

**CITY OF PARK HILLS  
RESIDENT SURVEY - 2012**

**AGREED UPON PROCEDURES**

**August 28, 2012**

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**CONTENTS**

|   | <b><u>Page</u></b> |
|---|--------------------|
| Independent Accountants' Report on Applying Agreed Upon Procedures..... | 1                  |
| Agreed Upon Procedures.....   | Exhibit A          |
| Survey Results Report.....  | Exhibit B          |



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## **INDEPENDENT ACCOUNTANTS' REPORT ON APPLYING AGREED UPON PROCEDURES**

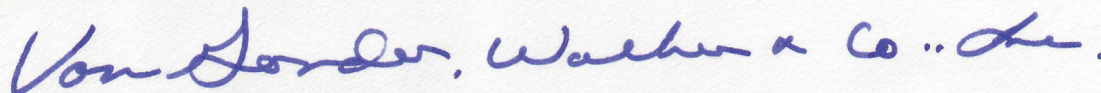
To the Mayor and City Council of  
The City of Park Hills, Kentucky  
1106 Amsterdam Road  
Park Hills, KY 41011

We have performed the procedures as described in Exhibit A, which were agreed to by the management of the City of Park Hills, Kentucky, solely to assist the City in collecting and compiling the data from the City of Park Hills Resident Survey - 2012. This engagement to apply agreed upon procedures was performed in accordance with standards established by the American Institute of Certified Public Accountants. The sufficiency of the procedures is solely the responsibility of the specified users of the report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purposes.

Our procedures are attached as "Exhibit A" and the survey questionnaire, with compiled results and attached Appendices is attached as "Exhibit B".

We were not engaged to, and did not perform an audit, the objective of which would be the expression of an opinion on the specified elements, accounts, or items. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the use of the management of the City of Park Hills, Kentucky, and should not be used by those who have not agreed to the procedures and taken responsibility for the sufficiency of the procedures for their purpose.



**Van Gorder, Walker & Company, Inc.**  
Erlanger, Kentucky  
August 28, 2012



**AGREED UPON PROCEDURES**  
For  
**THE CITY OF PARK HILLS, KY**

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The following are the agreed upon procedures we will undertake for the City of Park Hills, KY.

1. COLLECT SURVEY DATA
  - a. We will receive, (via mail and from the Park Hills city clerk) sealed, completed surveys.
  - b. We will open the surveys, and record all the data from each.
  - c. We will tabulate the multiple choice data.
  - d. We will organize open responses into major categories; all open response data will be recorded.
  
2. ISSUE SUMMARY REPORT
  - a. We will summarize the results from our investigations in item 1 above in a *Survey Results Report*.
  
3. REPORT PRESENTATION
  - a. At the request of the Park Hills City Council, we will be available to present the report to council.

## Survey Results Report

### City of Park Hills Resident Survey 2012

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1. How long have you been a resident of Park Hills?

|                    | <u>Percentage (%)</u> | <u>Raw Answers (#)</u> |
|--------------------|-----------------------|------------------------|
| Less than 2 years  | <u>4.4%</u>           | <u>13</u>              |
| 2-4 years          | <u>5.4%</u>           | <u>16</u>              |
| 5-10 years         | <u>18.0%</u>          | <u>53</u>              |
| More than 10 years | <u>72.2%</u>          | <u>213</u>             |

2. Do you rent or own your residence?

|      | <u>%</u>     | <u>#</u>   |
|------|--------------|------------|
| Rent | <u>5.1%</u>  | <u>15</u>  |
| Own  | <u>94.6%</u> | <u>279</u> |

3. Please check all that apply

|  | <u>%</u>     | <u>#</u>   |
|--|--------------|------------|
| I have internet access at home                   | <u>86.1%</u> | <u>254</u> |
| I have internet access at my place of employment | <u>64.4%</u> | <u>190</u> |
| I have email service and check my inbox everyday | <u>75.9%</u> | <u>224</u> |

4. In the past year how often have you visited the following online sites?

|                            | <u>Never</u> |            | <u>1-2 times<br/>a week</u> |           | <u>Several<br/>times/week</u> |           | <u>At least<br/>once a day</u> |           |
|----------------------------|--------------|------------|-----------------------------|-----------|-------------------------------|-----------|--------------------------------|-----------|
|                            | <u>%</u>     | <u>#</u>   | <u>%</u>                    | <u>#</u>  | <u>%</u>                      | <u>#</u>  | <u>%</u>                       | <u>#</u>  |
| City of Park Hills Website | <u>60.7%</u> | <u>179</u> | <u>26.1%</u>                | <u>77</u> | <u>1.7%</u>                   | <u>5</u>  | <u>0.0%</u>                    | <u>0</u>  |
| FaceBook                   | <u>50.5%</u> | <u>149</u> | <u>20.0%</u>                | <u>56</u> | <u>6.8%</u>                   | <u>20</u> | <u>16.3%</u>                   | <u>48</u> |
| LinkedIn                   | <u>70.5%</u> | <u>208</u> | <u>13.2%</u>                | <u>39</u> | <u>4.4%</u>                   | <u>13</u> | <u>2.7%</u>                    | <u>8</u>  |

Ideas and Feedback for Park Hills Website:

(Top 5 most common responses; see **Appendix A** for a complete list.)

- ~Post agendas for meetings at least one week in advance, and list all dates for scheduled meetings.
- ~Needs to be more users friendly.
- ~Upload the City Council meeting videos to the website so those without cable are able to watch as well.
- ~Would like to see more local content.
- ~Possibly add the ability to pay taxes or bills online.

5. Best method of contact for emergency announcements, parking/pet tag reminders, civic events, etc.?

|        | <u>%</u>     | <u>#</u>   |
|--------|--------------|------------|
| Mail   | <u>40.7%</u> | <u>102</u> |
| E-mail | <u>51.2%</u> | <u>151</u> |
| Text   | <u>11.2%</u> | <u>33</u>  |
| Phone  | <u>30.2%</u> | <u>89</u>  |

6. How do you stay informed of the city of Park Hills' activities, issues, etc.?

|   | Not a Resource |            | Rely on Somewhat |            | Rely on the most |            |
|---|----------------|------------|------------------|------------|------------------|------------|
|   | <u>%</u>       | <u>#</u>   | <u>%</u>         | <u>#</u>   | <u>%</u>         | <u>#</u>   |
| A. Kentucky Equirer/ Community Recorder                               | <u>13.2%</u>   | <u>39</u>  | <u>45.1%</u>     | <u>133</u> | <u>28.8%</u>     | <u>85</u>  |
| B. TV News Stations   | <u>24.4%</u>   | <u>72</u>  | <u>31.5%</u>     | <u>93</u>  | <u>14.2%</u>     | <u>42</u>  |
| C. Radio News Stations  | <u>35.9%</u>   | <u>106</u> | <u>18.6%</u>     | <u>55</u>  | <u>5.8%</u>      | <u>17</u>  |
| D. Attend city council meetings                                       | <u>41.0%</u>   | <u>121</u> | <u>14.9%</u>     | <u>44</u>  | <u>3.4%</u>      | <u>10</u>  |
| E. Cable TV showings of council meetings                              | <u>43.1%</u>   | <u>127</u> | <u>12.5%</u>     | <u>37</u>  | <u>4.4%</u>      | <u>13</u>  |
| F. Park Hills Website   | <u>26.1%</u>   | <u>77</u>  | <u>33.9%</u>     | <u>100</u> | <u>8.8%</u>      | <u>26</u>  |
| G. Neighbors  | <u>7.8%</u>    | <u>23</u>  | <u>38.6%</u>     | <u>114</u> | <u>39.3%</u>     | <u>116</u> |
| H. Other - please specify other source:<br>Sings posted along streets | <u>0.0%</u>    | <u>0</u>   | <u>2.0%</u>      | <u>6</u>   | <u>8.8%</u>      | <u>26</u>  |

## 7. How often do you watch the Park Hills city council meetings on cable TV?

|   | <u>%</u>     | <u>#</u>   |
|---|--------------|------------|
| I have never watched a city council meeting on cable                              | <u>67.8%</u> | <u>200</u> |
| I have watched a city council meeting on cable less than 5 times in the past year | <u>21.4%</u> | <u>63</u>  |
| I have watched a city council meeting on cable 6 or more times in the past year   | <u>8.1%</u>  | <u>24</u>  |

We welcome your comments and ideas on the city council meetings and/or access to the meetings. (Top 5 most common answers; see **Appendix B** for a complete list.)

