

# Council Business Meeting

November 19, 2019

<b>Agenda Item</b>	Engage Ashland Presentation	
<b>From</b>	Kelly Madding	City Administrator
<b>Contact</b>	<a href="mailto:kelly.madding@ashland.or.us">kelly.madding@ashland.or.us</a> ; (541) 488-6002	

## **SUMMARY**

Engage Ashland, a community outreach program geared at creating a direct dialog between residents and the City, occurred on Monday, October 7, 2019. Seven teams of Council members and staff participated in the outreach. Each team went to a pre-selected neighborhood with the goal of visiting 20 houses; for a total goal of reaching 140 houses. Approximately, 69 residents answered the door and communicated with City officials while 172 people responded to the survey either online or via a physical copy.

## **POLICIES, PLANS & GOALS SUPPORTED**

Enhance and Improve Transparency and Communication

## **PREVIOUS COUNCIL ACTION**

None

## **BACKGROUND AND ADDITIONAL INFORMATION**

The program was modeled after the City of Medford's Operation C.A.R.E. The first Engage Ashland was held on Thursday, October 11, 2018. Previous Engage Ashland reports and presentations can be found at [ashland.or.us/outreach](http://ashland.or.us/outreach).

## **FISCAL IMPACTS**

The Outreach preparation was done in-house utilizing the office supplies and services already purchased. A meal costing \$76.80 was provided for City officials who had the option to stay afterwards. The funds were paid out of the Administration budget. While participants who are paid hourly were kept to a minimum, the hourly staff who participated were either paid overtime or earned comp time.

## **STAFF RECOMMENDATION**

None

## **ACTIONS, OPTIONS & POTENTIAL MOTIONS**

None

## **REFERENCES & ATTACHMENTS**

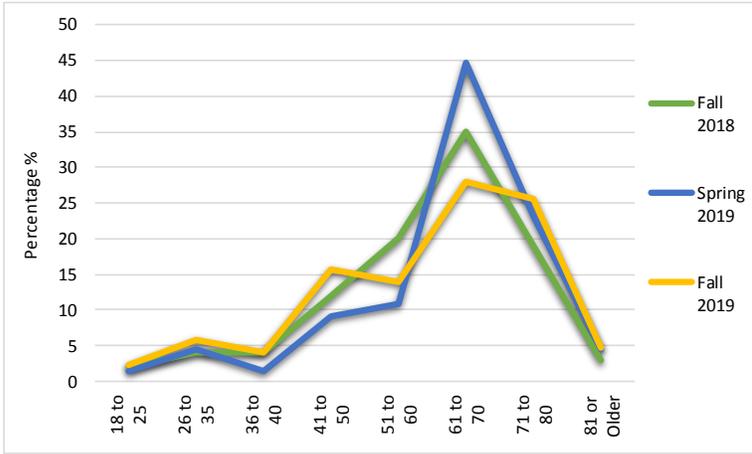
Attachment 1: Engage Ashland Fall 2019 Report and Comparison

Attachment 2: Outreach Map

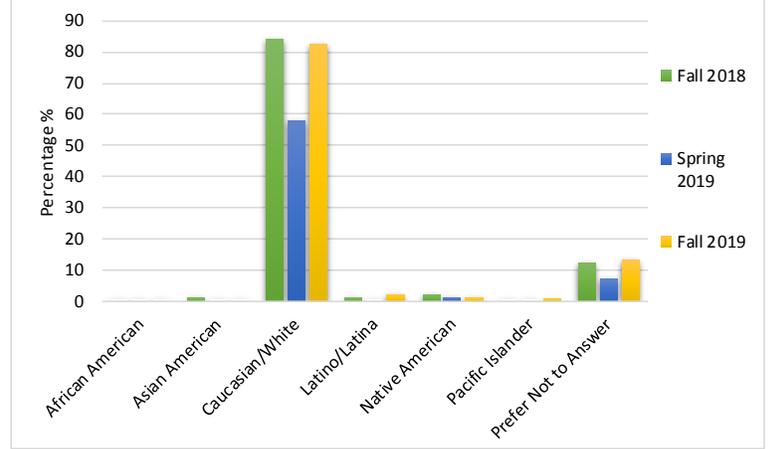
Attachment 3: Handout Materials

# COMPARISON TO FALL 2018 AND SPRING 2019 OUTREACH

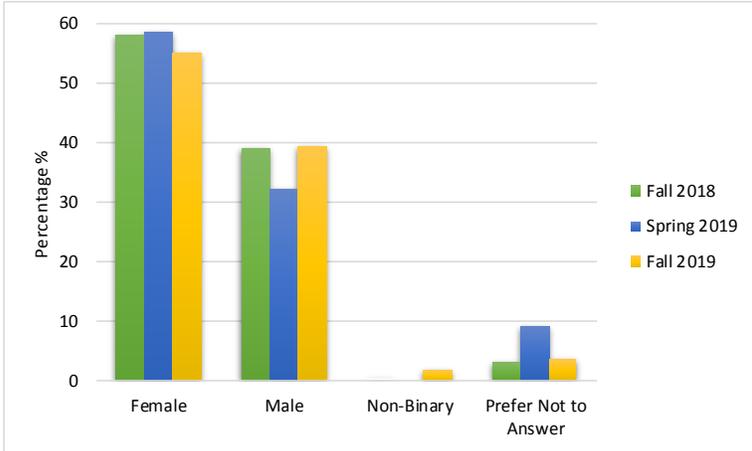
## COMPARISON OF AGE RANGE



## COMPARISON OF RACE & ETHNICITY

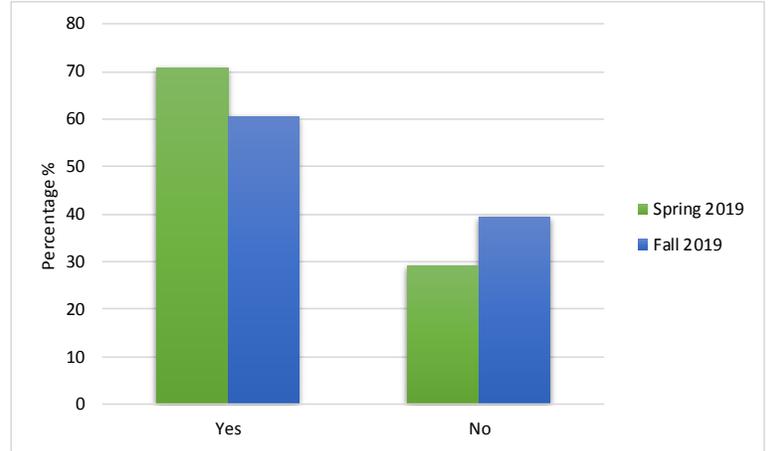


## COMPARISON OF GENDER

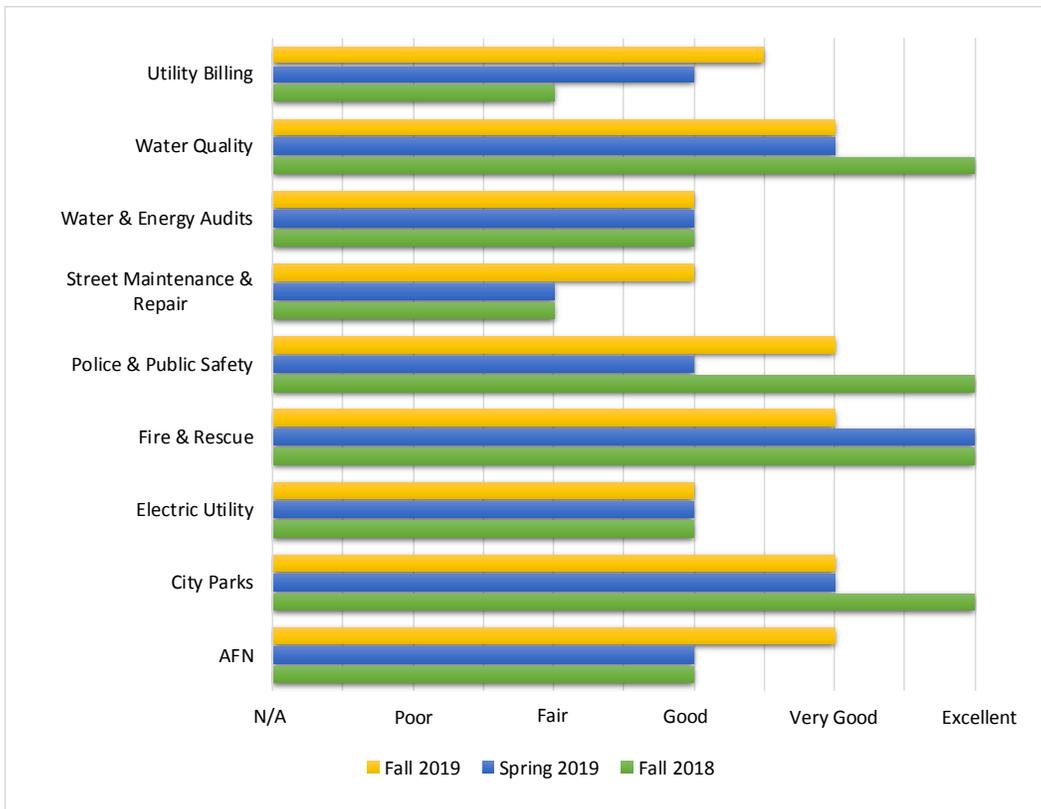


## COMPARISON OF CLIMATE PLAN AWARENESS

Note: This question was not asked in Fall 2018



## COMPARISON OF CITY SERVICES





# Engage Ashland Fall 2019

November 6, 2019, 10:45 AM

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## Engage Ashland Fall 2019

We would like to hear from you.

# Summary Of Responses

**As of November 6, 2019, 10:45 AM, this forum had:**

Attendees:	264
Responses:	172
Hours of Public Comment:	8.6

**Topic Start**

September 30, 2019, 8:44 AM

**Topic End**

November 5, 2019, 12:03 PM

### QUESTION 1

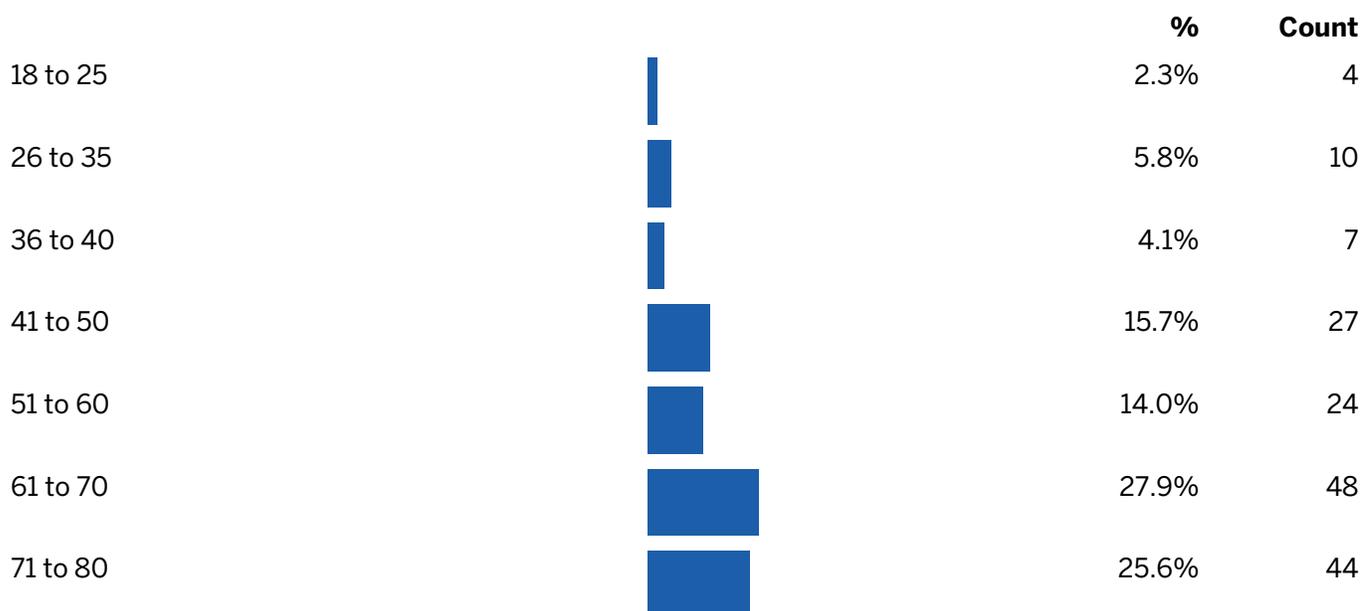
**If you received a postcard, enter the code here:**

Answered	17
Skipped	155

fall2k19

### QUESTION 2

**What is your age range?**



## Engage Ashland Fall 2019

We would like to hear from you.

		%	Count
81 or older		4.7%	8

### QUESTION 3

#### What is your gender?

		%	Count
Female		55.2%	95
Male		39.5%	68
Non-Binary		1.7%	3
Prefer Not to Answer		3.5%	6

### QUESTION 4

#### What is your race or ethnicity? (Please select all that apply)

		%	Count
Latino/Latina		2.3%	4
Native American		1.2%	2
Pacific Islander		0.6%	1
White		82.6%	142
Prefer Not to Answer		13.4%	23

### QUESTION 5

#### Please rate your satisfaction with the following services:

## Engage Ashland Fall 2019

We would like to hear from you.

### Ashland Fiber Network

		<b>%</b>	<b>Count</b>
N/A		37.8%	65
Poor		7.6%	13
Fair		15.7%	27
Good		15.7%	27
Very Good		18.6%	32
Excellent		4.7%	8

### City Parks

		<b>%</b>	<b>Count</b>
N/A		1.7%	3
Poor		2.3%	4
Fair		6.4%	11
Good		25.6%	44
Very Good		35.5%	61
Excellent		28.5%	49

### Electric Utility

		<b>%</b>	<b>Count</b>
N/A		1.7%	3
Poor		9.9%	17
Fair		14.0%	24

## Engage Ashland Fall 2019

We would like to hear from you.

		%	Count
Good		32.0%	55
Very Good		31.4%	54
Excellent		11.0%	19

### Fire & Rescue

		%	Count
N/A		13.4%	23
Fair		4.7%	8
Good		9.9%	17
Very Good		37.2%	64
Excellent		34.9%	60

### Police & Public Safety

		%	Count
N/A		3.5%	6
Poor		4.7%	8
Fair		8.1%	14
Good		26.2%	45
Very Good		38.4%	66
Excellent		19.2%	33

### Street Maintenance & Repair

## Engage Ashland Fall 2019

We would like to hear from you.

		<b>%</b>	<b>Count</b>
N/A		1.2%	2
Poor		16.3%	28
Fair		33.1%	57
Good		34.3%	59
Very Good		9.9%	17
Excellent		5.2%	9

### Water & Energy Audits

		<b>%</b>	<b>Count</b>
N/A		32.6%	56
Poor		5.2%	9
Fair		18.0%	31
Good		23.3%	40
Very Good		14.5%	25
Excellent		6.4%	11

### Water Quality

		<b>%</b>	<b>Count</b>
N/A		4.1%	7
Poor		1.7%	3
Fair		12.2%	21
Good		31.4%	54

**Engage Ashland Fall 2019**

We would like to hear from you.

