CENTER FOR URBAN POLICY AND THE ENVIRONMENT

PART OF THE INDIANA UNIVERSITY PUBLIC POLICY INSTITUTE

The Contributions of the Courthouse in Downtown Danville

The Contributions of the Courthouse in Downtown Danville

© July 2010 Center for Urban Policy and the Environment 10-C33
334 North Senate Avenue, Suite 300
Indianapolis, Indiana 46204-1708

The Contributions of the Courthouse in Downtown Danville

July 2010 **10-C33**

Authors

Drew Klacik
Jamie Palmer

Research Assistant

Paul Kiszka

Special thanks to the Downtown Danville merchants and members of the Hendricks County Chapter of Business and Professional Exchange for their assistance in administering the project surveys.

List of Figures ii
Introduction 1
Key Findings 1
Literature Review 2
    Study Methodology 2
County Government Employee Survey 3
Estimating the Impact of the Relocation of Courthouse Employees 6
Courthouse Visitors 7
    Estimating the Potential Impact of Courthouse Visitors 9
    Customers and Patrons of Downtown Danville Establishments 10
References 12
Appendix A. Survey Questionnaires 13
    County Employee Survey 14
    Government Facility Visitor Survey 16
    Downtown Danville Customer/Client Survey 18
Appendix B. Data Tables 20
    Employee Survey Results 21
    Government VisitorsResults 26
    Customer Results 28

List of Figures

Figure 1. Weekly downtown activities: Courthouse office employees....4
Figure 2. Weekly downtown dining: Courthouse and probation office employees....5
Figure 3. Reported change in downtown habits if workplace moved: Courthouse office employees....6
Figure 4: Courthouse as principal purpose for downtown visit: Visitors to government buildings....7
Figure 5. Downtown dining and shopping: Visitors to government buildings....8
Figure 6. Average shopping and dining expenditures:....8
Figure 7. Other downtown activities: Visitors to government buildings....9
Figure 8. Principal purpose for downtown visit: Downtown customers....10
Figure 9: Courthouse as primary purpose for visiting downtown by type of establishment: Downtown customers... 11

Introduction

In Danville, Hendricks County officials have considered a number of options for expanding court facilities. One option proposed would relocate court and probation facilities from the historic downtown courthouse to an alternate facility east of downtown Danville. The proposed location would be part of what is known as "East Campus." The county jail, animal shelter, and other county facilities are located at or near this location currently.

The Center for Urban Policy and the Environment (Center) was asked by Hendricks County Economic Development Partnership (HCEDP) and Downtown Danville Partnership, Inc. to determine the value of the Courthouse to downtown Danville's economic and social/cultural vibrancy.

Key Findings

In general, there are two main contributions of public facilities such as a courthouse, library, or other public facilities. The first is to function in a manner similar to an anchor store, attracting individuals who might not otherwise visit downtown to shop, dine, and contribute to downtown's vibrancy. The second contribution is the spending of those working at the courthouse.

Based on the result of three surveys (Courthouse and adult and juvenile probation office workers, Courthouse visitors, and patrons of downtown establishments), we estimate that approximately 128 of every 1,000 visits to downtown are by Courthouse workers or people whose primary reason for the trip is business in the courthouse. Over the course of a year we estimate that ***patrons, whose primary reason for coming downtown was to visit the Courthouse***, spend $66,300 dining and $84,600 at retail shops. Additionally, we estimate that ***employees at the Courthouse*** spend $55,200 dining downtown and $20,400 shopping downtown each year.

The estimated downtown spending attributable to Courthouse visitors and workers might be at risk if Courthouse functions were relocated. When asked how behavior might change if they no longer worked at the Courthouse about one-third of courthouse employee respondents suggested they would no longer dine downtown (most others would dine downtown less frequently and, thus, spend less). The anticipated reduction in dining expenditures represents the expected loss of revenue. However, county employees who worked at the East Campus have downtown dining habits that are very similar to those who work at the Courthouse, suggesting the anticipated behavioral changes by courthouse workers may be mitigated. Employees who shop reported no change in expected shopping patterns. The exact uses of courthouse building in the event that the courts relocate also are unknown. The potential loss of business revenue from the relocation of the courts may also be mitigated by the dining and shopping activity from both employees and visitors of the services located or relocated in the courthouse facility.

A less immediate and non-quantifiable risk is the potential relocation of downtown professional services whose primary source of income is related to activities at the Courthouse and its visitors. These visits might very well continue even if the Courthouse was no longer attracting visitors, however the convenience (energy and time savings) for those visiting the Courthouse as well as the Courthouse's impact on the location of the office (especially lawyers) must be considered.

Literature Review

Limited analyses exist regarding the contributions government facilities make toward sustaining the economic and cultural vibrancy of downtowns, particularly quantitative analyses. The few existing studies suggest that moving a government facility away from downtown results in reduced business. First, Phillip Langdon studied the role public buildings play in sustaining successful downtowns, including a post office and town hall in Amherst, Massachusetts, and courthouses in Pennsylvania, Maryland, and Idaho (Langdon, 2003). Langdon found that in the case of outward migration of the public facility, a move of even a few blocks away from downtown results in local merchants reporting a noticeable decline in business. He also concluded that when government facilities are moved to downtown existing businesses appear to experience an increase in business and there are new business start-ups as well.

A second study focused on the perception of downtown merchants in Snohomish County, Washington (Neumaier & Clements, 2000). The paper suggests that relocating county administrative offices away from downtown caused a direct loss of business to downtown shops and services, as the downtown merchants estimated approximately 25 percent to 30 percent of their trade comes from county employees. The authors also recognized a secondary impact resulting from the loss of customers who come downtown for business in the county offices. The Snohomish County officials did not provide an estimate for the amount of secondary loss, but did report that 79 percent of respondents to a counter survey indicated that they always or occasionally combine trips to the county facilities with other business downtown.

Finally, a University of Wisconsin Extension Service study in 2005 compared cities that were the location of county seats to those that were not, and found that county seats have a greater mix of businesses downtown (Zigelbauer, Ryan, & Grabow, 2005). The researchers believe that the greater amount of business activity related to the presence of county offices strengthened arguments for keeping government facilities in downtown. Specifically, the researchers found that the downtowns with county courthouses and government centers differ from their counterparts in the following ways (Zigelbauer et al., 2005, p. 12):

- 8.4 percent more businesses
- 7.4 percent more retail businesses
- 25.0 percent more professional, technical, and scientific businesses, including a greater number of law offices
- 15.4 percent fewer restaurants
- 53.0 percent more traveler accommodations

Study Methodology

The previous studies focused on the merchants and their impressions rather than on the public facility worker and visitor behavior. In response, the Center developed a customer-based approach that sought to identify the downtown shopping, dining, and other activities of downtown Danville Courthouse visitors and workers. Three surveys were the critical elements in the current study. The first survey was an online survey of all Hendricks County government workers conducted between May 11, 2010, and May 18, 2010, using Survey Monkey. Results were analyzed separately for courthouse and probation office workers, county government center workers, and workers from the facilities located principally at or near the East Campus. The response rate for courthouse and probation office employees was 59.1 percent (78 of the 132 employees). Additionally, because one site for possible courthouse worker relocation is near other county facilities, we surveyed county government center and East Campus employees to understand their downtown dining and shopping habits. The response rate for the remaining county employees was 37.2 percent (146 of 392 employees).

The second survey was of visitors to selected county government facilities. This survey was conducted on April 28, April 30, and May 3, 2010. For the Courthouse, three days of the week (Monday, Wednesday, and Friday) were identified as having distinct traffic patterns. Volunteers from the Hendricks County Chapter of the Business and Professional Exchange administered the survey for 20 minutes during each hour between 9:00 a.m. and 4:00 p.m. in eight locations (four courthouse entrances, juvenile probation office, adult probation office, and two county government center entrances). The survey yielded 245 responses.

The third survey was of downtown business patrons. This survey was conducted the week of April 19 – April 23, 2010. Business owners and employees administered the survey for 30 minutes of each hour between 8:00 a.m. and 6:00 p.m. Seventeen (17) downtown Danville establishments (dining, retail, and service) participated. More than 40 businesses are located within one block of the Courthouse Square. The survey yielded 248 responses.

The survey instruments are provided in Appendix A. In general, we asked Courthouse employees to tell us how often they dined, shopped, and visited other downtown establishments in a typical week. We also asked them to report typical spending patterns and whether they would expect their behavior to change if their work location changed. We asked visitors to the courthouse to identify their primary purpose for coming downtown, and then what other downtown activities they had been or would be engaged in as well as previous and expected spending downtown. Finally, we asked customers at downtown Danville, restaurants, retail shops, and service providers to tell us whether they worked at or had/will visit the Courthouse during this visit and to report on their downtown activities and spending patterns.

