

CITY HALL

2026 City of Homewood Resident Survey Findings Report

Presented to the City of
Homewood, AL

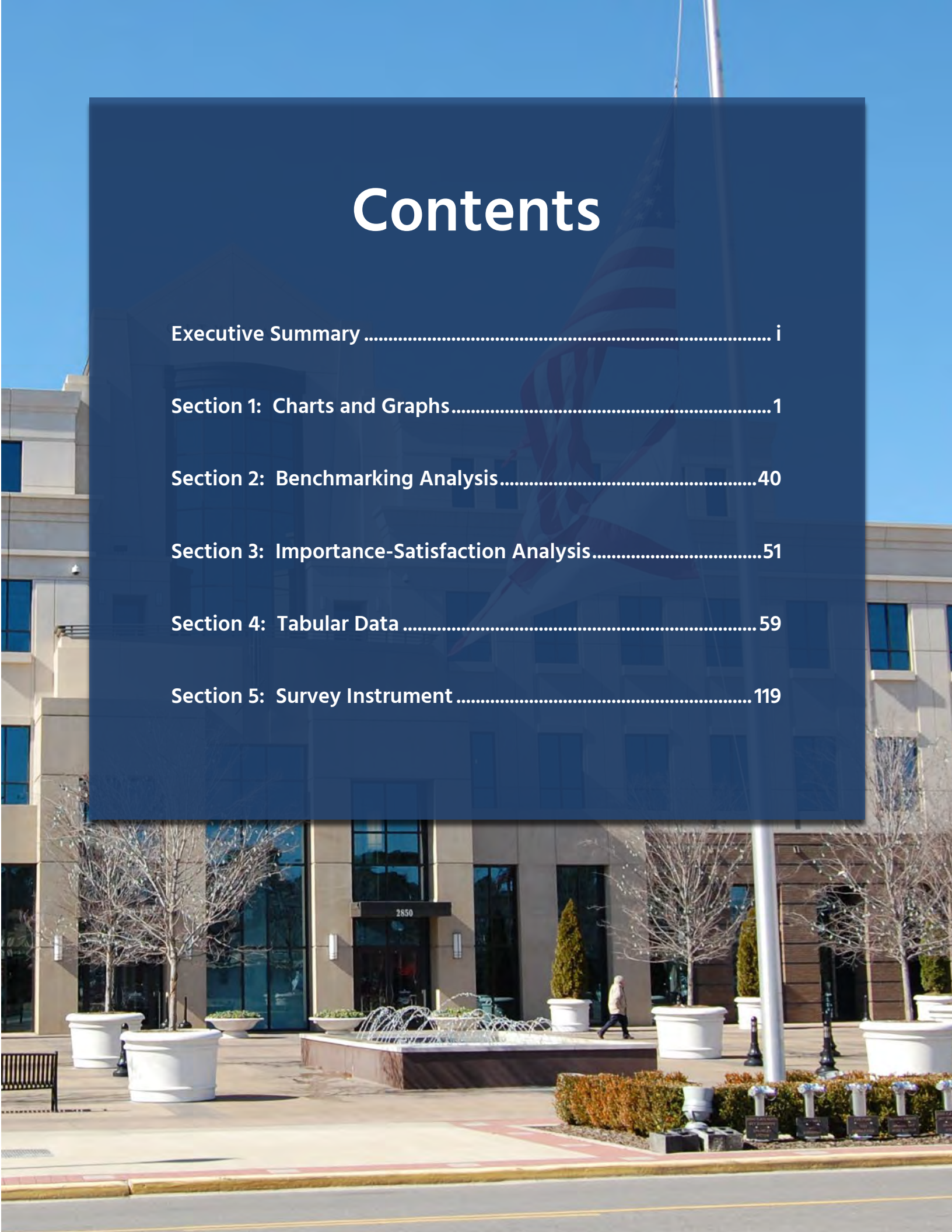
April 2026



ETC
INSTITUTE

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Executive Summary

2026 City of Homewood Resident Survey

Executive Summary



Purpose

ETC Institute administered a resident survey for the City of Homewood between February and March of 2026. The survey was conducted as part of the City's effort to gather resident opinions and feedback on programs and services. The results of the survey will help City staff and elected officials better understand resident satisfaction, identify areas for improvement, and establish priorities for future planning and budgeting. This is the first resident survey ETC Institute has administered for the City of Homewood.

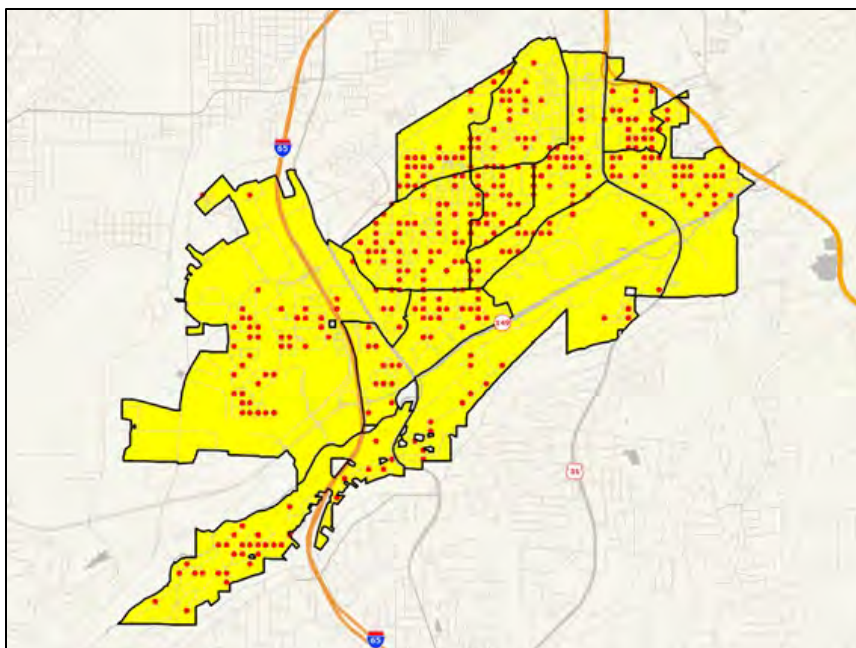
Methodology

A seven-page survey was mailed to a random sample of households throughout the City of Homewood. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those who preferred to complete the survey over the internet. After the surveys were mailed to households, residents who were part of the random sample received a follow-up message to encourage participation.

To prevent people who were not residents of Homewood from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected from the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 460 households responding to the survey. The results for the random sample of 460 households have a 95% level of confidence with a precision of at least +/- 4.5%.

To better understand how well services are being delivered in different parts of the City, the home address of survey respondents was geocoded. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



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Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of City services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that show how the results for the City of Homewood compare to results in other communities in the Southeast Region and across the U.S. (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Perceptions of the City of Homewood

The perceptions of the City that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of life (95%), image of the City (87%), and quality of services provided (86%).

Ratings of the City

Nearly all (99%) of the residents survey, *who had an opinion*, rated the City of Homewood as an “excellent” or “good” place to live; 98% rated the City as an “excellent” or “good” place to raise children, and 86% gave the City “excellent” or “good” ratings as a place to work.

Quality of City Services

The categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of the City’s school system (96%), quality of the City parks and recreation programs/facilities (93%), quality of public safety services (93%), and quality of public library facilities and services (92%).

Based on the sum of their top three choices, the City services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City streets and facilities, 2) flow of traffic and congestion management, and 3) quality of the City’s stormwater runoff/management system.

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Satisfaction with Specific City Services

Public Safety Services. The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: professional appearance of the fire department personnel, equipment and/or fire stations (98%), quality of local fire protection services (95%), attitude of respect, caring, and sense of importance for helping others displayed by fire department personnel (95%), fire safety while in businesses, restaurants, and places of public assembly (90%), quality of emergency medical services (87%), quality of local police protection (86%), and how quickly police respond to emergencies (83%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next three years were: 1) the City’s efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) enforcement of speed limits in neighborhoods.

Perceptions of Safety in the City. The highest levels of satisfaction with perceptions of safety in the City, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: in neighborhoods during the day (99%), overall feeling of safety in the City (98%), and in commercial and retail areas (97%).

Enforcement of Codes and Ordinances. The highest levels of satisfaction with the enforcement of codes and ordinances, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing codes designed to protect public safety (66%), enforcing maintenance of business property (63%), and enforcing sign regulations (61%).

City Maintenance. The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City buildings (85%), mowing and trimming along streets/other public areas (78%), maintenance of the commercial areas (76%), and cleanliness of City streets/other public areas (75%)

Based on the sum of their top three choices, the street maintenance and traffic operations services that residents thought should receive the most emphasis over the next three years were: 1) maintenance of major City streets, 2) maintenance of sidewalks, and 3) adequacy of City street lighting.

Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Special City Events (91%), maintenance of City parks (88%), maintenance of City ballfields (88%), swimming pools (88%), number of City parks (87%), and outdoor athletic fields (86%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) number of walking and biking trails, 2) maintenance of City parks, and 3) community recreational centers.

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City Communication. The highest levels of satisfaction with City communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: availability of information about City programs and services (61%), quality of emailed newsletter (54%), and quality of the City’s web page (50%).

Based on the sum of their top three choices, the communications services that residents thought should receive the most emphasis over the next two years were: 1) level of public involvement in local decision making, 2) ease of finding information on the City’s website, and 3) availability of information on City services and programs.

Customer Service. Thirty-eight percent (38%) of residents surveyed, *who had an opinion*, indicated they had contacted the City with a question, problem, or complaint during the past year. Of those, 86% *who had an opinion* indicated City employees were “always” or “usually” courteous and polite, and 71% indicated employees were “always” or “usually” easy to contact. The highest levels of satisfaction with water utilities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: courtesy and professionalism of water utilities staff (65%), reliability of the City’s drinking water (62%), timeliness of response to calls for service (61%), and quality of drainage infrastructure (60%)

Garbage/Trash Services. The highest levels of satisfaction with garbage and trash services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: brush and bulk trash removal services (73%) and litter control along major streets (62%).

City Library. The highest levels of satisfaction with City library services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: hours of operation (94%), staff assistance and customer service (93%), variety of materials (88%), computer and Wi-Fi Internet access (87%), and programs for children (86%).

Based on the sum of their top three choices, the library services that residents thought should receive the most emphasis over the next three years were: 1) programs for children, 2) variety of materials, and 3) programs for adults.

Transportation. The highest levels of satisfaction with transportation in the City, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ease of travel from home to work (78%), ease of travel from home to school (77%), and availability of pedestrian walkways (52%).

Perceived Pace of Development in the City. Residents were asked their opinion about the current pace of development in various areas. Twenty-eight percent (28%), *who had an opinion*, thought the pace of mixed use development was “much too slow” or “slow.” Thirty-one percent (31%) of respondents thought the pace of single-family residential development was “fast” or “much too fast.”

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Future Topics to Consider in Plans for the Future. The highest levels of importance of future topics to consider as the City plans for the future, based upon the combined percentage of “extremely important” and “very important” responses among residents *who had an opinion*, were: preventing drainage/flooding and preserving water quality (91%), preserving the City’s character and history (88%), preserving trees and green space (84%), investing in public safety (80%), investing in expanding roads and sidewalks (75%), investing in traffic management (72%), and creating a vibrant downtown (69%).

Based on the sum of their top three choices, the future topics that residents thought should receive the most emphasis over the next two years were: 1) preserving the City’s character and history, 2) preserving trees and green space, and 3) creating a vibrant downtown.

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How the City of Homewood Compares to Other Communities Nationally

Satisfaction levels for Homewood **rated higher than the U.S. average in 47 of the 49 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 45 of these areas. Listed below and on the following page are the comparisons between Homewood and the U.S. average:

Service	Homewood	U.S.	Difference	Category
Quality of the City's school system	95.6%	42.4%	53.2%	City Services
Quality of City parks & recreation programs/facilities	93.4%	48.3%	45.1%	City Services
As a place to live	98.9%	54.7%	44.2%	Ratings of the City
In the City parks	96.5%	52.4%	44.1%	Perceptions of Safety
Image of the City	86.6%	44.6%	42.0%	Perceptions of the City
As a place to raise children	97.7%	56.7%	41.0%	Ratings of the City
Quality of services provided by the City	85.6%	44.6%	41.0%	Perceptions of the City
Overall feeling of safety in Homewood	98.0%	57.3%	40.7%	Perceptions of Safety
Value received for City tax dollars and fees	72.5%	32.7%	39.8%	Perceptions of the City
In your neighborhood at night	95.8%	56.2%	39.6%	Perceptions of Safety
In commercial and retail areas	96.7%	57.2%	39.5%	Perceptions of Safety
As a place to work	85.7%	46.7%	39.0%	Ratings of the City
Quality of local police protection	86.3%	49.0%	37.3%	Public Safety
Emergency preparedness/emergency management	80.3%	44.3%	36.0%	Public Safety
Quality of customer service from City employees	73.0%	38.0%	35.0%	City Services
Quality of public safety services	93.1%	58.8%	34.3%	City Services
Quality of public library facilities and services	92.4%	58.8%	33.6%	City Services
Maintenance of City buildings	85.0%	51.5%	33.5%	City Maintenance
Appearance of the City	80.9%	47.6%	33.3%	Perceptions of the City
How quickly police respond to emergencies	83.2%	51.7%	31.5%	Public Safety
City's efforts to prevent crime	76.7%	46.0%	30.7%	Public Safety

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How the City of Homewood Compares to Other Communities Nationally (cont.)

Service	Homewood	U.S.	Difference	Category
Mowing and trimming along streets/other public areas	77.6%	49.3%	28.3%	City Maintenance
Brush and bulk trash removal services	72.8%	45.3%	27.5%	Garbage/Trash Services
Quality of local fire protection services	95.2%	68.0%	27.2%	Public Safety
In your neighborhood during the day	98.7%	72.3%	26.4%	Perceptions of Safety
Cleanliness of City streets/other public areas	74.8%	49.2%	25.6%	City Maintenance
Quality of emergency medical services	87.2%	65.2%	22.0%	Public Safety
Visibility of police in neighborhoods	71.7%	50.3%	21.4%	Public Safety
Effectiveness of City communication with public	56.9%	37.2%	19.7%	City Services
Fire, life safety and CPR educational programs	71.3%	51.9%	19.4%	Public Safety
Enforcing maintenance of business property	63.4%	44.7%	18.7%	Codes and Ordinances
Availability of information about City programs & services	60.5%	44.1%	16.4%	City Communication
Enforcement of local traffic laws	62.6%	46.6%	16.0%	Public Safety
Enforcing sign regulations	60.9%	44.9%	16.0%	Codes and Ordinances
Visibility of police in retail areas	63.7%	48.7%	15.0%	Public Safety
Maintenance of City streets and facilities	52.2%	37.5%	14.7%	City Services
Enforcement of City codes and ordinances	53.6%	39.9%	13.7%	City Services
Maintenance of major City streets	56.9%	43.5%	13.4%	City Maintenance
Quality of animal control	58.2%	45.7%	12.5%	Public Safety
Enforcing the maintenance of residential property (exterior of homes)	52.7%	42.1%	10.6%	Codes and Ordinances
Enforcing mowing and trimming of private property	52.9%	43.1%	9.8%	Codes and Ordinances
Adequacy of City street lighting	61.0%	52.4%	8.6%	City Maintenance
Level of public involvement in local decision making	43.1%	34.7%	8.4%	City Communication
Enforcing cleanup of litter and debris on private property	50.6%	42.5%	8.1%	Codes and Ordinances
Quality of the City's web page	50.3%	42.4%	7.9%	City Communication
Maintenance of sidewalks	46.4%	42.8%	3.6%	City Maintenance
Flow of traffic and congestion management in the City	45.5%	43.2%	2.3%	City Services
Residential Garbage/Recycling collection services	57.5%	60.8%	-3.3%	Garbage/Trash Services
Quality of the City's stormwater runoff/stormwater management system	41.0%	48.5%	-7.5%	City Services

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How the City of Homewood Compares to Other Communities in the Region

Satisfaction levels for Homewood **rated higher than the Southeast Region in 47 of the 49 areas** that were assessed. The City rated significantly higher than Southeast regional average (difference of 5% or more) in all 46 of these areas. Listed below and on the following page are the comparisons between Homewood and the Southeast regional average:

Service	Homewood	Southeast Region	Difference	Category
Quality of the City's school system	95.6%	44.9%	50.7%	City Services
Quality of City parks & recreation programs/facilities	93.4%	47.6%	45.8%	City Services
As a place to live	98.9%	54.4%	44.5%	Ratings of the City
As a place to work	85.7%	43.0%	42.7%	Ratings of the City
As a place to raise children	97.7%	56.8%	40.9%	Ratings of the City
In the City parks	96.5%	55.8%	40.7%	Perceptions of Safety
Quality of services provided by the City	85.6%	45.4%	40.2%	Perceptions of the City
In your neighborhood at night	95.8%	55.7%	40.1%	Perceptions of Safety
Maintenance of City buildings	85.0%	45.0%	40.0%	City Maintenance
Value received for City tax dollars and fees	72.5%	33.1%	39.4%	Perceptions of the City
Quality of local police protection	86.3%	47.1%	39.2%	Public Safety
Image of the City	86.6%	47.9%	38.7%	Perceptions of the City
Overall feeling of safety in Homewood	98.0%	59.5%	38.5%	Perceptions of Safety
In commercial and retail areas	96.7%	59.4%	37.3%	Perceptions of Safety
Brush and bulk trash removal services	72.8%	36.3%	36.5%	Garbage/Trash Services
City's efforts to prevent crime	76.7%	41.1%	35.6%	Public Safety
Quality of public safety services	93.1%	57.8%	35.3%	City Services
Mowing and trimming along streets/other public areas	77.6%	42.5%	35.1%	City Maintenance
Quality of public library facilities and services	92.4%	57.6%	34.8%	City Services
How quickly police respond to emergencies	83.2%	48.4%	34.8%	Public Safety
Quality of customer service from City employees	73.0%	38.4%	34.6%	City Services
Emergency preparedness/emergency management	80.3%	48.3%	32.0%	Public Safety

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How the City of Homewood Compares to Other Communities in the Region (cont.)

Service	Homewood	Southeast Region	Difference	Category
Appearance of the City	80.9%	51.6%	29.3%	Perceptions of the City
In your neighborhood during the day	98.7%	69.8%	28.9%	Perceptions of Safety
Enforcing maintenance of business property	63.4%	37.7%	25.7%	Codes and Ordinances
Fire, life safety and CPR educational programs	71.3%	47.2%	24.1%	Public Safety
Quality of local fire protection services	95.2%	71.7%	23.5%	Public Safety
Visibility of police in neighborhoods	71.7%	48.2%	23.5%	Public Safety
Quality of emergency medical services	87.2%	64.6%	22.6%	Public Safety
Availability of information about City programs & services	60.5%	38.6%	21.9%	City Communication
Cleanliness of City streets/other public areas	74.8%	54.0%	20.8%	City Maintenance
Enforcement of local traffic laws	62.6%	45.2%	17.4%	Public Safety
Enforcing sign regulations	60.9%	43.6%	17.3%	Codes and Ordinances
Visibility of police in retail areas	63.7%	46.7%	17.0%	Public Safety
Quality of animal control	58.2%	42.1%	16.1%	Public Safety
Quality of the City's web page	50.3%	34.9%	15.4%	City Communication
Maintenance of major City streets	56.9%	41.9%	15.0%	City Maintenance
Enforcement of City codes and ordinances	53.6%	38.8%	14.8%	City Services
Effectiveness of City communication with public	56.9%	42.9%	14.0%	City Services
Enforcing the maintenance of residential property (exterior of homes)	52.7%	38.9%	13.8%	Codes and Ordinances
Level of public involvement in local decision making	43.1%	30.3%	12.8%	City Communication
Maintenance of City streets and facilities	52.2%	39.7%	12.5%	City Services
Enforcing mowing and trimming of private property	52.9%	40.8%	12.1%	Codes and Ordinances
Adequacy of City street lighting	61.0%	50.7%	10.3%	City Maintenance
Enforcing cleanup of litter and debris on private property	50.6%	40.5%	10.1%	Codes and Ordinances
Maintenance of sidewalks	46.4%	38.4%	8.0%	City Maintenance
Residential Garbage/Recycling collection services	57.5%	53.0%	4.5%	Garbage/Trash Services
Flow of traffic and congestion management in the City	45.5%	47.4%	-1.9%	City Services
Quality of the City's stormwater runoff/stormwater management system	41.0%	51.4%	-10.4%	City Services

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of City streets and facilities (I-S Rating = 0.3045)
- Flow of traffic and congestion management in the City (I-S Rating = 0.2834)
- Quality of the City's stormwater runoff/stormwater management system (I-S Rating = 0.2130)

The table on the following page shows the Importance-Satisfaction rating for all 10 categories of City services that were rated.

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2026 Importance-Satisfaction Rating

City of Homewood, AL

Major City Services

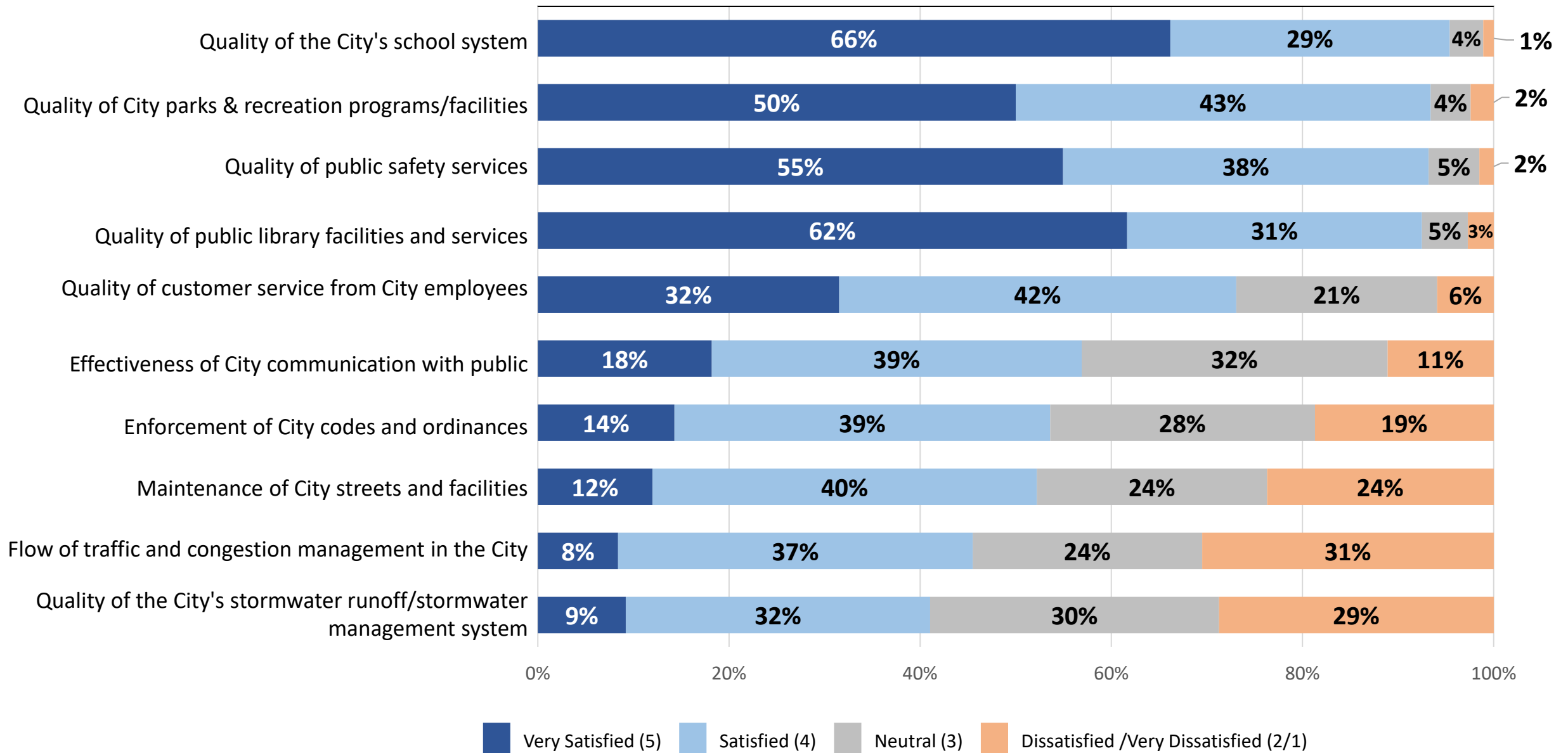
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets and facilities	64%	1	52%	8	0.3045	1
Flow of traffic and congestion management in the City	52%	2	46%	9	0.2834	2
Quality of the City's stormwater runoff/stormwater management system	36%	3	41%	10	0.2130	3
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	23%	6	54%	7	0.1067	4
Medium Priority (IS <.10)						
Effectiveness of City communication with public	22%	8	57%	6	0.0965	5
Quality of customer service from City employees	6%	10	73%	5	0.0165	6
Quality of public safety services	23%	7	93%	3	0.0157	7
Quality of City parks & recreation programs/facilities	24%	5	93%	2	0.0155	8
Quality of the City's school system	33%	4	96%	1	0.0143	9
Quality of public library facilities and services	7%	9	92%	4	0.0049	10



Charts and Graphs

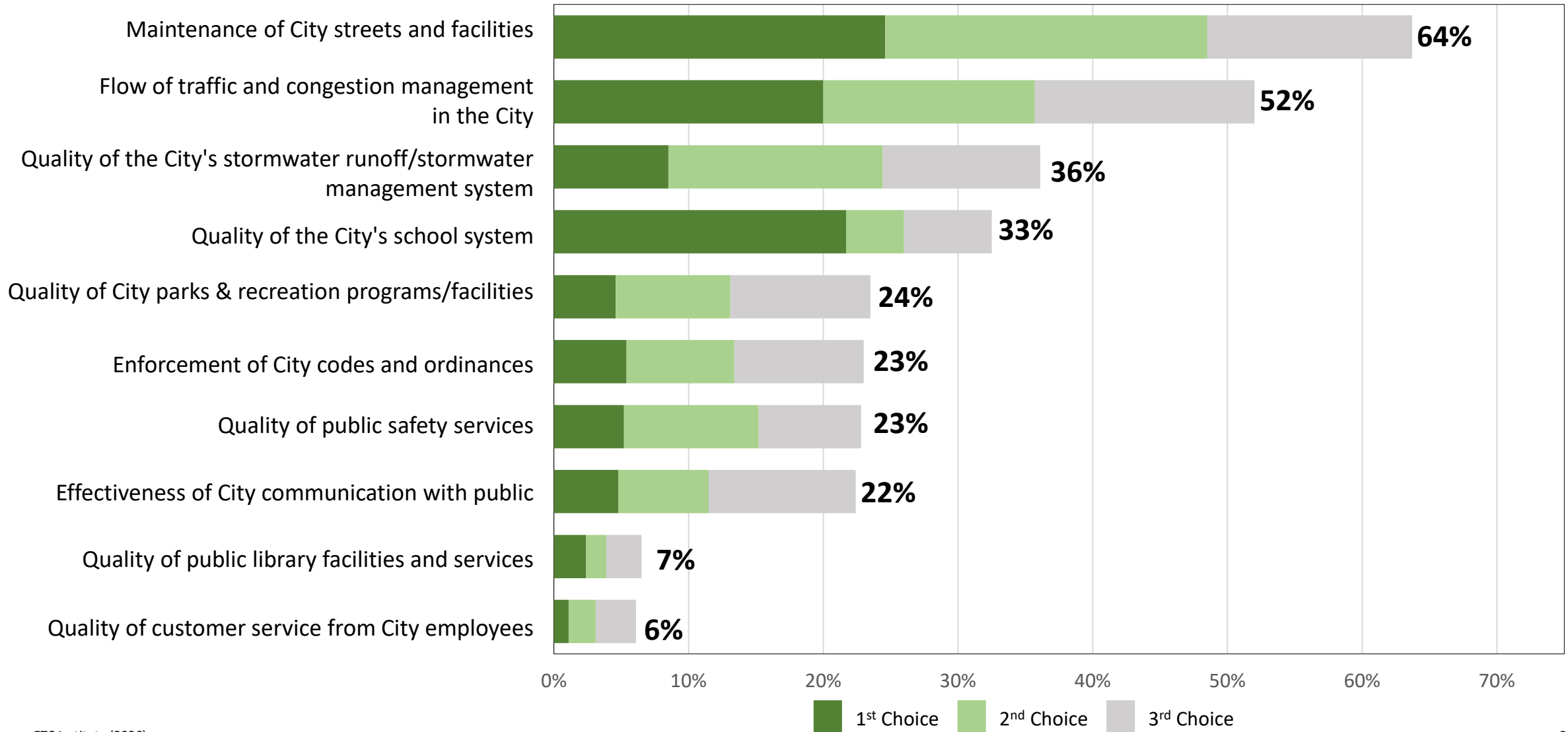
Q1. Overall Satisfaction with City Services

by percentage of respondents (excluding "don't know")



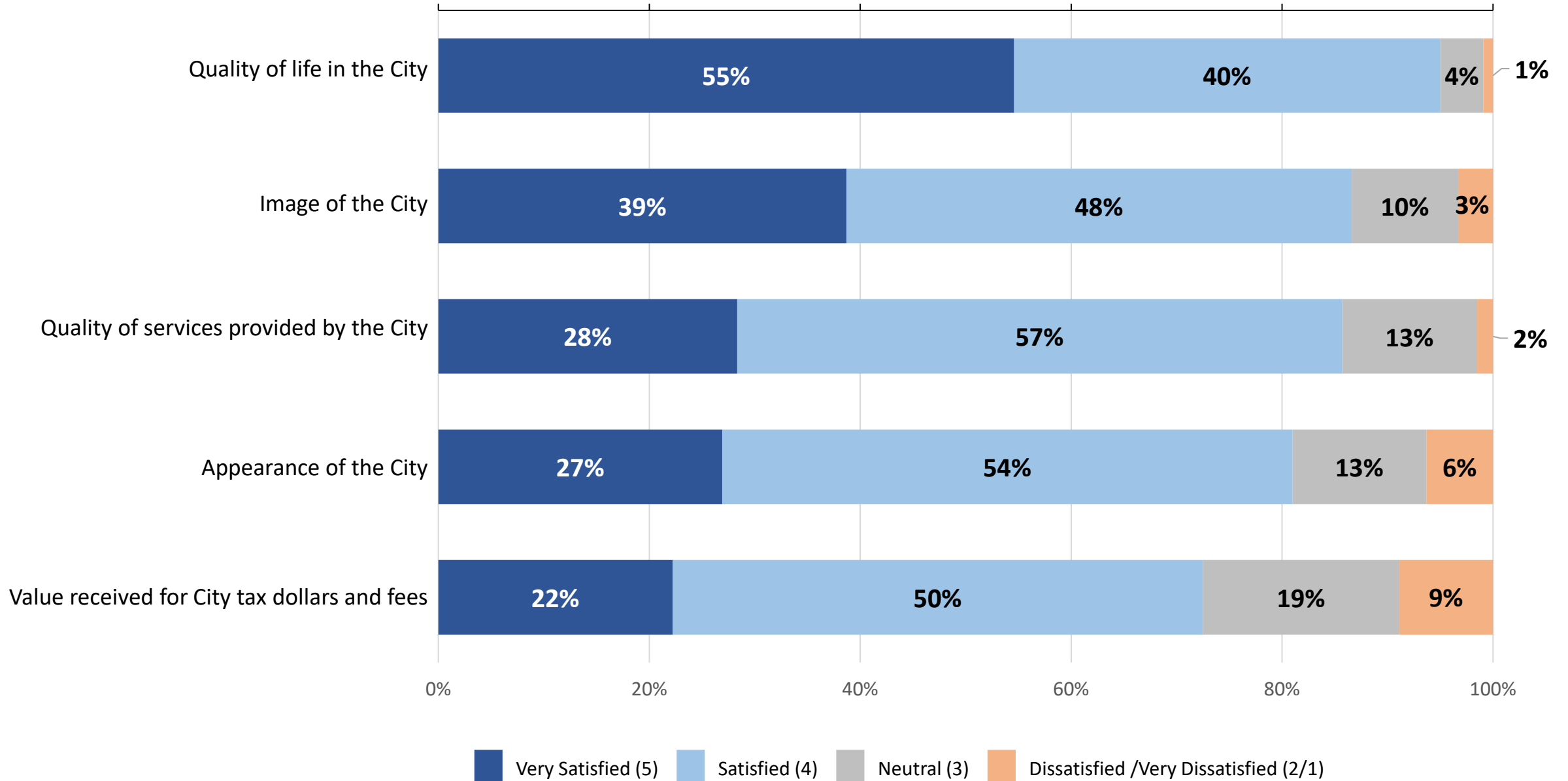
Q2. City Services That Are Most Important to Emphasize Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