		<b>%</b>	<b>Count</b>
Very Good		32.6%	56
Excellent		18.0%	31

**Utility Billing**

		<b>%</b>	<b>Count</b>
N/A		5.2%	9
Poor		17.4%	30
Fair		26.7%	46
Good		26.7%	46
Very Good		16.9%	29
Excellent		7.0%	12

QUESTION 6

**Additional Comments**

Answered	60
Skipped	112

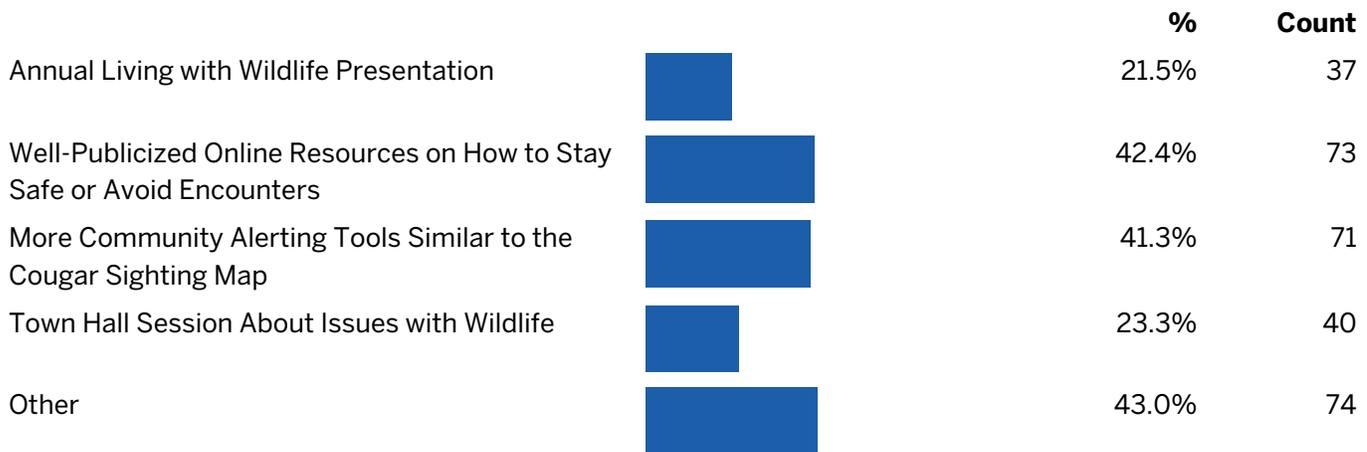
ashland bill billing bills budget cost could council done fd fees fire had m more needs new one other out park parks pay people  
 public S so some street t they too up use utilities utility very was water year

QUESTION 7

**Living with deer and other wildlife has become common in Ashland. What resources would you like to see from the City about living amongst these animals? (Please select all that apply)**

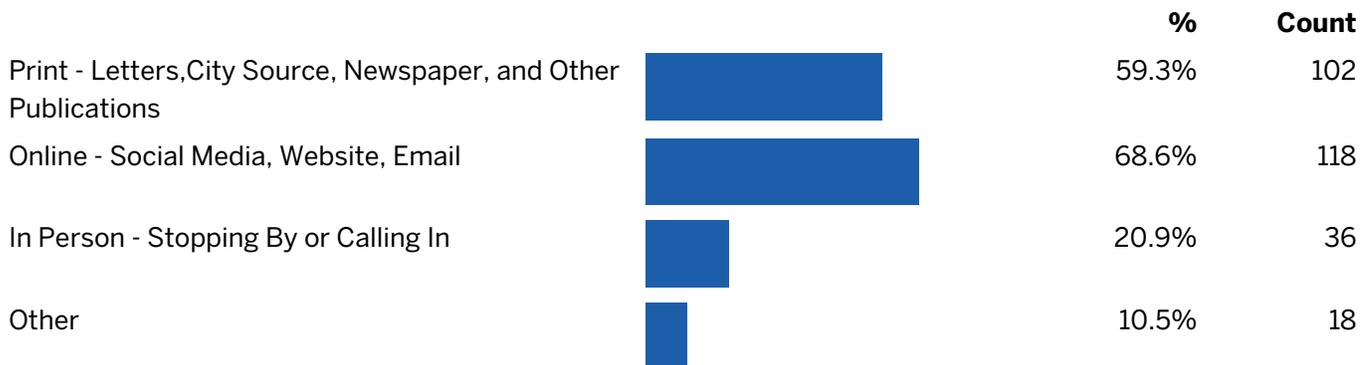
## Engage Ashland Fall 2019

We would like to hear from you.



### QUESTION 8

**How do you interact most with your City government? This could be getting information from or reaching out to the City.**



### QUESTION 9

**Have you registered or attended a recreation class or event held by the Ashland Parks and Recreation Commission within the past year?**



## Engage Ashland Fall 2019

We would like to hear from you.

### QUESTION 10

**Are you aware that the City has a Climate and Energy Action Plan (CEAP)?**

		%	Count
Yes		60.5%	104
No		39.5%	68

### QUESTION 11

**Is your household taking steps to conserve or reduce its energy consumption?**

		%	Count
Yes		73.3%	126
Occasionally		24.4%	42
No		2.3%	4

### QUESTION 12

**Give details on the steps you may have taken:**

Answered	98
Skipped	74

- all appliances cooling efficient electricity **energy** from furnace gas heat heating house insulation irrigation keep led less lighting lights low more much new night off out replaced **solar** summer system thermostat turn **use** using very water watering **windows** winter

### QUESTION 13

**Any additional information you would like the City to know about?**

Answered	55
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**Engage Ashland Fall 2019**

We would like to hear from you.

Skipped

117

- air all also area ashland blowers building could do emissions gas high into issue just know leaf like more much  
new noise one over park parking people pollution powered problem S see so t they too town up who

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## Engage Ashland Fall 2019

We would like to hear from you.

# Survey Questions

### QUESTION 1

**If you received a postcard, enter the code here:**

### QUESTION 2

**What is your age range?**

- 17 or younger
- 18 to 25
- 26 to 35
- 36 to 40
- 41 to 50
- 51 to 60
- 61 to 70
- 71 to 80
- 81 or older

### QUESTION 3

**What is your gender?**

- Female
- Male
- Non-Binary
- Prefer Not to Answer

### QUESTION 4

**What is your race or ethnicity? (Please select all that apply)**

- African American
- Asian American
- Latino/Latina
- Native American
- Pacific Islander
- White
- Prefer Not to Answer

### QUESTION 5

**Please rate your satisfaction with the following services:**

#### Row choices

- Ashland Fiber Network
- City Parks

- Electric Utility
- Fire & Rescue
- Police & Public Safety
- Street Maintenance & Repair
- Water & Energy Audits
- Water Quality
- Utility Billing

#### Column choices

- N/A
- Poor
- Fair
- Good
- Very Good
- Excellent

### QUESTION 6

**Additional Comments**

### QUESTION 7

**Living with deer and other wildlife has become common in Ashland. What resources would you like to see from the City about living amongst these animals? (Please select all that apply)**

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife
- Other

### QUESTION 8

**How do you interact most with your City government? This could be getting information from or reaching out to the City.**

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other

### QUESTION 9

## Engage Ashland Fall 2019

We would like to hear from you.

**Have you registered or attended a recreation class or event held by the Ashland Parks and Recreation Commission within the past year?**

- Yes, 6 or more times
- Yes, 1 to 5 times
- No

QUESTION 10

**Are you aware that the City has a Climate and Energy Action Plan (CEAP)?**

- Yes
- No

QUESTION 11

**Is your household taking steps to conserve or reduce its energy consumption?**

- Yes
- Occasionally
- No

QUESTION 12

**Give details on the steps you may have taken:**

QUESTION 13

**Any additional information you would like the City to know about?**

## Engage Ashland Fall 2019

We would like to hear from you.

# Individual Responses

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### Name not available

inside Ashland

September 30, 2019, 9:28 AM

#### Question 1

No response

#### Question 2

- 41 to 50

#### Question 3

- Prefer Not to Answer

#### Question 4

- Prefer Not to Answer

#### Question 5

Ashland Fiber Network: Very Good

City Parks: Very Good

Electric Utility: Good

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: Fair

Water Quality: Good

Utility Billing: Fair

#### Question 6

No response

#### Question 7

- Town Hall Session About Issues with Wildlife
- Other - How to cull the herd.

#### Question 8

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

#### Question 9

- No

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not available

September 30, 2019, 10:07 AM

#### Question 1

No response

#### Question 2

- 41 to 50

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Fair

City Parks: Good

Electric Utility: Good

Fire & Rescue: Excellent

Police & Public Safety: Excellent

Street Maintenance & Repair: Good

Water & Energy Audits: Good

Water Quality: Good

Utility Billing: Very Good

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- No

### Question 12

No response

### Question 13

No response

---

### Name not available

September 30, 2019, 10:23 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: N/A

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - Think it's done very well now.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

The homeless issue is still a huge problem. I disagree with having more services--we have enough + still haven't made a dent in things. I'd like one bus a night to the shelter in Medford for those who want to go + continued police presence + ticketing. The young men on drugs downtown are still a problem but stronger laws the city have put in place have made them less a menace (though their presence hasn't been reduced). Visitors and

## Engage Ashland Fall 2019

We would like to hear from you.

residents are still bothered.

---

### Name not available

September 30, 2019, 1:09 PM

#### Question 1

No response

#### Question 2

- 36 to 40

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: N/A  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: N/A  
Utility Billing: N/A

#### Question 6

No response

#### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

#### Question 8

- Online - Social Media, Website, Email

#### Question 9

- Yes, 1 to 5 times

#### Question 10

- No

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not available

September 30, 2019, 2:49 PM

#### Question 1

No response

#### Question 2

- 41 to 50

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Good  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

#### Question 6

No response

#### Question 7

## Engage Ashland Fall 2019

We would like to hear from you.

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - An actual plan to reduce the population...

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

Yeah, the info isn't really getting out and I have heard on Next Door how disorganized and understaffed/funded it has been.

---

### Name not available

September 30, 2019, 5:21 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent

Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Annual culling of the deer and turkey population

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

1) Replaced the majority of interior ceiling lighting with LED.  
2) Installed a wood stove insert in the fireplace that has a blower to move the warm air through the room.

### Question 13

No response

---

inside Ashland

September 30, 2019, 6:04 PM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Excellent  
Water Quality: Excellent  
Utility Billing: Excellent

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

September 30, 2019, 8:12 PM

### Question 1

No response

### Question 2

- 81 or older

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Avoiding use of AC in hot periods by opening windows at night and using fans. Unfortunately these actions reduce the bill very little due to all additional charges/taxes. The city needs to freeze the budget before middle income citizens are driven out due to the high cost of living !

### Question 13

No response

---

### Name not available

inside Ashland

September 30, 2019, 9:15 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Fair  
City Parks: Poor  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Poor  
Water Quality: Good  
Utility Billing: Good

### Question 6

The Parks Commission does a poor job. Examples of their failures are as follows:

A new pool is needed but it should not be built as a regional pool. The pool committee actions were already decided before they started. The Lithia Park Plan looks like a wish list for everyone without any reality checks on needs or costs.

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

The city needs to recognize a problem exists with parking in more than just down town area. There is a parking problem in many other areas that create hazardous traffic conditions. Busses and shuttles will not solve this problem.

---

### Name not available

September 30, 2019, 11:23 PM

### Question 1

No response

### Question 2

- 71 to 80

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Excellent  
Water Quality: Excellent  
Utility Billing: Excellent

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - Have a deer round up and move them out of the city.

### Question 8

- Online - Social Media, Website, Email
- Other - Stopping in when paying bills

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

New energy efficient appliances.  
New energy efficient windows.  
Timer on the irrigation to limit water use.

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 5:15 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

outside Ashland

October 1, 2019, 5:33 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Poor  
Electric Utility: Good  
Fire & Rescue: Fair  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email
- Other - Not that they get back to me

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

inside Ashland

October 1, 2019, 5:43 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

## Engage Ashland Fall 2019

We would like to hear from you.

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

I rated utility billing low because I've had frustration with understanding how my solar system production is pretty incorporated in the bills.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - Consider implementing a program to give vasectomies to bucks that venture in the city limits

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

LED lights, bike and walk to office, bike to grocery store, use natural ventilation (open doors and windows at night) instead of AC, high efficiency furnace, let sunlight in through south facing windows in cold season, solar electricity on offices roof, block sunlight from entering windows in hot weather

### Question 13

Climate change is a crisis and I want the city to address it as such. We are moving much too slowly to do our part

---

### Name not shown

inside Ashland

October 1, 2019, 6:03 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Poor  
Water Quality: Good  
Utility Billing: Fair

### Question 6

What's with Street black top project this summer? It's crumbling and I sense that it will turn into a lot of gravel later.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - How to protect our garbage from raccoons/bears.

### Question 8

- Online - Social Media, Website, Email

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

We have an electronic thermostat. Set it while away if we forget or preset it. We have storm windows every fall. We consulted with a solar company a few years back but found out we have too many trees in our neighborhood to qualify.

### Question 13

There is a bear on Sherman Street in the tree, or at least there was last night. In the past he has lived in a neighbor's back yard (now a rental).

---

### Name not available

October 1, 2019, 6:10 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Prefer Not to Answer

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A

Water Quality: Good

Utility Billing: Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

Drip irrigation, moderate usage of water and electricity, new insulation and vinyl windows. Would like to see more city rebates for solar.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 6:16 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

## Engage Ashland Fall 2019

We would like to hear from you.

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Fair

Electric Utility: Fair

Fire & Rescue: Very Good

Police & Public Safety: Fair

Street Maintenance & Repair: Poor

Water & Energy Audits: N/A

Water Quality: Good

Utility Billing: Poor

### Question 6

Ashland isn't functioning within its fiscal means. Staff, council & mayor seem to think we're all made out of money. Our budget is much higher than other Oregon communities of our size. To finance extravagant CIPs and more cops on the beat, Ashland ups our utility bills with fees. The city seems to admire expensive solutions to problems instead of practical, economic ones (e.g., water treatment plant, piping vs Shotcret-ing the TID, & rebuild of city hall). Your approach is tough on young families and on fixed-income seniors. Ashland has become a rich folks town. Thanks a lot. (I've lived here 29 years.)

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Got rid of front lawn, replaced with rock and low water requiring plants. Stopped watering back yard. All irrigation on water-efficient drip system. Converted to all rechargeable batteries. Installed low-flow toilet. Am very careful about turning out lights and other electricity-powered devices. Curbed plastics use and purchase of products that are packaged in or made of plastic. Bought a Prius for better gas mileage. Meticulous recycling. Careful about combining driving errands to cut back on gas use. I wish you would implement the 10 x 20 ordinance!!!!

### Question 13

1. Implement 10 x 20.
2. Live within your means. Economize. Less staff. Lower salaries. Fewer extravagant CIPs.
3. Fix the pot holes.
4. Please don't pipe the TID canal.
5. Retrofit the existing city hall instead of building a new one.
6. Some city councilors are just plain arrogant and imagine they're above the citizens instead of our serving representatives. That also goes for the mayor, who often insults people who speak in Open Forum at council meetings. His arrogant attitude is inexcusable.

---

### Name not shown

inside Ashland

October 1, 2019, 6:26 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- Latino/Latina

### Question 5

Ashland Fiber Network: Good

City Parks: Good

## Engage Ashland Fall 2019

We would like to hear from you.

Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Excellent  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

I'm not so pleased with decisions about spending on the road diet and traffic congestion problems now. Lack of follow up surveys and now increasing traffic problems as result of road diet. Time to discuss new solution: re-institute double lane roads with adding one more traffic signal. At Wimer and N Main

### Question 7

- Annual Living with Wildlife Presentation
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Using LED lights indoors and outdoors, taken out all lawn in our yard, planted water wise landscaping, we compost, have water and energy saving appliances, walk or ride bikes instead of driving in town.

### Question 13

I'm very displeased by how much the city spends on outside consultants to bring in their "big city" ideas or designs. Instead of looking at hiring the expertise of so many talented and knowledgeable professions within our community. Would save tremendous amount of money and would provide solutions for issues that would be realistic for our community. I'm totally appalled and disgusted with how few housing projects are

affordable housing. What's the permit and policy hold up. Time to put your words to action. And issue these permits. Strive to have 50% of all new housing be affordable. There's a huge gap to make up!!!

---

### Name not shown

inside Ashland

October 1, 2019, 6:32 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

Reduce spending, reduce size of city government, follow recommendations of budget committees, stop raising revenues!

### Question 7

- Other - Reduce deer population and feed the homeless with their meat.

### Question 8

- Online - Social Media, Website, Email

### Question 9

## Engage Ashland Fall 2019

We would like to hear from you.

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

Encourage more growth by liberalizing restrictive regulations and costs.

---

### Name not available

October 1, 2019, 6:46 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Fair  
Fire & Rescue: Fair  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Poor  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 6:48 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 5

Ashland Fiber Network: Good  
City Parks: Fair  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 6:54 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Very Good

### Question 6

My complaint on street repair is in regard to the lack of resolution with the County for the City to acquire the road and fix it. As a new homeowner in 2000 I spent thousands of dollars towards that goal and still unresolved. I understand there was a recent grant consideration for the County to fix it up--hopefully finally some action to resolve this horrible road condition!

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - Decrease the deer population--by whatever means necessary

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 11

- Yes

### Question 12

No response

### Question 13

Housing: I feel there are way too many small "affordable" housing developments being built with too little parking and major impacts on neighborhoods

Transients--deplorable! Something has to be done!

Weed abatement: I reported two locations with inadequate cutting this summer and never received the confirmation that contact was made and STILL they are uncut--including the area between Shop n Kart and the railroad. That has happened 3 years in a row now!

---

### Name not available

outside Ashland

October 1, 2019, 6:54 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A

City Parks: Very Good

Electric Utility: Very Good

Fire & Rescue: Very Good

Police & Public Safety: Good

Street Maintenance & Repair: Good

Water & Energy Audits: N/A

Water Quality: N/A

Utility Billing: Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 6 or more times

### Question 10

- No

### Question 11

- Yes

### Question 12

We have

solar panels that store excess energy into a bank of batteries, energy efficient appliances, water our yards with TID water, installed a fire place insert, keep the temperature in the house no higher than 68 in the winter and 75 in the summer, recycle everything possible, and will be starting a composting program soon.

### Question 13

No response

---

inside Ashland

October 1, 2019, 6:55 AM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

The city needs to find a way to contain the budget. I think we should consider privatizing the golf course and airport. Higher density development is not leading to the desired outcome of work force and affordable housing and instead is making parking and traffic much worse.

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - Need to cull heard and steralize females.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Solar panels, greywater system, energystar appliances, low flow toilets, showers, faucets

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 7:05 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Poor  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

## Engage Ashland Fall 2019

We would like to hear from you.

