

# City of South Bend Community Survey

## Cross-Tabular Data

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# 2020

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

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

**October 2020**



**ETC**  
INSTITUTE

**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=686	District						Total
	1	2	3	4	5	6	
<u>Q1-1. City should reform public safety systems</u>							
Strongly agree	35.1%	35.4%	20.4%	39.0%	25.7%	35.5%	31.8%
Agree	25.8%	37.4%	38.8%	32.2%	35.4%	32.3%	33.7%
Neutral	27.8%	22.2%	22.3%	20.3%	27.4%	19.4%	23.3%
Disagree	6.2%	1.0%	10.7%	4.2%	5.3%	8.6%	5.9%
Strongly disagree	5.2%	4.0%	7.8%	4.2%	6.2%	4.3%	5.3%
<u>Q1-2. City should build reliable infrastructure</u>							
Strongly agree	45.9%	41.6%	38.7%	50.8%	45.8%	50.5%	45.6%
Agree	42.9%	44.6%	48.1%	44.3%	44.9%	33.7%	43.3%
Neutral	10.2%	13.9%	11.3%	3.3%	7.6%	13.7%	9.7%
Disagree	1.0%	0.0%	1.9%	0.8%	1.7%	0.0%	0.9%
Strongly disagree	0.0%	0.0%	0.0%	0.8%	0.0%	2.1%	0.5%

**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=686	District						Total
	1	2	3	4	5	6	
<u>Q1-3. City should support economic recovery</u>							
Strongly agree	47.0%	47.1%	37.0%	55.1%	37.3%	54.6%	46.2%
Agree	42.0%	43.1%	50.9%	35.4%	46.8%	29.9%	41.5%
Neutral	10.0%	7.8%	9.3%	6.3%	15.1%	12.4%	10.2%
Disagree	1.0%	0.0%	2.8%	2.4%	0.8%	1.0%	1.4%
Strongly disagree	0.0%	2.0%	0.0%	0.8%	0.0%	2.1%	0.8%
<u>Q1-4. City should rebuild vibrant neighborhoods</u>							
Strongly agree	56.1%	55.8%	40.2%	51.6%	36.0%	58.8%	49.2%
Agree	27.6%	30.8%	36.4%	34.4%	47.2%	26.8%	34.5%
Neutral	11.2%	9.6%	17.8%	11.5%	13.6%	9.3%	12.3%
Disagree	2.0%	1.9%	4.7%	0.8%	1.6%	1.0%	2.0%
Strongly disagree	3.1%	1.9%	0.9%	1.6%	1.6%	4.1%	2.1%

**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=686	District						Total
	1	2	3	4	5	6	
<u>Q1-5. City should expand access to opportunity</u>							
Strongly agree	51.6%	48.5%	35.2%	50.4%	39.3%	51.6%	45.9%
Agree	29.5%	31.1%	39.0%	28.5%	33.6%	24.2%	31.1%
Neutral	17.9%	16.5%	21.9%	16.3%	24.6%	16.8%	19.1%
Disagree	0.0%	1.9%	2.9%	3.3%	0.8%	4.2%	2.2%
Strongly disagree	1.1%	1.9%	1.0%	1.6%	1.6%	3.2%	1.7%
<u>Q1-6. City should protect the vulnerable</u>							
Strongly agree	53.1%	53.8%	40.4%	54.8%	48.8%	55.3%	50.9%
Agree	28.6%	30.8%	41.3%	33.1%	30.1%	23.4%	31.4%
Neutral	16.3%	12.5%	12.8%	9.7%	16.3%	16.0%	13.8%
Disagree	1.0%	1.9%	2.8%	1.6%	0.8%	3.2%	1.8%
Strongly disagree	1.0%	1.0%	2.8%	0.8%	4.1%	2.1%	2.0%

**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=686	District						Total
	1	2	3	4	5	6	
<u>Q2-1. Overall quality of life in your community</u>							
Very satisfied	11.1%	4.8%	6.3%	10.2%	14.3%	7.2%	9.2%
Satisfied	42.4%	32.4%	49.5%	55.9%	57.1%	35.1%	46.3%
Neutral	22.2%	32.4%	24.3%	19.7%	18.3%	30.9%	24.2%
Dissatisfied	18.2%	15.2%	17.1%	10.2%	6.3%	17.5%	13.7%
Very dissatisfied	6.1%	15.2%	2.7%	3.9%	4.0%	9.3%	6.6%
<u>Q2-2. Leadership of elected officials</u>							
Very satisfied	4.1%	4.8%	3.6%	4.8%	8.8%	7.1%	5.6%
Satisfied	20.4%	21.2%	35.5%	36.3%	30.4%	23.5%	28.4%
Neutral	35.7%	32.7%	34.5%	33.9%	30.4%	30.6%	32.9%
Dissatisfied	20.4%	26.0%	18.2%	15.3%	16.8%	19.4%	19.1%
Very dissatisfied	19.4%	15.4%	8.2%	9.7%	13.6%	19.4%	14.0%

**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=686

	District						Total
	1	2	3	4	5	6	
<u>Q2-3. Overall quality of local government services</u>							
Very satisfied	3.0%	3.8%	4.6%	5.0%	7.3%	3.1%	4.6%
Satisfied	28.3%	26.0%	38.5%	39.2%	39.0%	25.8%	33.3%
Neutral	36.4%	35.6%	31.2%	37.5%	30.9%	37.1%	34.7%
Dissatisfied	23.2%	26.9%	19.3%	12.5%	15.4%	23.7%	19.8%
Very dissatisfied	9.1%	7.7%	6.4%	5.8%	7.3%	10.3%	7.7%
<u>Q2-4. Communication of opportunities for public involvement in City decision-making &amp; planning</u>							
Very satisfied	7.4%	2.0%	4.6%	5.0%	3.4%	5.2%	4.6%
Satisfied	18.1%	18.2%	23.1%	19.2%	23.5%	19.8%	20.4%
Neutral	35.1%	41.4%	36.1%	44.2%	42.0%	42.7%	40.4%
Dissatisfied	27.7%	28.3%	28.7%	25.8%	24.4%	21.9%	26.1%
Very dissatisfied	11.7%	10.1%	7.4%	5.8%	6.7%	10.4%	8.5%

**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=686	District						Total
	1	2	3	4	5	6	
<u>Q2-5. Overall value you receive for your taxes &amp; fees</u>							
Very satisfied	6.0%	2.9%	7.3%	4.9%	5.8%	5.2%	5.4%
Satisfied	18.0%	20.4%	25.5%	28.7%	25.6%	20.6%	23.4%
Neutral	31.0%	30.1%	34.5%	28.7%	28.9%	25.8%	29.9%
Dissatisfied	24.0%	29.1%	18.2%	28.7%	23.1%	21.6%	24.2%
Very dissatisfied	21.0%	17.5%	14.5%	9.0%	16.5%	26.8%	17.2%
<u>Q2-6. Level of public involvement in local decision-making &amp; planning</u>							
Very satisfied	3.1%	2.0%	1.9%	0.9%	0.8%	5.3%	2.2%
Satisfied	16.5%	11.9%	21.2%	17.2%	18.5%	12.6%	16.5%
Neutral	39.2%	46.5%	42.3%	47.4%	44.5%	38.9%	43.4%
Dissatisfied	26.8%	28.7%	29.8%	29.3%	28.6%	26.3%	28.3%
Very dissatisfied	14.4%	10.9%	4.8%	5.2%	7.6%	16.8%	9.7%

**Q3. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q3-1. As a place to live</u>							
Very satisfied	16.8%	6.5%	15.2%	18.9%	11.9%	14.0%	14.0%
Satisfied	39.6%	34.6%	42.9%	53.5%	57.1%	31.0%	44.0%
Neutral	19.8%	26.2%	18.8%	17.3%	19.0%	25.0%	20.8%
Dissatisfied	14.9%	23.4%	17.9%	7.1%	7.1%	15.0%	13.8%
Very dissatisfied	8.9%	9.3%	5.4%	3.1%	4.8%	15.0%	7.4%
<u>Q3-2. As a place to work</u>							
Very satisfied	16.2%	4.7%	12.6%	14.9%	8.0%	13.4%	11.6%
Satisfied	30.3%	34.6%	42.3%	45.5%	56.6%	29.9%	40.4%
Neutral	33.3%	35.5%	27.0%	27.3%	27.4%	30.9%	30.1%
Dissatisfied	15.2%	15.9%	11.7%	9.1%	4.4%	13.4%	11.4%
Very dissatisfied	5.1%	9.3%	6.3%	3.3%	3.5%	12.4%	6.5%