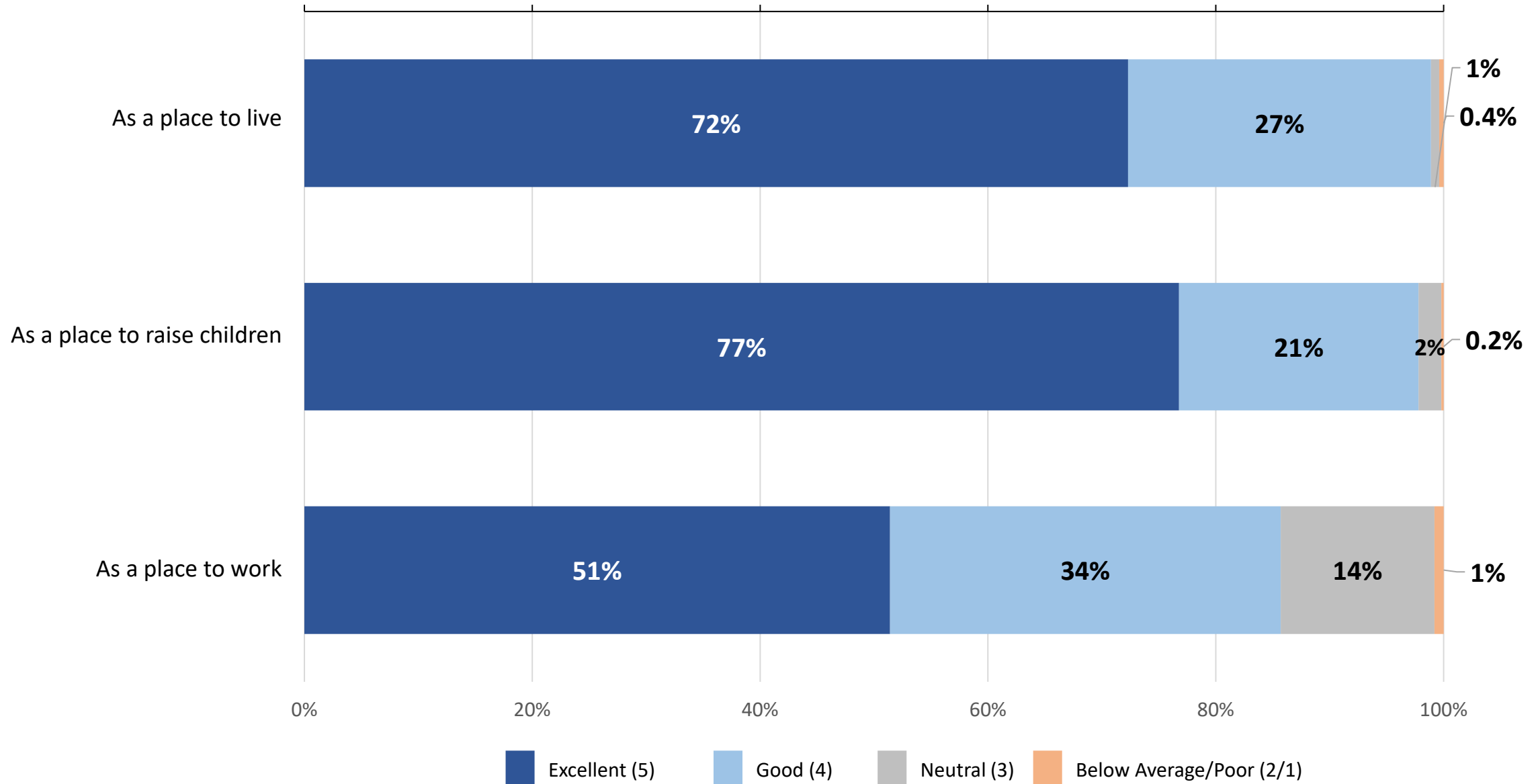
Q3. Satisfaction with Perceptions of the City

by percentage of respondents (excluding "don't know")



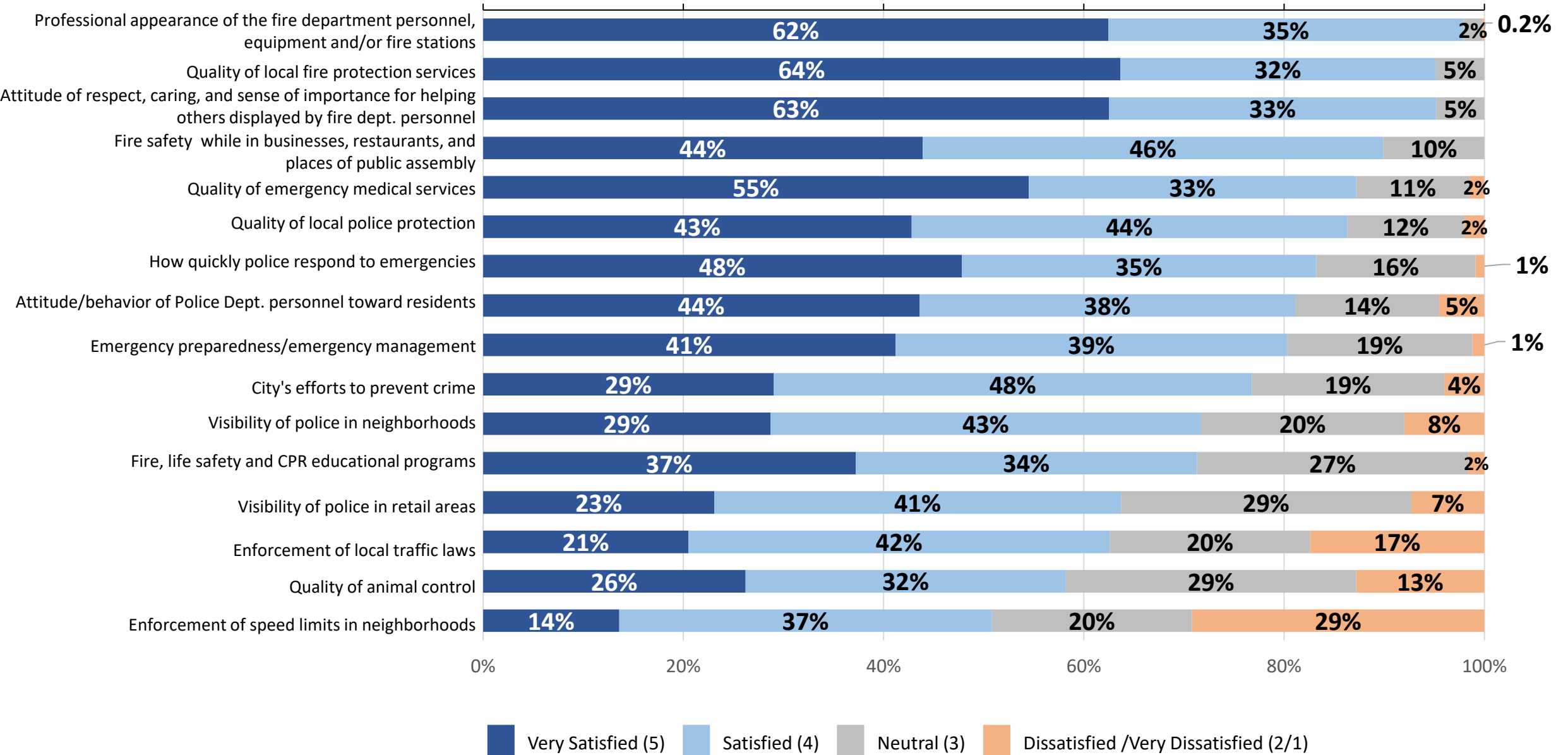
Q4. Ratings of the City of Homewood

by percentage of respondents (excluding "don't know")



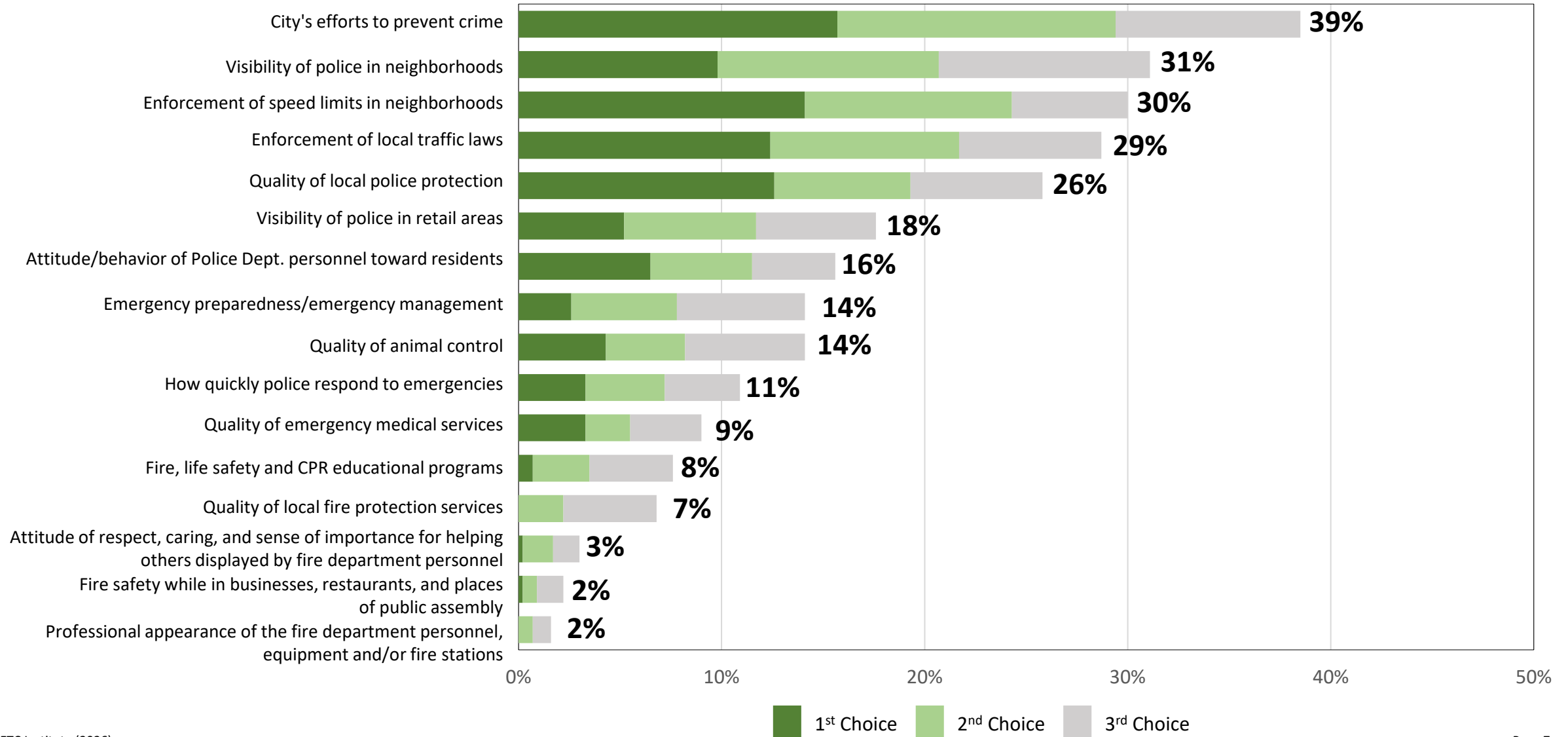
Q5. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")



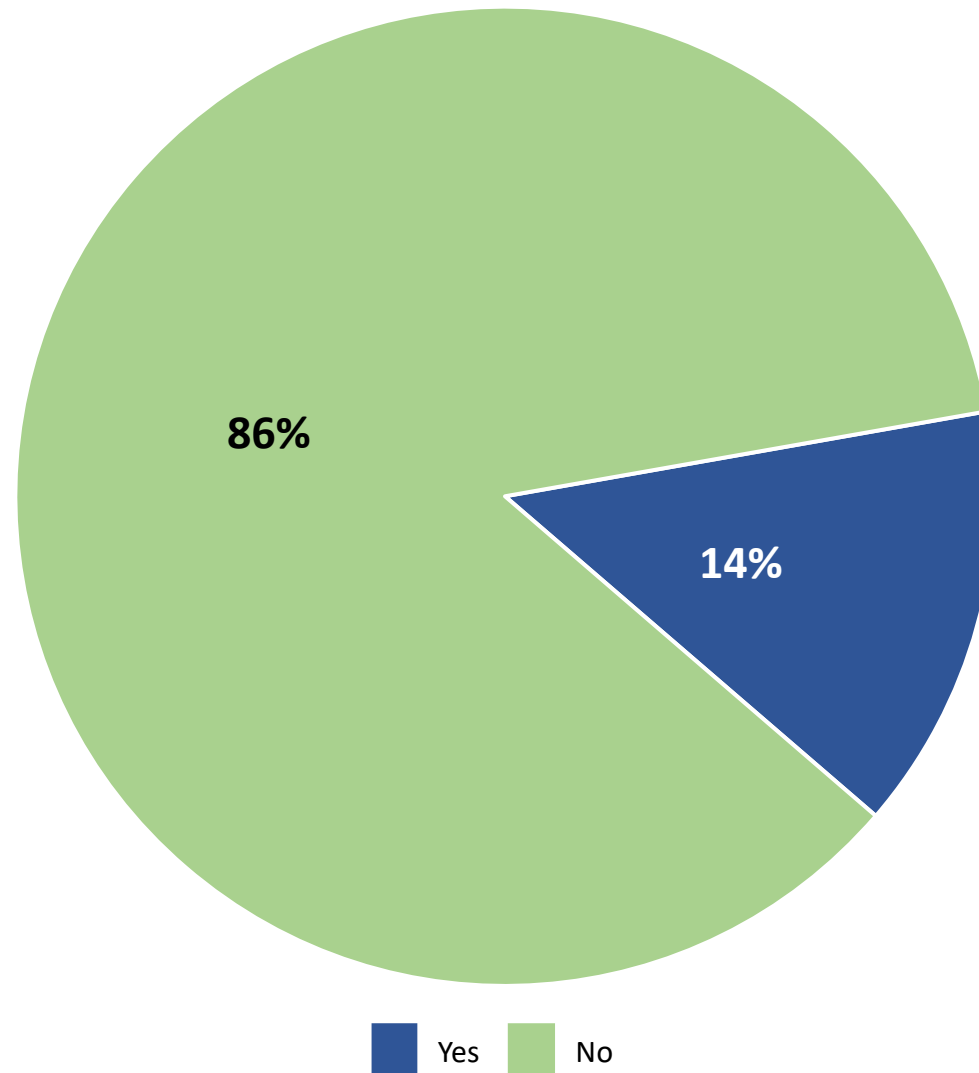
Q6. Public Safety Services That Are Most Important to Emphasize Over the Next Three Years

by percentage of respondents who selected the item as one of their top three choices



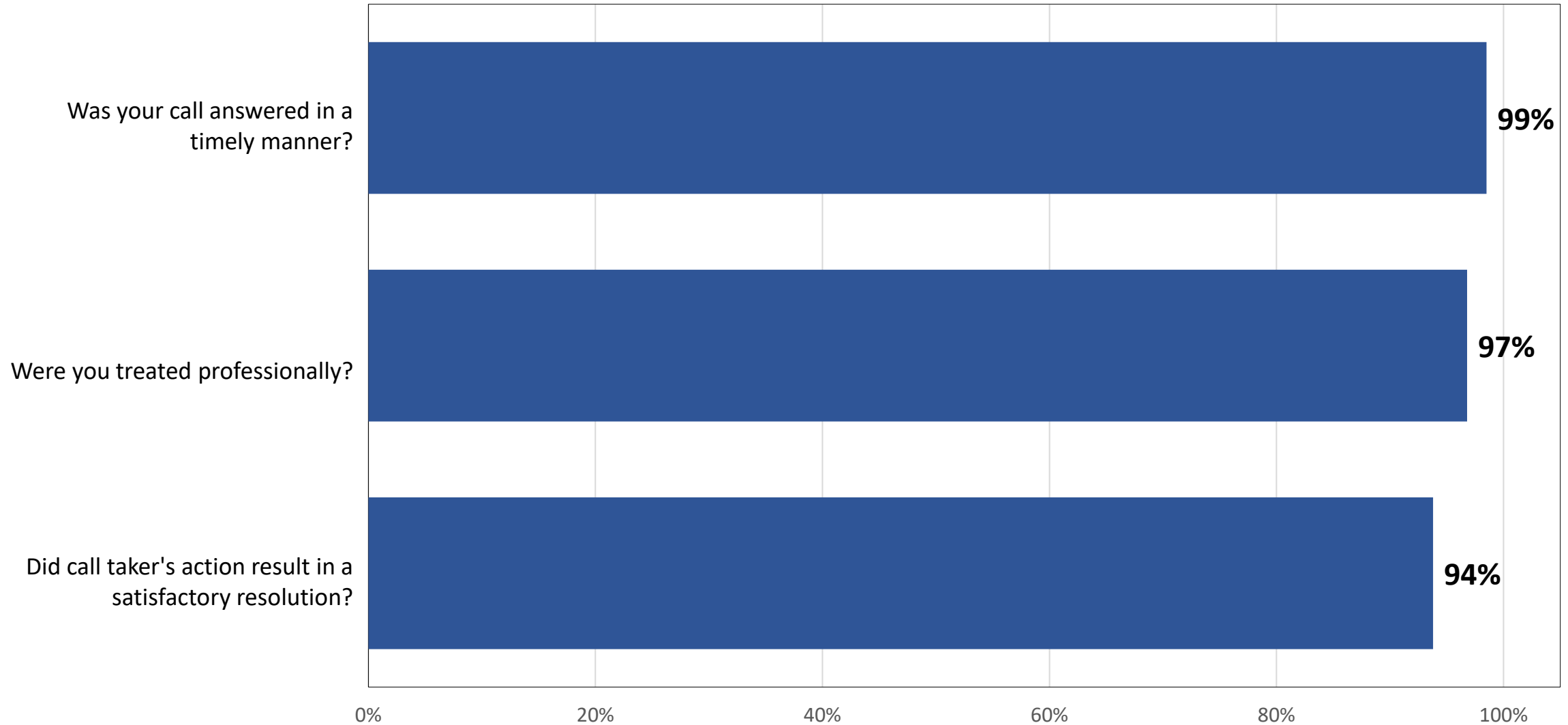
Q7. Have you called 911 in the past 12 months?

by percentage of respondents



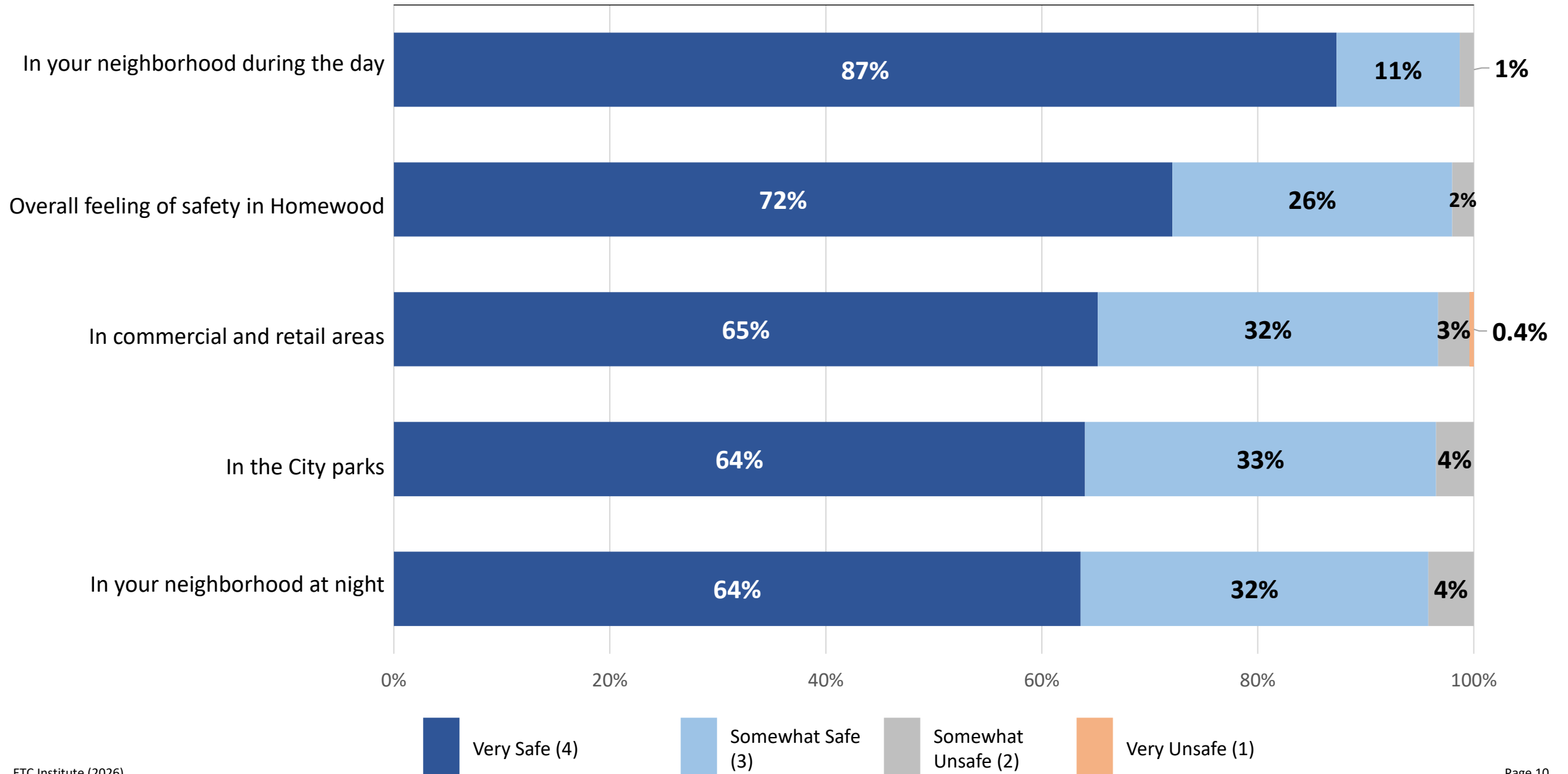
Q7a. How was your service?

by percentage of respondents who called 911 in the past 12 months and answered “yes” (excluding “not provided”)



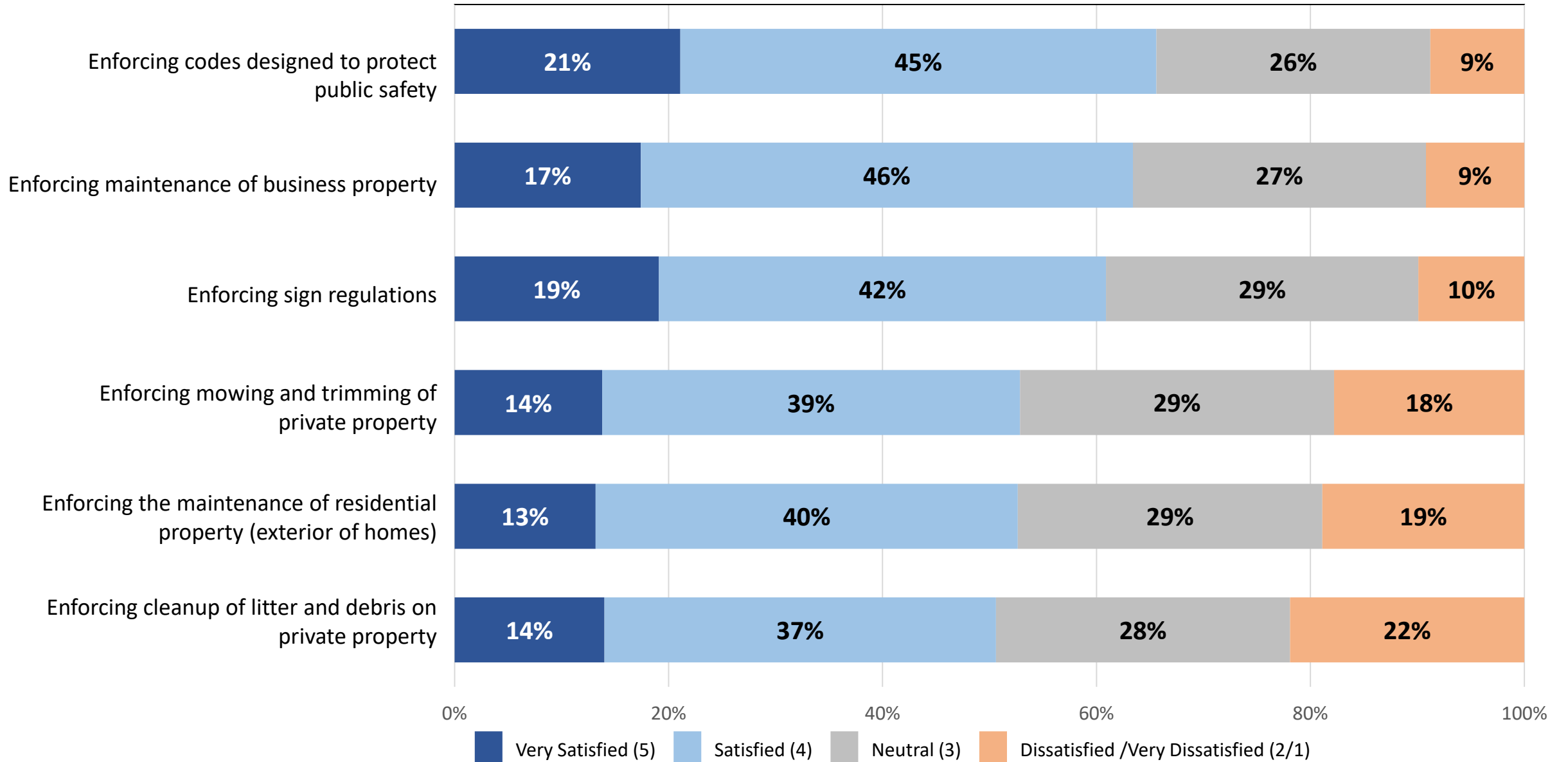
Q8. Perceptions of Safety in the City

by percentage of respondents (excluding "don't know")



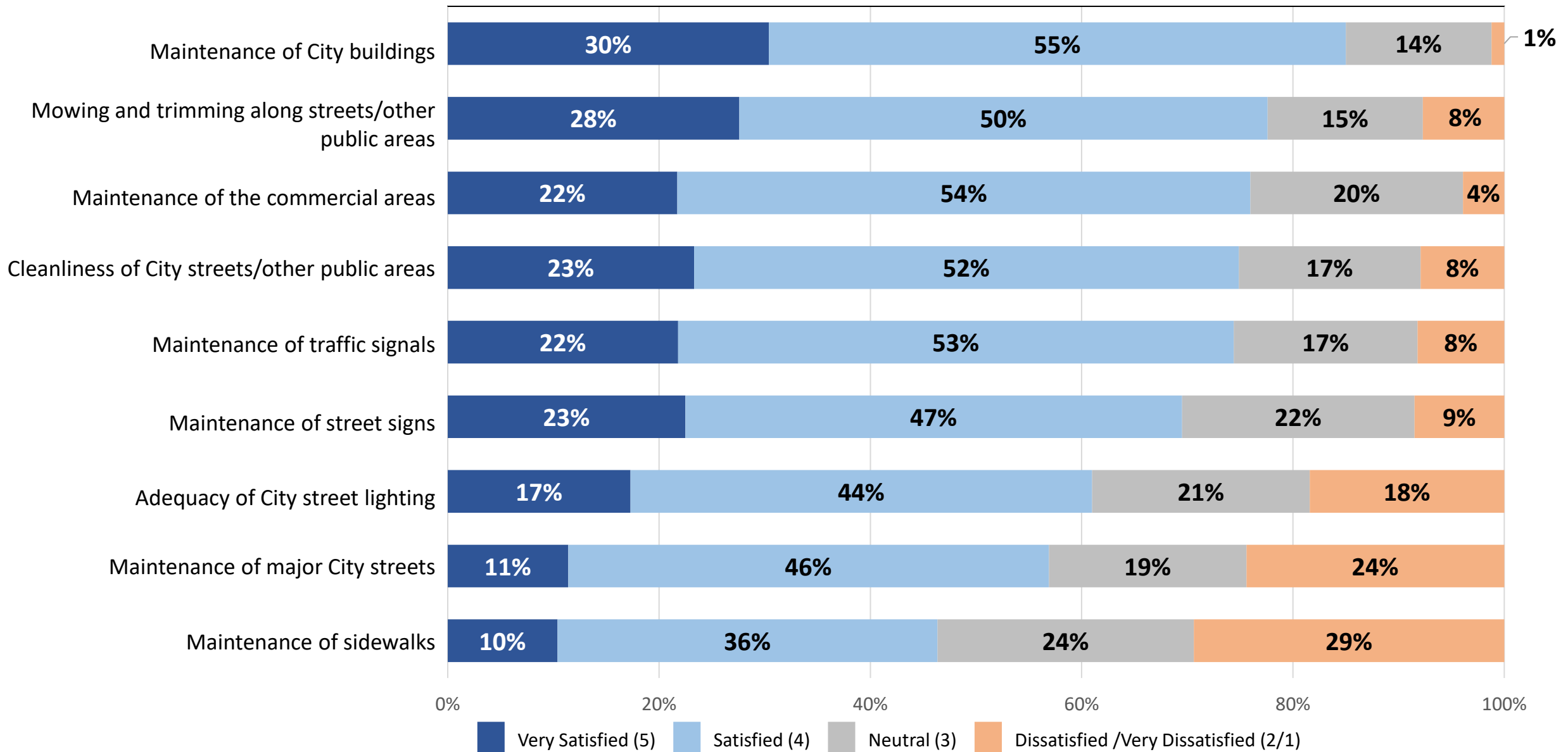
Q9. Satisfaction with Enforcement of Codes and Ordinances

by percentage of respondents (excluding "don't know")



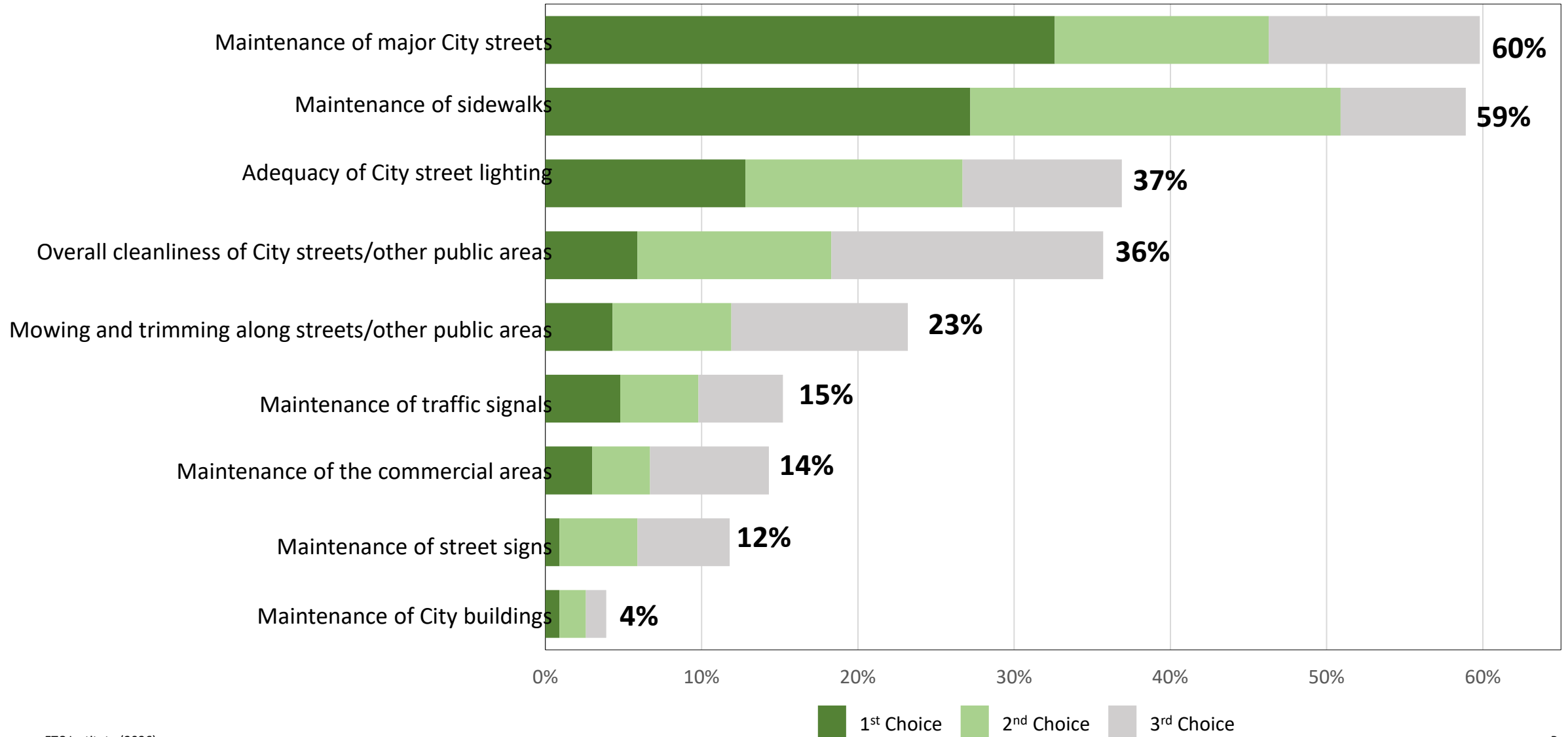
Q10. Satisfaction with City Maintenance

by percentage of respondents (excluding "don't know")



