



OSHKOSH
ON THE WATER

City of Oshkosh, Wisconsin Citizen Survey 2015

5/8/2015

City of Oshkosh

Citizen Survey 2015



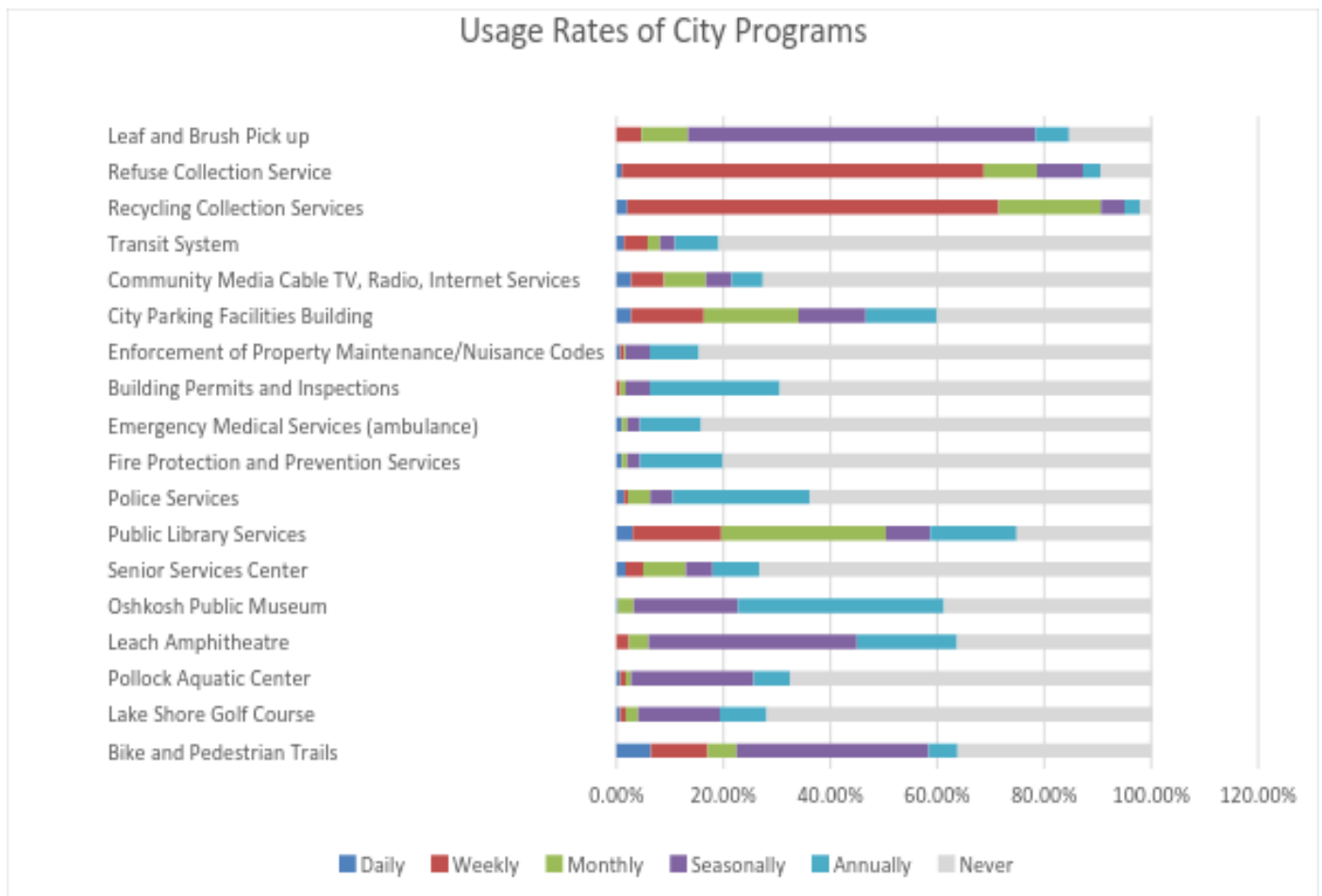
A survey of citizens in Oshkosh was undertaken by the Public Policy Analysis class at the University of Wisconsin – Oshkosh in cooperation with the City of Oshkosh in the Spring of 2015. This report will analyze the results of this survey and provide insight into the perspectives of the citizens on a variety of issues. The 2015 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. Three-hundred and nine (309) 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 309 responses constitute a 20.6 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 and 21.9 percent in 2014. 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 309 responses create a margin of error of approximately 5.5 percent. A level of 5 percent is considered acceptable for most survey results. The confidence rate is 94.5 percent.

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

Question 1 – Utilization of City Services

1. Please indicate how frequently, if ever, you utilize the following City services.

The following table shows the responses on a percentage basis:



Most of the numbers stayed relatively the same from the previous year. In the case of annual usage, there are issues with direct comparison, in that previous surveys did not have a “never” option. It appears, based on these numbers, that people who wished to choose never defaulted to the “annual” option. Another possible issue of comparison between multiple years is the change from “monthly” to “occasionally.”

CHANGE	Daily	Weekly	Monthly*	Seasonally	Annually
Bike and Pedestrian Trails	0.86%	0.93%	-15.45%	12.45%	-34.99%
Lake Shore Golf Course	-0.33%	-0.38%	-11.39%	6.58%	-66.37%
Pollock Aquatic Center	0.36%	-0.36%	-10.22%	4.29%	-61.67%
Leach Amphitheatre	0.00%	-0.37%	-35.97%	18.00%	-17.97%
Oshkosh Public Museum	-0.03%	-2.33%	-36.20%	11.43%	-11.67%
Senior Services Center	-0.35%	-2.84%	-10.77%	1.93%	-61.27%
Public Library Services	2.02%	-7.33%	-9.53%	5.02%	-15.28%
Police Services	0.38%	-1.33%	-16.82%	2.51%	-48.54%
Fire	-0.39%	0.00%	-8.41%	1.01%	-72.30%
EMS	0.31%	0.00%	-9.42%	2.40%	-77.49%
Permits and Inspections	-0.34%	0.02%	-14.93%	1.45%	-55.60%
Enforcement of Codes	0.35%	-1.40%	-6.34%	2.75%	-79.96%
City Parking Facilities	0.34%	4.48%	-21.15%	5.84%	-29.61%
Community Media Services	0.31%	2.45%	-12.24%	2.75%	-65.87%
Transit System	-0.74%	0.13%	-4.36%	1.28%	-77.21%
Recycling Collection Services	-0.52%	-9.75%	7.78%	3.46%	-2.97%
Refuse Collection Service	-0.57%	-5.97%	0.18%	4.52%	-7.67%
Leaf and Brush Pick up	0.00%	-3.69%	-16.78%	16.19%	-11.02%

*Monthly is being compared with scores from the “occasionally” option on the 2014 survey.

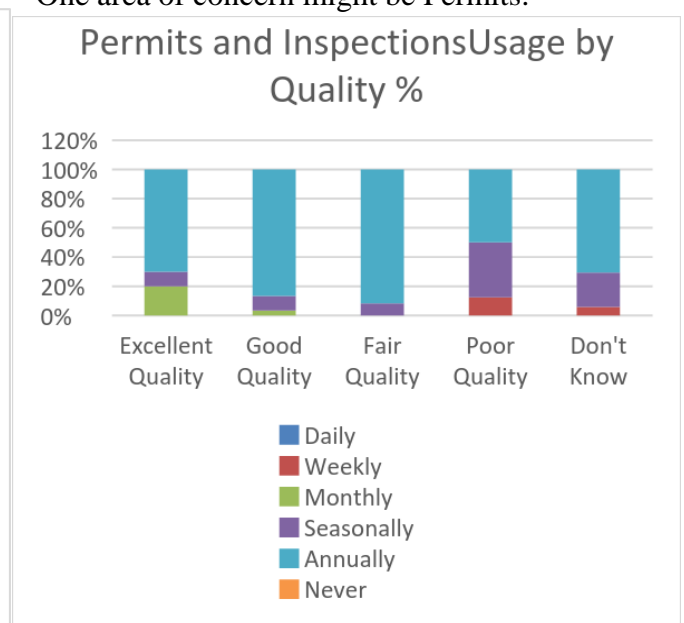
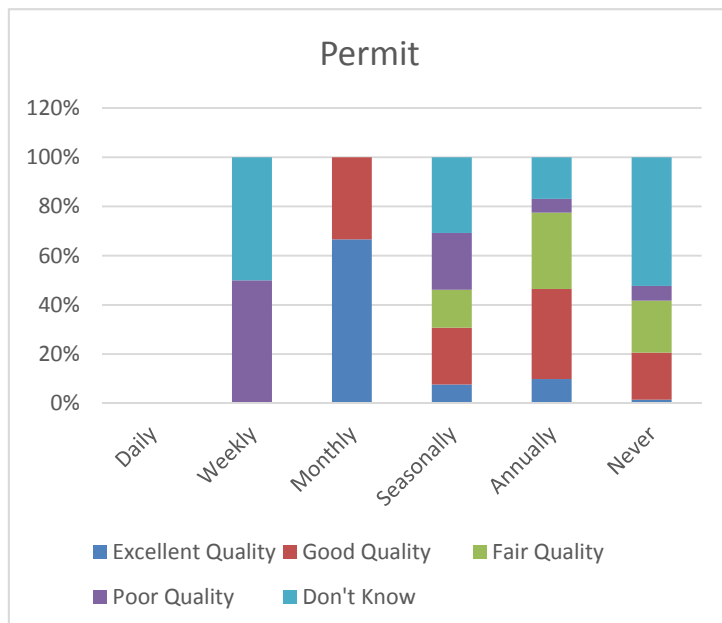
Last year, the City of Oshkosh was interested in analyzing the use of the Oshkosh Public Museum. This year, daily and seasonal usage went up. However, weekly, monthly, and annual usage went down. Daily usage for Oshkosh's services had similar results for the most part. However, Community Media dropped 10.7% from last year. Recycling services dropped 7.4%, and Refuse Collection dropped 5.9%. Weekly usage for Oshkosh's services had similar results. However, Public Library services went down 3.7%. Community Media went down 5.2%. Refuse Collection went up 13.2%. Monthly usage for Oshkosh's services saw a major changed compared to last year's usage. Bike trails (-18.4%), the Golf Course (-7%), Aquatic Center(-8.9%), Amphitheatre (-26%), Public Museum (-24.7%), Library (-17.2%), Police (-24.5%), Fire (-9.9%)

and Emergency Service (-5.9%), Permits (-8.9%), Enforcement (-7.1%), Community Media (-18.8%), Transit (-9%), and Brush pick up (-8.1%) all saw a dramatic decrease in monthly usage. However, monthly usage of Recycling Services went up 9.7%. Much of the seasonal usage of Oshkosh's services are similar to last year's results. Bike trails (6.7%), Golf Course (8.8%), Amphitheatre (7.8), Public Museum (6%), Senior Services (4%), and Brush Pick up (12.4%) did increase in usage compared to last year. Overall, annual usage of Oshkosh's services has gone down significantly for each criteria.

There are some areas of potentially increased frequency utilization – particularly with Bike and Pedestrian trails, where the daily, weekly, and season options all saw increases, despite the drop due to the addition of “never” responses. Additionally, the Public Library appears to have received some increased usage. However, future data will be needed to create direct comparisons between responses.

Based on the crosstabs with Questions 6 and 7 (looking at Importance and Quality, respectively), there aren't a lot of things that stand out in terms of usage trends. People who use services more often tend to rate them higher in importance and quality, but virtually all city services have overall positive ratings, even amongst those who said that they never used them.

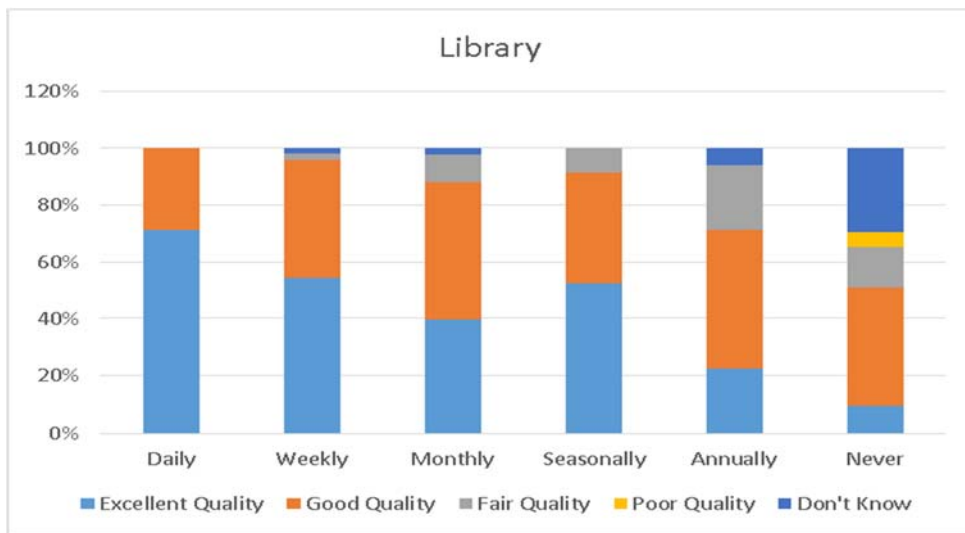
One area of concern might be Permits:



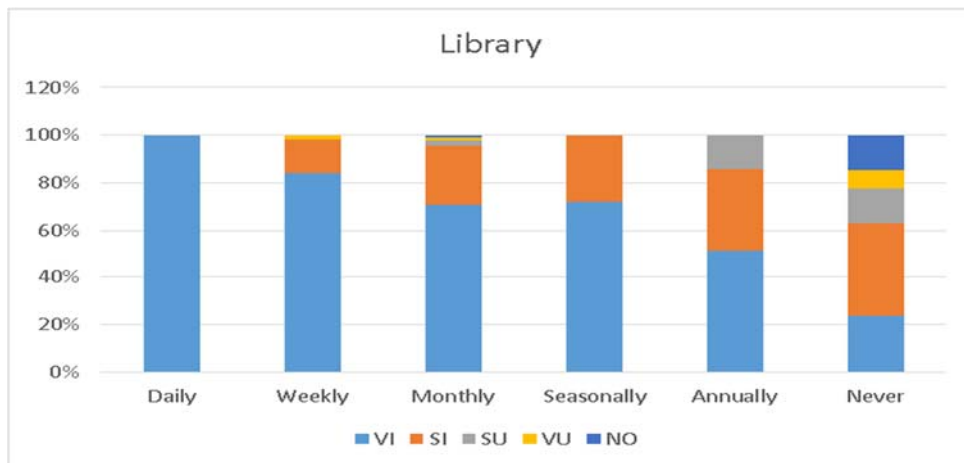
*For these graphs, “never” responses have been removed to make the data more clearly visible

Although the distribution of responses is fairly even across levels of quality, and the most common response is “Don’t Know,” one thing that stands out among those that believe the Permit program to be of low quality, the largest share are people who use it weekly – the highest use rate for permits. This means that frequent users have a tendency to rate the program poorly. Coupled with anecdotal evidence, this signals that improvements in the process should be a priority for the City of Oshkosh.

One issue with the use of this data is the low sample size. Very few of the cross-tabulations on programs have sufficient numbers for judgements to be made, simply because for most programs, the majority of responses have been “never.”

