

City of South Bend Community Survey

Findings Report

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2018

Submitted to the City of South Bend

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2018 City of South Bend Community Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of South Bend during the summer of 2018. The purpose of the survey was to help the City of South Bend ensure that the city's priorities continue to match the needs and desires of residents. The information provided will be used to improve existing services and help the City better understand the evolving needs of residents of South Bend.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of South Bend. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of South Bend from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 600 residents. The goal was exceeded with a total of 721 residents completing the survey. The overall results for the sample of 721 households have a precision of at least +/-3.6% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from South Bend with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of city services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- benchmarking data that shows how the results for South Bend compare to other communities,
- importance-satisfaction analysis: this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Perceptions of the City

The statements regarding the overall perception of the City that had the highest level of agreement, based upon the combined percentage of “strongly agree” and “agree” responses among residents who had an opinion were: the City has thriving public spaces and culture (52%) and the City has vibrant, welcoming neighborhoods (30%).

Overall Satisfaction with City Leadership

The major areas of City leadership that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of life in the community (49%), the leadership of elected officials (42%), and the overall quality of local government services (41%). Respondents were least satisfied with the level of public involvement in local decision making.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (83%), overall quality of ambulance/emergency medical services (78%), overall quality of trash collection services (67%), and overall quality of parks and recreation programs and facilities (64%).

Customer Service

The highest levels of satisfaction with City Customer Service and Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among respondents who had an opinion, were: the availability of information about local government services and activities (50%), hours that customer service is available (48%), and the quality of social media outlets (43%).

Satisfaction with Specific City Services

- **Community Investment.** The highest levels of satisfaction with community investment, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of Downtown revitalization (58%), overall quality of new development in the City (55%), and the overall quality of redevelopment in the City (50%). The community investment items residents indicated should receive the most emphasis over the next two years were: the overall appearance in neighborhoods, overall quality of redevelopment in the City, and household quality in neighborhoods.
- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: how quickly fire personnel respond to emergencies (78%), how quickly ambulance/EMS personnel respond to emergencies (77%), and the professionalism of fire and EMS personnel (76%). The three items respondents indicated should receive the most emphasis over the next two years were: the visibility of police in neighborhoods, overall feeling of safety in neighborhoods, and efforts by local government to prevent crime.
- **Water Utilities.** The highest levels of satisfaction with water utilities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the water pressure on a typical day (65%), the ease of understanding the utility bill (65%), and the accuracy of the utility bill (55%). The three items residents indicated should receive the most emphasis over the next two years were: prices charged for utilities, the taste of the tap water, and how the City keeps residents informed about water quality issues.
- **Parks and Recreation.** Seventy-three percent (73%) of respondents have visited a city recreation facility or park in the past year. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the maintenance of City parks (62%), the number of walking and biking trails (61%), and access to parks in neighborhoods (60%). The top four parks and recreation services respondents indicated should receive the most emphasis over the next two years were: the condition of restrooms in public parks, the overall maintenance of City parks, availability of recreation programming in neighborhoods, and the number of walking and biking trails.
- **Customer Service.** Fifty-six percent (56%) of respondents indicated they have visited the city with a question, problem, or complaint during the past year. Of those who contacted the city, 85% did so by phone, 7% by email, and 7% in person. Seventy-nine percent (79%) of respondents who contacted the City contacted 311. The highest level of satisfaction with City Customer Service, based upon the combined percentage of “always” and “usually” responses among respondents who had an opinion, were: city customer service employees were courteous and polite (80%), they gave accurate answers to questions (71%), and they did what they said they would do in a timely manner (62%).

- Sixty-eight percent (68%) of respondents indicated it was either “very easy” or “somewhat easy” to have a question problem or complaint addressed by the City.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the availability of information about local government services and activities (50%) and the hours customer service is available (48%).
 - Respondents were asked to indicate what sources they use to get information about City news and events. The most selected sources were the local news (83%), social media (44%) and the City website (33%).
 - Residents most prefer to receive information on City news and events from the local news.
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (61%) and condition of street signs and traffic signals (59%). The two items respondents indicated should receive the most emphasis over the next two years were: the condition of major City streets and the condition of neighborhood streets.
- **Code Enforcement.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of animal control (43%) and city efforts to remove abandoned or inoperative vehicles (32%). The two items respondents indicated should receive the most emphasis over the next two years were: enforcing clean-up trash and debris on private property and enforcing exterior maintenance of residential properties.
- **Solid Waste.** The highest levels of satisfaction with City Solid Waste Services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: timeliness of trash services (82%), courtesy of employees who picked up the trash (68%), and bulky item pick-up/removal services (62%). The three items respondents indicated should receive the most emphasis over the next two years were: what is being charged for trash service, bulky item pick-up/removal services, and efforts by employees to ensure that all trash and yard waste is removed.

Additional Findings

- Fifty-two percent (52%) of respondents indicated that they do not feel their neighborhood as improved over the past five years, 27% indicated their neighborhood has improved, and 20% indicated they have not lived in their neighborhood for five years.
- Eighty-five (85%) of respondents belong to a neighborhood association. Of those who belong to a neighborhood association, 34% are “very satisfied” or “satisfied” with the city’s

engagement with the neighborhood association while 42% of respondents indicated they were neutral.

- Fifty-seven (57%) of respondents, *who had an opinion*, were either “very satisfied” or “satisfied” with South Bend as a place to live and 54% were satisfied with South Bend as a place to work.
- Forty percent (40%) of respondents indicated they have met the current Mayor of South Bend and only 19% have met their current City Council member.
- Fifteen percent (15%) of respondents indicated they have had a sewer backup in their home during the past year. Of those who have had a sewer backup, 71% indicated it was caused by problems in the City’s system and 43% indicate the problem was resolved to their satisfaction.
- Eighty -seven percent (87%) of respondents indicated they are aware of development plans for their neighborhood. Of those who are aware 38% indicated they were “very satisfied” or “satisfied” with the quality of the neighborhood development plans.
- Fifty-three percent (53%) of respondents indicated that they or other members of their household used the City of South Bend’s website in the last year. Of those, 58% used a computer to access the website, 30% used a smartphone, and 12% used a tablet. Sixty-one percent (61%) of respondents indicated they were satisfied with the overall usefulness of the City’s website.
- Seventy-eight percent (78%) of respondents indicated they have access to a smartphone in their home, 63% have access to a laptop, 52% have access to a tablet, and 42% have access to a desktop computer. Only 7% of respondents indicated they did not have access to any of the digital devices listed on the survey.
- The major categories of City leadership that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of life their community (49%) and leadership of elected officials (42%).

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the City’s overall satisfaction rating are listed below:

- Overall maintenance of City streets, sidewalks, & infrastructure (IS Rating=0.5542)
- Overall quality of local police protection (IS Rating=0.1840)
- How well City is planning growth (IS Rating=0.1764)
- Overall enforcement of local codes and ordinances (IS Rating=0.1699)

The table below shows the importance-satisfaction rating for all 11 major categories of City services that were rated.

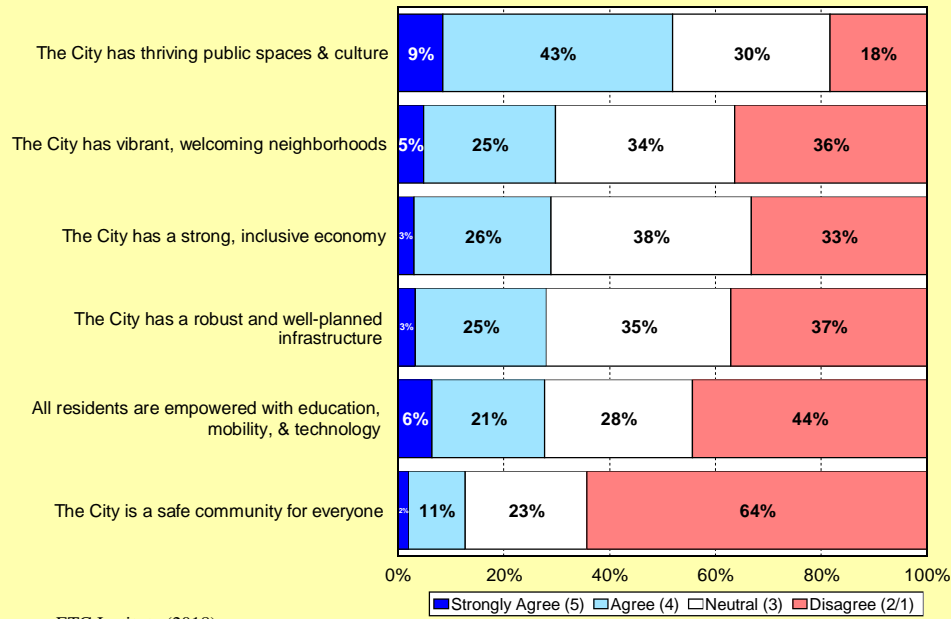
2018 Importance-Satisfaction Rating City of South Bend, IN Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets, sidewalks, & infrastructure	69%	1	19%	11	0.5542	1
High Priority (IS .10-.20)						
Overall quality of local police protection	42%	2	56%	7	0.1840	2
How well City is planning growth	35%	3	50%	8	0.1764	3
Overall enforcement of local codes & ordinances	27%	4	38%	9	0.1699	4
Medium Priority (IS <.10)						
Overall quality of parks & recreation programs & facilities	25%	5	63%	4	0.0900	5
Overall quality of water utility services	14%	6	58%	5	0.0574	6
Overall quality of City's waste water system	12%	7	57%	6	0.0498	7
Overall quality of trash collection services	10%	8	67%	3	0.0336	8
The process for getting a permit (for buildings, signs, fences, etc.)	3%	11	37%	10	0.0159	9
Overall quality of fire services	5%	9	83%	1	0.0079	10
Overall quality of ambulance/emergency medical services	3%	10	79%	2	0.0058	11

Section 1

Charts and Graphs

Q1. Overall Perception of the City

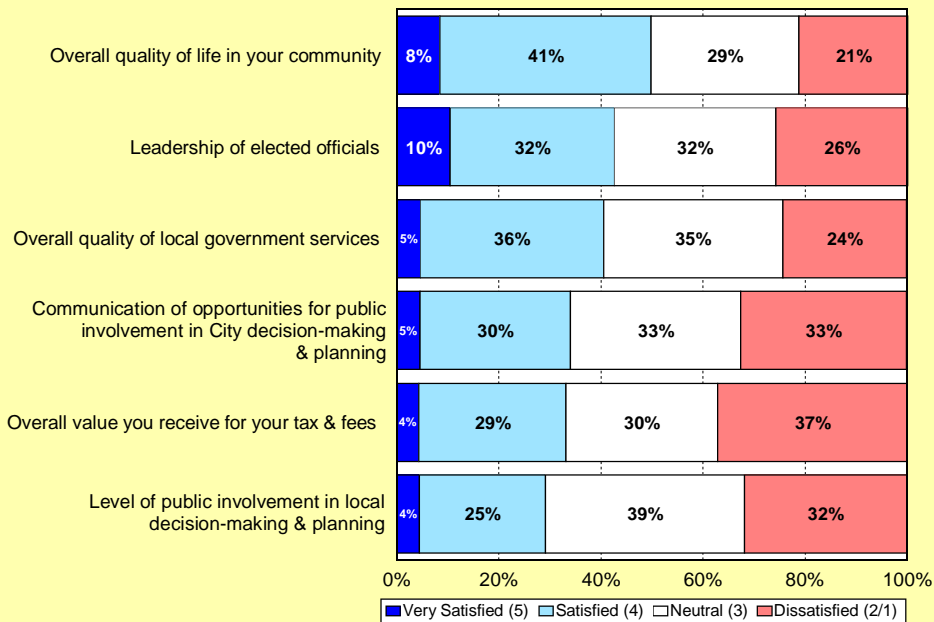
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q2. Satisfaction with City Leadership

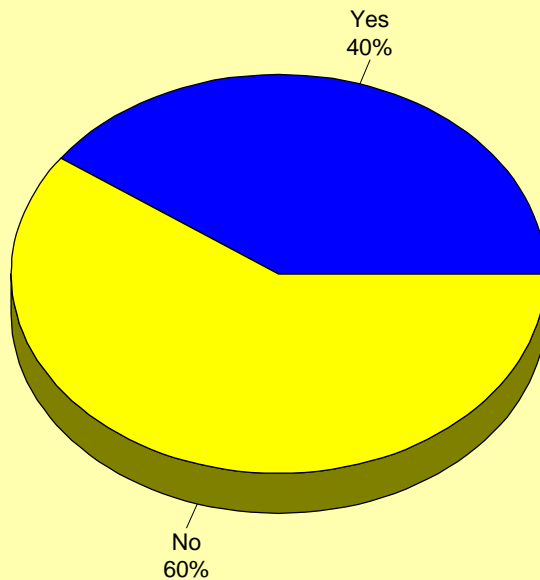
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q3. Have you met the current Mayor of South Bend?

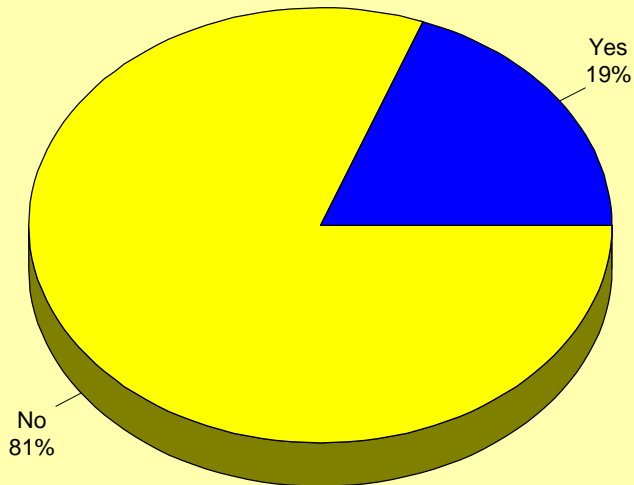
by percentage of respondents



Source: ETC Institute (2018)

Q4. Have you met your current City Council member?

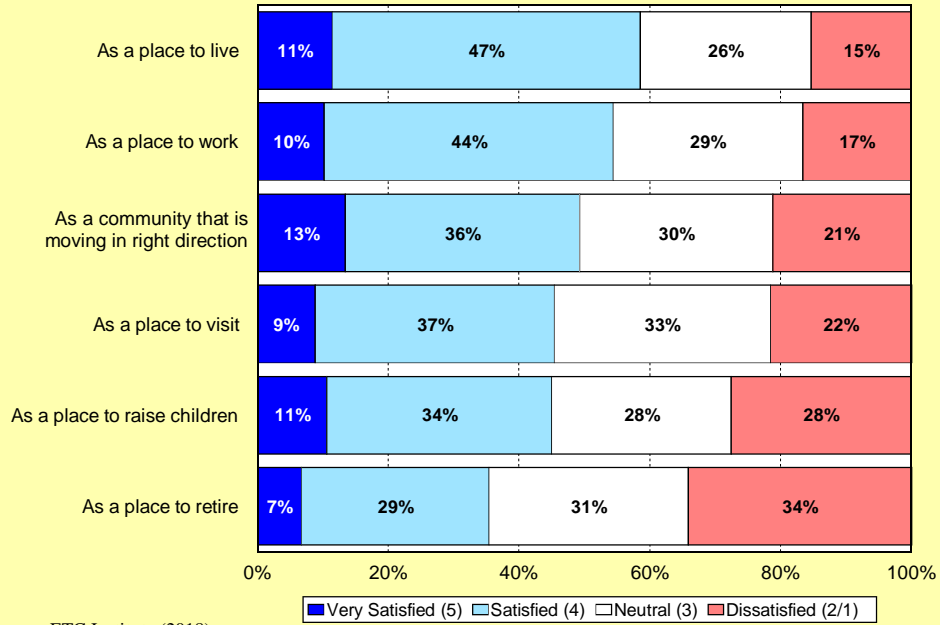
by percentage of respondents



Source: ETC Institute (2018)

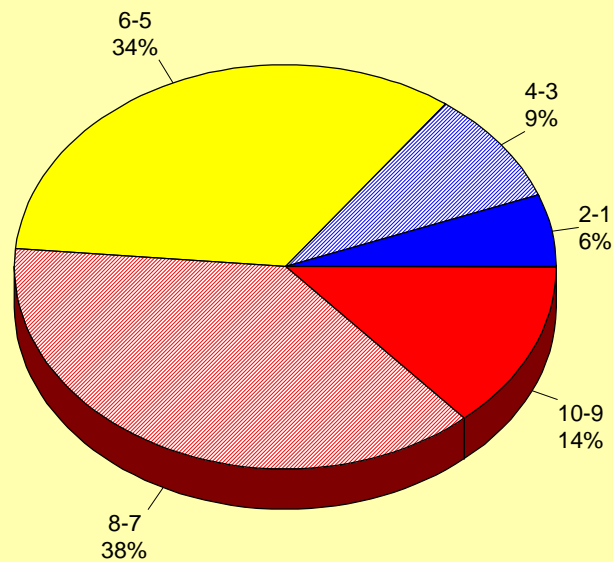
Q5. Overall Ratings of South Bend

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



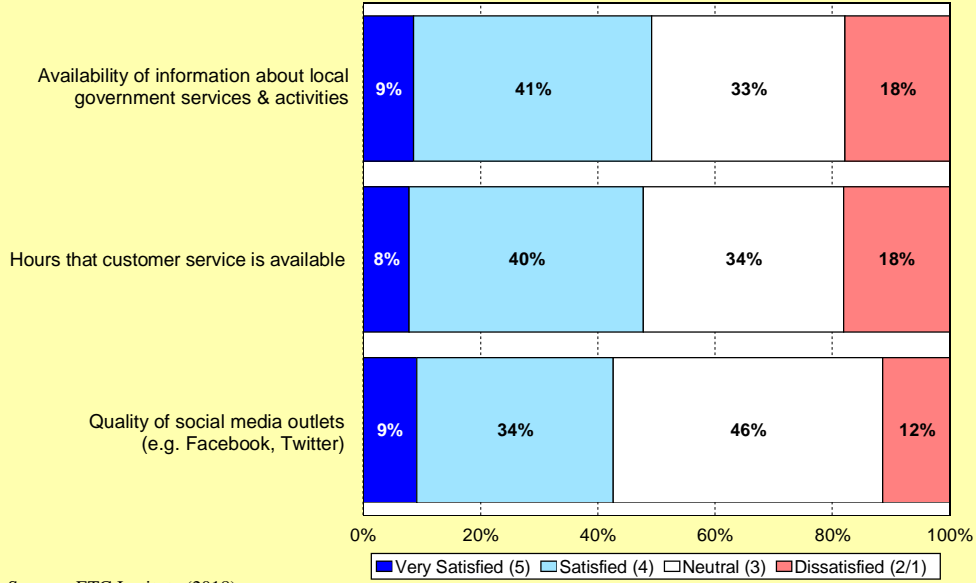
Q6. How do you feel about South Bend?

by percentage of respondents who rated the item as a 1 to 10 on a 10-point scale (excluding don't knows)



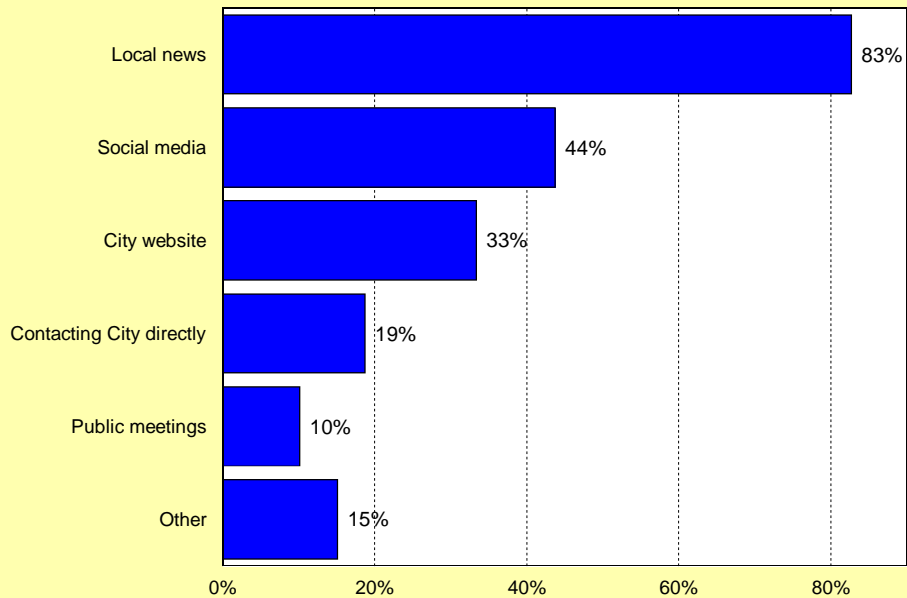
Q7. Satisfaction with City Customer Service and Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



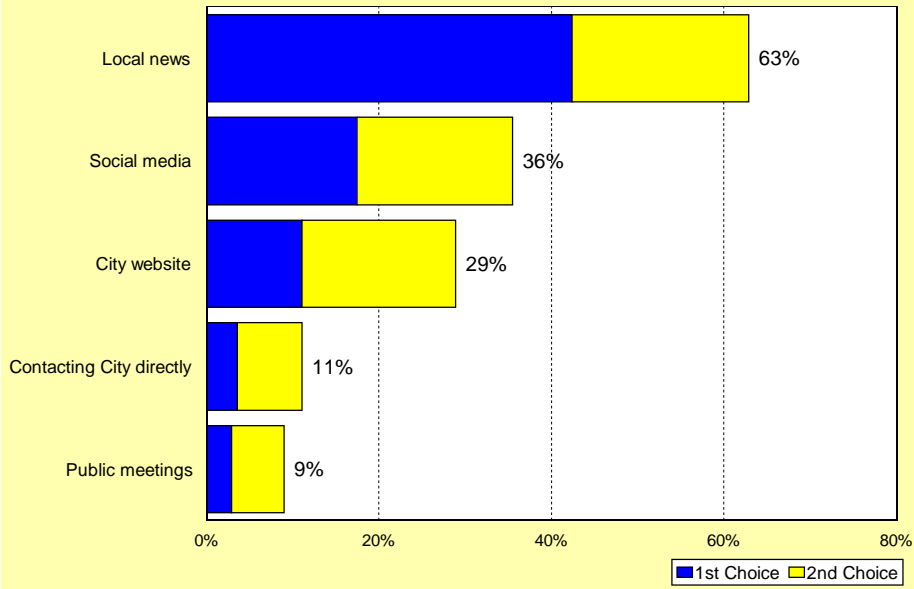
Q8. Which of the following are your primary sources of information about city issues, services, and events?

by percentage of respondents (multiple choices could be made)



Q9. Which two information sources do you most prefer to learn about city issues, services, and events?

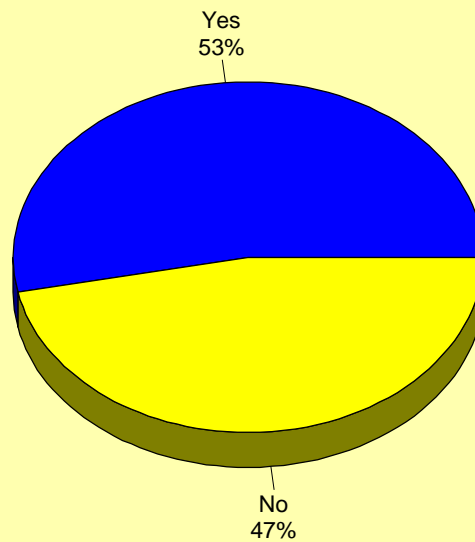
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q10. Have you or other members of your household used the City of South Bend's website in the last year?

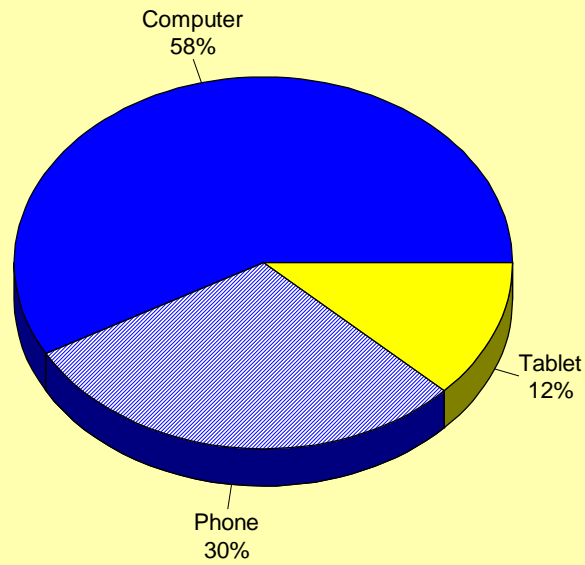
by percentage of respondents



Source: ETC Institute (2018)

Q10a. How did you access the city's website?

