

**HASTINGS MAYOR AND CITY COUNCIL RETREAT  
AGENDA**

**Hastings Municipal Airport  
3300 W. 12th Street  
April 13, 2024  
8:00 AM**

**ROLL CALL:**

**PLEDGE OF ALLEGIANCE:**

**MOTION TO ADOPT CURRENT AGENDA** for April 13, 2024 Mayor and City Council Retreat.

**PUBLIC NOTICE** - Official Notice of the Mayor and City Council Retreat was published in the Hastings Tribune on Friday, April 5, 2024. Pursuant to Nebraska Revised Statute Section 84-1412, the public is advised that a copy of today's agenda and all reproducible written material which will be discussed at today's meeting is available for public review and a current copy of the Nebraska Open Meetings Act is posted and accessible to members of the public.

**CITIZEN COMMUNICATIONS: (Only for agenda items.)**

**DISCUSSION ITEMS:**

1. Strategic Planning Retreat.

**ADJOURN:**

The Mayor and City Council reserve the right to enter into an executive session at any time during the meeting, in accordance with the Nebraska Open Meetings Act, even though the closed session may not be indicated on the agenda.

It is the intention of the Mayor and City Council to take up the items on the agenda in sequential order. However, the Mayor and City Council reserve the right to take up matters in a different order to accommodate the schedules of the city council members, person having items on the agenda, and the public.

The retreat is intended to allow for communication and discussion amongst the elected officials. At the prerogative of the presiding officer of the retreat, city staff, consultants or citizens may be requested or allowed to address specific items on the retreat agenda.

# Hastings Strategic Planning Advisory Committee (S.P.A.C.)





# Formation

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City Council selected individuals to represent their wards

## Ward 1

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Rich Wilton  
Dave Worrell

## Ward 2

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Jacque Cranson  
Caroline Kemp

## Ward 3

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Phil Boon  
Jodi Graves

## Ward 4

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Faye Friesen  
Joe Kindig

Have a question for a S.P.A.C. member?

Contact Shawn Metcalf:  
[smetcalf@cityofhastings.org](mailto:smetcalf@cityofhastings.org)



# Thank You – Mayor and City Council

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- Thank you for selecting us to represent your wards and for having the foresight to plan for our community's future.
- Residents sincerely appreciated the opportunity to provide their candid feedback.



# Why does the City need a Strategic Plan?

“A city without a purpose is like a ship without a rudder”



“A vision without a strategy remains an illusion”

There are thousands of voices, often contradicting one another, telling City Council how to spend city funds. A strategic plan is essential to deliver results based on what's most important to the majority of residents.

# The Process

2023



2024



- **SPAC formation** - August
- **Focus Groups** - October - December
- **Community Survey** - November - January
- **SPAC Strategic Planning Session** - January
- **Analysis** - January - February
- **Final Report to City Council** - February

## -----What's Next?

- **City Council Strategic Planning Session** - April
- **Implementation** - April - June
- **Budgeting** - June - July
- **Operational for FY25** - October
- **Ongoing quarterly status reports**
- **Annual Community Survey to measure progress**

# Community Survey

- 1/3<sup>rd</sup> of all homes received the survey, and 558 households completed the survey.
- 95% confidence level with a precision of at least +/- 4%.
- Residents can access & play with the Community Survey data using the “Dashboard” found under “Reports” on the City’s website.





## Focus Groups

1. City-Wide (morning)
2. City-Wide (evening)
3. Hastings Public Schools
4. Leadership Hastings
5. CCC
6. Hastings College
7. Kiwanis
8. Sunrise Rotary
9. Noon Rotary
10. United Way Partner Agencies
11. Community Impact Network
12. Good Samaritan
13. Hastings Young Professionals
14. Senior Fest
15. Citizens With A Voice
16. HEDC, HAMA, Chamber, B.I.D.
17. Kensington

# Focus Group Questions

1. **What do you love about Hastings?** Schools, parks, downtown, safe, small-town feel, family friendly.
2. **What improvements have you seen over the last five years?** Downtown, schools, parks, theatre district, YMCA, health care.
3. **If you were king or queen for a day, what would you change about Hastings?** Rebuild overpass, affordable housing, public transportation, lower taxes.
4. **What other recommendations do you have?** Streamlined developer processes, public engagement, communication, sidewalks.
5. **Where would you like the city to focus future resources to enhance the community?** Public transportation, housing, senior center, economic development, street/traffic improvements.





# Residents love Hastings!

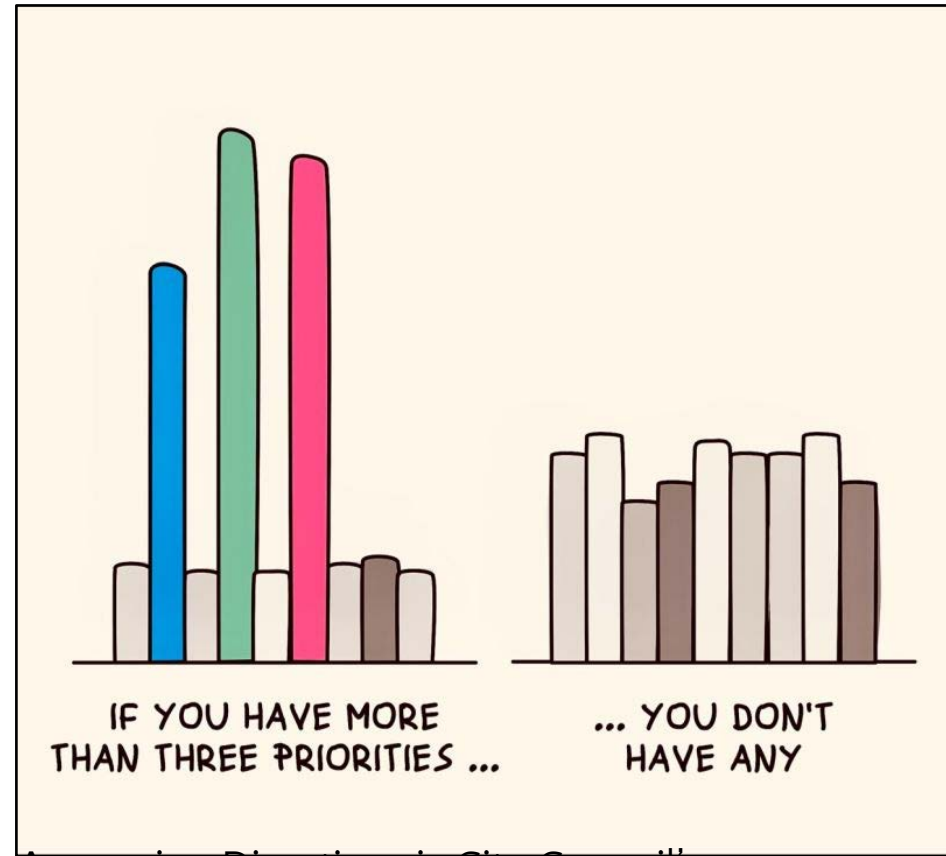
- **84%** indicated that Hastings is a great place to raise children.
- **79%** indicated that Hastings is a great place to live.
- **88%** satisfaction with quality of fire services.
- **87%** satisfaction with feeling of safety in their neighborhoods during the day.
- **80%** satisfaction with quality of parks and recreation.
- **86%** overall satisfaction with the Museum.
- **85%** overall satisfaction with the Library.

And so much more!



# Major Findings (Recommended Directives) Survey & Focus Groups

- Economic Development & Housing
- Transportation
- Communication



Approving Directives is City Council's responsibility



# Economic Development & Housing

## Initiatives

### City Council Responsibility

- Increase resident's satisfaction for "Overall development across the City" by 5%
- Increase resident's satisfaction for "Overall affordable housing options" by 5%
- Improve "Quality of development services" so Importance/Satisfaction (I.S.) rating lowers from a high priority to a medium priority



# Economic Development & Housing

## Sample Projects

### Staff Responsibility

- Update the City's development codes to be practical and appropriate to maintain the City's character and quality and also to encourage development
- Update the zoning codes to allow for more housing types and to allow for more densities to encourage more affordable housing.
- Improve inspection processes to address substandard properties and be more responsive to construction projects
- Implement LB840 – Housing, childcare, and developer incentives (1/2 c Sales Tax) – over 70 communities in NE have this
- Improve the City's permit system to create a better application experience
- Continue to fund programs that address substandard buildings through rehabilitation, and demolition, when needed to maintain Hastings' quality and character
- Beautification projects (i.e. Entryways)
- Delegated authority
- Begin implementing the 2023 Affordable Housing Action Plan
- Community Center upgrade for seniors

# Initiatives

## City Council Responsibility

Improve “Quality of streets” so the Importance Satisfaction (I.S.) rating lowers from a **very high** priority to **high** priority

Improve “Flow of traffic on streets” so the I.S. rating lowers from a **high** priority to a **medium** priority

Improve “Public Transportation options for residents” so the I.S. rating lowers from a **high** priority to a **medium** priority

Improve “Snow removal on neighborhood streets” so the I.S. rating lowers from a **high** priority to a **medium** priority

Improve “Railway crossing and noise” so the I.S. rating lowers from a **high** priority to a **medium** priority

# Transportation





# Sample Projects

## Staff Responsibility

- Roundabout at 12<sup>th</sup> and Marion
- Roundabout at 12<sup>th</sup> and Adams Central Ave
- Complete bike trail through town
- New and/or upgraded snow removal apparatus
- Sidewalk upgrades
- Finish quiet crossings
- Addition of electric charging stations
- Safety improvements at intersections
- City bus system partnership
- Continue resurfacing

# Transportation



# Initiatives

## City Council Responsibility

Improve "Effectiveness of City communication with public" so I.S. rating lowers from a **high priority** to a **medium priority**.

Improve "Level of public involvement in decision making" so I.S. rating lowers from a **very high priority** to a **high priority**.

Improve "Efforts by the City to keep you informed about local issues" so I.S. rating lowers from a **very high priority** to a **high priority**.

Improve "Availability of information about City programs/services" so I.S. rating lowers from **high priority** to **medium priority**.

Improve "Timeliness of information provided by the City" so I.S. rating lowers from **high priority** to **medium priority**.



# Sample Projects

## Staff responsibility

- Work on Brand/Image.
- Fully utilize EngageHastings
- Add graphics/video design staff or contract out when needed.
- Develop and implement a Community Engagement Plan.
- Administer semi-annual news/activity guide to all homes.
- Implement 311 program.
- Citizen's academy
- Council norms
- More integration of elected and appointed officials at community events, particularly the mayor.
- More options for residents to engage. i.e. clean up day or similar activities.



# Final Request of City Council

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- This information came directly from residents, so please have it front of mind when voting.
- Don't allow the strategic plan to collect dust, this needs to be a living breathing plan.
- Thank you for allowing us to do this!



# 2023 City of Hastings Community Survey

*...helping organizations make better decisions since 1982*

Findings  
Report

**Submitted to the City of Hastings, Nebraska  
by:**

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas 66061

**November 2023**



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# Executive Summary

# 2023 City of Hastings Community Survey Executive Summary



## Purpose

During the fall of 2023, ETC Institute administered a survey to residents living in the City of Hastings. The purpose of the survey was to receive resident input on City programs and services. The information compiled from this survey will be used to improve existing programs and services and to help determine future investment decisions. This is the first community survey ETC Institute has administered for the City of Hastings.

## Methodology

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail or complete the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were sent a follow-up reminder to encourage participation.

The goal was to receive at least 500 completed surveys. This goal was met, with a total of 558 households completing a survey. A minimum of 100 surveys were completed in each of the four City Wards. The results for the random sample of 558 households have a 95% level of confidence with a precision of at least +/- 4.1%.

**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 and graphs showing the overall results for the survey (Section 1)
- benchmarking analysis comparing Hastings’ results to national and regional averages and averages for communities with less than 30,000 residents (Section 2)
- Importance-Satisfaction analysis showing investment priorities for the City (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)

# 2023 City of Hastings Community Survey Executive Summary



## Major Findings

### Satisfaction with Major City Services

- Eighty-nine percent (89%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with the quality of fire services; 86% are satisfied with the quality of museum services, 85% are satisfied with the quality of emergency medical/ambulance services, 85% are satisfied with the quality of library services, and 81% are satisfied with the quality of parks/trails/open space in the City.
- Based on the sum of their top three choices, the City services that respondents indicated should receive the most emphasis over the next two years are: 1) quality of streets, 2) flow of traffic on streets, and 3) effectiveness of City communication with the public.

### Satisfaction with Perceptions of the City

- Sixty-four percent (64%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with the quality of the downtown area of Hastings; 52% are satisfied with the appearance of the community, 39% are satisfied with the image of the City, 37% are satisfied with efforts to encourage/support clean energy projects, and 36% are satisfied with the quality new development.
- Based on the sum of their top two choices, the perception items that respondents indicated should receive the most emphasis over the next two years are: 1) affordable housing options and 2) value received for City taxes and fees.

### Satisfaction with Parks and Recreation

- Eighty-one percent (81%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with the quality of outdoor athletic fields; 80% are satisfied with the appearance and maintenance of existing City parks, 79% are satisfied with the proximity of parks to their home, 71% are satisfied with the quality of the Aquacourt, and 69% are satisfied with the quality of facilities.
- Based on the sum of their top two choices, the parks and recreation services that respondents indicated should receive the most emphasis over the next two years were: 1) appearance and maintenance of existing City parks and 2) quality of nature settings and natural habitats for pollinators.

### Satisfaction with Fire Services

- Eighty-seven percent (87%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with how effectively fire/rescue personnel handle emergencies; 87% are satisfied with how quickly fire/rescue services personnel respond to emergencies, and 86% are satisfied with how quickly

# 2023 City of Hastings Community Survey Executive Summary



ambulance/emergency medical services personnel respond to emergencies.

- Based on the sum of their top two choices, the fire services that respondents indicated should receive the most emphasis over the next two years were: 1) fire/safety education programs in the community and 2) fire inspection programs in the community.

## **Satisfaction with Public Safety Services**

- Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, are “very satisfied” or “satisfied” with the feeling of safety in their neighborhood during the day; 81% are satisfied with the feeling of safety at community events, 81% are satisfied with the feeling of safety in the downtown area, 79% are satisfied with their overall feeling of safety in the City, 79% are satisfied with the feeling of safety in retail areas, 66% are satisfied with the visibility of police at community events, 66% are satisfied with the feeling of safety at schools, and 66% are satisfied with the feeling of safety at community parks.
- Based on the sum of their top two choices, the public safety services that respondents indicated should receive the most emphasis over the next two years were: 1) response to mental health concerns and 2) visibility of police in neighborhoods.

## **Satisfaction with Communication**

- Thirty-seven percent (37%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with the overall quality of the City’s website; 37% are satisfied with the availability of information about City programs and services, and 35% are satisfied with the quality of content on social media.
- Based on the sum of their top two choices, the communication services that respondents indicated should receive the most emphasis over the next two years were: 1) level of public involvement in decision making and 2) efforts by the City to keep them informed about local issues.
- Based on the sum of their top two choices, the sources of communication where residents most prefer to get information from the City were: 1) TV local news and 2) newspaper.

## **Satisfaction with Code Enforcement**

- Fifty-four percent (54%) of respondents, *who had an opinion*, are “very satisfied” or “satisfied” with animal control services; 48% are satisfied with the enforcement of codes designed to protect public safety and health, 45% are satisfied with parking enforcement on public parking lots, and 42% are satisfied with parking enforcement on public roadways.

# 2023 City of Hastings Community Survey Executive Summary



- Based on the sum of their top two choices, the code enforcement services that respondents indicated should receive the most emphasis over the next two years were: 1) enforcement of trash and debris, clean up on private property and 2) enforcement of exterior maintenance of residential property.

## **Satisfaction with Transportation and Infrastructure**

- Seventy-one percent (71%) of residents surveyed, *who had an opinion*, are “very satisfied” or “satisfied” with cleanliness of street signs and traffic signals; 68% are satisfied with the condition of street signs and traffic signals, 68% are satisfied with the adequacy of City street lighting in neighborhoods, 66% are satisfied with snow removal on major streets, 55% are satisfied with the availability of safe pedestrian ways in neighborhoods, 55% are satisfied with the availability of safe pedestrian ways on major streets and routes, and 55% are satisfied with the condition of pavement markings on streets.
- Based on the sum of their top two choices, the transportation and infrastructure services that respondents indicated should receive the most emphasis over the next two years were: 1) snow removal on neighborhood streets and 2) maintenance of major streets.

## **Satisfaction with Public Museum Services**

- Seventy-eight percent (78%) of residents surveyed, *who had an opinion*, are “very satisfied” or “satisfied” with the selection of programs made available to children; 72% are satisfied with the quality of planetarium shows, 71% are satisfied with access to museum information, 71% are satisfied with the selection of large-format educational film topics, and 70% are satisfied with the quality of long and short-term exhibits.
- Based on the sum of their top two choices, the public museum services that respondents indicated should receive the most emphasis over the next two years were: 1) selection of programs made available to families and 2) selection of programs made available to adults.

## **Satisfaction with Public Library Services**

- Seventy-five percent (75%) of residents surveyed, *who had an opinion*, are “very satisfied” or “satisfied” with the selection of physical resources available at the library; 72% are satisfied with the selection of digital resources available online, 72% are satisfied with access to computers and library Wi-Fi, 72% are satisfied with events for children, and 65% are satisfied with the selection of equipment/resources in the makerspace.
- Based on the sum of their top two choices, the public library services that respondents indicated should receive the most emphasis over the next two years were: 1) events for seniors and 2) events for adults.

# 2023 City of Hastings Community Survey Executive Summary



## Quality of Living in Hastings

- Eighty-four percent (84%) of residents surveyed, *who had an opinion*, rated the City as a place to raise children as “excellent” or “good.” Other aspects of the City that respondents rated as “excellent” or “good” include: as a place to live (79%), overall quality of life (67%), as a place to work (63%), and as a place to connect and interact with neighbors (60%).

## Other Findings

- Residents were asked to prioritize various projects over the next decade. Based on the sum of their top five choices, the projects that respondents believe should be the top priorities were: 1) economic development, 2) maintenance of infrastructure, 3) 12<sup>th</sup> Street traffic improvements, 4) recreational facilities, and 5) Lake Hastings improvements.
- Thirty-seven percent (37%) of residents surveyed, *who had an opinion*, had called, emailed, or visited the City with a question, problem, or complaint during the past year. Of those, the departments that were contacted the most were Utilities (43%) and Police (41%).

Of the 37% who contacted the City during the past year, 80% *who had an opinion* indicated it was “very easy” or “somewhat easy” to contact the person they needed to reach, and 80% *who had an opinion* felt the City employees were “always” or “usually” courteous and polite.

- Residents were asked to give their perceptions of the City’s current pace of development. The areas that had the most responses of “much too slow” or “too slow” among those *who had an opinion* were: retail/restaurants/services (89%), entry-level single-family homes (74%), places to work (70%), and single-family homes (67%). More than half of the residents surveyed (54%), *who had an opinion*, felt the current pace of office development in Hastings was “just right.”

# 2023 City of Hastings Community Survey Executive Summary



## How the City of Hastings Compares to Other Communities in the Plains Region

Satisfaction ratings for the City of Hastings were above the average for the Plains Region in 40 of the 66 areas that were assessed on the survey. The City rated significantly higher than the Plains Region (difference of 5% or more) in 33 of these areas. The table below shows the areas where the City rated higher than the Plains regional average:

| Service                                                                           | Hastings | Plains Region | Difference | Category                        |
|-----------------------------------------------------------------------------------|----------|---------------|------------|---------------------------------|
| Quality of water services                                                         | 76.4%    | 43.9%         | 32.5%      | Major City Services             |
| Quality of wastewater/sewer services                                              | 76.9%    | 44.6%         | 32.3%      | Major City Services             |
| As a place to live                                                                | 78.8%    | 49.4%         | 29.4%      | Ratings of Quality of Living    |
| Quality of parks/trails/open space                                                | 80.8%    | 52.0%         | 28.8%      | Major City Services             |
| Quality of electrical services                                                    | 78.2%    | 52.2%         | 26.0%      | Major City Services             |
| As a place to raise children                                                      | 83.7%    | 57.7%         | 26.0%      | Ratings of Quality of Living    |
| Quality of customer service from City employees                                   | 65.6%    | 42.0%         | 23.6%      | Major City Services             |
| Overall quality of the "Downtown" area                                            | 63.5%    | 40.3%         | 23.2%      | Perceptions of the City         |
| Quality of library services                                                       | 84.7%    | 62.9%         | 21.8%      | Major City Services             |
| Feeling of safety in the downtown area                                            | 81.2%    | 59.6%         | 21.6%      | Public Safety Services          |
| Fire/safety education programs in your community                                  | 63.7%    | 43.2%         | 20.5%      | Fire Services                   |
| How quickly ambulance/emergency medical services personnel respond to emergencies | 86.2%    | 65.9%         | 20.3%      | Fire Services                   |
| Cleanliness of streets and public areas                                           | 71.4%    | 51.4%         | 20.0%      | Transportation & Infrastructure |
| How quickly fire/rescue services personnel respond to emergencies                 | 86.5%    | 67.0%         | 19.5%      | Fire Services                   |
| Quality of emergency medical/ambulance services                                   | 84.8%    | 67.3%         | 17.5%      | Major City Services             |
| Quality of police services                                                        | 72.0%    | 56.8%         | 15.2%      | Major City Services             |
| Feeling of safety in retail areas                                                 | 78.5%    | 64.0%         | 14.5%      | Public Safety Services          |
| Effectiveness of stormwater management & flood control                            | 60.2%    | 46.2%         | 14.0%      | Major City Services             |
| Overall feeling of safety                                                         | 78.7%    | 64.9%         | 13.8%      | Public Safety Services          |
| Feeling of safety in community parks                                              | 66.1%    | 52.9%         | 13.2%      | Public Safety Services          |
| Maintenance of major streets                                                      | 53.3%    | 40.5%         | 12.8%      | Transportation & Infrastructure |
| Quality of fire services                                                          | 88.5%    | 76.1%         | 12.4%      | Major City Services             |
| Police safety education programs                                                  | 45.0%    | 33.9%         | 11.1%      | Public Safety Services          |
| Animal control services                                                           | 54.0%    | 43.2%         | 10.8%      | Code Enforcement Services       |
| Condition of street signs and traffic signals                                     | 67.9%    | 57.2%         | 10.7%      | Transportation & Infrastructure |
| Fire inspection programs in your community                                        | 57.2%    | 47.0%         | 10.2%      | Fire Services                   |
| As a place to work                                                                | 63.0%    | 52.9%         | 10.1%      | Ratings of Quality of Living    |
| How quickly police respond to emergencies                                         | 65.3%    | 55.6%         | 9.7%       | Public Safety Services          |
| Adequacy of City street lighting in neighborhoods                                 | 67.5%    | 57.9%         | 9.6%       | Transportation & Infrastructure |
| As a place to retire                                                              | 56.7%    | 47.2%         | 9.5%       | Ratings of Quality of Living    |
| Feeling of safety in neighborhoods at night                                       | 65.4%    | 58.6%         | 6.8%       | Public Safety Services          |
| Feeling of safety in neighborhoods during the day                                 | 86.6%    | 80.1%         | 6.5%       | Public Safety Services          |
| Maintenance of streets in your neighborhood                                       | 50.6%    | 45.0%         | 5.6%       | Transportation & Infrastructure |
| Condition of pavement markings on streets                                         | 54.6%    | 50.1%         | 4.5%       | Transportation & Infrastructure |
| Effectiveness of City communication with public                                   | 41.6%    | 37.2%         | 4.4%       | Major City Services             |
| Snow removal on major streets                                                     | 66.1%    | 62.3%         | 3.8%       | Transportation & Infrastructure |
| Overall quality of the City's website                                             | 36.7%    | 33.3%         | 3.4%       | Communication                   |
| Effectiveness of local governmental managers & appointed staff                    | 28.9%    | 26.2%         | 2.7%       | Perceptions of the City         |
| Snow removal on neighborhood streets                                              | 44.2%    | 42.4%         | 1.8%       | Transportation & Infrastructure |
| Overall efforts by police to prevent crime                                        | 52.4%    | 52.2%         | 0.2%       | Public Safety Services          |

# 2023 City of Hastings Community Survey Executive Summary



## How the City of Hastings Compares to Communities With Less Than 30,000 Residents

Satisfaction ratings for the City of Hastings were above the average for communities with less than 30,000 residents in 37 of the 66 areas that were assessed on the survey. The City rated significantly higher than this average (difference of 5% or more) in 27 of these areas. The table below shows the areas where the City rated higher than the average for communities with less than 30,000 residents:

| Service                                                                           | Hastings | Communities w/<30K | Difference | Category                        |
|-----------------------------------------------------------------------------------|----------|--------------------|------------|---------------------------------|
| As a place to live                                                                | 78.8%    | 37.0%              | 41.8%      | Ratings of Quality of Living    |
| Quality of parks/trails/open space                                                | 80.8%    | 45.9%              | 34.9%      | Major City Services             |
| Quality of customer service from City employees                                   | 65.6%    | 38.2%              | 27.4%      | Major City Services             |
| As a place to raise children                                                      | 83.7%    | 60.5%              | 23.2%      | Ratings of Quality of Living    |
| Quality of wastewater/sewer services                                              | 76.9%    | 54.0%              | 22.9%      | Major City Services             |
| Quality of water services                                                         | 76.4%    | 54.2%              | 22.2%      | Major City Services             |
| Quality of library services                                                       | 84.7%    | 62.6%              | 22.1%      | Major City Services             |
| Feeling of safety in the downtown area                                            | 81.2%    | 59.5%              | 21.7%      | Public Safety Services          |
| Overall quality of the "Downtown" area                                            | 63.5%    | 44.2%              | 19.3%      | Perceptions of the City         |
| Quality of electrical services                                                    | 78.2%    | 59.6%              | 18.6%      | Major City Services             |
| How quickly ambulance/emergency medical services personnel respond to emergencies | 86.2%    | 69.7%              | 16.5%      | Fire Services                   |
| How quickly fire/rescue services personnel respond to emergencies                 | 86.5%    | 71.1%              | 15.4%      | Fire Services                   |
| Quality of emergency medical/ambulance services                                   | 84.8%    | 69.5%              | 15.3%      | Major City Services             |
| Adequacy of City street lighting in neighborhoods                                 | 67.5%    | 52.2%              | 15.3%      | Transportation & Infrastructure |
| Fire/safety education programs in your community                                  | 63.7%    | 48.9%              | 14.8%      | Fire Services                   |
| Quality of police services                                                        | 72.0%    | 57.7%              | 14.3%      | Major City Services             |
| Cleanliness of streets and public areas                                           | 71.4%    | 58.1%              | 13.3%      | Transportation & Infrastructure |
| Feeling of safety in retail areas                                                 | 78.5%    | 67.1%              | 11.4%      | Public Safety Services          |
| Fire inspection programs in your community                                        | 57.2%    | 46.7%              | 10.5%      | Fire Services                   |
| Quality of fire services                                                          | 88.5%    | 78.5%              | 10.0%      | Major City Services             |
| Overall feeling of safety                                                         | 78.7%    | 68.8%              | 9.9%       | Public Safety Services          |
| Snow removal on major streets                                                     | 66.1%    | 56.7%              | 9.4%       | Transportation & Infrastructure |
| Effectiveness of stormwater management & flood control                            | 60.2%    | 51.6%              | 8.6%       | Major City Services             |
| Effectiveness of City communication with public                                   | 41.6%    | 33.9%              | 7.7%       | Major City Services             |
| How quickly police respond to emergencies                                         | 65.3%    | 58.2%              | 7.1%       | Public Safety Services          |
| Animal control services                                                           | 54.0%    | 47.0%              | 7.0%       | Code Enforcement Services       |
| Feeling of safety in community parks                                              | 66.1%    | 60.1%              | 6.0%       | Public Safety Services          |
| Maintenance of streets in your neighborhood                                       | 50.6%    | 45.7%              | 4.9%       | Transportation & Infrastructure |
| Feeling of safety in neighborhoods during the day                                 | 86.6%    | 82.0%              | 4.6%       | Public Safety Services          |
| Condition of street signs and traffic signals                                     | 67.9%    | 63.4%              | 4.5%       | Transportation & Infrastructure |
| As a place to work                                                                | 63.0%    | 59.1%              | 3.9%       | Ratings of Quality of Living    |
| Police safety education programs                                                  | 45.0%    | 41.8%              | 3.2%       | Public Safety Services          |
| Condition of pavement markings on streets                                         | 54.6%    | 52.1%              | 2.5%       | Transportation & Infrastructure |
| Maintenance of major streets                                                      | 53.3%    | 51.5%              | 1.8%       | Transportation & Infrastructure |
| As a place to retire                                                              | 56.7%    | 55.7%              | 1.0%       | Ratings of Quality of Living    |
| Accessibility of streets, sidewalks, and buildings for people with disabilities   | 47.1%    | 46.6%              | 0.5%       | Transportation & Infrastructure |
| Overall efforts by police to prevent crime                                        | 52.4%    | 52.2%              | 0.2%       | Public Safety Services          |

# 2023 City of Hastings Community Survey Executive Summary



## How the City of Hastings Compares to Other Communities in the U.S.

Satisfaction ratings for the City of Hastings were above the U.S. average in 38 of the 66 areas that were assessed on the survey. The City rated significantly higher than the U.S. average (difference of 5% or more) in 30 of these areas. The table below shows the areas where the City rated higher than the U.S. average:

| Service                                                                           | Hastings | U.S.  | Difference | Category                        |
|-----------------------------------------------------------------------------------|----------|-------|------------|---------------------------------|
| Quality of parks/trails/open space                                                | 80.8%    | 49.2% | 31.6%      | Major City Services             |
| As a place to live                                                                | 78.8%    | 48.5% | 30.3%      | Ratings of Quality of Living    |
| Quality of electrical services                                                    | 78.2%    | 48.4% | 29.8%      | Major City Services             |
| Feeling of safety in the downtown area                                            | 81.2%    | 53.9% | 27.3%      | Public Safety Services          |
| Quality of customer service from City employees                                   | 65.6%    | 39.4% | 26.2%      | Major City Services             |
| Quality of water services                                                         | 76.4%    | 51.9% | 24.5%      | Major City Services             |
| Quality of wastewater/sewer services                                              | 76.9%    | 52.8% | 24.1%      | Major City Services             |
| As a place to raise children                                                      | 83.7%    | 61.4% | 22.3%      | Ratings of Quality of Living    |
| Quality of library services                                                       | 84.7%    | 63.9% | 20.8%      | Major City Services             |
| Quality of police services                                                        | 72.0%    | 53.0% | 19.0%      | Major City Services             |
| Cleanliness of streets and public areas                                           | 71.4%    | 53.3% | 18.1%      | Transportation & Infrastructure |
| How quickly ambulance/emergency medical services personnel respond to emergencies | 86.2%    | 68.7% | 17.5%      | Fire Services                   |
| Overall quality of the "Downtown" area                                            | 63.5%    | 47.7% | 15.8%      | Perceptions of the City         |
| Fire/safety education programs in your community                                  | 63.7%    | 48.6% | 15.1%      | Fire Services                   |
| How quickly fire/rescue services personnel respond to emergencies                 | 86.5%    | 71.7% | 14.8%      | Fire Services                   |
| Feeling of safety in retail areas                                                 | 78.5%    | 63.7% | 14.8%      | Public Safety Services          |
| Quality of emergency medical/ambulance services                                   | 84.8%    | 70.5% | 14.3%      | Major City Services             |
| Overall feeling of safety                                                         | 78.7%    | 66.0% | 12.7%      | Public Safety Services          |
| Quality of fire services                                                          | 88.5%    | 76.2% | 12.3%      | Major City Services             |
| Feeling of safety in community parks                                              | 66.1%    | 54.6% | 11.5%      | Public Safety Services          |
| Effectiveness of stormwater management & flood control                            | 60.2%    | 49.5% | 10.7%      | Major City Services             |
| Fire inspection programs in your community                                        | 57.2%    | 46.7% | 10.5%      | Fire Services                   |
| How quickly police respond to emergencies                                         | 65.3%    | 56.1% | 9.2%       | Public Safety Services          |
| Adequacy of City street lighting in neighborhoods                                 | 67.5%    | 58.5% | 9.0%       | Transportation & Infrastructure |
| Snow removal on major streets                                                     | 66.1%    | 58.1% | 8.0%       | Transportation & Infrastructure |
| Police safety education programs                                                  | 45.0%    | 37.2% | 7.8%       | Public Safety Services          |
| As a place to work                                                                | 63.0%    | 57.1% | 5.9%       | Ratings of Quality of Living    |
| Animal control services                                                           | 54.0%    | 48.6% | 5.4%       | Code Enforcement Services       |
| Feeling of safety in neighborhoods during the day                                 | 86.6%    | 81.2% | 5.4%       | Public Safety Services          |
| As a place to retire                                                              | 56.7%    | 51.6% | 5.1%       | Ratings of Quality of Living    |
| Condition of street signs and traffic signals                                     | 67.9%    | 63.1% | 4.8%       | Transportation & Infrastructure |
| Effectiveness of City communication with public                                   | 41.6%    | 36.9% | 4.7%       | Major City Services             |
| Condition of pavement markings on streets                                         | 54.6%    | 50.0% | 4.6%       | Transportation & Infrastructure |
| Feeling of safety in neighborhoods at night                                       | 65.4%    | 61.4% | 4.0%       | Public Safety Services          |
| Overall efforts by police to prevent crime                                        | 52.4%    | 48.6% | 3.8%       | Public Safety Services          |
| Maintenance of major streets                                                      | 53.3%    | 50.1% | 3.2%       | Transportation & Infrastructure |
| Enforcement of local traffic laws                                                 | 51.3%    | 49.6% | 1.7%       | Public Safety Services          |
| Maintenance of streets in your neighborhood                                       | 50.6%    | 49.3% | 1.3%       | Transportation & Infrastructure |

# 2023 City of Hastings Community Survey Executive Summary



## 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 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 Section 3 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of 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:

- Quality of streets (I-S Rating = 0.3459)
- Effectiveness of City communication with the public (I-S Rating = 0.1845)
- Flow of traffic on streets (I-S Rating = 0.1832)
- Quality of development services (I-S Rating = 0.1264)
- Enforcement of City codes and ordinances (I-S Rating = 0.1139)

The table on the following page shows the Importance-Satisfaction rating for all 23 major City services that were rated.

# 2023 City of Hastings Community Survey Executive Summary



## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

#### Major Categories of City Services

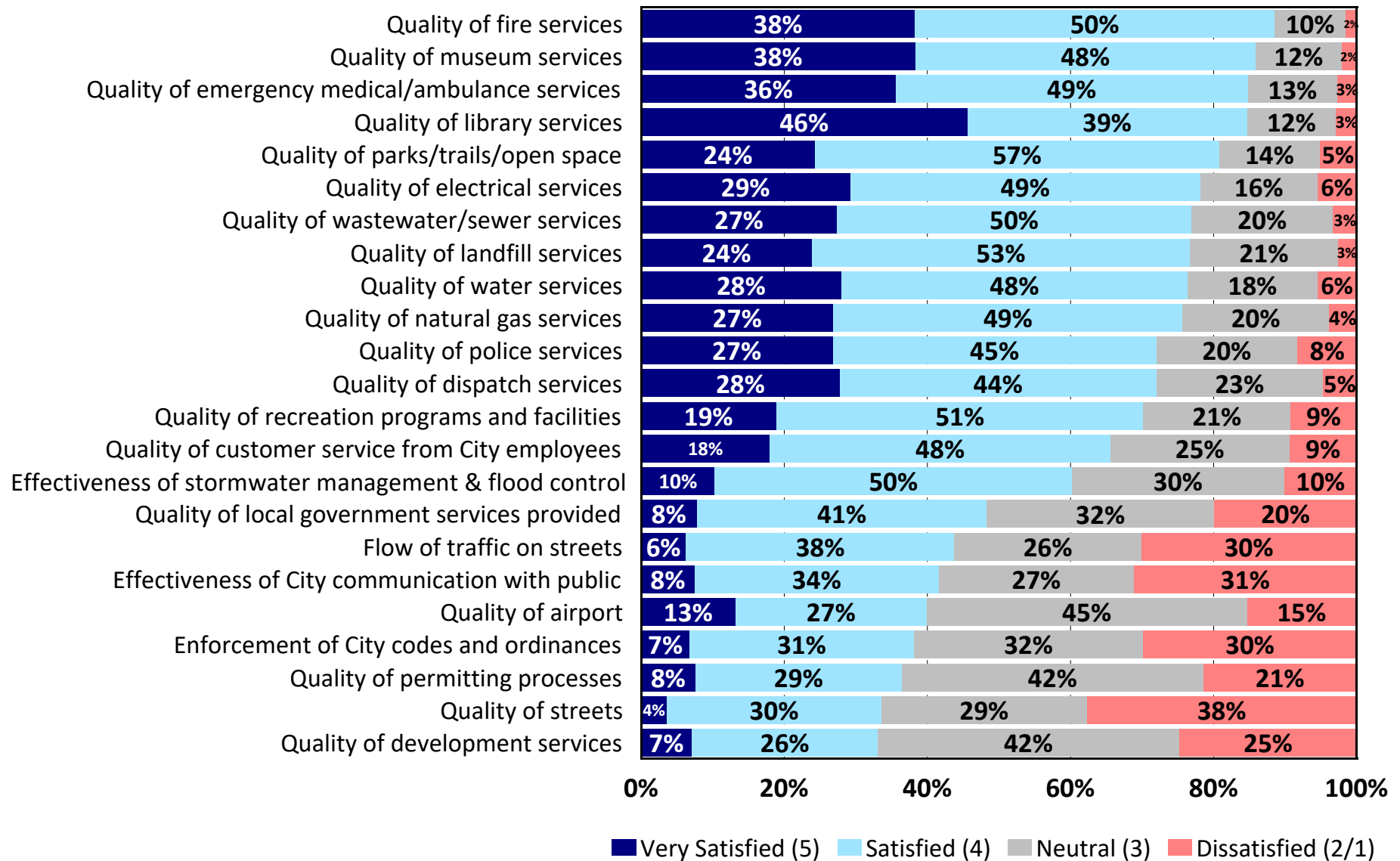
| Category of Service                                    | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>Very High Priority (IS &gt; .20)</b>                |                  |                     |                |                   |                                |                 |
| Quality of streets                                     | 52%              | 1                   | 34%            | 22                | 0.3459                         | 1               |
| <b>High Priority (IS = .10-.20)</b>                    |                  |                     |                |                   |                                |                 |
| Effectiveness of City communication with public        | 32%              | 3                   | 42%            | 18                | 0.1845                         | 2               |
| Flow of traffic on streets                             | 33%              | 2                   | 44%            | 17                | 0.1832                         | 3               |
| Quality of development services                        | 19%              | 4                   | 33%            | 23                | 0.1264                         | 4               |
| Enforcement of City codes and ordinances               | 18%              | 5                   | 38%            | 20                | 0.1139                         | 5               |
| <b>Medium Priority (IS &lt; .10)</b>                   |                  |                     |                |                   |                                |                 |
| Quality of local government services provided          | 17%              | 6                   | 48%            | 16                | 0.0863                         | 6               |
| Quality of permitting processes                        | 8%               | 10                  | 36%            | 21                | 0.0534                         | 7               |
| Quality of police services                             | 14%              | 8                   | 72%            | 11                | 0.0403                         | 8               |
| Quality of recreation programs and facilities          | 13%              | 9                   | 70%            | 13                | 0.0390                         | 9               |
| Quality of parks/trails/open space                     | 15%              | 7                   | 81%            | 5                 | 0.0286                         | 10              |
| Effectiveness of stormwater management & flood control | 7%               | 12                  | 60%            | 15                | 0.0275                         | 11              |
| Quality of airport                                     | 4%               | 14                  | 40%            | 19                | 0.0252                         | 12              |
| Quality of water services                              | 8%               | 11                  | 76%            | 9                 | 0.0182                         | 13              |
| Quality of customer service from City employees        | 4%               | 15                  | 66%            | 14                | 0.0144                         | 14              |
| Quality of electrical services                         | 6%               | 13                  | 78%            | 6                 | 0.0124                         | 15              |
| Quality of natural gas services                        | 3%               | 17                  | 76%            | 10                | 0.0066                         | 16              |
| Quality of dispatch services                           | 2%               | 19                  | 72%            | 12                | 0.0053                         | 17              |
| Quality of emergency medical/ambulance services        | 3%               | 16                  | 85%            | 3                 | 0.0046                         | 18              |
| Quality of landfill services                           | 2%               | 20                  | 77%            | 8                 | 0.0044                         | 19              |
| Quality of library services                            | 3%               | 18                  | 85%            | 4                 | 0.0038                         | 20              |
| Quality of wastewater/sewer services                   | 2%               | 22                  | 77%            | 7                 | 0.0037                         | 21              |
| Quality of museum services                             | 2%               | 21                  | 86%            | 2                 | 0.0025                         | 22              |
| Quality of fire services                               | 1%               | 23                  | 89%            | 1                 | 0.0010                         | 23              |



# Charts and Graphs

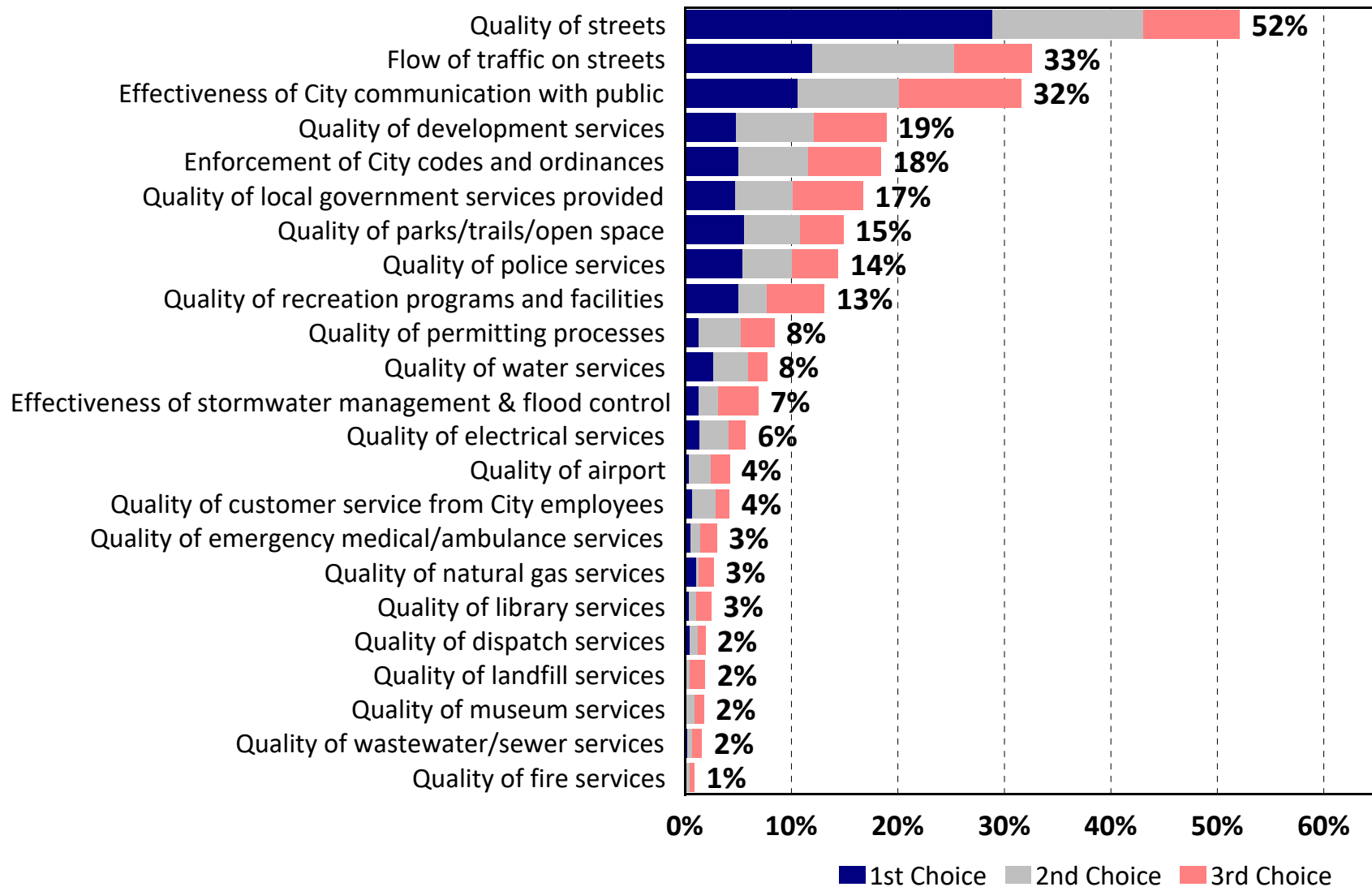
# Q1. Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



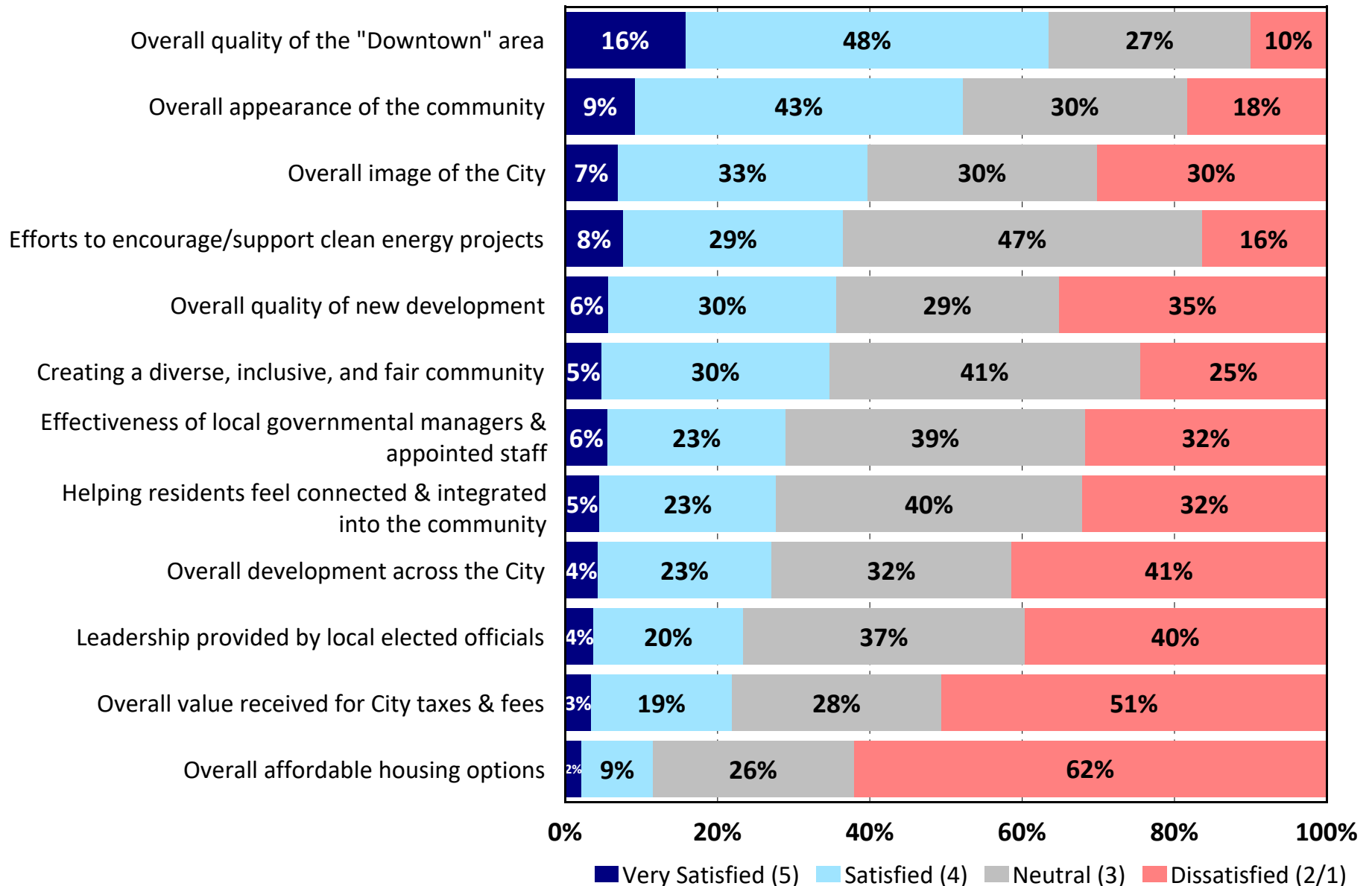
# Q1a. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



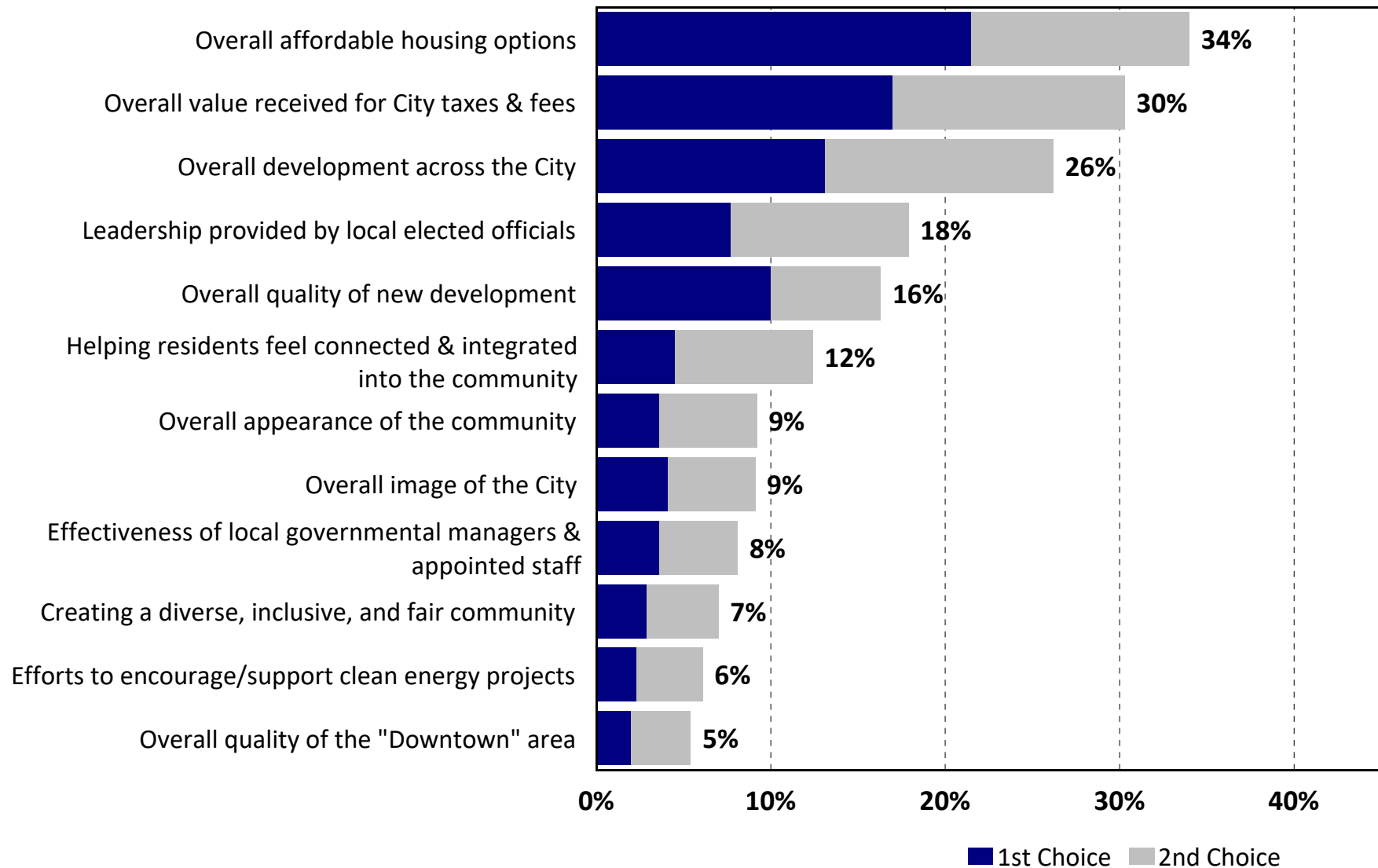
## Q2. Satisfaction with Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



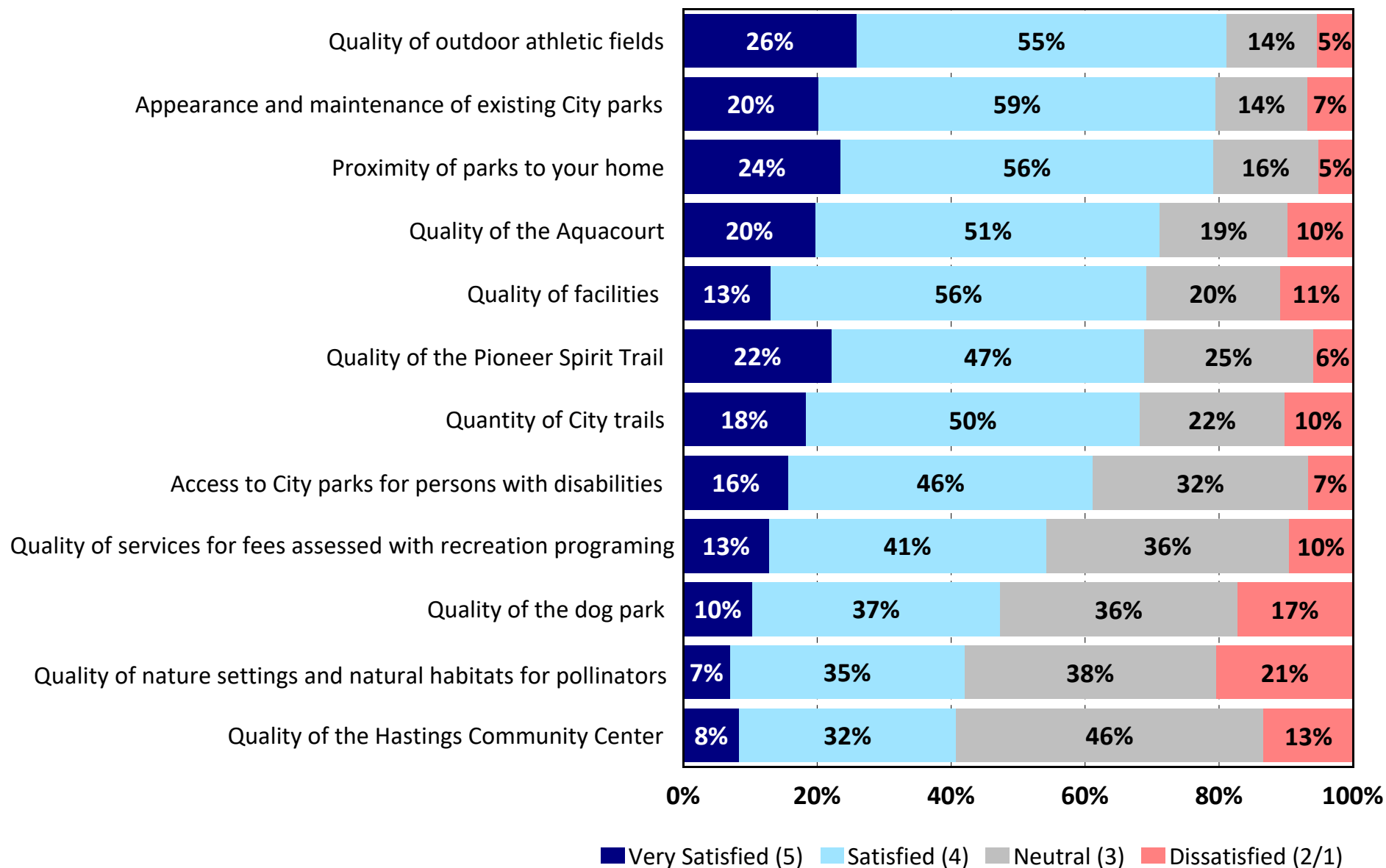
## Q2a. Perception Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



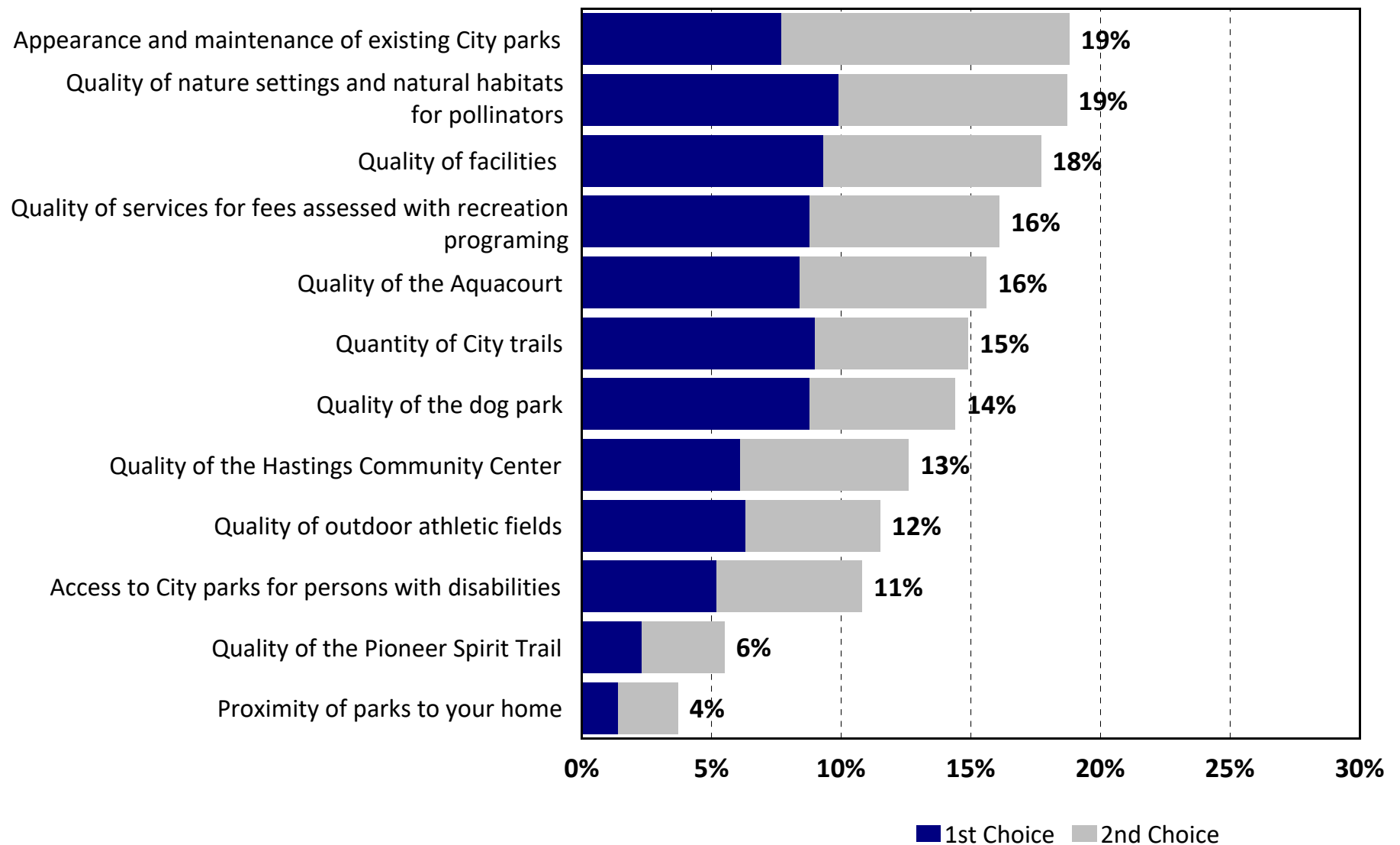
### Q3. Satisfaction with Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



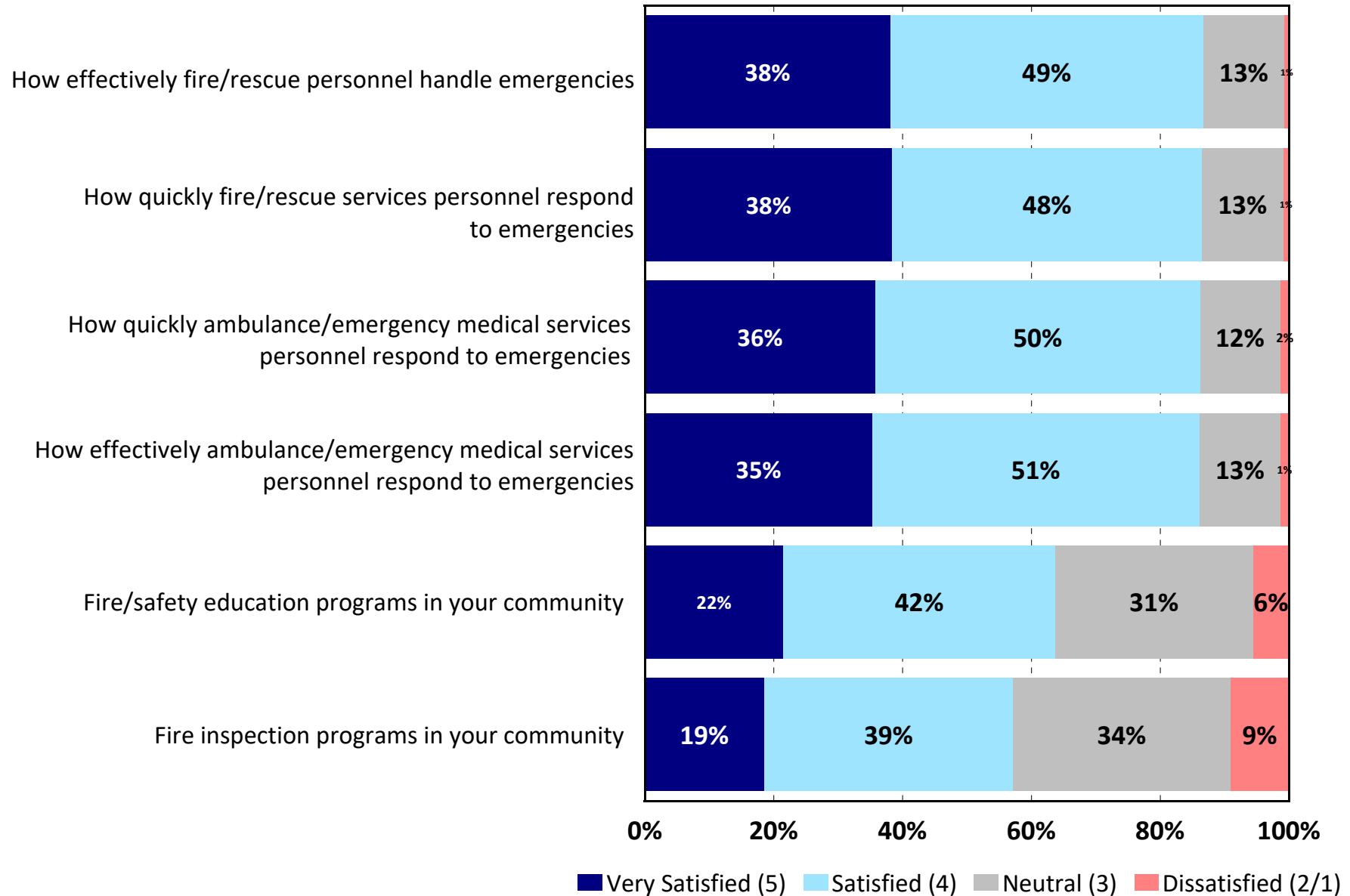
# Q3a. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



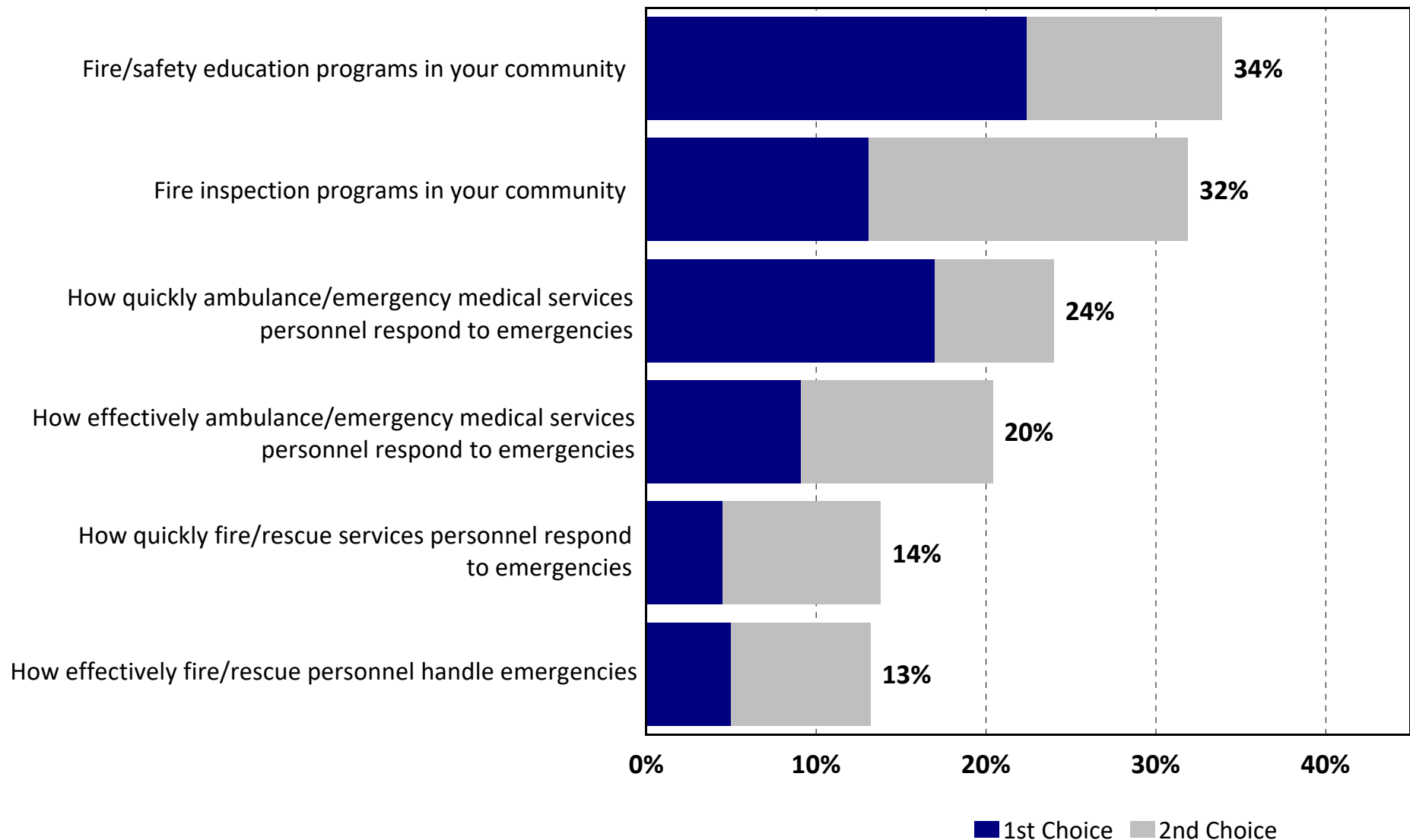
## Q4. Satisfaction with Fire Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



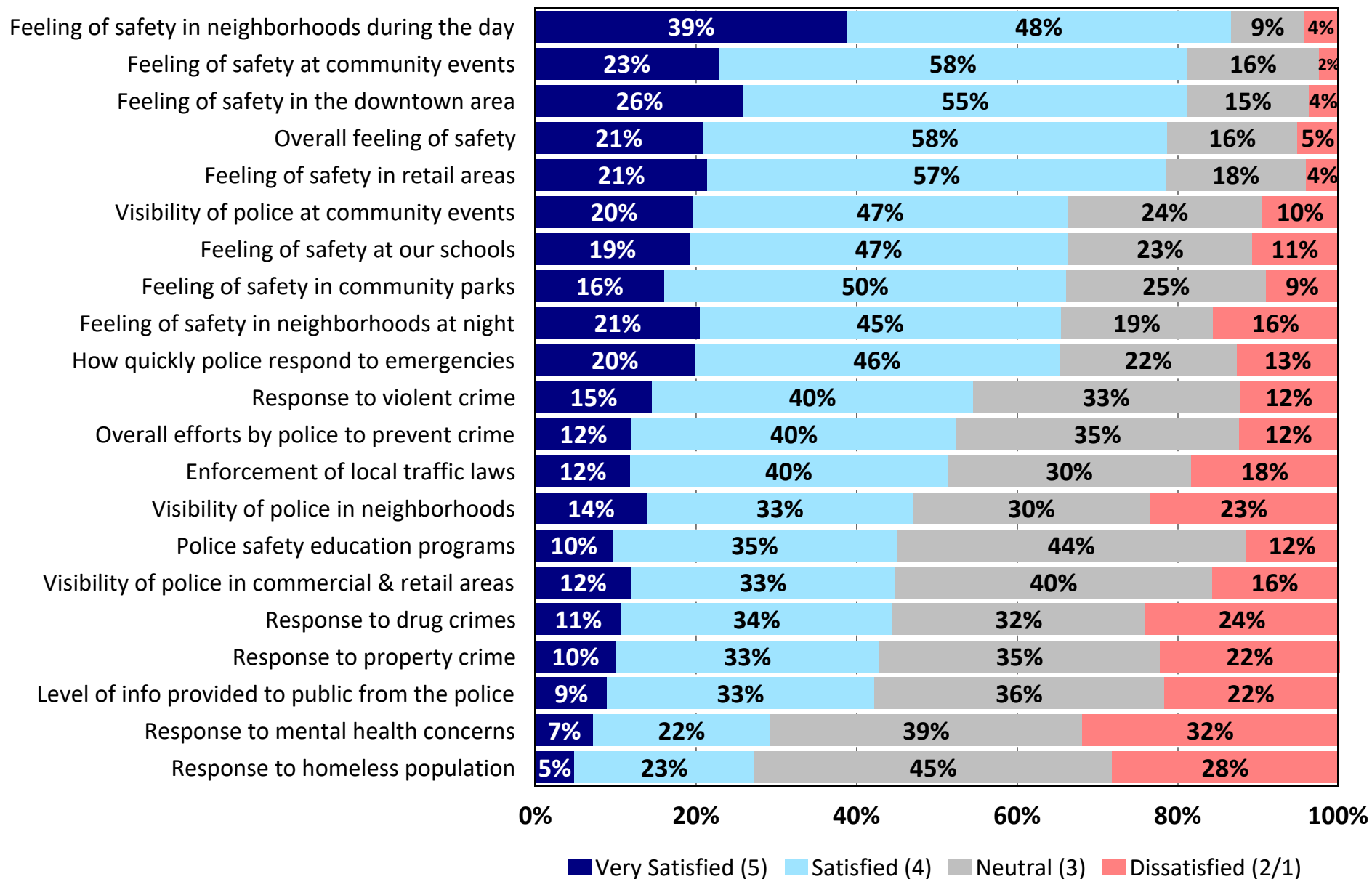
## Q4a. Fire Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



