

Georgia Southern University



2013 CITIZEN SURVEY

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INTRODUCTION

Citizen satisfaction surveys are often utilized to assess community needs, to guide long-range planning, to guide short-term planning, to assess communication with citizens, to evaluate community services and determine policy support. The survey process not only addresses and identifies citizen perceptions and expectations; it also opens the door for citizen participation and communication.

The purpose of this survey is to provide City officials with information to allow them to focus on areas which need to be improved, assist them in allocating resources for the community benefit and to help form plans for community programs and policies. The 2013 survey of residents of the City of Metter gathered citizen opinion on the city appearance, the general government, community service, the business district, recreational facilities and programs, and overall professionalism of city staff and general concerns about neighborhood appearance and safety. The survey also sought citizen input on a list of programs and/or policies which the City of Metter should address and/or implement.

METHODOLOGY

The City of Metter had previously conducted a citizen survey in the Fall of 2008 with a report being issued on January 2, 2009. The 2008 survey was designed to measure satisfaction with city services. In order to provide the City with a comparison of citizen satisfaction, the 2008 survey was utilized and revised. The original 2008 survey consisted of thirty-nine questions which were divided into six (6) categories; to wit: city appearance, general government, community services, overall, business district and ranked priority. In reviewing the survey in consultation with the City, a new category was created to address existing recreational facilities and recreational programs. Additionally, in the ranked priority category, questions were added to seek citizen input

on whether to implement or provide new recreational facilities and/or recreational programs. Finally, since the 2008 survey, the city had implemented a recycling program (which is available for a fee); therefore, the question pertaining to recycling programs was removed from the ranked priority category with a new question pertaining to the quality of the recycling program being added to the community services section under garbage services. This section was also expanded to address the quality of large debris or bulk waste removal.

In order to be able to accurately compare the data collected with that of the 2008 data, a confidence level of 90% and confidence interval of 6.4% was calculated. Based upon the 2010 census which listed the City of Metter having 4,130 residents, it was determined that a minimum number of 160 surveys would be required. This would indicate that if the survey were replicated, 90% of the time the same answers/results would occur within +/- 6.4%. The only requirement to complete a survey was for the individual to be a resident of the City of Metter and over 18 years of age. However, survey respondents were asked to provide their age and race to be better able to determine whether the responses received were representative of the community.

The survey asked the respondents to rank issues using a *Likert* Scale with values allowing the respondent to rank services as poor, below average, average, above average, excellent or don't know. A convenience sample, a non-probability sampling design, was initially chosen as it allowed the survey takers to question subjects that were convenient and readily available. The survey was initially administered in-person on Thursday, October 17, 2013, beginning around 4:00

p.m., during the annual Metter High School homecoming parade by five individuals associated with Georgia Southern University.¹ A total of 104 surveys were collected in-person.²

As our target number of 160 completed surveys was not met, the remaining surveys were obtained by using telephone numbers obtained from the September 2013 Pineland Telephone Cooperative phonebook for the City of Metter. A determination was made that there were approximately 1300 households located in the City of Metter; and based upon the need to obtain 160 completed surveys, a skip interval was calculated, and every 8th home was called which resulted in 62 additional surveys being completed.³ In total, 163 survey responses were collected.

COMMUNITY PROFILE/BACKGROUND

The City of Metter is located in Candler County, Georgia. Located less than one-mile off of Interstate I-16, Metter is approximately sixty miles from the Savannah Port.⁴ The county seat, Metter, was incorporated in 1903 and is comprised of 7.4 square miles and has a council-manager form of government. The chief elected official, Mayor William Trapnell, and six council members comprise the governing body for the City of Metter. The City Manager, Joseph Mosley, is the chief appointed administrative official; he supervises three department heads and is responsible for the daily operations of the City of Metter. The local governing functions include police, fire, sewer, water, trash, street/highways and solid waste management.

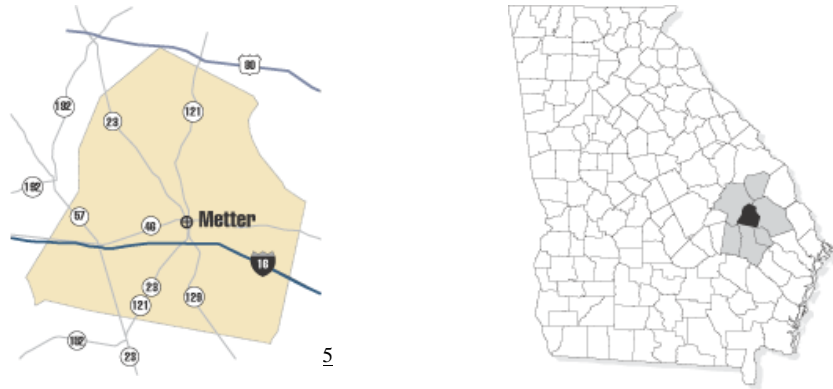
¹ We would like to thank the following individuals for coming out to conduct the citizen surveys on October 17, 2013; to wit: Christina Beslin, graduate student, Public Health; Samantha Reid, graduate student, MPA program; and TeriAnne Mack, freshman, volunteer, Lead and Serve Program.

² Three (3) surveys which were collected during this period which are not included in the results as the survey respondent indicated on the survey that they were not a city resident. Some surveys were returned and collected within the 4 days following the homecoming parade.

³ We would like to thank the following individuals for volunteering their time to make the phone calls; to wit: Shelia Colby, Jennifer Gutzmore, and Ebony Williams.

⁴ Retrieved from the 2013-2014 Candler County Magazine.

Metter is home to the Guido Evangelistic Association and hosts the “Another Bloomin’ Festival” each year on the Saturday before Easter. Designated a “Tree City USA” for the past 25 years, Metter supports conservation and seeks to keep the area as natural as possible.



The 2010 Census demographic profile highlights on population, age, race and general socio/economic characteristics are as follows:

The total population for Candler County, Georgia is 11,117 persons; of which 4,130⁶ reside within the Metter city limits. The population is 53% female and 47% male (which is consistent with the 2000 Census data). Regarding race, white residents make up approximately 54% of the population; while African-American residents comprise 38% of the population and Hispanics comprise approximately 8% of the population. A breakdown of respondents to this survey by race is as follows:

Race					
White	African American	Hispanic	2 or more races	Other	Unknown
68.7%	17.8%	6.1%	2.5%	0.6%	4.3%

⁵ Source: City of Metter website. Retrieved from: <http://www.dca.state.ga.us/CountySnapshotsNet/countysnapshot.aspx?cicoid=1021021>.

⁶ In 2000, the population for the City of Metter was 3,879; between 2000 and 2010, the City of Metter grew by 6.4%.

The 2010 Census reflects the following information regarding age in Metter: 779 residents, or 18.9%, of the population is age 20 through 34 years old; 952 residents, or 23%, of the population is age 35 through 54 years old; 517 residents, or 12.5%, of the population is age 55 through 64 years old; and, 672 residents, or 16.27%, of the population is over age 64. The age of residents interviewed is as follows:

Age					
19	20-34	35-54	55-64	over 64	Unknown
1.8%	19.6%	29.4%	25.8%	14.7%	8.6%

The response rates indicate that there was an over-representation in certain categories in both race and age. African-Americans and Hispanics were under-represented, whereas Whites were over-represented. Response rates from citizens age 55-64 were also somewhat over-represented. To compensate for the over-representation and potential sample bias in these two areas, the survey data was weighted to align both race and age with the Census data and compared to the unweighted results. Weighting works by giving over-represented groups a weight less than 1 and under-represented groups a weight greater than 1 in a way that results in the weighted frequency of each group matching the population. In this case, responses were weighted to the 2010 U.S. Census numbers for Metter to provide responses consistent with each group's representation to the total population. When the analyses were reviewed with weighting in place, the over-representation did not make a large difference.

The median household income is \$29,539, below the national average of \$57,762. There are 13.5% of families below the poverty level; with 23.5% of individuals below the poverty level which is greater than the national average for individuals of 14.3%. Since the 2000 census, the City of Metter's number of persons in the labor force has increased to 61.4%, which is over the

current national average of 58.5%. The median home value is \$75,800.00,⁷ compared to the U.S. average home value of \$186,200. Owner occupied housing is 54.5% whereas renter-occupied housing is 45.5%.

FINDINGS: CITIZEN SURVEY

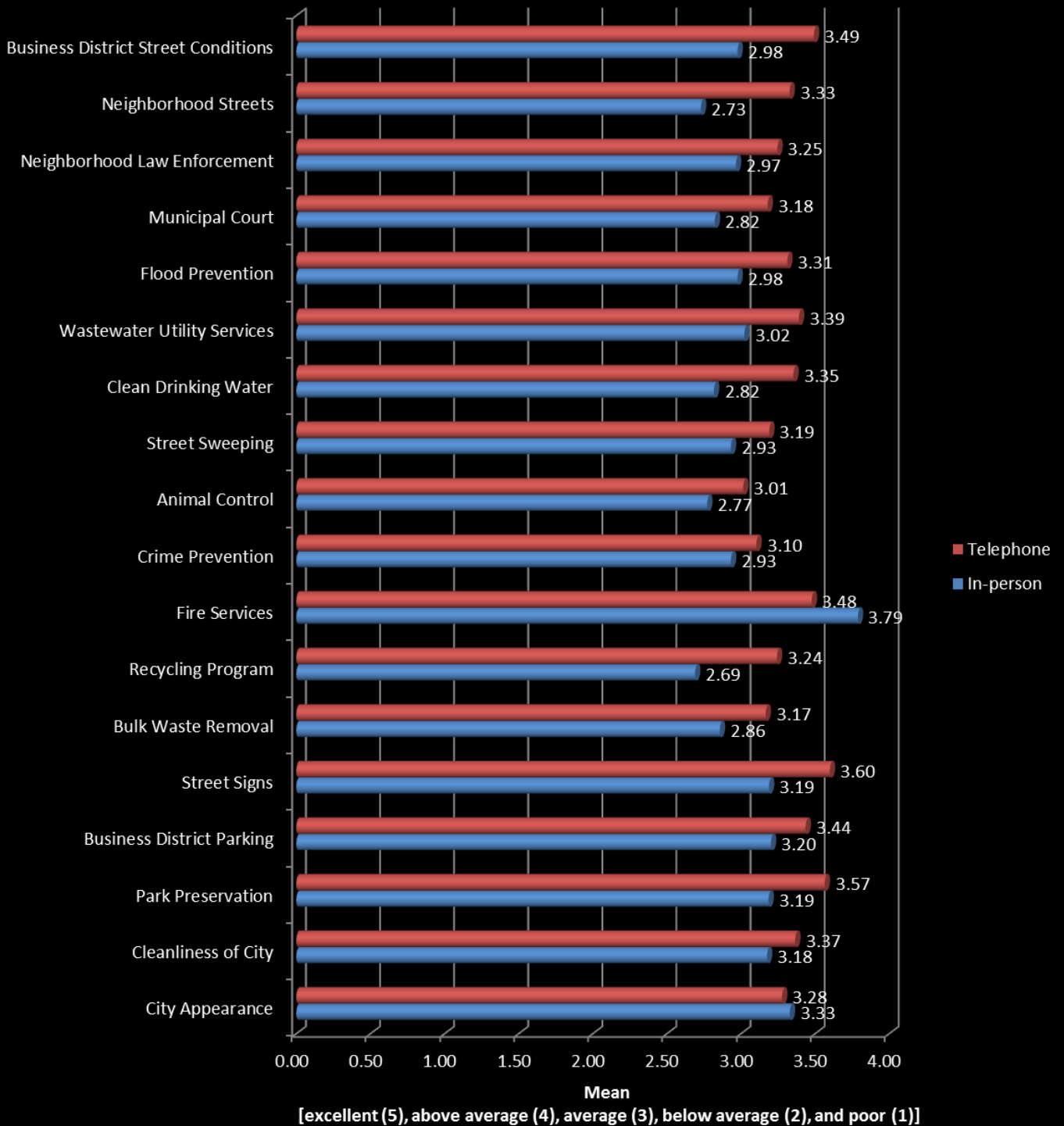
The data collected for the 2013 survey was collected in two ways; to wit: in-person and telephone. It should be noted that there was a disparity in the response rate which can be directly tied to the method in which the survey was administered. In general, the telephone survey responses received higher response rates indicating a more positive view of city services. In analyzing the difference in the method in which the survey was administered, there were more older respondents for the in-person survey, i.e., those 55 or older; whereas these older respondents were under-represented in the telephone survey. The difference in the mean responses by survey type appears to be driven by the differences in the ages of the respondents.

Across both survey methods, respondents 55 and older were typically more critical of city services. Therefore, the numbers from the in-person surveys reflect the fact that more responses were obtained from citizens in this age group who tended to be more responsive when approached by the survey takers. As discussed above, when the numbers were weighted to compensate for the over-representation in both age and race, the survey response results were not dramatically different. In fact, the utilization of both methods actually made the survey results more representative.

Although the telephone survey results were generally higher, city appearance and fire services did fare better with the in-person survey responses. The graph below highlights the difference in the response rate by survey method in a few key areas.

⁷ See Appendence "H" 2010 Census Housing Characteristics-City of Metter.

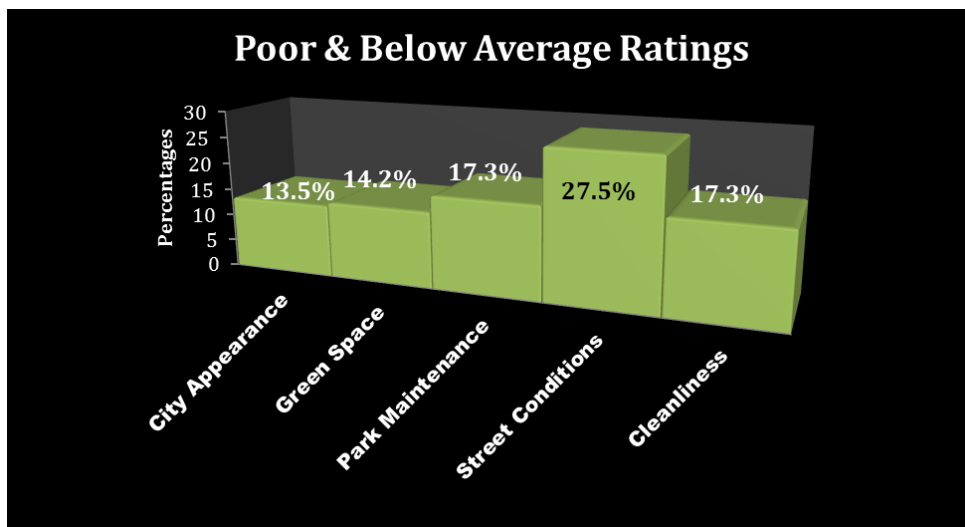
Comparison of Means by Survey Method (2013)



City Appearance

	Poor	Below Average	Average	Above Average	Excellent	Don't know	Average Value
City Appearance	1	21	82	45	14	0	3.31
City Medians, green space, and street trees	3	20	71	51	17	1	3.36
City park maintenance	5	23	70	50	14	1	3.28
City street conditions	13	31	69	36	11	3	3.01
Cleanliness of the city as a whole	5	23	72	49	13	1	3.26

Residents were asked to rate Metter’s City Appearance by the look of public signs, buildings and spaces. Most of the residents gave either an average (3) or above average (4) score on all areas within the City Appearance category. The lowest score within this category was 3.01 for City Street Conditions and the highest was 3.36 for City Medians, Green Space and Street Trees. This would indicate that citizens are content with issues regarding their city’s green space, but there were 44 respondents (27.5% of the 160 who answered on the issue) who indicated that City Street Conditions were Below Average or Poor.



