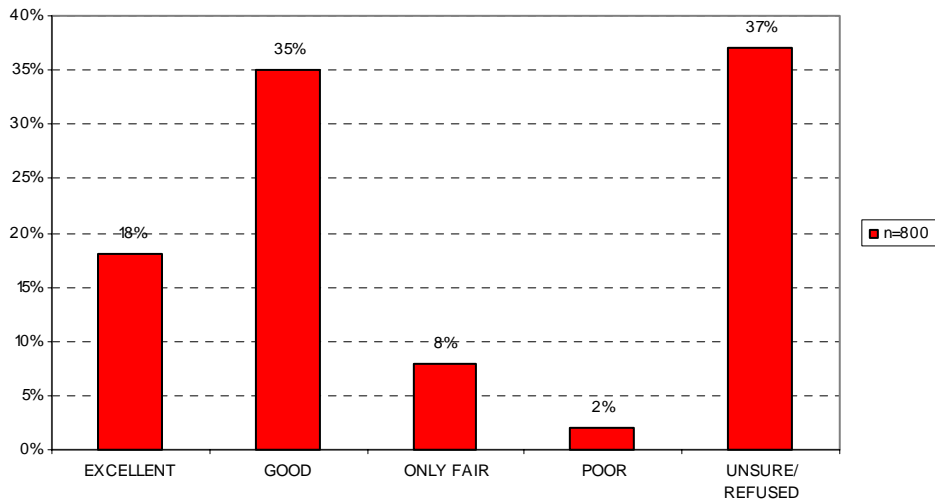
Elderly residents (65+: 40%) were the least likely of all the age groups to rate the City’s efforts to manage growth and development as “excellent” or “good”.

Customer Services

Q11. Recently, changes were made in the operation of the emergency response program. How would you rate the local EMS service, also known as the ambulance service?

	Actual Responses	Frequency Percentage
EXCELLENT	147	18%
GOOD	279	35%
ONLY FAIR	63	8%
POOR	15	2%
UNSURE/ REFUSED	296	37%

	Actual Responses	Frequency Percentage
POSITIVE	426	53%
NEGATIVE	78	10%



Noticeable Differences Among Sub-Groups

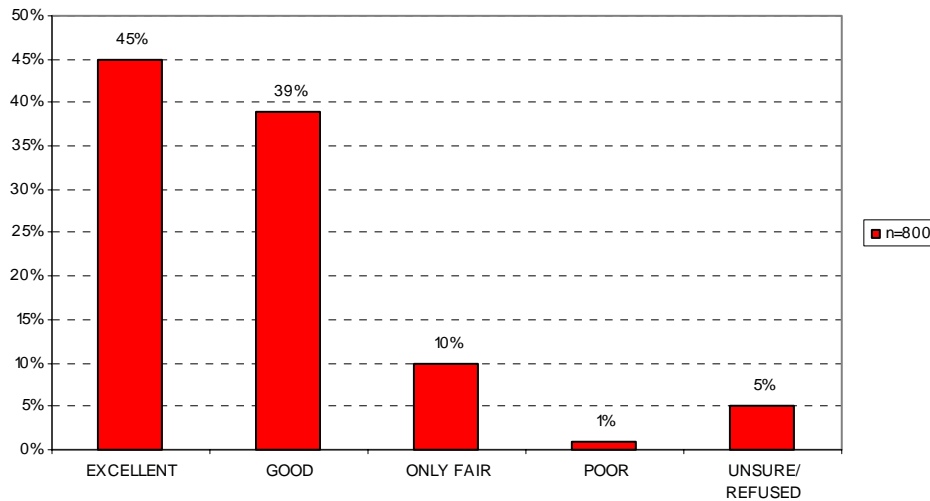
Residents in the Northeast (23%) were slightly more likely than other regions to give the emergency response program a rating of “excellent,” while residents between the ages of 25 and 44 (44%) and also those who earn more than \$100,000 (44%) were the least likely in their respective demographics to give the emergency response program a rating of “excellent” or “good”.

Customer Services

Q12. Overall, how would you rate the City’s parks and recreation facilities and programs?

	Actual Responses	Frequency Percentage
EXCELLENT	360	45%
GOOD	309	39%
ONLY FAIR	79	10%
POOR	9	1%
UNSURE/ REFUSED	43	5%

	Actual Responses	Frequency Percentage
POSITIVE	669	84%
NEGATIVE	88	11%



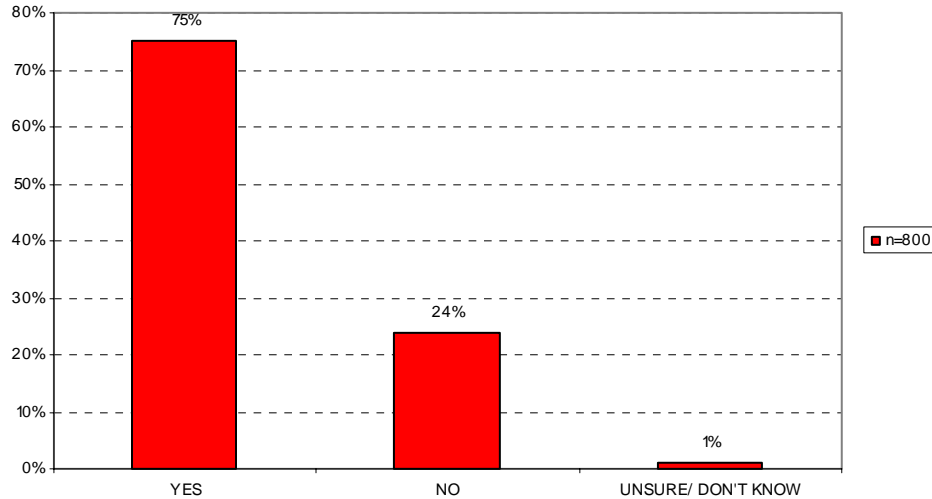
Noticeable Differences Among Sub-Groups

While residents gave Tallahassee’s parks and recreation facilities and programs overwhelmingly positive ratings, African–Americans (31%) and residents earning less than \$20,000 per year (36%) were the least likely in their respective demographics to give a rating of “excellent.” Geographically, while still giving a high rating, residents in the Southwest were less likely than other regions to give a rating of “excellent” or “good” (77%).

Customer Services

Q13. Has anyone in your household visited a City park, used a recreational facility, or participated in a recreational program in the past 12 months?

	Actual Responses	Frequency Percentage
YES	597	75%
NO	194	24%
UNSURE/ DON'T KNOW	9	1%

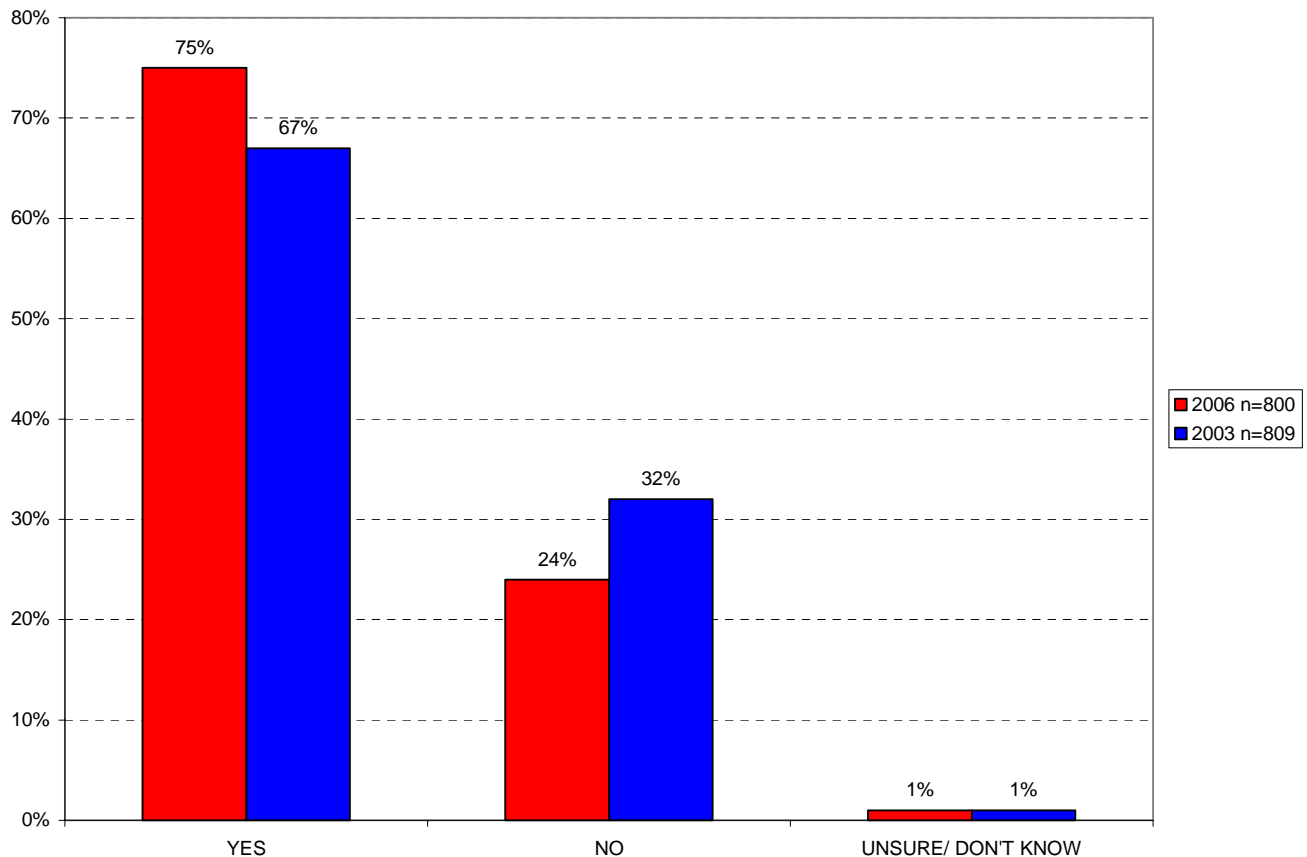


Noticeable Differences Among Sub-Groups

Elderly residents (65+: 56%) were the least likely of all the age groups to reported having visited a City park or recreational facility in the previous 12 months. Geographically, residents in the Northwest (81%) were the most likely to report having had this experience.

Comparison to Previous Surveys

Q13. Has anyone in your household visited a City park, used a recreational facility, or participated in a recreational program in the past 12 months?



Observations

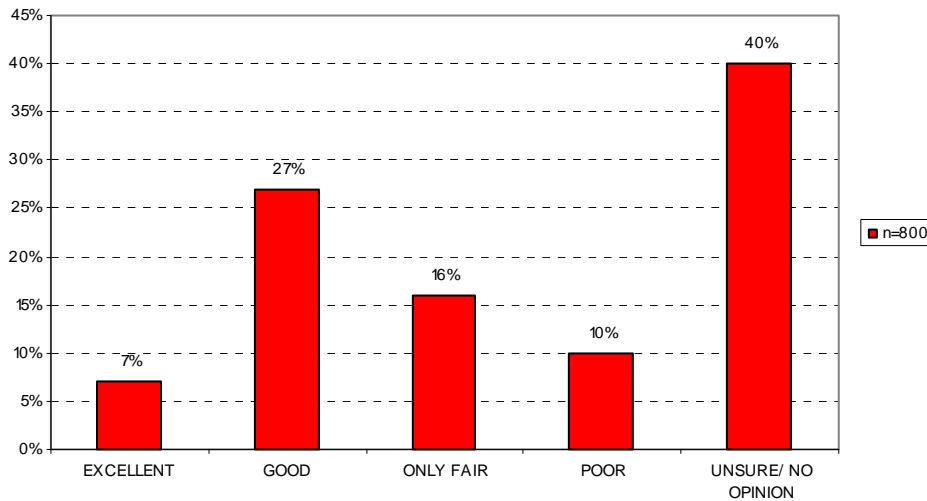
Three out of four residents (75%) reported having visited a City park, used a recreational facility or participated in a recreational program in the past 12 months. This amounts to an 8% increase over the percentage of residents from the 2003 survey.

Customer Services

Q14. What is your general opinion of the City’s bus system, Star Metro, is it . . .

	Actual Responses	Frequency Percentage
EXCELLENT	55	7%
GOOD	214	27%
ONLY FAIR	130	16%
POOR	83	10%
UNSURE/ NO OPINION	318	40%

	Actual Responses	Frequency Percentage
POSITIVE	269	34%
NEGATIVE	213	26%



Noticeable Differences Among Sub-Groups

Young people (18-24: 53%) and African-Americans (47%) tended to have more overall favorable opinions (“excellent” or “good”) of the City’s bus system in their respective demographics. Older residents (58%), white residents (47%), and residents earning over \$60,000 (\$60K-\$100K: 55%, Over \$100K: 47%) were the most likely in their respective demographics to have no opinion. Geographically, residents in the Southwest had the most favorable opinion of the City’s bus system (48%).

Customer Services

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

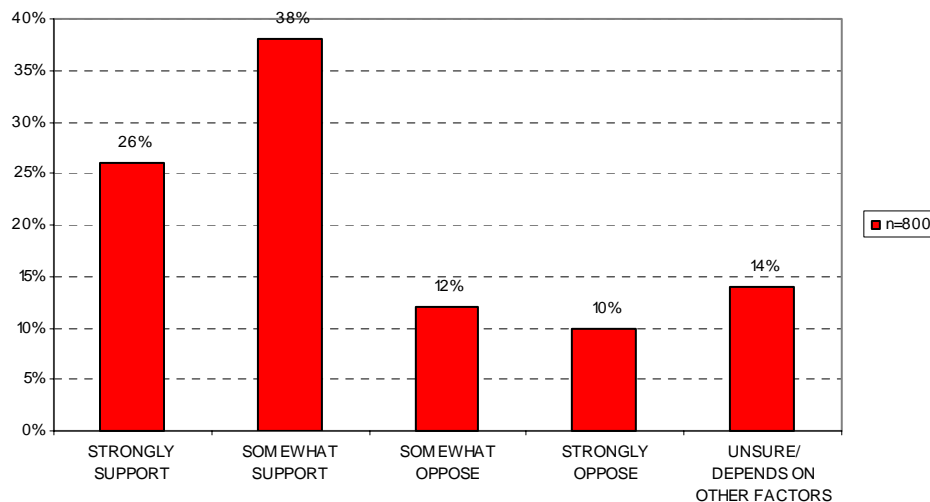
	Actual Responses	Frequency Percentage
DON'T KNOW/UNSURE/REF.	355	44%
DON'T USE THE SYSTEM	141	18%
HAVEN'T SEEN ANY CHANGES	70	9%
NEED TO EXPAND ROUTES/ ROUTES (NEGATIVE)	30	4%
NEW BUSES/NEW PAINT JOB/ APPEARANCE (POSITIVE)	29	4%
BETTER ROUTES/MORE ROUTES	22	3%
OTHER (POSITIVE)	24	3%
OTHER (NEGATIVE)	23	3%
NEED EXTENDED HOURS/NEED TO RUN MORE FREQUENTLY	18	2%
GENERAL POSITIVE	14	2%
EXTENDED HOURS/MORE FREQUENT	13	2%
DO NOT LIKE SCHEDULE/ GENERAL NEGATIVE	13	2%
DO NOT LIKE NEW LOOK	13	2%
ADVERTISEMENTS (POSITIVE)	11	1%
NEW NAME (NEGATIVE)	11	1%
FARES TOO HIGH	11	1%
ON TIME	8	1%
SHELTERS (POSITIVE)	7	1%
NOT ON TIME	7	1%
CLEANER	5	1%
MORE STOPS/BETTER STOPS	4	1%
NEW NAME (POSITIVE)	4	1%
NEED SMALLER BUSES	4	1%
DO NOT LIKE ADVERTISEMENTS	4	1%

Community Issues

Q16. The City sometimes provides financial incentives to encourage certain types of businesses either to relocate or expand their operation in Tallahassee. Do you support or oppose the City using money to do this?

	Actual Responses	Frequency Percentage
STRONGLY SUPPORT	206	26%
SOMEWHAT SUPPORT	306	38%
SOMEWHAT OPPOSE	98	12%
STRONGLY OPPOSE	82	10%
UNSURE/ DEPENDS ON OTHER FACTORS	108	14%

	Actual Responses	Frequency Percentage
SUPPORT	512	64%
OPPOSE	180	23%

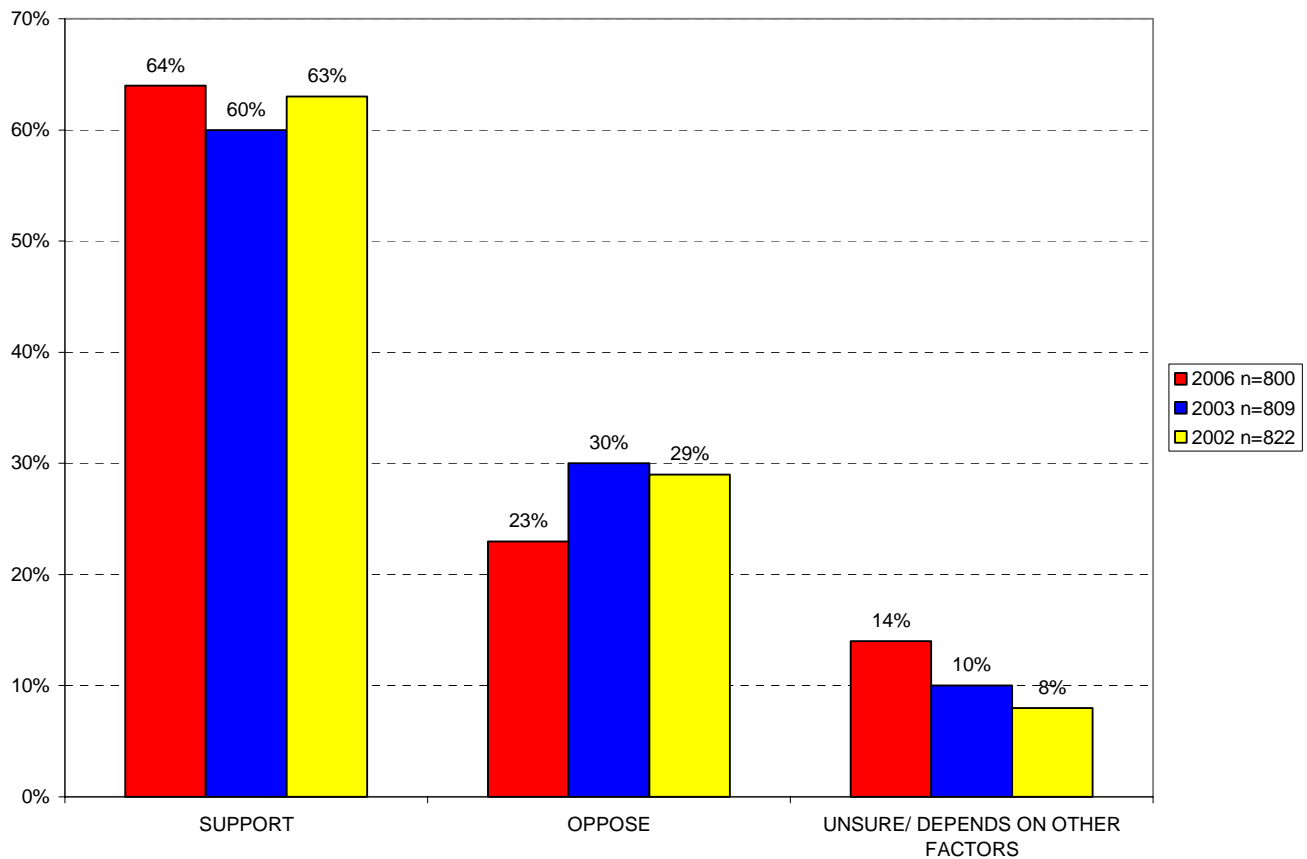


Noticeable Differences Among Sub-Groups

Older residents (65+: 45%) were significantly less likely than those in younger age groups to support the City's using financial incentives to expand the number and types of businesses in Tallahassee to some degree. Residents who earn over \$100,000 (76%) were the most likely to support this practice to some degree compared to those in lower income brackets. Geographically, residents in the Northwest were the most likely to supporter this to some degree (71%).