- ~Very pleased with the new location of the meetings.
- ~The sound quality is very poor on the aired episodes, and the time it is on is not convenient.
- ~Would like to see the taped meetings put on the Park Hills website.
- ~The mayor and council need to show more respect to each other and the residents.
- ~Would like a reminder of when the meetings are and what time they are to take place.

## 8. What would motivate you to attend city council meetings?

(Top 5 most common answers; see **Appendix C** for a complete list.)

- ~Being able to have the agenda a week before the meeting.
- ~An issue or topic that would directly affect me.
- ~A reminder sent either via email or on road signs of when, where, and what time the meetings are.
- ~More allowable participation from residents.
- ~A more united and respectful mayor and council.

## 9. Tell us how satisfied you are with the following:

|  | Very Dissatisfied |           | Dissatisfied |           | Satisfied    |            | Very Satisfied |            |
|--|-------------------|-----------|--------------|-----------|--------------|------------|----------------|------------|
|  | <u>%</u>          | <u>#</u>  | <u>%</u>     | <u>#</u>  | <u>%</u>     | <u>#</u>   | <u>%</u>       | <u>#</u>   |
| A. Appearance of parks, plantings, public buildings, etc.                                    | <u>3.1%</u>       | <u>9</u>  | <u>1.0%</u>  | <u>3</u>  | <u>40.3%</u> | <u>119</u> | <u>52.9%</u>   | <u>156</u> |
| B. Service provided by city employees.   | <u>2.4%</u>       | <u>7</u>  | <u>1.4%</u>  | <u>4</u>  | <u>50.5%</u> | <u>149</u> | <u>41.0%</u>   | <u>121</u> |
| C. Service provided by the mayor.  | <u>11.2%</u>      | <u>33</u> | <u>13.9%</u> | <u>41</u> | <u>42.0%</u> | <u>124</u> | <u>8.5%</u>    | <u>25</u>  |
| D. Service provided by city council.   | <u>4.1%</u>       | <u>12</u> | <u>18.3%</u> | <u>54</u> | <u>46.4%</u> | <u>137</u> | <u>12.5%</u>   | <u>37</u>  |
| E. Volunteer firefighters service.   | <u>2.4%</u>       | <u>7</u>  | <u>0.3%</u>  | <u>1</u>  | <u>44.4%</u> | <u>131</u> | <u>44.4%</u>   | <u>131</u> |
| F. Services provided by police department.   | <u>2.4%</u>       | <u>7</u>  | <u>5.4%</u>  | <u>16</u> | <u>42.0%</u> | <u>124</u> | <u>42.7%</u>   | <u>126</u> |
| G. Waste recycling/collection service.   | <u>2.4%</u>       | <u>7</u>  | <u>2.4%</u>  | <u>7</u>  | <u>44.1%</u> | <u>130</u> | <u>47.5%</u>   | <u>143</u> |
| H. Snow removal service.   | <u>3.4%</u>       | <u>10</u> | <u>4.1%</u>  | <u>12</u> | <u>47.1%</u> | <u>139</u> | <u>39.3%</u>   | <u>116</u> |
| I. Maintenance, restoration, and appearance of city roads, curbs, and other city hardscapes. | <u>5.8%</u>       | <u>17</u> | <u>14.9%</u> | <u>44</u> | <u>50.9%</u> | <u>150</u> | <u>23.4%</u>   | <u>69</u>  |

Ideas, Comments, Etc. ....

(Top 5 most common responses; see **Appendix D** for a complete list.)

- ~There needs to be a better line of communication between the mayor, council members, and residents. There also needs to be more respect between the mayor and council.
- ~Unhappiness with road repair: Some have found the new curbs to be an eyesore, dangerous for larger vehicles to drive by and inadequate for directing rain water. There is also displeasure with the amount of time it has taken to have roads repaired and the order in which the roads were repaired (those done by the mayor's and members of the council's homes first). There are many sidewalks and roads still in need of repair. Residents also want to know how much longer the road tax will continue, seeing as it has already been extended from its original time frame.
- ~The police need to have a greater presence in Park Hills through more patrolling and make a greater effort to get to know the residents on a personal level.
- ~Too much money is being spent on beautification, especially since not all of Park Hills benefits from it. There is not enough done around Dixie Highway.
- ~Some streets do not receive snow removal in a timely manner.

10. Assuming that Police and Fire are among the city's top priorities, we want to know how you prioritize the spending of city of Park Hills' tax monies. Please rank each item from 1-7, with 1 being what you consider to be top priority use of tax dollars and 7 being the lowest priority.

|   | 1     |     | 2     |     | 3     |    | 4     |    | 5     |    | 6     |    | 7     |     |
|---|-------|-----|-------|-----|-------|----|-------|----|-------|----|-------|----|-------|-----|
|   | %     | #   | %     | #   | %     | #  | %     | #  | %     | #  | %     | #  | %     | #   |
| A. Enhancements/<br>improvements to city<br>buildings, city property.                                     | 4.4%  | 13  | 8.8%  | 26  | 15.6% | 46 | 22.7% | 67 | 19.0% | 56 | 15.9% | 47 | 5.1%  | 56  |
| B. Beautification of public<br>green spaces, i.e. Trolley<br>Park, plant areas, flowers,<br>trees/shrubs. | 9.2%  | 27  | 14.2% | 42  | 18.6% | 55 | 14.9% | 44 | 15.9% | 47 | 13.6% | 40 | 6.1%  | 18  |
| C. Upkeep of city<br>roadways.  | 70.9% | 209 | 13.9% | 41  | 5.4%  | 16 | 2.0%  | 6  | 0.3%  | 1  | 0.7%  | 2  | 1.7%  | 5   |
| D. Waste/recycling collection<br>service.   | 9.8%  | 29  | 36.6% | 108 | 16.3% | 48 | 14.2% | 42 | 9.5%  | 28 | 4.8%  | 14 | 2.0%  | 6   |
| E. Street lights.   | 7.5%  | 22  | 13.9% | 41  | 24.8% | 73 | 14.6% | 43 | 17.3% | 51 | 8.1%  | 24 | 5.4%  | 16  |
| F. Fall leaf pick-up.   | 2.7%  | 8   | 5.4%  | 16  | 6.8%  | 20 | 13.9% | 41 | 12.5% | 37 | 25.1% | 74 | 26.4% | 78  |
| G. Restroom in/near Trolley<br>Park.  | 4.4%  | 13  | 1.4%  | 4   | 2.7%  | 8  | 5.4%  | 16 | 8.8%  | 26 | 15.3% | 45 | 53.2% | 157 |



Please use this section to inform us about anything else city-related that you want to communicate to city employees, and/or your elected officials. Please try to be specific and constructive, the more detail we have the easier it is to understand your ideas, comments, etc. (Top 8 most common responses; see **Appendix E** for a complete list.)