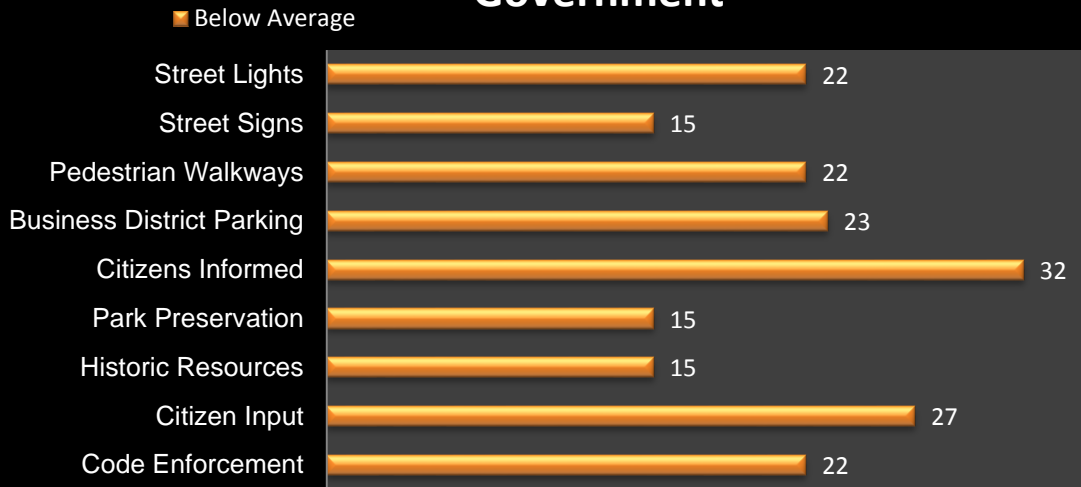
(Note: The graphical data was produced by adding the number of Poor and Below Average in a category then dividing it by the number of responses in the category, thus giving you the percentage of Poor and Below Average responses for that question.)

Government

	Poor	Below Average	Average	Above Average	Excellent	Don't know	Average Value
Code Enforcement	3	22	79	42	7	10	3.18
Citizen Input	7	27	73	42	10	4	3.13
Historic Resources	3	15	73	60	10	2	3.37
Park Preservation	4	15	71	52	13	8	3.35
Citizens Informed	4	32	70	44	10	3	3.15
Business District Parking	3	23	68	54	12	3	3.31
Pedestrian Walkways	2	22	62	57	18	2	3.42
Street Signs	9	15	63	54	19	3	3.37
Street Lights	6	22	64	43	22	6	3.34

The Residents were asked to rate the city's code enforcement and their perspective of how Metter addresses citizen input, historic resources, park preservation, keeping citizens informed, business district parking, pedestrian walkways, street signs, and street lights. The highest value awarded within this category was 3.42 for Pedestrian Walkways (Above Average), Historic Resources and Street Signs had the next highest with a value of 3.37. The lowest level of satisfaction for General Government was Citizen Input with a value of 3.13. Again, most respondents chose either 3 (Average) or 4 (Above Average) as their choice. The Citizens Informed category had a mean value of 3.15, and Code Enforcement with a mean value of 3.18, indicating more of a problem area within General Government. Again, most respondents chose either 3 (Average) or 4 (Above Average) as their choice.

Below Average Responses in General Government

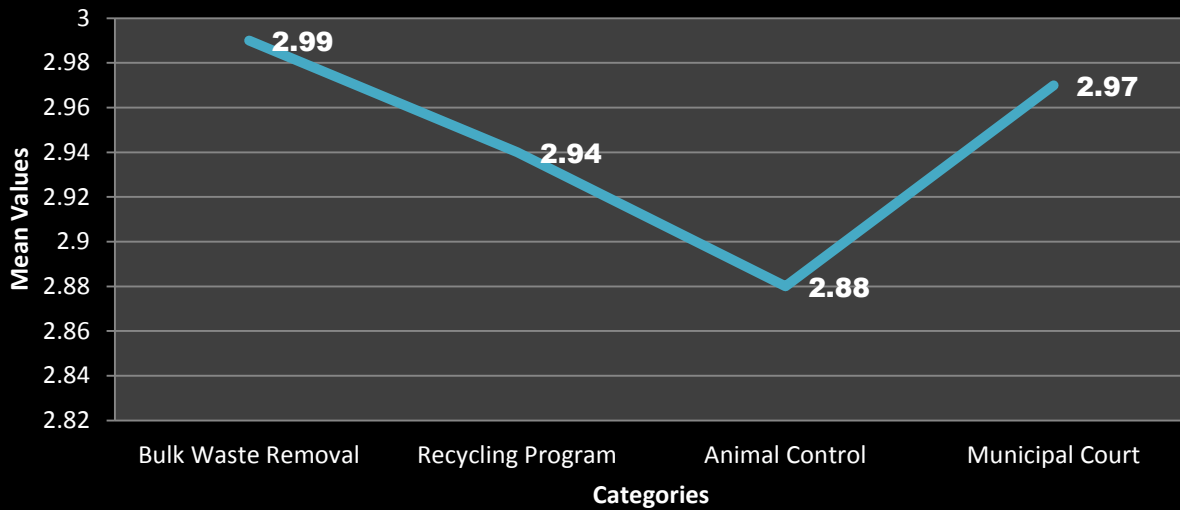


Community Services

	Poor	Below Average	Average	Above Average	Excellent	Don't know	Average Value
Garbage Collection	6	21	75	46	14	1	3.25
Bulk Waste Removal	14	24	79	41	5	0	2.99
Recycling Program	15	23	73	42	1	9	2.94
Fire Services	2	15	49	60	31	6	3.66
Law Enforcement	6	26	80	39	6	6	3.08
Crime Prevention	4	27	91	32	2	7	3.01
Police Services	2	29	79	38	7	8	3.12
Animal Control	16	33	67	32	7	8	2.88
Street Sweeping	5	36	70	37	8	7	3.04
Clean Drinking Water	7	31	74	30	11	10	3.05
Wastewater Utility Services	4	23	79	36	12	9	3.19
Flood Prevention	3	28	76	36	8	12	3.12
Municipal Court	10	31	66	31	8	17	2.97

Residents were asked to rate general city services such as garbage collection, large debris/bulk waste removal, recycling, fire services, providing clean drinking water, wastewater utility services, street sweeping services, and managing storm water. They were also asked to rate police services that include enforcement of traffic laws, crime prevention, overall police services, and animal control. Again, a majority of responses fall under 3 (Average) and 4 (Above Average). The highest value awarded in this category was Fire Services with a value of 3.66, where 1.3% (2 of 157) chose Poor; 9.5% chose Below Average; 31.2% chose Average; 38.2% chose Above Average; 19.7% chose Excellent; 3.8% chose Don't Know. The widest dispersion was within Bulk Waste Removal where 8.6% (14 of 163) chose Poor; 14.7% chose Below Average; 48.5% chose Average; 25.2% chose Above Average; 3.1% chose Excellent. Also receiving low scores were the Recycling Program where 9.7% (15 of 154) chose Poor; 14.9% chose Below Average; 47.4% chose Average; 27.3% chose Above Average; less than one percent chose Excellent; 5.8% chose Don't Know. The Municipal Court scored low as well where 6.8% (10 of 146) chose Poor; 21.2% chose Below Average; 45.2% chose Average; 21.2% chose Above Average; 5.5% chose Excellent; 11.6% chose Don't know. The lowest value awarded in this category was 2.88 for Animal Control where 10.3% (16 of 155) chose Poor; 21.3% chose Below Average; 43.2% chose Average; 20.6% chose Above Average; 4.5 % chose Excellent; 5.1% chose Don't know.

Lowest Values in Community Services



Overall

	Poor	Below Average	Average	Above Average	Excellent	Don't know	Average Value
City Professionalism	5	25	81	39	13	6	3.14
City Friendliness	7	25	78	34	13	6	3.13
Tax Value	6	33	79	35	3	7	2.97
Neighborhood Cleanliness	3	25	85	36	8	6	3.13
Neighborhood Law Enforcement	6	31	74	37	10	5	3.09
Neighborhood Streets	11	32	70	34	9	7	2.99
Neighborhood Safety	6	22	71	43	12	9	3.21
Equity	7	30	74	32	8	12	3.03

Respondents were asked about their overall perception of city professionalism, city friendliness, and value received for their taxes paid. Residents were asked to rate their perception on Metter's neighborhood cleanliness, neighborhood law enforcement, neighborhood street conditions, neighborhood safety and equity of services compared to other regions. Average and above continue to have the highest response rate, and the average score for each question indicates

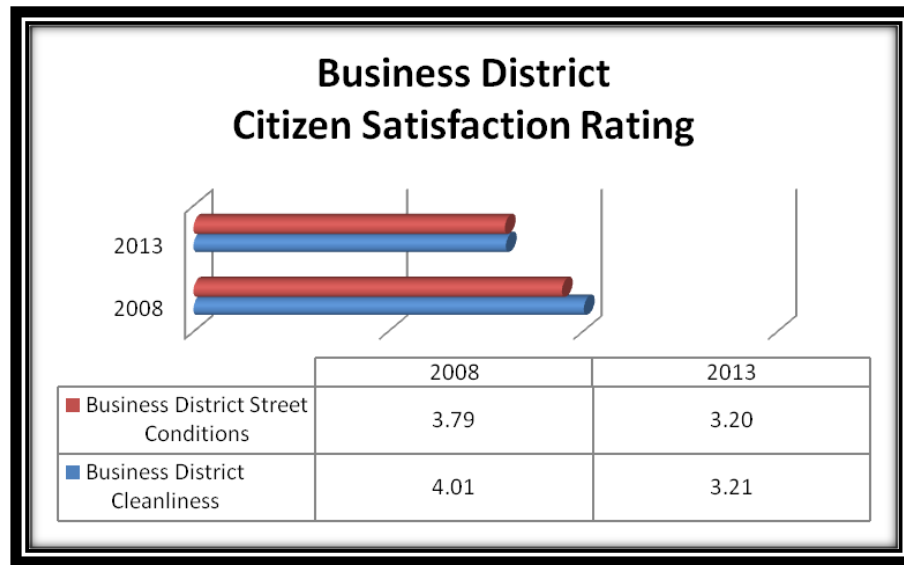
a general satisfaction. The lowest scores within this category were: 2.97 for Overall Value Received for the Taxes Paid and 2.99 for the Perception of their Neighborhood Streets. The widest dispersion of responses was within Neighborhood Street Conditions where 7.1% (11 of 156) chose Poor; 19.9% chose Below Average; 44.9% chose Average; 21.8% chose Above Average; 5.8% chose Excellent. For the Cleanliness in your Neighborhood the average value was 3.13, City Cleanliness as a whole was valued at 3.26, this indicates that citizens have a favorable regard for cleanliness of the City as a whole but see neighborhood cleanliness as a concern. While the average value for Equity of Services was only 3.03, these scores indicate a stronger perception of equity between the city and local neighborhoods.



Business District

Business District							
	Poor	Below Average	Average	Above Average	Excellent	Don't Know	Average Value
Cleanliness	2	32	109	111	58	9	3.21
Street Conditions	6	31	120	103	45	16	3.20

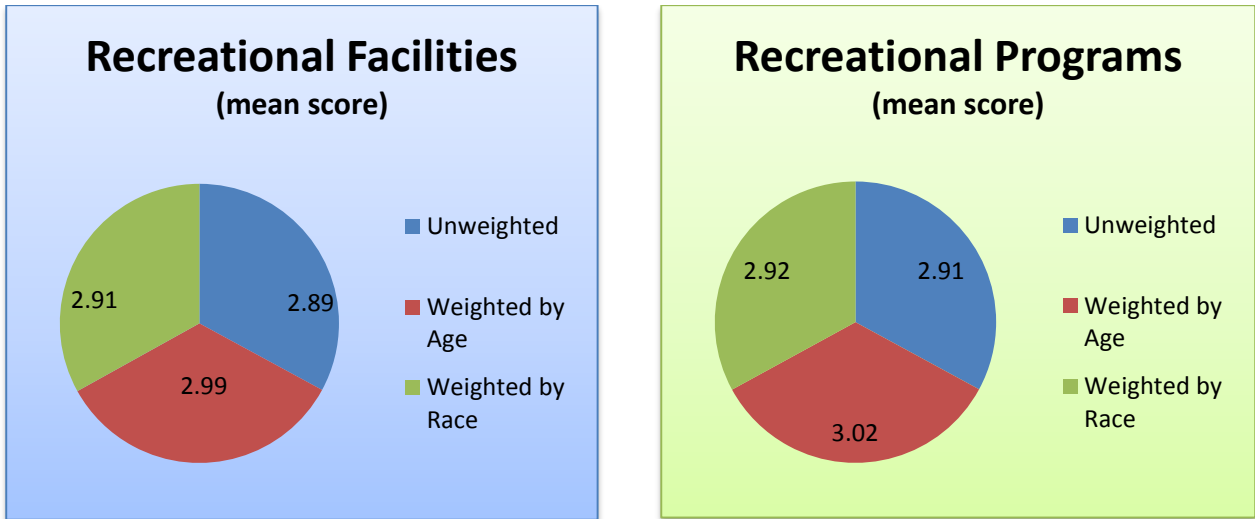
Although there is a slight decrease from the 2008 survey, city residents still have high regard for the business district. The majority of responses were marked average and above average.



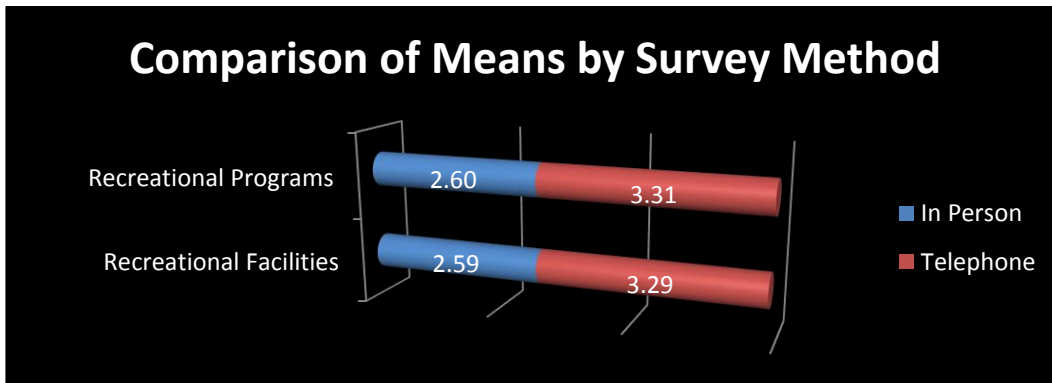
Recreational Facilities & Programs

Recreational Facilities and Programs							
	Poor	Below Average	Average	Above Average	Excellent	Don't Know	Average Value
Facilities	20	29	57	39	7	11	2.89
Programs	20	28	56	41	7	11	2.91

Input on existing recreational facilities and recreational programs were new areas for the 2013 survey.



