

Satisfaction Survey

755

Total Responses

Date Created: Monday, February 03, 2014

Complete Response Rate: 98% - 44%

Average Complete Response Rate: 63%

**In the past year, how often have you visited
the city's website at www.lincolnil.gov?**

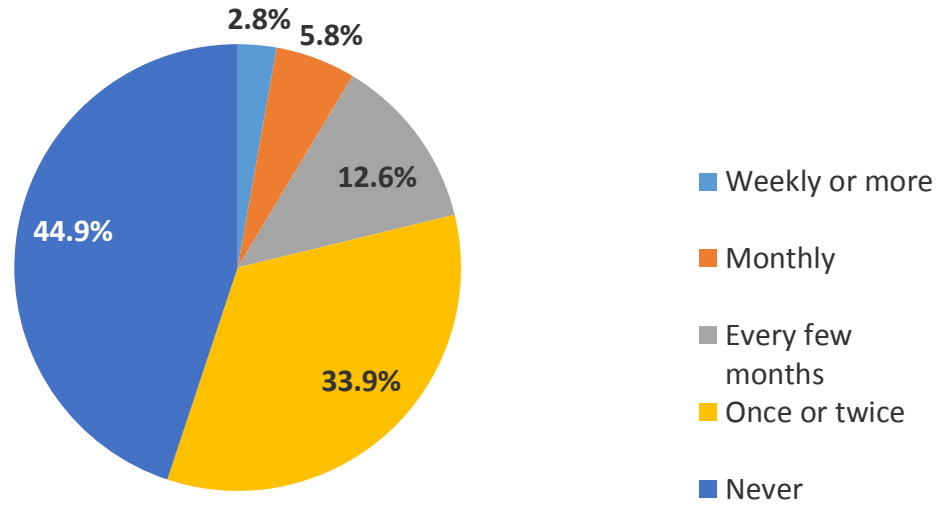
Most Responses (98%)

What is the nearest intersection to where you live?

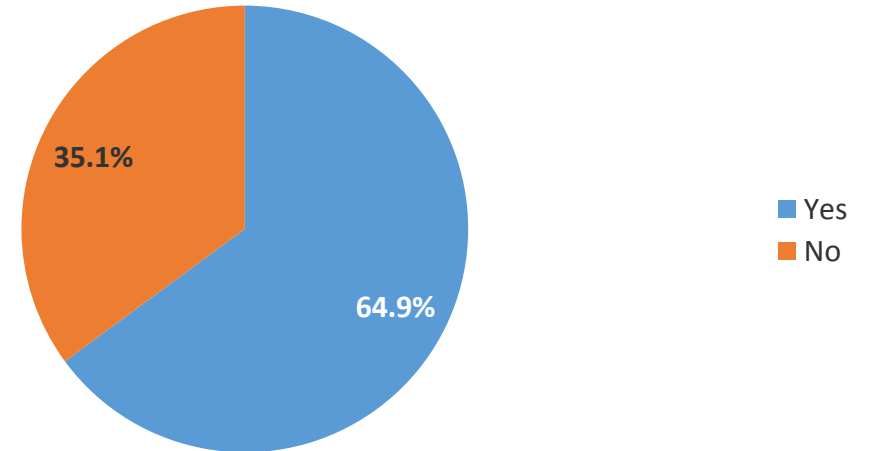
Least Responses (44%)

Communication

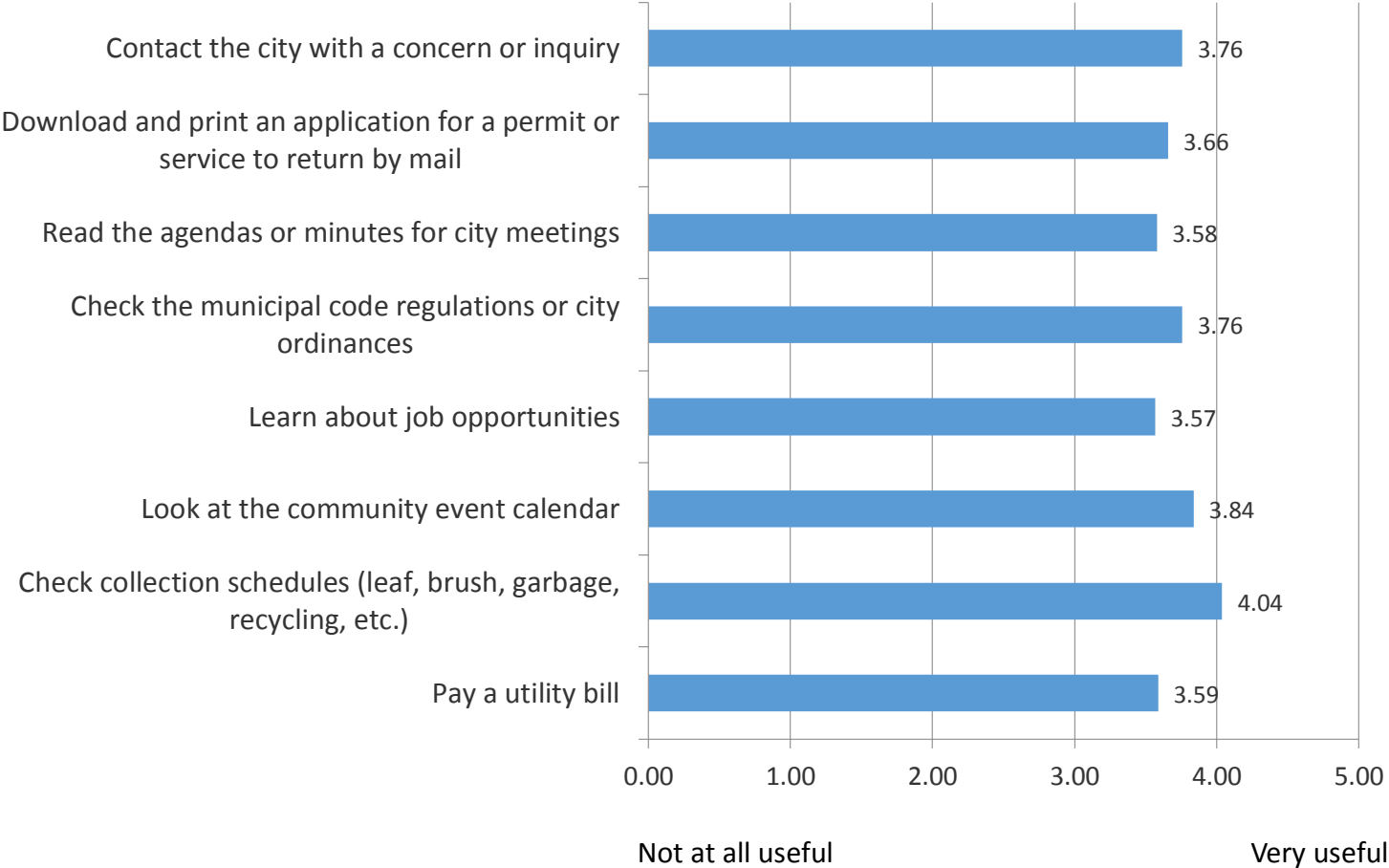
Q1: In the past year, how often have you visited the city's website at www.lincolnil.gov?



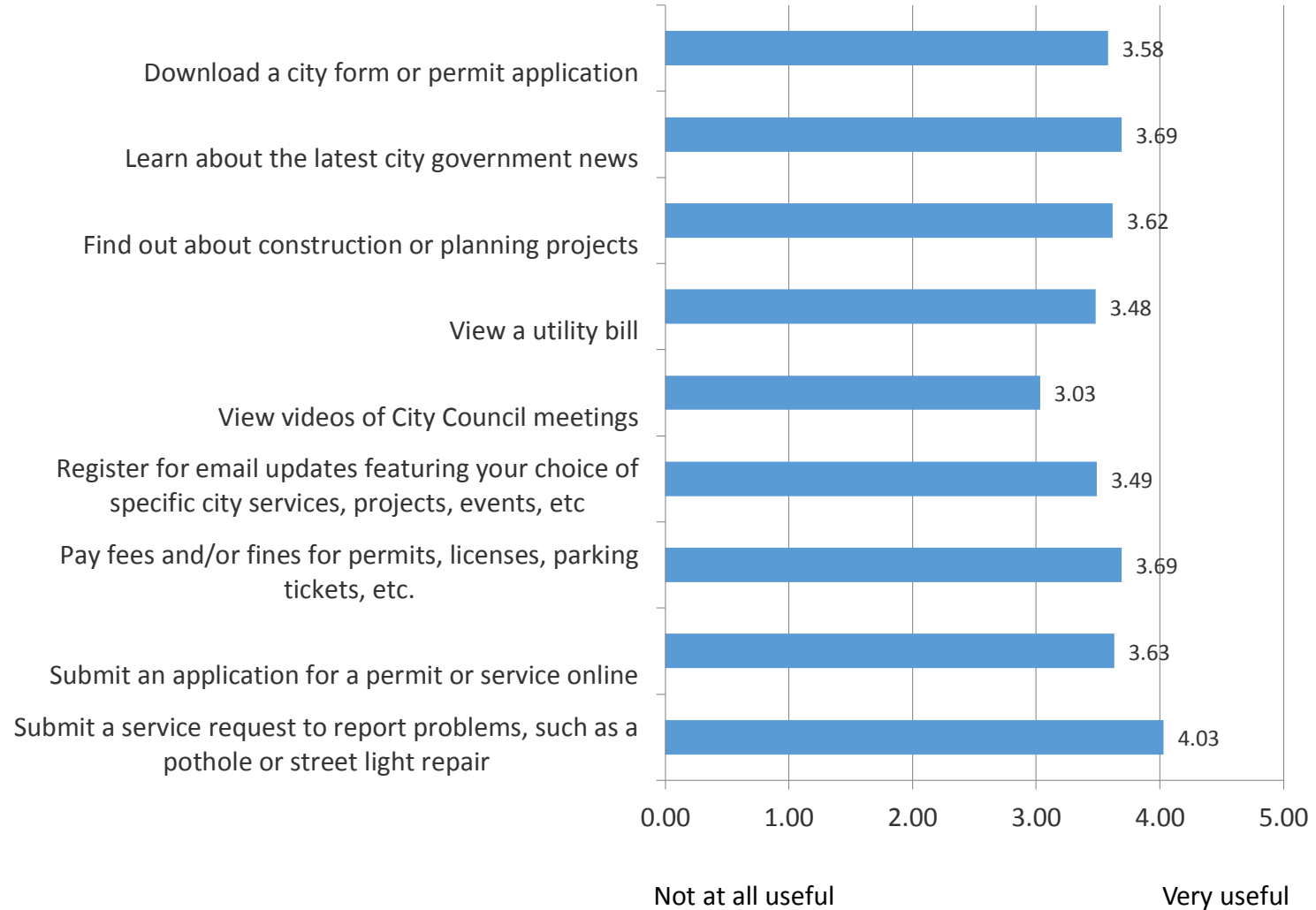
Q2: When you visited the City of Lincoln's website, did you find what you were looking for?



