



# **City of Homer, Alaska Citizen Survey: Report of Results**

Submitted by:

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## **Executive Summary**

### **Survey Background**

Following the mailing of a pre-survey notification postcard to a random sample of 2,000 registered voters, surveys were mailed to the same voters approximately one week later. A reminder letter and a new survey were sent to the same voter after another week. Of the mailed postcards, 163 were undeliverable due to vacant or "not found" addresses. Completed surveys were received from 672 residents, for a response rate of 37%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey of 672 residents is generally no greater than plus or minus 4 percentage points around any given percent reported for the entire sample.

### **Life in the Community**

The City of Homer Citizen Survey included many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Homer. They also evaluated characteristics of the community, and gave their perceptions of its safety. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Homer.

### ***Quality of Life***

- When asked to rate the overall quality of life in Homer, 20% of those participating in the survey rated it as "excellent" and 59% rated it as "good."
- This represents an average rating of 66 on a 100-point scale.
- The average ratings on a 100-point scale of other aspects of the quality of life in Homer were:
  - Quality of life in the city, 66
  - Quality of life in the neighborhood, 65
  - Homer as a place to raise children, 65
  - Homer as a place to work, 36
  - Homer as a place to retire, 58
  - Homer as a place to live, 69

### ***Ratings of Community Characteristics in Homer***

- A variety of aspects of the Homer community were evaluated by those participating in the survey.
  - The air quality received very high marks, 81 on a 100-point scale
  - The sense of community was viewed as “good,” 60 on a 100-point scale.
  - Schools in Homer were rated on average as 60 on a 100-point scale.
  - How the City fits the environment was given an average rating of 44 on a 100-point scale.
  - The overall appearance of the City was rated as 35 on a 100-point scale.
  - Access to affordable housing received an average rating of 32 on a 100-point scale.
  - Economic development was rated on average as 24 on a 100-point scale.
- Various opportunities in the City were also evaluated by respondents. Average ratings on a 100-point scale for each were:
  - Opportunities to attend cultural events, 63
  - Opportunities for leisure time activities, 62
  - Shopping opportunities, 17
  - Recreation opportunities, 65
  - Job opportunities, 14
- A catalog of potential problems was presented to respondents, who were asked to gauge how much of a problem they felt each were in Homer. The proportion who thought each were a “moderate” or “major” problem was:
  - Drugs, 80%
  - Planning and zoning issues, 75%
  - Taxes, 55%
  - Growth, 46%
  - Traffic, 40%
  - Loitering youth, 39%
  - Crime, 39%
- Those participating in the survey were asked their opinion about the rate of growth of the population, retail businesses (such as stores, restaurants) and jobs.
  - 86% thought job growth was too slow, while 1% thought it was too fast.
  - 55% thought retail growth was too slow, whereas 9% thought it was too fast.
  - 13% though population growth was too slow, but 35% considered it too fast.
- Feelings of safety from various problems or in various areas of Homer were gathered through the questionnaire. The proportion feeling “somewhat” or “very safe” from various problems was:
  - Crimes of violence, 84%
  - Medical emergencies, 74%
  - Fires, 72%
  - Property crimes, 68%

- The proportion feeling safe at night in various areas of Homer was:
  - In your neighborhood, 87%
  - In the downtown area, 81%
  - On the Spit, 67%
  - In City parks outside your neighborhood, 61%
  - In the Sterling Highway area, 56%

### ***Community and Civic Participation***

- Participation in the civic, social and economic life of Homer during the past year was assessed on the survey. The percent of those completing the survey who had done each activity at least once during the past 12 months was:
  - Used Bishop's Beach, 87%
  - Used the internet for any purpose, 86%
  - Visited City Hall, 84%
  - Used or visited the Homer Public Library, 83%
  - Volunteered your time to some group or activity, 82%
  - Attended a non-profit organization function, 81%
  - Used a trail including the Spit trail, 80%
  - Heard or saw a Council meeting on radio or TV, 70%
  - Participated in an activity like Boys & Girls Club etc..., 59%
  - Used Hornaday Beach, 53%
  - Contacted the City Planning Department, 36%
  - Attended a City Council Meeting, 35%
  - Used the Internet to connect with the City of Homer, 35%
- Just over half (53%) of respondents feel they are well-informed on the major City issues in Homer.

### **Local Government**

#### ***Public Trust***

- A variety of items related to public trust in local government were included on the survey. Respondents were asked to rate the extent to which they agreed or disagreed with each of the statements. Average ratings received on a 100-point scale, where 100=strongly agree, and 0=strongly disagree, were:
  - Government welcomes involvement, 50
  - I receive good value for City taxes, 47
  - City officials care what people think, 46
  - Government is run to benefit the people, 43
  - I am pleased with the overall direction, 42

## *Quality of Services*

- Over half of respondents (52%) rated the overall quality of services provided by the City of Homer as “good” or “excellent”. The average rating given by residents to the quality of services provided by the City was slightly more positive (49 on a 100-point scale) than the average rating given to services provided by the State (44) or Federal (43) government. The average ratings given to other services were:

### Public Safety Services

- Fire department services, 68
- Emergency Medical Service response time, 66
- Fire response times, 64
- Police Department services, 58
- Police response times, 56

### Transportation Services

- Ease of travel in City by car, 56
- Snow removal, 46
- Ease of travel in City by foot or bike, 45
- Cleanliness of streets, 37
- Sidewalk maintenance, 33
- Street maintenance, 29

### Leisure Services

- Library services, 63
- Recreation programs, 51
- City parks, 50

### Utility Services

- Water quality, 55
- Sewer services, 50
- Storm drains, 28

### Planning and Code Enforcement Services

- Animal control, including shelter, 46
- Planning and zoning services, 31

### Services to Special Populations and Other Services

- Services for seniors, 67
- Elections, 63
- Access to elected officials, 48
- Access to City officials, 48

### ***City of Homer Employees***

- Those who had been in contact with an employee in the past year rated their overall impression as 60 on a 100-point scale. Other aspects of the contact were rated, on average, as:
  - Courtesy, 67
  - Knowledge, 63
  - Responsiveness, 62
  - Satisfaction with contact, 57

### **Policy Questions**

- A variety of policy questions were posed to those completing the questionnaire. Respondents were asked to rate the extent to which they agreed or disagreed with each item. The percent who somewhat or strongly agreed with each statement was:
  - I think the City should work with private property owners to preserve open or green space, 67%
  - Non-residents of the City should pay user fees for use of City services, 66%
  - The City should fund capital projects such as the library through voter approved bond issues, 66%
  - The City should support bringing in large franchise stores like Fred Meyers, 56%
  - The city should adopt the Uniform Building Code, 53%
  - The Council should continue to fund non-profits through the Homer Foundation, 52%
  - If the voters approve, the City should implement a seasonal sales tax of 1/2% to pay for capital projects, such as the library, and repeal the tax when the project is completed, 50%
  - I think the City should adopt architectural standards for all business areas of the City, 49%
  - I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc., 45%
  - I think parking is a problem downtown, 42%
  - I think the City is a better place to live than 5 years ago, 42%
  - The City should consider selling its Spit property, 33%
  - The City should develop policies limiting shipping water outside the City limits, 31%
  - I think parking is a problem in my neighborhood, 16%
  - I am willing to pay increased property taxes to support services being used by people outside of the City limits, 8%

## Report of Results

### Survey Background

#### *Survey Administration*

Following the mailing of a pre-survey notification postcard to a random sample of 2,000 registered voters, surveys were mailed to the same voters approximately one week later. A reminder letter and a new survey were sent to the same voter after another week. Of the mailed postcards, 163 were undeliverable due to vacant or "not found" addresses. Completed surveys were received from 672 residents, for a response rate of 37%. Typically, the response rates obtained on citizen surveys range from 25% to 40%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey of 672 residents is generally no greater than plus or minus 4 percentage points around any given percent reported for the entire sample.

The results were weighted to reflect the gender profile of City of Homer voters. (For more information on the survey methodology, see Appendix V. A copy of the survey materials can be found in Appendix VI.)

#### *Survey Validity*

The question of survey validity has two parts: 1) how can we be confident that the results from our sample are representative of the results we would have gotten had we administered the survey to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, we use the best survey research practices for the resources spent to assure that the results from the sample reflect the opinions of residents in the entire jurisdiction. These practices include:

- 1) Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent.
- 2) Selecting households at random within the jurisdiction.
- 3) Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- 4) Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member.
- 5) Providing a self-addressed, postage-paid return envelope.
- 6) Using the most recent available information about the characteristics of jurisdiction residents to reweight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations

for service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g. reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), her confidence that she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g. driving habits), reported intentions to behave with observed future behavior (e.g. voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g. feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g. family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of fire fighters, breadth of services and training provided). Whether some research confirms or disconfirms that relationship between what residents think about a community and what can be seen “objectively” in a community, we have argued that resident opinion is a perspective that cannot be ignored by government administrators. Elsewhere we have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

#### *Use of the "Excellent, Good, Fair, Poor" Response Scale*

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local

government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

### *"Don't Know" Responses*

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix I. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### *Putting Evaluations Onto a 100-Point Scale*

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; "fair" would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 4 points based on all respondents.

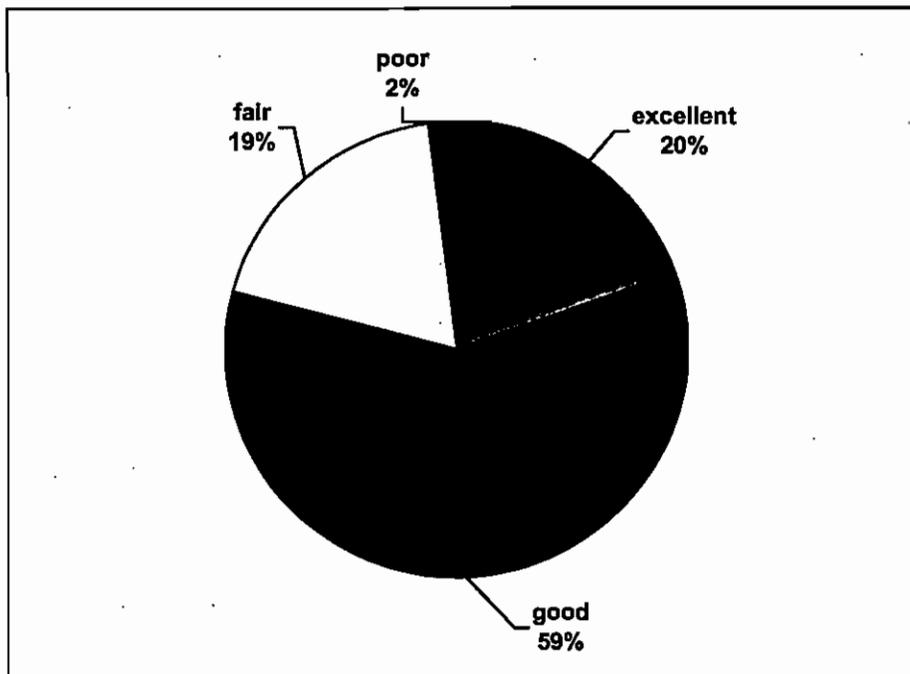
## Life in the Community

The City of Homer Citizen Survey included many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Homer. They also evaluated characteristics of the community, and gave their perceptions of its safety. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Homer.

### *Quality of Life*

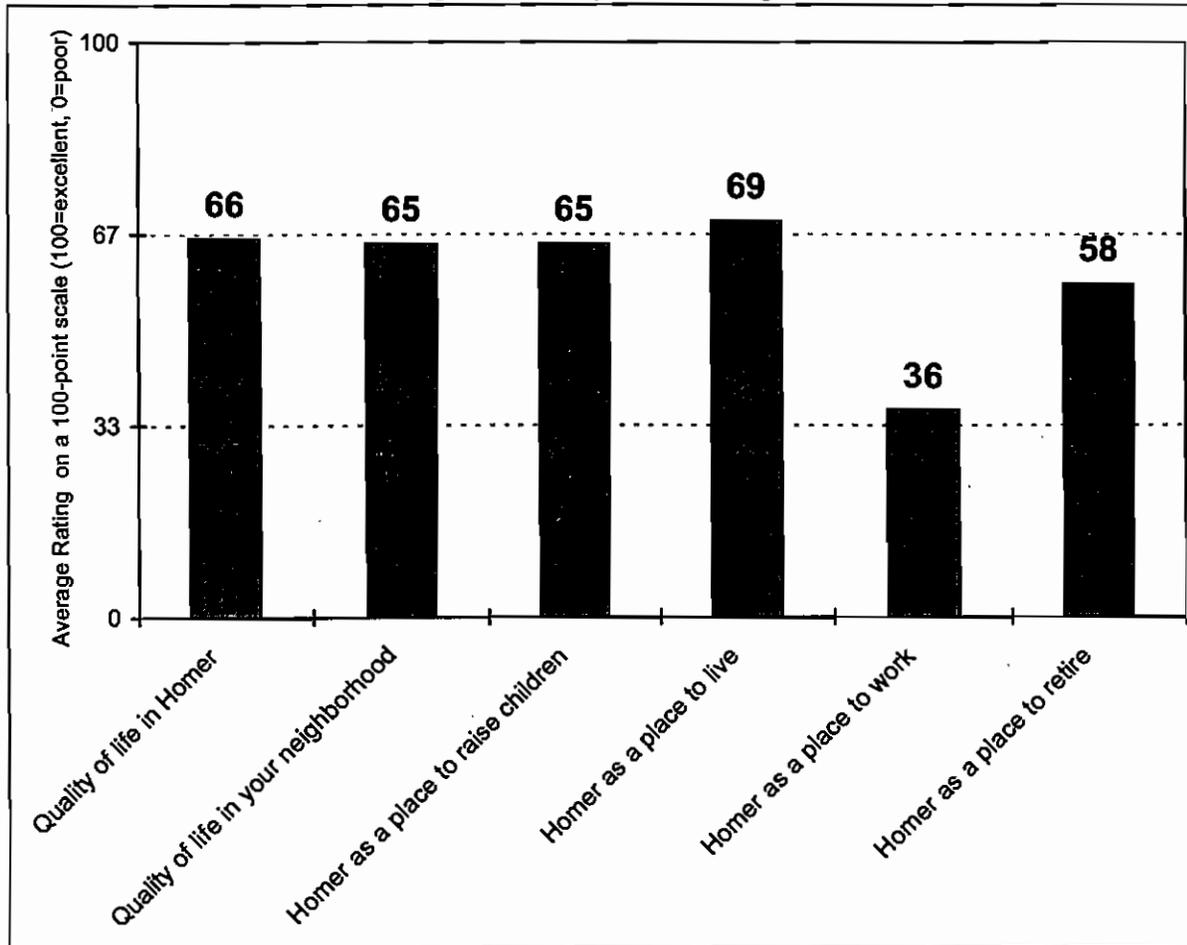
More than three-quarters of respondents felt that the overall quality of life in Homer is “good” or “excellent” (see Figure 1). Slightly fewer than one in five respondents said they experienced the quality of life as “fair”, and only 2% felt it was “poor.” This represents an average rating of 66 on a 100-point scale (see Figure 2 on the next page).

Figure 1: Overall Quality of Life in Homer



Many aspects of the quality of life in Homer received average ratings between 65 and 69 on a 100-point scale; quality of life in the city (66), quality of life in the neighborhood (65), Homer as a place to raise children (65) and Homer as a place to live (69). However, Homer as a place to retire received a slightly lower average rating (58). Homer as a place to work was rated on average only 36 on a 100-point scale.

**Figure 2: Quality of Life Ratings**



**Figure 3: Quality of Life**

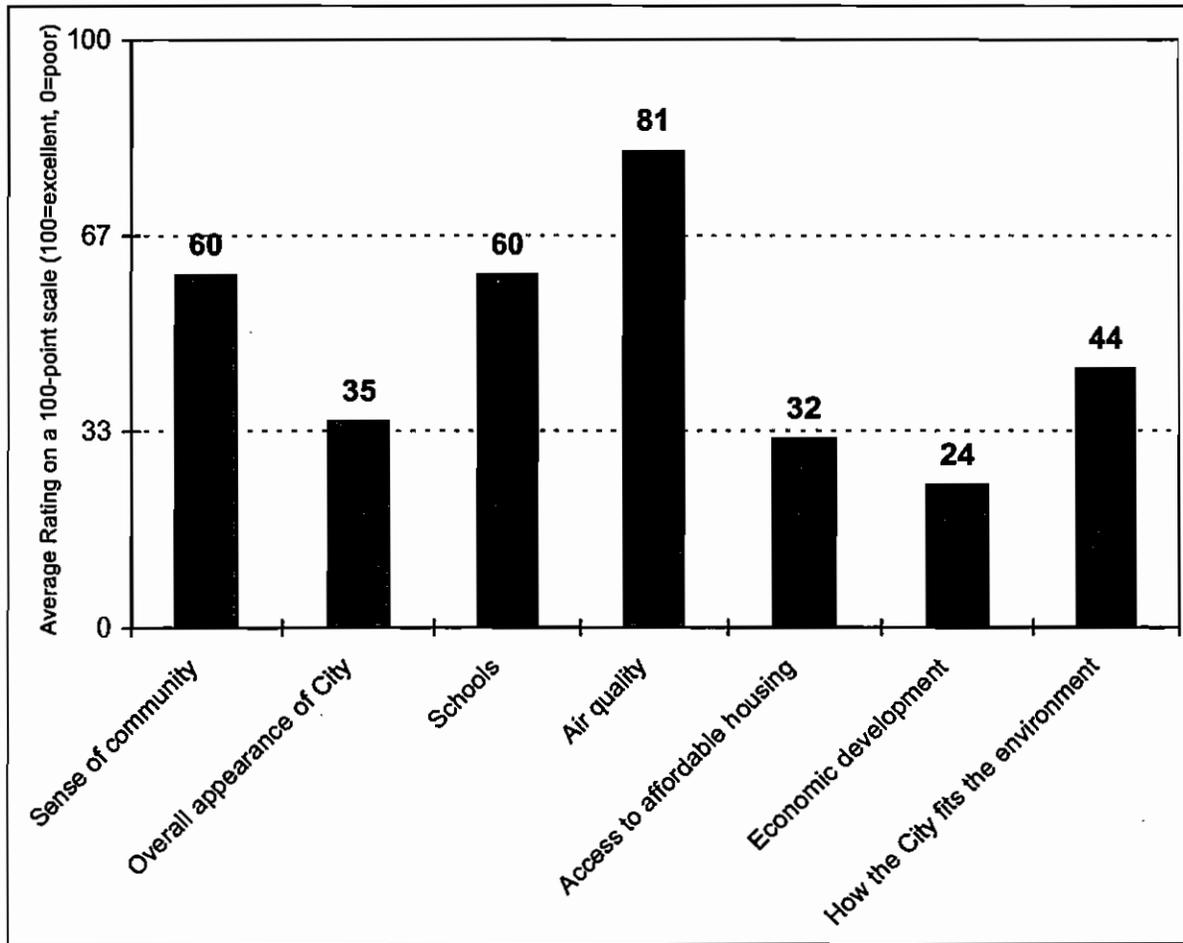
1. Please circle the number that comes closest to your opinion for each of the following questions:	Excellent	Good	Fair	Poor	Total
Overall, how would you describe the quality of life in Homer?	20%	60%	19%	2%	100%
How do you rate the overall quality of life in your neighborhood?	22%	56%	17%	4%	100%
How do you rate Homer as a place to raise children?	26%	49%	18%	6%	100%
How do you rate Homer as a place to live?	26%	56%	15%	2%	100%
How do you rate Homer as a place to work?	8%	27%	31%	34%	100%
How do you rate Homer as a place to retire?	22%	40%	28%	10%	100%

### *Ratings of Community Characteristics in Homer*

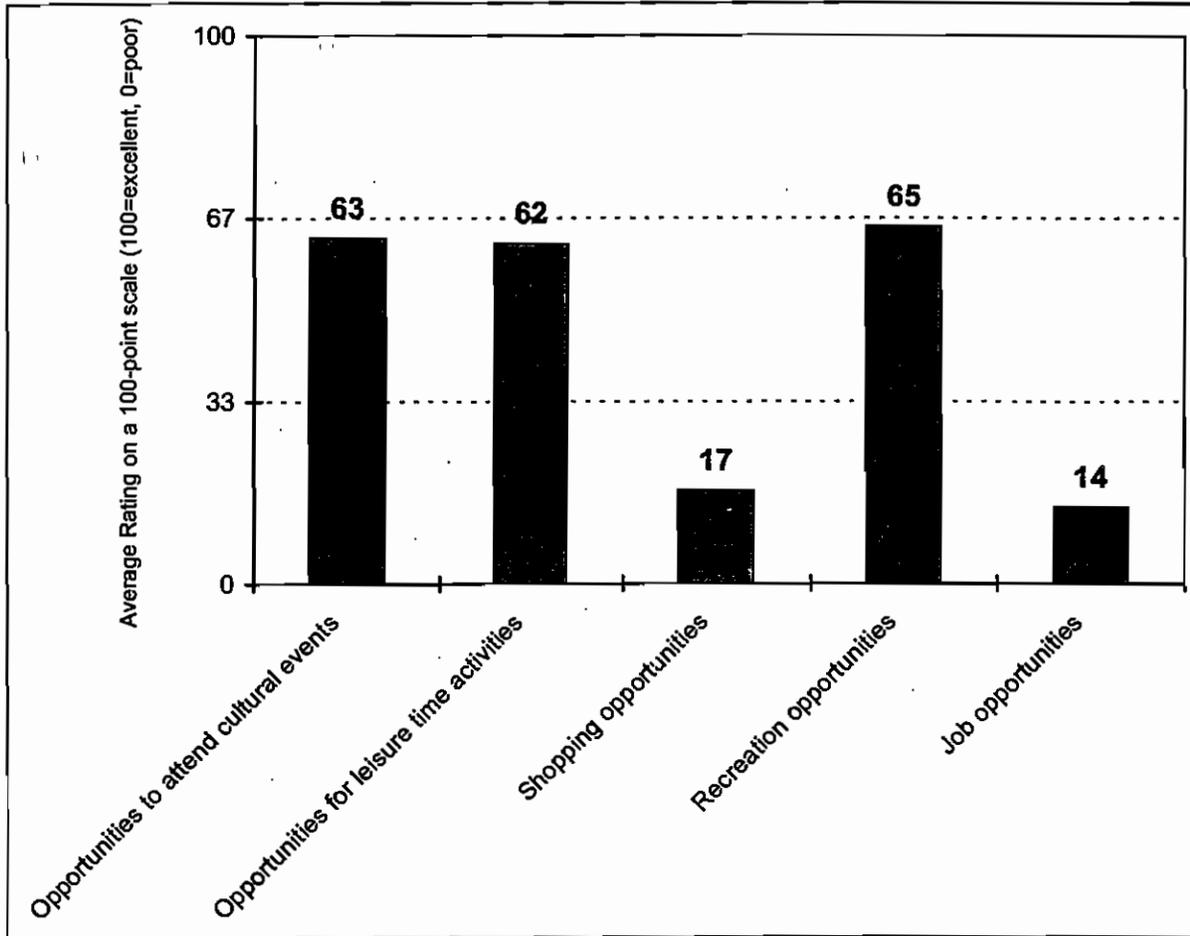
A variety of aspects of the Homer community were evaluated by those participating in the survey. The air quality received very high marks (81 on a 100-point scale, see Figure 4). Other aspects rated about “good” on average included the sense of community, schools, opportunities to attend cultural events, opportunities for leisure time activities, and recreation opportunities (see Figures 4 and 5).

The economic life of the city was viewed less favorably; shopping opportunities, job opportunities, economic development, and access to affordable housing were given average ratings less of 32 or less on a 100-point scale.

**Figure 4: Characteristics of the Community: General**



**Figure 5: Characteristics of the Community: Opportunities**

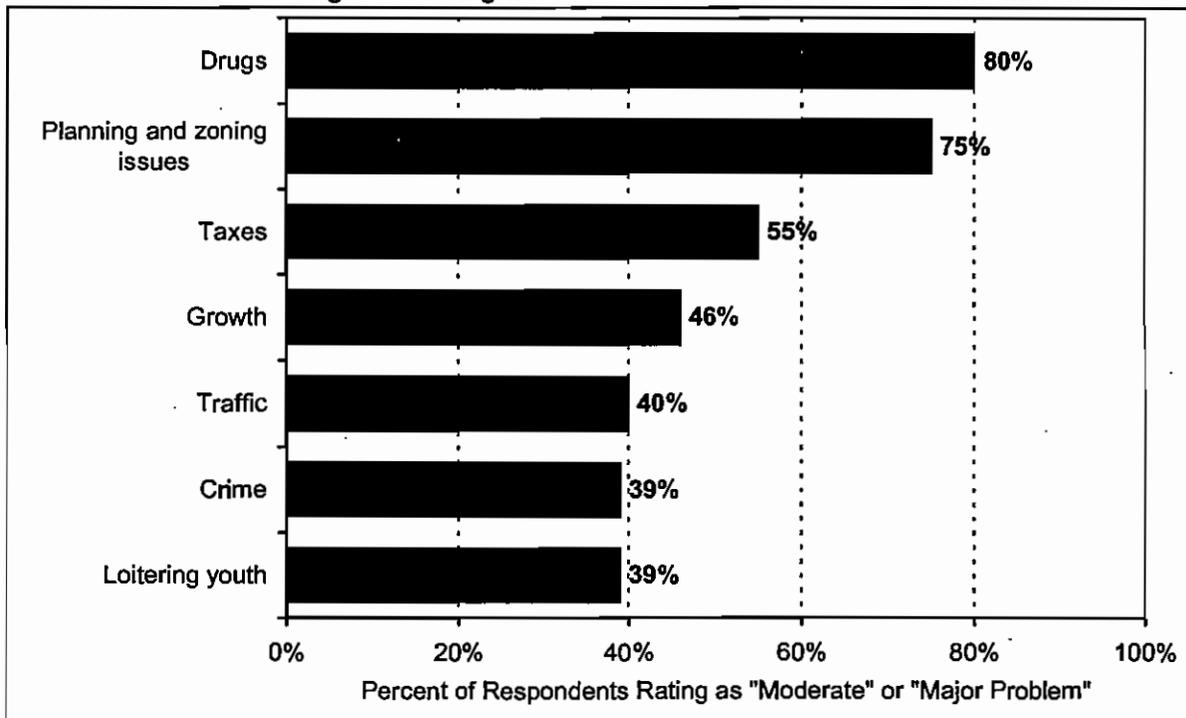


**Figure 6: Community Characteristics**

2. Please rate each of the following characteristics as they relate to the City of Homer as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	19%	50%	26%	6%	100%
Overall appearance of City	2%	25%	49%	24%	100%
Schools	15%	56%	23%	6%	100%
Opportunities to attend cultural events	24%	46%	24%	6%	100%
Opportunities for leisure time activities	26%	42%	23%	9%	100%
Shopping opportunities	1%	8%	33%	58%	100%
Air quality	53%	38%	8%	1%	100%
Recreation opportunities	30%	42%	22%	6%	100%
Job opportunities	1%	4%	31%	64%	100%
Access to affordable housing	2%	19%	53%	26%	100%
Economic development	1%	13%	44%	42%	100%
How the City fits the environment	5%	36%	44%	15%	100%

A list of possible problems was presented to respondents, who were asked to assess how much of a problem they felt each were in Homer. Four in five respondents believed that drugs are at least a moderate problem in Homer (see Figure 7). Three-quarters considered planning and zoning issues to be at least a moderate problem. Taxes were deemed a “moderate” or “major” problem by over half of those completing the questionnaire. Growth was regarded as at least a moderate problem by 46% of respondents. Traffic, crime and loitering youth were looked upon as a problem by about 40% of those participating in the study.

**Figure 7: Ratings of Potential Problems in Homer**

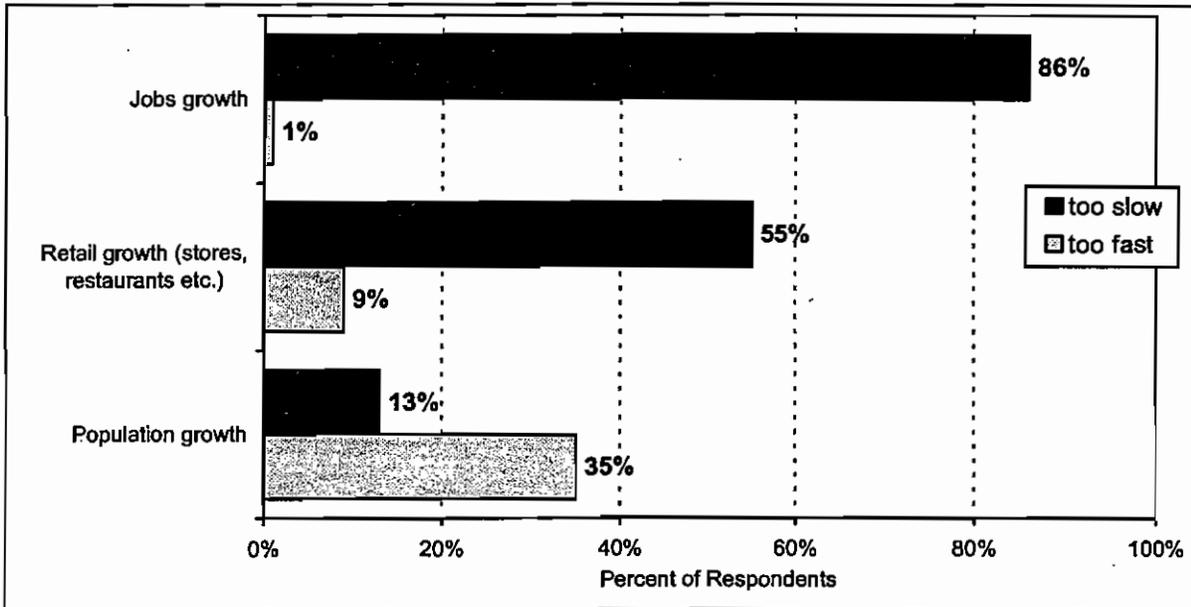


**Figure 8: Problems in Homer**

5. The following problems may exist nationwide. To what degree, if at all, are the following problems in Homer:					
	Not a problem	Minor problem	Moderate problem	Major problem	Total
Drugs	4%	16%	49%	31%	100%
Traffic	15%	46%	29%	11%	100%
Growth	22%	32%	31%	15%	100%
Loitering youth	21%	40%	26%	13%	100%
Taxes	13%	31%	34%	21%	100%
Crime	12%	49%	34%	5%	100%
Planning and zoning issues	6%	19%	34%	41%	100%

About half of the survey respondents considered the rate of population growth in Homer to be “about right” (see Figure 10), and more felt it was too fast (35%) than too slow (13%). However, almost all respondents (86%) believed the rate of jobs growth was too slow. A majority deem the rate of retail growth to also be “too slow” (see Figure 9).

**Figure 9: Ratings of Rates of Growth in Homer\***



\*Note: Responses of “neither too fast nor too slow” are not shown.

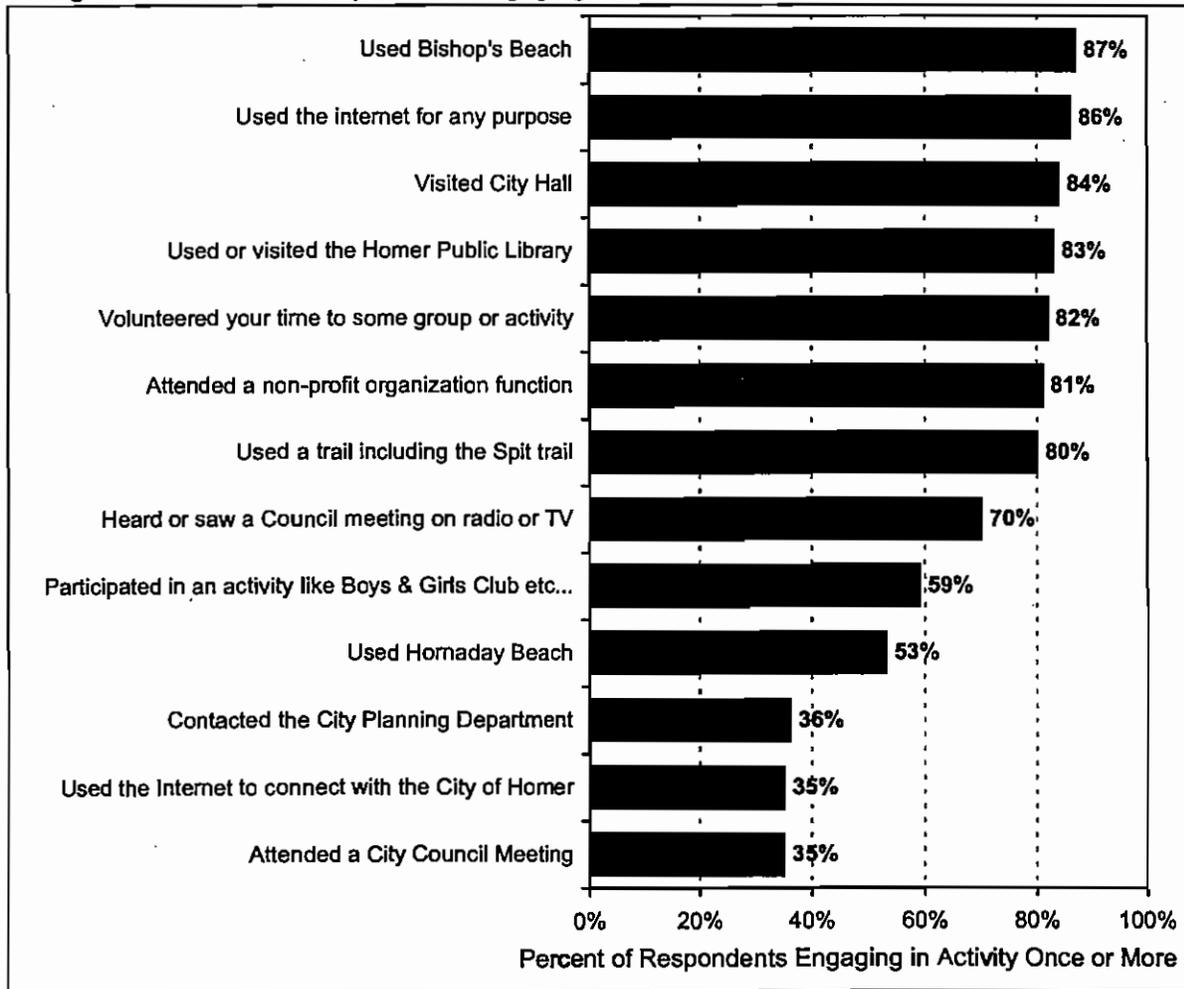
**Figure 10: Ratings of Growth**

6. Please rate the speed of growth in the following categories in Homer over the past 3 to 5 years:	Figure 10: Ratings of Growth					Total
	Much too slow	Somewhat too slow	About right	Somewhat too fast	Much too fast	
Population growth	3%	10%	52%	26%	9%	100%
Retail growth	22%	33%	37%	7%	2%	100%
Jobs growth	45%	41%	13%	1%	0%	100%

### Community Participation

Participation in the civic, social and economic life of Homer during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Many of those completing the survey reported they had visited City Hall (84%), heard or saw a Council meeting on radio or TV (70%, see Figure 15). About a third (35%) had attended a City Council Meeting in person within the last year.