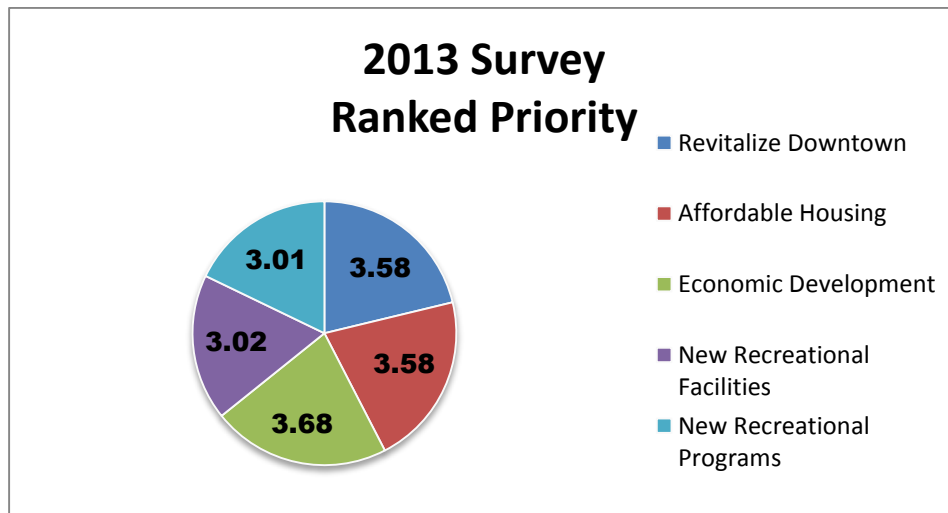
The total response rate yielded a citizen perception regarding both the facilities and programs offered by the City of Metter as slightly below average. However, as the following chart reflects, this is an area in which there was a disparity between the responses rate from telephone surveys verses there the response rate of in-person surveys. The response rate for telephone surveys yielded an above average rating. As discussed above, a majority of the respondents from the in-person survey were citizens who are 55 or older; this may account for the lower rating given that older citizens are generally not the target age group in this area.



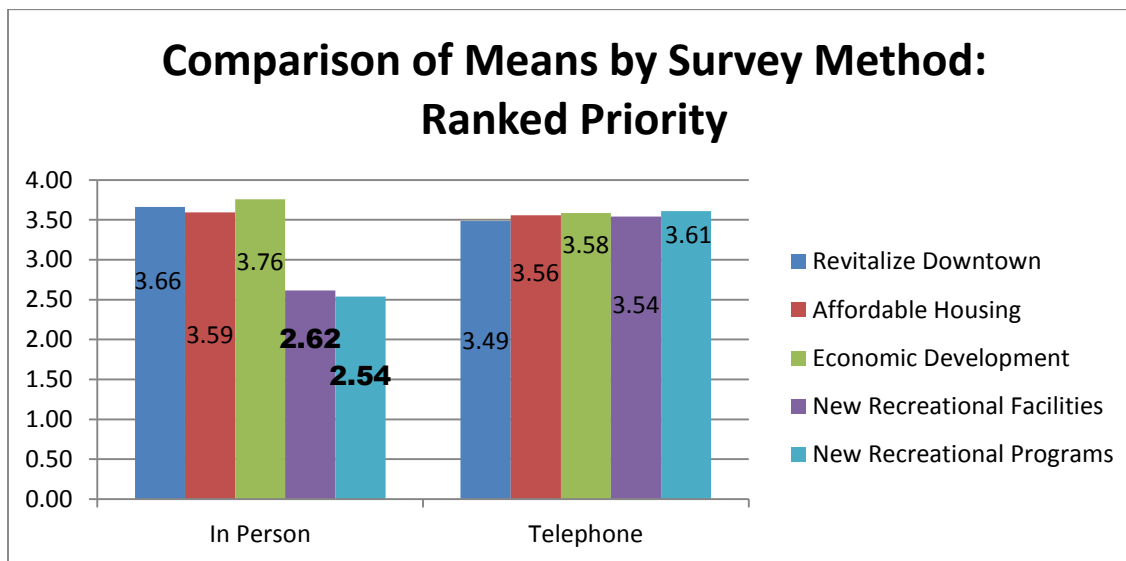
Ranked Priority

Ranked Priority							
	Least Important				Most Important	Don't Know	Average Value
Revitalize Downtown	37	64	106	70	35	9	3.58
Affordable Housing	40	67	103	73	29	9	3.58
Economic Development	27	30	102	123	29	10	3.68
Recreational Facilities	29	23	51	42	11	7	3.02
Recreational Programs	32	28	42	36	17	8	3.01

This section asked city residents to rank potential projects. The 2013 survey is different from the 2008 in two key areas. First, since the 2008 survey was administered, the city implemented a recycling program; therefore, the question from the 2008 survey which asked the citizens for input in implementing a recycling program was removed. Second, as the city sought input on the current recreational facilities and programs, city residents were asked whether the City needed to build and/or improve the current recreational facilities and whether to develop new recreational programs.



A strong preference for renewed economic development (3.68), affordable housing (3.58) and the need to revitalize the downtown area (3.58) was indicated by the survey responses. When compared with the 2008 responses⁸, it is clear that the need for these three areas has increased in priority for city residents since the 2008 survey was administered. Although ranked in the middle, there is a lower preference among citizens regarding the need for new recreational facilities and recreational programs. However, when you compare the response rate between the methods in which the survey was administered, in-person survey respondents ranked the need for new and/or additional recreational facilities and programs as a low priority. Again, as noted in the explanation above on existing recreational facilities and programs, respondents 55 and over were better represented in the in-person surveys, and recreational programs may not be typically targeted to, or as important to, that age group.



⁸ In 2008, there was a strong preference for economic development (3.10). Affordable housing (2.47) and the need to revitalize the downtown area (2.58) was least preferable in the citizen response rate.

CONCLUSION

In comparing the results of the 2008 survey versus the results of the 2013 survey, there are several areas which changed more than 15%; to wit: garbage collection, law enforcement, animal control, clean drinking water, municipal court, city professionalism, city friendliness, neighborhood cleanliness, neighborhood safety, business district cleanliness, and business district street conditions. Of all those services that fell more than 15%, animal control and municipal courts both fell to a below average score. On the ranked priorities category, downtown revitalization, affordable housing, and economic development continued to emerge as important areas. Therefore, it is recommended that the following areas be addressed:

1. Animal control has an issue for Metter since the 2008 survey; therefore the City should focus on citizen concerns and complaints regarding this area. Furthermore, as the citizen perception of the municipal court has fallen to a below average rating, the City should also focus on citizen concerns and complaints to improve the services provided by the municipal court.
2. Turning to the business district, although ranked average, when you take into consideration the 15% drop since the 2008 survey together with the increased response rate on the need to revitalize the downtown area, it appears that citizens want the city to focus on improving the business district's overall street conditions and appearance. Further, when you take into consideration that economic development received the highest score as an area of importance to the citizens, by focusing attention on the business district, Metter should be able to improve citizen perception and satisfy two important priorities.
3. Garbage collection went from an above average rating of 4.04 in 2008 to an average rating of 3.25 in 2013. Although citizens were asked to separately provide input for bulk waste

removal and recycling, the fact that both received a below average score is key to understanding the increased negative perception on Metter's sanitation services. Again, like animal control and municipal court, this is an area which Metter needs to address and resolve any outstanding citizen complaints and concerns.

4. Two additional areas which received below average scores were overall value received for the taxes paid (2.97) and neighborhood streets (2.99). In reviewing the data, a connection can be made that citizens value city cleanliness as a whole and feel they receive an average benefit for the taxes they are paying. However, citizens feel they are receiving the least value for the taxes paid in neighborhood street conditions. In other words, the area in need of most attention is neighborhood street conditions and determining how to spend taxpayer dollars in a manner that taxpayers support.

Although the overall results have dropped since the 2008 survey was administered, it is important to note that during this time period the nation went through what is now called the "Great Recession." An analysis of the revenue and expenditure data for Metter during the fiscal years 2008 through 2011 reveals a revenue decrease of approximately 17.42%, with the City resolving this revenue drop by cutting expenditures by 10.55%. Thus, it is reasonable to assume that the dip in service satisfaction is explained by the lower revenues. It is further reasonable to assume that the City did a good job of managing the recession in that a majority of the services remained in the average to above average range.

APPENDICES

Exhibit A
Survey Document

CITIZEN SURVEY~CITY OF METTER

On behalf of the City of Metter, the Masters of Public Administration program at Georgia Southern University is conducting a study about city services in Metter, Georgia. As a resident of the City of the Metter, your opinion is important. You do not have to give your name and all of your information will be kept confidential.

[The following questions are on a scale from 1 to 5, with 1 being poor and 5 being excellent. (NOTE: repeat scale whenever needed). Please answer all of these questions based on your knowledge of the city as a whole, not a specific area or neighborhood. (NOTE: some may feel that the city services are not equally distributed). There is a section for comments (if applicable)].

Race: <input type="checkbox"/> White <input type="checkbox"/> African American <input type="checkbox"/> Hispanic <input type="checkbox"/> 2 or more races <input type="checkbox"/> other	<input type="checkbox"/> Yes <input type="checkbox"/> No Are you 18- years or older? <input type="checkbox"/> Yes <input type="checkbox"/> No Are you a resident of the City of Metter? Age: <input type="checkbox"/> 19 <input type="checkbox"/> 20-34 <input type="checkbox"/> 35-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> over 64
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	Poor	Below Average	Average	Above Average	Excellent	Don't know
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CITY APPEARANCE

1	City Appearance (i.e. look of public signs, buildings and spaces)	1	2	3	4	5	
2	City Medians, Green Space and Street Trees (green space-an open urban area with plant life)	1	2	3	4	5	
3	City Park Maintenance	1	2	3	4	5	
4	City Street Conditions	1	2	3	4	5	
5	Cleanliness of the City as a Whole	1	2	3	4	5	

GENERAL GOVERNMENT

6	Code/Zoning Regulation Enforcement	1	2	3	4	5	
7	Considers/Listens to Citizens Comments/Input	1	2	3	4	5	
8	Preserve Historic Resources	1	2	3	4	5	
9	Preserve Parks/Open Spaces	1	2	3	4	5	
10	Keeping Citizen Informed about City Services, Events and Issues	1	2	3	4	5	
11	Availability of Parking in Business District	1	2	3	4	5	
12	Availability of Pedestrian Walkways/Areas	1	2	3	4	5	
13	Maintenance of Street Signs	1	2	3	4	5	
14	Street Lighting	1	2	3	4	5	

COMMUNITY SERVICES

	<u>Garbage Services:</u>						
15	Garbage Collection	1	2	3	4	5	
16	Large Debris/Bulk Waste Removal	1	2	3	4	5	
17	Recycling Program (available for a fee)	1	2	3	4	5	
18	Fire Services	1	2	3	4	5	
	<u>Police Services:</u>						

19	Enforcement of Traffic Offenses	1	2	3	4	5	
20	Crime Prevention	1	2	3	4	5	
21	Overall Police Services	1	2	3	4	5	
22	Animal Control	1	2	3	4	5	
23	Street Sweeping Services	1	2	3	4	5	
24	Providing Clean Drinking Water	1	2	3	4	5	
25	Wastewater Utility Services	1	2	3	4	5	
26	Managing Storm Water (Prevent Flooding)	1	2	3	4	5	
27	Municipal Court	1	2	3	4	5	

OVERALL

28	Overall Professionalism of the City Staff	1	2	3	4	5	
29	Overall Friendliness of the City Staff	1	2	3	4	5	
30	Overall Value Received for the Taxes You Pay to the City (Note: only Metter Taxes and Services)	1	2	3	4	5	

THE FOLLOWING QUESTIONS ARE BASED ON YOUR PERCEPTION OF YOUR NEIGHBORHOOD (Note: This is Self-Defined)

31	Cleanliness in your Neighborhood	1	2	3	4	5	
32	Neighborhood Police Patrol	1	2	3	4	5	
33	Neighborhood Street Conditions	1	2	3	4	5	
34	Safety of your Neighborhood	1	2	3	4	5	
35	Equity of Services Compared to Other Regions	1	2	3	4	5	

BUSINESS DISTRICT (NOTE: THIS IS DOWNTOWN METTER)

36	Cleanliness in the Business District	1	2	3	4	5	
37	Business District Street Conditions	1	2	3	4	5	

RECREATIONAL FACILITIES & PROGRAM

38	Recreational Facilities	1	2	3	4	5	
39	Recreational Programs	1	2	3	4	5	

RANK THE FOLLOWING FROM LEAST IMPORTANT TO MOST IMPORTANT (Ranked from 1-5)

	Least Important				Most Important	No Opinion	
40	Revitalizing Downtown	1	2	3	4	5	
41	Attracting Affordable Housing	1	2	3	4	5	
42	Assist in Economic Development	1	2	3	4	5	
43	New Recreational Facilities	1	2	3	4	5	
44	New Recreational Programs	1	2	3	4	5	

ADDITIONAL COMMENTS:

THANK YOU FOR YOU PARTICIPATION IN THE CITIZEN SURVEY FOR THE CITY OF METTER!

Exhibit B

Codebook

Variable	Description
Year	Nominal variable indicating year survey conducted where 1=2013 and 0=2008
Method	Nominal variable indicating method information collected where 1=telephone and 0=in person
Race	Nominal variable indicating citizen race where 1=white, 2=African American, 3=Hispanic, 4=2 or more races, 5=other
Age	Nominal variable indicating citizen age where 1=19, 2=20-34, 3=35-54, 4=55-64 and 5=over 64
Appearance	Nominal variable indicating city appearance where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Medians	Nominal variable indicating city medians, green space and street trees where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Maintenance	Nominal variable indicating city park maintenance where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Streets	Nominal variable indicating city street conditions where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Cleanliness	Nominal variable indicating the cleanliness of the city as a whole where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Zoning	Nominal variable indicating code/zoning regulation enforcement where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Citizeninput	Nominal variable indicating whether the city considers/listens to citizens comments/inputs where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
Historic	Nominal variable indicating whether the city preserves historic resources where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know

parks	Nominal variable indicating whether the city preserves parks/open spaces where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
information	Nominal variable indicating whether the city keeps citizens informed about city services, events and issues where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
parking	Nominal variable indicating availability of parking in the business district where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
walkways	Nominal variable indicating availability of pedestrian walkways/areas where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
streetsigns	Nominal variable indicating maintenance of street signs where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
streetlights	Nominal variable indicating street lighting where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
garbage	Nominal variable indicating garbage collection where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
bulkwaste	Nominal variable indicating large debris/bulk waste removal where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
recycling	Nominal variable indicating recycling program where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
fire	Nominal variable indicating fire services where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
enforcement	Nominal variable indicating enforcement of traffic offenses where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
crimeprevention	Nominal variable indicating crime prevention where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know

services	Nominal variable indicating overall police services where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
animalcontrol	Nominal variable indicating animal control where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
stsweeping	Nominal variable indicating street sweeping services where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
water	Nominal variable indicating whether the city provides clean drinking water where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
wastewater	Nominal variable indicating wastewater utility services where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
stormwater	Nominal variable indicating whether the city manages storm waters (prevents flooding) where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
court	Nominal variable indicating services of the municipal court where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
professionalism	Nominal variable indicating overall professionalism of the city staff where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
friendliness	Nominal variable indicating overall friendliness of the city staff where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
value	Nominal variable indicating overall value received for the taxes paid to the city where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
n-cleanliness	Nominal variable indicating cleanliness of neighborhood where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know

n-patrol	Nominal variable indicating neighborhood police patrol where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
n-streets	Nominal variable indicating neighborhood street conditions where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
n-safety	Nominal variable indicating safety of neighborhood where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
equity	Nominal variable indicating equity of services received compared to other regions where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
bd-cleanliness	Nominal variable indicating cleanliness in the business district where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
bd-streets	Nominal variable indicating business district street conditions where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
facilities	Nominal variable indicating recreational facilities where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
programs	Nominal variable indicating recreational programs where 1=poor, 2=below average, 3=average, 4=above average, 5=excellent, 6=don't know
revitalize	
affhousing	
ecdev	
newfacilities	
newprograms	

Exhibit C
Frequencies

City Appearance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.9	.9	.9
	Below Average	25	7.8	7.8	8.8
	Average	131	40.8	40.9	49.7
	Above Average	110	34.3	34.4	84.1
	Excellent	51	15.9	15.9	100.0
	Total	320	99.7	100.0	
Missing	Don't Know	1	.3		
Total		321	100.0		

GreenSpace

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	1.6	1.6	1.6
	Below Average	27	8.4	8.5	10.1
	Average	124	38.6	39.1	49.2
	Above Average	108	33.6	34.1	83.3
	Excellent	53	16.5	16.7	100.0
	Total	317	98.8	100.0	
Missing	Don't Know	4	1.2		
Total		321	100.0		

