



Council Minutes – Regular Meeting

October 6, 2020

CALL TO ORDER:

Mayor Spalding called to order the New Albany City Council Meeting of October 6, 2020 at 6:32 pm at the New Albany Village Hall, 99 West Main Street, New Albany, Ohio. Staff attending were City Manager Joseph Stefanov, Administrative Services Director Adrienne Joly, Clerk of Council Jennifer Mason, and Chief Communications and Marketing Officer Scott McAfee. Staff tele-present were, Law Director Mitch Banchefsky, Finance Director Bethany Staats, Police Chief Greg Jones, Community Development Director Jennifer Chrysler, Deputy Development Director Mike Barker, Engineer Ed Ferris, Planning Manager Stephen Mayer, and Human Resource Officer Lindsay Rasey.

Mayor Spalding led the assemblage in the Pledge of Allegiance.

ROLL CALL:

The following Mayor/Council Members answered Roll Call:

Mayor Sloan Spalding	P
CM Colleen Briscoe	P
CM Marlene Brisk	P
CM Michael Durik	P
CM Chip Fellows	P
CM Kasey Kist	A
CM Matt Shull	P

Clerk of Council Jennifer Mason told council that Council Member Kist had requested to be excused due to a family conflict. Mayor Spalding moved to excuse Council Member Kist from the council meeting. Council Member Shull seconded and council voted with six yes votes to excuse Council Member Kist from the meeting.

ACTION ON MINUTES:

Mayor Spalding asked if council had reviewed the proposed September 15, 2020 regular meeting minutes and asked if there were any additions or corrections. Clerk Mason reported that City Manager Stefanov found two typos and made one non-substantive clarification after distribution of the drafted minutes. Those changes were made to the original. Hearing no further changes, Mayor Spalding moved to adopt the September 15, 2020 regular meeting minutes. Council Member Durik seconded and council voted with six yes votes to approve the September 15, 2020 regular meeting minutes.

ADDITIONS OR CORRECTIONS TO THE AGENDA:

Clerk Mason stated that she did not believe the scheduled Executive Session was needed.

HEARING OF VISITORS:

Recognition of Leadership New Albany Graduates –Mayor Spalding read the proclamation. New Albany Chamber of Commerce Executive Director Cherie Nelson referred council to the video montage of moments from the LNA Class of 2020 program which featured elected officials and community leaders congratulating the graduates. Director Nelson thanked the city and others for their support of the program.

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Mayor Spalding thanked the Chamber of Commerce for the leadership program's positive impact on the community and for keeping the program alive during the pandemic.

Proclamation Declaring October 18, 2020 to October 24, 2020 as Stormwater Awareness Week – David Reutter, Franklin County Soil and Water District – Mayor Spalding read the proclamation. Public Service Director Mark Nemec talked about public outreach being important. David Reutter arrived later during Hearing of Visitors. Mr. Reutter thanked council for participating in Stormwater Awareness Week which had grown since its inception three years ago.

Presentation of the 2020 Resident Survey Results – Mayor Spalding introduced Marty Saperstein, Saperstein Associates. These surveys told council about issues on the mind of the community, what the city was doing well, and what it could improve on.

Mr. Saperstein noted that current events would make this survey would look different than the 2018 survey. Surveys provided leadership with information for the decision-making process and was uniquely valuable because survey results were more focused than a ballot box and more reliable than anecdotes. The 2020 survey was similar to the 2018 survey, but there were two new topics – the COVID-19 pandemic and Diversity and Inclusion.

Mr. Saperstein described the method - telephone interviews of a random sample of 302 residents. They were modestly successful in increasing the number of African-American respondents. They interviewed folks on cell phones and landlines for an average of 22 minutes with the additional topics. The margin of error was no greater than 5.4 percentage points. They used Franklin County Board of Elections files to draw the sample. They had to dial 7,123 unique telephone numbers, an increase of 30%, to complete the interviews. Comparing the random sample to census data, the resulting participants were within few percentage points of New Albany's demographics.

Mr. Saperstein presented information on the attached PowerPoint slides.

Council Member Fellows asked whether certain results were good or not good. Mr. Saperstein replied by saying that the numbers don't automatically come with a judgement. Further, some interpretation was needed to determine what answers like "strongly" and "somewhat strongly" meant, especially on questions that appeared to only have two options.

Council Member Durik was interested in how New Albany's numbers compared to those in other communities and whether some percentages were unique to New Albany or universal. Mr. Saperstein said that Whitehall was conducting a similar survey. He agreed that it was hard to understand certain answers without context. For topics like Diversity and Inclusion, comparison to other cities was important, and also what council thought its numbers should be was important. Council Member Fellows observed that, no matter what the numbers were, the city always wanted to improve. Mr. Saperstein noted that these numbers could provide a basis for comparison to measure future improvement. Council Member Durik agreed a longer timeline would be more helpful than a single point, especially given current events. Mr. Saperstein suggested comparing to results in North Dakota, where he got a number of his survey questions. These tested questions were better than untested, new questions.

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Council Member Shull stated he was pleasantly surprised by the responses regarding sufficient parking in the Village Center. Council Member Brisk expressed skepticism of the parking answers because, when the survey was taken, few were going out due to the pandemic. Additionally, parking may not seem like a major concern compared to COVID-19 or other stressors. Mr. Saperstein observed that opinions on parking didn't get worse between 2018 and 2020. In 2022, more data could provide a clearer picture of opinions and trends. Mr. Saperstein encouraged council to think about and write down their hypothesis on the causes for the data and store those until the next survey.

Council Member Fellows asked and Mr. Saperstein replied that he sent Chief Communications Officer McAfee the details behind the data. Council Member Fellows thought that the city's new Diversity and Inclusion Committee would want to see this data. Mr. Saperstein cautioned that, with a sample of 300, and fewer than 30 African-Americans - sampling error with tiny samples was much larger. The numbers could be used, but the city should express caution that goes with small sample sizes. Getting larger samples was very difficult because many don't pick up their phones.

Council Member Brisk asked and Mr. Saperstein answered that there were no responders under 18 years old. The sample was taken from the voter lists.

Council Member Shull asked and Mr. Saperstein replied that, in order to avoid being flagged as spam, the company used unique numbers for their calls. This meant that potential respondents didn't have the benefit of Caller ID telling them who was calling. Council Member Shull wondered if the survey company could get an ID from the city they were surveying. Mr. Saperstein explained that that method would only work for phones where the user paid for advanced Caller ID. Nevertheless, an upside to everyone hating survey calls equally, is that the final demographics for respondents fairly closely matched the overall population.

Council Member Fellows asked and City Manager Stefanov cited, in response to the 2018 survey, the city increased communication efforts to the community, including expanding e-newsletter efforts, social media communication, and video productions.

Chief Communications Officer McAfee told council that traffic and parking questions were specifically in this survey due to the construction challenges in 2018 and nearly normal traffic patterns now. He agreed that COVID had an impact, but the end of certain projects and the city's changes also improved driver experiences. Council Member Brisk thought it best to stay ahead of traffic and parking demands. Director Chrysler added that the Village Center traffic study was coming, and it went beyond public sentiment to data driven matrices which would help the city make future decisions.

Richard McMunn, on behalf of Google, complimented the mayor and all the members of the New Albany Police Department for a fantastic job and excellent coordination during the past week's protest activities. The partnership between federal, state, and local authorities, and the potentially impacted businesses was a model for other communities.

Dwayne Stradford, New Albany resident, addressed council regarding Village Center parking. He stated, when everything was in "full swing," it was challenging to get parking over at Hudson 29. When life returned to normal, he expected that lot to be challenging again, particularly in the 5-8 pm time frame. It was common

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to see cars circling to find a spot. He thought there was potential now, while there may be a second COVID wave or the public was stuck in the first wave, to put in a parking garage or a lot over on the CVS side of Main Street. As more retail went in, more folks would be trying to get over there. He also thought the city should consider a traffic circle at State Route 605 and Market Street, and to extend the sidewalk. Sidewalk also stopped at points on Johnstown Road going north towards Noah's Event Center.

Mr. Stradford knew - up and down State Route 605, there was an issue at CVS a while ago, and he knew there was a traffic stop in that area where people got pulled over. He didn't know if there was any consideration for the residents going into neighborhoods that were on State Route 605 – maybe finding a way to put in surveillance cameras. He anticipated cameras would discourage people who were up to no good, discourage crimes of convenience. Mayor Spalding thought, given recent events, there would be conversations moving forward about enhancing opportunities for close circuit TV around Market and Main Streets. Mayor Spalding asked and Mr. Stradford replied that he was willing to walk the ten minutes from his residence to Hudson 29. He didn't find it inconvenient. Looking at the empty lot next to CVS, if there was parking there, people could walk past CVS and cross at the crosswalks. That would be convenient and alleviate congestion.

City Manager Stefanov stated that the sidewalks on State Route 605 were slated for upgrades and improvements at the time of the Market Street extension and the next phase of the Rose Run project. The sidewalks on State Route 62, specifically the ones on the east side, were originally intended to be built by the private developer along with the expansion of the First & Main facility. The gap on the west side was slated for improvement during the State Route 62/State Route 161 interchange improvement project.

In regards to cameras, the city received a federal grant and worked with E.P. Ferris to install a fiber backbone to link the city's signalized intersections to improve traffic safety and flow. The backbone was now in place. The city could expand on that system as needed. Mr. Stradford asked and City Manager Stefanov answered that the city had cameras at the intersections of Dublin-Granville Road/State Route 62, and at Dublin-Granville Road/State Route 605. There were not currently cameras at Market Street/State Route 605 because the intersection hadn't been fully improved yet. The intersection of State Route 605 and Morse Road was outside of New Albany's jurisdiction and would require cooperation from the City of Columbus.

Mr. Stradford asked and City Manager Stefanov answered that, up to this point, the city's focus was on getting fiber to signalized intersections and roundabouts. The primary purpose of the system was to manage traffic and increase information about traffic flows at the larger intersections. The city hadn't yet considered putting cameras in entries and exits to intersections from individual neighborhoods. It was something the city could consider. It was an expensive proposition. The city did not have fiber in all areas of the community, most was in the Village Center and in some main thoroughfares. The city would have to evaluate fiber extension and analyze where to place cameras for neighborhoods.

Jesus Lopez (handle "Technomie"), asked council about the bridge being missing after the highway exit for Target. Mayor Spalding responded that the Franklin County Engineers were rebuilding that bridge which was in their jurisdiction. That piece of roadway was in the City of Columbus. New Albany residents would have preferred for the area construction projects to be simultaneously coordinated. New Albany reached out to the Franklin County Engineer earlier in the week to get an update on the project and would be

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sending something out to the public shortly. In good news, the Engineer's office was able to open the roundabout at Reynoldsburg-New Albany Road and Clark State Road two weeks ahead of schedule. Mayor Spalding encouraged Mr. Lopez to walk or ride his bike over to the construction site to see the project.

BOARDS AND COMMISSIONS:

PLANNING COMMISSION: No meeting.

PARKS AND TRAILS ADVISORY BOARD: No meeting.

ACHITECHTURAL REVIEW BOARD: No meeting

BOARD OF ZONING APPEALS: Council Member Brisk told council that Council Member Kist attended the BZA meeting on her behalf. The BZA approved a variance for a rear-facing patio on Ogden Woods which would go over a utility easement with the condition that a hold-harmless agreement be signed stating that, if the patio was removed to run utilities in the future, it was solely the homeowner's responsibility.

