

Jacksonville City Council

**Task Force on Open Government**

Access to Government Survey Report

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Methodology

This survey was conducted at the request of the Jacksonville City Council Task Force on Open Government. The total sample was 258 respondents in Duval County, 58 from in-person surveys at the Neighborhood Summit on April 21, 2018 and 200 online through a link on the City website which was available April 18-May 22, 2018. The online surveys were conducted through the free survey development tool Survey Monkey and the data analyzed using SPSS statistical software. Based upon the zip code responses, the total sample includes respondents living in Jacksonville and the beach communities.

Note: This is a non-randomized and specialized non-representative sample, and as such generalizations to the overall Jacksonville population are not possible. Individuals who are already more actively engaged with local government may be overrepresented.

Summary of Findings

* For these survey respondents, the most frequently used methods to communicate with public officials about local issues are email (62 percent), attending a government meeting (54 percent) and in-person (46 percent). Social media, 18 percent, is the least frequently used communication method. In the total sample, 14 percent of respondents have never contacted any of the City of Jacksonville’s elected officials.
* To contact any of the other City of Jacksonville’s departments, telephone (58 percent), 630-CITY (51 percent) and email (49 percent) are the most frequently used methods for the total sample. Social media (11 percent) is the least frequently used communication method. In the total sample, 17 percent of respondents have never contacted any of the City of Jacksonville’s departments.
* In the total sample, 43 percent have spoken or given public comment at a City of Jacksonville’s government meeting and 38 percent have not, and 19 percent have never attended a government meeting.
* The majority of respondents, 82 percent, have listened to a City of Jacksonville’s government meeting on the radio, or watched one on television or live streamed on the internet, while 18 percent have not.
* The majority of the total sample, 64 percent, usually gets information about the City of Jacksonville’s new laws, programs or policies from local television news and 52 percent from the City’s website and 49 percent from local newspapers.
* In the total sample, 56 percent of respondents describe the City of Jacksonville’s website as easy to use to find what they need.
* When asked if the local government in Jacksonville is open and accessible to the public, 50 percent of respondents said yes and 41 percent said no.

Survey Results

Age

|  |  |
| --- | --- |
|  | **Total Sample n=258** |
| 18-24 | 1% |
| 25-34 | 10% |
| 35-44 | 14% |
| 45-54 | 24% |
| 55-64 | 25% |
| 65 and older | 24% |
| No answer | 2% |

Gender

|  |  |
| --- | --- |
|  | **Total Sample n=258** |
| Male | 37% |
| Female | 54% |
| No answer | 8% |

Race

|  |  |
| --- | --- |
|  | **Total Sample n=258** |
| African American | 23% |
| Asian | 1% |
| Hispanic | 1% |
| White | 56% |
| Other | 3% |
| No answer | 16% |

Q1. In what way have you ever contacted any of the City of Jacksonville’s elected officials to express your opinion about a local issue? **Select all that apply.**

|  |  |
| --- | --- |
|  | **Total sample n=258** |
| Telephone | 45% |
| Email | 62% |
| In-person | 46% |
| Social media | 18% |
| Attended a government meeting (City Council, town hall, committee, and boards/commission) | 54% |
| I have never contacted any of the City of Jacksonville’s elected officials | 14% |

\*The total exceeds 100% because respondents could choose multiple answers

Q2. In what way have you ever contacted any of the other City of Jacksonville’s departments to express your opinion about a local issue? **Select all that apply.**

|  |  |
| --- | --- |
|  | **Total sample n=258** |
| Telephone | 58% |
| Email | 49% |
| In-person | 30% |
| Social media | 11% |
| 630-City | 51% |
| I have never contacted any of the City of Jacksonville’s departments | 17% |

\*The total exceeds 100% because respondents could choose multiple answers

Q3. Have you ever spoken or given public comment at a City of Jacksonville’s government meeting (City Council, town hall, committee, and boards/commission)?

|  |  |
| --- | --- |
|  | **Total sample n=258** |
| Yes | 43% |
| No | 38% |
| No, I have never attended a meeting | 19% |

Q4. Have you ever listened to a City of Jacksonville’s government meeting on the radio, or watched one on television or live streamed on the internet?

