

Tabular Data



Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q1-1. Overall quality of customer service provided by City employees	18.2%	43.9%	20.7%	2.9%	0.7%	13.6%
Q1-2. Overall quality of City's Recreation & Parks programs & facilities	21.6%	40.5%	18.8%	7.1%	0.7%	11.2%
Q1-3. Overall maintenance of City streets & sidewalks	8.8%	29.0%	22.0%	25.7%	13.9%	0.6%
Q1-4. Overall quality of Fire/EMS services	32.0%	37.0%	13.4%	1.3%	0.4%	15.8%
Q1-5. Overall efforts by City to enforce codes & ordinances	13.2%	30.2%	27.4%	9.0%	3.8%	16.4%
Q1-6. Overall quality of Police services	22.2%	40.0%	21.4%	4.3%	3.5%	8.6%
Q1-7. Overall effectiveness of City communication with the public	15.4%	40.5%	27.6%	8.2%	2.6%	5.7%
Q1-8. Overall management of traffic flow on City streets	5.1%	20.2%	24.0%	27.0%	21.5%	2.2%
Q1-9. Overall management of stormwater runoff/drainage by City	10.0%	31.4%	25.2%	16.6%	12.3%	4.4%
Q1-10. Overall quality of trash, recycling, & yard waste collection services	35.7%	41.7%	12.3%	5.7%	3.1%	1.5%

WITHOUT DON'T KNOW

Q1. Major Categories of Service. Please rate each of the following major categories of service provided by the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of customer service provided by City employees	21.1%	50.8%	23.9%	3.4%	0.8%
Q1-2. Overall quality of City's Recreation & Parks programs & facilities	24.4%	45.6%	21.2%	8.0%	0.8%
Q1-3. Overall maintenance of City streets & sidewalks	8.9%	29.2%	22.1%	25.8%	14.0%
Q1-4. Overall quality of Fire/EMS services	38.0%	44.0%	16.0%	1.6%	0.4%
Q1-5. Overall efforts by City to enforce codes & ordinances	15.8%	36.1%	32.7%	10.8%	4.5%
Q1-6. Overall quality of Police services	24.3%	43.7%	23.4%	4.7%	3.9%
Q1-7. Overall effectiveness of City communication with the public	16.3%	42.9%	29.3%	8.7%	2.7%
Q1-8. Overall management of traffic flow on City streets	5.3%	20.6%	24.5%	27.6%	22.0%
Q1-9. Overall management of stormwater runoff/drainage by City	10.5%	32.9%	26.3%	17.4%	12.9%
Q1-10. Overall quality of trash, recycling, & yard waste collection services	36.2%	42.3%	12.5%	5.8%	3.1%

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
Overall quality of customer service provided by City employees	37	4.5 %
Overall quality of City's Recreation & Parks programs & facilities	25	3.1 %
Overall maintenance of City streets & sidewalks	123	15.0 %
Overall quality of Fire/EMS services	95	11.6 %
Overall efforts by City to enforce codes & ordinances	18	2.2 %
Overall quality of Police services	278	34.0 %
Overall effectiveness of City communication with the public	28	3.4 %
Overall management of traffic flow on City streets	96	11.7 %
Overall management of stormwater runoff/drainage by City	26	3.2 %
Overall quality of trash, recycling, & yard waste collection services	34	4.2 %
None chosen	58	7.1 %
Total	818	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
Overall quality of customer service provided by City employees	17	2.1 %
Overall quality of City's Recreation & Parks programs & facilities	45	5.5 %
Overall maintenance of City streets & sidewalks	78	9.5 %
Overall quality of Fire/EMS services	195	23.8 %
Overall efforts by City to enforce codes & ordinances	33	4.0 %
Overall quality of Police services	150	18.3 %
Overall effectiveness of City communication with the public	47	5.7 %
Overall management of traffic flow on City streets	117	14.3 %
Overall management of stormwater runoff/drainage by City	35	4.3 %
Overall quality of trash, recycling, & yard waste collection services	32	3.9 %
None chosen	69	8.4 %
Total	818	100.0 %

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 3rd choice	Number	Percent
Overall quality of customer service provided by City employees	27	3.3 %
Overall quality of City's Recreation & Parks programs & facilities	73	8.9 %
Overall maintenance of City streets & sidewalks	123	15.0 %
Overall quality of Fire/EMS services	58	7.1 %
Overall efforts by City to enforce codes & ordinances	34	4.2 %
Overall quality of Police services	98	12.0 %
Overall effectiveness of City communication with the public	42	5.1 %
Overall management of traffic flow on City streets	120	14.7 %
Overall management of stormwater runoff/drainage by City	61	7.5 %
Overall quality of trash, recycling, & yard waste collection services	104	12.7 %
None chosen	78	9.5 %
Total	818	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the major categories of City services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of customer service provided by City employees	81	9.9 %
Overall quality of City's Recreation & Parks programs & facilities	143	17.5 %
Overall maintenance of City streets & sidewalks	324	39.6 %
Overall quality of Fire/EMS services	348	42.5 %
Overall efforts by City to enforce codes & ordinances	85	10.4 %
Overall quality of Police services	526	64.3 %
Overall effectiveness of City communication with the public	117	14.3 %
Overall management of traffic flow on City streets	333	40.7 %
Overall management of stormwater runoff/drainage by City	122	14.9 %
Overall quality of trash, recycling, & yard waste collection services	170	20.8 %
None chosen	58	7.1 %
Total	2307	

Q3. Please rate each of the following items that may influence your perception of the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	12.3%	51.5%	26.8%	5.1%	1.1%	3.2%
Q3-2. Appearance of City	12.1%	45.5%	26.7%	13.0%	1.7%	1.1%
Q3-3. How well City is planning for growth	11.6%	30.1%	25.9%	19.3%	6.1%	7.0%
Q3-4. Overall quality of life in City	11.2%	45.8%	28.7%	10.4%	2.0%	1.8%
Q3-5. Availability of job opportunities	7.3%	26.0%	31.2%	14.5%	6.8%	14.1%
Q3-6. Overall value you receive for City taxes & fees	6.1%	29.0%	33.9%	17.8%	8.2%	5.0%

WITHOUT DON'T KNOW

Q3. Please rate each of the following items that may influence your perception of the City of Greenville using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	12.8%	53.2%	27.7%	5.3%	1.1%
Q3-2. Appearance of City	12.2%	46.0%	26.9%	13.1%	1.7%
Q3-3. How well City is planning for growth	12.5%	32.3%	27.9%	20.8%	6.6%
Q3-4. Overall quality of life in City	11.5%	46.7%	29.3%	10.6%	2.0%
Q3-5. Availability of job opportunities	8.5%	30.3%	36.3%	16.9%	8.0%
Q3-6. Overall value you receive for City taxes & fees	6.4%	30.5%	35.6%	18.8%	8.6%

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items.