Comparison to Previous Surveys

Q16. The City sometimes provides financial incentives to encourage certain types of businesses either to relocate or expand their operation in Tallahassee. Do you support or oppose the City using money to do this?



Observations

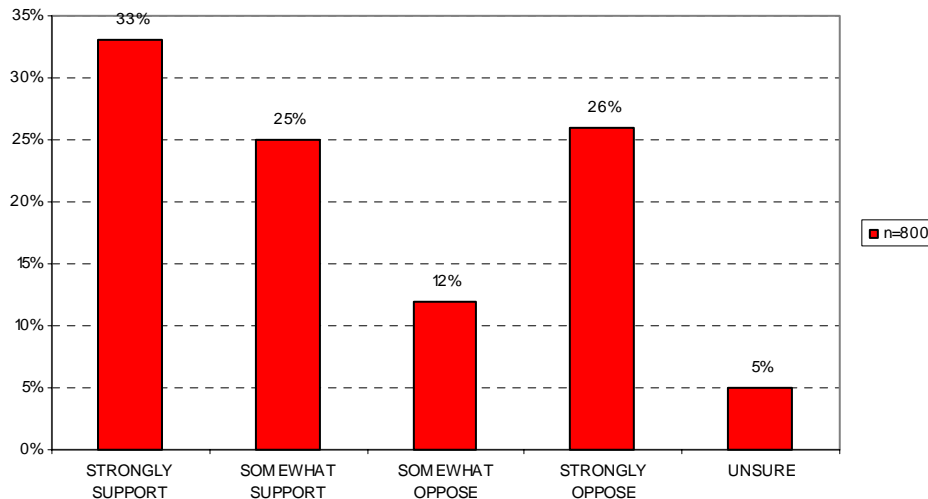
In 2006, overall support for the City providing financial incentives to encourage certain types of businesses either to relocate or expand their operation in Tallahassee remained on par with the previous two citizen surveys. While overall support reached a high point in 2006 (64%), so too did the percentage of residents who were unsure about their opinion (14%).

Community Issues

Q17. Would you support a tax increase, like a property tax or sales tax, to help provide insurance coverage or medical care to those within this community that need it?

	Actual Responses	Frequency Percentage
STRONGLY SUPPORT	262	33%
SOMEWHAT SUPPORT	200	25%
SOMEWHAT OPPOSE	97	12%
STRONGLY OPPOSE	204	26%
UNSURE	37	5%

	Actual Responses	Frequency Percentage
SUPPORT	462	58%
OPPOSE	301	38%



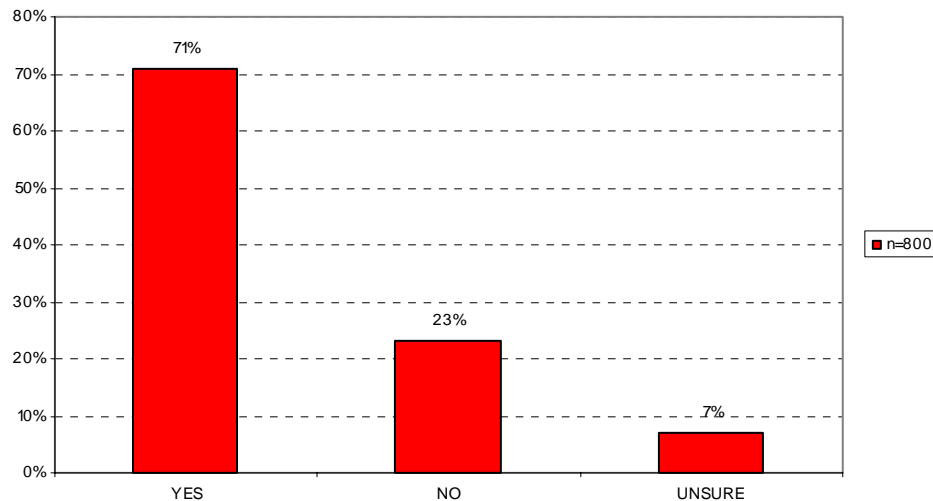
Noticeable Differences Among Sub-Groups

Overall opposition for a tax increase to help provide insurance coverage or medical care had a positive relationship with income (Under \$20K: 25%, \$20K-\$60K: 37%, \$60K-\$100K: 47%, Over \$100K: 41%). Residents with higher incomes were more likely to oppose a tax increase, while residents with lower incomes were more likely to support a tax increase if it meant greater insurance coverage for the community. Geographically, residents living in the Northeast were the least likely to support a tax increase (55%) to some degree, while residents in the Southwest are the most likely to support a tax increase (62%) to some degree.

Community Issues

Q18. The City has been purchasing property in the Gaines Street area between the campuses of FSU and FAMU. Should it be a priority of the City to invest money to rebuild and revitalize this area?

	Actual Responses	Frequency Percentage
YES	567	71%
NO	181	23%
UNSURE	52	7%



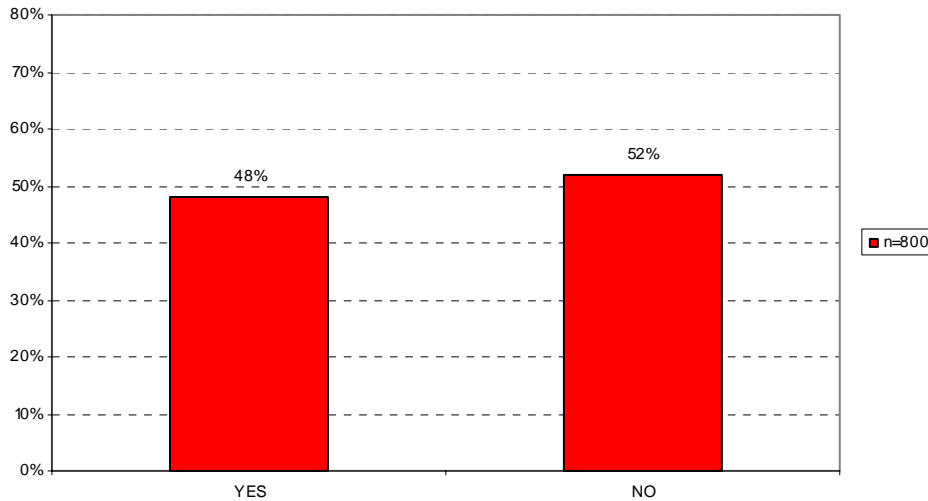
Noticeable Differences Among Sub-Groups

There is a slight drop-off of support for investing money to revitalize the Gaines Street area in residents 65 years of age and older (18-24: 82%, 25-44: 76%, 45-64: 67%, 65+: 52%).

Community Issues

Q19. Currently, the City uses natural gas and oil as primary sources of fuel for electricity. Would you be willing to pay more for your utility bill, if you knew the power was derived from cleaner energy sources?

	Actual Responses	Frequency Percentage
YES	386	48%
NO	414	52%



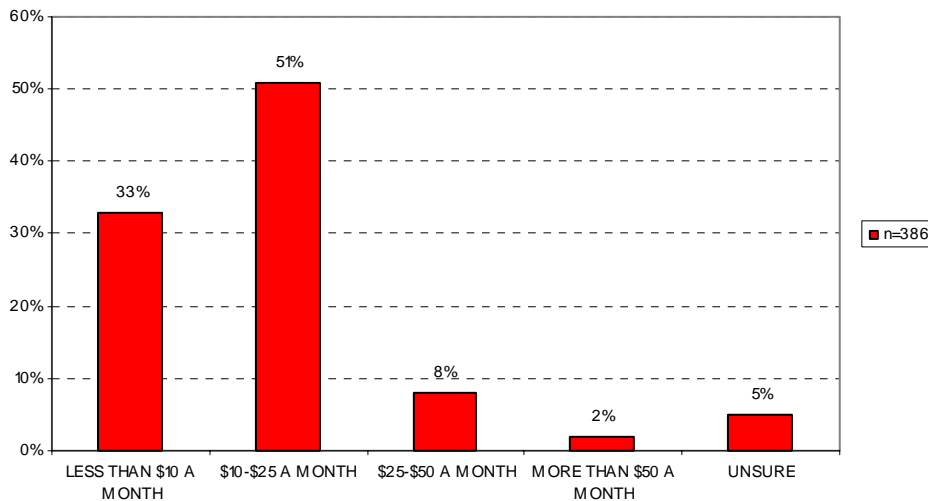
Noticeable Differences Among Sub-Groups

Seniors (65+: 39%) and Hispanics (32%) were the least likely in their respective demographics to pay more for their utility bill if they knew the power was derived from cleaner energy sources. White residents (55%) and those who earn over \$100,000 (59%) were most likely in their respective demographics to pay more. Geographically, residents living in the Northwest (50%) and Southeast (53%) were slightly more likely to accept higher utility bills than other regions if it meant cleaner sources of energy.

Community Issues

Q20. How much of an increase would you be willing to accept?

	Actual Responses	Frequency Percentage
LESS THAN \$10 A MONTH	129	33%
\$10-\$25 A MONTH	198	51%
\$25-\$50 A MONTH	32	8%
MORE THAN \$50 A MONTH	7	2%
UNSURE	20	5%



Noticeable Differences Among Sub-Groups

Of those who would be willing to pay higher utility bills, the majority do not want to pay more than an additional \$25 a month. Interestingly, an equal percentage of residents earning under \$20,000 and residents earning over \$100,000 were the most willing to accept a \$10-\$25 increase (57%).

Observations

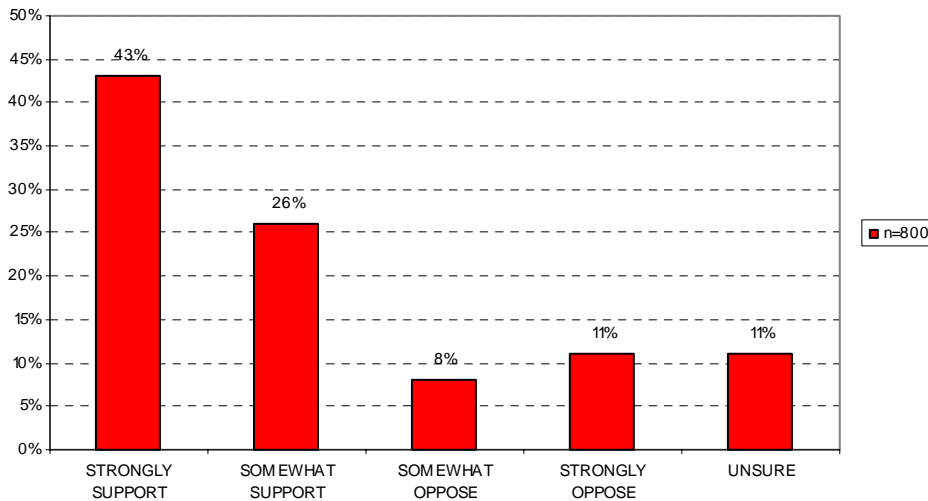
Overall, there was an unfavorable attitude among the surveyed residents toward an increased utility bill for power derived from cleaner energy sources. Combining residents who would not be willing to pay more for their utility bills and those who would only be willing to accept less that \$10 extra a month, we find that 68% of surveyed residents are not willing to accept any substantive increase to their utility bills.

Community Issues

Q21. Currently, the dispatch centers for the Leon County Sheriff's Department and the Tallahassee Police Department are separate. Would you support combining these into a single dispatch for the entire community?

	Actual Responses	Frequency Percentage
STRONGLY SUPPORT	344	43%
SOMEWHAT SUPPORT	211	26%
SOMEWHAT OPPOSE	64	8%
STRONGLY OPPOSE	90	11%
UNSURE	91	11%

	Actual Responses	Frequency Percentage
SUPPORT	555	69%
OPPOSE	154	19%



Noticeable Differences Among Sub-Groups

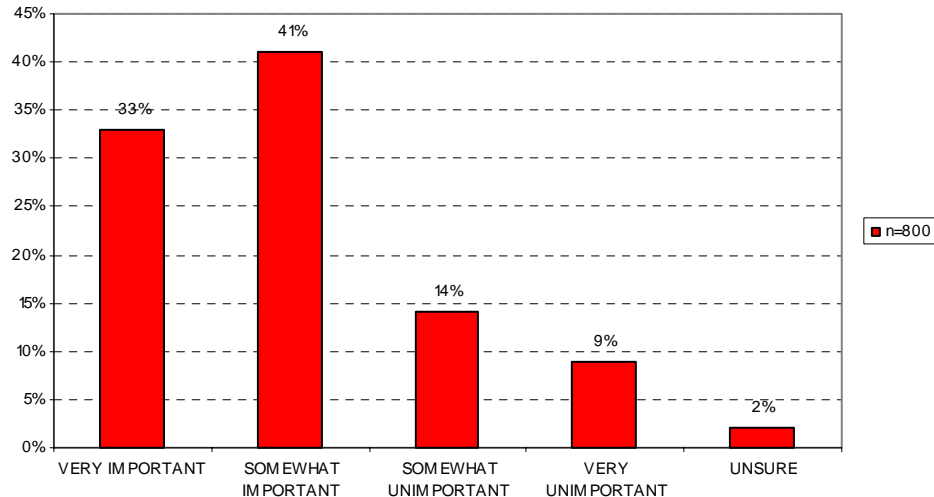
Residents who earn over \$100,000 (82%) were more likely to support consolidation of the Leon County Sheriff's and Tallahassee Police Department's dispatch centers to some degree than residents in lower income brackets.

Community Issues

Q22. A citizen croup is working with local governments to try and build a new performing arts and education center. How important is it that the City invests money into this project?

	Actual Responses	Frequency Percentage
VERY IMPORTANT	262	33%
SOMEWHAT IMPORTANT	331	41%
SOMEWHAT UNIMPORTANT	115	14%
VERY UNIMPORTANT	74	9%
UNSURE	18	2%

	Actual Responses	Frequency Percentage
IMPORTANT	593	74%
UNIMPORTANT	189	24%



Noticeable Differences Among Sub-Groups

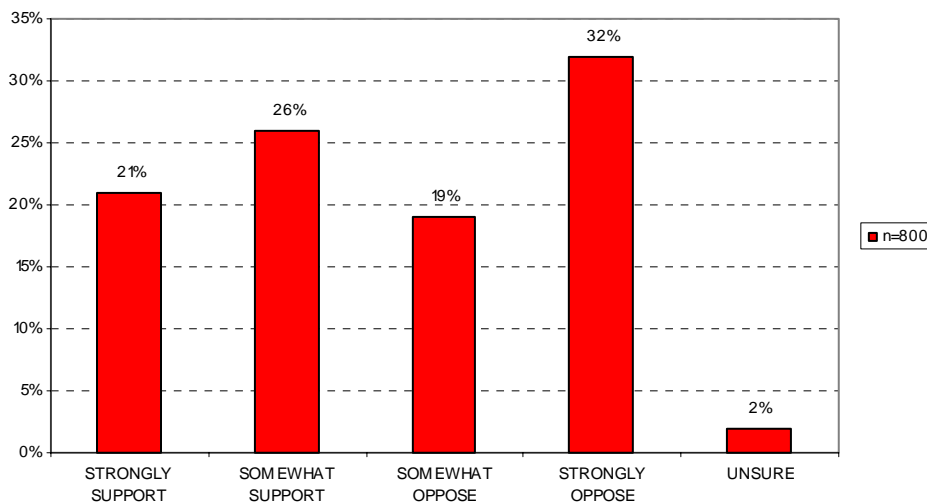
Seniors were less likely than younger age groups to support the City investing money into a new performing arts and education center. It should be noted, however, that while seniors were the least likely of all the age sub-groups to support such a center, 63% of the seniors surveyed did express support to some degree (18-24: 79%, 25-44: 78%, 45-64: 72%, 65+: 63%). Geographically, residents in the Northeast were slightly less likely than other regions to support the City investing money to build a performing arts and education center to some degree (70%).

Community Issues

Q23. Would you support a tax increase, like a property tax or sales tax, to assist in funding the performing arts and education center?

	Actual Responses	Frequency Percentage
STRONGLY SUPPORT	165	21%
SOMEWHAT SUPPORT	208	26%
SOMEWHAT OPPOSE	155	19%
STRONGLY OPPOSE	254	32%
UNSURE	18	2%

	Actual Responses	Frequency Percentage
SUPPORT	373	47%
OPPOSE	409	51%



Noticeable Differences Among Sub-Groups

Middle aged residents (61%), seniors (61%) and residents in the middle income brackets (\$20K-\$60K: 51%, \$60K-\$100K: 63%) were the most likely in their respective demographics to oppose new taxes to fund a performing arts and education center in Tallahassee. Geographically, residents in the Northeast (56%) are slightly more likely than other regions to oppose a tax to assist in funding a performing arts and education center.