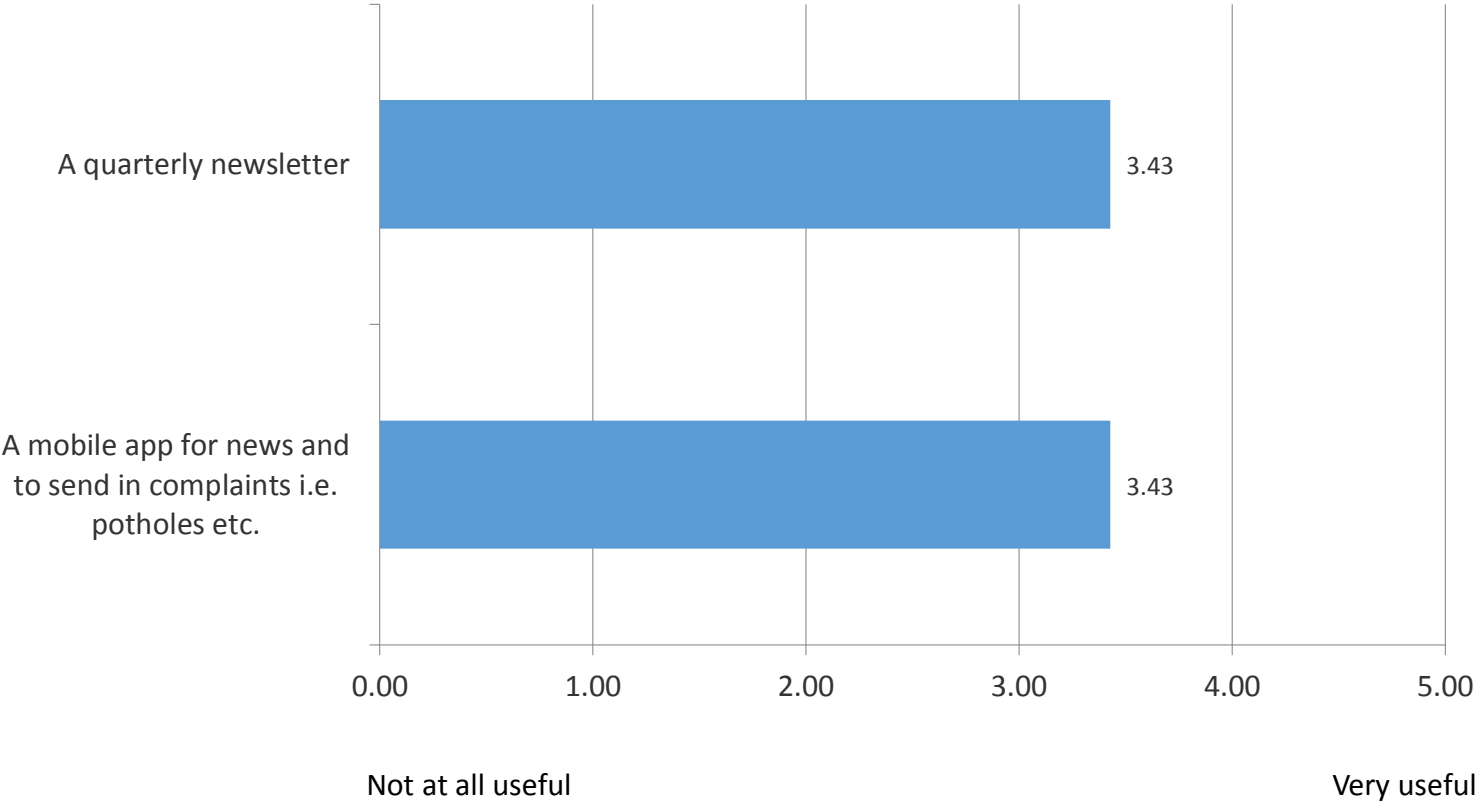
Q3: The City of Lincoln currently offers the following information and services on the website. Please indicate how useful it is for the city to offer the information and services on the website.



Q4: Please rate how likely you would be to use the following services if they were provided on the City of Lincoln's website?

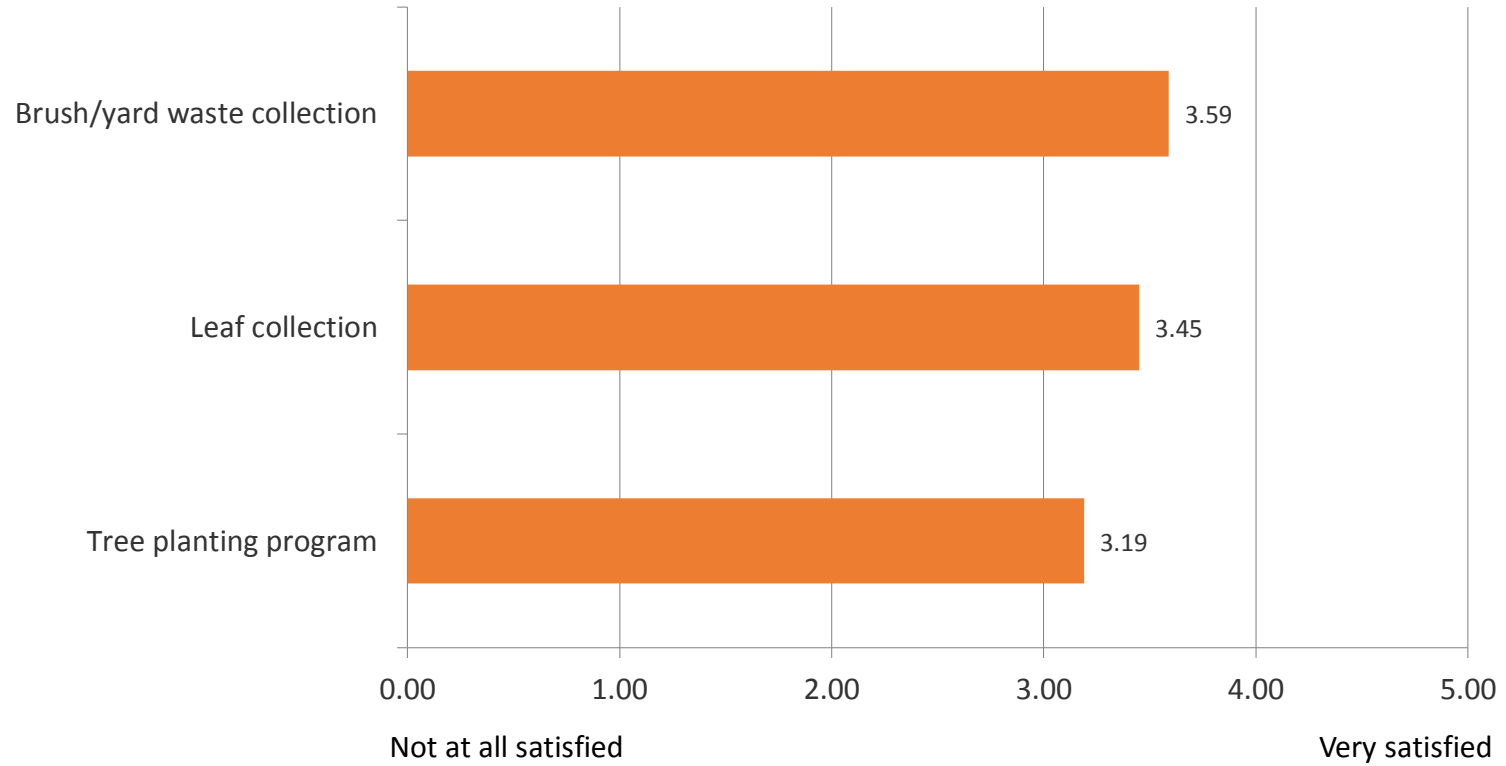


Q5: How useful would the following new community communication tools be to you?



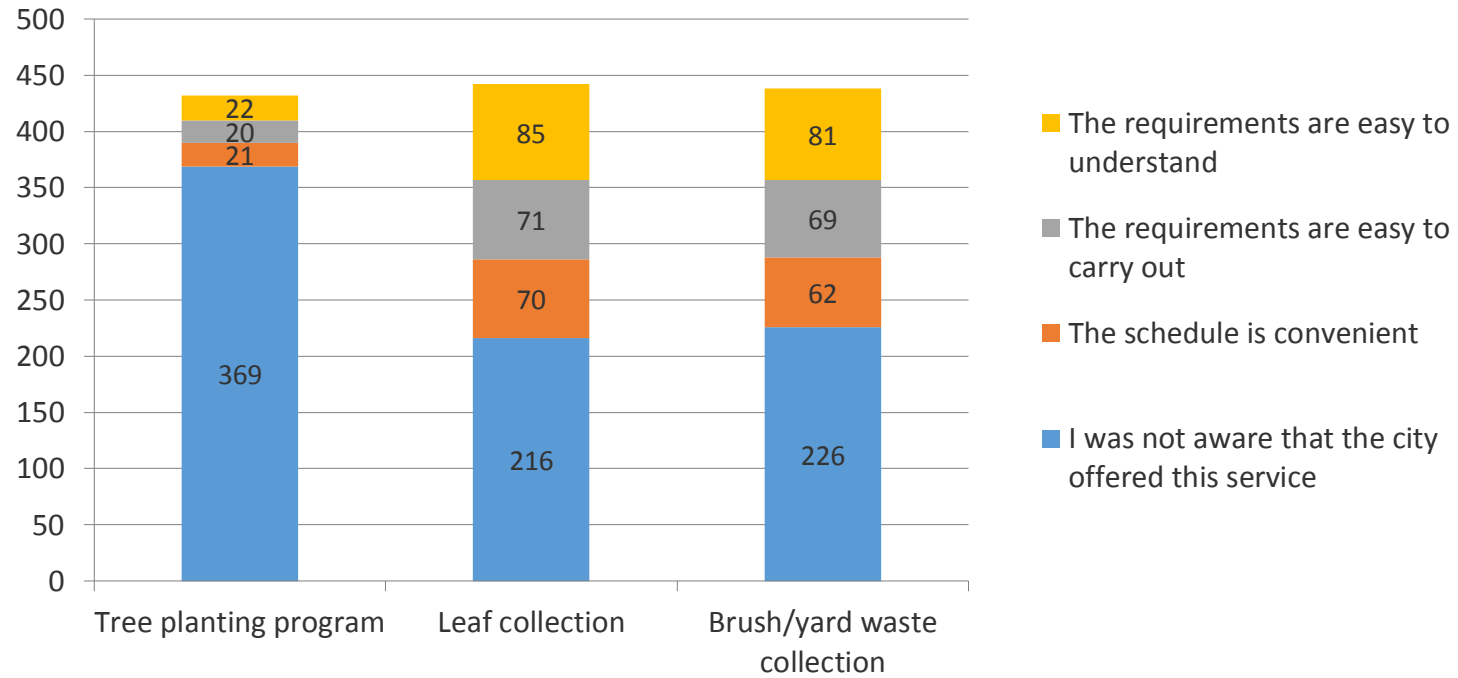
City Services

Q6: If you have received any of the following services during the past year, please indicate how satisfied you were with the service you received.



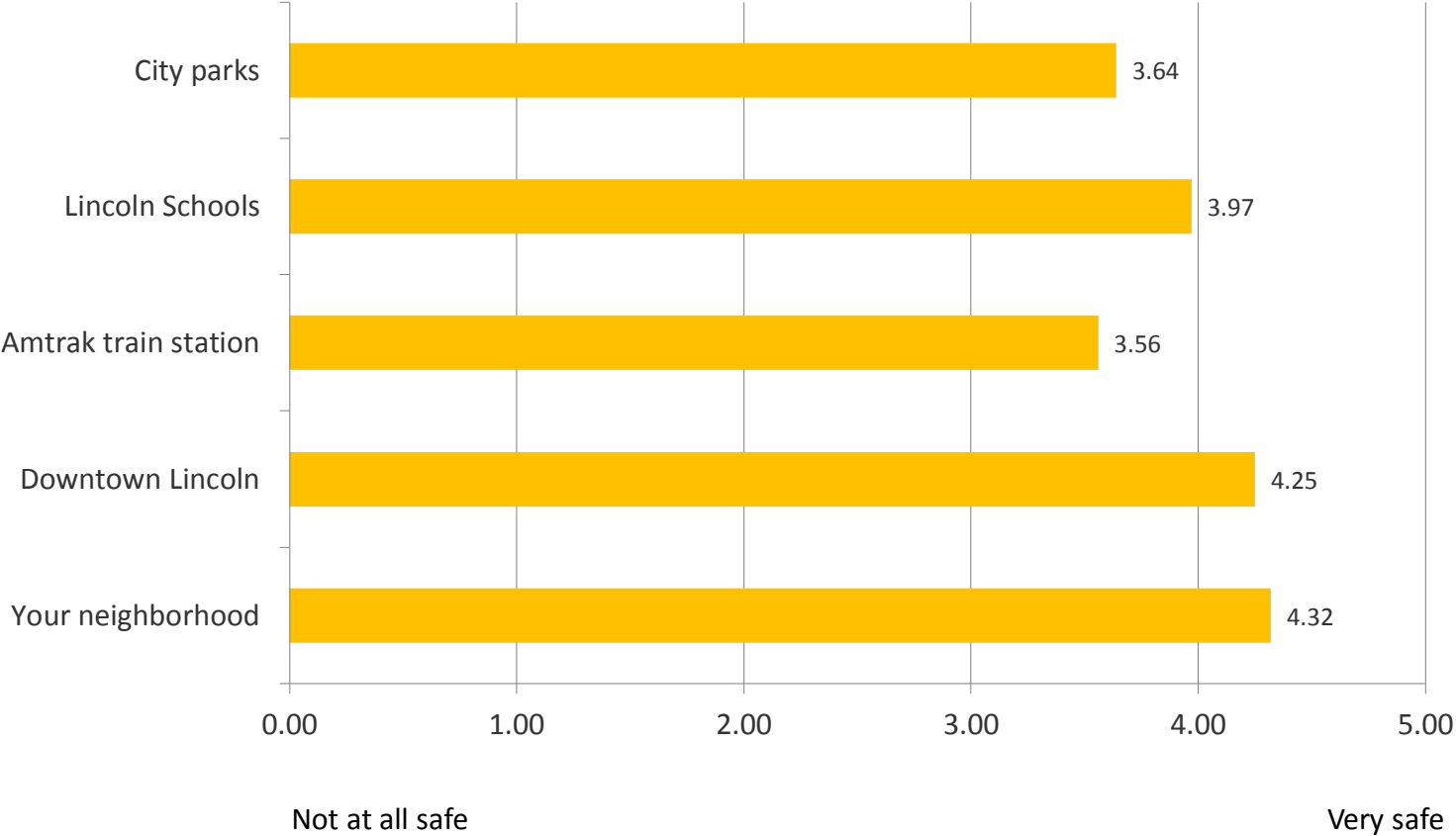
Service	N/A I have not received this service
Tree planting program	81%
Leaf collection	70%
Brush/yard waste collection	70%

Q7: Please tell us about your experience with the programs and services provided by the City of Lincoln.