**Q3. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q3-3. As a community that is moving in the right direction</u>							
Very satisfied	12.4%	5.7%	9.1%	11.1%	6.3%	7.3%	8.6%
Satisfied	30.9%	19.8%	31.8%	42.1%	41.3%	24.0%	32.4%
Neutral	21.6%	35.8%	24.5%	24.6%	22.2%	27.1%	25.9%
Dissatisfied	20.6%	29.2%	20.9%	15.9%	20.6%	21.9%	21.3%
Very dissatisfied	14.4%	9.4%	13.6%	6.3%	9.5%	19.8%	11.8%
<u>Q3-4. As a place to visit</u>							
Very satisfied	11.0%	6.5%	10.8%	9.6%	8.0%	14.4%	9.9%
Satisfied	30.0%	31.8%	25.2%	34.4%	42.4%	21.6%	31.4%
Neutral	36.0%	35.5%	30.6%	38.4%	32.0%	32.0%	34.1%
Dissatisfied	13.0%	15.9%	26.1%	13.6%	9.6%	20.6%	16.2%
Very dissatisfied	10.0%	10.3%	7.2%	4.0%	8.0%	11.3%	8.3%

**Q3. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q3-5. As a place to raise children</u>							
Very satisfied	13.8%	7.5%	14.8%	13.7%	8.1%	9.4%	11.2%
Satisfied	26.6%	19.8%	28.7%	41.0%	41.9%	20.8%	30.5%
Neutral	25.5%	29.2%	18.5%	23.1%	24.2%	25.0%	24.2%
Dissatisfied	14.9%	25.5%	20.4%	17.1%	16.9%	22.9%	19.5%
Very dissatisfied	19.1%	17.9%	17.6%	5.1%	8.9%	21.9%	14.6%
<u>Q3-6. As a place to retire</u>							
Very satisfied	16.1%	6.6%	9.3%	16.8%	9.1%	12.9%	11.7%
Satisfied	22.6%	21.7%	24.1%	31.1%	37.2%	16.1%	26.1%
Neutral	35.5%	31.1%	22.2%	26.9%	28.9%	25.8%	28.3%
Dissatisfied	12.9%	25.5%	18.5%	21.0%	10.7%	19.4%	18.0%
Very dissatisfied	12.9%	15.1%	25.9%	4.2%	14.0%	25.8%	15.9%

**Q4. On a scale of 1 to 10, where 1 means "Hostile" and 10 means "Love," how do you feel about South Bend? (without "don't know")**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q4. How do you feel about South Bend</u>							
Love	12.5%	6.4%	8.7%	5.6%	5.2%	8.4%	7.6%
9	3.4%	6.4%	6.7%	11.3%	7.8%	1.2%	6.6%
8	18.2%	10.6%	17.3%	21.0%	26.7%	7.2%	17.6%
7	10.2%	20.2%	15.4%	19.4%	16.4%	16.9%	16.6%
6	12.5%	10.6%	12.5%	14.5%	12.9%	8.4%	12.2%
5	23.9%	17.0%	18.3%	11.3%	12.1%	21.7%	16.7%
4	4.5%	9.6%	6.7%	8.1%	9.5%	9.6%	8.0%
3	8.0%	8.5%	7.7%	4.0%	3.4%	9.6%	6.6%
2	3.4%	5.3%	3.8%	0.8%	1.7%	6.0%	3.3%
Hostile	3.4%	5.3%	2.9%	4.0%	4.3%	10.8%	4.9%

**Q5. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q5-1. Availability of information about local government services &amp; activities</u>							
Very satisfied	8.2%	4.9%	10.3%	8.1%	9.7%	5.2%	7.8%
Satisfied	24.7%	20.6%	29.0%	40.3%	36.3%	30.2%	30.8%
Neutral	40.2%	44.1%	31.8%	33.1%	33.9%	42.7%	37.2%
Dissatisfied	19.6%	22.5%	24.3%	16.1%	16.1%	14.6%	18.8%
Very dissatisfied	7.2%	7.8%	4.7%	2.4%	4.0%	7.3%	5.4%
<u>Q5-2. Hours that customer service is available</u>							
Very satisfied	7.8%	4.9%	6.1%	8.0%	10.3%	9.6%	7.8%
Satisfied	32.2%	30.4%	40.4%	34.8%	41.4%	28.7%	34.9%
Neutral	31.1%	45.1%	30.3%	41.1%	35.3%	39.4%	37.2%
Dissatisfied	20.0%	14.7%	16.2%	13.4%	9.5%	13.8%	14.4%
Very dissatisfied	8.9%	4.9%	7.1%	2.7%	3.4%	8.5%	5.7%

**Q5. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q5-3. Quality of social media outlets (e.g. Facebook, Twitter)</u>							
Very satisfied	6.6%	3.4%	5.5%	4.2%	6.6%	5.8%	5.4%
Satisfied	23.7%	23.0%	26.4%	33.7%	25.5%	30.2%	27.2%
Neutral	53.9%	55.2%	57.1%	51.6%	53.8%	51.2%	53.8%
Dissatisfied	7.9%	10.3%	7.7%	8.4%	11.3%	4.7%	8.5%
Very dissatisfied	7.9%	8.0%	3.3%	2.1%	2.8%	8.1%	5.2%

**Q6. Which of the following are your PRIMARY SOURCES of information about City issues, services, and events?**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q6. What are your primary sources of information about City issues, services, &amp; events</u>							
City website	29.4%	21.8%	32.7%	33.6%	37.2%	32.7%	31.5%
Social media	48.0%	39.1%	47.8%	45.0%	41.1%	41.6%	43.7%
Public meetings	14.7%	7.3%	8.0%	6.9%	5.4%	6.9%	8.0%
Local news	76.5%	82.7%	81.4%	71.0%	79.8%	86.1%	79.3%
Contacting City directly	22.5%	17.3%	15.0%	26.0%	14.0%	12.9%	18.1%
Other	14.7%	13.6%	18.6%	9.2%	10.1%	6.9%	12.1%

**Q7. Which TWO of the information sources listed in Question 6 do you MOST PREFER to learn about City issues, services, and events? (top 2)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q7. Top choice</u>							
City website	27.5%	24.5%	36.3%	38.9%	34.1%	24.8%	31.5%
Social media	36.3%	30.0%	44.2%	40.5%	38.0%	34.7%	37.5%
Public meetings	8.8%	10.0%	5.3%	3.8%	6.2%	11.9%	7.4%
Local news	62.7%	63.6%	64.6%	63.4%	66.7%	62.4%	64.0%
Contacting City directly	12.7%	11.8%	11.5%	14.5%	12.4%	9.9%	12.2%
Other	11.8%	12.7%	8.8%	9.9%	7.8%	8.9%	9.9%
None chosen	14.7%	18.2%	10.6%	8.4%	10.1%	18.8%	13.1%

**Q8. Have you or other members of your household used the City of South Bend's website in the last year?**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q8. Have you used City's website in last year</u>							
Yes	54.9%	37.3%	57.5%	61.1%	60.5%	41.6%	52.8%
No	45.1%	62.7%	42.5%	38.9%	39.5%	58.4%	47.2%

**Q8a. How did you access the City's website?**

N=362

	District						Total
	1	2	3	4	5	6	
<u>Q8a. How did you access City's website</u>							
Computer	73.2%	63.4%	76.9%	83.8%	71.8%	54.8%	72.7%
Phone	46.4%	48.8%	44.6%	36.3%	46.2%	57.1%	45.3%
Tablet	16.1%	9.8%	15.4%	12.5%	12.8%	9.5%	13.0%



**Q8b. How would you rate the overall usefulness of the City's website? (without "don't know")**

N=362

	District						Total
	1	2	3	4	5	6	
<u>Q8b. How would you rate overall usefulness of City's website</u>							
Excellent	3.6%	2.4%	6.3%	11.4%	2.6%	7.1%	5.9%
Good	33.9%	43.9%	48.4%	35.4%	48.7%	52.4%	43.3%
Fair	51.8%	41.5%	35.9%	50.6%	42.1%	28.6%	42.7%
Poor	10.7%	12.2%	9.4%	2.5%	6.6%	11.9%	8.1%

**Q9. Which of the following digital devices do you have access to in your home?**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q9. What digital devices do you have access to in your home</u>							
Desktop computer	34.3%	28.2%	38.9%	42.7%	45.7%	32.7%	37.6%
Laptop computer	69.6%	56.4%	62.8%	72.5%	68.2%	55.4%	64.6%
Tablet	48.0%	25.5%	53.1%	51.1%	58.1%	42.6%	46.9%
Smartphone	79.4%	74.5%	84.1%	77.1%	86.8%	74.3%	79.6%
None	4.9%	9.1%	7.1%	5.3%	0.8%	13.9%	6.6%

**Q10. Have you called or visited the City with a question, problem, or complaint during the past year?**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q10. Have you called or visited City with a question, problem, or complaint during past year</u>							
Yes	60.8%	55.5%	60.2%	61.1%	56.6%	53.5%	58.0%
No	39.2%	44.5%	39.8%	38.9%	43.4%	46.5%	42.0%