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- No

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 7:07 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good

Utility Billing: Poor

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Water saver shower heads, always turn lights out, recycle all we can, never leave water running washing dishes or brushing teeth

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 7:09 AM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: N/A  
Fire & Rescue: N/A  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Poor

### Question 6

What are the criteria we're supposed to use in evaluating utilities, for example? The trains run on time, but the cost is prohibitive. Council uses utility bills to finance whatever they want.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

We are unhappy that the City spends money recklessly. The City is over-committed to retirement benefits that it cannot afford and the Council approves new projects knowing they can raise the money by increasing utility bills. We need to adopt a zero based budgeting system or we will find ourselves in even more dire financial straits.

---

### Name not shown

inside Ashland

October 1, 2019, 7:26 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: N/A  
Utility Billing: N/A

### Question 6

No response

### Question 7

- Other - It is life as part of nature! We are not Superior to them at all :revolving\_hearts:

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Eliminating plastic recycling and and living simply

### Question 13

Be more inclusive and diverse economically....shameful selective politics in this city! Ashland has no heart just a King in his Castle in Lithia Park and paid servants on the council and Chamber of Commerce treating the poor and homeless like vermin

---

### Name not available

October 1, 2019, 7:27 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Excellent

Electric Utility: Very Good

Fire & Rescue: Excellent

Police & Public Safety: Very Good

Street Maintenance & Repair: Excellent

Water & Energy Audits: Excellent

Water Quality: Excellent

Utility Billing: Excellent

### Question 6

Spending needs to be brought under control.

### Question 7

- Other - Herds are getting too large. It's a tough issue.

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

The city has had a blank check for too long on spending. It's time to reign in the habit.

---

### Name not available

October 1, 2019, 7:34 AM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 8:11 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

It's taxes are too high, compared to other cities on a per capita basis we are unexplainably high. Could it be that the city is overstaffed

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 11

- Yes

### Question 12

Install solar panels And high efficiency window coverings and shades.  
Implement water reduction strategies by planting xeriscape vegetation  
can I use higher fission C lightbulbs

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 8:14 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Other - eradication of urban deer

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

Had a white roof installed. New, more efficient, heating and cooling units installed. Low flow shower heads and toilets. Use of window coverings to reduce impact of heat and cold on internal temps. Got rid of all grass. Judicious use of outdoor water. Lowered thermostat to 67 in winter as much as possible and avoid use of A/C unless internal temp gets close to 80. Turn off lights in unoccupied areas of home.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 8:21 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

## Engage Ashland Fall 2019

We would like to hear from you.

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - Teach acceptance and how to minimize attracting them. We live in their neighborhood.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Lower thermostat temps, reduce consumption of processed and over-packaged foods, shopping locally, shorter showers,

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 8:28 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - How about you actually do something about the deer problem.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 8:29 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Every time electricity charges go up we turn down the heat and sit in the dark and don't use electronics as much as possible and then lo and behold, the rates go up because usage is down.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 8:39 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Poor

## Engage Ashland Fall 2019

We would like to hear from you.

Fire & Rescue: Good  
Police & Public Safety: Poor  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 8:39 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

I pay more in fees and taxes than the use of water and electricity most months which seems wrong.

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- Other - often information that comes in the newsletter with utility bill is outdated when it arrives

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

I have an on demand water heater, newer furnace, programable thermostat, replaced windows.

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

I am very disappointed that you have permitted my neighbors to build a two story building that will tower over my yard.

---

### Name not available

October 1, 2019, 8:40 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- Latino/Latina

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

We have lots of windows so we do not turn on lights until the sun begins to set outside. We unplug anything not used, from outlets.

### Question 13

No response

---

### Name not available

October 1, 2019, 8:40 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Prefer Not to Answer

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: Fair  
Police & Public Safety: Poor  
Street Maintenance & Repair: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Poor  
Water Quality: Fair  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - Permit bow hunting

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 8:40 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Poor

### Question 6

I am extremely frugal with utilities and yet my bill from the City is often between \$160 to \$200 which is a burden for me to pay

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

I never use A/C unless the temperature is up over 95. Heating goes on minimally in the morning and evening. Irrigation is minimal in early morning. Lights are kept off. All food waste is composted and garbage recycled.

### Question 13

Regarding our #1 issue, climate change, I would love to see a city program to affordably install solar panels on all city housing. Followed closely by a

## Engage Ashland Fall 2019

We would like to hear from you.

city food forest and farm to feed all that need food and to provide work for our home free population.

---

### Name not shown

inside Ashland

October 1, 2019, 8:52 AM

#### Question 1

No response

#### Question 2

- 61 to 70

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: N/A  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

#### Question 6

No response

#### Question 7

- Other - Pursue strategies for deer removal. Don't harm the cougars, they're only here for the deer.

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

#### Question 9

- No

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

Our passive solar home minimizes fossil fuel use for heating and has no AC, using only passive ventilation for cooling. This works very well except when there is smoke. We also collect excess tap water from the kitchen sink and use it to flush the toilet or water outdoor plants.

#### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 9:02 AM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Fair  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Other - Thin the herd

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

Too much speed on residential streets

---

### Name not available

inside Ashland

October 1, 2019, 9:10 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Fair

### Question 6

I still can't fathom why Ashland has some gravel/unpaved streets in the middle of the city. I pay street use fees, but have to pay out of pocket twice a year for dust abatement etc. Ross lane is a city street!

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

I'd really like the City to look into creating a continuous walking and recreation trail on the TID easement. It's one of the best features of the town, and makes level walking accessible to so many in this hilly community. The fragments created by only a couple of owners is

## Engage Ashland Fall 2019

We would like to hear from you.

destroying this historic treasure.

---

inside Ashland  
October 1, 2019, 9:10 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

There is a side street that I live near by that could use some work. Also there are several streets nearby that make it very difficult to see around the corner to not get hit by an on coming car.

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Not use as much heat, energy efficient lightbulbs, unplugging electronics when not in use.

### Question 13

No response

---

## Name not available

October 1, 2019, 9:12 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Other - reflective ear tags.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Storm windows, insulation upgrade, PV system.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 9:13 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 9:14 AM

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Excellent  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

Utility billing software needs more attention so that front line office folks can properly respond to requests for customer billing reports.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other - at city meetings

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Turned down heat setting on forced air heat to 68 day and 62 night. Rarely use a/c and then with 77 setting. 10 solar panels generating power for grid. Grow some of our food. Drive hybrid car. Mostly walk.

### Question 13

The city public works projects need to scale appropriately and give major consideration to climate impacts from construction materials and energy use for building and operating infrastructure. More should be done to educate and encourage citizens around conservation including more incentives for producing clean energy and abandoning fossil fuel burning like natural gas. Low income support for these efforts is lacking. Incentives for home solar arrays are minimal and could be increased. More could be done to encourage sustainable landscaping and less use and watering of lawns.

---

### Name not available

inside Ashland

October 1, 2019, 9:14 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Very Good  
Water Quality: Very Good

## Engage Ashland Fall 2019

We would like to hear from you.

Utility Billing: Very Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 9:16 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

I am upset with electricity utility because they have such awful and ugly boxes. I have one in my back yard, two directly across the street and worse of all they moved a box out of my neighbor's yard due to his complaint and now it is first thing I see when I go in or out the driveway. I am also upset with dirty people cluttering up the sidewalks begging for money. The answer to that is very simple. A side walk is for walking not sitting. I researched it and other cities have an ordinance against sitting on sidewalks.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - I absolutely love having wild animals living with me

### Question 8

- Other - I read what is going on but never take action

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

## Engage Ashland Fall 2019

We would like to hear from you.

No response

### Question 13

One of my favorite things in the world is walking through Lithia Park. One of the other most favorite things is my precious dog. Why not severe penalties, \$500 for not leashing dog with 4 foot lead or cleaning up the poop. Maybe good revenue would be getting a vest with a number on it for the dog after paying a deposit

---

### Name not available

inside Ashland

October 1, 2019, 9:21 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: N/A  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Poor

### Question 6

I'll comment on Utility Billing: within the last 12 months or so you changed to a new online billing service and the user experience is much worse than the last one. I find it difficult to permanently link my two different utility accounts (one for my home and one for a business).

### Question 7

- Other - Don't feel strongly

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

LED lights, turn lights off when leaving the house or leaving rooms.

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 9:24 AM

### Question 1

No response

### Question 2

- 36 to 40

### Question 3

- Male

### Question 4

- Native American

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Poor

## Engage Ashland Fall 2019

We would like to hear from you.

Fire & Rescue: Fair  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: N/A

### Question 6

The city needs to be responsible with their budget and stop raising prices to fix their irresponsibility. They are simply shifting the financial burden to citizens instead of doing their job

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 9:26 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Non-Binary

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Not using ac instead maintaining a cool home with sheets and wind, using the heater to keep rooms between 50 and 60 during the winter.

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not shown

outside Ashland

October 1, 2019, 9:28 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Fewer car trips, converted from gas to electric heat and cooking, buy clean electricity, use all led lights, buy local, recycle, compost, repurpose, landscaped with no lawn and drought resistant plantings..

### Question 13

There needs to be a zero emissions policy on all new and remodeling building permits, with solar required where it meets the sun % criteria.

---

### Name not shown

inside Ashland

October 1, 2019, 9:29 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Good  
Water Quality: Excellent  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

replaced old furnace with more efficient model, try to keep heating/cooling temps in reasonable range in house

### Question 13

No response

---

inside Ashland  
October 1, 2019, 9:30 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Keep thermostat low 64 during the winter.

### Question 13

## Engage Ashland Fall 2019

We would like to hear from you.

No response

---

### Name not available

October 1, 2019, 9:44 AM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Fair

#### Question 6

No response

#### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

#### Question 9

- Yes, 6 or more times

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not available

October 1, 2019, 9:44 AM

#### Question 1

No response

#### Question 2

- 51 to 60

#### Question 3

- Prefer Not to Answer

#### Question 4

- Prefer Not to Answer

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Poor  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Poor

#### Question 6

Irresponsible city budget management. Terrible city council management. Time for a new Mayor.

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Collect clean gray water for watering plants. Keep lights off and heat lower.

### Question 13

Our town needs a permanent shelter for the unhoused.

---

### Name not available

October 1, 2019, 9:46 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: N/A  
Utility Billing: N/A

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 9:48 AM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 41 to 50

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: N/A  
Electric Utility: Poor  
Fire & Rescue: N/A  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Poor  
Water Quality: Poor  
Utility Billing: Poor

### Question 6

I had a water person come out because i had a leak by the meter . He told my neighbor it was my meter. I called he was rude and said it was my responsibility to have it fixed....called out my plumber he said it was my neighbors meter. Needless to say my neighbor lied he lied and i almost spent a small fortune fixing it. And utility billing agents could use a little more compassion dealing with people struggling to pay there bills:sob:

### Question 7

- Other - Na

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Home updates on doors/windows

### Question 13

More street sweeping- especially during the fall season so we dont have clogged drains-employee training -

---

### Name not shown

inside Ashland

October 1, 2019, 9:55 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - cull the deer

### Question 8

## Engage Ashland Fall 2019

We would like to hear from you.

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- Other - by telephone

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

watering the yard less, avoid using air conditioning unless the temperature gets over 100 degrees, replaced the majority of single pane windows with double pane windows, added extra insulation to attic, only buy energy star appliances, use LED light bulbs, turn off the furnace at night during the winter

### Question 13

Appreciate and agree with all the prescribed burns and cleaning up the watershed above Ashland to prevent forest fires.

The city or fire dept. was supposedly getting a FEMA grant which would help those who have wood shingle roofs with replacement costs. For some reason it never materialized. I am one of the 40+ homeowners who has a wood shingle roof, which is in good condition, but I would like to replace it with a Class A composition roof if I could get some financial assistance.

---

inside Ashland  
October 1, 2019, 9:56 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Fair  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Other - cull them or sterilize them

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

low flow toilet  
energy saving washer, dryer and refrigerator

### Question 13

No response

---

## Engage Ashland Fall 2019

We would like to hear from you.

### Name not available

inside Ashland

October 1, 2019, 9:57 AM

#### Question 1

No response

#### Question 2

- 36 to 40

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A

City Parks: Excellent

Electric Utility: Good

Fire & Rescue: Excellent

Police & Public Safety: Excellent

Street Maintenance & Repair: Fair

Water & Energy Audits: N/A

Water Quality: Very Good

Utility Billing: Good

#### Question 6

No response

#### Question 7

- Town Hall Session About Issues with Wildlife

#### Question 8

- Online - Social Media, Website, Email

#### Question 9

- Yes, 1 to 5 times

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 9:58 AM

#### Question 1

No response

#### Question 2

- 61 to 70

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A

City Parks: Very Good

Electric Utility: Very Good

Fire & Rescue: N/A

Police & Public Safety: Fair

Street Maintenance & Repair: Fair

Water & Energy Audits: Fair

Water Quality: Very Good

Utility Billing: Very Good

#### Question 6

No response

#### Question 7

- Other - Relocation of deer

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

LED lighting throughout, using less heat and less A/c

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 9:59 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- Latino/Latina

### Question 5

Ashland Fiber Network: N/A

City Parks: Good

Electric Utility: Fair

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: Fair

Water Quality: Good

Utility Billing: Fair

### Question 6

Ashland is a very expensive place to live.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 9:59 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

## Engage Ashland Fall 2019

We would like to hear from you.

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

### Name not available

outside Ashland

October 1, 2019, 9:59 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

Parks gets low ratings from me because pioneer hall is nearly always empty and is not be utilized for public space.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - Non issue

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 11

- Occasionally

### Question 12

I know of families who are not able to run their heat because the utility bills have gone up so much. We're all layering up, hoping it isn't a really cold winter.

### Question 13

Hunger continues to be a growing issue in Ashland.

---

### Name not available

October 1, 2019, 10:07 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - Actively addressing wildlife issues such as deer

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 10:24 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

## Engage Ashland Fall 2019

We would like to hear from you.

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Poor  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - Cull the deer so we have a smaller healthier population

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

Would do more but our bill is so hi we can't save money to make it more efficient.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 10:37 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not available

October 1, 2019, 10:48 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Poor

### Question 6

The online utility payment system is incredibly clunky and non-intuitive. I would recommend looking at other utility company payment websites to see how easy it can be.

Also, I'm not happy with the APD's treatment of homeless people. Unfair targeting instead of support.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - An actual wildlife management plan being carried out.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Turn heat down, turn ac off at night and open windows, shower less, flush less, use energy efficient dishwasher, turn off lights when not using, etc.

### Question 13

Absolutely NO 5G allowed in Ashland please.

---

### Name not shown

inside Ashland

October 1, 2019, 10:48 AM

### Question 1

No response

### Question 2

- 81 or older

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: N/A

## Engage Ashland Fall 2019

We would like to hear from you.

Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - At least, a program to neuter deer. Probably, hundreds of thousands of dollars have been spent by residents on fencing, in recent years. This was not necessary in years past. The deer population has mushroomed.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Walk & bike. Careful with lights, heat & cooling.

### Question 13

The police dep't could bring in lots of \$ by having "sting" ops. for folks on their cell phones while driving. I walk a lot & see it daily. They miss folks at crosswalks, etc. It's a safety & \$ issue.

---

### Name not available

October 1, 2019, 10:50 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Fair  
Utility Billing: Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 10:55 AM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 10:56 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A

## Engage Ashland Fall 2019

We would like to hear from you.

Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Setting thermostat to reasonable temps. Turning off lights. Not letting water run. Monitoring irrigation. Riding electric bike. Recycling.

### Question 13

No response

---

### Name not available

October 1, 2019, 11:05 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

## Engage Ashland Fall 2019

We would like to hear from you.

### Name not available

inside Ashland

October 1, 2019, 11:13 AM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

#### Question 6

No response

#### Question 7

- Annual Living with Wildlife Presentation

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

#### Question 9

- Yes, 1 to 5 times

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 11:19 AM

#### Question 1

No response

#### Question 2

- 61 to 70

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Excellent  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Excellent  
Water Quality: Excellent  
Utility Billing: Excellent

#### Question 6

No response

#### Question 7

## Engage Ashland Fall 2019

We would like to hear from you.

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - The deer are over-populated. This problem should be addressed. It's gas-lighting to tell us it's not a problem. Deer kill dogs, attack humans, wreck cars, and cause extra expense for fences, etc.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Keep the house a bit cold in the winter and a bit hot in the summer. Don't buy a bunch of useless stuff. Buy local when we can. Grow our own veggies. Reduce plastic use.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 12:19 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair

City Parks: Very Good

Electric Utility: Fair

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: N/A

Water Quality: Very Good

Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

It's getting too expensive to live here. The electric bill is over \$90 without any charges for water/sewer/electricity. Let's make some real decisions to cut spending by the city.

## Engage Ashland Fall 2019

We would like to hear from you.