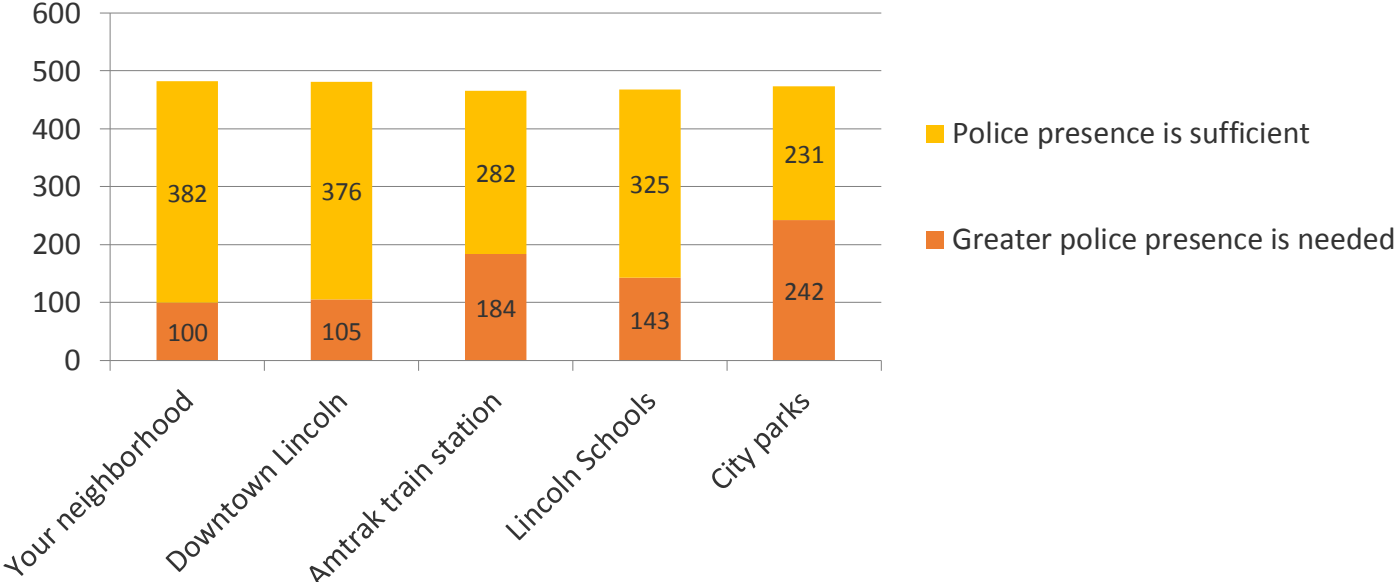


Public Safety

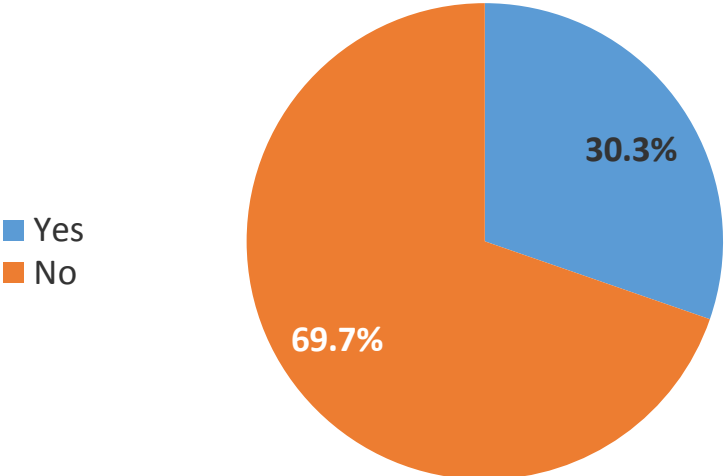
Q8: How safe do you feel in the following areas of Lincoln?



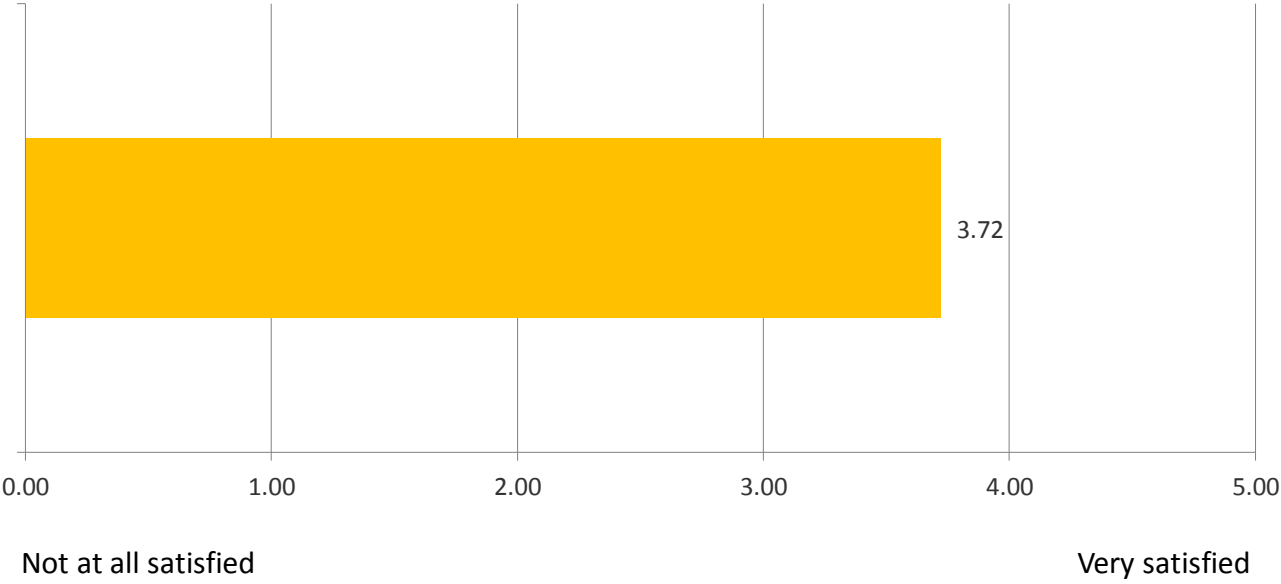
Q9: Please indicate if you think the current police presence in the following areas is sufficient or if you believe a greater police presence is needed.



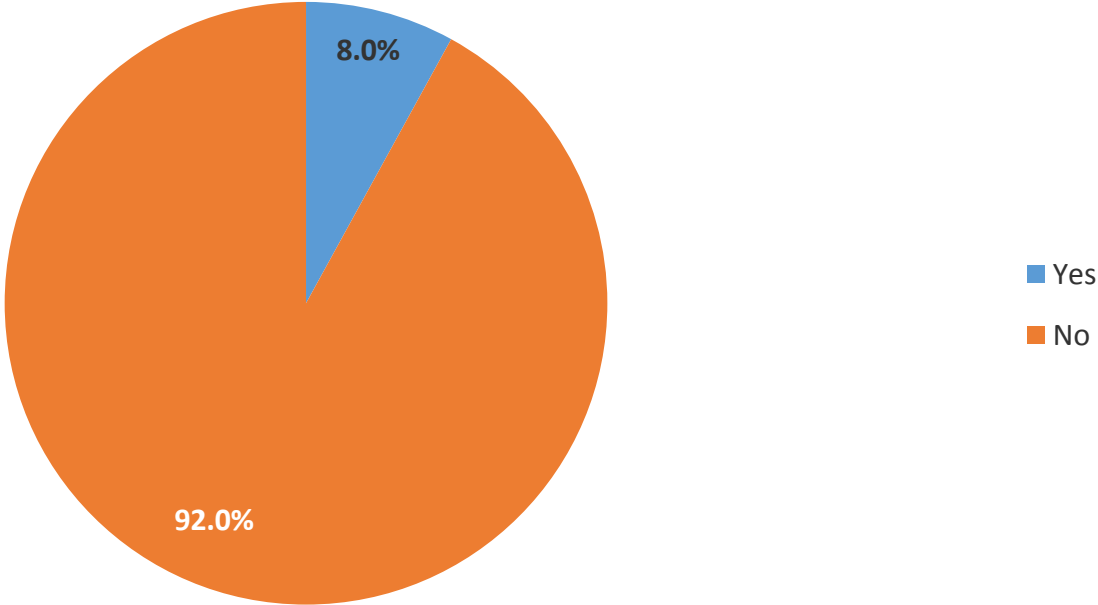
Q10: Have you received service from the police in the past year?



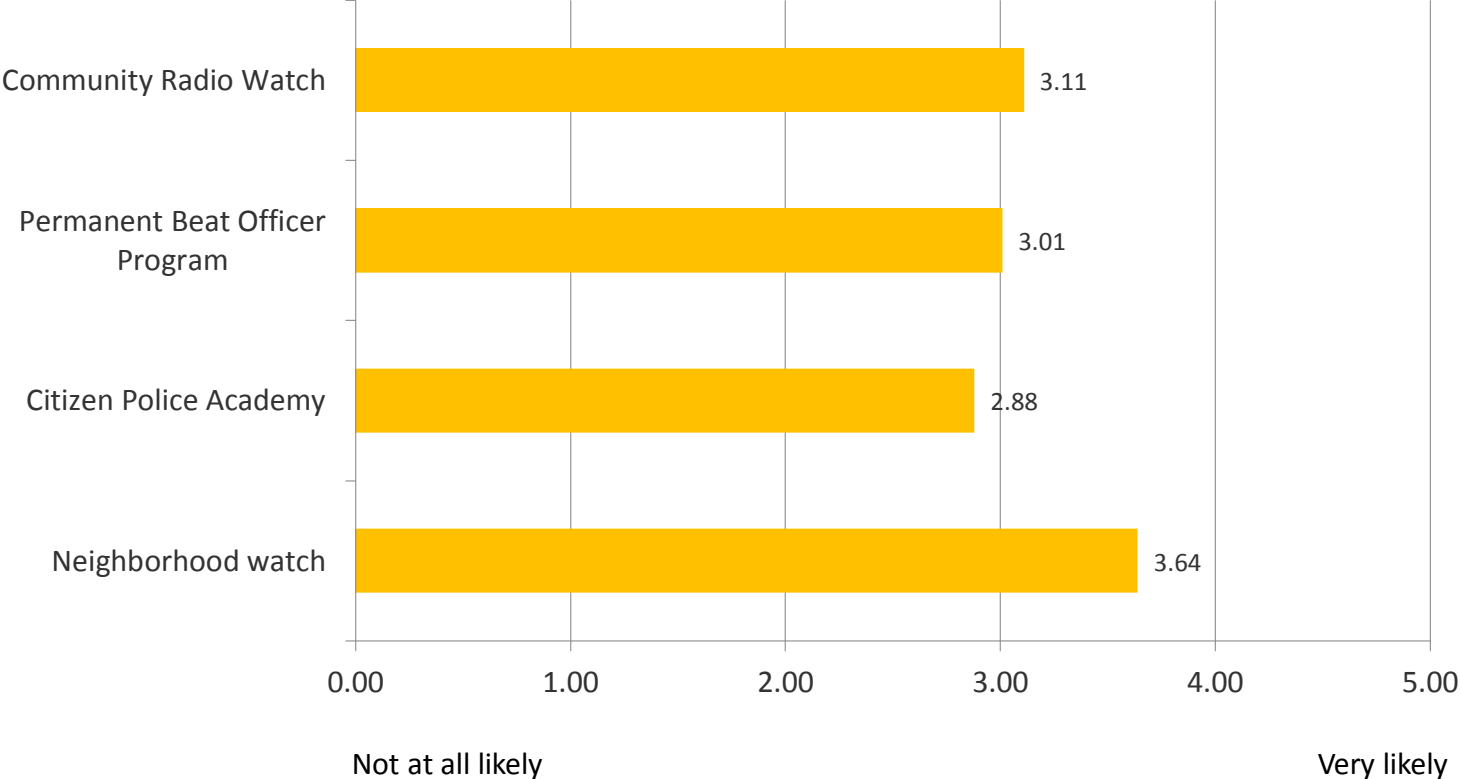
Q11: If you have received a service in the past year, how would you rate your satisfaction with the service you received?