ECONOMIC DEVELOPMENT COMMISSION: No meeting.

PUBLIC RECORDS COMMISSION: No meeting

CEMETERY RESTORATION ADVISORY BOARD: No meeting.

CORRESPONDENCE AND COMMUNICATION:

NONE

SECOND READING AND PUBLIC HEARING OF ORDINANCES:

ORDINANCE O-14-2020

Mayor Spalding read by title AN ORDINANCE TO ACCEPT THE EXPEDITED TYPE 1 ANNEXATION OF 2.9+/- ACRES FROM JERSEY TOWNSHIP, LICKING COUNTY TO THE CITY OF NEW ALBANY.

City Manager Joseph Stefanov described the location of the parcel, which was the last remaining unincorporated parcel on the east side of Beech Road. The landowner requested the annexation in May of 2020. Council approved Resolution R-21-2020 authorizing the Annexation Agreement. Licking County approved the annexation on July 2, 2020. The 60 day waiting period had elapsed. The default zoning was agricultural, as with any property annexed to New Albany. This property was subject to the New Albany East Community Authority charge.

Mayor Spalding opened the Public Hearing. Hearing no comments or questions from the public, he closed the Public Hearing.

Council Member Briscoe moved to adopt the ordinance. Council Member Brisk seconded and council voted with six yes votes to approve Ordinance O-14-2020.

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ORDINANCE O-15-2020

Mayor Spalding read by title AN ORDINANCE TO AMEND THE ZONING ORDINANCE OF THE CITY OF NEW ALBANY BY AMENDING THE ZONING MAP TO REZONE 2.9 +/- ACRES OF LAND LOCATED AT 2278 BEECH ROAD FOR AN AREA TO BE KNOWN AS THE “BEECH ROAD EAST ZONING DISTRICT” FROM ITS CURRENT ZONING OF AGRICULTURAL (AG) TO LIMITED GENERAL EMPLOYMENT (L-GE) AS REQUESTED BY JOHN & MARCIA LASSEL C/O WESLEY W. GILLILAND, ESQ.

Planning Manager Stephen Mayer stated this was the same property as referenced in O-14-2020. The proposal was to rezone the parcel from (AG) Agricultural to (L-GE) Limited – General Employment. The text contained the same building standards as the surrounding business park. Permitted uses included general office, warehouse and distribution, data center, and research and production. The proposal included the same set-backs, lot coverage, and architectural requirements as the business park, including screening of rooftop equipment. Since there was a residentially-zoned property across Beech Road, the zoning text contained enhanced screening requirements, including 10 trees per 100 linear feet in front of the property. This zoning matched the land use regulations and recommendations found in the 2014 Strategic Plan. The Planning Commission approved the zoning at their August 2020 meeting. The applicant was present to answer any questions. Mayor Spalding recalled there discussion at the first reading, and he solicited any further questions from council. There were none.

Mayor Spalding opened the Public Hearing. Hearing no comments or questions from the public, he closed the Public Hearing.

Council Member Shull moved to adopt the ordinance. Council Member Brisk seconded and council voted with six yes votes to approve Ordinance O-15-2020.

INTRODUCTION AND FIRST READING OF ORDINANCES

ORDINANCE O-16-2020

Mayor Spalding read by title AN ORDINANCE TO ALLOW THE CITY MANAGER TO APPOINT CANDIDATES AS POLICE OFFICERS REGARDLESS OF THE MAXIMUM AGE LIMITATION PROVIDED IN OHIO REVISED CODE, SECTION 124.41 ENTITLED “POLICE DEPARTMENT QUALIFICATIONS - POLICE CADET PROGRAM”.

Human Resource Officer Lindsay Rasey told council that this ordinance would allow the city manager to appoint officers outside the Ohio Revised Code (ORC) specified maximum age, thereby being more inclusive in the police officer selection and hiring process. The ORC language permitted a city to establish a different age limit. New Albany was committed to hiring the best qualified applicant who reflected the values of the community. Experienced officers may want to move from one agency to another, or look for different opportunities.

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Council Member Durik asked and Mayor Spalding answered that the ORC maximum hiring age was 35 years old. Mayor Spalding stated the city had been proactively increasing recruitment and wanted to keep possibilities open. Council agreed that 35 was young and age shouldn't be an issue for the best candidates.

Mayor Spalding set the ordinance for second reading at the October 20, 2020 council meeting.

ORDINANCE O-17-2020

Mayor Spalding read by title AN ORDINANCE TO DECLARE THE IMPROVEMENT TO CERTAIN PARCELS OF REAL PROPERTY TO BE A PUBLIC PURPOSE, EXEMPT 100% OF THAT IMPROVEMENT FROM REAL PROPERTY TAXATION, REQUIRE THE OWNERS OF THOSE PARCELS TO MAKE SERVICE PAYMENTS IN LIEU OF TAXES, PROVIDE FOR THE DISTRIBUTION OF THE APPLICABLE PORTION OF THOSE SERVICE PAYMENTS TO THE NEW ALBANY-PLAIN LOCAL SCHOOL DISTRICT AND THE EASTLAND-FAIRFIELD CAREER AND TECHNICAL SCHOOLS, ESTABLISH A MUNICIPAL PUBLIC IMPROVEMENT TAX INCREMENT EQUIVALENT FUND FOR THE DEPOSIT OF THE REMAINDER OF THOSE SERVICE PAYMENTS, SPECIFY THE PUBLIC INFRASTRUCTURE IMPROVEMENTS THAT DIRECTLY BENEFIT THOSE PARCELS, AND APPROVE AND AUTHORIZE THE EXECUTION OF ONE OR MORE TAX INCREMENT FINANCING AGREEMENTS.

Community Development Director Jennifer Chrysler described the location of the TIF area. Staff decided to pool these particular parcels partly because the upcoming Strategic Plan would be recommending improvements to this area. Zarley Street wasn't up to the level of other business park roads. The area had become an eclectic hot spot for smaller startup companies and manufacturing. It was the only (LI) Light Industrial zoned area in New Albany. The TIF district funds would capture the incremental increase in value of the properties. As the area was improved, it would attract more development, and the city could be reimbursed for some infrastructure upgrades. Director Chrysler reviewed some of the projects on the list attached to the ordinance. The schools would be 100% reimbursed and would not be impacted by the TIF.

Mayor Spalding set the ordinance for second reading at the October 20, 2020 council meeting.

READING AND PUBLIC HEARING OF RESOLUTIONS:

NONE

STANDING COMMITTEE REPORTS:

- A. Finance Committee: No report
- B. Safety Committee: No report.
- C. Public Utilities: No report.
- D. Service and Public Facilities Committee: No report.

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E. Planning and Economic Development Committee: No report.

F. Administration Committee: No report.

G. Grants and Non-Profit Funding: No report.

REPORTS OF REPRESENTATIVES:

A. Council Representative to MORPC: No meeting.

B. Council Representative to Joint Parks and Recreation: No meeting.

C. Council Representative to New Albany Plain Local Schools: Council Member Brisk reported that the board had decided that kids doing in-person schooling could go back full time. Kids on-line could remain on-line. The board would continue to evaluate the situation. Parents would soon make their choices for the second semester.

D. Council Representative to Plain Township: Council Member Durik reported no matters were discussed that would impact the city.

REPORTS OF CITY OFFICIALS:

A. Mayor: Mayor Spalding thanked Chief Communications Officer Scott McAfee, Police Chief Greg Jones, and members of council and city staff for working professionally over the last weekend to make sure the events that took place were done in a safe manner. The group was not invited by the city. They came, they said what they wanted to say, and they left without incident. Council members added their praise for city employees. Police Chief Greg Jones thanked the mayor and Chief Communications Officer McAfee and all department staff, mayor, council, and the city manager for making sure the police department had the resources it needed.

B. Clerk of Council: Clerk Mason announced the date of the next Council Retreat and Capital Projects Workshop as August 27, 2020 at the Heit Center. Clerk Mason polled council and arrived at the afternoon November 10, 2020 for the Budget Workshop. Clerk Mason polled council who did not request a hearing regarding the liquor licenses requested by the new Sheetz going in on Johnstown Road.

C. Finance Director: Director Staats reported that House Bill 614 passed and staff was looking at appropriate uses for the CARES Act funds. She would preparing an ordinance to appropriate and allocate those funds.

D. City Manager: No report.

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- E. City Attorney: Law Director Banchefsky updated council about consolidation of New Albany's Mayor's Court with Gahanna's Mayor's Court. The most recent meeting focused on the Police Department's jurisdiction, methods, paperwork, court interpreters, probation officers, software and e-ticketing, records retention, and other procedures. Future meetings would cover finance matters. The city would be working on a contract which would specify cost.

POLL FOR PUBLIC COMMENT:

NONE.

POLL FOR COUNCIL COMMENT:

Council Member Briscoe told council that Studio 55+ was talking about changing their name to New Albany Senior Connection. She and Council Member Fellows were asking council, since Studio 55+ did not spend all of their city-awarded grant money because of COVID-19, that they be allowed to use those funds to subsidize New Albany senior resident memberships to the OSU Fitness Center on select days and during select hours. The pilot program was set for 5 months for 30 residents. To kick it off, a membership would cost \$30 a month, after a \$10 per month discount using the grant funds. Chief Communications Officer McAfee had a message ready to go out once the name change was solidified. Council Member Fellows ran through various programs that would appeal to seniors during these select times, and now the fitness equipment would also be available.

Mayor Spalding asked and Council Member Briscoe answered that \$5,000 had gone unspent. The partners were hoping this program would go on after the pilot was done. Capacity issues triggered the 30 person limit. If more could join later, council could revisit whether to continue the discount. Council Member Durik agreed it was easier to increase versus reduce it later. This price point was more accessible than the \$90 full price. Council Member Briscoe added that the lap pool and classes at those select times were included. Council Member Fellows praised fitness center employees for doing a good job of cleaning and monitoring the environment.

Council Member Briscoe moved that council authorize Studio 55+ to use a portion of last year's funds to subsidize the senior program at \$10 a month for 5 months, for up to 30 New Albany residents. Council Member Fellows seconded and council voted with five yes votes and one abstention (Brisk) to approve the motion. Motion passed.

Mayor Spalding appreciated everyone being creative about ways to increase senior programming.

EXECUTIVE SESSION:

Council determined they did not need the executive session.

OTHER BUSINESS:

Council discussed potential terms for the new Inclusion Diversity & Equity Action Committee and arrived at 2 years as a reasonable time. Council Member Briscoe stated if council extended terms, she recommended staggering them.



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Council Member Brisk moved to appoint LaVerne Fudge-Williamson, Anita Patel, Tiana Samuels, Shohba Painter, Mohit Gupta, Vida Farwana, Ofra Eliav-Greenshtein, and Abraham Jacob to the new Inclusion Diversity & Equity Action Committee for an approximately 2 year term which would end on 12/31/2022. Mayor Spalding seconded and council voted with six yes votes to appoint the IDEA members.

Council Member Shull asked how other stakeholder representatives would be assigned terms. Mayor Spalding stated he hoped all of the terms would be the same for this initial group, but it would be up to the stakeholders if they wanted to change their representation.