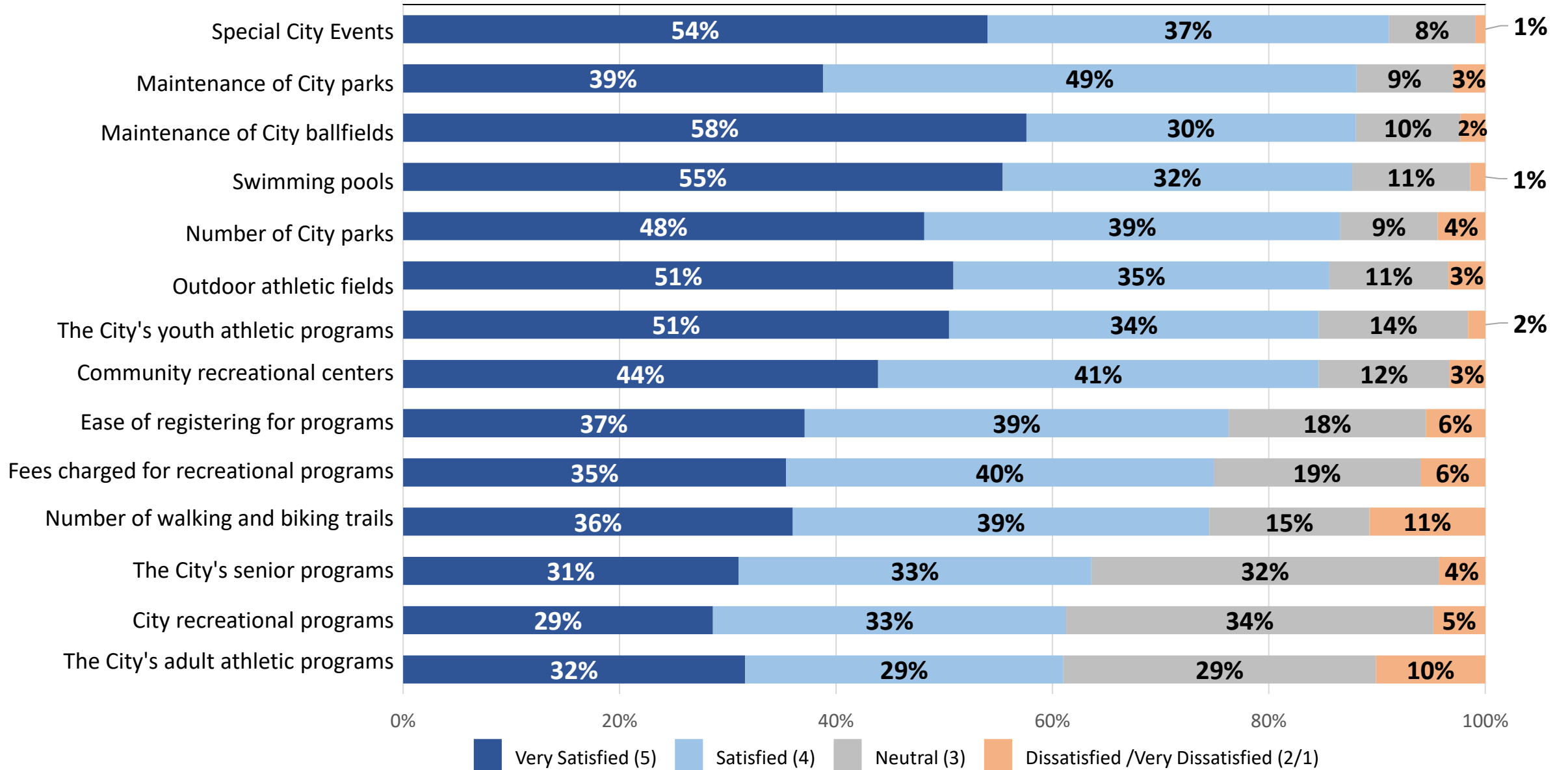
Q11. City Maintenance Services That Are Most Important to Emphasize Over the Next Three Years

by percentage of respondents who selected the item as one of their top three choices



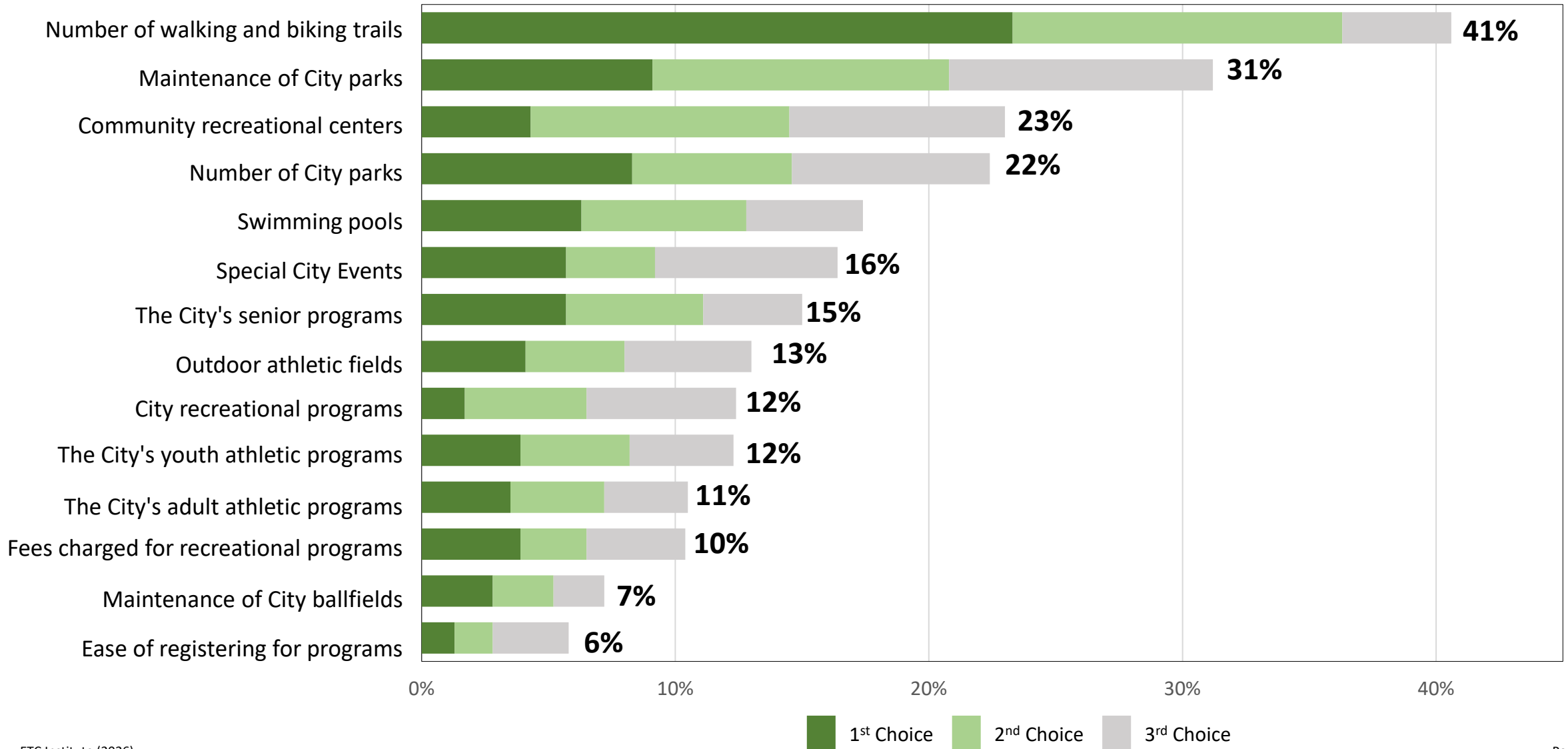
Q12. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



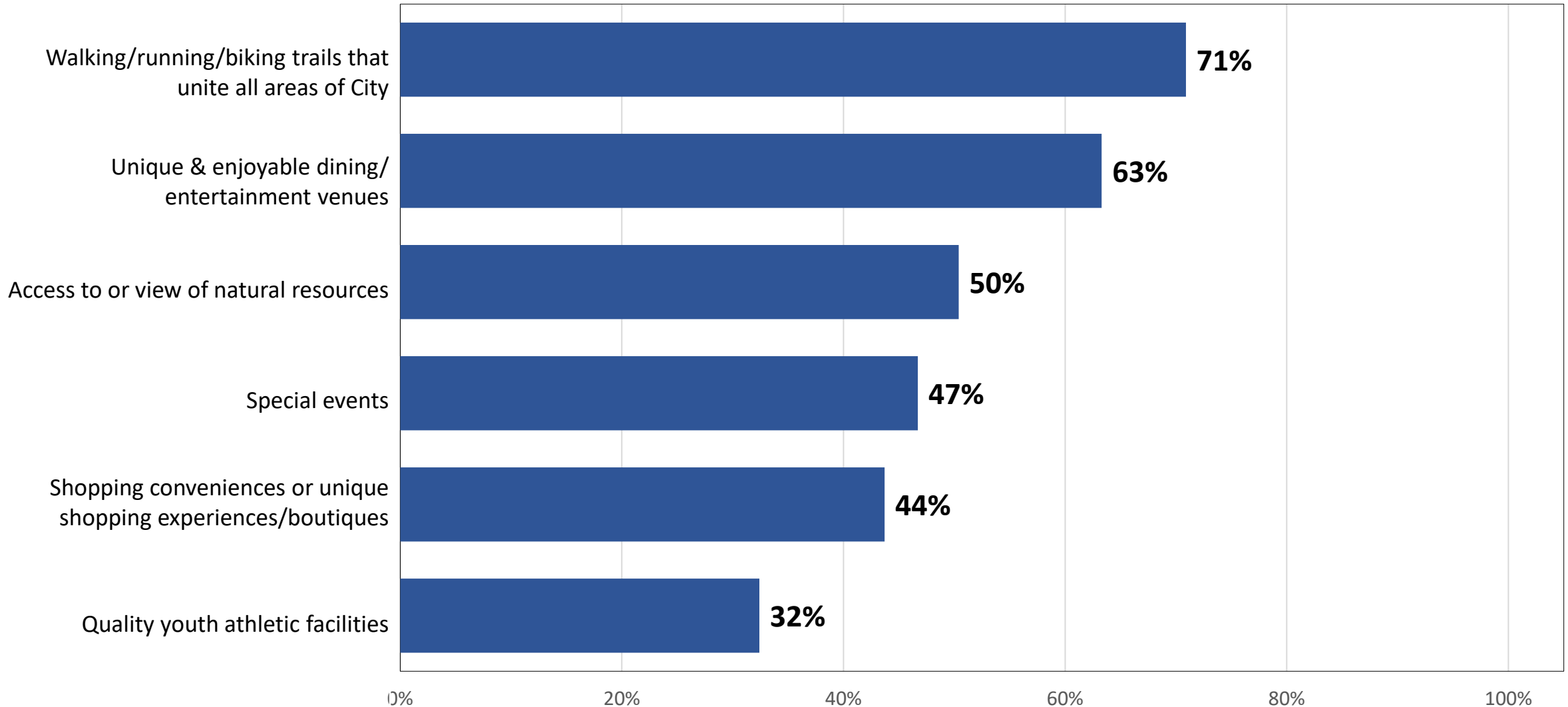
Q13. Parks and Recreation Services That Are Most Important to Emphasize Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



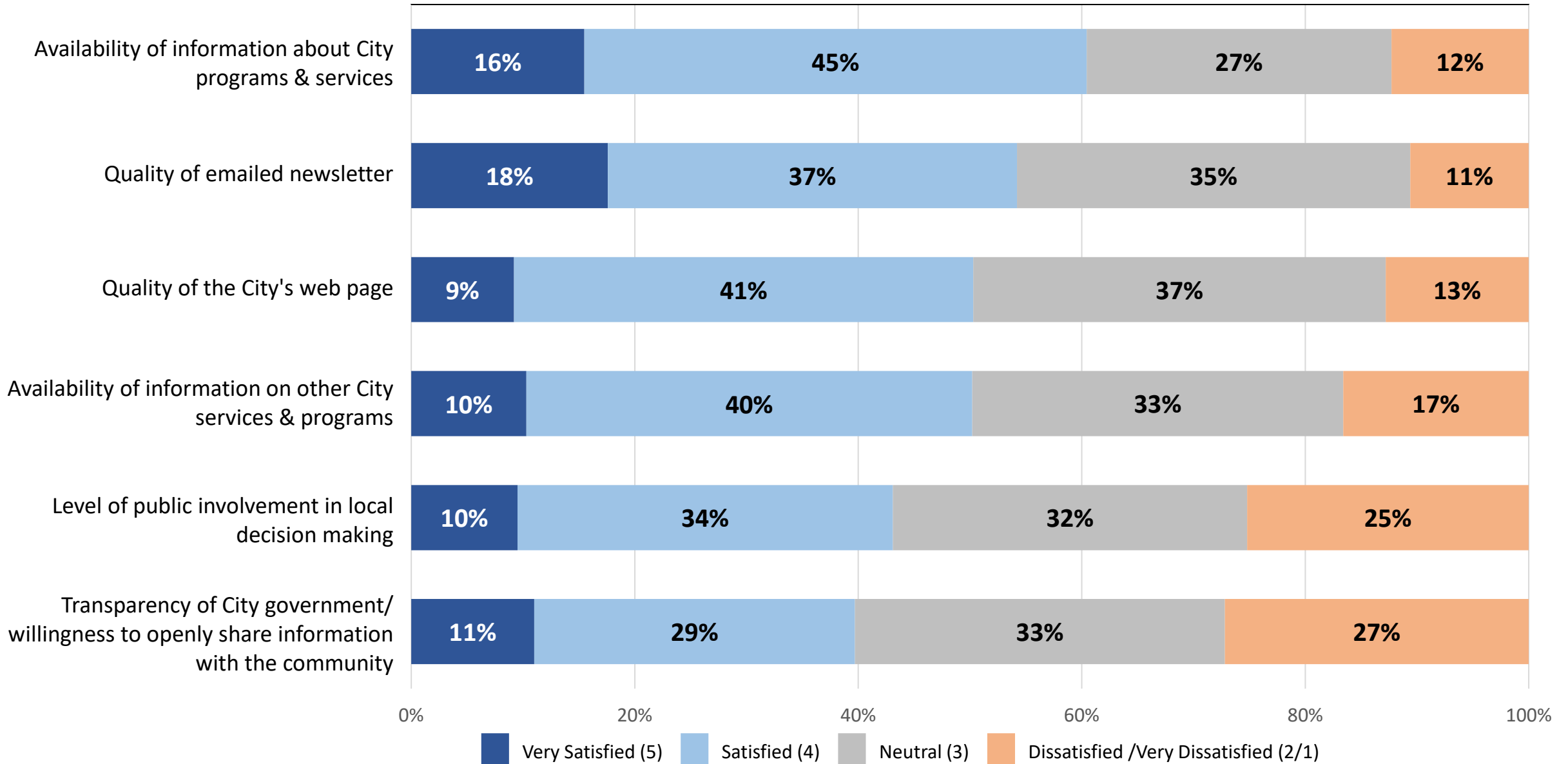
Q14. Activities/Amenities That Are MOST IMPORTANT or Would be MOST APPRECIATED by Households

by percentage of respondents (multiple selections could be made)



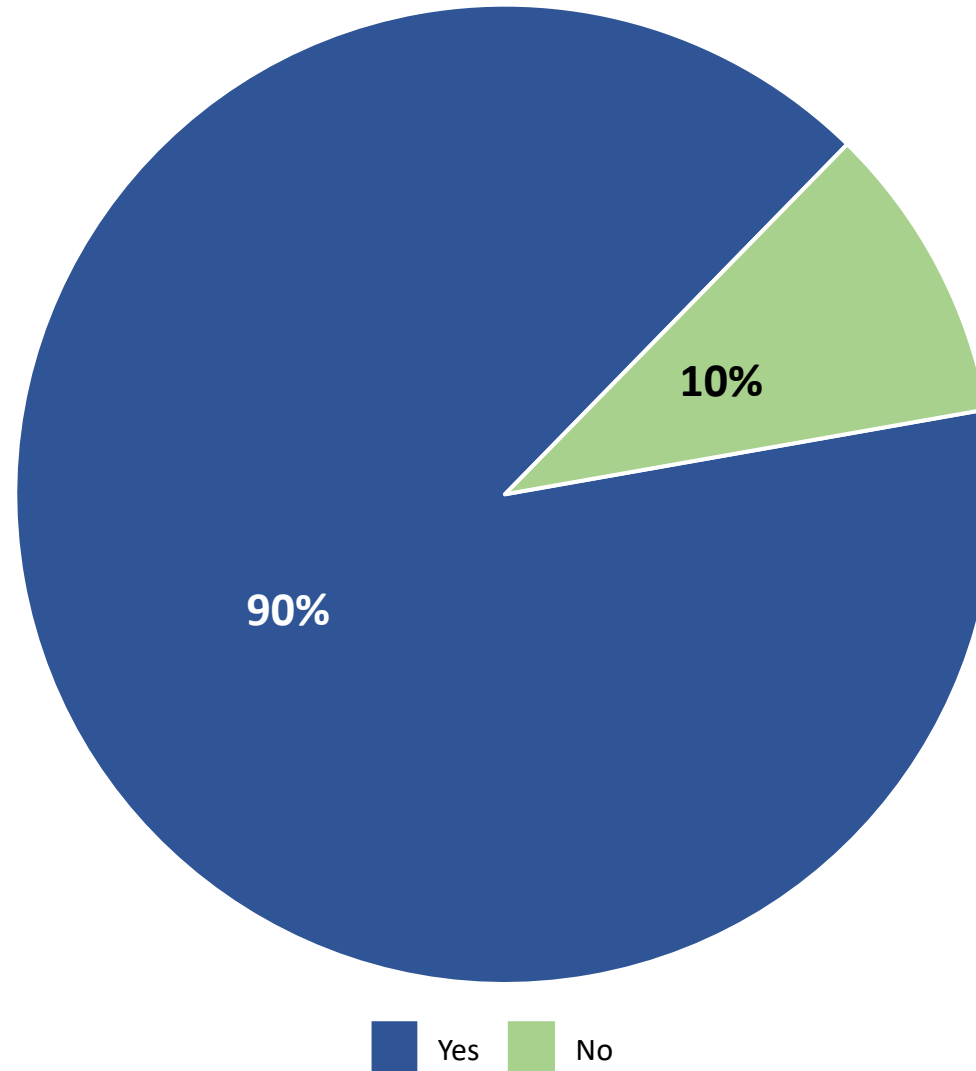
Q15. Satisfaction with City Communication

by percentage of respondents (excluding "don't know")



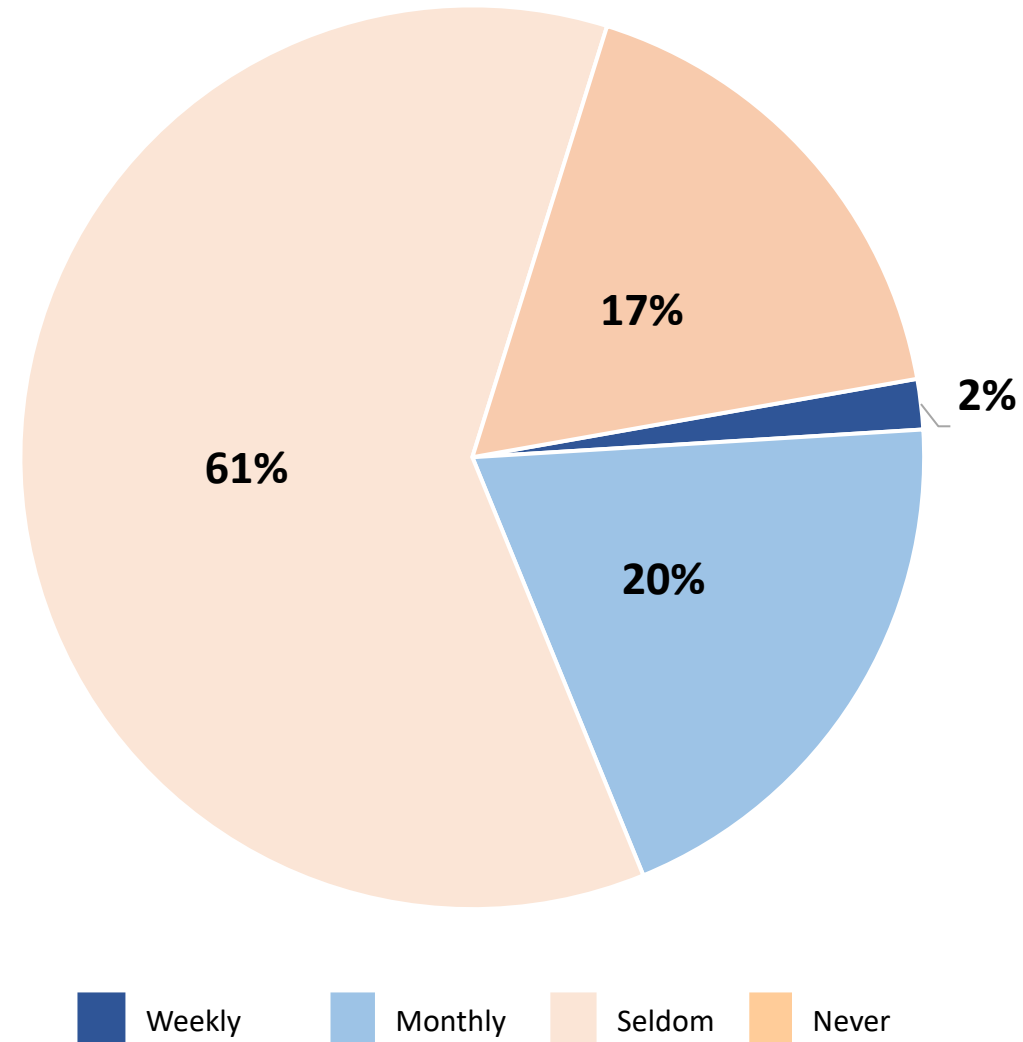
Q16. Do you find the City's monthly newsletter informative and useful?

by percentage of respondents (excluding "don't know")



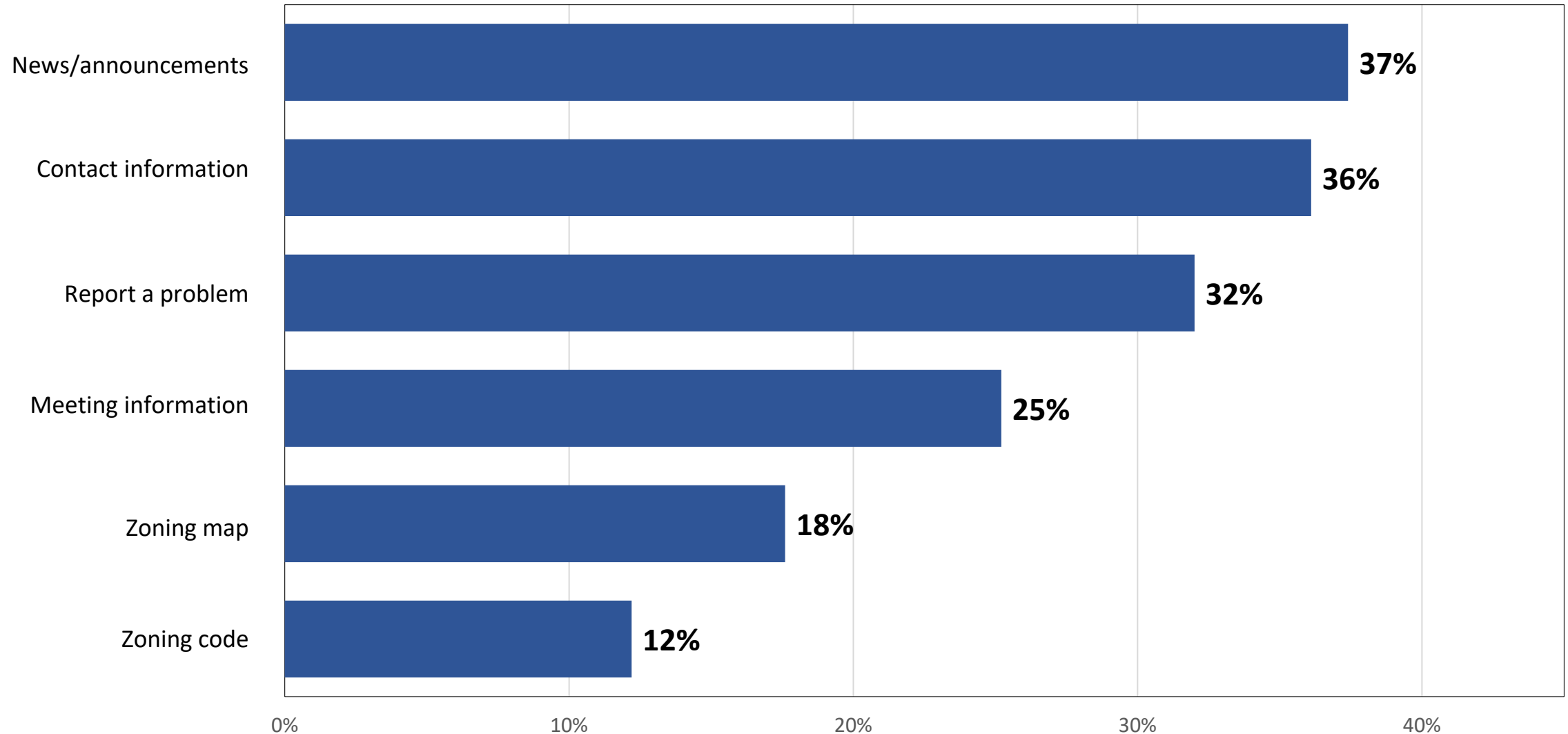
Q17. How often do you visit the City's website?

by percentage of respondents (excluding "not provided")



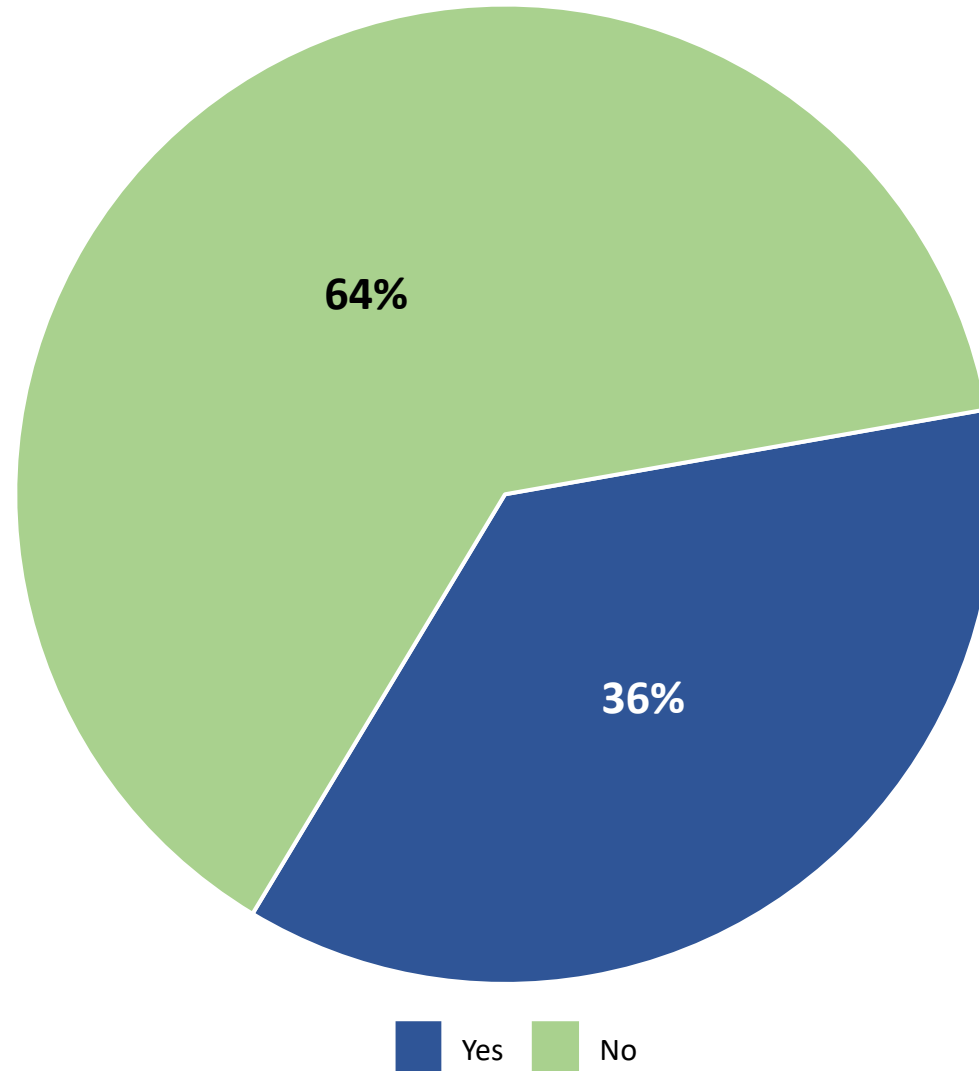
Q18. If you have used the City's website, what information were you seeking?

by percentage of respondents (multiple selections could be made)



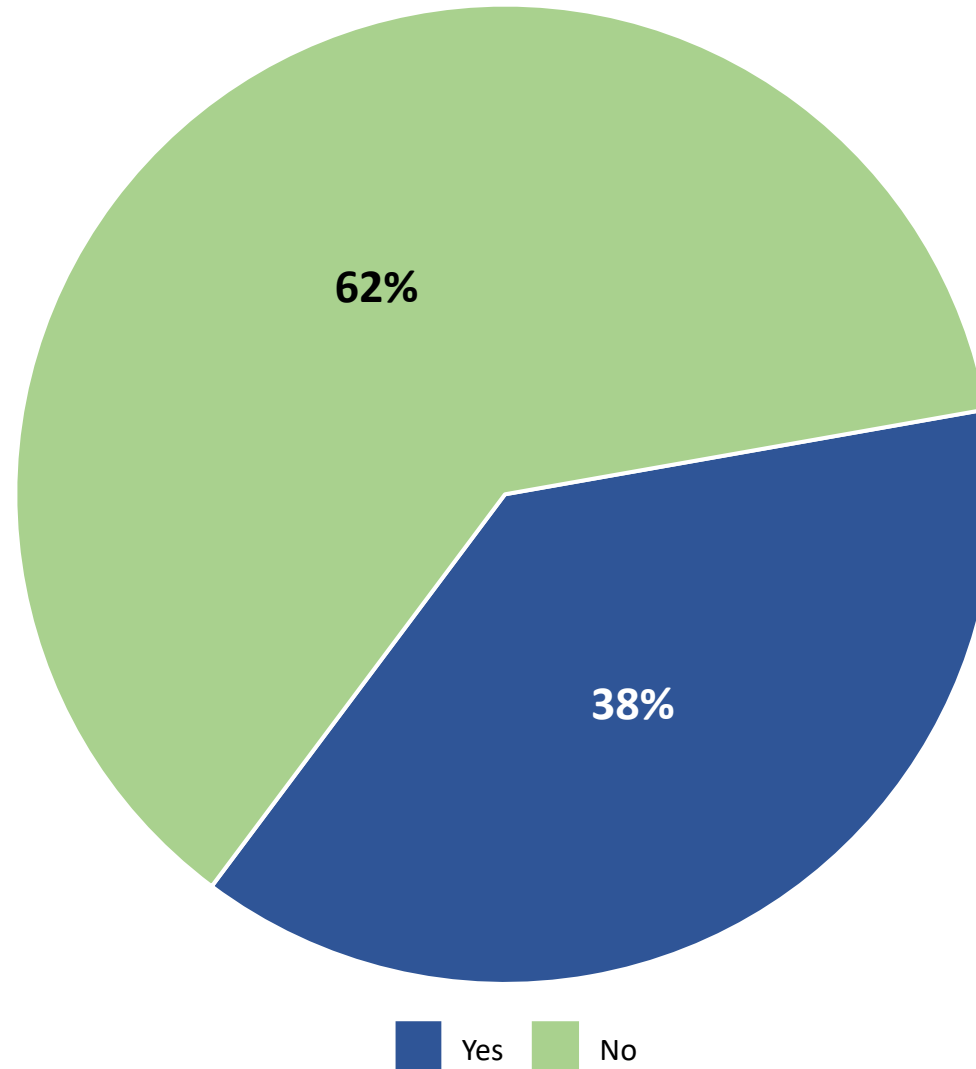
Q19. Have you signed up to receive text alerts from the City and/or police department?

by percentage of respondents (excluding "don't know")