**Figure 15: Percent of Respondents Engaging in Various Activities in Homer in the Past Year**

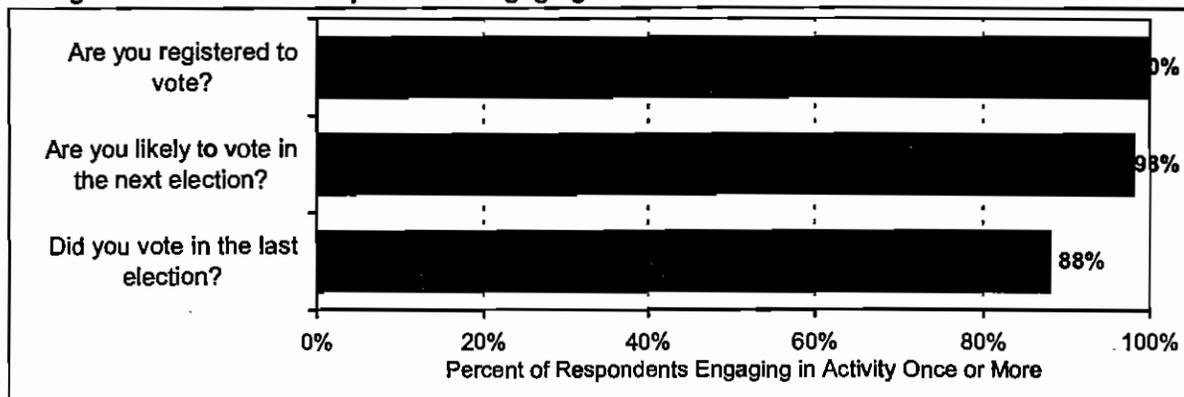


**Figure 16: Frequency of Use**

7. In the last 12 months, about how many times, if ever, have you or a member of your household done the following:	Never	Once or twice	3 to 12 times	13-26 times	More than 26 times	Total
Used or visited the Homer Public Library	17%	25%	30%	14%	14%	100%
Attended a City Council Meeting	65%	22%	10%	2%	1%	100%
Heard or saw a Council meeting on radio or TV	30%	30%	30%	7%	3%	100%
Visited City Hall	16%	37%	37%	8%	3%	100%
Contacted the City Planning Department	64%	22%	11%	3%	1%	100%
Attended a non-profit organization function	19%	21%	32%	14%	14%	100%
Volunteered your time to some group or activity	18%	22%	27%	12%	22%	100%
Used Hornaday Beach	47%	19%	19%	7%	8%	100%
Used Bishop's Beach	13%	20%	33%	16%	18%	100%
Used a trail including the Spit trail	20%	14%	29%	19%	17%	100%
Participated in an activity like Boys & Girls Club, Homer Hockey, Little League, Homer Council on the Arts, etc...	41%	17%	22%	9%	11%	100%
Used the Internet to connect with the City of Homer	65%	18%	11%	4%	2%	100%
Used the internet for any purpose	14%	2%	5%	6%	74%	100%

Voter status was also estimated. All respondents reported being registered to vote; as the survey was only mailed to registered voters, this result is consistent with the survey methods used. Almost all respondents said they would be likely to vote in the next election, and the vast majority said they had voted in the last election (see Figure 17).

**Figure 17: Percent of Respondents Engaging in Various Activities in Homer in the Past Year**



**Figure 18: Voting Status of Respondent**

	Yes	No	Total
Are you registered to vote?	100%	0%	100%
Did you vote in the last election?	88%	12%	100%
Are you likely to vote in the next election?	98%	2%	100%

## Local Government

### Public Trust

Just over half (53%) of respondents feel they are well-informed on the major City issues in Homer (see Figure 20). When asked to evaluate whether they were pleased with the overall direction taken by the City of Homer, residents gave an average rating of 42 on a 100-point scale. On the other public trust items, survey participants gave average ratings between 43 and 50 on a 100-point scale.

Figure 19: Ratings of Public Trust

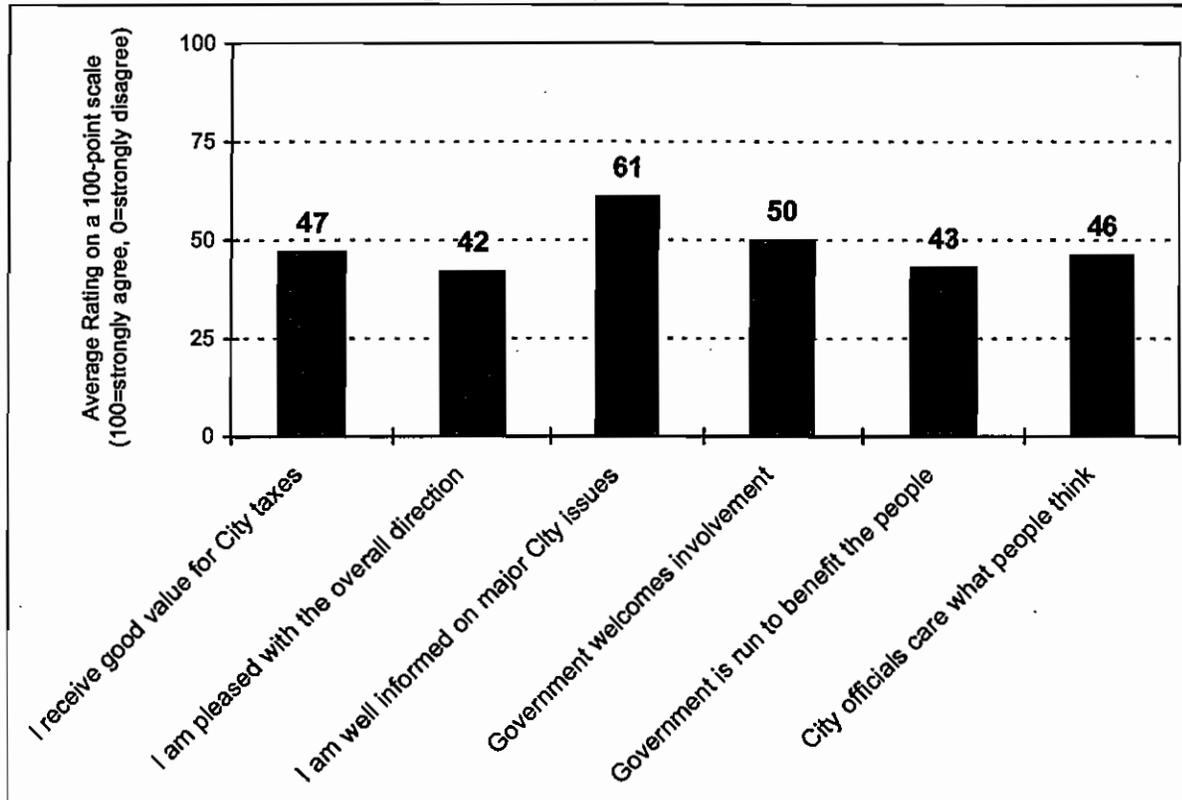


Figure 20: Trust in City Government

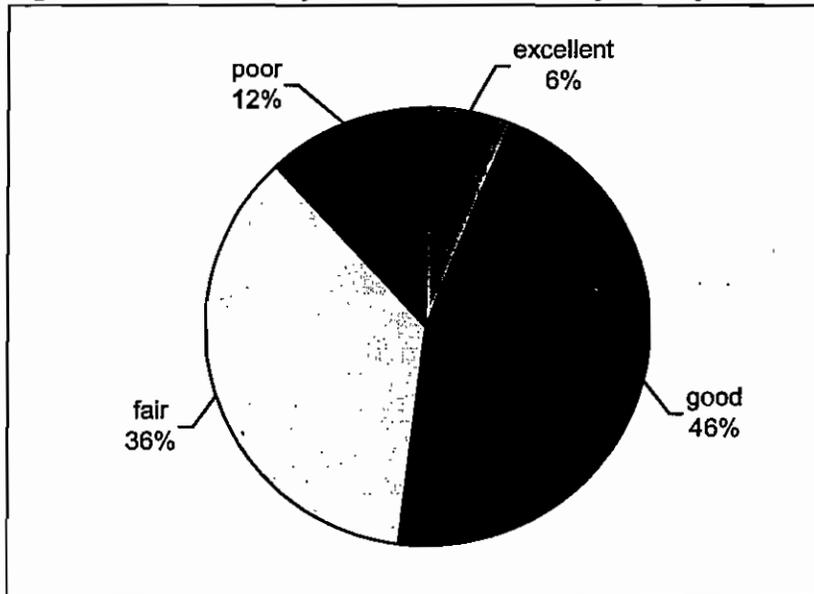
11. Please rate the following statements by circling the number that most closely represents your opinion:	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
I receive good value for the City taxes I pay	7%	31%	22%	21%	18%	100%
I am pleased with the overall direction that the City is taking	5%	26%	22%	30%	18%	100%
I am well informed on major City issues	15%	38%	26%	15%	5%	100%
City government welcomes citizen involvement	11%	27%	27%	23%	13%	100%
City government is really run for the benefit of all the people	8%	22%	23%	26%	21%	100%
Most elected City officials care	10%	27%	21%	25%	18%	100%

what people like me think							
---------------------------	--	--	--	--	--	--	--

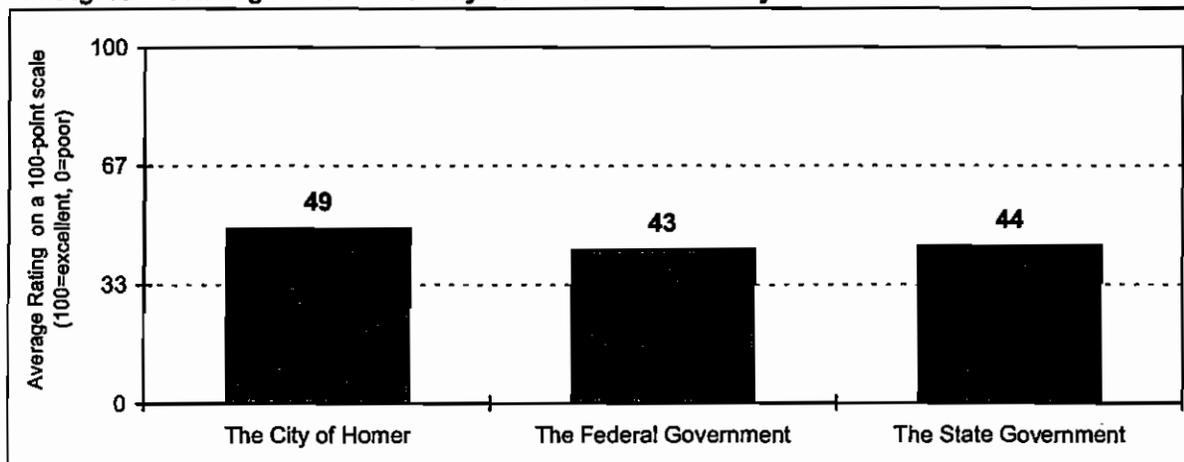
### Services Provided by the City of Homer

Over half of respondents rated the overall quality of services provided by the City of Homer as “good” or “excellent” (see Figure 21). The average rating given by residents to the quality of services provided by the City was slightly more positive (49 on a 100-point scale) than the average rating given to services provided by the State (44) or Federal (43) government (see Figure 22). Ratings given to specific services are shown on the following pages.

**Figure 21: Overall Quality of Services Provided by the City of Homer**



**Figure 22: Rating of Overall Quality of Services Provided by Various Levels of Government**

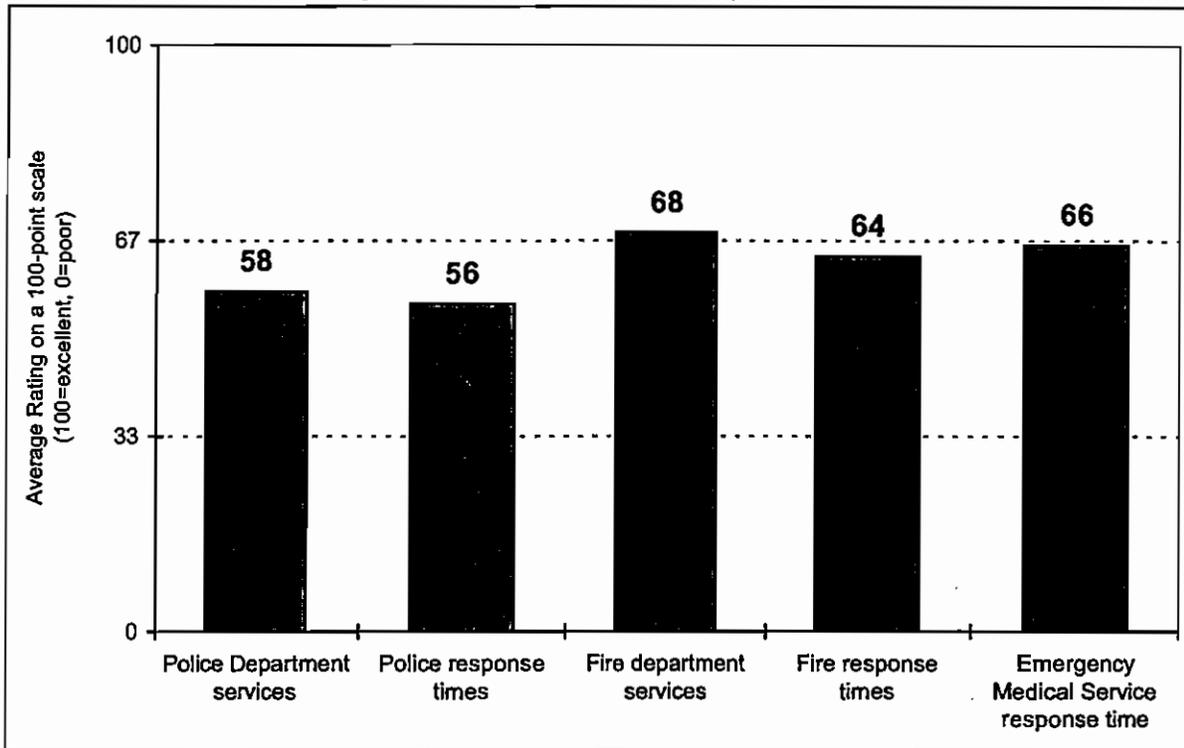


**Figure 23: Ratings of Government**

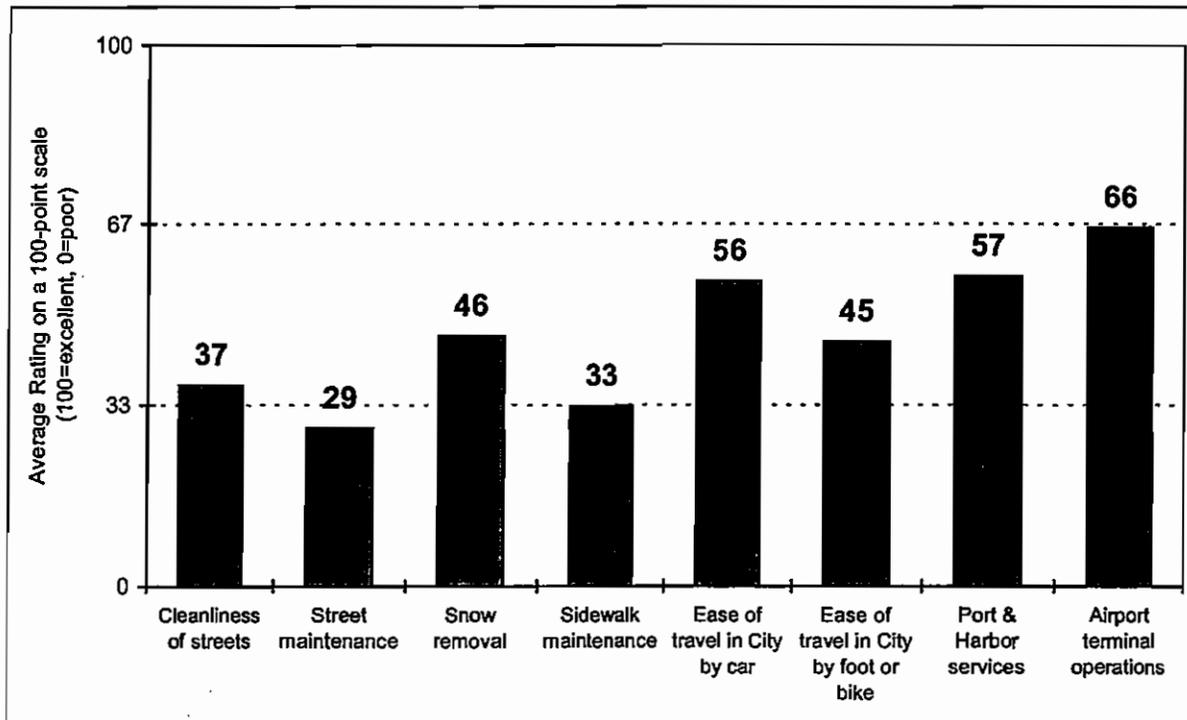
9. Overall, how would you rate the quality of the services provided by...	Excellent	Good	Fair	Poor	Total
The City of Homer	6%	46%	36%	12%	100%
The Federal Government	4%	36%	47%	14%	100%

The State Government	3%	39%	45%	13%	100%
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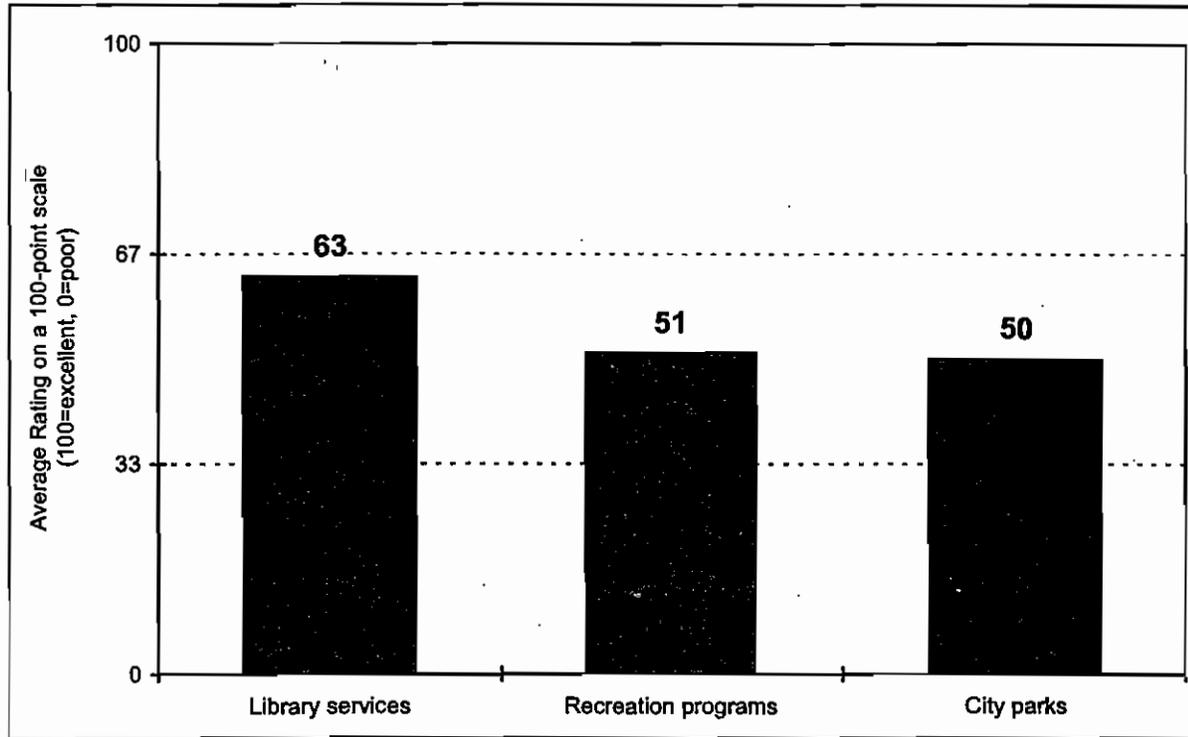
**Figure 24: Quality of Public Safety Services**



**Figure 25: Quality of Transportation Services**



**Figure 26: Quality of Leisure Services**



**Figure 27: Quality of Utility Services**

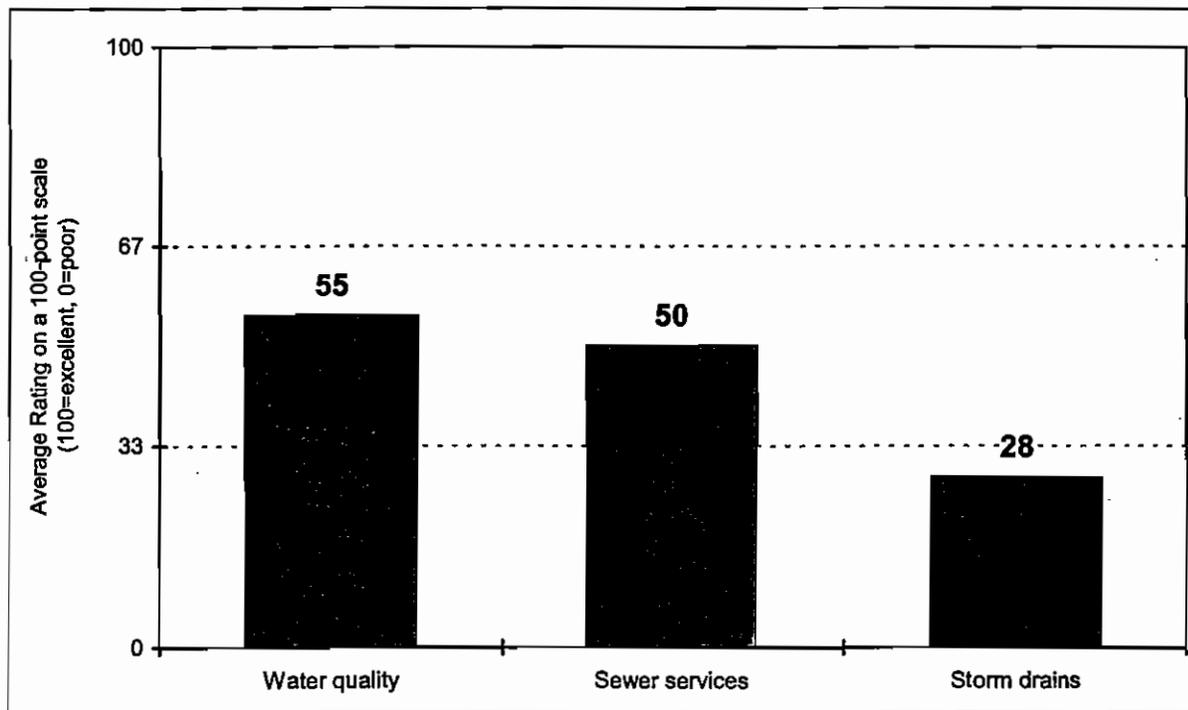


Figure 28: Quality of Planning and Code Enforcement Services

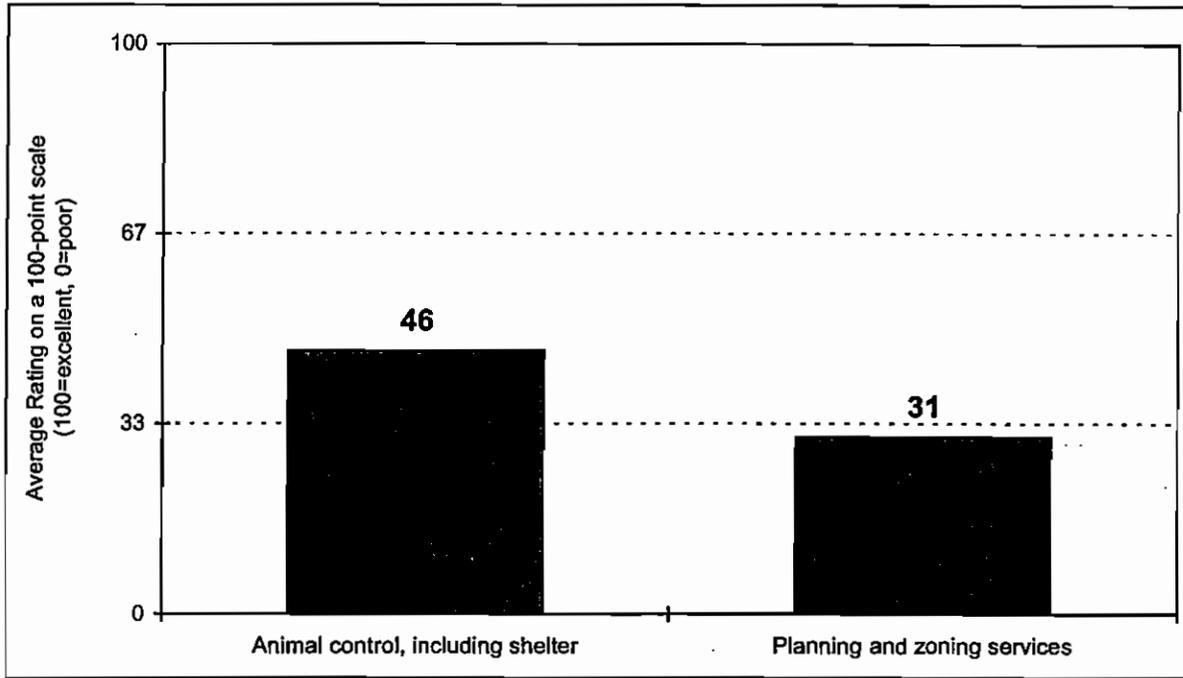
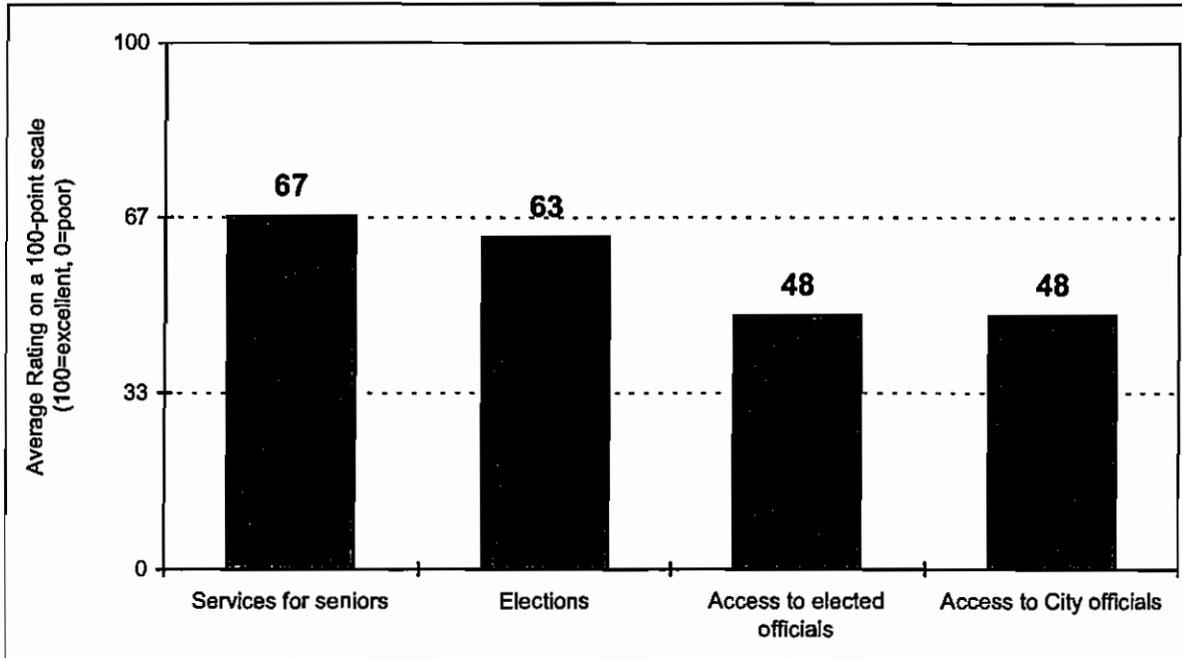


Figure 29: Quality of Services to Special Populations and Other Services



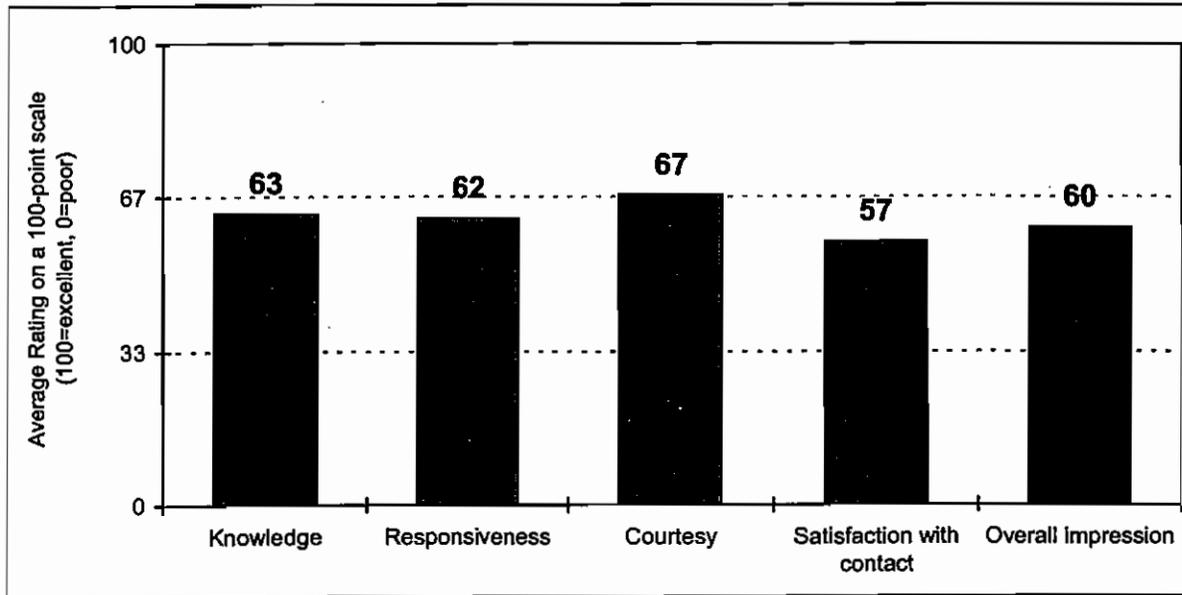
**Figure 30: Ratings of Services**

<b>8. How do you rate the quality of each of the following City of Homer services:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>
Police Department services	15%	55%	21%	10%	100%
Police response times	13%	52%	25%	10%	100%
Fire department services	24%	59%	16%	1%	100%
Fire response times	20%	56%	20%	4%	100%
Emergency Medical Service response time	23%	54%	19%	4%	100%
Water quality	16%	44%	29%	11%	100%
Sewer services	11%	46%	27%	17%	100%
Library services	19%	55%	20%	5%	100%
Recreation programs	9%	47%	32%	11%	100%
City parks	7%	46%	37%	10%	100%
Cleanliness of streets	5%	29%	39%	26%	100%
Street maintenance	2%	21%	38%	38%	100%
Snow removal	7%	40%	38%	15%	100%
Sidewalk maintenance	3%	24%	44%	30%	100%
Storm drains	2%	19%	39%	40%	100%
Ease of travel in City by car	14%	49%	30%	8%	100%
Ease of travel in City by foot or bike	9%	39%	29%	23%	100%
Animal control, including shelter	10%	38%	33%	19%	100%
Services for seniors	26%	53%	19%	3%	100%
Elections	20%	52%	23%	5%	100%
Planning and zoning services	2%	22%	42%	33%	100%
Access to elected officials	10%	38%	38%	14%	100%
Access to City officials	10%	40%	36%	15%	100%
Port & Harbor services	12%	52%	28%	7%	100%
Airport terminal operations	19%	60%	19%	1%	100%

*City of Homer Employees*

Impressions of City of Homer employees were assessed on the questionnaire. Those who had been in contact with an employee in the past year rated their overall impression as 60 on a 100-point scale. Other aspects of the contact were rated, on average, between 57 and 67 on a 100-point scale (see Figure 31).

**Figure 31: Ratings of Contact with City of Homer Employees**



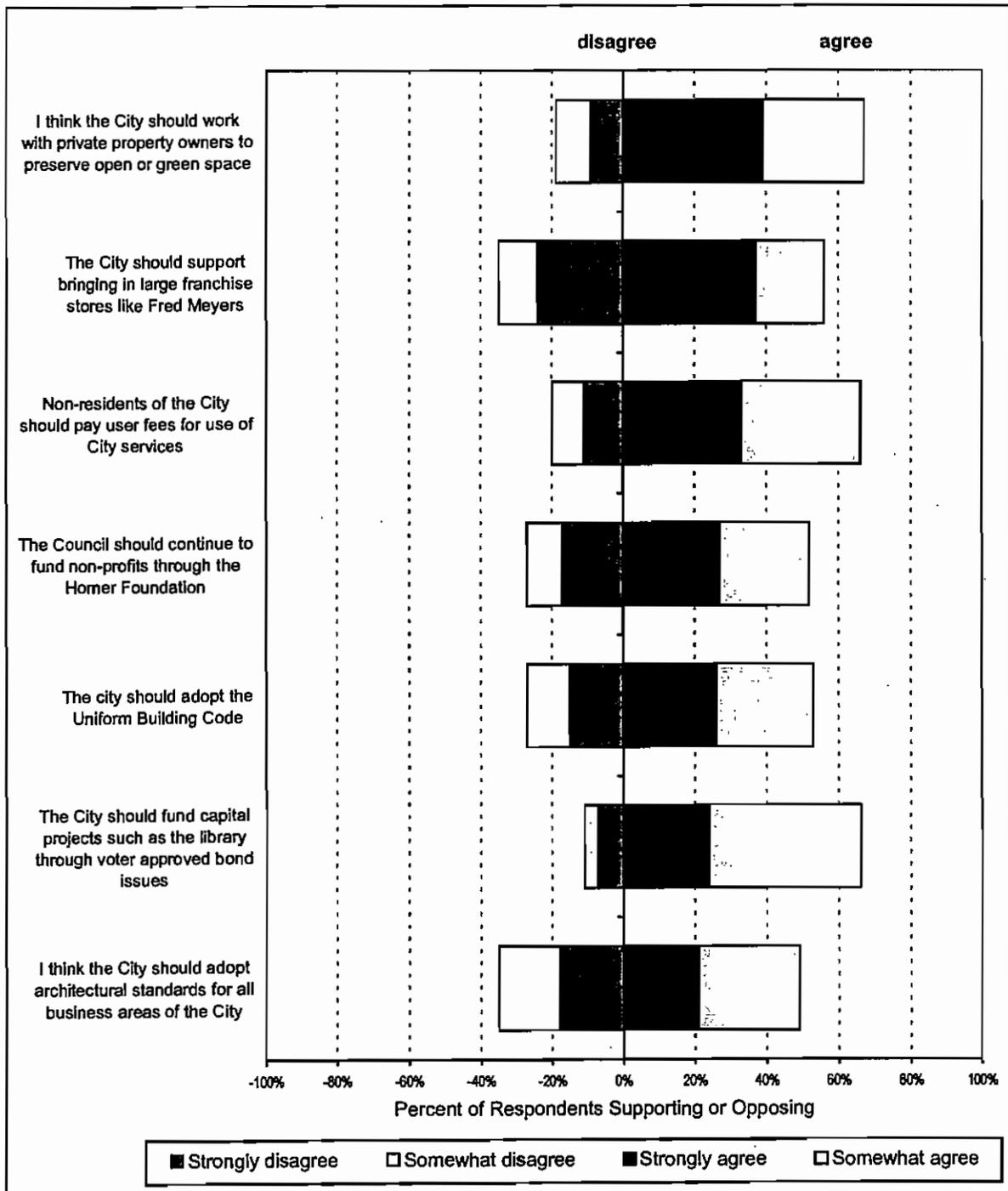
**Figure 32: Rating of Contact With City of Homer Employees**

10. If you have had phone or in-person contact with a City of Homer employee within the last 12 months, please rate your impression of City employees:	Excellent	Good	Fair	Poor	Total
Knowledge	22%	51%	20%	6%	100%
Responsiveness	22%	51%	20%	8%	100%
Courtesy	29%	49%	16%	6%	100%
Satisfaction with contact	19%	48%	20%	13%	100%
Overall impression	20%	49%	21%	10%	100%

## **Policy Questions**

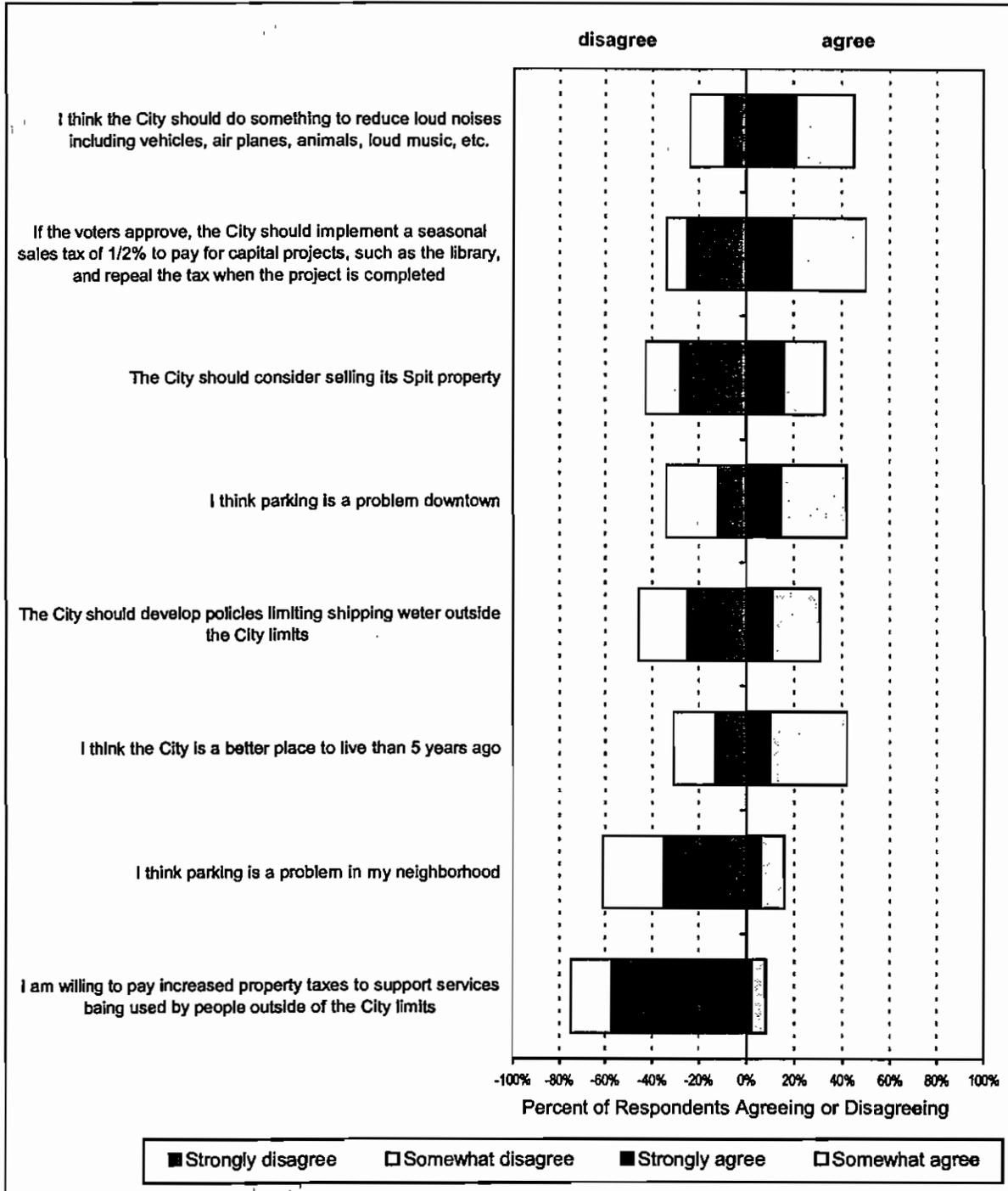
A variety of policy questions were posed to those completing the questionnaire. Respondents were asked to rate the extent to which they agreed or disagreed with each item. Results are displayed graphically in Figures 33 and 34. The proportion of respondents with an opinion giving each response is shown in Figure 35.