Mayor Spalding moved to appoint Council Member Brisk as council's liaison to the IDEA Committee. Council Member Shull asked if anyone else had expressed interest in being appointed. Mayor Spalding stated that Council Member Brisk had expressed interest and Council Member Shull had also expressed some interest but was willing to participate as a member of the public - and this was an option for all of council as these were public meetings. Council Member Shull stated his support for Council Member Brisk's appointment, but wanted clarification if any other council members had said they were interested. Council Member Briscoe seconded the motion and council voted with five yes votes and one abstention (Brisk). The motion to appoint Council Member Brisk as council's liaison to the IDEA Committee passed.

ADJOURNMENT:

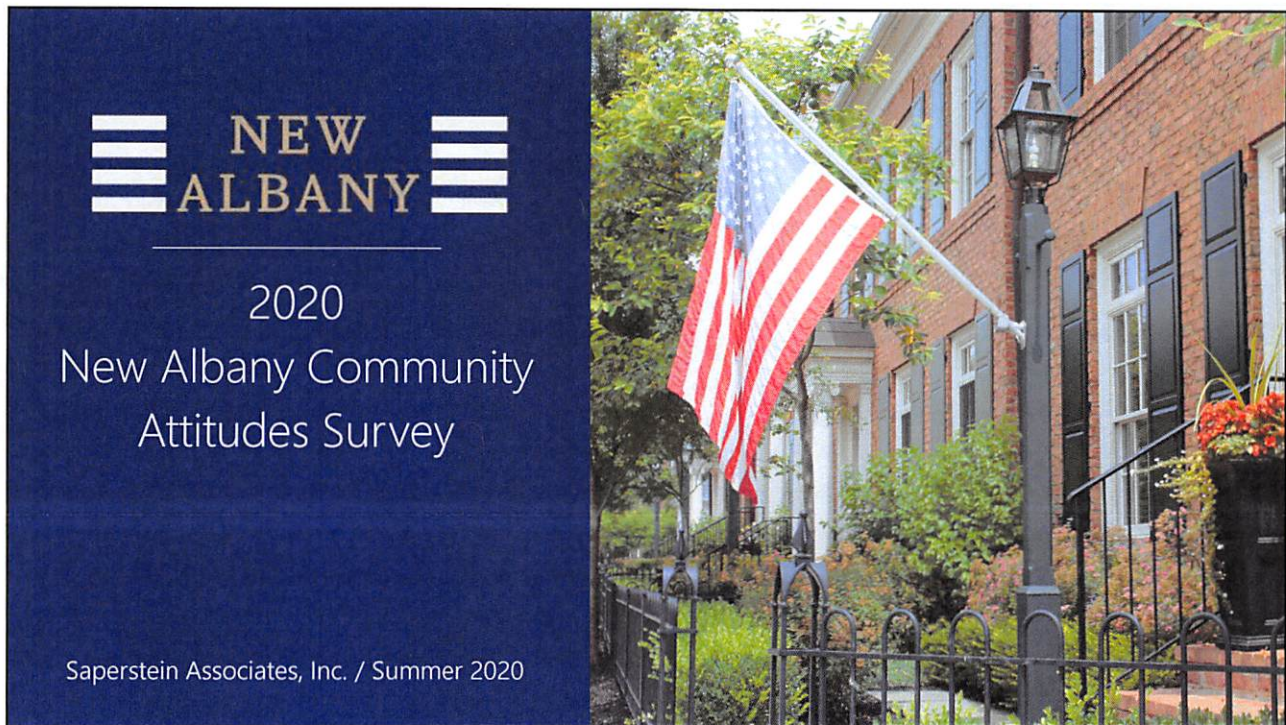
With no further comments and all scheduled matters attended to, Mayor Spalding moved and Council Member Briscoe seconded to adjourn the October 6, 2020 regular council meeting at 8:44 pm.

ATTEST:


Jennifer H. Mason, Clerk of Council

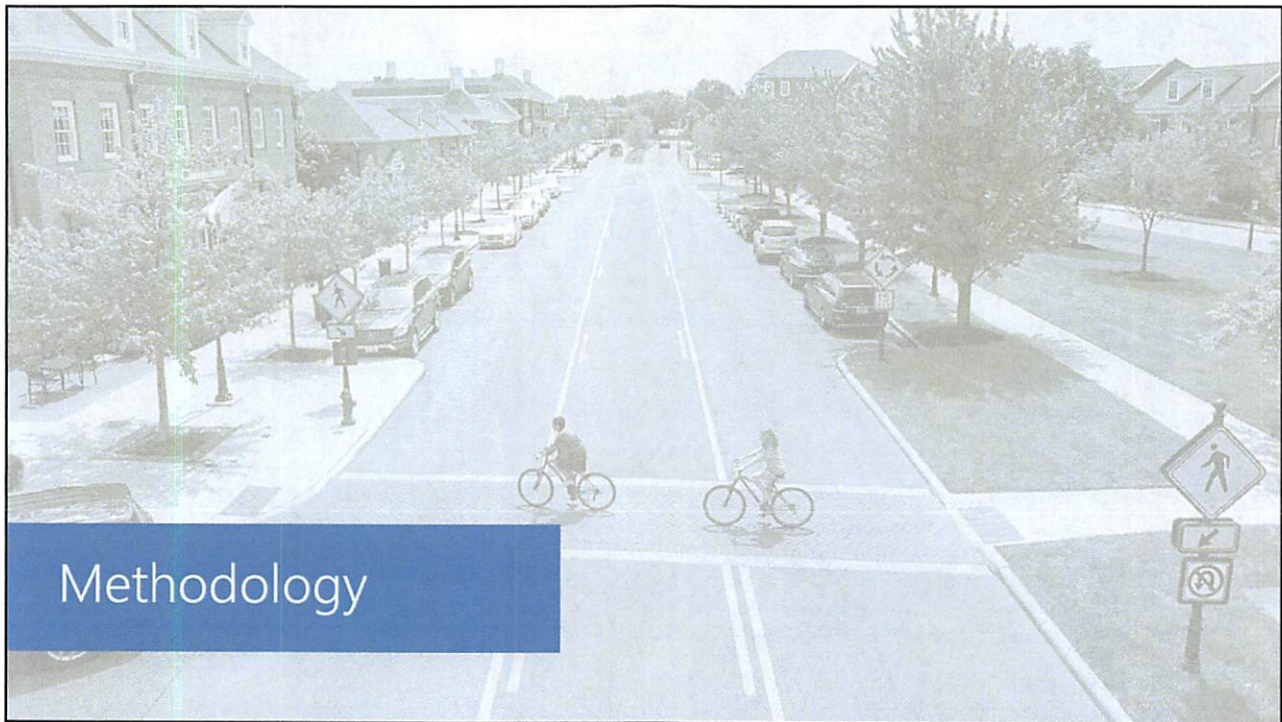

Sloan Spalding, Mayor


Date



This research gives New Albany residents a voice. It allows the voting public to express opinions on myriad issues – and, in doing so, provides city leadership valuable data as planning for the future continues.

Though similar to the survey conducted in 2018, the current study addresses two additional topics: the COVID-19 pandemic and diversity and inclusion.



Methodology

- Telephone interviews were conducted with a random sample of 302 New Albany residents.
- Five additional interviews were conducted with African American residents not included in the random sample. This “oversample” was intended (with only modest success) to bolster the validity of various subgroup analyses.
- With an average length exceeding 22 minutes, the interviews were completed via cell phones (76%) and landlines (24%) from July 23 through August 8.
- The Margin of Error for this survey is $\leq \pm 5.4$ percentage points at the 95% level of confidence.
- Files provided by the Franklin County Board of Elections were used to create the relevant sampling frame.
- To complete the interviews, 7,123 unique telephone numbers were dialed manually, up from 5,479 in 2018, an increase of 30%.

- As the tables below reveal, the survey respondents represent New Albany's adult residents on several key dimensions, including gender, age, education, and political jurisdiction.

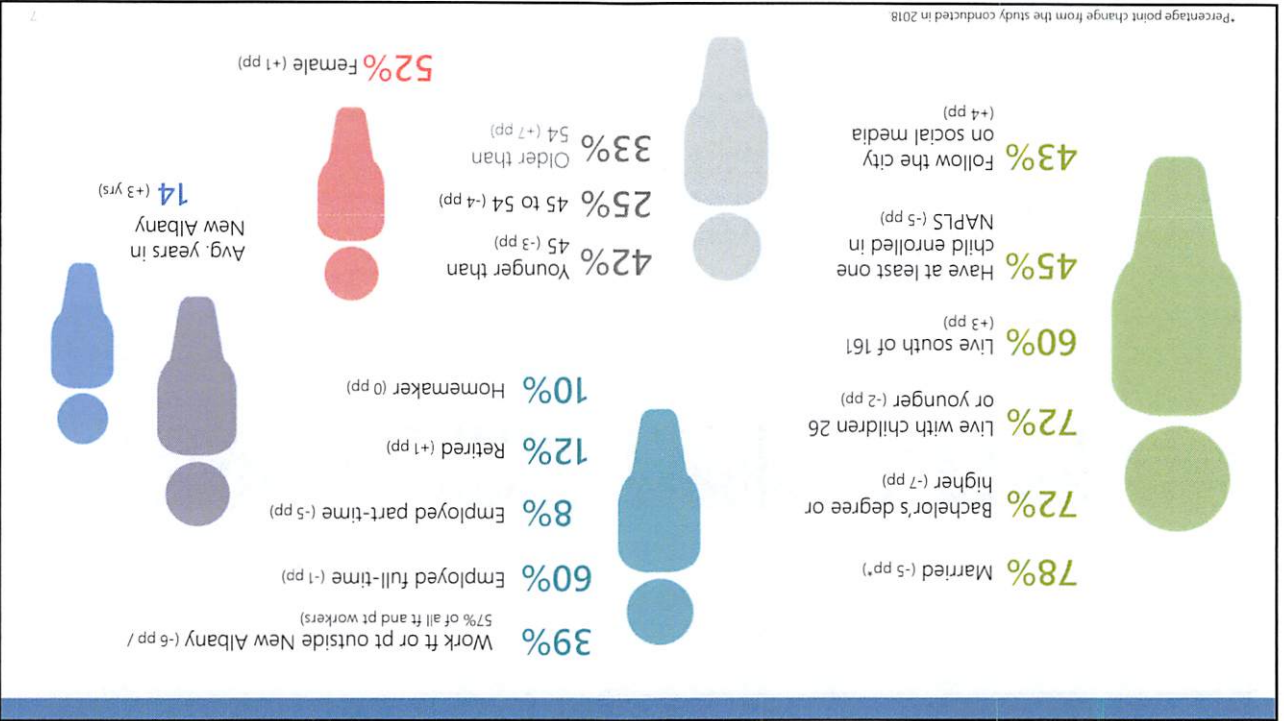
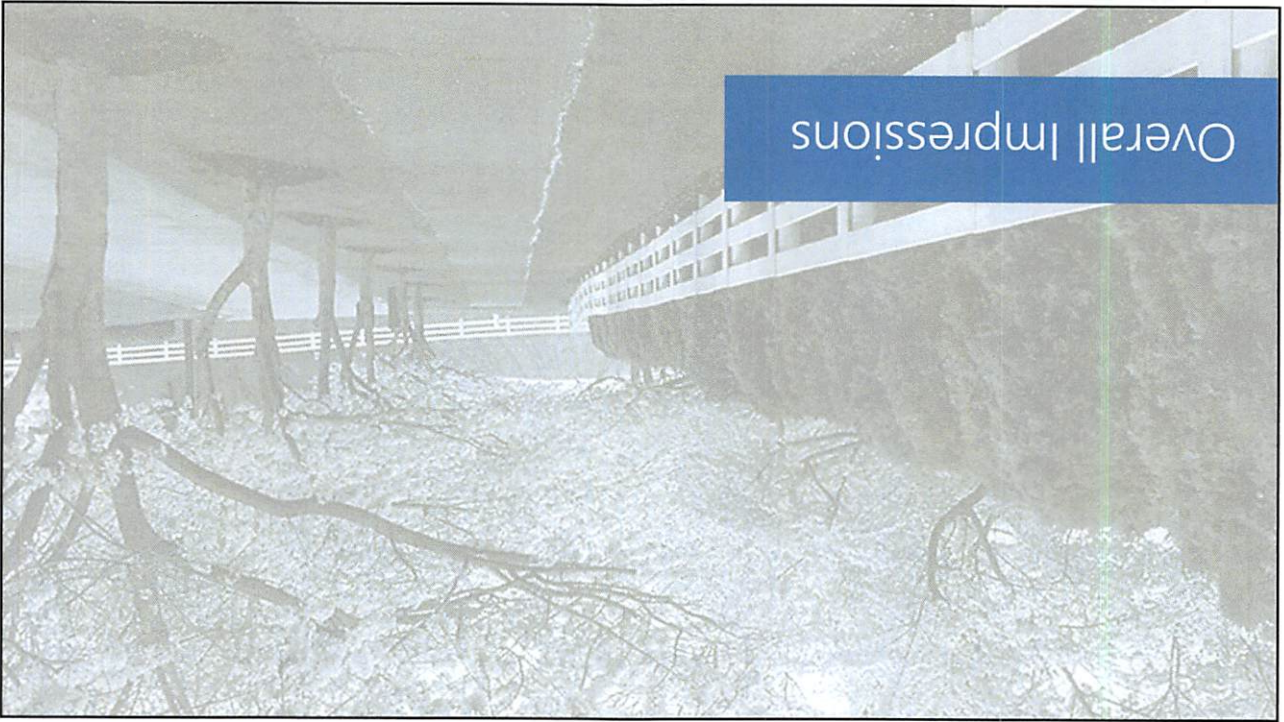
	New Albany: Actual*	Random Sample
Male	49%	48%
Female	51%	52%
18 to 24	12%	13%
25 to 34	9%	8%
35 to 44	20%	21%
45 to 54	28%	25%
55 to 64	18%	19%
Older than 64	13%	14%
Bachelor's or higher	76%	72%

