

# City of South Bend Community Survey

## Findings Report

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2020

**Submitted to the City of South Bend, Indiana**

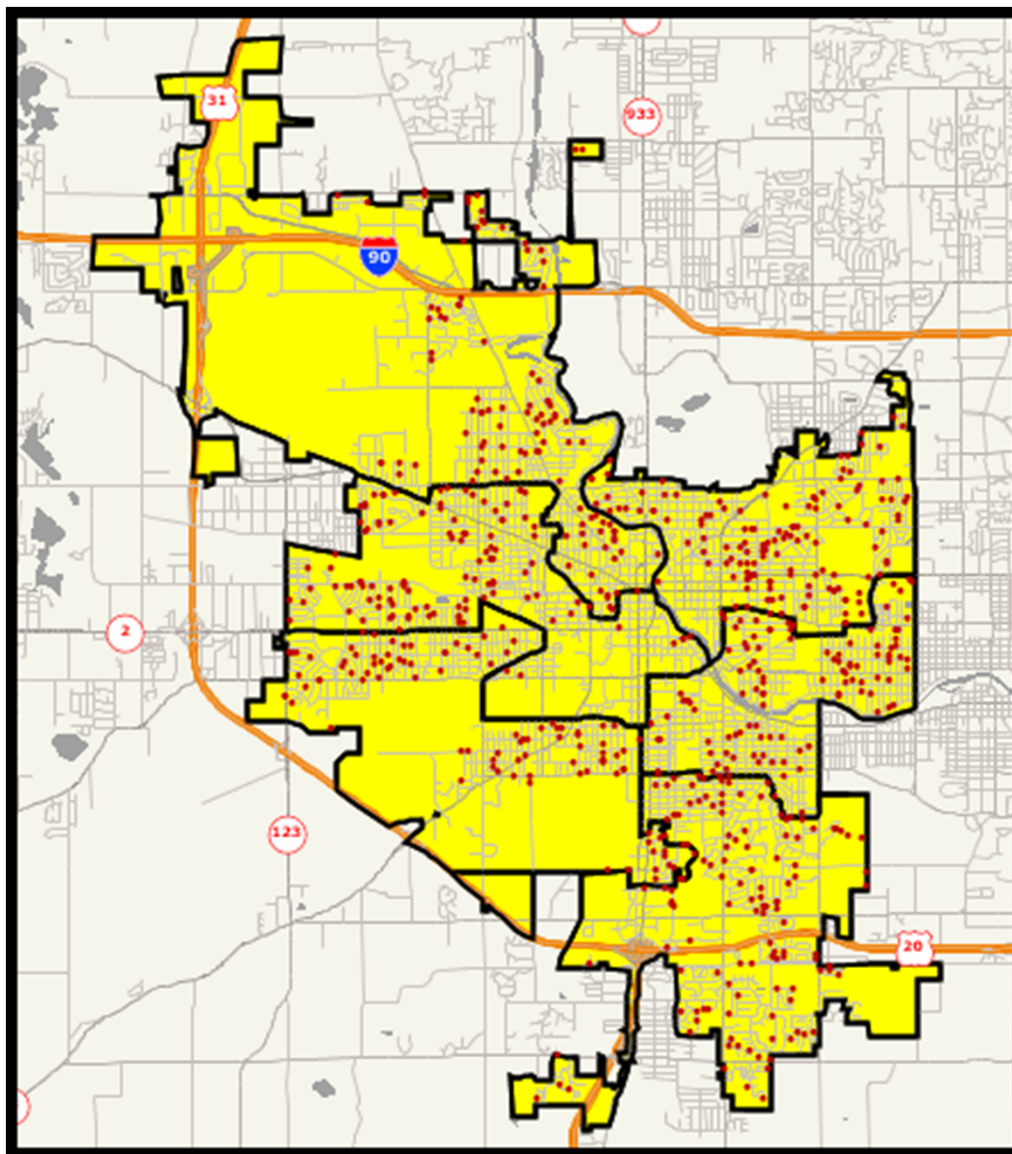
ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas 66061

**October 2020**



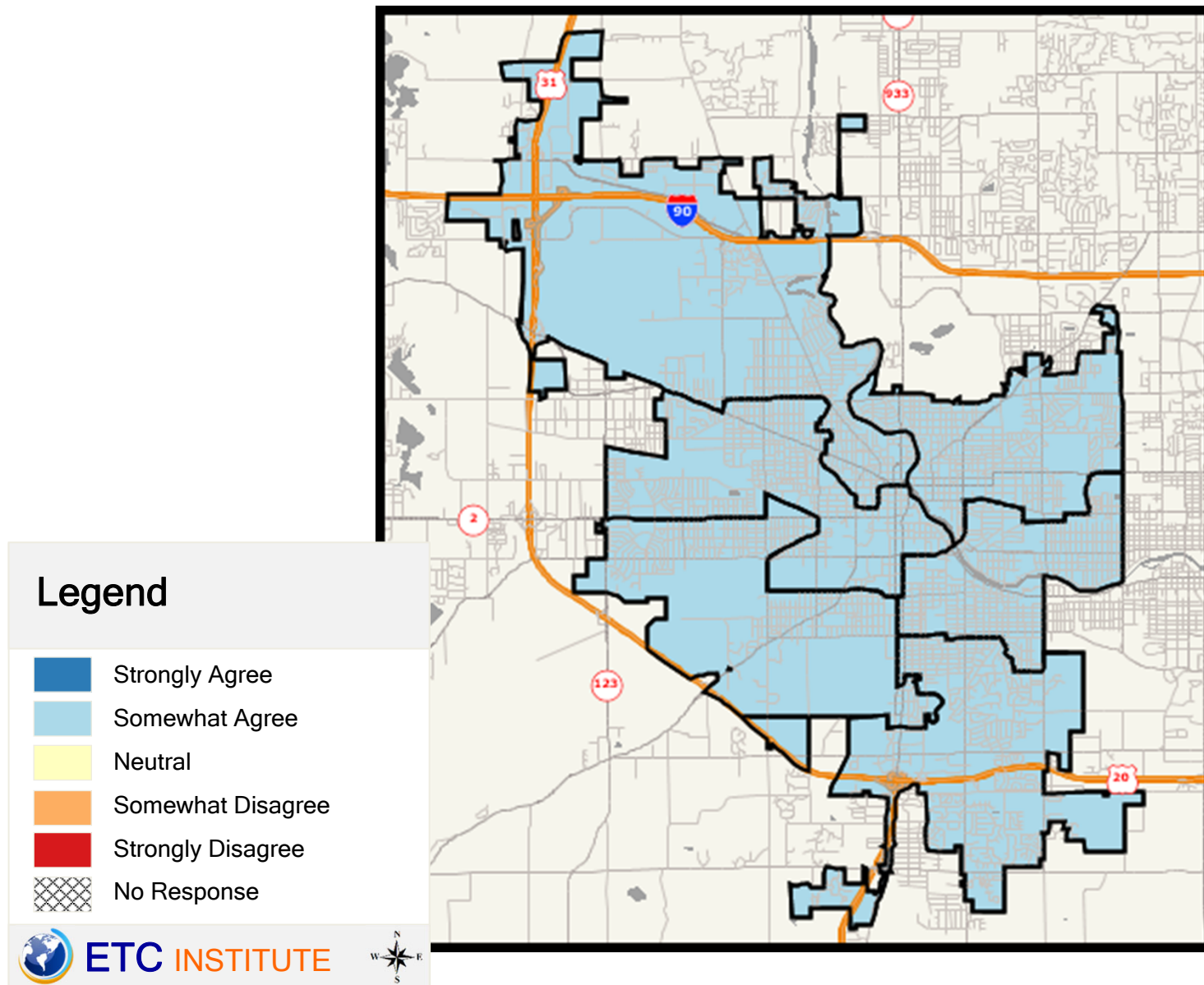
**ETC**  
INSTITUTE

## Location of Respondents

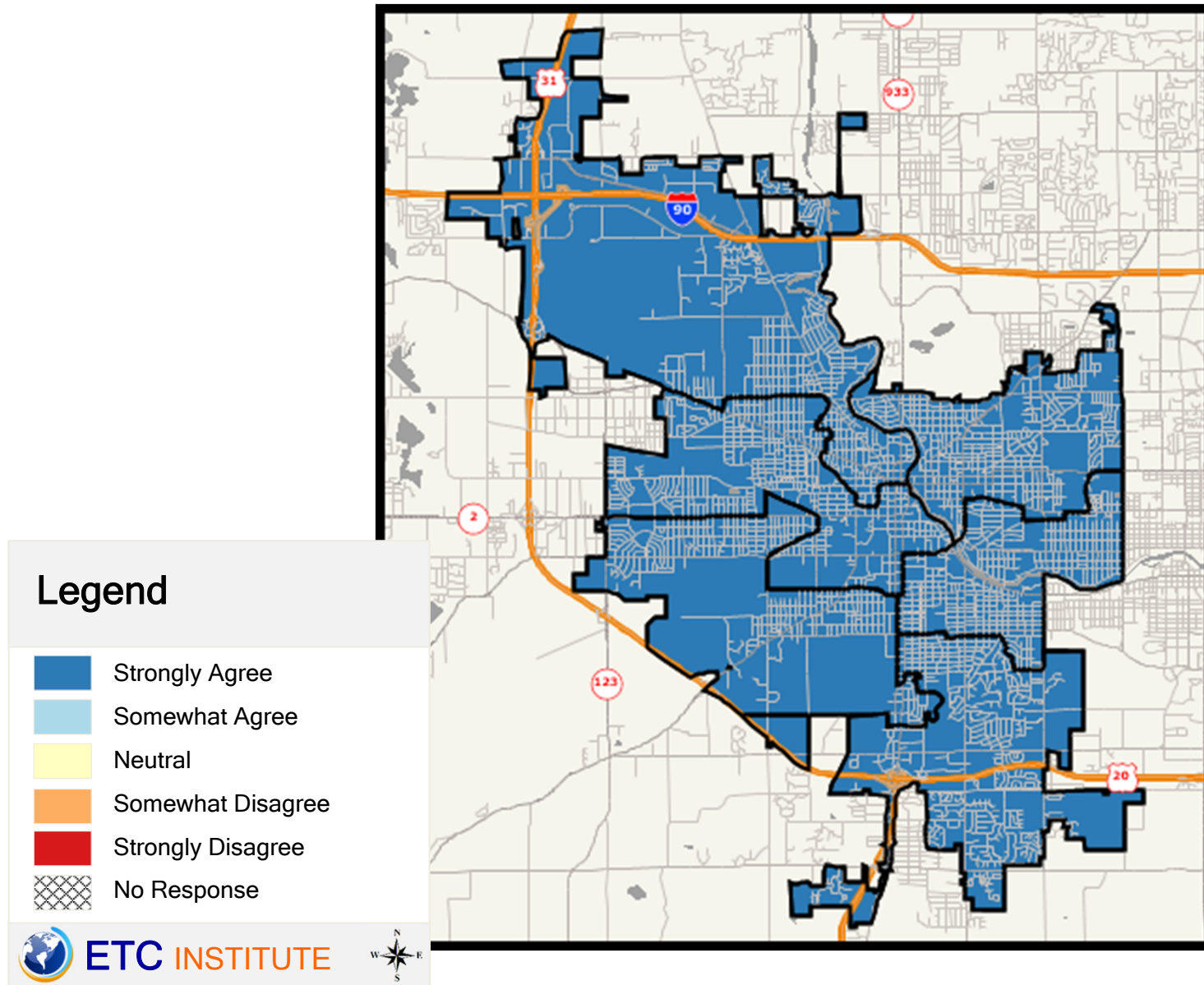




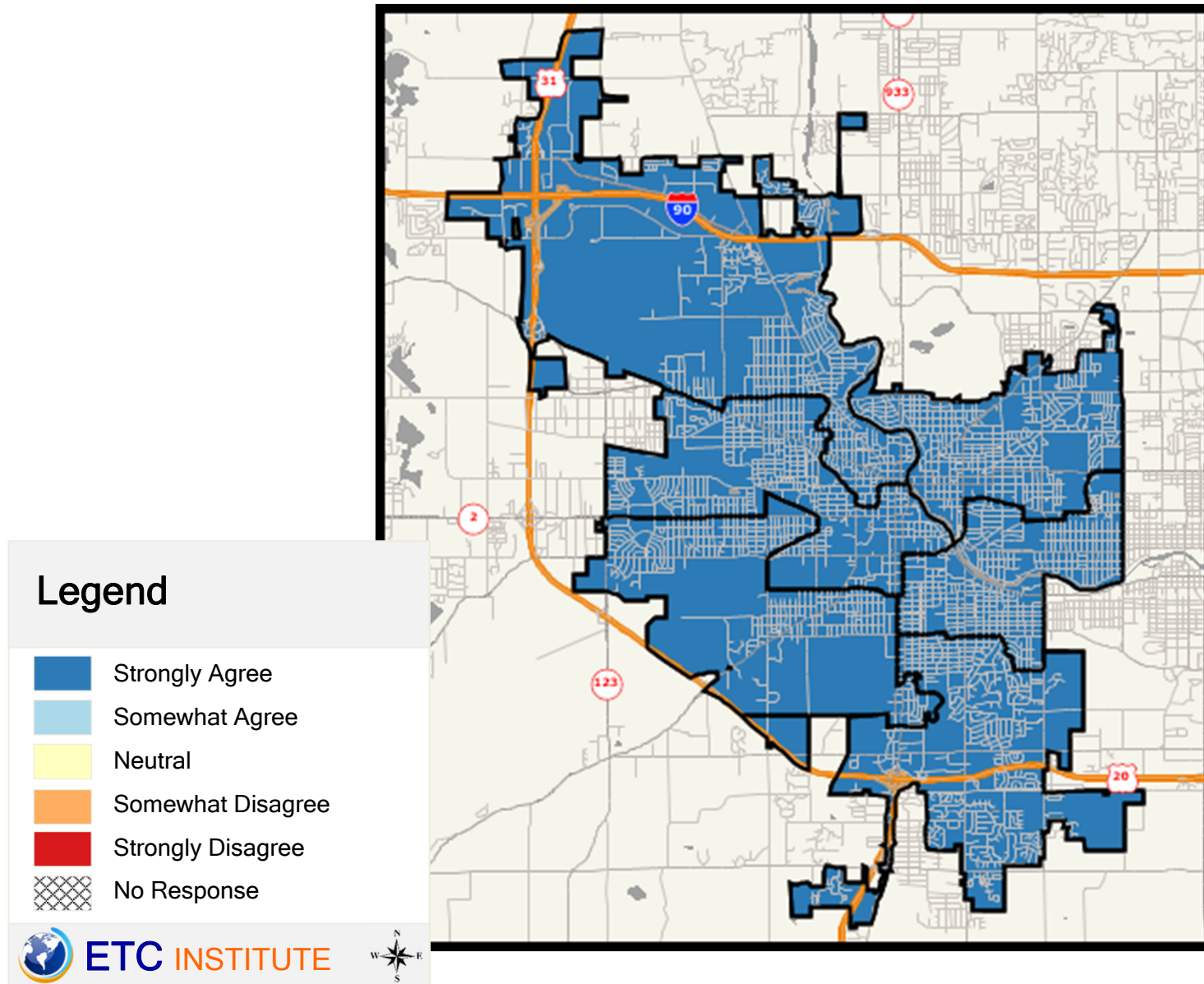
## Q1.1. Agreement with: The City should reform public safety systems



## Q1.2. Agreement with: The City should build reliable infrastructure

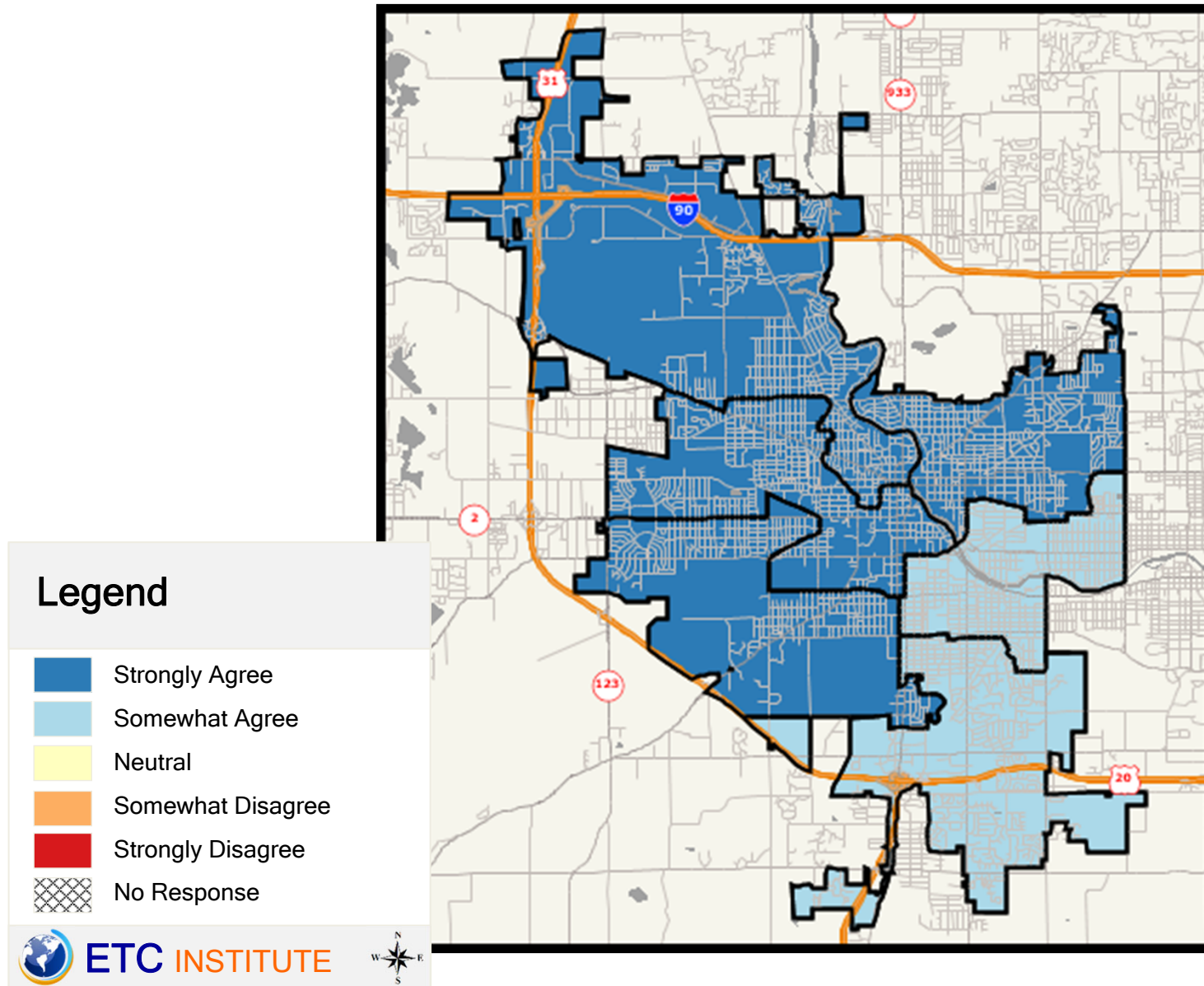


## Q1.3. Agreement with: The City should support economic recovery

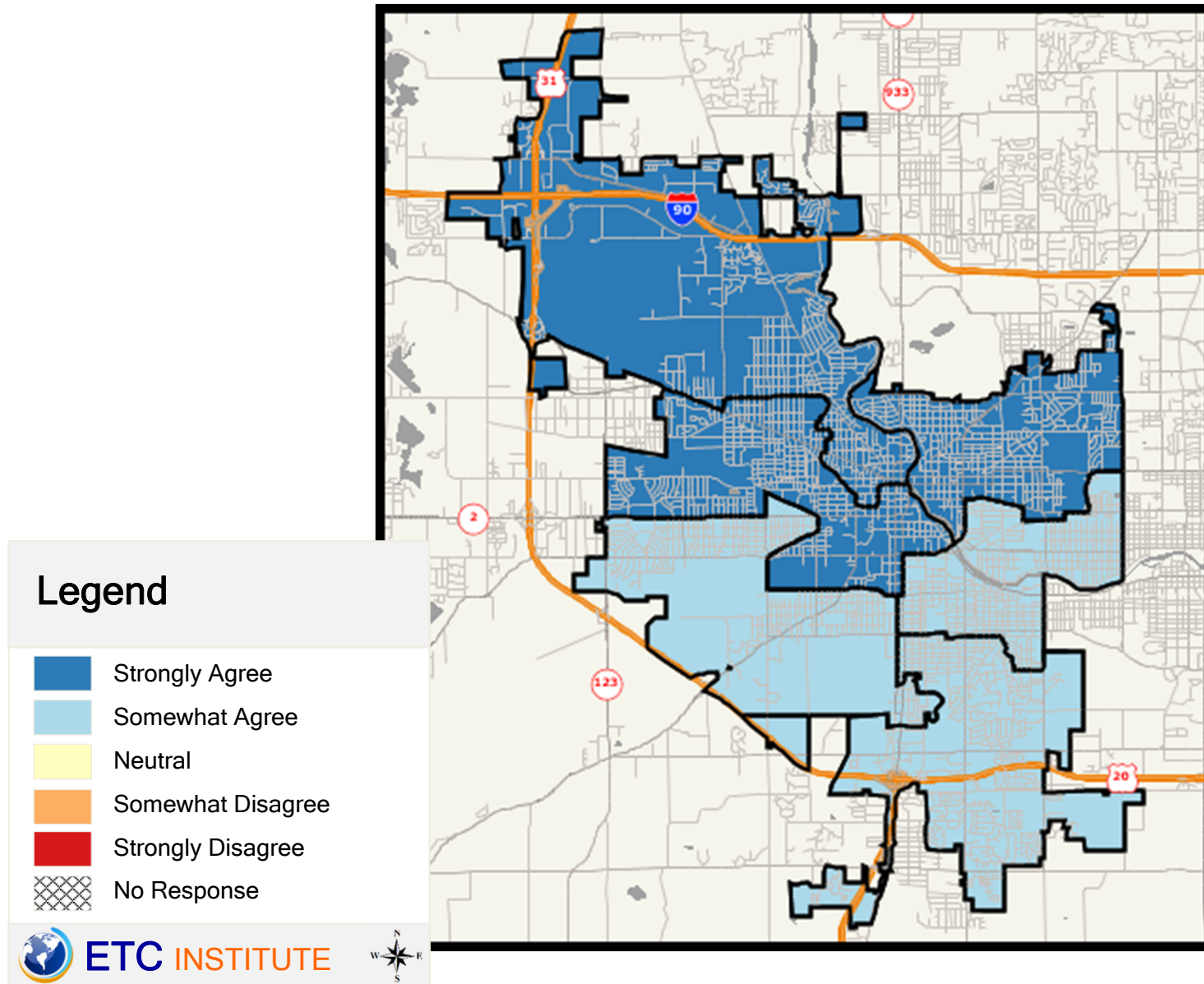




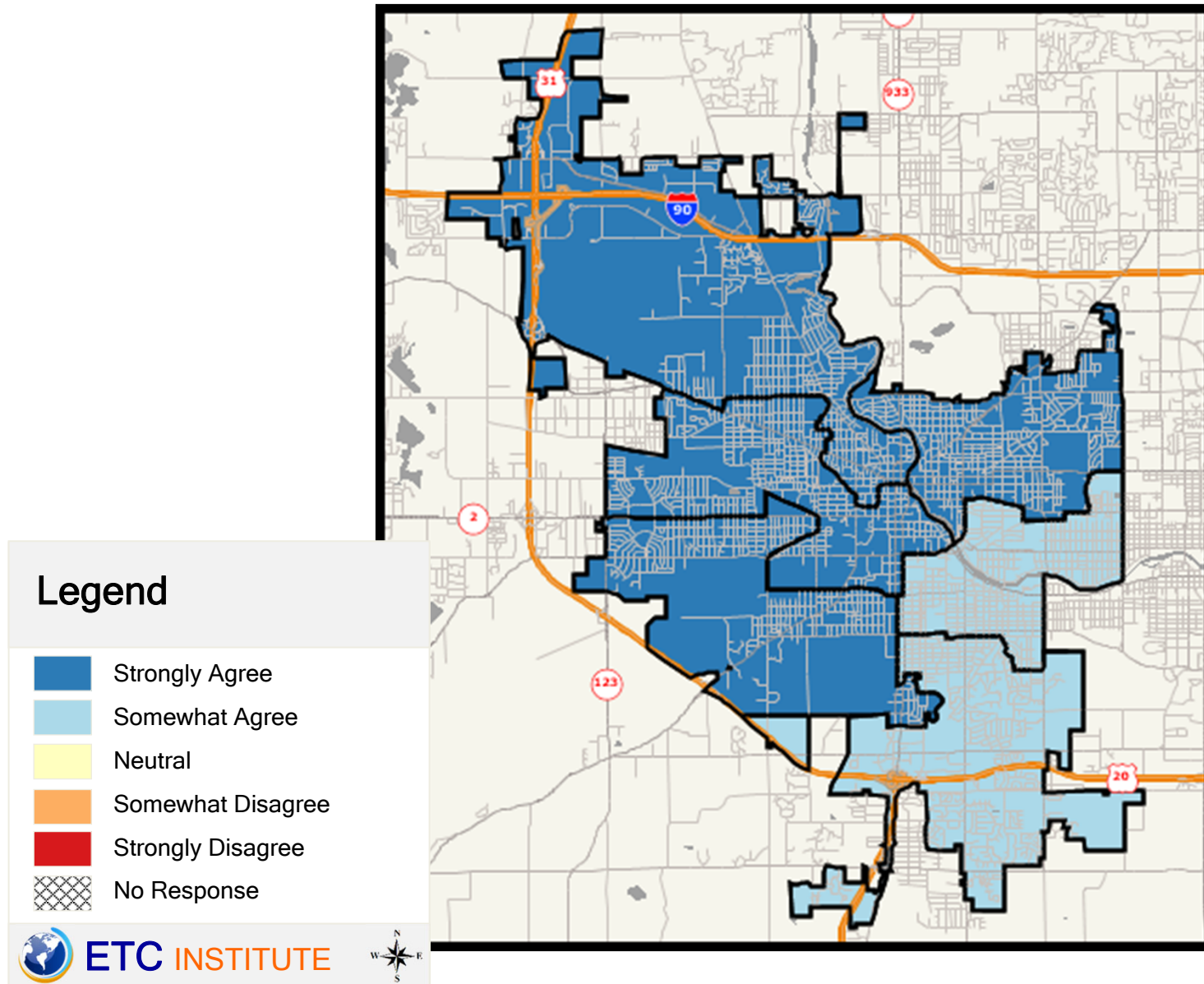
## Q1.4. Agreement with: The City should rebuild vibrant neighborhoods



## Q1.5. Agreement with: The City should expand access to opportunity

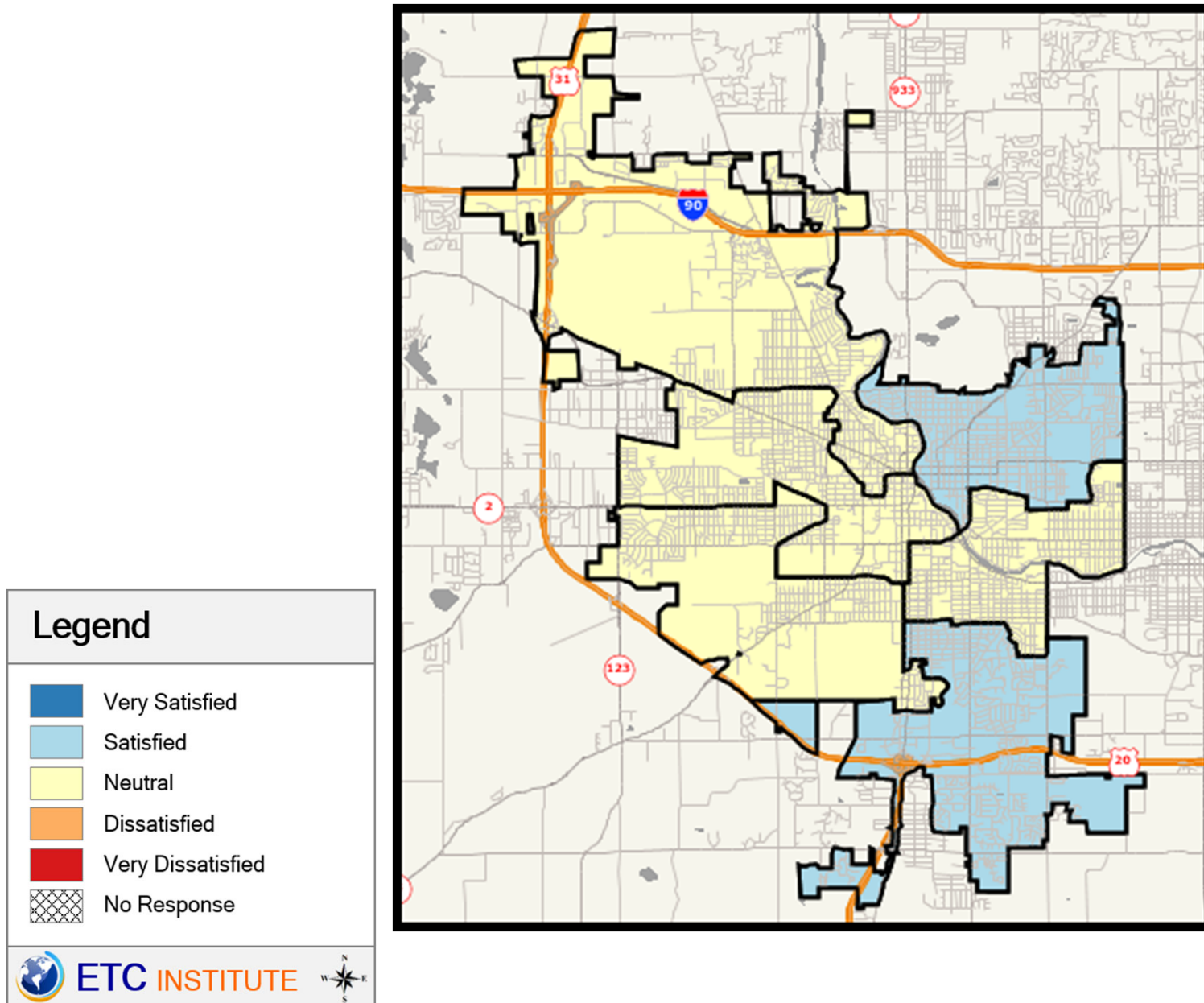


## Q1.6. Agreement with: The City should protect the vulnerable

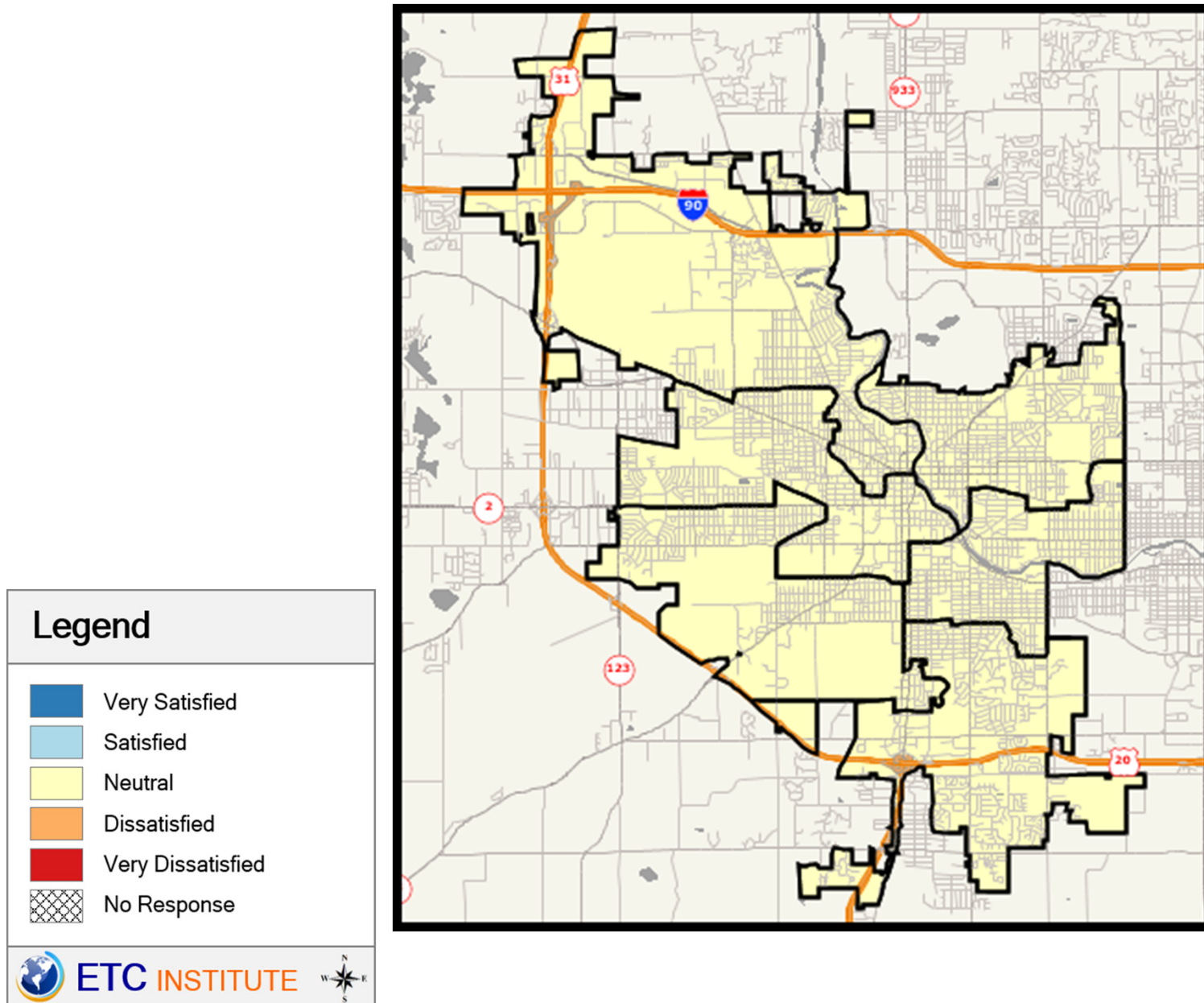




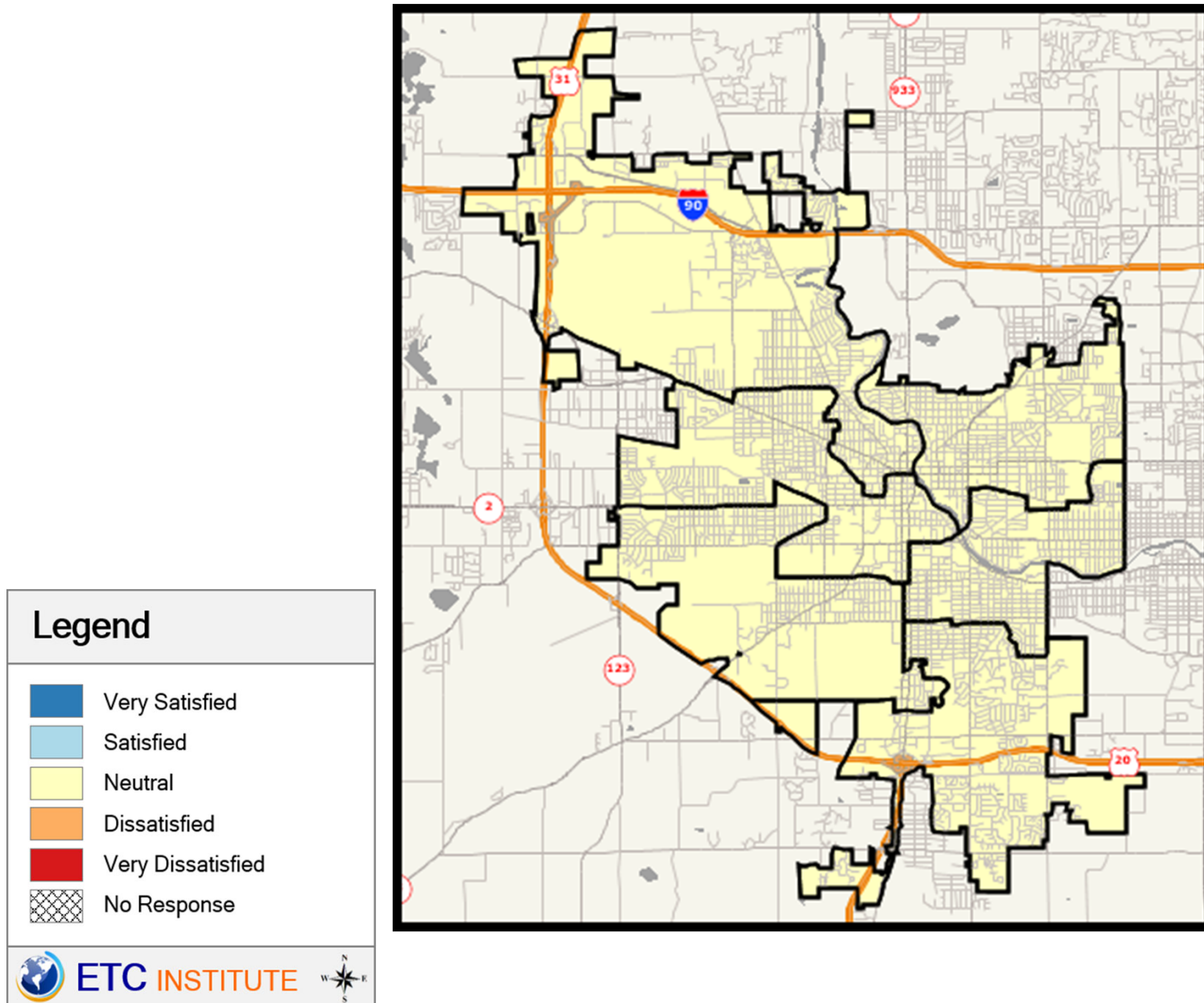
## Q2.1. Satisfaction with: Overall quality of life in your community