**Figure 33. Policy Questions\***



\* Note: The proportion who "neither agree nor disagree" is not shown.

**Figure 34. Policy Questions\***



\* Note: The proportion who "neither agree nor disagree" is not shown.

**Figure 35: Policy Questions**

12. Please rate the following statements by circling the number that most closely represents your opinion on the following issues. (Note: The following statements do not necessarily reflect the Council's opinion. The statements are presented to solicit your opinion.)	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
I think the City should work with private property owners to preserve open or green space	39%	28%	14%	10%	9%	100%
I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc.	21%	24%	31%	15%	9%	100%
I think parking is a problem downtown	15%	27%	23%	22%	12%	100%
I think parking is a problem in my neighborhood	6%	10%	23%	26%	35%	100%
The City should support bringing in large franchise stores like Fred Meyers	37%	19%	9%	11%	24%	100%
I am willing to pay increased property taxes to support services being used by people outside of the City limits	2%	6%	16%	18%	57%	100%
The City should develop policies limiting shipping water outside the City limits	11%	20%	22%	21%	25%	100%
The Council should continue to fund non-profits through the Homer Foundation	27%	25%	20%	10%	17%	100%
The city should adopt the Uniform Building Code	26%	27%	19%	12%	15%	100%
I think the City should adopt architectural standards for all business areas of the City	21%	28%	17%	17%	18%	100%
Non-residents of the City should pay user fees for use of City services	33%	33%	15%	9%	11%	100%
The City should consider selling its Spit property	16%	17%	24%	15%	28%	100%
If the voters approve, the City should implement a seasonal sales tax of 1/2% to pay for capital projects, such as the library, and repeal the tax when the project is completed	19%	31%	15%	9%	25%	100%
The City should fund capital projects such as the library through voter approved bond issues	24%	42%	23%	4%	7%	100%
I think the City is a better place to live than 5 years ago	10%	32%	28%	18%	13%	100%

## Demographic Characteristics of Survey Respondents

The following tables display information about demographic characteristics of those who participated in the survey.

Figure 36: Length of Residency	
14. About how long have you lived in the City?	Percent of respondents
0-5 years	30%
6-15 years	35%
More than 15 years	35%
Total	100%

Figure 37: Area of Residency	
15. What area of the City do you live in?	Percent of respondents
Spit	6%
East Side	21%
West Side	14%
East Hill	12%
West Hill	11%
Center/Downtown	35%
Total	100%

Figure 38: Was Residence Annexed?	
16. Do you live in an area that was annexed?	Percent of respondents
No	80%
Yes	20%
Total	100%

Figure 39: Annexed Area	
16a. What area?	Percent of respondents who live in an area that was annexed
West of West Hill Rd.	22%
Between West hill Rd. and East Hill Rd.	36%
East of East Hill Rd.	42%
Total	100%

Figure 40: Ownership of Residence	
17. Do you own or rent your residence?	Percent of respondents
Own	79%
Rent	21%

Total

100%

<b>Figure 41: Presence of Children Under 12 in Household</b>	
<b>18. Do any children 12 or under live in your household?</b>	<b>Percent of respondents</b>
Yes	27%
No	73%
Total	100%

<b>Figure 42: Presence of Teenagers Aged 13 to 18 In Household</b>	
<b>19. Do any teenagers aged between 13 and 18 live in your household?</b>	<b>Percent of respondents</b>
Yes	20%
No	80%
Total	100%

<b>Figure 43: Presence of Household Members Over 65 Years Old</b>	
<b>20. Are you or any other members of your household aged 65 or older?</b>	<b>Percent of respondents</b>
Yes	21%
No	79%
Total	100%

<b>Figure 44: Age of Respondent</b>	
<b>21. What is your age?</b>	<b>Percent of respondents</b>
18-24 years	2%
25-34 years	11%
35-44 years	18%
45-54	31%
55-64	20%
65-74	11%
75 years or older	5%
Total	100%

<b>Figure 45: Gender of Respondent</b>	
<b>22. What is your gender?</b>	<b>Percent of respondents</b>
Female	50%
Male	50%
Total	100%

## Appendix I: Frequency of Survey Responses

This section contains the complete frequency of responses to the survey questions, including “don’t know” and “refused” responses. In some cases, these responses were eliminated from analyses in the body of the report.

Q1: Quality of Life						
	Excellent	Good	Fair	Poor	Don't know	Total
Overall, how would you describe the quality of life in Homer?	20%	60%	19%	2%	0%	100%
How do you rate the overall quality of life in your neighborhood?	22%	56%	17%	4%	1%	100%
How do you rate Homer as a place to raise children?	24%	45%	17%	6%	7%	100%
How do you rate Homer as a place to live?	26%	56%	15%	2%	0%	100%
How do you rate Homer as a place to work?	8%	25%	29%	32%	6%	100%
How do you rate Homer as a place to retire?	21%	38%	26%	10%	5%	100%

Q2: Community Characteristics						
	Excellent	Good	Fair	Poor	Don't know	Total
Sense of community	18%	49%	26%	6%	1%	100%
Overall appearance of City	2%	25%	49%	24%	0%	100%
Schools	13%	50%	20%	5%	12%	100%
Opportunities to attend cultural events	23%	44%	23%	6%	4%	100%
Opportunities for leisure time activities	26%	41%	22%	9%	1%	100%
Shopping opportunities	1%	8%	33%	58%	0%	100%
Air quality	53%	38%	8%	1%	0%	100%
Recreation opportunities	30%	41%	22%	6%	1%	100%
Job opportunities	1%	4%	29%	61%	4%	100%
Access to affordable housing	1%	17%	48%	24%	10%	100%
Economic development	1%	12%	41%	39%	6%	100%
How the City fits the environment	5%	34%	41%	14%	5%	100%

Q3: Feelings of Safety							
	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know	Total
Crimes of violence	46%	37%	11%	4%	1%	1%	100%
Property crimes	18%	50%	17%	11%	3%	1%	100%
Fires	23%	48%	20%	7%	1%	2%	100%
Medical emergencies	26%	47%	17%	6%	2%	2%	100%

<b>Q4: Feelings of Safety at Night</b>							
	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Neither safe nor unsafe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know</b>	<b>Total</b>
In your neighborhood	59%	26%	6%	6%	1%	2%	100%
In the downtown area	42%	35%	12%	6%	1%	3%	100%
In the Sterling Highway area	19%	31%	19%	15%	5%	11%	100%
In City parks outside your neighborhood	23%	29%	17%	13%	4%	14%	100%
On the Spit	31%	33%	17%	11%	3%	6%	100%

<b>Q5: Problems in Homer</b>						
	<b>Not a problem</b>	<b>Minor problem</b>	<b>Moderate problem</b>	<b>Major problem</b>	<b>Don't know</b>	<b>Total</b>
Drugs	4%	15%	45%	28%	9%	100%
Traffic	15%	46%	28%	11%	0%	100%
Growth	21%	30%	30%	14%	5%	100%
Loitering youth	20%	38%	25%	12%	5%	100%
Taxes	13%	30%	33%	20%	4%	100%
Crime	12%	47%	33%	5%	3%	100%
Planning and zoning issues	5%	17%	31%	37%	10%	100%

<b>Q6: Ratings of Growth</b>							
	<b>Much too slow</b>	<b>Somewhat too slow</b>	<b>About right</b>	<b>Somewhat too fast</b>	<b>Much too fast</b>	<b>Don't know</b>	<b>Total</b>
Population growth	3%	9%	47%	24%	8%	9%	100%
Retail growth	21%	31%	35%	6%	2%	5%	100%
Jobs growth	40%	36%	12%	1%	0%	11%	100%

**Q7: Frequency of Use**

	Never	Once or twice	3 to 12 times	13-26 times	More than 26 times	Total
Used or visited the Homer Public Library	17%	25%	30%	14%	14%	100%
Attended a City Council Meeting	65%	22%	10%	2%	1%	100%
Heard or saw a Council meeting on radio or TV	30%	30%	30%	7%	3%	100%
Visited City Hall	16%	37%	37%	8%	3%	100%
Contacted the City Planning Department	64%	22%	11%	3%	1%	100%
Attended a non-profit organization function	19%	21%	32%	14%	14%	100%
Volunteered your time to some group or activity	18%	22%	27%	12%	22%	100%
Used Homaday Beach	47%	19%	19%	7%	8%	100%
Used Bishop's Beach	13%	20%	33%	16%	18%	100%
Used a trail including the Spit trail	20%	14%	29%	19%	17%	100%
Participated in an activity like Boys & Girls Club, Homer Hockey, Little League, Homer Council on the Arts, etc...	41%	17%	22%	9%	11%	100%
Used the Internet to connect with the City of Homer	65%	18%	11%	4%	2%	100%
Used the internet for any purpose	14%	2%	5%	6%	74%	100%

Q8: Ratings of Services						
	Excellent	Good	Fair	Poor	Don't know	Total
Police Department services	14%	50%	19%	9%	9%	100%
Police response times	9%	38%	18%	7%	27%	100%
Fire department services	20%	49%	13%	1%	17%	100%
Fire response times	14%	39%	14%	3%	30%	100%
Emergency Medical Service response time	17%	39%	14%	3%	28%	100%
Water quality	16%	41%	28%	10%	5%	100%
Sewer services	9%	39%	22%	14%	16%	100%
Library services	17%	50%	18%	5%	10%	100%
Recreation programs	7%	38%	26%	9%	20%	100%
City parks	6%	43%	34%	9%	8%	100%
Cleanliness of streets	5%	29%	39%	26%	1%	100%
Street maintenance	2%	21%	38%	38%	1%	100%
Snow removal	7%	39%	37%	15%	3%	100%
Sidewalk maintenance	3%	22%	41%	28%	6%	100%
Storm drains	2%	18%	36%	37%	8%	100%
Ease of travel in City by car	14%	49%	29%	8%	0%	100%
Ease of travel in City by foot or bike	9%	36%	27%	21%	8%	100%
Animal control, including shelter	9%	33%	29%	17%	13%	100%
Services for seniors	19%	40%	14%	2%	24%	100%
Elections	19%	50%	22%	5%	5%	100%
Planning and zoning services	2%	16%	30%	24%	28%	100%
Access to elected officials	7%	27%	28%	10%	28%	100%
Access to City officials	7%	30%	27%	11%	26%	100%
Port & Harbor services	10%	41%	22%	6%	22%	100%
Airport terminal operations	17%	56%	18%	1%	7%	100%

Q9: Ratings of Government						
	Excellent	Good	Fair	Poor	Don't know	Total
The City of Homer	6%	44%	35%	12%	3%	100%
The Federal Government	3%	31%	41%	12%	12%	100%
The State Government	3%	36%	42%	12%	7%	100%

<b>Q10: Rating of Contact With City of Homer Employees</b>						
	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Total</b>
Knowledge	19%	44%	17%	5%	15%	100%
Responsiveness	19%	44%	17%	7%	14%	100%
Courtesy	25%	42%	14%	5%	14%	100%
Satisfaction with contact	16%	42%	17%	11%	14%	100%
Overall impression	18%	42%	18%	9%	13%	100%

<b>Q11: Trust in City Government</b>							
	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Total</b>
I receive good value for the City taxes I pay	7%	30%	21%	20%	17%	6%	100%
I am pleased with the overall direction that the City is taking	4%	25%	21%	28%	17%	5%	100%
I am well informed on major City issues	15%	36%	25%	14%	5%	5%	100%
City government welcomes citizen involvement	10%	25%	25%	21%	12%	8%	100%
City government is really run for the benefit of all the people	8%	21%	22%	24%	20%	5%	100%
Most elected City officials care what people like me think	9%	25%	19%	23%	17%	7%	100%

Q12: Policy Questions							
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Total
I think the City should work with private property owners to preserve open or green space	37%	27%	14%	9%	9%	4%	100%
I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc.	21%	24%	30%	15%	8%	2%	100%
I think parking is a problem downtown	15%	26%	23%	22%	12%	2%	100%
I think parking is a problem in my neighborhood	6%	10%	23%	25%	35%	2%	100%
The City should support bringing in large franchise stores like Fred Meyers	36%	19%	9%	11%	23%	1%	100%
I am willing to pay increased property taxes to support services being used by people outside of the City limits	2%	6%	16%	17%	56%	2%	100%
The City should develop policies limiting shipping water outside the City limits	11%	18%	21%	19%	24%	7%	100%
The Council should continue to fund non-profits through the Homer Foundation	26%	23%	19%	10%	16%	6%	100%
The city should adopt the Uniform Building Code	24%	25%	17%	11%	13%	10%	100%
I think the City should adopt architectural standards for all business areas of the City	20%	27%	16%	16%	17%	3%	100%
Non-residents of the City should pay user fees for use of City services	32%	32%	14%	9%	10%	3%	100%
The City should consider selling its Spit property	14%	15%	22%	13%	25%	10%	100%
If the voters approve, the City should implement a seasonal sales tax of 1/2% to pay for capital projects, such as the library, and repeal the tax when the project is completed	19%	30%	15%	8%	24%	4%	100%
The City should fund capital projects such as the library through voter approved bond issues	23%	39%	21%	4%	7%	7%	100%
I think the City is a better place to live than 5 years ago	9%	29%	25%	16%	11%	10%	100%

<b>Q14: Length of Residency</b>	
<b>Length of Residency</b>	<b>Percent of respondents</b>
0-5 years	30%
6-15 years	35%
More than 15 years	35%
Total	100%

<b>Q15: Area of Residency</b>	
<b>What area of the City do you live in?</b>	<b>Percent of respondents</b>
Spit	6%
East Side	21%
West Side	14%
East Hill	12%
West Hill	11%
Center/Downtown	35%
Total	100%

<b>Q16: Was Residence Annexed?</b>	
<b>Do you live in an area that was annexed?</b>	<b>Percent of respondents</b>
No	80%
Yes	20%
Total	100%

<b>Q16a: Annexed Area</b>	
<b>What area?</b>	<b>Percent of respondents who live in an area that was annexed</b>
West of West Hill Rd.	22%
Between West hill Rd. and East Hill Rd.	36%
East of East Hill Rd.	42%
Total	100%

<b>Q17: Ownership of Residence</b>	
<b>Do you own or rent your residence?</b>	<b>Percent of respondents</b>
Own	79%
Rent	21%
Total	100%

<b>Q18: Presence of Children Under 12 in Household</b>	
<b>Do any children 12 or under live in your household?</b>	<b>Percent of respondents</b>
Yes	27%
No	73%
Total	100%

<b>Q19: Presence of Teenagers Aged 13 to 18 in Household</b>	
<b>Do any teenagers aged between 13 and 18 live in your household?</b>	<b>Percent of respondents</b>
Yes	20%
No	80%
Total	100%

<b>Q20: Presence of Household Members Over 65 Years Old</b>	
<b>Are you or any other members of your household aged 65 or older?</b>	<b>Percent of respondents</b>
Yes	21%
No	79%
Total	100%

<b>Q21: Age of Respondent</b>	
<b>What is your age?</b>	<b>Percent of respondents</b>
18-24 years	2%
25-34 years	11%
35-44 years	18%
45-54	31%
55-64	20%
65-74	11%
75 years or older	5%
Total	100%

<b>Q22: Gender of Respondent</b>	
<b>What is your gender?</b>	<b>Percent of respondents</b>
Female	50%
Male	50%
Total	100%

<b>Q23, Q24 and Q25: Voting Status of Respondent</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Total</b>
Are you registered to vote?	100%	0%	0%	100%
Did you vote in the last election?	88%	12%	0%	100%

Are you likely to vote in the next election?	95%	2%	3%	100%
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## Appendix II: Selected Survey Results by Area of Residence

The tables in this appendix display selected survey results by the area of the City in which the respondent lives, and whether or not they are in an area that was annexed (questions #15 and #16). Where differences between subgroups are statistically significant, they are marked with grey shading.

Q1 by Area of Residence								
Please circle the number that comes closest to your opinion for each of the following questions:	Average rating (100=excellent, 0=poor)						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
Overall, how would you describe the quality of life in Homer?	62	63	68	64	70	66	65	67
How do you rate the overall quality of life in your neighborhood?	59	62	64	74	73	64	64	72
How do you rate Homer as a place to raise children?	57	63	66	69	68	65	64	66
How do you rate Homer as a place to live?	70	67	72	68	70	68	69	69
How do you rate Homer as a place to work?	42	30	41	33	38	38	37	33
How do you rate Homer as a place to retire?	63	56	61	57	60	57	57	58

Q2 by Area of Residence								
Please rate each of the following characteristics as they relate to the City of Homer as a whole	Average rating (100=excellent, 0=poor)						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
Sense of community	59	59	58	59	61	63	60	60
Overall appearance of City	30	36	40	27	31	38	35	31
Schools	62	57	60	61	59	62	61	60
Opportunities to attend cultural events	57	61	65	63	61	64	63	61
Opportunities for leisure time activities	68	59	62	59	63	63	62	60
Shopping opportunities	22	15	17	15	19	18	18	15
Air quality	80	79	85	83	80	81	82	79
Recreation opportunities	69	63	68	65	69	64	66	64
Job opportunities	17	13	16	12	17	14	15	12
Access to affordable housing	33	31	32	32	33	33	32	31
Economic development	27	22	29	23	29	23	25	24
How the City fits the environment	44	42	48	42	41	44	45	41

Q3 by Area of Residence								
Please rate how safe you feel from the following occurring to you or your family in Homer:	Percent "very" or "somewhat" safe						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
Crimes of violence	87%	83%	84%	81%	86%	86%	84%	86%
Property crimes	63%	63%	68%	74%	76%	69%	68%	71%
Fires	61%	72%	70%	69%	68%	75%		
Medical emergencies	61%	73%	74%	81%	76%	75%	75%	72%

Q4 by Area of Residence								
Please rate how safe you feel walking alone at night:	Percent "very" or "somewhat" safe						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
In your neighborhood	87%	87%	79%	89%	94%	87%	86%	91%
In the downtown area	81%	83%	78%	79%	81%	81%	81%	78%
In the Sterling Highway area	69%	47%	54%	44%	65%	60%	55%	57%
In City parks outside your neighborhood	64%	62%	56%	54%	72%	60%	61%	59%
On the Spit	71%	70%	58%	65%	77%	66%	67%	69%

Q5 by Area of Residence								
The following problems may exist nation-wide. To what degree, if at all, are the following problems in Homer:	Percent "moderate" or "major" problem						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
Drugs	66%	79%	76%	87%	78%	83%	80%	82%
Traffic	33%	35%	41%	40%	28%		40%	38%
Growth	47%	42%	48%	41%	50%	47%	47%	44%
Loitering youth	42%	42%	43%	33%	36%	38%	38%	42%
Taxes	65%	55%	52%	52%	47%	58%	54%	62%
Crime	39%	45%	42%	44%	30%	38%	38%	45%
Planning and zoning issues	78%	77%	69%	78%	76%	77%	74%	81%

Q6 by Area of Residence									
Please rate the speed of growth in the following categories in Homer over the past 3 to 5 years		What area of the City do you live in?						Do you live in an area that was annexed?	
		Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town	No	Yes
Population growth	too slow	16%	14%	8%	16%	11%	14%	13%	14%
	about right	44%	50%	55%	45%	55%	54%	53%	49%
	too fast	40%	36%	37%	39%	34%	32%	35%	36%
Total		100%	100%	100%	100%	100%	100%	100%	100%
Retail growth	too slow	36%	65%	53%	64%	24%	56%	54%	59%
	about right	53%	29%	35%	31%	49%	36%	38%	33%
	too fast	11%	6%	12%	4%	27%	8%	8%	8%
Total		100%	100%	100%	100%	100%	100%	100%	100%
Jobs growth	too slow	82%	92%	84%	90%	76%	86%	86%	88%
	about right	16%	6%	14%	10%	24%	14%	14%	12%
	too fast	2%	0%	2%	0%	0%	0%	0%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%

Q7 by Area of Residence								
In the last 12 months about how many times, if ever, have you or a member of your household done the following?	Percent "ever"						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
Used or visited the Homer Public Library	84%	80%	76%	85%	87%	87%	84%	80%
Attended a City Council Meeting	37%	33%	33%	36%	43%	35%	34%	41%
Heard or saw a Council meeting on radio or TV	67%	66%	67%	72%	69%	72%	70%	70%
Visited City Hall	83%	81%	90%	82%	95%	80%	84%	84%
Contacted the City Planning Department	32%	34%	40%	33%	41%	36%		
Attended a non-profit organization function	71%	75%	86%	79%	86%	84%	81%	82%
Volunteered your time to some group or activity	71%	80%	84%	87%	81%	83%	82%	85%
Used Homaday Beach	41%	52%	53%	50%	60%	54%	54%	51%
Used Bishop's Beach	77%	90%	85%	90%	87%	88%	88%	85%
Used a trail including the Spit trail	93%	81%	76%	81%	84%	76%	80%	79%
Participated in an activity like Boys & Girls Club, Homer Hockey, Little League, Homer Council on the Arts, etc...	48%	51%	63%	58%	67%	63%	58%	63%
Used the Internet to connect with the City of Homer	40%	34%	37%	31%	33%	36%	34%	36%
Used the internet for any purpose	92%	88%	84%	89%	87%	84%	87%	86%

Q8 by Area of Residence								
How do you rate the quality of each of the following City of Homer services	Average rating (100=excellent, 0=poor)						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/ Downtown		
Police Department services	59	55	60	60	54	60	59	56
Police response times	62	51	56	58	53	58	56	55
Fire department services	68	70	68	66	66	69	69	65
Fire response times	64	67	60	57	62	66	66	66
Emergency Medical Service response time	66	68	64	61	62	67	67	62
Water quality	60	56	58	55	43	53	57	55
Sewer services	50	45	47	48	35	53	56	56
Library services	62	61	66	61	61	63	64	59
Recreation programs	60	49	57	48	47	51	52	50
City parks	49	52	52	44	44	51	51	47
Cleanliness of streets	41	39	33	32	21	31	38	35
Street maintenance	36	29	26	24	31	31	30	27
Snow removal	50	43	44	44	45	50	47	47
Sidewalk maintenance	38	32	32	28	36	34	34	30
Storm drains	31	24	26	24	28	31	28	28
Ease of travel in City by car	51	55	58	55	57	57	57	54
Ease of travel in City by foot or bike	40	39	45	42	47	49	46	42
Animal control, including shelter	51	44	44	45	46	49	47	46
Services for seniors	70	64	66	67	64	70	68	66
Elections	64	61	65	60	56	66	66	66
Planning and zoning services	30	30	32	27	24	35	33	27
Access to elected officials	51	44	51	48	46	50	50	50
Access to City officials	49	47	50	46	45	50	50	50
Port & Harbor services	60	57	57	57	52	57	57	56
Airport terminal operations	67	67	61	64	64	68	66	65

Q9 by Area of Residence								
Overall, how would you rate the quality of services provided by...	Average rating (100=excellent, 0=poor)							
	What area of the City do you live in?						Do you live in an area that was annexed?	
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town	No	Yes
The City of Homer	48	45	51	45	52	50	50	45
The Federal Government	40	43	39	46	48	43	43	45
The State Government	40	42	43	46	45	45	44	45

Q10 by Area of Residence								
If you have had phone or in-person contact with a City of Homer employee within the last 12 months, please rate your impression of City employees	Average rating (100=excellent, 0=poor)							
	What area of the City do you live in?						Do you live in an area that was annexed?	
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town	No	Yes
Knowledge	62	62	61	66	66	62	64	62
Responsiveness	62	61	57	66	63	63	63	60
Courtesy	67	65	64	70	68	67	67	67
Satisfaction with contact	61	55	54	61	58	57	58	56
Overall impression	65	58	57	63	61	60	60	58

Q11 by Area of Residence								
Please rate the following statements by circling the number that most clearly represents your opinion:	Percent of respondents "somewhat" or "strongly" agree							
	What area of the City do you live in?						Do you live in an area that was annexed?	
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town	No	Yes
I receive good value for the City taxes I pay	44%	33%	37%	28%	35%	48%	43%	22%
I am pleased with the overall direction that the City is taking	32%	25%	34%	23%	34%	33%	35%	22%
I am well informed on major City issues	74%	54%	55%	40%	54%	54%	56%	48%
City government welcomes citizen involvement	34%	32%	38%	36%	39%	41%	40%	36%
City government is really run for the benefit of all the people	38%	26%	33%	28%	35%	30%	32%	25%
Most elected City official care what people like me think	36%	29%	48%	31%	42%	36%	38%	31%

Q12 by Area of Residence								
Please rate the following statements by circling the number that mostly clearly represents your opinion on the following issues	Percent of respondents who "somewhat" or "strongly" agree						Do you live in an area that was annexed?	
	What area of the City do you live in?						No	Yes
	Spit	East Side	West Side	East Hill	West Hill	Ctr/Down-town		
I think the City should work with private property owners to preserve open or green space	59%	56%	66%	79%	73%	70%	66%	71%
I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc.	38%	41%	52%	33%	38%	54%	46%	44%
I think parking is a problem downtown	30%	36%	39%	50%	38%	48%	41%	45%
I think parking is a problem in my neighborhood	17%	14%	16%	10%	7%	21%	16%	11%
The City should support bringing in large franchise stores like Fred Meyers	50%	62%	51%	52%	47%	60%	55%	56%
I am willing to pay increased property taxes to support services being used by people outside of the City limits	11%	9%	7%	8%	13%	8%	7%	12%
The City should develop policies limiting shipping water outside the City limits	36%	24%	32%	24%	28%	40%	35%	18%
The Council should continue to fund non-profits through the Homer Foundation	48%	48%	53%	49%	66%	54%	53%	52%
The city should adopt the Uniform Building Code	56%	52%	49%	60%	53%	57%	53%	54%
I think the City should adopt architectural standards for all business areas of the City	45%	44%	43%	59%	54%	52%	48%	53%
Non-residents of the City should pay user fees for use of City services	65%	58%	65%	71%	68%	70%	68%	59%
The City should consider selling its Spit property	37%	37%	31%	38%	34%	29%		
If the voters approve, the City should implement a seasonal sales tax of 1/2% to pay for capital projects, such as the library, and repeal the tax when the project is completed	50%	49%	45%	52%	58%	52%	50%	55%
The City should fund capital projects such as the library through voter approved bond issues	59%	61%	63%	69%	67%	72%	65%	71%
I think the City is a better place to live than 5 years ago	40%	32%	46%	41%	47%	43%	42%	38%

## Appendix III: Selected Survey Results by Demographic Subgroups

The tables in this appendix display selected survey results for some demographic subgroups. Where differences between subgroups are statistically significant, they are marked with grey shading.

Q1 by Length of Residency, Age and Voting History								
Please circle the number that comes closest to your opinion for each of the following questions:	Average rating (100=excellent, 0=poor)							
	Length of Residency			Age			Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
Overall, how would you describe the quality of life in Homer?	68	64	65	66	65	66	66	61
How do you rate the overall quality of life in your neighborhood?	65	64	66	61	66	66	66	66
How do you rate Homer as a place to raise children?	67	62	65	71	64	64	65	63
How do you rate Homer as a place to live?	69	67	70	70	68	70	69	67
How do you rate Homer as a place to work?	36	35	38	29	37	39		
How do you rate Homer as a place to retire?	60	57	58	55	53	62	58	56

Q2 by Length of Residency, Age and Voting History								
Please rate each of the following characteristics as they relate to the City of Homer as a whole	Average rating (100=excellent, 0=poor)						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age				
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
	Sense of community	64	62	56	60	60	61	60
Overall appearance of City	39	33	30	38	34	36	36	36
Schools	64	58	59	59	59	62	61	56
Opportunities to attend cultural events	64	62	61	59	63	63	64	57
Opportunities for leisure time activities	62	64	59	56	62	64	63	58
Shopping opportunities	17	16	19	15	18	18	18	13
Air quality	81	80	82	85	80	82	81	82
Recreation opportunities	66	67	62	61	67	65	66	60
Job opportunities	14	14	15	14	16	13	15	14
Access to affordable housing	30	30	35	32	32	33	32	35
Economic development	26	24	23	27	24	24	24	26
How the City fits the environment	48	40	45	47	41	47	47	51

Q3 by Length of Residency, Age and Voting History								
Please rate how safe you feel from the following occurring to you or your family in Homer:	Percent "very" or "somewhat" safe						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age				
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
	Crimes of violence	84%	83%	85%	92%	82%	85%	85%
Property crimes	74%	67%	65%	71%	67%	69%	70%	60%
Fires	68%	71%	75%	73%	68%	77%	73%	61%
Medical emergencies	73%	74%	76%	79%	67%	82%	77%	60%

Q4 by Length of Residency, Age and Voting History								
Please rate how safe you feel walking alone at night:	Percent "very" or "somewhat" safe						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age				
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
	In your neighborhood	87%	88%	85%	90%	87%	86%	88%
In the downtown area	78%	83%	81%	83%	82%	78%	81%	76%
In the Sterling Highway area	51%	61%	54%	59%	57%	53%	57%	48%
In City parks outside your neighborhood	57%	63%	61%	66%	64%	55%	62%	57%
On the Spit	66%	70%	67%	74%	68%	64%	68%	63%

Q5 by Length of Residency, Age and Voting History								
The following problems may exist nation-wide. To what degree, if at all, are the following problems in Homer:	Percent "moderate" or "major" problem						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age				
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
	Drugs	75%	80%	83%	74%	77%	87%	82%
Traffic	33%	45%	39%	35%	41%	39%	39%	37%
Growth	46%	50%	42%	41%	49%	43%	47%	41%
Loitering youth	45%	38%	37%	44%	42%	33%	39%	38%
Taxes	48%	59%	57%	46%	59%	54%	55%	52%
Crime	32%	42%	43%	31%	39%	42%	40%	33%
Planning and zoning issues	74%	81%	77%	81%	80%	70%	76%	71%

**Q6 by Length of Residency, Age and Voting History**

Please rate the speed of growth in the following categories in Homer over the past 3 to 5 years		Length of Residency			Age			Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
		0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
Population growth	too slow	14%	14%	13%	11%	14%	13%	13%	12%
	about right	55%	46%	56%	63%	46%	55%	52%	53%
	too fast	31%	40%	31%	25%	40%	32%	35%	35%
Total		100%	100%	100%	100%	100%	100%	100%	100%
Retail growth	too slow	60%	55%	52%	57%	54%	56%	54%	61%
	about right	35%	35%	39%	35%	36%	38%	37%	33%
	too fast	6%	10%	8%	9%	10%	6%	9%	6%
Total		100%	100%	100%	100%	100%	100%	100%	100%
Jobs growth	too slow	87%	87%	85%	95%	84%	85%	85%	91%
	about right	12%	13%	15%	5%	15%	15%	14%	9%
	too fast	1%	0%	0%	0%	1%	0%	1%	0%
Total		100%	100%	100%	100%	100%	100%	100%	100%

Q7 by Length of Residency, Age and Voting History								
In the last 12 months about how many times, if ever, have you or a member of your household done the following?	Percent "ever" doing each activity							
	Length of Residency			Age			Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
	Used or visited the Homer Public Library	87%	85%	79%	91%	87%	76%	85%
Attended a City Council Meeting	23%	37%	42%	17%	39%	96%	38%	16%
Heard or saw a Council meeting on radio or TV	58%	74%	75%	59%	74%	69%	72%	24%
Visited City Hall	76%	86%	88%	74%	87%	85%	83%	59%
Contacted the City Planning Department	32%	32%	44%	25%	37%	39%	39%	18%
Attended a non-profit organization function	75%	83%	85%	80%	83%	80%	82%	75%
Volunteered your time to some group or activity	76%	84%	84%	82%	85%	76%	84%	77%
Used Homaday Beach	48%	58%	54%	62%	60%	41%	52%	56%
Used Bishop's Beach	89%	89%	86%	93%	91%	82%	87%	88%
Used a trail including the Spit trail	81%	82%	77%	90%	86%	69%	80%	77%
Participated in an activity like Boys & Girls Club, Homer Hockey, Little League, Homer Council on the Arts, etc...	59%	61%	56%	60%	65%	52%	60%	52%
Used the Internet to connect with the City of Homer	44%	31%	33%	48%	37%	28%	34%	41%
Used the internet for any purpose	90%	87%	85%	95%	89%	80%	87%	83%

Q8 by Length of Residency, Age and Voting History								
How do you rate the quality of each of the following City of Homer services	Average rating (100=excellent, 0=poor)						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age			yes	no
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+		
Police Department services	59	56	59	55	56	62	59	59
Police response times	57	53	57	53	55	58	56	52
Fire department services	67	66	70	68	68	69	69	63
Fire response times	63	59	68	66	63	65	64	64
Emergency Medical Service response time	64	62	68	63	63	63	66	62
Water quality	55	53	58	53	52	60	56	54
Sewer services	54	46	51	47	46	57	51	49
Library services	62	58	67	57	60	68	63	64
Recreation programs	54	52	47	49	49	55	52	51
City parks	54	48	49	52	48	52	50	54
Cleanliness of streets	42	37	35	45	43	57	38	39
Street maintenance	30	27	31	27	29	30	30	28
Snow removal	47	45	46	42	46	48	47	44
Sidewalk maintenance	34	31	35	37	32	33	34	32
Storm drains	27	25	31	31	26	30	28	27
Ease of travel in City by car	58	55	56	55	54	61	57	52
Ease of travel in City by foot or bike	44	44	46	48	42	49	45	47
Animal control, including shelter	48	44	48	46	45	49	46	51
Services for seniors	70	61	70	63	63	72	67	67
Elections	62	62	65	56	60	67	64	53
Planning and zoning services	31	28	35	22	30	35	31	32
Access to elected officials	46	45	52	45	48	49	49	39
Access to City officials	46	46	52	46	46	51	49	39
Port & Harbor services	61	55	55	60	55	57	57	54
Airport terminal operations	69	64	65	68	64	67	66	66

Q9 by Length of Residency, Age and Voting History								
Overall, how would you rate the quality of services provided by...	Average rating (100=excellent, 0=poor)						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age			yes	no
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+		
The City of Homer	50	46	49	50	46	51	49	49
The Federal Government	44	42	43	44	41	46	43	40
The State Government	44	44	44	49	41	46	44	44

Q10 by Length of Residency, Age and Voting History								
If you have had phone or in-person contact with a City of Homer employee within the last 12 months, please rate your impression of City employees	Average rating (100=excellent, 0=poor)						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age			yes	no
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+		
Knowledge	64	63	67	58	63	65	64	61
Responsiveness	64	65	65	58	62	63	62	62
Courtesy	67	64	69	58	67	69	67	64
Satisfaction with contact	59	63	61	52	57	59	57	57
Overall impression	61	57	63	56	59	62	60	61

**Q11 by Length of Residency, Age and Voting History**

Please rate the following statements by circling the number that most clearly represents your opinion:	Percent of respondents who "somewhat" or "strongly" agree							
	Length of Residency			Age			Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+	yes	no
I receive good value for the City taxes I pay	40%	34%	43%	32%	33%	49%	40%	33%
I am pleased with the overall direction that the City is taking	34%	28%	31%	30%	25%	37%	30%	32%
I am well informed on major City issues	43%	56%	61%	37%	53%	59%	57%	35%
City government welcomes citizen involvement	36%	37%	39%	41%	37%	38%	38%	41%
City government is really run for the benefit of all the people	28%	30%	33%	21%	31%	34%	31%	24%
Most elected City official care what people like me think	35%	36%	37%	25%	34%	42%	38%	24%

Q11 by Length of Residency, Age and Voting History								
Please rate the following statements by circling the number that mostly clearly represents your opinion on the following issues	Percent of respondents who "somewhat" or "strongly" agree						Did the respondent vote in the last election, are they registered to vote and likely to vote in the next election?	
	Length of Residency			Age			yes	no
	0-5 years	6-15 years	More than 15 years	18-34	35-54	55+		
I think the City should work with private property owners to preserve open or green space	69%	67%	63%	63%	69%	65%	67%	61%
I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc.	52%	49%	38%	25%	48%	50%	47%	44%
I think parking is a problem downtown	47%	40%	39%	40%	43%	42%	42%	40%
I think parking is a problem in my neighborhood	14%	19%	13%	16%	15%	28%	16%	13%
The City should support bringing in large franchise stores like Fred Meyers	57%	54%	55%	61%	52%	59%	55%	62%
I am willing to pay increased property taxes to support services being used by people outside of the City limits	12%	8%	6%	8%	8%	10%	8%	13%
The City should develop policies limiting shipping water outside the City limits	28%	28%	38%	17%	30%	37%	33%	23%
The Council should continue to fund non-profits through the Homer Foundation	59%	49%	50%	42%	55%	53%	54%	42%
The city should adopt the Uniform Building Code	54%	55%	52%	44%	52%	59%	55%	42%
I think the City should adopt architectural standards for all business areas of the City	49%	54%	43%	42%	51%	49%	45%	41%
Non-residents of the City should pay user fees for use of City services	64%	66%	68%	50%	69%	67%	68%	50%
The City should consider selling its Spit property	26%	33%	39%	28%	32%	35%	32%	38%
If the voters approve, the City should implement a seasonal sales tax of 1/2% to pay for capital projects, such as the library, and repeal the tax when the project is completed	56%	52%	45%	45%	51%	52%	52%	43%
The City should fund capital projects such as the library through voter approved bond issues	70%	64%	66%	58%	68%	67%	69%	52%
I think the City is a better place to live than 5 years ago	43%	41%	41%	38%	40%	44%	42%	39%

## Appendix IV: Verbatim Responses to Invitation to Make Additional Comments

Question #13 on the survey form invited respondents to make additional comments. These comments are displayed in this appendix.

