



City of Oshkosh, Wisconsin Citizen Survey 2017

4/29/2017



Citizen Survey 2017

A survey of citizens in Oshkosh was undertaken by the Public Policy Analysis class at the University of Wisconsin – Oshkosh in cooperation with the City of Oshkosh in the Spring of 2017. This report will analyze the results of this survey and provide insight into the perspectives of the citizens on a variety of issues. The 2017 Oshkosh Citizen Survey included twelve primary sections and multiple sub-sections, along with a question requesting general demographic data as well as an opportunity for comments from the respondents. Two-hundred and sixty-seven (267) surveys were returned and the resulting data has been entered into a statistical analysis program.

Depending upon the nature of the question, individuals were asked to respond to each question based on four following possible rating options: 1.) excellent, good, fair and poor 2.) very important, somewhat important, no opinion, somewhat unimportant, and very unimportant 3.) strongly agree, somewhat agree, neither agree/disagree, somewhat disagree, strongly disagree and no opinion or 4.) daily, weekly, occasionally, seasonally, and annually or less. The survey was sent to 1,500 properties chosen randomly from the residential parcels provided from a data base of utility customers in the City. The 267 responses constitute a 17.8 percent response rate which is lower than the norm for citizen surveys. The survey response was 17.0 percent return in 2009, 22.5 percent return in 2010, 16.5 percent in 2011, 17.8 percent in 2012, 19.5 in 2013, 21.9 percent in 2014, 20.6 percent in 2015 and 20.7 percent in 2016. The relationship between sample size and precision of the survey instrument at a 95 percent confidence rate frequently

used in surveys is shown below. The 267 responses create a margin of error of approximately 5.6 percent. A level of 5 percent is considered acceptable for most survey results. The confidence rate is 94.4 percent.

Sample Size	Margin of Error
100	10%
300	5.5%
400	5.0%
800	3.5%

Question 1: Please indicate how frequently, if ever, you utilize the following City services. Question 2: Please check the box that comes closest to your opinion for each of the following questions.

The Oshkosh Citizen Survey questions 1 and 2 specifically address frequency of city services and rating the quality of life in Oshkosh. The answer options for question one in the 2017 survey regarding the frequency of city services were *Daily, Weekly, Monthly, Seasonally, Annually, Never, and No Response*. There were no changes to the options in these questions from the previous 2016 survey.

Frequency of City Services	Daily	Weekly	Monthly	Seasonally	Annually	Never
Bike and Pedestrian Trails	6.8	13.9	6.0	31.5	7.6	34.3
Lake Shore Golf Course	1.2	2.4	1.6	10.0	15.3	21.3
Pollock Aquatic Center	1.2	1.2	2.0	18.0	6.1	71.4
Leach Amphitheatre	0.4	1.6	1.2	34.6	16.7	45.5
Oshkosh Public Museum	0.4	1.6	3.2	14.8	39.2	40.8
Senior Services Center	2.0	5.7	8.9	8.1	8.1	67.2
Public Library Services	2.4	17.0	23.1	5.7	21.5	30.4
Police Services	2.1	0.4	0.8	5.1	25.4	66.1
Fire Protection and Prevention Services	1.7	0	0	3.0	12.7	82.6
Emergency Medical Services (ambulance)	1.3	0	0	2.1	11.9	84.7
Building Permits and Inspections	0.4	0	1.7	6.8	22.9	68.2
Enforcement of Property Maintenance/Nuisance Codes	0.8	0.4	1.7	1.3	10.9	84.9
City Parking Facilities	2.9	11.2	20.7	8.7	17.4	39.3
Oshkosh Media	3.7	3.7	5.8	5.0	9.1	72.7
Transit System	0.4	2.4	4.1	2.4	6.1	84.5
Recycling Collection Services	2.8	72.0	14.8	4.4	1.2	4.8
Refuse Collection Service	2.8	87.3	1.6	3.6	0.4	4.4
Leaf and Brush Pick up	1.2	4.4	13.6	60.4	4.0	16.4

The biggest comparative change we noticed when looking at previous surveys was the continuing downward trend for transit usage. It seems that every year there are less people utilizing the public transit within the city of Oshkosh. This trend was also noted in last years survey analysis.

Another downward trend we observed was that in the amphitheater usage. It is important to note that the results of this survey may not necessarily be representative of the entire population. However, the downward trend in the amphitheater may be something to note and could be crossed referenced by observations of attendance from last year.

Recycling and refuse use within the city of Oshkosh saw an upward trend. Specifically, recycling use had a 7% increase than the previous year. Refuse saw a significant increase of 19% compared to last year. Both of these increases could be related to a variety of factors including more opportunities for refuse pick up.

Regarding the answer options for question two, individuals were able to choose from *Excellent, Good, Fair, Poor, and No Opinion*. A trend worth noting is a slight downward trend in community openness and acceptance of diversity. However, it may be unclear how community openness and acceptance of diversity is being measured. What diversity is in the mind of one person may not be the same in another so a suggestion in future surveys would be to specify what ‘diversity’ means.

In terms of Oshkosh as a place to live, we did notice that individuals whose highest level of education was high school or a GED thought Oshkosh was a good place to live more than those who had an associate degree or higher. A question was added this year to see how Oshkosh was seen as a place to start a business. While there were multiple ‘no opinion’ responses, a small percentage (just 5.1%) thought Oshkosh was an excellent place to start a business.

How would you rate:	Excellent %	Good %	Fair %	Poor %	No Opinion %
Oshkosh as a place to live?	19.3	55.5	20.9	3.9	0.4
Feeling a part of the community?	9.9	41.9	33.6	8.3	6.3
Your neighborhood as a place to live?	27.9	52.6	16.7	2.4	0.4
Oshkosh as a place to raise children?	19.0	49.6	17.9	4.4	9.1
Oshkosh as a place to retire?	11.8	36.9	30.2	14.1	7.1
Community openness and acceptance of diversity?	5.7	40.0	39.2	6.9	8.2
The overall quality of life in Oshkosh?	10.2	60.6	24.8	3.9	0.4
Oshkosh as an environmentally friendly city?	8.4	49.4	29.5	5.6	7.2
Oshkosh as a place to work?	9.2	51.4	21.7	8.8	8.8
The direction Oshkosh is moving for the future?	7.5	39.5	34.4	12.6	5.9
Affordability of living in Oshkosh?	9.4	42.1	34.6	13.4	0.4
The availability of entertainment/events?	13.8	52.6	25.3	7.1	1.2
The quality of entertainment/events?	12.5	47.5	30.2	5.9	3.9
Oshkosh as a place to start a business?	5.1	21.3	26.8	18.5	28.1

Question 3: Please rate how safe or unsafe you feel in your neighborhood after dark by checking the box that most accurately represents how you feel.

The third question in the City of Oshkosh 2017 Citizen Survey addresses the safety that community members feel in their neighborhood at night. The question asks “Please rate how safe or unsafe you feel in your neighborhood after dark by checking the box that most accurately represents how you feel.” Respondents to this question have the option of selecting from one of the following answers: Very Safe, Safe, Neither Safe or Unsafe, Unsafe, Very Unsafe, and Don’t Know. Based on the 2017 results that have been gathered, citizens in Oshkosh have responded to the survey with the following results: 21.1% feel “Very Safe”, 50.8% “Safe”, 16.0% “Neither Safe or Unsafe”, 9.0% feel “Unsafe”, and 3.1% “Very Unsafe” (See Table 3.1). In 2016 the same responses to this question received the following results: 23.8% felt “Very Safe”, 47.6% were “Safe”, 17.6% felt “Neither Safe or Unsafe”, 9.1% “Unsafe”, and 1.6% felt “Very Unsafe”.

What can be determined most notably from the results of the 2017 Citizen Survey, and how it compares to 2016, is that there is a slight decrease in the percent of the population that feels either “Very Safe” in their neighborhood at night. While the cumulative percent of the Very Safe and Safe respondent percentages is still over 70%. There is a small shift moving in the direction that some citizens feel “Very Unsafe” from 1.6% to 3.1% (Table 3.1).

Table 3.1

Safety					
		Frequency	Percent	Valid Percent	Current Percent
Valid	Very Safe	54	21.0	21.1	21.1
	Safe	130	50.6	50.8	71.9
	Neither Safe or Unsafe	41	16.0	16.0	87.9
	Unsafe	23	8.9	9.0	96.9
	Very Unsafe	8	3.1	3.1	100
	Total	256	99.6	100	
Missing	No responses	1	0.4		
Total		257	100		

In addition to the results of the survey that were discussed above, Question 3 was also tabulated to determine citizen feedback based on gender, age, location within the city, income, highest education level completed, and race. The following sections will explain those results.

3a. Safety results based on Gender

Of the 257 total responses to question #3, the survey results were able to determine the gender of 244 of those participants (See Table 3.2). Of those, 127 were male and 117 were female. Like the survey results from 2016, it can be determined that, overall, male respondents feel generally safer than their female counterparts.

This is determined as 31 males felt “Very Safe” and 59 males felt “Safe”, versus the 20 females who responded to “Very Safe” and 67 who were “Safe”. The only difference from 2016 survey was that the option “Other” was removed in this year survey. In comparison to the overall results from question 3 there is a decrease in the number of male and female respondents who either responded to this question as feeling “Very Safe” or “Safe” which suggests that more participants are responding to other options. Furthermore, when comparing it to the survey results from 2016, the gap between male and female respondents is closing which shows that almost the same number of men and women are providing similar responses.

Table 3.2

		Gender		
		Male	Female	Total
Safety	Very Safe	31	20	51
	Safe	59	67	126
	Neither Safe or Unsafe			
	Unsafe	23	14	37
	Very Unsafe	9	13	22
Total		5	3	8
		127	117	244

3b. Safety results based on Age

In addition to gender, respondents were also analyzed for how they answered question 3 in regards to the age group that they are a part of. The following age groups were used in this survey: 18-29, 30-39, 40-49, 50-59, and 60 or Older (Table 3.3). Based on these results it

can be determined that over 48% of total respondents by age answered that they felt “Safe” and 22% of total respondents felt “Very Safe”. Compared to the 2016 survey 50% of total respondents answered “Safe” and “Very Safe” which is in compliance with previous year’s results.

Table 3.3

		Age					Total
		18-29	30-39	40-49	50-59	60 or Older	
Safety	Very Safe	4	3	8	8	30	53
	Safe	6	15	15	26	66	128
	Neither Safe or Unsafe	2	0	6	4	25	37
	Unsafe	2	2	2	7	8	21
	Very Unsafe	0	2	1	1	4	8
Total		14	22	32	46	133	247

3c. Safety results based on Location

Survey results were also analyzed for location where the respondent lived within the City of Oshkosh. Responses to this question are broken down into three categories. These are: “North of the Fox River”, “South of Fox and East of I-41”, and “South of the Fox and West of I-41”. 50% of total respondents reported Oshkosh as a safe area to live. While 3% of total respondents regarded it as a “Very Unsafe” area to live.

Table 3.4

		Location			Total
		North of Fox River	South of Fox and East of I-41	South of Fox and West of I-41	
Safety	Very Safe	13	14	25	52
	Safe	51	33	42	126
	Neither Safe or Unsafe	17	14	6	37
	Unsafe	11	8	2	21
	Very Unsafe	2	4	2	8
Total		94	73	77	244

Based on the feedback that was provided there was representation from each area where a majority of the total respondents felt either “Very Safe” or “Safe”. One item that did stand out in this particular crosstab was that of the “Unsafe” responses, 11 of the 21 calculated selected the “North of the Fox River” selection (Table 3.4). While in 2016 survey results 23 of the total 28 respondents selected the “North of the Fox River”.

3d. Safety results based on Income

When considering income for question 3, there were six separate ranges that respondents could have provided answers to in the 2017 Oshkosh Citizen Survey. These income levels started at “Less than \$24,999” and ended at “\$150,000 or more” (Table 3.5). In staying consistent with other crosstabs that were evaluated, a majority of the respondents answered this question as feeling “Safe” and their income didn’t necessarily seem to have an overwhelming impact on their responses. In 2016 Survey results, 1% percent reported “Very UnSafe” based on income while this year 3% percent reported “Very Unsafe”.

Table 3.5

		Income						
		Less than \$24,999	\$25,000 to \$49,999	\$50,000 to \$74,999	\$75,000 to \$99,999	\$100,000 to \$149,999	\$150,000 or more	Total
Safety	Very Safe	2	15	12	7	7	6	49
	Safe	14	28	24	27	10	9	112
	Neither Safe or Unsafe	3	10	8	8	1	3	33
	Unsafe	3	8	5	1	2	1	20
	Very Unsafe	1	2	1	3	0	1	8
Total		23	63	50	46	20	20	222

3e. Safety results based on Highest Education Level Achieved

The next crosstab to evaluate, relating to the Safety in Neighborhoods, analyzed results to the survey on the basis of highest educational level achieved. Respondents to this question are categorized on the following: “Less than High School”, “High School/GED”, “Associate

Degree/Some College”, “Bachelor’s Degree”, and “Master’s Degree or Higher”. What was interesting from this cross tabulation were the results of those that answered as feeling “Very Unsafe”. Of the 7 that answered this question as feeling “Very Unsafe”, 3 of those had a “Master’s Degree or Higher” and 2 of those had Associate Degree and 2 had Bachelor’s Degree (see Table 3.6).

Table 3.6

		Highest Education Level					Total
		Less than High School	High school/GED	Associate Degree/Some College	Bachelor's Degree	Master's Degree or Higher	
Safety	Very Safe	0	13	11	16	13	53
	Safe	3	31	36	29	28	127
	Neither Safe or Unsafe	0	13	10	8	6	37
	Unsafe	0	7	6	2	6	21
	Very Unsafe	0	0	2	2	3	7
Total		3	64	65	57	56	245

3f. Safety results based on Race

The last crosstab to be evaluated for question #3 determined how safe the respondents felt based on race. For the 2017 survey respondents had the option of selecting from one of the following categories: “White”, “Two or More Races”, or “Some other Race” (Table 3.7). While the results were overwhelmingly submitted by “White” respondents there seemed to be no disparity between these results and those of the entire survey. It is worth noting that all of the respondents who answered as feeling “Very Unsafe”, a total of 8, were all “White”.

Table 3.7

		Race			Total
		White	Two or More Races	Some other Race	
Safety	Very Safe	53	0	0	53
	Safe	124	0	1	125
	Neither Safe or Unsafe	37	0	0	37
	Unsafe	19	1	0	20
	Very Unsafe	8	0	0	8
Total		241	1	1	243

Question 4: During the past 12 months, were you or anyone in your household the victim of a crime?

Question 4 asks if the respondent or anyone in his/her household had been victim of a crime in the past 12 months. Overall, of the 254 responses, 21 said they were a victim of a crime and 233 said they were not a victim of a crime. In 2016, 14.5% of the respondents were a victim of some sort of crime. In 2017 the percentage of people that were victims of a crime dropped. The results showed this year that 8.3% of respondents were the victim of a crime.