Park Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	1.9	1.9
	Below Average	25	7.8	7.9	9.8
	Average	125	38.9	39.7	49.5
	Above Average	117	36.4	37.1	86.7
	Excellent	42	13.1	13.3	100.0
	Total	315	98.1	100.0	
Missing	Don't Know	6	1.9		
Total		321	100.0		

Street Conditions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	5.9	6.0	6.0
	Below Average	49	15.3	15.6	21.6
	Average	130	40.5	41.3	62.9
	Above Average	92	28.7	29.2	92.1
	Excellent	25	7.8	7.9	100.0
	Total	315	98.1	100.0	
Missing	Don't Know	6	1.9		
Total		321	100.0		

Cleanliness of City

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	1.6	1.6	1.6
	Below Average	28	8.7	9.0	10.6
	Average	125	38.9	40.1	50.6
	Above Average	111	34.6	35.6	86.2
	Excellent	43	13.4	13.8	100.0
	Total	312	97.2	100.0	
Missing	Don't Know	9	2.8		
Total		321	100.0		

Code Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	2.5	2.8	2.8
	Below Average	26	8.1	9.1	11.8
	Average	154	48.0	53.7	65.5
	Above Average	80	24.9	27.9	93.4
	Excellent	19	5.9	6.6	100.0
	Total	287	89.4	100.0	
Missing	Don't Know	34	10.6		
Total		321	100.0		

Citizen Input

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	5.0	5.3	5.3
	Below Average	45	14.0	15.0	20.3
	Average	131	40.8	43.5	63.8
	Above Average	89	27.7	29.6	93.4
	Excellent	20	6.2	6.6	100.0
	Total	301	93.8	100.0	
Missing	Don't Know	20	6.2		
Total		321	100.0		

Historic Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.2	1.3	1.3
	Below Average	20	6.2	6.5	7.8
	Average	121	37.7	39.4	47.2
	Above Average	116	36.1	37.8	85.0
	Excellent	46	14.3	15.0	100.0
	Total	307	95.6	100.0	
Missing	Don't Know	14	4.4		
Total		321	100.0		

Park Preservation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	1.6	1.7	1.7
	Below Average	27	8.4	8.9	10.6
	Average	121	37.7	40.1	50.7
	Above Average	116	36.1	38.4	89.1
	Excellent	33	10.3	10.9	100.0
	Total	302	94.1	100.0	
Missing	Don't Know	19	5.9		
Total		321	100.0		

Citizens Informed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.2	2.3	2.3
	Below Average	42	13.1	13.5	15.8
	Average	125	38.9	40.3	56.1
	Above Average	97	30.2	31.3	87.4
	Excellent	39	12.1	12.6	100.0
	Total	310	96.6	100.0	
Missing	Don't Know	11	3.4		
Total		321	100.0		

Business District Parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	1.6	1.6	1.6
	Below Average	41	12.8	13.1	14.7
	Average	110	34.3	35.3	50.0
	Above Average	102	31.8	32.7	82.7
	Excellent	54	16.8	17.3	100.0
	Total	312	97.2	100.0	
Missing	Don't Know	9	2.8		
Total		321	100.0		

Pedestrian Walkways

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.9	.9	.9
	Below Average	30	9.3	9.5	10.4
	Average	120	37.4	38.0	48.4
	Above Average	110	34.3	34.8	83.2
	Excellent	53	16.5	16.8	100.0
	Total	316	98.4	100.0	
Missing	Don't Know	5	1.6		
Total		321	100.0		

Street Signs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	3.4	3.5	3.5
	Below Average	22	6.9	7.0	10.5
	Average	115	35.8	36.7	47.3
	Above Average	109	34.0	34.8	82.1
	Excellent	56	17.4	17.9	100.0
	Total	313	97.5	100.0	
Missing	Don't Know	8	2.5		
Total		321	100.0		

Street Lights

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	2.0	2.0
	Below Average	36	11.2	12.0	14.0
	Average	107	33.3	35.8	49.8
	Above Average	92	28.7	30.8	80.6
	Excellent	58	18.1	19.4	100.0
	Total	299	93.1	100.0	
Missing	Don't Know	22	6.9		
Total		321	100.0		

Garbage Collection

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	1.9	1.9
	Below Average	22	6.9	7.1	9.0
	Average	118	36.8	37.8	46.8
	Above Average	101	31.5	32.4	79.2
	Excellent	65	20.2	20.8	100.0
	Total	312	97.2	100.0	
Missing	Don't Know	9	2.8		
Total		321	100.0		

Bulk Waste Removal

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	4.4	8.6	8.6
	Below Average	24	7.5	14.7	23.3
	Average	79	24.6	48.5	71.8
	Above Average	41	12.8	25.2	96.9
	Excellent	5	1.6	3.1	100.0
	Total	163	50.8	100.0	
Missing	System	158	49.2		
Total		321	100.0		

Recycling Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	15	4.7	9.7	9.7
	Below Average	23	7.2	14.9	24.7
	Average	73	22.7	47.4	72.1
	Above Average	42	13.1	27.3	99.4
	Excellent	1	.3	.6	100.0
	Total	154	48.0	100.0	
Missing	Don't Know	9	2.8		
	System	158	49.2		
	Total	167	52.0		
Total		321	100.0		

Fire Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.6	.7	.7
	Below Average	15	4.7	4.9	5.6
	Average	90	28.0	29.6	35.2
	Above Average	114	35.5	37.5	72.7
	Excellent	83	25.9	27.3	100.0
	Total	304	94.7	100.0	
Missing	Don't Know	17	5.3		
Total		321	100.0		

Law Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	3.1	3.3	3.3
	Below Average	31	9.7	10.1	13.4
	Average	122	38.0	39.7	53.1
	Above Average	110	34.3	35.8	88.9
	Excellent	34	10.6	11.1	100.0
	Total	307	95.6	100.0	
Missing	Don't Know	14	4.4		
Total		321	100.0		

Crime Prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	2.0	2.0
	Below Average	42	13.1	13.7	15.6
	Average	150	46.7	48.9	64.5
	Above Average	85	26.5	27.7	92.2
	Excellent	24	7.5	7.8	100.0
	Total	307	95.6	100.0	
Missing	Don't Know	14	4.4		
Total		321	100.0		

Police Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	2.0	2.0
	Below Average	37	11.5	12.2	14.2
	Average	133	41.4	43.9	58.1
	Above Average	95	29.6	31.4	89.4
	Excellent	32	10.0	10.6	100.0
	Total	303	94.4	100.0	
Missing	Don't Know	18	5.6		
Total		321	100.0		

Animal Control

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	30	9.3	9.9	9.9
	Below Average	48	15.0	15.8	25.7
	Average	107	33.3	35.3	61.1
	Above Average	82	25.5	27.1	88.1
	Excellent	36	11.2	11.9	100.0
	Total	303	94.4	100.0	
Missing	Don't Know	18	5.6		
Total		321	100.0		

Street Sweeping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.2	2.4	2.4
	Below Average	50	15.6	17.1	19.5
	Average	132	41.1	45.2	64.7
	Above Average	83	25.9	28.4	93.2
	Excellent	20	6.2	6.8	100.0
	Total	292	91.0	100.0	
Missing	Don't Know	29	9.0		
Total		321	100.0		

Clean Drinking Water

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	3.7	4.0	4.0
	Below Average	38	11.8	12.6	16.6
	Average	129	40.2	42.7	59.3
	Above Average	82	25.5	27.2	86.4
	Excellent	41	12.8	13.6	100.0
	Total	302	94.1	100.0	
Missing	Don't Know	19	5.9		
Total		321	100.0		

Wastewater Utility Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.2	2.4	2.4
	Below Average	28	8.7	9.5	11.9
	Average	131	40.8	44.6	56.5
	Above Average	88	27.4	29.9	86.4
	Excellent	40	12.5	13.6	100.0
	Total	294	91.6	100.0	
Missing	Don't Know	27	8.4		
Total		321	100.0		

Flood Prevention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	1.6	1.7	1.7
	Below Average	39	12.1	13.4	15.1
	Average	132	41.1	45.4	60.5
	Above Average	85	26.5	29.2	89.7
	Excellent	30	9.3	10.3	100.0
	Total	291	90.7	100.0	
Missing	Don't Know	30	9.3		
Total		321	100.0		

Municipal Court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	3.1	3.7	3.7
	Below Average	34	10.6	12.5	16.2
	Average	112	34.9	41.3	57.6
	Above Average	83	25.9	30.6	88.2
	Excellent	32	10.0	11.8	100.0
	Total	271	84.4	100.0	
Missing	Don't Know	50	15.6		
Total		321	100.0		

City Professionalism

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	1.9	1.9
	Below Average	29	9.0	9.4	11.4
	Average	124	38.6	40.3	51.6
	Above Average	105	32.7	34.1	85.7
	Excellent	44	13.7	14.3	100.0
	Total	308	96.0	100.0	
Missing	Don't Know	13	4.0		
Total		321	100.0		

City Friendliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	2.5	2.6	2.6
	Below Average	27	8.4	8.8	11.4
	Average	120	37.4	39.2	50.7
	Above Average	91	28.3	29.7	80.4
	Excellent	60	18.7	19.6	100.0
	Total	306	95.3	100.0	
Missing	Don't Know	15	4.7		
Total		321	100.0		

Tax Value

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	3.1	3.4	3.4
	Below Average	51	15.9	17.4	20.8
	Average	143	44.5	48.8	69.6
	Above Average	77	24.0	26.3	95.9
	Excellent	12	3.7	4.1	100.0
	Total	293	91.3	100.0	
Missing	Don't Know	28	8.7		
Total		321	100.0		

Neighborhood Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.2	1.3	1.3
	Below Average	29	9.0	9.4	10.7
	Average	135	42.1	43.8	54.5
	Above Average	91	28.3	29.5	84.1
	Excellent	49	15.3	15.9	100.0
	Total	308	96.0	100.0	
Missing	Don't Know	13	4.0		
Total		321	100.0		

Neighborhood Law Enforcement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	3.7	3.9	3.9
	Below Average	47	14.6	15.4	19.3
	Average	138	43.0	45.2	64.6
	Above Average	76	23.7	24.9	89.5
	Excellent	32	10.0	10.5	100.0
	Total	305	95.0	100.0	
Missing	Don't Know	16	5.0		
Total		321	100.0		

Neighborhood Streets

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	6.2	6.6	6.6
	Below Average	46	14.3	15.1	21.7
	Average	117	36.4	38.5	60.2
	Above Average	86	26.8	28.3	88.5
	Excellent	35	10.9	11.5	100.0
	Total	304	94.7	100.0	
Missing	Don't Know	17	5.3		
Total		321	100.0		

Neighborhood Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.2	2.3	2.3
	Below Average	27	8.4	8.9	11.2
	Average	120	37.4	39.5	50.7
	Above Average	89	27.7	29.3	79.9
	Excellent	61	19.0	20.1	100.0
	Total	304	94.7	100.0	
Missing	Don't Know	17	5.3		
Total		321	100.0		

Equity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	2.2	2.5	2.5
	Below Average	40	12.5	14.2	16.7
	Average	140	43.6	49.8	66.5
	Above Average	65	20.2	23.1	89.7
	Excellent	29	9.0	10.3	100.0
	Total	281	87.5	100.0	
Missing	Don't Know	40	12.5		
Total		321	100.0		

Business District Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.6	.6	.6
	Below Average	32	10.0	10.3	10.9
	Average	109	34.0	34.9	45.8
	Above Average	111	34.6	35.6	81.4
	Excellent	58	18.1	18.6	100.0
	Total	312	97.2	100.0	
Missing	Don't Know	9	2.8		
Total		321	100.0		

Business District Street Conditions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	1.9	2.0	2.0
	Below Average	31	9.7	10.2	12.1
	Average	120	37.4	39.3	51.5
	Above Average	103	32.1	33.8	85.2
	Excellent	45	14.0	14.8	100.0
	Total	305	95.0	100.0	
Missing	Don't Know	16	5.0		
Total		321	100.0		

Recreational Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	6.2	13.2	13.2
	Below Average	29	9.0	19.1	32.2
	Average	57	17.8	37.5	69.7
	Above Average	39	12.1	25.7	95.4
	Excellent	7	2.2	4.6	100.0
	Total	152	47.4	100.0	
Missing	Don't Know	11	3.4		
	System	158	49.2		
	Total	169	52.6		
Total		321	100.0		

Recreational Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	6.2	13.2	13.2
	Below Average	28	8.7	18.4	31.6
	Average	56	17.4	36.8	68.4
	Above Average	41	12.8	27.0	95.4
	Excellent	7	2.2	4.6	100.0
	Total	152	47.4	100.0	
Missing	Don't Know	11	3.4		
	System	158	49.2		
	Total	169	52.6		
Total		321	100.0		

Revitalize Downtown

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	37	11.5	11.5	11.5
	2	64	19.9	19.9	31.5
	3	106	33.0	33.0	64.5
	4	70	21.8	21.8	86.3
	5	35	10.9	10.9	97.2
	Most Important	9	2.8	2.8	100.0
	Total	321	100.0	100.0	

Affordable Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	40	12.5	12.5	12.5
	2	67	20.9	20.9	33.3
	3	103	32.1	32.1	65.4
	4	73	22.7	22.7	88.2
	5	29	9.0	9.0	97.2
	Most Important	9	2.8	2.8	100.0
	Total	321	100.0	100.0	

Implement Recycling Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	59	18.4	37.3	37.3
	2	50	15.6	31.6	69.0
	3	34	10.6	21.5	90.5
	4	13	4.0	8.2	98.7
	Most Important	2	.6	1.3	100.0
	Total	158	49.2	100.0	
Missing	System	163	50.8		
Total		321	100.0		

Economic Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	27	8.4	8.4	8.4
	2	30	9.3	9.3	17.8
	3	102	31.8	31.8	49.5
	4	123	38.3	38.3	87.9
	5	29	9.0	9.0	96.9
	Most Important	10	3.1	3.1	100.0
	Total	321	100.0	100.0	

New Recreational Facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	29	9.0	17.8	17.8
	2	23	7.2	14.1	31.9
	3	51	15.9	31.3	63.2
	4	42	13.1	25.8	89.0
	5	11	3.4	6.7	95.7
	Most Important	7	2.2	4.3	100.0
	Total	163	50.8	100.0	
Missing	System	158	49.2		
Total		321	100.0		

New Recreational Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Least Important	32	10.0	19.6	19.6
	2	28	8.7	17.2	36.8
	3	42	13.1	25.8	62.6
	4	36	11.2	22.1	84.7
	5	17	5.3	10.4	95.1
	Most Important	8	2.5	4.9	100.0
	Total	163	50.8	100.0	
Missing	System	158	49.2		
Total		321	100.0		

Exhibit D
Comments

Comments

Of the 163 survey responses received during the 2013 survey, only 7 residents provided additional information in the comment section. The responses are as follows:

- Survey #164: Very high taxes—not much to show for it.
- Survey #184: Needing more low income recreational programs for families with less income.
- Survey #188: Need to let industrial businesses in.
- Survey #202: Need people to clean more and keep the bad away from Metter. Lived here for 20 years.
- Survey #225: Great city but needs to be more developed [urban].
- Survey #256: Metter's great!
- Survey #304: Metter needs to build more tourist attractive activities like water parks and large shopping malls with good clothing lines. Metter is small but still can attract other as well as the citizens who live here.

Exhibit E
2009 Survey Report

GEORGIA SOUTHERN UNIVERSITY

Evaluation of City Services of Metter, GA

A survey approach to determine public service gaps

Jeremy Hill, Brett Bennett, Julie C. Harwell, and Rohan Smith

1/2/2009

This study analyzes the perception of city services provided by Metter, Georgia from citizens, businesses, and department heads during the Fall of 2008.

