

City of South Bend Community Survey

Findings Report

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2020

Submitted to the City of South Bend, Indiana

ETC Institute
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ETC
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2020 City of South Bend Community Survey Executive Summary

Overview and Methodology

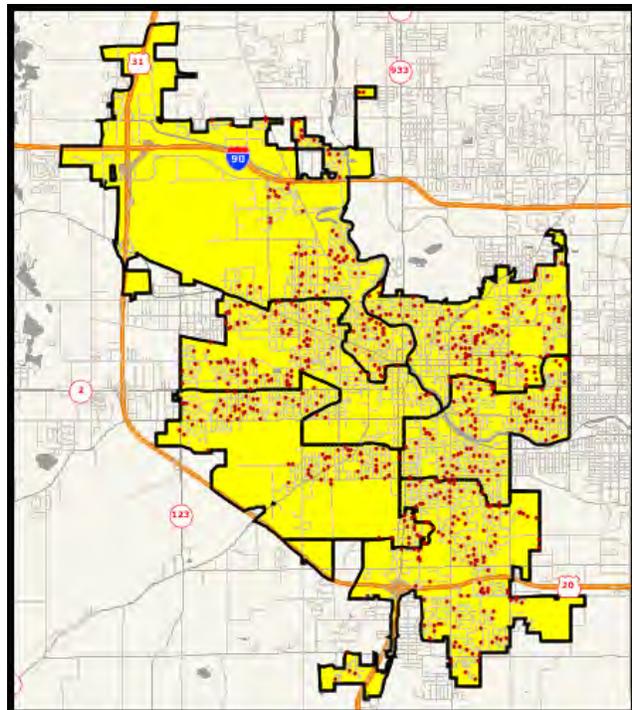
ETC Institute administered a survey to residents of the City of South Bend during the summer of 2020. The purpose of the survey was to gather feedback on city services and performance. The information provided will be used to improve existing services and help the city better understand the evolving 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 686 residents completing the survey. The overall results for the sample of 686 households have a precision of at least $\pm 3.7\%$ at the 95% level of confidence. The map to the right shows the location of all survey respondents.

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,
- charts and graphs for most questions on the survey,
- trend charts that show the difference in the 2020 and 2018 survey results,
- 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 should build reliable infrastructure (88.9%), the city should support economic recovery (87.7%), the city should rebuild vibrant neighborhoods (83.7%), and the city should protect the vulnerable (82.3%). The item that received the lowest level of agreement was: the city should reform public safety systems (65.5%).

When asked to rate various aspects of the City of South Bend, the items 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 city as a place to live (58%) and the city as a place to work (52%).

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 (55.5%), the quality of local government services (37.9%), and the leadership of elected officials (34%). Respondents were least satisfied with the level of public involvement in local decision making (18.7%).

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 (83.1%), overall quality of ambulance/emergency medical services (83.1%), overall quality of trash collection services (67.2%), and overall quality of parks and recreation programs and facilities (66.7%). The overall maintenance of city streets, sidewalks and infrastructure received the lowest level of satisfied ratings (24.4%) and was also the top priority for improvement based on the Importance-Satisfaction Analysis.

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 (59.7%), overall quality of new development in Downtown (54.2%), and the overall appearance of your neighborhood (44.2%). The community investment items residents indicated should receive the most emphasis over the next two years were: the housing quality in neighborhoods and the overall appearance of neighborhoods.
- **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 (48.7%) and city efforts to remove abandoned or inoperative vehicles (33.9%). 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 commercial/business 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 (79.3%), efforts by employees to ensure all of your trash/yard waste is removed (58.4%), and city efforts to keep you informed about disruptions to trash service (58.2%). The two items respondents indicated should receive the most emphasis over the next two years were: what is being charged for trash service and the quality of yard waste collection services.
- **Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the professionalism of fire and EMS personnel (86.9%), the professionalism of city police officers (65.4%), and how quickly police respond to emergencies (61.8%). The three items respondents indicated should receive the most emphasis over the next two years were: efforts by local government to prevent crime, the visibility of police in neighborhoods, and the overall feeling of safety in neighborhoods.
- **Traffic and Transportation.** The highest levels of satisfaction with traffic and transportation 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 (68.3%), the condition of street signs and traffic signals (66.0%), and the adequacy of street lighting in neighborhoods (52.1%). The three items residents indicated should receive the most emphasis over the next two years were: the condition of streets in neighborhoods, the condition of major city streets, and the condition of sidewalks in neighborhoods.
- **Water Services.** 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 (75.1%), the ease of

understanding the utility bill (13.3%), and the smell of tap water (59.0%). The two items residents indicated should receive the most emphasis over the next two years were: what respondents are charged for utilities and the taste of tap water.

- **Venues, Parks, and Arts.** Seventy-two percent (71.8%) 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 (71.6%), access to parks in neighborhoods (67.2%), and the number of walking and biking trails (64.0%). The top two parks and recreation services respondents indicated should receive the most emphasis over the next two years were: the condition of restrooms in parks and the maintenance of city parks.

Additional Findings

- Fifty-one percent (51.3%) of respondents indicated that they do not feel their neighborhood has improved over the past five years, 29.5% indicated their neighborhood has improved, and 19.2% indicated they have not lived in their neighborhood for five years.
- Most (81.1%) of respondents do not belong to a neighborhood association. Of those who belong to a neighborhood association, 30.4% are “very satisfied” or “satisfied” with the city’s engagement with the neighborhood association while 43.2% of respondents indicated they were neutral, and 26.4% were either “dissatisfied” or “very dissatisfied.”
- Only 10.5% of respondents indicated they have met the current Mayor of South Bend.
- Fourteen percent (14.3%) of respondents indicated they have had a sewer backup in their home during the past year. Of those who have had a sewer backup, 63.2% indicated it was caused by problems in the city’s system and 51.2% indicated the problem was resolved to their satisfaction.
- Fifty-three percent (52.8%) 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, 72.7% used a computer to access the website, 45.3% used a smartphone, and 13% used a tablet. Forty-nine percent (49.2%) of respondents indicated they were satisfied with the overall usefulness of the city’s website.
- Eighty percent (79.6%) of respondents indicated they have access to a smartphone in their home, 64.6% have access to a laptop, 46.9% have access to a tablet, and 37.6% have access to a desktop computer. Only 6.6% of respondents indicated they did not have access to any of the digital devices listed on the survey.
- Fifty-eight percent (58.0%) of respondents indicated they have called or visited the city with a question, problem, or complaint during the past year. Most (91.4%) of respondents contacted the city by phone, and 57.8% of respondents indicated it was either “very easy” or “easy” to address their issue with the city. Seventy-nine percent (79.5%) of respondents

indicated that the employee they interacted with was “always” or “usually” courteous and polite, and 67.7% indicated the employee they interacted with “always” or “usually” gave accurate answers to questions.

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 4 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=0.5080)
- How well City is planning growth (IS Rating=0.2958)
- Overall enforcement of local codes and ordinances (IS Rating=0.2117)
- Overall quality of local police protection (IS Rating=0.1970)

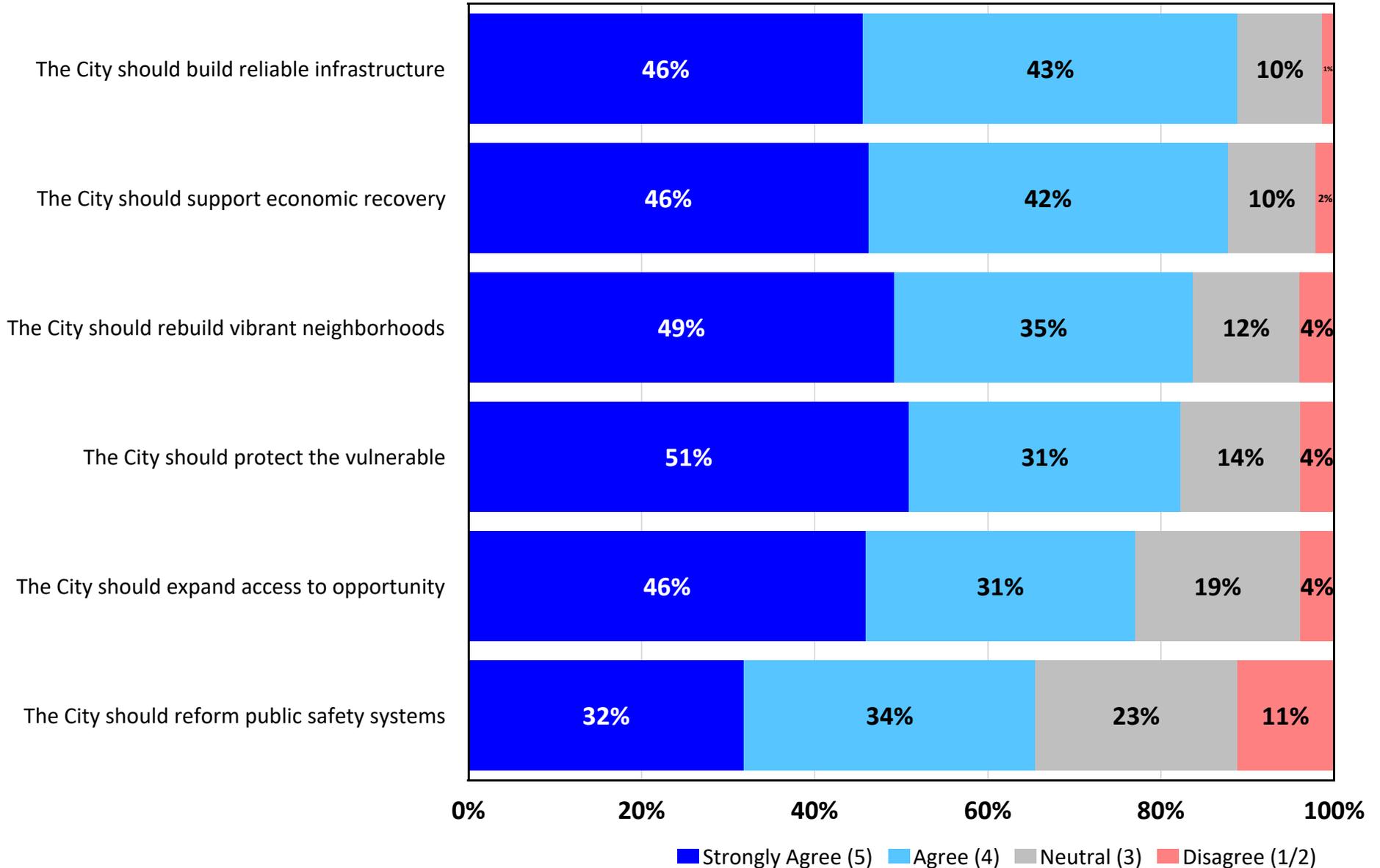
The table below shows the importance-satisfaction rating for all 10 major categories of city services that were rated.

2020 Importance-Satisfaction Rating						
South Bend, Indiana						
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, and infrastructure	67%	1	24%	10	0.5080	1
How well City is planning growth	44%	3	32%	8	0.2958	2
Overall enforcement of local codes and ordinances	29%	4	28%	9	0.2117	3
High Priority (IS .10-.20)						
Overall quality of local police protection	49%	2	60%	6	0.1970	4
Medium Priority (IS <.10)						
Overall quality of parks and recreation programs and facilities	20%	5	67%	4	0.0669	5
Overall quality of trash collection services	15%	6	67%	3	0.0485	6
Overall quality of water utility services	13%	7	63%	5	0.0465	7
The process for getting a permit	4%	9	33%	7	0.0243	8
Overall quality of ambulance/emergency medical services	6%	8	83%	2	0.0096	9
Overall quality of fire services	4%	10	83%	1	0.0059	10

Section 1: Charts and Graphs

Q1. Perceptions of the City

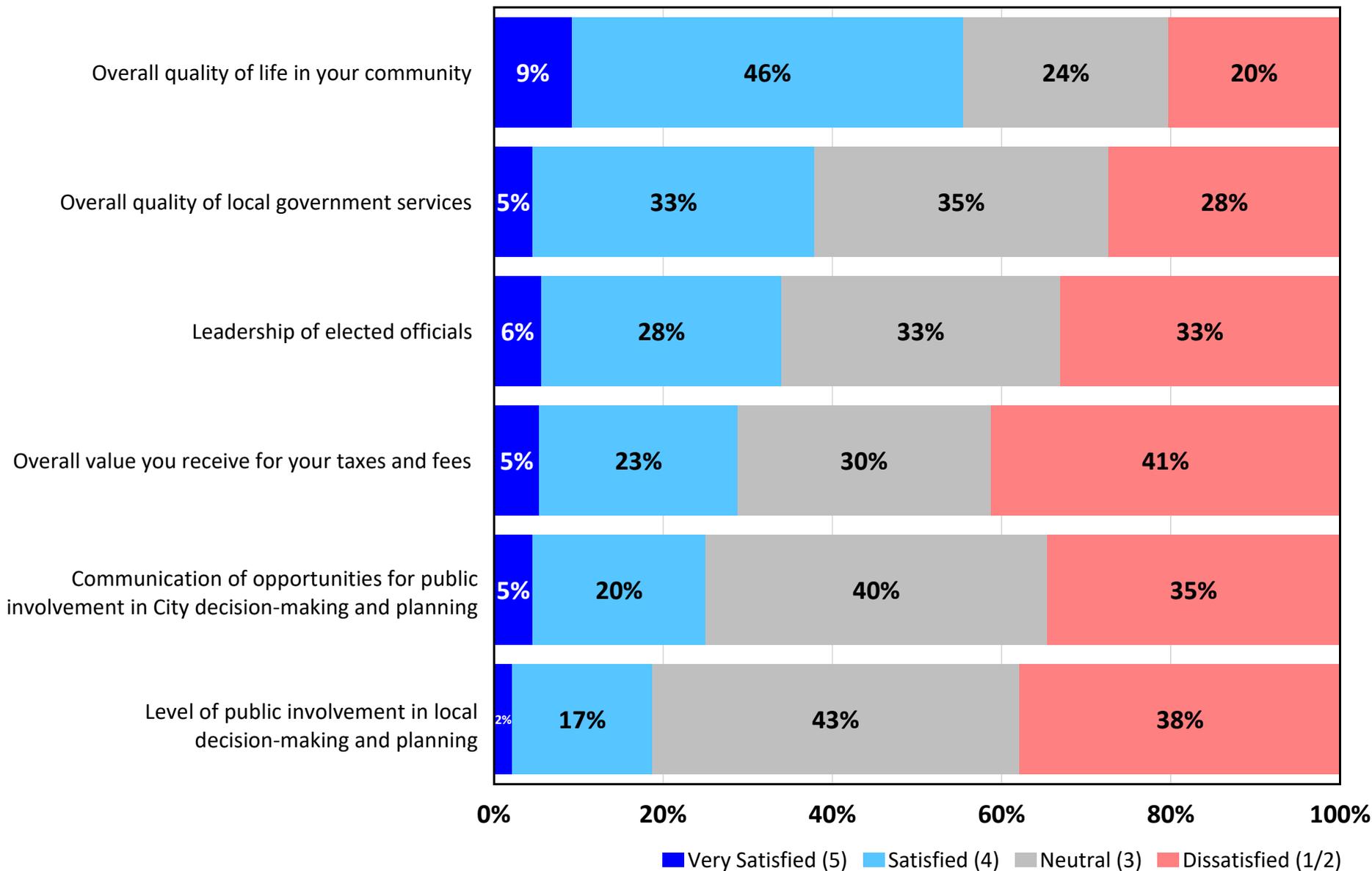
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q2. City Leadership

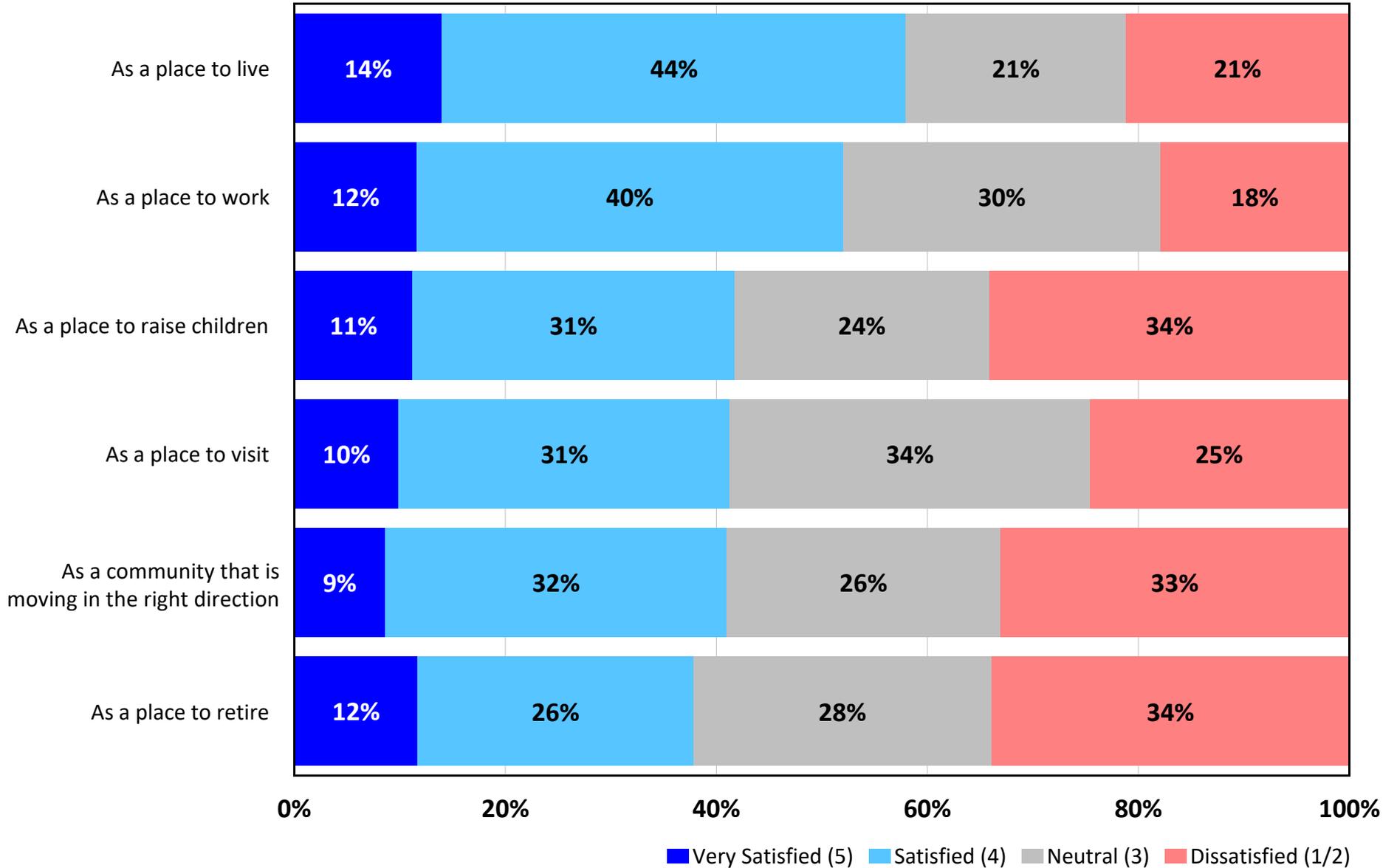
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q3. Overall Ratings of South Bend

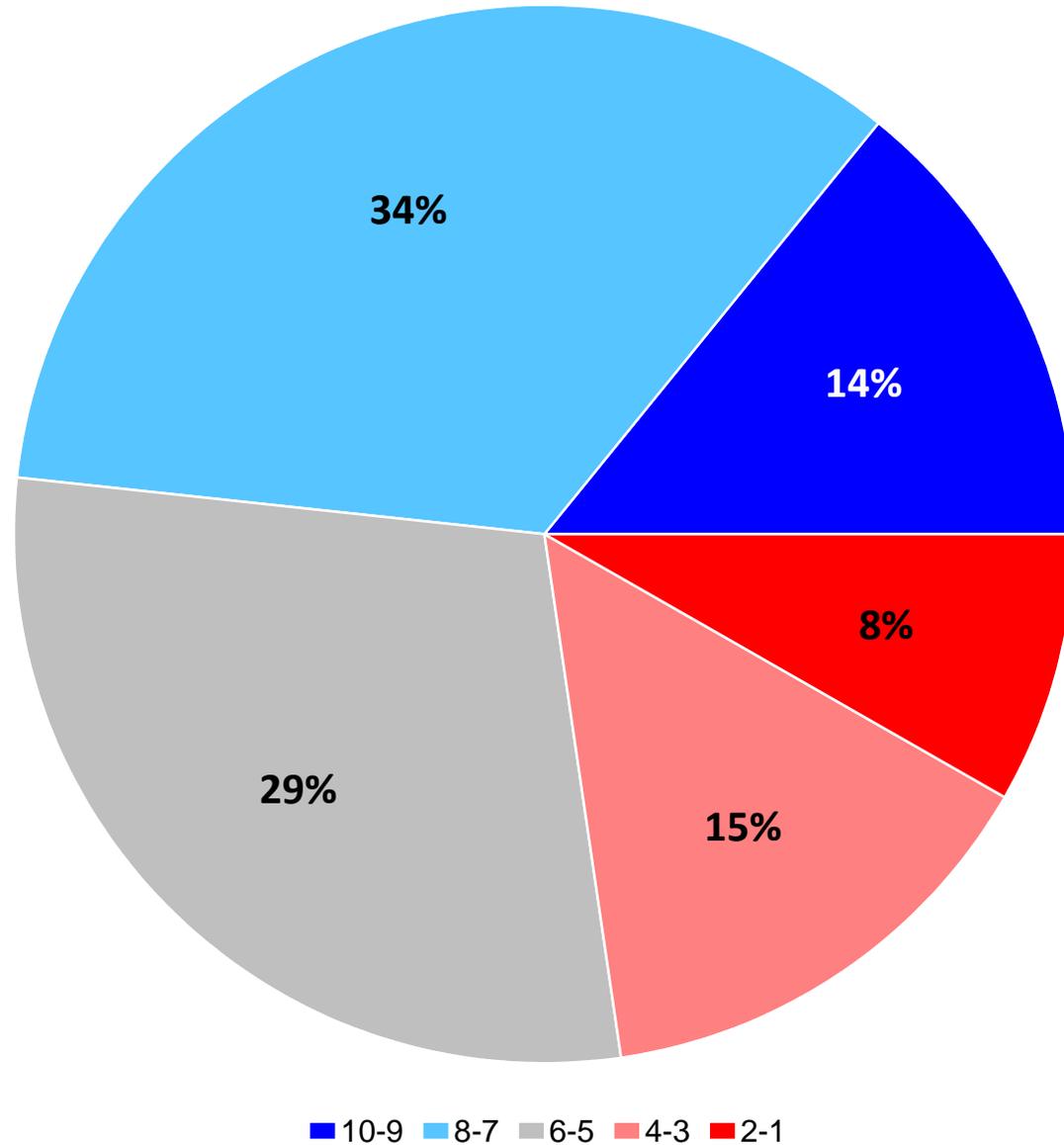
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q4. 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)

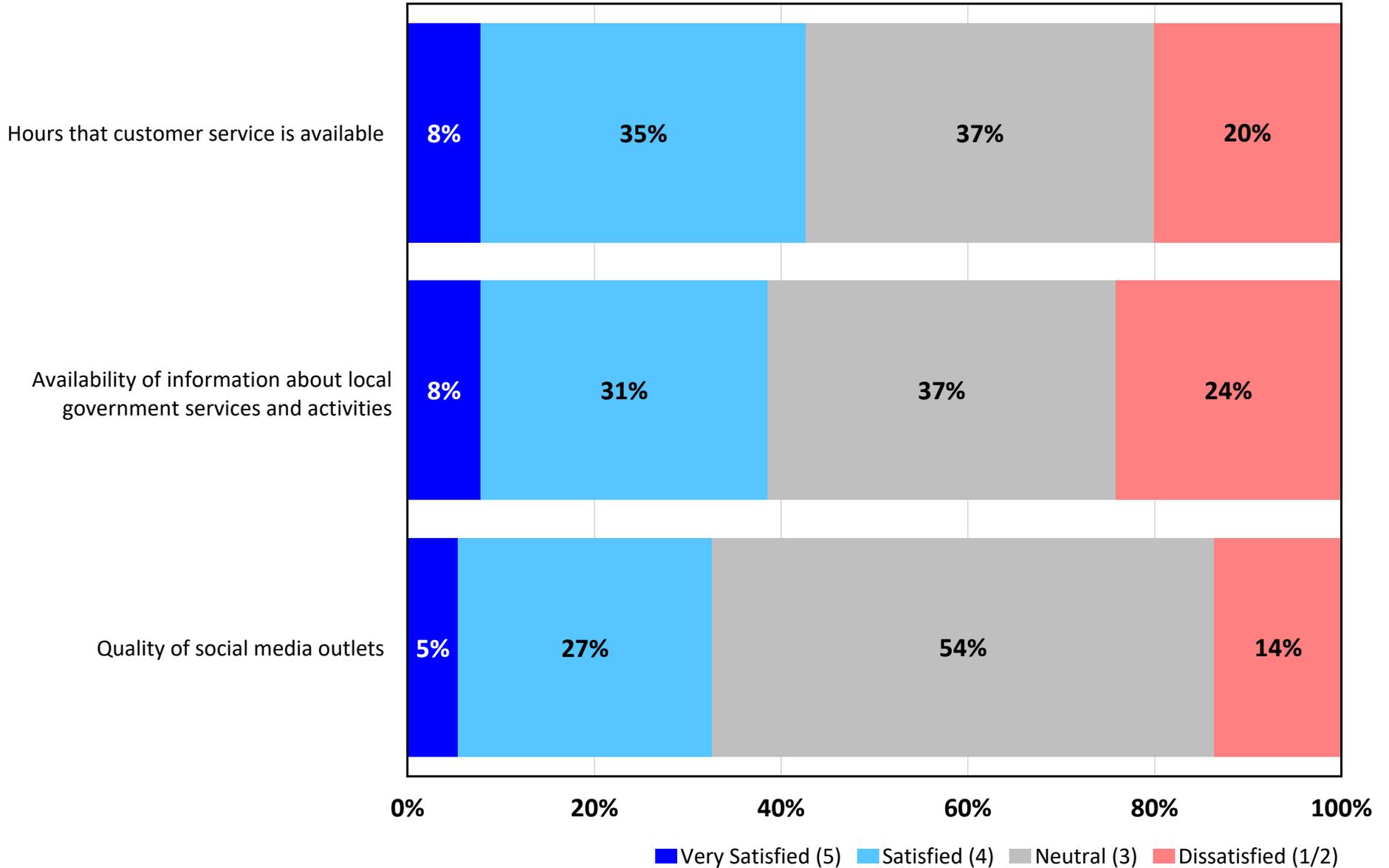


Source: ETC Institute (2020)

ETC Institute (2020)

Q5. Customer Service and Communication

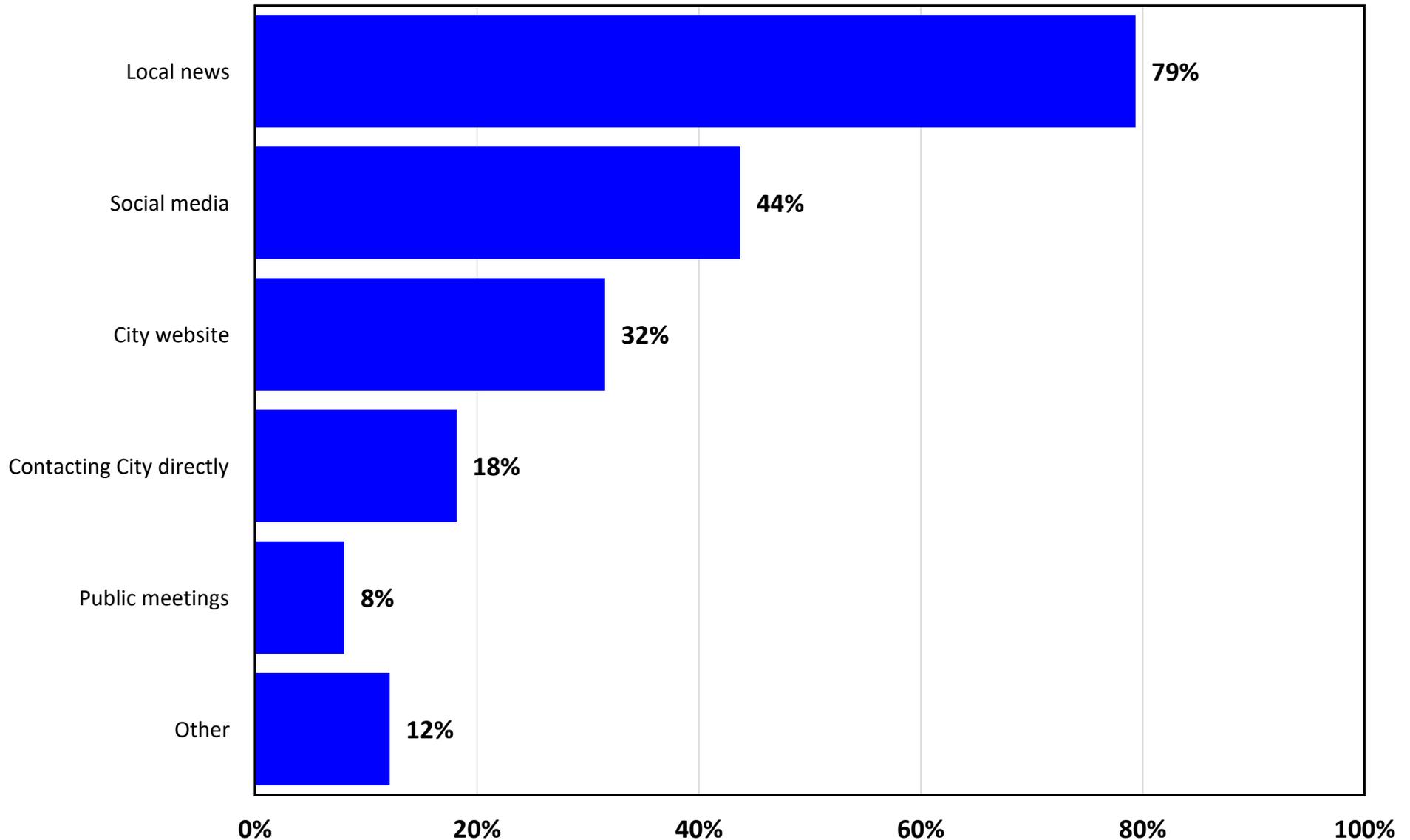
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q6. Which of the following are your primary sources of information about city issues, services, and events?

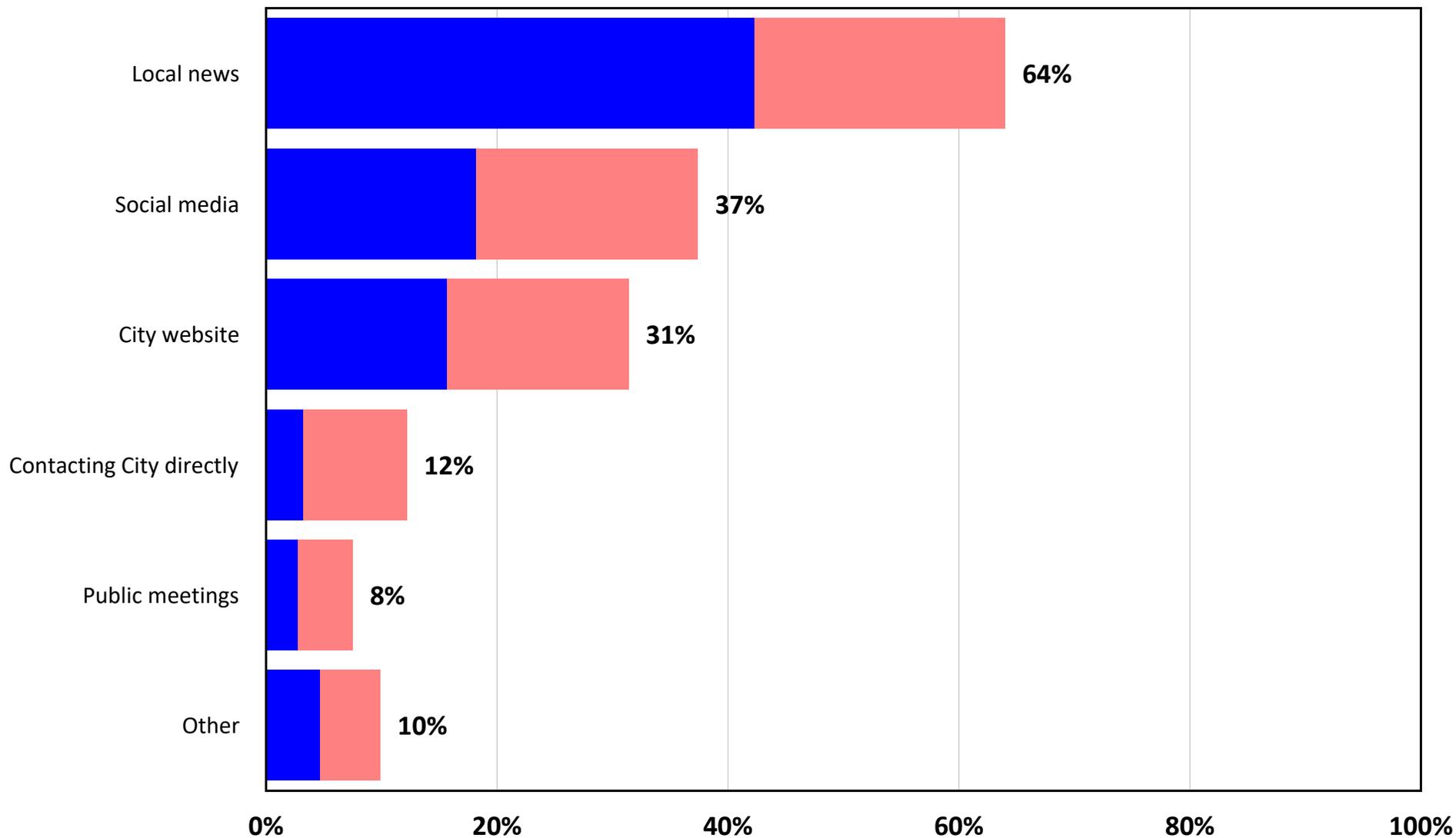
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

Q7. 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

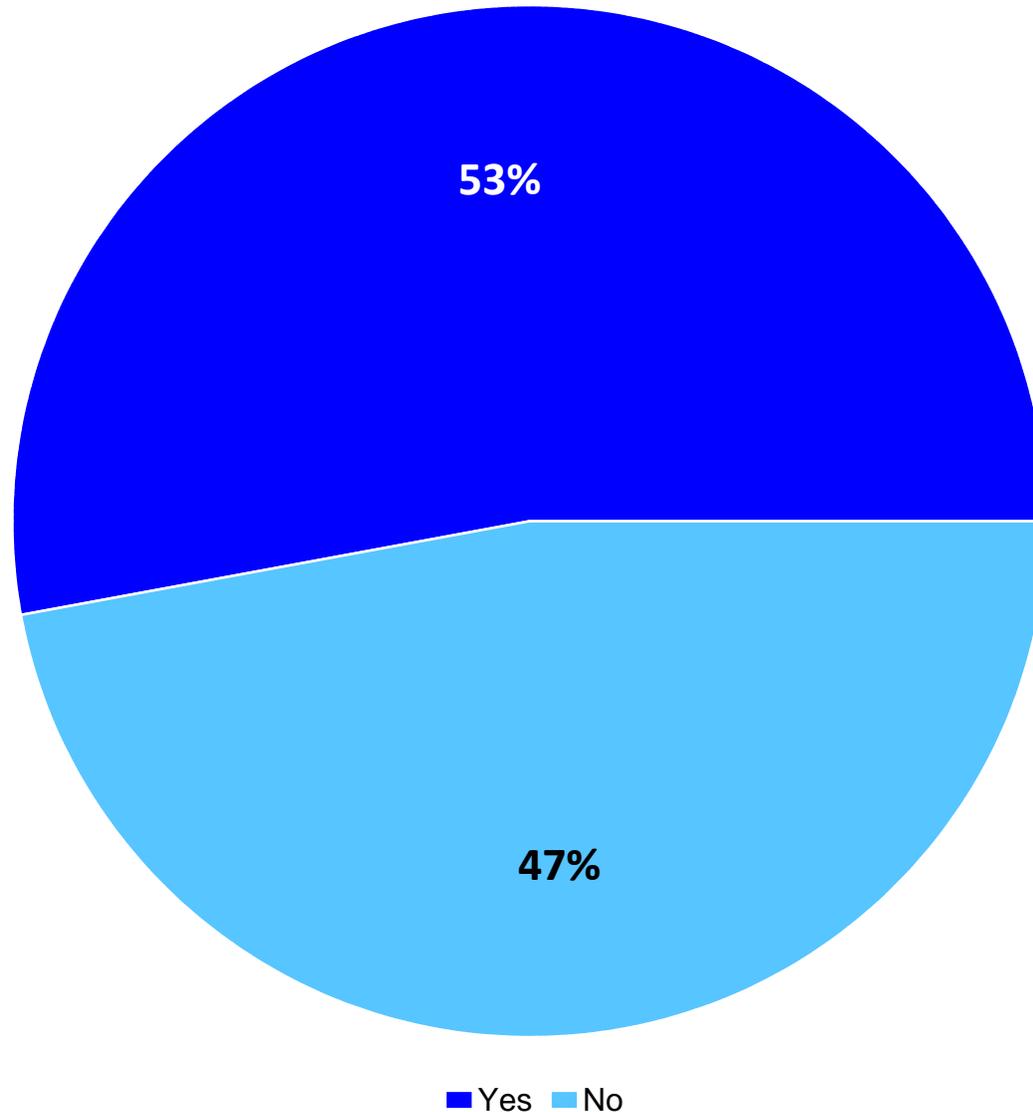


Source: ETC Institute (2020)

■ 1st Choice ■ 2nd Choice

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

by percentage of respondents

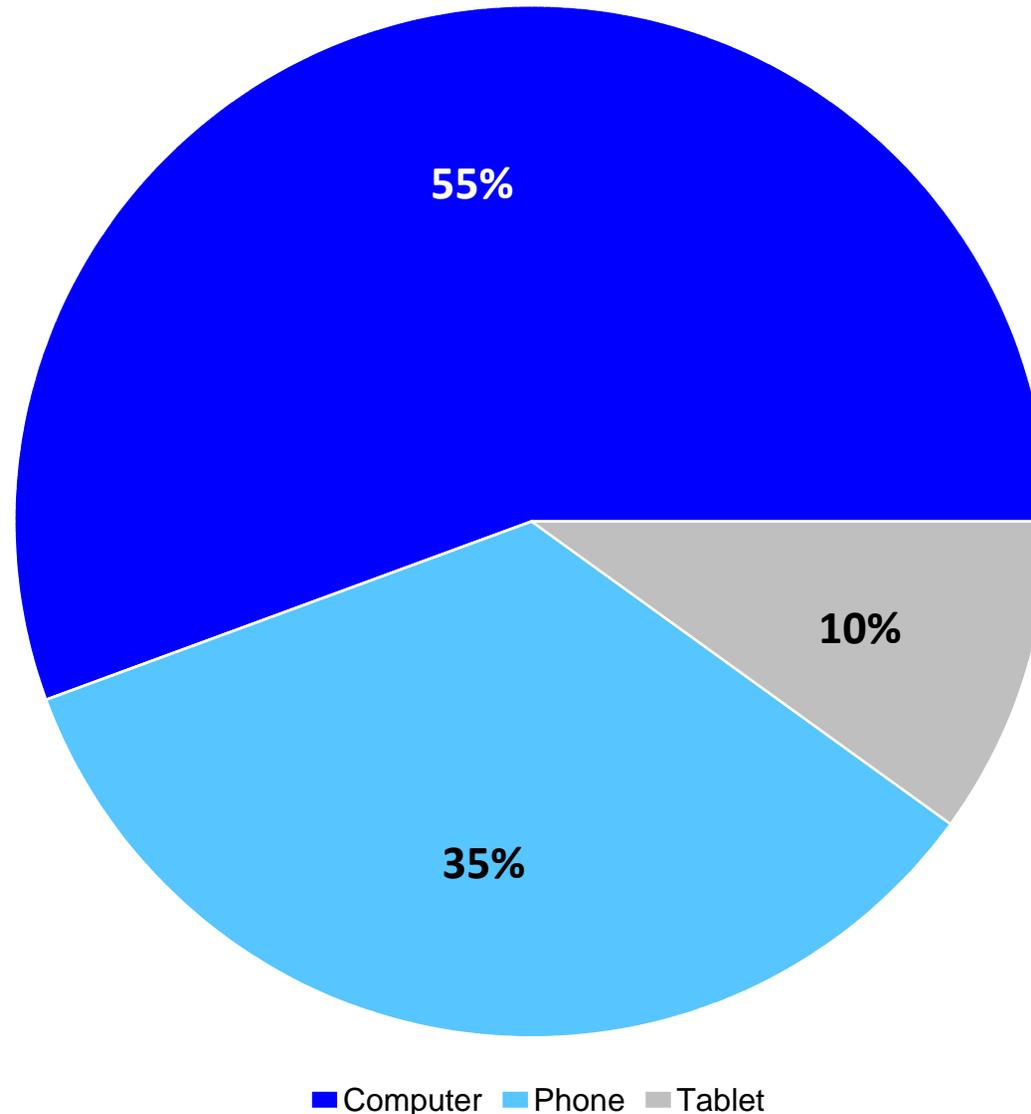


Source: ETC Institute (2020)

ETC Institute (2020)

Q8a. 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 selections could be made)

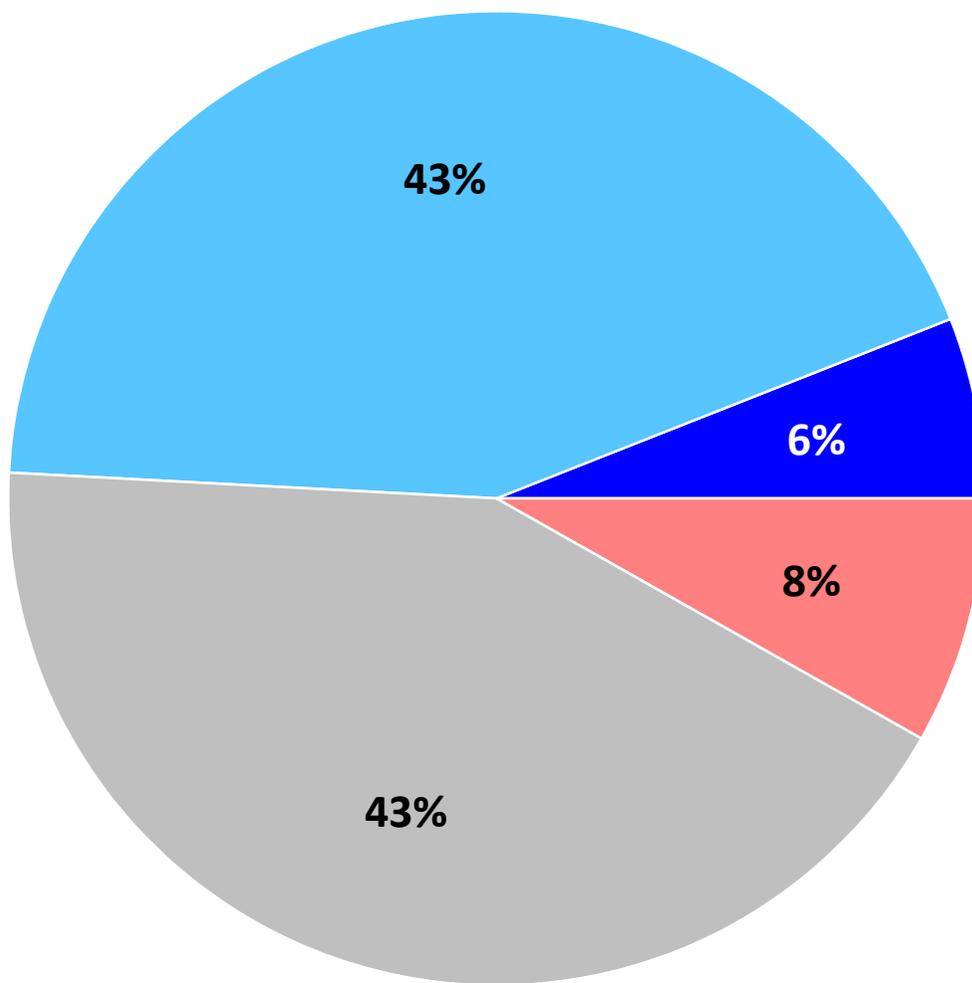


Source: ETC Institute (2020)

ETC Institute (2020)

Q8b. 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)



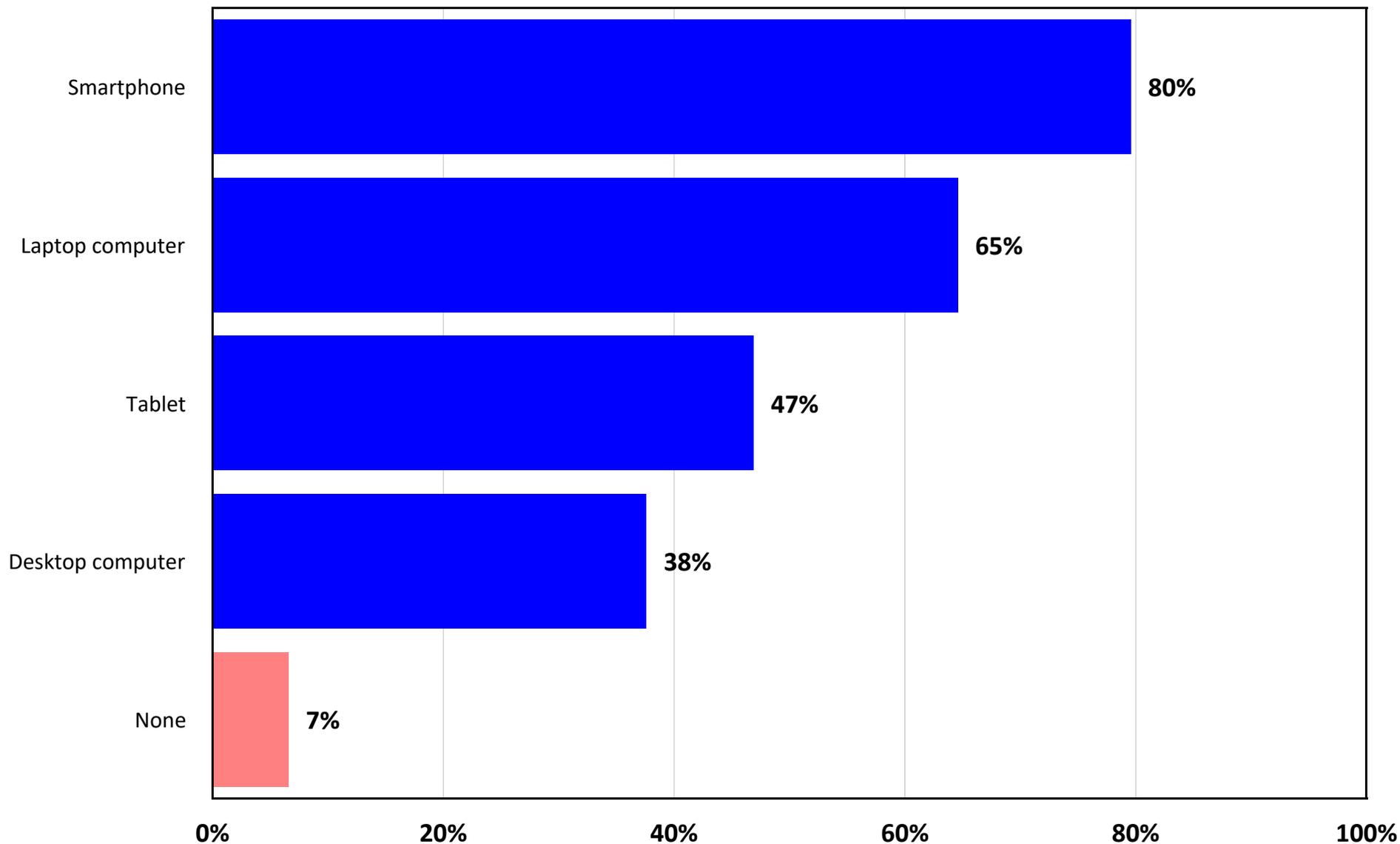
■ Excellent ■ Good ■ Fair ■ Poor

Source: ETC Institute (2020)

ETC Institute (2020)

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

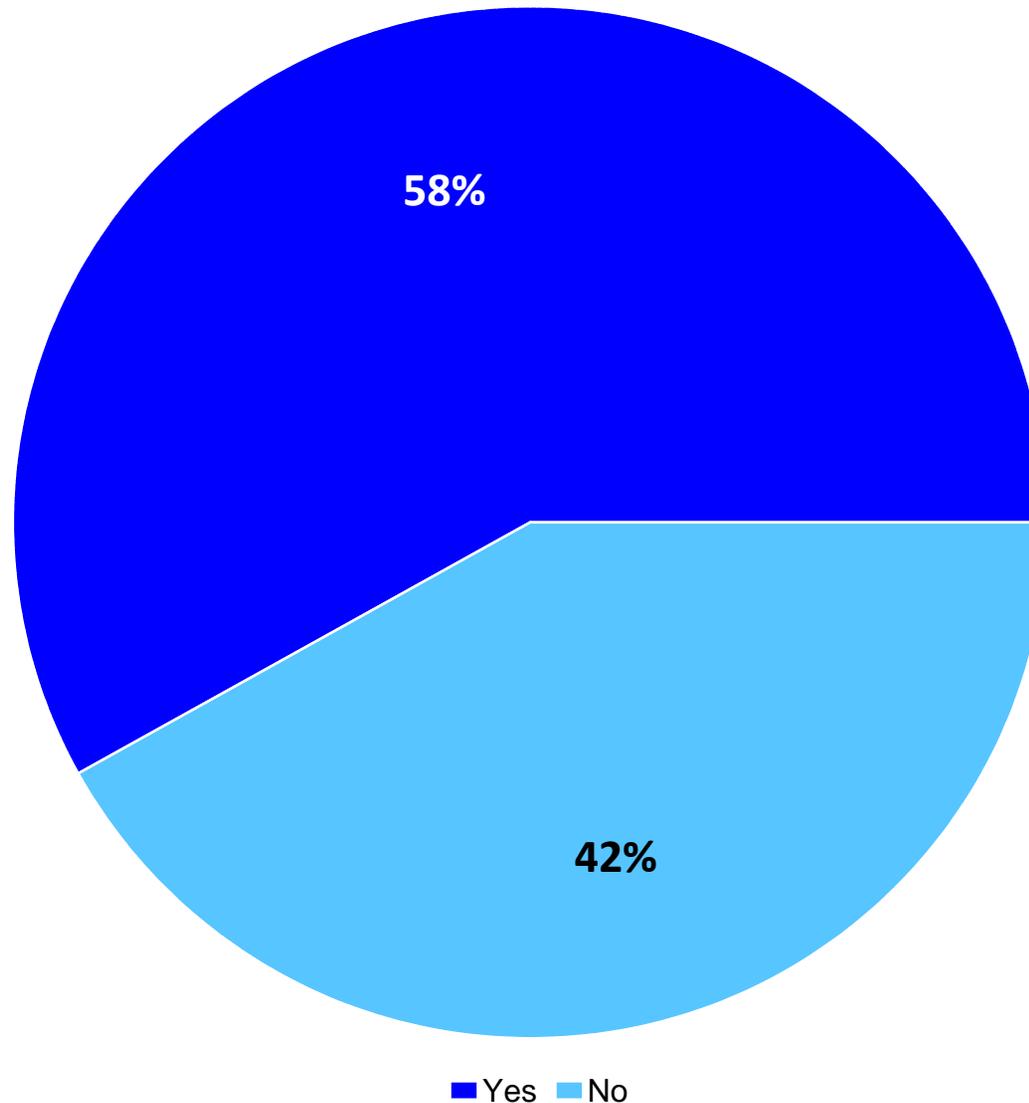
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

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

by percentage of respondents

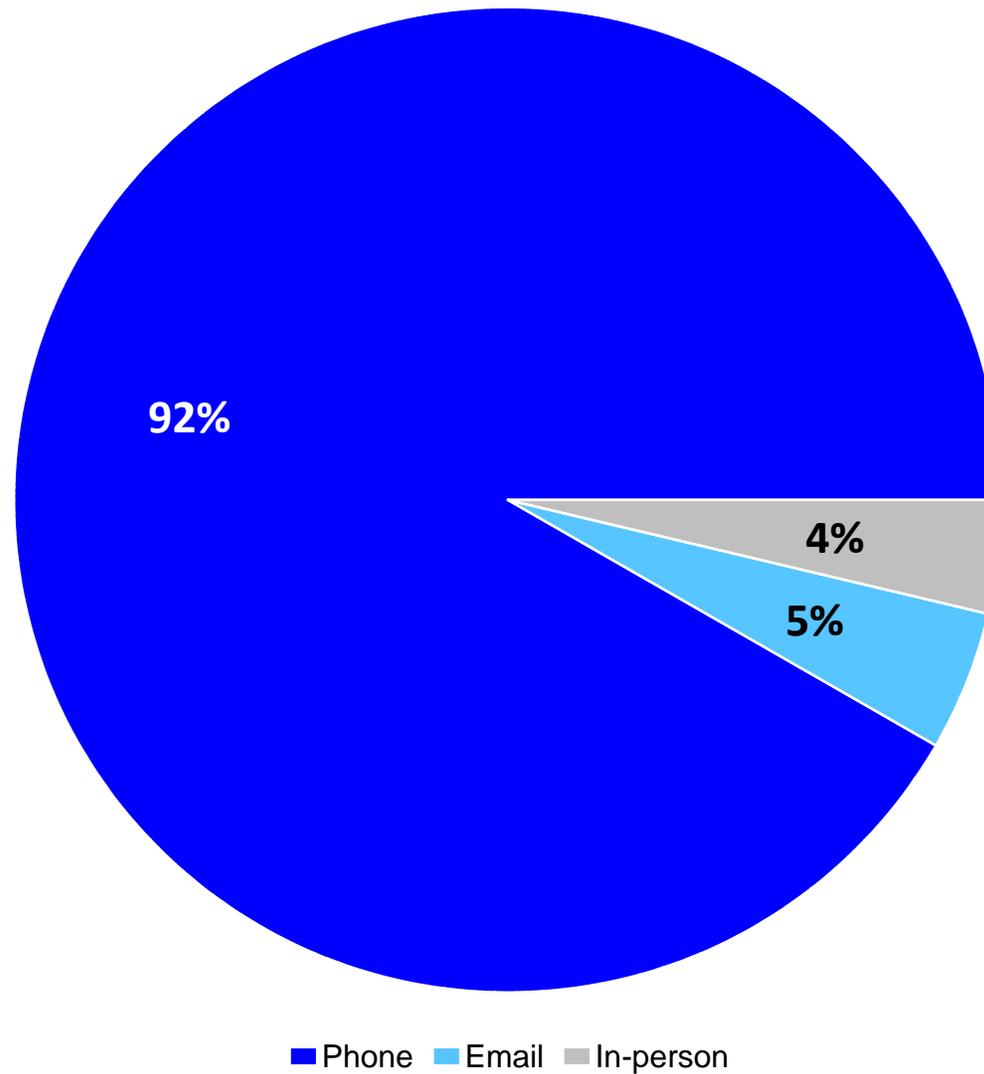


Source: ETC Institute (2020)

ETC Institute (2020)

Q10a. How did you contact the city?