Observations

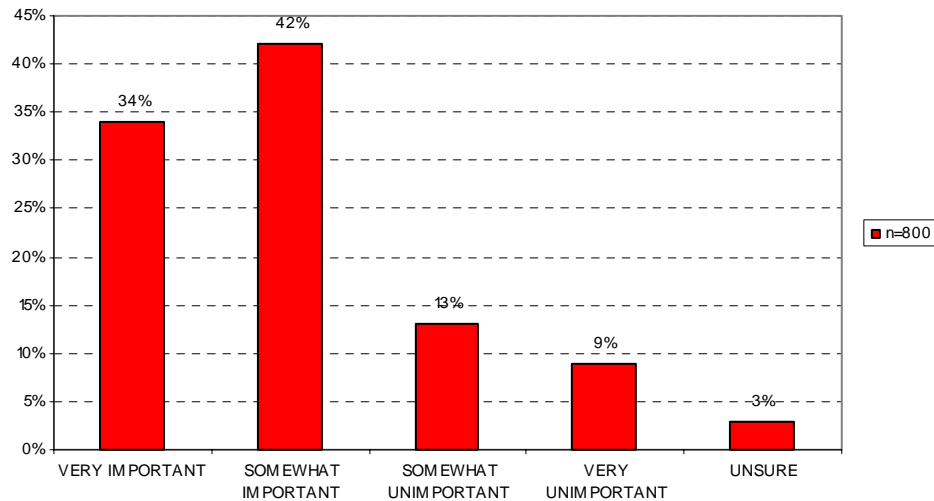
Based on this question and Q6, regarding taxes and fees, we see a generally positive community trend toward resistance to a tax increase.

Community Issues

Q24. The city has recently been working on projects in the downtown area like the restoration of Cascades Park, Gaines Street Redevelopment, and working to bring more residences and businesses to the downtown. How important is it that the city does this?

	Actual Responses	Frequency Percentage
VERY IMPORTANT	271	34%
SOMEWHAT IMPORTANT	332	42%
SOMEWHAT UNIMPORTANT	105	13%
VERY UNIMPORTANT	71	9%
UNSURE	21	3%

	Actual Responses	Frequency Percentage
IMPORTANT	603	75%
UNIMPORTANT	176	22%



Noticeable Differences Among Sub-Groups

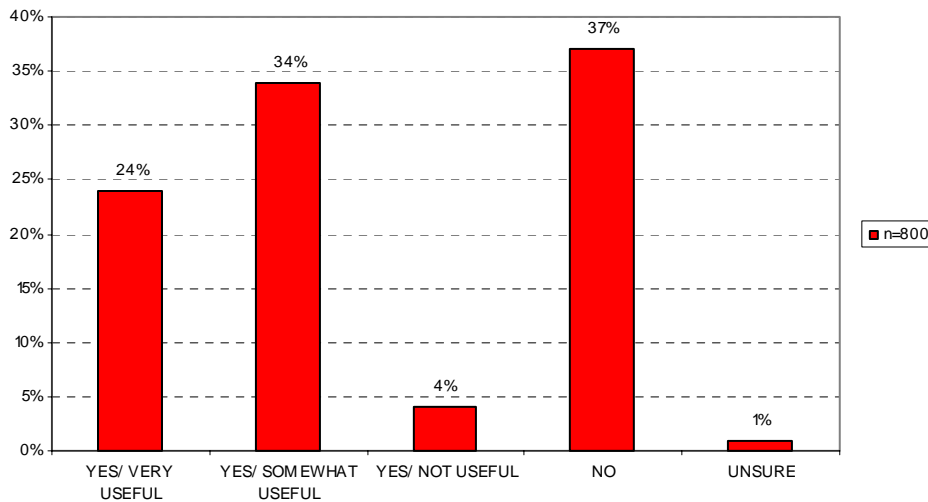
The 2006 survey showed overwhelming support for projects in the downtown area. Residents who earn over \$100,000 (56%) were more likely than residents in lower income brackets to give projects in the downtown area a rating of “very important”. Geographically, residents living in the Southwest were more likely than other regions to feel that these projects are important to some degree (80%).

Information Sources

Q25. From which of the following sources do you get information about City services and programs? As I name each one, please indicate whether or not you use that source to get information and also tell me how useful it is – Utility bill inserts.

	Actual Responses	Frequency Percentage
YES/ VERY USEFUL	191	24%
YES/ SOMEWHAT USEFUL	275	34%
YES/ NOT USEFUL	29	4%
NO	296	37%
UNSURE	9	1%

	Actual Responses	Frequency Percentage
POSITIVE	466	58%
NEGATIVE	325	41%



Noticeable Differences Among Sub-Groups

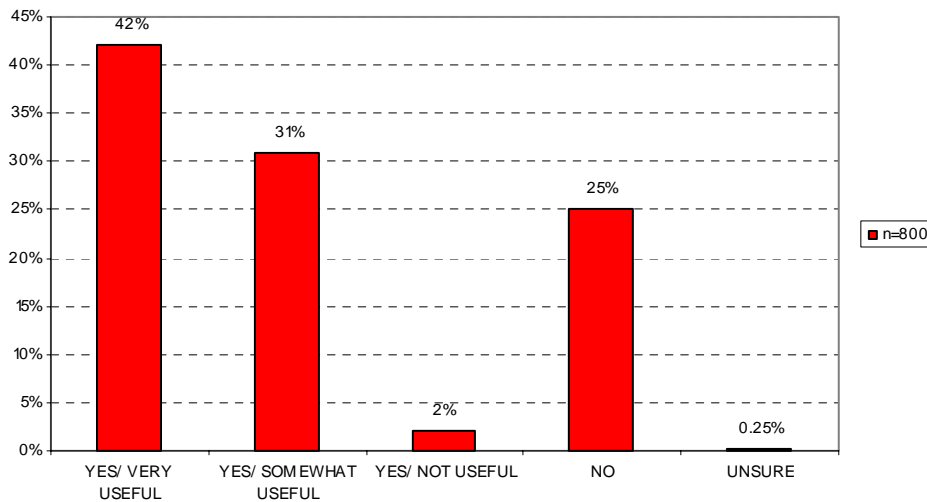
There is a positive correlation between age and how useful residents find utility bill inserts for getting information about City services and programs (18-24: 48%, 25-44: 56%, 45-64: 65%, 65+: 65%). Residents who earn over \$100,000 (72%) were more likely to find utility bill inserts “very useful” or “somewhat useful” than residents in lower income brackets. Additionally, female residents (61%) were slightly more likely than male residents (55%) to find utility bill inserts “very useful” or “somewhat useful”. Geographically, residents in the Northeast were more likely to find utility bill inserts “very useful” or “somewhat useful” than other regions (65%).

Information Sources

Q26. From which of the following sources do you get information about City services and programs? As I name each one, please indicate whether or not you use that source to get information and also tell me how useful it is – Local newspaper.

	Actual Responses	Frequency Percentage
YES/ VERY USEFUL	338	42%
YES/ SOMEWHAT USEFUL	250	31%
YES/ NOT USEFUL	12	2%
NO	198	25%
UNSURE	2	0.25%

	Actual Responses	Frequency Percentage
POSITIVE	588	73%
NEGATIVE	210	27%



Noticeable Differences Among Sub-Groups

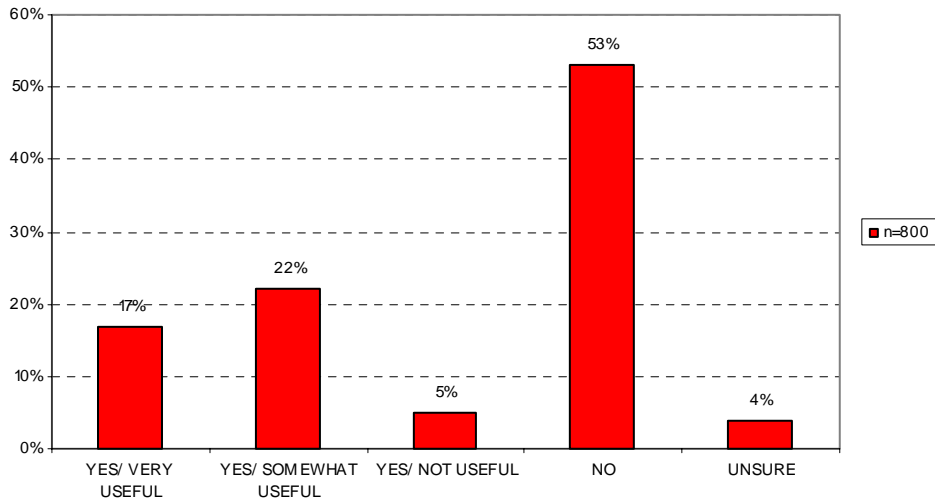
A positive relationship existed between age and likelihood to find the local paper “very useful” or “somewhat useful” for getting information about City services and programs (18-24: 61%, 25-44: 69%, 45-64: 83%, 65+: 85%). African-Americans (78%) and residents earning over \$100,000 (82%) were also the most likely in their respective demographics to find the local paper “very useful” or “somewhat useful”. Geographically, residents living in the Southwest were the least likely to find the local paper “very useful” or “somewhat useful” (65%).

Information Sources

Q27. From which of the following sources do you get information about City services and programs? As I name each one, please indicate whether or not you use that source to get information and also tell me how useful it is – The City’s TV station, WCOT.

	Actual Responses	Frequency Percentage
YES/ VERY USEFUL	134	17%
YES/ SOMEWHAT USEFUL	175	22%
YES/ NOT USEFUL	37	5%
NO	425	53%
UNSURE	29	4%

	Actual Responses	Frequency Percentage
POSITIVE	309	39%
NEGATIVE	462	58%



Noticeable Differences Among Sub-Groups

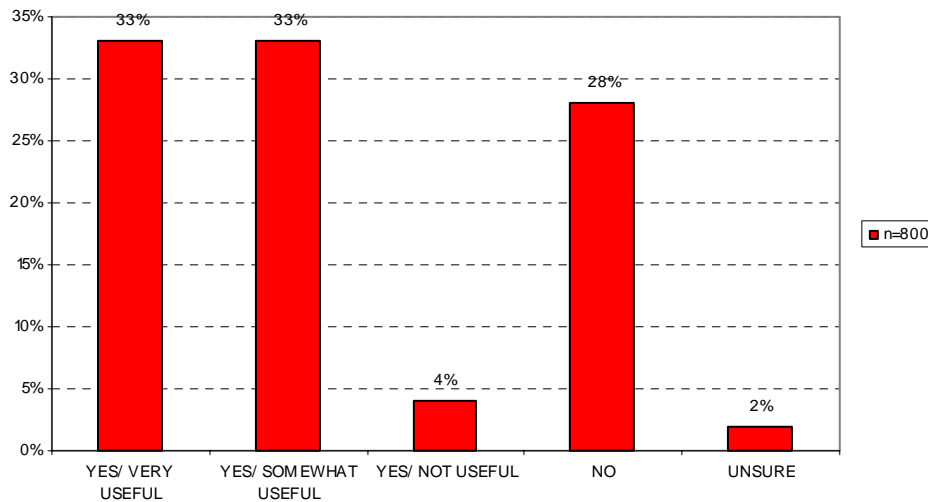
African-Americans (48%) and Hispanics (50%) were more likely to find the City’s television station, WCOT, “very useful” or “somewhat useful” for getting information about City services and programs than white residents (33%). Geographically, residents in the Northwest (35%) were the least likely to find the City’s television station “very useful” or “somewhat useful”. Interestingly, a similar percentage of Comcast subscribers and non-Comcast subscribers (40% and 36%, respectively) found WCOT to be “very useful” or “somewhat useful”; an interesting finding given that WCOT is available only to Comcast subscribers.

Information Sources

Q28. From which of the following sources do you get information about City services and programs? As I name each one, please indicate whether or not you use that source to get information and also tell me how useful it is – Television other than WCOT.

	Actual Responses	Frequency Percentage
YES/ VERY USEFUL	265	33%
YES/ SOMEWHAT USEFUL	263	33%
YES/ NOT USEFUL	31	4%
NO	225	28%
UNSURE	16	2%

	Actual Responses	Frequency Percentage
POSITIVE	528	66%
NEGATIVE	256	32%



Noticeable Differences Among Sub-Groups

African-Americans (73%) and female residents (71%) were slightly more likely in their respective demographics to find television stations other than WCOT “very useful” or “somewhat useful” for getting information about City services and programs.

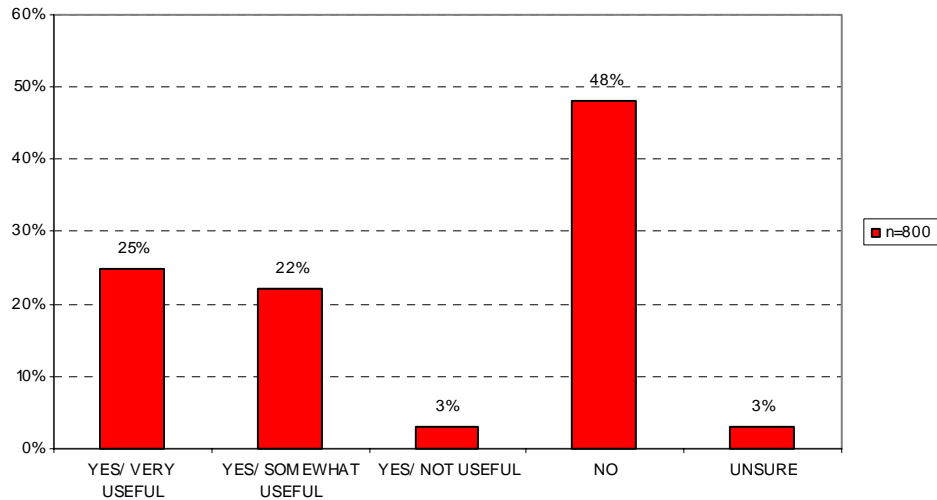
Residents between the ages of 18 and 24 (58%) were less likely to find television stations other than WCOT “very useful” or “somewhat useful” for getting information about City services and programs than older age groups.

Information Sources

Q29. From which of the following sources do you get information about City services and programs? As I name each one, please indicate whether or not you use that source to get information and also tell me how useful it is – The City’s website.

	Actual Responses	Frequency Percentage
YES/ VERY USEFUL	198	25%
YES/ SOMEWHAT USEFUL	172	22%
YES/ NOT USEFUL	25	3%
NO	383	48%
UNSURE	22	3%

	Actual Responses	Frequency Percentage
POSITIVE	370	47%
NEGATIVE	408	51%



Noticeable Differences Among Sub-Groups

Residents between the ages of 18 and 44 (18-24: 52%, 25-44: 57%) and residents earning over \$100,000 (54%) were the most likely in their respective demographics to find the City’s website “very useful” or “somewhat useful” for getting information about City services and programs.

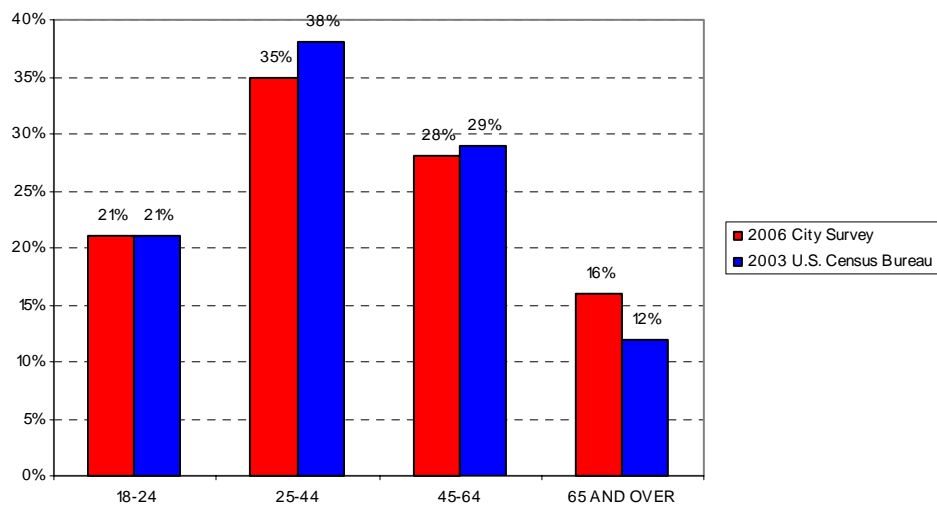
Demographics



Demographics

Q30. Which of the following groups includes your age?

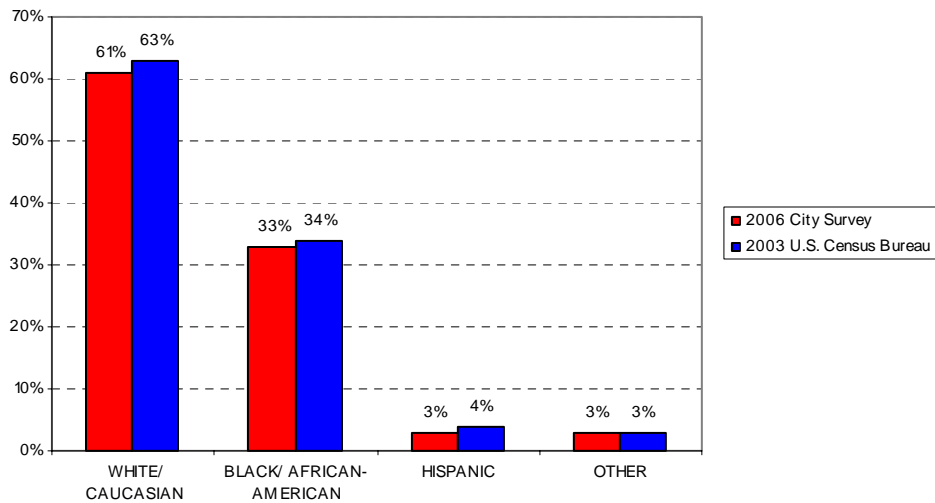
	Actual Responses	Frequency Percentage
18-24	166	21%
25-44	280	35%
45-64	224	28%
65 AND OVER	127	16%
UNSURE/ REFUSED	3	0.38%



Demographics

Q31. And just to make sure we have a representative sample, could you please tell me your race?