Introduction

In all local governments, there always are differences between what citizens' preferences, needs, and desires are and what the officials of the city perceive them to be. There are many possible reasons why these "gaps" may exist. The most common three in the "Service Gap Theory" are knowledge, design, and communication.¹ No matter the reasoning for the service gap between the two entities, the importance is to isolate them and bridge the gap, a continuing goal of any progressive local official.

This study takes the first approach in bridging the gaps: identifying citizens' current perceptions, expectations, and desires for city services. The survey results, shown in the findings section, show these perceptions by the following broad categories: city appearance, general governance, community services, and business services.

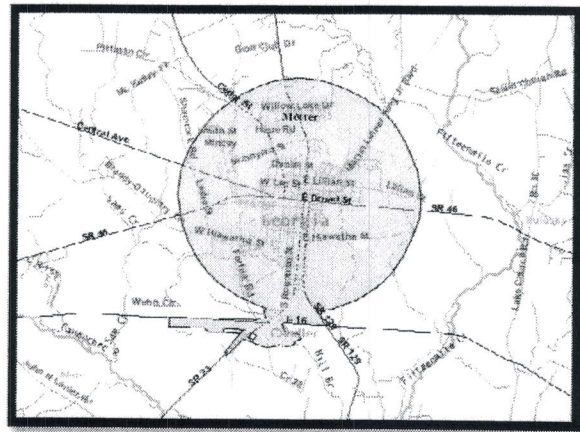
To further enhance the understanding of needs and desires of the community, this study also asked businesses to rate their perception of city services. Their survey is similar to the citizens' survey; however, a few additional open ended questions were added to provide qualitative feedback.

The purpose of this study is to provide local officials with a general understanding of local perceptions of city services. The intentions are for this research to be used in crafting new policies that allow the services delivery to be more in tuned with local demands and needs.

Methodology

This report provides details of a survey designed to measure satisfaction with city services by the city of Metter, GA by its citizens. The survey was administered by phone to one hundred fifty eight households located within the city limits of Metter, Georgia (an area of 7.39 square miles) between the hours of 5:30 pm and 9:00 pm Eastern Standard Time during the period of September 12, 2008 and September 25, 2008.

The initial draft of the survey was reviewed by approximately 1 dozen graduate students, and based on their feedback, the final survey contained 36 questions grouped into 6 categories, including City Appearance; General Government; and Community Services. Thirty-five of these were based on a Likert scale ranging from Poor (1) to Excellent



Source: U.S. Census Bureau

¹ Knowledge Gap exists "when local officials lack the knowledge or understanding of what the citizens need, expect, prefer, or will support with respect tot the types, array, level, or cost of services in the community" (Folz). Service Design gap occurs when the priorities and resource allocations committed are not in line with what the citizens are willing to pay for.

Communication gap includes the modes in which the communication my have failed between the two groups.

(5). The final question asked respondents to rank four choices from most important to least important. Respondents were permitted to not provide an answer for all questions.

The survey was administered by nine graduate students (hereafter pollsters) within the Master of Public Administration program at Georgia Southern University as part of the course Managing Small Communities by Professor Jeremy Hill.² Each pollster was provided a call list of up to 99 households; to avoid bias, the pollsters were not provided any social characteristics of their subjects. The call sheet contained a phone number and name only. Only three call attempts were permitted, and no specific individual within the household was targeted to complete the survey. The only requirement was that the respondent be 18 years of age or older and a citizen of Metter.

The total number of households called is unknown; therefore, a response rate cannot be calculated. Based on 2000 Census data, approximately 4.1% of Metter households with telephones completed the survey (158 out of a total 1,370 households with telephones). Approximately 8.5% of Metter households did not have telephone service per the 2000 census.

Professor Hill utilized infoUSA, Inc. (<http://www.infousa.com/>) to obtain telephone numbers and socio-economic, demographic data. Subsequent tests by Hill to verify the demographic and other social characteristics indicated that the data was not reliable. Thus, the analysis of this survey will not contain any comparisons of responses correlated by income, race, etc. A confidence level of 90% and a confidence interval of 6.4% was calculated by Hill. This indicates that if the survey were replicated, 90% of the time the same answers/results would occur within +/- 6.4%.

In addition to analyzing the general responses, this study also did a cross tabulation. That is it looked at how people answered the each question based on their response to question 28, "The overall value received for the taxes you pay". The responses to question #28 were as follows:

- Poor/Below Average – 22 people
- Average – 64 people
- Above Average Excellent – 51 people

Three independent and three "chain" businesses were surveyed using a similar survey instrument to determine city services from their perspective. The selection of these businesses was not random and they were not given anything in return for their time. This study has removed all information that would indicate which businesses participated. The data shown from the businesses should only be viewed as an indicator of what the larger retail business climate might be feeling. It is not intended to be representative.

² Brett Bennett, Jason Boyles, Paige Cole, Brittany Evans, Drew Greenwell, Julie Harwell, Dane Jensen, Elizabeth King, and Monkeea Stateson.

Findings: Community Profile/Background

Local governing functions include: police, fire, sewer, water, trash, streets/highways and solid waste management. The city of Metter has a council-manager form of government. Mayor William Trapnell serves as chief executive and Metter city department heads include city manager Joseph Mosley, chief of police Will Hooper, public works director Cliff Hendrix, and city clerk Angela O. Connor.

The following table shows the general socio/economic characteristics of Metter, Georgia. It should be used as a base understanding of the area profile.

(General characteristics): The total population in Metter, Georgia is 3,879 persons, 53% female and 47% male. The majority of the population consists of persons 18 years and over (74.5%), consistent with the US average of 74%. Whites make up the majority of the Metter population with 55% and persons listed as two or more races make up the minority with 0.5%. The average household population is 3,537 persons with an average household and family size of 3 per home.

(Social Characteristics): The majority of Metter residents do not have a bachelors degree or higher. The majorities of persons with a high school educational background make up 54.7%, while persons with a bachelor's degree or higher make up only 11.1%. Married males make up 57.1% of the population and married females make up 41.8% of the population. 24.8% of people living in Metter are disabled and 13% are civilian veterans, according to the 2000 U.S. Census.

(Economic Characteristics): Compared to the U.S (64%), Metter is below the national average with only 49.5% of persons in the labor force. The median household income is \$21,288, below the national \$41,994. There are 26.5% of families below poverty level and %33.3 individuals below poverty level in the city of Metter.

(Housing Characteristics): The median value of housing in Metter is \$65,600 compared to the U.S amount of \$119,600. The number of single family owner occupied homes in Metter is 645.

Census 2000 Demographic Profile Highlights:

General Characteristics	Number	Percent	U.S.
Total population	3,879		
Male	1,836	47.3	49%
Female	2,043	52.7	51%
Median age (years)	38 (X)		35.3
Under 5 years	276	7.1	7%
18 years and over	2,890	74.5	74%
65 years and over	778	20.1	12%

One race	3,861	99.5	98%
White	2,135	55	75%
Black or African American	1,590	41	12%
American Indian and Alaska Native	-	0	1%
Asian	17	0.4	4%
Native Hawaiian and Other Pacific Islander	-	0	0%
Some other race	119	3.1	6%
Two or more races	18	0.5	2%
Hispanic or Latino (of any race)	204	5.3	13%

Household population	3,537	91.2	97%
Group quarters population	342	8.8	3%
Average household size	3 (X)		2.59
Average family size	3 (X)		3.14
Total housing units	1,522		
Occupied housing units	1,371	90.1	91%
Owner-occupied housing units	896	65.4	66%
Renter-occupied housing units	475	34.6	34%
Vacant housing units	151	9.9	9%

Social Characteristics	Number	Percent	U.S.
Population 25 years and over	2,494		
High school graduate or higher	1,365	54.7	80%
Bachelor's degree or higher	276	11.1	24%
Civilian veterans (civilian population 18 years and over)	369	13	13%
Disability status (population 5 years and over)	803	24.8	19%
Foreign born	113	3	11%
Male, Now married, except separated (population 15 years and over)	764	57.1	57%
Female, Now married, except separated (population 15 years and over)	709	41.8	52%
Speak a language other than English at home (population 5 years and over)	176	4.9	18%

Economic Characteristics	Number	Percent	U.S.
In labor force (population 16 years and over)	1,466	49.5	64%
Mean travel time to work in minutes (workers 16 years and over)	17 (X)		26
Median household income in 1999 (dollars)	21,288 (X)		41,994
Median family income in 1999 (dollars)	28,073 (X)		50,046
Per capita income in 1999 (dollars)	14,308 (X)		21,587
Families below poverty level	236	26.5	9%
Individuals below poverty level	1,152	33.3	12%

Housing Characteristics	Number	Percent	U.S.
Single-family owner-occupied homes	645		
Median value (dollars)	65,600 (X)		119,600
Median of selected monthly owner costs	(X)	(X)	(X)
With a mortgage (dollars)	709 (X)		1,088
Not mortgaged (dollars)	253 (X)		295

(X) Not applicable.

Source: U.S. Census Bureau, Summary File 1 (SF 1) and Summary File 3 (SF 3)

Findings: Citizens Survey

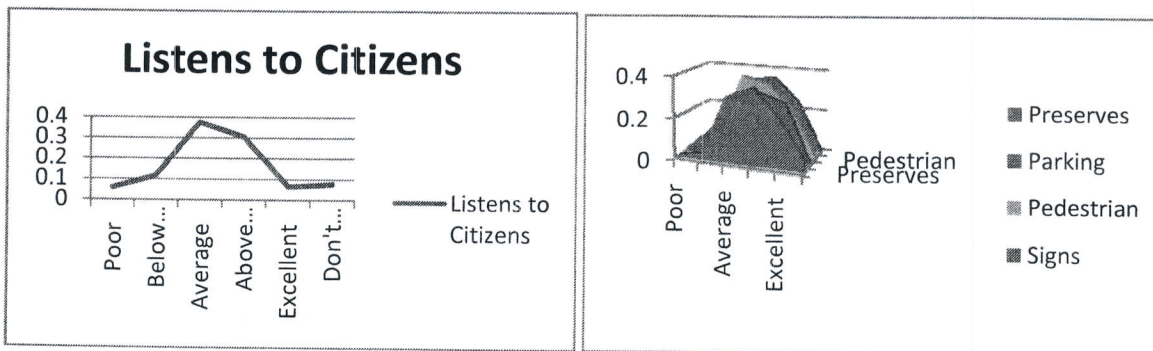
General - City Appearance

Most respondents awarded either an average (3) or above average (4) score on all areas within the City Appearance category. The lowest score within this category was 3.33 for City Street Conditions and the highest was 3.83 for City Appearance. While this would indicate that citizens are content with issues regarding their city's appearance, there were 24 respondents (15.4% of the 156 who answered on the issue), indicated that the City Street Conditions were Below Average or Poor. Having mapping data might help determine a pattern for this varied response.

	City Appearance						Average Value
	Below Poor	Below Average	Average	Above Average	Excellent	Don't Know	
City Appearance	2	4	49	65	37	0	3.83
City Medians, green space, and street trees	2	7	53	57	36	0	3.76
City park maintenance	1	2	55	67	28	2	3.73
City street conditions	6	18	61	56	14	1	3.33
Cleanliness of the city as a whole	0	5	53	62	30	1	3.75

General - Government

The highest value awarded within in this category was a four-way tie of 3.7 (almost Above Average) with the areas of Preservation of Historic Resources, Availability of Parking in the Business Districts, Availability of Pedestrian Walkways, and Maintenance of Street Signs. The lowest level of satisfaction for General Government was Code/Zoning Regulation Enforcement with a value of 2.9; also, the lowest average score for the entire survey. Again, most respondents chose either 3 (Average) or 4 (Above Average) as their choice. However, there is a wider dispersion across all categories and level of satisfaction. In fact, it is only within this category that we have a perfect average score of 3 for the response to the Considers/listens to Citizens Comments/Input question; the responses for this question almost yield a bell curve. Even the issues with the highest satisfaction level within this category almost produced a classic bell curve. (NOTE: The graphical data was produced by taking the average response for each category. Each response was divided by the total number of responses for its category. For example, there were only 152 responses recorded for the parking in the business districts question.)

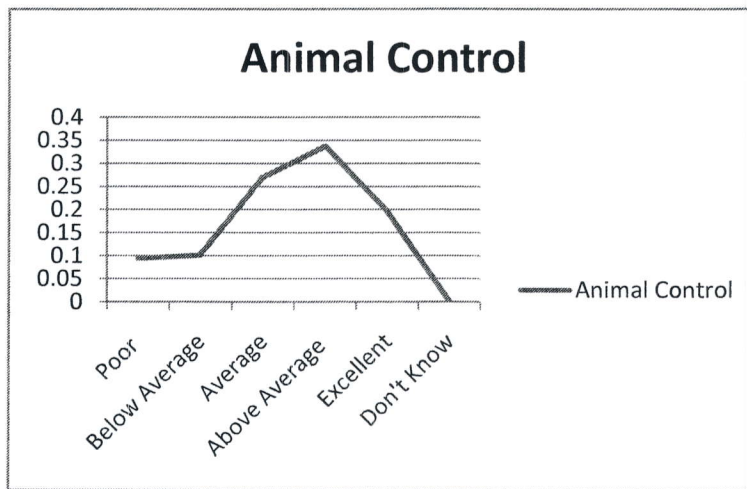


General Government

	Poor	Below Average	Average	Above Average	Excellent	Don't Know	Average Value
Code/Zoning regulation enforcement	5	4	75	38	12	20	2.9
Considers/listens to citizens comments/input	9	18	58	47	10	12	3.0
Preserve historic resources	1	5	48	56	36	7	3.7
Preserve parks/open space	1	12	50	64	20	5	3.5
Keeping you informed about city services, events and issues	3	10	55	53	29	4	3.5
Availability of parking in business districts	2	18	42	48	42	0	3.7
Availability of pedestrian walkways/areas	1	8	58	53	35	0	3.7
Maintenance of street signs	2	7	52	55	37	1	3.7
Street Lighting	0	14	43	49	36	5	3.6

General - Community Services

Again, the majority of responses fall under 3 (Average) and 4 (Above Average). This dispersion is narrower within this category, but under Animal Control, there is a wide dispersion with 19.6% (29 of 148) of respondents indicating that Animal Control is Below Average or Poor. Twenty-seven percent scored this issue at Average; 33.8% at Above Average; and 19.6% at Excellent.



Community Services

	Poor	Below Average	Average	Above Average	Excellent	Don't Know	Average Value
Garbage collection	0	1	43	55.0	51	6	3.9
Fire services	0	0	41	54.0	52	9	3.8
Enforcement of traffic offenses	4	5	42	71.0	28	7	3.6
Crime prevention	2	15	59	53.0	22	5	3.4
Overall police services	4	8	54	57.0	25	6	3.5
Animal control	14	15	40	50.0	29	0	3.3
Street sweeping services	2	14	62	46.0	12	0	3.0
Provide clean drinking water	5	7	55	52.0	30	0	3.4
Wastewater utility services	3	5	52	52.0	28	0	3.3
Managing storm water	2	11	56	49.0	22	0	3.2
Municipal court	0	3	46	52.0	24	0	3.2

General - Overall

Average and Above Average continue to have the highest response rate, and the average score for each question indicates a general satisfaction. The lowest score within this category, 2.9 for Overall Values Received for the Taxes Paid, is tied for the lowest score within the survey. The widest dispersion of response was within Neighborhood Street Conditions where 6.1% chose Poor; 9.5% chose Below Average; 31.8% chose Average; 35.1% chose Above Average; 17.6% chose Excellent. It is within this category that there is an opportunity to contrast general perceptions about Metter with those of a respondent's neighborhood. The average value for Neighborhood Street Conditions was 3.3, which was the same value for the City's Street Conditions. The Business District Conditions scored slightly higher with 3.8. For the Cleanliness in Your Neighborhood, the average value was 3.7; for the City, it was 3.75. While the average value for Equity of Services was only 3.1; the slight margin of between these scores indicates a stronger perception of equity between the city and local neighborhoods.