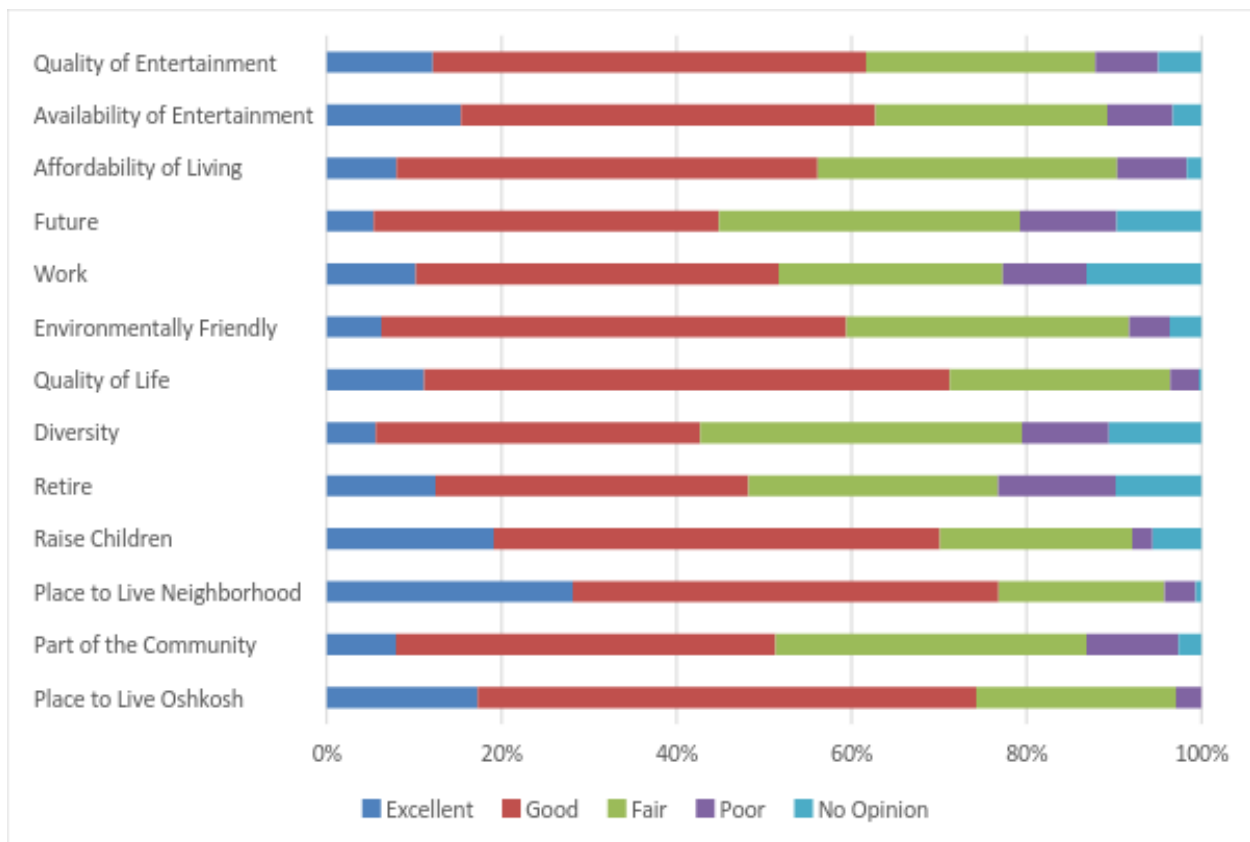


The library is interesting to look at because the general feelings about its quality increase as residents use it more often – those who used it daily considered it to be of excellent quality 71% of the time, and the “excellent” responses correlate with frequency of use.



Regardless of how often they visited, most residents rated the Library as a very important service to the city of Oshkosh. In fact, even amongst those who never used it, a solid majority (63%) rated it as “Somewhat Important” or “Very Important.”

Question 2 - Opinions of the City of Oshkosh

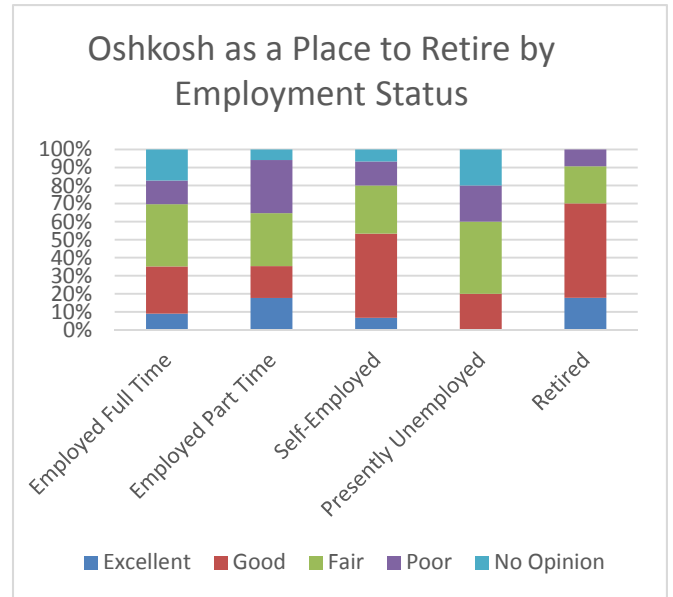
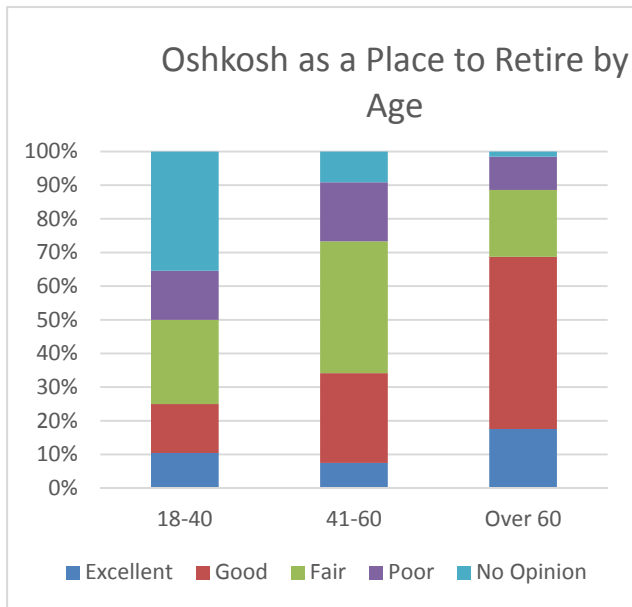


On the whole, Oshkosh appears to be doing well. Most of the responses are on the positive portion of the spectrum, and relatively few people rate any aspect of the city as poor. However, when compared to previous results, there is some cause for concern.

On the following table, we can see that there is an across the board decrease in residents describing the city as “Excellent.” There is an increase in the number of people rating the city “Good” and “Fair” which seems to be primarily driven by the decrease in “Excellent,” although some categories of “Poor” are also decreasing moderately.

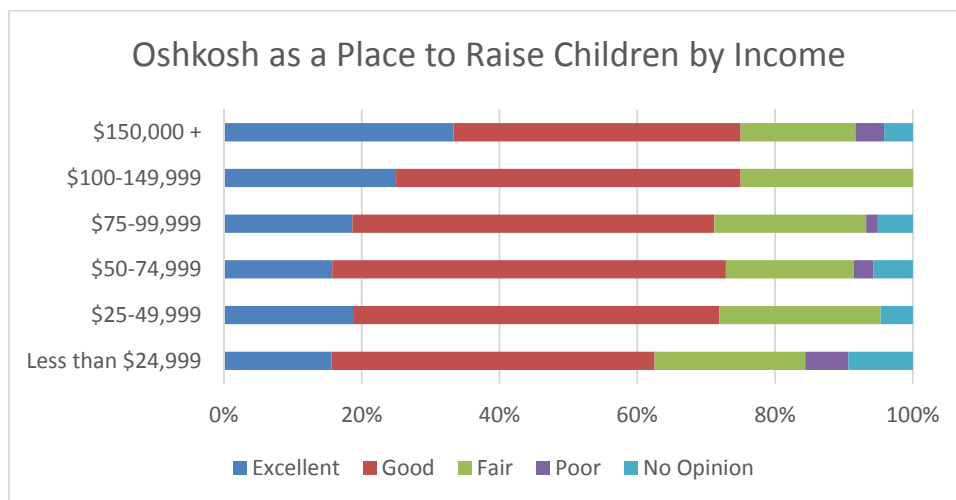
CHANGE	Excellent	Good	Fair	Poor	No Opinion
Oshkosh as a place to live?	-7.05%	1.62%	5.57%	0.16%	-0.31%
Feeling a part of the community?	-3.60%	-0.68%	2.92%	2.46%	-1.10%
Your neighborhood as a place to live?	-9.44%	4.69%	3.57%	1.44%	-0.27%
Oshkosh as a place raise children?	-5.14%	0.68%	5.27%	-1.12%	0.31%
Oshkosh as a place to retire?	-1.83%	3.75%	-2.23%	-4.57%	4.87%
Community openness and acceptance of diversity?	-4.28%	-0.06%	1.77%	-0.60%	3.17%
The overall quality of life in Oshkosh?	-2.06%	-0.37%	2.90%	0.14%	-0.61%
Oshkosh as an environmentally friendly city?	-5.05%	5.34%	1.52%	-1.04%	-0.77%
Oshkosh as a place to work?	-1.12%	-4.78%	1.13%	-2.41%	7.19%
The direction Oshkosh is moving in the future?	-1.66%	-1.94%	5.15%	-2.34%	0.78%
Affordability of living in Oshkosh?	-5.34%	1.11%	6.05%	-2.25%	0.42%
The availability of entertainment/events?	-1.26%	1.24%	-0.30%	0.75%	-0.42%
The quality of entertainment/events?	-0.83%	1.67%	-1.55%	1.04%	-0.33%

One bright spot is the perceptions of Oshkosh as a place to retire. Although the “Excellent” responses fell somewhat, there was an overall decrease in the number rating it poorly, and an increase in the number rating it “Good.”



These graphs also serve to demonstrate that this high rating is amongst the most important constituencies to judging the retirement quality of Oshkosh – people over the age of 60, who are either retired or nearly so, and those who stated that they were retired. Both groups consistently rated the city as either excellent or good.

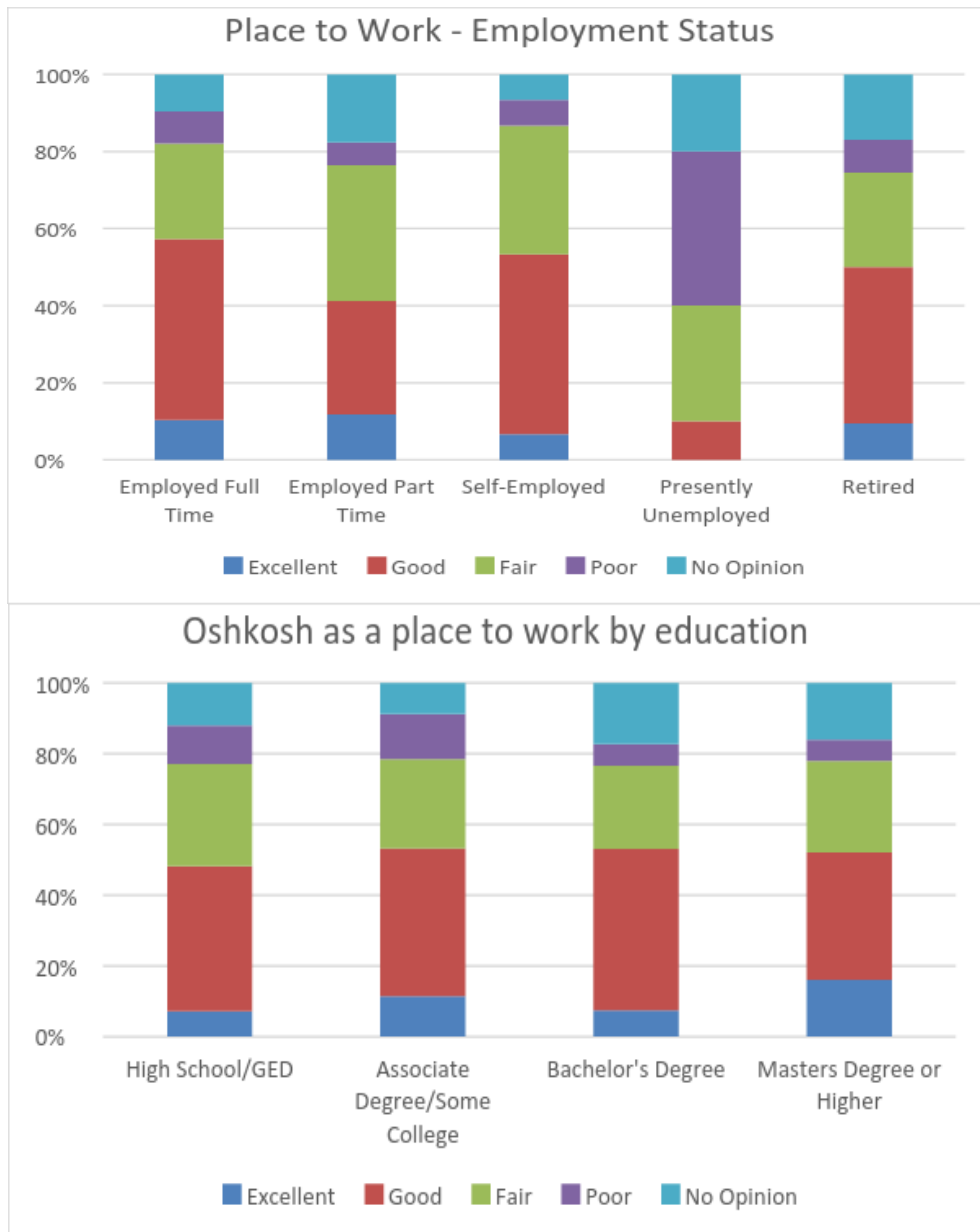
However, one area that might be of some concern is the 41-60 age group. While they are most likely not at retirement age, they are also fairly likely to be at an age where they are considering it and weighing their options. This may be concerning because citizens between the ages of 41-60 only gave “excellent” or “good” responses a combined 32% of the time, indicating that many people do not see Oshkosh as a good place to retire in the future.

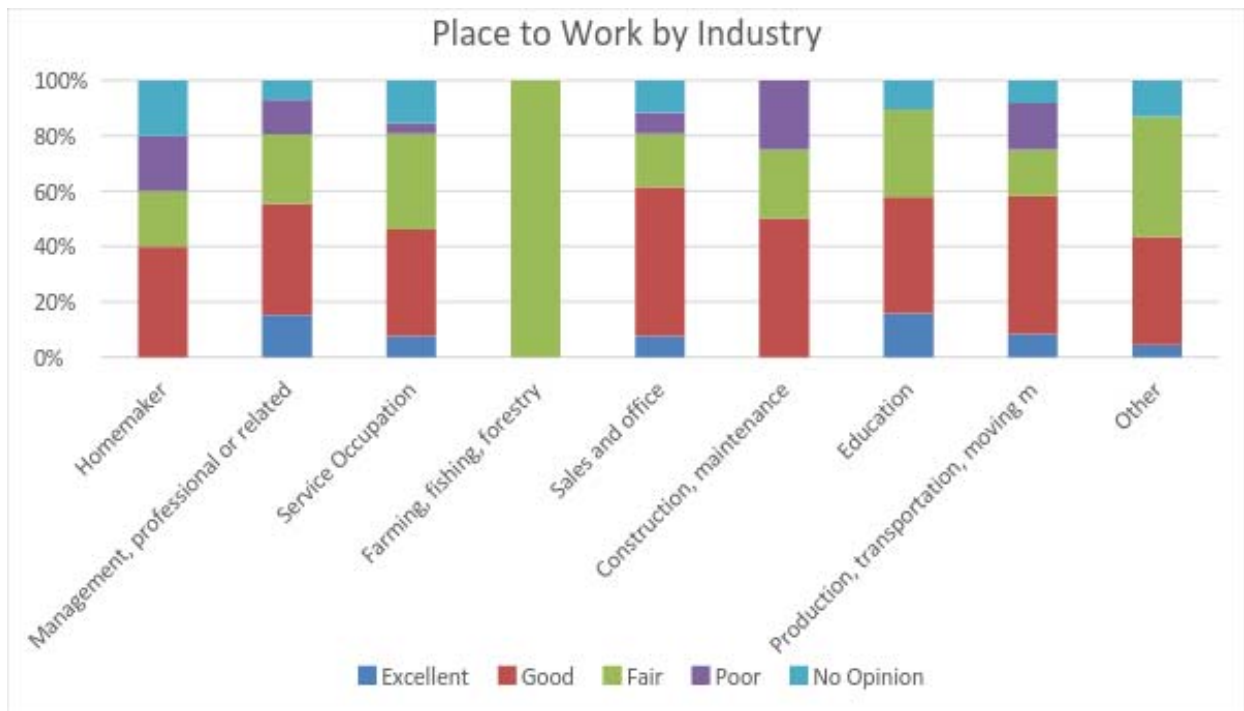


While Oshkosh is overall rated as a good place to raise children, the rating changes according to income. We can see in this graph a trend towards “excellent” responses as the income of the family increases, while the good responses decline as income declines. This shift may indicate a need for programs or services focused on poorer families in Oshkosh.