## Q2.2. Satisfaction with: Leadership of elected officials

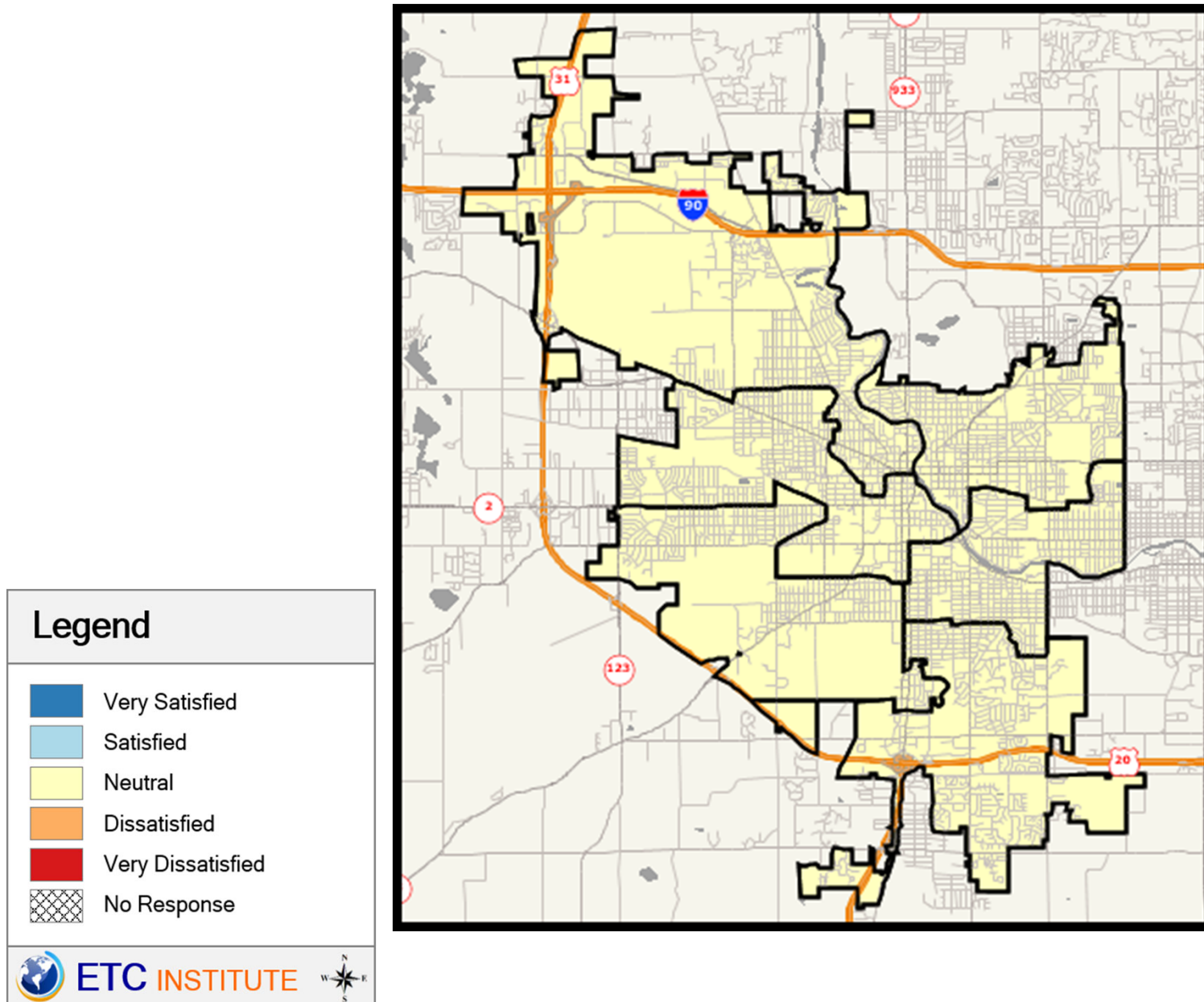


## Q2.3. Satisfaction with: Overall quality of local government services

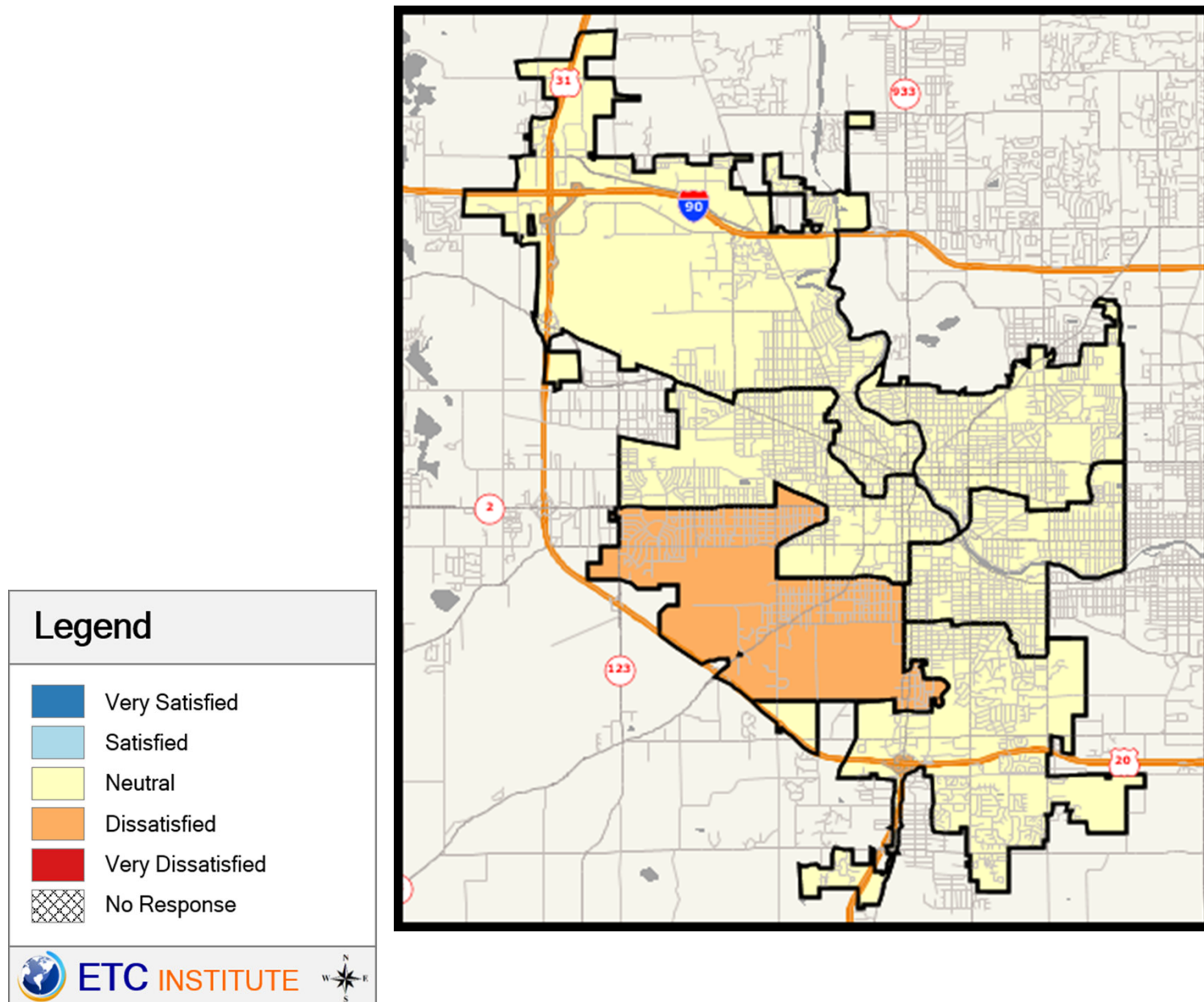




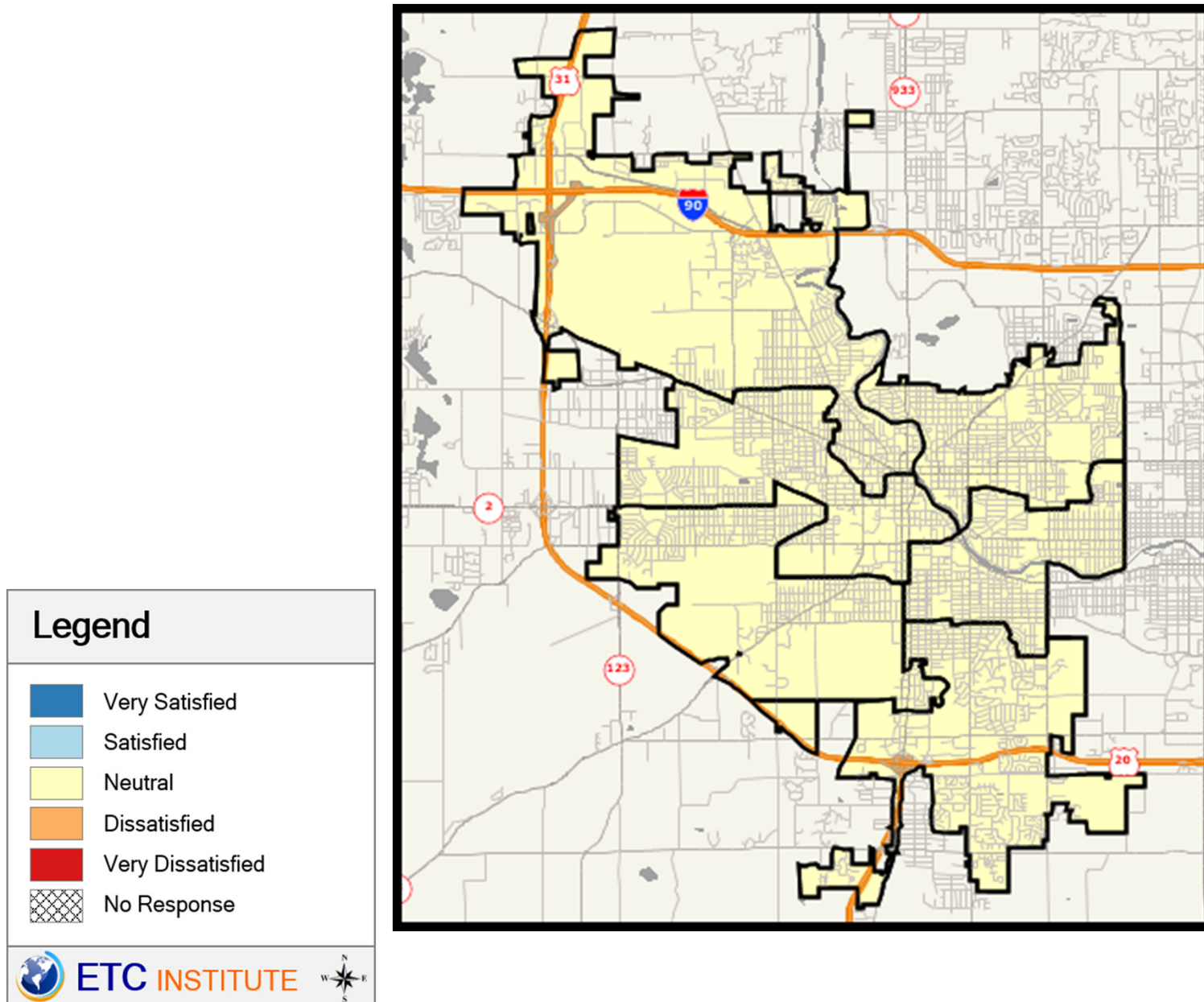
## Q2.4. Satisfaction with: Communication of opportunities for public involvement in City decision-making and planning



## Q2.5. Satisfaction with: Overall value you receive for your taxes and fees

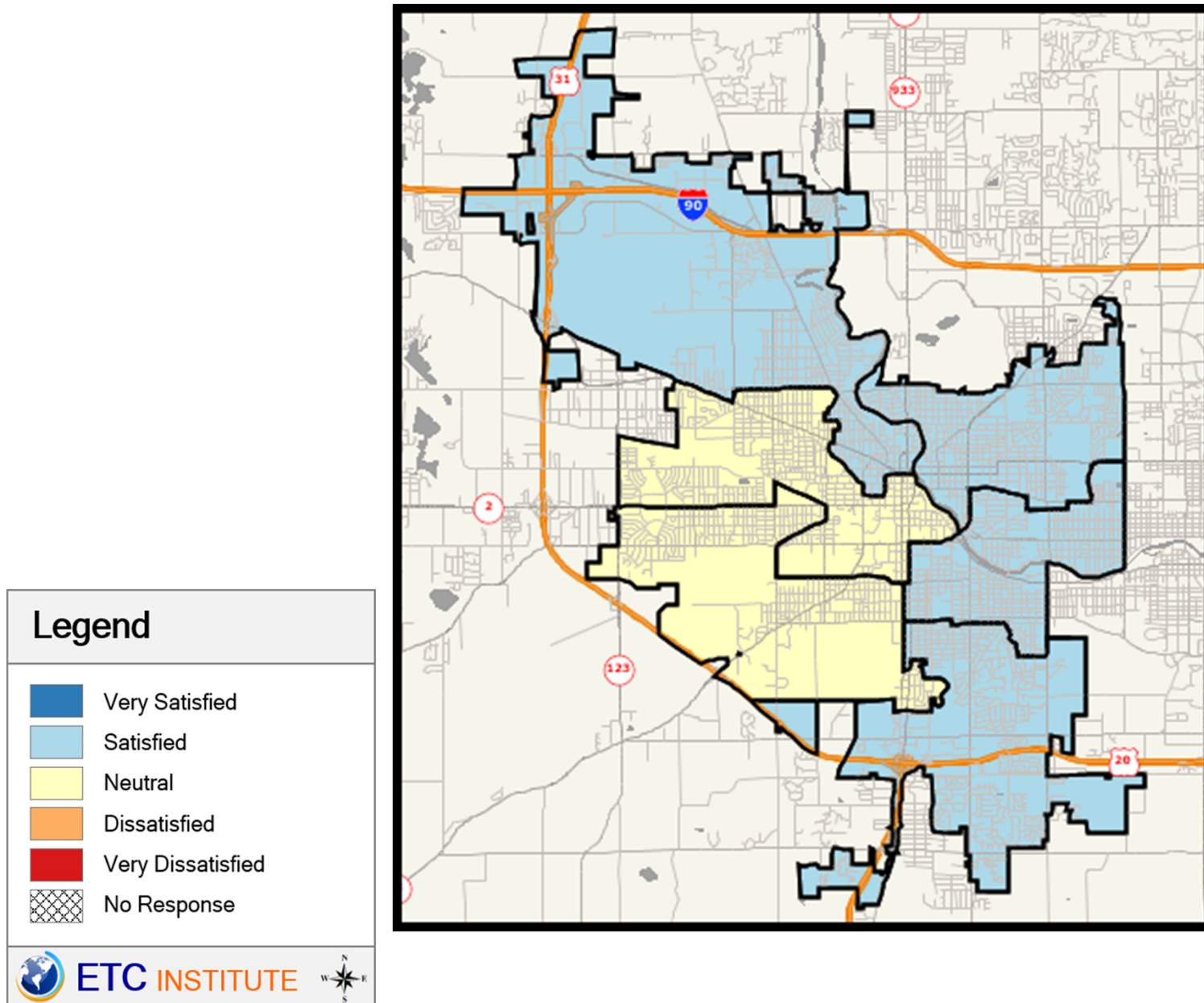


## Q2.6. Satisfaction with: Level of public involvement in local decision-making and planning

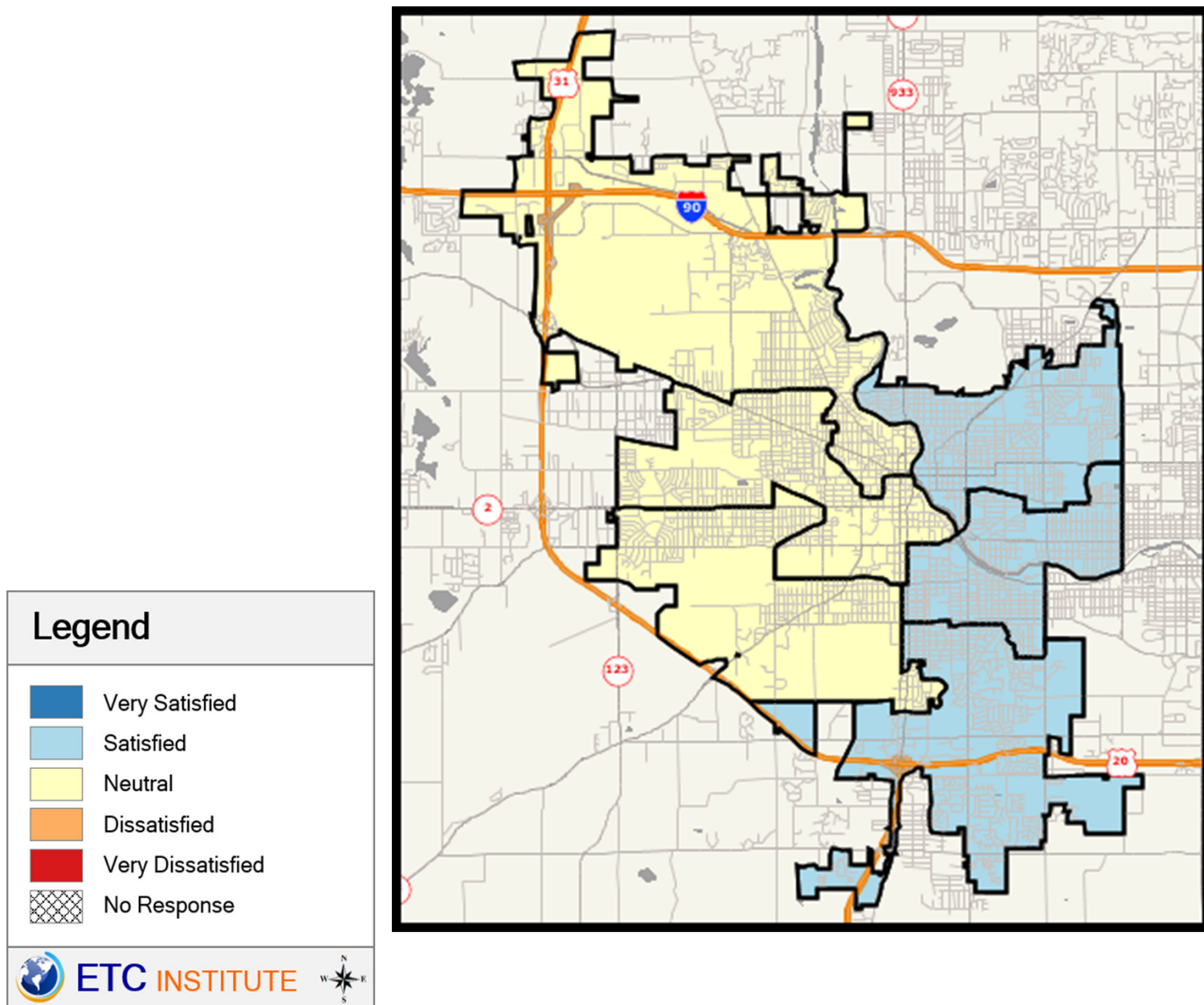




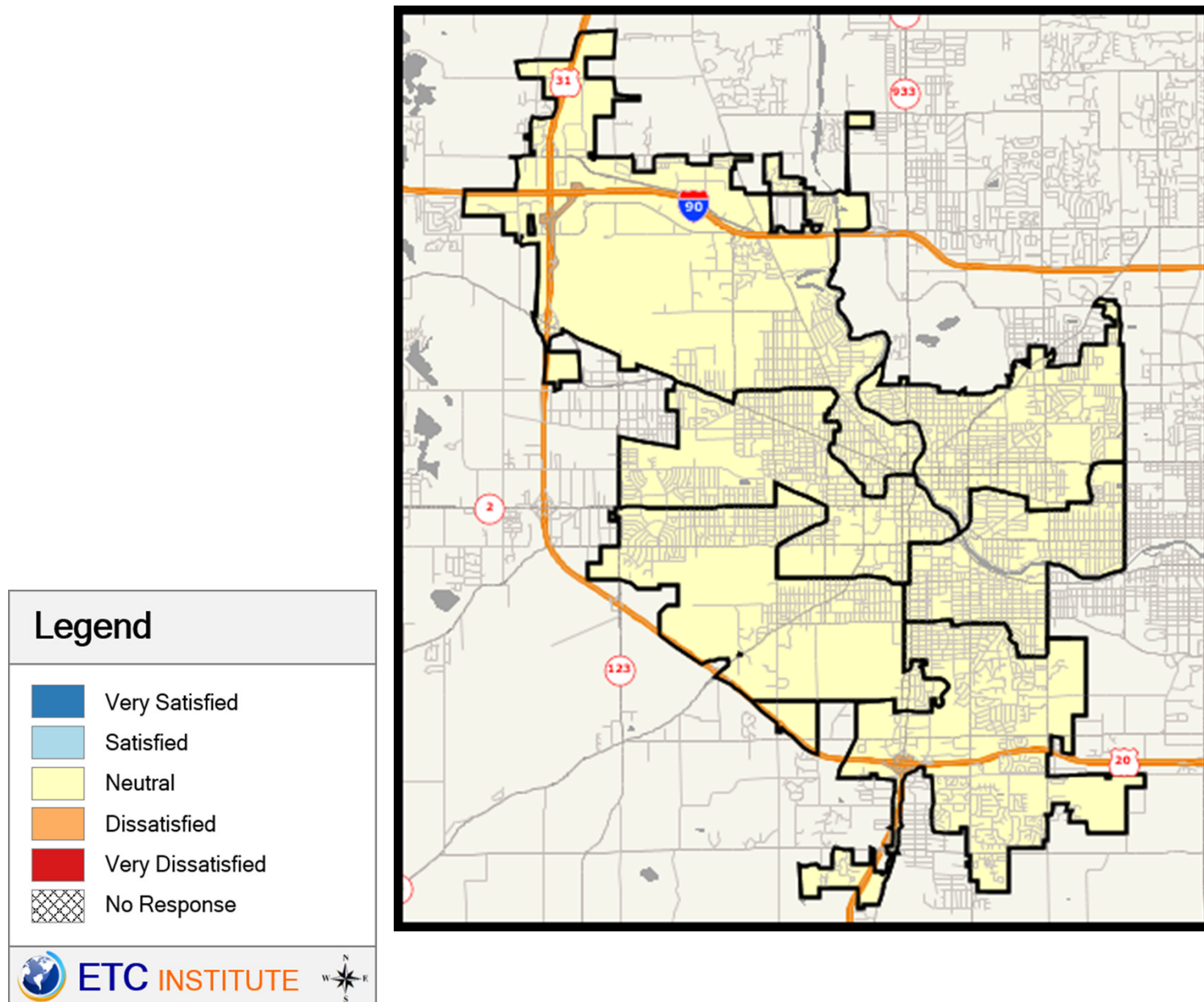
## Q3.1. Satisfaction with: As a place to live



### Q3.2. Satisfaction with: As a place to work

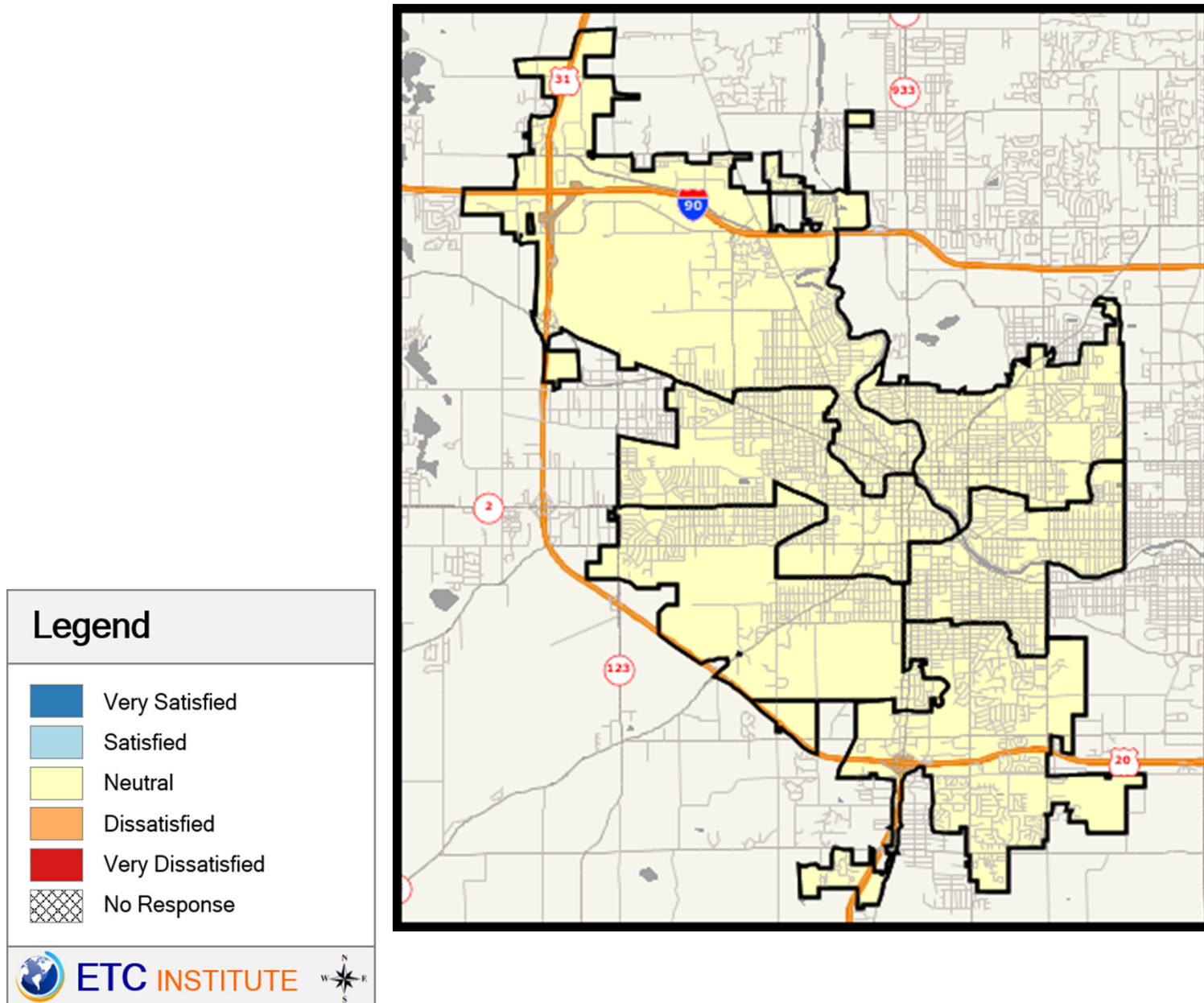


### Q3.3. Satisfaction with: As a community that is moving in the right direction

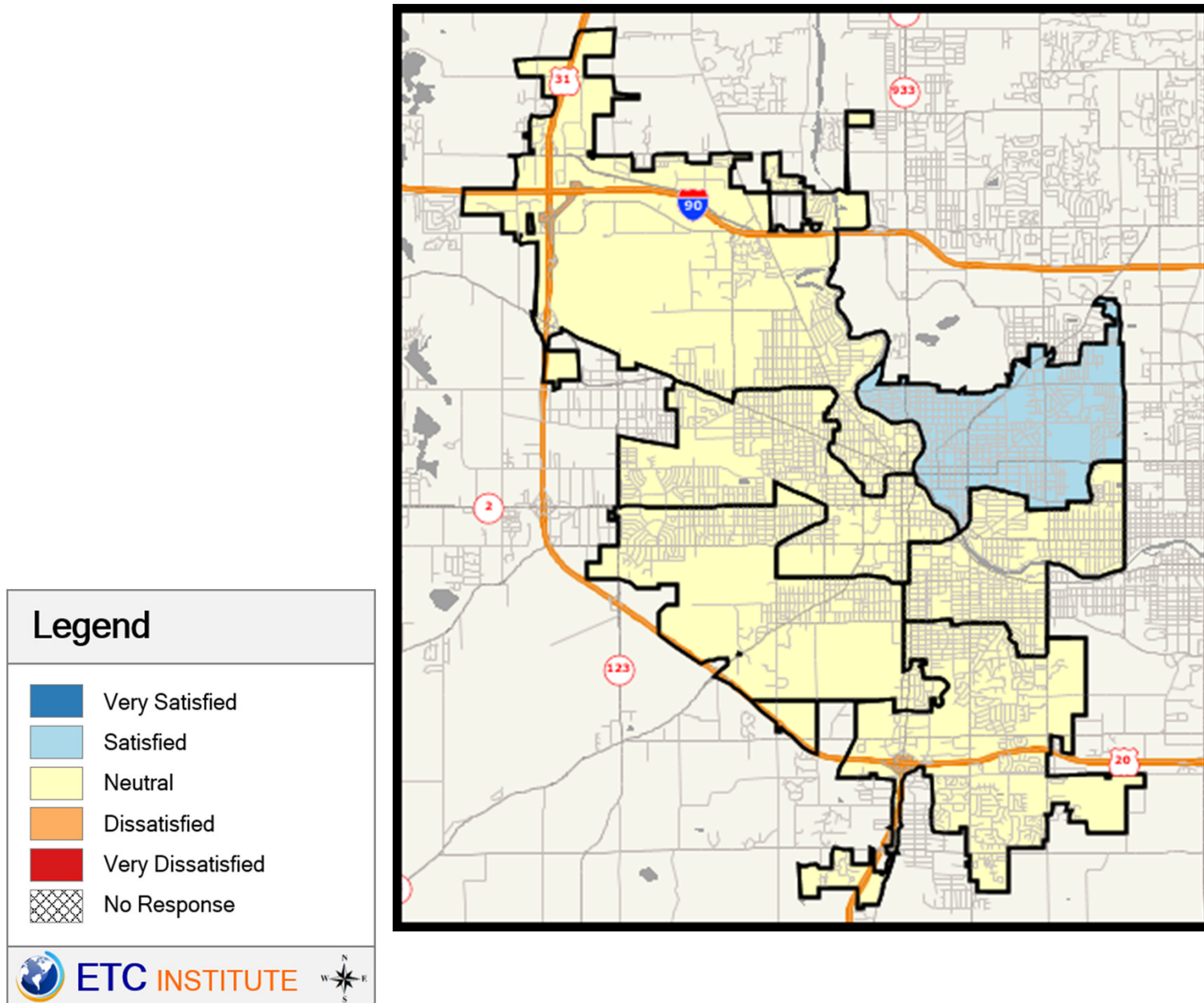




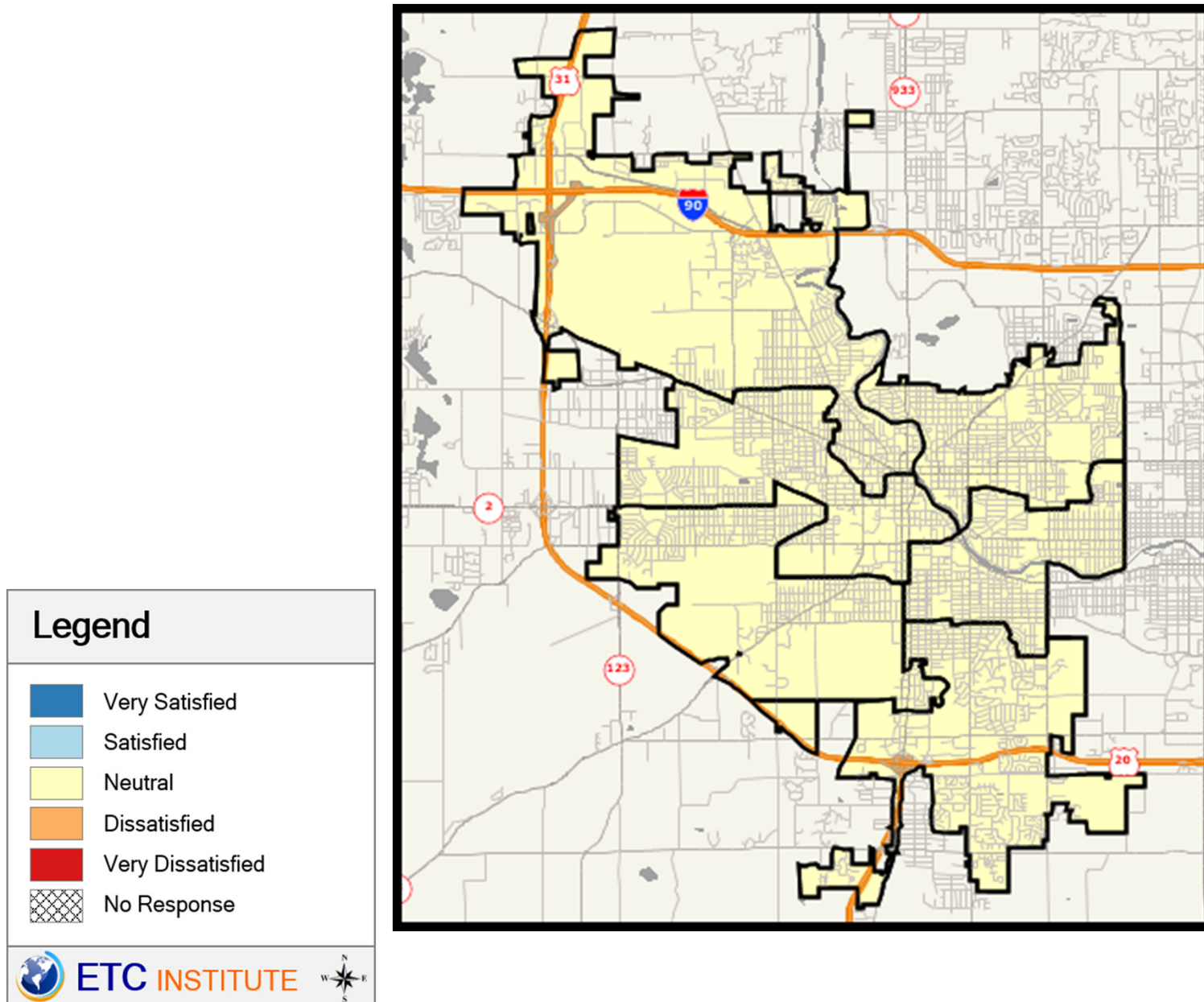
## Q3.4. Satisfaction with: As a place to visit



## Q3.5. Satisfaction with: As a place to raise children

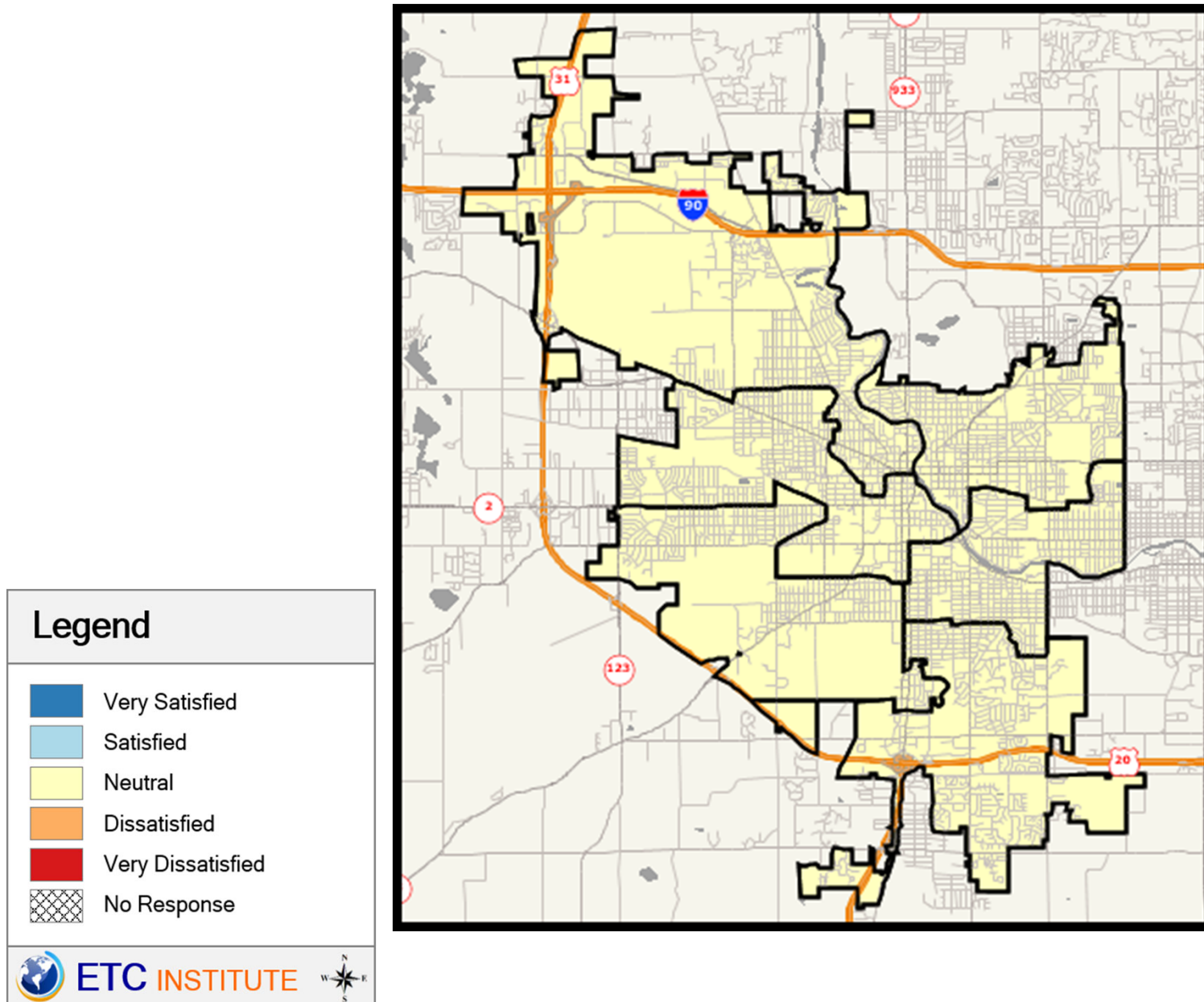


### Q3.6. Satisfaction with: As a place to retire

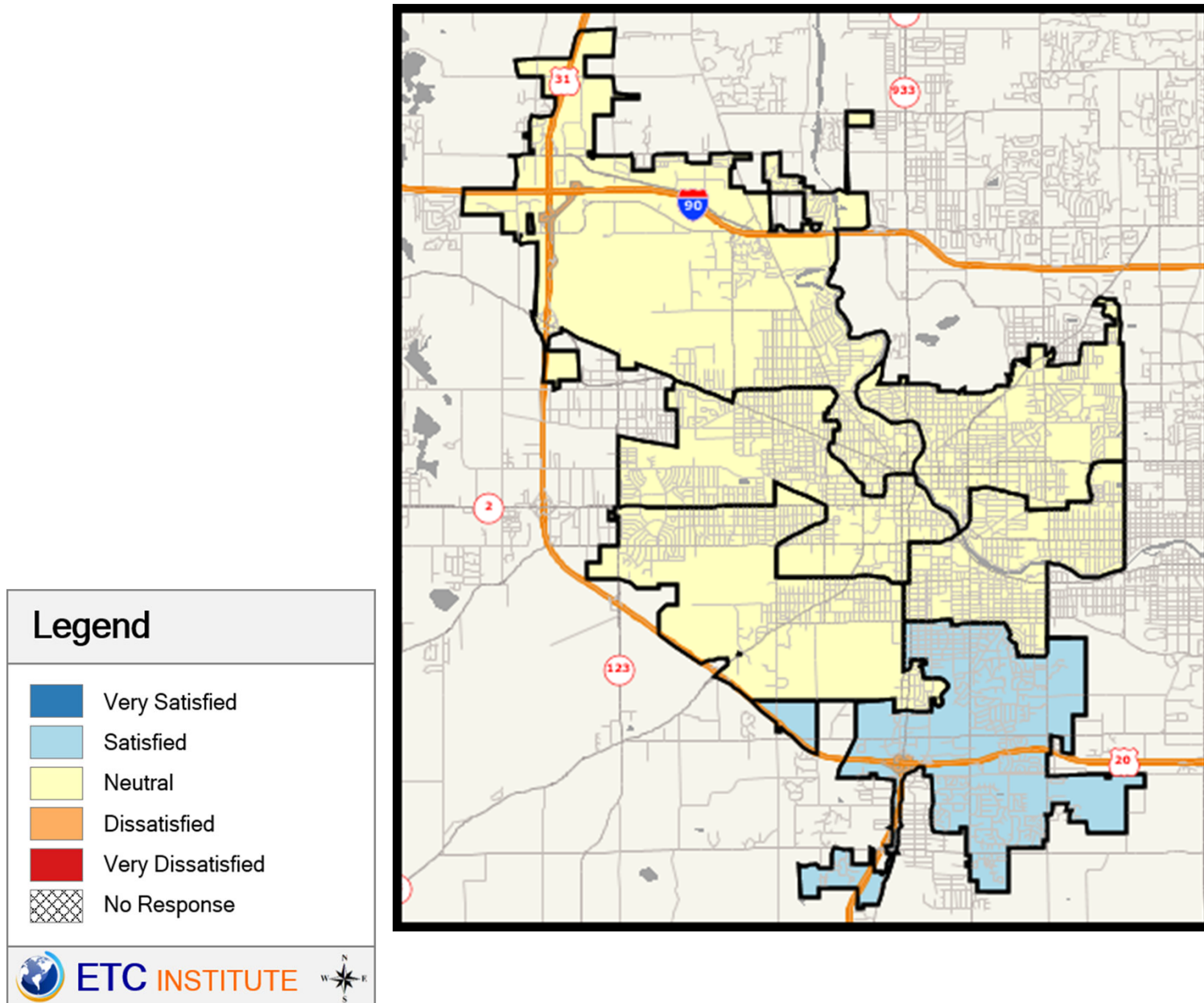




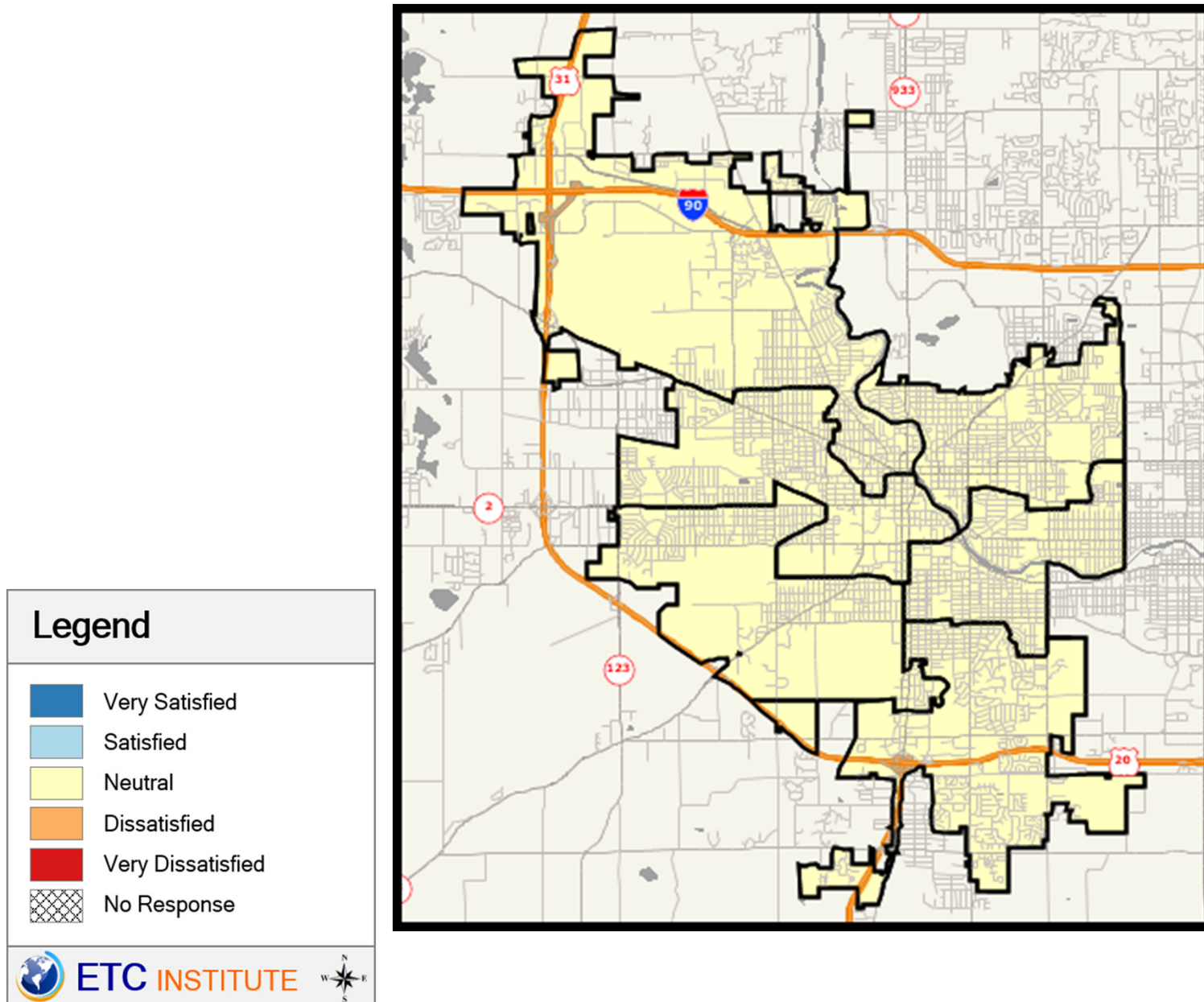
## Q5.1. Satisfaction with: Availability of information about local government services and activities