	Overall						Average Value
	Poor	Below Average	Average	Above Average	Excellent	Don't Know	
Overall professionalism of city staff	1	4	43	66.0	35	0	3.7
Overall friendliness of city staff	1	2	42	57.0	47	0	3.9
Overall value received for the taxes you pay to the city	4	18	64	42.0	9	0	2.9
Cleanliness in your neighborhood	1	4	50	55.0	41	0	3.7
Neighborhood police patrol	6	16	64	39.0	22	0	3.2
Neighborhood street conditions	9	14	47	52.0	26	0	3.3
Safety of your neighborhood	1	5	49	46.0	49	0	3.7
Equity of services compared to other regions	0	10	66	33	21	0	3.1

General - Business District

With few exceptions, the respondents have a high regard for the business district within Metter. Of the 307 cumulative responses for the two questions within this category, 214 or 69.7% scored Above Average (3) or Excellent (4).

	Business District						Average Value
	Poor	Below Average	Average	Above Average	Excellent	Don't Know	
Cleanliness in the business district	0	3	35	75	43	0	4.0
Business district street conditions	1	7	47	64	32	0	3.8

General - Ranked Priority

The consensus among respondents regarding potential projects was strongly for assisting in economic development with a score of 3.1. There was not a strong preference among the remaining three choices with the scores ranging from 2.0 (for a recycling program), 2.4 (affordable housing) and 2.5 (revitalizing downtown.). It is likely that the downturn in the economy affected this response. If the survey were replicated, it would be interesting to capture the average price for staples such as milk, bread, and gas

for the periods before, during and after each survey, to look for a potential correlation. Also, if we had socio-economic data, it is likely that there would be some type of pattern related to the responses for this category. It is interesting that, as noted in class, several respondents rated a recycling program as a lower priority because they already had one in place. Yet, a call to the city on October 23rd to verify the recycling program indicated that only the schools and the county have recycling options. No recycling options are provided by the city.

Ranked Priority

	Least Important			Most Important		Average Value
Revitalizing downtown	35	42	43	34		2.5
Attracting affordable housing	38	49	35	33		2.4
Implementation of a recycling program	59	50	34	13		2.0
Assist in economic development	24	14	44	75		3.1

Tax Value – Data Findings

The tables below correlate the responses to the questions regarding the overall value received from taxes paid and the level of specific areas of service provided by the city. This information can be very helpful in determining how to spend taxpayer dollars in the way that they taxpayers would like to see it spent. This cross tabulation will help us more understand what areas the citizens would like to see improvement in, regardless of how they answered on the overall value received from taxes paid. This information can help decrease gaps between citizens and officials. The data will not tell you the reason for the gap, but will inform the officials of the city the specific areas of needed attention from the citizen’s point of view. Then it is up to the city to determine why there is this gap, and to close the gap.

Tax Value – City Appearance

At first glance, the data in the table above indicates that the majority of citizens feel they receive an above average benefit for the taxes they are paying in the area of city appearance. However, the data indicates that regardless of how the person rated the overall value received from taxes paid, and even though city appearance as a whole was rated above average, the specific area in city appearance where it appears the citizens feel they are receiving the least value for tax paid is city street conditions. In, other words, even though someone may feel the value received from taxes paid is above average, they feel that the area in need of most attention is city street conditions.

City Appearance by Rated Value Received from Taxes

	Poor/ Below Average	Average	Above Average/ Excellent
City Appearance	3.2	3.8	4.2
City Medians	3.4	3.5	4.2
City park maintenance	3.3	3.5	4.3
City street conditions	3.0	3.0	3.8
Cleanliness of city as a whole	3.5	3.6	4.1

Tax Value - Government

The information in this table represents a good reason to do this type of survey and a good reason to do more things to reduce the communication gap between the officials of the city and the citizens. Again, regardless of how the citizen answered the overall value received from taxes paid, the area in with the poorest rating is considering and listening to citizens comments and inputs. Even those who answered above average/excellent on overall value received from taxes paid, the lowest rating in the general government is listening to citizens. Even though the data shows this to be a problem in the eyes of the citizens, we must keep in mind that many people refuse to contact their officials (whether in person, by telephone, or public meetings) and inform them of their comments or inputs. Some citizens will sit a home an complain about things, never telling those who can do something about it. The key for the local government is to consistantly have multiple means of communication available to the citizen for expressing their concerns to the officials.

The other area with a below average or worse rating is code/zoning enforcement. While citizens may have answered that the overall value received from taxes paid was above average/excellent, they definately see needed improvement in the area of code/zoning enforecement. Even the citizens who answered poor/below average on the overall value received from taxes paid express that this is a major area that contributes to the way the feel about value received. After this survey, and the information discussed in the previous paragraph, the officials need to open that line of communication, and find out why the citizens are not happy with the code/zoning enforcement.

General Government by Rated Value Received from Taxes

	Poor/ Below Average	Average	Above Average/ Excellent
Code/zoning regulation enforcement	2.9	3.3	3.6
Considers/listens to citizens comments/inputs	2.5	3.2	3.6
Preserve historic resources	3.4	3.8	4.1
Preserve parks/ open space	3.2	3.5	3.9
Keeping you informed about city services, events and issues	3.2	3.5	4.0
Availability of parking in business districts	3.2	3.5	4.1
Availability of pedestrian walkways and areas	3.5	3.4	4.1
Maintenance of street signs	3.3	3.5	4.2
Street Lighting	3.4	3.5	4.0

Tax Value – Community Services

There are several interesting items noted in the data above. The service that stands out the most is animal control. If you simply look at the raw data from the survey, animal control has the most number of poor/below average responses of any question in the entire survey. That is reflected in the lower ratings in the table above. Of the people who answered that the overall value received from taxes paid was poor/below average, the area in need of the most improvement, in their minds, is overwhelmingly animal control. Even for the people who answered that the overall value received from taxes paid was above average/excellent, animal control was one of the lowest two ratings within this area.

Another interesting item in this table is fire services, and it's because of the good ratings. Again, regardless of how the citizens answered the overall value received from taxes, the highest ranking service in this table is fire services. Of the people who answered poor/below average on the overall value received from taxes paid, fire services were rated as above average. Just as well, the citizens who rated the overall value received from taxes paid above average/excellent, feel that the fire service provided is between above average and excellent. It appears that the fire department is an area in which the citizens as a whole perceive to be a quality service and have a lot of pride in.

Community Services by Rated Value Received from Taxes

	Poor/ Below Average	Average	Above Average/ Excellent
Garbage collection	3.5	3.8	4.4
Fire services	3.9	3.8	4.5
Enforcement of traffic offenses	3.4	3.7	3.9
Crime prevention	3.0	3.4	3.9
Overall police services	3.0	3.5	3.9
Animal control	2.5	3.5	3.7
Street sweeping services	3.2	3.2	3.7
Provide clean drinking water	3.2	3.5	4.0
Wastewater utility services	3.1	3.5	4.2
Managing storm water	3.2	3.3	4.0
Municipal court	3.6	3.4	4.3

Tax Value – Business District

This table shows a strong correlation with ratings for city street conditions in the city appearance section. Regardless of how the overall value received from taxes paid questions was answered, there is a fairly significant decrease in ratings when looking at the street conditions in the business district versus the cleanliness of the business district. Now, this doesn't mean that the street conditions in the business district are a major problem. After all, the responses related to the business district had a mean of above average. There is a possible correlation between the responses in city street conditions in the first table, street sweeping service in the third table, and the responses related to street conditions in the business district. This could also mean that the citizens feel more attention is being paid to the streets in the business district.

Business District by Rated Value Received from Taxes

	Poor/ Below Average	Average	Above Average/ Excellent
Cleanliness in the business district	3.7	3.9	4.3
Business district street conditions	3.4	3.6	4.1

Tax Value- Ranked Priority

Ranked Priority by Rated Value Received from Taxes

	Poor/ Below Average	Average	Above Average/ Excellent
Revitalizing downtown	2.4	2.6	2.5
Attracting affordable housing	2.9	2.2	2.4
Implementation of a recycling program	2.0	2.0	2.0
Assist in economic development	2.8	3.1	3.1

Findings: Business Survey

For this survey, three independent businesses and three chain businesses were surveyed. From the independent business owner’s perspectives, positive aspects of Metter city services include the availability of water, trash and sewer services. Negative aspects of city services include the under maintenance of alleys behind local businesses and parks, where local teenagers leave trash and bottles. Feedback from independent business owners also emphasized better police patrol is needed near local parks as well. As far as services that could be provided by the city, independent business owners stated a bug/pest control services would be helpful if implemented.

From the chain business owner’s perspective, positive aspects of Metter city services include water and trash, police, community and economic development for citizens. Negative aspects of Metter city services include water treatment issues, police patrol around businesses, and the issue that some business areas are kept up better than others. As far as services that could be provided by the city, business chain owners stated better landscaping around businesses and police patrol inside some stores should be implemented.

Business Survey - City Appearance

This table shows how Metter businesses feel about the city appearance in Metter. Chain businesses feel the cleanliness of Metter as a city is acceptable more so than the independent businesses in Metter.

City Appearance		
	Chains	Independent
City Appearance	3.333	3.66
City street conditions	3.666	3
Cleanliness of the city as a whole	4.333	3.33

Business Survey - General government

This table shows a strong correlation between independent businesses and chain businesses when it comes to code/zoning regulation enforcement. Both rate the city of Metter above average in this area. However there is a negative feedback from chain businesses regarding how well local government considers and listens to comments and inputs. Based on this data it seems that independent businesses have a positive relationship with Metter government than chain businesses do. Independent businesses scored higher on all responses to general government questions except code/zoning regulation enforcement, at which there was only a .33 difference in the response compared to chain businesses.

General Government		
	Chains	Independent
Code/Zoning regulation enforcement	4.33	4
Considers/listens to citizens comments/input	3.66	5
Keeping you informed about city services, events and issues	3.33	4.66
Availability of parking in business districts	4.33	3.66
Availability of pedestrian walkways/areas	3.33	3.66
Maintenance of street signs	3.33	3.66
Street Lighting	3.66	4.33

Business Survey - Community Services

Average and above average continually seem to have the highest rate which indicates general approval from businesses. Chains gave street sweeping services the highest rating at a 4 and Independent businesses gave police services the highest rating, 4 as well. Negative aspects of Metter services include clean drinking water, wastewater utility services, and city garbage collection.

Community Services		
	Chains	Independent
Garbage collection	3.66	3
Fire services	3.66	3.66
Crime prevention	4.33	3.33
Overall police services	3.33	4
Street sweeping services	4	4.33
Provide clean drinking water	3	3.33
Wastewater utility services	3.33	3
Managing storm water	3.33	3.66

Business Survey - Overall

Overall examination of Metter city staff indicates a positive correlation from independent and chain businesses. Independent businesses rank professionalism and friendliness of city staff as a positive aspect of Metter. Chains rank professionalism and friendliness a positive aspect of Metter as well

with a ranking of 4. Although with a ranking of above average, independent and chain business do not feel the value received for the taxes they pay to the city as an overall positive aspect.

Overall		
	Chains	Independent
Overall professionalism of city staff	4	4.66
Overall friendliness of city staff	4	4.33
Overall value received for the taxes you pay to the city	3.33	3.66

Business Survey - Business District

This table clearly states chains feel the street conditions and overall cleanliness is acceptable in Metter, Independent businesses only slightly feel different with a ranking of 3.33 and 3.66. One may look at management as to why there is a slightly different viewpoint regarding this issue.

Business District		
	Chains	Independent
Cleanliness in the business district	4	3.33
Business district street conditions	4	3.66

Findings: Department Heads

This study attempted to identify the perceptions of city services from the department heads of the City of Metter to determine any gaps; however, there was not enough feedback from the department head to complete this section.

Appendix A - Citizen Survey



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HELLO: My name is _____. I am a student in the Masters of Public Administration at Georgia Southern University and we are conducting a study about city services in Metter, Georgia. I am not selling anything. Your opinion is important and you do not have to give your name. Tell me, are you a resident of Metter and 18 years of age or older?

- (If "NO", ask for someone else in the house that is 18 or older then try your next number.)
- (If not from Metter, determine their connection with the city. Only exclude the call if the person has no connection with the City. The only real case this might be is if the phone number was resold to a person not living within the city.)

Other Helpful Information

- Your information will be kept confidential, and will only be shown in the aggregate.
- There are no penalties for not answering any question.
- The City of Metter only includes the physical boundaries of the City that is recognized by the State.
- Only the city of Metter will be evaluated, not the county or any other city.
- If you have questions about this survey, call Jeremy Hill at 912-486-7446 during normal business hours

ID _____ Calling Code _____

The following questions are on a scale from 1 to 5, with 1 being poor and 5 being excellent (Note: repeat scale when ever needed). Please answer all of these questions based on your knowledge of the city as a whole, not a specific area or neighborhood (Note: some may feel that the city services are not equally distributed).

	Poor	Below Average	Average	Above Average	Excellent	Don't Know
City Appearance						
1.City Appearance *(i.e. look of public signs, buildings and spaces)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.City medians, green space, and street trees *(Green space -an open urban space with plant life)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.City park maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.City street conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.Cleanliness of the city as a whole	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Government						
6.Code/zoning regulation enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.Considers/listens to citizens comments/input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.Preserve historic resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.Preserve parks /open space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.Keeping you informed about city services, events and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.Availability of parking in business districts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.Availability of pedestrian walkways/areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.Maintenance of street signs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.Street Lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Community Services	Poor	Below Average	Average	Above Average	Excellent	Don't Know
10. Garbage collection	0	0	0	0	0	0
16. Fire services	0	0	0	0	0	0
Police services:						
17. Enforcement of traffic offenses	0	0	0	0	0	0
18. Crime prevention	0	0	0	0	0	0
19. Overall Police services	0	0	0	0	0	0
20. Animal Control	0	0	0	0	0	0
21. Street sweeping services	0	0	0	0	0	0
22. Providing clean drinking water	0	0	0	0	0	0
23. Wastewater utility services	0	0	0	0	0	0
24. Managing storm water (prevent flooding)	0	0	0	0	0	0
25. Municipal court	0	0	0	0	0	0
Overall						
26. Overall professionalism of city staff	0	0	0	0	0	0
27. Overall friendliness of city staff	0	0	0	0	0	0
28. Overall value received for the taxes you pay to the City (Note: only Metter taxes and services)	0	0	0	0	0	0
The following Questions are based on your perception of Your neighborhood. (Note: this is self defined)						
29. Cleanliness in your neighborhood	0	0	0	0	0	0
30. Neighborhood police patrol	0	0	0	0	0	0
31. Neighborhood street conditions	0	0	0	0	0	0
32. Safety of your neighborhood	0	0	0	0	0	0
33. Equity of services compared to other regions	0	0	0	0	0	0
Business District (Note: this is downtown Metter)						
34. Cleanliness in the business district	0	0	0	0	0	0
35. Business district street conditions	0	0	0	0	0	0
Rank the following from least to most important. (There are only 4 choices, each number can only be used once)						
	Least Important				Most Important	
36. Revitalizing downtown	0	0	0	0	0	
37. Attracting affordable housing	0	0	0	0	0	
38. Implementation of a recycling program	0	0	0	0	0	
39. Assist in economic development	0	0	0	0	0	

Exhibit F
Means Comparison

[DataSet1] E:\Classes\27 PBAD 7030 GMA\Projects\Metter Citizen Survey\Research\METTER-11-2-13 w weights.sav