Victims of Crime: Gender

In the case of gender and victim of crimes, 60% of respondents that were victims of a crime were male (12 out of 20). Females represented 40% of crime victims were female (8 out of 20). In 2016, the crime rates in gender were split 50% male and 50% female.

Victims of Crime: Race

94.7% of the crime victims identified as “white” (18 out of 19 responses). There was only 1 victim who identified with some other race. These findings are very similar to the 2016 survey where 97.6% of respondents identified as “white”.

Victims of Crime: Education Level

The highest incidents of crime occurred with people with higher levels of education. 14 victims had either Associate’s degrees (9), Bachelor’s degrees (1) or Master’s degrees (4). In sum, 70% of the victims had education levels of an Associate’s degree or higher. This is similar to findings in 2016, where 83.7% of the victims had levels of an Associate’s degree or higher.

Victims of Crime: Age, Income, and Location

Those in the age category of age 50-59 reported the highest victimization rate at 40% with 8 of 20 responses. The median income of victims was \$50,000-\$74,999 (7 out of 20 responses). The location with the highest incident of crime was south of the Fox River and East of I-41 at 9 out of the 20 respondents. These results differ from the 2016 results which showed victims in the age category of 60 or older, income level between \$25,000-\$49,999, and area North of the Fox River as the top categories.

Question 5: If “Yes” was the crime reported?

The number of responses to this question decreased compared to the 2016 survey results. There were 25 responses to this question. Respondents indicated “Yes” (68%) and “No” (32%). The results differ by about twenty responses from the 2016 survey. In addition, the 2017 survey does not provide the participants with “don’t know” option. This could indicate that less victims of crime are reporting the acts. Or this could indicate that there was less acts of crime occurring.

Q5: Table 1 - Number of Responses

	Yes	No	Don’t Know	No Response
2016	22	21	3	263
2017	17	8	N/A	232

5a. Crime reported based on gender

33% of males and 33% females answered “Yes” to reporting a crime. Males (25%) were more likely to not report the crime compared to females (8%).

Q5: Table 2 - Number of Responses/Gender

	Male	Female	Other	No Response to gender
Yes	8	8	0	0
No	6	2	0	0
Don’t Know	N/A	N/A	N/A	N/A

5b. Reporting crime by age

The responses are broken down into 5 age range categories; 18-29, 30-39, 40-49, 50-59, and 60 or older. Ages 50-59 were more likely to report a crime with the highest number of “yes” responses at 29%.

Q5: Table 3 - Number of Responses/Age

Age	18-29	30-39	40-49	50-59	60 or older
Yes	1	2	2	7	4
No	1	3	1	1	2
Don't Know	N/A	N/A	N/A	N/A	N/A

5c. Reporting crime by location

Respondents living south of the Fox River and east of I-41 are more likely to report a crime with 25% of those responding to the question reporting yes. 12.5% of those living in this area answered no to reporting the crime. Those living North of the Fox River responded yes to reporting a crime at 21% and 8.3% responded no. Finally, and south of the Fox River and west of US 41 21% responded yes to reporting a crime and 12.5% responded no.

Q5: Table 4 - Number of Responses/Location

Location	North of the Fox River	South of the Fox River/East of US 41	South of the Fox River/West of US 41	No Response
Yes	5	6	5	0
No	2	3	3	0
Don't Know	N/A	N/A	N/A	N/A

5d. Reporting crime by Income

24 responded to the question pertaining to their income. The age group with the highest number of responses was those with an income of \$50,000-\$74,999 with 25% responded yes to reporting a crime and the same 4.1% in that age group responded no they did not report.

Q5: Table 5 - Number of Responses/Income

Income	Less than \$24,999	\$25-49,999	\$50,000-\$74,999	\$75,000-\$99,999	\$100,000-\$149,999	\$150,000 or more
Yes	2	3	6	3	0	2
No	1	2	1	2	1	1
Don't Know	N/A	N/A	N/A	N/A	N/A	N/A

5e. Reporting crime by Education Level

24 responded to this question with the highest percentage of reporting a crime being those individuals with Associate Degree/Some College at 33%.

Q5: Table 6 – Number of Responses/Education Level

Highest Ed. Level	High School/GED	Associate Degree/Some College	Bachelor's Degree	Master's Degree or Higher	No Response
Yes	4	8	1	3	0
No	1	3	1	1	2
Don't Know	N/A	N/A	N/A	N/A	N/A

5f. Reporting a crime by Race

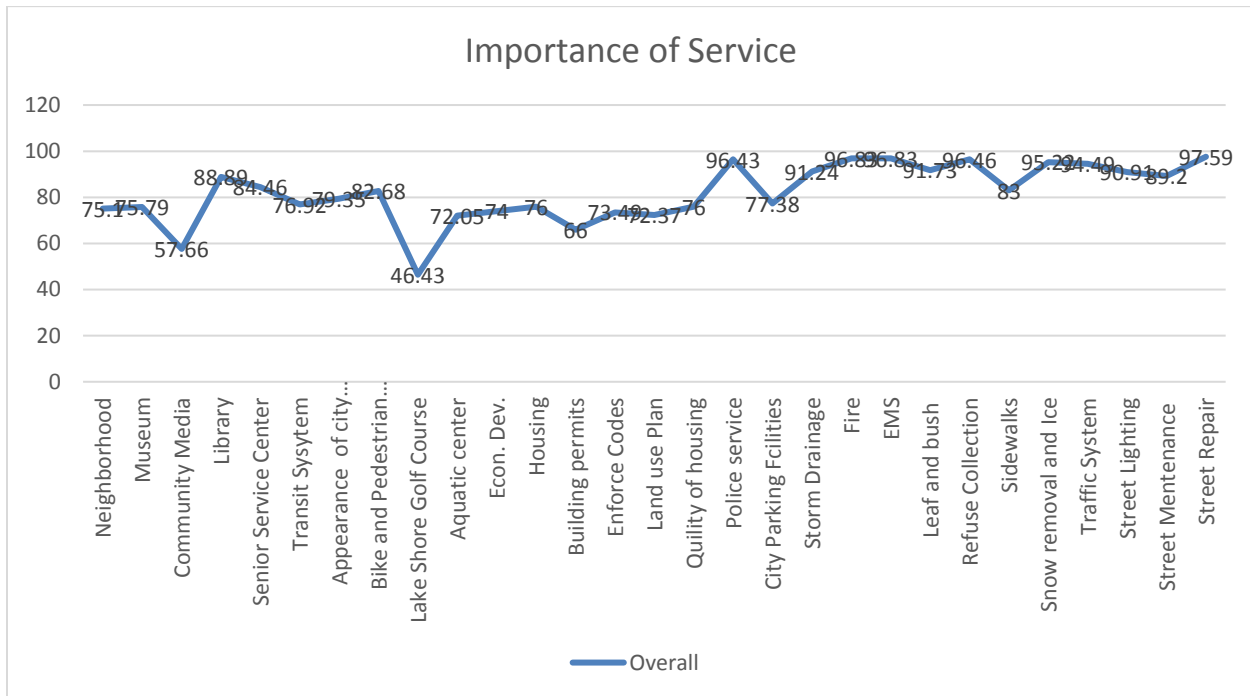
23 of the 24 or 96% of the respondents to this question are white. 65% responded yes to reporting a crime and 30% responded no.

Q5: Table 7 - Number of Responses/Race

Race	White	Some other Race
Yes	15	
No	7	
Don't Know	N/A	N/A

Question 6 - Importance of City Services

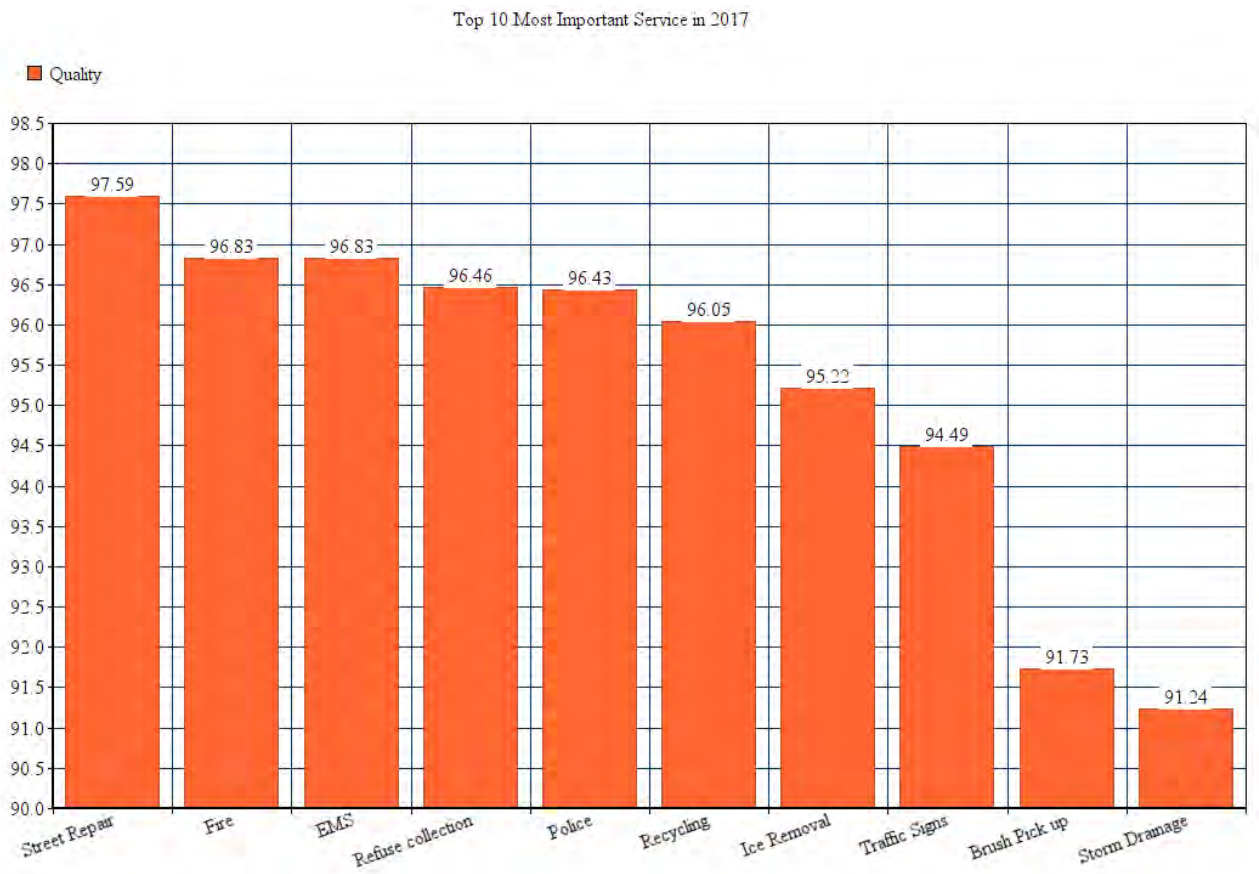
Citizen sentiment as it relates to the importance of various city services is obtained through question 6 of the survey instrument. In this question, respondents are asked to rank how important 30 citywide services are to them. The services are categorized into the following seven areas: (1) Community Services, encompassing seven services; (2) Parks, encompassing four services; (3) Economic Development, encompassing five services; (4) Refuse and Recycling, encompassing three services; (5) Protective Services, encompassing three services; (6) Road Maintenance, encompassing seven services; and (7) Storm Water Management, encompassing one service. The survey question asks respondents to identify whether the service is very important, somewhat important, somewhat unimportant, not important, or if they have no opinion on the service. The following graph shows how each service was ranked by importance.



Results from the survey question provide city officials with insight into areas that citizens feel are most important and least important. City officials and members of management can use this information to determine whether and to what extent benefits of the services are being effectively communicated to the public, and decide whether program design changes will improve service benefit and impact to the public. The information can also serve as the basis for

reprioritization of services and commitment of public funding to strengthen programming having greater public impacts.

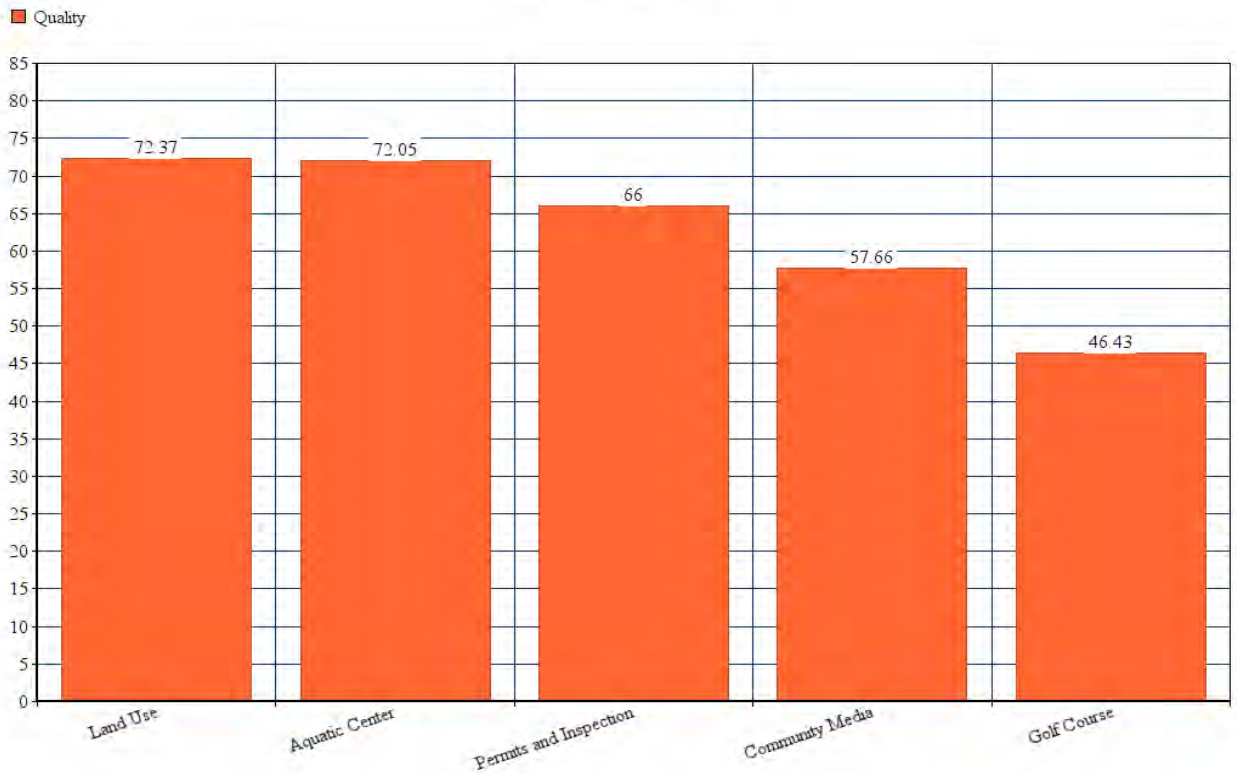
By category, Protective Services had the most services with the highest rankings, with Fire Services within that category ranked the highest at 96.8.% among all respondents. Following close behind Street Repair were Fire (96.8%), EMS (96.8%), Trash/Refuse Collection (96.5%), and Police (96.4%). The table below shows the top 10 ranked services.