	New Albany: Actual*	Random Sample
Ward A	14%	14%
Ward B	16%	15%
Ward C	16%	14%
Ward D	16%	18%
Ward E	11%	11%
Ward F	16%	17%
Ward G	11%	11%

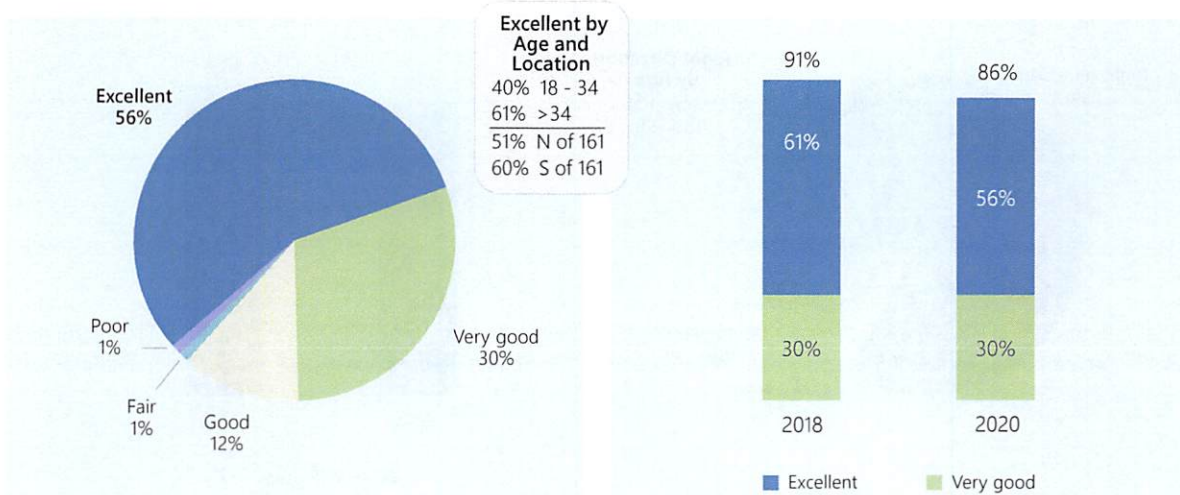
*SOURCE: Registered voter data files for Franklin County

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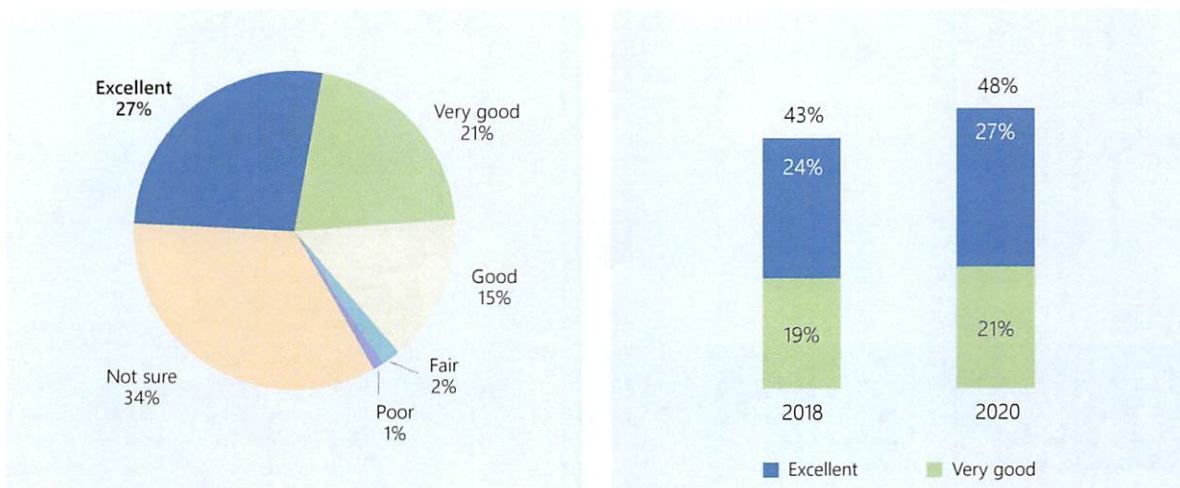
As a place to live, nearly six out of ten residents consider New Albany excellent. An additional three out of ten said very good.



Q6: As a place to live, is New Albany excellent, very good, good, fair, or poor?

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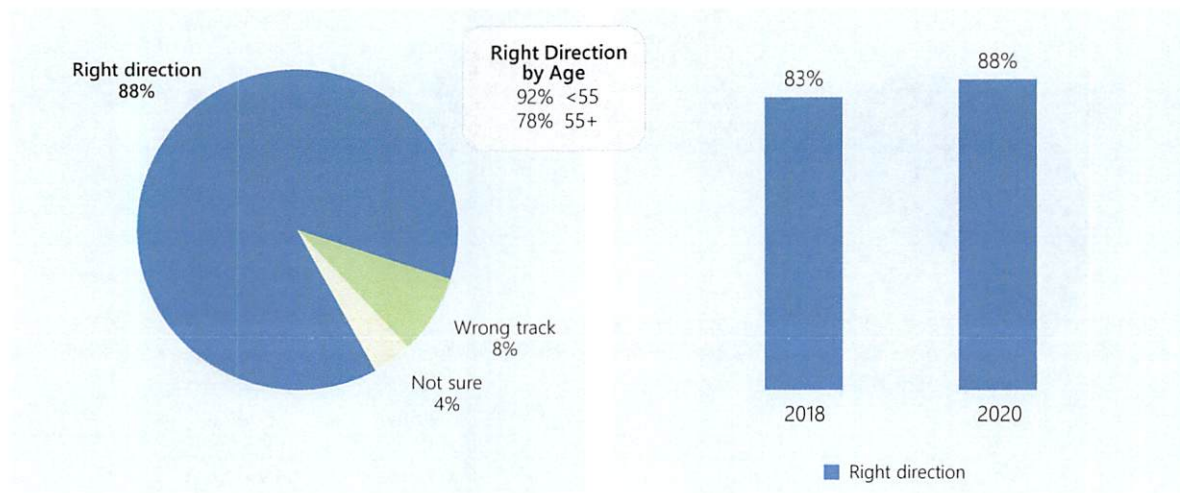
As a place to work, one out of four residents considers New Albany excellent. Many residents had no opinion on this issue.



Q7: As a place to work, is New Albany excellent, very good, good, fair, or poor?

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Nearly nine out of ten residents agree that New Albany is heading in the right direction.

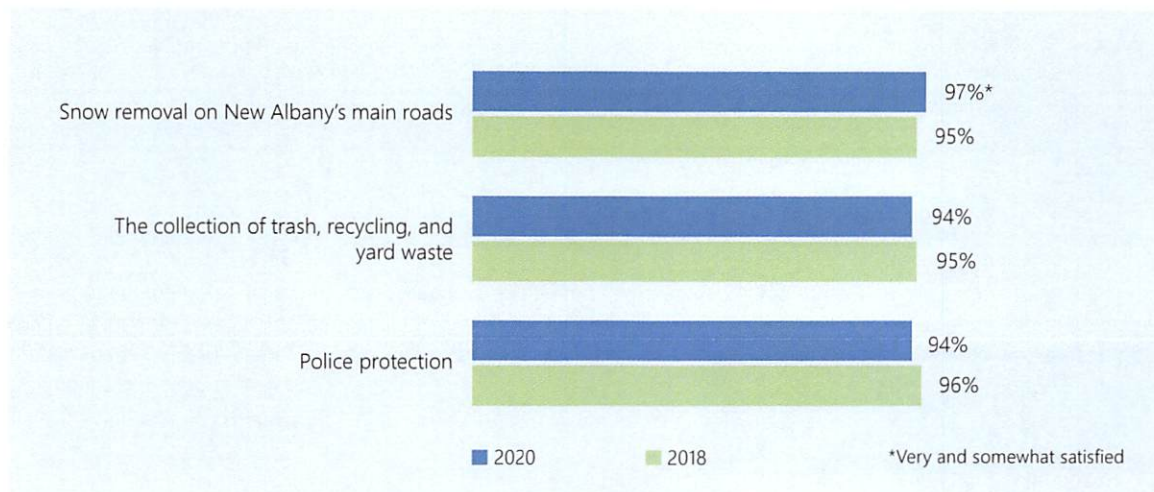


QB: In your opinion, is New Albany heading in the right direction or is it off on the wrong track?