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q4-1. City efforts to prevent crime	11.4%	41.1%	25.4%	11.0%	4.3%	6.8%
Q4-2. Enforcement of local traffic laws	10.5%	36.4%	25.8%	17.2%	6.6%	3.4%
Q4-3. How quickly police respond to emergencies	14.4%	31.8%	23.6%	6.1%	3.1%	21.0%
Q4-4. Frequency that police officers patrol your neighborhood	9.5%	24.0%	29.5%	16.7%	8.7%	11.6%
Q4-5. Community policing	8.9%	25.8%	34.1%	9.5%	5.9%	15.8%
Q4-6. Police officers' attitudes & behavior	18.1%	36.4%	23.2%	4.9%	4.6%	12.7%
Q4-7. Effectiveness of Police personnel	14.4%	35.6%	25.8%	4.4%	2.8%	17.0%
Q4-8. City efforts to prevent fires	14.7%	36.4%	23.0%	1.3%	0.4%	24.2%
Q4-9. Enforcement of fire codes	13.6%	32.6%	21.9%	2.1%	1.1%	28.7%
Q4-10. Provision of EMS services	23.0%	41.1%	15.8%	0.9%	0.4%	18.9%

WITHOUT DON'T KNOW

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. City efforts to prevent crime	12.2%	44.1%	27.3%	11.8%	4.6%
Q4-2. Enforcement of local traffic laws	10.9%	37.7%	26.7%	17.8%	6.8%
Q4-3. How quickly police respond to emergencies	18.3%	40.2%	29.9%	7.7%	3.9%
Q4-4. Frequency that police officers patrol your neighborhood	10.8%	27.1%	33.3%	18.9%	9.8%
Q4-5. Community policing	10.6%	30.6%	40.5%	11.3%	7.0%
Q4-6. Police officers' attitudes & behavior	20.7%	41.7%	26.6%	5.6%	5.3%
Q4-7. Effectiveness of Police personnel	17.4%	42.9%	31.1%	5.3%	3.4%
Q4-8. City efforts to prevent fires	19.4%	48.1%	30.3%	1.8%	0.5%
Q4-9. Enforcement of fire codes	19.0%	45.8%	30.7%	2.9%	1.5%
Q4-10. Provision of EMS services	28.4%	50.7%	19.5%	1.1%	0.5%

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. Top choice	Number	Percent
City efforts to prevent crime	315	38.5 %
Enforcement of local traffic laws	49	6.0 %
How quickly police respond to emergencies	141	17.2 %
Frequency that police officers patrol your neighborhood	50	6.1 %
Community policing	33	4.0 %
Police officers' attitudes & behavior	62	7.6 %
Effectiveness of Police personnel	24	2.9 %
City efforts to prevent fires	5	0.6 %
Enforcement of fire codes	1	0.1 %
Provision of EMS services	61	7.5 %
None chosen	77	9.4 %
Total	818	100.0 %

Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. 2nd choice	Number	Percent
City efforts to prevent crime	114	13.9 %
Enforcement of local traffic laws	83	10.1 %
How quickly police respond to emergencies	142	17.4 %
Frequency that police officers patrol your neighborhood	55	6.7 %
Community policing	47	5.7 %
Police officers' attitudes & behavior	77	9.4 %
Effectiveness of Police personnel	66	8.1 %
City efforts to prevent fires	28	3.4 %
Enforcement of fire codes	20	2.4 %
Provision of EMS services	96	11.7 %
None chosen	90	11.0 %
Total	818	100.0 %

SUM OF TOP 2 CHOICES**Q5. Which TWO of the public safety services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q5. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
City efforts to prevent crime	429	52.4 %
Enforcement of local traffic laws	132	16.1 %
How quickly police respond to emergencies	283	34.6 %
Frequency that police officers patrol your neighborhood	105	12.8 %
Community policing	80	9.8 %
Police officers' attitudes & behavior	139	17.0 %
Effectiveness of Police personnel	90	11.0 %
City efforts to prevent fires	33	4.0 %
Enforcement of fire codes	21	2.6 %
Provision of EMS services	157	19.2 %
<u>None chosen</u>	<u>77</u>	<u>9.4 %</u>
Total	1546	

Q6. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations.

(N=818)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q6-1. In the Uptown business district during the day	39.6%	41.2%	11.7%	2.2%	0.5%	4.8%
Q6-2. In the Uptown business district at night	7.1%	24.4%	27.6%	21.5%	8.9%	10.4%
Q6-3. In City parks & greenways	12.1%	42.8%	26.2%	9.4%	1.5%	8.1%
Q6-4. In all shopping areas	12.7%	44.3%	30.7%	8.9%	1.0%	2.4%
Q6-5. In your neighborhood during the day	49.9%	39.7%	7.0%	2.2%	0.5%	0.7%
Q6-6. In your neighborhood at night	27.0%	41.7%	18.8%	7.7%	3.2%	1.6%

WITHOUT DON'T KNOW**Q6. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please indicate how safe you feel in the following situations. (without "don't know")**

(N=818)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q6-1. In the Uptown business district during the day	41.6%	43.3%	12.3%	2.3%	0.5%
Q6-2. In the Uptown business district at night	7.9%	27.3%	30.8%	24.0%	10.0%
Q6-3. In City parks & greenways	13.2%	46.5%	28.5%	10.2%	1.6%
Q6-4. In all shopping areas	13.0%	45.4%	31.5%	9.1%	1.0%
Q6-5. In your neighborhood during the day	50.2%	40.0%	7.0%	2.2%	0.5%
Q6-6. In your neighborhood at night	27.5%	42.4%	19.1%	7.8%	3.2%

Q8. Recreation and Parks. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q8-1. Maintenance & appearance of existing City parks	20.8%	48.7%	17.2%	3.8%	0.6%	8.9%
Q8-2. Number of City parks	15.9%	38.0%	19.6%	12.3%	3.5%	10.6%
Q8-3. Walking/biking trails in City	13.7%	33.7%	20.7%	13.4%	6.4%	12.1%
Q8-4. City recreation centers	12.5%	30.9%	24.9%	9.8%	3.1%	18.8%
Q8-5. City swimming pools	6.0%	14.8%	25.7%	13.8%	7.6%	32.2%
Q8-6. City golf course	6.6%	16.4%	28.6%	5.3%	2.1%	41.1%
Q8-7. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	11.2%	30.4%	25.2%	6.8%	3.1%	23.2%
Q8-8. Quality of City recreation programs & classes	13.1%	27.0%	25.2%	6.5%	2.7%	25.6%
Q8-9. Variety of recreation programs & classes offered by City	13.7%	25.2%	25.7%	7.1%	3.4%	24.9%