By category, Parks had two services ranking among the lowest of all 30 services, with the Aquatic Center receiving a favorable ranking of 72.05% and the Golf Course receiving a favorable ranking of 46.43%. The Golf Course, overall, received the lowest importance ranking. In 2016, Permits and Inspection services were 72.61%. In 2017 it has fallen to 66.0% which

ranks third lowest. Community Media received 57.68%, while still low, it is a significant improvement from last year's 46.49%.

5 Lowest Quality Ranked Services



In the category of Community Services, Library services ranked the highest in importance at 88.89%, while Community Media ranked the lowest at 57.66%. There were fairly high numbers of no opinion responses in this category, relative to the others. This would seem to suggest that subsets of the population do not know enough about the services in these areas, so efforts to better promote these services may improve their overall ranking.

Community Services	Total Very Important	Total Somewhat Important	No Opinion	Total	%	No Response
Community Media	41	102	31	248	57.7	9
Neighborhood Revitalization	62	123	21	245	75.5	12
Senior Center	110	102	10	251	84.5	6
Transit	107	83	15	247	76.9	10
Museum	68	123	8	252	75.8	5
Library	134	90	3	252	88.9	5
City Buildings	73	123	6	247	79.4	10

In the category of Parks, City Parks ranked the highest in importance at 96.44%, while the Golf Course ranked the lowest at 46.43%. The Golf Course and the Aquatic Center received a fairly high number of no opinion responses, so more public information on the services in these areas may improve future rankings. The Bike and Pedestrian Trails improved from 78.95%, to 82.68%.

Parks		Total Important	Total Somewhat Important	No Opinion	Total	%	No Response
1	Golf Course	37	41	28	252	46.4	5
2	Aquatic Center	71	112	24	254	72.0	3
3	Bikes and Pedestrian	121	89	6	254	82.7	3
4	City Parks	118	109	3	251	96.4	6

In the category of Economic Development, Housing received the highest ranking of importance at 76.0%, while Permits and Inspection services received the lowest ranking at 66.0%. Overall, the entire category received a fair number of no opinion responses, so perhaps more information concerning the services could be made available to the public.

Economic Development		Total Important	Total Somewhat Important	No Opinion	Totals	%	No Response
1	Housing	77	113	13	250	76.0	7
2	Permits/Inspection	65	100	20	250	66.0	7
3	Econ Dev.	79	106	29	250	74.0	7
4	Land Use		82	104	247	72.37	10
5	Code Enforcement	77	106	11	249	73.5	8

In the category of Refuse and Recycling, Trash/Refuse Collection received the highest ranking of importance at 96.43%, while Leaf and Brush Pickup received the lowest ranking in the category at 91.73%. Very few respondents offered no opinion or no response on the services, so the impact of the services to the public seems clear.

Refuse and Recycling		Total Important	Total Somewhat Important	No Opinion	Total	%	No Response
1	Leaf/Bush Pick Up	138	95	3	254	91.7	3
2	Refuse Collection	200	45	1	254	96.5	3
3	Recycling	184	59	1	253	96.0	4

In the category of Protective Services, Fire Services and EMS received the highest rankings of importance at 96.83%, while Police Services received the lowest ranking at 96.43%. Very few respondents offered no opinion or no response on the services, so the impact of the services to the public seems clear.

Protective Services		Total Important	Total Some What Important	No Opinion	Total	%	No Response
1	Fire	226	18	0	252	96.8	5
2	EMS	226	18	0	252	96.8	5
3	Police Service	228	15	0	252	96.4	5

In the category of Road Maintenance, Street Repair (97.59%) supplanted Fire Services as the highest ranked among all 30 services, while Parking Facilities received the lowest ranking at 77.38%. Very few respondents offered no opinion or no response on the services, so the impact of the services to the public seems clear.

No.	Road Maintenance	Total Important	Total Some What important	No Opinion	Totals	%	No Response
1	Parking Facilities	66	129	10	252	77.4	5
2	Side Walks	108	102	3	253	83.0	4
3	Street Maint/Sweeping	131	91	0	249	89.2	8
4	Street Lighting	158	72	1	253	90.9	4
5	Traffic Signs	166	74	0	254	94.5	3
6	Ice Removal	185	54	0	251	95.2	6
7	Street Repairs	196	47	0	249	97.6	8

In the category of Storm Drainage Systems, which includes only one service by the same name, Storm Drainage Systems received an importance ranking of 91.24%. Very few respondents offered no opinion or no response, so the service's impact to the public seems clear.

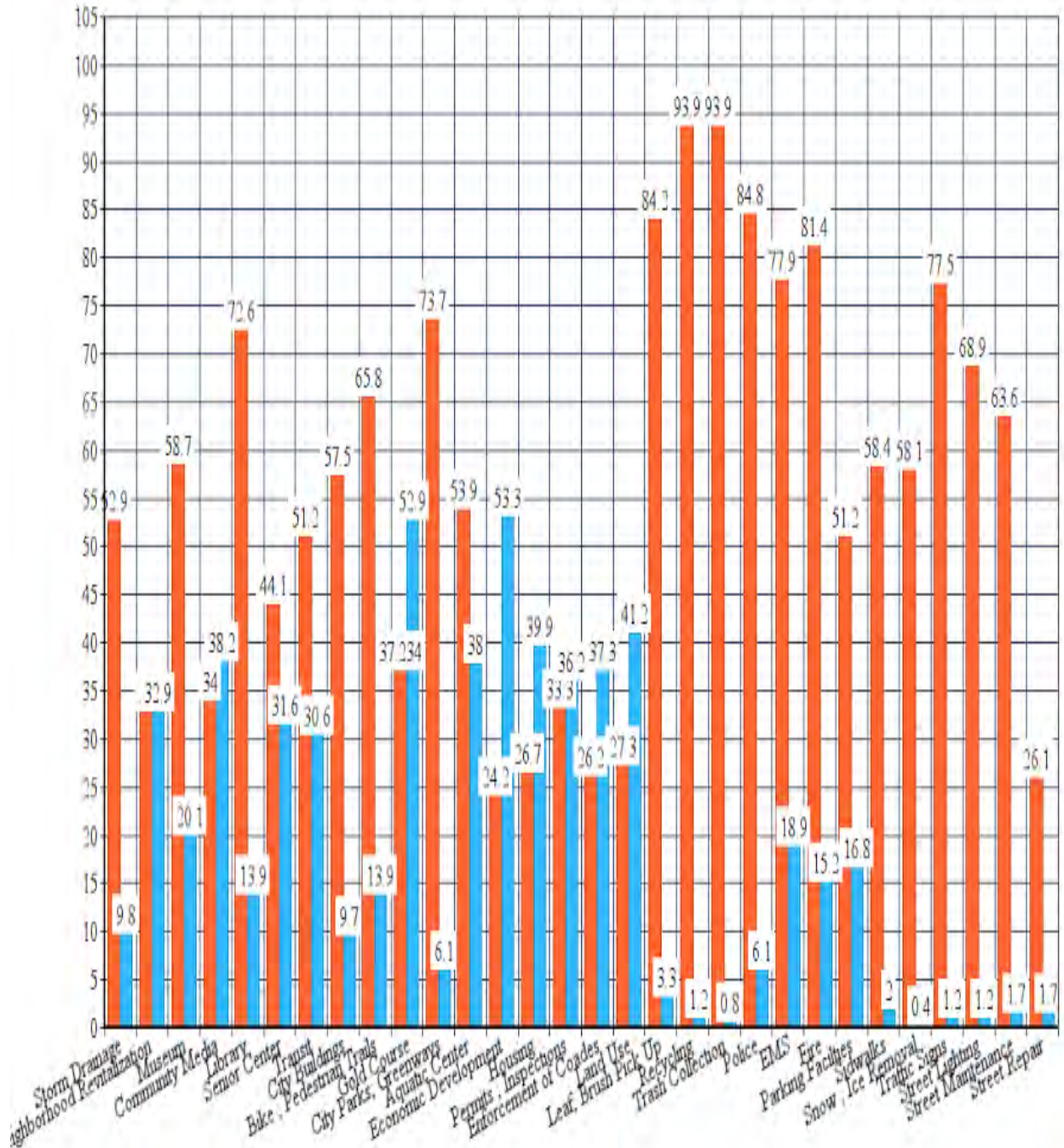
No	Storm Drainage System	Total Important	Total Some What Important	No Opinion	Totals	%	No Response
1	Storm Drainage	170	59	5	251	91.2	6

Question 7 - Quality of City Services

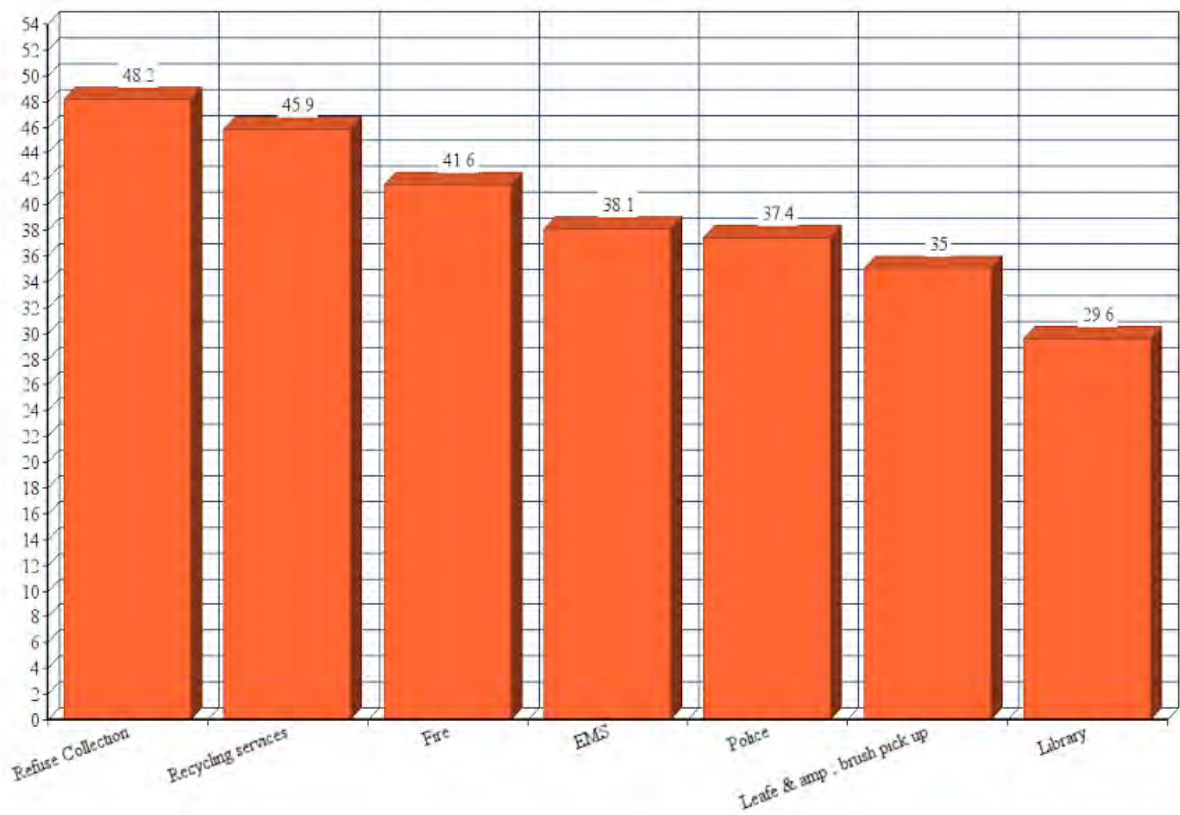
Citizen sentiment as it relates to the quality of various city services is obtained by question 7 of the survey instrument. In this question, respondents are asked to rank how they perceive the quality of 30 citywide services. Similar to Question 6, the services are categorized into the following seven areas: (1) Community Services, encompassing seven services; (2) Parks, encompassing four services; (3) Economic Development, encompassing five services; (4) Refuse and Recycling, encompassing three services; (5) Protective Services, encompassing three services; (6) Road Maintenance, encompassing seven services; and (7) Storm Water Management, encompassing one service. The survey question asks respondents to identify whether the service is of excellent quality, good quality, fair quality, poor quality, or if they don't know. The graph on the next page shows how each service was ranked in terms of positive quality, and unknown quality.

Results from the survey question provide city officials with insight into areas that citizens feel are high or low in quality. City officials and members of management can use this information to determine whether and to what extent benefits of the services are being effectively delivered to the public, and decide whether program design changes will improve the quality of services being provided. The information can also serve as the basis for reprioritization of services and commitment of public funding to strengthen programming having greater public impacts.