Oshkosh as a place to work

The following graphs compare how residents responded compared to employment status, profession, and highest education degree completed.

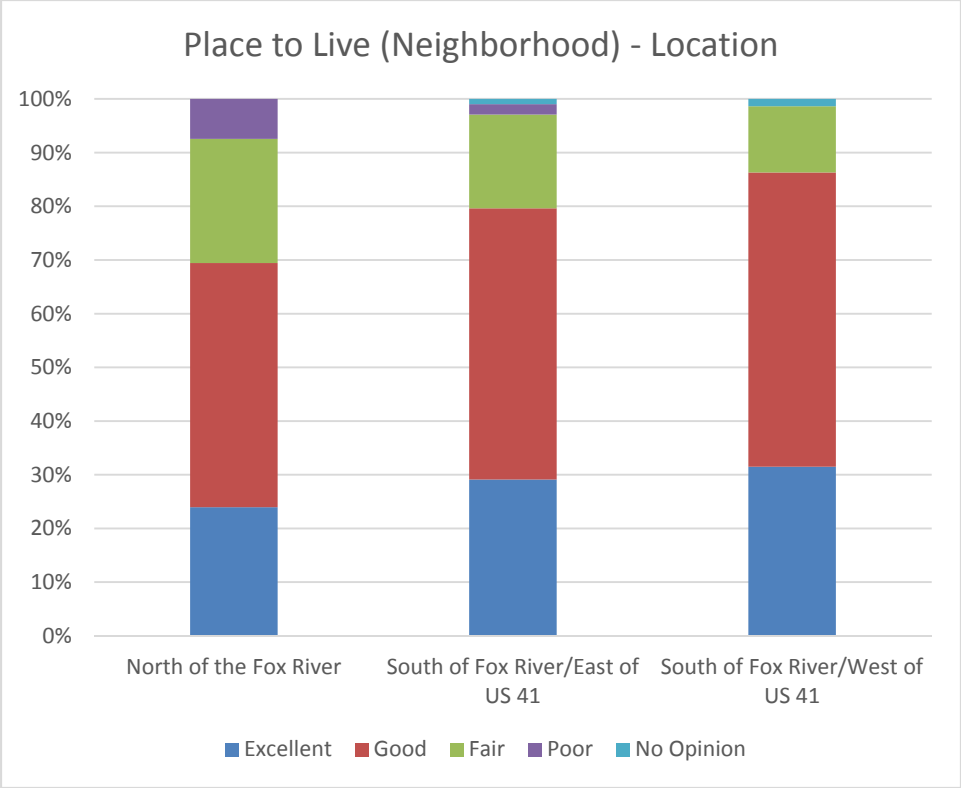




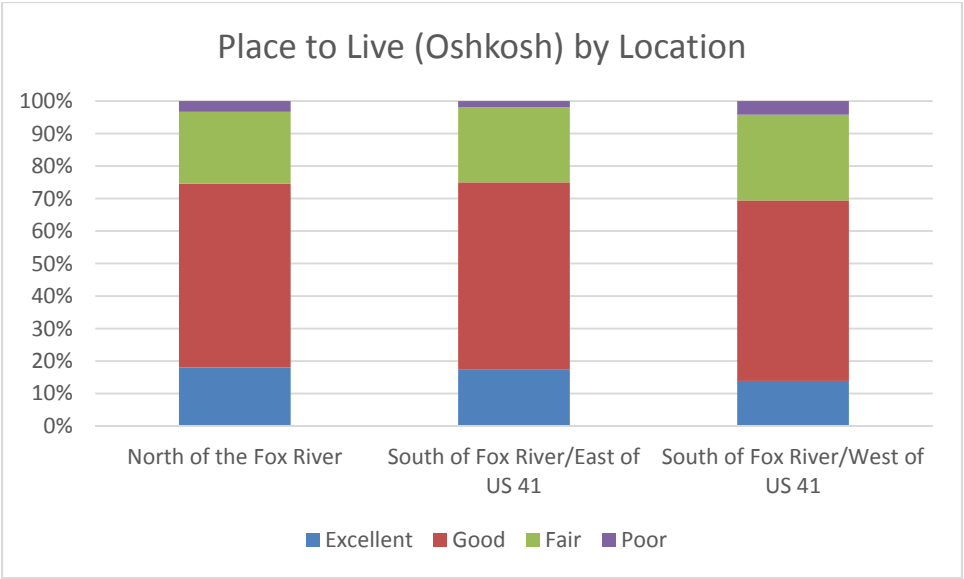
The results are not necessarily surprising – those who said that they were presently unemployed rated the city poorly as a place to work, while those employed full time tended to rate it much better. Some of this is likely also reflected in the degree of educational attainment, with residents possessing less education being more likely to rate the city poorly.

Crosstabs with industry showed the most variation, with those in the management, professional, and educational fields most likely to rate the city as “excellent.” However, areas where Oshkosh may be suffering is in the construction, maintenance, production, and transportation industries – in other words, heavily blue collar professions which have faced employment issues nation-wide for some time.

With education, there are not many strong patterns – the residents rate Oshkosh roughly the same regardless of their education background, although notably those with Associates Degrees and Masters Degrees (but not Bachelors) are slightly more likely to rate the city as “excellent.”

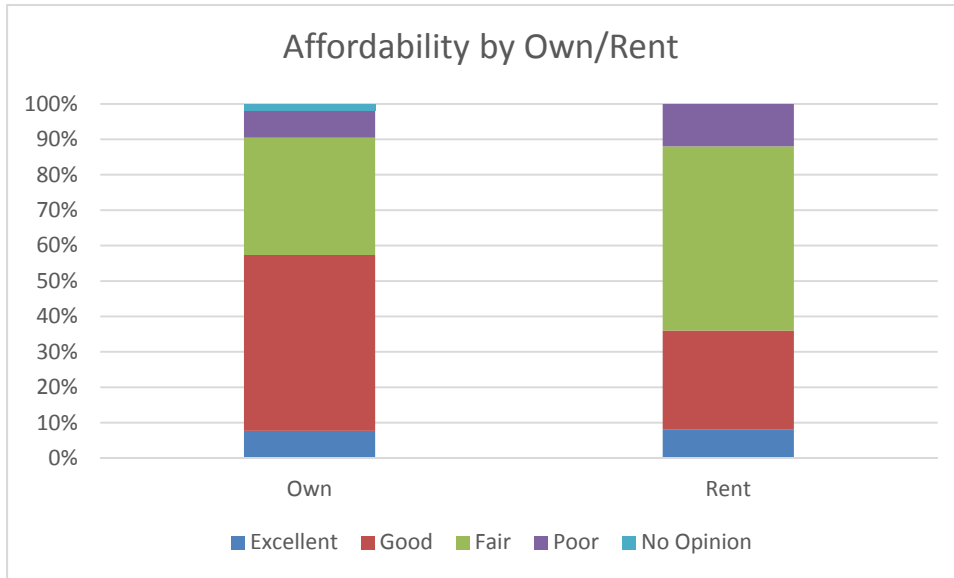


On neighborhood quality, there were a significantly higher number of residents rating the “North of the Fox River” as being a poor place to live as a neighborhood. What is interesting about this is that there aren’t other areas that this pattern can be seen. For example, when looking at how they rate Oshkosh as a whole:



The difference disappears almost entirely, with little difference between locations. There also weren't any significant patterns related to affordability, or how well Oshkosh was rated as a place to work.

Affordability of living in Oshkosh



Here, we can see a large disconnect. Residents who own a home are far more likely to rate Oshkosh's affordability as excellent or good – 57% to just 36% of renters. Respondents rating affordability as poor were also more likely to be renters – 12% for renters' vs 7% amongst homeowners.

Questions 3, 4, and 5 - Safety in Neighborhoods

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.

Of the 2015 responses, 26% felt “very safe”, 52% felt “safe”, 14% felt “neither safe nor unsafe”, 7% felt “unsafe” and 1% felt “very unsafe”. In 2014, 46% of the respondents felt “very safe” versus 21% of respondents in 2015. In 2014, 33% of the respondents felt “safe”, versus 50% of the respondents in 2015. As you can see, there is a shift in the number of responses for 2014 and 2015 for feeling “very safe” and “safe”. Overall, in 2015, 50% of the respondents indicated they felt “safe” in their neighborhood after dark.

Number of responses

	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe	Don't Know
2012	68	122	37	22	21	18
2013	109	151	46	16	5	1
2014	151	109	46	16	5	9
2015	66	155	50	19	5	2

Table 1

Percentage by Year

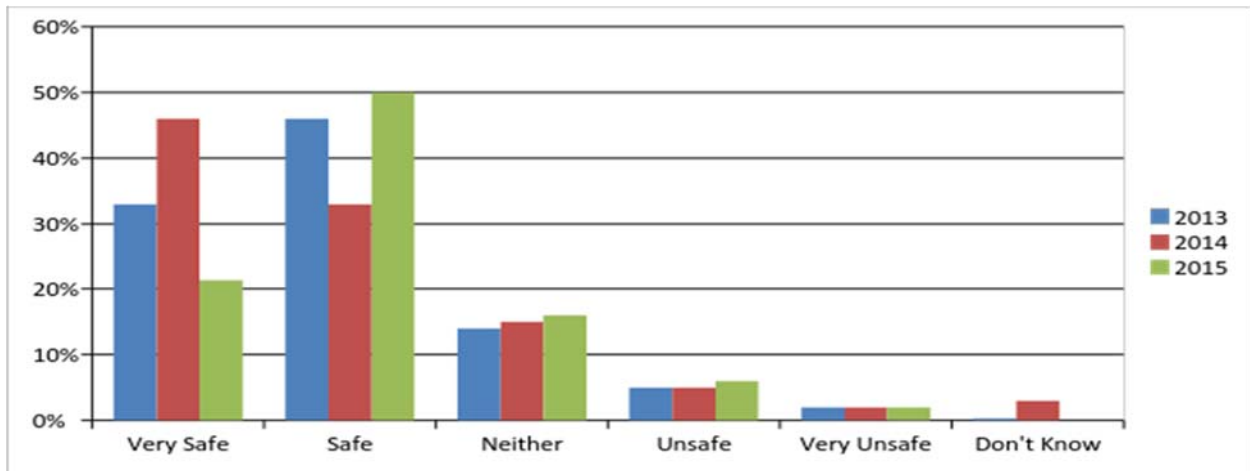


Table 2

This question along with 4 and 5 was cross tabulated in regards to gender, age, location, income level, higher education level and race.

3A. How safe you feel based on Gender.

In 2015, male respondents seemed to feel safer in their neighborhoods than females after dark. Of the Male respondents, 14% felt “very safe” compared to 8% of female respondents. There were 26% of male respondents who felt “safe”, compared to 24% of females.

Number of Responses

	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
Male	42	80	21	9	1	0
Female	24	75	29	10	4	2

Table 3

3B. How safe do you feel based on age.

When analyzed by age groups, 24% of the “over 60” age group seem to feel overall “safe” in their neighborhood after dark compared to only 9% of the “18-40” and 20% from the “41-60” age group. Only 3% of respondents age 41-60 indicated they felt “unsafe” compared to less than 1% of respondents feeling “very unsafe” or “don’t know”.

Number of Responses

Age	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
18-40	12	27	7	2	1	0
41-60	28	59	19	10	2	1
Over 60	26	72	24	8	2	0
Total	66	155	50	20	5	1

Table 4

3c. How safe do you feel by the location of where you live?

The respondents from all three locations seem to feel overall “safe” in their neighborhood after dark. 4% of respondents who live North of the Fox river indicated they felt “unsafe” compared to 2% who live South of Fox River/ East of US 41 and less than 1% who live South of Fox River/West of US 41. This could be a possible addition to the question as to “why they don’t feel safe” in future surveys.

Number of Responses

	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
North of Fox River	20	57	27	12	3	1
South of Fox/East US41	27	54	17	6	0	0
South of Fox/W US41	19	43	6	2	2	1

Table 5

Percentage by Location

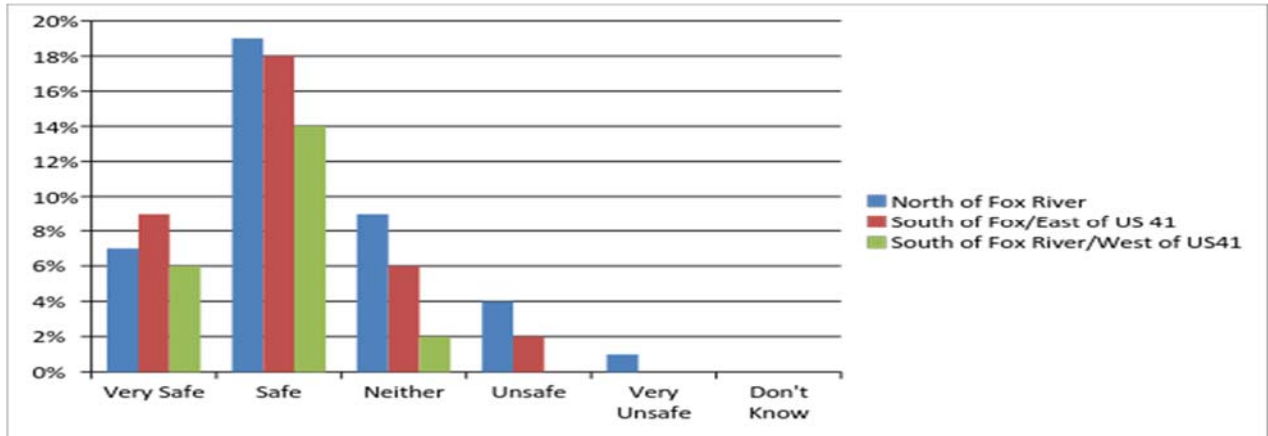


Table 6

3d. How safe do you feel based on Income levels?

The majority of respondents in all income level brackets have indicated that overall, they feel “safe” in their neighborhoods after dark. There were 12% of respondents in the bracket of \$25-49,999, 13% in the bracket of \$50-74,999, and 10% in the bracket of \$75-99,999 income level bracket.

Number of Responses

	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
Less than \$24,999	3	17	6	4	1	1
\$25-49,999	16	33	11	3	1	1
\$50-74,999	15	35	18	2	1	0
\$75-99,999	16	28	7	7	1	0
\$100-149,999	8	16	1	2	1	0
\$150,000+	9	12	2	1	0	0

Table 7

3e. How safe you feel based on higher education levels.

Those respondents who indicated they have a high school/GED 16% or a Bachelor’s Degree 15% had similar number of responses of feeling “safe”. 4% of respondents who reported

they have an Associate Degree/some college had the highest “unsafe” responses compared to others.

Number of Responses

	Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
High School/GED	16	46	15	2	3	1
Associate Degree/Some College	15	39	14	11	0	1
Bachelor's Degree	20	45	11	4	1	0
Master's Degree or Higher	16	22	9	3	1	0

Table 8

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

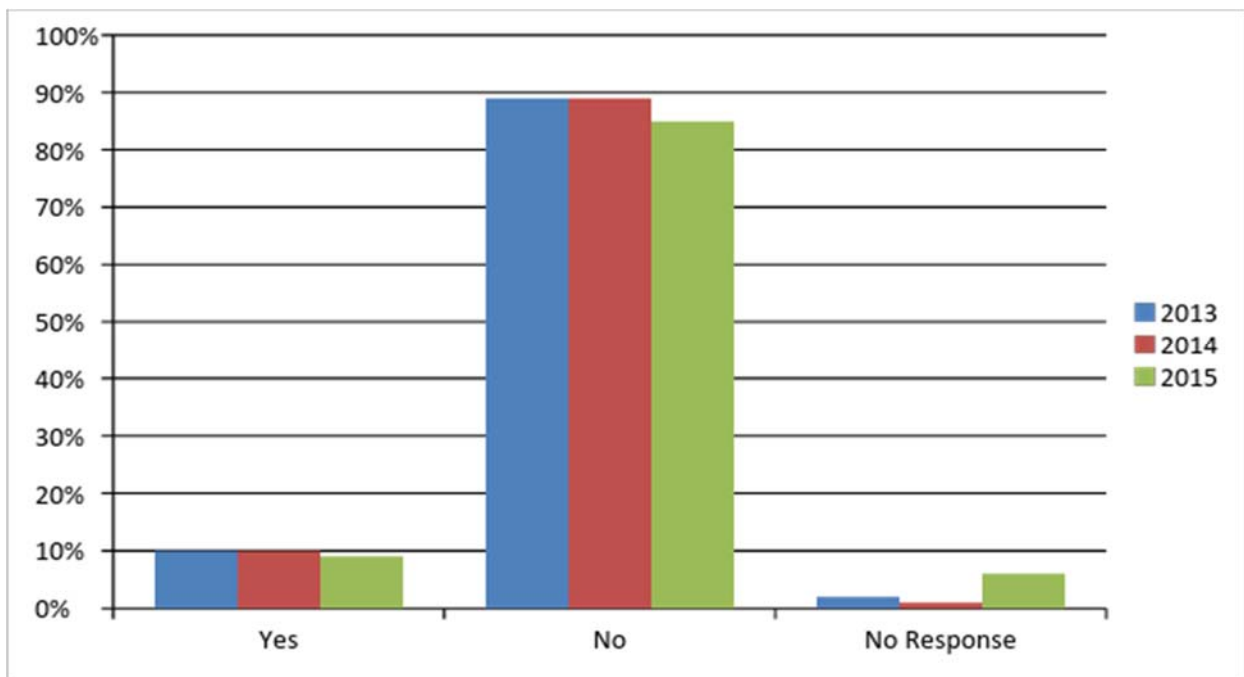
There were 9% of respondents who answered “Yes” they were a victim of a crime and 85% who answered “No” with 6% who did not respond. As you can see in table 9, the numbers reported for the “yes” and “no” answers are very similar to the 2014 survey. As noted in the 2014 survey, it is not known if the crimes were committed in the City of Oshkosh.