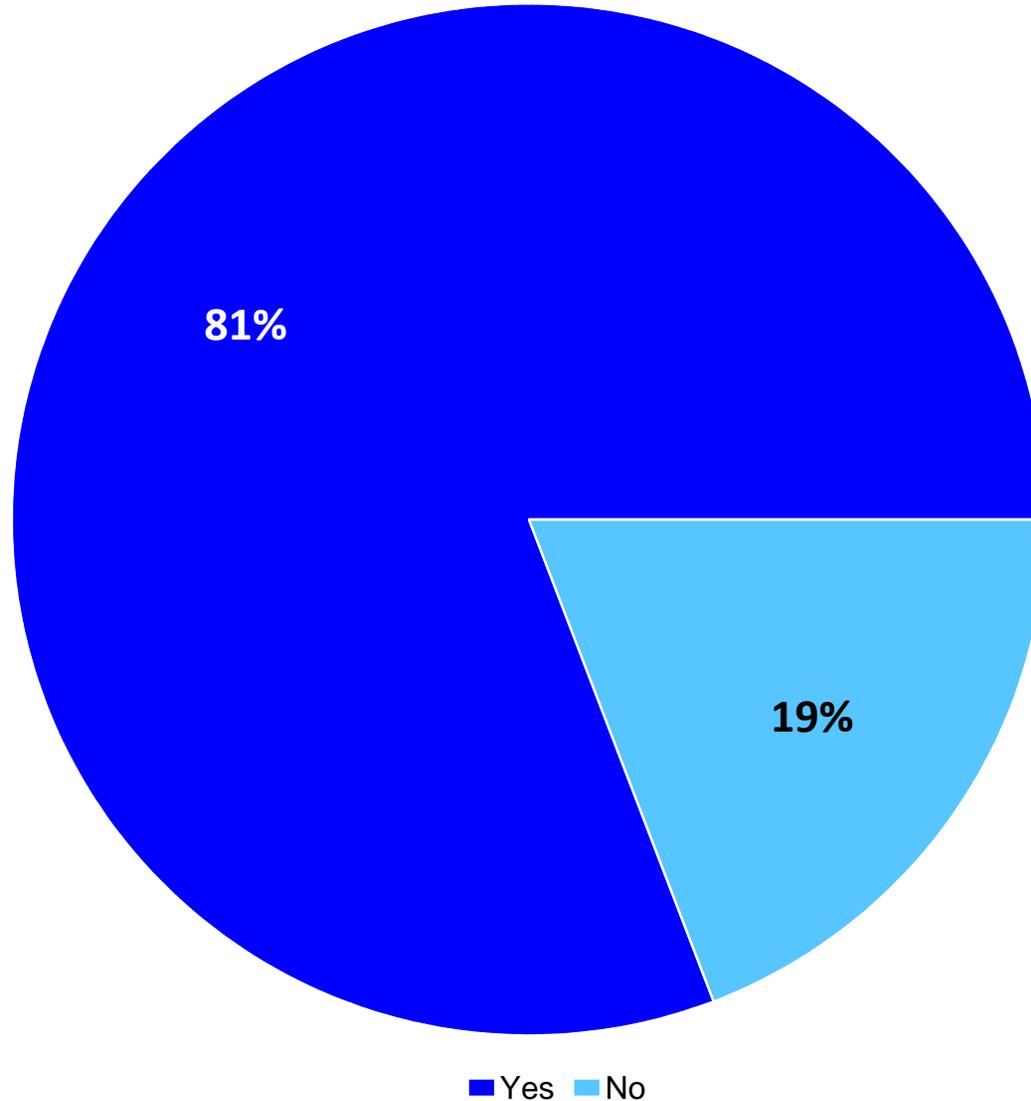
by percentage of respondents who have contacted the city in the last year



Social Media: 0.5%

Q10b. Did you contact 311?

by percentage of respondents who have contacted the city in the last year

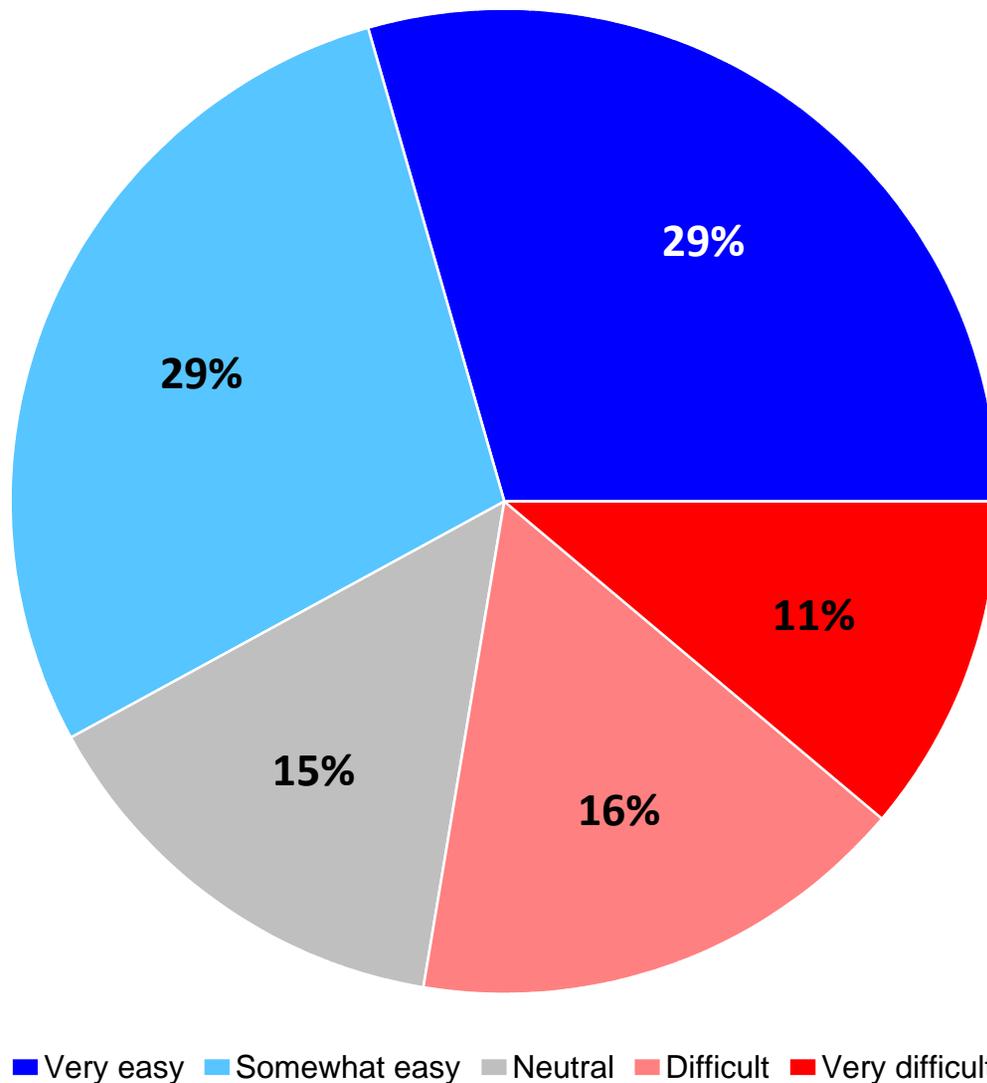


Source: ETC Institute (2020)

ETC Institute (2020)

Q10c. How easy was it to address your issue?

by percentage of respondents who have contacted the city in the last year

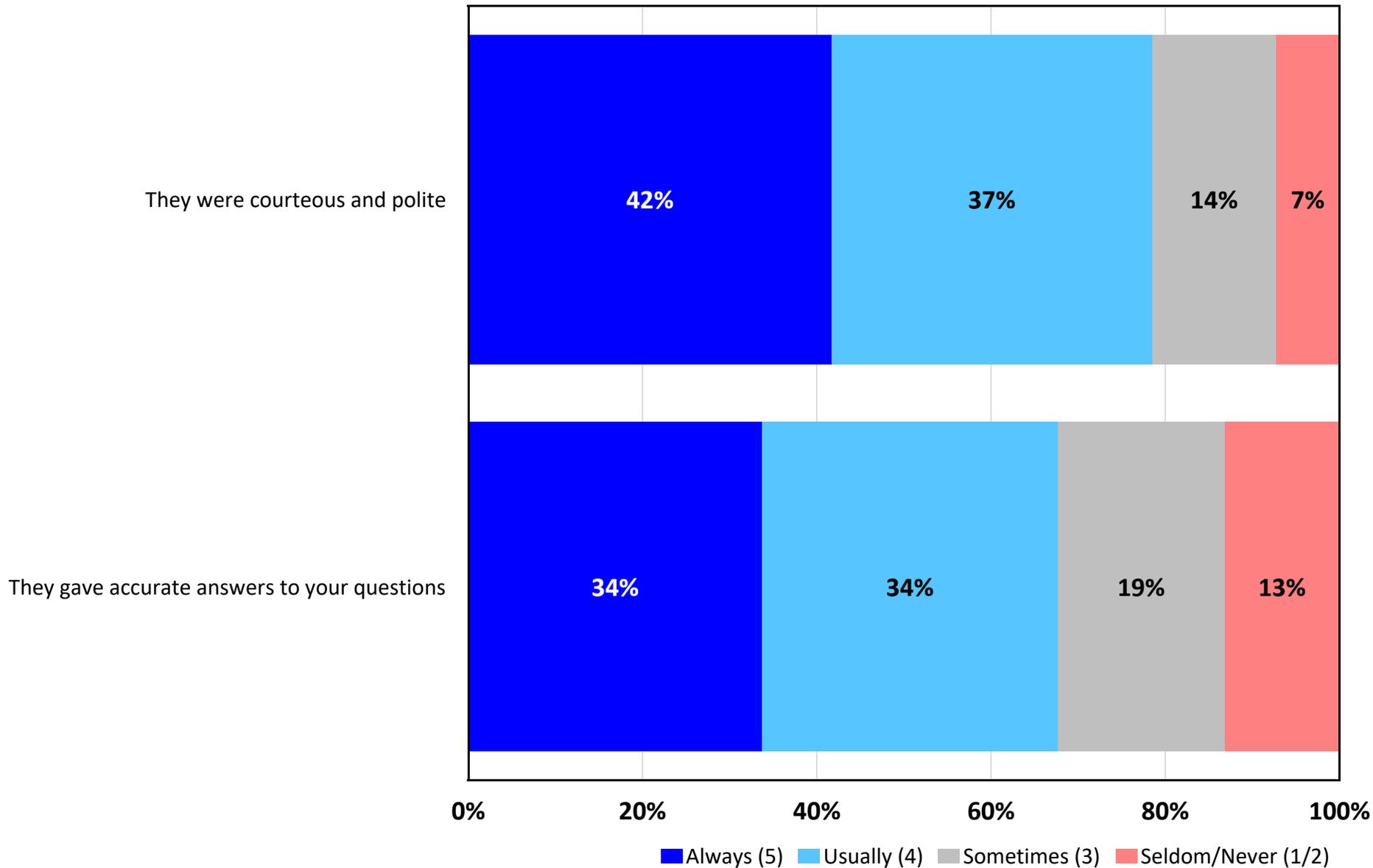


Source: ETC Institute (2020)

ETC Institute (2020)

Q10e. Quality of Customer Service

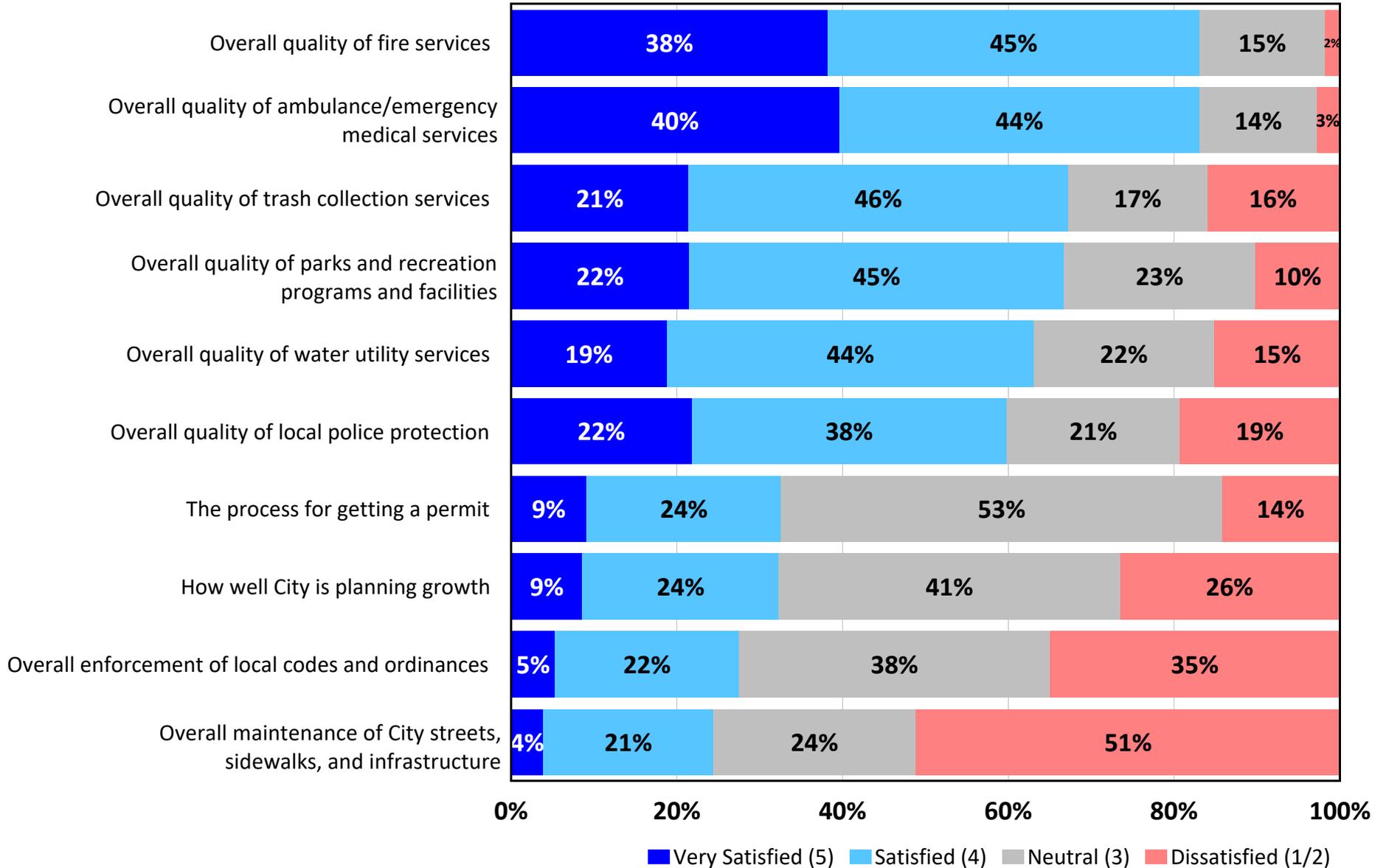
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q11. Major Categories of City Services

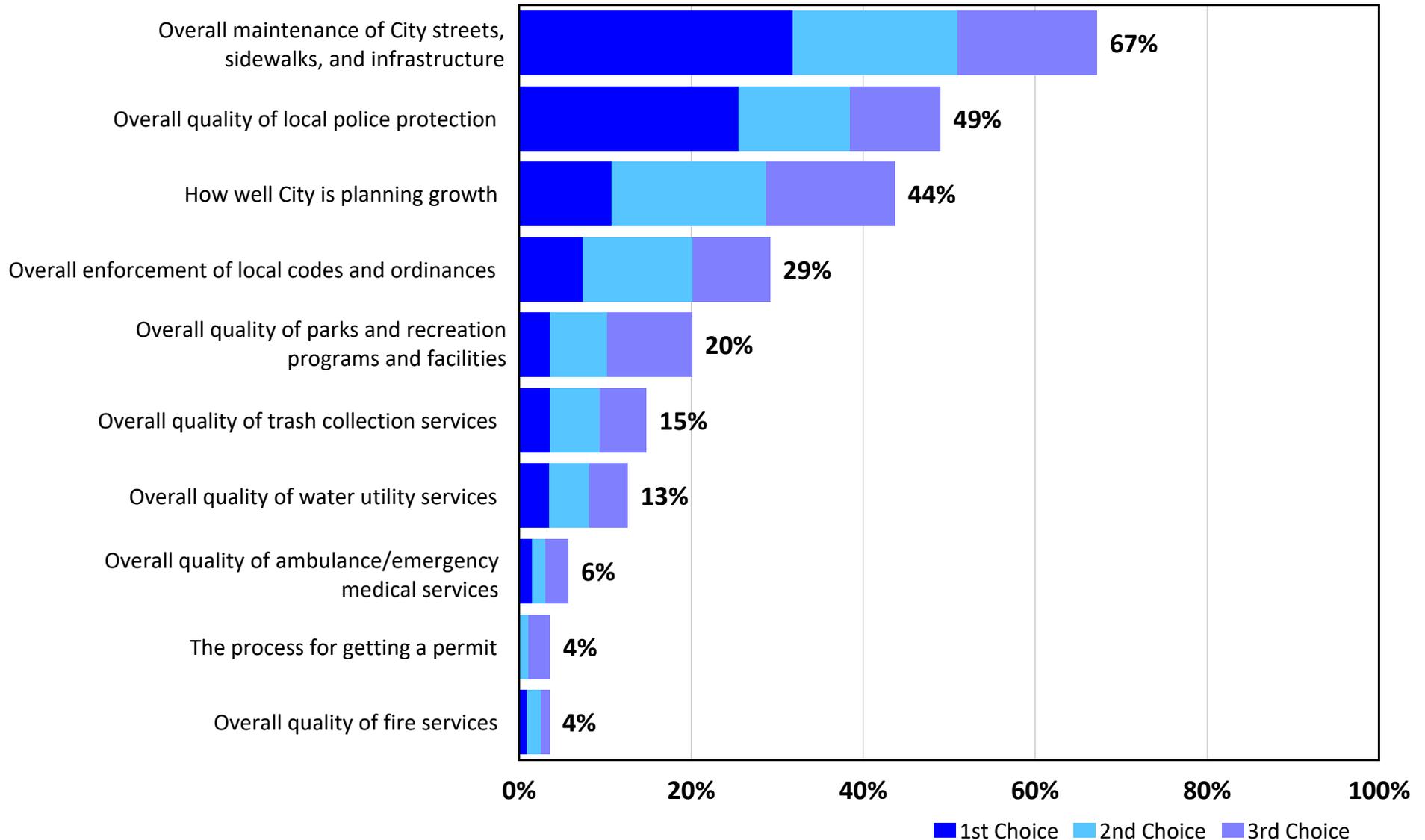
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q12. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

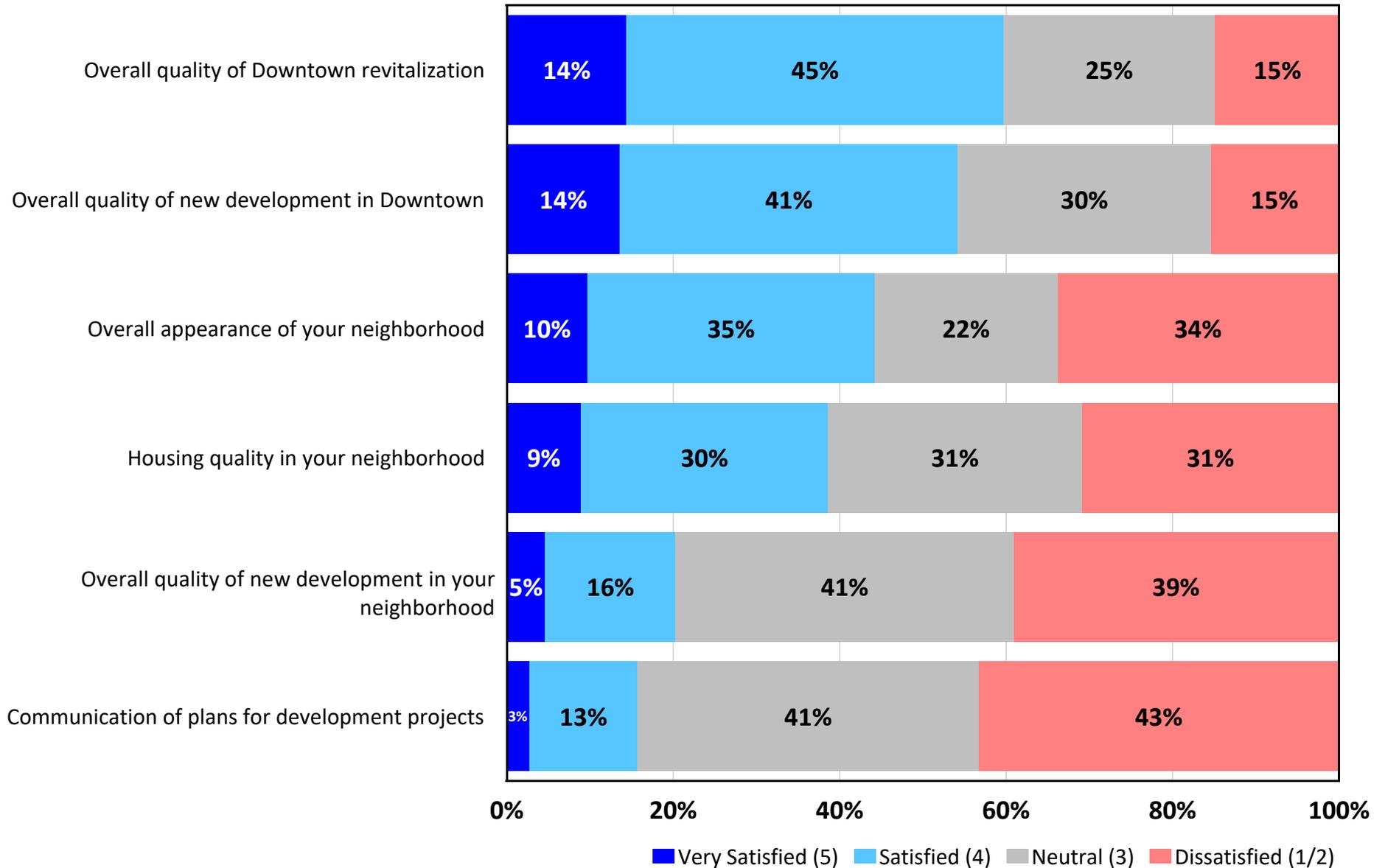
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q13. Community Investment

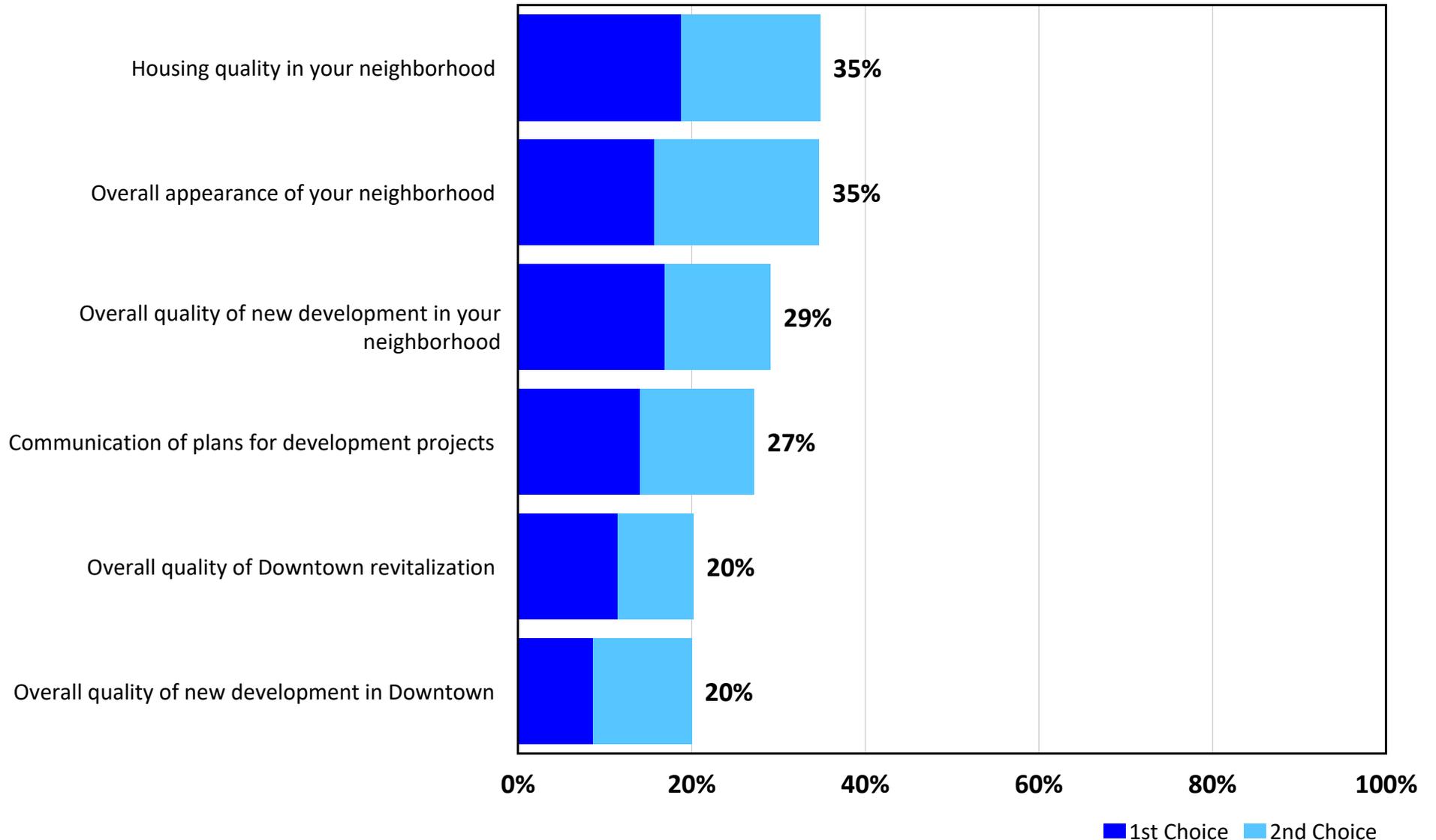
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

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

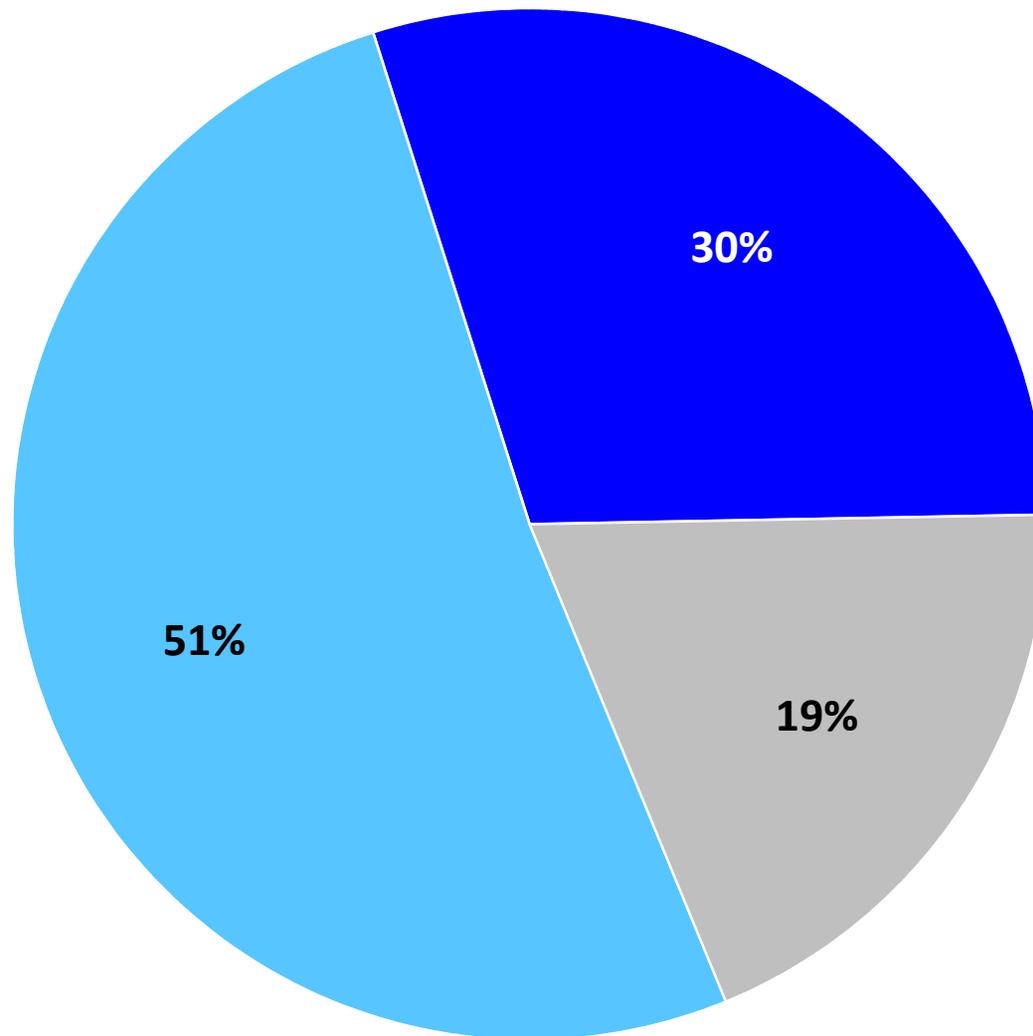
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q15. Do you feel that your neighborhood has improved over the past five years?

by percentage of respondents



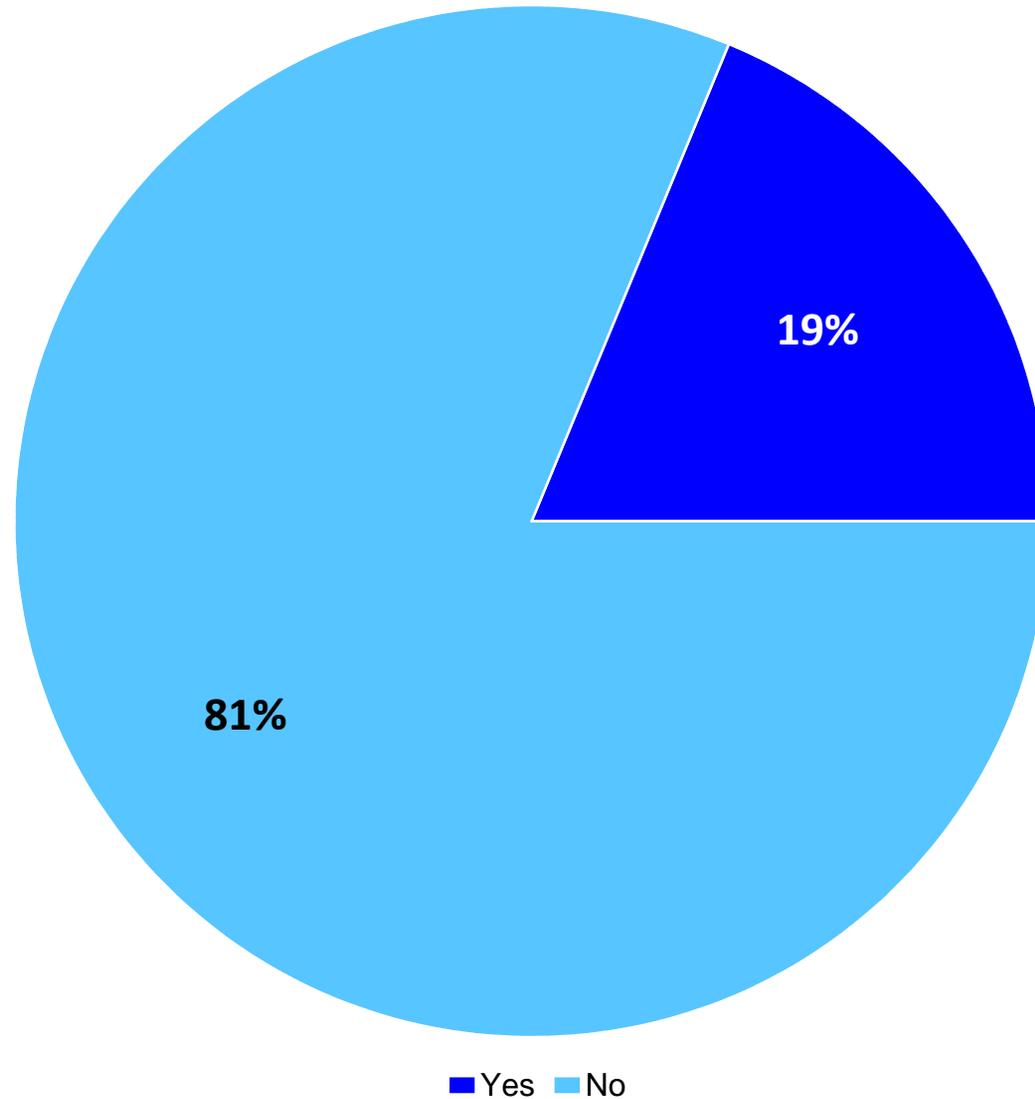
■ Yes ■ No ■ Have not lived in my neighborhood for 5 years

Source: ETC Institute (2020)

ETC Institute (2020)

Q16. Do you belong to a neighborhood association?

by percentage of respondents

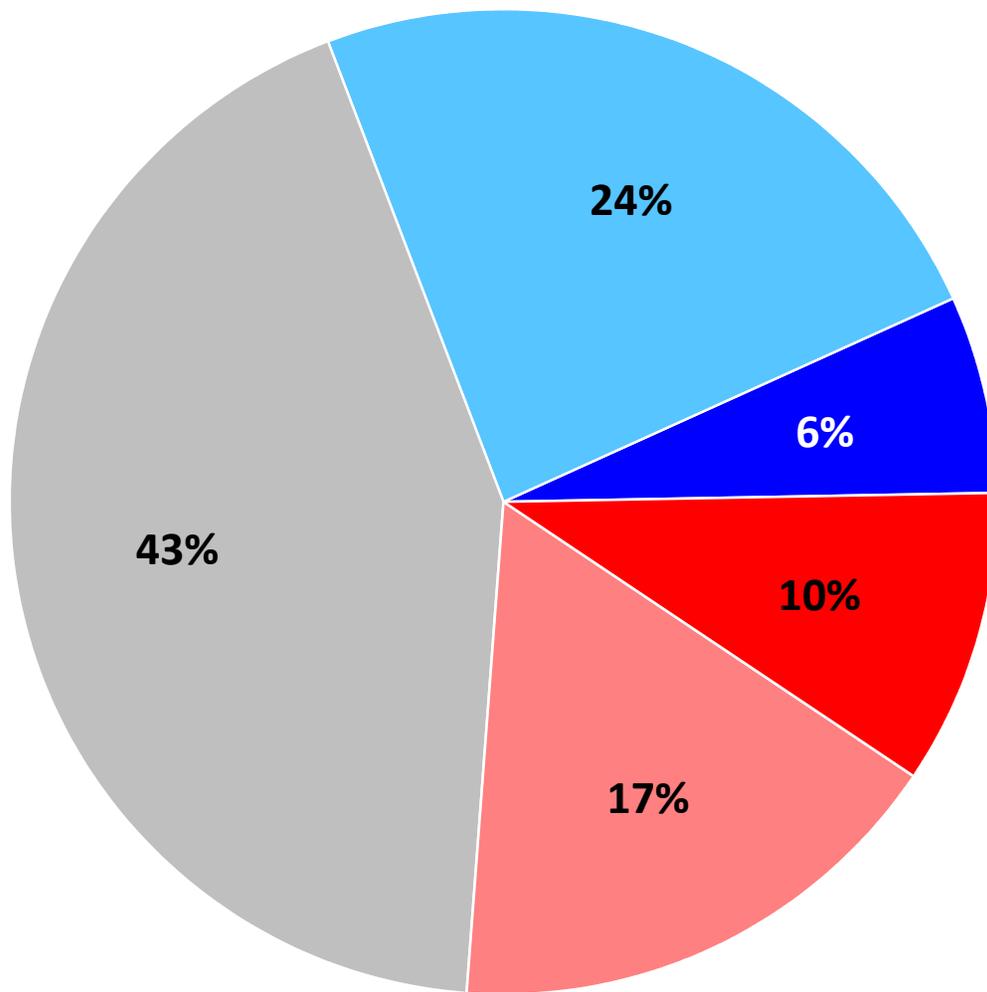


Source: ETC Institute (2020)

ETC Institute (2020)

Q16a. How satisfied are you with the city's engagement with your neighborhood association?

by percentage of respondents

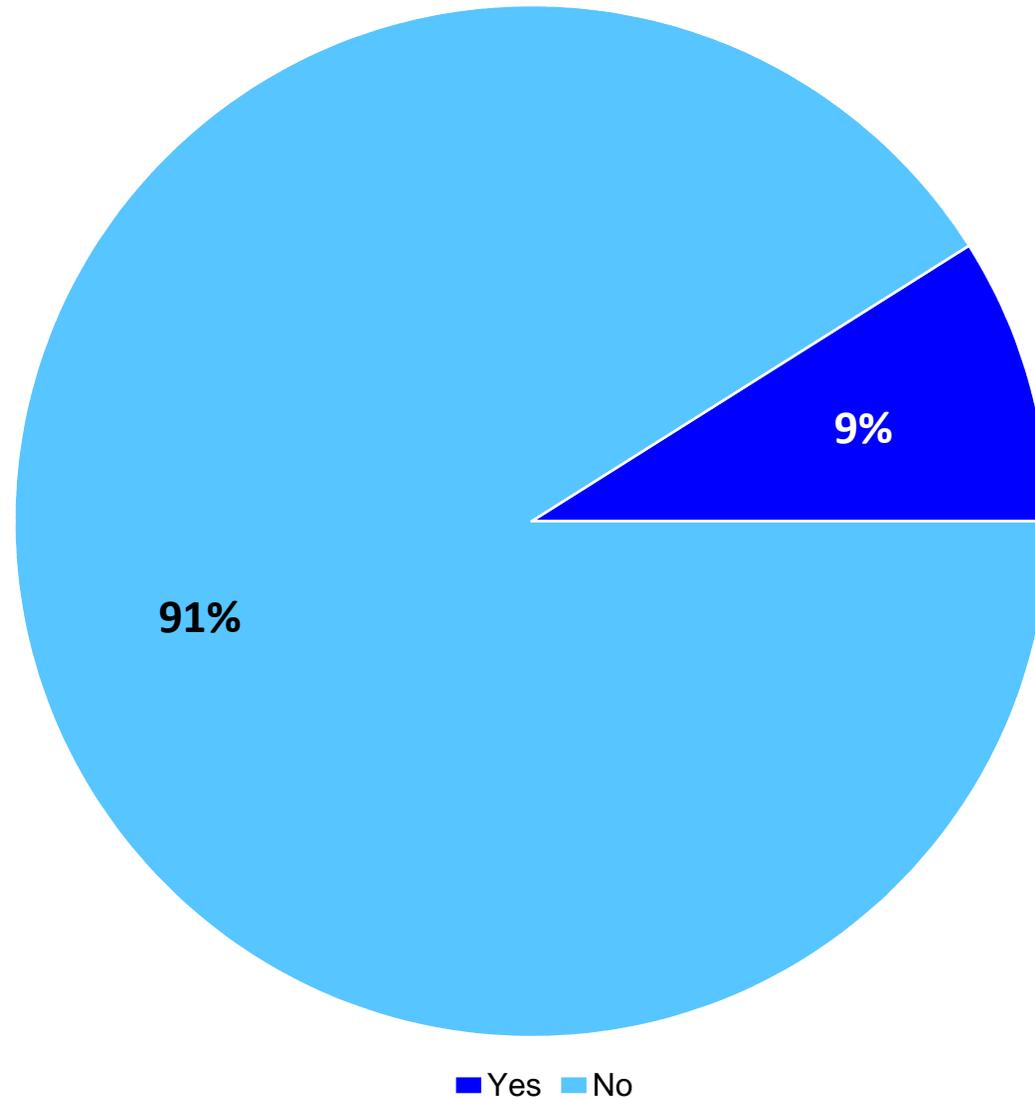


Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Source: ETC Institute (2020)

Q17. Are you aware of development plans for your neighborhood?

by percentage of respondents

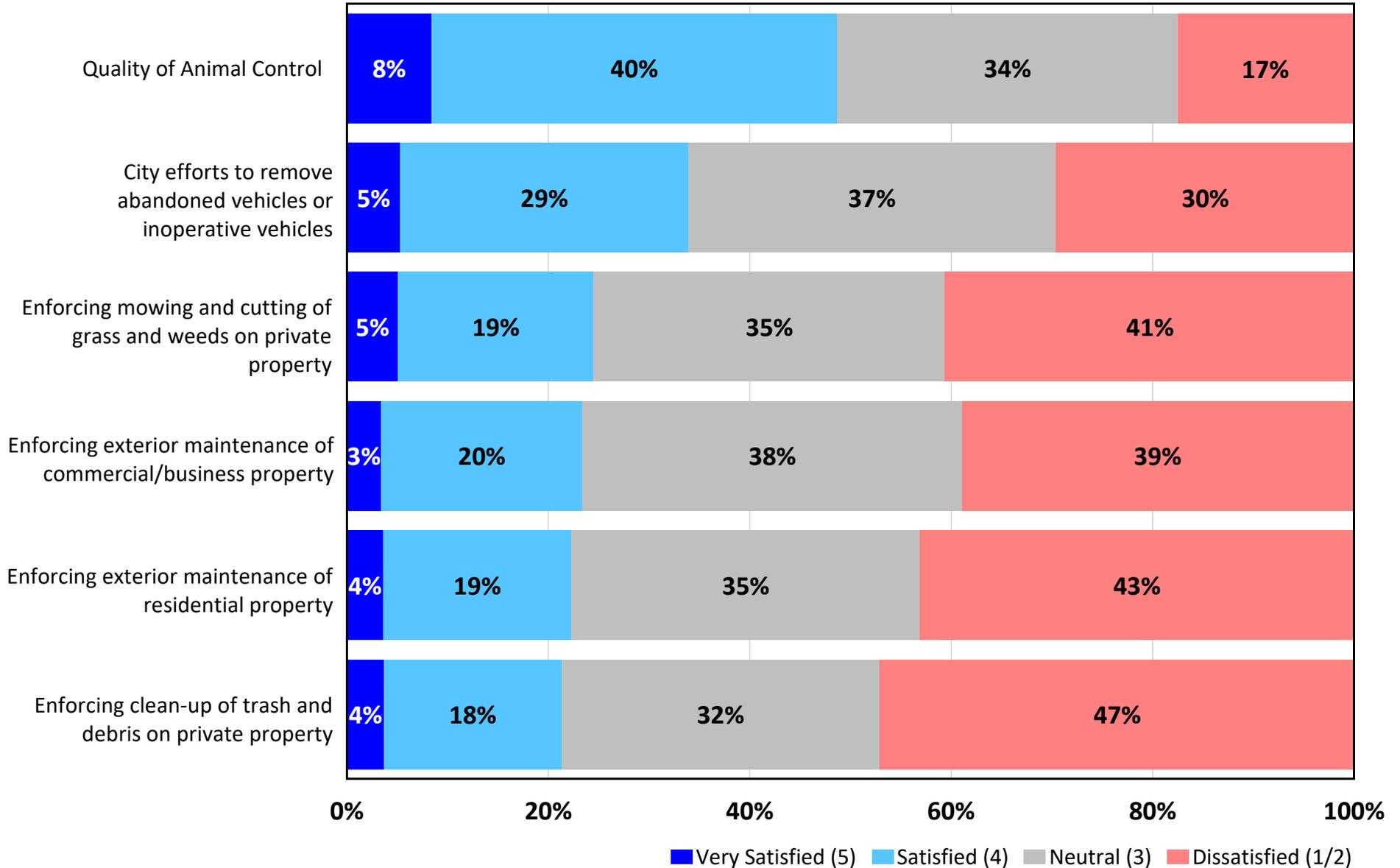


Source: ETC Institute (2020)

ETC Institute (2020)

