



Town of Greenville

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The Town of Greenville has experienced significant growth; almost doubling in size the last 15 years with a population increasing from 5,963 residents in 2000 to nearly 12,000 today and an estimated 700 new homes to be constructed over the next five years. Although the Town's population has grown, Town services and facilities have continued to remain virtually the same.

Being one of the fastest growing municipalities in the state, there are many unique demands placed on the full-time staff. Greenville is coming to a point where new full-time positions are required to meet the needs of this growing community. A Community Development Director (Planner), which was first recommended in a 2004 staffing study by Public Administration Associates, LLC, Town Financial Director, and an additional Building Inspector are in our near future. These new roles in addition to the 27 current full-time employees have our facilities well beyond the capacity they were originally designed for.

A review of Town facilities needs is part of a continuous ongoing effort to ensure adequate facilities are in place to provide citizens of Greenville the services need and desire. The Greenville Facilities Committee, established in 2012, is purposed with recommending specific facility improvements and additions which allow the Town of Greenville to provide services in a safe and efficient manner to all.

The objective statement developed by the members of the Greenville Facilities Committee is to recommend overall facilities to assure efficient, safe and cost effective services to the citizens of Greenville.

The Greenville Facilities Committee and Town Board developed a survey to be sent to the community to seek input on how the Town can maintain the desired quality of service in Greenville at a reasonable cost to all citizens. By completing this survey, citizens were informed that their anonymous responses would provide valuable information to help the Town of Greenville set priorities for the future.

Roughly 4,800 surveys were sent out to citizens of the community in October 2016. The Town received 1,165 responses, which represents a 24.3% response rate.

The Greenville Facilities has formed designated groups to review the different areas of the Town's facility needs. These smaller groups will be reviewing the basic survey responses as well as more detailed response information to assist in developing short and long term facilities solutions considered by the Town Board.

Greenville Facilities Committee

Larry Bentle

Brad Borgen

Dean Culbertson

Dan Dibbs

Greg Kippenhan

Eric Kitowski

Tim Lambie

Andy Peters

Barb Rohr

Amy Vosters

Patrick Wetzel

The Town compared demographics of the responding citizens, as it was deemed important to review and affirm the responding citizens represented the demographics of the community.

a. Age of Respondent:

18 years to 25 years – 5 responses, 0.4%
25 years to 34 years – 122 responses 10.6%
35 years to 44 years – 217 responses, 18.8%
45 years to 54 years – 257 responses, 22.3%
55 years to 64 years – 264 responses, 22.9%
65+ years - 288 responses, 25.0%

b. How Long Each Respondent Has Lived in Greenville:

Less than 5 years – 228 responses, 21.9%
Five to Fifteen years – 358 responses, 34.2%
Fifteen to Twenty-Five years – 229 responses, 22.0%
More than Twenty-Five years – 228 responses, 21.9%

c. Employment Status of Respondent:

Employed Full-Time – 715 responses, 62.0%
Employed Part-Time – 48 responses, 4.2%
Self-Employed – 57 responses, 4.9%
Unemployed – 9 responses, 0.8%
Student – 1 response, 0.1%
Retired – 324 responses, 28.0%

d. How Each Respondent Rated Greenville As A Place To Live:

Excellent – 639 responses, 55.7%
Good – 477 responses, 41.6%
Fair – 26 responses, 2.2%
Poor – 4 responses, 0.3%
No opinion – 2 responses, 0.2%

e. Preferred Method to Receive Communication from the Town:

Postal Mail – 354 responses, 30.8%
Facebook – 13 responses, 1.1%
Town Newsletter – 411 responses, 35.8%
Email – 85 responses, 7.4%
Website – 34 responses, 3.0%
Other – 2 responses, 0.2%
Multiple Options Selected – 250 responses, 21.7%

2. Respondents were asked to rate the importance of Town services. For each service listed below, respondents checked the box that best reflects opinion of the IMPORTANCE of each service.