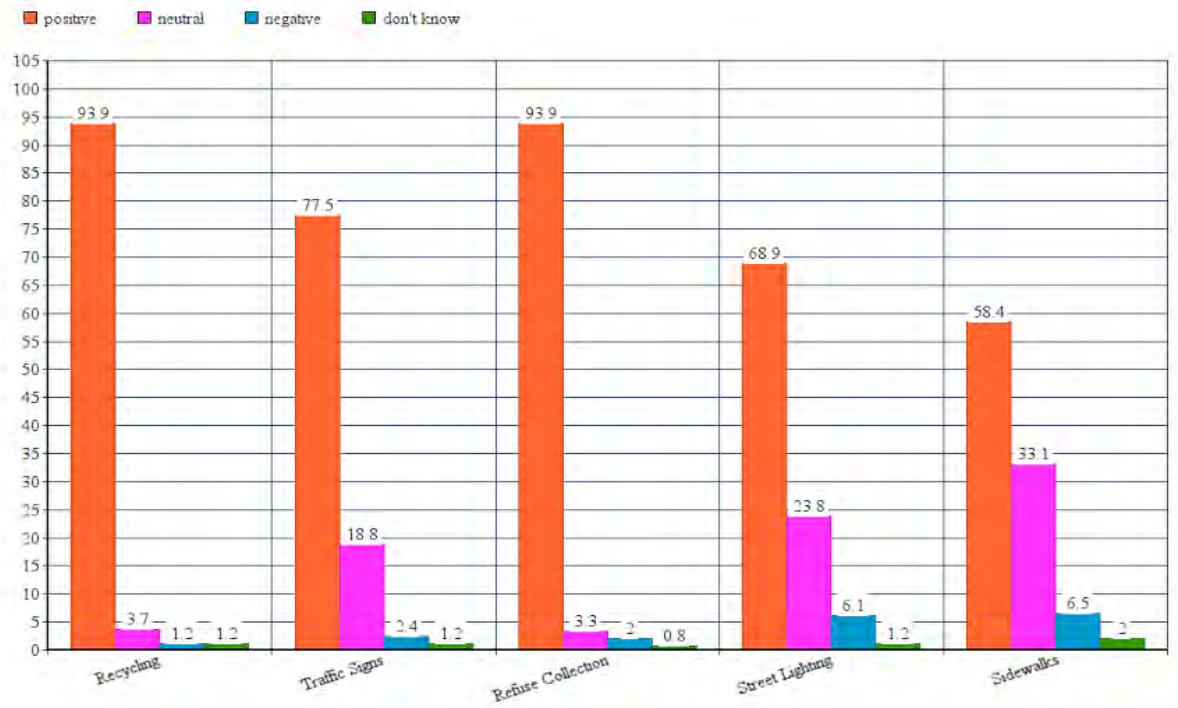
positive unknown



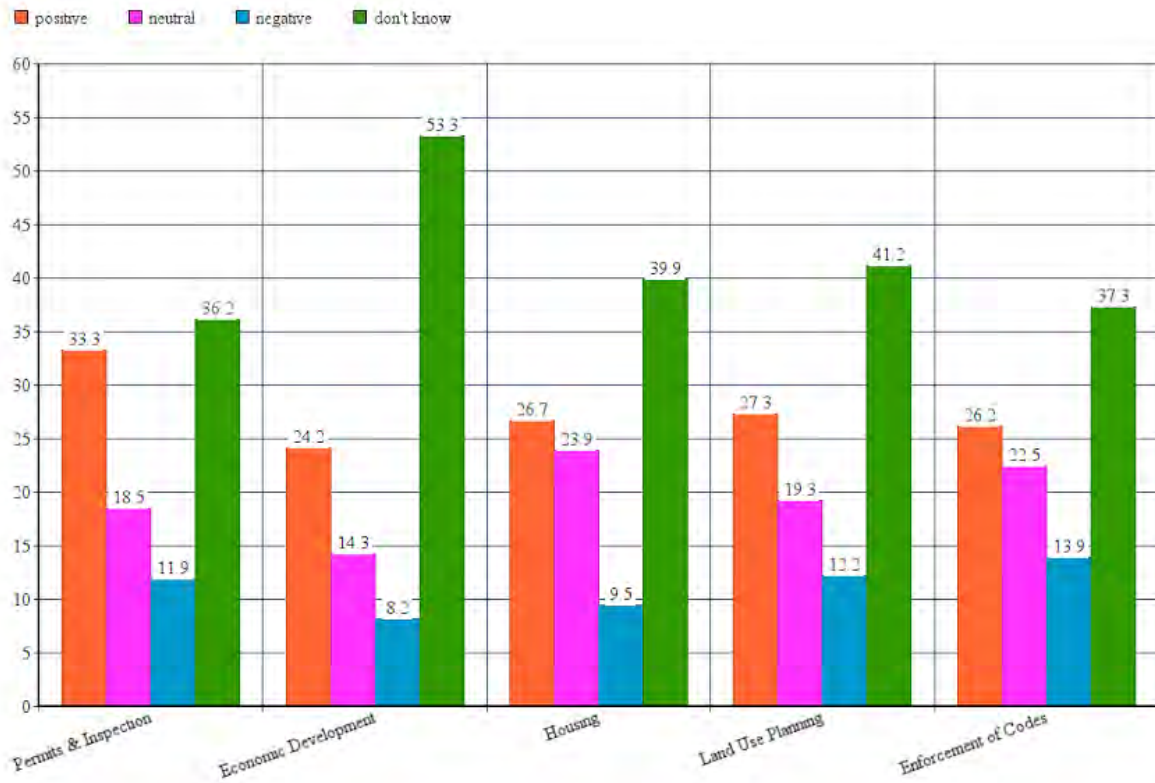
The highest quality ratings overall. Refuse Collection had the highest quality rankings, with that category ranked the highest at (48.2%) among all respondents. Following close behind was Recycling services at (45.9%), Fire at (41.6%), EMS at (38.1%) Police at (37.4%), Leafe & amp ; brush pick up (35%), and Library (29.6%). The table below shows the top 7 ranked services.



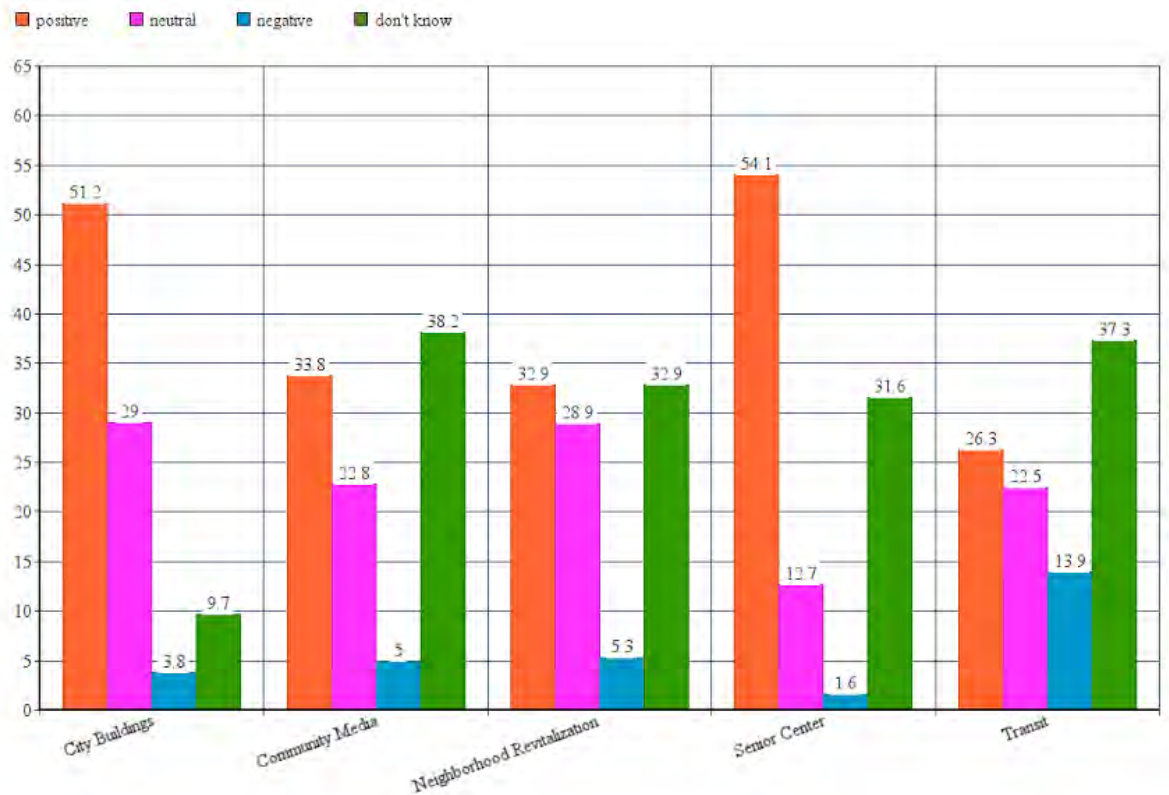
By category, Refuse and Recycling had the most services with the highest quality rankings, with Recycling services within that category ranked the highest at 93.9% positive among all respondents. Recycling services was also the highest ranked among all 30 services. Following behind Recycling services were Traffic Signs 77.5% positive, Refuse Collection 93.9% positive, Street Lighting 68.9% positive, and Sidewalks 58.4% positive.



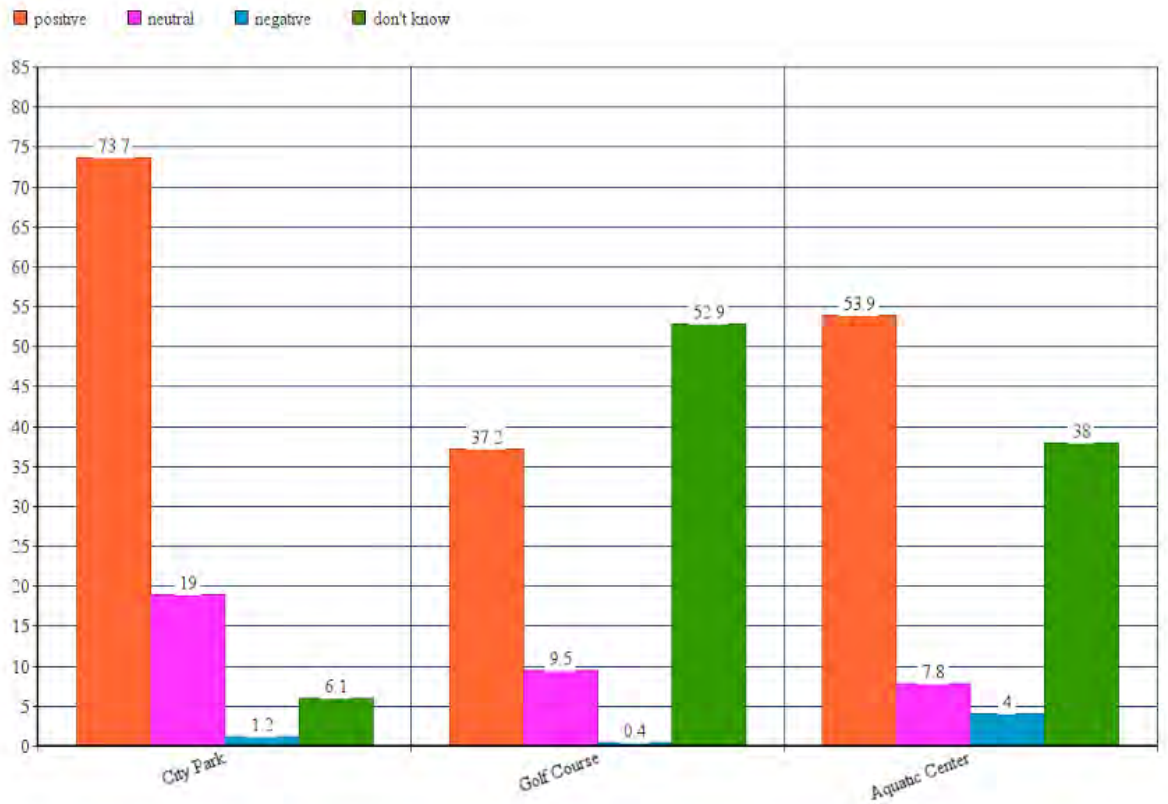
By category, all five services in Economic Development ranked the lowest among all 30 services, with Permits & Inspection services receiving the highest ranking at 33.3% positive and Economic Development services ranking the lowest at 24.2% positive. Housing at 26.7% positive, Land Use Planning 27.3%, and Enforcement of Codes at 26.2%.



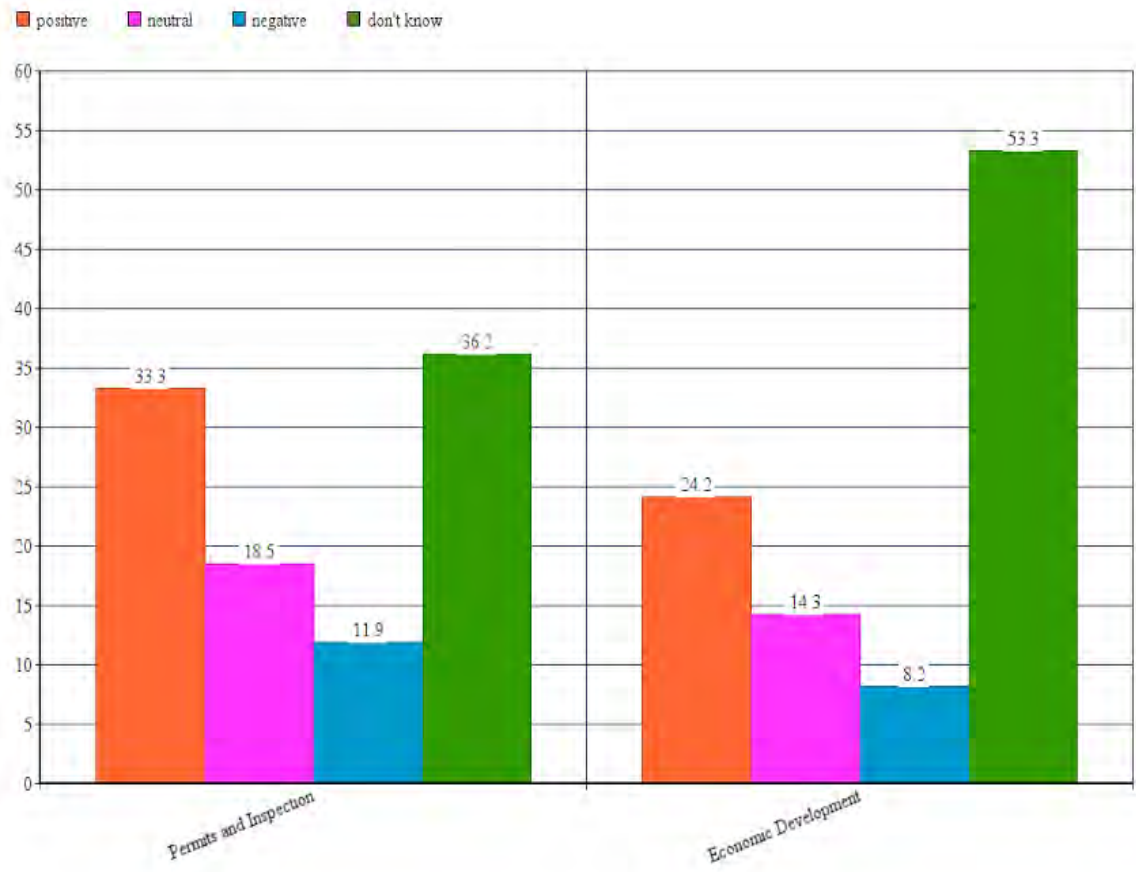
In the category of Community Services, City Buildings received the highest ranking for quality at 51.2% positive, while Community Media received the lowest ranking in the category at 33.8% positive. Of particular note were the number of respondents who didn't know anything about Community Media (38.2%), Neighborhood Revitalization (32.9%), Senior Center (31.6%), and Transit (30.6%). This would seem to suggest that subsets of the population do not know enough about the services or have any experience with the services, so efforts to better promote these services may improve their overall ranking.