Number of Responses

	Yes	No	No Response
2014	33	291	4
2015	29	262	18

Table 9

Percentage of Households – Table 10



4a. Victim of a crime by gender.

There was 46% of males who answered “no” compared to 44% of females; however it could also indicated that they can still be a victim of a crime. Both Males and Females had similar “yes” responses, both being at 5%.

Number of Responses

	Male	Female
Yes	14	15
No	135	127

Table 11

4b. Victim of a crime by age

The responses are broken down into three age categories: 1) 18-40, 2) 41-60, and 3) over 60. Age 41-60 and over 60 had the highest percentage of “no” responses at 77% versus 18-40 with “no” responses being at 14%. Both age groups of 41-60 and over 60 had the same “yes” responses at 7% which was higher than the age group of 18-40 who was at 0%. As you can see, the two older age groups had the higher percentage of responding to the questions all together.

Number of Responses

	Age		
Victim of a crime?	18-40	41-60	Over 60
Yes	6	11	11
No	41	108	117

Table 12

4c. Victim of a crime by location

The respondents who indicated their location to where they live,36% live north of the Fox River, 31% live south of the Fox River/East of US 41 and 24% live south of the Fox River/West of US 41 had responded “no”. It may also indicate that not all crimes could be reported. What is not known, (which was also noted in the 2014 survey) was “if the crime was being committed in Oshkosh”. What would have been helpful is to know is what type of crime is being committed as some may perceive one crime as being more severe as what another person may perceive.

Number of Responses – Table 13

Victim?	North of the Fox River	South of Fox River/East of US 41	South of Fox River/West of US 41
Yes	14	10	5
No	106	90	66

4d. Victim of a crime by income level.

Those respondents who answered “no”, 63% indicated their income levels to be between \$25-49,999 and \$75-99,999. No matter what income level was indicated, the majority of the respondents indicated they were not a victim of a crime

Number of Responses

	Income					
Victim ?	<\$24,999	\$25-49,999	\$50-74,999	\$75-99,999	\$100-149,999	\$150,000 +
Yes	4	8	6	5	0	4
No	28	55	64	52	28	19

Table 14

4e. Victim by Highest Education Level

There were more respondents who answered “no” to this question than “yes”. Respondents with a High School/GED (25%), Associate Degree/Some College (28%) and Bachelor’s Degree (28%) answered “no”. Respondents with a High School/GED (2%) and a Master’s Degree or Higher (2%) had the lowest number of “yes” responses. No matter what level of education the respondent has, the majority answered “no” to this question.

Number of Responses

	Highest Education Level			
Victim?	High School/GED	Associate Degree/Some College	Bachelor’s Degree	Master’s Degree or Higher
Yes	5	11	8	5
No	73	69	72	46

Table 15

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

The number of responses for those who answered this question was very low. As you can see below in table 16, there is a shift with the “no” answers from 2014 to 2015. Respondents indicated, “No” (2%), “yes” (2%) and 28% being a “no response”. It could be that the majority of respondents were not a victim of a crime at all or they did not want to report for other reasons such as the question does not pertain to them.

Number of Responses

	Yes	No	Don't Know	No Response
2014	36	291	0	1
2015	19	12	3	275

Table 16

Percentage by Household

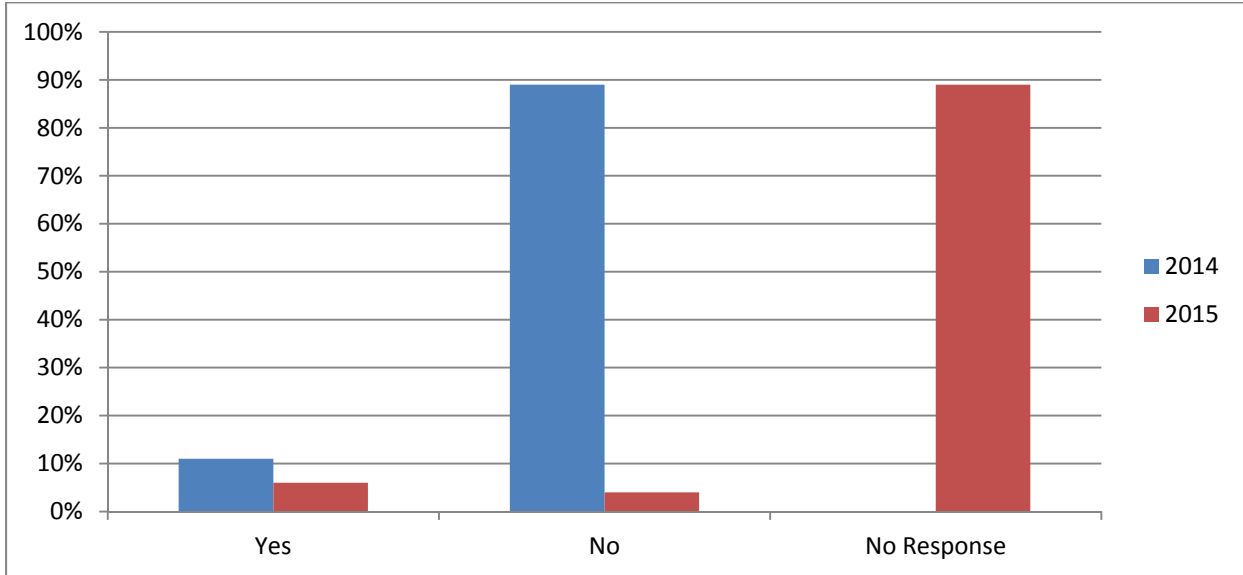


Table 17

5a. Crime reported based on gender.

Females (38%) were more likely to report the crime versus males (18%).

Number of Responses

	Male	Female
Yes	6	13
No	8	4
Don't Know	1	2

Table 18

5b. Crime reported by age

Respondents who indicated their age between 41-60, (27%) reported “yes” they would report the crime. Those respondents over 60, (18%) indicated they would not report the crime.

Number of responses

	Age		
Report?	18-40	41-60	Over 60
Yes	4	9	5
No	3	3	6
Don't Know	1	1	1

Table 19

Percentages by age

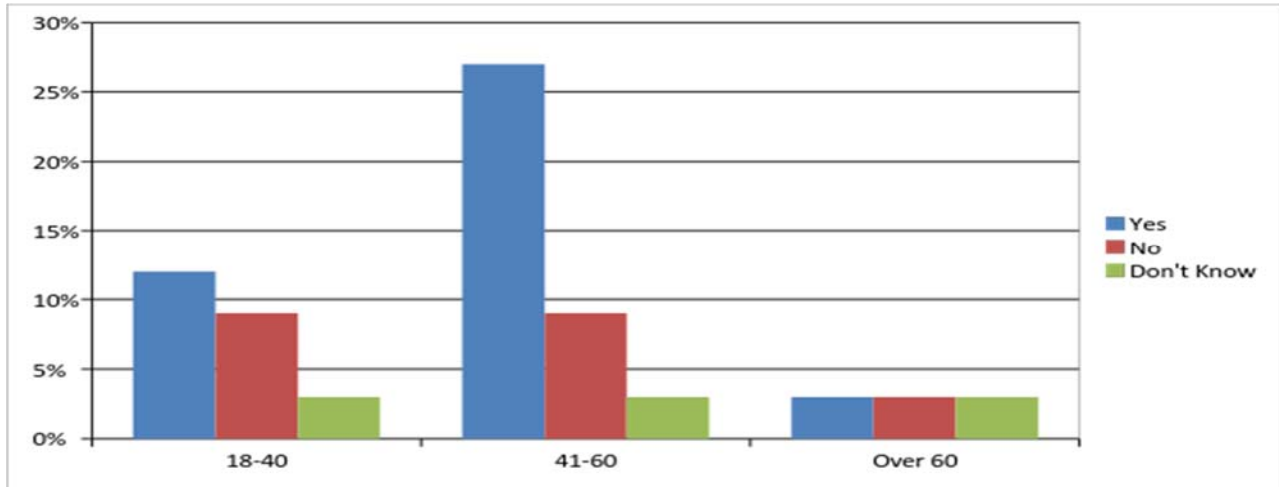


Table 20

5d. Crime reported by Location

Respondents who indicated they live north of the Fox River, 26% would more likely report the crime. Those respondents living south of the Fox River/East of US 41, (21%) would more likely report the crime and south of the Fox River/West of US 41, only (.09%) indicated they would report the crime.

Number of responses

	Location		
	North of the Fox River	South of the Fox River/East of US 41	South of the Fox River/West of US 41
Yes	9	7	3
No	5	5	2
Don't Know	0	1	2

Table 21

5e. Report of a crime by income level

Respondents who indicated their income level to be between \$25-49,999, 16% had the highest “no” answers. These respondents would most likely not report a crime. The respondents in the income levels of < \$24,999 (13%); \$25-49,999 (13%); \$50-74,999 (13%); and \$150,000 + (13%) are more likely to report a crime.

Number of responses

	Income				
Report?	Less than \$24,999	\$25-49,999	\$50-74,999	\$75-99,999	\$150,000 +
Yes	4	4	4	2	4
No	1	5	2	2	1
Don't Know	0	1	1	0	1

Table 22

5f. Crime reported by Highest Education Level

Respondents who have a High School/GED diploma, (18%) would most likely report a crime. Those having an Associate Degree/Some college (15%) and Bachelor’s Degree (15%) were most likely to report the crime. Those with a Master’s Degree or Higher, only (.09%) were more likely to report a crime.

Number of Responses regarding highest education level

	High School/GED	Associate Degree/Some College	Bachelor’s Degree	Master’s Degree or Higher
Yes	6	5	5	3
No	3	5	3	1
Don't Know	1	1	1	0

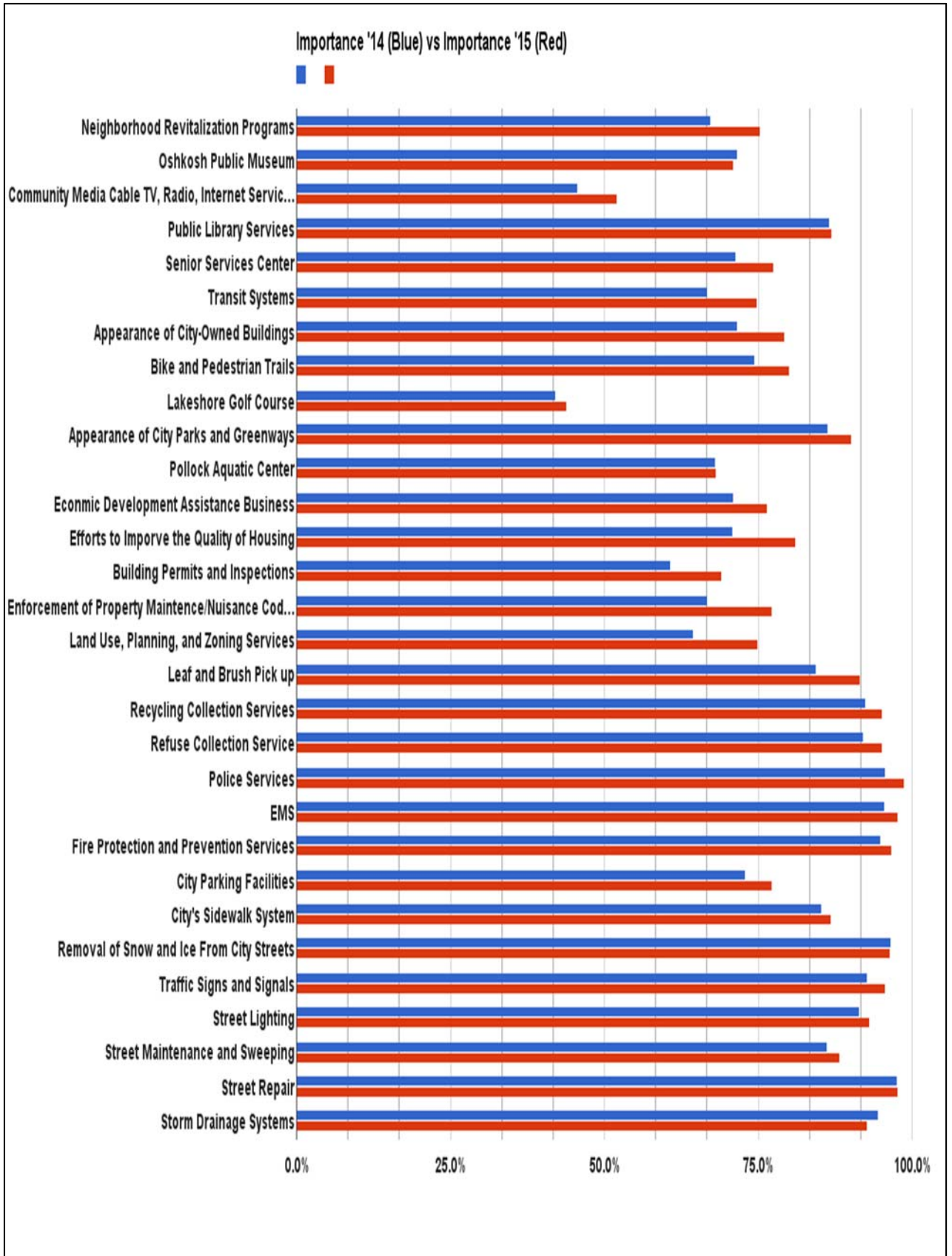
Table 23

*We did a comparison of all three questions in regards to race. The data was not sufficient as the sampling size was very low. The results would have been insufficient and our opinion would not be valid.

Question 6 - Importance of Services

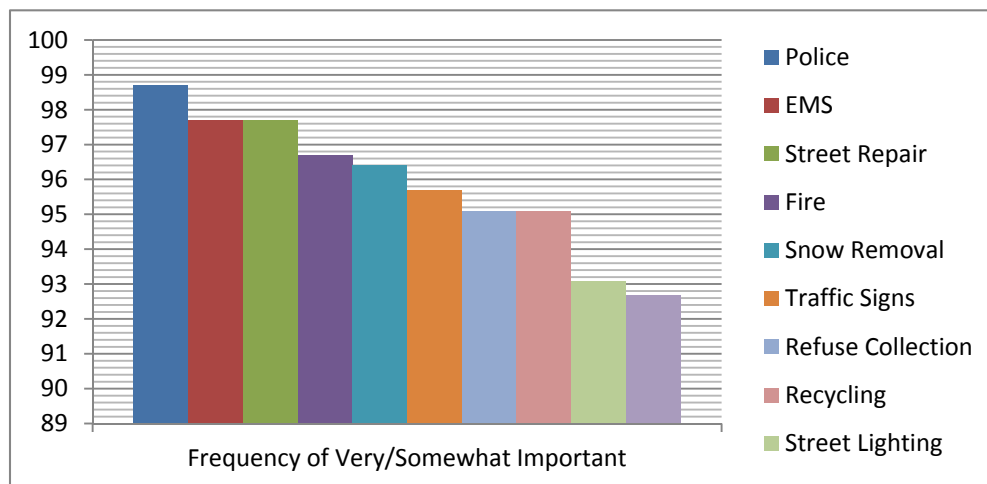
The 2015 Oshkosh citizen survey data is utilized as a tool to provide city officials with insight into areas of improvement and areas that Oshkosh is doing well within the community in the time since the previous year's survey. The citizen survey data has the ability to reflect the atmosphere of the city. It is able to provide the city manager and elected officials with hard evidence of the citizens' satisfaction and dissatisfaction with the services provided. The survey questions regarding importance will allow the city officials to see where they should try to focus more energy and areas where they may be able to provide less focus or maintain the status quo.