- ~City residents are divided on the importance of Trolley Park. Some believe that a bathroom would be a great addition to the park while others find it to be a complete waste of money that would be better spent elsewhere.
- ~Many streets (St. Joseph, South Arlington, Amsterdam, Cleveland, St. James, Cecelia Avenue, and Sleepy Hollow) are still in need of street repairs or have vehicles passing through that disregard the speed limits. There are also issues with the timing of traffic lights on Dixie Highway and South Arlington; they make it hard for residents to exit. Also, many streets do not have adequate sidewalks or lighting at night.
- ~A community/public pool or gym would be a nice addition to the city.
- ~Many are pleased with the beautification of the green spaces in the city but feel that some areas are of higher importance than others, and that in these times of economic hardship, money should be spent on more important things.
- ~Residents would like to have fall leaf pick-up and not have to pay extra for it.
- ~Some are dissatisfied with the lack of enforcement of parking tags. Those who do buy them find it unfair that many residents who don't buy them get away with not having to pay the added expense.
- ~Residents would like more community activities that are for all ages, from children to seniors.
- ~A 5 year plan, or something equivalent, of what the city's vision is in regards to spending tax money would be appreciated by many.

Notes:

- 1) Some questions have percentages totaling less than or greater than 100%; this is due to residents leaving that particular question unanswered or answering with more than one primary answer.
- 2) There were 295 resident surveys returned.

**Appendix A:** Ideas and Feedback for Park Hills Website.

- Add a short story about a park hills resident, there are some interesting people here but no one knows.
- Add city council meeting videos.
- Allow important events to be placed on outlook calendars.
- An email would be nice to receive letting us know when things are updated on the website.
- City website, poor, not enough info Civic association website, good, needs updated.
- Could be more informative and interactive.
- Dated.
- Didn't know it existed.
- Don't check it often.
- Event listings, volunteer opportunities.
- Everyone doesn't have a computer or access to one.
- Fire departments website is outstanding. Good information. Nice to know agenda for council meeting. Keep updating the site.
- I prefer regular U.S. mail, but I think a website makes more sense economically. Where is the Hub? I would like that mailed or distributed by volunteers. The website could be used for emergency info/photos/historical information, or maybe have it with a link to the Hub.
- I use the website but find it difficult to find information sometimes.
- I would like to see the city ordinance in a search table or by topic database.
- I would prefer a newsletter to be e-mailed with important city information and report of city council meetings.
- It's nice but would prefer regular e-mail updates about Park Hills.
- Just don't think to use it.
- Keep City Website about City Business, not students who are on the honor roll.
- Link to fire department does not work, meet the officers is incomplete.
- Look for the hub site more often than the city because it has more information on it, but the website is hard to find, possibly put a direct link on the city site to the hub.
- Looked at site a few times.
- Many of Park Hills residents are not as involved with electronics as you might think.
- More links to more info on specific item.
- Poorly done and hard to find information.
- Post things in a timelier manner.
- Remove non Park Hills items (Devou Park and private facebook page) post agendas for meetings at least one week in advance. List all dates for scheduled meetings.
- The hub should be included as well as the civic association information. No need to separate the social from business/ politics of the city.
- The site is more of a social website then a useful community tool.
- The website is good.
- The website was very outdated and not user friendly.
- There are noticeable improvements to the website and seem to be more organized and updated more frequently. Would like to see all events listed on the calendar. Fire department icon doesn't work.
- Times of meetings should be posted; if they are and I overlooked them I am sorry.
- Very few updates.
- Web site is good.

- Why should we look at the website, it doesn't get updated very often. Why not have emails from the city for updates on criminals and street closures?
- Would be more likely to read newsletter then check website.
- Would be nice to be able to pay taxes or bills online.
- Would like to see more local content.
- Would prefer a hard copy of "the hub".
- You have changed the URL of the website without telling anyone.

**Appendix B:** Comments and ideas on the city council meetings and/or access to the meetings.

- Agenda pushed to email a week prior to meeting and a five minute open session where residents can comment.
- At this point I have no interest in attending the city council meetings. Too much drama.
- Can the agendas be published to the city website.
- Didn't know they were on.
- Easy access to meetings in the CCH building. Good access by cable TV.
- Handicap accessibility.
- Honestly I don't think council addresses the issues of its residents. We had a neighborhood issue a few years ago and it was met with indifference, I would also like to see more emphasis put into cleaning up the Dickman apartments.
- I quit attending because of the disrespect shown by council and the mayor to residents. They need to be civil.
- I was very pleased the location of the city meetings changed, it is much easier to access now. Would prefer if the executive session was at the end of the meeting so those in attendance don't have to sit and wait.
- I would like it if a recap of the events was posted to the website.
- I would like to see transparency and cooperation between the mayor and ALL the councilmen. They should be working as a team with all involved and informed about Park Hills issues.
- Is there something published that tells when the meetings are going to be on cable.
- It is nice having the meetings once a month at the CCH building. Easy access and a bigger room.
- Keep to the point.
- Location of the council meetings is very good but I dislike the personal videotaping, it causes residents to feel intimidated about speaking up.
- Mayor should be less belligerent and more respectful to other people, his behavior is outrageous.
- Mayor's behavior is embarrassing.
- Meetings are not streamlined, verbal banter that is meaningless. Keep them focused and on a timeline so that people can get home at a reasonable hour CCH location is a pain.
- Meetings at the park so kids can play.
- Most issues of resident interest end up in an executive session. The mayor's ignorance and overall behavior have made it a worthless endeavor for citizens to attend.
- Moving the city meetings to Covington Catholic was a great idea.
- People should be allowed to speak freely with no time limit; city should not have to pay for a venue to host.
- Post recorded meeting to the internet, on website.
- Post the recording on the website.
- Send email reminders.
- Sound quality is very poor.
- The mayor needs to "brush up" on Roberts Rules motion, second, discussion; council member calls the question, vote to close end discussion. If passed then vote on motion.
- The mayor's conduct is intolerable and unacceptable. He is a bully and does not have a grasp on the issues, or the English language. He should be removed ASAP.
- The ones I watched the set is tacky, legs exposed, purses on floor. Other cities like lakeside have very attractive and business like appearance. You can hear the paper shuffling and is sometimes hard to understand what is being said.

- The Park Hills site seems to do more than most in this regard.
- The sound quality is really bad.
- The time it is aired is not convenient.
- There appears to be too much tension and antagonism among members.
- They seem like chaos dictated by a controlling mayor aligned with weak council persons. Citizens are told to shut up when their opinion differs from the mayor.
- Time conflict.
- Too much grandstanding for the cameras, wastes time and makes the meetings too long.
- Too much perceived bickering between political liberal elites and blue collar old schoolers against progress.
- Viewing the meetings on TV needs to be more accessible.
- We don't have cable... could it be posted online.
- We have access to the meetings but no access to speak unless we are on the agenda.
- We have faith in the council.
- What channel and when.
- Would like to have them posted to the website.

