

City of Oshkosh

Citizen Survey 2011



Introduction

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 2011. This report will analyze the results of this survey and provide insight into the perspectives of the citizens on a variety of issues. The 2011 Oshkosh Citizen Survey included seven 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 forty-eight (248) 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 three following possible rating options: 1.) excellent, good, fair and poor 2.) very important, somewhat important, no opinion, somewhat unimportant, and very unimportant or 3.) strongly agree, somewhat agree, neither agree/disagree, somewhat disagree, strongly disagree and no opinion. The survey was sent to 1,500 properties chosen randomly from the 19,037 residential parcels provided from a data base by the City of Oshkosh. The 248 responses constitute a 16.5 percent response rate which is lower than the norm for citizen surveys and similar to the 17 percent return in 2009 but below the 22.5 percent return in 2010. The relationship between sample size and precision of the survey instrument at a 95 percent confidence rate frequently used in surveys is shown below.

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

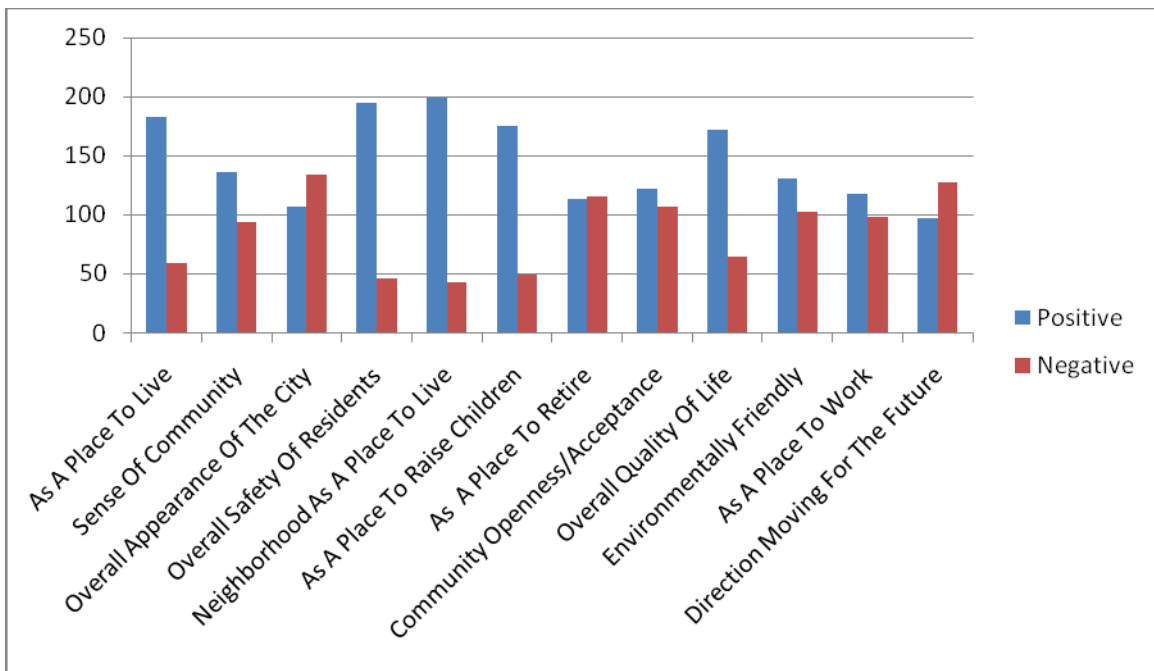
The 248 responses create a confidence level of approximately 6.7 percent. A level of 5 percent is considered acceptable for most survey results.

How Citizens of Oshkosh Feel About Their City – Section One

The following is an analysis of section one “How the citizens of Oshkosh feel about their city” and its sub-sections. Graph 1 provides an overall view of how the citizens of Oshkosh feel about their city. The original responses of excellent and good were combined into a single category of “positive”, while fair and poor responses were combined to form a category of “negative”. This may equalize some of the potential variances resulting from personality differences and specific, temporary situations (a bad day at the office, winter weather, etc.). By displaying the results in this manner, it seems apparent that respondents generally feel “positive” about their city, except when asked about the city’s future, the city’s appearance, and the city as a retirement option. These areas with a negative majority mirror the categories concluded as negative in 2010.

GRAPH 1

Positive vs. Negative Responses



The following table shows the responses in more detail.

How Oshkosh Citizens Feel About Their City Results

	Excellent	Good	Fair	Poor	No Opinion
As A Place To Live	46	137	54	5	0
Sense Of Community	17	119	74	20	5
Overall Appearance Of The City	2	105	110	24	0
Overall Safety Of Residents	39	156	42	4	0
Neighborhood As A Place To Live	80	119	35	8	0
As A Place To Raise Children	50	125	41	8	17
As A Place To Retire	32	81	67	48	15
Community Openness/Acceptance	12	110	83	24	10
Overall Quality Of Life	22	150	58	7	1
Environmentally Friendly	12	119	91	11	7
As A Place To Work	15	103	78	20	25

How Oshkosh Citizens Feel About Their City Results Summary

	Positive	Negative	No Opinion
As A Place To Live	183	59	0
Sense Of Community	136	94	5
Overall Appearance Of The City	107	134	0
Overall Safety Of Residents	195	46	0
Neighborhood As A Place To Live	199	43	0
As A Place To Raise Children	175	49	17
As A Place To Retire	113	115	15
Community Openness/Acceptance	122	107	10
Overall Quality Of Life	172	65	1
Environmentally Friendly	131	102	7
As A Place To Work	118	98	25

Positive = Excellent or Good

Negative=Fair or Poor

The following is an analysis of the above tables:

How would you rate Oshkosh as a place to live?

There were 242 valid responses. Of the four rating options available with 4 being excellent, 3 good, 2 fair, and 1 poor, on average the respondents rated the City of Oshkosh a 2.93. This shows that Oshkosh averaged out just below “good,” and well above “fair.” Overall, the cumulative percentage results show that nearly 76 percent of

survey respondents thought Oshkosh was an excellent or good place to live. The 2.93 average rating is slightly higher than the 2.91 average for the 2010 Oshkosh Survey, and a fairly large increase from the 2.14 average rating in the 2009 survey. Analysis of cross-tabulations shows that about 86% of people who have lived in Oshkosh over 20 years gave a positive response to this question. In comparison, roughly 60% of people who have lived in Oshkosh less than five years gave similar ratings. This seems to show that long-time residents are pleased with their city. The percentage of positive responses among respondents living in Oshkosh over 20 years rose 6% from last year's survey, while the figure decreased by 7% among respondents living in the city 5 years or less.

How would you rate the sense of community in Oshkosh?

There were 235 valid responses to the sense of community rating with 5 answers of “no opinion.” The average score for sense of community was 2.52 placing it half way between good and fair. This is a slight increase from the 2010 Oshkosh Survey result of 2.5. 60% of respondents feel a “positive” sense of community in Oshkosh. This figure remains the same when accounting for gender; 60% of both male and female respondents indicated a “positive” sense of community. Again, “positive” refers to a combination of ‘excellent’ and ‘good’ responses.

When cross-tabulating the data for sense of community and homeowner status it shows that 61% percent of homeowners who responded have a “positive” sense of community, an increase from the 2010 Oshkosh Survey result of 55%.

How would you rate the overall appearance of the city?

There were 241 valid responses rating the appearance of the city, with an average score of 2.35. Using the original four rating options, 46% of respondents rated the appearance of the city as “fair.” 44% scored appearance as “good” and less than 1% of respondents rated the appearance of the city as “excellent.” The majority of scores in this category are negative, 55%, compared to 45% positive answers. These numbers show a 5% increase in positive feelings compared to the 2010 survey result, which is a step in the right direction.

It is important to point out that consideration should be given to the time of year when this survey was administered. February tends to be a “dull” month in Wisconsin, in which there are often dirty snow banks lining the streets and a lack of leaves on the trees or flowers blooming. This may have had an impact on how respondents felt about the city’s appearance.

How would you rate the overall safety of the residents?

There were 241 valid responses to this question with an average score of 2.95, very close to the “good” rating. Of the four rating options, “good” had the highest response rate of 65 percent, which far out-weighted the responses of any other category. When converting the ratings into the “positive/negative” scale, 81 percent of the respondents rated the safety of Oshkosh as “positive,” while 19 percent rated it as “negative”. These numbers are almost identical to the past two years of survey results. Cross tabulations between safety and time lived in Oshkosh show that those living in Oshkosh for over six years feel far safer in the city. Roughly 70% of responses landed in the good category compared to 53% for those residents living in Oshkosh less than five years. Respondents indicating that they lived in the city between 6 and 20 years, and those that have lived in Oshkosh over 20 years, both gave 83% positive ratings for overall safety of residents. Considering that Oshkosh is also a “college town,” which brings in a variety of activities, it would be helpful to examine any areas that may need attention for improvement by correlating the feelings of safety with the demographic information. This information would be beneficial for community service/program providers as they develop their action plans for meeting the needs of the community.

How would you rate your neighborhood as a place to live?

There were 242 valid responses to the neighborhood as a place to live question. Using the four rating options, the average response is 3.12, the highest average score among the questions in this section of the Oshkosh Survey. This indicates that residents feel their neighborhoods in Oshkosh are slightly better than “good” places to live. 49% percent of respondents felt their neighborhood is a good place to live while 33% felt that it is an excellent place to live. Only 18 percent of respondents had negative feelings

about their neighborhood, as a place to live. This positive response is similar to the 2010 Oshkosh Survey result, which was a slight increase in positive responses over the 2009 survey.

How would you rate Oshkosh as a place to raise children?

There 241 valid responses and 17 answers of “no-opinion” to this question, with an average score of 2.75. Nearly 73% of respondents indicated a positive response to Oshkosh as a place to raise children. Along gender lines, 75% of men listed Oshkosh as a positive place to raise children, whereas women graded Oshkosh positively at a rate of 70%. A look at the following crosstab tells us that among men, 22.6% scored Oshkosh excellent, 53% marked good and 15.7% chose fair. Among women, 19.2 % chose excellent, 50.8% chose good, and 18.3% chose fair.