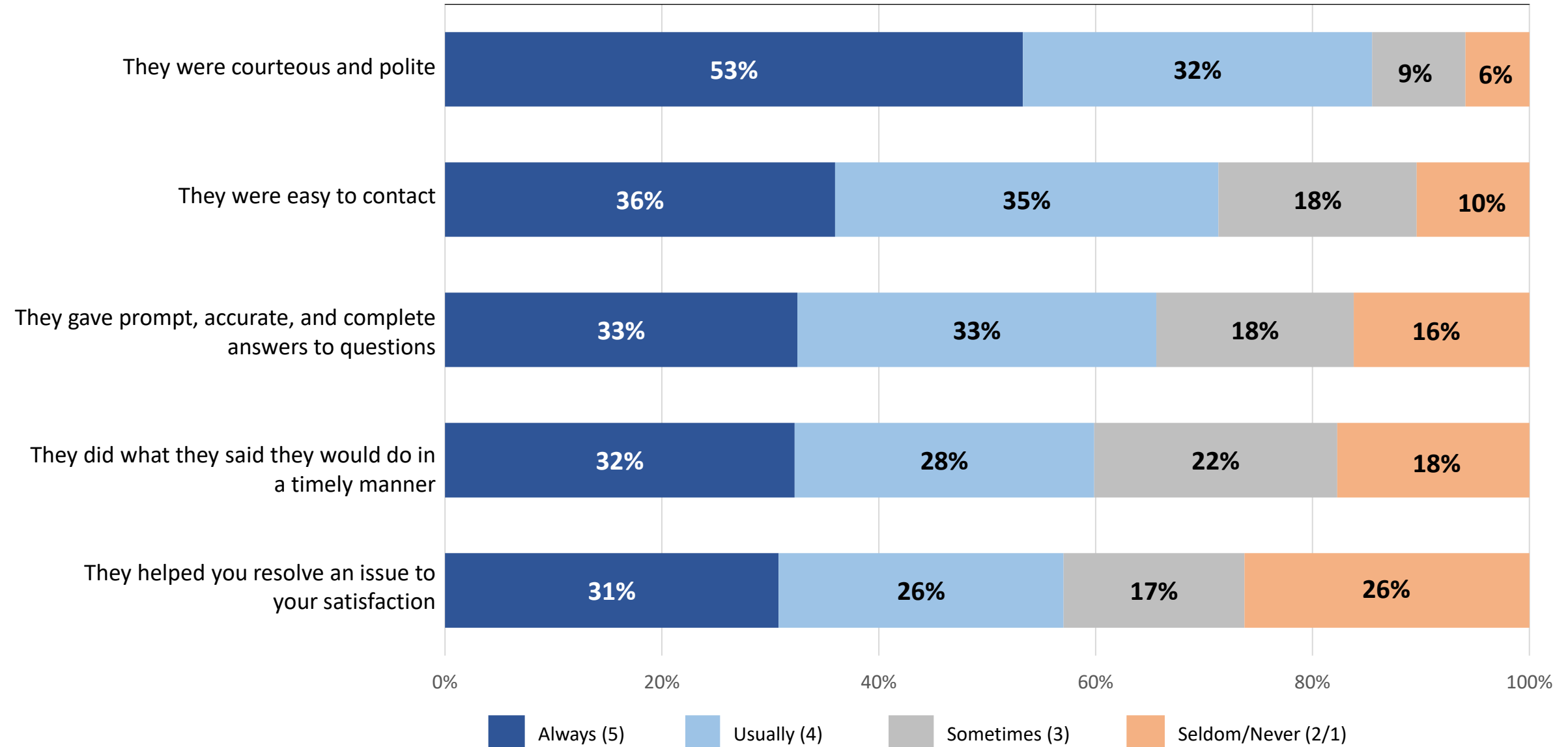
Q20. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "don't know")



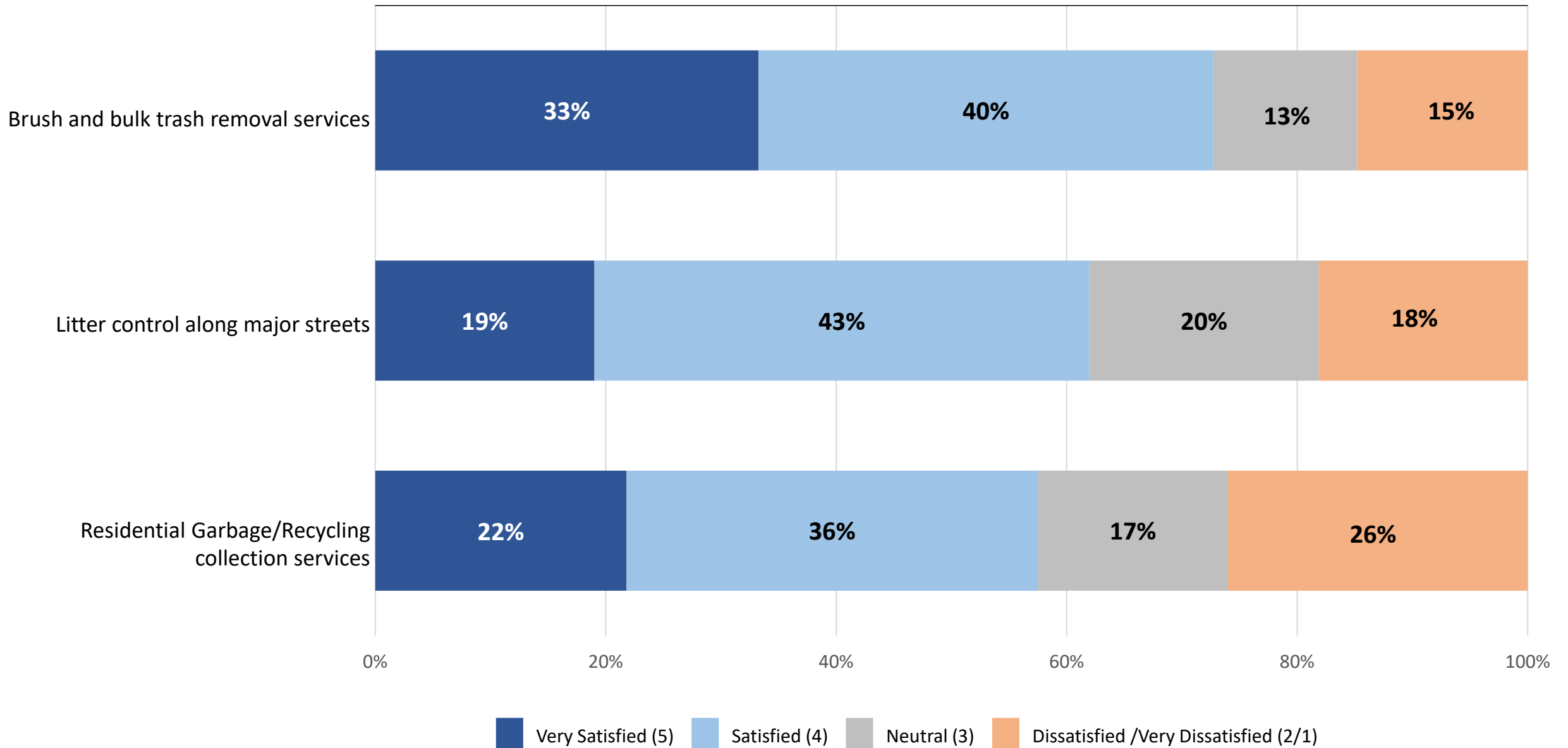
Q20b. Frequency That City Employees Displayed the Following Behaviors

by percentage of respondents who contacted the City during the past year (excluding "don't know")



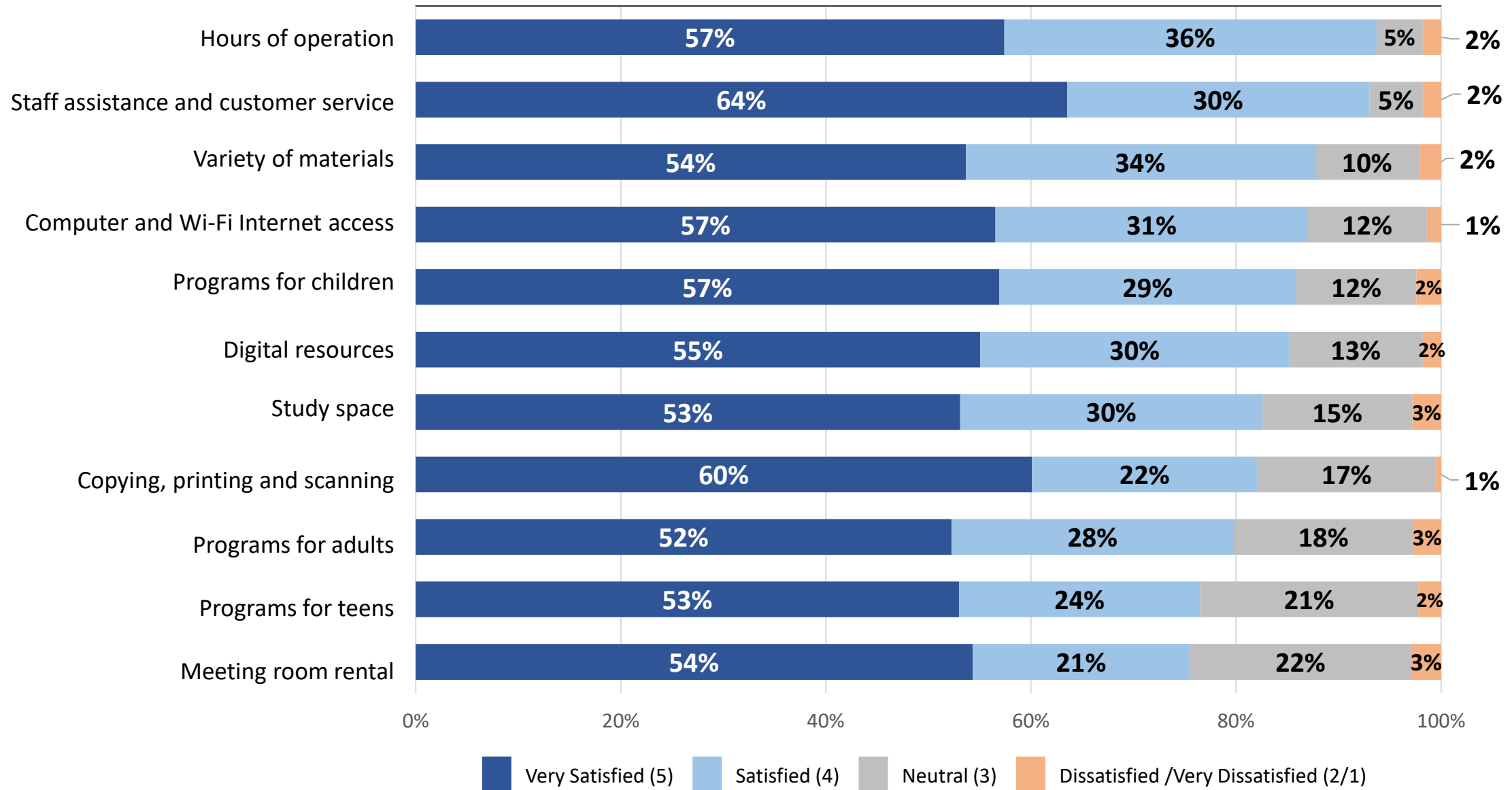
Q21. Satisfaction with Garbage/Trash Services

by percentage of respondents (excluding "don't know")



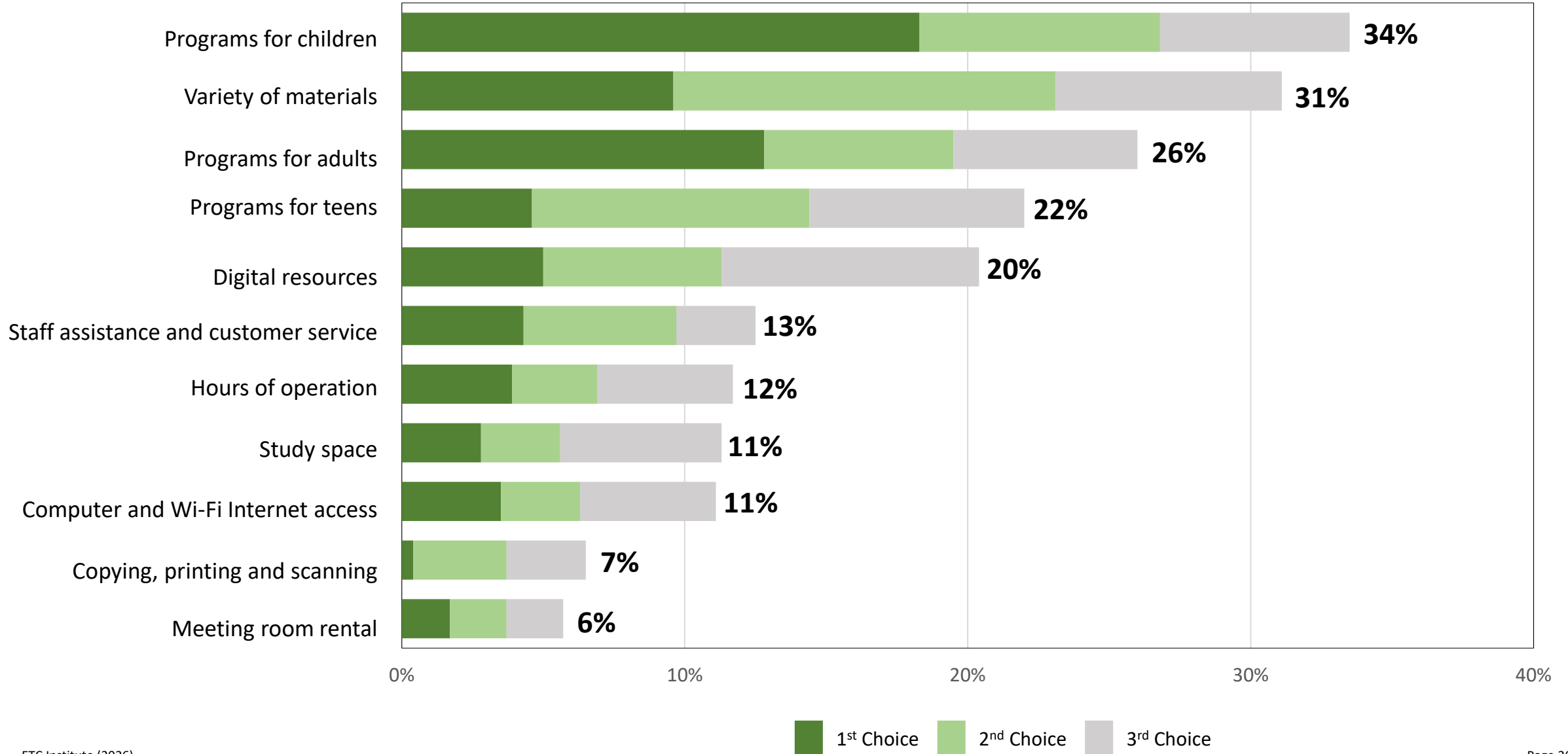
Q22. Satisfaction with the City Library

by percentage of respondents (excluding "don't know")



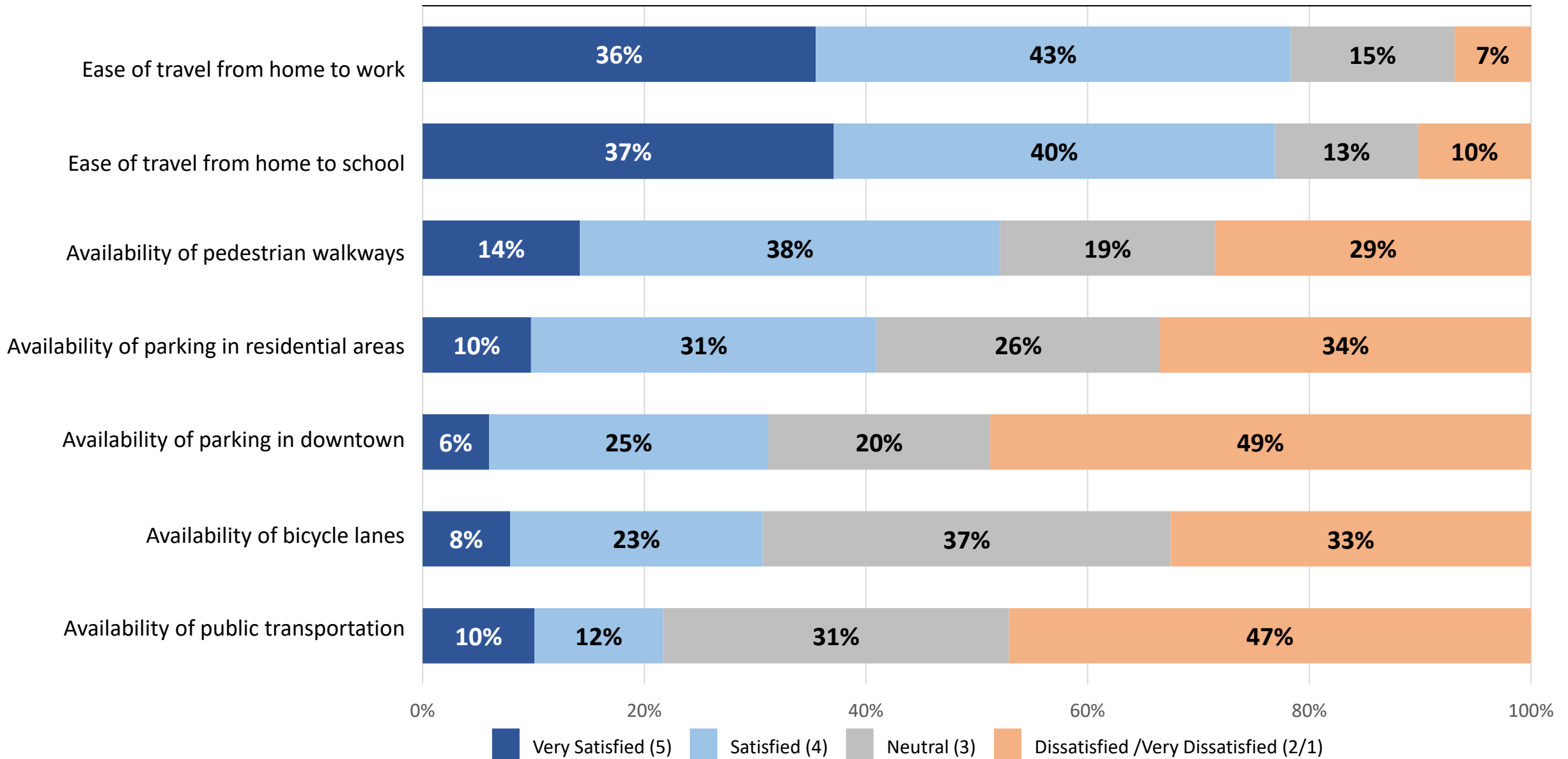
Q23. Library Services That Are Most Important to Emphasize Over the Next Three Years

by percentage of respondents who selected the item as one of their top three choices



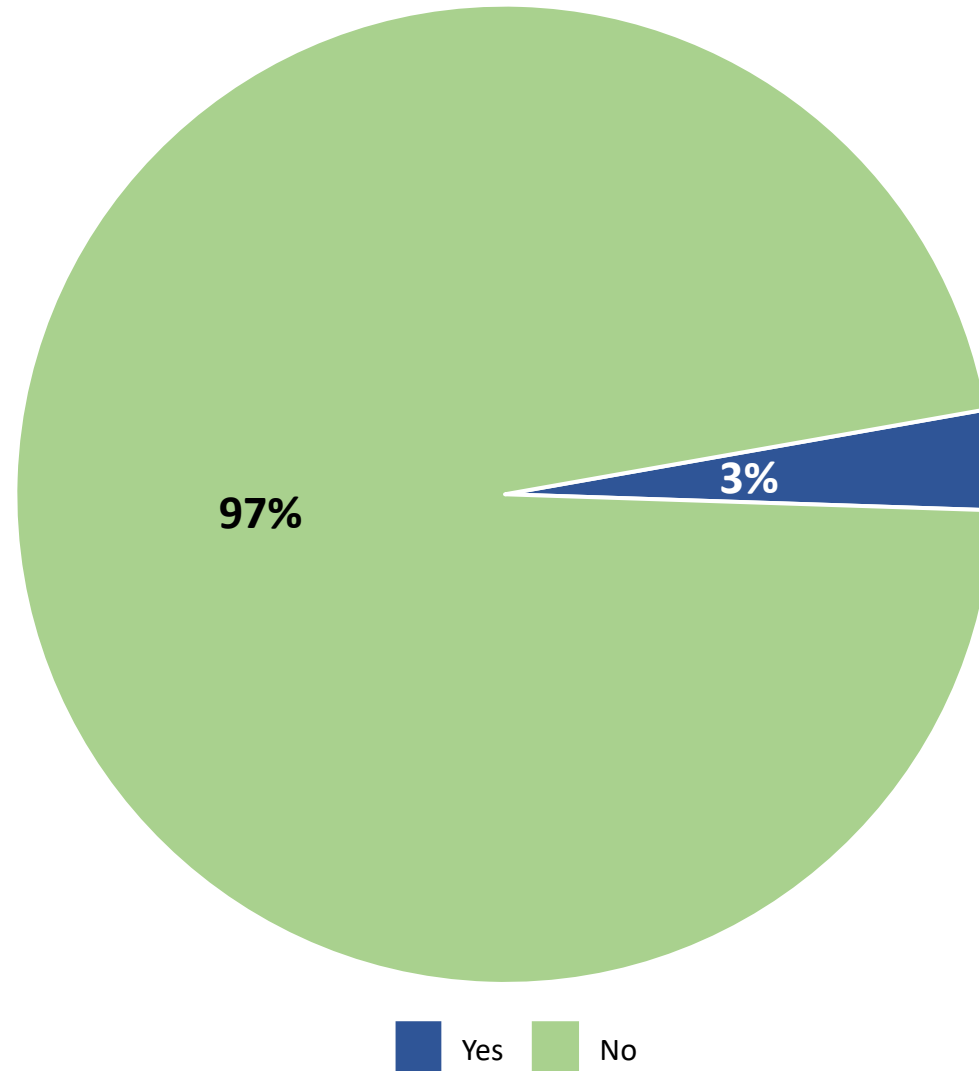
Q24. Satisfaction with Transportation

by percentage of respondents (excluding "don't know")



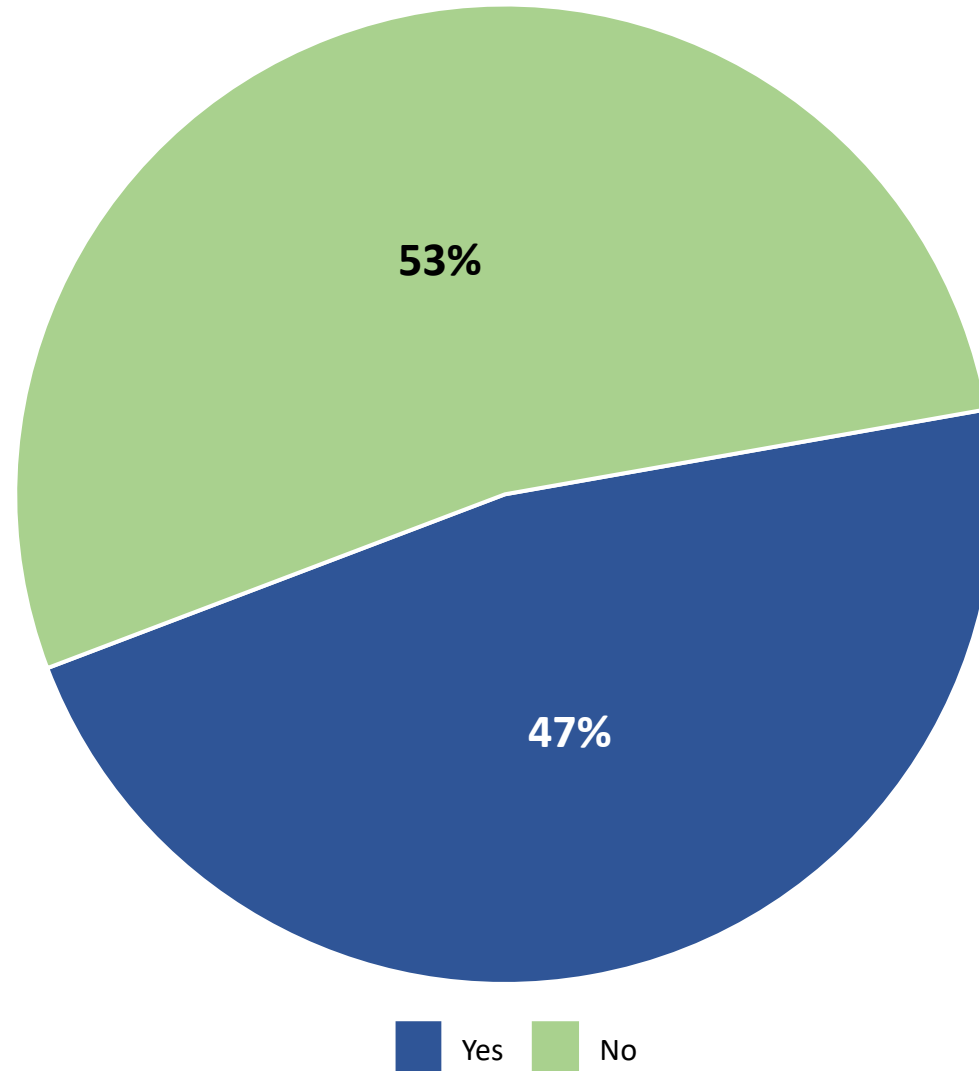
Q25. Do you use Public Transportation?

by percentage of respondents



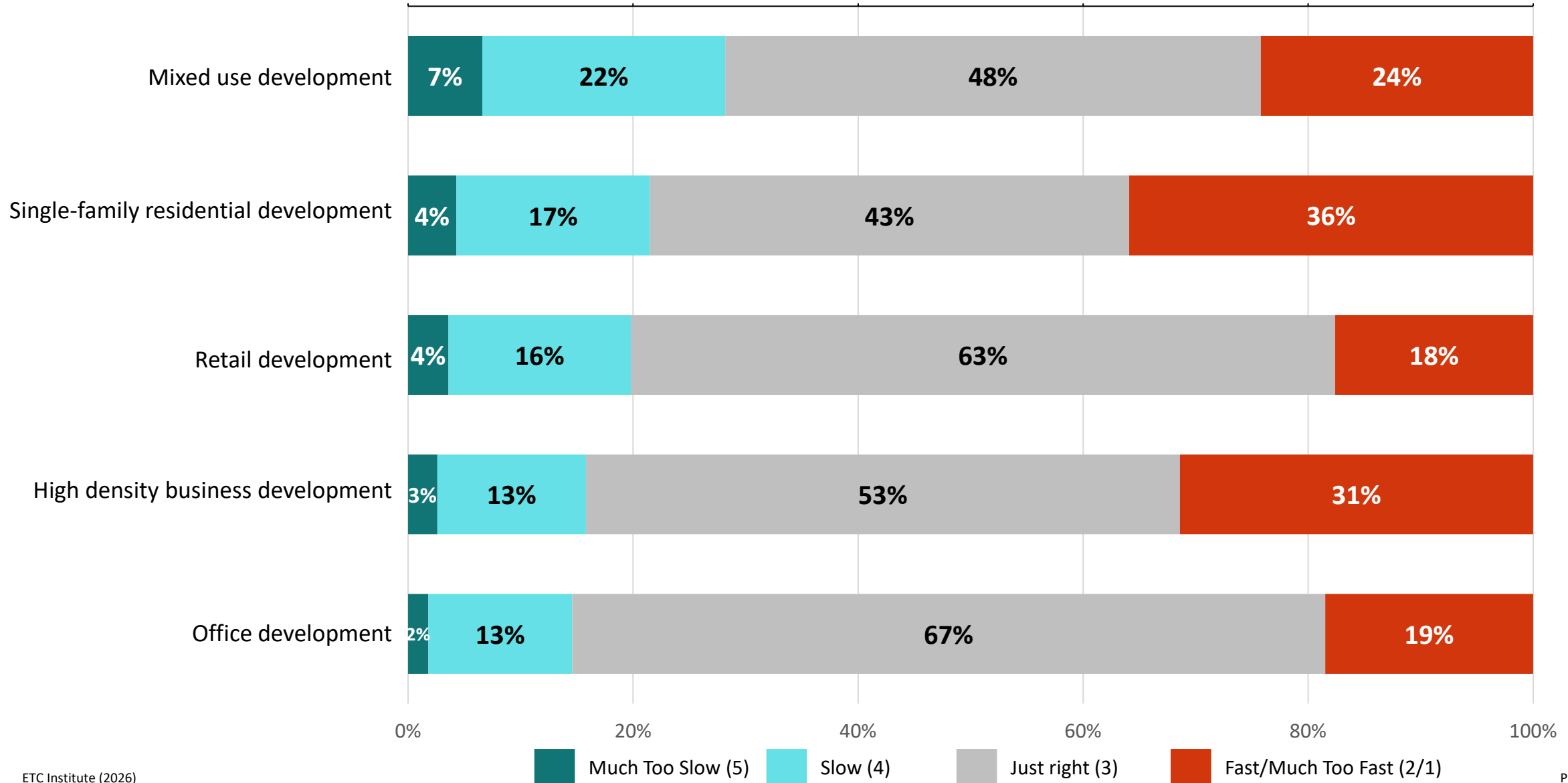
Q26. Would you consider using Micro-Transit?

by percentage of respondents (excluding "not provided")



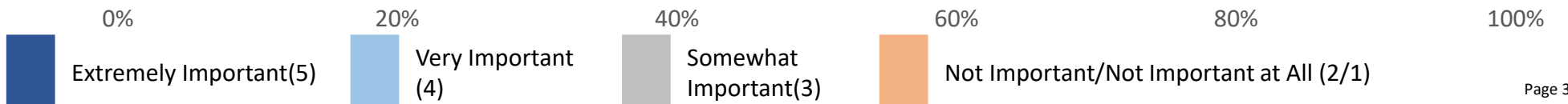
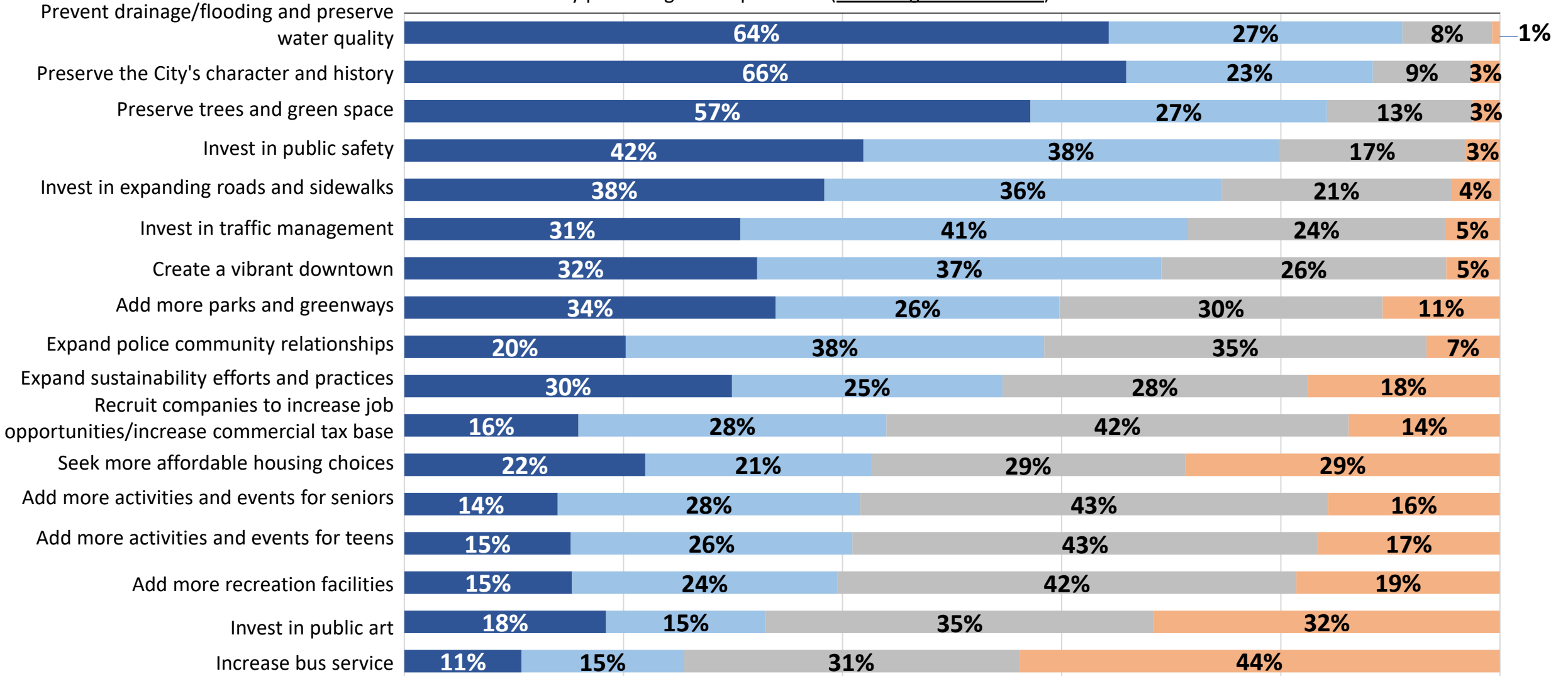
Q27. Perceived Pace of Development in the City

by percentage of respondents (excluding "don't know")