	Actual Responses	Frequency Percentage
WHITE/ CAUCASIAN	483	61%
BLACK/ AFRICAN-AMERICAN	261	33%
HISPANIC	22	3%
OTHER	22	3%

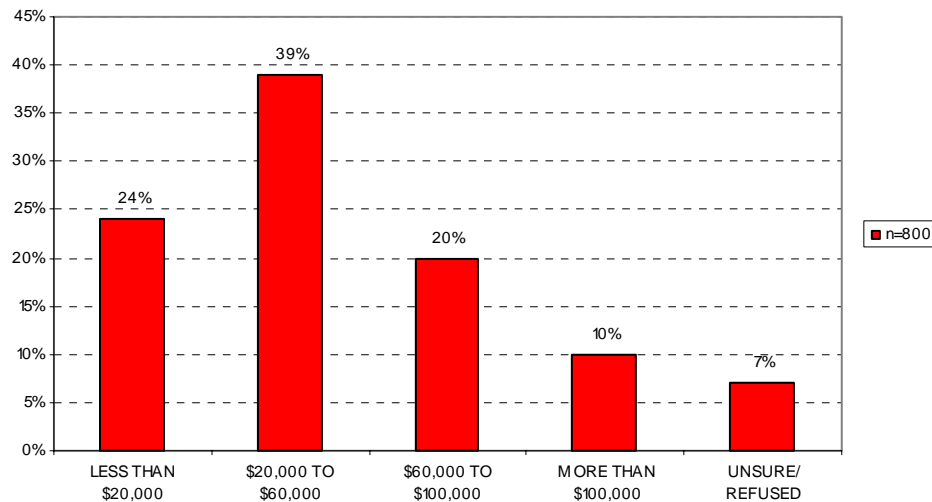


*The 2003 numbers are taken from the American Community Survey, conducted by the U.S. Census Bureau in 2003. Due to either rounding or double counting their total percentage adds up to 104%.

Demographics

Q32. Which of the following best describes your annual household income?

	Actual Responses	Frequency Percentage
LESS THAN \$20,000	193	24%
\$20,000 TO \$60,000	314	39%
\$60,000 TO \$100,000	157	20%
MORE THAN \$100,000	79	10%
UNSURE/ REFUSED	57	7%

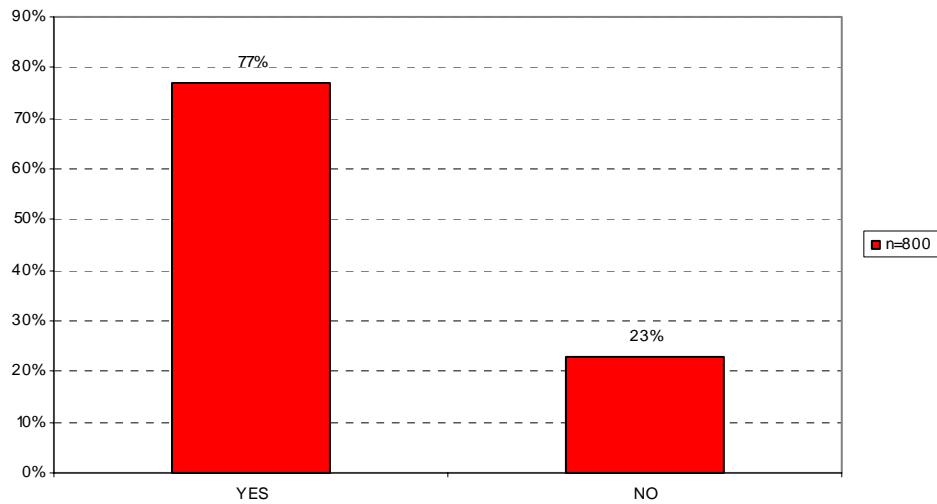


*The income brackets used for this survey were chosen so that they can be directly compared to previous City surveys. The U.S. Census Bureau uses different income brackets in the 2003 American Community Survey and, as such, we cannot compare all of our brackets to theirs. The 2003 American Community Survey does, however, list residents who annually earn over \$100,000 as 8% of Tallahassee's population. Adjusting for inflation since 2003, this figure is reflective of our surveyed percentage of residents in this category.

Demographics

Q33. Do you subscribe to Comcast cable?

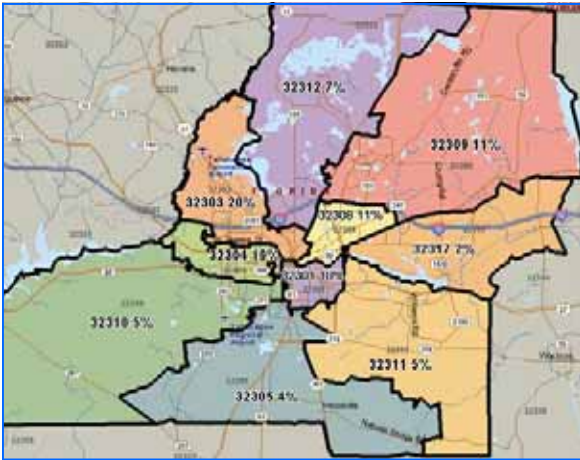
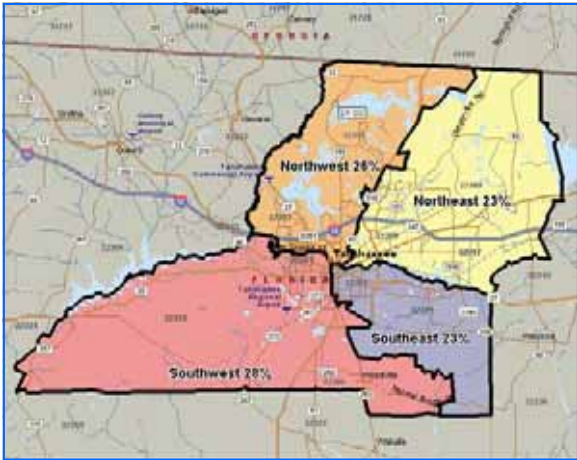
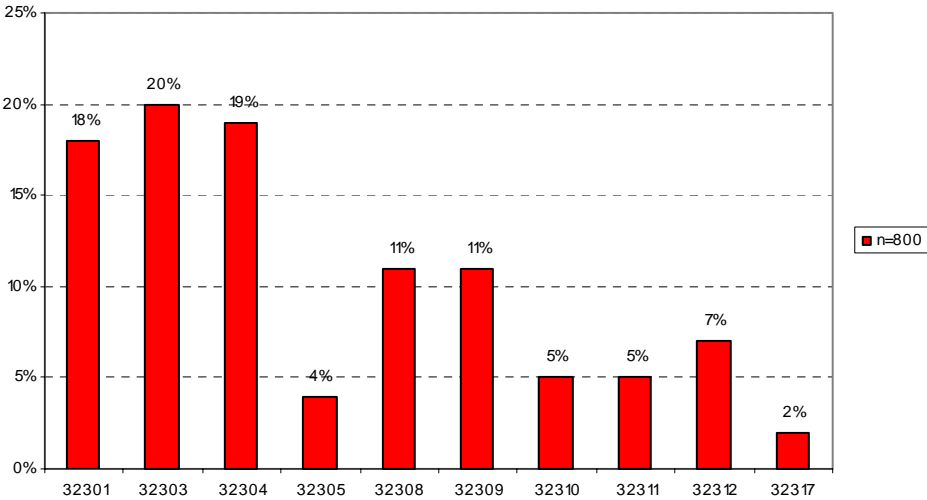
	Actual Responses	Frequency Percentage
YES	613	77%
NO	187	23%



Demographics

Q34. Zip Code

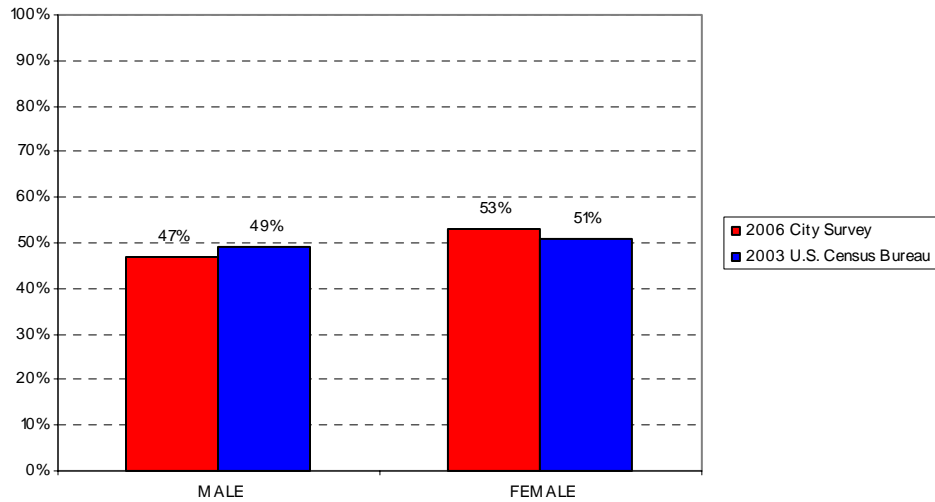
	Actual Responses	Frequency Percentage
32301	141	18%
32303	157	20%
32304	153	19%
32305	28	4%
32308	86	11%
32309	84	11%
32310	42	5%
32311	39	5%
32312	52	7%
32317	18	2%



Demographics

Q35. Gender

	Actual Responses	Frequency Percentage
MALE	376	47%
FEMALE	424	53%

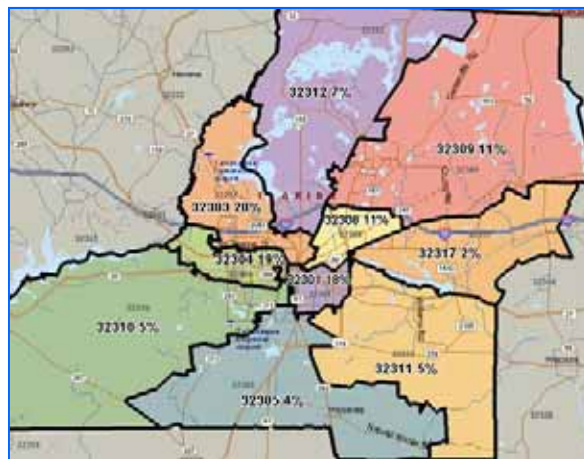
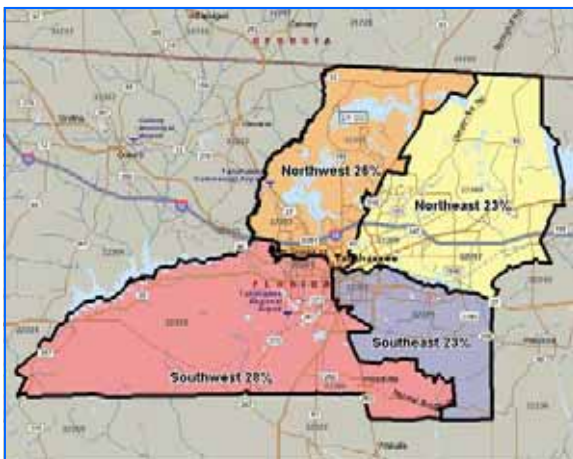
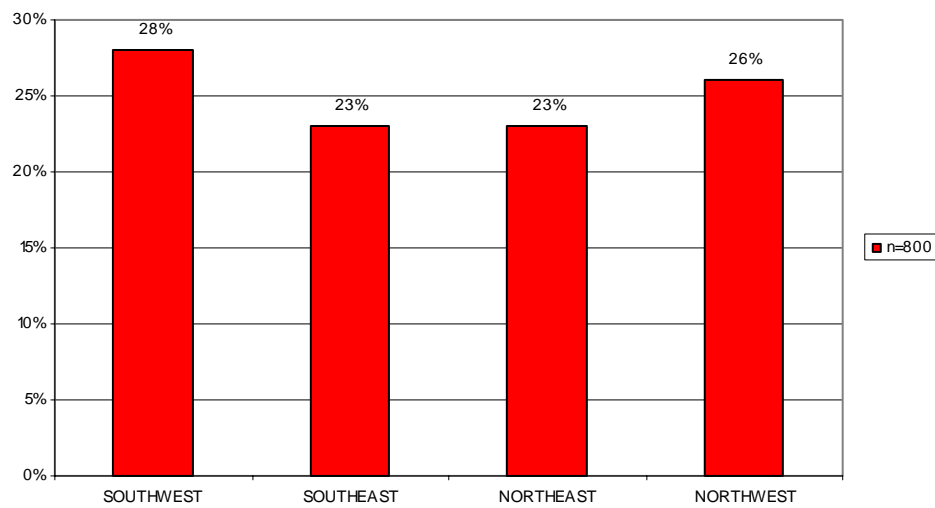


*The 2003 numbers are taken from the American Community Survey, conducted by the U.S. Census Bureau in 2003.

Demographics

Q36. Geography

	Actual Responses	Frequency Percentage
SOUTHWEST	223	28%
SOUTHEAST	180	23%
NORTHEAST	188	23%
NORTHWEST	209	26%



Comments



Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Traffic (78)

- Streets are overcrowded
- Heavy traffic flow
- Traffic there's a lot of it
- People driving in the area
- Traffic
- Traffic too congested
- Lot of traffic
- Traffic
- Traffic
- Traffic, original old roads have not been improved
- Traffic
- Too much traffic
- Public works, the traffic lights need to be adjusted to handle the high volume of traffic
- Traffic congestion
- Traffic too much
- Overpopulation - not enough interstate systems to accommodate the traffic appropriately
- Traffic
- Traffic - need more streets and wider ones
- Traffic - roads weren't built for the people, because more people are coming into the area
- Traffic
- Traffic
- Traffic congestion
- Traffic
- Traffic, overpopulated roads
- Traffic
- Speed breakers are needed
- Traffic
- Traffic
- Traffic, need more roads
- Traffic
- They want to make Gaines St a "one way street" - this will cause a lot more traffic
- Traffic
- Traffic
- Traffic

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Traffic (Continued)

- Traffic
- Traffic
- Traffic congestion
- Traffic
- Traffic
- Traffic
- Overpopulated roads
- Traffic
- Traffic
- Traffic
- Too crowded on the streets, they are too close together and not wide enough
- Traffic
- Traffic situation
- Traffic is too bad
- Traffic congestion
- Traffic
- Traffic
- Traffic Problems
- Traffic
- Traffic is too congested
- Traffic - too much of it
- Traffic
- Traffic congestion
- Traffic
- Poor planning for traffic congestion and growth in the community
- Traffic
- Traffic congestion with the traffic, roads to be re-designed
- Traffic control
- Need a traffic light in our community, traffic engineering is a concern
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic, too many lights, traffic does not flow well

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Traffic (Continued)

- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic congestion
- Traffic problems, lights not synchronized
- Traffic congestion
- Traffic

Crime/Drugs/Public Safety (71)

- Less crime - make community safer
- Crime
- Violence too high
- Crime
- Criminal violence - currently investigating the death of the 14 year who was beaten to death in the juvenile detention by correctional officers
- Crime rate high
- Crime
- Crime
- Police response time is very poor and when they called the situation was not handled very well
- Crime rate is too high
- Too much violence
- Crime
- Crime rate
- Increase public safety
- Safety
- Security to reduce crimes
- Drugs
- Crime
- Drug problem
- Crime

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Crime/Drugs/Public Safety (Continued)

- Police protection
- Safety
- Drug problem
- Crime
- Crime
- Police are too slow in responding
- Prostitution
- Crime
- Crime
- Need more police protection
- Security
- Crime
- Crime
- Drugs
- Crime is the most important issue
- Drug problem in our community
- Public Safety
- Crime
- Drugs involving adults in the apartment complex in the old subdivisions
- Too much violence
- Juvenile crime
- Safety
- Drugs
- Crime, youth crimes
- Drug involvement of people in general within the community
- Juvenile Crime
- Safety
- Drugs - too many young kids using drugs - cocaine, marijuana
- Crime
- Crime
- Safety
- Crime in my area
- Crack and drug dealers in this area
- Crime

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Crime/Drugs/Public Safety (Continued)

- Club violence, gangs, crime
- Crime
- Crime
- Drugs
- Safe community
- Safe community
- Crime
- Drugs
- Robberies
- More protection by the sheriff
- Crime
- Drugs
- Crime
- Crime
- Drugs
- Crime
- Drugs

Education/Schools (59)

- Adequate funding for public schools
- Education
- Education - need to do a lot of work on schools
- School Issues
- Education
- Local schools need to prepare students for college with more academically challenging classes
- Providing education for the children
- Having quality education
- Education
- Quality of education
- Kids are failing the FCAT
- Public school education, lack of parental involvement
- Education
- Education

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Education/Schools (Continued)

- Education
- Education - minority students need better resources
- Education
- School system
- Funding for schools and colleges
- Education
- Education
- Education needs to be improved
- Education
- Education
- Education
- Education
- Schools
- School system
- Education
- Education
- Spend more money on education
- Education
- Education
- Education
- Education
- Education
- Education needs improvement in all areas, buildings, curriculums, teachers pay, etc
- Too many students and not enough teachers
- Education - need better schools
- Education
- Education
- Quality of schools
- Education
- Education system, need new school buildings, better pay for teachers
- Education system needs improvement
- Education, need better schools
- Education
- Money for our overcrowded schools
- Education

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Education/Schools (Continued)

- Upgrade education for all students
- Schools
- Education
- Education, declining schools
- Schools and education, FCAT
- Education
- Education
- Education
- Education, quality of , schools, teachers and salaries
- More money for schools
- Education

Gas Prices (54)

- Gas prices are too high
- Gas prices are too high
- Gas prices are too expensive
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Cost of gas at the pumps
- Fuel - prices are too high and nobody wants drilling near them and we have no alternative
- Gas prices are too high
- High gas at the pumps
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Gas Prices (Continued)

- Gas prices are too high
- Gas prices
- Gas prices
- Gas prices
- Gas prices are high
- Gas prices
- Gas tax
- Gas prices
- Gas prices are too high
- Gas prices are atrocious
- Gas prices are too high
- Gas prices
- Rise of gasoline prices
- Gas prices
- Gas prices
- Gas prices
- Rising gas prices
- Gas prices are too high
- High gas prices
- Driving a car because gas prices are too high
- Gas prices are too high
- Gas prices
- Gas prices
- Gasoline Prices
- The price of gasoline for my automobile is too high
- High gas prices
- Gas
- Gas crisis
- Gas prices
- Gas prices
- Price of gasoline
- Gas prices
- Price of gas
- Cost of gas

