

City of Antioch
"Quality of Life E-Survey"

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Survey Purpose

- Solicit input from stakeholders to determine immediate focus areas to improve the quality of life in the City
- Provide a vehicle for citizens who could not attend today's forum
- Set the stage for future conversation on ideas, issues and measuring our future success

Survey Design

- CTMSurveys E-Listen System
- Five Narrative Questions
- Access points: e-mail, intranet, media
- Complete confidentiality
- Distinguishing clear signals and themes in the data

Response Rate as of July 20, 2006

- 198 respondents
- 68 pages of data
- 512 recommendations across 5 questions
- Responses will continue through July 31, 2006
- Challenges in data interpretation

Question #1

- We wish to improve the quality of life (making the City of Antioch a better place to live). What should we focus on right away and over the next 3 to 5 years to achieve this goal?

Q1: Common Theme Areas

- Lower Crime
- Make the city a safer place to live by increasing police presence and staffing
- Zero tolerance for criminal behavior
- Strict Code Enforcement (rentals, section 8)
- Clean-up the downtown area; enhance potential of downtown waterfront area
- Section 8 housing compliance standards

Q1 Common Theme Areas (Continued)

- Improved sports facilities, fields, community centers
- Increase activities for youth over 10 years old
- Resolve transportation issues—Highway 4 widening; limited north-south access in streets to handle volume of traffic
- Manage the overcrowding in the schools
- Develop the Fulton Shipyard site

Question #2

- Regarding the service you receive from the City of Antioch, what do we do well in your opinion?

Q2: Common Theme Areas

- Programs at Prewett Water Park
- Community events—4th of July, Rivertown jamboree, Christmas parade, Concerts, Leisure Services Center
- General responsiveness of police department
- Basic services and responsiveness are perceived okay with City Staff
- Police volunteer groups—removing vehicles, RVs, policing un-kept front yards

Q2: Services Received Continued

- Well maintained parks
- Trend to move to a proactive City—survey and this process today is well received. View that leadership is listening and for the most part is engaged; they want to see action however
- City Council's choices for growth; perception of heading in right direction.
- Camponil (sic) Project; Golf Course Restaurant

Question #3

- Regarding the services you receive from the City of Antioch, where do we need to improve? What suggestions do you have for making these improvements to better serve your needs?

Q3: Common Themes

- Aggressive enforcement of no loitering rules— Deer Valley Plaza, Lone Tree, Knollcrest Park, patrol shopping centers at key times of day
- Hiring of more police officers; strategic presence in high crime areas
- Revitalizing downtown; attract more businesses
- Enforcing municipal codes at all levels
- Keeping streets clean; paved; weekly recycling
- Build more turf fields for youth activities

Question #4

- How can we measure whether or not we are making progress in making the City of Antioch a better place to live?

Q4: Common Themes

- More Town Hall Meetings
- Community wide surveys each year—more forums; community task forces to tackle social issues
- Follow-up surveys, collect data
- Make crime statistics, accessible, current, measure and report successes, police logs. Concerns that many crimes go unreported?
- When civic pride improves

Q4: Common Themes

- Reduction in crime, increased housing prices, people wanting in, a place of destination
- Vision of people feeling safe when going to a movie, shopping, respectful atmosphere, businesses staying open
- Clean and nicely landscaped, great schools, attract business and shopping opportunities
- Pass enforceable ordinances to control visual blight

Question #5

- Anything you want the Mayor, the City Council, City Staff or Facilitator to Know?

Q5: Common Themes

- Increase fines/accountability in rental home inspection programs
- Make Antioch a place people want to raise their families, with top-notch schools, a vibrant downtown and safe streets
- Community wants to help--give them ideas on how to do this
- Stated appreciation to City Council and Mayor—belief interests are pure in wanting same goals to improve quality of life (still work to do in eyes of some)

Q5: Common Themes

- Curb the City's increasing crime rate
- Build a community center
- All weather fields for year round soccer use
- Concentrate on engaging small businesses
- Implement rental license program
- Downtown revitalization (boat ramps)
- A clear plan of action from this feedback and forums

“The Conversation”

“A conversation is a meeting of the minds with different memories and habits. When minds meet, they just don’t exchange facts: they transform them, reshape them, draw different implications from them, engage in new trains of thought. Conversation doesn’t just reshuffle the cards: it creates new cards”

Bienati, Zeldin

Keys to Conversation Today

- Respect the limited time we have so all who need to speak can be offered a voice in the matter. Facilitator needs to keep process moving
- Solutions preferred to challenges
- If matter has been presented, and new ideas are available, allow for new ideas to be heard
- Perception could be reality
- Respect that we are all working towards a common goal; strive for collaboration in all we do!

Issue #1

- What are your expectations of improving Public Safety given current resources in Police Services? Where should we place our priorities and why?

Issue #2:

- What solutions can you offer to improve the Code Enforcement and Rental Inspection Program requirements to create a shared responsibility with the landlords, the City and the Community?

Issue #3:

- What solutions can you offer to increase youth activity opportunities in the City? What are they? How do we fund them?

Issue #4:

- How do we create an environment where we can foster more community involvement, a shared responsibility and commitment, to meet our vision of “improved quality of life?”

Issue #5

- Anything else you wish to add?
- Summary, recap

Thoughts from the City Council

Directions to City Staff and Next Steps....

Thank you for the gift and your time, feedback and commitment to the City of Antioch. Together, we can make a difference!