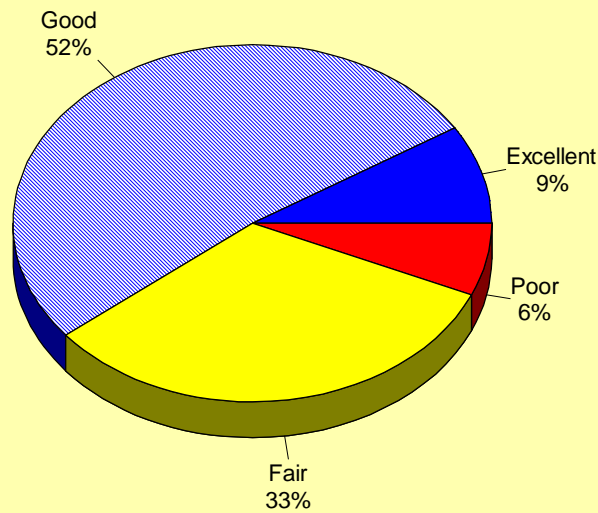
by percentage of respondents who used the City of South Bend's website in the last year
(multiple choices could be selected)



Source: ETC Institute (2018)

Q10b. How would you rate the overall usefulness of the city's website?

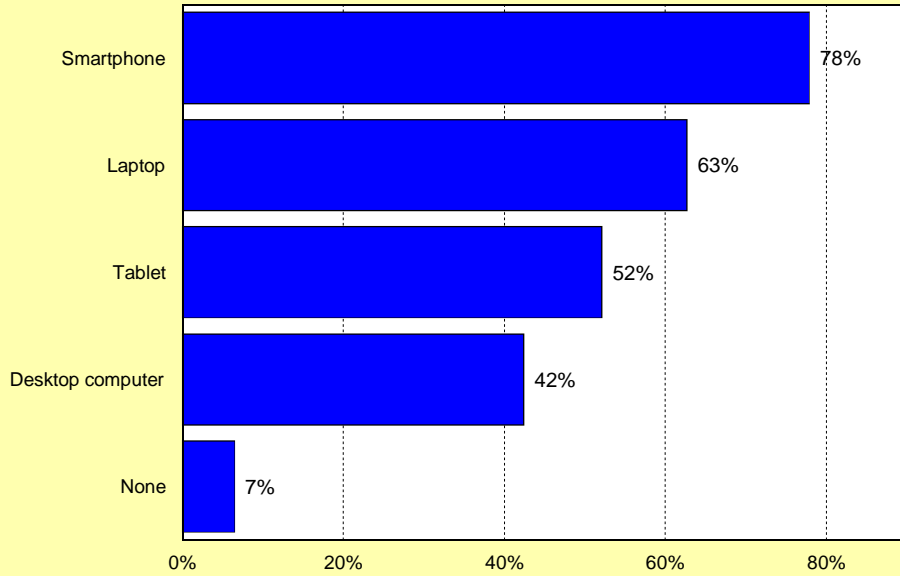
by percentage of respondents who used the City of South Bend's website in the last year
(excluding don't knows)



Source: ETC Institute (2018)

Q11. Which of the following digital devices do you have access to in your home?

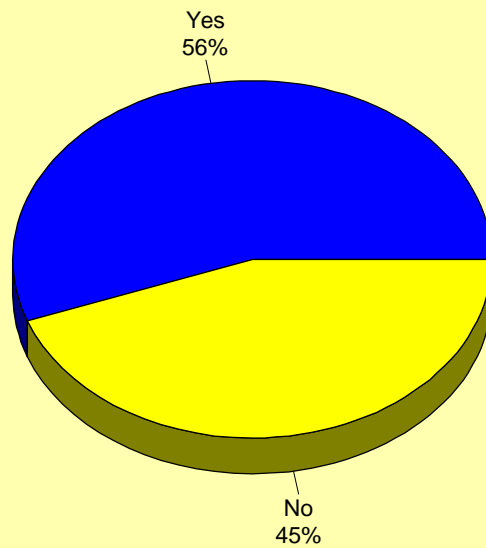
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2018)

Q12. Have you called or visited the city with a question, problem, or complaint during the past year?

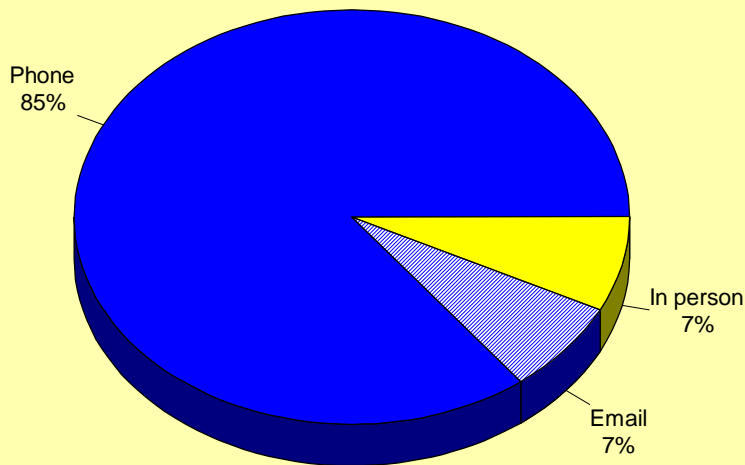
by percentage of respondents



Source: ETC Institute (2018)

Q12a. How did you contact the city?

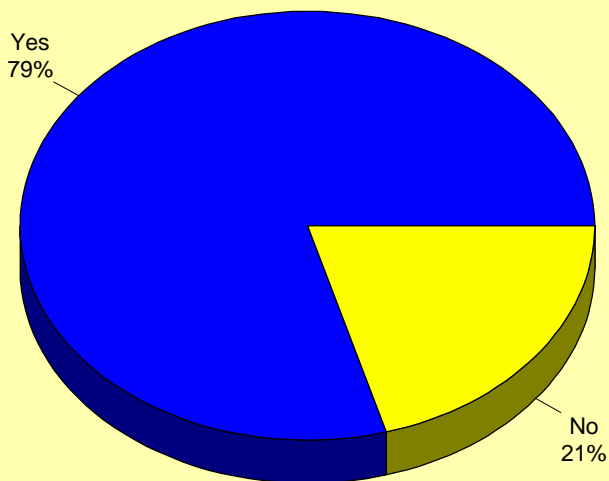
by percentage of respondents who have contacted the city within the past year



Source: ETC Institute (2018)

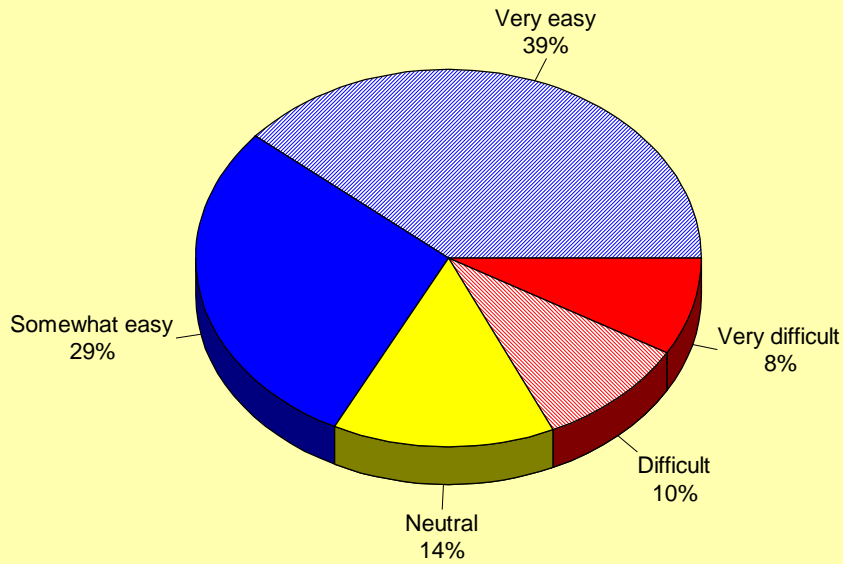
Q12b. Did you contact 311?

by percentage of respondents who have contacted the city within the past year



Source: ETC Institute (2018)

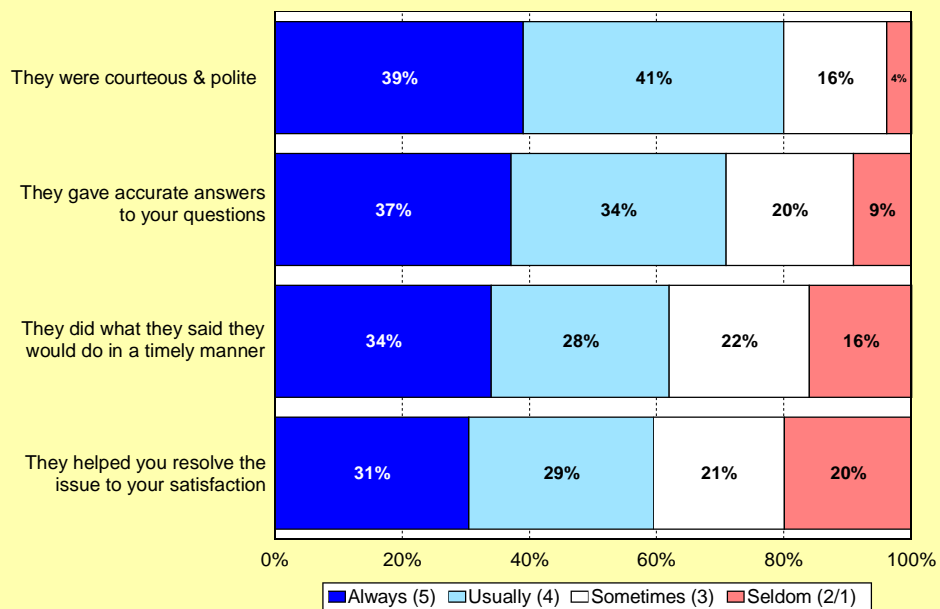
Q12c. How easy was it to address your issue? by percentage of respondents who have contacted the city within the past year



Source: ETC Institute (2018)

Q12e. Rating of City Customer Service Employees

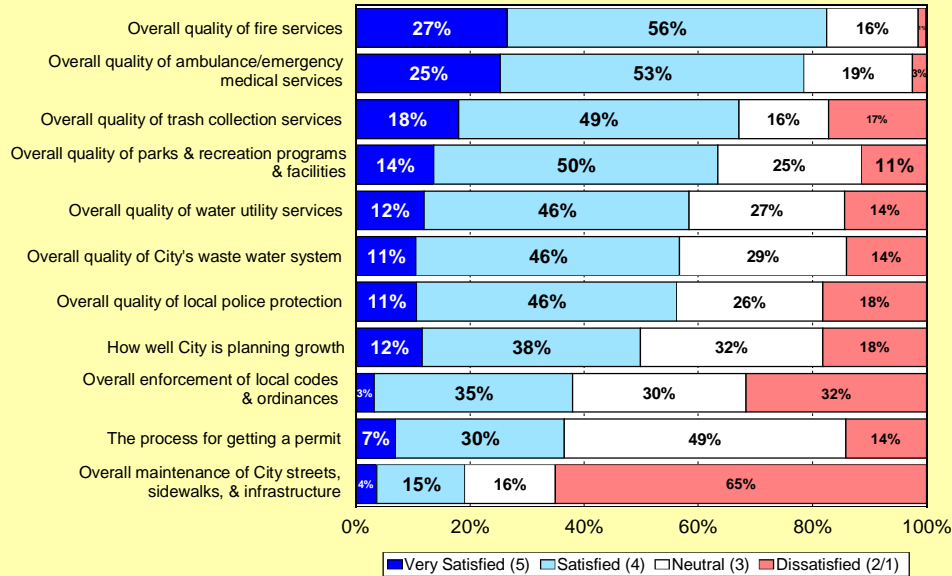
by percentage of respondents who contacted the city within the past year rated the item as a 1 to 5 on a 5-point scale (excluding never)



Source: ETC Institute (2018)

Q13. Satisfaction with Major Categories of City Services

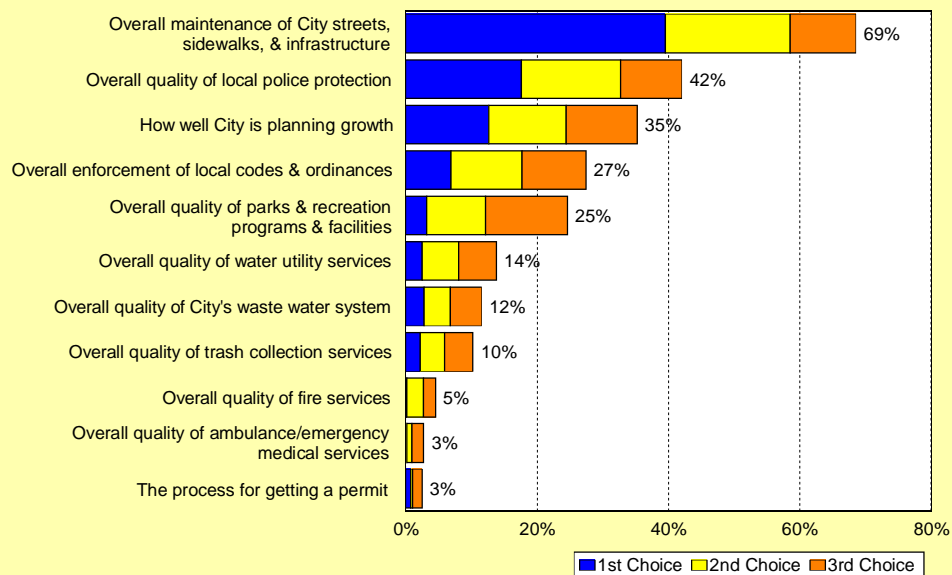
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q14. Community Investment Items That Should Receive the Most Emphasis Over the Next Two Years

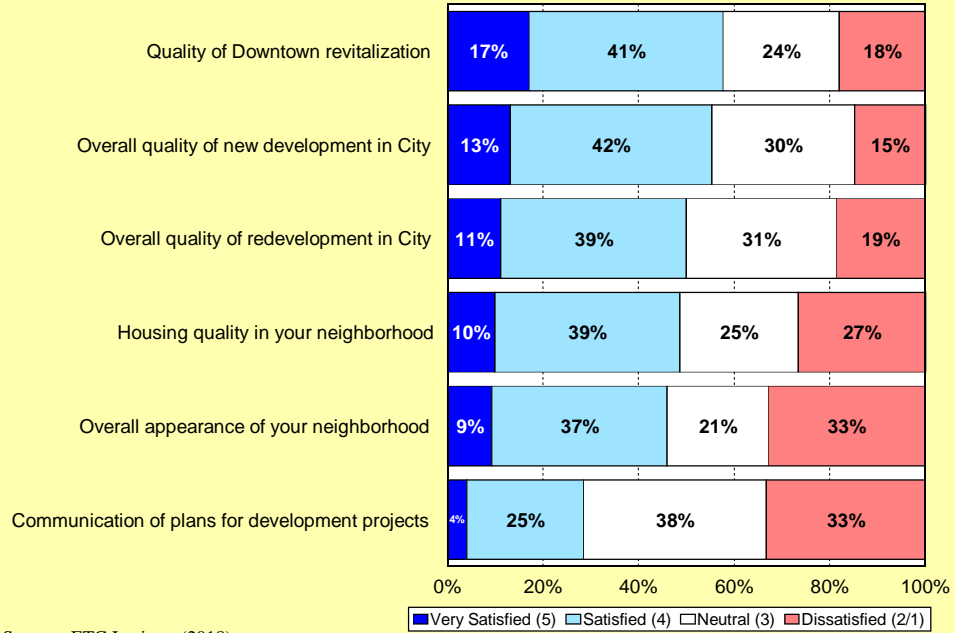
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

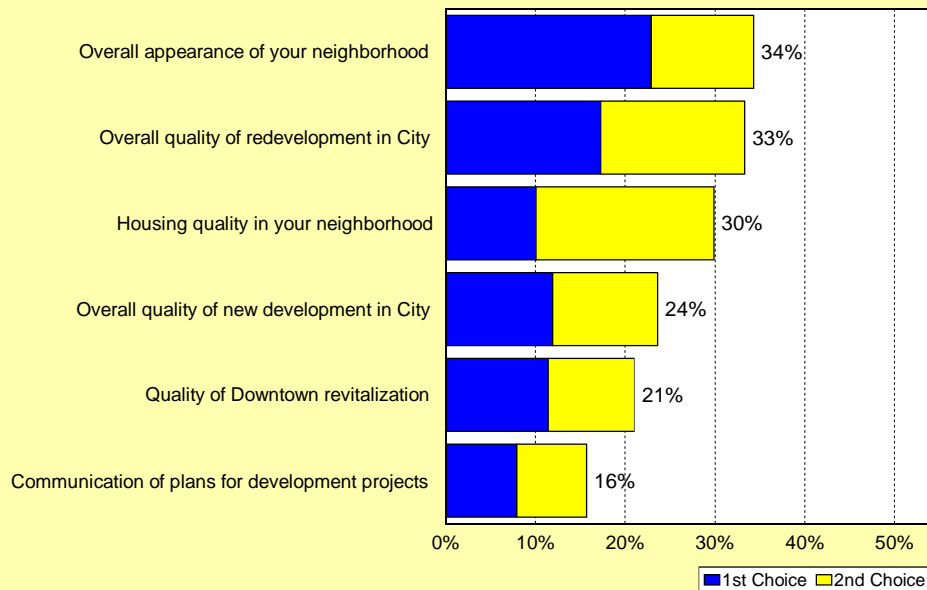
Q15. Satisfaction in Community Investment

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



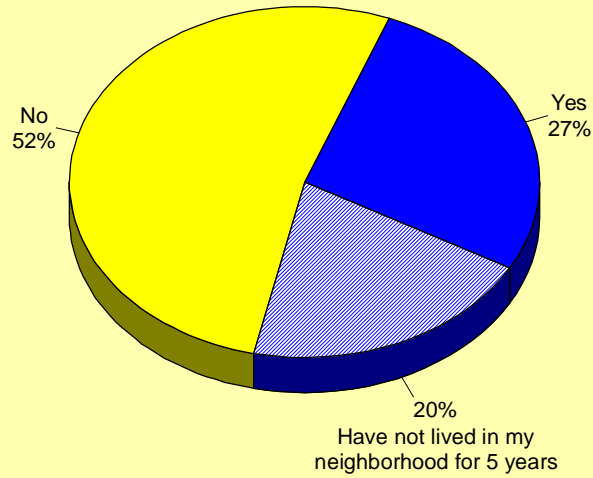
Q16. Community Investment Items That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



Q17. Do you feel that your neighborhood has improved over the past five years?

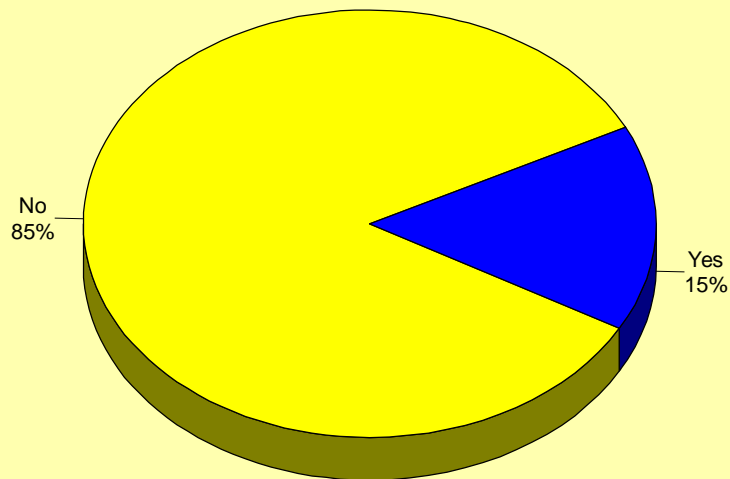
by percentage of respondents



Source: ETC Institute (2018)

Q18. Do you belong to a neighborhood association?

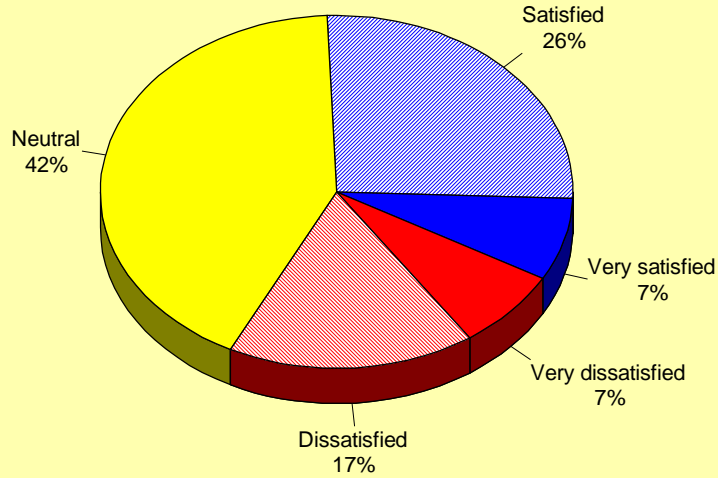
by percentage of respondents



Source: ETC Institute (2018)

Q18a. How satisfied are you with the city's engagement with your neighborhood association?

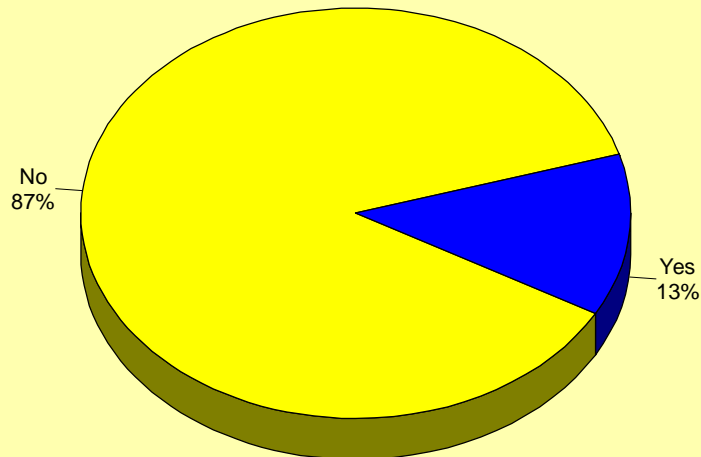
by percentage of respondents who belong to a neighborhood association



Source: ETC Institute (2018)

Q19. Are you aware of development plans for your neighborhood?

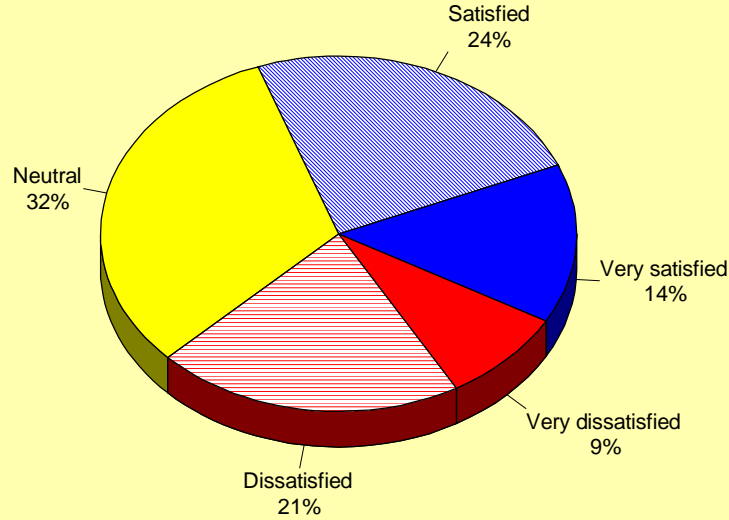
by percentage of respondents



Source: ETC Institute (2018)

Q19a. How satisfied are you with the quality of your neighborhood development plans?