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Gas Prices (Continued)

- Gas prices

Over-Development/Too Much Growth too Fast (43)

- Strain on the infrastructure, because of all the growth
- Growth - Over populated
- Growth management
- Too much building too fast
- Construction and development - too much growth
- Overdevelopment, the character of the city is being lost, not as beautiful as it was 20 years ago, not a lot of trees anymore
- Too much growth
- Being unprepared for the growth, because we don't have the infrastructure and planning for it
- Too much growth
- Economy is growing too fast
- Space
- Development - too much
- Development - too much
- Growth management
- Growth management
- Growth management
- Control growth
- Rapid growth - not good
- Sprawl, too much growth in community
- Overdevelopment near the campuses
- Controlling growth
- Too much growth
- Growth
- Expansion - too much growth
- Urban sprawl of the city - the trees are being cut down
- Growth management
- Growth management

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Over-Development/Too Much Growth too Fast (Continued)

- Growth and development because Tallahassee is growing so fast and I happen to like the wilderness
- Growth management
- Growth management
- Growth Management
- Overcrowding
- City's growth
- Excessive building
- Growth
- Too much growth, stop encouraging people to move here
- Overcrowding
- Growth within the city
- Growth and development, too much
- Too much growth
- Growing too fast
- Growth
- Growth within the city should be done responsibly and not overdevelop the city

Utility Cost/Energy Crisis

- Energy bill
- Expensive power bills
- Utilities are too expensive
- Higher power bill
- Utility issues
- Utility costs are too high
- High utility rates
- Utility bills
- Cost of utilities
- Utilities - price, control, and source
- Utilities are high
- Cost of electricity
- Utility prices
- Cost of electricity

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Utility Cost/Energy Crisis (Continued)

- Utility monopoly
- Energy prices
- Utility prices PNR
- Electricity - prices are too high
- Utilities
- Energy prices
- Utility price increase
- Increasing price of utilities
- Energy crisis
- Electricity prices
- Energy prices
- Utility bills
- Electric prices
- Utility costs
- Overpriced utilities
- Utilities
- Energy prices
- Energy costs
- Utility bills, light bill just went up again, people can not afford it

Economy/Jobs/More Businesses/Wages (32)

- Pay scales bad - equal pay for cost of living
- Unemployment
- Salaries are too low
- Lack of jobs
- Increased price of everything, but not an increase in pay
- Lack of economic development
- Economy
- People who have low income are not able to survive
- Pay rate of most jobs
- Jobs - we need them
- Local economy
- Jobs don't pay enough

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Economy/Jobs/More Businesses/Wages (Continued)

- Jobs
- Need more businesses to come to the area
- Private enterprise jobs for university students
- Jobs
- Jobs
- Jobs
- Jobs
- Economics
- Low wages and not enough good, local jobs
- Not a wide range of employment
- Not enough good paying jobs for college students who graduate and eventually move to another state for better pay
- Cost of living is too high
- Economic development
- Lack of employment
- Economic development needs to be broadened to attract more jobs inside and outside the city limits
- Cost of living
- Jobs
- Jobs
- Economy
- Job diversity

Affordable Housing (28)

- Affordable and available housing
- Affordable housing
- Affordable housing
- Affordable housing
- Housing - not enough affordable houses
- Affordable housing - hard to find
- Cost of housing
- Affordable housing
- Affordable housing for single parents and young couples
- Affordable housing

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Affordable Housing (Continued)

- Cost of housing
- Housing
- Lack of affordable housing for people with low to moderate income
- Too much housing development for the well-to-do and not enough affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Housing for low income people
- High priced rental units
- Housing prices
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable Housing
- Low income housing
- High cost of homes and rent
- Affordable housing
- Fair housing

Roads (27)

- Road conditions aren't kept up to standard
- Construction done at a bad time, when traffic is high
- Roads
- Need more streets and roads to get around
- Construction on our roads, needs to be re-done, plan of the roads and design is not sufficient for the traffic we have here
- Roads
- Roads and traffic, upkeep and maintenance needs
- Road
- Roads
- Roads
- Road repair
- Road repair

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Roads (Continued)

- Roads
- Roads and traffic, not enough enforcement, the way people drive is not safe
- Road construction,
- Roads - the conditions are horrible and they keep resurfacing the same roads
- Roads
- Roads need to be worked on
- Road maintenance
- Roads
- Road conditions are poor
- Road construction
- Road construction
- Roads
- Roads
- Roads damaged by heavy construction trucks
- Need more lanes in the streets

Negative—Politicians—City/County/State—Government (16)

- An issue that dealt with Jeb Bush
- Governor of the state
- Infighting of city commission
- Division between Dems and Reps on the city council
- Politics
- Incompetent city officials
- Civility among politicians - locally and nationally
- Government, we have Bush in charge here
- Public officials need to be more competent
- Situation with what happened with the mayor and all that
- Changing governors
- Lack of unity, teamwork, and not enough cooperation among each other
- Policy of the President PNR
- Get Jeb Bush out of office
- Governor's race, we don't need Republicans in office
- Too many political problems

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Health Care/Insurance (15)

- Healthcare costs need to be lowered
- Affordable healthcare
- Lack of healthcare
- Affordable healthcare
- Affordable healthcare
- Healthcare - too many people are doing without it
- Healthcare needs to be affordable
- Healthcare - need some type of healthcare for the uninsured
- Healthcare needs to be provided for the indigent
- Healthcare
- Rising healthcare cost
- Affordable and available healthcare
- Affordable healthcare for those who can not afford it
- Health Insurance
- Insurance rates are too high

Transportation/Bus System (15)

- Poor people must stand and wait at the corner for a bus and there is no bus shelter
- Better public transportation will alleviate the traffic situation
- Transportation
- Better transportation
- Public transit is not adequate
- More public transit is needed
- Public transit
- Bus lines
- Public transportation is bad
- Buses take too long, need faster transit
- Transportation
- Transportation
- Transportation
- Transportation
- Improving the bus system, more routes

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Homelessness (15)

- Homelessness
- Homelessness
- Homelessness
- Homelessness
- Homelessness
- Jobs for homeless
- Homelessness
- Homeless population
- Homeless people, should be no homeless people in the US
- Homelessness
- Homeless
- Homelessness
- Homelessness
- Housing for homeless
- Homelessness

Taxes too High (10)

- Taxes
- Taxes are on everything and such as cable bill and does not discuss why
- Property taxes
- Property taxes are too high
- Real Estate taxes are too high
- Property taxes are high
- Taxes - sales taxes are too high
- Taxes are too high
- Property taxes
- Taxes

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Racial Issues (10)

- Racial Profiling - minorities get treated with less tolerance than whites when going out
- Racism
- Racism needs to be decreased
- Racism
- Injustice toward minorities
- Too much racial discrimination in the community
- Racial issues, we should be united with out any racial issues
- Racism - cops look for low income people to arrest
- Racial prejudice
- Racism

Activities for Kids (10)

- No youth recreation
- Program for the children
- Not enough youth centers in our communities
- Young kids need a place to go, more programs for our kids without it promoting drugs
- Youth need places to go on the weekends, they have nothing to motivate them
- Nothing for kids to do
- Need more parks for the children
- More funding for after school programs for kids
- Youth do not have anything to do and are getting into trouble
- Not enough for children to do

Power Plant—General (10)

- Construction of the coal plant
- Coal plant issue
- Coal vs. Gas issue for the electric company - coal pollutes more and is more expensive - gas is limited and getting more expensive
- Use of energy
- Building the power plant - good for economy, bad for our health
- Building a coal plant to conserve energy
- Coal plant in Jefferson County
- New coal plant coming

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Power Plant—General (Continued)

- Coal plant being built
- Coal power

Consolidation of Police/Sheriff Department (8)

- Police and Sheriff departments should not be consolidated
- Combining the police and sheriff departments
- Law enforcement issues - whether or not to consolidate city and county law enforcement
- Consolidation of the sheriff and police department
- Consolidation of county and city governments
- Lack of the county cooperation in regards with dispatch
- Duplication of city and county services
- Forces between the sheriff and police dept

Environment/Clean Things up (8)

- Littering and a lot of trash on the streets
- Clean up the area
- Landscaping and keeping the communities clean
- Poverty areas need to be cleaned up, Frenchtown
- A lot of trash is on the side streets
- Clean-up the area -- too much trash on the streets
- Keeping the community clean
- Keep yards and streets clean

Election Issues (5)

- Voting machines
- Fair and Honest voting
- Elections
- Voting machines that can verify votes
- Voting machines are not in compliance with the law for the disabled citizens

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Against Power Plant (4)

- Building the coal power plant has become a problem
- Use of coal for energy, not good
- Power plant - can't see the relevance of it
- Tallahassee wants to exploit Taylor County by having a coal plant built in Perry to provide power for Tallahassee, thereby polluting the citizens of Taylor County

Drainage/Flooding issues (4)

- Drainage when storms come is really bad
- Drainage of water
- Better control of storm water runoff, better maintenance of that system
- Storm drainage, water comes in our yard from the park we live behind

None (7)

- Community very good
- Nothing
- None
- Nothing
- None
- Happy with everything
- Nothing, I am very happy with everything

Lack of Sidewalks (3)

- Need sidewalks
- Sidewalks
- Lack of sidewalks on many of the roads, especially down by FSU

Pollution/Environment (3)

- Pollution
- Pollution
- Environmental issues

Comments

Q1. In your opinion what would you say is the most important local issue facing our community?

Lack of Parking (2)

- Tow truck companies, too quick to tow cars away, not enough parking for visitors
- Lack of parking spaces

Poverty (2)

- Poverty Level - kids suffer in this area
- Plight of the poor people

For Power Plant (1)

- Coal plant is being considered to help us save on energy

Comments

Q2. What is the second most important local issue facing our community?

Education (61)

- School prices
- Education need to improve the system
- Education
- Quality of education
- Level of education for elementary schools
- Education (poor schools)
- Education
- Schools could be improved
- Need better education for our children
- Education - hiring more teachers
- Public school system is inadequate
- Education
- Students are pressured too much with the FCAT - too much emphasis is put on it
- Need a better quality of education
- Education - need more teachers
- Education
- Education
- Better teacher pay
- Drop out rate in school
- Education
- Lack of support from parents in the school system
- Need better qualified teachers in our schools
- FCAT testing - education
- Better schools system is needed
- Need good schools and better education
- Education
- Too many dropouts
- Quality of education
- Education - Need more funding for programs and extracurricular activities
- Schools
- Child care - the student to teacher ratio doesn't add up - there are too many students and not enough teachers
- Better schools
- Schools - test scores are too low and have no funding

Comments

Q2. What is the second most important local issue facing our community?

Education (Continued)

- Education
- Quality education
- Lack of quality schools, disparity in the schools depending on where you live, a disparity in quality of education
- Schools
- School system
- FCAT testing in schools
- Need crossing guards for school children
- Education
- Schools and Education Issues
- Education
- Education and tuition money for students
- Education
- Education - classes over crowded
- Lack of teachers
- Need another middle school, too much overcrowding
- Public schools, funding and commitment of city to schools
- Money for schools
- Education, increased funding for education
- Education
- Education need more vacation
- Keeping education up to par
- Education needs to be kept up to par
- Schools need upgrading
- Education
- Equal education
- Need smaller class sizes in all the schools
- School system needs to be improved
- Need better teachers in schools

Comments

Q2. What is the second most important local issue facing our community?

Crime/Drugs/Public Safety (57)

- Police security for the community
- Crime
- Theft in the communities
- Crime in the community
- Crime
- Keep it safe in the neighborhood
- Public safety
- Clean up street as far as night walkers go
- Too much crime
- Crime
- Crime
- Increase in crime
- Better public safety
- Crime
- Drugs
- Crime
- Crime
- Crime
- Crime, I was held up at gunpoint in the middle of the day
- Drug problem
- Safety - crime
- Crime
- Drug problem
- Crime
- Safety
- Drug problem
- Crime
- Drug problem
- Crime
- Gang violence
- Crime
- Night protection
- Crime
- Crime rate too high

Comments

Q2. What is the second most important local issue facing our community?

Crime/Drugs/Public Safety (Continued)

- Violence
- Crime
- Drugs
- Crime rate is too high
- Crime
- Law enforcement
- Crime is on the rise
- Crime
- Crime
- Crime
- Crime is too high
- Crime rate is growing
- Law enforcement
- Crime
- Crime
- Crime rate
- Drug problem
- Drug problem with our youth
- Crime control
- Crime
- Prostitution
- Safety
- Crime

Traffic (42)

- Traffic
- Traffic
- Traffic
- Traffic
- Traffic - the roads aren't equipped to handle the high end traffic
- Traffic and the same street name changing 3 times or more from beginning of the street to the end of the street
- Traffic

Comments

Q2. What is the second most important local issue facing our community?

Traffic (Continued)

- Noise and traffic
- Traffic control, people running lights
- Traffic congestion
- Appropriate routing of traffic
- Traffic growth, too much traffic
- Too much traffic
- Traffic
- Traffic lights need to be adjusted, because they change too fast
- Traffic, need more roads
- Traffic
- Traffic
- Traffic
- Road work is interfering with traffic
- There is too much traffic, we need more roads and highways
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic - time delays
- Traffic grid - the area is behind and they are slow about doing anything
- Traffic
- Traffic congestion is horrible
- Traffic congestion
- Traffic
- Traffic - the state can't accommodate people who are here now
- Traffic
- Traffic
- Traffic congestion
- Traffic
- Traffic congestion
- Bad traffic
- Traffic
- Traffic
- Traffic, too much

Comments

Q2. What is the second most important local issue facing our community?

Traffic (Continued)

- Traffic and parking

Roads (30)

- Expand roads so it will be easy to travel
- Road maintenance, holes in roads and no crews to repair roads
- Interstate
- Road conditions
- limited number of ways to get to your destination, because the roads need to be expanded
- Address the road conditions
- Roads
- Building more roads for the city's growth
- Roads are congested
- Construction on the roads
- Roads
- Roads
- Road construction keeping pace with the growth
- Roads
- Roads
- More lanes for highways
- Road construction
- Road conditions aren't great
- Roads
- Roads need to be expanded, need traffic control
- Roads
- Roads, trash and litter
- Need more roads
- Need to build more roads and make them longer
- Road maintenance, trim bushes, hedges, cut grass
- Lack of road repairs
- Roads
- Road maintenance
- Road construction
- Road repair

Comments

Q2. What is the second most important local issue facing our community?

Economy/Jobs/More Businesses/Wages (28)

- Diversify employment is important, more private sector jobs, and bring in more industry
- High cost of living
- Employment
- Not enough businesses in the area for good employment
- Minimum wage is too low
- Economics
- Jobs
- Employment
- Quality jobs
- Economy
- Good, well paying jobs
- Money
- Jobs, hard finding good paying jobs in my area
- Jobs
- Need to provide more jobs
- Jobs
- Cost of living
- jobs
- Employment - not enough
- Need better paying jobs with health insurance, holiday, and sick pay
- Not enough jobs
- Need better jobs
- Economy
- Economic development
- Unemployment
- Economy
- Jobs and economy

Gas Prices (28)

- Gas prices are too high
- High gas prices
- Gas prices
- Gas prices

Comments

Q2. What is the second most important local issue facing our community?

Gas Prices (Continued)

- Gas prices
- Gas prices
- Gas prices too high
- Gas prices at the pumps
- Gas prices
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Gas prices are too high
- Fuel cost
- Lower gas prices
- Gas prices are too high
- Gas prices are too high
- Gas prices
- Gas prices are too high
- Gas prices
- Gasoline prices
- Gas prices
- Gas prices

Utility Cost/Energy Crisis (23)

- Outrageous Utility bills
- Utilities are too high
- Highest electricity rates in the state
- Utility costs
- Utility bills are too high
- High utility bills

Comments

Q2. What is the second most important local issue facing our community?

Utility Cost/Energy Crisis (Continued)

- High utilities
- Energy
- Electricity is too high
- Utility prices
- Utility cost
- Utility cost
- Energy and gas prices
- Utilities - cost needs to be kept down
- High energy prices
- Utility bill increase
- Utility bills are too high
- Power costs are too high
- Electricity
- Utility prices
- The light bill is too high; The cable bill is too high
- Coal prices
- Rising cost of utilities

Affordable Housing (19)

- Affordable housing
- Affordable housing for low to mid-income
- New home costs are too high
- Need more housing
- Affordable housing
- Single family housing
- Affordable housing
- Housing
- High cost of housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing

Comments

Q2. What is the second most important local issue facing our community?

Affordable Housing (Continued)

- Housing issues need to be taken care of
- Cost of housing
- Affordable housing
- Cost of housing
- Real estate prices

Over-Development/Too Much Growth too Fast (18)

- Overdevelopment
- Overbuilding
- Too much housing sprawl
- Conservation for growth management and how much land development we want to have
- Growth management
- Growth management - officials need to do a better job and not change plans after it has been decided by the people
- City planning - over development
- Growth management
- Development - too much
- Overcrowded
- Sprawl and growth
- Growth - making sure it is managed properly
- Sprawl - too much growth
- Reasonable and logical growth guidelines
- Growth management - need to improved, and control development
- Too much growth
- Development planning
- Growth

Health Care/Insurance (17)

- Healthcare
- Affordable health care
- Healthcare disparity, including dental care - some people don't have any
- Healthcare needs to be good and affordable

Comments

Q2. What is the second most important local issue facing our community?

Health Care/Insurance (Continued)

- Lack of healthcare for the poor
- Healthcare
- Healthcare
- Healthcare
- Health care
- Health care coverage
- Health Issue
- Healthcare
- Socio economic healthcare of people, every one must be able to afford healthcare
- Residents without health insurance
- Healthcare
- Affordable healthcare for everyone
- Affordable healthcare

Homelessness (17)

- Too many people are homeless and need housing and are hungry
- What to do with the homeless people
- Homelessness
- Homelessness
- Too many homeless people
- Homeless people are everywhere
- Homelessness
- Help the homeless
- Homeless need more accommodations made for them
- Lot of homeless people
- Too many people that are homeless
- Too many homelessness
- Too many homeless people
- Homeless people
- Homeless people
- Homelessness
- Homeless

Comments

Q2. What is the second most important local issue facing our community?