Q18. Code Enforcement

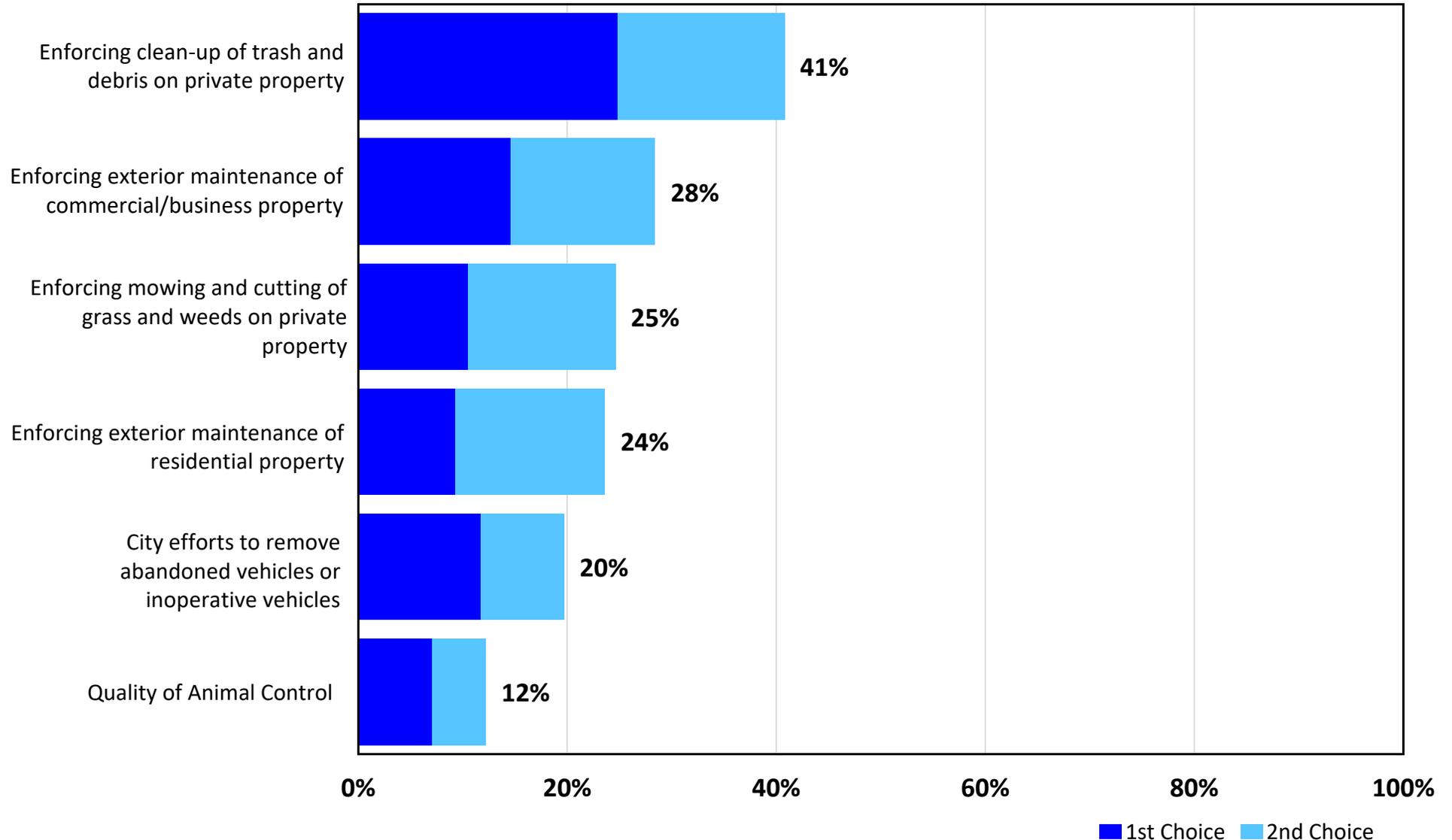
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q19. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

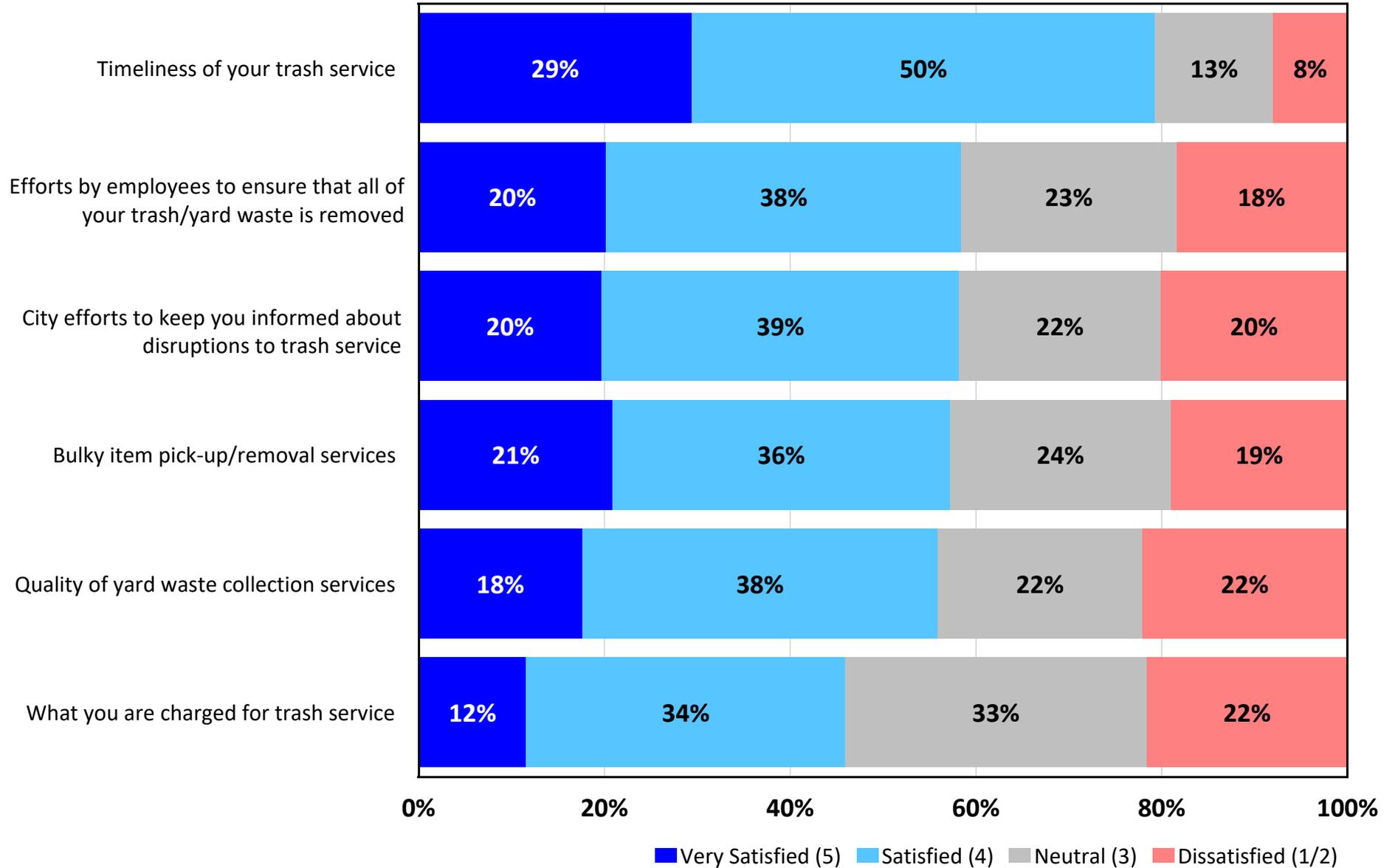
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q20. Solid Waste

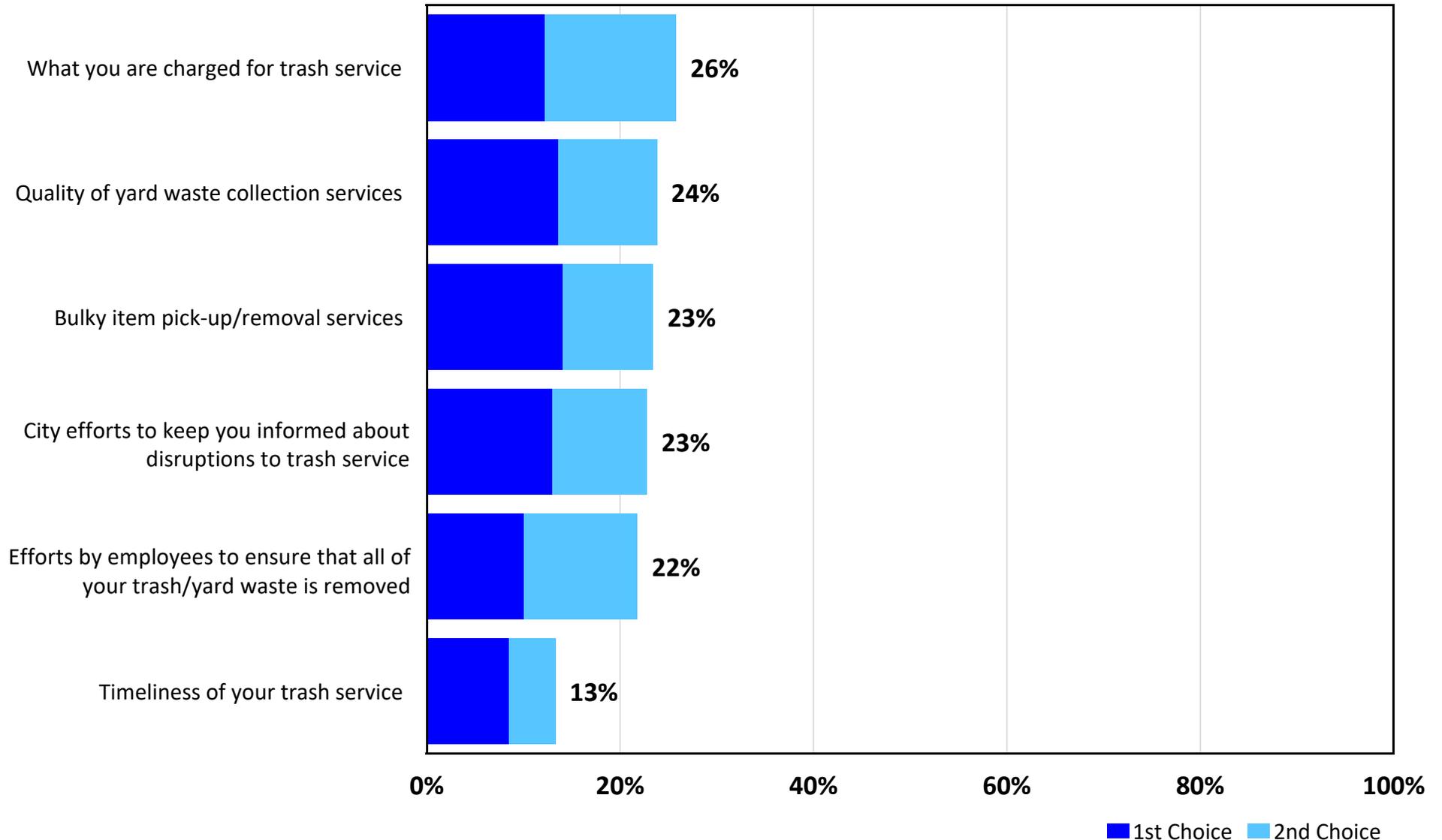
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q21. Solid Waste Services That Should Receive the Most Emphasis Over the Next Two Years

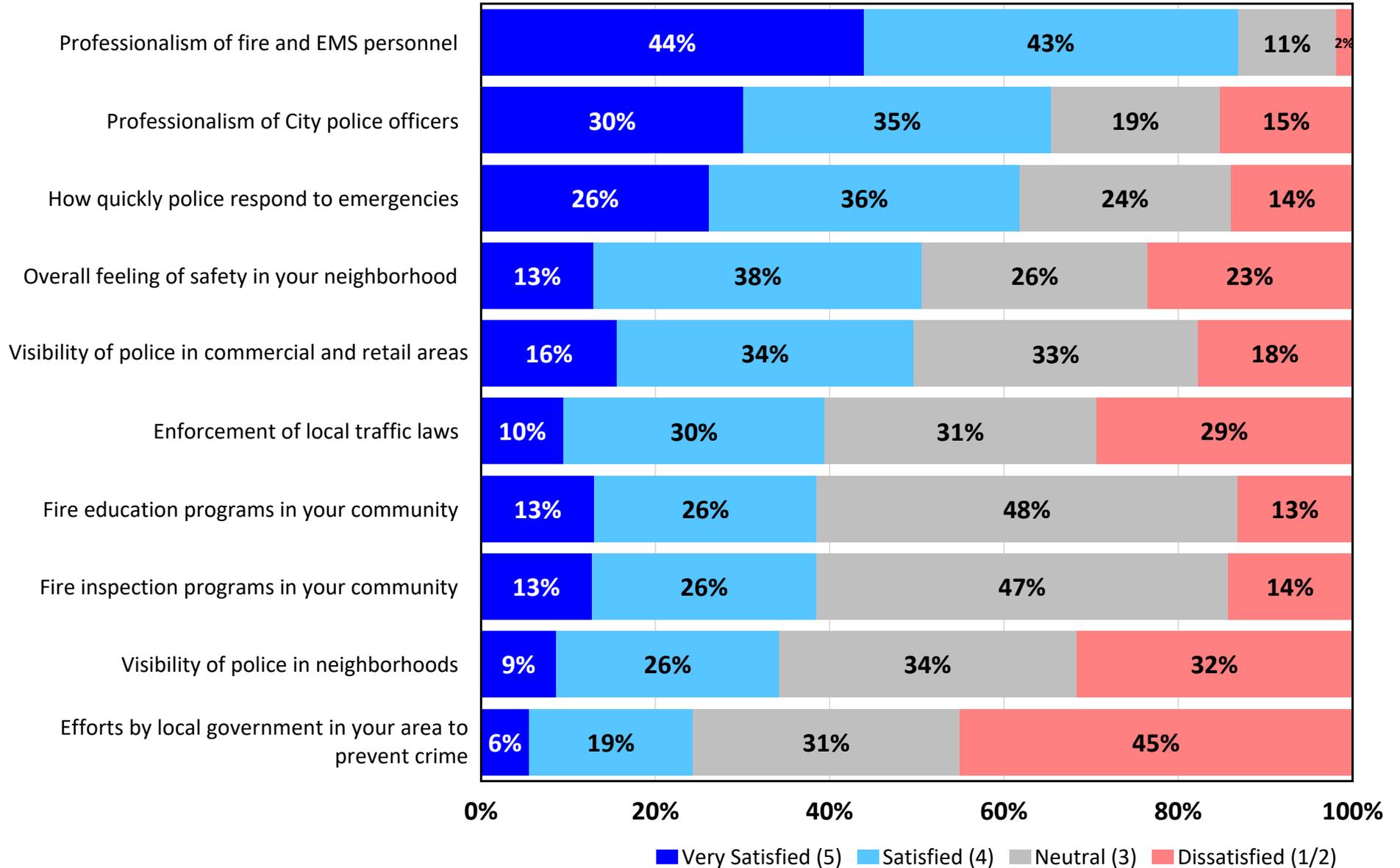
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q22. Public Safety

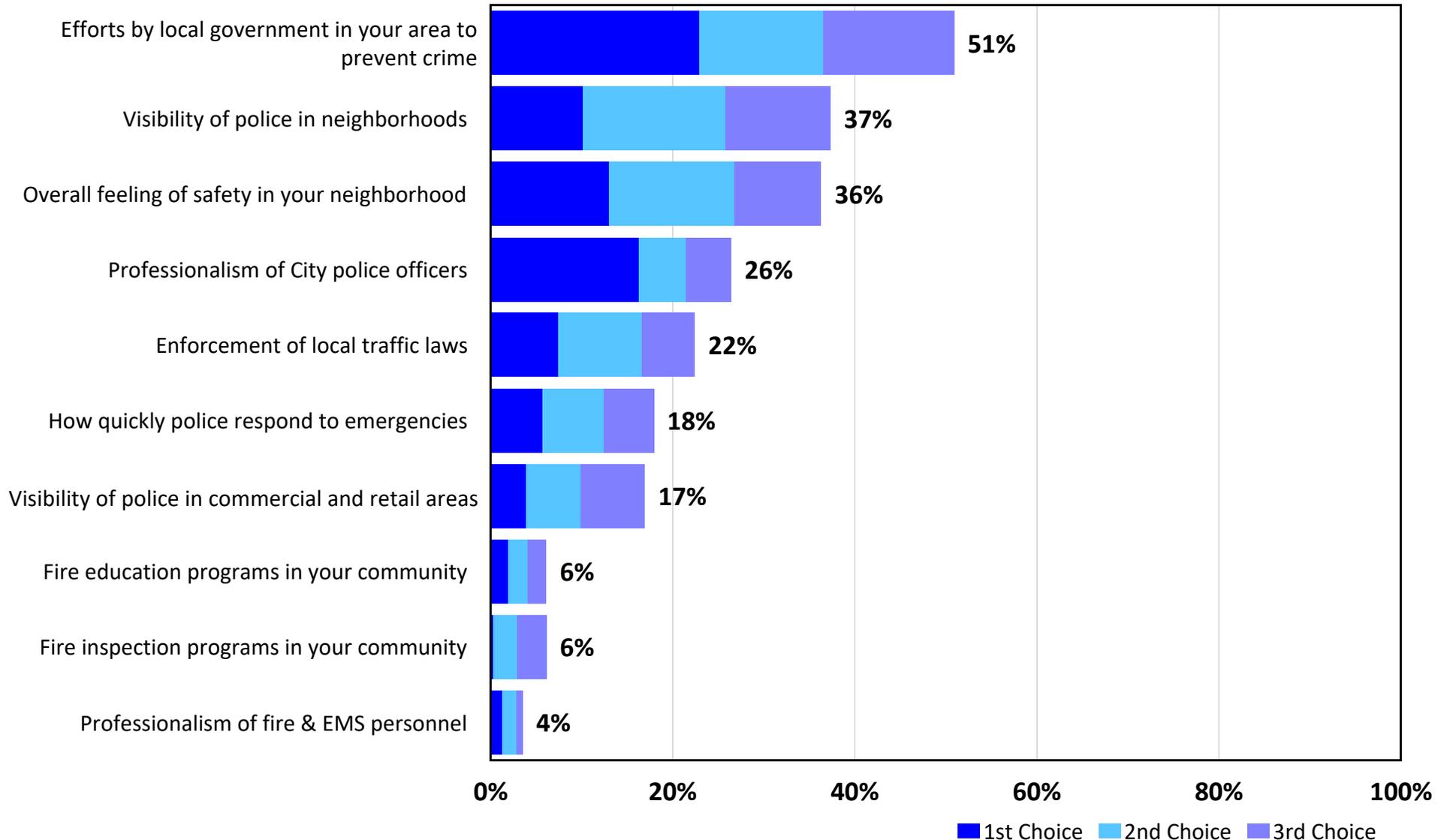
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q23. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

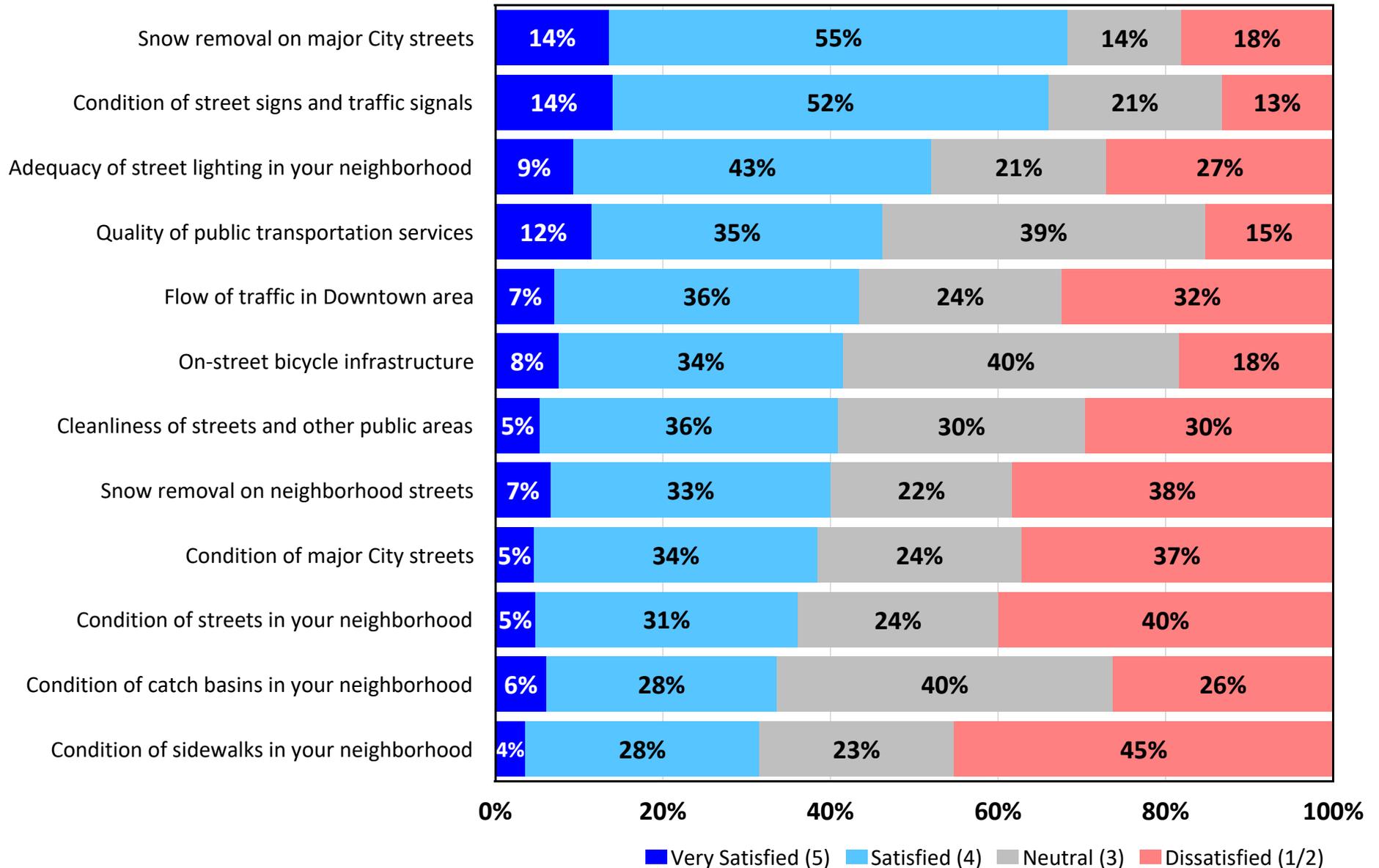
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q24. Traffic and Transportation

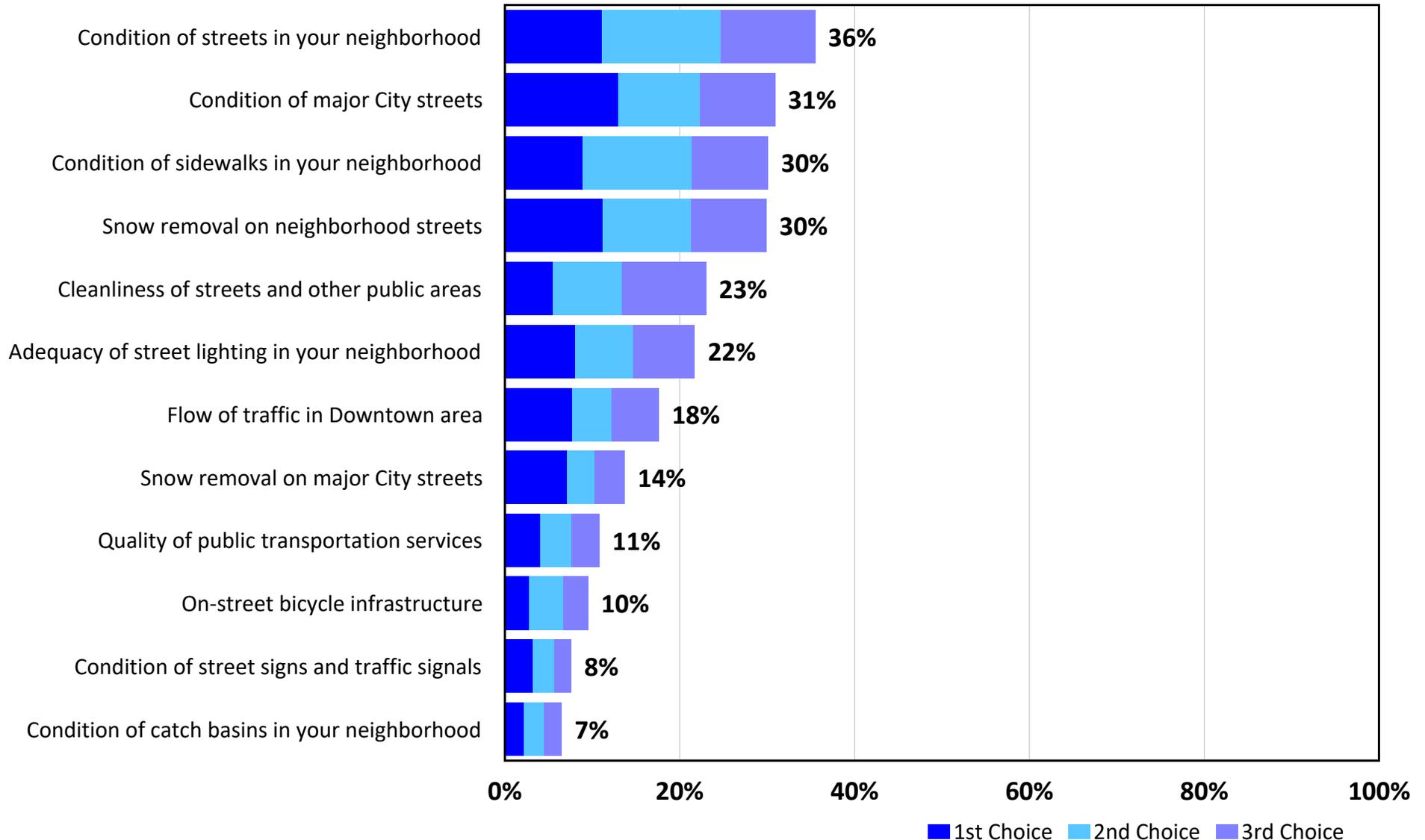
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q25. Traffic and Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

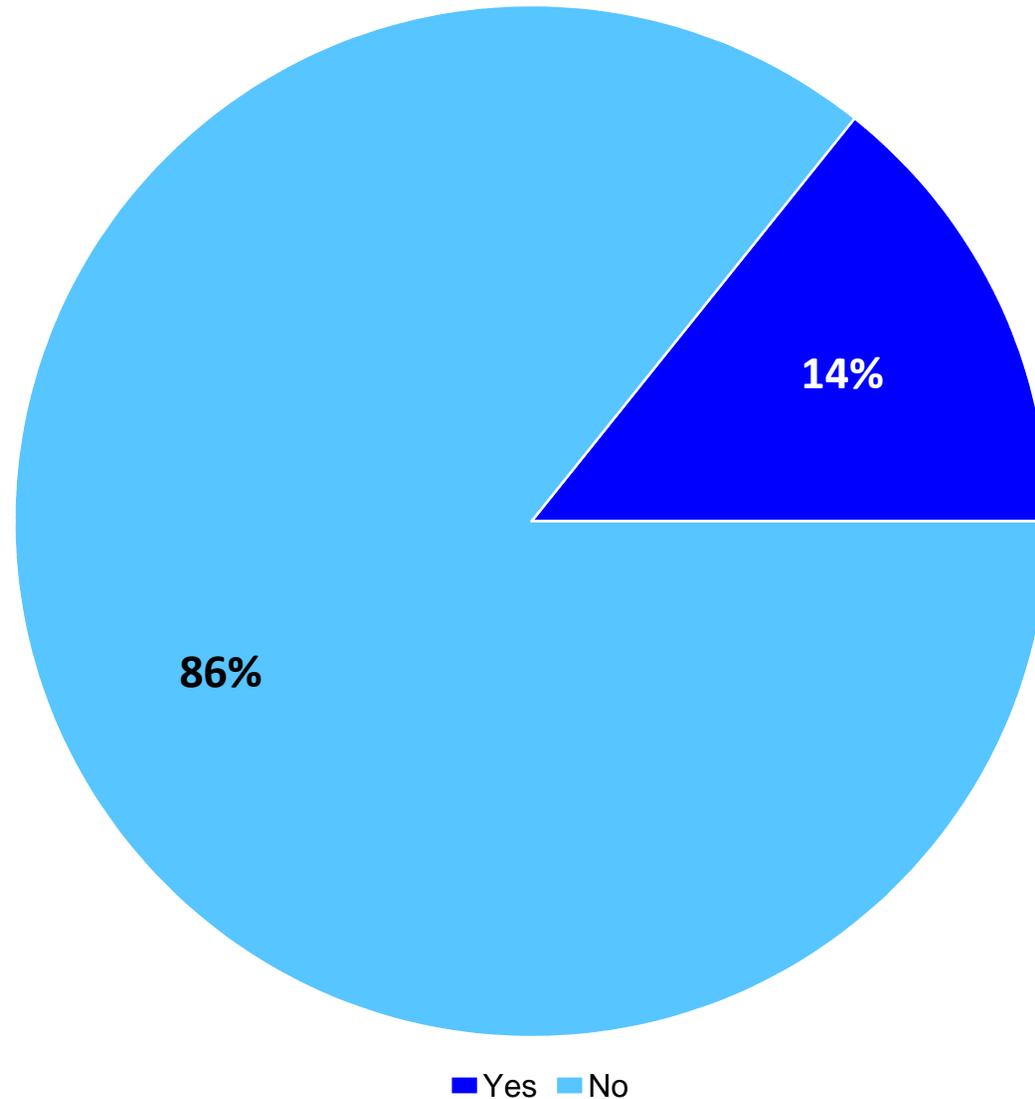
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q26. Have you had a sewer backup in your home during the past year?

by percentage of respondents

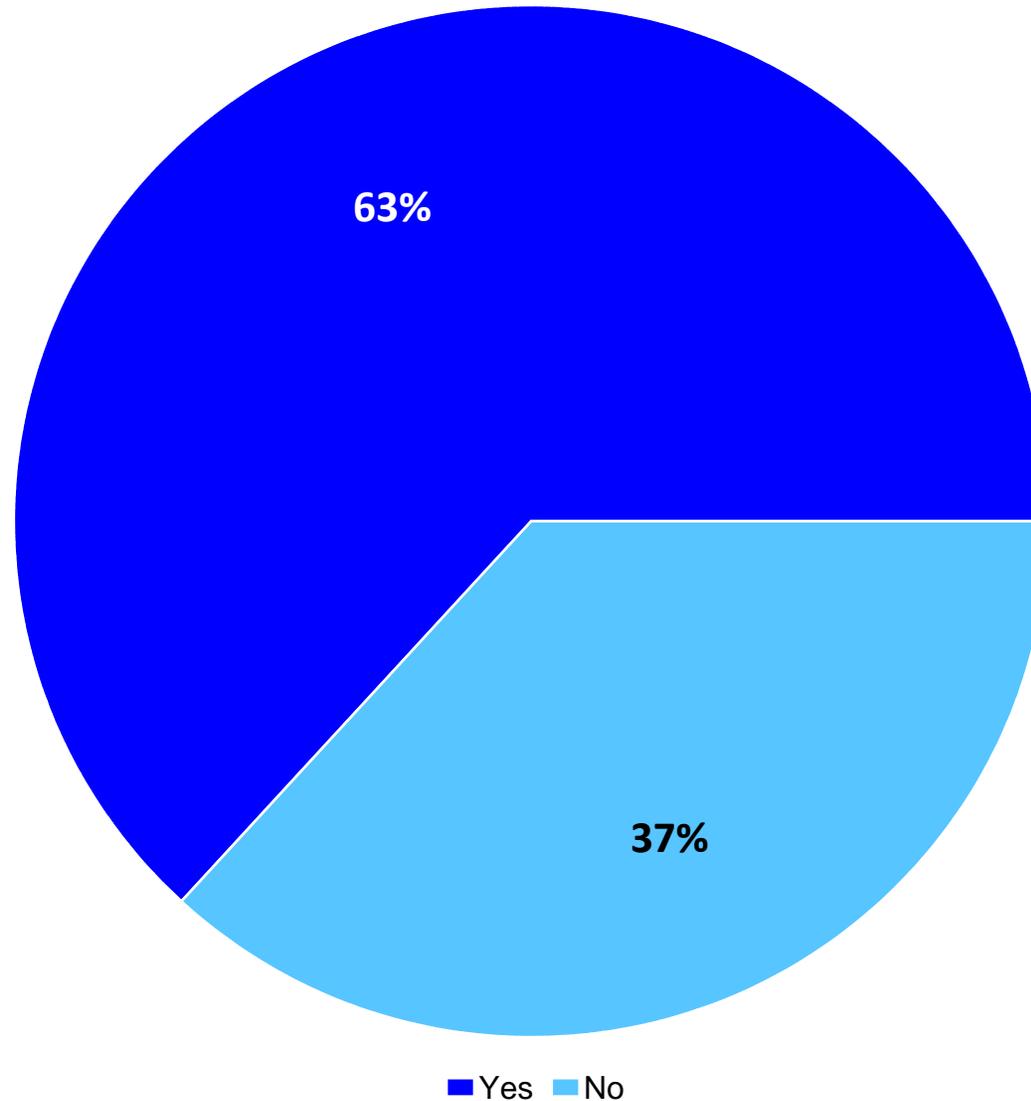


Source: ETC Institute (2020)

ETC Institute (2020)

Q26a. Was the backup caused by problems in the City's system?

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

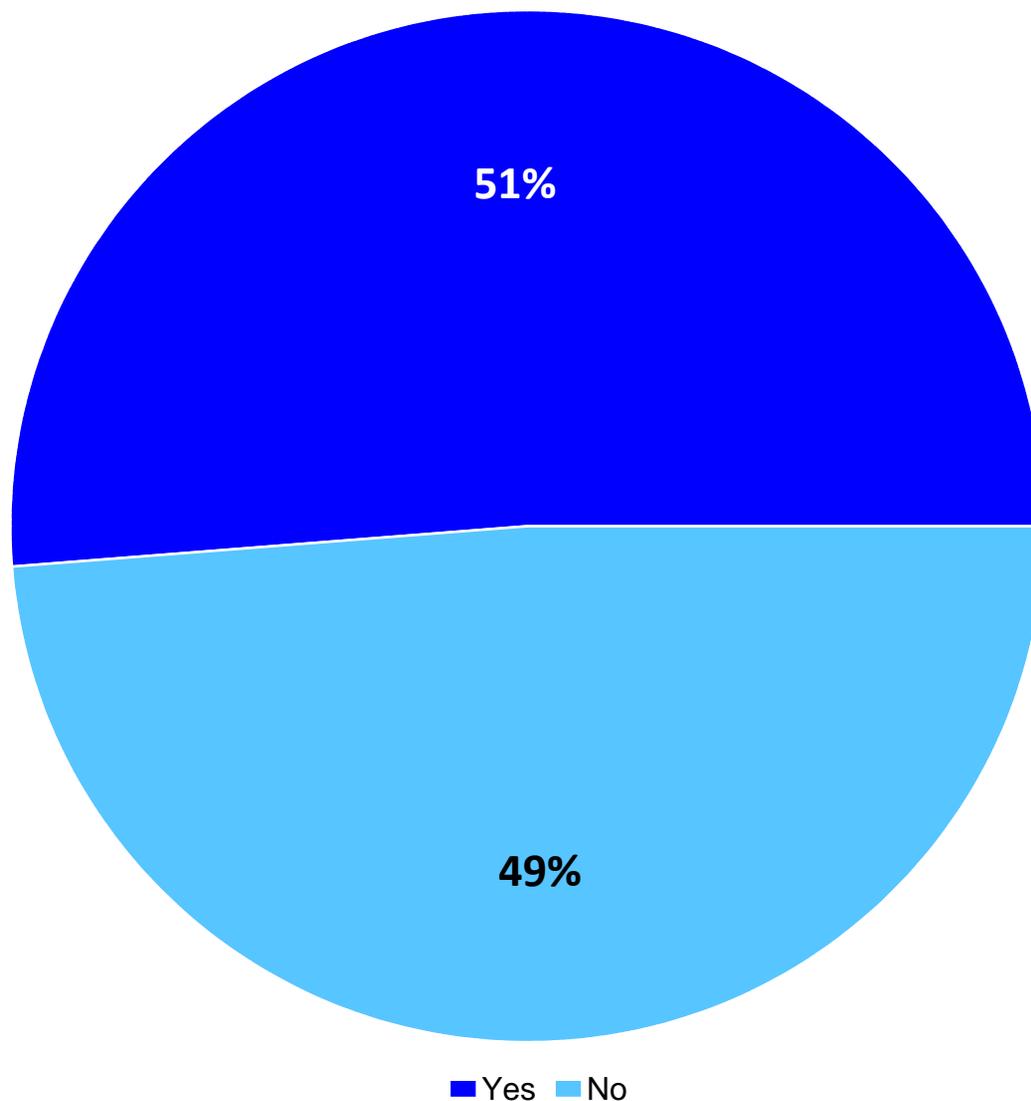


Source: ETC Institute (2020)

ETC Institute (2020)

Q26b. Was the problem resolved to your satisfaction?

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

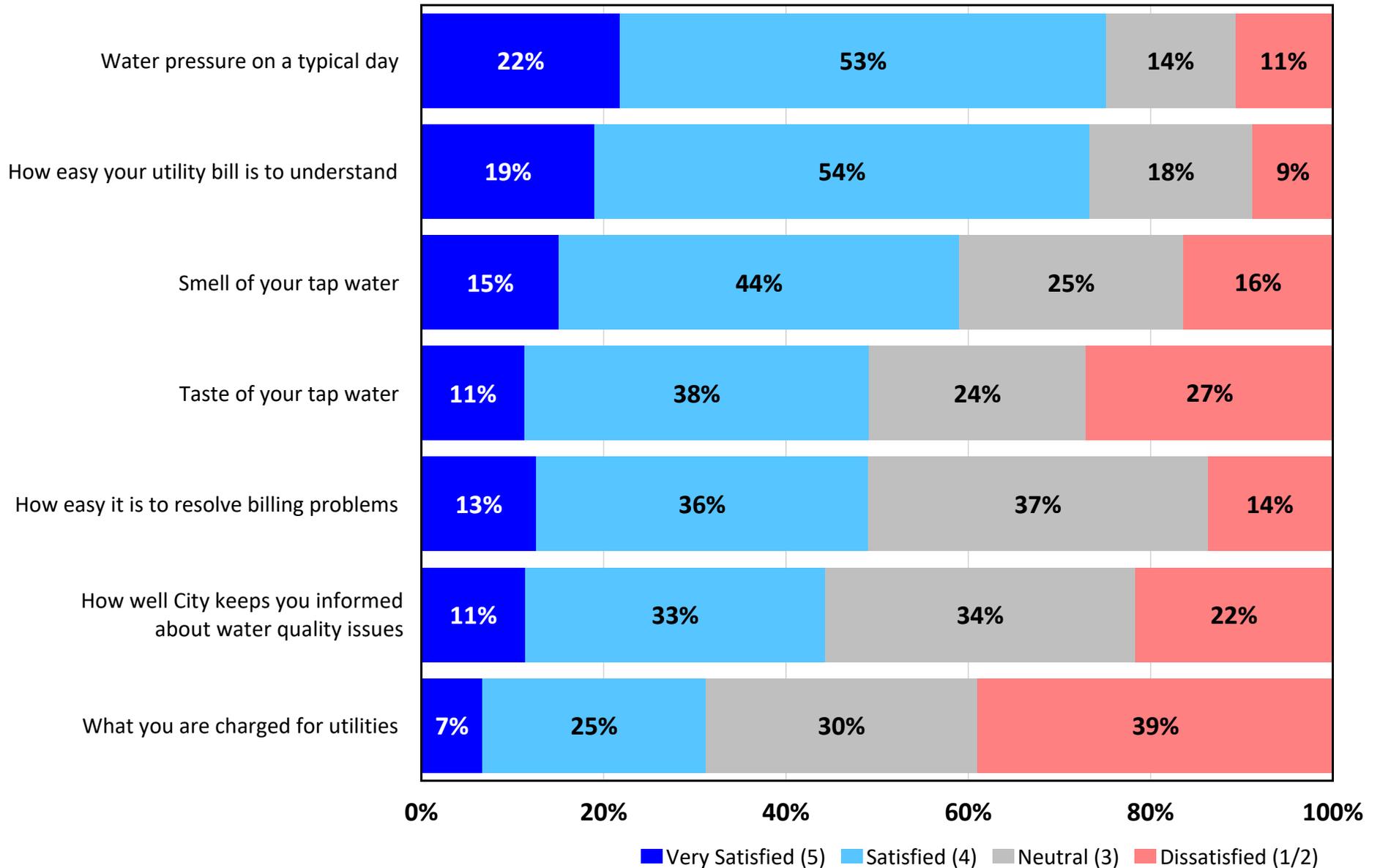


Source: ETC Institute (2020)

ETC Institute (2020)

Q27. Water Services

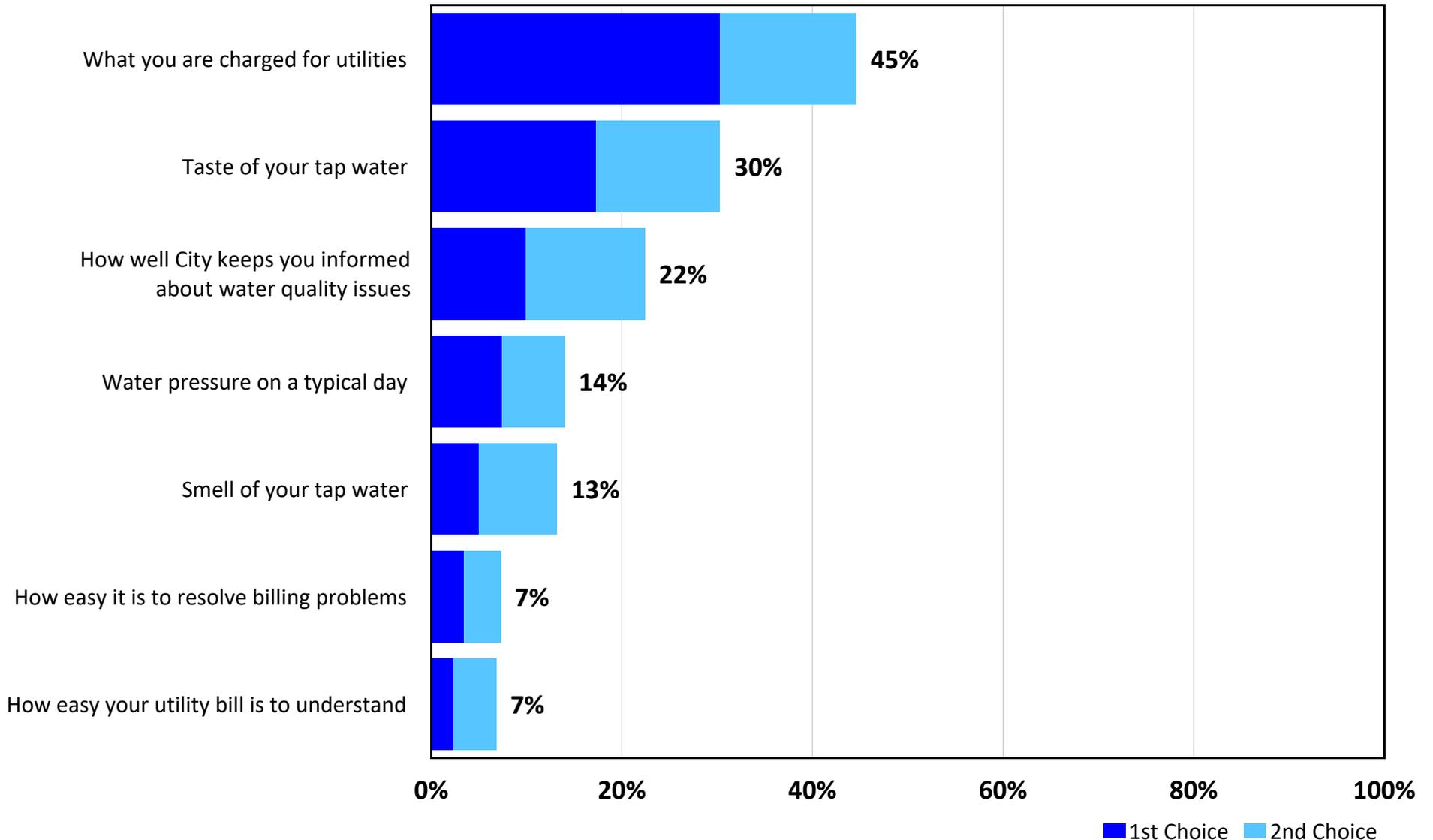
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q28. Water Services That Should Receive the Most Emphasis Over the Next Two Years

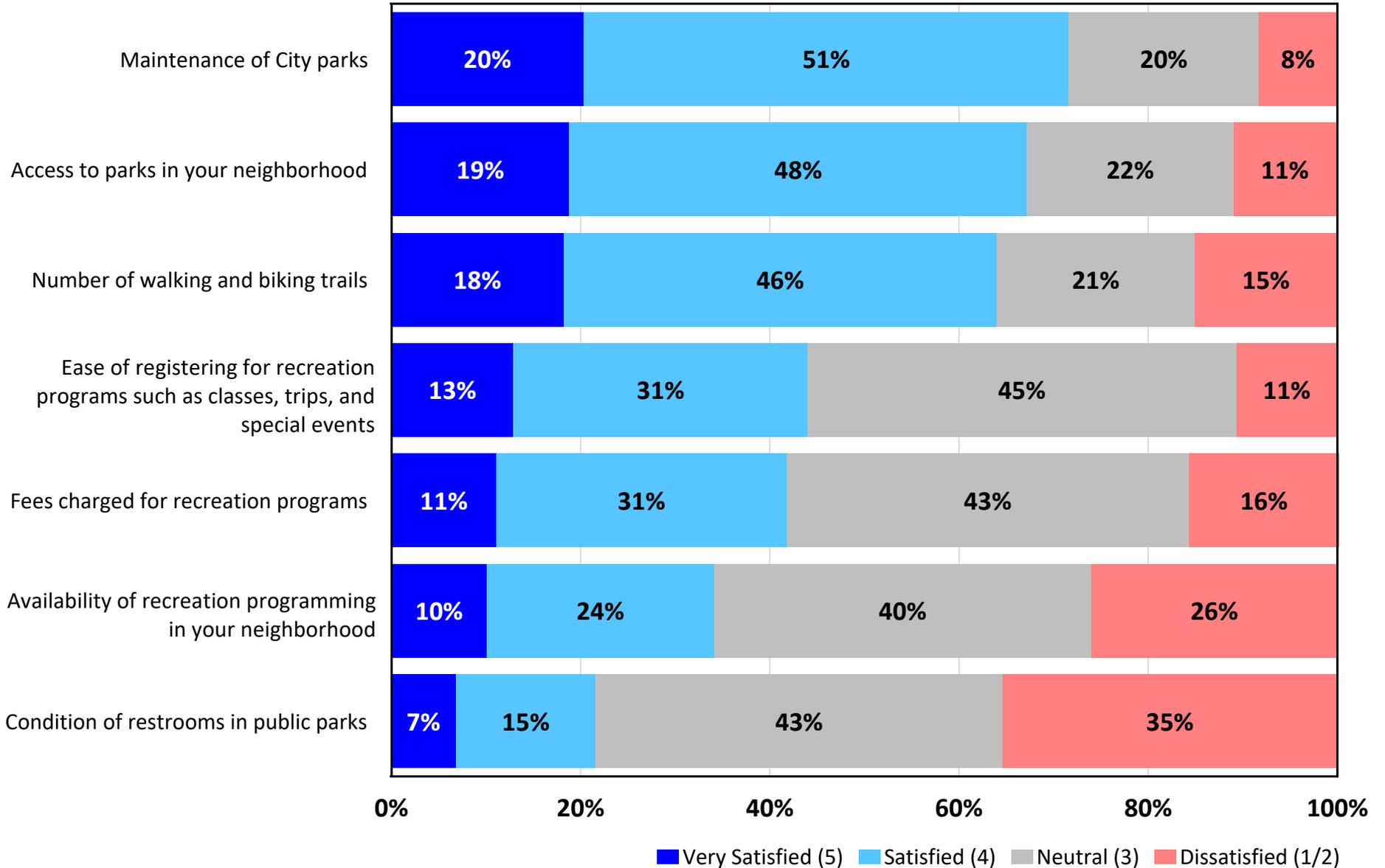
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q29. Venues, Parks, and Arts

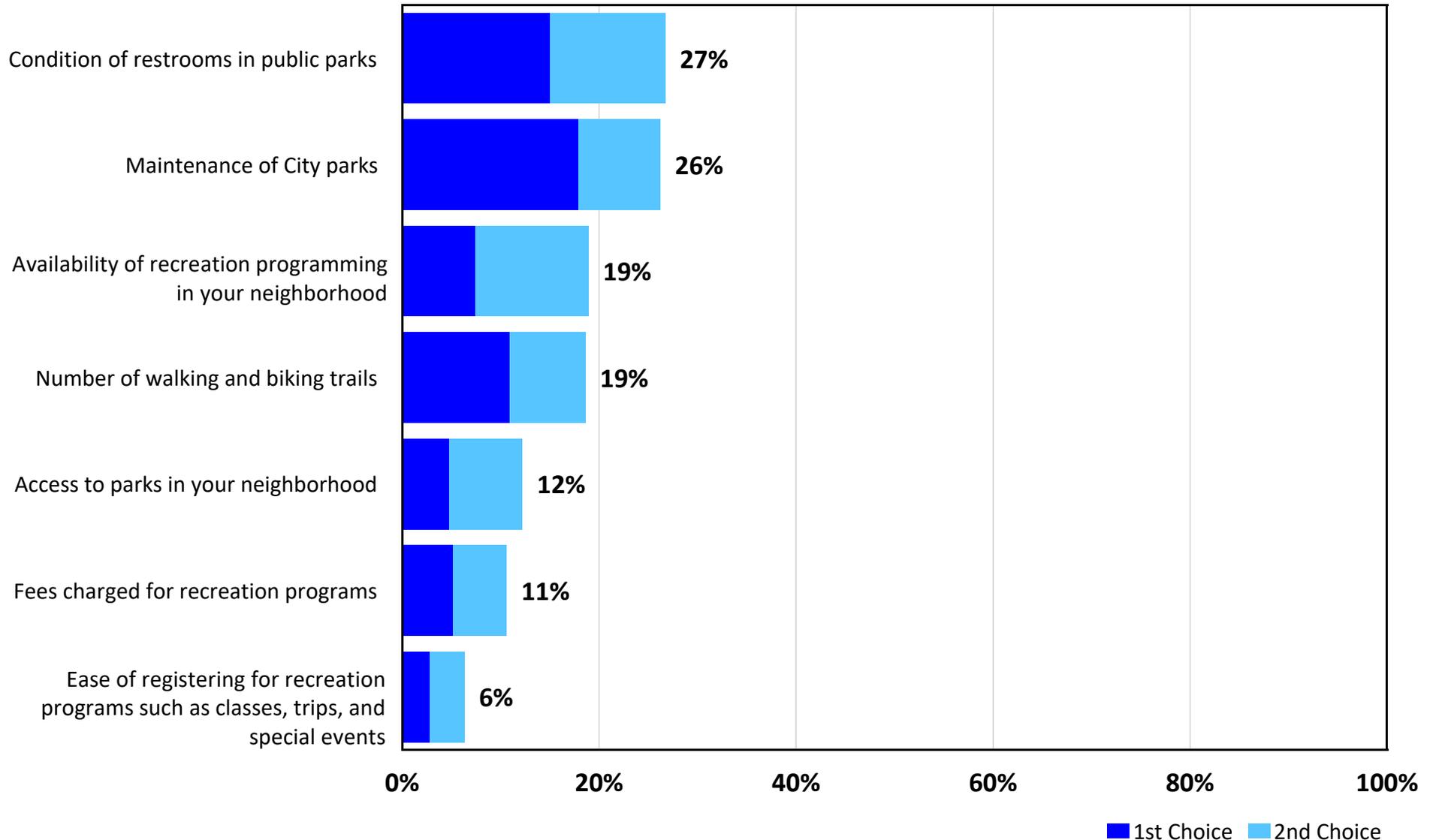
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q30. Venues, Parks, and Arts That Should Receive the Most Emphasis Over the Next Two Years