## Q5.2. Satisfaction with: Hours that customer service is available

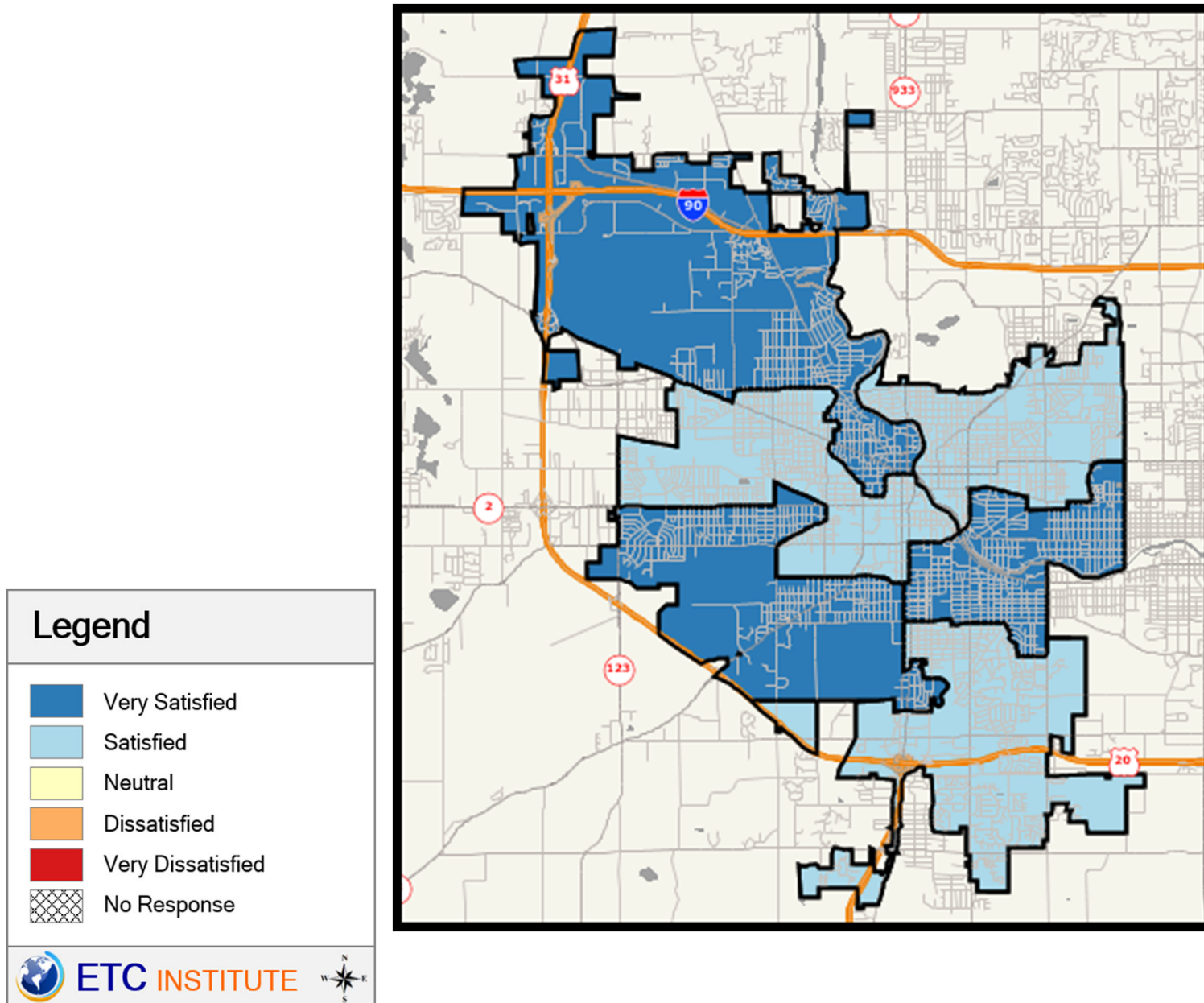


### Q5.3. Satisfaction with: Quality of social media outlets (e.g. Facebook, Twitter)

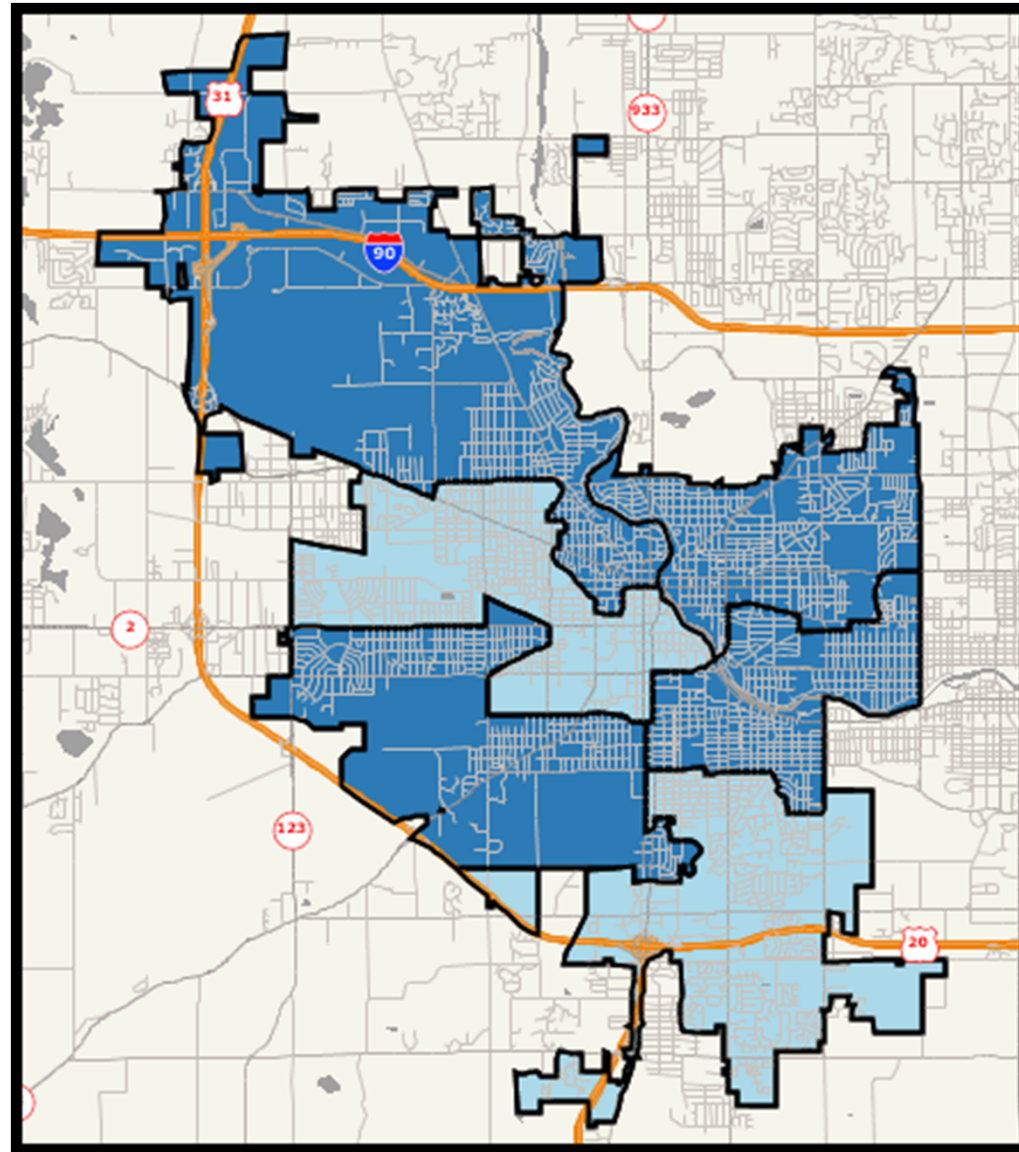




## Q11.01. Satisfaction with: Overall quality of fire services



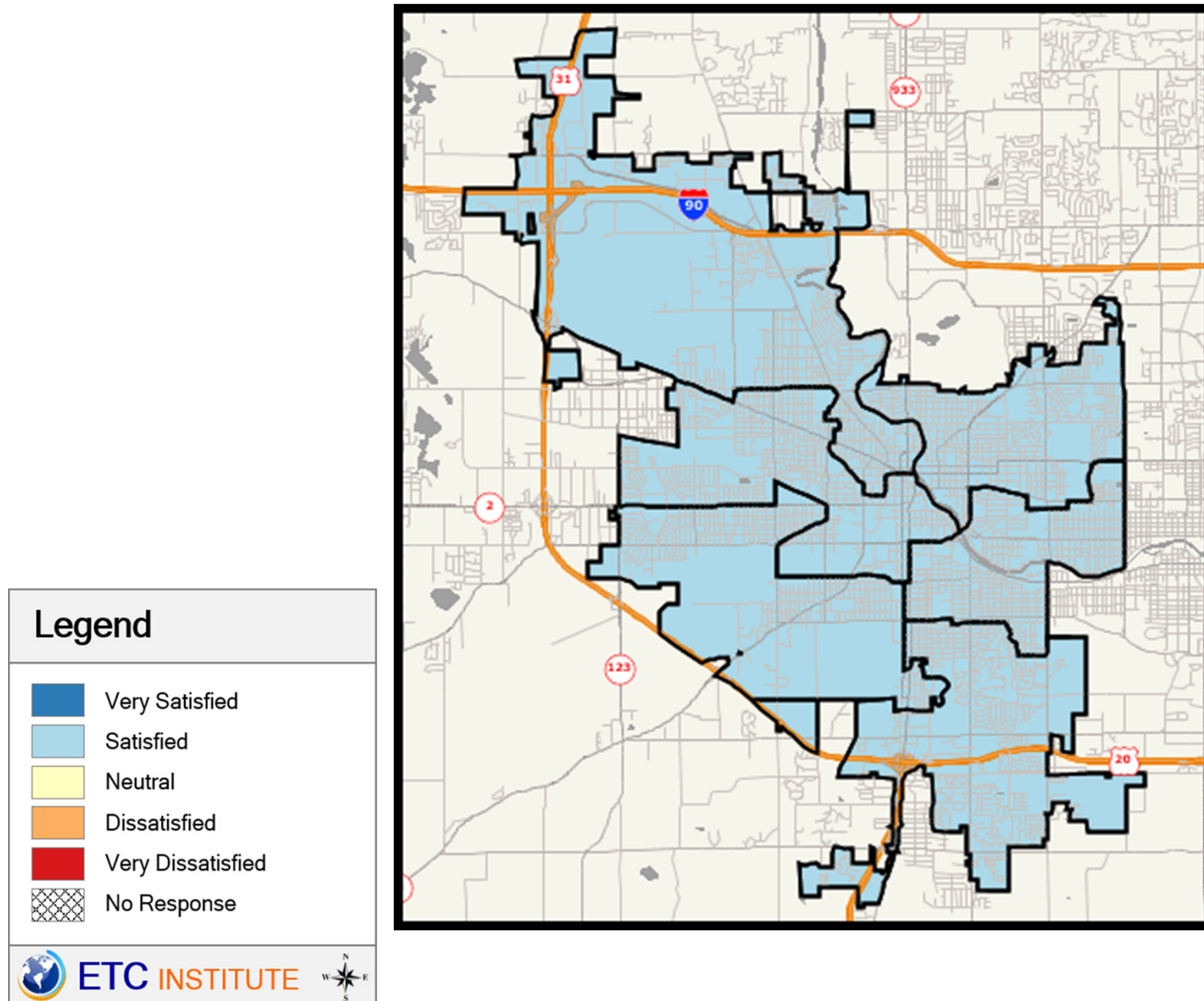
## Q11.02. Satisfaction with: Overall quality of ambulance/emergency medical services



### Legend

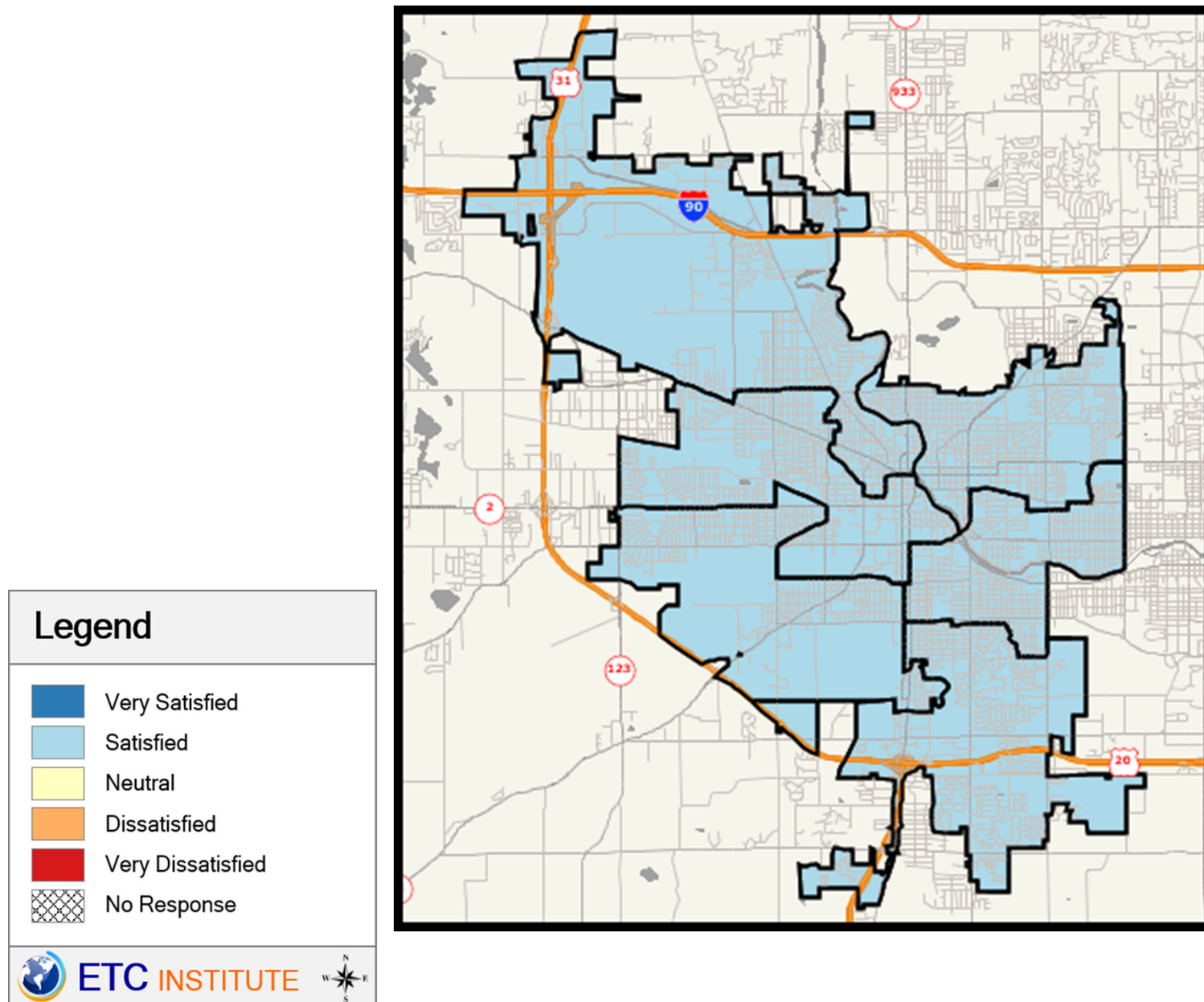
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- No Response

## Q11.03. Satisfaction with: Overall quality of trash collection services

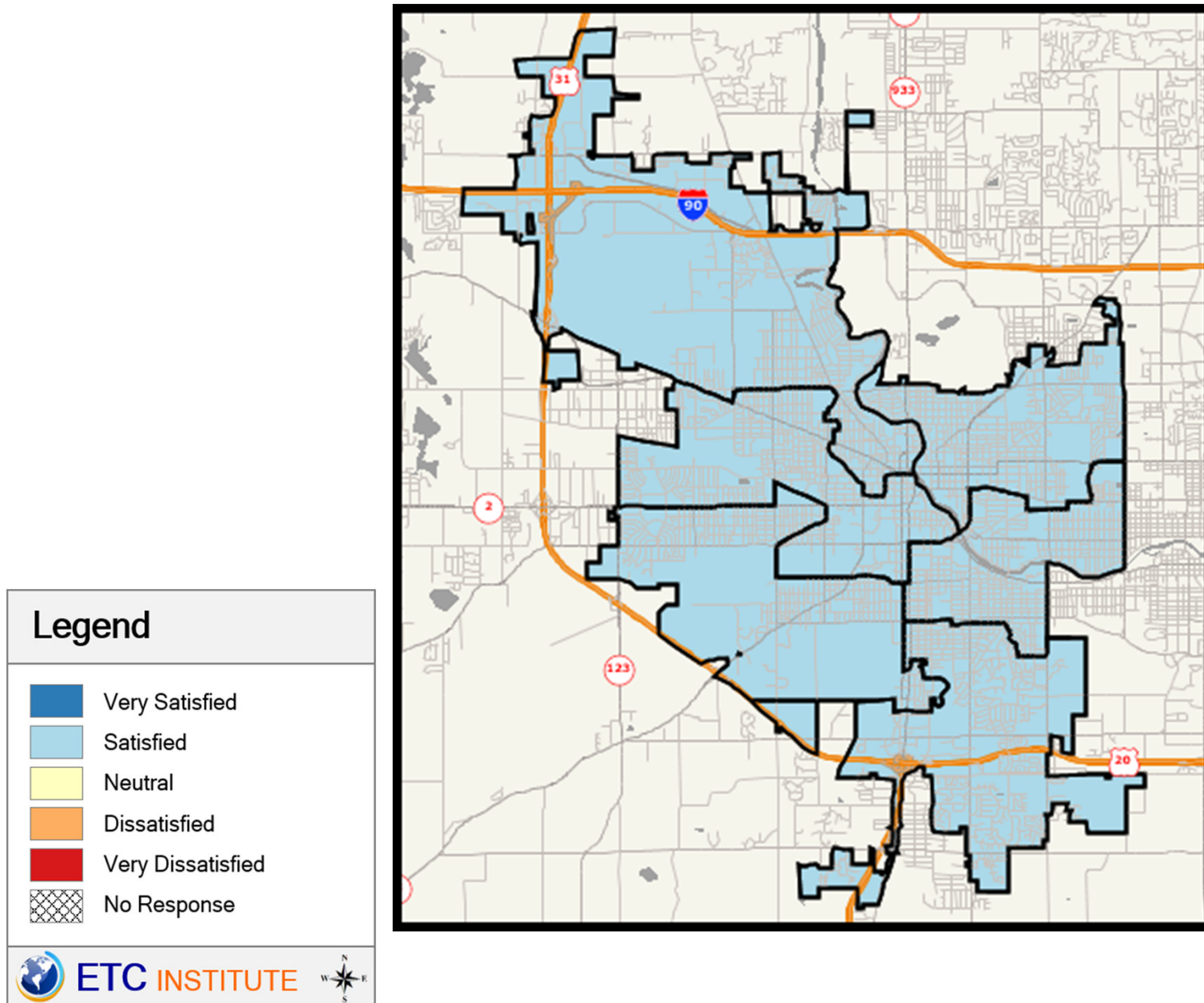




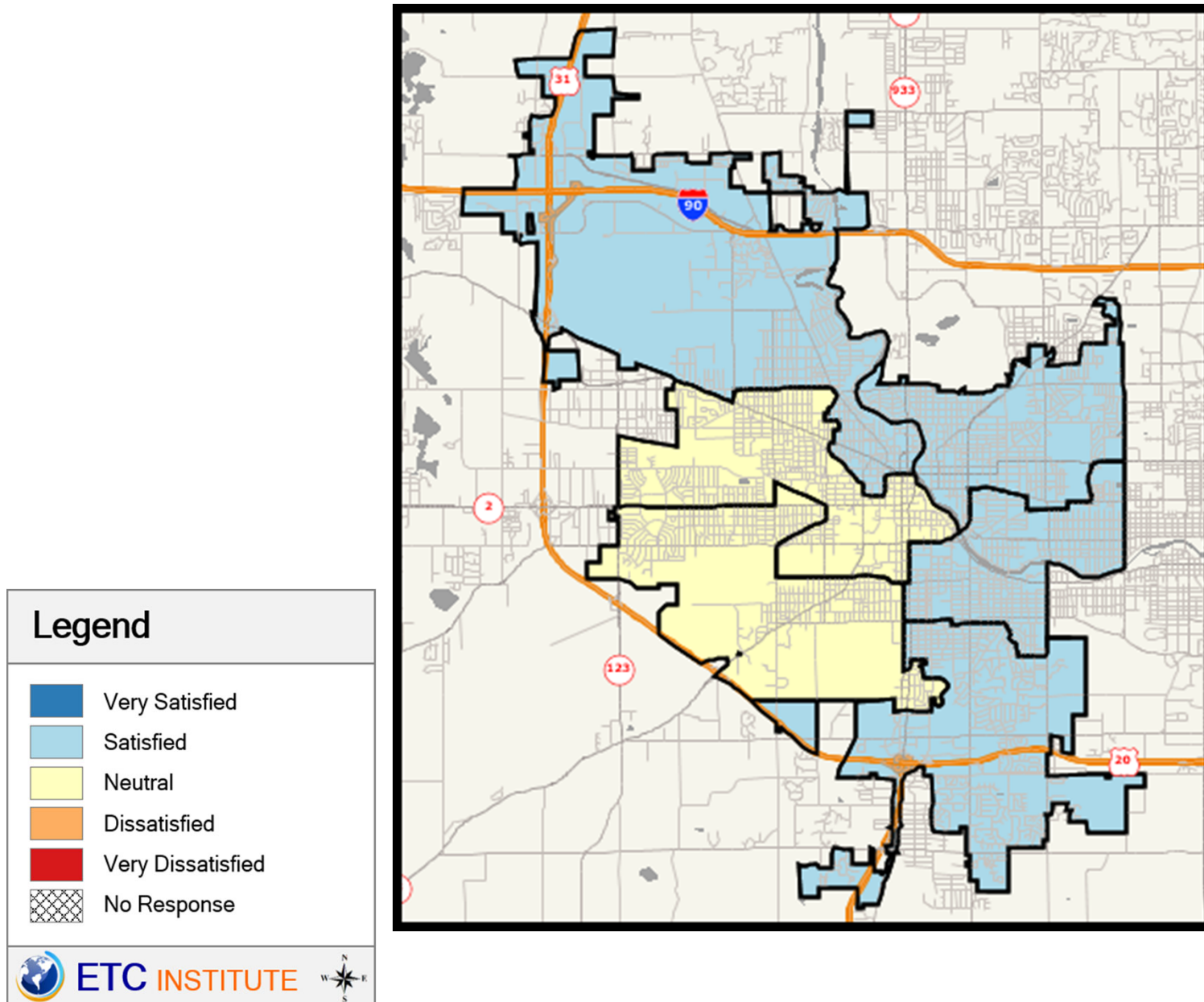
## Q11.04. Satisfaction with: Overall quality of parks and recreation programs and facilities



## Q11.05. Satisfaction with: Overall quality of water utility services

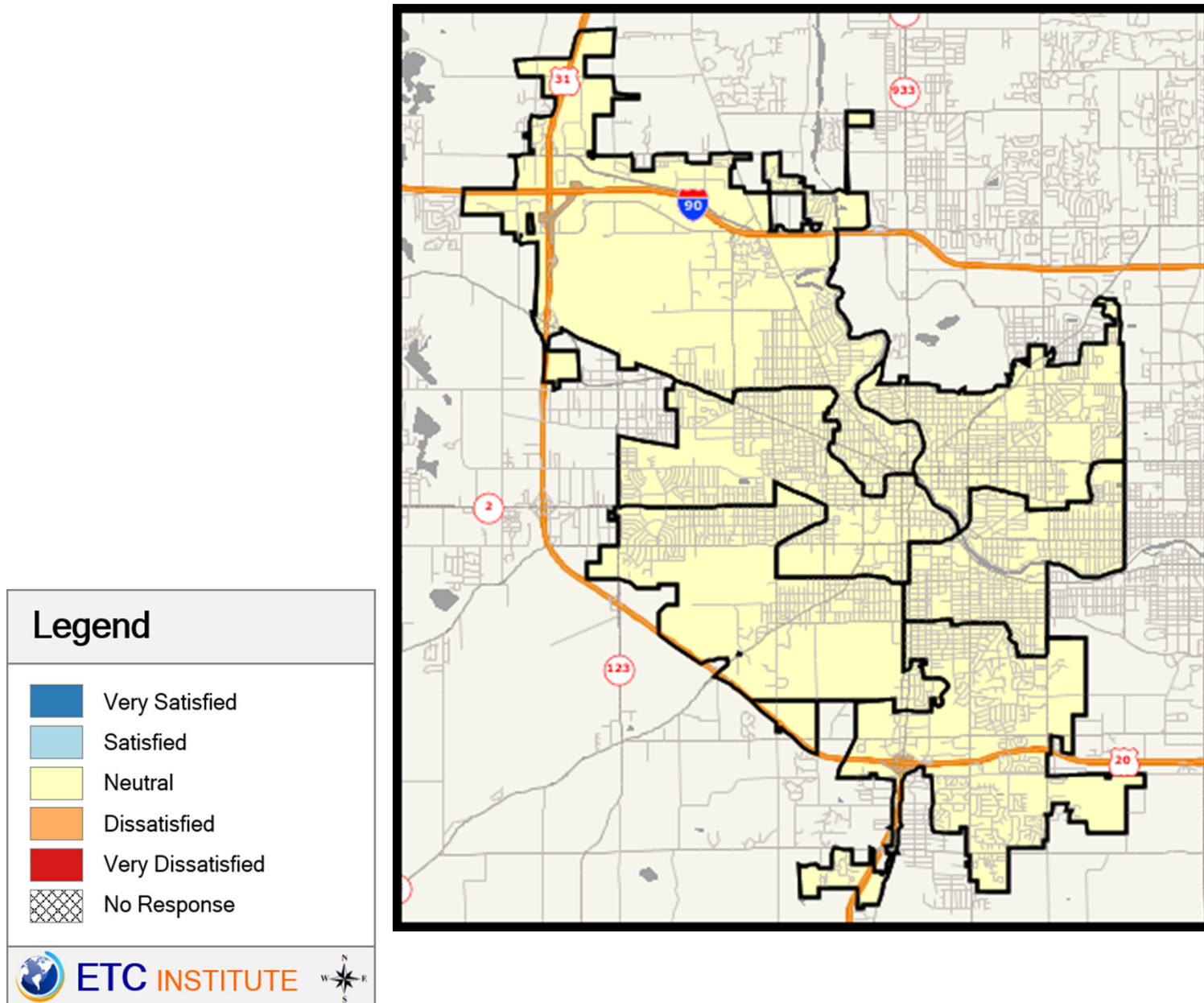


## Q11.06. Satisfaction with: Overall quality of local police protection



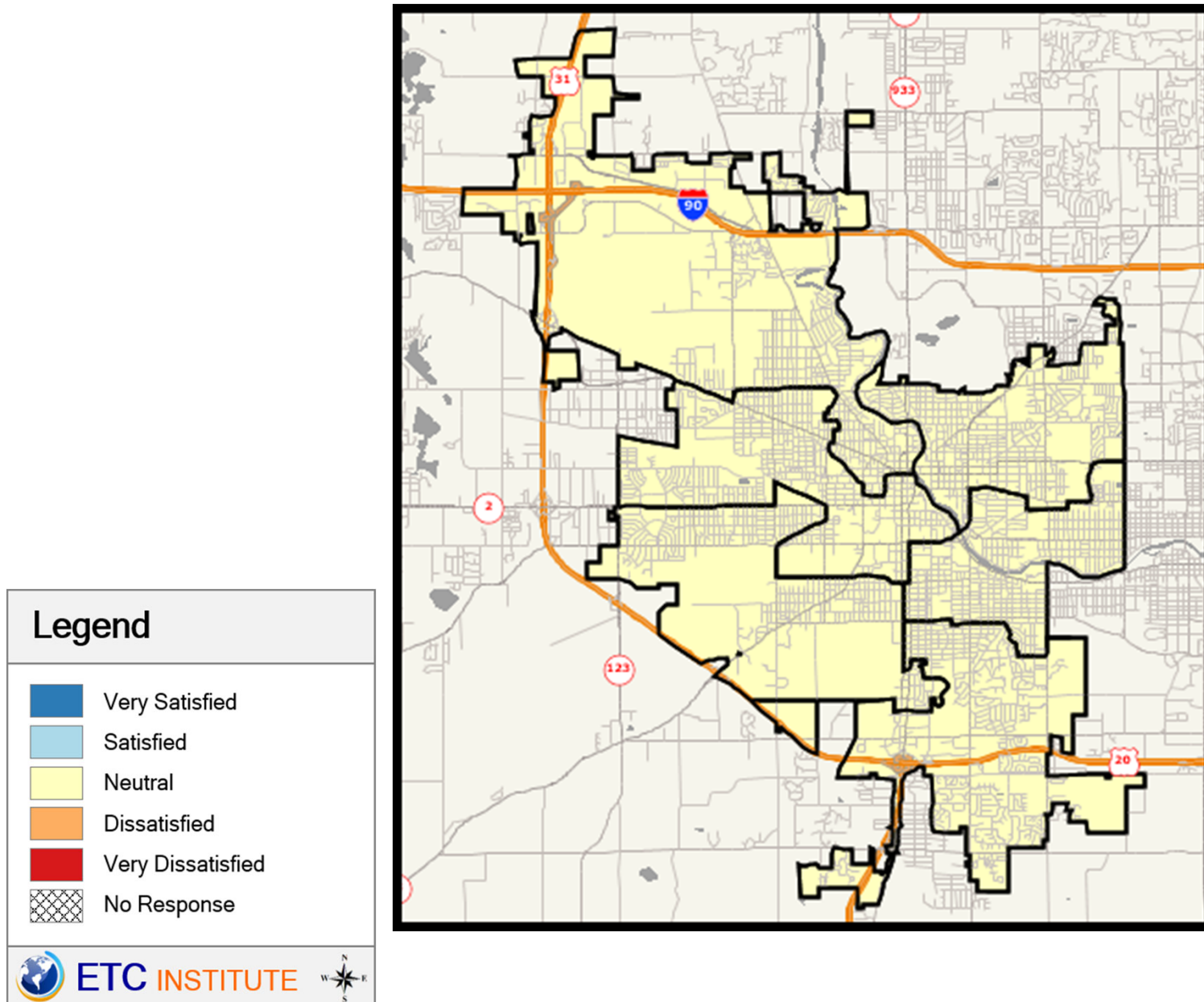


## Q11.07. Satisfaction with: How well City is planning growth

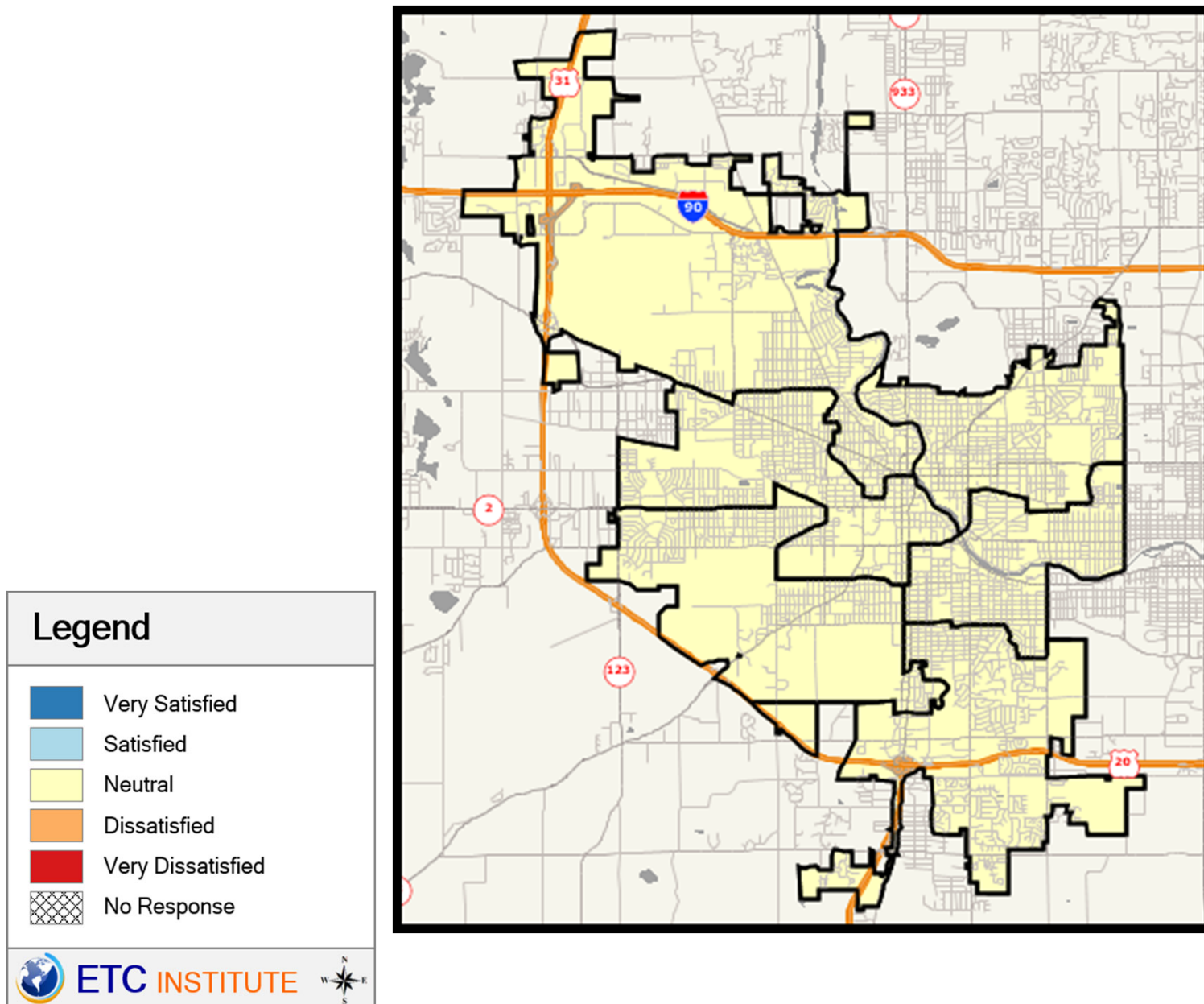




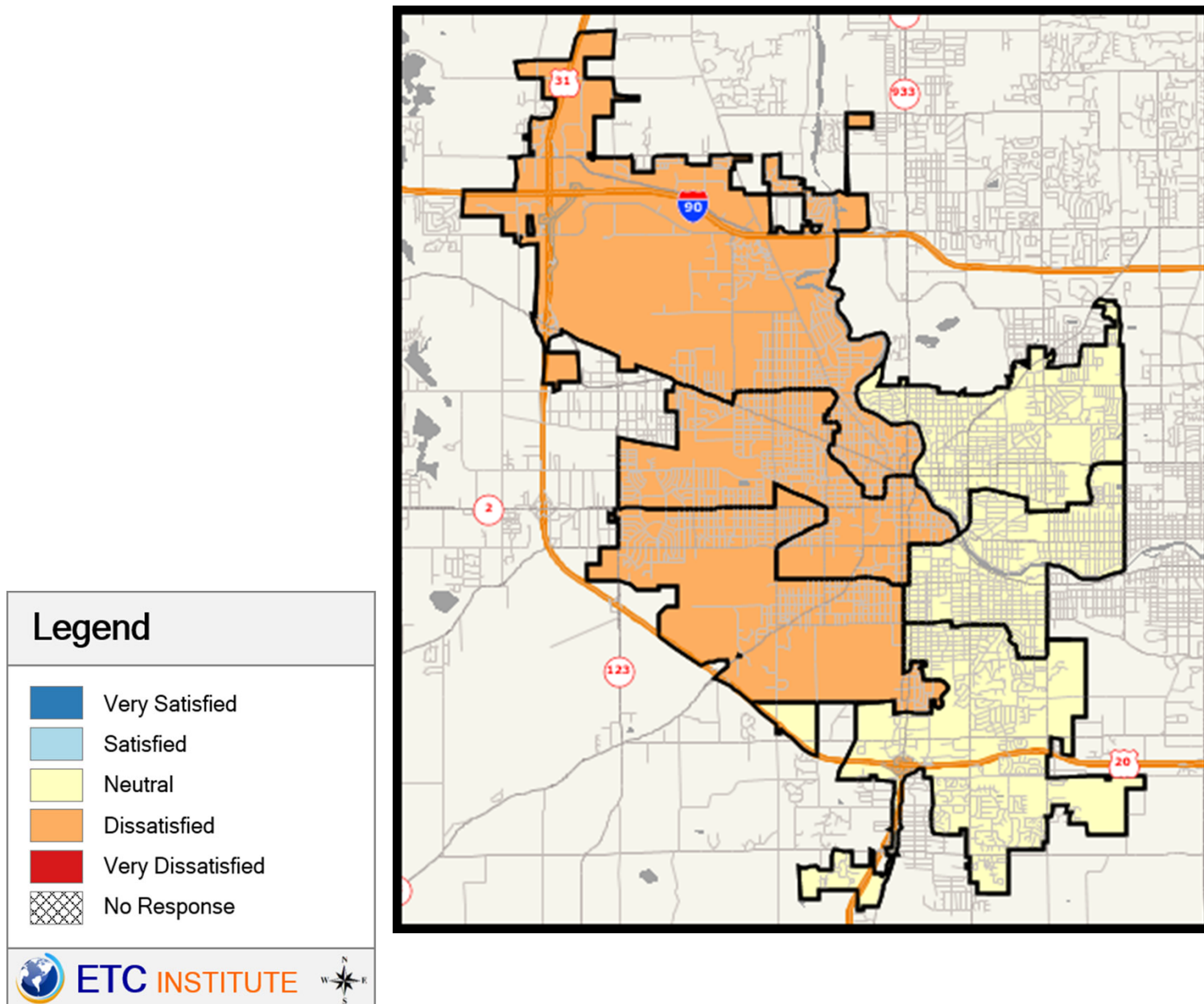
## Q11.08. Satisfaction with: Overall enforcement of local codes and ordinances