WITHOUT DON'T KNOW**Q8. Recreation and Parks. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Maintenance & appearance of existing City parks	22.8%	53.4%	18.9%	4.2%	0.7%
Q8-2. Number of City parks	17.8%	42.5%	21.9%	13.8%	4.0%
Q8-3. Walking/biking trails in City	15.6%	38.4%	23.5%	15.3%	7.2%
Q8-4. City recreation centers	15.4%	38.1%	30.7%	12.0%	3.8%
Q8-5. City swimming pools	8.8%	21.8%	37.8%	20.4%	11.2%
Q8-6. City golf course	11.2%	27.8%	48.5%	8.9%	3.5%
Q8-7. Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	14.6%	39.6%	32.8%	8.9%	4.0%
Q8-8. Quality of City recreation programs & classes	17.6%	36.3%	33.8%	8.7%	3.6%
Q8-9. Variety of recreation programs & classes offered by City	18.2%	33.6%	34.2%	9.4%	4.6%

Q9. Which TWO of the Recreation and Parks items listed in Question 8 do you think are MOST IMPORTANT for the City to provide?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	259	31.7 %
Number of City parks	72	8.8 %
Walking/biking trails in City	154	18.8 %
City recreation centers	46	5.6 %
City swimming pools	28	3.4 %
City golf course	8	1.0 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	41	5.0 %
Quality of City recreation programs & classes	55	6.7 %
Variety of recreation programs & classes offered by City	47	5.7 %
None chosen	108	13.2 %
Total	818	100.0 %

Q9. Which TWO of the Recreation and Parks items listed in Question 8 do you think are MOST IMPORTANT for the City to provide?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	102	12.5 %
Number of City parks	89	10.9 %
Walking/biking trails in City	115	14.1 %
City recreation centers	61	7.5 %
City swimming pools	38	4.6 %
City golf course	17	2.1 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	66	8.1 %
Quality of City recreation programs & classes	89	10.9 %
Variety of recreation programs & classes offered by City	119	14.5 %
None chosen	122	14.9 %
Total	818	100.0 %

SUM OF TOP 2 CHOICES**Q9. Which TWO of the Recreation and Parks items listed in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q9. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance & appearance of existing City parks	361	44.1 %
Number of City parks	161	19.7 %
Walking/biking trails in City	269	32.9 %
City recreation centers	107	13.1 %
City swimming pools	66	8.1 %
City golf course	25	3.1 %
Quality of outdoor athletic facilities (e.g., baseball, tennis, soccer)	107	13.1 %
Quality of City recreation programs & classes	144	17.6 %
Variety of recreation programs & classes offered by City	166	20.3 %
<u>None chosen</u>	<u>108</u>	<u>13.2 %</u>
Total	1514	

Q10. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Availability of information about City programs & services	9.2%	34.2%	29.7%	11.7%	5.1%	10.0%
Q10-2. City efforts to keep residents informed about local issues	10.6%	34.2%	27.6%	14.9%	5.3%	7.3%
Q10-3. Level of public involvement in City decision making	5.0%	18.9%	35.5%	16.5%	6.7%	17.4%
Q10-4. Quality of City's cable television channel (GTV-9)	8.9%	23.3%	27.6%	6.5%	3.8%	29.8%
Q10-5. Usefulness of information that is available on City's website	9.7%	31.8%	30.7%	6.6%	1.8%	19.4%
Q10-6. Ease of use of City's website	9.2%	29.7%	31.9%	7.2%	2.3%	19.7%

WITHOUT DON'T KNOW**Q10. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Availability of information about City programs & services	10.2%	38.0%	33.0%	13.0%	5.7%
Q10-2. City efforts to keep residents informed about local issues	11.5%	36.9%	29.8%	16.1%	5.7%
Q10-3. Level of public involvement in City decision making	6.1%	22.9%	42.9%	20.0%	8.1%
Q10-4. Quality of City's cable television channel (GTV-9)	12.7%	33.3%	39.4%	9.2%	5.4%
Q10-5. Usefulness of information that is available on City's website	12.0%	39.5%	38.1%	8.2%	2.3%
Q10-6. Ease of use of City's website	11.4%	37.0%	39.7%	9.0%	2.9%

Q11. From which of the following sources do you currently use to get information about the City of Greenville?

Q11. What sources do you currently use to get

<u>City information</u>	<u>Number</u>	<u>Percent</u>
City e-newsletter	83	10.1 %
Local newspapers	368	45.0 %
Local radio	255	31.2 %
Local television news	563	68.8 %
Social networking sites (e.g. Facebook, Twitter)	369	45.1 %
City website	283	34.6 %
City cable channel (GTV-9)	212	25.9 %
Calling City	90	11.0 %
Other	34	4.2 %
Total	2257	

Q11-9. Other

<u>Q11-9. Other</u>	<u>Number</u>	<u>Percent</u>
AUTOMATED PHONE MESSAGE	1	2.9 %
BOOKS	1	2.9 %
CITY EMPLOYEES	1	2.9 %
COMPASS APP	1	2.9 %
COUNCILMAN EMAILS	1	2.9 %
City Councilman sends email	1	2.9 %
Email	1	2.9 %
FROM CITY PERSONNEL	1	2.9 %
Friends	2	5.9 %
Internet	1	2.9 %
LOCAL NEWS APP	1	2.9 %
Neighborhood website	1	2.9 %
Neighbors	1	2.9 %
Nextdoor	8	23.5 %
Online news	1	2.9 %
PHONE CALLS FROM CITY	1	2.9 %
Senior Citizen Group	1	2.9 %
TEXT ALERTS	1	2.9 %
They call us with trash schedule	1	2.9 %
Word of mouth	7	20.6 %
Total	34	100.0 %

Q12. From which of the following sources would you prefer to get information about the City of Greenville?