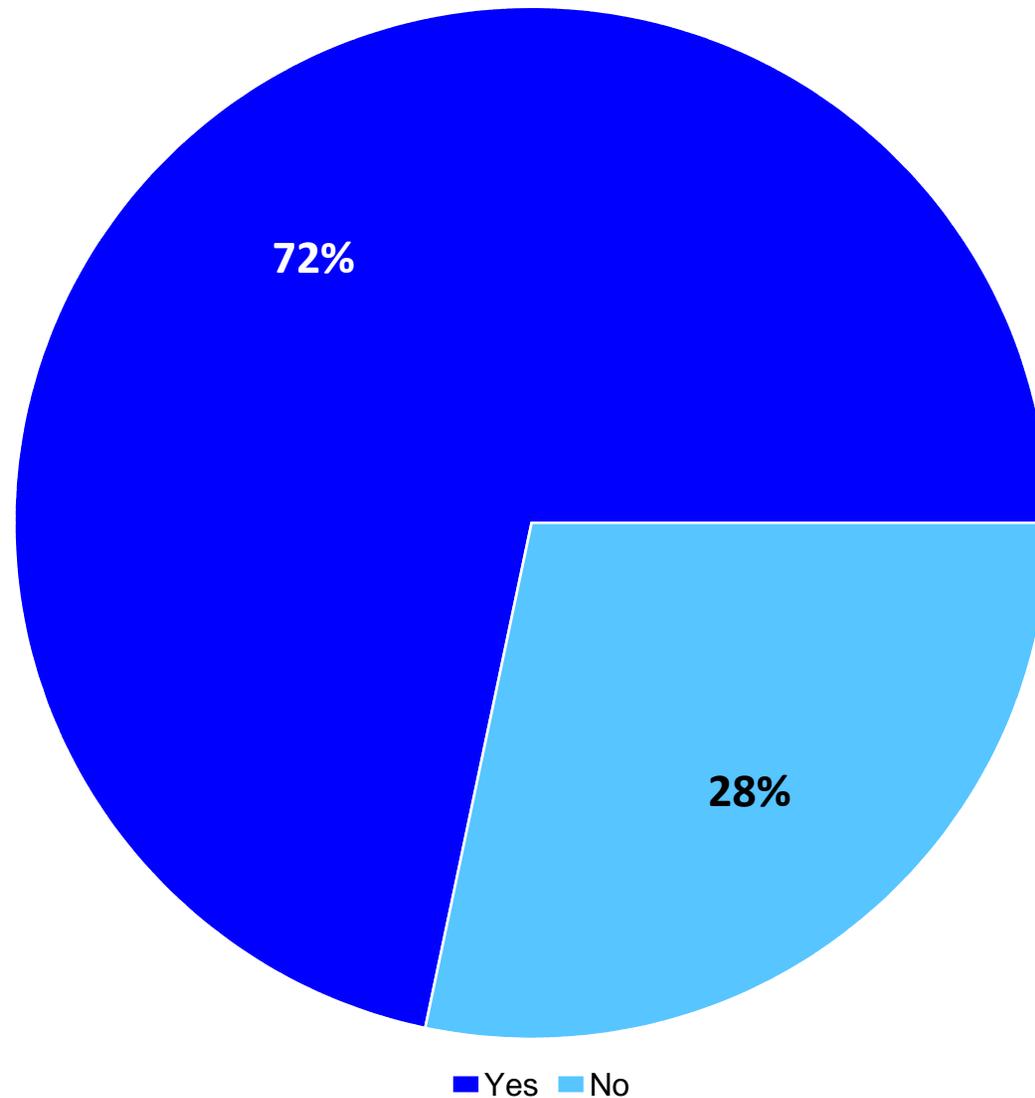
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q31. In the past year, have you visited a city recreation facility or park?

by percentage of respondents

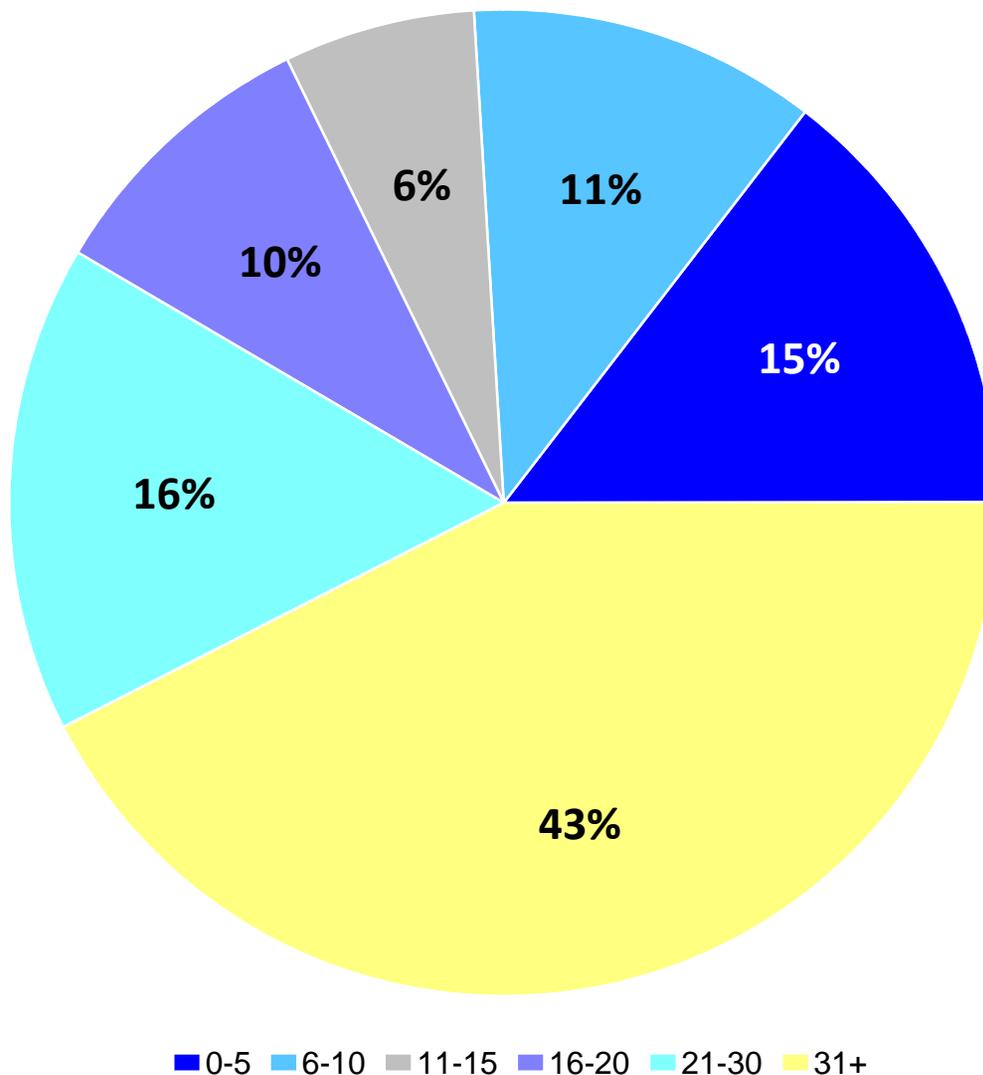


Source: ETC Institute (2020)

ETC Institute (2020)

Q32. Approximately, how many years have you lived in South Bend?

by percentage of respondents

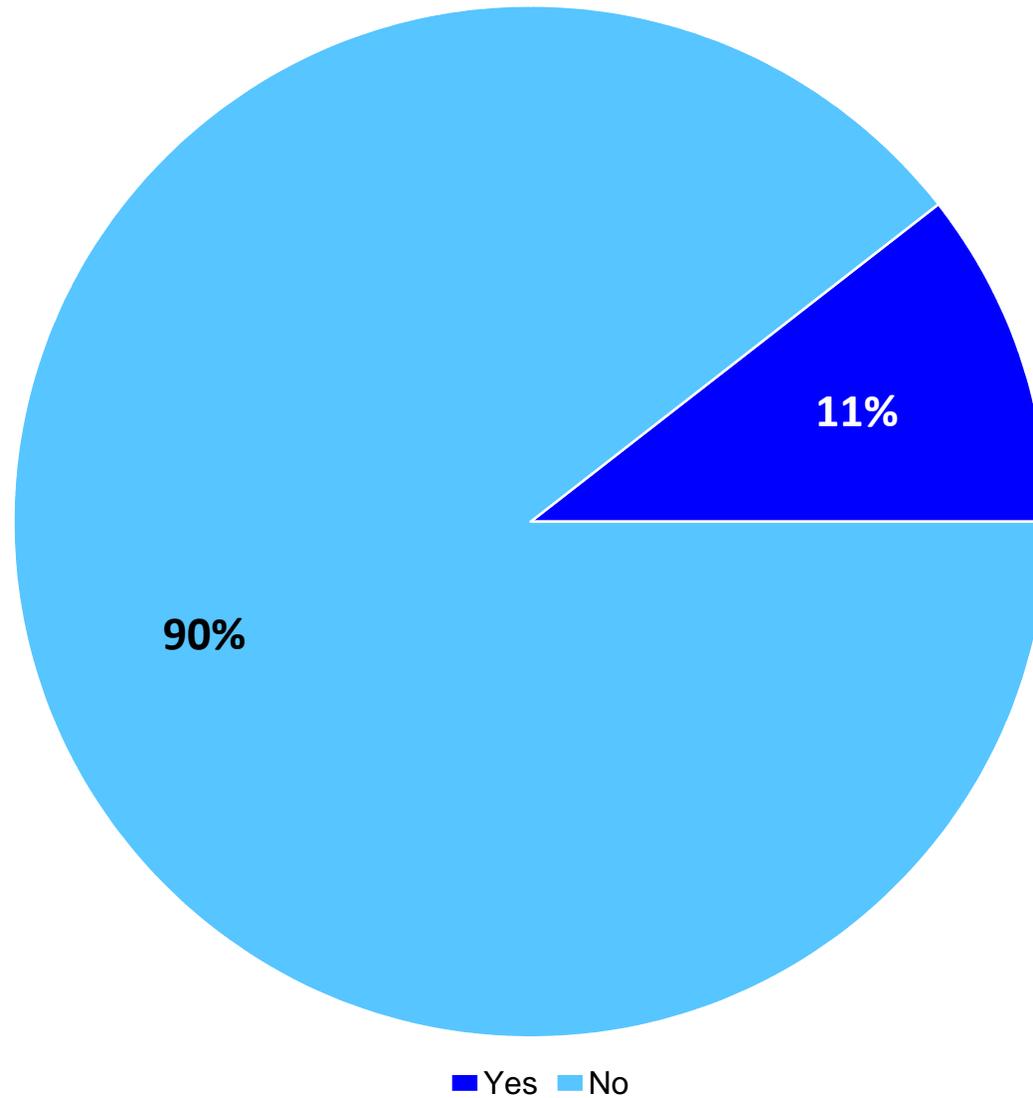


Source: ETC Institute (2020)

ETC Institute (2020)

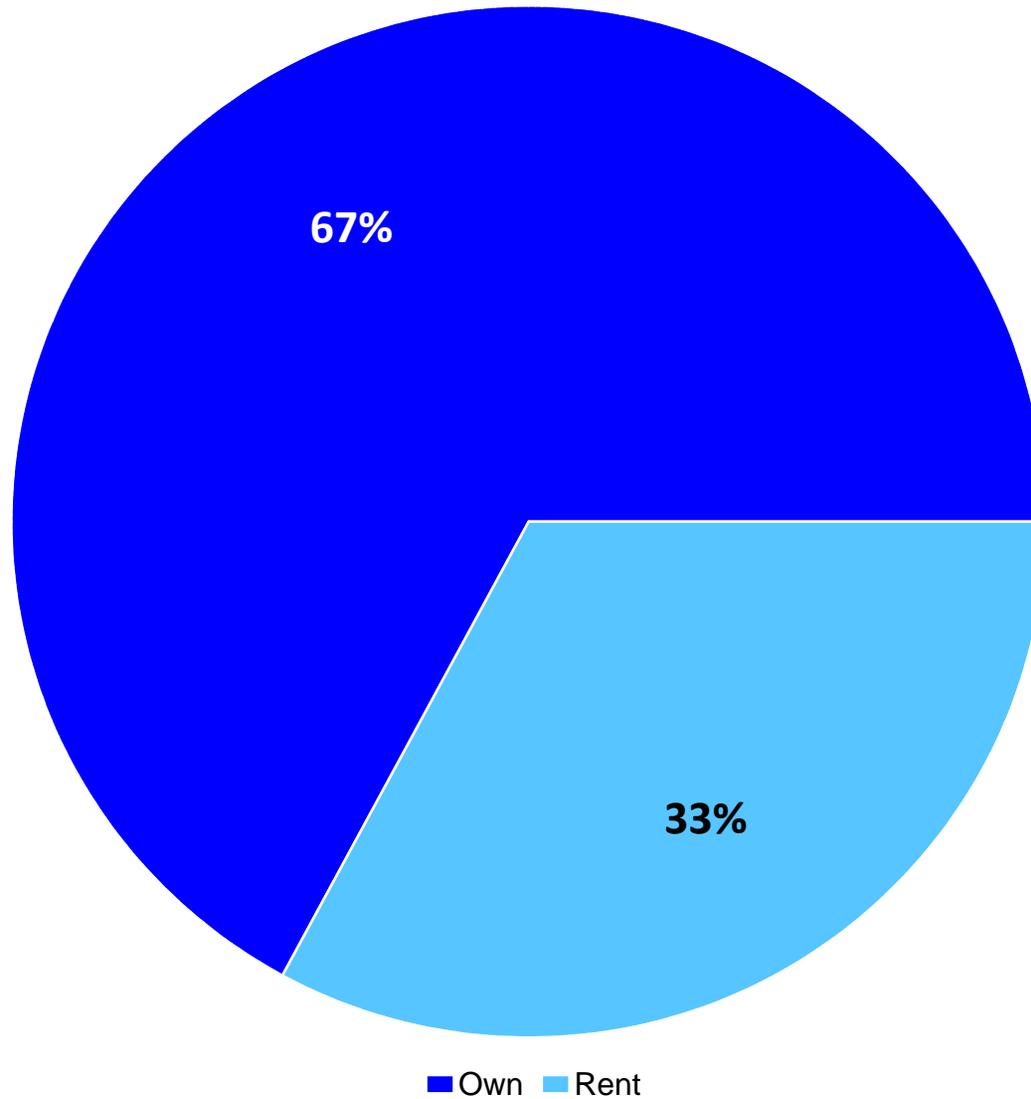
Q33. Have you met the current Mayor?

by percentage of respondents



Q34. Do you own or rent your current residence?

by percentage of respondents

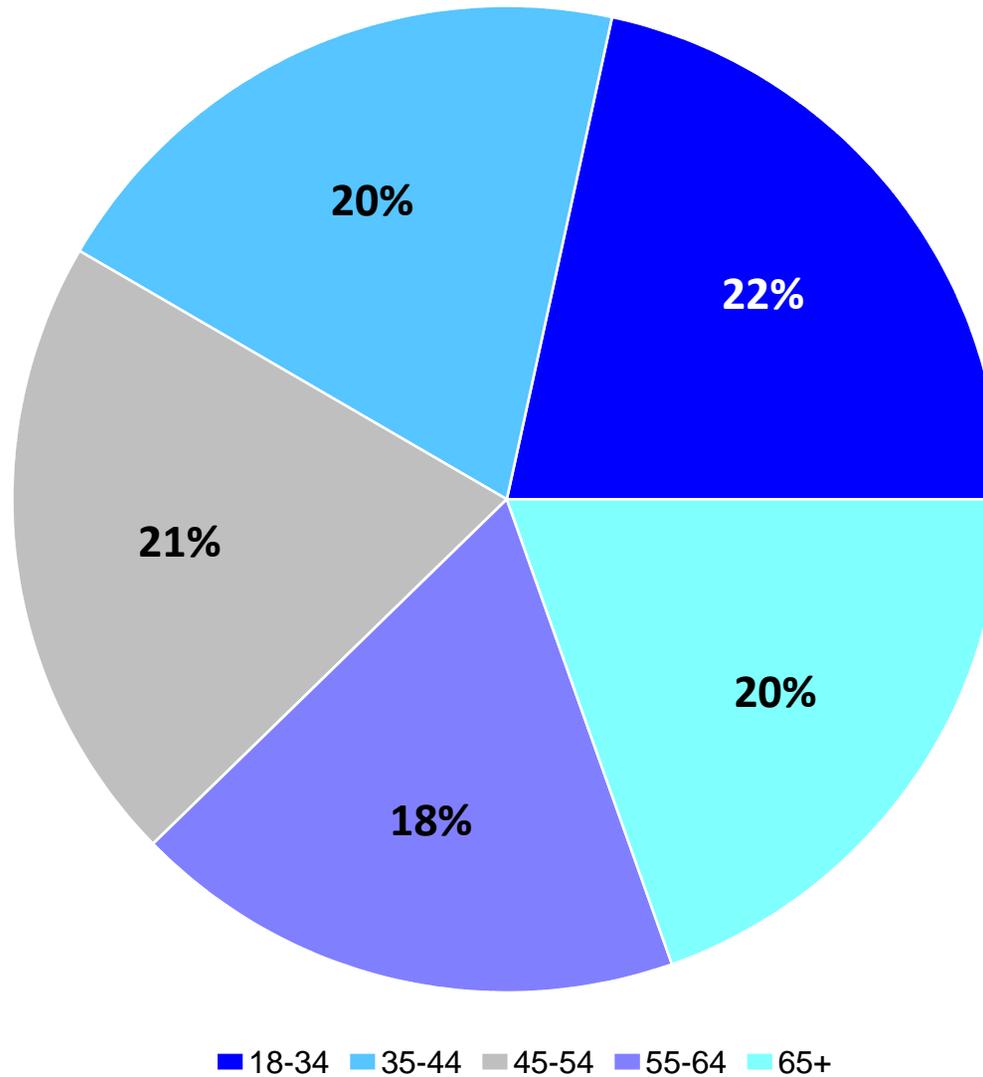


Source: ETC Institute (2020)

ETC Institute (2020)

Q35. What is your age?

by percentage of respondents

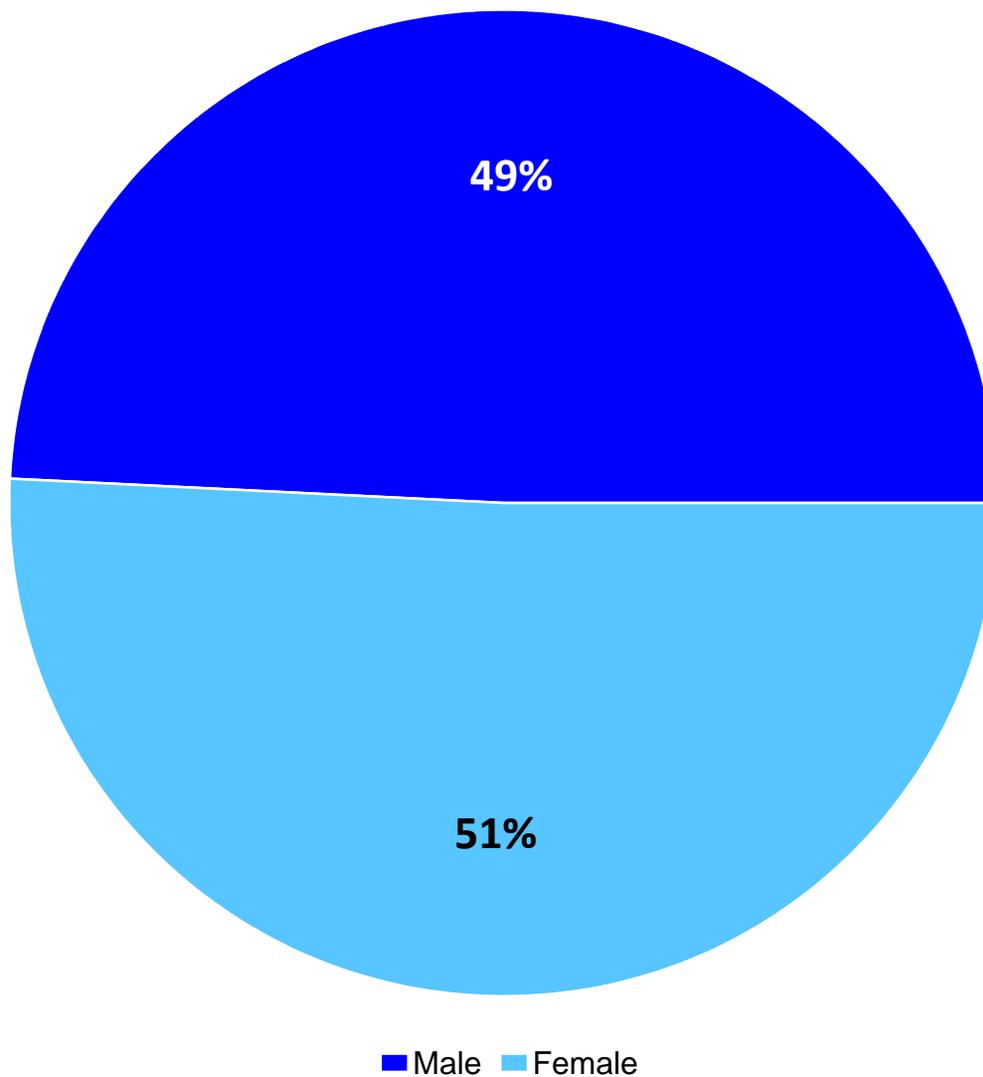


Source: ETC Institute (2020)

ETC Institute (2020)

Q36. What is your gender identity?

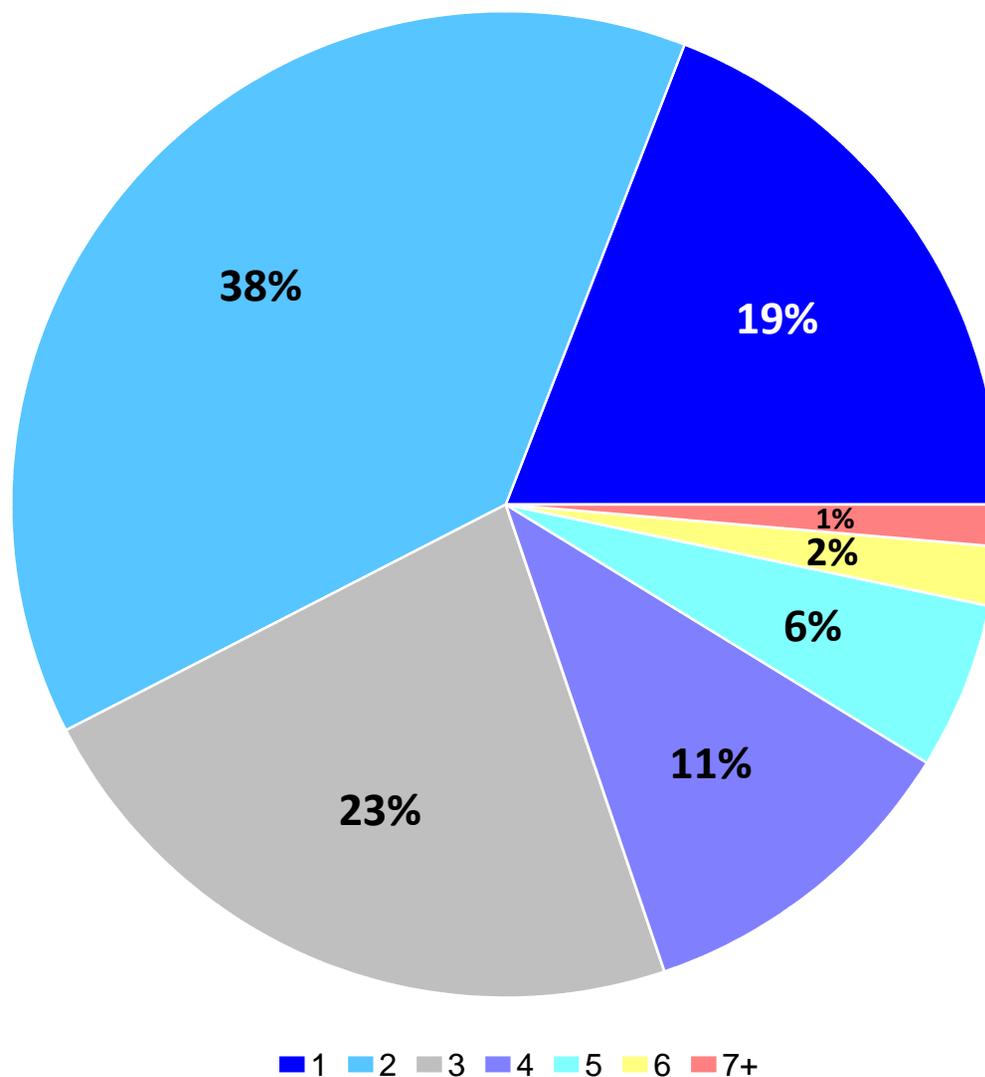
by percentage of respondents



Gender variant/Non-Conforming: 0.1%

Q37. Including yourself, how many people live in your household?

by percentage of respondents

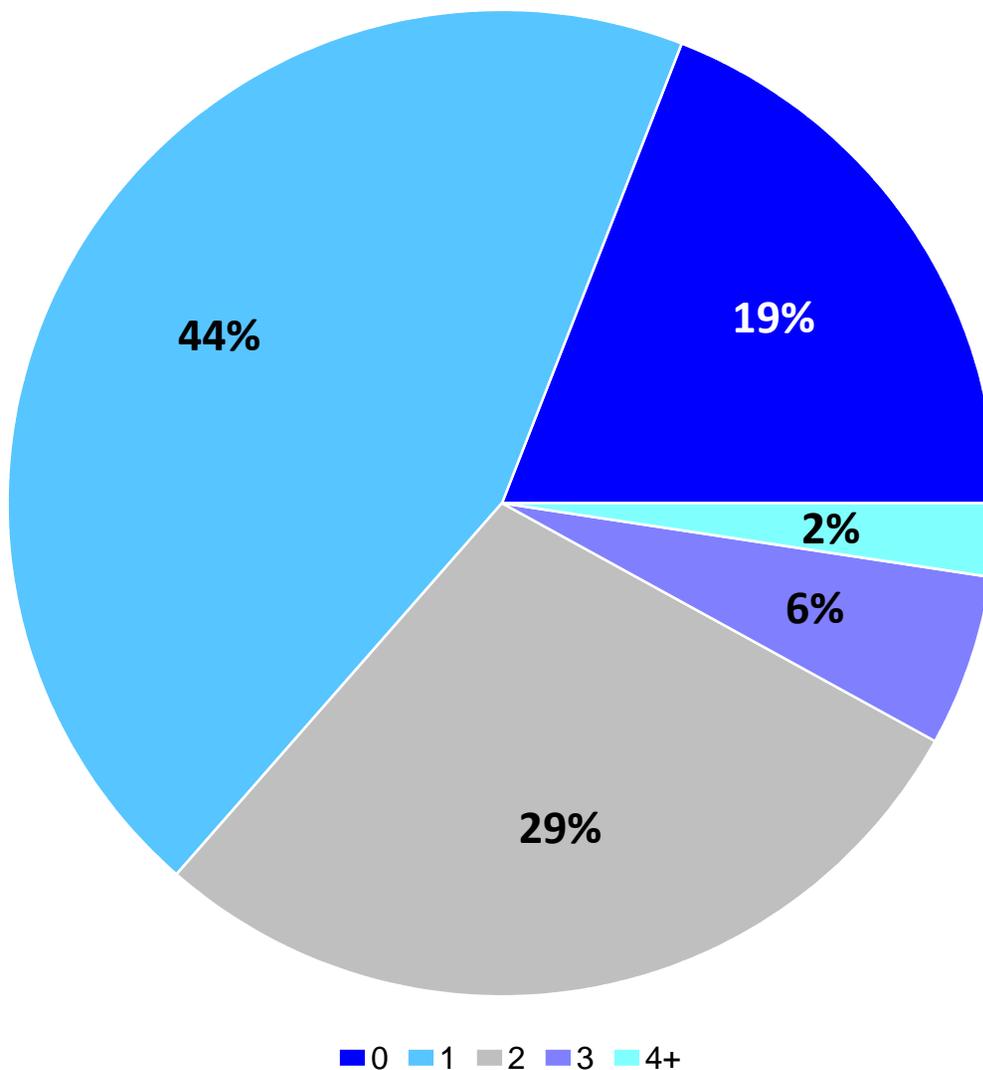


Source: ETC Institute (2020)

ETC Institute (2020)

Q38. How many people in your household are employed?

by percentage of respondents

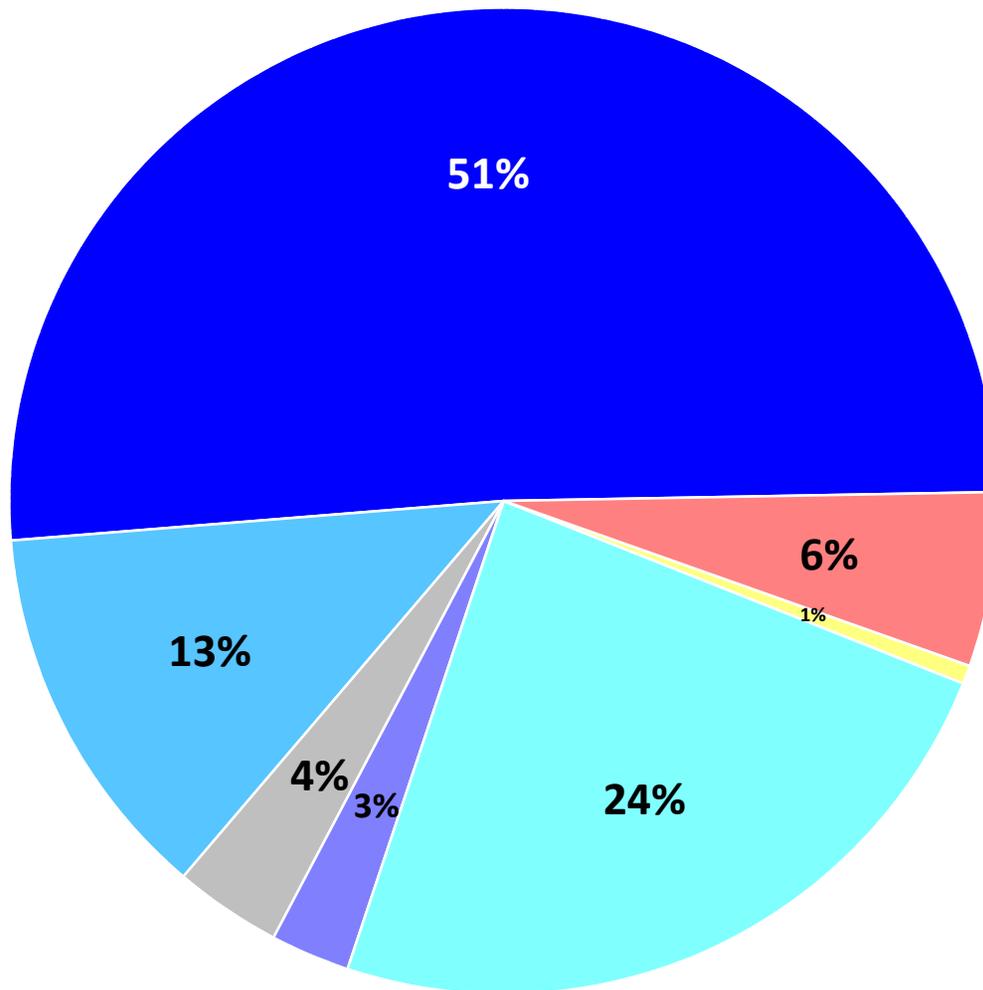


Source: ETC Institute (2020)

ETC Institute (2020)

Q39. Which of the following best describes your employment status?

by percentage of respondents

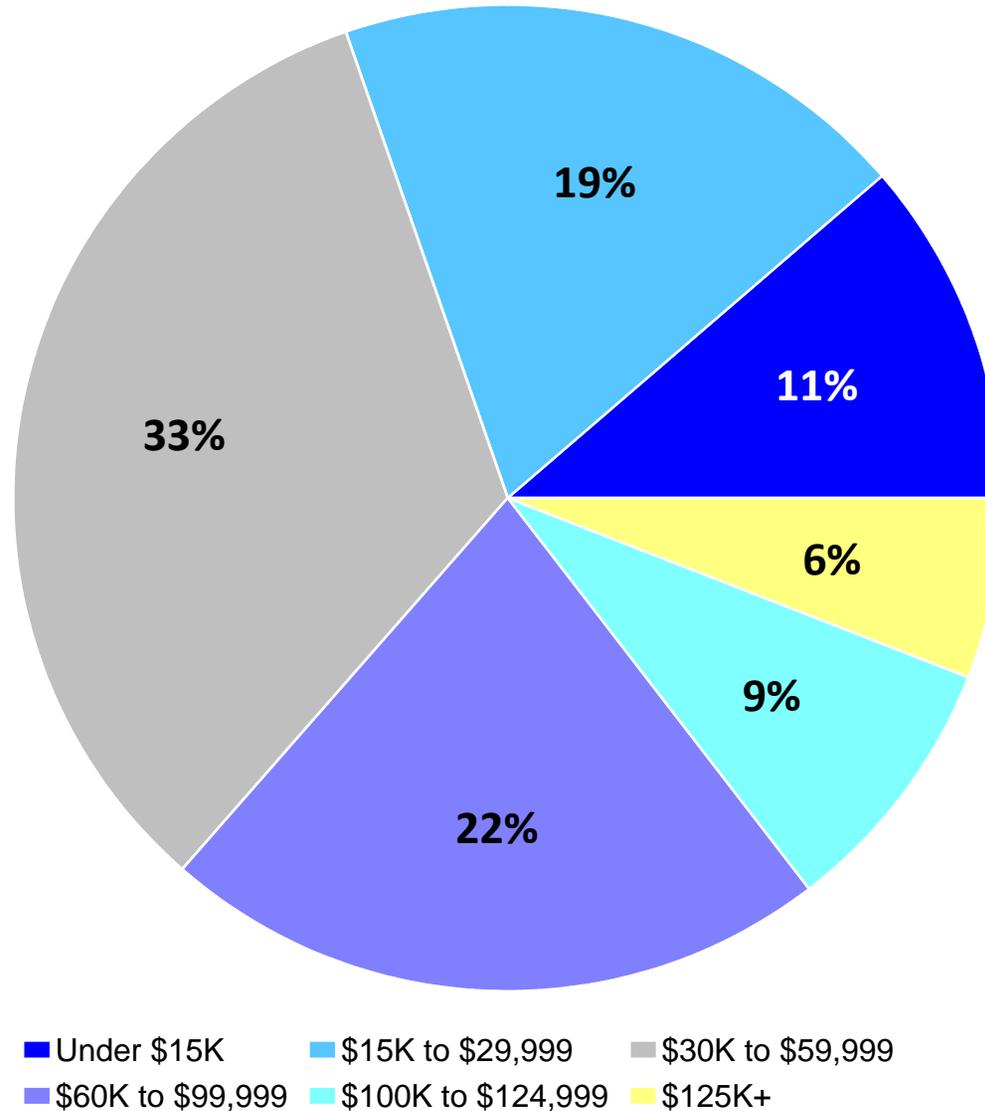


■ Employed full time ■ Employed part time ■ Not employed, looking for work ■ Not employed, not looking for work
■ Retired ■ Student ■ Disabled, not able to work

Source: ETC Institute (2020)

Q40. Would you say your total annual household income is...

by percentage of respondents

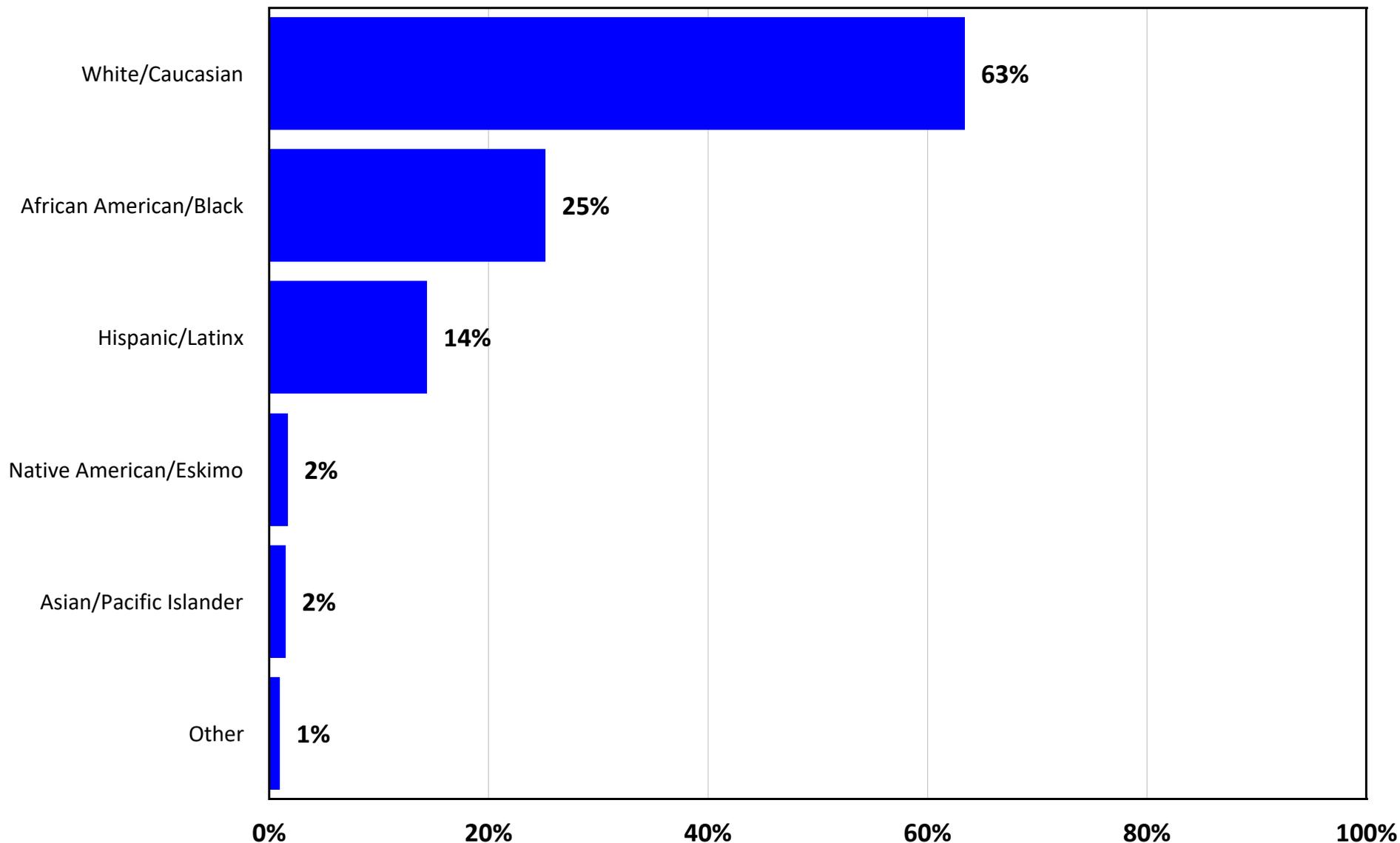


Source: ETC Institute (2020)

ETC Institute (2020)

Q41. Which of the following best describes your race/ethnicity?

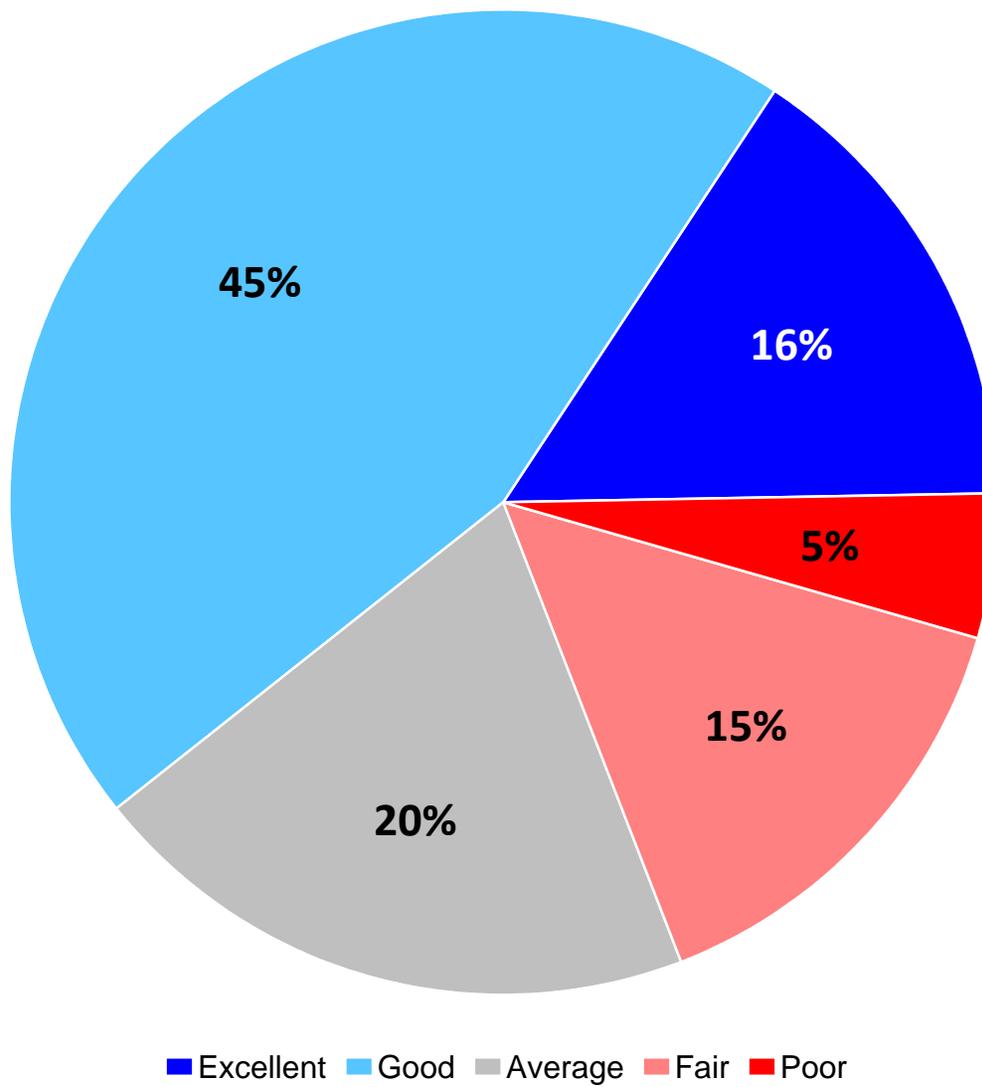
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

Q42. How would you describe your overall state of health these days. Would you say...

by percentage of respondents

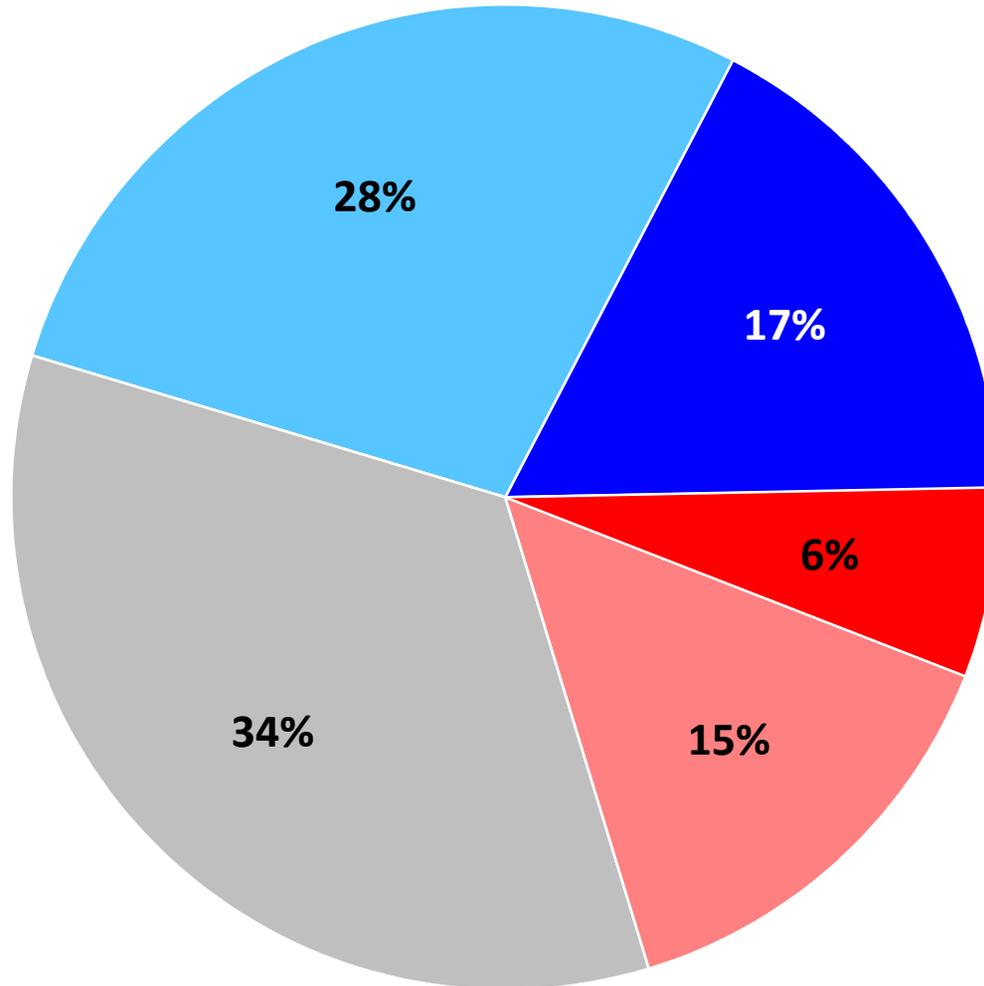


Source: ETC Institute (2020)

ETC Institute (2020)

Q43. How would you compare your standard of living to your parents' when they were your age?

by percentage of respondents



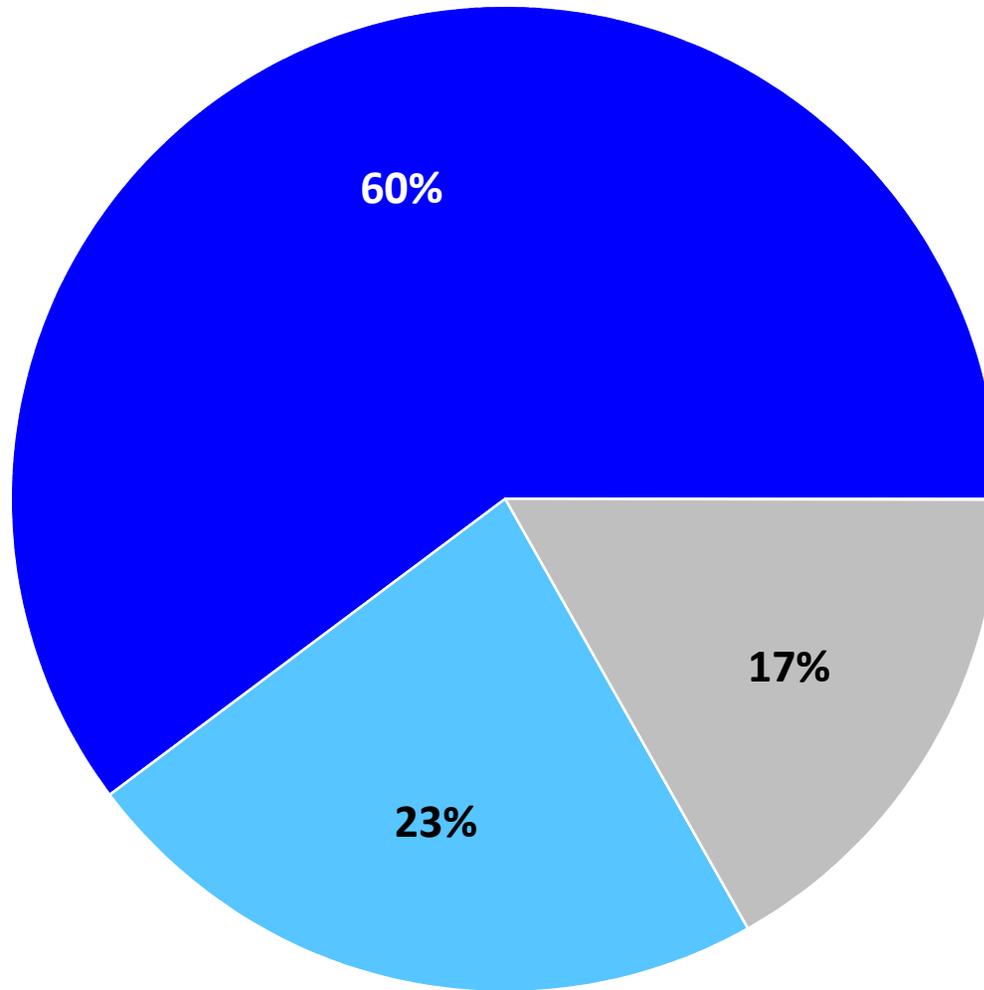
■ Much better ■ Somewhat better ■ About the same ■ Somewhat worse ■ Much worse

Source: ETC Institute (2020)

ETC Institute (2020)

Q44. Do you think local officials in your community are doing a good job of keeping you informed about the COVID-19 Pandemic?