### Name not available

October 1, 2019, 12:21 PM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Fair  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Good

#### Question 6

No response

#### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

#### Question 9

- No

#### Question 10

- No

#### Question 11

- Yes

#### Question 12

No response

#### Question 13

No response

---

### Name not available

October 1, 2019, 1:12 PM

#### Question 1

No response

#### Question 2

- 41 to 50

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

#### Question 6

No response

#### Question 7

- Annual Living with Wildlife Presentation

## Engage Ashland Fall 2019

We would like to hear from you.

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 1:24 PM

### Question 1

No response

### Question 2

- 36 to 40

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Excellent  
Electric Utility: Poor  
Fire & Rescue: Excellent  
Police & Public Safety: Fair  
Street Maintenance & Repair: Good  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Thin the population of deer and turkeys.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Energy efficient furnace, energy efficient lighting.

### Question 13

No response

---

### Name not available

October 1, 2019, 1:31 PM

### Question 1

No response

### Question 2

## Engage Ashland Fall 2019

We would like to hear from you.

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: N/A  
Water Quality: Fair  
Utility Billing: Good

### Question 6

I'm glad the utility bills are now condensed to save paper. I was sad to see the monthly newsletters (with utility bill) begin to be printed in COLOR, which I regard as a waste of our money. I'm dissatisfied with three of the Ashland Parks Commissioners, who ignored public input and low-balled projected long-term maintenance expenses (in order to coddle a big donor). I'm sad that the City Council has such a hands-off policy for Parks Dept. decision-making. I'm sad that the City Council keeps approving expensive projects without adequate funding sources.

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other - letters to the editor

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Have solar panels. Saving electricity. Saving water.

### Question 13

Please continue subsidies for energy efficiency (solar, electric cars, etc.)

---

## Name not available

October 1, 2019, 1:33 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Poor

### Question 6

Utility bills are out of control, way too high. I have lived in Ashland for nearly 30 years, and the City Counsel members, Mayor and administrators use the constant increases to fund their poor

## Engage Ashland Fall 2019

We would like to hear from you.

management of the City budget. Our officials and City administrators have NOT listened to the citizen-budget members, some of whom have resigned over disputes with the "ruling" Council members, etc. The deciding members pat us on the head, and tell us they hear our frustrations, then proceed to do exactly what they want. The utility bills in Medford, Talent and other surrounding areas are a fraction of Ashland's. Simply because some citizens of Ashland refuse to speak up to express displeasure, isn't a sign that you are right in continually raising rates.

Additionally, Ashland has a bloated city-work force, with the exception of fire and police. The salaries and medical benefits are staggering. I find the current issues regarding budget and utility increases frustrating, to say the least.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Everything that is possible and reasonable.

### Question 13

No response

---

### Name not available

October 1, 2019, 1:54 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A

City Parks: Excellent

Electric Utility: Fair

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: Fair

Water Quality: Very Good

Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 1:56 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- Yes, 6 or more times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 2:03 PM

### Question 1

No response

### Question 2

- 36 to 40

### Question 3

- Non-Binary

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

## Engage Ashland Fall 2019

We would like to hear from you.

I've had a very poor experience with the customer service people I've needed to work with to get my utility accounts set up. Lack of understanding, lack of care over my concerns, outright lies presented by customer service agents, being mocked, laughed at. Department needs complete overhaul in my opinion.

### Question 7

- Other - Stronger enforcement of feeding ban. Very strong consequences for people who encourage deer population. Authorize bow hunters to cull herd.

### Question 8

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Energy audit  
Weather proofing doors and windows  
Keeping inside temp low (winter) or high (summer)  
Turning down water heater  
Drip irrigation, grass removal, native plants

### Question 13

all of my interactions with administrative personnel indicate we have 20-30% more staff than necessary. Hiring freeze with infill as people leave / retire. Incentive based pay, good employees should earn more (and be able to afford to live in the community they serve), poor employees should be managed out. Right size the workforce. It's disgusting to see someone who was extremely rude and lied to me (in front of their supervisor who had to apologize for their poor work) move up in responsibility at the utilities. In the private sector this person would have been fired, at the city of Ashland, they were promoted!

I am alarmed by the "debate" over the house less population, this is a chronic problem I've witnessed my entire life (I was born & educated in Ashland). The city needs to be firmer with the citizens who fabricate or

exaggerate to protect transient populations which alarm and threaten our citizenry and tourists... NO school should ever stop bribing their students to Ashland to see plays because a traveler injured one of their students (happened 3 or 4 years ago). Rights need to be respected, but no organization should occur in a park where the police are not welcome to attend (peace meal in railroad park). Our police need to be compassionate but firm that everyone's rights to enjoy our public spaces are protected.

---

### Name not available

October 1, 2019, 2:10 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

The newer part of the house is "weather proofed" the older part, not so much, although the windows have been upgraded.

### Question 13

No response

---

### Name not available

October 1, 2019, 2:34 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Good

Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Poor

### Question 6

I gave the utility billing a low grade because I find the online payment portal extremely "user unfriendly". It's cumbersome, redirects too many times and in general is not easy to understand.

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - I think the deer should be culled. That seems the only sane answer. The meat can be donated to shelters, the hides and other processing can be done as educational sessions with local native populations, etc. The predator sitings will stop with no prey.

### Question 8

- Online - Social Media, Website, Email
- Other - I recently moved here. I'm wanting to attend more meetings because I feel there's a lot going on with the City gov't that concerns me. I'd like to be more active. An educational event about how to be a council member would be a great thing, I think.

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

I'm now lowering the thermostat at night, very limited summer use of central air conditioner, a very well insulated home, led lights and energy efficient appliances. I'm looking into solar panels. consolidating shopping trips. I'd like to understand my irrigation system better- it was here when I bought the house (December 2018) and I think mapping these when installed would make a big difference in finding potential leaks and understanding water usage.

### Question 13

## Engage Ashland Fall 2019

We would like to hear from you.

I'm unhappy about the citations given to people for culling cans and bottles from residential recycle bins. This seems stingy and cruel, and I think a better way could be made to assist folks who need a little help. I've heard that 'trash gets strewn about' but really, how often has that happened? It would be easy to encourage folks to simply separate redeemables to the tops of the cans or bins. We can be kind. We should be kind.

---

### Name not available

October 1, 2019, 2:37 PM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Poor  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Good

#### Question 6

No response

#### Question 7

- Other - Options for physically limiting the number of deer within the city limits

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

#### Question 9

- No

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

1. Reduce consumption, including food, clothing, gas, etc.
2. Recycling whenever possible.

#### Question 13

No response

---

### Name not available

October 1, 2019, 2:40 PM

#### Question 1

No response

#### Question 2

- 51 to 60

#### Question 3

- Female

#### Question 4

- Prefer Not to Answer

#### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 2:50 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

## Engage Ashland Fall 2019

We would like to hear from you.

October 1, 2019, 3:03 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Good

### Question 6

Our water bill is very high. We have a watering system that adjusts when it rains or needs less water so we are trying to be conservative. Next year we will cut down even more on our watering as our 2 year old plants will hopefully need less water as they mature.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - The deer need to be culled! We've had some huge aggressive bucks right in our yard with a few scary encounters. The wild turkey flocks are exponentially increasing. We saw over 30 on a neighbors yard and 15 or 20 in our driveway the other day.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Recycling. Composting waste. Low emission vehicle. Lower thermostat and wear extra clothing in the house.

### Question 13

No response

---

## Name not available

October 1, 2019, 3:07 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: N/A  
Police & Public Safety: N/A  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Fair

### Question 6

## Engage Ashland Fall 2019

We would like to hear from you.

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 3:14 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - When do we take action about the deer population?

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 6 or more times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Reduced A/C use this past summer by opening windows at night versus running A/C system.

### Question 13

What is the City doing to maintain the vitality of our downtown business district? I see a lot of vacant spaces and know of more businesses that are closing as owners are retiring. Is downtown Ashland turning into a ghost town? Is the City Council concerned?

---

## Engage Ashland Fall 2019

We would like to hear from you.

### Name not available

October 1, 2019, 3:29 PM

#### Question 1

No response

#### Question 2

- 41 to 50

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A  
City Parks: N/A  
Electric Utility: Poor  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Fair  
Utility Billing: Poor

#### Question 6

I do not know who came up with the brilliant idea of screwing us on electric fees, but whoever it is needs to be replaced. With the current Administration, both local and federal, I probably shouldn't be too surprised, though. It's great that you didn't need 30,000.00 to pay a moderator to help you with your communication skills this year, like previous city administrations.

#### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

#### Question 9

- No

#### Question 10

- No

#### Question 11

- Yes

#### Question 12

First, got a second job to cover the excessively large power bill. No, I'm not kidding.  
Second, none of your business. Figure it out in your own. There's a world of information out there literally at your fingertips. That's where we found our energy saving crap.

#### Question 13

No response

---

### Name not available

October 1, 2019, 3:35 PM

#### Question 1

No response

#### Question 2

- 61 to 70

#### Question 3

- Female

#### Question 4

- Prefer Not to Answer

#### Question 5

Ashland Fiber Network: Excellent  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good

## Engage Ashland Fall 2019

We would like to hear from you.

Utility Billing: Good

### Question 6

Enforce the "no dogs" ordinance in Lithia Park please.

### Question 7

- Other - Euthanize more deer since their population is artificially high due to human interference.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Replaced siding with Hardiplank. New insulation, roof, & energy-efficient windows. Energy-efficient gas furnace. LED lightbulbs. Compost all garden & yard waste. Etc.

### Question 13

Dying trees are an eyesore and a fire hazard. More people have stopped watering them due to high rates for city water. The city should institute a program to water street trees in residential neighborhoods since homeowners/renters don't seem to water trees anymore.

---

### Name not available

October 1, 2019, 3:44 PM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Excellent  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Recycle  
Reuse  
By in bulk

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not available

October 1, 2019, 4:16 PM

### Question 1

FALL2K19

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: N/A  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: N/A

### Question 6

No response

### Question 7

- Other - Assistance with erecting fencing, money and planning

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 4:21 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - Work on a program that humanely eradicates much of the deer population. They are a menace.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Much shorter showers, strict maintenance of garden water systems, less lawn space, temperature kept at no more than 68 degrees when needed (off at night) mindfulness of lights being turned off, hanging laundry when possible

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 4:50 PM

### Question 1

Fall2K19

### Question 2

- 18 to 25

### Question 3

- Female

### Question 4

- Pacific Islander

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Turning off or unplugging appliances when not in use.

### Question 13

No response

---

### Name not available

October 1, 2019, 5:10 PM

### Question 1

## Engage Ashland Fall 2019

We would like to hear from you.

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: N/A  
Electric Utility: N/A  
Fire & Rescue: N/A  
Police & Public Safety: N/A  
Street Maintenance & Repair: N/A  
Water & Energy Audits: N/A  
Water Quality: N/A  
Utility Billing: N/A

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 5:32 PM

### Question 1

FALL2K19

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

## Engage Ashland Fall 2019

We would like to hear from you.

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

LEDs, less waste, gas fireplace insert

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 5:40 PM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good

City Parks: Good

Electric Utility: Good

Fire & Rescue: Excellent

Police & Public Safety: Excellent

Street Maintenance & Repair: Fair

Water & Energy Audits: Good

Water Quality: Good

Utility Billing: Very Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

insulation, new windows

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 5:43 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Fair  
Utility Billing: Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 6 or more times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 5:48 PM

### Question 1

FALL2K19

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 6:25 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good

City Parks: Poor

Electric Utility: Good

Fire & Rescue: Good

Police & Public Safety: Good

Street Maintenance & Repair: Good

Water & Energy Audits: Good

Water Quality: Good

Utility Billing: Fair

### Question 6

I LOVE our parks. I feel they need many more employees to help maintain them.

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Town Hall Session About Issues with Wildlife

- Other - Taking measures to reduce the deer population.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Reduce water use; recycle; turn off lights; lower water heater temp; lower gas heater temp

### Question 13

No response

---

### Name not available

October 1, 2019, 6:33 PM

### Question 1

FALL2K19

### Question 2

- 81 or older

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A

## Engage Ashland Fall 2019

We would like to hear from you.

City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Less driving

### Question 13

No response

---

### Name not available

October 1, 2019, 6:42 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Fair  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

Our street is in very bad repair and needs to be fixed. We don't have sidewalks and the street is sinking, humpy, and dangerous to walk on just to get the mail.

### Question 7

- Other - The deer need to be used to feed poor. They should be given birth control. Too many deer bring cougars into town. The city is not doing their job keeping the city clean and safe.

### Question 8

- Other - We should be asked more often via email. Also we should be any to vote or some of these major issues. The city council and mayor do not speak for me or my family.

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

We keep our home at temperatures that minimize air conditioning and

## Engage Ashland Fall 2019

We would like to hear from you.

heater. We took out all the grass and put in water tolerant plants. We drive less. We replaced windows that the seals had failed. We would have put solar panels on our roof, but the city lowered the ability to get needed rebate.

### Question 13

Do a better job of finding ways to save money. The city is know for poor budget management and always want to raise taxes to cover inability to keep cost down and look for efficiency's.

The city never deals with the issues that impact the well being of those that pay their taxes, but spends to much money & time on fringe items. Why don't we have a new Japanese Garden in our Lithia Park for the majority of the city's population and visitors? Just because of a dozen on informed goof balls down want a couple trees removed to accommodate improvements. I also think the road diet should have been voted on. The city needs term limits on the Mayors office. It's time for new thinking and energy for a key city office.

---

### Name not available

inside Ashland

October 1, 2019, 7:08 PM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 7:25 PM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

## Engage Ashland Fall 2019

We would like to hear from you.

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 7:59 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Prefer Not to Answer

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife
- Other - Step up with solutions. Simply doing nothing is a waste of everyone's time

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Other - Difficult to have in-person conversations, as representatives are reluctant to respond to and be honest with residents. Too much kept from citizens

### Question 9

- No

### Question 10

- No

### Question 11

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 12

Doing my best to lower costs given the recent surge of fixed utility fees.

### Question 13

These survey questions are vague and do NOT address points necessary to provide adequate feedback.

---

### Name not available

October 1, 2019, 8:10 PM

### Question 1

No response

### Question 2

- 36 to 40

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Kill some of them.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Solar panels, clothesline, water attachments that use less water, rain barrels

### Question 13

Please do something to reduce homeless, dirty folks all over the place. Also LESS building. City pool

---

### Name not available

October 1, 2019, 8:24 PM

### Question 1

No response

### Question 2

- 18 to 25

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: Fair  
Police & Public Safety: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: N/A  
Utility Billing: N/A

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Making sure lights are off when not necessary to have on.

### Question 13

No response

---

### Name not shown

inside Ashland

October 1, 2019, 8:49 PM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Poor  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

The police profiling in Ashland is out of control and the public funds spent on subpar art installations is embarrassing. However our public parks are incredible, Ashland fiberoptic is wonderful, and our community events are so much fun. I love the 4th of July and Halloween parades.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Changed to all LED lighting, new energy efficient dishwasher and shower heads, just did blow in insulation.

### Question 13

## Engage Ashland Fall 2019

We would like to hear from you.

My main concern with living in Ashland is the police presence. The stereotype of 'bored small town cop that has nothing better to do' is very real. The amount of stops I have witness or heard about that are clearly racially motivated cannot be ignored. Even just pulling someone over for going 7 mph over the speed limit... its an over policed town. Now we even have a completely unconstitutional stop and ID policy? Its disgusting. I love the roots of artisans that Ashland has, and you would hope that the large art installations would reflect that. It doesnt. The broken sculpture next to Starbucks on North Main originally looked like a beer pong sculpture that ended at the iPub and now it just looks like a mistake. The awkward bicycle wheels on poles near the fire station... you cant even tell what it is and it's not even a local artist! I love walking all over this town, and love our parks and gardens but these new art pieces are just bad. I do love Ashland though. I love the parades, the whole community coming together, first fridays, art walks... I love the strong community that Ashland has.

---

### Name not available

October 1, 2019, 8:51 PM

#### Question 1

No response

#### Question 2

- 71 to 80

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: N/A  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Poor

#### Question 6

The added taxes on our utility will soon make Ashland unaffordable for us.

#### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

#### Question 8

- Online - Social Media, Website, Email

#### Question 9

- Yes, 1 to 5 times

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

Lower seasonal heating/air conditioning use. Installed mini splits to replace electric baseboard heating.

#### Question 13

No response

---

### Name not available

October 1, 2019, 9:22 PM

#### Question 1

No response

#### Question 2

- 26 to 35

#### Question 3

- Female

#### Question 4

- White

#### Question 5

## Engage Ashland Fall 2019

We would like to hear from you.

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- No

### Question 12

No response

### Question 13

No response

---

## Name not available

October 1, 2019, 9:55 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Excellent  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Other - Cougar Map is a good tool. We need to praise wildlife. Very serious about that. The negative attitudes are disgusting. Of course safety matters so don't walk in dark alleys at midnight. Geez.

### Question 8

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other - CERT

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 12

Thermostat settings very conservative. Lights are LED or fluorescent.