Q12. What sources would you prefer to use to get

City information	Number	Percent
City e-newsletter	266	32.5 %
Local newspapers	299	36.6 %
Local radio	229	28.0 %
Local television news	455	55.6 %
Social networking sites (e.g. Facebook, Twitter)	351	42.9 %
City website	354	43.3 %
City cable channel (GTV-9)	182	22.2 %
Calling City	70	8.6 %
Other	30	3.7 %
Total	2236	

Q12-9. Other

Q12-9. Other	Number	Percent
Anything not listed above	1	3.3 %
Bill inserts	1	3.3 %
CITY OF GREENVILLE APP	1	3.3 %
CITY PERSONNEL	1	3.3 %
COUNCILMAN EMAILS	1	3.3 %
Conservative viewpoints	1	3.3 %
District councilman	1	3.3 %
Email	1	3.3 %
Flyers	1	3.3 %
Getting more involved in social media like creating a Snapchat for City	1	3.3 %
Inform public of upcoming meetings/events ahead	1	3.3 %
Internet	1	3.3 %
iPhone app	2	6.7 %
MAIL AND AUTOMATED PHONE MESSAGES	1	3.3 %
Mail	3	10.0 %
Meeting updates	1	3.3 %
Nextdoor	3	10.0 %
OUTREACH, EMAILES, MAILERS	1	3.3 %
Online news	1	3.3 %
PHONE CALLS FROM CITY	1	3.3 %
SOCIAL SERVICES	1	3.3 %
STREAMING APP	1	3.3 %
Social media	1	3.3 %
TEXT	2	6.7 %
Total	30	100.0 %

Q13. Street Maintenance. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets	8.1%	30.7%	18.8%	26.8%	13.3%	2.3%
Q13-2. Maintenance of streets in your neighborhood	13.8%	39.0%	20.5%	15.3%	10.0%	1.3%
Q13-3. How quickly street repairs are made	4.5%	17.4%	25.3%	30.3%	16.9%	5.6%
Q13-4. Condition of street signs & traffic signals	13.8%	44.3%	26.2%	9.2%	4.6%	2.0%
Q13-5. Timing of traffic signals in City	5.7%	23.8%	21.3%	26.9%	20.4%	1.8%
Q13-6. Mowing & tree trimming along City streets & other public areas	12.8%	43.8%	24.7%	11.0%	5.3%	2.4%
Q13-7. Adequacy of City street lighting	13.0%	35.0%	26.3%	17.2%	7.0%	1.6%
Q13-8. Cleanliness of City streets & other public areas	11.4%	40.8%	26.3%	13.3%	6.1%	2.1%
Q13-9. Cleanliness of stormwater drains	7.9%	30.2%	28.9%	16.9%	9.2%	7.0%
Q13-10. Maintenance of City sidewalks in your neighborhood	13.9%	36.4%	23.0%	9.2%	8.2%	9.3%

WITHOUT DON'T KNOW

Q13. Street Maintenance. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets	8.3%	31.4%	19.3%	27.4%	13.6%
Q13-2. Maintenance of streets in your neighborhood	14.0%	39.5%	20.8%	15.5%	10.2%
Q13-3. How quickly street repairs are made	4.8%	18.4%	26.8%	32.1%	17.9%
Q13-4. Condition of street signs & traffic signals	14.1%	45.1%	26.7%	9.4%	4.7%
Q13-5. Timing of traffic signals in City	5.9%	24.3%	21.7%	27.4%	20.8%
Q13-6. Mowing & tree trimming along City streets & other public areas	13.2%	44.9%	25.3%	11.3%	5.4%
Q13-7. Adequacy of City street lighting	13.2%	35.5%	26.7%	17.5%	7.1%
Q13-8. Cleanliness of City streets & other public areas	11.6%	41.7%	26.8%	13.6%	6.2%
Q13-9. Cleanliness of stormwater drains	8.5%	32.5%	31.0%	18.1%	9.9%
Q13-10. Maintenance of City sidewalks in your neighborhood	15.4%	40.2%	25.3%	10.1%	9.0%

Q14. Which TWO of the street maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. Top choice	Number	Percent
Maintenance of major City streets	332	40.6 %
Maintenance of streets in your neighborhood	55	6.7 %
How quickly street repairs are made	92	11.2 %
Condition of street signs & traffic signals	16	2.0 %
Timing of traffic signals in City	118	14.4 %
Mowing & tree trimming along City streets & other public areas	11	1.3 %
Adequacy of City street lighting	44	5.4 %
Cleanliness of City streets & other public areas	25	3.1 %
Cleanliness of stormwater drains	21	2.6 %
Maintenance of City sidewalks in your neighborhood	15	1.8 %
None chosen	89	10.9 %
Total	818	100.0 %

Q14. Which TWO of the street maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 2nd choice	Number	Percent
Maintenance of major City streets	109	13.3 %
Maintenance of streets in your neighborhood	59	7.2 %
How quickly street repairs are made	144	17.6 %
Condition of street signs & traffic signals	30	3.7 %
Timing of traffic signals in City	134	16.4 %
Mowing & tree trimming along City streets & other public areas	24	2.9 %
Adequacy of City street lighting	81	9.9 %
Cleanliness of City streets & other public areas	65	7.9 %
Cleanliness of stormwater drains	49	6.0 %
Maintenance of City sidewalks in your neighborhood	23	2.8 %
None chosen	100	12.2 %
Total	818	100.0 %

SUM OF TOP 2 CHOICES**Q14. Which TWO of the street maintenance items listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 2)**

<u>Q14. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	441	53.9 %
Maintenance of streets in your neighborhood	114	13.9 %
How quickly street repairs are made	236	28.9 %
Condition of street signs & traffic signals	46	5.6 %
Timing of traffic signals in City	252	30.8 %
Mowing & tree trimming along City streets & other public areas	35	4.3 %
Adequacy of City street lighting	125	15.3 %
Cleanliness of City streets & other public areas	90	11.0 %
Cleanliness of stormwater drains	70	8.6 %
Maintenance of City sidewalks in your neighborhood	38	4.6 %
<u>None chosen</u>	<u>89</u>	<u>10.9 %</u>
Total	1536	

Q15. Code Enforcement. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Enforcement of clean-up of junk/debris on private property	8.1%	25.3%	26.2%	15.3%	5.3%	19.9%
Q15-2. Enforcement of mowing & cutting of weeds & grass on private property	6.7%	27.6%	27.9%	13.2%	4.8%	19.8%
Q15-3. Enforcement of exterior maintenance of residential property	5.6%	25.9%	31.1%	12.3%	4.5%	20.5%
Q15-4. Enforcement of exterior maintenance of commercial/business property	6.8%	27.9%	31.4%	10.8%	3.1%	20.0%
Q15-5. Enforcement of sign regulations	7.5%	27.1%	31.9%	6.7%	3.3%	23.5%
Q15-6. City efforts to remove abandoned or inoperative vehicles	7.1%	23.5%	29.1%	10.9%	4.2%	25.3%

WITHOUT DON'T KNOW**Q15. Code Enforcement. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcement of clean-up of junk/debris on private property	10.1%	31.6%	32.7%	19.1%	6.6%
Q15-2. Enforcement of mowing & cutting of weeds & grass on private property	8.4%	34.5%	34.8%	16.5%	5.9%
Q15-3. Enforcement of exterior maintenance of residential property	7.1%	32.6%	39.1%	15.5%	5.7%
Q15-4. Enforcement of exterior maintenance of commercial/business property	8.6%	34.9%	39.3%	13.5%	3.8%
Q15-5. Enforcement of sign regulations	9.7%	35.5%	41.7%	8.8%	4.3%
Q15-6. City efforts to remove abandoned or inoperative vehicles	9.5%	31.4%	39.0%	14.6%	5.6%

Q16. Which TWO of the code enforcement items listed in Question 15 do you think are most important for the City to provide?