by percentage of respondents



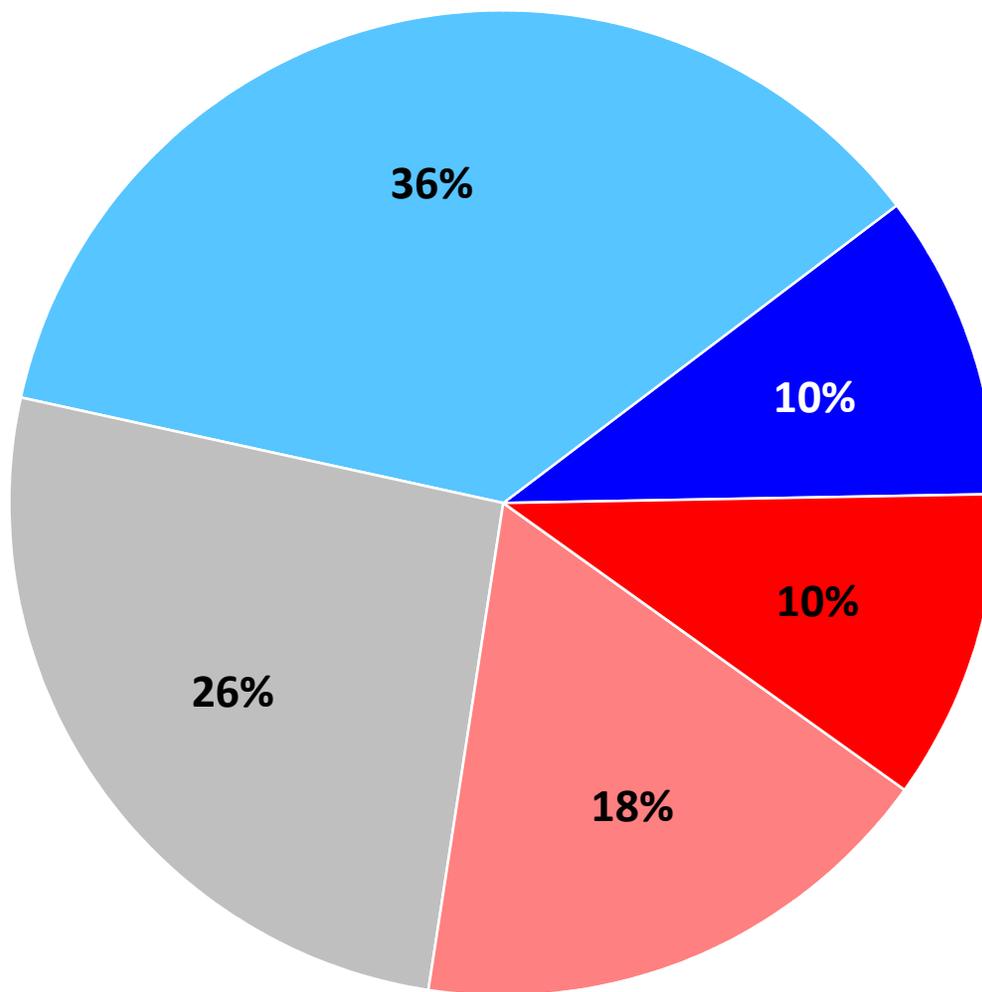
■ Yes ■ No ■ Don't know

Source: ETC Institute (2020)

ETC Institute (2020)

Q45. Please rate your satisfaction with the City's response to COVID-19

by percentage of respondents



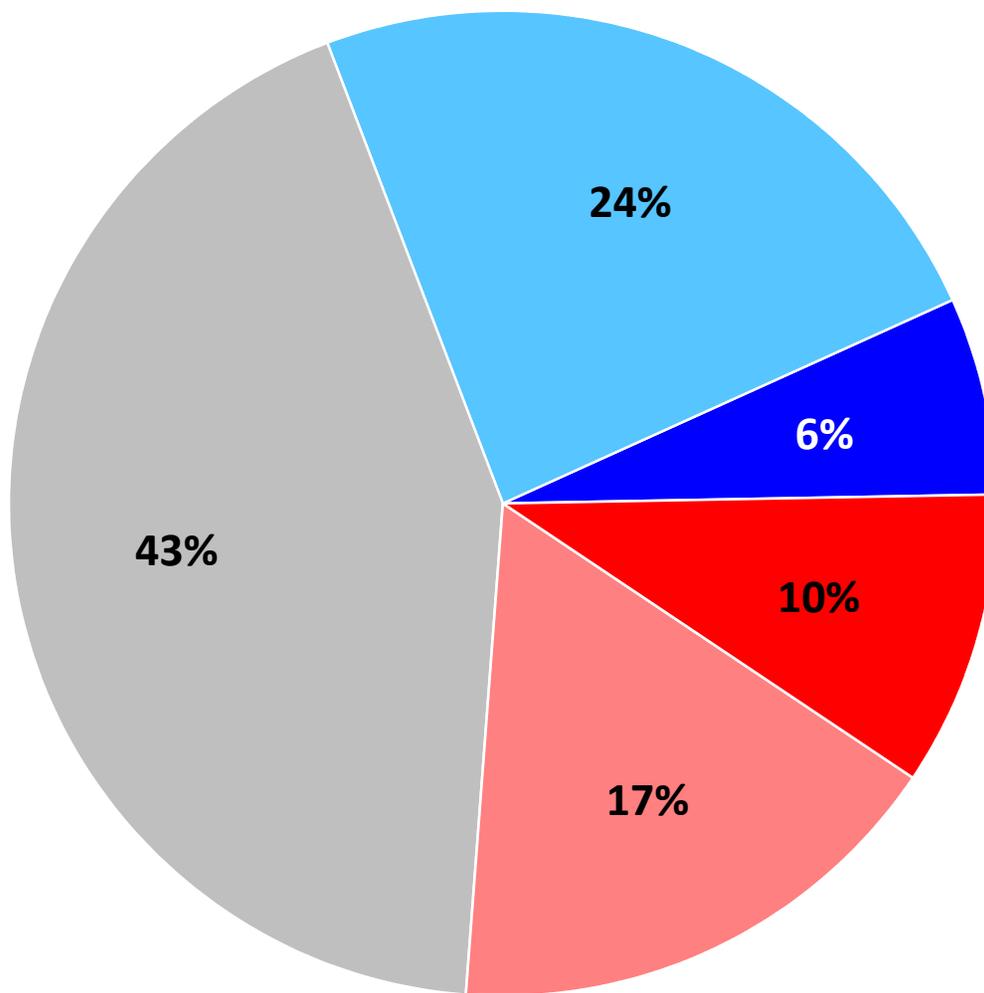
Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Source: ETC Institute (2020)

ETC Institute (2020)

Q46. Please rate your satisfaction with the County's response to COVID-19

by percentage of respondents



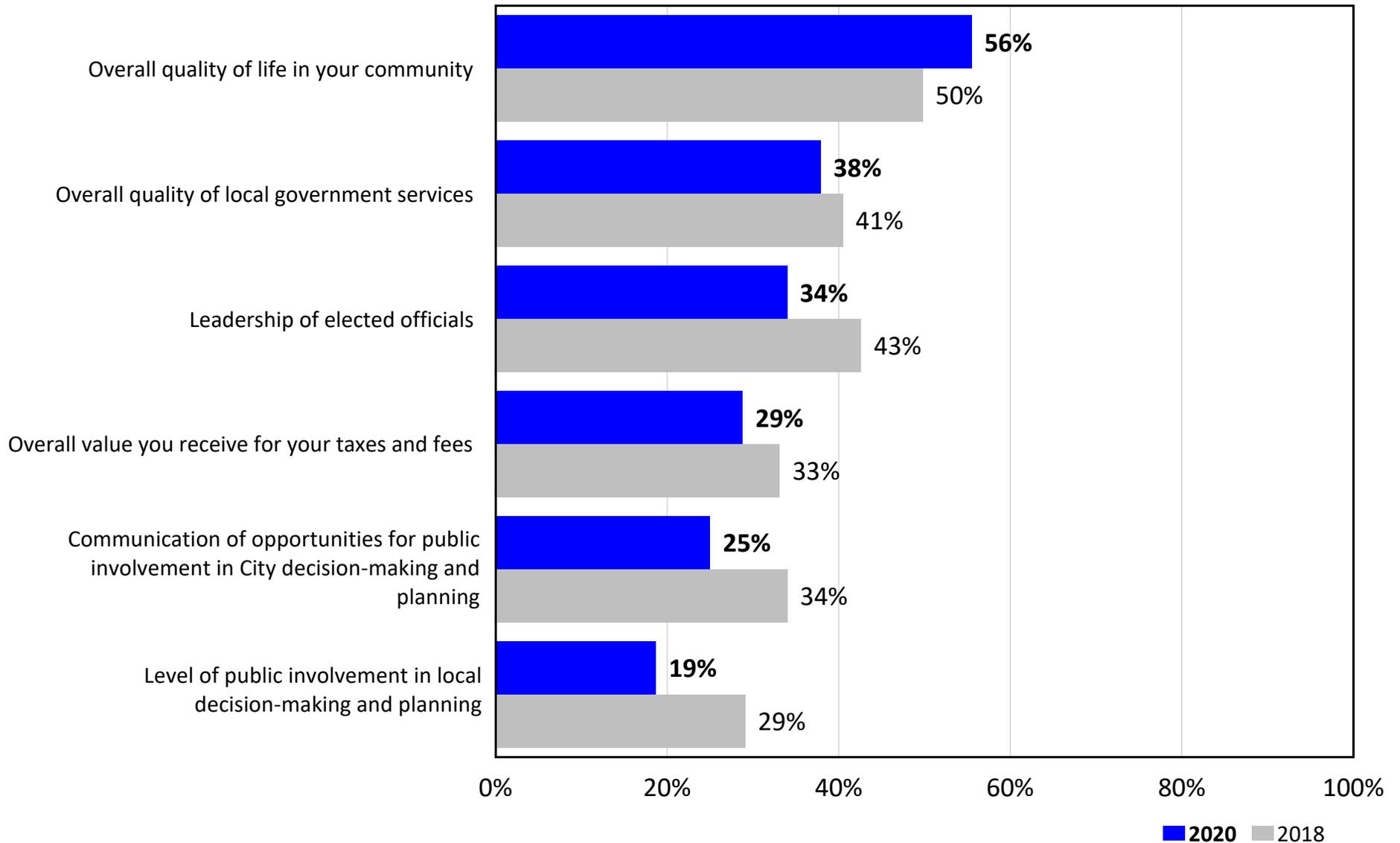
Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Source: ETC Institute (2020)

Section 2: **Trend Charts**

Q2. City Leadership 2018 to 2020

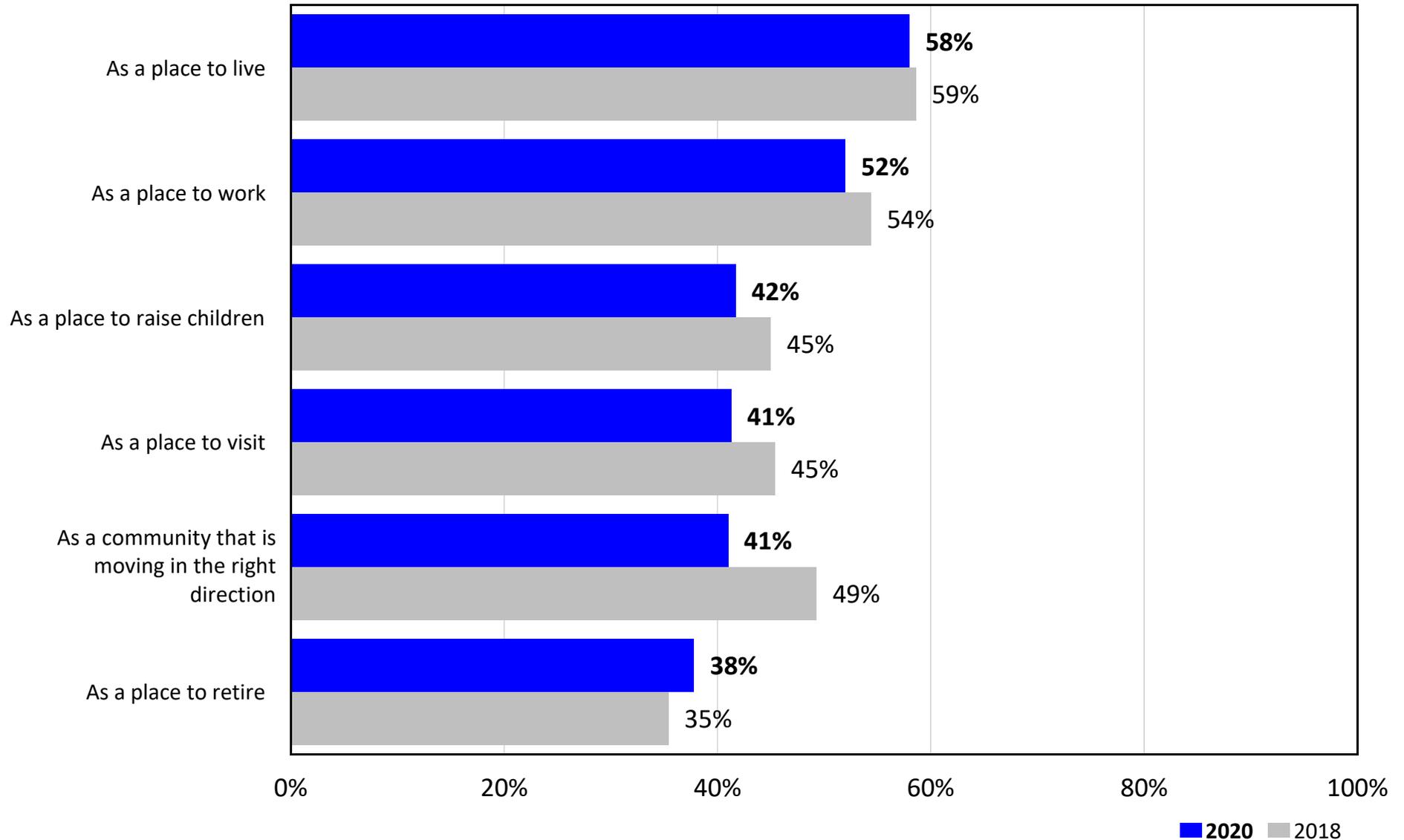
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q3. Overall Ratings of South Bend 2018 to 2020

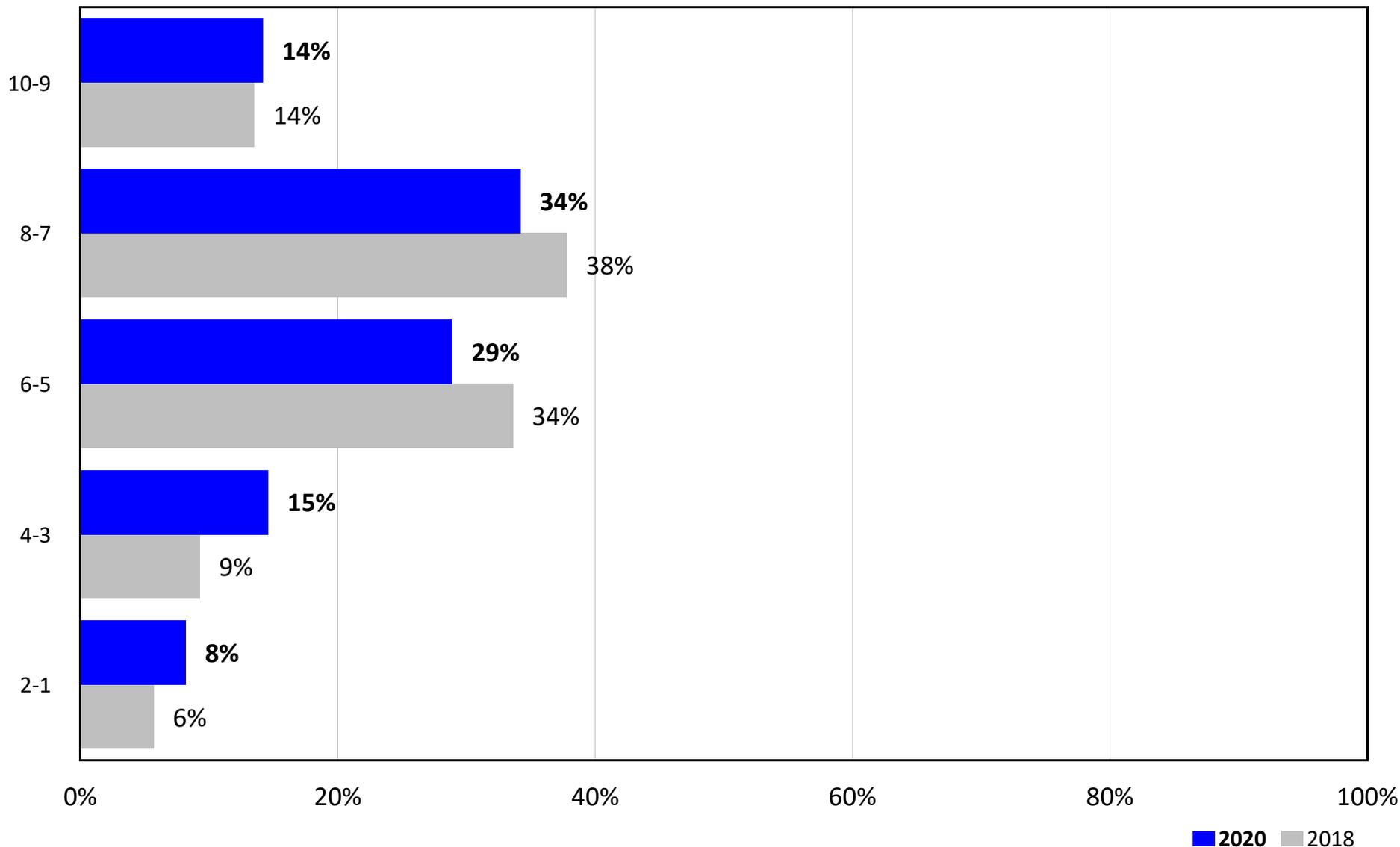
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q4. How do you feel about South Bend? 2018 to 2020

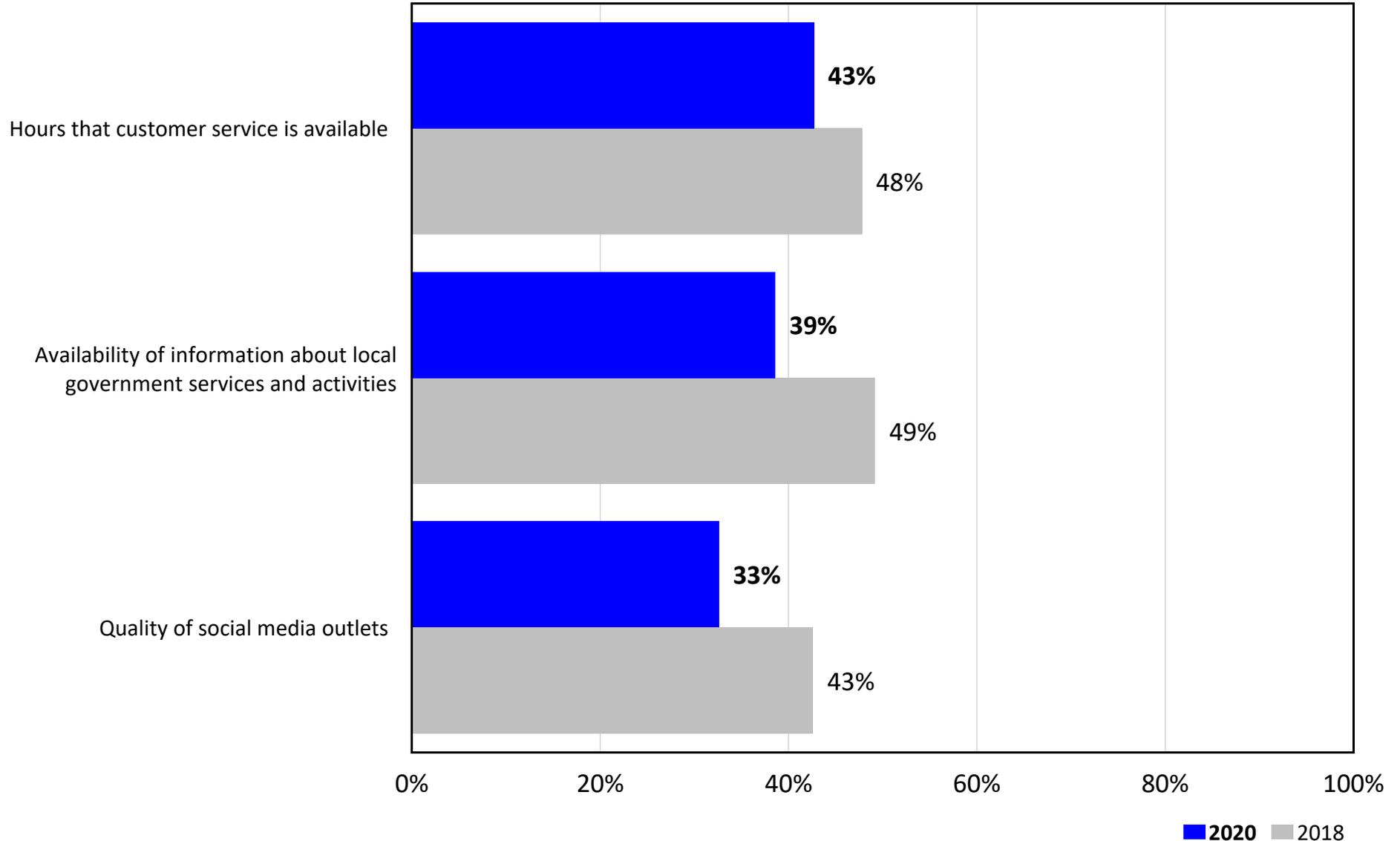
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q5. Customer Service and Communication 2018 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

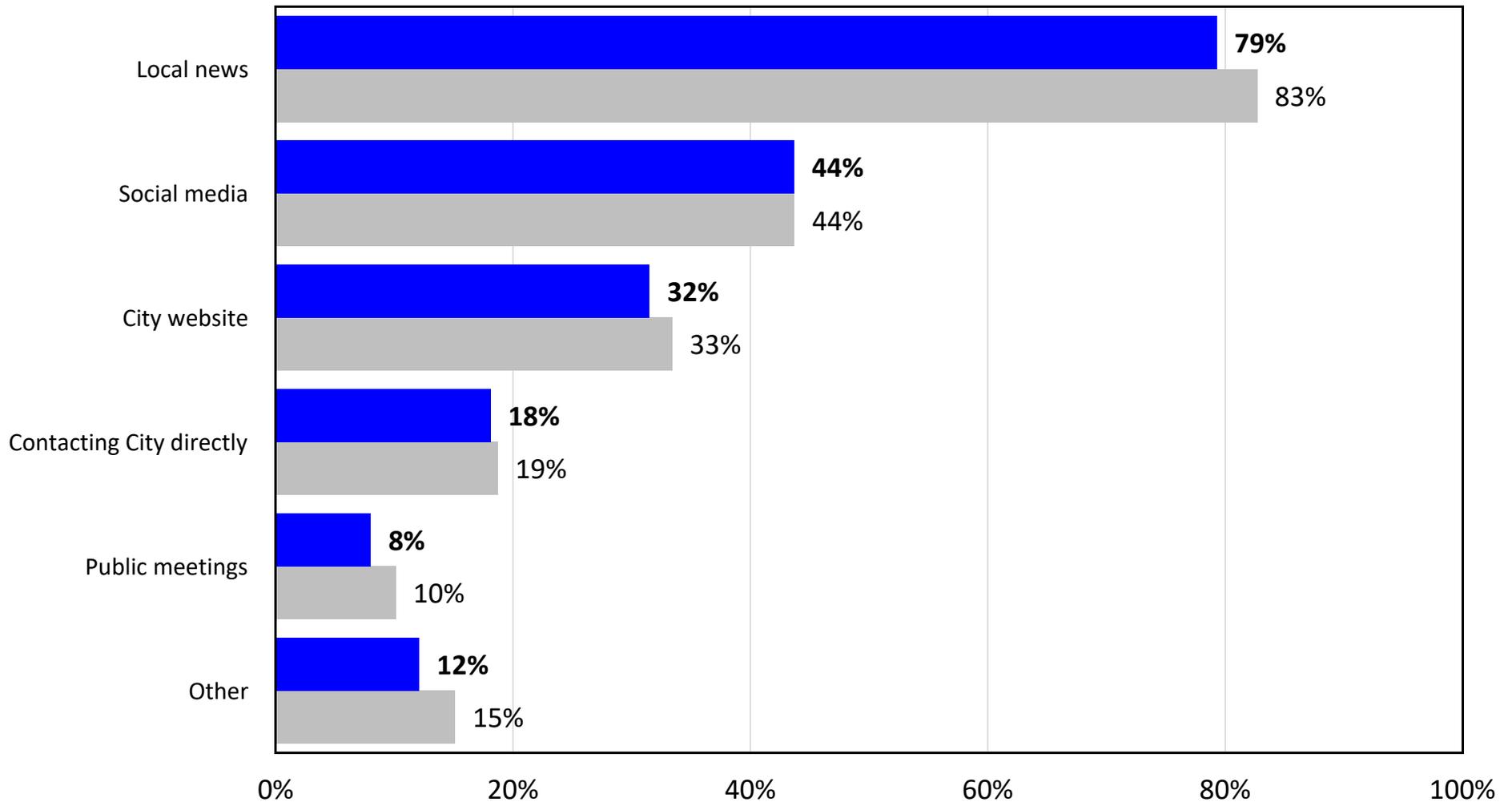


Source: ETC Institute (2020)

ETC Institute (2020)

Q6. Which of the following are your PRIMARY SOURCES of information about city issues, services, and events? 2018 to 2020

by percentage of respondents

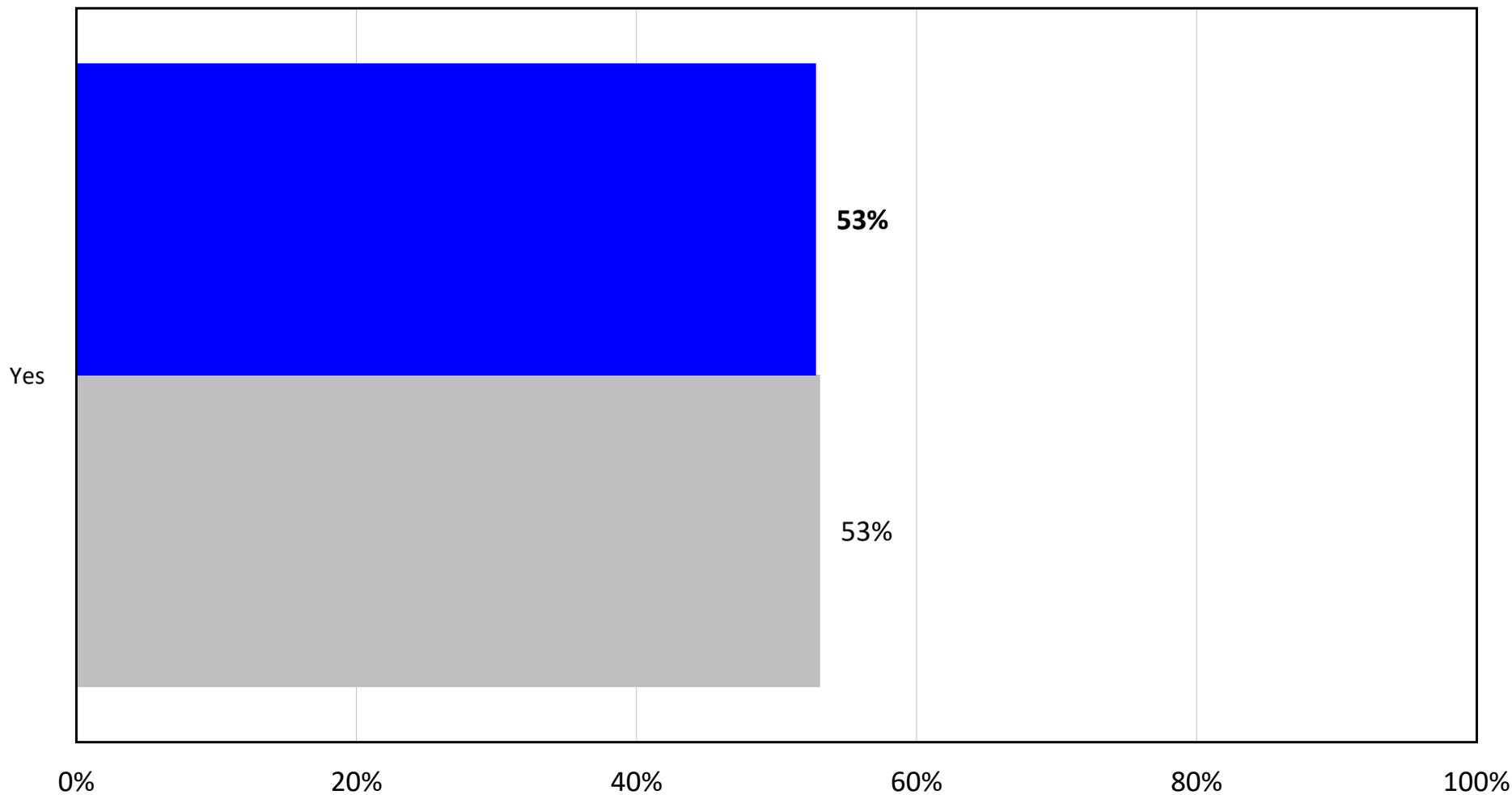


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q8. Have you or other members of your household used the City of South Bend's website in the last year? 2018 to 2020

by percentage of respondents

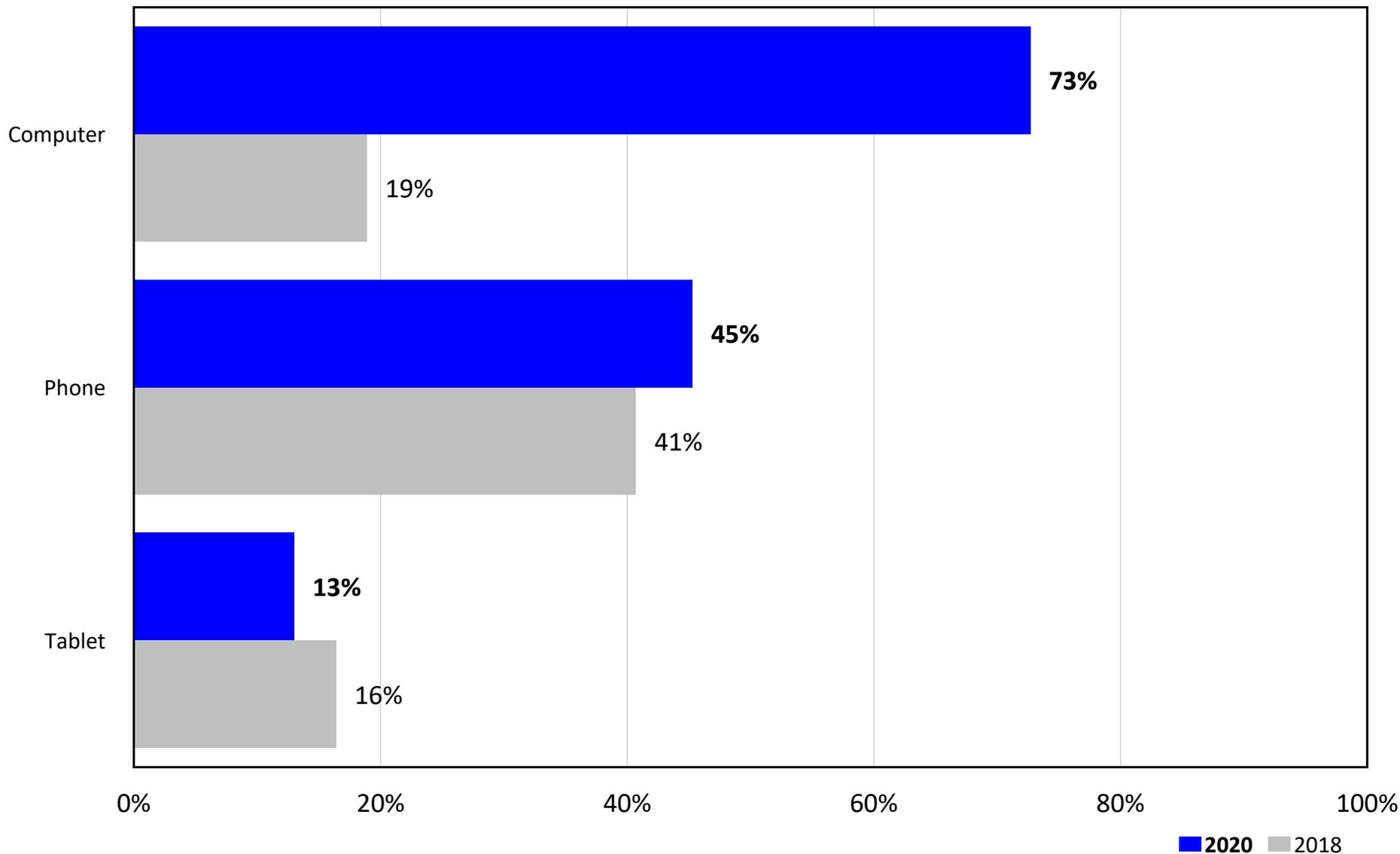


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q8a. How did you access the website? 2018 to 2020

by percentage of respondents

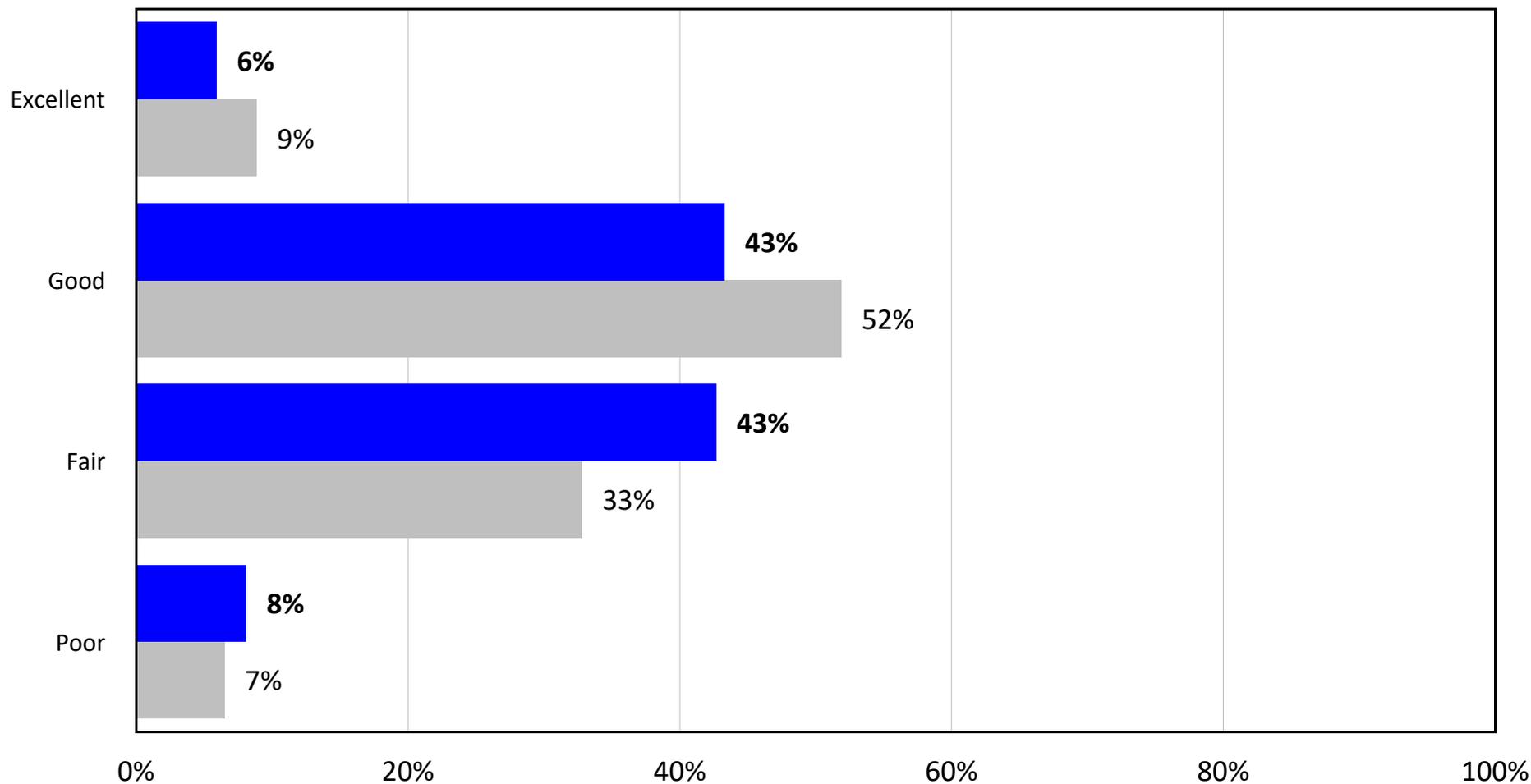


Source: ETC Institute (2020)

Q8b. How would you rate the overall usefulness of the City's website?

2018 to 2020

by percentage of respondents

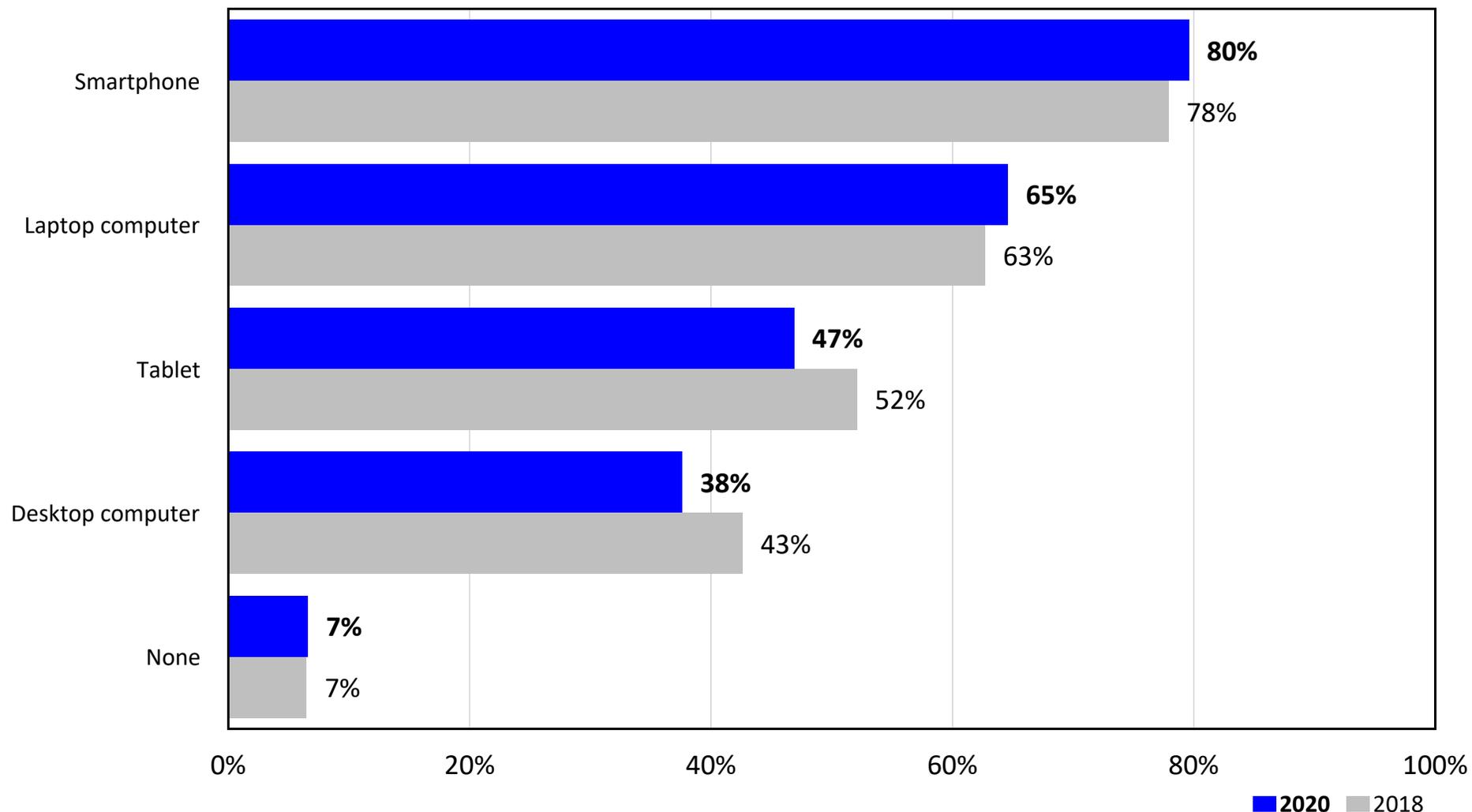


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q9. Which of the following digital devices do you have access to in your home? 2018 to 2020

by percentage of respondents

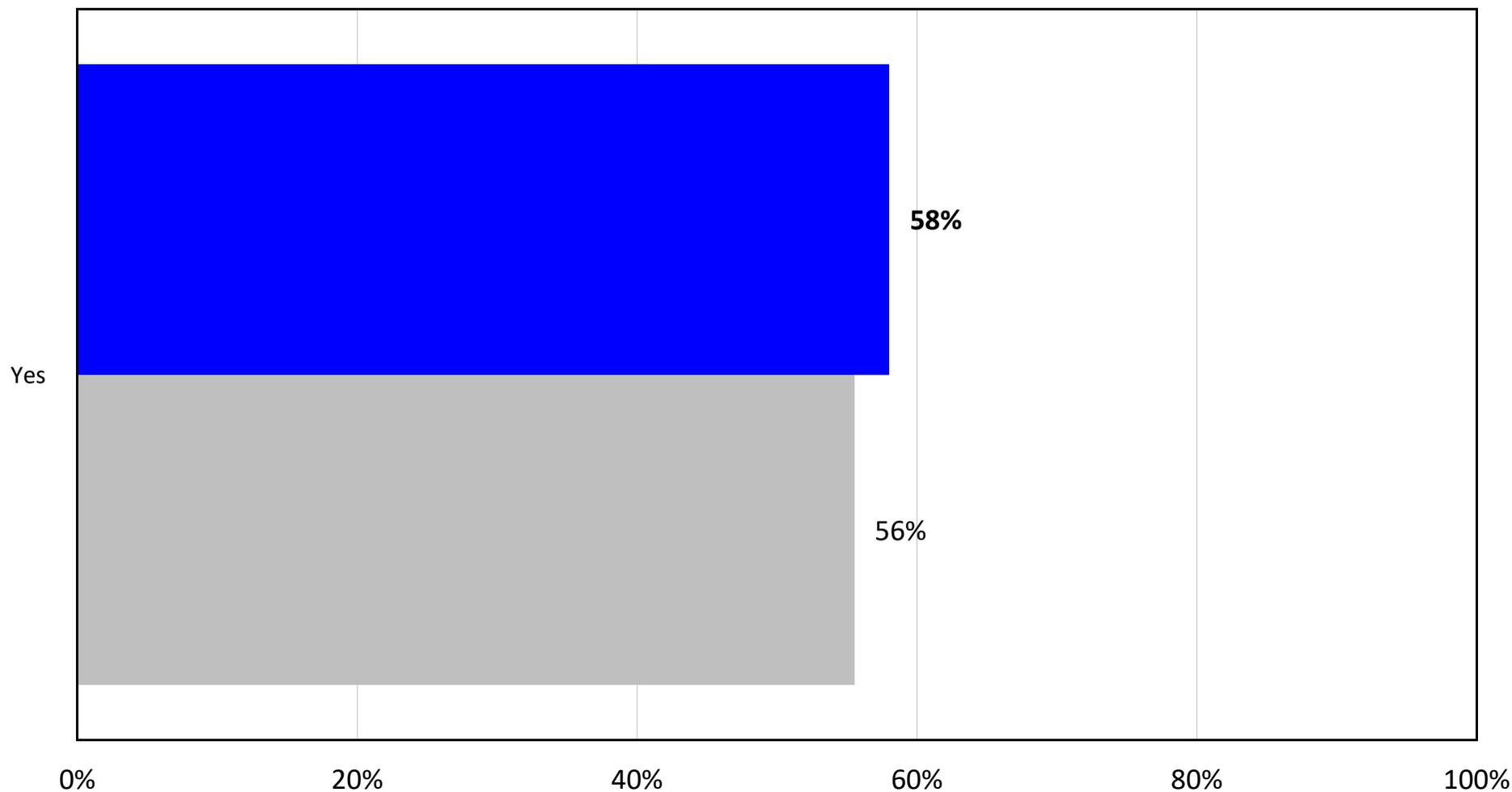


Source: ETC Institute (2020)

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

2018 to 2020

by percentage of respondents

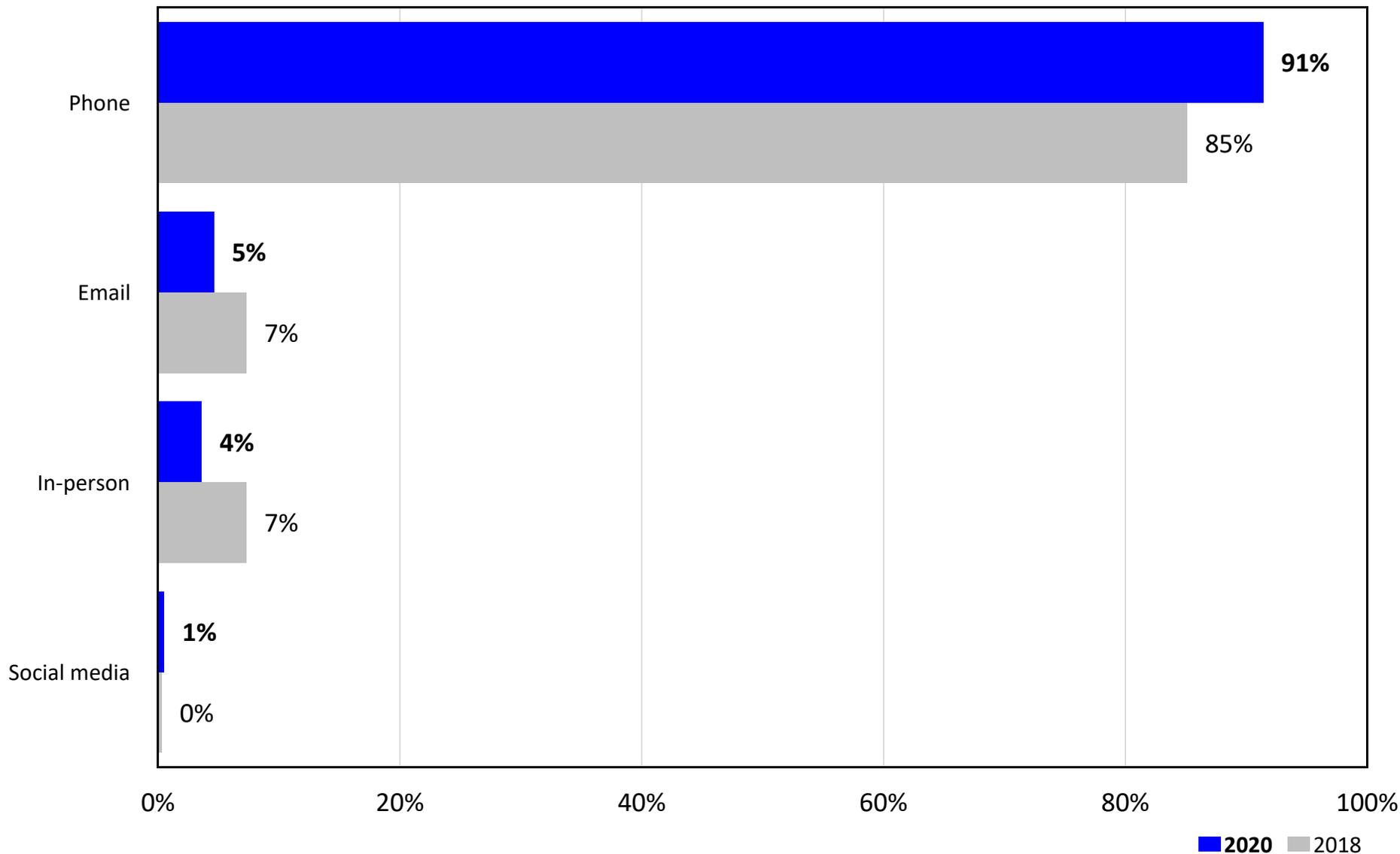


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q10a. How did you contact the city? 2018 to 2020

by percentage of respondents

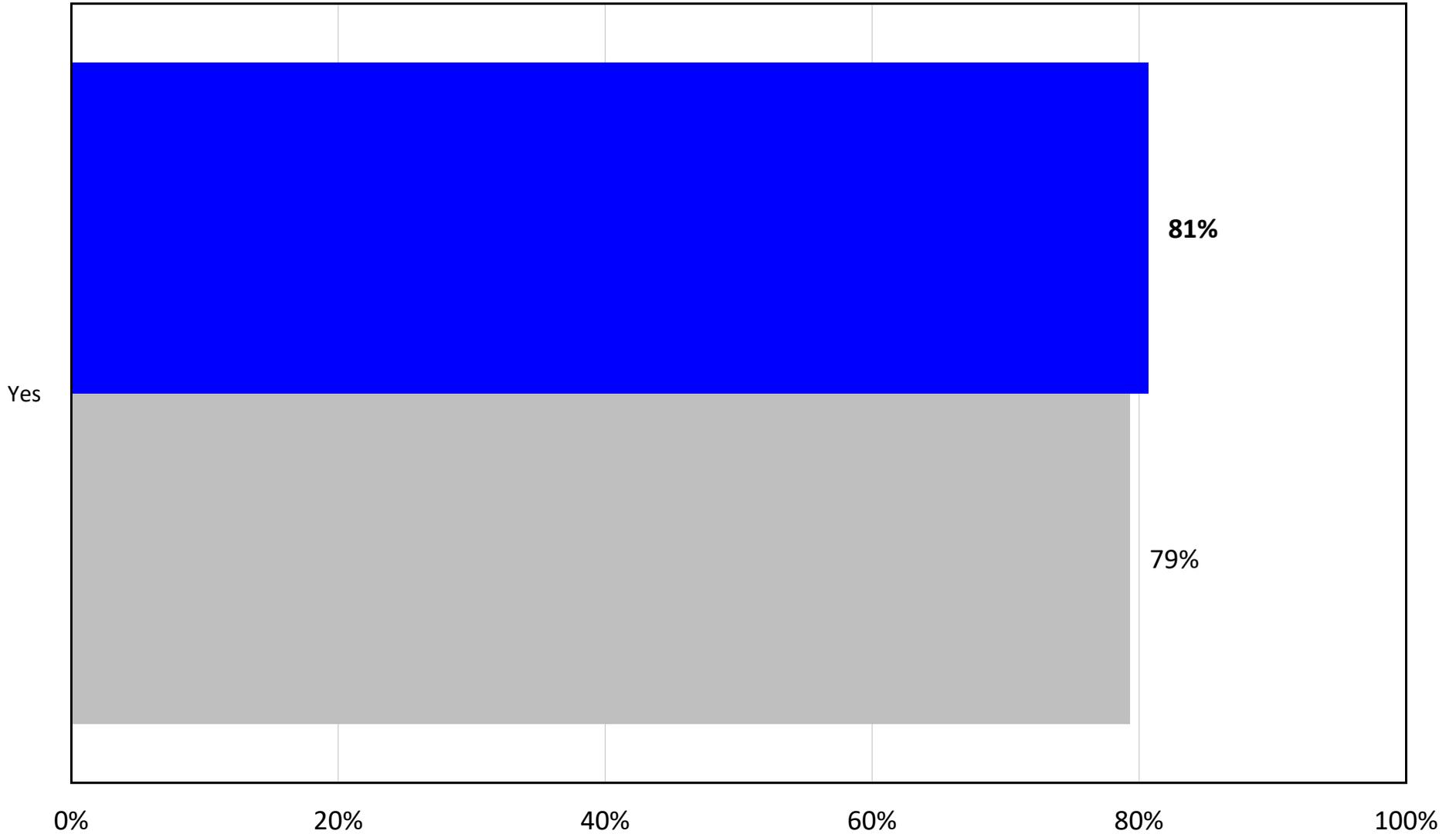


Source: ETC Institute (2020)

Q10b. Did you contact 311?