As A Place To Raise Children * Gender Crosstabulation

			Gender		Total
			Male	Female	
As A Place To Raise Children	Excellent	Count	26	23	49
		% within Gender	22.6%	19.2%	20.9%
	Good	Count	61	61	122
		% within Gender	53.0%	50.8%	51.9%
	Fair	Count	18	22	40
		% within Gender	15.7%	18.3%	17.0%
	Poor	Count	3	4	7
		% within Gender	2.6%	3.3%	3.0%
	No Opinion	Count	7	10	17
		% within Gender	6.1%	8.3%	7.2%
Total	Count	115	120	235	
	% within Gender	100.0%	100.0%	100.0%	

There was not a significant gap in any scoring category by gender. Thus, we can conclude from the above chart, that both male and female respondents grade Oshkosh similarly as a place to raise children. We found that 75 % of married people think Oshkosh is a positive place to raise children, while 66% of unmarried people and 64% of widowed people think the same. One thing is clear is that Oshkosh is a good place to raise children.

How would you rate Oshkosh as a place to retire?

There were 243 valid responses and 15 answers without an opinion to this question. The mean score was 2.27. The results were split almost evenly, 47.3% negative and 46.5% positive, with roughly 6% undecided. The following chart indicates that those respondents age 65+, rate Oshkosh more favorably (62% positive) than those under 65 (40% positive).

As A Place To Retire * Age Crosstabulation

			Age		Total
			Under 65	65+	
As A Place To Retire	Excellent	Count	13	19	32
		% within Age	8.4%	24.7%	13.8%
	Good	Count	49	29	78
		% within Age	31.6%	37.7%	33.6%
	Fair	Count	41	20	61
		% within Age	26.5%	26.0%	26.3%
	Poor	Count	38	8	46
		% within Age	24.5%	10.4%	19.8%
	No Opinion	Count	14	1	15
		% within Age	9.0%	1.3%	6.5%
Total	Count	155	77	232	
	% within Age	100.0%	100.0%	100.0%	

Younger residents represent the future of the city. Oshkosh cannot afford to lose a great number of them as they age. Consideration should be given to help make Oshkosh more attractive to these residents, so that in their retirement years, they will still likely reside in Oshkosh.

Survey results indicate that people who have lived in Oshkosh for over 20 years rate Oshkosh far more positively as a place to retire (54%), compared to those between 6 and 20 years (37%), which is even greater than those who have lived in Oshkosh for less than 5 years (27%). Despite any margin of error between these numbers, we can conclude that the longer residents have lived in Oshkosh, the more positively they view the city as a place to retire.

How would you rate Oshkosh's community openness and acceptance to diversity?

There were 239 valid responses and 10 no-opinion answers to this question. 51% of these valid responses grade Oshkosh as positive regarding community openness and acceptance to diversity. 44.7% of respondents scored a negative answer to this question.

The overwhelming majority of respondents identified their race as “white.” Among those of other races, one each gave an answer of “no-opinion” and “good,” while three answered “fair” for community openness and acceptance to diversity. Due to the limited sample size of those identifying their race as “non-white,” the results likely cannot be construed as statistically significant.

How would you rate the overall quality of life in Oshkosh?

There were 238 valid responses and 1 no-opinion answer in grading the overall quality of life in Oshkosh. The results indicate that 72% of respondents view quality of life as positive in Oshkosh. These same results translate across gender lines, as 72% of both males and females gave a positive rating. This is an increase of 6% over last year’s survey for males, and a decrease of 6% for females. The results are similar regardless of marital status. 74% of homeowners favor the quality of life in the City of Oshkosh, while 66% of renters indicated a positive response.

Respondents living in Oshkosh longer than five years, rated quality of life positively over 70% of the time, while those residing in Oshkosh for five years or less, were deadlocked at 50% positive and negative.

How would you rate Oshkosh as an environmental friendly city?

There were 240 valid responses and 7 no-opinion answers to this question. The respondents feel positive that Oshkosh is an environmentally friendly city, at 54%. Respondents age 65+ scored positive 69% of the time, while those under 65 rated the city at 49.7% positive.

How would you rate Oshkosh as a place to work?

There were 241 valid responses and 25 no-opinion answers to this question. This question was not asked on the 2010 Oshkosh Survey last year, so it is not possible to provide a comparison to historical data. Overall, 49% of all respondents view Oshkosh as a positive place to work, 41% scored Oshkosh negatively, and 10% indicated no opinion. When accounting for education, 50% of respondents with a Master Degree or Higher rate Oshkosh as a “good” place to work. The majority of respondents from almost all levels of education scored Oshkosh as a “good” place to work, while a majority of those with an associate degree rate Oshkosh in the “fair category.”

How would you rate the direction Oshkosh is moving for the future?

There were 242 valid responses and 17 no-opinion answers to this question. About 40% of these valid responses express a positive attitude towards Oshkosh’s plans for the future, which is a large increase from 29% positive response in the 2010 Oshkosh Survey; however 52% of respondents view Oshkosh’s direction for the future negatively. Our analysis for a satisfaction score reveals the lowest rating in this question than all the other questions in this section of the 2011 Oshkosh Survey, with an average score of 2.12 (just above fair).

The City Oshkosh has to think about strategic ways to meet citizens’ expectations. This area of the survey scored negatively, along with the appearance of the city and respondent’s views on Oshkosh as a place to retire. These same categories scored negatively in last year’s Oshkosh Survey as well.

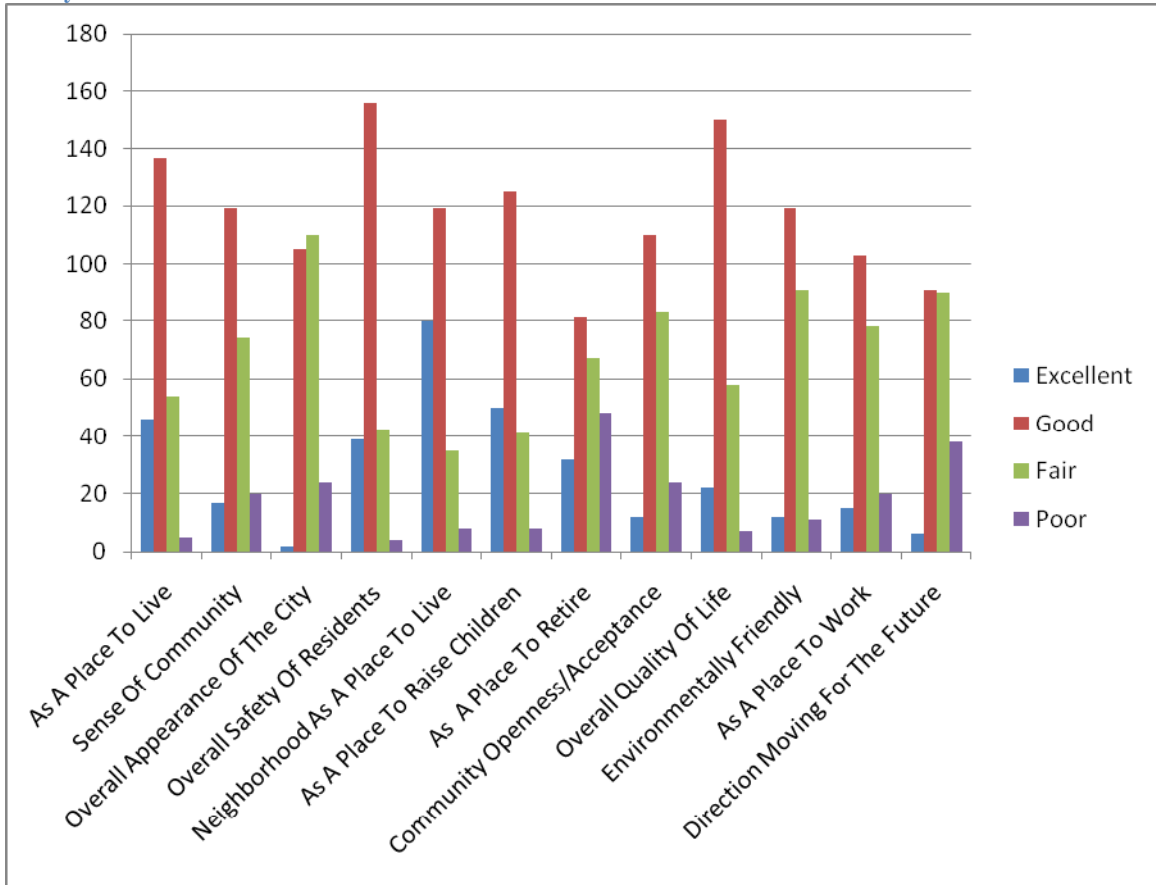
Taking into account that the survey is conducted in February, when roadways and other public areas are covered in dirty snow, it is certainly reasonable to expect a not-so-favorable rating on city appearance. Conducting the survey at another point during the year may adjust/account for weather and environmental conditions occurring during particular seasons.