	Very Important	Important	Somewhat Important	Unimportant	Very Unimportant	No Opinion
Animal Control	13.9%	27.7%	37.6%	12.0%	4.6%	4.2%
Bike and Pedestrian Trails/Accommodations	28.1%	35.8%	24.3%	7.7%	3.4%	0.7%
Building Permits and Inspections	16.6%	38.4%	31.5%	8.5%	2.8%	2.2%
Economic Development / Assistance to Businesses	15.8%	39.9%	30.9%	7.8%	3.0%	2.6%
Efforts to Improve the Quality of Housing	14.5%	34.3%	33.4%	11.0%	3.0%	3.8%
Emergency Medical and Rescue Services	61.3%	28.8%	7.7%	1.3%	0.3%	0.6%
Enforcement of Property Maintenance/Nuisance Codes	25.2%	37.8%	27.9%	5.8%	2.9%	0.4%
Fire Protection and Prevention Services	67.6%	24.9%	5.8%	1.1%	0.1%	0.5%
Maintenance/Appearance of Town Parks	24.3%	54.2%	18.3%	2.4%	0.4%	0.4%
Maintenance of Town-Owned Facilities	16.9%	54.3%	24.8%	2.8%	0.4%	0.8%
Online Services/Town Website	8.0%	33.7%	42.0%	11.7%	2.4%	2.2%
Public Utilities (Water, Sewer)	43.6%	36.3%	10.9%	3.6%	2.0%	3.6%
Law Enforcement Services	43.6%	33.7%	17.3%	3.3%	1.5%	0.6%
Refuse Collection and Recycling Services	41.4%	46.1%	10.8%	0.9%	0.4%	0.4%
Regulation and Zoning for Land Use	21.3%	41.0%	29.3%	4.5%	1.1%	2.8%
Removal of Snow and Ice from Town Roads	58.4%	35.6%	5.3%	0.4%	0.1%	0.2%
Response to Citizen Complaints and Requests	22.8%	48.1%	25.2%	2.4%	0.6%	0.9%
Senior Center/ Senior Meals	8.3%	31.6%	37.5%	12.5%	3.7%	6.4%
Storm Drainage Systems	26.1%	44.2%	20.9%	4.4%	2.0%	2.4%
Street Lighting	18.5%	35.2%	30.2%	11.2%	3.6%	1.3%
Street Paving, Maintenance, Sweeping and Repair	29.4%	50.4%	17.7%	1.3%	0.5%	0.7%
Transportation Planning for Traffic	27.7%	45.0%	22.0%	2.8%	1.2%	1.3%

3. Respondents were asked how they voted during the referendum process regarding Town Hall and the Fire & EMS Station in November of 2015:

Voted for the referendum (Yes vote) - 340 responses, 30.4%

Voted against the referendum (No vote) – 484 responses, 43.3%

Didn't vote in the referendum – 295 responses, 26.3%

4. Respondents were asked to indicate the information source(s) they used to assist in formulating a decision on their vote on the referendum. They were asked to check all sources that apply.

Town Website – 276 responses, 23.7%

Flyers – 272 responses, 23.3%

Facebook – 179 responses, 15.4%

Postcards – 49 responses, 4.2%

Town Newsletter – 604 responses, 51.8%

Town Meetings – 159 responses, 13.6%

Open House Events – 123 responses, 10.6%

Others – 312 responses, 26.8%

5. Respondents were asked to indicate how they felt the Town should address the current facility needs (Town Hall, Public Work Facilities, and Fire & EMS Station)?

All at once to take advantage of cost savings and realize project dependencies

367 responses, 34.1%

Each facility should be handled as a separate project with potential separate time tables

631 responses, 58.6%

Do not address the needs

79 responses, 7.3%

6. Respondents were asked to rank the priority for each facility improvement project individually with 1 being a higher priority, immediate need and 5 being low priority, not currently being needed.

	Town Hall	Public Works	Fire & EMS Station
1 – High Priority	124, 11.3%	114, 10.4%	454, 41.3%
2	205, 18.7%	306, 28%	290, 26.4%
3	355, 32.3%	394, 36%	183, 16.7%
4	190, 17.3%	147, 13.4%	78, 7.1%
5 – Low Priority	225, 20.5%	132, 12.1%	94, 8.6%

Town Hall Survey Questions:

The surveys explained that the current Greenville Town Hall, built in 1993, features 1600 sq. ft. of office space for Town employees. Employees are currently located in two separate buildings and required to share cubicles and offices in order to meet the growing needs of the Town. The result of this separation leads to various efficiency and leadership concerns. More importantly, it results in confusion for Greenville citizens when working with the variety of services our Town provides. Our community continues to grow putting strain on our undersized Town Hall, which limits the Town's ability to expand services efficiently to you and others in Greenville. Over the next two years the Town is preparing to add additional staff members to aid with community development & planning, town finances and building inspection. The physical constraints of the current Town Hall are not deemed adequate to provide these services to Greenville citizens.