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| --- | --- |
|  | **Total sample n=258** |
| Yes | 82% |
| No | 18% |

Q5. From which of the following sources do you usually get information about the City of Jacksonville’s new laws, programs or policies? **Select all that apply.**

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| --- | --- |
|  | **Total sample n=258** |
| City email newsletter | 22% |
| Social networking sites (Facebook, Twitter etc.) | 38% |
| Government meetings | 37% |
| Local television news | 64% |
| City’s website | 52% |
| Local newspapers (print or online) | 49% |
| Local radio | 36% |

\*The total exceeds 100% because respondents could choose multiple answers

Q6. How would you describe the City of Jacksonville’s website?

|  |  |
| --- | --- |
|  | **Total sample n=258** |
| It is easy to use to find what I need | 56% |
| It is not easy to use to find what I need | 35% |
| I have never used the City’s website | 9% |

Q7. Do you think that the local government in Jacksonville is open and accessible to the public?

|  |  |
| --- | --- |
|  | **Total sample n=258** |
| Yes | 50% |
| No | 41% |
| No Answer | 9% |

Q7. Do you think that the local government in Jacksonville is open and accessible to the public? Briefly explain why or why not.

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| **YES** |
| always have open meetings to the public |
| because of community engagement |
| never had issues. Website runs smoothly |
| calling 630-city is very easy to use and if I want I can speak to city employee during regular business and not wait a long time on hold |
| easy to talk to |
| in contacting someone, they usually reply |
| I've attended commission meetings and felt it was easy for me to provide input on topics |
| your meetings are open and available. We need to get more people involved. Some of the city council are not as open and available and responsive as they should be. |
| able to review information I need |
| It has always been helpful |
| necessary |
| it is majority of time |
| I go to city center, tried the website everyday the website is up |
| you can find out about anything in website |
| some |
| unsure will have to try it |
| depending on your needs |
| you can get good info at CPAC. Being a part of CPAC is important. Don’t' sell JEA!! |
| They tell you meeting dates and all update on what's happening in our city |
| when I need help I get it |
| It's stated in meetings I've attended |
| Elected officials attend various community functions and are more than willing to answer concerned citizens questions |
| because I can express my opinion |
| only through an advocate i.e. representative or group |
| they are available very much engaged with community |
| Joyce Morgan |
| all questions answered in a timely manner (most times) |
| mayor comes to the neighborhood -senior walk- get to talk with them |
| doing good job |
| always willing to come out and support the community |
| I can access the Mayor's Email inbox. So yes. |
| You can call the Council Member or email them and get the answer. |
| Very little effort is required to effectively participate in the process. |
| while local government seems to be accessible; its austerity gives one pause to enter. |
| In some ways, but in other ways no, I have heard repeatly that the public sector in general belive that Council Members make them feel little. |
| It is accessible to those who know how to access it. Many citizens are not aware of how accessible local government is or should be. |
| Some parts are but some parts are not. |
| There are a number of ways for a Jax Citizen to find out whta's going on in Jacksonville |
| Yes...but there is a lot more that goes on outside council meetings that we will never know about. |
| on line meetings. City Council web page hot topics |
| For people who are genuinely interested in what's happneding inside COJ it's very easy too follow along. |
| legal obligation helps make it feel accessible |
| Plenty of information available |
| yes |
| Sometimes but not always. i have the impression many things are decided behind closed doors especially in the mayor's office. |
| Only on occasion have I ever had a problem contacting an individual or department regarding an issue. COJ.net is very useful and helpful and the people manning the phones seem to be very knowledgeable and informed. |
| I regularly attend the SE CPAC meetings - lots of info available there! |
| some departments are more accessable than others |
| Yes, the public can come to office and speak with |
| Goofy unanswerable question |
| Yes. Meetings and public records are on-line. |
| It's available on many different sources. |
| For my concerns it is accessible. |
| City Council-Yes, Mayors Office-less so. |
| "Kind of" is probably a better answer -- there is tacit transparency, driven by public records law or actions that a government can't help but to do (e.g. meeting webcasts), but not a clear commitment to making government easily accessible outside of City Hall. |