For those looking down the road and who scored the city negatively as a place to retire, it certainly seems plausible that they would also not view the future of the city favorably. While the future direction of the city scored negatively, the fact that this section gained an 11% increase in favorable responses over last year’s survey is a sign of

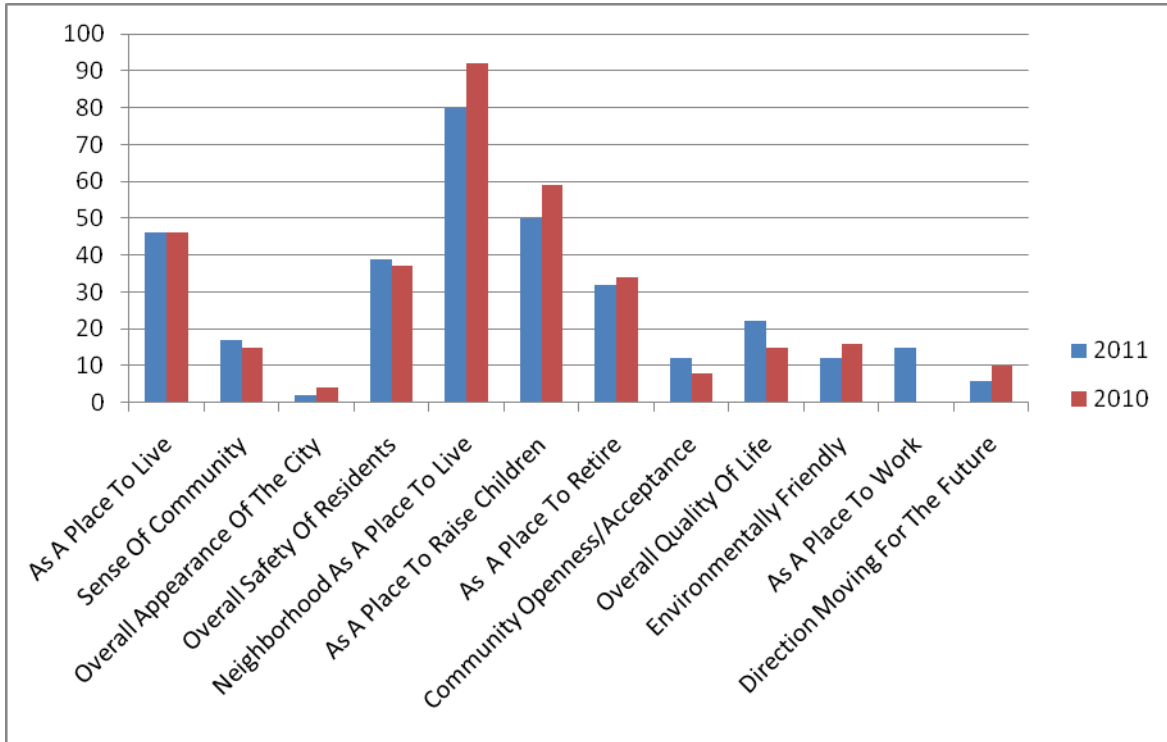
hope for the future. This analysis does not aim to solve any issues, but rather report on current trends in how citizens of Oshkosh feel about their city.

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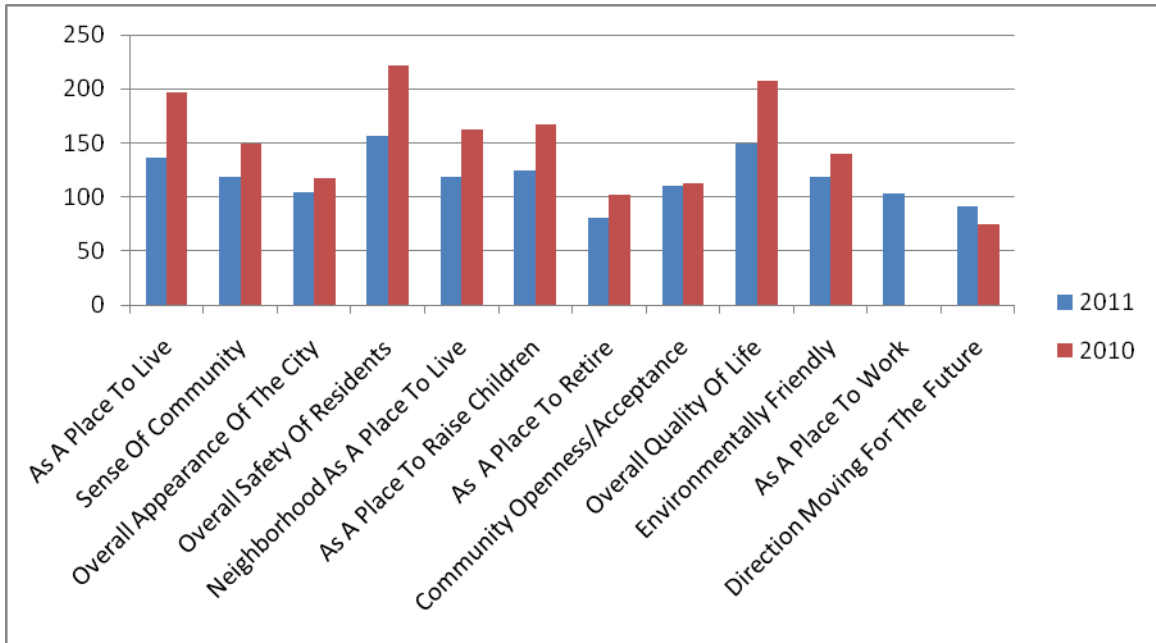
All Responses – 2011
Survey