## Q11.09. Satisfaction with: The process for getting a permit

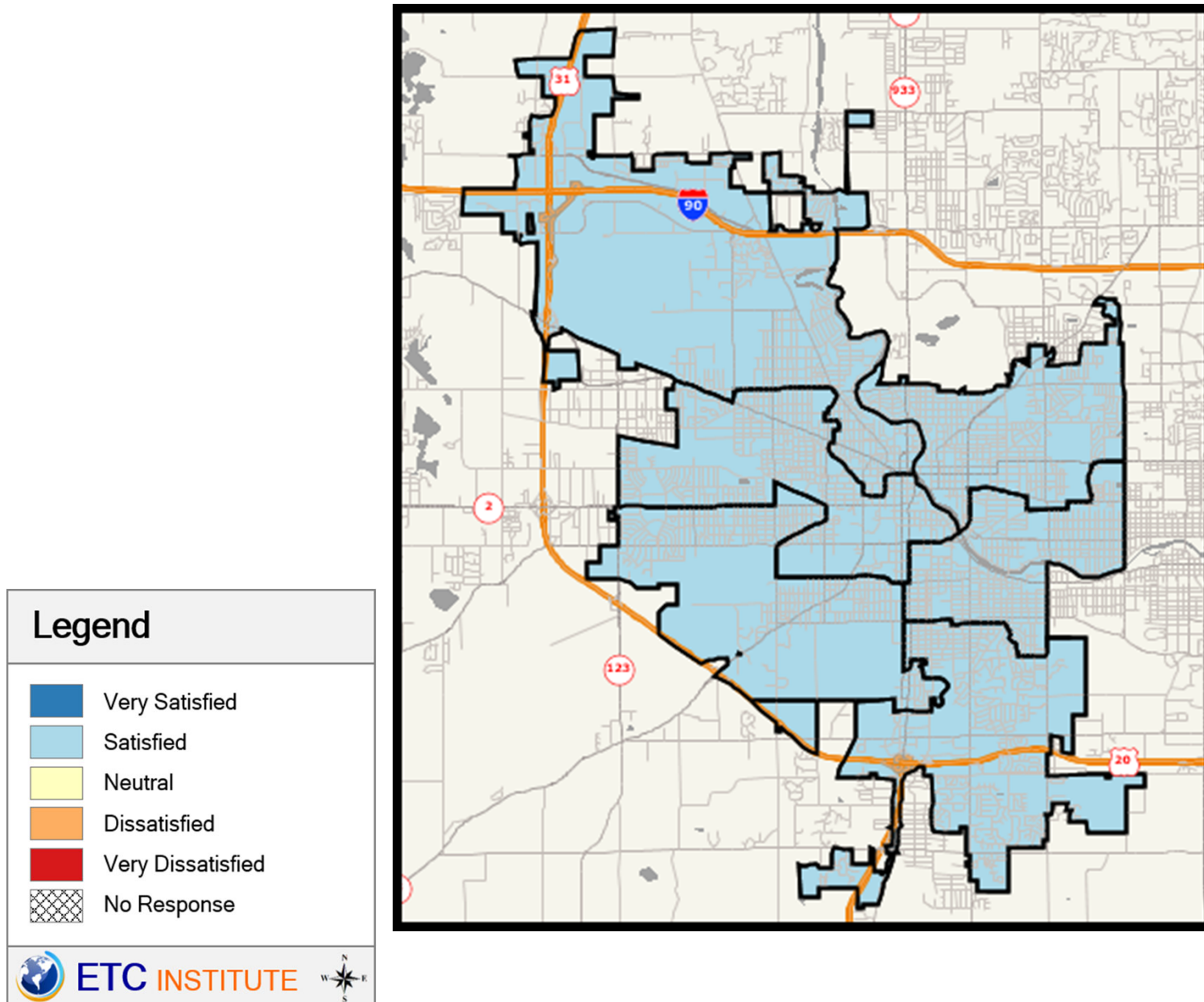


## Q11.10. Satisfaction with: Overall maintenance of City streets, sidewalks, and infrastructure



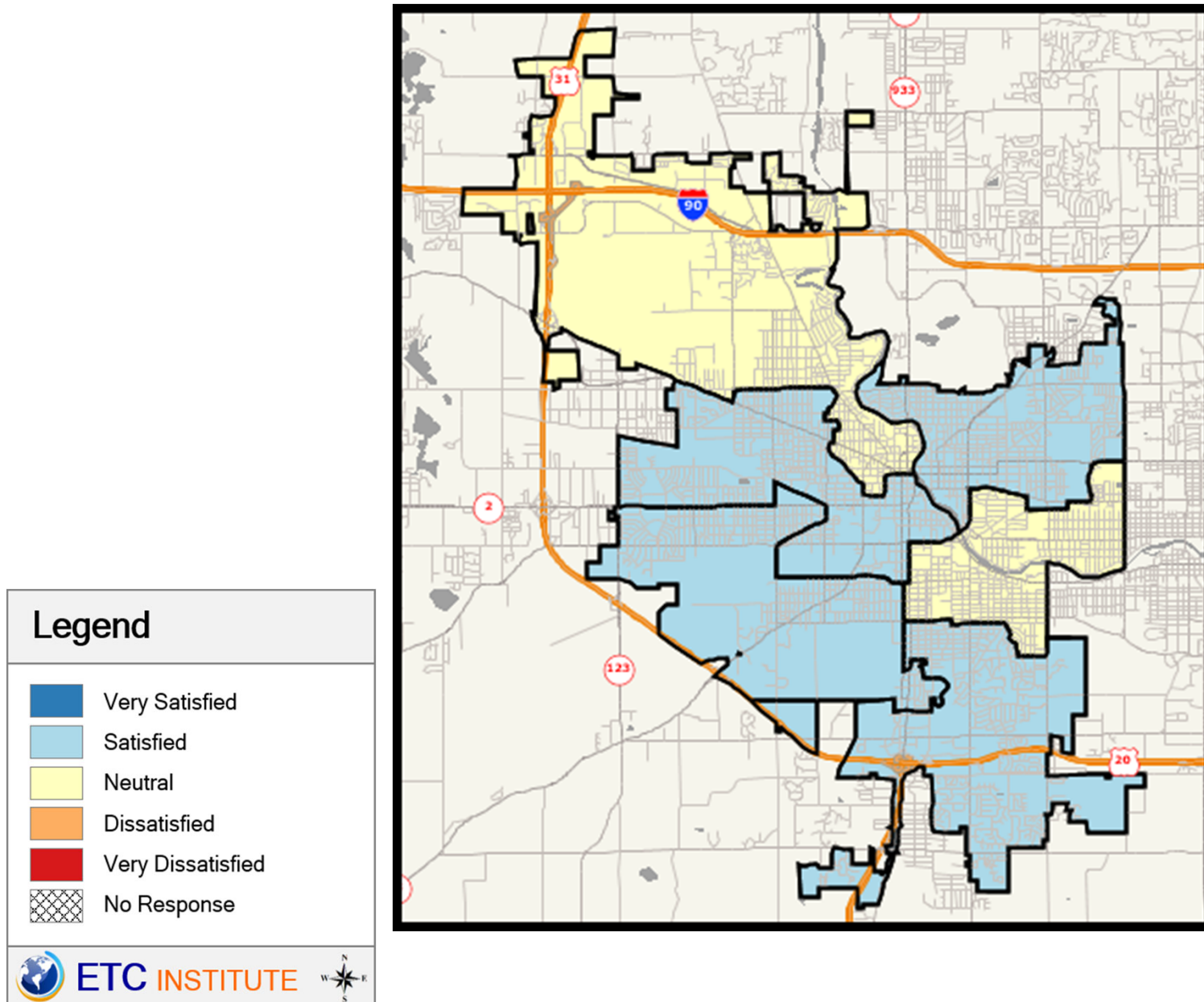


## Q13.1. Satisfaction with: Overall quality of Downtown revitalization

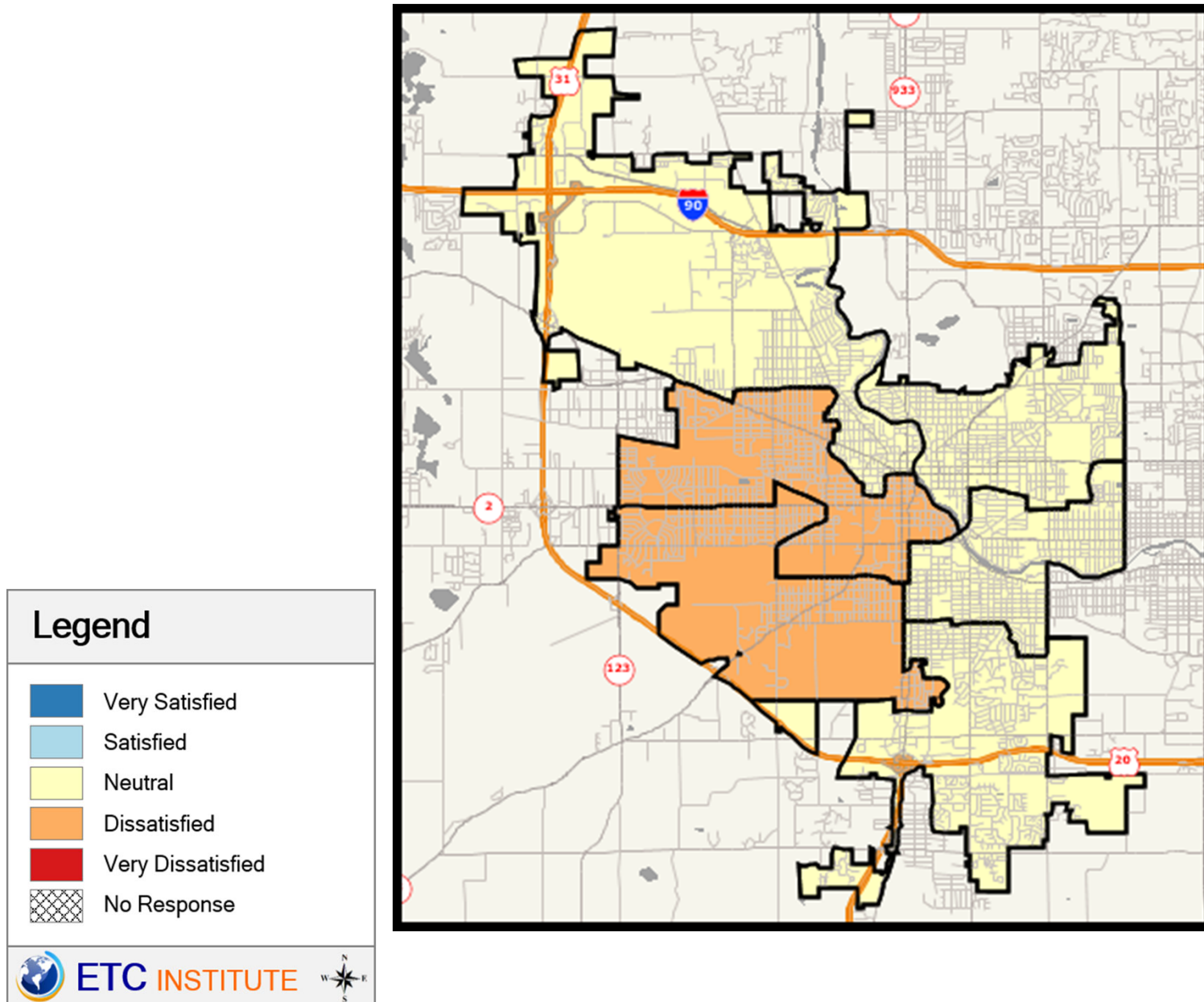




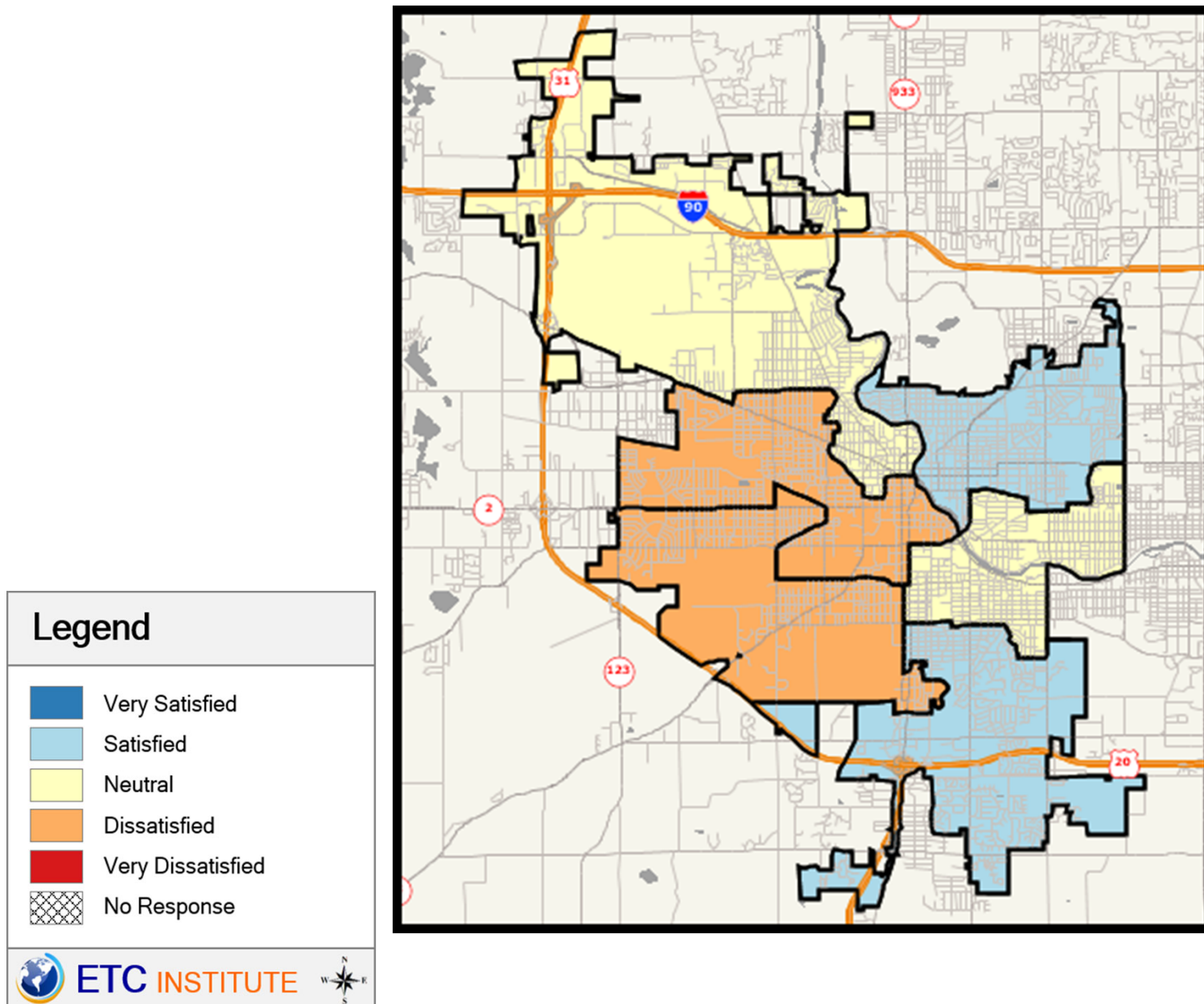
## Q13.2. Satisfaction with: Overall quality of new development in Downtown



## Q13.3. Satisfaction with: Overall quality of new development in your neighborhood

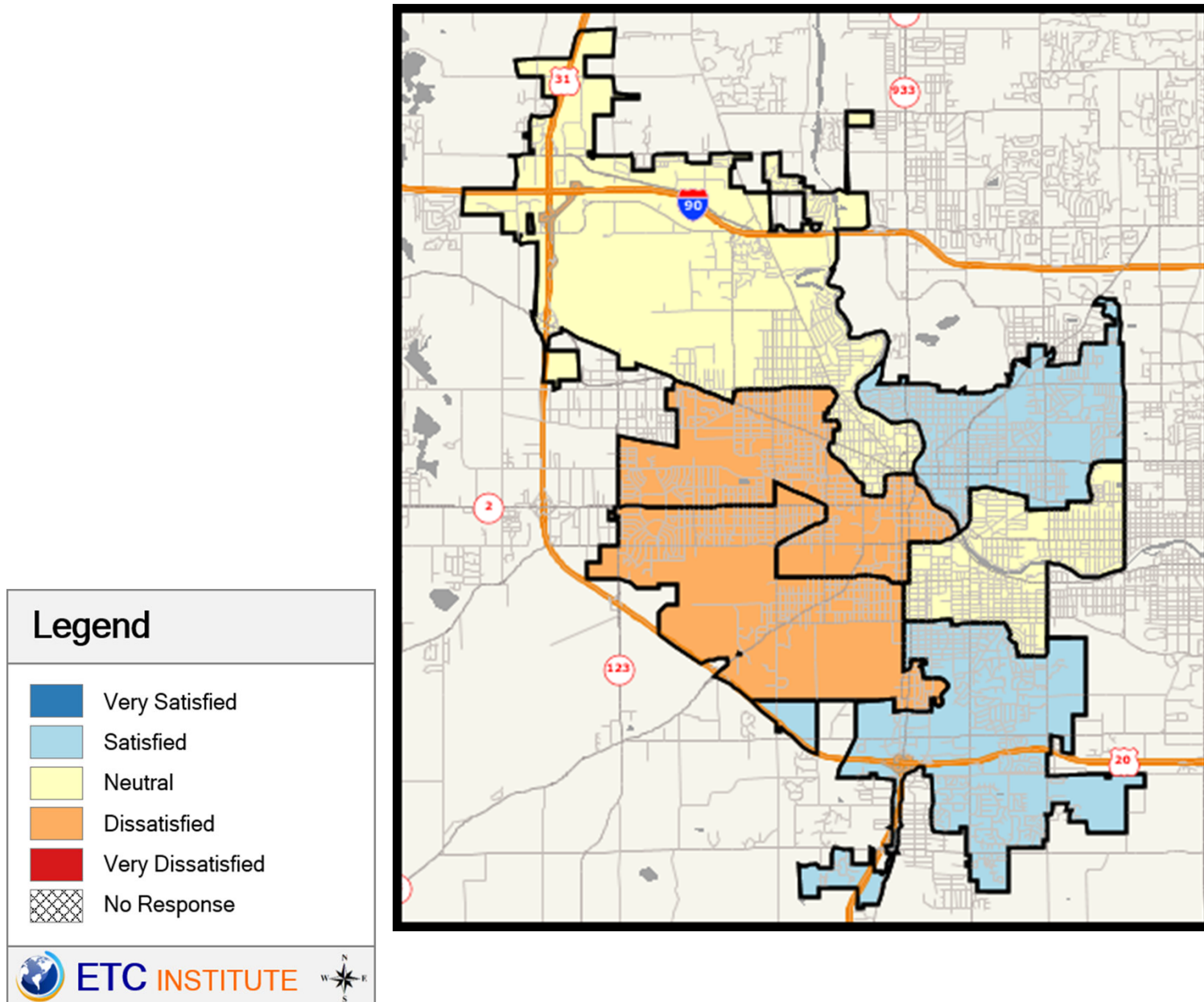


## Q13.4. Satisfaction with: Housing quality in your neighborhood



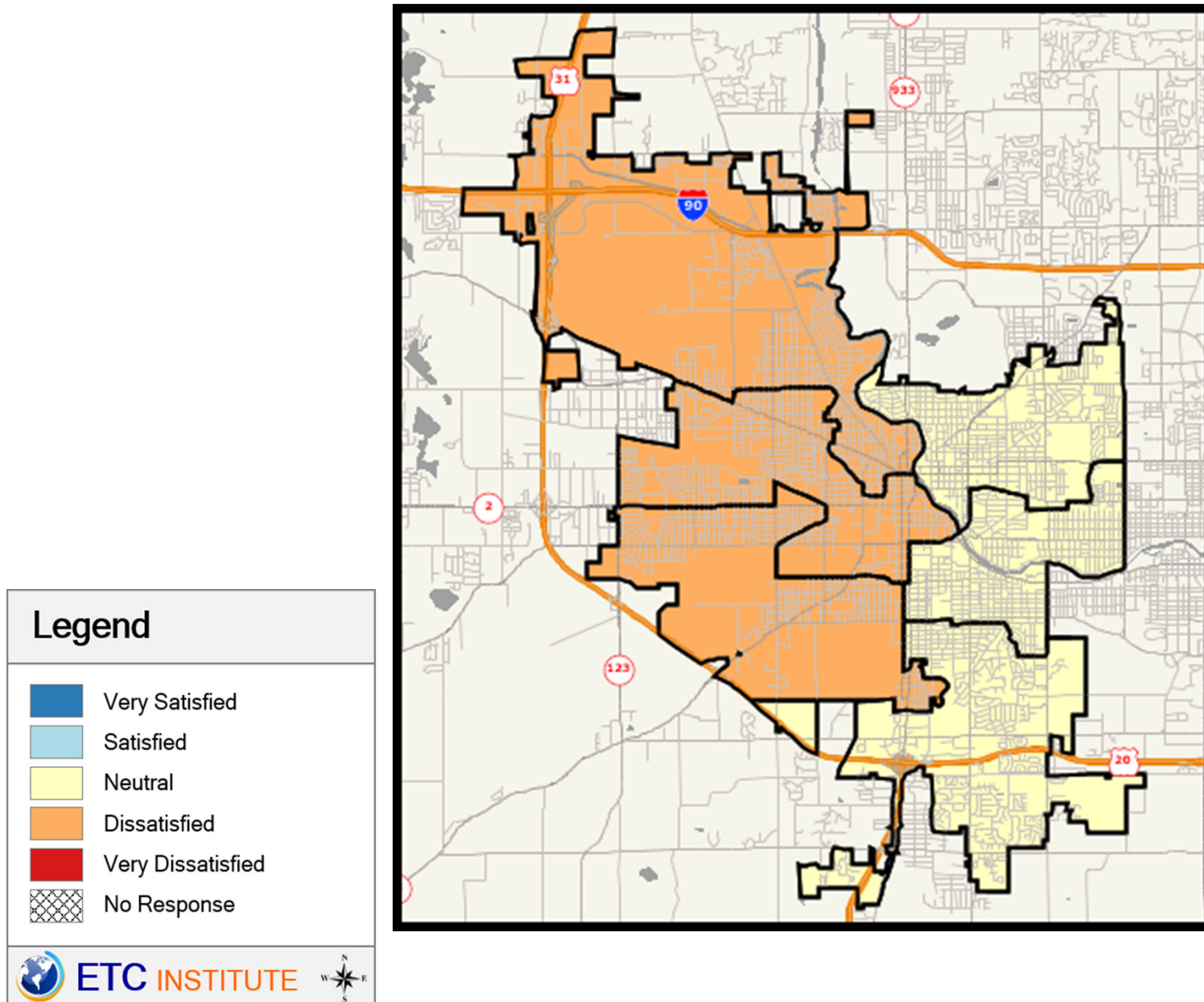


## Q13.5. Satisfaction with: Overall appearance of your neighborhood

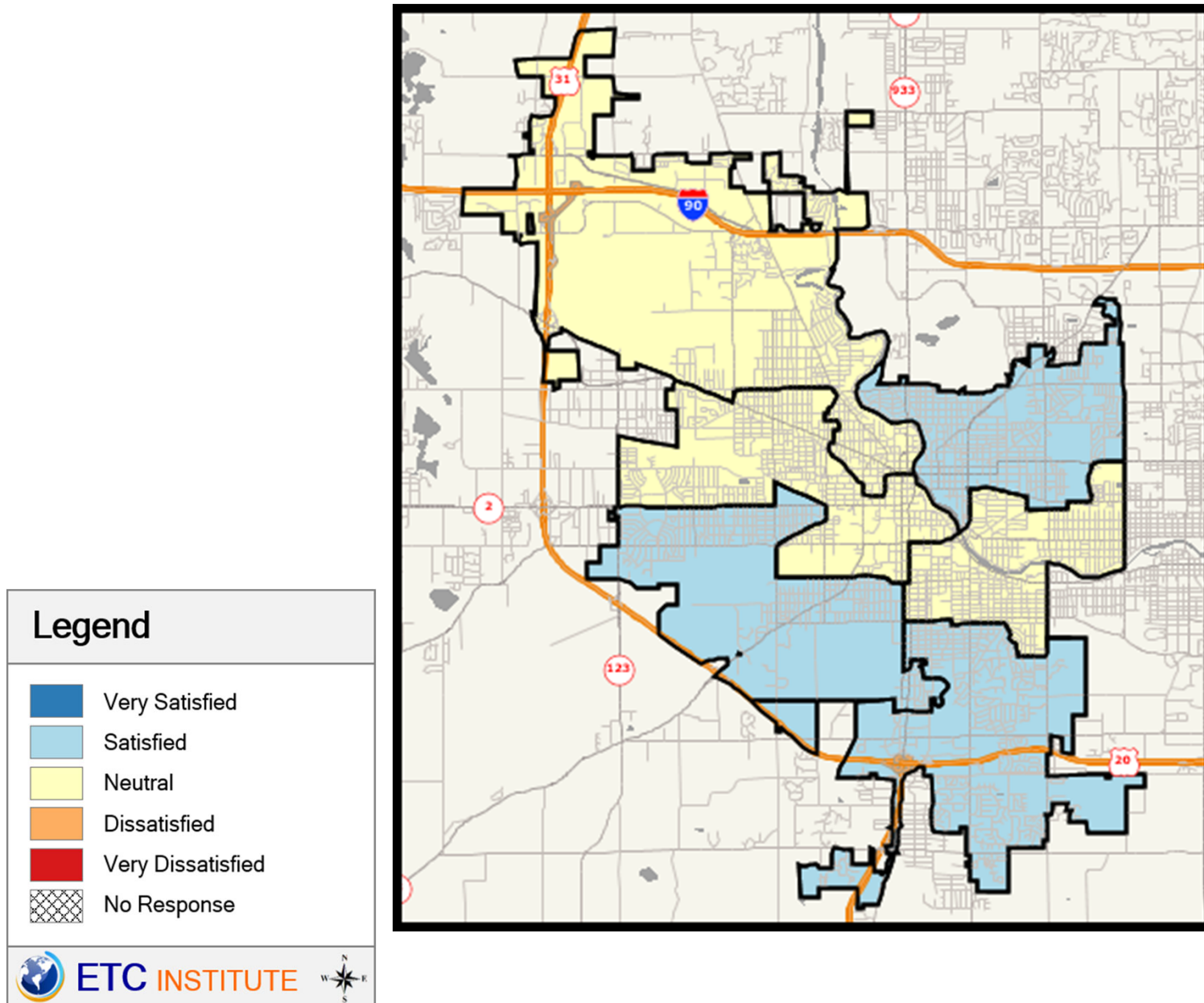




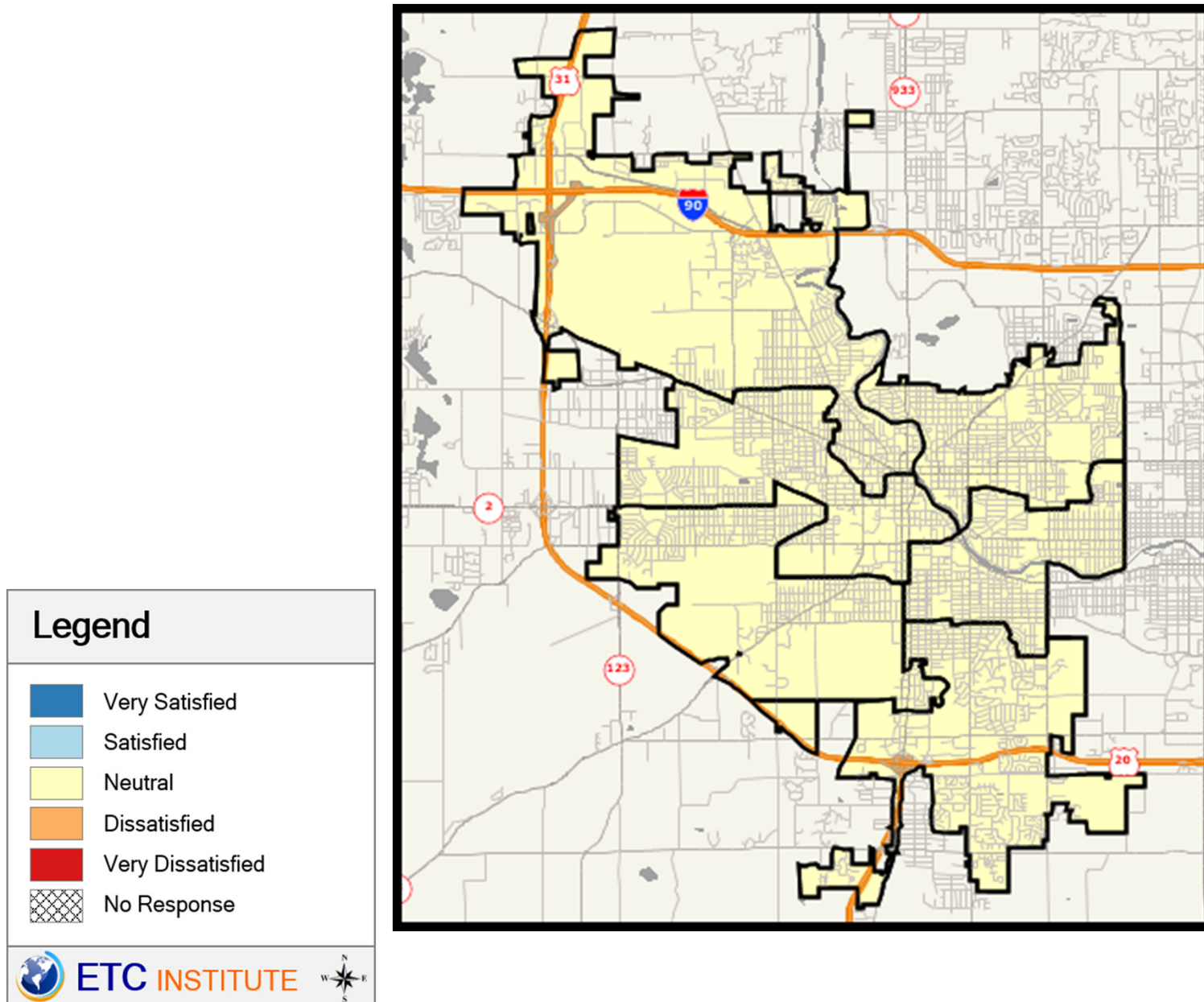
## Q13.6. Satisfaction with: Communication of plans for development projects