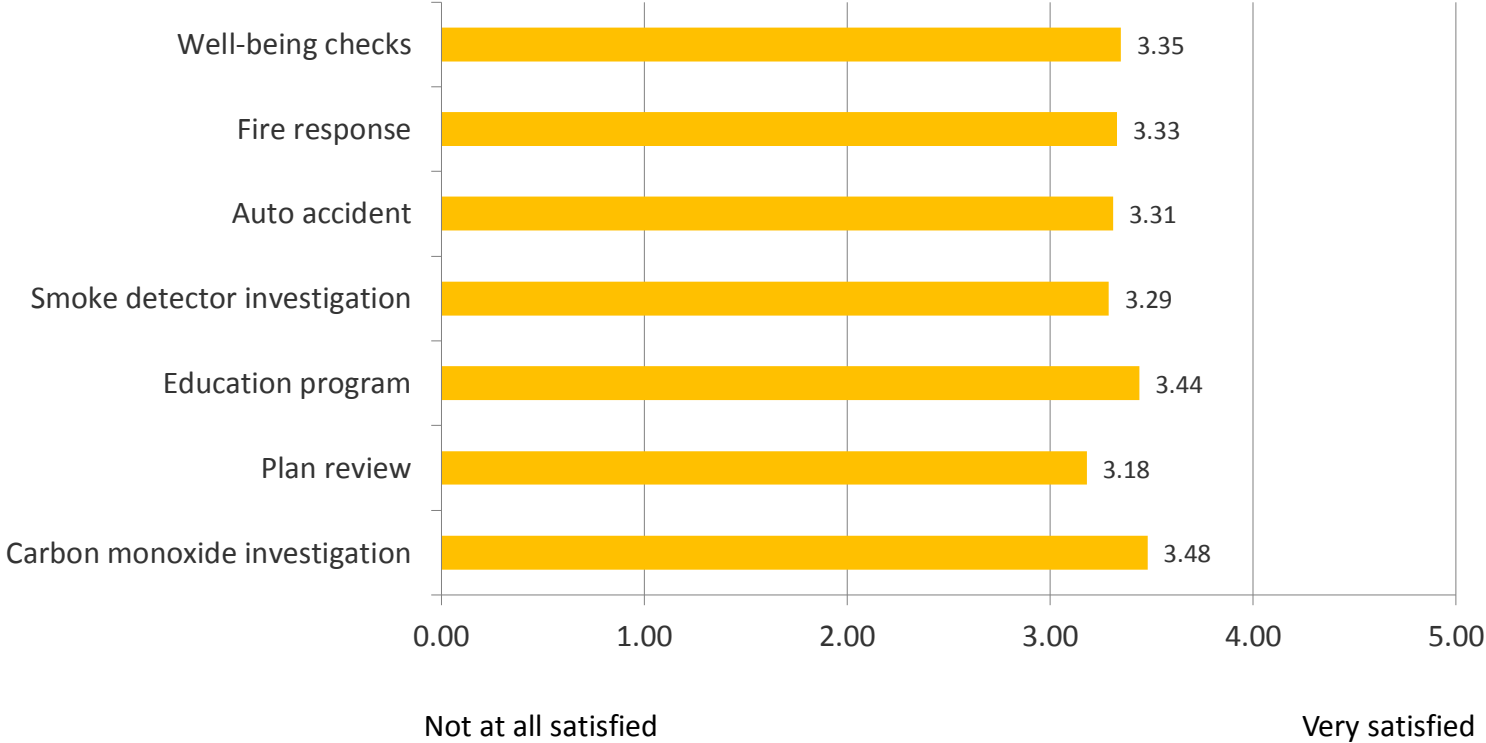
Q12: Have you used the Police Department's section on the City of Lincoln's website?



Q13: Please rate how likely you would be to use the following services if they were provided by the Police Department.

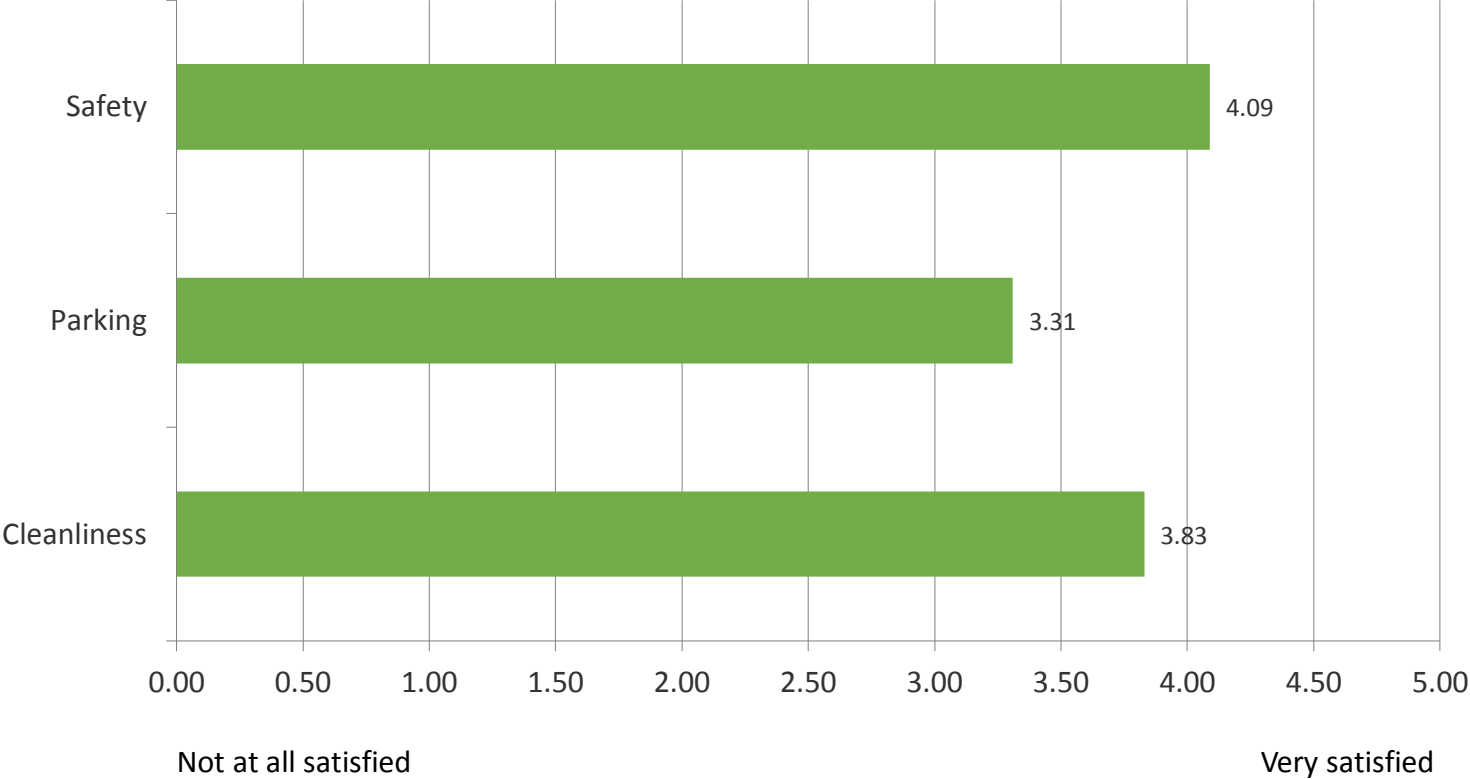


Q14: If you have received any of the following Fire Department services during the past year, please indicate how satisfied you were with the services you received.

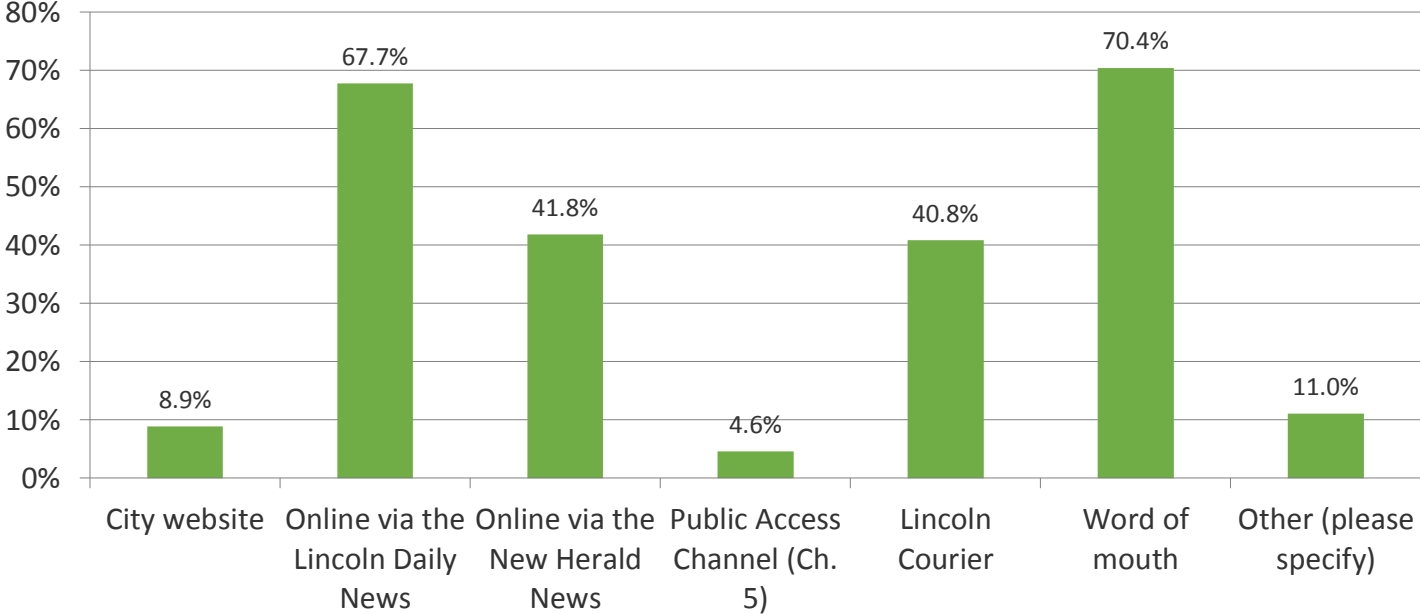


Special Events

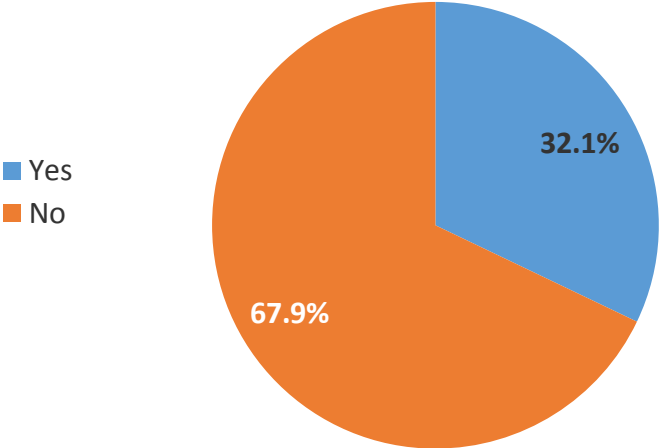
Q15: If you have attended a city event in the past 12 months, please indicate your level of satisfaction in the following areas as pertains to special events.