### Question 13

No response

---

### Name not available

inside Ashland

October 1, 2019, 10:13 PM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Poor  
Water Quality: Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Other - Do something to reduce the deer population.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 1, 2019, 10:17 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Excellent

## Engage Ashland Fall 2019

We would like to hear from you.

Utility Billing: Excellent

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 2, 2019, 12:07 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- Native American

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Poor  
Fire & Rescue: Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Poor  
Water Quality: Fair  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 2, 2019, 1:54 AM

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Fair

### Question 6

Too many fees on utility bills

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

October 2, 2019, 6:44 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: N/A  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Other - None

### Question 8

## Engage Ashland Fall 2019

We would like to hear from you.

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Virtually irrigation-free landscape.

### Question 13

Our street (Tamarack Place) is used as parking for White rabbit Trail walkers. The city's unwillingness to help manage parking or create a parking area for these people is becoming a problem that gets worse every year. Our taxes are really high, and to continue to ignore this problem doesn't feel reasonable.

---

### Name not available

October 2, 2019, 7:28 AM

### Question 1

No response

### Question 2

- 18 to 25

### Question 3

- Non-Binary

### Question 4

- Latino/Latina

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Good

Police & Public Safety: Poor  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Fair

### Question 6

Don't expect us to roll over for Ordinance 3176. It's not over.

### Question 7

- Other - Give resources to citizens to deer-proof their gardens.

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- No

### Question 12

No response

### Question 13

Just that we know where our elected officials live.  
:ballot\_box\_with\_check:☐

---

### Name not available

October 2, 2019, 7:38 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

## Engage Ashland Fall 2019

We would like to hear from you.

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Fair  
Water Quality: Good  
Utility Billing: Good

### Question 6

We consistently pay the highest utility rates in the Valley.

### Question 7

- Other - A

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

**Name not available**

October 2, 2019, 7:54 AM

### Question 1

No response

### Question 2

- 36 to 40

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

## Engage Ashland Fall 2019

We would like to hear from you.

- Occasionally

### Question 12

No response

### Question 13

No response

---

inside Ashland  
October 2, 2019, 8:16 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Good  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

It is absurd that you can't figure out a better, less costly, billing system for the public utilities.

### Question 7

- Other - Allow culling.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

We try and reduce our water and electric consumption, but when we do you just raise our rates to cover your other expenses, so it's a little frustrating.

### Question 13

For god's sake, get your act together and live within your means.

---

## Name not available

inside Ashland  
October 2, 2019, 8:26 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good

## Engage Ashland Fall 2019

We would like to hear from you.

Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not shown

inside Ashland

October 2, 2019, 8:42 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Poor  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

AFN would be a lot better if the City made the required "last-mile" infrastructure improvements recommended by their own staff years ago to boost speed and reliability.

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Other - RVTV

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

The lack of town hall meetings to actually foster open dialogue in this town is appalling.

---

### Name not available

October 2, 2019, 9:44 AM

### Question 1

No response

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Fair  
Police & Public Safety: Poor  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Poor  
Utility Billing: Fair

### Question 6

Regressive utility taxes have made utilities expensive for working class and poor people. I would like to see an excessive square footage tax or an impermeable surface tax to fund city projects.

### Question 7

- Other - Let them be

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

Energy efficiency and passive solar housing design.

### Question 13

No response

---

inside Ashland

October 2, 2019, 11:13 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Excellent

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 6

No response

### Question 7

- Other - I think things are fine as they currently are.

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

LEd lighting, using lights less often, heat only when needed.

### Question 13

No response

---

### Name not shown

inside Ashland

October 2, 2019, 11:25 AM

### Question 1

FALL2K19

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Very Good

Electric Utility: Good

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Good

Water & Energy Audits: Good

Water Quality: Excellent

Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Keeping thermostat warmer in summer, cooler in winter.

### Question 13

No response

---

### Name not shown

inside Ashland

October 2, 2019, 12:17 PM

### Question 1

## Engage Ashland Fall 2019

We would like to hear from you.

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent  
City Parks: Very Good  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: N/A  
Water Quality: Fair  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

Need parking!! More handicapped spaces.

---

### Name not available

October 2, 2019, 3:41 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Actual steps taken to make the deer wild again and afraid of humans.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 2, 2019, 4:40 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Fair  
Utility Billing: Very Good

### Question 6

It would be great if there was no chlorine in the water. And please no fluoride. Thanks for fixing Hersey st and not building a bridge on E Nevada st

### Question 7

- Other - I am fine with wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

We burn wood for heat and use electricity and water sparingly.

### Question 13

No response

---

### Name not shown

inside Ashland

October 2, 2019, 5:38 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

## Engage Ashland Fall 2019

We would like to hear from you.

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- In Person - Stopping By or Calling In

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Yes

### Question 12

We reduce, reuse and recycle.

### Question 13

No response

---

### Name not available

October 2, 2019, 9:03 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Fair

### Question 6

city of ashland website is confusing, I should be able to get to my bill pay (auto pay) on that rather than go to another website; not lived here long enough to assess some other items (Lithia Park is wonderful, but I don't have kids to take to the other parks, but they look nice.). Some streets still a horrible mess, and the Hersey project is extremely inconvenient for me, AND has been dragging on ALL SPRING/SUMMER/FALL of 2019! help! IT'S ONE REASON I SAY "FAIR" RECYCLING HERE IS A JOKE!

### Question 7

- Annual Living with Wildlife Presentation
- Other - shoot the damn deer

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

## Engage Ashland Fall 2019

We would like to hear from you.

- Yes

### Question 11

- Occasionally

### Question 12

I try to turn all of the lights off but my stupid husband won't turn them off. unable to do much else, live in a retirement community

### Question 13

No response

---

### Name not available

October 3, 2019, 7:07 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Replacing It bulbs with LED, monitoring all irrigation systems & turning off when possible, flushing only when necessary.

### Question 13

No response

---

### Name not shown

inside Ashland

October 3, 2019, 7:25 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

## Engage Ashland Fall 2019

We would like to hear from you.

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Program to cull deer in residential zones

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Solar cells on roof.  
Reduced water use.

### Question 13

I am still disappointed that the gift of a Japanese Garden has not been acted upon. Also, that the ditch question has not been acted upon either.

We elect officials to make these decisions and it seems to take a very long time for the council to decide.

---

### Name not available

October 3, 2019, 12:59 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent  
City Parks: Good  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Excellent  
Water Quality: Good  
Utility Billing: Excellent

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - There needs to be warning signs up in immigration areas. Including turkey

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

Summer water usage. Winter heat. Summer cooling is a down fall for us as we like it cool.

### Question 13

No response

---

### Name not available

October 3, 2019, 2:46 PM

### Question 1

FALL2K19

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Excellent  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: N/A  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

inside Ashland

October 3, 2019, 8:32 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: N/A  
Police & Public Safety: N/A  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Good

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- Other - Conservation and Climate Outreach Commission

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

PV solar cells on roof. LED light bulbs throughout. Upgraded appliances and HVAC system. Thermostat set to conserve energy.

### Question 13

No response

---

### Name not available

October 3, 2019, 11:48 PM

### Question 1

No response

### Question 2

- 26 to 35

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Poor  
Fire & Rescue: Excellent  
Police & Public Safety: Poor  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - Cull the deer, feed the homeless.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

## Engage Ashland Fall 2019

We would like to hear from you.

October 4, 2019, 10:58 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: Fair  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Good  
Water Quality: Fair  
Utility Billing: Poor

### Question 6

Extra charges on utilities bill are out of control. They've turned into a de-facto piggy bank for the city.

### Question 7

- Other - Come up with a real solution. Fining people for feeding deer is not a solution.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

All low flow faucets and toilets, new windows and insulation. Also keep thermostats low. Newer energy efficient appliances as well as heating and cooling.

### Question 13

No response

---

### Name not available

October 4, 2019, 11:59 AM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Excellent  
Utility Billing: Excellent

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 4, 2019, 2:21 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A

City Parks: Excellent

Electric Utility: Very Good

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Poor

Water & Energy Audits: Very Good

Water Quality: Very Good

Utility Billing: Fair

### Question 6

I rated utility billing low because the rates are extremely high and keep rising every year. When is this going to stabilize?

Regarding street maintenance, I have had to pay over \$100 every year to keep dust down on my street. This should be the city's job. I was also told that this street was likely to be chip sealed this fall and it is already October and nothing has been done. This is very disappointing. This street has become busier and busier with more housing being added since the council voted to change zoning for extra homes on small properties. The city could at least place a sign on this road curbing the speed limit to 10-15 to cut down on dust.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife
- Other - Sterilize some of the deer and open a bow hunting season in the watershed as is done on the east coast in rural area.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

heating less, using gas instead of electricity, watering a little less when I am able, dealing with irrigation leaks

### Question 13

Take "dog off leash" complaints more seriously and increase the fines for people not picking up after their dogs.

## Engage Ashland Fall 2019

We would like to hear from you.

I find too much dog excrement in areas where people walk or kids play.

---

### Name not shown

inside Ashland

October 4, 2019, 3:49 PM

#### Question 1

FALL2K19

#### Question 2

- 71 to 80

#### Question 3

- Male

#### Question 4

- White

#### Question 5

Ashland Fiber Network: Very Good

City Parks: Very Good

Electric Utility: Very Good

Fire & Rescue: Excellent

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: Very Good

Water Quality: Very Good

Utility Billing: Very Good

#### Question 6

Street maintenance and repair seems to be behind previously announced schedules (Hersey Street and North Mountain Avenue are examples in our immediate neighborhood).

#### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Town Hall Session About Issues with Wildlife

#### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

#### Question 9

- No

#### Question 10

- Yes

#### Question 11

- Yes

#### Question 12

Energy efficient lighting (LED lights), heat pump heating and cooling

#### Question 13

No response

---

### Name not available

October 4, 2019, 6:26 PM

#### Question 1

FALL2K19

#### Question 2

- 71 to 80

#### Question 3

- Female

#### Question 4

- White

#### Question 5

Ashland Fiber Network: N/A

City Parks: Poor

Electric Utility: Good

Fire & Rescue: Very Good

Police & Public Safety: Very Good

Street Maintenance & Repair: Fair

Water & Energy Audits: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

Water Quality: Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - Removing/relocating predators

### Question 8

- Other - Phone, meetings

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Energy efficient furnace  
Water efficient furnace

### Question 13

No response

---

### Name not available

inside Ashland

October 5, 2019, 3:43 PM

### Question 1

No response

### Question 2

- 18 to 25

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife
- Other - A plan to cull the deer population

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

No response

### Question 13

## Engage Ashland Fall 2019

We would like to hear from you.

No response

---

inside Ashland  
October 5, 2019, 5:50 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Fair  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Town Hall Session About Issues with Wildlife

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

No response

### Question 13

Our Public Works Department is out of control, proposing huge project after huge project as if there is an unlimited supply of money. Our last two budget processes were trainwrecks. Our elected officials consistently vote against what constituents who voted them into office want. For more, please read my guest opinion at this link:  
<https://ashlandtidings.com/opinion/guest-opinion/ashland-voters-losing-representative-government>

---

### Name not available

October 5, 2019, 9:49 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 6

The fees added to the utility expense increase the monthly bill considerably. I have mixed feelings about this. Luckily I can afford the utilities I use, some folks may be stretched to pay them.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

The typical--use only as much electricity and gas as needed to be comfortable. Have installed mini splits to eliminate the need to use the house gas furnace and air-conditioning. (I appreciated the rebate given by the city of Ashland to make this more affordable.)

### Question 13

No response

---

### Name not available

October 6, 2019, 1:08 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Excellent  
Utility Billing: Good

### Question 6

Regarding Fire & Rescue - kudos to the city and FD for initiating the Wildfire Home Risk Assessment offering. We had one done recently and appreciated the information provided and the walk-around with a new city/FD employee (Katie).

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- Other - occasional meetings

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

Using a toaster oven now much more often vs. standard gas oven - less energy in general and a wee bit less NG.

Over the years in this house - air sealing, added insulation, upgraded windows, 90% LED lighting, mostly Energy Star appliances.

This summer we converted from overhead watering to drip irrigation for all outdoor watering.

Replaced 2 toilets with very low flow models.

Remaining for this household - replace gas furnace and older AC with heat pump - likely new heating and cooling system will be a Ductless Heat Pump system.

We do not have good solar access to have our own rooftop PV system and would benefit from other city or community projects to produce more renewable electricity.

Household has 1 Prius Hybrid and 2 E-Bikes. Considering an EV to replace other car.

### Question 13

I'd like to highlight an area that I think has become more of a negative issue for this fair city of ours. And that is the near rampant use of gasoline powered equipment, specifically gas powered "leaf blowers". They could also be termed "fine particulate matter blowers" including dust, pollen, dried animal feces and other fine particles blown into the air - often just to settle somewhere else.

Of course it goes without saying they are also emitting high levels of GHGs. In fact much higher than an automobile!

Studies show.....

Another considerable health hazard is the noise pollution put out by the very high decibels of leaf blowers.

Besides all of the obvious negative health effects of air and noise pollution and the unnecessary burning up of fossil fuels (not matter how small), there is the simple fact that it greatly lessens our quality of life! Go to any neighborhood or downtown or a park area and you will know this is a daily epidemic.

And it is one that could be reduced. Require that all gas powered equipment be switched to electric/battery powered as much as possible. This would at least reduce the GHG emissions and noise pollution, less so for spewing particulates into the air.

---

### Name not available

October 6, 2019, 1:50 PM

### Question 1

FALL2K19

### Question 2

- 71 to 80

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Excellent

Electric Utility: Excellent

Fire & Rescue: Excellent

Police & Public Safety: N/A

Street Maintenance & Repair: Fair

Water & Energy Audits: N/A

Water Quality: Very Good

Utility Billing: N/A

### Question 6

My experience with Fire & Rescue has been being present for someone else when emergency responders were called. I have not had personal experience with them.

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

## Engage Ashland Fall 2019

We would like to hear from you.

Keep lights out when not in a room; keep the thermostat set relatively high in the summer and low in the winter.

### Question 13

No response

---

### Name not available

October 6, 2019, 4:07 PM

### Question 1

FALL2K19

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - Move to bring about an immediate and major reduction in the deer population through controlled hunts.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

The problems created by the growing and aggressive homeless population must be addressed before they diminish the quality of life in Ashland even further. The homeless population is significantly degrading our quality of life.

---

### Name not shown

outside Ashland

October 6, 2019, 5:54 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Fair  
Electric Utility: Very Good  
Fire & Rescue: Fair  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent

## Engage Ashland Fall 2019

We would like to hear from you.

Water & Energy Audits: Excellent  
Water Quality: Excellent  
Utility Billing: Excellent

### Question 6

Ashland fire dept. firewise program borrows from defensible space guidelines designed for rural settings where lots are large and dominated by native vegetation. Wildland Urban Interface zone (WUI) not given enough emphasis. Parks and Rec do not optimize swimming pool resource for the benefit of Ashlanders in the winter.. The so called 100 year plan is tactical, not strategic. Best to call it a 20 year plan since it does not address park demands in 100 years... .

### Question 7

- Other - Newspaper information in addition to online resources.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Have had Julie Smitherson from city planning dept audit our HOA watering system to improve efficiency and received excellent help.

### Question 13

Am gratified that city council is available via email for comments and suggestions.

---

### Name not available

October 6, 2019, 8:02 PM

### Question 1

FALL2K19

### Question 2

- 41 to 50

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Poor  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Nothing from the City should be necessary.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not available

October 7, 2019, 11:16 AM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Very Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Recycle everything. Avoid buying anything wrapped in plastic. Ride bike to work (fair weather only).

### Question 13

No response

---

### Name not available

inside Ashland

October 7, 2019, 12:43 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: Poor  
City Parks: Fair  
Electric Utility: Poor  
Fire & Rescue: Very Good  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Poor  
Water Quality: Good  
Utility Billing: Poor

### Question 6

The proposed new water treatment plant is frightening in that it

## Engage Ashland Fall 2019

We would like to hear from you.

underscores how out of control city cost and spending have become. Poor planning and cost estimation with pie in the sky attitude is unacceptable. There has been little if any support by our mayor or council to hold any of our departments accountable to a budget. The T.I.D. or Ashland canal project is not necessary. An aquatic center in Hunter Park is a bad joke(there is no room) The cost estimates for city hall upgrade are laughable. In lieu of all this, affordability dialogue is dopey. If I didn't use any electricity for a month, or use the roads, water/sewer or need a cop it would still cost me a hundred dollars. How can Ashlanders possibly afford this?

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

New siding, windows, insulation, roof, heat pump.

### Question 13

too numerous to address here.

---

inside Ashland

October 7, 2019, 2:17 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Excellent

City Parks: Excellent

Electric Utility: Excellent

Fire & Rescue: Excellent

Police & Public Safety: Good

Street Maintenance & Repair: Poor

Water & Energy Audits: Very Good

Water Quality: Very Good

Utility Billing: Excellent

### Question 6

The street department has never done a good job of maintaining our streets. That department needs to be privatized.

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

I use a push lawnmower (human powered).  
My boat doesn't have a motor.