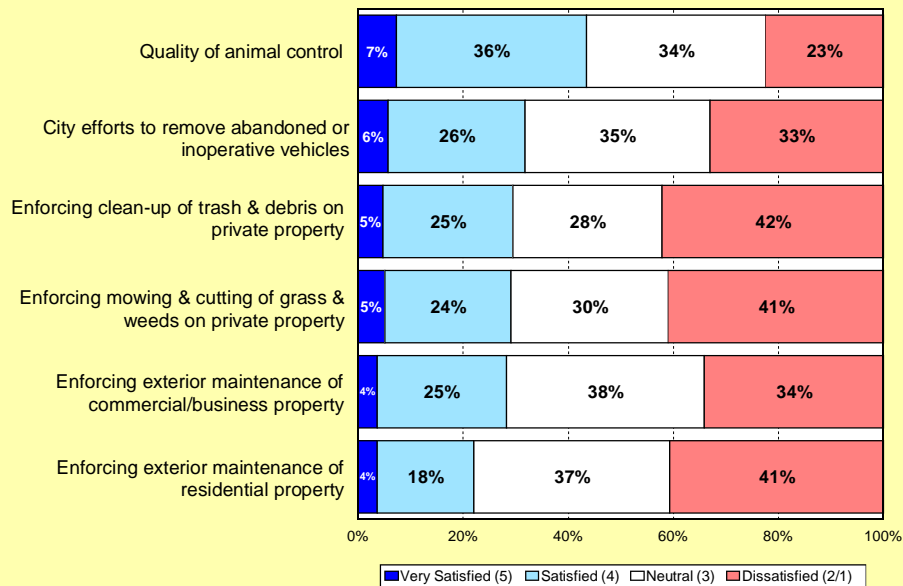
by percentage of respondents who are aware of development plans in their neighborhood



Source: ETC Institute (2018)

Q20. Satisfaction with City Code Enforcement

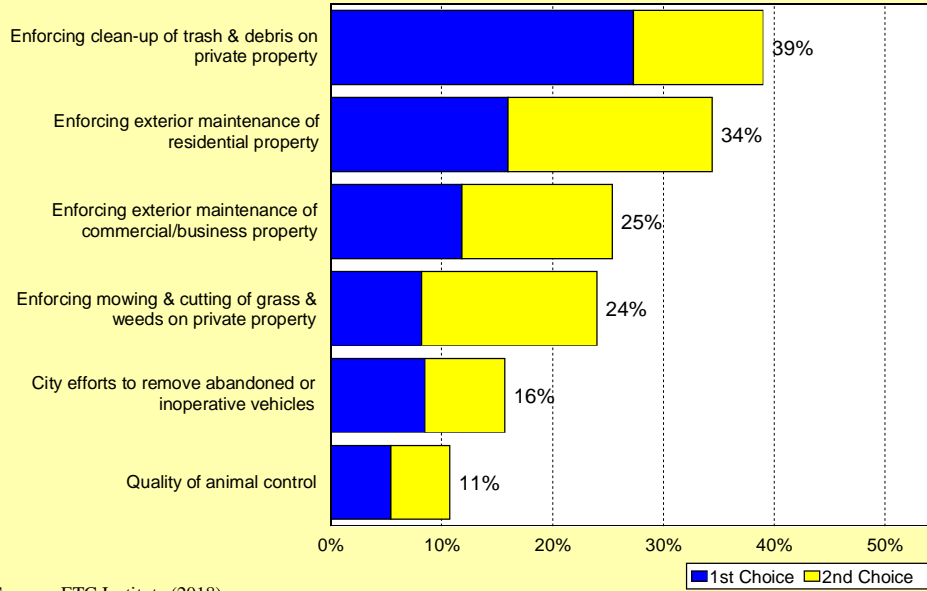
by percentage of respondents who contacted the city in the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q21. Code Enforcement Priorities That Should be Most Important for the City Over the Next Two Years

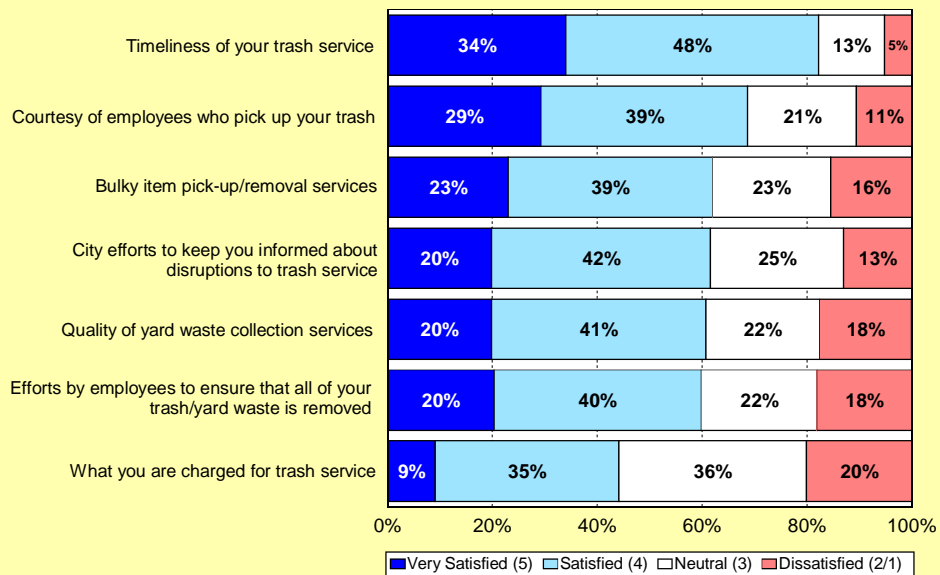
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q22. Satisfaction with Various Aspects of Solid Waste Services

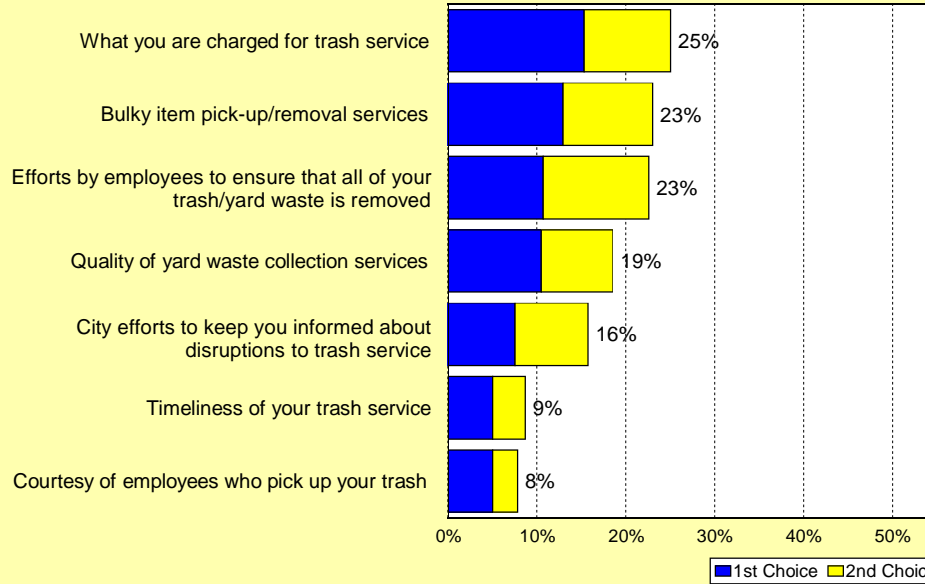
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q23. Solid Waste Items That Should be Most Important for the City Over the Next Two Years

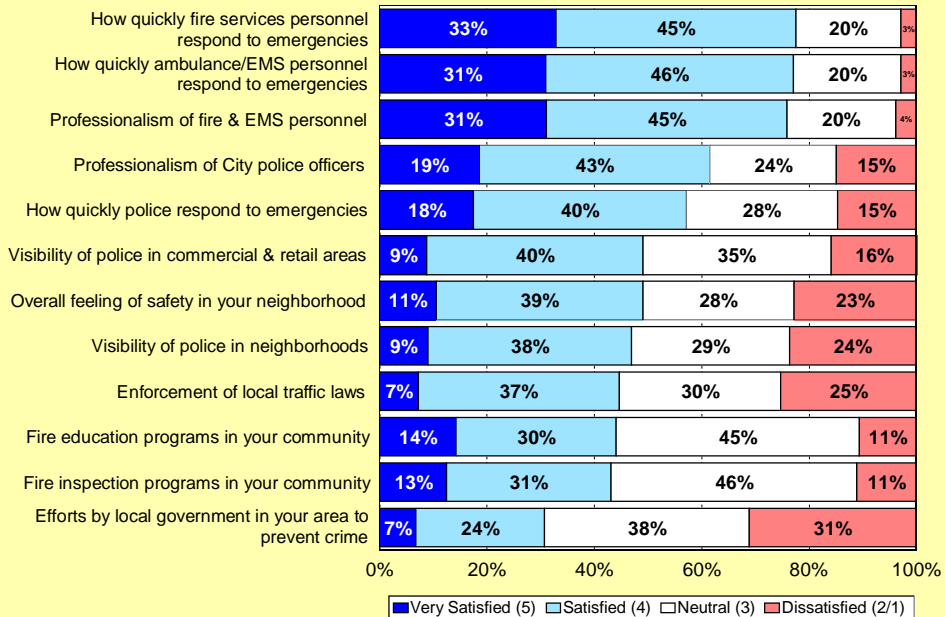
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q24. Satisfaction with Public Safety

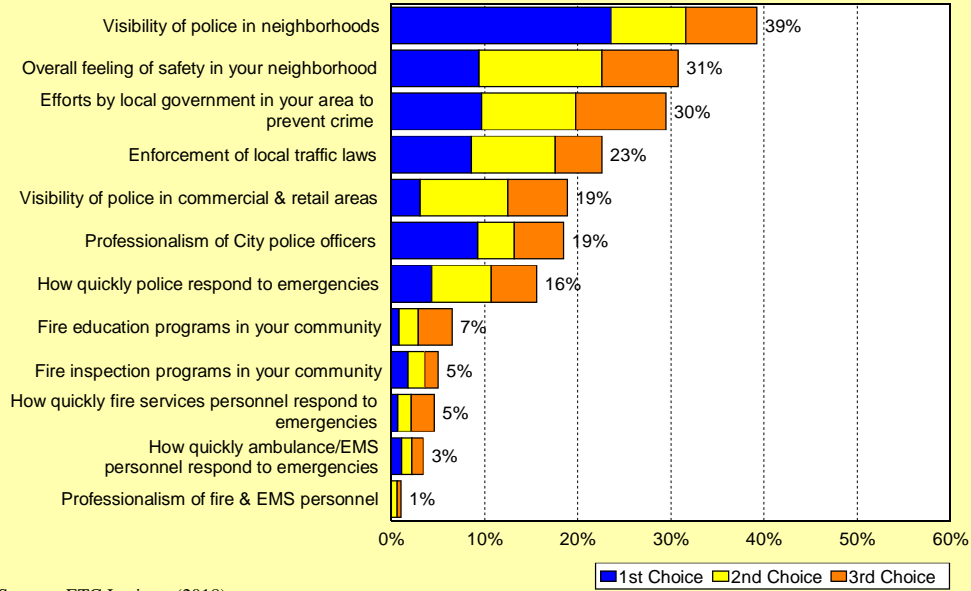
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q25. Public Safety Items That Should Receive the Most Emphasis Over the Next Two Years

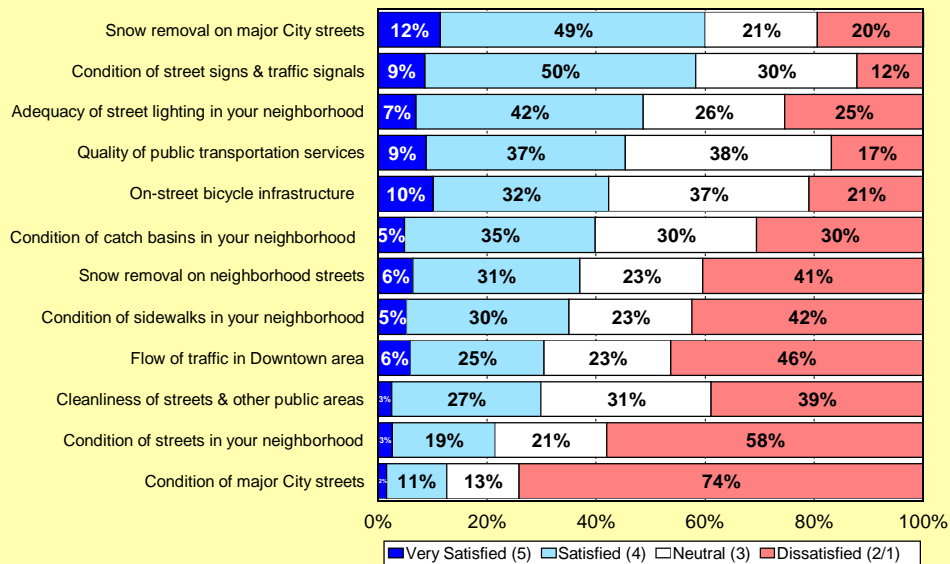
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q26. Satisfaction with Traffic and Transportation in the City

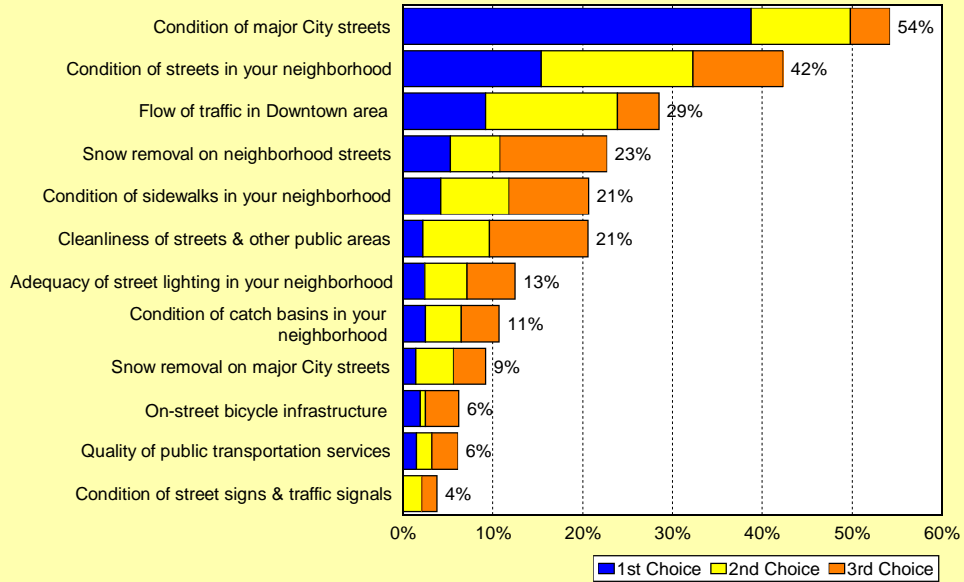
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q27. Traffic and Transportation Items That Should Receive the Most Emphasis Over the Next Two Years

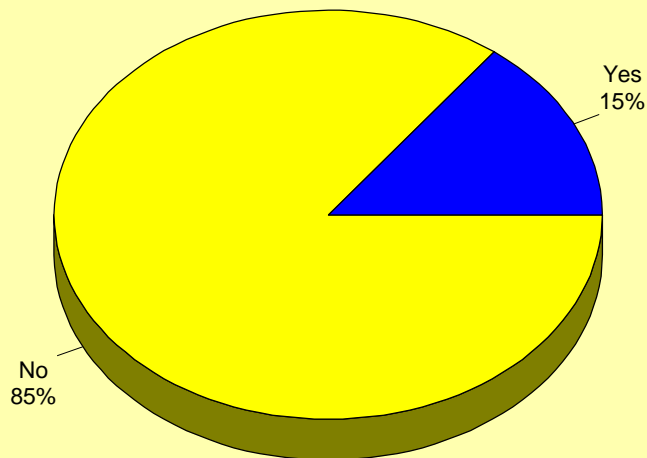
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2018)

Q28. Have you had a sewer backup in your home during the past year?

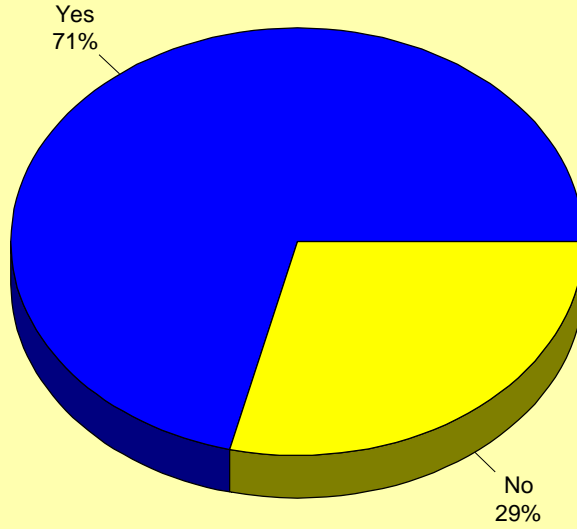
by percentage of respondents



Source: ETC Institute (2018)

Q28a. Was the backup caused by problems in the City's system?

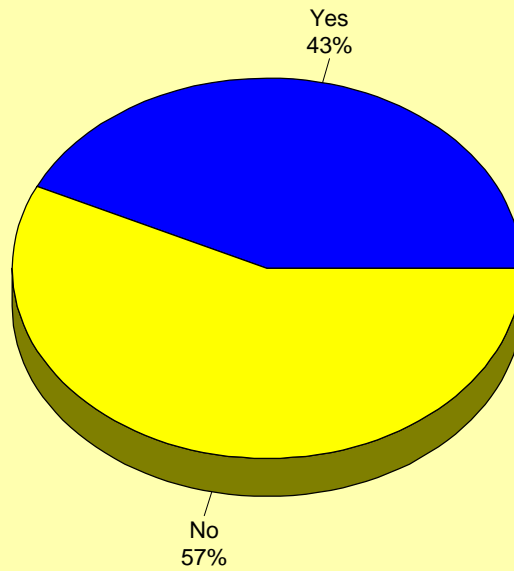
by percentage of respondents who had a sewer backup within the past year



Source: ETC Institute (2018)

Q28b. Was the problem resolved to your satisfaction?

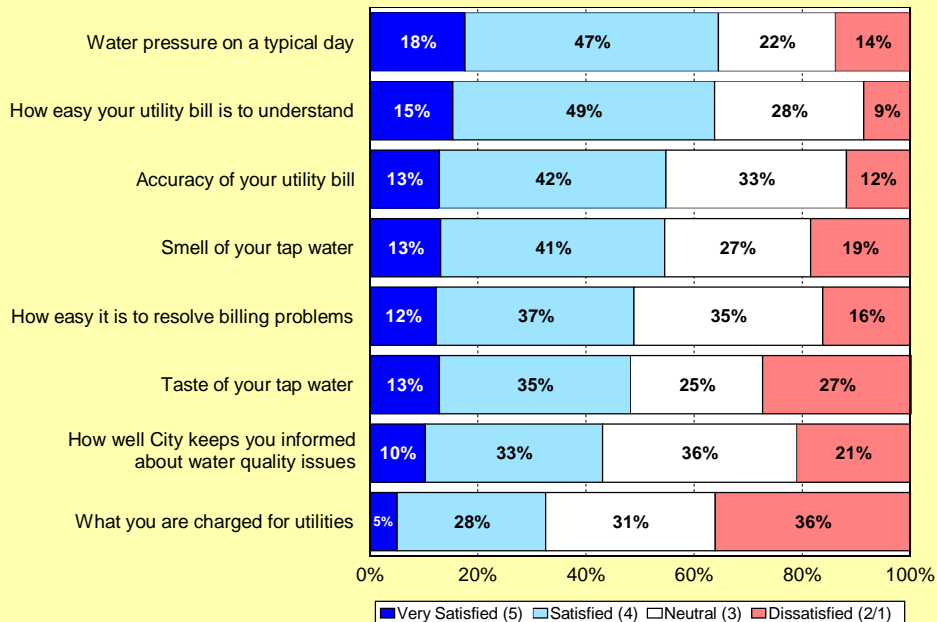
by percentage of respondents who had a sewer backup within the past year



Source: ETC Institute (2018)

Q29. Satisfaction with Water Utilities

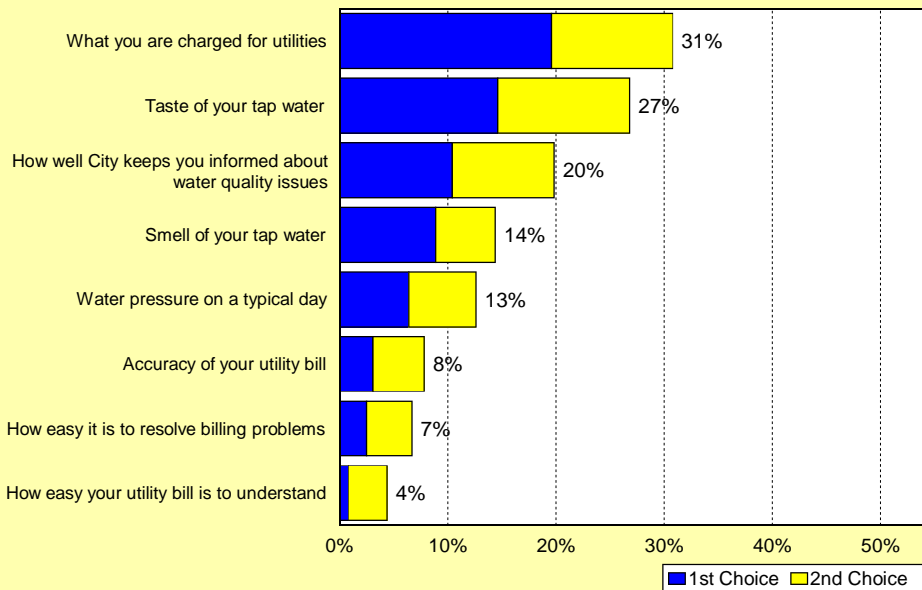
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q30. Water Utility Items That Should Receive the Most Emphasis Over the Next Two Years

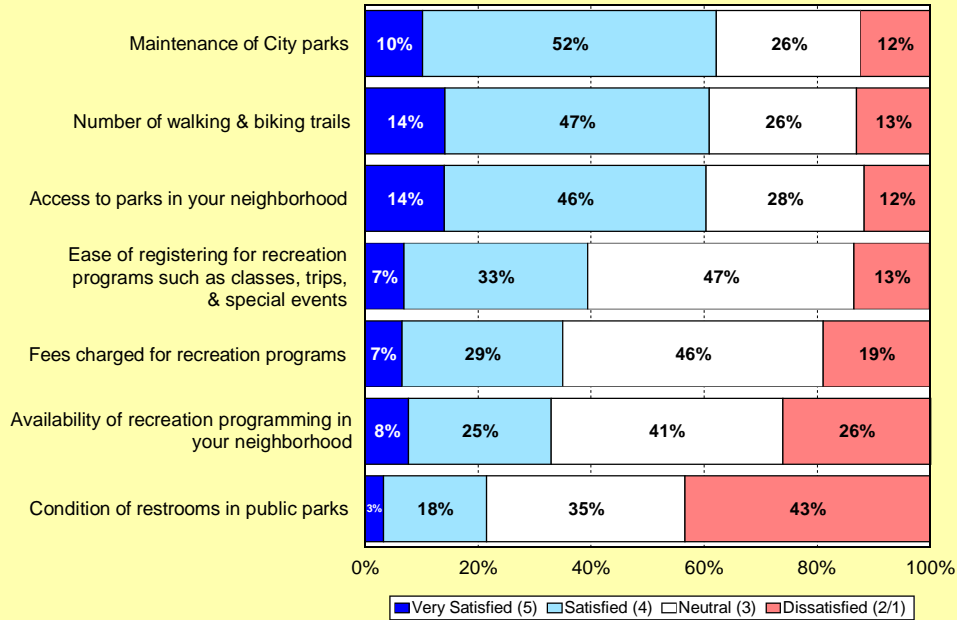
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q31. Satisfaction in Venues, Parks, and Arts

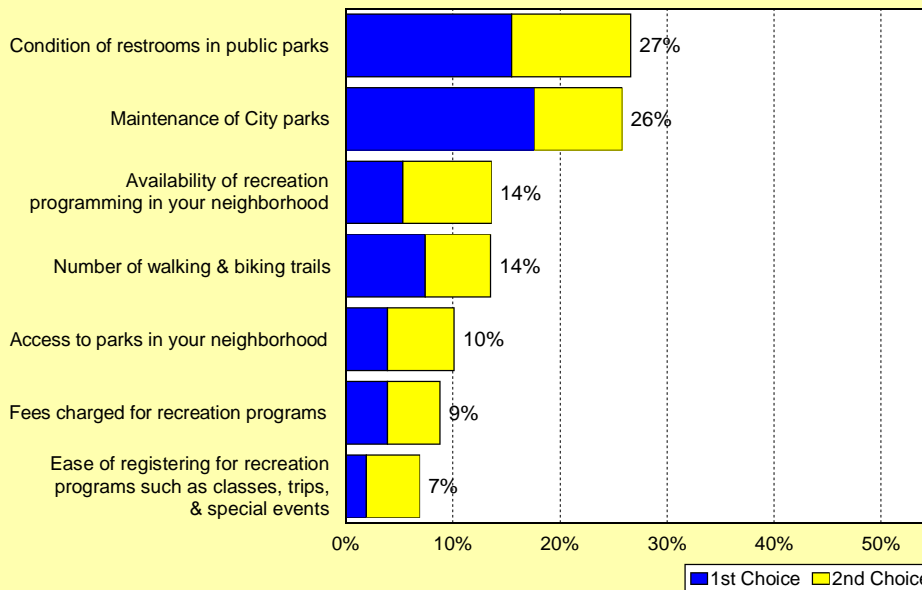
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q32. Venue, Park, and Arts Items That Should Receive the Most Emphasis Over the Next Two Years

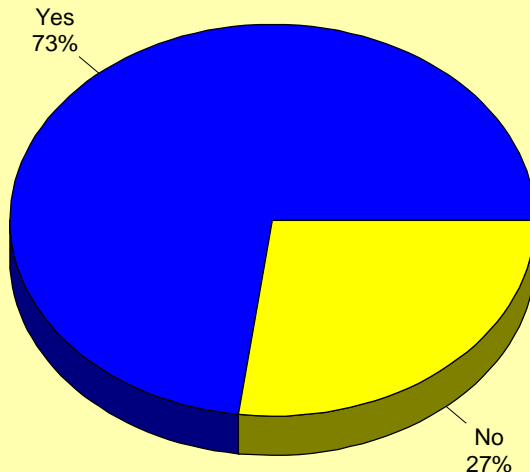
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2018)

Q33. In the past year, have you visited a city recreation facility or park?