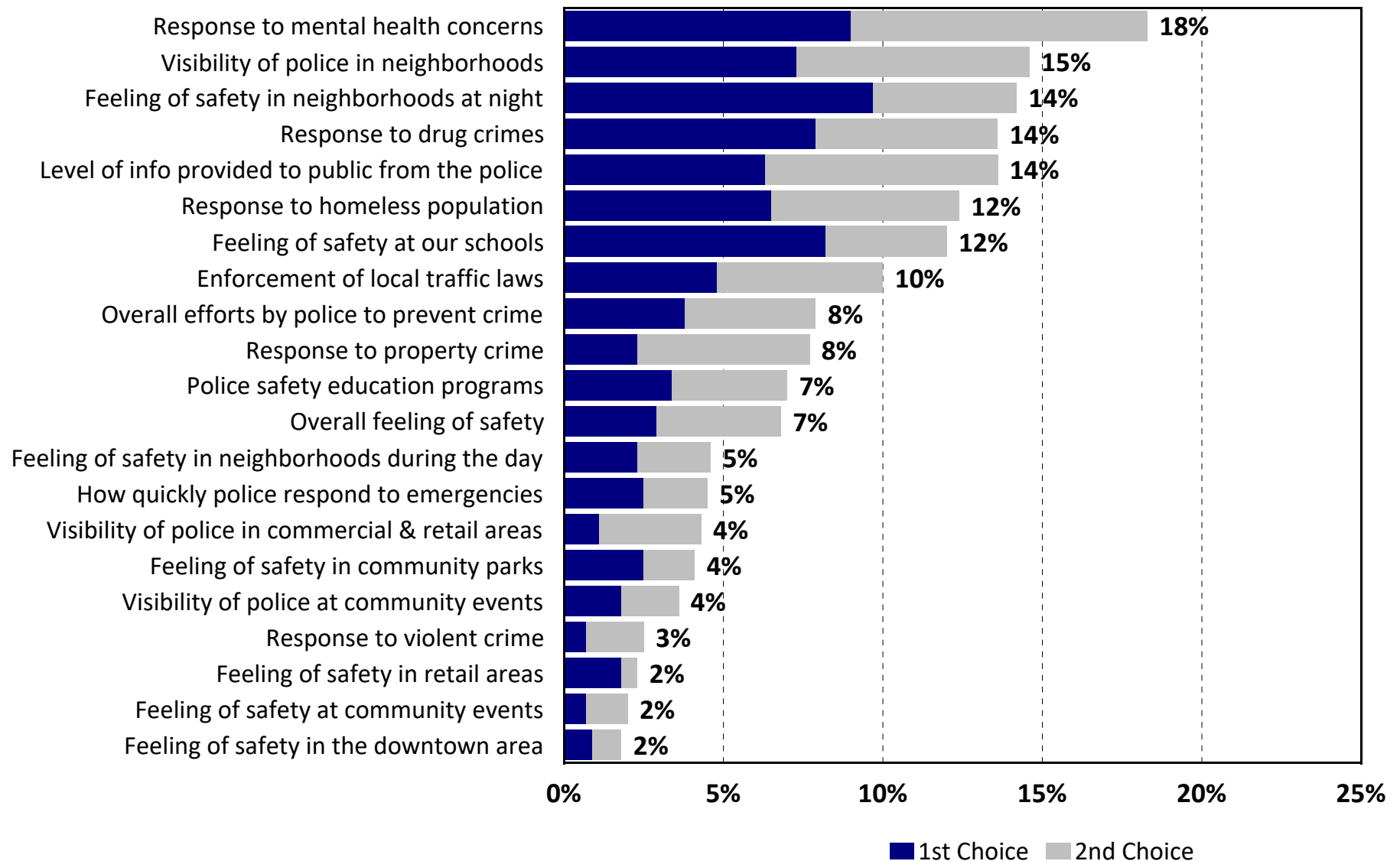
## Q5. Satisfaction with Public Safety Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



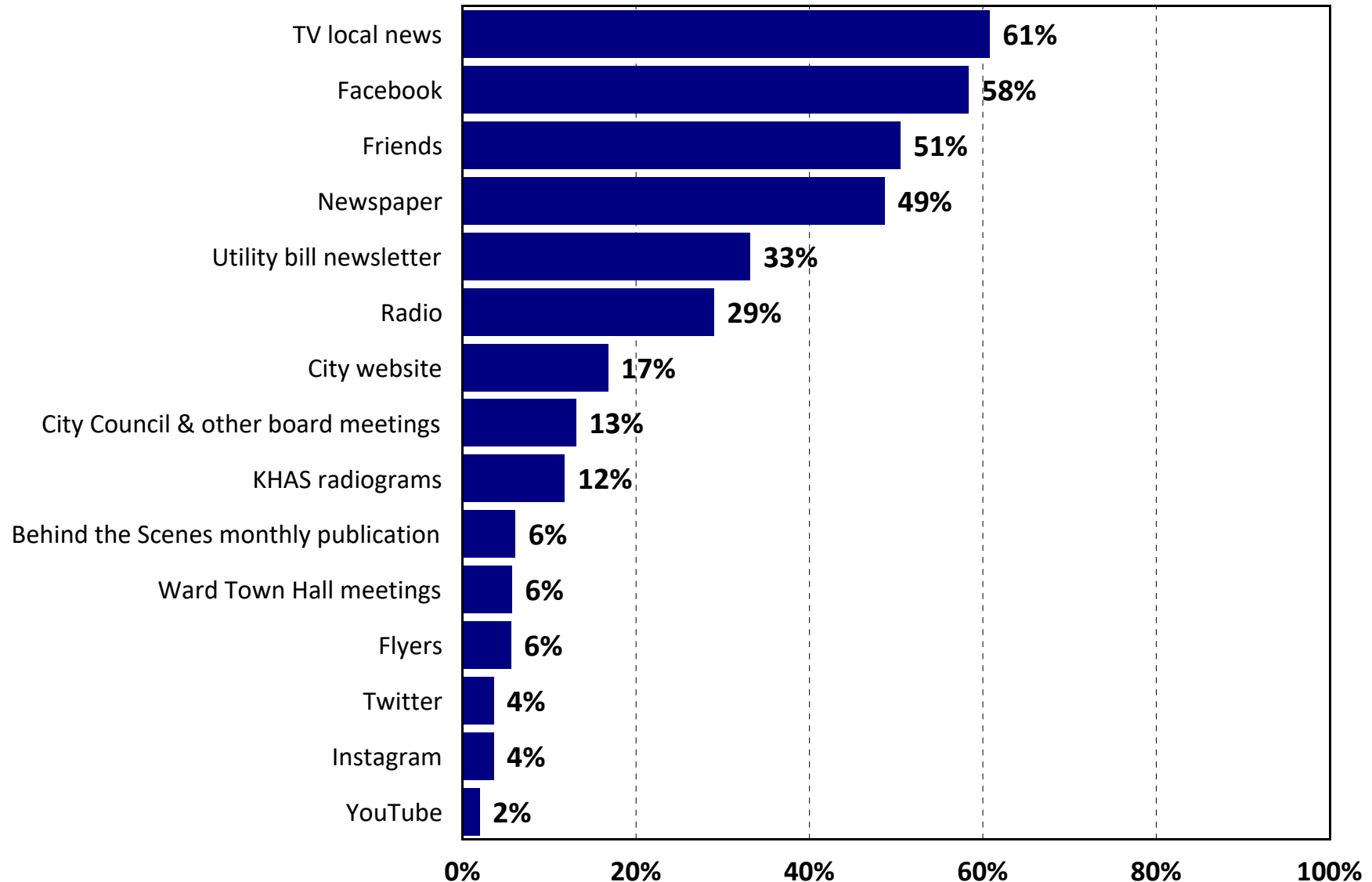
# Q5a. Public Safety Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



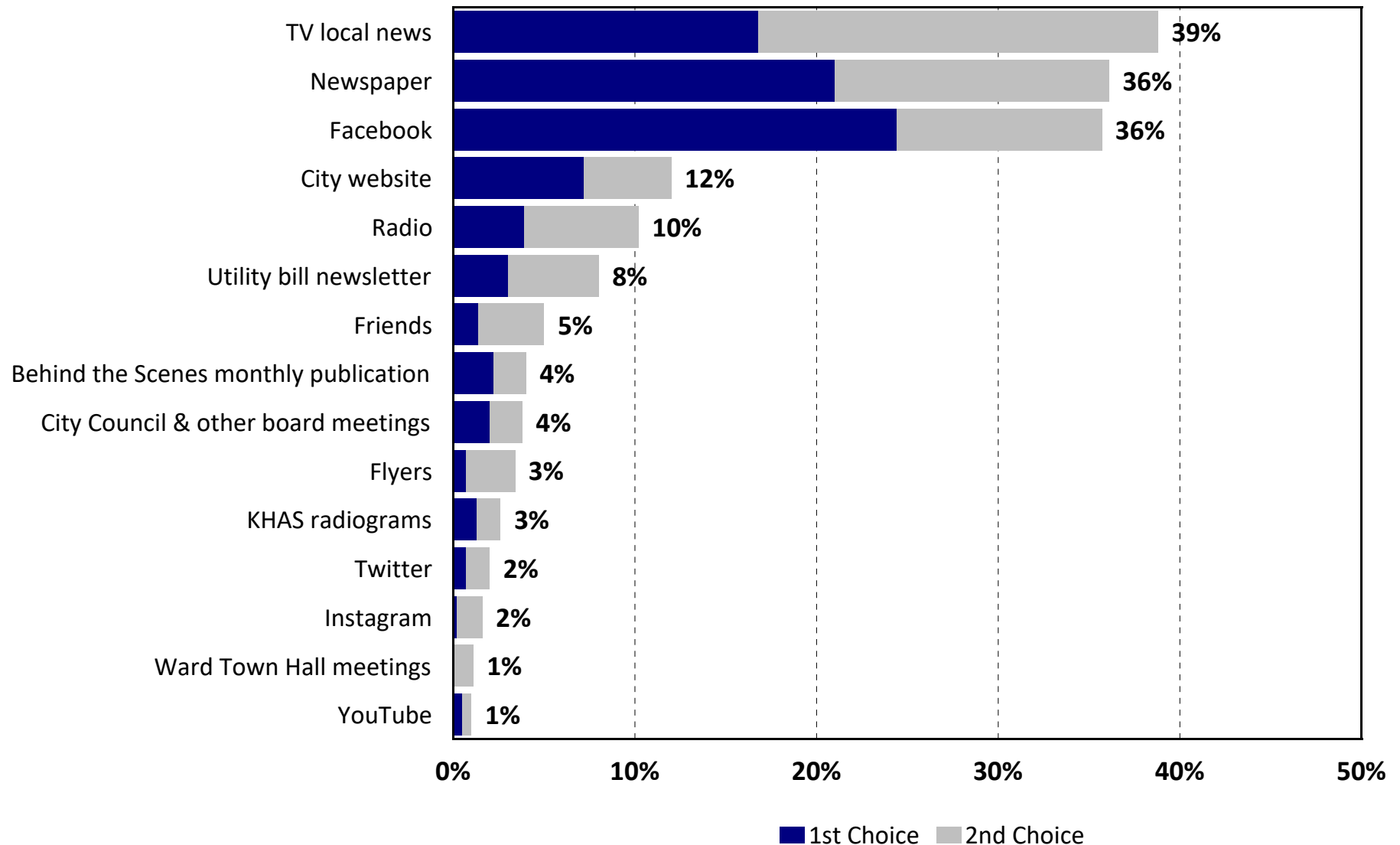
## Q6. Sources of Communication About City Programs, Services, and Events

by percentage of respondents (multiple selections could be made)



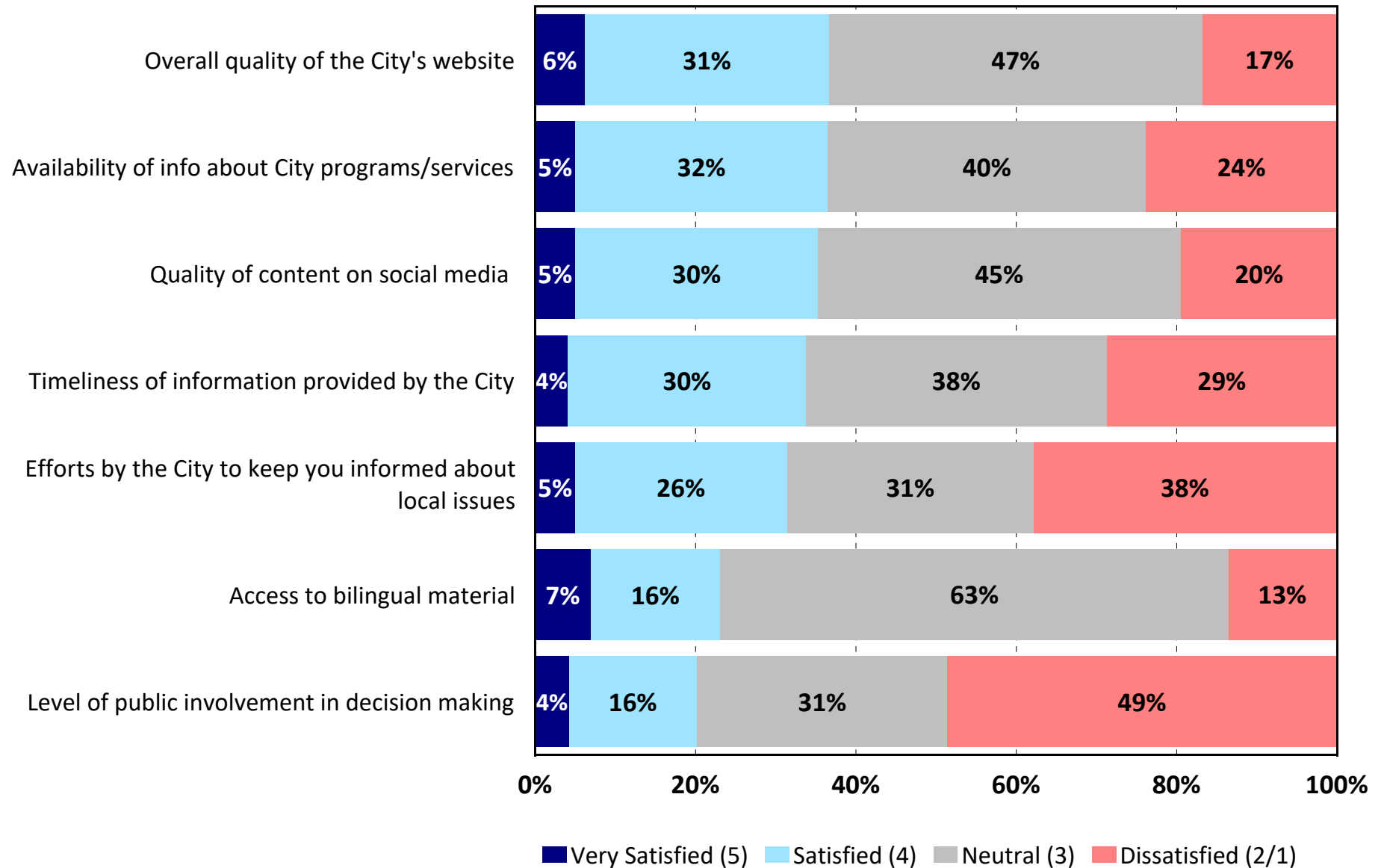
## Q6a. Sources of Communication Where Residents Most Prefer to Get Information From the City

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



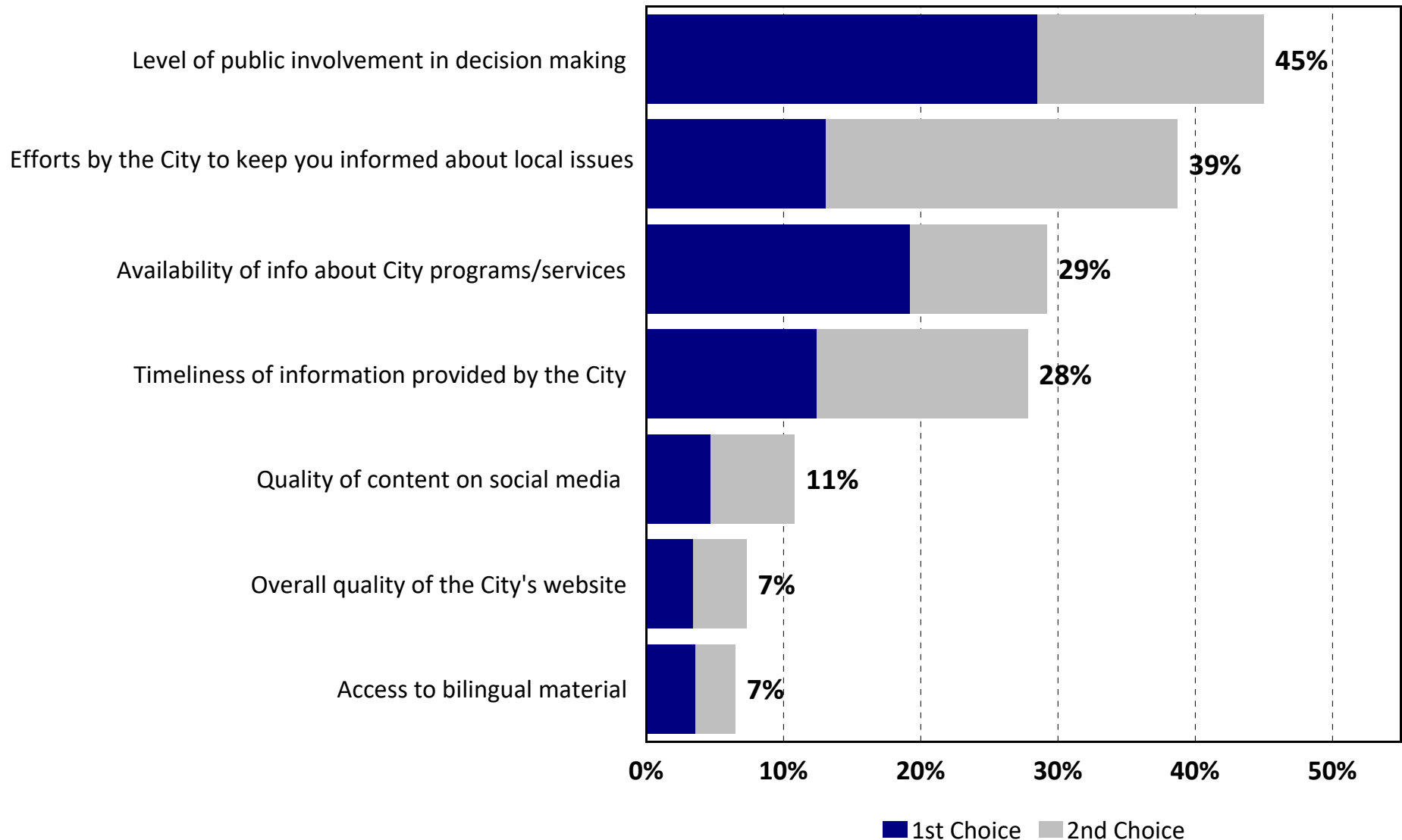
## Q7. Satisfaction with Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



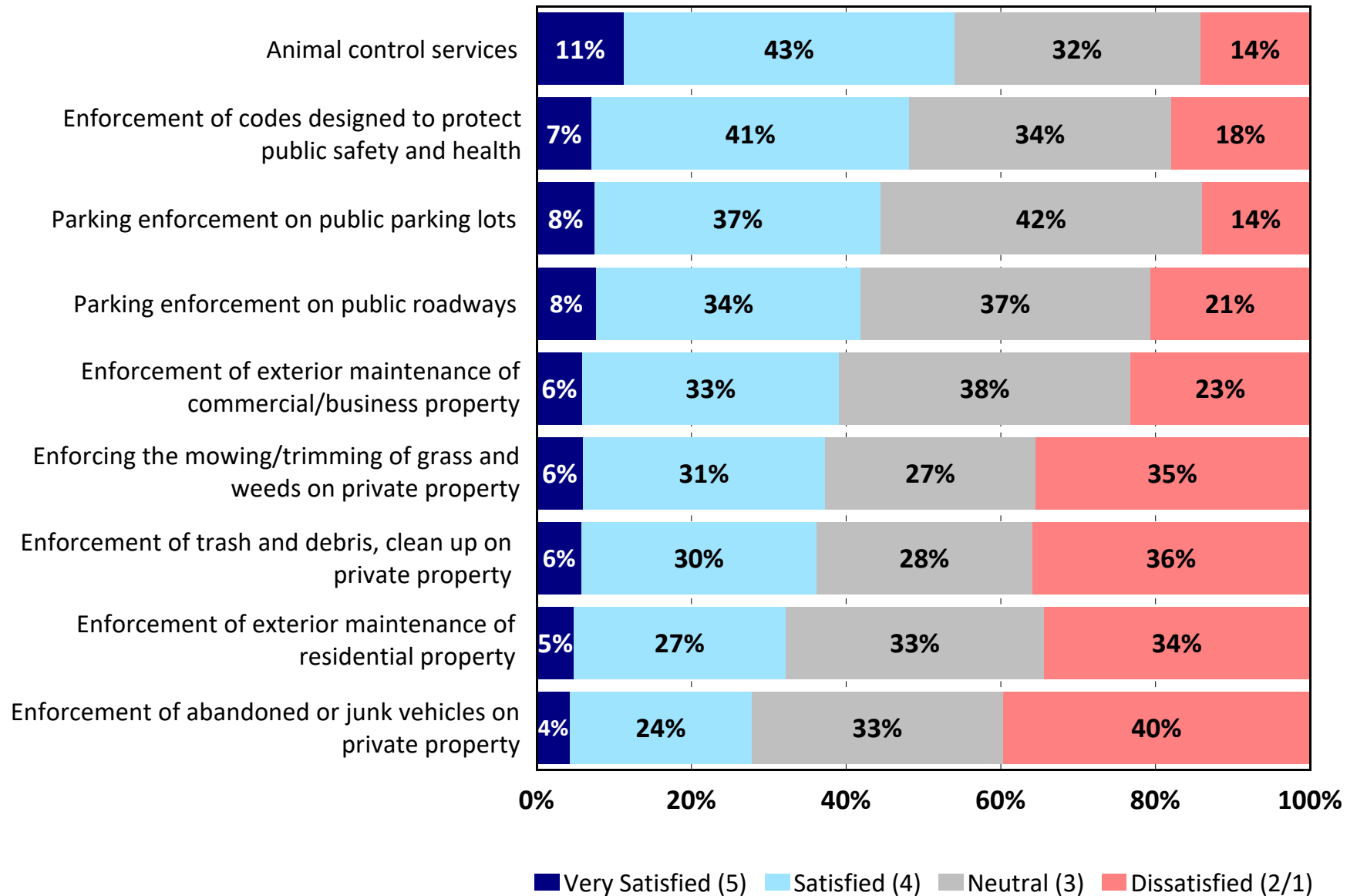
## Q7a. Communication Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



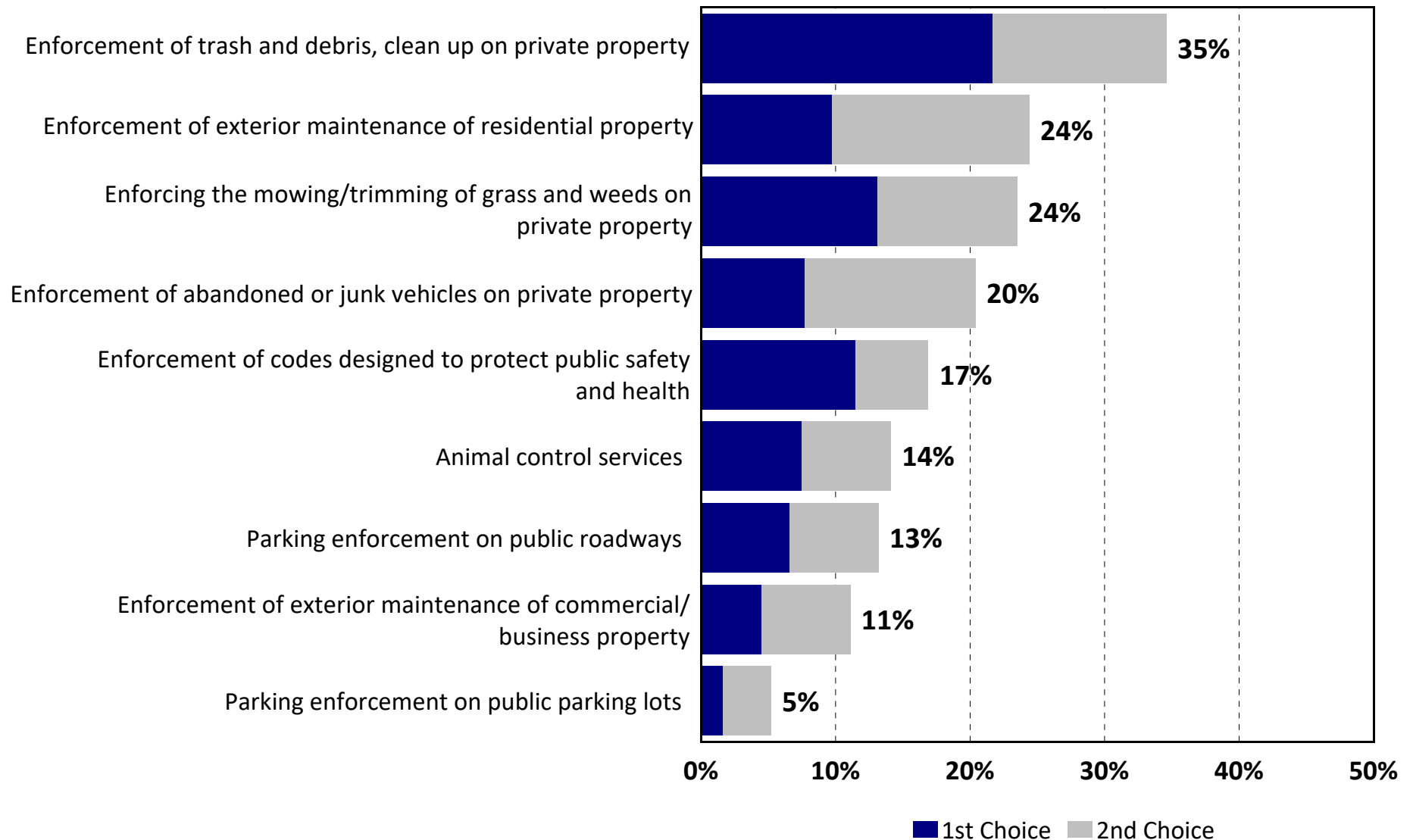
## Q8. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



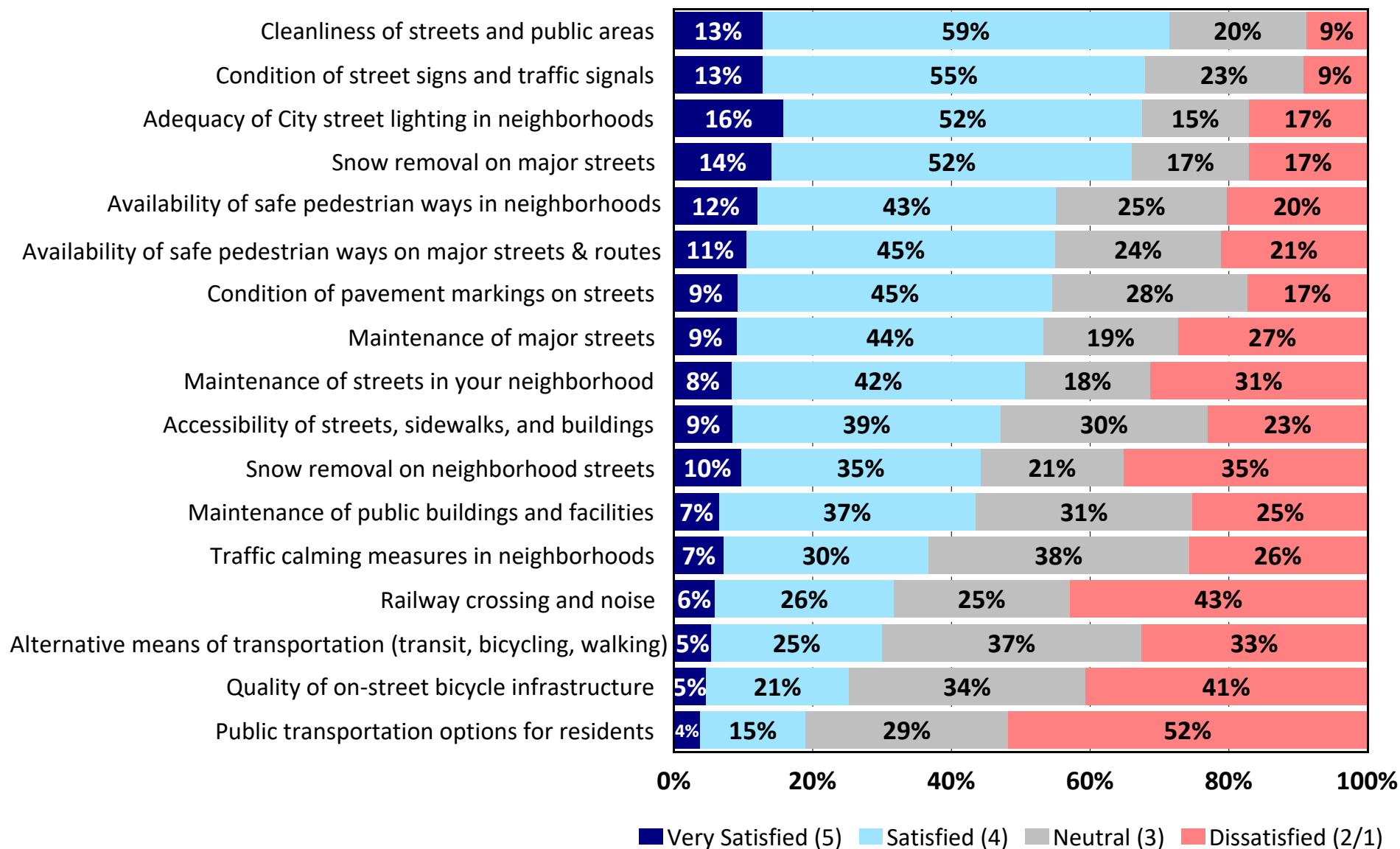
# Q8a. Code Enforcement Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



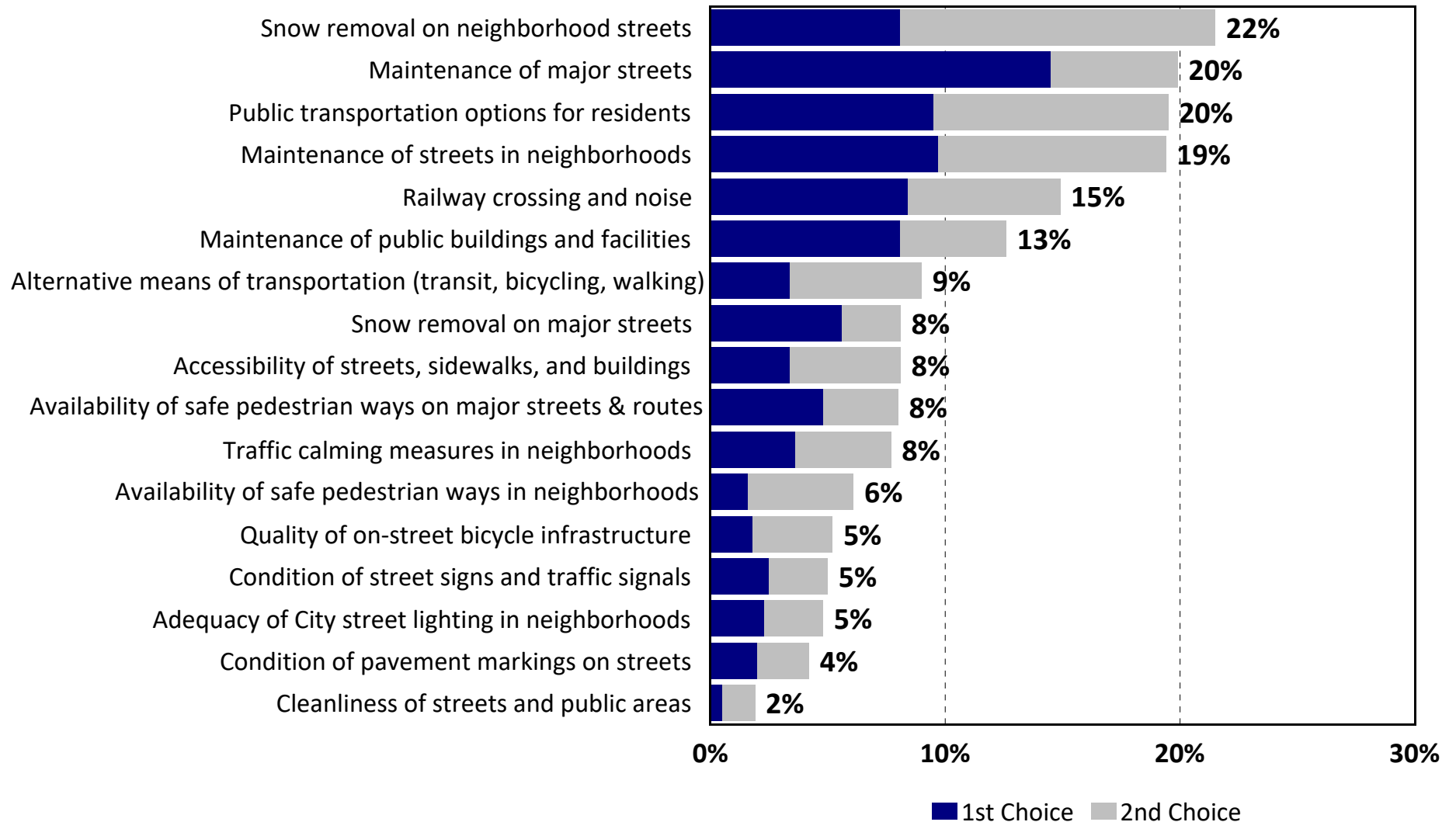
## Q9. Satisfaction with Transportation and Infrastructure

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



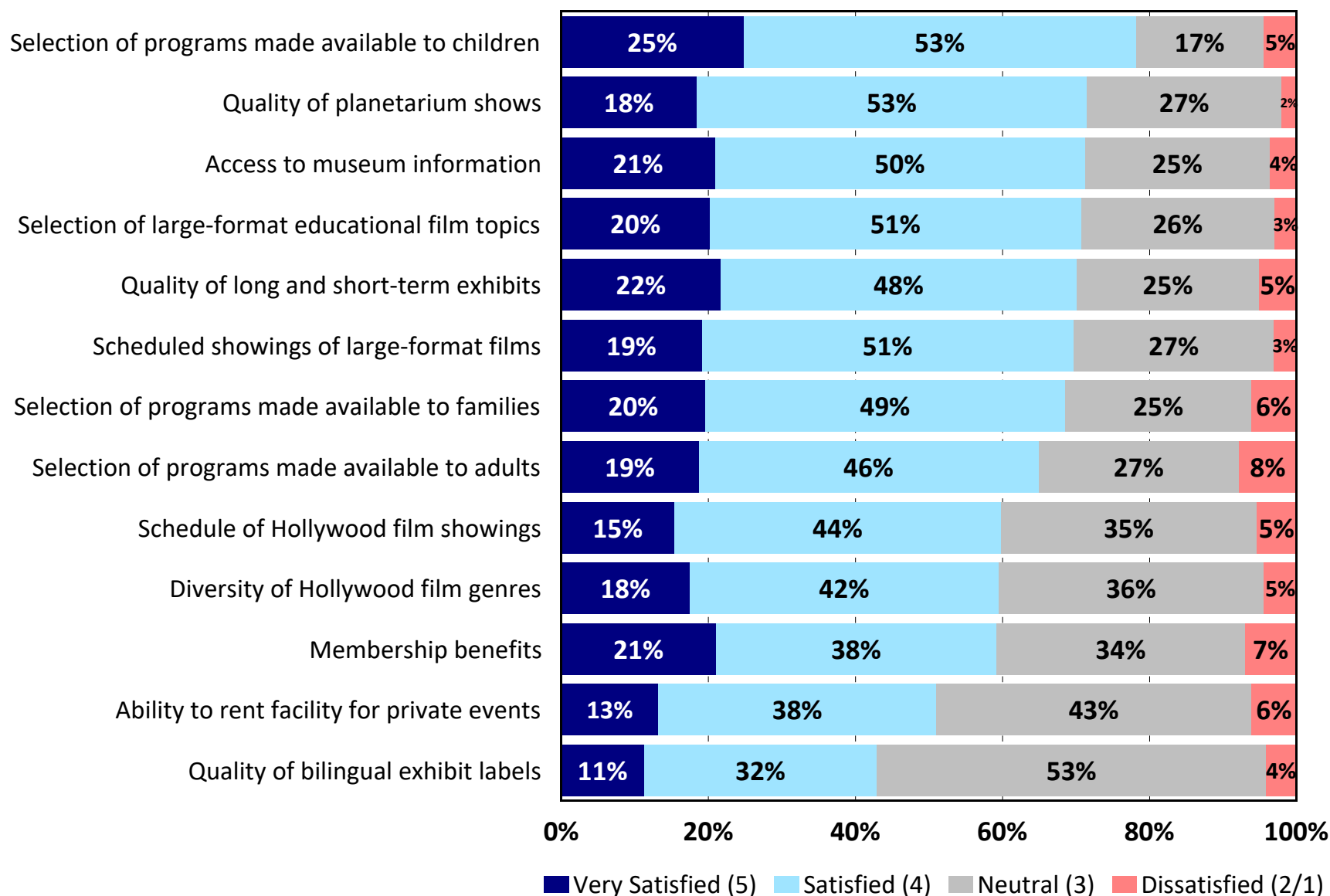
# Q9a. Transportation and Infrastructure Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



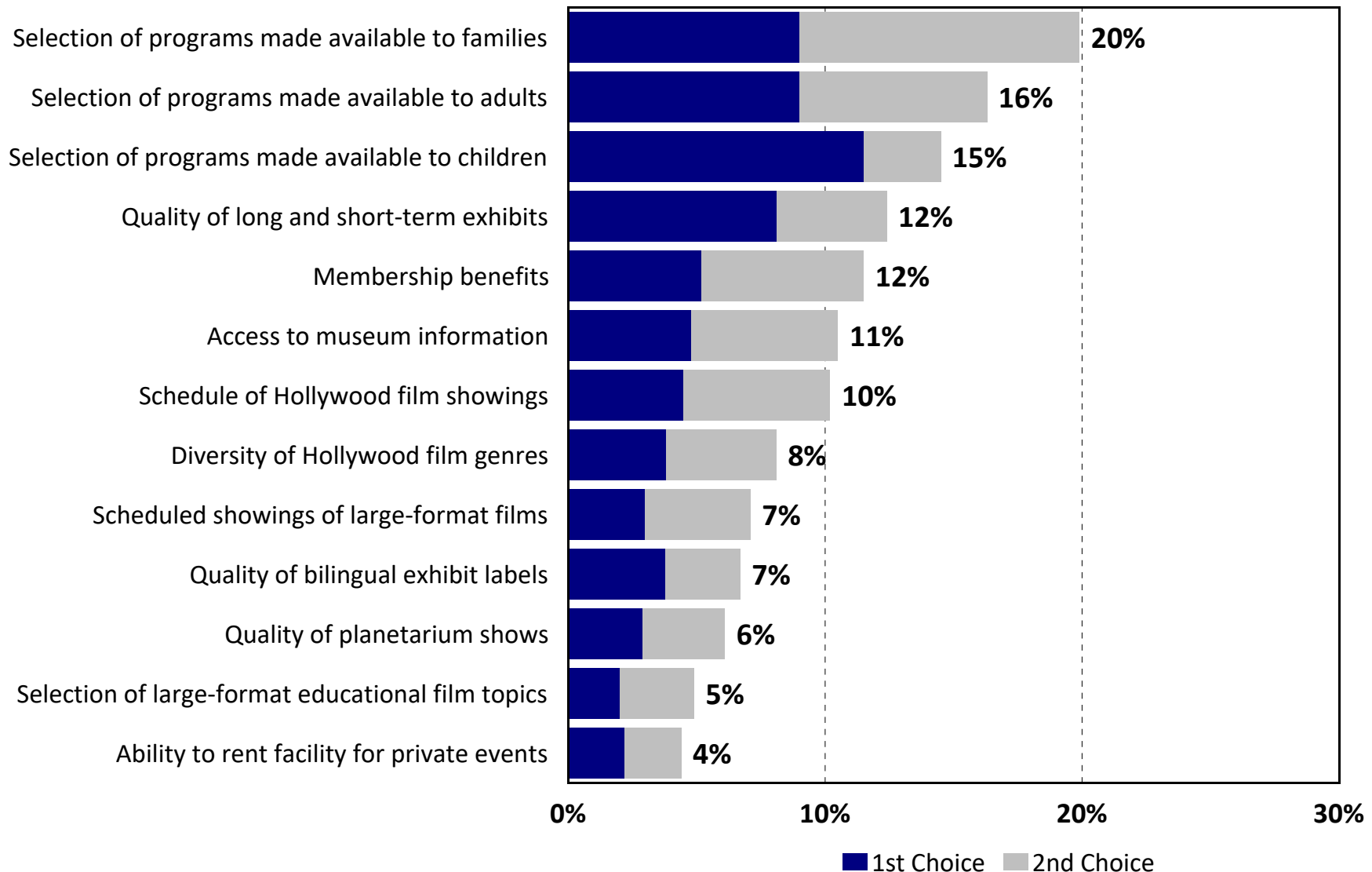
# Q10. Satisfaction with Public Museum Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



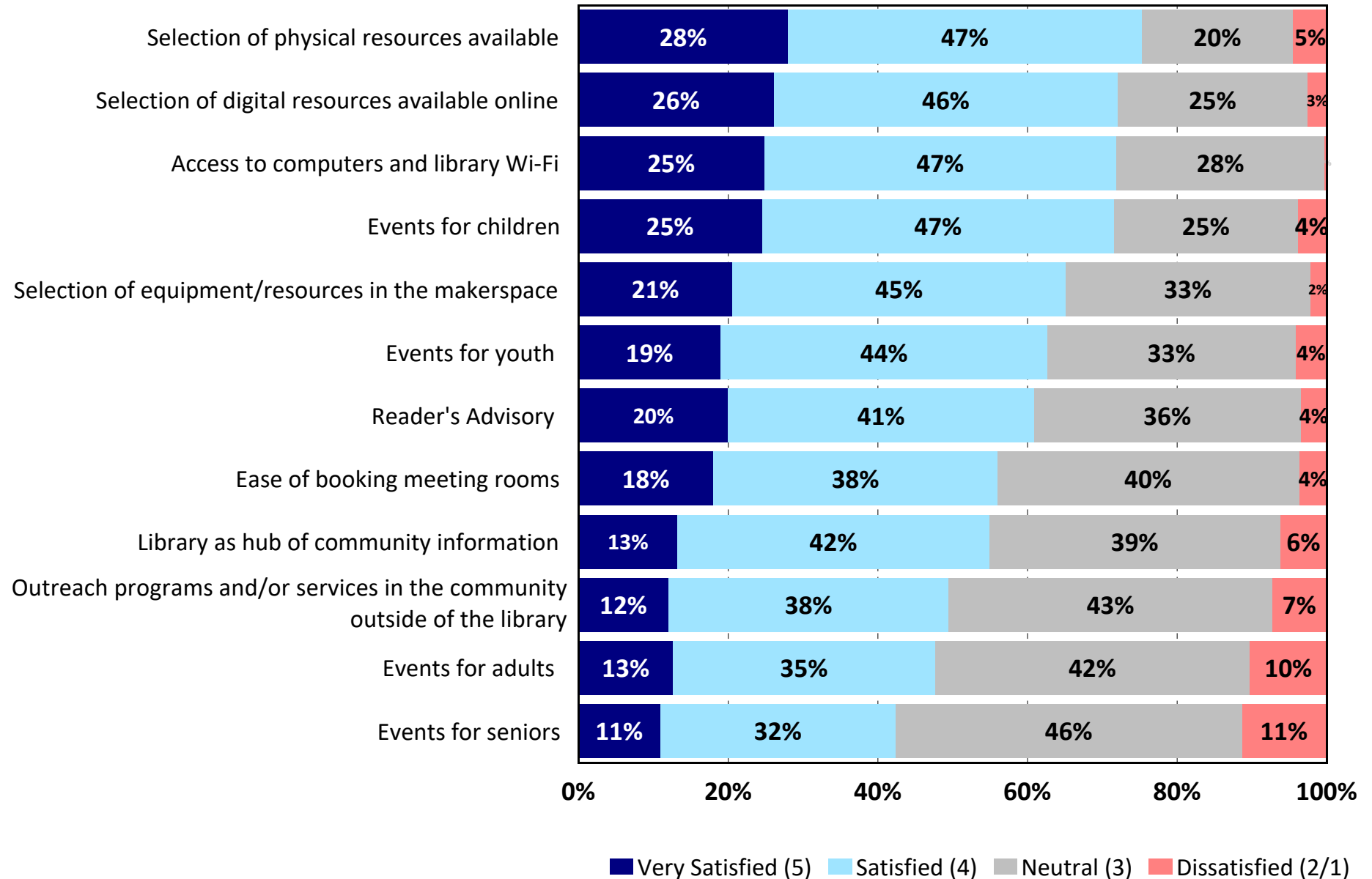
# Q10a. Public Museum Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



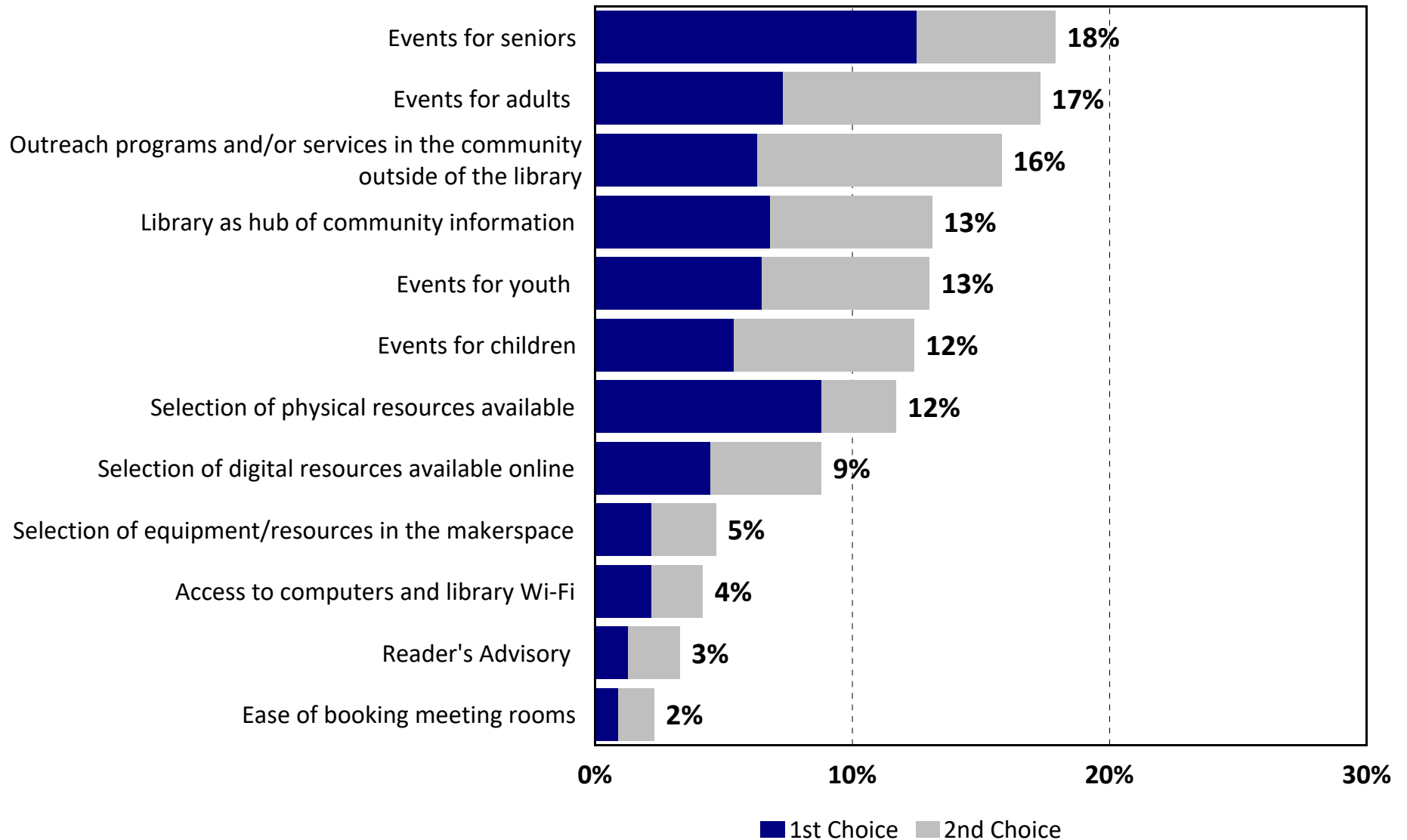
# Q11. Satisfaction with Public Library Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



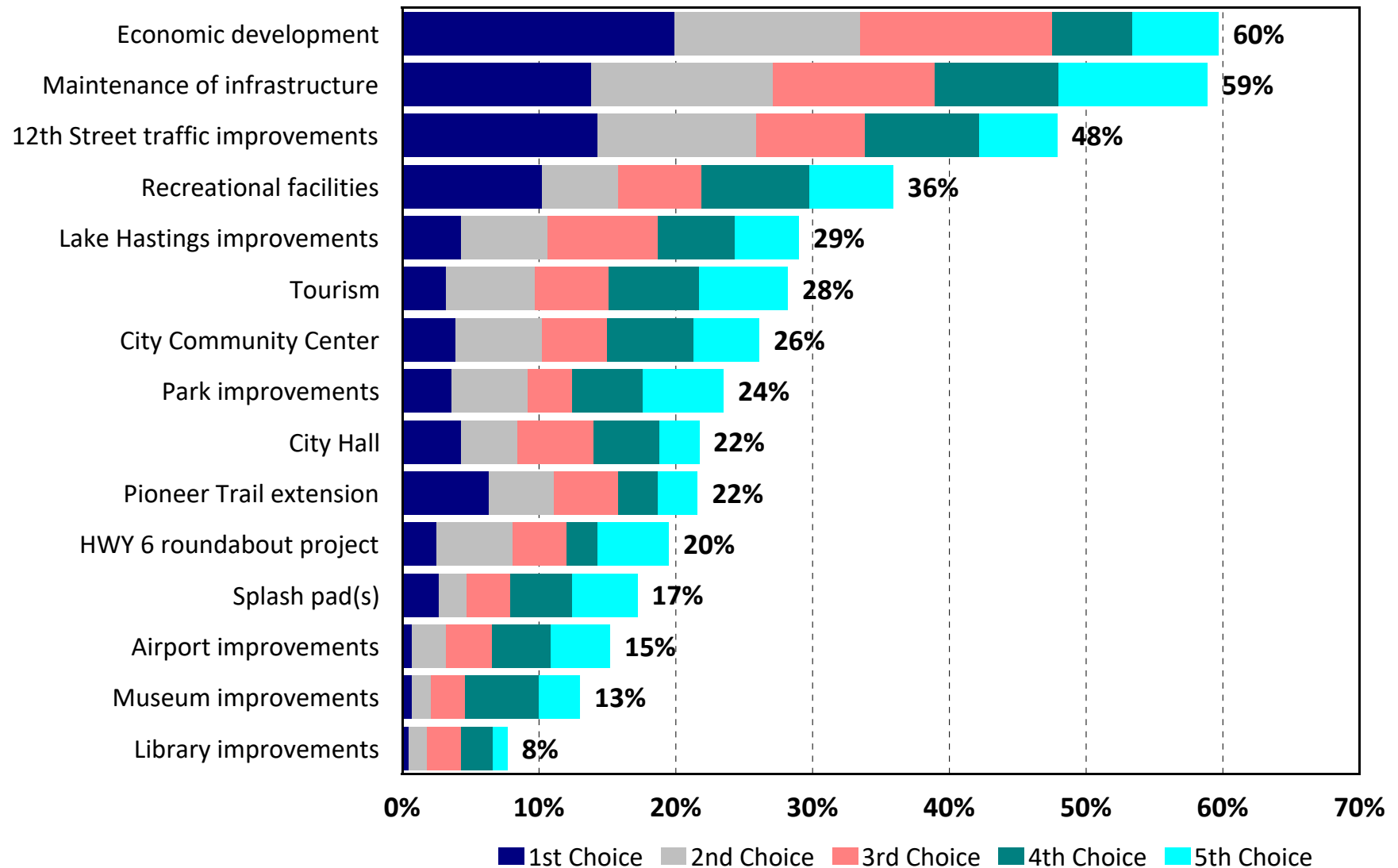
# Q11a. Public Library Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



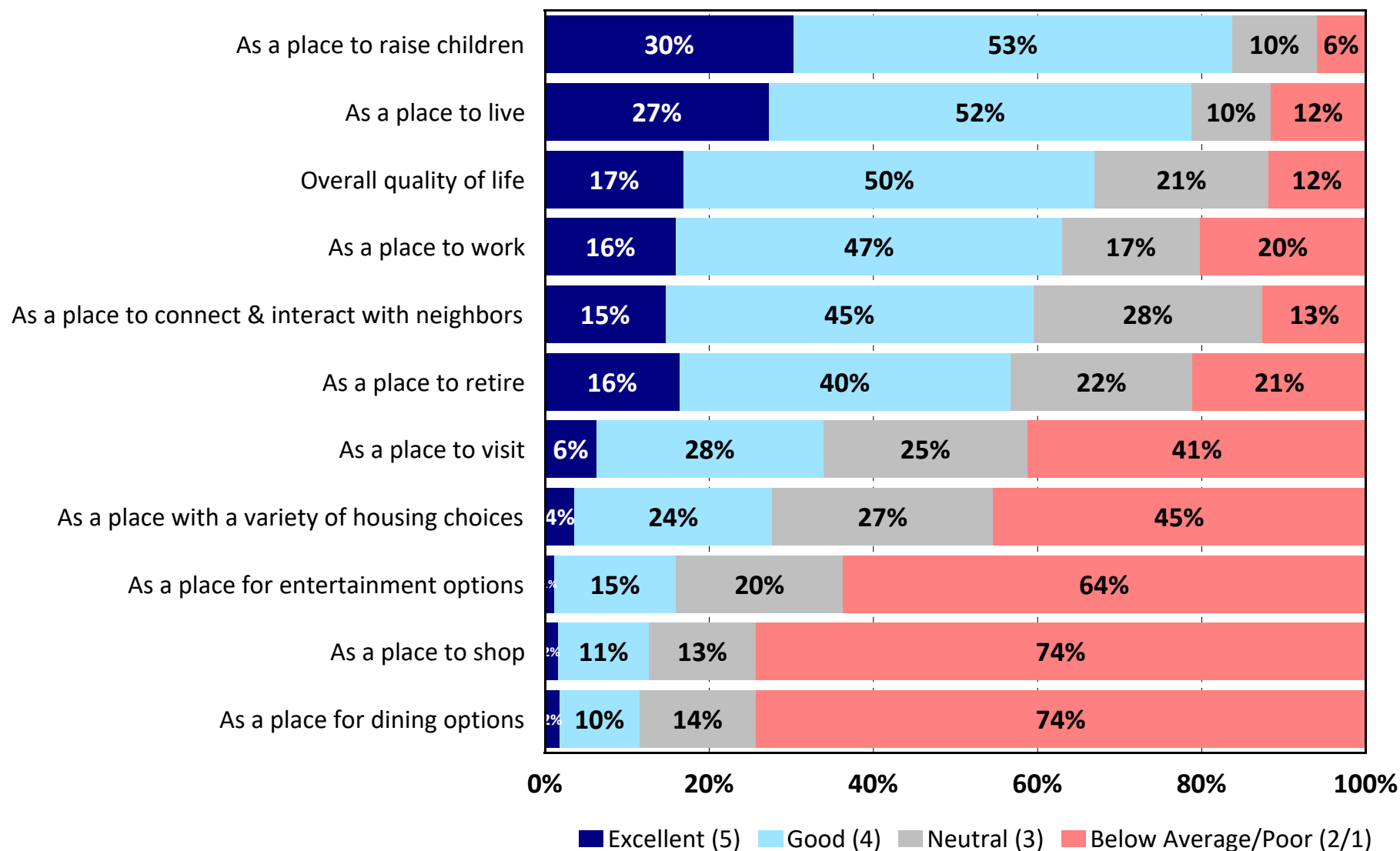
# Q12. Projects That Residents Believe Should be the Top Priorities Over the Next Decade

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



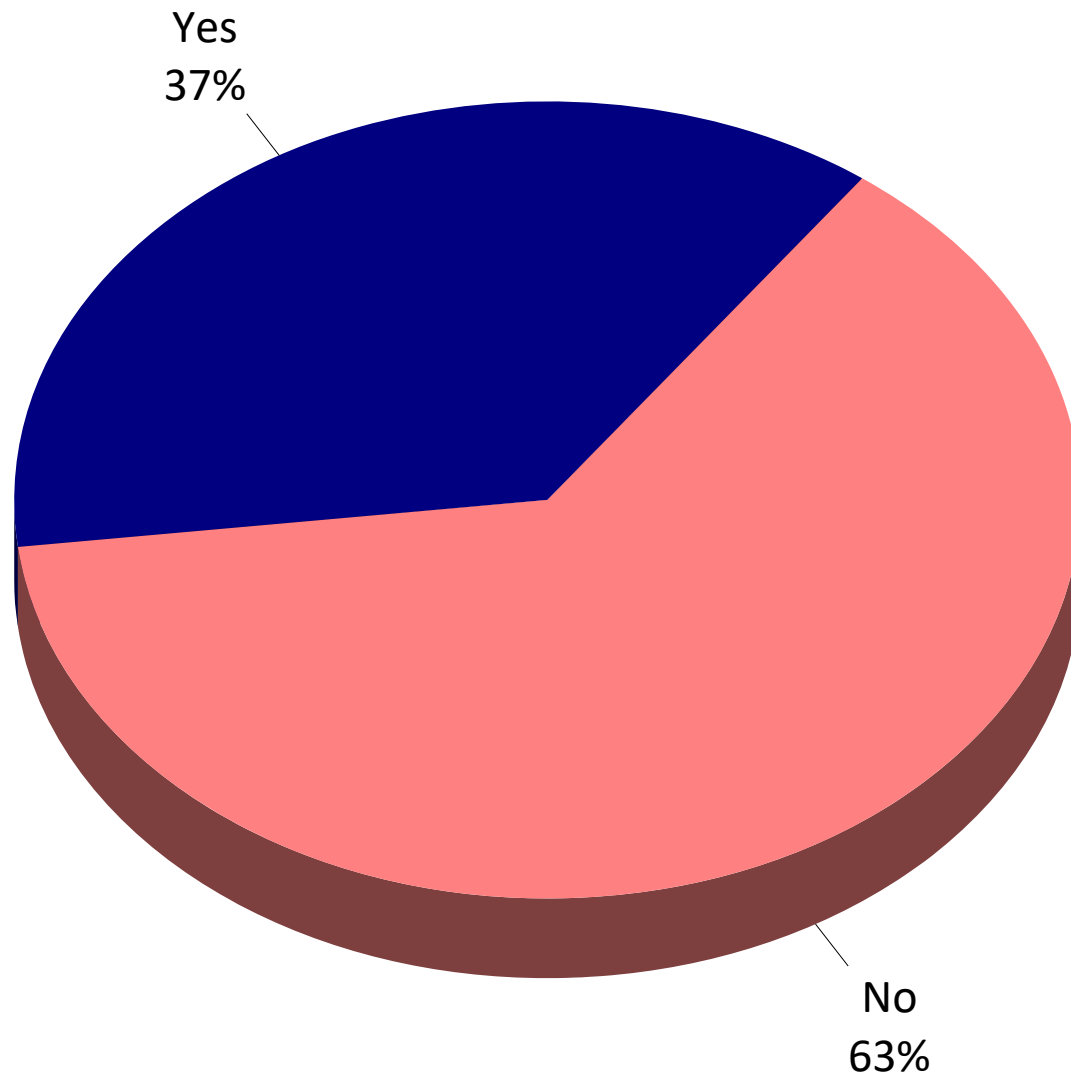
## Q13. Ratings of Quality of Living in Hastings

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



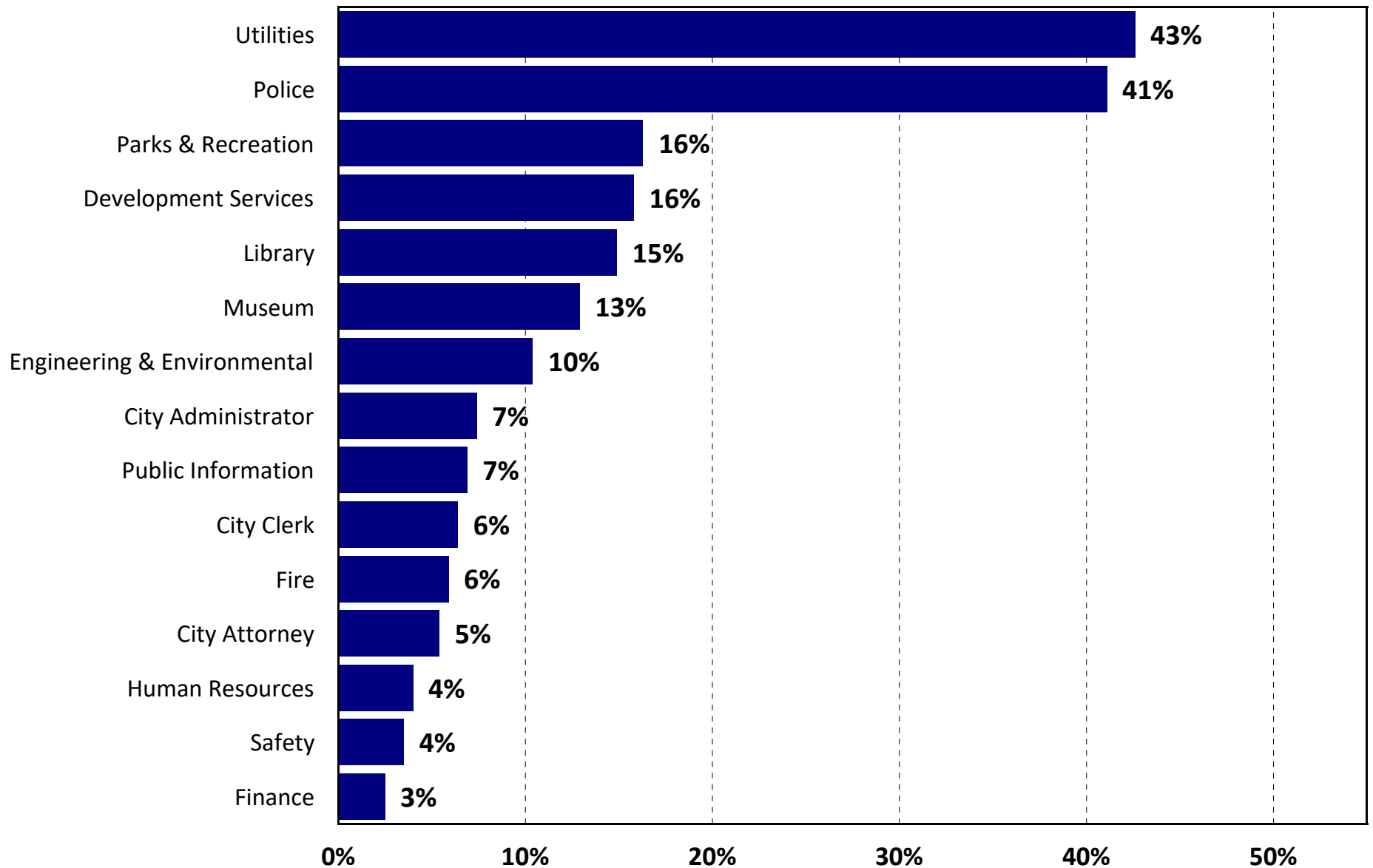
## Q14. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

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



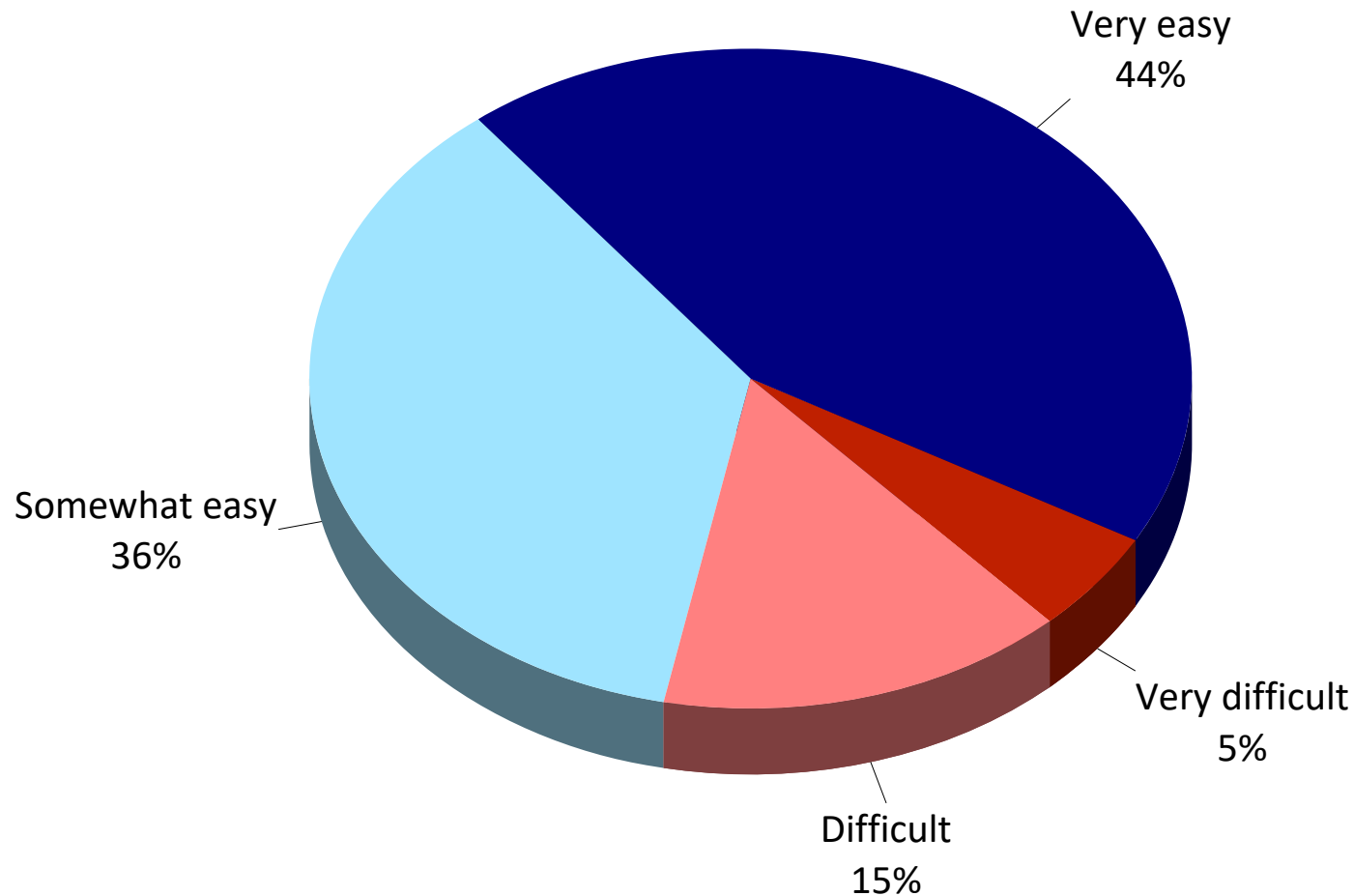
## Q14a. Which department(s) did you contact?

by percentage of respondents who contacted the City during the past year (multiple selections could be made)



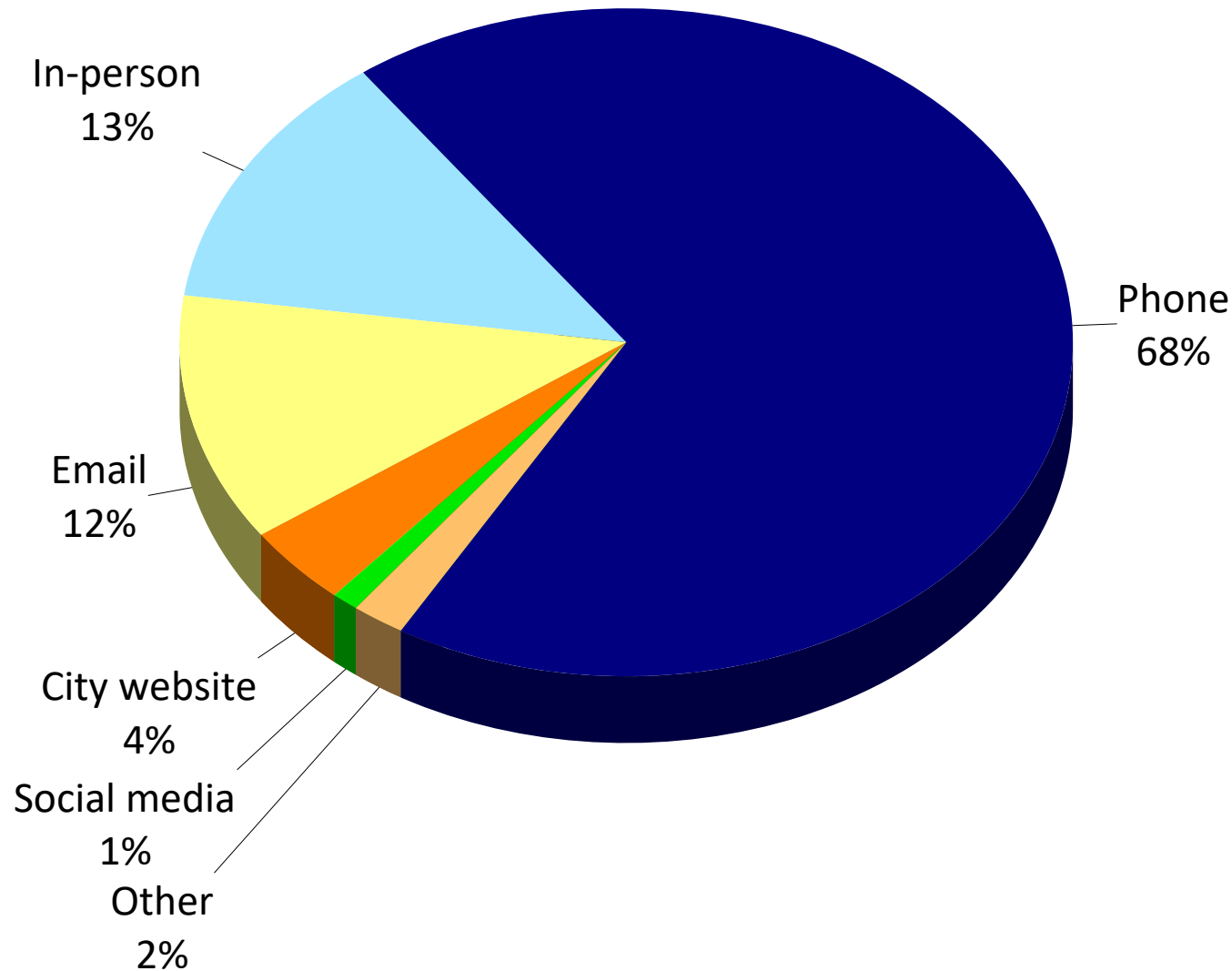
## Q14b. Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach?