The surveys of government employees and government facility visitors are the principal tools used to estimate the contributions of the Courthouse to downtown Danville. The business patron data were used primarily as a comparison point to the spending and visit data gained from the surveys at the Courthouse. Specifically, because the spending data reported on the customer survey were reported at the point of sale we used the customer data to test the spending reports from the Courthouse visitor and worker surveys. We also were able to determine the share of total customers at the downtown facilities that were attributable to the Courthouse.

Finally, not all individuals responded to every question. For example, 198 of the 202 visitors to the Courthouse (who did not work there) responded to the question of what was the primary reason for your visit to downtown.

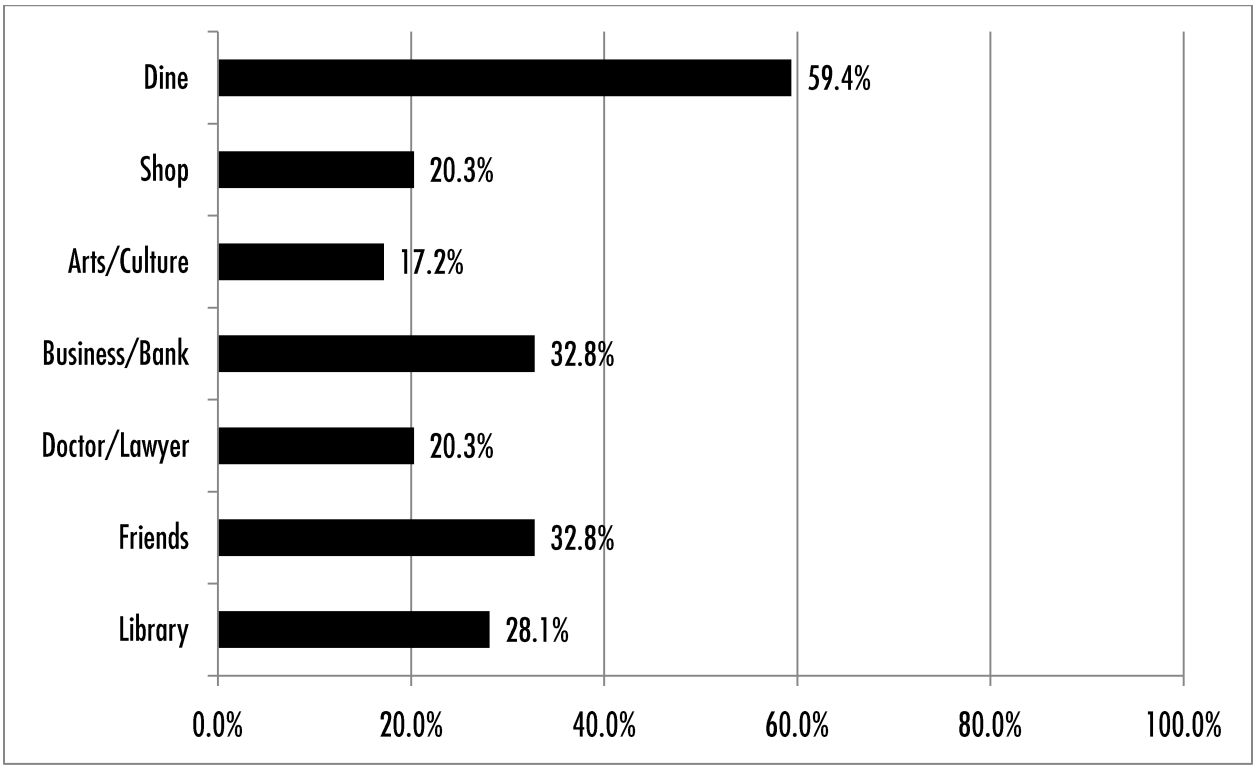
County Government Employee Survey

The survey of Hendricks County employees was emailed to 524 individuals, including, 132 workers employed at the Courthouse and adult and juvenile probation offices. The overall response rate was 42.7 percent (224 of 524). The response rate for courthouse and probation office employees was a bit higher at 59.1 percent (78 of 132). The survey asked those employed at the Courthouse to report on how much they spent dining and shopping in downtown Danville during a typical week. Additionally, those surveyed were asked how often they participated in a wide range of downtown activities, including arts and cultural (facilities or events); business and banking; visits to the doctor, lawyer, or friends; the post office; or the library. Finally, the workers were asked to speculate how their behavior would change if they no longer worked downtown.

As shown in Figure 1, the most common downtown activity reported by Courthouse employees was dining, with nearly 60 percent of respondents reporting that they dined downtown at least once a week.

Approximately one of every five employees reported shopping downtown during a typical work week. Nearly one-third of respondents reported visiting with friends or banking downtown at least once a week.

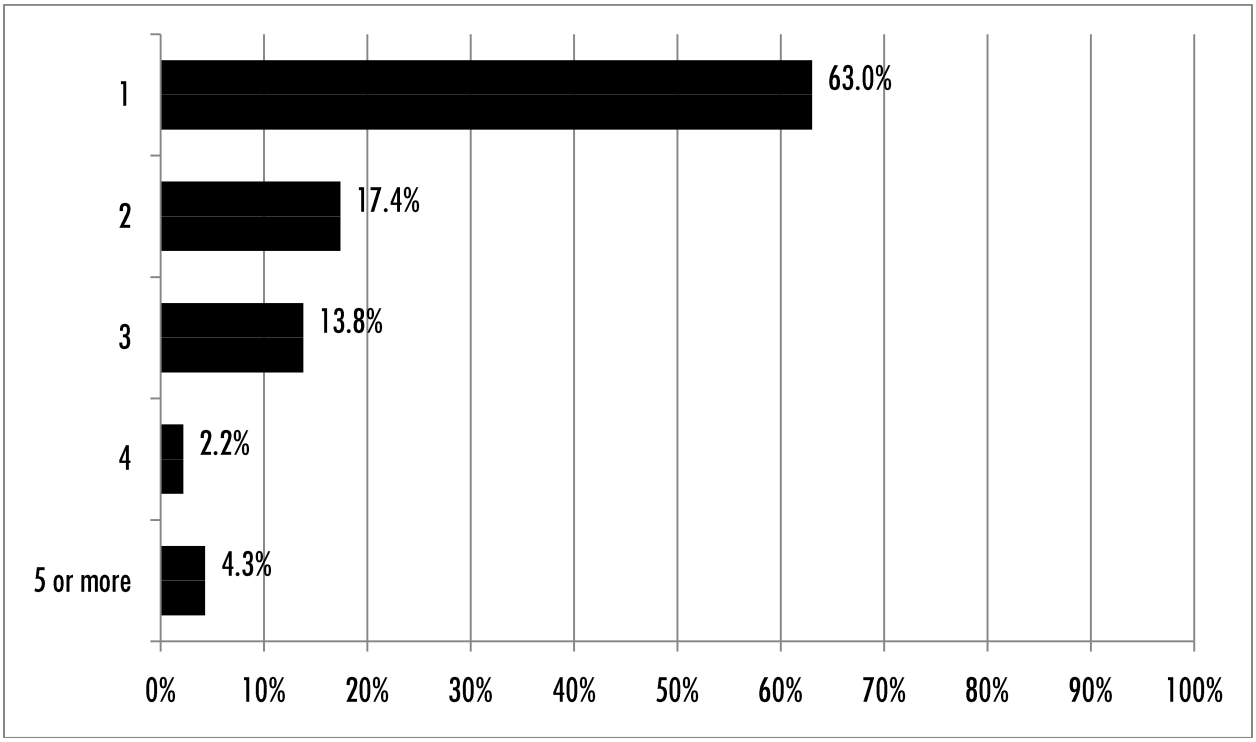
Figure 1. Weekly downtown activities: Courthouse employees



Note: *These data were adjusted for conflicting responses for current and future activities.