2018 to 2020

by percentage of respondents



Source: ETC Institute (2020)

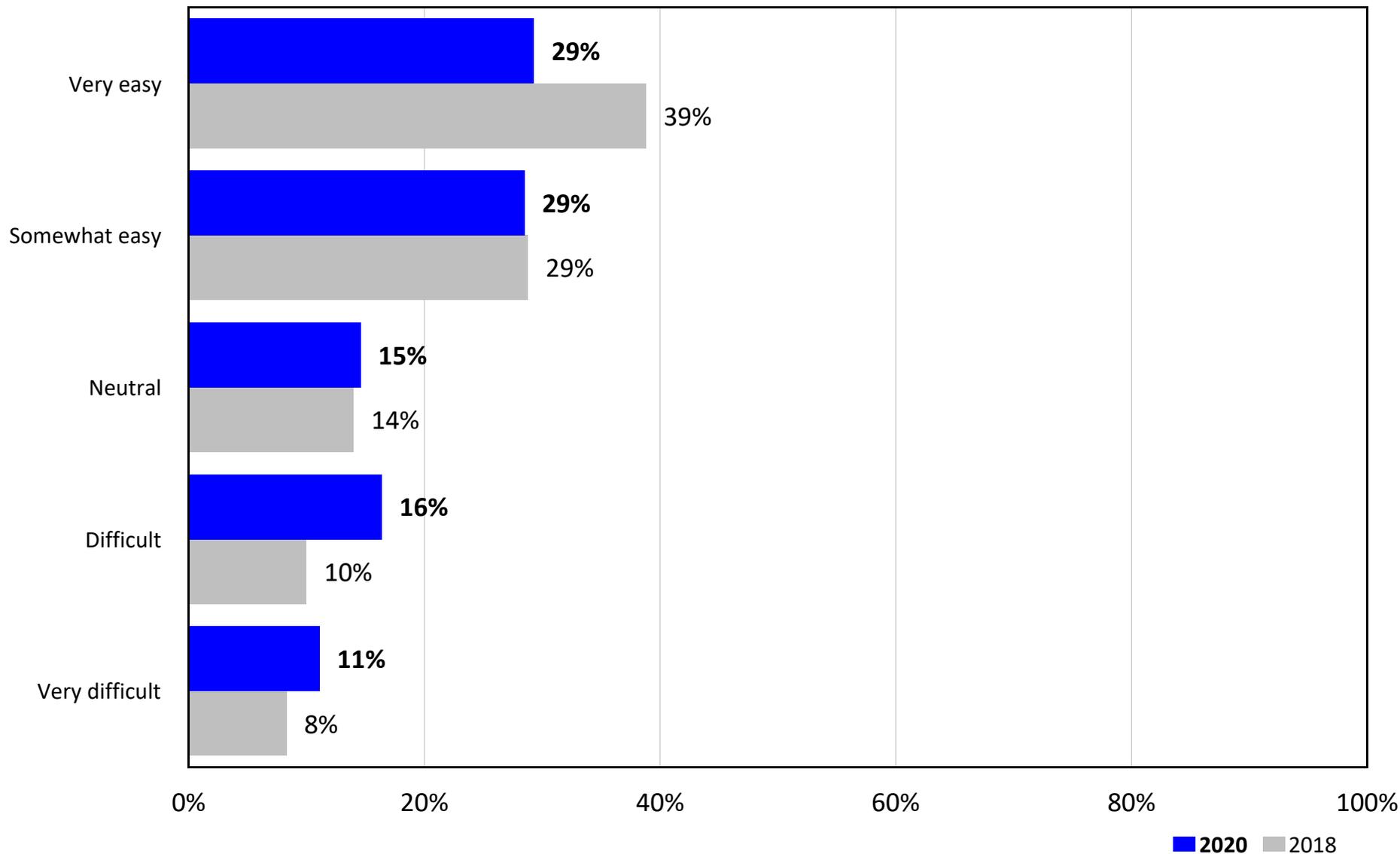
ETC Institute (2020)

■ 2020 ■ 2018

Q10c. How easy was it to address your issue?

2018 to 2020

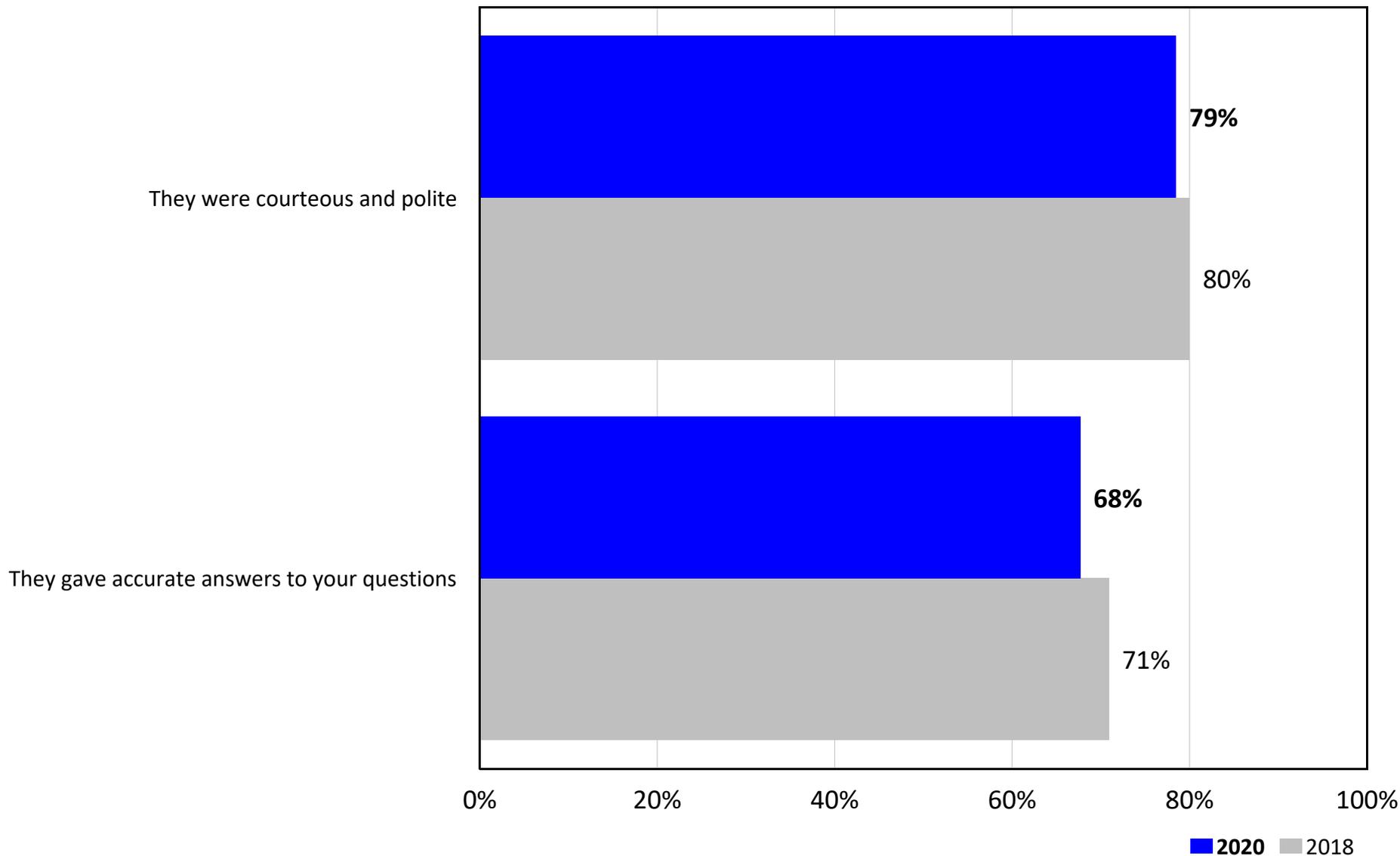
by percentage of respondents



Source: ETC Institute (2020)

Q10e. Customer Service 2018 to 2020

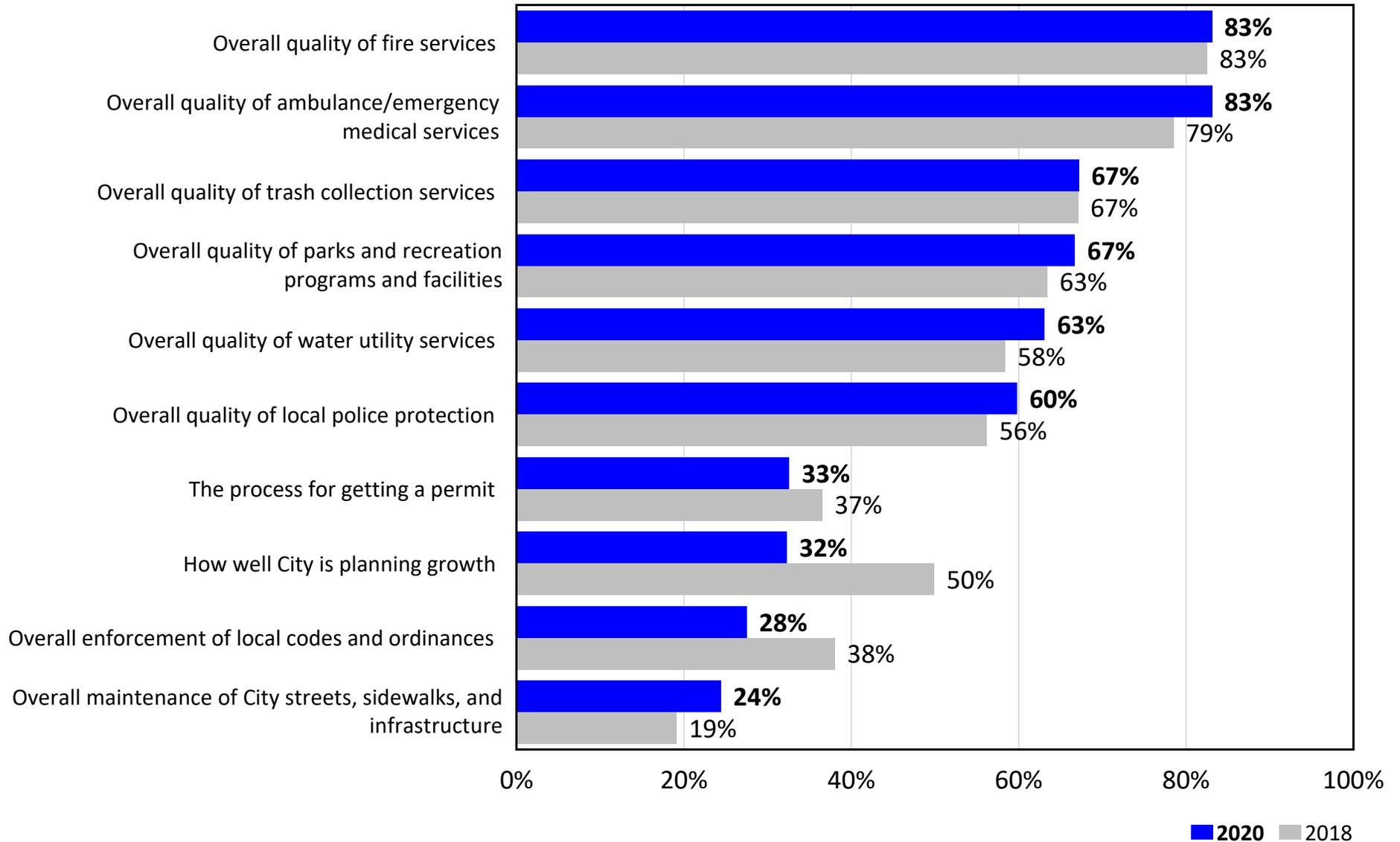
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q11. Major Categories of City Services 2018 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

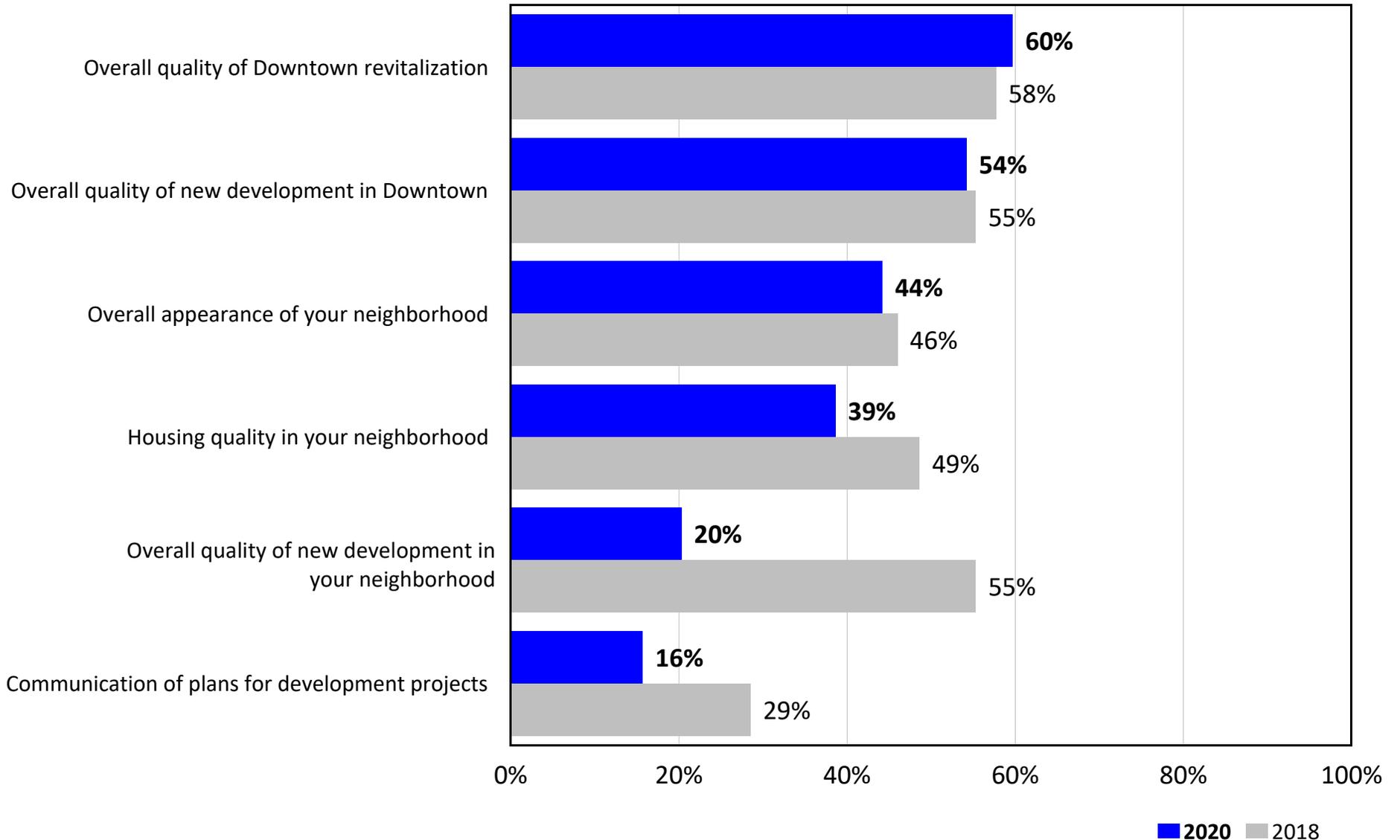


Source: ETC Institute (2020)

Q13. Community Investment

2018 to 2020

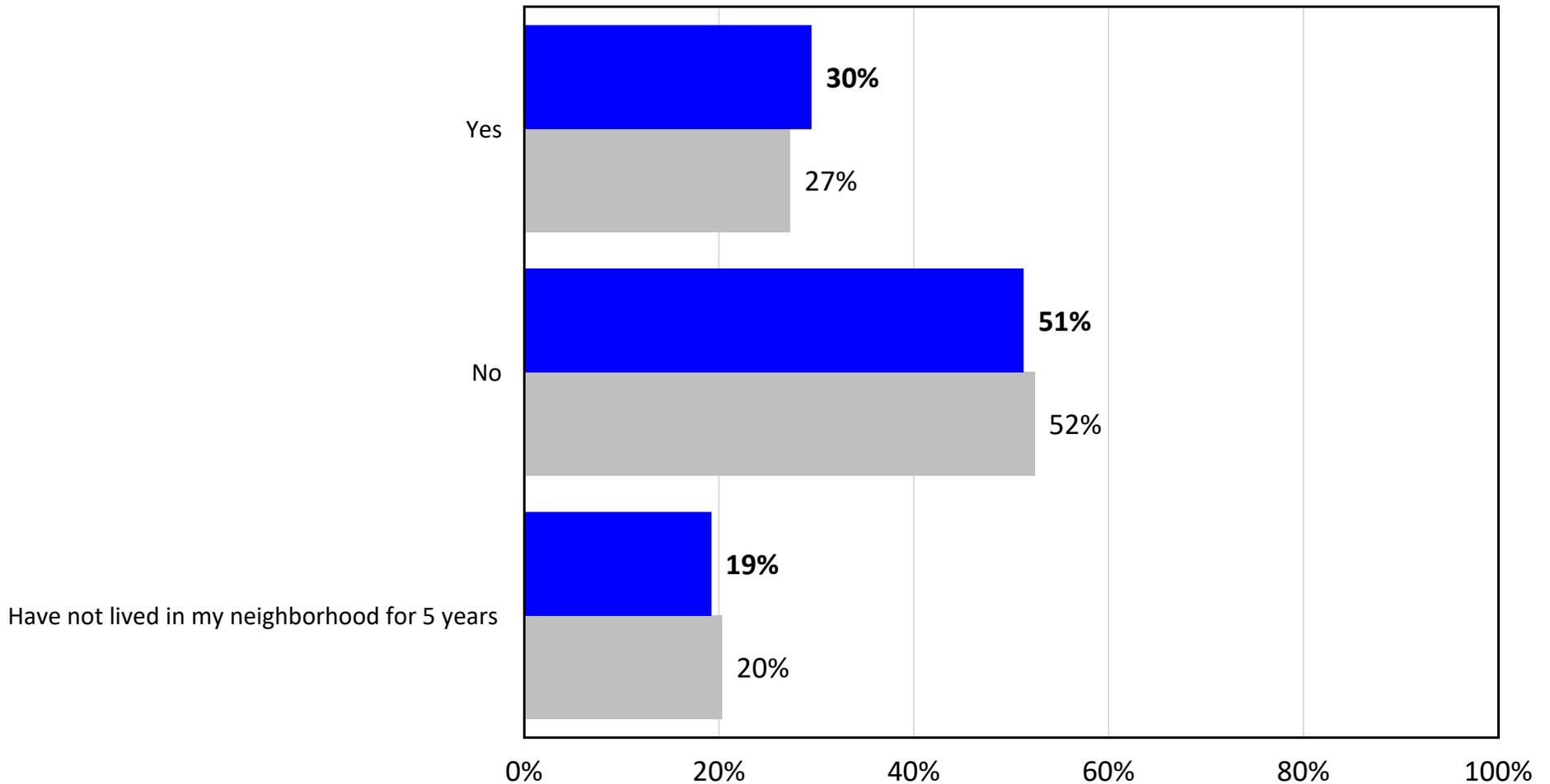
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q15. Do you feel that your neighborhood has improved over the past FIVE years? 2018 to 2020

by percentage of respondents

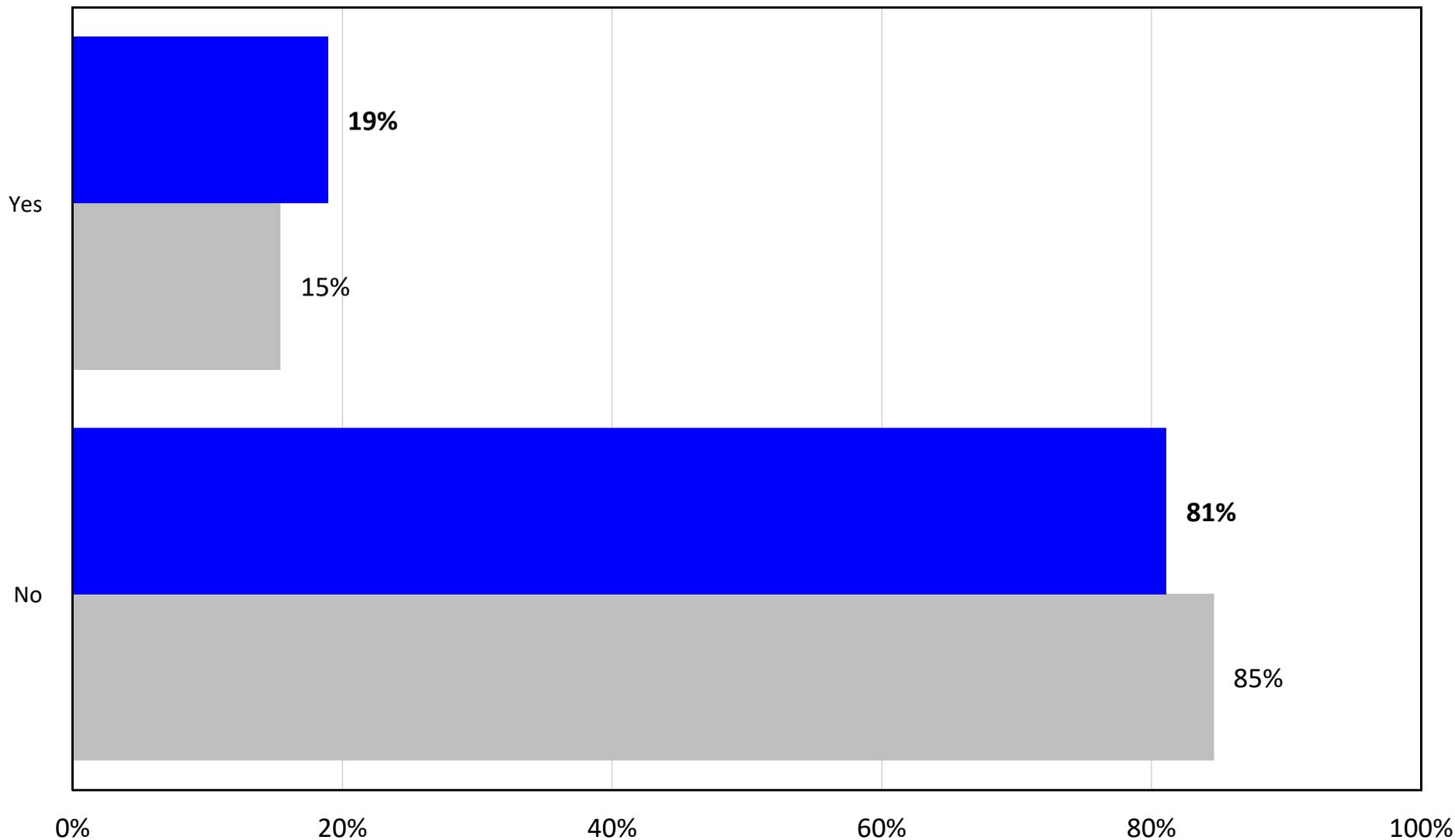


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q16. Do you belong to a neighborhood association? 2018 to 2020

by percentage of respondents



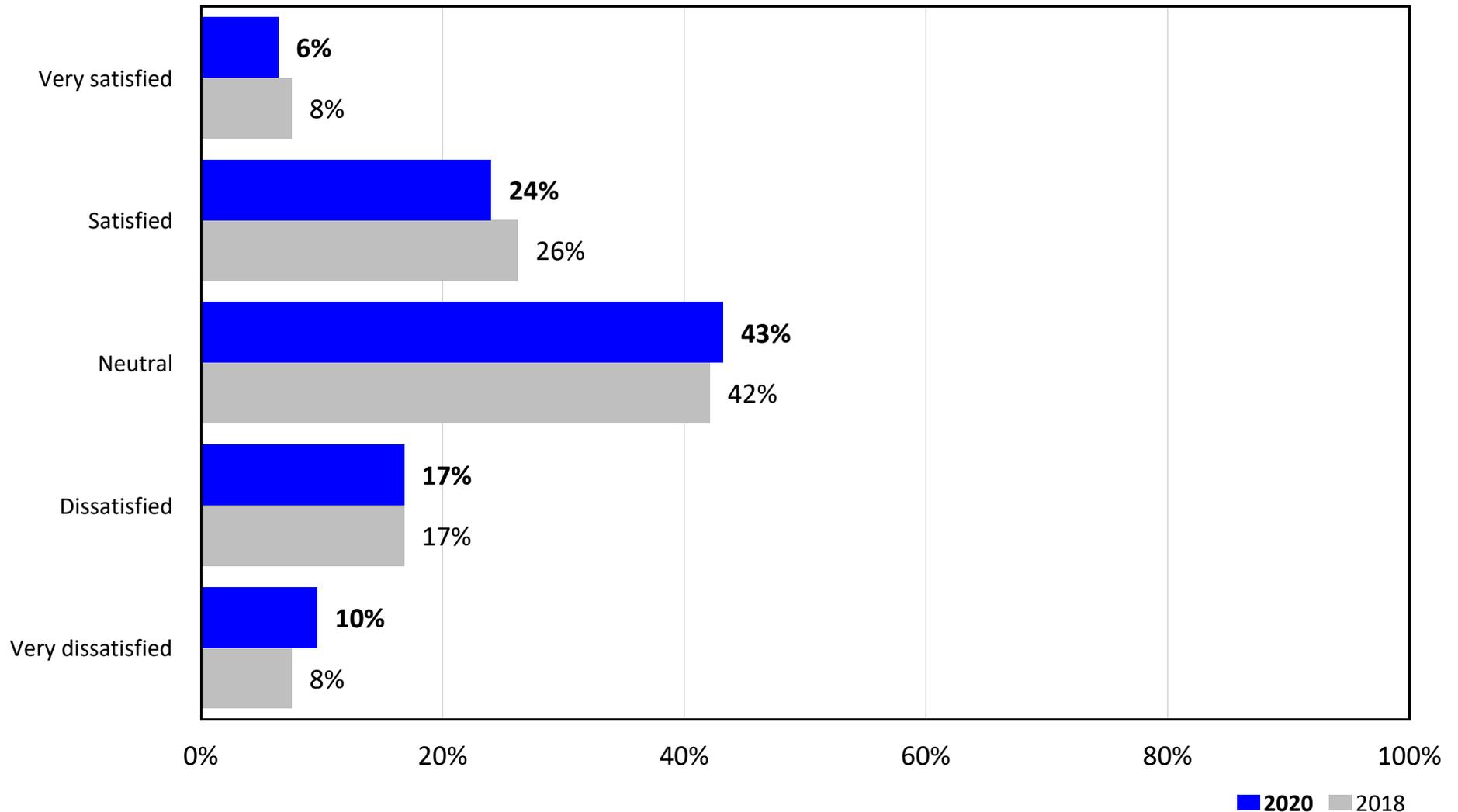
Source: ETC Institute (2020)

■ 2020 ■ 2018

Q16a. How satisfied are you with the city's engagement with your neighborhood association?

2018 to 2020

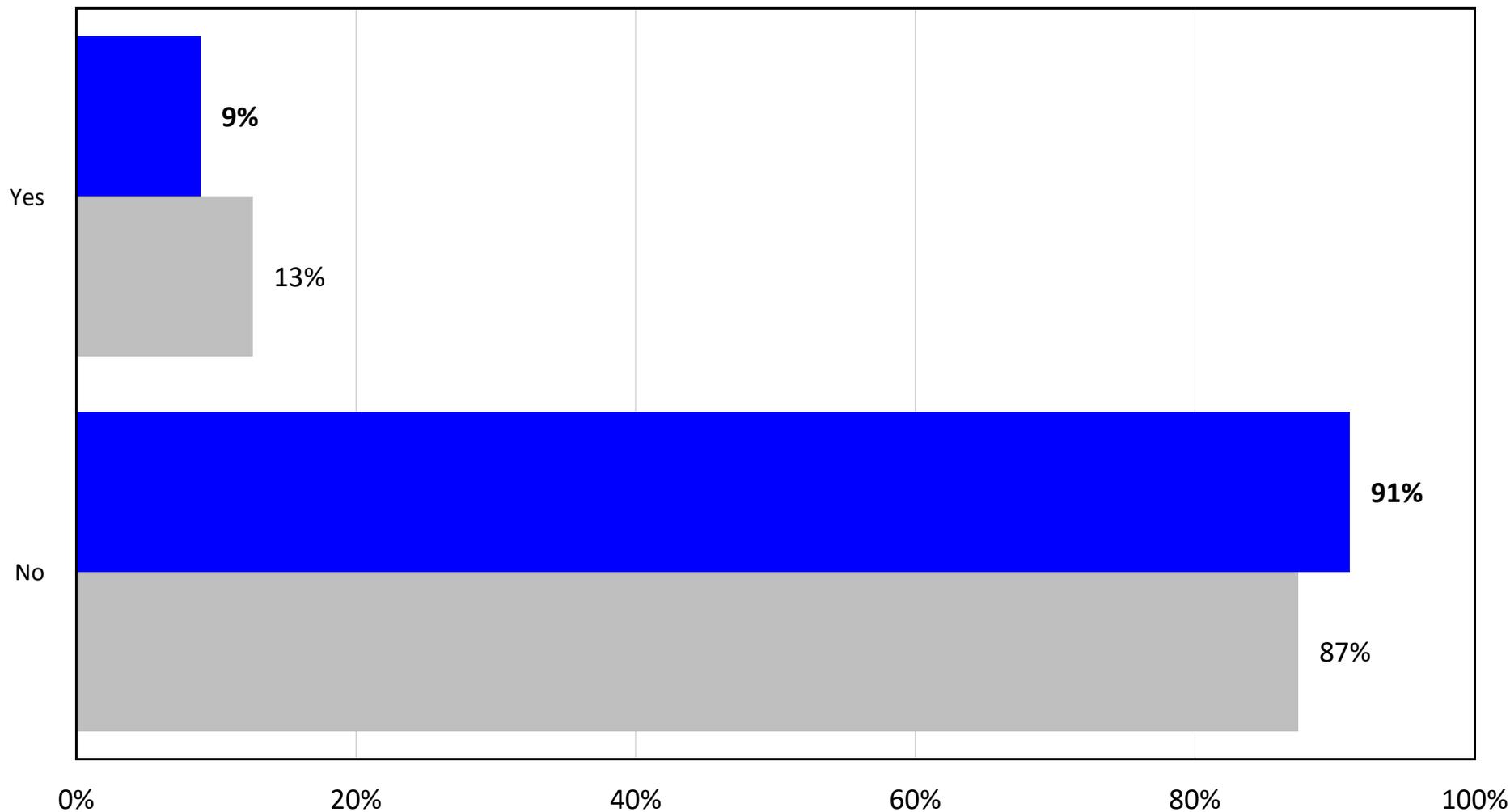
by percentage of respondents



Source: ETC Institute (2020)

Q17. Are you aware of development plans for your neighborhood? 2018 to 2020

by percentage of respondents

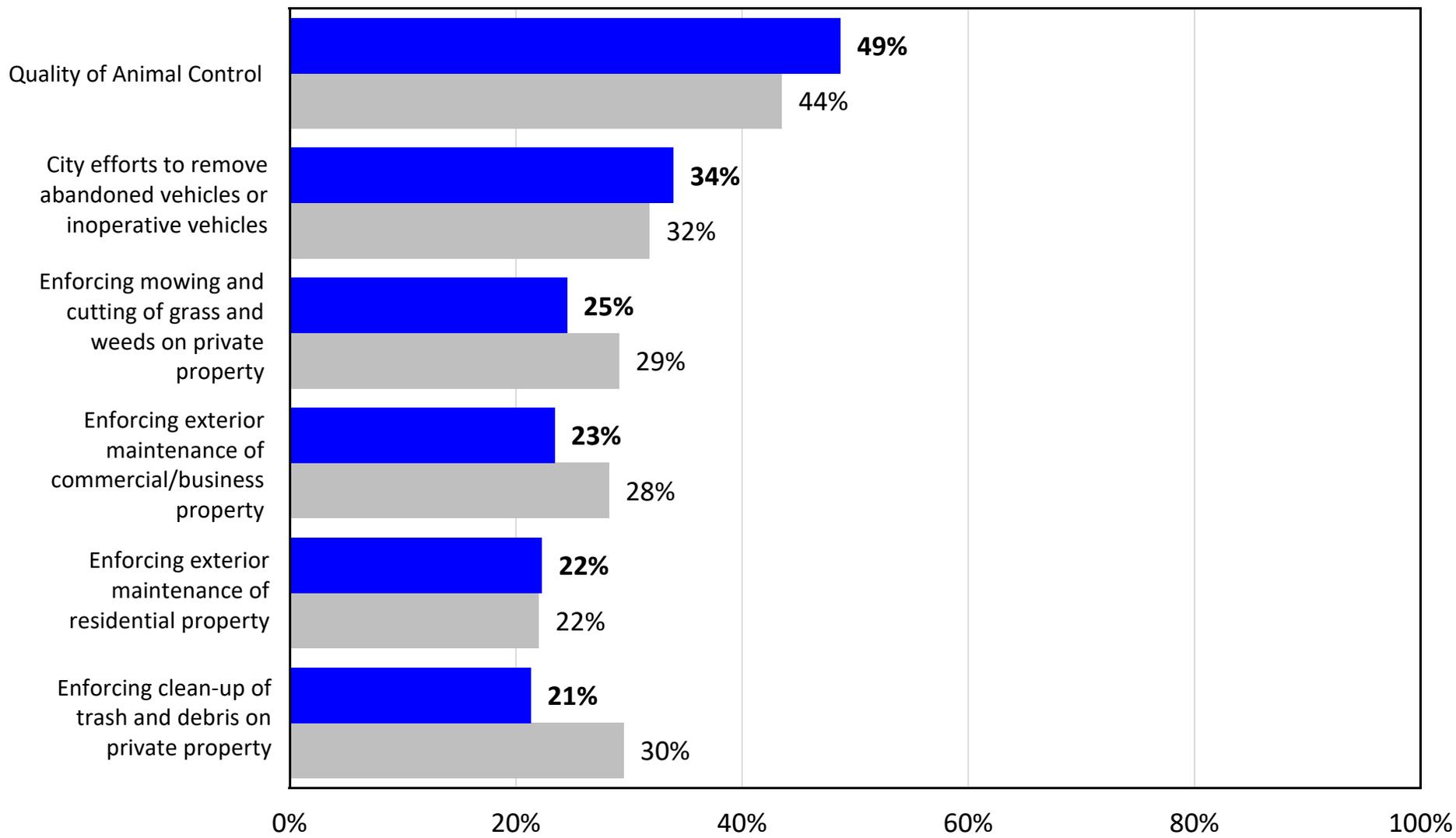


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q18. Code Enforcement 2018 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

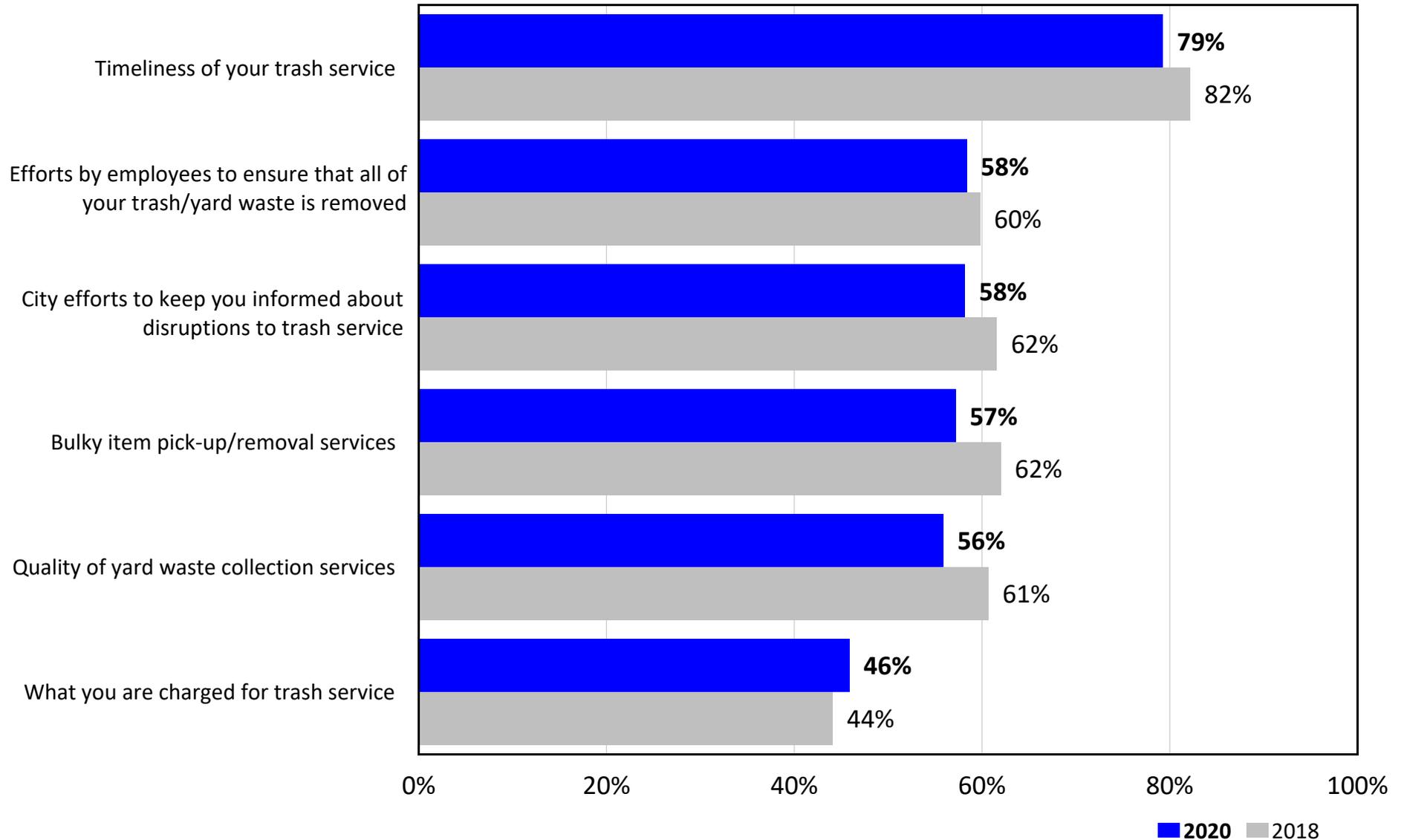


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q20. Solid Waste 2018 to 2020

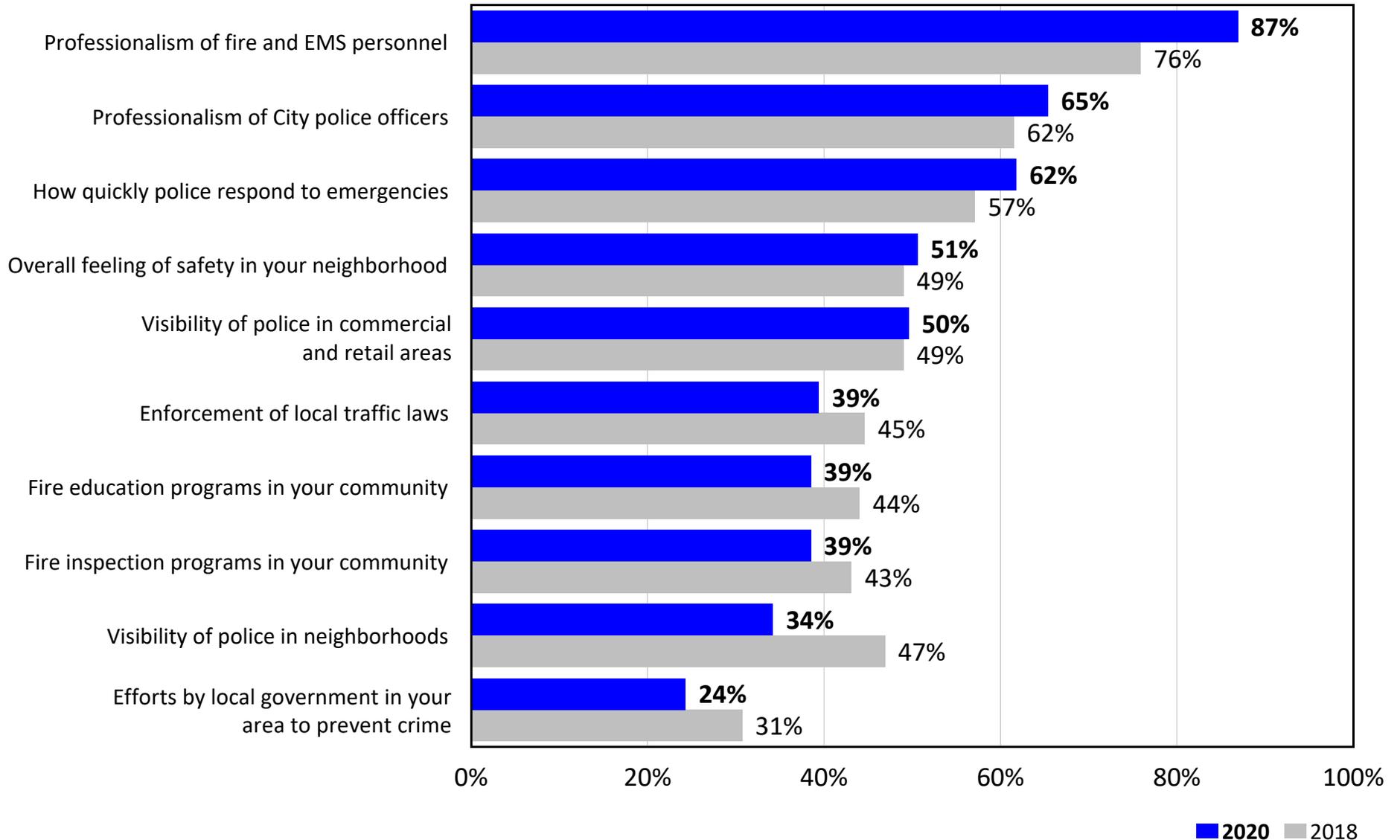
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q22. Public Safety 2018 to 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

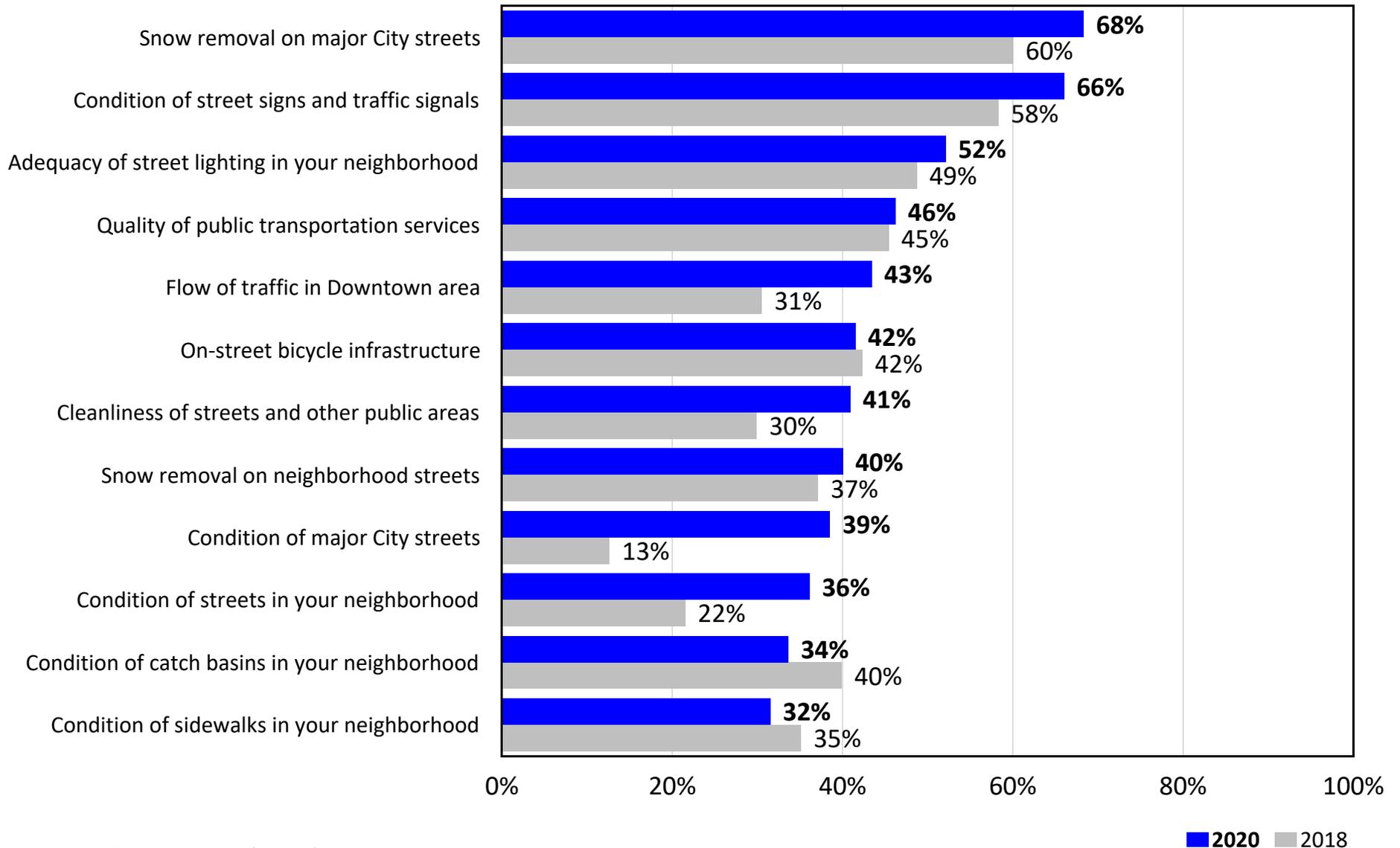


Source: ETC Institute (2020)