Overall, all of the city services are important, in which over 60% of citizens agree, except in Community Media and the Lakeshore Golf Course, this is represented on the graph on the following page. These are specialty areas; therefore, citizens may not understand the importance or may not use the services. In the case of community media, the citizens may not understand all of the services provided related to community media. If community media refers to general spread of public information (newspaper, public access, and other similar mediums), then maybe citizens input would provide a stronger rating for its importance. As for the Lakeshore Golf Course; there may be only so much importance in relation to those who use it. For example, Golf is a selective sport and not a necessity for all citizens to be provided with this service.



Shown below is a graph reflecting the participants' frequency of very important and somewhat important services for the top 10 services of importance in the city of Oshkosh, which is based on the survey data. Police is identified as the most important overall service for the participants of the Oshkosh city survey with 98.7% of participants answering somewhat important or very important. It is evident that the city of Oshkosh takes great value in the importance of a safe community with 3 of their top 5 most important services being police, EMS and fire protection.

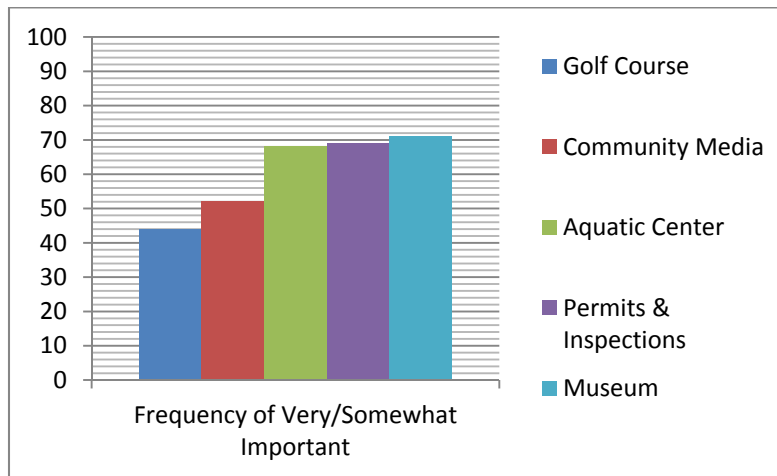
Top 10 Most Important Services in 2015 (based on Oshkosh city survey data)



What is interesting is that street repair has continued to be an area of strong focus for the city of Oshkosh. In the 2014 Oshkosh city survey, 97.6% participants answered somewhat important or very important for the street repair. Since Wisconsin has such long and cold winters, it is of no surprise to see snow removal in the top 10 services of importance in the city of Oshkosh with 96.4%. The top five services rated for the most important by the participants remain to be police, EMS, fire, street repair and snow removal, based on both the 2014 survey data and still today in 2015.

Shown on the below is a graph of the 5 services with the lowest frequency of participants choosing very or somewhat important based on the survey data. 43.8% of participants answered very/somewhat important for the golf course in Oshkosh. 52% of participants answered very/somewhat important for the community media in Oshkosh. 52% of participants answered very/somewhat important for the community media in Oshkosh. 52% of participants answered very/somewhat important for the community media in Oshkosh.

5 Least Important Services in 2015 (based on Oshkosh city survey data)



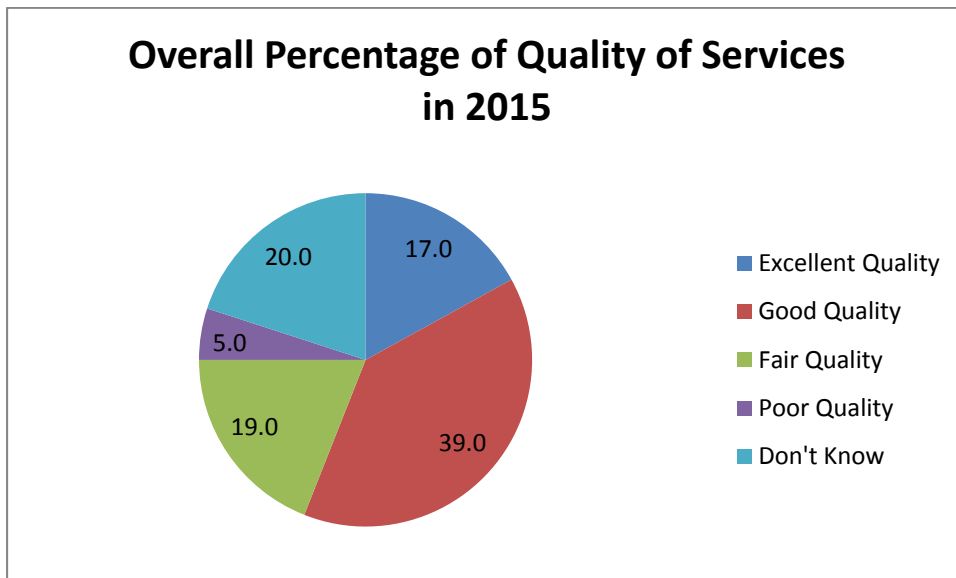
It is interesting to see that the data from 2014 Oshkosh city survey reflect very similar percentages. In 2014, 71.6% of participants answered very/somewhat important for the Oshkosh public museum; Now, in 2015, 71%. In 2014, 68% of participants answered very/somewhat important for the aquatic center and now in 2015, 68.2%. The services in Oshkosh that are not of importance to the majority of Oshkosh participants are consistent from 2014 to 2015, based on the survey data.

6. We would like you to rate the importance of city services. For each service listed below, please check the box that best reflects your opinion of the importance to you of each City service.

Importance of City Services	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	No Opinion/ Neutral
<i>Community Services</i>					
Support for Neighborhood Revitalization Programs	28.3	47.0	12.8	3.0	8.9
Oshkosh Public Museum	25.7	45.3	17.6	5.5	5.9
Oshkosh Community Media Services	15.9	36.1	23.8	7.9	16.2
Public Library Services	59.0	28.0	6.5	2.6	3.9
Senior Services Center	39.9	37.6	9.8	3.6	9.2
Transit System	39.3	35.4	11.5	3.9	9.8
Appearance of City-Owned Buildings	28.6	50.7	13.5	3.9	3.3
<i>Parks</i>					
Bike and Pedestrian Trails	44.1	36.6	8.8	3.9	6.5
Lake Shore Golf Course	12.1	31.7	20.3	20.3	15.7
Appearance of City Parks & Greenways	47.4	42.8	4.9	2.9	2.0
Pollock Aquatic Center	25.6	42.6	12.1	8.9	10.8
<i>Economic Development</i>					
Economic Development Assistance to Businesses	36.4	40.1	9.9	1.7	11.9
Efforts to Improve the Quality of Housing	37.2	43.9	8.6	3.0	7.3
Building Permits and Inspections	23.6	45.5	17.3	4.3	9.3
Enforcement of Property Maint/Nuisance Codes	35.0	42.2	14.2	3.3	5.3
Land Use, Planning, and Zoning Services	29.8	45.2	12.7	2.7	9.7
<i>Refuse and Recycling</i>					
Leaf and Brush Pick up	57.5	34.0	4.9	1.0	2.6
Recycling Collection Services	76.1	19.0	2.3	1.0	1.6
Refuse Collection Service	75.7	19.4	1.6	.3	3.0
<i>Protective Services</i>					
Police Services	85.2	13.4	.7	.3	.3
Emergency Medical Services (ambulance)	85.0	12.7	.7	.3	1.3
Fire Protection and Prevention Services	84.9	11.8	1.6	1.0	.7
<i>Road Maintenance and Construction</i>					
City Parking Facilities	22.4	54.8	14.2	4.0	4.6
City's Sidewalk System	41.4	45.4	9.3	2.0	2.0
Removal of Snow and Ice From City Streets	75.7	20.7	1.6	.7	1.3
Traffic Signs and Signals	58.7	37.0	2.3	.7	1.3
Street Lighting	58.2	34.9	3.9	1.6	1.3
Street Maintenance and Sweeping	50.3	37.9	7.8	2.3	1.6
Street Repair	75.2	22.5	1.0	.7	7
Storm Drainage Systems	69.3	23.4	3.3	1.7	2.3

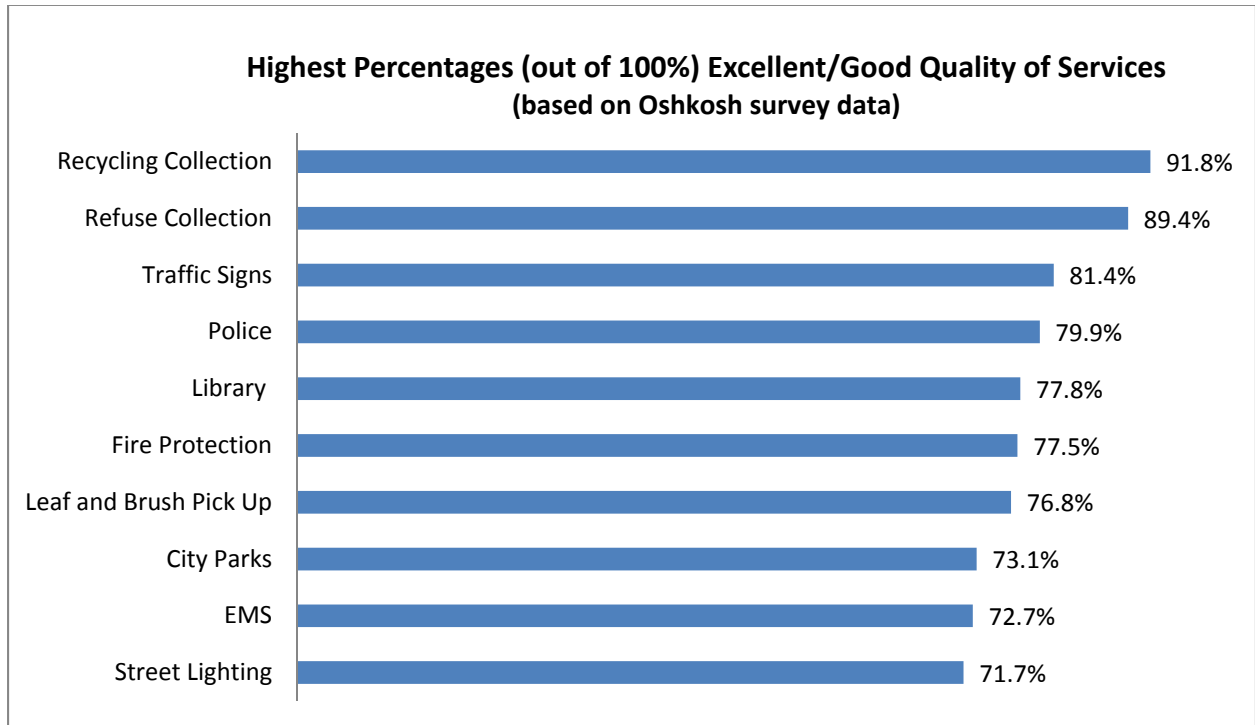
Question 7 - Quality of Services

The quality of services provided by the city of Oshkosh, based on participants' opinions, is a key part to understand in order to maintain satisfaction or improve services as needed. There is no better way to see how well the city is providing their services and meeting the expectations of their citizens than hearing it directly from the citizens. The survey question regarding quality is able to demonstrate to the city of Oshkosh their strengths and weaknesses with providing the highest quality services possible and maintaining once the expectations are met. This information is essential in order to maintain status quo when appropriate and further prepare for the future ensuring that Oshkosh has all of the tools and data necessary in order to provide the best quality of services to their citizens.



It is an interesting observation to bring to focus that 20% of the survey participants responded with “don’t know” in the 2015 Oshkosh city survey; in 2014, this percentage was 19%. This may indicate a lack of citizen engagement, lack of citizen participation or lack of citizen interest in public services. There are multiple ways to analyze this percentage of “don’t

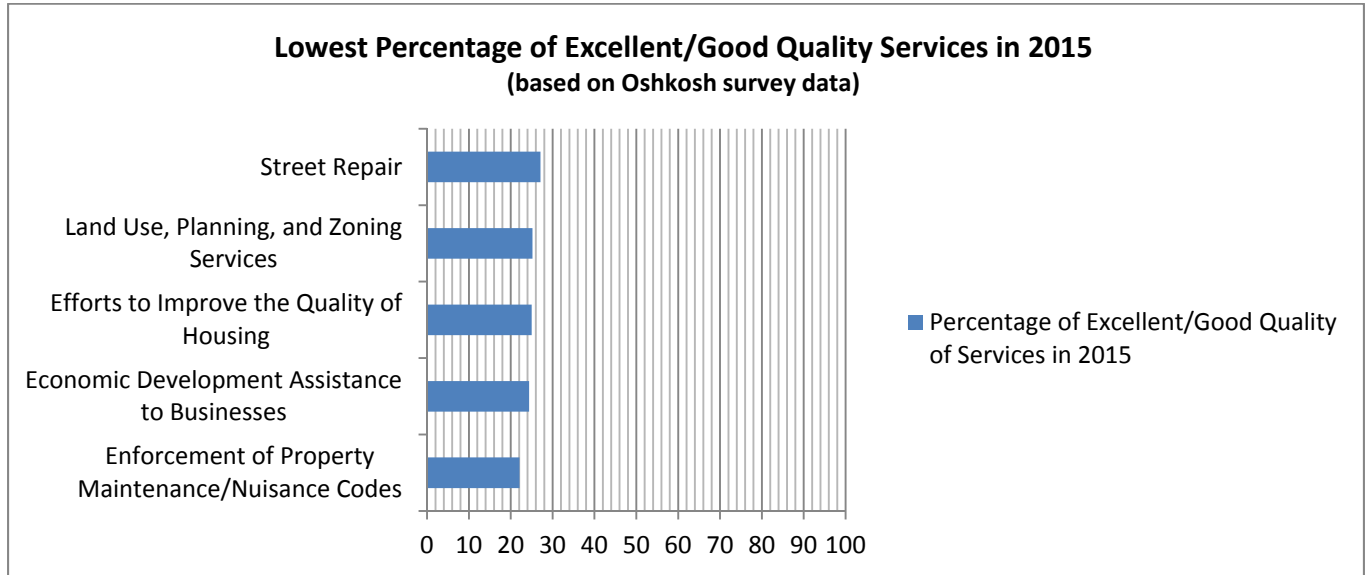
know” responses. Over half of the overall quality of services (56%) in 2015 is good quality or excellent quality which is something that the city of Oshkosh should be very proud to observe. This year’s percentage is precisely 5% higher than the survey results in 2014 (51% good/excellent quality), which represents that Oshkosh is moving in the right direction with quality of services.



The top ten services that rated the highest quality in the combination good and excellent categories, are shown above. It is evident that the Library Services, Street Lighting, Traffic Signs and Signals, Refuse Collection Services, Recycling Collection Services, Leaf and Brush Pick up, Police Services, Emergency Medical Services, and Fire Protection and Prevention Services continue to meet the high quality expectations of the Oshkosh citizens because in the 2014 survey, these same services were identified as above 60% excellent/good quality.

The two highest quality rated services Recycling Collection Services and Refuse Collection Services at 91.8% and 89.4% in combined excellent and good quality have rose

dramatically from the 2014 survey data, 85% and 84%. This is an impressive area of improvement with more than 5-6% increase in quality of service.



The services shown above are areas that need improvement in order to provide the excellent/good quality services that every community strives to provide to their citizens. The street repair service with only 27.1% excellent/good quality is of no surprise for the city of Oshkosh because Oshkosh is aware of this challenge in the community regarding improvements on their street repairs. In 2014, this same service received the most responses of poor quality at 32%. Now in 2015, the street repair service received 35.8% poor quality responses. The issue of street repair is obviously a continuous issue with these statistics maintaining similar responses.