Q16. Top choice	Number	Percent
Enforcement of clean-up of junk/debris on private property	328	40.1 %
Enforcement of mowing & cutting of weeds & grass on private property	76	9.3 %
Enforcement of exterior maintenance of residential property	56	6.8 %
Enforcement of exterior maintenance of commercial/business property	92	11.2 %
Enforcement of sign regulations	60	7.3 %
City efforts to remove abandoned or inoperative vehicles	62	7.6 %
None chosen	144	17.6 %
Total	818	100.0 %

Q16. Which TWO of the code enforcement items listed in Question 15 do you think are most important for the City to provide?

Q16. 2nd choice	Number	Percent
Enforcement of clean-up of junk/debris on private property	91	11.1 %
Enforcement of mowing & cutting of weeds & grass on private property	139	17.0 %
Enforcement of exterior maintenance of residential property	110	13.4 %
Enforcement of exterior maintenance of commercial/business property	103	12.6 %
Enforcement of sign regulations	67	8.2 %
City efforts to remove abandoned or inoperative vehicles	147	18.0 %
None chosen	161	19.7 %
Total	818	100.0 %

SUM OF TOP 2 CHOICES**Q16. Which TWO of the code enforcement items listed in Question 15 do you think are most important for the City to provide? (top 2)**

Q16. Sum of Top 2 Choices	Number	Percent
Enforcement of clean-up of junk/debris on private property	419	51.2 %
Enforcement of mowing & cutting of weeds & grass on private property	215	26.3 %
Enforcement of exterior maintenance of residential property	166	20.3 %
Enforcement of exterior maintenance of commercial/business property	195	23.8 %
Enforcement of sign regulations	127	15.5 %
City efforts to remove abandoned or inoperative vehicles	209	25.6 %
None chosen	144	17.6 %
Total	1475	

Q17. Customer Service. Have you contacted the City of Greenville during the past year?Q17. Have you contacted City of Greenville
during past year

	Number	Percent
Yes	338	41.3 %
No	480	58.7 %
Total	818	100.0 %

Q17a. Which City Department or function did you contact most recently?Q17a. Which City Department or function did you
contact most recently

	Number	Percent
City Manager/City Council	21	6.2 %
Fire/EMS	20	5.9 %
Recreation & Parks	38	11.2 %
Community Development	4	1.2 %
Police	49	14.5 %
Sanitation (e.g. garbage, recycling, yard waste, mosquitos)	108	32.0 %
Stormwater	13	3.8 %
Street Maintenance	25	7.4 %
Code Enforcement	22	6.5 %
Animal Control	17	5.0 %
Parking	5	1.5 %
Human Resources	6	1.8 %
Other	8	2.4 %
Not provided	2	0.6 %
Total	338	100.0 %

Q17a. Other

Q17a-13. Other	Number	Percent
Building permit	1	12.5 %
Bus	1	12.5 %
Clean ditch	1	12.5 %
Stormwater runoff	1	12.5 %
Traffic signal	1	12.5 %
Trash collection	1	12.5 %
Utilities	1	12.5 %
Utility light	1	12.5 %
Total	8	100.0 %

Q17b. Please rate your satisfaction with employees in the City departments you have contacted recently using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=338)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17b-1. How easy they were to contact	33.4%	37.9%	13.3%	8.0%	5.3%	2.1%
Q17b-2. The way you were treated	34.6%	36.7%	13.3%	7.1%	5.3%	3.0%
Q17b-3. Accuracy of information & assistance you were given	31.4%	30.5%	15.1%	11.5%	7.7%	3.8%
Q17b-4. How quickly City staff responded to your request	32.0%	27.5%	14.5%	12.7%	10.4%	3.0%
Q17b-5. How well your issue was handled	32.2%	25.4%	14.2%	12.4%	13.0%	2.7%

WITHOUT DON'T KNOW

Q17b. Please rate your satisfaction with employees in the City departments you have contacted recently using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=338)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17b-1. How easy they were to contact	34.1%	38.7%	13.6%	8.2%	5.4%
Q17b-2. The way you were treated	35.7%	37.8%	13.7%	7.3%	5.5%
Q17b-3. Accuracy of information & assistance you were given	32.6%	31.7%	15.7%	12.0%	8.0%
Q17b-4. How quickly City staff responded to your request	32.9%	28.4%	14.9%	13.1%	10.7%
Q17b-5. How well your issue was handled	33.1%	26.1%	14.6%	12.8%	13.4%

Q18. Sanitation Services. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Residential trash collection services	44.4%	39.1%	8.1%	3.4%	1.7%	3.3%
Q18-2. Curbside recycling services	42.2%	33.3%	10.1%	4.4%	2.7%	7.3%
Q18-3. Bulky item pick up/removal services (e.g. old furniture, appliances)	23.8%	25.8%	17.1%	9.4%	4.9%	18.9%
Q18-4. Yard waste collection services	29.8%	28.7%	15.9%	6.1%	2.9%	16.5%

WITHOUT DON'T KNOW**Q18. Sanitation Services. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Residential trash collection services	45.9%	40.5%	8.3%	3.5%	1.8%
Q18-2. Curbside recycling services	45.5%	35.9%	10.9%	4.7%	2.9%
Q18-3. Bulky item pick up/removal services (e.g. old furniture, appliances)	29.4%	31.8%	21.1%	11.6%	6.0%
Q18-4. Yard waste collection services	35.7%	34.4%	19.0%	7.3%	3.5%

Q19. Please indicate whether or not you have used each of the following services provided by the City of Greenville during the past 12 months.