- There is a great inconsistency in road maintenance, water, sewer, parking & planning and zoning within the Homer city limits. Many people living in the city are affected by poor borough, state and federal funding because they travel outside the city to get to work. There needs to be an area "user fee" that will make everyone who uses the city contribute to the city. Clean up the junk! Force people outside the city limits to clean up their junk. I have lived here 20 years.
- I'm 80 years old, so some of the questions could not be relevant.
- I wish here was room to explain my answers. Some answers were because 1) I disagree strongly with the city's strong arm approach to annexation against the wishes of the people. 2) the prices at Eagle are outrageous. I would approve of any competition for them. 3) I think the city spends too much time and money on pleasing the tourists and neglects many needs of the locals, i.e. a bike path out East Rd. A decent skate park, bigger library. If you don't take care of the locals, that becomes obvious to the tourists.
- Lived in Homer area since 1990.
- Yes to Fred Meyers. And our library needs to have more space for more books. The children need to have a safe and more space for a skate park. Please go over boys and girls club. The play yard is over-crowded and they will get hurt!! Please care for the future of our children's safety and well being.
- Should have more for the children to do in this town besides boys & girls club. Businesses should have some sort of benefits for their employees as well as a higher minimum wage to compensate for the monthly living.
- I moved to Homer a year ago after 10 years in Seattle. I see qualities in Homer that match northwest town that grew from 1990 to 2000. It is an appealing place to live because of this. Special attention should be paid to how the area grows. I believe the town square project is very valid. Downtown should be lined by nature trails with public art. Crosswalks and the blue trails should be added as well to encourage folks to get out of their cars and shop and eat around town. More influence over city architecture would encourage a beautiful downtown. The new yellow building on Bennett St. Is an excellent example of taking an appropriate historical design and blending it into the existing environment. Big box stores bring an industrial look to town along with traffic congestion and the money flows to owner/corporate headquarters outside of Homer. I'd like to see small businesses remain intact. I don't mind driving to Soldotna to shop at Freddie's. I look forward to seeing what happens with the new library and town hall. I am excited about expansion of the local u of a campus. I also am encouraged by building plans for the new Homer council on the arts remodel to come in the next two years. I bought a home in town in September and am invested in Homer's future. Thanks for choosing me' to survey.
- At the base of the Homer spit on the outer beach, the city cuts a trench in the natural storm berm in order to flood the ground in front of the house on the adjacent beach. This trench and the currents created therein cause an acceleration in the natural movement of beach material. In this case, away from an area of beach where other homes are threatened by erosion. This action compounds the erosion problem and borders on the perfidious.

- I would like to see the city develop more trails and sidewalks so it is easier to walk around town. I would like to see trails connecting museum, library, new fish and wildlife building, city hall, college. With more parking and trails, it would be a more user-friendly city. The spit trail has been great.
- Homer basically has nothing to offer tourists. I don't even fish here. I go to Seward where the people are more community oriented and the police department actually has an idea of what's happening in their city limits. Homer sucks!!
- I hate to see Drathman go. I initially wasn't in favor of his hiring, but what a job he has done. I only hope we can fill his spot with someone as strong-minded as he. I would like to see the city let a Fred Meyers or Walmart come to town. We need the revenue it would generate.
- Pedestrians are not encouraged to walk when there are no crosswalks, especially on the by-pass. The traffic is heavy and the sidewalks are often unusable, necessitating pedestrians to dodge the highway traffic to get to a grocery store.
- Homer is a wonderful city, but zoning is terrible. The spit looks like tobacco road. This town leaves a bad visual impression on transient visitors. With proper effective zoning this could become the Carmel of Alaska.
- It would be nice if we were paid enough to cover the monthly amount of living. \$5.00 for a gallon of milk. Eagle quality center!!
- The city council should understand that they are elected by the people of Homer & they represent the citizens of Homer & not their likes or dislikes on certain issues.
- Need to deal with soil erosion & plant water absorbing trees.
- I live in the center of the city, but I believe annexation was a bad move. It would be better to have user fees for the library, museum, etc. And charge for water, than to annex. A sidewalk on Bartlett St. should be a priority - a real sidewalk with winter snow removal. This street is used for walking to the museum, the hospital, the doctor's offices, church, school, etc. It's dangerously narrow at present. Main St. Also should have sidewalks for these reasons.
- "I think there should be more traffic lights in the city, especially at the intersection near McDonald's at Homer by-pass. Would like to see an "angel tree" for children who may not be visited by Santa Claus. Their names & wishes could be put on the tree at some central location, and other people could pick out their "angel" and purchase & wrap the gifts so they could be delivered to the home a few days before Christmas."
- I think we need a place to shop for affordable clothing & food. ?? Residence my money goes to Soldotna & ?? It would also bring more jobs in & we could really use that. Someone new running for mayor would be a good thing. I also think the water & sewer rates are out of control & you're raising them again. You want folks to live here, but you guys keep chasing them away.
- Would like to see Bartlett St. Better maintained.
- There are many intangible qualities that raise our enjoyment of life in Homer. Mostly it's the people who chose to live here. With that said, the city would do well to improve zoning and planning so that Homer can better live with the environment of the coast. Less development along the by-pass, better building standards and architectural standards, better traffic control, especially in the summer. The city staff is doing an excellent job individually, but they are so over-worked that as a whole they are not as responsive as they should be.
- They city council must be more aware of how to navigate through the bureaucracy & conduct their business more efficiently. The current planning director is too willing to skirt rules concerning zoning & variances. City employees are generally good, hard-working people who aren't appreciated enough by the public. I feel that the current city council has to more carefully monitor their members & be aware of conflicts of interest, especially councilman Doug Stark.

- I live on Latham lane where several home owners are “slum” landlords. I wish something could be done about all that type property in Homer. Either the owner cleans up the property or be billed for the clean-up. I'm sorry that our beautiful spit has been turned into a junkyard. The commercial businesses are fairly neat, but several other places (cousins) need some laws about collecting junk.
- Promote eco-tourism. Promote education of young people and educational resources this bay offers. Build the town square and stop talking about it. Bring water, road and sewer to Noview St. Promote activities (more) for our young people. Ask Doug Stark to leave...now. Why did you give this survey to someone outside Alaska??
- Stop lights are a must-have at both ends of Heath St. and Lake St. Increased costs for city services provided to people who live outside city limits is a good idea (water, fire, police, harbor etc.).
- Fire the idiot in charge of the Port.
- Thank god Ron Prathman is gone. No box stores, such as Walmart. More parks & trails.
- The sewer & water rates are outrageous. The city should sell most of its property and get it back on the tax rolls.
- Hate paying for taxes on city sewer & water and not having them. Lid's are not an affordable way to high cost. City needs to get supportive funding from the state or federal government to help with the cost.
- I think the city maintenance workers do a great job despite what certain old cranks write in the newspaper.
- Water and sewer rates are way out of line.
- 1- the city should review the zoning ordinance with the thought of growth in mind toward business. 2- the city should develop a friendlier attitude towards growth.
- This town seems to support only arts and not much else. I still haven't figured out how you calculate your water bill. No one has really explained it clearly. You seem to be against any big businesses coming in, which is why I make bi-weekly trips north to shop. And this is the only small town I know of that has a perpetual line at the post office any time of the week on any given day.
- The city has been working hard & doing a good job. It is a physically and culturally attractive place to live. A broad and long-term vision will see that it is important to enhance these characteristics. There are short-term views that tend to compromise our advantages. I wish us luck.
- I can't believe that with all we know of large corporate big boxes/chains that the city has no plan to deal with the onslaught of taco, burger, chicken, warehouse chains moving to town. Through inattention the city is allowing some of the most beautiful parts of town become “anytown USA”. It doesn't have to be. You are to blame when the transformation is complete. Congratulations!
- I would like to see the city council be more creative in seeking and using community input. Often it is sought but not used or given.
- Bartlett St. Needs immediate repair! City charges too much & inequitably for water/sewage. Low usage should be rewarded. I should not be charged sewage rates (inclusive) for watering my lawn. Strongly support city buying, as well as working with with property owners, to preserve open space (west side of Karen Hornaday park). Need slope ordinances to prevent erosion (huge driveway abode Karen Hornaday park is atrocious). Re: recent floods - consider building bridges! They are aesthetically pleasing and will pay for themselves over time. Not opposed to large franchises per se, but they should fit the community & environment. Nothing supports young adults staying here.

- Homer is growing. Let it. We need jobs here. Let's keep our kids here. It is not only for retired folks. There are young adults who want to live here too!! By the way, I have had family here since the beginning of Homer. Thank you for letting us have a voice!!
- Homer needs to be more business friendly, encouraging major competition for groceries and basic shopping needs. Example: a can of milk at eagle's is \$1.19 on sale. Same item is 59¢ at Fred Myers in Soldotna. Nutritional drink at Smokey bay is \$30.00. The same at Walmart is \$15.00. Milk here is \$5.00 gallon on sale. Safeway is always much cheaper in Soldotna/ Kenai. Why not go to Anchorage/Soldotna/ Kenai to shop. If Homer wants our money - be competitive! Be more tourist friendly. Homer basically is a clique and they see this no growth.
- I wonder if any city could do as much as Homer to be ugly. It seems most private construction is both cheap and shabby, with houses in its environs remaining unfinished for years. The city seems unwilling to assert its control over growth and development. Example of ugly, unplanned: the space to the left of the elk's club.
- All city residents should share in the cost of port and harbor. When evaluating the city manager, a safe way should be found to get the opinions of dept heads and other employees. We desperately need other employees. We desperately need to make Homer more pedestrian friendly.
- Homer needs a roller rink.
- I would like to see Homer become pornography free. I think businesses that sell x-rated materials should not exist here. It makes it unsafe statistically and lowers the overall quality of living. Our children would have a smaller chance to have access to porn, therefore lowering the lifelong addiction that causes so many social ills. Put a filter on library computers! A must! Thank you.
- Poor is the buzz word for Homer. Two new hock shops opened this year, furthering the cycle of poverty. 3 pawn shops in a city of under 4000? Sounds bleak to me! \$10,000 sent out of state for this barf is just another example of how pathetic government is. Poverty is legislated and enforced. Alaska doesn't have a corner on the market, but is jumping on the national bandwagon to make the rich richer and the poor poorer.
- Lack of activities and support for recreation in Homer. Bike paths should be a priority for west and east hill and east road. Hockey rink, skateboard park, decent ball parks are needed.
- 1- you need to hire a staff attorney and pay him enough to get results and in the long run save the taxpayers money. First and foremost! 2- get rid of closed door meetings!
- There's a good reason why cities have traffic lights. Homer could use a couple.
- You should be taking ideas from Soldotna/ Kenai area. We really need to let Homer grow with the times. We really need a big shopping mall, instead of having to travel 75 miles and supporting Kenai & Soldotna area. Keep the financial growth in Homer. Stop supporting up the road. The teenagers need a recreation center like Kenai.
- Zoning & planning for the city is important. Enforcement of the z & p is essential. Sales tax - ok seasonal - do! Bond special capital projects. Help Homer be friendly.
- Newly annexed. Have not seen benefits of being a city resident.
- All dead trees should have to be removed from within the city limits if this town wants to attract any tourists as new business. The chamber of commerce, in particular the visitor center, needs to get some decent signs on which they display their events. Last years' shore bird festival announcement was posted on a sign connected to a sawhorse and a street sign. (very unprofessional). Why is this survey done through a research center out of state? Why can't this survey have been done in Homer?

- I'd like to see Fred Meyer's, Walmart, K-mart come to town so we don't have to go out of town to shop. More competition. Eagle is outrageous. I'd love to see a taco bell. A better movie theater would be great.
- Strive for honest responsiveness to voters. Preserve what trees we have left! Try to decrease taxes & regulations for small, locally owned businesses and services. Consider recommendations (not laws!) Regarding light (visual light) pollution. Strive for education and communication as problem solving tools!
- This survey is pointless because no matter what I voice, the city is going to do what they want anyway. This town is so full of liberal hippies with their "feel good" attitudes, it makes me sick.
- Water & sewer rates are too high. We need a Fred Meyer or Walmart store pdq.
- 1- please save what healthy trees we have, plus meadows and fields. Nature that took hundreds of harsh Alaska winters is being bulldozed left & right. Promises to residents are ignored, trail are destroyed. We may end up with all the shops and real estate offices we "need" at the expense of why we were attracted to Homer in the first place. Our kids have to have places to play besides cul de sacs and parking lots. What about a community swimming pool?
- The city council should raise revenues (taxes) to fund projects that make this a better community, i.e. hockey rink, library, animal shelter, art performance venue. A community does not become a better place without some sacrifice. Tourism is the only real sustainable economy for this town. Promote and encourage it.
- 1- government should not dictate how we use/utilize our lands (e.g. controlling cutting trees, placing gardens, yards, etc.). 2- I am opposed to people using city services and paying for them (e.g. welfare types, "religious communities"). 3- give people entitlements - they will extend their hands forever. 4- tribal lands should pay their share of taxes. 5- Homer is a beautiful area. I hope that "uniform building code" implementation doesn't lead to building permits, multiple city inspections. This adds needless cost that benefits only the inspectors & city coffers. Thank you.
- Water/sewer rates are too high. Not base sewer consumption on water (summer watering). Town square project very important. I want a center w/college or library as center. More open space, more animal habitat (untouched) in city limits. We need to do this now. And parks. No more ugly box stores. Summer tourism is getting too much. I love our town and want to envision growth for many generations. Space is so important- not thoughtless ugly sprawl. College is important - ages 18-25 missing here. Steep slope development - strict restrictions are necessary.
- We strongly disapprove of the way the city handled annexation! Is was horrible!! We liked the way things were. We live where we live to not be in the city. Now we are in the city limits, pay more taxes, and get no additional services. Aren't we lucky? The sneaky ways of the city are disgusting. I love it here, but the politics stink!
- The city should work stronger, longer and harder on incentives to bring in some kind of industry (cannot exist on tourism and fishing) for year round employment, i.e. prison, manufacturing, etc. The city needs more recreation for the youth and teens - teen/youth center, dance hall, ice rink, skate board areas. Something unusual and unique to occupy their time.
- This is a waste of resources! City government is over staffed, over paid, and provided the max in benefits. They are in a coveted position. The departments are top heavy - few people actually "work". I see way too much sitting and pointing fingers! City gov't bleeds the same people over & over for tax revenue and fees. Harbor rates have increased steadily. Conditions & services have declined. Elected officials do not represent the voting majority. It's a joke!

They are not wiser than I. My family has doctoral level education and multiple degrees. Don't insult us with your rhetoric and excuses!

- Bartlett Street needs a lot of work. Parking on the spit in the summer is a disaster.
- I think the city council should take more time in their voting for new members, than just picking one of the good ole boys. It's a joke what happened last time.
- The library is far below standard. We need a new one, and soon. The city parks need to be updated and equipment placed so that the parks use would be increased.
- The sewage plant has a putrid odor emitting constantly into the surrounding areas of the city of Homer and east to the spit trail and out along the south side of the spit. This foul-smelling atmosphere is a blight on the city of Homer, especially at low tide. It is most frustrating to see city maintenance employees riding around in vehicles all day. Please unplug culverts before flooding! Preventive maintenance, please, in all areas. Secrecy in city government is atrocious. Homer chamber of commerce does a terrific job.
- Need better salmon price. Please brag about salmon to tourists. Trail out spit is great. If more can be made without impacting homes & businesses, let's do it! Be fair to those whose businesses rely on city leases on the spit. Pay attention to your results of this survey. Never refer to tourists as "pukers". Facilitating a voluntary architectural theme on pioneer & ocean drive would spruce up some of our "junky" looks.
- Who is paying for this survey and why? What is their agenda?
- The present and continuing development of businesses along the by-pass, although beneficial to the community, is an example of poor/unsightly architectural standards and detracts. I believe the city should be proactive in promoting locally owned businesses to develop in the city to enrich the experience of living/visiting Homer. Reforestation/tree planting/improvement of local green areas as spruce continues to disappear will be essential from an environmental point of view as well as aesthetically. No kill shelter status should be a long term goal.
- 1- the greatest need in Homer is a new library. 2- I have major concerns about the new sea wall. It was adopted without enough public involvement and professional engineering assessment. Wave energy deflected by the sea wall during storm tides may erode the west end of the berm protecting mariner park lagoon and thereby endanger homes on the bluff above mariner park lagoon.
- 1- Homer city planners have seriously failed to address drainage. In frequent rains, lack of thru culverts creates hazardous roads on a regular basis. Building on hillside is creating flood/mudslide hazards. Wake up!! 2- too many police - unnecessary expense of population size. Cut force in half & hire maintenance workers instead!! 3- put stop lights at each end of lake street to end dangerous traffic confrontations. 4- airplanes can turn in traffic pattern over the bay - not the town - the noise is awful!
- An animal shelter is needed before a library. Maybe the city should have an ordinance preventing the trashing of private property, ex: bob cousins on the spit, mc lay rood - auto mechanic.
- Clean up areas of junk (like the lot going east just before Paul Bank school with the burned out shack and trailer). Get a city council that can plan for the future and stick with the plan!
- City employees often act like they are better than non-employees. Sometimes it is difficult to talk with them.
- I appreciate the work of the finance department and the efforts to control spending and manage the budget. Homer has a positive leader in the area of finances. Bartlett Street needs to move higher on the priority list. Main access to health care is on our poorest roads!!
- I would like to see a box store come to Homer. Retailers, especially Eagle, want all of us to shop locally, so give me a reason to shop here! We need more competition and less of a

monopoly on where we buy groceries. Or give locals some type of a "discount card". Open up more options and a variety. Where does one buy kids' clothing or shoes here? Why should I buy here - and pay more? Shopping and jobs are a joke here.

- Homer has been a good place to raise my children - and they are grown now. There are few opportunities for our kids to stay in Homer and find employment as well as for those of us who are older and need employment that is full-time, pays a decent wage (so that we can afford to live here) and has basic benefits such as health insurance. I feel that Homer has been "anti-business". We need some growth. We need jobs. We need to actively pursue economic growth.
- City manager has not been approachable. Need to delegate and listen. Homer is a wonderful community with many capable people.
- There needs to be more solid economic development to create jobs and provide services. Not just art. I enjoy and collect art, but it by itself cannot support this city.
- Homer's economy needs strengthening. Job opportunities are poor. More cost-effective to purchase major items or large quantities in anchorage.
- 1- screen and drug test all employees, mayor, police & etc. 2- special interest group should not be funded with any tax dollars. 3- city officials should not impose their wishes & wants on the citizens and be publicly accountable for all their actions, especially when they are done with little or no public input or even knowledge. 4- get rid of the good ole boy practices and get rid of the present city mayor. And reframe from spending tax dollars on surveys like this!
- Too many people are moving in and they all want dogs and cats that unfortunately they think deserve to run loose. Well, say good-bye to all the wildlife that used to hang out in our yards and trees. Moose, bird, rabbits, etc. Say hello to your neighbor's dogs and cats because that's all that will be left after the dogs and cats have chased or killed all the wildlife we so much used to like to look at.
- The port is the "goose that lays the golden eggs". Spend more money at the harbor. Those guys earn it! They haven't had a pay raise in years equal to the cost of living. Let's take care of our employees. They will take care of us. Please, no more cops. We have too many police that harass people.
- One of the biggest problems downtown that I see are total lack of crosswalks for pedestrians, bikers, etc. Also lane lines, fog lines, etc. On city streets are not kept up and lighting on city streets is poor. Also, having raised 2 children here, I am very concerned about the rampant alcohol and drug abuse by youth & adults. In addition, there is a lack of positive recreational & work opportunities for youth, although thru the efforts of choices for teens & boys & girls club these opportunities are improving.
- 1- there needs to be a traffic light at by-pass areas of McDonald's, main street, Bartlett street. We have never had city services, i.e. h2o/sewer on Baycrest Hill/Sterling Hwy area. 3- all planning should involve the public in open meetings to avoid conflict. 4- improve appearance of pioneer. 5- be more supportive of beautification projects (flowers, etc.). 6- animal shelter #1. 7- annexation in itself is not so bad. It was the approach of the city manager that had a large impact on cohesiveness, etc.
- The south side of Fairview between main & Hoke St is a disgrace to the city of Homer. Why can't Homer take care of it and bill the owner for it. I know other cities do it. This creeping junkyard will continue unless the city takes it in stride. This survey may not be a true, valid one as I am 87 years old and live at the Homer senior center assisted living facility. I do not own property anymore. My husband died last year and I have disposed of everything. Thank you.

- The permitting process slows down any progress. This involves state and national too. Too many picky rules and regulations - as in not allowing owners to live in their stores. This would add on-site policing if the owners could live in. Enforcement of ordinances is not equal for all. Worst true story? The priest called police about intruder. They wouldn't respond because they didn't have backup. He called an elderly couple, who responded at once.
- I am very discourage that those living outside the city limits expect to have the same access to services as those of us that do pay taxes. Safety on east end road is another concern. I would like to see more patrols to watch for speeders. Homer has a lot of diversity and cultural activities for a town of its size. I would also like to see more shopping , i.e. Fred's, in town. I will spend more money here I there are more stores and at more competitive prices than in Soldotna.
- This survey is actually a waste of time, material and money. The Homer city council is very unresponsive to the desires of its people. It has been this way for the 12 years I've lived here and there are no indicators showing the possibility of change.
- I think it is important to have snow removal in newly annexed areas, especially if it's a hill (steep) and is used by gas, water, and oil tankers!
- Politics and personalities unquestionably prevail among the members and decisions of the local planning and zoning commission in Homer.
- Need covered ice rink.
- The loss of Ron Drathman as city manager is a huge loss for the people of Homer. He accomplished more in 3 years than any city manager before him. The city council members who asked for his resignation do not have the best interests of the city in mind. I'm disappointed and sad, since it will take years to now accomplish what needs to be done. Annexation was a good move. Thank you!
- I think a very common sense approach should be used in running the city. A while back, the city changed its formula for sewer and water improvement districts after the improvements had been established for 10 years. You don't have to do all the districts in one shot. They could have done one at a time for the last 10 years and had the federal funds to do those projects. Now we found the formula changed and the people that accepted them are getting the projects done. It causes hard feelings for the annexation issue. I don't mind paying my taxes, as I have for 21 years with no sewer and water, but to change your formula after they were already established at 25% property owners, 75% city. Shows short sightedness.
- The annexation was wrong. To implement a tax without the right of a vote is wrong. For a city to just take over real estate without providing services or buying it, I might as well be living in Russia. City council said, "We're going to annex you and if you don't like it, get out".
- Build all new college and campus and new library next to each other in town square open land area behind Alice's. They would have plenty of parking and would create a starting focal point to the square. Also, the land around would make a nice area for a campus, instead of the street. Community activities would have a central place for their events, indoors and out where KBBi concert on lawn is held. People that have lived in Homer for 10 years don't even know that area is there!
- That the council and city manager brought annexation to area around the city and was fought down to less than 5 sq. Miles from around 25 sq. Miles. They pitted people against people. When they cried that people didn't pay their way was a total lie. There are a very few to use most anything connected to the city and people from in and out volunteer, like fire and EMT and non-profits and all kinds of things. All they wanted was more taxes and still we've gotten nil from the city for the taxes as far as I'm concerned.

- Had very poor snow removal conditions caused by snow removal equipment. Complaining or asking for situation to be resolved only resulted in worse condition and retribution by snow removal operators. Foreman and manager ignored situation. Employees rude and unresponsive. Had health emergency arisen, entry or exit was continually blocked and it would have been impossible to get to the hospital.
- East hill road is very dangerous in the mornings in winter, especially the intersection of fireweed and east hill. No way to stop when ?? Into traffic that cannot see you coming. Please improve services.
- Since I've only been here less than 2 months, I do not know how to really be of a big help to city planners or city hall.
- Our "little hamlet of the sea" is a charming place. Natural beauty surrounds us. Do hope the area can stay pristine so that others can visit and enjoy. Being over 80, in my 'winter years', I have observed, lived in all sections of our country and realize what is good. It is Homer, Alaska.
- Control noise of youthful activities on bishop's beach and outlaw noise and vehicle use in neighborhoods.
- In primary elections I will only vote if we have open elections. The constitution of the us of a declares it is our right. Yet, for the last 2 primary elections, they have taken our constitutional rights away from us. For that reason, there are fewer and fewer people voting in the primaries. Is everyone going to have to boycott the primaries before they open it? Or is that what they want so they can take the privilege away altogether??
- Quit lagging behind on obtaining property for our new animal shelter, period!!
- The city seems to be on a money-grabbing spree in the form of annexation and pleading for additional taxes. All of it seems to be done in the name of the public library, which appears to be the most revered and necessary property in the city. I think the city should stop supporting non-profit organizations, which should try harder to persuade individuals to donate. And instead of tanking the money from the newly annexed areas and spending it on new project, the city should try to take this money and fix existing problems. In short, use the extorted money wisely. Overall it was a better place to live in the past.
- I hope our new city manager is better than the last one!
- Homer is a lovely place to live on most accounts, except for job development. Most of the jobs available are low-wage with little future. As a result, many have to seek viable employment (the type you can live & raise as family on) outside of the town. People may be willing to pay more for services if there was a plan in place to attract these sorts of jobs/industries to Homer, rather than more retail, low-wage growth.
- I feel the city is too liberal for seniors like myself. Too much emphasis on art, etc. I would favor higher education facilities, more advanced medical facilities (to prevent trips to anchorage) and most definitely at least on big box store.
- There is a college, community school for winter, but city really needs large facility basketball, pool, other to give youth a place to go. Community needs year round employment. I would support growth because I don't have a car, can't stay in community unless I get work - difficult because of school hours. Homer needs a lot of growth in college/library/jobs. However, I'm as yet a homeowner and change, taxes, big companies affect them differently. I'd go with what will benefit majority and provide the needed help for those impacted by the changes. I'll have to work until 70!
- That government is the best that governs the least.
- We really need to look at building codes, drainage, permits, etc. Eclectic is great, but we are at a point where it is dangerous. General covenants to keep property from being junkyards.

Let's have a group develop long term goals to present so they will be kept in mind for yearly budgets and election. We're just reacting by planning year to year.

- Thank you for cleaning streets, sidewalk in winter. It helps people walk, instead of driving. Car pollution.
- People in Homer seem complacent about how government works.
- Homer harbor services are great but pricey.
- I would like to see a commercial place for fisherman to be able to work on their boats out on the spit. Would also be nice if there was a place for fishermen to park on spit in summertime. Remember these people live here year round! Would love to have load mufflers fixed when they go by my house! How about dogs that roam & get into garbage cans!! How about another grocery store. Thank you.
- I think city employees should be grateful for the taxes the local retail industry pays and collects. Raise the retail tax cap from \$27.50 max to #55.00. Do something about abuse of tax exempt cards at local retail stores.
- The city has never in my mind promoted growth, industry or competition. Many Homer businesses have a very difficult time keeping their doors open. Many new businesses last less than 6 months. In squashing competition, rather than helping existing businesses, it hurts them simply because most of us do our major shopping out of town or via internet. We all want choices.
- It will take a very long time to heal the damage done in public relations caused by the recent annexation action. Responsibility for this is the fault of the present mayor who pushed so hard to hire a lawyer, Mr. Drathman, to manage the city. There is great resentment among those who were annexed.
- Would be appreciated to have my non-maintained city road maintained at least once every decade.
- I think that the teen drug issue is a huge problem. I believe that we need more places for teens to go and that are closely monitored by adults. I also think that a shopping center (Fred Meyers) could be a great idea for Homer, teens and adults alike.
- The city really needs to take into consideration that if there were more things for kids to do, there wouldn't be as much substance abuse by minors. More activities would provide less opportunity for foul play.
- "#14 page 5 - I have lived in Homer a total of 15 years since 1965 and have lived in or visited Homer "monthly" since 19819"
- 1- city should take leadership in matters of economic development, planning and zoning. 2- city should adapt ubc and occupancy permit rule and require private inspectors to sign off on buildings before occupancy permit is issued.
- Put a traffic control light at by-pass and lake street before someone gets killed. Don't blame the tourists for the problem - just fix it!
- 1- cheaper rate for "residents" who want to use the camping facilities or seasonal rates with price adjustments. 2- make come tidal pools by fishing hole so at low tide all people (residents and tourists) can enjoy seeing the local marine life. 3- fishing pier!! 4- artificial reefs or other ways to help the bay eco-system to bring it back to life after the bottom dragging nearly wiped it out.
- Stop spending taxpayers money for surveys!
- We came to Homer because we like small towns. It would be disheartening to bring big franchises to Homer and make it like another Soldotna. It would be nice if the city sewer and water would develop more quickly to people who don't have it.

- We desperately need a Fred Myers or Walmart to offset the offset the poor service and high prices of Ulmers and Eagle. We should also make our college bigger. Homer would be a fantastic college town. We really need year round jobs. Also we need to exploit our winter sporting opportunities here, such as skiing and snow machining. Also we need a safe place to shoot! We do not have a rifle range here in Homer.
- Balance the growth of the city with the revenue. Could be the city should consider an ordinance preventing the trashing of private property. Examples: Bob Cousins on the spit. Mclay road auto mechanic. Eagle view sub near west hill, Butch's property (he owns the pawn shop). Nobody has the right to destroy the beauty of an area on purpose.
- Homer, e.g., the council, has failed to take proactive steps to improve the tourist trade in Homer. This failure leaves the responsibility for economic growth in the laps of our floundering fishing industry. Through regulation, Homer has stifled private enterprise by unreasonable regulation for itinerant merchants, vendors, and the taxi industry. The council has consistently been in the lap of the "no-growth - keep newcomers out" contingency in Homer. The council needs to get a clue!
- Let big stores (like Fred Myers) and banks move business into Homer. Encourage growth of business and tourism attractions like the ocean island center. Good for Homer and jobs.
- The recent floods ask for a solution. The city should install larger culverts, check property owners on cutting trees on hillsides and higher grounds. Deepen rivers so they can hold more and faster water. Have an overall plan about drainage of rainwater - not one. Heat is built up by bits and pieces as development happens.
- More businesses in town need automatic handicap punch button door openers - city hall, post office, Ulmer's hardware, court house, doctors' office, clinics. Cannot access lower half of city hall. No ramp - only steps.
- I think there is a big need to make Homer safe for walkers. There are no painted crosswalks in this town. It is unfriendly for bikes and walkers. Some form of transportation needs to be developed from the spit to town. Better signs need to be put up telling people the pioneer is the city center. Many tourists never even visit Pioneer ave. Signs would promote businesses this increase tax base, city center, art galleries, museum, city hall. We need to push our art as a tourist draw.
- My wife and I purchased land on mission road back in the late 1989's. With a dream of retiring on the beautiful landscape. We paid for a well and septic systems to meet our needs. We did not expect to be annexed without a vote and with a limited income we struggle to be able to pay the increased taxes. The taxes here are much greater than we are used to for the services provided. The city of Homer, residential, has many unsightly lots. Sidewalks are lacking in places where people are always seen walking to the businesses in town. Crosswalks would help add to pedestrian traffic safety. 4-wheelers should have an access to ride the beach at low tide for recreational purposes. The snow plows should not berm in driveways! How much is the survey costing the taxpayers? Couldn't this have been done locally?
- On the questions about being safe, I have never been threatened. I think my fear is developed by hearing of the crimes on TV, not by local crime. We've been in Alaska for 30 years, 7 years in anchorage and 19 years in the bush (skwentna) and retired here to be near services that we need as we get older. We are very happy with our home, the community, the church and care that we've received. We have a fine hospital, competent doctors, and good senior services.
- Thank you for getting rid of Ron Drathman! Water/sewer charges are too high! I would like to see a set amount each month, like many other Alaska cities.

- The city of Homer provides very poor services for the amount of taxes we pay. Snow removal is slow at best, not properly done and not done fairly. Every one else on our street parks in the street and if I park in the parking area off the street for a very short time, the cops & tow truck show up. I think that the city should be run the same as a business. If you don't have money, don't spend it. I don't know how anyone could lose money on the boat harbor or the water/sewer system, but Homer seems to lose money on everything they are involved in.
- The road to the hospital (Bartlett) should have been paved along with pioneer. There should be crosswalks at intervals on pioneer and the business district on the spit. There are far too much police and government activity for the size of our community. People tend to get along better without so much control. Too much order always creates chaos.
- I really detested the rezoning of my neighborhood from residential to business. HEA's rates and taxes keep going up. Wages don't keep up! Please tax the tourists. Keep park outhouses open year round. Build a bigger library. Fix potholes, build more sidewalks for safe walking.
- As you can see by this questionnaire, we were recently annexed into the city. We were very unhappy with this division and the way it was handled for the following reasons: everybody pays for city services one way or another. I feel that what we pay in comparison to those who did. We are getting far less services!! Also, the way the city council and Drathman pushed this through was underhanded and made Homer a laughing stock for the whole state. Also, we feel that the "greenies" get much too much talk time in this town. It's time to realize that this town is growing and as such we need to encourage industry in order for people to survive. If we want our youngsters to grow up and stay here, we need to do something. Living on unemployment in the winter is no longer an option. Everybody should be given an opinion, not just those who squawk the loudest!!!
- I really do wish we, the people of Homer, would take enough pride in our city to not litter! The litter makes me sad.
- 1- I feel our town has a big drug problem, mainly pot, and it is even in the elementary schools. We need to go after the dealers around here and get ride of them! 2- I feel when things like bishop's beach access was changed without public vote, then the people in our local government don't really care what all of us think. Please allow all residents a "say" before change.
- 1- the process of annexation was wrong! Divided & upset many. 2- very upset about no public access to new dock facility. Why not have made an area available for fishing for those that don't have boats. Taxpayers paid for it. I am one. Where's our access, huh? Not even allowed to walk there. Locals lose again. 3- harbor use fees (slips) should be discounted for low income seniors. Animal shelter needs expansion. I'd gladly pay more taxes for it! They do a wonderful job. Ron Drathman gone - yea! Although Homer city didn't pay for it: the spit trail is wonderful and very much appreciated. Could an Alaskan company have processed these surveys instead of outsiders? Will results be public?
- I would definitely like the city to support the town square project. The city also should enact stricter zoning and architectural standards. Homer is the only one of cities of its size not to have a building dept. I would like to see the city enforce Alaska state statutes in regards to construction.
- Big box stores in Homer will devastate small local businesses. Say good-bye to the quaint and charming Homer. All of our homes will be filled with a bunch of cheap poor quality items that will end up in the landfill. The skate park is an excellent development - too long coming, though. Needs to be expanded and developed into a "real" skate park. Great to finally see all these kids have a place to go. How about an equestrian center with arena and small events fairgrounds.