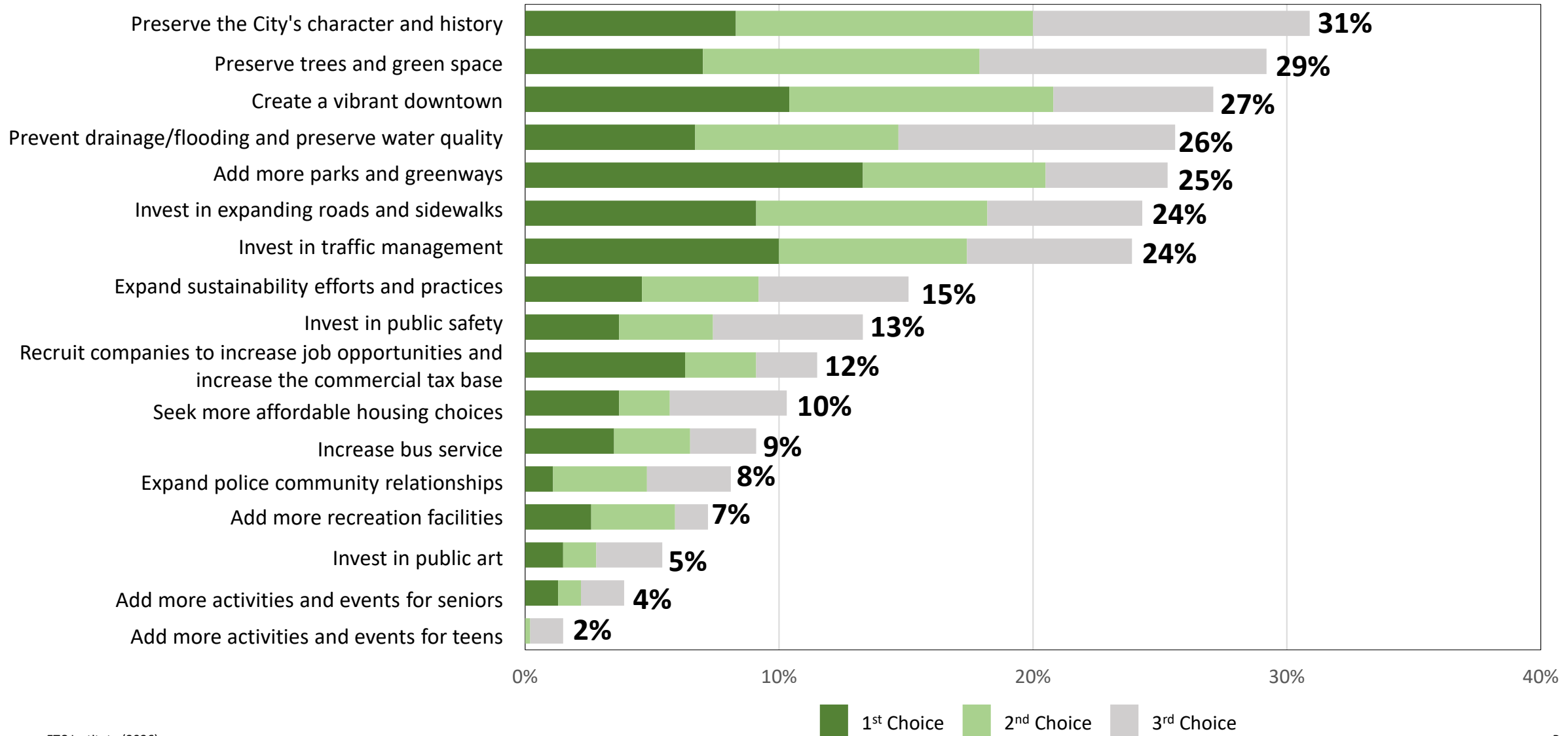
Q28. Importance of Future Topics to Consider as the City Plans for the Future

by percentage of respondents (excluding "don't know")



Q29. Future Topics That Should Receive the Most Emphasis Over the Next Two Years

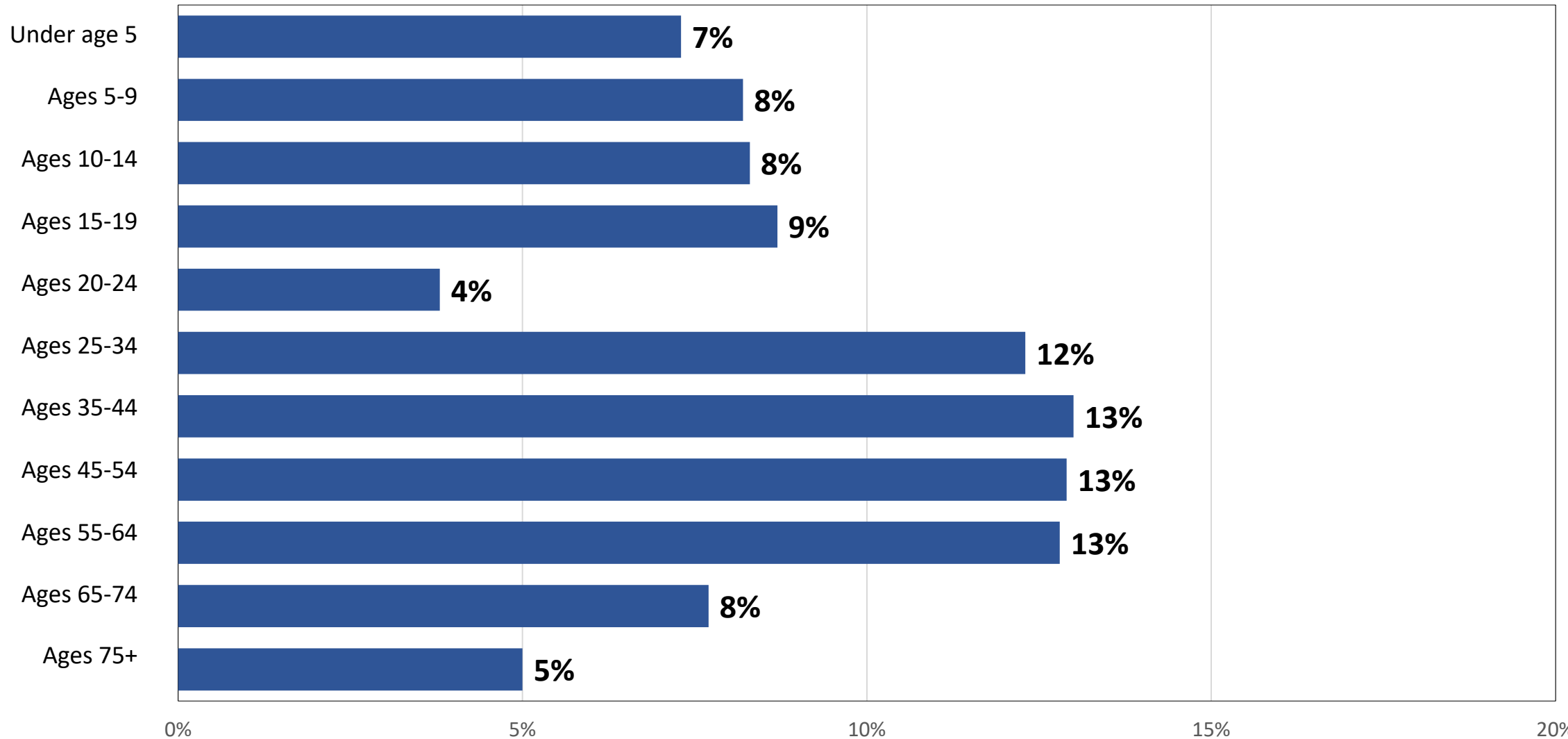
by percentage of respondents who selected the item as one of their top three choices



Demographics

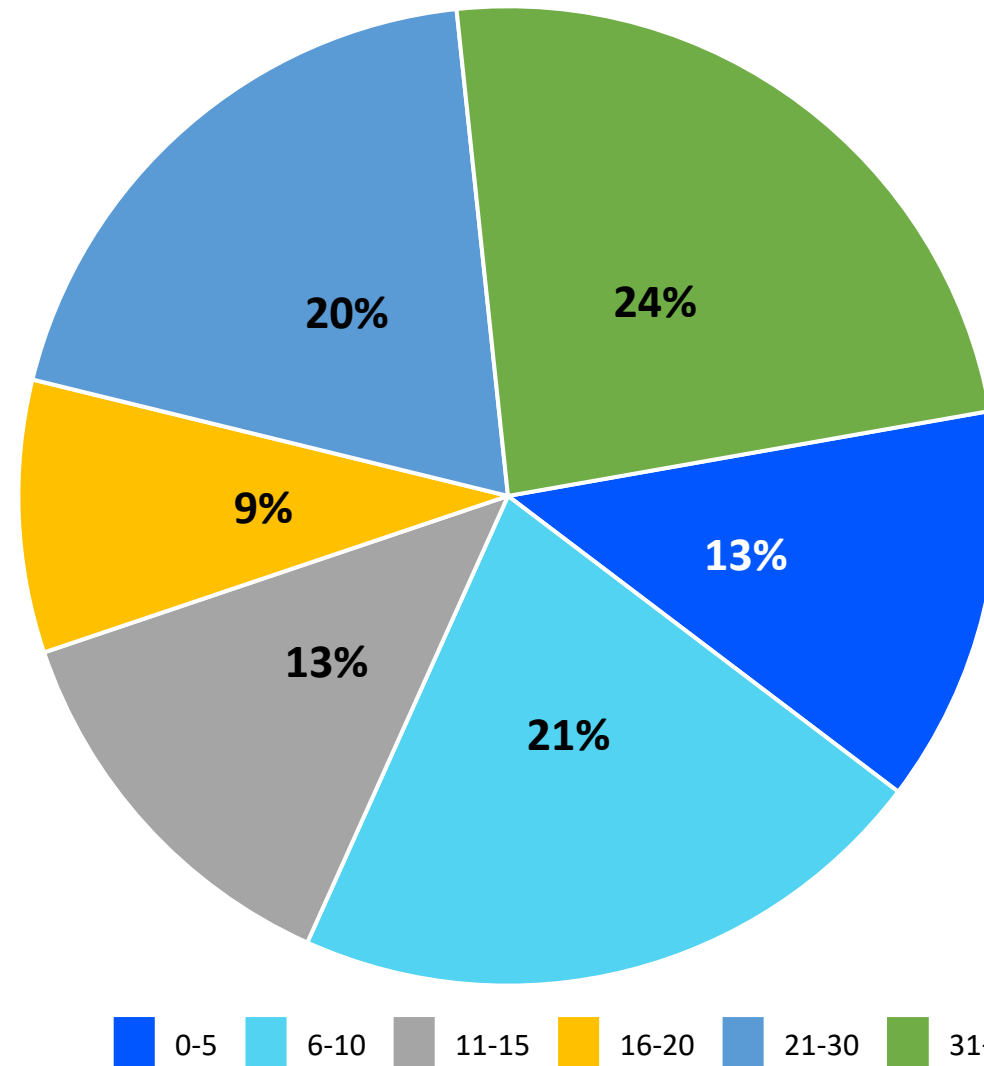
Q31. Including yourself, how many people in your household are...

by percentage of persons in the household

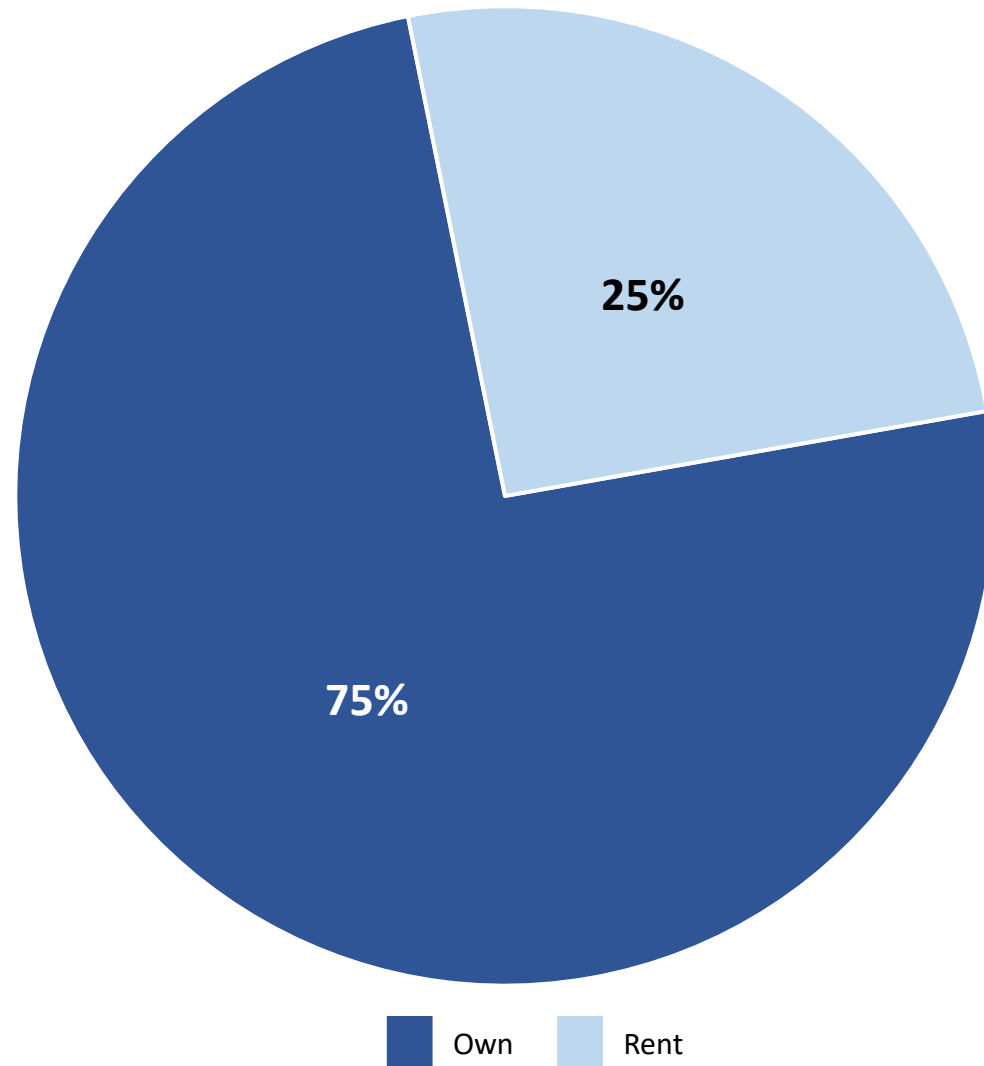


Q32. Approximately how many years have you lived in the City of Homewood?

by percentage of respondents (excluding "not provided")

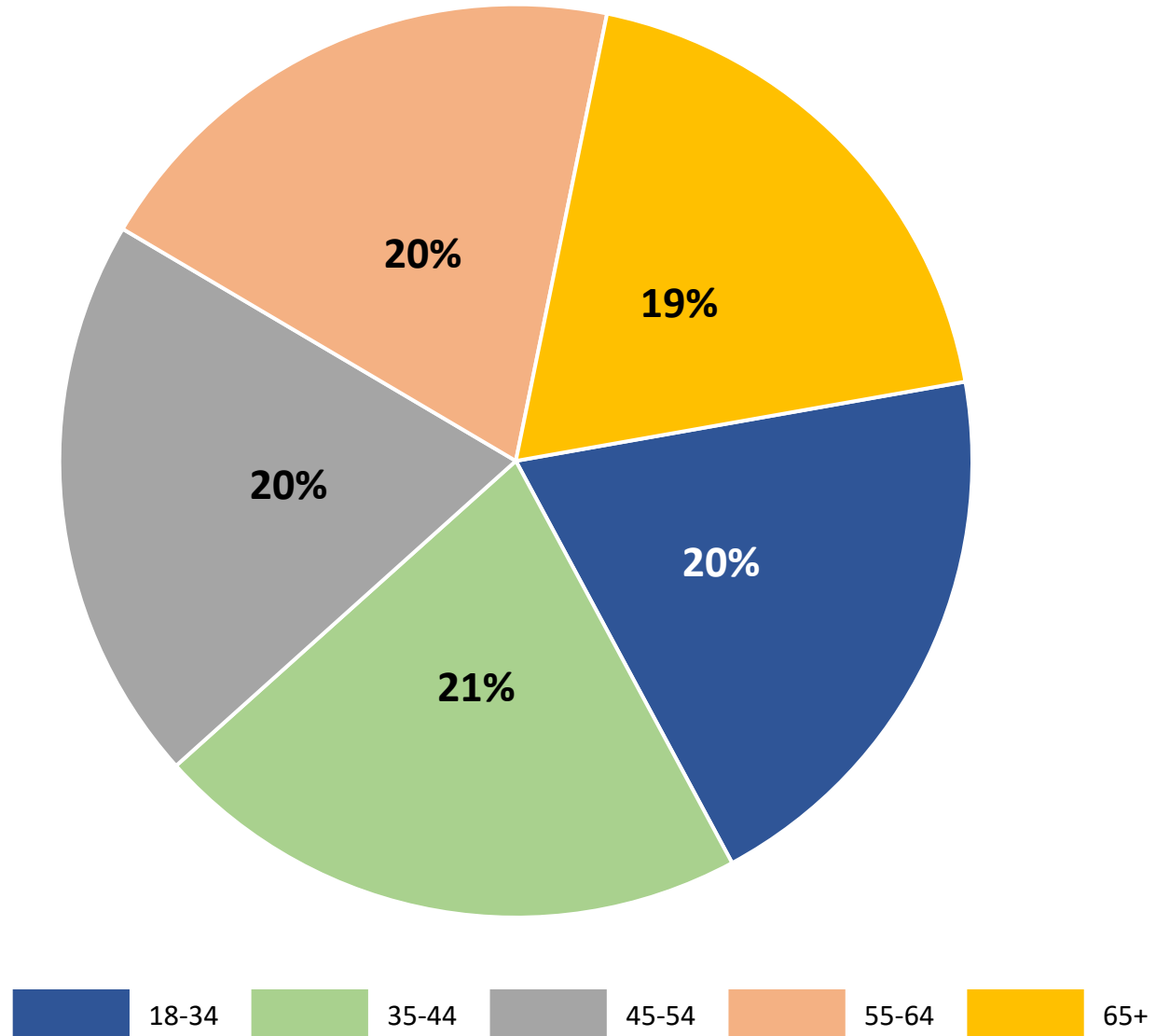


Q33. Do you own or rent your current residence? by percentage of respondents



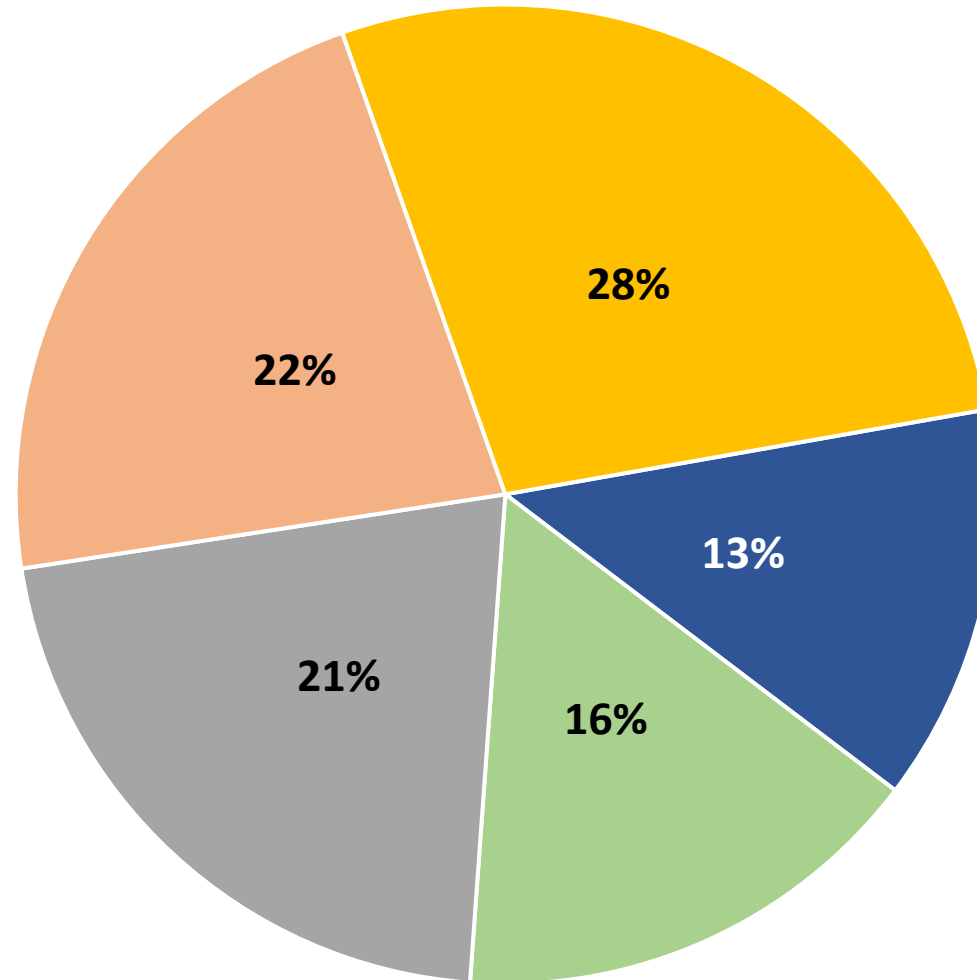
Q34. What is your age?

by percentage of respondents (excluding "not provided")



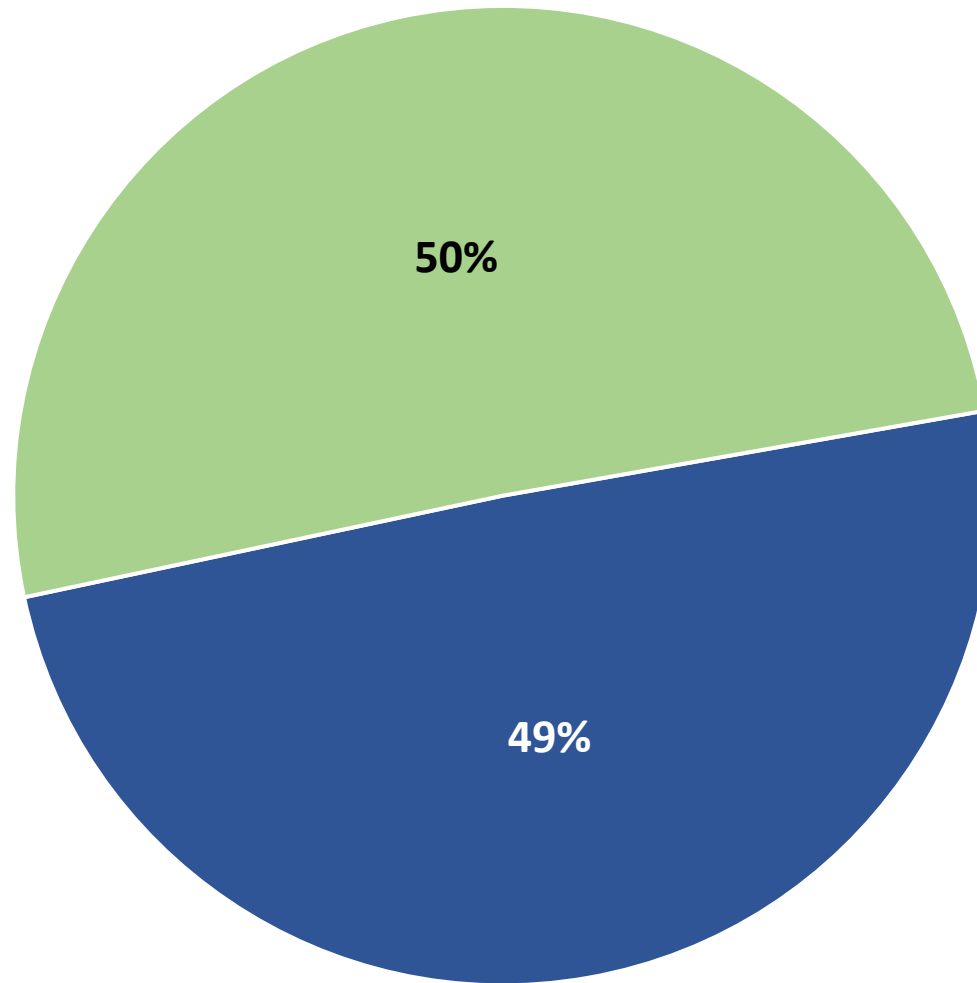
Q35. Total Annual Household Income

by percentage of respondents (excluding “not provided”)



Q36. Gender Identity

by percentage of respondents (excluding "not provided")



0.2% self-described as non-binary





2

Benchmarking Analysis

Benchmarking Analysis



Overview

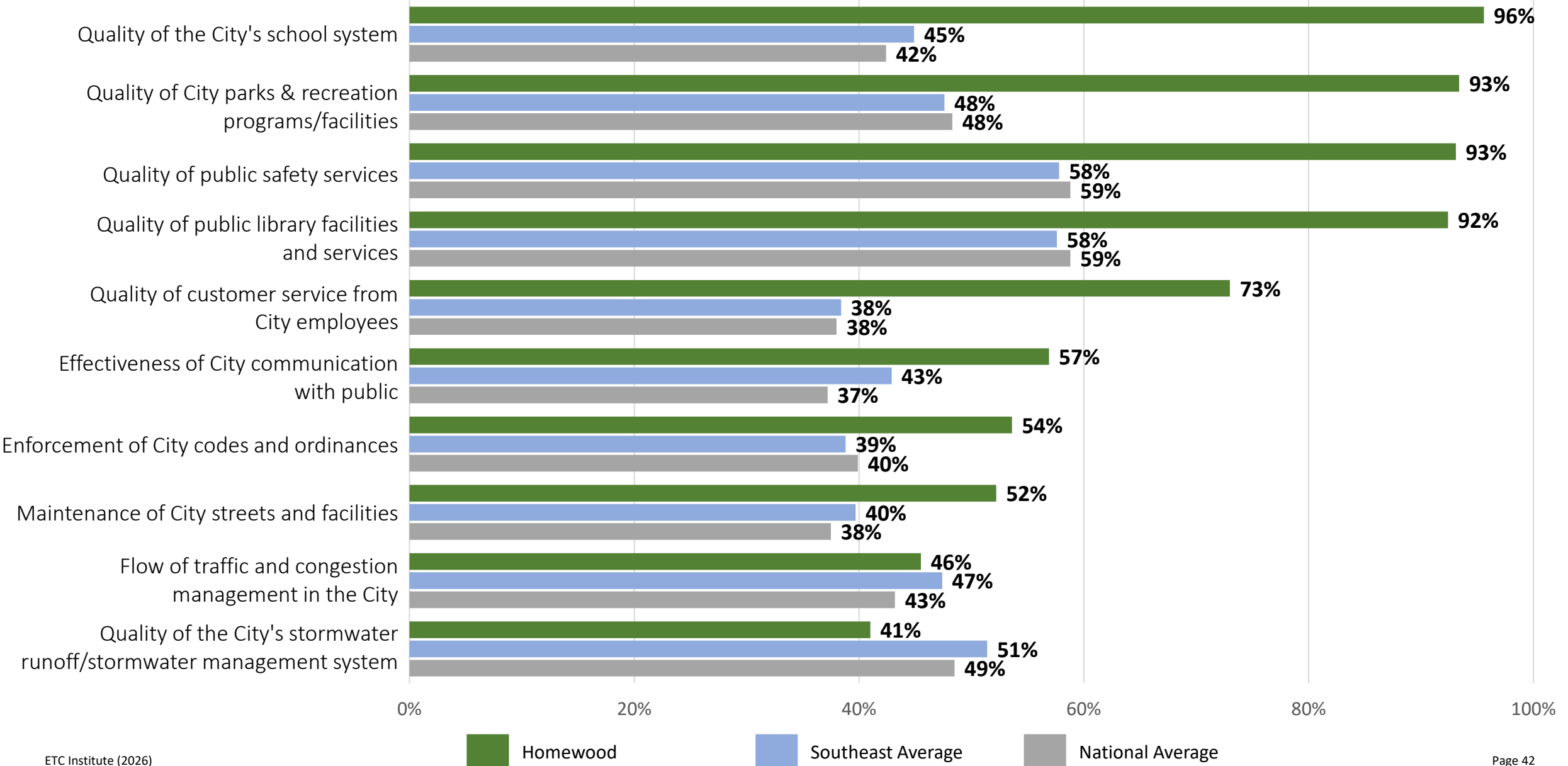
ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2025 to a random sample of residents in the continental United States. The second source is from a regional survey administered to a random sample of residents living in the Southeast Region during the summer of 2025. The Southeast Region includes the states of Alabama, Arkansas, Georgia, Kentucky, Louisiana, and Mississippi.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of residents; the Southeast regional average shown in the charts reflects the results of the regional survey of residents living in the Southeast Region.