**Appendix C:** What would motivate you to come to city council meetings?

- A better body, I have an illness and am unable to stay awake in the evenings.
- A concern.
- A mayor that cares what city residents want and need in the city we live in.
- A more cooperative spirit between the mayor and council to get work accomplished. The mayor is embarrassing.
- A new mayor and council.
- A printed agenda before hand plans to correct landslide problems in Park Hills.
- A welcoming feeling for neighbors at meetings. If meetings directly impact the quality of living in my section of Park Hills.
- Advance notice of the agenda.
- Agenda on website prior to meetings.
- Air conditioning and assurance that the meeting will be run efficiently to accommodate the citizens' needs for air time.
- An email indicating the agenda.
- An interest in what was being discussed and feeling that my presence and input made a difference.
- An issue that catches my attention.
- An unbiased council and mayor.
- Any issue that would potentially raise business taxes.
- Anything that would affect me or my property.
- Being able to comment or bring up issues without petitioning to be placed on the meeting agenda and being granted permission.
- Better attitude on mayor's part, he makes us feel unwelcome.
- Better publication of time date and location.
- Better seating.
- Buy a home in Park Hills.
- Called directly.
- Can't attend but love Park Hills.
- Can't attend till I retire due to working 2nd shift.
- Change the location of where they are held.
- Civility and a commitment to fostering a constructive dialogue and cooperation among all parties.
- Coffee and doughnut social event or something similar to meet the neighbors.
- Concern over a proposal or initiative that greatly affects the city.
- Concern over increasing taxes and fees, spending priorities, funding for special interest projects.
- Critical or controversial issues coming before council, understanding what all the bickering is about.
- Discuss important issues.
- Discussion of an issue I really cared about.
- Don't know when they are or what purpose attending serves.
- Email list of topics to be discussed.
- E-mail reminders.
- Emailed notices of meeting time and place as well as clear agenda.
- Get rid of a couple council members. Trouble makers.
- Glad the meetings moved downstairs, neighbors.



- Hard to do as a young family with two working parents.
- Have tried to but have schedule conflicts.
- I attend because of my interest in city and council, many others however won't unless an issue of personal interest will be addressed. The behavior of the mayor and council is a big turn off from attending.
- I attend some city council meetings to keep informed about what is going on and to support my city.
- I attended one and was disappointed of how the audience was spoke to and treated. There needs to be more respect.
- I come pretty regularly to stay informed.
- A crisis that involved me.
- I do, but I usually leave sick to my stomach or with elevated blood pressure.
- I would attend if we had a different mayor and if something actually got accomplished. As it is there is always a stalemate on decisions.
- If an issue or concern would affect us.
- If agenda item was something that affected me personally.
- If every meeting had an open session for questions from attendees.
- If I felt like anyone actually cared what I thought.
- If I had kids.
- If I had an unresolved problem the city could help with or if I was aware of a controversial issue and wanted my opinion heard.
- If I knew where they were held and what the topics of discussion were going to be.
- If I thought it would make a difference. In the past I tried to get help from council and no one seemed interested.
- If I was reminded a few days prior to the meeting and new the agenda ahead of time.
- If it was related to Coram Street.
- If other neighbors went, if there wasn't hostility among council, if they didn't last as long.
- If something I was interested in was being discussed.
- If the St Agnus community power brokers would leave. I find their money, networks, and influence overwhelming and depressing.
- If the city is doing something unwanted.
- If there is something effecting me or my property.
- If there was a distributed agenda.
- If there was action that I felt negatively affected the city.
- If there was an issue affecting me personally.
- If there was talk of a tax increase.
- If they were held on a different day of the week.
- If they worked together for the good of our city and not be so political.
- If we had an influence on improving electrical service.
- In the suggestions and/or problems were addressed before they became major issues.
- Information about what is to be discussed. Agenda posted on web.
- Invite a street to the meetings.
- Issues of major importance being discussed.
- Knew where location was.
- Know agendas well in advance and if topics are of interest. The last meeting I attended had too much disagreement and disrespect among members of the council and the mayor.
- Knowing about them and the agenda.
- Knowing the agenda ahead of time.

- Informing me in advance what will be talked about.
- Knowing what issues were going to be discussed.
- Knowing when and where they are.
- Knowledge of issues to be discussed.
- Knowledge of meeting topics.
- Less bickering.
- Less petty interjection, more positive movement.
- Like the new location of the meetings.
- Major change to the community.
- Major issues affecting the city operations.
- Meetings are too long.
- More "allowable" participation from residents, less ignorant outbursts from Catchen.
- More information about issues.
- More notification of dates and times and advance notification of discussion topics.
- My ox being gored.
- Never ending road tax. Constant power outages.
- New mayor, less secrets, and more open-mindedness.
- News about the new bridge or the coyotes.
- No interest in the conflict, heard that differing opinions get treated by disrespect.
- Not able to attend due to work.
- Not able to due to mobility problems.
- Not having the cable televising.
- Not interested.
- Not so much arguing.
- Nothing.
- Personal interest.
- Politics, concern over happenings.
- Publicly announce upcoming agenda items.
- Raising taxes or buying property in the city for future development.
- Remembering when they are scheduled and if the agenda affects us.
- Reminder of dates time and agenda.
- Reminder sign like the one for paying taxes on time.
- Reminders of when and where they are.
- Move back to city building. Keep certain council members from monopolizing the time. Treat Fedders and Geiger with respect. Catchen is so rude.
- Snacks.
- Send agenda out two weeks before the meeting and put it on the website.
- Some personal impact issue.
- Specific topic of interest.
- Tax increases, cars speeding on our street and Dixie highway extra long traffic lights.
- The council working as a team instead of all the one-sided behavior presented by those on "the mayor's team".
- They seem much contested. My outside opinion is that there is a significant amount of in-fighting among the members.
- Things that affect us personally.
- Transportation.
- Wasteful spending.

- We attend for the purpose of communication in regards to Covington Catholic HS.
- When issues of personal concern are being addressed.
- When issues important to me are being addressed.
- Something I am concerned about that would impact Park Hills.
- If my home were impacted.
- When issues of personal concern are being addressed.
- When something I disagree with is being discussed.
- When something of personal concern is being addressed.
- Where is the location and some way to bring children along.
- Why would I put myself through this frustration? I think the mayor thinks of the city as his power trip.
- Will not attend if held at city building because it is too small of a space.
- Zoning changes which I feel are adverse to living conditions.

**Appendix D:** Ideas and comments to question #9.

- Appropriate communication, or simply any communication when my property is affected, i.e. installation of curbs without notification.
- Better enforcement of speed limits or speed bumps to slow down pass through traffic.
- Cars parked on Cecelia don't have stickers. I and others don't have a view from our homes, we have to look at the back of houses, and we were told we would only see roof tops, what happened to the codes and laws?
- City clerk is very accommodating and professional; police personnel are much more visible and polite.
- City council needs more new members. Really like the new mayor.
- City employees tried to cut down bushes I had planted. Failed to pick up recycling several times last year. Ran into my wall and destroyed reflectors.
- Cleveland has new markings painted on the road bed; I hope this doesn't mean Duke is going to dig up the new road.
- Continue to provide funds for the fire department and keep it in the city of Park Hills. Could be better with the snow removal on Arlington. We hope the police department will continue to serve the residents of Park Hills and not other cities.
- Cut down on cats and dogs doing their business in your yard.
- Dennis Finke is a real asset to the city.
- Desperately need bus shelters. Move bus shelters at St. Joseph and Dixie so bus doesn't block intersection. The light at St. Joseph has too long of a red light, it's hard to get out onto Dixie highway. Have planters on south side of park hills entrance.
- Don't like new curbs on Cleveland, hard for bigger vehicles to drive by. Police chief not very responsive.
- Find it curious that money is spent on some roads but not all. City should invest in improving utility service.
- From my limited but reliable sources, the mayor has only his self interest in mind and half of the city council is afraid to challenge him.
- Have seen neighbors park vehicles in their front yard, vacant properties are not maintained.
- I am embarrassed for those council members who ask legitimate questions regarding our city and are rudely "shut up" by the mayor, who shows little respect for the members not "on his team".
- I am not dissatisfied with the mayor or council at an individual level. I am dissatisfied with their inability to bridge their divide and provide nonpartisan leadership.
- I am pleased with the current mayor and the council's decisions for Park Hills and the vote to not raise property tax.
- I am sometimes embarrassed by the behavior of the mayor and the council. Some of the city plants block line of sight for turning onto and off of streets.
- I had an ambulance call last year after I fell down some stairs; the EMT felt me and said nothing was wrong. 2 weeks later my son took me to the hospital and I had 10 broken ribs and a ruptured spleen. I almost died! So much for EMT's input.
- I have been very pleased with the appearance of the city. There is a divide between those on opposite sides of Dixie highway as to one side being favored. Lots of positive changes have been made by the mayor. I notice that the fire chief is often absent from meetings.
- I have needed a small repair of approximately 2 feet of the curb in front of my house and have asked the maintenance department for the repairs for several years. I do not want this repair with blacktop since it is concrete. I would appreciate if someone could contact me about this.