(N=818)

	Yes	No	Don't know
Q19-1. Used public transit services supported by City (i.e. GREAT bus)	7.7%	86.9%	5.4%
Q19-2. Participated in recreation programs offered by City	34.0%	62.3%	3.7%
Q19-3. Visited City recreation centers	54.5%	41.9%	3.5%
Q19-4. Visited a neighborhood or City park	79.5%	17.7%	2.8%
Q19-5. Used Fire/EMS services	16.9%	80.3%	2.8%
Q19-6. Called Code Enforcement	11.2%	85.1%	3.7%
Q19-7. Called or visited Police Department	28.9%	68.0%	3.2%
Q19-8. Visited City's website	56.1%	40.0%	3.9%
Q19-9. Read City's e-newsletter	22.5%	73.5%	4.0%
Q19-10. Watched City's cable television channel (GTV-9)	46.5%	50.4%	3.2%
Q19-11. Watched a video on City website/YouTube	19.2%	76.9%	3.9%

WITHOUT DON'T KNOW**Q19. Please indicate whether or not you have used each of the following services provided by the City of Greenville during the past 12 months. (without "don't know")**

(N=818)

	Yes	No
Q19-1. Used public transit services supported by City (i.e. GREAT bus)	8.1%	91.9%
Q19-2. Participated in recreation programs offered by City	35.3%	64.7%
Q19-3. Visited City recreation centers	56.5%	43.5%
Q19-4. Visited a neighborhood or City park	81.8%	18.2%
Q19-5. Used Fire/EMS services	17.4%	82.6%
Q19-6. Called Code Enforcement	11.7%	88.3%
Q19-7. Called or visited Police Department	29.8%	70.2%
Q19-8. Visited City's website	58.4%	41.6%
Q19-9. Read City's e-newsletter	23.4%	76.6%
Q19-10. Watched City's cable television channel (GTV-9)	48.0%	52.0%
Q19-11. Watched a video on City website/YouTube	20.0%	80.0%

Q20. Transportation and Other Issues. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfied	Don't know
Q20-1. Adequacy of public parking in Uptown Greenville (downtown)	6.0%	25.2%	20.9%	25.2%	13.8%	8.9%
Q20-2. Availability of public transportation/ GREAT Bus services in Greenville	7.3%	14.7%	23.5%	5.0%	2.1%	47.4%
Q20-3. Ease of travel by car in City	10.6%	37.8%	21.5%	19.3%	8.2%	2.6%
Q20-4. Ease of walking in City	8.9%	29.8%	26.8%	15.8%	9.4%	9.3%
Q20-5. Ease of biking in City	5.3%	12.1%	23.5%	16.9%	12.0%	30.3%
Q20-6. Opportunities to attend cultural activities in Greenville	9.0%	31.4%	28.5%	10.5%	3.4%	17.1%
Q20-7. Availability of affordable housing in Greenville	11.4%	22.6%	27.0%	10.4%	7.3%	21.3%

WITHOUT DON'T KNOW

Q20. Transportation and Other Issues. 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=818)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Adequacy of public parking in Uptown Greenville (downtown)	6.6%	27.7%	23.0%	27.7%	15.2%
Q20-2. Availability of public transportation/ GREAT Bus services in Greenville	14.0%	27.9%	44.7%	9.5%	4.0%
Q20-3. Ease of travel by car in City	10.9%	38.8%	22.1%	19.8%	8.4%
Q20-4. Ease of walking in City	9.8%	32.9%	29.5%	17.4%	10.4%
Q20-5. Ease of biking in City	7.5%	17.4%	33.7%	24.2%	17.2%
Q20-6. Opportunities to attend cultural activities in Greenville	10.9%	37.9%	34.4%	12.7%	4.1%
Q20-7. Availability of affordable housing in Greenville	14.4%	28.7%	34.3%	13.2%	9.3%

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects.

(N=818)

	Extremely important	Very important	Important	Not very important	Not important at all	Don't know
Q21-1. Upgrades or additions to public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)	31.5%	30.7%	28.2%	2.9%	1.2%	5.4%
Q21-2. Improvements to parks, open spaces, & greenways	26.7%	31.8%	30.8%	4.4%	1.2%	5.1%
Q21-3. Improvements to Police & Fire/EMS facilities	33.9%	29.6%	24.1%	4.5%	0.6%	7.3%
Q21-4. Improvements to City's streets & sidewalks, bike lanes, & street lighting	44.5%	33.4%	18.3%	1.0%	0.2%	2.6%
Q21-5. Improvements to arts/cultural facilities	16.6%	24.9%	36.4%	11.5%	4.2%	6.4%
Q21-6. Availability of affordable housing	30.6%	24.9%	25.9%	8.2%	3.1%	7.3%
Q21-7. Uptown (downtown) improvements	23.7%	31.1%	28.5%	9.0%	2.7%	5.0%
Q21-8. Town Common/Tar River front improvements	24.7%	26.0%	30.7%	10.4%	2.4%	5.7%
Q21-9. Improvements to public transit (GREAT) bus system	17.4%	19.7%	30.6%	11.0%	3.2%	18.2%
Q21-10. Construct a multi-sport recreational complex	18.9%	16.1%	24.7%	20.4%	10.5%	9.3%
Q21-11. Construct a major performing arts center	19.9%	18.1%	29.1%	17.0%	8.1%	7.8%

WITHOUT DON'T KNOW

Q21. Capital Improvement Priorities. Major investments that are being made or considered by the City are listed below. Using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all," please rate how important you think it is for the City to continue to invest in the following projects. (without "don't know")

(N=818)

	Extremely important	Very important	Important	Not very important	Not important at all
Q21-1. Upgrades or additions to public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)	33.3%	32.4%	29.8%	3.1%	1.3%
Q21-2. Improvements to parks, open spaces, & greenways	28.1%	33.5%	32.5%	4.6%	1.3%
Q21-3. Improvements to Police & Fire/EMS facilities	36.5%	31.9%	26.0%	4.9%	0.7%
Q21-4. Improvements to City's streets & sidewalks, bike lanes, & street lighting	45.7%	34.3%	18.8%	1.0%	0.3%
Q21-5. Improvements to arts/cultural facilities	17.8%	26.6%	38.9%	12.3%	4.4%
Q21-6. Availability of affordable housing	33.0%	26.9%	28.0%	8.8%	3.3%
Q21-7. Uptown (downtown) improvements	25.0%	32.7%	30.0%	9.5%	2.8%
Q21-8. Town Common/Tar River front improvements	26.2%	27.6%	32.6%	11.0%	2.6%
Q21-9. Improvements to public transit (GREAT) bus system	21.2%	24.1%	37.4%	13.5%	3.9%
Q21-10. Construct a multi-sport recreational complex	20.9%	17.8%	27.2%	22.5%	11.6%
Q21-11. Construct a major performing artscenter	21.6%	19.6%	31.6%	18.4%	8.8%

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would...