## Q18.1. Satisfaction with: Quality of Animal Control

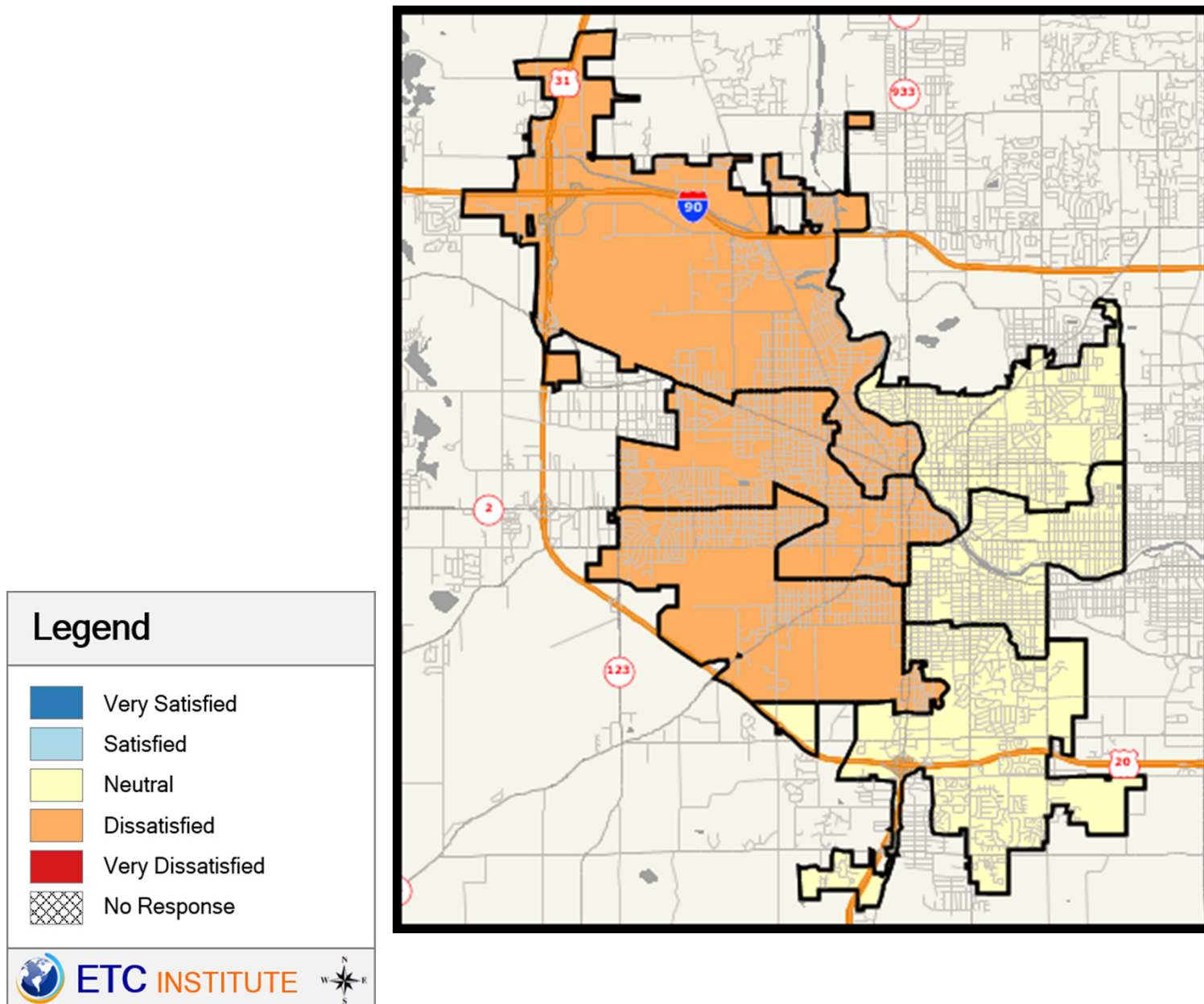


## Q18.2. Satisfaction with: City efforts to remove abandoned vehicles or inoperative vehicles



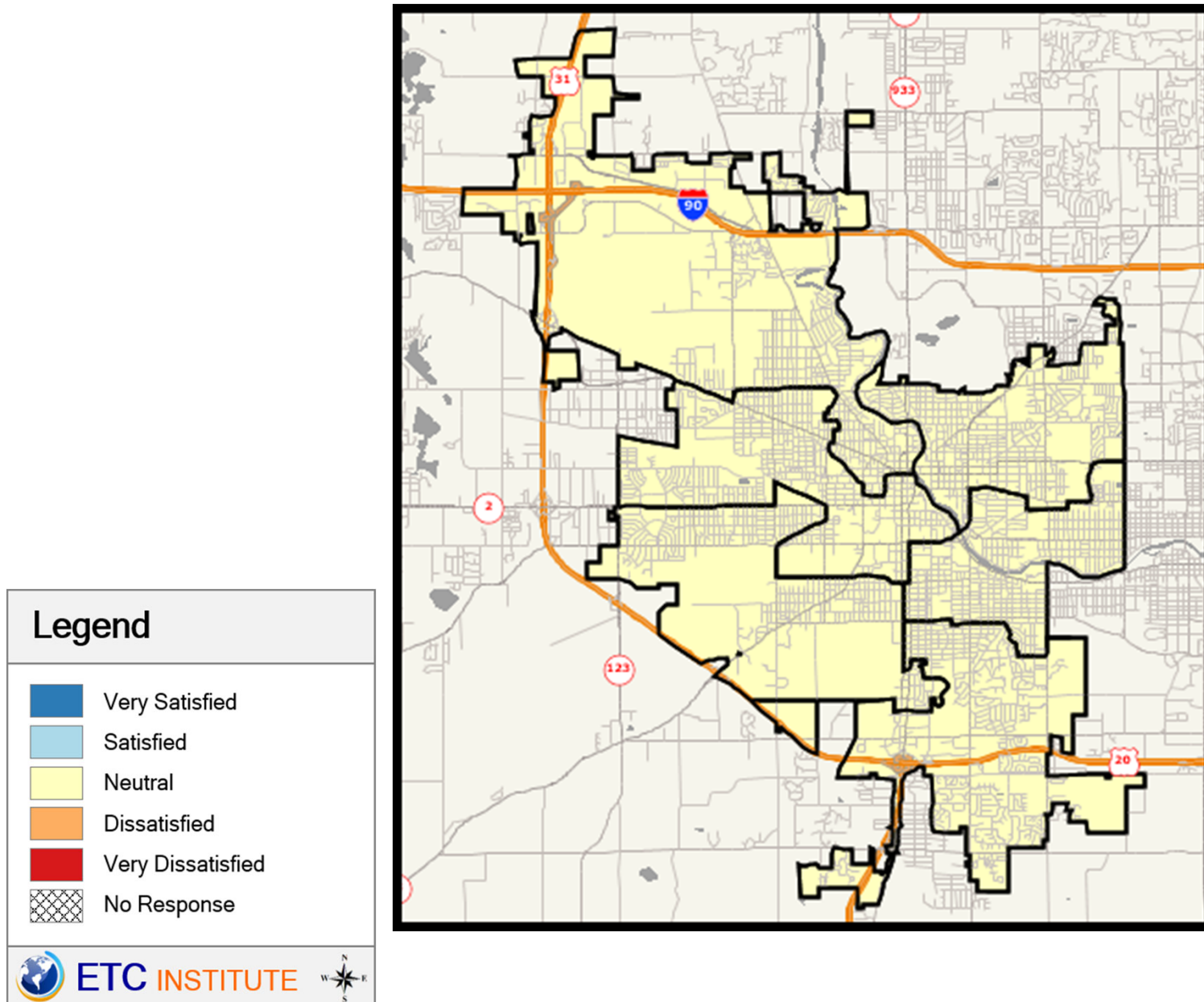


## Q18.3. Satisfaction with: Enforcing clean-up of trash and debris on private property

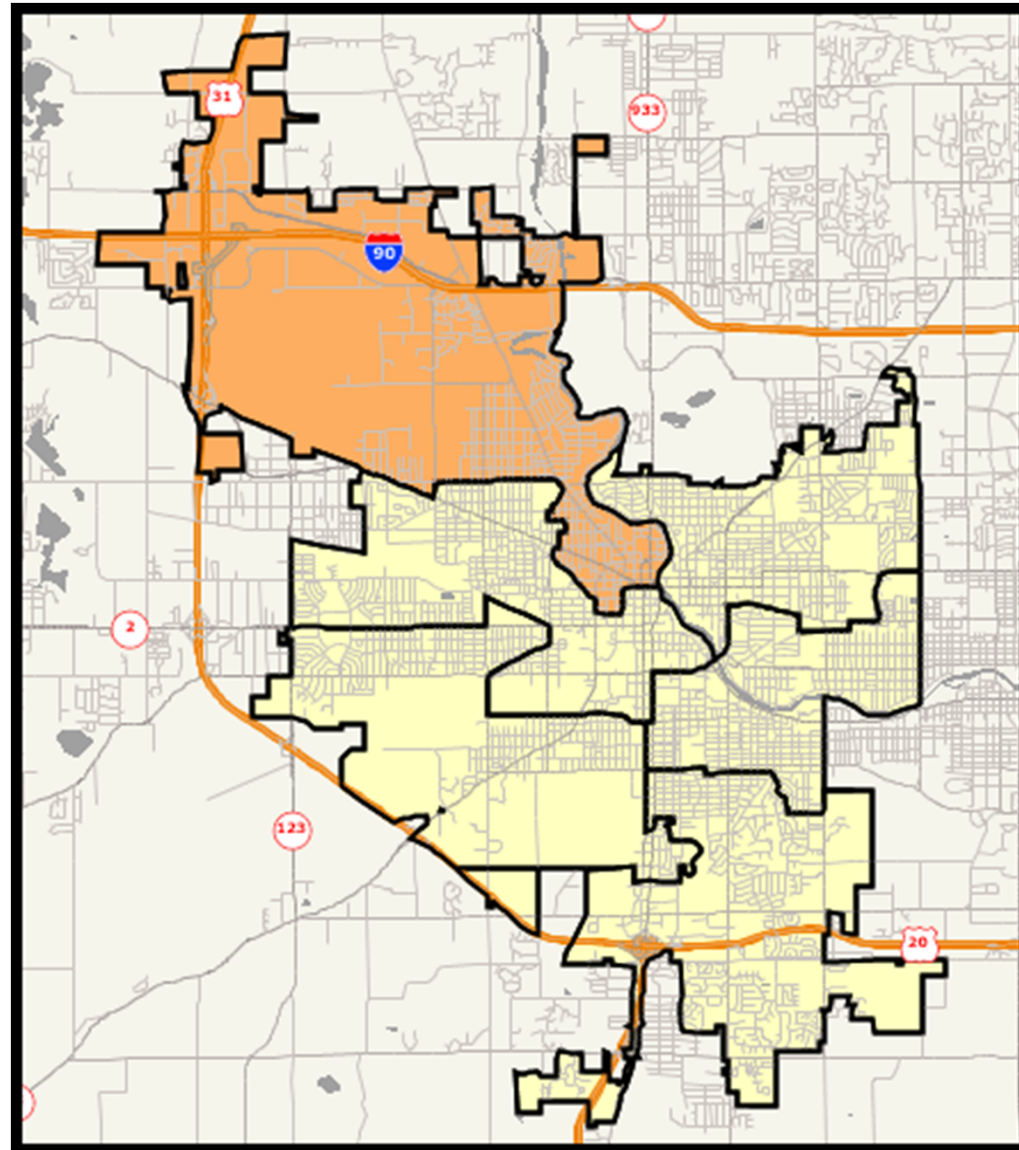




## Q18.4. Satisfaction with: Enforcing mowing and cutting of grass and weeds on private property



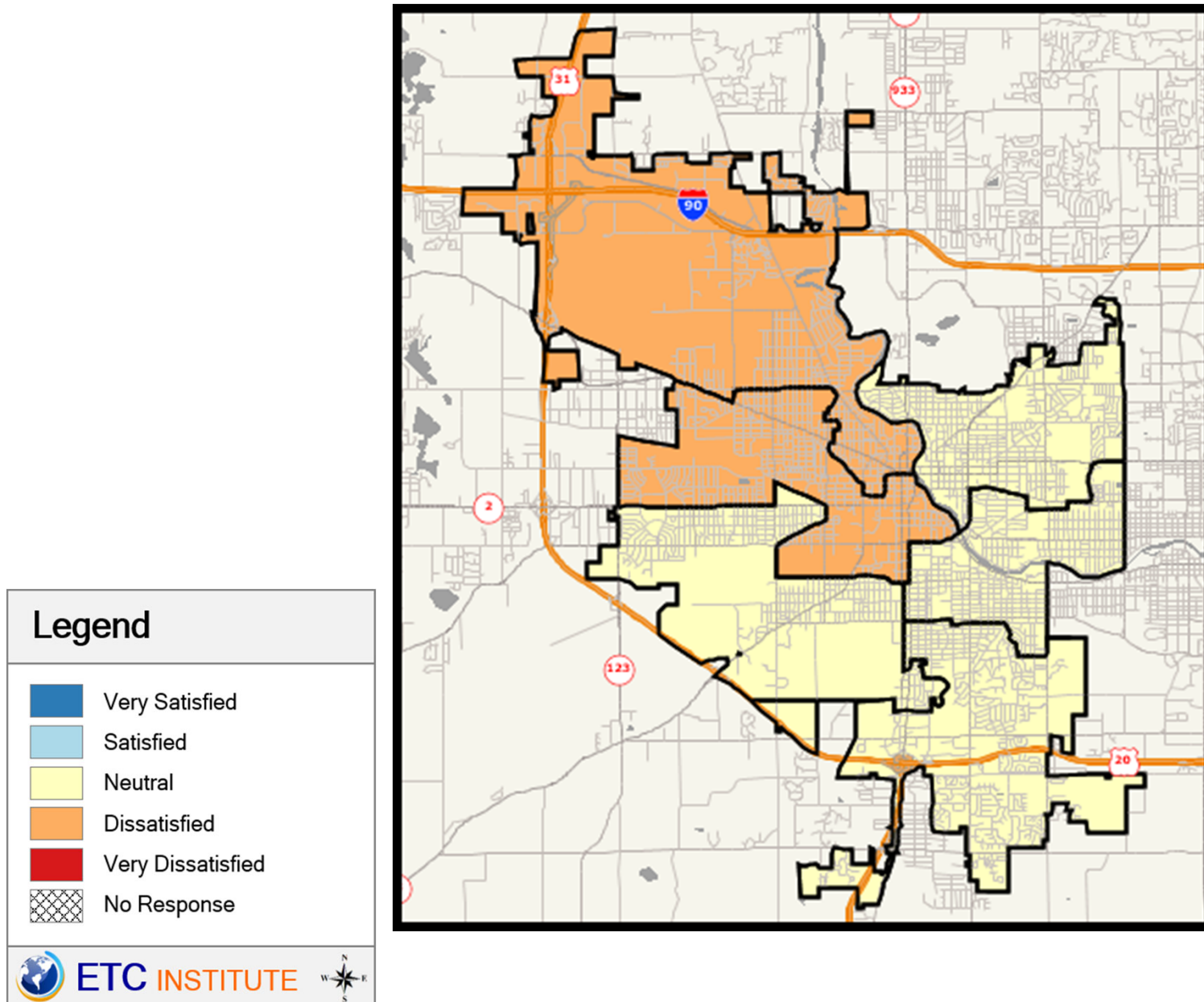
## Q18.5. Satisfaction with: Enforcing exterior maintenance of commercial/business property



### Legend

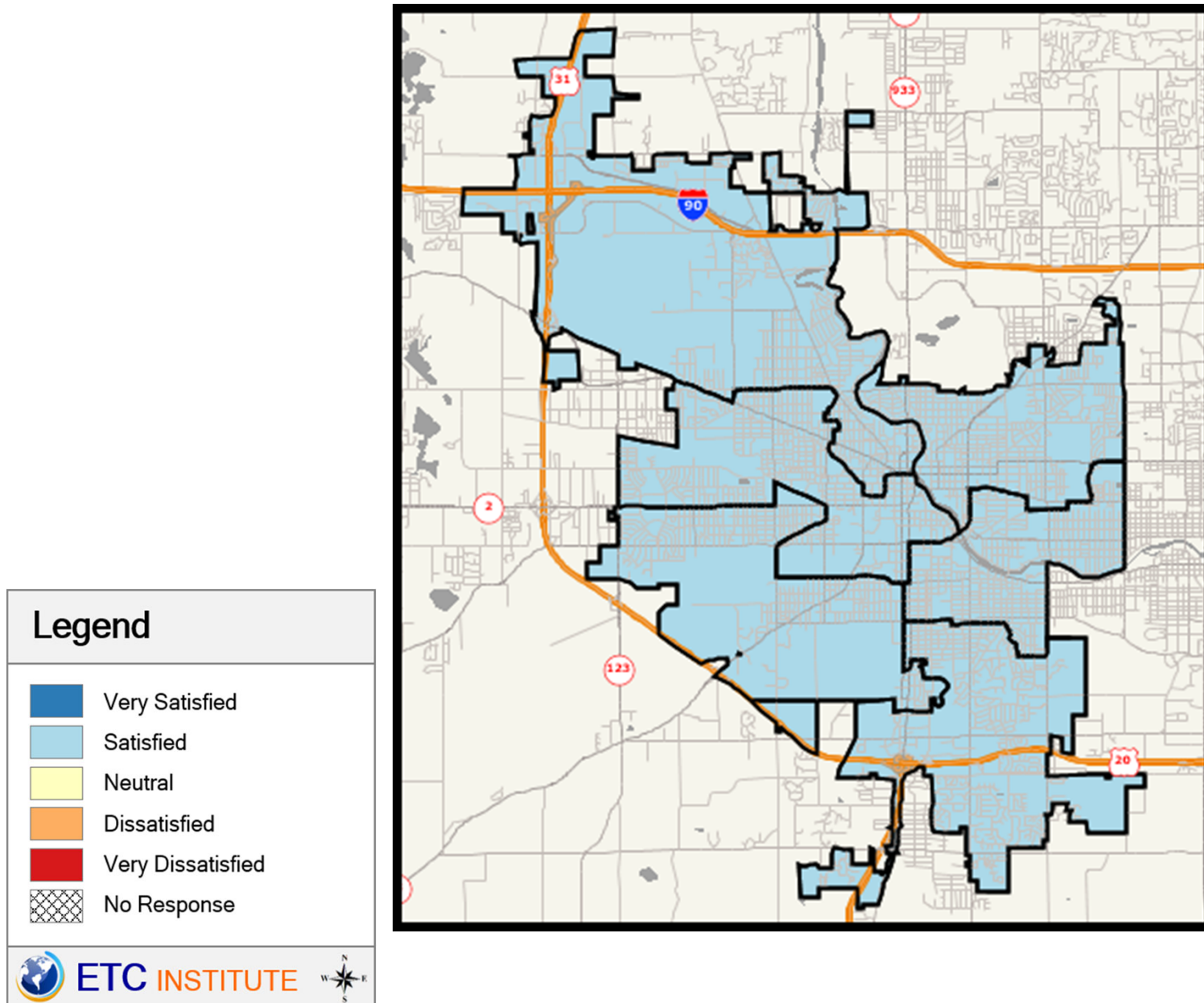
-  Very Satisfied
-  Satisfied
-  Neutral
-  Dissatisfied
-  Very Dissatisfied
-  No Response

## Q18.6. Satisfaction with: Enforcing exterior maintenance of residential property



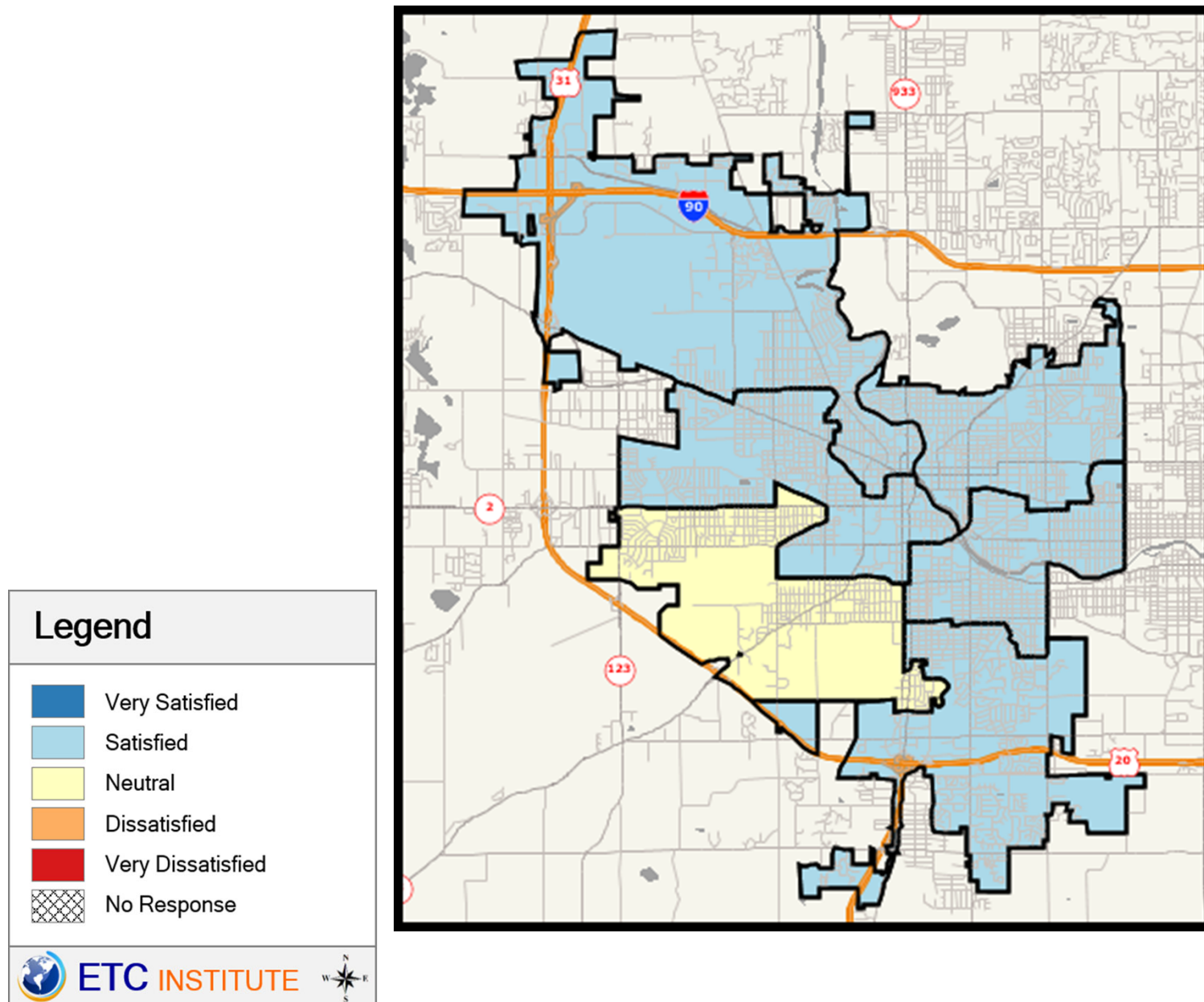


## Q20.1. Satisfaction with: Timeliness of your trash service

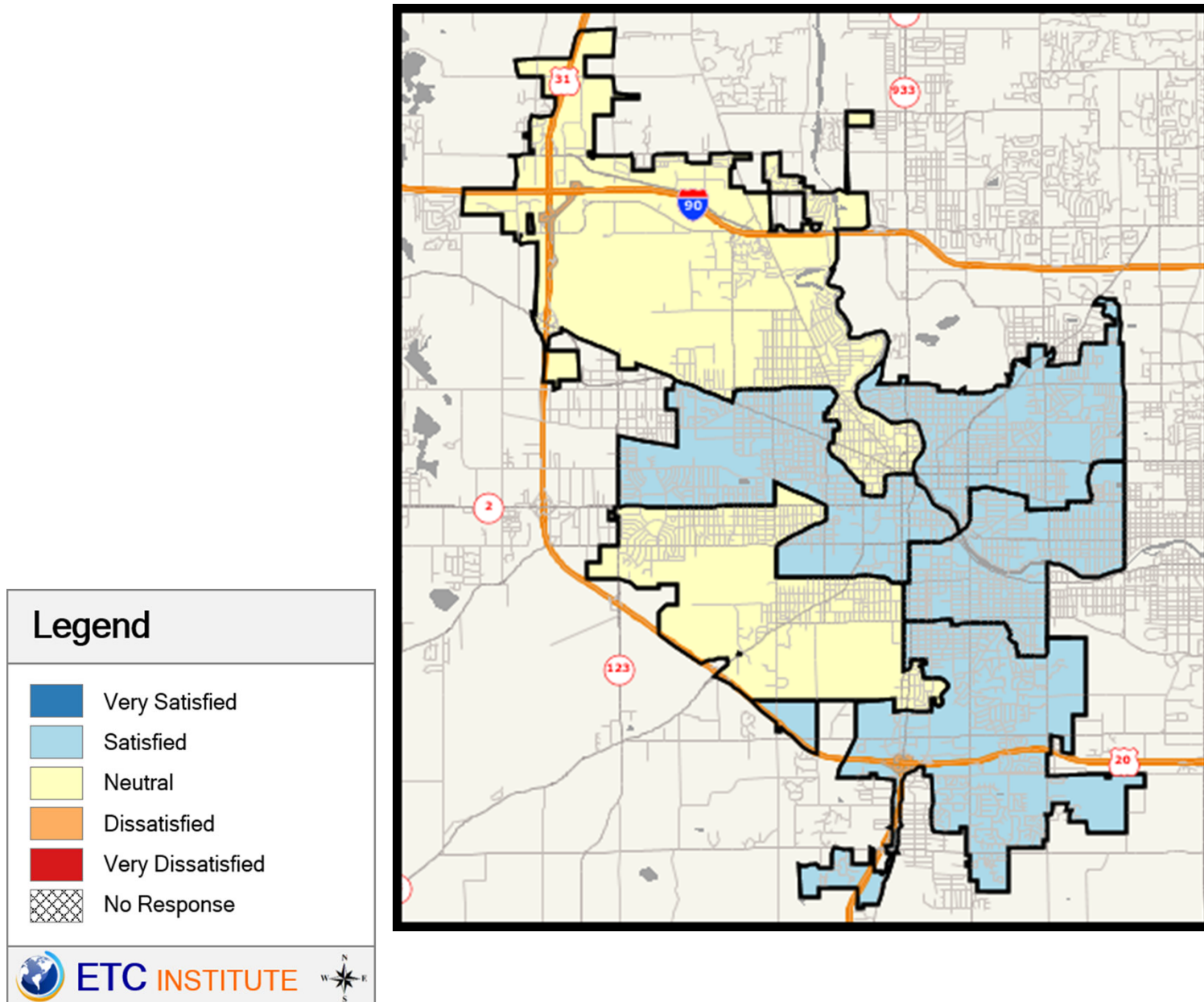




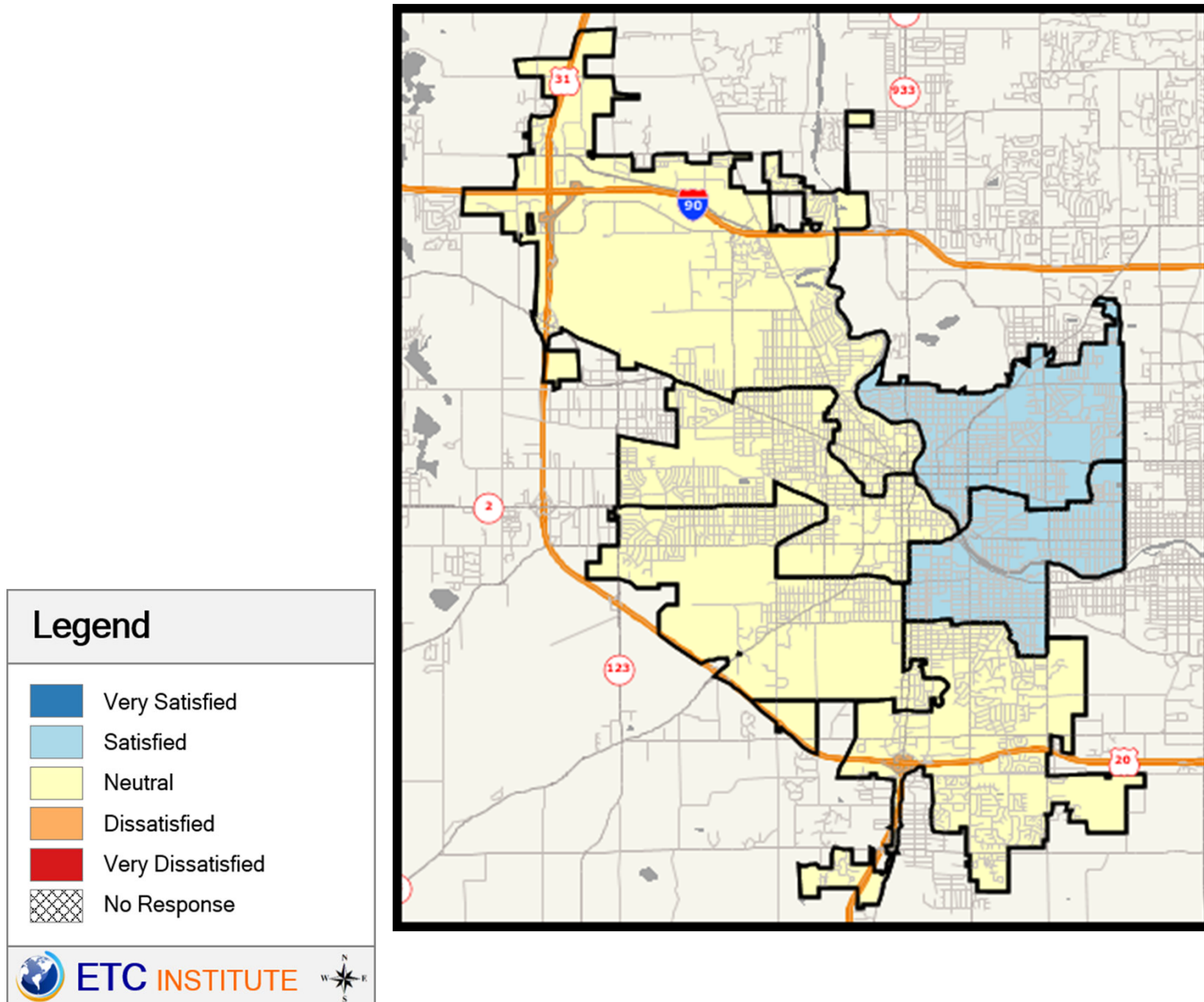
## Q20.2. Satisfaction with: City efforts to keep you informed about disruptions to trash service



## Q20.3. Satisfaction with: Bulky item pick-up/removal services (e.g. old furniture, appliances)

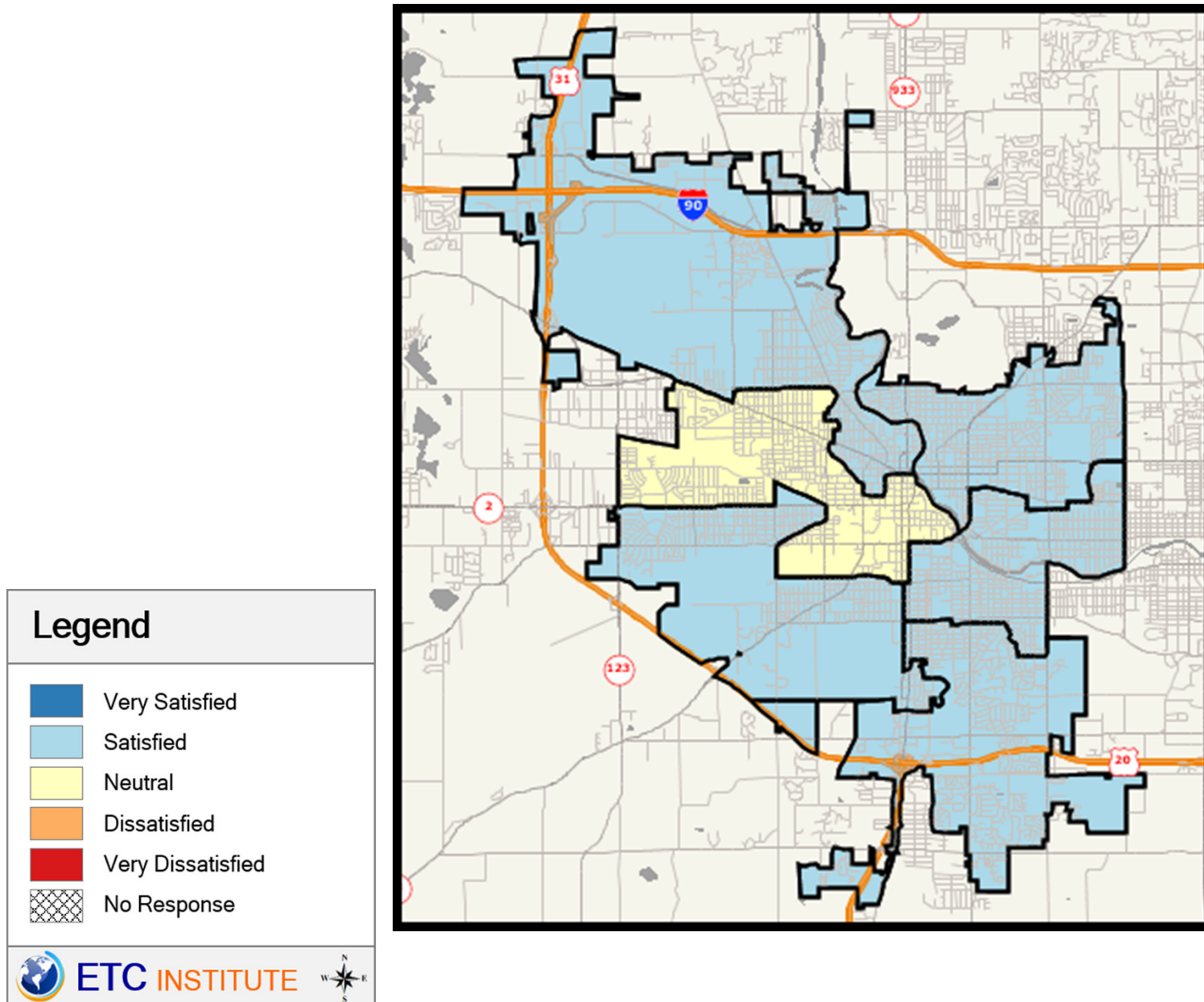


## Q20.4. Satisfaction with: Quality of yard waste collection services



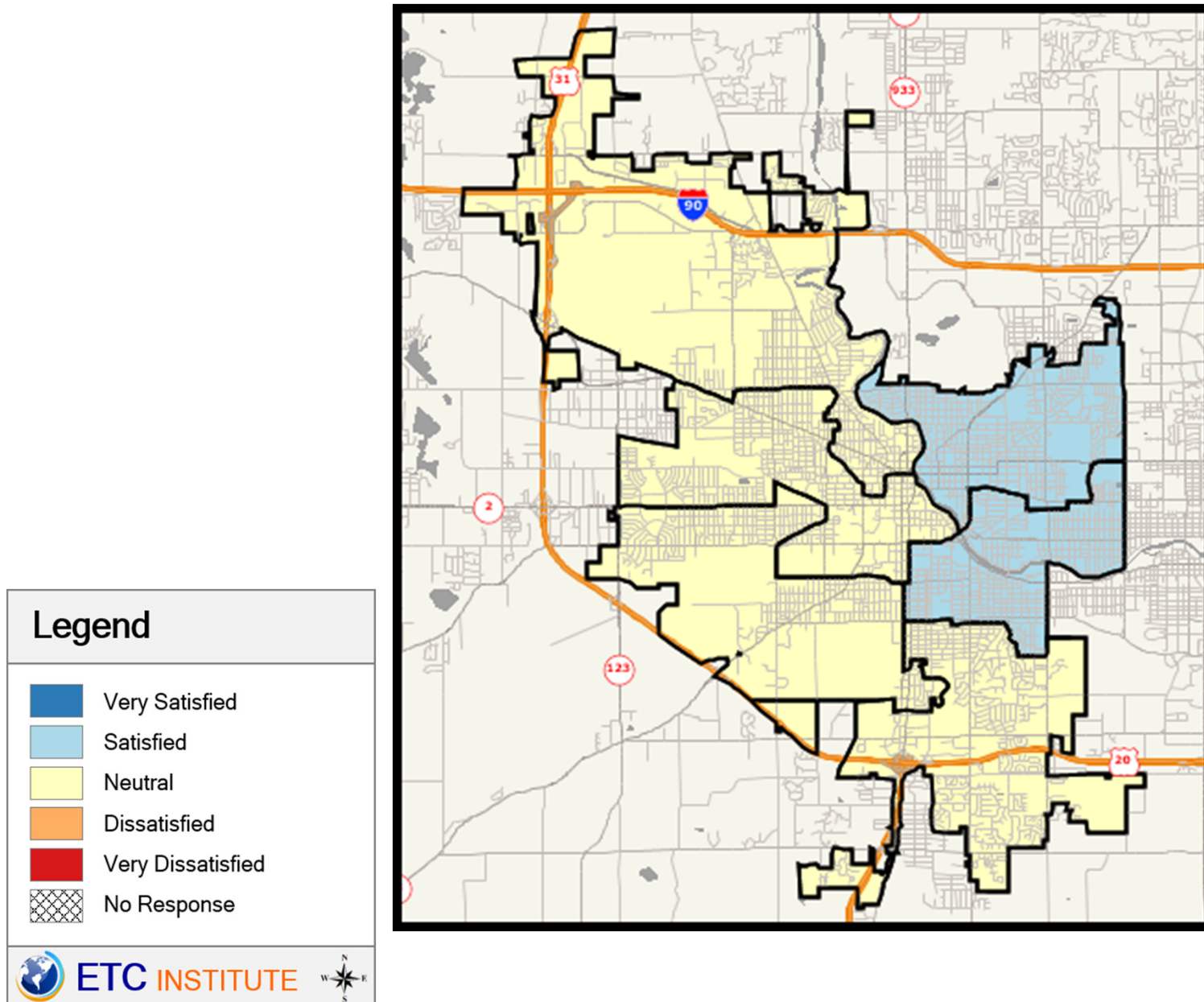


## Q20.5. Satisfaction with: Efforts by employees to ensure that all of your trash/yard waste is removed

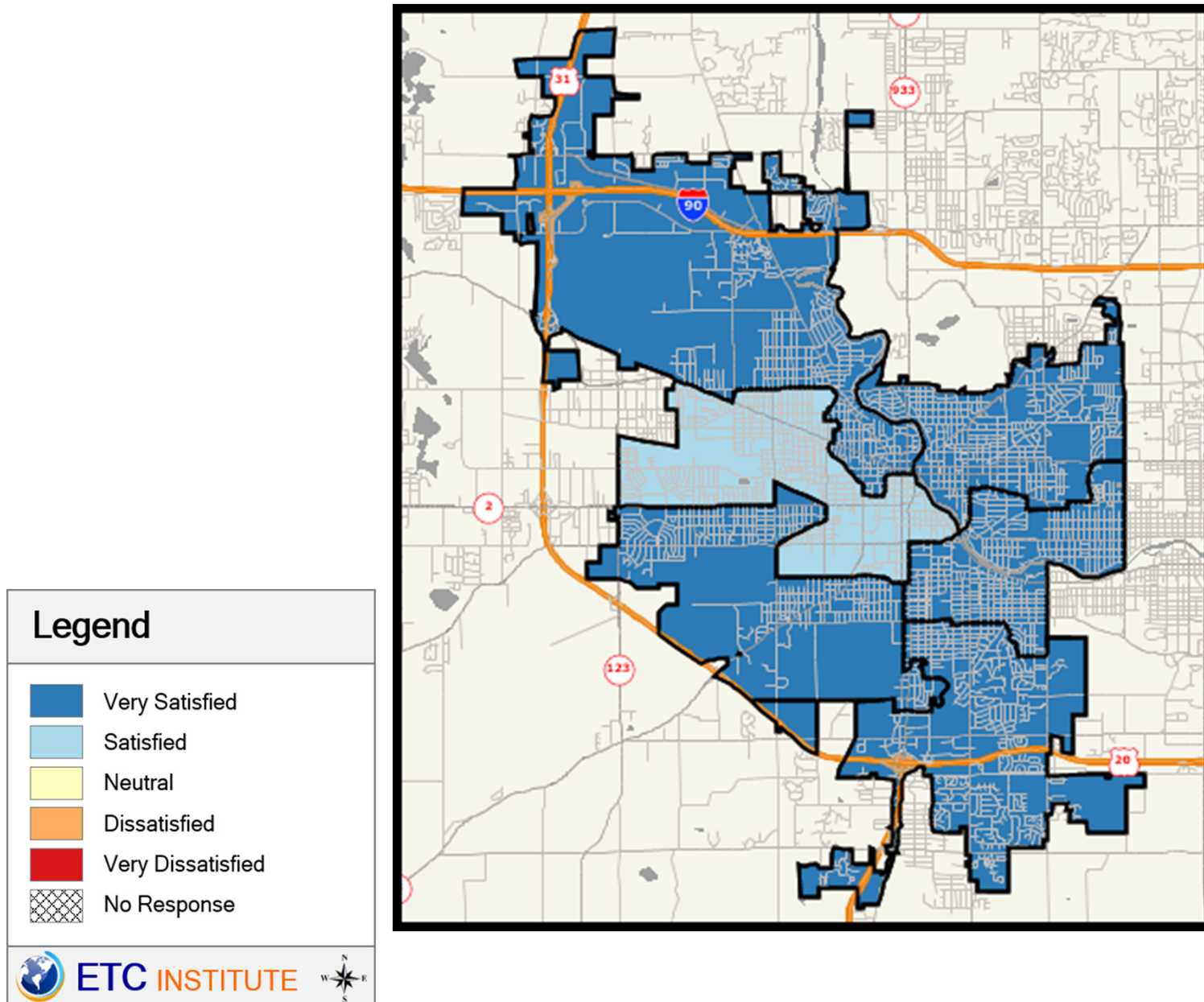




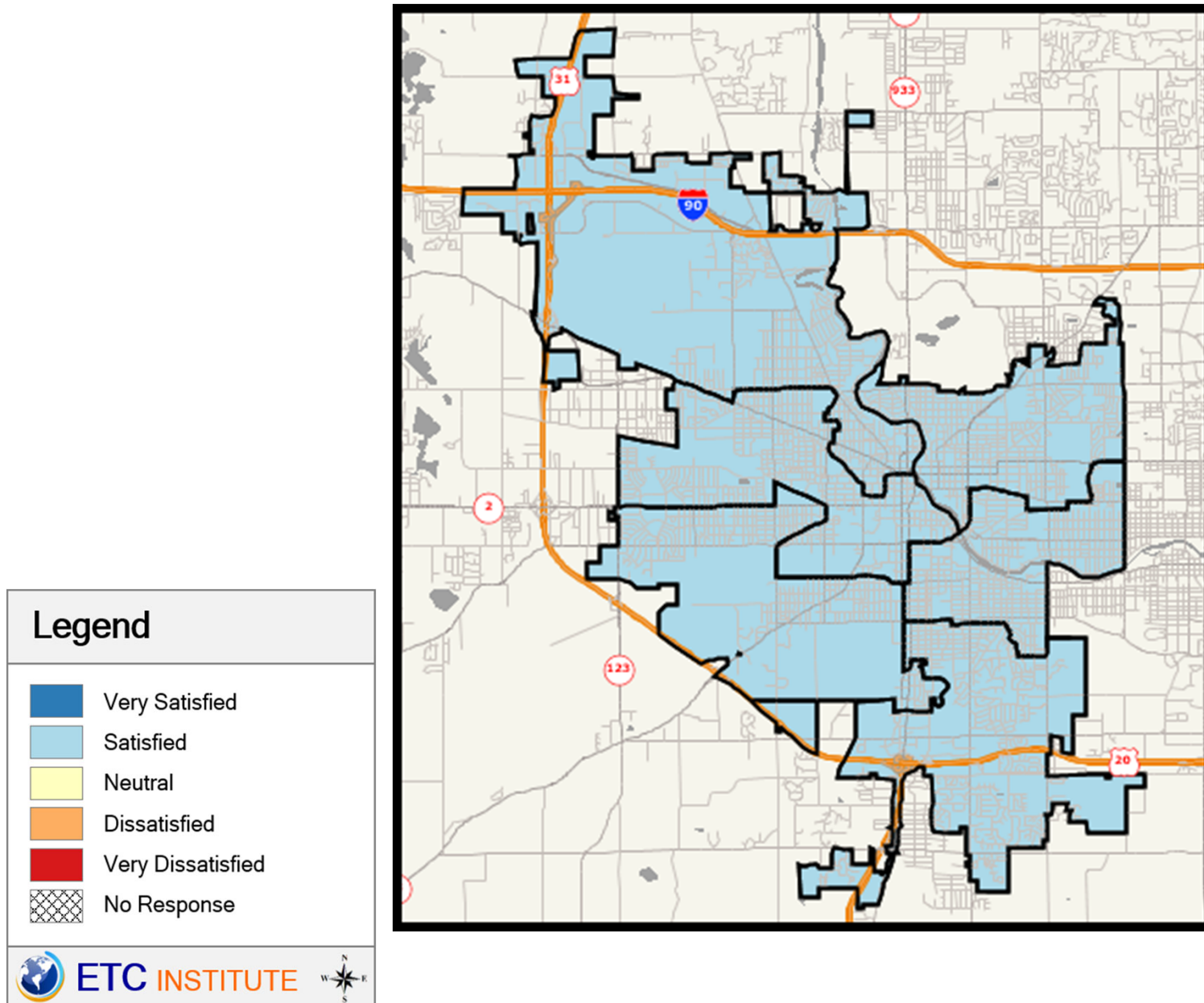
## Q20.6. Satisfaction with: What you are charged for trash service