**Q10a. How did you contact the City? (without "not provided")**

N=398

	District						Total
	1	2	3	4	5	6	
<u>Q10a. How did you contact City</u>							
Phone	88.7%	89.8%	92.6%	93.6%	93.2%	88.9%	91.4%
Email	6.5%	3.4%	5.9%	1.3%	4.1%	7.4%	4.6%
Social media	1.6%	1.7%	0.0%	0.0%	0.0%	0.0%	0.5%
In-person	3.2%	5.1%	1.5%	5.1%	2.7%	3.7%	3.6%

**Q10b. Did you contact 311?**

N=398

	District						Total
	1	2	3	4	5	6	
<u>Q10b. Did you contact 311</u>							
Yes	77.4%	78.7%	80.9%	80.0%	84.9%	81.5%	80.7%
No	22.6%	21.3%	19.1%	20.0%	15.1%	18.5%	19.3%

**Q10c. How easy was it to address your issue?**

N=398

	District						Total
	1	2	3	4	5	6	
<u>Q10c. How easy was it to address your issue</u>							
Very easy	30.6%	31.1%	30.9%	25.0%	35.6%	20.4%	29.1%
Somewhat easy	24.2%	26.2%	33.8%	33.8%	23.3%	27.8%	28.4%
Neutral	19.4%	16.4%	10.3%	13.8%	13.7%	14.8%	14.6%
Difficult	9.7%	18.0%	19.1%	15.0%	17.8%	18.5%	16.3%
Very difficult	16.1%	6.6%	5.9%	11.3%	9.6%	18.5%	11.1%
Not provided	0.0%	1.6%	0.0%	1.3%	0.0%	0.0%	0.5%

**Q10e. For each of the factors below 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=398	District						Total
	1	2	3	4	5	6	
<u>Q10e-1. They were courteous &amp; polite</u>							
Always	44.8%	37.3%	50.7%	38.2%	46.6%	30.2%	41.7%
Usually	29.3%	33.9%	28.4%	47.4%	39.7%	39.6%	36.8%
Sometimes	17.2%	22.0%	14.9%	9.2%	6.8%	18.9%	14.2%
Seldom	3.4%	5.1%	6.0%	3.9%	5.5%	11.3%	5.7%
Never	5.2%	1.7%	0.0%	1.3%	1.4%	0.0%	1.6%
<u>Q10e-2. They gave accurate answers to your questions</u>							
Always	36.8%	20.7%	45.5%	31.5%	36.1%	29.4%	33.7%
Usually	24.6%	48.3%	25.8%	41.1%	27.8%	37.3%	34.0%
Sometimes	19.3%	19.0%	16.7%	17.8%	25.0%	15.7%	19.1%
Seldom	10.5%	10.3%	10.6%	8.2%	9.7%	7.8%	9.5%
Never	8.8%	1.7%	1.5%	1.4%	1.4%	9.8%	3.7%

**Q11. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q11-1. Overall quality of fire services</u>							
Very satisfied	41.3%	28.9%	45.2%	36.2%	37.7%	40.9%	38.2%
Satisfied	44.0%	52.2%	36.6%	48.6%	42.5%	45.5%	44.9%
Neutral	10.7%	17.8%	15.1%	14.3%	18.9%	12.5%	15.1%
Dissatisfied	2.7%	0.0%	3.2%	0.0%	0.9%	0.0%	1.1%
Very dissatisfied	1.3%	1.1%	0.0%	1.0%	0.0%	1.1%	0.7%
<u>Q11-2. Overall quality of ambulance/emergency medical services</u>							
Very satisfied	42.3%	31.9%	45.7%	37.8%	39.2%	42.0%	39.6%
Satisfied	42.3%	43.6%	38.0%	50.0%	42.2%	44.3%	43.5%
Neutral	11.3%	19.1%	15.2%	11.2%	16.7%	10.2%	14.1%
Dissatisfied	2.8%	5.3%	1.1%	0.0%	2.0%	1.1%	2.0%
Very dissatisfied	1.4%	0.0%	0.0%	1.0%	0.0%	2.3%	0.7%

**Q11. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q11-3. Overall quality of trash collection services</u>							
Very satisfied	22.1%	19.2%	24.1%	24.2%	20.3%	17.5%	21.4%
Satisfied	43.2%	47.1%	50.0%	43.0%	48.8%	42.3%	45.8%
Neutral	14.7%	21.2%	12.5%	19.5%	11.4%	22.7%	16.8%
Dissatisfied	14.7%	7.7%	8.9%	10.2%	16.3%	14.4%	12.0%
Very dissatisfied	5.3%	4.8%	4.5%	3.1%	3.3%	3.1%	3.9%
	1	2	3	4	5	6	

<u>Q11-4. Overall quality of parks &amp; recreation programs &amp; facilities</u>							
Very satisfied	24.7%	16.2%	22.2%	23.4%	19.7%	22.9%	21.5%
Satisfied	41.9%	33.3%	44.4%	54.0%	54.7%	38.5%	45.2%
Neutral	19.4%	35.4%	25.0%	16.9%	19.7%	24.0%	23.1%
Dissatisfied	9.7%	13.1%	7.4%	4.0%	5.1%	13.5%	8.5%
Very dissatisfied	4.3%	2.0%	0.9%	1.6%	0.9%	1.0%	1.7%

**Q11. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q11-5. Overall quality of water utility services</u>							
Very satisfied	20.6%	12.5%	16.4%	19.4%	20.3%	23.7%	18.8%
Satisfied	38.1%	42.3%	48.2%	45.2%	48.8%	41.2%	44.3%
Neutral	20.6%	28.8%	23.6%	20.2%	19.5%	17.5%	21.7%
Dissatisfied	10.3%	8.7%	8.2%	10.5%	8.1%	10.3%	9.3%
Very dissatisfied	10.3%	7.7%	3.6%	4.8%	3.3%	7.2%	6.0%
<u>Q11-6. Overall quality of local police protection</u>							
Very satisfied	24.4%	15.7%	23.4%	20.5%	24.4%	22.7%	21.8%
Satisfied	33.7%	34.3%	43.0%	43.4%	41.5%	28.9%	38.0%
Neutral	22.1%	24.5%	16.8%	18.0%	20.3%	24.7%	20.9%
Dissatisfied	11.6%	14.7%	14.0%	15.6%	8.1%	8.2%	12.1%
Very dissatisfied	8.1%	10.8%	2.8%	2.5%	5.7%	15.5%	7.2%



**Q11. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q11-7. How well City is planning growth</u>							
Very satisfied	9.8%	10.4%	11.9%	4.5%	5.5%	11.0%	8.6%
Satisfied	24.4%	22.9%	18.8%	28.2%	29.1%	17.6%	23.7%
Neutral	35.4%	40.6%	43.6%	41.8%	45.5%	38.5%	41.2%
Dissatisfied	20.7%	15.6%	16.8%	19.1%	15.5%	19.8%	17.8%
Very dissatisfied	9.8%	10.4%	8.9%	6.4%	4.5%	13.2%	8.6%
<u>Q11-8. Overall enforcement of local codes &amp; ordinances</u>							
Very satisfied	3.4%	4.2%	9.8%	2.6%	3.5%	8.8%	5.3%
Satisfied	21.6%	23.2%	18.6%	20.2%	31.9%	16.5%	22.2%
Neutral	34.1%	30.5%	35.3%	46.5%	37.2%	39.6%	37.5%
Dissatisfied	19.3%	22.1%	23.5%	21.1%	20.4%	18.7%	20.9%
Very dissatisfied	21.6%	20.0%	12.7%	9.6%	7.1%	16.5%	14.1%

**Q11. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q11-9. The process for getting a permit</u>							
Very satisfied	3.9%	9.8%	14.8%	9.7%	6.8%	9.4%	9.1%
Satisfied	27.5%	14.8%	14.8%	22.2%	28.8%	32.8%	23.5%
Neutral	47.1%	59.0%	57.4%	58.3%	54.2%	42.2%	53.2%
Dissatisfied	9.8%	11.5%	7.4%	5.6%	8.5%	7.8%	8.3%
Very dissatisfied	11.8%	4.9%	5.6%	4.2%	1.7%	7.8%	5.8%
<u>Q11-10. Overall maintenance of City streets, sidewalks, &amp; infrastructure</u>							
Very satisfied	4.0%	5.0%	3.6%	3.1%	4.0%	4.0%	3.9%
Satisfied	19.0%	12.9%	23.6%	22.5%	27.0%	15.2%	20.5%
Neutral	21.0%	24.8%	25.5%	23.3%	23.0%	29.3%	24.4%
Dissatisfied	33.0%	27.7%	26.4%	37.2%	30.2%	22.2%	29.8%
Very dissatisfied	23.0%	29.7%	20.9%	14.0%	15.9%	29.3%	21.5%

**Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q12. Top choice</u>							
Overall quality of fire services	2.9%	0.9%	5.3%	3.1%	4.7%	4.0%	3.5%
Overall quality of ambulance/emergency medical services	5.9%	7.3%	5.3%	6.9%	4.7%	4.0%	5.7%
Overall quality of trash collection services	15.7%	10.9%	15.0%	17.6%	17.8%	10.9%	14.9%
Overall quality of parks & recreation programs & facilities	21.6%	15.5%	22.1%	22.1%	24.0%	13.9%	20.1%
Overall quality of water utility services	18.6%	12.7%	9.7%	12.2%	10.9%	11.9%	12.5%
Overall quality of local police protection	41.2%	50.0%	51.3%	57.3%	45.0%	47.5%	49.0%
How well City is planning growth	38.2%	39.1%	50.4%	47.3%	47.3%	37.6%	43.7%
Overall enforcement of local codes & ordinances	26.5%	34.5%	25.7%	25.2%	25.6%	40.6%	29.3%
The process for getting a permit	1.0%	6.4%	5.3%	0.8%	4.7%	4.0%	3.6%
Overall maintenance of City streets, sidewalks, & infrastructure	66.7%	67.3%	65.5%	71.8%	67.4%	63.4%	67.2%
None chosen	16.7%	11.8%	10.6%	6.1%	10.1%	13.9%	11.2%

**Q13. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q13-1. Overall quality of Downtown revitalization</u>							
Very satisfied	15.2%	10.0%	14.7%	18.0%	12.3%	15.6%	14.4%
Satisfied	42.4%	44.0%	45.9%	48.4%	45.1%	44.8%	45.3%
Neutral	25.3%	34.0%	23.9%	19.5%	24.6%	27.1%	25.4%
Dissatisfied	10.1%	9.0%	10.1%	11.7%	10.7%	8.3%	10.1%
Very dissatisfied	7.1%	3.0%	5.5%	2.3%	7.4%	4.2%	4.9%
<u>Q13-2. Overall quality of new development in Downtown</u>							
Very satisfied	14.6%	11.7%	12.8%	14.4%	10.9%	17.9%	13.6%
Satisfied	34.4%	42.7%	35.8%	50.4%	42.9%	34.7%	40.6%
Neutral	34.4%	34.0%	31.2%	23.2%	28.6%	33.7%	30.4%
Dissatisfied	8.3%	8.7%	13.8%	11.2%	11.8%	8.4%	10.5%
Very dissatisfied	8.3%	2.9%	6.4%	0.8%	5.9%	5.3%	4.8%

**Q13. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q13-3. Overall quality of new development in your neighborhood</u>							
Very satisfied	5.2%	3.8%	5.8%	5.2%	2.6%	5.2%	4.6%
Satisfied	12.5%	9.5%	15.5%	25.2%	21.7%	7.3%	15.7%
Neutral	37.5%	32.4%	40.8%	48.7%	49.6%	32.3%	40.6%
Dissatisfied	28.1%	23.8%	18.4%	15.7%	15.7%	21.9%	20.3%
Very dissatisfied	16.7%	30.5%	19.4%	5.2%	10.4%	33.3%	18.7%
<u>Q13-4. Housing quality in your neighborhood</u>							
Very satisfied	9.3%	1.9%	10.2%	14.5%	12.9%	2.0%	8.9%
Satisfied	24.7%	10.5%	27.8%	38.2%	51.6%	18.4%	29.7%
Neutral	37.1%	33.3%	31.5%	28.2%	24.2%	30.6%	30.5%
Dissatisfied	13.4%	23.8%	16.7%	16.0%	6.5%	26.5%	16.7%
Very dissatisfied	15.5%	30.5%	13.9%	3.1%	4.8%	22.4%	14.2%

**Q13. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q13-5. Overall appearance of your neighborhood</u>							
Very satisfied	8.2%	2.8%	10.9%	15.4%	13.5%	5.2%	9.7%
Satisfied	37.1%	15.0%	28.2%	44.6%	54.8%	20.6%	34.5%
Neutral	16.5%	21.5%	26.4%	20.8%	19.8%	27.8%	22.0%
Dissatisfied	24.7%	34.6%	22.7%	16.9%	8.7%	21.6%	21.0%
Very dissatisfied	13.4%	26.2%	11.8%	2.3%	3.2%	24.7%	12.7%
<u>Q13-6. Communication of plans for development projects</u>							
Very satisfied	4.9%	3.2%	4.4%	1.0%	1.0%	2.4%	2.7%
Satisfied	13.6%	8.6%	9.9%	11.5%	21.6%	12.0%	13.0%
Neutral	29.6%	36.6%	42.9%	50.0%	42.2%	42.2%	41.0%
Dissatisfied	30.9%	26.9%	28.6%	23.1%	24.5%	20.5%	25.6%
Very dissatisfied	21.0%	24.7%	14.3%	14.4%	10.8%	22.9%	17.7%

**Q14. Which TWO of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q14. Top choice</u>							
Overall quality of Downtown revitalization	19.6%	10.0%	26.5%	28.2%	24.8%	8.9%	20.3%
Overall quality of new development in Downtown	17.6%	14.5%	22.1%	26.7%	21.7%	14.9%	20.0%
Overall quality of new development in your neighborhood	25.5%	36.4%	26.5%	22.9%	24.0%	42.6%	29.2%
Housing quality in your neighborhood	39.2%	37.3%	31.9%	38.9%	23.3%	40.6%	34.8%
Overall appearance of your neighborhood	35.3%	47.3%	36.3%	20.6%	27.1%	46.5%	34.7%
Communication of plans for development projects	23.5%	20.0%	23.0%	37.4%	33.3%	22.8%	27.3%
None chosen	16.7%	14.5%	14.2%	9.9%	20.2%	9.9%	14.3%

**Q15. Do you feel that your neighborhood has improved over the past FIVE years? (without "not provided")**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q15. Has your neighborhood improved over the past five years</u>							
Yes	33.0%	24.3%	21.8%	46.9%	23.0%	25.7%	29.5%
No	45.4%	60.7%	57.3%	31.3%	50.8%	66.3%	51.3%
Have not lived in my neighborhood for 5 years	21.6%	15.0%	20.9%	21.9%	26.2%	7.9%	19.2%



**Q16. Do you belong to a neighborhood association? (without "not provided")**

N=686	District						Total
	1	2	3	4	5	6	

Q16. Do you belong to a neighborhood association

Yes	19.2%	14.8%	18.9%	19.8%	27.0%	11.9%	18.9%
No	80.8%	85.2%	81.1%	80.2%	73.0%	88.1%	81.1%

**Q16a. How satisfied are you with the City's engagement with your neighborhood association? (without "not provided")**

N=128	District						Total
	1	2	3	4	5	6	

Q16a. How satisfied are you with City's engagement with your neighborhood association

Very satisfied	11.1%	6.3%	10.0%	7.7%	2.9%	0.0%	6.4%
Satisfied	16.7%	18.8%	45.0%	23.1%	17.6%	27.3%	24.0%
Neutral	11.1%	31.3%	35.0%	53.8%	61.8%	45.5%	43.2%
Dissatisfied	27.8%	18.8%	10.0%	15.4%	14.7%	18.2%	16.8%
Very dissatisfied	33.3%	25.0%	0.0%	0.0%	2.9%	9.1%	9.6%

**Q17. Are you aware of development plans for your neighborhood? (without "not provided")**

N=686

		District						Total
		1	2	3	4	5	6	

Q17. Are you aware of development plans for your neighborhood

Yes	10.2%	10.3%	3.7%	10.2%	10.4%	8.0%	8.9%
No	89.8%	89.7%	96.3%	89.8%	89.6%	92.0%	91.1%

**Q18. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q18-1. Quality of animal control</u>							
Very satisfied	10.0%	6.5%	10.0%	6.1%	8.7%	9.5%	8.4%
Satisfied	36.3%	31.5%	41.3%	46.5%	43.7%	41.7%	40.3%
Neutral	33.8%	31.5%	28.8%	34.3%	36.9%	36.9%	33.8%
Dissatisfied	11.3%	18.5%	16.3%	10.1%	6.8%	7.1%	11.5%
Very dissatisfied	8.8%	12.0%	3.8%	3.0%	3.9%	4.8%	5.9%
<u>Q18-2. City efforts to remove abandoned vehicles or inoperative vehicles</u>							
Very satisfied	6.6%	5.4%	9.6%	1.1%	2.9%	6.7%	5.3%
Satisfied	23.7%	24.7%	28.9%	32.6%	28.4%	32.6%	28.6%
Neutral	28.9%	38.7%	34.9%	41.6%	47.1%	24.7%	36.5%
Dissatisfied	26.3%	21.5%	19.3%	22.5%	17.6%	21.3%	21.2%
Very dissatisfied	14.5%	9.7%	7.2%	2.2%	3.9%	14.6%	8.5%