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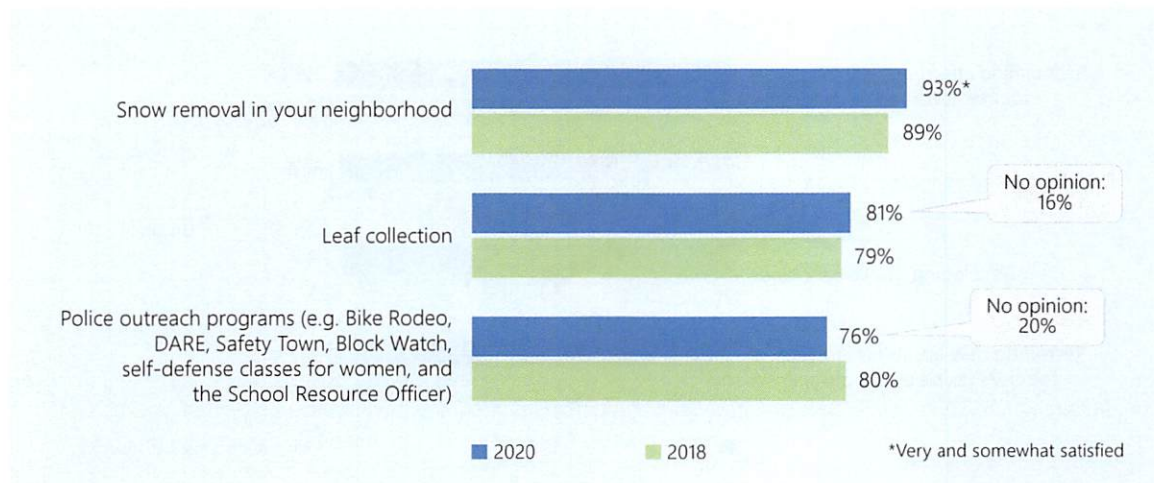
Satisfaction with city services is very high, as it was two years ago.



Q9: As a resident of New Albany, how satisfied are you with each of the following city services?

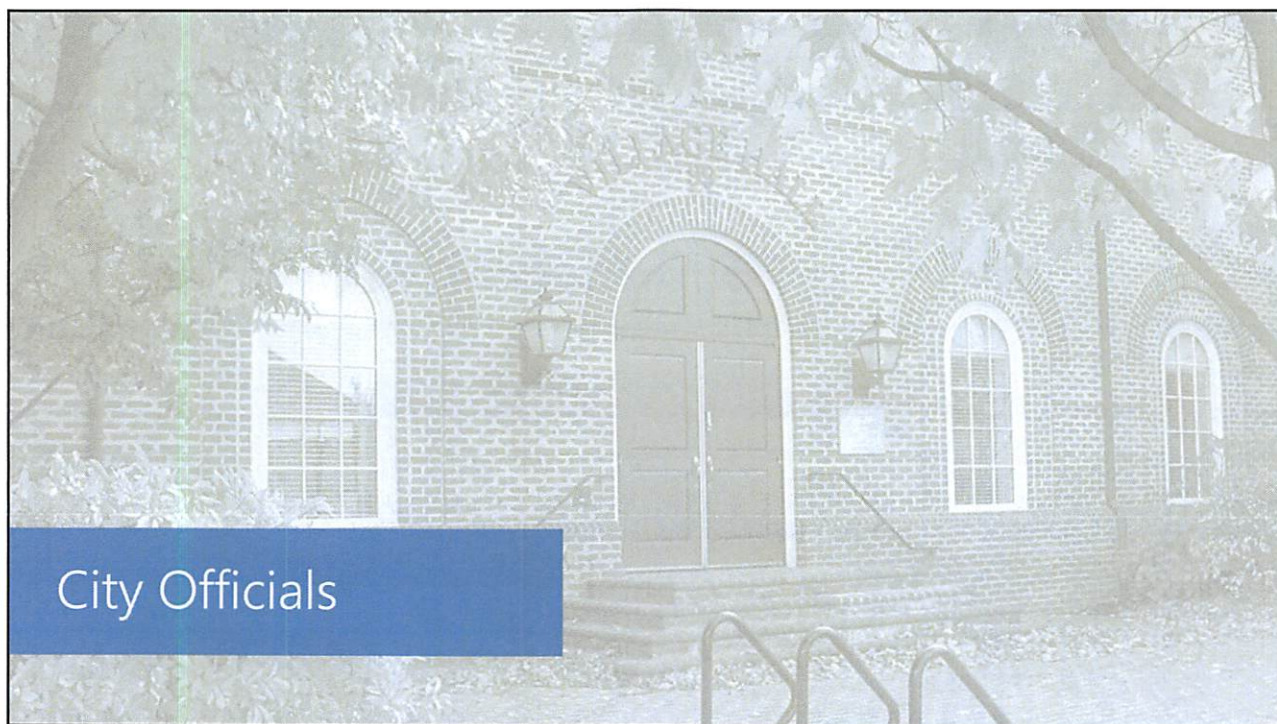
(cont'd) 13

Though satisfaction falls below nine out of ten for leaf collection and police outreach programs, the drop is caused by the number of residents unfamiliar with these services.



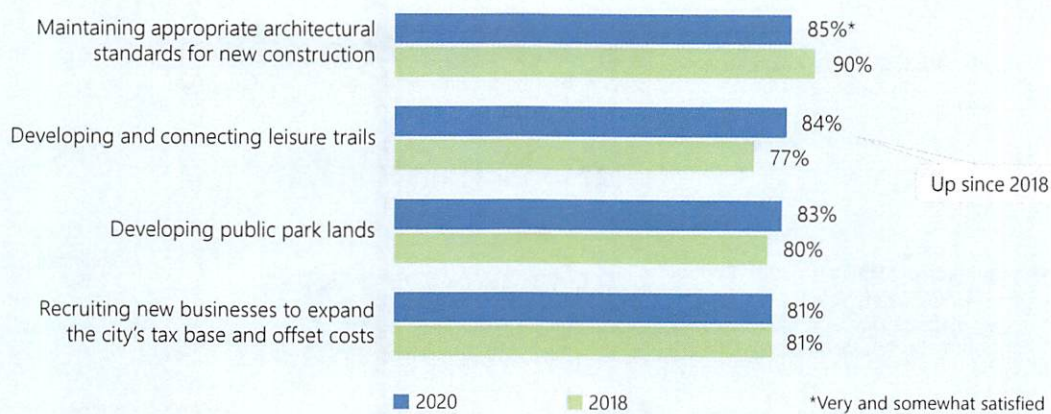
Q9: As a resident of New Albany, how satisfied are you with each of the following city services?

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City Officials

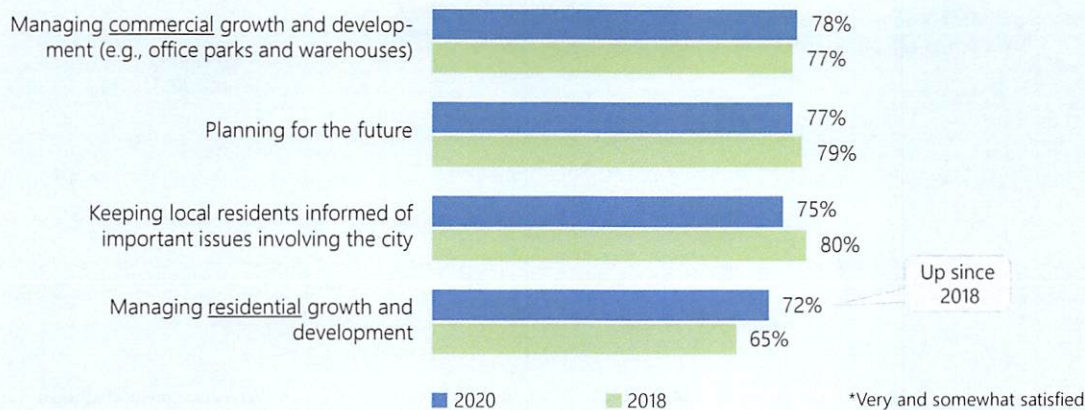
At least eight out of ten residents are satisfied with city officials in areas involving architectural standards, leisure trails, park lands, and recruiting new businesses.



Q10: Now, how satisfied are you with the performance of city officials in each of these areas?

(cont'd) 16

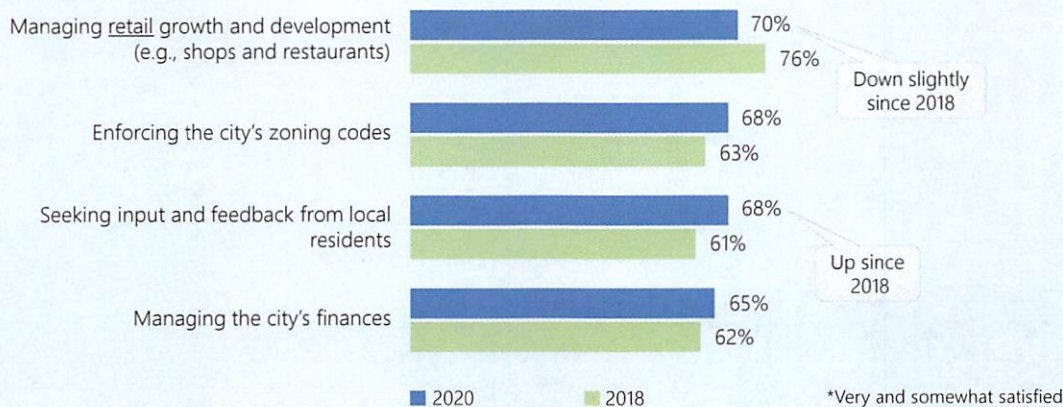
Satisfaction with city officials is lower – but still high – in areas involving commercial growth and development, planning for the future, keeping local residents informed, and residential growth.



Q10: Now, how satisfied are you with the performance of city officials in each of these areas?

(cont'd) 17

Roughly seven out of ten residents are satisfied with city officials in areas involving retail growth and development, enforcing zoning codes, and seeking input and feedback from residents.



Q10: Now, how satisfied are you with the performance of city officials in each of these areas?

(cont'd) 18

Only six out of ten residents are satisfied with how local officials listen to their concerns.

Listening to the concerns of local residents
before making important decisions



Up slightly
since 2018

■ 2020

■ 2018

*Very and somewhat satisfied

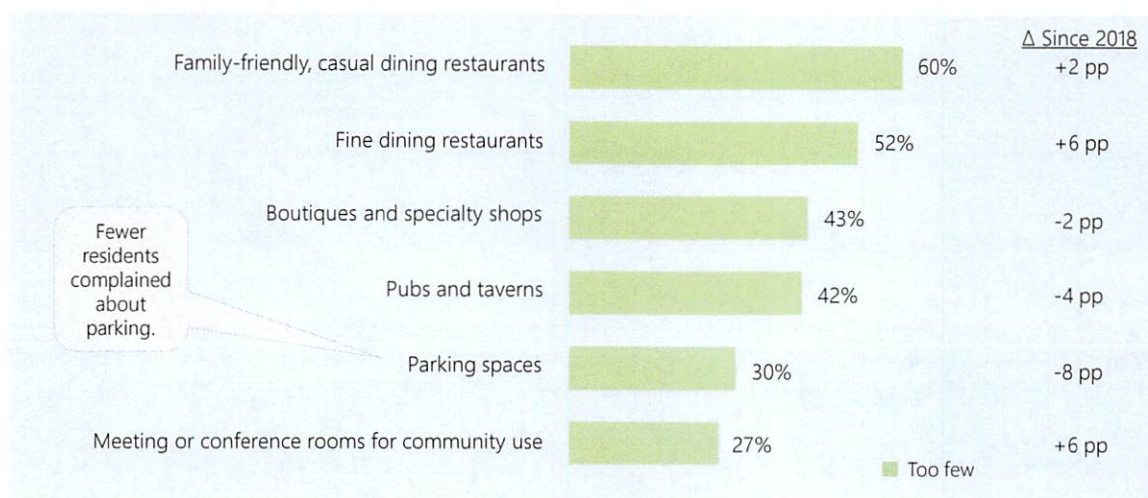
Q10: Now, how satisfied are you with the performance of city officials in each of these areas?