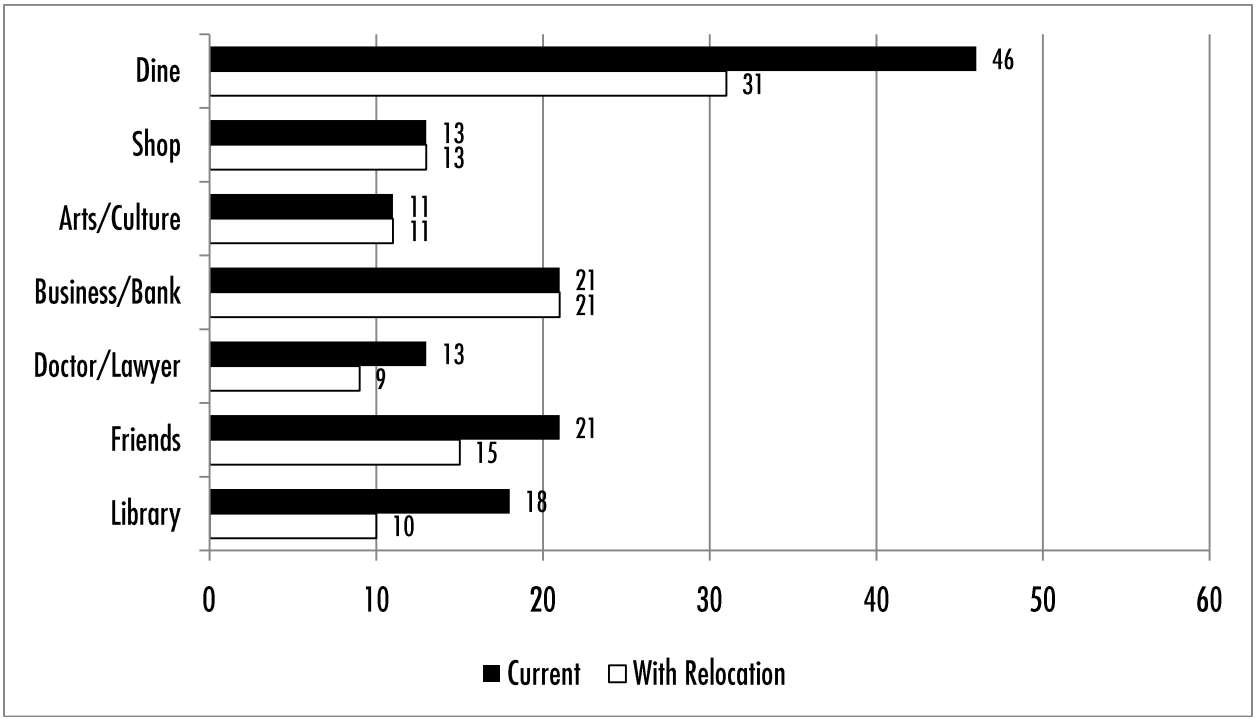
Most Courthouse workers who indicated dining downtown responded that they only ate downtown once a week. Nearly 37 percent responded that they ate downtown more than once a week (Figure 2). On average, respondents said that they ate downtown an average of 1.7 times per week, and spent $9.16 per dining event.

Figure 2. Weekly downtown dining: Courthouse employees



When asked if they would likely continue to dine, shop, or continue other downtown activities if they no longer worked at the Courthouse, the responses were mixed. Courthouse employees speculate that they would continue to shop (at the unique shops), bank, and take in arts and cultural related events at the same levels as when they worked at the Courthouse. However, nearly one-third of those who currently dine downtown indicated they no longer would do so. Based on survey responses, visits to the library, downtown visits with friends, and downtown visits to professional offices also are expected to decrease. The University of Wisconsin study indicated 25 percent fewer professional offices in downtowns without courthouses. The 2007 HyettPalma study indicated that downtown Danville has the following mix of establishments: 30 percent retail and 70 percent office.

Figure 3. Reported change in downtown habits if workplace moved: Courthouse employees



Note: *These data were adjusted for conflicting responses for current and future activities.

The dining and shopping behavior of the employees who work at the government center and other non-courthouse county facilities may provide some indication of the future behavior of employees if relocated. The proposed location for a new courthouse is near to the county jail, animal control facility, and several other county government buildings. The data show that while 60 percent of all courthouse workers reported dining downtown in a typical week, only 46 percent of those at the government center and 44 percent of those working at the jail and other facilities reported dining downtown in a typical week. Respondents who reported working at the county government center dined downtown an average of 1.7 times per week, identical to that of Courthouse workers. Respondents who worked at East Campus dined downtown slightly more frequently than Courthouse employees (1.9 times per week). The downtown shopping habits of county employees remained very similar, regardless of place of employment. Shopping habits ranged from 12 percent of Courthouse employees reporting shopping downtown at least once per week to 16 percent of county government center and jail/other employees.

Estimating the Impact of the Relocation of Courthouse Employees

While the survey responses indicate that retail shops are not likely to be affected by a relocation of Courthouse employees, downtown dining establishments are more likely to feel an impact. The anticipated 33 percent decline in downtown dining habits of Courthouse workers is in line with the Snohomish County study which suggested a 25 to 30 percent decline in all downtown trade. (The Snohomish County study was based on merchant perception rather than employee surveys and took into

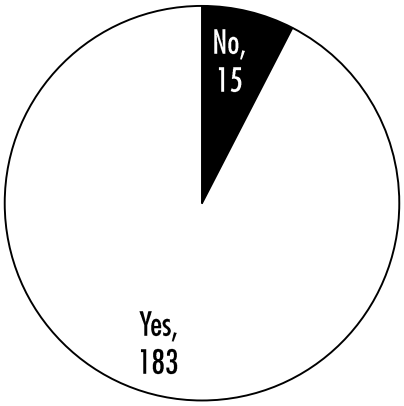
account both employee and visitor spending). However, it should be noted that county workers near one possible relocation site had dining habits that were very similar to those of Courthouse workers.

Extrapolating from the survey respondents, we estimate that courthouse employees spend approximately $55,200 dining downtown each year. The estimate reflects that 58 percent of all employees (77) dine downtown on average 1.7 times per week and spend $9.16 per event, or $15.58 per week for 46 weeks. The analysis nets out six (6) weeks of the year to allow for vacations, holidays, and sick/personal time. Revenue associated with downtown Courthouse employees may be at risk; if spending were to diminish by one-third, downtown dining establishments would lose approximately $18,400 per year.

Courthouse Visitors

Individuals visiting the downtown Courthouse were interviewed on April 28 and 30 as well as May 3, 2010. The interviews were administered by volunteers and took place for 20 minutes of each hour from 9:00 A.M. through 4:00 P.M. There were 245 individuals who consented to be surveyed during the interview periods. The Courthouse workers are not included in the analysis of Courthouse visitors. The survey focused on the principal purpose of the visit, as well as other downtown activities, and spending that may have occurred prior to visiting the Courthouse. The survey asked the respondents about any facilities they would visit or expected spending after visiting the Courthouse. The Courthouse was the primary purpose for coming to downtown Danville for 92 percent of respondents.

Figure 4: Courthouse as principal purpose for downtown visit: Visitors to government buildings



The majority of those who stated that the Courthouse was the primary purpose of their visit left downtown after visiting the courthouse. Eighteen (18) percent and 10 percent also dined and shopped downtown, respectively.

Respondents who reported that the Courthouse was the principal purpose for their visit and also dined or shopped, indicated an average expenditures for dining and shopping of $7.56 and $17.74, respectively.