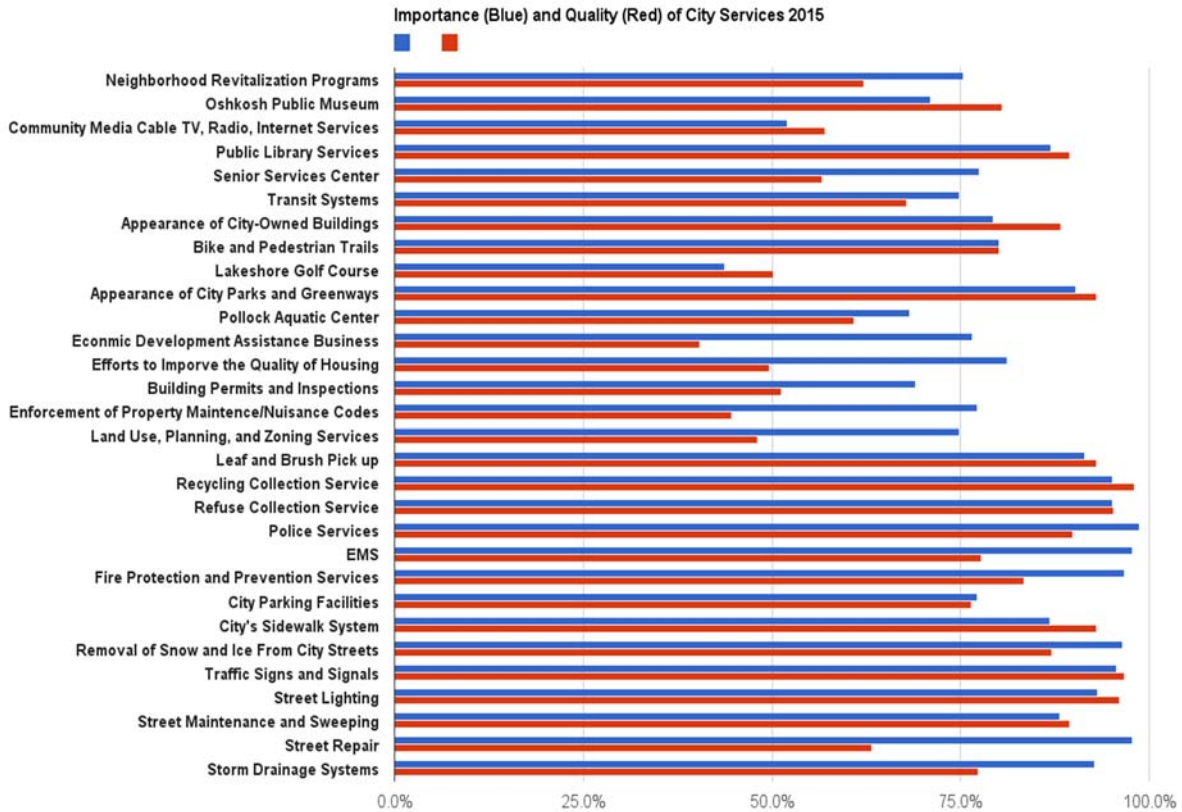
7. We would like you to rate the quality of city services. For each service listed below, please check the box that best reflects your opinion of the quality to you of each City service.

Quality of City Services	Excellent	Good	Fair	Poor	Don't Know
<i>Community Services</i>					
Neighborhood Revitalization Programs	4.3	29.4	28.4	6.4	31.4
Oshkosh Public Museum	18.5	46.2	15.8	2.3	17.2
Community Media Cable TV, Radio, Internet Services	7.1	30.7	19.3	2.4	40.5
Public Library Services	33.8	44.0	11.6	1.3	9.3
Senior Services Center	16.0	30.3	10.3	1.3	42.0
Transit System	11.0	40.8	16.1	4.7	27.4
Appearance of City-Owned Buildings	8.7	54.3	25.3	4.3	7.3
<i>Parks</i>					
Bike and Pedestrian Trails	14.3	47.8	17.9	2.0	17.9
Lake Shore Golf Course	7.6	30.9	11.6	1.0	48.8
Appearance City Parks & Greenways	15.3	57.8	19.9	1.3	5.6
Pollock Aquatic Center	14.6	39.1	7.3	0.3	38.7
<i>Economic Development</i>					
Economic Development Assistance to Businesses	1.7	22.7	16.1	7.7	51.8
Efforts to Improve the Quality of Housing	2.7	22.3	24.7	6.0	44.3
Building Permits and Inspections	4.7	23.6	22.9	6.6	42.2
Enforcement of Property Maintenance/Nuisance Codes	4.6	17.5	22.5	11.9	43.4
Land Use, Planning, and Zoning Services	3.0	22.2	22.9	5.7	46.1
<i>Refuse and Recycling</i>					
Leaf and Brush Pick up	28.5	48.3	16.2	1.7	5.3
Recycling Collection Services	45.4	46.4	6.3	0.7	1.3
Refuse Collection Service	45.5	43.9	6.0	0.3	4.3
<i>Protective Services</i>					
Police Services	39.3	40.6	9.9	2.3	7.9
Emergency Medical Services (ambulance)	37.2	35.5	5.0	0.0	22.3
Fire Protection and Prevention Services	39.4	38.1	6.0	0.3	16.2
<i>Road Maintenance and Construction</i>					
City Parking Facilities	6.0	43.9	26.6	3.7	19.9
City's Sidewalk System	9.6	54.8	28.6	4.7	2.3
Removal of Snow and Ice From City Streets	14.2	45.2	27.7	12.2	0.7
Traffic Signs and Signals	21.3	60.1	15.3	2.3	1.0
Street Lighting	16.6	55.1	24.3	3.7	0.3
Street Maintenance and Sweeping	11.9	52.0	25.5	7.9	2.6
Street Repair	5.4	21.7	36.1	35.8	1.0
Storm Drainage Systems	10.2	33.2	33.9	10.2	12.5

Analysis of Importance and Quality of Services

Shown on the following page is a side-by-side comparison of importance and quality in 2014 and 2015. Excellent, good, and fair quality answers were added together, with very important and somewhat important answers in hope to provide insight on the quality of the important city services from highest to lowest. What was determined is that in 2014 there is a particular area of the city services where the quality is not leveling with the importance. The area of the service titled “Economic Development” (between Economic Development Assistance to Businesses and Land Use, planning, and Zoning Services) has a large range between importance and quality. The importance is as high as 71% and quality is as low as 39.1%. Thus, averaging an importance of 66.72% compared to an average quality of 43.36%. However, importance leveled with quality expectation in a few services, such as Public Library Services, Appearance of City Buildings, City Sidewalk System, Traffic Signs and Signals, Street Lighting, Street Maintenance and Sweeping, and all of Refuse and recycling. These services resulted in less than 1% difference in importance and quality.

In 2015, not much has changed in the percentage points. The largest range was the area of Economic Development, in that the importance of these services averaged 75.76% and the quality of the service averaged 46.84%. Although there was an increase in importance and quality, the range between the two are much the same, as in 2014. However, importance leveled with quality expectation in a few services, such as, Public Library Services, Appearance of City Buildings, City Sidewalk System, Traffic Signs and Signals, Street Lighting, Street Maintenance and Sweeping, and all of Refuse and recycling. These services resulted in less than 2.5% difference in importance and quality.



The Oshkosh citizens identified seven of the top ten services, Street Lighting, Traffic Signs, Fire Protection, EMS, Police, Refuse Collection and Recycling Collection, as very or somewhat important and excellent or good quality. This is extremely beneficial for the city of Oshkosh to see that they are provided excellent/good quality for the services that are of high importance to their citizens.

The services identified as high importance and low quality demonstrate that the City must make action plans in order to improve the quality of these important services to their citizens. These services are identified as snow ice removal, enforcement of codes, street maintenance, street repair, neighborhood revitalization, and housing.

Overall, the survey data reflects that most of the city services that are of high importance to the citizens have fair or higher quality. There are red flags, which were identified with services that reflected high importance and low quality are areas that the city of Oshkosh. These red flags may be areas to focus more time, energy, or financing. The red flag areas are street repair, snow ice removal, and neighborhood revitalization.

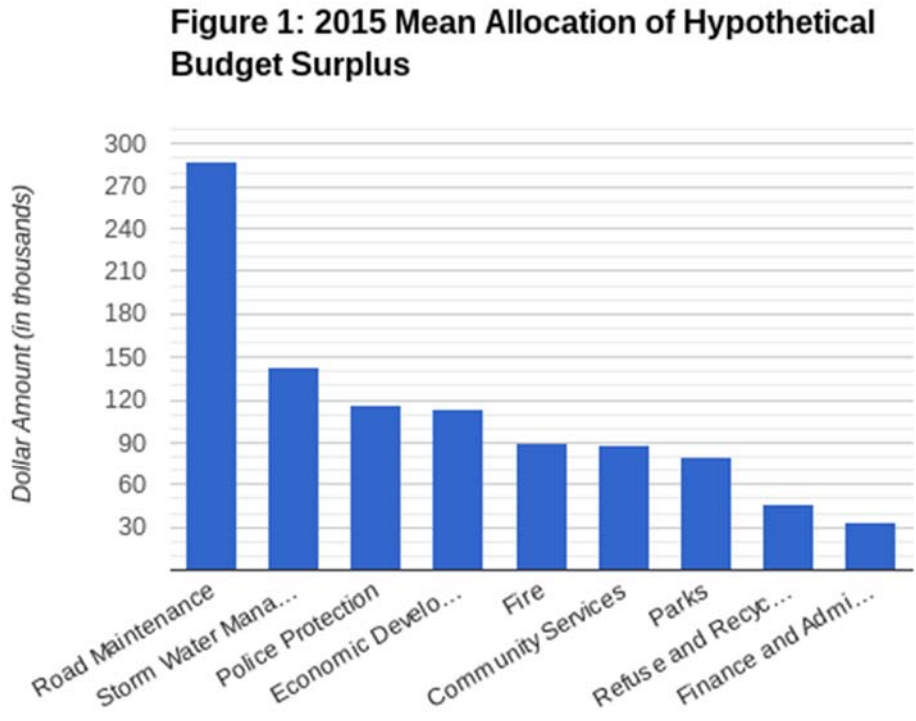
Questions 8 & 9 - Budget Priorities

Questions eight and nine ask survey respondents to both allocate and subtract a hypothetical one million dollars from the city budget based on specific services provided by the city. The nine service areas listed for consideration include: Community Services, Economic Development, Refuse and Recycling, Finance and Administration, Police Protection, Fire Suppression and Prevention, Parks, Storm Water Management and Road Maintenance. When comparing response results for questions eight and nine, 2015 experienced a slight decrease in question eight and almost the same response rate for question nine. In 2014, question eight had 274 responses, while 2015 only had 248 responses. Question nine, however, remained virtually unchanged with 233 responses in 2014 and 234 responses in 2015. Overall survey respondents totaled 309.

Budget Surplus

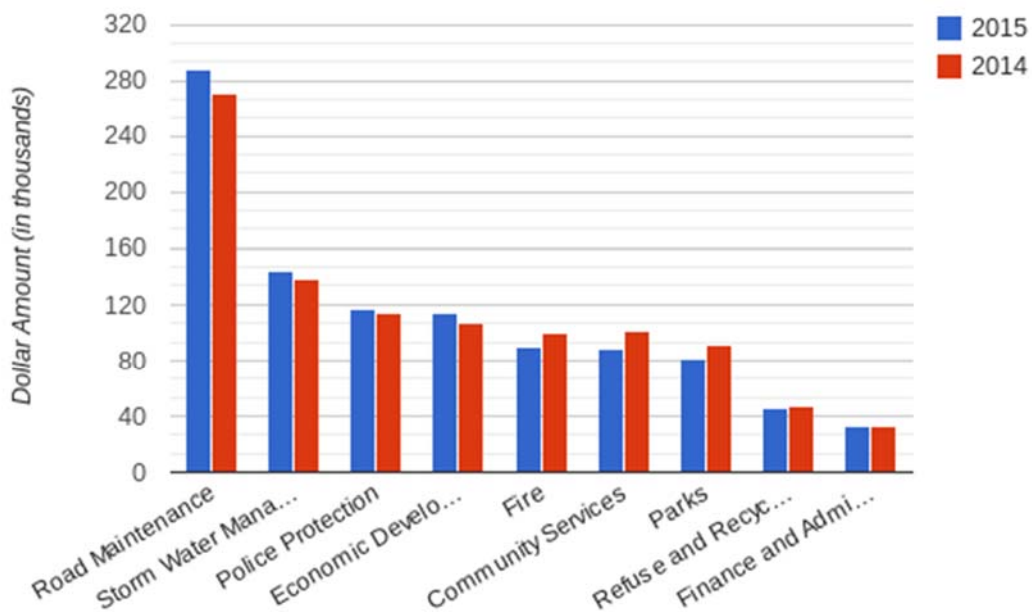
Question eight of the survey asked respondents to allocate a hypothetical budget surplus of one million dollars amongst the nine categories. Much like the past few years, Road Maintenance continues to be the area which receives the most amount of money. The average allocation given to Road Maintenance was \$287,311 of the one million dollars. Also continuing a similar trend, Finance and Administration continues to be the category which received the least amount of money. The average allocation for Finance and Administration was \$33,414. There has been little shift in regards to the overall rankings between 2014 and 2015. The top four categories and the bottom three categories remain the same. The only change in rankings come in the areas of Community Services and Fire Protection. In 2014, Community Services was ranked number five and Fire number six. This year, those services have switched places, with Fire being

number five and Community Services being number six. Figure 1 shows the average allocations for all services in 2015.



Comparing all rankings from 2014 to 2015, very little has changed with regard to the order; however there has been some change in the overall average allocation to each category. In terms of increases in the allocation amounts, Road Maintenance and Economic Development saw the largest increases. Road Maintenance had an increase of approximately \$17,000, while Economic Development had an increase of approximately \$7,000. In examining overall decreases in allocations, Fire, Community Services and Parks all had decreases. Community Services had the largest decrease, which was approximately \$12,000, while both Fire and Parks were around \$9,000 (Figure 2).

Figure 2: 2015 Mean Surplus Allocation Compared to Previous Year



Interestingly, the top four categories all received increases in allocations, while the bottom five all received decreases when comparing 2014 to 2015 responses.

Another way to examine the responses to question eight is to review the survey responses from question six, Importance of Services and question seven, Quality of Services. When focuses on the top category where the most money was allocated, Road Maintenance, is viewed with high importance but lacks the same high level of quality according to survey respondents. In question six and seven, Road Maintenance is broken down into two areas: Street Repair and Maintenance. With regards to street repair, 97% of respondents felt that it was either very or somewhat important; however only 30.5% of respondents felt that the quality of street repair was either excellent or good. An overwhelming majority, 73% felt the quality was only fair or poor. With regards to maintenance, 88% felt that the service was either very or somewhat important; however only 57% of respondents felt the quality was either excellent or good. These

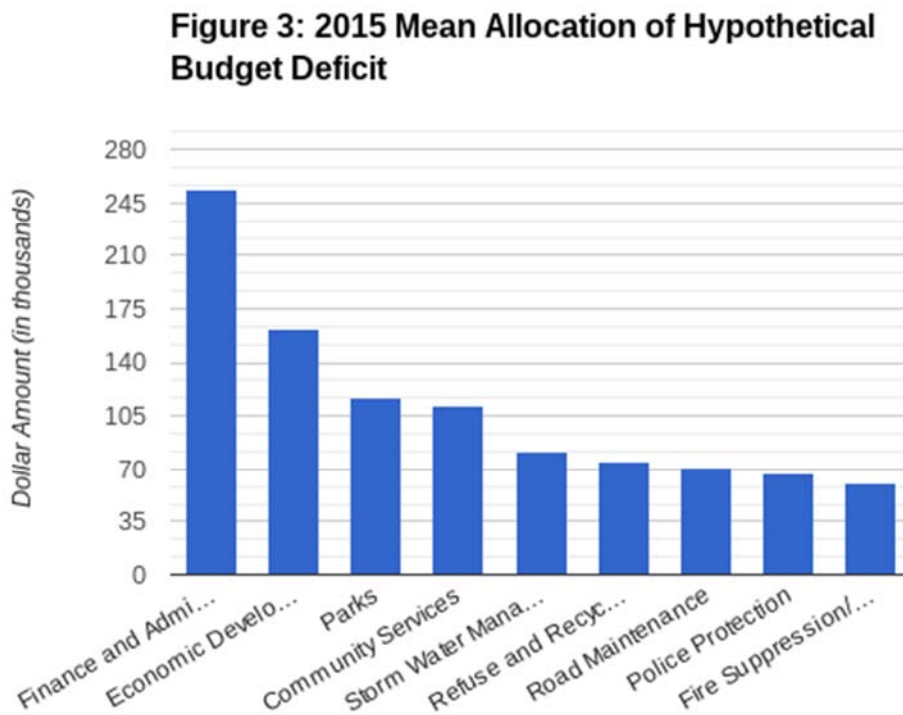
comparisons likely explain the reasoning behind why Road Maintenance received the most allocation.