Transportation/Bus System (15)

- Transportation
- Transportation, need sufficient mass transit to reduce dependency on automobiles
- Transportation - bus services need to be better and travel to other areas
- Lack of alternative transportation
- Transportation and we need better planned roads that are consistent with the population movement
- Public transit
- Public transit
- Lack of public transportation
- Transportation
- Basic transportation, inefficiency of bus system
- Regional transportation department inside and outside the city limits needs improvement
- Transportation needs improvement in the local bus system - more routes, be on time, etc
- More availability of public transportation in my area
- Lack of public transit
- Transportation

Taxes too High (15)

- Lower property taxes
- Taxes are too high
- Taxes
- Tax increases
- Taxes are high
- Property taxes are high
- Taxes keep going up
- Taxes keep going up
- Taxes are the second issue
- Property taxes are high
- Taxes
- Taxes
- Sales tax, do not increase it
- Taxes
- Taxes

None (14)

- None
- None
- None

Comments

Q2. What is the second most important local issue facing our community?

None (14)

- None
- None
- Nothing
- None
- None
- None
- Nothing
- None
- None
- None
- Don't have any problems

Pollution/Environment (11)

- Environment needs improvement
- Preserving the environment and keeping it clean
- Environment
- Air pollution
- Environment
- Clean up the environment
- Environment, Bush in charge, they drafted an amendment to revitalize Southside and they didn't do that, they developed downtown instead
- Environmental protection
- Environment
- Pollution in the lakes
- Environmental issues

Negative—Politicians—City/County/State—Government (9)

- Political arena
- Spending too much money
- City hall isn't doing a good job
- Over spending by local government
- Lack of communication between the city and county
- Need better county commissioners
- Not having a good President
- City government
- Issues with the government PNR

Comments

Q2. What is the second most important local issue facing our community?

Consolidation of Police /Sheriff Department (7)

- Bringing the police stations together
- Emergency Response updates - combine the sheriff and police departments so the 911 service wouldn't have so much confusion
- Consolidate the city and county
- Consolidation of law enforcement,
- Consolidation of law enforcement
- Putting the county and city police together, for combining
- Law enforcement

Racial Issues (7)

- More equal rights for all people regardless of race age or gender
- Race issues
- Race relations
- Inter-racial concerns - the fact that everyone should get along
- Race relations
- Racial profiling
- Racial issues

Activities for Kids (6)

- More things for the young children to do
- More activities for students
- No recreational facilities in my area for the children
- Not enough cultural uplifting programs for youth, so they won't get in trouble
- After school activities
- Activities for children

Drainage/Flooding Issues (6)

- Drainage problems
- Flooding
- Flooding
- Storm water drainage, flooding
- Flood district issues
- Flood district issues

Comments

Q2. What is the second most important local issue facing our community?

Lack of Sidewalks (5)

- There are no sidewalks
- Make a bike lane or sidewalk for bikes
- Need more sidewalks
- Need more sidewalks
- Sidewalks

Election Issues (4)

- Re-elections - gubernatorial and senate races
- Voting issues
- Voting machine issue
- Voting at the polling places - ballot boxes - PNR

Poverty (4)

- Poverty
- Poverty
- Poverty
- Family in poverty

Power Plant—General (3)

- Need more information about where the energy is going to come from
- Coal plant issue
- Utilities plan needs restudying, need three options to choose from PNR

Lack of Parking (2)

- More parking areas downtown
- Parking

Against Power Plant (2)

- Coal plant that is planning to be built to generate energy - against
- Coal usage - the city is trying to build a coal plant and I am totally against this

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Sanitation/Garbage Pickup/Recycling (199)

- Garbage pick up
- Garbage pickup
- Trash pick up very good
- Sanitation
- Picking up garbage - they do pretty good on that
- Waste Management
- Providing good garbage and recycling services
- Trash collection
- Garbage pickup, yard pickup, and recycling
- Garbage collection
- Garbage pickup, yard waste, and recyclable
- Sanitation
- Garbage pickup
- Garbage pickup
- Garbage pickup
- Garbage pickup
- Waste management
- Trash pickup
- Rubbish removal is good
- Garbage pickup
- Garbage pickup, police protection, water and sewer
- Garbage services
- Trash pickup
- Waste management
- Garbage pickup
- Trash and garbage services
- Garbage pick up
- Solid waste provides good service
- Waste management
- Garbage pick up
- Trash pickup
- Trash service
- Garbage pick up is great
- Garbage pick up
- Waste management and they keep the city clean, no overgrown areas
- Trash pick up
- Garbage pick up
- Waste disposal and removal
- Garbage pick up
- Waste management

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Sanitation/Garbage Pickup/Recycling (Continued)

- Waste management
- Garbage
- Garbage pickup is excellent on Friday
- Waste removal services
- Garbage pick up
- Garbage pick up and utilities
- Garbage
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up and road maintenance
- Garbage pick up
- Waste management
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Service for garbage is excellent
- Garbage pick up
- Garbage services
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up and water utilities
- Garbage pick up and streets are kept clean
- Sanitation department
- Garbage pick up and all the utilities are good
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up
- Garbage pick up and recycling are good

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Sanitation/Garbage Pickup/Recycling (Continued)

- Garbage pick up and law enforcement
- Garbage pick up
- Garbage pickup is good
- Garbage pick up and police department
- Garbage pick up and utility services
- Garbage pick up
- Garbage pick up, power and water
- Garbage pick up
- Garbage pick up
- Garbage pickup
- Garbage pick up
- Waste management
- Garbage pickup
- Garbage collection and Recycle pickup
- Garbage disposal
- Garbage pickup and sanitation is excellent
- Garbage pickup
- Garbage pickup is excellent
- Picking up of trash is good, but they need to keep the sidewalks clean of trash
- Public Safety
- Garbage pickup
- Garbage service is excellent
- Recycling
- Garbage service and police department
- Recycling and environmental services
- Sanitation department does a good job of keeping the city clean
- Garbage pickup
- Garbage pickup and city bus service is good
- Garbage pick-up
- Garbage pickup, emergency service, police protection and road maintenance
- Garbage pickup
- Trash pickup is excellent
- Garbage pickup
- Garbage pickup
- Garbage pickup and police protection
- Trash and garbage pickup
- Garbage pickup
- Garbage pickup is excellent
- Garbage pickup
- Garbage pickup
- Garbage collection and keeping the city clean

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Sanitation/Garbage Pickup/Recycling (Continued)

- Garbage
- Garbage pickup
- Garbage pickup
- Garbage pickup is good
- Garbage pickup
- Garbage
- Garbage pickup
- Garbage pickup
- Garbage pickup
- Garbage
- Sanitation department does a good job
- Garbage pickup
- Sanitation department
- Trash pickup
- Trash pickup
- Garbage

Utilities—General (110)

- Utilities - power and water
- Utility services are excellent and I enjoy dealing with city employees
- Utility Bills
- Utilities and parks and recreation areas
- City is providing excellent services in utilities
- Utility
- Public works
- Utilities
- Utilities
- Utilities
- Utilities
- Public utilities are good
- City is good to come to your home when you call them PNR
- Utilities
- Utilities waste money
- Utility services
- Utilities
- Utilities
- Utilities
- Utilities are good as far as price wise

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Utilities—General (Continued)

- Utilities
- Utility companies do a good job with working with you on bills
- Utilities
- Utility
- Public utilities and trash pick up
- Utility service
- Utilities
- Utility companies overall service is above average
- Utilities management
- Utilities
- Utility Services are good
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utilities
- Utility service
- Utilities, litter control
- Utilities
- Utilities
- Utility services
- Good service from the utilities and police
- Utility services
- Utilities
- Utilities and sanitation
- Utilities
- Utilities
- Utility and law enforcement
- Utilities
- Utility
- Utilities
- Utilities and parks and recreations
- Utilities
- Utilities and good police
- Utilities
- Utilities are good
- Utilities
- Utilities
- 1)Utilities 2) Law enforcement
- Utilities

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Utilities—General (Continued)

- Utility company provides good service
- Utility services are excellent
- Customer service is good when calling the utility companies
- Utilities
- Utilities
- Public works
- When it comes to the utilities, I like everything coming on one bill
- Utility services
- Utilities
- Utilities
- Utility and waste management
- Utilities are good as far as price goes
- Utilities and parks and recreation
- Utilities
- Utilities
- Utilities are good
- Utilities
- Utilities are a fair price
- Utilities
- Provide good utility service
- Utility service is excellent
- Utilities
- They are working hard to preserve the price of utilities
- Utility, parks and recreation
- Like the utilities
- Utilities
- Utility and Emergency
- Public Works
- Utilities and police is excellent, garbage is backed up and is fair
- Utility drive through window available for payments that are due on that day
- Utilities
- Public utilities
- Basic services are good
- City provides excellent services
- Utilities, etc online
- Utilities are good, no probs in this area
- Services are all good
- Utilities
- Utilities are not expensive and services are good
- Cities utilities are excellent

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Utilities—General (Continued)

- All is good, power, water, gas, etc.
- Utilities and garbage
- Utilities
- Electricity
- Customer service is great
- Utilities are good
- Utilities
- Utilities
- Utilities quick to respond to power outages
- Utilities

Police Department/Law Enforcement (95)

- Sheriff's dept
- Law enforcement - anytime friends or I have had a concern, law enforcement has been quick to aid us
- Law enforcement
- Police patrol and protection
- Police and ambulance services
- Police services in the Northside Area
- Law enforcement
- Police services, garbage pickup and keeping the city clean
- Police services
- Police are quick in dispatching, garbage is always on time
- Law enforcement
- Police department and garbage pick up
- Police and Fire department do a great job
- Some break-ins occurred in the neighborhood and police responded adequately
- Police
- Police protection and garbage pickup
- Extra law enforcement is provided for minority communities
- Police protection
- Police department, ambulance and fire services
- Law enforcement
- Police department
- Police department, they are a viable presence
- Police department
- Law enforcement is good
- Police department

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Police Department/Law Enforcement (Continued)

- Police department
- Police
- Police protection
- Police
- Law enforcement
- Police department is very good
- Police
- Law enforcement
- Police department is very good
- Police department
- Police and fire are great
- Police department
- Police services
- Police
- Police coverage
- Police department very responsive
- Police protection and fire protection - we don't have a lot of crime here and we don't have a lot of bad fires, so I am assuming they are responsible for that
- Crime is not high, excellent police
- Public safety, water utilities
- Police do an excellent job
- Law enforcement, utilities, natural gas, fire and code enforcement
- Police
- Law enforcement is excellent
- Police service is very good
- Police
- Police and fire protection
- Police and fire department
- Police Services and Bus Services
- Law Enforcement
- Police Dept - Services Excellent
- Police and fire protection
- Police and emergency services I like
- Police and fire
- Law enforcement and fire services
- Law enforcement
- Police
- Police protection
- Law enforcement
- Police and fire department, etc.

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Police Department/Law Enforcement (Continued)

- Police department and waste management
- Police and fire department
- Police protection is good
- Police department
- Police services
- Police service and service by the utility companies
- Police dept and utilities
- Police protection
- Police services
- Police and fire department
- Police department
- Housing and police department
- Medical and police services good
- Garbage service and police department
- Garbage pickup, police protection, water and sewer
- Garbage pick up and police department
- Police department
- Garbage pickup, emergency service, police protection and road maintenance
- Garbage pickup and police protection
- Police department
- Garbage pickup, police and water quality
- Police department
- Garbage Pick up; Police patrols
- Pickup garbage and trash is good and the police and sheriff's departments
- Fire and police departments
- Police department
- Water quality and police and fire protection
- Sewer Service and Police Services
- Good service from the utilities and police
- Utilities and good police
- Road construction and Police Department Services are good

Parks and Recreations (62)

- Parks and recreation
- Parks are very good and kept well
- Recreational department and community relations
- Parks and Recreation
- Park and Recreation for the youths

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Parks and Recreations (Continued)

- Parks
- Parks, library, utilities, easy to communicate with (web sites)
- Parks and recreation
- Parks and recreation
- Park and recreation facilities
- Parks and recreation is great
- Recreation and parks
- Parks, utilities
- Parks and recreation, garbage pickup
- Parks, appreciate having so many within the metro area
- Park system
- Parks
- Parks are well managed
- Parks are wonderful and enjoyable
- Parks and recreation
- Utilities and parks and recreation areas
- Utilities and parks and recreations
- Utilities and parks and recreation

All are Good (57)

- Doing great on everything
- All services very good
- No complaints
- Best in all areas water, gas and such
- All of the services are good
- All city services
- Excellent in all areas
- All areas are good
- Everything is fine
- All are good
- All of our services are okay
- Everything on the East side has good services
- Everything is pretty good and orderly
- All are right
- All are mostly good
- All are good
- Do good on everything
- All services are excellent
- All city services are good

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

All are Good (Continued)

- All are good
- Happy with all
- All are good
- Excellent in all respects
- All are good
- All areas
- Everything is good
- All are good
- All areas
- Services are the same
- All are good
- All are good
- They are all excellent
- They are all good
- Providing excellent services
- Everything gets taken care of
- All city services are good
- All areas are great
- Everything is good - trash pickup is very good
- All the services are good and senior citizen programs are excellent
- Everything they do is excellent
- In most areas, I have been very satisfied
- All areas are
- Good in all areas
- All areas have good service overall
- In the richer areas
- It is good in all areas
- Area he lives in is very good
- Doing good with everything
- They are all good
- All areas are okay
- Doing a great job in all areas
- Every area is good
- All the services are good
- All of them
- All areas are providing good to excellent service
- Everything is fine
- All City services

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Other (46)

- Library and bus service
- Medical and police services good
- Election board did a great job with early voting
- Don't know - other areas are better off economically
- Upper and middle class neighborhoods get better services, such as better roadways
- Colleges
- Adding more stores and restaurants in Apalachee and Thomasville
- Community events for children
- Hospital
- Hold a lot of community events and expand towards Metropolitan and that make us more diverse
- Mailman is great
- Tree ordinances and utilities
- Museums have excellent exhibits
- Housing
- Voting is good and so is garbage pickup
- Upper class neighborhoods get excellent services
- Trying to help our own with charity, etc
- Housing and police department
- Sidewalks
- Tourism
- Mail
- Safety in schools
- North east side of town
- Community services
- City keeps you informed, like when there is bad weather
- Awareness of anything that's going on in the city
- Mail Services
- Northside
- Transportation for the handicapped
- Health department and post office, doing a good job
- Anywhere middle class
- Sidewalk and bike lanes
- State employees PNR
- State employees PNR
- Killlearn gets help when they call for it
- Roads need repair
- "Outreach" which provides transportation for the elderly
- Electric bills too high
- Energy program that helps low income with their bills
- Park Avenue is very nice and spacious

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Other (Continued)

- Tree service
- Housing
- Colleges
- Voting
- Medical services
- Northern side of town

Transportation/Bus System (34)

- Bus system
- Transportation
- Bus service
- Public transportation
- Transportation and education
- Bus system and transportation
- Public transportation
- transportation
- Public transit
- Transportation services for the elderly
- Bus system
- Public transit
- Transportation - timely service
- Bus service
- Bus system
- Transportation
- Transportation
- Bus and garbage services
- City bus service
- Bus services are good
- Transportation and the roads
- Bus passes
- Public transportation
- Transit
- The Public Transportation
- The transportation services
- Transportation - Excellent bus system
- Transportation
- Bus service
- Transportation, lots of bus stops and good running time

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Transportation/Bus System (Continued)

- Public transit
- Education, traffic and transportation
- Transportation for the handicapped
- "Outreach" which provides transportation for the elderly

Road Maintenance (32)

- Roads are being repaired and that has been a long time coming
- Roads
- Maintenance workers repairing the roads
- Road work
- Street and garbage services are great
- Improving on road development and repair
- Responsive about fixing the curbs, drainage, etc
- Roads and utilities
- Road maintenance
- Road maintenance
- Roads, drainage and flooding streets
- Road workers are good
- Roads and 2) cleanliness of the town
- Reconstructing of roads and putting in sidewalks
- Road maintenance and construction
- Roads
- Road construction and Police Department Services are good
- Road maintenance
- Roads and sanitation are doing a good job
- Road expansion
- Road system, the beautification is excellent
- Good upkeep of roads
- Road maintenance
- Road maintenance
- Roads and sidewalks where I live are good
- Roads
- Streets and drainage
- Road upkeep
- Transportation and the roads
- Garbage pick up and road maintenance
- Garbage pickup, emergency service, police protection and road maintenance
- Garbage pick up; road maintenance

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Fire Department (25)

- City of Tallahassee is providing good to excellent services - Fire services are good to excellent
- Fire services
- Fire Department and health services
- Fire services are good
- Fire Dept
- Fire Dept provides excellent service
- Fire Dept
- Fire Dept and electricity services
- Fire and police departments
- Fire service is good
- Fire and police departments
- Fire Department and waste management
- Fire and EMS services are good
- Fire department
- Police and Fire department do a great job
- Police department, ambulance and fire services
- Police and fire are great
- Police protection and fire protection - we don't have a lot of crime here and we don't have a lot of bad fires, so I am assuming they are responsible for that
- Law enforcement, utilities, natural gas, fire and code enforcement
- Police and fire protection
- Police and fire protection
- Police and fire
- Law enforcement and fire services
- Police and fire department, etc.
- Police and fire department

Electric Services (25)

- Power company is very good
- Power service very good
- Power company does an excellent job working with customers
- Electricity and water services
- Reliable electric
- Electric and Gas company
- Energy investigation - help homes for energy efficiency and saving money
- Electric service is good
- Power company - they fix problems right away
- Electricity
- Electric service, they keep my power on

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Electric Services (Continued)

- Electricity and garbage pick up
- Electric service
- Utilities - Power and Water
- City electric company is good
- Electric company
- Power company
- Electricity
- Tallahassee is efficient when it comes to providing electricity - they get it up and running when it is out
- Electric utility
- Electricity, utilities
- Electric utility
- Utilities - power and water
- All is good, power, water, gas, etc.
- Utilities quick to respond to power outages

Clean City/Revitalization/Landscaping (25)

- Keep the streets and parks clean
- Clean streets
- Street sweeping and the garbage pickup
- Streets kept clean
- Street cleaning
- Roads are kept clean and parks are clean
- Landscaping
- Clean town and waste management
- Clean town and the roads
- Landscaping
- Streets are clean, they sweep every week
- City is cleaning up neighborhoods
- Street cleaning
- Keep the grounds and downtown area clean - landscaping services are excellent
- Cleanliness of the city - the appearance is always good
- Keeping streets clean, law enforcement in arms reachKeeping parks clean
- Keep area clean
- Streets are clean in Huntington Woods
- Landscaping
- Waste management and they keep the city clean, no overgrown areas
- Garbage pick up and streets are kept clean

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Clean City/Revitalization/Landscaping (Continued)

- Picking up of trash is good, but they need to keep the sidewalks clean of trash
- Sanitation department does a good job of keeping the city clean
- Garbage collection and keeping the city clean

Water Services (20)

- Utilities, water quality is good
- Water Services
- Water services
- Water
- Water system
- Water services
- Water quality and police and fire protection
- Sewage, waste, recycling, and trash pickup
- Sewage service and garbage collection
- Sewer Service and Police Services
- Water and electric is good
- Water gas and garbage
- Water works
- Sewer services
- Sewer services
- Water and light
- Utilities - power and water
- All is good, power, water, gas, etc.
- Best in all areas water, gas and such
- Garbage pickup, police protection, water and sewer

Emergency Services—General (15)

- Emergence Response
- Emergency Response
- Ambulance service
- Emergency services are good
- Very good emergency services
- Emergency response was good, government housing is good for elderly
- All emergency services are excellent
- Ambulance and fire service
- Ambulance service
- Utility and Emergency

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Emergency Services—General (Continued)

- Garbage pickup, emergency service, police protection and road maintenance
- Police and emergency services I like
- Emergency Response
- Utility and Emergency
- Emergency service

Nothing is Good (16)

- Not sure that any are doing a good job
- Don't feel that the service is good, that is why I am relocating in a week
- Nothing
- They don't provide good to excellent services
- None
- None
- None
- None
- None
- None
- None
- Nothing
- None
- Nothing
- None
- None

Education/School System (11)

- School system is very good
- Education - doing pretty well on the high school and college levels and maintaining a high caliber education
- Education
- Good after school programs
- School services
- Education, traffic and transportation
- Schools are very good
- Public Education - PNR
- Schools
- Schools
- Transportation and education

Comments

Q3. First, in what areas do you think the City of Tallahassee is providing good to excellent services?