Q24. Traffic and Transportation

2018 to 2020

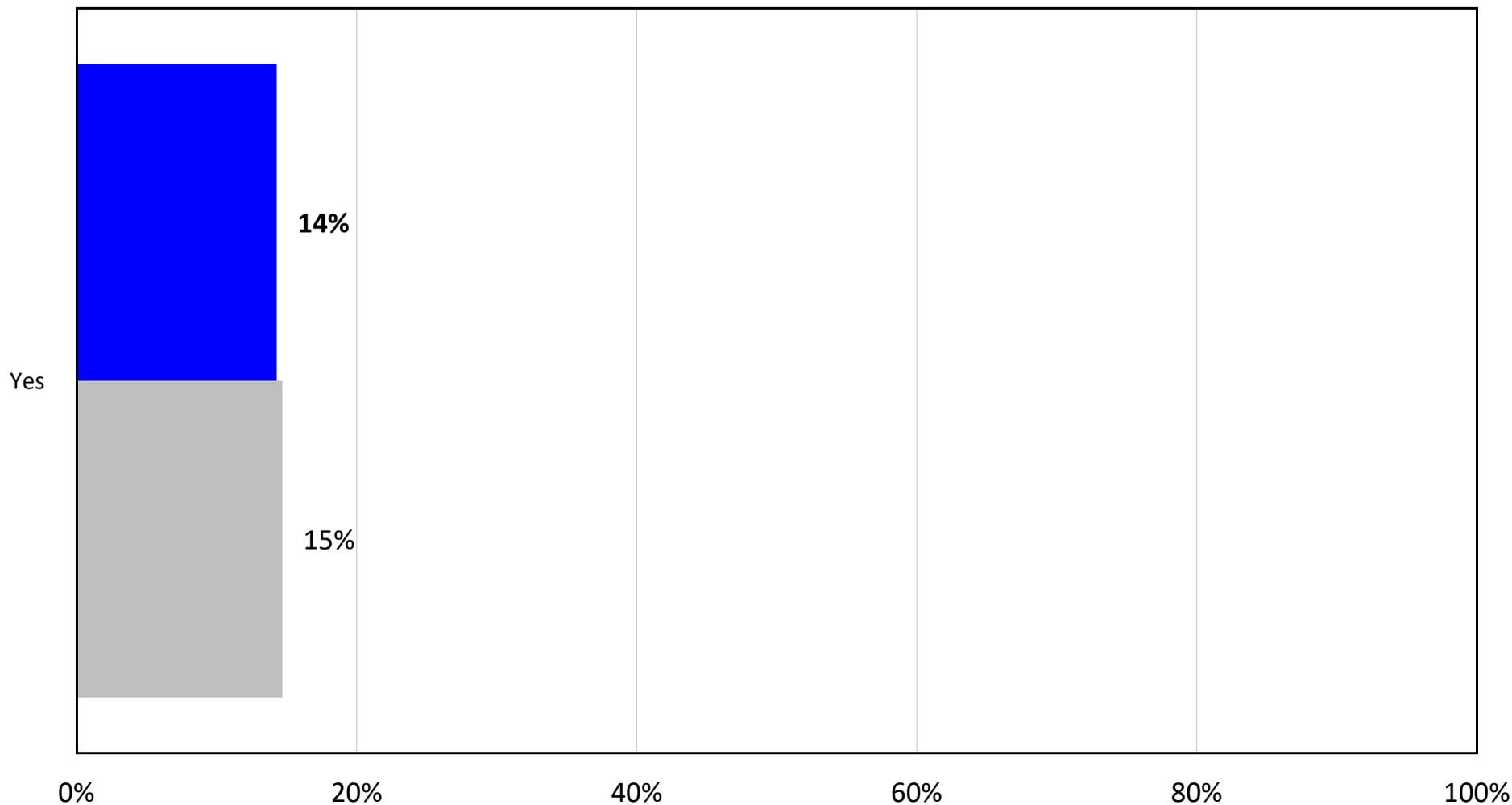
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q26. Have you had a sewer backup in your home during the past year? 2018 to 2020

by percentage of respondents

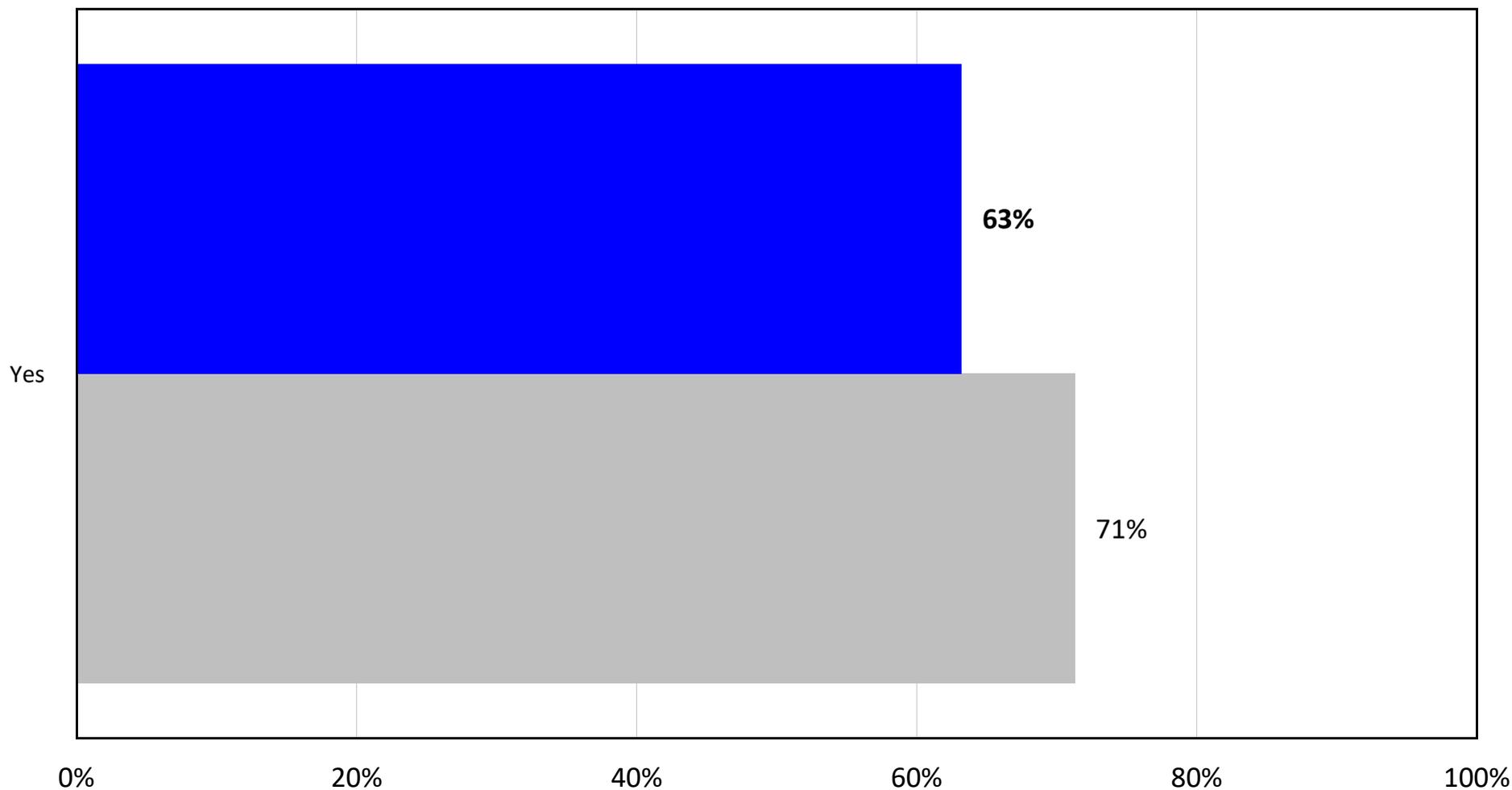


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q26a. Was the backup caused by problems in the City's system? 2018 to 2020

by percentage of respondents

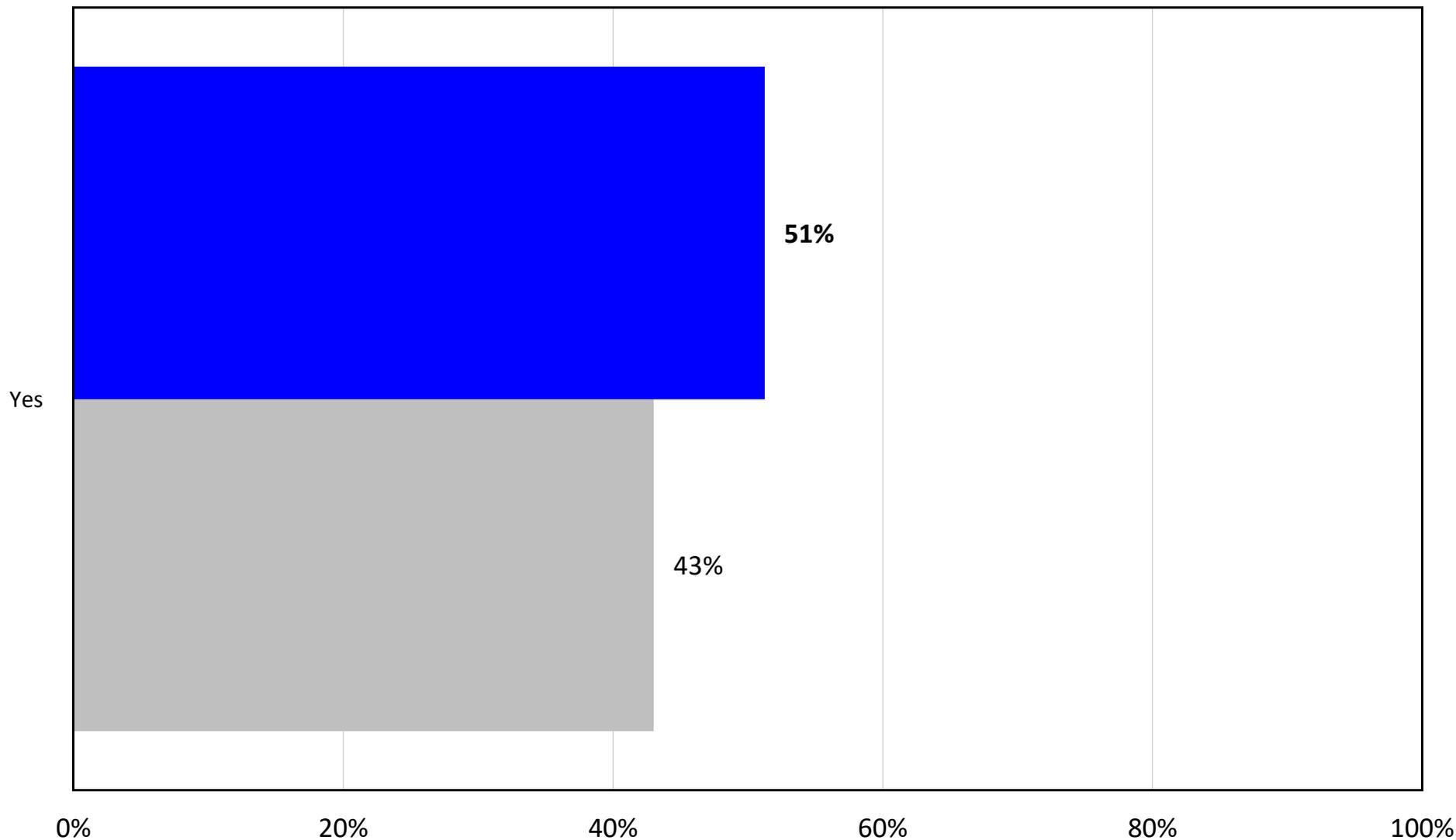


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q26b. Was the problem resolved to your satisfaction? 2018 to 2020

by percentage of respondents

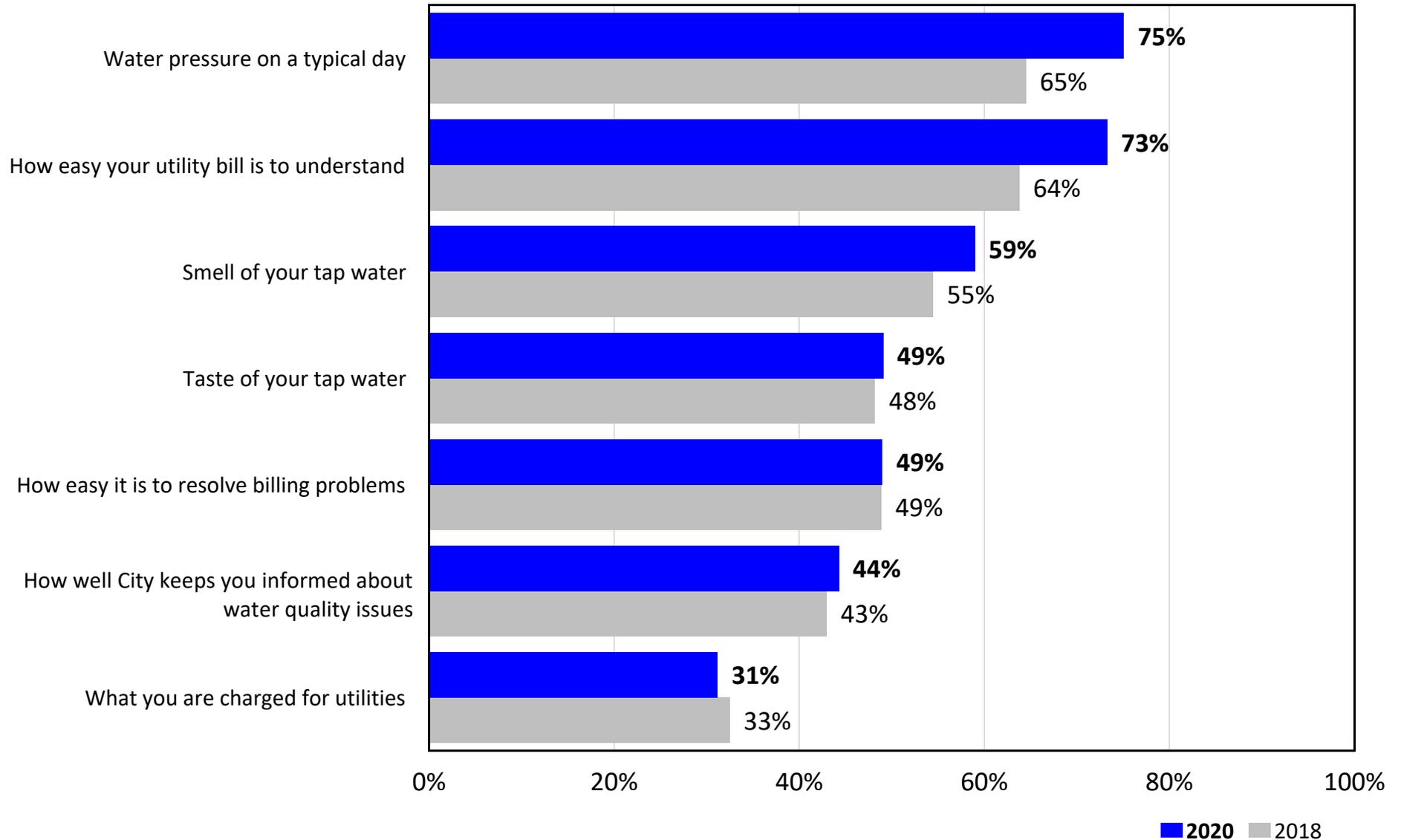


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q27. Water Services 2018 to 2020

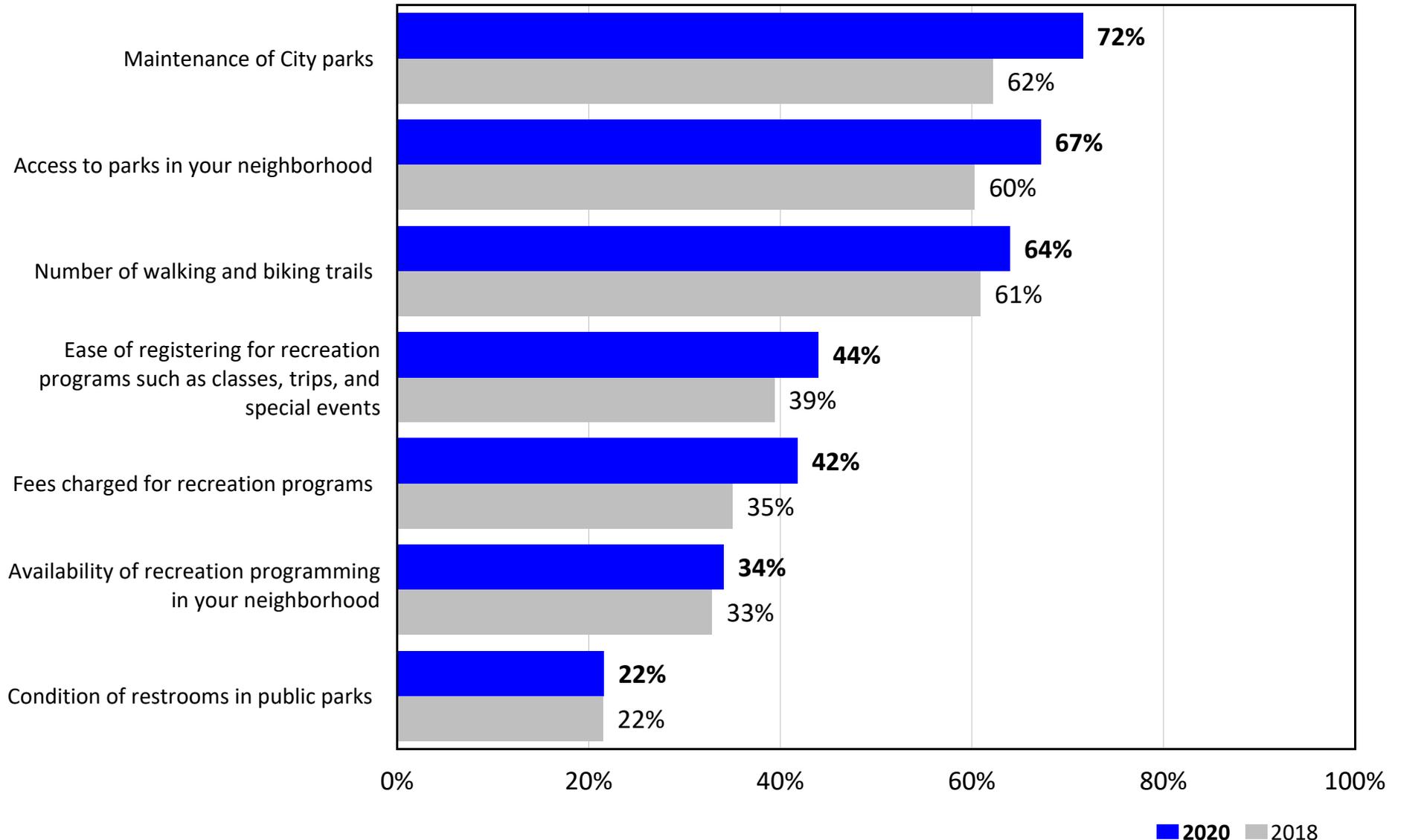
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q29. Venues, Parks, and Arts 2018 to 2020

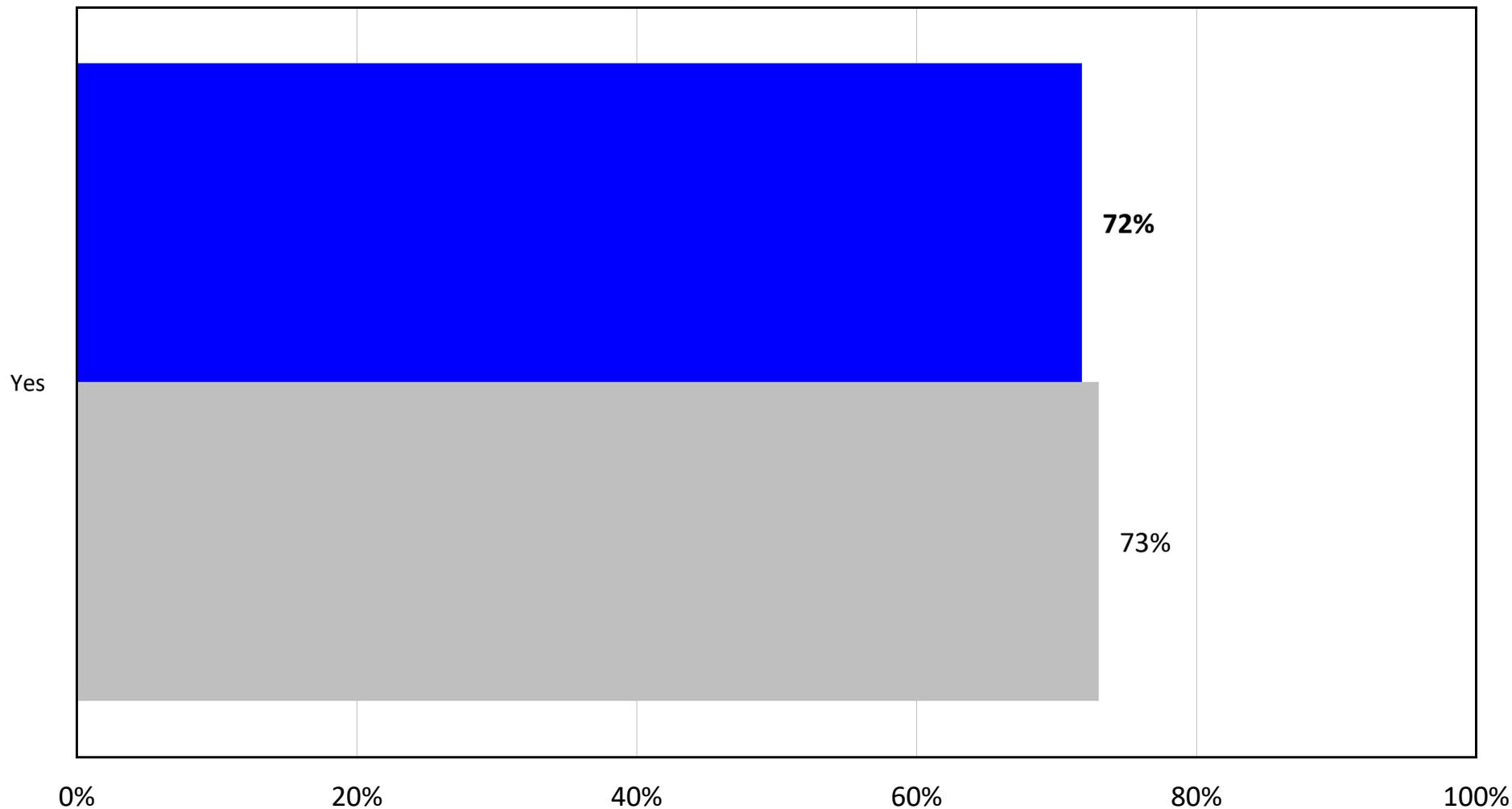
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q31. In the past year have you visited a city recreation facility or park? 2018 to 2020

by percentage of respondents

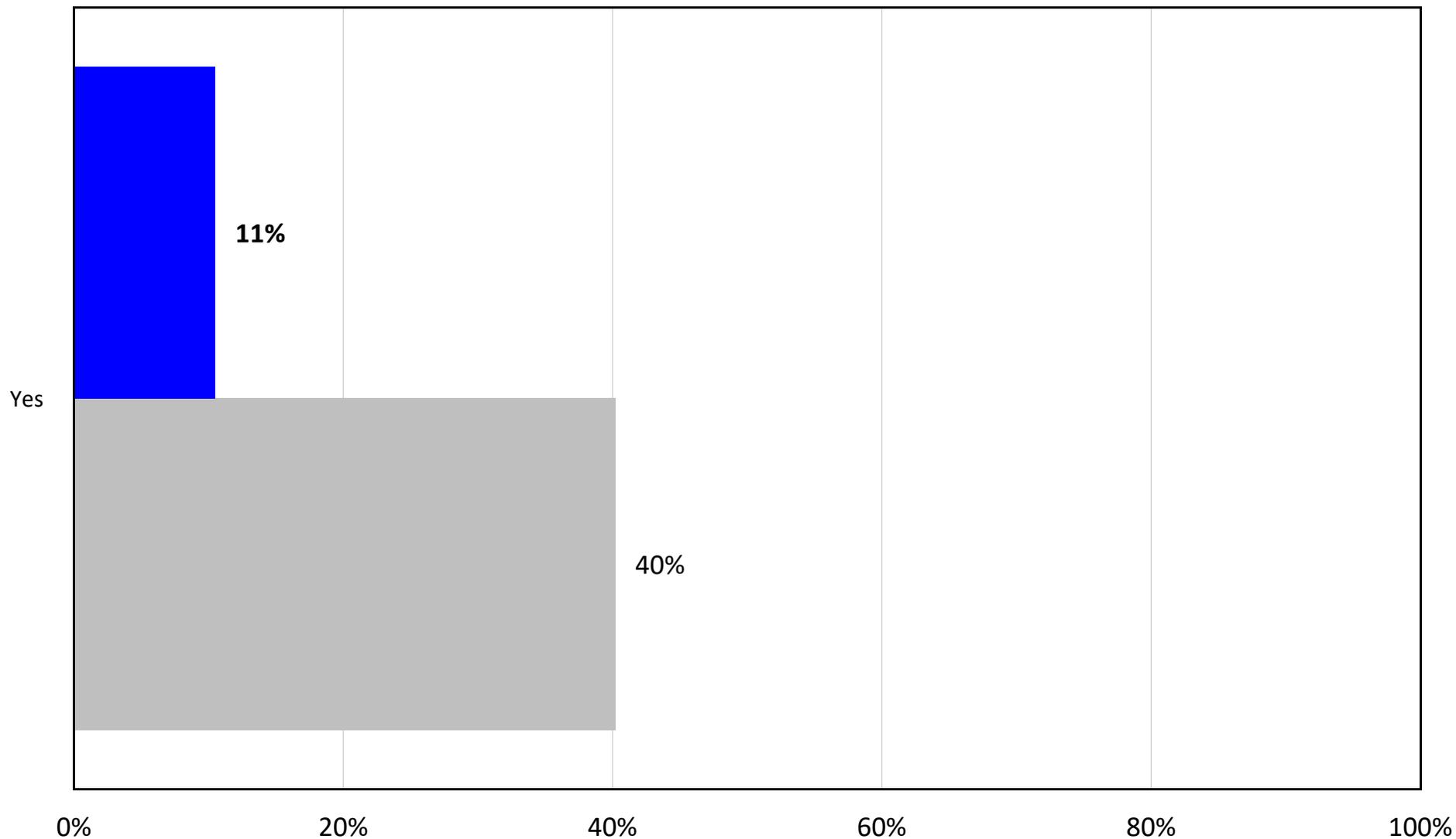


Source: ETC Institute (2020)

■ 2020 ■ 2018

Q33. Have you met the current Mayor of South Bend? 2018 to 2020

by percentage of respondents



Source: ETC Institute (2020)

■ 2020 ■ 2018

Section 3: **Benchmarking Data**

Benchmarking Summary

City of South Bend, Indiana

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 400 cities and counties in 43 states. Most participating communities 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 in the summer of 2020 to a random sample of more than 4,000 residents across the United States, and (2) a survey administered by ETC Institute in the summer of 2020 to over 350 residents living in the Great Lakes Region which includes the following states: Pennsylvania, Ohio, Indiana, Illinois, and Michigan.

Interpreting the Charts

The 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. households. The blue bar shows the ratings for South Bend, the gray bar shows the ratings for the United States, and the gold bar for the Great Lakes regional average.

Benchmarking Data

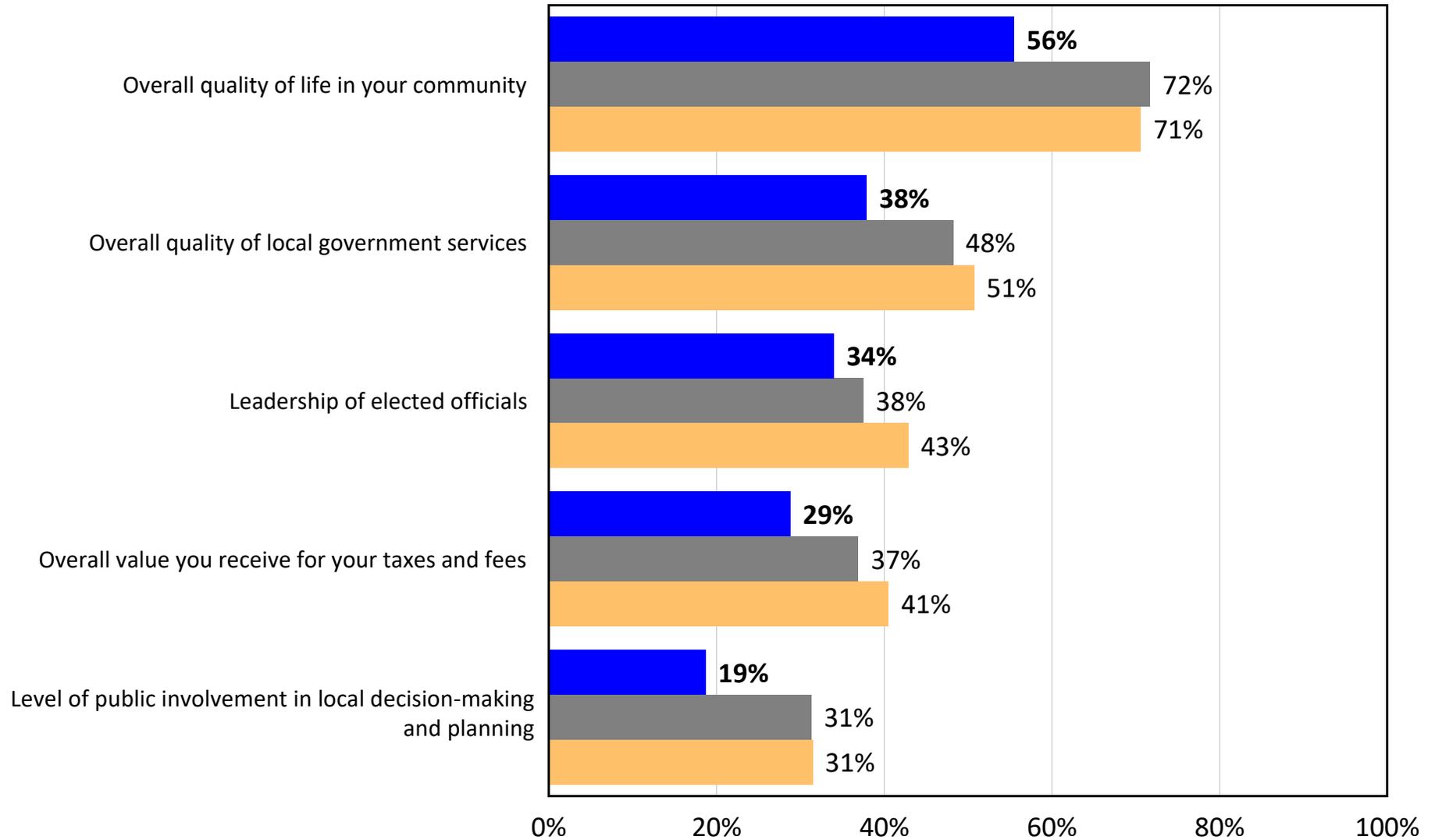
National Comparisons

The charts on the following pages show how the results for the City of South Bend compare to the national average for large U.S. cities. The blue bar shows the results for the City of South Bend. The gray bar shows the results of a national survey that was administered by ETC Institute during the Summer of 2020. The gold bar shows the results for the Great Lakes Region.

Q2. City Leadership

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

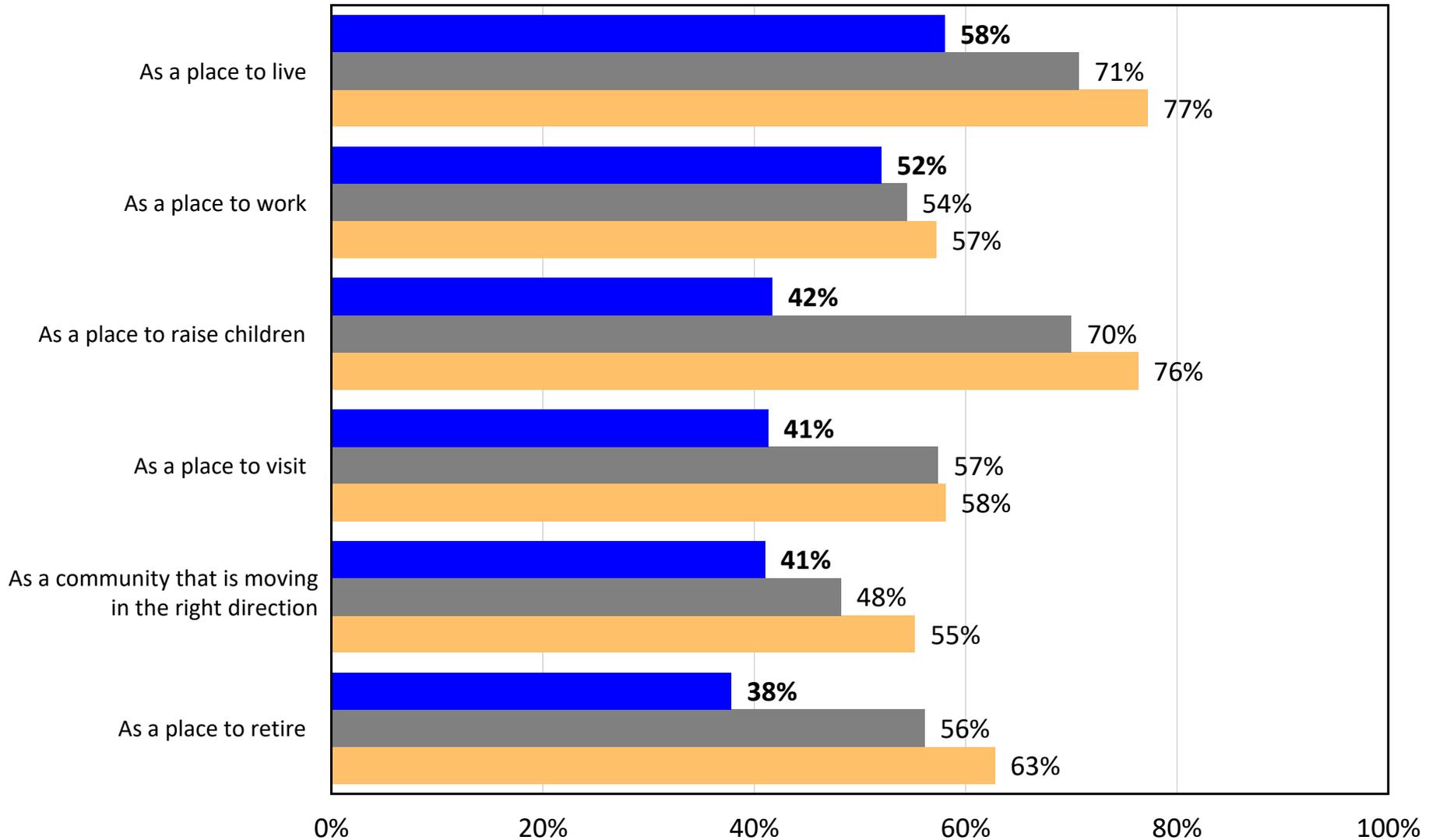
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q3. Overall Ratings

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



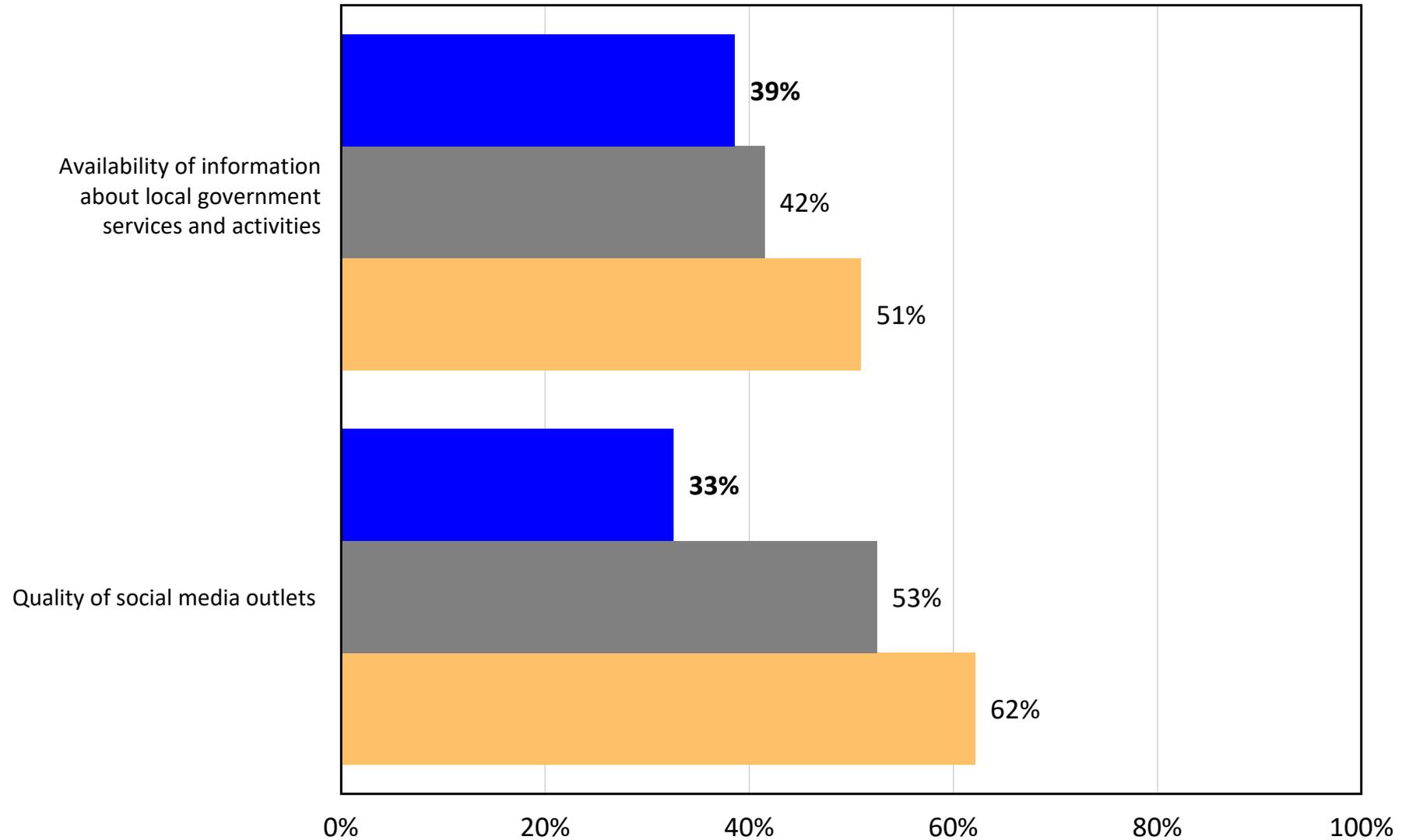
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q5. Customer Service and Communication

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

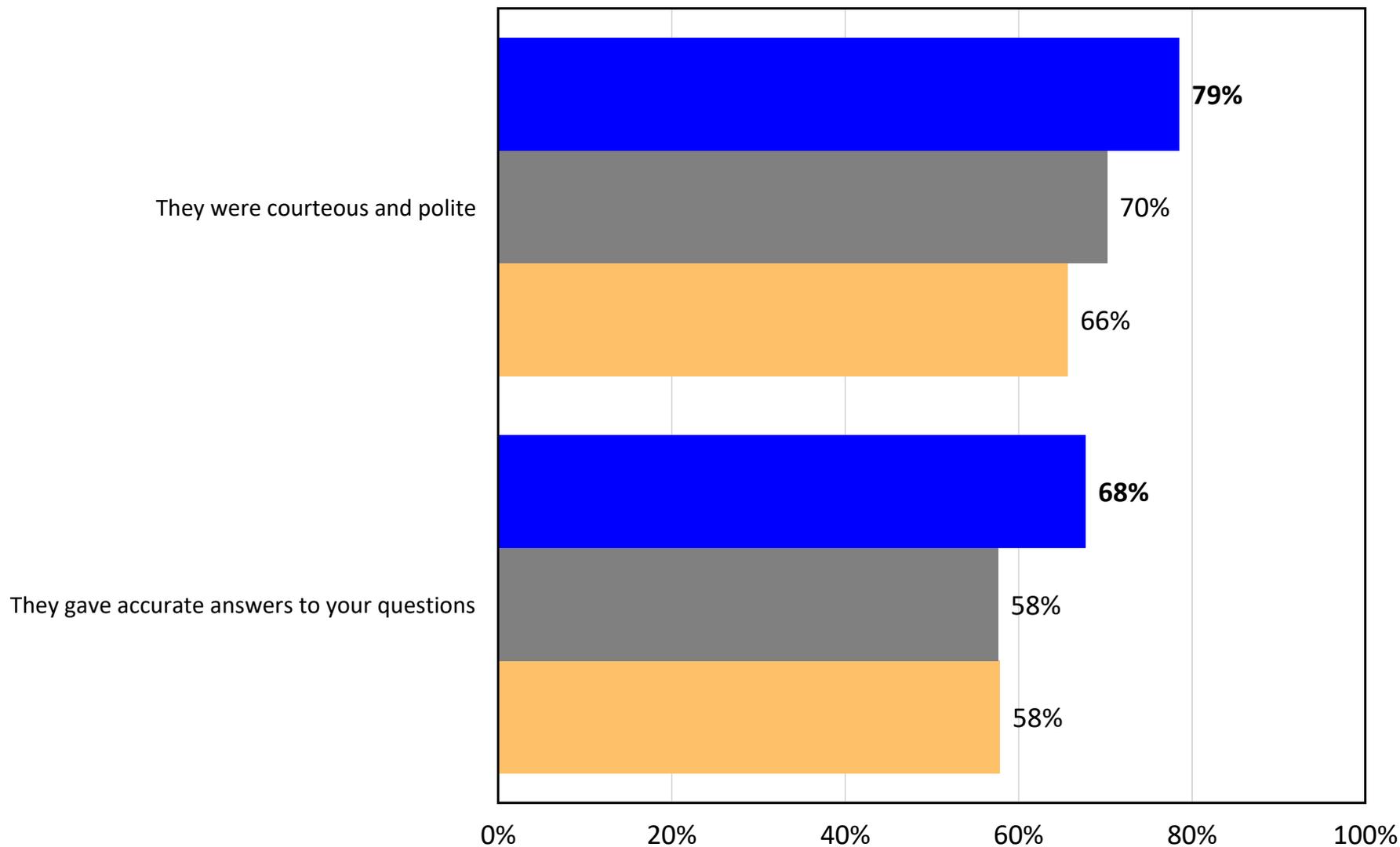
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q10e. Customer Service

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

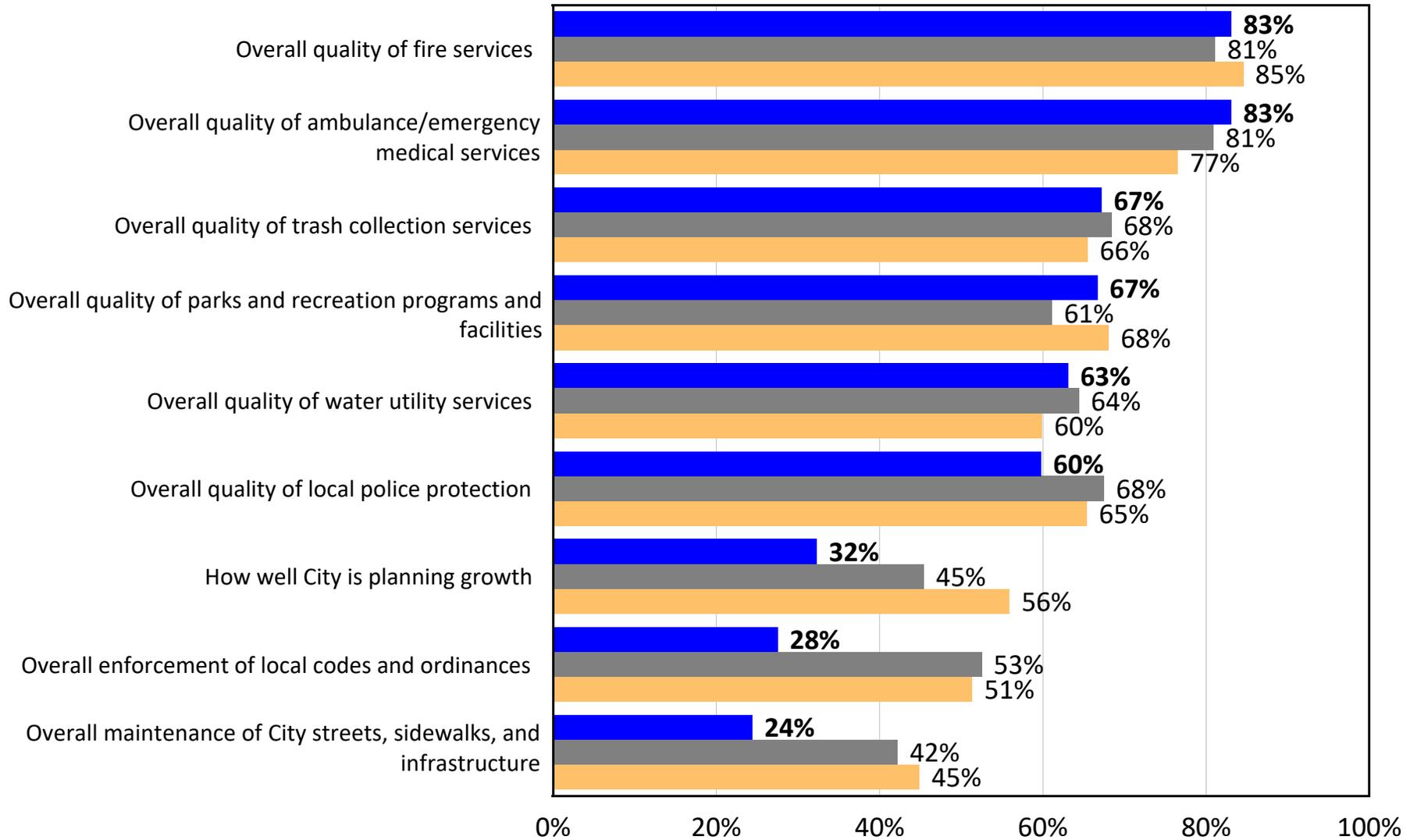
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q11. Major Categories of Services

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



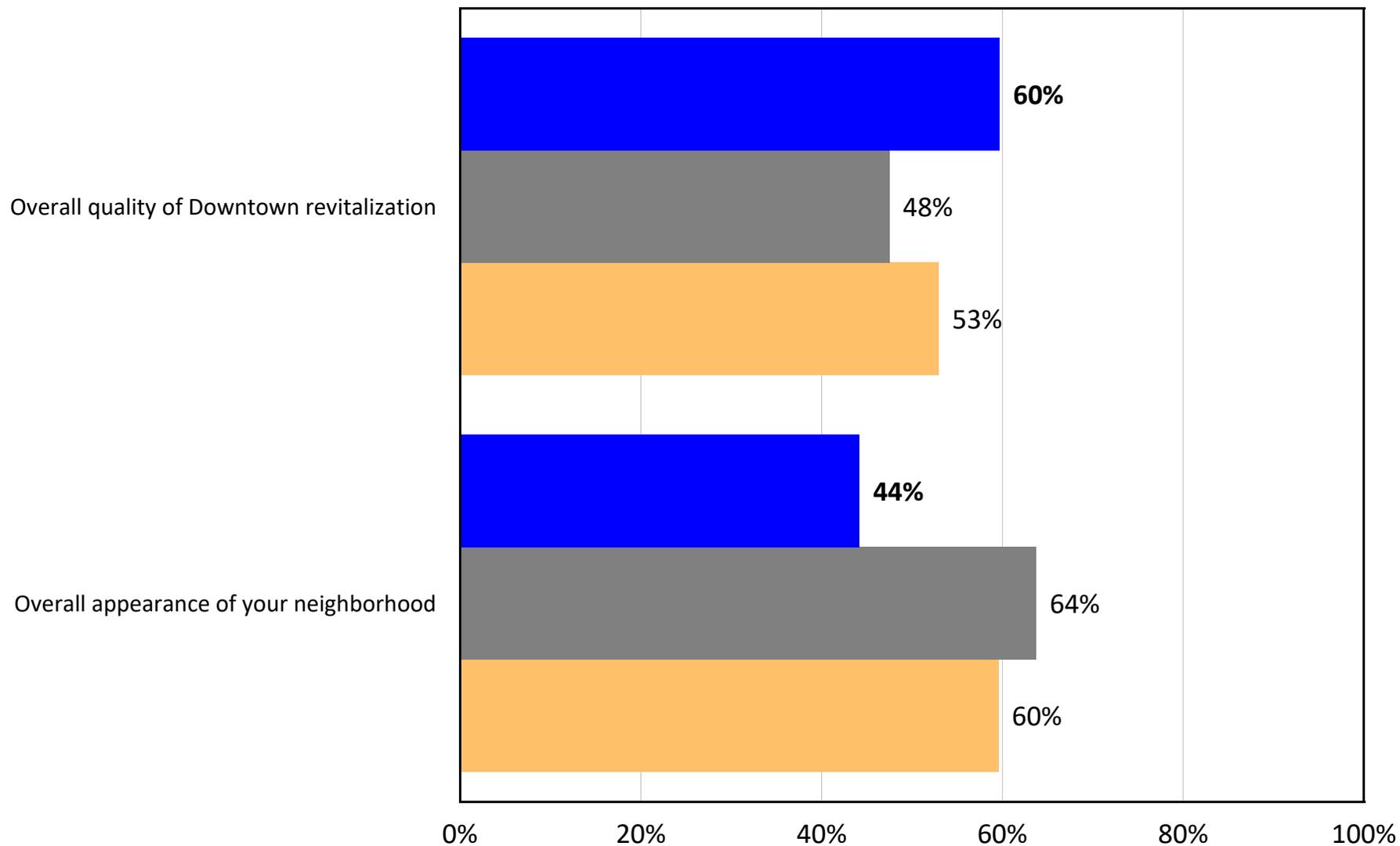
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q13. Community Investment

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

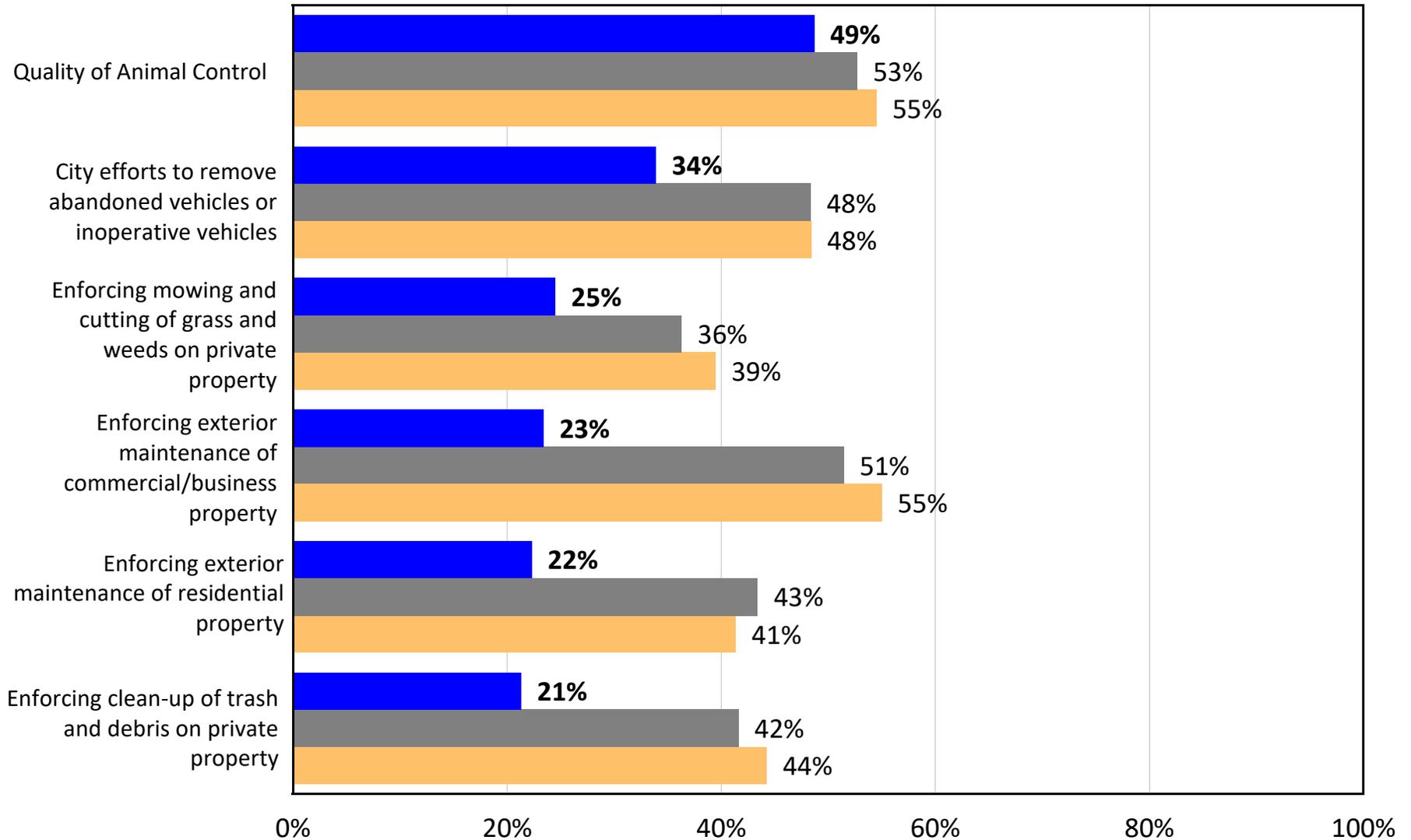
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q18. Code Enforcement