	2008 Survey		2013 Survey						2013 vs 2008		
	N	Mean - 2008 Survey	N	Means Unweighted	N	Mean Weighted by Age	N	Mean Weighted by Race	Unweighted	AgeWeighted	RaceWeighted
City Appearance	157	3.83	163	3.31	163	3.38	163	3.31	(0.53)	(0.45)	(0.52)
GreenSpace	155	3.76	162	3.36	162	3.47	163	3.34	(0.40)	(0.29)	(0.42)
Park Maintenance	153	3.78	162	3.28	161	3.40	162	3.27	(0.50)	(0.38)	(0.51)
Street Conditions	155	3.35	160	3.01	158	3.05	161	2.98	(0.34)	(0.30)	(0.37)
Cleanliness of City	150	3.78	162	3.26	162	3.31	162	3.23	(0.52)	(0.47)	(0.55)
Code Enforcement	134	3.36	153	3.18	151	3.28	154	3.22	(0.18)	(0.08)	(0.14)
Citizen Input	142	3.22	159	3.13	159	3.21	159	3.09	(0.09)	(0.01)	(0.13)
Historic Resources	146	3.83	161	3.37	160	3.49	160	3.33	(0.46)	(0.34)	(0.50)
Park Preservation	147	3.61	155	3.35	155	3.42	155	3.36	(0.26)	(0.20)	(0.25)
Citizens Informed	150	3.63	160	3.15	160	3.18	161	3.13	(0.48)	(0.45)	(0.50)
Business District Parking	152	3.72	160	3.31	160	3.35	161	3.30	(0.42)	(0.37)	(0.43)
Pedestrian Walkways	155	3.73	161	3.42	162	3.50	161	3.43	(0.31)	(0.23)	(0.30)
Street Signs	153	3.77	160	3.37	158	3.47	161	3.35	(0.40)	(0.31)	(0.42)
Street Lights	142	3.75	157	3.34	155	3.41	158	3.31	(0.42)	(0.35)	(0.44)
Garbage Collection	150	4.04	162	3.25	161	3.28	162	3.29	(0.79)	(0.76)	(0.75)
Bulk Waste Removal	0		163	2.99	163	3.05	163	2.94			
Recycling Program	0		154	2.94	155	3.00	154	2.92			
Fire Services	147	4.07	157	3.66	157	3.75	155	3.61	(0.42)	(0.32)	(0.46)
Law Enforcement	150	3.76	157	3.08	157	3.08	155	3.12	(0.68)	(0.68)	(0.64)
Crime Prevention	151	3.52	156	3.01	156	3.09	156	3.00	(0.51)	(0.42)	(0.52)
Police Services	148	3.61	155	3.12	153	3.23	155	3.10	(0.49)	(0.39)	(0.52)
Animal Control	148	3.44	155	2.88	156	2.89	155	2.82	(0.56)	(0.55)	(0.62)
Street Sweeping	136	3.38	156	3.04	156	3.12	153	3.00	(0.34)	(0.26)	(0.38)
Clean Drinking Water	149	3.64	153	3.05	152	3.14	153	3.06	(0.59)	(0.50)	(0.57)
Wastewater Utility Services	140	3.69	154	3.19	155	3.23	153	3.21	(0.50)	(0.46)	(0.49)
Flood Prevention	140	3.56	151	3.12	152	3.17	151	3.12	(0.44)	(0.39)	(0.44)
Municipal Court	125	3.78	146	2.97	146	3.05	145	2.96	(0.80)	(0.73)	(0.81)
City Professionalism	149	3.87	159	3.14	158	3.19	158	3.13	(0.73)	(0.69)	(0.74)
City Friendliness	149	3.99	157	3.13	155	3.24	157	3.15	(0.85)	(0.75)	(0.84)
Tax Value	137	3.25	156	2.97	155	3.08	156	2.94	(0.27)	(0.17)	(0.31)
Neighborhood Cleanliness	151	3.87	157	3.13	155	3.16	157	3.16	(0.73)	(0.71)	(0.71)
Neighborhood Law Enforcement	147	3.37	158	3.09	156	3.12	158	3.12	(0.29)	(0.17)	(0.25)
Neighborhood Streets	148	3.49	156	2.99	157	3.10	155	2.98	(0.50)	(0.39)	(0.51)
Neighborhood Safety	150	3.91	154	3.21	154	3.33	152	3.21	(0.70)	(0.58)	(0.71)
Equity	130	3.50	151	3.03	151	3.14	150	3.05	(0.47)	(0.36)	(0.45)
Business District Cleanliness	156	4.01	156	3.21	156	3.33	155	3.21	(0.80)	(0.69)	(0.80)
Business District Street Conditions	151	3.79	154	3.20	154	3.32	153	3.18	(0.59)	(0.47)	(0.60)
Recreational Facilities	0		152	2.89	151	2.99	152	2.91			
Recreational Programs	0		152	2.91	151	3.02	152	2.92			
Revitalize Downtown	158	2.58	163	3.58	163	3.61	163	3.67	1.00	1.02	1.09
Affordable Housing	158	2.47	163	3.58	163	3.62	163	3.59	1.10	1.15	1.11
Implement Recycling Program	158	2.06	0		0		0				
Economic Development	158	3.10	163	3.68	163	3.70	163	3.72	0.58	0.60	0.62
New Recreational Facilities	0		163	3.02	163	3.14	163	3.02			
New Recreational Programs	0		163	3.01	163	3.16	163	2.97			

Exhibit G
Metter General Population from Census



DP-1

Profile of General Population and Housing Characteristics: 2010

2010 Demographic Profile Data

NOTE: For more information on confidentiality protection, nonsampling error, and definitions, see <http://www.census.gov/prod/cen2010/doc/dpsf.pdf>.

Geography: Metter city, Georgia

Subject	Number	Percent
SEX AND AGE		
Total population	4,130	100.0
Under 5 years	322	7.8
5 to 9 years	312	7.6
10 to 14 years	288	7.0
15 to 19 years	288	7.0
20 to 24 years	279	6.8
25 to 29 years	250	6.1
30 to 34 years	250	6.1
35 to 39 years	237	5.7
40 to 44 years	216	5.2
45 to 49 years	246	6.0
50 to 54 years	253	6.1
55 to 59 years	261	6.3
60 to 64 years	256	6.2
65 to 69 years	220	5.3
70 to 74 years	142	3.4
75 to 79 years	114	2.8
80 to 84 years	108	2.6
85 years and over	88	2.1
Median age (years)	36.7	(X)
16 years and over	3,151	76.3
18 years and over	3,025	73.2
21 years and over	2,852	69.1
62 years and over	828	20.0
65 years and over	672	16.3
Male population		
Under 5 years	151	3.7
5 to 9 years	160	3.9
10 to 14 years	154	3.7
15 to 19 years	141	3.4
20 to 24 years	130	3.1
25 to 29 years	129	3.1
30 to 34 years	117	2.8
35 to 39 years	109	2.6
40 to 44 years	96	2.3
45 to 49 years	120	2.9
50 to 54 years	129	3.1
55 to 59 years	118	2.9
60 to 64 years	118	2.9
65 to 69 years	104	2.5
70 to 74 years	57	1.4

Subject	Number	Percent
75 to 79 years	48	1.2
80 to 84 years	32	0.8
85 years and over	22	0.5
Median age (years)	34.4	(X)
16 years and over	1,444	35.0
18 years and over	1,382	33.5
21 years and over	1,296	31.4
62 years and over	334	8.1
65 years and over	263	6.4
Female population	2,195	53.1
Under 5 years	171	4.1
5 to 9 years	152	3.7
10 to 14 years	134	3.2
15 to 19 years	147	3.6
20 to 24 years	149	3.6
25 to 29 years	121	2.9
30 to 34 years	133	3.2
35 to 39 years	128	3.1
40 to 44 years	120	2.9
45 to 49 years	126	3.1
50 to 54 years	124	3.0
55 to 59 years	143	3.5
60 to 64 years	138	3.3
65 to 69 years	116	2.8
70 to 74 years	85	2.1
75 to 79 years	66	1.6
80 to 84 years	76	1.8
85 years and over	66	1.6
Median age (years)	38.6	(X)
16 years and over	1,707	41.3
18 years and over	1,643	39.8
21 years and over	1,556	37.7
62 years and over	494	12.0
65 years and over	409	9.9
RACE		
Total population	4,130	100.0
One Race	4,099	99.2
White	2,239	54.2
Black or African American	1,575	38.1
American Indian and Alaska Native	4	0.1
Asian	49	1.2
Asian Indian	28	0.7
Chinese	7	0.2
Filipino	3	0.1
Japanese	1	0.0
Korean	0	0.0
Vietnamese	5	0.1
Other Asian [1]	5	0.1
Native Hawaiian and Other Pacific Islander	5	0.1
Native Hawaiian	0	0.0
Guamanian or Chamorro	4	0.1
Samoan	0	0.0
Other Pacific Islander [2]	1	0.0
Some Other Race	227	5.5

Subject	Number	Percent
Two or More Races	31	0.8
White; American Indian and Alaska Native [3]	3	0.1
White; Asian [3]	5	0.1
White; Black or African American [3]	7	0.2
White; Some Other Race [3]	10	0.2
Race alone or in combination with one or more other races: [4]		
White	2,265	54.8
Black or African American	1,586	38.4
American Indian and Alaska Native	9	0.2
Asian	56	1.4
Native Hawaiian and Other Pacific Islander	6	0.1
Some Other Race	239	5.8
HISPANIC OR LATINO		
Total population	4,130	100.0
Hispanic or Latino (of any race)	339	8.2
Mexican	294	7.1
Puerto Rican	12	0.3
Cuban	0	0.0
Other Hispanic or Latino [5]	33	0.8
Not Hispanic or Latino	3,791	91.8
HISPANIC OR LATINO AND RACE		
Total population	4,130	100.0
Hispanic or Latino	339	8.2
White alone	94	2.3
Black or African American alone	4	0.1
American Indian and Alaska Native alone	0	0.0
Asian alone	0	0.0
Native Hawaiian and Other Pacific Islander alone	4	0.1
Some Other Race alone	224	5.4
Two or More Races	13	0.3
Not Hispanic or Latino	3,791	91.8
White alone	2,145	51.9
Black or African American alone	1,571	38.0
American Indian and Alaska Native alone	4	0.1
Asian alone	49	1.2
Native Hawaiian and Other Pacific Islander alone	1	0.0
Some Other Race alone	3	0.1
Two or More Races	18	0.4
RELATIONSHIP		
Total population	4,130	100.0
In households	3,920	94.9
Householder	1,558	37.7
Spouse [6]	592	14.3
Child	1,154	27.9
Own child under 18 years	886	21.5
Other relatives	392	9.5
Under 18 years	193	4.7
65 years and over	31	0.8
Nonrelatives	224	5.4
Under 18 years	25	0.6
65 years and over	14	0.3
Unmarried partner	115	2.8
In group quarters	210	5.1
Institutionalized population	210	5.1
Male	127	3.1

Subject	Number	Percent
Female	83	2.0
Noninstitutionalized population	0	0.0
Male	0	0.0
Female	0	0.0
HOUSEHOLDS BY TYPE		
Total households	1,558	100.0
Family households (families) [7]	1,010	64.8
With own children under 18 years	459	29.5
Husband-wife family	592	38.0
With own children under 18 years	234	15.0
Male householder, no wife present	90	5.8
With own children under 18 years	37	2.4
Female householder, no husband present	328	21.1
With own children under 18 years	188	12.1
Nonfamily households [7]	548	35.2
Householder living alone	459	29.5
Male	159	10.2
65 years and over	44	2.8
Female	300	19.3
65 years and over	176	11.3
Households with individuals under 18 years	554	35.6
Households with individuals 65 years and over	462	29.7
Average household size	2.52	(X)
Average family size [7]	3.12	(X)
HOUSING OCCUPANCY		
Total housing units	1,791	100.0
Occupied housing units	1,558	87.0
Vacant housing units	233	13.0
For rent	88	4.9
Rented, not occupied	2	0.1
For sale only	36	2.0
Sold, not occupied	4	0.2
For seasonal, recreational, or occasional use	19	1.1
All other vacants	84	4.7
Homeowner vacancy rate (percent) [8]	4.0	(X)
Rental vacancy rate (percent) [9]	11.0	(X)
HOUSING TENURE		
Occupied housing units	1,558	100.0
Owner-occupied housing units	849	54.5
Population in owner-occupied housing units	2,078	(X)
Average household size of owner-occupied units	2.45	(X)
Renter-occupied housing units	709	45.5
Population in renter-occupied housing units	1,842	(X)
Average household size of renter-occupied units	2.60	(X)

X Not applicable.

[1] Other Asian alone, or two or more Asian categories.

[2] Other Pacific Islander alone, or two or more Native Hawaiian and Other Pacific Islander categories.

[3] One of the four most commonly reported multiple-race combinations nationwide in Census 2000.

[4] In combination with one or more of the other races listed. The six numbers may add to more than the total population, and the six percentages may add to more than 100 percent because individuals may report more than one race.

[5] This category is composed of people whose origins are from the Dominican Republic, Spain, and Spanish-speaking Central or South

American countries. It also includes general origin responses such as "Latino" or "Hispanic."

[6] "Spouse" represents spouse of the householder. It does not reflect all spouses in a household. Responses of "same-sex spouse" were edited during processing to "unmarried partner."

[7] "Family households" consist of a householder and one or more other people related to the householder by birth, marriage, or adoption. They do not include same-sex married couples even if the marriage was performed in a state issuing marriage certificates for same-sex couples. Same-sex couple households are included in the family households category if there is at least one additional person related to the householder by birth or adoption. Same-sex couple households with no relatives of the householder present are tabulated in nonfamily households. "Nonfamily households" consist of people living alone and households which do not have any members related to the householder.

[8] The homeowner vacancy rate is the proportion of the homeowner inventory that is vacant "for sale." It is computed by dividing the total number of vacant units "for sale only" by the sum of owner-occupied units, vacant units that are "for sale only," and vacant units that have been sold but not yet occupied; and then multiplying by 100.

[9] The rental vacancy rate is the proportion of the rental inventory that is vacant "for rent." It is computed by dividing the total number of vacant units "for rent" by the sum of the renter-occupied units, vacant units that are "for rent," and vacant units that have been rented but not yet occupied; and then multiplying by 100.

Source: U.S. Census Bureau, 2010 Census.

Exhibit H
Housing and Quick Facts



DP04

SELECTED HOUSING CHARACTERISTICS

2007-2011 American Community Survey 5-Year Estimates

Note: This is a modified view of the original table.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Metter city, Georgia	
	Estimate	Percent
HOUSING TENURE		
Occupied housing units	1,505	1,505
Owner-occupied	853	56.7%
Renter-occupied	652	43.3%
VALUE		
Owner-occupied units	853	853
Less than \$50,000	342	40.1%
\$50,000 to \$99,999	176	20.6%
\$100,000 to \$149,999	128	15.0%
\$150,000 to \$199,999	129	15.1%
\$200,000 to \$299,999	78	9.1%
\$300,000 to \$499,999	0	0.0%
\$500,000 to \$999,999	0	0.0%
\$1,000,000 or more	0	0.0%
Median (dollars)	75,800	(X)
MORTGAGE STATUS		
Owner-occupied units	853	853
Housing units with a mortgage	478	56.0%
Housing units without a mortgage	375	44.0%

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

The median gross rent excludes no cash renters.

In prior years, the universe included all owner-occupied units with a mortgage. It is now restricted to include only those units where SMOCAPI is computed, that is, SMOC and household income are valid values.

In prior years, the universe included all owner-occupied units without a mortgage. It is now restricted to include only those units where

SMOCAPI is computed, that is, SMOC and household income are valid values.

In prior years, the universe included all renter-occupied units. It is now restricted to include only those units where GRAPI is computed, that is, gross rent and household income are valid values.

The 2007, 2008, 2009, 2010, and 2011 plumbing data for Puerto Rico will not be shown. Research indicates that the questions on plumbing facilities that were introduced in 2008 in the stateside American Community Survey and the 2008 Puerto Rico Community Survey may not have been appropriate for Puerto Rico.