Traffic/Traffic Lights (4)

- Traffic and utilities good
- Traffic is good
- Traffic is well controlled
- Education, traffic and transportation

Drainage/Flood Issues (4)

- Water drainage
- Roads, drainage and flooding streets
- Streets and drainage
- Water drainage

Cable TV Service (3)

- Comcast Cable
- City utilities Comcast Cable
- Comcast cable and utility services

Gas Services (2)

- Electric and Gas company
- All is good, power, water, gas, etc.

Need More Sidewalks (1)

- Reconstructing of roads and putting in sidewalks

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Utilities—General (104)

- Utilities prices are high
- Utilities too high
- Public works and roads - we need more of them or extend the lanes
- Public works
- Utility bills are too high
- Utility services
- Lower utility rates
- Utility bills need to be lowered
- Utility bills are too high
- See improvement in utilities by lowering interest rates
- Quicker responses when utilities are down
- Utilities should be handled better, they will terminate your service for \$.30 cents, I am a student and they should consider that
- Unregulated charges of utility companies and there is no law to stop it
- Utilities are too expensive
- Rate of utilities could go down
- Lower utility costs
- Utility services need more organization and easier access
- Revamp utilities for better service, a place to pay your bills for the city
- Monopoly of services cause bills to be high, a little bit of competition would be good
- Cost of utilities are too expensive
- Utilities and transportation
- Utilities need to be lowered
- Community support - need services that are easily accessible
- Utility rates are high
- Utilities
- Lower the utility rates
- Utility companies aren't organized because they have me paying another person's bill
- Utility cost need to be lower and roads need to be improved
- Cheaper rent and light bills
- utility cost
- Utilities are too high and bills need to be improved
- Utility bills are too high, need to be lowered w/out increasing pollution
- Utility service rates are too high, must lower the rates and improve service
- Cost of Utilities
- Utilities
- Utility services can be improved on
- Utilities
- Utilities and police department
- Utilities

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Utilities—General (Continued)

- Utilities need improvement,
- Utilities
- City utilities
- Lower the utility bills
- Utilities
- Utility prices
- Utilities
- Utility cost
- Utility cost
- Utility companies aren't good, they do not read your meter correctly and employees are not courteous
- Utility cost and law enforcement of speeders and noise laws
- Utility cost and options for cable
- Utilities and garbage needs to be picked up more frequently
- Utility services, water needs more purification
- Utility
- Cheaper utilities
- Utilities
- Would like to see development of plans for controlling utility prices
- Cost of services
- Utility rates need to go down
- Utility services needs improvement in the bills in general and cost of services
- Utility bills need to go down
- Utilities
- Quicker utility response to customer service
- Utility prices are too high
- Lower utility bill rates
- Lower utility bills
- Utility, the water company, the bills are not detailed enough
- Utilities
- Cost of utilities are too high, so they need to find another type of resource
- Utility
- Public works
- Utility bills need to be lower
- Customer Service for Utilities
- Lower utility bills
- Utilities Co Needs Improvement - Too High; CSR Dept not friendly
- Utility Bills
- Better customer service provided by city services

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Utilities—General (Continued)

- Light bills are too high, all utilities are too high
- Utilities
- Utility costs
- Utilities
- Utility bills
- Lower utilities
- Utility prices are too high
- Utilities, would like to see the costs decreased to reflect the current market value of the raw material
- Lower utilities
- Utility costs
- Lower utility rates for gas, light and water
- Cheaper utility prices
- Utility prices
- Cost of utilities
- Utilities
- Utilities as far as water and gas bills
- Roads and city utilities need to be better
- Traffic engineering and utilities
- Traffic and utilities
- Litter control, lower utilities
- Land use and planning and utilities
- Need underground/buried utilities
- Unregulated charges of utility companies and there is no law to stop it
- Better roads and keep utility prices down
- Traffic issues and improve the utility companies - the prices are too high
- Garbage pickup, high utility bills
- Consolidate police department and try to control utility prices

Other (102)

- Lower the taxes
- Housing - need a more home-like atmosphere
- Neighborhoods next to Florida A&M needs police attention - it is full of bums
- Expand downtown
- More educational programs for adults
- Speed bumps need to be added on my street to decrease speeders
- Lower our taxes
- Need more help with the teens - they turn 16 and the truant officers don't go after them to make them go back to school

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Other (Continued)

- Buildings constructed up to hurricane code
- Southside needs more children services and security or police officers present
- Cultural Activities
- Local Government
- Areas around the golf course - Woodland Dr. and Myers Park needs to be taken care of better
- Make it more pedestrian friendly for shoppers and visitors
- Need better community intervention programs
- Pre-cutting of trees
- Infrastructure
- More affordable housing for the poor
- Need to replace everyone involved in the local infrastructure
- More monitoring of the speed limits in the city
- Need to have more things in the community accessible for the disabled in the city, parks and other recreational facilities
- Northside of Tallahassee needs improvements
- Construction - too much
- Renewable resources
- Better city planning
- Help for the poor with shelters
- Student living needs to be improved
- Higher wages in government jobs
- Funding for the library could improve
- Affordable housing
- Too many politicians
- Elected officials do not deliver on their promises
- Better access for the handicapped
- Need more public parking
- Don't want coal energy and I want more services for the money I spend
- Cost of housing
- Need more educated city employees who can speak English and provide proper customer service
- Lights outside could be better
- Tree trimmers rape the trees and the end up die
- Improvements need to be made in the FAMU area
- Need to share the wealth with the poor communities not just the rich ones
- Parking is a mess
- Need to speak to city officials rather than answering machines
- More events are needed for the community, entertainment
- Better housing
- Need more libraries

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Other (Continued)

- Improve senior citizens services
- Ditches on Putnam Drive needs filling in
- Southside of Tallahassee
- South side of town
- Budget
- Need more enrichment and trade programs
- City and county should consolidate PNR
- Communication between politicians and people need to be improved, communication is bad, services are fine
- Postal service
- More responsive to citizens' complaints, wants, and needs and more supportive of the officials for the county supervisor of elections
- Speed bumps around school zones
- Communicate with the state government regarding city management
- Referees showing up at games
- South side of Tallahassee need more apartments and recreational facilities
- Need a wider choice of providers for phones used in the home and do a better job recycling
- Need for more street lights in the community - it is dark when walking to the bus stop
- Lower taxes and road improvements
- Land use and planning and utilities
- More shelters for the homeless
- Blacks need to get fair treatment
- Improve train track by Lake Banford
- Inter-governmental cooperation
- Citizen communications
- Need activities for youth
- Emergency relief plan
- Southside of Tallahassee
- Treat black and white children equally
- Lowering their mileage rates
- Assistance for needy and lower income residents
- Southside
- Need insurance that is affordable for everyone
- Environmental services
- More honesty in relation to the coal plant
- Dependence on certain fuel types, seek alternative sources
- Would like to see improvements in Frenchtown overall PNR
- Need underground/buried utilities
- More funding for the arts and less sports
- Need to adhere to plans PNR
- Social activities for the handicapped

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Other (Continued)

- Recreational activities for lower income people
- City council needs better communication between themselves
- Low income areas
- Zoning and building
- Zoning and building
- Need transportation assistance to church
- Develop and internet wireless service across the city
- Improvements in parking areas downtown, more open space
- Postal service
- Construction - too much
- Community intervention programs
- Construction
- Shelters for the homeless
- Libraries
- Land use
- Local Government
- Politicians

Road Maintenance (91)

- Roads need to be wider - most streets are too narrow
- Do more speed bumps
- Roads and landscaping
- Roads
- Southside needs better roads
- Roads and city utilities need to be better
- Old Bainbridge Road needs to be widened
- Road conditions
- Streets are too narrow
- Road ways to handle the heavier traffic
- Improvement of original roads
- Improve streets
- Road maintenance, if workers were paid more maintenance would improve greatly
- Roads
- Road maintenance
- Road maintenance
- Roads service
- Better construction on the roads
- Roads
- Road maintenance

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Road Maintenance (Continued)

- Tennessee St project needs to be finished
- Road expansion work needs to go ahead and be completed
- Construction on the roads is not handled properly, too much traffic is created
- Streets
- Streets need resurfacing
- Road maintenance
- Roads
- Streets and highways
- Streets - lots of potholes
- Road maintenance
- Roads need more turn lanes
- Road maintenance
- Bad streets
- Road work
- Streets - intersections
- Road construction
- Roads
- Roads
- Widen the roads
- Roads
- Construction on the roads, too much, need to re-route better
- Roads
- Roads
- Roads need repair
- Roads need repair
- Maintenance of roads
- Road maintenance and repair
- Road system needs to be improved and traffic is bad
- Road maintenance service provided by the city is poor. Also the city's bus system needs closer bus stops
- Roads
- Road services
- Roads and community reinvestment
- Better roads and keep utility prices down
- Roads widened and a highway from north - south
- Roads need improvement
- Roadwork being done all at the same time, takes too long to get somewhere
- Roads are bad. Road construction and maintenance
- Road maintenance, within the city is poor
- Roads are too small

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Road Maintenance (Continued)

- Maintenance of median areas around the city
- Need to do a better job with road construction in routing traffic and the times they do their work
- Roads need to be repaired
- Roads and transportation
- Roads and sidewalks
- Roads are bad, need repairs
- Road maintenance
- Better planning for road construction
- Road maintenance
- Improve the roads and traffic is terrible
- Fix potholes in the roads
- Road maintenance
- Road maintenance and reduce power outages
- Need better roads in the SW and NW areas
- Roads
- Roads
- Better roads
- Road construction
- Roads need to be redone
- Improve the roads
- Street repair
- Roads and infrastructure
- Transportation and roads
- Electrical service and roads
- Public works and roads - we need more of them or extend the lanes
- Utility cost need to be lower and roads need to be improved
- Roads need to be wider - most streets are too narrow
- Roads and landscaping
- Traffic control and roads
- Landscaping and roads need to be repaired
- Get rid of billboards and extra trash on the roads

Sanitation/Garbage Pickup/Recycling (64)

- Garbage pickup
- Garbage pickup shouldn't be before 6am or after 6pm
- Trash pickup
- Trash pickup for large items
- Garbage personnel need to be more responsible with people's property
- Garbage service

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Sanitation/Garbage Pickup/Recycling (Continued)

- Garbage pick up
- Street and sanitation department
- Garbage pick up
- Household trash needs to be picked up within the communities - in yards, etc
- Recycling
- Recycling service is not very good
- Garbage pick up
- Waste management
- Garbage pick up
- Waste management
- Need more areas to recycle
- Garbage service is inadequate
- Need to pick up the trash 3 times a week instead of 2
- More recycling for people who live in apartments
- Recycling needs improvement
- Recycling, too many barrels, don't know who will pick up what
- Garbage collection - getting just one pick up every 3 weeks, I am tired of calling
- Pick up garbage more often
- Decreasing the price of garbage pick up
- Sanitation department
- Trash pick up sucks
- Trash pick up
- Garbage pick up
- More trash needs to be picked up, too much trash on sidewalk on and off street
- Waste department
- People need to recycle more
- A designated container for yard waste would be a lot neater when picking up trash
- Trash pickup
- Garbage pickup
- Garbage pickup
- Waste management irregular
- Garbage pickup is too slow
- Improve on the recycling program
- Bulk garbage pickup, trees, large items, storm debris
- Garbage pickup
- Need help with custodial and garbage on the Southside of town
- Trash and garbage collection
- Garbage collection services
- Garbage pickup, high utility bills
- Garbage pickup, and combine ambulance service calls with fire department calls

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Sanitation/Garbage Pickup/Recycling (Continued)

- Garbage
- Trash pickup
- Recycling, need weekly pickup
- Recycling needs to come one a week instead of every two weeks
- Need a better garbage collection day
- Garbage pickup and mail service
- Recycling
- Southside, improve garbage pickup
- Trash pickup
- Trash pickup
- Trash pickup
- Garbage
- Pick up more trash from off the streets
- Garbage collection
- Recycling
- Garbage pick up
- Sanitation department

Transportation/Bus System (60)

- Bus routes are not too good
- Need more businesses south of Tallahassee
- People need a bus shelter to catch the bus
- Bus transportation
- Public transport needs improvement
- Mass transit
- Bus system needs to be more accessible
- Bus transportation
- Bus service
- Public transportation
- Improvement in the Griffin Heights area and bus shelters are needed in that area
- Public transportation system - need to have more buses and more access
- Transportation - need more buses in/to all communities
- Transportation
- Bus system and healthcare should be given to those who can't afford it
- Mass transit
- Bus service - there is none in my area
- Bus needs to run more often
- Transportation and roads

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Transportation/Bus System (Continued)

- Bus services needs improvements
- City buses and growth management
- Transportation system
- Bus fare needs to be lower in the city transit system for adults and children
- Timing of bus transportation
- Need more bus routes, so more people will have a way to work
- Mass transit system needs to be improved
- Bus station is really run down and we need more public transit and we need wider roads for bicycling
- Need to hire safer drivers for the buses
- More mass transit, small buses that run into the outer surrounding areas
- New types of buses
- Bus system needs improvement, time schedules
- Bus system
- Transportation problems and lower the gas prices
- Bus system, run more frequently
- Bus services, transportation services from suburb area to poor neighborhood or middle class area
- Bus system needs to be more accessible
- Need more bus routes for public transit
- Buses need to arrive on time
- Transportation; Public Works
- Transportation - PNR
- Transportation (public)
- Bus service - hours of operation need to expand
- Conditions of the bus system PNR
- Public transit
- Bus routes
- Public transit
- Public transit
- Public transit
- Public transportation, consolidation
- Transportation, more reliable bus system, service does not reflect times on bus schedules, some drivers are reckless and almost hit pedestrians
- Buses do not run on time
- Public transit
- Bus routes could be better than they are
- Buses should run more often, later and in more areas
- City bus service needs to run longer
- Transportation
- Public transit
- Bus system

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Transportation/Bus System (Continued)

- Mass transit
- Timing of bus transportation
- Transportation and roads

Police Department/Law Enforcement (53)

- Tallahassee Police
- Police department - improve their response time
- Police
- More security in general for the city
- Traffic Enforcement - people are running traffic lights, doing U-turns where you aren't supposed to, and turn left out of a right hand lane
- Police presence needs to be more often
- Police needs to be more visible in the school zones
- Police Department
- Law enforcement
- Police services
- Police dept. needs to stop harassing people for minor issues
- Police
- Police protection - more professional approach to citizens
- Police department
- Quicker response from police and fire departments
- Need more police patrolling
- Less crime
- Law enforcement needs to enforce traffic laws and stop people from running red lights
- More police patrolling
- Police protection
- Police department
- Police need to enforce the laws
- Police need to be more visible
- Police services
- Law enforcement
- Police are not doing a good job and need new businesses
- Police could do a better job
- Police needs to do a better job
- Police service
- Police department is really bad
- Public safety
- Police department
- Police and city workers PNR

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Nothing is Bad (50)

- None
- None are
- None
- Everything is okay
- None
- None are bad
- Nothing
- None
- None
- No complaints
- Don't have any complaints
- None
- None
- None are needed
- None
- Everything seems to be pretty good
- No complaints
- No complaints
- Everything is good
- Nothing is bad
- All are fine
- None
- none
- None
- Nothing
- None
- Nothing
- None
- None
- none
- none
- Doing a fine job
- Doing a great job
- No complaints
- Nothing specific
- Nothing
- None
- Have not encountered any problems yet, can't complain
- Satisfied
- No problems

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Nothing is Bad (Continued)

- No improvements needed
- None
- Nothing
- None needed
- No problems
- None that I can think of
- None, doing a marvelous job
- None
- No problems right now
- Communication between politicians and people need to be improved, communication is bad, services are fine

Traffic/Traffic Lights (42)

- Traffic control
- Traffic
- Traffic congestion needs to be improved
- Traffic
- Traffic patterns, congestion
- More traffic lights on the main streets, lights should have a timer on them
- Traffic in the area is too congested
- Traffic - too much congestion, it is horrendous
- More traffic lights are needed
- Traffic flow
- Do more to control traffic
- Traffic issues and improve the utility companies - the prices are too high
- Traffic lights
- Traffic management
- Traffic
- Traffic
- Traffic
- Traffic light needed on Lafayette St and Myers Park Dr - there are a lot of accidents there
- Need more timing on the street lights and speed limits are too low in some areas
- Traffic
- Need more traffic lights
- Traffic
- Traffic problems
- Traffic control and roads
- Traffic control needs to be improved - traffic lights

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Traffic/Traffic Lights (Continued)