- I left Homer one year ago. I was dying there. It did not prepare my children for their future. I could not come back. Life was a shallow hole.
- City officials' (such as city manager) salaries are way too high. Drathman did not earn 70,000 to 80,000 a year in my opinion. Holes in city streets need to be filled more promptly. City water & sewer is way too high. I have never had water and sewer cost over \$100.00 per month - ridiculous!
- I'm tired of paying higher harbor fee for fewer services.
- The public works dept does a lousy job. Two years ago, a tree blew down across w. Danview. The p.w. dept cut it into a couple of pieces, pushed them into the ditch on the north side of the street, and it's still there! I called and e-mailed the p.w. dept a number of times - I might as well have been talking to the neighborhood magpies. We who live on Danview are still paying for the rebuilding of the street four years ago, and the city is neglecting its obligation to the taxpayers by failing to maintain the drainage ditches. Currently, in some places they are filled with road sand and weeds to the point that the bottom of the ditch is nearly level with the top of the culver. Ot won't be long until some of the culverts are plugged and the road is damaged during a heavy rain.
- Ron Drathman was the best city manager in the last 20 years. The city clerk's office is run by an anal woman who should retire.
- Need to create and enforce better zoning laws. Example: an abandoned trailer with thee roof caved in on the corner of Cityview and main street is depreciating to neighborhood land and home owners as well as being of high hazard to any persons who might be attracted to such for play or devious activities.
- Once again I sure would like to see and hear a marching band in Lincoln. They can give concerts, too, you know - and for parades, what a difference it would make - so much more happy and exciting - blood pumping & heart throbbing enjoyment and pride in our school and town. Maybe a combination of all the schools - uniforms - yes! Something that would represent Homer and not dwell on any particular school, but what the heck - Homer high's fine - just for the liveliness - the music and foot stompin' good time.
- Harbor fee's too high!
- We do not feel privileged to have been selected for this survey. We were annexed against our will and feel pretty disgusted about the whole annexation drive that Cushing and his henchmen pushed through. I just turned 65, so you can kiss your taxes good-bye.
- 1- lanes should be painted on streets before half the summer is over. Homer residents know where turn lanes are, but tourists make left hand turns from outside lanes. 2- blow water out of potholes before throwing tar in to fill the holes. In one day, the holes are open again. 3- send snow plows on road before sander. So often the sander comes with the plow after taking the sand off. Terrible waste!
- One of the poorest services for locals is the Homer harbor. Mooring fees/slip rentals are high compared to other harbors on the peninsula (and throughout the state). After labor day there are no longer facilities available, such as restrooms and cleaning tables, at the harbor. The view from Homer is fantastic! The view of Homer is not. We could use zoning beyond being a nuclear free zone if we wish to attract tourism and business. Developers who destroy the bluffs should be stopped.
- I believe the city of Homer is far behind in reaction to the beetle kill infestation. It has turned very barren looking. I think we should have an accelerated movement to help restore the "green" which Homer had in the past. Promote spruce replanting on private and commercial properties. Increase street maintenance on cleaning up winters sand (mostly silt) to prevent billowing dust from downtown and adding to the gray color of the barren looking scene.

Once or twice cleaning is not enough to eliminate the dirty dust on our streets. It needs to be done often to beautify for the tourist season and for ourselves.

- Some of the answers I could not really know how to answer. Taxes may be a big issue since we have lived here 30 years with minor problems. ?? Always demands more problems and issues to deal with. At my age it is difficult to deal with the big issues coming up. Homer has been a good place to live if one can afford all of the play things for entertainment. Senior services are good. The state has been good to seniors. We will be moving shortly to enable ourselves to make it financially. We definitely need better shopping facilities. To go to Kenai area is difficult!
- I support growth, thoughtful and consistent city planning and an efficient bureaucracy.
- I feel that Homer is economically challenged due to the liberal laws and restrictions imposed upon Homer by the city government. I also feel that the city of Homer has enough funding, if only it wasn't so mismanaged. It simply needs to be taken control of.
- I am currently in the military. I am planning to retire there in six years. I have family there that keep me informed. I appreciate all of the information you send me.
- I'm still a resident of the area, but I have been out of the community for a while. I was a very active member of the community and plan to return to be on again. Homer is a wonderful place to live and if we continue to be vigilant citizens with a sense of community, it will continue to be a wonderful place to live.
- I already received one survey. Why are you wasting the city's (our) money duplicating surveys. Why don't the people 200 yards from city hall have running water and sewers. Yet the city annexes more area, while it cannot provide service to those within eyesight.
- I really would like to see more recreational areas in this city. There is not much for kids or adults to do, especially if you don't drink and are single. I would like to see more fishing, which would bring in more tourism. I love the small shops we have in town, but I would like to see a couple of bigger shops, such as Walmart.
- Public works the exact same days and hours I do. Unless I take time off from work, I have no access to them to discuss concerns! I also feel the city spends too much on unnecessary things, i.e. museum support, etc., to the detriment of necessities (reasonably priced water and sewer installation - changed from 75/25 to 50/50 - later 25/75).
- The city should not try to micromanage private businesses. Like they're considering a smoking ban. That should be the business owners decision. Or, dictating to a business how large (limiting square feet) it can be. We end up having to drive 80 miles because merchandise isn't available in Homer in a variety of choices or at a reasonable price.
- I strongly favor the support of non-profits in Homer, especially the center for Alaskan coastal studies. I support the expansion of the library and animal shelter. Homer is very supporting of the visual arts, but should increase its support of the performing arts, and especially musical performers.
- Bartlett, as the primary access to the hospital, needs resurfacing. The culvert on Bartlett by Smokey bay needs to be better marked. I live in the annexed area. We have already seen an denigration of services provided to our area. The people in our area are fearful of snowfall. Based on the poor road maintenance in our area, and the statements in the paper by city officials that plowing services have been cut back, we are concerned that we will not be able to get out this winter. The road maintenance was excellent under the borough administration. I believe that the city should sponsor a referendum in the annexed area. If the residents of the area voted against annexation, a special taxing district should be formed in the borough to negotiate properly paying the city for fire and emergency services provided to the area and residents assessed. I believe that most of the people that live in the area live outside the old city limits by choice and had no interest in becoming a part of the city. The sales taxes and

use fees paid on the goods and services generously pay for the city services consumed beyond the ones mentioned above. Homer is a wonderful place to live. Why would the city choose to mar this with the continuing rancor and bitterness harbored by those who were forced into something they had chosen against. Prove all that is good about Alaska and Homer. Continue the spirit of choice and fairness.

- All resident citizens must have equal access to all city services. It's called "due process". Look it up! It hasn't happened for 24 years. Look at the children of Homer, for they reflect the adult attitudes. The crime, low pay, alcohol abuse, drug abuse, house wreckings and 90% of troubled youth tell a different story than your questions. Also, the questions are stated to draw a certain range of answers. Questions also show a lack of basic knowledge for Homer and its politics by writers or huge bias. And they put citizens in jail for speaking passionately at public hearings. Certain citizens are surrounded by city armed officers (corp. Employees) to alter ones speech.
- It's too bad that Homer has lost most of its quaintness. I know that over time places change, but somehow the town has lost its charm to a great degree. Easy road access and the chamber of commerce, I feel, have been major contributors. I still feel that the place is my home and I know there is no way to slow the rapid pace of change. I just wish tourism in Alaska, not just Homer, could be developed in a more subtle, less spectacular way. All the same, it's a good place to live.
- I strongly believe that the annexation should have been put to a vote by the people of Homer and surrounding area and the way that it went down was wrong.
- College student, not a full time resident of Homer.
- Take good care of tourists. In the fishing (charter) industry, many, if not most, are repeat customers. We don't want to ruin this by over-taxing them. Tourists are everyone's bread and butter in Homer whether they realize it or not.
- No big stores ever! This in not Kenai!
- The beauty of the spit and land in Homer has gone downhill. I would like to see the city enforce covenants regarding the keeping of personal property within the city limits.
- Local retail store prices make it hard to shop locally. A local chain store (Fred Meyer, Walmart, etc.) Would be nice. Some areas on the Homer spit look like a junkyard. Being connected to s.e. Alaska via the marine highway system on a regular basis would be nice.
- The city made a huge mistake supporting the sea wall against the advice of experts, locals with experience, and well know studies of coastal erosion. It didn't work with steel armor on the spit, and it is doomed in our neighborhood as well. Big, big mistake!
- Protection of bluff areas, including strict road development policies and minimum set back distances, from sensitive areas. Develop a city center park and be very careful to keep businesses in town. No strip malls. Curtail urban sprawl. Develop active recycle program. Monitor/limit contractors from "shabby" road and housing development. Fine those that do not comply.
- Please put filters on the library computers. Children do pornography on them. I've observed this myself. If we produce porn addicts, we produce an unsafe environment.
- There are no services being used by those outside of the city limits that would warrant an increase in taxes. Isn't that what the recent annexation was supposed to address? The city brings in an income of somewhere around \$90,000.00 by selling water. I attend or listen to the radio broadcast of most city council meetings. I have "commented" at some council meetings on issues that directly affect me. I have not found the members of the city council to be responsive.
- The Homer spit looks terrible! Congested, ugly. Future development, if any, should be regulated for appearance and parking. Relocate existing retail businesses out of commercial

fishing area. Preserve integrity of a working harbor. Existing retail businesses could be relocated to city's property. Consolidate land use, i.e. group heavy industrial use (log storage, etc.) In one area, shopping in another, etc.

- I think the city needs to bring water and sewer to everyone residing in the city and at least split the cost 50/50 with them.
- The city should abolish the planning and zoning department in its entirety and cut back on other departments and eliminate the mayor's position! Water and sewer rates are totally too high! If the council cannot find a way to lower them, they should step down! Or impeached! Your current city hall is perfect!
- I am concerned about the lack of procedural discipline in the public safety department. I am very dissatisfied with the office of public housing and its lack of procedural discipline. Lack of professionalism in these posts, i.e. "I do what I feel like".
- Homer is a beautiful place to live, raise a family, and retire. I know jobs, and what they pay is not always the best, so it can be difficult to make ends meet for quite a few families, unless in a specified field! Overall, I share with those who live on the outside. It's awesome to live in a place where you mostly feel like you're on a vacation. It's too bad residents suffer here for living at the end of the road.
- I think we should bring stores like Fred's into Homer to keep the money here and have more jobs for people in Homer. And I think we that we need to really look at some of the laws of here and how it is not being handled right.
- Why is the city paying a company in Colorado to do this survey. Problem with hiring in Alaska, or god forbid, a Homer person! The city planning, lack of zones for residential/commercial residents, is ridiculous. As for being biased in favor of one business person over the other, the city is good at this. But the outcome is not a positive result of a nicely planned community. Pioneer Street looks like a crappy jumble of a town according to tourists I've talked to. It's too bad.
- As a city taxpayer, I am so tired of paying for the library, high h2o and sewer bill, helping out local non-profits, etc., while out of town users buy our water, use our library, museum, etc. Without paying a cent of their taxes. I believe anywhere city taxpayers' money goes we should have a reduced fee, such as the museum or HCOA. Why not an in town rate and out of town. This is a very expensive town for families to live. If we had it to do all over again, we would definitely be outside of the city!
- Keep out the box stores. Support art!
- We moved here with a teenager. It was the best for her. But there is not much for our educated children to do here to make a living.
- The city should promote business in the area. Year round jobs are hard to find. Young people have to leave town to establish a career or find a job. There is an anti-business attitude with the city and the city council. They put up many road blocks to people wanting to start a business in the area. We need year round jobs! Stop discouraging development and industry.
- Regarding question 12b: I think the city should take steps to reduce noise from loud automobiles. I think the city should stay out of the airport business. The only way to reduce noise from airplanes is to remove them. If we cut off air access to Homer, the ramifications will be extensive. If citizens have a problem with airplane noise, the FAA is the governing authority to deal with.
- The water rates are ridiculous.
- Ocean drive loop. Please help us with the sea wall problems. How bout a trail to bishop's beach from the spit. City sewer would help. We have lots of city water and nowhere to drain. Lots of pollution.

- I would like to see bike trails that allow people to use bikes for transportation to/from jobs, not just leisure touring. People are riding to work along east end road between Kachemak drive and east hill, with no shoulder. Proposed bike trails and existing trail accommodate tourists, not residents trying to commute to jobs. We also need more parks for children to play, more grass and green space. Carpooling, public transit for east end road and/or anchor point? Sure are a lot of cars with just one person in them.
- Work to improve spit and boat harbor. Pave parking area. Clean restrooms. Provide electricity and water to slips.
- I support lower speed limits city-wide. This might solve some problems at busy intersections without adding traffic signals - ocean drive, over the slough, by-pass, pioneer, east road, etc.
- I would like for Homer as a city to match the marvelous natural surroundings. I'd like to see a town square, sidewalks and bike trails. I'd like to see much improved planning and zoning. Recent erosion caused partly by floods and partly by irresponsible development illustrates clearly that the city must exercise better and more control over private development. I'd like a pleasant town for walking with no parking setbacks in the central district.
- I don't want to see the ban on smoking become a "back-door" approach like what happened in Soldotna. The public should be informed of what the council is doing regarding this matter.
- The future of Homer will depend largely on the visitor industry. The city needs to be proactive in promoting this, including increased fishing areas for the public. Also, the town needs to clean up. Visitors are shocked at how such a pretty place can be so trashy.
- I live in the city and have no street maintenance at all. We even plow our own snow. So I rate street maintenance as low.
- Definitely need a k-mart or Fred Meyer. Need a hockey rink! Need stop light for summer months only at McDonald's and between post office and first national.
- Noise level terrible, especially logging trucks, float planes. Flooding on by-pass left a crevice in sidewalk that was not repaired (west of main St.) And no warning cones, etc. Put out. Crowding houses between the sterling highway and steep slopes coming into town is and example of developing every inch of space Homer is taking. Cutting down the trees along the by-pass is sad to see. The oceans-islands vicinity is ugly.
- The cost of living in Homer is very high. I feel hea, water and sewer is legalized crime. Electric, water and sewer should be basic human rights! The basic working joe with new land laws - no chance of receiving these comforts without giving all of his/her earnings to these crooks! The city should take over these services so that everyone can have these benefits.
- Land use on the Homer spit should have a high priority recreation use. It is the most visible recreation area in Homer, and like all coast line, should be preserved as open space without clutter, storage, abandoned boats and equipment. Thank you for your efforts.
- I'd like to see more building codes established. There are none now except if you build via a bank loan. I'd like for art to be supported strongly by our city council. I'd like Homer foundation to be more in control of all funds for non-profits locally. I'd like to see more trail built with more parks and I'd vote to pay for them. I'm grateful for the city services I now receive in town. And I live here because of the arts (performing, visual) and the exquisite beauty of Kachemak bay!
- Homer is a beautiful place to live. Would love to see more economic development to keep families from having to move to make ends meet. This really is a neat town to live in. Would like to see graduating kids be able to stay in town to go to college. Am glad to see college expanding and growing. Jobs to me is a big issue to keep families here!
- If funding on important projects becomes a problem (education), please give us a sales tax to help pay for them. Don't be afraid of taxes.

- I am willing to pay higher taxes to support services to those within the city limits. To support these services I agree with annexing larger areas to achieve a higher standard of living for everyone.
- The city should make easy walking sidewalks or trails within the city. It is so hard to walk around the town. Also, the city should provide a corridor for wildlife that winter around the Boluga lake area. Stop making the spit an industrial area. All people that own a slip dock spot should have a parking area also on the spit.
- Street repairs and maintenance is poor to non-existent. Sewer fees too high. Annexation was foolish. The city does a poor job maintaining services to the area. How do they propose to do a proper job in new areas? Police department still acts like the ss german gestapo. Poor people skills. Attitude towards growth and development is hostile.
- More for the teenagers to do at night and week-ends. Very bad drug and drinking problem here. Let a Walmart or whichever big store come to our area, but limit it to so many miles outside of Homer. I can't afford to shop here and I would like to, as I have friends who own businesses here. With gas and a meal, it's still cheaper to shop up the road in Soldotna or Kenai. When the people from across the bay come over here, most of them even go up the road. Clean up the spit, especially on left side going out. It's supposed to be our main tourist attraction, but what an eyesore. Family and friends from lower 48 say it so beautiful up here, but how can they allow these nice homes with their own junkyard in the front yard. At least keep in the back or a fence around it. Where they live you can only have 2 vehicles not running on your property. They give them a warning and after so many days they haul the extras away at your expense. Kids go away to college and want to come back to Homer to live, but no jobs that pay enough to support a family. I have a daughter and son-in-law and grandson who had to move to anchorage for work. They lived here for over 20 years, but he had to work away from home when they lived here. They got tired of that.
- Although Homer is growing, will the growth support the large stores? Case in point, many of the businesses are closed from October to march.
- Upside: town square project, building codes. Downside: to quality of life as a city. Alcohol abuse and domestic violence.
- Do not plow snow in driveway. Older folks cannot remove it. Keep dogs on leash. Keep dogs from barking. It is noise pollution. Enforcement against drunk driving.
- It is critical to provide green space. Zoning, town square and year round jobs are the most important issues. Alcohol abuse and domestic violence must be addressed as a city. This impacts the quality of everyone's life.
- "I don't think you make interested businesses feel welcome to open in Homer. The "good ole boy" network seems firmly entrenched. If you're a "greenie", you're welcome. If not, go away..."
- 1) antagonizing potential shoppers inside and outside the city limits is shortsighted. Shoppers support the city through sales tax and by supporting business that can then pay sales tax. Many or most contribute more than they use (when not boycotting). 2) water is a revenue source to the city. Encouraging customers to find alternate sources could cost the city money. Cutting it off is also bad for image! 3) a box store might prevent people from leaving town to shop. That could actually mean more revenue to other Homer businesses!
- The street department does a good job on snow removal. The building code should be enforced and not violated by a few special persons. You know what and who i'm mentioning! Why should a few special people disregard the code?
- City council members and city manager are in need of overhaul! Annexation without voters' approval is a disgrace! We are in need of competition among shopping areas. Price of food -

outrageous. Only 80 miles down the road from Kenai and to get decent groceries must drive 80-220 miles because no decent stores in Homer!

- Elected officials should do what the people want, not what they want.
- Crossing the streets on pioneer is not very easy with no traffic control. Also, on the by-pass, the same thing. Also, people that have dogs and that are tied up all day and howl all day are a noise harassment to other people in the neighborhood.
- I heard the council on the radio approving \$10,000.00 for this survey after I already had the survey.
- Would like to see better retail stores in Homer, i.e. Fred Meyers. Carrs needs to be improved (deli, seafood selections). I believe people would enjoy a diverse food (restaurant) selection. After recent heavy rain, I felt it took too long to clear mud, rock from streets. More than 7 days to clear. Good job providing this survey. I feel it presents a good opportunity to increase the city/state efforts for better service.
- The city needs a new animal shelter soon. The city needs additional funding for the shelter; to build a shelter for the future. The state has given money for the project. Non-profit Homer animal friends has raised money. How much money has the city actually given for the project?
- I think if you insist on limiting the amount of large businesses entering the Homer/anchor point area, you should also limit the amount of people moving to the area, because the city cannot, especially in good jobs, support the community!!!
- I think the city of Homer could do more to make tourists and summer visitors more welcome. The city should be more encouraging to business development. City government must be open - no closed door meetings.
- City should be highly involved and supportive of green belt initiatives and town square. I don't agree with the general premise that I hear coming from the city managers office that "Homer needs to reflect other ?? In America". We have an opportunity to do it our way and don't need to look, feel, act like this everywhere or in the lower forty-eight.
- We are extremely disappointed with the Homer city council's choice of legislature review to annex new properties. We feel this has permanently affected our attitude toward mayor and council members that made this choice. We are also opposed to the Homer's councils manner of selecting city managers.
- #12-e: I would oppose the city hindering growth of box stores within its boundaries. To do so would lose a tax base for the city and create another Kachemak city.
- First, I think these fliers are another waste of taxpayers time and money. Second, the city council has had plenty of time to know what the people want. They just chose to ignore it. So why are they interested now?? P.s. more waste - they sent us 2 fliers.
- #12-e: if the city does not support such stores and the area would support such stores, they will build outside the city limits and the city will lose the sales tax and property tax revenues.
- The most pressing issue facing Homer is the area of pedestrian/handicap/children. Hostile in that the main downtown streets (pioneer, by-pass) are too wide and traffic is too speedy. Speedy traffic makes noise, jeopardizes safety, stirs up dust, etc. Homer needs street trees planted along all streets to attenuate noise and dust. The city should adopt architectural standards and definitely implement traffic ?? Downtown by Paul Banks school.
- The city streets are always dirty!! The city needs to maintain their street lights. The city needs to keep the ditches clean. The city needs to remove their signs from their trucks that say "The city that works". It is a joke.
- Need multi-use facility for Homer. Also, a real parks and recreation for the town.

- Property inside of city limits should be set aside for a habitat for wildlife. Too many housing projects are being built, with no regard for the wildlife in residential areas. We need to remember that it is a privilege to live in Alaska. We should be thoughtful of the moose, bear, fox, etc. Living here. The city needs to sweep the city streets every month. Our town always looks dirty. Grassy areas by sidewalks should be swept and edged. Businesses with junk in plain sight should be fined and ordered to remove it.
- I do not like the way you bill us for water/sewer. I feel I'm billed twice for the amount of water I use because there is no meter for (sewer/water) how many times I flush the toilet in a month - service fee is included why? Is it to pay the meter man or maintain the sewers. Billing for the month of November/service/customer charges - \$25.06/sewer - \$41.13/tax \$4.61 total \$88.47.
- Homer is of diversified origins, economics, philosophies and expectations. The general attitude for years has been to fight any growth until we have just the environment. There is not enough opportunity for the residents to make a living to afford that living and to grow to a better lifestyle. With just the environment - we are a community of animals. Sad.
- I am really upset by the high rate of commercial and residential development this year.
- Medical emergencies are my greatest fear in Homer. The hospital is inefficient, unsanitary and cares more about productivity and the almighty dollar than it does about the quality of service. I've seen the effects of all 3 local surgeons and that scares me even more! Homer is an ok place for healthy people, but for those with medical or orthopedic needs, it can be a nightmare. Something needs to be done! The scenery is beautiful around Homer, but the city itself is one of the ugliest I've seen.
- The city should somehow ease restrictions for new subdivisions developed inside the city. Right now it is cost prohibitive to develop the raw land we have so anything new is being developed outside the city limits. We should encourage new land development within the city.
- There is a major problem with our youth using drugs and alcohol.
- This city does not listen to its people - present administration!! No growth city - planning dept. Stinks. All appointed by a hippie mayor - tree huggers.
- I would like the city council to stop turning down great projects that would increase jobs and/or tourist revenues. They turned down the sea life center and we got a burger king and a&w instead. Not exactly a good trade. I appreciate that we aren't like towns and cities in the lower 48. That's why I'm here. Fast food shops are an eyesore and cheapen the area. Let's have an industry here that's good for the town and the environment. And what about some other activities besides all this art stuff. Overdone!!
- I am concerned that the lives and property of Homer citizens facing a fire emergency are needlessly at risk due to HVFD management's lax and negligent policy on fire practice and fire drills. I asked mark barker of the state fire marshall's office how often other departments practice hands on drills with the fire crew and fire equipment. Mark approximates that 80% of departments in the state similar to HVFD accomplish hands on drills once a week. Palmer, Bethel, Sitka, and Cordova volunteer departments were named by Mr. Barker as being similar to Homer in that they are accredited fire departments, they also run ambulance service, have a small paid staff and work in an environment that involves both structural firefighting and water-based emergencies. I called each of these departments and asked how often their fire crew practices hands on drills. Palmer holds outdoor, hands-on practices about 30-35 times a year. Bethel practices once every two weeks. Sitka has hands-on practice about 15 times a year. Cordova practices two, sometimes three times a month. The only routine interaction I had with the equipment at HVFD was the once a month "rig checks" which merely verifies equipment is in place and functional, it is not a drill or a practice. There were no routine

hands-on drills or practice for firefighters. During my service, this is the way the department was run by Robert Purcell, and the way it continued with the new chief, Bob Painter. When I resigned HVFD, I stated in my letter that I was "unwilling to ongoingly participate in unrehearsed emergency response". Not only was I embarrassed to call firefighter participation with HVFD and "emergency response", but I was also aware and scared that people could die due to lack of team practice and skill rehearsal. Initial learning of a firefighting skill is not enough. Firefighting skill must be practiced at least bi-weekly and rehearsed in team scenarios before it is an effective tool in saving lives. I resigned because HVFD does not have that tool, management did not seem interested in supplying it and fancy equipment is no substitute. Since then, I have not had much contact with the department. I am primarily concerned that HVFD management still may not provide adequate practice and drills for the volunteer firefighters and thus the safety of Homer citizens is severely compromised. As a secondary concern for my town, a needless death or injury at a fire emergency could result in an extremely expensive lawsuit for the city of Homer.

- Building a new, larger library. There could have been a friends of the library thrift shop, but your last city manager was an arrogant jerk and wouldn't cooperate. It's still important with our long winters to have a larger library with more available, like cd's, videos, dvd's, etc.
- There is \$79,000.00 in sales tax that would come into the city of Homer yearly if the charter industry would collect the sales tax from their clients. That would do a lot of projects for Homer.
- The side streets (so-called gravel) are full of potholes. Ditches not cleaned in over 4 years. Planning and zoning do not enforce zoning laws in city proper. Big box stores are a no-no except for who the city council members want, i.e. Sav-u-more. There is nothing for young people to do, so out of school, they're gone. Sewer charges are almost 3 times the amount of the water bill. Ridiculous.
- Homer is in desperate need of things for young people to participate in. This would lower the vandalism, drug use, sexual activity and other non-productive, harmful activities.
- City government should cease playing petty political games, grow up and deal with reality. The future is here. Deal with it!
- Something needs to be done about the speed of the traffic on Herndon. #23? If registered voters were selected, why do you ask if I am registered?
- Think flat rates or service charges for sewer are too high. Should have more planning for new subdivisions and better accountability for bad roads. Definitely support planned growth that works with the environment. Also support a hockey facility either covered or indoor skating rink that can be used by other groups also.
- Generally, my experience dealing with the city in recent years has been mixed. On the plus side, the staff are polite and helpful in attempting to address your specific concerns with minimal resources. This is especially true with public works needs. That is, the public works dept. has undertaken a fairly ambitious capital projects program with minimal staff while attempting to maintain the city infrastructure again with questionable staff levels. On the negative side, city elected officials and staff are very unresponsive to input from outside "city hall" and, as such, lose valuable input into solving the many problems facing the city. In this regard, my own experience involved providing a fairly comprehensive outline for finance strategies in the past. Unfortunately, I did not receive a response from the city regarding my proposal even though many of the basic premises contained in the proposal were borne out. As such, the city council adopted a cost sharing formula based upon information not fully shared with the public that in fact may be incorrect.
- The water and sewer rates are very high now. They should not be raised. I would support a seasonal (summer) sales tax increase to help fund city projects. The city should stop or limit



the bluff (in city) growth, i.e. building houses and roads. The city should make subdivision "builders", build roads up to code in the housing subdivisions prior to granting final permits.

- Don't put limits on the size of buildings. People go north all the time to shop. We lose money. I've even seen council members in Soldotna at Christmas-time shopping.
- The cost of living here is too high. My water and sewer bill is too high. Streets are not fixed when needed.
- Downtown needs crosswalks or traffic lights to make it more pedestrian-friendly. Crossing some streets is fairly risky in the summer. I would support more taxes to support non-profits. I fear what would happen to our quality of life if a big box store was established in downtown Homer. City employees are generally very helpful and good. City manager is a different story (opposite).
- I would like to see the city support college expansion projects including a consortium library where the city and university share the expenses and house all the library resources together. Please revisit the sales and property tax issues. Sales tax on food is a bad idea and that lost income could be made up by phasing in property tax on residences of senior citizens. An increase in tax on luxury items and alcohol and tobacco. Remove the \$500 limit across the board. Don't target tourism.
- I first lived in Homer in 1962. I have been a property owner inside the city since 1974. I would like to see an independent audit done on how well the fire department is functioning. It is available at no expense to the city from the state chems section of the dept of health & human services.
- I think that the harbor should form a port & harbor district and function as an independent entity. Increased development and polishing the existing infrastructure would create a base economy creating jobs, attracting enterprise and enhancing economic development in the area. The city should not have free access to funds generated by harbor activity. The arts community should have support to widen its base. And that library is a must.
- Clean up spit and start zoning. More for kids (teenage has.) to do. More retail stores. Entice industry to some degree. (more jobs). Port needs some expertise and planning, not ?? Dreams for a dock that won't ever see a container or cargo ship. Why would cruise ships come. The city has run them off before. If half as much money that is spent on bird trails were changed to stimulate industry, it would be a better place to live. It's time for the old hippies to stop running the city.
- City handling of sea wall project was very poor - not responsive to environmental concerns and now it appears to be poorly engineered. The sturm and drang of annexation got very tiresome. This is a great, diverse community where everyone who wants to be heard or become involved in community or local government activities has ample opportunities and many people contribute.
- I think the paved roads are plowed and maintained fairly well, but not the unpaved. I would like to see a blade (properly used) once in a while.
- I think it is totally stupid to pay for long term parking at the airport when you travel outside. I've been to many small airports, and they don't charge. There is always space. Be real. We need more walking, bike, ski trails. People are too lazy and fat.
- We need more sidewalks (out east end, Kachemack drive, up east & west hill) hiking trails, beach access, mountain biking trails and parks. What we have now is extremely over-crowded. We need another grocery store to compete with Safeway's monopoly. We need a place to buy underwear! We need a credit union. We need access to natural gas for home heat. We need to stop people from eroding the hillside over town when they build homes and clear driveways.

- Council should do their job and not waste money on outside consultants to conduct a mostly irrelevant survey. Council should not engage in secret back room maneuvers to execute their political agenda. Doug stark displays a disturbing lack of awareness about conflict of interest in his behavior and his statements and actions since elections make his campaign statements a deliberate lie. Planning department needs more productive and more competent staff.
- I really do not see how you can get any useful information out of such vogue and sometimes silly questions. Whatever happened to the over slope projects to create small business locations around the boat harbor and thus make more room for parking. Why isn't the city limiting day long parking of charter folks so others can park for shorter periods. In other words, put in place parking limits and enforce them! (on the spit). How about starting to replant the trees lost to beetles? Every piece of land cleared for reconstruction has often many young trees that should be saved by moving them into parks or along streets. We need more street lights with shields or hoods which reflect light downwards and not upwards. Including the spit lights!
- Need stop lights to help with traffic on sterling highway.
- I feel the city council and the city officials have no common sense. They should quit worrying about funding the non-profits and worry about the economic growth of the town. They need to bring in industry, box stores, etc. In order to provide jobs for the people. I work in one of the hew largest providers of jobs in town, at the hospital. The other provider of jobs is the city, state, and borough government.
- No seasonal sales tax. No increase in sales tax. No increase in property taxes. I.e., no increase in taxes.
- Need a non-controversial city manager. City employees could benefit from "customer service" training in dealing with public. City is unattractive. Need new emphasis on beautification and green projects. Change in new council members is good. Need increased police services and funding to properly support department.
- As a member of what I believe is the silent majority, I strongly agreed with annexation. A very vocal few were loudly heard during the annexation process, but I believe the vast majority of citizens were favorable toward annexation. Thanks to the mayor and city council for having the foresight to do this.
- For taxpayer relief, a new library and animal shelter, I would like to see the following happen: 1) move city hall to the intermediate school building we own. 2) build an adjoining 20,000 sq ft building for the library, council chamber/meeting room. (cost - \$2 million. \$1 million I currently in library fund. Go for grant for remainder). 3) sell current city hall building to college (appraised @ \$1-\$2 million). 4) animal shelter fund is @ \$400,000-\$500,000. Use city hall sale to fill in library and shelter as needed. 5) given costs involved, town square is totally premature and unrealistic at this time.
- The city needs to court business instead of making it difficult to get established or taxation for every little idea.
- 1) very glad Ron Drathman resigned. 2) support a differential tax for land owners with more than 5-10 acres. 3) support a city and area connected by trails. 4) support focus on environmental integrity and acquiring and protecting land for green/open space. 5) support ways to work with kpb re; setbacks on bluffs that actually affect city property below. 6) focus on slope development problems. 7) focus on controlling urban sprawl. 8) try to encourage business to develop in core city area. 9) recycling in city.
- Overall quality is improved when support is shown for schools, library, museums and non-profits. These organizations give back to the community (with a lot of effort coming through volunteer hours). Our city does not lend itself to walking around town. I look forward to

improvement in this area. Some years ago this was much easier when the drug and grocery were on pioneer.

- I have lived in Homer all my life and I know I'm not aware of a lot of issues concerning the community. But one thing I do know is there is a real problem with people moving up here and creating problems from the lower 48. I think outsiders should be screened at the border to prevent crime escalation, especially animals being left to starve because of neglect.
- The new city dock should be used for cruise ships to enhance tourism. Large dept store is needed to enhance economic growth and competitive consumer prices. The new dock opened and used for large container ships, so we can have better prices and increase economic growth.
- Upgrade Waddell Street to relieve pressure at the Lake Street and sterling intersection.
- The city should sell all of its property within the city limits, stop being in competition with business and also get their property on the tax rolls to keep property taxes down. Spend more money on getting jobs (businesses to move to Homer) than spending on trails, parks, etc. Also, stop the misuse and personal use of vehicles, shop, gas, tools, and equipment. Public works needs an overhaul.
- The city managers do not care about the safety of its residents due to the dead spruce trees that can fall on anyone at any given time and may catch on fire during dry seasons and harm or even kill people. I have approached the city about this problem and they have not been responsive to the problem.
- If everything is held confidentially, then how did they know I did not fill out this survey!!?
- #12-a: I am for private property rights. #12-b: the city should first discontinue its light pollution on the spit with the huge street lights before it starts working on noise pollution. #12-e: that is a matter for private enterprise to decide. #12-f: a bogus question. People come in, they buy, they pay sales tax, they leave. So what? Maybe a couple of them go to the library. Who cares? As far as I am concerned, the city shouldn't be in the library business. #12-g: do not threaten peoples' water supply! They pa a fair rate for it. There is plenty of it.
- Homer is a quaint village at the end of the road. We should be careful not to grow too rapidly. We should maintain our small town appeal. We need to be careful not to over-regulate or become urbanized. We can ruin what makes it attractive. If you want urbanization and increased services, move to anchorage.
- It's about time people outside the city limits paid for use of city services and facilities, such as ball fields, parks, etc. If more ball fields or hockey rinks or skate parks are built, user fees should be charged for non-city residents. Charge non-residents more for water. Build a Fred Meyer or k-mart or Walmart.
- The cousin's property on the spit is a very big eyesore. I think something should be done to make the spit a prettier looking place. Big franchises like Fred Meyers should not be brought into Homer or it surrounding area. That is why I live here. I like to drive somewhere to get to those kinds of stores.
- City police have gestapo-like techniques: going into bars and intimidating people, following people, inordinate emphasis on minors consuming alcohol. Water quality poor, heavily chlorinated. Concerned about raw sewage flowing into bay following heavy rains. Seems irresponsible to pave a right-of-way on Bartlett to cross-street. Should be turned into park. On positive side - Jack Cushing very available. Good to finally have skate park.
- "I called local police for an unruly, obviously intoxicated person. An officer arrives in plain clothes, stated that she was "not drunk or intoxicated" and left a 7 year old child that was being abused with the woman. This call was at 3 a.m. and the officer obviously did not want to take any action to protect the child. The woman apologized the next day to me for the

problem and stated she had "gotten really drunk" prior to police arrival. What kind of protection is this?"