Figure 5. Downtown dining and shopping: Visitors to government buildings

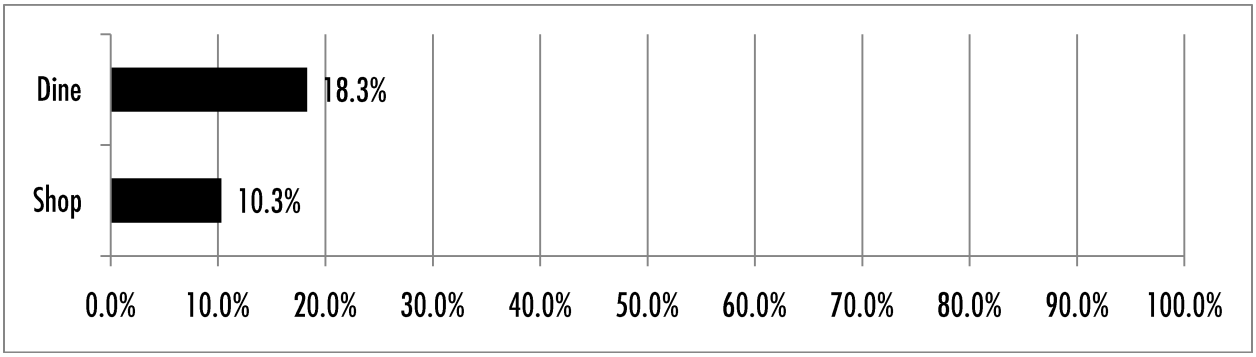
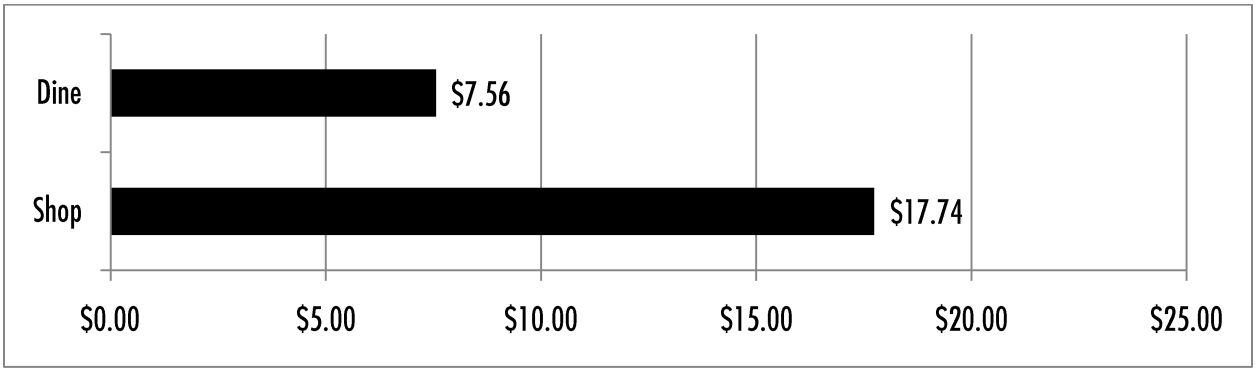
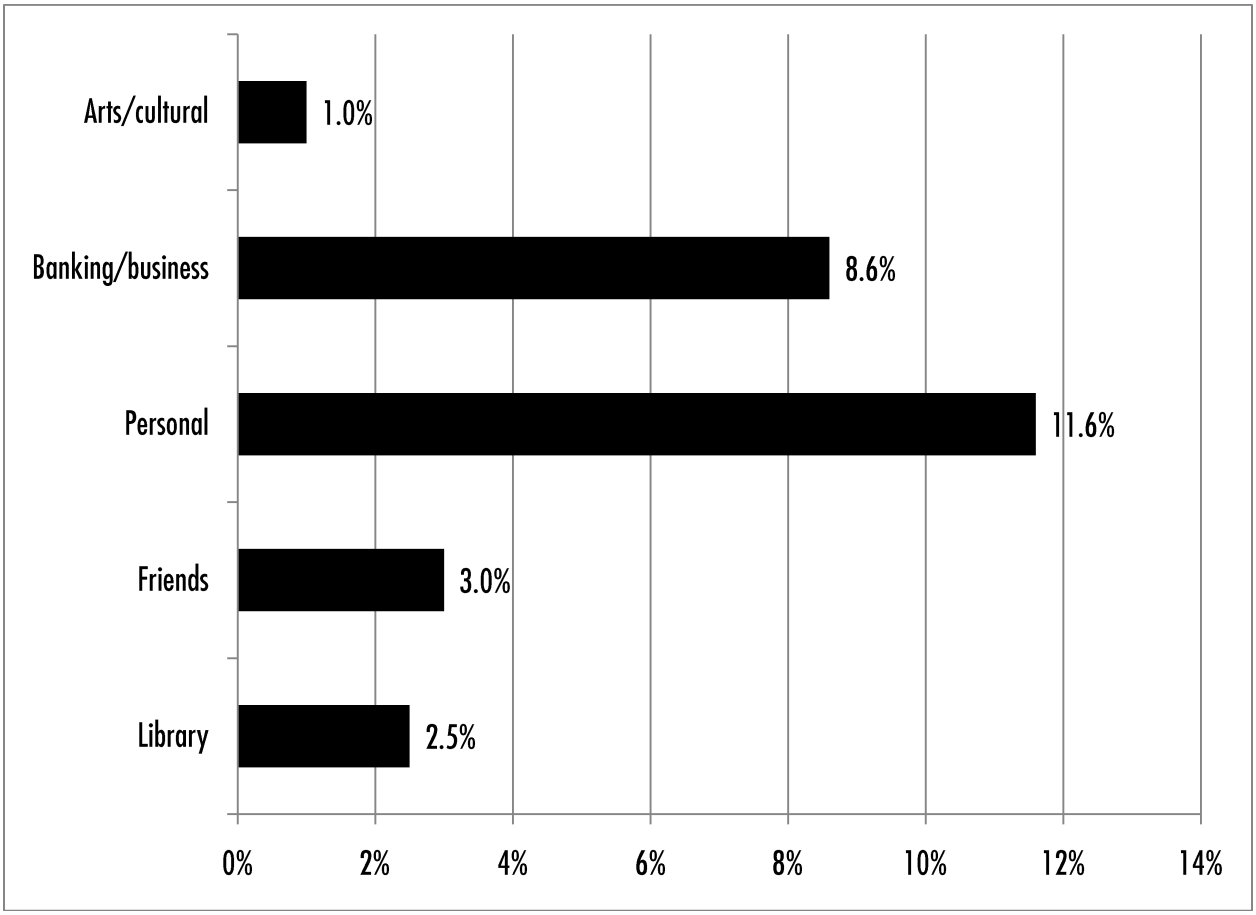


Figure 6. Average shopping and dining expenditures: Visitors to government buildings



Among the other activities available in downtown in addition to dining and shopping, Courthouse visitors reported most commonly attending to personal business (visiting their doctor or lawyer) and banking while downtown. These visits to doctors, lawyers, and banks might very well have occurred even if the Courthouse was no longer attracting visitors, however the convenience (energy and time savings) for those visiting the Courthouse as well as the Courthouse's impact on the location of the office (especially lawyers) must be considered.

Figure 7. Other downtown activities: Visitors to government buildings



Estimating the Potential Impact of Courthouse Visitors

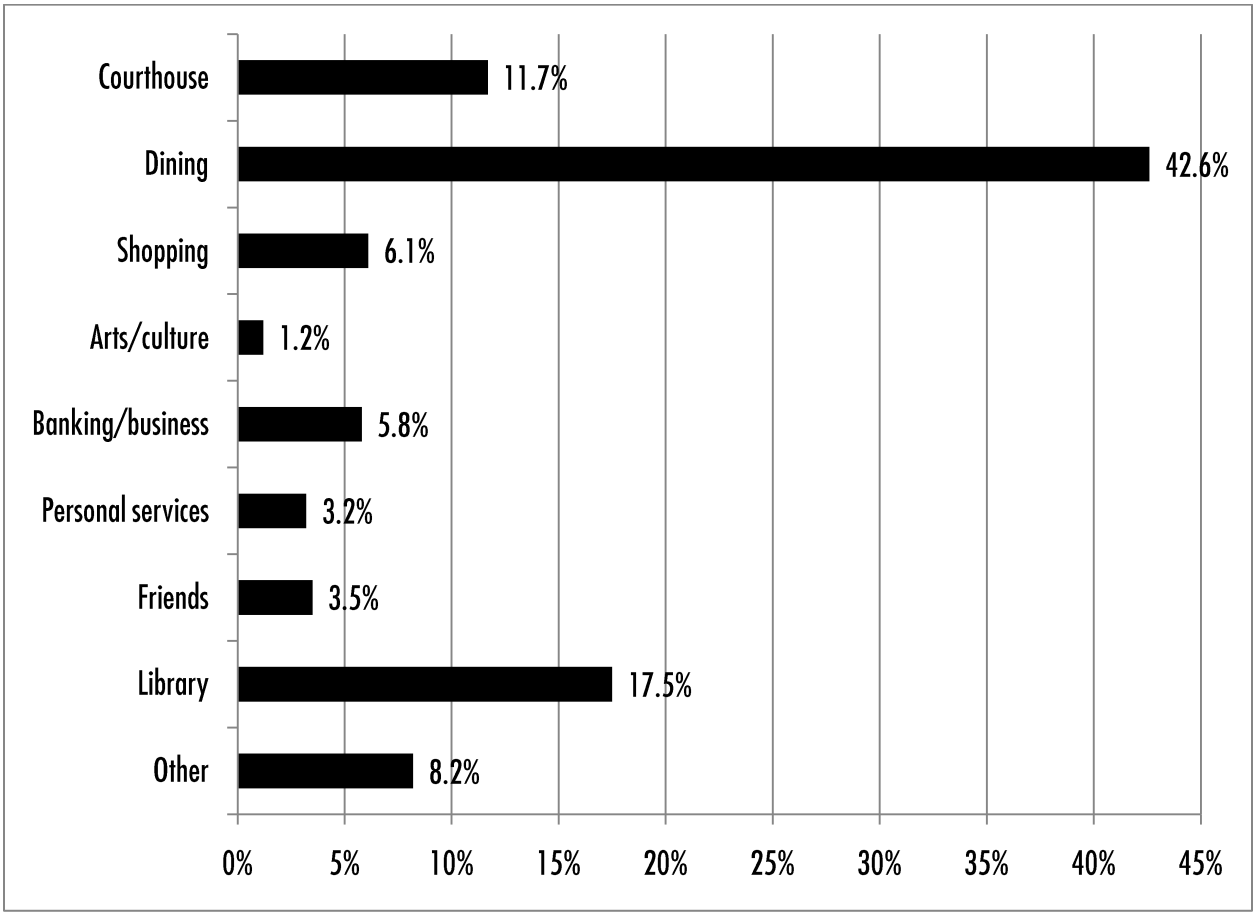
The survey responses of Courthouse visitors indicate that dining establishments and retail shops are most likely to be affected by the expected decline in visitors to downtown (whose primary purpose was to visit the Courthouse). Extrapolating from the survey responses, we estimate that Courthouse visitors spend a minimum of $66,300 per year dining and $84,600 at retail shops each year. The dining estimate is based on the average spending of $7.56 per visit, and weekly average of 170 Courthouse visitors who also dine downtown (34 yes responses during the 20 minutes of each hour on the three days of the survey adjusted to represent the full hour and the additional two weekdays) multiplied by the number of weeks in a year. The retail estimate is based on the same logic, $17.74 per Courthouse-related retail shopping adjusted to consider the additional 40 minutes of each hour and the two additional weekdays.