by percentage of respondents who contacted the City during the past year (excluding “not provided”)



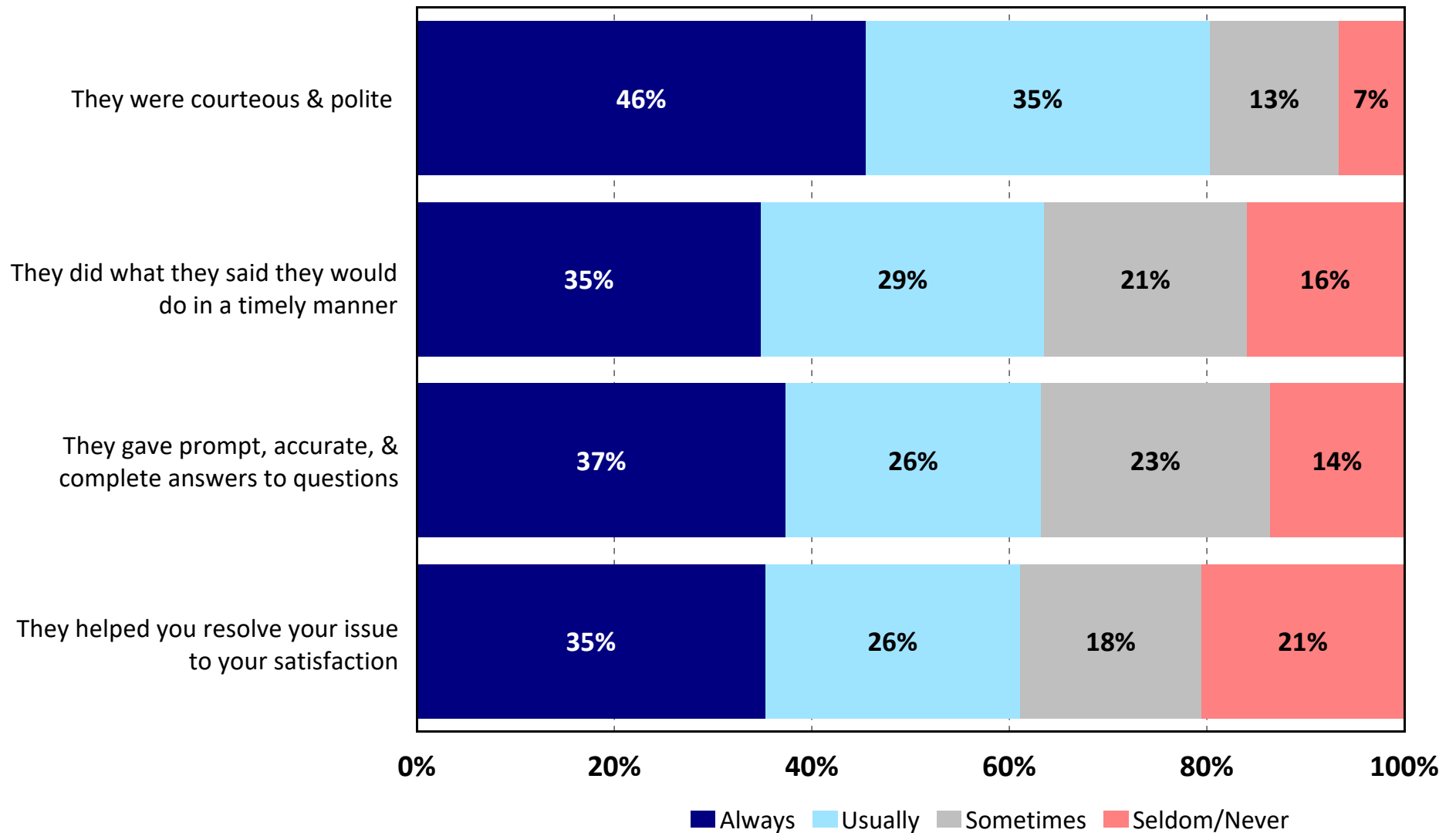
## Q14c. Which method do you typically use when you need to reach the City for assistance?

by percentage of respondents who contacted the City during the past year (excluding “not provided”)



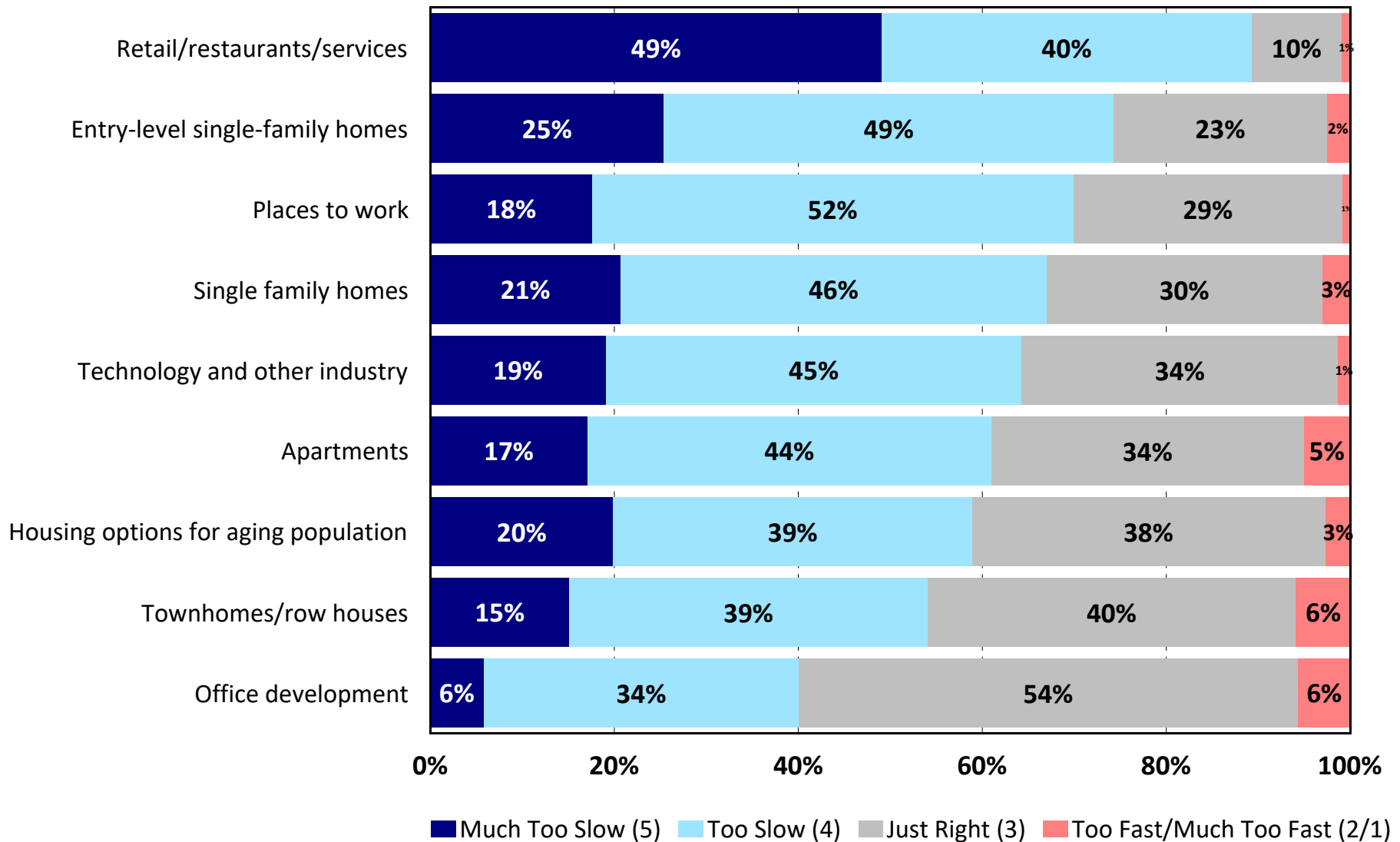
# Q14d. How Often City Employees Have Displayed the Following Behaviors

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



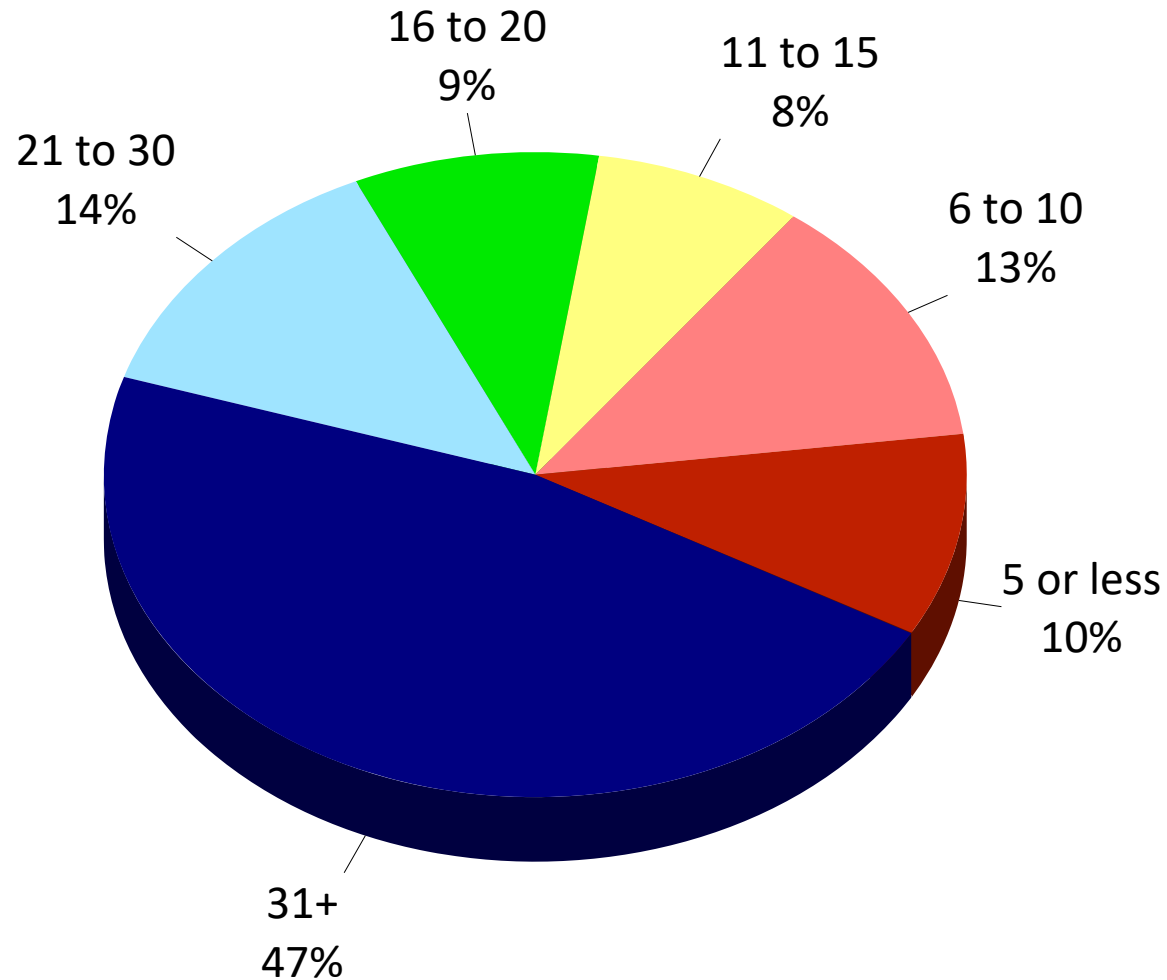
# Q15. Perceptions of the City's Current Pace of Development in Each of the Following Areas

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



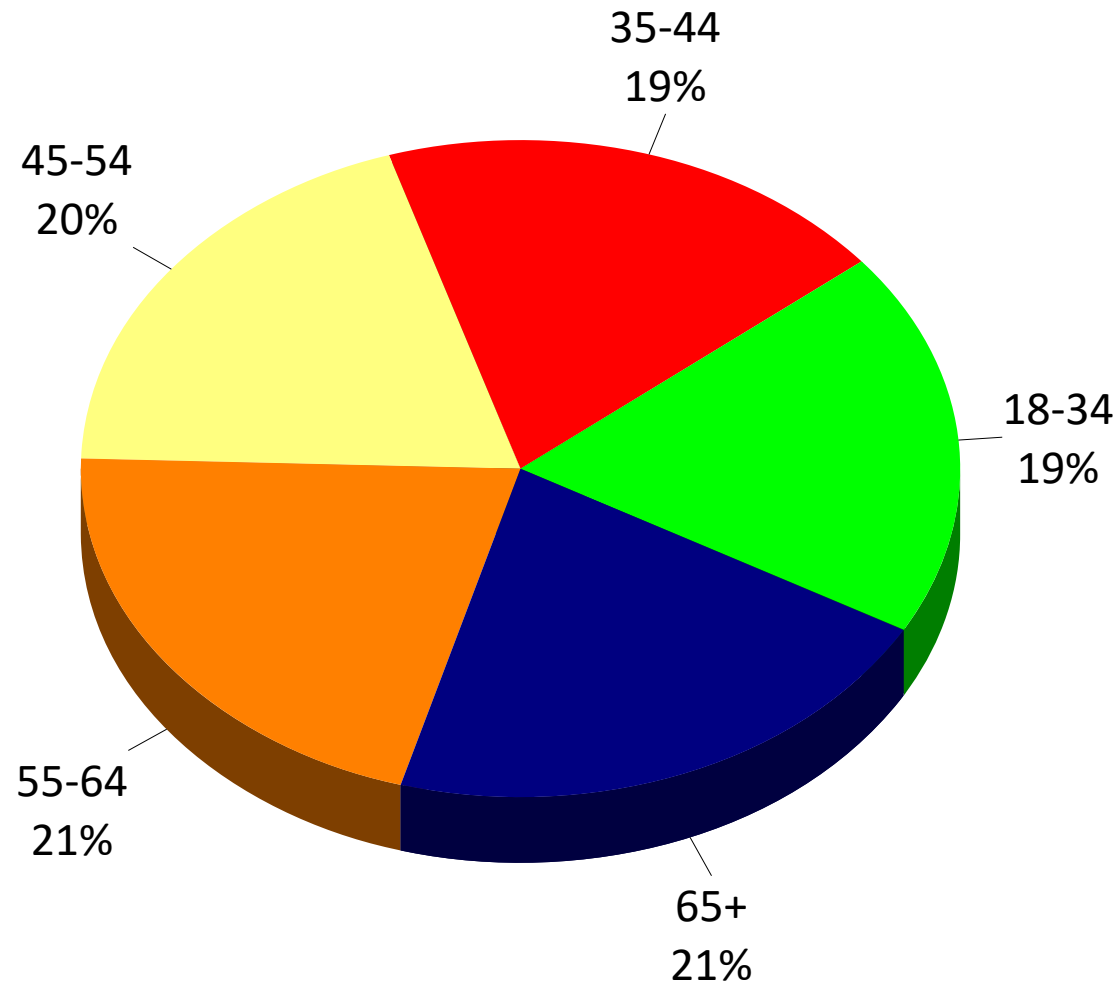
## Q16. Demographics: Approximately how many years have you lived in the City of Hastings?

by percentage of respondents (excluding "prefer not to answer")



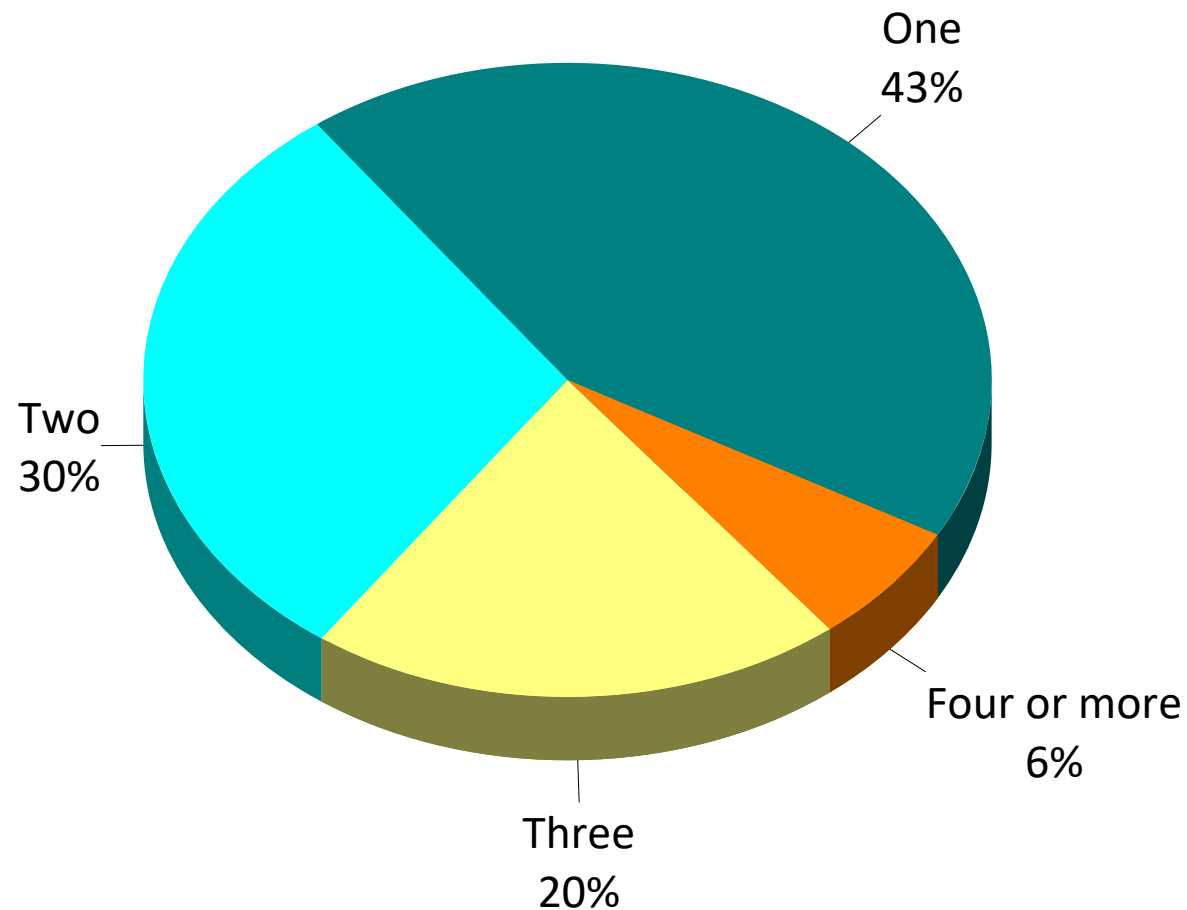
## Q17. Demographics: Which of the following best describes your age?

by percentage of respondents (excluding "prefer not to answer")



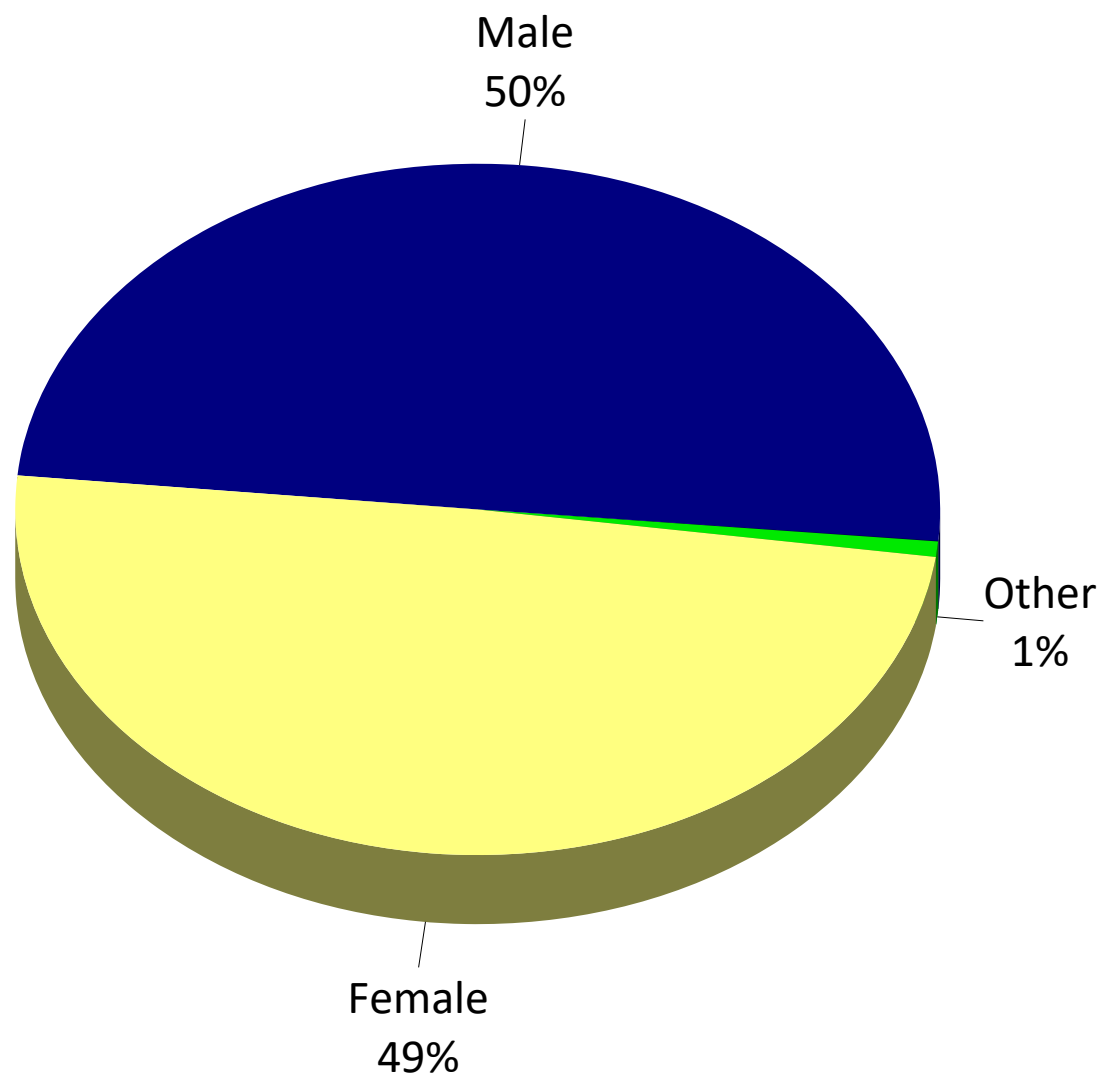
## Q18. Demographics: How many children 18 and younger live in your household?

by percentage of respondents who have children 18 and younger in the household



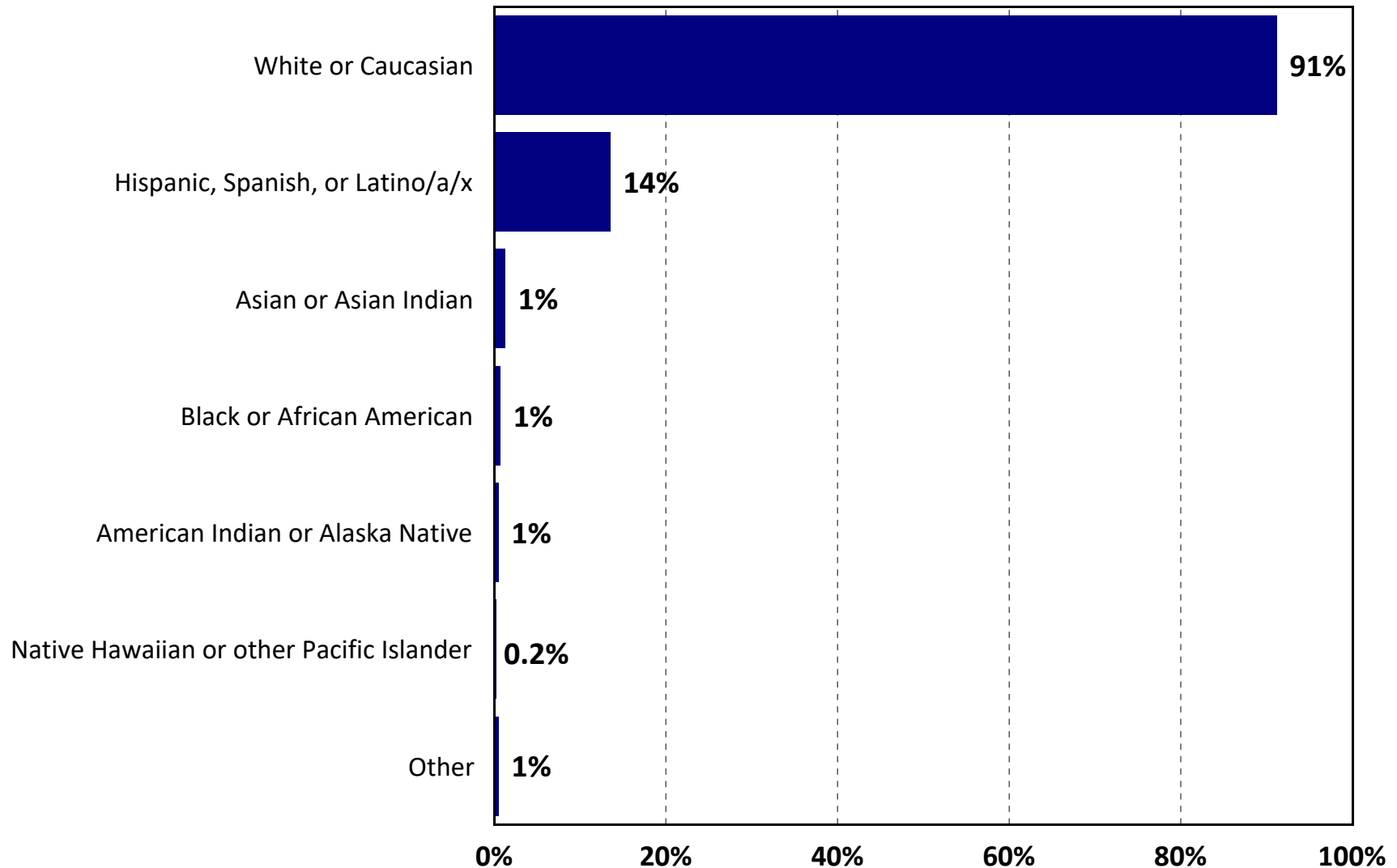
## Q19. Demographics: Gender

by percentage of respondents (excluding “prefer not to answer”)



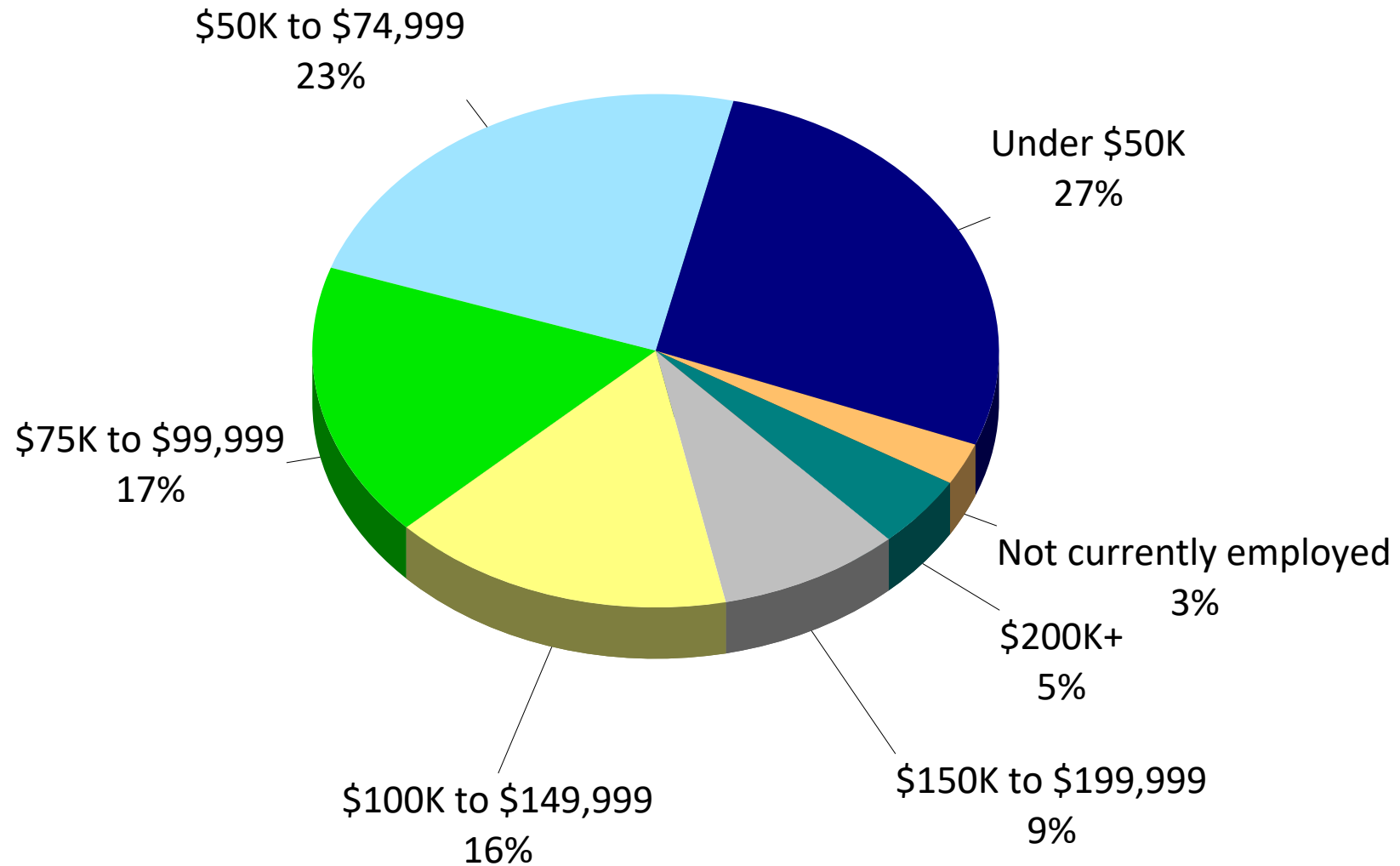
## Q20. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "prefer not to answer" - multiple selections could be made)



## Q21. Demographics: Total Annual Household Income

by percentage of respondents (excluding “prefer not to answer”)





## Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders 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. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of over 10,000 residents in the continental United States; (2) a regional survey that was administered by ETC Institute during the summer of 2023 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, Wisconsin, and (3) a survey administered by ETC Institute during the summer of 2023 to a random sample of 2,501 residents living in communities with populations of less than 30,000.

The charts on the following pages show how the results for the City of Hastings compare to the national average, the Plains regional average, and the average from communities with less than 30,000 residents. The dark blue bar shows the results for Hastings. The yellow bar shows the Plains regional average from communities that administered the *DirectionFinder*® survey during the summer of 2023. The green bar shows the average from communities with populations of less than 30,000 where the *DirectionFinder*® survey was administered during the summer of 2023. The light blue bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

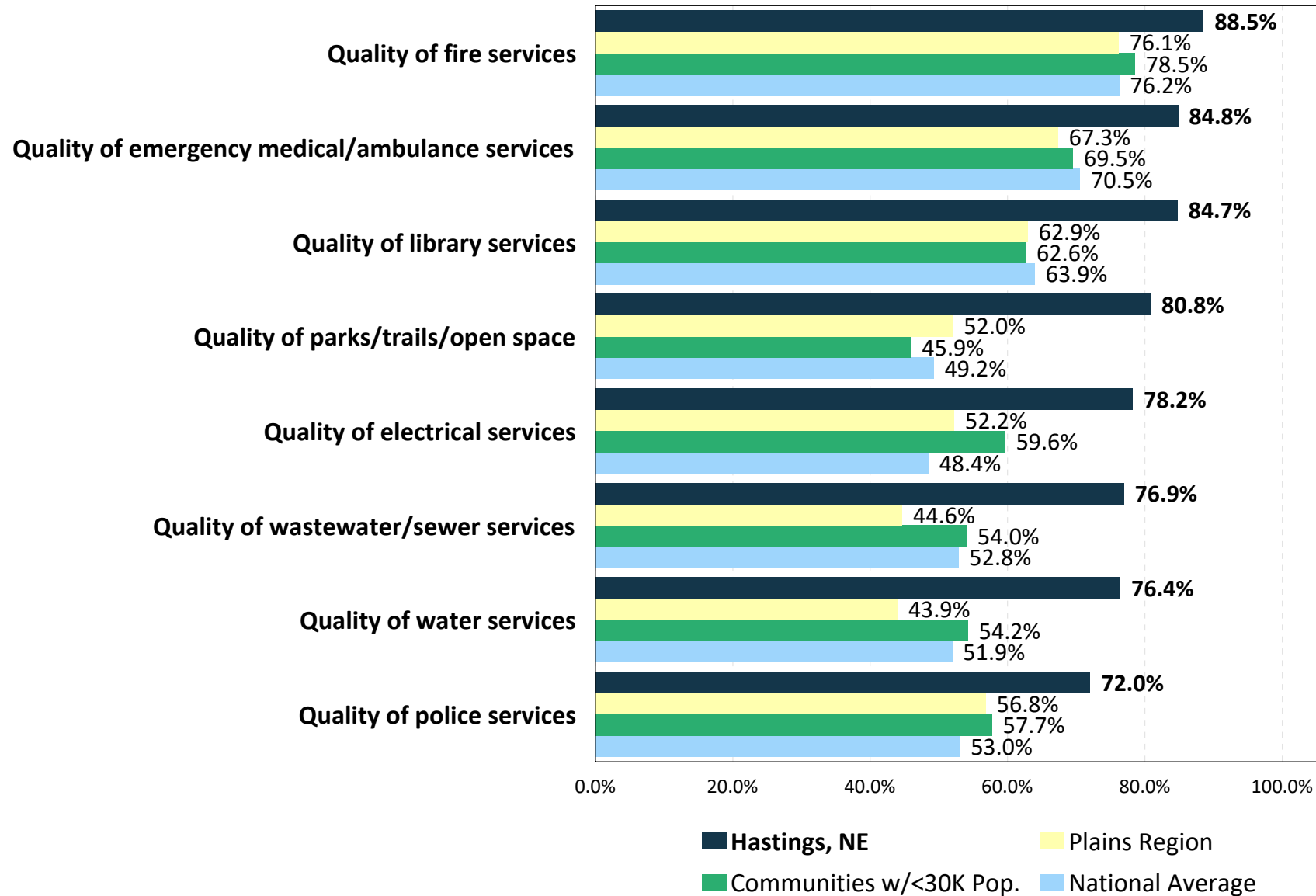
# National Benchmarks

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# Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

## Satisfaction with Major City Services

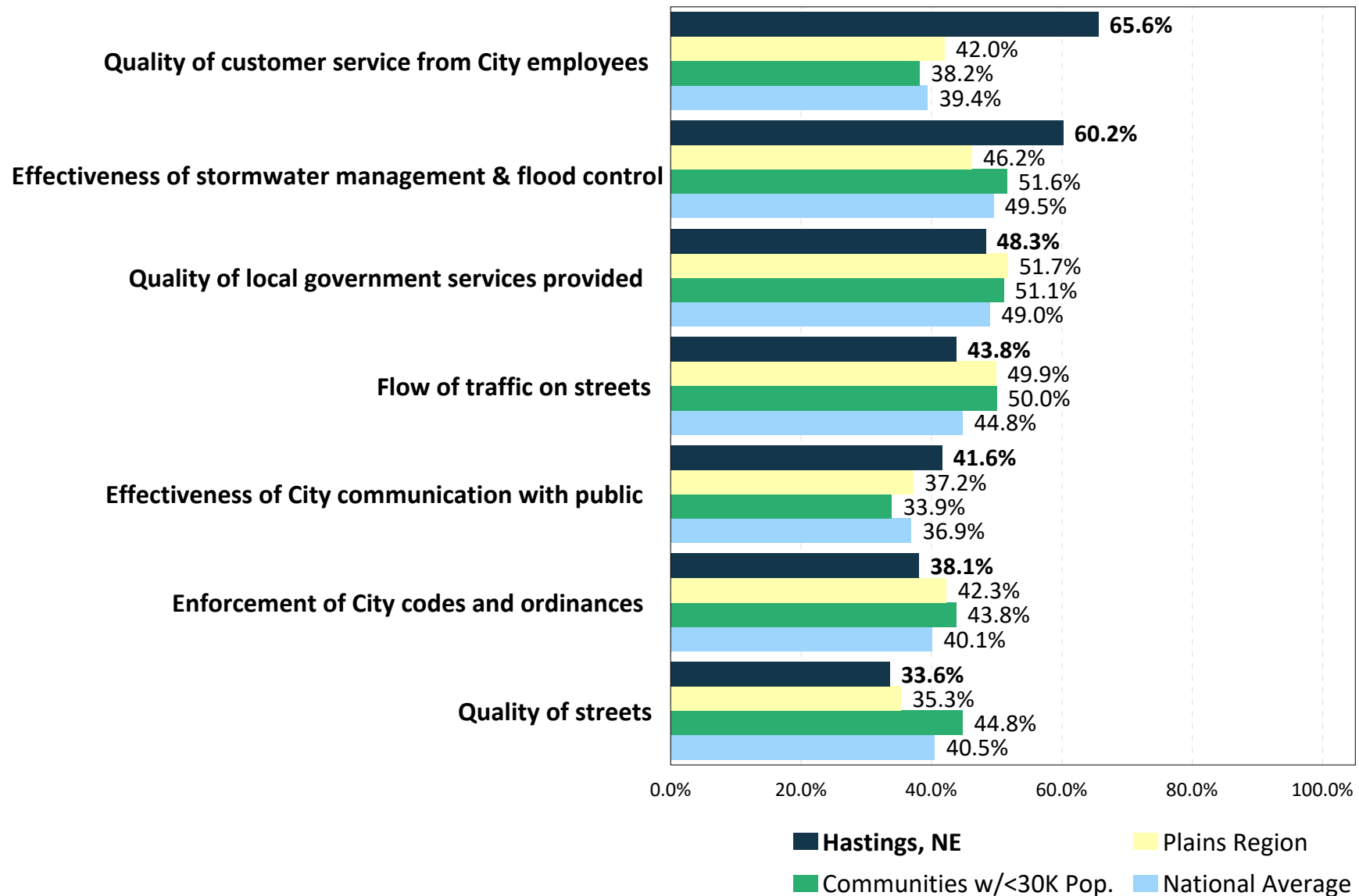
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Satisfaction with Major City Services (Cont.)

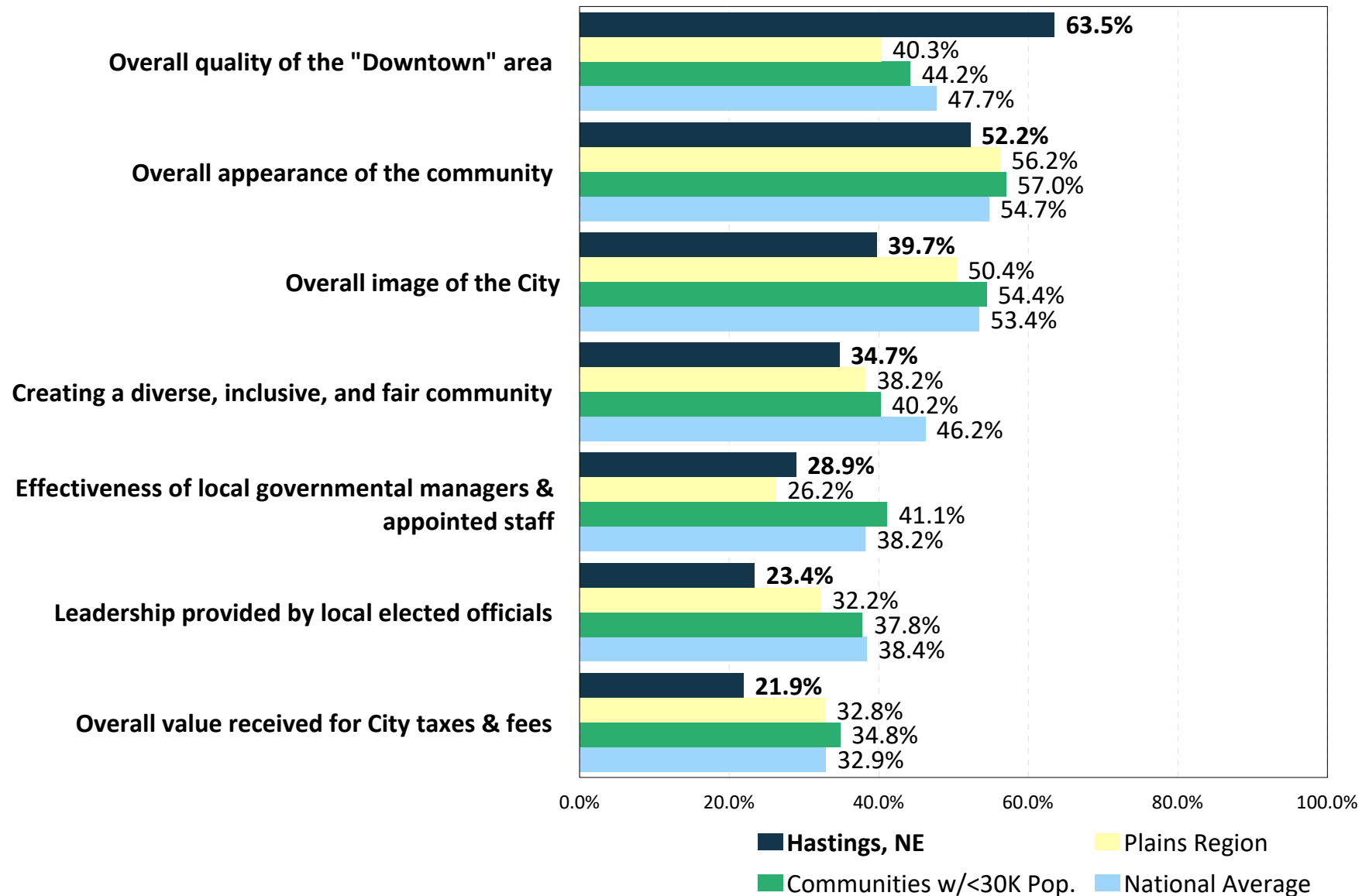
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Satisfaction with Perceptions of the City

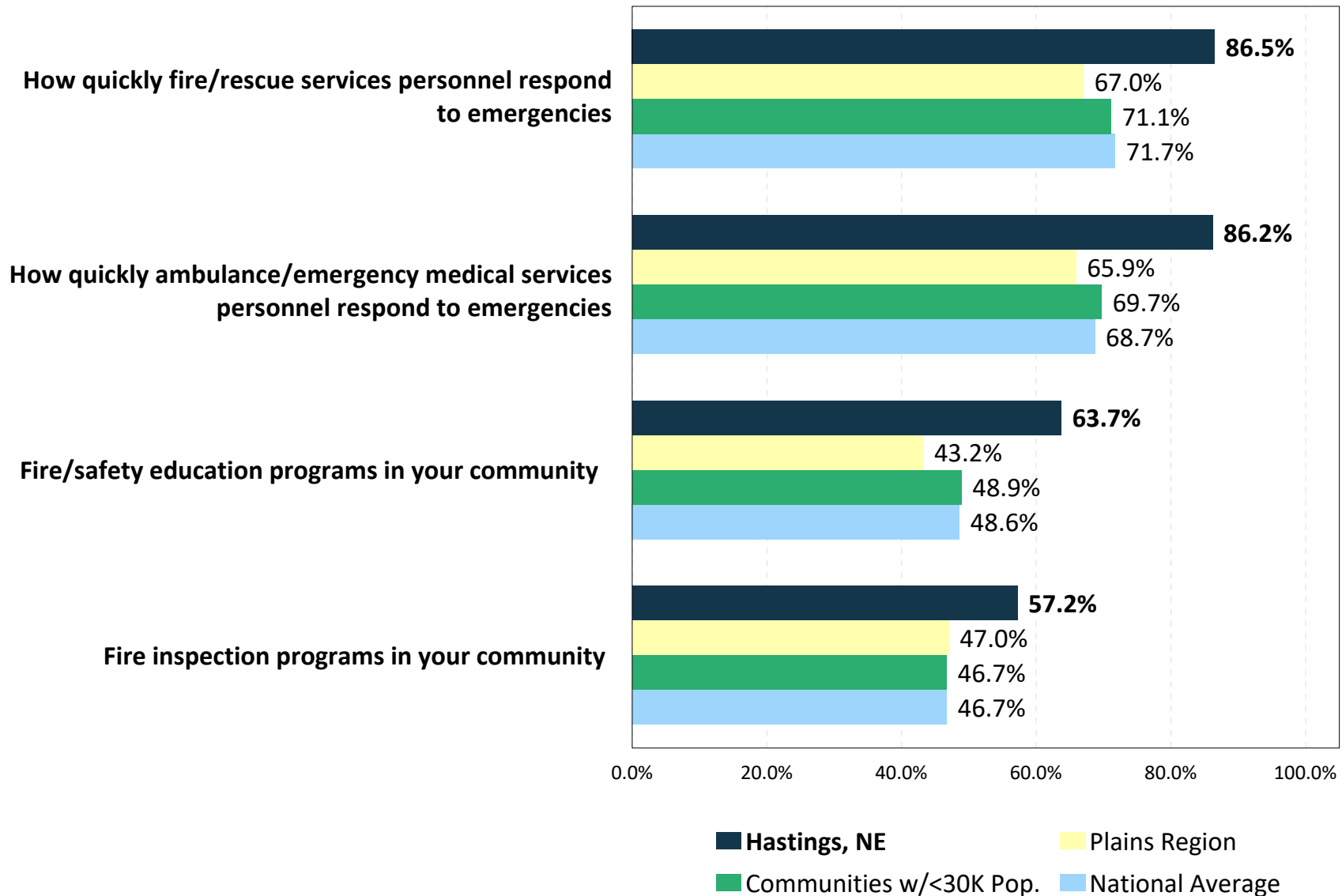
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *N/A* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Satisfaction with Fire Services

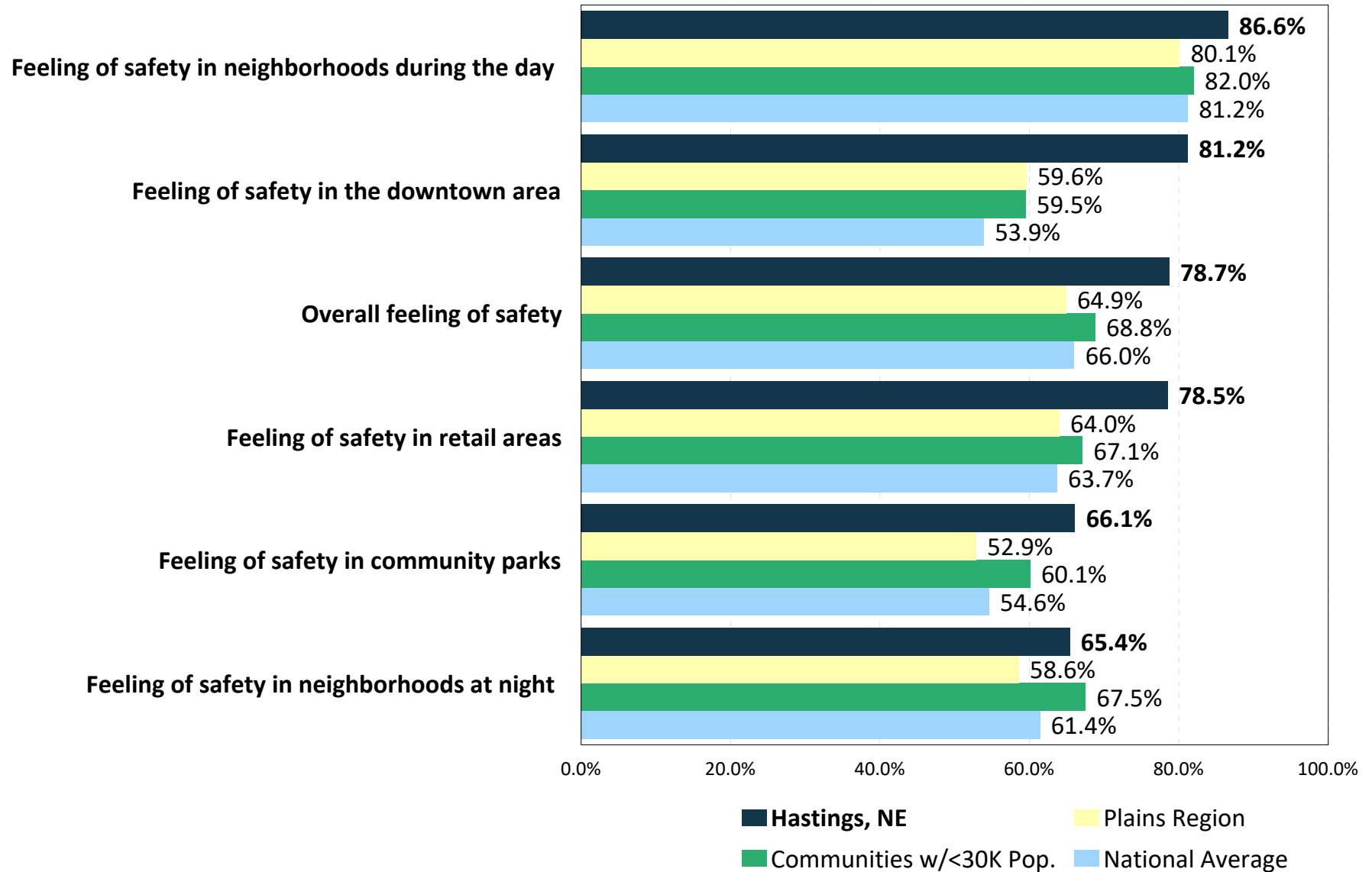
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Satisfaction with Public Safety Services

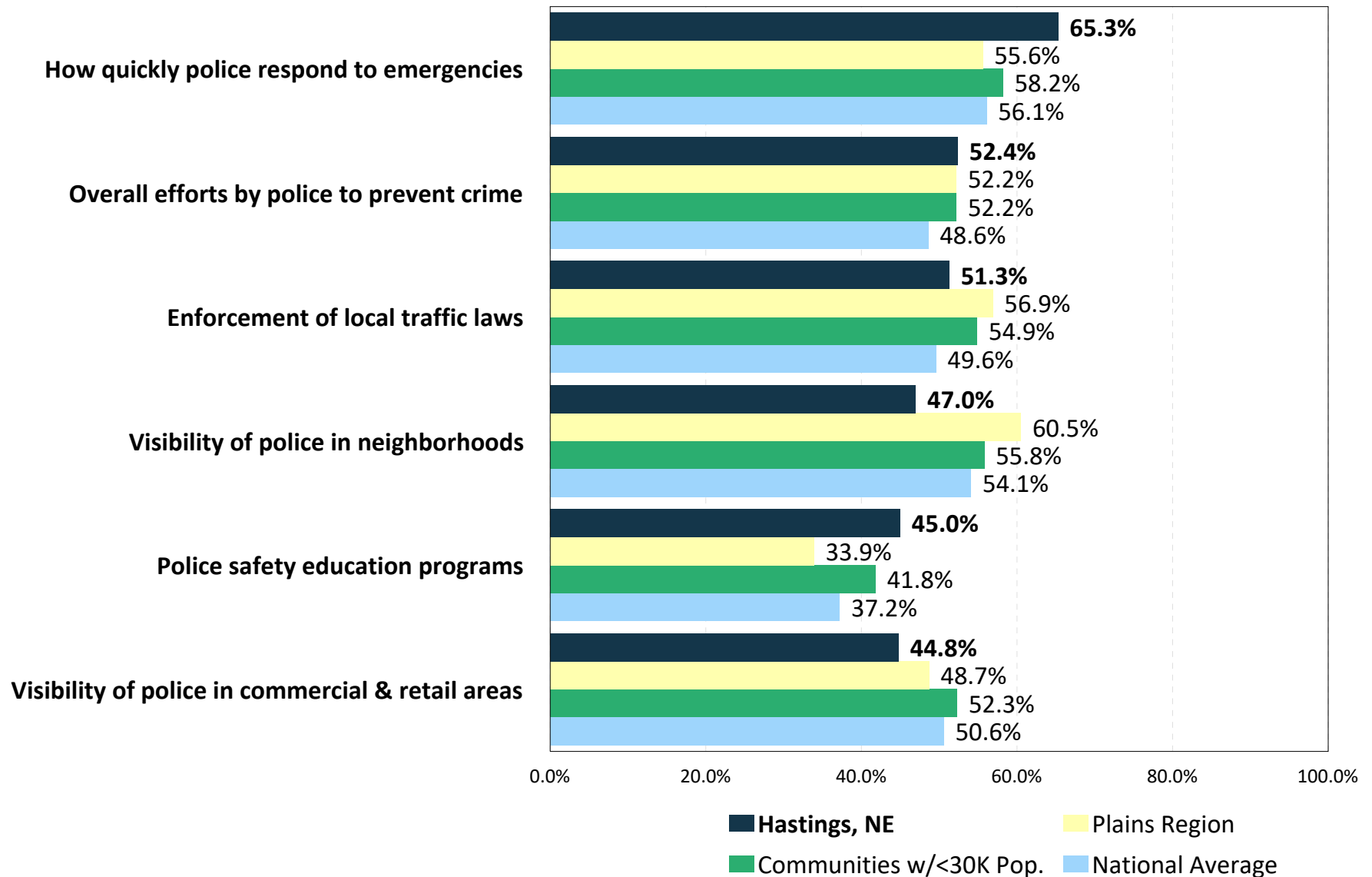
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Satisfaction with Public Safety Services (Cont.)

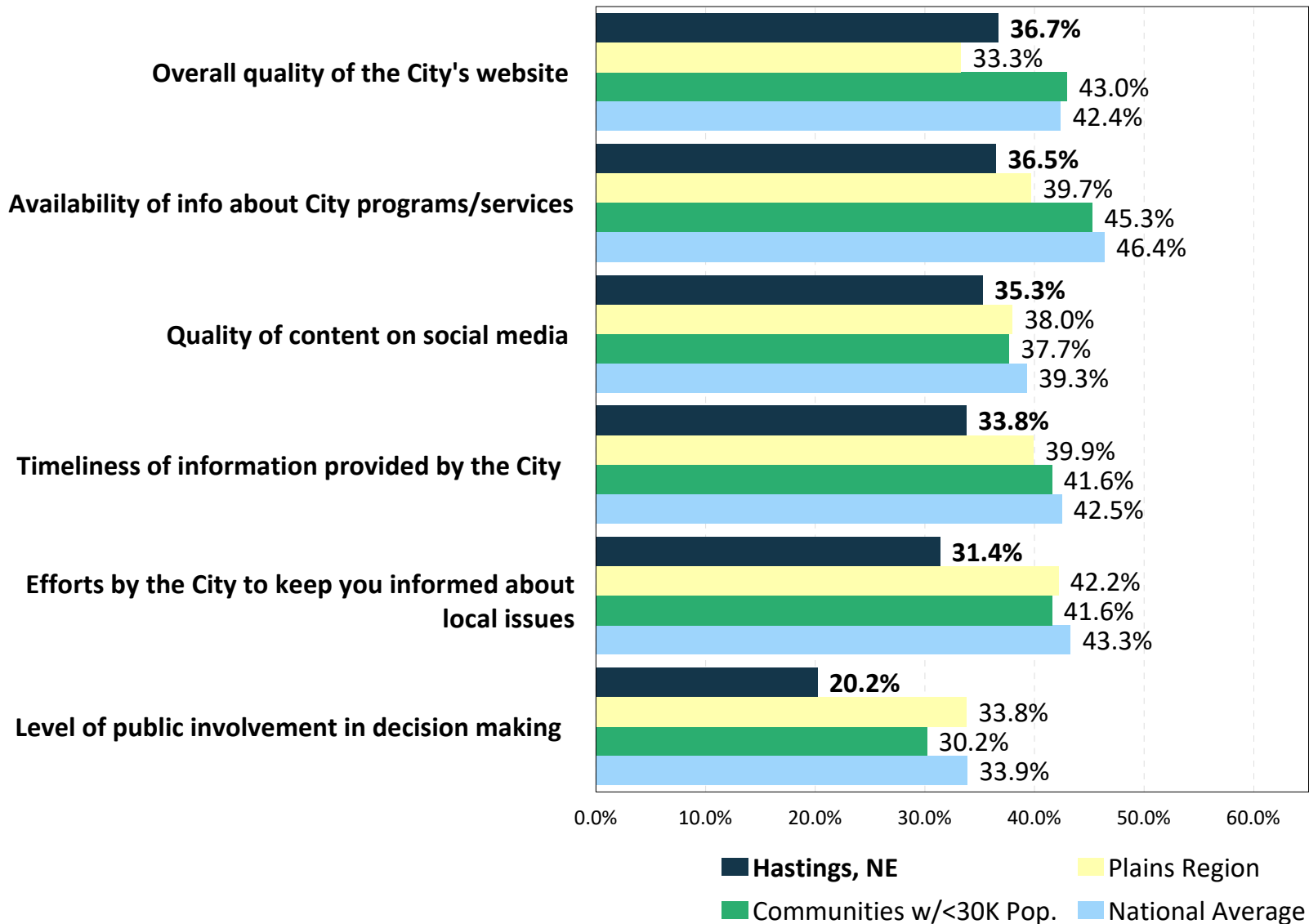
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

## Satisfaction with Communication

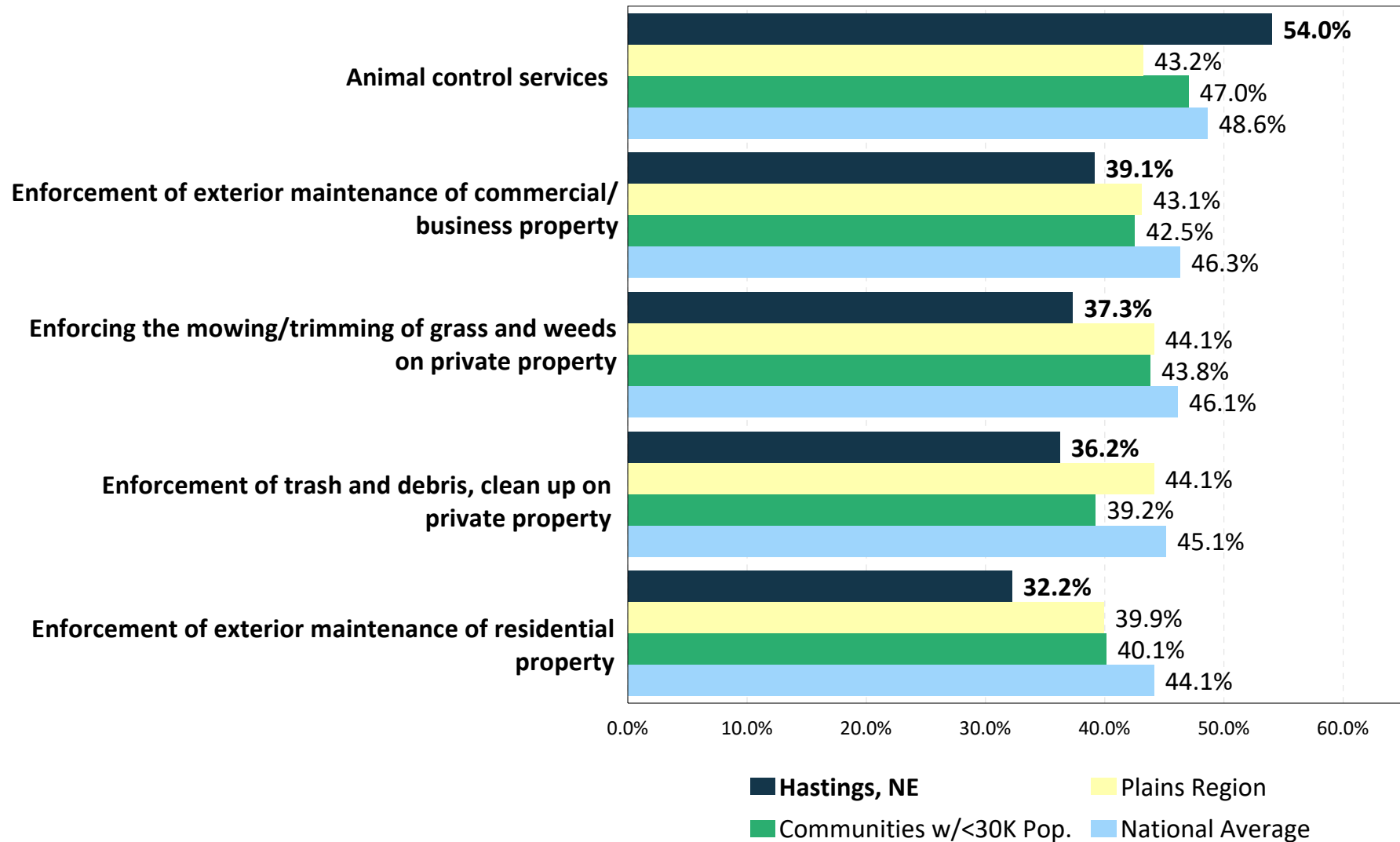
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



# Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

## Satisfaction with Code Enforcement Services

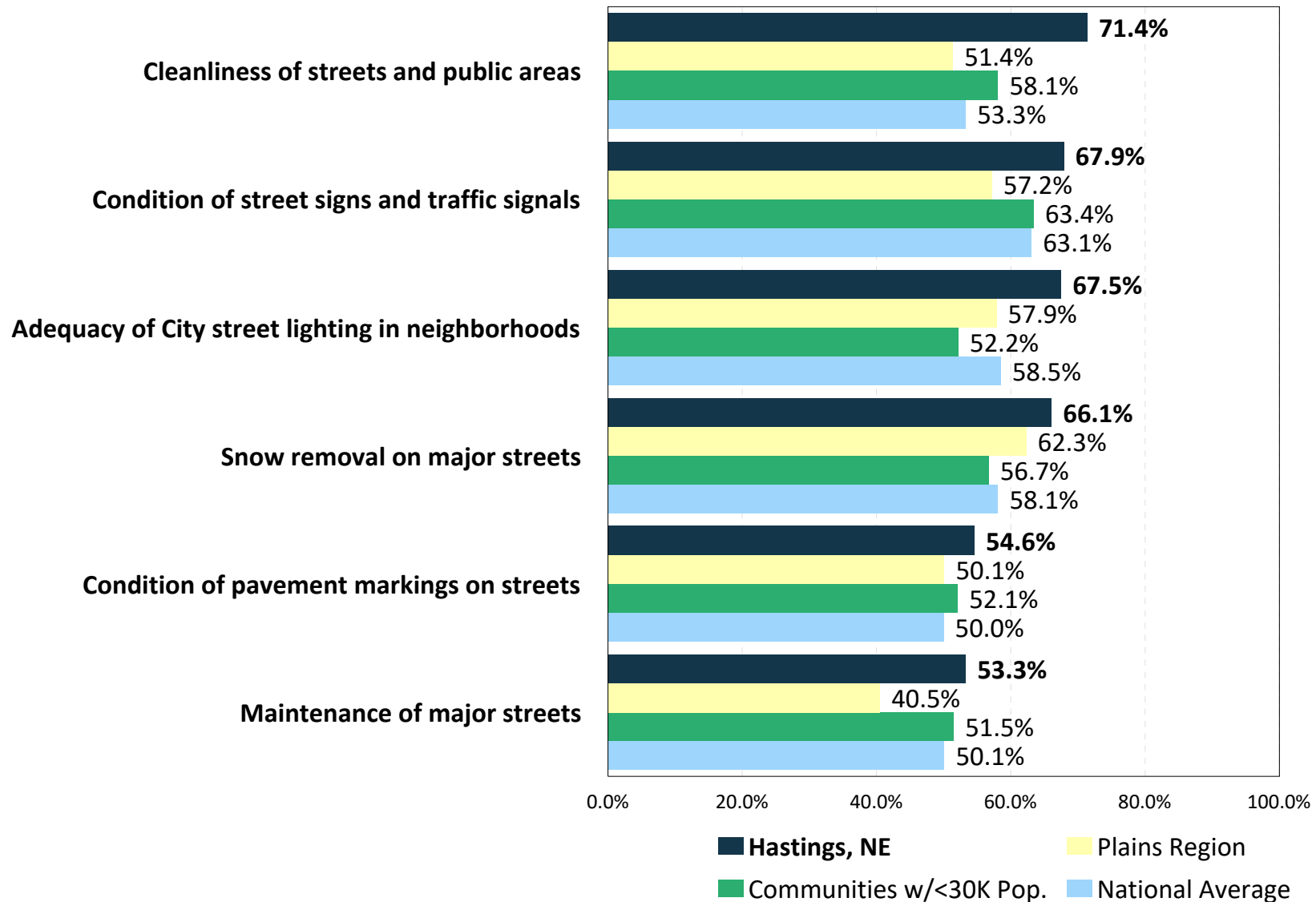
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

# Satisfaction with Transportation and Infrastructure

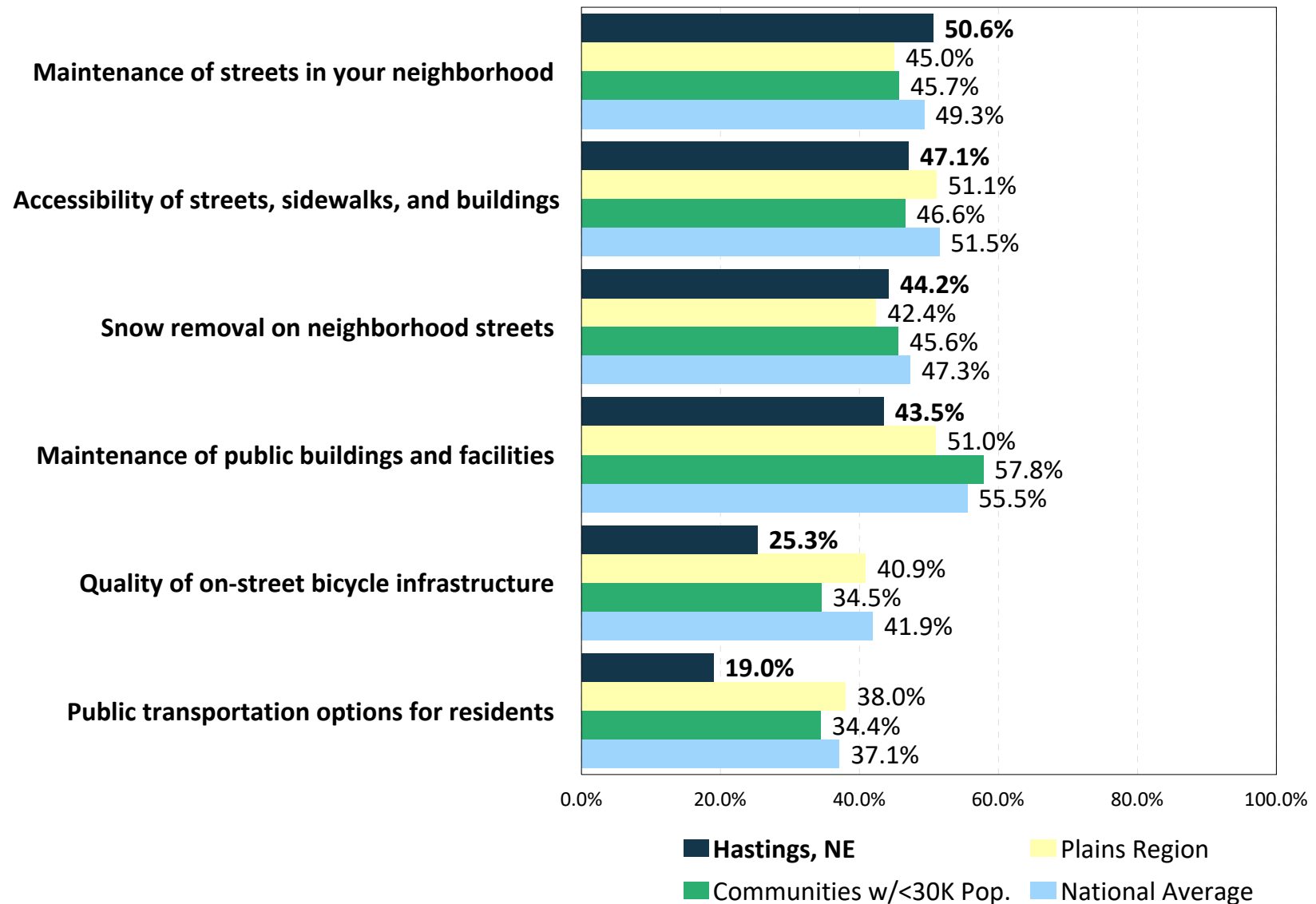
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

# Satisfaction with Transportation and Infrastructure (Cont.)

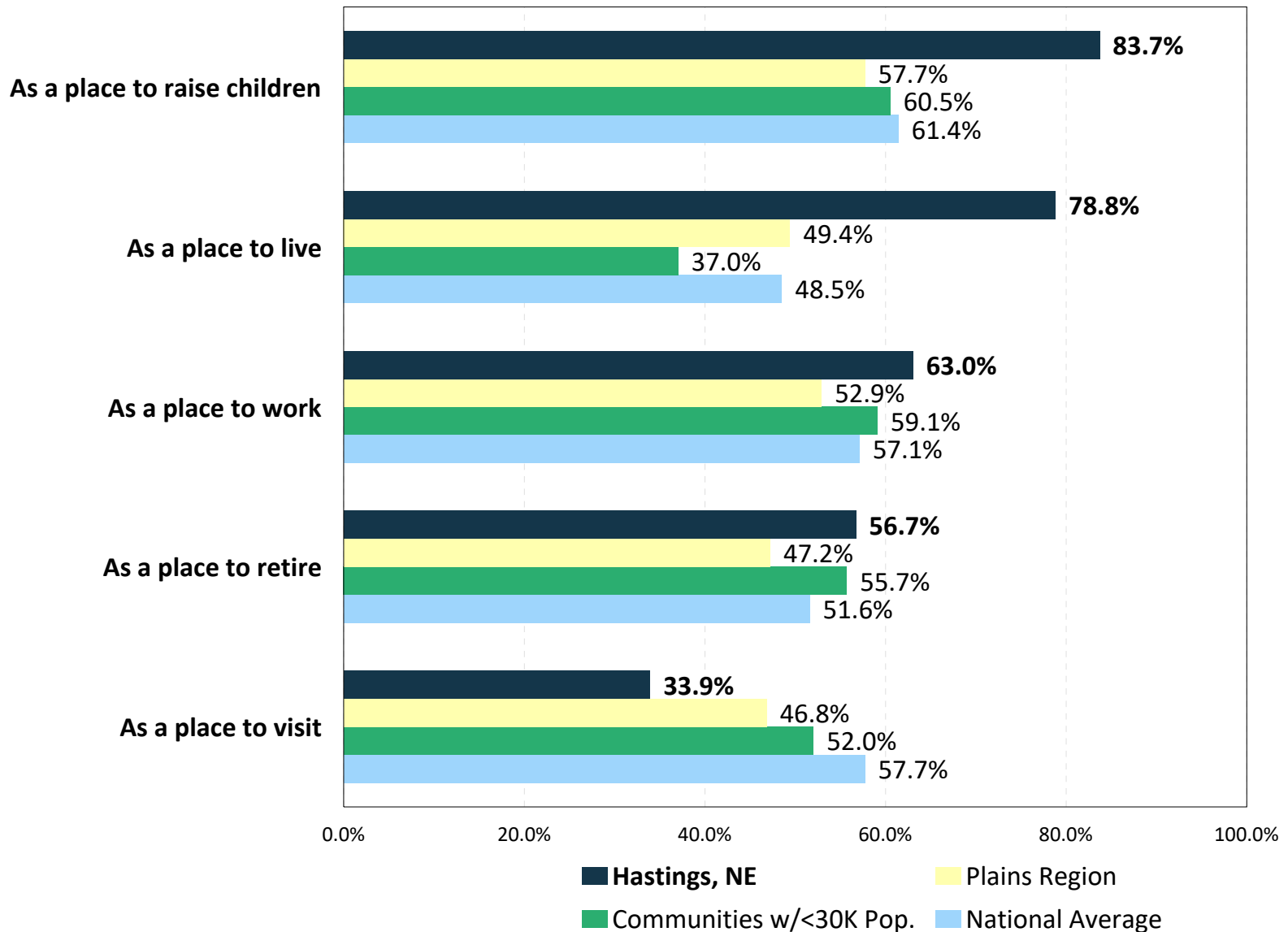
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



## Benchmarks: Hastings vs. Plains Region vs. Communities w/<30K Population vs. Natl. Avg.

### Ratings of Quality of Living in the Community

by the sum percentage of respondents who rated the item as *excellent* or *good*  
(excluding *don't know* responses)





## 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 first, second, and third most important services for the City to provide. 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 categories of City services that should receive the most emphasis over the next two years. More than half (52.1%) of the households surveyed selected "*quality of streets*" as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 33.6% of respondents surveyed rated "*quality of streets*" 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, 52.1% was multiplied by 66.4% (1-0.336). This calculation yielded an I-S rating of 0.3459, which ranked first out of twenty-three major categories of 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 three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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 Hastings are provided on the following pages.

## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Major Categories of City Services

| Category of Service                                    | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt; .20)</u></b>         |                  |                     |                |                   |                                |                 |
| Quality of streets                                     | 52%              | 1                   | 34%            | 22                | 0.3459                         | 1               |
| <b><u>High Priority (IS = .10-.20)</u></b>             |                  |                     |                |                   |                                |                 |
| Effectiveness of City communication with public        | 32%              | 3                   | 42%            | 18                | 0.1845                         | 2               |
| Flow of traffic on streets                             | 33%              | 2                   | 44%            | 17                | 0.1832                         | 3               |
| Quality of development services                        | 19%              | 4                   | 33%            | 23                | 0.1264                         | 4               |
| Enforcement of City codes and ordinances               | 18%              | 5                   | 38%            | 20                | 0.1139                         | 5               |
| <b><u>Medium Priority (IS &lt; .10)</u></b>            |                  |                     |                |                   |                                |                 |
| Quality of local government services provided          | 17%              | 6                   | 48%            | 16                | 0.0863                         | 6               |
| Quality of permitting processes                        | 8%               | 10                  | 36%            | 21                | 0.0534                         | 7               |
| Quality of police services                             | 14%              | 8                   | 72%            | 11                | 0.0403                         | 8               |
| Quality of recreation programs and facilities          | 13%              | 9                   | 70%            | 13                | 0.0390                         | 9               |
| Quality of parks/trails/open space                     | 15%              | 7                   | 81%            | 5                 | 0.0286                         | 10              |
| Effectiveness of stormwater management & flood control | 7%               | 12                  | 60%            | 15                | 0.0275                         | 11              |
| Quality of airport                                     | 4%               | 14                  | 40%            | 19                | 0.0252                         | 12              |
| Quality of water services                              | 8%               | 11                  | 76%            | 9                 | 0.0182                         | 13              |
| Quality of customer service from City employees        | 4%               | 15                  | 66%            | 14                | 0.0144                         | 14              |
| Quality of electrical services                         | 6%               | 13                  | 78%            | 6                 | 0.0124                         | 15              |
| Quality of natural gas services                        | 3%               | 17                  | 76%            | 10                | 0.0066                         | 16              |
| Quality of dispatch services                           | 2%               | 19                  | 72%            | 12                | 0.0053                         | 17              |
| Quality of emergency medical/ambulance services        | 3%               | 16                  | 85%            | 3                 | 0.0046                         | 18              |
| Quality of landfill services                           | 2%               | 20                  | 77%            | 8                 | 0.0044                         | 19              |
| Quality of library services                            | 3%               | 18                  | 85%            | 4                 | 0.0038                         | 20              |
| Quality of wastewater/sewer services                   | 2%               | 22                  | 77%            | 7                 | 0.0037                         | 21              |
| Quality of museum services                             | 2%               | 21                  | 86%            | 2                 | 0.0025                         | 22              |
| Quality of fire services                               | 1%               | 23                  | 89%            | 1                 | 0.0010                         | 23              |

**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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Perceptions of the City

| Category of Service                                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt; .20)</u></b>                   |                  |                     |                |                   |                                |                 |
| Overall affordable housing options                               | 34%              | 1                   | 12%            | 12                | 0.3009                         | 1               |
| Overall value received for City taxes & fees                     | 30%              | 2                   | 22%            | 11                | 0.2366                         | 2               |
| <b><u>High Priority (IS = .10-.20)</u></b>                       |                  |                     |                |                   |                                |                 |
| Overall development across the City                              | 26%              | 3                   | 27%            | 9                 | 0.1910                         | 3               |
| Leadership provided by local elected officials                   | 18%              | 4                   | 23%            | 10                | 0.1371                         | 4               |
| Overall quality of new development                               | 16%              | 5                   | 36%            | 5                 | 0.1050                         | 5               |
| <b><u>Medium Priority (IS &lt; .10)</u></b>                      |                  |                     |                |                   |                                |                 |
| Helping residents feel connected & integrated into the community | 12%              | 6                   | 28%            | 8                 | 0.0897                         | 6               |
| Effectiveness of local governmental managers & appointed staff   | 8%               | 9                   | 29%            | 7                 | 0.0576                         | 7               |
| Overall image of the City                                        | 9%               | 8                   | 40%            | 3                 | 0.0549                         | 8               |
| Creating a diverse, inclusive, and fair community                | 7%               | 10                  | 35%            | 6                 | 0.0457                         | 9               |
| Overall appearance of the community                              | 9%               | 7                   | 52%            | 2                 | 0.0440                         | 10              |
| Efforts to encourage/support clean energy projects               | 6%               | 11                  | 37%            | 4                 | 0.0387                         | 11              |
| Overall quality of the "Downtown" area                           | 5%               | 12                  | 64%            | 1                 | 0.0197                         | 12              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Parks and Recreation

| Category of Service                                               | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|-------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>High Priority (IS = .10-.20)</u></b>                        |                  |                     |                |                   |                                |                 |
| Quality of nature settings and natural habitats for pollinators   | 19%              | 2                   | 42%            | 11                | 0.1085                         | 1               |
| <b><u>Medium Priority (IS &lt; .10)</u></b>                       |                  |                     |                |                   |                                |                 |
| Quality of the dog park                                           | 14%              | 7                   | 47%            | 10                | 0.0759                         | 2               |
| Quality of the Hastings Community Center                          | 13%              | 8                   | 41%            | 12                | 0.0747                         | 3               |
| Quality of services for fees assessed with recreation programming | 16%              | 4                   | 54%            | 9                 | 0.0737                         | 4               |
| Quality of facilities                                             | 18%              | 3                   | 69%            | 5                 | 0.0545                         | 5               |
| Quantity of City trails                                           | 15%              | 6                   | 68%            | 7                 | 0.0474                         | 6               |
| Quality of the Aquacourt                                          | 16%              | 5                   | 71%            | 4                 | 0.0449                         | 7               |
| Access to City parks for persons with disabilities                | 11%              | 10                  | 61%            | 8                 | 0.0419                         | 8               |
| Appearance and maintenance of existing City parks                 | 19%              | 1                   | 80%            | 2                 | 0.0385                         | 9               |
| Quality of outdoor athletic fields                                | 12%              | 9                   | 81%            | 1                 | 0.0217                         | 10              |
| Quality of the Pioneer Spirit Trail                               | 6%               | 11                  | 69%            | 6                 | 0.0172                         | 11              |
| Proximity of parks to your home                                   | 4%               | 12                  | 79%            | 3                 | 0.0077                         | 12              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Fire Services

| Category of Service                                                                   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS = .10-.20)</b>                                                   |                  |                     |                |                   |                                |                 |
| Fire inspection programs in your community                                            | 32%              | 2                   | 57%            | 6                 | 0.1365                         | 1               |
| Fire/safety education programs in your community                                      | 34%              | 1                   | 64%            | 5                 | 0.1231                         | 2               |
| <b>Medium Priority (IS &lt; .10)</b>                                                  |                  |                     |                |                   |                                |                 |
| How quickly ambulance/emergency medical services personnel respond to emergencies     | 24%              | 3                   | 86%            | 3                 | 0.0331                         | 3               |
| How effectively ambulance/emergency medical services personnel respond to emergencies | 20%              | 4                   | 86%            | 4                 | 0.0284                         | 4               |
| How quickly fire/rescue services personnel respond to emergencies                     | 14%              | 5                   | 87%            | 2                 | 0.0186                         | 5               |
| How effectively fire/rescue personnel handle emergencies                              | 13%              | 6                   | 87%            | 1                 | 0.0176                         | 6               |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Public Safety

| Category of Service                                     | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS = .10-.20)</b>                     |                  |                     |                |                   |                                |                 |
| Response to mental health concerns                      | 18%              | 1                   | 29%            | 20                | 0.1296                         | 1               |
| <b>Medium Priority (IS &lt; .10)</b>                    |                  |                     |                |                   |                                |                 |
| Response to homeless population                         | 12%              | 6                   | 27%            | 21                | 0.0901                         | 2               |
| Level of information provided to public from the police | 14%              | 5                   | 42%            | 19                | 0.0786                         | 3               |
| Visibility of police in neighborhoods                   | 15%              | 2                   | 47%            | 14                | 0.0774                         | 4               |
| Response to drug crimes                                 | 14%              | 4                   | 44%            | 17                | 0.0756                         | 5               |
| Feeling of safety in neighborhoods at night             | 14%              | 3                   | 65%            | 9                 | 0.0491                         | 6               |
| Enforcement of local traffic laws                       | 10%              | 8                   | 51%            | 13                | 0.0487                         | 7               |
| Response to property crime                              | 8%               | 10                  | 43%            | 18                | 0.0440                         | 8               |
| Feeling of safety at our schools                        | 12%              | 7                   | 66%            | 7                 | 0.0404                         | 9               |
| Police safety education programs                        | 7%               | 11                  | 45%            | 15                | 0.0385                         | 10              |
| Overall efforts by police to prevent crime              | 8%               | 9                   | 52%            | 12                | 0.0376                         | 11              |
| Visibility of police in commercial & retail areas       | 4%               | 15                  | 45%            | 16                | 0.0237                         | 12              |
| How quickly police respond to emergencies               | 5%               | 14                  | 65%            | 10                | 0.0156                         | 13              |
| Overall feeling of safety                               | 7%               | 12                  | 79%            | 4                 | 0.0145                         | 14              |
| Feeling of safety in community parks                    | 4%               | 16                  | 66%            | 8                 | 0.0139                         | 15              |
| Visibility of police at community events                | 4%               | 17                  | 66%            | 6                 | 0.0121                         | 16              |
| Response to violent crime                               | 3%               | 18                  | 55%            | 11                | 0.0114                         | 17              |
| Feeling of safety in neighborhoods during the day       | 5%               | 13                  | 87%            | 1                 | 0.0062                         | 18              |
| Feeling of safety in retail areas                       | 2%               | 19                  | 79%            | 5                 | 0.0049                         | 19              |
| Feeling of safety at community events                   | 2%               | 20                  | 81%            | 2                 | 0.0038                         | 20              |
| Feeling of safety in the downtown area                  | 2%               | 21                  | 81%            | 3                 | 0.0034                         | 21              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Communication

| Category of Service                                         | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|-------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt; .20)</u></b>              |                  |                     |                |                   |                                |                 |
| Level of public involvement in decision making              | 45%              | 1                   | 20%            | 7                 | 0.3591                         | 1               |
| Efforts by the City to keep you informed about local issues | 39%              | 2                   | 31%            | 5                 | 0.2655                         | 2               |
| <b><u>High Priority (IS = .10-.20)</u></b>                  |                  |                     |                |                   |                                |                 |
| Availability of information about City programs/services    | 29%              | 3                   | 37%            | 2                 | 0.1854                         | 3               |
| Timeliness of information provided by the City              | 28%              | 4                   | 34%            | 4                 | 0.1840                         | 4               |
| <b><u>Medium Priority (IS &lt; .10)</u></b>                 |                  |                     |                |                   |                                |                 |
| Quality of content on social media                          | 11%              | 5                   | 35%            | 3                 | 0.0699                         | 5               |
| Access to bilingual material                                | 7%               | 7                   | 23%            | 6                 | 0.0500                         | 6               |
| Overall quality of the City's website                       | 7%               | 6                   | 37%            | 1                 | 0.0462                         | 7               |

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

#### Satisfaction %:

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Code Enforcement

| Category of Service                                                  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|----------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Very High Priority (IS &gt; .20)</u></b>                       |                  |                     |                |                   |                                |                 |
| Enforcement of trash and debris, clean up on private property        | 35%              | 1                   | 36%            | 7                 | 0.2207                         | 1               |
| <b><u>High Priority (IS = .10-.20)</u></b>                           |                  |                     |                |                   |                                |                 |
| Enforcement of exterior maintenance of residential property          | 24%              | 2                   | 32%            | 8                 | 0.1654                         | 2               |
| Enforcing the mowing/trimming of grass and weeds on private property | 24%              | 3                   | 37%            | 6                 | 0.1473                         | 3               |
| Enforcement of abandoned or junk vehicles on private property        | 20%              | 4                   | 28%            | 9                 | 0.1473                         | 4               |
| <b><u>Medium Priority (IS &lt; .10)</u></b>                          |                  |                     |                |                   |                                |                 |
| Enforcement of codes designed to protect public safety and health    | 17%              | 5                   | 48%            | 2                 | 0.0875                         | 5               |
| Parking enforcement on public roadways                               | 13%              | 7                   | 42%            | 4                 | 0.0767                         | 6               |
| Enforcement of exterior maintenance of commercial/business property  | 11%              | 8                   | 39%            | 5                 | 0.0676                         | 7               |
| Animal control services                                              | 14%              | 6                   | 54%            | 1                 | 0.0649                         | 8               |
| Parking enforcement on public parking lots                           | 5%               | 9                   | 45%            | 3                 | 0.0289                         | 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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

#### Transportation and Infrastructure

| Category of Service                                                             | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS = .10-.20)</b>                                             |                  |                     |                |                   |                                |                 |
| Public transportation options for residents                                     | 20%              | 3                   | 19%            | 17                | 0.1580                         | 1               |
| Snow removal on neighborhood streets                                            | 22%              | 1                   | 44%            | 11                | 0.1200                         | 2               |
| Railway crossing and noise                                                      | 15%              | 5                   | 32%            | 14                | 0.1018                         | 3               |
| <b>Medium Priority (IS &lt; .10)</b>                                            |                  |                     |                |                   |                                |                 |
| Maintenance of streets in your neighborhood                                     | 19%              | 4                   | 51%            | 9                 | 0.0958                         | 4               |
| Maintenance of major streets                                                    | 20%              | 2                   | 53%            | 8                 | 0.0929                         | 5               |
| Maintenance of public buildings and facilities                                  | 13%              | 6                   | 44%            | 12                | 0.0712                         | 6               |
| Alternative means of transportation such as transit, bicycling, walking         | 9%               | 7                   | 30%            | 15                | 0.0630                         | 7               |
| Traffic calming measures in neighborhoods                                       | 8%               | 11                  | 37%            | 13                | 0.0487                         | 8               |
| Accessibility of streets, sidewalks, and buildings for people with disabilities | 8%               | 9                   | 47%            | 10                | 0.0428                         | 9               |
| Quality of on-street bicycle infrastructure                                     | 5%               | 13                  | 25%            | 16                | 0.0388                         | 10              |
| Availability of safe pedestrian ways on major streets & routes                  | 8%               | 10                  | 55%            | 6                 | 0.0360                         | 11              |
| Snow removal on major streets                                                   | 8%               | 8                   | 66%            | 4                 | 0.0275                         | 12              |
| Availability of safe pedestrian ways in neighborhoods                           | 6%               | 12                  | 55%            | 5                 | 0.0274                         | 13              |
| Condition of pavement markings on streets                                       | 4%               | 16                  | 55%            | 7                 | 0.0191                         | 14              |
| Condition of street signs and traffic signals                                   | 5%               | 14                  | 68%            | 2                 | 0.0161                         | 15              |
| Adequacy of City street lighting in neighborhoods                               | 5%               | 15                  | 68%            | 3                 | 0.0156                         | 16              |
| Cleanliness of streets and public areas                                         | 2%               | 17                  | 71%            | 1                 | 0.0054                         | 17              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Public Museum Services

| Category of Service                               | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>Medium Priority (IS &lt; .10)</u></b>       |                  |                     |                |                   |                                |                 |
| Selection of programs made available to families  | 20%              | 1                   | 69%            | 7                 | 0.0627                         | 1               |
| Selection of programs made available to adults    | 16%              | 2                   | 65%            | 8                 | 0.0572                         | 2               |
| Membership benefits                               | 12%              | 5                   | 59%            | 11                | 0.0469                         | 3               |
| Schedule of Hollywood film showings               | 10%              | 7                   | 60%            | 9                 | 0.0410                         | 4               |
| Quality of bilingual exhibit labels               | 7%               | 10                  | 43%            | 13                | 0.0383                         | 5               |
| Quality of long and short-term exhibits           | 12%              | 4                   | 70%            | 5                 | 0.0371                         | 6               |
| Diversity of Hollywood film genres                | 8%               | 8                   | 60%            | 10                | 0.0328                         | 7               |
| Selection of programs made available to children  | 15%              | 3                   | 78%            | 1                 | 0.0316                         | 8               |
| Access to museum information                      | 11%              | 6                   | 71%            | 3                 | 0.0302                         | 9               |
| Ability to rent facility for private events       | 4%               | 13                  | 51%            | 12                | 0.0216                         | 10              |
| Scheduled showings of large-format films          | 7%               | 9                   | 70%            | 6                 | 0.0215                         | 11              |
| Quality of planetarium shows                      | 6%               | 11                  | 72%            | 2                 | 0.0174                         | 12              |
| Selection of large-format educational film topics | 5%               | 12                  | 71%            | 4                 | 0.0144                         | 13              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Public Library Services

| Category of Service                                  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS = .10-.20)</b>                  |                  |                     |                |                   |                                |                 |
| Events for seniors                                   | 18%              | 1                   | 42%            | 12                | 0.1031                         | 1               |
| <b>Medium Priority (IS &lt; .10)</b>                 |                  |                     |                |                   |                                |                 |
| Events for adults                                    | 17%              | 2                   | 48%            | 11                | 0.0905                         | 2               |
| Outreach programs and/or services in the community o | 16%              | 3                   | 50%            | 10                | 0.0798                         | 3               |
| Library as hub of community information              | 13%              | 4                   | 55%            | 9                 | 0.0591                         | 4               |
| Events for youth                                     | 13%              | 5                   | 63%            | 6                 | 0.0485                         | 5               |
| Events for children                                  | 12%              | 6                   | 72%            | 4                 | 0.0352                         | 6               |
| Selection of physical resources available            | 12%              | 7                   | 75%            | 1                 | 0.0289                         | 7               |
| Selection of digital resources available online      | 9%               | 8                   | 72%            | 2                 | 0.0246                         | 8               |
| Selection of equipment/resources in the makerspace   | 5%               | 9                   | 65%            | 5                 | 0.0164                         | 9               |
| Reader's Advisory                                    | 3%               | 11                  | 61%            | 7                 | 0.0129                         | 10              |
| Access to computers and library Wi-Fi                | 4%               | 10                  | 72%            | 3                 | 0.0118                         | 11              |
| Ease of booking meeting rooms                        | 2%               | 12                  | 56%            | 8                 | 0.0101                         | 12              |

**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 and second 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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Tabular Data

**Q1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                               | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-1. Overall quality of recreation programs & facilities     | 17.7%          | 48.2%     | 19.4%   | 6.8%         | 1.8%              | 6.1%       |
| Q1-2. Overall quality of parks/trails/open space              | 23.5%          | 54.5%     | 13.6%   | 4.1%         | 0.7%              | 3.6%       |
| Q1-3. Overall quality of streets                              | 3.6%           | 29.9%     | 28.7%   | 27.8%        | 9.9%              | 0.2%       |
| Q1-4. Overall flow of traffic on streets                      | 6.3%           | 37.3%     | 26.0%   | 21.9%        | 8.1%              | 0.5%       |
| Q1-5. Overall quality of police services                      | 25.4%          | 42.8%     | 18.6%   | 5.6%         | 2.3%              | 5.2%       |
| Q1-6. Overall quality of dispatch services                    | 22.4%          | 35.7%     | 18.8%   | 2.9%         | 0.9%              | 19.4%      |
| Q1-7. Overall quality of fire services                        | 32.8%          | 43.0%     | 8.6%    | 1.1%         | 0.2%              | 14.3%      |
| Q1-8. Overall quality of emergency medical/ambulance services | 30.6%          | 42.3%     | 10.8%   | 1.8%         | 0.5%              | 14.0%      |
| Q1-9. Overall quality of natural gas services                 | 25.1%          | 45.5%     | 19.0%   | 2.9%         | 0.7%              | 6.8%       |
| Q1-10. Overall quality of electrical services                 | 28.5%          | 47.8%     | 15.9%   | 4.7%         | 0.7%              | 2.3%       |
| Q1-11. Overall quality of water services                      | 27.4%          | 47.5%     | 17.7%   | 4.3%         | 1.1%              | 2.0%       |
| Q1-12. Overall quality of wastewater/sewer services           | 26.5%          | 48.0%     | 19.2%   | 3.0%         | 0.2%              | 3.0%       |
| Q1-13. Overall quality of landfill services                   | 21.9%          | 48.4%     | 19.0%   | 2.3%         | 0.0%              | 8.4%       |
| Q1-14. Overall quality of museum services                     | 36.6%          | 45.3%     | 11.5%   | 2.0%         | 0.0%              | 4.7%       |
| Q1-15. Overall quality of library services                    | 41.6%          | 35.7%     | 11.3%   | 2.2%         | 0.5%              | 8.8%       |
| Q1-16. Overall quality of airport                             | 9.1%           | 18.5%     | 31.0%   | 7.7%         | 2.9%              | 30.8%      |

**Q1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using 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 |
|-------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-17. Overall quality of permitting processes                                | 5.4%           | 20.3%     | 29.7%   | 10.2%        | 4.8%              | 29.6%      |
| Q1-18. Overall quality of development services                                | 5.2%           | 19.2%     | 31.0%   | 13.1%        | 5.2%              | 26.3%      |
| Q1-19. Overall quality of customer service you receive from City employees    | 16.5%          | 43.5%     | 22.9%   | 6.8%         | 1.8%              | 8.4%       |
| Q1-20. Overall enforcement of City codes & ordinances                         | 5.9%           | 27.2%     | 28.0%   | 19.4%        | 6.6%              | 12.9%      |
| Q1-21. Overall effectiveness of stormwater management & flood control         | 9.0%           | 43.4%     | 25.8%   | 6.8%         | 2.0%              | 13.1%      |
| Q1-22. Overall effectiveness of City communication with the public            | 7.3%           | 33.3%     | 26.7%   | 21.1%        | 9.1%              | 2.3%       |
| Q1-23. Overall quality of local government services provided in the community | 7.5%           | 39.1%     | 30.6%   | 14.3%        | 4.8%              | 3.6%       |

**WITHOUT "DON'T KNOW"**

**Q1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                               | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of recreation programs & facilities     | 18.9%          | 51.3%     | 20.6%   | 7.3%         | 1.9%              |
| Q1-2. Overall quality of parks/trails/open space              | 24.3%          | 56.5%     | 14.1%   | 4.3%         | 0.7%              |
| Q1-3. Overall quality of streets                              | 3.6%           | 30.0%     | 28.7%   | 27.8%        | 9.9%              |
| Q1-4. Overall flow of traffic on streets                      | 6.3%           | 37.5%     | 26.1%   | 22.0%        | 8.1%              |
| Q1-5. Overall quality of police services                      | 26.8%          | 45.2%     | 19.7%   | 5.9%         | 2.5%              |
| Q1-6. Overall quality of dispatch services                    | 27.8%          | 44.2%     | 23.3%   | 3.6%         | 1.1%              |
| Q1-7. Overall quality of fire services                        | 38.3%          | 50.2%     | 10.0%   | 1.3%         | 0.2%              |
| Q1-8. Overall quality of emergency medical/ambulance services | 35.6%          | 49.2%     | 12.5%   | 2.1%         | 0.6%              |
| Q1-9. Overall quality of natural gas services                 | 26.9%          | 48.8%     | 20.4%   | 3.1%         | 0.8%              |
| Q1-10. Overall quality of electrical services                 | 29.2%          | 49.0%     | 16.3%   | 4.8%         | 0.7%              |
| Q1-11. Overall quality of water services                      | 28.0%          | 48.4%     | 18.1%   | 4.4%         | 1.1%              |
| Q1-12. Overall quality of wastewater/sewer services           | 27.4%          | 49.5%     | 19.8%   | 3.1%         | 0.2%              |
| Q1-13. Overall quality of landfill services                   | 23.9%          | 52.8%     | 20.7%   | 2.5%         | 0.0%              |
| Q1-14. Overall quality of museum services                     | 38.3%          | 47.6%     | 12.0%   | 2.1%         | 0.0%              |
| Q1-15. Overall quality of library services                    | 45.6%          | 39.1%     | 12.4%   | 2.4%         | 0.6%              |

**WITHOUT "DON'T KNOW"**

**Q1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using 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 |
|-------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q1-16. Overall quality of airport                                             | 13.2%          | 26.7%     | 44.8%   | 11.1%        | 4.1%              |
| Q1-17. Overall quality of permitting processes                                | 7.6%           | 28.8%     | 42.2%   | 14.5%        | 6.9%              |
| Q1-18. Overall quality of development services                                | 7.1%           | 26.0%     | 42.1%   | 17.8%        | 7.1%              |
| Q1-19. Overall quality of customer service you receive from City employees    | 18.0%          | 47.6%     | 25.0%   | 7.4%         | 2.0%              |
| Q1-20. Overall enforcement of City codes & ordinances                         | 6.8%           | 31.3%     | 32.1%   | 22.2%        | 7.6%              |
| Q1-21. Overall effectiveness of stormwater management & flood control         | 10.3%          | 49.9%     | 29.7%   | 7.8%         | 2.3%              |
| Q1-22. Overall effectiveness of City communication with the public            | 7.5%           | 34.1%     | 27.3%   | 21.7%        | 9.4%              |
| Q1-23. Overall quality of local government services provided in the community | 7.8%           | 40.5%     | 31.8%   | 14.9%        | 5.0%              |

**Q1a. 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>Q1a. Top choice</u>                                                 | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------------------------------|---------------|----------------|
| Overall quality of recreation programs & facilities                    | 28            | 5.0 %          |
| Overall quality of parks/trails/open space                             | 31            | 5.6 %          |
| Overall quality of streets                                             | 161           | 28.9 %         |
| Overall flow of traffic on streets                                     | 67            | 12.0 %         |
| Overall quality of police services                                     | 30            | 5.4 %          |
| Overall quality of dispatch services                                   | 3             | 0.5 %          |
| Overall quality of emergency medical/ambulance services                | 3             | 0.5 %          |
| Overall quality of natural gas services                                | 6             | 1.1 %          |
| Overall quality of electrical services                                 | 8             | 1.4 %          |
| Overall quality of water services                                      | 15            | 2.7 %          |
| Overall quality of wastewater/sewer services                           | 1             | 0.2 %          |
| Overall quality of museum services                                     | 1             | 0.2 %          |
| Overall quality of library services                                    | 2             | 0.4 %          |
| Overall quality of airport                                             | 2             | 0.4 %          |
| Overall quality of permitting processes                                | 7             | 1.3 %          |
| Overall quality of development services                                | 27            | 4.8 %          |
| Overall quality of customer service you receive from City employees    | 4             | 0.7 %          |
| Overall enforcement of City codes & ordinances                         | 28            | 5.0 %          |
| Overall effectiveness of stormwater management & flood control         | 7             | 1.3 %          |
| Overall effectiveness of City communication with the public            | 59            | 10.6 %         |
| Overall quality of local government services provided in the community | 26            | 4.7 %          |
| None chosen                                                            | 42            | 7.5 %          |
| Total                                                                  | 558           | 100.0 %        |

**Q1a. 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>Q1a. 2nd choice</u>                                                 | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------------------------------|---------------|----------------|
| Overall quality of recreation programs & facilities                    | 15            | 2.7 %          |
| Overall quality of parks/trails/open space                             | 29            | 5.2 %          |
| Overall quality of streets                                             | 79            | 14.2 %         |
| Overall flow of traffic on streets                                     | 74            | 13.3 %         |
| Overall quality of police services                                     | 26            | 4.7 %          |
| Overall quality of dispatch services                                   | 4             | 0.7 %          |
| Overall quality of fire services                                       | 3             | 0.5 %          |
| Overall quality of emergency medical/ambulance services                | 5             | 0.9 %          |
| Overall quality of natural gas services                                | 1             | 0.2 %          |
| Overall quality of electrical services                                 | 15            | 2.7 %          |
| Overall quality of water services                                      | 18            | 3.2 %          |
| Overall quality of wastewater/sewer services                           | 3             | 0.5 %          |
| Overall quality of landfill services                                   | 3             | 0.5 %          |
| Overall quality of museum services                                     | 4             | 0.7 %          |
| Overall quality of library services                                    | 4             | 0.7 %          |
| Overall quality of airport                                             | 11            | 2.0 %          |
| Overall quality of permitting processes                                | 22            | 3.9 %          |
| Overall quality of development services                                | 41            | 7.3 %          |
| Overall quality of customer service you receive from City employees    | 12            | 2.2 %          |
| Overall enforcement of City codes & ordinances                         | 37            | 6.6 %          |
| Overall effectiveness of stormwater management & flood control         | 10            | 1.8 %          |
| Overall effectiveness of City communication with the public            | 53            | 9.5 %          |
| Overall quality of local government services provided in the community | 30            | 5.4 %          |
| <u>None chosen</u>                                                     | <u>59</u>     | <u>10.6 %</u>  |
| Total                                                                  | 558           | 100.0 %        |

**Q1a. 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>Q1a. 3rd choice</u>                                                 | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------------------------------|---------------|----------------|
| Overall quality of recreation programs & facilities                    | 30            | 5.4 %          |
| Overall quality of parks/trails/open space                             | 23            | 4.1 %          |
| Overall quality of streets                                             | 50            | 9.0 %          |
| Overall flow of traffic on streets                                     | 41            | 7.3 %          |
| Overall quality of police services                                     | 24            | 4.3 %          |
| Overall quality of dispatch services                                   | 4             | 0.7 %          |
| Overall quality of fire services                                       | 2             | 0.4 %          |
| Overall quality of emergency medical/ambulance services                | 9             | 1.6 %          |
| Overall quality of natural gas services                                | 8             | 1.4 %          |
| Overall quality of electrical services                                 | 9             | 1.6 %          |
| Overall quality of water services                                      | 10            | 1.8 %          |
| Overall quality of wastewater/sewer services                           | 5             | 0.9 %          |
| Overall quality of landfill services                                   | 8             | 1.4 %          |
| Overall quality of museum services                                     | 5             | 0.9 %          |
| Overall quality of library services                                    | 8             | 1.4 %          |
| Overall quality of airport                                             | 10            | 1.8 %          |
| Overall quality of permitting processes                                | 18            | 3.2 %          |
| Overall quality of development services                                | 38            | 6.8 %          |
| Overall quality of customer service you receive from City employees    | 7             | 1.3 %          |
| Overall enforcement of City codes & ordinances                         | 38            | 6.8 %          |
| Overall effectiveness of stormwater management & flood control         | 21            | 3.8 %          |
| Overall effectiveness of City communication with the public            | 64            | 11.5 %         |
| Overall quality of local government services provided in the community | 37            | 6.6 %          |
| <u>None chosen</u>                                                     | <u>89</u>     | <u>15.9 %</u>  |
| Total                                                                  | 558           | 100.0 %        |

**SUM OF TOP 3 CHOICES**

**Q1a. 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>Q1a. Sum of top 3 choices</u>                                       | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------------------------------|---------------|----------------|
| Overall quality of recreation programs & facilities                    | 73            | 13.1 %         |
| Overall quality of parks/trails/open space                             | 83            | 14.9 %         |
| Overall quality of streets                                             | 290           | 52.0 %         |
| Overall flow of traffic on streets                                     | 182           | 32.6 %         |
| Overall quality of police services                                     | 80            | 14.3 %         |
| Overall quality of dispatch services                                   | 11            | 2.0 %          |
| Overall quality of fire services                                       | 5             | 0.9 %          |
| Overall quality of emergency medical/ambulance services                | 17            | 3.0 %          |
| Overall quality of natural gas services                                | 15            | 2.7 %          |
| Overall quality of electrical services                                 | 32            | 5.7 %          |
| Overall quality of water services                                      | 43            | 7.7 %          |
| Overall quality of wastewater/sewer services                           | 9             | 1.6 %          |
| Overall quality of landfill services                                   | 11            | 2.0 %          |
| Overall quality of museum services                                     | 10            | 1.8 %          |
| Overall quality of library services                                    | 14            | 2.5 %          |
| Overall quality of airport                                             | 23            | 4.1 %          |
| Overall quality of permitting processes                                | 47            | 8.4 %          |
| Overall quality of development services                                | 106           | 19.0 %         |
| Overall quality of customer service you receive from City employees    | 23            | 4.1 %          |
| Overall enforcement of City codes & ordinances                         | 103           | 18.5 %         |
| Overall effectiveness of stormwater management & flood control         | 38            | 6.8 %          |
| Overall effectiveness of City communication with the public            | 176           | 31.5 %         |
| Overall quality of local government services provided in the community | 93            | 16.7 %         |
| <u>None chosen</u>                                                     | <u>42</u>     | <u>7.5 %</u>   |
| Total                                                                  | 1526          |                |

**Q2. Perception of the City. Please rate each of the following items that may influence your perception of the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                                              | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q2-1. Overall quality of new development                                     | 5.4%           | 28.3%     | 27.6%   | 23.3%        | 10.0%             | 5.4%       |
| Q2-2. Overall development across City                                        | 4.1%           | 21.9%     | 30.3%   | 29.2%        | 10.6%             | 3.9%       |
| Q2-3. Overall affordable housing options                                     | 2.0%           | 8.2%      | 23.5%   | 35.5%        | 19.9%             | 10.9%      |
| Q2-4. Overall image of City                                                  | 6.8%           | 32.4%     | 29.7%   | 22.9%        | 6.8%              | 1.3%       |
| Q2-5. Overall appearance of the community                                    | 9.1%           | 42.7%     | 29.2%   | 14.9%        | 3.2%              | 0.9%       |
| Q2-6. Overall value that you receive for your City taxes & fees              | 3.2%           | 17.6%     | 26.2%   | 27.2%        | 20.8%             | 5.0%       |
| Q2-7. Overall quality of Downtown area                                       | 15.6%          | 47.1%     | 26.2%   | 8.1%         | 1.8%              | 1.3%       |
| Q2-8. Efforts to encourage & support clean energy projects                   | 6.6%           | 25.1%     | 40.9%   | 10.6%        | 3.6%              | 13.3%      |
| Q2-9. Leadership provided by local elected officials                         | 3.4%           | 18.1%     | 33.9%   | 24.7%        | 11.6%             | 8.2%       |
| Q2-10. Effectiveness of local governmental managers & appointed staff        | 5.0%           | 20.8%     | 35.1%   | 19.7%        | 8.6%              | 10.8%      |
| Q2-11. City creating a diverse, inclusive, & fair community                  | 4.3%           | 26.5%     | 36.2%   | 15.2%        | 6.5%              | 11.3%      |
| Q2-12. City helping residents feel connected & integrated into the community | 4.1%           | 21.3%     | 36.9%   | 23.5%        | 6.1%              | 8.1%       |

**WITHOUT "DON'T KNOW"**

**Q2. Perception of the City. Please rate each of the following items that may influence your perception of the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                                              | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q2-1. Overall quality of new development                                     | 5.7%           | 29.9%     | 29.2%   | 24.6%        | 10.6%             |
| Q2-2. Overall development across City                                        | 4.3%           | 22.8%     | 31.5%   | 30.4%        | 11.0%             |
| Q2-3. Overall affordable housing options                                     | 2.2%           | 9.3%      | 26.4%   | 39.8%        | 22.3%             |
| Q2-4. Overall image of City                                                  | 6.9%           | 32.8%     | 30.1%   | 23.2%        | 6.9%              |
| Q2-5. Overall appearance of the community                                    | 9.2%           | 43.0%     | 29.5%   | 15.0%        | 3.3%              |
| Q2-6. Overall value that you receive for your City taxes & fees              | 3.4%           | 18.5%     | 27.5%   | 28.7%        | 21.9%             |
| Q2-7. Overall quality of Downtown area                                       | 15.8%          | 47.7%     | 26.5%   | 8.2%         | 1.8%              |
| Q2-8. Efforts to encourage & support clean energy projects                   | 7.6%           | 28.9%     | 47.1%   | 12.2%        | 4.1%              |
| Q2-9. Leadership provided by local elected officials                         | 3.7%           | 19.7%     | 36.9%   | 27.0%        | 12.7%             |
| Q2-10. Effectiveness of local governmental managers & appointed staff        | 5.6%           | 23.3%     | 39.4%   | 22.1%        | 9.6%              |
| Q2-11. City creating a diverse, inclusive, & fair community                  | 4.8%           | 29.9%     | 40.8%   | 17.2%        | 7.3%              |
| Q2-12. City helping residents feel connected & integrated into the community | 4.5%           | 23.2%     | 40.2%   | 25.5%        | 6.6%              |

**Q2a. Which TWO of the perception items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. Top choice                                                       | Number | Percent |
|-----------------------------------------------------------------------|--------|---------|
| Overall quality of new development                                    | 56     | 10.0 %  |
| Overall development across City                                       | 73     | 13.1 %  |
| Overall affordable housing options                                    | 120    | 21.5 %  |
| Overall image of City                                                 | 23     | 4.1 %   |
| Overall appearance of the community                                   | 20     | 3.6 %   |
| Overall value that you receive for your City taxes & fees             | 95     | 17.0 %  |
| Overall quality of Downtown area                                      | 11     | 2.0 %   |
| Efforts to encourage & support clean energy projects                  | 13     | 2.3 %   |
| Leadership provided by local elected officials                        | 43     | 7.7 %   |
| Effectiveness of local governmental managers & appointed staff        | 20     | 3.6 %   |
| City creating a diverse, inclusive, & fair community                  | 16     | 2.9 %   |
| City helping residents feel connected & integrated into the community | 25     | 4.5 %   |
| None chosen                                                           | 43     | 7.7 %   |
| Total                                                                 | 558    | 100.0 % |

**Q2a. Which TWO of the perception items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q2a. 2nd choice                                                       | Number | Percent |
|-----------------------------------------------------------------------|--------|---------|
| Overall quality of new development                                    | 35     | 6.3 %   |
| Overall development across City                                       | 73     | 13.1 %  |
| Overall affordable housing options                                    | 70     | 12.5 %  |
| Overall image of City                                                 | 28     | 5.0 %   |
| Overall appearance of the community                                   | 31     | 5.6 %   |
| Overall value that you receive for your City taxes & fees             | 74     | 13.3 %  |
| Overall quality of Downtown area                                      | 19     | 3.4 %   |
| Efforts to encourage & support clean energy projects                  | 21     | 3.8 %   |
| Leadership provided by local elected officials                        | 57     | 10.2 %  |
| Effectiveness of local governmental managers & appointed staff        | 25     | 4.5 %   |
| City creating a diverse, inclusive, & fair community                  | 23     | 4.1 %   |
| City helping residents feel connected & integrated into the community | 44     | 7.9 %   |
| None chosen                                                           | 58     | 10.4 %  |
| Total                                                                 | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES****Q2a. Which TWO of the perception items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q2a. Sum of top 2 choices                                             | Number | Percent |
|-----------------------------------------------------------------------|--------|---------|
| Overall quality of new development                                    | 91     | 16.3 %  |
| Overall development across City                                       | 146    | 26.2 %  |
| Overall affordable housing options                                    | 190    | 34.1 %  |
| Overall image of City                                                 | 51     | 9.1 %   |
| Overall appearance of the community                                   | 51     | 9.1 %   |
| Overall value that you receive for your City taxes & fees             | 169    | 30.3 %  |
| Overall quality of Downtown area                                      | 30     | 5.4 %   |
| Efforts to encourage & support clean energy projects                  | 34     | 6.1 %   |
| Leadership provided by local elected officials                        | 100    | 17.9 %  |
| Effectiveness of local governmental managers & appointed staff        | 45     | 8.1 %   |
| City creating a diverse, inclusive, & fair community                  | 39     | 7.0 %   |
| City helping residents feel connected & integrated into the community | 69     | 12.4 %  |
| None chosen                                                           | 43     | 7.7 %   |
| Total                                                                 | 1058   |         |

**Q2b. What makes Hastings unique?**

| Q2b. What makes Hastings unique                            | Number | Percent |
|------------------------------------------------------------|--------|---------|
| <i>[Responses provided in Open-Ended Comments section]</i> | 288    | 51.6 %  |
| Don't know or rather not answer                            | 270    | 48.4 %  |
| Total                                                      | 558    | 100.0 % |

**Q3. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                                                                                        | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|------------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q3-1. Quality of services for fees assessed with recreation programing (e.g., recreation programs, admission, & camps) | 9.9%           | 31.9%     | 28.0%   | 5.6%         | 1.8%              | 22.9%      |
| Q3-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                  | 23.5%          | 50.0%     | 12.2%   | 3.4%         | 1.4%              | 9.5%       |
| Q3-3. Quality of the dog park                                                                                          | 6.5%           | 23.1%     | 22.2%   | 7.3%         | 3.4%              | 37.5%      |
| Q3-4. Quality of the Aquacourt                                                                                         | 17.4%          | 45.2%     | 16.7%   | 7.5%         | 1.1%              | 12.2%      |
| Q3-5. Quantity of City trails                                                                                          | 16.1%          | 43.9%     | 19.0%   | 6.8%         | 2.2%              | 12.0%      |
| Q3-6. Quality of the Pioneer Spirit Trail                                                                              | 17.7%          | 37.3%     | 20.3%   | 3.8%         | 0.9%              | 20.1%      |
| Q3-7. Quality of the Hastings Community Center                                                                         | 4.8%           | 18.6%     | 26.5%   | 6.5%         | 1.3%              | 42.3%      |
| Q3-8. Quality of nature settings & natural habitats for pollinators                                                    | 5.4%           | 26.7%     | 28.7%   | 12.7%        | 2.9%              | 23.7%      |
| Q3-9. Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                              | 12.2%          | 52.7%     | 18.6%   | 9.0%         | 1.3%              | 6.3%       |
| Q3-10. Proximity of parks to your home                                                                                 | 22.9%          | 54.3%     | 15.2%   | 3.8%         | 1.3%              | 2.5%       |
| Q3-11. Access to City parks for persons with disabilities                                                              | 11.8%          | 34.2%     | 24.2%   | 4.1%         | 0.9%              | 24.7%      |
| Q3-12. Appearance & maintenance of existing City parks                                                                 | 19.5%          | 57.3%     | 13.3%   | 5.7%         | 0.9%              | 3.2%       |
| Q3-13. Other                                                                                                           | 6.5%           | 4.3%      | 17.4%   | 13.0%        | 52.2%             | 6.5%       |

**WITHOUT "DON'T KNOW"**

**Q3. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                                                                                        | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|------------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q3-1. Quality of services for fees assessed with recreation programing (e.g., recreation programs, admission, & camps) | 12.8%          | 41.4%     | 36.3%   | 7.2%         | 2.3%              |
| Q3-2. Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                  | 25.9%          | 55.2%     | 13.5%   | 3.8%         | 1.6%              |
| Q3-3. Quality of the dog park                                                                                          | 10.3%          | 37.0%     | 35.5%   | 11.7%        | 5.4%              |
| Q3-4. Quality of the Aquacourt                                                                                         | 19.8%          | 51.4%     | 19.0%   | 8.6%         | 1.2%              |
| Q3-5. Quantity of City trails                                                                                          | 18.3%          | 49.9%     | 21.6%   | 7.7%         | 2.4%              |
| Q3-6. Quality of the Pioneer Spirit Trail                                                                              | 22.2%          | 46.6%     | 25.3%   | 4.7%         | 1.1%              |
| Q3-7. Quality of the Hastings Community Center                                                                         | 8.4%           | 32.3%     | 46.0%   | 11.2%        | 2.2%              |
| Q3-8. Quality of nature settings & natural habitats for pollinators                                                    | 7.0%           | 35.0%     | 37.6%   | 16.7%        | 3.8%              |
| Q3-9. Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                              | 13.0%          | 56.2%     | 19.9%   | 9.6%         | 1.3%              |
| Q3-10. Proximity of parks to your home                                                                                 | 23.5%          | 55.7%     | 15.6%   | 3.9%         | 1.3%              |
| Q3-11. Access to City parks for persons with disabilities                                                              | 15.7%          | 45.5%     | 32.1%   | 5.5%         | 1.2%              |
| Q3-12. Appearance & maintenance of existing City parks                                                                 | 20.2%          | 59.3%     | 13.7%   | 5.9%         | 0.9%              |
| Q3-13. Other                                                                                                           | 7.0%           | 4.7%      | 18.6%   | 14.0%        | 55.8%             |

**Q3a. Which TWO of the Parks and Recreation items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. Top choice                                                                                                   | Number | Percent |
|-------------------------------------------------------------------------------------------------------------------|--------|---------|
| Quality of services for fees assessed with recreation programming (e.g., recreation programs, admission, & camps) | 49     | 8.8 %   |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                   | 35     | 6.3 %   |
| Quality of the dog park                                                                                           | 49     | 8.8 %   |
| Quality of the Aquacourt                                                                                          | 47     | 8.4 %   |
| Quantity of City trails                                                                                           | 50     | 9.0 %   |
| Quality of the Pioneer Spirit Trail                                                                               | 13     | 2.3 %   |
| Quality of the Hastings Community Center                                                                          | 34     | 6.1 %   |
| Quality of nature settings & natural habitats for pollinators                                                     | 55     | 9.9 %   |
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                               | 52     | 9.3 %   |
| Proximity of parks to your home                                                                                   | 8      | 1.4 %   |
| Access to City parks for persons with disabilities                                                                | 29     | 5.2 %   |
| Appearance & maintenance of existing City parks                                                                   | 43     | 7.7 %   |
| Other                                                                                                             | 14     | 2.5 %   |
| None chosen                                                                                                       | 80     | 14.3 %  |
| Total                                                                                                             | 558    | 100.0 % |

**Q3a. Which TWO of the Parks and Recreation items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q3a. 2nd choice                                                                                                   | Number | Percent |
|-------------------------------------------------------------------------------------------------------------------|--------|---------|
| Quality of services for fees assessed with recreation programming (e.g., recreation programs, admission, & camps) | 41     | 7.3 %   |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                   | 29     | 5.2 %   |
| Quality of the dog park                                                                                           | 31     | 5.6 %   |
| Quality of the Aquacourt                                                                                          | 40     | 7.2 %   |
| Quantity of City trails                                                                                           | 33     | 5.9 %   |
| Quality of the Pioneer Spirit Trail                                                                               | 18     | 3.2 %   |
| Quality of the Hastings Community Center                                                                          | 36     | 6.5 %   |
| Quality of nature settings & natural habitats for pollinators                                                     | 49     | 8.8 %   |
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                               | 47     | 8.4 %   |
| Proximity of parks to your home                                                                                   | 13     | 2.3 %   |
| Access to City parks for persons with disabilities                                                                | 31     | 5.6 %   |
| Appearance & maintenance of existing City parks                                                                   | 62     | 11.1 %  |
| Other                                                                                                             | 13     | 2.3 %   |
| None chosen                                                                                                       | 115    | 20.6 %  |
| Total                                                                                                             | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES****Q3a. Which TWO of the Parks and Recreation items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q3a. Sum of top 2 choices                                                                                         | Number | Percent |
|-------------------------------------------------------------------------------------------------------------------|--------|---------|
| Quality of services for fees assessed with recreation programming (e.g., recreation programs, admission, & camps) | 90     | 16.1 %  |
| Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                   | 64     | 11.5 %  |
| Quality of the dog park                                                                                           | 80     | 14.3 %  |
| Quality of the Aquacourt                                                                                          | 87     | 15.6 %  |
| Quantity of City trails                                                                                           | 83     | 14.9 %  |
| Quality of the Pioneer Spirit Trail                                                                               | 31     | 5.6 %   |
| Quality of the Hastings Community Center                                                                          | 70     | 12.5 %  |
| Quality of nature settings & natural habitats for pollinators                                                     | 104    | 18.6 %  |
| Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                               | 99     | 17.7 %  |
| Proximity of parks to your home                                                                                   | 21     | 3.8 %   |
| Access to City parks for persons with disabilities                                                                | 60     | 10.8 %  |
| Appearance & maintenance of existing City parks                                                                   | 105    | 18.8 %  |
| Other                                                                                                             | 27     | 4.8 %   |
| None chosen                                                                                                       | 80     | 14.3 %  |
| Total                                                                                                             | 1001   |         |

**Q3b. What parks and recreation services do you find most interesting and what types of programs would you like to see in the future?**

|                                                                                                                                 |        |         |
|---------------------------------------------------------------------------------------------------------------------------------|--------|---------|
| Q3b. What parks & recreation services do you find most interesting & what types of programs would you like to see in the future | Number | Percent |
| <i>[Responses provided in Open-Ended Comments section]</i>                                                                      | 212    | 38.0 %  |
| Don't know or rather not answer                                                                                                 | 346    | 62.0 %  |
| Total                                                                                                                           | 558    | 100.0 % |

**Q4. Fire Services. Please rate each of the fire safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                                                             | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q4-1. How quickly ambulance/emergency medical services personnel respond to emergencies     | 26.9%          | 37.8%     | 9.3%    | 0.7%         | 0.4%              | 24.9%      |
| Q4-2. How effectively ambulance/emergency medical services personnel respond to emergencies | 26.5%          | 38.2%     | 9.5%    | 0.5%         | 0.4%              | 24.9%      |
| Q4-3. How quickly fire/rescue services personnel respond to emergencies                     | 29.0%          | 36.4%     | 9.5%    | 0.5%         | 0.2%              | 24.4%      |
| Q4-4. How effectively fire/rescue personnel handle emergencies                              | 28.7%          | 36.6%     | 9.5%    | 0.5%         | 0.0%              | 24.7%      |
| Q4-5. Fire/safety education programs in your community                                      | 15.1%          | 29.6%     | 21.5%   | 3.6%         | 0.4%              | 29.9%      |
| Q4-6. Fire inspection programs in your community                                            | 12.0%          | 25.1%     | 21.9%   | 5.2%         | 0.7%              | 35.1%      |

**WITHOUT "DON'T KNOW"**

**Q4. Fire Services. Please rate each of the fire safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                                                             | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q4-1. How quickly ambulance/emergency medical services personnel respond to emergencies     | 35.8%          | 50.4%     | 12.4%   | 1.0%         | 0.5%              |
| Q4-2. How effectively ambulance/emergency medical services personnel respond to emergencies | 35.3%          | 50.8%     | 12.6%   | 0.7%         | 0.5%              |
| Q4-3. How quickly fire/rescue services personnel respond to emergencies                     | 38.4%          | 48.1%     | 12.6%   | 0.7%         | 0.2%              |
| Q4-4. How effectively fire/rescue personnel handle emergencies                              | 38.1%          | 48.6%     | 12.6%   | 0.7%         | 0.0%              |
| Q4-5. Fire/safety education programs in your community                                      | 21.5%          | 42.2%     | 30.7%   | 5.1%         | 0.5%              |
| Q4-6. Fire inspection programs in your community                                            | 18.5%          | 38.7%     | 33.7%   | 8.0%         | 1.1%              |

**Q4a. Which TWO of the fire services items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. Top choice                                                                       | Number | Percent |
|---------------------------------------------------------------------------------------|--------|---------|
| How quickly ambulance/emergency medical services personnel respond to emergencies     | 95     | 17.0 %  |
| How effectively ambulance/emergency medical services personnel respond to emergencies | 51     | 9.1 %   |
| How quickly fire/rescue services personnel respond to emergencies                     | 25     | 4.5 %   |
| How effectively fire/rescue personnel handle emergencies                              | 28     | 5.0 %   |
| Fire/safety education programs in your community                                      | 125    | 22.4 %  |
| Fire inspection programs in your community                                            | 73     | 13.1 %  |
| None chosen                                                                           | 161    | 28.9 %  |
| Total                                                                                 | 558    | 100.0 % |

**Q4a. Which TWO of the fire services items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q4a. 2nd choice                                                                       | Number | Percent |
|---------------------------------------------------------------------------------------|--------|---------|
| How quickly ambulance/emergency medical services personnel respond to emergencies     | 39     | 7.0 %   |
| How effectively ambulance/emergency medical services personnel respond to emergencies | 63     | 11.3 %  |
| How quickly fire/rescue services personnel respond to emergencies                     | 52     | 9.3 %   |
| How effectively fire/rescue personnel handle emergencies                              | 46     | 8.2 %   |
| Fire/safety education programs in your community                                      | 64     | 11.5 %  |
| Fire inspection programs in your community                                            | 105    | 18.8 %  |
| None chosen                                                                           | 189    | 33.9 %  |
| Total                                                                                 | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES**

**Q4a. Which TWO of the fire services items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q4a. Sum of top 2 choices                                                             | Number | Percent |
|---------------------------------------------------------------------------------------|--------|---------|
| How quickly ambulance/emergency medical services personnel respond to emergencies     | 134    | 24.0 %  |
| How effectively ambulance/emergency medical services personnel respond to emergencies | 114    | 20.4 %  |
| How quickly fire/rescue services personnel respond to emergencies                     | 77     | 13.8 %  |
| How effectively fire/rescue personnel handle emergencies                              | 74     | 13.3 %  |
| Fire/safety education programs in your community                                      | 189    | 33.9 %  |
| Fire inspection programs in your community                                            | 178    | 31.9 %  |
| None chosen                                                                           | 161    | 28.9 %  |
| Total                                                                                 | 927    |         |

**Q5. Public Safety. Please rate your satisfaction with each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                             | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-1. Feeling of safety in your neighborhood during the day | 38.4%          | 47.3%     | 9.1%    | 3.4%         | 0.7%              | 1.1%       |
| Q5-2. Feeling of safety in your neighborhood at night       | 20.3%          | 44.4%     | 18.8%   | 13.4%        | 2.0%              | 1.1%       |
| Q5-3. Feeling of safety in community parks                  | 15.2%          | 47.7%     | 23.7%   | 7.3%         | 1.3%              | 4.8%       |
| Q5-4. Feeling of safety at community events                 | 21.9%          | 56.1%     | 15.8%   | 2.2%         | 0.2%              | 3.9%       |
| Q5-5. Feeling of safety in retail areas                     | 20.8%          | 55.6%     | 17.0%   | 3.8%         | 0.2%              | 2.7%       |
| Q5-6. Feeling of safety in the Downtown area                | 25.3%          | 53.9%     | 14.7%   | 3.6%         | 0.0%              | 2.5%       |
| Q5-7. Feeling of safety at our schools                      | 16.1%          | 39.6%     | 19.4%   | 7.2%         | 1.8%              | 15.9%      |
| Q5-8. Overall feeling of safety                             | 20.4%          | 57.0%     | 15.9%   | 4.7%         | 0.4%              | 1.6%       |
| Q5-9. Visibility of police at community events              | 18.3%          | 43.5%     | 22.6%   | 7.9%         | 0.9%              | 6.8%       |
| Q5-10. Visibility of police in neighborhoods                | 13.4%          | 32.1%     | 28.7%   | 19.2%        | 3.4%              | 3.2%       |
| Q5-11. Visibility of police in commercial & retail areas    | 11.1%          | 30.6%     | 36.7%   | 12.4%        | 2.2%              | 7.0%       |
| Q5-12. Enforcement of local traffic laws                    | 10.9%          | 36.7%     | 28.3%   | 12.0%        | 5.0%              | 7.0%       |
| Q5-13. How quickly police respond to emergencies            | 15.2%          | 34.9%     | 17.0%   | 7.3%         | 2.3%              | 23.1%      |
| Q5-14. Response to drug crimes                              | 7.3%           | 23.1%     | 21.7%   | 10.0%        | 6.5%              | 31.4%      |
| Q5-15. Response to property crime                           | 7.3%           | 24.2%     | 25.8%   | 12.0%        | 4.5%              | 26.2%      |
| Q5-16. Response to homeless population                      | 3.2%           | 15.1%     | 29.7%   | 12.5%        | 6.3%              | 33.2%      |

**Q5. Public Safety. Please rate your satisfaction with each of the public safety items listed below using 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 |
|--------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-17. Response to violent crime                                   | 9.5%           | 26.2%     | 21.7%   | 5.6%         | 2.5%              | 34.6%      |
| Q5-18. Response to mental health concerns                          | 4.8%           | 14.7%     | 26.0%   | 13.6%        | 7.7%              | 33.2%      |
| Q5-19. Overall efforts by police to prevent crime                  | 10.4%          | 34.9%     | 30.5%   | 7.2%         | 3.6%              | 13.4%      |
| Q5-20. Police safety education programs                            | 6.6%           | 24.4%     | 29.9%   | 6.8%         | 1.1%              | 31.2%      |
| Q5-21. Level of information provided to the public from the police | 7.5%           | 28.1%     | 30.5%   | 15.1%        | 3.2%              | 15.6%      |

**WITHOUT "DON'T KNOW"**

**Q5. Public Safety. Please rate your satisfaction with each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                             | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q5-1. Feeling of safety in your neighborhood during the day | 38.8%          | 47.8%     | 9.2%    | 3.4%         | 0.7%              |
| Q5-2. Feeling of safety in your neighborhood at night       | 20.5%          | 44.9%     | 19.0%   | 13.6%        | 2.0%              |
| Q5-3. Feeling of safety in community parks                  | 16.0%          | 50.1%     | 24.9%   | 7.7%         | 1.3%              |
| Q5-4. Feeling of safety at community events                 | 22.8%          | 58.4%     | 16.4%   | 2.2%         | 0.2%              |
| Q5-5. Feeling of safety in retail areas                     | 21.4%          | 57.1%     | 17.5%   | 3.9%         | 0.2%              |
| Q5-6. Feeling of safety in the Downtown area                | 25.9%          | 55.3%     | 15.1%   | 3.7%         | 0.0%              |
| Q5-7. Feeling of safety at our schools                      | 19.2%          | 47.1%     | 23.0%   | 8.5%         | 2.1%              |
| Q5-8. Overall feeling of safety                             | 20.8%          | 57.9%     | 16.2%   | 4.7%         | 0.4%              |
| Q5-9. Visibility of police at community events              | 19.6%          | 46.7%     | 24.2%   | 8.5%         | 1.0%              |
| Q5-10. Visibility of police in neighborhoods                | 13.9%          | 33.1%     | 29.6%   | 19.8%        | 3.5%              |
| Q5-11. Visibility of police in commercial & retail areas    | 11.9%          | 32.9%     | 39.5%   | 13.3%        | 2.3%              |
| Q5-12. Enforcement of local traffic laws                    | 11.8%          | 39.5%     | 30.4%   | 12.9%        | 5.4%              |
| Q5-13. How quickly police respond to emergencies            | 19.8%          | 45.5%     | 22.1%   | 9.6%         | 3.0%              |
| Q5-14. Response to drug crimes                              | 10.7%          | 33.7%     | 31.6%   | 14.6%        | 9.4%              |
| Q5-15. Response to property crime                           | 10.0%          | 32.8%     | 35.0%   | 16.3%        | 6.1%              |
| Q5-16. Response to homeless population                      | 4.8%           | 22.5%     | 44.5%   | 18.8%        | 9.4%              |

**WITHOUT "DON'T KNOW"**

**Q5. Public Safety. Please rate your satisfaction with each of the public safety items listed below using 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 |
|--------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q5-17. Response to violent crime                                   | 14.5%          | 40.0%     | 33.2%   | 8.5%         | 3.8%              |
| Q5-18. Response to mental health concerns                          | 7.2%           | 22.0%     | 38.9%   | 20.4%        | 11.5%             |
| Q5-19. Overall efforts by police to prevent crime                  | 12.0%          | 40.4%     | 35.2%   | 8.3%         | 4.1%              |
| Q5-20. Police safety education programs                            | 9.6%           | 35.4%     | 43.5%   | 9.9%         | 1.6%              |
| Q5-21. Level of information provided to the public from the police | 8.9%           | 33.3%     | 36.1%   | 17.8%        | 3.8%              |

**Q5a. Which TWO of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q5a. Top choice</u>                                      | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------------------------|---------------|----------------|
| Feeling of safety in your neighborhood during the day       | 13            | 2.3 %          |
| Feeling of safety in your neighborhood at night             | 54            | 9.7 %          |
| Feeling of safety in community parks                        | 14            | 2.5 %          |
| Feeling of safety at community events                       | 4             | 0.7 %          |
| Feeling of safety in retail areas                           | 10            | 1.8 %          |
| Feeling of safety in the Downtown area                      | 5             | 0.9 %          |
| Feeling of safety at our schools                            | 46            | 8.2 %          |
| Overall feeling of safety                                   | 16            | 2.9 %          |
| Visibility of police at community events                    | 10            | 1.8 %          |
| Visibility of police in neighborhoods                       | 41            | 7.3 %          |
| Visibility of police in commercial & retail areas           | 6             | 1.1 %          |
| Enforcement of local traffic laws                           | 27            | 4.8 %          |
| How quickly police respond to emergencies                   | 14            | 2.5 %          |
| Response to drug crimes                                     | 44            | 7.9 %          |
| Response to property crime                                  | 13            | 2.3 %          |
| Response to homeless population                             | 36            | 6.5 %          |
| Response to violent crime                                   | 4             | 0.7 %          |
| Response to mental health concerns                          | 50            | 9.0 %          |
| Overall efforts by police to prevent crime                  | 21            | 3.8 %          |
| Police safety education programs                            | 19            | 3.4 %          |
| Level of information provided to the public from the police | 35            | 6.3 %          |
| <u>None chosen</u>                                          | <u>76</u>     | <u>13.6 %</u>  |
| Total                                                       | 558           | 100.0 %        |

**Q5a. Which TWO of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q5a. 2nd choice</u>                                      | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------------------------|---------------|----------------|
| Feeling of safety in your neighborhood during the day       | 13            | 2.3 %          |
| Feeling of safety in your neighborhood at night             | 25            | 4.5 %          |
| Feeling of safety in community parks                        | 9             | 1.6 %          |
| Feeling of safety at community events                       | 7             | 1.3 %          |
| Feeling of safety in retail areas                           | 3             | 0.5 %          |
| Feeling of safety in the Downtown area                      | 5             | 0.9 %          |
| Feeling of safety at our schools                            | 21            | 3.8 %          |
| Overall feeling of safety                                   | 22            | 3.9 %          |
| Visibility of police at community events                    | 10            | 1.8 %          |
| Visibility of police in neighborhoods                       | 41            | 7.3 %          |
| Visibility of police in commercial & retail areas           | 18            | 3.2 %          |
| Enforcement of local traffic laws                           | 29            | 5.2 %          |
| How quickly police respond to emergencies                   | 11            | 2.0 %          |
| Response to drug crimes                                     | 32            | 5.7 %          |
| Response to property crime                                  | 30            | 5.4 %          |
| Response to homeless population                             | 33            | 5.9 %          |
| Response to violent crime                                   | 10            | 1.8 %          |
| Response to mental health concerns                          | 52            | 9.3 %          |
| Overall efforts by police to prevent crime                  | 23            | 4.1 %          |
| Police safety education programs                            | 20            | 3.6 %          |
| Level of information provided to the public from the police | 41            | 7.3 %          |
| <u>None chosen</u>                                          | <u>103</u>    | <u>18.5 %</u>  |
| Total                                                       | 558           | 100.0 %        |

**SUM OF TOP 2 CHOICES****Q5a. Which TWO of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q5a. Sum of 2 top choices                                   | Number | Percent |
|-------------------------------------------------------------|--------|---------|
| Feeling of safety in your neighborhood during the day       | 26     | 4.7 %   |
| Feeling of safety in your neighborhood at night             | 79     | 14.2 %  |
| Feeling of safety in community parks                        | 23     | 4.1 %   |
| Feeling of safety at community events                       | 11     | 2.0 %   |
| Feeling of safety in retail areas                           | 13     | 2.3 %   |
| Feeling of safety in the Downtown area                      | 10     | 1.8 %   |
| Feeling of safety at our schools                            | 67     | 12.0 %  |
| Overall feeling of safety                                   | 38     | 6.8 %   |
| Visibility of police at community events                    | 20     | 3.6 %   |
| Visibility of police in neighborhoods                       | 82     | 14.7 %  |
| Visibility of police in commercial & retail areas           | 24     | 4.3 %   |
| Enforcement of local traffic laws                           | 56     | 10.0 %  |
| How quickly police respond to emergencies                   | 25     | 4.5 %   |
| Response to drug crimes                                     | 76     | 13.6 %  |
| Response to property crime                                  | 43     | 7.7 %   |
| Response to homeless population                             | 69     | 12.4 %  |
| Response to violent crime                                   | 14     | 2.5 %   |
| Response to mental health concerns                          | 102    | 18.3 %  |
| Overall efforts by police to prevent crime                  | 44     | 7.9 %   |
| Police safety education programs                            | 39     | 7.0 %   |
| Level of information provided to the public from the police | 76     | 13.6 %  |
| None chosen                                                 | 76     | 13.6 %  |
| Total                                                       | 1013   |         |

**Q6. Sources of Communication. Where do you currently get news and information about City programs, services, and events?**

Q6. Where do you currently get news & information  
about City programs, services, & events

|                                       | Number | Percent |
|---------------------------------------|--------|---------|
| Behind the Scenes monthly publication | 34     | 6.1 %   |
| City website                          | 94     | 16.8 %  |
| Newspaper                             | 272    | 48.7 %  |
| Friends                               | 282    | 50.5 %  |
| Radio                                 | 162    | 29.0 %  |
| Facebook                              | 326    | 58.4 %  |
| Twitter                               | 20     | 3.6 %   |
| Instagram                             | 20     | 3.6 %   |
| City Council & other board meetings   | 73     | 13.1 %  |
| YouTube                               | 11     | 2.0 %   |
| Ward Town Hall meetings               | 32     | 5.7 %   |
| Utility bill newsletter               | 185    | 33.2 %  |
| Flyers                                | 31     | 5.6 %   |
| KHAS radiograms                       | 66     | 11.8 %  |
| TV local news                         | 339    | 60.8 %  |
| Other                                 | 19     | 3.4 %   |
| Total                                 | 1966   |         |

**Q6-16. Other:**

| Q6-16. Other                                                             | Number | Percent |
|--------------------------------------------------------------------------|--------|---------|
| I talk to people personally everyday                                     | 1      | 5.3 %   |
| City employees of whom I have acquaintances with                         | 1      | 5.3 %   |
| Voice of the People meeting                                              | 1      | 5.3 %   |
| Gossip around town                                                       | 1      | 5.3 %   |
| Alternative media not MSM                                                | 1      | 5.3 %   |
| I follow the Chamber of Commerce website                                 | 1      | 5.3 %   |
| City email                                                               | 1      | 5.3 %   |
| TV news                                                                  | 1      | 5.3 %   |
| Family                                                                   | 1      | 5.3 %   |
| Job                                                                      | 1      | 5.3 %   |
| Word of mouth                                                            | 1      | 5.3 %   |
| Newsbreak                                                                | 1      | 5.3 %   |
| City activity guide                                                      | 1      | 5.3 %   |
| Hastings Public Access                                                   | 1      | 5.3 %   |
| Mailings                                                                 | 1      | 5.3 %   |
| City workers I know                                                      | 1      | 5.3 %   |
| I know several City employees and have regular business with<br>the City | 1      | 5.3 %   |
| The internet                                                             | 1      | 5.3 %   |
| Ring app                                                                 | 1      | 5.3 %   |
| Total                                                                    | 19     | 100.0 % |