- The city manager is a crook. The mayor is a scumbag. The city council is there for their own personal gain. Under the table money gain for them, the water and sewer and harbor rates are ridiculous. The tax we pay is far too much for what we receive. Most of the people that work for the city are nice. Whatever you do, don't move to Homer. We have the highest tax in the state, highest water and sewer rates in the state. Also, harbor rates. And they are going up again right now in the Homer paper.
- We need traffic lights. We need to encourage economic growth. Better library.
- There's no place like Homer.
- I would like to see more businesses come to town so that there is more competition so that prices for food could be lower. I would also like to see more businesses so that there would be more jobs available to people who need them. (decent paying jobs so that you can actually pay your bills and still be able to eat).
- The city needs stop lights - one by McDonald's, one on main street, heath street, both summer and winter. Drop the dumb beach ordinances. Allow jet skiing in Kachemak bay. Jet skiing doesn't hurt the environment as long as people are responsible.
- 1) desperately need traffic light at sterling hwy and lake street intersection. 2) need better road maintenance in annexed area. 3) need quicker snow removal on heavy snowfalls days. 4) city water and sewer is not available in annexed area, but yet pay taxes to support it. 5) city council members continue to make stupid laws about burning driftwood on beach and also driving on the beach. 6) need a more competent city manager and mayor. 7) too many restrictions on wetland development. 8) we pay too high in taxes.
- Our library is a joke. We need a bigger facility now. The staff is hardworking and dedicated, but the library itself is ridiculously small, cramped and inadequate. I've been trying for over 2 years to get our corner street light replaced.
- I'm appalled that #2, #12 and others don't include the concept of the role of the city in promoting vocational and higher educational opportunities for its citizens. Other cities annually support with \$ their campuses. Ours should, as it is critical in economic development, etc.
- Homer needs more street lights in downtown area, working stop lights at lake street and by-pass and at pioneer/east rd/lake St. Crack down on and do more investigating re: providers of drugs and alcohol to our youth. Youth court does not work - too many repeat offenders working the system. More city cops patrolling newly annexed areas. (I've seen more troopers in my area since annexation than I have in 10 years). Promote Homer as a year round port and bring in some industry - jobs. Daily staff boat launch ramp may-sept for recreational boats and collect fees like they do in Kenai. Oct-apr honor system.
- Need more activities for young people, especially free. Need to support choices for teens so teens have a place to go. Need to encourage more jobs, shopping that is less expensive, such as Fred Meyers or k-mart. We need full-time jobs here bad!! More spit parking. Animal control in recently annexed areas. Where I live, there are ducks, chickens and goats roaming free. Also, an industrial business with large equipment that tears up the road on corner of eagle view & west hill.
- I strongly favor returning to the full level of funding given in the past to the Pratt museum! I urge the Homer city council to facilitate the process of choosing a site for a new library. I also urge the council to support the library building process fully. I urge the council to work hard to attract tourists!

- Continue acquiring & setting aside areas for green spaces. Find a way to zone surrounding non-city areas. Develop businesses in town from the core out. No urban sprawl or strip malls. Provide for comprehensive recycling!!
- Homer needs an indoor sports complex that would house a hockey rink and other sports activities. It could house some kind of youth activities center. We need a place for our kids to go and the chance to be part of something.
- The recent annexation "saga" was badly bungled by the city council and the city manager. The imposition of annexation on unwilling and unconsulted property owners, while technically legal, was outrageous and "un-Homer-like". Instead, the city should have tried hard to persuade property owners of the benefits of annexation. Homer, unfortunately, is a lumpy community architecturally amidst vast natural splendor. The spit in particular is an Arcgutectyrak ness which resembles some kind of shantytown. The city needs very much to both clean up Homer and adopt design and building codes for new construction.
- I think our town is a good and unique one. However, we need industry, even if small, to provide jobs and additional tax to add to the need for more money to increase growth, but controlled. The endeavor should have attraction and quality that would provide a better thought in each of us. Proud I live in Homer!
- Don't fund non-profits with our tax dollars without voters' approval. If the non-profit organizations cannot remain viable on their own via private donations and non-municipal grand funding, then that shows that they are not as important to the citizens as our local elected officials seem to believe.
- The animal shelter is in drastic need of renewal. The facility is a disgrace and a disservice to our animal friends. The city has been dragging its heels on a new facility. Enough games! Now is the time for a new facility. The city's top appointed officials are totally unresponsive to the peoples' needs. They are, by and large, arrogant and aloof. Drastic, immediate change is needed!!
- It would be nice to have more trails and sidewalks for easier shopping and getting around in town! H2o and sewer for everyone in city limits!! More bike trails and hiking trails easily accessible! Youth hockey league facility/trade shows/indoor rodeos/proms/skating shows, etc. Used for a variety of events bringing business to the community as a whole!
- I think Homer needs to do a better job of street cleaning in the spring. All the sand, etc. Left over after the winter makes the streets and sidewalks look very unkempt.
- Please, for the children in Homer, do something about the drug use in Homer high school. If you talk to the kids and they're honest. They'll tell you the use is at least 80%. Support them in a skate park or anything they may be interested in. I thought the triangle park was greatly used when the kids were there having fun on their bikes.
- Sorry, we now live in Picayune, Mississippi. Although we still have friends in Homer that we communicate with, I cannot fill out your survey.
- Put jail prisoners to work on litter detail. Lease spit property to Cina for casino on spit, thus repealing sales taxes. Alcohol tax. Repeal sales tax on food, medicine, shelter. Same with cigarettes. Recycling, natural gas fuel for city vehicles.
- I don't feel I can adequately fill in this form. We love the area in Homer and can't wait to get back. Unfortunately, the military has taken us to other areas of the country at the present time.
- 1) traffic light on lake street and by-pass - summer only. 2) enhance fishing hole fishing (this could be cash cow for city). Also improve camp grounds on spit. 3) I am very pleased with the dump station (campers). 4) unlicensed cars should be removed (no junk vehicles). 5) dog owners should clear up after pets. 6) business owners should clean up properties. 7) we desperately need competitive grocery prices. Fred Meyer would be most welcome. Store size

should not be restricted. 8) do a better job enlisting volunteers to clean up in spring (streets, ditches) and again during summer.

- Greater non-profit support, please! The council rammed its annexation through. Those affected were left with little power to prevent the higher taxes. We already have a well and septic and don't need or want city water and sewer. We do appreciate the improved west hill and east hill paving. Will it continue to many of the gravel roads off these major arteries? Or is this window dressing to soothe the dissatisfied annexed homeowners? Let's hope this continues. A beautiful library on the spit could become a Homer landmark, which is seriously in need of a notable building and what more beautiful place to read than there?
- How can we get back to our own state? I am homesick for California. They won't let me go back! My children there, good climate, friends, everything.
- First of all, your question #23 is in contrast to your opening statement. You state that I have been "randomly selected" from the voter registration list. Well, if that is the case, then question #23 is ridiculous to be asking. It is clear that those who manage the city of Homer's affairs, look out for only their own interests and not that of the public. The city manager and finance director bully their agenda. The harbor master is only concerned with his budget and not of those who pay the harbor fees. The public works department is out of control as far as their spending and lack of concern of how they spend money. After all, it's not their money.
- The following comments are what I feel the city of Homer could do to improve the quality of life for its citizens and encourage visitors to come and spend more time and money in the Homer economy. Economic development through recreation diversity and improvements: extend the very popular spit bike trail along the by-pass to the new Alaska islands and ocean visitor center. Citizens of Homer and visitors can access the bike path at many more locations and visitors would have a reason to spend another full day in Homer. I feel the bike path is too short and limited for visitors to spend time exploring Homer and its businesses by bike. Bike paths along skyline from west hill to east hill and on out skyline east and along the diamond ridge road. The bicycling population has spent lots of money in towns like Moab, Utah and Crested Butte, Colorado and Oregon coastal towns. Homer has just as much beauty, wildlife and challenging terrain as any of these areas that have marketed themselves as bicycling towns. Since the bike paths would be along public roads, federal funds/grants could be sought for these bike paths projects. For the residents of Homer, this network of bike paths would create another way to get outside and get to know your neighbors and build on the sense of community. Hiking trail from downtown Homer to the top of skyline. A hiking trail that originates in the heart of Homer will encourage active visitors to come to downtown to hike. At the end of a hike, they would seek out downtown businesses for food and drinks. Towns that have marketed "you can hike from downtown" successfully are Seward, Alaska and red lodge, Montana. Street improvements: place a stop light at the intersection of lake street and the by-pass. This intersection is inherently dangerous and will sadly get someone killed or seriously injured in our community if something is not done soon. It could be switched to a flashing caution light for the off-seasons (fall, winter, spring). A center turn lane on the by-pass from Scruggs auto to Kachemak drive at the base of the spit. This is a very dangerous piece of road for turning across traffic without being rear-ended. Since there are so many service oriented business located along this section of road, this would greatly help the residents of Homer. This also would help the flow of traffic to and from the spit, improve highway safety, and benefit the businesses along this section of the by-pass. Open and green space shows that a community cares. Preserve the open and green space around bay crest overlook and the area on the ocean side of the sterling highway between west hill and Birdarka inn. Communities like Woodstock, Vermont and Boulder, Colorado have provided open space at the entrances to their communities and have created a sense of special

place from the "urbanization of America". These communities ironically became much more prosperous, community based, and profitable after creating these open/green space entrances. Open/green space around a town I like the framing and matting that surrounds a beautiful piece of art. The community of Homer is that beautiful piece of art!!

- Research: take braking noise pollution from trucks coming into town on Baycrest Hill. More and more residences are being built along Baycrest Hill. I love the trails in Homer. I'd pay twice the amount of taxes I pay just for more trails and beach access. Homer has become ugly with the loss of spruce trees. We need to work hard to get it looking nicer.
- Through the 3.5% city sales tax - non-residents get to participate in the cities services where provided, i.e. library plus library card fee, museum plus museum membership fee, etc. Also through the college kps and so pen hospital both city and borough residents (outside city limits) support these enterprise funds - plus their use personally allows for more monetary support. Also, state revenue sharing \$\$ equate city residence through residents for help towards city's revenues. Just like Nekeska area where 99.9% of tax base is shared with the entire borough. State & fed laws mandate the you share and provide services to all residents who live or shop and pay the city's sales tax, college and hospital property taxes.
- Why did you spend over 10k of our dollars outside? If you're always talking about shopping at home. I think you should contact all of the numbers listed below, get their lowest bid and then release the information to the media. I'll bet I could have saved us money from my den. Even if it cost 2k or 3k more, I'd rather spend money in Alaska than in boulder, co. At least 15 or 20 printing businesses in anchorage.
- Unsafe traffic on Lee Street and Herndon drive. City has not responded adequately to reports of this condition.
- Some questions are ambiguous. Ex: #27 - although I rate the shopping opportunities as less than "fair", I choose to live here. I don't want to live in a place like anchorage or Soldotna where the shopping opportunities are good. I don't want excellent shopping opportunities in Homer because of what that means: lots of traffic, too much commercialism, etc. Ex: #8 - I rate the police department as "good", not "excellent" because of all the times I am followed home very closely at night to see if I've been drinking. I don't drink and feel this is a mild form of harassment. Many people in town experience this regularly. The survey is flawed. You should leave a line of two for explanations with each question for reasons above as examples. #9-a it's not their fault that the city doesn't have enough \$ to do all that needs to be done. #8-p varies greatly summer to winter.
- The administration and council is very anti-development. Money should not be given to the Homer foundation to pass out to non-profits. That money should be used to fund the animal shelter, library and essentials. Some of these non-profits are in competition with private merchants, their mission being to curtail economic development and mooch money like the Pratt museum. The mayor, city manager and council are unapproachable and have a one way attitude. The open meetings act is in constant violation. Conflicts of interest are prevalent. The planning commission is one big negative group. Their motto must be "let's keep it from happening". The Homer high school is the largest export facility in the state. There is no opportunity for our talent and we lose them to other areas after completion of high school and college unless they want to work in the drug or grocery store. The city continues to allow property to be taken off of or remain off of property tax rolls. Homer has turned away more economic opportunity than the rest of the state put together.
- Because of age and health problems, I am poorly informed on many issues concerning the city. We have property 13 miles out east end road and have watched the population move out beyond city limits. I do not agree with folks who move out of town for more freedom of

choice, yet expect city folks to pay extra taxes to give them the services they want and expect! That doesn't make sense to me.

- The city needs to be more supportive to new industry, such as mariculture. Clean up the spit and other areas of high visibility.
- The city does way too much sanding of the roads in winter. The reason is there's a health problem in spring because of all the dust that's created because of too much sand. Start plowing more and sanding less.
- I was very troubled about the annexation issue and I'm a property owner in Homer w/o sewer or water. I'd like to see the "long ago school tax" brought back so every wage earner in Alaska had \$10.00 taken out of their first check per year. I admit I don't participate in city politics. I pretty much keep to myself and I believe in paying my own way. I believe in equitable treatment and I'm baffled by drugs and the school kids here!
- Questions re: zoning were not clear, i.e. I see a problem in not having zoning and then residents disagree on what is acceptable where they bought into. Zoning would help people and business choose positively. Bias against non-parents here! Your demographic data does not take data that, while I don't have kids, I care deeply and advocate in my work and volunteering for their quality of life here. Please develop town square identity a la Vancouver, B.C. some mechanism to ensure that developers by definition must set aside some % in town as green. We all came here to see it last!
- We endorse the town square project, expansion of the college campus, basic services expanded to all city residents and improved education opportunities for our children. Noise pollution is a major problem in this city.
- Homer's greatest value lies in its uniqueness. Government, lately, leaves me feeling like they want to run our fair city like a cookie-cutter L.A. suburb and that would be a great loss and a great disservice to our children, especially culturally - the very artistic and eclectic mix of people and feel of our city should not be lost to outsiders' ideal of morality and prosperity.
- If the city is resentful of shipping water out, they should raise the price they charge the water brokers.
- If Homer views tourism as continuing to be a major part of the local economy, the city needs to embrace tourism and promote the visitor industry. The city needs to clean up its act, i.e. the "devil fish lagoon" atrocity and support an architectural theme for the town. Homer, itself, should be the destination, not just our activities, i.e. sport fishing, across the bay, etc.
- I am very pleased with the 2nd exit out of the high school. Congestion in and out has been greatly relieved. How about a couple of stop lights so our children can safely cross Pioneer Ave and by-pass road?
- I am new to Homer and very comfortable living here. I don't know anything about city projects, fire dept, police dept, etc.
- Dirt - dirty - very dirty. Sweeping city streets at least 4 times a year - make the "mud" haulers clean up behind themselves. Clean ditches and culverts to prevent "mud" flowing down city streets. Preventive maintenance. Pay now or pay later. Later always costs more!
- I think one of the worst things about the city of Homer is the traffic and parking around the city. Also, the price of shopping in Homer. I do 90% of my shopping in Soldotna. I would be for 10% more than Soldotna, but 50% to 80% more is wrong. If I didn't have a good job here I couldn't afford to live here.
- As being newly annexed, I'm not sure how the city services in my neighborhood will change - for better or worse. Ask me again next year.
- We need to increase the revenue we raise from sales taxes by utilizing a seasonal sales tax. We need to reduce our dependence on property tax revenues by first increasing the homeowners exemption (currently 10k) and then reducing the mil rate.

- Parking at the spit is a definite problem and getting worse.
- We have one of the most stunning natural surroundings in the world. If we don't rein in our impulses to build the cheap and the tawdry (McDonald's and pre-fab steel buildings, for example), we will debase this setting and ourselves. It's not too late to prevent another anchorage from happening here. It's time for architectural standards. Those who oppose them are often rape-and-run capitalists who plan only to accumulate as large a pile as possible before retiring to the lower 48.
- I wish the city fathers were honest and would keep their commitments. I wish the city council would contract all utility and maintenance work to private enterprise. The city should not be in business. That's not a governing body's responsibility and should not be its function. All city business should be available to the public for its information. After all, the city council is elected by the public and supposedly are the public servants. Homer needs an adequate animal shelter. Something should be done to bring businesses into the airport terminal, like more airlines.
- Restricting development is not planning.
- Homer needs more bike trails! We need a place for small children to play in the winter - a city sponsored play group/open gym with parents present (I'm working on this).
- 1) our state streets are in need of repair. 2) most city streets have no sidewalks. 3) the ditches are full of brush, etc. Making it difficult to see when trying to make a turn into another street. 4) some deep ditches are not posted and very hard to see during our dark winters. 5) our city water and sewer is very expensive.
- "When Homer quit supporting the fishing industry as a whole and started tax and rate increases for the harbor that goes into a general fund that pays for other things, the city lost much of its income. It's time for the city to understand where it's "full-time" income really comes from."
- City needs to support growth, not good old boys.
- I like Homer. It's a great town. I'd like to spend the next 20 or so years here. I'd like to see more economic growth and larger stores come and compete with the stores we currently have to lower the price fairly. I think for the wages he cost of living in Homer is way too expensive. Rent, groceries and utilities can't compare with the wages. I am an Alaskan born and bred. I support economic growth. If people want to live a completely uncivilized life in the woods they should go somewhere else. We need growth, jobs and a future.
- "I was raised in Homer and used to be proud of my hometown. The changes over the last 10 years and especially the last 5 years have saddened me. Homer is no longer a town that I can boast about. It has lost most of its unique character and the city council has destroyed a lot of the community bond these last 5 years. I am strongly opposed to making Homer a "smoke free" environment in bars, etc. I live in Alaska because it's wild, rugged and still "alive" with freedom. Government is suffocating the life out of our town."
- Homer is one of the most beautiful towns in North America.
- Better paying jobs needed for those who wish to work! Better shopping essential!
- The public opinion toward city government and the direction the government is planning on taking Homer is something you should definitely explore on a consistent basis. Hopefully you'll take these survey results seriously.
- We (the city, staff, council, citizens) should be making decisions today to shape Homer in 25 years from now, not for next year. Interim and pressing current decisions, however, must not be delayed or deferred until a long-range plan is in force.
- Homer is an excellent place to live, but I feel city officials or spit officials, whoever is in control of pricing to launch boats and camping fees are getting greedy and running off our

regulars by raising the fees each year. A little over-priced to camp or \$10.00 to launch a boat??

- During Ron Drathman's tenure as city manager, many projects were accomplished to better the community: dock project, skate park, road open to high school, annexation and others. For the first time in 8 years, our little road off east hill was graded and plowed by city equipment. "Please all and you'll please none". He did an outstanding job as city manager.
- I love Homer and I feel privileged to live here! It's expensive, but I manage. Wish sewer and water were not so expensive...
- I moved to Homer 20 years ago with my family because it was a nice, small, quiet town. I don't want to see Homer another California, like beach town. A "quaint drinking village with a fishing problem" is fine with me.
- Create and enforce a dog leash law! It will protect dogs and citizens and create city revenue.
- Recommendations: many more senior housing complexes. It takes years for a person to get into the few they have now. Homer needs many more activities for kids, especially the teens. This would assist in reducing substance and alcohol abuse, crime and violence in all our schools! Please help build children's and teen self esteem!
- I would like to see the city support existing businesses by prohibiting big box stores, especially in the central business district. I strongly support blocking to the future by reserving open space in the city for parks and trails. Anchorage is fabulous because they had the foresight to do that 25 years ago. We also need sidewalks, crosswalks, and a parking lot downtown to make the city pedestrian friendly. Get the library and the animal shelter on the fast-track. We've needed them and been talking about it since I moved here 8 years ago.
- Feel the community is anti-growth. Charged too much for groceries, gas. Very poor job market. Utilities are high - electricity, sewer and water, etc. Also would like to see natural gas in the area.
- Sewer and water rates are too high. The city should sell its surplus properties and return them to the tax rolls. The city council should try to come together as one. Common sense should be a major factor in the council's decision making process.
- Water and sewer rates too high!!!
- Need traffic light at lake street and by-pass hard to judge when to pull out!! Delivery trucks (large and small) parked on sidewalks to make deliveries should be stopped! Spit needs to be cleaned up and be as beautiful as the view! Spit trail is great! As are the town trails. Animal shelter is a disgrace.
- Harbor is a regional facility and should be run by elected port authority. City hall does nothing but skim revenues.
- I would like to see the city grow. I see no reason to allow growth which could bring more money in for Homer. If we don't, people will continue to spend their money elsewhere.
- It is very difficult for me to see my taxes at \$41.00 and I get nothing from the city, my taxes are higher than my folks in California and their home appraised higher than mine. Also, we pay higher food costs than necessary - about 40-50% higher than anchorage and 20-30% higher than Soldotna. This comparison was done by the university of Alaska anchorage and Fairbanks. You can't expect people to be looking to move to Homer if the cost of living is exorbitant.
- Make no more rules. Enforce the ones we have. People moved here so they could enjoy the beauty and express themselves, be it in everyday life of business. Quit trying to make Homer like L.A. or other places. People have moved here to get away from. Our children, our most important asset - start treating them so. One day they will vote. Would they vote for you if you let them down now?

- I think the city should continue to fund non-profits, either thru the Homer foundation or directly. They add so much to our lives. The city and surrounding area continue to grow. We need to set aside open space now, so there will be places to bike and ski and view wildlife for future generations. Otherwise, the land will be so cut up into subdivisions and little "estates" that there will be no "wild" place left for public use. And wild space is what makes Alaska Alaska.
- It appears that Homer, a wonderful place to live, will not be a viable town due to the lack of tax base. This will not change until all non-profit organizations pay property taxes and until the city council and planning commission change to a positive stance and encourage large and small businesses to come to Homer and operate without continued harassments with excessive and unnecessary regulations. Since all residents in Homer do not have water and sewer, it seems obvious our city management must change the "fight development" attitude. With our tight city budget, I was surprised they authorized this \$10,000.00 survey when everyone knows our problems, but not quite enough to do anything about them!
- Get a different attorney. Pay for a good one. We'll save \$. Mayor should only serve one term!
- Our town looks like a dump! No pride of ownership. The spit looks like a third world country. No sense of downtown. Why can't we do what Seward has done to their town in the last 10 years?
- Our city is small. We should not put in blocks that will not allow people to build and develop their businesses. Too many restrictions will hurt growth.
- Manage capital projects within available funds. Address access problems (onto by-pass street). Add water/electric to new section of harbor (balance of slips not currently served). Charge user fees to pay for impact costs of water out of city as opposed to cutting off supply. Let the market decide when retail store should be built!! Not city government!
- "I think the city should concentrate on its infrastructure and not be so intent on running our lifestyles. The beach policy is ridiculous! They should finish projects such as the new animal shelter before taking on more, like the library. The "greenies" should all move back to California and leave us alone. What would be so "bad" about a Fred Myers. We would have more jobs. Imagine that!"
- Leave businesses alone to run their business as they see fit. Forget passing a smoking ban. If it passes, businesses in Kachemak city will certainly grow and Homer will lose that revenue.
- I am in college out of state and when I went home for thanksgiving, I noticed a lot of changes to the city. Mostly new buildings. I think the developments will be good.
- Teen age/young adult crime is a real problem in Homer. Police dept is blind to burglary and theft and drug use by the teens and twenties groups. Removal of Drathman as city manager was a tremendous step forward! Homer needs a mayor who can lead.
- The city should give businesses, like icicle seafood, a tax break. Homer needs a bigger variety of fast food joints, a skateboard/rollerblade area, a city bus line w/stops and a wildlife trooper at the fishing hole 24/7 when salmon are in.
- I was in favor of annexation. It was long overdue. I was strongly opposed to the council's action to fire the city manager. I think those on the council opposed to the manager acted against the city's best interest and were motivated by narrow self-interest. Many council members seem to be unaware of how complex the city operations are. This has been reflected in their action to replace the city manager, who is doing an excellent job when there was no compelling reason to do so and when it will be difficult to replace him with someone who can produce as much work or who knows the issues as well.
- "maybe you should have not used Fred Meyers. Maybe the use of "dept. Store" or another "grocery store", but use of a corporate name sways people's opinions - highly unfair."

- The mayor threatened us with cutting off our water supply. We bought our water. He said this at many of the council meetings on the radio, etc. If you did not live in the city limits he treated us like we were the enemy. I believe our council members represent themselves only. The voting is according to your party, dem. Or rep. Should have a term limit on the mayor's seat - only twice. A lot of us believe the city manager is evil. Thank god he is on his way out by the end of January, 2003. We deserve better. We all pay sales tax on everything we do or buy. Would you please tell this to our mayor.
- The only concern I have is the sudden surge in population, which will give us some problems down the line. No, I'm not xenophobic - but with quantity, the quality soon diminishes.
- 1) city government has no business funding non-profits. 2) we need a traffic light at the base of lake street before someone gets killed. 3) city government is not business-friendly, resulting in joblessness and lower tax base. 4) my answers may have been more positive, but for the negativity of city manager, Ron Drathman.
- "I think we should try and do something about litter and trash on the roads. Maybe more "please don't trash Alaska" signs. Drinking and driving on the west hill and diamond ridge road is bad, by the looks of the beer cans up and down the road."
- Green spaces important. Zoning and planning should try to encourage walking, biking, bus transport, to avoid future traffic congestion.
- Encourage curbside recycling. Please - be careful what else goes on by-pass. It's beginning to look like a strip mall. Please prevent sprawl by confining most development to city center. The floods have shown us how much damage can pour/slide down from above town. Development around any streams or canyons should be very carefully done and set back a long way, leaving natural soils/brush intact. Don't allow drives and cuts in sensitive slopes. It's very important that home acquire, maintain, increase green space - parks within the city. Very important to build a new animal shelter. I've volunteered there and seen animals cold in normal winters.
- I think the city is especially weak on zoning and planning. Ex: Tesoro, Saven more, Napa by-pass in general. This is a shame to be weak on this sort of ugly, cheap development. The police are crooked. Water and sewer are too high. City does not support UAA adequately. The spit should be dumped, except green space. Spit trail - good, dock - bad. Should not bail out bluff-erosion. Promote clean streets. Make sidewalks, paths for walkers, pedestrians. Address light pollution, steep slope, etc. P.s. I think the city manager was awful. Glad he's gone.
- Uncontrolled growth could substantially alter the positive aspects of life in Homer. (How many more can the present sewer/water systems sustain?). More vigorous efforts should be directed to planning and zoning.
- I lived on the spit and also worked there for 18 years. I lived winter, summer, spring and fall year round. I saw the evolution of the spit from fisheries to tourists. I've seen a lot. We need more saving of the natural "Alaskan appeal" - not more buildings. No more businesses, shops, and such. Leave some space for parking, camping and public use.
- The water/sewer service charges are very unreasonably high. The city should focus on lowering the monthly costs for homeowners.
- I believe with the amount of children, we all need to work together to bring youth and seniors and all together to work, play, interact with each other for betterment of communication and to improve our town. Places clean, smoke free, encouraging card playing, building, cleaning up city dwellings, both public and private. Open areas, enclosed, yet fresh, airy, welcoming all to be creative and helpful to each other. Younger and older need healthy activities other than sports to be drawn into to be involved.

- It is crucial to welcome the diverse ideas of the people of Homer and carefully listen to all aspects of our community. Homer must take great care to look into the future and project what vision we hold for the design and open space to incorporate what we love about Homer. Otherwise, we will awaken to find we have paved paradise. Great caution is needed now to aggressively plan so as to avert this commonly made mistake.
- Your survey questions are worded poorly, e.g. 12/f & 12/k. City treats spit as a delinquent tenant. City shows poor judgment in its handling of spit leases. City alienated residents during annex procedures. City has inconsistent accounting practices. City has too many sign rules - they exempt themselves. City should provide roads and security. Shrink city hall!
- Would like to see better town planning of building and zoning, green space, and coordinate with easy access for walkers or people parking or bike riding. There is not a theme to our town, which could be done with all the great artists we have in town.
- We have just recently moved here from Montana, so not familiar with city & state government well. Homer is beautiful, but I would not want to raise kids here. But I have teens (out for college). Their main complaint is the high drug use in the city. My neighbors also concur with pot and cocaine use, which is very high here.
- I think the city should not restrict any growth that provides jobs. It should promote all growth. Let free enterprise work. It is not the city's responsibility to protect businesses from competition. Zoning and building restrictions should be at a minimum. What one person thinks is beautiful, another thinks is ugly. Remember that for every law or ordinance that is passed, we all lose one more piece of our freedom.
- It seems that Homer is against business and for parks and paths. No property should be taken off the tax base, ideally churches and ?? Land trust included! I drive to my job. Why don't the police? Probably save 1/2 dozen cars. Box stores, etc. Are needed, not more taxes and higher rates on utilities. Why is this survey out of Colorado, not Alaska?
- 1) Traffic is an increasing problem. "jake brakes", cabs speed and make illegal left turns. I have been cut off many times. They have rude! 2) Dog owners are taking over Homer. My wife has been bitten and I have been approached by fierce dogs growling and snapping while walking down the street. Owners have no respect for leash laws. We are afraid to walk on the beaches and the spit bike trail. A friend was bitten severely on the spit trail. 3) The city has little respect for the religious community, nor concern for respecting its worship schedule!
- After having a business and home both annexed, I am very disappointed in the city of Homer's response via phone, or road work pertaining to outlying areas. After the first snowfall November 15th, they did not and could not answer questions pertaining to mission road on east hill. They must have forgotten that they were responsible for the ?? Of mission road, and did not know themselves is what I was told by Carey Meyers at public works and Ron Drathman, our city manager. I would guess they're also uncertain where all the extra sales \$'s are being distributed. Homer is now a very disappointing place to live.
- I would really like to see the city adopt the uniform building code. If this requires the city to fund a building inspector to enforce the new codes, I am for it. I would like to see the existing Homer, municipal, code strengthened and enforced regarding junk cars in neighborhoods. They need to be removed. I would like to see rundown, vacant residences (properties) condemned by the city and torn down. I think the city needs a loud noise ordinance during the night or late evening.
- I am very concerned about the problems of cancer-producing chemicals in the chlorinated, highly organic surface water of Homer. As the town continues to grow, it will eventually reach the threshold for requiring a subsurface water supply. Is this being planned for? Non-point source pollution is a rapidly growing problem with more development. At the current and projected rates of higher storm intensity and sea-level rise, both the spit and the sterling



hwy will become too expensive to protect in 5 years (or less). What plans are being made for this inevitable change. When is the east end-oil well road connection to begin? Please respond to above at Susan Woodward, po box 3515, Homer.

- I have never seen a city job in sewer and water advertised. How does this city hire? Do you have to be related or go to the right church to get a job with the city?
- I support more \$ for the chamber of commerce. I support a "reasonable neatness standard" w/o harsh regulations. Wages are way below cost of living, i.e. secretarial. I do not support taxation of individual groups, i.e. charters, b&b's, to pay for community benefits for all. I am happy w/troopers, police and street maintenance.
- City property on the spit should be given to an organization such as nature conservancy. The city should fight the big box stores. The folks outside of city limits should pay a user fee for services, such as a library, but not protection like fire, ambulance! State troopers for outside limits.
- One of the things that bothers my family most: unfilled potholes and the method of filling potholes we need a stop & go light now down at the MacDonald intersection before some young kid gets killed.
- I think the coh has the best damn city clerk's office in the whole wide world!
- Municipal government in Alaska is hard because everyone came to the "last frontier" for the great freedom and opportunity. Although these are valuable qualities, Homer needs leadership that brings the community together to solve common problems and to follow a deliberate and enlightened development path. Homer needs the community features that will make it a great place for families to live. This is the bottom line - not freedom and opportunity. All too often it seems that personal liberties are placed above community prosperity. Homer needs bike, ski, and pedestrian trails. Homer needs good schools, libraries, and a good college. We need planning and zoning, a real downtown, and maintained roads. We need environmental protection and sustainable development. And we needs trees. Of course all of these community assets should come at a pace that is fiscally responsible, but broadly speaking, taxes for public goods should be seen as an investment in the future, not as government largess. Look at other cities around the nation that have prospered because they have maintained a beautiful environment, both natural and human, through investments in public goods, planning and zoning, and environmental protection. As an example, look where this survey is mailed to, the National Research Center Inc, in Boulder, Colorado. Homer should ask why the NRC was located in Boulder: Why the city of Boulder is enjoying the jobs and taxes associated with the NRC? Is it because there was a low tax environment friendly to such businesses? Is it because there were no environmental regulations or zoning laws that encumbered business development? No! It is because Boulder has a beautiful environment (both human and natural). It is because they have managed there growth wisely and esthetically. It is because they have invested in their schools, their college, and their community infrastructure. This social and natural environment attracts families that want to invest in their community. This labor force invigorates local economies through small business development and by attracting businesses (such as the NRC) that want to invest in the community. Planned development and business regulations pay off in the long run. Homer has the intrinsic natural qualities to become a wonderful community. Yet, Homer seems to lack the social commitment to the cooperative and deliberative planning necessary to build the community we want to live in. Homer needs leadership to move us in this direction. Sincerely, Cameron Burrage Yourkowski

## **Appendix V: Survey Methodology**

### **Sample Selection**

The voter registration list for the City of Homer was used as the sampling frame for this study. While this list may miss some residents of Homer, it was felt to be the most accurate way to identify those households within the City limits of Homer. A sample of 2,000 names from unduplicated addresses were randomly selected to participate in the survey.

### **Survey Administration**

Registered voters selected for the survey received three mailings during October and November of 2002. The first was a postcard notifying them they had been selected to participate in the City of Homer Citizen Survey. About a week later a survey was mailed with a cover letter signed by the mayor. Approximately one week after the first survey was mailed, a second survey was mailed, with a cover letter asking those who had not yet participated to do so, while informing those who had already completed the survey not to do so again.

A unique identifier was placed on each survey form, and when two surveys were returned with the same identifier, only one was included in the analysis. This identifier was removed from all subsequent analyses. No datasets received by the City of Homer contain this identifier, and it has been removed from the mailing list retained by National Research Center, Inc.

### **Response Rate and Confidence Intervals**

Of the 1,873 eligible registered voters<sup>1</sup>, 672 completed the questionnaire providing a response rate of 37%. This represents a good response rate; in general, the response rates obtained on citizen surveys range from 25% to 40%. Approximately 8% of addresses sampled were "vacant" or "not found."

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 4 percentage points around any given percent reported<sup>2</sup>. The confidence intervals are larger around estimates for subgroups.

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<sup>1</sup> "Eligible" voters refer to addresses that belong to a registered voter that were not vacant or invalid within the City of Homer.

<sup>2</sup> The margin of error was calculated using the following formula:  $1.96 * \text{square root}(0.25/802)$ . This margin of error is calculated in the most conservative way. The standard error was assumed to be the greatest for a binomial distribution: 50%/50%.

## Weighting the Data

The only characteristic available from the voter registration list to compare with the characteristics of those who responded was gender. As can be seen in the table below, females were somewhat more likely to respond than were males. Survey results were statistically adjusted to reflect the profile of the voter registration list.

Weighting Scheme			
Respondent Characteristics	Population Norm*	Unweighted Survey Data	Weighted Survey Data
Sex			
Female	50%	58%	50%
Male	50%	42%	50%

\* Source: Voter registration list.

## Data Analysis

The surveys were analyzed using the SPSS statistical package. Frequency distributions are presented in the body of the report. Chi-square or ANOVA tests of significance were applied to breakdowns of selected survey questions by demographic subgroups. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed in the demographic categories of our sample represent "real" differences among those populations. Where differences were statistically significant, they are so noted.

**Appendix VI: Copy of Survey Instrument**



*City of Homer  
Office of the Mayor  
491 East Pioneer Avenue  
Homer, Alaska 99603  
907-235-8121, X-2229*

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Dear Homer Resident:

The City of Homer wants to know what you think about your community and municipal government. That is why you have been randomly selected from the voter registration list to participate in Homer's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect your community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

National Research Center, which specializes in conducting citizen surveys for local governments, is conducting the survey on behalf of the City of Homer. Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope.

**Your responses will remain completely confidential.**

Your participation in this survey is very important – especially since only about half of the registered voters in the city were selected for the survey. If you have any questions about this survey, please contact the City Manager's Office at 235-8121.

Please help us make Homer a great place to live! Thank you for your help and participation.

Sincerely,

Jack Cushing  
Mayor



# City of Homer Citizen Survey

Thank you for participating in our survey! Your responses are completely confidential and will be reported in group form only.

**1. Please circle the number that comes closest to your opinion for each of the following questions:**

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Overall, how would you describe the quality of life in Homer? .....	1	2	3	4	5
b. How do you rate the overall quality of your neighborhood? .....	1	2	3	4	5
c. How do you rate Homer as a place to raise children? .....	1	2	3	4	5
d. How do you rate Homer as a place to live? .....	1	2	3	4	5
e. How do you rate Homer as a place to work? .....	1	2	3	4	5
f. How do you rate Homer as a place to retire? .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to the City of Homer as a whole:**

	<u>excellent</u>	<u>good</u>	<u>fair</u>	<u>poor</u>	<u>don't know</u>
a. Sense of community .....	1	2	3	4	5
b. Overall appearance of City .....	1	2	3	4	5
c. Schools .....	1	2	3	4	5
d. Opportunities to attend cultural activities .....	1	2	3	4	5
e. Opportunities for leisure-time activities .....	1	2	3	4	5
f. Shopping opportunities .....	1	2	3	4	5
g. Air quality .....	1	2	3	4	5
h. Recreation opportunities .....	1	2	3	4	5
i. Job opportunities .....	1	2	3	4	5
j. Access to affordable housing .....	1	2	3	4	5
k. Economic development .....	1	2	3	4	5
l. How life impacts the environment .....	1	2	3	4	5

**3. Please rate how safe you feel from the following occurring to you or your family in Homer:**

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
a. Crimes of violence .....	1	2	3	4	5	6
b. Property crimes (e.g. burglary, theft) .....	1	2	3	4	5	6
c. Fires .....	1	2	3	4	5	6
d. Medical emergencies .....	1	2	3	4	5	6

**4. Please rate how safe you feel walking alone at night:**

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>	<u>don't know</u>
a. In your neighborhood .....	1	2	3	4	5	6
b. In the downtown area .....	1	2	3	4	5	6
c. In the Sterling Highway area .....	1	2	3	4	5	6
d. In City parks outside your neighborhood .....	1	2	3	4	5	6
e. On the Spit .....	1	2	3	4	5	6

5. The following problems may exist nation-wide. To what degree, if at all, are the following problems in Homer:

	not a problem	minor problem	moderate problem	major problem	don't know
a. Dunes.....					
b. Traffic.....	1	2	3	4	5
c. Growth.....					
d. Loitering youth.....	1	2	3	4	5
e. Taxes.....					
f. Crime.....	1	2	3	4	5
g. Planning and zoning issues.....					