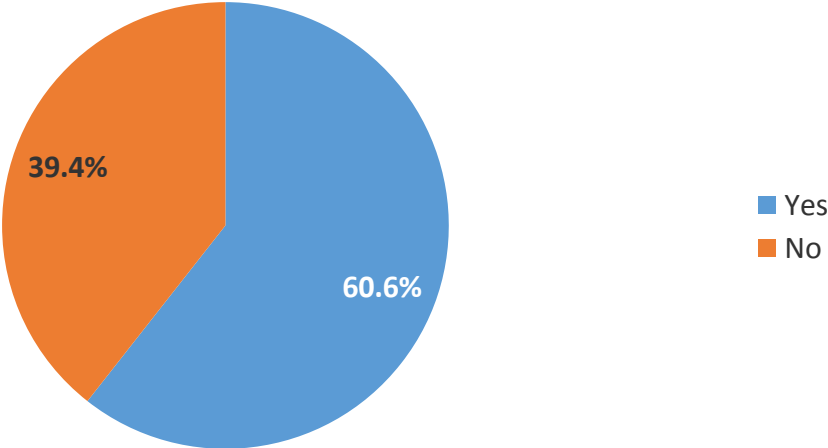
Q16: How do you learn about special events sponsored by the City of Lincoln? (Check all that apply)



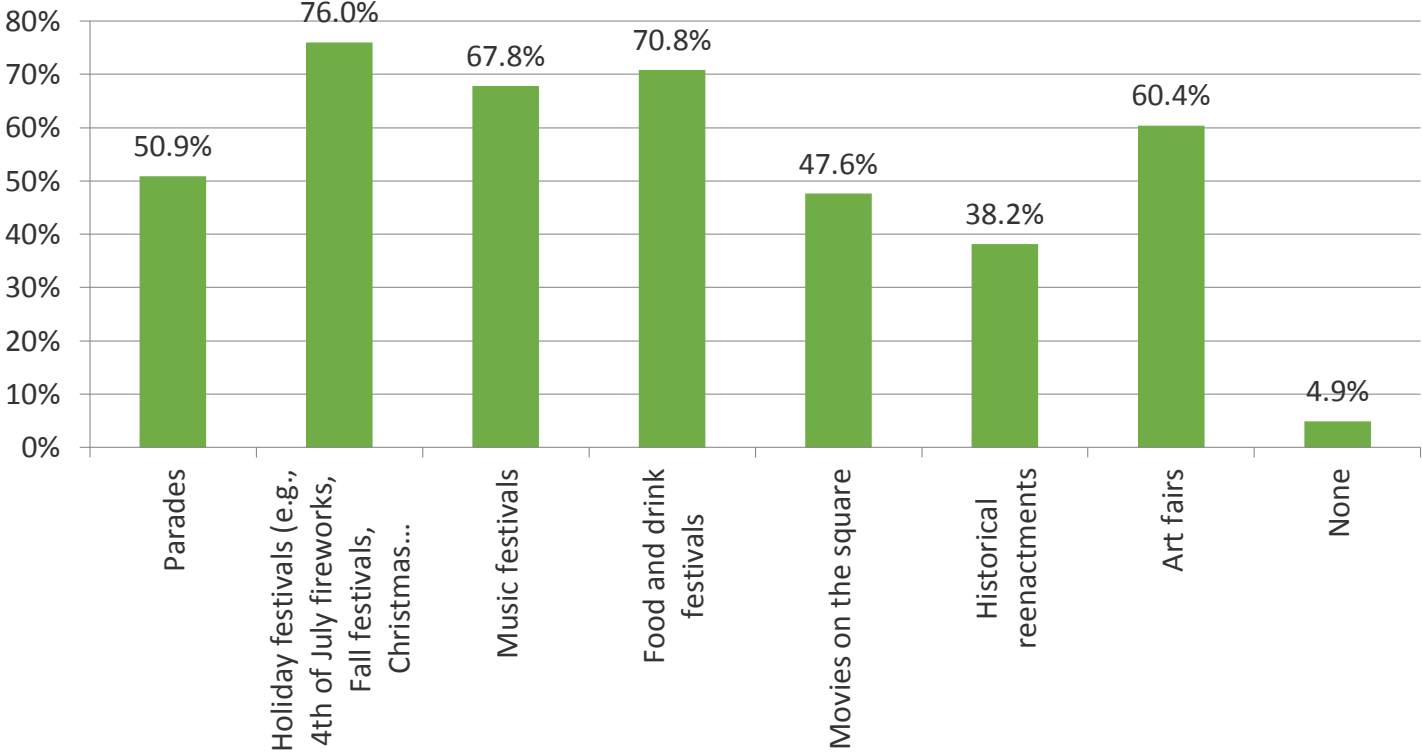
Q17: Is your residence or place of employment impacted by a special event?



Q18: If yes, is the city attentive to your needs and concerns surrounding the special event?

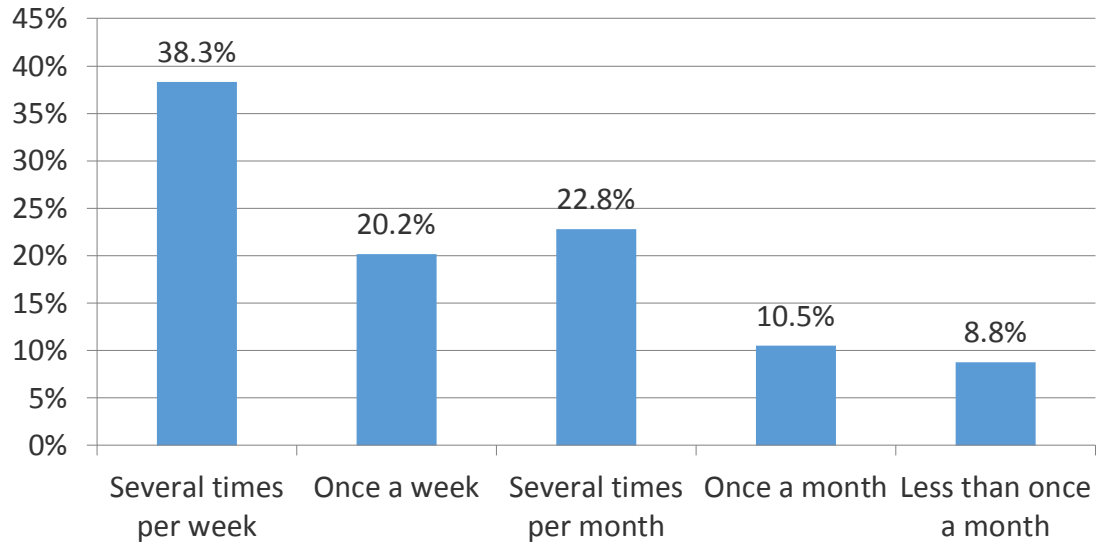


Q19: What types of events would you attend if they were held in Lincoln? (Check all that apply)

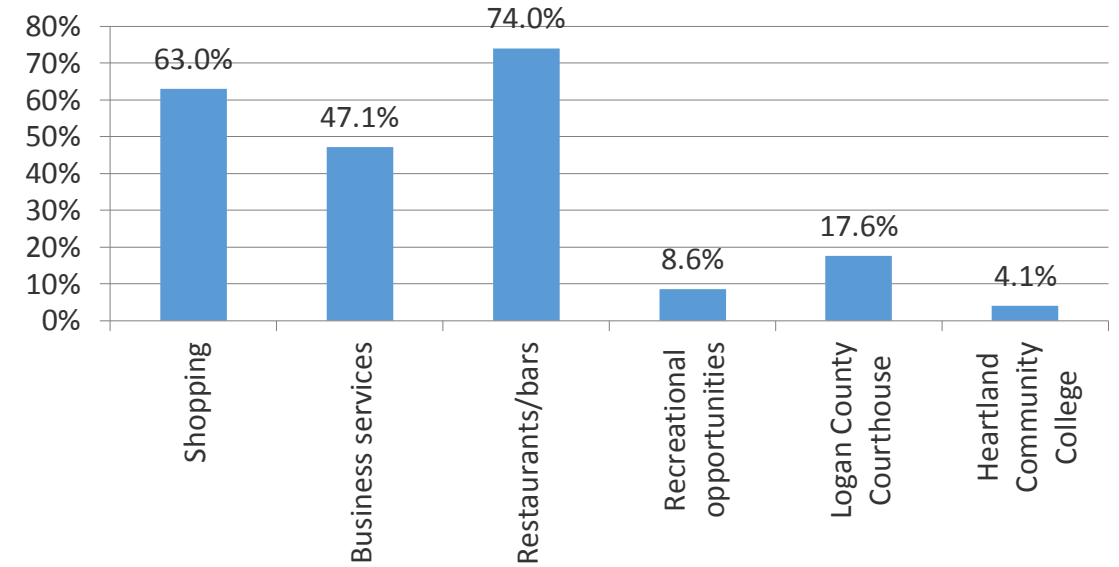


Downtown Lincoln

Q20: How often do you visit downtown Lincoln?



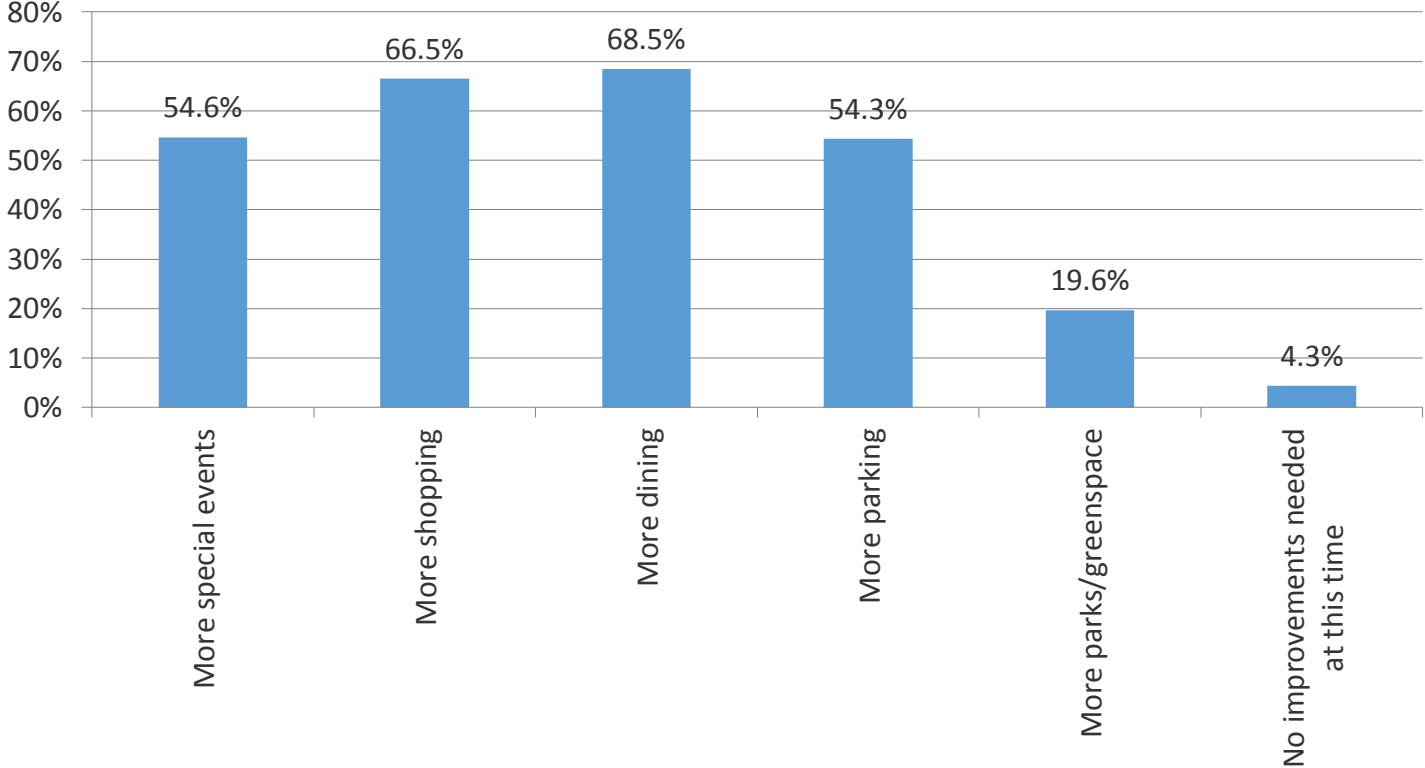
Q21: Why do you visit downtown Lincoln? (Check all that apply)



Q22: How would you rate downtown Lincoln on the following.