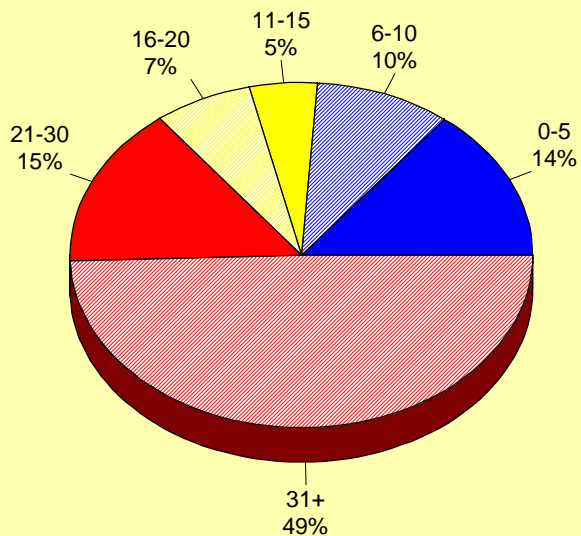
by percentage of respondents



Source: ETC Institute (2018)

Q34. Approximately how many years have you lived in South Bend?

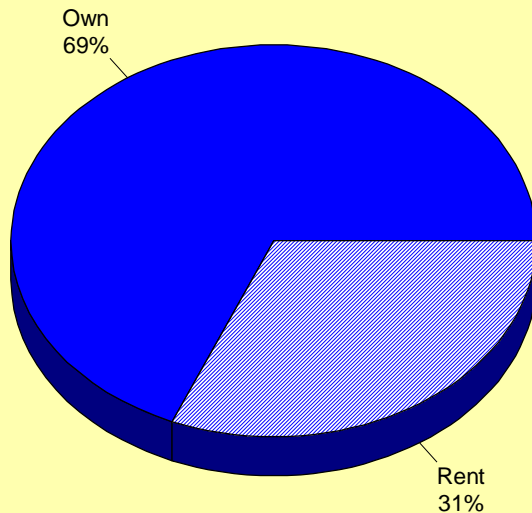
by percentage of respondents (in years)



Source: ETC Institute (2018)

Q35. Do you own or rent your current residence?

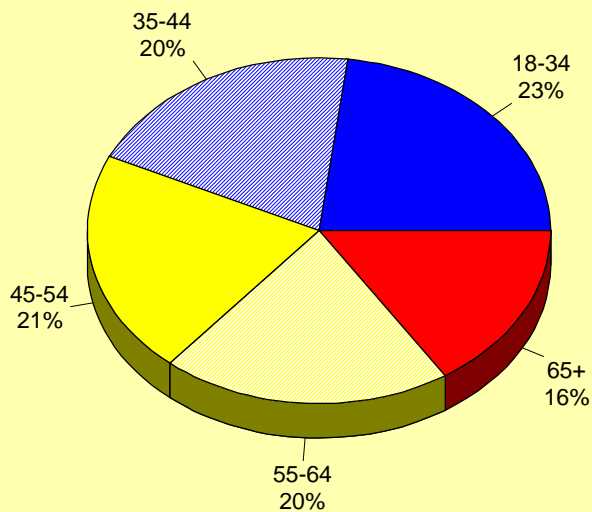
by percentage of respondents



Source: ETC Institute (2018)

Q36. Age Range of Respondents

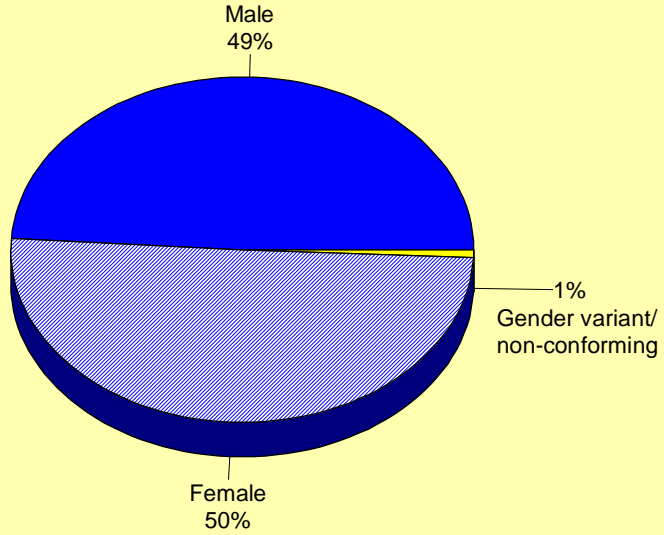
by percentage of respondents



Source: ETC Institute (2018)

Q37. Gender Identity of Respondents

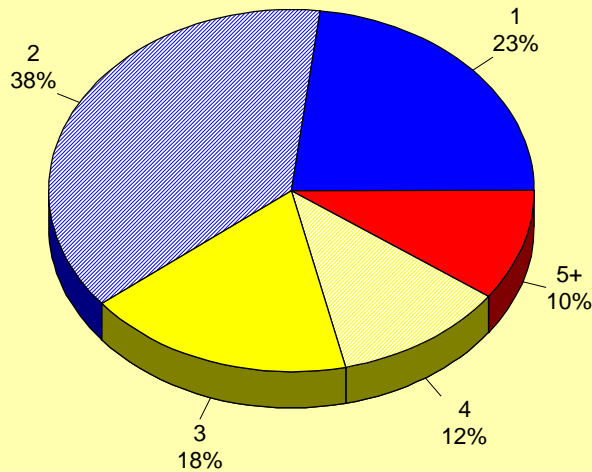
by percentage of respondents



Source: ETC Institute (2018)

Q38. Household Size

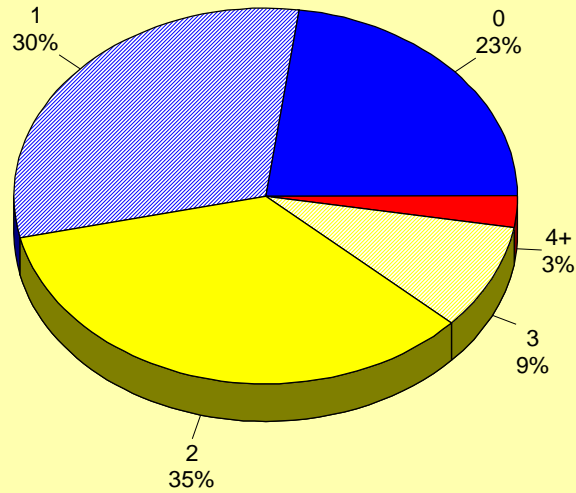
by percentage of respondents



Source: ETC Institute (2018)

Q39. How many people in your household are employed?

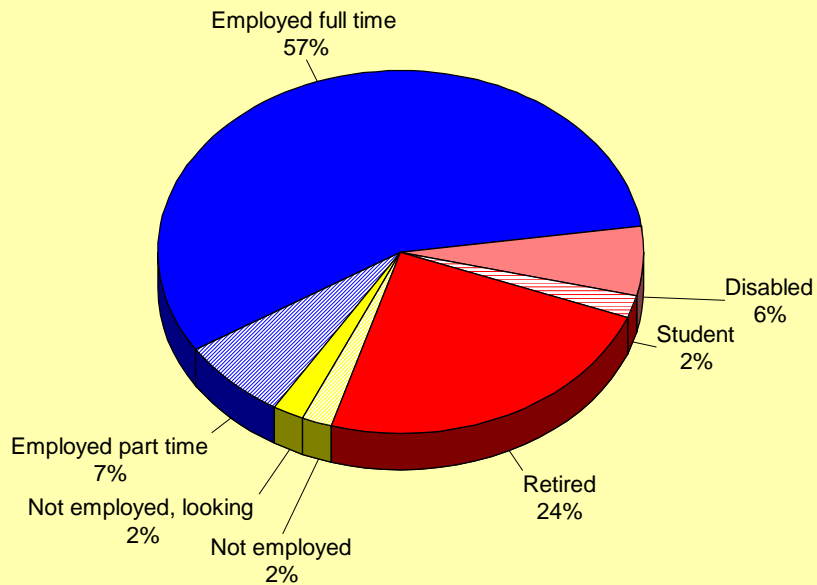
by percentage of respondents



Source: ETC Institute (2018)

Q40. Which of the following best describes your employment status?

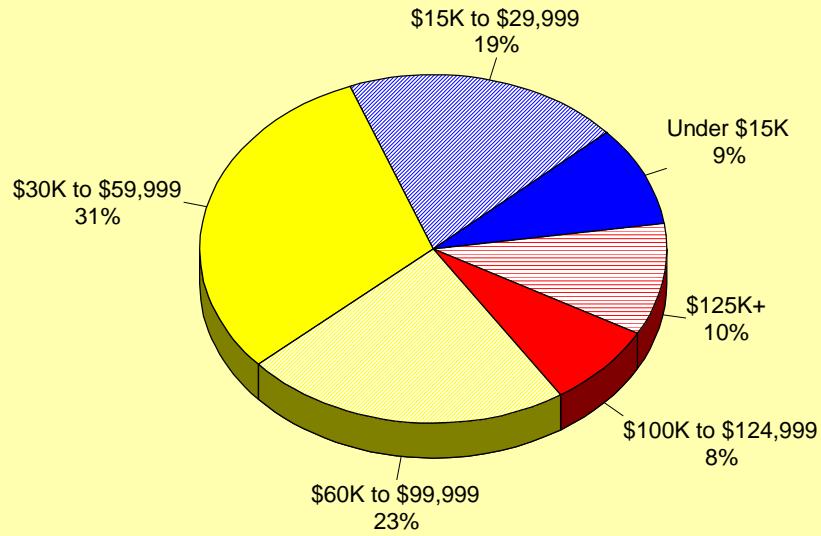
by percentage of respondents



Source: ETC Institute (2018)

Q41. Would you say your total annual household income is...

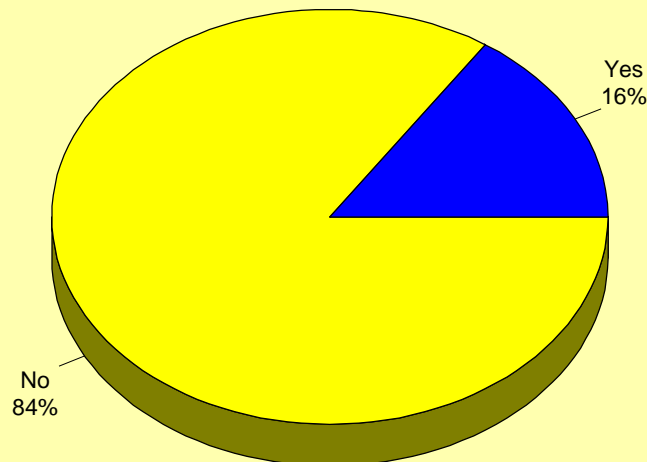
by percentage of respondents



Source: ETC Institute (2018)

Q42. Are you of Hispanic, Latino or Spanish ancestry?

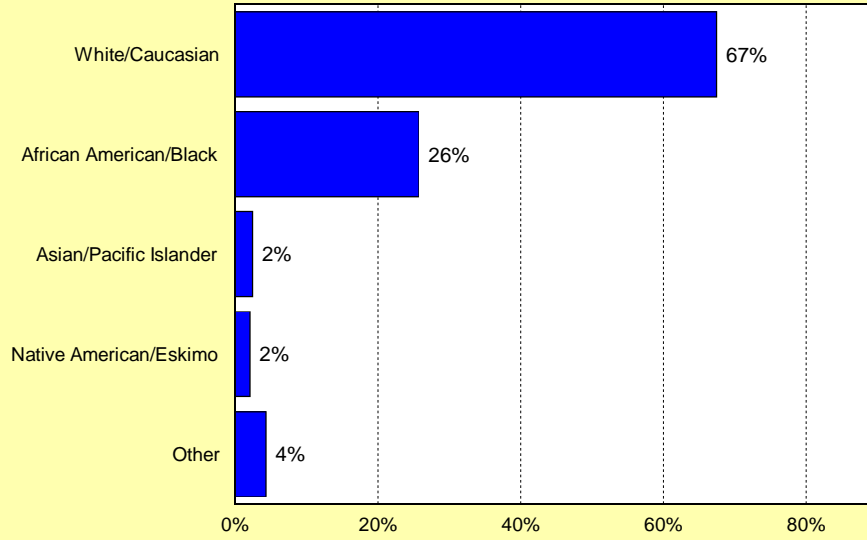
by percentage of respondents



Source: ETC Institute (2018)

Q43. Which of the following best describes your race/ethnicity?

by percentage of respondents



Source: ETC Institute (2018)

Section 2

Benchmarking Analysis

Benchmarking Summary Report

City of South Bend, Indiana

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States and (2) a survey administered by ETC Institute in the fall of 2017 to over 350 residents living in the Great Lakes Region which includes the following states: Pennsylvania, Ohio, Indiana, Illinois, and Michigan.

Interpreting the Charts

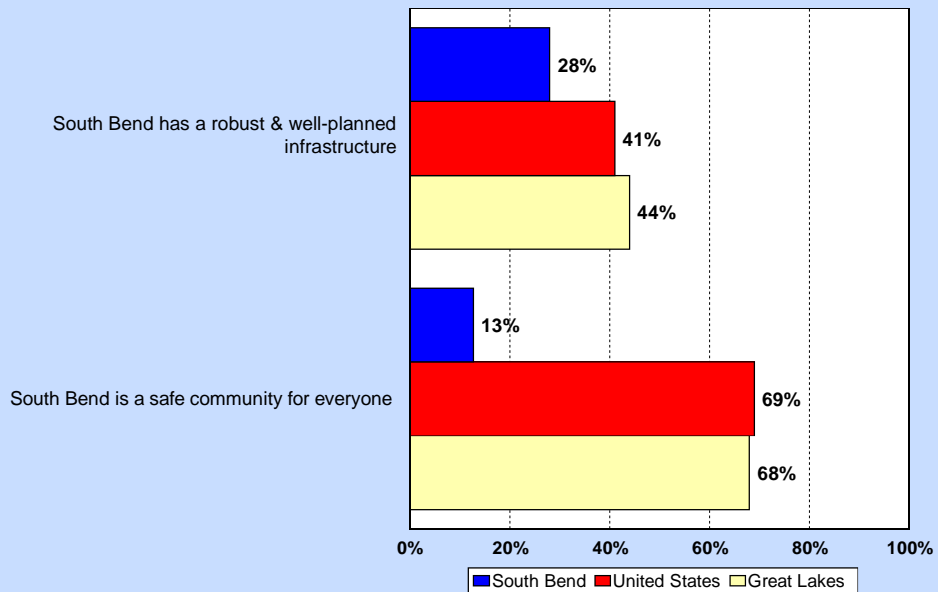
National Benchmarks. The first set of charts on the following pages show how the overall ratings for South Bend compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for South Bend, the red bar for the United States, and the yellow bar for the Great Lakes.

National Benchmarks

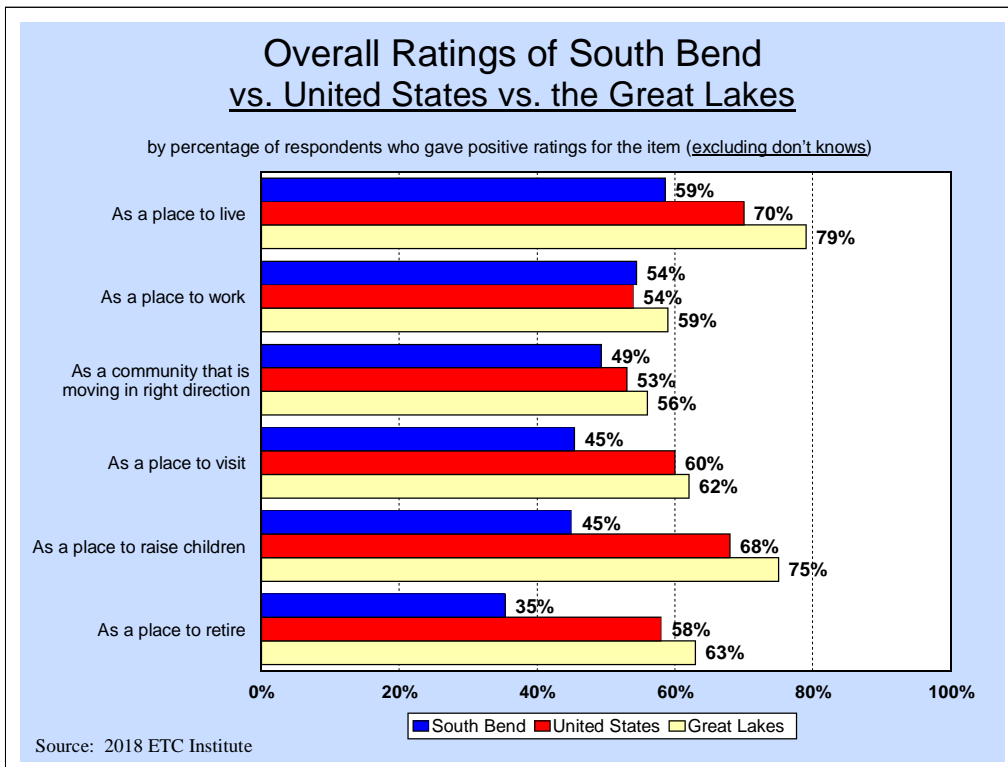
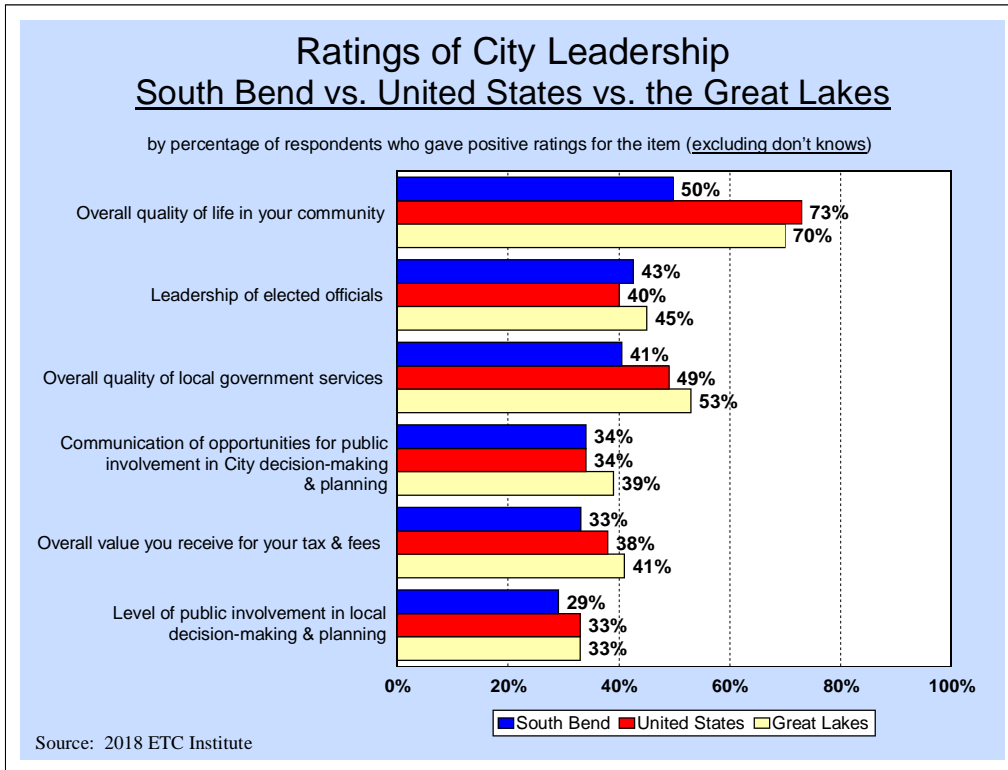
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of South Bend is not authorized without written consent from ETC Institute.