**Q18. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q18-3. Enforcing clean-up of trash &amp; debris on private property</u>							
Very satisfied	4.8%	5.0%	2.1%	1.9%	2.7%	6.5%	3.7%
Satisfied	8.3%	14.9%	21.6%	21.0%	20.5%	17.2%	17.6%
Neutral	34.5%	25.7%	28.9%	36.2%	38.4%	24.7%	31.6%
Dissatisfied	25.0%	34.7%	30.9%	30.5%	31.3%	26.9%	30.1%
Very dissatisfied	27.4%	19.8%	16.5%	10.5%	7.1%	24.7%	17.1%
<u>Q18-4. Enforcing mowing &amp; cutting of grass &amp; weeds on private property</u>							
Very satisfied	8.5%	4.0%	3.1%	2.8%	5.4%	7.6%	5.1%
Satisfied	11.0%	22.0%	21.9%	21.5%	17.1%	21.7%	19.4%
Neutral	41.5%	28.0%	33.3%	38.3%	39.6%	28.3%	34.9%
Dissatisfied	15.9%	30.0%	26.0%	29.9%	28.8%	21.7%	25.9%
Very dissatisfied	23.2%	16.0%	15.6%	7.5%	9.0%	20.7%	14.8%

**Q18. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q18-5. Enforcing exterior maintenance of commercial/business property</u>							
Very satisfied	5.0%	2.2%	3.3%	2.0%	4.6%	3.3%	3.4%
Satisfied	10.0%	15.2%	18.9%	26.5%	22.0%	25.6%	20.0%
Neutral	37.5%	40.2%	37.8%	37.8%	41.3%	31.1%	37.7%
Dissatisfied	30.0%	29.3%	30.0%	26.5%	22.0%	18.9%	25.9%
Very dissatisfied	17.5%	13.0%	10.0%	7.1%	10.1%	21.1%	12.9%
<u>Q18-6. Enforcing exterior maintenance of residential property</u>							
Very satisfied	3.8%	3.2%	1.1%	2.2%	4.5%	6.5%	3.6%
Satisfied	5.1%	17.9%	19.1%	28.0%	20.0%	19.6%	18.7%
Neutral	43.0%	26.3%	35.1%	34.4%	41.8%	27.2%	34.6%
Dissatisfied	27.8%	35.8%	33.0%	26.9%	26.4%	29.3%	29.8%
Very dissatisfied	20.3%	16.8%	11.7%	8.6%	7.3%	17.4%	13.3%

**Q19. Which TWO of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q19. Top choice</u>							
Quality of animal control	13.7%	18.2%	6.2%	15.3%	9.3%	10.9%	12.2%
City efforts to remove abandoned vehicles or inoperative vehicles	25.5%	22.7%	16.8%	17.6%	19.4%	16.8%	19.7%
Enforcing clean-up of trash & debris on private property	41.2%	38.2%	39.8%	45.0%	41.9%	37.6%	40.8%
Enforcing mowing & cutting of grass & weeds on private property	12.7%	26.4%	27.4%	22.1%	26.4%	32.7%	24.6%
Enforcing exterior maintenance of commercial/business property	28.4%	26.4%	27.4%	24.4%	33.3%	30.7%	28.4%
Enforcing exterior maintenance of residential property	24.5%	25.5%	24.8%	22.1%	21.7%	23.8%	23.6%
None chosen	24.5%	17.3%	23.0%	23.7%	21.7%	21.8%	22.0%

**Q20. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q20-1. Timeliness of your trash service</u>							
Very satisfied	32.6%	27.9%	30.8%	33.1%	26.4%	25.0%	29.4%
Satisfied	42.1%	45.2%	54.2%	53.2%	56.2%	45.8%	49.9%
Neutral	14.7%	19.2%	7.5%	9.7%	8.3%	18.8%	12.7%
Dissatisfied	7.4%	4.8%	3.7%	2.4%	5.0%	6.3%	4.8%
Very dissatisfied	3.2%	2.9%	3.7%	1.6%	4.1%	4.2%	3.2%
<u>Q20-2. City efforts to keep you informed about disruptions to trash service</u>							
Very satisfied	22.7%	19.0%	19.0%	22.8%	17.8%	17.2%	19.7%
Satisfied	33.0%	39.0%	39.0%	45.6%	39.0%	33.3%	38.5%
Neutral	21.6%	23.0%	26.0%	14.0%	22.0%	24.7%	21.7%
Dissatisfied	15.9%	12.0%	10.0%	13.2%	16.1%	16.1%	13.9%
Very dissatisfied	6.8%	7.0%	6.0%	4.4%	5.1%	8.6%	6.2%

**Q20. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q20-3. Bulky item pick-up/removal services (e.g. old furniture, appliances)</u>							
Very satisfied	23.2%	18.9%	24.7%	23.4%	20.4%	14.3%	20.9%
Satisfied	30.5%	33.7%	37.1%	40.5%	37.9%	36.3%	36.3%
Neutral	18.3%	34.7%	12.4%	23.4%	25.2%	28.6%	23.8%
Dissatisfied	18.3%	6.3%	19.6%	6.3%	6.8%	16.5%	11.9%
Very dissatisfied	9.8%	6.3%	6.2%	6.3%	9.7%	4.4%	7.1%
<u>Q20-4. Quality of yard waste collection services</u>							
Very satisfied	21.3%	15.2%	18.6%	21.6%	16.1%	12.1%	17.6%
Satisfied	29.2%	33.3%	46.1%	43.1%	36.6%	39.6%	38.3%
Neutral	24.7%	30.3%	17.6%	18.1%	21.4%	20.9%	22.0%
Dissatisfied	11.2%	15.2%	10.8%	11.2%	13.4%	17.6%	13.1%
Very dissatisfied	13.5%	6.1%	6.9%	6.0%	12.5%	9.9%	9.0%



**Q20. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q20-5. Efforts by employees to ensure that all of your trash/yard waste is removed</u>							
Very satisfied	20.4%	14.4%	22.8%	23.5%	21.2%	18.3%	20.2%
Satisfied	36.6%	34.6%	41.6%	40.3%	37.3%	38.7%	38.2%
Neutral	17.2%	30.8%	20.8%	21.8%	22.9%	25.8%	23.2%
Dissatisfied	15.1%	13.5%	8.9%	10.9%	8.5%	10.8%	11.1%
Very dissatisfied	10.8%	6.7%	5.9%	3.4%	10.2%	6.5%	7.2%
<u>Q20-6. What you are charged for trash service</u>							
Very satisfied	13.6%	6.9%	17.0%	13.7%	11.7%	6.4%	11.6%
Satisfied	29.5%	34.3%	39.0%	41.0%	33.3%	26.6%	34.3%
Neutral	27.3%	34.3%	27.0%	29.1%	36.7%	40.4%	32.5%
Dissatisfied	15.9%	13.7%	14.0%	12.8%	10.0%	11.7%	12.9%
Very dissatisfied	13.6%	10.8%	3.0%	3.4%	8.3%	14.9%	8.7%

**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)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q21. Top choice</u>							
Timeliness of your trash service	8.6%	4.6%	12.0%	9.5%	7.8%	7.3%	8.3%
City efforts to keep you informed about disruptions to trash service	9.9%	14.9%	16.6%	16.6%	14.1%	12.8%	14.3%
Bulky item pick-up/removal services (e.g. old furniture, appliances)	16.7%	14.3%	15.4%	12.8%	15.5%	14.0%	14.7%
Quality of yard waste collection services	14.2%	13.1%	10.3%	19.4%	16.5%	14.6%	14.9%
Efforts by employees to ensure that all of your trash/yard waste is removed	14.8%	16.0%	14.9%	12.8%	11.2%	12.8%	13.6%
What you are charged for trash service	16.0%	19.4%	10.9%	14.2%	17.5%	19.5%	16.2%
None chosen	19.8%	17.7%	20.0%	14.7%	17.5%	18.9%	17.9%

**Q22. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q22-1. Professionalism of fire &amp; EMS personnel</u>							
Very satisfied	52.8%	35.2%	43.3%	44.9%	48.0%	40.4%	43.9%
Satisfied	38.9%	48.9%	44.4%	39.8%	39.8%	46.1%	43.0%
Neutral	5.6%	12.5%	11.1%	13.3%	11.2%	12.4%	11.2%
Dissatisfied	1.4%	3.4%	1.1%	1.0%	1.0%	1.1%	1.5%
Very dissatisfied	1.4%	0.0%	0.0%	1.0%	0.0%	0.0%	0.4%
<u>Q22-2. Professionalism of City police officers</u>							
Very satisfied	33.3%	20.2%	38.0%	28.8%	31.9%	28.7%	30.1%
Satisfied	29.9%	40.4%	34.0%	40.5%	35.4%	29.8%	35.3%
Neutral	18.4%	23.2%	15.0%	17.1%	20.4%	22.3%	19.4%
Dissatisfied	12.6%	9.1%	9.0%	9.0%	8.0%	12.8%	9.9%
Very dissatisfied	5.7%	7.1%	4.0%	4.5%	4.4%	6.4%	5.3%