| I'm able to easily find minutes, budgets and reports. |
| Yes it is open and accessible to the public; however, certain residents of our city have more limited access because of limited opportunities. |
| Some city council members are. The mayor is receptive only to people with a great deal of money. |
| Email and phone numbers are easy to find on the website |
| yes |
| It is extremely ADA compliant. As a disabled woman things like this poll are difficult to access but the City's website is incredibly easy to access. |
| Appear it is |
| This website is better than any other city's website. Period. I can always find exactly what I'm looking for. |
| Your website is the best thing about you, honestly. Nothing else is nearly as transparent. |
| Your government is completely shut out to the public about everything. This sale of JEA business is way too risky. But at least your website is easy to get information with. |
| Your website is like an open book. Please keep doing what you're doing on there. |
| You guys are amazing. Keep doing whatever it is you're doing. |
| Townhall meetings are helpful |
| we believe in healthcare for all, we believe that organ donation and transplantation is a gift that we can give back. It is one of the great gifts that many of us in our own families have supported our family members and those we love to make this kind of donation. We know that sometimes it is a hard decision but that it gives you and your family an opportunity to think about ways that you can contribute that you may not have considered. Organ donation is a gift of love and we hope that it is one that you will prayerfully consider. |
| accesssible but they dont listen |
| COJ website provides more than reasonable access |
| no comment |
| No reason to not believe |
| Council is available but other areas seem restricted. |
| There are many ways to contact our councilmen even if we have to go through their assistants. |
| Mostly some never respond to an email Is there a better form of contact? |
| Jacksonville local government is very accessible to the public and very approachable. |
| Some members of the local government in Jacksonville are and some aren't |
| Elected officials are accessible as are their staff. There is always room for improvement. Some quasi-independent agencies do not post their minutes or agendas online and are not accessible |
| just as open as any city |
| I don't know. |
| Yes, if you know where to go to find info. |
| So far I have had success getting things done in my neighborhood. |
| I think they try to be. But... Lion Lenny Curry, Sam Mousa and Brian Hughes make it difficult. |
| I have been able to attend special committee meetings during the day. |
| Information is accessible an real time. The Council infiormation and website provides insight into the process. Public Meetings and Public Notices and all documents are online and ready to be viewed. Also if you miss the meeting there are archived meetings. I can watch on tv, phone, computer.. amazing!!!! |
| my councilman is around and about |
| Cause it's public |
| Do NOt SELL JEA |
| Yes, public meetings, email, tv... need to better letting people know how they can access local government. |
| yes |
| I can email or call my council member |
| I think they do the best they can. I think most folks ignore local government until they care about comes up then they don't know how the process works and blame the city when they don't get their way. |
| Not entirely sure about all departments. |
| Yes, between the website and knowing the system it is accessible |
| yes. I usually get a response to an email even if the problem is not resolved to my satisfaction |
| We have many outlets to be informed of the issues. |
| Yes. If anything too open. |
| Public meetings allow for comments |
| Sometimes;depends on the issue |
| In most cases, yes. Best access for those of us who work is through community meetings - CPAC is best because we have city officials at our meetings. |
| I am a member of CPAC and 2 city council in particular, Joyce Morgan and Aaron Bowman attend on a regular basis; they are very engaged with the community by listening and sharing information -- Both are doing a great job!! |
| I communicate with my local councilman regularly |
| easy to contact |
| Because u can attend city meeting to express yourself and yoi can always call or express yourself on line |
| Somewhat. The use of the 630-City number is a good idea. I have had a few experiences where the use of that number leads nowhere. Either the person that answers, do not know where to send me for a particular problem. I have had to use the internet to locate the info. |
| I think the information is easily accessible, but people within the community need to speak up on issues more often. |
| depends on what part of local referring to |
| No real opinion |
| The public is invited to most meetings. |
| I can watch it on tv and if necessary e-mail them. |
| yes |