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Market Square / Village Center

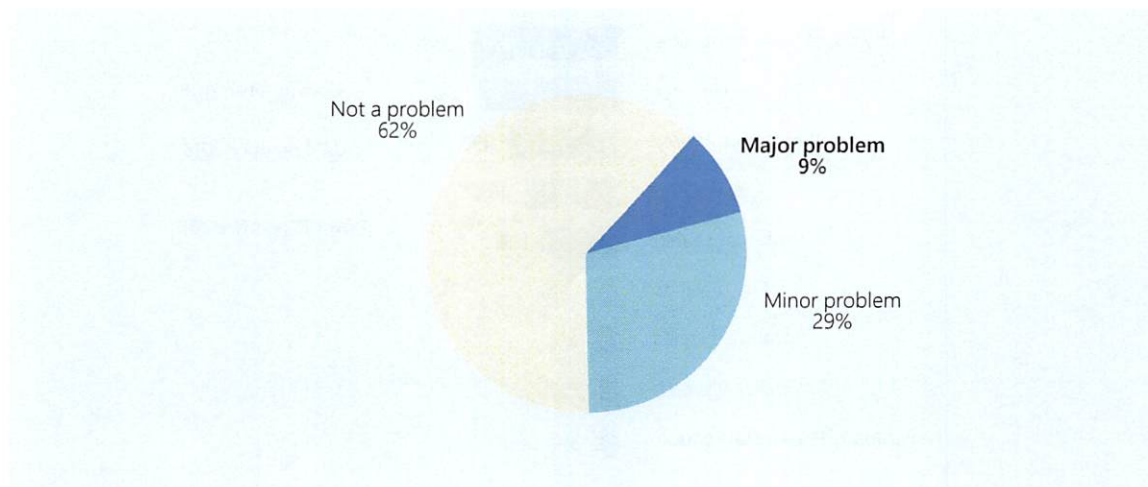
As in 2018, six out of ten residents noted that Market Square and Village Center have too few family-friendly, casual dining restaurants. Interest has grown, however, in upscale restaurants and meeting rooms.



Q11: These next few questions focus on Market Square and Village Center. For each of the following, tell me if these areas, together, have too many, too few, or an appropriate number?

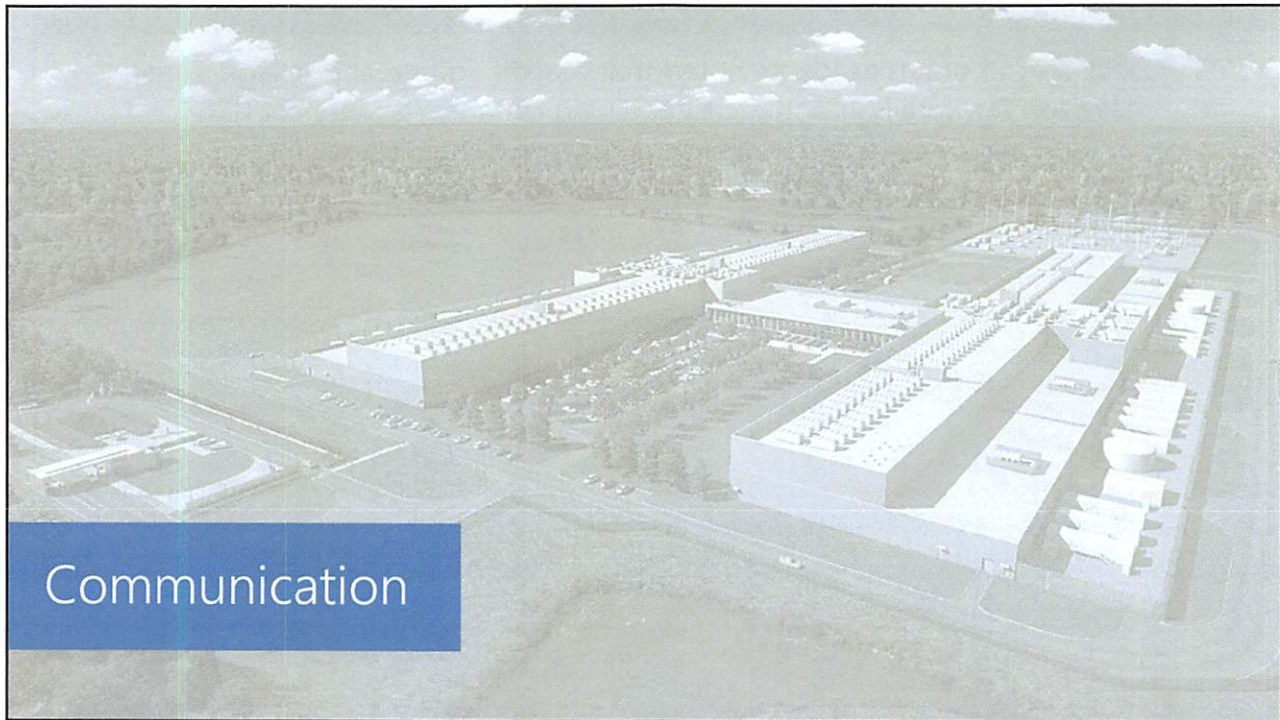
21

One resident in ten considers traffic in Market Square and Village Center a major problem. By contrast, for six in ten, traffic is not a problem in those areas.

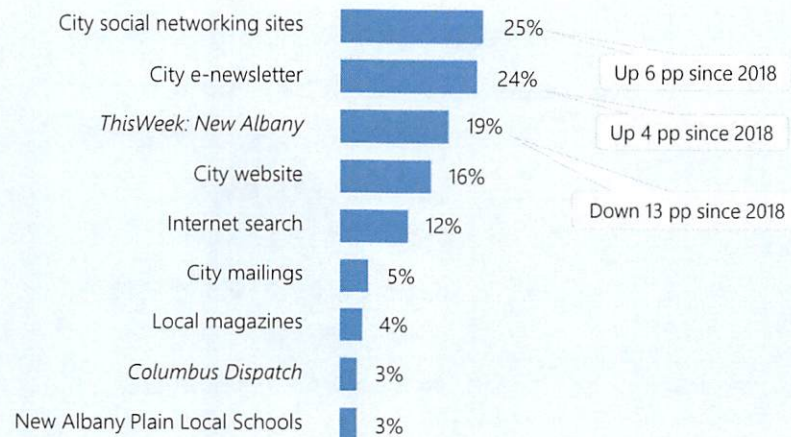


Q12: And, do you consider traffic in New Albany's Market Square and Village Center a major problem, a minor problem, or not a problem?

22



The most common sources of news and information about New Albany are the city's social networking sites and e-newsletter.

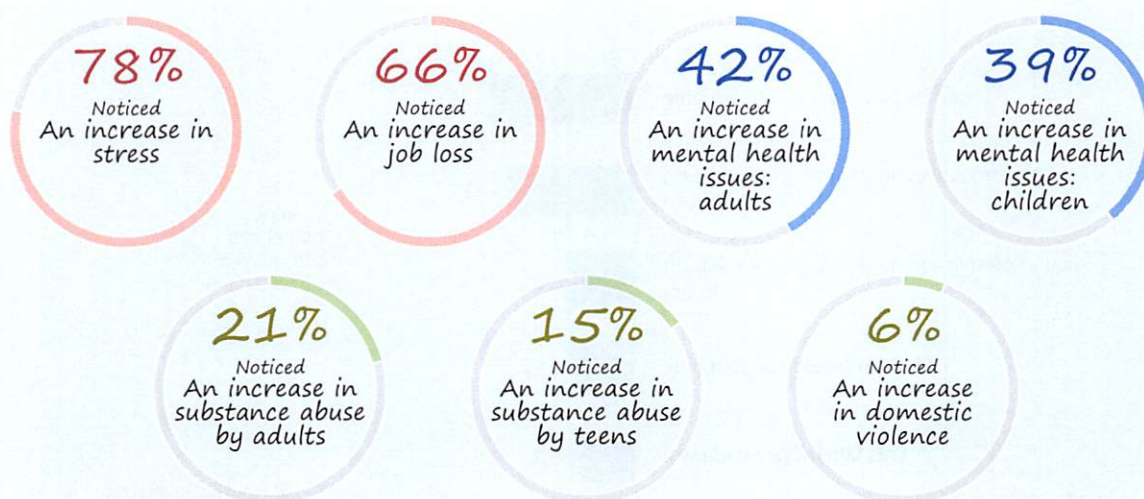


Q32: Other than friends and family, where do you get most of your news and information about New Albany?

24

COVID-19 Pandemic

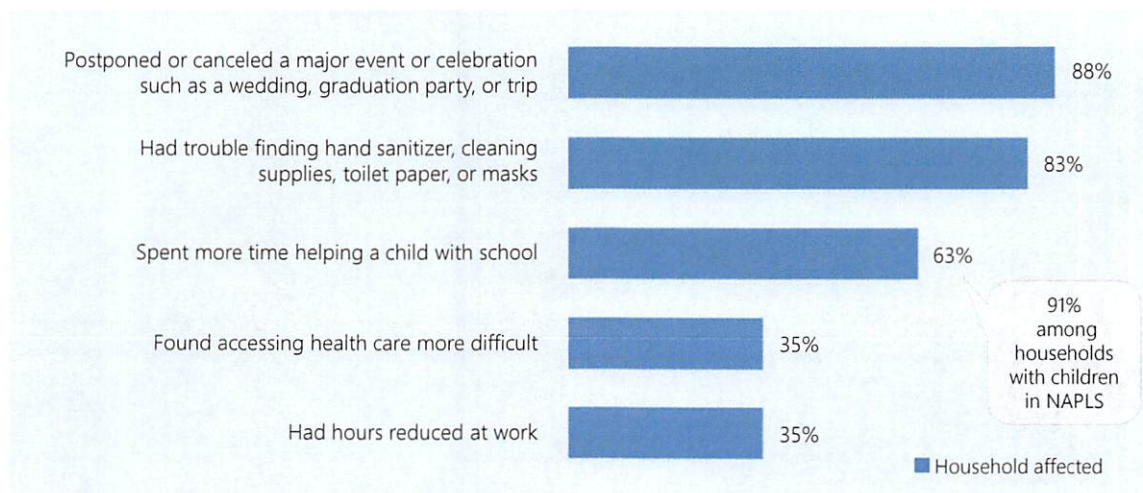
The COVID-19 pandemic has had a significant impact on New Albany residents ...



Q13: Did you notice any of the following in New Albany during the months after the pandemic began?