**Q22. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q22-3. How quickly police respond to emergencies</u>							
Very satisfied	22.5%	16.7%	30.9%	28.7%	29.6%	28.2%	26.2%
Satisfied	40.0%	35.4%	38.3%	35.6%	37.8%	25.9%	35.6%
Neutral	23.8%	27.1%	21.3%	21.8%	24.5%	27.1%	24.2%
Dissatisfied	8.8%	12.5%	7.4%	10.9%	8.2%	12.9%	10.1%
Very dissatisfied	5.0%	8.3%	2.1%	3.0%	0.0%	5.9%	4.0%
<u>Q22-4. Visibility of police in commercial &amp; retail areas</u>							
Very satisfied	11.6%	8.9%	21.0%	16.4%	17.4%	17.7%	15.6%
Satisfied	33.7%	27.7%	37.0%	43.1%	36.5%	24.0%	34.0%
Neutral	34.9%	41.6%	30.0%	25.9%	29.6%	36.5%	32.7%
Dissatisfied	9.3%	11.9%	10.0%	12.1%	13.9%	12.5%	11.7%
Very dissatisfied	10.5%	9.9%	2.0%	2.6%	2.6%	9.4%	5.9%

**Q22. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q22-5. Overall feeling of safety in your neighborhood</u>							
Very satisfied	10.2%	5.6%	14.8%	16.5%	18.7%	9.3%	12.9%
Satisfied	38.8%	27.1%	30.6%	41.7%	52.0%	33.0%	37.7%
Neutral	22.4%	33.6%	27.8%	26.8%	18.7%	26.8%	25.9%
Dissatisfied	17.3%	19.6%	17.6%	12.6%	6.5%	17.5%	14.8%
Very dissatisfied	11.2%	14.0%	9.3%	2.4%	4.1%	13.4%	8.6%
<u>Q22-6. Visibility of police in neighborhoods</u>							
Very satisfied	8.6%	3.8%	13.2%	9.4%	6.1%	10.4%	8.6%
Satisfied	21.5%	20.2%	20.8%	28.2%	36.0%	25.0%	25.6%
Neutral	35.5%	30.8%	41.5%	37.6%	33.3%	25.0%	34.1%
Dissatisfied	24.7%	27.9%	18.9%	21.4%	21.1%	25.0%	23.0%
Very dissatisfied	9.7%	17.3%	5.7%	3.4%	3.5%	14.6%	8.7%

**Q22. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q22-7. Enforcement of local traffic laws</u>							
Very satisfied	11.6%	7.1%	10.8%	7.2%	8.0%	13.0%	9.5%
Satisfied	26.7%	27.3%	31.4%	31.5%	35.7%	25.0%	29.9%
Neutral	32.6%	32.3%	26.5%	32.4%	32.1%	31.5%	31.2%
Dissatisfied	18.6%	15.2%	21.6%	17.1%	11.6%	18.5%	16.9%
Very dissatisfied	10.5%	18.2%	9.8%	11.7%	12.5%	12.0%	12.5%
<u>Q22-8. Fire education programs in your community</u>							
Very satisfied	15.6%	11.3%	12.8%	15.3%	6.4%	17.1%	13.0%
Satisfied	23.4%	15.5%	23.1%	26.4%	32.1%	31.6%	25.5%
Neutral	45.3%	49.3%	50.0%	48.6%	53.8%	42.1%	48.3%
Dissatisfied	14.1%	18.3%	9.0%	8.3%	5.1%	2.6%	9.3%
Very dissatisfied	1.6%	5.6%	5.1%	1.4%	2.6%	6.6%	3.9%

**Q22. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q22-9. Fire inspection programs in your community</u>							
Very satisfied	11.3%	9.0%	13.5%	18.1%	5.2%	18.9%	12.7%
Satisfied	29.0%	16.4%	20.3%	29.2%	28.6%	31.1%	25.8%
Neutral	41.9%	52.2%	50.0%	43.1%	57.1%	37.8%	47.2%
Dissatisfied	16.1%	17.9%	10.8%	8.3%	6.5%	4.1%	10.3%
Very dissatisfied	1.6%	4.5%	5.4%	1.4%	2.6%	8.1%	4.0%
<u>Q22-10. Efforts by local government in your area to prevent crime</u>							
Very satisfied	6.1%	4.3%	3.1%	6.7%	5.9%	6.7%	5.5%
Satisfied	15.9%	10.8%	19.8%	24.0%	22.8%	18.0%	18.8%
Neutral	26.8%	24.7%	32.3%	36.5%	35.6%	25.8%	30.6%
Dissatisfied	29.3%	34.4%	29.2%	22.1%	24.8%	25.8%	27.4%
Very dissatisfied	22.0%	25.8%	15.6%	10.6%	10.9%	23.6%	17.7%

**Q23. Which THREE of the items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q23. Top choice</u>							
Professionalism of fire & EMS personnel	3.9%	2.7%	5.3%	6.1%	1.6%	1.0%	3.5%
Professionalism of City police officers	27.5%	24.5%	22.1%	37.4%	23.3%	21.8%	26.4%
How quickly police respond to emergencies	17.6%	20.0%	16.8%	14.5%	19.4%	19.8%	17.9%
Visibility of police in commercial & retail areas	16.7%	15.5%	9.7%	16.8%	19.4%	23.8%	16.9%
Overall feeling of safety in your neighborhood	42.2%	43.6%	42.5%	29.8%	26.4%	36.6%	36.3%
Visibility of police in neighborhoods	43.1%	39.1%	43.4%	29.0%	34.9%	36.6%	37.3%
Enforcement of local traffic laws	11.8%	20.0%	22.1%	24.4%	26.4%	28.7%	22.4%
Fire education programs in your community	4.9%	6.4%	7.1%	6.9%	6.2%	5.0%	6.1%
Fire inspection programs in your community	6.9%	9.1%	7.1%	3.1%	6.2%	5.0%	6.1%
Efforts by local government in your area to prevent crime	52.0%	50.9%	53.1%	51.1%	48.8%	49.5%	50.9%
None chosen	20.6%	15.5%	15.0%	16.8%	19.4%	15.8%	17.2%



**Q24. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q24-1. Snow removal on major City streets</u>							
Very satisfied	13.0%	6.5%	7.3%	17.6%	18.3%	18.4%	13.6%
Satisfied	46.0%	54.6%	65.1%	60.0%	55.0%	44.9%	54.7%
Neutral	14.0%	15.7%	11.0%	8.0%	11.7%	23.5%	13.6%
Dissatisfied	17.0%	14.8%	11.0%	10.4%	11.7%	6.1%	11.8%
Very dissatisfied	10.0%	8.3%	5.5%	4.0%	3.3%	7.1%	6.2%
<u>Q24-2. Condition of street signs &amp; traffic signals</u>							
Very satisfied	10.9%	11.3%	16.5%	11.0%	13.9%	21.4%	14.0%
Satisfied	47.5%	40.6%	60.6%	59.8%	56.6%	43.9%	52.0%
Neutral	22.8%	28.3%	18.3%	15.0%	21.3%	19.4%	20.7%
Dissatisfied	14.9%	9.4%	2.8%	11.0%	4.1%	9.2%	8.4%
Very dissatisfied	4.0%	10.4%	1.8%	3.1%	4.1%	6.1%	4.8%

**Q24. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q24-3. Adequacy of street lighting in your neighborhood</u>							
Very satisfied	8.9%	3.8%	9.2%	6.4%	11.5%	16.5%	9.3%
Satisfied	33.7%	41.0%	49.5%	52.0%	48.4%	27.8%	42.8%
Neutral	22.8%	20.0%	15.6%	19.2%	23.0%	24.7%	20.8%
Dissatisfied	26.7%	21.9%	21.1%	16.8%	12.3%	18.6%	19.3%
Very dissatisfied	7.9%	13.3%	4.6%	5.6%	4.9%	12.4%	7.9%
<u>Q24-4. Quality of public transportation services</u>							
Very satisfied	11.4%	8.8%	7.9%	10.8%	9.9%	20.0%	11.5%
Satisfied	28.6%	38.8%	36.5%	37.3%	37.0%	29.3%	34.7%
Neutral	32.9%	36.3%	46.0%	33.7%	45.7%	37.3%	38.5%
Dissatisfied	17.1%	7.5%	6.3%	14.5%	4.9%	6.7%	9.5%
Very dissatisfied	10.0%	8.8%	3.2%	3.6%	2.5%	6.7%	5.8%