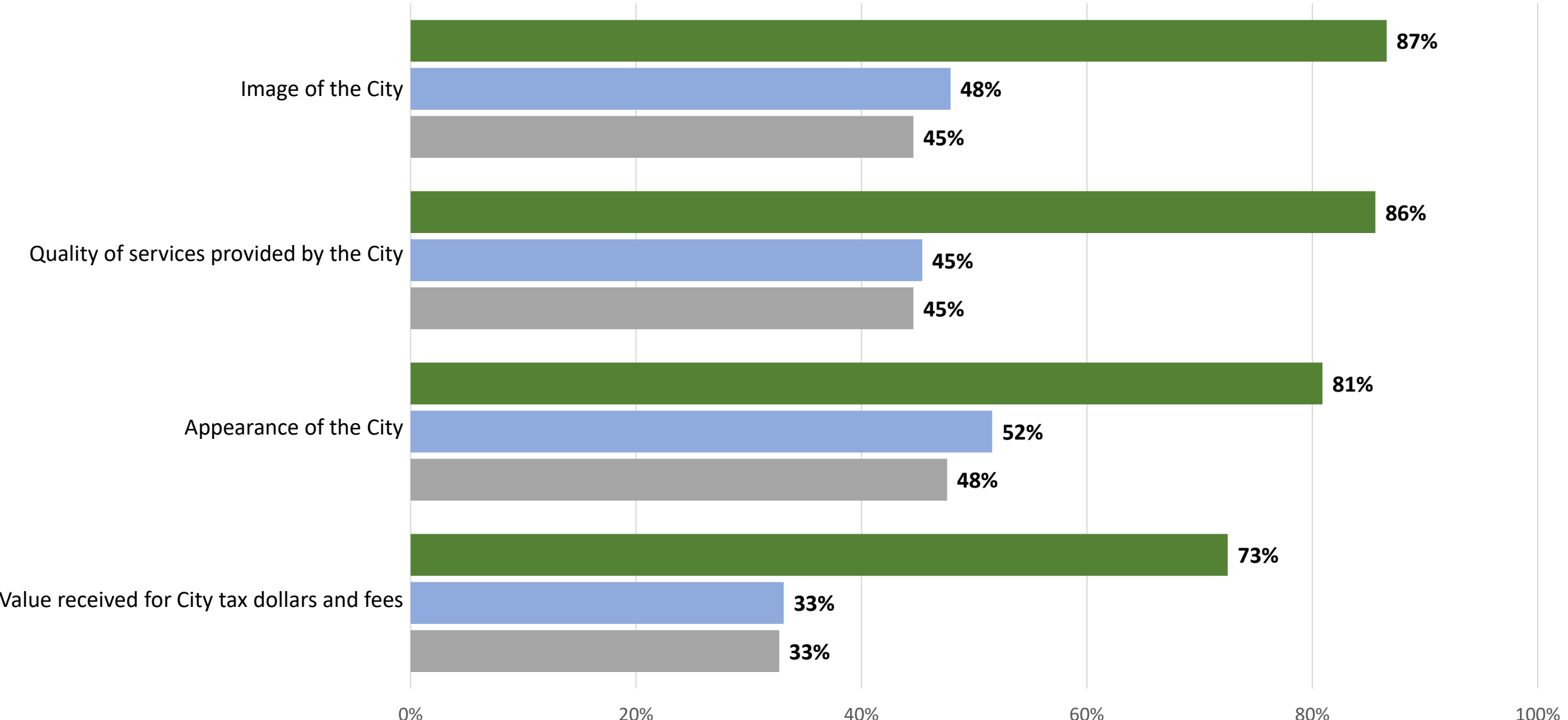
Overall Satisfaction with City Services

Homewood vs. Southeast vs. National Average



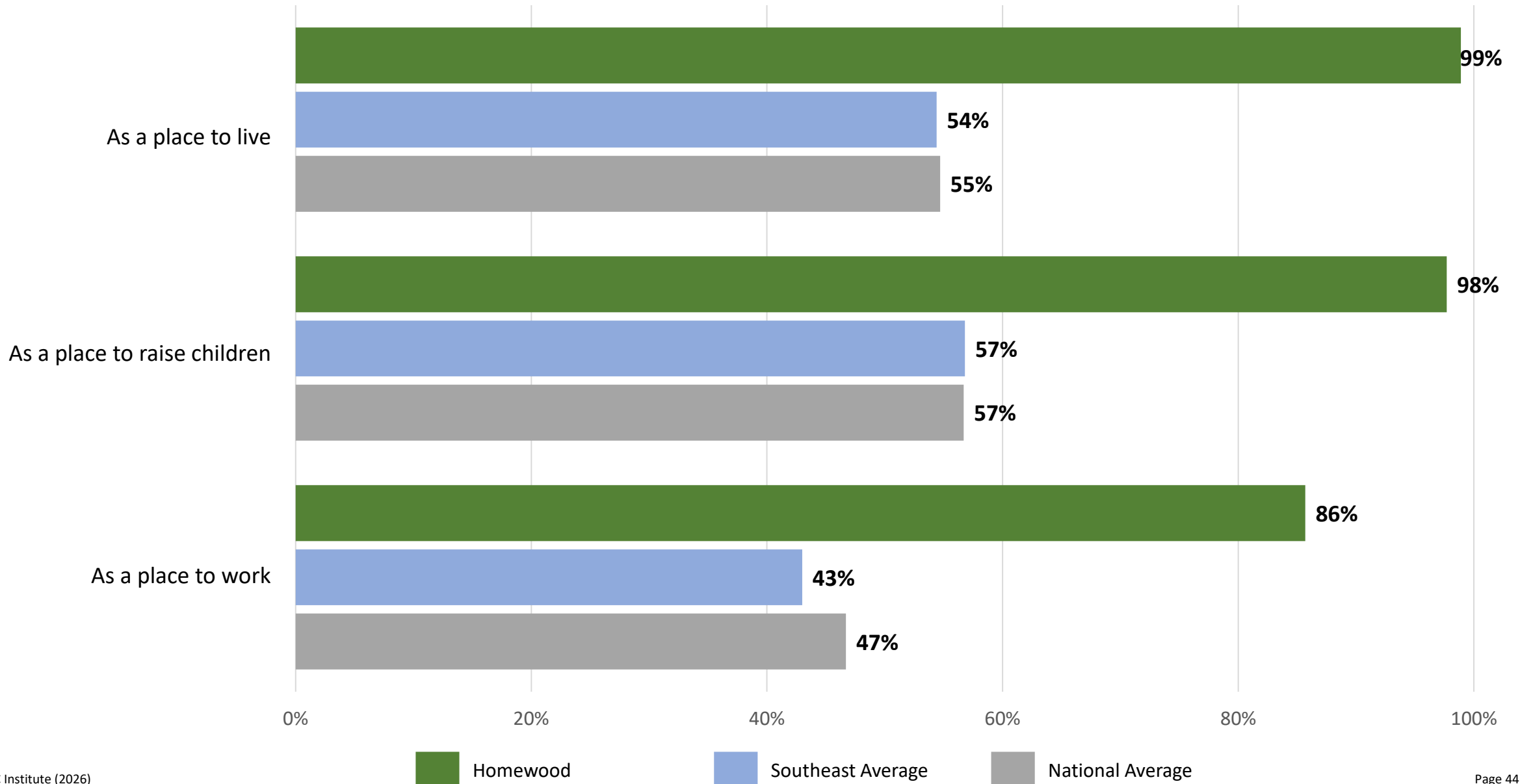
Perceptions of the City

Homewood vs. Southeast Average vs. National Average



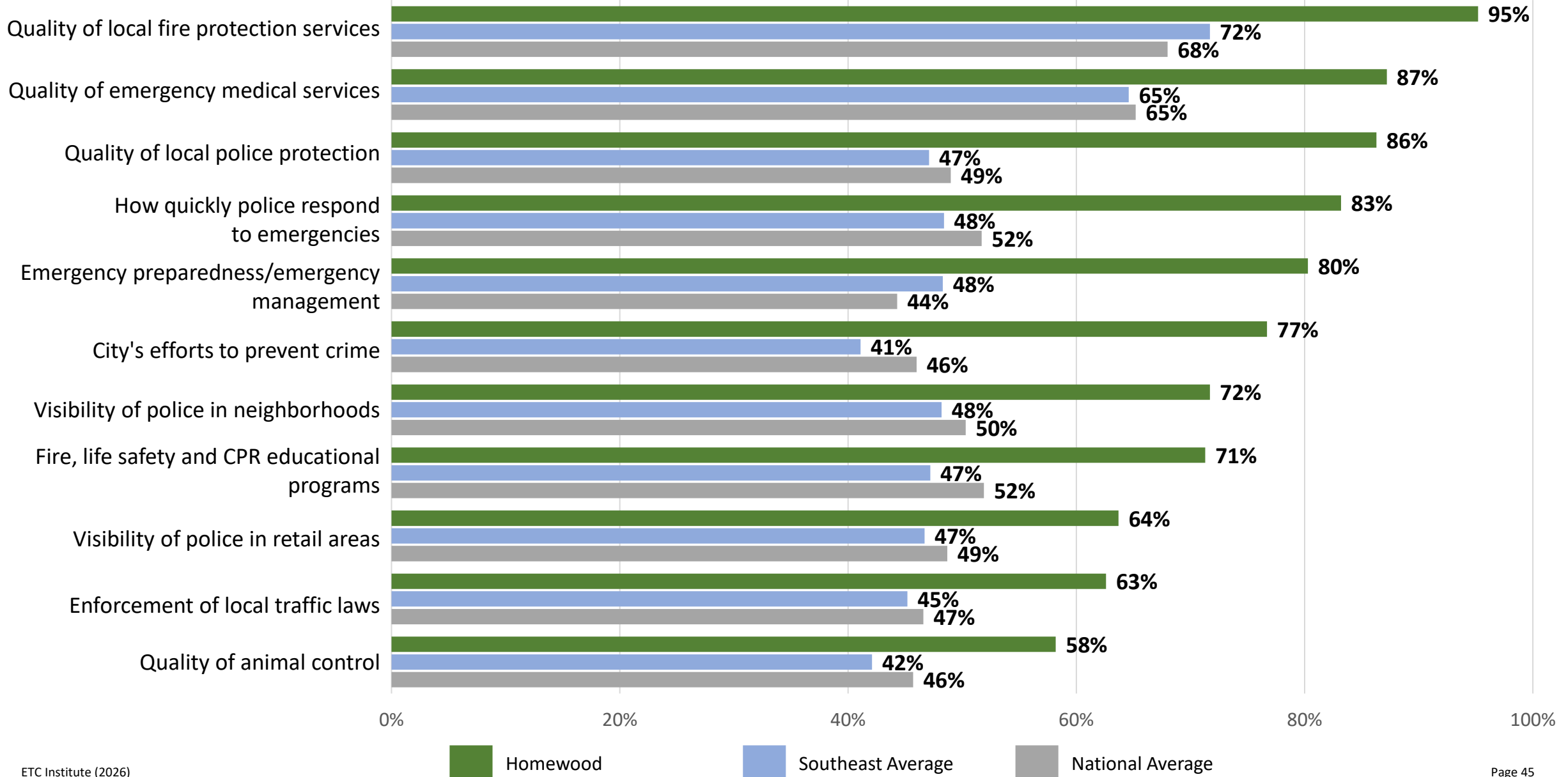
Ratings of the City

Homewood vs. Southeast Average vs. National Average



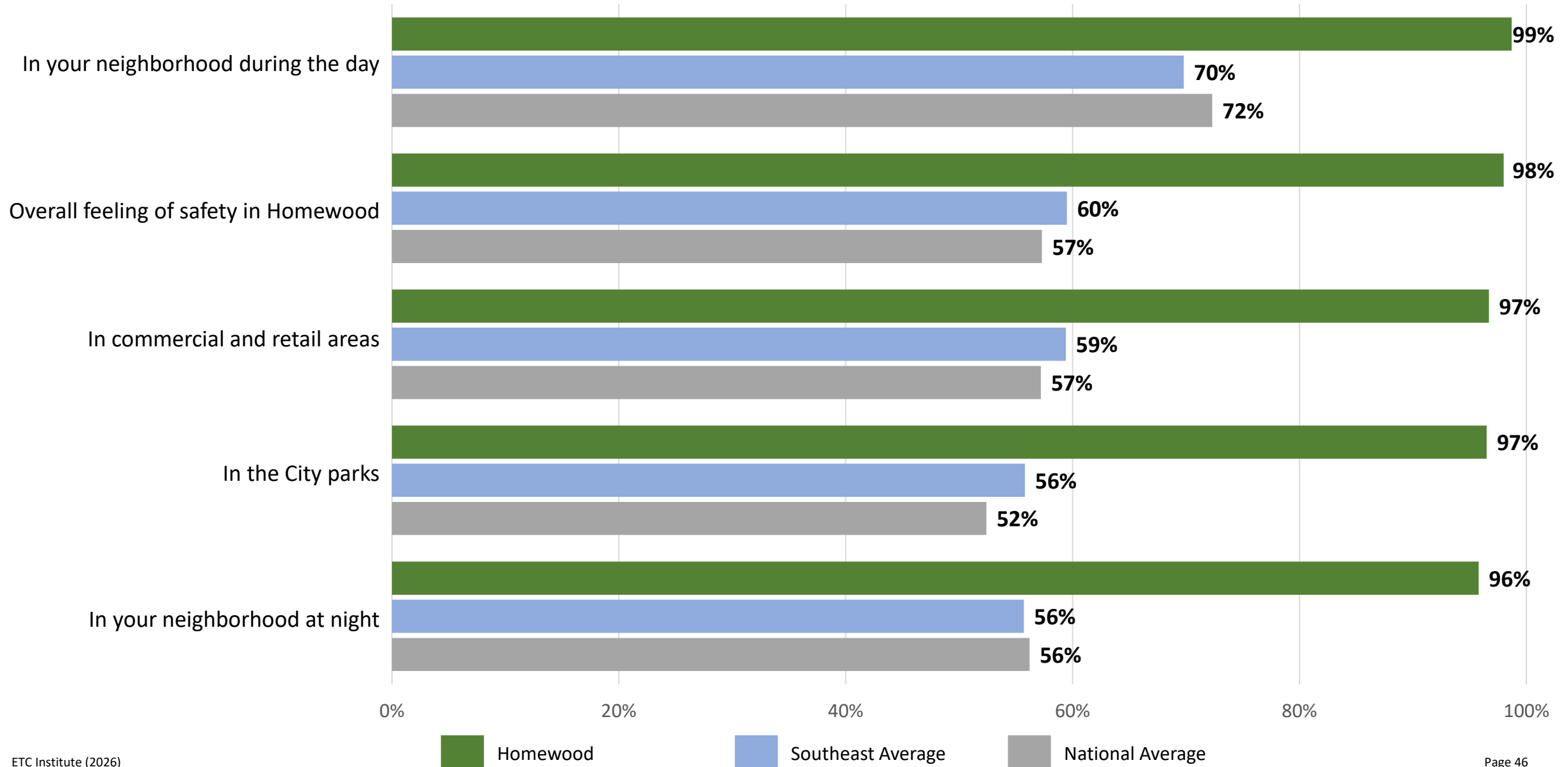
Public Safety

Homewood vs. Southeast Average vs. National Average



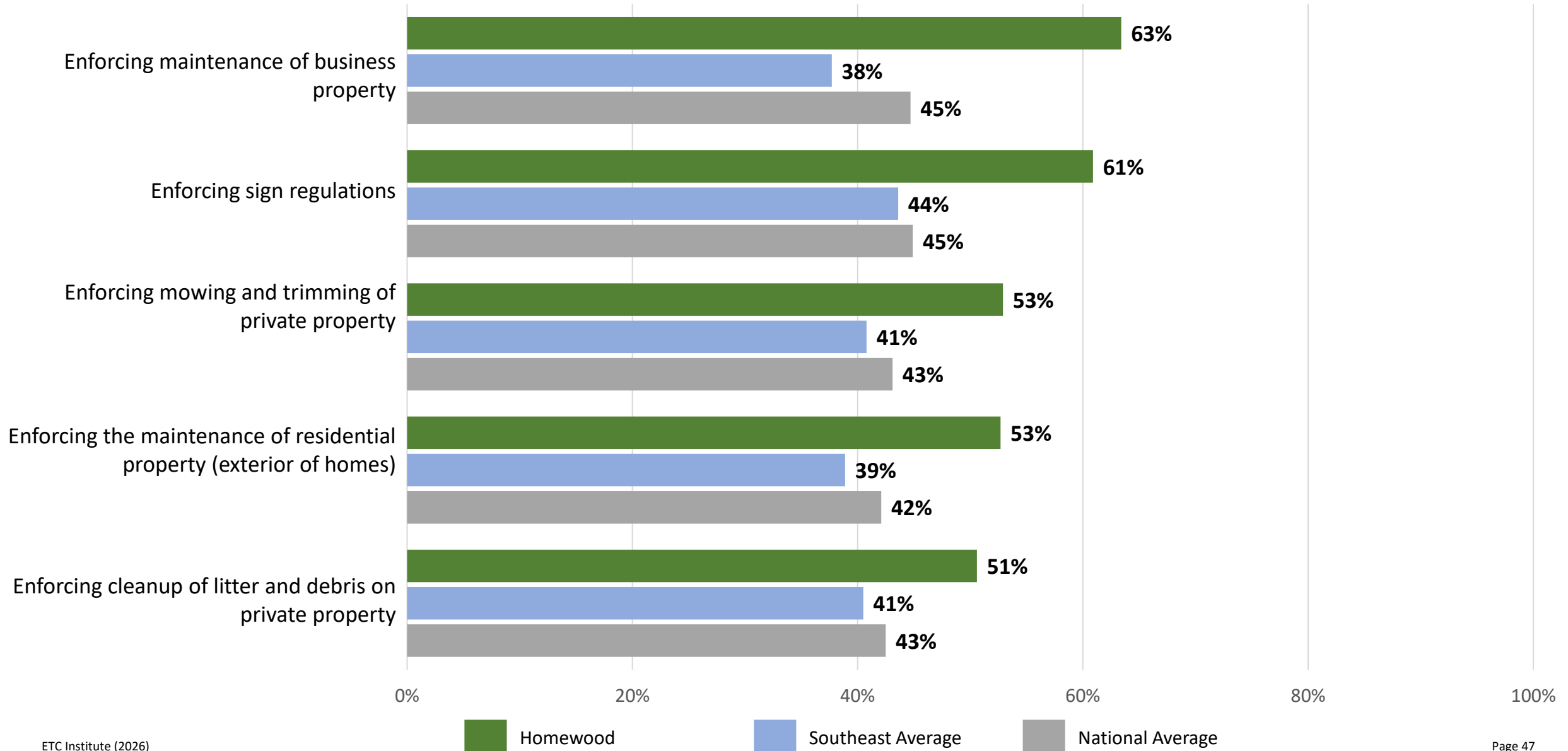
Perceptions of Safety

Homewood vs. Southeast Average vs. National Average



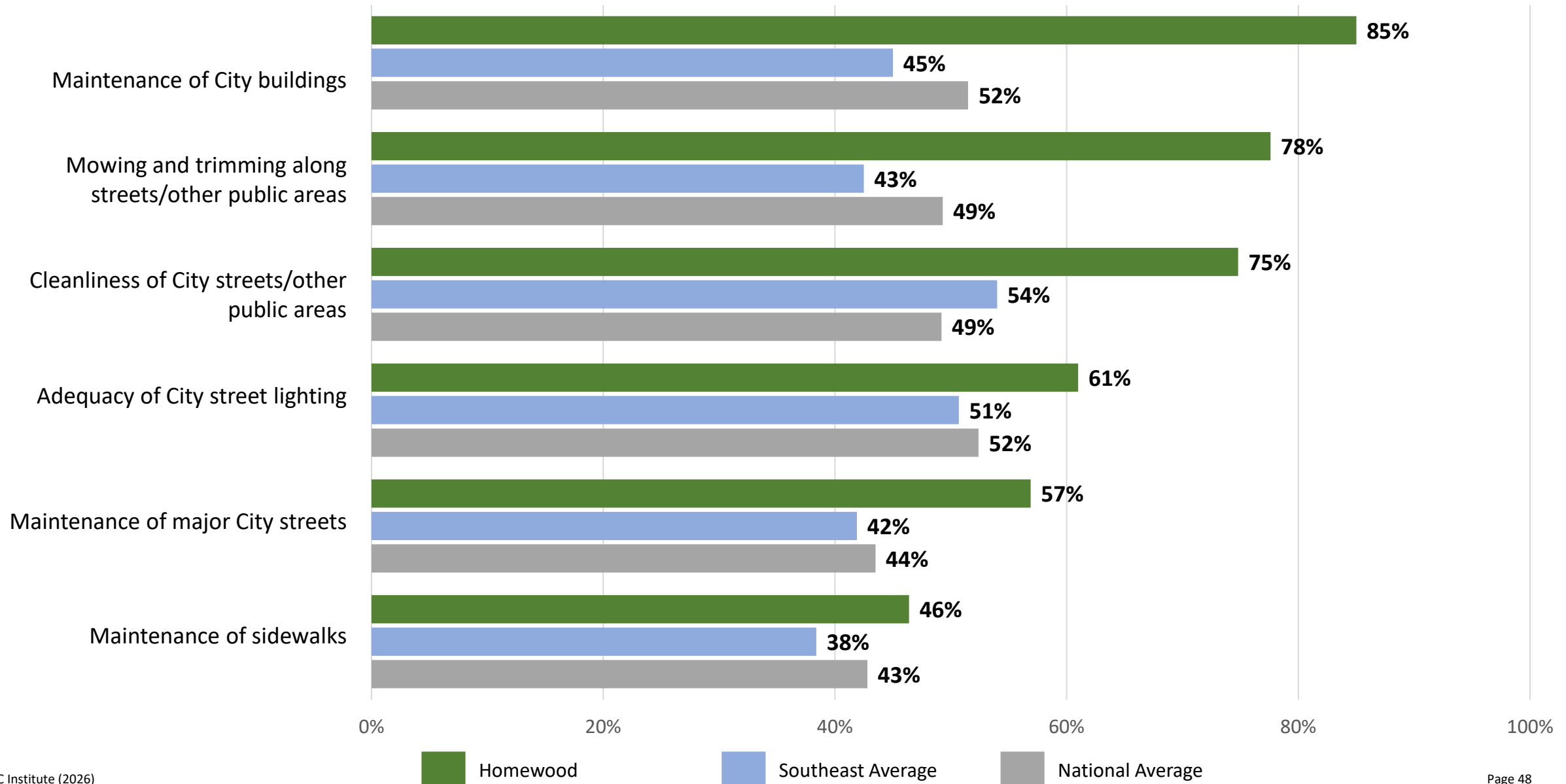
Codes and Ordinances

Homewood vs. Southeast Average vs. National Average



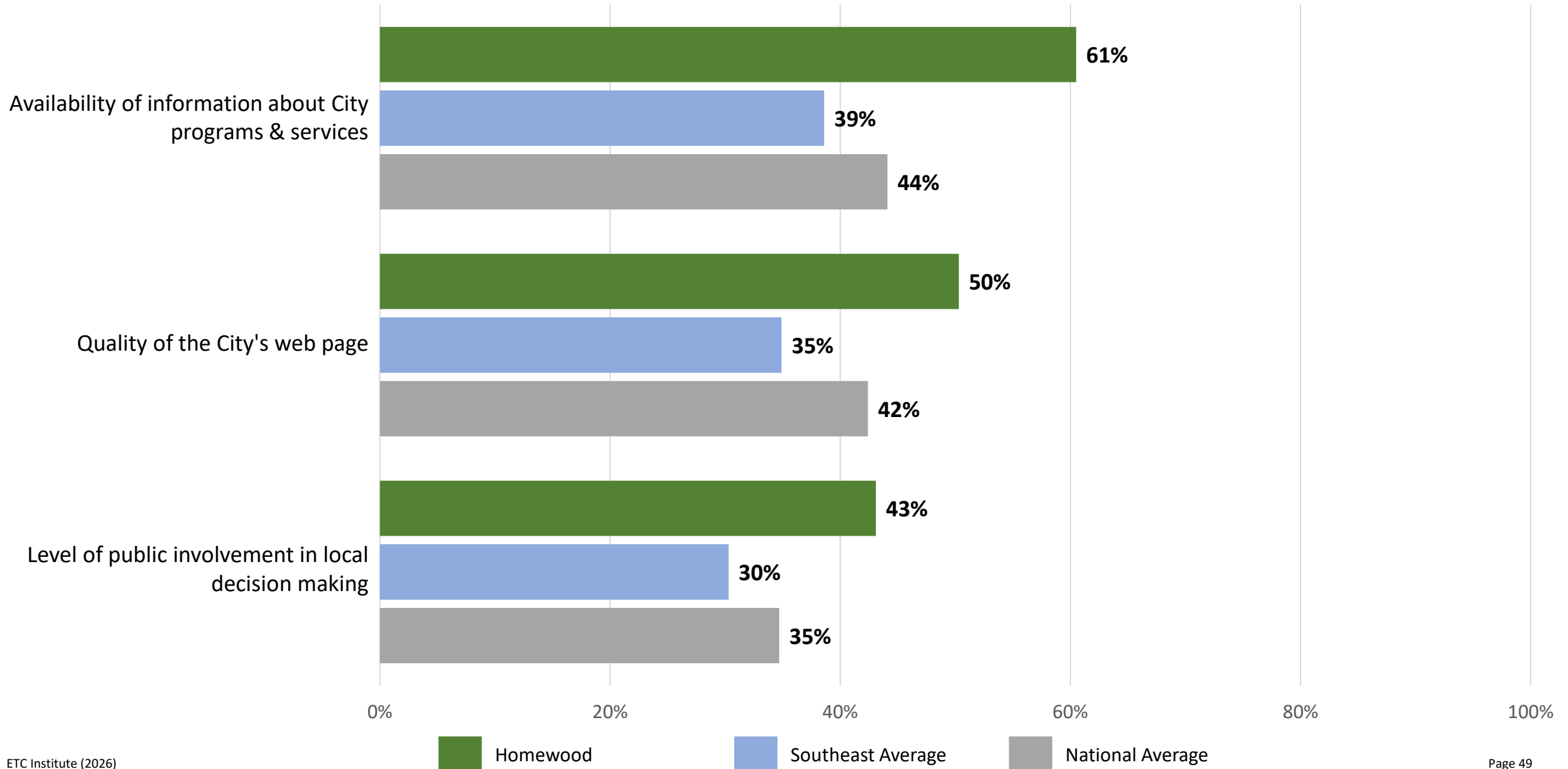
City Maintenance

Homewood vs. Southeast Average vs. National Average



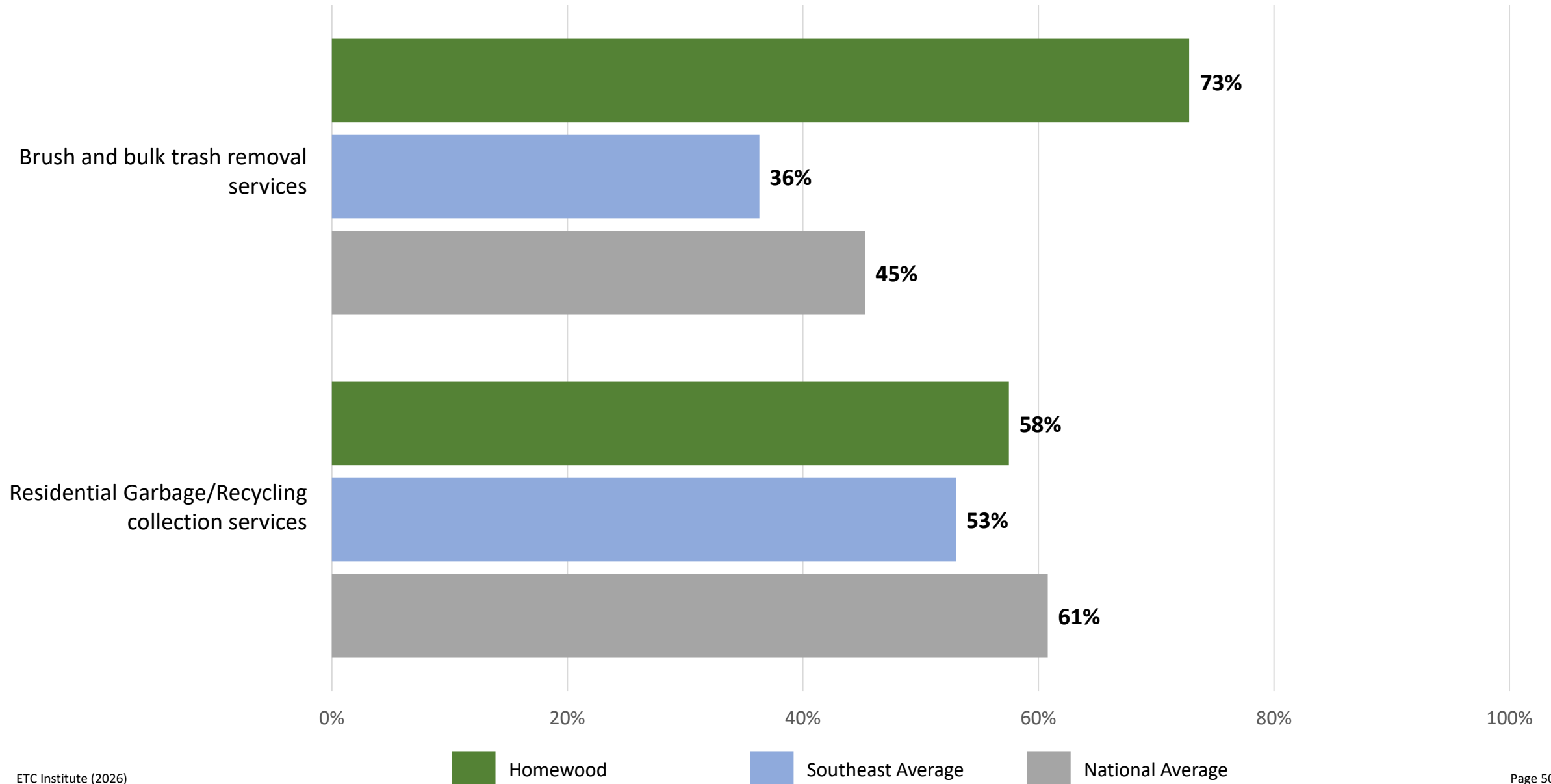
City Communication

Homewood vs. Southeast Average vs. National Average



Garbage/Trash Services

Homewood vs. Southeast Average vs. National Average





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two or three years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next two years. More than half (52%) of the respondent households selected "*flow of traffic and congestion management in the City*" as one of the services that are most important to emphasize over the next two years.

With regard to satisfaction, 45.5% of respondents surveyed rated "*flow of traffic and congestion management in the City*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 52% was multiplied by 54.5% (1-0.455). This calculation yielded an I-S rating of 0.2834, which ranked second out of ten major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Homewood are provided on the following pages.

2026 Importance-Satisfaction Rating

City of Homewood, AL

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of City streets and facilities	64%	1	52%	8	0.3045	1
Flow of traffic and congestion management in the City	52%	2	46%	9	0.2834	2
Quality of the City's stormwater runoff/stormwater management system	36%	3	41%	10	0.2130	3
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	23%	6	54%	7	0.1067	4
Medium Priority (IS <.10)						
Effectiveness of City communication with public	22%	8	57%	6	0.0965	5
Quality of customer service from City employees	6%	10	73%	5	0.0165	6
Quality of public safety services	23%	7	93%	3	0.0157	7
Quality of City parks & recreation programs/facilities	24%	5	93%	2	0.0155	8
Quality of the City's school system	33%	4	96%	1	0.0143	9
Quality of public library facilities and services	7%	9	92%	4	0.0049	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

City of Homewood, AL

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcement of speed limits in neighborhoods	30%	3	51%	16	0.1476	1
Enforcement of local traffic laws	29%	4	63%	14	0.1073	2
Medium Priority (IS <.10)						
City's efforts to prevent crime	39%	1	77%	10	0.0897	3
Visibility of police in neighborhoods	31%	2	72%	11	0.0880	4
Visibility of police in retail areas	18%	6	64%	13	0.0639	5
Quality of animal control	14%	9	58%	15	0.0589	6
Quality of local police protection	26%	5	86%	6	0.0353	7
Attitude/behavior of Police Dept. personnel toward residents	16%	7	81%	8	0.0295	8
Emergency preparedness/emergency management	14%	8	80%	9	0.0278	9
Fire, life safety and CPR educational programs	8%	12	71%	12	0.0218	10
How quickly police respond to emergencies	11%	10	83%	7	0.0183	11
Quality of emergency medical services	9%	11	87%	5	0.0115	12
Quality of local fire protection services	7%	13	95%	2	0.0033	13
Fire safety while in businesses, restaurants, and places of public assembly	2%	15	90%	4	0.0022	14
Attitude of respect, caring, and sense of importance for helping others displayed by fire department personnel	3%	14	95%	3	0.0014	15
Professional appearance of the fire department personnel, equipment and/or fire stations	2%	16	98%	1	0.0004	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

City of Homewood, AL

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of sidewalks	59%	2	46%	9	0.3157	1
Maintenance of major City streets	60%	1	57%	8	0.2577	2
<u>High Priority (IS .10-.20)</u>						
Adequacy of City street lighting	37%	3	61%	7	0.1439	3
<u>Medium Priority (IS <.10)</u>						
Cleanliness of City streets/other public areas	36%	4	75%	4	0.0900	4
Mowing and trimming along streets/other public areas	23%	5	78%	2	0.0520	5
Maintenance of traffic signals	15%	6	74%	5	0.0389	6
Maintenance of street signs	12%	8	70%	6	0.0360	7
Maintenance of the commercial areas	14%	7	76%	3	0.0345	8
Maintenance of City buildings	4%	9	85%	1	0.0059	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

City of Homewood, AL

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking and biking trails	41%	1	75%	11	0.1035	1
Medium Priority (IS <.10)						
The City's senior programs	15%	7	64%	12	0.0546	2
City recreational programs	12%	9	61%	13	0.0481	3
The City's adult athletic programs	11%	11	61%	14	0.0410	4
Maintenance of City parks	31%	2	88%	2	0.0371	5
Community recreational centers	23%	3	85%	8	0.0354	6
Number of City parks	22%	4	87%	5	0.0298	7
Fees charged for recreational programs	10%	12	75%	10	0.0261	8
Swimming pools	17%	5	88%	4	0.0214	9
Outdoor athletic fields	13%	8	86%	6	0.0189	10
The City's youth athletic programs	12%	10	85%	7	0.0188	11
Special City Events	16%	6	91%	1	0.0146	12
Ease of registering for programs	6%	14	76%	9	0.0137	13
Maintenance of City ballfields	7%	13	88%	3	0.0086	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2026 Importance-Satisfaction Rating

City of Homewood, AL

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Programs for adults	26%	3	80%	9	0.0528	1
Programs for teens	22%	4	77%	10	0.0517	2
Programs for children	34%	1	86%	5	0.0472	3
Variety of materials	31%	2	88%	3	0.0386	4
Digital resources	20%	5	85%	6	0.0304	5
Study space	11%	8	83%	7	0.0197	6
Computer and Wi-Fi Internet access	11%	9	87%	4	0.0143	7
Meeting room rental	6%	11	76%	11	0.0140	8
Copying, printing and scanning	7%	10	82%	8	0.0116	9
Staff assistance and customer service	13%	6	93%	2	0.0086	10
Hours of operation	12%	7	94%	1	0.0074	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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4

Tabular Data

Q1. Overall Satisfaction with City Services: Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	57.6%	25.4%	3.0%	0.7%	0.2%	13.0%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	53.7%	37.4%	5.2%	1.3%	0.2%	2.2%
Q1-3. Overall quality of City parks & recreation programs & facilities	49.1%	42.6%	4.1%	2.4%	0.0%	1.7%
Q1-4. Overall maintenance of City streets & facilities	12.0%	40.2%	24.1%	19.8%	3.9%	0.0%
Q1-5. Overall enforcement of City codes & ordinances	12.8%	35.2%	24.8%	12.8%	3.9%	10.4%
Q1-6. Overall quality of customer service you receive from City employees	26.7%	35.2%	17.8%	4.1%	0.9%	15.2%
Q1-7. Overall effectiveness of City communication with the public	17.8%	37.8%	31.3%	10.0%	0.9%	2.2%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	8.5%	29.3%	27.8%	21.5%	5.0%	7.8%
Q1-9. Overall quality of public library facilities & services	58.7%	29.3%	4.6%	2.4%	0.2%	4.8%
Q1-10. Overall flow of traffic & congestion management in City	8.3%	36.7%	23.7%	25.7%	4.6%	1.1%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services: Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	66.3%	29.3%	3.5%	0.8%	0.3%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	54.9%	38.2%	5.3%	1.3%	0.2%
Q1-3. Overall quality of City parks & recreation programs & facilities	50.0%	43.4%	4.2%	2.4%	0.0%
Q1-4. Overall maintenance of City streets & facilities	12.0%	40.2%	24.1%	19.8%	3.9%
Q1-5. Overall enforcement of City codes & ordinances	14.3%	39.3%	27.7%	14.3%	4.4%
Q1-6. Overall quality of customer service you receive from City employees	31.5%	41.5%	21.0%	4.9%	1.0%
Q1-7. Overall effectiveness of City communication with the public	18.2%	38.7%	32.0%	10.2%	0.9%
Q1-8. Overall quality of City's stormwater runoff/ stormwater management system	9.2%	31.8%	30.2%	23.3%	5.4%
Q1-9. Overall quality of public library facilities & services	61.6%	30.8%	4.8%	2.5%	0.2%
Q1-10. Overall flow of traffic & congestion management in City	8.4%	37.1%	24.0%	25.9%	4.6%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	100	21.7 %
Overall quality of public safety services (e.g., police, fire, ambulance)	24	5.2 %
Overall quality of City parks & recreation programs & facilities	21	4.6 %
Overall maintenance of City streets & facilities	113	24.6 %
Overall enforcement of City codes & ordinances	25	5.4 %
Overall quality of customer service you receive from City employees	5	1.1 %
Overall effectiveness of City communication with the public	22	4.8 %
Overall quality of City's stormwater runoff/stormwater management system	39	8.5 %
Overall quality of public library facilities & services	11	2.4 %
Overall flow of traffic & congestion management in City	92	20.0 %
<u>None chosen</u>	<u>8</u>	<u>1.7 %</u>
Total	460	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	20	4.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	46	10.0 %
Overall quality of City parks & recreation programs & facilities	39	8.5 %
Overall maintenance of City streets & facilities	110	23.9 %
Overall enforcement of City codes & ordinances	37	8.0 %
Overall quality of customer service you receive from City employees	9	2.0 %
Overall effectiveness of City communication with the public	31	6.7 %
Overall quality of City's stormwater runoff/stormwater management system	73	15.9 %
Overall quality of public library facilities & services	7	1.5 %
Overall flow of traffic & congestion management in City	72	15.7 %
<u>None chosen</u>	<u>16</u>	<u>3.5 %</u>
Total	460	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	30	6.5 %
Overall quality of public safety services (e.g., police, fire, ambulance)	35	7.6 %
Overall quality of City parks & recreation programs & facilities	48	10.4 %
Overall maintenance of City streets & facilities	70	15.2 %
Overall enforcement of City codes & ordinances	44	9.6 %
Overall quality of customer service you receive from City employees	14	3.0 %
Overall effectiveness of City communication with the public	50	10.9 %
Overall quality of City's stormwater runoff/stormwater management system	54	11.7 %
Overall quality of public library facilities & services	12	2.6 %
Overall flow of traffic & congestion management in City	75	16.3 %
<u>None chosen</u>	<u>28</u>	<u>6.1 %</u>
Total	460	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	150	32.6 %
Overall quality of public safety services (e.g., police, fire, ambulance)	105	22.8 %
Overall quality of City parks & recreation programs & facilities	108	23.5 %
Overall maintenance of City streets & facilities	293	63.7 %
Overall enforcement of City codes & ordinances	106	23.0 %
Overall quality of customer service you receive from City employees	28	6.1 %
Overall effectiveness of City communication with the public	103	22.4 %
Overall quality of City's stormwater runoff/stormwater management system	166	36.1 %
Overall quality of public library facilities & services	30	6.5 %
Overall flow of traffic & congestion management in City	239	52.0 %
<u>None chosen</u>	<u>8</u>	<u>1.7 %</u>
Total	1336	