**1. Respondents were asked to indicate the purposes for their visits to the Greenville Town Hall
They were asked to check all options that apply.**

Acquire Permits – 589 responses, 50.6%
Special Events – 219 responses, 18.8%
Town Meetings – 381 responses, 32.7%
General Information – 340 responses, 29.2%
Voting – 1,000 responses, 86.2%
Pay Taxes or Utility Bill – 789 responses, 67.7%
Other – 33 responses, 2.8%
Never Visited – 33 responses, 2.8%

**2. Respondents were asked to give their thoughts on whether the location of the Town Hall is
positioned central to the future growth of the community**

Yes – 1,090 responses, 96.5%
No – 39 responses, 3.5%

**3. Respondents were asked to give their thoughts on whether the current services provided at the
Town Hall are sufficient:**

Yes – 1,031 responses, 92.8%
No – 80 responses, 7.2%

**4. Respondents were asked, If designing a new or renovated Town Hall for Greenville, what features
would you include to support the future needs of our community? (Check all that apply)**

Sufficient office space to house all Town departments under one roof – 761 responses, 65.3%
Additional office space for potential new roles in Town staff – 507 responses, 43.5%
Conference room areas for Town staff to meet with citizens – 505 responses, 43.3%
Large community meeting room(s) to support civic groups & special events – 518 responses, 44.5%
Breakout/training room – 185 responses, 15.9%
Backup power (generator) – 436 responses, 37.4%

Drive-thru transaction window – 153 responses, 13.1%
Security features – 401 responses, 34.4%
Emergency Operations Center (EOC) for disaster situations – 421 responses, 36.1%
Ability to add on in the future – 715 responses, 61.4%

- 5. Space available to Town staff is less than half of the recommended office space (4000 sq. ft.) for the 18 current employees with office requirements. In addition, the facility has many safety concerns, mechanical deficiencies, and technical upgrade needs. How would you like to see these addressed?**

Go forward with remodel and addition shown during 2015 referendum process – 377 responses, 37.1%

Remodel current community meeting room and move large meetings offsite – 280 responses, 27.6%

Build a new Town Hall constructed on same location – 148 responses, 14.6%

Build a new Town Hall constructed on new location – 90 responses, 8.9%

Utilize mobile office trailers as long-term solution – 11 responses, 1.1%

Do nothing – 109 responses, 10.7%

- 6. Respondents were informed that the current Town Hall no longer supports all the registered voters on election days. They were asked to indicate which polling location option they preferred as a solution to support the growth of registered voters in Greenville:**

Prefer the Town Hall as the single polling location – 130 responses, 11.8%

Utilize many polling locations including Town Hall – 868 responses, 78.6%

Don't care where, just have it all in one spot – 107 responses, 9.6%

- 7. Respondents were informed of the demand for the large community room, used for monthly board meetings, is utilized by local civic organizations and is also available to rent by Greenville citizens. They were asked to indicate their opinion if they see a need for a community space as a necessity in the future to accommodate our growing community:**

Yes – 539 responses, 51.3%

No – 511 responses, 48.7%

Public Works Survey Questions:

The Town of Greenville Public Works Department contracts for or directly provides various services to the residents of the Town. These Town services are the very ones we may be most familiar with. For example, trash and recycle collection, brush pick-up, roadside mowing, paving/maintenance of Town roads, snow plowing, water & sewer utilities, parks & recreation, etc. The Public Works facility does not have sufficient space for personnel or equipment. Staff has limited space for daily meetings, locker room facilities, and covered storage for equipment (trucks, etc.). This restricts the quality and number of services provided plus create significant safety concerns.

Respondents were asked to identify which services are provided by Public Works that they are currently familiar with. They were asked to check all options that apply:

Trash & Recycling Collection – 1,074 responses, 92.2% of all surveys returned

Roadside Mowing – 537 responses, 46.1%

Brush Pick Up & Yard Waste Site – 814 responses, 69.9%

Paving/Maintenance of Town Roads – 648 responses, 55.6%

Storm Water Management – 435 responses, 37.3%

Water & Sewer Utilities – 713 responses, 61.2%

Snow Plowing – 537 responses, 86.4%

Parks & Recreation – 741 responses, 63.6%

1. Respondents were asked if they believe the services currently provided by Public Works are adequate:

Yes – 993 responses, 90.3%

No – 107 responses, 9.7%

2. Respondents were asked if they felt that Public Works should eliminate any current services or provide additional services to Town residents:

Add Services – 119 responses, 11.2%

Eliminate Services – 43 responses, 4.0%

No Change – 904 responses, 84.8%

3. Respondents were asked if they have utilized the Town's yard waste site:

Yes – 818 responses, 70.8%

No – 337 responses, 29.2%

For the 818 respondents who indicated they have used the yard waste site, they were asked to indicate how many times they have used the site in the past year:

Once – 124 responses, 15.6%

Twice – 121 responses, 15.2%

Three Times – 83 responses, 10.4%

More than Three Times – 468 responses, 58.8%

For those respondents who indicated they have used the yard waste site, they were asked to indicate the type of material they have deposited at the site, to check all that apply:

Grass Clippings – 458 responses, 56%

Sod – 68 responses, 8.3%

Tree Stumps – 78 responses, 9.5%

Metal Recycling – 140 responses, 17.1%
Leaves – 381 responses, 46.6%
Fill – 57 responses, 7.0%
Root Balls – 108 responses, 13.2%
Compost – 135 responses, 16.5%
Garden Waste – 428 responses, 52.3%
Gravel – 12 responses, 1.5%
Used Automotive Oil – 291 responses, 35.6%
Mulch – 144 responses, 17.6%
Brush – 494 responses, 60.4%
Rocks – 81 responses, 9.9%
Used Antifreeze – 58 responses, 7.1%
Other – 26 responses, 3.2%

- 4. Respondents were advised that current Public Works facilities do not allow space for personnel locker room facilities for the many job functions performed within the Public Works Department. Various tasks performed by Public Works staff can result in contact with biohazardous waste, chemicals and toxins. Respondents were asked if they would support locker room facilities for Public Works employees allowing them to change out soiled clothing and store personal belongings:**

Yes – 857 responses, 77.0%
No – 256 responses, 23.0%

- 5. Respondents were advised that Public Works Dept. employees utilize daily meetings to prioritize their work. They were asked if they would support dedicated space to be used for these breakout sessions as well as for periodic training classes:**

Yes – 632 responses, 58.2%
No – 454 responses, 41.8%

- 6. Respondents were advised that a large portion of the Public Works equipment and some of their vehicles are currently stored outdoors resulting in environmental elements reducing the overall life of the equipment. They were asked if they would support a proposal to properly store equipment and vehicles away from hazardous environmental elements:**

Yes – 799 responses, 74.1%
No – 280 responses, 25.9%

- 7. Respondents were asked, if the majority of Town residents support construction of a new Fire & EMS Station, whether they would support Public Works reconfiguring the existing Fire & EMS Station for the distinct purpose of housing equipment under one roof versus constructing a new building:**

Yes – 944 responses, 85.5%
No – 135 responses, 12.5%

Fire & EMS Building Survey Questions:

The current Town of Greenville Fire & EMS Station was constructed in 1967 and has gone through several reconfigurations to accommodate personnel and equipment. This 7,615 sq. ft. building has six back-in garage bays and requires some equipment to be double parked in a bay, thus raising safety concerns and reduced response times. In order to provide safe and efficient response times to fires and accidents, it is critical this facility be upgraded to meet current standards.

- 1. Respondents were asked whether they believed the current town owned location for the proposed Fire & EMS Station provides an appropriate response time to their home:**

Yes – 1,058 responses, 95.9%

No – 45 responses, 4.1%

- 2. Respondents were also asked, in addition to the current or a newly constructed fire & EMS station, are you in favor of utilizing small satellite stations or a shared station with a neighboring community in an attempt to reduce overall response times:**

Yes – 737 responses, 67.7%

No – 351 responses, 32.3%

- 3. Respondents were advised that Town firefighters & EMS staff are exposed to contaminants including blood borne pathogens, chemicals, and toxins. They were asked whether they would support including lockers, showers, and laundry facilities at the Fire & EMS Station so our volunteers do not transfer contaminants to your house, their family, or friends**

Yes – 946 responses, 85.0%

No – 167 responses, 15.0%

- 4. Respondents were asked, as a way to prevent dangerous backing procedures, that have caused injuries and deaths in other facilities, would they support a Fire & EMS Station with drive-thru vehicle bays:**

Yes – 698 responses, 64.0%

No – 393 responses, 36.0%

- 5. Respondents were advised, that as Diesel exhaust is a cancer-causing carcinogen, would they support adding an exhaust system within a facility that would prevent diesel exhaust from contaminating the Fire & EMS station:**

Yes – 860 responses, 78.3%

No – 239 responses, 21.7%

6. Respondents were asked, if you were designing a new Fire & EMS Station for Greenville what features would you include to support the future needs of our community. They were asked to check all that apply:

Locker rooms & laundry facilities – 835 responses, 71.7%

Drive-thru vehicle bays – 638 responses, 54.8%

Exhaust removal system – 773 responses, 66.4%

Breakout/training room – 571 responses, 49.0%

Garage space for future ambulance & law enforcement vehicle – 641 responses, 55.0%

Accommodations for full-time staff – 600 responses, 51.5%

Backup power (generator) – 800 responses, 68.7%

Emergency Operations Center (EOC) for disaster situations – 579 responses, 49.7%

Ability to add on in the future – 774 responses, 66.4%