Median calculations for base table sourcing VAL, MHC, SMOC, and TAX should exclude zero values.

While the 2007-2011 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2007-2011 American Community Survey

Explanation of Symbols:

1. An '***' entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An '-' entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An '-' following a median estimate means the median falls in the lowest interval of an open-ended distribution.
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6. An '*****' entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.
7. An 'N' entry in the estimate and margin of error columns indicates that data for this geographic area cannot be displayed because the number of sample cases is too small.
8. An '(X)' means that the estimate is not applicable or not available.

State & County QuickFacts

USA

People QuickFacts	USA
Population, 2012 estimate	313,914,040
Population, 2010 (April 1) estimates base	308,747,508
Population, percent change, April 1, 2010 to July 1, 2012	1.7%
Population, 2010	308,745,538
Persons under 5 years, percent, 2012	6.4%
Persons under 18 years, percent, 2012	23.5%
Persons 65 years and over, percent, 2012	13.7%
Female persons, percent, 2012	50.8%

White alone, percent, 2012 (a)	77.9%
Black or African American alone, percent, 2012 (a)	13.1%
American Indian and Alaska Native alone, percent, 2012 (a)	1.2%
Asian alone, percent, 2012 (a)	5.1%
Native Hawaiian and Other Pacific Islander alone, percent, 2012 (a)	0.2%
Two or More Races, percent, 2012	2.4%
Hispanic or Latino, percent, 2012 (b)	16.9%
White alone, not Hispanic or Latino, percent, 2012	63.0%

Living in same house 1 year & over, percent, 2007-2011	84.6%
Foreign born persons, percent, 2007-2011	12.8%
Language other than English spoken at home, percent age 5+, 2007-2011	20.3%
High school graduate or higher, percent of persons age 25+, 2007-2011	85.4%
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	28.2%
Veterans, 2007-2011	22,215,303
Mean travel time to work (minutes), workers age 16+, 2007-2011	25.4

Housing units, 2011	132,312,404
Homeownership rate, 2007-2011	66.1%
Housing units in multi-unit structures, percent, 2007-2011	25.9%
Median value of owner-occupied housing units, 2007-2011	\$186,200
Households, 2007-2011	114,761,359
Persons per household, 2007-2011	2.60
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$27,915
Median household income, 2007-2011	\$52,762
Persons below poverty level, percent, 2007-2011	14.3%
Business QuickFacts	USA
Private nonfarm establishments, 2011	7,354,043
Private nonfarm employment, 2011	113,425,965
Private nonfarm employment, percent change, 2010-2011	1.3%
Nonemployer establishments, 2011	22,491,080

Total number of firms, 2007	27,092,908
Black-owned firms, percent, 2007	7.1%
American Indian- and Alaska Native-owned firms, percent, 2007	0.9%
Asian-owned firms, percent, 2007	5.7%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	0.1%
Hispanic-owned firms, percent, 2007	8.3%
Women-owned firms, percent, 2007	28.8%

Manufacturers shipments, 2007 (\$1000)	5,319,456,312
Merchant wholesaler sales, 2007 (\$1000)	4,174,286,516
Retail sales, 2007 (\$1000)	3,917,663,456
Retail sales per capita, 2007	\$12,990
Accommodation and food services sales, 2007 (\$1000)	613,795,732

Building permits, 2012	829,658
Geography QuickFacts	USA
Land area in square miles, 2010	3,531,905.43
Persons per square mile, 2010	87.4

(a) Includes persons reporting only one race.
(b) Hispanics may be of any race, so also are included in applicable race categories.

D: Suppressed to avoid disclosure of confidential information
F: Fewer than 25 firms
FN: Footnote on this item for this area in place of data
NA: Not available
S: Suppressed, does not meet publication standards
X: Not applicable
Z: Value greater than zero but less than half unit of measure shown

Source U.S. Census Bureau: State and County QuickFacts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, Building Permits
Last Revised: Thursday, 27-Jun-2013 13:52:14 EDT

Exhibit I
Census – Metter Economic Characteristics



DP03

SELECTED ECONOMIC CHARACTERISTICS

2007-2011 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Subject	Metter city, Georgia			
	Estimate	Margin of Error	Percent	Percent Margin of Error
EMPLOYMENT STATUS				
Population 16 years and over	3,123	+/-190	3,123	(X)
In labor force	1,916	+/-219	61.4%	+/-6.4
Civilian labor force	1,916	+/-219	61.4%	+/-6.4
Employed	1,689	+/-217	54.1%	+/-6.9
Unemployed	227	+/-146	7.3%	+/-4.6
Armed Forces	0	+/-98	0.0%	+/-1.3
Not in labor force	1,207	+/-222	38.6%	+/-6.4
Civilian labor force	1,916	+/-219	1,916	(X)
Percent Unemployed	(X)	(X)	11.8%	+/-7.3
Females 16 years and over				
Population 16 years and over	1,743	+/-126	1,743	(X)
In labor force	917	+/-187	52.6%	+/-9.4
Civilian labor force	917	+/-187	52.6%	+/-9.4
Employed	796	+/-200	45.7%	+/-10.3
Own children under 6 years				
Population	367	+/-94	367	(X)
All parents in family in labor force	319	+/-108	86.9%	+/-16.2
Own children 6 to 17 years				
Population	580	+/-167	580	(X)
All parents in family in labor force	580	+/-167	100.0%	+/-6.7
COMMUTING TO WORK				
Workers 16 years and over	1,657	+/-208	1,657	(X)
Car, truck, or van -- drove alone	1,129	+/-262	68.1%	+/-12.6
Car, truck, or van -- carpooled	329	+/-180	19.9%	+/-10.3
Public transportation (excluding taxicab)	0	+/-98	0.0%	+/-2.4
Walked	8	+/-13	0.5%	+/-0.8
Other means	63	+/-75	3.8%	+/-4.6
Worked at home	128	+/-122	7.7%	+/-7.5
Mean travel time to work (minutes)	19.4	+/-4.1	(X)	(X)
OCCUPATION				
Civilian employed population 16 years and over	1,689	+/-217	1,689	(X)

Subject	Metter city, Georgia			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Management, business, science, and arts occupations	334	+/-104	19.8%	+/-5.7
Service occupations	401	+/-131	23.7%	+/-6.5
Sales and office occupations	338	+/-148	20.0%	+/-8.0
Natural resources, construction, and maintenance occupations	88	+/-69	5.2%	+/-4.1
Production, transportation, and material moving occupations	528	+/-140	31.3%	+/-8.2
INDUSTRY				
Civilian employed population 16 years and over	1,689	+/-217	1,689	(X)
Agriculture, forestry, fishing and hunting, and mining	59	+/-65	3.5%	+/-3.8
Construction	38	+/-41	2.2%	+/-2.4
Manufacturing	335	+/-146	19.8%	+/-8.1
Wholesale trade	57	+/-53	3.4%	+/-3.2
Retail trade	208	+/-85	12.3%	+/-4.8
Transportation and warehousing, and utilities	32	+/-35	1.9%	+/-2.1
Information	23	+/-33	1.4%	+/-2.0
Finance and insurance, and real estate and rental and leasing	140	+/-82	8.3%	+/-4.7
Professional, scientific, and management, and administrative and waste management services	189	+/-114	11.2%	+/-6.9
Educational services, and health care and social assistance	246	+/-116	14.6%	+/-6.2
Arts, entertainment, and recreation, and accommodation and food services	168	+/-89	9.9%	+/-5.2
Other services, except public administration	78	+/-63	4.6%	+/-3.7
Public administration	116	+/-74	6.9%	+/-4.2
CLASS OF WORKER				
Civilian employed population 16 years and over	1,689	+/-217	1,689	(X)
Private wage and salary workers	1,414	+/-195	83.7%	+/-6.2
Government workers	200	+/-97	11.8%	+/-5.3
Self-employed in own not incorporated business workers	63	+/-53	3.7%	+/-3.0
Unpaid family workers	12	+/-19	0.7%	+/-1.1
INCOME AND BENEFITS (IN 2011 INFLATION-ADJUSTED DOLLARS)				
Total households	1,505	+/-168	1,505	(X)
Less than \$10,000	172	+/-85	11.4%	+/-5.2
\$10,000 to \$14,999	250	+/-118	16.6%	+/-7.2
\$15,000 to \$24,999	203	+/-91	13.5%	+/-5.9
\$25,000 to \$34,999	205	+/-106	13.6%	+/-6.8
\$35,000 to \$49,999	203	+/-101	13.5%	+/-6.4
\$50,000 to \$74,999	293	+/-102	19.5%	+/-7.3
\$75,000 to \$99,999	123	+/-80	8.2%	+/-5.1
\$100,000 to \$149,999	22	+/-28	1.5%	+/-1.8
\$150,000 to \$199,999	0	+/-98	0.0%	+/-2.6
\$200,000 or more	34	+/-54	2.3%	+/-3.6
Median household income (dollars)	29,539	+/-7,387	(X)	(X)
Mean household income (dollars)	41,964	+/-10,258	(X)	(X)
With earnings				
Mean earnings (dollars)	43,095	+/-11,389	(X)	(X)
With Social Security				
Mean Social Security income (dollars)	14,349	+/-2,064	(X)	(X)
With retirement income				
Mean retirement income (dollars)	24,362	+/-8,740	(X)	(X)
With Supplemental Security Income				
Mean Supplemental Security Income (dollars)	7,329	+/-1,913	(X)	(X)
With cash public assistance income	55	+/-48	3.7%	+/-3.2

Subject	Metter city, Georgia			
	Estimate	Margin of Error	Percent	Percent Margin of Error
Mean cash public assistance income (dollars)	2,076	+/-3,025	(X)	(X)
With Food Stamp/SNAP benefits in the past 12 months	302	+/-111	20.1%	+/-6.4
Families	1,064	+/-133	1,064	(X)
Less than \$10,000	26	+/-32	2.4%	+/-2.9
\$10,000 to \$14,999	107	+/-66	10.1%	+/-6.3
\$15,000 to \$24,999	164	+/-87	15.4%	+/-8.0
\$25,000 to \$34,999	151	+/-90	14.2%	+/-7.8
\$35,000 to \$49,999	200	+/-108	18.8%	+/-9.3
\$50,000 to \$74,999	237	+/-100	22.3%	+/-9.7
\$75,000 to \$99,999	123	+/-80	11.6%	+/-7.4
\$100,000 to \$149,999	22	+/-28	2.1%	+/-2.6
\$150,000 to \$199,999	0	+/-98	0.0%	+/-3.7
\$200,000 or more	34	+/-54	3.2%	+/-5.1
Median family income (dollars)	37,944	+/-4,742	(X)	(X)
Mean family income (dollars)	51,126	+/-14,089	(X)	(X)
Per capita income (dollars)	16,603	+/-4,145	(X)	(X)
Nonfamily households	441	+/-119	441	(X)
Median nonfamily income (dollars)	11,741	+/-1,719	(X)	(X)
Mean nonfamily income (dollars)	15,356	+/-3,097	(X)	(X)
Median earnings for workers (dollars)	22,124	+/-2,889	(X)	(X)
Median earnings for male full-time, year-round workers (dollars)	33,971	+/-5,852	(X)	(X)
Median earnings for female full-time, year-round workers (dollars)	23,398	+/-8,882	(X)	(X)
HEALTH INSURANCE COVERAGE				
Civilian noninstitutionalized population	(X)	(X)	(X)	(X)
With health insurance coverage	(X)	(X)	(X)	(X)
With private health insurance	(X)	(X)	(X)	(X)
With public coverage	(X)	(X)	(X)	(X)
No health insurance coverage	(X)	(X)	(X)	(X)
Civilian noninstitutionalized population under 18 years	(X)	(X)	(X)	(X)
No health insurance coverage	(X)	(X)	(X)	(X)
Civilian noninstitutionalized population 18 to 64 years	(X)	(X)	(X)	(X)
In labor force:	(X)	(X)	(X)	(X)
Employed:	(X)	(X)	(X)	(X)
With health insurance coverage	(X)	(X)	(X)	(X)
With private health insurance	(X)	(X)	(X)	(X)
With public coverage	(X)	(X)	(X)	(X)
No health insurance coverage	(X)	(X)	(X)	(X)
Unemployed:	(X)	(X)	(X)	(X)
With health insurance coverage	(X)	(X)	(X)	(X)
With private health insurance	(X)	(X)	(X)	(X)
With public coverage	(X)	(X)	(X)	(X)
No health insurance coverage	(X)	(X)	(X)	(X)
Not in labor force:	(X)	(X)	(X)	(X)
With health insurance coverage	(X)	(X)	(X)	(X)
With private health insurance	(X)	(X)	(X)	(X)
With public coverage	(X)	(X)	(X)	(X)
No health insurance coverage	(X)	(X)	(X)	(X)

Subject	Metter city, Georgia			
	Estimate	Margin of Error	Percent	Percent Margin of Error
PERCENTAGE OF FAMILIES AND PEOPLE WHOSE INCOME IN THE PAST 12 MONTHS IS BELOW THE POVERTY LEVEL				
All families	(X)	(X)	13.5%	+/-7.0
With related children under 18 years	(X)	(X)	19.9%	+/-11.2
With related children under 5 years only	(X)	(X)	21.4%	+/-19.7
Married couple families	(X)	(X)	7.1%	+/-7.1
With related children under 18 years	(X)	(X)	19.8%	+/-18.7
With related children under 5 years only	(X)	(X)	0.0%	+/-38.8
Families with female householder, no husband present	(X)	(X)	25.4%	+/-19.7
With related children under 18 years	(X)	(X)	24.0%	+/-23.5
With related children under 5 years only	(X)	(X)	33.3%	+/-41.2
All people	(X)	(X)	23.5%	+/-8.6
Under 18 years	(X)	(X)	26.2%	+/-17.0
Related children under 18 years	(X)	(X)	26.2%	+/-17.0
Related children under 5 years	(X)	(X)	26.8%	+/-17.7
Related children 5 to 17 years	(X)	(X)	25.9%	+/-20.8
18 years and over	(X)	(X)	22.4%	+/-6.9
18 to 64 years	(X)	(X)	23.3%	+/-8.2
65 years and over	(X)	(X)	19.5%	+/-8.8
People in families	(X)	(X)	17.2%	+/-9.5
Unrelated individuals 15 years and over	(X)	(X)	54.7%	+/-12.2

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

There were changes in the edit between 2009 and 2010 regarding Supplemental Security Income (SSI) and Social Security. The changes in the edit loosened restrictions on disability requirements for receipt of SSI resulting in an increase in the total number of SSI recipients in the American Community Survey. The changes also loosened restrictions on possible reported monthly amounts in Social Security income resulting in higher Social Security aggregate amounts. These results more closely match administrative counts compiled by the Social Security Administration.

Workers include members of the Armed Forces and civilians who were at work last week.

Industry codes are 4-digit codes and are based on the North American Industry Classification System 2007. The Industry categories adhere to the guidelines issued in Clarification Memorandum No. 2, "NAICS Alternate Aggregation Structure for Use By U.S. Statistical Agencies," issued by the Office of Management and Budget.

Census occupation codes are 4-digit codes and are based on the Standard Occupational Classification (SOC). The Census occupation codes for 2010 and later years are based on the 2010 revision of the SOC. To allow for the creation of 2007-2011 and 2009-2011 tables, occupation data in the multiyear files (2007-2011 and 2009-2011) were recoded to 2011 Census occupation codes. We recommend using caution when comparing data coded using 2011 Census occupation codes with data coded using Census occupation codes prior to 2010. For more information on the Census occupation code changes, please visit our website at <http://www.census.gov/hhes/www/oiindex/>.

While the 2007-2011 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Source: U.S. Census Bureau, 2007-2011 American Community Survey

Explanation of Symbols:

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