### Question 13

City Hall needs to stay on the plaza.  
I would like to see our city set a good example for you young people by obeying the laws - ALL LAWS. Our sanctuary city policy violates federal laws. If you don't like a law, change it or remove it. Don't violate it!

---

inside Ashland  
October 7, 2019, 4:49 PM

### Question 1

FALL2K19

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

Have lived in Ashland 45 yrs + and have never thought the street dept did a very good job. Should be contracted out.

### Question 7

- Other - N/A

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

We chose to live in a small home

### Question 13

Really disgusted to find out that Ashland is a sanctuary city. How did that happen?? Discovered it in the utility bill newsletter = shocked!!! Why in the world would we encourage 'anybody' to break the law??  
I have been embarrassed to say that I live in Ashland for quite a number of years. I just say that I live in the Rogue Valley.

---

### Name not available

October 7, 2019, 11:15 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Female

### Question 4

- White

### Question 5

## Engage Ashland Fall 2019

We would like to hear from you.

Ashland Fiber Network: Fair  
City Parks: Very Good  
Electric Utility: Very Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Very Good  
Water & Energy Audits: Good  
Water Quality: Excellent  
Utility Billing: Fair

### Question 6

very distressed at how water situation is handled: raise in rates and covering the TID canals.

### Question 7

- Other - a more aggressive in-town culling process

### Question 8

- Online - Social Media, Website, Email

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

inside Ashland

October 8, 2019, 6:40 AM

### Question 1

FALL2K19

### Question 2

- 81 or older

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Fair  
Fire & Rescue: N/A  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Fair

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

TURNING OFF UNNEEDED LIGHTS

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 13

No response

---

### Name not available

October 8, 2019, 10:05 AM

### Question 1

FALL2K19

### Question 2

- 41 to 50

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Fair  
City Parks: Good  
Electric Utility: Fair  
Fire & Rescue: Excellent  
Police & Public Safety: Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: Fair  
Water Quality: Fair  
Utility Billing: Good

### Question 6

No response

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

### Name not available

October 8, 2019, 12:03 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: N/A  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Good  
Utility Billing: Poor

### Question 6

The utility costs are substantially beyond what a community of our size should be experiencing. Just no way to justify the costs to residents!

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 7

- Annual Living with Wildlife Presentation

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

Attention to wasteful consumption.

### Question 13

Why are there so many staff on the City payroll and why are the salaries so high? Seems inappropriate for a community our size and in comparison to other local communities.

---

## Name not available

October 9, 2019, 4:13 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Excellent

Electric Utility: Excellent

Fire & Rescue: Excellent

Police & Public Safety: Very Good

Street Maintenance & Repair: Good

Water & Energy Audits: Excellent

Water Quality: Good

Utility Billing: Excellent

### Question 6

The single greatest problem in the city is the so called "travelers" or hobos. I am not talking about the homeless. The large numbers of (mostly younger ??) people who hang out in doorways, or on the sidewalks with their belongings and dogs and guitars is a scandal. Almost every resident I speak with feels the same; simply most people are too reticent to speak up for fear that their (and my) feelings on this subject will be taken as a repudiation of our liberalism, and our belief in live-and-let live. If these people were a business they could be sued as a public nuisance. I am sure that staff and Council members can think of legal ways to abate the problem they bring to our city. Perhaps you could consider the following potential ways to ease the burden caused by the travelers/hobos: Institute a dog license requirement that would insure the animals have had their shots, follow up with checks on the street and remove any animals to the humane society if they are not in compliance; Berkeley has an ordinance to prohibit people from sleeping in their vehicles at night; or create an ordinance that a camper-type vehicle or converted bus can only park in town for "X" number of nights (it should be easy and almost cost free to check a license plate to determine if the vehicle has parked somewhere in the city and overstayed its welcome. Etc. etc.

### Question 7

- More Community Alerting Tools Similar to the Cougar Sighting Map
- Other - Institute some sort of deer removal or reduction program.

### Question 8

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 12

No response

### Question 13

No response

---

### Name not available

October 9, 2019, 4:19 PM

### Question 1

Fall2K19

### Question 2

- 81 or older

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Excellent  
Water Quality: Excellent  
Utility Billing: Excellent

### Question 6

Just a GREAT place to live!

### Question 7

- Other - N/A

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Turn down the thermostat at night.

### Question 13

No response

---

### Name not shown

inside Ashland

October 9, 2019, 5:34 PM

### Question 1

No response

### Question 2

- 51 to 60

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Excellent  
Water & Energy Audits: Fair  
Water Quality: Excellent  
Utility Billing: Fair

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 6

I love this City. I'm a native Oregonian and have lived here 40 years. The City is breaking our backs. Average folks here can not afford the utilities or housing. The City MUST take ACTION to change these things even if it means less personnel (and I don't mean fire personnel) or less services. I often go without heat or light (use kerosene lamps) to save on my bill and I'm not the only one.

### Question 7

- Other - Kill the deer. There are reasonable ways to cull the herd. It's done all over the country. The rest of the suggestions is just politics.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- In Person - Stopping By or Calling In

### Question 9

- No

### Question 10

- Yes

### Question 11

- Yes

### Question 12

See above. You have a CEAP with no funding. It is probably more important than anything else!

### Question 13

No response

---

### Name not available

October 9, 2019, 6:36 PM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Excellent  
Electric Utility: Excellent  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Very Good  
Utility Billing: Good

### Question 6

No response

### Question 7

- Other - Reduce the deer population, to in turn reduce cougars in town.

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- Yes, 1 to 5 times

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Keeping our thermostat lower in the winter and higher in the summer. walking to shopping weather permitting. energy efficient lighting

### Question 13

My wife and I are concerned about the proposed new City Hall. I know the city needs a new building and I support upgrading however, the rumor we

## Engage Ashland Fall 2019

We would like to hear from you.

heard is the the city wants to spend \$80 Million on this new building. If this is true, we have not seen anything official, we have serious concerns a proposal for a building so expensive. We could not support a building project without much more information and justification.

---

**Name not available**  
inside Ashland  
October 10, 2019, 11:59 AM

### Question 1

No response

### Question 2

- 81 or older

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Good  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Fair  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

No response

### Question 13

No response

---

**Name not available**  
inside Ashland  
October 10, 2019, 12:05 PM

### Question 1

No response

### Question 2

- 81 or older

### Question 3

- Female

### Question 4

- White

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Good  
Fire & Rescue: Excellent  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good

## Engage Ashland Fall 2019

We would like to hear from you.

Water Quality: Very Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email

### Question 9

- No

### Question 10

- Yes

### Question 11

- Occasionally

### Question 12

as showering while water is heating I fill three pails with th cold water and use them to water plants in front of my home. I only use lights when in the room and unplug appliances when not in use. Use energy efficient appliances and LED lighting.

### Question 13

Nice to see wide bike lane in downtown. Parking is a problem with no easy solution. Enjoy the clean streets and manicured parks and flower baskets in town. I have found every city employee I have come in contact with have been pleasant and helpful. Glad to see more affordable housing is being addressed.

---

## Name not available

October 11, 2019, 11:04 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good  
City Parks: Good  
Electric Utility: Very Good  
Fire & Rescue: Excellent  
Police & Public Safety: Excellent  
Street Maintenance & Repair: Good  
Water & Energy Audits: Good  
Water Quality: Excellent  
Utility Billing: Good

### Question 6

Regarding Fire & Rescue - kudos to the city and FD for initiating the Wildfire Home Risk Assessment offering. We had one done recently and appreciated the information provided and the walk-around with a new city/FD employee (Katie).

### Question 7

- Annual Living with Wildlife Presentation
- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- More Community Alerting Tools Similar to the Cougar Sighting Map
- Town Hall Session About Issues with Wildlife
- Other - Promote (an ordinance even?) keeping pets (especially cats) indoors to protect wildlife (especially threatened birds).

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other - occasional meetings

### Question 9

- No

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 10

- Yes

### Question 11

- Yes

### Question 12

Using an electric toaster oven now much more often vs. standard gas oven - less energy in general and a wee bit less NG.

Over the years in this house - air sealing, added insulation, upgraded windows, 90% LED lighting, mostly Energy Star appliances.

This summer we converted from overhead watering to drip irrigation for all outdoor watering.

Replaced 2 toilets with very low flow models.

Remaining for this household - replace gas furnace and older AC with heat pump - likely new heating and cooling system will be a Ductless Heat Pump system.

We do not have good solar access to have our own rooftop PV system and would benefit from other city or community projects to produce more renewable electricity.

Household has 1 Prius Hybrid and 2 E-Bikes. Considering an EV to replace other car.

### Question 13

I'd like to highlight an area that I think has become much more of a negative issue for this fair city of ours. And that is the near rampant use of gasoline powered equipment, specifically gas powered "leaf blowers".

They could also be termed "fine particulate matter blowers" including dust, pollen, dried animal feces and other fine particles blown into the air - often just to settle somewhere else.

Of course it goes without saying they are also emitting high levels of GHGs.

Gas leaf blowers are 2 stroke engines with no emission control. Fuel is mixed with oil and about 30% of the fuel fails to undergo complete combustion. This results in higher emissions of air pollutants like carbon monoxide, nitrous oxides and hydrocarbons. In fact higher emissions than an automobile!

Another considerable health hazard is the noise pollution (up to 110 decibels) put out by gas leaf blowers. That's way above safe levels.

Besides all of the obvious negative health effects of air and noise pollution and the unnecessary burning up of fossil fuels (not matter how small), there is the simple fact that it greatly lessens our quality of life! Go to any neighborhood or downtown or a park area and you will know this is a daily epidemic.

And it is one that could be reduced. Require that all gas powered equipment be switched to electric/battery powered as much as possible. This would at least reduce the GHG emissions and noise pollution, less so for spewing particulates into the air.

Ashland is said to be a progressive city; banning leaf blowers has

happened in many cities over the last 20 years or more. Why can't Ashland do more on this issue? I know it has come up before!

For more info: [www.quietcommunities.org](http://www.quietcommunities.org)

inside Ashland

October 11, 2019, 11:06 AM

### Question 1

No response

### Question 2

- 61 to 70

### Question 3

- Male

### Question 4

- White

### Question 5

Ashland Fiber Network: Very Good

City Parks: Good

Electric Utility: Very Good

Fire & Rescue: Excellent

Police & Public Safety: Excellent

Street Maintenance & Repair: Good

Water & Energy Audits: Good

Water Quality: Excellent

Utility Billing: Good

### Question 6

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### Question 7

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- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters

## Engage Ashland Fall 2019

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- Town Hall Session About Issues with Wildlife
- Other - Promote (an ordinance even?) keeping pets (especially cats) indoors to protect wildlife (especially threatened birds).

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- Print - Letters, City Source, Newspaper, and Other Publications
- Online - Social Media, Website, Email
- In Person - Stopping By or Calling In
- Other - occasional meetings

### Question 9

- Yes, 1 to 5 times

### Question 10

- Yes

### Question 11

- Yes

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It goes without saying they are also emitting high levels of GHGs. In fact higher than an automobile! These engines are two stroke engines and

have no emission control. In a two stroke engine, fuel is mixed with oil (for lubrication) but the result is about 30% of the fuel fails to undergo complete combustion. In turn large amounts of emissions happen - like carbon monoxide, nitrous oxides and hydrocarbons (carcinogenic). Gas powered lawn and landscape equipment accounts for a significant portion of non road gasoline emissions, contributing to accelerated climate change!

Another real health hazard is the noise pollution put out by the very high decibels of leaf blowers (up 110 decibels). This exceeds safe levels set by WHO, US EPA, OSHA & Nat'l. Institute of Occupational Safety & Health for the prevention of hearing loss. Many workers (not all!) wear some ear covers for protection, but what about the people nearby? We can often hear a leaf blower "a mile away" - probably literally true. We have often had to close windows on nice days, due to the sound and smells entering the house!

Ashland can and should do better!

Besides all of the obvious negative health effects of air and noise pollution and the unnecessary burning up of fossil fuels (not matter how small), there is the simple fact that it greatly lessens our quality of life! Go to any neighborhood or downtown or a park area and you will know this is a daily epidemic.

And it is one that could be reduced. Require that all gas powered equipment be switched to electric/battery powered as much as possible. This would at least reduce the GHG emissions and noise pollution, less so for spewing particulates into the air.

This is something the city COULD do something about, now. Over the last 20 years or more, many cities have banned or restricted leaf blower use.

Ashland is said to be progressive - why can't more be done on this issue?

For more info: [www.quitecommunities.org](http://www.quitecommunities.org)

---

### Name not available

October 14, 2019, 10:42 AM

#### Question 1

Fall2K19

#### Question 2

- 81 or older

#### Question 3

- Female

#### Question 4

- White

## Engage Ashland Fall 2019

We would like to hear from you.

### Question 5

Ashland Fiber Network: N/A  
City Parks: Good  
Electric Utility: Good  
Fire & Rescue: Very Good  
Police & Public Safety: Very Good  
Street Maintenance & Repair: Good  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Very Good

### Question 6

No response

### Question 7

- Well-Publicized Online Resources on How to Stay Safe or Avoid Encounters
- Town Hall Session About Issues with Wildlife

### Question 8

- Print - Letters, City Source, Newspaper, and Other Publications

### Question 9

- No

### Question 10

- No

### Question 11

- Occasionally

### Question 12

Turn down thermostat and put on a sweater.

### Question 13

Better municipal transportation to Mountain Meadows

---

### Name not available

inside Ashland

October 14, 2019, 11:29 PM

### Question 1

No response

### Question 2

- 71 to 80

### Question 3

- Prefer Not to Answer

### Question 4

- Prefer Not to Answer

### Question 5

Ashland Fiber Network: N/A  
City Parks: Very Good  
Electric Utility: Fair  
Fire & Rescue: N/A  
Police & Public Safety: Fair  
Street Maintenance & Repair: Poor  
Water & Energy Audits: N/A  
Water Quality: Good  
Utility Billing: Poor

### Question 6

No response

### Question 7

- Other - cut back the deer population, re-introduce them to their natural habitat, e.g. the mountains

### Question 8

- Other - attending meetings, planning commission, city council

### Question 9

- No

### Question 10

- No

### Question 11

- Yes

### Question 12

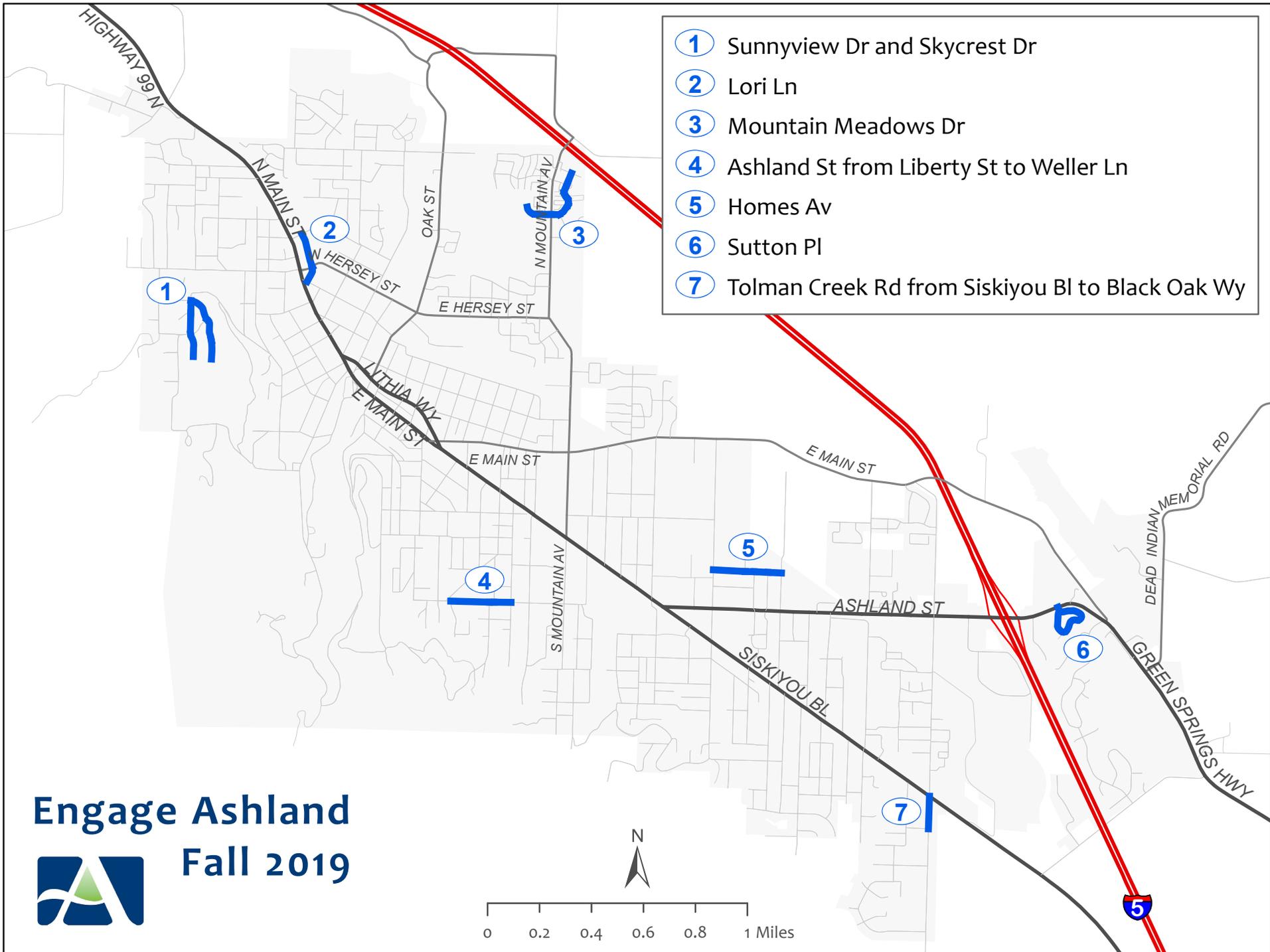
## Engage Ashland Fall 2019

We would like to hear from you.