Although importance of the service appears to be a driving factor for receiving more allocation, it cannot be applied across the board. For example, there is widespread agreement of the importance Police Protection, which 98.7% of survey respondents felt was either very or somewhat important, however, there is no representation of this high importance when it relates to mean allocation. Police Protection ranked third for the second year in a row, but is considerably behind Road Maintenance in terms of the amount of money allocated. Unlike Road Maintenance; however, Police Protection received high marks with regards to quality of services provided. 79 % of survey respondents felt that police provided either excellent or good quality of service. This difference could imply that respondents of the survey believe that Police Protection, while very important, is not the area they wish to spend money on as they feel the quality of service is already high. Respondents appear to spend money on areas they feel are important but lacking the quality desired.

Budget Deficit

Question nine of the survey asked respondents to make decisions on how to cut a hypothetical one million dollars from the city's budget. Again, respondents were asked to choose amongst the same nine categories as in question eight as to how to allocate this shortage. Much like 2014, the top two categories that received the biggest cuts remained unchanged. The rankings for 2015 are as follows: Finance and Administration, Economic Development, Parks, Community Services, Storm Water Management, Refuse and Recycling, Road Maintenance, Police Protection and Fire Suppression. Finance and Administration came in first with a mean allocation of \$254,090 Economic Development was second with a mean allocation of \$161,426

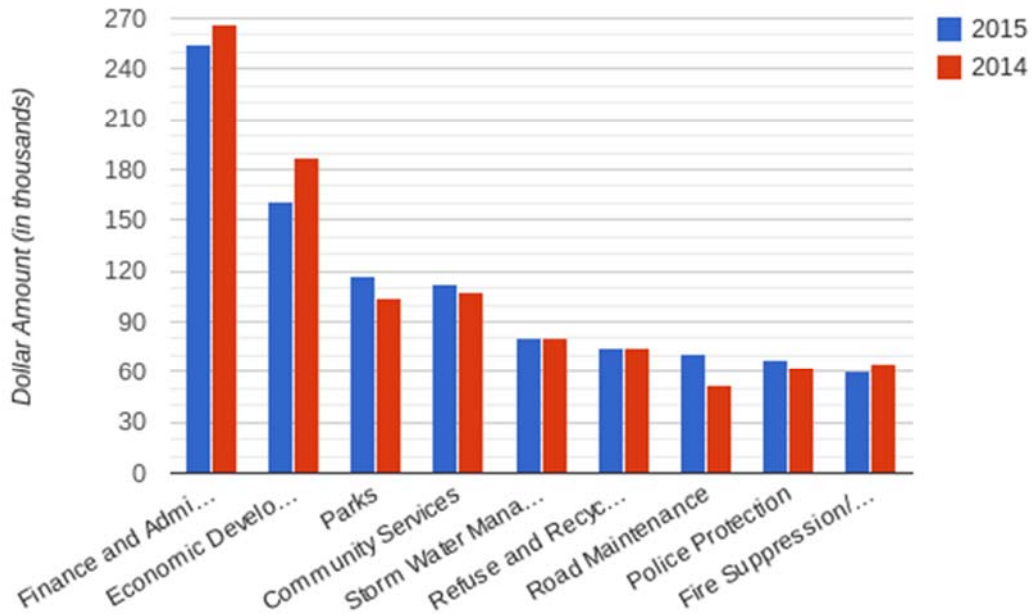
(Figure 3). The biggest change from 2014 to 2015 is in the area of Road Maintenance, which was ranked ninth in 2014, but moved up to seventh in 2015. This was also one of the largest differences in allocations as well. In 2014, the mean allocation was approximately \$51,000 and this year that number jumped to \$71,000.



Although the rankings did not change for the top two categories, both saw a decrease in the amount of money that respondents would like taken from those areas between 2014 and 2014. In Finance and Administration, the amount was reduced by approximately \$12,000 and even more interesting was that the amount for Economic Development was reduced by approximately \$26,000 (Figure 4). When compared to questions six and seven regarding importance of service and quality of service, it makes it difficult to ascertain why there would be such a large change. 76.9% of respondents felt that Economic Development was either very or somewhat important; however 33% of those responding didn't know whether the quality was

good or not. Perhaps this can be seen as citizens viewing the economy in better terms and that they are ready for more community growth.

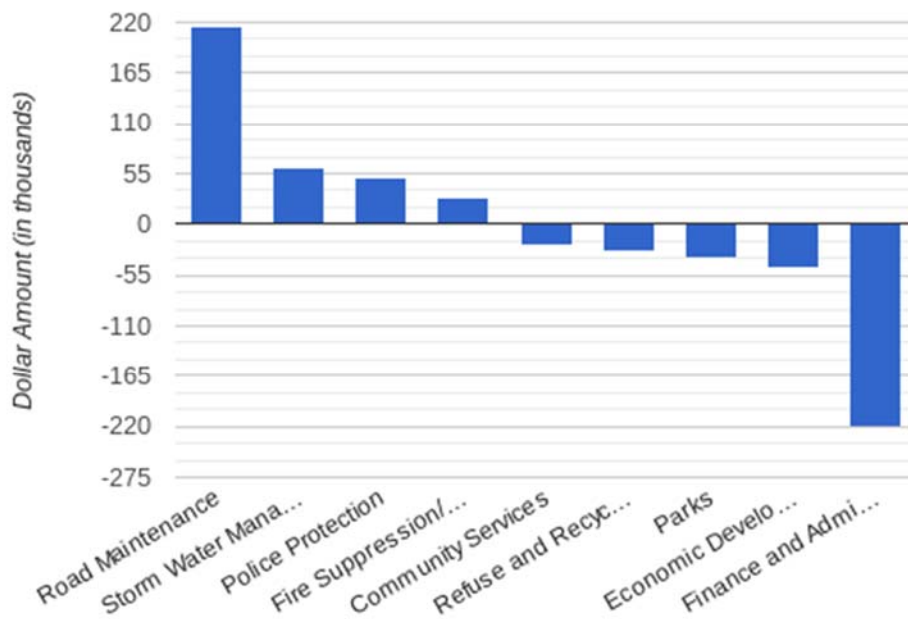
Figure 4: 2015 Mean Budget Deficit Allocation Compared to Previous Years



Net Increase or Decrease

Another way to look at responses from the hypothetical addition and subtraction of the one million dollars is to combine the two numbers so that they reflect citizen opinion of a budget with neither a shortfall nor a surplus (Figure 5). This provides a great representation for the respondents in regards to their priorities of the nine different categories of service. On surveys in which respondents answered both questions eight and nine could be used, which brought the response rate to 228 out of 309 total surveys.

Figure 5: 2015 Net Surplus or Deficit of City Budget



The first four categories which are Road Maintenance, Storm Water Management, Police Protection and Fire Suppression were the only categories to receive a net positive allocation. This is the same status as last year and is a good representation of what the citizens feel are both the most important services as well as what services lack the most quality and need improvement within the City of Oshkosh.

Survey Data - Question Eight

#8 - Extra \$1 Million	2014 Rank	2014 Mean*	2015 Rank	2015 Mean*
Road Maintenance	1	270.29	1	287.31
Storm Water Management	2	138.64	2	143.44
Police Protection	3	113.63	3	116.90
Economic Development	4	107.47	4	114.31
Fire	6	99.31	5	90.06
Community Services	5	100.50	6	88.20

Parks	7	91.28	7	80.65
Refuse and Recycling	8	46.58	8	45.72
Finance and Administration	9	32.39	9	33.41

*In thousands

Survey Data - Question Nine

#9 - Reduce \$1 Million	2014 Rank	2014 Mean*	2015 Rank	2015 Mean*
Finance and Administration	1	266.87	1	254.09
Economic Development	2	187.01	2	161.43
Parks	4	104.11	3	117.18
Community Services	3	107.59	4	112.14
Storm Water Management	5	80.27	5	81.03
Refuse and Recycling	6	74.98	6	74.98
Road Maintenance	9	51.69	7	71.64
Police Protection	8	62.18	8	66.94
Fire Suppression/Prevention	7	65.57	9	60.57

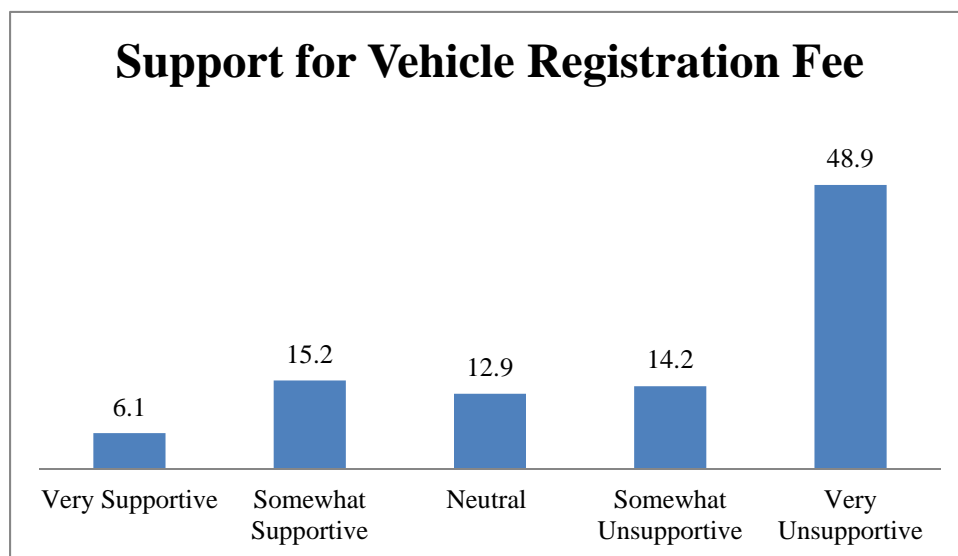
*In thousands

Section Eight and Nine - Net Change

	2015 Add*	2015 Subtract*	Difference*
Road Maintenance	287.31	71.64	215.67
Storm Water Management	143.44	81.03	62.41
Police Protection	116.90	66.94	49.96
Fire Suppression/Prevention	90.06	60.57	29.49
Community Services	88.20	112.14	-23.94
Refuse and Recycling	45.72	74.98	-29.23
Parks	80.65	117.18	-36.53
Economic Development	114.31	161.43	-47.12
Finance and Administration	33.41	254.09	-220.68

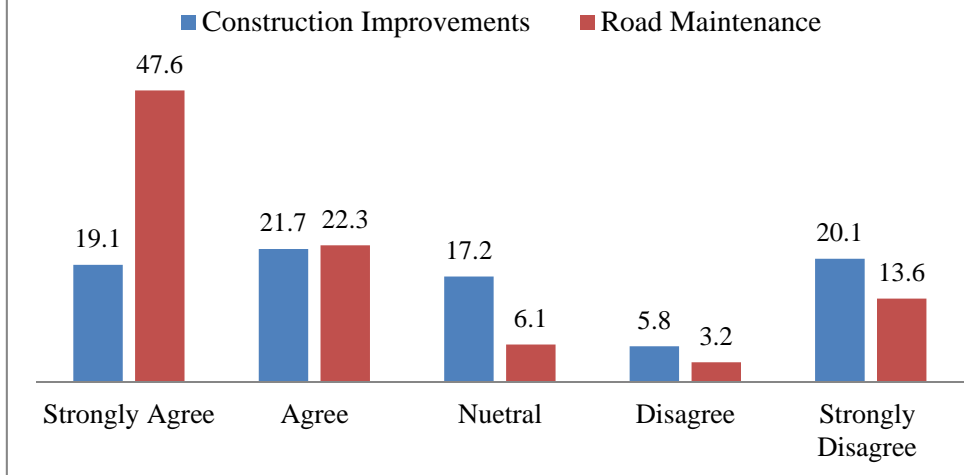
Question 10 and 11 – Vehicle Registration Fees

Question 10 asked respondents about their opinion on a new \$20 wheel tax. There were a total of 309 respondents to the question. The overwhelming consensus among respondents was very unsupportive with 48.9% of them against the implementation of a wheel tax. 14.2% were somewhat unsupportive, 6.1% were very supportive and 15.2% were somewhat supportive while 12.9% were neutral.



Question 11 asked the respondents about how a registration fee should be used if one were to be imposed on cars. It scales the questions on a five-point Likert scale from Strongly Agree to Strongly Disagree. 40.8% of respondents indicated they either agreed or strongly agreed that the fee should be used for construction improvements. 69.9% of respondents either agreed or strongly agreed that the fee should be used for street maintenance. Ultimately more people would prefer the revenue generated from the wheel tax be used for street maintenance rather than for construction improvements.

Use for Vehicle Registration Fee



Question 12 - Additional Comments

Over the past 5 years common themes have been identified in the written comments of the survey: poor road conditions, business/economic development, high taxes and the development of bike/walking paths. This year's survey highlights many of the same themes.

Included in the 2015 Citizen Survey responses for the City of Oshkosh were 145 additional written comments. These comments varied in their content: some were very broad generalizations while others were very detailed in nature. Comments also varied in tone; some very negative and frustrated while other complimentary and supportive. The topic with the most comments this year was regarding the poor road conditions, with high taxes as a very close second. New to this year's survey was the wheel tax. Respondents commented on this with third highest frequency.

City roads and infrastructure received significant comments. The narrowing of Main Street was brought up several times. Some comments were positive regarding the change, but many felt it was not reconstructed appropriately and that additional changes to the north should be considered. Overall the citizens of Oshkosh would like to see continued improvement in their roadways throughout the city.

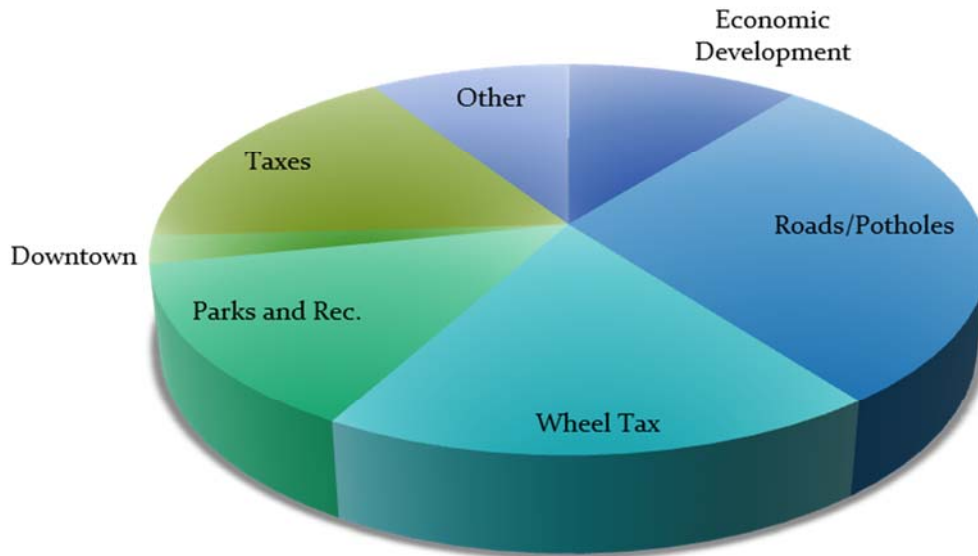
High taxes were also a hot topic for the residents of Oshkosh. Many felt that their property taxes were extremely high. Many noted that city workers are paid too much while others noted the "extra" non-essential services should not be on tax bills. Respondents also expressed concern on how taxes were spent in regards to the Oshkosh School System; some respondents stated that there was not enough money or support for education, while others commented that too much money was going to the city's educational system.