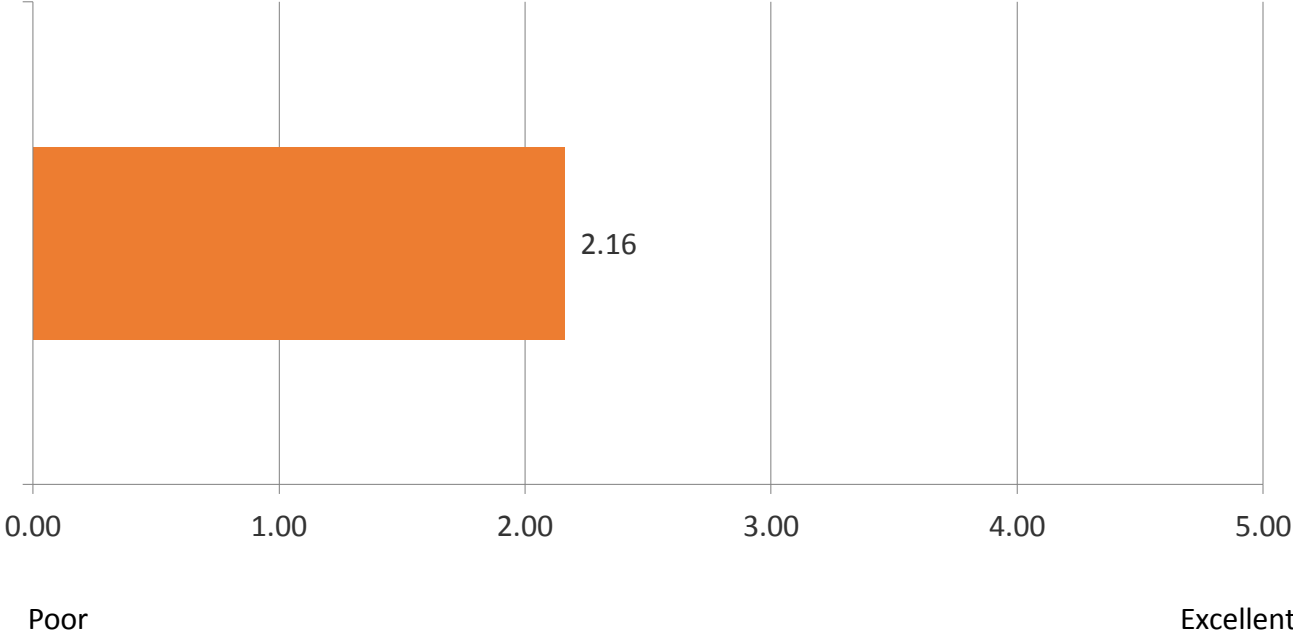


Q23: What improvements would you like to see to downtown Lincoln?

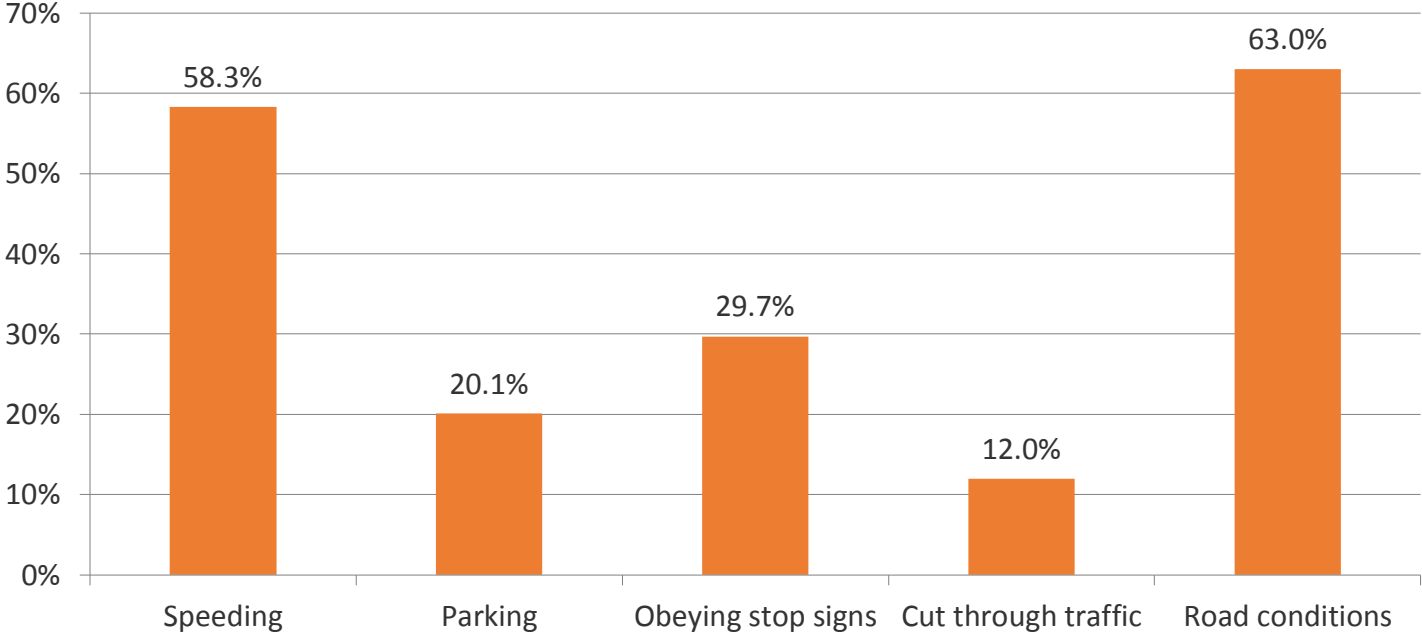


Traffic

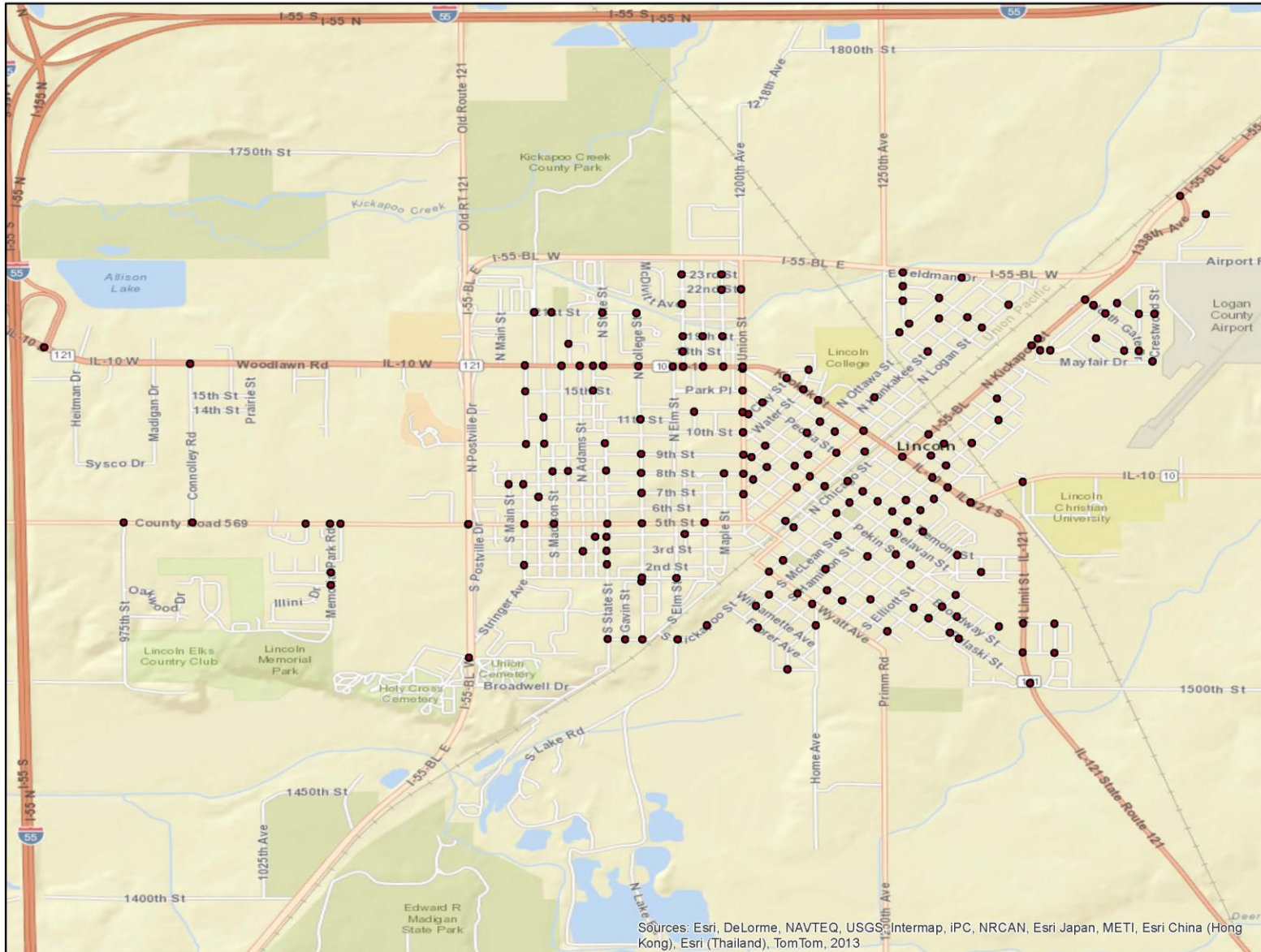
Q24: Please rate the overall quality of the City of Lincoln's roads.



Q25: Do any of the following traffic issues negatively affect the quality of life within your neighborhood? (Check all that apply)

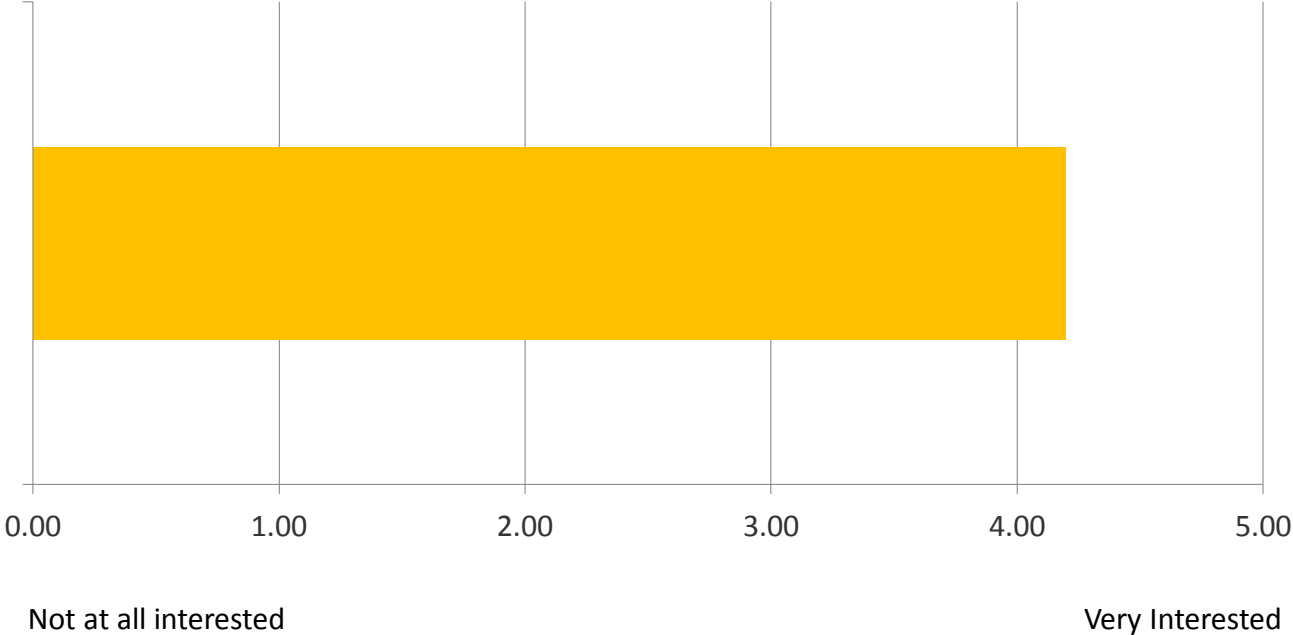


Q26: What is the nearest intersection to where you live?