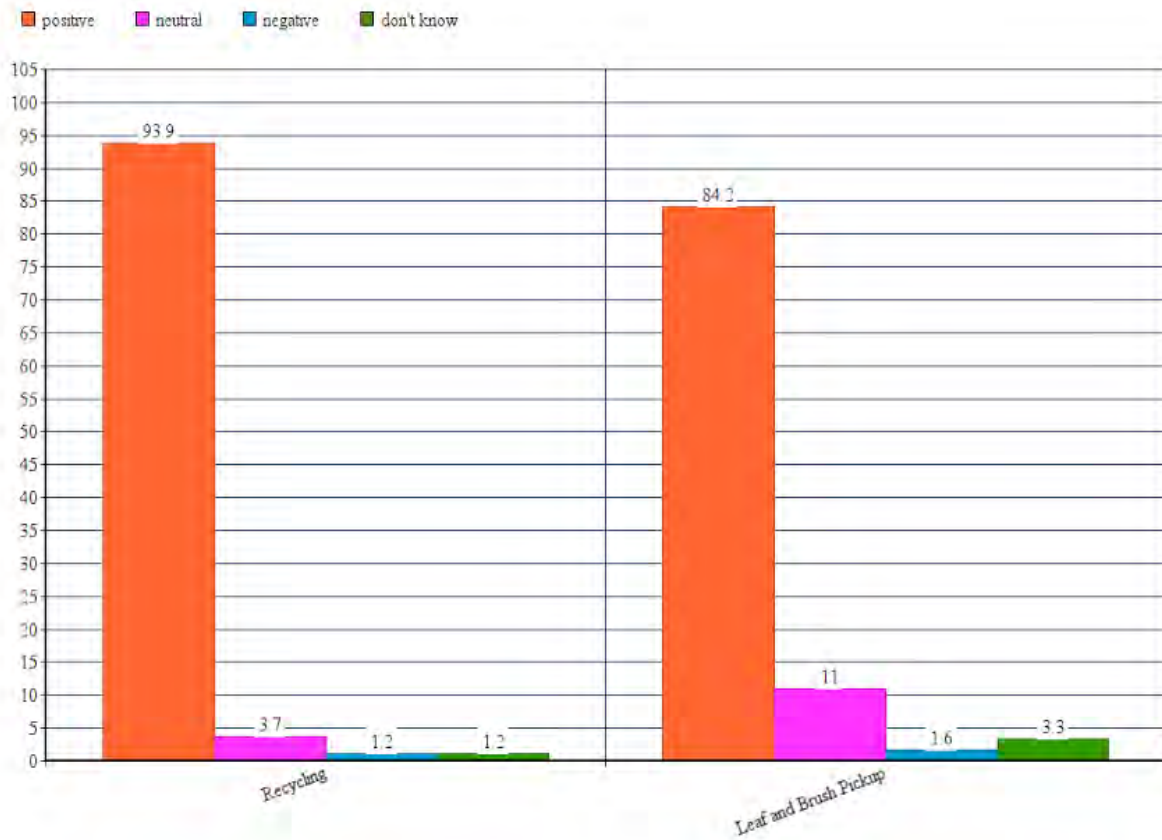
In the category of Parks, City Park services received the highest ranking for quality at 73.7% positive, while the Golf Course received the lowest ranking in the category at 37.2% positive. A significant number of the respondents indicated that they did not know anything about the Golf Course (52.9%) or the Aquatic Center (38%), so City officials should strive to promote these services better.



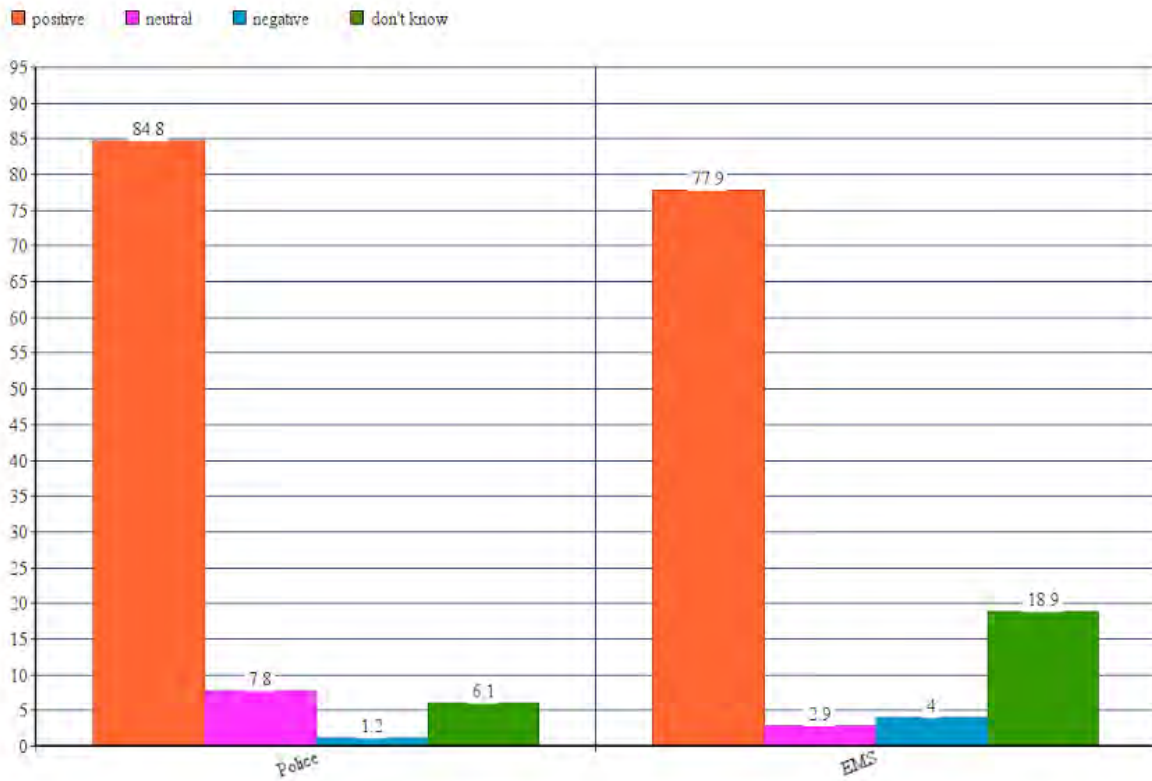
In the category of Economic Development, Permits and Inspection services received the highest ranking for quality at 33.3% positive, while Economic Development services received the lowest ranking in the category at 24.2% positive. A significant number of the respondents indicated that they did not know anything about all of the services, or provided no response, so City officials should strive to promote these services better.



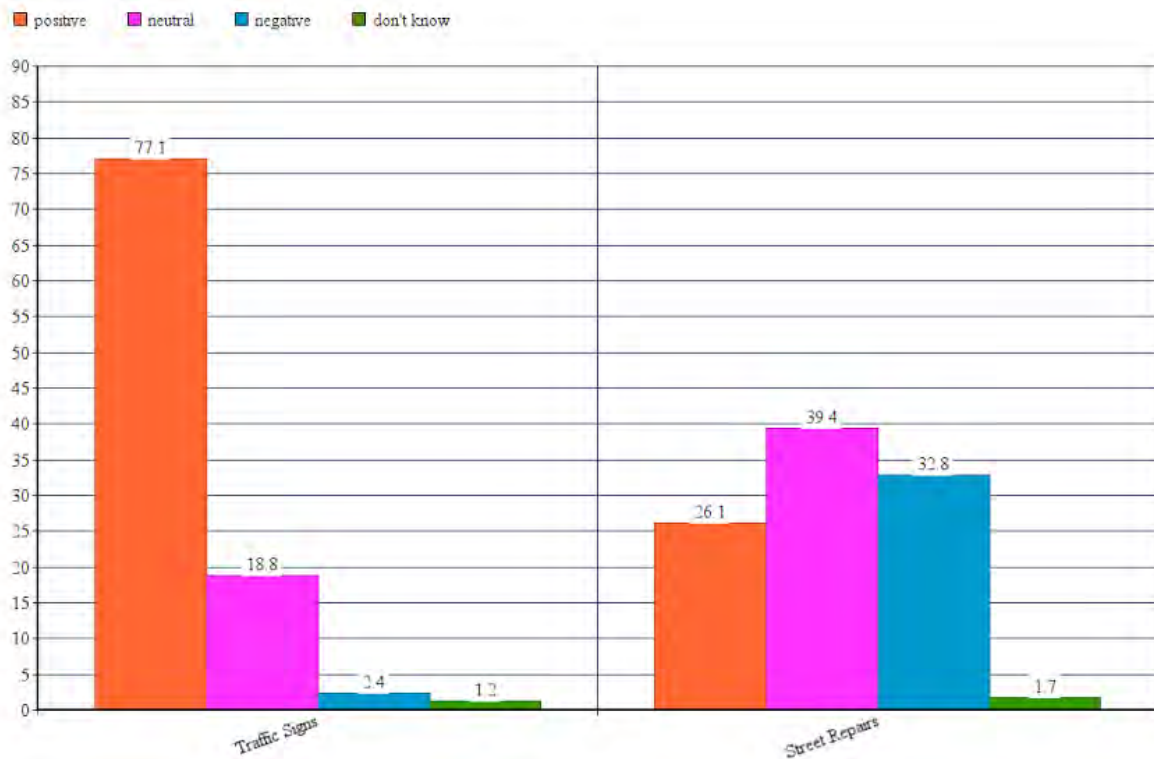
In the category of Refuse and Recycling, Recycling services received the highest ranking for quality at 93.9% positive, while Leaf and Brush Pickup received the lowest ranking in the category at 84.2% positive. A fairly small number of the respondents indicated that they did not know anything about all of the services, or provided no response, so it would appear that city workers are performing these services very well.



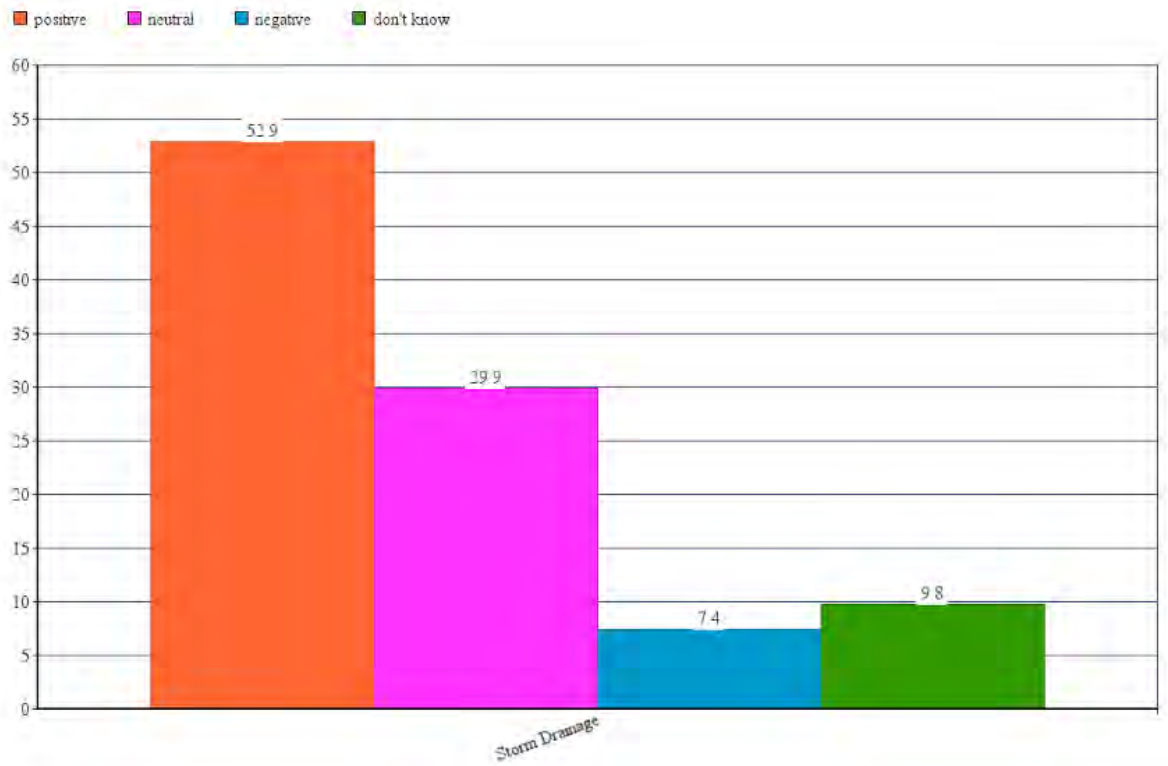
In the category of Protective Services, Police services received the highest ranking for quality at 84.8% positive, while EMS received the lowest ranking in the category at 77.9% positive. A fair number of the respondents indicated that they did not know anything about the services, or provided no response, so the city may want to provide a little more information to the public to improve public awareness of the services they are providing.



In the category of Road Maintenance, Traffic Signs received the highest ranking for quality at 77.1% positive, while Street Repairs received the lowest ranking in the category at 26.1% positive. The low ranking for Street Repairs may be more a reflection on the lack of funding for infrastructure improvements than on workmanship itself, but this may warrant more study. A fairly small number of the respondents indicated that they did not know anything about Parking Facilities, or provided no response, so providing more public information about this service may improve public awareness.