Overall Ratings of City Perception South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)

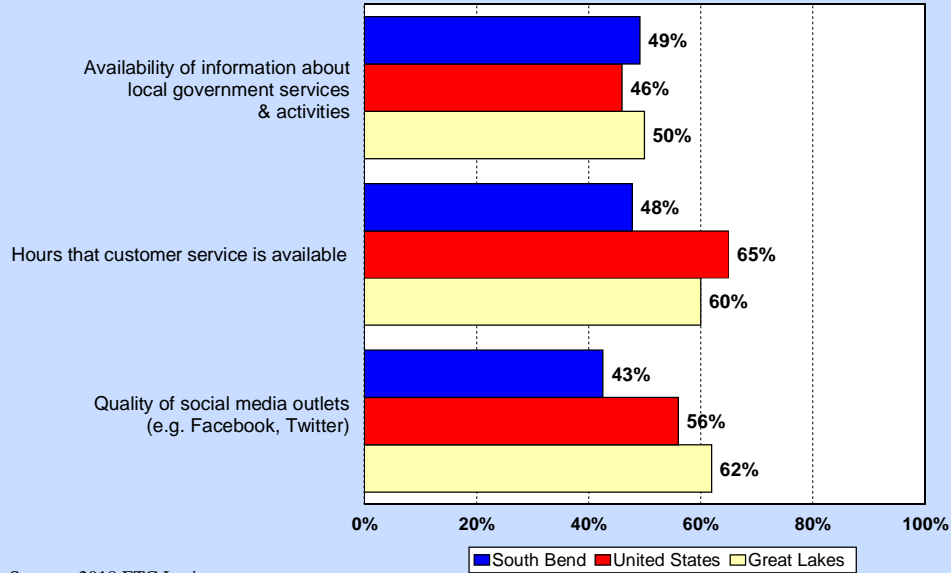


Source: 2018 ETC Institute



Customer Service and Communication Ratings South Bend vs. United States vs. the Great Lakes

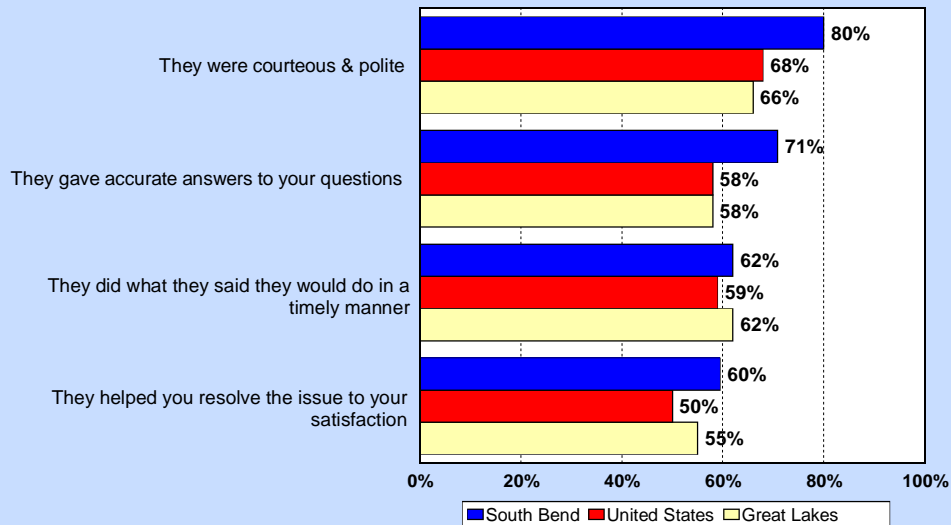
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2018 ETC Institute

Factors that Influence Perception of Quality Customer Service Received from City Employees South Bend vs. United States vs. the Great Lakes

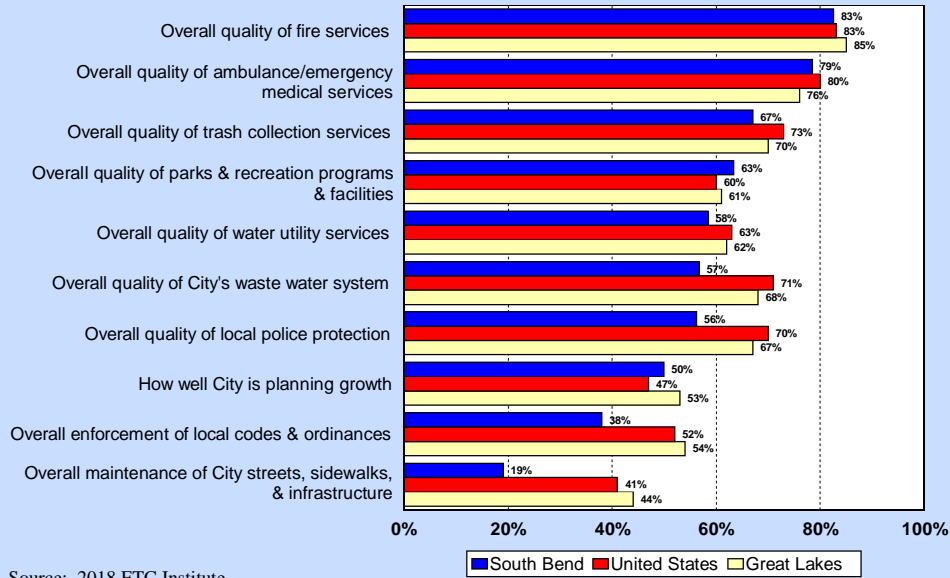
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2018 ETC Institute

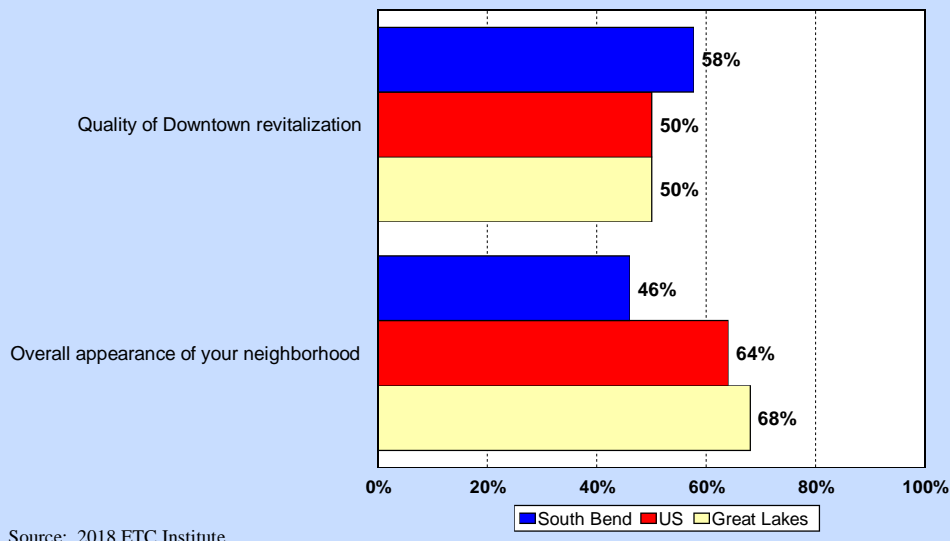
Ratings of Major Categories of City Services South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



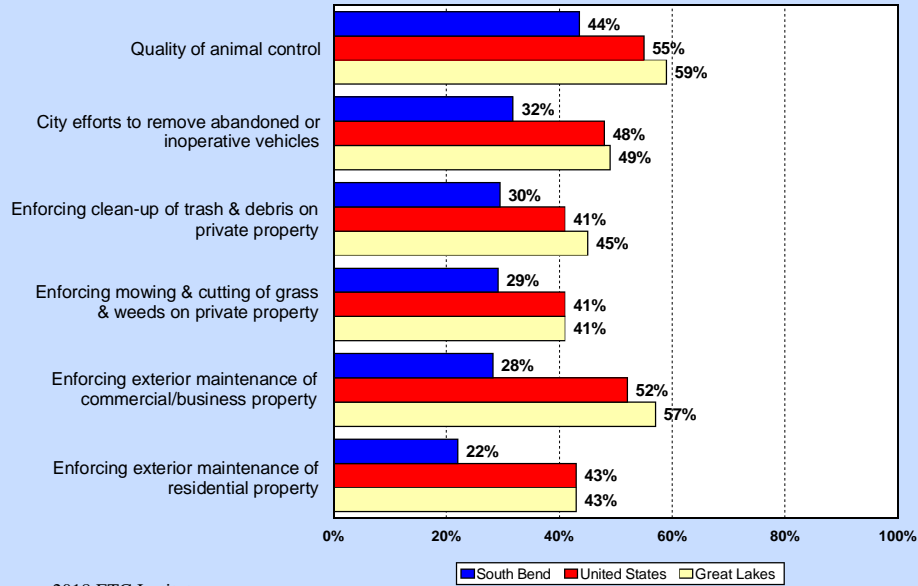
Ratings of Community Investment South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



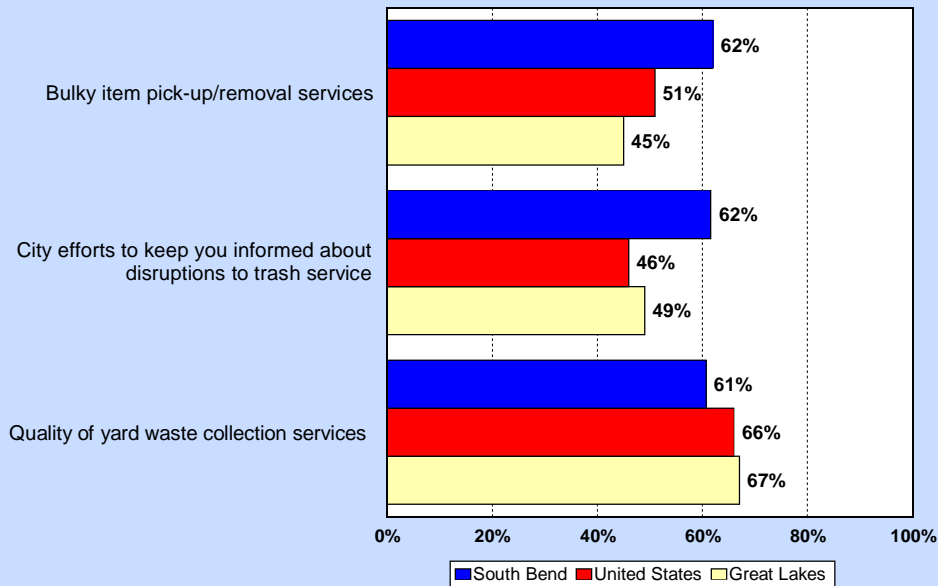
Ratings of Code Enforcement South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



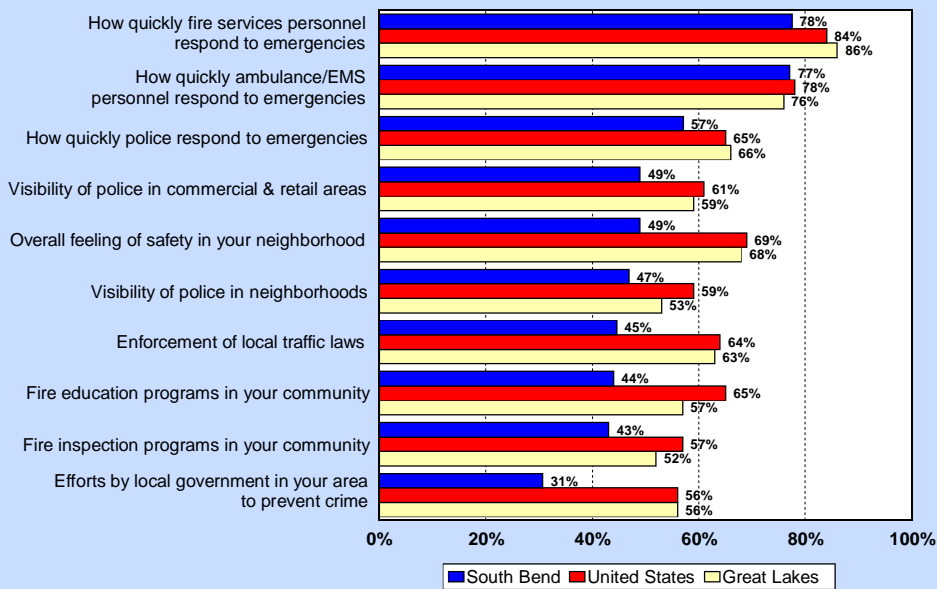
Ratings of Solid Waste South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



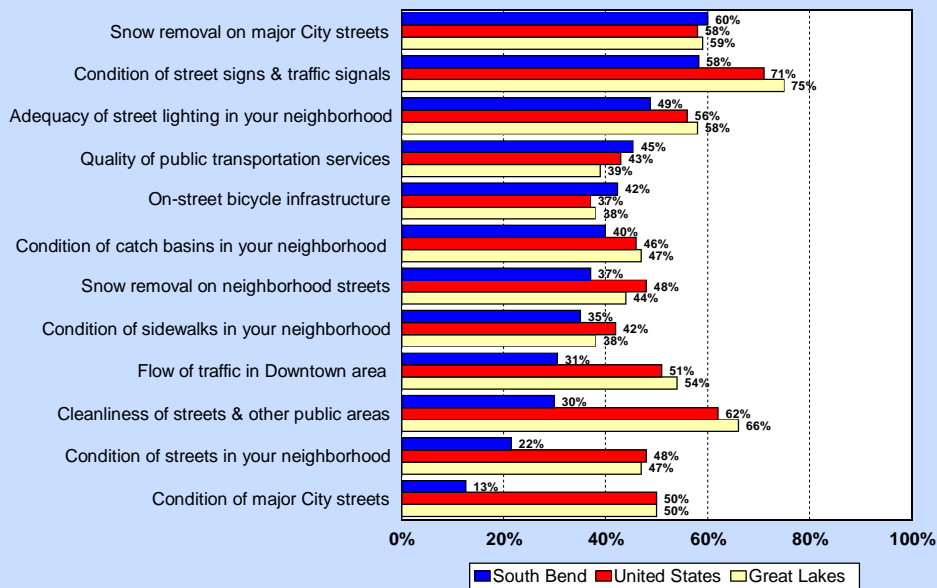
Ratings of Public Safety South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



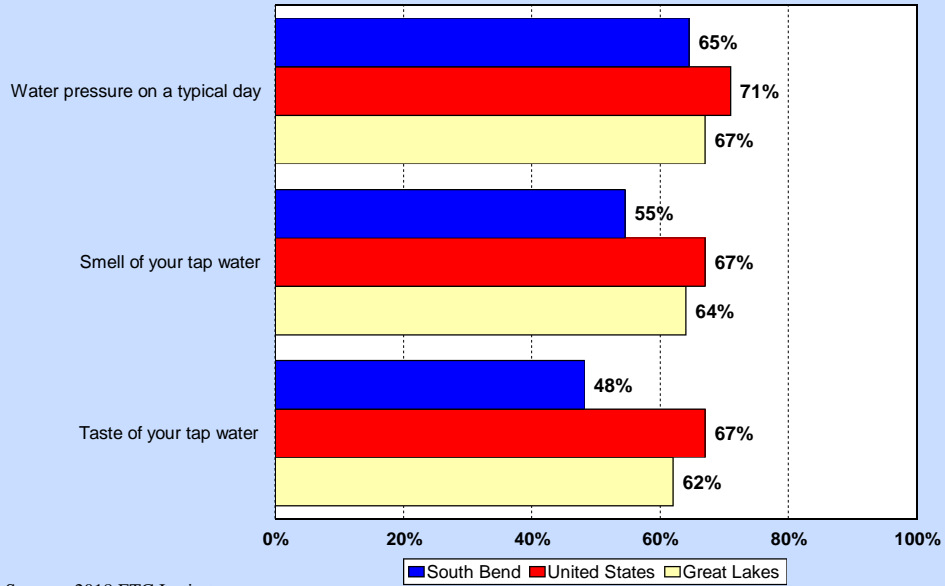
Ratings of Traffic and Transportation South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Ratings of Traffic and Transportation South Bend vs. United States vs. the Great Lakes

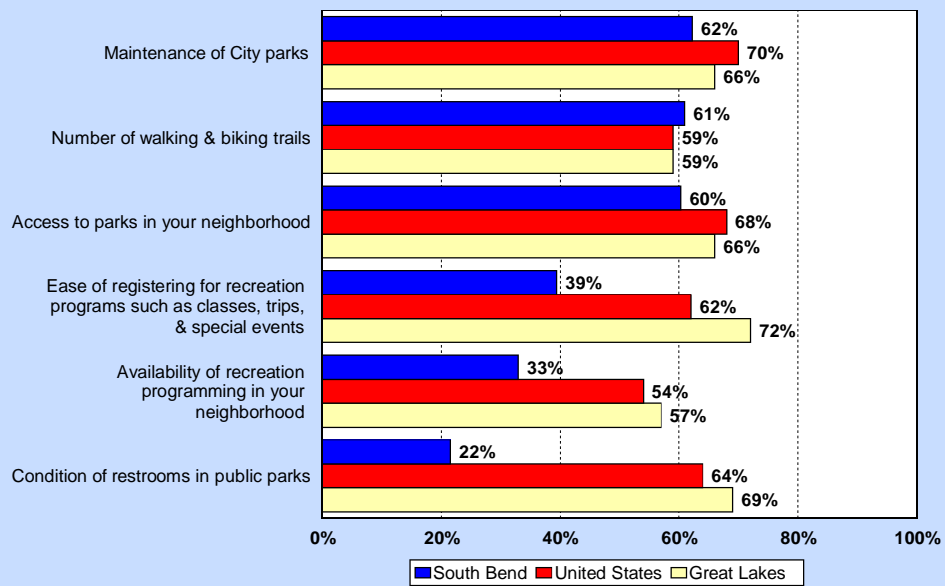
by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2018 ETC Institute

Ratings of Venues, Parks, and Arts South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2018 ETC Institute

Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of South Bend, Indiana

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty-nine percent (69%) of respondents selected the *overall maintenance of City streets, sidewalks, and infrastructure* as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 19% of respondents surveyed rated the City's overall performance in the *overall maintenance of City streets, sidewalks, and infrastructure* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for the *overall maintenance of City streets, sidewalks, and infrastructure* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 69% was multiplied by 81% (1-0.19). This calculation yielded an I-S rating of 0.5542 which ranked first out of 11 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of South Bend are provided on the following pages.

2018 Importance-Satisfaction Rating

City of South Bend

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets, sidewalks, & infrastructure	69%	1	19%	11	0.5542	1
High Priority (IS .10-.20)						
Overall quality of local police protection	42%	2	56%	7	0.1840	2
How well City is planning growth	35%	3	50%	8	0.1764	3
Overall enforcement of local codes & ordinances	27%	4	38%	9	0.1699	4
Medium Priority (IS <.10)						
Overall quality of parks & recreation programs & facilities	25%	5	63%	4	0.0900	5
Overall quality of water utility services	14%	6	58%	5	0.0574	6
Overall quality of City's waste water system	12%	7	57%	6	0.0498	7
Overall quality of trash collection services	10%	8	67%	3	0.0336	8
The process for getting a permit (for buildings, signs, fences, etc.)	3%	11	37%	10	0.0159	9
Overall quality of fire services	5%	9	83%	1	0.0079	10
Overall quality of ambulance/emergency medical services	3%	10	79%	2	0.0058	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Community Investment

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall appearance of your neighborhood	34%	1	46%	5	0.1852	1
Overall quality of redevelopment in City	33%	2	50%	3	0.1665	2
Housing quality in your neighborhood	30%	3	49%	4	0.1537	3
Communication of plans for development projects	16%	6	29%	6	0.1123	4
Overall quality of new development in City	24%	4	55%	2	0.1055	5
Medium Priority (IS <.10)						
Quality of Downtown revitalization	21%	5	58%	1	0.0888	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing clean-up of trash & debris on private property	39%	1	30%	3	0.2750	1
Enforcing exterior maintenance of residential property	34%	2	22%	6	0.2683	2
High Priority (IS .10-.20)						
Enforcing exterior maintenance of commercial/business property	25%	3	28%	5	0.1824	3
Enforcing mowing & cutting of grass & weeds on private property	24%	4	29%	4	0.1702	4
City efforts to remove abandoned or inoperative vehicles	16%	5	32%	2	0.1071	5
Medium Priority (IS <.10)						
Quality of animal control	11%	6	44%	1	0.0605	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Solid Waste

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
What you are charged for trash service	25%	1	44%	7	0.1398	1
Medium Priority (IS <.10)						
Efforts by employees to ensure that all of your trash/yard waste is removed	23%	3	60%	6	0.0909	2
Bulky item pick-up/removal services (e.g. old furniture, appliances)	23%	2	62%	3	0.0874	3
Quality of yard waste collection services	19%	4	61%	5	0.0727	4
City efforts to keep you informed about disruptions to trash service	16%	5	62%	4	0.0603	5
Courtesy of employees who pick up your trash	8%	7	69%	2	0.0244	6
Timeliness of your trash service	9%	6	82%	1	0.0155	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Visibility of police in neighborhoods	39%	1	47%	8	0.2082	1
Efforts by local government in your area to prevent crime	30%	7	31%	12	0.2044	2
High Priority (IS .10-.20)						
Overall feeling of safety in your neighborhood	31%	6	49%	7	0.1571	3
Enforcement of local traffic laws	23%	3	45%	9	0.1252	4
Medium Priority (IS <.10)						
Visibility of police in commercial & retail areas	19%	2	49%	6	0.0964	5
Professionalism of City police officers	19%	4	62%	4	0.0712	6
How quickly police respond to emergencies	16%	5	57%	5	0.0669	7
Fire education programs in your community	7%	9	44%	10	0.0364	8
Fire inspection programs in your community	5%	8	43%	11	0.0285	9
How quickly fire services personnel respond to emergencies	5%	11	78%	1	0.0104	10
How quickly ambulance/EMS personnel respond to emergencies	3%	12	77%	2	0.0078	11
Professionalism of fire & EMS personnel	1%	10	76%	3	0.0024	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Traffic and Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	54%	1	13%	12	0.4737	1
Condition of streets in your neighborhood	42%	2	22%	11	0.3321	2
High Priority (IS .10-.20)						
Flow of traffic in Downtown area	29%	3	31%	9	0.1981	3
Cleanliness of streets & other public areas	21%	6	30%	10	0.1444	4
Snow removal on neighborhood streets	23%	4	37%	7	0.1428	5
Condition of sidewalks in your neighborhood	21%	5	35%	8	0.1343	6
Medium Priority (IS <.10)						
Condition of catch basins (storm drains) in your neighborhood	11%	8	40%	6	0.0643	7
Adequacy of street lighting in your neighborhood	13%	7	49%	3	0.0641	8
Snow removal on major City streets	9%	9	60%	1	0.0368	9
On-street bicycle infrastructure (bike lanes/signs/arrows)	6%	10	42%	5	0.0358	10
Quality of public transportation services	6%	11	45%	4	0.0333	11
Condition of street signs & traffic signals	4%	12	58%	2	0.0158	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
What you are charged for utilities	31%	1	33%	8	0.2079	1
High Priority (IS .10-.20)						
Taste of your tap water	27%	2	48%	6	0.1388	2
How well City keeps you informed about water quality issues	20%	3	43%	7	0.1129	3
Medium Priority (IS <.10)						
Smell of your tap water	14%	4	55%	4	0.0655	4
Water pressure on a typical day	13%	5	65%	1	0.0447	5
Accuracy of your utility bill	8%	6	55%	3	0.0353	6
How easy it is to resolve billing problems	7%	7	49%	5	0.0342	7
How easy your utility bill is to understand	4%	8	64%	2	0.0159	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2018 Importance-Satisfaction Rating

City of South Bend

Venues, Parks, and Arts

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of restrooms in public parks	27%	1	22%	7	0.2088	1
Medium Priority (IS <.10)						
Maintenance of City parks	26%	2	62%	1	0.0975	2
Availability of recreation programming in your neighborhood	14%	3	33%	6	0.0913	3
Fees charged for recreation programs	9%	6	35%	5	0.0572	4
Number of walking & biking trails	14%	4	61%	2	0.0528	5
Ease of registering for recreation programs such as classes, trips, & special events	7%	7	39%	4	0.0418	6
Access to parks in your neighborhood	10%	5	60%	3	0.0401	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 4

Tabular Data

Q1. Perception of the City. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=721)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q1-1. All residents are empowered with education, mobility, & technology	6.0%	20.0%	26.1%	30.0%	11.7%	6.4%
Q1-2. South Bend has a robust & well-planned infrastructure	3.1%	23.0%	32.5%	25.5%	9.0%	6.9%
Q1-3. South Bend is a safe community for everyone	1.9%	10.4%	22.5%	40.2%	22.6%	2.4%
Q1-4. South Bend has a strong, inclusive economy	2.8%	24.1%	35.4%	22.5%	8.5%	6.8%
Q1-5. South Bend has thriving public spaces & culture	8.2%	41.6%	28.4%	12.9%	4.7%	4.2%
Q1-6. South Bend has vibrant, welcoming neighborhoods	4.7%	24.4%	33.0%	24.0%	11.7%	2.2%

WITHOUT "DON'T KNOW"

Q1. Perception of the City. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=721)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q1-1. All residents are empowered with education, mobility, & technology	6.4%	21.3%	27.9%	32.0%	12.4%
Q1-2. South Bend has a robust & well-planned infrastructure	3.3%	24.7%	34.9%	27.4%	9.7%
Q1-3. South Bend is a safe community for everyone	2.0%	10.7%	23.0%	41.2%	23.2%
Q1-4. South Bend has a strong, inclusive economy	3.0%	25.9%	37.9%	24.1%	9.1%
Q1-5. South Bend has thriving public spaces & culture	8.5%	43.4%	29.7%	13.5%	4.9%
Q1-6. South Bend has vibrant, welcoming neighborhoods	4.8%	25.0%	33.8%	24.5%	11.9%

Q2. City Leadership. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall value you receive for your tax & fees	4.2%	27.6%	28.6%	24.7%	10.8%	4.2%
Q2-2. Overall quality of local government services	4.4%	34.4%	33.6%	16.1%	7.2%	4.3%
Q2-3. Overall quality of life in your community	8.2%	40.2%	28.2%	15.5%	5.1%	2.8%
Q2-4. Leadership of elected officials	9.7%	30.2%	29.7%	15.3%	8.9%	6.2%
Q2-5. Level of public involvement in local decision-making & planning	4.0%	22.3%	35.2%	18.9%	10.0%	9.6%
Q2-6. Communication of opportunities for public involvement in City decision-making & planning	4.2%	27.0%	30.7%	20.2%	9.6%	8.3%

WITHOUT "DON'T KNOW"

Q2. City Leadership. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall value you receive for your tax & fees	4.3%	28.8%	29.8%	25.8%	11.3%
Q2-2. Overall quality of local government services	4.6%	35.9%	35.1%	16.8%	7.5%
Q2-3. Overall quality of life in your community	8.4%	41.4%	29.0%	16.0%	5.3%
Q2-4. Leadership of elected officials	10.4%	32.2%	31.7%	16.3%	9.5%
Q2-5. Level of public involvement in local decision-making & planning	4.4%	24.7%	39.0%	20.9%	11.0%
Q2-6. Communication of opportunities for public involvement in City decision-making & planning	4.5%	29.5%	33.4%	22.1%	10.4%

Q3. Have you met the current Mayor of South Bend?