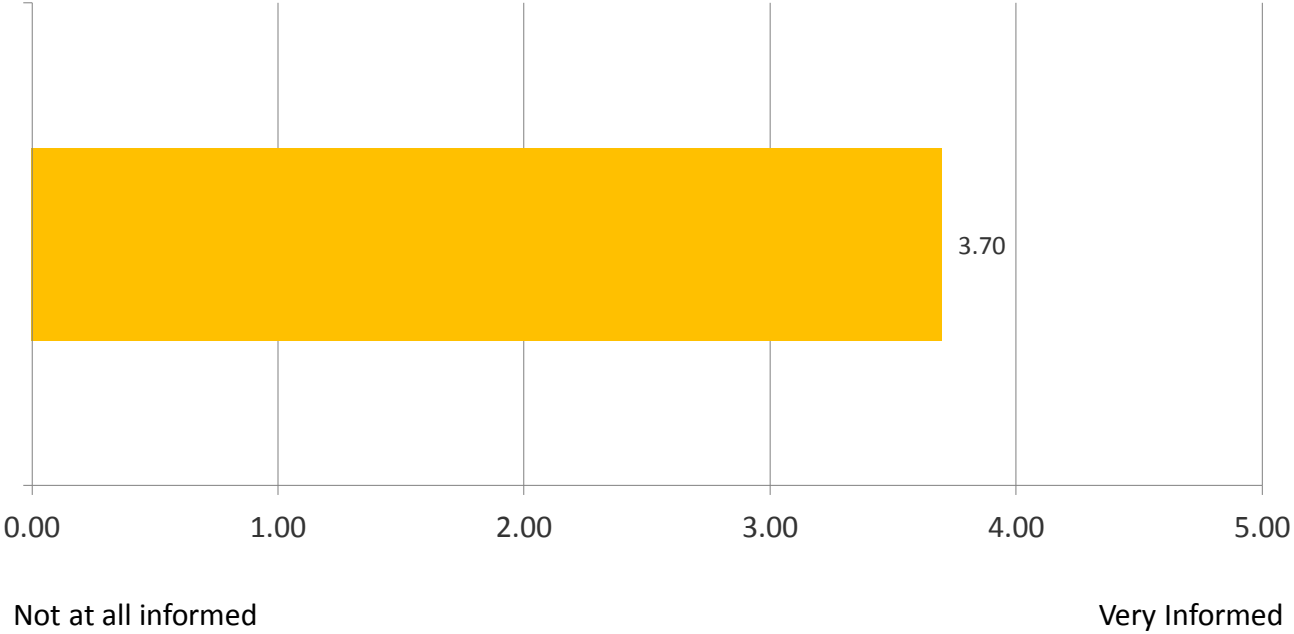


Engagement and Demographics

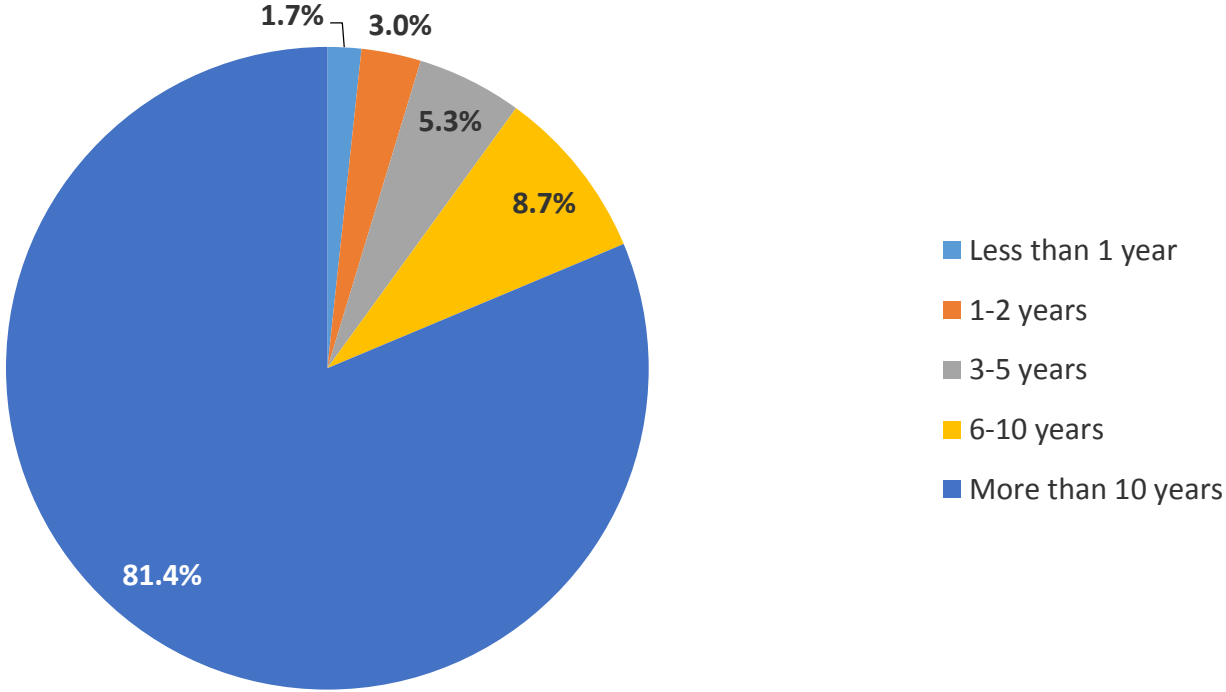
Q27: Overall, how interested are you in City of Lincoln issues?



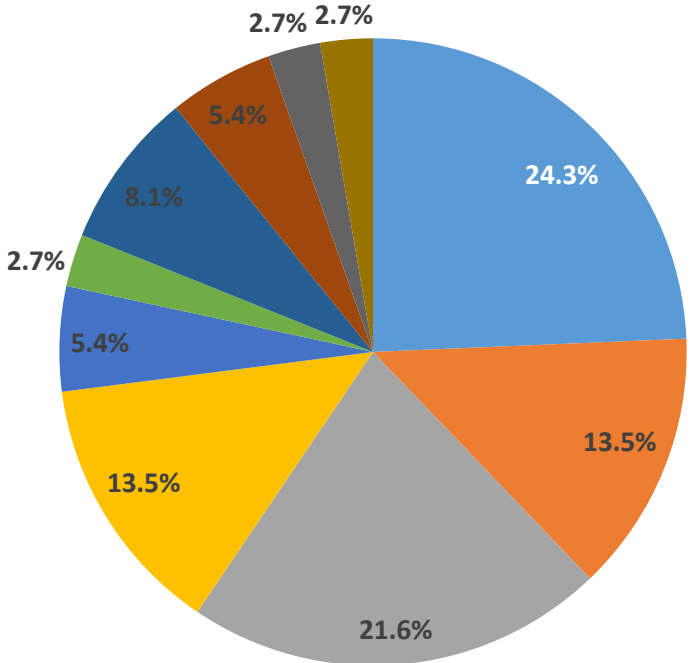
Q28: How well-informed are you about issues in the City of Lincoln?



Q29: How many years have you lived in City of Lincoln?

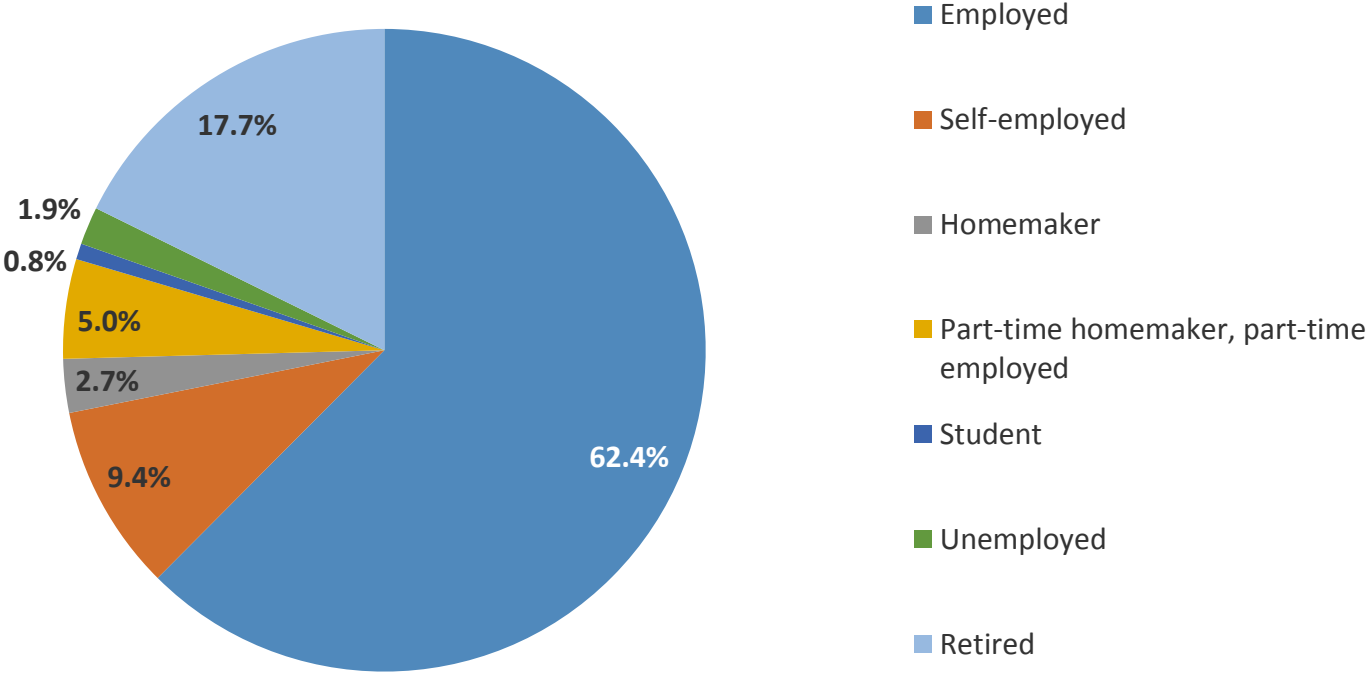


Q 30: If less than 5 years, where did you live previously? (City and State)

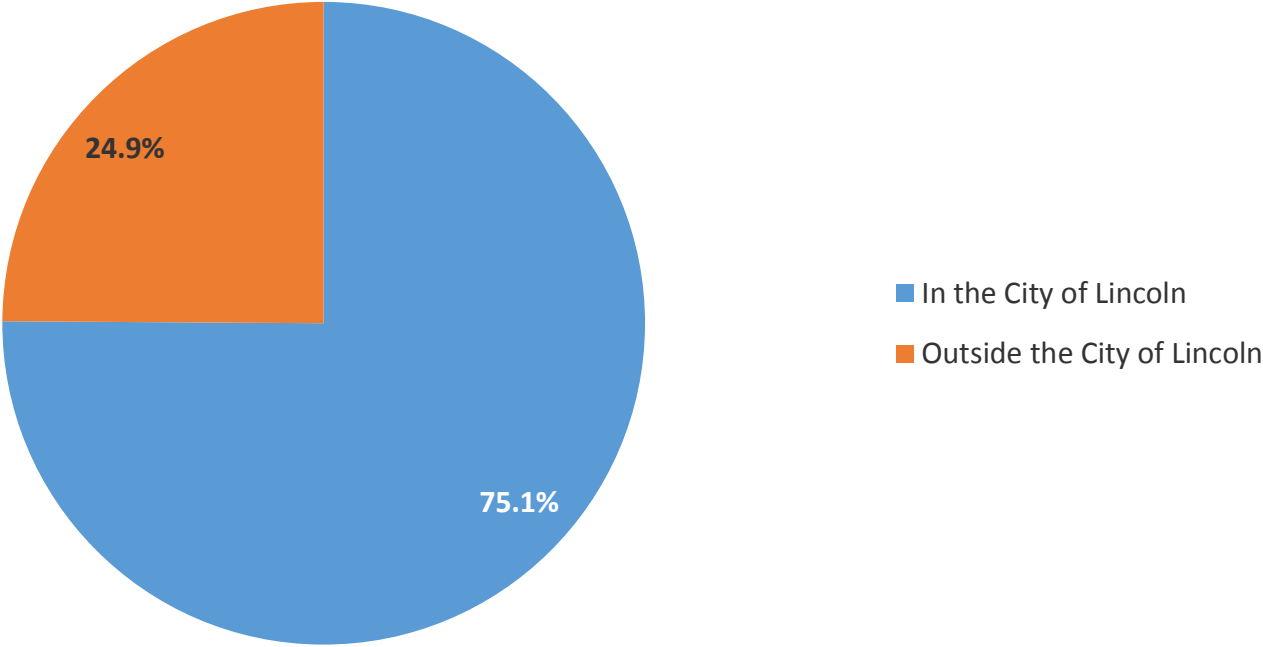


- Out of state
- Bloomington
- Chicago and suburbs
- Just outside of Lincoln
- Decatur, IL
- Champaign IL
- Springfield
- Metro St. Louis
- Quincy, IL
- Macomb, IL