In additional to the risk of lost revenue from Courthouse visitor-generated shopping and dining, there may also be a risk of relocation of law offices. The Wisconsin Extension Service study found that communities with courthouses had 25 percent more professional service offices than did those without. The survey of Courthouse visitors found that 11 percent of all Courthouse visitors also visited a professional service firm (doctor or, more likely, lawyer). This is not to suggest that the need for lawyers would go away if the Courthouse relocated, rather that the law offices are near to the Courthouse for convenience of the lawyers and the clients. Over time, the law offices may move to be nearer the new location. If this occurs, the downtown could experience not only vacant office buildings but also the loss of law office-related expenditures on dining and retail. Activity related to other downtown activities may decline as well.

Customers and Patrons of Downtown Danville Establishments

Business owners and employees of 17 downtown Danville establishments, including dining, retail, services, arts and culture, and nonprofits, surveyed patrons. While the surveys at the downtown Danville establishments were administered in a slightly less controlled environment (which makes their use to estimate all visitors less dependable), we did learn that 14.2 percent of all those interviewed indicated that the Courthouse was the primary reason for them coming downtown. The 14.2 percent is approximately half of the 25 to 30 percent loss in business claimed in the Snohomish County study of merchants' opinions (Neumaier & Clements, 2000, P 1).

Figure 8. Principal purpose for downtown visit: Downtown customers



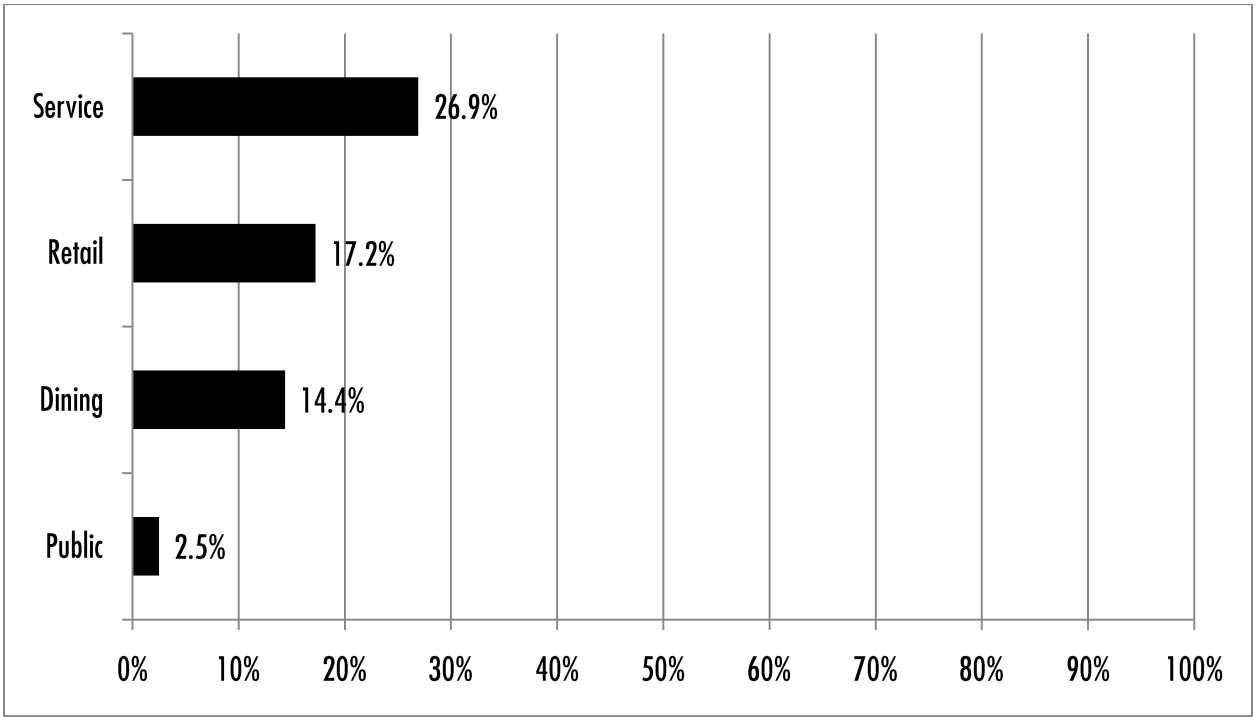
Because the customer survey occurred at restaurants, retail, and other establishments, it is clear that all respondents who indicated that the Courthouse was the primary purpose also visited a secondary destination (where the survey occurred). Based on the type of establishment where the survey was administered, we can establish a secondary or spin-off purpose for these downtown visits. Restaurants reported the largest number (25) of individuals for whom the Courthouse was the primary purpose of their visit. Retail and service establishments and the library reported seven and one individuals, respectively. This perspective supports the suggestion that dining establishments are a primary beneficiary of downtown Courthouse visitors as well as that dining is a very popular downtown activity.

To control for the number surveyed at each type of establishment, we calculate the share of spin-off Courthouse visitors as a share of total respondents by type of establishment. From this perspective, 14.4 percent of the respondents at dining establishments reported that the Courthouse was their primary

destination, nearly 27.9 percent of those visiting personal services and banking and business establishments reported that the Courthouse was their primary destination.

This result suggests that professional service establishments in the downtown may rely on the Courthouse to generate a higher share of their business than do other types of establishments. While we must recognize the logical linkage between business at the Courthouse and the need for legal, title, and copying services as a primary explanation for this, it is important to note that moving the Courthouse may eventually result in relocation of professional offices in response to the inconveniences and even inefficiencies (time and energy) for those who consume both Courthouse and professional services.

Figure 9: Courthouse as primary purpose for visiting downtown by type of establishment: Downtown customers



Finally, an additional 44 of those surveyed at downtown establishments responded that while not their primary destination they also visited the Courthouse while downtown. This suggests that the convenience or efficiency of combining their trip downtown to dine, shop, visit professional services, or public facilities may have played a role in inducing them to visit downtown or that they at least benefited in time and travel expenses saved by combining visits. The most common primary destinations to visit the Courthouse as a secondary purpose were dining (26) and public space, particularly the library (16).

References

_____. (2007). *Downtown Danville Action Agenda 2007.* Alexandria, VA: HyettPalma.

Langdon, P. (2003). Public buildings keep town centers alive. *Planning Commissioners Journal, 49*, 1-7.

Neumaier, R. & Clements, D. (2000). *Snohomish County issue paper: Movement of county employees from downtown Everett*. Everett, WA: Snohomish County Finance Department. Retrieved April 22, 2010, from http://www.co.snohomish.wa.us/documents/Departments/finance/Special%20Reports/Facilities%20Analysis/DowntownEverett.pdf

Zigelbauer, R., Ryan, B., & Grabow, S. (2005). The importance of government facilities in downtowns: An analysis of business establishments in Wisconsin's county seats. University of Wisconsin-Extension. Retrieved April 22, 2010, from http://www.uwex.edu/ces/cced/downtowns/documents/DowntownCountySeatStudyFinal.pdf

Appendix A. Survey Questionnaires

County Employee Survey

The Center for Urban Policy and the Environment has been hired by the Danville Downtown Partnership to conduct a series of surveys of downtown patrons and visitors. There are only nine short questions and it should take you just a couple of minutes.