<u>Q3. Have you met current Mayor of South Bend</u>	<u>Number</u>	<u>Percent</u>
Yes	290	40.2 %
No	431	59.8 %
Total	721	100.0 %

Q4. Have you met your current City Council member?

<u>Q4. Have you met your current City Council member</u>	<u>Number</u>	<u>Percent</u>
Yes	140	19.4 %
No	581	80.6 %
Total	721	100.0 %

Q5. Overall Ratings of South Bend. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. As a place to live	11.2%	46.6%	25.8%	10.5%	4.6%	1.2%
Q5-2. As a place to raise children	10.0%	32.5%	25.9%	18.0%	7.9%	5.7%
Q5-3. As a place to work	9.8%	42.7%	28.0%	11.9%	4.2%	3.3%
Q5-4. As a place to retire	6.2%	26.8%	28.4%	19.6%	12.3%	6.7%
Q5-5. As a place to visit	8.5%	35.4%	32.0%	14.6%	6.2%	3.3%
Q5-6. As a community that is moving in right direction	13.0%	34.8%	28.6%	13.6%	6.9%	3.1%

WITHOUT "DON'T KNOW"

Q5. Overall Ratings of South Bend. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. As a place to live	11.4%	47.2%	26.1%	10.7%	4.6%
Q5-2. As a place to raise children	10.6%	34.4%	27.5%	19.1%	8.4%
Q5-3. As a place to work	10.2%	44.2%	29.0%	12.3%	4.3%
Q5-4. As a place to retire	6.7%	28.7%	30.5%	21.0%	13.2%
Q5-5. As a place to visit	8.8%	36.6%	33.1%	15.1%	6.5%
Q5-6. As a community that is moving in right direction	13.4%	35.9%	29.5%	14.0%	7.2%

Q6. On a scale of 1 to 10, where 1 means "Hostile" and 10 means "Love," how do you feel about South Bend?

(N=721)

	Love	9	8	7	6	5	4	3	2	Hostile	Not provided
Q6. How do you feel about South Bend	4.7%	6.2%	14.4%	16.1%	12.6%	14.6%	4.4%	3.1%	1.9%	2.6%	19.3%

WITHOUT "NOT PROVIDED"

Q6. On a scale of 1 to 10, where 1 means "Hostile" and 10 means "Love," how do you feel about South Bend? (without "not provided")

(N=721)

	Love	9	8	7	6	5	4	3	2	Hostile
Q6. How do you feel about South Bend	5.8%	7.7%	17.9%	19.9%	15.6%	18.0%	5.5%	3.8%	2.4%	3.3%

Q7. Customer Service and Communication. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Availability of information about local government services & activities	8.0%	38.1%	30.9%	13.0%	3.9%	6.0%
Q7-2. Hours that customer service is available	6.9%	35.8%	30.5%	12.3%	3.9%	10.5%
Q7-3. Quality of social media outlets (e.g. Facebook, Twitter)	6.8%	25.1%	34.5%	5.7%	2.9%	25.0%

WITHOUT "DON'T KNOW"

Q7. Customer Service and Communication. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Availability of information about local government services & activities	8.6%	40.6%	32.9%	13.9%	4.1%
Q7-2. Hours that customer service is available	7.8%	40.0%	34.1%	13.8%	4.3%
Q7-3. Quality of social media outlets (e.g. Facebook, Twitter)	9.1%	33.5%	46.0%	7.6%	3.9%

Q8. Which of the following are your PRIMARY SOURCES of information about City issues, services, and events?

Q8. What are your primary sources of information about City issues, services, & events	Number	Percent
City website	241	33.4 %
Social media	315	43.7 %
Public meetings	73	10.1 %
Local news	596	82.7 %
Contacting City directly	135	18.7 %
Other	109	15.1 %
Total	1469	

Q8. Other

<u>Q8. Other</u>	<u>Number</u>	<u>Percent</u>
Newspapers	30	27.5 %
Word of mouth	12	11.0 %
South Bend Tribune	10	9.2 %
Water bill	7	6.4 %
Newsletter in water bill	5	4.6 %
Newsletter	3	2.8 %
Mail	3	2.8 %
Friends who work for the City	2	1.8 %
Friends	2	1.8 %
Monthly letter in water bill	2	1.8 %
Neighbors	2	1.8 %
TV	2	1.8 %
YouTube	1	0.9 %
Conversations	1	0.9 %
South Bend Home	1	0.9 %
Flyer in utility bill	1	0.9 %
City newsletter	1	0.9 %
APPs on phone/tablet	1	0.9 %
TV, radio	1	0.9 %
Family & friends	1	0.9 %
Email	1	0.9 %
Mail updates	1	0.9 %
Newsletter in utility bill	1	0.9 %
NNN Organization	1	0.9 %
Work	1	0.9 %
Radio	1	0.9 %
Media	1	0.9 %
Google	1	0.9 %
Neighborhood list serve	1	0.9 %
Bars	1	0.9 %
Mayor's letter in utility bill	1	0.9 %
Press	1	0.9 %
Flyers & posters	1	0.9 %
Letter from Mayor Pete in utility bill	1	0.9 %
Family members	1	0.9 %
Monthly newsletter from Mayor & clerk	1	0.9 %
Personal contact	1	0.9 %
Newspapers, radio	1	0.9 %
Sunnymede Neighborhood Group	1	0.9 %
NPR Radio	1	0.9 %
Magazine	1	0.9 %
Total	109	100.0 %

Q9. Which TWO of the information sources listed in Question 8 do you MOST PREFER to learn about City issues, services, and events?

Q9. Top choice	Number	Percent
City website	80	11.1 %
Social media	126	17.5 %
Public meetings	21	2.9 %
Local news	306	42.4 %
Contacting City directly	26	3.6 %
Other	35	4.9 %
None chosen	127	17.6 %
Total	721	100.0 %

Q9. Which TWO of the information sources listed in Question 8 do you MOST PREFER to learn about City issues, services, and events?

Q9. 2nd choice	Number	Percent
City website	128	17.8 %
Social media	130	18.0 %
Public meetings	44	6.1 %
Local news	148	20.5 %
Contacting City directly	54	7.5 %
Other	31	4.3 %
None chosen	186	25.8 %
Total	721	100.0 %

Q9. Which TWO of the information sources listed in Question 8 do you MOST PREFER to learn about City issues, services, and events? (top 2)

Q9. Sum of top 2 choices	Number	Percent
City website	208	28.8 %
Social media	256	35.5 %
Public meetings	65	9.0 %
Local news	454	63.0 %
Contacting City directly	80	11.1 %
Other	66	9.2 %
None chosen	127	17.6 %
Total	1256	

Q10. Have you or other members of your household used the City of South Bend's website in the last year?

Q10. Have you used City website in last year	Number	Percent
Yes	383	53.1 %
No	338	46.9 %
Total	721	100.0 %

Q10a. How did you access the City's website?

Q10a. How did you access City's website	Number	Percent
Computer	302	78.9 %
Phone	156	40.7 %
Tablet	63	16.4 %
Total	521	

Q10b. How would you rate the overall usefulness of the City's website?

Q10b. How would you rate overall usefulness of City's website	Number	Percent
Excellent	33	8.6 %
Good	193	50.4 %
Fair	122	31.9 %
Poor	24	6.3 %
Don't know	11	2.9 %
Total	383	100.0 %

WITHOUT "DON'T KNOW"**Q10b. How would you rate the overall usefulness of the City's website? (without "don't know")**

Q10b. How would you rate overall usefulness of City's website	Number	Percent
Excellent	33	8.9 %
Good	193	51.9 %
Fair	122	32.8 %
Poor	24	6.5 %
Total	372	100.0 %

Q11. Which of the following digital devices do you have access to in your home?

Q11. What digital devices do you have access to in your home

	Number	Percent
Desktop computer	306	42.4 %
Laptop	452	62.7 %
Tablet	376	52.1 %
Smartphone	562	77.9 %
None	47	6.5 %
Total	1743	

WITHOUT "NONE"**Q11. Which of the following digital devices do you have access to in your home? (without "none")**

Q11. What digital devices do you have access to in your home

	Number	Percent
Desktop computer	306	45.4 %
Laptop	452	67.1 %
Tablet	376	55.8 %
Smartphone	562	83.4 %
Total	1696	

Q12. Have you called or visited the City with a question, problem, or complaint during the past year?

Q12. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	400	55.5 %
No	321	44.5 %
Total	721	100.0 %

Q12a. How did you contact the City?

Q12a. How did you contact City	Number	Percent
Phone	338	85.1 %
Email	29	7.3 %
Social media	1	0.3 %
In person	29	7.3 %
Total	397	100.0 %

Q12b. Did you contact 311?

Q12b. Did you contact 311	Number	Percent
Yes	314	79.3 %
No	82	20.7 %
Total	396	100.0 %

Q12c. How easy was it to address your issue? (without "not provided")

Q12c. How easy was it to address your issue	Number	Percent
Very easy	155	38.8 %
Somewhat easy	115	28.8 %
Neutral	56	14.0 %
Difficult	40	10.0 %
Very difficult	33	8.3 %
Total	399	100.0 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about most recently	Number	Percent
Trash removal	54	14.4 %
Code enforcement	17	4.5 %
Yard waste pickup	17	4.5 %
Leaf pick up	13	3.5 %
Large trash item pick up	11	2.9 %
Pot holes	11	2.9 %
311 services	5	1.3 %
Streets	5	1.3 %
Waste removal	4	1.1 %
Recycle	4	1.1 %
Police	4	1.1 %
Abandoned vehicles	3	0.8 %
Water	3	0.8 %
Property tax	3	0.8 %
Animal control	3	0.8 %
Street light outage	2	0.5 %
Large item pick up	2	0.5 %
Utilities	2	0.5 %
Flooding	2	0.5 %
Extra large trash pick up	2	0.5 %
Special trash item	2	0.5 %
Taxes	2	0.5 %
Yard waste & leaf pickup	2	0.5 %
Neighborhood trash	2	0.5 %
Street repairs	2	0.5 %
Missed trash pick up	2	0.5 %
Building permits	2	0.5 %
Streets and lighting	1	0.3 %
Trash removal & recycling	1	0.3 %
Fix the alley grading	1	0.3 %
Trash bin being removed by staff without notifying	1	0.3 %
Access to resources	1	0.3 %
Road repaving and mailbox hit by plow	1	0.3 %
Yard waste pickup and fire hydrant painting	1	0.3 %
Water/trash removal	1	0.3 %
Code enforcement pertaining to empty lot upkeep	1	0.3 %
Flooding basement	1	0.3 %
Broken elevators in Oarking garages	1	0.3 %
To inquire about a certain event	1	0.3 %
Water service for tenant home	1	0.3 %
Leaf pick up & loose dogs	1	0.3 %
Street department	1	0.3 %
Vegetation growing along Walter St	1	0.3 %
Felled tree from my property to street	1	0.3 %
Claim on snow plow damage to my car	1	0.3 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about most recently	Number	Percent
Digging a hole	1	0.3 %
Speed bumps on Sunnymead Ave	1	0.3 %
Our alley is in very poor condition	1	0.3 %
Snow removal	1	0.3 %
Organic resources and disposal of treated wood, rotten plywood	1	0.3 %
Taxes, codes	1	0.3 %
Sewer	1	0.3 %
Water bill	1	0.3 %
To report a neighbor's dirty yard	1	0.3 %
Codes	1	0.3 %
Pot holes, new parking ordinance	1	0.3 %
Concern of a stranger's safety	1	0.3 %
Need a new trash container	1	0.3 %
Drain spouts	1	0.3 %
Street work and question	1	0.3 %
Southside light poles	1	0.3 %
Tax & abandoned houses	1	0.3 %
Possible gas leak	1	0.3 %
Fire Dept	1	0.3 %
Dumped trash from the floods	1	0.3 %
Christmas tree pickup	1	0.3 %
Curbs & sidewalks	1	0.3 %
Pick up flood damaged material left at curb	1	0.3 %
New streets with bike lanes	1	0.3 %
Bill assistance	1	0.3 %
Trash problem on Boland Dr and late night activity in Riverside Cemetery	1	0.3 %
Trash, pot holes and street lights	1	0.3 %
Water department	1	0.3 %
House improvements	1	0.3 %
Trash pick up for disabled	1	0.3 %
Stolen garbage can	1	0.3 %
Permits	1	0.3 %
Disputing tripled home taxes	1	0.3 %
Water damage in my home and on the street	1	0.3 %
Drug house and city truck damaging our fence	1	0.3 %
Drain and gutters	1	0.3 %
Broken street lights	1	0.3 %
Plowing, leaf pick up, trash removal, roads	1	0.3 %
120 cars a day @ drug house	1	0.3 %
Property tax appeal and neighbors yard	1	0.3 %
Solid waste	1	0.3 %
Sewer cost from outside	1	0.3 %
Tax assessment of my home	1	0.3 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about most recently	Number	Percent
Property lines, code enforcements	1	0.3 %
Neighborhood flooding	1	0.3 %
Street bureau, engineering	1	0.3 %
Charge with code	1	0.3 %
Leaf pick up, traffic control	1	0.3 %
Police response time & security	1	0.3 %
Animal control, City clerk's office	1	0.3 %
Registering homestead exemption	1	0.3 %
Downspout disconnection	1	0.3 %
My house	1	0.3 %
Trash/noise	1	0.3 %
Trash in front, drugs issues, gang issues	1	0.3 %
City yardwaste containers/pick up	1	0.3 %
Trash can placement	1	0.3 %
Yard services and resource info	1	0.3 %
Barricades on Wyckenham & Dubai	1	0.3 %
My street not being plowed for 4 days	1	0.3 %
Street drain	1	0.3 %
Neighbor's abandoned vehicle	1	0.3 %
Neighbor's drive way	1	0.3 %
Stop signs around schools	1	0.3 %
Sewer backed up in our finished basement	1	0.3 %
Car left on street	1	0.3 %
Extra trash/property tax information	1	0.3 %
Work on home	1	0.3 %
Street light outage/code enforcement	1	0.3 %
Grants/community building	1	0.3 %
Park near us	1	0.3 %
Building	1	0.3 %
Human resources-pension info	1	0.3 %
Parking/noise	1	0.3 %
Dog regulations, especially about pitbulls	1	0.3 %
Noisy neighbor	1	0.3 %
Curb pickup of refuse, recyclables	1	0.3 %
Unprofessional police force	1	0.3 %
Extra waste pickup	1	0.3 %
Trash not being picked up	1	0.3 %
Yard waste, street light outages, special debris pick up	1	0.3 %
Street conditions	1	0.3 %
Trash constantly being dumped in an empty lot on our street	1	0.3 %
Water works/streets	1	0.3 %
Traffic lights out	1	0.3 %
Voting place	1	0.3 %
Code enforcement issues/police	1	0.3 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about most recently	Number	Percent
Street sinking in front of my driveway	1	0.3 %
The fire department not sending the closest ambulance to my house	1	0.3 %
When yard waste pick up would resume	1	0.3 %
Over due taxes for real estate	1	0.3 %
Code enforcement & 311 re-leaf & trash	1	0.3 %
Broken light post	1	0.3 %
Mayor's office	1	0.3 %
Neighbors had 2 sofa on curb for 3 months	1	0.3 %
Code enforcement on junk garage operation	1	0.3 %
Poor street condition	1	0.3 %
Neighborhood event	1	0.3 %
Trash & recycle trucks pulling in my drive way	1	0.3 %
Park problems and water waste	1	0.3 %
Cleaning vacant lots in my neighborhood	1	0.3 %
Results of court hearing	1	0.3 %
Road repair	1	0.3 %
Snow light outage	1	0.3 %
Pipe burst on street	1	0.3 %
Parks & recreation department about forestry	1	0.3 %
Assessment of real estate	1	0.3 %
Blow zone for trains	1	0.3 %
Sewer, flooding	1	0.3 %
Snow pushed into front yard	1	0.3 %
Hazardous waste disposal	1	0.3 %
A donation for Jefferson to run	1	0.3 %
Heavy trash pick up, leaf pick up	1	0.3 %
Numerous items	1	0.3 %
Extra yard waste pickup	1	0.3 %
About a grant	1	0.3 %
Tree on neighbor's property	1	0.3 %
Getting a yard waste bin	1	0.3 %
Stop sign on corner hidden by trees	1	0.3 %
Pay water bill, trash/leaf pick up street light outages	1	0.3 %
Business opening	1	0.3 %
Taking trash to curb	1	0.3 %
Loud noise in neighborhood	1	0.3 %
Trash pick up and yard work	1	0.3 %
Having gasline mark to put up fence	1	0.3 %
Water & animal control	1	0.3 %
Trash/leaf pick up	1	0.3 %
Abandoned vehicle on our block causing major difficulty w/plowing	1	0.3 %
Street lights, trash pick up	1	0.3 %
White bin pick up date	1	0.3 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about most recently	Number	Percent
Police on drug dealer	1	0.3 %
Yard waste pick up & leaf burning	1	0.3 %
Removal of a heavy appliance from property	1	0.3 %
Marriage-divorce licenses	1	0.3 %
Side alley & trash removal	1	0.3 %
Sidewalk	1	0.3 %
Heavy trash item pick up/trash	1	0.3 %
Neighbors not picking up after their dogs	1	0.3 %
Traffic and lighting	1	0.3 %
St Jo County Treasurer	1	0.3 %
Engineering department	1	0.3 %
Hazardous waste recycling	1	0.3 %
Making sure that the city cuts it's own grass and weeds in public spaces	1	0.3 %
Copy of police report	1	0.3 %
To speak to Cheri Peate about a speaking engagement	1	0.3 %
Removal of large trash item	1	0.3 %
Water quality	1	0.3 %
Back flow valve	1	0.3 %
The trash containers left down at the curb	1	0.3 %
Code enforcement, abandoned vehicles	1	0.3 %
Water works	1	0.3 %
Problems with neighbors throwing things at and over my fence	1	0.3 %
Trash service, large item removal	1	0.3 %
Train horns	1	0.3 %
Code enforcement, street conditions	1	0.3 %
Waste management	1	0.3 %
Plot plan	1	0.3 %
Leaf pickup, sewers, streets, flooding	1	0.3 %
Extra trash pickup at curb	1	0.3 %
Street lights	1	0.3 %
Large branches from storms	1	0.3 %
Drug dealers everywhere city doesn't stop them doesn't care	1	0.3 %
More police presence in neighborhood, park services	1	0.3 %
Street light malfunction	1	0.3 %
Yard waste and our streets with no curbs and the flooding problem	1	0.3 %
Changing a traffic light	1	0.3 %
Extra pick up and questions about recycling	1	0.3 %
Plowing	1	0.3 %
Roads	1	0.3 %
Activity of park department trucks on our street	1	0.3 %
Voting	1	0.3 %

Q12d. What service did you contact the City about most recently?

Q12d. What service did you contact the City about
most recently

	Number	Percent
Yard debris pickup	1	0.3 %
Sidewalks, streets, community programs	1	0.3 %
Keeping sidewalks clean in front of government offices	1	0.3 %
Vacant house issue	1	0.3 %
Total	374	100.0 %

Q12e. For each of the following several factors that may influence your perception of the quality of customer service you receive from City employees, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=400)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q12e-1. They were courteous & polite	38.0%	40.0%	15.8%	3.0%	0.8%	2.5%
Q12e-2. They gave accurate answers to your questions	35.8%	32.5%	19.3%	6.3%	2.5%	3.8%
Q12e-3. They did what they said they would do in a timely manner	31.3%	25.8%	20.3%	8.3%	6.5%	8.0%
Q12e-4. They helped you resolve the issue to your satisfaction	29.3%	27.8%	19.8%	8.5%	10.5%	4.3%

WITHOUT "DON'T KNOW"

Q12e. For each of the following several factors that may influence your perception of the quality of customer service you receive from City employees, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=400)

	Always	Usually	Sometimes	Seldom	Never
Q12e-1. They were courteous & polite	39.0%	41.0%	16.2%	3.1%	0.8%
Q12e-2. They gave accurate answers to your questions	37.1%	33.8%	20.0%	6.5%	2.6%
Q12e-3. They did what they said they would do in a timely manner	34.0%	28.0%	22.0%	9.0%	7.1%
Q12e-4. They helped you resolve the issue to your satisfaction	30.5%	29.0%	20.6%	8.9%	11.0%

Q13. Major Categories of City Services. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall enforcement of local codes & ordinances	2.9%	31.5%	27.5%	19.0%	9.6%	9.6%
Q13-2. How well City is planning growth	10.5%	34.8%	29.0%	12.1%	4.4%	9.2%
Q13-3. Overall quality of local police protection	10.1%	43.0%	24.1%	11.9%	5.3%	5.5%
Q13-4. Overall quality of fire services	23.7%	49.8%	14.3%	1.1%	0.1%	11.0%
Q13-5. Overall quality of ambulance/emergency medical services	21.1%	44.4%	15.8%	1.5%	0.6%	16.6%
Q13-6. Overall quality of trash collection services	17.3%	47.4%	15.1%	10.8%	5.8%	3.5%
Q13-7. Overall maintenance of City streets, sidewalks, & infrastructure	3.6%	14.8%	15.4%	32.0%	30.8%	3.3%
Q13-8. The process for getting a permit (for buildings, signs, fences, etc.)	3.5%	14.7%	24.5%	4.6%	2.5%	50.2%
Q13-9. Overall quality of water utility services	11.2%	43.3%	25.4%	8.5%	5.0%	6.7%
Q13-10. Overall quality of City's waste water system	9.3%	41.1%	26.1%	6.8%	5.7%	11.1%
Q13-11. Overall quality of parks & recreation programs & facilities	12.6%	45.9%	23.3%	7.5%	3.1%	7.6%

WITHOUT "DON'T KNOW"

Q13. Major Categories of City Services. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall enforcement of local codes & ordinances	3.2%	34.8%	30.4%	21.0%	10.6%
Q13-2. How well City is planning growth	11.6%	38.3%	31.9%	13.3%	4.9%
Q13-3. Overall quality of local police protection	10.7%	45.5%	25.6%	12.6%	5.6%
Q13-4. Overall quality of fire services	26.6%	55.9%	16.0%	1.2%	0.2%
Q13-5. Overall quality of ambulance/emergency medical services	25.3%	53.2%	19.0%	1.8%	0.7%
Q13-6. Overall quality of trash collection services	18.0%	49.1%	15.7%	11.2%	6.0%
Q13-7. Overall maintenance of City streets, sidewalks, & infrastructure	3.7%	15.4%	15.9%	33.1%	31.9%
Q13-8. The process for getting a permit (for buildings, signs, fences, etc.)	7.0%	29.5%	49.3%	9.2%	5.0%
Q13-9. Overall quality of water utility services	12.0%	46.4%	27.2%	9.1%	5.3%
Q13-10. Overall quality of City's waste water system	10.5%	46.2%	29.3%	7.6%	6.4%
Q13-11. Overall quality of parks & recreation programs & facilities	13.7%	49.7%	25.2%	8.1%	3.3%

Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Overall enforcement of local codes & ordinances	50	6.9 %
How well City is planning growth	91	12.6 %
Overall quality of local police protection	127	17.6 %
Overall quality of fire services	1	0.1 %
Overall quality of ambulance/emergency medical services	1	0.1 %
Overall quality of trash collection services	16	2.2 %
Overall maintenance of City streets, sidewalks, & infrastructure	285	39.5 %
The process for getting a permit (for buildings, signs, fences, etc.)	5	0.7 %
Overall quality of water utility services	18	2.5 %
Overall quality of City's waste water system	20	2.8 %
Overall quality of parks & recreation programs & facilities	23	3.2 %
None chosen	84	11.7 %
Total	721	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Overall enforcement of local codes & ordinances	78	10.8 %
How well City is planning growth	85	11.8 %
Overall quality of local police protection	109	15.1 %
Overall quality of fire services	19	2.6 %
Overall quality of ambulance/emergency medical services	6	0.8 %
Overall quality of trash collection services	27	3.7 %
Overall maintenance of City streets, sidewalks, & infrastructure	137	19.0 %
The process for getting a permit (for buildings, signs, fences, etc.)	2	0.3 %
Overall quality of water utility services	40	5.5 %
Overall quality of City's waste water system	29	4.0 %
Overall quality of parks & recreation programs & facilities	64	8.9 %
None chosen	125	17.3 %
Total	721	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Overall enforcement of local codes & ordinances	70	9.7 %
How well City is planning growth	78	10.8 %
Overall quality of local police protection	67	9.3 %
Overall quality of fire services	13	1.8 %
Overall quality of ambulance/emergency medical services	13	1.8 %
Overall quality of trash collection services	31	4.3 %
Overall maintenance of City streets, sidewalks, & infrastructure	72	10.0 %
The process for getting a permit (for buildings, signs, fences, etc.)	11	1.5 %
Overall quality of water utility services	42	5.8 %
Overall quality of City's waste water system	34	4.7 %
Overall quality of parks & recreation programs & facilities	90	12.5 %
None chosen	200	27.7 %
Total	721	100.0 %