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Homewood using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Homewood	27.8%	56.3%	12.6%	1.1%	0.4%	1.7%
Q3-2. Overall value that you receive for your City tax dollars and fees	21.7%	49.3%	18.3%	7.0%	1.7%	2.0%
Q3-3. Overall image of City	38.3%	47.4%	10.0%	3.0%	0.2%	1.1%
Q3-4. Overall quality of life in City	54.3%	40.2%	4.1%	0.9%	0.0%	0.4%
Q3-5. Overall appearance of City	26.7%	53.7%	12.6%	6.1%	0.2%	0.7%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Homewood using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Homewood	28.3%	57.3%	12.8%	1.1%	0.4%
Q3-2. Overall value that you receive for your City tax dollars and fees	22.2%	50.3%	18.6%	7.1%	1.8%
Q3-3. Overall image of City	38.7%	47.9%	10.1%	3.1%	0.2%
Q3-4. Overall quality of life in City	54.6%	40.4%	4.1%	0.9%	0.0%
Q3-5. Overall appearance of City	26.9%	54.0%	12.7%	6.1%	0.2%

Q4. Please rate the City of Homewood with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=460)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	72.0%	26.5%	0.7%	0.2%	0.2%	0.4%
Q4-2. As a place to raise children	73.7%	20.2%	2.0%	0.2%	0.0%	3.9%
Q4-3. As a place to work	40.7%	27.2%	10.7%	0.7%	0.0%	20.9%

WITHOUT "DON'T KNOW"

Q4. Please rate the City of Homewood with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=460)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	72.3%	26.6%	0.7%	0.2%	0.2%
Q4-2. As a place to raise children	76.7%	21.0%	2.0%	0.2%	0.0%
Q4-3. As a place to work	51.4%	34.3%	13.5%	0.8%	0.0%

Q5. Public Safety: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	41.5%	42.2%	11.3%	1.5%	0.4%	3.0%
Q5-2. Visibility of police in neighborhoods	28.0%	42.0%	19.8%	7.6%	0.2%	2.4%
Q5-3. Visibility of police in retail areas	21.3%	37.4%	26.7%	6.5%	0.2%	7.8%
Q5-4. City's efforts to prevent crime	26.5%	43.7%	17.6%	3.7%	0.0%	8.5%
Q5-5. How quickly police respond to emergencies	35.2%	26.1%	11.7%	0.7%	0.0%	26.3%
Q5-6. Enforcement of local traffic laws	18.9%	38.9%	18.5%	11.7%	4.3%	7.6%
Q5-7. Attitude & behavior of Police Department personnel toward residents	37.6%	32.4%	12.4%	2.6%	1.3%	13.7%
Q5-8. Quality of animal control	18.7%	22.8%	20.7%	8.0%	1.1%	28.7%
Q5-9. Enforcement of speed limits in neighborhoods	12.8%	35.2%	18.9%	19.8%	7.8%	5.4%
Q5-10. Overall quality of local fire protection services	54.1%	26.7%	4.1%	0.0%	0.0%	15.0%
Q5-11. Overall quality of emergency medical services including ambulance service	39.8%	23.9%	8.3%	0.7%	0.4%	27.0%
Q5-12. Emergency preparedness/emergency management	29.1%	27.6%	13.0%	0.4%	0.4%	29.3%
Q5-13. Fire safety you feel while in businesses, restaurants, & places of public assembly	39.8%	41.7%	9.1%	0.0%	0.0%	9.3%
Q5-14. Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	53.3%	27.8%	4.1%	0.0%	0.0%	14.8%

Q5. Public Safety: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-15. Fire, life safety & CPR educational programs	20.9%	19.1%	15.2%	0.9%	0.0%	43.9%
Q5-16. Professional appearance of fire department personnel, equipment and/or fire stations	56.7%	32.2%	1.7%	0.2%	0.0%	9.1%

WITHOUT "DON'T KNOW"**Q5. Public Safety: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	42.8%	43.5%	11.7%	1.6%	0.4%
Q5-2. Visibility of police in neighborhoods	28.7%	43.0%	20.3%	7.8%	0.2%
Q5-3. Visibility of police in retail areas	23.1%	40.6%	29.0%	7.1%	0.2%
Q5-4. City's efforts to prevent crime	29.0%	47.7%	19.2%	4.0%	0.0%
Q5-5. How quickly police respond to emergencies	47.8%	35.4%	15.9%	0.9%	0.0%
Q5-6. Enforcement of local traffic laws	20.5%	42.1%	20.0%	12.7%	4.7%
Q5-7. Attitude & behavior of Police Department personnel toward residents	43.6%	37.5%	14.4%	3.0%	1.5%
Q5-8. Quality of animal control	26.2%	32.0%	29.0%	11.3%	1.5%
Q5-9. Enforcement of speed limits in neighborhoods	13.6%	37.2%	20.0%	20.9%	8.3%
Q5-10. Overall quality of local fire protection services	63.7%	31.5%	4.9%	0.0%	0.0%
Q5-11. Overall quality of emergency medical services including ambulance service	54.5%	32.7%	11.3%	0.9%	0.6%
Q5-12. Emergency preparedness/emergency management	41.2%	39.1%	18.5%	0.6%	0.6%
Q5-13. Fire safety you feel while in businesses, restaurants, & places of public assembly	43.9%	46.0%	10.1%	0.0%	0.0%

WITHOUT "DON'T KNOW"

Q5. Public Safety: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-14. Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	62.5%	32.7%	4.8%	0.0%	0.0%
Q5-15. Fire, life safety & CPR educational programs	37.2%	34.1%	27.1%	1.6%	0.0%
Q5-16. Professional appearance of fire department personnel, equipment and/or fire stations	62.4%	35.4%	1.9%	0.2%	0.0%

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	58	12.6 %
Visibility of police in neighborhoods	45	9.8 %
Visibility of police in retail areas	24	5.2 %
City's efforts to prevent crime	72	15.7 %
How quickly police respond to emergencies	15	3.3 %
Enforcement of local traffic laws	57	12.4 %
Attitude & behavior of Police Department personnel toward residents	30	6.5 %
Quality of animal control	20	4.3 %
Enforcement of speed limits in neighborhoods	65	14.1 %
Overall quality of emergency medical services including ambulance service	15	3.3 %
Emergency preparedness/emergency management	12	2.6 %
Fire safety you feel while in businesses, restaurants, & places of public assembly	1	0.2 %
Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	1	0.2 %
Fire, life safety & CPR educational programs	3	0.7 %
<u>None chosen</u>	<u>42</u>	<u>9.1 %</u>
Total	460	100.0 %

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	31	6.7 %
Visibility of police in neighborhoods	50	10.9 %
Visibility of police in retail areas	30	6.5 %
City's efforts to prevent crime	63	13.7 %
How quickly police respond to emergencies	18	3.9 %
Enforcement of local traffic laws	43	9.3 %
Attitude & behavior of Police Department personnel toward residents	23	5.0 %
Quality of animal control	18	3.9 %
Enforcement of speed limits in neighborhoods	47	10.2 %
Overall quality of local fire protection services	10	2.2 %
Overall quality of emergency medical services including ambulance service	10	2.2 %
Emergency preparedness/emergency management	24	5.2 %
Fire safety you feel while in businesses, restaurants, & places of public assembly	3	0.7 %
Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	7	1.5 %
Fire, life safety & CPR educational programs	13	2.8 %
Professional appearance of fire department personnel, equipment and/or fire stations	3	0.7 %
<u>None chosen</u>	<u>67</u>	<u>14.6 %</u>
Total	460	100.0 %

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	30	6.5 %
Visibility of police in neighborhoods	48	10.4 %
Visibility of police in retail areas	27	5.9 %
City's efforts to prevent crime	42	9.1 %
How quickly police respond to emergencies	17	3.7 %
Enforcement of local traffic laws	32	7.0 %
Attitude & behavior of Police Department personnel toward residents	19	4.1 %
Quality of animal control	27	5.9 %
Enforcement of speed limits in neighborhoods	26	5.7 %
Overall quality of local fire protection services	21	4.6 %
Overall quality of emergency medical services including ambulance service	16	3.5 %
Emergency preparedness/emergency management	29	6.3 %
Fire safety you feel while in businesses, restaurants, & places of public assembly	6	1.3 %
Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	6	1.3 %
Fire, life safety & CPR educational programs	19	4.1 %
Professional appearance of fire department personnel, equipment and/or fire stations	4	0.9 %
<u>None chosen</u>	<u>91</u>	<u>19.8 %</u>
Total	460	100.0 %

SUM OF TOP 3 CHOICES**Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the most emphasis from City leaders over the next THREE Years? (top 3)**

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	119	25.9 %
Visibility of police in neighborhoods	143	31.1 %
Visibility of police in retail areas	81	17.6 %
City's efforts to prevent crime	177	38.5 %
How quickly police respond to emergencies	50	10.9 %
Enforcement of local traffic laws	132	28.7 %
Attitude & behavior of Police Department personnel toward residents	72	15.7 %
Quality of animal control	65	14.1 %
Enforcement of speed limits in neighborhoods	138	30.0 %
Overall quality of local fire protection services	31	6.7 %
Overall quality of emergency medical services including ambulance service	41	8.9 %
Emergency preparedness/emergency management	65	14.1 %
Fire safety you feel while in businesses, restaurants, & places of public assembly	10	2.2 %
Attitude of respect, caring, & sense of importance for helping others displayed by fire department personnel	14	3.0 %
Fire, life safety & CPR educational programs	35	7.6 %
Professional appearance of fire department personnel, equipment and/or fire stations	7	1.5 %
None chosen	42	9.1 %
Total	1222	

Q7. Have you called 911 in the past 12 months?

<u>Q7. Have you called 911 in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	65	14.1 %
No	395	85.9 %
Total	460	100.0 %

Q7a. How was your service?

(N=65)

	<u>Yes</u>	<u>No</u>	<u>Not provided</u>
Q7a-1. Was your call answered in a timely manner	98.5%	1.5%	0.0%
Q7a-2. Were you treated professionally	93.8%	3.1%	3.1%
Q7a-3. Did call taker's action result in a satisfactory resolution	92.3%	6.2%	1.5%

WITHOUT "NOT PROVIDED"**Q7a. How was your service? (without "not provided")**

(N=65)

	<u>Yes</u>	<u>No</u>
Q7a-1. Was your call answered in a timely manner	98.5%	1.5%
Q7a-2. Were you treated professionally	96.8%	3.2%
Q7a-3. Did call taker's action result in a satisfactory resolution	93.8%	6.3%

Q8. On a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in:

(N=460)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	86.5%	11.3%	1.3%	0.0%	0.9%
Q8-2. In your neighborhood at night	63.0%	32.0%	4.1%	0.0%	0.9%
Q8-3. In City parks	60.0%	30.4%	3.3%	0.0%	6.3%
Q8-4. In commercial & retail areas	64.3%	31.1%	2.8%	0.4%	1.3%
Q8-5. Overall feeling of safety in Homewood	71.5%	25.7%	2.0%	0.0%	0.9%

WITHOUT "DON'T KNOW"

Q8. On a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in: (without "don't know")

(N=460)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q8-1. In your neighborhood during the day	87.3%	11.4%	1.3%	0.0%
Q8-2. In your neighborhood at night	63.6%	32.2%	4.2%	0.0%
Q8-3. In City parks	64.0%	32.5%	3.5%	0.0%
Q8-4. In commercial & retail areas	65.2%	31.5%	2.9%	0.4%
Q8-5. Overall feeling of safety in Homewood	72.1%	25.9%	2.0%	0.0%

Q9. Enforcement of Codes and Ordinances: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Enforcing cleanup of litter & debris on private property	12.6%	33.0%	24.8%	15.9%	3.9%	9.8%
Q9-2. Enforcing mowing & trimming of private property	12.4%	35.0%	26.3%	13.0%	2.8%	10.4%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	11.5%	34.6%	25.0%	12.6%	3.9%	12.4%
Q9-4. Enforcing maintenance of business property	15.2%	40.2%	23.9%	6.5%	1.5%	12.6%
Q9-5. Enforcing codes designed to protect public safety	17.2%	36.3%	20.9%	5.4%	1.7%	18.5%
Q9-6. Enforcing sign regulations	15.2%	33.3%	23.3%	6.1%	1.7%	20.4%

WITHOUT "DON'T KNOW"

Q9. Enforcement of Codes and Ordinances: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Enforcing cleanup of litter & debris on private property	14.0%	36.6%	27.5%	17.6%	4.3%
Q9-2. Enforcing mowing & trimming of private property	13.8%	39.1%	29.4%	14.6%	3.2%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	13.2%	39.5%	28.5%	14.4%	4.5%
Q9-4. Enforcing maintenance of business property	17.4%	46.0%	27.4%	7.5%	1.7%
Q9-5. Enforcing codes designed to protect public safety	21.1%	44.5%	25.6%	6.7%	2.1%
Q9-6. Enforcing sign regulations	19.1%	41.8%	29.2%	7.7%	2.2%

Q10. City Maintenance: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of major City streets	11.3%	45.0%	18.5%	18.0%	6.1%	1.1%
Q10-2. Maintenance of sidewalks	10.2%	35.4%	23.9%	21.7%	7.2%	1.5%
Q10-3. Maintenance of street signs	21.7%	45.4%	21.3%	7.2%	1.1%	3.3%
Q10-4. Maintenance of traffic signals	21.3%	51.3%	17.0%	5.7%	2.4%	2.4%
Q10-5. Maintenance of City buildings	27.8%	50.0%	12.6%	0.9%	0.2%	8.5%
Q10-6. Mowing & trimming along streets & other public areas	27.0%	48.9%	14.3%	6.3%	1.3%	2.2%
Q10-7. Adequacy of City street lighting	16.7%	42.4%	20.0%	14.3%	3.5%	3.0%
Q10-8. Overall cleanliness of City streets/other public areas	23.0%	50.9%	17.0%	6.7%	1.1%	1.3%
Q10-9. Maintenance of the commercial areas	20.7%	51.5%	19.1%	2.8%	0.9%	5.0%

WITHOUT "DON'T KNOW"**Q10. City Maintenance: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of major City streets	11.4%	45.5%	18.7%	18.2%	6.2%
Q10-2. Maintenance of sidewalks	10.4%	36.0%	24.3%	22.1%	7.3%
Q10-3. Maintenance of street signs	22.5%	47.0%	22.0%	7.4%	1.1%
Q10-4. Maintenance of traffic signals	21.8%	52.6%	17.4%	5.8%	2.4%
Q10-5. Maintenance of City buildings	30.4%	54.6%	13.8%	1.0%	0.2%
Q10-6. Mowing & trimming along streets & other public areas	27.6%	50.0%	14.7%	6.4%	1.3%
Q10-7. Adequacy of City street lighting	17.3%	43.7%	20.6%	14.8%	3.6%
Q10-8. Overall cleanliness of City streets/other public areas	23.3%	51.5%	17.2%	6.8%	1.1%
Q10-9. Maintenance of the commercial areas	21.7%	54.2%	20.1%	3.0%	0.9%

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	150	32.6 %
Maintenance of sidewalks	125	27.2 %
Maintenance of street signs	4	0.9 %
Maintenance of traffic signals	22	4.8 %
Maintenance of City buildings	4	0.9 %
Mowing & trimming along streets & other public areas	20	4.3 %
Adequacy of City street lighting	59	12.8 %
Overall cleanliness of City streets/other public areas	27	5.9 %
Maintenance of the commercial areas	14	3.0 %
None chosen	35	7.6 %
Total	460	100.0 %

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	63	13.7 %
Maintenance of sidewalks	109	23.7 %
Maintenance of street signs	23	5.0 %
Maintenance of traffic signals	23	5.0 %
Maintenance of City buildings	8	1.7 %
Mowing & trimming along streets & other public areas	35	7.6 %
Adequacy of City street lighting	64	13.9 %
Overall cleanliness of City streets/other public areas	57	12.4 %
Maintenance of the commercial areas	17	3.7 %
None chosen	61	13.3 %
Total	460	100.0 %

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	62	13.5 %
Maintenance of sidewalks	37	8.0 %
Maintenance of street signs	27	5.9 %
Maintenance of traffic signals	25	5.4 %
Maintenance of City buildings	6	1.3 %
Mowing & trimming along streets & other public areas	52	11.3 %
Adequacy of City street lighting	47	10.2 %
Overall cleanliness of City streets/other public areas	80	17.4 %
Maintenance of the commercial areas	35	7.6 %
None chosen	89	19.3 %
Total	460	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the most emphasis from City leaders over the next THREE Years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	275	59.8 %
Maintenance of sidewalks	271	58.9 %
Maintenance of street signs	54	11.7 %
Maintenance of traffic signals	70	15.2 %
Maintenance of City buildings	18	3.9 %
Mowing & trimming along streets & other public areas	107	23.3 %
Adequacy of City street lighting	170	37.0 %
Overall cleanliness of City streets/other public areas	164	35.7 %
Maintenance of the commercial areas	66	14.3 %
None chosen	35	7.6 %
Total	1230	

Q12. Parks and Recreation: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Swimming pools	42.2%	24.6%	8.3%	0.9%	0.2%	23.9%
Q12-2. Maintenance of City ballfields	38.7%	20.4%	6.5%	1.5%	0.0%	32.8%
Q12-3. Number of City parks	45.4%	36.3%	8.5%	3.3%	0.9%	5.7%
Q12-4. Number of walking & biking trails	33.7%	36.1%	13.9%	8.7%	1.3%	6.3%
Q12-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	39.1%	26.7%	8.5%	2.4%	0.2%	23.0%
Q12-6. Community recreational centers	37.8%	35.0%	10.4%	2.8%	0.0%	13.9%
Q12-7. City's youth athletic programs	35.0%	23.7%	9.6%	0.9%	0.2%	30.7%
Q12-8. City's adult athletic programs	15.7%	14.6%	14.3%	4.3%	0.7%	50.4%
Q12-9. City's senior programs	12.6%	13.3%	13.0%	1.1%	0.7%	59.3%
Q12-10. City recreational programs (classes, trips, special events, arts programming)	14.1%	16.1%	16.7%	2.2%	0.2%	50.7%
Q12-11. Maintenance of City parks	36.7%	46.7%	8.5%	2.6%	0.2%	5.2%
Q12-12. Ease of registering for programs	23.0%	24.3%	11.3%	3.3%	0.2%	37.8%
Q12-13. Fees charged for recreational programs	24.1%	27.0%	13.0%	2.4%	1.7%	31.7%
Q12-14. Special City events (Holiday Parade, We love Homewood Day, etc.)	50.0%	34.3%	7.4%	0.7%	0.2%	7.4%

WITHOUT "DON'T KNOW"**Q12. Parks and Recreation: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Swimming pools	55.4%	32.3%	10.9%	1.1%	0.3%
Q12-2. Maintenance of City ballfields	57.6%	30.4%	9.7%	2.3%	0.0%
Q12-3. Number of City parks	48.2%	38.5%	9.0%	3.5%	0.9%
Q12-4. Number of walking & biking trails	36.0%	38.5%	14.8%	9.3%	1.4%
Q12-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	50.8%	34.7%	11.0%	3.1%	0.3%
Q12-6. Community recreational centers	43.9%	40.7%	12.1%	3.3%	0.0%
Q12-7. City's youth athletic programs	50.5%	34.2%	13.8%	1.3%	0.3%
Q12-8. City's adult athletic programs	31.6%	29.4%	28.9%	8.8%	1.3%
Q12-9. City's senior programs	31.0%	32.6%	32.1%	2.7%	1.6%
Q12-10. City recreational programs (classes, trips, special events, arts programming)	28.6%	32.6%	33.9%	4.4%	0.4%
Q12-11. Maintenance of City parks	38.8%	49.3%	8.9%	2.8%	0.2%
Q12-12. Ease of registering for programs	37.1%	39.2%	18.2%	5.2%	0.3%
Q12-13. Fees charged for recreational programs	35.4%	39.5%	19.1%	3.5%	2.5%
Q12-14. Special City events (Holiday Parade, We love Homewood Day, etc.)	54.0%	37.1%	8.0%	0.7%	0.2%

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Swimming pools	29	6.3 %
Maintenance of City ballfields	13	2.8 %
Number of City parks	38	8.3 %
Number of walking & biking trails	107	23.3 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	19	4.1 %
Community recreational centers	20	4.3 %
City's youth athletic programs	18	3.9 %
City's adult athletic programs	16	3.5 %
City's senior programs	26	5.7 %
City recreational programs (classes, trips, special events, arts programming)	8	1.7 %
Maintenance of City parks	42	9.1 %
Ease of registering for programs	6	1.3 %
Fees charged for recreational programs	18	3.9 %
Special City events (Holiday Parade, We love Homewood Day, etc.)	26	5.7 %
None chosen	74	16.1 %
Total	460	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Swimming pools	30	6.5 %
Maintenance of City ballfields	11	2.4 %
Number of City parks	29	6.3 %
Number of walking & biking trails	60	13.0 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	18	3.9 %
Community recreational centers	47	10.2 %
City's youth athletic programs	20	4.3 %
City's adult athletic programs	17	3.7 %
City's senior programs	25	5.4 %
City recreational programs (classes, trips, special events, arts programming)	22	4.8 %
Maintenance of City parks	54	11.7 %
Ease of registering for programs	7	1.5 %
Fees charged for recreational programs	12	2.6 %
Special City events (Holiday Parade, We love Homewood Day, etc.)	16	3.5 %
None chosen	92	20.0 %
Total	460	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Swimming pools	21	4.6 %
Maintenance of City ballfields	9	2.0 %
Number of City parks	36	7.8 %
Number of walking & biking trails	20	4.3 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	23	5.0 %
Community recreational centers	39	8.5 %
City's youth athletic programs	19	4.1 %
City's adult athletic programs	15	3.3 %
City's senior programs	18	3.9 %
City recreational programs (classes, trips, special events, arts programming)	27	5.9 %
Maintenance of City parks	48	10.4 %
Ease of registering for programs	14	3.0 %
Fees charged for recreational programs	18	3.9 %
Special City events (Holiday Parade, We love Homewood Day, etc.)	33	7.2 %
None chosen	120	26.1 %
Total	460	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Swimming pools	80	17.4 %
Maintenance of City ballfields	33	7.2 %
Number of City parks	103	22.4 %
Number of walking & biking trails	187	40.7 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	60	13.0 %
Community recreational centers	106	23.0 %
City's youth athletic programs	57	12.4 %
City's adult athletic programs	48	10.4 %
City's senior programs	69	15.0 %
City recreational programs (classes, trips, special events, arts programming)	57	12.4 %
Maintenance of City parks	144	31.3 %
Ease of registering for programs	27	5.9 %
Fees charged for recreational programs	48	10.4 %
Special City events (Holiday Parade, We love Homewood Day, etc.)	75	16.3 %
None chosen	74	16.1 %
Total	1168	

Q14. Which of the following activities/amenities offered in Homewood are MOST IMPORTANT or would be MOST APPRECIATED by your household?

Q14. Which following activities/amenities are most important or would be most appreciated by your household

	Number	Percent
Special events ("We Love Homewood Day," "Holiday Parade," etc.)	215	46.7 %
Access to or view of natural resources (e.g., Cahaba River, Shades Mountain)	232	50.4 %
Walking/running/biking trails that unite all areas of City	326	70.9 %
Unique & enjoyable dining/entertainment venues	291	63.3 %
Quality youth athletic facilities	149	32.4 %
Shopping conveniences or unique shopping experiences/ boutiques	201	43.7 %
Total	1414	

Q15. City Communication: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	14.6%	42.4%	25.7%	10.2%	1.3%	5.9%
Q15-2. Level of public involvement in local decision making	8.7%	30.7%	28.9%	18.5%	4.6%	8.7%
Q15-3. Quality of emailed newsletter	10.4%	21.7%	20.9%	4.6%	1.7%	40.7%
Q15-4. Availability of information on other City services & programs	8.3%	32.0%	26.5%	11.1%	2.2%	20.0%
Q15-5. Quality of City's web page	7.2%	32.2%	28.9%	8.9%	1.1%	21.7%
Q15-6. Transparency of City government/City's willingness to openly share information with the community	9.8%	25.4%	29.3%	17.2%	7.0%	11.3%

WITHOUT "DON'T KNOW"**Q15. City Communication: Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	15.5%	45.0%	27.3%	10.9%	1.4%
Q15-2. Level of public involvement in local decision making	9.5%	33.6%	31.7%	20.2%	5.0%
Q15-3. Quality of emailed newsletter	17.6%	36.6%	35.2%	7.7%	2.9%
Q15-4. Availability of information on other City services & programs	10.3%	39.9%	33.2%	13.9%	2.7%
Q15-5. Quality of City's web page	9.2%	41.1%	36.9%	11.4%	1.4%
Q15-6. Transparency of City government/City's willingness to openly share information with the community	11.0%	28.7%	33.1%	19.4%	7.8%

Q16. Do you find the City's monthly newsletter informative and useful?

Q16. Do you find City's monthly newsletter informative & useful	Number	Percent
Yes	172	37.4 %
No	19	4.1 %
Don't know	269	58.5 %
Total	460	100.0 %

WITHOUT "DON'T KNOW"**Q16. Do you find the City's monthly newsletter informative and useful? (without "don't know")**

Q16. Do you find City's monthly newsletter informative & useful	Number	Percent
Yes	172	90.1 %
No	19	9.9 %
Total	191	100.0 %

Q17. How often do you visit the City's website?

Q17. How often do you visit City's website	Number	Percent
Weekly	8	1.7 %
Monthly	89	19.3 %
Seldom	274	59.6 %
Never	78	17.0 %
Not provided	11	2.4 %
Total	460	100.0 %

WITHOUT "NOT PROVIDED"**Q17. How often do you visit the City's website? (without "not provided")**

Q17. How often do you visit City's website	Number	Percent
Weekly	8	1.8 %
Monthly	89	19.8 %
Seldom	274	61.0 %
Never	78	17.4 %
Total	449	100.0 %

Q18. If you have used the City's website, what information were you seeking?

Q18. What information were you seeking on City's website	Number	Percent
News/announcements	172	37.4 %
Meeting information	116	25.2 %
Contact information	166	36.1 %
Report a problem	147	32.0 %
Zoning map	81	17.6 %
Zoning code	56	12.2 %
Other	57	12.4 %
Total	795	

Q18-7. Other

- Activities
- Animal control
- Building permit questions to
- Building permit. Literally nothing in that section works.
- building permits, tree removal
- Checking information about full availability
- Event information
- Garbage and trash schedule
- Garbage and trash service information
- garbage issues
- Garbage pick up
- Garbage pick up
- Garbage pick up
- garbage pickup information
- Garbage pickup schedule
- Garbage pickup schedule for holidays.
- garbage schedule
- Garbage schedule changes/holiday information.
- garbage svc schedule
- Garbage/recycle questions.
- garbage/trash pickup during holidays
- garbage/trash pickup info
- Holiday garbage schedule
- Holiday trash schedule
- Homewood Centennial info, how to sign up for text messages
- inspection documentation

Q18-7. Other

- leaf pickup
- my ward rep
- Opening hours
- park and rec
- Permits
- pool hours, garbage pickup
- pool/soccer field status
- Recreation information
- Recycling info
- School events, sports events
- Special garbage pickup. Replacement of broken garbage can
- trash
- trash
- trash
- Trash / Garbage Pickup
- trash and garbage schedule
- Trash collection
- trash info
- Trash pick up information
- trash pickup
- trash pickup
- trash pickup
- trash pickup
- Trash pickup days
- trash pickup on holidays
- trash pickup schedule
- Trash schedule
- Trash schedule
- Trash schedule
- Trash schedule, codes and regulations
- Yard sale permit

Q19. Have you signed up to receive text alerts from the City and/or police department?

Q19. Have you signed up to receive text alerts from City and/or police department	Number	Percent
Yes	150	32.6 %
No	262	57.0 %
Don't know	48	10.4 %
Total	460	100.0 %

WITHOUT "DON'T KNOW"**Q19. Have you signed up to receive text alerts from the City and/or police department? (without "don't know")**

Q19. Have you signed up to receive text alerts from City and/or police department	Number	Percent
Yes	150	36.4 %
No	262	63.6 %
Total	412	100.0 %

Q20. Have you contacted the City with a question, problem, or complaint during the past year?

Q20. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	175	38.0 %
No	285	62.0 %
Total	460	100.0 %

Q20a. Which City department did you contact MOST RECENTLY?

- Abatement board
- about standing water on streets
- Acting City Manager
- Agriculture
- Animal Control
- Animal Control
- Animal Control
- Berkley Squires, Nick Sims & Cale Smith for Ward 2
- Board of zoning
- Building permits
- Building, engineering & Zoning
- Building
- Bulk trash
- Can't remember, but it was a beautification issue
- Chief of Staff
- city clerk
- City code enforcement for unkempt neighbor's yard.
- City council
- City council
- City council
- City council
- City Council, City Manager
- City Hall
- city maintenance/public works
- City Manager
- City Manager
- City Manager and Abatement Inspector
- City works
- Clerk
- Code enforcement

Q20a. Which City department did you contact MOST RECENTLY?

- Code enforcement
- Code enforcement
- Code enforcement
- Code enforcement
- codes
- Councilors
- Engineering
- Engineering
- Engineering
- Engineering
- Engineering
- Engineering/code enforcement
- Facilities
- Filling in a pot hole
- For school zoning
- Garbage
- Garbage collection
- garbage misses
- Garbage pick up - AmWaste doesn't pick up my back door garbage for 2 and 3 weeks at a time! I report it on SeeClickFix but it's no better!
- Garbage pick up request
- Garbage pickup
- Garbage pickup
- Garbage/trash service, traffic light signal
- Garbage/Trash
- General comments
- Group that checked on drainage of shades creek
- Health and safety
- Homewood Fire
- HPD
- Inspection and zoning
- License
- Maintenance
- Mayor's Office
- Mayor's Office
- Mayor's office regarding street and sanitation
- parks
- Parks & Rec (about reserving space at Rec Center)
- Parks and Rec
- Parks and Rec
- Parks and Rec
- Permits

Q20a. Which City department did you contact MOST RECENTLY?

- permit for putting in driveway
- Permit Office
- Permits
- Permits
- planning
- planning and development
- Planning & Zoning
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police
- Police for animals being a nuisance.
- Police regarding traffic management around the library at parade time.
- police, animal control
- potholes potholes potholes. dispatch a LOT and code enforcement a good bit. thank goodness for JJ Biscoff, too!
- public service for waste
- Public Works
- Public Works
- Public Works
- Public Works
- Public Works
- Public Works
- Public works, AmWaste
- Public works, AmWaste
- report a problem-city park repair
- residential property condition
- road maintenance, water leak in road
- roads
- roads
- roads
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Sanitation
- Storm Drain

Q20a. Which City department did you contact MOST RECENTLY?

- Street and Sanitation
- Street and ally maintenance
- Street and Sanitation
- Street and Sanitation
- street department
- street lamp maintenance
- Street lights constantly out on my street
- Street Maintenance
- Street Maintenance
- Street repair/yellow line maintenance
- Street sanitation
- Streets
- Streets
- Streets
- Streets
- Streets & Sanitation
- Streets & Sanitation
- Streets and sanitation-report of bag of debris on roadway
- Streets sanitation-street clean up.
- Street work crew
- Tax assessors
- The house abatement. One next door to me is trash!
- Trash
- Traffic calming
- traffic control-beeping crosswalk by Oxmoor and E Edgewood
- traffic sign maintenance
- Trash
- Trash
- Trash
- Trash
- Trash
- Trash pick up
- trash pick up problem
- TREE DOWN ON EASEMENT
- Tree removal
- Tree removal approval
- tree removal permit
- Ward 1 rep
- Ward representative and Mayor
- Waste management
- Waste management
- Whoever is responsible for noise complaints

Q20a. Which City department did you contact MOST RECENTLY?

- Zoning
- Zoning
- Zoning
- Zoning
- Zoning
- Zoning
- Zoning
- Zoning
- Zoning
- Zoning

Q20b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with the customer service you received from the City department you listed in Question 20a.