## Q22.01. Satisfaction with: Professionalism of fire and EMS personnel

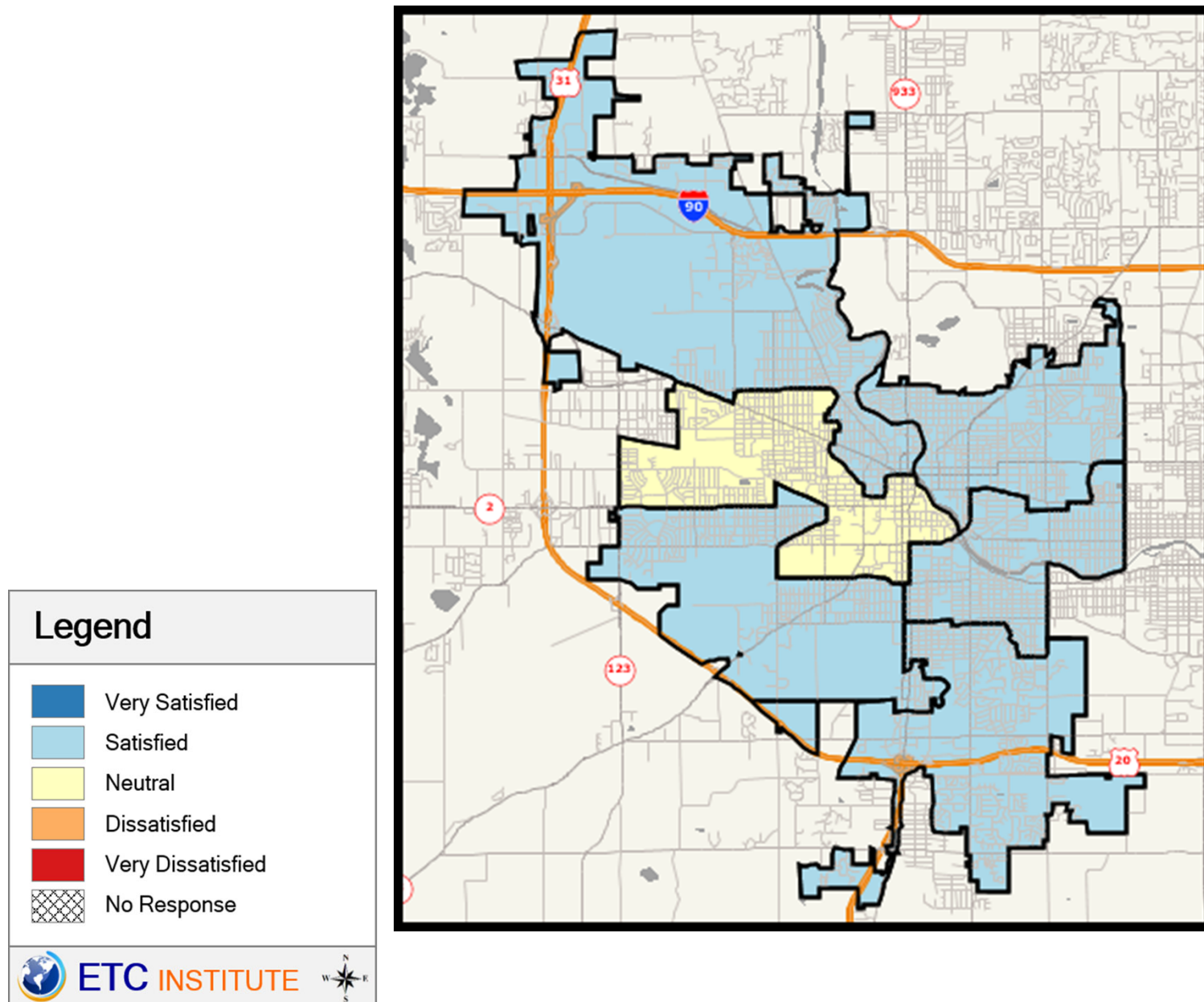


## Q22.02. Satisfaction with: Professionalism of City police officers



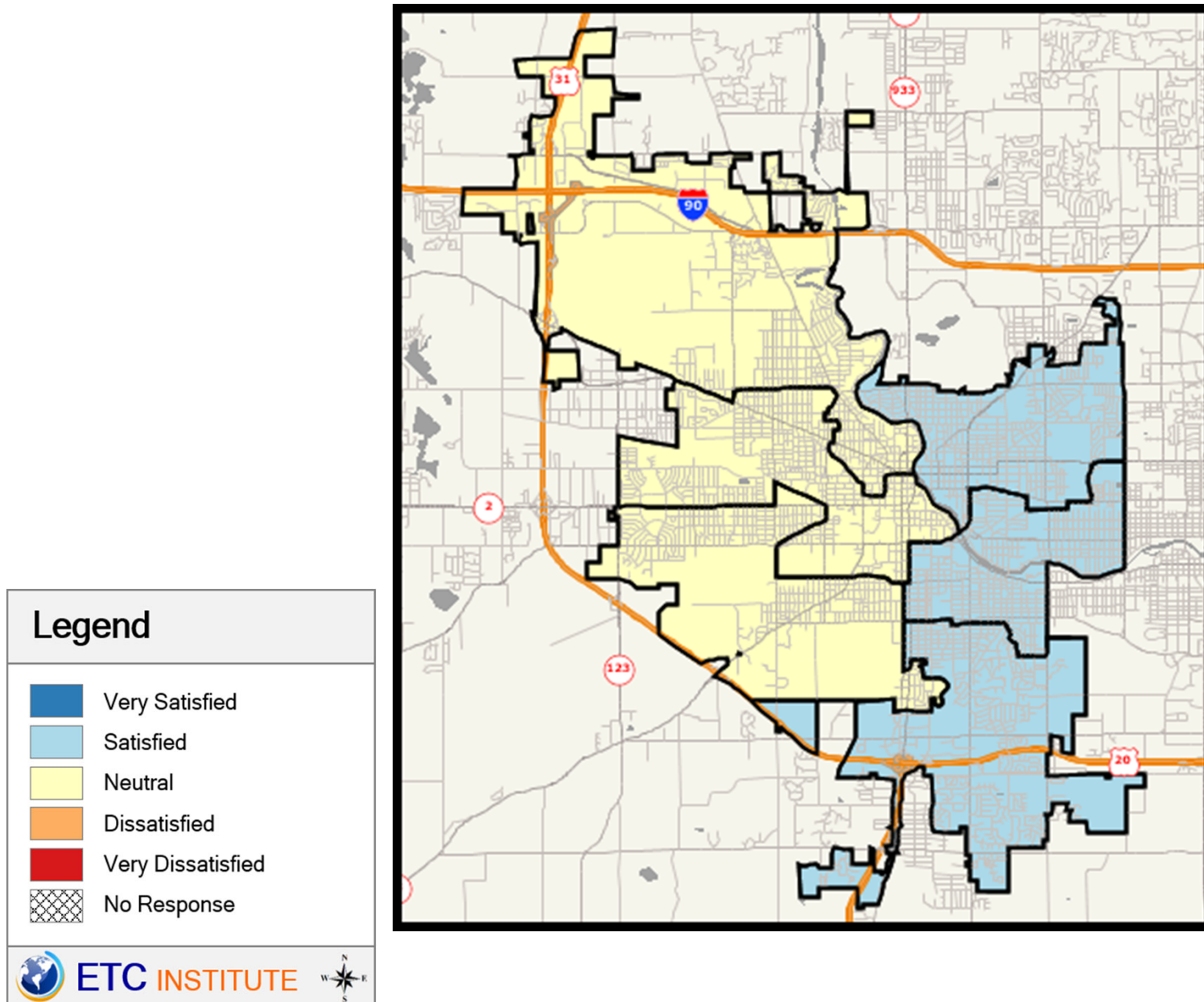


## Q22.03. Satisfaction with: How quickly police respond to emergencies

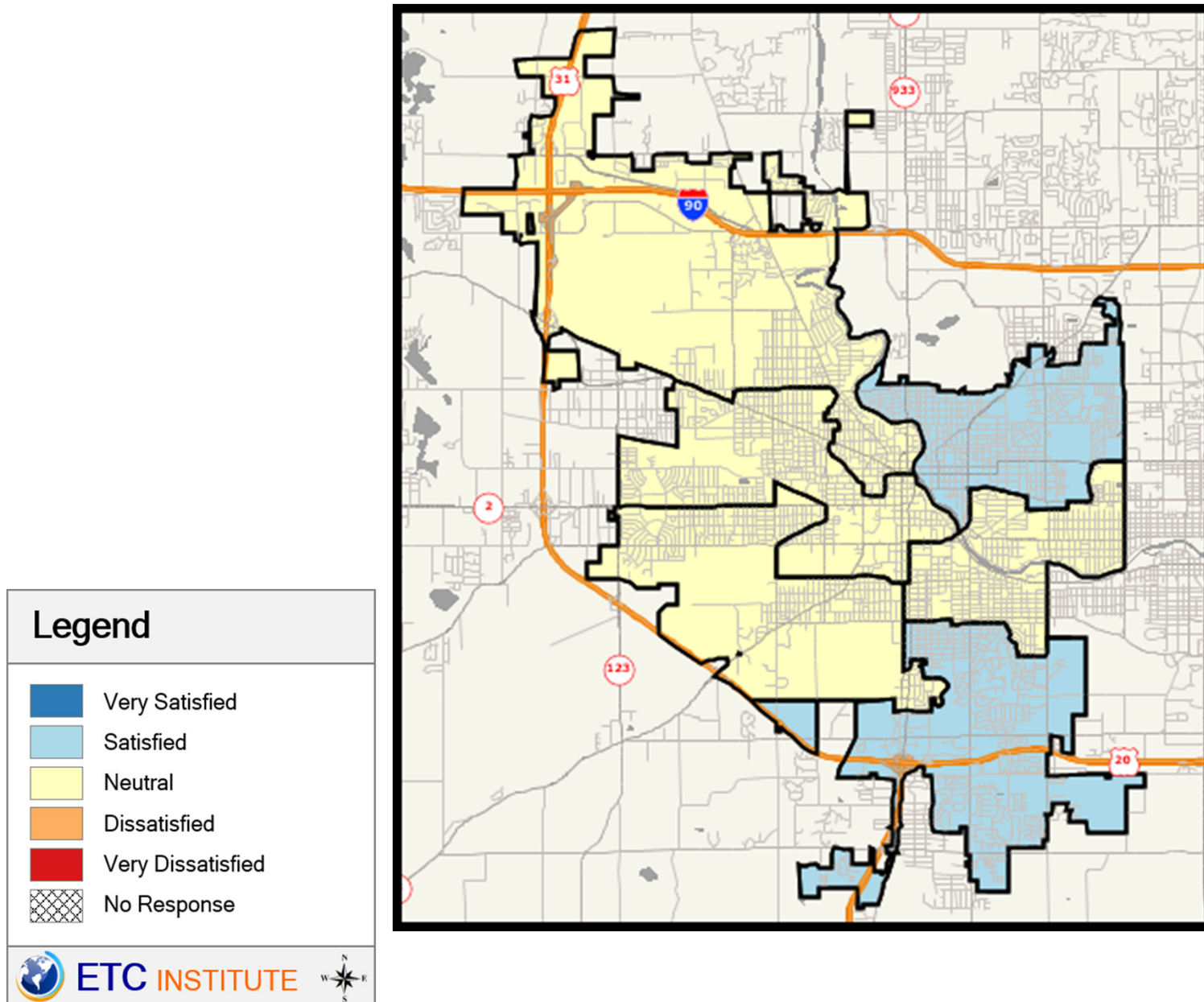




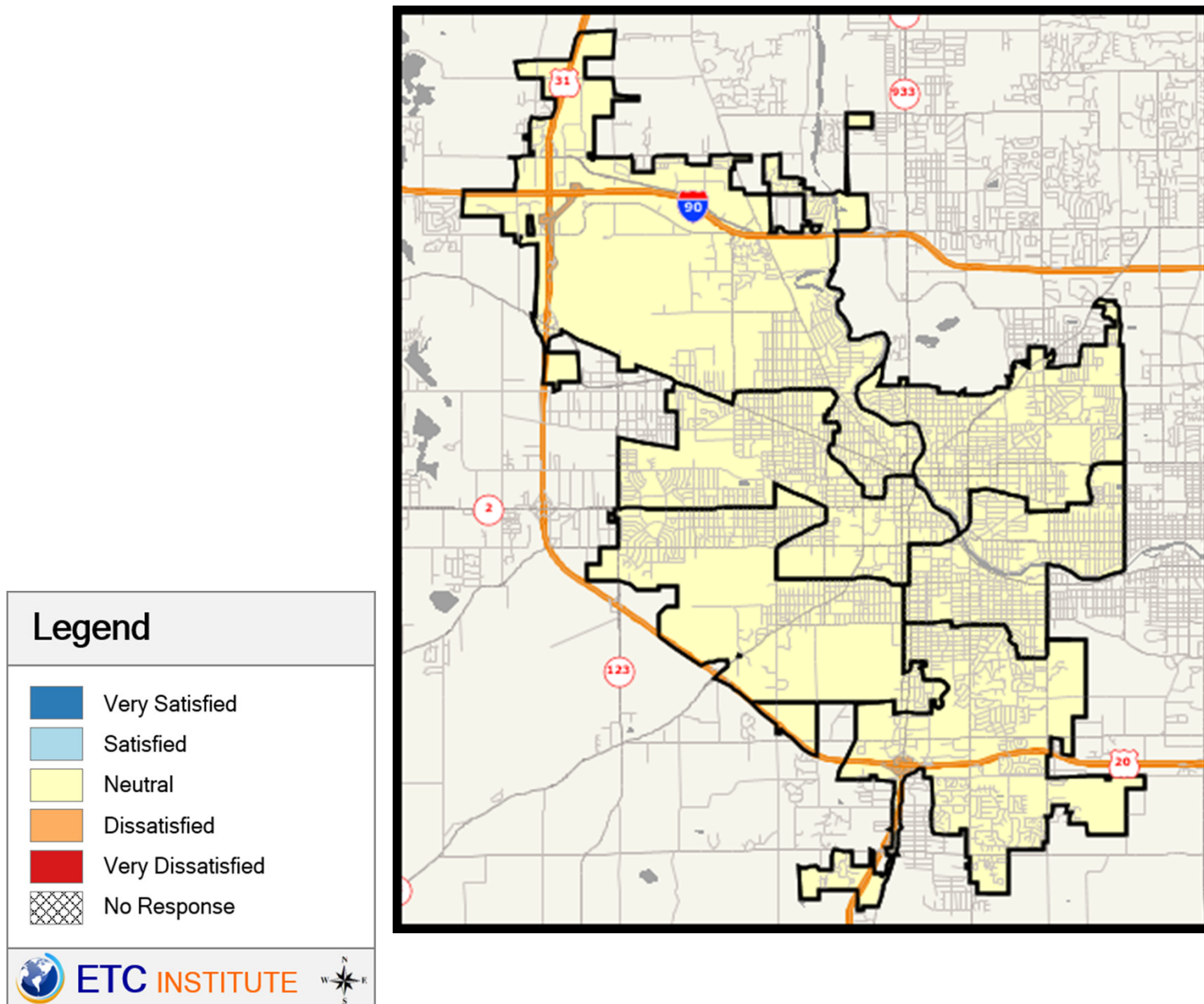
## Q22.04. Satisfaction with: Visibility of police in commercial and retail areas



## Q22.05. Satisfaction with: Overall feeling of safety in your neighborhood

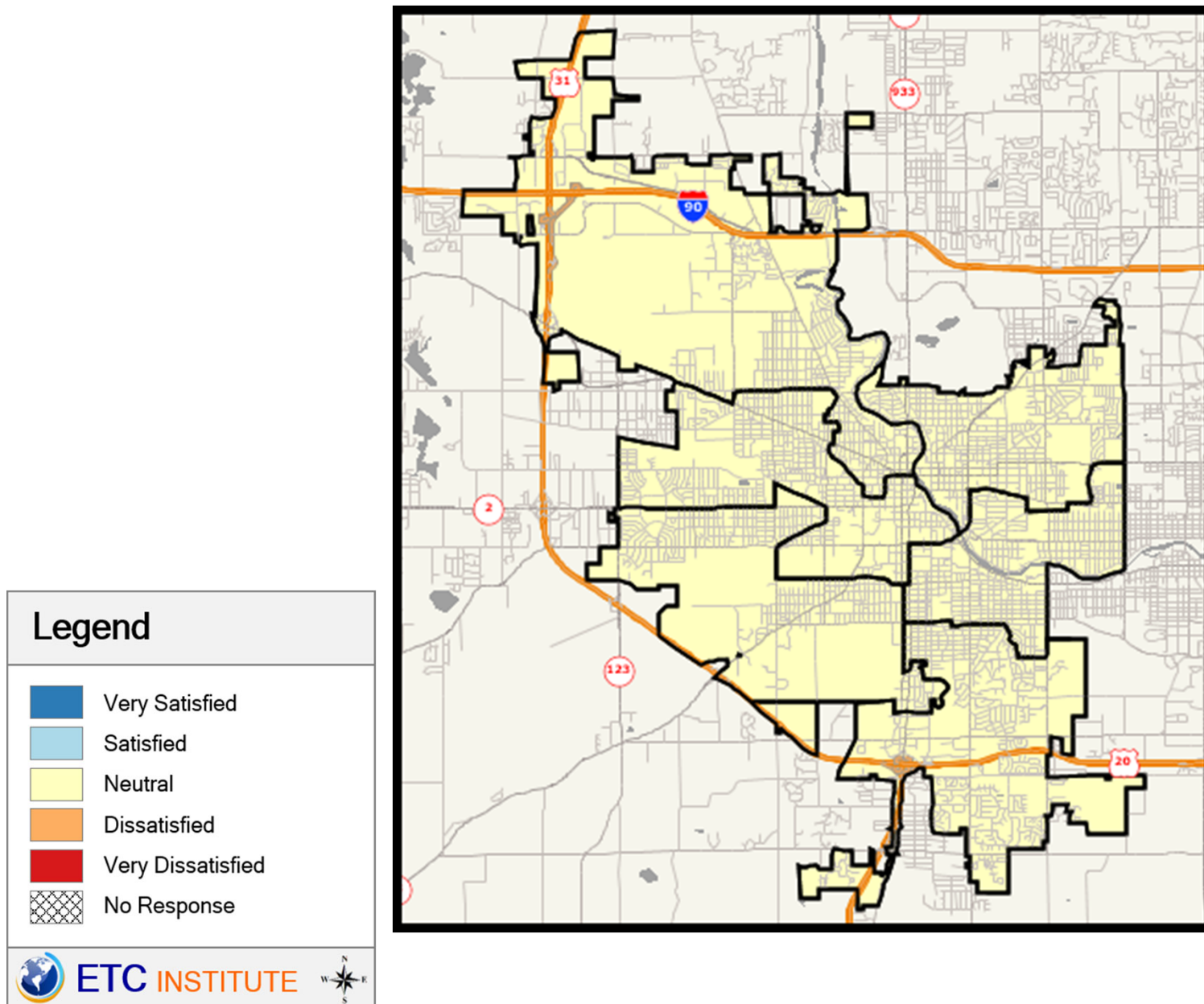


## Q22.06. Satisfaction with: Visibility of police in neighborhoods



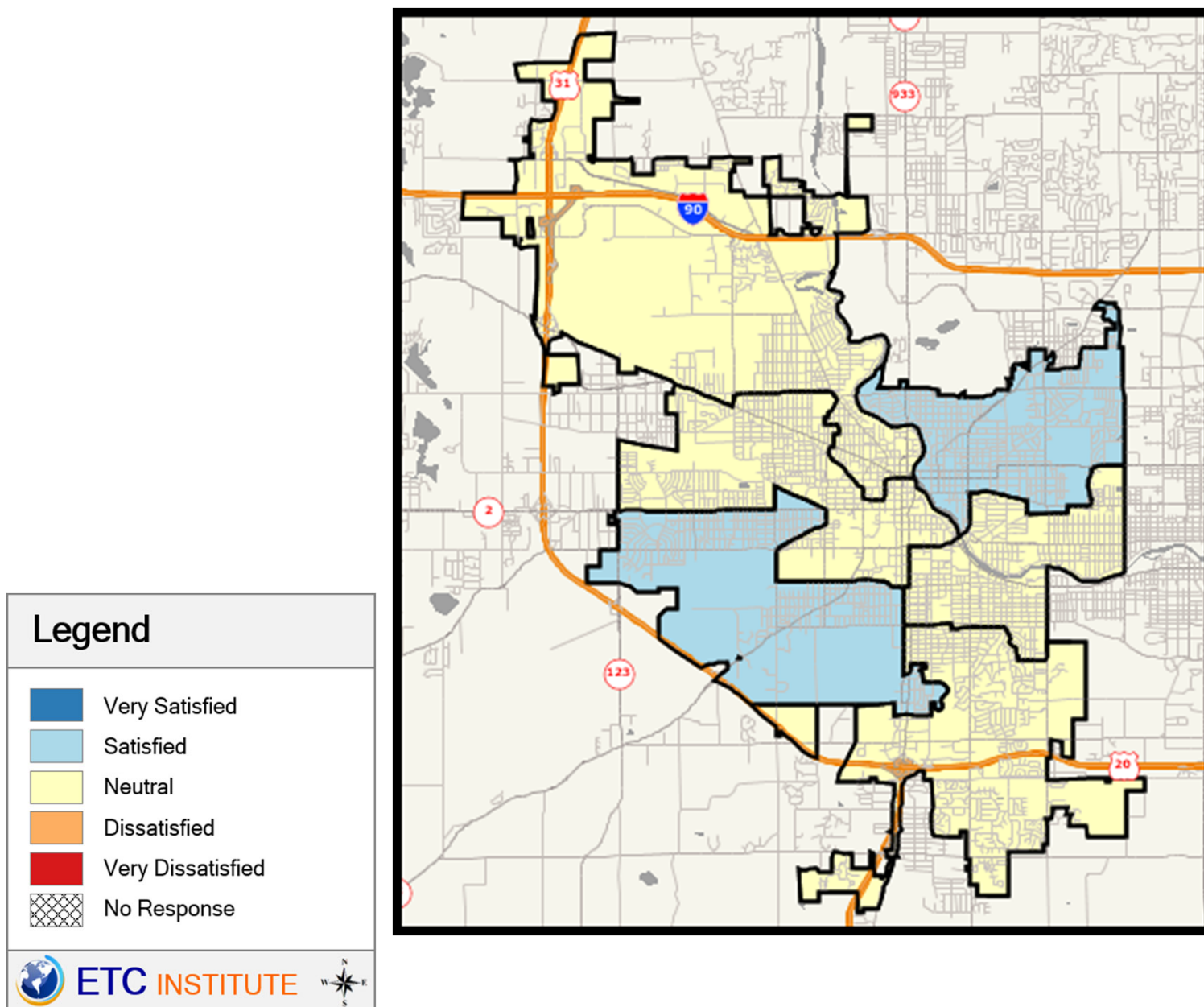


## Q22.07. Satisfaction with: Enforcement of local traffic laws

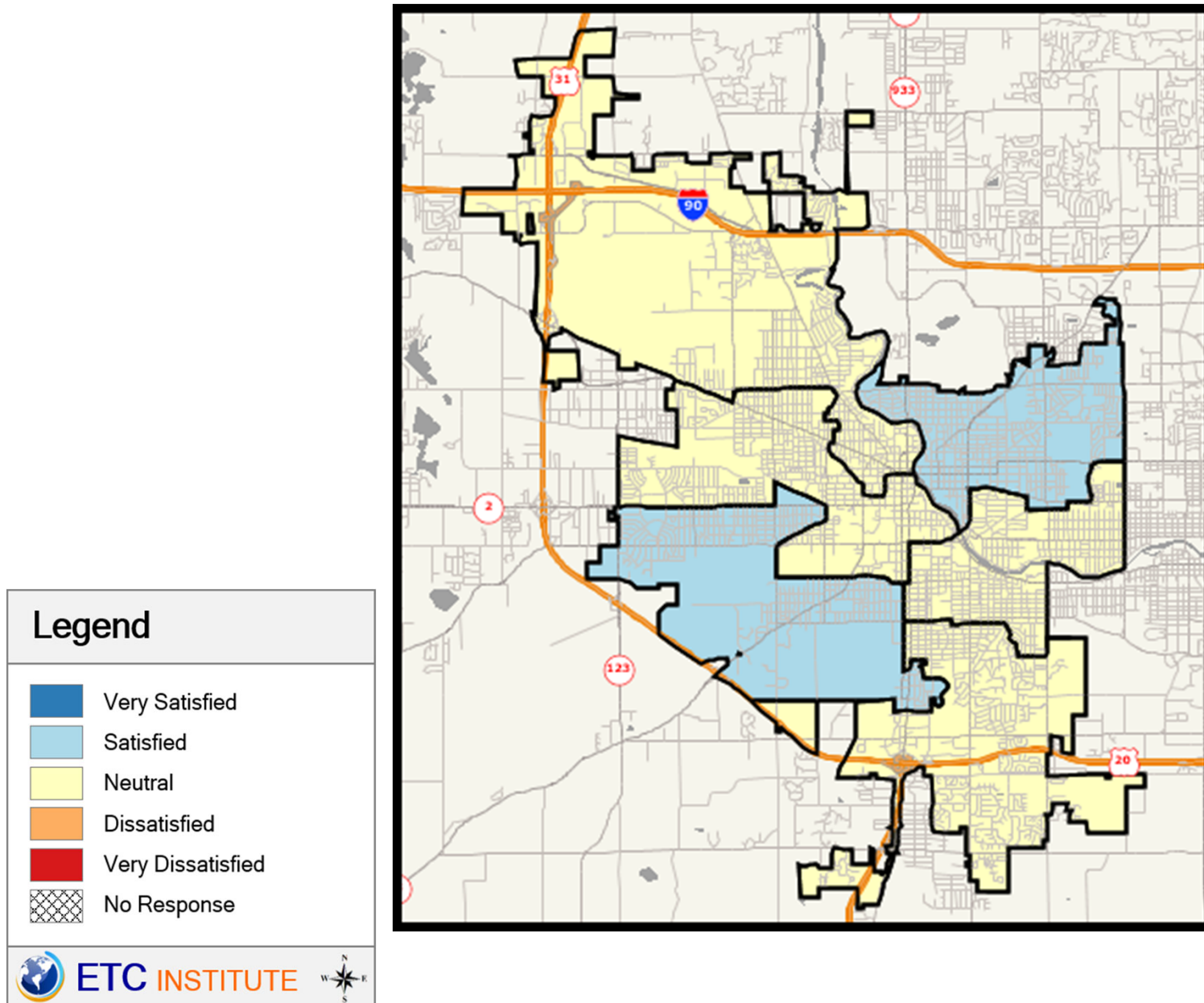




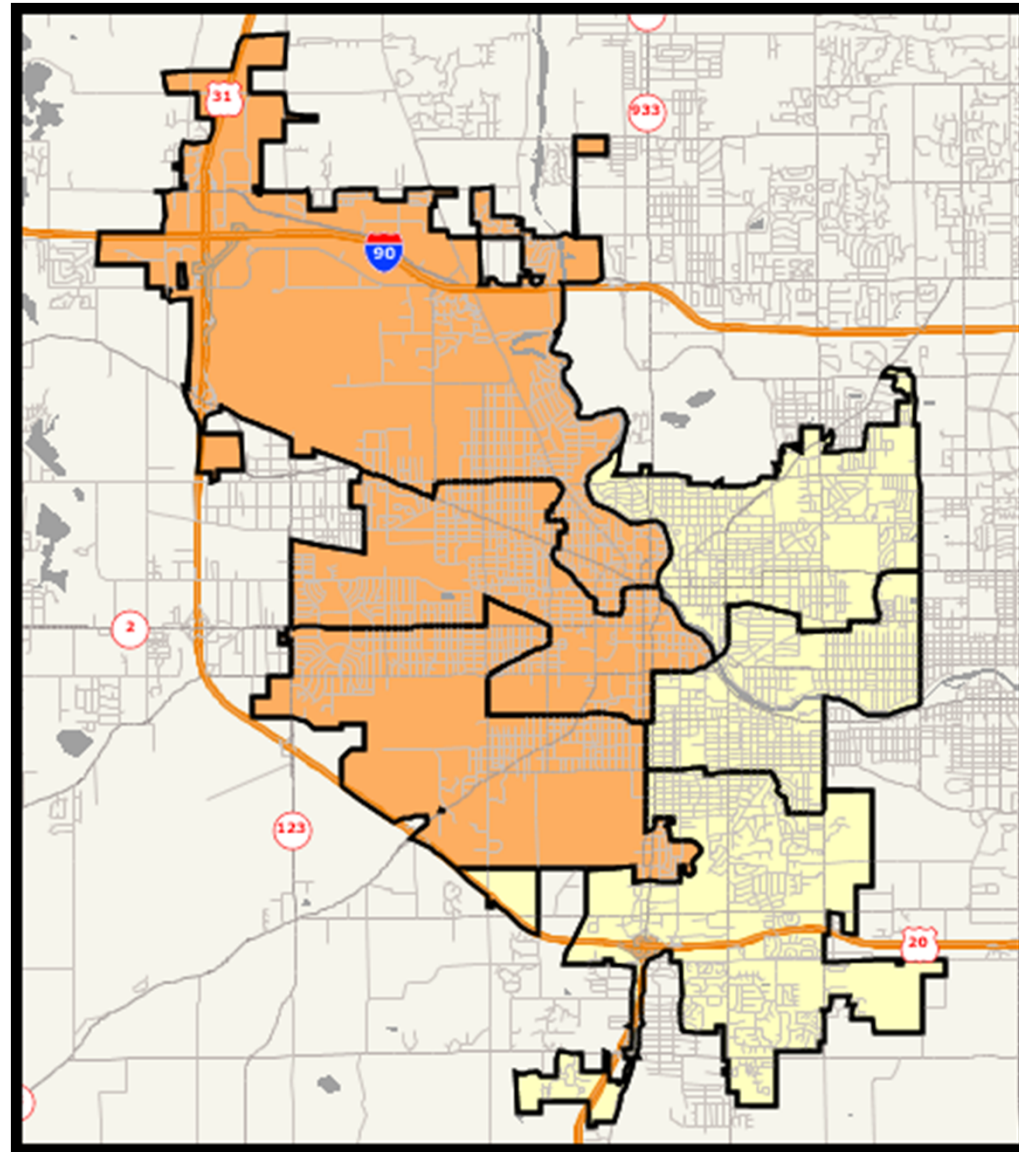
## Q22.08. Satisfaction with: Fire education programs in your community



## Q22.09. Satisfaction with: Fire inspection programs in your community



## Q22.10. Satisfaction with: Efforts by local government in your area to prevent crime

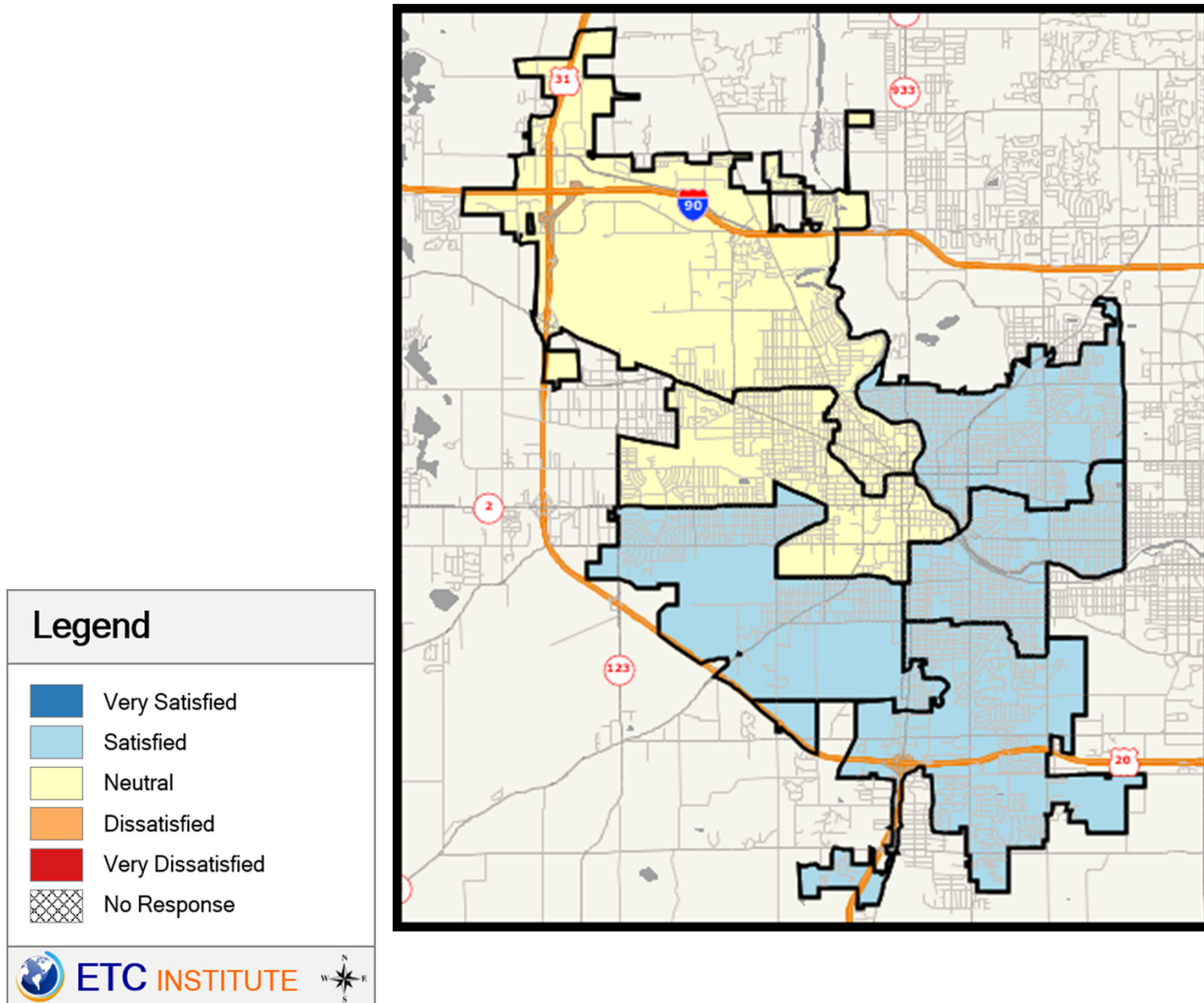


### Legend

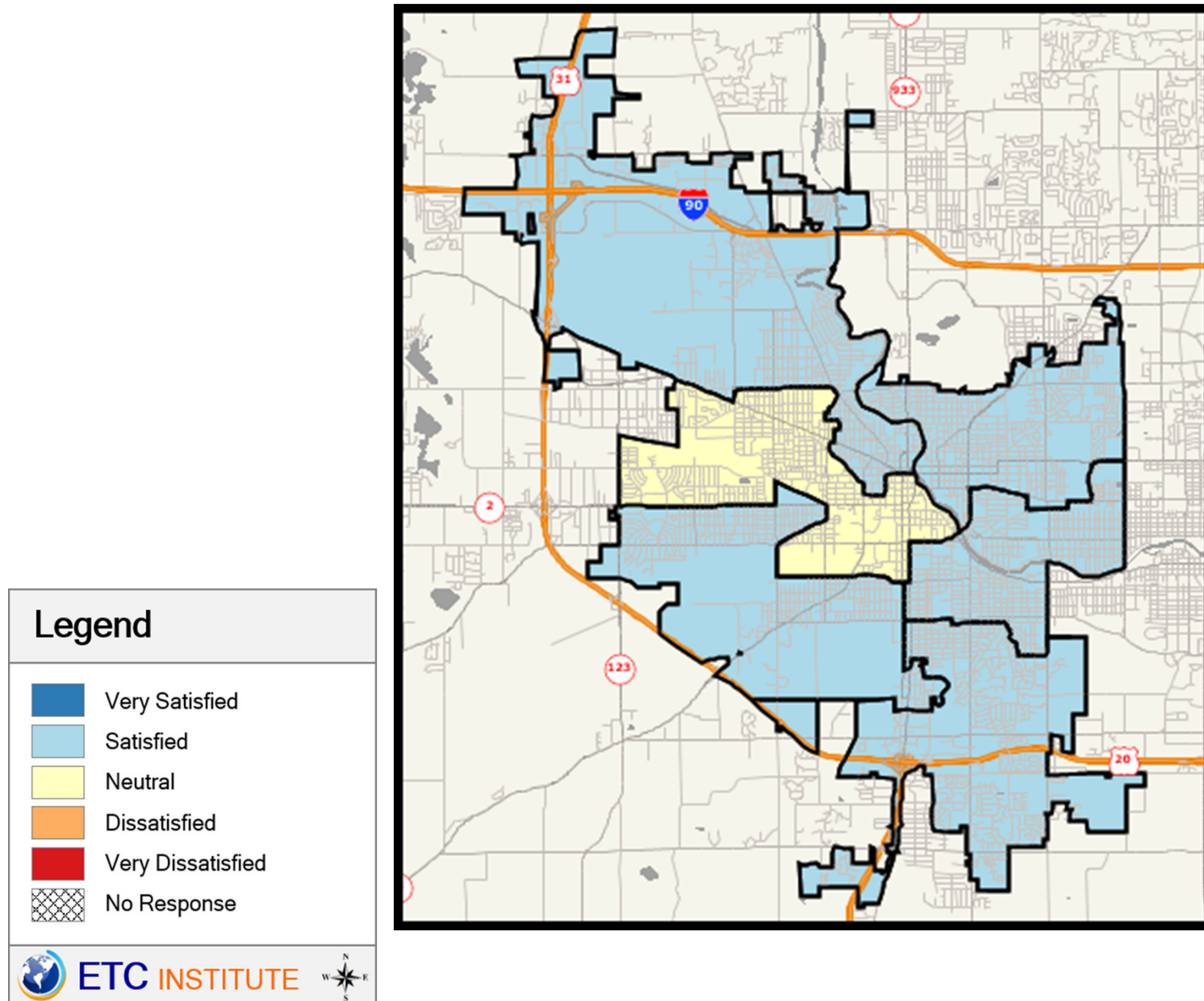
-  Very Satisfied
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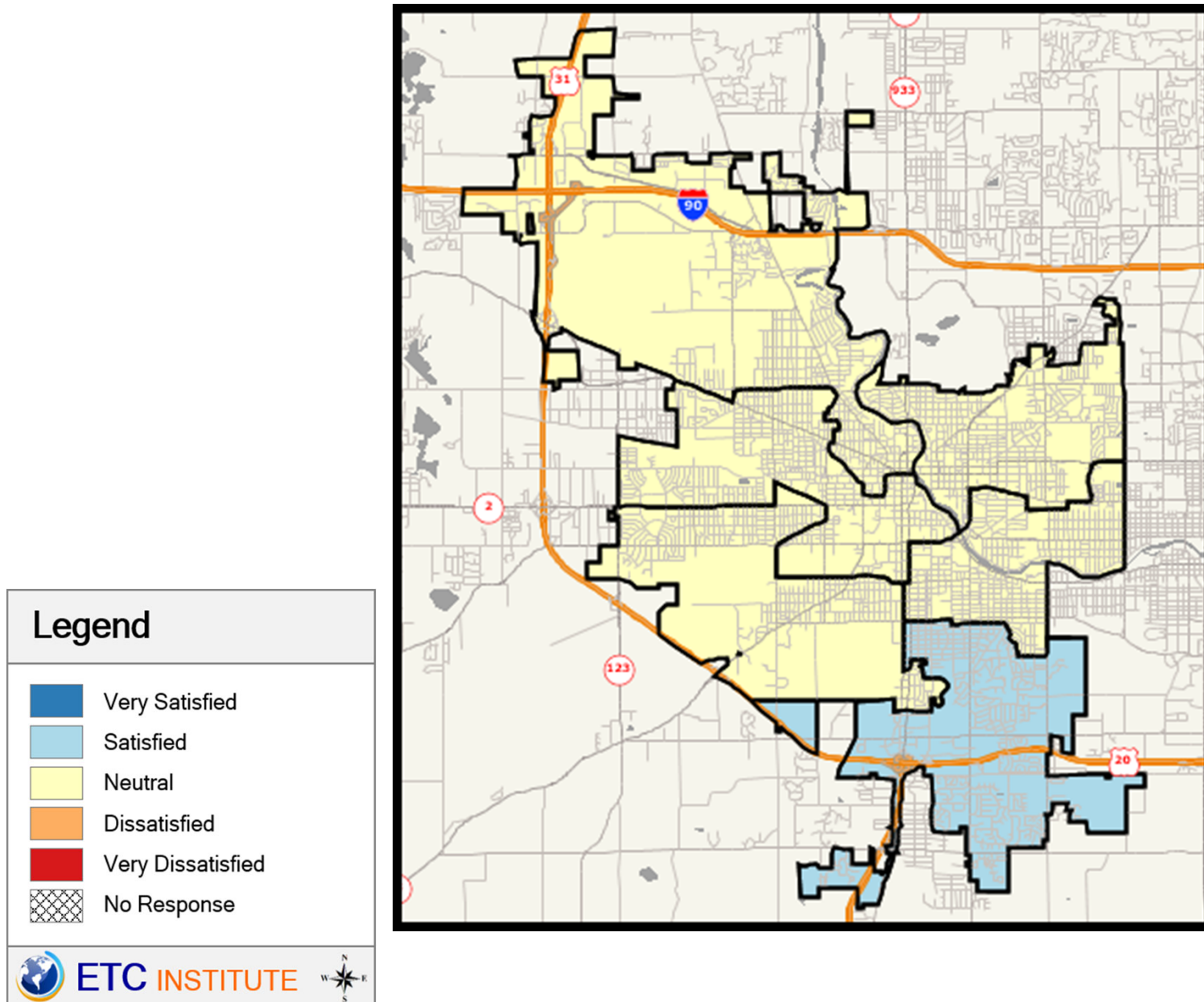
## Q24.01. Satisfaction with: Snow removal on major City streets