Concerns regarding public safety, police protection, and crime prevention were also a consistent theme. Many citizens expressed concern about the safety of our streets. Many "speed zones" and bike safety issues were also mentioned on several different occasions. The citizens of Oshkosh want to feel safe in their community.

On a positive note; Oshkosh parks and recreation received some constructive comments in regards to the river walk and bike trails. Some challenges still exist with dog-friendly parks and garbage and refuse, but overall comments were fairly complementary. Economic development

was another bright spot in the survey comments. Citizens are taking notice of development efforts and applauding the City for their involvement. Some expressed concern over wages and job skills, however.

Citizen Concerns



Question 13 - Analysis of Survey Result to Demographics of City

The following survey demographics were requested from the participants and compared to the census data from 2010 for the City of Oshkosh.

Type of Demographic	Demographic Breakdown	Survey Responses	Survey Response Percentages	2010 US Census Percentages
Gender	Male	153	51.2%	51.2%
	Female	146	48.8%	48.8%
	No Response	10		
Age	18-40	49	16.2%	
	41-60	120	38.8%	
	Over 60	133	44%	16.7%
	No Response	7		
Marital Status	Married	184	60.5%	49.9%
	Not Married	86	28.3%	33.4%
	Widowed	34	11.2%	6.25%
	No Response	5		
Time - Oshkosh	5 Years or Less	21	6.9%	6.8%
	6-20 Years	68	22.4%	24%
	20+ Years	214	70.6%	67%
	No Response	6		
Own/Rent	Own	277	91.4%	55.1%
	Rent	26	8.6%	44.9%
	No Response	6		
No. of Children	None	225	74.8%	71%
	One	25	8.3%	9.7%
	Two	37	12.3%	11.5%
	Three +	13	4.3%	5.7%
	No Response	8		
Location	North of the Fox River	122	40.8%	42.7%
	South of the Fox River/East of US 41	104	34.8%	37.6%
	South of the Fox River/West of US 41	73	24.4%	14.3%
	No Response	10		
Income	Less than \$24,999	33	11.7%	28.6%
	\$25-49,999	66	23.5%	28.6%
	\$50-74,999	71	25.3%	20.4%
	\$75-99,999	59	21%	11.3%
	\$100-149,999	28	10%	8.2%

	\$150,000 +	24	8.5%	3%
	No Response	28		
Type of Demographic	Demographic Breakdown	Survey Responses	Survey Response Percentages	2010 US Census Percentages
Employment Status	Employed Full Time	146	49.2%	59%
	Employed Part Time	17	5.7%	2.5%
	Self-Employed	15	5.1%	2.3%
	Presently Unemployed	10	3.4%	3.8%
	Retired	109	36.7%	37.3%
	No Response	12		
Profession	Homemaker	5	2.6%	2.2%
	Management, Professional or related	72	37.1%	15.4%
	Service Occupation	26	13.4%	9.7%
	Farming, Fishing, Forestry	1	0.5%	0.4%
	Sales and Office	26	13.4%	4.7%
	Construction, Maintenance	8	4.1%	2.2%
	Education	20	10.3%	8.2%
	Production, Transportation, Moving Materials	13	6.7%	6.5%
	Other	23	11.9%	10.4%
	No Response	115		
Highest Education Level	High School/GED	84	28.3%	36.1%
	Associate Degree/Some College	80	26.9%	6.6%
	Bachelor's Degree	81	27.3%	15.3%
	Masters Degree/ Higher	52	17.5%	7.2%
	No Response	12		
Race	White	283	96.6%	90.5%
	Black	1	0.3%	3.1%
	Two or more races	6	2.0%	1.7%
	Asian	1	0.3%	3.2%
	Some other race	2	0.7%	0%
	No Response	16		

- **Gender** – The sample replying to the survey is representative of the population in Oshkosh.

- **Age-** The age of the survey participants was divided into four categories, different than that of the US Census data. The majority of the citizens are either 41-60 or over 60.
- **Marital Status** – The percentage of married respondents to the census population data is quite high which may result in different views on child related services, public safety needs and more vested interest in the community.
- **Lived in Oshkosh** – The percentage of respondents that have lived in Oshkosh for 20+ yrs is at 69%, which may demonstrate a long term commitment to the community.
- **Own/Rent** – The percentage of respondents that own their own home in Oshkosh was 89.6% which may demonstrate a commitment to the community.
- **No. of Children** – The highest percentage of respondents to the survey have no children, which could indicate differences in community values.
- **Location in the City** - The percentage of survey respondents on both sides of the river seem relatively equal.
- **Income** – The annual incomes of the respondents show the majority of them fall in the three lowest income ranges.
- **Employment Status** – The survey results appears to replicate the census data from 2010 for the most part. There is a high level of the population that is employed full time or retired.
- **Profession** – There was a high level of no responses, which may be indicative of there not being a category representing the survey respondents. There does appear to be a high number of responses from those in the management and professional areas as well as sales and services.
- **Highest Education Level** – The highest level of education among respondents seems to have gone up in the associate degree/some college category and Bachelors degree categories. There is also an even larger jump in the Masters degree or higher level of education in Oshkosh. A significant amount of the respondents have high education.
- **Race** – The city of Oshkosh is predominantly white with a percentage of 91.6% of the respondents. There is not much diversity.

Appendix A – Internet Survey Results- 2015 – XXX 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	12.5	8.3	0	41.7	8.3	29.2
Lake Shore Golf Course	4.3	0	4.3	26.1	17.4	47.8
Pollock Aquatic Center	4.3	4.3	0	13.0	13.0	65.2
Leach Amphitheatre	4.2	0	8.3	45.8	12.5	29.2
Oshkosh Public Museum	0	0	4.3	8.7	60.9	24.0
Senior Services Center	8.7	8.7	0	0	8.7	68.0
Public Library Services	15.0	15.0	35.0	5.0	5.0	25.0
Police Services	4.8	0	4.8	0	28.6	61.9
Fire Protection and Prevention Services	4.5	0	0	0	9.1	86.4
Emergency Medical Services (ambulance)	4.5	0	0	4.5	4.5	86.4
Building Permits and Inspections	4.5	0	0	0	40.9	54.5
Enforcement of Property Maintenance/Nuisance Codes	4.8	0	0	0	14.3	81.0
City Parking Facilities Building	4.3	17.4	34.8	8.7	13.0	21.7
Oshkosh Community Media Services	0	22.7	13.6	9.1	13.6	40.9
Transit System	4.8	4.8	0	0	9.5	81.0
Recycling Collection Services	4.2	58.3	20.8	0	4.2	12.5
Refuse Collection Service	4.2	58.3	12.5	8.3	0	16.7
Leaf and Brush Pick up	4.3	8.7	4.3	39.1	8.7	34.8

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

	Excellent	Good	Fair	Poor	No Opinion
Oshkosh as a place to live?	13.6	63.6	18.2	4.5	0
Feeling a part of the community?	4.5	45.5	36.4	13.6	0
Your neighborhood as a place to live?	13.6	63.6	13.6	9.1	0
Oshkosh as a place to raise children?	13.6	50.0	18.2	9.1	9.1
Oshkosh as a place to retire?	4.5	40.9	31.8	13.6	9.1
Community openness and acceptance of diversity?	0	45.5	27.3	27.3	0
The overall quality of life in Oshkosh?	0	68.2	22.7	9.1	0
Oshkosh as an environmentally friendly city?	4.5	36.4	45.5	8.0	4.5
Oshkosh as a place to work?	9.5	42.9	33.3	14.3	0
The direction Oshkosh is moving for the future?	13.6	36.4	22.7	22.7	4.5
Affordability of living in Oshkosh?	18.2	40.9	40.9	0	0
Availability of entertainment/events?	9.5	33.3	42.9	14.3	0
The quality of entertainment/events?	9.1	36.4	40.9	13.6	0

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

Very Safe	Safe	Neither	Unsafe	Very Unsafe	Don't Know
45.5	40.9	13.6	0	0	0

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

Yes	No
9.1	90.9

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

Yes	No	Don’t Know
100	0	

6. Importance of services – percentages.

Importance of City Services	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	No Opinion/ Neutral
<i>Community Services</i>					
Support for Neighborhood Revitalization Programs	50.0	38.9	5.6	0	5.6
Oshkosh Public Museum	41.2	35.3	23.5	0	0
Oshkosh Community Media Services	38.9	27.8	22.2	11.1	0
Public Library Services	16.7	61.1	16.7	0	5.6
Senior Services Center	38.9	50.0	5.6	0	5.6
Transit System	33.3	44.4	22.2	0	0
Appearance of City-Owned Buildings	38.9	38.9	16.7	5.6	0
<i>Parks</i>					
Bike and Pedestrian Trails	33.3	50.0	11.1	5.6	0
Lake Shore Golf Course	47.1	11.8	11.8	17.6	11.8
Appearance of City Parks & Greenways	55.6	33.3	11.1	0	0
Pollock Aquatic Center	33.3	27.8	22.2	16.7	0
<i>Economic Development</i>					
Economic Development Assistance to Businesses	44.4	22.2	22.2	11.1	0
Efforts to Improve the Quality of Housing	33.3	38.9	27.8	0	0
Building Permits and Inspections	38.9	16.7	33.3	5.6	5.6
Enforcement of Property Maintenance/Nuisance Codes	44.4	22.2	27.8	0	5.6
Land Use, Planning, and Zoning Services	33.3	27.8	33.3	0	5.6
<i>Refuse and Recycling</i>					
Leaf and Brush Pick up	44.4	33.3	11.1	5.6	5.6
Recycling Collection Services	27.8	55.6	11.1	0	5.6
Refuse Collection Service	41.2	52.9	5.9	0	0
<i>Protective Services</i>					
Police Services	33.3	55.6	5.6	5.6	0
Emergency Medical Services (ambulance)	38.9	50.0	11.1	0	0
Fire Protection and Prevention Services	38.9	50.0	11.1	0	0
<i>Road Maintenance and Construction</i>				0	
City Parking Facilities	44.4	16.7	38.9	0	0
City’s Sidewalk System	33.3	44.4	22.2	0	0
Removal of Snow and Ice From City Streets	22.2	66.7	5.6	0	5.6
Traffic Signs and Signals	38.9	44.4	11.1	0	5.6
Street Lighting	38.9	44.4	11.1	0	5.6
Street Maintenance and Sweeping	50.0	27.8	5.6	11.1	5.6
Street Repair	22.2	66.7	5.6	5.6	0
<i>Storm Drainage</i>					
Storm Drainage Systems	27.8	50.0	8.0	5.6	5.6

7. Quality of service –percentages.

Importance of City Services	Excellent Quality	Good Quality	Fair Quality	Poor Quality	Don't Know
<i>Community Services</i>					
Support for Neighborhood Revitalization Programs	17.6	35.3	35.3	0	11.8
Oshkosh Public Museum	23.5	52.9	17.6	0	5.9
Community Media Cable TV, Radio, Internet Services	25.0	37.5	25.0	0	12.5
Public Library Services	43.8	31.3	12.0	0	6.3
Senior Services Center	23.5	23.5	17.6	0	35.3
Transit System	6.3	31.3	25.0	0	37.5
Appearance of City-Owned Buildings	12.5	37.5	31.3	0	18.8
<i>Parks</i>					
Bike and Pedestrian Trails	6.7	53.3	33.3	0	6.7
Lake Shore Golf Course	7.7	15.4	23.1	0	53.8
Appearance of City Parks & Greenways	18.8	31.3	37.5	6.3	6.3
Pollock Aquatic Center	21.4	28.6	21.4	0	28.6
<i>Economic Development</i>					
Economic Development Assistance to Businesses	13.3	33.3	20.0	0	33.3
Efforts to Improve the Quality of Housing	0	46.7	26.7	0	26.7
Building Permits and Inspections	0	21.4	35.7	7.1	35.7
Enforcement of Property Maintenance/Nuisance Codes	0	33.3	20.0	13.3	33.3
Land Use, Planning, and Zoning Services	0	38.5	23.1	15.4	23.1
<i>Refuse and Recycling</i>					
Leaf and Brush Pick up	13.3	46.7	26.7	6.7	6.7
Recycling Collection Services	40.0	33.3	20.0	0	6.7
Refuse Collection Service	43.8	25.0	25.0	0	6.3
<i>Protective Services</i>					
Police Services	40.0	33.3	20.0	0	6.7
Emergency Medical Services (ambulance)	28.6	42.9	0	0	28.6
Fire Protection and Prevention Services	46.7	33.3	0	0	20.0
<i>Road Maintenance and Construction</i>					
City Parking Facilities	14.3	35.7	35.7	0	14.3
City's Sidewalk System	6.3	37.5	37.5	12.5	6.3
Removal of Snow and Ice From City Streets	13.3	33.3	20.0	26.7	6.7
Traffic Signs and Signals	12.5	50.0	25.0	0	12.5
Street Lighting	20.0	26.7	40.0	0	13.3
Street Maintenance and Sweeping	12.5	37.5	37.5	0	12.5
Street Repair	6.7	20.0	40.0	26.7	6.7
<i>Storm Drainage</i>					
Storm Drainage Systems	13.3	46.7	26.7	0	13.3

8. and 9. – Budgeting Priorities - Dollars

	Extra \$1 million	Reduce \$1 million	Net Increase or (Decrease)
Community Services	377,778	187,500	112,500
Economic Development	44,444	218,750	-168,750
Refuse and Recycling	22,222	81,250	-56,250
Finance and Administration	33,333	143,750	-106,250
Police Protection	72,222	112,500	-31,250
Fire Suppression/ Prevention	33,333	37,500	0
Parks	177,778	37,500	162,500
Storm Water Maintenance	133,333	131,250	18,750
Road Maintenance	105,556	50,000	68,750

10. How willing are you to have Oshkosh impose a new \$20 a year registration fee on vehicles for transportation related programs?

Very Supportive	Somewhat Supportive	Neutral	Somewhat Unsupportive	Very Unsupportive
18.2	27.3	18.2	9.1	27.3

11. If Oshkosh were to create a registration fee, how should it be used?

	Strongly Agree	Agree	Neutral	Don't Agree	Strongly Don't Agree
Construction/related projects	20.0	30.0	10.0	10.0	30.0
General street maintenance	40.0	20.0	10.0	10.0	20.0

Question 13 – Analysis of Survey Demographic Results

		Survey Results	Survey %
Gender	Male	6	24.0
	Female	4	16.0
	Missing	15	60.0
Year Born	18 to 40	3	12.0
	41 to 60	5	20.0
	Over 60	2	8.0
	Missing	15	60.0
Marital Status	Married	5	20.0
	Not Married	5	20.0
	Widowed	0	0
	Missing	15	60.0
Time Lived in Oshkosh	5 or less	3	12.0
	6 to 20	2	8.0
	>20	5	20.0
	Missing	15	60.0
Own or Rent	Own	6	24.0

	Rent	4	16.0
	Missing	15	60.0
Number of	None	7	28.0
Children	1	1	4.0
	2	2	8.0
	3 or More	0	0
	Missing	15	60.0
Place of	North of Fox	3	12.0
Residence	South of Fox/East of 41	4	16.0
	South of Fox/West of 41	3	12.0
	Missing	15	60.0
Income	Under 24,999	1	4.0
	25k to 49,999	1	4.0
	50k to 74,999	3	12.0
	75k to 99,999	2	8.0
	Over 100k	3	12.0
	Missing	15	60.0
Employment	Employed Full Time	6	24.0
Status	Employed Part Time	1	4.0
	Self Employed	1	4.0
	Presently Unemployed	0	0
	Student	0	0
	Retired	2	8.0
	Missing	15	60.0
Occupation	Homemaker	1	4.0
	Service Occupations	0	0
	Sales	0	0
	Education	2	8.0
	Professional Management	2	8.0
	Farming, Fishing, or Forestry	0	0
	Construction, Maintenance	0	0
	Production/Transportation	0	0
	Other	3	12.0
	Missing	17	68.0
Education	Less than HS	0	0
	HS/GED	2	16.0
	Associates/Some College	2	8.0
	Bachelors	4	16.0
	Masters or higher	2	8.0
	Missing	15	60.0
Race	White	7	28.0
	Native Hawaiian	0	0
	Hispanic or Latino	0	0
	Asian	0	0
	African-American	1	4.0
	American Indian	0	0
	Two or More Races	1	4.0
	Other	1	4.0
	Missing	15	60.0