- I have only read negative reports of the mayor and council in newspapers, I don't feel like I directly know what they have contributed to the city.
- I have tripped a couple of time on the Terrace sidewalk, would have liked to see it repaved when the street work was done.
- I like the water fountain for dogs in Trolley Park.
- I live on the corner, since the last paving of Old State Road the street is higher than my driveway. When it rains waste is washed into my driveway. There should be a sewer midway on the street.
- I think Dixie highway is very unattractive. The south side of Dixie has no place to picnic. The old wooden city council sign has got to go.
- I think Park Drive area looks good but Trolley Park is too cluttered. New things are being added while money is tight, it is wasteful. The mayor is doctoral and does not allow his team to collaborate. It is painful watching the meetings. He bullies the council and residents.
- I think the curbs look awful.
- I think the smaller cities should merge on fire and police protection to save tax payers money.
- I think we need more patrol for speeding and running stop signs.
- I thought the road assessment was to last only 2 years.
- I was under the impression that our new police officers were going to be on bike patrol which would save the city money and help the officers get to know the residents. I have not seen a single bike, although I have noticed more patrol via cars.
- I would love it if someone would take care of the landscaping on the corner of Amsterdam and Sleepy Hollow.
- In a snow emergency I would like the cars that stay on the street to be ticketed or towed, not just given a warning.
- Inconsistent spending on street and road projects. Some streets receiving more funding than others, in relation to number of taxpaying residents.
- Irish Rose is always last to have snow removed. The road work on Exter is terrible, the whole street should be repaved.
- It seems like some neighborhoods get more attention than others.
- It would be nice to have a meet the mayor or meet the city council night. The only time we hear from them is around election time. Perhaps a social gathering would promote more participation.
- I've been paying into road tax for years and am now informed that there will be an item on the ballot to eliminate this. How is this fair? Residents whose street has been replaced versus patched are going to vote to get rid of it and the rest of us get screwed. thanks council!
- Keep road fund. Be proactive.
- Leaf pick up should be provided and paid for only by those who use it. Snow removal is not done in a timely manner.
- Love the flowers.
- Love the increased presence of the police force.
- Many police just harass the residents with speeding tickets.
- Many sidewalks are in need of repair or replacement and some streets as well like lower west Amsterdam.
- Mayor and council are too divided.
- Mayor Catchen and the police are doing a superb job it is wonderful to see and talk to police and the many patrols afford a secure feeling.

- Mayor Catchen's arbitrary firing of our police chief is disturbing and opens another sex discrimination suit against Park Hills.
- Miller Pavilion is not attractive. Lighting that building up at night is unnecessary. Memorial suggestion: plant a tree with a plaque at its base.
- Most services are excellent, the mayor, council, and police seem to have priorities and agenda that are not about the best interests of Park Hills.
- My curb was skipped; it is an eyesore, broken and crumbling.
- My end of Coram Street could be repaved.
- Need more police patrol on Sleepy Hollow road while school is in session.
- Need some holes patched on Aberdeen.
- New curbs look great but the new curbs make it difficult for two cars to pass at the same time. Amsterdam down to Montague needs repairs.
- No park on our side of park hills.
- On Scenic Drive we have a dog problem. People have three or four dogs and let them run all over, they get in my garage and I can't get rid of them.
- Our city is beautiful; everyone does a really good job maintaining the area.
- Our roads need to be fixed, the potholes.
- Pedestrian cut through in neighborhoods could be maintained better, concrete work and cut back shrubs.
- Park Hills could do a better job encouraging and promoting recycling. I am surprised and disappointed when I don't see people recycling their garbage. It is easy and convenient.
- Police are not as friendly as they use to be; very disappointed that Amy was fired from police chief. Public works is friendly and efficient.
- Police should not write tickets for vehicles parked on private property. Mayor Catchen needs to be less dictatorial in conducting council meetings.
- Potholes on Amsterdam down to Covington need to be fixed.
- Provide maintenance of paths or request homeowners along the paths to help keep them clear of weeds and refuse.
- Recent events in the police department have me very concerned. The lack of honest open information from the mayor and council worries me. That is really the only matter that has created and dissatisfaction, but it is a big deal.
- Roads are kept in good condition, would be nice if curbs and rain gutters were on all streets.
- Routinely come how to find garbage cans and recycling bins blocking my driveway, no communication as to why we are years behind on road replacement. We need a published 5 year road plan.
- Satisfied with the mayor and city council but wish they would stop bickering.
- Sidewalks on south Arlington would be wonderful.
- Since the new police administration it is very rare to see police presence.
- Snow removal can be sporadic; dogs on leashes should not be prohibited in public areas.
- Snow removal service is horrendous; streets don't get plowed for days.
- Snow removal, prior to public works employees did a fantastic job.
- Some city roads are in bad condition and some sidewalks are crumbling.
- Some of the new curbs are dangerous. City council and the mayor need to be professional and keep personal feelings out of city business.
- Some roads could be better maintained.
- Some streets are very worn and sliding out.
- The choosing of whose road gets redone first and who goes last seems to be based on politics.
- The city does a good job overall. Mr. Dennis Finke is an asset who appreciated by all.



- The city pays too much for tree replacement on private property, should only be replacing the ones removed.
- The curbs on Cleveland near park are in bad condition. The streets are all a patched mess.
- The Dixie Highway Area of Park Hills needs a beautification project. What is being done about the old Dickmen apartments and the activity over there, how much section 8 housing is in Park Hills?
- The first time I met the mayor was when I stopped in to pay for parking stickers. He didn't acknowledge my presence in any way which I found to be very rude.
- The lawsuit with the former police chief is a financial concern. Old State and Aberdeen were promised new curbs and never received them.
- The mayor and some of city council need to get out of the past and be more forward thinking.
- The mayor brags about saving money yet spends \$6700 in legal fees...
- The mayor is condescending and has caused a lot of money to be spent on his mistakes. Mr. Fangman is rude and Ms. Spoor answers the mayor's questions.
- The mayor needs to be more agreeable to everyone! Some council members go along with the mayor to avoid his disagreeable nature. Newsletter from the city lists accomplishments as I instead of the city or your city.
- The mayor needs to lead and show respect to all views of those serving on council. Let's work together and make Park Hills an even better place to live.
- The new curbing on Cleveland looks great but it does not extend to the first few houses past rose circle including mine I am dissatisfied with our police department being a contractor to police Bromley, let's focus on Park Hills.
- The plantings are beautiful.
- The police need to acknowledge residents. City council needs to work together!
- The recycling pick up schedule is not consistent on our street, sometimes they don't show up.
- The turnaround at the top of Locust Street needs to be free of parking.
- There are many flowers planted at the entrance to Devou, couldn't some of those instead be planted at south Arlington, instead of the current bushes. Lots of theft happened in may, where is the police presence?
- Things seem better lately.
- Think Park Hills is beautiful place to live but am getting tired of the drama with the mayor.
- Tired of the bickering between council members. Need more plantings at the corner of Dixie and south Arlington.
- Too much is spent on beautification when the economy is in the shape it's in. I think the mayor and some council members want to cut the road tax so they look good for the next election I would rather pay the tax and have all the roads repaired
- Too much negative commentary in the past year and it has been reported about our new mayor and council members.
- Too much time and money is being spent on superfluous items, trees, fountains, etc. I would like our streets and infrastructure to be a priority. I would like to restore the leaf pickup. I would like the city to crack down and cite homes that are eyesores. There is too much attention being given to Trolley Park.
- Very disappointed by the service provided by the mayor and half of council, they present a very poor image for the city.
- Very satisfied with progressive members of city council, very dissatisfied with those resisting moving forward.