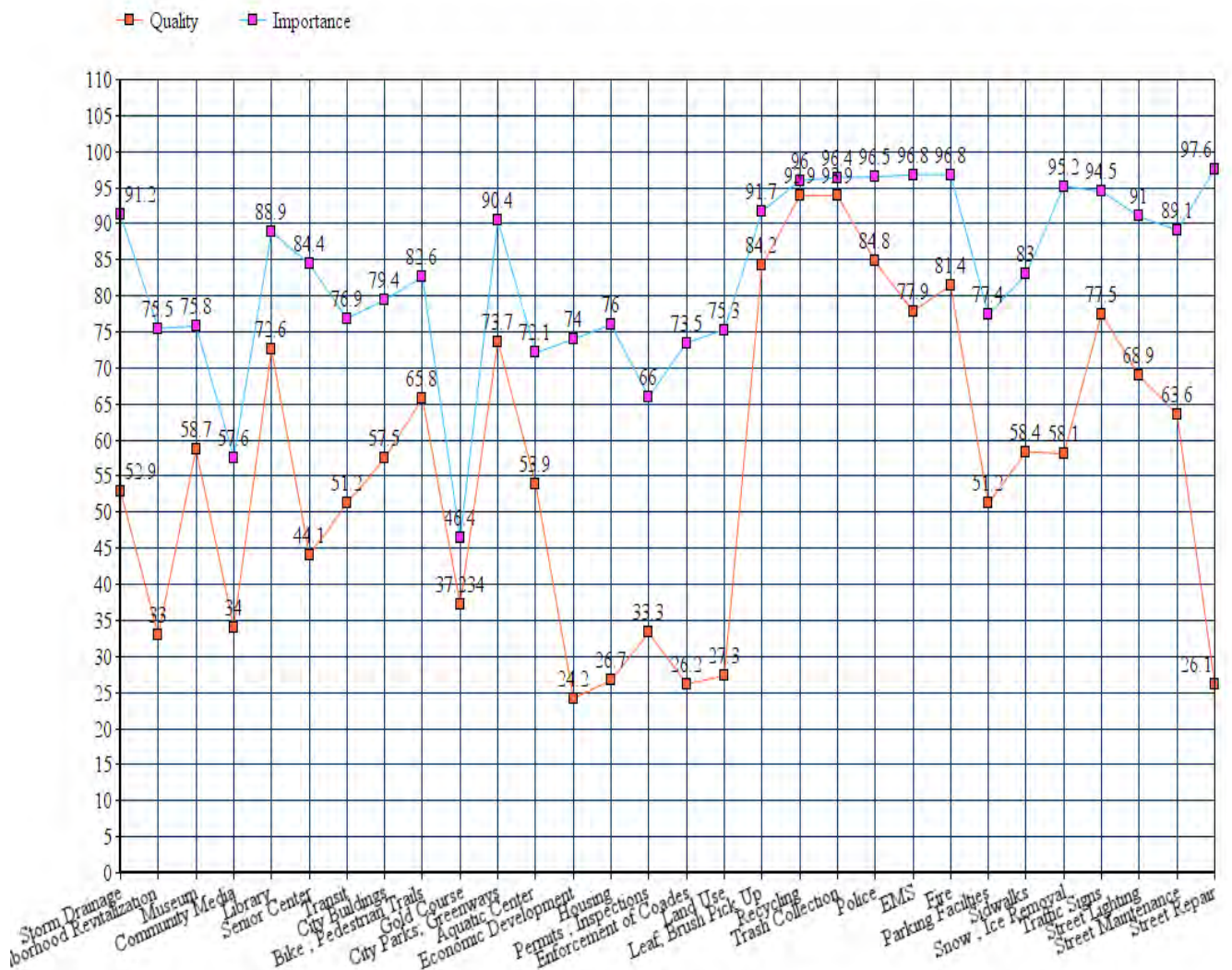


In the category of Storm Drainage, which includes only one service by the same name, Storm Drainage Systems received a ranking of 52.9% positive. A relatively small number of the respondents indicated that they did not know anything about the service, so providing more public information about this service may improve public awareness.



Question 6 and 7 Summary

The following graph shows the spread between respondents' perceptions of importance compared to their perceptions on quality of the 30 citywide services that are provided. In essence, it shows the gap between what the public expects to have versus what they believe actually exists.

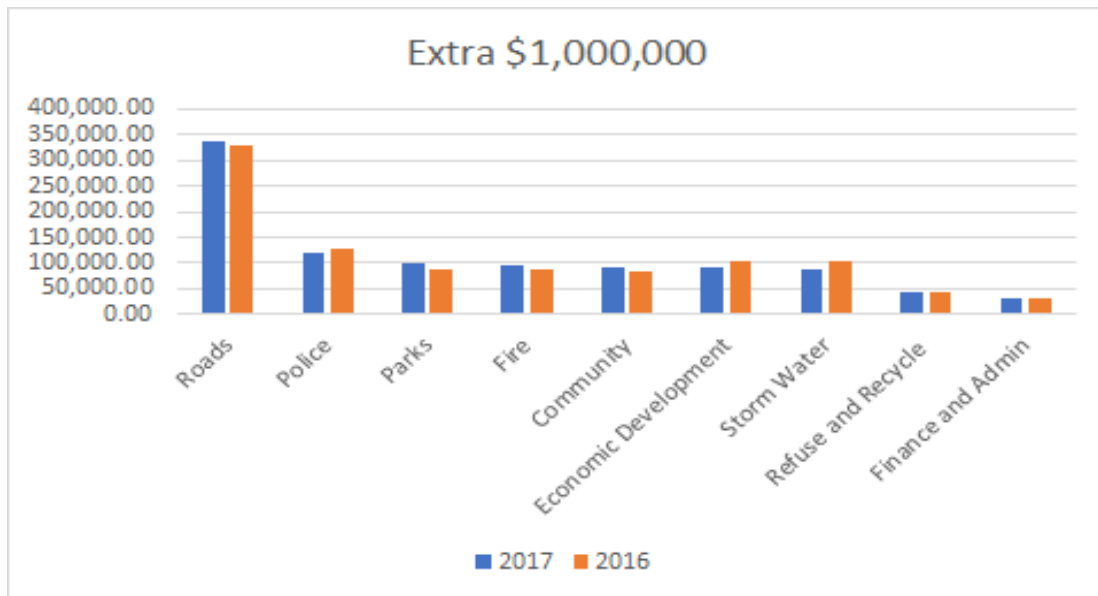


Questions 8 & 9 - Budget Priorities

Questions 8 and 9 in the Oshkosh Survey asked the citizens of Oshkosh to allocate and unallocate funds to nine programs/services the city offers. The nine services are the following: Community Services, Economic Development, Refuse and Recycling, Finance and Administration, Police Protection, Fire Suppression and Prevention, Parks, Stormwater Management and Road Maintenance. For 2016, the number of survey responses equaled 266 for question eight and 232 for question nine. While this year, 2017, there were 215 responses for question eight and 189 for question nine. Overall response rates for the 2017 survey totaled 267 while the overall total from 2016 was 309.

Budget Surplus

Question eight of the survey asked participants to allocate a hypothetical surplus of one million dollars amongst the nine categories noted above. The top four programs that the participants would elect to put the most money towards for 2017, in order of most importance, were: Roads Maintenance (3% increase from 2016), Police Protection (7% decrease from 2016), Parks (11% increase from 2016), and Fire Suppression and Prevention (10% increase from 2016).



Road Maintenance and Police Protection remain a top area of concern for the citizens of Oshkosh, while Parks is a new area of interest, receiving an additional amount of \$11,602.81 from 2016. Alternatively, Stormwater Management received a \$17,815.71 decrease in money

allocation. It should be noted that Stormwater Management had been within the top three categories for additional monies for the past three years. Parks, historically has been positioned in the fifth spot (2016) and seventh spot (2015). This change in importance could be contributed to the lengthening amount of time since the last severe flood occurrence and also because of completed storm and road maintenance projects.

Reviewing previous years and how citizens allocated their budget surplus, it can be concluded that attention to roads and maintenance continue to rise from year to year. However, the other top choices are continually decreasing from 2012 – 2017. This is especially true regarding Stormwater Management allocations. In 2012, citizens allocated \$250,000 to Stormwater Management while this year, it was at an all-time low of \$105,750.00.

Economic Development continues to round out the top priorities. According to the American Planning Association, green infrastructure, parks and open space are a community necessity. By planning and managing urban parks as parts of an interconnected green space system, cities can reduce flood control and stormwater management costs. Parks can also protect biological diversity and preserve essential ecological functions while serving as a place for recreation and civic engagement.

Of note, the increased interest in Parks funding ties in with question number six, which focused on importance of services and question number nine, which focused on monies being reduced from services.

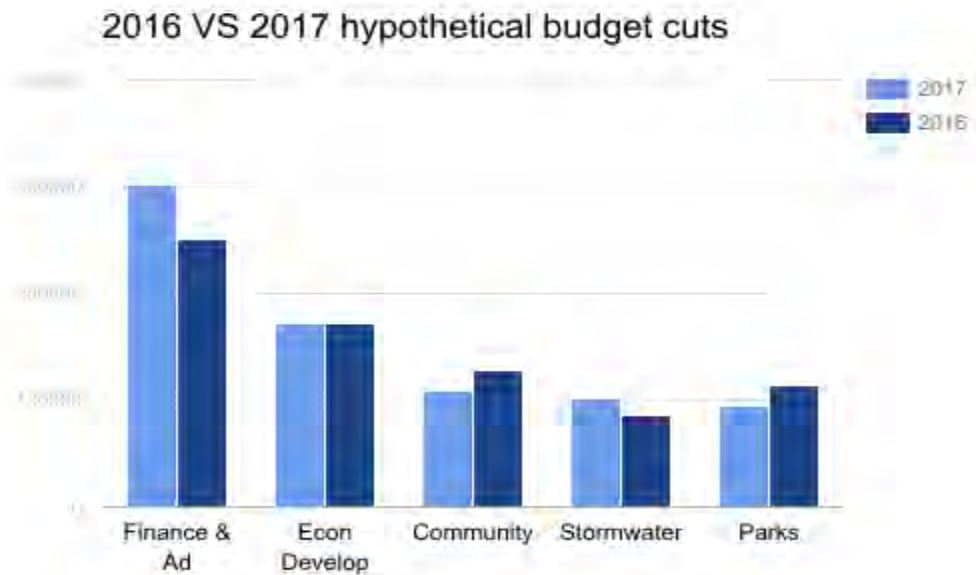
Budget Deficit

Next in the Oshkosh Citizen Survey, respondents were given a hypothetical situation where one million dollars needed to be cut from the same nine programs and services identified in question eight.

The top five programs that were chosen to receive the highest hypothetical budgetary cuts in 2017 were: Finance and Administration, (17% increase from 2016), Economic Development, (less than 1% difference from 2016) Community, (14.5% less of a decrease from 2016), Stormwater, (15% increase from 2016) and Parks, (16% less of a decrease than in 2016). Stormwater, (-\$15,376) and Finance and Administration (-\$50,486) were the only two categories that citizens identified as undergoing more cuts than in the previous year.

The lowest choice when it comes to budgetary cuts in 2017 were Police (9th) and Fire (8th), followed by Roads(7th) and Refuse and Recycling (6th). These statistics reiterate that

funding for services that directly impact personal safety and primary infrastructure, demands not only preservation in terms of the City’s budget, but prioritization as well. Consistently this data reflects an unchanging opinion of the citizens of Oshkosh regarding their priorities.



Of the top five choices to receive more funding in question eight, Parks and Community were also elected to have money unallocated from them. Parks and Community’s ranking to receive additional funding were in third and fifth place respectively. Under the budget cutting ranking, their numbers were reversed with Community being third to receive cuts and Parks rounding out the bottom of the top five to undergo budgetary cuts.

This observation with the survey results, indicate that while ancillary services such as Parks and Community are of substantial value, citizens identify strongly with preserving basic services that have a direct impact on safety and basic infrastructure when it comes to budget cuts. It is also important to note that 16% fewer surveys (189 responses) answered the question regarding budget cuts than those responding to budget increase (215 responses).

Last year’s survey found an approximate 13% difference in response rate between the two questions. This provides commonality in insight into the issues that confront administrators regarding the sometimes painful decision making process regarding budget cuts.

Question 10: Do you feel that the City of Oshkosh does enough to keep and attract young professionals such as having a vibrant downtown and quality neighborhoods, creating gathering spaces and events, mentoring and networking opportunities, etc.?

Of the 257 respondents, 124 responded that yes Oshkosh does attract young professionals, while 106 responded with no it does not. There was a total of 27 respondents that did not respond to this specific question. In 2016, there was a total of 271 respondents where 136 responded yes and 135 responded no. The yes category is up by 4% from last year, however 14 less people responded to the question this year.

According to the cross-tabulation survey for the city of Oshkosh, attracting young professionals among gender is fairly even. For instance, those that have participated in the survey thought that Oshkosh did in fact attract young professionals in the area. However, the majority is slight. 119 voted yes, and 100 voted no, while 11 respondents chose not to respond in this given survey. Again, last year's responses are very similar to 2017's responses. In 2016 130 voted yes and 128 voted no, while 32 did not respond. The yes category has increased from two more to 19 more yes respondents this year.

Among the 'Age' cross tabulation, the majority believe that Oshkosh is a good area to attract younger professionals. The minority which only included the age group of 50-59 believes that Oshkosh may not be a great area to attract young professionals.

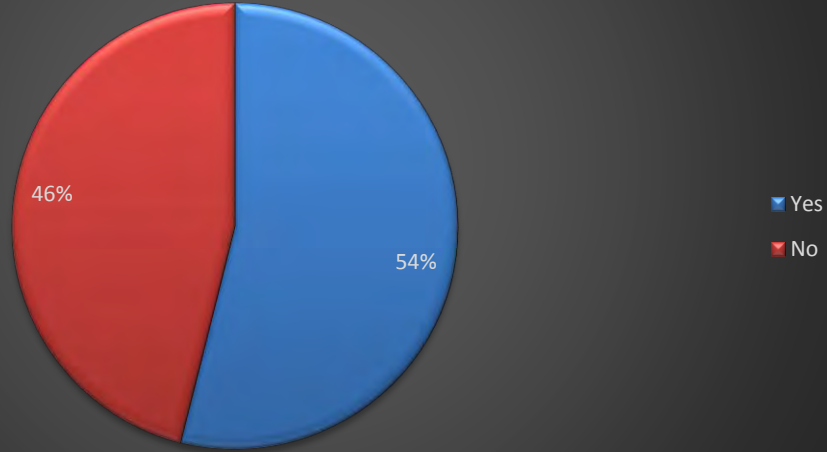
Among the 'Marital Status' cross tabulation, the majority of those that are married and are not married believe that Oshkosh is a good city to attract young professionals. In the category of Widowed it was an even split with 11 yes and 11 no.

Among the 'Own/Rent' cross tabulation, those that own or rent are more likely to state that they believe the City of Oshkosh attracts young professionals. While only 99 out of 221 who own or rent believe that it does not.

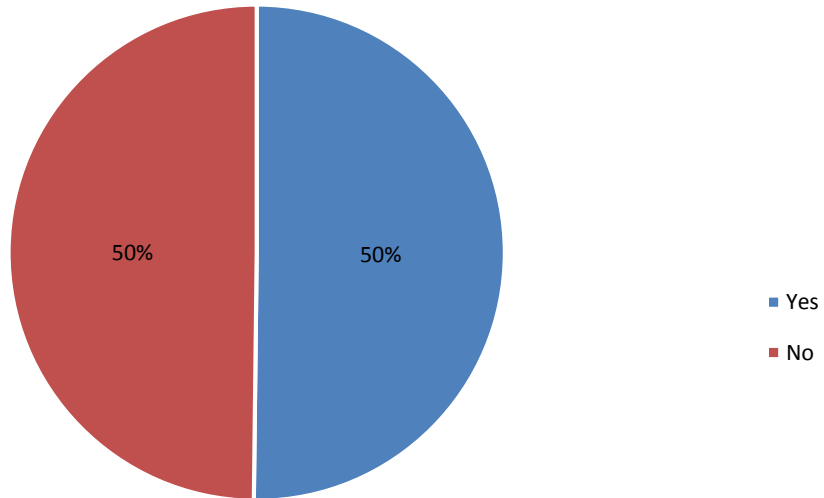
Among the 'Children' cross tabulation, those that have no children believe that the City of Oshkosh does, in fact, attract young professionals. Many of those that have two and three plus children also believe this. While it is an even split of 7 yes and 7 no with families that have only one child.