Responses are anonymous. We have given each of you a survey number to allow us to follow-up with non-responders. Your name will never be associated with your responses to the survey.

1. Please enter your survey number.

2. Do you work at the:

   a. Courthouse
   b. Adult Probation Office
   c. Juvenile Probation Office
   d. County Government Center
   e. Jail
   f. Other (identify _____)

3. What is your home ZIP Code?

4. How do you typically get to work?

   a. Drive
   b. Bike
   c. Walk
   d. Other (identify) _____

5. How many times in a typical work week do you eat downtown?

   a. None
   b. 1
   c. 2
   d. 3
   e. 4
   f. 5 or more

6. How many times in a typical work week do you shop downtown?

   a. None
   b. 1
   c. 2
   d. 3
   e. 4
   f. 5 or more

7. Considering all shopping and dining expenses, how much do you spend downtown in a typical week? (enter $ amount)

8. How many times in a typical work week, do you do participate in these downtown activities?

	None	1	2	3	4	5 or more
a. Arts/cultural	☐	☐	☐	☐	☐	☐
b. Business / banking	☐	☐	☐	☐	☐	☐
c. Personal (visit doctor, lawyer, friends, etc)	☐	☐	☐	☐	☐	☐
d. Library	☐	☐	☐	☐	☐	☐
e. Other (identify) _____	☐	☐	☐	☐	☐	☐

9. If you didn't work downtown, which of the following downtown activities would you still access and how often?

Would you access?			How often?					
	Yes	No	None	1	2	3	4	5 or more
a. Dining	☐	☐	☐	☐	☐	☐	☐	☐
b. Shopping	☐	☐	☐	☐	☐	☐	☐	☐
c. Arts/cultural	☐	☐	☐	☐	☐	☐	☐	☐
d. Business / banking	☐	☐	☐	☐	☐	☐	☐	☐
e. Personal (visit doctor, lawyer, etc)	☐	☐	☐	☐	☐	☐	☐	☐
f. Friends	☐	☐	☐	☐	☐	☐	☐	☐
g. Library	☐	☐	☐	☐	☐	☐	☐	☐
h. Other (identify) _____	☐	☐	☐	☐	☐	☐	☐	☐

Government Facility Visitor Survey

Location: _____

Date and Time: _____

Interviewer: _____

1. Do you work at the courthouse, probation office, or the county government center? (If yes, thank and let them go)

   Yes / No

2. How did you get to the courthouse (circle response)?

   a. Drive
   b. Bike
   c. Walk
   d. Other (identify) _____

3. Was the courthouse, probation office, or county government center the principal purpose of your visit to downtown today?

   Yes / No

4. Have or do you plan to shop while you are downtown (circle response)?

   Yes / No

5. Have or do you plan to eat out while downtown today (circle response)?

   Yes / No

6. How much do you think you'll be spending shopping or dining downtown today (fill in amount)?

   $ _____

   If easier, identify spending within the following ranges (circle response):

   a. Less than $10
   b. Between $10 and $25
   c. Between $25 and $50
   d. Between $50 and $100
   e. More than $100

7. Did or will you combine your visit to the courthouse with the following activities (circle all applicable responses)?

    a. Arts/Cultural
    b. Banking/business
    c. Personal (visit doctor, lawyer, etc.)
    d. Library
    e. Friends
    f. Other (identify) _____

8. Do you work downtown (circle response)?

    Yes / No

9. What is your home zip code? _____

Downtown Danville Customer/Client Survey

Location: _____

Date and Time: _____

Interviewer: _____

1. What is the main reason for your trip to downtown today (circle only one)?

    a. Courthouse
    b. Probation office
    c. Shopping
    d. Dining
    e. Arts/cultural
    f. Banking/business
    g. Personal services (visit doctor, lawyer, etc.)
    h. Library
    i. Friends
    j. Other (identify)_____

2. Have or do you plan to shop while you are downtown (circle response)?
    Yes / No

3. Have or do you plan to eat out while downtown today (circle response)?
    Yes / No

4. How much do you think you'll be spending shopping or dining downtown today (fill in amount)?

    $ _____

    If easier, identify spending within the following ranges (circle response):

    a. Less than $10
    b. Between $10 and $25
    c. Between $25 and $50
    d. Between $50 and $100
    e. More than $100

5. Have or do you plan to engage in any of the following activities (circle all applicable responses)?

    a. Arts/Cultural
    b. Banking/business
    c. Personal (visit doctor, lawyer, etc.)
    d. Library
    e. Friends
    f. Other (identify) _____

6. Have you or will you visit the courthouse (circle response)? *(If yes, continue to Question 7. If no, skip to Question 9)*

   Yes / No

7. How important was the courthouse to your visit (circle letter)?

   a. Primary reason
   b. Somewhat important
   c. Somewhat not important
   d. Very not important

8. Do you work downtown (circle response)?
   Yes / No

9. Do you work in one of the following government facilities (circle response)?

   a. Courthouse
   b. Probation office
   c. County government center
   d. No, I do not work in one of these government facilities

10. What is your home zip code? _____

Appendix B. Data Tables

County Employee Survey Results

Q2. Do you work at the (a) Courthouse, (b) adult probation office, (c) juvenile probation office, (d) county government center, or (e) other?

	Frequency	Total	Response Rate
Courthouse and Probation Offices	78	132	59.1%
County Government Center	96	392	37.2%
Jail or Other	50		
Total	224	524	42.7%

Q3. What is your home zip code? (n=223)

Zip code	Percent
46032	0.45%
46052	0.90%
46074	0.45%
46105	0.45%
46107	0.45%
46112	6.73%
46113	0.45%
46118	3.14%
46120	0.45%
46121	4.93%
46122	40.81%
46123	8.07%
46128	0.90%
46135	1.79%
46143	0.45%
46147	0.90%
46149	0.90%
46151	1.35%

Zip code	Percent
46158	1.79%
46165	2.69%
46167	0.90%
46168	11.66%
46171	0.45%
46172	0.45%
46180	0.45%
46201	0.45%
46214	0.90%
46220	0.90%
46221	0.90%
46224	0.45%
46227	0.45%
46231	0.45%
46234	2.69%
46241	0.45%
47872	0.45%

Q4. How do you typically get to work?

	Drive	Bike	Walk	Other*
Courthouse and Probation Offices (n=77)	97.4%	0.0%	1.3%	1.3%
County Government Center (n=95)	99.0%	0.0%	1.0%	0.0%
Jail or Other (n=50)	98.0%	0.0%	0.0%	2.0%
Total (n=224)	98.2%	0.0%	0.9%	0.9%

*Respondents list the following "other" methods of getting to work: carpool with spouse; ultra light.

Q5. How many times in a typical week do you eat downtown?

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=77)	40.3%	37.7%	10.4%	7.8%	1.3%	2.6%
County Government Center (n=96)	54.2%	27.1%	8.3%	7.3%	2.1%	1.0%
Jail or Other (n=50)	56.0%	26.0%	8.0%	4.0%	2.0%	4.0%
Total (n=223)	49.8%	30.5%	9.0%	6.7%	1.8%	2.2%

Q6. How many times in a typical week do you shop downtown?

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=78)	88.5%	10.3%	0.0%	1.3%	0.0%	0.0%
County Government Center (n=96)	84.4%	12.5%	1.0%	2.1%	0.0%	0.0%
Jail or Other (n=50)	84.0%	10.0%	4.0%	2.0%	0.0%	0.0%
Total (n=224)	85.7%	11.2%	1.3%	1.8%	0.0%	0.0%

Q7. Considering all shopping and dining expenses, how much do you spend downtown in a typical week?