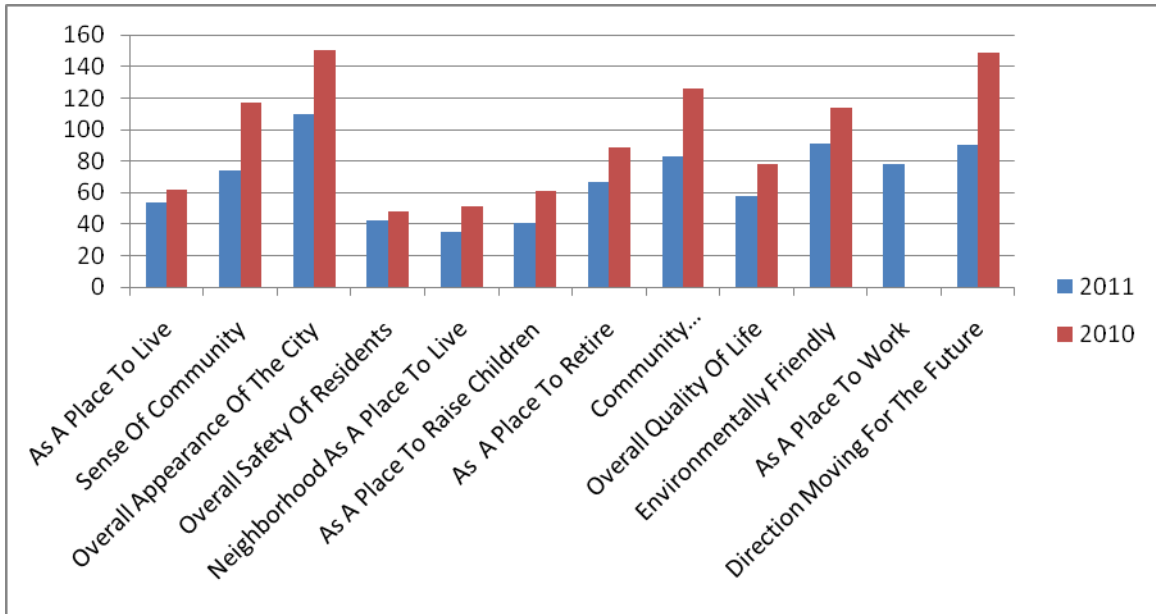
Excellent Responses



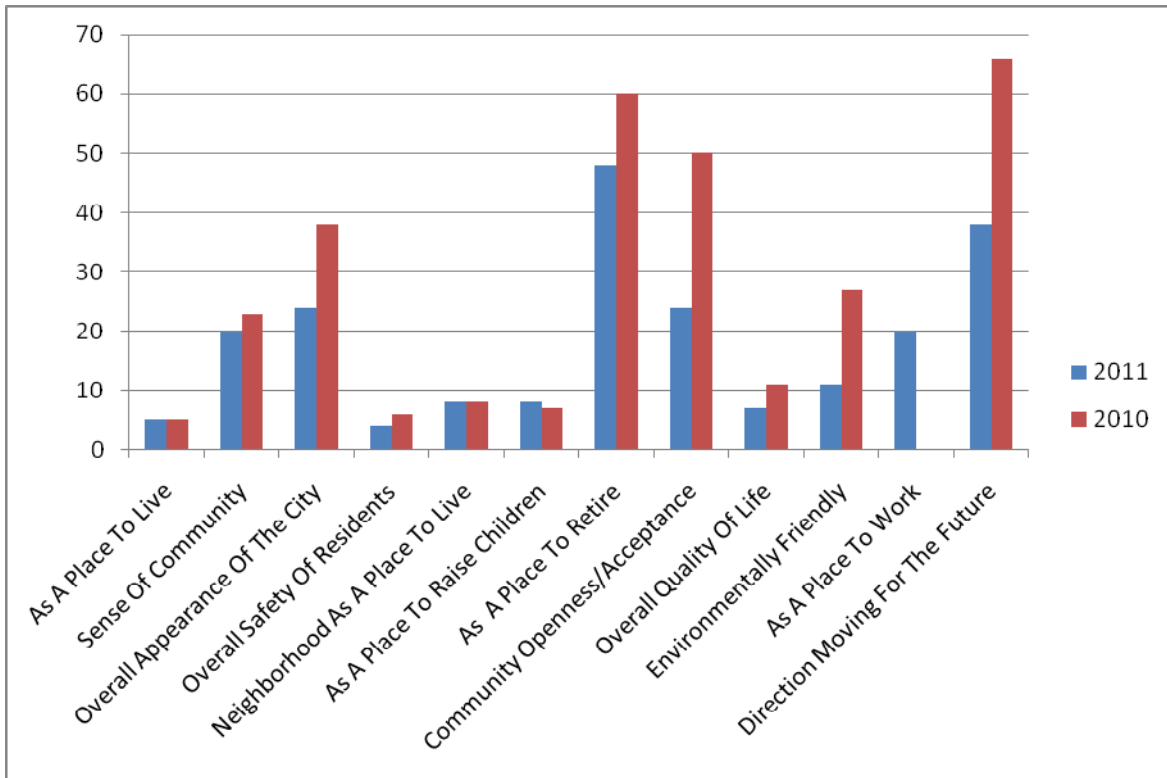
Good Responses



Fair Responses



Poor Responses



Importance and Quality of Services - Section Two and Three

Importance of Services

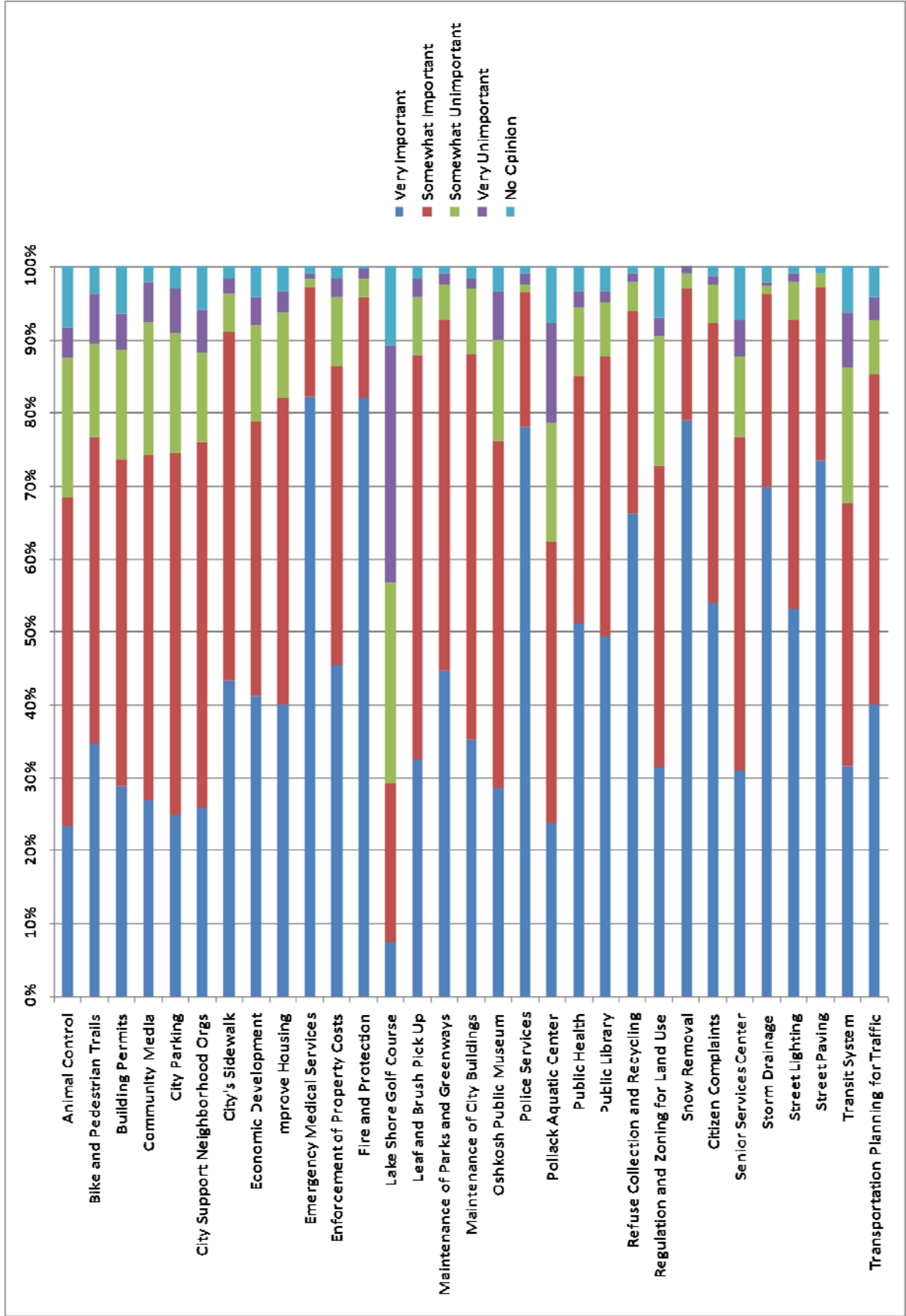
The data collected through the 2011 City of Oshkosh Survey will help provide some validity to the 2010 citizen survey and offer a deeper insight into the general opinions of its citizens. By surveying the citizens of Oshkosh in this manner, the city manager and elected officials can get a clear picture as to what services the general public sees as important and which services are of little importance to them. In order for services to improve, stay relevant or change altogether, the City of Oshkosh polls its citizens and from this data helps determine the City of Oshkosh's policies and procedures based on level of perceived importance. It is important to note that the information provided in these sections is indicative of the individuals that were polled and although a fairly large sample was obtained, in the end the results reflect the demographic that was polled.

After analyzing the results from the 2011 City of Oshkosh survey it appears that certain services are deemed very important, by reflecting greater than 70% of the responses in the "very important" category of the survey. These four services are Emergency Medical Services (80.2%), Fire and Protection (79.0%), Snow Removal (77.4%), and Police Services (77%). Once again these are the services that have been deemed by the respondents of the 2011 City of Oshkosh survey to be most important and the results are similar to the 2010 City of Oshkosh survey where each of these same services were reported most important.

After the 2011 City of Oshkosh survey was analyzed, three services reflected the least important to the respondents. The three services with the lowest perceived level of importance are the Lake Shore Golf Course (7.3%), Pollock Aquatic Center (23.4%), and the Transit System (30.6%). The percentage total reflected above was the percentage of "very important" responses. The decision to rate these services low may include such factors as: (i) the timing of the survey (the golf course and aquatic center haven't been used in nearly six (6) months); (ii) the respondents may not find the transit system important because it is not used by the respondents.; (iii) the age of average respondents may have also impacted the importance scales of these results.

We have included a table summarizing the responses and a bar chart to illustrate the services, from most to least important, as surveyed from respondent citizens.

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	No Opinion
Animal Control	23.30%	45.00%	19.20%	4.20%	8.30%
Bike/Pedestrian Trails	34.60%	42.10%	12.90%	6.70%	3.80%
Building Permits	28.90%	44.80%	15.10%	5.00%	6.30%
Community Media	27.00%	47.30%	18.30%	5.40%	2.10%
City Parking	24.80%	49.60%	16.50%	6.20%	2.90%
Support Neighborhood Orgs	25.80%	50.00%	12.50%	5.80%	5.80%
City's Sidewalk	43.40%	47.90%	5.00%	2.10%	1.70%
Econ Development	41.30%	37.50%	13.30%	3.80%	4.20%
Improve Housing	40.00%	42.10%	11.70%	2.90%	3.30%
Emergency Medical Services	82.20%	14.90%	1.20%	0.80%	0.80%
Enforcement-Property Codes	45.50%	40.90%	9.50%	2.50%	1.70%
Fire and Protection	82.00%	13.80%	2.50%	1.30%	0.40%
Lake Shore Golf Course	7.40%	21.80%	27.60%	32.50%	10.70%
Leaf/Brush Pick Up	32.60%	55.40%	7.90%	2.50%	1.70%
Maintenance Parks/Greenways	44.70%	48.00%	4.90%	1.60%	0.80%
Maintenance City Buildings	35.10%	53.10%	8.80%	1.30%	1.70%
Public Museum	28.50%	47.50%	14.00%	6.60%	3.30%
Police Services	78.00%	18.40%	1.20%	1.60%	0.80%
Pollack Aquatic Center	23.80%	38.50%	16.40%	13.50%	7.80%
Public Health	51.00%	34.00%	9.50%	2.10%	3.30%
Public Library	49.40%	38.30%	7.40%	1.60%	3.30%
Refuse Collection/Recycling	66.30%	27.60%	4.10%	1.20%	0.80%
Regulation/Zoning for Land Use	31.40%	41.30%	17.80%	2.50%	7.00%
Snow Removal	79.00%	18.10%	2.10%	0.80%	0.00%
Citizen Complaints	53.90%	38.30%	5.30%	1.20%	1.20%
Senior Services Center	31.00%	45.70%	11.00%	4.90%	7.30%
Storm Drainage	69.80%	26.40%	1.20%	0.40%	2.10%
Street Lighting	53.10%	39.40%	5.40%	1.20%	0.80%
Street Paving	73.40%	23.80%	2.00%	0.00%	0.80%
Transit System	31.50%	36.10%	18.70%	7.50%	6.20%
Transportation Planning	40.10%	45.00%	7.40%	3.30%	4.10%



Quality of Service

The survey offers insight into citizenry attitudes in regards to quality of services provided. Question three is an attempt to quantify the attitudes of the City of Oshkosh citizenry. The 2011 survey shows a similar result as found in the **2010** survey regarding attitudes on the quality of service. The 2010 survey found Fire Protection and Prevention Services, Emergency Medical Services, Police Protection and Public Library Services to rate highest in terms perceived quality with a fair or above rating.

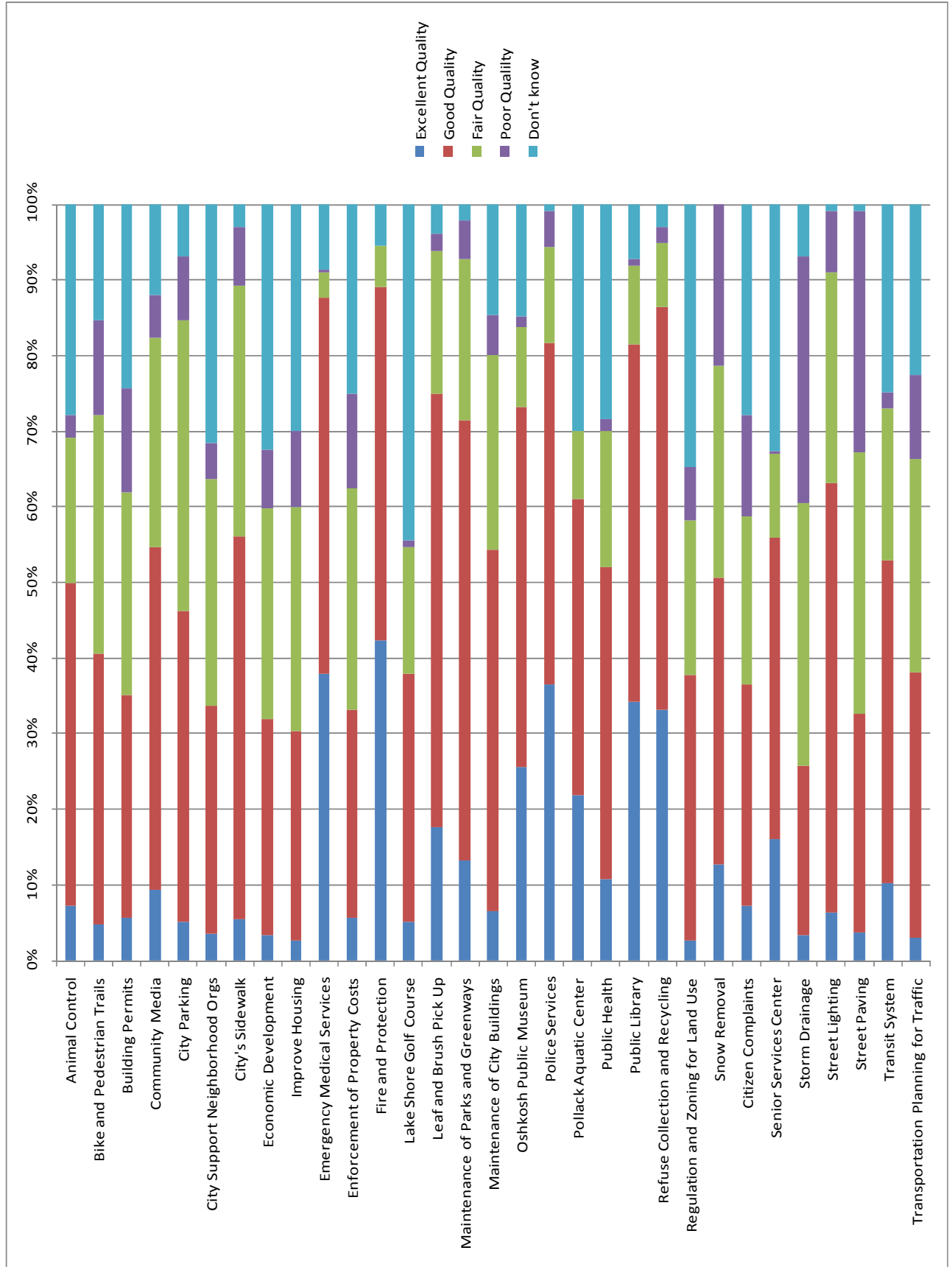
In the 2011 survey results, these same four services rated in the combined good and excellent ranking in over (80%) of the respondents. In addition, Refuse Collection and Recycled Services rated good or excellent (86.4%). Specifically, the combined good or excellent ratings were: Fire Protection and Prevention Services (91.0%), Emergency Medical Services (87.5%), Police Protection (81.7%) and Public Library Services (81.6%), Refuse Collection and Recycled Services (86.4%). Since these services can be viewed as key elements of public safety and health and welfare, it would be important to have the citizenry perceive the services as being provided in a high quality manner.