Using box fans during the summer vs turning on my a/c.

### Question 13

No response



### ADMINISTRATION & COUNCIL

A new website from the Economic Development Program was launched: [ashland.ecdev.org](http://ashland.ecdev.org). The website is created in partnership with Localintel, a tech start-up aimed at **supporting economic development** and the needs of municipalities and businesses. Prospective and current businesses can now look up the business climate, industry trends, customer information, competition analysis, workforce evaluations, and available property locations for the Medford-Ashland Metropolitan Service Area (MSA).

The City will also be conducting a **community wide survey** that is managed by the National League of Cities. The statistically valid survey utilizes mailing and phone surveys sent to randomly selected households in Ashland. This is a valuable tool to obtain resident's thoughts and attitudes about City services, programs and overall livability while benchmarking Ashland to similar communities.

### CLIMATE ENERGY & CONSERVATION

Did you know that Ashland has its own **Climate and Energy Action Plan**? The plan can be found at [ashland.or.us/climate](http://ashland.or.us/climate) and outlines how residents can take action including utilizing the **City's Conservation programs**. For those programs, check out [ashland.or.us/conserve](http://ashland.or.us/conserve).

### COMMUNITY DEVELOPMENT

This year the Community Development Department launched **What's Happening in My Neighborhood?** a new online mapping tool that connects citizens with development proposals and land use applications currently under review. The interactive map allows you to look up a proposed project by location and includes details on comment periods, appeal deadlines, review criteria, site plans, and more. Visit [gis.ashland.or.us/developmentproposals](http://gis.ashland.or.us/developmentproposals) for more information.

What do accessory dwelling units (ADUs), townhomes, duplexes and cottage housing have in common? Many, including elected officials, are discussing these different types of housing as a way to diversify America's current housing stock to address rising housing prices and better match the changing population. Recent state legislation requires cities throughout the state to allow ADUs and "missing middle housing" (housing types that were integrated into most pre-1940 neighborhoods) in single-family zones. Over 200 ADUs have been approved in Ashland over the past three decades and recently two cottage housing developments were approved. AARP recently featured Ashland as a success story in a video about ADUs <https://www.aarp.org/ppi/events/info-2019/affordable-in-law-suites-and-backyard-bungalows.html> (at min 34).

Every Thursday morning, the Community Development Department offers **residential building permit review and issuance** the same day. Expedited reviews are conducted at the counter by Building and Planning staff for eligible projects like additions, remodels, decks, pools, and retaining walls. Contact (541) 488-5305 or [building@ashland.or.us](mailto:building@ashland.or.us) for more information.

The Community Development Department includes a **Code Compliance Program** to resolve health, safety, and public nuisance problems that may adversely affect the quality of life in Ashland. Requests for service encompass a wide variety of municipal code areas including enforcement of conditions of approval for Planning Actions, follow-up on Building Code violations, nuisances, vision clearance, sign permits, and other sections of the Ashland Municipal Code. Currently, the top calls made to Code Compliance Program are for junk nuisance, land use violations, sign code issues and traveler's accommodation violations.

### ELECTRIC

In 2019, our Electric Department has:

- Completed the installation of underground conduits along Hersey Street, a large part of the Department's long-range plan to increase capacity for reliability and resiliency;
- Earned a **Certificate of Excellence in Reliability** from the American Public Power Association (third time in four years);
- Trimmed more than 571 trees near power lines to reduce the risk of outages and fires;
- Brought online new system monitoring, SCADA system, to allow remote monitoring and reporting of multiple aspects of the electric grid;
- Maintained or upgraded to LED 51 street lights from January through July; and
- Replaced two trucks that see the most use with units that have a battery pack to run the boom functions.



## FIRE & RESCUE

The Department was awarded a **\$160,000 grant from FEMA**. The grant award will be used to outfit three ambulances with **high-tech powered ambulance cots**. These new powered cots and loading systems have been shown to greatly reduce the likelihood of back injuries to Firefighter/Paramedics. The Department continues to review and inspect new and exciting construction projects being built in Ashland.

The **Community Emergency Response Team (CERT)** is preparing for its semiannual training event. Contact CERT at [cert@ashland.or.us](mailto:cert@ashland.or.us) for availability in the program. Download the **PulsePoint app** as it can help you respond to save a life when CPR is needed.

The Wildfire Division welcomed our new **Fire Adapted Communities Coordinator, Katie Gible**. Wildfire safety and forest health work is again underway across private and federal forestlands surrounding our community under the Ashland Forest Resiliency project's ninth year. Expect to see smoke above town as controlled burn weather returns this fall.

## PARKS AND RECREATION

Last year, Ashland Parks and Recreation welcomed a new manager to the **Oak Knoll Golf Course**. Patrick Oropallo who is a PGA professional has helped to transform the course. Since his arrival, the course has seen an increase in revenue and a rise in programming for youth and beginners to golf. The course now has food and beverages from Mary's BBQ and is a destination site for weddings and special events such as the free "Rock the Knoll" summer concert series. The course will be the future home of a children's playground, pickle ball courts and pollinator gardens.

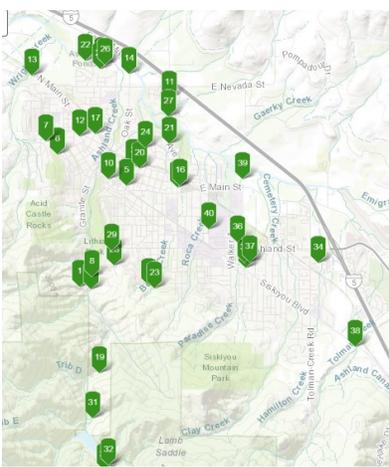
## POLICE

In 2018, the Ashland Police Department (APD) saw a 40 percent decrease in calls for service downtown. In addition, APD handled more than 29,000 calls for service and took more than 3,800 crime reports. APD also maintained a clearance rate (suspect identified or victim withdraws complaint) of 78 percent for violent crimes.

## PUBLIC WORKS

Responsible for the City's water sources and delivery, sewer collection and treatment, comprehensive street network, storm drains, the municipal airport and historic cemeteries, your public works crew is there for you.

## PUBLIC WORKS PROJECTS



Your fees and rates helped with the completion of significant capital improvements. Check the progress of each project at <http://gis.ashland.or.us/cipstorybook/>.

- 15 transportation & street projects—Hersey Street is scheduled for completion by the first week of November;
- 7 wastewater projects, and
- 17 water projects.

In addition Public Works continues to complete planning studies for:

- comprehensive water master plan and water conservation modeling,
- storm drain master plan,
- transit feasibility—has been completed resulting in a new RVTD demand response micro transit pilot and an I5 express route from Ashland to Medford,
- airport master plan,
- TSP update, and
- Wastewater Collection System Master Plan.

## UTILITY BILLING

The City of Ashland's **Low Income Energy Assistance Program (ALIEAP)** assists low income residents with electric bill costs during the winter months. Eligible Ashland residents include those whose income is at or below 65 percent of Oregon's median income based on household income and size. Qualified recipients receive a credit on their electric utility charges. Credits for electric utility charges of up to 50 percent are given to seniors and disabled persons for up to six months and credits of 50 percent to other qualified residents for up to three months. The maximum allowed credit for either group is \$300. The deadline to submit the application is January 31, 2020. Beginning October 1, applications are available at the Utility Billing Counter at City Hall or by calling (541) 552-2038.

The Ashland Parks and Recreation Department Senior Services Division can assist seniors in the process. For senior assistance, call (541) 488-5342. Over 500 Ashland residents were helped with these programs last year. If you know of someone who might qualify and needs assistance, please let them know about this program.



# CITY OF ASHLAND

## Fiscal Years 2019/21 Biennial Budget



**MAYOR** | John Stromberg

**COUNCILORS** | Dennis Slattery, Tonya Graham, Julie Akins, Stefani Seffinger, Rich Rosenthal, and Stephen Jensen

**BUDGET COMMITTEE MEMBERS** | Jim Bachman, Shane Hunter, Paula Hyatt, Pamela Lucas, Shaun Moran, Mike Morris, and David Runkel

The complete budget document is available at [www.ashland.or.us/budgetbook](http://www.ashland.or.us/budgetbook).

City of Ashland  
20 East Main Street  
Ashland, OR 97520

(541) 488-6002 | [www.ashland.or.us](http://www.ashland.or.us)

### WHERE DO YOUR UTILITY PAYMENTS GO?

In addition to the cost of direct services, your Utility payment covers maintaining and updating aging infrastructure to meet operational needs and state and federal regulatory changes. This is a continuous and expensive challenge, but a critical aspect for all of the City's Utility Funds. Unfortunately, Utility charges to customers do not cover this expense alone. Therefore, the City utilizes other financing options to meet these needs (\*see Other Revenue Resources).

#### Utility Funds Expense vs Revenue

	Revenue	Expense
Electric	\$35,091,320	\$33,663,724
Water	\$16,974,000	\$11,684,310
Wastewater	\$11,343,000	\$10,521,850
Telecommunications	\$4,836,906	\$4,420,905
Street	\$3,270,000	\$6,132,112
Storm Water	\$1,560,000	\$1,834,482
Infrastructure Improvements	N/A	\$45,885,925
Other Revenue Resources*	\$73,075,226	\$114,143,308
<b>Total</b>	\$41,068,082	N/A
	<b>\$114,143,308</b>	<b>\$114,143,308</b>

\*Other resources include Taxes, Intergovernmental Revenue, System Development Charges, Interest on Investments, Miscellaneous Revenue, Working Capital Carryover, and Loan Proceeds.

#### Restricted & Committed Funds

Fund	Restricted For:	Committed For:
Airport		Airport Activities
CDBG	Community Development Block Grants	
Cemetery Trust	Perpetual Care	
Central Service		Financial Software
CIP	SDC & New Construction	Facilities Activities
Debt Service		Debt Service
Equipment		Vehicle Replacement
General	Asset Forfeited, TOT Tourism Component	Downtown Parking, Public Arts & Grubbs Case
Health Benefit		Health Benefits
Insurance Services		Claims and Judgements
Parks CIP	New Construction	Future Capital Projects
Parks Equipment		Vehicle Replacement
Reserve		Reserve Funding
Storm	SDC	
Street	SDC & New Construction	Street Activities
Telecomm.		Debt Service
Wastewater	Food and Beverage (debt) & SDC	
Water	SDC & New Construction	Future Capital Projects

#### Acronyms:

CIP = Capital Improvement Project  
SDC = System Development Charge  
TOT = Transient Occupancy Tax



## BUDGET FOCUS

The City of Ashland's 2019/21 Biennial budget plan is focused on promoting and maintaining fiscal responsibility and sustainability. The City Council and Budget Committee assess the services the City provides, evaluates service levels and determines how to best achieve optimal service levels with the resources available. Our overall budget goals are to gain efficiency, reduce costs, and improve our service levels.

The City Council and Budget Committee have a shared goal of making our budget plan and our goals easy for our citizens to access and understand. Enhancing and improving communication and transparency of the information that is discussed and the decisions that are made is a priority. It is important that citizens in our community know that they can view budget information at all levels with our online format [ashland.or.us/budgetbook](http://ashland.or.us/budgetbook) or at [ashlandor.opengov.com](http://ashlandor.opengov.com).

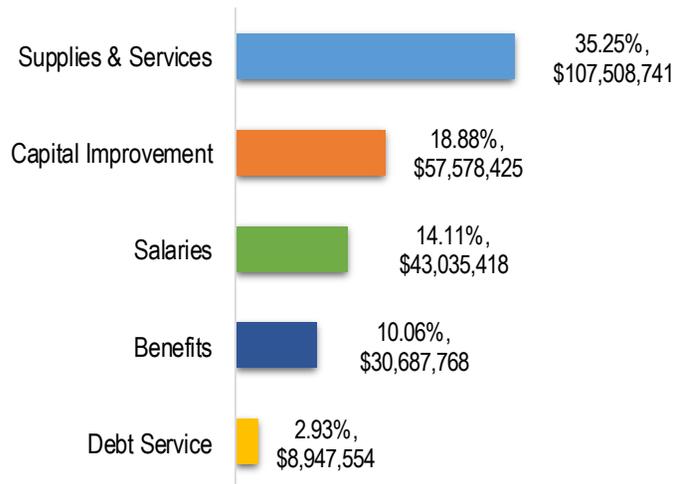
For example, did you know that the City has different funds saved and allocated for specific purposes and these funds are used to make sure that money is properly spent towards specific and important city resources? This is called fund accounting which all governments use and is often tied to legal requirements.

The term 'CIP' was used frequently in our recent budget discussions. The 'CIP' refers to Capital Improvement Projects. The CIP is important to understand because it is based on master plans and documents that ensure our essential City operations can accommodate growth, remain fully operational, and limit major emergency repairs that lead to disruption in our most important services. The pie chart at the bottom right shows a picture of these projects. More CIP information can be found at [ashland.or.us/CIP](http://ashland.or.us/CIP).

Ultimately, our City Council and Budget Committee have adopted a budget that works towards valuing and improving service levels in Ashland, creating a better understanding of our City's financial resources to achieve those goals, and achieving long-term budgetary resilience.

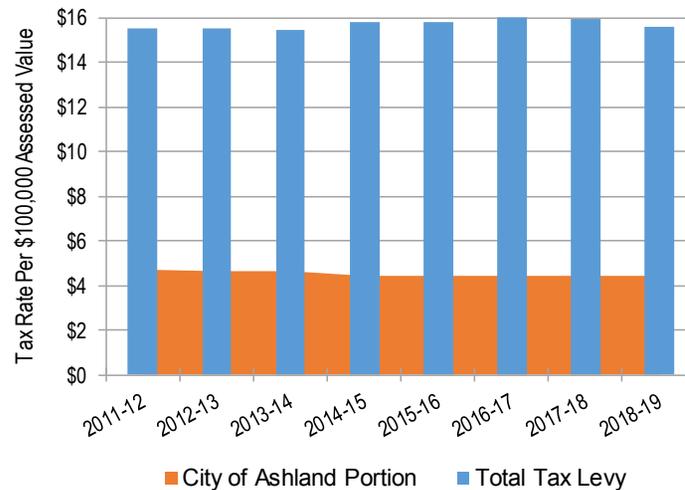
## KEY BUDGET DRIVERS

Key budget drivers reflects the dollar amount and percentage of the total budget.

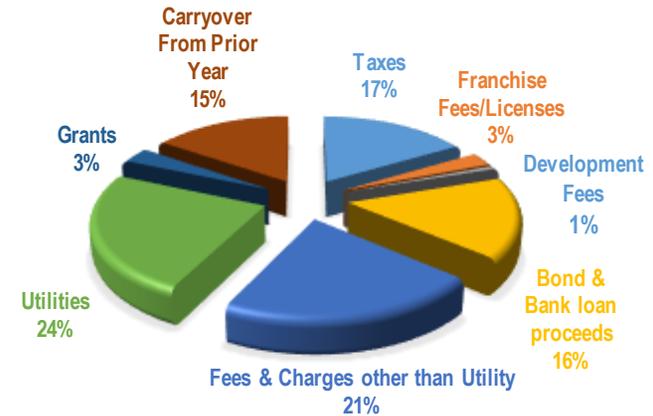


## PROPERTY TAX

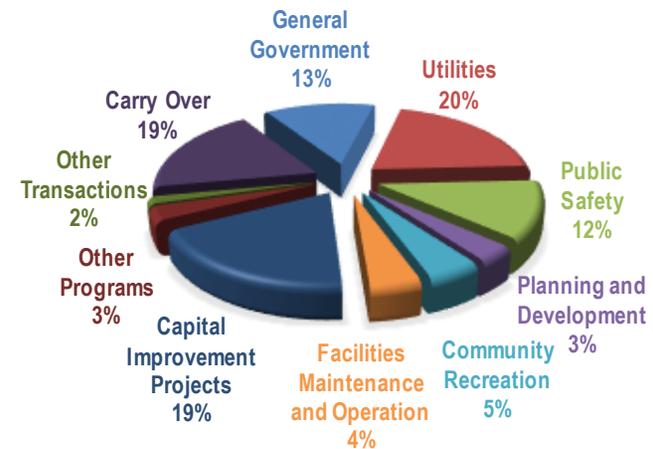
The City of Ashland only receives around 28 percent of the total property taxes collected. The rest of the amount goes to Ashland School District, Jackson County, RVT, and the Education Service District.