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| **NO** |
| hard to find what you need on website, departments don’t seem to work together |
| There are some things that should be discussed among themselves and brought to the public |
| decisions made too quickly and come as a surprise sometimes |
| I believe it could be easier to see government offered out more |
| The public doesn't understand how to navigate bureaucracy. Lack of resource knowledge |
| Mayor refuses to meet with I Care |
| never attend a workshop |
| hard for the visually impaired |
| No. They make deals behind the scenes and then everyone, including the ethics officer, pretends that it did not happen. |
| NO. FIRST, MEETINGS ARE NOT HELD AT A TIME OR PLACE THAT IS CONDUCIVE TO PUBLIC PARTICIPATION (EXCEPT BI-WEEKLY COUNCIL MEETINGS). ALSO, TOO MUCH GOES ON IN THE MAYOR'S OFFICE THAT IS INTENTIONALLY HIDDEN FROM THE PUBLIC, TRUE TO A LESSER EXTENT WITH INDIVIDUAL COUNCIL MEMBERS. |
| Too much happens behind the scenes, I understand the Sunshine Law and its applicability to Board and Commissions vice the Executive. However, the Mayor's Office needs to be more committed to transparency and stop having one on one meetings with Council Members. If they are working on matters for the benefit of the public, they should be willing to expose those meetings to public scrutiny, even if the law does not require it. They hide behind the protections of the Sunshine Law while blasting the Council for very minor transgression of it. Honest and open government should not be afraid to expose all of its inner workings to public scrutiny. |
| Mayor and city council in a power struggle |
| no online email submission forms, confusing web site |
| The legislative process is difficult to follow. I can find no explanation of how bills make their way from introduction to being enacted. Also, how is reading bill numbers in rapid succession "Reading Ordinances"? At the least, the synopsis should be read. |
| JEA. Intermin CEO selection is a travesty. Events leading up to it wreaks of cronyism. |
| No one has any understanding of the procedures, and there seem to be many ways to end around Sunshine Laws. |
| The JEA issue is a black cloud over city government |
| The process for legislation is not apparent |
| It is hard to get an appointment to meet with them |
| Not enough time to voice concerns at council meetings |
| In a city this size it can be hard to spread messages and awareness, but I also think that the city uses this to its advantage in some situations. |
| Consolidated Jacksonville is way too big. Attending meetings downtown are just too difficult. Proximity is important for participation. People do not feel safe driving downtown or parking downtown. The traffic around the city is awful and very dangerous. |
| I don't know how to find out how proposed resolutions and ordinances might affect me; I don't know how those items move through council and committees and when I can voice my opinion effectively |
| Not until they are forced to be by a few brave elected officials who then will get ripped apart in the media for standing up for what is right. If a public official will get openly attacked for speaking up, the average citizen isn’t going to risk that by stepping forward and challenging local government leaders as a result. |
| Need stronger Sunshine law |
| Nobody talks about it. Jacksonville needs atmosphere, ambiance, culture. Taylor Hoefener is here to bring it. |
| hard to learn about events, opportunities or how the process works |
| removal of andrew jackson logos and all other confederate monuments in status |
| Like all govts, the officials do what they want, not what we want - just look at the JEA sale, the proliferation of billborads & e-signs, tree cutting, and over-development and violation of community zoning preferences. |
| You can say how you feel, because there is retaliation |
| There is large lack of transparency with this administration. Items are fully cooked bfore they are introduced |
| Too much secret dealing. |
| Open in the most basic sense, yes, but I don't feel as if the city is sincere in wanting to hear from the public |
| too much is done by officials in private settings |
| Unsure - Media portrays agenda kept away from public eye (i.e. sale of JEA) |
| Too many important decisions are made by elected officials outside of public view. |
| I believe there are too many loopholes to the sunshine law (i.e. the “one on one” meetings used for the JEA CEO debacle. |