In the 2010 survey respondents reported Street Paving, Maintenance Sweeping and Repair (35.8%); Storm Drainage System (29.4%); Transportation Plans for Traffic (18.8%); Bike and Pedestrian Trails (18.3%); Economic and Development Assistance to Business (17.9%) and Building Permits and Inspections (17.3%) as perceived as poor in quality. The results of the 2011 survey reflect similar, but better results. Except for Storm Drainage Systems all others are down in terms of the percentage of respondents who perceive the quality to be poor. The results in 2011 are Street Paving, Maintenance Sweeping and Repair (31.9%); Transportation Plans for Traffic (11.1%); Bike and Pedestrian Trails (12.4%); Economic and Development Assistance to Business (7.7%) and Building Permits and Inspections (13.7%) in terms of poor quality rating. Storm Drainage System (32.6%) is the only category that was rated poor quality in 2010 that has not been perceived as improved in the 2011 survey. In addition, Removal of Snow and Ice from City Streets was rated poor by 21.3% (up from 15.3% in 2010) of respondents. Timing is most certainly a factor in the poor rating for this item, since the survey was completed during a particularly bad weather time period.

Sixteen, over (50%), of the survey categories had a good or excellent rating by more than 50% of the respondents. The worst quality ratings received were Storm Drainage and Street paving. A rating of poor was given to Storm Drainage by (32.6%) of the respondents. A rating of poor was given to Street Paving by (31.9%) of the respondents.

Only eight of the categories (25.8%) had a poor rating by (10%) or more of the respondents. The spread on quality of service perception in the City of Oshkosh is (50%) of the categories are rated good or excellent and (25.8%) of the categories are rated poor. The other (25%) of categories would, therefore, fall into the middle or more neutral range. Depending on the discussion in Analysis of Importance and Quality of Services section of this paper, these survey results provide quality guidance for allocation of resources in the attitudes of the citizenry of the City of Oshkosh.

	Excellent Quality	Good Quality	Fair Quality	Poor Quality	Don't know
Animal Control	7.30%	42.70%	19.20%	3.00%	27.80%
Bike and Pedestrian Trails	4.70%	35.90%	31.60%	12.40%	15.40%
Building Permits	5.60%	29.50%	26.90%	13.70%	24.40%
Community Media	9.40%	45.30%	27.80%	5.60%	12.00%
City Parking	5.10%	41.10%	38.60%	8.50%	6.80%
City Support Neighborhood Orgs	3.50%	30.30%	29.90%	4.80%	31.60%
City's Sidewalk	5.50%	50.60%	33.20%	7.70%	3.00%
Economic Development	3.40%	28.60%	27.80%	7.70%	32.50%
Improve Housing	2.60%	27.80%	29.60%	10.00%	30.00%
Emergency Medical Services	37.90%	49.60%	3.40%	0.40%	8.60%
Enforcement of Property Costs	5.60%	27.60%	29.30%	12.50%	25.00%
Fire and Protection	42.40%	46.60%	5.50%	0.00%	5.50%
Lake Shore Golf Course	5.10%	32.90%	16.70%	0.90%	44.40%
Leaf and Brush Pick Up	17.70%	57.10%	19.00%	2.20%	3.90%
Maintenance of Parks/Greenways	13.20%	58.30%	21.30%	5.10%	2.10%
Maintenance of City Buildings	6.50%	47.80%	25.90%	5.20%	14.70%
Oshkosh Public Museum	25.50%	47.70%	10.60%	1.30%	14.90%
Police Services	36.60%	45.10%	12.80%	4.70%	0.90%
Pollack Aquatic Center	21.80%	39.30%	9.00%	0.00%	29.90%
Public Health	10.70%	41.20%	18.00%	1.70%	28.30%
Public Library	34.20%	47.40%	10.30%	0.90%	7.30%
Refuse Collection and Recycling	33.20%	53.20%	8.50%	2.10%	3.00%
Regulation/Zoning for Land Use	2.60%	35.20%	20.40%	7.00%	34.80%
Snow Removal	12.80%	37.90%	28.10%	21.30%	0.00%
Citizen Complaints	7.30%	29.20%	22.30%	13.30%	27.90%
Senior Services Center	16.10%	39.80%	11.00%	0.40%	32.60%
Storm Drainage	3.40%	22.30%	34.80%	32.60%	6.90%
Street Lighting	6.40%	56.80%	27.80%	8.10%	0.90%
Street Paving	3.80%	28.90%	34.50%	31.90%	0.90%
Transit System	10.30%	42.70%	20.10%	2.10%	24.80%
Transportation Planning for Traffic	3.00%	35.00%	28.20%	11.10%	22.60%



Analysis of Importance and Quality of Services

Upon statistical analysis of the importance and quality of services, it was found through the use of cross tab analysis that some of the services are rated very important and excellent quality. These services include the core protection services mainly; Fire Protection and Prevention Services, Police Services and Emergency Medical and Rescue Services.

The analysis of the 2011 City of Oshkosh survey demonstrated that certain services were viewed by the respondents as important but lacked quality. These services received 80% or higher from the combined score of the “very important” and the “somewhat important” responses but received 55% or lower from the combined score of the “excellent quality” and the “good quality” responses in the quality of services category. These services are City’s Sidewalks with a combined importance of (89.1%) and a combined quality score of (53.2%), Enforcement of Property Codes with a combined importance of (84.3%) and a combined quality of score of (31%), Maintenance of City Owned Buildings with a combined importance of (85.1%) and a combined quality score of (50.8%), Public Health with a combined importance of (82.7%) and a combined quality score of (48.8%), Citizens Complaints with a combined importance of (90.3%) and a combined quality of (34.3%), Storm Drainage with a combined importance of (93.9%) and a combined quality of (24.2%), and Street Paving etc with a combined importance of (95.6%) and a combined quality of (31%). These comparisons show a minimal discrepancy of (34.3%) for Maintenance of City Owned Buildings and a maximum discrepancy of (69.7%) for Storm Drainage.

At the conclusion of the analysis of the importance and quality of services, it is a fair statement that services that had the least discrepancies between the importance and Quality of services were the essential services like Medical Services, Police Services, and Fire Protection Services. It is also safe to conclude that the services that neglected to rank high in the level of importance were the services that were not in season like Lake Shore Golf Course and Pollock Aquatic Center, which could be in part to the fact that the services are no longer being utilized at the time of the survey. These services although they did not rank high on the level of importance, they did show highest balance among their level of importance and the quality that they provide. Finally, there are several

services outlined in this analysis that need the attention of the city manager, which demonstrated a high level of discrepancy between the level of importance and the quality of the service.

Section 2 and 3 Response Comparison

Budgeting Priorities – Section Four and Five

Section four, as with last year's survey, asked survey respondents to give dollar amounts to nine city service areas using a hypothetical \$1 million dollar budget surplus. The nine service areas listed were community services, economic development, refuse and recycling, finance and administration, police protection, fire, parks, storm water, and road maintenance. Road maintenance ranked number one, followed by storm water, economic development, and police protection. Ranking last was finance and administration. Of the nine categories, only two received any survey responses allotting the full one million: storm water and road maintenance. The rankings are reflective of how the cities priorities should be set in the eyes of the residents of Oshkosh.

The mean value of responses for increasing the road maintenance budget was \$254,870. The second highest mean value was for storm water improvements, with an average increase of \$222,360. This supports the responses provided by residents when asked to rate the quality of services the city provides. The responses for quality of street paving, maintenance and repair were predominantly negative with 30.2% rating the street quality poor and 32.7% rating it fair. Similarly, the storm water improvements received a 30.6% poor quality rating along with a 32.7% fair rating.

When looking at this year's survey responses compared to last year's, the rankings are almost identical. The only exception is parks moved ahead of police and fire suppression this year. Last year the difference between those two categories was 13.76% while this year the margin narrowed to 3.89%.

One item to note is that while the rankings remained almost identical, the raw mean percentages varied widely when compared to the 2010 values. An interesting comparison is the mean allocation for road maintenance decreased \$520,630 between 2010 and 2011 while the storm water allocation increased \$510,420. In 2010 several areas around the city suffered flood damage due to ineffective storm water systems. An argument can be made there is a direct correlation between these incidents and the increased funding allocation for storm water in 2011.