Q14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Overall enforcement of local codes & ordinances	198	27.5 %
How well City is planning growth	254	35.2 %
Overall quality of local police protection	303	42.0 %
Overall quality of fire services	33	4.6 %
Overall quality of ambulance/emergency medical services	20	2.8 %
Overall quality of trash collection services	74	10.3 %
Overall maintenance of City streets, sidewalks, & infrastructure	494	68.5 %
The process for getting a permit (for buildings, signs, fences, etc.)	18	2.5 %
Overall quality of water utility services	100	13.9 %
Overall quality of City's waste water system	83	11.5 %
Overall quality of parks & recreation programs & facilities	177	24.5 %
None chosen	84	11.7 %
Total	1838	

Q15. Community Investment. Please rate the City of South Bend with regard to each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Overall quality of new development in City	12.3%	39.4%	28.0%	10.3%	3.6%	6.4%
Q15-2. Overall quality of redevelopment in City	10.4%	36.6%	29.5%	12.3%	5.1%	6.0%
Q15-3. Quality of Downtown revitalization	16.2%	38.4%	23.0%	10.3%	6.8%	5.3%
Q15-4. Overall appearance of your neighborhood	9.0%	35.5%	20.5%	19.3%	12.3%	3.3%
Q15-5. Housing quality in your neighborhood	9.6%	37.4%	24.0%	16.2%	9.6%	3.2%
Q15-6. Communication of plans for development projects	3.5%	21.1%	32.9%	17.3%	11.4%	13.9%

WITHOUT "DON'T KNOW"

Q15. Community Investment. Please rate the City of South Bend with regard to each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Overall quality of new development in City	13.2%	42.1%	29.9%	11.0%	3.9%
Q15-2. Overall quality of redevelopment in City	11.1%	38.9%	31.4%	13.1%	5.5%
Q15-3. Quality of Downtown revitalization	17.1%	40.6%	24.3%	10.8%	7.2%
Q15-4. Overall appearance of your neighborhood	9.3%	36.7%	21.2%	19.9%	12.8%
Q15-5. Housing quality in your neighborhood	9.9%	38.7%	24.8%	16.8%	9.9%
Q15-6. Communication of plans for development projects	4.0%	24.5%	38.2%	20.1%	13.2%

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. Top choice	Number	Percent
Overall quality of new development in City	86	11.9 %
Overall quality of redevelopment in City	125	17.3 %
Quality of Downtown revitalization	82	11.4 %
Overall appearance of your neighborhood	165	22.9 %
Housing quality in your neighborhood	73	10.1 %
Communication of plans for development projects	57	7.9 %
None chosen	133	18.4 %
Total	721	100.0 %

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q16. 2nd choice	Number	Percent
Overall quality of new development in City	84	11.7 %
Overall quality of redevelopment in City	115	16.0 %
Quality of Downtown revitalization	69	9.6 %
Overall appearance of your neighborhood	82	11.4 %
Housing quality in your neighborhood	143	19.8 %
Communication of plans for development projects	56	7.8 %
None chosen	172	23.9 %
Total	721	100.0 %

Q16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q16. Sum of top 2 choices	Number	Percent
Overall quality of new development in City	170	23.6 %
Overall quality of redevelopment in City	240	33.3 %
Quality of Downtown revitalization	151	20.9 %
Overall appearance of your neighborhood	247	34.3 %
Housing quality in your neighborhood	216	30.0 %
Communication of plans for development projects	113	15.7 %
None chosen	133	18.4 %
Total	1270	

Q17. Do you feel that your neighborhood has improved over the past FIVE years?

Q17. Do you feel that your neighborhood has improved over past five years	Number	Percent
Yes	190	26.4 %
No	364	50.5 %
Have not lived in my neighborhood for 5 years	141	19.6 %
Not provided	26	3.6 %
Total	721	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Do you feel that your neighborhood has improved over the past FIVE years? (without "not provided")**

Q17. Do you feel that your neighborhood has improved over past five years	Number	Percent
Yes	190	27.3 %
No	364	52.4 %
Have not lived in my neighborhood for 5 years	141	20.3 %
Total	695	100.0 %

Q18. Do you belong to a neighborhood association?

Q18. Do you belong to a neighborhood association	Number	Percent
Yes	111	15.4 %
No	610	84.6 %
Total	721	100.0 %

Q18a. How satisfied are you with the City's engagement with your neighborhood association?

Q18a. How satisfied are you with City's engagement with your neighborhood association	Number	Percent
Very satisfied	8	7.2 %
Satisfied	28	25.2 %
Neutral	45	40.5 %
Dissatisfied	18	16.2 %
Very dissatisfied	8	7.2 %
Don't know	4	3.6 %
Total	111	100.0 %

WITHOUT "DON'T KNOW"**Q18a. How satisfied are you with the City's engagement with your neighborhood association? (without "don't know")**

Q18a. How satisfied are you with City's engagement with your neighborhood association	Number	Percent
Very satisfied	8	7.5 %
Satisfied	28	26.2 %
Neutral	45	42.1 %
Dissatisfied	18	16.8 %
Very dissatisfied	8	7.5 %
Total	107	100.0 %

Q19. Are you aware of development plans for your neighborhood?

Q19. Are you aware of development plans for your neighborhood	Number	Percent
Yes	91	12.6 %
No	630	87.4 %
Total	721	100.0 %

Q19a. How satisfied are you with the quality of your neighborhood development plans?

Q19a. How satisfied are you with the quality of your neighborhood development plans	Number	Percent
Very satisfied	13	14.3 %
Satisfied	22	24.2 %
Neutral	29	31.9 %
Dissatisfied	19	20.9 %
Very dissatisfied	8	8.8 %
Total	91	100.0 %

Q20. Code Enforcement. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Enforcing clean-up of trash & debris on private property	4.2%	22.2%	25.2%	24.8%	12.9%	10.7%
Q20-2. Enforcing exterior maintenance of commercial/business property	3.1%	20.7%	31.6%	19.3%	9.3%	16.1%
Q20-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.2%	16.2%	32.9%	23.7%	12.2%	11.8%
Q20-4. City efforts to remove abandoned or inoperative vehicles	4.4%	20.2%	27.3%	14.3%	11.2%	22.5%
Q20-5. Enforcing mowing & cutting of grass & weeds on private property	4.4%	20.7%	25.8%	21.8%	13.6%	13.7%
Q20-6. Quality of animal control	6.1%	30.1%	28.3%	11.8%	6.9%	16.8%

WITHOUT "DON'T KNOW"

Q20. Code Enforcement. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Enforcing clean-up of trash & debris on private property	4.7%	24.8%	28.3%	27.8%	14.4%
Q20-2. Enforcing exterior maintenance of commercial/business property	3.6%	24.6%	37.7%	23.0%	11.1%
Q20-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)	3.6%	18.4%	37.3%	26.9%	13.8%
Q20-4. City efforts to remove abandoned or inoperative vehicles	5.7%	26.1%	35.2%	18.4%	14.5%
Q20-5. Enforcing mowing & cutting of grass & weeds on private property	5.1%	24.0%	29.9%	25.2%	15.8%
Q20-6. Quality of animal control	7.3%	36.2%	34.0%	14.2%	8.3%

Q21. Which TWO of the items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q21. Top choice	Number	Percent
Enforcing clean-up of trash & debris on private property	197	27.3 %
Enforcing exterior maintenance of commercial/business property	85	11.8 %
Enforcing exterior maintenance of residential property (e. g. condition of buildings)	115	16.0 %
City efforts to remove abandoned or inoperative vehicles	61	8.5 %
Enforcing mowing & cutting of grass & weeds on private property	59	8.2 %
Quality of animal control	39	5.4 %
None chosen	165	22.9 %
Total	721	100.0 %

Q21. Which TWO of the items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q21. 2nd choice	Number	Percent
Enforcing clean-up of trash & debris on private property	84	11.7 %
Enforcing exterior maintenance of commercial/business property	98	13.6 %
Enforcing exterior maintenance of residential property (e. g. condition of buildings)	133	18.4 %
City efforts to remove abandoned or inoperative vehicles	52	7.2 %
Enforcing mowing & cutting of grass & weeds on private property	114	15.8 %
Quality of animal control	38	5.3 %
None chosen	202	28.0 %
Total	721	100.0 %

Q21. Which TWO of the items listed in Question 20 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q21. Sum of top 2 choices	Number	Percent
Enforcing clean-up of trash & debris on private property	281	39.0 %
Enforcing exterior maintenance of commercial/business property	183	25.4 %
Enforcing exterior maintenance of residential property (e. g. condition of buildings)	248	34.4 %
City efforts to remove abandoned or inoperative vehicles	113	15.7 %
Enforcing mowing & cutting of grass & weeds on private property	173	24.0 %
Quality of animal control	77	10.7 %
None chosen	165	22.9 %
Total	1240	

Q22. Solid Waste. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Timeliness of your trash service	32.5%	46.0%	12.1%	4.0%	1.0%	4.4%
Q22-2. Courtesy of employees who pick up your trash	23.2%	31.1%	16.4%	5.8%	2.5%	21.1%
Q22-3. City efforts to keep you informed about disruptions to trash service	17.5%	36.9%	22.5%	8.7%	2.8%	11.7%
Q22-4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	19.8%	33.7%	19.4%	8.9%	4.6%	13.6%
Q22-5. Quality of yard waste collection services	17.6%	36.3%	19.3%	10.5%	5.0%	11.2%
Q22-6. Efforts by employees to ensure that all of your trash/yard waste is removed	18.7%	36.3%	20.4%	10.7%	6.0%	7.9%
Q22-7. What you are charged for trash service	8.3%	32.2%	32.9%	10.4%	8.0%	8.2%

WITHOUT "DON'T KNOW"

Q22. Solid Waste. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Timeliness of your trash service	34.0%	48.2%	12.6%	4.2%	1.0%
Q22-2. Courtesy of employees who pick up your trash	29.3%	39.4%	20.7%	7.4%	3.2%
Q22-3. City efforts to keep you informed about disruptions to trash service	19.8%	41.8%	25.4%	9.9%	3.1%
Q22-4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	23.0%	39.0%	22.5%	10.3%	5.3%
Q22-5. Quality of yard waste collection services	19.8%	40.9%	21.7%	11.9%	5.6%
Q22-6. Efforts by employees to ensure that all of your trash/yard waste is removed	20.3%	39.5%	22.1%	11.6%	6.5%
Q22-7. What you are charged for trash service	9.1%	35.0%	35.8%	11.3%	8.8%

Q23. Which TWO of the items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. Top choice	Number	Percent
Timeliness of your trash service	36	5.0 %
Courtesy of employees who pick up your trash	36	5.0 %
City efforts to keep you informed about disruptions to trash service	54	7.5 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	93	12.9 %
Quality of yard waste collection services	76	10.5 %
Efforts by employees to ensure that all of your trash/yard waste is removed	77	10.7 %
What you are charged for trash service	110	15.3 %
None chosen	239	33.1 %
Total	721	100.0 %

Q23. Which TWO of the items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q23. 2nd choice	Number	Percent
Timeliness of your trash service	27	3.7 %
Courtesy of employees who pick up your trash	20	2.8 %
City efforts to keep you informed about disruptions to trash service	59	8.2 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	73	10.1 %
Quality of yard waste collection services	58	8.0 %
Efforts by employees to ensure that all of your trash/yard waste is removed	86	11.9 %
What you are charged for trash service	70	9.7 %
None chosen	328	45.5 %
Total	721	100.0 %

Q23. Which TWO of the items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q23. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Timeliness of your trash service	63	8.7 %
Courtesy of employees who pick up your trash	56	7.8 %
City efforts to keep you informed about disruptions to trash service	113	15.7 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	166	23.0 %
Quality of yard waste collection services	134	18.6 %
Efforts by employees to ensure that all of your trash/yard waste is removed	163	22.6 %
What you are charged for trash service	180	25.0 %
None chosen	239	33.1 %
Total	1114	

Q24. Public Safety. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Visibility of police in neighborhoods	8.6%	36.1%	28.0%	16.4%	6.1%	4.9%
Q24-2. Visibility of police in commercial & retail areas	7.9%	36.2%	31.6%	11.1%	3.3%	9.8%
Q24-3. Enforcement of local traffic laws	6.7%	34.7%	27.9%	16.6%	6.8%	7.4%
Q24-4. Professionalism of City police officers	16.5%	38.0%	20.8%	7.4%	6.0%	11.4%
Q24-5. How quickly police respond to emergencies	14.4%	32.6%	23.2%	7.2%	4.9%	17.8%
Q24-6. Overall feeling of safety in your neighborhood	10.1%	37.0%	27.2%	14.7%	7.2%	3.7%
Q24-7. Efforts by local government in your area to prevent crime	5.8%	20.4%	32.6%	18.0%	8.6%	14.6%
Q24-8. Fire inspection programs in your community	7.8%	19.0%	28.4%	4.9%	2.1%	37.9%
Q24-9. Fire education programs in your community	9.0%	18.7%	28.6%	4.9%	1.8%	37.0%
Q24-10. Professionalism of fire & EMS personnel	22.9%	33.0%	14.8%	1.8%	1.1%	26.4%
Q24-11. How quickly fire services personnel respond to emergencies	23.7%	32.2%	14.1%	1.5%	0.6%	27.9%
Q24-12. How quickly ambulance/EMS personnel respond to emergencies	22.6%	33.6%	14.6%	1.1%	1.0%	27.2%

WITHOUT "DON'T KNOW"**Q24. Public Safety. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")**

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Visibility of police in neighborhoods	9.0%	37.9%	29.4%	17.2%	6.4%
Q24-2. Visibility of police in commercial & retail areas	8.8%	40.2%	35.1%	12.3%	3.7%
Q24-3. Enforcement of local traffic laws	7.2%	37.4%	30.1%	18.0%	7.3%
Q24-4. Professionalism of City police officers	18.6%	42.9%	23.5%	8.3%	6.7%
Q24-5. How quickly police respond to emergencies	17.5%	39.6%	28.2%	8.8%	5.9%
Q24-6. Overall feeling of safety in your neighborhood	10.5%	38.5%	28.2%	15.3%	7.5%
Q24-7. Efforts by local government in your area to prevent crime	6.8%	23.9%	38.1%	21.1%	10.1%
Q24-8. Fire inspection programs in your community	12.5%	30.6%	45.8%	7.8%	3.3%
Q24-9. Fire education programs in your community	14.3%	29.7%	45.4%	7.7%	2.9%
Q24-10. Professionalism of fire & EMS personnel	31.1%	44.8%	20.2%	2.4%	1.5%
Q24-11. How quickly fire services personnel respond to emergencies	32.9%	44.6%	19.6%	2.1%	0.8%
Q24-12. How quickly ambulance/EMS personnel respond to emergencies	31.0%	46.1%	20.0%	1.5%	1.3%

Q25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. Top choice	Number	Percent
Visibility of police in neighborhoods	170	23.6 %
Visibility of police in commercial & retail areas	22	3.1 %
Enforcement of local traffic laws	62	8.6 %
Professionalism of City police officers	67	9.3 %
How quickly police respond to emergencies	31	4.3 %
Overall feeling of safety in your neighborhood	68	9.4 %
Efforts by local government in your area to prevent crime	70	9.7 %
Fire inspection programs in your community	13	1.8 %
Fire education programs in your community	6	0.8 %
How quickly fire services personnel respond to emergencies	5	0.7 %
How quickly ambulance/EMS personnel respond to emergencies	8	1.1 %
None chosen	199	27.6 %
Total	721	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. 2nd choice	Number	Percent
Visibility of police in neighborhoods	58	8.0 %
Visibility of police in commercial & retail areas	68	9.4 %
Enforcement of local traffic laws	65	9.0 %
Professionalism of City police officers	28	3.9 %
How quickly police respond to emergencies	46	6.4 %
Overall feeling of safety in your neighborhood	95	13.2 %
Efforts by local government in your area to prevent crime	73	10.1 %
Fire inspection programs in your community	13	1.8 %
Fire education programs in your community	15	2.1 %
Professionalism of fire & EMS personnel	4	0.6 %
How quickly fire services personnel respond to emergencies	10	1.4 %
How quickly ambulance/EMS personnel respond to emergencies	8	1.1 %
None chosen	238	33.0 %
Total	721	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q25. 3rd choice	Number	Percent
Visibility of police in neighborhoods	55	7.6 %
Visibility of police in commercial & retail areas	46	6.4 %
Enforcement of local traffic laws	36	5.0 %
Professionalism of City police officers	38	5.3 %
How quickly police respond to emergencies	35	4.9 %
Overall feeling of safety in your neighborhood	59	8.2 %
Efforts by local government in your area to prevent crime	70	9.7 %
Fire inspection programs in your community	10	1.4 %
Fire education programs in your community	26	3.6 %
Professionalism of fire & EMS personnel	3	0.4 %
How quickly fire services personnel respond to emergencies	18	2.5 %
How quickly ambulance/EMS personnel respond to emergencies	9	1.2 %
None chosen	316	43.8 %
Total	721	100.0 %

Q25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q25. Sum of top 3 choices	Number	Percent
Visibility of police in neighborhoods	283	39.3 %
Visibility of police in commercial & retail areas	136	18.9 %
Enforcement of local traffic laws	163	22.6 %
Professionalism of City police officers	133	18.4 %
How quickly police respond to emergencies	112	15.5 %
Overall feeling of safety in your neighborhood	222	30.8 %
Efforts by local government in your area to prevent crime	213	29.5 %
Fire inspection programs in your community	36	5.0 %
Fire education programs in your community	47	6.5 %
Professionalism of fire & EMS personnel	7	1.0 %
How quickly fire services personnel respond to emergencies	33	4.6 %
How quickly ambulance/EMS personnel respond to emergencies	25	3.5 %
None chosen	199	27.6 %
Total	1609	

Q26. Traffic and Transportation. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Condition of major City streets	1.5%	10.5%	12.8%	35.0%	36.1%	4.2%
Q26-2. Flow of traffic in Downtown area	5.7%	23.2%	21.9%	19.0%	24.7%	5.5%
Q26-3. Condition of streets in your neighborhood	2.6%	18.0%	19.7%	29.7%	26.1%	3.9%
Q26-4. Cleanliness of streets & other public areas	2.4%	26.1%	29.7%	25.8%	11.1%	5.0%
Q26-5. Condition of street signs & traffic signals	8.3%	47.4%	28.3%	8.0%	3.5%	4.4%
Q26-6. Adequacy of street lighting in your neighborhood	6.7%	39.5%	24.5%	16.6%	7.5%	5.1%
Q26-7. Condition of sidewalks in your neighborhood	5.0%	27.9%	21.1%	24.8%	14.8%	6.4%
Q26-8. Condition of catch basins (storm drains) in your neighborhood	4.3%	30.7%	25.9%	16.0%	10.7%	12.5%
Q26-9. Snow removal on major City streets	11.0%	46.3%	19.7%	10.7%	7.9%	4.4%
Q26-10. Snow removal on neighborhood streets	6.0%	28.8%	21.1%	20.9%	17.1%	6.1%
Q26-11. Quality of public transportation services	5.5%	22.6%	23.4%	5.8%	4.6%	38.0%
Q26-12. On-street bicycle infrastructure (bike lanes/signs/arrows)	8.7%	27.6%	31.6%	8.9%	9.2%	14.0%

WITHOUT "DON'T KNOW"

Q26. Traffic and Transportation. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Condition of major City streets	1.6%	11.0%	13.3%	36.5%	37.6%
Q26-2. Flow of traffic in Downtown area	6.0%	24.5%	23.2%	20.1%	26.1%
Q26-3. Condition of streets in your neighborhood	2.7%	18.8%	20.5%	30.9%	27.1%
Q26-4. Cleanliness of streets & other public areas	2.5%	27.4%	31.2%	27.2%	11.7%
Q26-5. Condition of street signs & traffic signals	8.7%	49.6%	29.6%	8.4%	3.6%
Q26-6. Adequacy of street lighting in your neighborhood	7.0%	41.7%	25.9%	17.5%	7.9%
Q26-7. Condition of sidewalks in your neighborhood	5.3%	29.8%	22.5%	26.5%	15.9%
Q26-8. Condition of catch basins (storm drains) in your neighborhood	4.9%	35.0%	29.6%	18.2%	12.2%
Q26-9. Snow removal on major City streets	11.5%	48.5%	20.6%	11.2%	8.3%
Q26-10. Snow removal on neighborhood streets	6.4%	30.7%	22.5%	22.3%	18.2%
Q26-11. Quality of public transportation services	8.9%	36.5%	37.8%	9.4%	7.4%
Q26-12. On-street bicycle infrastructure (bike lanes/signs/arrows)	10.2%	32.1%	36.8%	10.3%	10.6%

Q27. Which THREE of the items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. Top choice	Number	Percent
Condition of major City streets	280	38.8 %
Flow of traffic in Downtown area	66	9.2 %
Condition of streets in your neighborhood	111	15.4 %
Cleanliness of streets & other public areas	16	2.2 %
Adequacy of street lighting in your neighborhood	17	2.4 %
Condition of sidewalks in your neighborhood	30	4.2 %
Condition of catch basins (storm drains) in your neighborhood	18	2.5 %
Snow removal on major City streets	10	1.4 %
Snow removal on neighborhood streets	38	5.3 %
Quality of public transportation services	11	1.5 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	14	1.9 %
None chosen	110	15.3 %
Total	721	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 2nd choice	Number	Percent
Condition of major City streets	79	11.0 %
Flow of traffic in Downtown area	106	14.7 %
Condition of streets in your neighborhood	122	16.9 %
Cleanliness of streets & other public areas	53	7.4 %
Condition of street signs & traffic signals	15	2.1 %
Adequacy of street lighting in your neighborhood	34	4.7 %
Condition of sidewalks in your neighborhood	55	7.6 %
Condition of catch basins (storm drains) in your neighborhood	29	4.0 %
Snow removal on major City streets	30	4.2 %
Snow removal on neighborhood streets	40	5.5 %
Quality of public transportation services	12	1.7 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	4	0.6 %
None chosen	142	19.7 %
Total	721	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q27. 3rd choice	Number	Percent
Condition of major City streets	32	4.4 %
Flow of traffic in Downtown area	33	4.6 %
Condition of streets in your neighborhood	72	10.0 %
Cleanliness of streets & other public areas	79	11.0 %
Condition of street signs & traffic signals	12	1.7 %
Adequacy of street lighting in your neighborhood	39	5.4 %
Condition of sidewalks in your neighborhood	64	8.9 %
Condition of catch basins (storm drains) in your neighborhood	30	4.2 %
Snow removal on major City streets	26	3.6 %
Snow removal on neighborhood streets	86	11.9 %
Quality of public transportation services	21	2.9 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	27	3.7 %
None chosen	200	27.7 %
Total	721	100.0 %

Q27. Which THREE of the items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q27. Sum of top 3 choices	Number	Percent
Condition of major City streets	391	54.2 %
Flow of traffic in Downtown area	205	28.4 %
Condition of streets in your neighborhood	305	42.3 %
Cleanliness of streets & other public areas	148	20.5 %
Condition of street signs & traffic signals	27	3.7 %
Adequacy of street lighting in your neighborhood	90	12.5 %
Condition of sidewalks in your neighborhood	149	20.7 %
Condition of catch basins (storm drains) in your neighborhood	77	10.7 %
Snow removal on major City streets	66	9.2 %
Snow removal on neighborhood streets	164	22.7 %
Quality of public transportation services	44	6.1 %
On-street bicycle infrastructure (bike lanes/signs/arrows)	45	6.2 %
None chosen	110	15.3 %
Total	1821	

Q28. Water Utility. Have you had a sewer backup in your home during the past year?