6. Please rate the speed of growth in the following categories in Homer over the past 3 to 5 years:

	much too slow	somewhat too slow	right amount	somewhat too fast	much too fast	don't know
a. Population growth.....						
b. Retail growth (stores, restaurants etc.).....	1	2	3	4	5	6
c. Jobs growth.....						

7. In the last 12 months, about how many times, if ever, have you or a member of your household done the following:

	never	once or twice	3 to 12 times	13 to 26 times	more than 26 times
a. Used or visited the Homer Public Library.....					5
b. Attended a City Council Meeting.....	1	2	3	4	5
c. Heard or saw a Council meeting on radio or TV.....					
d. Visited City Hall.....	1	2	3	4	5
e. Considered City Planning Department.....					
f. Attended a non-profit organization function.....	1	2	3	4	5
g. Volunteered your time to some group or activity.....					
h. Used Homaday Beach.....	1	2	3	4	5
i. Used Bishop's Beach.....					
j. Used a trail, including the Spit Trail.....	1	2	3	4	5
k. Participated in an activity like Boys & Girls Club, Home Hockey, Little League, Home Council on the Arts, etc.....					
l. Used the Internet to connect with the City of Homer.....	1	2	3	4	5
m. Used the Internet for any purpose.....					

**8. How do you rate the quality of each of the following City of Homer services:**

	excellent	good	fair	poor	don't know
a. Police Department services					
b. Police response times	1	2	3	4	5
c. Fire Department services					
d. Fire response times	1	2	3	4	5
e. Emergency Medical Service response time		2			
f. Water quality	1	2	3	4	5
g. Sewer services		2			
h. Library services	1	2	3	4	5
i. Recreation programs		2			
j. City parks	1	2	3	4	5
k. Cleanliness of streets		2			
l. Street maintenance	1	2	3	4	5
m. Snow removal		2			
n. Sidewalk maintenance	1	2	3	4	5
o. Storm drains		2			
p. Ease of travel in City by car	1	2	3	4	5
q. Ease of travel in City by wheelchair		2			
r. Animal control, including shelter	1	2	3	4	5
s. Services for seniors		2			
t. Elections	1	2	3	4	5
u. Planning and zoning		2			
v. Access to elected officials	1	2	3	4	5
w. Accessibility of buildings		2			
x. Port & Harbor services	1	2	3	4	5
y. Airport animal operations		2			

**9. Overall, how would you rate the quality of the services provided by...**

	excellent	good	fair	poor	don't know
a. The City of Homer					
b. The Federal Government?	1	2	3	4	5
c. The State of Alaska					

**10. If you have had phone or in-person contact with a City of Homer employee within the last 12 months, please rate your impression of City employees:**

	excellent	good	fair	poor	don't know
a. Knowledge					
b. Responsiveness	1	2	3	4	5
c. Courtesy					
d. Satisfaction with contact	1	2	3	4	5
e. Overall impression		2			

**11. Please rate the following statements by circling the number that most closely represents your opinion:**

	strongly <u>agree</u>	somewhat <u>agree</u>	neither agree <u>nor disagree</u>	somewhat <u>disagree</u>	strongly <u>disagree</u>	don't <u>know</u>
a. I receive good value for the City taxes I pay.....	1	2	3	4	5	6
b. I am pleased with the overall direction that the City is taking.....	1	2	3	4	5	6
c. I am well informed on major City issues .....	1	2	3	4	5	6
d. City government welcomes citizen involvement.....	1	2	3	4	5	6
e. City government is really run for the benefit of all the people.....	1	2	3	4	5	6
f. Most elected City officials care what people like me think.....	1	2	3	4	5	6

**12. Please rate the following statements by circling the number that most closely represents your opinion on the following issues. (Note: The following statements do not necessarily reflect the Council's opinion. The statements are presented to solicit your opinion.)**

	strongly <u>agree</u>	somewhat <u>agree</u>	neither agree <u>nor disagree</u>	somewhat <u>disagree</u>	strongly <u>disagree</u>	don't <u>know</u>
a. I think the City should work with private property owners to preserve open green space.....	1	2	3	4	5	6
b. I think the City should do something to reduce loud noises including vehicles, air planes, animals, loud music, etc. ....	1	2	3	4	5	6
c. I think parking is a problem in my neighborhood.....	1	2	3	4	5	6
d. I think parking is a problem in my neighborhood.....	1	2	3	4	5	6
e. The City should support abatement in large frame stores like Fred Meyer.....	1	2	3	4	5	6
f. I am willing to pay increased property taxes to support services being use by people outside the City limits.....	1	2	3	4	5	6
g. The City should develop projects limiting shipping water outside the City limits.....	1	2	3	4	5	6
h. The Council should continue to fund non-profits through the Homer Foundation .....	1	2	3	4	5	6
i. The City should adopt the Joint Maintenance Ordinance.....	1	2	3	4	5	6
j. I think the City should adopt architectural standards for all business areas of the City .....	1	2	3	4	5	6
k. Non-residents of the City should pay a user fee for use of City services.....	1	2	3	4	5	6
l. The City should consider selling its Spit property .....	1	2	3	4	5	6
m. If the voters approve, the City should implement a seasonal sales tax of 3% to pay for capital projects, such as the library, and repeal the tax when the project is complete.....	1	2	3	4	5	6
n. The City should fund capital projects such as the library through voter approved bond issues.....	1	2	3	4	5	6
o. I think the City is a better place to live than 5 years ago.....	1	2	3	4	5	6

13. If you have any additional comments you would like to make, please do so in the space below:

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Our last few questions are about you and your household. These responses will only be used to draw survey results. All responses are completely confidential and will be reported in group form only.

14. About how long have you lived in the City?  
(Write 0 if six months or less)

\_\_\_\_\_ years

15. What area of the City do you live in?

- Spit
- East Side
- West Side
- East Hill
- West Hill
- Center/Downtown

16. Do you live in an area that was annexed?

- No
- Yes --> What area?
  - West of West Hill Rd.
  - Between West Hill Rd. and East Hill Rd.
  - East of East Hill Rd.

17. Do you own or rent your residence?

- Own
- Rent

18. Do any children age 12 or younger live in your household?

- Yes
- No

19. Do any teenagers aged 13 to 18 live in your household?

- Yes
- No

20. Are you or any members of your household aged 65 or older?

- Yes
- No

21. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

22. What is your gender?

- Female
- Male

23. Are you registered to vote?

- Yes
- No
- Don't know

24. Did you vote in the last election?

- Yes
- No
- Don't know

25. Are you likely to vote in the next election?

- Yes
- No
- Don't know

Thank you very much! Please return the completed questionnaire to National Research Center, Inc., 3005 30<sup>th</sup> Street, Boulder, CO 80301 in the postage-paid envelope provided.



*City of Homer  
Office of the Mayor  
491 East Pioneer Avenue  
Homer, Alaska 99603  
907-235-8121, X-2229*

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Dear Homer Resident:

About two weeks ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response.

The City of Homer wants to know what you think about your community and municipal government. That is why you have been randomly selected from the voter registration list to participate in Homer's Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect your community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

National Research Center, which specializes in conducting citizen surveys for local governments, is conducting the survey on behalf of the City of Homer. Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope.

**Your responses will remain completely confidential.**

Your participation in this survey is very important – especially since only about half of the registered voters in the city were selected for the survey. If you have any questions about this survey, please contact the City Manager's Office at 235-8121.

Please help us make Homer a great place to live! Thank you for your help and participation.

Sincerely,

A handwritten signature in black ink that reads "Jack Cushing". The signature is written in a cursive, flowing style.

Jack Cushing  
Mayor





# **City of Homer, Alaska Citizen Survey: Report of Normative Comparisons**

Submitted by:

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NATIONAL RESEARCH CENTER, INC.  
1503 Spruce Street • Boulder, CO 80302  
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December 2002 (DRAFT)

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## Understanding the normative comparisons

### Comparison Data

National Research Center, Inc. has collected citizen surveys conducted in over 300 jurisdictions in the United States. Responses to over 4,000 survey questions dealing with resident perceptions about the quality of community life and services provided by local government were recorded, analyzed and stored in an electronic database.

The jurisdictions in the database represent a wide geographic and population range as shown in the table below.

Jurisdiction Characteristic	Percent of Jurisdictions
<b>Region</b>	
West Coast <sup>1</sup>	25%
West <sup>2</sup>	12%
North Central West <sup>3</sup>	10%
North Central East <sup>4</sup>	15%
South Central <sup>5</sup>	9%
South <sup>6</sup>	20%
Northeast West <sup>7</sup>	4%
Northeast East <sup>8</sup>	4%
<b>Population</b>	
less than 40,000	25%
40,000 to 74,999	26%
75,000 to 149,000	20%
150,000 or more	29%

<sup>1</sup>Alaska, Washington, Oregon, California, Hawaii

<sup>2</sup>Montana, Idaho, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico

<sup>3</sup>North Dakota, South Dakota, Nebraska, Kansas, Iowa, Missouri, Minnesota

<sup>4</sup>Illinois, Indiana, Ohio, Michigan, Wisconsin

<sup>5</sup>Oklahoma, Texas, Louisiana, Arkansas

<sup>6</sup>West Virginia, Virginia, Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Maryland, Delaware, Washington DC

<sup>7</sup>New York, Pennsylvania, New Jersey

<sup>8</sup>Connecticut, Rhode Island, Mass, New Hampshire, Vermont, Maine

## **Use of the "Excellent, Good, Fair, Poor" Response Scale**

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one we did not want to dismiss because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, we have found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

## **Putting Evaluations Onto a 100-Point Scale**

Although responses to many of the evaluative questions were made on a 4 point scale with 4 representing the best rating and 1 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; "fair" would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 4 points based on all respondents.

## **Interpreting the Results**

Comparisons are provided when similar questions are included in our database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first is the rank assigned to your jurisdiction's rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that your jurisdiction's rating is equal to or better than 80 percent of the ratings from other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

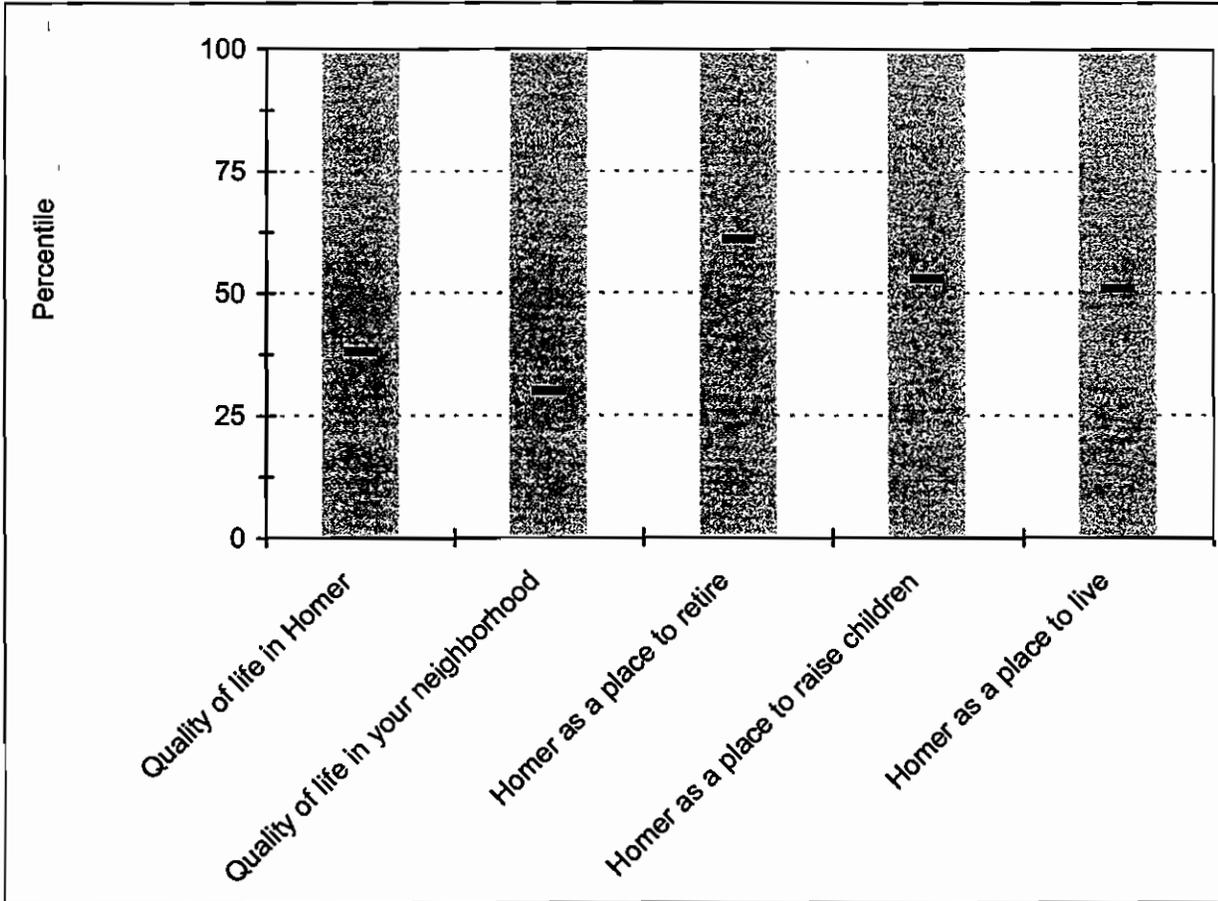
Alongside the rank and percentile appears a comparison: "above the norm," "below the norm" or "similar to the norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of your jurisdiction's rating to the norm (the average rating from all the

comparison jurisdictions where a similar question was asked). Differences of 3 or more points on the 100-point scale between your jurisdiction's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between your jurisdiction's ratings and the national norms are less than 3 points, they are marked as "similar to" the norm.

The data are represented visually in a chart that accompanies each table. Your jurisdiction's percentile for each compared item is marked with a black line on the chart.

## Comparisons

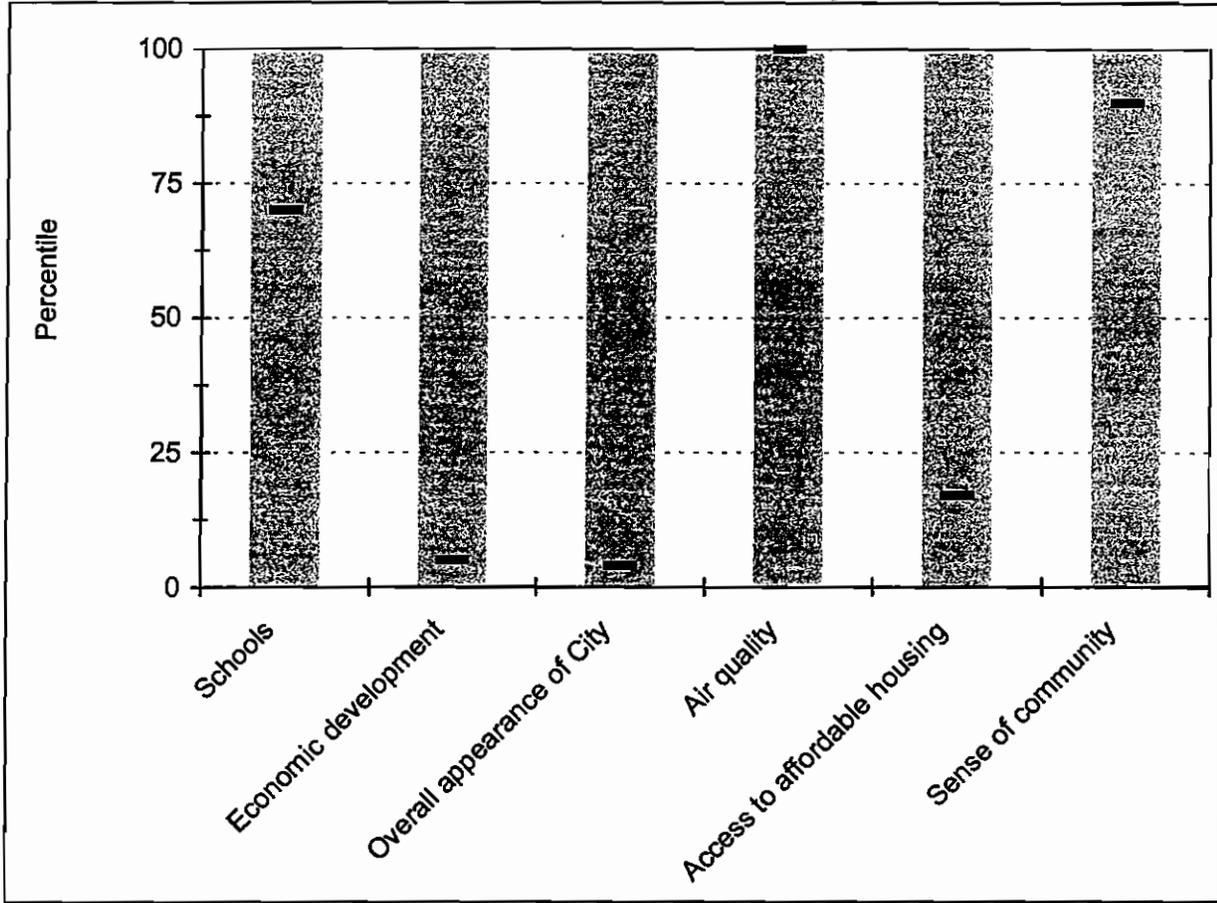
**Figure 1a: Quality of Life Ratings**



**Figure 1b: Quality of Life Ratings**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Quality of life in Homer	66	57	90	38%ile	similar to the norm
Quality of life in your neighborhood	65	22	30	30%ile	similar to the norm
Homer as a place to retire	58	13	31	61%ile	similar to the norm
Homer as a place to raise children	65	24	49	53%ile	similar to the norm
Homer as a place to live	69	20	39	51%ile	similar to the norm

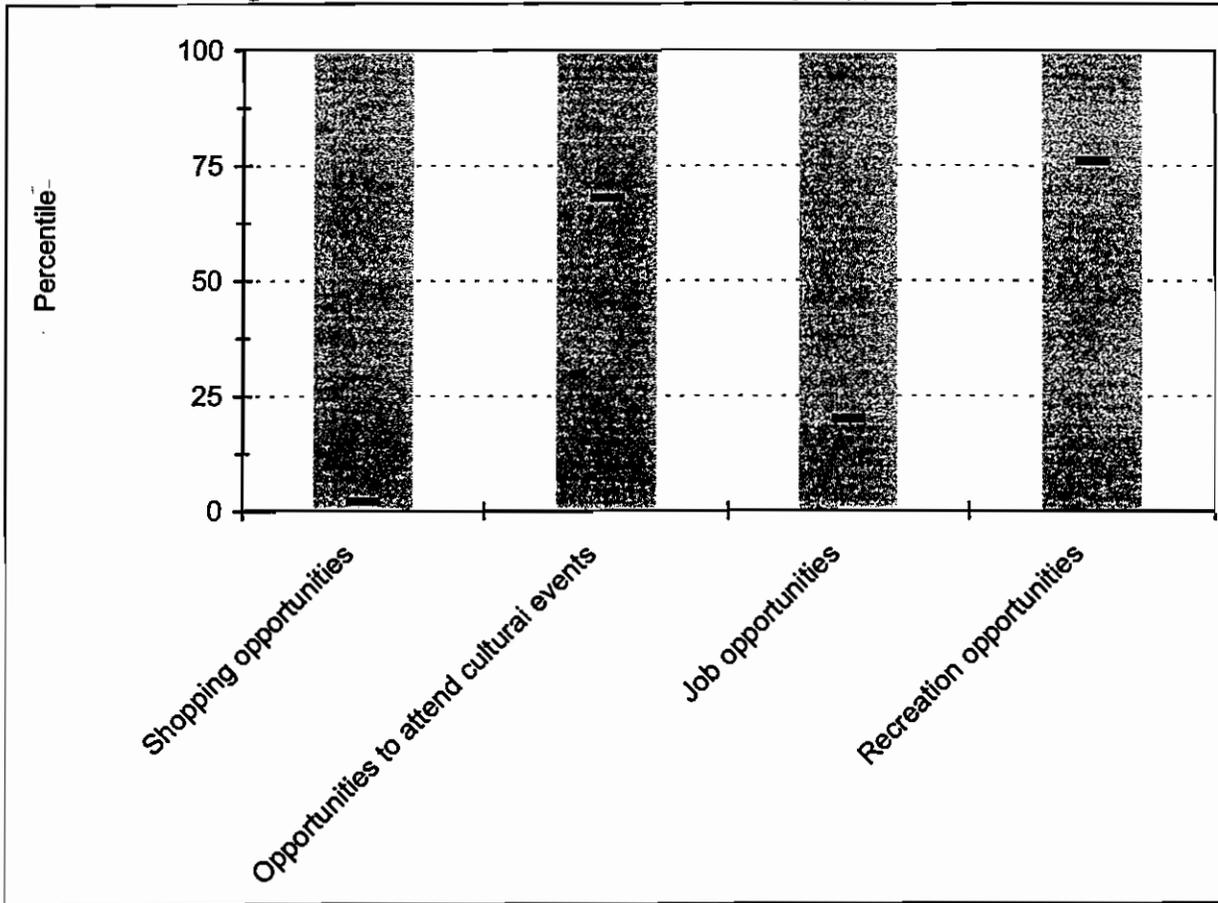
**Figure 2a: Characteristics of the Community: General**



**Figure 2b: Characteristics of the Community: General**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Schools	60	28	90	70%ile	above the norm
Economic development	24	39	40	5%ile	below the norm
Overall appearance of City	35	49	50	4%ile	below the norm
Air quality	81	1	16	100%ile	above the norm
Access to affordable housing	32	35	41	17%ile	below the norm
Sense of community	60	3	21	90%ile	above the norm

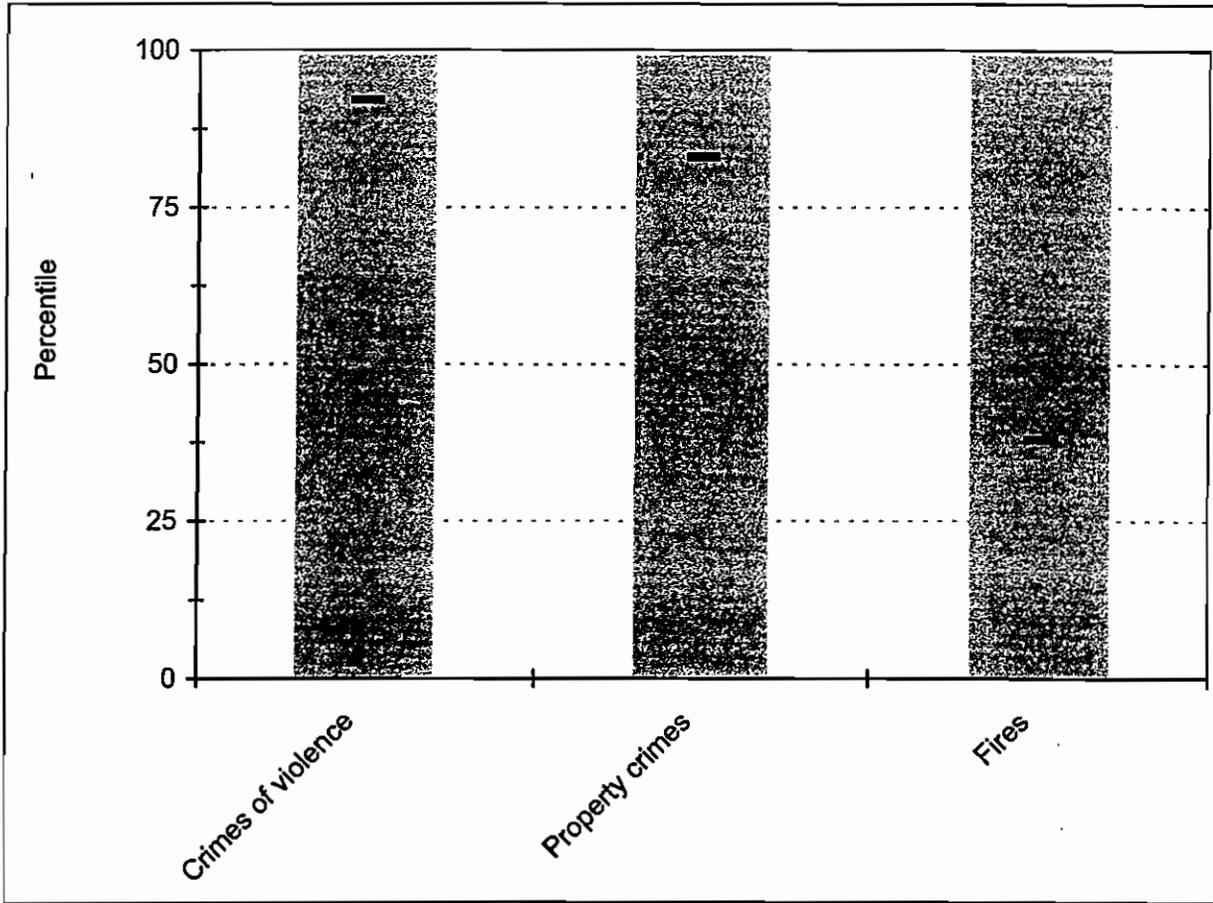
**Figure 3a: Characteristics of the Community: Opportunities**



**Figure 3b: Characteristics of the Community: Opportunities**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Shopping opportunities	17	42	42	2%ile	below the norm
Opportunities to attend cultural events	63	14	41	68%ile	above the norm
Job opportunities	25	44	53	20%ile	below the norm
Recreation opportunities	65	12	45	76%ile	above the norm

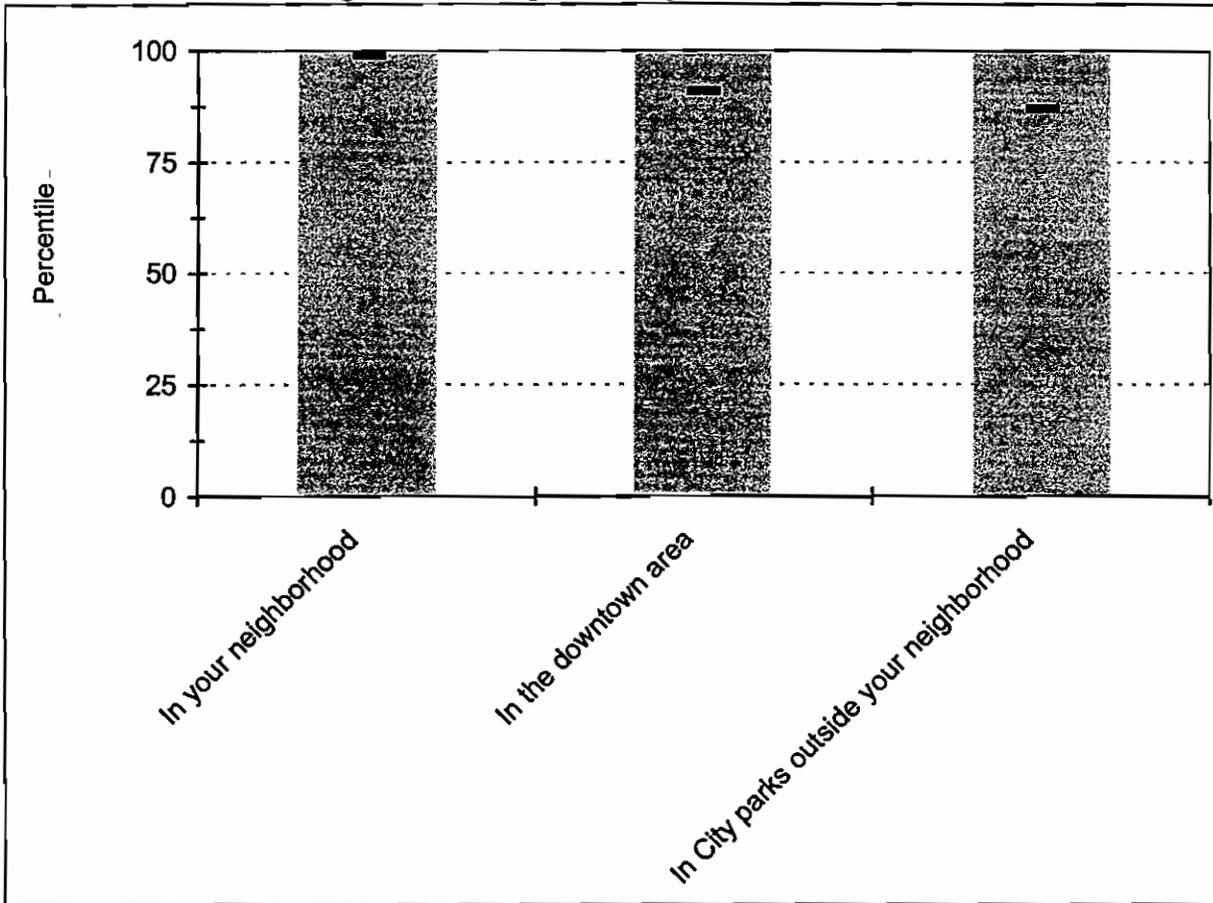
**Figure 4a: Ratings of Safety from Various Problems**



**Figure 4b: Ratings of Safety from Various Problems**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Crimes of violence	81	3	24	92%ile	above the norm
Property crimes	67	5	23	83%ile	above the norm
Fires	71	16	24	38%ile	similar to the norm

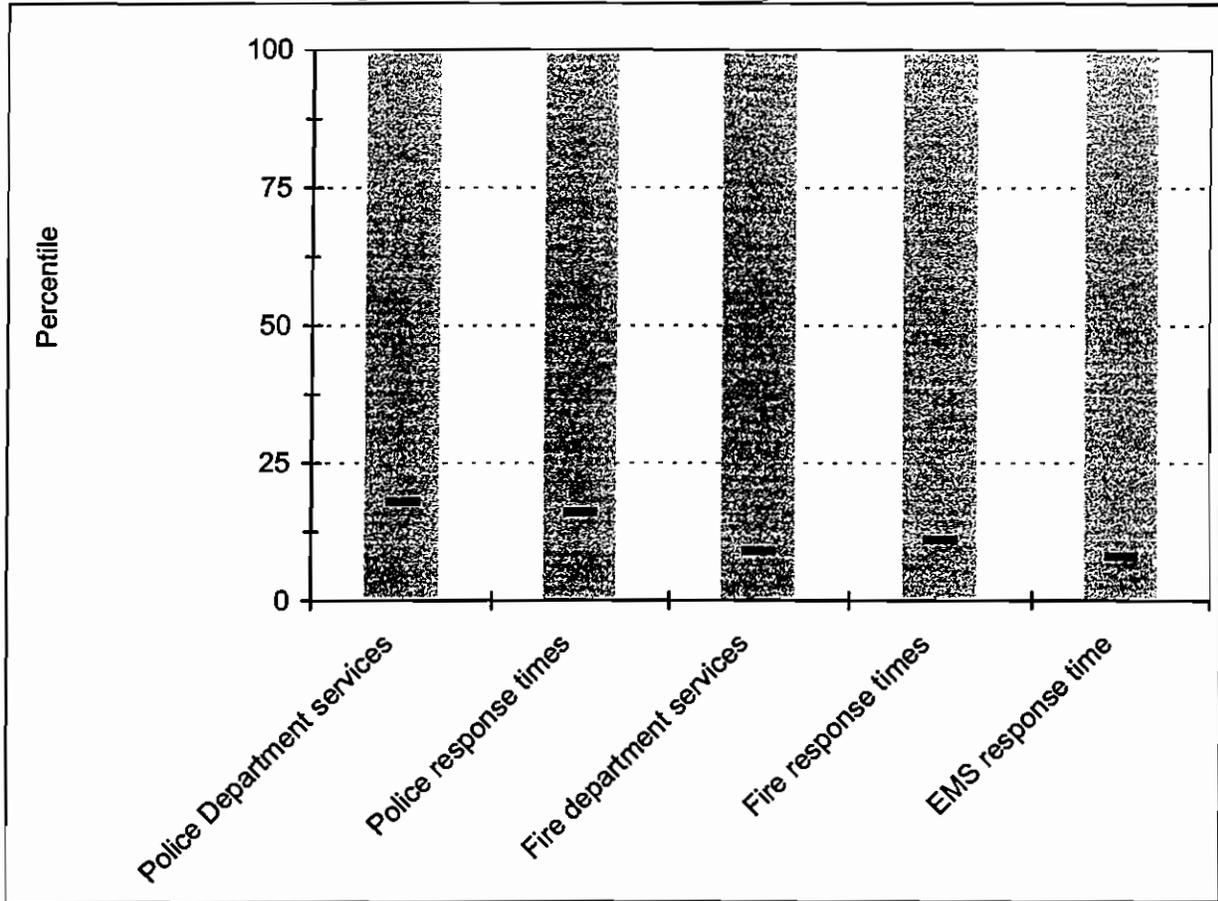
**Figure 5a: Ratings of Safety in Various Areas**



**Figure 5b: Ratings of Safety in Various Places**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
In your neighborhood	85	2	87	99%ile	above the norm
In the downtown area	79	3	23	91%ile	above the norm
In City parks outside your neighborhood	66	4	23	87%ile	above the norm

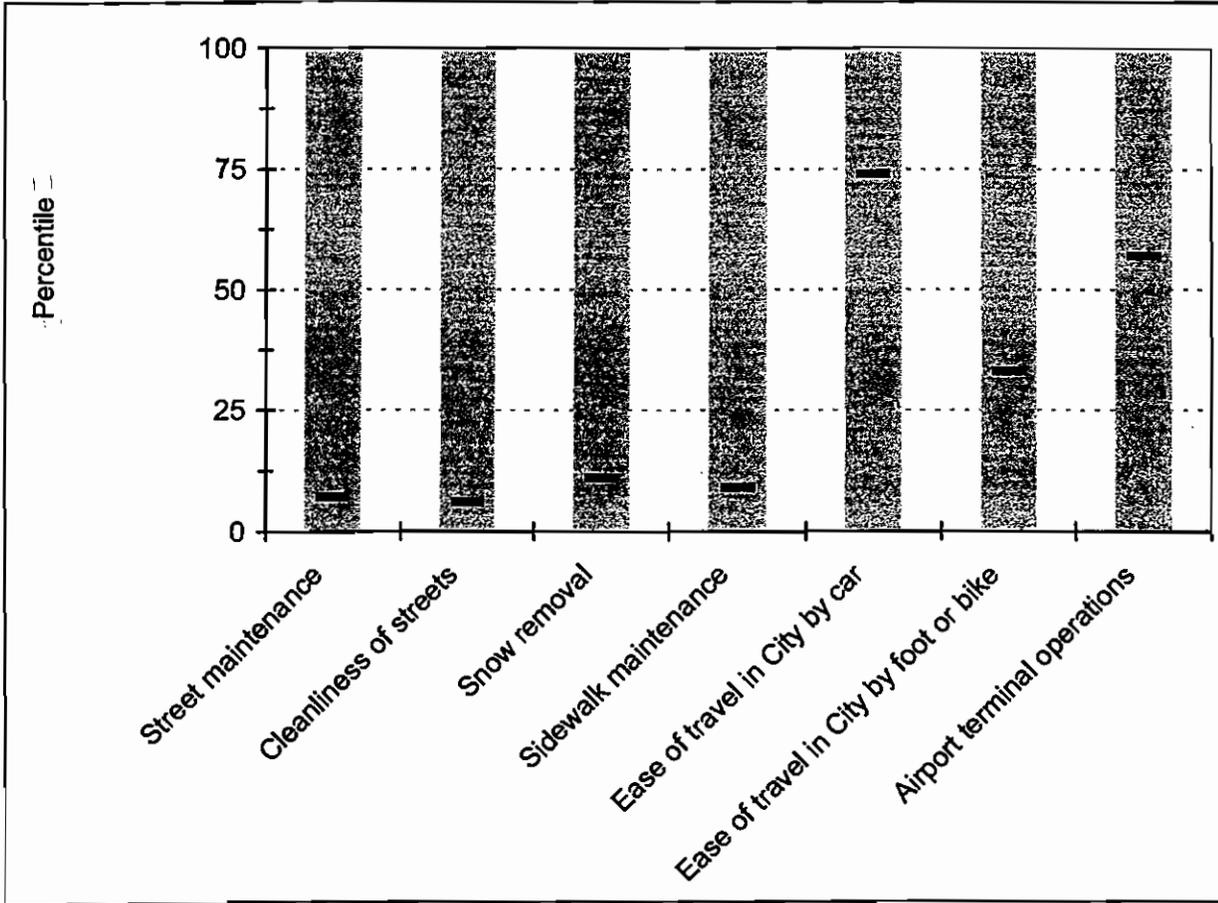
**Figure 6a: Quality of Public Safety Services**