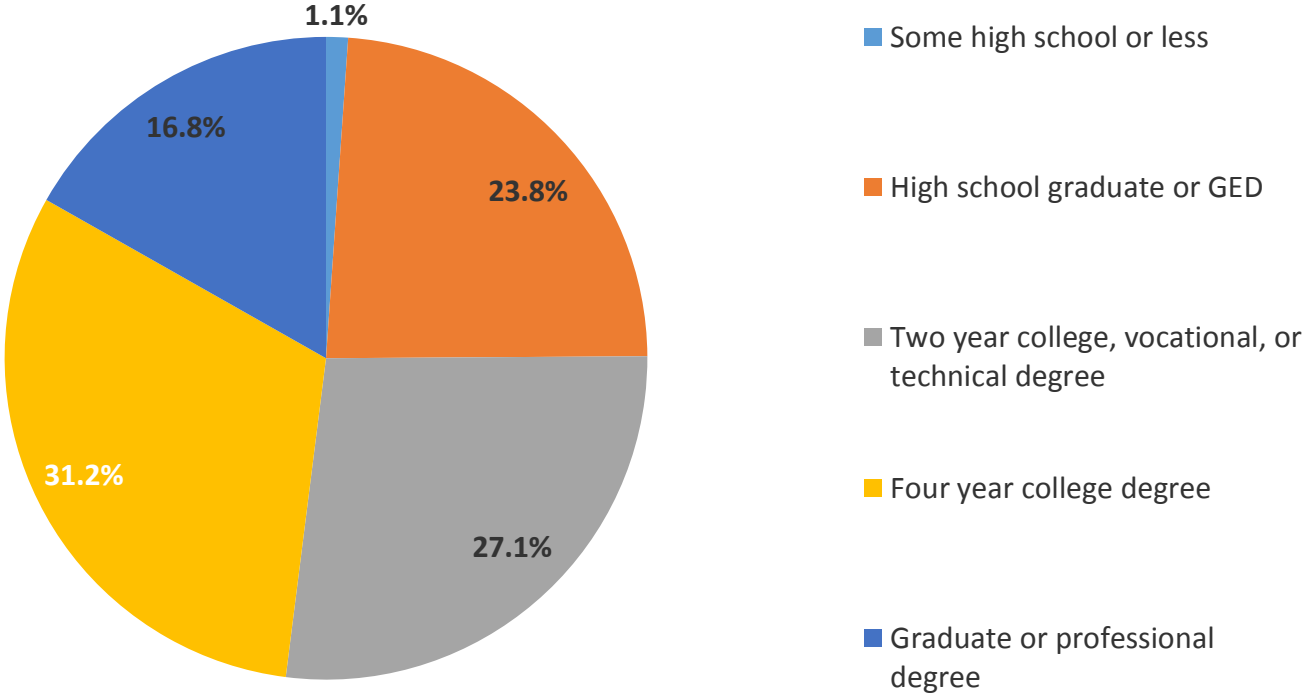
Q31: What is your current employment status?



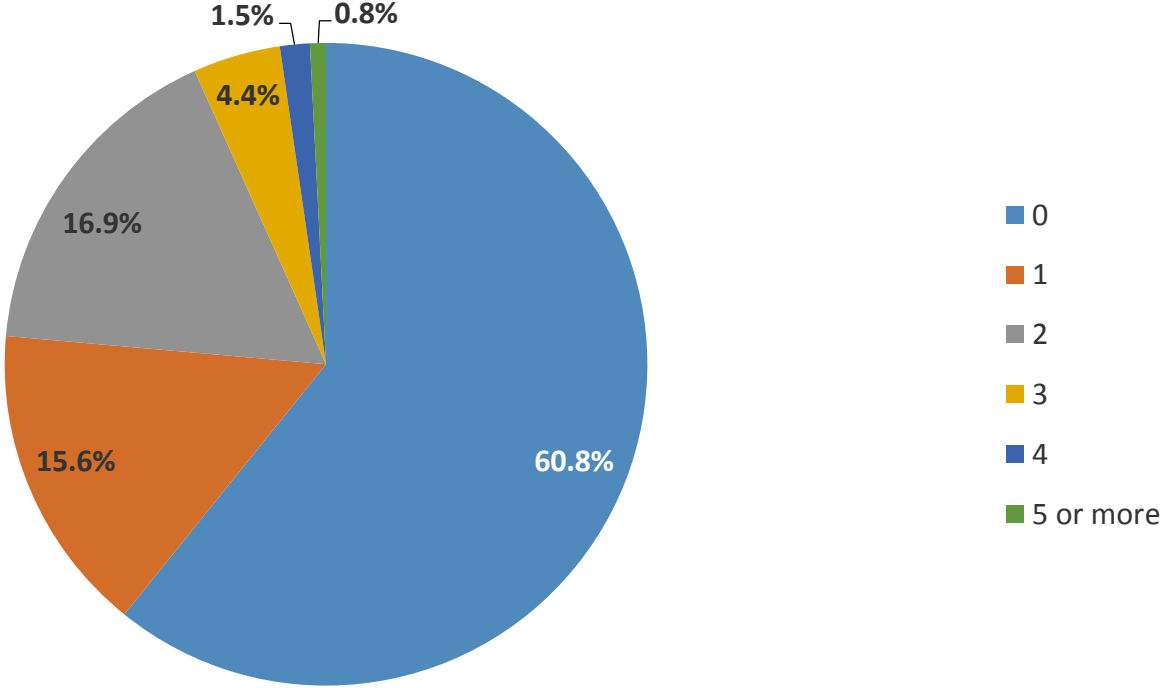
Q32: If employed please indicate where you currently work.



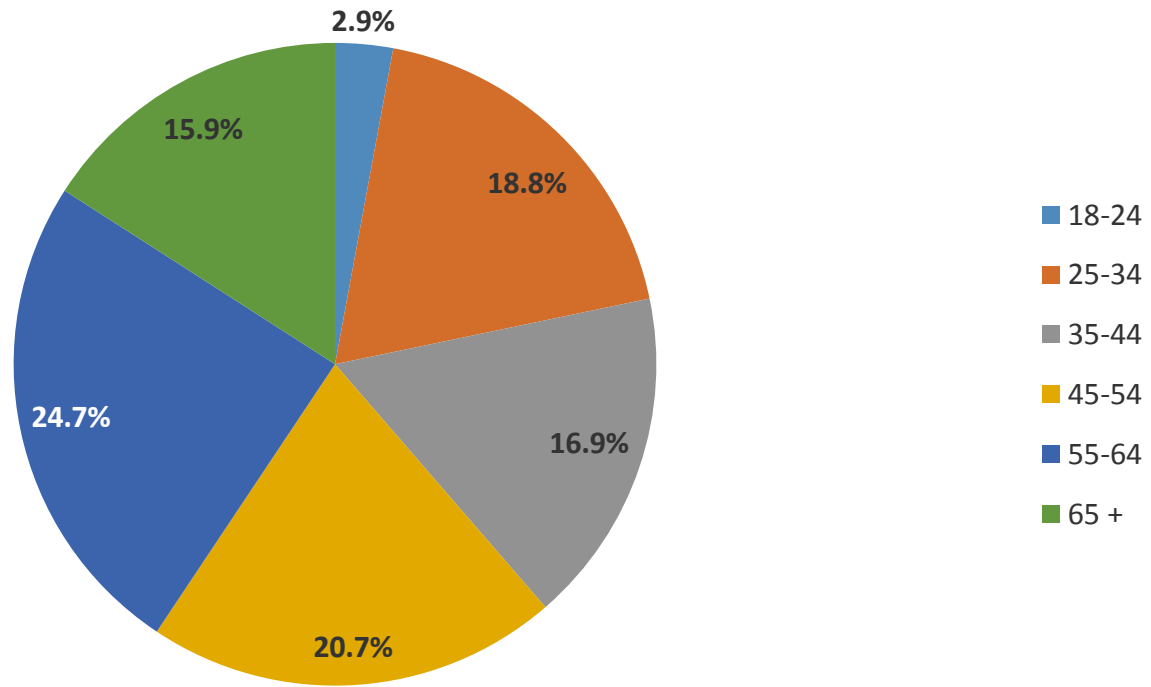
Q33: What is the highest level of education you have completed?



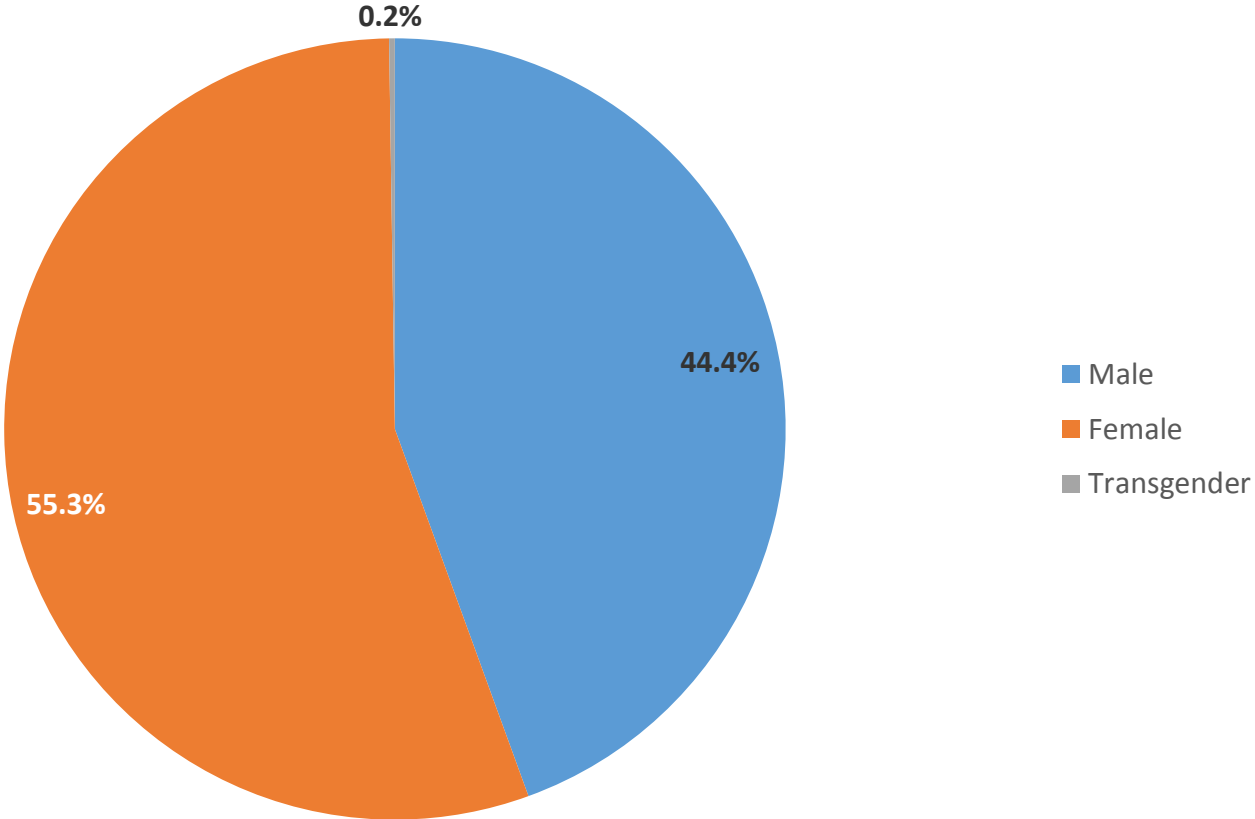
Q34: How many children under the age of 18 live in your household?



Q35: What is your age group?



Q36: What is your gender?



- **Who are the City's stakeholders?**
- **If you were to leave Lincoln and not return for 10 years, what would you like to have changed? What would you like to stay the same?**
- **What makes you proud of Lincoln?**
- **What concerns you most about the future of Lincoln?**