| Reasons that the web site doesn't show or include people of color, for a city to thrive, and grow it has to accept all citizens regardless of color. We are not responsible for the color of our skins, our creator is. This country can be a much better country if only it can accept any other race, than the white race. |
| Accessible, perhaps, but open, not at all. The secret of the JEA proposed sale is a good example of this |
| The times and the information is not be shared with the public |
| too hard to find information....buried under piles of web pages |
| Hard to get an appointment with them |
| no |
| Many decisions by Mayor and Independent authorities are determined before being finalized in open meetings. |
| Backroom shenanigans in the mayor's offic. |
| The website is terrible and puts one in mind of a political advertisement for the incumbent mayor. |
| Don’t feel like they (mayors office) is transparent and not sure they are honest on Records Request |
| Not always because they never pick things up when they say they willl!!!!! |
| It is filled up with typical crony politicians since 2015. |
| You need to put more current stuff up on your amazingly designed website. It's so good why don't you use it more often? |
| coj.net is the only open thing you turkeys have going on for yourselves |
| Billion dollar banks, CEO's vs your own personal life, welfare or well being...which is more important? Funny how daily, routinely, large fictiscious company's like 'Toys R Us' routinely run up millions in debt, can't pay, then declare bankrupcty, but cause 'Corp', no ones held responsible, the CEO's walk away with full benefits and riches. Yet when individual, who gets in over head, not do to reckless spending, but do to day to day hardships of life... 1. Lose job 2. Illness 3. Laid off 4. Rent goes up, but pay doesn't 5. vehicle breaks down 6. Pay is cut And on and on... Yet guilted by society, Conservative talk radio hosts as being a slacker, yet none of them, these pompus office types, could survive a day in 'your' world, tell you you're 'baaaaad' cause can't pay bills. When behind on bills, instead of credit card temporarely closing account until you get caught up, they keep it open and keep charging outrageous interest rates, late fees ect... No one 'dies' if you don't pay them, but on the other hand if you're paying invented fees, and then can't pay for own rent, or housing, or medical bills or car payment to get to work, then someone could die and get hurt. I've decided my health and sanity comes first. Let these stupid credit card companies play their games, send to stupid 'collection agencies, been there done that...then after 7 years erased... No one dies, executives get richer, and life goes on. But if credit wrecked, destroyed anyways, why should go back and pay off debt, cause then when actually need 'cash' to survive, won't have anything. I think self always should come first...self and family, that's just survival. Peasant's made to feel guilty for not being able to pay billionaire institutions back... Yet of sick, on sidewalk, dying of cancer, do you think these billionaire types care about you or would? Hell no. Take care of self first... |
| Bills vs obligation to feed and house self, (or family and pets) (if have them) Here's what I've observed... Companies pay the working class just enough, not to prosper, but to have just barely enough to pay rent, morgage, auto insurance, utility bills, phone bill, and maybe car payment, groceries and other basics... Many in the working, labor class, work harder than those with city jobs, government jobs, State jobs (admin), yet pay does not reflect that, not even. Government admin jobs, you have people earning 6 figures, with full pensions and more, who do less than a McDonald's Manager. Prices keep going up, rent keeps going up, nothings really getting cheaper, so if one thing goes wrong, car breaks, flat tire, washer breaks, TV breaks, medical emergency, ect, than forced to get credit or borrow from friends and family...(same thing) Fast forward..... 4-8 credit cards, department cards, lose job for a while, and while unemployed only pay essentials, so fall a few months behind, then when on feet again here's new reality. 1. credit destroyed do to late or no or skipped payments As such creditors lose all leverage, but to dumb to realize that...for 'cash' is more valuable than making a back payment. And if credit destroyed, than cash, the cash you earn, becomes all the more precious, and must 'save' for emergency. TAX RETURN... Then suddenly get tax return back, say anywhere from 8-3000 dollars...decision 1. Since credit destroyed anyways, put extra dough in savings? 