- Traffic congestion and we need some places for teenagers to congregate so they have things to do
- Traffic congestion
- Traffic and transportation
- Traffic control
- Traffic
- Traffic
- Lengthen the times of green lights, some lights only 2 or 3 cars can get through
- Traffic flow and congestion
- Traffic engineering and utilities
- Better traffic flow is needed
- Traffic
- Traffic and utilities
- Traffic control, driving here is bad
- Road ways to handle the heavier traffic
- Construction on the roads is not handled properly, too much traffic is created
- Road system needs to be improved and traffic is bad
- Improve the roads and traffic is terrible

Clean City/Revitalization/Landscaping (32)

- Need a better downtown area, things to interest people, and restaurants to attract tourist
- Need to take care of the projects - clean the mold, paint them, and clean the apartments up
- South Side needs improvements so it will look better
- Like to see a greater effort to redevelop poor and blighted areas
- Garbage and yard trash pickup - they pickup, but they don't clean
- Clean the streets and community
- Cleaning streets and gullies so they won't flood
- Low income areas need to be cleaned up
- Frenchtown and Southside, the streets are dirty and the homes are in poor condition
- Need more development of low income areas
- Keep the city clean
- Put more money in the run down areas
- Landscaping and roads need to be repaired
- Improve the run down areas and homes
- Pick up leaves and branches
- Get rid of billboards and extra trash on the roads
- Need to trim the bushes and trees and keep the streets cleaner and the mosquito truck should spray more often
- Renovating abandoned houses
- Revitalization of the city

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Clean City/Revitalization/Landscaping (Continued)

- The better up-keep of the city
- Clean up downtown area
- Street sweeper service - the people who clean the streets
- Frenchtown community needs renovations
- Low income areas
- Downtown areas
- Litter control, lower utilities
- Cleaner streets needed in Frenchtown
- Landscaping outside of town
- More trash needs to be picked up, too much trash on sidewalk on and off street
- Bulk garbage pickup, trees, large items, storm debris
- Roads and landscaping
- Drainage development, preserving neighborhoods

Electric Services (29)

- Cheaper bio-friendly energy
- Stop the electricity from going out
- Improvements on the electrical service prices, too high
- Reliability of electricity during storms
- Power improvement during storms
- Electric prices need to go down
- Don't like the customer service reps at the energy company
- Electricity costs are high and customer service people need to be more knowledgeable and know the right information
- Better power rates
- Electricity service
- Power service needs improvement
- Electricity is too high
- Electricity is too high
- Electric rates are high
- Electricity rates
- Electric company is not very responsive when the power goes out
- More provisions of electrical facilities
- Electric services, price are high
- Lower electric costs
- Electric bill
- Electricity bills
- Electrical service (Power Company)
- Reducing the amount of time lights are out

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Electric Services (Continued)

- Don't, sufficiently, educate the public, specifically the lower income families in energy conservation and efficiency
- Electric service
- Reduce electricity rates
- Electrical service and roads
- Power company does not give disconnect warning
- Road maintenance and reduce power outages

Parks and Recreations (13)

- Parks and recreation
- Need more parks
- Better city parks and more city parks
- Continue to upgrade parks and recreations
- Re-build the parks
- Offer more parks and recreations
- Make parks more appealing by putting in fountains
- More beautiful parks
- Upkeep of the city's parks and playgrounds and the parking time downtown has been shortened
- Need recreational activities provided
- Parks and recreation
- Parks and recreation
- South side of Tallahassee need more apartments and recreational facilities

Cable TV Service (13)

- Cable
- Renegotiate services of Comcast cable and the due dates on their bills
- Comcast cable is too high, city needs to get additional cable companies to the area
- Cable, phone and power PNR
- Cable TV services
- Take over our cable industry
- I'd like to see more competition with cable companies, there's a monopoly and cable is very expensive
- More choice of cable companies in my area
- Cable, some channels are not high quality
- Regulate cable company for lower fees
- Cable company
- Improvement with Comcast Cable and have access to other cable companies
- Utility cost and options for cable

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Need More Sidewalks (10)

- All areas need sidewalks
- Need more residential area sidewalks
- Sidewalks and better street lighting
- Area off Jackson Bluff St needs sidewalks and the center needs improvements
- Need sidewalks
- More sidewalks and curbs
- Better sidewalks and maintain the streets
- Need more sidewalks
- Sidewalks added to the area, better schools on the south side of town
- Roads and sidewalks

Water Services (9)

- Water services
- Water utility (quality)
- Sewer services
- Water supply
- Water quality, taste
- Sewer line problem
- Utilities as far as water and gas bills
- Water service, water is too hard
- Utility, the water company, the bills are not detailed enough

Emergency Services—General (8)

- Emergency calls, garbage pickup
- Ambulance
- EMS - ambulance service
- More emergency services available
- Emergency Services
- Ambulance service double billing
- EMS service
- Garbage pickup, and combine ambulance service calls with fire department calls

Drainage/Flood Issues (7)

- Drainage system and trash pick up
- Storm drainage
- Drainage development, preserving neighborhoods

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Drainage/Flood Issues (Continued)

- Storm water drainage, because the streets flood
- Florida State Campus's surrounding area needs improvements and flooding
- Open drainage system is not sanitary
- Cleaning streets and gullies so they won't flood

Controlling Growth (6)

- Control growth
- Planning growth
- Too much growth
- Need to improve growth, it is out of control
- More neighborhood outreach on growth issues
- City buses and growth management

Provide More Jobs (6)

- Provide more jobs
- Attracting more business and growth of the city
- Jobs - more of them are needed
- Provide jobs
- Jobs
- More jobs

Education/School System (5)

- Schools
- Schools
- The school: Need to feed children more than a spoonful of food
- Education
- Sidewalks added to the area, better schools on the south side of town

Gas Services (3)

- Utilities as far as water and gas bills
- Natural gas
- Gas service

Comments

Q4. Secondly, in what areas would you like to see improvements in City of Tallahassee Services?

Fire Department (2)

- Quicker response from police and fire departments
- Garbage pickup, and combine ambulance service calls with fire department calls

All are Bad (1)

- All are bad

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Haven't Seen any changes (Continued)

- Don't know anything about the changes
- Not aware of any changes
- No idea about the changes
- Not aware of changes
- Not aware of anything
- Was not aware
- Didn't know about any changes
- I have not seen much difference
- Not aware of any changes
- I wasn't aware of the change; it hasn't affected me
- Cannot comment because I don't know the changes that were done
- What are the changes?
- Not familiar with changes
- Not aware
- Not sure of changes
- Don't see any changes
- Don't know about the changes
- I can't tell the changes that were made
- Not aware of any changes
- Haven't noticed any changes
- Haven't noticed
- Not aware of any changes
- Not aware of any changes
- Have not noticed any changes
- No change noticed
- No services have been improved
- Haven't noticed any changes
- Don't know what they are
- Unaware of any changes

Need to Expand Routes/Routes (Negative) (30)

- Bus routes need to be expanded
- More people would use them if there were more routes
- Not enough buses in areas where they really need them
- Don't like the routes and they are not on time
- Routes were changed and aren't there when they are supposed to be
- Need more routes and to be more frequent
- Need more bus routes so people will ride the buses

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Need to Expand Routes/Routes (Negative) (Continued)

- Didn't extend the areas enough
- Need more routes, better schedules, and more stops
- Need more bus routes and increased frequency
- Prefer a light rail or trolley type system - the buses don't reach some areas
- Only runs in select areas
- Need bus services to criss-cross - expand the routes
- Didn't like the limited service area - need to expand routes
- Would like more routes
- Not enough service to the Southwood area and I like the new look of the bus
- Dislike transportation services as far as coverage area
- Not enough routes to cross diagonally within the community with the direct hub, need a second hub
- It needs to come further north
- Try to expand the service areas
- Expand routes
- Limited routes, need a park and ride service
- Does not run in all areas, should run further out in the north east
- They don't go out far enough
- Enhance cross-city transportation
- Need more routes and run more often
- Increase in cost, not enough coverage areas being served
- Weird to see advertising on the city bus and they have bus routes that need to be extended
- Like the new buses, but not the routes
- Name doesn't sound like a city service, need more stops and takes too long to get anywhere

New Buses/New paint Job/Appearance (Positive) (29)

- Buses look more professional and not so much like a circus bus
- Like the new logo
- Appearance of the buses and the shelters where people wait are nice too
- Like the new look
- Like the new buses, but not the routes
- Haven't been on them, but they look nice
- Like the new look
- Overall facelift of the buses and the ads reminds me of a big city and I like it
- Like the look of them - you can see around and more comfortable
- New buses and new bus stops
- Buses were painted and the name changed - like that
- New buses are nice, but they could run later hours for people who have to work at night
- Buses are very decorative

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

New Buses/New paint Job/Appearance (Positive) (Continued)

- Buses are visually pleasing
- New buses and added routes
- Like the colors
- Like the new style of buses
- Like the new buses and the new look
- Buses look better
- Like the new buses - the design and seating
- New buses
- Like the modern appearance of the buses
- Like the new look of the buses; dislike nothing
- Buses look better
- Buses are painted differently
- No major changes, painted differently
- Good outside feature PNR
- Scheduling is great and buses are in good shape
- Not enough service to the Southwood area and I like the new look of the bus

Better Routes/More Routes (22)

- Expanded some routes
- Routes are better
- Got the bus running on my street now
- Like the expansion of the routes
- Added more routes
- Expanded routes
- Like the expanded routes
- Good routes
- Like the expanded bus routes to more areas
- More routes and better service
- Added routes around the university
- Expanded routes and more efficient
- Like new routes and times
- Expansion of routes and scheduling
- Convenience of the bus routes
- Have more coverage now and improved their quality
- Frequency of buses in the area and I like the new routes
- Like it because it is on time, courteous drivers, convenient routes
- New buses and added routes
- Lighting is better at stops, more convenient routes and they are on time
- Advertisement - Bus Routes - excellent; No dislikes

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Other (Positive) (24)

- Like the look of them - you can see around and more comfortable
- Bus is much cleaner and the staff is nice
- Like the variety of buses, cleaner, all wheelchair accessible now
- Scheduling isn't good, but I do like the air conditioned buses
- Bus transfers from one place to another are better than they were
- More reliable mechanically, could extend the schedule a few hours
- Buses are more accessible
- Students get to ride free - like; scheduling - dislike (buses need to run every 30 minutes instead of hour)
- Got rid of Mr. Carter, the former manager - good move
- Like the bike racks that hold the passengers bikes
- Like when young kids go out and drink too much, the bus will pick them up and take them home
- Keeping up more with technology, like that the buses are modern
- Students are able to use laptops on the bus if needed
- Bus fare is not too high
- Better location
- Like the camera on the buses
- Internet access
- Internet access and you can advertise on the buses
- Handicapped accessibility
- More up to date
- Ron Garrison as the new head of the system is great
- Willingness to accommodate passengers needs
- More accessible
- Like how the drivers don't stop in their scheduled routes anymore to take a break

Other (Negative) (23)

- Senior citizens used to get a bus pass, but they are extra high now and I don't like that
- Bus stops access needs improvement at the bus station
- Miss the decorated buses
- Bad bus drivers
- Not enough buses
- Need more stops on campus and night hours
- Need a lot more shelters at bus routes
- Bus drivers are rude
- Too slow and stop too much
- If I get a transfer, I can only use it once - don't like that
- Too many bus stops
- Buses are too large and it's a waste of taxpayers' money

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Other (Negative) (Continued)

- They need to do a better job of communicating to the city
- Too much focus is placed on technology and entertainment, the focus should be placed more on express buses with more routes to encourage people to use the bus
- Does not go to airport
- Not responsible to the college students, needs to cater near town where the service is more needed
- Needs to be more oriented towards the needs of students
- Older buses should lower the step so people with health problems can get on, need more kneeling buses
- Need better bus stop shelters
- Add more benches at stops and make bus run regular
- Can only transfer downtown and it is very inconvenient
- Limited routes, need a park and ride service
- Poor time schedule and no airport service

Need to Extend Hours/Need to Run More Frequently (18)

- Does not like new bus schedule it stops at 600 pm
- Buses stop running at 6pm and that's not good
- Needs to be more bus service in all areas later at night
- Times need to be a wide range
- Buses need to run more often
- Route 15 needs to run a little longer
- Buses need to run a little later in certain areas
- Does not run late enough
- Needs to be more accommodating for later hours , run later
- Don't run late enough
- Don't run frequently enough to all parts of the city
- Like the advertising on the buses, but I don't like that there aren't enough buses and don't run as frequently
- Need more routes and to be more frequent
- Need more bus routes and increased frequency
- Need more routes and run more often
- More reliable mechanically, could extend the schedule a few hours
- Students get to ride free - like; scheduling - dislike (buses need to run every 30 minutes instead of hour)
- Need more stops on campus and night hours

General Positive (14)

- Think it is good

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

General Positive (Continued)

- Believe the changes are good
- Good timing
- Made some things better PNR
- Its fine
- Used it a few times and it was good
- Bus system is good for me - I just moved here, so I can't be more specific
- Service is better
- Changes work just fine for her, ok with it, it serves her fine
- More up to date PNR
- More routes and better service
- Expanded routes and more efficient
- Have more coverage now and improved their quality
- Making more stops and providing better service

Extended Hours/More Frequent (13)

- Bus services at night are very good
- Getting more frequent routes
- Like that it runs at night
- Bus runs during the night shift and I like that
- Frequency of buses in the area and I like the new routes
- Running later
- Buses are running later
- Increased the frequency
- Scheduling is great and buses are in good shape
- Do like the "Night Knoll" - I am a student and it allows students that go out to be able to take the bus back
- Like having a night bus on FSU campus
- Like new routes and times
- Expansion of routes and scheduling

Do Not Like Schedule/General Negative (13)

- Schedules are not consistent with the time schedule - its hard to get a copy of the schedule
- Bad scheduling and response times, inconsistency in schedules
- Scheduling isn't good, but I do like the air conditioned buses
- Don't like the flexibility in schedules
- Schedules aren't good
- Dislike time schedules

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Do Not Like Schedule/General Negative (Continued)

- Poor time schedule and no airport service
- Don't know - made recommendation on how to get more people to use it more frequently by posting other bus routes to be later taken by that bus
- Do not like the schedule, need alternative means of transportation
- Routes and times are confusing
- Schedules not posted, nobody knows when buses run
- Still inconvenient
- Need more routes, better schedules, and more stops

Do Not Like New Look (13)

- Too much money spent on the bus systems
- Dislike the idea of the city repainting the buses, they should have spent the money to extend bus services
- Don't like the appearance of the bus
- Could have used the money better, it was just a visual thing to make the buses look better
- Amount of money spend to paint the buses should have been spent on adding more routes
- Cosmetic changes weren't necessary
- A lot of money was spent re-painting the buses, it would have been better to have the fares reduced
- Buses look terrible the way they painted them
- Don't like the new buses
- Look silly
- Spending too much on buses looks - need to spend more on the bus stops, routes
- Spent a lot of unnecessary money
- Logo ridiculous, it has a stupid star on it

Advertisements (Positive) (11)

- More advertising about the buses - like it
- Like the ads on the buses
- Like the advertisements
- Like the advertising on the buses, but I don't like that there aren't enough buses and don't run as frequently
- Like the advertisements
- Like ads on buses, I notice them
- Like the new advertisement on the side of the buses
- Advertisement - Bus Routes - excellent; No dislikes
- Like the ads, have not ridden in a while
- Overall facelift of the buses and the ads reminds me of a big city and I like it
- Internet access and you can advertise on the buses

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

New Name (Negative) (11)

- Waste of money on the name changes
- Disliked that they changed the name of the system - the change was costly
- Disliked the change in the name because it made no difference
- Dislike the new name, a dumb name
- Name is foolish and they have not done enough to improve the system
- Don't think it is necessary to change the name
- Silly to make a name change, don't like it
- Dislike that they changed the name
- Do not like the name
- Name change was silly
- Name doesn't sound like a city service, need more stops and takes too long to get anywhere

Fares too High (11)

- Bus fares are too high - \$1.25 is too steep
- Should consider the poor people when setting the price
- Don't like that they raised the fares and I like the improved routes
- Fare went up
- Fares have gone up
- Fares increased
- Don't like the increase in fare
- Dislike the prices
- Dislike that it went up a quarter
- Increase in cost, not enough coverage areas being served
- Prices are too high

On Time (8)

- Try to be on time so that we can get connected with other buses
- Like the on-time schedule
- Arrive on time
- Like that they are on time
- Usually on time, I am a college student and I can't be late for classes or exams
- Like it because it is on time, courteous drivers, convenient routes
- Like that they run on time
- route

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

Shelters (Positive) (7)

- Like the bus shelters
- Like the new stops
- Bus stops look nice
- Increased the number of shelters at stops, but we still need more- should get more smaller buses, the big ones aren't needed
- Lighting is better at stops, more convenient routes and they are on time
- Appearance of the buses and the shelters where people wait are nice too
- New buses and new bus stops

Not on Time (7)

- Buses come late
- Never on schedule
- Buses are frequently late
- Bus system is always slow
- Never on time
- Don't like the routes and they are not on time
- Routes were changed and aren't there when they are supposed to be

Cleaner (5)

- Buses are cleaner now
- Bus is much cleaner and the staff is nice
- A lot cleaner which makes me feel safer when riding
- Like the variety of buses, cleaner, all wheelchair accessible now
- Changing the name was great and the bus is clean

More Stops/Better Stops (4)

- Routes and stops have improved
- Making more stops and providing better service
- Like that they are adding more stops and adding another service terminal at FSU
- Like: the bus stops are more strategic; Dislike: PNR

New Name (Positive) (4)

- Changing the name was great and the bus is clean
- Star Metro - like the name

Comments

Q15. Recently, changes were made to the City's Bus System, Star Metro. What do you like or dislike about the changes?

New Name (Positive) (Continued)

- Like the new name
- Buses were painted and the name changed - like that

Need Smaller Buses (4)

- See the buses with only 1 or 2 people on them - get rid of the large buses and use smaller ones
- If they aren't used they need smaller buses
- Need smaller buses
- Increased the number of shelters at stops, but we still need more- should get more smaller buses, the big ones aren't needed

Do Not Like Advertisements (4)

- Don't like ads on the sides of the buses
- Dislike the fact that the city paid for advertisements instead of addressing the fact that the city built bus shelters for public safety
- Advertisements are not needed and need to be eliminated
- Weird to see advertising on the city bus and they have bus routes that need to be extended