Q28. Have you had a sewer backup in your home during past year	Number	Percent
Yes	106	14.7 %
No	615	85.3 %
Total	721	100.0 %

Q28a. Was the backup caused by problems in the City's system?

Q28a. Was the backup caused by problems in City's system	Number	Percent
Yes	72	71.3 %
No	29	28.7 %
Total	101	100.0 %

Q28b. Was the problem resolved to your satisfaction?

Q28b. Was the problem resolved to your satisfaction	Number	Percent
Yes	43	43.0 %
No	57	57.0 %
Total	100	100.0 %

Q29. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Smell of your tap water	12.3%	39.0%	25.4%	11.2%	6.2%	5.8%
Q29-2. Taste of your tap water	11.9%	32.9%	22.7%	16.5%	8.9%	7.1%
Q29-3. Water pressure on a typical day	16.8%	44.8%	20.7%	8.7%	4.6%	4.4%
Q29-4. How well City keeps you informed about water quality issues	8.7%	28.0%	30.8%	11.8%	6.1%	14.6%
Q29-5. Accuracy of your utility bill	11.2%	36.8%	29.3%	5.3%	5.0%	12.5%
Q29-6. How easy your utility bill is to understand	14.0%	44.5%	25.4%	5.0%	2.9%	8.2%
Q29-7. How easy it is to resolve billing problems	8.2%	24.4%	23.3%	6.8%	4.0%	33.3%
Q29-8. What you are charged for utilities	4.6%	25.1%	28.6%	22.1%	10.8%	8.9%

WITHOUT "DON'T KNOW"

Q29. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Smell of your tap water	13.1%	41.4%	27.0%	11.9%	6.6%
Q29-2. Taste of your tap water	12.8%	35.4%	24.5%	17.8%	9.6%
Q29-3. Water pressure on a typical day	17.6%	46.9%	21.6%	9.1%	4.8%
Q29-4. How well City keeps you informed about water quality issues	10.2%	32.8%	36.0%	13.8%	7.1%
Q29-5. Accuracy of your utility bill	12.8%	42.0%	33.4%	6.0%	5.7%
Q29-6. How easy your utility bill is to understand	15.3%	48.5%	27.6%	5.4%	3.2%
Q29-7. How easy it is to resolve billing problems	12.3%	36.6%	34.9%	10.2%	6.0%
Q29-8. What you are charged for utilities	5.0%	27.5%	31.4%	24.2%	11.9%

Q30. Which TWO of the items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. Top choice	Number	Percent
Smell of your tap water	64	8.9 %
Taste of your tap water	105	14.6 %
Water pressure on a typical day	46	6.4 %
How well City keeps you informed about water quality issues	75	10.4 %
Accuracy of your utility bill	22	3.1 %
How easy your utility bill is to understand	6	0.8 %
How easy it is to resolve billing problems	18	2.5 %
What you are charged for utilities	141	19.6 %
None chosen	244	33.8 %
Total	721	100.0 %

Q30. Which TWO of the items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q30. 2nd choice	Number	Percent
Smell of your tap water	40	5.5 %
Taste of your tap water	88	12.2 %
Water pressure on a typical day	45	6.2 %
How well City keeps you informed about water quality issues	68	9.4 %
Accuracy of your utility bill	34	4.7 %
How easy your utility bill is to understand	26	3.6 %
How easy it is to resolve billing problems	30	4.2 %
What you are charged for utilities	81	11.2 %
None chosen	309	42.9 %
Total	721	100.0 %

Q30. Which TWO of the items listed in Question 29 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q30. Sum of top 3 choices	Number	Percent
Smell of your tap water	104	14.4 %
Taste of your tap water	193	26.8 %
Water pressure on a typical day	91	12.6 %
How well City keeps you informed about water quality issues	143	19.8 %
Accuracy of your utility bill	56	7.8 %
How easy your utility bill is to understand	32	4.4 %
How easy it is to resolve billing problems	48	6.7 %
What you are charged for utilities	222	30.8 %
None chosen	244	33.8 %
Total	1133	

Q31. Venues, Parks, and Arts. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31-1. Maintenance of City parks	9.0%	46.0%	22.6%	8.7%	2.1%	11.5%
Q31-2. Number of walking & biking trails	12.1%	40.1%	22.3%	8.7%	2.4%	14.4%
Q31-3. Access to parks in your neighborhood	12.6%	41.7%	25.2%	7.4%	3.2%	9.8%
Q31-4. Condition of restrooms in public parks	2.2%	12.1%	23.3%	19.7%	9.2%	33.6%
Q31-5. Availability of recreation programming in your neighborhood	5.5%	18.2%	29.5%	12.9%	6.0%	27.9%
Q31-6. Fees charged for recreation programs	4.0%	17.6%	28.4%	6.7%	5.0%	38.3%
Q31-7. Ease of registering for recreation programs such as classes, trips, & special events	4.0%	18.9%	27.3%	4.6%	3.2%	42.0%

WITHOUT "DON'T KNOW"

Q31. Venues, Parks, and Arts. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following. (without "don't know")

(N=721)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31-1. Maintenance of City parks	10.2%	52.0%	25.5%	9.9%	2.4%
Q31-2. Number of walking & biking trails	14.1%	46.8%	26.1%	10.2%	2.8%
Q31-3. Access to parks in your neighborhood	14.0%	46.3%	28.0%	8.2%	3.5%
Q31-4. Condition of restrooms in public parks	3.3%	18.2%	35.1%	29.6%	13.8%
Q31-5. Availability of recreation programming in your neighborhood	7.7%	25.2%	41.0%	17.9%	8.3%
Q31-6. Fees charged for recreation programs	6.5%	28.5%	46.1%	10.8%	8.1%
Q31-7. Ease of registering for recreation programs such as classes, trips, & special events	6.9%	32.5%	47.1%	7.9%	5.5%

Q32. Which TWO of the items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q32. Top choice	Number	Percent
Maintenance of City parks	127	17.6 %
Number of walking & biking trails	53	7.4 %
Access to parks in your neighborhood	28	3.9 %
Condition of restrooms in public parks	112	15.5 %
Availability of recreation programming in your neighborhood	38	5.3 %
Fees charged for recreation programs	28	3.9 %
Ease of registering for recreation programs such as classes, trips, & special events	14	1.9 %
None chosen	321	44.5 %
Total	721	100.0 %

Q32. Which TWO of the items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q32. 2nd choice	Number	Percent
Maintenance of City parks	59	8.2 %
Number of walking & biking trails	44	6.1 %
Access to parks in your neighborhood	45	6.2 %
Condition of restrooms in public parks	80	11.1 %
Availability of recreation programming in your neighborhood	60	8.3 %
Fees charged for recreation programs	35	4.9 %
Ease of registering for recreation programs such as classes, trips, & special events	36	5.0 %
None chosen	362	50.2 %
Total	721	100.0 %

Q32. Which TWO of the items listed in Question 31 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q32. Sum of top 2 choices	Number	Percent
Maintenance of City parks	186	25.8 %
Number of walking & biking trails	97	13.5 %
Access to parks in your neighborhood	73	10.1 %
Condition of restrooms in public parks	192	26.6 %
Availability of recreation programming in your neighborhood	98	13.6 %
Fees charged for recreation programs	63	8.7 %
Ease of registering for recreation programs such as classes, trips, & special events	50	6.9 %
None chosen	321	44.5 %
Total	1080	

Q33. In the past year, have you visited a City recreation facility or park?

Q33. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	526	73.0 %
No	195	27.0 %
Total	721	100.0 %

Q34. Approximately how many years have you lived in South Bend?

Q34. How many years have you lived in South Bend	Number	Percent
0-5	100	14.4 %
6-10	66	9.5 %
11-15	32	4.6 %
16-20	48	6.9 %
21-30	105	15.1 %
31+	343	49.4 %
Total	694	100.0 %

Q35. Do you own or rent your current residence?

Q35. Do you own or rent your current residence	Number	Percent
Own	494	68.8 %
Rent	224	31.2 %
Total	718	100.0 %

Q36. What is your age?

Q36. Your age	Number	Percent
18-34	151	23.1 %
35-44	131	20.0 %
45-54	137	20.9 %
55-64	132	20.2 %
65+	104	15.9 %
Total	655	100.0 %

Q37. What is your gender identity?

Q37. Your gender	Number	Percent
Male	344	49.0 %
Female	353	50.3 %
Gender variant/non-conforming	5	0.7 %
Total	702	100.0 %

Q38. Including yourself, how many people live in your household?

<u>Q38. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	161	23.2 %
2	261	37.6 %
3	124	17.8 %
4	81	11.7 %
5	45	6.5 %
6	11	1.6 %
7	4	0.6 %
8	2	0.3 %
9+	6	0.9 %
Total	695	100.0 %

Q39. How many people in your household are employed?

<u>Q39. How many people in your household are employed</u>	<u>Number</u>	<u>Percent</u>
0	161	23.0 %
1	213	30.5 %
2	243	34.8 %
3	64	9.2 %
4	16	2.3 %
5+	2	0.3 %
Total	699	100.0 %

Q40. Which of the following best describes your employment status?

<u>Q40. What is your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	396	56.7 %
Employed part time	52	7.4 %
Not employed, looking for work	15	2.1 %
Not employed, not looking for work	14	2.0 %
Retired	166	23.7 %
Student	14	2.0 %
Disabled, not able to work	42	6.0 %
Total	699	100.0 %

Q40a. What is zip code where you work?

<u>Q40a. What is zip code where you work</u>	<u>Number</u>	<u>Percent</u>
46601	64	16.0 %
46628	46	11.5 %
46614	42	10.5 %
46619	35	8.7 %
46617	34	8.5 %
46545	34	8.5 %
46615	28	7.0 %
46556	23	5.7 %
46613	12	3.0 %
46635	11	2.7 %
46616	8	2.0 %
46516	7	1.7 %
46544	7	1.7 %
46637	7	1.7 %
49120	6	1.5 %
46530	5	1.2 %
46526	5	1.2 %
46517	4	1.0 %
46514	3	0.7 %
46350	3	0.7 %
46634	2	0.5 %
46506	2	0.5 %
46656	1	0.2 %
46554	1	0.2 %
46645	1	0.2 %
46511	1	0.2 %
46528	1	0.2 %
49022	1	0.2 %
49112	1	0.2 %
46629	1	0.2 %
46563	1	0.2 %
46580	1	0.2 %
49085	1	0.2 %
46618	1	0.2 %
46360	1	0.2 %
Total	401	100.0 %

Q41. Would you say your total annual household income is... (without "not provided")

Q41. Your total annual household income	Number	Percent
Under \$15K	61	9.4 %
\$15K to \$29,999	123	19.0 %
\$30K to \$59,999	199	30.8 %
\$60K to \$99,999	146	22.6 %
\$100K to \$124,999	51	7.9 %
\$125K+	66	10.2 %
Total	646	100.0 %

Q42. Are you of Hispanic, Latino, or Spanish ancestry? (without "not provided")

Q42. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	107	15.6 %
No	581	84.4 %
Total	688	100.0 %

Q43. Which of the following best describes your race/ethnicity?

Q43. Your race/ethnicity	Number	Percent
African American/Black	185	25.7 %
Asian/Pacific Islander	17	2.4 %
Native American/Eskimo	15	2.1 %
White/Caucasian	486	67.4 %
Other	31	4.3 %
Total	734	

Q43. Other

Q43. Other	Number	Percent
Hispanic	12	38.7 %
Mixed	7	22.6 %
Mexican	5	16.1 %
Latino	4	12.9 %
Spanish	1	3.2 %
Spanish/European	1	3.2 %
Polish American	1	3.2 %
Total	31	100.0 %

District

<u>District</u>	<u>Number</u>	<u>Percent</u>
1	114	15.8 %
2	100	13.9 %
3	124	17.2 %
4	123	17.1 %
5	159	22.1 %
6	101	14.0 %
Total	721	100.0 %

Section 5

Survey Instrument



CITY OF SOUTH BEND
PETE BUTTIGIEG, MAYOR
OFFICE OF THE MAYOR

Dear South Bend Resident,

The City of South Bend is requesting your help and a few minutes of your time. You have been selected to participate in a survey designed to gather feedback on City services and performance. The information you provide in this survey will be used to improve existing services and help us understand the evolving needs of residents of South Bend.

We greatly appreciate your time. We realize your time is valuable, but every question is important. The time you invest in this survey will help us provide the very best city services possible and help me make better-informed decisions about the city's future.

A postage-paid envelope addressed to ETC Institute has been provided for your convenience. If you would prefer to take the survey over the web, the address is www.SouthBendCommunitySurvey.org.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. Your individual responses to the survey will remain confidential. ETC will present the results to the City this summer. The results will also be posted on our website for your review at www.southbendin.gov once they have been presented to the City Council.

If you have any questions, please contact Danielle Fulmer, Director of Business Analytics, at dfulmer@southbendin.gov.

Thank you for helping the City of South Bend deliver services that empower everyone to thrive.

Sincerely,

Pete Buttigieg

Si tiene preguntas acerca de la encuesta y no habla Inglés, por favor llame al 913-829-1215. Gracias

2018 City of South Bend Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's planning process and will be used by city leaders to make planning and investment decisions. If you have questions, please contact Danielle Fulmer, Director of Business Analytics, at dfulmer@southbendin.gov.

1. Perception of the City. Please rate your level of agreement with each of the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. All residents are empowered with education, mobility, and technology	5	4	3	2	1	9
2. South Bend has a robust and well-planned infrastructure	5	4	3	2	1	9
3. South Bend is a safe community for everyone	5	4	3	2	1	9
4. South Bend has a strong, inclusive economy	5	4	3	2	1	9
5. South Bend has thriving public spaces and culture	5	4	3	2	1	9
6. South Bend has vibrant, welcoming neighborhoods	5	4	3	2	1	9

2. City Leadership. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The overall value you receive for your tax dollars and fees	5	4	3	2	1	9
2. The overall quality of local government services	5	4	3	2	1	9
3. The overall quality of life in your community	5	4	3	2	1	9
4. Leadership of elected officials	5	4	3	2	1	9
5. Level of public involvement in local decision-making and planning	5	4	3	2	1	9
6. Communication of opportunities for public involvement in city decision-making and planning	5	4	3	2	1	9

3. Have you met the current Mayor of South Bend? ___(1) Yes ___(2) No

4. Have you met your current City Council member? ___(1) Yes ___(2) No

5. Overall Ratings of South Bend. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How would you rate South Bend...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a community that is moving in the right direction	5	4	3	2	1	9

6. On a scale of 1 to 10, where 1 means "Hostile" and 10 means "Love," how do you feel about South Bend? [Write a number between 1 and 10 in the space below.]

7. **Customer Service and Communication.** Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about local government services and activities	5	4	3	2	1	9
2.	Hours that customer service is available	5	4	3	2	1	9
3.	Quality of social media outlets (e.g. Facebook, Twitter)	5	4	3	2	1	9

8. **Which of the following are your PRIMARY SOURCES of information about city issues, services, and events?** [Check all that apply.]

- (1) City website
 (3) Public meetings
 (5) Contacting the city directly
 (2) Social media
 (4) Local news
 (6) Other: _____

9. **Which TWO of the information sources listed in Question 8 do you MOST PREFER to learn about city issues, services, and events?** [Write in your answers below using the numbers from the list in Question 8, or circle "NONE".]

1st: _____ 2nd: _____ NONE

10. **Have you or other members of your household used the City of South Bend's website in the last year?**

- (1) Yes (2) No [Skip to Q11.]

10a. **How did you access the city's website?** [Check all that apply.]

- (1) Computer (2) Phone (3) Tablet

10b. **How would you rate the overall usefulness of the city's website?**

- (1) Excellent (3) Fair (9) Don't know
 (2) Good (4) Poor

11. **Which of the following digital devices do you have access to in your home?** [Check all that apply.]

- (1) Desktop Computer (3) Tablet (5) None
 (2) Laptop Computer (4) Smartphone

12. **Have you called or visited the city with a question, problem, or complaint during the past year?**

- (1) Yes (2) No [Skip to Q13.]

12a. **How did you contact the city?**

- (1) Phone (2) Email (3) Social media (4) In-person

12b. **Did you contact 311?** (1) Yes (2) No

12c. **How easy was it to address your issue?**

- (1) Very easy (3) Neutral (5) Very difficult
 (2) Somewhat easy (4) Difficult

12d. **What service did you contact the city about most recently?**

12e. For each of the following several factors that may influence your perception of the quality of customer service you receive from city employees, please rate how often the employees you have contacted during the past year have displayed the behavior described using a scale of 1 to 5, where 5 means "Always" and 1 means "Never".

Frequency that...	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were courteous and polite	5	4	3	2	1	9
2. They gave accurate answers to your questions	5	4	3	2	1	9
3. They did what they said they would do in a timely manner	5	4	3	2	1	9
4. They helped you resolve the issue to your satisfaction	5	4	3	2	1	9

13. Major Categories of City Services. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall enforcement of local codes and ordinances	5	4	3	2	1	9
02. How well the city is planning growth	5	4	3	2	1	9
03. Overall quality of local police protection	5	4	3	2	1	9
04. Overall quality of fire services	5	4	3	2	1	9
05. Overall quality of ambulance/emergency medical services	5	4	3	2	1	9
06. Overall quality of trash collection services	5	4	3	2	1	9
07. Overall maintenance of city streets, sidewalks, and infrastructure	5	4	3	2	1	9
08. The process for getting a permit (for buildings, signs, fences, etc.)	5	4	3	2	1	9
09. Overall quality of water utility services	5	4	3	2	1	9
10. Overall quality of the city's waste water system	5	4	3	2	1	9
11. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9

14. Which THREE of the items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

15. Community Investment. Please rate the City of South Bend with regard to each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of new development in the city	5	4	3	2	1	9
2. Overall quality of redevelopment in the city	5	4	3	2	1	9
3. Quality of downtown revitalization	5	4	3	2	1	9
4. Overall appearance of your neighborhood	5	4	3	2	1	9
5. Housing quality in your neighborhood	5	4	3	2	1	9
6. Communication of plans for development projects	5	4	3	2	1	9

16. Which TWO of the items listed in Question 15 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 15, or circle "NONE".]

1st: ____ 2nd: ____ NONE

17. Do you feel that your neighborhood has improved over the past FIVE years?

____(1) Yes ____ (2) No ____ (3) Have not lived in my neighborhood 5 years

18. Do you belong to a neighborhood association? ____ (1) Yes ____ (2) No [Skip to Q19.]

18a. How satisfied are you with the city's engagement with your neighborhood association?

____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied

19. Are you aware of development plans for your neighborhood? ____ (1) Yes ____ (2) No [Skip to Q20.]

19a. How satisfied are you with the quality of your neighborhood development plans?

____ (1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied

20. **Code Enforcement.** Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of trash and debris on private property	5	4	3	2	1	9
2. Enforcing the exterior maintenance of commercial/business property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property (e.g. condition of buildings)	5	4	3	2	1	9
4. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9
5. Enforcing the mowing and cutting of grass and weeds on private property	5	4	3	2	1	9
6. Quality of animal control	5	4	3	2	1	9

21. Which TWO of the items listed in Question 20 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 20, or circle "NONE".]

1st: ____ 2nd: ____ NONE

22. **Solid Waste.** Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Timeliness of your trash service	5	4	3	2	1	9
2. Courtesy of employees who pick up your trash	5	4	3	2	1	9
3. City efforts to keep you informed about disruptions to trash service	5	4	3	2	1	9
4. Bulky item pick-up/removal services (e.g. old furniture, appliances)	5	4	3	2	1	9
5. Quality of yard waste collection services	5	4	3	2	1	9
6. Efforts by employees to ensure that all of your trash/yard waste is removed	5	4	3	2	1	9
7. What you are charged for trash service	5	4	3	2	1	9

23. Which TWO of the items listed in Question 22 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 22, or circle "NONE".]

1st: ____ 2nd: ____ NONE

24. Public Safety. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The visibility of police in neighborhoods	5	4	3	2	1	9
02. The visibility of police in commercial and retail areas	5	4	3	2	1	9
03. Enforcement of local traffic laws	5	4	3	2	1	9
04. Professionalism of city police officers	5	4	3	2	1	9
05. How quickly police respond to emergencies	5	4	3	2	1	9
06. Overall feeling of safety in your neighborhood	5	4	3	2	1	9
07. Efforts by local government in your area to prevent crime	5	4	3	2	1	9
08. Fire inspection programs in your community	5	4	3	2	1	9
09. Fire education programs in your community	5	4	3	2	1	9
10. Professionalism of fire and EMS personnel	5	4	3	2	1	9
11. How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
12. How quickly ambulance/EMS personnel respond to emergencies	5	4	3	2	1	9

25. Which THREE of the items listed in Question 24 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 24, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

26. Traffic and Transportation. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major city streets	5	4	3	2	1	9
02. Flow of traffic in the downtown area	5	4	3	2	1	9
03. Condition of streets in your neighborhood	5	4	3	2	1	9
04. Cleanliness of streets and other public areas	5	4	3	2	1	9
05. Condition of street signs and traffic signals	5	4	3	2	1	9
06. Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
07. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
08. Condition of catch basins (storm drains) in your neighborhood	5	4	3	2	1	9
09. Snow removal on major city streets	5	4	3	2	1	9
10. Snow removal on neighborhood streets	5	4	3	2	1	9
11. Quality of public transportation services	5	4	3	2	1	9
12. On-street bicycle infrastructure (bike lanes/signs/arrows)	5	4	3	2	1	9

27. Which THREE of the items listed in Question 26 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 26, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

28. Water Utility. Have you had a sewer backup in your home during the past year?

____(1) Yes ____ (2) No [Skip to Q29.]

28a. Was the backup caused by problems in the City's system? ____ (1) Yes ____ (2) No

28b. Was the problem resolved to your satisfaction? ____ (1) Yes ____ (2) No

29. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Smell of your tap water	5	4	3	2	1	9
2. Taste of your tap water	5	4	3	2	1	9
3. Water pressure on a typical day	5	4	3	2	1	9
4. How well the city keeps you informed about water quality issues	5	4	3	2	1	9
5. The accuracy of your utility bill	5	4	3	2	1	9
6. How easy your utility bill is to understand	5	4	3	2	1	9
7. How easy it is to resolve billing problems	5	4	3	2	1	9
8. What you are charged for utilities	5	4	3	2	1	9

30. Which TWO of the items listed in Question 29 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 29, or circle "NONE".]

1st: ____ 2nd: ____ NONE

31. Venues, Parks, and Arts. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with regard to each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of city parks	5	4	3	2	1	9
2. Number of walking and biking trails	5	4	3	2	1	9
3. Access to parks in your neighborhood	5	4	3	2	1	9
4. Condition of restrooms in public parks	5	4	3	2	1	9
5. Availability of recreation programming in your neighborhood	5	4	3	2	1	9
6. Fees charged for recreation programs	5	4	3	2	1	9
7. Ease of registering for recreation programs such as classes, trips, and special events	5	4	3	2	1	9

32. Which TWO of the items listed in Question 31 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 31, or circle "NONE".]

1st: ____ 2nd: ____ NONE

33. In the past year, have you visited a city recreation facility or park? ____ (1) Yes ____ (2) No

Demographics

34. Approximately how many years have you lived in South Bend? ____ years

35. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

36. What is your age? ____ years

37. What is your gender identity? ____ (1) Male ____ (2) Female ____ (3) Gender variant/Non-conforming

38. Including yourself, how many people live in your household? ____ people

39. How many people in your household are employed? ____ people

40. Which of the following best describes your employment status?

- (1) Employed full time *[Answer Q40a.]* (5) Retired
 (2) Employed part time *[Answer Q40a.]* (6) Student
 (3) Not employed, looking for work (7) Disabled, not able to work
 (4) Not employed, NOT looking for work

40a. What is zip code where you work? _____

41. Would you say your total annual household income is...

- (1) Under \$15,000 (3) \$30,000 to \$59,999 (5) \$100,000 to \$124,999
 (2) \$15,000 to \$29,999 (4) \$60,000 to \$99,999 (6) \$125,000 or more

42. Are you of Hispanic, Latino, or Spanish ancestry? (1) Yes (2) No**43. Which of the following best describes your race/ethnicity? *[Check all that apply.]***

- (1) African American/Black (3) Native American/Eskimo (5) Other: _____
 (2) Asian/Pacific Islander (4) White/Caucasian

This concludes the survey – Thank you for your time!
 Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the city are having problems with city services. If your address is not correct, please provide the correct information. Thank you.