26

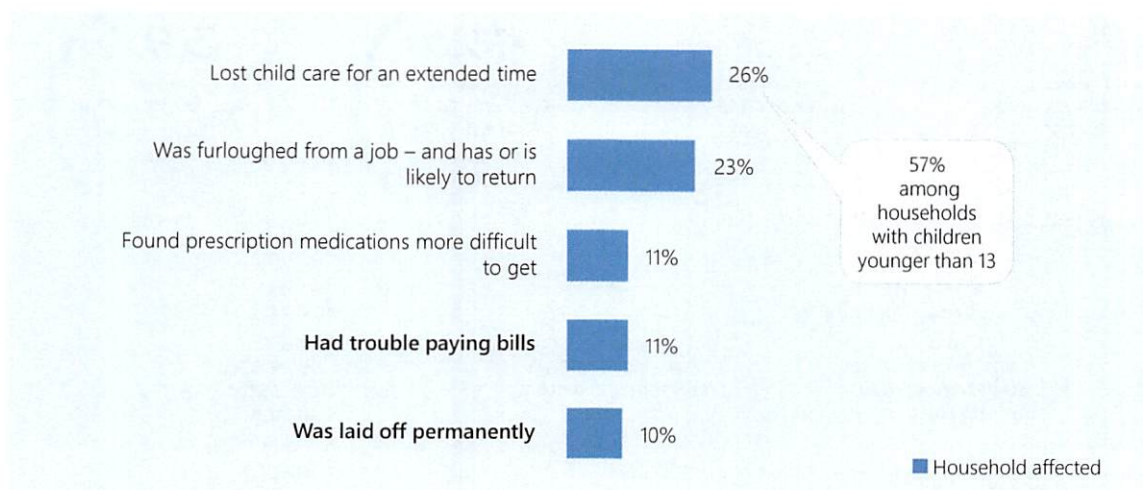
Moreover, nearly nine out of ten residents postponed or canceled a major event or celebration, while almost as many struggled with finding products for personal hygiene and safety.



Q17: Did any of the following happen to anyone in your household, again, including you, as a result of the COVID-19 pandemic?

(cont'd) 27

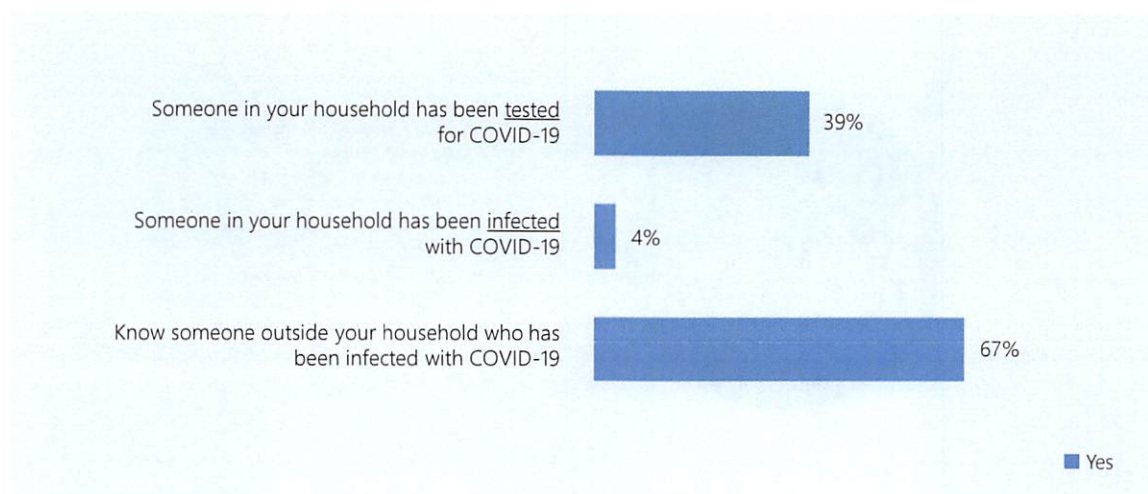
Fewer residents suffered financially.



Q17: Did any of the following happen to anyone in your household, again, including you, as a result of the COVID-19 pandemic?

28

In two out of five New Albany households, at least one resident was tested for COVID-19. Infections were much less common.



Q14: As far as you know, has anyone in your household, including you, been tested for COVID-19? / Q15: As far as you know, has anyone in your household, including you, been infected with COVID-19? / Q16: Do you know anyone, personally, who's been infected with COVID-19, who's not in your household and may or may not live in New Albany?

29

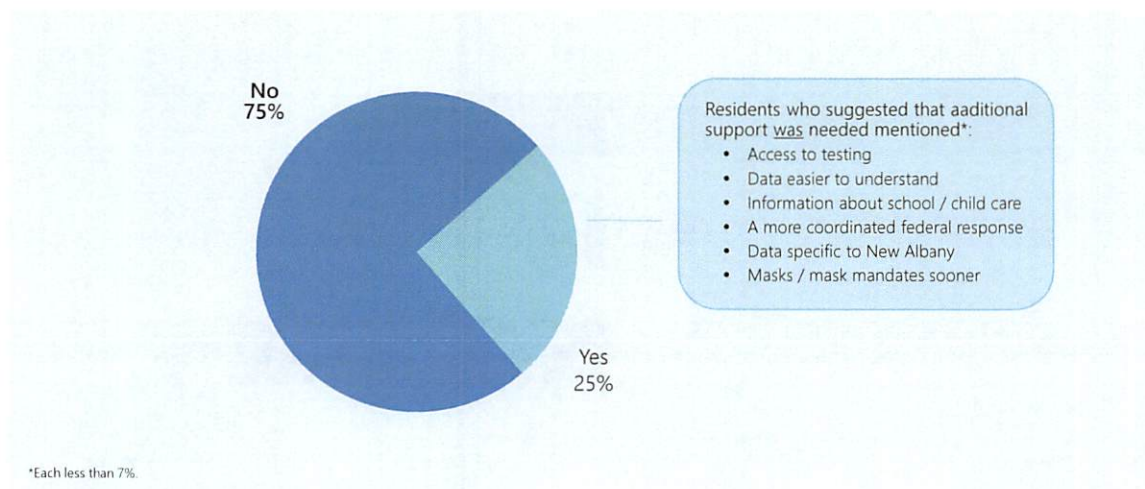
The most trusted sources of information about COVID-19 were the news media and federal public health officials.

News media	42%
Federal public health officials (CDC; Surgeon General; Drs. Fauci, Birx)	23%
Personal health care professionals	15%
State elected officials (governor, Lt. governor, legislators)	13%
State public health officials (Dr. Acton)	7%
Social media	6%
Family, friends	4%
State of Ohio COVID-19 website	4%
Federal elected officials (president, legislators)	2%
Work / employer	2%
City of New Albany	1%

Q18: For information about COVID-19, who or what was your most trusted source?

30

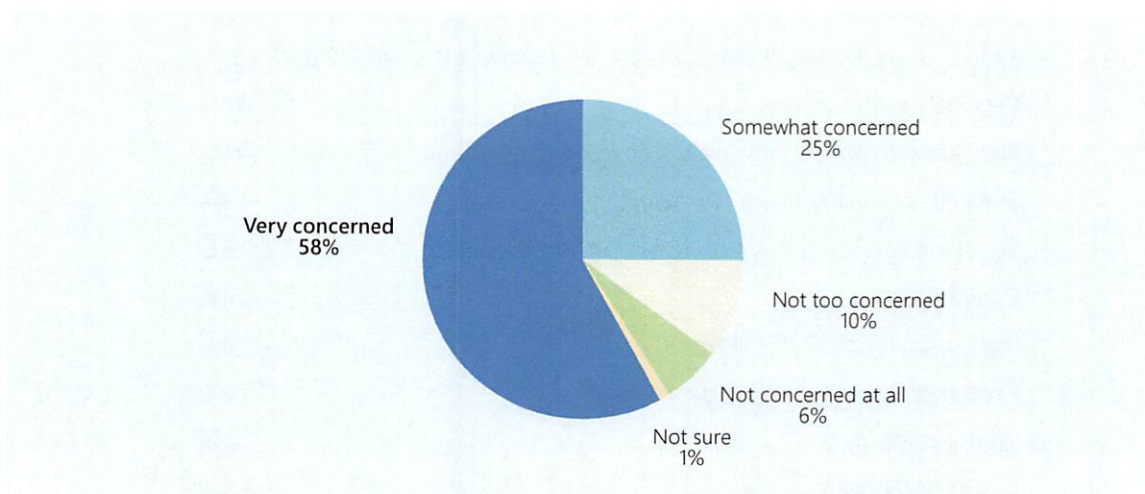
Three out of four New Albany residents could not identify any type of support not available from local, state, or federal sources, that should have been.



Q19: Is there any type of support – for example, a product, service, even information – that was not available from local, state, or federal sources, that you feel should have been?

31

Six out of ten New Albany residents are very concerned about another wave of COVID-19 infections.



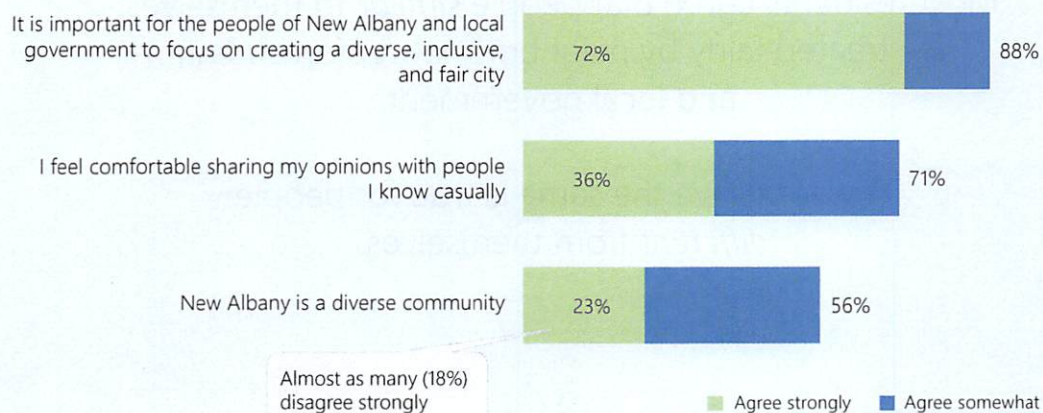
Q20: How concerned are you about a second wave of infections either later this summer or in the fall?

32



Diversity and Inclusion

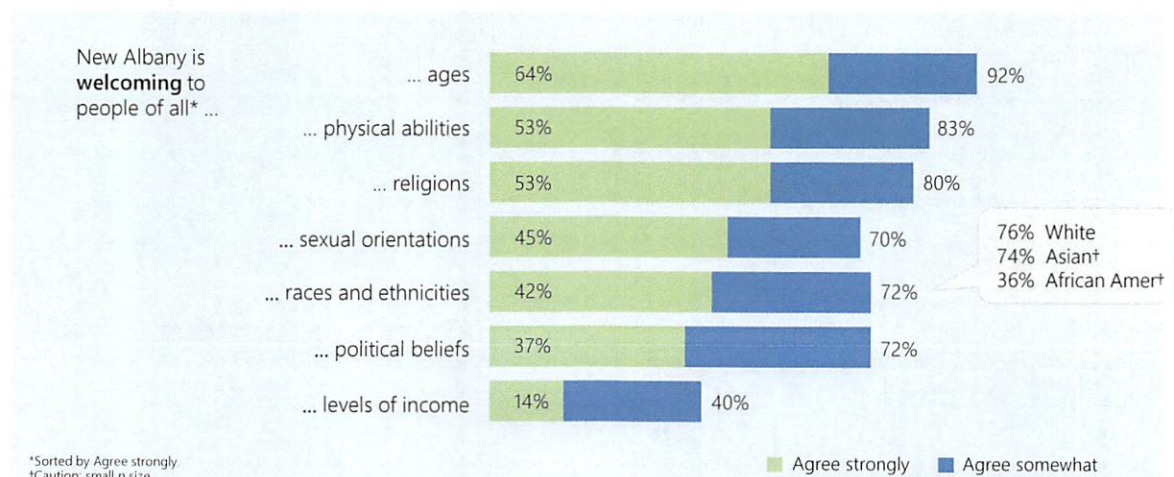
Nine out of ten residents agree that New Albany – its people and its leaders – should focus on creating a diverse, inclusive, and fair city.
Barely half agree that, currently, New Albany is a diverse community.