	$0	$1-$5	$6-$10	$11-$15	$16-$20	$21-$30	$31-$40	$41-$50	$51-$100	>$100	Other	Total
Courthouse and Probation Offices (n=74)	39.2%	1.4%	28.4%	6.8%	12.2%	5.4%	2.7%	1.4%	2.7%	0.0%	0.0%	100.0%
County Government Center (n=89)	44.9%	4.5%	16.9%	5.6%	10.1%	7.9%	2.2%	5.6%	1.1%	1.1%	0.0%	100.0%
Jail or Other (n=48)	52.1%	6.3%	6.3%	4.2%	10.4%	4.2%	2.1%	8.3%	2.1%	2.1%	2.1%	100.0%
Total (n=211)	44.5%	3.8%	18.5%	5.7%	10.9%	6.2%	2.4%	4.7%	1.9%	0.9%	0.5%	100.0%

Q8. How many times in a typical work week do you participate in these downtown activities?

a. Arts/culture

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=73)	89.0%	9.6%	0.0%	0.0%	1.4%	0.0%
County Government Center (n=90)	94.4%	5.6%	0.0%	0.0%	0.0%	0.0%
Jail or Other (n=48)	89.6%	8.3%	0.0%	0.0%	2.1%	0.0%
Total (n=211)	91.5%	7.6%	0.0%	0.0%	.9%	0.0%

b. Business/banking

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=75)	65.3%	21.3%	4.0%	2.7%	2.7%	4.0%
County Government Center (n=95)	55.8%	28.4%	12.6%	2.1%	.0%	1.1%
Jail or Other (n=47)	57.4%	17.0%	12.8%	4.3%	6.4%	2.1%
Total (n=217)	59.4%	23.5%	9.7%	2.8%	2.3%	2.3%

c. Personal (visit doctor, lawyer, etc.)

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=71)	93.0%	7.0%	0.0%	0.0%	0.0%	0.0%
County Government Center (n=90)	88.9%	10.0%	1.1%	0.0%	0.0%	0.0%
Jail or Other (n=45)	88.9%	6.7%	2.2%	0.0%	0.0%	2.2%
Total (n=206)	90.3%	8.3%	1.0%	0.0%	0.0%	0.5%

d. Friends

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=71)	69.0%	15.5%	5.6%	7.0	.0%	2.8%
County Government Center (n=92)	71.7%	20.7%	3.3%	4.3%	0.0%	0.0%
Jail or Other (n=46)	73.9%	10.9%	2.2%	2.2%	2.2%	8.7%
Total (n=209)	71.3%	16.7%	3.8%	4.8%	0.5%	2.9%

e. Library

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=74)	78.4%	16.2%	1.4%	1.4%	1.4%	1.4%
County Government Center (n=92)	80.4%	18.5%	1.1%	.0%	.0%	0.0%
Jail or Other (n=47)	83.0%	6.4%	0.0%	6.4%	2.1%	2.1%
Total (n=213)	80.3%	15.0%	0.9%	1.9%	0.9%	0.9%

f. Other

	None	1	2	3	4	5 or more
Courthouse and Probation Offices (n=34)	85.3%	11.8%	2.9%	0.0%	0.0%	0.0%
County Government Center (n=45)	97.8%	2.2%	0.0%	0.0%	0.0%	0.0%
Jail or Other (n=23)	78.3%	13.0%	4.3%	0.0%	0.0%	4.3%
Total (n=102)	89.2%	7.8%	2.0%	0.0%	0.0%	1.0%

*Respondents provided a number of "other" reasons they visit downtown and additional comments with this question.

Other reasons for downtown visit:

- Movie theater (5)
- Special events, e.g., Fair on the Square, summer concert series, farmers' market (4)
- Courthouse (2)
- Park/pool (2)
- Purchase gas (2)
- Museum (1)
- Church (1)
- Indianapolis Symphony Orchestra at the Park (1)

Additional comments:

- Needed an option for engaging in activities less than once per week (9)
- No parking (2)

Q9. If you didn't work downtown, which of the following downtown activities would you still access and how often?

a. Dining

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	66	53.0%	47.0%	37	18.9%	70.3%	10.8%	0.0%	0.0%	0.0%
County Government Center	86	55.8%	44.2%	50	22.0%	64.0%	10.0%	2.0%	2.0%	0.0%
Jail or Other	41	53.7%	46.3%	29	31.0%	41.4%	20.7%	0.0%	0.0%	6.9%
Total	193		45.6%	116	23.3%	60.3%	12.9%	0.9%	0.9%	1.7%

b. Shopping

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	62	22.6%	77.4%	22	54.5%	31.8%	13.6%	0.0%	0.0%	0.0%
County Government Center	77	20.8%	79.2%	29	55.2%	31.0%	10.3%	3.4%	0.0%	0.0%
Jail or Other	40	22.5%	77.5%	20	70.0%	10.0%	15.0%	0.0%	5.0%	0.0%
Total	179	21.8%	78.2%	71	59.2%	25.4%	12.7%	1.4%	1.4%	0.0%

c. Arts/culture

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	63	22.2%	77.8%	23	60.9%	39.1%	0.0%	0.0%	0.0%	0.0%
County Government Center	79	25.3%	74.7%	28	60.7%	39.3%	0.0%	0.0%	0.0%	0.0%
Jail or Other	40	10.0%	90.0%	20	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Total	182	20.9%	79.1%	71	64.8%	35.2%	0.0%	0.0%	0.0%	0.0%

d. Business/banking

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	63	31.7%	68.3%	27	33.3%	40.7%	18.5%	0.0%	0.0%	7.4%
County Government Center	79	40.5%	59.5%	34	23.5%	52.9%	14.7%	2.9%	0.0%	5.9%
Jail or Other	41	41.5%	58.5%	25	44.0%	28.0%	12.0%	12.0%	0.0%	4.0%
Total	183	37.7%	62.3%	86	32.6%	41.9%	15.1%	4.7%	0.0%	5.8%

e. Personal (Visit doctor, lawyer, etc.)

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	64	23.8%	76.2%	22	54.5%	40.9%	4.5%	0.0%	0.0%	0.0%
County Government Center	77	29.9%	70.1%	29	72.4%	24.1%	3.4%	0.0%	0.0%	0.0%
Jail or Other	40	27.7%	72.5%	22	59.1%	31.8%	0.0%	4.5%	0.0%	4.5%
Total	180	27.2%	72.8%	73	63.0%	31.5%	2.7%	1.4%	0.0%	1.4%

f. Friends

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	64	31.3%	68.8%	26	46.2%	3.8%	3.8%	0.0%	3.8%	42.3%
County Government Center	74	31.1%	68.9%	29	37.9%	10.3%	10.3%	0.0%	0.0%	41.4%
Jail or Other	40	40.0%	60.0%	24	29.2%	4.2%	12.5%	8.3%	8.3%	37.5%
Total	173	33.1%	66.9%	79	38.0%	6.3%	8.9%	2.5%	3.8%	40.5%

g. Library

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	63	23.8%	76.2%	21	57.1%	28.6%	9.5%	0.0%	4.8%	0.0%
County Government Center	75	25.3%	74.7%	28	53.6%	39.3%	7.1%	0.0%	0.0%	0.0%
Jail or Other	40	17.5%	82.5%	20	65.0%	25.0%	0.0%	5.0%	5.0%	0.0%
Total	178	23.0%	77.0%	69	58.0%	31.9%	5.8%	1.4%	2.9%	0.0%

h. Other

Would You Access?				If So, How Often?						
	n	Yes	No	n	None	1	2	3	4	5 or more
Courthouse and Probation Offices	23	13.0%	87.0%	8	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
County Government Center	32	6.3%	93.8%	7	87.5%	0.0%	12.5%	0.0%	0.0%	0.0%
Jail or Other	19	10.5%	89.5%	8	88.9%	11.1%	0.0%	0.0%	0.0%	0.0%
Total	74	9.5%	90.5%	21	84.0%	12.0%	4.0%	0.0%	0.0%	0.0%

*Respondents provided a number of "other" reasons they visit downtown and additional comments with this question.

Other reasons for downtown visit:

- Movie theater (2)
- Special events, e.g., Fair on the Square, summer concert series, farmers' market (2)
- Park/pool (2)
- Church (1)

Additional comments:

- I already engage in some downtown activities less than once a week/I would engage less than before (9)
- Need upscale high quality shopping (2)
- Danville needs businesses
- I really encourage more arts (dance studio)
- Need spa
- Need dining (tea room)
- No chains!
- All workplaces should be smoke-free!
- Need downtown parking lot
- Special promotions to encourage patronage for all activities

Government Facility Visitor Survey Results

The following results reflect only respondents that did not work at one of the included government facilities.

Q2. How did you get to the courthouse?

	Drive	Bike	Walk	Other
Courthouse and Probation Offices (n=83)	89.2%	0.0%	3.6%	7.2%
Government Center (n=114)	97.4%	0.0%	1.8%	0.9%
Total (n=197)	93.9%	0.0%	2.5%	3.6%

*Other responses included: rode with someone, drive and bike, dropped off.

Q3. Was the courthouse, probation office, or county government center the principal purpose of your visit to downtown today?