Among the 'Location' cross tabulation, those North of the Fox River and those South of the Fox and East of I-41 believe that Oshkosh attracts young professionals. The majority of

Attracting Young Professionals 2017



2016



those south of the Fox and West of I-41 believe that it does not, however 31 said yes while 33 said no, so there is only a two-person difference.

Among the 'Income Distribution' cross tabulation, those with the income brackets in less than \$24,999 through \$74,999 believe that Oshkosh does attract young professionals. Those that

are in the \$75, 000 to \$99,999 do not believe that Oshkosh attracts young professionals. Those in the bracket from \$100,000 to \$149,000 were split evenly with 9 yes and 9 no. Those in the bracket of \$150,000 also split evenly with 9 yes and 9 no.

Among the 'Profession' cross tabulation those that are Homemakers, Management/Professional, Service Occupation, Production Transportation, and the Other categories all believe that Oshkosh does indeed attract young professionals. While Farming/Fishing/Forestry, Sale/Office, and Construction or Maintenance do not believe that Oshkosh attracts young professionals, however just barely, the largest different is by 2. Education is split evenly with 9 yes and 9 no.

Among the 'Highest Education Level' cross tabulation, those that are in the Less than High School category only had a total of 3 respondents, with 1 voting yes and 2 voting no. In the High School GED category 30 respondents voted yes and 28 voted no. In the Associate degree/Some College category 41 voted yes, and only 20 voted no. In the Bachelor's Degree category 22 voted yes and 26 voted no. In the Master's Degree or Higher category 27 voted yes and 23 voted no.

Among the 'Race' cross tabulation, Whites (race) believes that Oshkosh does attract young professionals. 120 Whites voted yes, while 98 voted no. In the category of Two or More Races only one person voted no, and zero people voted yes, while in the Some Other Race category only one person voted yes and zero voted no.

Finally, among the 'Lived In Oshkosh' cross tabulation those that have lived in Oshkosh for 6-20+ years believe that the city of Oshkosh does a good job at attracting young professionals. Those that have lived in Oshkosh 5 years or less believed that Oshkosh does not do a good job at attracting young professionals.

Question 11 – What general area(s) of the City of Oshkosh do you feel needs the most attention in terms of investment, rehabilitation or redevelopment? What do you think needs to be done?

Question number 11 addresses, what general areas of the City of Oshkosh do you feel needs the most attention in terms of investment, rehabilitation, or redevelopment? Please provide suggestions below using common neighborhood names, street names, or landmarks. What do you think needs to be done? Out of the 261 documented answers, 109 of the answers were either not applicable or irrelevant to the question. 152 responses were recoded into 5 categories: roads/streets, properties, parks, public services, and entertainment.

Overall, there were 182 remarks on the need for rehabilitation of streets, 10 remarks on redevelopment of streets, and 4 remarks on investing in streets. Individually, Vineland Rd. received 2 remarks for rehabilitation and 1 remark for investing in new sidewalk. Snell Rd. and Jackson St. intersection received 1 remark for rehabilitation. Main St. received 20 remarks for rehabilitation and 2 remarks for redevelopment. South main St. received 11 remarks for rehabilitation and 2 remarks for redevelopment. Oregon St. received 8 remarks for rehabilitation. Jackson St. received 7 remarks for rehabilitation. Jefferson St. received 2 remarks for rehabilitation. Knapp St. received 3 remarks for rehabilitation. Franklin St. received 1 remark for rehabilitation. Roosevelt St. received 1 remark for rehabilitation. Westhaven St. received 1 remark for rehabilitation. Murdock Ave. received 6 remarks for rehabilitation and 1 remark for redevelopment. Frederick St. received 3 remarks for rehabilitation. 6th St. received 1 remark for rehabilitation. Bowen St. received 5 remarks for rehabilitation and 1 remark for redevelopment. Bower St. Received 2 remarks for rehabilitation. Bride St. received 1 remark for rehabilitation. Irving received 3 remarks for rehabilitation. Harrison St. received 3 remarks for rehabilitation. Bent St. received 2 remarks for rehabilitation. Hazel received 1 remark for rehabilitation. 7th St. received 2 remarks for rehabilitation. 9th St. received 7 remarks for rehabilitation and 1 remark for redevelopment. Mt. Vernon received 1 remark for rehabilitation. 20th Ave. received 2 remarks for rehabilitation. 24th received 1 remark for rehabilitation. Broad St. received 3 remarks for rehabilitation. New York Ave. received 9 remarks for rehabilitation. Bayshore Dr. received 1 remark for rehabilitation. Ceape received 4 remarks for rehabilitation. Otter received 4 remarks for rehabilitation. Central St. received 2 remarks for rehabilitation. Waugoo received 3

remarks for rehabilitation. Washington Ave. received 5 remarks for rehabilitation. Merritt received 3 remarks for rehabilitation. Parkway received 1 remark for investment and 4 remarks for rehabilitation. East Lincoln received 2 remarks for rehabilitation. Grand St. received 3 remarks for rehabilitation, Fulton received 1 remark for rehabilitation. Bower received 2 remarks for rehabilitation and one remark for investing into added a fork. Congress Ave. received 1 remark for rehabilitation. Wisconsin St. received 4 remarks for rehabilitation. There was 1 remark for investing into adding a fork on Eastman. Railway crossings received 5 remarks for rehabilitation. 29 unspecified responses for rehabilitation of roads/ streets.

The next category, properties, received 40 overall remarks for rehabilitation, 12 overall remarks for investing, and 11 overall remarks for redevelopment. Rental properties received 3 remarks for investing, 7 remarks for rehabilitation, and 3 for redevelopment. University housing received 2 remarks for investing, 9 remarks for rehabilitation, and 2 remarks for redevelopment. The Kimbel Building received 2 remarks for redevelopment. The JC Penny's lot received 1 remark for investing, 6 remarks for rehabilitation, and 1 remark for redevelopment. The Pioneer Inn received 3 remarks for investing, 7 remarks for rehabilitation, and 2 for redevelopment. The Havenwood area received 1 remark for investing and 1 remark for redevelopment. The North side received 2 remarks for investment. The East side received 5 remarks for redevelopment. The South-East side received 1 remark for rehabilitation. The South side received 4 remarks for rehabilitation.

The next category, parks, received 21 overall remarks for rehabilitation, 17 overall remarks for investing, and 6 overall remarks for redevelopment. A new waterpark received 1 remark in investing and 1 remark in rehabilitation. Pollock Pool received 1 remark for investing, 1 remark for rehabilitation, and 1 remark for redevelopment. Menomonie Park received 2 remarks for investing, 3 remarks for rehabilitation, and 2 remarks for redevelopment. There were an additional 3 remarks for the rehabilitation of the Fox River near Menomonie Park. South Park Park received 1 remark for investing and 1 remark for rehabilitation. Pioneer Playground received 1 remark for redevelopment. The community garden received 5 remarks for investing and 1 remark for rehabilitation. Planting trees in park areas received 3 remarks for investing, 1 remark for rehabilitation, and 1 remark for redevelopment. River/ lake unspecified received 2 for investing, 7 for rehabilitation and 1 remark for redevelopment, Parks unspecified received 2 remarks for investment and 3 remarks for rehabilitation.

The category public services received 5 overall remarks for rehabilitation and 6 remarks for investing. Water/sewer received 2 remarks for investment. Architecture received 5 remarks for rehabilitation. Public transportation to Milwaukee, Madison, and Green Bay received 1 remark for investment. The addition of a train received 1 remark for investment. The addition of physicians' offices to the North and East side received 2 remarks for investment.

The final category, entertainment received 14 overall remarks for investing and 14 overall remarks for rehabilitation. The Southeast side received 1 remark for investing in entertainment. The East side received 1 remark for investing in shopping and 1 remark for investing in restaurants. The North side received 2 remarks for investing in shopping and 2 remarks for investing in restaurants. The addition of a Kohl's received 1 remark in investing. Cultural entertainment received 5 remarks for investment. Downtown received 1 remark for investing and 14 remarks for rehabilitation. Overall, question number 11 addressed, similar issues for the year before such as an importance in the quality of streets/roads, the appearance of housing/ building structures, and the concern for maintenance of parks. The minor factors that came into play this year as compared to last year were, 5 remarks for rehabilitation for the entrance signs into Oshkosh and 6 remarks for investment into police patrolling/safety.

Question 12 – The City of Oshkosh is looking at Revitalizing the area of South Main Street from the Fox River down to South Park Avenue which is called “The Sawdust District”. Please provide suggestions on what you would like to see developed in this area.

The answer to the question “The City of Oshkosh is looking at revitalizing the area of South Main Street from the Fox River down to South Park Avenue which is being called “The Sawdust District.” Please provide suggestions on what you would like to see developed in this area” was answered by 55% of respondents asking for entertainment in the area. The next highest response was for retail and shopping with 39% of respondents asking for this. Next came a request for sports or amusement in the area. 40% of respondents were asking for this. The next highest was hotels with 29% of respondents asking for this. Then came residential and office areas with 19% and 17% of respondents asking for this respectively.

In the split between male and female respondents, both male and female respondents were asking for entertainment in the area. 67 males and 75 females asked for this. The next highest for males was for sports or amusement for men with 57 males asking for this. The next highest for females was for retail or shopping with 52 females asking for this.

With regards to education, those asking for entertainment had a highest education level of an Associate’s degree. For retail or shopping the highest education level was a High School diploma. For sports or amusement the highest level of education was a Bachelor’s degree. For Hotels the highest level of education was also a Bachelor’s degree. For those asking for hotels the highest level of education was also a Bachelor’s degree. Finally for those asking for office areas, the highest level of education was a Master’s degree. For all respondents, most of those who asked for any of the six were married.

Lastly, many respondents asked that something be done to repair and revamp the Pioneer Inn. This was asked by quite a number of respondents.

Question 13 – Additional Comments

The City of Oshkosh likes to add an open dialogue section where residents can provide additional comment to any survey question or with regards to common concerns or issues. A total of 127 comments were provided providing 39 distinct discussions. In total only 52% of all survey takers had additional comments. Overall, additional commentary was varied but constructive in nature. To analyze the results, three different forms of analysis were conducted, past performance, relationship to strategic plan, and frequency comparison.

Past Performance:

A series of common themes over the past five years are identified below. It should be noted that the ongoing occurrence of these common themes suggest continued desire by the residents to see improvement of considerations. It is important to note that the common themes have shifted back to high taxes.

2017	2016	2015	2014	2013
Poor Road Conditions	Poor Road Conditions	Poor Road Conditions	Poor Road Conditions	Poor Road Conditions
Economic/Business Development	Economic/Business Development	Economic/Business Development	Economic/Business Development	Economic/Business Development
High Taxes	City Functionality	High Taxes	High Taxes	High Taxes
New Leadership	Park System	Development of Bike/Walk Paths	Development of Bike/Walk Paths	Development of Bike/Walk Paths

Relationship to Strategic Plan:

Reviewing overall frequency of a comment as it relates to past years is an important tool to understanding the mood or character of a community. While the exercise presents some interesting results, it does lack in its relationship to formally adopted plans and policies at the City of Oshkosh. This section reviews the same comments derived from Question 13 but relates them directly to the 2015-2016 City of Oshkosh Strategic Plan’s five individual buckets. The five buckets are: Support Economic Development, Continue to Strengthen our Neighborhoods,

Improve and Maintain our Infrastructure, Improve our Quality of Life Assets, and Develop an Effective, High Performing Government. Of the 127 total comments, only 11.8%, 15 total, could not be directly related to one of the five strategic goals. External Priority Goal number four, develop an effective high performing government, reached the top of the list with 31.4% (40 of 127) of all comments. The table and chart below visualize these characteristics. This higher percentage suggests that the City of Oshkosh should look at improving efficiencies of government.

Of lower significance in the comment sector of the survey was supporting economic development with 9.4% (12 of 127) of comments. Results suggest that each priority goal should be critically assessed with regards to community relevance.

		EXTERNAL PRIORITY GOALS				INTERNAL PRIORITY GOALS	
		I	II	III	IV	V	
		Support Economic Development	Continue to Strengthen our Neighborhoods	Improve and Maintain our Infrastructure	Improve our Quality of Life Assets	Develop an Effective, High Performing Government	N/A
TOTAL COMMENTS	#	12	20	27	31	40	15
		127	127	127	127	127	127
	%	9.4%	15.7%	21.3%	24.4%	31.5%	11.8%

Frequency Comparison:

The third comparison format is an overall frequency of comments chart. The below chart shows the overall number of comments based upon what topic was discussed. The 127 comments outlined in the above analyses have been further broken down to 39 different components. Surprisingly developing effective, high performing government received most comments among respondents.