**Figure 6b: Quality of Public Safety Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Police Department services	58	174	211	18%ile	below the norm
Police response times	56	42	49	16%ile	below the norm
Fire department services	68	136	148	9%ile	below the norm
Fire response times	64	25	27	11%ile	below the norm
EMS response time	66	93	100	8%ile	below the norm

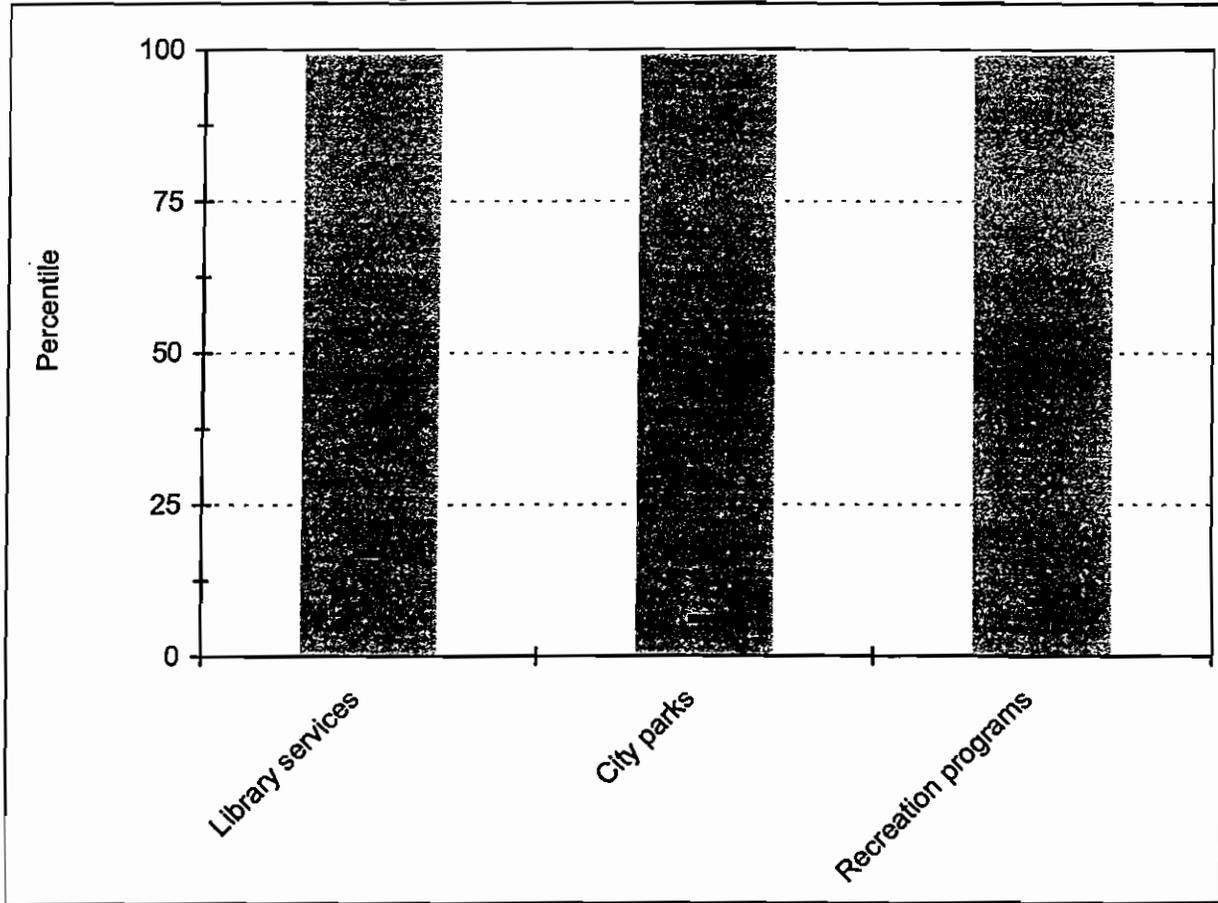
**Figure 7a: Quality of Transportation Services**



**Figure 7b: Quality of Transportation Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Street maintenance	29	156	166	7%ile	below the norm
Cleanliness of streets	37	95	100	6%ile	below the norm
Snow removal	46	71	79	11%ile	below the norm
Sidewalk maintenance	33	41	44	9%ile	below the norm
Ease of travel in City by car	56	10	35	74%ile	above the norm
Ease of travel in City by foot or bike	45	13	18	33%ile	similar to the norm
Airport terminal operations	66	4	7	57%ile	similar to the norm

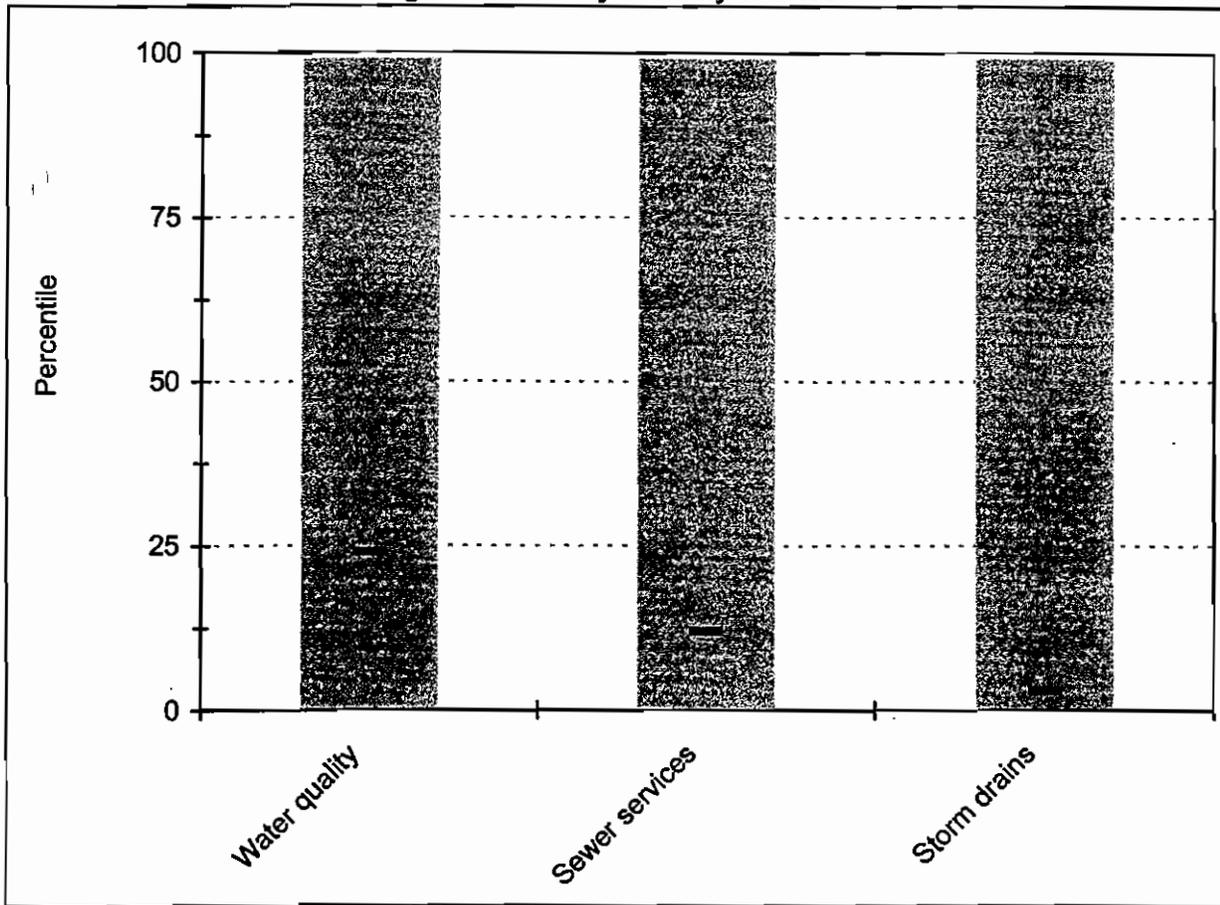
**Figure 8a: Quality of Leisure Services**



**Figure 8b: Quality of Leisure Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Library services	63	101	120	17%ile	below the norm
City parks	50	95	100	6%ile	below the norm
Recreation programs	51	108	117	9%ile	below the norm

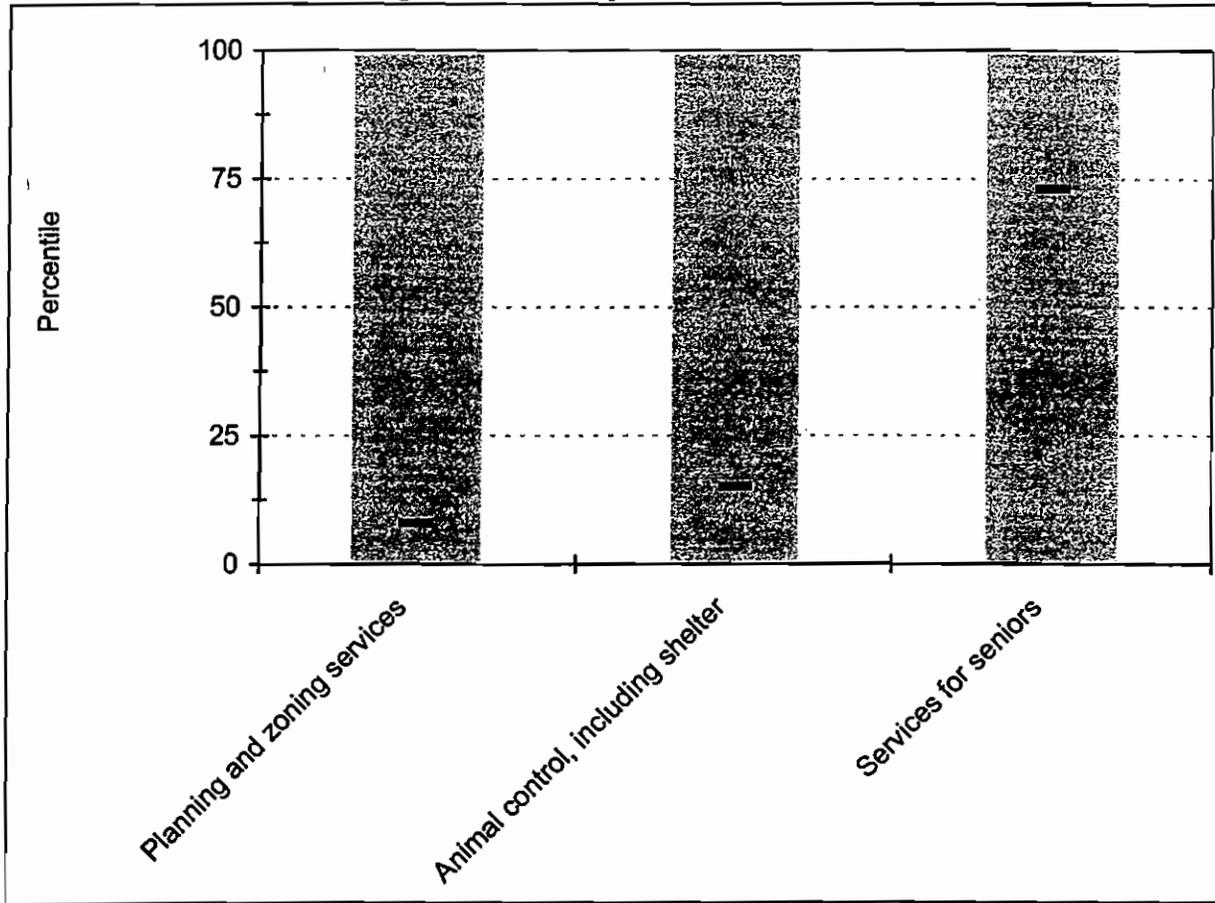
**Figure 9a: Quality of Utility Services**



**Figure 9b: Quality of Utility Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Water quality	55	54	70	24%ile	below the norm
Sewer services	50	58	65	12%ile	below the norm
Storm drains	28	78	79	3%ile	below the norm

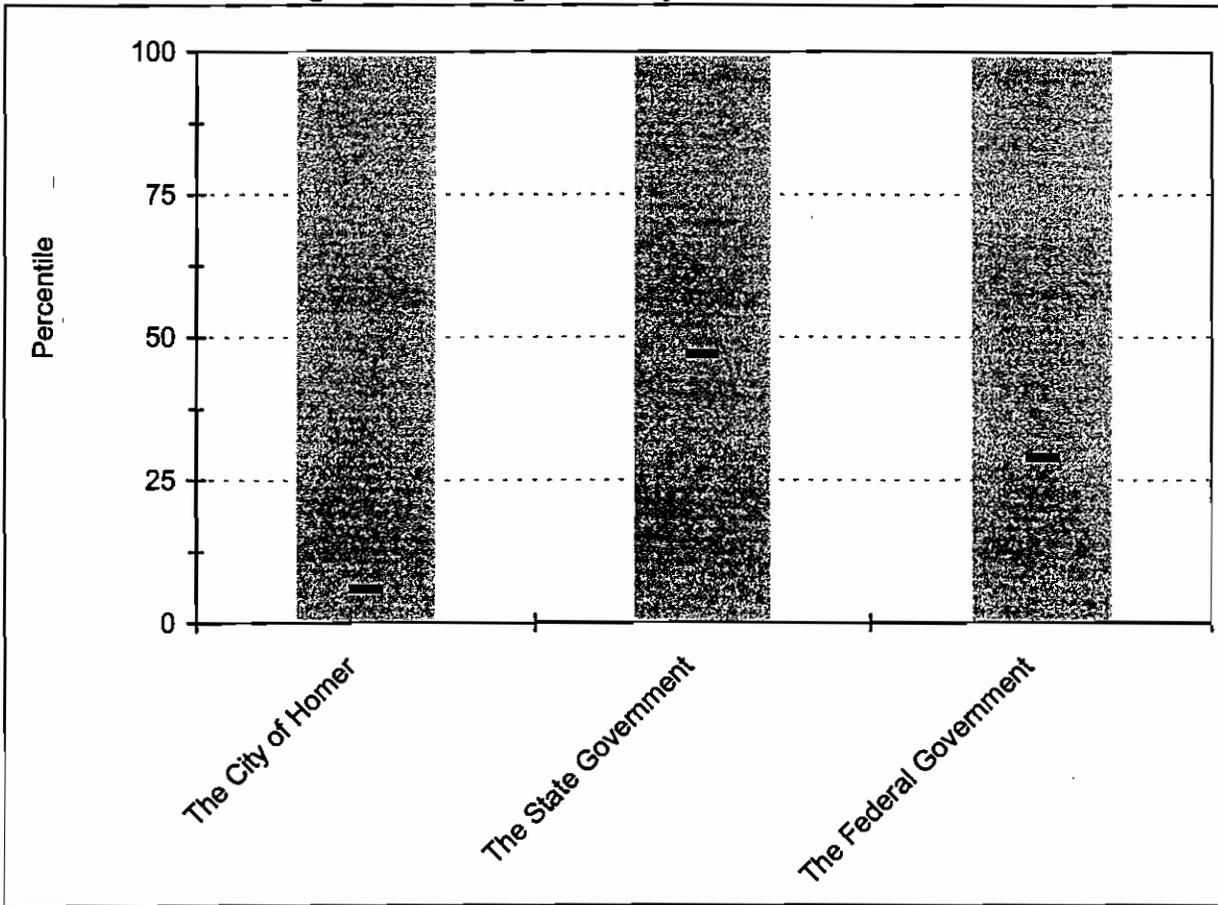
**Figure 10a: Quality of Other Services**



**Figure 10b: Quality of Other Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Planning and zoning services	31	35	37	8%ile	below the norm
Animal control, including shelter	46	67	78	15%ile	below the norm
Services for seniors	67	18	63	73%ile	above the norm

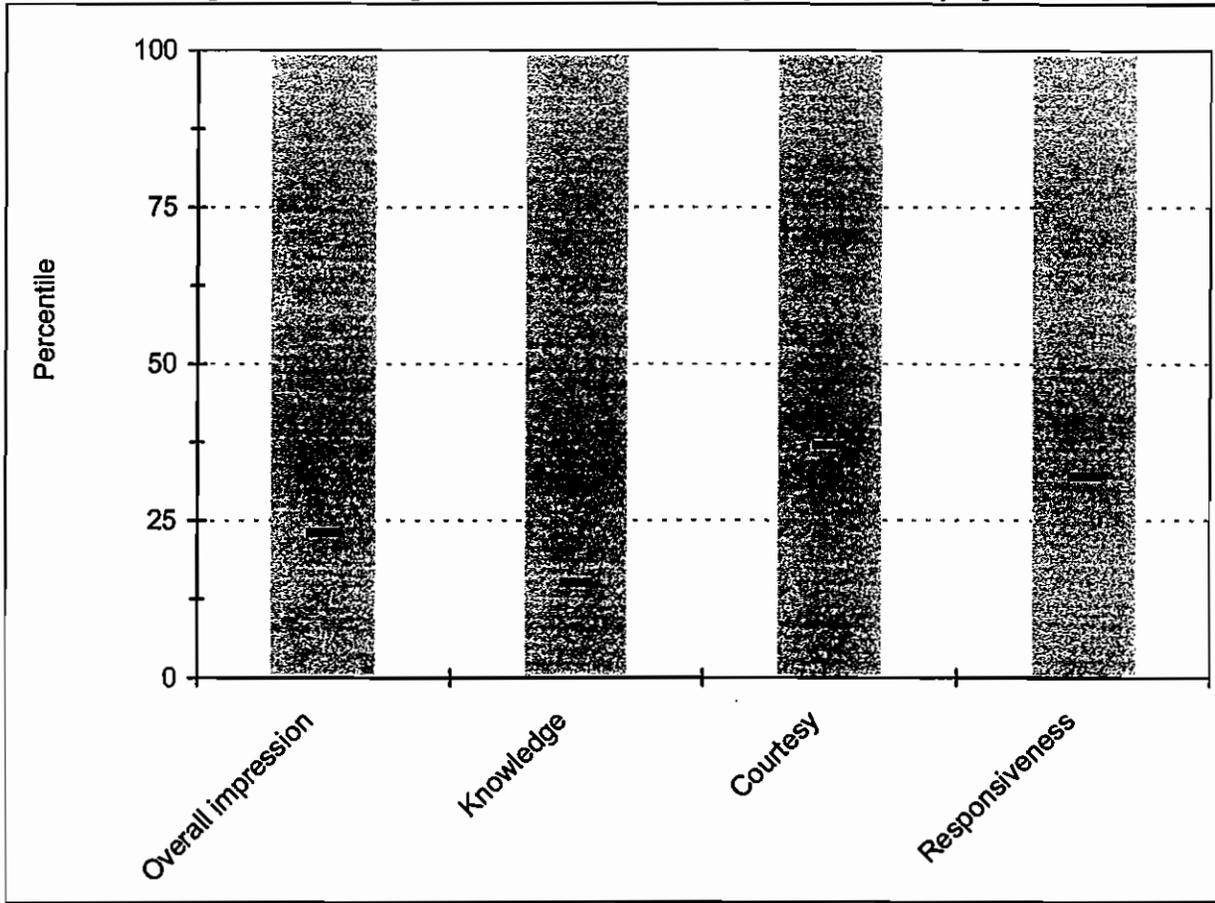
**Figure 11a: Ratings of Quality of Overall Services**



**Figure 11b: Overall Quality of Services**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
The City of Homer	49	97	102	6%ile	below the norm
The State Government	44	10	17	47%ile	similar to the norm
The Federal Government	43	13	17	29%ile	similar to the norm

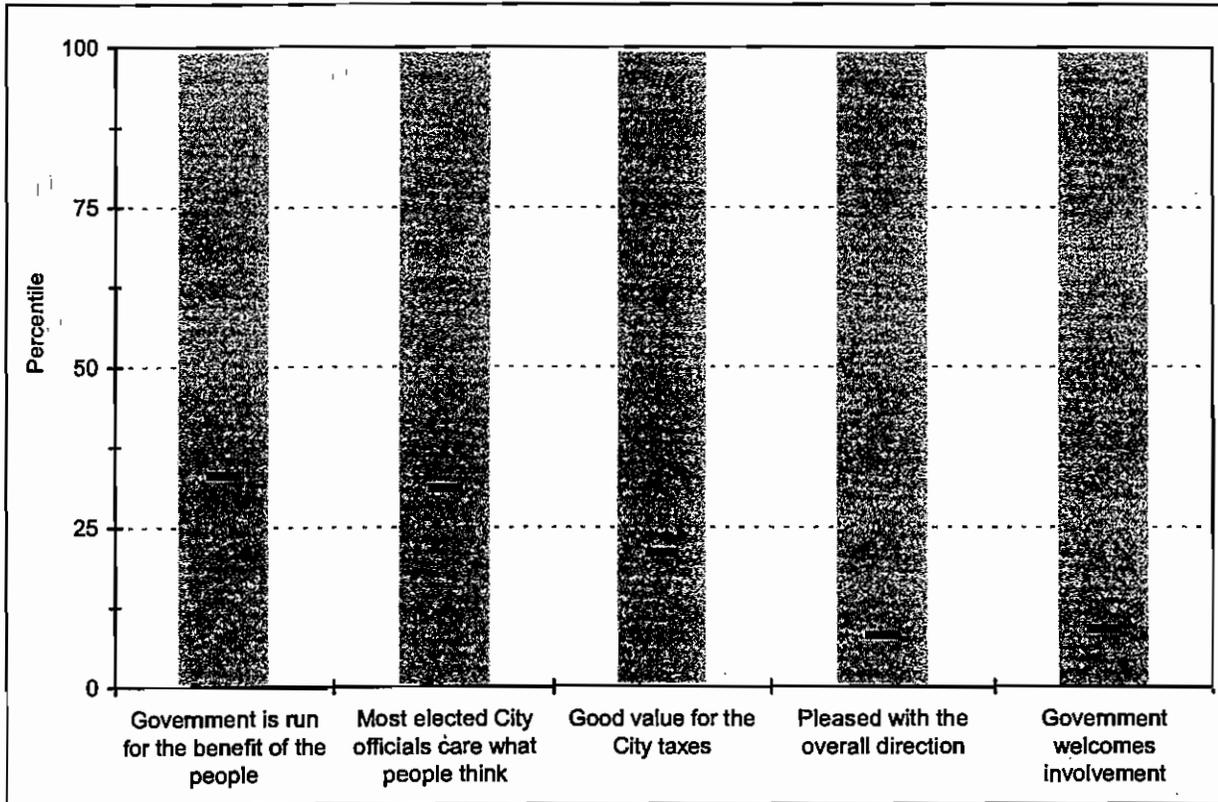
**Figure 12a: Ratings of Contact with the City of Homer Employees**



**Figure 12b: Ratings of Contact with the City Employees**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Overall impression	60	54	69	23%ile	below the norm
Knowledge	63	34	39	15%ile	below the norm
Courtesy	67	20	30	37%ile	similar to the norm
Responsiveness	62	35	50	32%ile	below the norm

**Figure 13a: Ratings of Public Trust**



**Figure 13b: Ratings of Public Trust**

	City of Homer Rating	Rank	Number of Jurisdictions for Comparison	City of Homer Percentile	Comparison of Homer Rating to Norm
Government is run for the benefit of the people	43	5	6	33%ile	below the norm
Most elected City officials care what people think	46	12	16	31%ile	below the norm
Good value for the City taxes	47	24	29	21%ile	below the norm
Pleased with the overall direction	42	35	37	8%ile	below the norm
Government welcomes involvement	50	21	22	9%ile	below the norm

## Appendix I: List of Jurisdictions included in Normative Comparisons

Place	State	2000 Pop.
Auburn	AL	42,987
Huntsville	AL	158,216
Little Rock	AR	183,133
Siloam Springs	AR	10,000
Chandler	AZ	176,581
Gilbert	AZ	109,697
Mesa	AZ	396,375
Phoenix	AZ	1,321,045
Scottsdale	AZ	202,705
Tempe	AZ	158,625
Antioch	CA	90,532
Arcadia	CA	53,054
Bakersfield	CA	247,057
Berkeley	CA	102,743
Claremont	CA	33,998
Concord	CA	121,780
Coronado	CA	24,100
Cypress	CA	46,229
Encinitas	CA	58,014
Fremont	CA	203,413
Garden Grove	CA	165,196
Gilroy	CA	41,464
Hercules	CA	19,488
Highland	CA	44,605
Lakewood	CA	79,345
Lompoc	CA	41,103
Marysville	CA	461,522
Los Alamitos	CA	11,536
Los Gatos	CA	28,592
Menlo Park	CA	30,785
Monterey	CA	29,674
Mountain View	CA	70,708
Novato	CA	47,630
Marysville	CA	133,936
Pleasanton	CA	63,654

Place	State	2000 Pop.
Pomona	CA	149,473
Poway	CA	48,044
Redding	CA	80,865
Redwood City	CA	75,402
Ridgecrest	CA	24,927
Riverside	CA	255,166
Rosemead	CA	53,505
Sacramento County	CA	1,223,499
San Diego	CA	1,223,400
San Diego	CA	1,223,400
San Francisco	CA	776,733
San Jose	CA	894,943
San Mateo	CA	92,482
San Rafael	CA	56,063
Santa Clara	CA	102,361
Santa Clarita	CA	151,088
Santa Monica	CA	84,084
Santa Rosa	CA	147,595
Simi Valley	CA	111,351
Solana Beach	CA	12,979
South Gate	CA	96,375
Sunnyvale	CA	131,760
Temecula	CA	57,716
Thousand Oaks	CA	117,005
Torrance	CA	137,946
Visalia	CA	91,565
Walnut Creek	CA	64,296
Yuba City	CA	36,758
Arvada	CO	102,153
Boulder	CO	94,673
Boulder County	CO	291,288
Colorado Springs	CO	360,890
Denver	CO	544,913
Douglas County	CO	175,766
Englewood	CO	31,727
Greeley	CO	76,930
Lafayette	CO	23,197
Lakewood	CO	144,126

Place	State	2000 Pop.
Littleton	CO	40,340
Louisville	CO	18,937
Loveland	CO	50,608
Northglenn	CO	31,575
Parker	CO	23,558
Thornton	CO	82,384
Westminster	CO	100,940
Hartford	CT	121,578
Manchester	CT	54,740
New London	CT	25,671
Vernon	CT	28,063
West Hartford	CT	63,589
Wethersfield	CT	26,271
Newark	DE	28,547
Altamonte Springs	FL	41,200
Boca Raton	FL	74,764
Bradenton	FL	19,504
Broward County	FL	1,623,018
Cape Coral	FL	102,286
Collier County	FL	251,377
Cooper City	FL	27,939
Coral Springs	FL	117,549
Dade County	FL	2,253,362
Deerfield Beach	FL	64,583
Delray Beach	FL	60,020
Fort Lauderdale	FL	152,397
Jacksonville	FL	735,617
Kissimmee	FL	47,814
Lee County	FL	454,918
Orange County	FL	896,344
Orlando	FL	185,951
Palm Beach County	FL	1,131,184
Palm Coast	FL	32,732
Pinellas Park	FL	45,658
Port Orange	FL	45,823
Port St. Lucie	FL	88,769
St. Petersburg	FL	248,232
Tallahassee	FL	150,624

Place	State	2000 Pop.
Atlanta	GA	416,474
Columbus	GA	186,291
Douglas County	GA	92,174
Macon	GA	97,255
Milledgeville	GA	18,757
Savannah	GA	131,510
Ames	IA	50,731
Cedar Rapids	IA	120,758
Fort Dodge	IA	25,136
Fort Madison	IA	10,715
Lewiston	ID	30,904
Twin Falls	ID	34,469
Addison	IL	35,914
Bloomington	IL	64,808
Decatur	IL	81,860
Downers Grove	IL	48,724
Elmhurst	IL	42,762
Highland Park	IL	31,365
Park Ridge	IL	37,775
Peoria	IL	112,936
St. Charles	IL	27,896
Streamwood	IL	36,407
Urbana	IL	36,395
Wilmette	IL	27,651
Fort Wayne	IN	205,727
Gary	IN	102,746
Marion County	IN	31,320
Lawrence	KS	80,098
Overland Park	KS	149,080
Shawnee	KS	47,996
Wichita	KS	344,284
Ashland	KY	21,981
Bowling Green	KY	49,296
Lexington	KY	260,512
Boston	MA	589,141
Brookline	MA	57,107
Worcester	MA	172,648
Greenbelt	MD	21,456

Place	State	2009 pop.
Ann Arbor	MI	114,024
Battle Creek	MI	53,364
Detroit	MI	951,270
East Lansing	MI	46,525
Grand Rapids	MI	197,800
Kentwood	MI	45,255
Muskegon	MI	40,105
Novi	MI	47,386
Port Huron	MI	32,338
Rochester Hills	MI	68,825
Blaine	MN	44,942
Dakota County	MN	329
Duluth	MN	86,918
Eagan	MN	63,557
Mankato	MN	32,427
Minnetonka	MN	51,301
Plymouth	MN	65,894
Richfield	MN	34,439
Roseville	MN	33,690
Scott County	MN	89,498
St. Paul	MN	287,151
Ballwin	MO	31,283
Kansas City	MO	441,545
Kirkwood	MO	27,324
Saint Joseph	MO	73,990
Saint Peters	MO	51,381
Springfield	MO	151,580
Biloxi	MS	50,644
Pascagoula	MS	26,200
Great Falls	MT	56,690
Yellowstone County	MT	129,352
Cary	NC	94,536
Charlotte	NC	540,828
Greensboro	NC	223,891
Hickory	NC	37,222
Rocky Mount	NC	55,893
Wilson	NC	44,405
Fargo	ND	90,599

Place	State	2000 Pop.
Grand Forks	ND	49,321
Merrimack	NH	25,119
Salem	NH	28,112
Hackensack	NJ	42,677
Medford	NJ	22,253
Rio Rancho	NM	51,765
Reno	NV	180,480
Washoe County	NV	339,486
Genesee County	NY	60,370
Ontario County	NY	100,224
Rye	NY	14,955
Rochester	NY	219,773
Akron	OH	217,074
Cincinnati	OH	331,285
Columbus	OH	711,470
Dayton	OH	166,179
Fairborn	OH	32,052
Huber Heights	OH	38,212
Kettering	OH	57,502
Sandusky	OH	27,844
Shaker Heights	OH	29,405
Springfield	OH	65,358
Westerville	OH	35,318
Oklahoma City	OK	506,132
Albany	OR	40,852
Corvallis	OR	49,322
Eugene	OR	137,893
Gresham	OR	90,205
Jackson County	OR	181,269
Lake Oswego	OR	35,278
Multnomah County	OR	660,486
Portland	OR	529,121
Springfield	OR	52,864
Tigard	OR	41,223
Lower Merion	PA	59,850
Manheim	PA	4,784
Philadelphia	PA	1,517,550
State College	PA	38,420

Place	State	2000 Pop
Newport	RI	26,475
Columbia	SC	116,278
Mauldin	SC	15,224
Myrtle Beach	SC	22,759
Rock Hill	SC	49,765
York County	SC	164,614
Aberdeen	SD	24,658
Franklin	TN	41,842
Knoxville	TN	173,890
Memphis	TN	650,100
Oak Ridge	TN	27,387
Austin	TX	656,562
Bedford	TX	47,152
Carrollton	TX	109,576
College Station	TX	67,890
Dallas	TX	1,188,580
De Soto	TX	37,646
Denton	TX	80,537
Fort Worth	TX	534,694
Garland	TX	215,768
Grand Prairie	TX	127,427
Irving	TX	191,615
Lewisville	TX	77,737
Lubbock	TX	199,564
Lufkin	TX	32,709
McKinney	TX	54,369
Missouri City	TX	52,913
Mount Pleasant	TX	13,935
Nacogdoches	TX	29,914
Pasadena	TX	141,674
Plano	TX	222,030
Round Rock	TX	61,136
Sugar Land	TX	63,328
Temple	TX	54,514
Victoria	TX	60,603
Bountiful	UT	41,301
Ogden	UT	77,226
West Valley City	UT	108,896

Place	State	2000 Pop.
Blacksburg	VA	39,573
Chesapeake	VA	199,184
Hampton	VA	146,437
Norfolk	VA	234,403
Prince William County	VA	280,813
Richmond	VA	197,790
Stafford County	VA	92,446
Virginia Beach	VA	425,257
Bellevue	WA	109,569
Lynnwood	WA	33,847
Marysville	WA	12,268
Olympia	WA	42,514
Redmond	WA	45,256
Renton	WA	50,052
Richland	WA	38,708
Seattle	WA	563,374
University Place	WA	29,933
Vancouver	WA	143,560
Walla Walla	WA	29,686
Appleton (Fox Cities)	WI	70,087
Eau Claire	WI	61,704
Janesville	WI	59,498
Kenosha	WI	90,352
Madison	WI	208,054
Wausau	WI	38,426
Winnebago County	WI	156,763
Morgantown	WV	26,809
Laramie	WY	27,204

## **Appendix II: Frequently asked Questions about The Citizen Survey Database**

***Q: What is in the citizen survey database?***

**A:** National Research Center's database includes the results from citizen surveys conducted in over 300 jurisdictions in the United States. These are public opinion polls answered by more than 250,000 residents around the country. We have recorded, analyzed and stored responses to over 6,000 survey questions dealing with resident perceptions about the quality of community life and public trust and residents' report of their use of public facilities. Respondents to these surveys are intended to represent over 40 million Americans.

***Q: What kinds of questions are included?***

**A:** Residents' ratings of the quality of virtually every kind of local government service are included – from police, fire and trash haul to animal control, planning and cemeteries. Many dimensions of quality of life are included such as feeling of safety and opportunities for dining, recreation and shopping as well as ratings of the overall quality of community life and community as a place to raise children and retire.

***Q: What is so unique about National Research Center's Citizen Survey database?***

**A:** It is the only database of its size that contains the people's perceptions about government service delivery and quality of life. For example, others use government statistics about crime to deduce the quality of police services or speed of pot hole repair to draw conclusions about the quality of street maintenance. Only National Research Center's database adds the opinion of service recipients themselves to the service quality equation. We believe that conclusions about service or community quality are made prematurely if opinions of the community's residents themselves are missing.

***Q: What is the database used for?***

**A:** Benchmarking. Our clients use the comparative information in the database to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. We don't know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. So many surveys of service satisfaction turn up at least "good" citizen evaluations that we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how our residents' ratings of fire service compare to opinions about fire service in other communities.

***Q: So what if we find that our public opinions are better or – for that matter – worse than opinions in other communities? What does it mean?***

**A:** A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if

its clients believe services are not very good compared to ratings received by objectively “worse” departments.

National Research Center’s database can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data from National Research Center’s database, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data to help managers know how to respond to comparative results.

***Q: Aren’t comparisons of questions from different surveys like comparing apples and oranges?***

***A:*** It is true that you can’t simply take a given result from one survey and compare it to the result from a different survey. National Research Center, Inc. principals have pioneered and reported their methods for converting all survey responses to the same scale. Because scales responses will differ among types of survey questions, National Research Center, Inc. statisticians have developed statistical algorithms, which adjust question results based on many characteristics of the question, its scale and the survey methods. All results are then converted to the PTM (percent to maximum) scale with a minimum score of 0 (equaling the lowest possible rating) to a maximum score of 100 (equaling the highest possible rating). We then can provide a norm that not only controls for question differences, but also controls for differences in types of survey methods. This way we put all questions on the same scale and a norm can be offered for communities of given sizes or in various regions.

***Q: How can managers trust the comparability of results?***

***A:*** Principals of National Research Center, Inc. have submitted their work to peer reviewed scholarly journals where its publication fully describes the rigor of our methods and the quality of our findings. We have published articles in *Public Administration Review*, *Journal of Policy Analysis and Management* and *Governing*, and we wrote a book, *Citizen Surveys: How to do them, how to use them, what they mean*, that describes in detail how survey responses can be adjusted to provide fair comparisons for ratings among many jurisdictions. Our work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.