**Q6a. From which TWO sources listed in Question 6 do you MOST PREFER to get information from the City?**

| Q6a. Top choice                       | Number | Percent |
|---------------------------------------|--------|---------|
| Behind the Scenes monthly publication | 12     | 2.2 %   |
| City website                          | 40     | 7.2 %   |
| Newspaper                             | 117    | 21.0 %  |
| Friends                               | 8      | 1.4 %   |
| Radio                                 | 22     | 3.9 %   |
| Facebook                              | 136    | 24.4 %  |
| Twitter                               | 4      | 0.7 %   |
| Instagram                             | 1      | 0.2 %   |
| City Council & other board meetings   | 11     | 2.0 %   |
| YouTube                               | 3      | 0.5 %   |
| Utility bill newsletter               | 17     | 3.0 %   |
| Flyers                                | 4      | 0.7 %   |
| KHAS radiograms                       | 7      | 1.3 %   |
| TV local news                         | 94     | 16.8 %  |
| Other                                 | 4      | 0.7 %   |
| None chosen                           | 78     | 14.0 %  |
| Total                                 | 558    | 100.0 % |

**Q6a. From which TWO sources listed in Question 6 do you MOST PREFER to get information from the City?**

| Q6a. 2nd choice                       | Number | Percent |
|---------------------------------------|--------|---------|
| Behind the Scenes monthly publication | 10     | 1.8 %   |
| City website                          | 27     | 4.8 %   |
| Newspaper                             | 84     | 15.1 %  |
| Friends                               | 20     | 3.6 %   |
| Radio                                 | 35     | 6.3 %   |
| Facebook                              | 63     | 11.3 %  |
| Twitter                               | 7      | 1.3 %   |
| Instagram                             | 8      | 1.4 %   |
| City Council & other board meetings   | 10     | 1.8 %   |
| YouTube                               | 3      | 0.5 %   |
| Ward Town Hall meetings               | 6      | 1.1 %   |
| Utility bill newsletter               | 28     | 5.0 %   |
| Flyers                                | 15     | 2.7 %   |
| KHAS radiograms                       | 7      | 1.3 %   |
| TV local news                         | 123    | 22.0 %  |
| Other                                 | 8      | 1.4 %   |
| None chosen                           | 104    | 18.6 %  |
| Total                                 | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES**

**Q6a. From which TWO sources listed in Question 6 do you MOST PREFER to get information from the City?**  
**(top 2)**

| Q6a. Sum of top 2 choices             | Number | Percent |
|---------------------------------------|--------|---------|
| Behind the Scenes monthly publication | 22     | 3.9 %   |
| City website                          | 67     | 12.0 %  |
| Newspaper                             | 201    | 36.0 %  |
| Friends                               | 28     | 5.0 %   |
| Radio                                 | 57     | 10.2 %  |
| Facebook                              | 199    | 35.7 %  |
| Twitter                               | 11     | 2.0 %   |
| Instagram                             | 9      | 1.6 %   |
| City Council & other board meetings   | 21     | 3.8 %   |
| YouTube                               | 6      | 1.1 %   |
| Ward Town Hall meetings               | 6      | 1.1 %   |
| Utility bill newsletter               | 45     | 8.1 %   |
| Flyers                                | 19     | 3.4 %   |
| KHAS radiograms                       | 14     | 2.5 %   |
| TV local news                         | 217    | 38.9 %  |
| Other                                 | 12     | 2.2 %   |
| None chosen                           | 78     | 14.0 %  |
| Total                                 | 1012   |         |

**Q7. Communication. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                                         | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q7-1. Availability of information about City programs & services        | 4.7%           | 29.6%     | 37.3%   | 19.0%        | 3.4%              | 6.1%       |
| Q7-2. Timeliness of information provided by City                        | 3.8%           | 27.1%     | 34.2%   | 21.5%        | 4.7%              | 8.8%       |
| Q7-3. Level of public involvement in decision making                    | 3.8%           | 14.3%     | 28.0%   | 28.3%        | 15.2%             | 10.4%      |
| Q7-4. Efforts by City to keep you informed about local issues           | 4.7%           | 24.7%     | 28.9%   | 26.7%        | 8.6%              | 6.5%       |
| Q7-5. Quality of content on social media (Facebook, Twitter, Instagram) | 3.8%           | 22.9%     | 34.2%   | 11.8%        | 3.0%              | 24.2%      |
| Q7-6. Overall quality of City's website                                 | 4.3%           | 21.1%     | 32.3%   | 9.5%         | 2.2%              | 30.6%      |
| Q7-7. Access to bilingual material                                      | 2.7%           | 6.3%      | 24.6%   | 3.8%         | 1.4%              | 61.3%      |

**WITHOUT "DON'T KNOW"**

**Q7. Communication. Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                                         | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q7-1. Availability of information about City programs & services        | 5.0%           | 31.5%     | 39.7%   | 20.2%        | 3.6%              |
| Q7-2. Timeliness of information provided by City                        | 4.1%           | 29.7%     | 37.5%   | 23.6%        | 5.1%              |
| Q7-3. Level of public involvement in decision making                    | 4.2%           | 16.0%     | 31.2%   | 31.6%        | 17.0%             |
| Q7-4. Efforts by City to keep you informed about local issues           | 5.0%           | 26.4%     | 30.8%   | 28.5%        | 9.2%              |
| Q7-5. Quality of content on social media (Facebook, Twitter, Instagram) | 5.0%           | 30.3%     | 45.2%   | 15.6%        | 4.0%              |
| Q7-6. Overall quality of City's website                                 | 6.2%           | 30.5%     | 46.5%   | 13.7%        | 3.1%              |
| Q7-7. Access to bilingual material                                      | 6.9%           | 16.2%     | 63.4%   | 9.7%         | 3.7%              |

**Q7a. Which TWO of the communication items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. Top choice                                                   | Number | Percent |
|-------------------------------------------------------------------|--------|---------|
| Availability of information about City programs & services        | 107    | 19.2 %  |
| Timeliness of information provided by City                        | 69     | 12.4 %  |
| Level of public involvement in decision making                    | 159    | 28.5 %  |
| Efforts by City to keep you informed about local issues           | 73     | 13.1 %  |
| Quality of content on social media (Facebook, Twitter, Instagram) | 26     | 4.7 %   |
| Overall quality of City's website                                 | 19     | 3.4 %   |
| Access to bilingual material                                      | 20     | 3.6 %   |
| None chosen                                                       | 85     | 15.2 %  |
| Total                                                             | 558    | 100.0 % |

**Q7a. Which TWO of the communication items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q7a. 2nd choice                                                   | Number | Percent |
|-------------------------------------------------------------------|--------|---------|
| Availability of information about City programs & services        | 56     | 10.0 %  |
| Timeliness of information provided by City                        | 86     | 15.4 %  |
| Level of public involvement in decision making                    | 92     | 16.5 %  |
| Efforts by City to keep you informed about local issues           | 143    | 25.6 %  |
| Quality of content on social media (Facebook, Twitter, Instagram) | 34     | 6.1 %   |
| Overall quality of City's website                                 | 22     | 3.9 %   |
| Access to bilingual material                                      | 16     | 2.9 %   |
| None chosen                                                       | 109    | 19.5 %  |
| Total                                                             | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES**

**Q7a. Which TWO of the communication items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q7a. Sum of top 2 choices                                         | Number | Percent |
|-------------------------------------------------------------------|--------|---------|
| Availability of information about City programs & services        | 163    | 29.2 %  |
| Timeliness of information provided by City                        | 155    | 27.8 %  |
| Level of public involvement in decision making                    | 251    | 45.0 %  |
| Efforts by City to keep you informed about local issues           | 216    | 38.7 %  |
| Quality of content on social media (Facebook, Twitter, Instagram) | 60     | 10.8 %  |
| Overall quality of City's website                                 | 41     | 7.3 %   |
| Access to bilingual material                                      | 36     | 6.5 %   |
| None chosen                                                       | 85     | 15.2 %  |
| Total                                                             | 1007   |         |

**Q8. Code Enforcement. 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 code enforcement items.**

(N=558)

|                                                                           | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q8-1. Enforcement of trash & debris, clean up on private property         | 5.4%           | 28.0%     | 25.6%   | 24.6%        | 8.4%              | 8.1%       |
| Q8-2. Enforcing mowing/trimming of grass & weeds on private property      | 5.6%           | 28.9%     | 25.1%   | 23.7%        | 9.0%              | 7.9%       |
| Q8-3. Enforcement of exterior maintenance of residential property         | 4.3%           | 24.6%     | 29.9%   | 23.5%        | 7.3%              | 10.4%      |
| Q8-4. Enforcement of exterior maintenance of commercial/business property | 5.2%           | 29.2%     | 33.2%   | 14.3%        | 6.1%              | 12.0%      |
| Q8-5. Enforcement of codes designed to protect public safety & health     | 5.9%           | 34.1%     | 28.0%   | 11.8%        | 3.0%              | 17.2%      |
| Q8-6. Enforcement of abandoned or junk vehicles on private property       | 3.8%           | 20.4%     | 28.3%   | 25.8%        | 8.8%              | 12.9%      |
| Q8-7. Parking enforcement on public roadways                              | 6.8%           | 30.3%     | 33.2%   | 12.0%        | 6.3%              | 11.5%      |
| Q8-8. Parking enforcement on public parking lots                          | 6.3%           | 30.8%     | 34.6%   | 7.0%         | 4.7%              | 16.7%      |
| Q8-9. Animal control services                                             | 9.7%           | 36.6%     | 27.2%   | 7.7%         | 4.5%              | 14.3%      |

**WITHOUT "DON'T KNOW"**

**Q8. Code Enforcement. 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 code enforcement items. (without "don't know")**

(N=558)

|                                                                           | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q8-1. Enforcement of trash & debris, clean up on private property         | 5.8%           | 30.4%     | 27.9%   | 26.7%        | 9.2%              |
| Q8-2. Enforcing mowing/trimming of grass & weeds on private property      | 6.0%           | 31.3%     | 27.2%   | 25.7%        | 9.7%              |
| Q8-3. Enforcement of exterior maintenance of residential property         | 4.8%           | 27.4%     | 33.4%   | 26.2%        | 8.2%              |
| Q8-4. Enforcement of exterior maintenance of commercial/business property | 5.9%           | 33.2%     | 37.7%   | 16.3%        | 6.9%              |
| Q8-5. Enforcement of codes designed to protect public safety & health     | 7.1%           | 41.1%     | 33.8%   | 14.3%        | 3.7%              |
| Q8-6. Enforcement of abandoned or junk vehicles on private property       | 4.3%           | 23.5%     | 32.5%   | 29.6%        | 10.1%             |
| Q8-7. Parking enforcement on public roadways                              | 7.7%           | 34.2%     | 37.4%   | 13.6%        | 7.1%              |
| Q8-8. Parking enforcement on public parking lots                          | 7.5%           | 37.0%     | 41.5%   | 8.4%         | 5.6%              |
| Q8-9. Animal control services                                             | 11.3%          | 42.7%     | 31.8%   | 9.0%         | 5.2%              |

**Q8a. Which TWO of the code enforcement items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q8a. Top choice</u>                                              | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------------------------|---------------|----------------|
| Enforcement of trash & debris, clean up on private property         | 121           | 21.7 %         |
| Enforcing mowing/trimming of grass & weeds on private property      | 73            | 13.1 %         |
| Enforcement of exterior maintenance of residential property         | 54            | 9.7 %          |
| Enforcement of exterior maintenance of commercial/business property | 25            | 4.5 %          |
| Enforcement of codes designed to protect public safety & health     | 64            | 11.5 %         |
| Enforcement of abandoned or junk vehicles on private property       | 43            | 7.7 %          |
| Parking enforcement on public roadways                              | 37            | 6.6 %          |
| Parking enforcement on public parking lots                          | 9             | 1.6 %          |
| Animal control services                                             | 42            | 7.5 %          |
| None chosen                                                         | 90            | 16.1 %         |
| Total                                                               | 558           | 100.0 %        |

**Q8a. Which TWO of the code enforcement items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q8a. 2nd choice</u>                                              | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------------------------|---------------|----------------|
| Enforcement of trash & debris, clean up on private property         | 72            | 12.9 %         |
| Enforcing mowing/trimming of grass & weeds on private property      | 58            | 10.4 %         |
| Enforcement of exterior maintenance of residential property         | 82            | 14.7 %         |
| Enforcement of exterior maintenance of commercial/business property | 37            | 6.6 %          |
| Enforcement of codes designed to protect public safety & health     | 30            | 5.4 %          |
| Enforcement of abandoned or junk vehicles on private property       | 71            | 12.7 %         |
| Parking enforcement on public roadways                              | 37            | 6.6 %          |
| Parking enforcement on public parking lots                          | 20            | 3.6 %          |
| Animal control services                                             | 37            | 6.6 %          |
| None chosen                                                         | 114           | 20.4 %         |
| Total                                                               | 558           | 100.0 %        |

**SUM OF TOP 2 CHOICES**

**Q8a. Which TWO of the code enforcement items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q8a. Sum of top 2 choices                                           | Number | Percent |
|---------------------------------------------------------------------|--------|---------|
| Enforcement of trash & debris, clean up on private property         | 193    | 34.6 %  |
| Enforcing mowing/trimming of grass & weeds on private property      | 131    | 23.5 %  |
| Enforcement of exterior maintenance of residential property         | 136    | 24.4 %  |
| Enforcement of exterior maintenance of commercial/business property | 62     | 11.1 %  |
| Enforcement of codes designed to protect public safety & health     | 94     | 16.8 %  |
| Enforcement of abandoned or junk vehicles on private property       | 114    | 20.4 %  |
| Parking enforcement on public roadways                              | 74     | 13.3 %  |
| Parking enforcement on public parking lots                          | 29     | 5.2 %   |
| Animal control services                                             | 79     | 14.2 %  |
| None chosen                                                         | 90     | 16.1 %  |
| Total                                                               | 1002   |         |

**Q9. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=558)

|                                                                                                                       | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|-----------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-1. Maintenance of major streets                                                                                    | 9.0%           | 43.4%     | 19.0%   | 20.4%        | 6.3%              | 2.0%       |
| Q9-2. Maintenance of streets in your neighborhood                                                                     | 8.2%           | 41.4%     | 17.7%   | 22.2%        | 8.4%              | 2.0%       |
| Q9-3. Maintenance of public buildings & facilities                                                                    | 6.1%           | 34.9%     | 29.6%   | 16.5%        | 7.3%              | 5.6%       |
| Q9-4. Condition of street signs & traffic signals                                                                     | 12.5%          | 53.9%     | 22.4%   | 7.0%         | 2.0%              | 2.2%       |
| Q9-5. Condition of pavement markings on streets                                                                       | 9.0%           | 44.3%     | 27.4%   | 14.5%        | 2.3%              | 2.5%       |
| Q9-6. Cleanliness of streets & public areas                                                                           | 12.5%          | 57.3%     | 19.4%   | 7.2%         | 1.4%              | 2.2%       |
| Q9-7. Snow removal on major streets                                                                                   | 13.8%          | 50.9%     | 16.5%   | 10.0%        | 6.6%              | 2.2%       |
| Q9-8. Snow removal on neighborhood streets                                                                            | 9.5%           | 33.7%     | 20.3%   | 24.6%        | 9.7%              | 2.3%       |
| Q9-9. Availability of safe pedestrian ways on major streets & routes                                                  | 10.0%          | 42.5%     | 22.8%   | 14.2%        | 5.9%              | 4.7%       |
| Q9-10. Availability of safe pedestrian ways in your neighborhood                                                      | 11.6%          | 41.2%     | 23.7%   | 14.2%        | 5.2%              | 4.1%       |
| Q9-11. Adequacy of City street lighting in your neighborhood                                                          | 15.4%          | 50.4%     | 15.1%   | 13.4%        | 3.2%              | 2.5%       |
| Q9-12. Accessibility of streets, sidewalks, & buildings for people with disabilities                                  | 7.0%           | 31.9%     | 24.7%   | 13.6%        | 5.4%              | 17.4%      |
| Q9-13. Railway crossing & noise                                                                                       | 5.7%           | 24.9%     | 24.6%   | 25.3%        | 16.1%             | 3.4%       |
| Q9-14. Traffic calming measures in your neighborhood, for example: traffic circles, speed humps, or radar speed signs | 6.1%           | 24.9%     | 31.7%   | 13.8%        | 7.9%              | 15.6%      |

**Q9. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using 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 |
|--------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-15. Public transportation options for residents                             | 3.0%           | 12.0%     | 23.1%   | 24.9%        | 16.1%             | 20.8%      |
| Q9-16. Quality of on-street bicycle infrastructure (bike lanes/ signage)       | 3.8%           | 17.0%     | 28.0%   | 23.7%        | 9.9%              | 17.7%      |
| Q9-17. Alternative means of transportation such as transit, bicycling, walking | 4.7%           | 21.1%     | 32.1%   | 18.3%        | 9.7%              | 14.2%      |

**WITHOUT "DON'T KNOW"**

**Q9. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=558)

|                                                                                      | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q9-1. Maintenance of major streets                                                   | 9.1%           | 44.2%     | 19.4%   | 20.8%        | 6.4%              |
| Q9-2. Maintenance of streets in your neighborhood                                    | 8.4%           | 42.2%     | 18.1%   | 22.7%        | 8.6%              |
| Q9-3. Maintenance of public buildings & facilities                                   | 6.5%           | 37.0%     | 31.3%   | 17.5%        | 7.8%              |
| Q9-4. Condition of street signs & traffic signals                                    | 12.8%          | 55.1%     | 22.9%   | 7.1%         | 2.0%              |
| Q9-5. Condition of pavement markings on streets                                      | 9.2%           | 45.4%     | 28.1%   | 14.9%        | 2.4%              |
| Q9-6. Cleanliness of streets & public areas                                          | 12.8%          | 58.6%     | 19.8%   | 7.3%         | 1.5%              |
| Q9-7. Snow removal on major streets                                                  | 14.1%          | 52.0%     | 16.8%   | 10.3%        | 6.8%              |
| Q9-8. Snow removal on neighborhood streets                                           | 9.7%           | 34.5%     | 20.7%   | 25.1%        | 9.9%              |
| Q9-9. Availability of safe pedestrian ways on major streets & routes                 | 10.5%          | 44.5%     | 23.9%   | 14.8%        | 6.2%              |
| Q9-10. Availability of safe pedestrian ways in your neighborhood                     | 12.1%          | 43.0%     | 24.7%   | 14.8%        | 5.4%              |
| Q9-11. Adequacy of City street lighting in your neighborhood                         | 15.8%          | 51.7%     | 15.4%   | 13.8%        | 3.3%              |
| Q9-12. Accessibility of streets, sidewalks, & buildings for people with disabilities | 8.5%           | 38.6%     | 29.9%   | 16.5%        | 6.5%              |
| Q9-13. Railway crossing & noise                                                      | 5.9%           | 25.8%     | 25.4%   | 26.2%        | 16.7%             |

**WITHOUT "DON'T KNOW"**

**Q9. Transportation and Infrastructure. Please rate each of the following street maintenance/service items using 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 |
|-----------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q9-14. Traffic calming measures in your neighborhood, for example: traffic circles, speed humps, or radar speed signs | 7.2%           | 29.5%     | 37.6%   | 16.3%        | 9.3%              |
| Q9-15. Public transportation options for residents                                                                    | 3.8%           | 15.2%     | 29.2%   | 31.4%        | 20.4%             |
| Q9-16. Quality of on-street bicycle infrastructure (bike lanes/signage)                                               | 4.6%           | 20.7%     | 34.0%   | 28.8%        | 12.0%             |
| Q9-17. Alternative means of transportation such as transit, bicycling, walking                                        | 5.4%           | 24.6%     | 37.4%   | 21.3%        | 11.3%             |

**Q9a. Which TWO of the transportation and infrastructure items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q9a. Top choice</u>                                                                                            | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| Maintenance of major streets                                                                                      | 81            | 14.5 %         |
| Maintenance of streets in your neighborhood                                                                       | 54            | 9.7 %          |
| Maintenance of public buildings & facilities                                                                      | 45            | 8.1 %          |
| Condition of street signs & traffic signals                                                                       | 14            | 2.5 %          |
| Condition of pavement markings on streets                                                                         | 11            | 2.0 %          |
| Cleanliness of streets & public areas                                                                             | 3             | 0.5 %          |
| Snow removal on major streets                                                                                     | 31            | 5.6 %          |
| Snow removal on neighborhood streets                                                                              | 45            | 8.1 %          |
| Availability of safe pedestrian ways on major streets & routes                                                    | 27            | 4.8 %          |
| Availability of safe pedestrian ways in your neighborhood                                                         | 9             | 1.6 %          |
| Adequacy of City street lighting in your neighborhood                                                             | 13            | 2.3 %          |
| Accessibility of streets, sidewalks, & buildings for people with disabilities                                     | 19            | 3.4 %          |
| Railway crossing & noise                                                                                          | 47            | 8.4 %          |
| Traffic calming measures in your neighborhood, for example:<br>traffic circles, speed humps, or radar speed signs | 20            | 3.6 %          |
| Public transportation options for residents                                                                       | 53            | 9.5 %          |
| Quality of on-street bicycle infrastructure (bike lanes/signage)                                                  | 10            | 1.8 %          |
| Alternative means of transportation such as transit, bicycling,<br>walking                                        | 19            | 3.4 %          |
| <u>None chosen</u>                                                                                                | <u>57</u>     | <u>10.2 %</u>  |
| Total                                                                                                             | 558           | 100.0 %        |

**Q9a. Which TWO of the transportation and infrastructure items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q9a. 2nd choice</u>                                                                                            | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| Maintenance of major streets                                                                                      | 30            | 5.4 %          |
| Maintenance of streets in your neighborhood                                                                       | 54            | 9.7 %          |
| Maintenance of public buildings & facilities                                                                      | 25            | 4.5 %          |
| Condition of street signs & traffic signals                                                                       | 14            | 2.5 %          |
| Condition of pavement markings on streets                                                                         | 12            | 2.2 %          |
| Cleanliness of streets & public areas                                                                             | 8             | 1.4 %          |
| Snow removal on major streets                                                                                     | 14            | 2.5 %          |
| Snow removal on neighborhood streets                                                                              | 75            | 13.4 %         |
| Availability of safe pedestrian ways on major streets & routes                                                    | 18            | 3.2 %          |
| Availability of safe pedestrian ways in your neighborhood                                                         | 25            | 4.5 %          |
| Adequacy of City street lighting in your neighborhood                                                             | 14            | 2.5 %          |
| Accessibility of streets, sidewalks, & buildings for people with disabilities                                     | 26            | 4.7 %          |
| Railway crossing & noise                                                                                          | 36            | 6.5 %          |
| Traffic calming measures in your neighborhood, for example:<br>traffic circles, speed humps, or radar speed signs | 23            | 4.1 %          |
| Public transportation options for residents                                                                       | 56            | 10.0 %         |
| Quality of on-street bicycle infrastructure (bike lanes/signage)                                                  | 19            | 3.4 %          |
| Alternative means of transportation such as transit, bicycling,<br>walking                                        | 31            | 5.6 %          |
| <u>None chosen</u>                                                                                                | <u>78</u>     | <u>14.0 %</u>  |
| Total                                                                                                             | 558           | 100.0 %        |

**SUM OF TOP 2 CHOICES**

**Q9a. Which TWO of the transportation and infrastructure items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| Q9a. Sum of top 2 choices                                                                                         | Number | Percent |
|-------------------------------------------------------------------------------------------------------------------|--------|---------|
| Maintenance of major streets                                                                                      | 111    | 19.9 %  |
| Maintenance of streets in your neighborhood                                                                       | 108    | 19.4 %  |
| Maintenance of public buildings & facilities                                                                      | 70     | 12.5 %  |
| Condition of street signs & traffic signals                                                                       | 28     | 5.0 %   |
| Condition of pavement markings on streets                                                                         | 23     | 4.1 %   |
| Cleanliness of streets & public areas                                                                             | 11     | 2.0 %   |
| Snow removal on major streets                                                                                     | 45     | 8.1 %   |
| Snow removal on neighborhood streets                                                                              | 120    | 21.5 %  |
| Availability of safe pedestrian ways on major streets & routes                                                    | 45     | 8.1 %   |
| Availability of safe pedestrian ways in your neighborhood                                                         | 34     | 6.1 %   |
| Adequacy of City street lighting in your neighborhood                                                             | 27     | 4.8 %   |
| Accessibility of streets, sidewalks, & buildings for people with disabilities                                     | 45     | 8.1 %   |
| Railway crossing & noise                                                                                          | 83     | 14.9 %  |
| Traffic calming measures in your neighborhood, for example:<br>traffic circles, speed humps, or radar speed signs | 43     | 7.7 %   |
| Public transportation options for residents                                                                       | 109    | 19.5 %  |
| Quality of on-street bicycle infrastructure (bike lanes/signage)                                                  | 29     | 5.2 %   |
| Alternative means of transportation such as transit, bicycling,<br>walking                                        | 50     | 9.0 %   |
| None chosen                                                                                                       | 57     | 10.2 %  |
| Total                                                                                                             | 1038   |         |

**Q10. Public Museum Services. 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 Public Museum services.**

(N=558)

|                                                          | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|----------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q10-1. Selection of programs made available to children  | 19.5%          | 42.1%     | 13.6%   | 3.0%         | 0.5%              | 21.1%      |
| Q10-2. Selection of programs made available to adults    | 15.6%          | 38.5%     | 22.8%   | 5.7%         | 0.7%              | 16.7%      |
| Q10-3. Selection of programs made available to families  | 15.8%          | 39.2%     | 20.4%   | 3.9%         | 0.9%              | 19.7%      |
| Q10-4. Quality of long & short-term exhibits             | 17.4%          | 38.9%     | 19.9%   | 3.8%         | 0.4%              | 19.7%      |
| Q10-5. Quality of bilingual exhibit labels               | 5.0%           | 14.0%     | 23.5%   | 1.3%         | 0.5%              | 55.7%      |
| Q10-6. Quality of planetarium shows                      | 13.4%          | 38.7%     | 19.4%   | 1.1%         | 0.4%              | 27.1%      |
| Q10-7. Selection of large-format educational film topics | 15.6%          | 38.9%     | 20.3%   | 2.0%         | 0.4%              | 22.9%      |
| Q10-8. Scheduled showings of large-format films          | 15.2%          | 40.3%     | 21.7%   | 1.8%         | 0.7%              | 20.3%      |
| Q10-9. Diversity of Hollywood film genres                | 13.1%          | 31.4%     | 26.9%   | 2.7%         | 0.7%              | 25.3%      |
| Q10-10. Schedule of Hollywood film showings              | 11.6%          | 33.7%     | 26.3%   | 3.6%         | 0.5%              | 24.2%      |
| Q10-11. Ability to rent facility for private events      | 7.0%           | 20.1%     | 22.8%   | 2.5%         | 0.7%              | 47.0%      |
| Q10-12. Access to museum information                     | 17.4%          | 41.9%     | 21.0%   | 2.3%         | 0.7%              | 16.7%      |
| Q10-13. Membership benefits                              | 14.5%          | 26.3%     | 23.3%   | 3.9%         | 0.9%              | 31.0%      |

**WITHOUT "DON'T KNOW"**

**Q10. Public Museum Services. 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 Public Museum services. (without "don't know")**

(N=558)

|                                                          | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|----------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q10-1. Selection of programs made available to children  | 24.8%          | 53.4%     | 17.3%   | 3.9%         | 0.7%              |
| Q10-2. Selection of programs made available to adults    | 18.7%          | 46.2%     | 27.3%   | 6.9%         | 0.9%              |
| Q10-3. Selection of programs made available to families  | 19.6%          | 48.9%     | 25.4%   | 4.9%         | 1.1%              |
| Q10-4. Quality of long & short-term exhibits             | 21.7%          | 48.4%     | 24.8%   | 4.7%         | 0.4%              |
| Q10-5. Quality of bilingual exhibit labels               | 11.3%          | 31.6%     | 53.0%   | 2.8%         | 1.2%              |
| Q10-6. Quality of planetarium shows                      | 18.4%          | 53.1%     | 26.5%   | 1.5%         | 0.5%              |
| Q10-7. Selection of large-format educational film topics | 20.2%          | 50.5%     | 26.3%   | 2.6%         | 0.5%              |
| Q10-8. Scheduled showings of large-format films          | 19.1%          | 50.6%     | 27.2%   | 2.2%         | 0.9%              |
| Q10-9. Diversity of Hollywood film genres                | 17.5%          | 42.0%     | 36.0%   | 3.6%         | 1.0%              |
| Q10-10. Schedule of Hollywood film showings              | 15.4%          | 44.4%     | 34.8%   | 4.7%         | 0.7%              |
| Q10-11. Ability to rent facility for private events      | 13.2%          | 37.8%     | 42.9%   | 4.7%         | 1.4%              |
| Q10-12. Access to museum information                     | 20.9%          | 50.3%     | 25.2%   | 2.8%         | 0.9%              |
| Q10-13. Membership benefits                              | 21.0%          | 38.2%     | 33.8%   | 5.7%         | 1.3%              |

**Q10a. Which TWO of the museum items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q10a. Top choice</u>                           | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------|---------------|----------------|
| Selection of programs made available to children  | 64            | 11.5 %         |
| Selection of programs made available to adults    | 50            | 9.0 %          |
| Selection of programs made available to families  | 50            | 9.0 %          |
| Quality of long & short-term exhibits             | 45            | 8.1 %          |
| Quality of bilingual exhibit labels               | 21            | 3.8 %          |
| Quality of planetarium shows                      | 16            | 2.9 %          |
| Selection of large-format educational film topics | 11            | 2.0 %          |
| Scheduled showings of large-format films          | 17            | 3.0 %          |
| Diversity of Hollywood film genres                | 21            | 3.8 %          |
| Schedule of Hollywood film showings               | 25            | 4.5 %          |
| Ability to rent facility for private events       | 12            | 2.2 %          |
| Access to museum information                      | 27            | 4.8 %          |
| Membership benefits                               | 29            | 5.2 %          |
| None chosen                                       | 170           | 30.5 %         |
| Total                                             | 558           | 100.0 %        |

**Q10a. Which TWO of the museum items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| <u>Q10a. 2nd choice</u>                           | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------|---------------|----------------|
| Selection of programs made available to children  | 17            | 3.0 %          |
| Selection of programs made available to adults    | 41            | 7.3 %          |
| Selection of programs made available to families  | 61            | 10.9 %         |
| Quality of long & short-term exhibits             | 24            | 4.3 %          |
| Quality of bilingual exhibit labels               | 16            | 2.9 %          |
| Quality of planetarium shows                      | 18            | 3.2 %          |
| Selection of large-format educational film topics | 16            | 2.9 %          |
| Scheduled showings of large-format films          | 23            | 4.1 %          |
| Diversity of Hollywood film genres                | 24            | 4.3 %          |
| Schedule of Hollywood film showings               | 32            | 5.7 %          |
| Ability to rent facility for private events       | 12            | 2.2 %          |
| Access to museum information                      | 32            | 5.7 %          |
| Membership benefits                               | 35            | 6.3 %          |
| None chosen                                       | 207           | 37.1 %         |
| Total                                             | 558           | 100.0 %        |

**SUM OF TOP 2 CHOICES****Q10a. Which TWO of the museum items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| <u>Q10a. Sum of top 2 choices</u>                 | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------|---------------|----------------|
| Selection of programs made available to children  | 81            | 14.5 %         |
| Selection of programs made available to adults    | 91            | 16.3 %         |
| Selection of programs made available to families  | 111           | 19.9 %         |
| Quality of long & short-term exhibits             | 69            | 12.4 %         |
| Quality of bilingual exhibit labels               | 37            | 6.6 %          |
| Quality of planetarium shows                      | 34            | 6.1 %          |
| Selection of large-format educational film topics | 27            | 4.8 %          |
| Scheduled showings of large-format films          | 40            | 7.2 %          |
| Diversity of Hollywood film genres                | 45            | 8.1 %          |
| Schedule of Hollywood film showings               | 57            | 10.2 %         |
| Ability to rent facility for private events       | 24            | 4.3 %          |
| Access to museum information                      | 59            | 10.6 %         |
| Membership benefits                               | 64            | 11.5 %         |
| None chosen                                       | 170           | 30.5 %         |
| Total                                             | 909           |                |

**Q10b. What museum services do you find most interesting and what types of programs would you like to see in the future?**

|                                                                                                                      |               |                |
|----------------------------------------------------------------------------------------------------------------------|---------------|----------------|
| Q10b. What museum services do you find most interesting & what types of programs would you like to see in the future |               |                |
|                                                                                                                      | <u>Number</u> | <u>Percent</u> |
| <i>[Responses provided in Open-Ended Comments section]</i>                                                           | 159           | 28.5 %         |
| Don't know or rather not answer                                                                                      | 399           | 71.5 %         |
| Total                                                                                                                | 558           | 100.0 %        |

**Q11. Public Library Services. 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 Public Library services.**

(N=558)

|                                                                                                    | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|----------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| Q11-1. Selection of physical resources available (books, CD's, & DVD's)                            | 21.1%          | 35.7%     | 15.2%   | 2.7%         | 0.7%              | 24.6%      |
| Q11-2. Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 17.6%          | 31.0%     | 17.0%   | 1.3%         | 0.5%              | 32.6%      |
| Q11-3. Events for seniors                                                                          | 6.1%           | 17.6%     | 25.8%   | 5.2%         | 1.1%              | 44.3%      |
| Q11-4. Events for adults (e.g., informational, literary, participatory, entertainment)             | 7.9%           | 21.9%     | 26.2%   | 5.9%         | 0.5%              | 37.6%      |
| Q11-5. Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 12.2%          | 28.0%     | 21.1%   | 2.2%         | 0.5%              | 36.0%      |
| Q11-6. Events for children (e.g., early literacy development, story times, summer reading program) | 16.1%          | 31.0%     | 16.1%   | 1.8%         | 0.7%              | 34.2%      |
| Q11-7. Reader's Advisory (help finding something to read)                                          | 12.2%          | 24.9%     | 21.7%   | 1.6%         | 0.5%              | 39.1%      |
| Q11-8. Selection of equipment & resources in the makerspace                                        | 12.5%          | 27.1%     | 19.9%   | 0.7%         | 0.5%              | 39.2%      |
| Q11-9. Access to computers & library Wi-Fi                                                         | 17.6%          | 33.3%     | 19.7%   | 0.0%         | 0.2%              | 29.2%      |
| Q11-10. Ease of booking meeting rooms                                                              | 9.5%           | 20.1%     | 21.3%   | 1.4%         | 0.5%              | 47.1%      |
| Q11-11. Library as hub of community information                                                    | 8.4%           | 26.5%     | 24.7%   | 3.2%         | 0.7%              | 36.4%      |
| Q11-12. Outreach programs and/or services in the community outside of the library                  | 6.8%           | 21.3%     | 24.6%   | 3.2%         | 0.9%              | 43.2%      |

**WITHOUT "DON'T KNOW"**

**Q11. Public Library Services. 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 Public Library services. (without "don't know")**

(N=558)

|                                                                                                    | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|----------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|
| Q11-1. Selection of physical resources available (books, CD's, & DVD's)                            | 28.0%          | 47.3%     | 20.2%   | 3.6%         | 1.0%              |
| Q11-2. Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 26.1%          | 46.0%     | 25.3%   | 1.9%         | 0.8%              |
| Q11-3. Events for seniors                                                                          | 10.9%          | 31.5%     | 46.3%   | 9.3%         | 1.9%              |
| Q11-4. Events for adults (e.g., informational, literary, participatory, entertainment)             | 12.6%          | 35.1%     | 42.0%   | 9.5%         | 0.9%              |
| Q11-5. Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 19.0%          | 43.7%     | 33.1%   | 3.4%         | 0.8%              |
| Q11-6. Events for children (e.g., early literacy development, story times, summer reading program) | 24.5%          | 47.1%     | 24.5%   | 2.7%         | 1.1%              |
| Q11-7. Reader's Advisory (help finding something to read)                                          | 20.0%          | 40.9%     | 35.6%   | 2.6%         | 0.9%              |
| Q11-8. Selection of equipment & resources in the makerspace                                        | 20.6%          | 44.5%     | 32.7%   | 1.2%         | 0.9%              |
| Q11-9. Access to computers & library Wi-Fi                                                         | 24.8%          | 47.1%     | 27.8%   | 0.0%         | 0.3%              |
| Q11-10. Ease of booking meeting rooms                                                              | 18.0%          | 38.0%     | 40.3%   | 2.7%         | 1.0%              |
| Q11-11. Library as hub of community information                                                    | 13.2%          | 41.7%     | 38.9%   | 5.1%         | 1.1%              |
| Q11-12. Outreach programs and/or services in the community outside of the library                  | 12.0%          | 37.5%     | 43.2%   | 5.7%         | 1.6%              |

**Q11a. Which TWO of the public library items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q11a. Top choice                                                                            | Number | Percent |
|---------------------------------------------------------------------------------------------|--------|---------|
| Selection of physical resources available (books, CD's, & DVD's)                            | 49     | 8.8 %   |
| Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 25     | 4.5 %   |
| Events for seniors                                                                          | 70     | 12.5 %  |
| Events for adults (e.g., informational, literary, participatory, entertainment)             | 41     | 7.3 %   |
| Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 36     | 6.5 %   |
| Events for children (e.g., early literacy development, story times, summer reading program) | 30     | 5.4 %   |
| Reader's Advisory (help finding something to read)                                          | 7      | 1.3 %   |
| Selection of equipment & resources in the makerspace                                        | 12     | 2.2 %   |
| Access to computers & library Wi-Fi                                                         | 12     | 2.2 %   |
| Ease of booking meeting rooms                                                               | 5      | 0.9 %   |
| Library as hub of community information                                                     | 38     | 6.8 %   |
| Outreach programs and/or services in the community outside of the library                   | 35     | 6.3 %   |
| None chosen                                                                                 | 198    | 35.5 %  |
| Total                                                                                       | 558    | 100.0 % |

**Q11a. Which TWO of the public library items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

| Q11a. 2nd choice                                                                            | Number | Percent |
|---------------------------------------------------------------------------------------------|--------|---------|
| Selection of physical resources available (books, CD's, & DVD's)                            | 16     | 2.9 %   |
| Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 24     | 4.3 %   |
| Events for seniors                                                                          | 30     | 5.4 %   |
| Events for adults (e.g., informational, literary, participatory, entertainment)             | 56     | 10.0 %  |
| Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 36     | 6.5 %   |
| Events for children (e.g., early literacy development, story times, summer reading program) | 39     | 7.0 %   |
| Reader's Advisory (help finding something to read)                                          | 11     | 2.0 %   |
| Selection of equipment & resources in the makerspace                                        | 14     | 2.5 %   |
| Access to computers & library Wi-Fi                                                         | 11     | 2.0 %   |
| Ease of booking meeting rooms                                                               | 8      | 1.4 %   |
| Library as hub of community information                                                     | 35     | 6.3 %   |
| Outreach programs and/or services in the community outside of the library                   | 53     | 9.5 %   |
| None chosen                                                                                 | 225    | 40.3 %  |
| Total                                                                                       | 558    | 100.0 % |

**SUM OF TOP 2 CHOICES****Q11a. Which TWO of the public library items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

| <u>Q11a. Sum of top 2 choices</u>                                                           | <u>Number</u> | <u>Percent</u> |
|---------------------------------------------------------------------------------------------|---------------|----------------|
| Selection of physical resources available (books, CD's, & DVD's)                            | 65            | 11.6 %         |
| Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 49            | 8.8 %          |
| Events for seniors                                                                          | 100           | 17.9 %         |
| Events for adults (e.g., informational, literary, participatory, entertainment)             | 97            | 17.4 %         |
| Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 72            | 12.9 %         |
| Events for children (e.g., early literacy development, story times, summer reading program) | 69            | 12.4 %         |
| Reader's Advisory (help finding something to read)                                          | 18            | 3.2 %          |
| Selection of equipment & resources in the makerspace                                        | 26            | 4.7 %          |
| Access to computers & library Wi-Fi                                                         | 23            | 4.1 %          |
| Ease of booking meeting rooms                                                               | 13            | 2.3 %          |
| Library as hub of community information                                                     | 73            | 13.1 %         |
| Outreach programs and/or services in the community outside of the library                   | 88            | 15.8 %         |
| None chosen                                                                                 | 198           | 35.5 %         |
| Total                                                                                       | 891           |                |

**Q11b. What public library services do you find most interesting and what types of programs would you like to see in the future?**

|                                                                                                                              |     |         |
|------------------------------------------------------------------------------------------------------------------------------|-----|---------|
| Q11b. What public library services do you find most interesting & what types of programs would you like to see in the future |     |         |
| <i>[Responses provided in Open-Ended Comments section]</i>                                                                   | 126 | 22.6 %  |
| Don't know or rather not answer                                                                                              | 432 | 77.4 %  |
| Total                                                                                                                        | 558 | 100.0 % |

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

| Q12. Top choice                                                             | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 57     | 10.2 %  |
| Park improvements                                                           | 20     | 3.6 %   |
| Pioneer Trail extension                                                     | 35     | 6.3 %   |
| Splash pad(s)                                                               | 15     | 2.7 %   |
| City Community Center                                                       | 22     | 3.9 %   |
| Tourism                                                                     | 18     | 3.2 %   |
| Economic development                                                        | 111    | 19.9 %  |
| City Hall                                                                   | 24     | 4.3 %   |
| Lake Hastings improvements                                                  | 24     | 4.3 %   |
| Library improvements                                                        | 3      | 0.5 %   |
| Museum improvements                                                         | 4      | 0.7 %   |
| Airport improvements                                                        | 4      | 0.7 %   |
| 12th Street traffic improvements                                            | 80     | 14.3 %  |
| HWY 6 roundabout project                                                    | 14     | 2.5 %   |
| Maintenance of infrastructure                                               | 77     | 13.8 %  |
| Other                                                                       | 18     | 3.2 %   |
| None chosen                                                                 | 32     | 5.7 %   |
| Total                                                                       | 558    | 100.0 % |

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

| Q12. 2nd choice                                                             | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 31     | 5.6 %   |
| Park improvements                                                           | 31     | 5.6 %   |
| Pioneer Trail extension                                                     | 27     | 4.8 %   |
| Splash pad(s)                                                               | 11     | 2.0 %   |
| City Community Center                                                       | 35     | 6.3 %   |
| Tourism                                                                     | 36     | 6.5 %   |
| Economic development                                                        | 76     | 13.6 %  |
| City Hall                                                                   | 23     | 4.1 %   |
| Lake Hastings improvements                                                  | 35     | 6.3 %   |
| Library improvements                                                        | 7      | 1.3 %   |
| Museum improvements                                                         | 8      | 1.4 %   |
| Airport improvements                                                        | 14     | 2.5 %   |
| 12th Street traffic improvements                                            | 65     | 11.6 %  |
| HWY 6 roundabout project                                                    | 31     | 5.6 %   |
| Maintenance of infrastructure                                               | 74     | 13.3 %  |
| Other                                                                       | 12     | 2.2 %   |
| None chosen                                                                 | 42     | 7.5 %   |
| Total                                                                       | 558    | 100.0 % |

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

| Q12. 3rd choice                                                             | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 34     | 6.1 %   |
| Park improvements                                                           | 18     | 3.2 %   |
| Pioneer Trail extension                                                     | 26     | 4.7 %   |
| Splash pad(s)                                                               | 18     | 3.2 %   |
| City Community Center                                                       | 27     | 4.8 %   |
| Tourism                                                                     | 30     | 5.4 %   |
| Economic development                                                        | 78     | 14.0 %  |
| City Hall                                                                   | 31     | 5.6 %   |
| Lake Hastings improvements                                                  | 45     | 8.1 %   |
| Library improvements                                                        | 14     | 2.5 %   |
| Museum improvements                                                         | 14     | 2.5 %   |
| Airport improvements                                                        | 19     | 3.4 %   |
| 12th Street traffic improvements                                            | 44     | 7.9 %   |
| HWY 6 roundabout project                                                    | 22     | 3.9 %   |
| Maintenance of infrastructure                                               | 66     | 11.8 %  |
| Other                                                                       | 9      | 1.6 %   |
| None chosen                                                                 | 63     | 11.3 %  |
| Total                                                                       | 558    | 100.0 % |

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

| Q12. 4th choice                                                             | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 44     | 7.9 %   |
| Park improvements                                                           | 29     | 5.2 %   |
| Pioneer Trail extension                                                     | 16     | 2.9 %   |
| Splash pad(s)                                                               | 25     | 4.5 %   |
| City Community Center                                                       | 35     | 6.3 %   |
| Tourism                                                                     | 37     | 6.6 %   |
| Economic development                                                        | 33     | 5.9 %   |
| City Hall                                                                   | 27     | 4.8 %   |
| Lake Hastings improvements                                                  | 31     | 5.6 %   |
| Library improvements                                                        | 13     | 2.3 %   |
| Museum improvements                                                         | 30     | 5.4 %   |
| Airport improvements                                                        | 24     | 4.3 %   |
| 12th Street traffic improvements                                            | 47     | 8.4 %   |
| HWY 6 roundabout project                                                    | 13     | 2.3 %   |
| Maintenance of infrastructure                                               | 51     | 9.1 %   |
| Other                                                                       | 9      | 1.6 %   |
| None chosen                                                                 | 94     | 16.8 %  |
| Total                                                                       | 558    | 100.0 % |

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES.**

| Q12. 5th choice                                                             | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 34     | 6.1 %   |
| Park improvements                                                           | 33     | 5.9 %   |
| Pioneer Trail extension                                                     | 16     | 2.9 %   |
| Splash pad(s)                                                               | 27     | 4.8 %   |
| City Community Center                                                       | 27     | 4.8 %   |
| Tourism                                                                     | 36     | 6.5 %   |
| Economic development                                                        | 35     | 6.3 %   |
| City Hall                                                                   | 16     | 2.9 %   |
| Lake Hastings improvements                                                  | 26     | 4.7 %   |
| Library improvements                                                        | 6      | 1.1 %   |
| Museum improvements                                                         | 17     | 3.0 %   |
| Airport improvements                                                        | 24     | 4.3 %   |
| 12th Street traffic improvements                                            | 32     | 5.7 %   |
| HWY 6 roundabout project                                                    | 29     | 5.2 %   |
| Maintenance of infrastructure                                               | 61     | 10.9 %  |
| Other                                                                       | 17     | 3.0 %   |
| None chosen                                                                 | 122    | 21.9 %  |
| Total                                                                       | 558    | 100.0 % |

**SUM OF TOP 5 CHOICES**

**Q12. Capital Investments. Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES. (top 5)**

| Q12. Sum of top 5 choices                                                   | Number | Percent |
|-----------------------------------------------------------------------------|--------|---------|
| Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 200    | 35.8 %  |
| Park improvements                                                           | 131    | 23.5 %  |
| Pioneer Trail extension                                                     | 120    | 21.5 %  |
| Splash pad(s)                                                               | 96     | 17.2 %  |
| City Community Center                                                       | 146    | 26.2 %  |
| Tourism                                                                     | 157    | 28.1 %  |
| Economic development                                                        | 333    | 59.7 %  |
| City Hall                                                                   | 121    | 21.7 %  |
| Lake Hastings improvements                                                  | 161    | 28.9 %  |
| Library improvements                                                        | 43     | 7.7 %   |
| Museum improvements                                                         | 73     | 13.1 %  |
| Airport improvements                                                        | 85     | 15.2 %  |
| 12th Street traffic improvements                                            | 268    | 48.0 %  |
| HWY 6 roundabout project                                                    | 109    | 19.5 %  |
| Maintenance of infrastructure                                               | 329    | 59.0 %  |
| Other                                                                       | 65     | 11.6 %  |
| None chosen                                                                 | 32     | 5.7 %   |
| Total                                                                       | 2469   |         |

**Q13. Quality of Living. Please rate the City of Hastings using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

(N=558)

|                                                              | Excellent | Good  | Neutral | Below average | Poor  | Don't know |
|--------------------------------------------------------------|-----------|-------|---------|---------------|-------|------------|
| Q13-1. As a place to live                                    | 26.9%     | 50.7% | 9.5%    | 10.4%         | 1.1%  | 1.4%       |
| Q13-2. As a place to raise children                          | 29.0%     | 51.1% | 9.9%    | 4.7%          | 1.1%  | 4.3%       |
| Q13-3. As a place to work                                    | 15.4%     | 45.2% | 16.1%   | 14.7%         | 4.7%  | 3.9%       |
| Q13-4. As a place with a variety of housing choices          | 3.4%      | 23.1% | 25.8%   | 29.9%         | 13.6% | 4.1%       |
| Q13-5. As a place to shop                                    | 1.6%      | 10.9% | 12.9%   | 37.8%         | 35.7% | 1.1%       |
| Q13-6. As a place to visit                                   | 6.1%      | 26.9% | 24.2%   | 25.1%         | 15.1% | 2.7%       |
| Q13-7. As a place for dining options                         | 1.8%      | 9.5%  | 14.0%   | 33.0%         | 40.1% | 1.6%       |
| Q13-8. As a place for entertainment options                  | 1.1%      | 14.5% | 19.7%   | 34.1%         | 27.8% | 2.9%       |
| Q13-9. As a place to retire                                  | 15.2%     | 37.5% | 20.6%   | 10.6%         | 9.1%  | 7.0%       |
| Q13-10. As a place to connect & interact with your neighbors | 14.3%     | 43.7% | 27.2%   | 8.1%          | 4.3%  | 2.3%       |
| Q13-11. Overall quality of life                              | 16.7%     | 49.3% | 20.8%   | 9.3%          | 2.3%  | 1.6%       |

**WITHOUT "DON'T KNOW"**

**Q13. Quality of Living. Please rate the City of Hastings using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")**

(N=558)

|                                                              | Excellent | Good  | Neutral | Below average | Poor  |
|--------------------------------------------------------------|-----------|-------|---------|---------------|-------|
| Q13-1. As a place to live                                    | 27.3%     | 51.5% | 9.6%    | 10.5%         | 1.1%  |
| Q13-2. As a place to raise children                          | 30.3%     | 53.4% | 10.3%   | 4.9%          | 1.1%  |
| Q13-3. As a place to work                                    | 16.0%     | 47.0% | 16.8%   | 15.3%         | 4.9%  |
| Q13-4. As a place with a variety of housing choices          | 3.6%      | 24.1% | 26.9%   | 31.2%         | 14.2% |
| Q13-5. As a place to shop                                    | 1.6%      | 11.1% | 13.0%   | 38.2%         | 36.1% |
| Q13-6. As a place to visit                                   | 6.3%      | 27.6% | 24.9%   | 25.8%         | 15.5% |
| Q13-7. As a place for dining options                         | 1.8%      | 9.7%  | 14.2%   | 33.5%         | 40.8% |
| Q13-8. As a place for entertainment options                  | 1.1%      | 14.9% | 20.3%   | 35.1%         | 28.6% |
| Q13-9. As a place to retire                                  | 16.4%     | 40.3% | 22.2%   | 11.4%         | 9.8%  |
| Q13-10. As a place to connect & interact with your neighbors | 14.7%     | 44.8% | 27.9%   | 8.3%          | 4.4%  |
| Q13-11. Overall quality of life                              | 16.9%     | 50.1% | 21.1%   | 9.5%          | 2.4%  |

**Q14. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?**

|                                                                                                        |        |         |
|--------------------------------------------------------------------------------------------------------|--------|---------|
| Q14. Have you called, emailed, or visited City with a question, problem, or complaint during past year | Number | Percent |
| Yes                                                                                                    | 202    | 36.2 %  |
| No                                                                                                     | 347    | 62.2 %  |
| Don't know                                                                                             | 9      | 1.6 %   |
| Total                                                                                                  | 558    | 100.0 % |

**WITHOUT "DON'T KNOW"**

**Q14. Customer Service. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year? (without "don't know")**

|                                                                                                        |        |         |
|--------------------------------------------------------------------------------------------------------|--------|---------|
| Q14. Have you called, emailed, or visited City with a question, problem, or complaint during past year | Number | Percent |
| Yes                                                                                                    | 202    | 36.8 %  |
| No                                                                                                     | 347    | 63.2 %  |
| Total                                                                                                  | 549    | 100.0 % |

**Q14a. Which department(s) did you contact?**

| Q14a. Which department(s) did you contact | Number | Percent |
|-------------------------------------------|--------|---------|
| Police                                    | 83     | 41.1 %  |
| Fire                                      | 12     | 5.9 %   |
| Utilities                                 | 86     | 42.6 %  |
| Human Resources                           | 8      | 4.0 %   |
| City Clerk                                | 13     | 6.4 %   |
| Finance                                   | 5      | 2.5 %   |
| Library                                   | 30     | 14.9 %  |
| Museum                                    | 26     | 12.9 %  |
| Parks & Recreation                        | 33     | 16.3 %  |
| Engineering & Environmental               | 21     | 10.4 %  |
| City Attorney                             | 11     | 5.4 %   |
| City Administrator                        | 15     | 7.4 %   |
| Development Services                      | 32     | 15.8 %  |
| Public Information                        | 14     | 6.9 %   |
| Safety                                    | 7      | 3.5 %   |
| Other                                     | 26     | 12.9 %  |
| Total                                     | 422    |         |

**Q14b. Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach?**

| Q14b. How easy was it to contact the person you needed to reach | Number | Percent |
|-----------------------------------------------------------------|--------|---------|
| Very easy                                                       | 85     | 42.1 %  |
| Somewhat easy                                                   | 71     | 35.1 %  |
| Difficult                                                       | 29     | 14.4 %  |
| Very difficult                                                  | 10     | 5.0 %   |
| Don't know                                                      | 7      | 3.5 %   |
| Total                                                           | 202    | 100.0 % |

**WITHOUT "DON'T KNOW"****Q14b. Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach? (without "don't know")**

| Q14b. How easy was it to contact the person you needed to reach | Number | Percent |
|-----------------------------------------------------------------|--------|---------|
| Very easy                                                       | 85     | 43.6 %  |
| Somewhat easy                                                   | 71     | 36.4 %  |
| Difficult                                                       | 29     | 14.9 %  |
| Very difficult                                                  | 10     | 5.1 %   |
| Total                                                           | 195    | 100.0 % |

**Q14c. Which method do you typically use when you need to reach the City for assistance?**

Q14c. Which method do you typically use when you need to reach City for assistance

|              | Number | Percent |
|--------------|--------|---------|
| Phone        | 139    | 68.8 %  |
| In-person    | 26     | 12.9 %  |
| Email        | 25     | 12.4 %  |
| City website | 7      | 3.5 %   |
| Social media | 1      | 0.5 %   |
| Other        | 3      | 1.5 %   |
| Not provided | 1      | 0.5 %   |
| Total        | 202    | 100.0 % |

**WITHOUT "NOT PROVIDED"****Q14c. Which method do you typically use when you need to reach the City for assistance? (without "not provided")**

Q14c. Which method do you typically use when you need to reach City for assistance

|              | Number | Percent |
|--------------|--------|---------|
| Phone        | 139    | 69.2 %  |
| In-person    | 26     | 12.9 %  |
| Email        | 25     | 12.4 %  |
| City website | 7      | 3.5 %   |
| Social media | 1      | 0.5 %   |
| Other        | 3      | 1.5 %   |
| Total        | 201    | 100.0 % |

**Q14c-6. Other:**

| Q14c-6. Other           | Number | Percent |
|-------------------------|--------|---------|
| Phone and email         | 1      | 33.3 %  |
| Phone, in-person, email | 1      | 33.3 %  |
| Phone and in-person     | 1      | 33.3 %  |
| Total                   | 3      | 100.0 % |

**Q14d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=202)

|                                                                     | Always | Usually | Sometimes | Seldom | Never | Don't know |
|---------------------------------------------------------------------|--------|---------|-----------|--------|-------|------------|
| Q14d-1. They were courteous & polite                                | 44.6%  | 34.2%   | 12.9%     | 4.5%   | 2.0%  | 2.0%       |
| Q14d-2. They gave prompt, accurate, & complete answers to questions | 36.6%  | 25.2%   | 22.8%     | 9.9%   | 3.5%  | 2.0%       |
| Q14d-3. They did what they said they would do in a timely manner    | 32.7%  | 26.7%   | 19.3%     | 10.9%  | 4.0%  | 6.4%       |
| Q14d-4. They helped you resolve an issue to your satisfaction       | 33.2%  | 24.3%   | 17.3%     | 11.9%  | 7.4%  | 5.9%       |

**WITHOUT "DON'T KNOW"**

**Q14d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=202)

|                                                                     | Always | Usually | Sometimes | Seldom | Never |
|---------------------------------------------------------------------|--------|---------|-----------|--------|-------|
| Q14d-1. They were courteous & polite                                | 45.5%  | 34.8%   | 13.1%     | 4.5%   | 2.0%  |
| Q14d-2. They gave prompt, accurate, & complete answers to questions | 37.4%  | 25.8%   | 23.2%     | 10.1%  | 3.5%  |
| Q14d-3. They did what they said they would do in a timely manner    | 34.9%  | 28.6%   | 20.6%     | 11.6%  | 4.2%  |
| Q14d-4. They helped you resolve an issue to your satisfaction       | 35.3%  | 25.8%   | 18.4%     | 12.6%  | 7.9%  |

**Q15. 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=558)

|                                             | Much too slow | Too slow | Just right | Too fast | Much too fast | Don't know |
|---------------------------------------------|---------------|----------|------------|----------|---------------|------------|
| Q15-1. Places to work                       | 15.2%         | 45.3%    | 25.4%      | 0.2%     | 0.5%          | 13.3%      |
| Q15-2. Office development                   | 4.1%          | 24.4%    | 38.5%      | 3.2%     | 0.9%          | 28.9%      |
| Q15-3. Retail/restaurants/services          | 46.4%         | 38.0%    | 9.3%       | 0.5%     | 0.4%          | 5.4%       |
| Q15-4. Technology & other industry          | 15.2%         | 36.0%    | 27.4%      | 0.7%     | 0.4%          | 20.3%      |
| Q15-5. Housing options for aging population | 17.0%         | 33.3%    | 32.8%      | 1.1%     | 1.3%          | 14.5%      |
| Q15-6. Apartments                           | 13.6%         | 34.9%    | 27.1%      | 2.7%     | 1.3%          | 20.4%      |
| Q15-7. Townhomes/row houses                 | 11.5%         | 29.6%    | 30.3%      | 3.2%     | 1.3%          | 24.2%      |
| Q15-8. Entry-level single-family homes      | 20.6%         | 39.6%    | 18.8%      | 1.6%     | 0.4%          | 19.0%      |
| Q15-9. Single family homes                  | 17.0%         | 38.2%    | 24.7%      | 2.3%     | 0.2%          | 17.6%      |

**WITHOUT "DON'T KNOW"**

**Q15. 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=558)

|                                             | Much too slow | Too slow | Just right | Too fast | Much too fast |
|---------------------------------------------|---------------|----------|------------|----------|---------------|
| Q15-1. Places to work                       | 17.6%         | 52.3%    | 29.3%      | 0.2%     | 0.6%          |
| Q15-2. Office development                   | 5.8%          | 34.3%    | 54.2%      | 4.5%     | 1.3%          |
| Q15-3. Retail/restaurants/services          | 49.1%         | 40.2%    | 9.8%       | 0.6%     | 0.4%          |
| Q15-4. Technology & other industry          | 19.1%         | 45.2%    | 34.4%      | 0.9%     | 0.4%          |
| Q15-5. Housing options for aging population | 19.9%         | 39.0%    | 38.4%      | 1.3%     | 1.5%          |
| Q15-6. Apartments                           | 17.1%         | 43.9%    | 34.0%      | 3.4%     | 1.6%          |
| Q15-7. Townhomes/row houses                 | 15.1%         | 39.0%    | 40.0%      | 4.3%     | 1.7%          |
| Q15-8. Entry-level single-family homes      | 25.4%         | 48.9%    | 23.2%      | 2.0%     | 0.4%          |
| Q15-9. Single family homes                  | 20.7%         | 46.3%    | 30.0%      | 2.8%     | 0.2%          |

**Q15a. Are there any other types of developments or businesses that you would like to see in Hastings?**

|                                                                                                      |        |         |
|------------------------------------------------------------------------------------------------------|--------|---------|
| Q15a. Are there any other types of developments or businesses that you would like to see in Hastings | Number | Percent |
| <i>[Responses provided in Open-Ended Comments section]</i>                                           | 285    | 51.1 %  |
| Don't know or rather not answer                                                                      | 273    | 48.9 %  |
| Total                                                                                                | 558    | 100.0 % |

**Q15b. What do you see as the highest priorities to encourage development in Hastings?**

|                                                                                      |        |         |
|--------------------------------------------------------------------------------------|--------|---------|
| Q15b. What do you see as the highest priorities to encourage development in Hastings | Number | Percent |
| <i>[Responses provided in Open-Ended Comments section]</i>                           | 299    | 53.6 %  |
| Don't know or rather not answer                                                      | 259    | 46.4 %  |
| Total                                                                                | 558    | 100.0 % |

**Q16. Approximately how many years have you lived in the City of Hastings?**

| Q16. How many years have you lived in City of Hastings | Number | Percent |
|--------------------------------------------------------|--------|---------|
| 0-5                                                    | 54     | 9.7 %   |
| 6-10                                                   | 70     | 12.5 %  |
| 11-15                                                  | 43     | 7.7 %   |
| 16-20                                                  | 49     | 8.8 %   |
| 21-30                                                  | 73     | 13.1 %  |
| 31+                                                    | 253    | 45.3 %  |
| Prefer not to answer                                   | 16     | 2.9 %   |
| Total                                                  | 558    | 100.0 % |

**WITHOUT "PREFER NOT TO ANSWER"****Q16. Approximately how many years have you lived in the City of Hastings? (without "prefer not to answer")**

| Q16. How many years have you lived in City of Hastings | Number | Percent |
|--------------------------------------------------------|--------|---------|
| 0-5                                                    | 54     | 10.0 %  |
| 6-10                                                   | 70     | 12.9 %  |
| 11-15                                                  | 43     | 7.9 %   |
| 16-20                                                  | 49     | 9.0 %   |
| 21-30                                                  | 73     | 13.5 %  |
| 31+                                                    | 253    | 46.7 %  |
| Total                                                  | 542    | 100.0 % |

**Q17. Which of the following best describes your age?**

| Q17. Which following best describes your age | Number | Percent |
|----------------------------------------------|--------|---------|
| 18-34 years                                  | 103    | 18.5 %  |
| 35-44 years                                  | 103    | 18.5 %  |
| 45-54 years                                  | 108    | 19.4 %  |
| 55-64 years                                  | 116    | 20.8 %  |
| 65+ years                                    | 116    | 20.8 %  |
| Prefer not to answer                         | 12     | 2.2 %   |
| Total                                        | 558    | 100.0 % |

**WITHOUT "PREFER NOT TO ANSWER"****Q17. Which of the following best describes your age? (without "prefer not to answer")**

| Q17. Which following best describes your age | Number | Percent |
|----------------------------------------------|--------|---------|
| 18-34 years                                  | 103    | 18.9 %  |
| 35-44 years                                  | 103    | 18.9 %  |
| 45-54 years                                  | 108    | 19.8 %  |
| 55-64 years                                  | 116    | 21.2 %  |
| 65+ years                                    | 116    | 21.2 %  |
| Total                                        | 546    | 100.0 % |

**Q18. How many children 18 and younger live in your household?**

Q18. Are there any children 18 &amp; younger living in your household

|                      | Number | Percent |
|----------------------|--------|---------|
| Yes                  | 172    | 30.8 %  |
| Prefer not to answer | 386    | 69.2 %  |
| Total                | 558    | 100.0 % |

**Q18-1. Number of children 18 & younger:**

| Q18-1. Number of children 18 & younger | Number | Percent |
|----------------------------------------|--------|---------|
| 1                                      | 74     | 43.0 %  |
| 2                                      | 52     | 30.2 %  |
| 3                                      | 35     | 20.3 %  |
| 4+                                     | 11     | 6.4 %   |
| Total                                  | 172    | 100.0 % |

**Q19. What is your gender?**

| Q19. Your gender     | Number | Percent |
|----------------------|--------|---------|
| Male                 | 277    | 49.6 %  |
| Female               | 274    | 49.1 %  |
| Other                | 4      | 0.7 %   |
| Prefer not to answer | 3      | 0.5 %   |
| Total                | 558    | 100.0 % |

**WITHOUT "PREFER NOT TO ANSWER"****Q19. What is your gender? (without "prefer not to answer")**

| Q19. Your gender | Number | Percent |
|------------------|--------|---------|
| Male             | 277    | 49.9 %  |
| Female           | 274    | 49.4 %  |
| Other            | 4      | 0.7 %   |
| Total            | 555    | 100.0 % |

**Q19-3. Self-describe your gender:**

| Q19-3. Self-describe your gender | Number | Percent |
|----------------------------------|--------|---------|
| Gender fluid                     | 2      | 50.0 %  |
| Non-binary                       | 2      | 50.0 %  |
| Total                            | 4      | 100.0 % |

**Q20. Which of the following best describes your ethnicity?**

| <u>Q20. Your ethnicity</u>                | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------|---------------|----------------|
| Asian or Asian Indian                     | 7             | 1.3 %          |
| Black or African American                 | 4             | 0.7 %          |
| American Indian or Alaska Native          | 3             | 0.5 %          |
| White or Caucasian                        | 499           | 89.4 %         |
| Native Hawaiian or other Pacific Islander | 1             | 0.2 %          |
| Hispanic, Spanish, or Latino/a/x          | 74            | 13.3 %         |
| Prefer not to answer                      | 11            | 2.0 %          |
| Other                                     | 3             | 0.5 %          |
| Total                                     | 602           |                |

**WITHOUT "PREFER NOT TO ANSWER"****Q20. Which of the following best describes your ethnicity? (without "prefer not to answer")**

| <u>Q20. Your ethnicity</u>                | <u>Number</u> | <u>Percent</u> |
|-------------------------------------------|---------------|----------------|
| Asian or Asian Indian                     | 7             | 1.3 %          |
| Black or African American                 | 4             | 0.7 %          |
| American Indian or Alaska Native          | 3             | 0.5 %          |
| White or Caucasian                        | 499           | 91.2 %         |
| Native Hawaiian or other Pacific Islander | 1             | 0.2 %          |
| Hispanic, Spanish, or Latino/a/x          | 74            | 13.5 %         |
| Other                                     | 3             | 0.5 %          |
| Total                                     | 591           |                |

**Q20-9. Self-describe your ethnicity:**

| <u>Q20-9. Self-describe your ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------------|---------------|----------------|
| Mixed                                      | 1             | 33.3 %         |
| German                                     | 1             | 33.3 %         |
| Non-white Irish                            | 1             | 33.3 %         |
| Total                                      | 3             | 100.0 %        |

**Q21. Would you say your total annual household income is...**

| <u>Q21. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------|---------------|----------------|
| Under \$50K                                    | 132           | 23.7 %         |
| \$50K to \$74,999                              | 113           | 20.3 %         |
| \$75K to \$99,999                              | 83            | 14.9 %         |
| \$100K to \$149,999                            | 78            | 14.0 %         |
| \$150K to \$199,999                            | 42            | 7.5 %          |
| \$200K+                                        | 22            | 3.9 %          |
| Not currently employed                         | 13            | 2.3 %          |
| Prefer not to answer                           | 75            | 13.4 %         |
| Total                                          | 558           | 100.0 %        |

**WITHOUT "PREFER NOT TO ANSWER"****Q21. Would you say your total annual household income is... (without "prefer not to answer")**

| <u>Q21. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------------------|---------------|----------------|
| Under \$50K                                    | 132           | 27.3 %         |
| \$50K to \$74,999                              | 113           | 23.4 %         |
| \$75K to \$99,999                              | 83            | 17.2 %         |
| \$100K to \$149,999                            | 78            | 16.1 %         |
| \$150K to \$199,999                            | 42            | 8.7 %          |
| \$200K+                                        | 22            | 4.6 %          |
| Not currently employed                         | 13            | 2.7 %          |
| Total                                          | 483           | 100.0 %        |



# Survey Instrument

Dear Hastings Resident,

The City Council and Hastings City staff believe it is crucial to ask our residents whether they are satisfied with the services we provide. Asking questions ensures that the City's priorities are aligned with the needs of our residents; we need to know what you think.

**Your household was one of a limited number selected at random to receive this survey, and your participation is necessary to make the survey a success.**

**We greatly appreciate your time.** The survey takes approximately 15-20 minutes to complete, and every question is essential. The time you invest in this survey will influence decisions that will be made about the City's future. Your responses will also help the City Council members gauge the success of their or the City's efforts to carry out the community's vision for the City of Hastings and to address the many opportunities and challenges it faces.

**Please return your survey or complete it online sometime during the next week.** We have selected ETC Institute to administer this survey. Self-identifying responses will remain confidential. ETC Institute will present the results to the City later this fall. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to [Hastings2023Survey.org](https://Hastings2023Survey.org) to complete the survey online. If you have any questions, please contact the City of Hastings at (402) 461-2309.

**By completing the survey, we will enter you in a drawing for a chance to win a \$500 Visa gift card from ETC Institute.**

Thank you for taking the time to provide your valuable input to help us understand your priorities, concerns, insights, and the opportunities that we have in this wonderful City. It is greatly appreciated!

Sincerely,



Shawn Metcalf  
City of Hastings, City Administrator

*Para completar esta encuesta en español, llame al ETC Institute al 844-811-0411.*



## 2023 City of Hastings Community Survey

Please take a few minutes to complete this survey. On average, this survey takes 15-20 minutes to complete. Your input is important to help the City of Hastings identify and respond to citizen concerns. If you have questions, please call 402-461-2309. Your responses are confidential.