## Q24.02. Satisfaction with: Condition of street signs and traffic signals

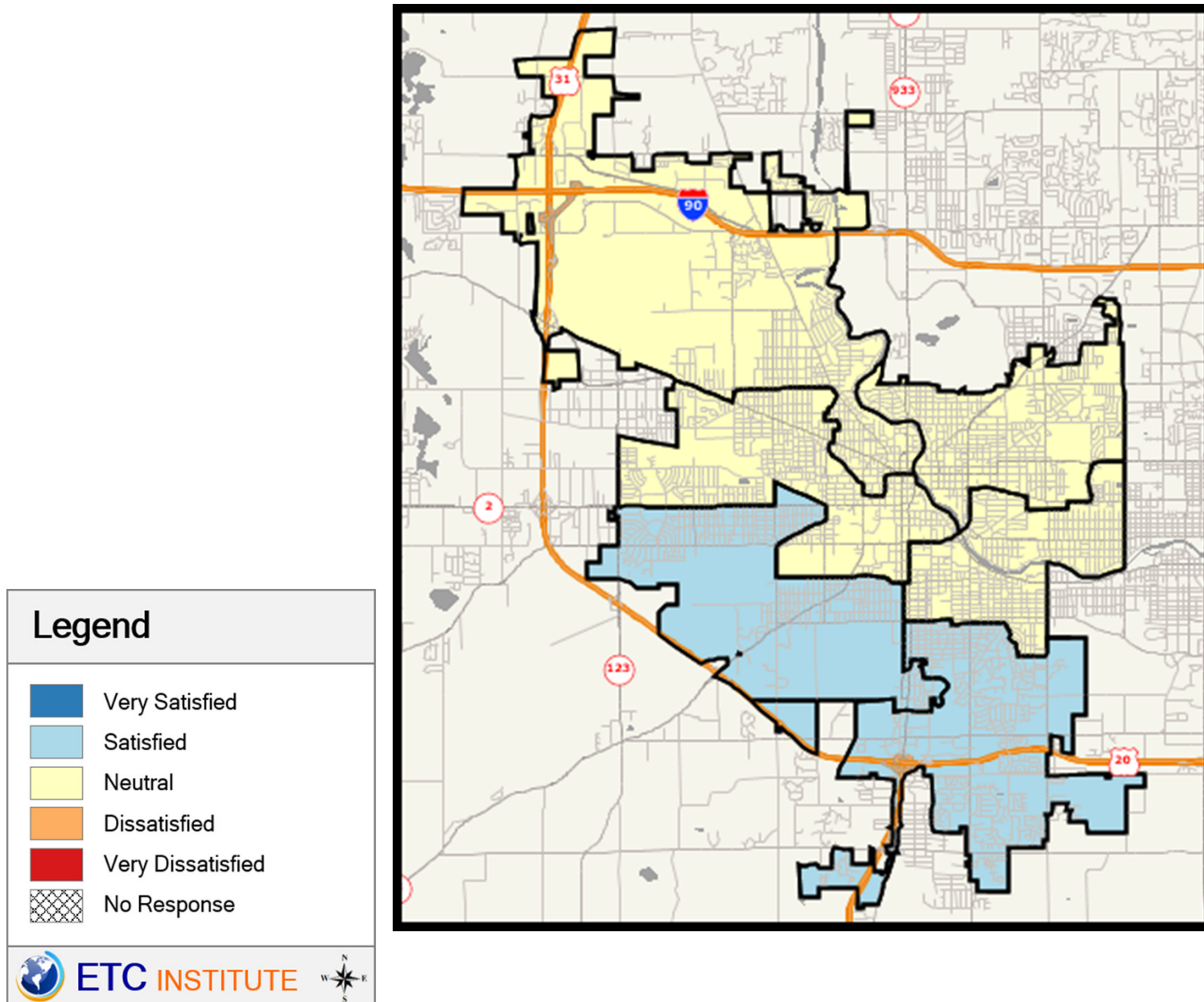


## Q24.03. Satisfaction with: Adequacy of street lighting in your neighborhood

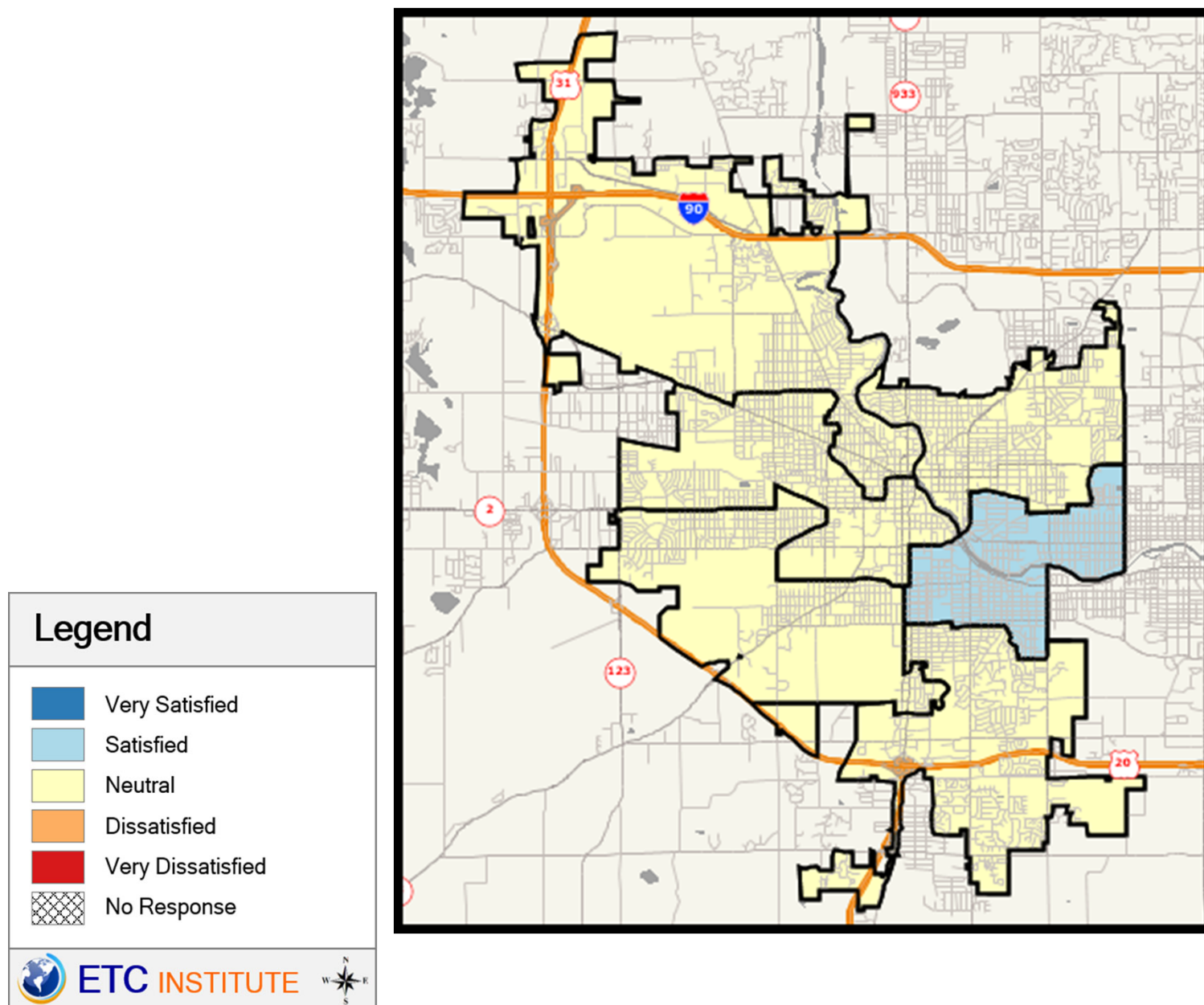




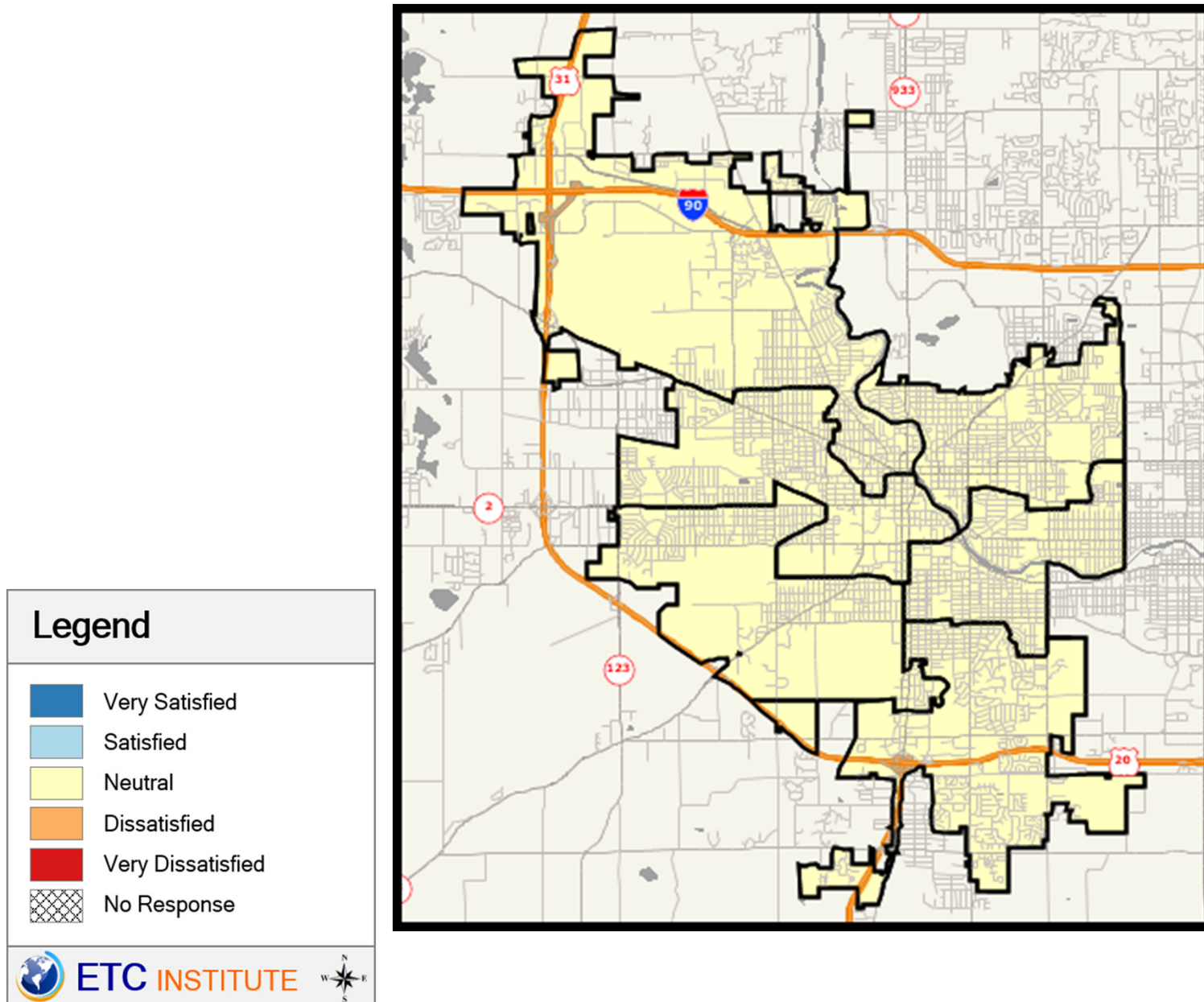
## Q24.04. Satisfaction with: Quality of public transportation services



## Q24.05. Satisfaction with: On-street bicycle infrastructure

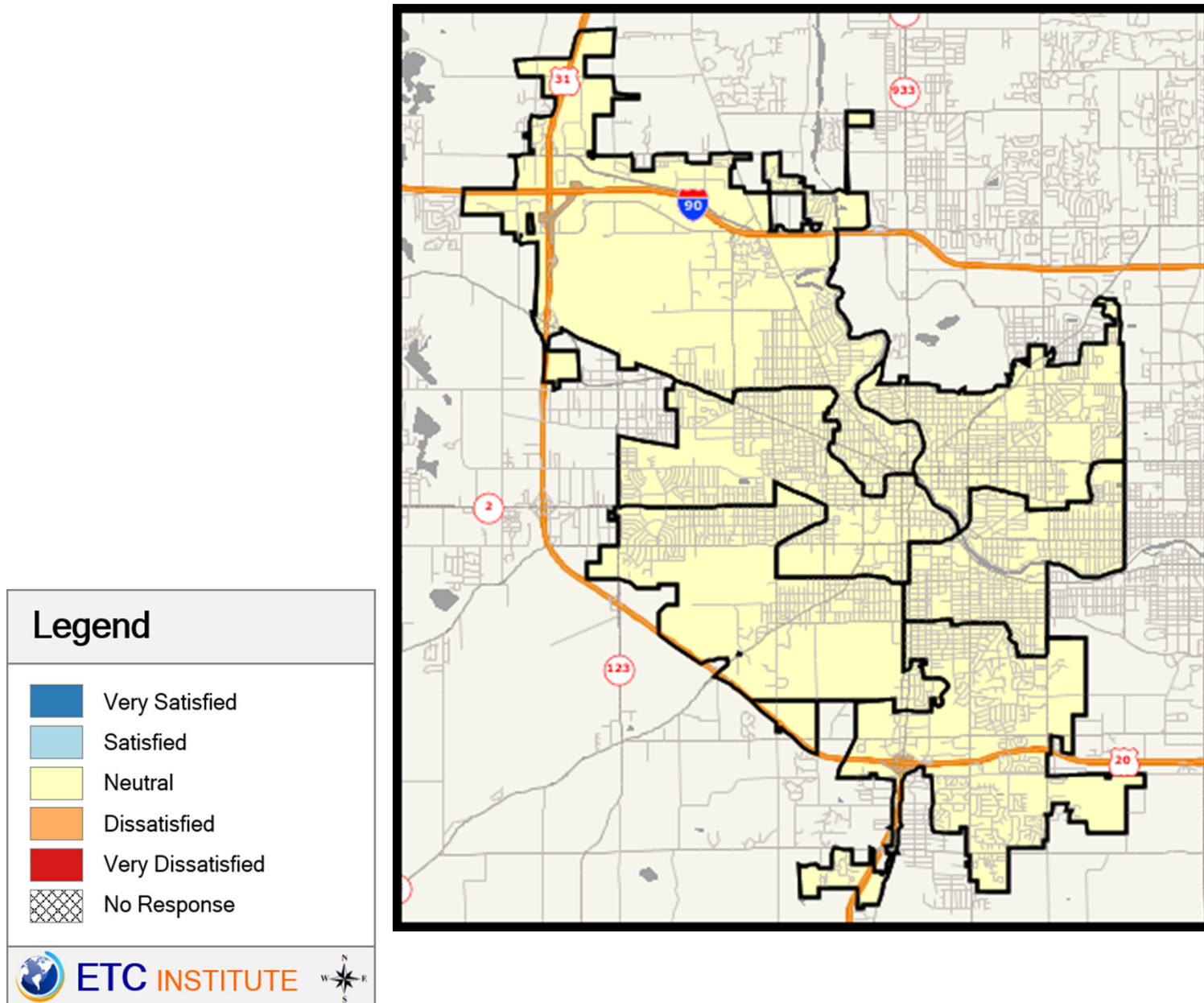


## Q24.06. Satisfaction with: Condition of catch basins in your neighborhood

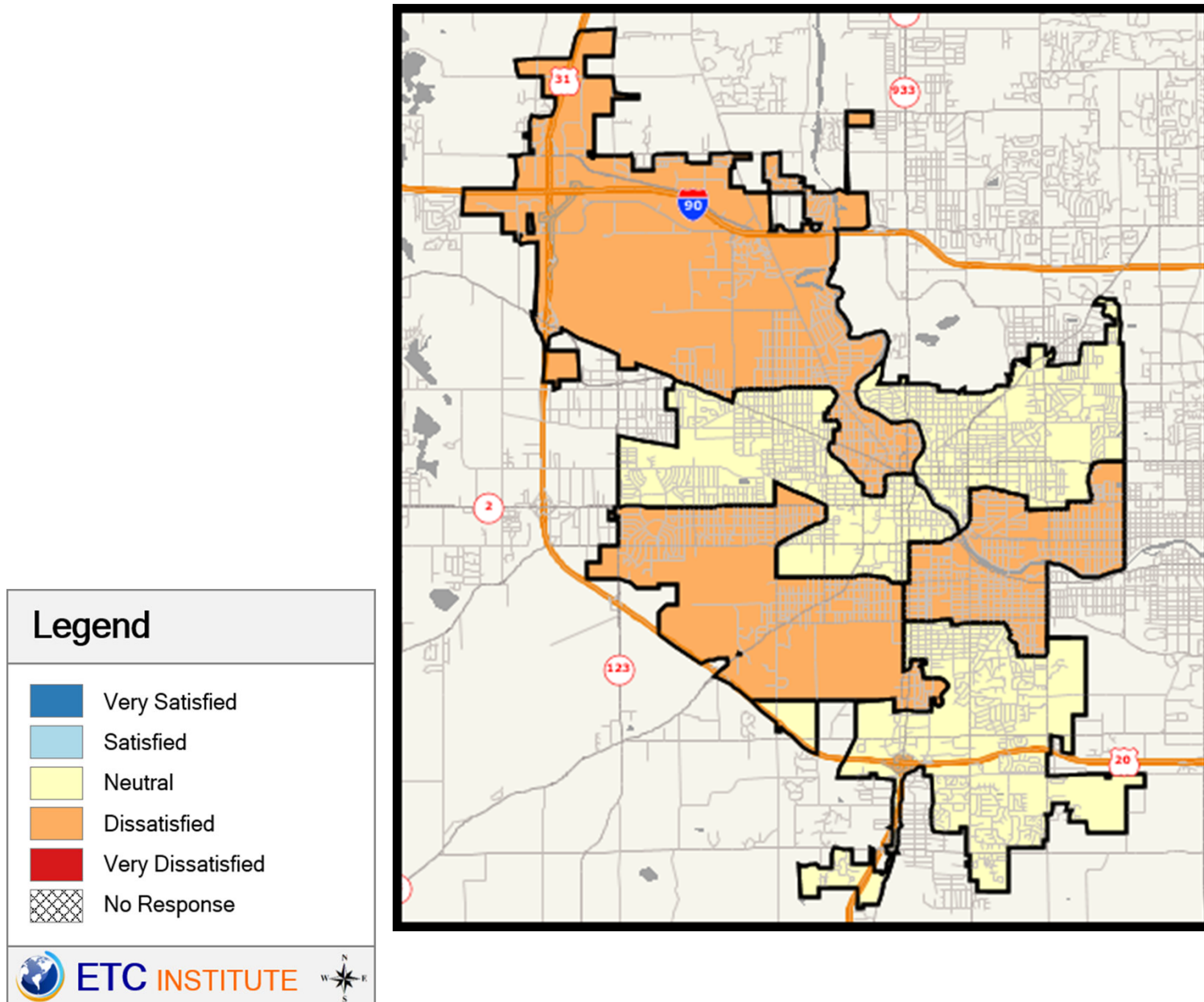




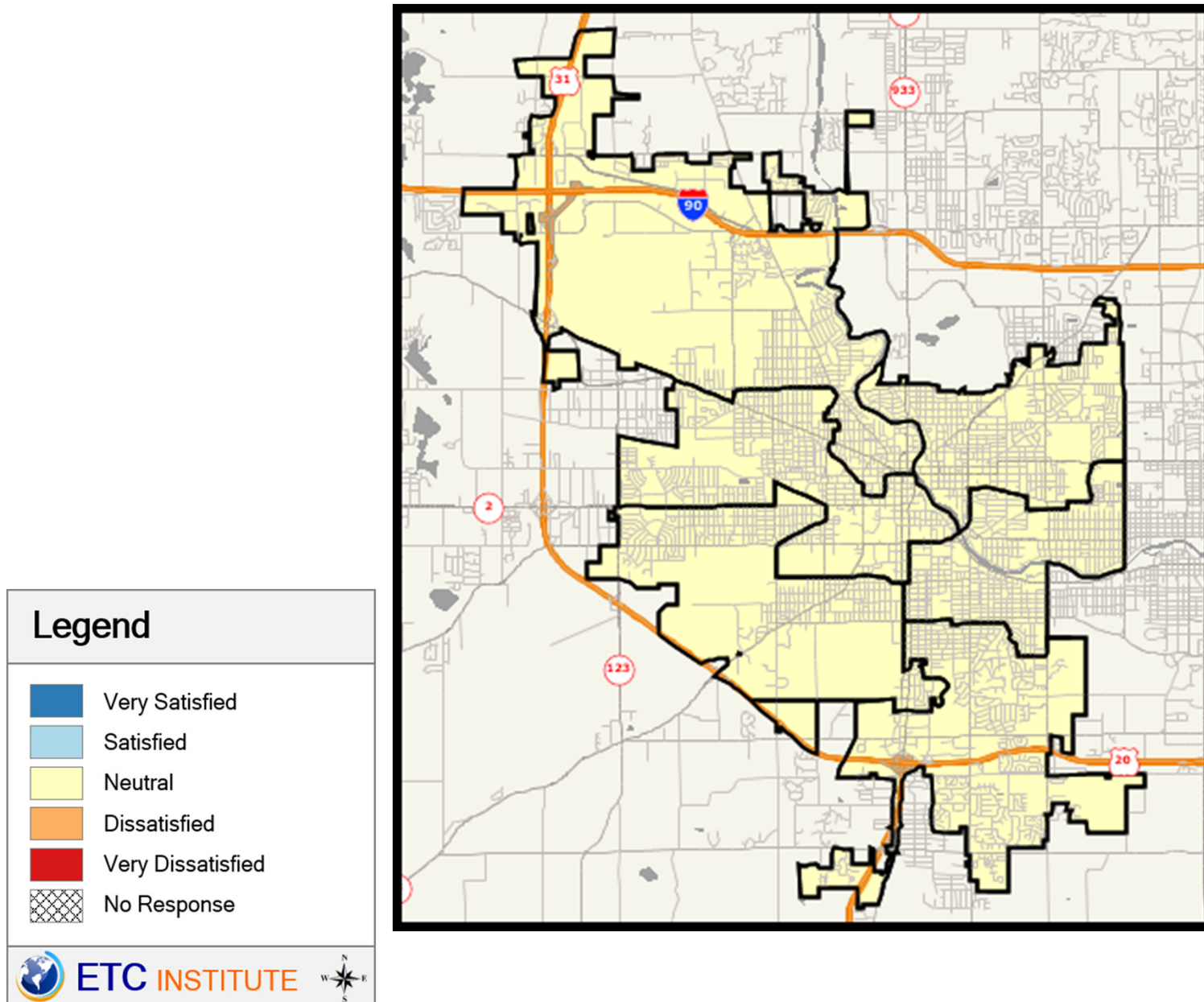
## Q24.07. Satisfaction with: Snow removal on neighborhood streets



## Q24.08. Satisfaction with: Condition of sidewalks in your neighborhood

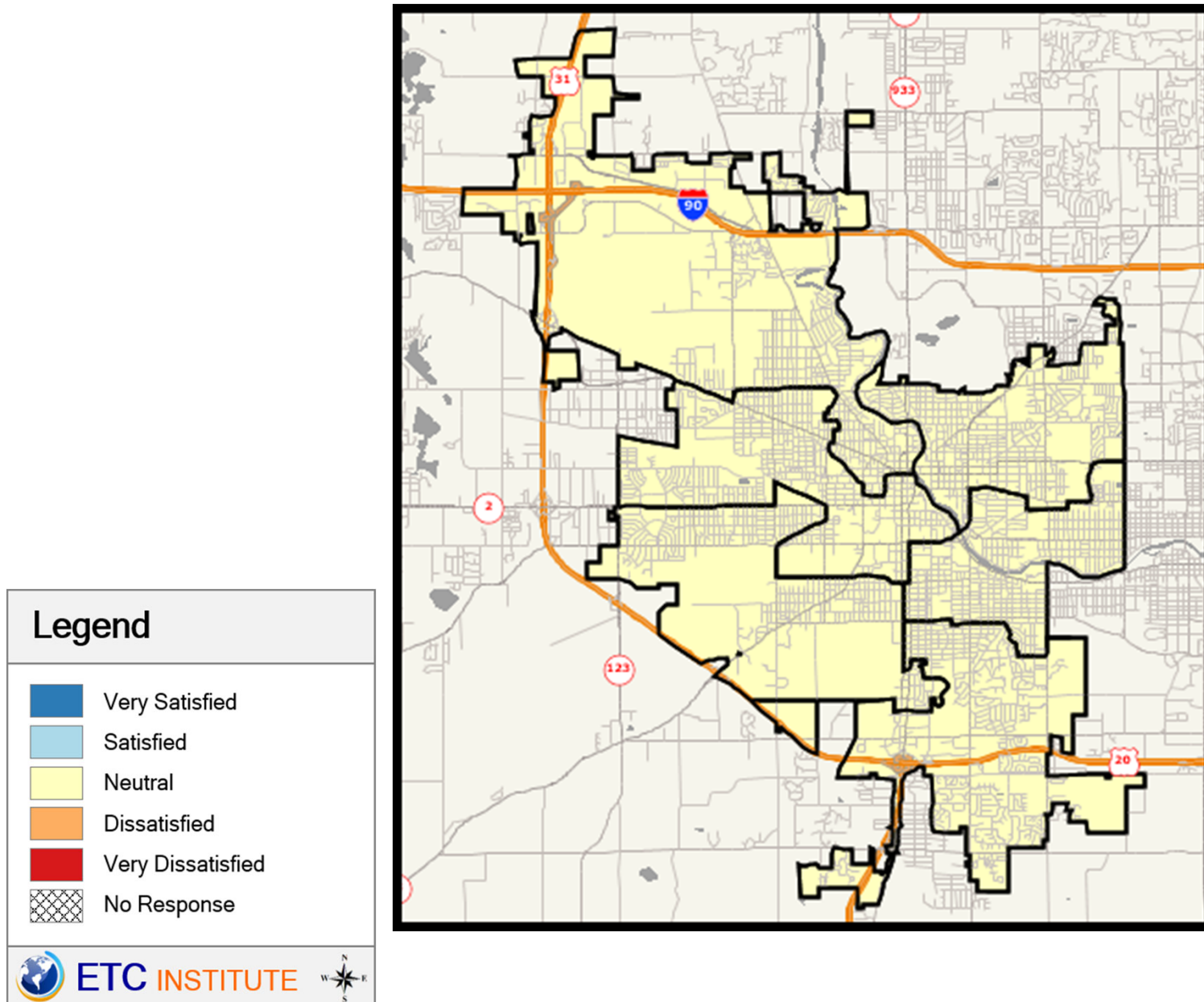


## Q24.09. Satisfaction with: Flow of traffic in Downtown area

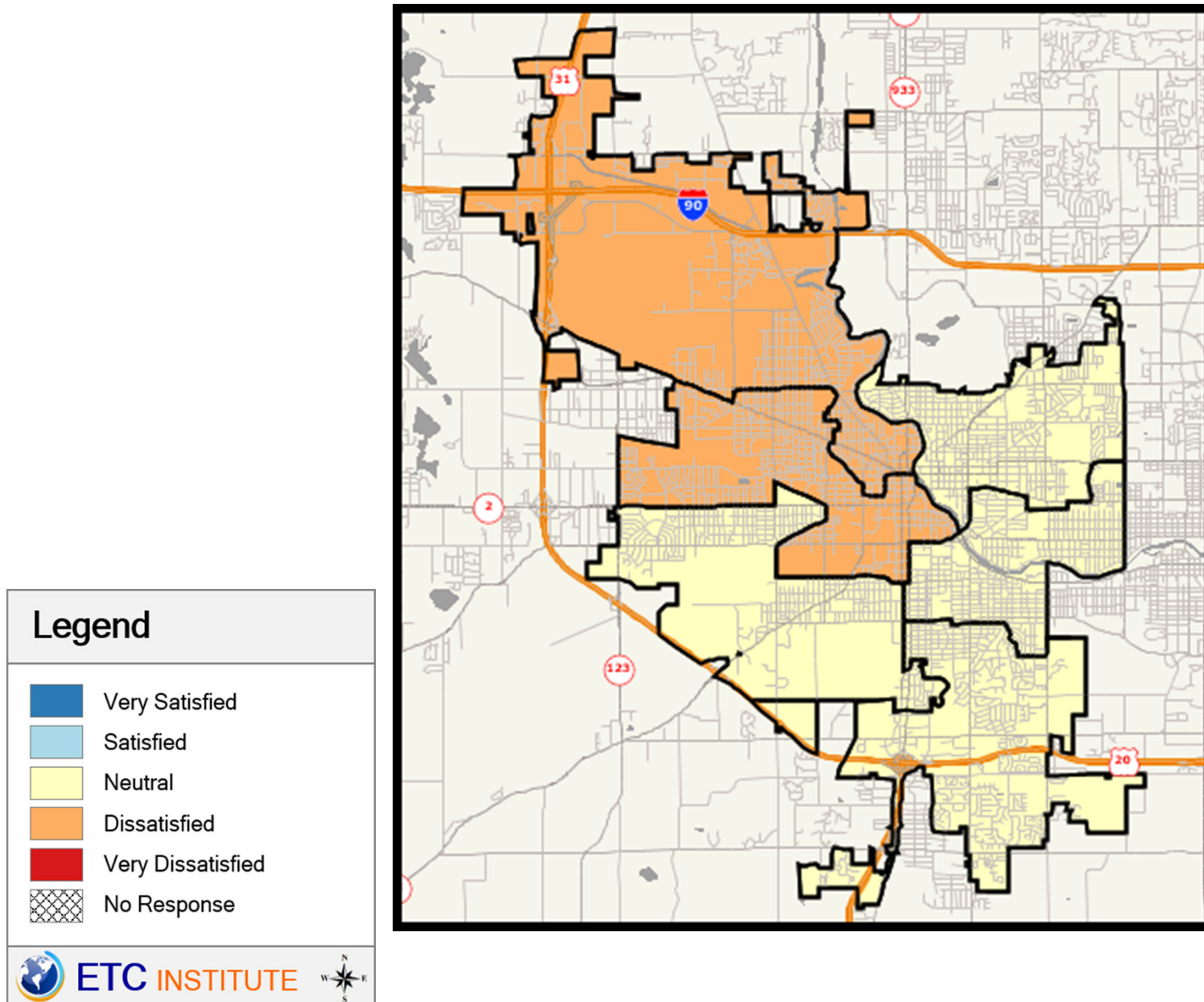




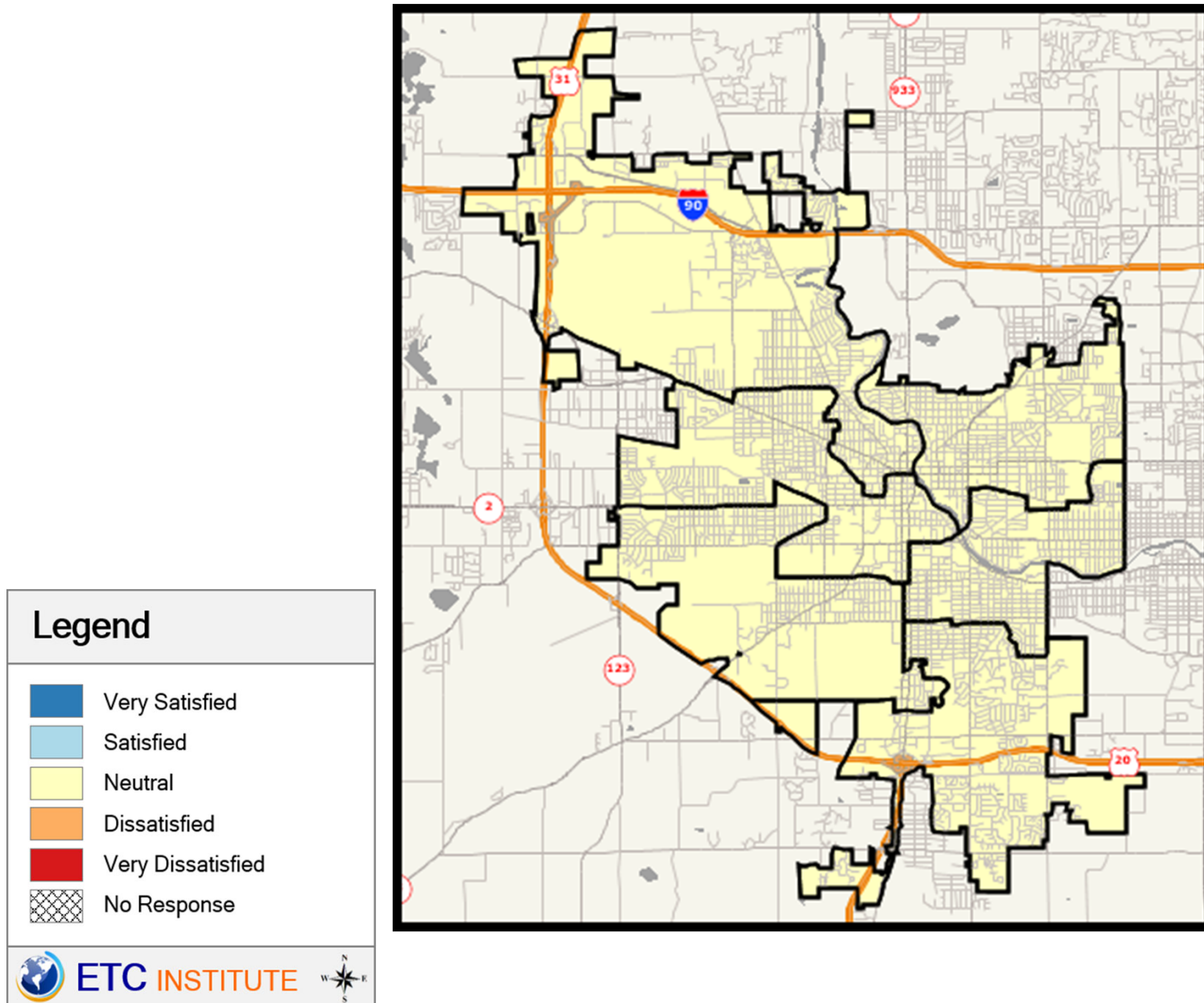
## Q24.10. Satisfaction with: Cleanliness of streets and other public areas