Q21/Q22: I have several statements about diversity and inclusion. As I read each one, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly (or neither).

34

Nine out of ten residents agree that New Albany is welcoming to people of all ages. The city is considered less tolerant of other groups.



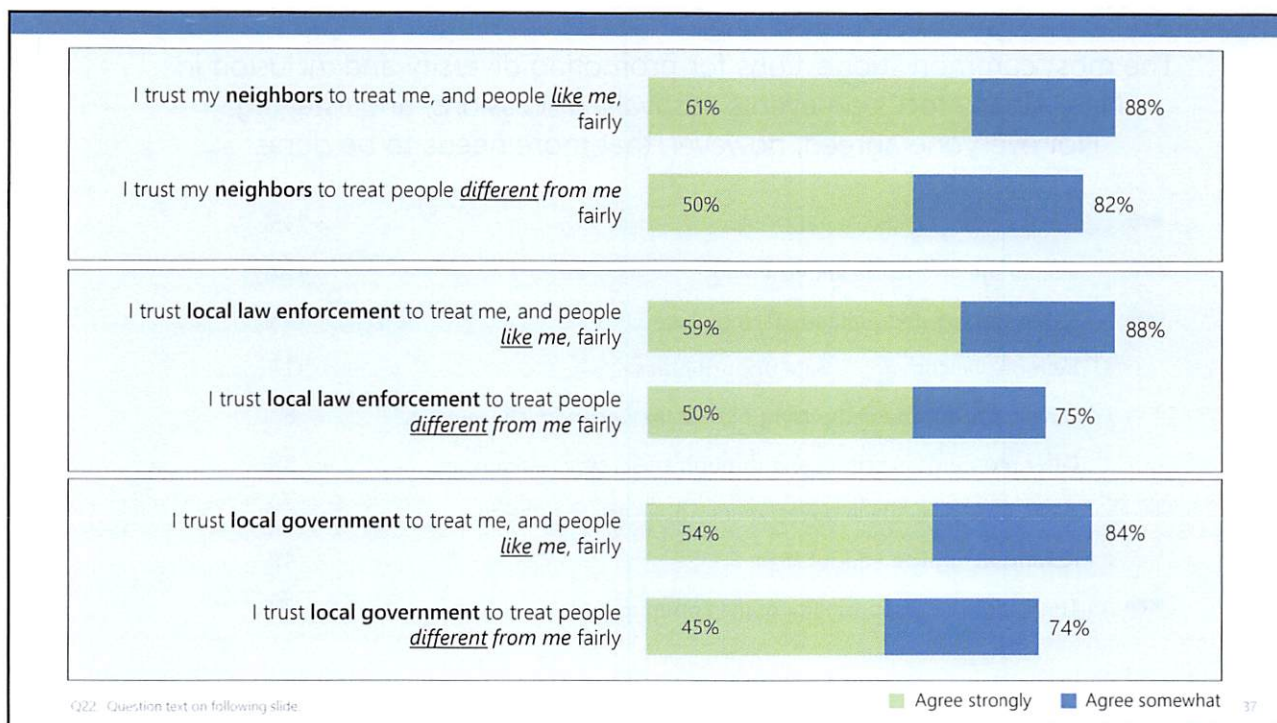
Q21: Next, I have several statements about diversity and inclusion in New Albany. As I read each one, tell me if you agree strongly, agree somewhat, disagree somewhat, or disagree strongly. If you neither agree nor disagree, just tell me and I'll go on.

35

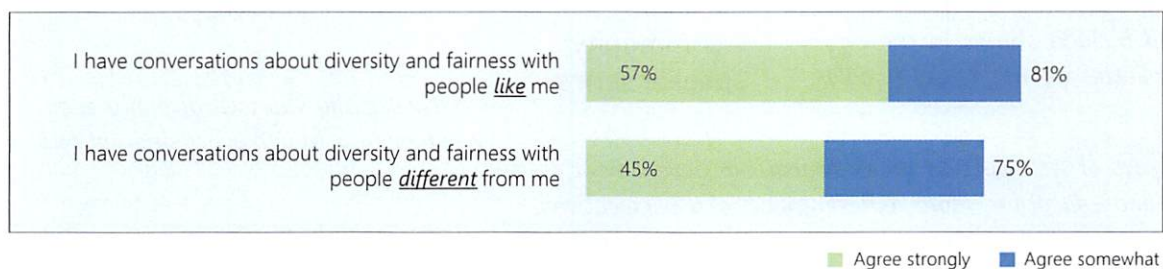
Most residents agree that people *similar* to themselves are treated fairly by neighbors, law enforcement, and local government.

Fewer believe the same is true for people *different* from themselves.

36



A similar pattern exists with conversations about diversity and fairness.



Q22: I have several statements about diversity and inclusion. As I read each one, tell me if you agree strongly, agree somewhat, disagree somewhat, disagree strongly [or neither]

38

The most common suggestions for promoting diversity and inclusion in New Albany focus on events, festivals, discussions, and listening. Not everyone agreed, however, that more needs to be done.

➔	Hosts events / festivals / TED Talks	21%
➔	Encourage discussion and listening	15%
➔	This is not needed / already taking place	14%
	Be more welcoming / create opportunities	11%
	Have more affordable housing / lower tax / economic incentives	8%
	Offer programs in school and through social service agencies	8%
	Have more diversity in government / policies / legislation	4%
	Reform the police / adopt BLM	4%
➔	This is not the responsibility of the community	3%

Q2.3: In your own words, how might the New Albany community promote diversity and inclusion across all residents? (Open-Ended Question)

39

“

I think we could have more people of color owning businesses around Market Street and include stories in the city newsletter about people of color.

Have more diversity at the community speaker series.

There needs to be inclusive content in the media, local magazines, and events in town.

... part of it is putting more diversity in government, law, and education. More representation and perspectives from diverse people and their experiences would help.

If they really want to diversify they need more affordable housing options.

I don't think it's the government's job to do that.

Host events that promote diversity.

I don't think anything needs to be done.

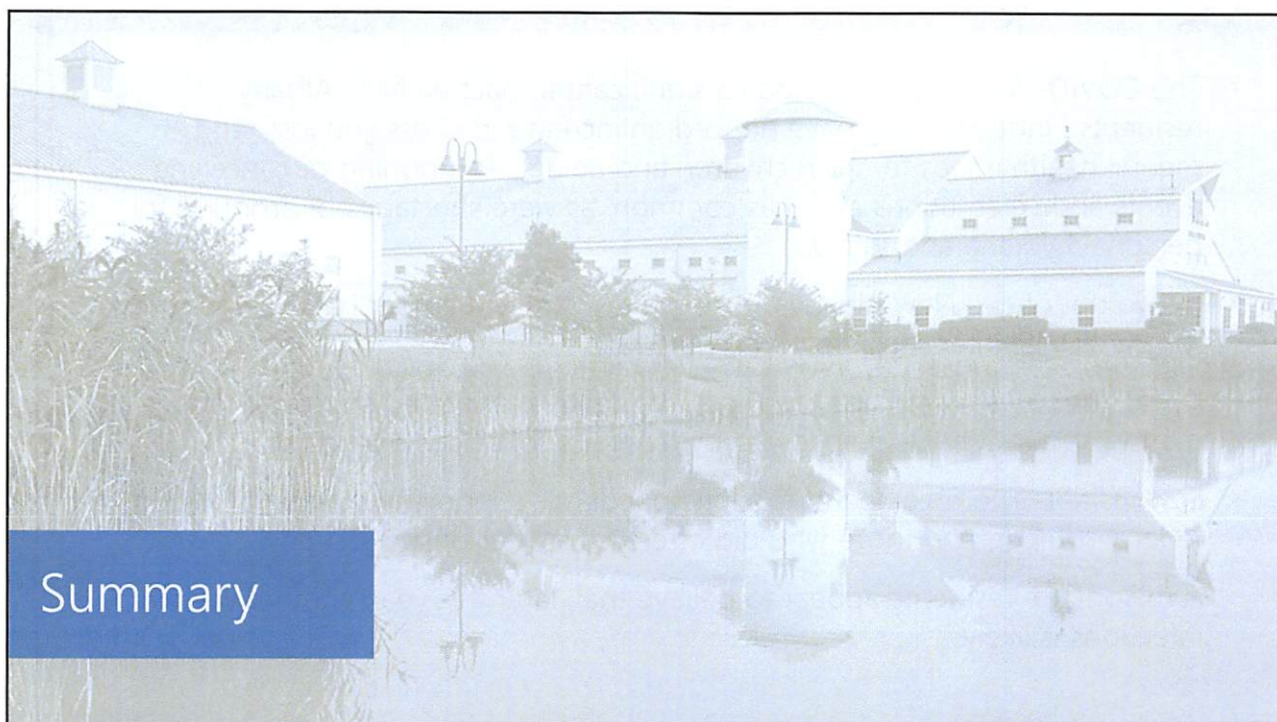
Sponsor and promote events that offer inclusion and raise awareness.

I think hosting dialogues and open conversations would be helpful.

It's already happening naturally.

”

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- As in 2018, more than half the residents consider New Albany an excellent place to live. Almost everyone else considers it very good.
- Fewer residents consider New Albany an excellent place to work.
- Nearly all residents believe that New Albany is heading in the right direction, not off on the wrong track.
- Satisfaction with city services is high, as it is with city officials.
- Many residents want more restaurants – both casual and fine dining – in Market Square and Village Center. For most residents, parking and traffic in these areas are not problems.
- New Albany's social networking sites and the city's e-newsletter have supplanted *ThisWeek: New Albany* as the most popular sources of news and information about New Albany.

- The COVID-19 pandemic has had a significant impact on New Albany residents. Indeed, many have noticed an increase in stress, job loss, and mental health issues for both children and adults. Postponing or cancelling events and celebrations also was common, as were shortages of products for personal hygiene and safety.
- In two out of five New Albany households, a family member had been tested for COVID-19; infections, however, were rare.
- By far, the news media was the most frequently mentioned source of information about COVID-19, followed by federal public health officials.
- Few residents complained of too little pandemic support from local, state, or federal sources, and those who did offered a scatter of suggestions.
- A majority of residents appear to believe that, later this year, another wave of infections is likely.

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- Most residents agree that New Albany – its people and leaders – should focus on creating a diverse, inclusive, and fair city. Fewer residents agree that New Albany is a diverse community or feel comfortable sharing opinions with causal acquaintances.
- Though nearly all residents agree that New Albany is welcoming to people of all ages, the city is considered less tolerant of other groups, including, for example, people with lower incomes.
- Most residents agree that people similar to themselves are treated fairly by neighbors, law enforcement, and local government. Fewer believe the same is true for people different from themselves.
- Finally, the most common suggestions for promoting diversity and inclusion focus on events, festivals, discussions, and listening. Not everyone agreed, however, that more needs to be done.

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Questions?

This study was conducted by
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