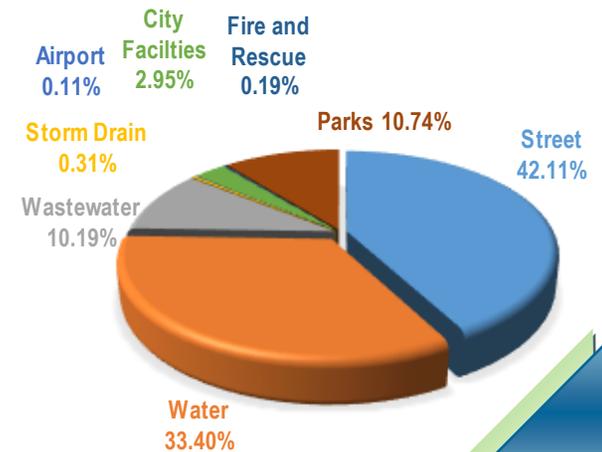
## WHERE DOES THE MONEY COME FROM?



## WHERE DOES THE MONEY GO?



## CAPITAL IMPROVEMENT PROJECTS (CIP)



# Receive emergency information with Nixle:

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## To Register

- On a cell phone, **text 97520** in the message line and **888777** as the recipient, to sign up for emergency (called "Alert") and "Advisory" text alerts only.
- Sign up via the Nixle Widget at **ashland.or.us/nixle** for text, email, and/or landline alerts that also include less urgent community education notices. If you do this, you'll likely want to control your message priorities and delivery channels.
- If you only have a land line home phone AND your line is listed in the white pages, we already have your number for emergency alerts. If your number is UNLISTED, please call (541) 482-2770 to get help entering your number.



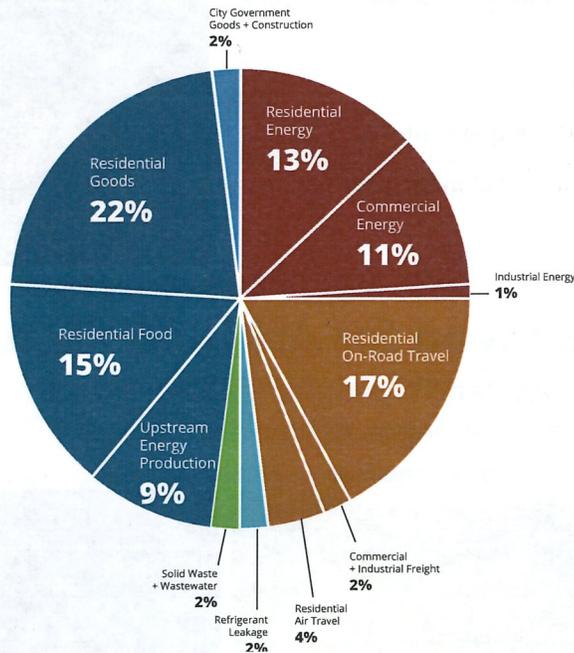
# Executive Summary

## WHY A CLIMATE AND ENERGY PLAN?

Climate change is already affecting Ashland and the surrounding region, and its impacts are projected to become much more severe in the coming decades. To minimize harmful impacts and play its part in curbing global carbon pollution, Ashland needs to take bold steps to reduce greenhouse gas emissions and build resiliency. This plan lays out a foundation for the City of Ashland to reduce its emissions and improve its resiliency to future impacts of climate change on its environment, infrastructure, and people.

### Greenhouse Gas Emissions

According to the City's 2015 greenhouse gas inventory, The vast majority (83%) of Ashland's emissions stem from five main sources: production of residential goods and food, residential travel, residential and commercial energy use, and upstream energy production. In 2015, Ashland's greenhouse gas (GHG) emissions footprint was approximately 300,000 metric tons of carbon dioxide equivalent (MT CO<sub>2</sub>e), representing 0.5% of Oregon's total emissions.



### Climate Impacts

The impacts of climate change will have tangible effects on public health and quality of life for Ashland's residents and visitors. In addition to the direct dangers of wildfires, flooding, and extreme weather events made worse by climate change, secondary effects of more extreme temperatures, snowpack declines, and wildfire smoke include health and livelihood impacts to sensitive and exposed populations, heightened threats to species and habitats, and consequences for local natural resources and economies such as agriculture, outdoor recreation, and tourism.

**BY THE 2080S,  
ASHLAND WILL  
LIKELY SEE...**



An **86% decrease** in winter snowpack



**90 more days** of extreme heat annually

A **7 to 12°F increase** in temperature on the hottest day of the year



**More than 1"** of additional rainfall during heavy storms



**More frequent and severe** droughts, heat waves, and wildfires

Source: Oregon State University, 2016

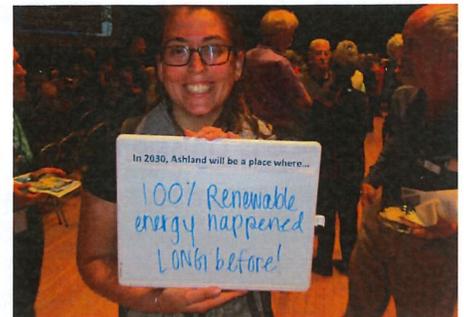
## HOW DID WE GET HERE?

The Ashland Climate and Energy Action Plan represents the culmination of a year-long process of engagement, input, and review. Many individuals and organizations played a role in shaping this plan. It incorporates input from:

- Over **240 community members** who attended a public open house.
- Over **135 individuals** who responded to an online survey.
- Representatives from over **15 local organizations, businesses, and institutions** who participated in interviews.
- Over **30 City staff members** who participated in facilitated workshops.
- **13 members** of the Mayor-appointed ad-hoc committee.

Formation of the plan was also informed by the following approaches:

- Leveraging and building on **progress to-date** and **existing plans and programs**.
- Emphasizing **equity** and **co-benefits**.
- Customizing strategies to fit **Ashland's unique context**.
- Prioritizing actions that help meet Ashland's **climate goals and vision**.



## What will these impacts mean for Ashland's future?

These climate changes will threaten Ashland's people, resources, and economy. Here are some examples of challenges Ashland could face:



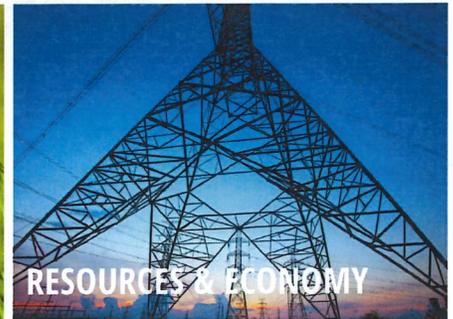
### PEOPLE

Sensitive and exposed populations like the very young, elderly, those with respiratory illness, and outdoor workers will be at risk from wildfire smoke and heat-related illnesses.



### ENVIRONMENT

High elevation plants and wildlife will need to adapt to shifting or diminishing habitats.



### RESOURCES & ECONOMY

Seasonal and climate-dependent industries such as agriculture, outdoor recreation, and tourism will be threatened under changing conditions.

# EXECUTIVE SUMMARY

## ASHLAND CLIMATE & ENERGY ACTION PLAN

**ASHLAND'S CLIMATE VISION FOR 2050 IS TO BE A RESILIENT COMMUNITY THAT HAS ZERO NET GREENHOUSE GAS EMISSIONS, EMBRACES EQUITY, PROTECTS HEALTHY ECOSYSTEMS, AND CREATES OPPORTUNITIES FOR FUTURE GENERATIONS.**

### GOALS AND TARGETS

The plan's overarching goals and targets focus on addressing climate change risks by reducing Ashland's emissions of climate pollution ("climate mitigation") and preparing the city for unavoidable impacts ("climate adaptation"):

1

**Reduce Ashland's contribution to global carbon pollution by reducing greenhouse gas emissions associated with City, residential, commercial, and industrial activities.**

#### For the Ashland community:

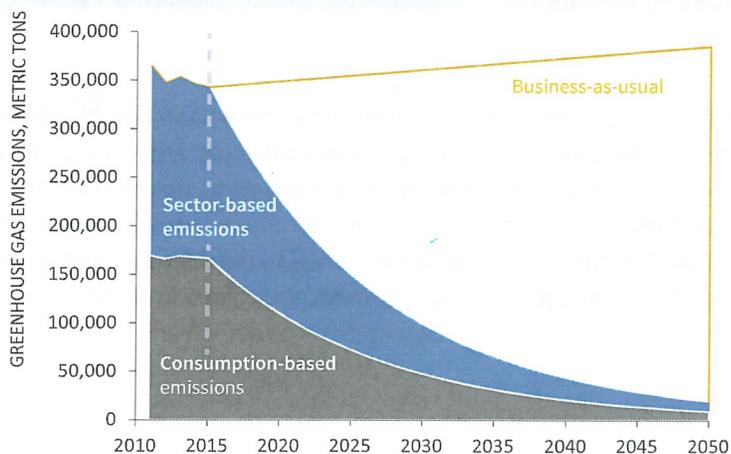
Reduce overall Ashland community greenhouse gas emissions by 8% on average every year to 2050.

#### For City of Ashland operations:

Attain carbon neutrality in City operations by 2030, and reduce fossil fuel consumption by 50% by 2030 and 100% by 2050.

2

**Prepare the city's communities, systems, and resources to be more resilient to climate change impacts.**



### STRATEGIC INITIATIVES

The following **overarching strategic initiatives** were identified to guide the strategies and actions presented in this plan. While the strategies and actions in this plan are organized by focus areas such as Buildings and Energy, Transportation and Land Use, and Natural Systems, these initiatives cut across these focus areas to emphasize synergistic and integrated solutions for addressing climate in Ashland.

- **Transition to clean energy.**
- **Maximize conservation of water and energy.**
- **Support climate-friendly land use and management.**
- **Reduce consumption of carbon-intensive goods and services.**
- **Inform and work with residents, organizations, and government.**
- **Lead by example.**

## STRATEGIES AND ACTIONS

The Climate and Energy Action Plan presents strategies, priority actions, and other potential actions for six focus areas:



**Buildings &  
Energy**



**Urban Form,  
Land Use &  
Transportation**



**Consumption  
& Waste**



**Natural  
Systems**



**Public Health,  
Safety &  
Well-being**



**Cross-Cutting  
Strategies**

The plan lays out specific actions within the following strategies:

### URBAN FORM, LAND USE + TRANSPORTATION

- Strategy ULT-1.** Support better public transit and ridesharing.
- Strategy ULT-2.** Make Ashland more bike and pedestrian-friendly.
- Strategy ULT-3.** Support more efficient vehicles.
- Strategy ULT-4.** Support more climate-ready development and land use.
- Strategy ULT-5.** Increase the efficiency of City fleet vehicles and employee commuting.

### PUBLIC HEALTH, SAFETY + WELL-BEING

- Strategy PHSW-1.** Manage ecosystems and landscapes to minimize climate-related health impacts.
- Strategy PHSW-2.** Promote a sustainable local economy that minimizes emissions and vulnerability.
- Strategy PHSW-3.** Minimize public health impacts.
- Strategy PHSW-4.** Minimize public safety impacts.

### CONSUMPTION + MATERIALS MANAGEMENT

- Strategy CM-1.** Reduce consumption of carbon-intensive goods and services.
- Strategy CM-2.** Support sustainable and accessible local production and consumption.
- Strategy CM-3.** Expand community recycling and composting.
- Strategy CM-4.** Reduce food waste.
- Strategy CM-5.** Improve the sustainability of City operations and purchases.

### NATURAL SYSTEMS

- Strategy NS-1.** Promote ecosystem resilience.
- Strategy NS-2.** Manage and conserve community water resources.
- Strategy NS-3.** Conserve water use within City operations.

### BUILDINGS + ENERGY

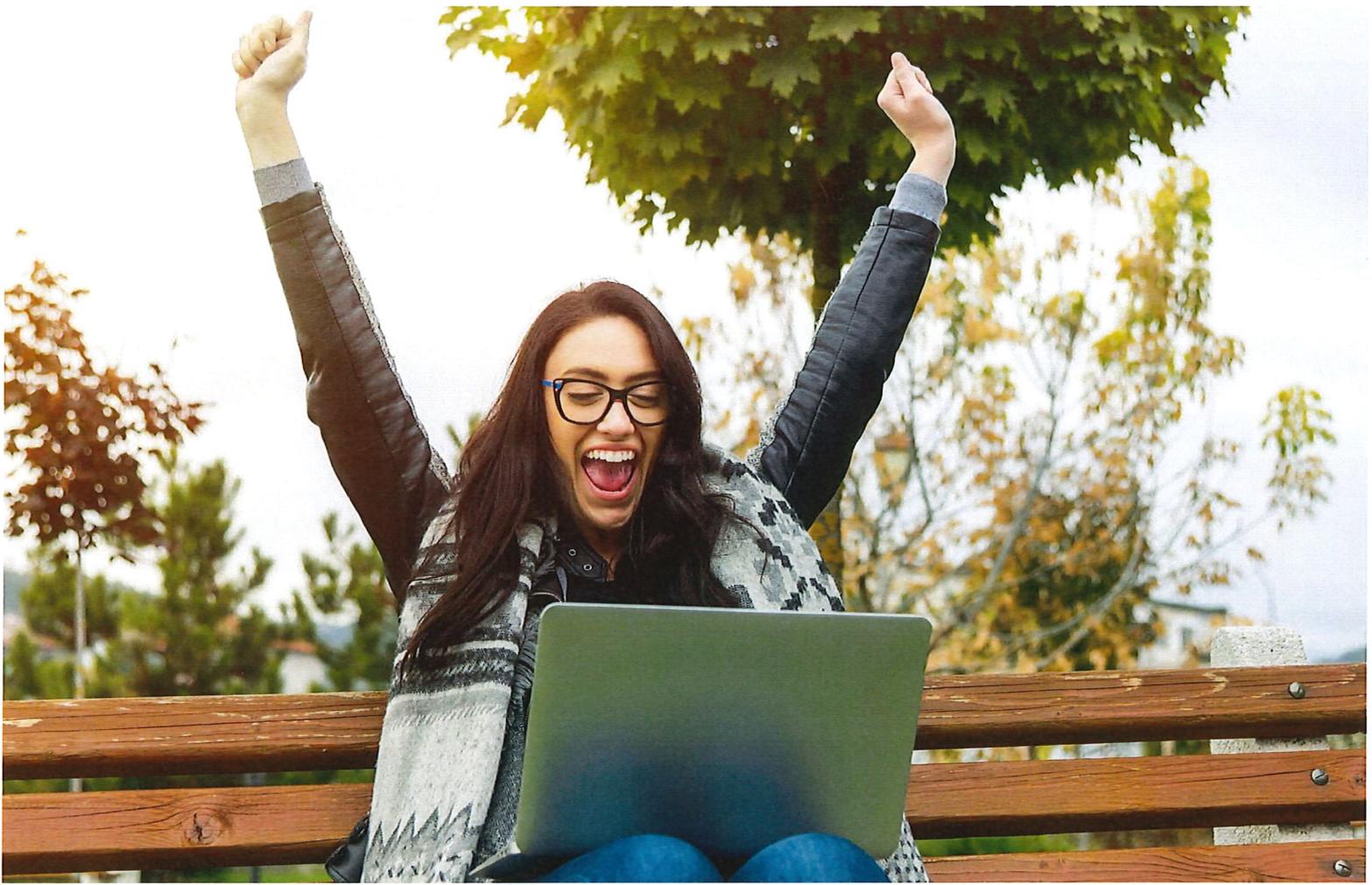
- Strategy BE-1.** Support cleaner energy sources.
- Strategy BE-2.** Encourage increased building energy efficiency and conservation.
- Strategy BE-3.** Maximize efficiency of City facilities, equipment & operations.
- Strategy BE-4.** Improve demand management.
- Strategy BE-5.** Prepare and adapt buildings for a changing climate.

### CROSS-CUTTING STRATEGIES

- Strategy CC-1.** Educate and empower the public.
- Strategy CC-2.** Educate and empower City staff.
- Strategy CC-3.** Mainstream and integrate climate considerations.
- Strategy CC-4.** Engage with other governments and organizations around climate policy and action.

## NEXT STEPS

This Climate and Energy Action Plan is only the beginning of an ongoing process. The Implementation Plan provides a framework for launching the implementation phase of the plan. This phase will require the City and community to take priority actions—outlining specific plans of action and resource needs among responsible parties—while monitoring and benchmarking progress along the way. As details are outlined during this implementation phase, more specific quantitative goals and milestones will be created, driving the pace of strategy implementation. This plan provides a proposed structure for ongoing plan implementation, monitoring, evaluation, and adaptive management, as well as a list of key actions to be taken in the initial phase of implementation.



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