**1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                              | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of recreation programs and facilities                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Overall quality of parks/trails/open space                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Overall quality of streets                                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall flow of traffic on streets                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall quality of police services                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall quality of dispatch services                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall quality of fire services                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall quality of emergency medical/ambulance services                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Overall quality of natural gas services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Overall quality of electrical services                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Overall quality of water services                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Overall quality of wastewater/sewer services                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Overall quality of landfill services                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Overall quality of museum services                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Overall quality of library services                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Overall quality of airport                                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Overall quality of permitting processes                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 18. Overall quality of development services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 19. Overall quality of customer service you receive from City employees    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 20. Overall enforcement of City codes and ordinances                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 21. Overall effectiveness of stormwater management and flood control       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 22. Overall effectiveness of City communication with the public            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 23. Overall quality of local government services provided in the community | 5              | 4         | 3       | 2            | 1                 | 9          |

**1a. 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: \_\_\_\_

**2. Perception of the City. Please rate each of the following items that may influence your perception of the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of new development                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Overall development across the City                                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Overall affordable housing options                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall image of the City                                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall appearance of the community                                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall value that you receive for your City taxes and fees                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall quality of the "Downtown" area                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Efforts to encourage and support clean energy projects                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Leadership provided by local elected officials                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Effectiveness of local governmental managers and appointed staff            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. The City creating a diverse, inclusive, and fair community                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. The City helping residents feel connected and integrated into the community | 5              | 4         | 3       | 2            | 1                 | 9          |

**2a. Which TWO of the perception items listed in Question 2 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 2.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**2b. What makes Hastings unique?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

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

| How satisfied are you with... |                                                                                                                    | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01.                           | Quality of services for fees assessed with recreation programing (e.g., recreation programs, admission, and camps) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02.                           | Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03.                           | Quality of the dog park                                                                                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04.                           | Quality of the Aquacourt                                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05.                           | Quantity of City trails                                                                                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06.                           | Quality of the Pioneer Spirit Trail                                                                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07.                           | Quality of the Hastings Community Center                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08.                           | Quality of nature settings and natural habitats for pollinators                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09.                           | Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10.                           | Proximity of parks to your home                                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11.                           | Access to City parks for persons with disabilities                                                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12.                           | Appearance and maintenance of existing City parks                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13.                           | Other: _____                                                                                                       | 5              | 4         | 3       | 2            | 1                 | 9          |

**3a. Which TWO of the Parks and Recreation items listed in Question 3 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 3.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**3b. What parks and recreation services do you find most interesting and what types of programs would you like to see in the future?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

**4. Fire Services. Please rate each of the fire safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with... |                                                                                       | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------|---------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1.                            | How quickly ambulance/emergency medical services personnel respond to emergencies     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2.                            | How effectively ambulance/emergency medical services personnel respond to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3.                            | How quickly fire/rescue services personnel respond to emergencies                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4.                            | How effectively fire/rescue personnel handle emergencies                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5.                            | Fire/safety education programs in your community                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6.                            | Fire inspection programs in your community                                            | 5              | 4         | 3       | 2            | 1                 | 9          |

**4a. Which TWO of the fire services items listed in Question 4 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 4.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

5. **Public Safety.** Please rate your satisfaction with each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Feeling of safety in your neighborhood during the day       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Feeling of safety in your neighborhood at night             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Feeling of safety in community parks                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Feeling of safety at community events                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Feeling of safety in retail areas                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Feeling of safety in the downtown area                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Feeling of safety at our schools                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall feeling of safety                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. The visibility of police at community events                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. The visibility of police in neighborhoods                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. The visibility of police in commercial and retail areas     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Enforcement of local traffic laws                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. How quickly police respond to emergencies                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Response to drug crimes                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Response to property crime                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Response to homeless population                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Response to violent crime                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 18. Response to mental health concerns                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 19. Overall efforts by police to prevent crime                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 20. Police safety education programs                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 21. Level of information provided to the public from the police | 5              | 4         | 3       | 2            | 1                 | 9          |

- 5a. Which TWO of the public safety items listed in Question 5 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 5.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

6. **Sources of Communication.** Where do you currently get news and information about City programs, services, and events? [Check all that apply.]

|                                                 |                                                 |                                   |
|-------------------------------------------------|-------------------------------------------------|-----------------------------------|
| ____ (01) Behind the Scenes monthly publication | ____ (06) Facebook                              | ____ (11) Ward Town Hall meetings |
| ____ (02) City website                          | ____ (07) Twitter                               | ____ (12) Utility bill newsletter |
| ____ (03) Newspaper                             | ____ (08) Instagram                             | ____ (13) Flyers                  |
| ____ (04) Friends                               | ____ (09) City Council and other board meetings | ____ (14) KHAS radiograms         |
| ____ (05) Radio                                 | ____ (10) YouTube                               | ____ (15) TV local news           |
|                                                 |                                                 | ____ (16) Other: _____            |

- 6a. From which TWO sources listed in Question 6 do you MOST PREFER to get information from the City? [Write in your answers below using the numbers from the list in Question 6.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

7. **Communication.** Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                            | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The availability of information about City programs and services      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Timeliness of information provided by the City                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. The level of public involvement in decision making                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Efforts by the City to keep you informed about local issues           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. The quality of content on social media (Facebook, Twitter, Instagram) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Overall quality of the City's website                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Access to bilingual material                                          | 5              | 4         | 3       | 2            | 1                 | 9          |

**7a. Which TWO of the communication items listed in Question 7 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 7.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**8. Code Enforcement.** 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 code enforcement items.

| How satisfied are you with...                                           | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Enforcement of trash and debris, clean up on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Enforcing the mowing/trimming of grass and weeds on private property | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Enforcement of exterior maintenance of residential property          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Enforcement of exterior maintenance of commercial/business property  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Enforcement of codes designed to protect public safety and health    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Enforcement of abandoned or junk vehicles on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Parking enforcement on public roadways                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Parking enforcement on public parking lots                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. Animal control services                                              | 5              | 4         | 3       | 2            | 1                 | 9          |

**8a. Which TWO of the code enforcement items listed in Question 8 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 8.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**9. Transportation and Infrastructure.** Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                                                                      | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Maintenance of major streets                                                                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Maintenance of streets in your neighborhood                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Maintenance of public buildings and facilities                                                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Condition of street signs and traffic signals                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Condition of pavement markings on streets                                                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Cleanliness of streets and public areas                                                                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Snow removal on major streets                                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Snow removal on neighborhood streets                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Availability of safe pedestrian ways on major streets and routes                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Availability of safe pedestrian ways in your neighborhood                                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Adequacy of City street lighting in your neighborhood                                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Accessibility of streets, sidewalks, and buildings for people with disabilities                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Railway crossing and noise                                                                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Traffic calming measures in your neighborhood, for example: traffic circles, speed humps, or radar speed signs | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Public transportation options for residents                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Quality of on-street bicycle infrastructure (bike lanes/signage)                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Alternative means of transportation such as transit, bicycling, walking                                        | 5              | 4         | 3       | 2            | 1                 | 9          |

**9a. Which TWO of the transportation and infrastructure items listed in Question 9 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 9.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

- 10. Public Museum Services. 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 Public Museum services.**

| How satisfied are you with...                         | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Selection of programs made available to children  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Selection of programs made available to adults    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Selection of programs made available to families  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Quality of long and short-term exhibits           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Quality of bilingual exhibit labels               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Quality of planetarium shows                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Selection of large-format educational film topics | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Scheduled showings of large-format films          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Diversity of Hollywood film genres                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Schedule of Hollywood film showings               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Ability to rent facility for private events       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Access to museum information                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Membership benefits                               | 5              | 4         | 3       | 2            | 1                 | 9          |

- 10a. Which TWO of the museum items listed in Question 10 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 10.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

- 10b. What museum services do you find most interesting and what types of programs would you like to see in the future?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

- 11. Public Library Services. 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 Public Library services.**

| How satisfied are you with...                                                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Selection of physical resources available (books, CD's, and DVD's)                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Events for seniors                                                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Events for adults (e.g., informational, literary, participatory, entertainment)             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Events for children (e.g., early literacy development, story times, summer reading program) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Reader's Advisory (help finding something to read)                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Selection of equipment and resources in the makerspace                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Access to computers and library Wi-Fi                                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Ease of booking meeting rooms                                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Library as hub of community information                                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Outreach programs and/or services in the community outside of the library                   | 5              | 4         | 3       | 2            | 1                 | 9          |

- 11a. Which TWO of the public library items listed in Question 11 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 11.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

- 11b. What public library services do you find most interesting and what types of programs would you like to see in the future?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

12. **Capital Investments.** Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES. [Write in your answers using the numbers from the list below.]

- |                                                                                 |                                |                                      |
|---------------------------------------------------------------------------------|--------------------------------|--------------------------------------|
| 01. Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.) | 06. Tourism                    | 12. Airport improvements             |
| 02. Park improvements                                                           | 07. Economic development       | 13. 12th Street traffic improvements |
| 03. Pioneer Trail extension                                                     | 08. City Hall                  | 14. HWY 6 roundabout project         |
| 04. Splash pad(s)                                                               | 09. Lake Hastings improvements | 15. Maintenance of infrastructure    |
| 05. City Community Center                                                       | 10. Library improvements       | 16. Other: _____                     |
|                                                                                 | 11. Museum improvements        |                                      |

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_ 5th: \_\_\_\_\_

13. **Quality of Living.** Please rate the City of Hastings using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

| How would you rate the City of Hastings...                 | 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          |
| 04. As a place with a variety of housing choices           | 5         | 4    | 3       | 2             | 1    | 9          |
| 05. As a place to shop                                     | 5         | 4    | 3       | 2             | 1    | 9          |
| 06. As a place to visit                                    | 5         | 4    | 3       | 2             | 1    | 9          |
| 07. As a place for dining options                          | 5         | 4    | 3       | 2             | 1    | 9          |
| 08. As a place for entertainment options                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 09. As a place to retire                                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 10. As a place to connect and interact with your neighbors | 5         | 4    | 3       | 2             | 1    | 9          |
| 11. Overall quality of life                                | 5         | 4    | 3       | 2             | 1    | 9          |

14. **Customer Service.** Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

\_\_\_\_(1) Yes [Answer Q14a-d.]      \_\_\_\_ (2) No [Skip to Q15.]      \_\_\_\_ (9) Don't know [Skip to Q15.]

- 14a. **Which department(s) did you contact?** [Check all that apply.]

- |                          |                                      |                               |
|--------------------------|--------------------------------------|-------------------------------|
| ____(01) Police          | ____(07) I.T.                        | ____(13) City Attorney        |
| ____(02) Fire            | ____(08) Library                     | ____(14) City Administrator   |
| ____(03) Utilities       | ____(09) Museum                      | ____(15) Development Services |
| ____(04) Human Resources | ____(10) Parks & Recreation          | ____(16) Public Information   |
| ____(05) City Clerk      | ____(11) Engineering & Environmental | ____(17) Safety               |
| ____(06) Finance         | ____(12) City Attorney               | ____(18) Other: _____         |

- 14b. **Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach?**

\_\_\_\_(4) Very easy      \_\_\_\_ (2) Difficult      \_\_\_\_ (9) Don't know  
 \_\_\_\_ (3) Somewhat easy      \_\_\_\_ (1) Very difficult

- 14c. **Which method do you typically use when you need to reach the City for assistance?**

\_\_\_\_(1) Phone      \_\_\_\_ (3) Email      \_\_\_\_ (5) Social Media  
 \_\_\_\_ (2) In-person      \_\_\_\_ (4) City Website      \_\_\_\_ (6) Other: \_\_\_\_\_

- 14d. **Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

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

15. **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.

|    | Growth Management                    | Much Too Slow | Too Slow | Just Right | Too Fast | Much Too Fast | Don't Know |
|----|--------------------------------------|---------------|----------|------------|----------|---------------|------------|
| 1. | Places to work                       | 5             | 4        | 3          | 2        | 1             | 9          |
| 2. | Office development                   | 5             | 4        | 3          | 2        | 1             | 9          |
| 3. | Retail/restaurants/services          | 5             | 4        | 3          | 2        | 1             | 9          |
| 4. | Technology and other industry        | 5             | 4        | 3          | 2        | 1             | 9          |
| 5. | Housing options for aging population | 5             | 4        | 3          | 2        | 1             | 9          |
| 6. | Apartments                           | 5             | 4        | 3          | 2        | 1             | 9          |
| 7. | Townhomes/row houses                 | 5             | 4        | 3          | 2        | 1             | 9          |
| 8. | Entry-level single-family homes      | 5             | 4        | 3          | 2        | 1             | 9          |
| 9. | Single family homes                  | 5             | 4        | 3          | 2        | 1             | 9          |

- 15a. **Are there any other types of developments or businesses that you would like to see in Hastings?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

- 15b. **What do you see as the highest priorities to encourage development in Hastings?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

### Demographics

16. **Approximately how many years have you lived in the City of Hastings?**

\_\_\_\_(1) 0-5 \_\_\_\_ (2) 6-10 \_\_\_\_ (3) 11-15 \_\_\_\_ (4) 16-20 \_\_\_\_ (5) 21-30 \_\_\_\_ (6) 31+ \_\_\_\_ (7) Prefer not to answer

17. **Which of the following best describes your age?**

\_\_\_\_(1) 18-34 years \_\_\_\_ (3) 45-54 years \_\_\_\_ (5) 65+ years  
\_\_\_\_(2) 35-44 years \_\_\_\_ (4) 55-64 years \_\_\_\_ (6) Prefer not to answer

18. **How many children 18 and younger live in your household?** (1) \_\_\_\_\_ children \_\_\_\_ (2) Prefer not to answer

19. **What is your gender?** \_\_\_\_ (1) Male \_\_\_\_ (2) Female \_\_\_\_ (3) Other: \_\_\_\_\_ \_\_\_\_ (4) Prefer not to answer

20. **Which of the following best describes your ethnicity? [Check all that apply.]**

\_\_\_\_(01) Asian or Asian Indian \_\_\_\_ (05) Native Hawaiian or other Pacific Islander  
\_\_\_\_(02) Black or African American \_\_\_\_ (06) Hispanic, Spanish, or Latino/a/x  
\_\_\_\_(03) American Indian or Alaska Native \_\_\_\_ (07) Prefer not to answer  
\_\_\_\_(04) White or Caucasian \_\_\_\_ (99) Other: \_\_\_\_\_

21. **Would you say your total annual household income is...**

\_\_\_\_(1) Under \$50,000 \_\_\_\_ (4) \$100,000 to \$149,999 \_\_\_\_ (7) Not currently employed  
\_\_\_\_(2) \$50,000 to \$74,999 \_\_\_\_ (5) \$150,000 to \$199,999 \_\_\_\_ (8) Prefer not to answer  
\_\_\_\_(3) \$75,000 to \$99,999 \_\_\_\_ (6) \$200,000 or more

22. **If you have suggestions for improving the quality of City programs, facilities, or services, please write your suggestions in the space below.**

\_\_\_\_\_

23. **Would you like to be entered into the drawing for one (1) \$500 Visa gift card for fully completing the survey?**

\_\_\_\_(1) Yes [Please answer Q23a.] \_\_\_\_ (2) No

- 23a. **Please provide your contact information. [This information will remain confidential.]**

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.

# 2023 City of Hastings Community Survey

*...helping organizations make better decisions since 1982*

Open-Ended  
Comments

Submitted to the City of Hastings, Nebraska  
by:

ETC Institute  
725 W. Frontier Lane  
Olathe, Kansas 66061

November 2023



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### Q2b. What makes Hastings unique?

- 2 colleges. We should have more stores and restaurants for the college students. So surprised that we don't look like Kearney. That's why the kids don't stay in Hastings. And to start a business in this town is a nightmare.
- 3 colleges in one small 25,000 person town. Brain Gainer for Nebraska
- A college town.
- a few good truly local businesses and the museum
- a lot of nice, friendly and helpful people live in Hastings.
- A lot of retirees, and yet has college
- Ability to hide the drug problem
- Absence of corporate retail shops and restaurants.
- all is going to Grand Island.
- all of the trees
- All the parks.
- Andy the Goose
- beautiful trees, friendly people
- beauty, safety, size
- bedroom community
- Big enough for what you need but small enough to not have the big city problems.
- BIG SIZE TOWN, VERY LITTLE RESTAURANTS TO SIT DOWN AND EAT
- Birth place of Kool-Aid!
- brick buildings
- BRICKYARD PARK
- caring people, beautiful community
- Charm
- Citizens input seems to be ignored. People voted NO to the overpass being torn down and it was torn down anyway. People voted NO to the roundabout and they're building it anyway. City leaders seem to be exempt from the same things (steps) that citizens have to jump through hoops to accomplish. If city reps dare to speak for the people then they're accused of 'not being on the same team.'
- City hates new businesses
- City size is fine with me.
- clean
- Clean and attractive. Traffic issues are generally confined to specific areas- around schools, the overpass on Burlington (and the loss of the other overpass on 16th) where there seems to be a lot of accidents.
- Clean streets and businesses friendliness of residents.
- clean yards
- clean, less crime
- college, friendly, downtown
- colleges and art community
- colleges, climate, parks, healthcare
- Coming from Las Vegas a year 1/2 ago, Hastings has a wonderful community feel. I love the small town values, but would love to see new businesses brought to the community for shopping and restaurants.

- Community theater and Orchestra
- demographic
- develop downtown
- Develop the old buildings into something nice and usable.
- do not want to grow
- Does not encourage business or growth
- does not grow
- Downtown
- Downtown
- Downtown
- Downtown
- Downtown
- downtown area - softball complex
- Downtown area is nice. Trails and parks are nice. Inclusive playground and aqua court are great!
- Downtown development
- Downtown is being rejuvenated, love the atmosphere. Love how the city is laid out but could use more affordable housing for young people.
- downtown redevelopment.
- downtown, new shops
- effort to not develop more
- efforts with growth
- Everyone likes the "culture". Hastings College, the museum, Churches, and renovation of the Downtown make the city unique.
- excellent schools, college and CCC
- expensive to live here
- family friendly
- Family, clean, a great community to raise a family.
- Farmers coming in.
- Fischer Fountain, Duncan Field, Naval Ammunition Depot, Hastings College, Sculptures, Mary Lanning Healthcare, Symphony
- Fisher Foundation, museum
- For a city of our size in Nebraska, Hastings is home to a wealth of quality fine arts organizations. Our rich history, along with being home to Hastings College and Central Community College, set Hastings apart. Our Downtown area has the potential to be an exemplary, destination location for travelers across the Midwest looking to experience a beautiful, walkable "small town" for a weekend - efforts could be further made to develop overnight housing in the Downtown area (a boutique hotel, etc.). City leaders might be encouraged to further find opportunities to incentive downtown property owners to utilize spaces - consider a non-development tax for downtown storefronts that are not being utilized. City leaders might also be encouraged to prioritize partnering developers to repurpose large, vacant buildings - like the old Middle School and First Baptist Church buildings - and repurposing them (a creative hotel, etc.).
- For the most part Hastings is a nice town lived here all my life 60 years its clean and quite for the most part not alot of crime.
- fountain, museum
- friendly
- friendly

- friendly
- friendly
- friendly atmosphere
- friendly community
- friendly people
- friendly people
- friendly, care, strong morals of residents
- friendly, quality people
- gang stalking
- golf courses
- Good parks.
- good place to raise a family
- Good quality secondary education options
- Good school system. Friendly people. Great cultural opportunities like community theater and symphony. Excellent museum.
- Good schools. Hasn't grown in population in 50 years.
- good size but small town feel
- Great environment to raise a family. Good schools and great parks!
- Hastings College
- Hastings College
- Hastings College
- Hastings College
- Hastings college, the people
- Hastings college. Lack of sit down restaurants and lack of shopping
- Hastings has a beautiful park system. The variety of trees is amazing! We also enjoy the walking/biking trails.
- Hastings has a problem with an outspoken minority stifling new development and projects. We need to continue growing and developing a higher quality of life for residents.
- Hastings has a small town feel. But we are not growing. We need more affordable housing opportunities, where homeownership is encouraged. People will grow roots and become invested when they own. The options for SAFE, affordable homes are slim to none in our community.
- Hastings has great public schools pre-k through high school. The community theater is amazing. The museum is excellent and the library too although later hours would be better for working adults. There is a lack of activities and amenities for teens. We need larger retail. I appreciate downtown but the hours are awful for working people and so have to leave town to shop after 6pm.
- Hastings has little in shopping experiences. Walmart just doesn't cut it for several reasons. We need more stores like Herberger's, Dillard's, and 1/2 Price types.
- Hastings is a great place to raise a family, if you have younger children.
- Hastings is a safe community
- Hastings is an old city with a lot of history. That history should be enriched and built on. We have the room to welcome new businesses and developments that is not being utilized.
- Hastings is like a small town but is a fairly large city. You feel like everyone is your neighbor.
- Hastings is the city that doesn't grow but also doesn't shrink in size.

- Hastings is unique in that most industry and growth has been avoided, or at least stunted by whoever the "town fathers" are. Not necessarily a bad thing but has kept Hastings from keeping up with GI and Kearney. Hastings College is an example of tradition as a positive factor.
- Hastings Lake
- Hastings Museum
- Hastings will need to continue to be a family first community to succeed, but with that there will need to be emphasis on family attractions (restaurants, activities, etc.).
- Having a private college here and a great downtown
- HEDC involvement in business
- High property taxes
- high quality of life
- high tax, poor public relations
- high taxes, not friendly to business
- historic areas, college
- history and colleges
- home town feeling
- Home-family
- How Hastings went from a place to safely raise children to what it is now. The down town is a joke, unless your a wanna be yippee, drinking beer and shopping in stores that people can't afford.
- I believe it is a good place to live and raise a family. Lately it has being some development at the down town and the parks are well maintained. Maybe for young teenagers and up there is not much offer for activities in general and is a boring town.
- I feel that Hastings isn't unique. There aren't a lot of choices for food and entertainment.
- I like that we live in a small town, but are close enough to drive to the bigger cities if needed.
- I love the connectedness and willing to think locally for goods and services.
- Imax, Kool Aid Days, sports complex
- It feels like a small town, and I like that.
- It is a good clean community with good schools and churches. A great place to raise children with good parks and trails.
- It is a place where business go to die. How does a city maintain a population of 25k for 30 years? Of the tri-cities it is known as backwards, stuck in the past. Old money runs the town and won't allow change. Lack of good job opportunities. Have to go to GRI or Omaha for shopping, nothing here but Walmart. I feel cities loses a lot of tax revenue to GRI and Lincoln and Omaha. A vocal minority seems hurt the city from progressing to something better. When I retire I plan on leaving this area and probably won't come back. A lot of my coworkers feel this way.
- It is a very clean town with unique businesses and has a very nice public parks, museum and library.
- It never changes.
- It's not necessarily a tiny town, but it has a small town feel where it feels you know everybody
- It's the perfect size not too big not too small.
- Its central location and size. It also has an inability amongst residents to make progress forward. New business and developments are hindered by people stuck in the past and afraid of change.
- It's how one vocal group can influence many to get their way. Citizens with a voice & the group opposed to the racino

- It's unique in the fact that we are not growing. Hastings has no decent restaurants for family situations, fast food just doesn't cut it all the time. And there's nothing in this town for kids to do in order to stay out of trouble. Hastings is definitely unique.
- Known as clean community.
- Kool aid, museum, ball complex, Hastings college, parks and bikeway routes
- Kool Aid and Museum
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- Kool Aid Days
- KOOL AID WAS INVENTED HERE
- Kool-Aid days, otherwise the community is not growing in terms of jobs, athletics are poor especially the lack of soccer fields, no new food options.
- Kool-Aid Days; IMAX screen
- Kool-Aid man being founded here.
- lack of affordable housing
- lack of shopping
- Lack of shopping and family eateries.
- Large enough for medical etc. services, feels like a small town, clean.
- Large population with little services to support it. Too many of us drive to Grand Island.
- local businesses
- Location and population
- location/history
- Look at Hastings through the eyes of many different people. Listen, Listen, Listen. Schools systems are good, housing looks nice, elderly population and retirement options, colleges both private/community. Shouldn't just focus on one area of our town it should be all areas. Don't need to make things bigger and better just take care of what you have with a sense of pride because it's the right thing to do.
- lots of green space
- Lots of pizza places, coffee shops, and car washes, but hardly any retail stores for shopping or sit-down restaurants that aren't bar/grill type places
- Love our downtown and the small community no matter where I go it always just feels like home when I come back
- low crime rate
- low crime rate
- low crime, homey
- many things
- museum and fountain
- Museum and softball complex.
- Museum. Small businesses

- NAD heritage, college, Kool-Aid
- Need more family restaurants.
- No growth in population
- no shopping or entertainment
- Northside is nice - South side is not
- Odd mix of school districts, economic differences and business culture.
- Off the beaten path
- officials do not listen
- Old architecture and charm.
- old money
- Open space at parks.
- Opportunity for growth
- Our ability to grow services and still stay a small town. While we need more clean energy and trails, we are working on it which is very different than other rural towns.
- Our downtown area
- our museum/IMAX
- Our population has failed to thrive in the past 50 years. I feel like
- Our ties to Kool-Aid. Legion field and softball complex.
- outdoor sports, nice downtown
- own natural gas.
- park and rec
- parks
- parks and recreation
- parks and trails
- Parks. Churches. College.
- Peaceful and beautiful
- peaceful place
- people
- people and history
- People are finally investing in the community. We are starting to get entertainment that is unique to the area such as the new pedal bike
- People are friendly and a small town atmosphere
- people, small town feeling
- potential and location
- Quality of life
- Quality of medical services, library, and museum.
- Quiet generally
- Really supports the arts.
- rich people get better support.
- Rural feel.
- Safe
- Safe
- Safe
- safe and clean
- safe community
- safe, clean, welcoming

- safe, good place to raise children
- Safety and small town atmosphere.
- Same fast food as G.I.
- schools
- services
- size
- Size and parks.
- size, college, easy trip to Lincoln and Omaha
- slow growth
- Small and safe
- Small city safeness.
- small safe community
- Small town feel
- Small town feel
- Small town feel
- Small town feel
- Small town feel
- Small town feel
- Small town feel
- Small town feel and friendliness with big town shopping and opportunities.
- Small Town Feel offering several college options
- Small town feel. Stunted growth no restaurant options except fast food.
- small, welcoming
- smaller, quiet
- softball complex
- Stagnate, neither growing
- street layouts
- That can not count the population correctly. Why are still at 25000? We have so many new housing developments but there must only be 1 person in each house. Otherwise the population would go up.
- The ability to implement its own agenda with or without the consultation of voters.
- The amount of efforts citizens put into community events
- the bigfoot museum
- The community can rally when certain things arise and that is special. We just need to do that every day, week, and month of the year.
- The downtown area and how small businesses work together to bring activities to 2nd street.
- The downtown area looks so nice and their are a good selection of stores
- The downtown area with it's unique shops. Some of the unique dining options (Dally's Deli, Odyssey, Blue Fork). The housing on the upper levels of the downtown businesses. The softball complex.
- The fact that Hastings refuses to grow and develop is unique from just about anywhere else .
- The friendly people.
- The Historic downtown is very rewarding to see. It would be nice to have info around town telling about the history of the building, businesses, spots of interest... just stories of Hastings. We are getting to see a visual past, it would be interesting to know about some of it as well

- The history
- the history , old buildings
- The history and quiet, small town feel.
- the mix of young professionals and old people - the quality of the parks
- The museum is a unique quality attraction that brings tourism to town. We also have beautiful parks that could be unkept better.
- The parks are especially nice in our community. Fisher Fountain, Highland Park and Hartwell Park are my favorite places in Hastings.
- The people
- The people
- The people
- the people who live here
- the simple things
- The truly unique thing about this town is how deluded the so-called leadership of this community is. We have two coffee houses and a tea shop downtown, but no bike shop, for example. There is effectively only one grocery store here, and no department stores at all. This town is dying, and the bourgeois, complacent people who run this town don't even care.
- The understanding that old families control the city government. They decide improvements and inclusion of new ideas/opportunities. The good old boy system the elected officials talk about as being bought or intimidated by the so called "old" families.
- This town manages to be big enough while still feeling small. I have never been in another city that managed to maintain a small-town feel. Hastings has a real sense of community to it.
- thrive on ugly
- thriving
- Tranquility
- Unique history. Also having two colleges and lots of cultural opportunities locally particularly with the small size of the community.
- very expensive
- Vibrant downtown with unique shops
- Voting down the "Racino". Good job!
- We are a small community. If you have a hobby or an interest; chances are there is a club or group you can join. Our library has a great opportunity to let people take their hobby or craft to the next level. Not everyone is an avid reader and our library allows for that. (right now they need staffing to start the craft club etc...)
- We are relatively safe and secure.
- WE CANT SUPPORT DECENT RESTAURANTS AND NO WANTS TO WORK
- We have a downtown area that offer various unique shopping experiences.
- We hold a lot of history in our people, businesses, and buildings. We do tend to rally around good causes and helping others when needed. The town is overall safe for kids to be kids most of the time.
- We need a Dave & Busters.
- WE OWN UTILITIES/LOW WAGES/POOR SENIOR CENTER
- We're unique in the fact a town our size has very little to offer the community as a whole compared to may cities and towns with far less population. Lack of entertainment options, dining options and shopping options for clothing. We prefer to shop in other towns that offer a variety of all three to spend our days and evenings.

- What makes Hastings, at least in this era and region, unique is its entrenched opposition to change.
- Wonderful place to live.
- Zoning and community

**Q3-13 [Other]. Satisfaction With Parks and Recreation Items**

- activities for young adults
- Baseball field areas need to be improved since going to other towns, I see a big difference in fan and player accommodations.
- bathrooms
- cemetery maintenance
- Change the lease on the ball park. We can maintain the fields all week, but when the have tournaments, make them pay for employees to work it. What a waste of our tax dollars to run the tournaments on weekends. This needed to be changed along time ago.
- clean
- crosswalks for trails at parks
- dining places, sit down
- dog park needs faucet for water
- Dollar tree next to park
- Don't understand with is meant by others
- I'm fairly new, but saw outdoor environments in Kearney that Hastings could do to a smaller degree.
- IMPROVEMENT TO LINCOLN PARK
- indoor rec facility
- indoor soccer facility
- Lake Hasting
- maintain our water park equipment
- Maintenance of of railroad right ways
- Make the programs and services available to people with lower incomes who might not be able to afford to participate or have their children participate.
- More policing involvement for safety.
- Need a new hitting facility and baseball park - like softball part at Kearney.
- need more trails
- Need weed control
- no idea what you want there
- non-competitive sports for children 3 to 18
- Not enough road access over railroad tracks.
- now the grass too low
- One of the things we love about Hastings is the quality, size and features of our parks.
- park bathroom cleanliness
- park hours
- Parkview cemetery
- pick up trash in parks
- Picking down trees up after storms.
- sidewalks along 12th /Marion
- Softball fields improvement.
- Splash pads
- The bathrooms at Highland Park are horrible. I know the city cleans them but during the farmers market they are not clean, have trash (cigarette butts, empty liquid bottles, etc.) in them. People

come from all over to the farmers market, that looks bad for our city. My husband and I have a booth at the farmers market. I almost do not want to do it anymore bc of the bathrooms.

- The train behind the Museum needs some TLC. It would be nice attraction if it was up kept better and it had a nicer fence. A big chain link fence around the thing does not make it inviting to look at. I also feel our parks need landscaping and some one on staff to take care of it. Too often plants are put out but not given a second thought for caring for them. Parks with native landscaping would not only be beautiful to look at but would also help local habitats. Utilize local groups to organize trash pick up and volunteer opportunities to help keep our parks and community clean.
- The water park needs upgraded.
- TRAIL ON SOUTH SIDE OF TOWN
- transportation to outings
- trees are dying due to lack of care.
- We do not have places to go for recreation for older people. We can't swing or slide like kids. We would love an indoor recreational area where we can go to enjoy ourselves.
- We need more trails and/or sidewalks on the south side of town. Especially down A street from Burlington west to Marian. Students walking to the middle school are frequently at risk of being hit due to a lack of walking path.
- We need services for our aging population. If you have an elderly person who needs help (rent, food, someone mistreating them) you have to scream, fight, and through a temper tantrum to get noticed. APS is not responsive. United Way in our area is focused on families and children. We do not have a true Senior Center. We have a place where people can meet for meals. Hastings has missed the boat with our elderly population.
- Weeds along street curbs..... enforcement of grass, heights, weed heights, control rules/yard code violations. Potholes, more parking downtown, eye sore buildings down town, street stripping painting more than once a year.

**Q3b. What parks and recreation services do you find most interesting and what types of programs would you like to see in the future?**

- Ability Park is favorite for all.
- Activities and programs the encourage family participation.
- affordable summer swimming
- Again aquacourt and parks are great, along with trails. Hastings lacks behind a lot of the other cities in Nebraska with soccer fields and recreational facilities for big basketball tournaments and indoor sports facilities.
- An additional smaller dog park with more toys etc.
- another children's pool, or Lincoln Park maintained better
- Anything educational is appreciated. Although there are a number of activities and facilities for children, not much emphasis is placed on seniors.
- anything not sports related
- Aquacourt
- Aquacourt
- Aquacourt
- Art in the Park
- Athletic parks.
- better dog park
- Better marketing what activities are available.
- BETTER PLAYGROUND AT LINCOLN PARK
- Better playgrounds.
- bigger and more entrances for the dog park
- bike trails extended to south st
- botanical garden
- bring the trails south
- Brunyard Park, more entertainment
- Children sports at the y, young children
- Children's programs.
- City trails extend to West
- City trails, more natural habitats.
- clean
- Clean lake area more, mow it.
- community center
- community center improvements, a senior center
- community garden
- Completion of Pioneer Spirit Trail
- CONCERTS, ESPECIALLY OUTDOOR
- concerts, family events
- Continue and add to current events. I think we do many good things but I usually here about them after they have happened.
- continued trail access, aquacourt
- craft shows
- croiser Park
- Crosier park, waterpark

- day care
- Dedicated baseball complex
- Development of Baseball only facilities.
- Dog park need some shade from trees and current water and a restroom
- DOG PARK WITH DOG OBEDIENCE
- Enjoy walking trail at Lake Hastings
- expand walk and bike trail
- Expanded bike trails.
- extend trail
- extend trails to south side of town.
- Family events.
- fish stocking
- Guided tours of historic sites
- gymnastics for kids
- Hastings Lake
- Hastings's lake renovation
- Hartwell, but it needs a sidewalk around all of the park.
- Hartwell, lake hasting
- holiday events, like Easter Egg hunt.
- I appreciate the addition of the Pickleball courts. The new park near Crosier is nice. Trails in West Hastings would be great. We are kind of forgotten over here by the old mall.
- I did find the older features that were part of the WPA construction beautiful and a good link to those that came before. Very disappointed that the facility at Hartwell was dismantled. I felt that it could have been repurposed. Not real thrilled with the new gazebo on Hartwell Park's island. Looks to be a "cookie cutter type" construction. Nothing extra special about it. Perhaps materials from destroyed building could have been used or something to honor the past vision of the park.
- I love that there are trails available. I didn't realize there was a difference between the "pioneer spirit trail" and "city trails." It is nice to have them and would love for them to continue to grow. We would love to see trails for dirt bikes or other electronic vehicles where they wouldn't harm others, but could still enjoy recreation.
- I love the sports complex. I think it would be great to have children actives in public parks for all for free
- I think the new Crossier Park playground is excellent and I think all the city parks have good picnic and entertainment facilities. I would like to see the Spirit Trail expanded.
- I think there is an opportunity to further develop our trail system in and around Hastings. Continuing the bike trail on the north side of town, parallel to highway 281, up to Doniphan - or even Grand Island - could make Hastings a destination for cyclists.
- I think what we have is wonderful. Just upkeep it and maintain it. Doing a good job right now and part of this is continuing to have caring workers that value their town where they live.
- I would like to see better communication about classes or events at the parks. Especially parks near me.
- I would like to see more city-wide functions. Wichita Ks does a hunt for the medal. Like a scavenger hunt. Something like that would be fun. I really like the road rally in Campbell. The haunted road rally in Blue Hill. Drive in Movie theater. We have enough land.
- I would like to see more emphasis on the local bb fields and support of the leagues. I improved playgrounds at Lincoln park which is sort of a showcase or pr spot with Lincoln park right on a

major highway for people traveling through. Also complete sidewalk around the entire block of Lincoln park for walking. Improved programs at the community center for children, especially during winter months when young children can't be outside. Take a look at center in Dundee in Omaha that provides programs, not everyone can afford to belong to the Y.

- I would like to see more indoor activities for students who are older than 8. We have a plethora of activities for younger students, but lack in areas to stimulate our tweens and teenagers using indoor facilities that are available year round.
- I would like to see the continuation of the pioneer spirit trail
- I would like to see the Pioneer Spirit Trail expanded significantly so there is a safe place to ride bikes etc. all over town and to the various housing developments nearby.
- I would like to see the stadium at brickyard park utilized more frequently for events.
- I'd like to see options beyond a 'date' night for younger kids to partake in
- I'd like to see the aqua court and trail keep on improving and expanding.
- ice skating
- I'd like to see a better crossing for walking/biking at the Baltimore Avenue train tracks. Pedestrians yielding to vehicles (while walking across a train track) is just asking for trouble. An overpass or underpass would be ideal, but even a marked crosswalk with a traffic light would be an improvement. More connectivity with sidewalks and trails would be nice. There are several LARGE neighborhoods with NO sidewalks whatsoever, and several others with poor accessibility (mailboxes blocking it, overgrown trees, broken up concrete).
- improve Smiths complex, more fields, indoor batting, year round pitch areas
- in town competitive soccer league
- Increased community events for all ages.
- individual sign ups for activities
- Indoor rec center
- indoor soccer
- Indoor tennis and pickleball.
- Interesting Waterpark hours of operation are not long enough, seemed to limited hours even on the hottest days. Dog park is not a Green space to take animals to exercise freely. Just a weed patch mowed around the edges it looks like, found no desire to go there. Like to see outside concerts make a return to Brickyard park.
- kids programs
- Kite flying contest.
- Kool-Aid days.
- I love the park festivals, would love to see more as well as concerts. I would be nice to see local talent and big names .
- Lake Hastings
- Lake Park, Brick yard trails, playgrounds, splash Pad
- larger trail system
- Libs brings people together with the variety of activities. I feel we could have more community activities at the lake area as well.
- Lincoln seems to focus more on taking care of the environment i.e. littering, wasting water, etc. I work in a daycare and will begin focusing more on this with my kids.
- Long , Pioneer Spirit Trail
- Look at Kearney's quantity and quality of walking/hiking/biking trails. Look at Yanney Park and its programs. Look at the ingenuity of the Kearney Water Trail.
- love athletic /pickleball courts, love rentals

- love splash pad, the picnic tables are filthy.
- love the bike trail
- love the trails
- Low/no fee activities for youth.
- MAINTENANCE
- Maybe a few more baseball fields.
- mini golf, affordable family options
- monitor restrooms, discover who is wrecking them..
- Monthly free concerts at brickyard. Bring back the bands. More programs and concerts under the pavilion
- more activities for children
- More adults sports
- More affordable programs for the youth besides the YMCA programs! Like sport's softball ??
- More and safe walking trails.
- more areas for teens to gather safely
- More bike and walking trails
- More community events within the parks.
- more family programs
- more flowers and trails
- more for 20 to 40 age range
- more for children, low income and middle income. Like the festivals
- More for the kids to do without cost.
- more free concerts
- More free outdoor movie nights for families. More free or inexpensive activities for families like riding bikes on the trails with a group leader. Maybe a family bowling night.
- More kids camps
- more outdoor concerts, add on to the aqua park
- More parks
- More paved trails
- More programming for school age children
- more programs at park
- More sidewalk/bike trails to complete a safe loop of the city. Improved sidewalks for safer walking/biking and lighting.
- More splash pads and play equipment.
- more street dances
- More trails
- More walking and bicycling trails would be nice maybe another dog park
- More youth recreation sporting activities specifically basketball in a noncompetitive (not traveling local league) for ages 3rd grade and above similar to the k through 2 program already offered
- Music in the park
- natural habitats
- natural habitats, pollinators
- Need an ice skating park.
- need more
- Need to keep up at sports complex
- Need weed control and enforce codes/ordinances.

- Newer bathrooms at Chautauqua park and a walking area around it as well.
- non-competitive sports for 3 to 18 years.
- park and walking paths
- park events
- Parks
- parks plus
- parks, more basketball courts
- pickle ball, bocce ball tournaments
- Pickleball
- Pickleball
- pickleball courts
- Pickleball courts would love to see more
- Pickleball lessons for beginners
- PIONEER SPIRIT TRAIL EXTENDED
- Plant milkweed for monarch's.
- playground
- playground
- Playground equipment and restrooms
- programs for children and the outdoors
- public involvement
- quality of community theater
- reasonably priced programs for retired people
- remove graves from park by museum
- senior hours at water park.
- softball
- Softball complex. City wide tack meet in April.
- softball facility updates
- sporting events
- sports for kids, family activities
- Sr. Citizens Center
- Summer evening concerts
- swimming pools for small children
- Tennis courts and pickleball courts.
- The bike trails and playground facilities is our current favorite uses, and we like they variety of uses.
- The city needs to invest in an indoor sports complex and field house. We are falling behind.
- The number of ball fields.
- The pickleball courts are nice. It would be nice if there were some nature type trails.
- The pioneer spirit trail needs to include the south part of town. We over here deserve that too
- The softball complex is a feather in the city's cap. Generally the baseball fields are maintained well. We lack a city football stadium and the soccer fields behind the softball complex could be improved .
- The spirit trail is awesome but would love to see it stretch to Lochland and Westbrook. Would love another dog park on the north side of town
- The state fishing program at Hartwell Park is great. Hopefully after the cleaning of Lake Hastings, the city can the state games and parks for future stocking of the lake to entice people to stay

closer to home and enjoy fishing rather than travel to other locations to catch species of fish we have here.

- The watering fountains on trails.
- There is no public park in the theater district area.
- Trails
- Trails
- Trails
- Trails
- Trails most helpful.
- trees planted at dog park
- uninterrupted bike trail
- Upgrading of parks - should be like Crozier.
- use parks for events.
- walking
- walking trail west of Marion Rd, as we live at Westbrook and would be nice to connect to trails in town
- water parks
- water parks
- waterpark/playgrounds, need trees trimmed better
- We need to do something to keep softball tournaments coming to Hastings. However, we need to look at the cost of water. If families can not bring water in for their families, then we need to make it affordable to purchase items at the concession stands. I know my family went out for one weekend to watch a games and we spent over \$100 on entry and basic concessions for the 2 day weekend (we only stayed for 3 games) and there was just 3 of us attending. I can't imagine what these families pay who have multiple children and come more than the 3 games.
- We use the dog park almost daily we love it and the open space. There needs to more inclusive playground space in more parks. The trails need to connect. You run out in areas. I had no idea there was a community center until there was a Facebook post.
- We've gone "all in" for pickle ball! Spending money to fix outdoor courts that the weather will ruin in a few years. Need a community center or something for that. Spend the money and time developing the youth! Youth programs are so disappointing in this town. Causes people that want their kids to excel to put their kids into traveling programs instead and spend less time and money in the community.
- Where is the dog park? What are the rules and how many dogs can be present at a time? The city if they want services known tell the public who are looking to resettle here. Where is the Chamber of Commerce office? If they represent the businesses and citizens how easy is it to find and when do they meet. Using the written word in newspaper as the sole notification source is outdated.
- With the exception of Crozier the other parks are in poor condition. Youth sports are a mess, anything dealing with the YMCA is terrible. Sports fields are in poor condition or non existent. There are no usable soccer fields. Talented young athletes all go to Kearney or Grand Island.
- would be awesome to get an ice skating rink
- would like a trail system where I don't have to fight cars or cross streets. A path around Lake Hastings would be nice. Movie night at the airport was pretty cool!!! The dog park is good, would like a controlled burn to clear out the weeds and would like for it to be planted with prairie grasses. I like the cover crop at the airport and like the pollinator areas around town. I feel parks are in good condition. Kids programs that aren't just for stay at home moms. A lot of programs in

town seem to happen during the day which works for the stay at home moms, but not for working parents. Have a class to teach kids about the environment, or how to be good stewards of the land. Have the water park be open through labor day, The season is too short to enjoy it. By the time the water warms up, the city closes it. Understand labor shortage and all of the issues facing the water park, just a wish/want...

- Would like to see more offerings for seniors
- Would like to see more outdoor music. Better announcements of activities.
- Would like to see more parks added to Westbrook or additional services in the small existing park
- Would like to see Pioneer Spirit Trail to connect as a whole.
- Would like to see the continued expansion of the pioneers trail which include connecting to the west side of town including the middle school. I have recently seen children walking from Middle School on the shoulder of Marian and along the shoulder of 12th St. They are walking in the grass.
- Would like to see walking trails/sidewalk extended from 6th to 7th Ave.
- YMCA
- youth activities

**Q10b. What museum services do you find most interesting and what types of programs would you like to see in the future?**

- adult only programs, planetarium
- adult programs
- Area tours
- big screen movies
- bike tours, lower cost to see movies
- children programs
- children programs
- Children's programs
- children's programs that fit into working parents times
- Classic films
- dinosaurs
- displays
- documentaries
- documentaries, music
- educational films
- Educational large format films; short term exhibits; walking tours
- Educational programs I enjoyed the tours
- Educational shows
- Enjoy the large format films
- Enjoy the museum, we don't use it as much as we used to as our kids are old, but do get a membership to help support museum so future generations can enjoy. Enjoy the adult themed events, wish I didn't have to work as much otherwise I would attend more. I think the museum is an asset to the community, it is literally the only thing to do here besides go to a bar or church.
- Events for young adults.
- Exhibit on Jewish presence, involvement, and contribution to Nebraska, Adams County, and Hastings. Holocaust education.
- Exhibits
- Exhibits
- Exhibits
- Exhibits
- family movies
- Family programs and special events that attract more people
- film showings
- films
- films
- films
- films
- films, wonderful for the community
- General attendance
- good wholesome movies on big screen
- great
- great museum
- guided tours

- Hastings College art work.
- HASTINGS MUSEUM
- Historical city tours
- historical display, bus tours
- historical exhibits remodeled. More science
- Historical presentations where people dress and act like they are a certain person from history.
- historical research
- History
- History films, musicals, nature, real life documentations
- Hollywood films
- Hollywood films
- I enjoy the movies. Also like the activities that take us out into the community. The festival of trees is very nice.
- I like everything about the museum. Kids get bored there easily. Need more temporary exhibits for them.
- I like the current community events and would like to see more
- I like the IMAX.
- I love all the opportunities for children and families. The adult activities has grown over the years and just seems to always fall when we are already busy and cannot make it. BUT others have enjoyed them.
- I think the museum is doing an excellent job
- I use museum frequently, and am impressed with what happens there. Events etc.
- I would like to see more programs relating to natural environments such as programs about the arboretum and outside things related to Nebraska vegetation
- I would like to see schedules of movies that are being show at the lied theater be put in the newspaper or somewhere where people who don't have access to the internet or Facebook can see what is showing
- IMax
- IMax
- IMAX programs
- IMAX Theater programs - meteorite and planetarium
- IMAX, museum
- IMAX, planetarium, local history
- IMax. Keep that baby up and running. A good thing for our community.
- Indian culture
- Interactive & Christian moves
- Interactive exhibits for kids and families
- keep the programs coming.
- Kids camps and activities.
- kids events
- kids programs
- Large format films
- Large format films
- Large format films
- Large format films
- Like to see more on the history of Hastings.

- local history exhibits and tours
- Lots of great ideas for kids programs and education. They almost try to do too much and the quality slips or the educator isn't prepared as much as they should be to work with the kids or field their questions. Focus needs to be on quality of programs vs. quantity. The mammal exhibit in the main level (though useful teaching tool to elementary students) has seen its better days. Still the same thing for 30+ years. Archive it somewhere else but make the entrance area the focal point of new/changing exhibits.
- love the bike tours, and cocktails with interesting people.
- Love the programs for adults, in particular the historical tours, be they the bus, walking or biking. Wonderful to hear about all the past things that add to the uniqueness of Hastings and Adams County. Also look forward to any of the adult educational events like SIP and programs by the curators. The museum is such a treasure!
- MIDDLE SCHOOL PROGRAMS ARE NEEDED-WE LIKE HISTORY TOURS
- more adult programs, kids camps are great.
- more advertisement
- More big screen movies during the week.
- more children's programs
- More city neighborhood tours.
- more documentaries, use bus to bring school use.
- more hands on kids activities.
- more history tours and more community information
- more Hollywood Films
- more in the fit shop
- more movies
- More Native American history needed.
- more of the history here
- More planetarium showings.
- movies
- movies
- movies
- movies and planetarium
- movies, fun and educational
- museum does a great job. Great management and asset to community.
- Native American history
- native programs
- nature films, history
- nature shows, space shows
- need more interactive exhibits
- Night at the museum for 21 and older.
- Not Kool-Aid
- Our museum is great for a town of our size. Hope to utilize it more as our children grow, so keep up the good work on that.
- Our museum should not be involved in Pride events or anything of the like. Get the woke junk out of our public facilities
- planetarium
- planetarium

- planetarium
- planetarium
- planetarium
- Planetarium - would like to see a variety of new shows and old.
- Planetarium shows; different programs
- Planetarium, large format education films.
- planetarium/member gatherings
- programs are great, but expensive
- programs for school children
- PROGRAMS LIKE BUS TOURS
- public awareness
- recent tours
- Return the currency exhibit to public view
- SEASONAL PLANETARIUM SHOWS
- short term exhibits
- short term exhibits
- short term featured exhibits
- Show more or provide more of local History. There were place all around Hastings that have vanished that I'm sure will be long forgotten within the next generation. Many people gave a lot of themselves and their lives to live in Hastings... tell us why. What was here in the beginning, why are things here now?
- Speakers/experts who present before or after a film.
- Special events. Tours.
- special exhibits
- summer movies/camps
- THE HASTINGS EXHIBIT
- The interactive programs that teach about local history.
- The local history
- The log cabin and the Kool-Aid program every summer.
- The museum is run very well, in my opinion. The exhibits are very good, The children's programs are great, with a wide variety to choose from. The Kool-Aid exhibit is unique to the museum.
- The museum staff and volunteers are always so kind. Great programming.
- The planetarium, and I live the historical tours
- The summer camps for kids are great, memberships are reasonable. The IMAX theater has good selection.
- There needs to be more for the kids . This town is severely lacking in a range of activities for kids
- Traveling exhibits
- Very little has changed in displays since I was a child. Repeat visits unlikely.
- walking tours
- want more industrial history
- we have a very nice Museum in Hastings
- We have enjoyed the variety of exhibits and shows available to the public. Keep up the good work!
- We have gone to the museum and appreciate it being here. I don't know a lot about what the museum has to offer, but it seems to offer a wide variety of topics. We have always wanted to go

on the tour of the ammunition depot - but it seems to only be one time a year. I don't really have any suggestions for topics other than maybe LGBTQ issues or diversity subjects?

- We have such a goldmine in our museum and leadership that is innovative. Just be able to change and add programs that keep us with the public's interest.
- We love all the museum activities. I enjoy the adult programming and the scout activities they have available. We renew our membership each year.
- Would like to see advertised in newspaper so we would know the schedule for those who don't go on line for movies and programs
- Would like to see more Hollywood movies. Coke Products offered at the snack counter
- Would like to see more traveling exhibits.
- Would love to see more traveling exhibits come to the museum.
- WW 2 displays

**Q11b. What public library services do you find most interesting and what types of programs would you like to see in the future?**

- AARP and Humanities Nebraska programs
- AARP events
- ability to reserve rooms, more for seniors, pixie lab
- accept used books
- Adult story time, reading out loud. In the know topics. Safety inside and outside building. Hands on programs.
- Answered don't know because I feel information is unavailable
- Book clubs.
- Book lending
- book sale
- book sale, more books
- books
- books on wheels for home bound
- bool signings
- bring in authors
- children events in the evenings
- CHRISTIAN PROGRAMS
- Community businesses describing services and education. Wish the library would develop means of organizing book club groups.
- computers
- Continuation of Humanities and other speakers
- Continued events for seniors
- digital resources
- eBooks
- eBooks and makerspace.
- Educational and yourself
- educational seminars
- enjoy humanity programs
- Enjoy programs sponsored by AARP
- enjoy ability to rent movies
- events for adults
- events for adults/seniors
- Events for children
- Events for children
- Events for children
- Events for Children to get involved. Show them the value of "Books" and friends. Get them away from their phone and face to face with life.
- events for children/seniors
- events for seniors
- events for seniors
- events for youth
- events for youth
- free printing

- Friendlier staff.
- Get rid of the woke garbage and attitudes of the staff.
- Have a library card but never use it got people that go there I don't like and stink
- help for older people with computer skills
- Helping foster a love of reading for youth.
- hub for information
- humanities programs
- HUMANITY PROGRAMS AND SIMILAR
- I don't utilize the library much at all. Online ability to buy/read books is more convenient than going to a location. I mostly go to meetings in the facility is the only reason I use the facility.
- I have heard of any library services
- I like being able to check out books, books on CD, and DVD Movies. I enjoy access to movies on Hoopla. Historical presentations are always interesting.
- I like the 1000 books , and the Lego club.
- I love the maker space. It is sad that some of the equipment need repair or a person to help you use the machine. I miss the craft Mondays
- I love the makerspace and the meeting rooms
- I love the makerspace and would like to see it more advertised so that it is used more.
- I love the makerspace it is a gem. I am hoping the makerspace classes will return.
- I miss the book sale
- I would love for the library to serve some part of its role as a receptacle for knowledge in the community.
- I would love to see more access to a book club. I still work full time so am not able to do a day time book club.
- In many of the other communities I have lived in had more adult informative classes.
- Increased events for all ages.
- Keep up the good work.
- Kids programs are great. Keep them coming.
- librarian expertise, programs for adults
- love audio books and eBooks
- love children's programs
- love the arts council programs
- love the Maker space
- Love the Pix Lab-an asset to the community.
- Make it/research
- maker space
- maker space
- maker space
- maker space - more programs geared toward learning how to use this area
- Makerspace. I miss the monthly classes
- more activities for youth
- more adult reading groups
- more books
- More craft programs for adults in the maker-space.
- More digital eBooks to cut down on wait times
- more eBooks

- More events for adults.
- more kids events. they are excellent
- more kids programs
- more New Age/spiritual books
- more new books
- more senior programs
- more things for teens 13 to 18.
- NE Humanities programs.
- need more info about programs
- on line
- open earlier, close later
- OUTREACH AT THE LIBRARY
- Outreach programs
- overdrive
- programs
- reach out to schools
- Reading programs
- reading programs for children
- spice club, humanities Nebraska programs
- staff always helpful and knowledgeable.
- STORY TIMES
- summer reading program and story hour
- Sunday hours.
- Take the garbage books out of our library. Quit forcing sexually explicit books on our children especially. "Two boys kissing" book and similar material should never be on main display as it was during past pride month. We have actually quit using our public library and have to travel to clay center instead for a more wholesome family experience. Very disappointing!
- Thank you for being a welcoming place for all. Also, thank you for NOT banning books!
- The historical series are awesome.
- The hours of the library and makerspace don't seem to be best for when the majority of people would be using them.
- The library does a marvelous job with programs for all ages. It was difficult to choose what they needed to do different. Just recognize what people want to read and do and have staff able to make it happen.
- The library is another great resource for our community. Great for our children. Keep it up!
- The library staff is doing a great job. I simply think they should always concentrate on books, etc. and increasing their physical and "e" materials.
- The makers space is a great asset. I would really like this to continue to be maintained. I think the equipment they offer is excellent.
- The makerspace is a nice area with a variety of different things to make and do.
- The makerspace needs new computers!
- The offer for books in Spanish is very limited
- The staff is fantastic, very helpful
- They are always helpful
- training on makerspace equipment
- TV and streaming shows to rent and see.

- We have enjoyed many informative and entertaining presentations at the library. Only wish there were more! The variety of available digital information is more than adequate.
- We love the family events and the reading programs for the whole family (I.e. 1,000 books before kindergarten, summer reading programs, reading dragons, etc.) We love the Librarians who share their knowledge and help us learn new things or events at the library.
- We love the maker space in the library just wish there were programs/classes that I could bring my younger kids with to do crafting
- Why would Children's story time be reduced? There are so many ways to make cuts but to cut the kids story time when reading is so important to a developing mind is so wrong. Bring back story time 3 times a week!
- Wish they would stay open later and on weekends as well. They close too early.
- Would like to see more emphasis on makerspace activities or other equipment, cnc router or similar.
- Would like to see more in the digital area. My wife reads a lot and she has to wait for an eBook to become available through your online system. Don't understand why you have to wait.

### Q12-16 [Other]. Capital Project Priorities

- 16th st traffic improvement
- 3rd fire station
- a proper dog park
- affordable housing
- Affordable housing. We need young families to come to Hastings to make a life, where they live, work and play.
- alternate route to overpass
- Arts and culture.
- be transparent
- bike and walking accessibility
- Bringing businesses, stores, restaurants to Hastings. Give them an incentive to come here.
- Burlington Turn signal
- Cancel the roundabout plans unless it is more traffic friendly than the one by Adams Central. If you travelled in Europe traffic circles don't require you to reduce your speed to 15MPH. Truckers are always running over the inner ring due to the ring small radius. Enlarge the radius and don't have the left hook and then right merge. Merge should be at 30MPH with minimal interference.
- casino
- Casino!!!!!! The dollars it would bring into Hastings would boost our economy! We need family restaurants, not bars!!!
- cemetery maintenance
- community cohesion and identity
- Create increased number of 'Blighted Areas' within the city, especially residential neighborhoods on the south side of Hastings.
- Downtown music.
- eating places
- fix streets
- hotel auditorium parking garage
- Hwy 281 and Lochland Rd.
- I'm not sure if this is part of the Pioneer Trail extension, but it would be nice to have trails and/or walking paths in the south side of the city. Our neighborhood sidewalks have stairs going down to the street which makes it challenging for children on bikes or people with disabilities. Several of the east-west streets have no sidewalks at all, causing children to walk in the street.
- IMPROVEMENT TO 12TH AND MARION
- Jobs
- Jobs
- leadership accountability
- Maintain current investments and reduce budget and taxes.
- maintain tree
- Make information about Hastings and what it has to offer easily accessible
- Make it more comfortable to bring in new businesses. We are very short on shopping in our community.
- Making sure there are turn signals on all major streets up and down Burlington. The amount of accidents I have almost been involved in is terrible. Especially on 12th and Burlington going east and west.

- Marion Rd. NE of 12th Ave. paved.
- Need a community center and better services for seniors
- NEED MORE PLACES TO EAT
- need overpasses at : Marian Rd and BNs, Marion and VP, Showboat rd at BNSP and HWy6. , Elms st over BNSF
- no roundabouts
- Not putting a round about by Duncan Field
- Pioneer trail, crossing at streets.
- Potholes.
- reduce tax
- renovate empty buildings
- Replace sewer pipes.
- roads
- roundabout at Big G corner
- Senior Center
- Senior Center
- Senior Center
- shopping/restaurants
- sidewalks
- Sr. Citizen Center
- street cleaning
- street repair
- street repair
- teen and young adult activities
- Teens and under need something to do.
- traffic light at Lachland Rd and 281
- traffic, roads
- We need traffic light turn signals at ninth Street & Burlington, seventh Street & Burlington and 12th St. & Burlington

**Q14a [Other]. Which department did you contact?**

- animal control
- Building permit
- city council
- City Council and Mayor
- City officials
- code
- code enforcement
- code enforcement
- council
- council
- council
- courthouse
- Filled out questionnaire regarding round about. attend Voice of the People meetings and ward meetings. Attended City council meeting.
- inspector
- Mayor
- Mayor
- Mayor
- Mayor
- Parked vehicles
- Street Department
- Street department.
- Street dept
- Streets
- streets
- streets
- streets

**Q15a. Are there any other types of developments or businesses that you would like to see in Hastings?**

- A community based and funded Hospice House, one that could collaborate with a newly formed non-profit entity. It could be a regional facility as it be the only one between the Nebraska metro area and Denver. It would require total community involvement and critically depend on volunteers, including and mostly in the fundraising arena. Perhaps the now near empty facility at Crosier Park would be suitable, including the chapel.
- A Few decent restaurants. We have good local restaurants, but it would be nice to have a big name like, Red Robin, Olive garden, or something along those lines in the community. It would give residents more options as most of our restaurants are busy and sometime customers have to get turned away due to no table service.
- A variety of businesses/work opportunities.
- Add a Dave & Busters.
- Affordable eating lower taxes for seniors
- Affordable family dining.
- affordable housing
- Affordable rentals.
- Affordable sit down family restaurants
- Any type of affordable sit down restaurant chain, other fast-food options like: Fazoli's. More national brand retail stores. Bring Bath & Body Works back, Once Upon a Child would be a nice store to have in the community too.
- Au new businesses are good. I feel that the major need is a large place for soccer tournaments, indoor sports facilities that could generate big tournaments. Right now as someone with younger kids we are having to travel anywhere from 2 to 6 hours for large tournaments.
- Better restaurant options and better shopping. Nothing here to bring money back to the city.
- better supermarket with fresh produce
- BIG BOX STORES-TARGET
- Big Retail needed. Discount stores, not all specialty
- Bike repair, more restaurants
- Bring good people here.
- Bring more businesses to Hastings. Encourage economic development!
- Businesses to keep young, middle, and high level executives here. We need a mixture of all to make a city vibrant. Maybe a roller skating rink, a putt putt golf course? It would also be nice to have more family dining options.
- cancer center.
- casino
- casino
- Casinos! Gaming places! Shopping places! Family restaurants!
- Chain department stores.
- Chic Fil A.
- Clothing stores
- Clothing stores
- Clothing stores and sit down restaurants.
- Clothing stores, farm related.

- Companies that value their workers. Companies who have a good reputation for paying and treating their employees as they deserve. We could use More services for seniors. Just a company to take them to appointments. We need a new Goldenrod type cafe.
- condos/town houses
- Coworking spaces, affordable housing, definitely more places to sit down and eat
- CVS drug store
- Daycare
- Daycare and low income housing
- delivery options
- department stores
- Development of housing for retired that is in the middle, not low income or luxury, something attractive, one level and affordable.
- dine in restaurants
- Dine in restaurants with larger group seating availability. Community Center built for developing youth athletes in main sports. Ability to have indoor spaces for training and practices. Baseball/Softball has grown so much in popularity and competitiveness but our facilities don't support these programs.
- Diversity of restaurants.
- Dollar tree, South and Elm
- eating at homestyle cooking place, clothing store
- Eating establishments.
- egames, computers
- Eliminate one-way streets.
- encourage local business
- encourage restaurants/art galleries
- Entertainment and dining options. Developments that could boost the economy and make Hastings an attractive option for families considering where to live.
- entertainment for teens and young adults
- Entertainment/eating
- event center
- event center
- Family dining other than fast food. Down home cooking with prices a family can afford. Clothing retailers. Townhomes with seniors in mind—not necessarily income based.
- Family entertainment options
- family friendly entertainment
- family friendly sit down restaurants
- Family recreation areas I.e. skating, mini golf.
- family restaurant
- Family restaurant, retail shopping , and family fun places for entertainment.
- family restaurants
- family restaurants
- family restaurants
- family restaurants
- family restaurants, shopping that is not Walmart.
- Family restaurants, steak house
- Family restaurants, Target, stadiums for concerts, Five Below, Kohls, more entertainment options

- family style restaurants. senior center
- Fewer fast food - more sit down restaurants.
- FIBER INTERNET AT OUR HOUSE
- food market
- Forget the City Auditorium and Adams County Fairgrounds or big public events. Need to invest in Large Indoor arena to attract all types of events for Entertainment (Music and Sporting etc.) to bring people to town. That, along with better Shopping and Dining options will make people stop here instead of traveling to Kearney, Grand Island, Lincoln and Omaha all the time. You need all three to support one another. Leave one out, the other two cannot prosper. Make people from out of town want to come here. Will keep people south of Hastings pass us by and head north.
- General merchandise and clothing stores.
- good jobs, restaurants
- grocery store
- grocery store on the south end of town.
- Grocery stores. Restaurants. More entertainment for all ages.
- grocery, retail
- Hastings has sports bars and Mexican food and that's it. Need more places to eat and things to do, need a variety. Industry is not only not coming in to Hastings it is leaving, a lot of people commute to grand island.
- Hastings needs someplace to shop other than Walmart. Downtown is nice but the hours are limited
- Hi tech/colleges
- higher paying jobs, affordable housing
- hometown cafes and restaurants
- housing
- Housing in general seems to be an issue. It seems like Hastings has lots of places looking for employees. I don't know how much lack of affordable housing contributes to that for sure, but it probably does not help. I would like to see new businesses, both retail and eating establishments, but I realize that the lack of people to work in such places are already issues for existing businesses in our community.
- housing options
- housing, better wages
- housing, restaurants
- HyVee and Marshalls
- Hy-Vee would be great. More restaurants shops
- I don't believe it is the City's responsibility to be in the position to drive the development. We should oversee that codes are abided by but the development needs to be privately funded.
- I would like to see more retail stores to offer a variety of brick and mortar stores.
- I would like to see our city take better care of the infrastructures in the city instead of neglecting them until it is too late.
- I would love for more restaurants and entertainment businesses I think there are also a great need for affordable housing
- Increased technology.
- industrial
- Industrial/tech.
- INDUSTRY WITH BETTER WAGES

- job growth
- Jobs
- Large conference center. More variety of restaurants.
- late night date options
- local restaurants
- low income housing
- low income housing
- low income/affordable housing
- Make city attractive
- manufacturers, industries
- More restaurants and places to shop for clothing, and a variety of things. It would be nice to have a store like Target or Bath and Body Works
- More affordable house for low income or students.
- more big box stores like Walmart
- more businesses
- More businesses. Places to buy clothes. Entertainment/Dining options. I don't want to give my \$\$\$ to Grand Island and Kearney
- MORE CHAIN RETAIL STORES
- More choices for family dining, more choices for entertainment at an affordable rate. More housing options for lower income families.
- more clothing stores
- More competition of business in town especially contractors for doing house improvements, feel no one wants to work in town.
- More concerts.
- More dining options and shopping options.
- More dining options, not including fast food. More industry and quality jobs.
- more diverse retail
- More entertainment for kids.
- more entertainment for tourism
- more entertainment option
- More entertainment options for families. Arcades, fun centers, trampoline parks, etc.
- More family orientated restaurants, places to shop
- More groomers, daycare, and clothing stores
- more housing and restaurants
- more industry, jobs,
- More manufacturing
- More mixed-use spaces (like the new Theater District), but with less focus on seniors/retirees. Hastings has an aging population... in order to attract young professionals, access to affordable, quality housing, desirable shopping & dining options, and frequent, engaging cultural events are necessary. Encouraging the development of more diverse dining options would also be helpful. Hastings has an overabundance of "bar food" but could benefit from more varied brick-and-mortar dining options (a breakfast diner downtown, Thai Food, Indian Food, Italian Food, etc.).
- More nice places to eat and places to shop without going out of town. Less regs so people will build and start businesses in Hastings
- More nice restaurants.
- More of the Arts & Entertainment.

- More places for clothing chains and sit down restaurants.
- more places to dine.
- more places to eat
- More places to shop, have to go out of Hastings for clothing items. More places to eat that aren't fast food. Would love an indoor recreation facility like putt putt golf. Would love an indoor dog park.
- More places to shop.
- More restaurants
- More restaurants
- More restaurants
- More restaurants
- More restaurants (not bars or Mexican), more places to shop for clothes
- more restaurants and shops
- more restaurants, Aldi, childcare
- More restaurants, type doesn't matter so much but in the last two years more that I go to have closed than have opened.
- More restaurants.
- More retail
- More retail
- More retail
- more retail and restaurants
- more retail and sit down restaurants
- More retail besides Walmart!
- More retail shopping and sit down restaurants that are not bars
- MORE RETAIL SHOPS AND RESTAURANTS
- More retail stores: clothing, pets, etc. More activities for the elderly population. Would also like to see the stage at Brickyard park utilized more for things- like Halloween movie nights, concerts, etc.
- More retail-especially clothing. More sit-down restaurants.
- more shopping
- more shopping
- More shopping and dining options so we don't have to make a drive to Grand island we can spend our money here in our city
- More shopping and family restaurants
- more shopping and restaurants.
- more shopping choices
- more shopping, sit down restaurants
- more shopping/dining areas
- more single income based homes
- more sit down diners
- More stores and restaurants
- more stores on south side
- More super markets.
- need housing, events, restaurants
- need more retail shopping besides Walmart & boutiques as well as more sit down restaurants that aren't sports bars or high end

- Need to attract, not develop businesses and industries that pay decent wages, so we can afford our high taxes.
- new developments
- new kiddie pools
- nice, not really expensive set down restaurants. buffet style restaurants
- non-chain restaurants
- Non-Fast food restaurants. Businesses for reasonably priced clothing for adult. Nice book store
- place to eat a good breakfast.
- places to eat out
- places to eat out
- PLACES TO EAT-HAVE TO DRIVE TO GRAND ISLAND TO EAT
- places to shop
- places to shop and dine
- Places to shop not just Walmart and downtown.
- Places to sit down and eat - not fast food
- property tax too high.
- Quality sit down dining options. Retail shopping for men's clothing.
- Recreation
- rentals for young professionals
- Restaurant shopping places
- Restaurant that is not a bar.
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- restaurants , not fast food
- Restaurants and retail.
- Restaurants for families.
- restaurants like Chilis, Dennys
- restaurants that are not fast food or a bar
- restaurants, entertainment
- restaurants, homes
- restaurants, shopping, retail
- restaurants, shopping
- restaurants/retail
- Retail
- Retail

- Retail
- Retail
- Retail
- retail and grocery store
- retail and restaurants
- Retail businesses.
- retail shopping
- retail shopping
- retail, eating places
- Retail, entertainment and dining.
- retail, groceries
- retail, recreation, restaurant
- retail, restaurant
- Retail, restaurants, entertainment.
- retail/dining
- Retail/restaurants.
- Retail/restaurants/services.
- retirement villages
- Revisit the casino idea. With Big Keno gone no place in community to gamble for the novice.
- Ross or TJ Maxx
- senior housing
- Shopping
- Shopping
- Shopping
- shopping /restaurants
- SHOPPING AND RESTAURANTS
- Shopping and restaurants falling way behind
- shopping and sit down dining
- SHOPPING CENTER
- shopping mall
- shopping, affordable homes
- Shopping, department store. What we lost at the mall.
- shopping, restaurants
- Shops, restaurants, big box stores, like Target, PetCo, etc.
- Single family affordable homes, more office opportunities. more entertainment
- single level efficient
- Sit down family dining options
- sit down restaurant
- SIT DOWN RESTAURANTS
- SIT DOWN RESTAURANTS THAT ARE KID FRIENDLY
- sit down restaurants, Trader Joes
- Sit down restaurants.
- SIT DOWN RESTAURANTS/SHOPPING
- Sports Bar/Restaurants
- steak house, cafe, children's clothing store
- Target

- target, putt putt golf, trampoline park
- Technology companies i.e.. google, intel,
- terrace management, poor trees, need a trained arborist
- Texas Roadhouse
- The restaurant options in Hastings are pathetic. And they keep dwindling. The few chains that have arrived haven't stayed long. A town this size with 2 colleges should be able to support more than fast-food options. (with few exceptions)
- The south side of town is an eye ache and is not a good representation
- There are plentiful job opening in Hastings but entry level housing isn't available and the wages being paid don't provide for more than entry level housing due to the ridiculously heavy taxes imposed by the state of Nebraska and Adams County
- There needs to be major retail. Shopping. There needs to be places for teens to hang out (trust me the Y is not viewed as a destination) affordable dining in accessible areas (not a bar) the stores need hours for people who work 8-5 plus have kid activities. I grew up in a small town in another state and stores stayed open until 9pm.
- Trees along bike path. Inviting corridors to the city with welcome signage or some type of artwork. Fun places for families and kids, paintball, go karts, etc. indoor sports complex and updates to softball complex to establish a popular destination for tournaments and events that would boost the economy.
- Uber/Lyft
- Variety of restaurants in entertainment options
- variety, sustainable
- venues for indoor kids party
- Village Inn, Waffle House, Family spot to eat Dinner, Jack in the Box, Outback, Pool Halls, Skating Rink, Laser Tag, Shopko, Kroger's, Macy's, Herberger's, Lowe's
- We desperately need retail shopping stores
- We need more dine in restaurants. A steak house. A family restaurant like the OK Cafe. Valentino's. Anything. No more car washes, for crying out loud. There's one on every corner it seems like.
- We need more restaurants. We need traffic improvement. Would like to see Marion Road paved to 42nd St. and then 42nd St., paved to Baltimore. Making it quicker to get from the west side of town to North Burlington out by Walmart.
- We need retail shopping. I know I personally go to grand island once a week to get items that I need. Or I shop online and have it delivered. There is no place in town to shop for women's professional clothing. The loss of Herberger's was a huge impact on my family! We now shop not only in grand island, but also Kearney.
- Women's clothing store.
- Would like to see more sit down restaurants and more shopping choices offered.
- Would love to see more family friendly activities in the community and budget friendly multipurpose/clothes shopping available

**Q15b. What do you see as the highest priorities to encourage development in Hastings?**

- An amended mindset of resisting change, to rid ourselves of age-old biases and assumptions, based on unpleasant experiences of the past.
- A less restrictive city code. Every one says our codes are the most restrictive around. No one wants to build here as our codes just prohibit everyone from doing just simple building additions let alone a big commercial project. It needs to be fixed.
- Add more restaurants.
- affordable housing, entertainment
- Affordability
- Affordable family housing. Larger retailers besides Walmart. Teen friendly hangouts like big apple fun center, an arcade, tech cafe. Walkable sidewalks. Open welcoming community events for people of all economic and ethnic backgrounds.
- affordable for young people
- Affordable homes for 1st time home buyers. Investment buyers are killing the ability to build wealth and security for young people. This is a National problem but it would be great if Hastings could do something about it at least in our own community.
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- affordable housing and quality schools
- Affordable housing and taxes.
- Affordable housing for all, families to encourage new comers, and the aging like myself who would move on to smaller housing if they could afford to, providing my house for a family.
- Affordable housing for the young adults in the community, more job opportunities.
- Affordable housing; factories
- affordable single family homes
- Airport should have a carrier, Grand Island, Kearney, and even Lexington have carriers. We need flights into Hastings to help create potential business' coming to town. Dining and nighttime entertainment is important too, some of the local restaurants are unfortunately declining in quality. Steakhouses and other chains should be contacted and be encouraged to come to Hastings.
- All housing
- Allow new businesses to open here! Businesses we currently don't already have
- allowing new business to come to town even if it competes with another business
- Approve new business coming in.
- ATTRACTION OF INVESTORS OR GOVERNMENT GRANTS
- Available affordable housing

- Be approachable and helpful to not only new developers but existing citizens; there is a gap there.
- Be inviting
- better city council
- better development services
- better jobs, focus on youth and young families
- better pay
- better paying jobs
- Better shopping and restaurants and entertainment options for every age
- better shopping choices
- Better shopping stores and restaurants.
- bring in jobs
- Bring in more businesses. I thought the casino would be good.
- Bring in more industry
- Bringing in businesses for people to work and shop/eat at.
- bringing variety
- Building codes must naturally be enforced, however they should not be a hinderance to progress and growth of the community. That situation probably does exist now as well as being a factor in the past.
- bus transportation
- change the no growth culture
- Cheaper utilities.
- city attractiveness
- city codes easier to follow
- City Counsel needs to be more proactive.
- city/residents need to work together
- clean up rental properties
- clean up the city, bring in more stores
- Community and local government support. Seems change and growth is often times discouraged by longtime existing community members. Cost of living balance for employers to be able to retain top talent.
- Community events. Places to shop and places to eat. More quality housing.
- dine in places, new jobs.
- dine in restaurants
- dining
- Diverse retail shopping.
- Do not do roundabouts.
- do not let Lochland residents rate city.
- do not lie and cheat future owners.
- Ease of permits, tax credits
- Eating and retail
- Eating establishments
- economic development
- EMPLOYMENT/PLACES TO WORK/MANUFACTURERS
- encourage
- Encourage new businesses.