- We are still not happy with the curbs, it was not what was represented to us and I fear a major accident in front of our house because they made the street too narrow. We already had a truck jump the curb and end up in our yard.
- We did not appreciate the termination of the former police chief. We would appreciate a mayor and council who can work together in a professional manner.
- We doubled our property taxes to redo our streets and 14 years later we still aren't finished and the city is throwing money around like we have it to burn.
- We have not had our curbs replaced but the higher end homes and council has.
- We moved to Park Hills in 1999, after we moved in we got our first tax bill. \$500 for road tax, and were told it would only be for 10 years, it has been 13, what's the deal?
- What service does city council provide? Volunteer programs are dangerous for someone whose life is in danger. Too much time elapses before they arrive, the same with the firefighters.
- Where is our road fund money being used?
- Whoever takes care of the plants and flowers around Trolley Park and all does a great job.
- Why pay for recycling, it's a known fact Rumpke doesn't really recycle.
- Wish the hill below Hamilton could have a higher retaining wall at entrance to gateway. As you can see by all the mud we are losing our hill.
- Would like to have taxes lowered.
- Would like to see the police out more so they can meet the residents, they are suppose to be "bike cops" yet more patrol cars were bought. Better way to fight wildlife concerns than with guns.

**Appendix E:** Open response for ideas, comments, etc.

- #1 IMPROVING UTILITY SERVICE. Attract interesting businesses. It is a little absurd to have bought coyote assault rifles when the money could have been better used. It would be beneficial for the city to talk to Duke about the power line trouble.
- 2 drop offs by the playground slides appear to be unsafe at Trolley Park.
- 710 St. Joseph there is a sink hole we have tried filling in but keeps returning, please considering fixing this.
- A bathroom near Trolley Park would be nice and useful during the events we have throughout the year.
- A lot of attention is being given to Trolley Park and the surrounding area. Our tax dollars are best spent when used to protect the citizens and their property. Would love the city to be beautiful from corner to corner but the beautification money seems to be used only around Trolley Park. If that money was spread out to the entrances of each subdivision more people would be able to enjoy the beauty.
- A restroom in a very small park is not necessary. This would attract teenagers and vagrants. The park looks trashy, not classy like the rest of Park Hills. The communication committee is a farce. The mayor is an embarrassment with his foul language and mistreatment of fellow council members. His ego and ignorance get in the way of completing city business. He is a bully and should be removed. Also the police/coyote/gun issue is ludicrous. money being spent on rifles would be better spent on traps or poison.
- A restroom near Trolley Park would be well worth the expense. A few more community building events might enhance city involvement such as a summer concert at trolley park or some kind of block party . Excellent Memorial Day Parade but we could do more things like this.
- Thanks to the police chief for the great job they are doing.
- All citizens buy Park Hills' stickers.
- All on council should be knowledgeable about what money is being spent and how. The city attorney should be responsible for reading and advising on policies and procedures.
- Allow dogs in Trolley Park and set up "pick up" stations. It seems to us the mayor has his own private agenda and 3 council members back him blindly. We do not attend council meetings because we have been told how out of hand they get and how rudely the residents are treated. We disagree with the mayor's firing of the former police chief.
- Amsterdam road needs to be resurfaced from trolley park to Covington line and other side as well.
- Annual or semiannual large item waste pick up. The city auto tags are a pain. Figure out a way to assess homeowners on their taxes and arrange for transients and renters to buy a sticker by mail.
- Beautification of parks can be done by volunteers. Would like a fair council that looks out for the city and not individuals. It appears this mayor and council promote pet projects and agendas that are not supported by the majority or listen to the constituency.
- Better internet service is needed.
- Cars continually run red lights at south Arlington and Dixie highway and speed on Cecelia ave.
- City council needs to be more united. Love the city but despise its politics, which have gotten worse since Catchen took office.

- City property maintenance is a huge priority. No justification for spending residents money on flowers that only a few get to enjoy that should be civic association and garden club support. If residents value it they will donate to it, I was very distressed to get an email telling me about planting trees on Terrace. Why? Why can't the people who live there do it? That's what we did, paid for it ourselves. Were the riffled to shoot the coyotes ever bought? if so how much were they and who will be using them?
- City stickers aren't enforced. Stop signs at Amsterdam and old state are ignored making it hard to get out of your driveway. Cars speeding on Terrace along with tractor trailers and buses. People blocking the sides walks with their cars when parked in their driveways.
- Concerned about what the city of Covington is doing with Devou Park and a new clubhouse. Due to this we are considering moving out of Park Hills.
- Develop and implement a plan for improving Dixie highway business area. Collaborate with the city of Covington to connect sidewalk on park to the paved path in Devou.
- Dissatisfied with the new paving of Cleveland Avenue.
- Don't need a mayor who buys city property to profit from.
- Don't waste money putting "square" curbs on streets that don't need them for water runoff.
- Don't waste my money on the entrances to the parks. I think the previous mayor and council had a long term plan for Park Hills the new mayor and some of the older council members just want to save money for what? Every road in Park Hills should be repaved and re-curbed. the only reason trolley park and devou entrance are on this survey is because Don Skip Pam and Millie all live in the areas and want the city to beautify their front yards. and also why are you buying so many new cruisers?
- Enforce the current laws and fees. The number of cars without tags that park in our city is staggering. Do we not need the funds? Would like to see and understand the priorities of the city council. It amazed me that with roads in disrepair we concentrate on a questionable coyote problem. the number of dead and dying trees is a concern.
- Functionality first, then beautification.
- Get out of Bromley, Ludlow, Fort Mitchell, and Fort Wright and get our police on our own streets.
- Glad to see city government working together, and our city out of the commercial real estate business on Dixie highway.
- Have lived in Park Hills for 55 years and am absolutely fed up with the power outages. Also the road tax has been in place for 16 years, the roads should all be fixed by now so get rid of it!
- High priority is for Dixie Highway not to be overdeveloped. between Arlington and St James needs to be improved.
- I am all for beautification of public green spaces, but it is a low priority for taxes. Police and fire are high priority. Snow removal is very inconsistent. There are only houses on one side of my street, therefore they should always plow the snow away from the driveways not towards them. they didn't complete curbs on my side of Hamilton efficiently, I now have lots of water running in my driveway because there is nowhere for it to go.
- I am concerned about our long term financial stability. What plans are there. When will the road tax be removed? The purchase of a fire truck extended this tax which was originally to last only 15 years. I am fearful this tax will never be removed but altered to make other purchases. this was not the intent of this tax.
- I am dissatisfied with the city maintenance and Dennis Finke. He came to my home about a water problem and said he would return with the city engineer, this never happened.