## Q24.11. Satisfaction with: Condition of streets in your neighborhood

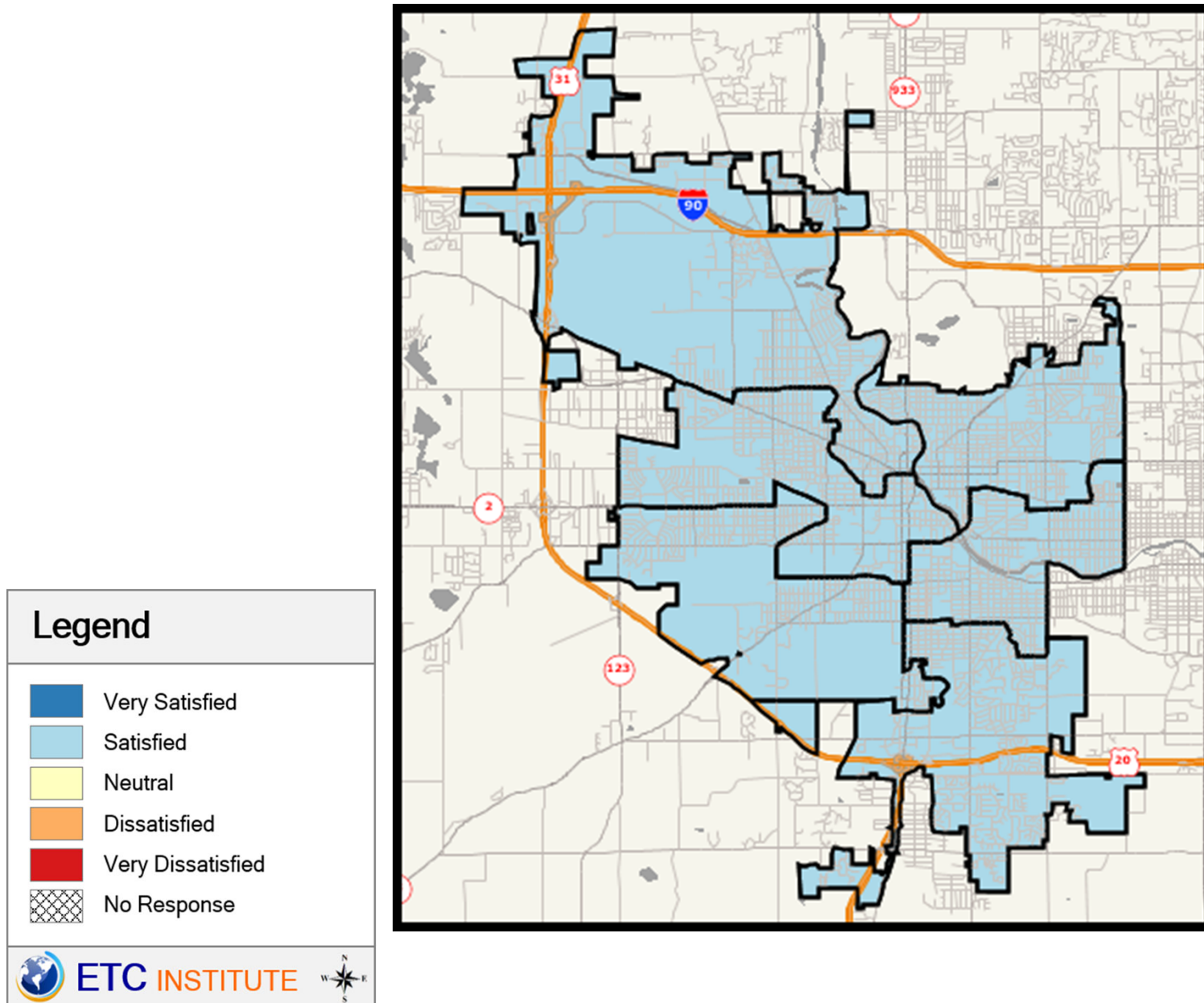


## Q24.12. Satisfaction with: Condition of major City streets



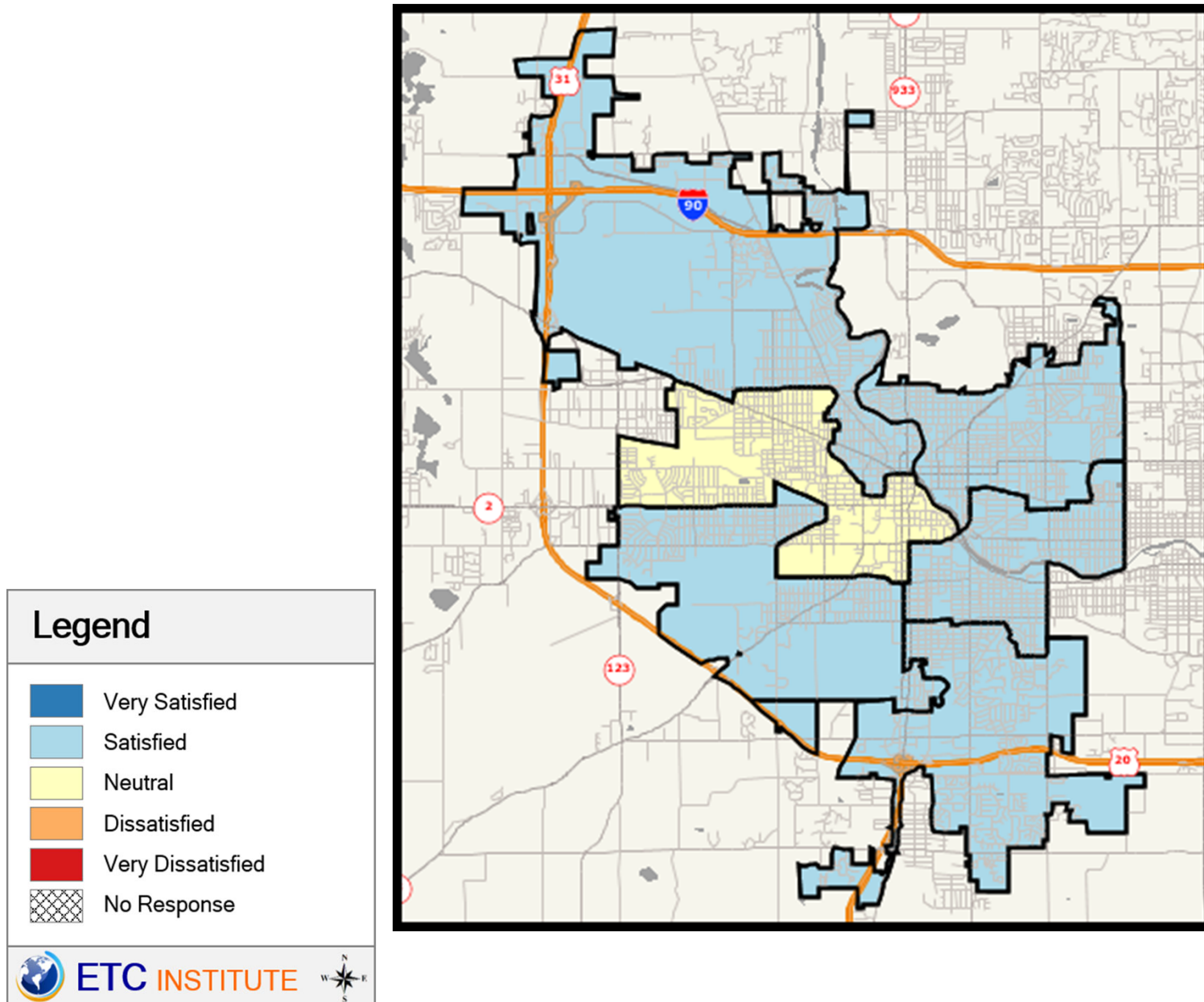


## Q27.1. Satisfaction with: Water pressure on a typical day



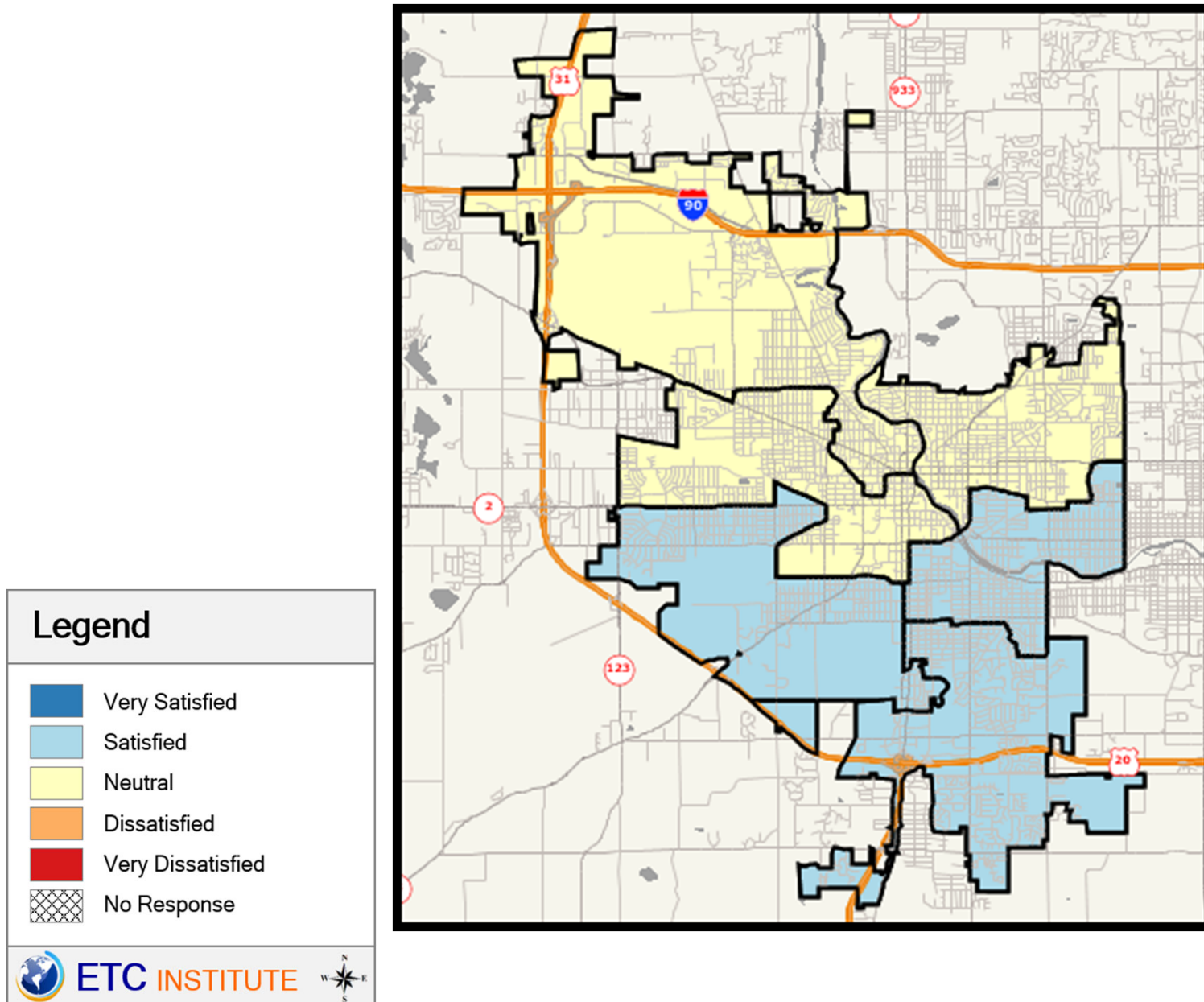


## Q27.3. Satisfaction with: Smell of your tap water

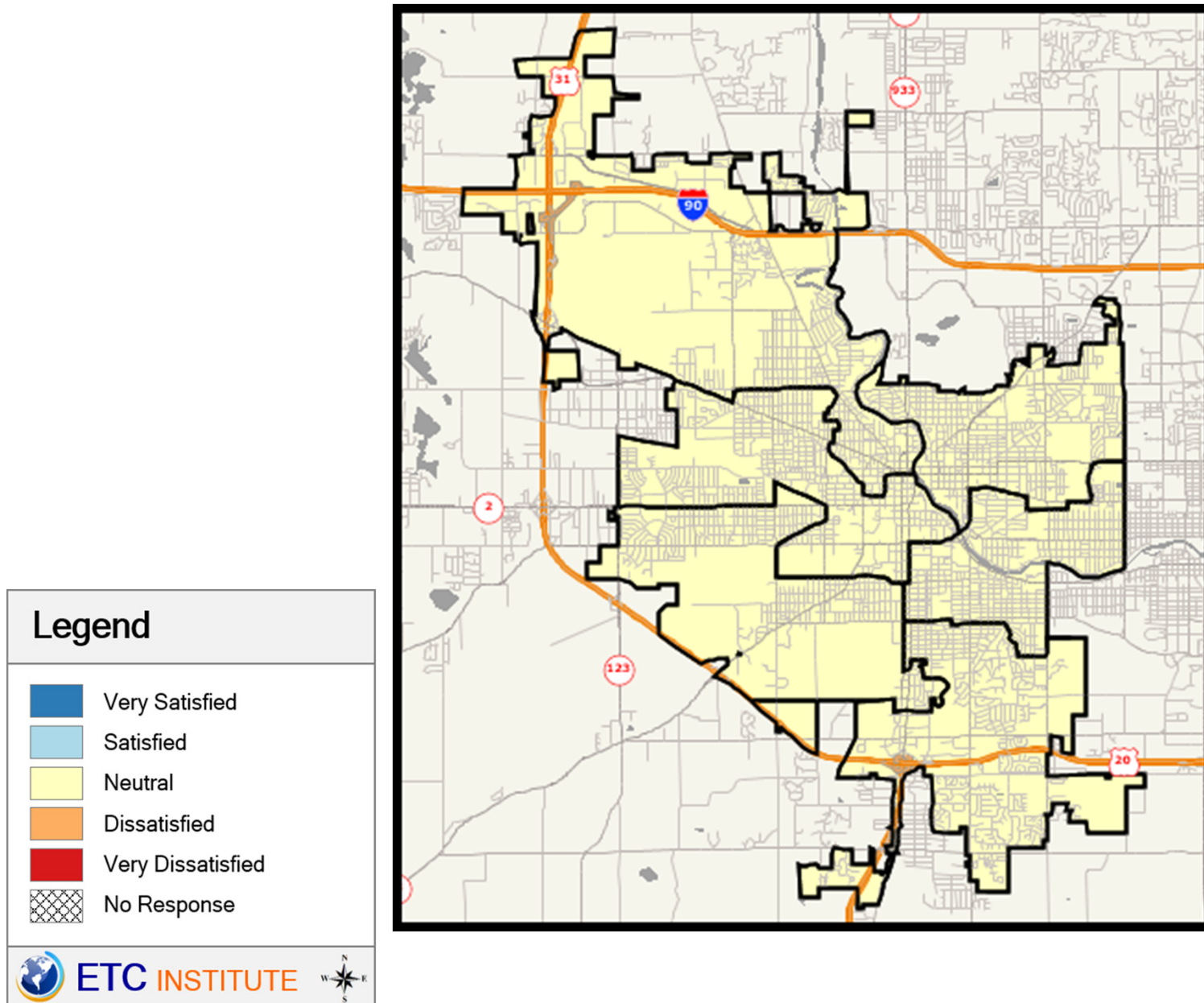




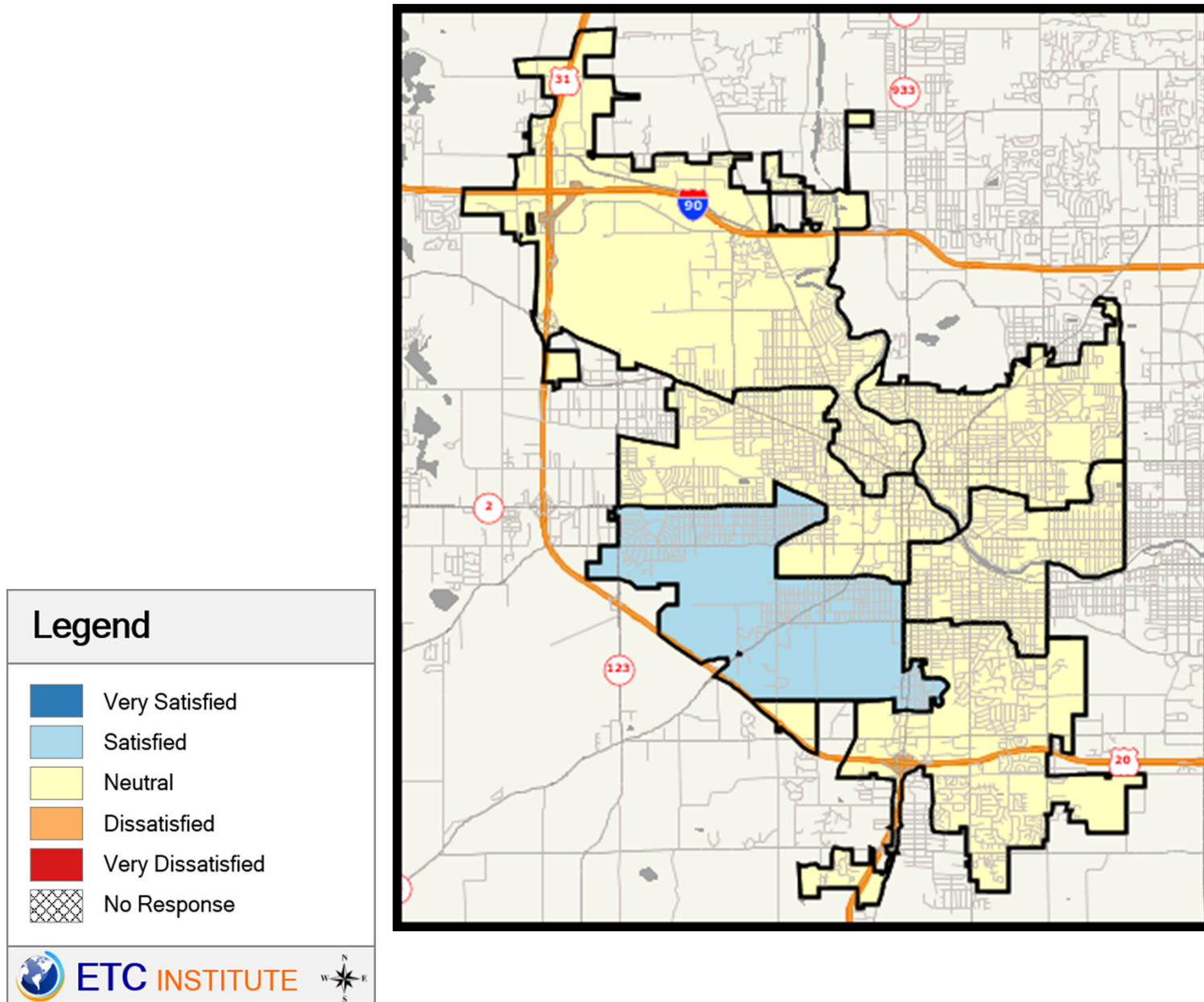
## Q27.4. Satisfaction with: How easy it is to resolve billing problems



## Q27.5. Satisfaction with: Taste of your tap water

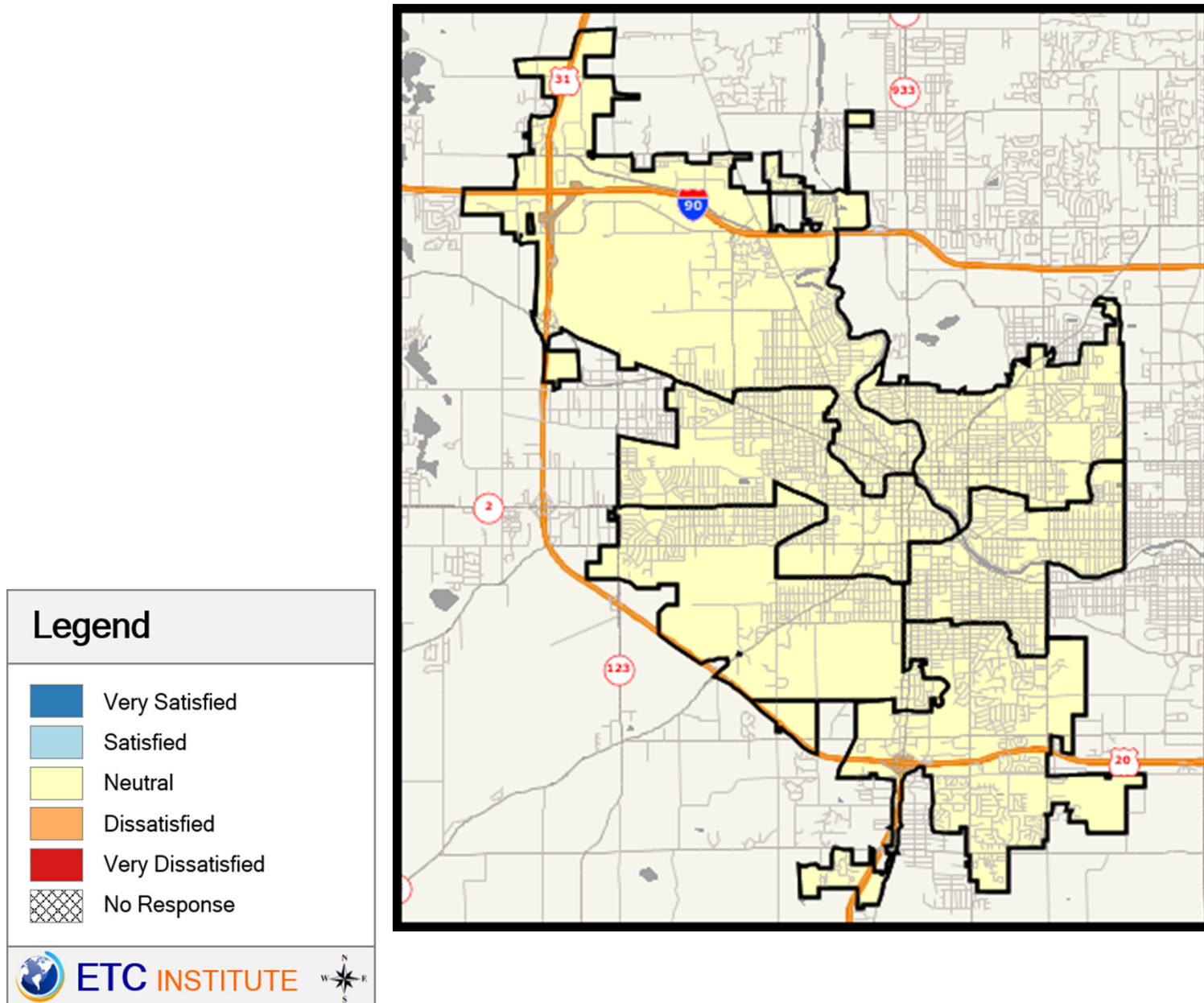


## Q27.6. Satisfaction with: How well City keeps you informed about water quality issues

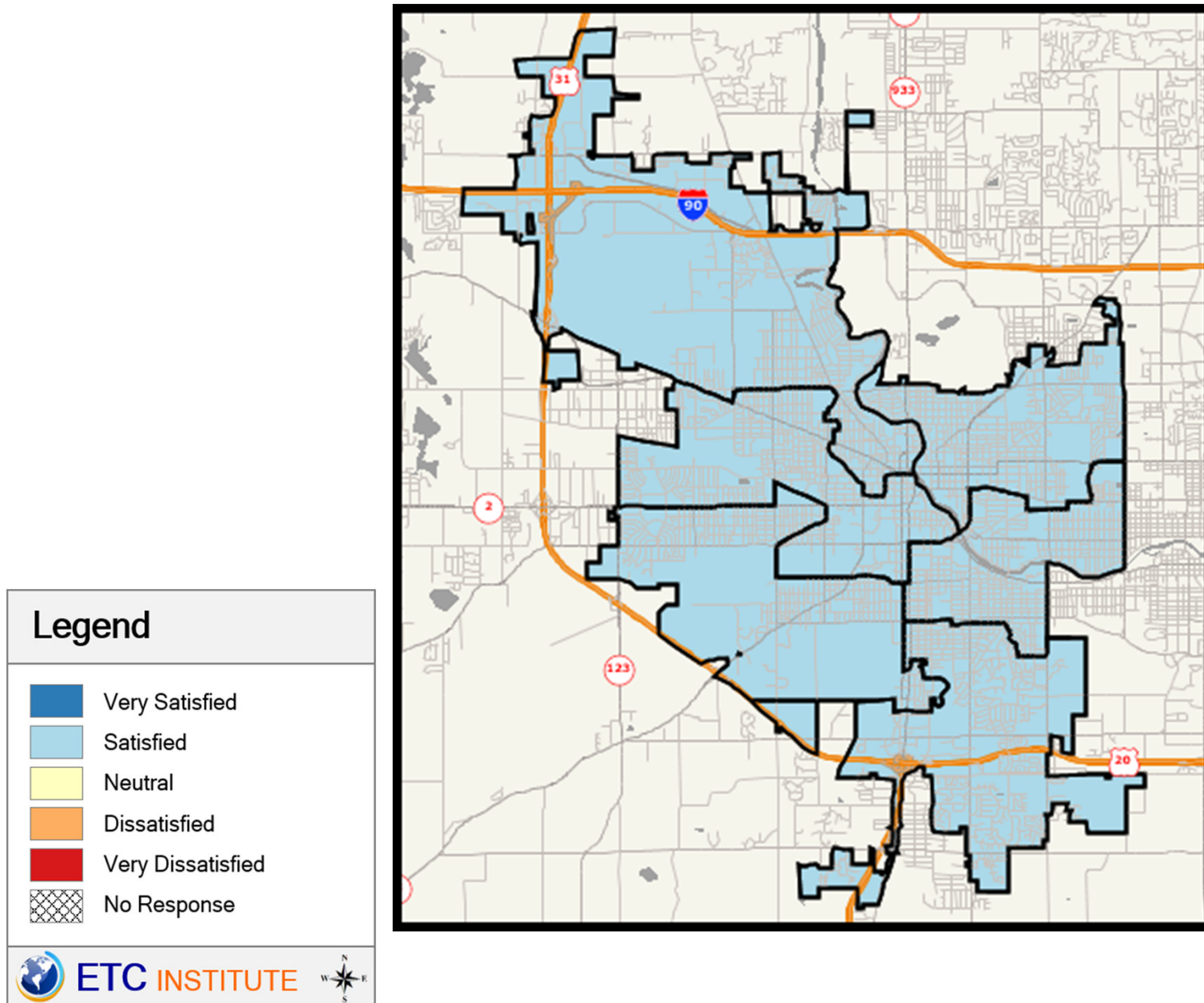




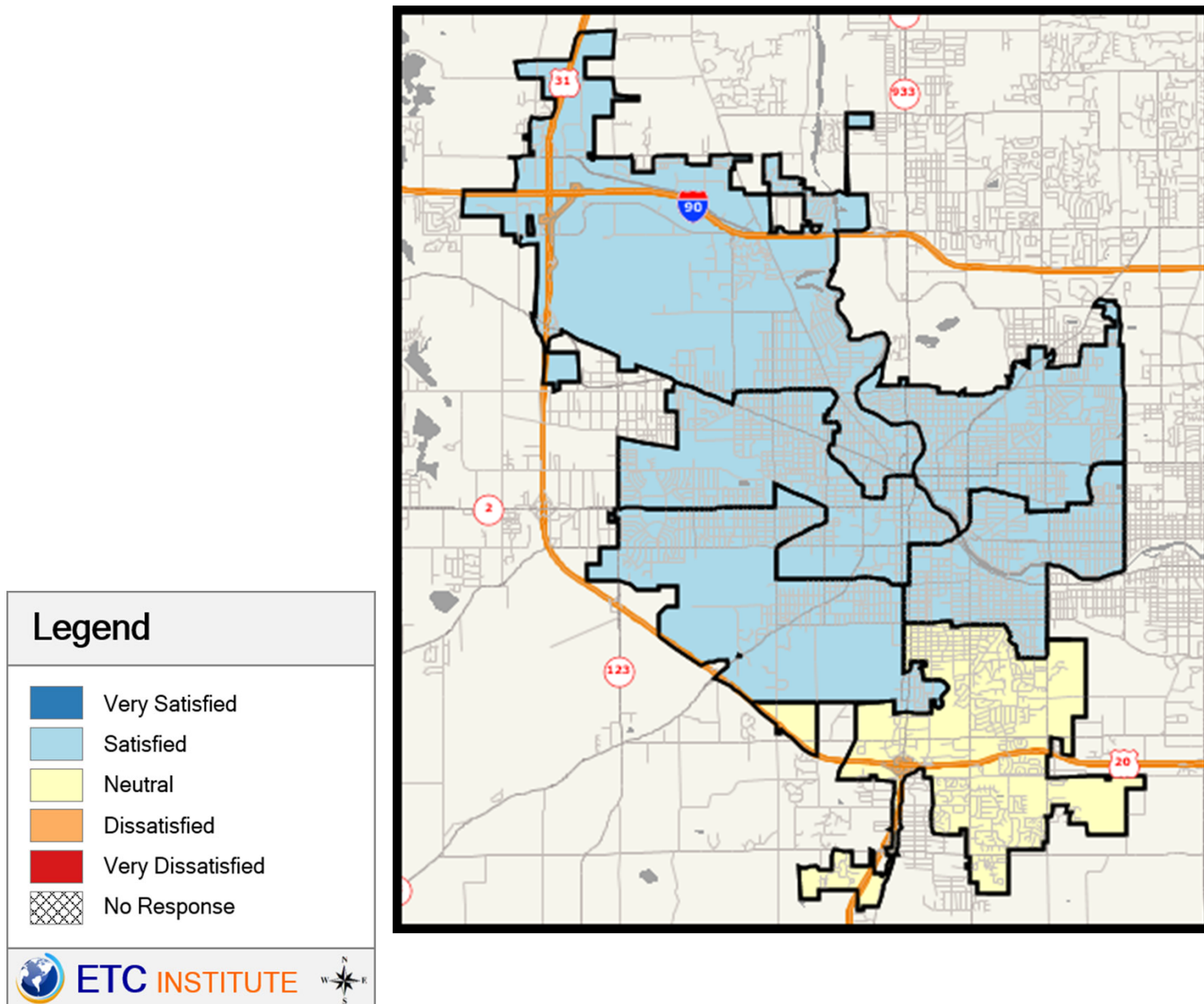
## Q27.7. Satisfaction with: What you are charged for utilities



## Q29.1. Satisfaction with: Maintenance of City parks

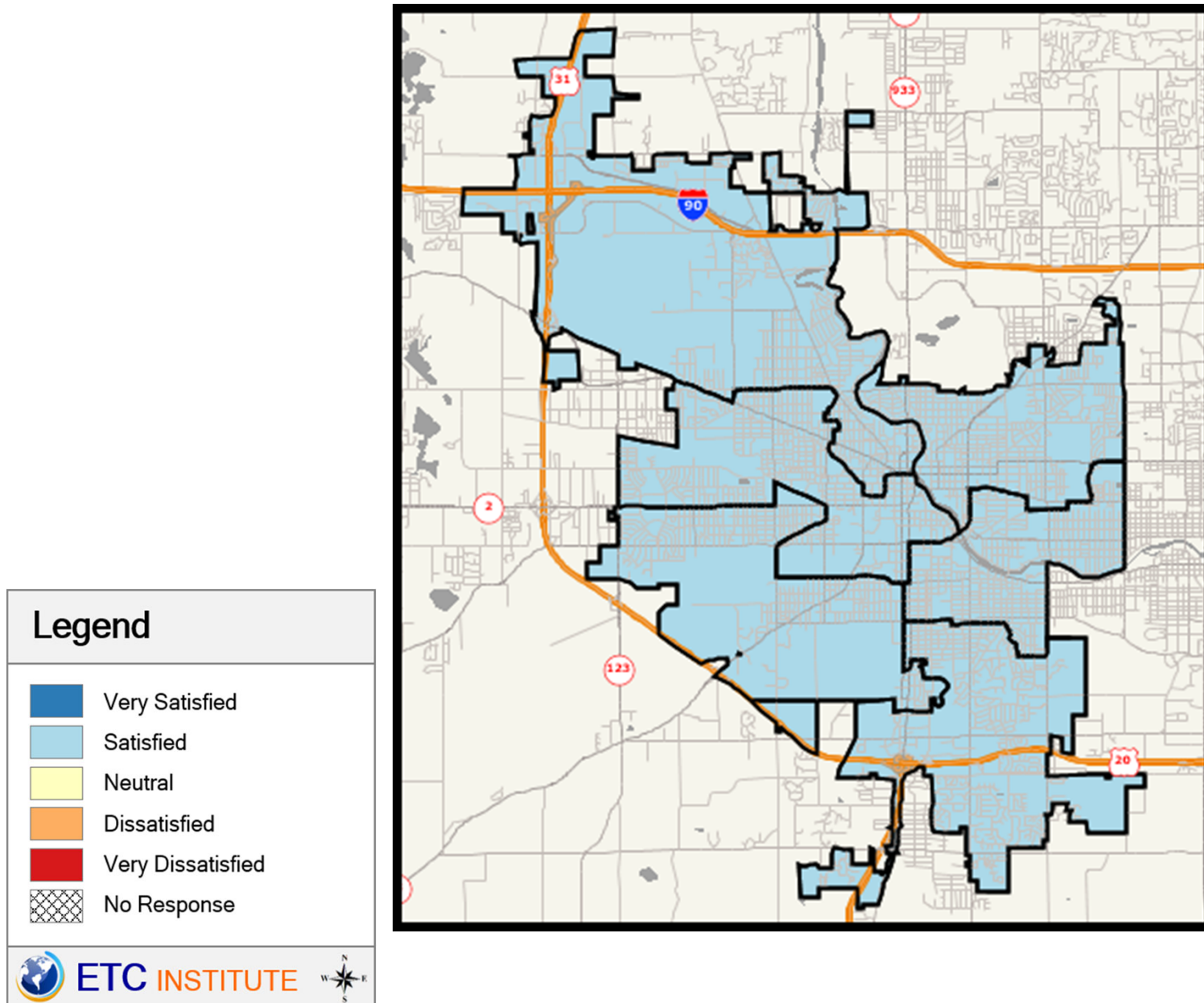


## Q29.2. Satisfaction with: Number of walking and biking trails

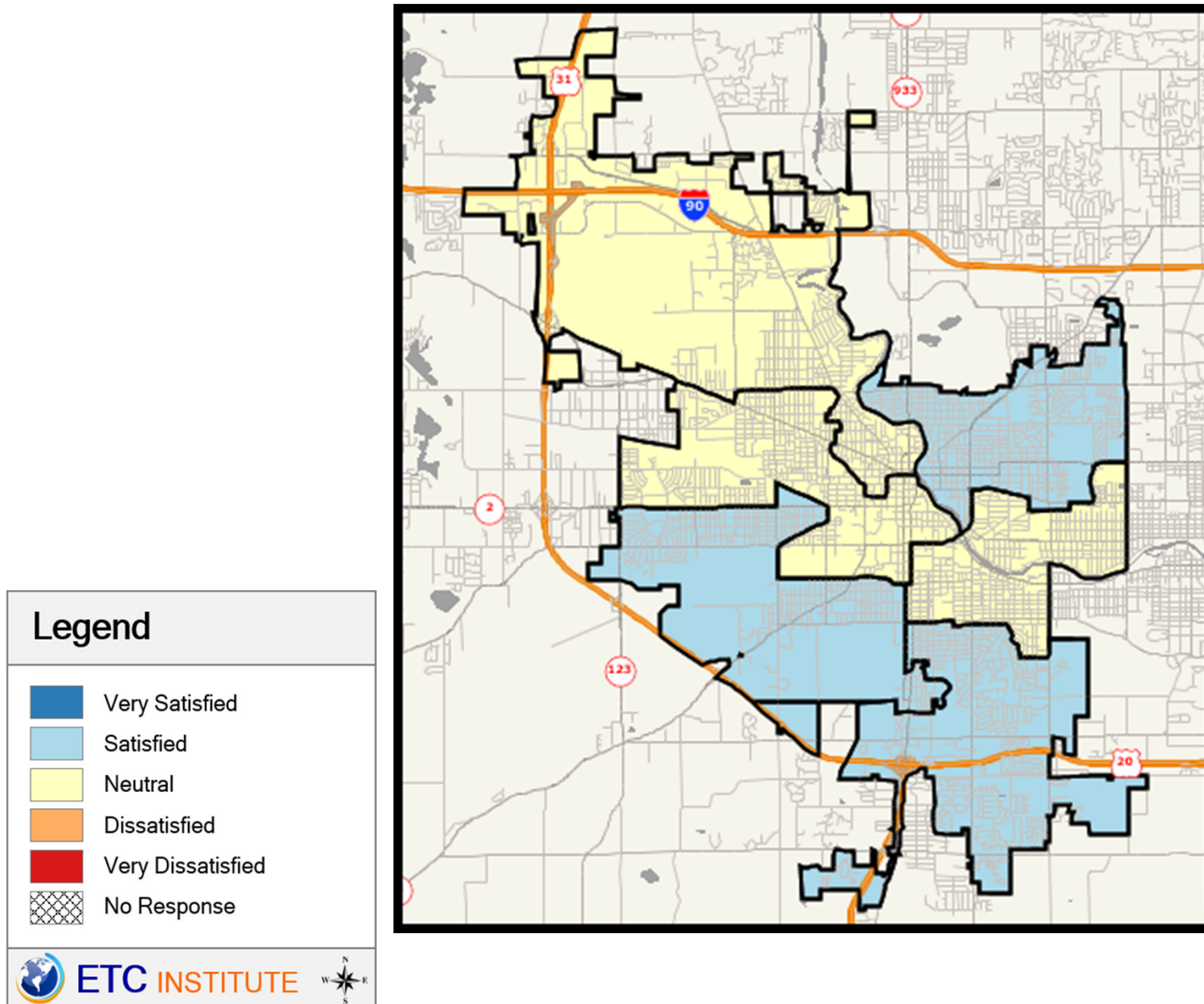




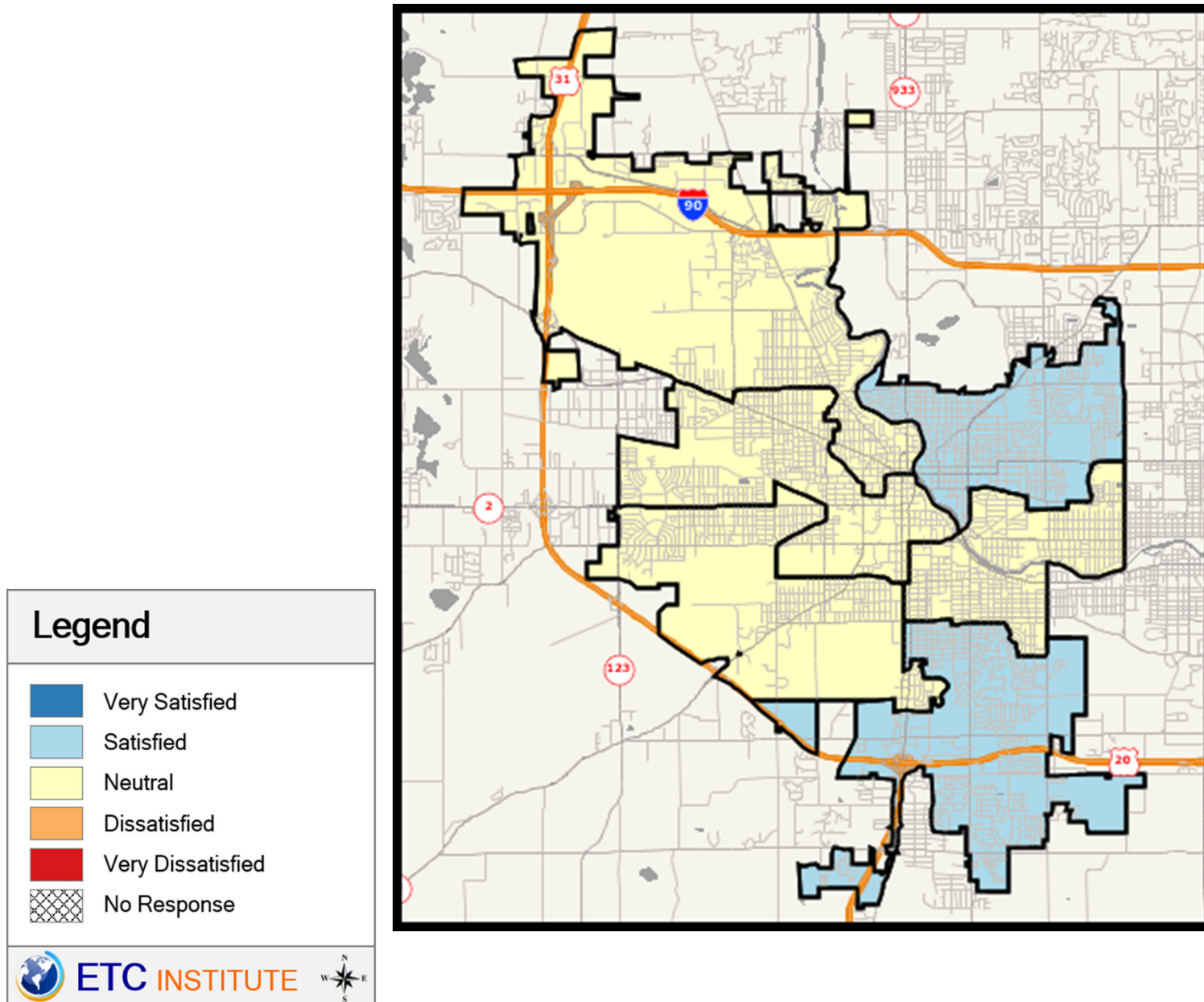
## Q29.3. Satisfaction with: Access to parks in your neighborhood



## Q29.4. Satisfaction with: Ease of registering for recreation programs such as classes, trips, and special events

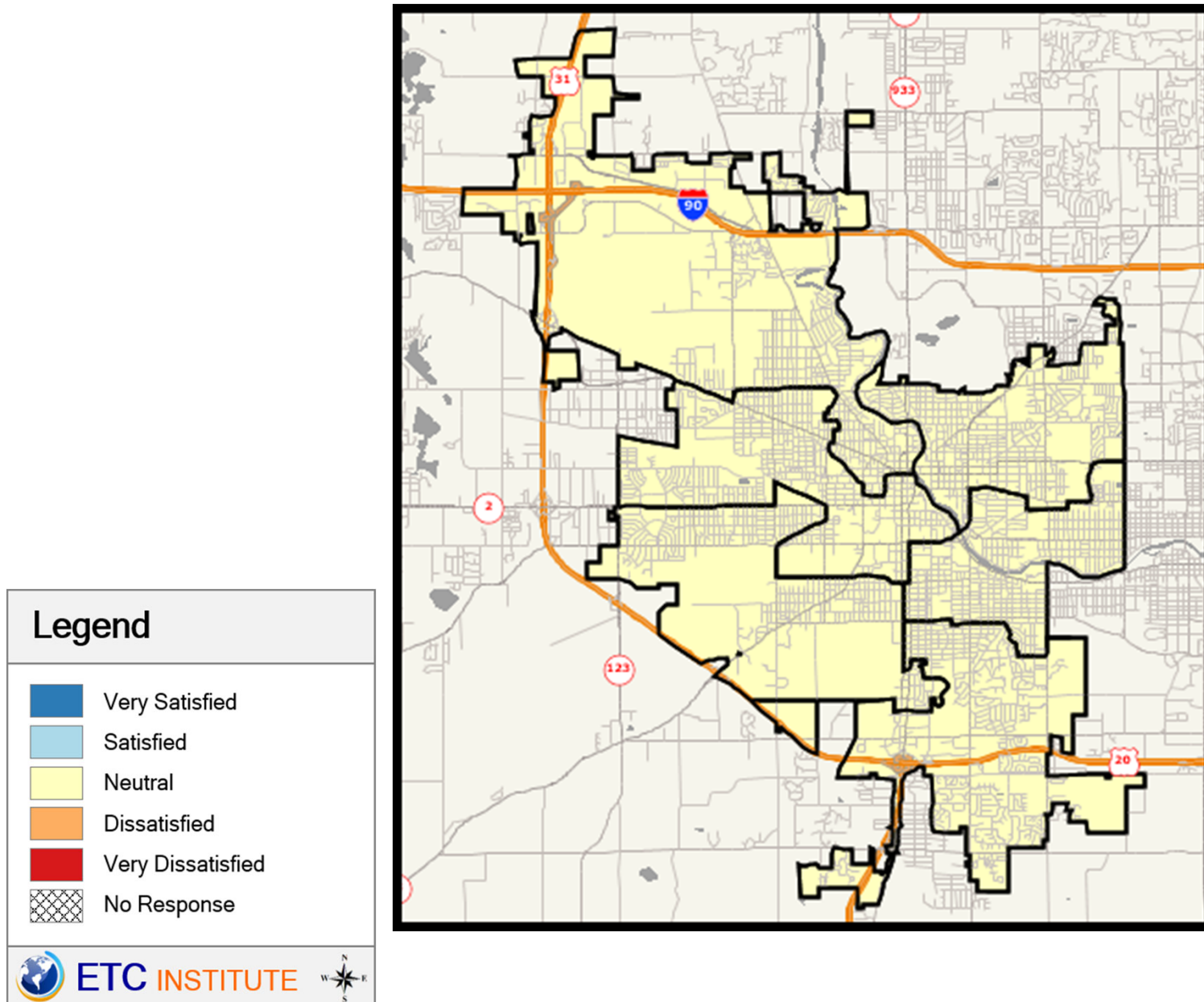


## Q29.5. Satisfaction with: Fees charged for recreation programs





## Q29.6. Satisfaction with: Availability of recreation programming in your neighborhood



## Q29.7. Satisfaction with: Condition of restrooms in public parks