- Encourage older city council members to leave city council. At times it seems like someone or something is stifling development in the Hastings area. Change can be a good thing. We need transportation between the tri-cities. Transportation would allow for more job and housing options.
- Encourage young people to stay here.
- end corruption
- Entry level work.
- Exactly what I wrote in the last question.
- Expand the whole town and quit letting it die
- family friendly spaces
- finance modular homes
- First time homebuyer options... either new builds with reasonable price tags (and finished) or large incentives to buy and renovate dilapidated homes or older homes that need new life.
- fix the roads and rr crossings
- Fixing our city buildings like you expect us to keep up our homes.
- Focus on housing for families that is reasonably priced.
- Focusing on family things and things for children, so that family's shoes to raise their children in this community.
- food places
- For our city government to work cohesively so the community can trust them
- funding resources
- Get new businesses We need affordable housing, you hear that in almost every conversation about our town.
- Getting better opportunities for businesses
- Getting people to visit more, spend more and more places to hang out. Bring in business instead of denying business that want to come in and grow.
- GIVE THINGS A CHANCE-DONT VOTE IT OUT
- Good paying jobs.
- Grants for small businesses.
- growth
- Growth. Check population count.
- have a Chamber city official that is proactive.
- Have more to offer.
- Having the Chamber take an active lead
- Having the city pay for infrastructure. When we give out-of-town developers they get the world. Often some type of deal for streets and sewers. We need to give/offer our Intown developers a thank you for putting more property on the tax roll. As a city, we do not do that. We need to value those developers who have the best interest of the city at heart. Not those who take the money and run. It often appears that friends and family of the inner circle come out smelling like a rose....when most of us had to wade through the manure.
- higher end restaurants
- Higher paying jobs, more shopping places, and more restaurants
- Homes, restaurants, entertainment
- Housing
- Housing
- Housing

- Housing and Activities for families (restaurants, sports, etc.)
- housing and restaurants
- Housing and west town bypass.
- HOUSING FOR DISABLED AND SENIORS
- housing for middle class young families
- housing for single people/young
- Housing is a large problem. Providing quality reasonably priced housing. Renting apartments downtown hastings is difficult due to the prices. Property taxes are too high. They don't take into account those of us on a fixed income. We are being taxed out of our dream house. This is wrong and should be addressed as soon as possible. Another area that is a problem is the cost of vehicle licensing.
- Housing would have to be the # one thing. Tax breaks for businesses. Access to a steady work force
- housing, places to eat/shop
- housing, restaurants
- housing, restaurants
- housing/taxes
- I said all I need above in the previous statement. Can't get better jobs to move in unless people want to move here. They won't move here if they don't have the three options listed above.
- I think there are a lot of commercial areas that are sitting empty/unused that could be sold or fixed up property for incoming businesses. Not sure if the city could purchase those and tear down or the HEDC could help in any way with that. Some are currently for sale and have been for sale for a long time.
- I wish I knew! I do know that where I work has been forced to downsize our services ever since COVID hit, due to the inability to find people willing to work even with substantial wage increases over that time period. I know that we are not the only ones faced with that problem. At the same time, it seems that there are more and more homeless people in our community. Some may be wishing to have gainful employment but need assistance in getting their feet back on the ground to be employable. Do we need more rehabilitation services or mental health services? But then there is the issue of finding workers for such services as well.
- Impartiality
- Increased retail and family dining other than fast food or high end dining.
- industrial jobs development
- Industry
- Industry
- industry, single family homes
- Invest in local business
- It seems like it takes too long for businesses to get opened. The movie theatre district is a great example.
- Job creation
- Job growth for young professionals
- jobs
- jobs
- jobs that pay
- JOBS WITH GOOD PAY
- jobs, lower property taxes
- jobs, more and better

- Keep Hastings a safe community
- Keep the special interest from blocking progress.
- keeping business here.
- Keeping family friendly
- Keeping our young people here.
- land development
- Land, utilities available, work force housing
- Learning
- let new business in
- let new business in
- let new business in
- LISTEN TO THE PEOPLE
- Listen to what the people want. Be open to new ideas.
- local youth
- low income housing, high tech industries.
- Lower and fixed income affordable and livable housing options.
- lower cost of living. Stop waste of tax dollars.
- lower property taxes
- Lower taxes
- Lower taxes
- Lower taxes to allow families more expendable cash flow to spend one in our city
- lower taxes, cooperation between inspectors
- Lowering property taxes
- maintain high quality of life
- Make Hastings builder friendly.
- Make housing more affordable. As a single parent, I cannot afford to rent another house due to the rise in rent in our area. Affordable housing less than \$1000 per month is hard to find.
- Make it easy and welcoming for businesses to come here!
- Making sure we are putting our best foot forward and be inviting and welcoming to new ventures. Jobs that attract families and activities that keep them here. I think we do a fine job and it's easy to complain, and hard to put things into action!
- middle income shopping
- More affordable housing for families and single adults. Houses to rent and buy.
- More affordable senior housing. More transportation for the public. Restaurants. Affordable shopping places for clothes.
- More American family restaurants.
- more and better jobs
- more available low cost housing for seniors
- MORE BUSINESSES
- More businesses. Things to attract young professionals to stay and grow with Hastings!
- More eating establishments
- More family friendly sit down restaurants. Our city leaders to get out of people's way if they want to open something up here.
- More housing options for young professionals. Its very hard to find decent rentals.
- More industry.
- More jobs.

- more places of employment
- more places to eat and shop
- More rentals.
- more retail
- More retail and restaurants.
- MORE RETAIL SHOPS AND RESTAURANTS
- more shopping
- more skilled labor force
- More solar power and road infrastructure
- more welcoming zoning
- Much lower property taxes.
- Must be developer friendly.
- need a friendlier attitude to new development.
- need affordable spaces to house businesses
- Need more housing at nearly all levels, especially entry and workforce housing.
- need people who want to help
- need recreation /entertainment
- Need retail for Families. Growing families can not afford specialty shopping. This town is getting to expensive to live in.
- Need to bring in high paying jobs, local business owners get wealthy and pay their workers pennies compared to grand island, kearney, Lincoln, etc.
- new business
- new business
- New businesses and adequate affordable housing
- New city building. Modernize the town so people want to live here. Spend money on making the town more able to withstand extreme weather events. Protect the grid from cyber, solar and other events that my knock power and water out to parts of the city. Maintain what you have and improve it if you rebuild something. Better quality of jobs. Infostructure improvements, like the airport and roads. Trails around the city so you can ride a bike to work. A bike trail to connect GRI and HSI. Trails using the old railway right of ways. Green up the city to attract college educated younger adults to help the city grow. Invest in the arts.
- new jobs
- new shops/dining
- Not so many loop holes to attract new businesses.
- Optimizing the use of EVERY space in the downtown area. Its walkability could make Downtown Hastings a magnet for young professionals and mid-career families looking for a mid-size city in Nebraska. At present, a number of downtown storefronts are not utilized, or could better serve a more impactful business.
- Options/activities for young families.
- Places for young professionals to work and raise families.
- places to work and restaurants
- Places to work.
- Promotion of our community beyond the tri-city area.
- property taxes are too high
- quality places to work

- Quit bringing in banks, pizza places, car washes and bring in more businesses to shop at and sit down restaurants.
- Recruitment of new businesses.
- Reduce property taxes.
- reducing the negativity of C3 group
- rent is too high.
- Restaurant and retail.
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants and clothing stores
- RESTAURANTS AND ENTERTAINMENT VENUES
- Restaurants and retail
- Restaurants and retail shopping
- Restaurants and retail.
- restaurants and shopping
- Restaurants and stores
- Restaurants, housing and great education opportunities
- Restaurants. less expensive lifestyle
- Retail
- Retail
- retail and restaurants
- retail clothing stores
- retail food and entertainment options
- retail places to shop
- Retail shopping.
- Retail shopping.
- retail, food
- retail, housing
- retail, non-fast food, affordable family dining
- retail, recreation, restaurants
- retail, restaurants
- retail, restaurants, single family homes
- retail/restaurants/housing
- Retail/restaurants/services
- Retail/restaurants/services.
- safety, schools
- schools
- senior housing, affordable housing
- senior type housing
- shop at home options
- Shopping
- Shopping
- Shopping

- shopping and restaurants.
- Shopping places/eating places.
- shopping, family restaurants
- shopping, restaurants
- shopping/places to eat
- shopping/retail
- Speed up the permit process.
- Spend money on the youth! They are the future of this city. If they leave to only return to family holidays we aren't growing, we are slowly dying as a community.
- spend more on infrastructure
- sports activities
- Staff attitudes
- Stop blocking anything new coming like the racetrack and casino
- stop blocking new business
- Stop city leaders who are discouraging new businesses from coming to Hastings. It's the same handful of people who are slowly killing the Hastings economy.
- Stop raising taxes!
- stores, restaurants
- streets, parks
- Study communities that are healthy, viable, thriving and visionaries - i.e. Kearney. Get the city leaders out of their box/echo chamber and get them exposed to how others addressed similar problems in their communities and overcame them. Permission giving! Let them in and support them once they are here. I have asked numerous restaurateurs and retailers why they don't come to Hastings. Their response after they are done laughing is - bureaucracy, cost, regulations/hoops to jump through, "It's not worth the hassle", and "The City" is too controlling. A strip club gets in and Dunkin' Donuts gets resistance? Hastings' development problems are not going to be fixed with good PR. The city leaders and developers need a complete paradigm-shift. Affordable housing, lower property taxes, tax-incentives.
- Successful businesses.
- support local
- tax incentive, affordable spaces
- Tell the community what you are good at, admit failures and be able to take criticism. Tell the cops that 2nd street is not a race track for motorcycles after 8PM. Don't have enforcement of trailer parking, weeds, trash as a complaint from neighbors only leads to animosity between neighbors and poor respect for the safety officers. The city workers see a problem report it. Safety officer sees a problem give warning not citation. Talk to the home owners landlords and businesses. Businesses and landlords should not be allowed to defer maintenance.
- There are a couple things that need to be addressed. The workforce shortage and affordable housing
- There has to be some tax relief. The taxes in Adams county but moreover the state of Nebraska are making average wages unaffordable to live on when the housing market is limited in both availability and affordability due to the demand
- Things to draw families here.
- This is a middle income/ elderly community. Focus more on programs for 55+ communities!
- TIF and public funding
- vehicle maintenance

- Very poor choice in not bringing Racino to Hastings. Would provide jobs, dining experience and mostly tax relief
- wages and housing
- wages need to increase
- WATER AND WORK ETHIC
- We have travel outside the city for a sit down restaurant
- We need better business opportunities. Better business makes better jobs, better homes, and better schools. New business trickles down to everyone in the community and we seem to want to keep new business/ideas out compared to Kearney and Grand Island.
- We need more clothes shopping for kids and teens...and we need more restaurants at the level of odyssey.
- Welcoming people, job
- Work with potential new business owners in streamlining the process for starting a new business.
- workforce development, benefit of CCC education
- Working to reduce and keep property tax low.
- young people

**Q22. If you have suggestions for improving the quality of City programs, facilities, or services, please write your suggestions in the space below.**

- Access to parks for Lochland Residents.
- Allow staff to do their jobs. Reduce the political drama.
- Be more open minded to growth.
- Be more transparent with community and keep us informed.
- Be proactive in bringing in new business
- Better and earlier notification of events. Most of the time there is an article or news about event after its over
- Better transportation for older adults, affordable housing.
- BRING ENTERTAINMENT TO TOWN
- Bring in new jobs paying \$20-25 to start.
- Bring something back specifically for children and mentally challenged, youth don't have things to keep them out of trouble and mentally handicap who are young mentally are lost in the world expected to be adults yet too old to do kid activities
- Build a baseball complex east of softball complex; and indoor hitting facility (turf would be nice). Could use for soccer and football or add fields for that. It would bring people in. Need a park in Lochland area. Need sidewalk on Lochland Road by country club.
- Build a new City Hall and don't mess around with remodeling.
- Build the city to bring more people here.
- City council not berating everything and hurting the community
- City council that is not antagonistic
- City council needs to lead for the betterment of the whole community rather than a loud minority.
- City hall, Station 2, protected left at 12th/Burlington and 7th/Burlington
- City needs to be cleaned up. There is no repercussion to not maintaining your property. Make our city a prideful place to live.
- City needs to pay attention to all not just those with money.
- City officials do not listen.
- City officials quit complaining and work together.
- Clean up the meth.
- Clean up vacated buildings, need a grocery store in the west. City Ordinances should apply to everyone.
- Community center/senior center
- Create a visible city hall.
- Daddy /Daughter dance needs improvement, more advertising for city sports, more option for indoor parties for kids.
- Desperately need more good jobs, more food options, activities for youth, Soccer fields with goals.
- Develop things that make our city unique.
- Different ways need identified on how to fund multiple projects. We have to invest in ourselves or continue to lack and fall behind.
- Do a call back to see if things have been done.
- Downtown area really needs improvements on the buildings more . Also local businesses make their buildings attractive.
- Elected officials need to do what is best for the residents.
- Encourage businesses to come to Hastings.

- Encourage mental and physical therapy
- Enforce fireworks on July 4th, only. Consider a skating rink, playing courts. Control traffic noise.
- ENFORCE TRAFFIC LAWS AT STOP LIGHTS, CAMERAS? FIX/IMPROVE EXISTING INFRASTRUCTURE
- Enforcement of traffic laws and dog leash laws.
- Find more for our growing kids to do, not costing someone funds.
- Finish Pioneer Trail , ease traffic flow
- Fix storm drainage at Crane and Home street and other parts of the city
- Fix the street light issues. Too many lights so dim or burnt out. Can't rely on Public to call in every time with no action. Be proactive and schedule grid searches in evenings by the Utility department to correct the issues. Quiet Zones for Trains was the biggest waste of Taxpayer money ever spent since I've lived here. The extra Tax used for this project could have been much better spent on projects to benefit the community as a whole as to just a few. P.S. We were gypped, Lincoln is doing Quiet Zones crossing at a fraction of the cost for each one we're doing. Lived here all my life and was thinking of retiring here but don't think this town will have enough to entice people like us to stay if we're not proactive and start doing things other towns our size are doing to offer the community more options.
- Fix what we have first, then worry about building new. Do like the ease of use and put money aside for repairs
- Focus more on cost of living improvements
- follow thru on keeping us informed of what you are doing, especially if it involves a lot of taxes
- Follow thru with ideas and projects.
- Get boats and campers off the streets.
- Get new leadership in Hastings as soon as possible! Get people who want Hastings to grow and be competitive with Kearney and Grand Island.
- Get the citizens of Hastings listen to what they want get them more involved. Communication needs to be better to reach citizens of all ages
- GOOD JOB IS BEING DONE
- Hastings is growing just right.
- Hastings needs another place for children and adults to go do something fun.
- Hastings needs to grow - it's dead here. Kids are getting into trouble.
- Hold officials accountable and encourage growth for young families.
- Hotel downtown, work with college and hospital for business improvement.
- I feel a small minority/ old money is holding the city back from its potential. I see so many red lights blown, stop signs with people ignoring or not letting others through, kids unable to use cross walks or have to run in fear to avoid being hit and just bad driving in town now. Driving in Hastings is like driving in some of the 3rd world countries I was stationed in, the sad thing is when I look at the age of the driver it is the older drivers doing it, not so much the younger drivers.
- I have concerns about students crossing 12th street going south on Crane Ave. There is a crosswalk button with flashing lights, but cars refuse to stop. My daughter was almost hit because of a car accident that occurred right in front of her as she waited to cross with the flashing lights on. On another occasion, she was almost hit by a car who slowed to stop but swerved around her. Can we put in a red stop light for when the crosswalk button is pushed instead of the flashing lights?
- I have to go to Kearney and Grand Island to buy clothes.
- I know you have probably heard this, but the city needs to do a better job of maintenance on all city properties. However, having the aqua court in the news almost every day was embarrassing. We have the newest water park in the Tri city area and it appeared we were closed more days than I care to mention. Also, why are we spending so much money on city offices to be moved?

If we own properties, it is our duty to maintain them and not let everything crumble around us, until we say, oh we need to totally renovate or rebuild. We need to be good stewards of the public dollars!

- I think the city is doing a fine job with their programming, facilities and services. I do go out of town for eating and shopping options. I feel safe in Hastings and like the small town atmosphere. The biggest area of concern in my opinion lies with the HPS system and what activity goes on at the middle school. I feel that the City of Hastings would greatly benefit by opening a Christian School and I know there is a great interest in that from young families.
- I think there should be security at all schools.
- If you want a younger crowd focus on social media like TikTok. Get events out to the public on these social platforms. Change events so they are new and exciting. Choose people for boards that have never been on one before. New fresh faces bring new ideas.
- I'M ELDERLY AND DONT USE MOST OF YOUR FACILITIES
- In an ideal world, I would like park restrooms closer to the playgrounds and available all year around.
- Information in advance of events and programs.
- Intersections of 12th and Burlington and 14th and Burlington are DANGEROUS. Rising/Settng sun make left turns dangerous, regardless of traffic counts should consider left turn signals.
- Invest in things we do not have and continue to improve things we already have.
- Keep equipment updated and personnel trained adequately and their accountability
- Keep people informed of problems before it's decided by City Council.
- Lets get no jake brakes allowed in the city limits enforced. Plant more trees. Put a park at the northeast part of the Softball Complex with a shelter so people have a place to rest in the shade while waiting for teams to finish a game.
- like to see dog water stations at the lake - expanded trails that connect so you can bike or run or walk & not be on city streets where car traffic complains that we are using the streets
- Listen to the community
- Listening to the people, spend our tax dollars wisely, work to reduce the tax levy Treat the people of Hastings with respect.
- Littering enforcement.
- Love trails, but quantity and safety can always be improved.
- Lower property taxes.
- Lower property taxes. Lower cost of licensing vehicles.
- Lower taxes and utilities make living here affordable for senior citizens
- Maintain existing infrastructure. Stop wasting tax payer money. Use local businesses.
- Make it more affordable.
- Marketing.
- Modernize the city Council. This is not 1975 anymore, move on, change is good thing.
- Monitor the drag racing on N Burlington on Fri/Sat nights.
- More adult only programs and events
- More affordable housing for seniors.
- More business friendly
- More development. More idea generation. Stop being scared of what could be and provide its citizens with modern day resources, amenities, and retail/services.
- More documentation from development services, inspections.
- More eating establishment like Culvers.

- More employment opportunity with good wages
- More family restaurants
- More for senior people.
- More for teens
- More information available and transparent.
- More job opportunities with less experience
- More kid and/or family friendly affordable options and activities
- More places to sit and eat downtown
- More shopping, dining, lower property tax, lower utilities
- More stores, grocery store
- More transparency of city officials, interaction with citizens
- More walking paths/trails in city parks
- MORE WHEELCHAIR/STROLLER ACCESSIBLE TRAILS AND SIDEWALKS
- Must keep good people in charge.
- Need a traffic circle on Lochland Rd and highway 281. The north - south traffic does not slow down.
- Need bathrooms at several parks updated.
- Need family restaurants
- Need low-income apartments. More industry, good jobs
- Need more stores on south side
- NEED MORE TRAFFIC CONTROL AT LAKE HASTINGS, NIGHT AND DAYTIME
- Need new Business.
- Need places to eat and work and shop.
- Need shopping and restaurants.
- Need sidewalks on 12th street from Baltimore To Marion.
- Need to have more help with juveniles
- Need to listen to the citizens. We should decide, not hired officials.
- Need to make affordable to low income families.
- Non-competitive sports available to all kids. Shopping and restaurants.
- Not aware of offerings, possibly feature businesses and programs on FB each week.
- Officials do NOT listen to people.
- Old sewer pipes need to be replaced.
- Out traffic has gotten worse, we need attention to where our streets lead , sidewalks for pedestrians, notably the sw area by train tracks.
- Outstanding police, fire, parks, museum, trail. Thank you.
- Places to live that are not owned by a slum lord or overpriced.
- Please consider putting in mor turn signals on Burlington Ave and intersections
- Please focus on areas besides Parks and Rec.
- Please install more traffic lights with turning arrows on Burlington, especially at 12th Street and 7th Street in all directions. This will result in saving the City money in providing police and emergency services.
- Please provide better for our local youth. they are more than Hastings college.
- Provide listing for low-income homeowners. need home repair men, etc.
- Public Transportation & more left lane turn arrows on 281 and the intersection of Highway 6 and Showboat.
- put a turn signal at 7th and Burlington like has been promised for years
- Put city offices in old junior high school building.

- Put more emphasis on reaching out to new businesses.
- Quit fighting new development( casino) that wants to come to Hastings.
- Quit raising property taxes.
- Reduce city employees, over staffed. Defund city Fire marshal, not needed.
- REDUCE TAXES AND CITY BUDGET AND UTILITIES
- Remove gravestones from park.
- Restaurants
- Satisfied, very happy I relocated to Hastings. Would love to see more natural spaces i.e. colorful trees, wildflower spaces that attract migrating birds/insects.
- Shopping, restaurants
- Shopping, restaurants, kids entertainment
- SHOULD NOT CHARGE FEES FOR USE OF PARK FACILITIES
- Showboat and Hwy 6 must be a priority.
- Single largest waste of money is the development of the quiet zone. That money could have been put to MUCH better use elsewhere in the city. People are used to the trains and the train sounds are nowhere near as detrimental to businesses as the decreased ease of access will be to the businesses near the rail tracks. The railroad was here first. If you don't like listening to trains, don't choose to locate in proximity to one!
- Sometimes less is more. Find the things that Hastings does well and stick to them and make them great instead of okay. Find leaders that are going to train up employees or find the necessary volunteers to make youth programs the main focal point! Have fun and exciting things for youth to be involved or help with all the time.
- Sometimes the appearances of closed door decision making make the City Government look sketchy. Major conflict has occurred between citizen groups and government that limits open discussion. It would be nice to see more congeniality.
- Spend more on streets, recreation, downtown.
- Spend the tax money more wisely. I would rather talk about this on person. I have great ideas
- Sr. Citizens services
- Start buying our own snow blades for removal.
- Start doing projects ourselves instead of hiring outside help - when the city has better equipment than companies hired.
- Stop allowing new housing growth to go to Adams school district, a new school needed
- Stop letting old money dictate future development
- Stop the train from blocking traffic by brick yard park.
- Stop with the traffic circles.
- Streets are very hard.
- Take care of the water park and add on to it. Invest in youth.
- Tax relief should be the highest priority. I have worked with the elderly for years and have witnessed the decisions made about paying property taxes, thus staying in their own home, or buying groceries, etc. I am adamantly opposed to the South Street roundabout, for safety and financial reasons.
- Tearing down the overpass was a horrible idea. Traffic on Burlington and surrounding streets is absolutely ridiculous. And all because the city has some other plan that they aren't disclosing. The traffic lights are horribly timed. We need turn signals for BOTH directions at 7th & Burlington, 9th & Burlington, 12th & Burlington, 14th & Burlington, 16th & Burlington, Kansas & Burlington, and Lakeshore Drive & Burlington. There are accidents there all the time. We need the City Council to actually listen to people's concerns. Our mayor looks totally bored when he has to listen to people

speak at a council meeting, then there is no discussion afterwards amongst themselves, they just vote 8-0, which is how they decided to vote in their closed session before the meeting. Now we have 3 new people who actually listen to the people with an open mind and give issues some thought before they vote. Very frustrating. Also, there are seniors who are getting taxed out of their homes because our taxes just keep going up.

- The broken window theory is the concept that each problem that goes unattended in a given environment affects people's attitude toward that environment and leads to more problems. That being said, urban blight in Hastings is spreading. Neighborhoods that once were nice middle-class and working-class neighborhoods are now falling apart. For years the "South Side" has been ignored while the city expanded north. Ignoring these areas has only contributed to the spread of neglect and decay. If the city doesn't value its residents on the south side of what is now 9th Street, it sends a message - we only care about those whose income exceeds yours. Start investing some of their tax dollars in their neighborhoods - in their parks, their streets, their needs.
- The city of Hastings for decades makes plans to do something then they never follow through. Such as they were going to make 12th st a major route to the Westside of town. Marian Rd was going to have a overpass over the BNRR to make it a faster and easier way for traffic to get thru town. Then they were going to make 33rd st a major street to the west side of town. That is why it is 5 lanes wide. They went a few blocks and stopped. The city and the state have been planning on redoing east hwy 6/South St for over 40 years. The last proposal of a roundabout at Elm is a bad plan. A better plan would be to put a roundabout at 1st and Elm and another at Hwy 6 and Showboat Blvd.
- The civil defense- homeland security need to be visible. This town has a number of possible emergency disasters: the Elevators, the Chemical Plants, the Energy Plant. Would the residents of Hastings know what to do if the NH3 tanks east of town got hit with a tornado? It would be deadly and nobody is even aware. What do we do if there is a nuclear bomb dropped. I think a weekly-monthly radio spot should be encouraged to teach the community of the dangers and what to do. I also believe the new jail opens the door for a higher rate of criminal escape and threat to residents. Call it secure... but there will be more activity.
- The ladies in the office at Hastings Utilities are defensive and slow.
- Traffic flow and lights are poor. Need family restaurant
- Trains not parked on Elm Street.
- Turning lane at 7th and Burlington. No Engine Braking enforcement on 12th street approaching AC road from East or west. Smaller dog park. Current area is way too big to take a dog to play freely.
- Utilize the talent at Hastings College and CCC
- Vehicle excessive noise, speeding, junk in yards, poor secondary streets
- Walking path extended from 6th Ave to 7th Ave - we have lots of families with kids that walk and bike, but heavy traffic on 12th St for that one block is tough.
- We do not need 14 different city divisions. Merge some of them together.
- We lose employees due to the housing costs.
- We need a good senior center that is easily accessible
- We need a turn signal at the corner of 7th and Burlington and at 12th and Burlington.
- We need an indoor rec facility.
- We need programs for our aging population. We need a United way for seniors....as they are part of our community also. I would like to see speed enforced on 14th street by crosier park. It is a raceway. Yes I have requested that the police do this. We need more ward meetings to discuss issues. We need a safe Have Baby box in our area.

- We need tech companies to move in here. They pay better.
- We need to be greener with each decision.
- What happened to the promised left turn sign on N and S Burlington?
- Whatever you do, just do it well. If you build something take care of it. If it needs repair take care of it. Instill this into people you work with and lead by example.
- When we have stayed in other communities, in each motel's front desk was a listing of the month's community activities. Could also put at customer service desks in grocery stores. Many side streets are so dark due to tree branches circling the street lights. I would think if that was resolved there may not be as much crime in neighborhoods. Also why can police have the same sector to patrol so neighborhood s can get to know them and they know us, of course when emergency happens they would have to be called away from their sector.
- Work on city more.
- Would like more retail for clothing
- would love to see the trail expand south.
- Your police pick and choose who to enforce laws on. They allow harassment from neighbors and do nothing about the violations of privacy even when the victims are minors. School traffic is horrible and the only thing done about it is police parking on the median in the way or pulling people over and creating more hold ups rather than getting out of their car to help children cross safely or direct traffic to help the problem. The city snow removal is HORRIBLE every year. City does not help with tree removal after storms.



# City of Hastings Community Survey

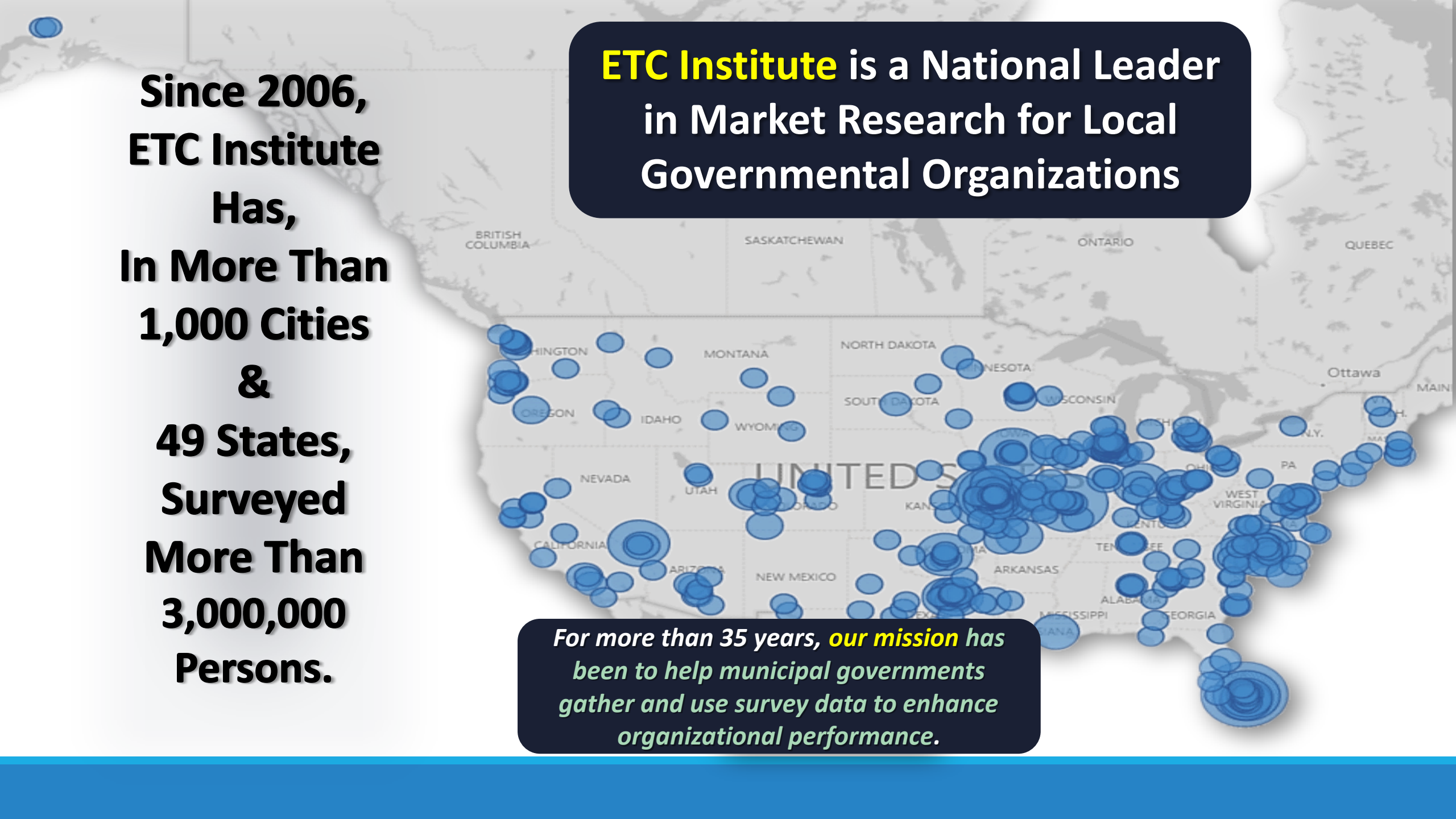
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ETC Institute  
Has,  
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been to help municipal governments  
gather and use survey data to enhance  
organizational performance.*



# Purpose



To objectively assess resident satisfaction with the delivery of City services



To collect feedback to ensure the City's priorities are aligned with the needs of residents



To compare the City's performance with residents regionally and nationally



To help determine priorities for the community using Importance-Satisfaction Analysis

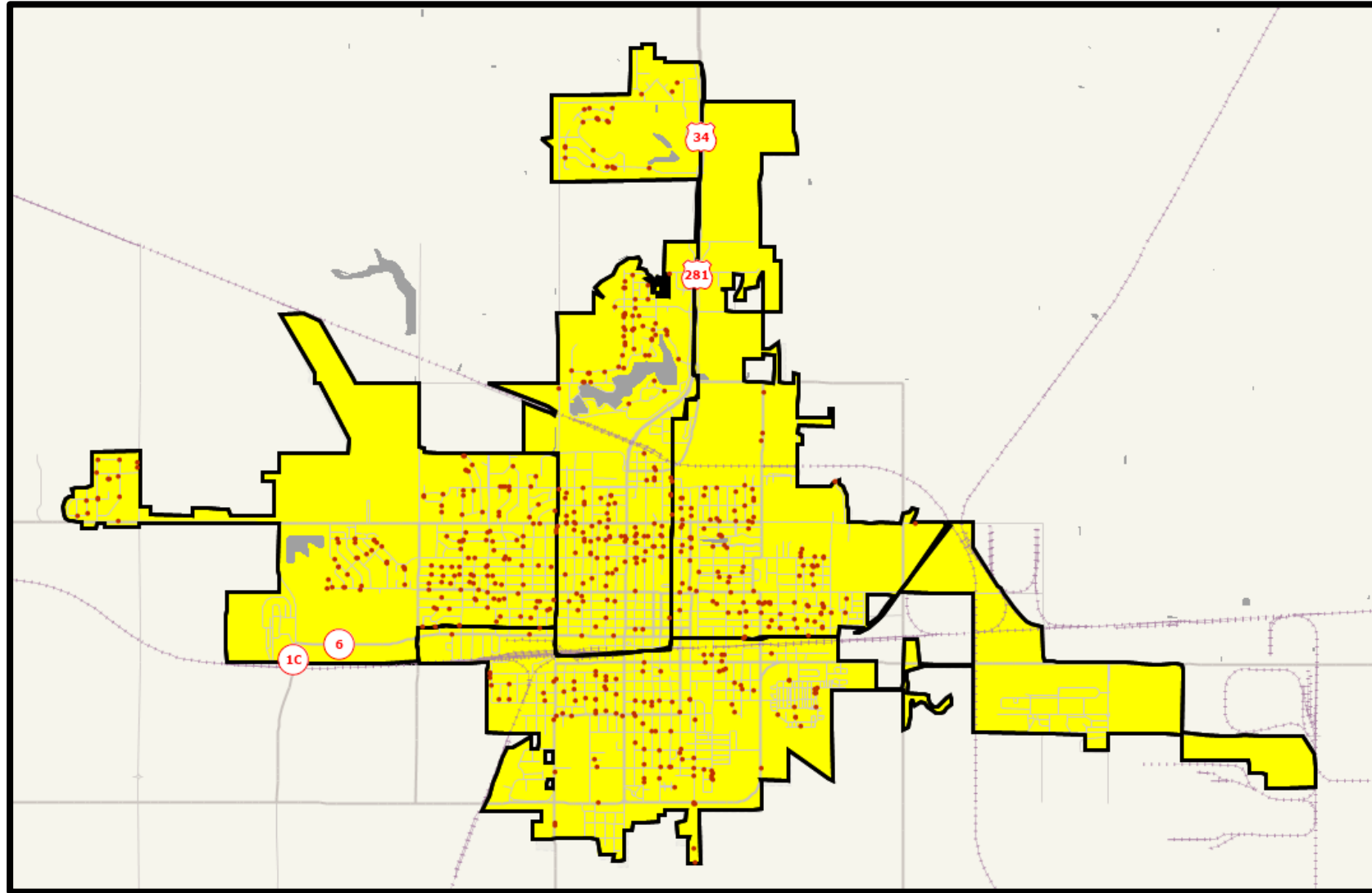
# Methodology

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| Survey Description                                                                                                       | Method of Administration                                                                                                                                                             | Sample Size                                                                                                                                                                                                             | Margin of Error                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• 1<sup>st</sup> Resident Survey conducted for the City by ETC Institute</li></ul> | <ul style="list-style-type: none"><li>• By mail and online to a random sample of households in the City</li><li>• Each survey took approximately 15-20 minutes to complete</li></ul> | <ul style="list-style-type: none"><li>• 3,500 households were randomly selected</li><li>• 558 completed surveys - 16% response rate</li><li>• Minimum of 100 surveys collected in each of the four City Wards</li></ul> | <ul style="list-style-type: none"><li>• +/- 4.1% at the 95% level of confidence</li><li>• City Ward level Margin of Error: +/- 8.9% at the 95% level of confidence</li></ul> |

# Location of Survey Respondents

Home address of all respondents are geocoded to the block level



**City of Hastings Community Survey**

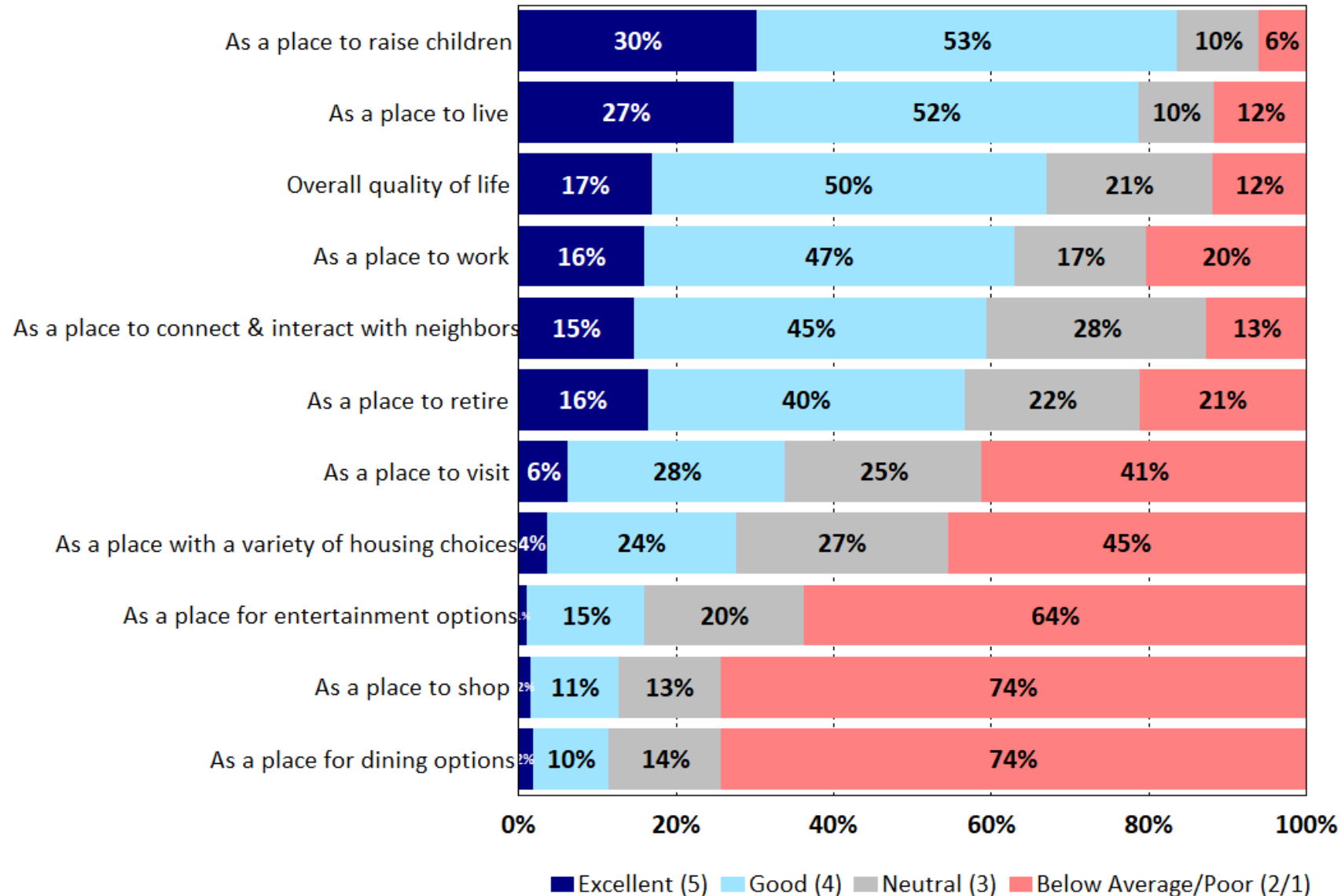
# Perceptions

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PERCEPTIONS OF THE CITY

# Q13. Ratings of Quality of Living in Hastings

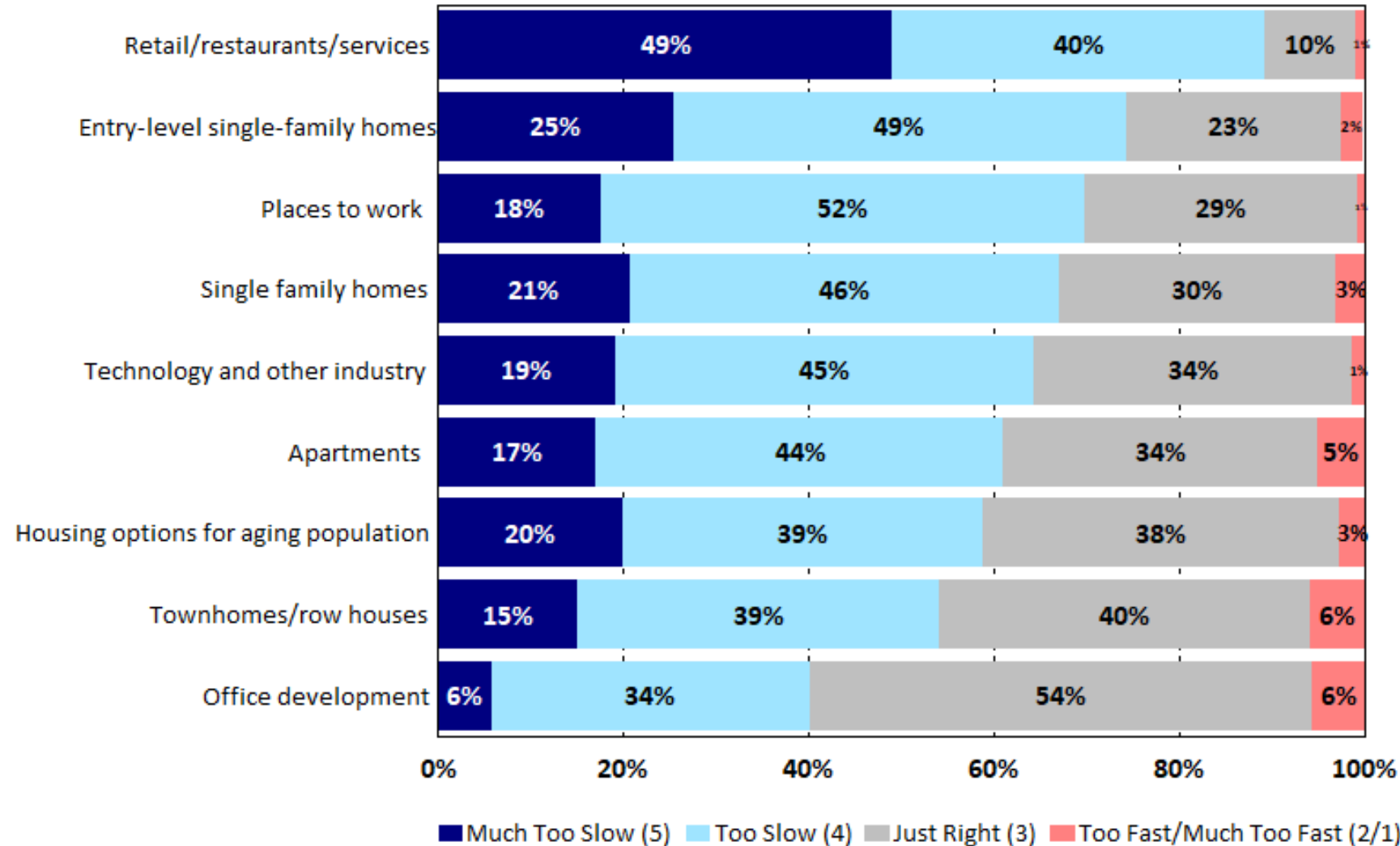
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Most key areas receive high levels of positive ratings

# Q15. Perceptions of the City's Current Pace of Development in Each of the Following Areas

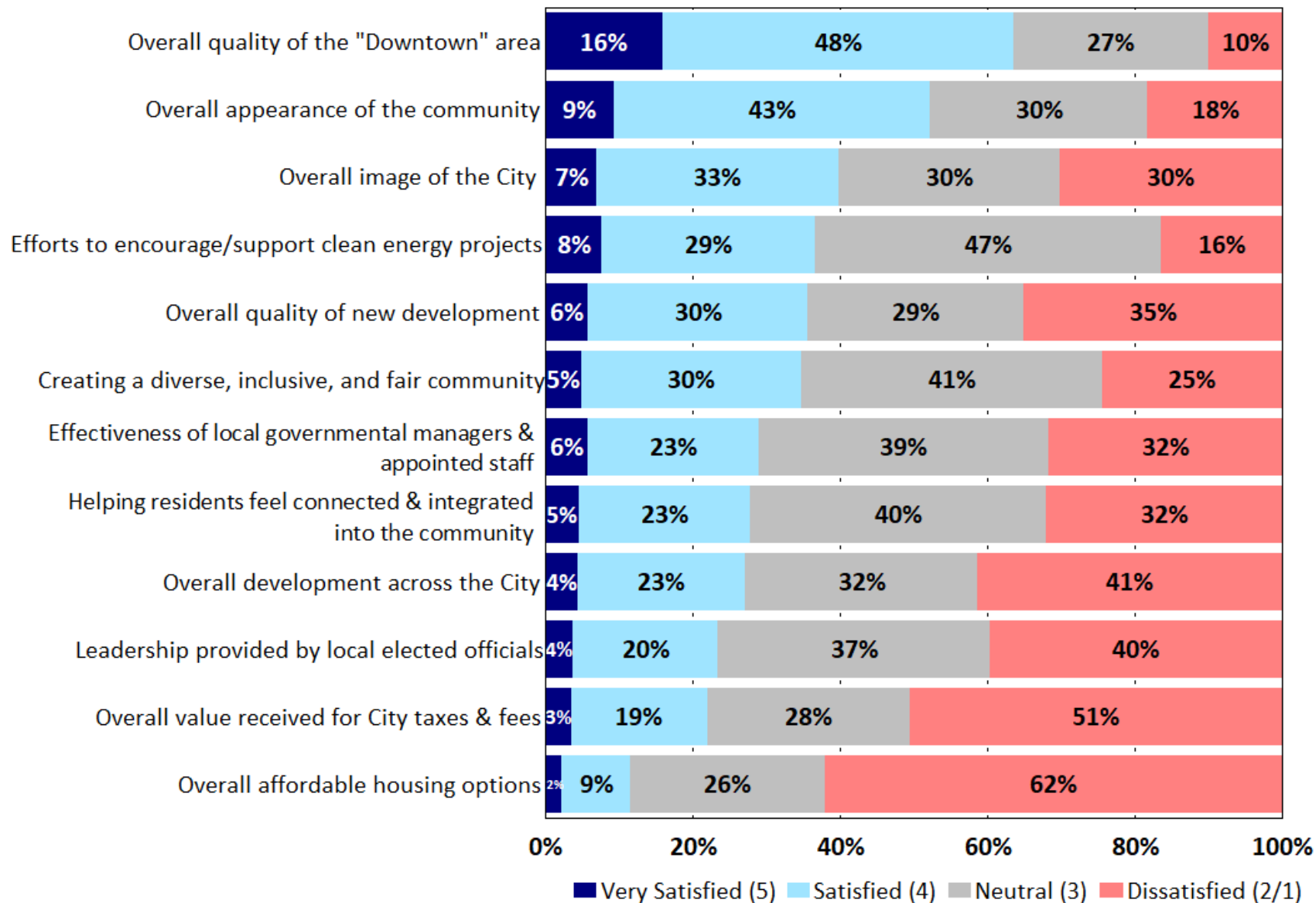
by percentage of respondents (excluding "don't know")



Retail/restaurants/services and affordable housing are among the most important development areas for residents

## Q2. Satisfaction with Perceptions of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Some opportunities for improvement exist

## Q2b. What Makes Hastings Unique?

Overall, respondents indicated that Hastings is a small and friendly community with a unique downtown area, several colleges, a mix of historical charm, and a special affinity for Kool-Aid days.

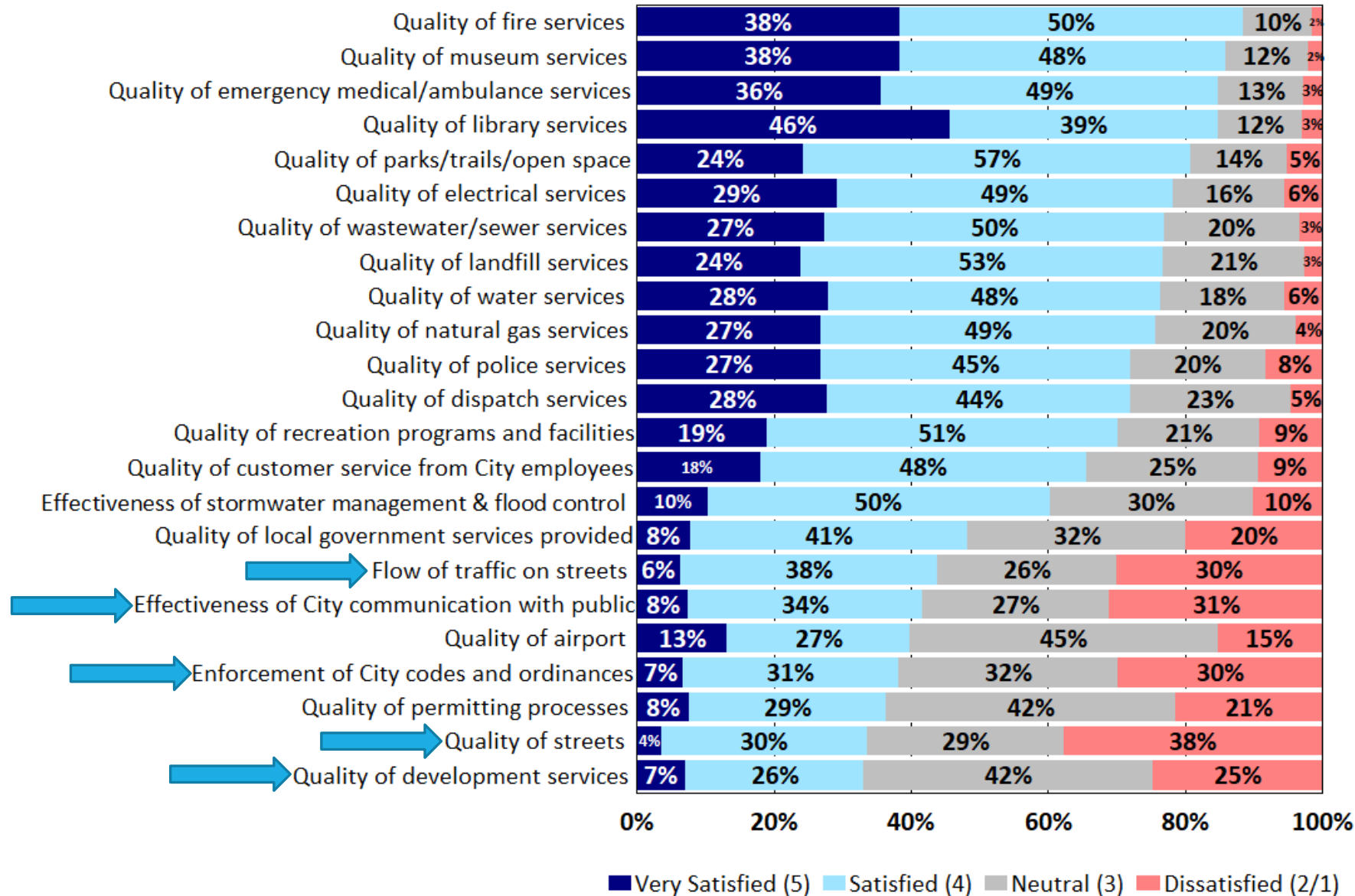
Residents express a desire for more business and restaurants, especially for college students, and highlight the challenges of starting a small business in the city.

There is a sense of pride in the community's history, parks, and cultural offerings, but concerns about limited growth and shopping options.



# Q1. Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

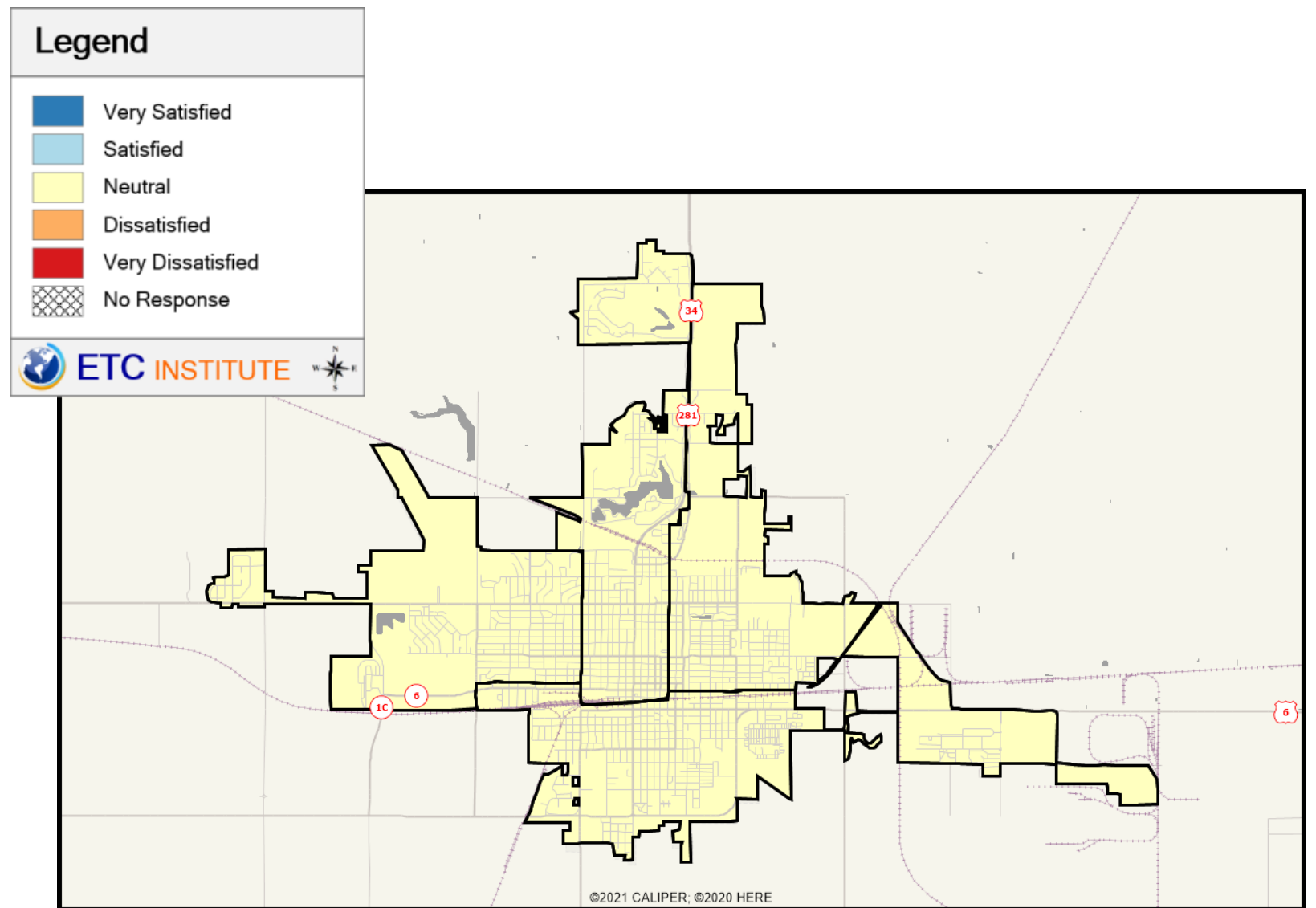


The five areas with the highest levels of dissatisfaction are the same top priorities for improvement

# Quality of Streets

This area was determined to be the top priority for improvement based on the Importance-Satisfaction Analysis

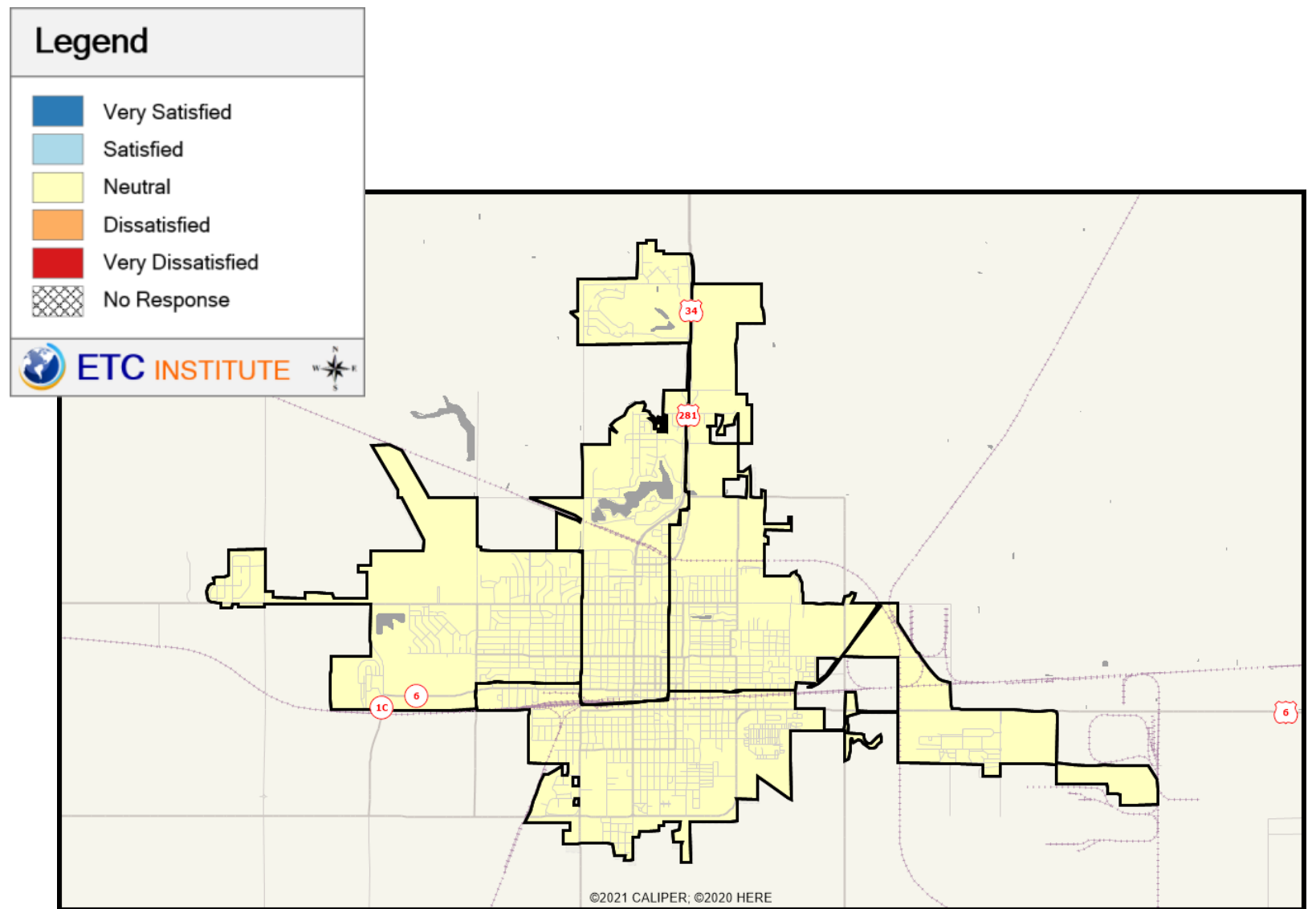
Areas shaded in orange show where residents are most dissatisfied, areas shaded in yellow are “neutral” ratings while blue areas show general levels of positive satisfaction



# Effectiveness of City Communication with the Public

This area was determined to be the second highest priority for improvement based on the Importance-Satisfaction Analysis

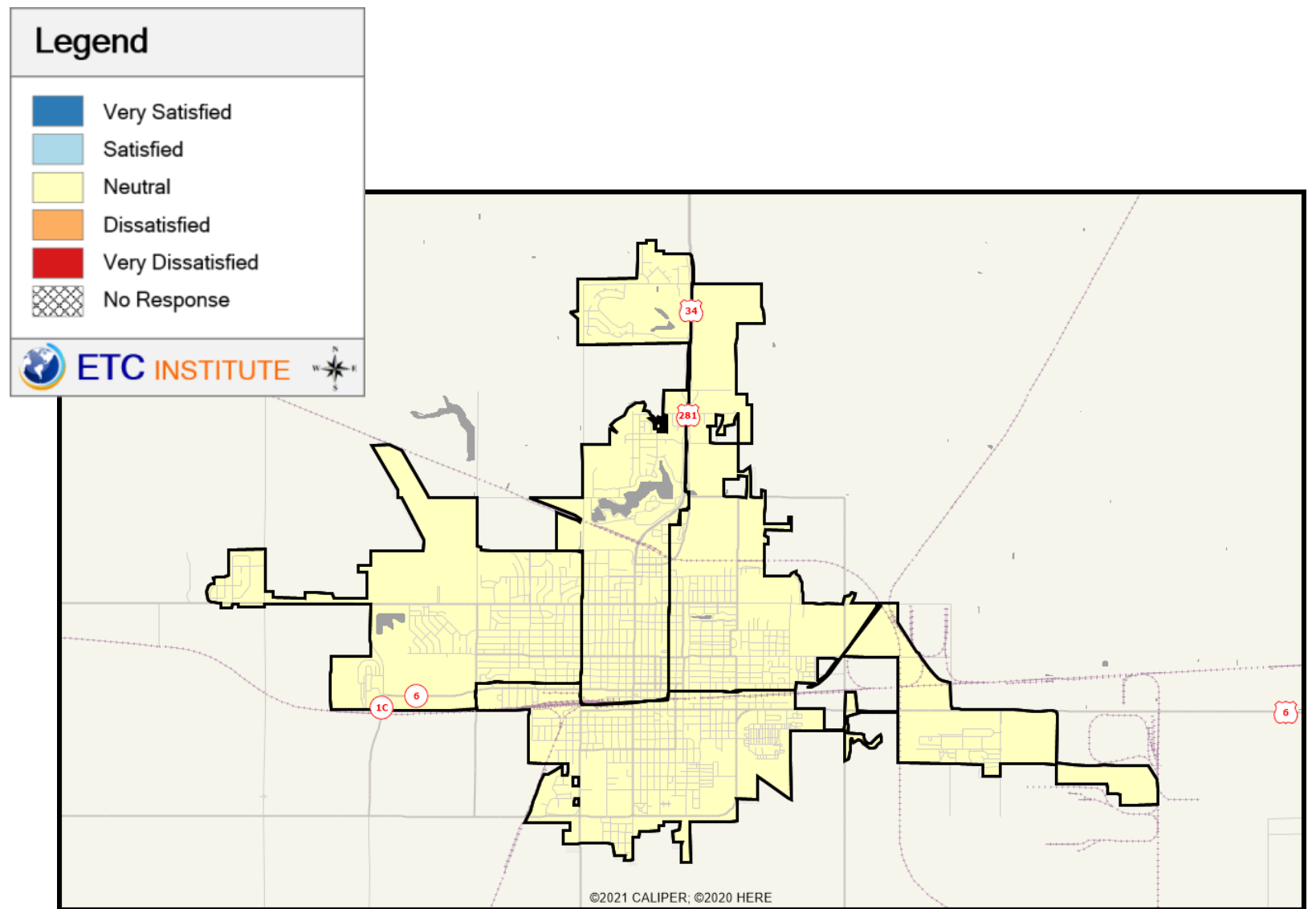
Areas shaded in yellow are “neutral” ratings while blue areas show general levels of positive satisfaction



# Flow of Traffic on Streets

This area was determined to be the third highest priority for improvement based on the Importance-Satisfaction Analysis

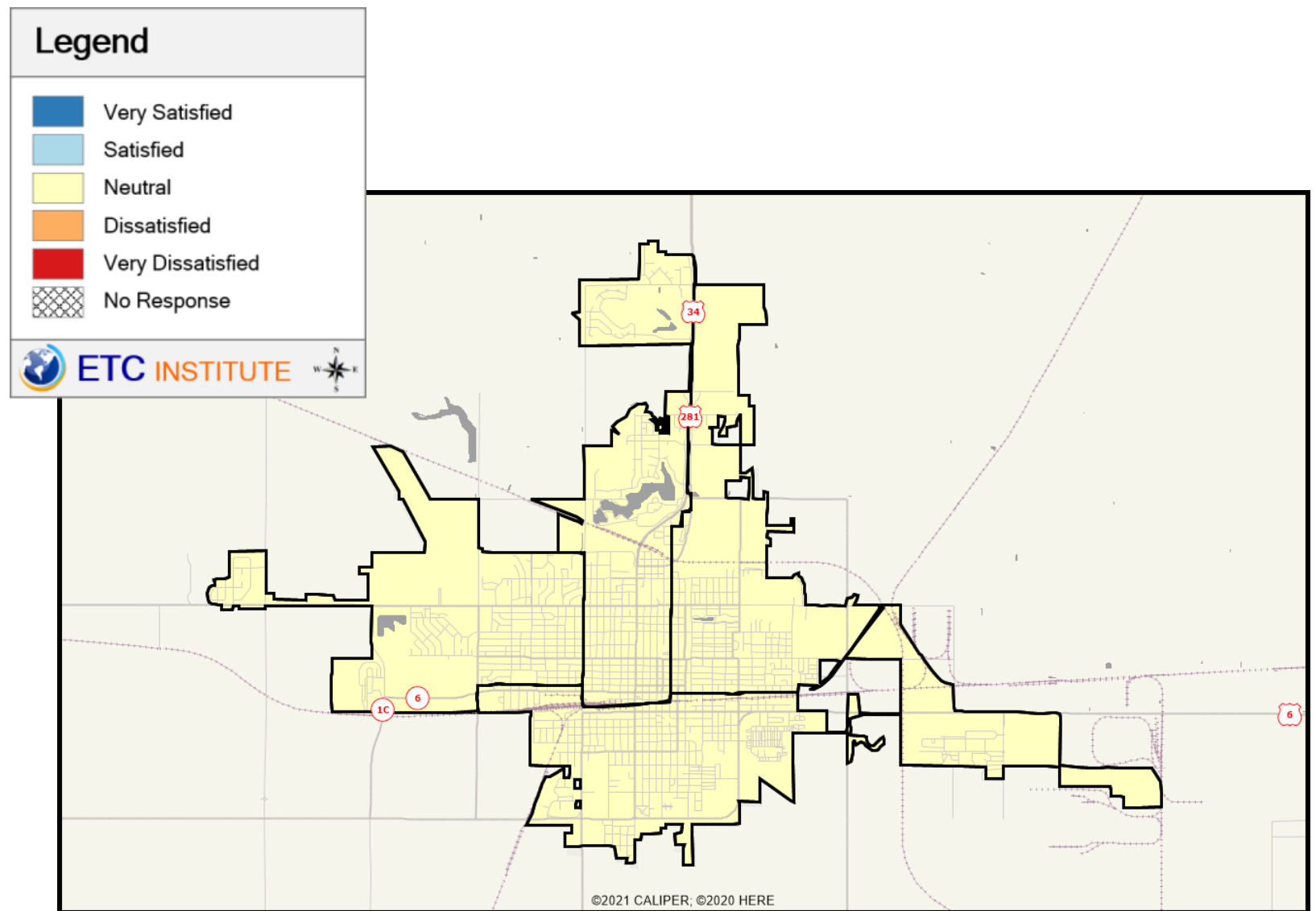
Areas shaded in yellow are “neutral” ratings while blue areas show general levels of positive satisfaction