- I am embarrassed that I voted for mayor Catchen. The firing of Amy Schworer was extremely unnecessary. We need someone who is sophisticated and in touch with modern points to lead this city.
- I am happy with the new mayor and council members; they have made changes that are good for the city and its residents.
- I am quite pleased with service given by city employees.
- I am very aware of the tension between council. Most of the negative information seems to come from one group of citizens who are unhappy with the current mayor and council members.
- I am very excited that Covington catholic is building a tennis court and hear they will be available for park hills residents, hope they are completed soon. It would be nice to have a different cable service other than insight. Very loud and speeding vehicles go up and down south Arlington.. help. What is to be done with the property at the top of Mt Allen road? perhaps a park? We need a nice family restaurant.
- I appreciate the strides the mayor and council have made to be more collaborative.
- I'm concerned with the parking tag policy, I know some people don't buy them and skip the fee altogether. I don't find that fair and would find a tax administered to everyone or better enforcement of the one in place better. There is a lot of speeding on St. Joseph lane with all the cars parked on the street and the children something is bound to happen. perhaps some speed bumps would help.
- I do not understand the need for an unmarked police car, seems to be an overkill expense and why did the city pay \$500 for a gun to shoot coyotes. I think trolley park is great and beautiful but why not spend some money to beautify other areas such as the Dixie Highway so people passing through can enjoy and for the people living across the highway. the thing that annoys me the most is the metal license tags. I can't get my 2011 tag off. why not have stick on tags like the state? I like the new mayor and council and the improved police presence.
- I don't see any attention given to other areas of the city other than those areas around the city building and Trolley Park and the area between Amsterdam and Devou Park; I would like to see more even distribution of resources spent throughout the entire city. strongly urge support for repeal of fire truck/property development tax. city has no business being in the development business. more support for current police department. better snow removal. more equal distribution of funds and resources throughout the entire city.
- I hope there will be no tax increase, when will the road tax stop? What is going in where POPS flowers use to be?
- I know very little about the above items so it is difficult to rank them. Public safety is the most important. How much did you spend on this survey and was it worth it.
- I really like the city wide garage sales.
- I think sidewalks would be nice also if we had older style street lights to fit in with the area. The mayor and most of council have done an outstanding job.
- I think there shouldn't be any parking allowed on Amsterdam at all. Between sleepy hollow and park crest more people have plenty of parking spaces in their driveway and some people have added parking spaces. This is a safety issue.
- I think we need to replace lost trees. We are beginning to look like the inner city in some areas. Terrace Drive improvement is appreciated.
- I truly believe the majority of Park Hills council members want the best for the city. Sides should not be taken as a council should be designated as a circle, unified for a primary purpose, cohesive living. I was appalled by how the mayor addressed members of council and the residents. I did not appreciate the way I and other residents were addressed when voicing our opinion about the curbs that were put it.

- I was extremely upset by the firing of Amy Schworer. She was an asset to the city and the way she was treated is embarrassing.
- I was pleased to see that there was a recent article in the community recorder informing residents of the man posing as a city worker and trying to enter residents homes. When serious threats like this occur in our community residents need to know. Would be even better to have a quicker response to let everyone know.
- I would like the city to develop a vision for Park Hills and what kind of city it wants to be in the next 5-10 & 20 years, Then I would like to see an open dialogue with the citizens to validate this vision. Finally I would like to see a 1-3-5 year plan on how we can begin to execute that vision of course all of this has to be done with complete transparency and mutual respect among stakeholders.
- I would like to understand the plan for the use of tax dollars for the streets of Park Hills.
- I would love our waste/recycling service to also include a regular pick up of compost and yard debris. Shooting/hunting coyotes as well as the policing of another city is a huge distraction. Lawsuits over property development or sexual harassment of police chiefs are a gigantic waste of my tax dollars. CHANGE IS NEEDED!
- I would suggest we go back to no parking all night on our streets. It would afford the police patrols to keep a better lookout during over night hours. This worked well when it was enforced. I think the 15mph on Montague from Breckenridge down the hill to Pike St is ridiculous.
- If a restroom is added who will be responsible for keeping it clean? Use the tax money collected wisely! Make sure the street lights on Dixie Highway are in working order.
- Enforce the leash law, dogs are always without a leash on our street also the number of animals you can have at your place of residence. Also parking has become a huge headache, especially on street cleaning day.
- Instead of spring street sweeping return the fall leaf pick up. This would eliminate 70% of the spring sweeping.
- Is there any plan to bring more business into Park Hills.
- It seems that all of the beautification happens on the north side of Dixie near the park and Amsterdam. If tax money is being used for this then all residents should benefit not just a few. Park Hills' police need to stay in Park Hills. Is it possible to get a no outlet sign for Mt Allen road now that NKU is gone. We hope the mayor and council will work together respectfully to benefit all the citizens of Park Hills.
- It would be nice to have a community pool.
- It would be nice to have access to a community pool or weight management. Perhaps the use of Silver Lake or Beechwood. Please find a way to eliminate problems at the apartments on St. Joseph Elberta and Far Hill Drive. Children are often out playing and many cars ignore the stop signs. Why not use the flushing of hydrants to fill the water trucks to water the plants?
- It would be nice to have an update of the city roadways. Why are we so far behind with improvements to our infrastructure? We believe that all citizens are entitled to more information regarding the sexual harassment issue regarding the mayor.
- It would be nice to have leaf pick up and not have to pay extra for it. I love this city. My biggest gripe is the on street parking. Many streets have cars parked everywhere, but none parked in the driveways. Also I would like a noise ordinance to be discussed for upper Sleepy Hollow.
- Keep the current green spaces green at Lawton/Hillcrest, and not let the land be developed for homes.
- Less bickering on council, more seeking to return to the atmosphere that made us move to this city 13 years ago.



- Love the chief's new car. The people who put the sewer in front of our house (1015 Montague) did an excellent job restoring our property and left it in the original condition. The homes on both sides of ours are becoming eyesores. There is a house that is broken into frequently and after 15 years I would think it would be condemned or something. grateful for the chance to communicate important issues to the city.
- Make clear the difference between the city and the civic association.
- Many of streets are very dark.
- Miss getting "the hub" delivered to my home. Especially some older residents don't have internet.
- Miss leaf pick up service. Would like the city to enforce that people keep their yards clutter free and well maintained.
- More beautification to green space besides Trolley Park, and no restroom at the park please. Would love if the city taxes could be lowered.
- More code enforcement of unsightly property. Such as abandoned cars in yards, weeds that not have been cut for years, garbage cans on front porches, junk in back yards that is visible from the street. Trees that are dangerous because of rotted branches. They have been reported several times with no response.
- More landscaping on Kyles Lane like the done on Dixie Highway. Dislike how readily people spray weed killer on their lawns. Perhaps a discussion on a "green" weed killer policy.
- More police patrols to be done on Autobon? By tennis courts. Houses being broken into. Will vote for mayor and council who keep low taxes. Likes the idea of a business owner as mayor.
- Need more flowers lights and plants.
- Need more street lights for the dark areas. Trolley Park volunteers deserve high rewards. Enforcement of garbage hours is important. .
- No flowers are seen on my side of the street, so stop spending money on the other side.
- Older trees that show decay of large limbs that pose a danger need to be taken care of.
- On Dixie Highway there is a deserted Motel with a barrier in front of it, how is this any less of an eyesore than when it was in use? You want beautification but yet leave this empty motel.
- Overall, Park Hills is a great place to live. Feel safe.
- Owners of rental properties need to maintain the exterior better.
- Park Hills has always been a very attractive community. My husband's uncle was the first mayor of park hills. I am proud to be a part of this community for the past 16 years.
- Park Hills is beautiful and the green space is important but the building upkeep and roadway waste collection is most important. I live at 1010 Altavia, there is a grassy spot in front of my home that would be better utilized for parking if made cement, is this something Park Hills could help finance?
- Park Hills is known for its beautiful public green spaces. It is extremely important to maintain and enhance this attribute. Homeowners should not rely on "fall leaf pick-up" to maintain their properties.
- Park Hills' residents should be able to decide if they want to keep the street tax or not.
- Parking on Cecelia Avenue is horrible. Lived here 80 years and never have seen it this bad. Would like to go back to where there is no parking allowed on the street overnight.
- Park Hills needs fall leaf pick up.
- Please check unfamiliar vehicles on streets.
- Please look into placing speed bumps on Cleveland Road.