**Q24. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q24-5. On-street bicycle infrastructure</u>							
Very satisfied	8.1%	8.2%	5.3%	8.3%	6.1%	9.6%	7.6%
Satisfied	26.7%	30.6%	45.7%	32.4%	37.8%	28.9%	33.9%
Neutral	41.9%	51.8%	37.2%	32.4%	39.8%	39.8%	40.1%
Dissatisfied	15.1%	5.9%	8.5%	16.7%	11.2%	12.0%	11.7%
Very dissatisfied	8.1%	3.5%	3.2%	10.2%	5.1%	9.6%	6.7%
<u>Q24-6. Condition of catch basins in your neighborhood</u>							
Very satisfied	9.1%	3.8%	5.2%	1.4%	9.0%	7.8%	6.1%
Satisfied	16.7%	23.1%	28.6%	35.1%	34.8%	24.7%	27.5%
Neutral	42.4%	38.5%	39.0%	39.2%	39.3%	42.9%	40.1%
Dissatisfied	21.2%	24.4%	22.1%	16.2%	12.4%	11.7%	17.8%
Very dissatisfied	10.6%	10.3%	5.2%	8.1%	4.5%	13.0%	8.5%

**Q24. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q24-7. Snow removal on neighborhood streets</u>							
Very satisfied	5.2%	3.8%	2.8%	5.7%	10.8%	11.3%	6.6%
Satisfied	24.0%	32.1%	33.3%	39.3%	40.8%	27.8%	33.4%
Neutral	22.9%	17.9%	26.9%	23.0%	19.2%	20.6%	21.7%
Dissatisfied	30.2%	29.2%	19.4%	19.7%	19.2%	22.7%	23.1%
Very dissatisfied	17.7%	17.0%	17.6%	12.3%	10.0%	17.5%	15.1%
<u>Q24-8. Condition of sidewalks in your neighborhood</u>							
Very satisfied	3.1%	3.7%	1.9%	2.4%	5.2%	5.2%	3.6%
Satisfied	19.6%	27.1%	25.2%	34.9%	36.2%	20.6%	27.9%
Neutral	23.7%	20.6%	20.4%	24.6%	27.6%	21.6%	23.2%
Dissatisfied	32.0%	31.8%	33.0%	30.2%	22.4%	28.9%	29.6%
Very dissatisfied	21.6%	16.8%	19.4%	7.9%	8.6%	23.7%	15.8%

**Q24. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q24-9. Flow of traffic in Downtown area</u>							
Very satisfied	9.3%	3.0%	8.0%	7.3%	7.4%	7.4%	7.1%
Satisfied	36.1%	29.3%	42.0%	42.3%	37.7%	28.4%	36.3%
Neutral	16.5%	35.4%	22.0%	23.6%	23.8%	24.2%	24.2%
Dissatisfied	16.5%	16.2%	12.0%	17.9%	13.9%	17.9%	15.7%
Very dissatisfied	21.6%	16.2%	16.0%	8.9%	17.2%	22.1%	16.7%
<u>Q24-10. Cleanliness of streets &amp; other public areas</u>							
Very satisfied	4.0%	6.5%	0.9%	3.9%	6.6%	10.3%	5.3%
Satisfied	29.3%	32.7%	40.2%	44.5%	39.3%	23.7%	35.6%
Neutral	33.3%	24.3%	32.7%	28.1%	32.8%	25.8%	29.5%
Dissatisfied	18.2%	23.4%	19.6%	20.3%	18.0%	20.6%	20.0%
Very dissatisfied	15.2%	13.1%	6.5%	3.1%	3.3%	19.6%	9.5%

**Q24. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q24-11. Condition of streets in your neighborhood</u>							
Very satisfied	2.0%	3.7%	1.8%	5.4%	7.3%	8.2%	4.8%
Satisfied	23.2%	22.4%	39.4%	36.4%	39.0%	23.7%	31.3%
Neutral	24.2%	18.7%	22.0%	27.9%	26.8%	22.7%	23.9%
Dissatisfied	33.3%	34.6%	21.1%	23.3%	18.7%	23.7%	25.5%
Very dissatisfied	17.2%	20.6%	15.6%	7.0%	8.1%	21.6%	14.5%
<u>Q24-12. Condition of major City streets</u>							
Very satisfied	3.0%	3.8%	3.7%	3.1%	6.7%	7.4%	4.6%
Satisfied	29.0%	31.1%	33.6%	44.9%	37.8%	23.2%	33.9%
Neutral	27.0%	26.4%	26.2%	19.7%	25.2%	22.1%	24.3%
Dissatisfied	26.0%	29.2%	24.3%	26.0%	20.2%	30.5%	25.8%
Very dissatisfied	15.0%	9.4%	12.1%	6.3%	10.1%	16.8%	11.3%

**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? (top 3)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q25. Top choice</u>							
Snow removal on major City streets	12.7%	11.8%	11.5%	15.3%	16.3%	13.9%	13.7%
Condition of street signs & traffic signals	6.9%	10.0%	4.4%	9.2%	8.5%	5.9%	7.6%
Adequacy of street lighting in your neighborhood	25.5%	27.3%	17.7%	26.0%	14.7%	19.8%	21.7%
Quality of public transportation services	11.8%	9.1%	8.0%	13.0%	16.3%	5.0%	10.8%
On-street bicycle infrastructure	10.8%	6.4%	7.1%	15.3%	10.9%	5.0%	9.5%
Condition of catch basins in your neighborhood	7.8%	8.2%	8.8%	4.6%	3.9%	6.9%	6.6%
Snow removal on neighborhood streets	31.4%	31.8%	31.0%	28.2%	28.7%	28.7%	29.9%
Condition of sidewalks in your neighborhood	32.4%	27.3%	38.9%	30.5%	22.5%	30.7%	30.2%
Flow of traffic in Downtown area	17.6%	13.6%	16.8%	15.3%	22.5%	19.8%	17.6%
Cleanliness of streets & other public areas	21.6%	16.4%	31.0%	23.7%	20.9%	24.8%	23.0%
Condition of streets in your neighborhood	35.3%	43.6%	31.9%	29.0%	28.7%	47.5%	35.4%
Condition of major City streets	23.5%	25.5%	34.5%	35.1%	30.2%	35.6%	30.9%
None chosen	16.7%	16.4%	15.0%	11.5%	17.8%	13.9%	15.2%

**Q26. Water Utility. Have you had a sewer backup in your home during the past year? (without "not provided")**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q26. Have you had a sewer backup in your home during past year</u>							
Yes	11.9%	15.7%	18.2%	15.4%	3.9%	22.8%	14.3%
No	88.1%	84.3%	81.8%	84.6%	96.1%	77.2%	85.7%

**Q26a. Was the backup caused by problems in the City's system? (without "not provided")**

N=97

	District						Total
	1	2	3	4	5	6	
<u>Q26a. Was the backup caused by problems in City's system</u>							
Yes	66.7%	76.5%	50.0%	61.1%	100.0%	61.9%	63.2%
No	33.3%	23.5%	50.0%	38.9%	0.0%	38.1%	36.8%

**Q26b. Was the problem resolved to your satisfaction? (without "not provided")**

N=97

	District						Total
	1	2	3	4	5	6	
<u>Q26b. Was the problem resolved to your satisfaction</u>							
Yes	72.7%	56.3%	44.4%	52.9%	0.0%	42.1%	51.2%
No	27.3%	43.8%	55.6%	47.1%	100.0%	57.9%	48.8%



**Q27. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q27-1. Water pressure on a typical day</u>							
Very satisfied	22.0%	19.2%	21.3%	25.0%	24.4%	17.5%	21.8%
Satisfied	47.0%	52.9%	53.7%	55.5%	54.5%	55.7%	53.3%
Neutral	15.0%	17.3%	14.8%	11.7%	12.2%	15.5%	14.2%
Dissatisfied	13.0%	5.8%	7.4%	5.5%	6.5%	5.2%	7.1%
Very dissatisfied	3.0%	4.8%	2.8%	2.3%	2.4%	6.2%	3.5%
<u>Q27-2. How easy your utility bill is to understand</u>							
Very satisfied	16.5%	11.7%	23.6%	23.5%	16.4%	21.9%	19.0%
Satisfied	53.6%	57.3%	49.1%	56.3%	57.4%	51.0%	54.3%
Neutral	20.6%	18.4%	18.9%	16.0%	13.1%	21.9%	17.9%
Dissatisfied	5.2%	9.7%	7.5%	0.0%	9.8%	2.1%	5.8%
Very dissatisfied	4.1%	2.9%	0.9%	4.2%	3.3%	3.1%	3.1%

**Q27. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q27-3. Smell of your tap water</u>							
Very satisfied	19.0%	8.7%	12.1%	17.5%	14.8%	18.9%	15.1%
Satisfied	36.0%	41.3%	43.0%	46.8%	51.6%	42.1%	43.9%
Neutral	23.0%	29.8%	28.0%	23.0%	22.1%	22.1%	24.6%
Dissatisfied	14.0%	13.5%	14.0%	8.7%	8.2%	8.4%	11.0%
Very dissatisfied	8.0%	6.7%	2.8%	4.0%	3.3%	8.4%	5.4%
<u>Q27-4. How easy it is to resolve billing problems</u>							
Very satisfied	3.0%	9.9%	15.5%	12.0%	15.1%	18.5%	12.6%
Satisfied	32.8%	37.0%	35.2%	32.0%	40.7%	39.5%	36.4%
Neutral	46.3%	37.0%	32.4%	41.3%	33.7%	34.6%	37.3%
Dissatisfied	4.5%	7.4%	9.9%	8.0%	7.0%	4.9%	6.9%
Very dissatisfied	13.4%	8.6%	7.0%	6.7%	3.5%	2.5%	6.7%