2. Pay off past bills, which would place you back where you started, broke. Truth is, most in the working class just don't earn enough to 'get ahead' anymore, or even to move. Most people lose money every month, 20-100 dollars loss, but don't notice if bleeding off of savings or using credit. So my thing is this, once my credit score falls below, say 400-300, credit card payments are no longer priority. Why? Cause if go broke again paying them off, and emergency occurs, now out of cash, and have zero credit. To me, self always has to come first. If billion dollar banking institutions can afford to give CEO's million dollar bonuses for doing nothing, than they can deal with common working class missing a payment here or there in order to eat, and pay rent. Drug cartels pump millions, even billions, into all of these banks, so they'll always be OK, but you as an individual may not be if 100 dollars short on rent. Do what you feel is right, but I say put self survival first. These banks and institutions were here long before we were born, and will be around long after gone. And when they fail, we, the tax payers always bail them out, (the Government), but when we fail, they have no such mercy on us, they just grow horns and send bill collectors from India or Pakistan to annoy you on the phone. |
| The backroom subcommittee is where the circumventing of the spirit of Sunshine is occurring. So this why probably legal is unethical as hell and demonstrates why the local government is really NOT accessible to the Public. |
| https://www.youtube.com/watch?v=lszbzbQmJJw |
| It is difficult to follow the meetings at times. The printed agendas are often in the front and one is required to walk up during the meeting to receive handouts. Items are emailed to councilmembers that the audience has to wait days to see. In tallahassee, they often project the discussion points on a screen for all to see. |
| Not really. Website is difficult; no understanding of how local priorities are set; Mayor Curry's appointments process happens in the shade and is concerning. |
| It's hard to find information about the goings-on in the government for Jacksonville. If there has been outreach, I haven't been contacted by any of it as a 27 year old male in the city. I'd love to see more opportunities for feedback and to get involved in local government. |
| No. There doesn't currently exist an easy way for the public to track legislation or even be notified of public notices. I recently called Legislative Services asking to be placed on an email list for public notices. They told me none existed. |
| Four emails and counting with no response. Neighbors seem to have same situation. If that's the policy, then don't ask for emails. |
| Too many gatekeepers |
| As of 2016, the city of Jacksonville has a population reported of approximately 880,619 persons. I find it unrealistic that a population so large would be fully engaged in the ongoing politics of the city. It's unfortunate, but a variety of tasks ranging from extended working hours, studies and private events prevents citizens from being aware of how government functions. I would like to see it become more accessible and do appreciate that you are choosing to live stream events. I believe sending out an old fashioned mailer may be an option or even coordinating with local businesses to have screening parties might be a possibility. |
| it can be better |
| I think trying to obtain information regarding criminal activity, citations, law enforcement violations or the placement of officers is not accessible. |
| Answering the phone is not the same as getting an answer. Also I do not have a football team so the mayor won't give you the time of day. |
| I believe effort has been made - more is needed to be world-class. |
| The city claims to be open but it's very obvious that backdoor deals are happening all the time. The only thing open about Jacksonville government is their palms to take more money from the citzens any way they can. |
| no door to door visitations |
| Most business is conducted in committees held during typical working hours. |
| Deals are cut in secret; public comment is a joke; public records are hidden or made very hard to access |
| Just look at the JEA debacle. DO NOT SELL JEA!!!! |
| Too many back door deals giving away our city to people like Kahn without asking citizens what we think or want. |
| I believe there is to much deceit at the Mayor's level and some of the City Council. |
| JEA selection of their new CEO, behind the scenes dealing |
| Council members are very bad at responding back |
| Everything is conducted in secret and getting records is expensive |