(N=818)

	Very willing	Willing	Not sure	Not willing	Not willing at all	Not provided
Q22-1. Upgrade public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)	19.2%	39.0%	27.6%	7.7%	3.4%	3.1%
Q22-2. Improvements to parks, open spaces & greenways	21.9%	37.9%	22.5%	9.8%	3.9%	4.0%
Q22-3. Improvements to Police & Fire/EMS facilities	28.2%	38.4%	20.2%	6.6%	3.2%	3.4%
Q22-4. Improvement to City's streets, sidewalks, bike lanes, & street lighting	34.5%	41.3%	13.8%	5.4%	2.2%	2.8%
Q22-5. Improvements to arts/cultural facilities	16.0%	28.7%	30.2%	13.9%	7.9%	3.2%
Q22-6. Availability of affordable housing	23.7%	26.5%	25.1%	12.1%	9.4%	3.2%
Q22-7. Uptown (downtown) improvements	17.8%	34.7%	25.8%	11.0%	7.3%	3.3%
Q22-8. Provide Town Common/Tar River front improvements	17.5%	33.9%	28.0%	10.9%	6.6%	3.2%
Q22-9. Improvements to public transit (GREAT) bus system	15.3%	28.2%	29.0%	14.9%	8.7%	3.9%
Q22-10. Construct a multi-sport recreational complex	17.0%	24.0%	25.1%	16.5%	14.2%	3.3%
Q22-11. Construct a major performing arts center	19.6%	25.2%	25.9%	13.4%	13.0%	2.9%

WITHOUT NOT PROVIDED

Q22. Additional Revenues. Using a scale of 1 to 5, where 5 means "very willing" and 1 means "not willing at all," please indicate how willing you would be to support a bond referendum (a citizen vote to support the City borrowing money for capital improvements) or additional funding that would... (without "not provided")

(N=818)

	Very willing	Willing	Not sure	Not willing	Not willing at all
Q22-1. Upgrade public facilities (e.g. public buildings, parking lots/garages, stormwater/drainage facilities)	19.8%	40.2%	28.5%	7.9%	3.5%
Q22-2. Improvements to parks, open spaces & greenways	22.8%	39.5%	23.4%	10.2%	4.1%
Q22-3. Improvements to Police & Fire/EMS facilities	29.2%	39.7%	20.9%	6.8%	3.3%
Q22-4. Improvement to City's streets, sidewalks, bike lanes, & street lighting	35.5%	42.5%	14.2%	5.5%	2.3%
Q22-5. Improvements to arts/cultural facilities	16.5%	29.7%	31.2%	14.4%	8.2%
Q22-6. Availability of affordable housing	24.5%	27.4%	25.9%	12.5%	9.7%
Q22-7. Uptown (downtown) improvements	18.5%	35.9%	26.7%	11.4%	7.6%
Q22-8. Provide Town Common/Tar River front improvements	18.1%	35.0%	28.9%	11.2%	6.8%
Q22-9. Improvements to public transit (GREAT) bus system	15.9%	29.4%	30.2%	15.5%	9.0%
Q22-10. Construct a multi-sport recreational complex	17.6%	24.8%	25.9%	17.1%	14.7%
Q22-11. Construct a major performing arts center	20.2%	25.9%	26.7%	13.9%	13.4%

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all."

(N=818)

	Extremely important	Very important	Important	Not very important	Not important at all	Not provided
Q23-1. Economic development (business development & jobs)	46.5%	30.8%	17.8%	2.0%	0.4%	2.6%
Q23-2. Infrastructure (e.g. streets & sidewalks, stormwater/drainage, street lighting)	49.5%	32.9%	14.3%	0.7%	0.2%	2.3%
Q23-3. Beautification of City	28.2%	31.4%	31.9%	5.1%	0.6%	2.7%
Q23-4. Activating Town Common	20.2%	24.7%	35.1%	13.9%	2.8%	3.3%
Q23-5. Public safety (Police, Fire/EMS)	54.3%	28.1%	13.6%	1.1%	0.4%	2.6%
Q23-6. River access & Tar River Legacy Plan additions	15.8%	19.8%	36.6%	18.0%	5.7%	4.2%
Q23-7. Fiscal responsibility	41.0%	26.7%	24.7%	2.8%	1.5%	3.4%
Q23-8. Stormwater management	33.4%	34.4%	25.9%	2.2%	1.0%	3.2%
Q23-9. Art & cultural entertainment amenities	18.0%	22.6%	33.7%	14.3%	8.2%	3.2%

WITHOUT NOT PROVIDED

Q23. Strategic Planning. Please indicate how important each of the City's major focus areas are to you using a scale of 1 to 5, where 5 means "extremely important" and 1 means "not important at all." (without "not provided")

(N=818)

	Extremely important	Very important	Important	Not very important	Not important at all
Q23-1. Economic development (business development & jobs)	47.7%	31.6%	18.3%	2.0%	0.4%
Q23-2. Infrastructure (e.g. streets & sidewalks, stormwater/drainage, street lighting)	50.7%	33.7%	14.6%	0.8%	0.3%
Q23-3. Beautification of City	29.0%	32.3%	32.8%	5.3%	0.6%
Q23-4. Activating Town Common	20.9%	25.5%	36.3%	14.4%	2.9%
Q23-5. Public safety (Police, Fire/EMS)	55.7%	28.9%	13.9%	1.1%	0.4%
Q23-6. River access & Tar River Legacy Plan additions	16.5%	20.7%	38.1%	18.8%	6.0%
Q23-7. Fiscal responsibility	42.4%	27.6%	25.6%	2.9%	1.5%
Q23-8. Stormwater management	34.5%	35.5%	26.8%	2.3%	1.0%
Q23-9. Art & cultural entertainment amenities	18.6%	23.4%	34.8%	14.8%	8.5%

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Greenville with regard to the following.

(N=818)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q24-1. As a place to live	25.7%	52.8%	12.3%	6.4%	1.6%	1.2%
Q24-2. As a place to raise children	24.2%	44.1%	14.4%	7.7%	2.4%	7.1%
Q24-3. As a place to work or build a business	20.4%	45.6%	18.9%	8.1%	2.7%	4.3%
Q24-4. As a place to retire	18.8%	31.7%	23.0%	11.4%	8.2%	7.0%
Q24-5. As a place to visit	17.0%	32.0%	21.9%	17.2%	9.5%	2.3%
Q24-6. As a place to be a college student	31.3%	37.8%	14.2%	4.3%	1.5%	11.0%

WITHOUT DON'T KNOW

Q24. Overall Ratings of the City. Using a scale of 1 to 5, where 5 means "excellent" and 1 means "poor," please rate the City of Greenville with regard to the following. (without "don't know")

(N=818)

	Excellent	Good	Neutral	Below average	Poor
Q24-1. As a place to live	26.0%	53.5%	12.5%	6.4%	1.6%
Q24-2. As a place to raise children	26.1%	47.5%	15.5%	8.3%	2.6%
Q24-3. As a place to work or build a business	21.3%	47.6%	19.8%	8.4%	2.8%
Q24-4. As a place to retire	20.2%	34.0%	24.7%	12.2%	8.8%
Q24-5. As a place to visit	17.4%	32.8%	22.4%	17.6%	9.8%
Q24-6. As a place to be a college student	35.2%	42.4%	15.9%	4.8%	1.6%

Q25. How often do you typically go outside of Greenville for entertainment or recreation?