When given a situation in which the City of Oshkosh's budget must be trimmed by \$1 million, the rankings remain somewhat similar but not as close as the surplus data. As with last year, the largest dollar amount change was in finance and administration. In 2010 finance and administration saw a decrease of \$264,770 compared to \$244,910 in 2011. Even with that decrease, finance and administration was overwhelmingly the most popular service to make cuts. Also similar to last year's survey the basic protective (i.e. fire and police) services fared well in regards to not receiving large budget cuts. Even though the proposed amount to cut was small, there was an increase in budget cuts for police protection. Road maintenance and storm water did not receive a large budget cut either. This is understandable considering both of these areas ranked low in perceived quality and very high importance in section four of the survey.

SURVEY DATA – SECTIONS FOUR AND FIVE

# 4 - Extra \$1 million	2010 Rank	2010 Mean*	2011 Rank	2011 Mean*
Road Maintenance	1	307.50	1	254.87
Storm Water	2	170.94	2	222.36
Economic Development	3	119.23	3	127.08
Police Protection	4	109.37	4	88.84
Community Services	5	88.86	5	78.21
Parks	7	66.94	6	77.68
Fire Suppression/ Prevention	6	80.70	7	73.79
Refuse and Recycling	8	39.63	8	43.06
Finance and Administration	9	17.15	9	34.13

# 5 - Reduce \$1 million	2010 Rank	2010 Mean*	2011 Rank	2011 Mean*
Finance and Administration	1	264.77	1	244.91
Parks	4	113.42	2	154.41
Community Services	3	129.85	3	141.14
Economic Development	2	156.74	4	137.88
Refuse and Recycling	5	95.68	5	80.72
Police Protection	7	62.12	6	75.23
Road Maintenance	8	58.77	7	57.91
Fire Suppression/ Prevention	9	51.25	8	56.17
Storm Water	6	67.40	9	51.63

*In thousands

Another interesting way to look at the responses from the hypothetical addition and subtraction of the \$1 million is to combine the two numbers so that they reflect on citizen opinion on a budget with neither a shortfall nor surplus. This can be very telling of the priorities of the respondents. To make this statistically valid, only the surveys in which the respondent completed both sections four and five (191 of the total 248 responses) were used.

Of the nine categories listed in this section, only four received a net positive allocation in 2011: road maintenance, storm water, fire suppression and police protection. Just like the conclusion from last year's study, it seems to be the case once again those basic services such as infrastructure and police and fire protection are what citizens of Oshkosh feel most strongly about.

SECTION 4 AND 5 – NET CHANGE

	2011 Add*	2011 Subtract*	Difference*
Road Maintenance	254.87	57.91	196.96
Storm Water	222.36	51.63	170.73
Fire Suppression/Prevention	73.79	56.17	17.62
Police Protection	88.84	75.23	13.61
Economic Development	127.08	137.88	-10.80
Refuse and Recycling	43.06	80.72	-37.66
Community Services	78.21	141.14	-62.93
Parks	77.68	154.41	-76.73
Finance and Administration	34.13	244.91	-210.78

*In thousands

Funding of City Services – Section Six

Survey question #6 covers the satisfaction levels and what possible changes could be made to the City of Oshkosh's current tax process. The question is broken down into five sections in which the citizens are asked to rate their level of satisfaction for the current tax system, and to rate their level of agreement towards potential ways in which the city could possible change this system for the better. The provided answer options for each question ranged from "strongly agree, somewhat agree, neither agree/disagree, somewhat disagree, strongly disagree." Each answered survey is intended to give city officials an idea of what the city can do to better satisfy its residents. Upon analysis, the survey answers were then compared according to the demographics of each survey taker. These demographics included age, sex, race, education level, occupation, income level, area of Oshkosh in which the citizen resides, years as a citizen, marital status, and whether or not children reside in the household. The city intended to use this demographic information to attempt to understand why certain citizens may have responded in a particular way to a particular tax question (i.e. were people with children less likely to be in agreement to lower taxes by raising fees, because these people with children are more likely to use services which require fees: swimming pools, parks, or beaches.)

Question #6 was broken down and measured on the above mentioned scale, as followed:

"I am satisfied with my taxes, aids and fees"

43.9% of respondents either somewhat or strongly agreed with the statement, "I am satisfied with my taxes" which was a 3% increase as compared to 2010. 31.5% of respondents either somewhat or strongly disagreed which was a 2.5% decrease from 2010. 24.6% of respondents neither agreed nor disagreed or expressed no opinion. Respondents were asked which part of the city they lived in: North of the Fox River, South of the Fox River and East of US 41, South of the Fox River and West of US 41. Geographically, the responses were very similar throughout the city, regardless of the area in which a citizen lived.

The largest three income brackets to respond to the survey were the \$15-\$24,999 bracket with 35 respondents, \$35-\$49,999 bracket with 39 respondents, and the \$50-

\$74,999 bracket with 46 respondents. Within these brackets the responses are very similar to the overall results of the survey.

Strongly Agree	6%
Somewhat Agree	37.9%
Neither Agree/ Disagree	17.7%
Somewhat Disagree	19.0%
Strongly Disagree	12.5%

In general the results of this year's question were very similar to 2010 with only single digit plus or minus changes over the year. However, the income bracket (\$15,000-\$24,999) replaced the \$75,000-\$99,999 on the top three respondents list.

“Reduce taxes through efficiency”

77.5% of respondents either somewhat or strongly agreed that the city should focus on becoming more efficient with services that are currently offered. There was only a slight 2% increase in the numbers this year; however there is still a strong indication that the citizens of Oshkosh feel the city should focus on reducing taxes by becoming more efficient. Particularly as state and local budgets are being scrutinized at a higher level than the last few years.

“Reducing taxes through grants”

This option, as shown with the survey in 2010 as well, proved to be a popular option, with overall positive responses of 60% strongly or somewhat agreeing with this proposed change to the tax system. 11.5% of the respondents showed no desire to acquire more grants to reduce taxes, with a somewhat or strongly disagree response. It should be noted that 23% of responses were neither agree nor disagree and 5.5% of citizens had no opinion on the subject.

Although demographics were taken into account, there was no particular demographic that appeared to cause a person to choose a particular response. Citizens simply tended to choose either a positive response or to not feel partial towards either response. Whether male or female, owners or renters, or married, single, or widowed; the strongest responses were either positive or neutral.

“Reduce taxes by raising service fees and charges”

The responses to this option were skewed slightly opposite to the prior option, with more citizens tending to feel more negatively towards this option. 32.7% of citizens responded with strong or somewhat agree, while 19.6% felt more neutral. The most significant of responses were in the somewhat to strongly disagree categories, with 44.7% of citizens against this type of change to the tax system. 3% of respondents answered this question with no opinion.

Again, taking into consideration the demographics analyzed for this study, results tended to be less positive, regardless of any demographic in particular. For example, married, single, or widowed citizens voiced their opinions in a similar manner, with all groups appearing to feel more negatively towards this option than positively. Single people felt most negatively, with 50% somewhat to strongly disagreeing. Married couples had a disagreement rating of 46.5% in these categories, while widowed citizens felt the least negative with 25%. Only 6% of single respondents chose to be neutral, as opposed to 35% of widowed respondents. Married respondents that were neutral responded at the 2010 average, which was 20%. In addition, citizens with or without children were analyzed on the topic of raising fees to lower taxes. The outcomes were relatively similar, with 33.9% and 31% strongly to somewhat agreeing, respectively, and 16.1% and 20.1% feeling neutral. 48.2% of citizens with children were either somewhat or strongly against this change, while 44.8% of childless citizens felt the same way.

“I will support an increase in taxes if it would maintain or increase services I value”

2011 was the second appearance of this question. Values of “somewhat agree and strongly agree” were combined to form one category of positive responses. “Somewhat disagree and strongly disagree” were combined to form a category of negative responses. The “neither agree/ disagree” category was viewed as a neutral response. Demographics were analyzed and were found to be relatively consistent towards an approval rating averaging 44.5% for an increase in taxes, which was a 4% decrease in approval rating from 2010. There was an average of 13.2% neutral responses, and an average of a 40.6%

against any increases. Citizens that were against any tax increases to maintain or improve services rose 6% since 2010.

An interesting note, in regard to educational level, the higher level, the more likely it appeared as though the respondent approved an increase. Five citizens, with an education level below high school, responded and 3 supported tax increases, which in turn was the exact opposite as 2010. Those with high school degrees (80 respondents) agreed 33.8% of the time, while 23.8% were neutral, and 42.5% disagreed. 68 citizens held bachelor's degrees and agreed 36.8% of the time, while 7.4% were neutral, and 55.9% disagreed. 36 citizens responded with a master's degree or higher and agreed 80.6% of the time, while 5.6% were neutral and only 13.9% disagreed. This portion of question 6 had the biggest change from 2010. Although higher education equaled higher support for increases, respondents with high school degrees that were willing to have an increase in taxes dropped 11.3% from 2010. Interestingly enough, those with bachelor's degrees dropped 17.4% from last year. Contrarily, the 80.6% of people with masters degrees or higher that supported tax increases rose from 56.9% in 2010, almost a 25% increase.