**Q27. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q27-5. Taste of your tap water</u>							
Very satisfied	13.3%	9.0%	6.7%	12.9%	10.2%	16.1%	11.3%
Satisfied	31.6%	33.0%	35.2%	43.5%	46.6%	33.3%	37.8%
Neutral	23.5%	25.0%	31.4%	16.1%	22.0%	26.9%	23.8%
Dissatisfied	17.3%	25.0%	18.1%	21.0%	14.4%	16.1%	18.7%
Very dissatisfied	14.3%	8.0%	8.6%	6.5%	6.8%	7.5%	8.5%
<u>Q27-6. How well City keeps you informed about water quality issues</u>							
Very satisfied	11.5%	12.1%	7.5%	14.4%	7.3%	15.7%	11.4%
Satisfied	29.9%	28.3%	29.0%	32.4%	41.8%	34.8%	32.9%
Neutral	33.3%	30.3%	39.8%	28.8%	39.1%	32.6%	34.0%
Dissatisfied	13.8%	20.2%	17.2%	17.1%	5.5%	7.9%	13.6%
Very dissatisfied	11.5%	9.1%	6.5%	7.2%	6.4%	9.0%	8.1%

**Q27. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q27-7. What you are charged for utilities</u>							
Very satisfied	5.4%	4.9%	7.5%	8.9%	4.9%	8.4%	6.7%
Satisfied	26.1%	19.4%	31.1%	18.5%	29.5%	22.1%	24.5%
Neutral	23.9%	33.0%	30.2%	32.3%	33.6%	23.2%	29.8%
Dissatisfied	18.5%	25.2%	18.9%	31.5%	17.2%	21.1%	22.3%
Very dissatisfied	26.1%	17.5%	12.3%	8.9%	14.8%	25.3%	16.8%

**Q28. Which TWO of the items listed in Question 27 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q28. Top choice</u>							
Water pressure on a typical day	18.6%	12.7%	15.9%	12.2%	10.9%	14.9%	14.0%
How easy your utility bill is to understand	2.9%	6.4%	4.4%	11.5%	8.5%	5.9%	6.9%
Smell of your tap water	12.7%	14.5%	16.8%	13.7%	14.0%	5.9%	13.1%
How easy it is to resolve billing problems	8.8%	10.0%	9.7%	6.1%	5.4%	4.0%	7.3%
Taste of your tap water	34.3%	29.1%	34.5%	29.0%	27.9%	27.7%	30.3%
How well City keeps you informed about water quality issues	17.6%	25.5%	22.1%	26.7%	20.9%	20.8%	22.4%
What you are charged for utilities	36.3%	50.0%	34.5%	42.7%	44.2%	61.4%	44.6%
None chosen	28.4%	20.0%	24.8%	23.7%	25.6%	23.8%	24.3%

**Q29. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q29-1. Maintenance of City parks</u>							
Very satisfied	19.4%	19.6%	14.9%	24.6%	19.1%	23.9%	20.3%
Satisfied	43.0%	34.8%	58.4%	57.0%	59.1%	52.2%	51.3%
Neutral	24.7%	30.4%	19.8%	13.2%	16.4%	18.5%	20.1%
Dissatisfied	8.6%	13.0%	5.9%	4.4%	3.6%	3.3%	6.3%
Very dissatisfied	4.3%	2.2%	1.0%	0.9%	1.8%	2.2%	2.0%
<u>Q29-2. Number of walking &amp; biking trails</u>							
Very satisfied	25.3%	14.0%	16.8%	23.9%	11.0%	17.6%	18.2%
Satisfied	44.0%	36.0%	52.5%	47.0%	45.0%	49.4%	45.8%
Neutral	19.8%	39.5%	14.9%	12.0%	21.1%	22.4%	20.9%
Dissatisfied	7.7%	7.0%	12.9%	14.5%	17.4%	8.2%	11.7%
Very dissatisfied	3.3%	3.5%	3.0%	2.6%	5.5%	2.4%	3.4%

**Q29. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q29-3. Access to parks in your neighborhood</u>							
Very satisfied	21.3%	14.9%	24.0%	25.0%	10.9%	15.7%	18.8%
Satisfied	50.0%	40.4%	46.2%	53.3%	46.4%	53.9%	48.4%
Neutral	20.2%	34.0%	17.3%	14.2%	25.5%	21.3%	21.8%
Dissatisfied	4.3%	8.5%	7.7%	6.7%	12.7%	4.5%	7.5%
Very dissatisfied	4.3%	2.1%	4.8%	0.8%	4.5%	4.5%	3.4%
<u>Q29-4. Ease of registering for recreation programs such as classes, trips, &amp; special events</u>							
Very satisfied	8.3%	10.2%	13.2%	19.1%	11.1%	15.2%	12.9%
Satisfied	31.7%	25.4%	26.5%	39.7%	33.3%	28.8%	31.1%
Neutral	46.7%	54.2%	47.1%	32.4%	46.9%	45.5%	45.3%
Dissatisfied	10.0%	6.8%	10.3%	7.4%	7.4%	10.6%	8.7%
Very dissatisfied	3.3%	3.4%	2.9%	1.5%	1.2%	0.0%	2.0%

**Q29. 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=686	District						Total
	1	2	3	4	5	6	
<u>Q29-5. Fees charged for recreation programs</u>							
Very satisfied	8.5%	8.3%	11.6%	11.9%	13.0%	12.1%	11.1%
Satisfied	23.7%	21.7%	34.8%	41.8%	32.5%	27.3%	30.7%
Neutral	47.5%	43.3%	39.1%	32.8%	46.8%	45.5%	42.5%
Dissatisfied	10.2%	20.0%	8.7%	7.5%	6.5%	12.1%	10.6%
Very dissatisfied	10.2%	6.7%	5.8%	6.0%	1.3%	3.0%	5.3%
<u>Q29-6. Availability of recreation programming in your neighborhood</u>							
Very satisfied	6.1%	7.8%	13.0%	10.3%	11.3%	11.6%	10.1%
Satisfied	15.2%	18.8%	23.4%	38.5%	22.5%	23.2%	24.0%
Neutral	48.5%	34.4%	35.1%	32.1%	46.3%	43.5%	39.9%
Dissatisfied	24.2%	29.7%	19.5%	15.4%	15.0%	13.0%	19.1%
Very dissatisfied	6.1%	9.4%	9.1%	3.8%	5.0%	8.7%	6.9%



**Q29. 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=686

	District						Total
	1	2	3	4	5	6	
<u>Q29-7. Condition of restrooms in public parks</u>							
Very satisfied	6.9%	9.4%	1.4%	8.8%	7.5%	7.1%	6.8%
Satisfied	6.9%	7.8%	18.1%	27.9%	17.5%	8.6%	14.8%
Neutral	43.1%	37.5%	45.8%	35.3%	48.8%	45.7%	43.0%
Dissatisfied	27.6%	26.6%	26.4%	16.2%	20.0%	21.4%	22.8%
Very dissatisfied	15.5%	18.8%	8.3%	11.8%	6.3%	17.1%	12.6%

**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)**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q30. Top choice</u>							
Maintenance of City parks	28.4%	30.9%	26.5%	27.5%	25.6%	17.8%	26.2%
Number of walking & biking trails	12.7%	7.3%	19.5%	32.1%	24.0%	11.9%	18.7%
Access to parks in your neighborhood	6.9%	16.4%	9.7%	13.7%	17.1%	7.9%	12.2%
Ease of registering for recreation programs such as classes, trips, & special events	7.8%	9.1%	5.3%	3.8%	4.7%	7.9%	6.3%
Fees charged for recreation programs	6.9%	15.5%	11.5%	8.4%	10.9%	10.9%	10.6%
Availability of recreation programming in your neighborhood	23.5%	23.6%	22.1%	16.0%	14.0%	15.8%	19.0%
Condition of restrooms in public parks	34.3%	26.4%	25.7%	17.6%	23.3%	36.6%	26.7%
None chosen	36.3%	31.8%	35.4%	36.6%	34.9%	40.6%	35.9%

**Q31. In the past year, have you visited a City recreation facility or park? (without "not provided")**

N=686

	District						Total
	1	2	3	4	5	6	
<u>Q31. Have you visited a City recreation facility or park in past year</u>							
Yes	72.0%	63.0%	79.8%	77.2%	74.0%	63.0%	71.8%
No	28.0%	37.0%	20.2%	22.8%	26.0%	37.0%	28.2%