Q25. How often do you typically go outside of Greenville for entertainment or recreation

	Number	Percent
Every day	13	1.6 %
A few times per week	56	6.8 %
At least once a week	66	8.1 %
A few times per month	321	39.2 %
A few times per year	251	30.7 %
Seldom or never	91	11.1 %
Not provided	20	2.4 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q25. How often do you typically go outside of Greenville for entertainment or recreation? (without "not provided")**

Q25. How often do you typically go outside of Greenville for entertainment or recreation

	Number	Percent
Every day	13	1.6 %
A few times per week	56	7.0 %
At least once a week	66	8.3 %
A few times per month	321	40.2 %
A few times per year	251	31.5 %
Seldom or never	91	11.4 %
Total	798	100.0 %

Q26. Approximately how many years have you lived in Greenville?

Q26. How many years have you lived in Greenville	Number	Percent
Less than 5 years	178	21.8 %
5-10 years	157	19.2 %
11-20 years	154	18.8 %
20+ years	318	38.9 %
Not provided	11	1.3 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q26. Approximately how many years have you lived in Greenville? (without "not provided")**

Q26. How many years have you lived in Greenville	Number	Percent
Less than 5 years	178	22.1 %
5-10 years	157	19.5 %
11-20 years	154	19.1 %
20+ years	318	39.4 %
Total	807	100.0 %

Q27. What is your age?

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	32	3.9 %
25-34 years	176	21.5 %
35-44 years	145	17.7 %
45-54 years	135	16.5 %
55-64 years	155	18.9 %
65-74 years	116	14.2 %
75+ years	50	6.1 %
Not provided	9	1.1 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q27. What is your age? (without "not provided")**

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
Under 25 years	32	4.0 %
25-34 years	176	21.8 %
35-44 years	145	17.9 %
45-54 years	135	16.7 %
55-64 years	155	19.2 %
65-74 years	116	14.3 %
75+ years	50	6.2 %
Total	809	100.0 %

Q28. What is your gender?

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	410	50.1 %
Female	406	49.6 %
Not provided	2	0.2 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q28. What is your gender? (without "not provided")**

<u>Q28. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	410	50.2 %
Female	406	49.8 %
Total	816	100.0 %

Q29. Have you visited Uptown Greenville (downtown) during the past year?

Q29. Have you visited Uptown Greenville (downtown) during past year	Number	Percent
Yes	749	91.6 %
No	60	7.3 %
Not provided	9	1.1 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q29. Have you visited Uptown Greenville (downtown) during the past year? (without "not provided")**

Q29. Have you visited Uptown Greenville (downtown) during past year	Number	Percent
Yes	749	92.6 %
No	60	7.4 %
Total	809	100.0 %

Q29a. Why did you visit Uptown Greenville?

Q29a. Why did you visit Uptown Greenville	Number	Percent
Events	449	59.9 %
Dining	535	71.4 %
Bars	243	32.4 %
Sports	79	10.5 %
Business	269	35.9 %
Church	62	8.3 %
GUC	146	19.5 %
Other	69	9.2 %
Total	1852	

Q29a-8. Other

<u>Q29a-8. Other</u>	<u>Number</u>	<u>Percent</u>
BREWERY	1	1.4 %
BUS	1	1.4 %
Casual walking	8	11.6 %
Child education	1	1.4 %
City Council meetings	1	1.4 %
Coffee	1	1.4 %
Court	1	1.4 %
Courthouse	1	1.4 %
Courthouse, library	1	1.4 %
Downtown Commons	1	1.4 %
Emerge Art Gallery	1	1.4 %
FREE BOOK	1	1.4 %
Farmers market	1	1.4 %
Festival	1	1.4 %
Government services, work	1	1.4 %
Haircut	1	1.4 %
I am a musician and I perform weekly in the Uptown district	1	1.4 %
I live downtown	1	1.4 %
Jobs	1	1.4 %
Jury duty	4	5.8 %
Jury duty, shopping	1	1.4 %
Just moved and wanted to see what it was like	1	1.4 %
Legal	1	1.4 %
Library	7	10.1 %
Library, shopping	1	1.4 %
Meet friends	1	1.4 %
POLICE	1	1.4 %
Park and river	1	1.4 %
Park/Recreation	1	1.4 %
Parks	2	2.9 %
Passing through	1	1.4 %
Passport info	1	1.4 %
Permits	1	1.4 %
Personal	1	1.4 %
Play music in restaurants	1	1.4 %
Pleasure riding	1	1.4 %
Shopping	10	14.5 %
TOWN COMMONS PARK	1	1.4 %
Uber driver	1	1.4 %
Uptown Brewery	1	1.4 %
Vote	1	1.4 %
Work	2	2.9 %
Total	69	100.0 %

Q30. Which of the following best describes your race/ethnicity?

<u>Q30. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	29	3.5 %
White/Caucasian	454	55.5 %
American Indian/Eskimo	7	0.9 %
Black/African American	311	38.0 %
Hispanic/Latino/Spanish	33	4.0 %
Other	6	0.7 %
Total	840	

Q30-6. Other

<u>Q30-6. Other</u>	<u>Number</u>	<u>Percent</u>
Asian and Black	1	16.7 %
Bi-racial	1	16.7 %
Hispanic/White	1	16.7 %
Mixed	1	16.7 %
Spanish and Native American	1	16.7 %
West Indian	1	16.7 %
Total	6	100.0 %

Q31. Would you say your total annual household income is:

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	160	19.6 %
\$30K to \$59,999	216	26.4 %
\$60K to \$99,999	188	23.0 %
\$100K+	197	24.1 %
Not provided	57	7.0 %
Total	818	100.0 %

WITHOUT NOT PROVIDED**Q31. Would you say your total annual household income is: (without "not provided")**

<u>Q31. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	160	21.0 %
\$30K to \$59,999	216	28.4 %
\$60K to \$99,999	188	24.7 %
\$100K+	197	25.9 %
Total	761	100.0 %