| Unbelievable that public comment not allowed at Committee mtgs. City staff, including mayor do not reach out to neighborhoods in advance of designing projects that affect neighborhoods. Land use attorneys and lobbyists have much easier access. |
| Real decisions are made behind the scenes, out of the public eye. |
| Watching the JEA and Kids Hope Alliance issues, I think Lenny Curry and others have intentionally skirted the Sunshine Law. |
| Mayor and mayor’s staff operate out of view of public and Council whenever possible to advance Mayor’s personal agenda of benefitting donors and supporters versus what’s best for most in city |
| Not with the JEA potential sale |
| My city council rep doesn’t respond. The mayor has been shady about JEA sale |
| Mayors office needs less control of policy and hiring changes |
| I just moved here and I have never heard of an open meeting where the public can sit in and air your grievances. |
| No. I don't think the council is open to the public. They listen, but it is often apparent that minds are made up, and it doesn't generally feel like representatives represent the people who elected them, but RATHER they represent builders and developers. It feels like a giant waste of time to try to "fight city hall" in this city. |
| they present themselves as untouchable and too self important to return emails |
| No, my request was dumped on staff with no effective results. |
| The Mayor should meet with the CPACs on a regular basis. |
| you can't contact anyone because they come after people that point out they are trying to cover up things. would like to see them all take lie detector tests |
| Funneling everything through 630-city may make it seem simpler, but in reality, I haven't had luck contacting the actual office I need nearly ever! I'm nearly always led to voicemail, which feels like a black hole. |
| A lot of 'decision-making' for ordinances are done during committee meetings that are usually held at times not easily accessible to working people. Also, the public is generally not allowed public comment during committee meetings. |
| Agendas determined late, planning rubber stamps incomplete LUZ applications before they come through CPAC and does not enforce standards. Development and road changes happen without proper outreach. Land developers get whatever they want and Charachters of local neighborhoods change adversely . |
| I attended a meeting about zoning. During the meeting the council voted with the citizens. Two weeks later,the council reversed its decision in favor of the "gentlemen's" club on Baymeadows. |
| The jea deal was done in the backroom |
| no |
| There should be steps printed somewhere to locate certain departments and what they do. |
| Frankly, I don’t know. |
| City is controlled by big donors. |
| They do not listen to us. |
| ONLY IF YOU HAVE MONEY! ! ! ! |
| the site is confusing, city officials never answer their phones |
| Multiple violations of the Sunshine Law that goes unpunished and nobody is held accountable. Just look at the under the table deal to give senior executives at JEA bonuses for the sale of JEA. |
| you can reach a real person on the phone. And my complaint to code enforcement in early April 2018 will be investigated in June-terrible service! |
| Mixed - for example the CARE system, easy to input an issue. And then it seems to fall into a black hole. Mixed - many departments stonewall and are quick to say its not their problem. Then you have to play pin the tail on the donkey to find out who is tasked with the issue. Understand there are limited resources and personnel, but employees, especially the appointed senior officials hide for fear of making a decision.witjout consulting with the Mayor office or the General Counsel. |
| Politicians are using a city utility to cover up failures of their political agenda over the past year; Open social media posts, easy to use website. |

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| **Zip Code** | **Total sample n=258** | **Zip Code** | **Total sample n=258** |
| 31313 | .4 % | 32221 | 2.5% |
| 32034 | .4 % | 32210 | 2.9% |
| 32222 | .4 % | 32223 | 2.9% |
| 32229 | .4 % | 32244 | 2.9% |
| 32245 | .4 % | 32246 | 2.9% |
| 32247 | .4 % | 32257 | 2.9% |
| 32266 | .4 % | 32204 | 3.4% |
| 32073 | .8% | 32217 | 3.4% |
| 32220 | .8% | 32206 | 3.8% |
| 32233 | .8% | 32224 | 3.8% |
| 32238 | .8% | 32209 | 4.2% |
| 32239 | .8% | 32211 | 4.2% |
| 32254 | 1.3% | 32256 | 4.2% |
| 32202 | 1.7% | 32258 | 4.2% |
| 32219 | 1.7% | 32207 | 4.6% |
| 32216 | 2.1% | 32208 | 5% |
| 32226 | 2.1% | 32218 | 5.5% |
| 32250 | 2.1% | 32225 | 7.1% |
| 32277 | 2.1% | 32205 | 9.2% |