	Yes	No
Courthouse and Probation Offices (n=84)	86.9%	13.1%
Government Center (n=114)	96.5%	3.5%
Total (n=198)	92.4%	7.6%

Q4. Have or do you plan to shop while you are downtown?

	Yes	No
Courthouse and Probation Offices (n=83)	15.7%	84.3%
Government Center (n=114)	7.9%	92.1%
Total (n=197)	11.2%	88.8%

Q5. Have or do you plan to eat out while downtown today (circle response)?

	Yes	No
Courthouse and Probation Offices (n=84)	21.4%	78.6%
Government Center (n=114)	16.7%	83.3%
Total (n=198)	18.7%	81.3%

Q6. How much do you think you'll be spending shopping or dining downtown today (fill in amount)?

	Courthouse and Probation (n=57)	Government Center (n=93)	Total (n=150)
a. Less than $10	61.4%	87.1%	77.3%
b. Between $10 and $25	29.8%	9.7%	17.3%
c. Between $25 and $50	10.7%	12.3%	11.6%
d. Between $50 and $100	5.3%	3.2%	4.0%
e. More than $100	0.0%	0.0%	0.0%

Q7. Did or will you combine your visit to the courthouse with the following activities (circle all applicable responses)?

	Courthouse and Probation (n=84)	Government Center (n=114)	Total (n=198)
Art/Cultural	1.2%	0.9%	1.0%
Banking/Business	11.9%	7.9%	9.6%
Personal	10.7%	12.3%	11.6%
Library	1.2%	3.5%	2.5%
Friends	6.0%	0.9%	3.0%
Other*	7.1%	7.9%	7.6%

*Other responses include: gas, grocery, voting, hospital, explore square, courthouse, and delivery

Q8. Do you work downtown?

	Yes	No
Courthouse and Probation Offices (n=81)	4.9%	95.1%
Government Center (n=114)	5.3%	94.7%
Total (n=195)	5.1%	94.9%

Q9. What is your home zip code? (n=197)

Zip Code	Percentage
37825	0.5%
40031	0.5%
41022	0.5%
46037	0.5%
46052	0.5%
46103	0.5%
46105	0.5%
46112	15.2%
46113	0.5%
46118	4.6%
46121	2.0%
46122	16.8%
46123	18.3%
46149	1.0%
46151	1.0%
46158	2.5%
46165	3.0%
46167	2.0%

Zip Code	Percentage
46168	15.7%
46172	1.0%
46175	0.5%
46203	0.5%
46208	0.5%
46214	1.0%
46218	0.5%
46221	1.0%
46224	0.5%
46227	0.5%
46231	0.5%
46234	4.6%
46235	0.5%
46239	0.5%
46241	0.5%
46254	0.5%
47096	0.5%

Downtown Danville Customer/Client Survey Results

Survey Location and Completed Questionnaires (n=344)

Downtown Business	Percentage
Abstract and Title	1.7%
Bailey's	2.6%
Carla's Creations & Gifts	6.1%
Courthouse Grounds	11.0%
Danville Public Library	21.2%
Danville Visitors Center	0.3%
Flowers by Just Dawney	0.3%
Frank's Place	9.0%
Gallery on the Square	0.9%
Hendricks County Convention and Visitors Bureau	2.9%
Hincle & Gooch	0.6%
Mayberry Cafe	32.8%
Professionals on the Square	0.9%
Royal Title	1.7%
Sycamore Printing	0.3%
Timeless Intricacies	1.7%
Wiggles	3.8%
Wilson Printing	2.0%

Q1. What is the main reason for your trip to downtown today? (n=343)

Reason	Percentage
a. Courthouse	11.7%
b. Probation office	1.5%
c. Shopping	6.1%
d. Dining	42.6%
e. Arts/cultural	1.2%
f. Banking/business	5.8%
g. Personal services (visit doctor, lawyer, etc.)	3.2%
h. Library	17.5%
i. Friends	3.5%
j. Other (excluding multiple listed answers)	8.2%

A number of respondents listed multiple primary reasons for visiting downtown. As a result, the aggregated percentages here equal greater than 100 percent.

* ***Other responses:***

Chamber university class (2.9%)
Work (2.9%)
Real estate business (1.2%)
Government Center (0.9%)
Dropping off /picking up items (0.9%)
Home showing (0.6%)
Fairgrounds (0.6%)
Conference (0.6%)
Copies/Printing (0.6%)
Walking/exercise (0.6%)
Funeral in another town (0.6%)
Job fair (0.6%)
Live downtown (0.3%)
Senior center (0.3%)
Birding (0.3%)
Consignment store (0.3%)
Errands (0.3%)
United Way (0.3%)
Hospital (0.3%)
Meeting (0.3%)
Pick up child from school (0.3%)
Repeat customer (0.3%)
Impulse visit (0.3%)
Tourism - site inspection to bring motorcycles to county (0.3%)

Q2. Have or do you plan to shop while you are downtown? (n=341)

Response	Percentage
Yes	28.5%
No	71.6%

Q3. Have or do you plan to eat out while downtown today? (n=339)

Response	Percentage
Yes	67.9%
No	32.2%

Q4. How much do you think you'll be spending shopping or dining downtown today? (n=195)

Amount	Percentage
a. Less than $10	37.9%
b. Between $10 and $25	49.7%
c. Between $25 and $50	24.6%
d. Between $50 and $100	6.7%
e. More than $100	2.6%

Q5. Have or do you plan to engage in any of the following activities? (n=344)

Activity	Percentage
a. Arts/cultural	9.9%
b. Banking/business	24.4%
c. Personal services (visit doctor, lawyer, etc.)	17.7%
d. Library	24.7%
e. Friends	21.8%
f. Other (identify)_____	9.0%

** Other responses:*

Family (1.7%)
Buy tickets (0.9%)
Courthouse (0.9%)
Work (0.9%)
Conference/class (0.6%)
Walking tour (0.6%)
American Legion (0.3%)
Movie (0.3%)
Copies (0.3%)
County offices (0.3%)
Greenhouse (0.3%)
Enjoying time (0.3%)
Errands (0.3%)
Flirting with the local ladies (0.3%)
Grocery (0.3%)
Home (0.3%)
Passing through (0.3%)

Q6. Have you or will you visit the courthouse? If no, skip to Q8. (n=326)

Response	Percentage
Yes	29.5%
No	70.6%

Q7. How important was the courthouse to your visit? (n=96)

Response	Percentage
a. Primary reason	47.9%
b. Somewhat important	28.1%
c. Somewhat not important	6.3%
d. Very not important	17.7%

Q8. Do you work downtown (circle response)?

Response	Percentage
Yes	14.5%
No	85.5%

Q9. Do you work in one of the following government facilities?

Response	Percentage
a. Courthouse	2.6%
b. Probation office	0.0%
c. County government center	2.6%
d. No, I do not work in one of these government facilities	94.8%

Q10. What is your home zip code?

Zip code	Percentage
15211	0.3%
33455/99801	0.3%
35179	0.6%
45840	0.3%
46031	0.3%
46033	0.3%
46036	0.6%
46052	0.3%
46060	0.3%
46069	0.3%
46103	0.3%
46105	0.9%
46112	6.5%
46113	0.3%
46120	0.3%
46121	3.1%
46122	43.3%
46123	11.8%
46127	0.3%
46128	0.9%
46135	1.2%
46147	0.6%
46149	0.3%
46151	0.6%
46157	0.3%
46158	0.6%
46165	0.3%
46166	0.3%
46167	1.5%
46168	5.0%
46172	0.3%
46205	0.3%
46208	0.3%

Zip code	Percentage
46214	1.9%
46217	0.3%
46218	0.3%
46219	0.3%
46220	0.3%
46224	0.9%
46227	0.6%
46231	0.3%
46234	0.6%
46237	0.3%
46239	0.3%
46240	0.3%
46241	0.3%
46254	0.3%
46268	0.3%
46347	0.6%
46804	0.3%
46992	0.3%
47374	1.5%
47421	0.3%
47443	0.3%
47456	0.3%
47460	0.3%
47802	0.6%
47860	0.3%
47868	0.6%
47872	0.3%
47933	1.2%
47954	0.3%
47989	0.3%
52241	0.6%
62441	0.6%
77660	0.3%

INDIANA UNIVERSITY PUBLIC POLICY INSTITUTE

334 North Senate Avenue, Suite 300 | Indianapolis, IN 46204 | Phone 317.261.3000 | Fax 317.261.3050 | www.urbancenter.iupui.edu

SCHOOL OF PUBLIC AND ENVIRONMENTAL AFFAIRS

INDIANA UNIVERSITY

IUPUI