# Quality of Development Services

This area was determined to be the fourth highest priority for improvement based on the Importance-Satisfaction Analysis

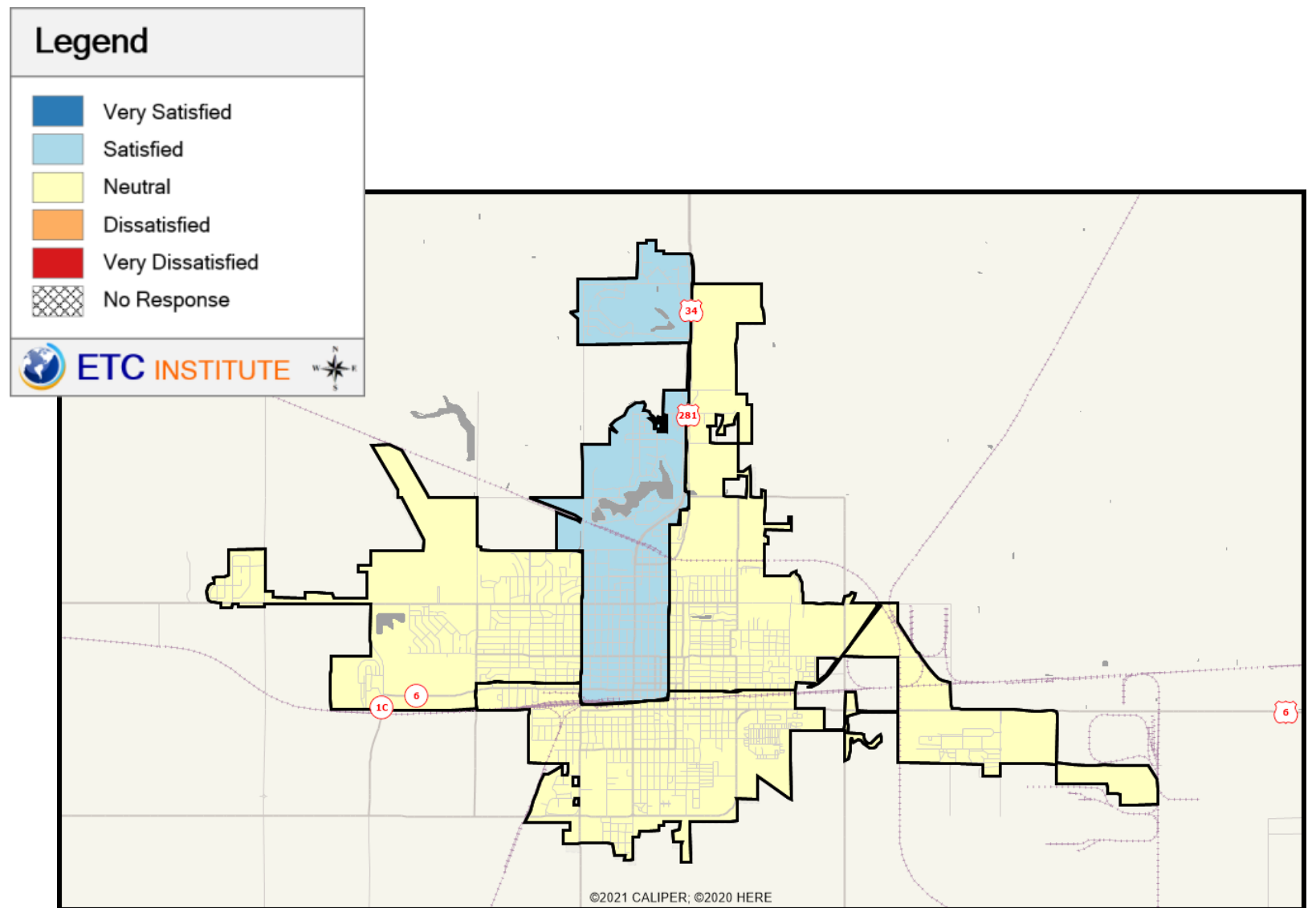
Areas shaded in yellow are “neutral” ratings while blue areas show general levels of positive satisfaction



# Enforcement of City Codes and Ordinances

This area was determined to be the fifth highest priority for improvement based on the Importance-Satisfaction Analysis

Areas shaded in yellow are “neutral” ratings while blue areas show general levels of positive satisfaction



# Benchmarks

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THE CITY RATES HIGHER THAN OTHER COMMUNITIES

# Benchmarks

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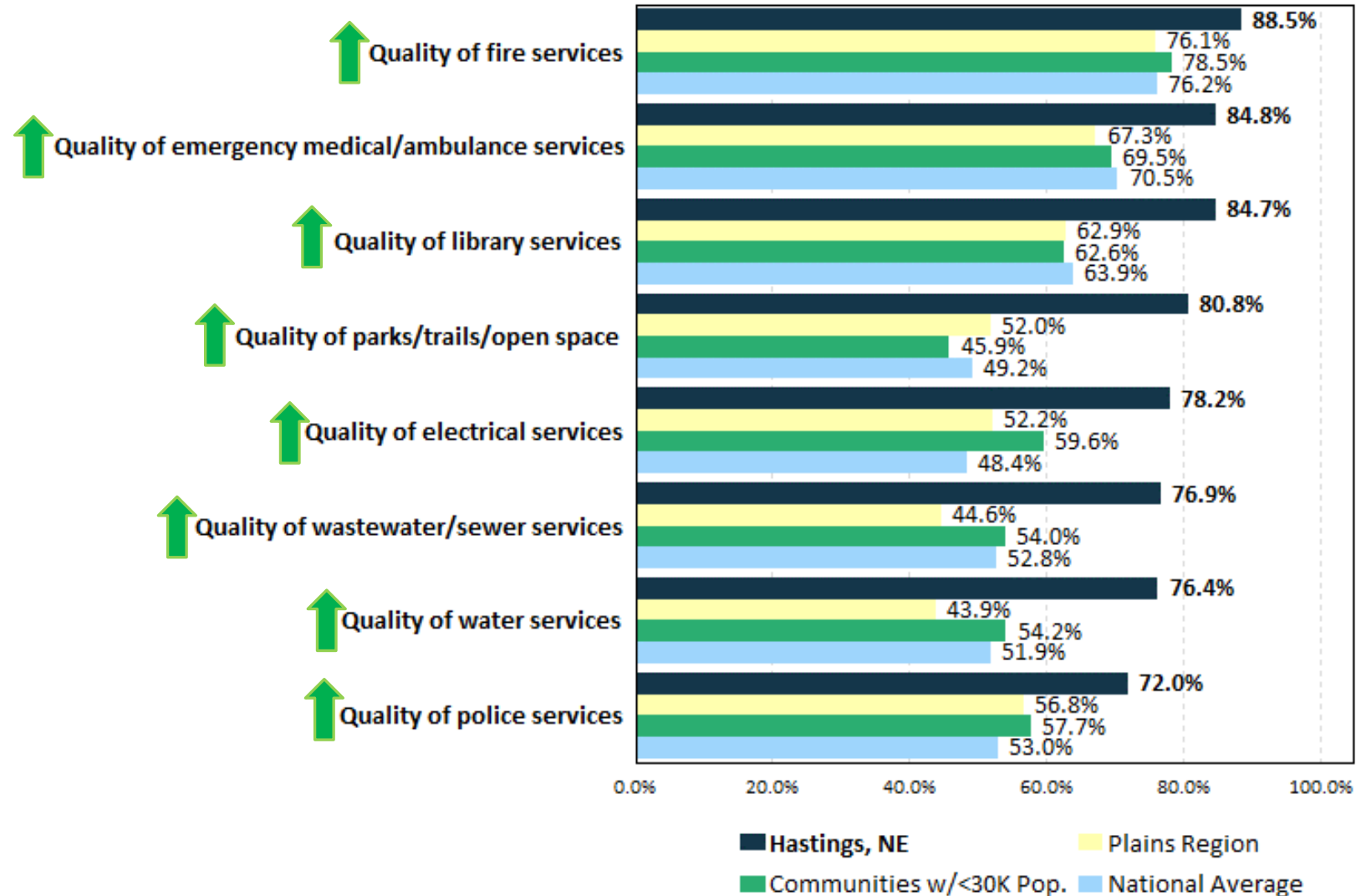
The City's survey contained 66 questions that were comparable to ETC Institute's benchmarking database

The U.S. Average is based on a national survey administered during the summer of 2023 to a random sample of more than 10,000 U.S. residents

The Plains Average is based on a random sample of 1,245 residents who were surveyed during the summer of 2023 in Illinois, Iowa, Kansas, Minnesota, Nebraska, South Dakota, Oklahoma, South Dakota and Wisconsin

## Satisfaction with Major City Services

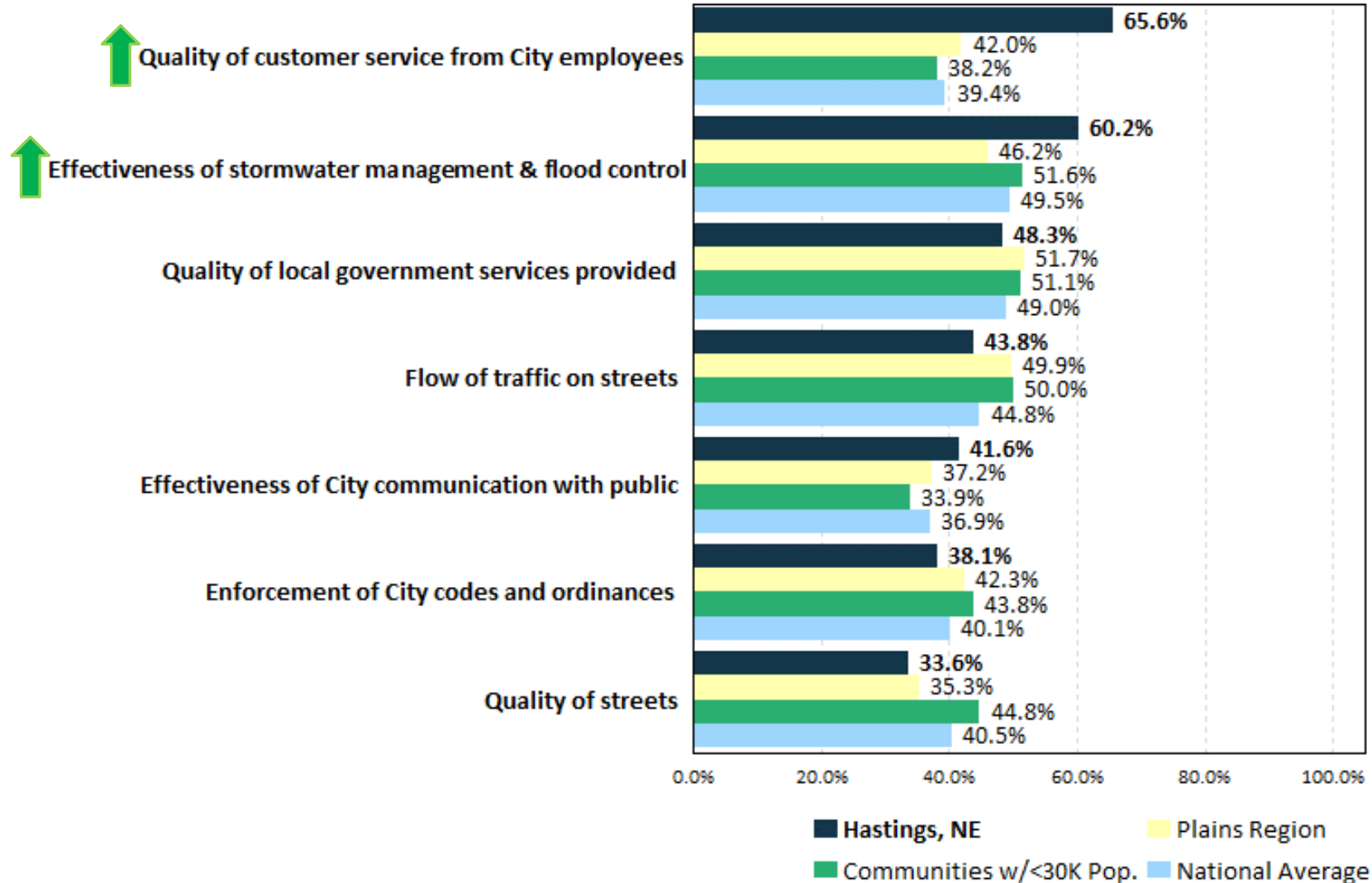
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



Significantly Higher Than National Average: ↑

## Satisfaction with Major City Services (Cont.)

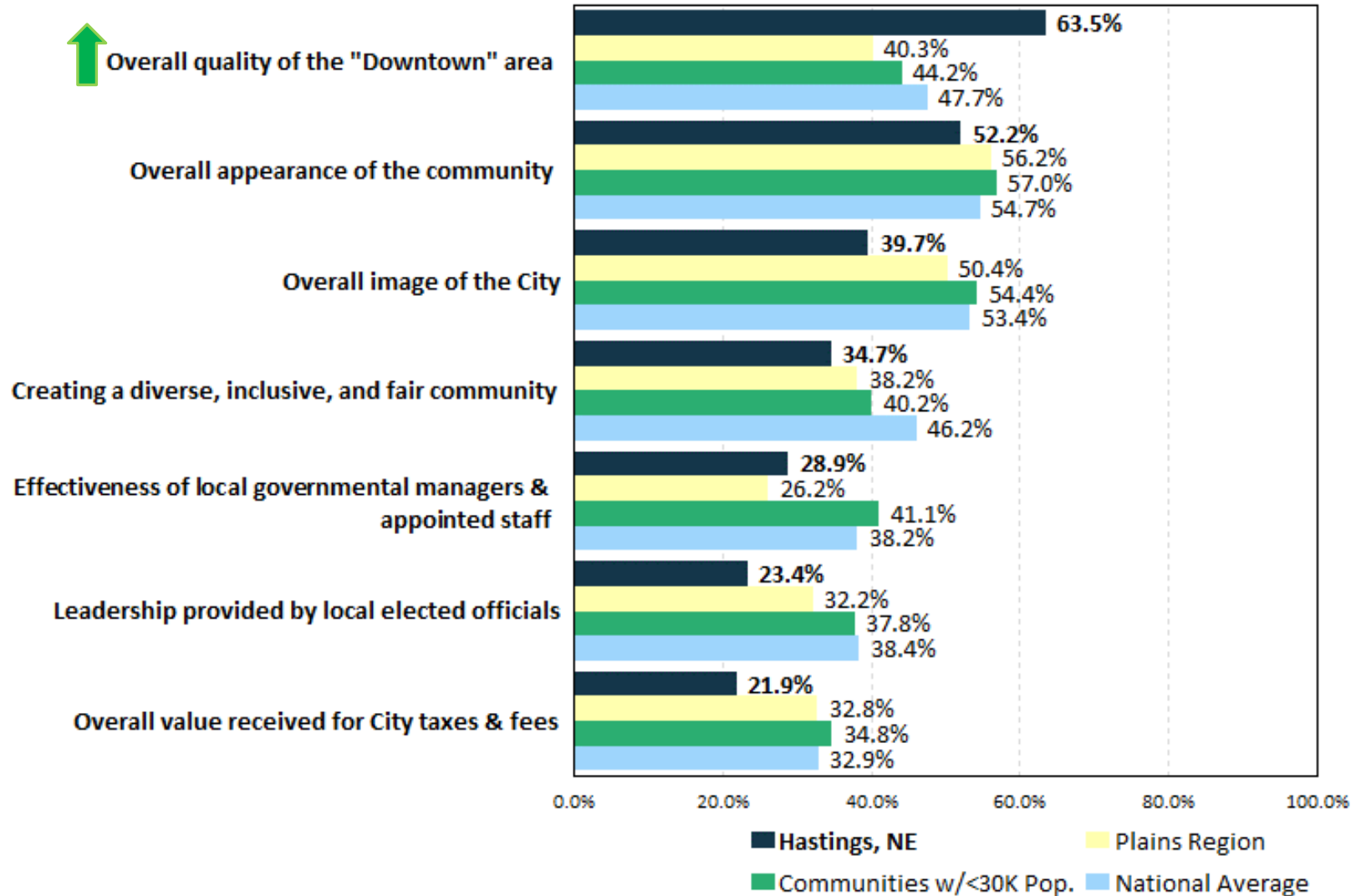
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding *don't know* responses)



Significantly Higher Than National Average: ↑

## Satisfaction with Perceptions of the City

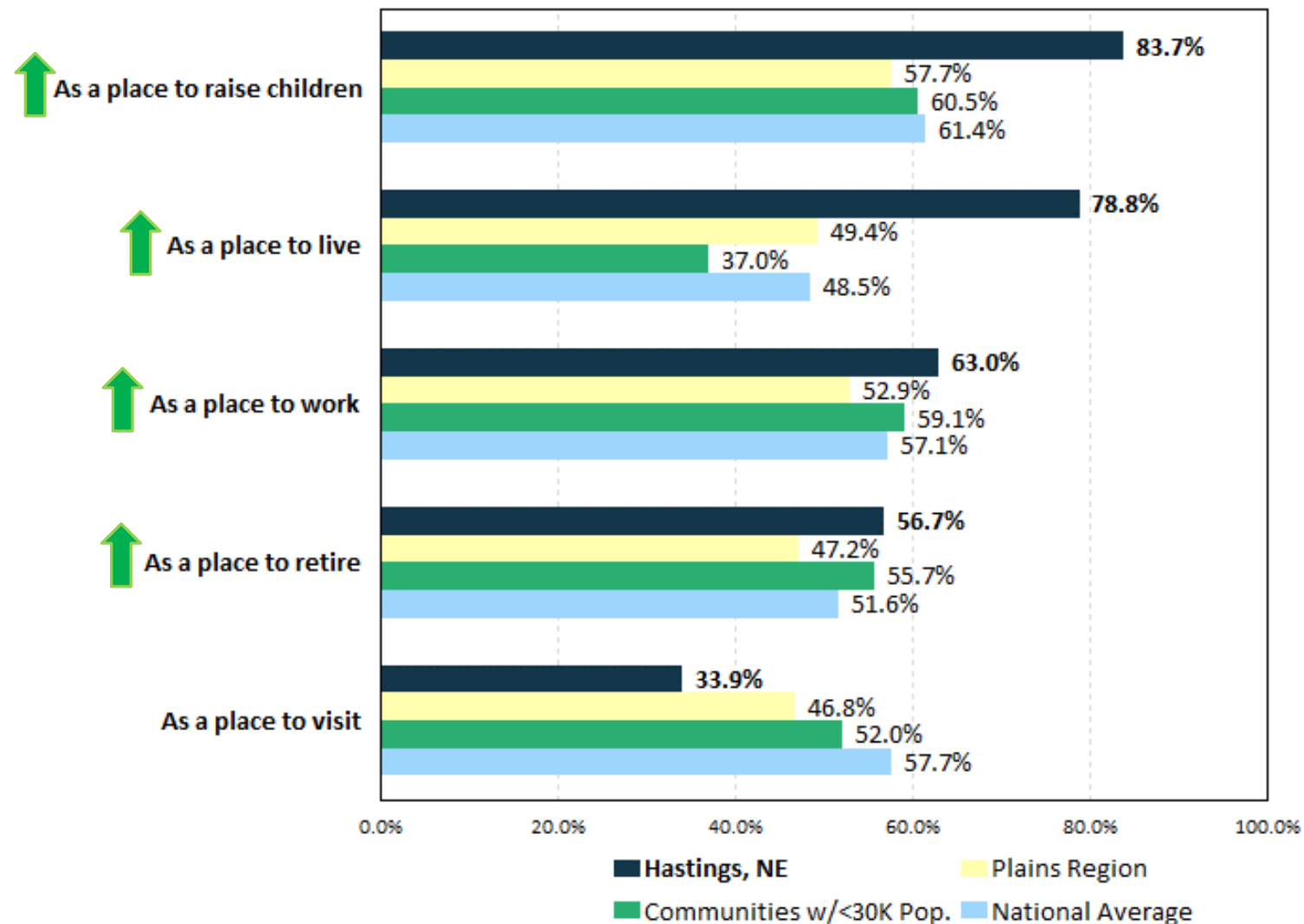
by the sum percentage of respondents who were either *very satisfied* or *satisfied* with the service  
(excluding N/A responses)



Significantly Higher Than National Average: ↑

## Ratings of Quality of Living in the Community

by the sum percentage of respondents who rated the item as *excellent* or *good*  
(excluding *don't know* responses)



Significantly Higher Than National Average: ↑

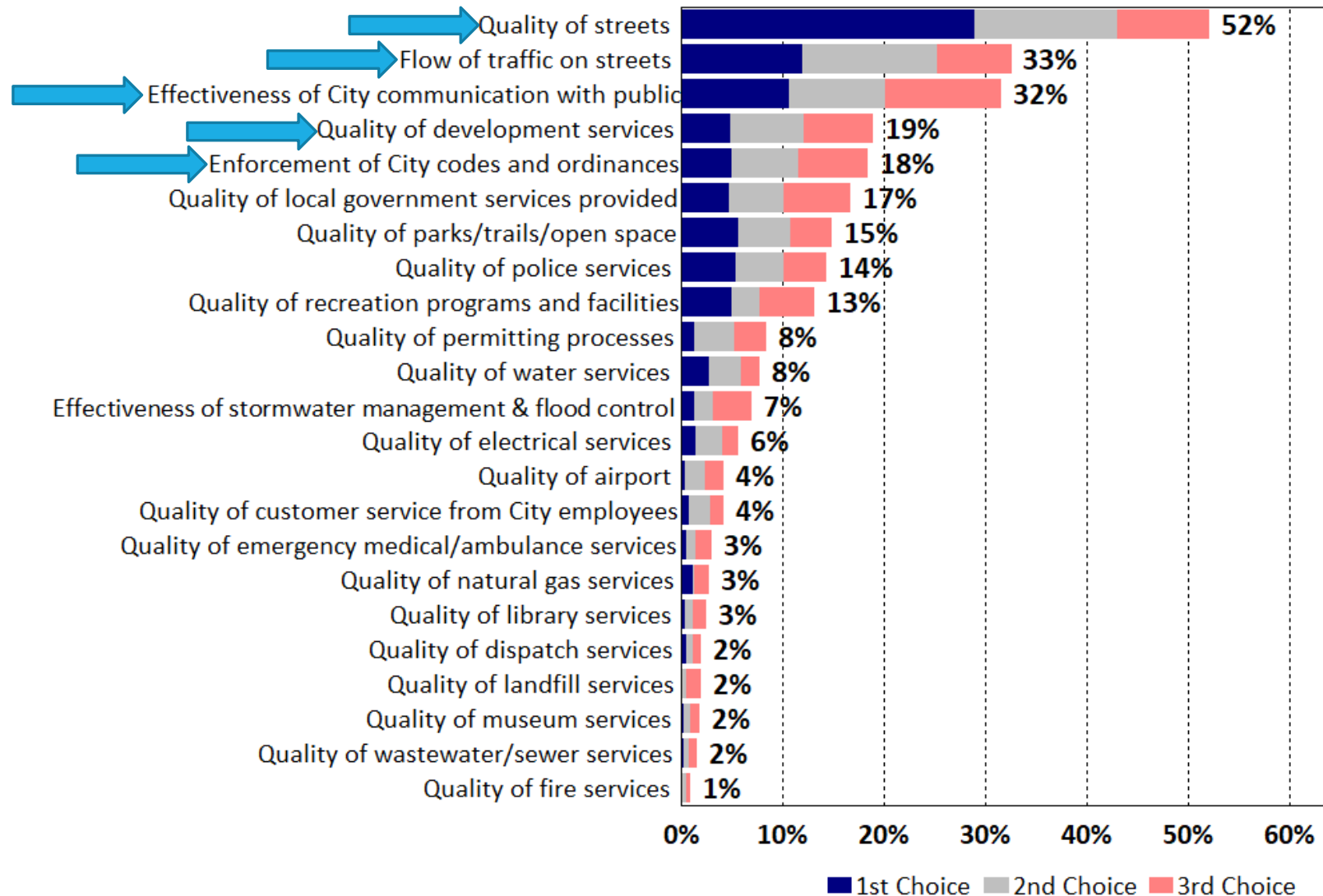
# Priorities for Investment

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IMPORTANCE-SATISFACTION ANALYSIS

# Q1a. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



The Importance-Satisfaction Analysis relies on both satisfaction and importance ratings to determine priorities

# 2023 Importance-Satisfaction Rating

Hastings, Nebraska

## Major Categories of City Services

| Category of Service                                    | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Quality of streets                                     | 52%              | 1                   | 34%            | 22                | 0.3459                         | 1               |
| Effectiveness of City communication with public        | 32%              | 3                   | 42%            | 18                | 0.1845                         | 2               |
| Flow of traffic on streets                             | 33%              | 2                   | 44%            | 17                | 0.1832                         | 3               |
| Quality of development services                        | 19%              | 4                   | 33%            | 23                | 0.1264                         | 4               |
| Enforcement of City codes and ordinances               | 18%              | 5                   | 38%            | 20                | 0.1139                         | 5               |
| Quality of local government services provided          | 17%              | 6                   | 48%            | 16                | 0.0863                         | 6               |
| Quality of permitting processes                        | 8%               | 10                  | 36%            | 21                | 0.0534                         | 7               |
| Quality of police services                             | 14%              | 8                   | 72%            | 11                | 0.0403                         | 8               |
| Quality of recreation programs and facilities          | 13%              | 9                   | 70%            | 13                | 0.0390                         | 9               |
| Quality of parks/trails/open space                     | 15%              | 7                   | 81%            | 5                 | 0.0286                         | 10              |
| Effectiveness of stormwater management & flood control | 7%               | 12                  | 60%            | 15                | 0.0275                         | 11              |
| Quality of airport                                     | 4%               | 14                  | 40%            | 19                | 0.0252                         | 12              |
| Quality of water services                              | 8%               | 11                  | 76%            | 9                 | 0.0182                         | 13              |
| Quality of customer service from City employees        | 4%               | 15                  | 66%            | 14                | 0.0144                         | 14              |
| Quality of electrical services                         | 6%               | 13                  | 78%            | 6                 | 0.0124                         | 15              |
| Quality of natural gas services                        | 3%               | 17                  | 76%            | 10                | 0.0066                         | 16              |
| Quality of dispatch services                           | 2%               | 19                  | 72%            | 12                | 0.0053                         | 17              |
| Quality of emergency medical/ambulance services        | 3%               | 16                  | 85%            | 3                 | 0.0046                         | 18              |
| Quality of landfill services                           | 2%               | 20                  | 77%            | 8                 | 0.0044                         | 19              |
| Quality of library services                            | 3%               | 18                  | 85%            | 4                 | 0.0038                         | 20              |
| Quality of wastewater/sewer services                   | 2%               | 22                  | 77%            | 7                 | 0.0037                         | 21              |
| Quality of museum services                             | 2%               | 21                  | 86%            | 2                 | 0.0025                         | 22              |
| Quality of fire services                               | 1%               | 23                  | 89%            | 1                 | 0.0010                         | 23              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

# 2023 Importance-Satisfaction Rating

## Hastings, Nebraska

### Perceptions of the City

| Category of Service                                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Overall affordable housing options                               | 34%              | 1                   | 12%            | 12                | 0.3009                         | 1               |
| Overall value received for City taxes & fees                     | 30%              | 2                   | 22%            | 11                | 0.2366                         | 2               |
| Overall development across the City                              | 26%              | 3                   | 27%            | 9                 | 0.1910                         | 3               |
| Leadership provided by local elected officials                   | 18%              | 4                   | 23%            | 10                | 0.1371                         | 4               |
| Overall quality of new development                               | 16%              | 5                   | 36%            | 5                 | 0.1050                         | 5               |
| Helping residents feel connected & integrated into the community | 12%              | 6                   | 28%            | 8                 | 0.0897                         | 6               |
| Effectiveness of local governmental managers & appointed staff   | 8%               | 9                   | 29%            | 7                 | 0.0576                         | 7               |
| Overall image of the City                                        | 9%               | 8                   | 40%            | 3                 | 0.0549                         | 8               |
| Creating a diverse, inclusive, and fair community                | 7%               | 10                  | 35%            | 6                 | 0.0457                         | 9               |
| Overall appearance of the community                              | 9%               | 7                   | 52%            | 2                 | 0.0440                         | 10              |
| Efforts to encourage/support clean energy projects               | 6%               | 11                  | 37%            | 4                 | 0.0387                         | 11              |
| Overall quality of the "Downtown" area                           | 5%               | 12                  | 64%            | 1                 | 0.0197                         | 12              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Parks and Recreation

| Category of Service                                              | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Quality of nature settings and natural habitats for pollinators  | 19%              | 2                   | 42%            | 11                | 0.1085                         | 1               |
| Quality of the dog park                                          | 14%              | 7                   | 47%            | 10                | 0.0759                         | 2               |
| Quality of the Hastings Community Center                         | 13%              | 8                   | 41%            | 12                | 0.0747                         | 3               |
| Quality of services for fees assessed with recreation programing | 16%              | 4                   | 54%            | 9                 | 0.0737                         | 4               |
| Quality of facilities                                            | 18%              | 3                   | 69%            | 5                 | 0.0545                         | 5               |
| Quantity of City trails                                          | 15%              | 6                   | 68%            | 7                 | 0.0474                         | 6               |
| Quality of the Aquacourt                                         | 16%              | 5                   | 71%            | 4                 | 0.0449                         | 7               |
| Access to City parks for persons with disabilities               | 11%              | 10                  | 61%            | 8                 | 0.0419                         | 8               |
| Appearance and maintenance of existing City parks                | 19%              | 1                   | 80%            | 2                 | 0.0385                         | 9               |
| Quality of outdoor athletic fields                               | 12%              | 9                   | 81%            | 1                 | 0.0217                         | 10              |
| Quality of the Pioneer Spirit Trail                              | 6%               | 11                  | 69%            | 6                 | 0.0172                         | 11              |
| Proximity of parks to your home                                  | 4%               | 12                  | 79%            | 3                 | 0.0077                         | 12              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

Q3b. What parks and recreation services do you find most interesting and what types of programs would you like to see in the future?

There is an overarching desire for expanded recreational and community activities in the City.

Respondents mentioned an interest in better facilities, including updated playgrounds, more dog parks, and improved sports complexes.

There is also a call for increased programming for various age groups, including seniors, and a desire for more community events such as concerts and outdoor activities.

Additional suggestions mentioned expanding trails throughout the city along with a need for more inclusive recreational opportunities.



## 2023 Importance-Satisfaction Rating

Hastings, Nebraska

### Fire Services

| Category of Service                                                                   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Fire inspection programs in your community                                            | 32%              | 2                   | 57%            | 6                 | 0.1365                         | 1               |
| Fire/safety education programs in your community                                      | 34%              | 1                   | 64%            | 5                 | 0.1231                         | 2               |
| How quickly ambulance/emergency medical services personnel respond to emergencies     | 24%              | 3                   | 86%            | 3                 | 0.0331                         | 3               |
| How effectively ambulance/emergency medical services personnel respond to emergencies | 20%              | 4                   | 86%            | 4                 | 0.0284                         | 4               |
| How quickly fire/rescue services personnel respond to emergencies                     | 14%              | 5                   | 87%            | 2                 | 0.0186                         | 5               |
| How effectively fire/rescue personnel handle emergencies                              | 13%              | 6                   | 87%            | 1                 | 0.0176                         | 6               |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

# 2023 Importance-Satisfaction Rating

Hastings, Nebraska

## Public Safety

| Category of Service                                     | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Response to mental health concerns                      | 18%              | 1                   | 29%            | 20                | 0.1296                         | 1               |
| Response to homeless population                         | 12%              | 6                   | 27%            | 21                | 0.0901                         | 2               |
| Level of information provided to public from the police | 14%              | 5                   | 42%            | 19                | 0.0786                         | 3               |
| Visibility of police in neighborhoods                   | 15%              | 2                   | 47%            | 14                | 0.0774                         | 4               |
| Response to drug crimes                                 | 14%              | 4                   | 44%            | 17                | 0.0756                         | 5               |
| Feeling of safety in neighborhoods at night             | 14%              | 3                   | 65%            | 9                 | 0.0491                         | 6               |
| Enforcement of local traffic laws                       | 10%              | 8                   | 51%            | 13                | 0.0487                         | 7               |
| Response to property crime                              | 8%               | 10                  | 43%            | 18                | 0.0440                         | 8               |
| Feeling of safety at our schools                        | 12%              | 7                   | 66%            | 7                 | 0.0404                         | 9               |
| Police safety education programs                        | 7%               | 11                  | 45%            | 15                | 0.0385                         | 10              |
| Overall efforts by police to prevent crime              | 8%               | 9                   | 52%            | 12                | 0.0376                         | 11              |
| Visibility of police in commercial & retail areas       | 4%               | 15                  | 45%            | 16                | 0.0237                         | 12              |
| How quickly police respond to emergencies               | 5%               | 14                  | 65%            | 10                | 0.0156                         | 13              |
| Overall feeling of safety                               | 7%               | 12                  | 79%            | 4                 | 0.0145                         | 14              |
| Feeling of safety in community parks                    | 4%               | 16                  | 66%            | 8                 | 0.0139                         | 15              |
| Visibility of police at community events                | 4%               | 17                  | 66%            | 6                 | 0.0121                         | 16              |
| Response to violent crime                               | 3%               | 18                  | 55%            | 11                | 0.0114                         | 17              |
| Feeling of safety in neighborhoods during the day       | 5%               | 13                  | 87%            | 1                 | 0.0062                         | 18              |
| Feeling of safety in retail areas                       | 2%               | 19                  | 79%            | 5                 | 0.0049                         | 19              |
| Feeling of safety at community events                   | 2%               | 20                  | 81%            | 2                 | 0.0038                         | 20              |
| Feeling of safety in the downtown area                  | 2%               | 21                  | 81%            | 3                 | 0.0034                         | 21              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

## 2023 Importance-Satisfaction Rating

Hastings, Nebraska

### Communication

| Category of Service                                         | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|-------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Level of public involvement in decision making              | 45%              | 1                   | 20%            | 7                 | 0.3591                         | 1               |
| Efforts by the City to keep you informed about local issues | 39%              | 2                   | 31%            | 5                 | 0.2655                         | 2               |
| Availability of information about City programs/services    | 29%              | 3                   | 37%            | 2                 | 0.1854                         | 3               |
| Timeliness of information provided by the City              | 28%              | 4                   | 34%            | 4                 | 0.1840                         | 4               |
| Quality of content on social media                          | 11%              | 5                   | 35%            | 3                 | 0.0699                         | 5               |
| Access to bilingual material                                | 7%               | 7                   | 23%            | 6                 | 0.0500                         | 6               |
| Overall quality of the City's website                       | 7%               | 6                   | 37%            | 1                 | 0.0462                         | 7               |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

## 2023 Importance-Satisfaction Rating

Hastings, Nebraska

### Code Enforcement

| Category of Service                                                  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|----------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Enforcement of trash and debris, clean up on private property        | 35%              | 1                   | 36%            | 7                 | 0.2207                         | 1               |
| Enforcement of exterior maintenance of residential property          | 24%              | 2                   | 32%            | 8                 | 0.1654                         | 2               |
| Enforcing the mowing/trimming of grass and weeds on private property | 24%              | 3                   | 37%            | 6                 | 0.1473                         | 3               |
| Enforcement of abandoned or junk vehicles on private property        | 20%              | 4                   | 28%            | 9                 | 0.1473                         | 4               |
| Enforcement of codes designed to protect public safety and health    | 17%              | 5                   | 48%            | 2                 | 0.0875                         | 5               |
| Parking enforcement on public roadways                               | 13%              | 7                   | 42%            | 4                 | 0.0767                         | 6               |
| Enforcement of exterior maintenance of commercial/business property  | 11%              | 8                   | 39%            | 5                 | 0.0676                         | 7               |
| Animal control services                                              | 14%              | 6                   | 54%            | 1                 | 0.0649                         | 8               |
| Parking enforcement on public parking lots                           | 5%               | 9                   | 45%            | 3                 | 0.0289                         | 9               |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

# 2023 Importance-Satisfaction Rating

## Hastings, Nebraska

### Transportation and Infrastructure

| Category of Service                                                             | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Public transportation options for residents                                     | 20%              | 3                   | 19%            | 17                | 0.1580                         | 1               |
| Snow removal on neighborhood streets                                            | 22%              | 1                   | 44%            | 11                | 0.1200                         | 2               |
| Railway crossing and noise                                                      | 15%              | 5                   | 32%            | 14                | 0.1018                         | 3               |
| Maintenance of streets in your neighborhood                                     | 19%              | 4                   | 51%            | 9                 | 0.0958                         | 4               |
| Maintenance of major streets                                                    | 20%              | 2                   | 53%            | 8                 | 0.0929                         | 5               |
| Maintenance of public buildings and facilities                                  | 13%              | 6                   | 44%            | 12                | 0.0712                         | 6               |
| Alternative means of transportation such as transit, bicycling, walking         | 9%               | 7                   | 30%            | 15                | 0.0630                         | 7               |
| Traffic calming measures in neighborhoods                                       | 8%               | 11                  | 37%            | 13                | 0.0487                         | 8               |
| Accessibility of streets, sidewalks, and buildings for people with disabilities | 8%               | 9                   | 47%            | 10                | 0.0428                         | 9               |
| Quality of on-street bicycle infrastructure                                     | 5%               | 13                  | 25%            | 16                | 0.0388                         | 10              |
| Availability of safe pedestrian ways on major streets & routes                  | 8%               | 10                  | 55%            | 6                 | 0.0360                         | 11              |
| Snow removal on major streets                                                   | 8%               | 8                   | 66%            | 4                 | 0.0275                         | 12              |
| Availability of safe pedestrian ways in neighborhoods                           | 6%               | 12                  | 55%            | 5                 | 0.0274                         | 13              |
| Condition of pavement markings on streets                                       | 4%               | 16                  | 55%            | 7                 | 0.0191                         | 14              |
| Condition of street signs and traffic signals                                   | 5%               | 14                  | 68%            | 2                 | 0.0161                         | 15              |
| Adequacy of City street lighting in neighborhoods                               | 5%               | 15                  | 68%            | 3                 | 0.0156                         | 16              |
| Cleanliness of streets and public areas                                         | 2%               | 17                  | 71%            | 1                 | 0.0054                         | 17              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

## 2023 Importance-Satisfaction Rating

Hastings, Nebraska

### Public Museum Services

| Category of Service                               | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Selection of programs made available to families  | 20%              | 1                   | 69%            | 7                 | 0.0627                         | 1               |
| Selection of programs made available to adults    | 16%              | 2                   | 65%            | 8                 | 0.0572                         | 2               |
| Membership benefits                               | 12%              | 5                   | 59%            | 11                | 0.0469                         | 3               |
| Schedule of Hollywood film showings               | 10%              | 7                   | 60%            | 9                 | 0.0410                         | 4               |
| Quality of bilingual exhibit labels               | 7%               | 10                  | 43%            | 13                | 0.0383                         | 5               |
| Quality of long and short-term exhibits           | 12%              | 4                   | 70%            | 5                 | 0.0371                         | 6               |
| Diversity of Hollywood film genres                | 8%               | 8                   | 60%            | 10                | 0.0328                         | 7               |
| Selection of programs made available to children  | 15%              | 3                   | 78%            | 1                 | 0.0316                         | 8               |
| Access to museum information                      | 11%              | 6                   | 71%            | 3                 | 0.0302                         | 9               |
| Ability to rent facility for private events       | 4%               | 13                  | 51%            | 12                | 0.0216                         | 10              |
| Scheduled showings of large-format films          | 7%               | 9                   | 70%            | 6                 | 0.0215                         | 11              |
| Quality of planetarium shows                      | 6%               | 11                  | 72%            | 2                 | 0.0174                         | 12              |
| Selection of large-format educational film topics | 5%               | 12                  | 71%            | 4                 | 0.0144                         | 13              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years



## 2023 Importance-Satisfaction Rating

### Hastings, Nebraska

### Public Library Services

| Category of Service                                                       | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---------------------------------------------------------------------------|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Events for seniors                                                        | 18%              | 1                   | 42%            | 12                | 0.1031                         | 1               |
| Events for adults                                                         | 17%              | 2                   | 48%            | 11                | 0.0905                         | 2               |
| Outreach programs and/or services in the community outside of the library | 16%              | 3                   | 50%            | 10                | 0.0798                         | 3               |
| Library as hub of community information                                   | 13%              | 4                   | 55%            | 9                 | 0.0591                         | 4               |
| Events for youth                                                          | 13%              | 5                   | 63%            | 6                 | 0.0485                         | 5               |
| Events for children                                                       | 12%              | 6                   | 72%            | 4                 | 0.0352                         | 6               |
| Selection of physical resources available                                 | 12%              | 7                   | 75%            | 1                 | 0.0289                         | 7               |
| Selection of digital resources available online                           | 9%               | 8                   | 72%            | 2                 | 0.0246                         | 8               |
| Selection of equipment/resources in the makerspace                        | 5%               | 9                   | 65%            | 5                 | 0.0164                         | 9               |
| Reader's Advisory                                                         | 3%               | 11                  | 61%            | 7                 | 0.0129                         | 10              |
| Access to computers and library Wi-Fi                                     | 4%               | 10                  | 72%            | 3                 | 0.0118                         | 11              |
| Ease of booking meeting rooms                                             | 2%               | 12                  | 56%            | 8                 | 0.0101                         | 12              |

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

There is positive sentiment towards the makerspace, a desire for more adult reading groups, increased digital resources, and suggestions for expanded library hours.



# Open Ended Comments

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**Q15a. Are there any other types of developments or businesses that you would like to see in Hastings?**

The overall theme of these comments revolves around the community's desire for additional amenities and services.

Residents express a need for more restaurants, including recognizable chains, and diverse shopping options. Affordable housing, improved job opportunities, and increased entertainment options for various age groups are also highlighted.

The comments emphasize the importance of community involvement in economic development and attracting businesses to enhance the overall quality of life in Hastings.



## Q15b. What do you see as the highest priorities to encourage development in Hastings?

The overall theme of these comments is a strong desire for positive change and growth in the community.

Respondents express a need for an open-minded approach, overcoming resistance to change, and eliminating restrictive city codes that hinder development.

There is a consistent emphasis on the importance of affordable housing, job opportunities, and the attraction of new businesses, including restaurants and retail establishments, to enhance the overall quality of life in Hastings.



**Q22. Additional suggestions for improving the quality of City programs, facilities, or services.**

Responses advocate for addressing various issues, such as better job opportunities, affordable housing, entertainment options, and enhanced transportation for older adults.

Additionally, there is a call for proactive measures in bringing in new businesses, upgrading existing infrastructure, and creating an even more attractive downtown area..

The overall theme centers on community engagement, responsive governance, and comprehensive urban development to meet the diverse needs of Hastings residents.



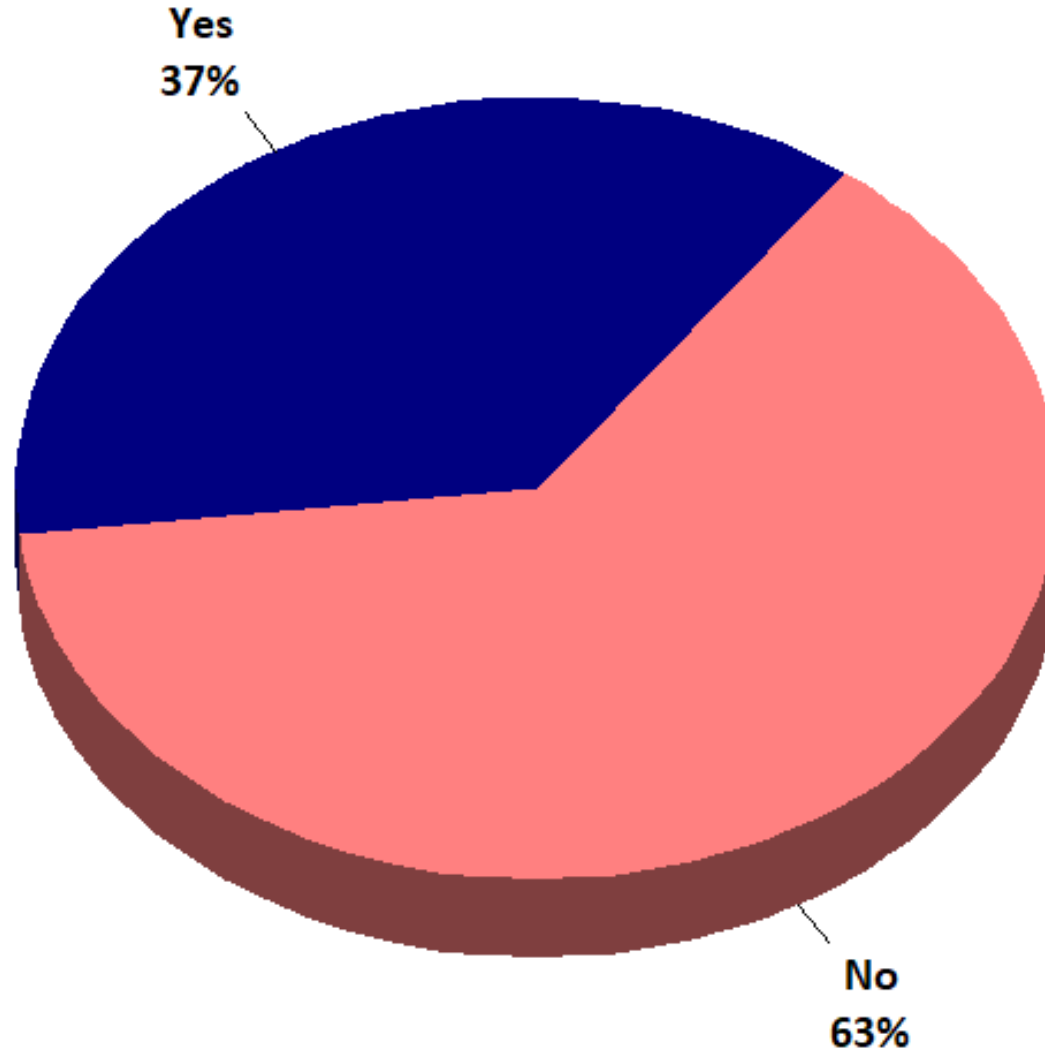
# Customer Service

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COMMUNICATION IS KEY TO CONTINUED SUCCESS

## Q14. Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

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

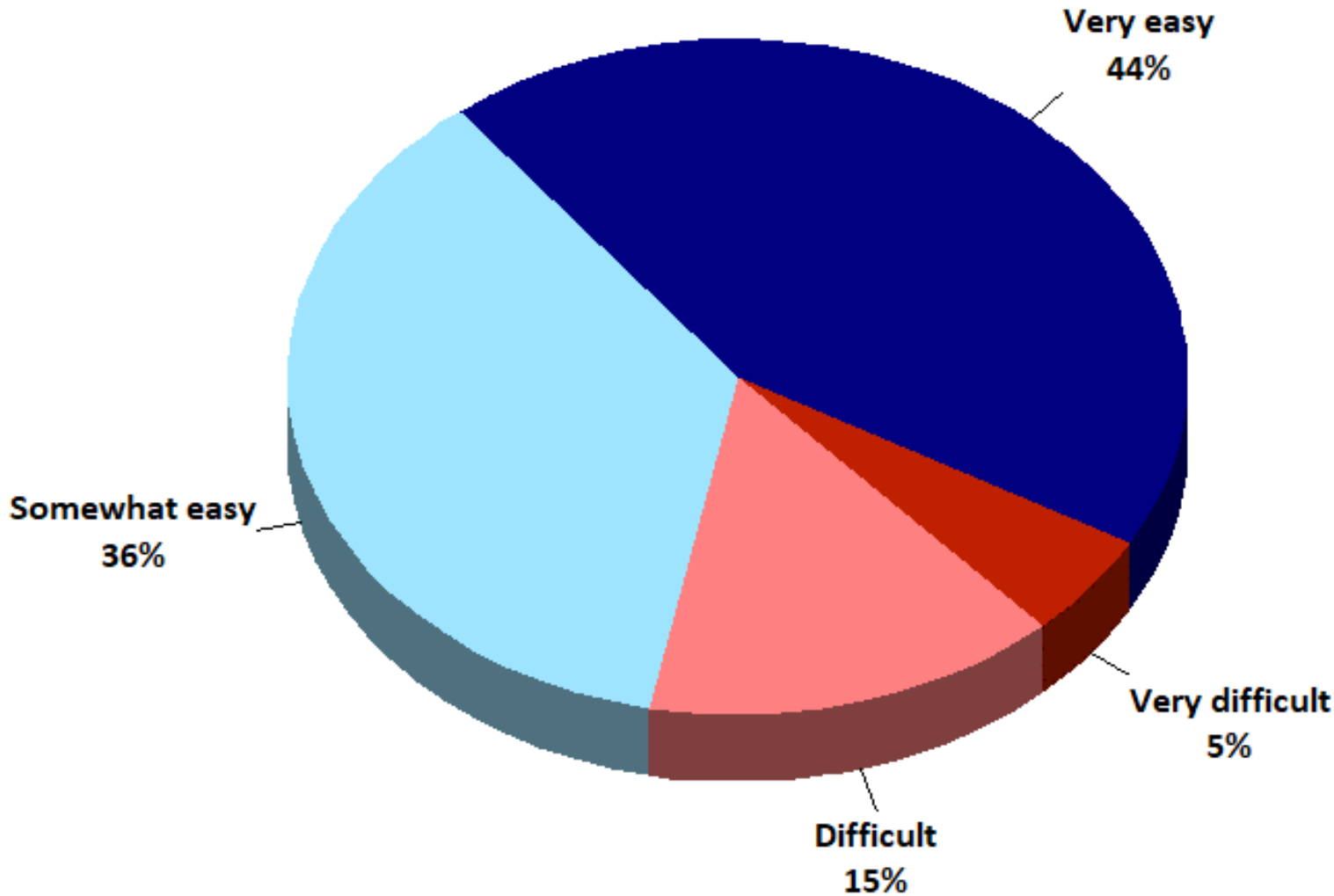


### Q14a. Most Frequently Contacted Departments

- 43%: Utilities
- 41%: Police
- 16%: Parks and Recreation
- 16%: Development Services
- 15%: Library
- 13%: Museum
- 10%: Engineering and Environmental

# Q14b. Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach?

by percentage of respondents who contacted the City during the past year (excluding "not provided")



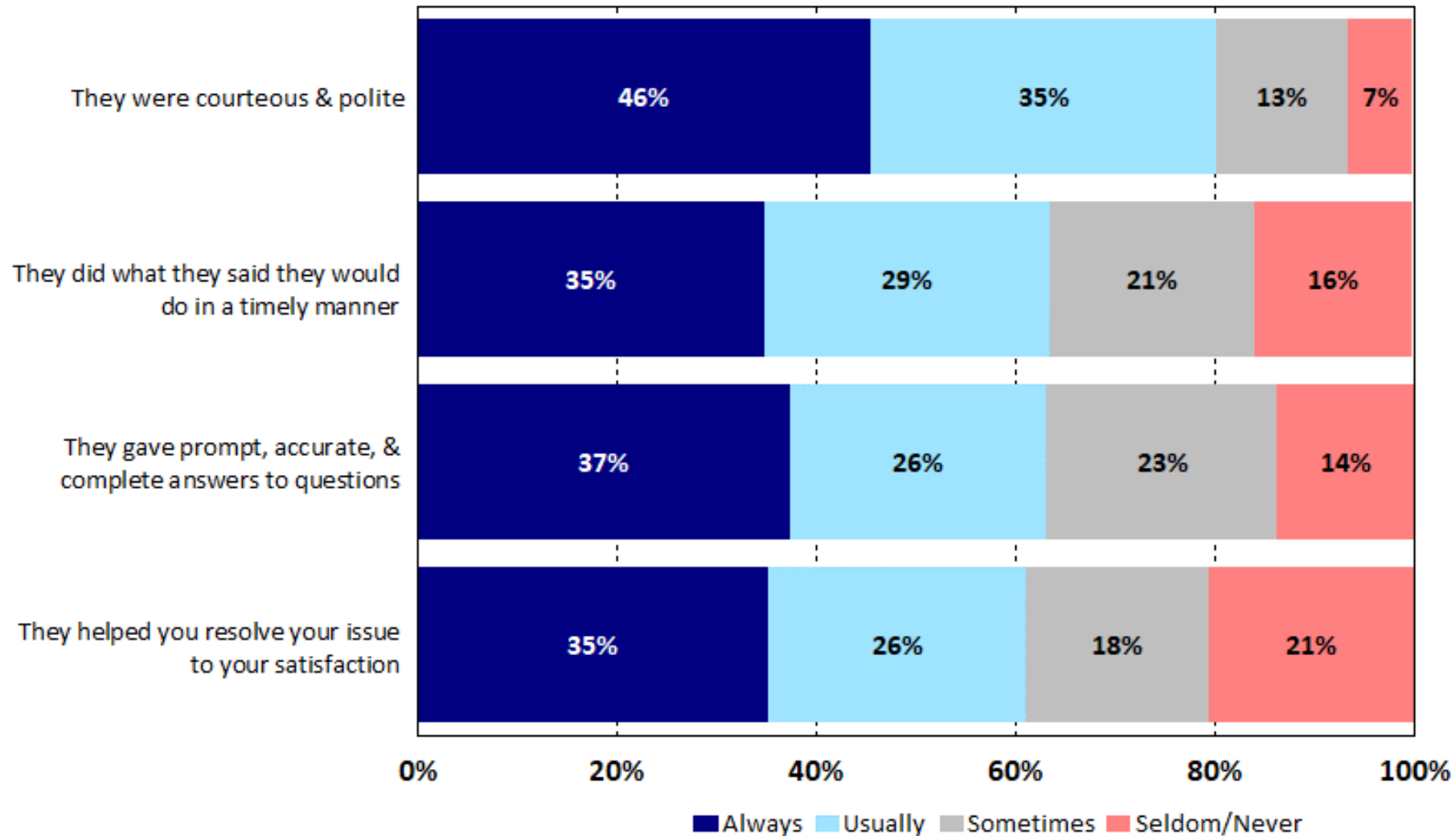
## Q14c. Contact Methods Used

- 68%: Phone
- 13%: In-person
- 12%: Email
- 4%: Website
- 1%: Social media

Most respondents (80% - based on 37% who contacted the City) found it easy to contact the person they needed to reach

# Q14d. How Often City Employees Have Displayed the Following Behaviors

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



City employees are setting the standard for excellence

# Questions?

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THANK YOU

## 2023 City of Hastings Community Survey

Please take a few minutes to complete this survey. On average, this survey takes 15-20 minutes to complete. Your input is important to help the City of Hastings identify and respond to citizen concerns. If you have questions, please call 402-461-2309. Your responses are confidential.

**1. Quality of City Services. Please rate each of the following major categories of services provided by the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                              | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of recreation programs and facilities                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Overall quality of parks/trails/open space                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Overall quality of streets                                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall flow of traffic on streets                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall quality of police services                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall quality of dispatch services                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall quality of fire services                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall quality of emergency medical/ambulance services                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Overall quality of natural gas services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Overall quality of electrical services                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Overall quality of water services                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Overall quality of wastewater/sewer services                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Overall quality of landfill services                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Overall quality of museum services                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Overall quality of library services                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Overall quality of airport                                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Overall quality of permitting processes                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 18. Overall quality of development services                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 19. Overall quality of customer service you receive from City employees    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 20. Overall enforcement of City codes and ordinances                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 21. Overall effectiveness of stormwater management and flood control       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 22. Overall effectiveness of City communication with the public            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 23. Overall quality of local government services provided in the community | 5              | 4         | 3       | 2            | 1                 | 9          |

**1a. 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: \_\_\_\_

**2. Perception of the City. Please rate each of the following items that may influence your perception of the City of Hastings using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of new development                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Overall development across the City                                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Overall affordable housing options                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall image of the City                                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall appearance of the community                                         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall value that you receive for your City taxes and fees                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall quality of the "Downtown" area                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Efforts to encourage and support clean energy projects                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Leadership provided by local elected officials                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Effectiveness of local governmental managers and appointed staff            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. The City creating a diverse, inclusive, and fair community                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. The City helping residents feel connected and integrated into the community | 5              | 4         | 3       | 2            | 1                 | 9          |

**2a. Which TWO of the perception items listed in Question 2 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 2.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**2b. What makes Hastings unique?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

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

| How satisfied are you with...                                                                                          | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|------------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Quality of services for fees assessed with recreation programing (e.g., recreation programs, admission, and camps) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Quality of outdoor athletic fields (e.g., baseball, soccer, football, softball)                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Quality of the dog park                                                                                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Quality of the Aquacourt                                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Quantity of City trails                                                                                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Quality of the Pioneer Spirit Trail                                                                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Quality of the Hastings Community Center                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Quality of nature settings and natural habitats for pollinators                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Quality of facilities (e.g., picnic shelters, playgrounds in City parks, restrooms)                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Proximity of parks to your home                                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Access to City parks for persons with disabilities                                                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Appearance and maintenance of existing City parks                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Other: _____                                                                                                       | 5              | 4         | 3       | 2            | 1                 | 9          |

**3a. Which TWO of the Parks and Recreation items listed in Question 3 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 3.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**3b. What parks and recreation services do you find most interesting and what types of programs would you like to see in the future?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

**4. Fire Services. Please rate each of the fire safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

| How satisfied are you with...                                                            | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. How quickly ambulance/emergency medical services personnel respond to emergencies     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. How effectively ambulance/emergency medical services personnel respond to emergencies | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. How quickly fire/rescue services personnel respond to emergencies                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. How effectively fire/rescue personnel handle emergencies                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Fire/safety education programs in your community                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Fire inspection programs in your community                                            | 5              | 4         | 3       | 2            | 1                 | 9          |

**4a. Which TWO of the fire services items listed in Question 4 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 4.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

5. **Public Safety.** Please rate your satisfaction with each of the public safety items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Feeling of safety in your neighborhood during the day       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Feeling of safety in your neighborhood at night             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Feeling of safety in community parks                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Feeling of safety at community events                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Feeling of safety in retail areas                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Feeling of safety in the downtown area                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Feeling of safety at our schools                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall feeling of safety                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. The visibility of police at community events                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. The visibility of police in neighborhoods                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. The visibility of police in commercial and retail areas     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Enforcement of local traffic laws                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. How quickly police respond to emergencies                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Response to drug crimes                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Response to property crime                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Response to homeless population                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Response to violent crime                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 18. Response to mental health concerns                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 19. Overall efforts by police to prevent crime                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 20. Police safety education programs                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 21. Level of information provided to the public from the police | 5              | 4         | 3       | 2            | 1                 | 9          |

- 5a. Which TWO of the public safety items listed in Question 5 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 5.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

6. **Sources of Communication.** Where do you currently get news and information about City programs, services, and events? [Check all that apply.]

|                                                 |                                                 |                                   |
|-------------------------------------------------|-------------------------------------------------|-----------------------------------|
| ____ (01) Behind the Scenes monthly publication | ____ (06) Facebook                              | ____ (11) Ward Town Hall meetings |
| ____ (02) City website                          | ____ (07) Twitter                               | ____ (12) Utility bill newsletter |
| ____ (03) Newspaper                             | ____ (08) Instagram                             | ____ (13) Flyers                  |
| ____ (04) Friends                               | ____ (09) City Council and other board meetings | ____ (14) KHAS radiograms         |
| ____ (05) Radio                                 | ____ (10) YouTube                               | ____ (15) TV local news           |
|                                                 |                                                 | ____ (16) Other: _____            |

- 6a. From which TWO sources listed in Question 6 do you MOST PREFER to get information from the City? [Write in your answers below using the numbers from the list in Question 6.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

7. **Communication.** Please rate each of the communication items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                            | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The availability of information about City programs and services      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Timeliness of information provided by the City                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. The level of public involvement in decision making                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Efforts by the City to keep you informed about local issues           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. The quality of content on social media (Facebook, Twitter, Instagram) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Overall quality of the City's website                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Access to bilingual material                                          | 5              | 4         | 3       | 2            | 1                 | 9          |

**7a. Which TWO of the communication items listed in Question 7 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 7.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**8. Code Enforcement.** 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 code enforcement items.

| How satisfied are you with...                                           | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Enforcement of trash and debris, clean up on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Enforcing the mowing/trimming of grass and weeds on private property | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Enforcement of exterior maintenance of residential property          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Enforcement of exterior maintenance of commercial/business property  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. Enforcement of codes designed to protect public safety and health    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. Enforcement of abandoned or junk vehicles on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 7. Parking enforcement on public roadways                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 8. Parking enforcement on public parking lots                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 9. Animal control services                                              | 5              | 4         | 3       | 2            | 1                 | 9          |

**8a. Which TWO of the code enforcement items listed in Question 8 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 8.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

**9. Transportation and Infrastructure.** Please rate each of the following street maintenance/service items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...                                                                                      | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Maintenance of major streets                                                                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Maintenance of streets in your neighborhood                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Maintenance of public buildings and facilities                                                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Condition of street signs and traffic signals                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Condition of pavement markings on streets                                                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Cleanliness of streets and public areas                                                                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Snow removal on major streets                                                                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Snow removal on neighborhood streets                                                                           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Availability of safe pedestrian ways on major streets and routes                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Availability of safe pedestrian ways in your neighborhood                                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Adequacy of City street lighting in your neighborhood                                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Accessibility of streets, sidewalks, and buildings for people with disabilities                                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Railway crossing and noise                                                                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. Traffic calming measures in your neighborhood, for example: traffic circles, speed humps, or radar speed signs | 5              | 4         | 3       | 2            | 1                 | 9          |
| 15. Public transportation options for residents                                                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 16. Quality of on-street bicycle infrastructure (bike lanes/signage)                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 17. Alternative means of transportation such as transit, bicycling, walking                                        | 5              | 4         | 3       | 2            | 1                 | 9          |

**9a. Which TWO of the transportation and infrastructure items listed in Question 9 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 9.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

10. **Public Museum Services.** 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 Public Museum services.

| How satisfied are you with...                         | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Selection of programs made available to children  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Selection of programs made available to adults    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Selection of programs made available to families  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Quality of long and short-term exhibits           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Quality of bilingual exhibit labels               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Quality of planetarium shows                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Selection of large-format educational film topics | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Scheduled showings of large-format films          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Diversity of Hollywood film genres                | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Schedule of Hollywood film showings               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Ability to rent facility for private events       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Access to museum information                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. Membership benefits                               | 5              | 4         | 3       | 2            | 1                 | 9          |

- 10a. Which TWO of the museum items listed in Question 10 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 10.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

- 10b. What museum services do you find most interesting and what types of programs would you like to see in the future?

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

11. **Public Library Services.** 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 Public Library services.

| How satisfied are you with...                                                                   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-------------------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Selection of physical resources available (books, CD's, and DVD's)                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Selection of digital resources available online (e.g., eBooks, downloadable audio)          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Events for seniors                                                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Events for adults (e.g., informational, literary, participatory, entertainment)             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Events for youth (e.g., Youth Advisory Council, crafts, summer reading)                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Events for children (e.g., early literacy development, story times, summer reading program) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Reader's Advisory (help finding something to read)                                          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Selection of equipment and resources in the makerspace                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Access to computers and library Wi-Fi                                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Ease of booking meeting rooms                                                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. Library as hub of community information                                                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. Outreach programs and/or services in the community outside of the library                   | 5              | 4         | 3       | 2            | 1                 | 9          |

- 11a. Which TWO of the public library items listed in Question 11 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 11.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

- 11b. What public library services do you find most interesting and what types of programs would you like to see in the future?

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

12. **Capital Investments.** Funding for capital investments is limited. In looking at how we should allocate money to capital projects over the next decade, please indicate which FIVE of the projects listed below should be the TOP PRIORITIES. [Write in your answers using the numbers from the list below.]

01. Recreational facilities (e.g., Aquacourt, ball fields, tennis courts, etc.)

02. Park improvements

03. Pioneer Trail extension

04. Splash pad(s)

05. City Community Center

06. Tourism

07. Economic development

08. City Hall

09. Lake Hastings improvements

10. Library improvements

11. Museum improvements

12. Airport improvements

13. 12th Street traffic improvements

14. HWY 6 roundabout project

15. Maintenance of infrastructure

16. Other: \_\_\_\_\_

1st: \_\_\_\_\_

2nd: \_\_\_\_\_

3rd: \_\_\_\_\_

4th: \_\_\_\_\_

5th: \_\_\_\_\_

13. **Quality of Living.** Please rate the City of Hastings using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

| How would you rate the City of Hastings...                 | 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          |
| 04. As a place with a variety of housing choices           | 5         | 4    | 3       | 2             | 1    | 9          |
| 05. As a place to shop                                     | 5         | 4    | 3       | 2             | 1    | 9          |
| 06. As a place to visit                                    | 5         | 4    | 3       | 2             | 1    | 9          |
| 07. As a place for dining options                          | 5         | 4    | 3       | 2             | 1    | 9          |
| 08. As a place for entertainment options                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 09. As a place to retire                                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 10. As a place to connect and interact with your neighbors | 5         | 4    | 3       | 2             | 1    | 9          |
| 11. Overall quality of life                                | 5         | 4    | 3       | 2             | 1    | 9          |

14. **Customer Service.** Have you called, emailed, or visited the City with a question, problem, or complaint during the past year?

\_\_\_\_(1) Yes [Answer Q14a-d.]

\_\_\_\_(2) No [Skip to Q15.]

\_\_\_\_(9) Don't know [Skip to Q15.]

- 14a. Which department(s) did you contact? [Check all that apply.]

\_\_\_\_(01) Police

\_\_\_\_(02) Fire

\_\_\_\_(03) Utilities

\_\_\_\_(04) Human Resources

\_\_\_\_(05) City Clerk

\_\_\_\_(06) Finance

\_\_\_\_(07) I.T.

\_\_\_\_(08) Library

\_\_\_\_(09) Museum

\_\_\_\_(10) Parks & Recreation

\_\_\_\_(11) Engineering & Environmental

\_\_\_\_(12) City Attorney

\_\_\_\_(13) City Attorney

\_\_\_\_(14) City Administrator

\_\_\_\_(15) Development Services

\_\_\_\_(16) Public Information

\_\_\_\_(17) Safety

\_\_\_\_(18) Other: \_\_\_\_\_

- 14b. Thinking about your most recent interaction with the City, how easy was it to contact the person you needed to reach?

\_\_\_\_(4) Very easy

\_\_\_\_(2) Difficult

\_\_\_\_(9) Don't know

\_\_\_\_(3) Somewhat easy

\_\_\_\_(1) Very difficult

- 14c. Which method do you typically use when you need to reach the City for assistance?

\_\_\_\_(1) Phone

\_\_\_\_(3) Email

\_\_\_\_(5) Social Media

\_\_\_\_(2) In-person

\_\_\_\_(4) City Website

\_\_\_\_(6) Other: \_\_\_\_\_

- 14d. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

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

15. **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.

|    | Growth Management                    | Much Too Slow | Too Slow | Just Right | Too Fast | Much Too Fast | Don't Know |
|----|--------------------------------------|---------------|----------|------------|----------|---------------|------------|
| 1. | Places to work                       | 5             | 4        | 3          | 2        | 1             | 9          |
| 2. | Office development                   | 5             | 4        | 3          | 2        | 1             | 9          |
| 3. | Retail/restaurants/services          | 5             | 4        | 3          | 2        | 1             | 9          |
| 4. | Technology and other industry        | 5             | 4        | 3          | 2        | 1             | 9          |
| 5. | Housing options for aging population | 5             | 4        | 3          | 2        | 1             | 9          |
| 6. | Apartments                           | 5             | 4        | 3          | 2        | 1             | 9          |
| 7. | Townhomes/row houses                 | 5             | 4        | 3          | 2        | 1             | 9          |
| 8. | Entry-level single-family homes      | 5             | 4        | 3          | 2        | 1             | 9          |
| 9. | Single family homes                  | 5             | 4        | 3          | 2        | 1             | 9          |

- 15a. **Are there any other types of developments or businesses that you would like to see in Hastings?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

- 15b. **What do you see as the highest priorities to encourage development in Hastings?**

(1) Write in your response: \_\_\_\_\_ (2) Don't know or rather not answer \_\_\_\_\_

### Demographics

16. **Approximately how many years have you lived in the City of Hastings?**

\_\_\_\_(1) 0-5 \_\_\_\_ (2) 6-10 \_\_\_\_ (3) 11-15 \_\_\_\_ (4) 16-20 \_\_\_\_ (5) 21-30 \_\_\_\_ (6) 31+ \_\_\_\_ (7) Prefer not to answer

17. **Which of the following best describes your age?**

\_\_\_\_(1) 18-34 years \_\_\_\_ (3) 45-54 years \_\_\_\_ (5) 65+ years  
\_\_\_\_(2) 35-44 years \_\_\_\_ (4) 55-64 years \_\_\_\_ (6) Prefer not to answer

18. **How many children 18 and younger live in your household?** (1) \_\_\_\_\_ children \_\_\_\_ (2) Prefer not to answer

19. **What is your gender?** \_\_\_\_ (1) Male \_\_\_\_ (2) Female \_\_\_\_ (3) Other \_\_\_\_\_ (4) Prefer not to answer \_\_\_\_\_

20. **Which of the following best describes your ethnicity? [Check all that apply.]**

\_\_\_\_(01) Asian or Asian Indian \_\_\_\_ (05) Native Hawaiian or other Pacific Islander  
\_\_\_\_(02) Black or African American \_\_\_\_ (06) Hispanic, Spanish, or Latino/a/x  
\_\_\_\_(03) American Indian or Alaska Native \_\_\_\_ (07) Prefer not to answer  
\_\_\_\_(04) White or Caucasian \_\_\_\_ (99) Other: \_\_\_\_\_

21. **Would you say your total annual household income is...**

\_\_\_\_(1) Under \$50,000 \_\_\_\_ (4) \$100,000 to \$149,999 \_\_\_\_ (7) Not currently employed  
\_\_\_\_(2) \$50,000 to \$74,999 \_\_\_\_ (5) \$150,000 to \$199,999 \_\_\_\_ (8) Prefer not to answer  
\_\_\_\_(3) \$75,000 to \$99,999 \_\_\_\_ (6) \$200,000 or more

22. **If you have suggestions for improving the quality of City programs, facilities, or services, please write your suggestions in the space below.**

\_\_\_\_\_

23. **Would you like to be entered into the drawing for one (1) \$500 Visa gift card for fully completing the survey?**

\_\_\_\_(1) Yes [Please answer Q23a.] \_\_\_\_ (2) No

- 23a. **Please provide your contact information. [This information will remain confidential.]**

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.