Topics	# of Responses	Topics	# of Responses
Bus Service	4	Public Restrooms	1
Streets	18	Railroad	3
City Parks	2	Beach	2
Youth Activities	10	Historical Preservation	1
Development	22	Less Taverns	1
Law Enforcement	11	Sawdust Days	2
Drug Problem	6	Large Garbage Pickup	3
New Leadership	12	Minority Communities	1
Passenger Train	2	Legalize Marijuana	1
Bridge Problem	1	Small Business Attention	1
Less Student Housing	1	Dog Park	1
Parking	4	Assist Low-Income People	1
More Businesses	5	Education	1
New Jobs	6	Winter Venues	1
Wasteful Spending	9	Snow Plowing	1
High Taxes	12	Stock Fish	1
City Council	3	Campground	1
Diversity	2	School Zone Signs	1
Crime	4	Cross Walk Signs	1
Rental Inspection Program	8		

Question 14. Demographic Analysis of 2017 Oshkosh Survey Respondents

Type of Demographic	Demographic Breakdown	Survey Responses	Survey Response Percentages	2010 US Census Percentages
Gender	Male	127	49.4	51.20%
	Female	118	45.9	48.80%
	Total	245	95.3	-
	No Response	12	4.7	-
Total		257	100	100%
Age	18-29	14	5.4	26.8%
	30-39	22	8.6	12.5%
	40-49	32	12.5	12.80%
	50-59	46	17.9	12.00%
	60 or Older	134	52.1	17.30%
	No Response	9	3.5	-
	Total		257	100
Marital Status	Yes	157	61.1	49.90%
	No	61	23.7	33.40%
	Widowed	26	10.1	6.25%
	No Response	13	5.1	-
Total		257	100	
Lived in Oshkosh	5 Years or Less	14	5.4	6.80%
	6-20 Years	45	17.5	24%
	20+ Years	188	73.2	67%
	No Response	10	3.9	-
Total		257	100	97.80%
Own/Rent	Own	230	89.5	55.10%
	Rent	17	6.6	44.90%
	No Response	10	3.9	-
Total		257	100	100%
No. of Children	None	195	75.9	68.80%
	One	18	7	14.20%
	Two	21	8.2	10.60%
	Three +	13	5.1	6.40%
	No Response	10	3.9	-
Total		257	100	
Location	North of the Fox River	95	37	42.70%
	South of the Fox River/East of US 41	73	28.4	37.60%

	South of the Fox River/West of US 41	77	30	14.30%
	No Response	12	4.7	-
Total		257	100	
Profession	Homemaker	103	40.1	2.20%
	Management, Professional or related	20	7.8	15.40%
	Service Occupation	16	6.2	9.70%
	Farming, Fishing, Forestry	2	0.8	0.40%
	Sales and Office	2	0.8	4.70%
	Construction, Maintenance	104	40.5	2.20%
	No Response	10	3.9	-
Total		257	100	
Highest Ed Level	Less than High School	3	1.2	
	High School/GED	64	24.9	36.10%
	Associate Degree/Some College	65	25.3	6.60%
	Bachelor's Degree	58	22.6	15.30%
	Master's Degree/ Higher	56	21.8	7.20%
	No Response	11	4.3	-
Total		257	100	
Race	White	242	94.2	90.50%
	Two or more races	1	0.4	1.70%
	Some other race	1	0.4	-
	No Response	13	5.1	-
Total		257	100	

- **Gender** – The sample replying to the survey is representative of the population in Oshkosh.
- **Age**- The majority of the respondents (52.1%) are 60 years of age or older.
- **Marital Status** – Respondents marital status is not representative of the population of Oshkosh, WI; the data is heavily skewed toward residents that are married (61.1%) in comparison to the 49.9% statistics of the 2010 U.S. Census.
- **Lived in Oshkosh** – The percentage of respondents that have lived in Oshkosh for 20+ years is at 73.2%, which suggests that residents are vested in the community.
- **Own/Rent** – The percentage of respondents who participated in the survey and own their own home is 89.5% of the total respondents, which is significantly above that of the 2010 U.S. Census (55.10%).

- **No. of Children** – The largest percentage of respondents to the survey (75.9%) have no children.
- **Location in the City** - The largest group of respondents (37%) report that they reside north of the Fox River, which is in keeping with data reported by the U.S. Census.
- **Income** – Most significant is the number of respondents that reported their income in excess of \$150,000 (40.5%), which is 13 times higher than data from the U.S. census.
- **Employment Status** – There is a high level of responses that are either employed full time or part time totaling 52% of the respondents. 40.3% of the respondents are retired.
- **Profession** – Two categories accounted for over 80% of the respondents’ professions; homemaker (41%) and construction/maintenance (40.5%), which is not representative of the city’s population.
- **Highest Education Level** –A significant amount of all respondents has at least some college education at 69.7%. Only 26.1% of the respondent’s reported having a high school education or less; the remaining provided percentage accounted for no response.
- **Race** – The city of Oshkosh is predominantly white with a percentage of 97% of the respondents with very little racial diversity in the city.

Appendix A – Internet Survey Results- 2017 – 43 Responses

1. Frequently of utilization of the following City services – percentages.

Frequency of City Services	Daily	Weekly	Monthly	Seasonally	Annually	Never
Bike and Pedestrian Trails	4.7	11.6	14.0	23.3	9.3	37.3
Lake Shore Golf Course	0	2.3	2.3	4.7	4.7	86.1
Pollock Aquatic Center	0	4.7	2.3	16.3	4.7	72.1
Leach Amphitheatre	0	2.3	11.6	32.6	20.9	32.6
Oshkosh Public Museum	0	2.3	14.0	16.3	30.2	37.2
Senior Services Center	4.7	2.3	4.7	9.3	18.6	60.5
Public Library Services	2.3	25.6	7.0	20.9	16.3	28.1
Police Services	0	0	4.7	2.3	16.3	76.7
Fire Protection and Prevention Services	2.3	0	2.3	4.7	11.6	79.0
Emergency Medical Services (ambulance)	0	0	2.3	0	16.3	81.4
Building Permits and Inspections	0	7.0	4.7	7.0	16.3	65.1
Enforcement of Property Maintenance/Nuisance Codes	0	7.0	0	11.6	9.3	65.1
City Parking Facilities Building	4.7	11.6	11.6	4.7	23.3	44.2
Oshkosh Media	9.3	9.3	7.0	7.0	14.0	53.5
Transit System	4.7	0	2.3	2.3	7.0	83.8
Recycling Collection Services	7.0	44.2	23.3	0	0	25.6
Refuse Collection Service	2.3	69.8	9.3	2.3	0	16.3
Leaf and Brush Pick up	0	2.3	14.0	41.9	14.0	27.6

2. How Oshkosh Citizens feel about their City results –percentages:

	Excellent	Good	Fair	Poor	No Opinion
Oshkosh as a place to live?	9.3	48.8	27.9	4.7	9.3
Feeling a part of the community?	9.3	37.2	30.2	14.0	9.3
Your neighborhood as a place to live?	20.9	41.9	23.3	4.7	9.3
Oshkosh as a place to raise children?	16.3	34.9	27.9	0	21.0
Oshkosh as a place to retire?	7.0	25.6	25.6	23.3	18.6
Community openness and acceptance of diversity?	14.0	23.3	25.6	18.6	18.6
The overall quality of life in Oshkosh?	4.7	53.5	27.9	4.7	9.3
Oshkosh as an environmentally friendly city?	9.3	34.9	27.9	11.6	16.3
Oshkosh as a place to work?	9.3	32.6	30.2	11.6	16.3
The direction Oshkosh is moving for the future?	9.3	25.6	14.0	37.2	13.9
Affordability of living in Oshkosh?	7.0	27.9	32.6	20.9	11.6
Availability of entertainment/events?	11.6	34.9	32.6	9.3	11.6
The quality of entertainment/events?	9.3	27.9	39.5	11.6	11.6
As a place to start a business?	0	20.9	27.9	14.0	37.2

3. How safe or unsafe you feel in your neighborhood after dark - percentages.

Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
18.6	39.5	18.6	11.6	18.6	11.6

4. Were you or anyone in your household the victim of a crime – percentages.

Yes	No
11.6	76.7

5. If “Yes”, did you report all of these crimes- percentages.

Yes	No	Don’t Know
11.6	0	88.4

6. Importance of services – percentages.

Importance of City Services	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	No Opinion/ Neutral
Community Services					
Support for Neighborhood Revitalization Programs	23.3	37.2	4.7	16.3	18.6
Oshkosh Public Museum	20.9	37.2	9.3	7.0	25.6
Oshkosh Media	7.0	25.6	27.9	11.6	27.9
Public Library Services	32.6	37.2	9.3	0	21.0
Senior Services Center	30.2	34.9	14.0	2.3	18.6
Transit System	30.2	30.2	9.3	7.0	23.3
Appearance of City-Owned Buildings	20.9	39.5	14.0	7.0	18.6
Parks					
Bike and Pedestrian Trails	34.9	23.3	9.3	11.6	21.0
Lake Shore Golf Course	4.7	16.3	14.0	37.2	27.9
Appearance of City Parks & Greenways	30.2	39.5	14.0	0	16.3
Pollock Aquatic Center	11.6	34.9	18.6	4.7	30.3
Economic Development					
Economic Development Assistance to Businesses	14.0	44.2	14.0	4.7	23.3
Efforts to Improve the Quality of Housing	27.9	27.9	20.9	7.0	16.3
Building Permits and Inspections	16.3	20.9	30.2	9.3	23.3
Enforcement of Property Maintenance/Nuisance Codes	14.0	41.9	14.0	7.0	23.3
Land Use, Planning, and Zoning Services	16.3	34.9	16.3	7.0	25.6
Refuse and Recycling					
Leaf and Brush Pick up	25.6	27.9	16.3	7.0	23.3
Recycling Collection Services	39.5	32.6	4.7	2.3	21.0
Refuse Collection Service	44.2	37.2	0	0	18.6
Protective Services					
Police Services	53.5	23.3	2.3	2.3	18.6
Emergency Medical Services (ambulance)	55.8	20.9	0	2.3	21.0
Fire Protection and Prevention Services	58.1	20.9	0	0	21.0
Road Maintenance and Construction					
City Parking Facilities	11.6	37.2	25.6	2.3	23.3
City’s Sidewalk System	30.2	25.6	14.0	2.3	27.9
Removal of Snow and Ice From City Streets	48.8	27.9	2.3	0	20.9
Traffic Signs and Signals	37.2	37.2	7.0	0	18.6
Street Lighting	46.5	27.9	7.0	0	18.6
Street Maintenance and Sweeping	32.6	32.6	11.6	2.3	21.0
Street Repair	51.2	27.9	2.3	0	18.6
Storm Drainage					

Storm Drainage Systems	48.8	25.6	7.0	0	18.6
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7. Quality of service –percentages.

Quality of City Services	Excellent Quality	Good Quality	Fair Quality	Poor Quality	Don't Know
<i>Community Services</i>					
Support for Neighborhood Revitalization Programs	11.6	16.3	25.6	2.3	30.2
Oshkosh Public Museum	9.3	30.2	11.6	2.3	30.2
Community Media Cable TV, Radio, Internet Services	7.0	20.9	18.6	9.3	30.2
Public Library Services	11.6	34.9	18.6	0	27.9
Senior Services Center	11.6	23.3	11.6	0	53.5
Transit System	9.3	30.2	11.6	4.7	44.2
Appearance of City-Owned Buildings	2.3	30.2	27.9	7.0	32.5
<i>Parks</i>					
Bike and Pedestrian Trails	14.0	34.9	14.0	2.3	36.9
Lake Shore Golf Course	4.7	9.3	16.3	2.3	67.4
Appearance of City Parks & Greenways	4.7	46.5	14.0	4.7	30.2
Pollock Aquatic Center	7.0	34.9	7.0	0	51.1
<i>Economic Development</i>					
Economic Development Assistance to Businesses	0	25.6	11.6	4.7	58.1
Efforts to Improve the Quality of Housing	4.7	30.2	14.0	4.7	46.5
Building Permits and Inspections	9.3	16.3	9.3	16.3	48.8
Enforcement of Property Maintenance/Nuisance Codes	9.3	16.3	18.6	9.3	46.5
Land Use, Planning, and Zoning Services	9.3	16.3	18.6	9.3	46.6
<i>Refuse and Recycling</i>					
Leaf and Brush Pick up	11.6	32.6	14.0	2.3	39.5
Recycling Collection Services	25.6	32.6	7.0	0	34.9
Refuse Collection Service	30.2	30.2	4.7	0	36.9
<i>Protective Services</i>					
Police Services	25.6	16.3	16.3	2.3	39.5
Emergency Medical Services (ambulance)	20.9	16.3	7.0	2.3	53.5
Fire Protection and Prevention Services	25.6	16.3	7.0	0	51.1
<i>Road Maintenance and Construction</i>					
City Parking Facilities	0	25.6	23.3	2.3	48.9
City's Sidewalk System	2.3	27.9	27.9	7.0	34.9
Removal of Snow and Ice From City Streets	9.3	27.9	14.0	16.3	32.6
Traffic Signs and Signals	14.0	23.3	27.9	0	34.9
Street Lighting	16.3	18.6	25.6	4.7	34.9
Street Maintenance and Sweeping	9.3	23.3	23.3	11.6	32.5
Street Repair	0	14.0	30.2	23.3	32.5
<i>Storm Drainage</i>					
Storm Drainage Systems	2.3	27.9	20.9	4.7	44.2

8. and 9. – Budgeting Priorities - Dollars

	Extra \$1 million	Reduce \$1 million
Community Services	92,059	155,882
Economic Development	202,941	97,059
Refuse and Recycling	17,647	23,529
Finance and Administration	38,824	241,176
Police Protection	52,941	179,412
Fire Suppression/ Prevention	44,118	120,588
Parks	139,706	111,765
Storm Water Maintenance	94,117	50,000
Road Maintenance	317,647	12,963

10. Do you feel that the City of Oshkosh does enough to keep and attract young professionals such as having a vibrant downtown and quality neighborhoods, creative gathering spaces and events, mentoring and networking opportunities, etc.?

Yes	No	No Response
30.2	30.2	39.5

11. What general area(s) of the City of Oshkosh do you feel needs the most attention in terms of investment, rehabilitation, or redevelopment? Please provide suggestions below using common neighborhood names, street names or landmarks. What do you think needs to be done?

12. The City of Oshkosh is looking at revitalizing the area of South Main Street from the Fox River down to South Park Avenue which is being called “The Sawdust District”. Please provide suggestions on what you would like to see developed in this area. Number of Responses.

Office Area	Entertainment/Dining	Retail	Hotels	Sports/Parks	Residential
8	18	14	9	16	8

Question 14 – Analysis of Survey Demographic Results

		Survey Results	Survey %
Gender	Male	13	30.2
	Female	11	25.6
	Other	2	4.7
	Missing	17	39.5
Year Born	18 to 29	1	2.3
	30 to 39	7	16.3
	40 to 49	5	11.6
	50 to 59	2	4.7
	60 or older	8	18.6
	Missing	20	46.5
Marital Status	Married	19	44.2

	Not Married	6	14.0
	Missing	19	41.9
Time Lived in	5 or less	3	7.0
Oshkosh	6 to 20	6	14.0
	>20	16	37.2
	Missing	18	41.9
Own or Rent	Own	23	53.5
	Rent	2	4.7
	Missing	18	41.9
Number of	None	13	30.2
Children	1	3	7.0
	2	6	14.0
	3 or More	2	4.7
	Missing	19	44.2
Place of	North of Fox	14	32.6
Residence	South of Fox/East of 41	4	9.3
	South of Fox/West of 41	5	11.6
	Missing	20	46.5
Income	Under 24,999	0	0
	25k to 49,999	4	9.3
	50k to 74,999	6	14.0
	75k to 99,999	5	11.6
	100k to 149,999	8	18.6
	Over 150k	2	4.7
	Missing	18	41.9
Employment	Employed Full Time	14	32.6
Status	Employed Part Time	2	4.7
	Self Employed	1	2.3
	Presently Unemployed	0	0
	Student	1	2.3
	Retired	6	14.0
	Missing	19	44.2
Education	Less than HS	0	0
	HS/GED	5	11.6
	Associates/Some College	6	14.0
	Bachelors	10	23.3
	Masters or higher	5	11.6
	Missing	17	39.5
Race	White	23	53.5
	Native Hawaiian	0	0
	Hispanic or Latino	0	0
	Asian	0	0
	African-American	0	0
	American Indian	0	0
	Two or More Races	0	0
	Other	1	2.3
	Missing	19	44.2