(N=175)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q20b-1. They were easy to contact	33.7%	33.1%	17.1%	5.1%	4.6%	6.3%
Q20b-2. They were courteous & polite	46.3%	28.0%	7.4%	2.3%	2.9%	13.1%
Q20b-3. They gave prompt, accurate, & complete answers to questions	28.6%	29.1%	16.0%	10.3%	4.0%	12.0%
Q20b-4. They did what they said they would do in a timely manner	28.0%	24.0%	19.4%	10.3%	5.1%	13.1%
Q20b-5. They helped you resolve an issue to your satisfaction	27.4%	23.4%	14.9%	11.4%	12.0%	10.9%

WITHOUT "DON'T KNOW"

Q20b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with the customer service you received from the City department you listed in Question 20a. (without "don't know")

(N=175)

	Always	Usually	Sometimes	Seldom	Never
Q20b-1. They were easy to contact	36.0%	35.4%	18.3%	5.5%	4.9%
Q20b-2. They were courteous & polite	53.3%	32.2%	8.6%	2.6%	3.3%
Q20b-3. They gave prompt, accurate, & complete answers to questions	32.5%	33.1%	18.2%	11.7%	4.5%
Q20b-4. They did what they said they would do in a timely manner	32.2%	27.6%	22.4%	11.8%	5.9%
Q20b-5. They helped you resolve an issue to your satisfaction	30.8%	26.3%	16.7%	12.8%	13.5%

Q21. Garbage/Trash Services: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Residential garbage/recycling collection services	21.5%	35.2%	16.3%	14.6%	11.1%	1.3%
Q21-2. Brush & bulk trash removal services	32.4%	38.5%	12.2%	11.7%	2.6%	2.6%
Q21-3. Litter control along major streets	18.7%	42.2%	19.6%	13.5%	4.3%	1.7%

WITHOUT "DON'T KNOW"

Q21. Garbage/Trash Services: For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Residential garbage/recycling collection services	21.8%	35.7%	16.5%	14.8%	11.2%
Q21-2. Brush & bulk trash removal services	33.3%	39.5%	12.5%	12.1%	2.7%
Q21-3. Litter control along major streets	19.0%	42.9%	19.9%	13.7%	4.4%

Q22. City Library: Please rate your satisfaction with the following aspects of the Homewood Public Library programs and services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Hours of operation	49.6%	31.3%	3.9%	1.3%	0.2%	13.7%
Q22-2. Staff assistance & customer service	53.5%	24.8%	4.3%	0.9%	0.7%	15.9%
Q22-3. Programs for adults	33.0%	17.4%	11.1%	1.1%	0.7%	36.7%
Q22-4. Programs for teens	26.5%	11.7%	10.7%	0.4%	0.7%	50.0%
Q22-5. Programs for children	35.9%	18.3%	7.4%	0.7%	0.9%	37.0%
Q22-6. Computer & Wi-Fi internet access	37.2%	20.0%	7.6%	0.4%	0.4%	34.3%
Q22-7. Variety of materials	43.3%	27.4%	8.3%	1.3%	0.4%	19.3%
Q22-8. Digital resources	38.5%	21.1%	9.1%	0.9%	0.4%	30.0%
Q22-9. Copying, printing & scanning	28.5%	10.4%	8.3%	0.0%	0.2%	52.6%
Q22-10. Study space	33.3%	18.5%	9.1%	1.3%	0.4%	37.4%
Q22-11. Meeting room rental	24.6%	9.6%	9.8%	1.1%	0.2%	54.8%

WITHOUT "DON'T KNOW"

Q22. City Library: Please rate your satisfaction with the following aspects of the Homewood Public Library programs and services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Hours of operation	57.4%	36.3%	4.5%	1.5%	0.3%
Q22-2. Staff assistance & customer service	63.6%	29.5%	5.2%	1.0%	0.8%
Q22-3. Programs for adults	52.2%	27.5%	17.5%	1.7%	1.0%
Q22-4. Programs for teens	53.0%	23.5%	21.3%	0.9%	1.3%
Q22-5. Programs for children	56.9%	29.0%	11.7%	1.0%	1.4%
Q22-6. Computer & Wi-Fi internet access	56.6%	30.5%	11.6%	0.7%	0.7%
Q22-7. Variety of materials	53.6%	34.0%	10.2%	1.6%	0.5%
Q22-8. Digital resources	55.0%	30.1%	13.0%	1.2%	0.6%
Q22-9. Copying, printing & scanning	60.1%	22.0%	17.4%	0.0%	0.5%
Q22-10. Study space	53.1%	29.5%	14.6%	2.1%	0.7%
Q22-11. Meeting room rental	54.3%	21.2%	21.6%	2.4%	0.5%

Q23. Which THREE of the library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	18	3.9 %
Staff assistance & customer service	20	4.3 %
Programs for adults	59	12.8 %
Programs for teens	21	4.6 %
Programs for children	84	18.3 %
Computer & Wi-Fi internet access	16	3.5 %
Variety of materials	44	9.6 %
Digital resources	23	5.0 %
Copying, printing & scanning	2	0.4 %
Study space	13	2.8 %
Meeting room rental	8	1.7 %
None chosen	152	33.0 %
Total	460	100.0 %

Q23. Which THREE of the library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	14	3.0 %
Staff assistance & customer service	25	5.4 %
Programs for adults	31	6.7 %
Programs for teens	45	9.8 %
Programs for children	39	8.5 %
Computer & Wi-Fi internet access	13	2.8 %
Variety of materials	62	13.5 %
Digital resources	29	6.3 %
Copying, printing & scanning	15	3.3 %
Study space	13	2.8 %
Meeting room rental	9	2.0 %
None chosen	165	35.9 %
Total	460	100.0 %

Q23. Which THREE of the library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next THREE Years?

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	22	4.8 %
Staff assistance & customer service	13	2.8 %
Programs for adults	30	6.5 %
Programs for teens	35	7.6 %
Programs for children	31	6.7 %
Computer & Wi-Fi internet access	22	4.8 %
Variety of materials	37	8.0 %
Digital resources	42	9.1 %
Copying, printing & scanning	13	2.8 %
Study space	26	5.7 %
Meeting room rental	9	2.0 %
None chosen	180	39.1 %
Total	460	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the library items listed in Question 22 do you think should receive the most emphasis from City leaders over the next THREE Years? (top 3)

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Hours of operation	54	11.7 %
Staff assistance & customer service	58	12.6 %
Programs for adults	120	26.1 %
Programs for teens	101	22.0 %
Programs for children	154	33.5 %
Computer & Wi-Fi internet access	51	11.1 %
Variety of materials	143	31.1 %
Digital resources	94	20.4 %
Copying, printing & scanning	30	6.5 %
Study space	52	11.3 %
Meeting room rental	26	5.7 %
None chosen	152	33.0 %
Total	1035	

Q24. Transportation: Please rate your satisfaction with the following.

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Ease of travel from home to school	29.3%	31.5%	10.2%	7.0%	1.1%	20.9%
Q24-2. Ease of travel from home to work	30.2%	36.5%	12.6%	4.3%	1.5%	14.8%
Q24-3. Availability of public transportation	6.1%	7.0%	18.7%	15.2%	13.0%	40.0%
Q24-4. Availability of bicycle lanes	6.5%	18.7%	30.2%	17.6%	9.1%	17.8%
Q24-5. Availability of pedestrian walkways	13.5%	36.1%	18.5%	23.0%	4.1%	4.8%
Q24-6. Availability of parking in residential areas	9.1%	29.1%	23.9%	23.5%	7.8%	6.5%
Q24-7. Availability of parking in downtown	5.9%	24.6%	19.6%	33.3%	14.3%	2.4%

WITHOUT "DON'T KNOW"**Q24. Transportation: Please rate your satisfaction with the following. (without "don't know")**

(N=460)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Ease of travel from home to school	37.1%	39.8%	12.9%	8.8%	1.4%
Q24-2. Ease of travel from home to work	35.5%	42.9%	14.8%	5.1%	1.8%
Q24-3. Availability of public transportation	10.1%	11.6%	31.2%	25.4%	21.7%
Q24-4. Availability of bicycle lanes	7.9%	22.8%	36.8%	21.4%	11.1%
Q24-5. Availability of pedestrian walkways	14.2%	37.9%	19.4%	24.2%	4.3%
Q24-6. Availability of parking in residential areas	9.8%	31.2%	25.6%	25.1%	8.4%
Q24-7. Availability of parking in downtown	6.0%	25.2%	20.0%	34.1%	14.7%

Q25. Do you use Public Transportation?

<u>Q25. Do you use public transportation</u>	<u>Number</u>	<u>Percent</u>
Yes	15	3.3 %
No	445	96.7 %
Total	460	100.0 %

Q26. Would you consider using Micro-Transit?

<u>Q26. Would you consider using Micro-Transit</u>	<u>Number</u>	<u>Percent</u>
Yes	196	42.6 %
No	221	48.0 %
Not provided	43	9.3 %
Total	460	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Would you consider using Micro-Transit? (without "not provided")**

<u>Q26. Would you consider using Micro-Transit</u>	<u>Number</u>	<u>Percent</u>
Yes	196	47.0 %
No	221	53.0 %
Total	417	100.0 %

Q27. Economic Development: Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

(N=460)

	Much too slow	Slow	Just right	Fast	Much too fast	Don't know
Q27-1. Office development	1.1%	7.8%	41.1%	5.9%	5.4%	38.7%
Q27-2. High density business development	1.7%	8.7%	34.8%	12.0%	8.7%	34.1%
Q27-3. Mixed use development	4.6%	15.0%	33.0%	8.9%	7.8%	30.7%
Q27-4. Single-family residential development	3.5%	13.9%	34.6%	16.1%	13.0%	18.9%
Q27-5. Retail development	2.8%	12.8%	49.6%	9.3%	4.6%	20.9%

WITHOUT "DON'T KNOW"

Q27. Economic Development: Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=460)

	Much too slow	Slow	Just right	Fast	Much too fast
Q27-1. Office development	1.8%	12.8%	67.0%	9.6%	8.9%
Q27-2. High density business development	2.6%	13.2%	52.8%	18.2%	13.2%
Q27-3. Mixed use development	6.6%	21.6%	47.6%	12.9%	11.3%
Q27-4. Single-family residential development	4.3%	17.2%	42.6%	19.8%	16.1%
Q27-5. Retail development	3.6%	16.2%	62.6%	11.8%	5.8%

Q28. Future Topics to Consider: Please indicate how important you think the following topics should be rated as the Town considers plans for the future.

(N=460)

	Extremely important	Very important	Somewhat important	Not important	Not important at all	Don't know
Q28-1. Add more parks & greenways	32.4%	24.8%	28.3%	8.7%	1.5%	4.3%
Q28-2. Add more recreation facilities	14.6%	23.0%	39.8%	15.7%	2.0%	5.0%
Q28-3. Recruit companies to increase job opportunities & increase the commercial tax base	14.8%	26.1%	39.1%	10.4%	2.4%	7.2%
Q28-4. Create a vibrant downtown	31.5%	36.1%	25.4%	3.3%	1.5%	2.2%
Q28-5. Increase bus service	9.1%	12.6%	26.1%	22.2%	15.2%	14.8%
Q28-6. Expand sustainability efforts & practices	27.4%	22.6%	25.4%	8.7%	7.4%	8.5%
Q28-7. Expand police community relationships	19.1%	36.1%	33.0%	4.3%	2.0%	5.4%
Q28-8. Invest in traffic management	29.6%	39.3%	22.6%	3.0%	1.7%	3.7%
Q28-9. Invest in expanding roads & sidewalks	37.2%	35.2%	20.4%	3.0%	1.3%	2.8%
Q28-10. Preserve trees & green space	56.1%	26.5%	13.0%	1.7%	0.7%	2.0%
Q28-11. Preserve City's character & history	65.0%	22.2%	8.9%	2.2%	0.4%	1.3%
Q28-12. Prevent drainage/ flooding & preserve water quality	63.0%	26.3%	8.0%	0.7%	0.0%	2.0%
Q28-13. Invest in public safety	41.1%	37.2%	16.7%	2.0%	1.1%	2.0%
Q28-14. Seek more affordable housing choices	20.7%	19.3%	27.0%	16.1%	10.9%	6.1%
Q28-15. Add more activities & events for teens	12.0%	20.2%	33.5%	10.2%	2.8%	21.3%
Q28-16. Add more activities & events for seniors	10.4%	20.7%	32.0%	8.7%	3.0%	25.2%

Q28. Future Topics to Consider: Please indicate how important you think the following topics should be rated as the Town considers plans for the future.

	Extremely important	Very important	Somewhat important	Not important	Not important at all	Don't know
Q28-17. Invest in public art	17.0%	13.5%	32.6%	18.5%	10.7%	7.8%

WITHOUT "DON'T KNOW"**Q28. Future Topics to Consider: Please indicate how important you think the following topics should be rated as the Town considers plans for the future. (without "don't know")**

(N=460)

	Extremely important	Very important	Somewhat important	Not important	Not important at all
Q28-1. Add more parks & greenways	33.9%	25.9%	29.5%	9.1%	1.6%
Q28-2. Add more recreation facilities	15.3%	24.3%	41.9%	16.5%	2.1%
Q28-3. Recruit companies to increase job opportunities & increase the commercial tax base	15.9%	28.1%	42.2%	11.2%	2.6%
Q28-4. Create a vibrant downtown	32.2%	36.9%	26.0%	3.3%	1.6%
Q28-5. Increase bus service	10.7%	14.8%	30.6%	26.0%	17.9%
Q28-6. Expand sustainability efforts & practices	29.9%	24.7%	27.8%	9.5%	8.1%
Q28-7. Expand police community relationships	20.2%	38.2%	34.9%	4.6%	2.1%
Q28-8. Invest in traffic management	30.7%	40.9%	23.5%	3.2%	1.8%
Q28-9. Invest in expanding roads & sidewalks	38.3%	36.2%	21.0%	3.1%	1.3%
Q28-10. Preserve trees & green space	57.2%	27.1%	13.3%	1.8%	0.7%
Q28-11. Preserve City's character & history	65.9%	22.5%	9.0%	2.2%	0.4%
Q28-12. Prevent drainage/flooding & preserve water quality	64.3%	26.8%	8.2%	0.7%	0.0%
Q28-13. Invest in public safety	41.9%	37.9%	17.1%	2.0%	1.1%
Q28-14. Seek more affordable housing choices	22.0%	20.6%	28.7%	17.1%	11.6%
Q28-15. Add more activities & events for teens	15.2%	25.7%	42.5%	13.0%	3.6%

WITHOUT "DON'T KNOW"

Q28. Future Topics to Consider: Please indicate how important you think the following topics should be rated as the Town considers plans for the future. (without "don't know")

	Extremely important	Very important	Somewhat important	Not important	Not important at all
Q28-16. Add more activities & events for seniors	14.0%	27.6%	42.7%	11.6%	4.1%
Q28-17. Invest in public art	18.4%	14.6%	35.4%	20.0%	11.6%

Q29. Which THREE of the items listed in Question 28 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q29. Top choice	Number	Percent
Add more parks & greenways	61	13.3 %
Add more recreation facilities	12	2.6 %
Recruit companies to increase job opportunities & increase the commercial tax base	29	6.3 %
Create a vibrant downtown	48	10.4 %
Increase bus service	16	3.5 %
Expand sustainability efforts & practices	21	4.6 %
Expand police community relationships	5	1.1 %
Invest in traffic management	46	10.0 %
Invest in expanding roads & sidewalks	42	9.1 %
Preserve trees & green space	32	7.0 %
Preserve City's character & history	38	8.3 %
Prevent drainage/flooding & preserve water quality	31	6.7 %
Invest in public safety	17	3.7 %
Seek more affordable housing choices	17	3.7 %
Add more activities & events for seniors	6	1.3 %
Invest in public art	7	1.5 %
None chosen	32	7.0 %
Total	460	100.0 %

Q29. Which THREE of the items listed in Question 28 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q29. 2nd choice	Number	Percent
Add more parks & greenways	33	7.2 %
Add more recreation facilities	15	3.3 %
Recruit companies to increase job opportunities & increase the commercial tax base	13	2.8 %
Create a vibrant downtown	48	10.4 %
Increase bus service	14	3.0 %
Expand sustainability efforts & practices	21	4.6 %
Expand police community relationships	17	3.7 %
Invest in traffic management	34	7.4 %
Invest in expanding roads & sidewalks	42	9.1 %
Preserve trees & green space	50	10.9 %
Preserve City's character & history	54	11.7 %
Prevent drainage/flooding & preserve water quality	37	8.0 %
Invest in public safety	17	3.7 %
Seek more affordable housing choices	9	2.0 %
Add more activities & events for teens	1	0.2 %
Add more activities & events for seniors	4	0.9 %
Invest in public art	6	1.3 %
None chosen	45	9.8 %
Total	460	100.0 %

Q29. Which THREE of the items listed in Question 28 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years?

Q29. 3rd choice	Number	Percent
Add more parks & greenways	22	4.8 %
Add more recreation facilities	6	1.3 %
Recruit companies to increase job opportunities & increase the commercial tax base	11	2.4 %
Create a vibrant downtown	29	6.3 %
Increase bus service	12	2.6 %
Expand sustainability efforts & practices	27	5.9 %
Expand police community relationships	15	3.3 %
Invest in traffic management	30	6.5 %
Invest in expanding roads & sidewalks	28	6.1 %
Preserve trees & green space	52	11.3 %
Preserve City's character & history	50	10.9 %
Prevent drainage/flooding & preserve water quality	50	10.9 %
Invest in public safety	27	5.9 %
Seek more affordable housing choices	21	4.6 %
Add more activities & events for teens	6	1.3 %
Add more activities & events for seniors	8	1.7 %
Invest in public art	12	2.6 %
None chosen	54	11.7 %
Total	460	100.0 %

SUM OF TOP 3 CHOICES

Q29. Which THREE of the items listed in Question 28 do you think should receive the MOST EMPHASIS from Town leaders over the next TWO years? (top 3)

Q29. Sum of top 3 choices	Number	Percent
Add more parks & greenways	116	25.2 %
Add more recreation facilities	33	7.2 %
Recruit companies to increase job opportunities & increase the commercial tax base	53	11.5 %
Create a vibrant downtown	125	27.2 %
Increase bus service	42	9.1 %
Expand sustainability efforts & practices	69	15.0 %
Expand police community relationships	37	8.0 %
Invest in traffic management	110	23.9 %
Invest in expanding roads & sidewalks	112	24.3 %
Preserve trees & green space	134	29.1 %
Preserve City's character & history	142	30.9 %
Prevent drainage/flooding & preserve water quality	118	25.7 %
Invest in public safety	61	13.3 %
Seek more affordable housing choices	47	10.2 %
Add more activities & events for teens	7	1.5 %
Add more activities & events for seniors	18	3.9 %
Invest in public art	25	5.4 %
None chosen	32	7.0 %
Total	1281	

Q31. Including yourself, how many people in your household are...

	Mean	Sum
number	3.0	1378
Under age 5	0.2	101
Ages 5-9	0.2	113
Ages 10-14	0.2	114
Ages 15-19	0.3	120
Ages 20-24	0.1	53
Ages 25-34	0.4	169
Ages 35-44	0.4	179
Ages 45-54	0.4	178
Ages 55-64	0.4	176
Ages 65-74	0.2	106
Ages 75+	0.2	69

Q32. Approximately how many years have you lived in the City of Homewood?

Q32. How many years have you lived in City of Homewood	Number	Percent
0-5	60	13.0 %
6-10	98	21.3 %
11-15	60	13.0 %
16-20	41	8.9 %
21-30	89	19.3 %
31+	109	23.7 %
Not provided	3	0.7 %
Total	460	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Approximately how many years have you lived in the City of Homewood? (without "not provided")**

Q32. How many years have you lived in City of Homewood	Number	Percent
0-5	60	13.1 %
6-10	98	21.4 %
11-15	60	13.1 %
16-20	41	9.0 %
21-30	89	19.5 %
31+	109	23.9 %
Total	457	100.0 %

Q33. Do you own or rent your current residence?

Q33. Do you own or rent your current residence	Number	Percent
Own	343	74.6 %
Rent	117	25.4 %
Total	460	100.0 %

Q34. What is your age?

Q34. Your age	Number	Percent
18-34	90	19.6 %
35-44	96	20.9 %
45-54	91	19.8 %
55-64	89	19.3 %
65+	86	18.7 %
Not provided	8	1.7 %
Total	460	100.0 %

WITHOUT "NOT PROVIDED"**Q34. What is your age? (without "not provided")**

Q34. Your age	Number	Percent
18-34	90	19.9 %
35-44	96	21.2 %
45-54	91	20.1 %
55-64	89	19.7 %
65+	86	19.0 %
Total	452	100.0 %

Q35. What is your total annual household income?

Q35. Your total annual household income	Number	Percent
Under \$50K	49	10.7 %
\$50K to \$79,999	59	12.8 %
\$80K to \$119,999	80	17.4 %
\$120K to \$199,999	82	17.8 %
\$200K+	103	22.4 %
Not provided	87	18.9 %
Total	460	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is your total annual household income? (without "not provided")**

Q35. Your total annual household income	Number	Percent
Under \$50K	49	13.1 %
\$50K to \$79,999	59	15.8 %
\$80K to \$119,999	80	21.4 %
\$120K to \$199,999	82	22.0 %
\$200K+	103	27.6 %
Total	373	100.0 %

Q36. Your gender identity:

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	220	47.8 %
Female	225	48.9 %
Non-Binary	1	0.2 %
Prefer not to disclose	14	3.0 %
Total	460	100.0 %

WITHOUT "PREFER NOT TO DISCLOSE"**Q36. Your gender identity: (without "prefer not to disclose")**

<u>Q36. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	220	49.3 %
Female	225	50.4 %
Non-Binary	1	0.2 %
Total	446	100.0 %



5

Survey Instrument

OFFICE OF THE CITY MANAGER

Homewood, Alabama

Dear Homewood Resident,

The City of Homewood is committed to providing high-quality services that reflect the needs and priorities of our community. To help guide future decisions, we are asking for your participation in the City's Citizen Survey.

You have been randomly selected to take part in this important effort to gather feedback on City services, programs, and overall quality of life in Homewood. The information you provide will help City staff and elected officials better understand resident satisfaction, identify areas for improvement, and establish priorities for future planning and budgeting.

We greatly appreciate your participation. The survey should take approximately 15–20 minutes to complete, and your individual responses will remain confidential. Results will be analyzed by ETC Institute, an independent governmental research firm, and presented to the Homewood City Council at a public meeting later this year.

Please complete and return the enclosed survey using the postage-paid envelope provided within the next two weeks. You may also complete the survey online at homewoodsurvey.org. Each household may submit one response.

Your feedback is essential to shaping the future of Homewood. Thank you for taking the time to share your perspective and help guide our City forward. If you have any questions or concerns, please feel free to contact us at citymanager@homewoodal.org.

Sincerely,



Jennifer Andress
Mayor, City of Homewood



Cale Smith
City Manager, City of Homewood



2026 City of Homewood Resident Survey

Please take a moment to complete this survey. Your input is an important part of the City's ongoing effort to involve residents in long-range planning and investment decisions. If you have questions, please contact the City Manager at citymanager@homewoodal.org.

1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the City's school system	5	4	3	2	1	9
02. Overall quality of public safety services (e.g., police, fire, ambulance)	5	4	3	2	1	9
03. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
04. Overall maintenance of City streets and facilities	5	4	3	2	1	9
05. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Overall quality of public library facilities and services	5	4	3	2	1	9
10. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 1.]

1st: _____ 2nd: _____ 3rd: _____

3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Homewood using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Perceptions	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of services provided by the City of Homewood	5	4	3	2	1	9
02. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
03. Overall image of the City	5	4	3	2	1	9
04. Overall quality of life in the City	5	4	3	2	1	9
05. Overall appearance of the City	5	4	3	2	1	9

4. Please rate the City of Homewood with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

Perceptions	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to raise children	5	4	3	2	1	9
03. As a place to work	5	4	3	2	1	9

5. Public Safety. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	The visibility of police in neighborhoods	5	4	3	2	1	9
03.	The visibility of police in retail areas	5	4	3	2	1	9
04.	The City's efforts to prevent crime	5	4	3	2	1	9
05.	How quickly police respond to emergencies	5	4	3	2	1	9
06.	Enforcement of local traffic laws	5	4	3	2	1	9
07.	The attitude and behavior of Police Department personnel toward residents	5	4	3	2	1	9
08.	Quality of animal control	5	4	3	2	1	9
09.	Enforcement of speed limits in neighborhoods	5	4	3	2	1	9
10.	Overall quality of local fire protection services	5	4	3	2	1	9
11.	Overall quality of emergency medical services including ambulance service	5	4	3	2	1	9
12.	Emergency preparedness/emergency management	5	4	3	2	1	9
13.	Fire safety you feel while in businesses, restaurants, and places of public assembly	5	4	3	2	1	9
14.	Attitude of respect, caring, and sense of importance for helping others displayed by fire department personnel	5	4	3	2	1	9
15.	Fire, life safety and CPR educational programs	5	4	3	2	1	9
16.	Professional appearance of the fire department personnel, equipment and/or fire stations	5	4	3	2	1	9

6. Which THREE of the public safety items listed above do you think should receive the most emphasis from City leaders over the next THREE Years? [Write your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____ 3rd: ____

7. Have you called 911 in the past 12 months?

____(1) Yes [Answer Q7a.] ____ (2) No [Go to Q8.]

7a. How was your service?

		Yes	No
1.	Was your call answered in a timely manner?	1	2
2.	Were you treated professionally?	1	2
3.	Did the call taker's action result in a satisfactory resolution?	1	2

8. On a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in:

How safe do you feel...		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	4	3	2	1	9
2.	In your neighborhood at night	4	3	2	1	9
3.	In the City parks	4	3	2	1	9
4.	In commercial and retail areas	4	3	2	1	9
5.	Overall feeling of safety in Homewood	4	3	2	1	9

9. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
6.	Enforcing sign regulations	5	4	3	2	1	9

10. City Maintenance. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major City streets	5	4	3	2	1	9
2.	Maintenance of sidewalks	5	4	3	2	1	9
3.	Maintenance of street signs	5	4	3	2	1	9
4.	Maintenance of traffic signals	5	4	3	2	1	9
5.	Maintenance of City buildings	5	4	3	2	1	9
6.	Mowing and trimming along streets and other public areas	5	4	3	2	1	9
7.	Adequacy of City street lighting	5	4	3	2	1	9
8.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9
9.	Maintenance of the commercial areas	5	4	3	2	1	9

11. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from City leaders over the next THREE Years? [Write your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____ 3rd: ____

12. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Swimming pools	5	4	3	2	1	9
02.	Maintenance of City ballfields	5	4	3	2	1	9
03.	Number of City parks	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	5	4	3	2	1	9
06.	Community recreational centers	5	4	3	2	1	9
07.	The City's youth athletic programs	5	4	3	2	1	9
08.	The City's adult athletic programs	5	4	3	2	1	9
09.	The City's senior programs	5	4	3	2	1	9
10.	City recreational programs (classes, trips, special events, arts programming)	5	4	3	2	1	9
11.	Maintenance of City parks	5	4	3	2	1	9
12.	Ease of registering for programs	5	4	3	2	1	9
13.	Fees charged for recreational programs	5	4	3	2	1	9
14.	Special City Events (Holiday Parade, We love Homewood Day, etc.)	5	4	3	2	1	9

13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. Which of the following activities/amenities offered in Homewood are MOST IMPORTANT or would be MOST APPRECIATED by your household? [Check all that apply.]

- ___(1) Special events ("We Love Homewood Day", "Holiday Parade", etc.)
- ___(2) Access to or view of natural resources (e.g., Cahaba River, Shades Mountain)
- ___(3) Walking/running/biking trails that unite all areas of the City
- ___(4) Unique and enjoyable dining/entertainment venues
- ___(5) Quality youth athletic facilities
- ___(6) Shopping conveniences or unique shopping experiences/boutiques

15. **City Communication.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The availability of information about City programs and services	5	4	3	2	1	9
02. Level of public involvement in local decision making	5	4	3	2	1	9
03. Quality of emailed newsletter	5	4	3	2	1	9
04. Availability of information on other City services and programs	5	4	3	2	1	9
05. The quality of the City's web page	5	4	3	2	1	9
06. Transparency of City government/the City's willingness to openly share information with the community	5	4	3	2	1	9

16. Do you find the City's monthly newsletter informative and useful?

- ___(1) Yes ___(2) No ___(9) Don't know

17. How often do you visit the City's website?

- ___(1) Weekly ___(2) Monthly ___(3) Seldom ___(4) Never

18. If you have used the City's website, what information were you seeking? [Check all that apply.]

- ___(1) News/announcements ___(4) Report a problem ___(7) Other: _____
- ___(2) Meeting information ___(5) Zoning map
- ___(3) Contact information ___(6) Zoning code

19. Have you signed up to receive text alerts from the City and/or police department?

- ___(1) Yes ___(2) No ___(9) Don't know

20. Have you contacted the City with a question, problem, or complaint during the past year?

- ___(1) Yes ___(2) No [Skip to Q21.]

20a. Which City department did you contact MOST RECENTLY?

20b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never", please rate your satisfaction with the customer service you received from the City department you listed in Question 20a.

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were easy to contact	5	4	3	2	1	9
2. They were courteous and polite	5	4	3	2	1	9
3. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
4. They did what they said they would do in a timely manner	5	4	3	2	1	9
5. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

21. **Garbage/Trash Services.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Trash Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential Garbage/Recycling collection services	5	4	3	2	1	9
2. Brush and bulk trash removal services	5	4	3	2	1	9
3. Litter control along major streets	5	4	3	2	1	9

22. **City Library.** Please rate your satisfaction with the following aspects of the Homewood Public Library programs and services on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Homewood Public Library Programs and Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Hours of operation	5	4	3	2	1	9
02. Staff assistance and customer service	5	4	3	2	1	9
03. Programs for adults	5	4	3	2	1	9
04. Programs for teens	5	4	3	2	1	9
05. Programs for children	5	4	3	2	1	9
06. Computer and Wi-Fi Internet access	5	4	3	2	1	9
07. Variety of materials	5	4	3	2	1	9
08. Digital resources	5	4	3	2	1	9
09. Copying, printing and scanning	5	4	3	2	1	9
10. Study space	5	4	3	2	1	9
11. Meeting room rental	5	4	3	2	1	9

23. Which THREE of the library items listed above do you think should receive the most emphasis from City leaders over the next THREE Years? [Write your answers below using the numbers from the list in Question 22.]

1st: ____ 2nd: ____ 3rd: ____

24. **Transportation.** Please rate your satisfaction with the following.

Transportation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ease of travel from home to school	5	4	3	2	1	9
2. Ease of travel from home to work	5	4	3	2	1	9
3. Availability of public transportation	5	4	3	2	1	9
4. Availability of bicycle lanes	5	4	3	2	1	9
5. Availability of pedestrian walkways	5	4	3	2	1	9
6. Availability of parking in residential areas	5	4	3	2	1	9
7. Availability of parking in downtown	5	4	3	2	1	9

25. Do you use Public Transportation? ____ (1) Yes ____ (2) No

26. Would you consider using Micro-Transit? ____ (1) Yes ____ (2) No

27. **Economic Development.** Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

Economic Development	Much Too Slow	Slow	Just Right	Fast	Much Too Fast	Don't Know
1. Office development	5	4	3	2	1	9
2. High density business development	5	4	3	2	1	9
3. Mixed use development	5	4	3	2	1	9
4. Single-family residential development	5	4	3	2	1	9
5. Retail development	5	4	3	2	1	9

28. Future Topics to Consider. Please indicate how important you think the following topics should be rated as the Town considers plans for the future.

Future Topics	Extremely Important	Very Important	Somewhat Important	Not Important	Not Important at All	Don't Know
01. Add more parks and greenways	5	4	3	2	1	9
02. Add more recreation facilities	5	4	3	2	1	9
03. Recruit companies to increase job opportunities and increase the commercial tax base	5	4	3	2	1	9
04. Create a vibrant downtown	5	4	3	2	1	9
05. Increase bus service	5	4	3	2	1	9
06. Expand sustainability efforts and practices	5	4	3	2	1	9
07. Expand police community relationships	5	4	3	2	1	9
08. Invest in traffic management	5	4	3	2	1	9
09. Invest in expanding roads and sidewalks	5	4	3	2	1	9
10. Preserve trees and green space	5	4	3	2	1	9
11. Preserve the City's character and history	5	4	3	2	1	9
12. Prevent drainage/flooding and preserve water quality	5	4	3	2	1	9
13. Invest in public safety	5	4	3	2	1	9
14. Seek more affordable housing choices	5	4	3	2	1	9
15. Add more activities and events for teens	5	4	3	2	1	9
16. Add more activities and events for seniors	5	4	3	2	1	9
17. Invest in public art	5	4	3	2	1	9

29. Which THREE of the items listed in Question 28 do you think should receive the MOST EMPHASIS from town leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 28.]

1st: ____ 2nd: ____ 3rd: ____

30. What other feedback, if any, would you like to provide to the City of Homewood elected officials and staff?

31. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

32. Approximately how many years have you lived in the City of Homewood? ____ years

33. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

34. What is your age? ____ years

35. What is your total annual household income?

____ (1) Under \$50,000 ____ (3) \$80,000 to \$119,999 ____ (5) \$200,000 or more
 ____ (2) \$50,000 to \$79,999 ____ (4) \$120,000 to \$199,999

36. Your gender identity:

____ (1) Male ____ (4) Prefer to self-identify: _____
 ____ (2) Female ____ (5) Prefer not to disclose
 ____ (3) Non-Binary

37. Would you be willing to participate in future surveys sponsored by the City of Homewood?

____(1) Yes *[Please answer Question 37a.]* ____ (2) No

37a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. We appreciate your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061