Question 6 - Funding of City Services - Percentages

Key:	Strongly Agree	Somewhat Agree	Neither Agree/ Disagree	Somewhat Disagree	Strongly Disagree	No Opinion
I am satisfied with the current mix of taxes, aids, grants and fees	6	37.9	17.7	19	12.5	6.9
The City could reduce taxes and maintain current services by being more efficient.	41.9	35.6	8.9	5.5	5.5	2.5
The City should focus on reducing taxes by pursuing grants (many of which require local funding match)	20.4	39.6	23	7.7	3.8	5.5
The City should focus on reducing taxes by increasing service fees and charges.	7.2	25.5	19.6	19.6	25.1	3
I support an increase in taxes if it would maintain or increase the services I value	16.7	27.8	13.2	14.5	26.1	1.7

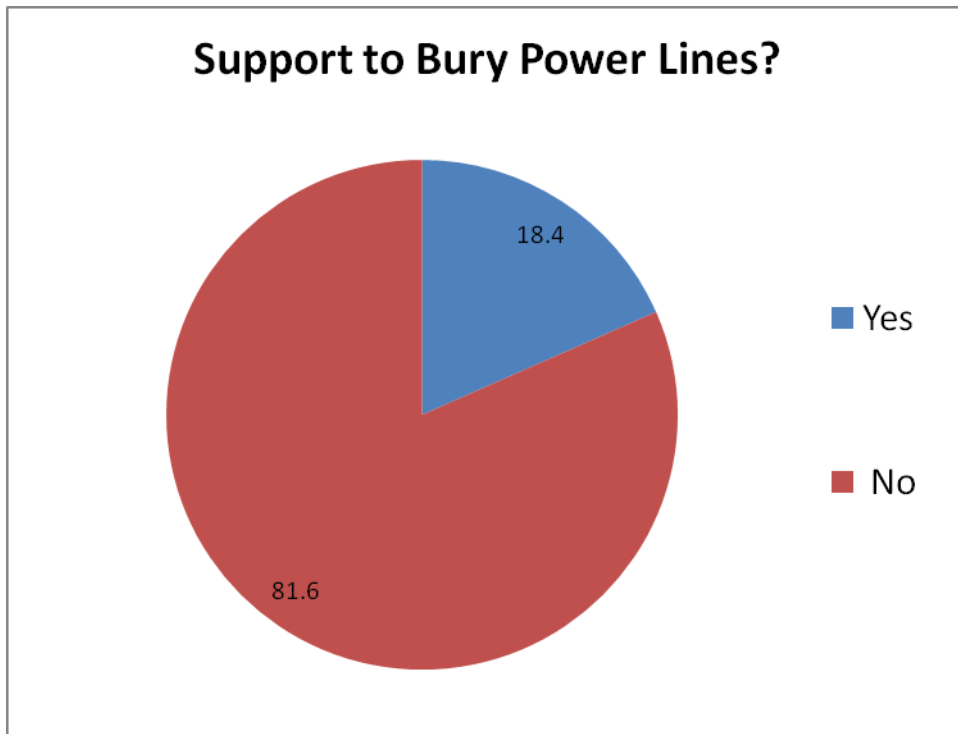
City of Oshkosh Power Lines

Section 7

Support one-time charge to bury power lines if property owner responsible for incurred costs?

To help understand the position of citizens regarding the potential to bury front yard power lines at the expense of the property owner, it was decided to ask the question on the 2011 Citizen Survey.

Based on the results, a majority of all respondents would not support the burying of power lines. 81.6% of all respondents do not support the burying of power lines in their front yard for a one-time charge between \$3,300 and \$6,500. 18.4% of all respondents would support buried power lines at their expense. When accounting for income demographics, almost all levels of income surveyed mirror the overall result in not supporting the idea to bury power lines at the property owner's expense.



Comments - Section Eight

In reviewing the written comments, the following major themes were noted:

- The business development comments generally support business development efforts. There were six comments that seem to support business development activities in addition to the following:
 - Downtown: Don't buy closed businesses
 - Need better marketing
 - Improve river front supported 6 to 1
 - Reduce public parking downtown - don't supply parking for business with public money.
 - Lack of shopping
 - Miller Bay utilities building is an eye sore
 - Building permit process is unfriendly
- Streets were considered to be in poor condition. The comments reflected a negative nature when addressing Public Works issues.
 - Infrastructure poor
 - Plowing poor
 - Better sidewalk snow removal needed
 - Sewer problems
 - Need better tree trimming
 - Want roundabout 9th/Westhaven
 - Want sidewalk west of Westhaven/9th
 - Need better street lighting
 - Need better stop light sequencing
- Administration comments leaned to the negative.
 - Police not providing services
 - Idle city workers
 - Cut high paying jobs
 - Police used cars for personal use
 - More taxes for better services
- Cable Company needs competition
- Pro Walker-cuts
- Bike trails needed
- Generally happy with city services
- Storm Water management was bad
- Miscellaneous
 - Need more green alternatives
 - UWO gets too much attention

- Want help for Humane Society
- Wealthy get preferential treatment
- Want newsletter
- Focus on basics
- School money not used well
- Improve municipality collaboration
- Show more risk taking
- More privatization
- Regulate farmers market
- Buried power lines scope too large

Analysis of Survey Results to Demographics of City – Section Nine

The following survey demographics were requested from the survey participants and compared to the census data from 2005-09 for the City of Oshkosh. The column showing population statistics Without Institutions was inserted to reflect the numbers of census reports that come from institutions such as the correctional institutions and the campus dormitories which were not included in the parcel base for this survey.

		Surveys Results	Surveys %	Oshkosh Census	Without Institutions
Gender	Male	118	49.0%	51.3%	
	Female	123	51.0%	48.7%	
	Missing	7			
Year Born	18 to 65	158	66.9%	78.0%	74.6%
	Over 65	78	33.1%	22.0%	25.4%
	Missing	12			
Marital Status	Married	148	61.4%	37.9%	43.7%
	Not Married	67	27.8%	55.9%	49.1%
	Widowed	26	10.8%	6.2%	7.2%
	Missing	7			
Time Lived in Oshkosh	5 or less	30	12.4%		
	6 to 20	59	24.5%		
	>20	152	63.1%		
	Missing	7			
Rent or Own	Own	197	81.7%	59.6%	
	Rent	44	18.3%	40.4%	
	Missing	7			
Number of Children	None	183	75.9%	72.9%	
	1	26	10.8%	27.1%	
	2	23	9.5%		
	3	9	3.7%		
	4 or more	0			
	Missing	7			
Place of Residence	North of Fox	78	32.9%	56.4%	50.8%
	South of Fox/East of 41	98	41.4%	31.6%	35.7%
	South of Fox/West of 41	61	25.7%	11.9%	13.5%
	Missing	11			
Income	Under 10K	11	4.8%	6.9%	
	10 to 15K	4	1.8%	6.7%	
	15 to 25K	39	17.2%	14.4%	
	25 to 35K	16	7.0%	12.9%	
	35 to 50K	41	18.1%	16.4%	
	50 to 75K	48	21.1%	21.0%	
	75 to 100K	31	13.7%	11.2%	
	100 to 150K	28	12.3%	7.7%	
150 to 200K	3	1.3%	1.5%		

	Over 200K	6	2.6%	1.3%
	Missing	21		
Employment Status	Employed	122	51.3%	
	Student	11	4.6%	
	Unemployed	13	5.5%	5.9%
	Retired	92	38.7%	
	Missing	10		
Occupation	Homemaker	5	3.2%	
	Service Occupation	27	17.1%	22.2%
	Sales and Office	10	6.3%	26.3%
	Education	22	13.9%	6.3%
	Other	30	19.0%	0.2%
	Management, professional	47	29.7%	21.1%
	Construction	7	4.4%	4.8%
	Production, Trans, Material Move	10	6.3%	19.1%
	Missing	90		
		Less than HS	5	2.1%
Education	HS	86	36.3%	56.2%
	Associates	37	15.6%	7.0%
	Bachelors	71	30.0%	16.5%
	MA or higher	38	16.0%	7.0%
	Missing	11		
Race	White	230	97.9%	88.6%
	Hispanic or Latino	1	0.4%	2.5%
	Two or more races	4	1.7%	1.1%
	African-American	0		2.9%
	Asian	0		3.4%
	American Indian	0		0.5%
	Native Hawaiian	0		0.0%
	Other	0		1.0%

Gender - Of the survey respondents, 49% of them were male while the remaining 51% were female. This is fairly consistent with the Oshkosh census survey which forecast a population of 51.3% male to 48.7% female ratio.

Year Born- Individuals between the ages of 18 through 65 made up 66.9% of the respondents with the remaining 33.1% being individuals age 65 and older. The Oshkosh Census forecast a population consisting of 78% individuals between the ages of 18 through 65 and the remaining 22% individuals 65 years of age and older.

Marital Status- The 2011 City of Oshkosh Citizen survey results were 61.4% of the individuals polled were married, 27.8% not married, and 10.8% widowed. These numbers are very different from the Oshkosh Census numbers which showed a population which is 37.9% married, 55.9% not married, and 6.2% widowed.

Time Lived in Oshkosh - The 2011 City of Oshkosh Survey demonstrated that 12.4% of individuals polled have lived in Oshkosh 5 or fewer years, 24.5% have lived in Oshkosh 6 to 20 years, and 63.1% have lived in Oshkosh 20 years or longer. This information is not obtained by the Oshkosh Census.

Rent or Own - The 2011 City of Oshkosh Survey shows that 81.7% of the individuals polled own their own house with the remaining 18.3% renting. The Oshkosh Census demonstrated a population of 59.6% home owners and the remaining 40.4% renting.

Number of Children - The 2011 City of Oshkosh had a respondent pool that showed 75.9% not having children, 10.8% having one child, 9.5% having two children, and 3.7% having three children. The Oshkosh Census showed that 72.9% of Oshkosh's population had no children, and 27.1% having one or more children.

Place of Residence - Of the survey respondents for the 2011 City of Oshkosh survey 32.9% lived north of the Fox River, 41.4% lived south of the Fox River/east of highway 41, and 25.7% lived south of the Fox River/west of highway 41. The Oshkosh Census showed 56.4% of the population of Oshkosh residing north of the Fox River, 31.6% residing south of the Fox River/east of highway 41, and the remaining 11.9% of the survey respondents reside south of the Fox River/west of highway 41.

Income – A slightly higher percentage of the survey respondents had incomes over \$50,0000 than in the census for the City.

Employment Status – The respondents to the survey were similar in the levels of employment and unemployment as the census data.

Occupation - Although some of the figures are similar there are some dramatic differences in a number of areas. Professions are represented more in the survey responses than in the census.

Education – Generally, the higher the level of education yielded higher responses to the survey.

Race - Of the survey respondents for the 2011 City of Oshkosh survey 97.9% of these respondents identified as White compared to the Census 88.6% identified as white.

Internet Surveys

An opportunity for citizens who were not part of the randomly selected survey base to complete the citizen survey was provided on the City of Oshkosh web page site. One-hundred and fifty-five (155) citizens participated in this opportunity. While the results of these surveys are not considered statistically significant for research considerations, they are informative and are included in the Appendix A for consideration.