- Please send out notice when leaf pick up will occur. Need info about appliance pick up and used oil disposal.
- Police and Fire are my top two priorities, however I don't think the funds for these matters are being used efficiently. I am very disappointed with the skewing of survey information. I am embarrassed by the politics that go on between the Park Hills elected officials. Things need to be handle in a more businesslike manner so the real issues actually get handles.
- Park Hills is special because of the small neighborly charming appearance. I think the hard copy of the hub kept more people informed. All the renters need to adhere to neatness standards.
- Property values!
- Public basketball court near Trolley Park. The city officials have done nothing but embarrass the city, they need to either communicate better or step down and let those who will take their positions.
- Restroom would be a huge waste of money. No more tacky buildings please. To mayor and city council; please follow the bylaws as written and represent the city as an adult.
- Return my deed access. The owner of 1033 Montague was given a reprieve on all the taxes that are owed. Twenty years ago I spoke to council concerning this property, 3 landslides and several thousand dollars of park hills tax payers money later the property is still a major problem. TLC properties removed me deeded access while I was at work and I am now stuck with a crumbling driveway. Why did Dearborn Savings get a pass on taxes owed? I have lived here for 30 years and yet am treated like a second class citizen, and therefore have a hard time prioritizing the use of tax payers money when the city has never seemed to care about my issues.
- Roads are not a problem if you do the speed limit. Many thanks to Dennis Finke.
- Save money and lower taxes. In this economy everyone is suffering, the last thing we need is higher taxes for plants and restrooms.
- Sidewalks are needed throughout the city, there are many walkers and joggers. Improved business corridor-better selection of restaurants and traffic control. More/better police patrols of Dixie Highway.
- Sidewalks. I think a committee of residents could have sent out and tallied these surveys and saved the city some money. I know I would like to help out with such projects
- So many streets do not have sidewalks and many people have dogs they walk and end up walking in the streets. The street I live on is not owned by the city and we pay huge taxes and get nothing for it. We pay for private snow removal and don't get street cleaning. If there is a problem with the street or the waterlines we have to pay for it. we love the area and there aren't many new homes being built. I would really like if the city took the street over.
- Speeding is terrible on Amsterdam, Old State, and Terrace.
- Thank you to the mayor and city council for all your hard work.
- The alternative school in the middle of our community concerns me. The students all walk to school rather than riding a bus and their appearances are less than desirable. Is this school going to close?
- The city council and mayor have been very supportive of Covington Catholic. We appreciate the great relationship and hope that is grows stronger in the years to come.
- The city has only gotten better since I moved in 2000. I really think the city should consider a twitter feed.
- The city of Park Hills has no business providing police protection for the city of Bromley, regardless if it is a money making venture or not.

- The council and mayor have turned the city around we can now trust that our tax dollars are being handled by honest and capable public servants. If they continue to be fiscally responsible we will have improved police fire roads and services.
- The current "plan" for upkeep of roads seems to be use only one company, avoid bids by breaking up projects. Then patch- citizen input is not requested and ignored per statement by committee chair and confirmed by city Enquirer. Only 35% of city has been address, yet there are proposals to reduce road tax. It is disheartening to watch council meetings. The mayor is a bully who brags about being computer illiterate instead of trying to bring together council he insults those who he claims doesn't support his vision. The council and mayor are very unprofessional and rude.
- The guys doing the street work on Exter take up ALL the parking ALL day and are very rude. We need more block parties/adult recreation. Can be a boring place for non-seniors and those without kids.
- The mayor has no respect for the citizens of Park Hills .
- The no parking in cul-de-sac is a bad idea, there are a lot of folks that are affected by this. It would be better to only enforce this when it snows.
- The plantings look wonderful, but in this economy we should be saving money not spending it.
- The police should not take responsibility for the coyotes. The council is divided with no help from the mayor.
- The traffic light at Dixie and South Arlington stays red way too long. There should be no street parking on Amsterdam.
- There are properties in the city that are not being taken care op. property values are declining due to owners neglecting the up keep of their properties. The city should be contacting the owners and fining them if repairs are not done.
- There are several walkways that are in need of serious repair.
- There have been owners allowing dogs to relieve themselves on other peoples property as well as children trespassing in certain areas. Say thanks for all the hard work of the council members and the city workers for the wonderful jobs they do.
- There is a lot of junk, like abandoned cars in back yards that you can see from the street, unoccupied houses need to be maintained. Would like to see some kind of activities for seniors.
- There is a volunteer fireman that flies down Amsterdam with his lights flashing and normally runs the stop sign and then 75% of the time a truck doesn't leave the garage on a run. He needs to slow down.
- Things are ok. Stop spending tax money. New police force is great. Lower tax rate.
- This survey was a waste of our tax money, our mayor is doing a great job
- Too much rental and blighted property in the city, the land lords have free will to do as they please, walk around town, not drive! And see how bad this town has become in the last 10 years. It seems as if no code enforcement takes place at all.
- Trees and plants are what makes our city beautiful. If a tree has to be cut down a new one should be planted.
- Trimming of overgrown vegetation along public right of ways. Better enforcement of car tax tag, too many rental properties avoid getting them. This essentially an elective tax that only honest people pay. Fix North Arlington and Dixie Highway light, doesn't always trigger.
- Trolley Park is too junky with the shelter and statues, no bathroom should be put there, it will only cause long term maintenance.

- Want to encourage the mayor and council members to work together.
- Wasn't there a sidewalk for Old State road planned to run to Arlington Road?
- Waste and recycling should not need additional expenditure of tax money, it is already included in appropriations.
- We appreciate the updates on city projects and news.
- We are very upset about the secrecy and lack of unity that some council members display. There is a clear division in our city that seems to have started when Don Catchen took office. Now, rather than trying to resolve problems as they arise there is a system of finger pointing and assigning blame. We are hoping the next election brings not only a change, but a change that is in the best interest of Park Hills.
- We desperately need a sensor in the street at the top of the hill on St. James to change the traffic light. There used to be one, and after you hit the sensor the light would quickly change. Now every morning I have to wait 3-4 minutes.
- We have a wonderful police department they are very prompt courteous and responsive.
- We have always been proud of Park Hills but with the new mayor the dignity of the city seems to have been compromised by his actions.
- We have been here since 1959=approval of existing conditions.
- We need more restaurants and caf  s on Dixie highway. No Christmas scene in Trolley Park at Christmas. Have it about families, not religion.
- We see no beautification on the other side of the highway. Parking on Cecelia avenue is really out of hand as well as terrace drive.
- We spend too much money on Trolley Park. The thought of our police department merging with Bromley is not good. Let Ludlow merge with them. Keep our costs down in regard to the new cars.
- We would like to see homeowners take better care of their homes and yards.
- What is the extra \$56 on my taxes for?
- Whatever the young parents ask you for the playground you should keep up with it. It is ok that equipment wears out, it means that it is popular, it is ok that it is expensive, it is very helpful when raising small children.
- When money is tight, flowers and leaf pick up should be cut back.
- When putting in new gutters and curbs be sure the street itself is widened and not narrowed... safety issue.
- Who is VGW and who is paying for their services?
- Would like something done about the speeding on St. James.
- Would like to have sidewalks on Sleepy Hollow.
- Would like to see a police patrol on Sleepy Hollow occasionally.
- Would like to see a quicker light at Dixie and South Arlington and improved traffic flow from Dixie and St. James.
- Would love for leaves to be recycled. City council should show considerable cooperation, recent actions are unacceptable.