Summary

The citizen survey for the City of Oshkosh resulted in 248 responses from a randomly selected base of 1500 citizens. This 16.5 percent response rate, while considered slightly low for citizen surveys, is statistically significant even though it is slightly higher than the normally accepted margin of error rate of a 5.0%. The response rate of 248 is a decrease from the 338 survey responses in 2010 and the 255 responses in 2009. The results of the survey described in the body of this report should aid the officials in the City of Oshkosh in helping to determine the future priorities and direction of the city.

Appendix A - Internet Surveys

Question 1 - How Oshkosh Citizens Feel About Their City Results

	Excellent	Good	Fair	Poor	No Opinion
As a place to live	18	95	31	11	0
Sense of community	9	74	46	20	6
Overall appearance of the city	1	54	70	29	1
Overall safety of residents	23	95	31	6	0
Your neighborhood as a place to live	44	74	25	11	1
As a place to raise children	28	78	26	13	10
As a place to retire	9	48	52	38	8
Community openness/acceptance of people	8	56	58	26	7
Overall quality of life	11	90	43	11	0
Environmentally friendly city	12	77	44	20	2
As a place to work	8	62	47	22	15
Direction moving for the future	3	49	61	30	12

Question 1 - How Oshkosh Citizens Feel About Their City Results Summary

	Positive	Negative	No opinion
As a place to live	113	42	0
Sense of community	83	66	6
Overall appearance of the city	55	99	1
Overall safety of residents	118	38	0
Your neighborhood as a place to live	118	36	1
As a place to raise children	106	39	10
As a place to retire	57	90	8
Community openness/acceptance of people	65	84	7
Overall quality of life	101	54	0
Environmentally friendly city	89	64	2
As a place to work	70	69	15
Direction moving for the future	52	91	15

Question 3 - Importance of Services - Percentage

Importance of Services	Very Im	Some Im	No Opin	Some Un	Very Un
Animal Control	25	65	8	42	15
Bike and Pedestrian Trails	40	74	1	18	22
Building Permits and Inspections	36	68	9	31	11
Community Media	26	81	3	33	13
City Parking Facilities	25	75	3	32	20
City Support for Neighborhood Organizations	34	71	8	30	12
City's Sidewalk System	56	70	3	20	6
Economic Development Assistance to Businesses	50	61	3	25	16
Efforts to Improve the Quality of Housing	42	77	5	23	8
Emergency Medical and Rescue Services	108	38	1	7	1
Enforcement of Property Codes	54	69	4	20	8
Fire Protection and Prevention Services	113	37	0	2	3
Lake Shore Golf Course	4	29	9	46	67
Leaf and Brush Pick up	40	69	3	33	10
Maintenance/Appearance of City Parks & Greenways	54	82	2	13	4
Maintenance of City-Owned Buildings	46	93	1	12	3
Oshkosh Public Museum	42	66	4	32	11
Police Services	113	29	2	7	4
Pollock Aquatic Center	18	74	6	32	25
Public Health Programs	40	78	4	25	8
Public Library Services	73	57	0	17	8
Refuse Collection and Recycling	84	61	0	6	4
Regulation and Zoning for Land Use	33	79	8	32	3
Removal of Snow and Ice From City Streets	104	40	0	10	1
Response to Citizen Complaints and Requests	79	67	0	6	3
Senior Services Center	28	89	1	24	13
Storm Drainage Systems	89	59	2	3	2
Street Lighting	51	77	3	22	2
Street Paving, Maintenance, Sweeping and Repair	100	49	1	1	4
Transit System	42	61	4	31	17
Transportation Planning For Traffic	48	76	1	23	7

Rating - Very Important - Somewhat Important - No Opinion - Somewhat Unimportant - Very Unimportant

Question 2 - Quality of Services - Percentage

Quality of Services	Value	Excellent	Good	Fair	Poor
Animal Control		10	57	31	8
Bike and Pedestrian Trails		3	46	59	34
Building Permits and Inspections		7	50	41	18
Community Media		20	60	45	12
City Parking Facilities		9	49	65	20
City Support for Neighborhood Organizations		3	46	48	16
City's Sidewalk System		5	74	58	16
Economic Development Assistance to Businesses		5	38	39	16
Efforts to Improve the Quality of Housing		4	37	47	17
Emergency Medical and Rescue Services		64	66	12	1
Enforcement of Property Codes		3	48	56	22
Fire Protection and Prevention Services		78	56	10	2
Lake Shore Golf Course		12	45	30	7
Leaf and Brush Pick up		32	76	30	8
Maintenance/Appearance of City Parks & Greenways		18	88	36	12
Maintenance of City-Owned Buildings		4	79	47	5
Oshkosh Public Museum		36	66	20	3
Police Services		61	63	19	9
Pollock Aquatic Center		33	55	9	5
Public Health Programs		10	53	29	9
Public Library Services		55	67	22	3
Refuse Collection and Recycling Services		59	71	16	8
Regulation and Zoning for Land Use		8	46	35	11
Removal of Snow and Ice from City Streets		18	63	39	34
Response to Citizen Complaints and Requests		9	42	40	26
Senior Services Center		17	65	18	3
Storm Drainage Systems		3	34	60	51
Street Lighting		9	83	50	11
Street Paving, Maintenance, Sweeping and Repair		6	38	53	56
Transit System		14	62	35	10
Transportation Planning For Traffic		3	46	46	29

Question 4 - Budgeting Priorities

	#	Minimum	Maximum	Mean	Std. Deviation
# 4 - Extra \$1 million					
Community Services	148	0	\$500	93.34	106.78
Economic Development	148	0	\$600	104.25	131.05
Refuse and Recycling	148	0	\$250	49.61	65.72
Finance and Administration	148	0	\$200	26.77	41.44
Police Protection	148	0	\$500	89.11	102.00
Fire Suppression/ Prevention	148	0	\$350	78.81	84.52
Parks	148	0	\$800	93.35	110.80
Storm Water Maintenance	148	0	\$700	179.05	150.67
Road Maintenance	148	0	\$1000	285.03	205.69

Question 5 - Budgeting Priorities

	#	Minimum	Maximum	Mean	Std. Deviation
# 5 - Reduce \$1 million					
Community Services	142	0	\$750	116.56	130.47
Economic Development	142	0	\$1000	193.22	224.66
Refuse and Recycling	142	0	\$300	69.87	79.54
Finance and Administration	142	0	\$1000	214.88	180.21
Police Protection	142	0	\$1000	102.16	204.13
Fire Suppression/ Prevention	142	0	\$600	60.01	100.09
Parks	142	0	\$750	134.95	143.41
Storm Water Maintenance	142	0	\$700	60.26	106.29
Road Maintenance	142	0	\$500	48.08	80.42

Question 6 - Funding of City Services - Percentages

Key:	Strongly Agree	Some-what Agree	Neither Agree/ Disagree	Some-what Disagree	Strongly Disagree	No Opinion
I am satisfied with the current mix of taxes, aids, grants and fees	3	50	34	34	25	9
The City could reduce taxes and maintain current services by being more efficient.	61	45	14	16	17	2
The City should focus on reducing taxes by pursuing grants (many of which require local funding match)	33	59	35	19	6	3
The City should focus on reducing taxes by increasing service fees and charges.	16	39	26	34	39	1
I support an increase in taxes if it would maintain or increase the services I value	38	45	12	14	44	2

Question 7 – Bury power lines if costs covered by property owner?

	Yes	No
Bury Power Lines	48	107

Question 9 - Analysis of Survey Results to Demographics of City

		Surveys Results	Surveys %	Oshkosh Census	Without Institutions
Gender	Male	92	59.3%	51.3%	
	Female	63	40.7%	48.7%	
	Missing	0		0.0%	
Year Born	18 to 65	122	79.7%	78.0%	74.6%
	Over 65	31	20.3%	22.0%	25.4%
	Missing	2			
Marital Status	Married	106	68.4%	37.9%	43.1%
	Not Married	42	27.1%	55.9%	49.1%
	Widowed	7		6.2%	7.2%
	Missing	0			
Time Lived in Oshkosh	5 or less	19	12.3%		
	6 to 20	40	25.8%		
	>20	96	61.9%		
	Missing				
Rent or Own	Own	140	90.3%	59.6%	
	Rent	14	9.0%	40.4%	
	Missing	1			
Number of Children	None	104	67.1%	72.9%	
	1	20	12.9%	27.1%	
	2	21	13.5%		
	3	9	5.8%		
	4 or more	1	.6%		
	Missing	0			
Place of Residence	North of Fox	69	44.5%	56.4%	50.8%
	South of Fox/East of 41	52	33.5%	31.6%	35.7%
	South of Fox/West of 41	32	20.5%	11.9%	13.5%
	Missing	2			
Income	<10K	3	1.9%	6.9%	
	10 to 15K	1	.6%	6.7%	
	15 to 25K	10	6.5%	14.4%	
	25 to 35K	10	6.5%	12.9%	
	35 to 50K	26	16.8%	16.4%	
	50 to 75K	52	33.5%	21.0%	
	75 to 100K	28	18.1%	11.2%	
	100 to 150K	16	10.3%	7.7%	
150 to 200K	4	2.6%	1.5%		

	>200K	5	3.2%	2.6%	
	Missing	0			
Employment Status	Employed	106	68.4%		
	Student	3	1.9%		
	Unemployed	7	4.5%	5.9%	
	Retired	39	25.2%		
	Missing	0			
Occupation	Homemaker	5	4.3%		
	Service Occupation	19	16.4%	22.2%	
	Sales and Office	8	6.9%	26.3%	
	Education	11	9.5%	6.3%	
	Other	27	23.3%	.2%	
	Production, Trans, Material	8	6.9%	19.1%	
	Management, professional	30	25.9%	21.1%	
	Farming, fishing, forestry	0	0%		
	Construction	8	6.9%	4.8%	
	Missing	39			
Education	Less than HS	4	2.6%	13.3%	
	HS	30	27.7%	56.2%	
	Associates	43	19.4%	7.0%	
	Bachelors	55	35.5%	16.5%	
	MA or higher	23	14.8%	7.0%	
	Missing	0			
Race	White	144	96.0%	88.6%	
	Hispanic or Latino	2	1.3%	2.5%	
	African-American	0		2.9%	
	Asian	0		3.4%	
	American Indian	1	.7%	.5%	
	Native Hawaiian	1	.7%	0%	
	Other	2	1.3%	2.1%	