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



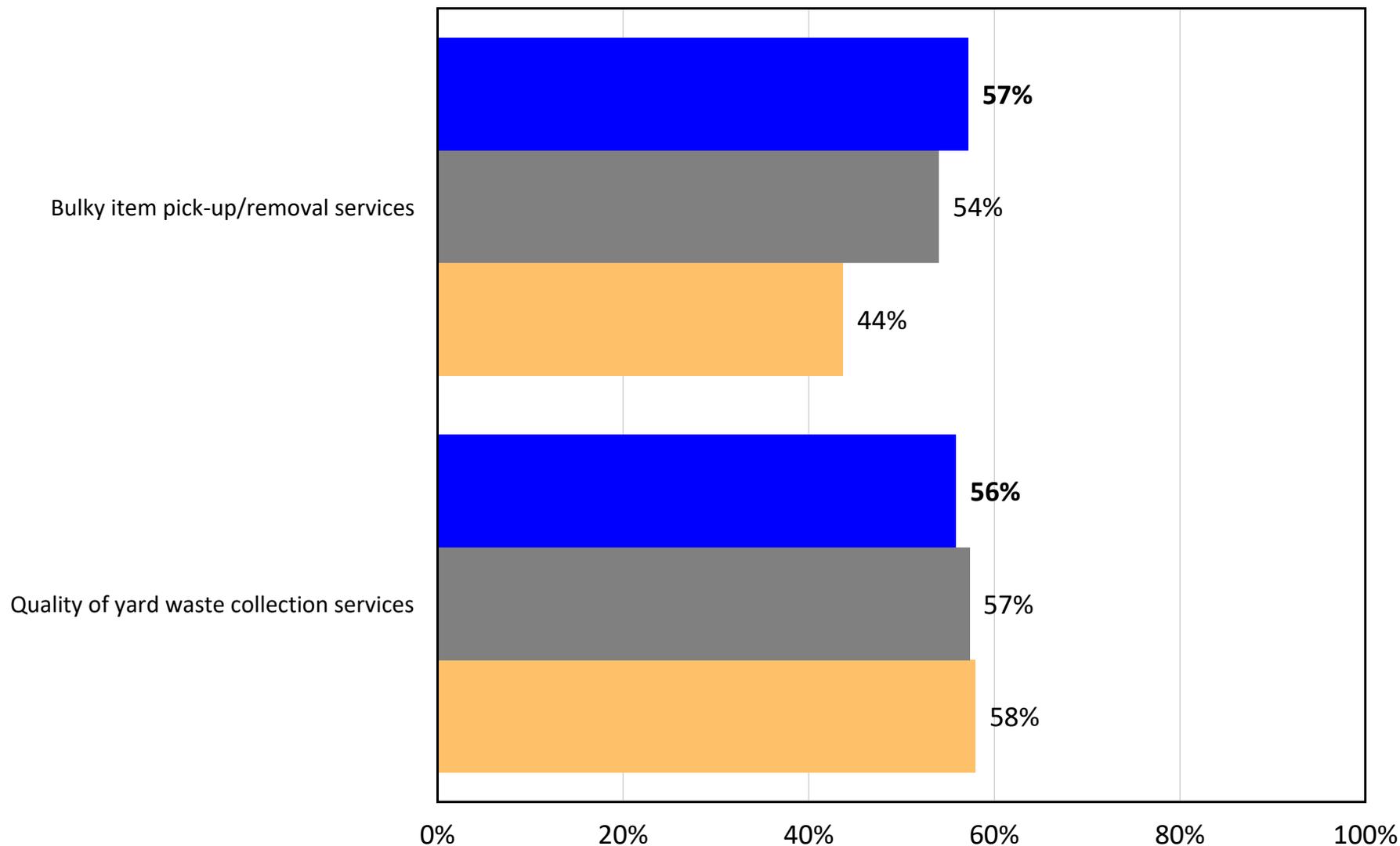
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q20. Solid Waste

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

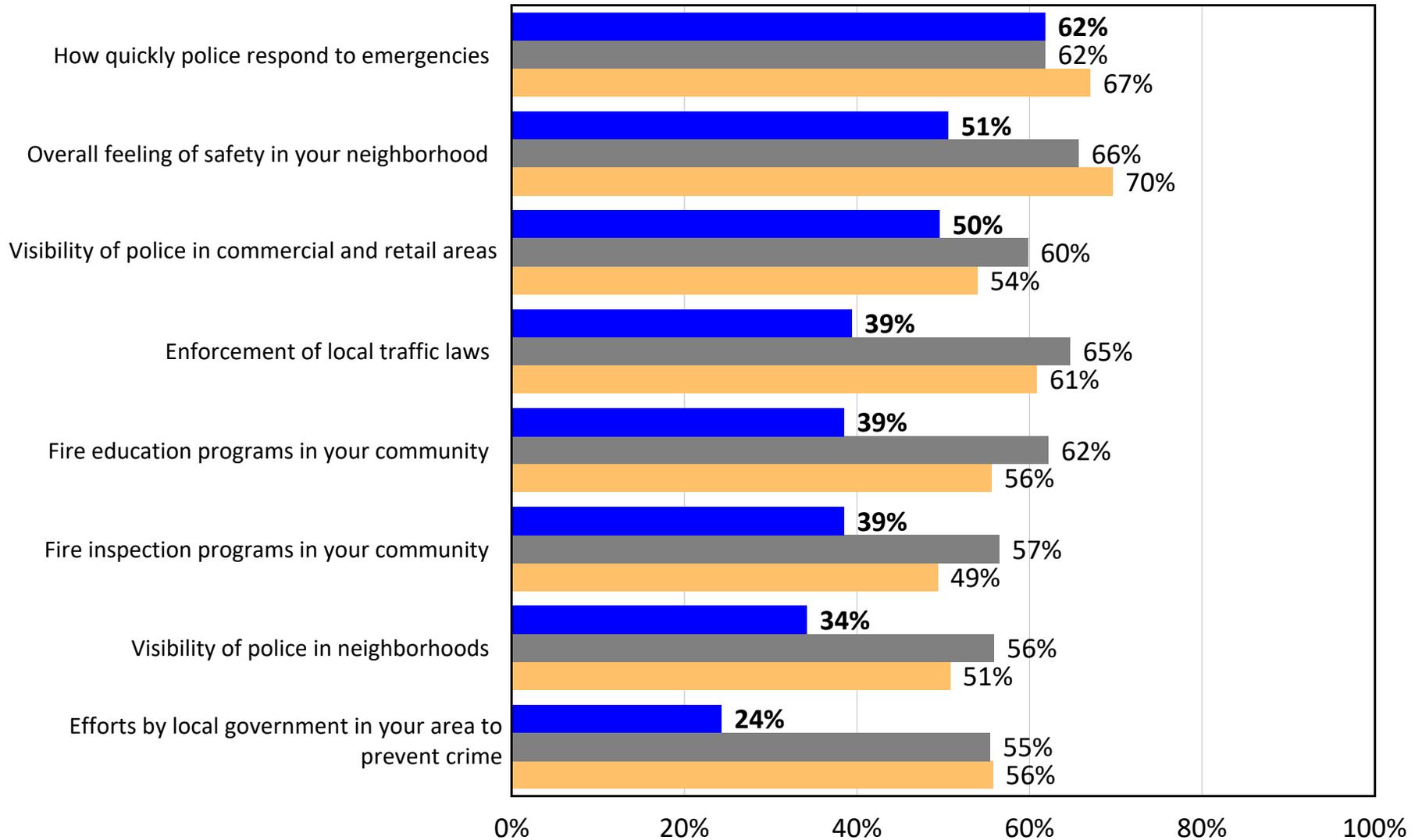
ETC Institute (2020)

South Bend US Great Lakes

Q22. Public Safety

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



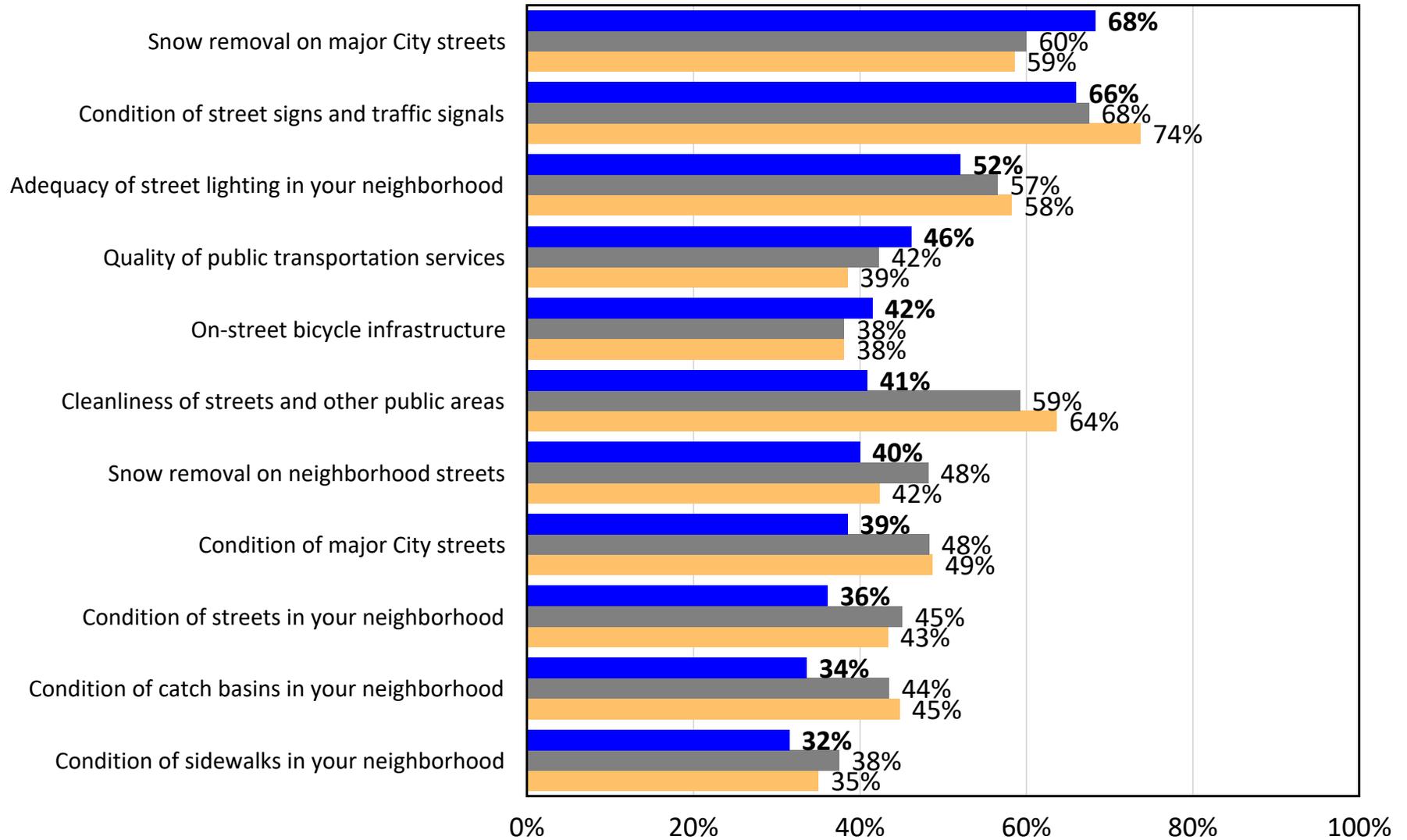
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q24. Traffic and Transportation

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



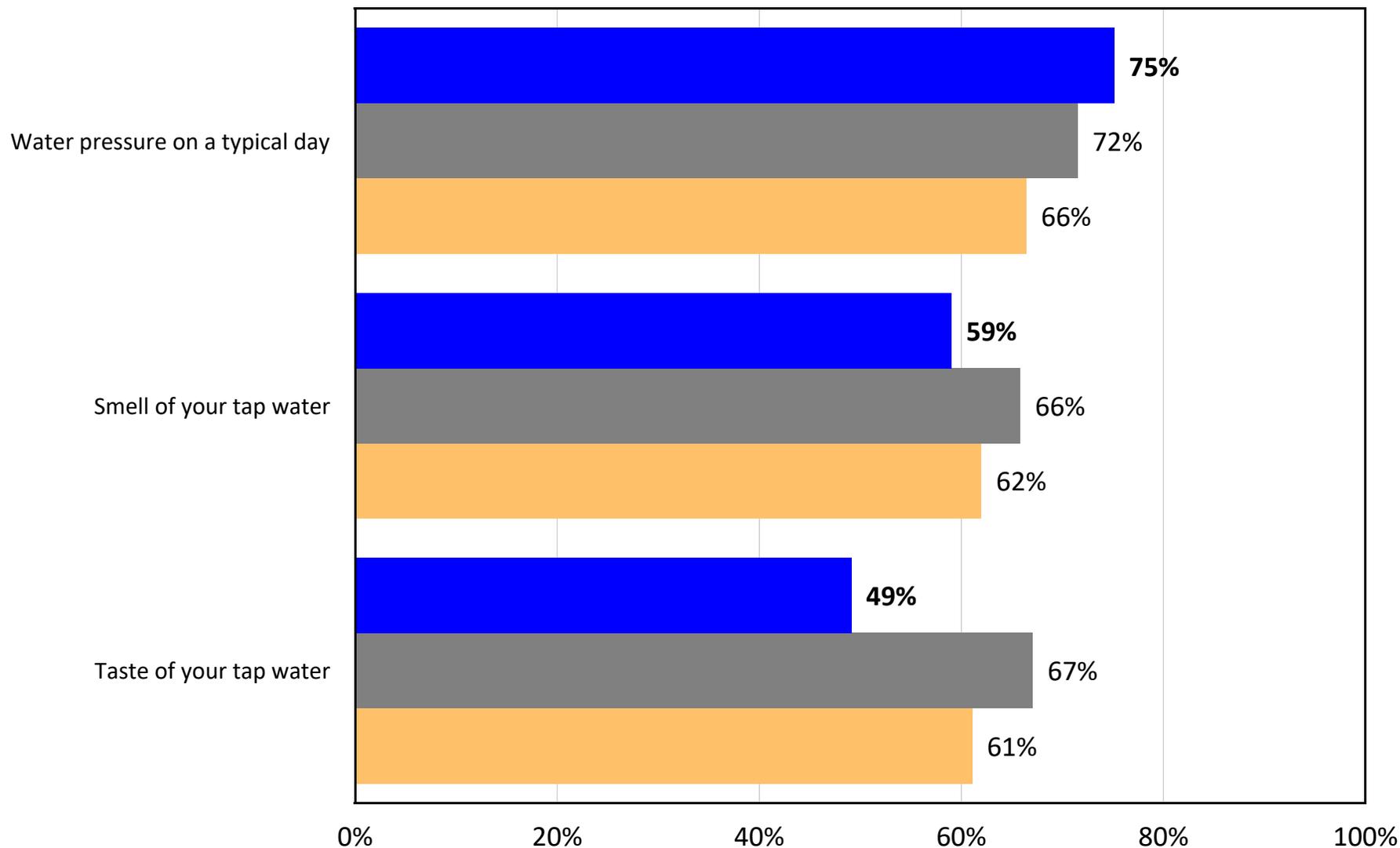
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q27. Water Services

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

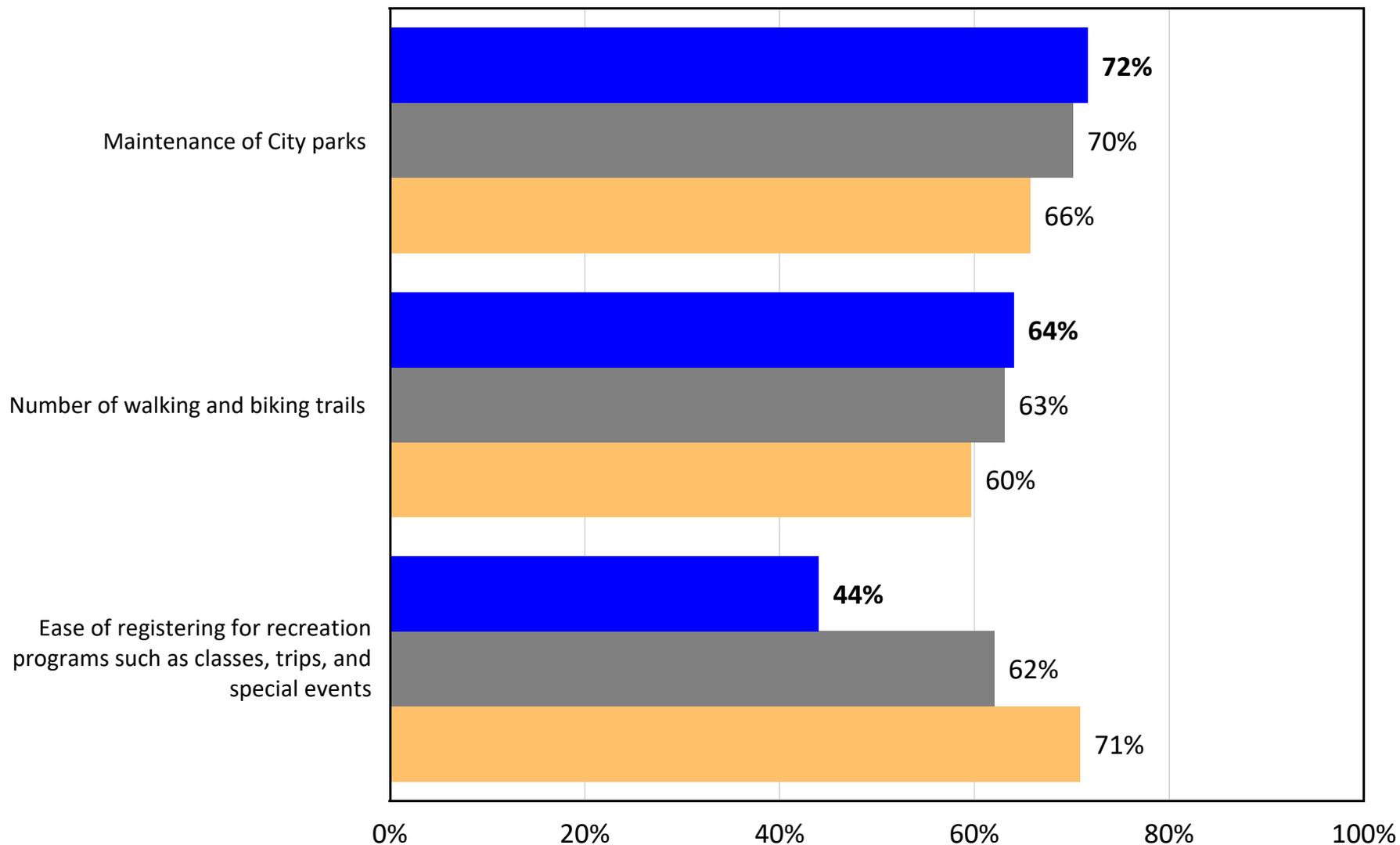
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q29. Venues, Parks, and Arts

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

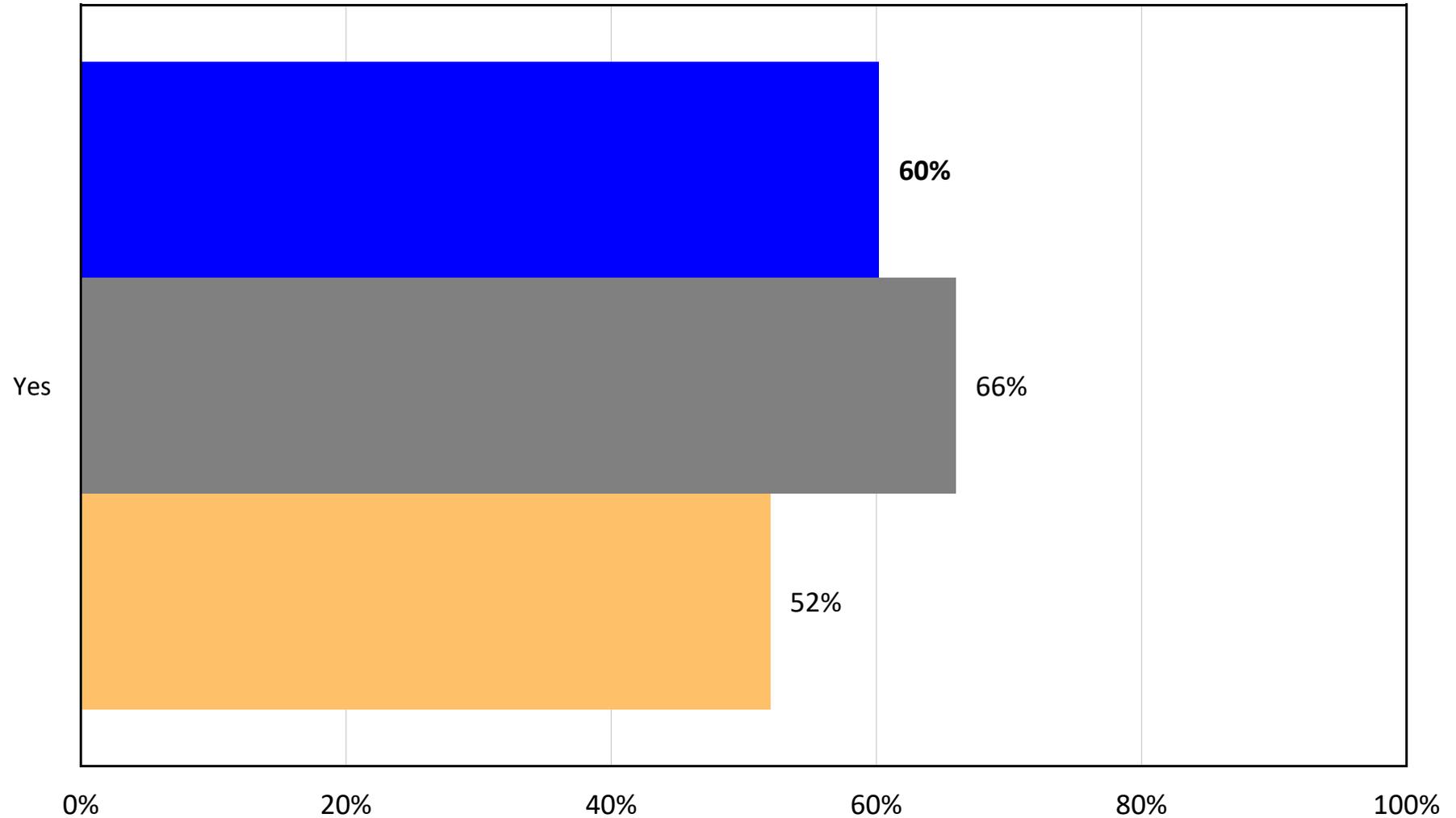
ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q44. Do you think local officials in your community are doing a good job of keeping you informed about the COVID-19 Pandemic?

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents



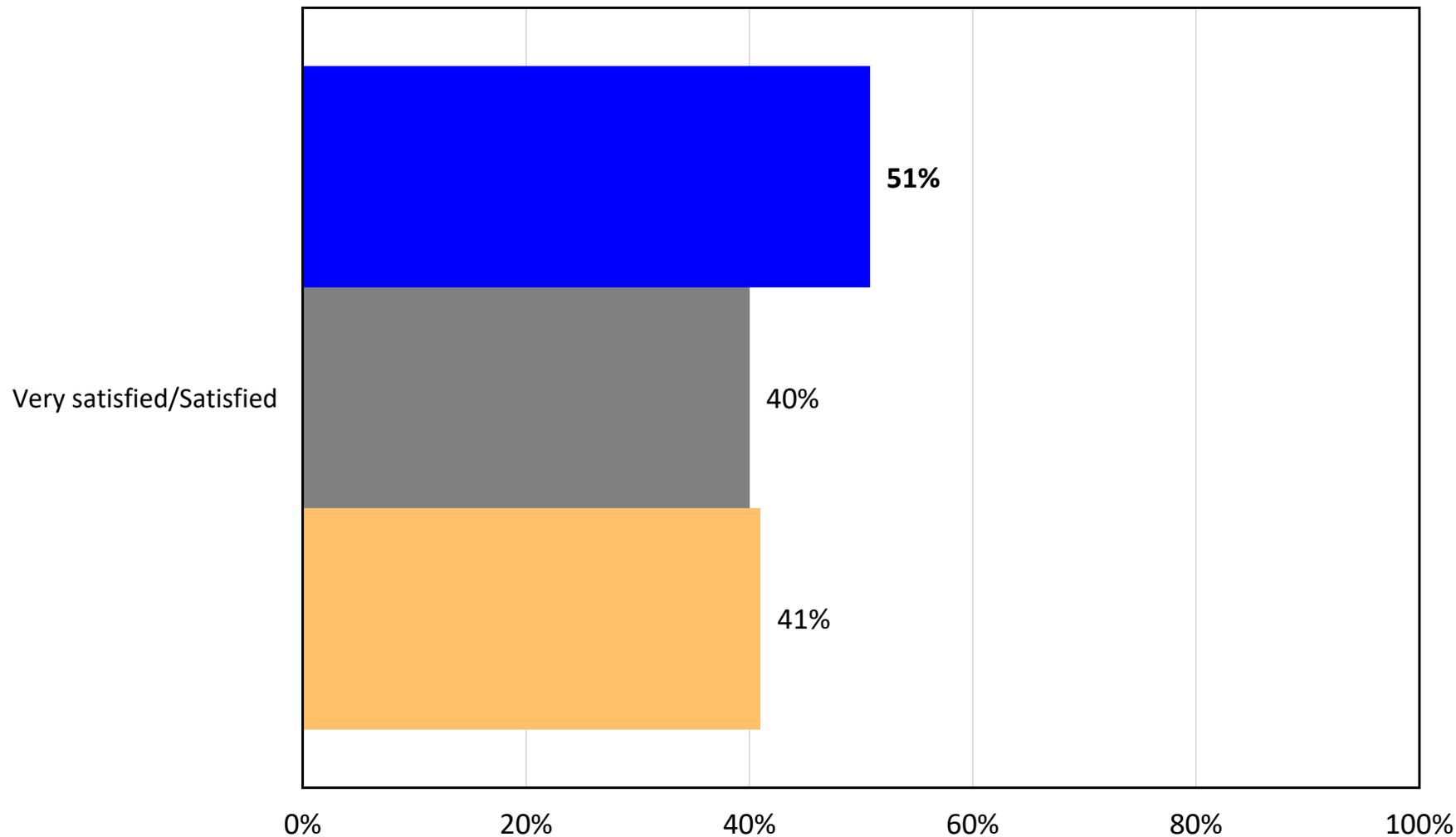
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q45. Please rate your satisfaction with the City's response to COVID-19

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



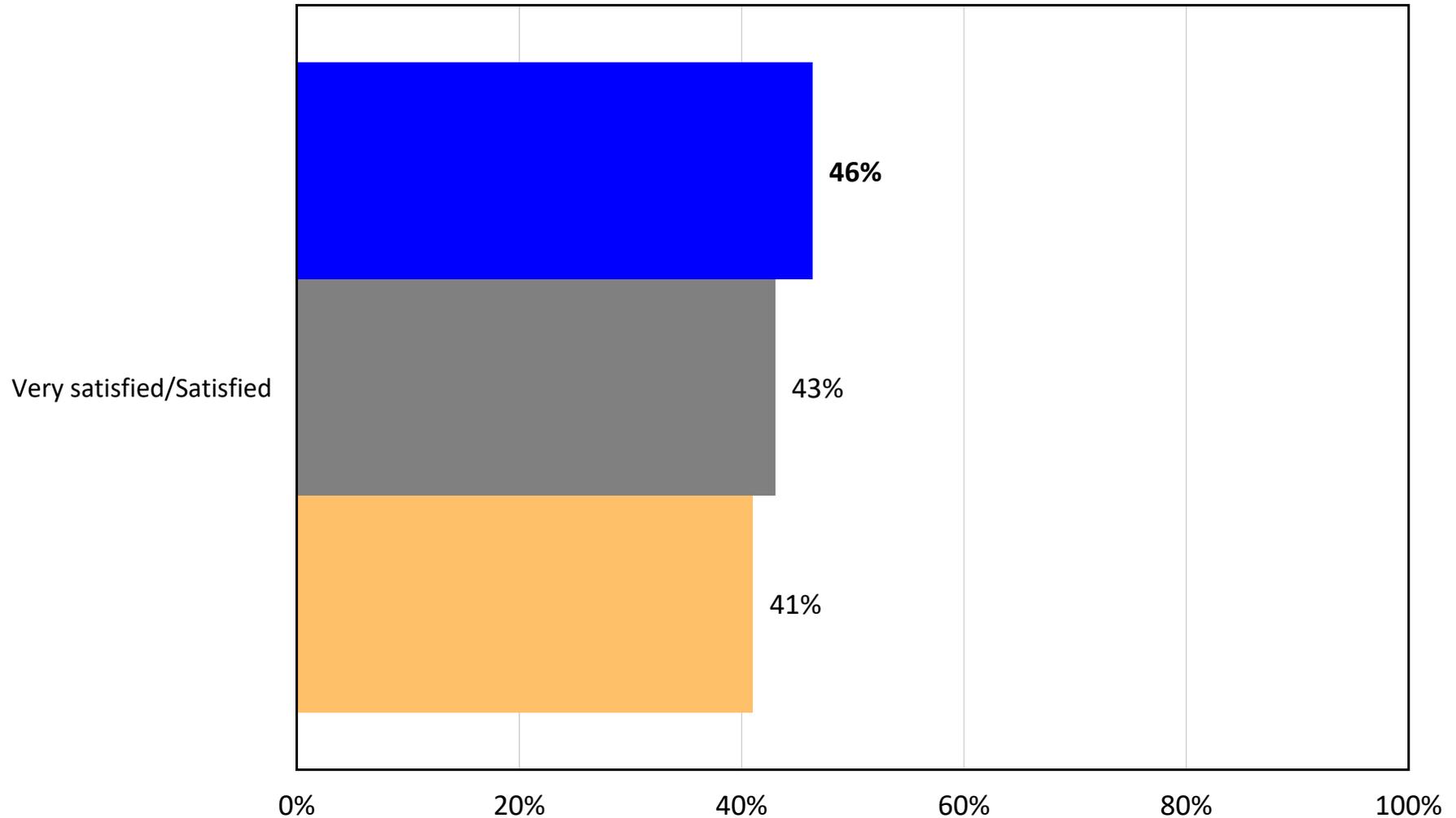
Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Q46. Please rate your satisfaction with the County's response to COVID-19

South Bend vs. the United States vs. Great Lakes Region

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

■ South Bend ■ US ■ Great Lakes

Section 4:
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 residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these 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.

Methodology

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=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the mobility services they think are most important for the City to provide. Sixty-seven percent (67.2%) of respondents selected *the overall maintenance of City streets, sidewalks, and infrastructure*, as one of the most important services for the City to emphasize.

With regard to satisfaction, 24.4% 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 67.2% was multiplied by 75.6% (1-0.244). This calculation yielded an I-S rating of 0.5080 which ranked first out of 10 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.

2020 Importance-Satisfaction Rating

South Bend, Indiana

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, and infrastructure	67%	1	24%	10	0.5080	1
How well City is planning growth	44%	3	32%	8	0.2958	2
Overall enforcement of local codes and ordinances	29%	4	28%	9	0.2117	3
High Priority (IS .10-.20)						
Overall quality of local police protection	49%	2	60%	6	0.1970	4
Medium Priority (IS <.10)						
Overall quality of parks and recreation programs and facilities	20%	5	67%	4	0.0669	5
Overall quality of trash collection services	15%	6	67%	3	0.0485	6
Overall quality of water utility services	13%	7	63%	5	0.0465	7
The process for getting a permit	4%	9	33%	7	0.0243	8
Overall quality of ambulance/emergency medical services	6%	8	83%	2	0.0096	9
Overall quality of fire services	4%	10	83%	1	0.0059	10

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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2020 Importance-Satisfaction Rating South Bend, Indiana Community Investments

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Communication of plans for development projects	27%	4	16%	6	0.2293	1
Overall quality of new development in your neighborhood	29%	3	20%	5	0.2319	2
Housing quality in your neighborhood	35%	1	39%	4	0.2137	3
High Priority (IS .10-.20)						
Overall appearance of your neighborhood	35%	2	44%	3	0.1936	4
Medium Priority (IS <.10)						
Overall quality of new development in Downtown	20%	6	54%	2	0.0916	5
Overall quality of Downtown revitalization	20%	5	60%	1	0.0814	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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2020 Importance-Satisfaction Rating

South Bend, Indiana

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 and debris on private property	41%	1	21%	6	0.3211	1
Enforcing exterior maintenance of commercial/business property	28%	2	23%	4	0.2175	2
High Priority (IS .10-.20)						
Enforcing mowing and cutting of grass and weeds on private property	25%	3	25%	3	0.1857	3
Enforcing exterior maintenance of residential property	24%	4	22%	5	0.1834	4
Medium Priority (IS <.10)						
City efforts to remove abandoned vehicles or inoperative vehicles	20%	5	34%	2	0.1302	5
Quality of Animal Control	12%	6	49%	1	0.0626	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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2020 Importance-Satisfaction Rating
South Bend, Indiana
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	26%	1	46%	6	0.1396	1
Quality of yard waste collection services	24%	2	56%	5	0.1050	2
Bulky item pick-up/removal services (e.g. old furniture, appliances)	23%	3	57%	4	0.1002	3
Medium Priority (IS <.10)						
City efforts to keep you informed about disruptions to trash service	23%	4	58%	3	0.0953	4
Efforts by employees to ensure that all of your trash/yard waste is removed	22%	5	58%	2	0.0907	5
Timeliness of your trash service	13%	6	79%	1	0.0275	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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2020 Importance-Satisfaction Rating

South Bend, Indiana

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)						
Efforts by local government in your area to prevent crime	51%	1	24%	10	0.3853	1
Visibility of police in neighborhoods	37%	2	34%	9	0.2454	2
High Priority (IS .10-.20)						
Overall feeling of safety in your neighborhood	36%	3	51%	4	0.1793	3
Enforcement of local traffic laws	22%	5	39%	6	0.1357	4
Medium Priority (IS <.10)						
Professionalism of City police officers	26%	4	65%	2	0.0913	5
Visibility of police in commercial and retail areas	17%	7	50%	5	0.0852	6
How quickly police respond to emergencies	18%	6	62%	3	0.0684	7
Fire education programs in your community	6%	8	39%	7	0.0375	8
Fire inspection programs in your community	6%	9	39%	8	0.0375	9
Professionalism of fire and EMS personnel	4%	10	87%	1	0.0046	10

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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2020 Importance-Satisfaction Rating

South Bend, Indiana

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 streets in your neighborhood	36%	1	36%	10	0.2268	1
Condition of sidewalks in your neighborhood	30%	3	32%	12	0.2062	2
High Priority (IS .10-.20)						
Condition of major City streets	31%	2	39%	9	0.1900	3
Snow removal on neighborhood streets	30%	4	40%	8	0.1794	4
Cleanliness of streets and other public areas	23%	5	41%	7	0.1359	5
Adequacy of street lighting in your neighborhood	22%	6	52%	3	0.1039	6
Medium Priority (IS <.10)						
Flow of traffic in Downtown area	18%	7	43%	5	0.0996	7
Quality of public transportation services	11%	9	46%	4	0.0581	8
On-street bicycle infrastructure	10%	10	42%	6	0.0556	9
Snow removal on major City streets	14%	8	68%	1	0.0434	10
Condition of catch basins in your neighborhood	7%	12	34%	11	0.0432	11
Condition of street signs and traffic signals	8%	11	66%	2	0.0258	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.

2020 Importance-Satisfaction Rating

South Bend, Indiana

Water Service

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	45%	1	31%	7	0.3068	1
High Priority (IS .10-.20)						
Taste of your tap water	30%	2	49%	4	0.1542	2
How well City keeps you informed about water quality issues	22%	3	44%	6	0.1248	3
Medium Priority (IS <.10)						
Smell of your tap water	13%	5	59%	3	0.0541	4
How easy it is to resolve billing problems	7%	6	49%	5	0.0372	5
Water pressure on a typical day	14%	4	75%	1	0.0349	6
How easy your utility bill is to understand	7%	7	73%	2	0.0182	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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2020 Importance-Satisfaction Rating

South Bend, Indiana

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	0.2093	1
High Priority (IS .10-.20)						
Availability of recreation programming in your neighborhood	19%	3	34%	6	0.1246	2
Medium Priority (IS <.10)						
Maintenance of City parks	26%	2	72%	1	0.0744	3
Number of walking and biking trails	19%	4	64%	3	0.0670	4
Fees charged for recreation programs	11%	6	42%	5	0.0617	5
Access to parks in your neighborhood	12%	5	67%	2	0.0400	6
Ease of registering for recreation programs such as classes, trips, and special events	6%	7	44%	4	0.0353	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 5: **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=686)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q1-1. City should reform public safety systems	28.9%	30.6%	21.1%	5.4%	4.8%	9.2%
Q1-2. City should build reliable infrastructure	42.6%	40.4%	9.0%	0.9%	0.4%	6.7%
Q1-3. City should support economic recovery	44.5%	39.9%	9.8%	1.3%	0.7%	3.8%
Q1-4. City should rebuild vibrant neighborhoods	46.8%	32.8%	11.7%	1.9%	2.0%	4.8%
Q1-5. City should expand access to opportunity	43.0%	29.2%	17.9%	2.0%	1.6%	6.3%
Q1-6. City should protect the vulnerable	48.4%	29.9%	13.1%	1.7%	1.9%	5.0%

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=686)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q1-1. City should reform public safety systems	31.8%	33.7%	23.3%	5.9%	5.3%
Q1-2. City should build reliable infrastructure	45.6%	43.3%	9.7%	0.9%	0.5%
Q1-3. City should support economic recovery	46.2%	41.5%	10.2%	1.4%	0.8%
Q1-4. City should rebuild vibrant neighborhoods	49.2%	34.5%	12.3%	2.0%	2.1%
Q1-5. City should expand access to opportunity	45.9%	31.1%	19.1%	2.2%	1.7%
Q1-6. City should protect the vulnerable	50.9%	31.4%	13.8%	1.8%	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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of life in your community	8.9%	44.9%	23.5%	13.3%	6.4%	3.1%
Q2-2. Leadership of elected officials	5.4%	27.3%	31.6%	18.4%	13.4%	3.9%
Q2-3. Overall quality of local government services	4.4%	31.6%	32.9%	18.8%	7.3%	5.0%
Q2-4. Communication of opportunities for public involvement in City decision-making & planning	4.2%	19.0%	37.5%	24.2%	7.9%	7.3%
Q2-5. Overall value you receive for your taxes & fees	5.1%	22.3%	28.4%	23.0%	16.3%	4.8%
Q2-6. Level of public involvement in local decision-making & planning	2.0%	15.2%	39.9%	26.1%	8.9%	7.9%

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=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of life in your community	9.2%	46.3%	24.2%	13.7%	6.6%
Q2-2. Leadership of elected officials	5.6%	28.4%	32.9%	19.1%	14.0%
Q2-3. Overall quality of local government services	4.6%	33.3%	34.7%	19.8%	7.7%
Q2-4. Communication of opportunities for public involvement in City decision-making & planning	4.6%	20.4%	40.4%	26.1%	8.5%
Q2-5. Overall value you receive for your taxes & fees	5.4%	23.4%	29.9%	24.2%	17.2%
Q2-6. Level of public involvement in local decision-making & planning	2.2%	16.5%	43.4%	28.3%	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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. As a place to live	13.7%	43.1%	20.4%	13.6%	7.3%	1.9%
Q3-2. As a place to work	10.9%	38.2%	28.4%	10.8%	6.1%	5.5%
Q3-3. As a community that is moving in the right direction	8.3%	31.2%	24.9%	20.6%	11.4%	3.6%
Q3-4. As a place to visit	9.6%	30.5%	33.1%	15.7%	8.0%	3.1%
Q3-5. As a place to raise children	10.5%	28.7%	22.7%	18.4%	13.7%	6.0%
Q3-6. As a place to retire	10.9%	24.3%	26.4%	16.8%	14.9%	6.7%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. As a place to live	14.0%	44.0%	20.8%	13.8%	7.4%
Q3-2. As a place to work	11.6%	40.4%	30.1%	11.4%	6.5%
Q3-3. As a community that is moving in the right direction	8.6%	32.4%	25.9%	21.3%	11.8%
Q3-4. As a place to visit	9.9%	31.4%	34.1%	16.2%	8.3%
Q3-5. As a place to raise children	11.2%	30.5%	24.2%	19.5%	14.6%
Q3-6. As a place to retire	11.7%	26.1%	28.3%	18.0%	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?

(N=686)

	Love	9	8	7	6	5	4	3	2	Hostile	Don't know
Q4. How do you feel about South Bend	6.7%	5.8%	15.6%	14.7%	10.8%	14.9%	7.1%	5.8%	2.9%	4.4%	11.2%

WITHOUT "DON'T KNOW"

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)

	Love	9	8	7	6	5	4	3	2	Hostile
Q4. How do you feel about South Bend	7.6%	6.6%	17.6%	16.6%	12.2%	16.7%	8.0%	6.6%	3.3%	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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Availability of information about local government services & activities	7.4%	29.2%	35.3%	17.8%	5.1%	5.2%
Q5-2. Hours that customer service is available	7.0%	31.2%	33.2%	12.8%	5.1%	10.6%
Q5-3. Quality of social media outlets (e.g. Facebook, Twitter)	4.2%	21.4%	42.4%	6.7%	4.1%	21.1%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Availability of information about local government services & activities	7.8%	30.8%	37.2%	18.8%	5.4%
Q5-2. Hours that customer service is available	7.8%	34.9%	37.2%	14.4%	5.7%
Q5-3. Quality of social media outlets (e.g. Facebook, Twitter)	5.4%	27.2%	53.8%	8.5%	5.2%

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

Q6. What are your primary sources of information about City issues, services, & events	Number	Percent
City website	216	31.5 %
Social media	300	43.7 %
Public meetings	55	8.0 %
Local news	544	79.3 %
Contacting City directly	124	18.1 %
Other	83	12.1 %
Total	1322	

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

Q7. Top choice	Number	Percent
City website	108	15.7 %
Social media	125	18.2 %
Public meetings	19	2.8 %
Local news	290	42.3 %
Contacting City directly	22	3.2 %
Other	32	4.7 %
None chosen	90	13.1 %
Total	686	100.0 %

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

Q7. 2nd choice	Number	Percent
City website	108	15.7 %
Social media	132	19.2 %
Public meetings	32	4.7 %
Local news	149	21.7 %
Contacting City directly	62	9.0 %
Other	36	5.2 %
None chosen	167	24.3 %
Total	686	100.0 %

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)

Q7. Sum of top 2 choices	Number	Percent
City website	216	31.5 %
Social media	257	37.5 %
Public meetings	51	7.4 %
Local news	439	64.0 %
Contacting City directly	84	12.2 %
Other	68	9.9 %
None chosen	90	13.1 %
Total	1205	

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

Q8. Have you used City's website in last year	Number	Percent
Yes	362	52.8 %
No	324	47.2 %
Total	686	100.0 %

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

Q8a. How did you access City's website	Number	Percent
Computer	263	72.7 %
Phone	164	45.3 %
Tablet	47	13.0 %
Total	474	

Q8b. How would you rate the overall usefulness of the City's website?

Q8b. How would you rate overall usefulness of City's website	Number	Percent
Excellent	21	5.8 %
Good	155	42.8 %
Fair	153	42.3 %
Poor	29	8.0 %
Don't know	4	1.1 %
Total	362	100.0 %

WITHOUT "DON'T KNOW"

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

Q8b. How would you rate overall usefulness of City's website	Number	Percent
Excellent	21	5.9 %
Good	155	43.3 %
Fair	153	42.7 %
Poor	29	8.1 %
Total	358	100.0 %

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

Q9. What digital devices do you have access to in your home	Number	Percent
Desktop computer	258	37.6 %
Laptop computer	443	64.6 %
Tablet	322	46.9 %
Smartphone	546	79.6 %
None	45	6.6 %
Total	1614	

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

Q10. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	398	58.0 %
No	288	42.0 %
Total	686	100.0 %

Q10a. How did you contact the City?

Q10a. How did you contact City	Number	Percent
Phone	360	90.5 %
Email	18	4.5 %
Social media	2	0.5 %
In-person	14	3.5 %
Not provided	4	1.0 %
Total	398	100.0 %

WITHOUT "NOT PROVIDED"

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

Q10a. How did you contact City	Number	Percent
Phone	360	91.4 %
Email	18	4.6 %
Social media	2	0.5 %
In-person	14	3.6 %
Total	394	100.0 %

Q10b. Did you contact 311?

Q10b. Did you contact 311	Number	Percent
Yes	321	80.7 %
No	77	19.3 %
Total	398	100.0 %

Q10c. How easy was it to address your issue?

Q10c. How easy was it to address your issue	Number	Percent
Very easy	116	29.1 %
Somewhat easy	113	28.4 %
Neutral	58	14.6 %
Difficult	65	16.3 %
Very difficult	44	11.1 %
Not provided	2	0.5 %
Total	398	100.0 %

WITHOUT "NOT PROVIDED"

Q10c. How easy was it to address your issue? (without "not provided")

Q10c. How easy was it to address your issue	Number	Percent
Very easy	116	29.3 %
Somewhat easy	113	28.5 %
Neutral	58	14.6 %
Difficult	65	16.4 %
Very difficult	44	11.1 %
Total	396	100.0 %

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."

(N=398)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q10e-1. They were courteous & polite	40.5%	35.7%	13.8%	5.5%	1.5%	3.0%
Q10e-2. They gave accurate answers to your questions	31.9%	32.2%	18.1%	9.0%	3.5%	5.3%

WITHOUT "DON'T KNOW"

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)

	Always	Usually	Sometimes	Seldom	Never
Q10e-1. They were courteous & polite	41.7%	36.8%	14.2%	5.7%	1.6%
Q10e-2. They gave accurate answers to your questions	33.7%	34.0%	19.1%	9.5%	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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Overall quality of fire services	31.0%	36.4%	12.2%	0.9%	0.6%	18.8%
Q11-2. Overall quality of ambulance/emergency medical services	31.5%	34.5%	11.2%	1.6%	0.6%	20.6%
Q11-3. Overall quality of trash collection services	20.6%	44.0%	16.2%	11.5%	3.8%	3.9%
Q11-4. Overall quality of parks & recreation programs & facilities	20.0%	42.0%	21.4%	7.9%	1.6%	7.1%
Q11-5. Overall quality of water utility services	17.9%	42.3%	20.7%	8.9%	5.7%	4.5%
Q11-6. Overall quality of local police protection	20.3%	35.3%	19.4%	11.2%	6.7%	7.1%
Q11-7. How well City is planning growth	7.4%	20.4%	35.4%	15.3%	7.4%	14.0%
Q11-8. Overall enforcement of local codes & ordinances	4.7%	19.5%	32.9%	18.4%	12.4%	12.1%
Q11-9. The process for getting a permit	4.8%	12.4%	28.0%	4.4%	3.1%	47.4%
Q11-10. Overall maintenance of City streets, sidewalks, & infrastructure	3.8%	19.8%	23.6%	28.9%	20.8%	3.1%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Overall quality of fire services	38.2%	44.9%	15.1%	1.1%	0.7%
Q11-2. Overall quality of ambulance/emergency medical services	39.6%	43.5%	14.1%	2.0%	0.7%
Q11-3. Overall quality of trash collection services	21.4%	45.8%	16.8%	12.0%	3.9%
Q11-4. Overall quality of parks & recreation programs & facilities	21.5%	45.2%	23.1%	8.5%	1.7%
Q11-5. Overall quality of water utility services	18.8%	44.3%	21.7%	9.3%	6.0%
Q11-6. Overall quality of local police protection	21.8%	38.0%	20.9%	12.1%	7.2%
Q11-7. How well City is planning growth	8.6%	23.7%	41.2%	17.8%	8.6%
Q11-8. Overall enforcement of local codes & ordinances	5.3%	22.2%	37.5%	20.9%	14.1%
Q11-9. The process for getting a permit	9.1%	23.5%	53.2%	8.3%	5.8%
Q11-10. Overall maintenance of City streets, sidewalks, & infrastructure	3.9%	20.5%	24.4%	29.8%	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?

Q12. Top choice	Number	Percent
Overall quality of fire services	6	0.9 %
Overall quality of ambulance/emergency medical services	10	1.5 %
Overall quality of trash collection services	25	3.6 %
Overall quality of parks & recreation programs & facilities	25	3.6 %
Overall quality of water utility services	24	3.5 %
Overall quality of local police protection	175	25.5 %
How well City is planning growth	74	10.8 %
Overall enforcement of local codes & ordinances	51	7.4 %
The process for getting a permit	1	0.1 %
Overall maintenance of City streets, sidewalks, & infrastructure	218	31.8 %
None chosen	77	11.2 %
Total	686	100.0 %

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?

Q12. 2nd choice	Number	Percent
Overall quality of fire services	11	1.6 %
Overall quality of ambulance/emergency medical services	11	1.6 %
Overall quality of trash collection services	40	5.8 %
Overall quality of parks & recreation programs & facilities	45	6.6 %
Overall quality of water utility services	32	4.7 %
Overall quality of local police protection	89	13.0 %
How well City is planning growth	123	17.9 %
Overall enforcement of local codes & ordinances	88	12.8 %
The process for getting a permit	7	1.0 %
Overall maintenance of City streets, sidewalks, & infrastructure	132	19.2 %
None chosen	108	15.7 %
Total	686	100.0 %

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?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	7	1.0 %
Overall quality of ambulance/emergency medical services	18	2.6 %
Overall quality of trash collection services	37	5.4 %
Overall quality of parks & recreation programs & facilities	68	9.9 %
Overall quality of water utility services	30	4.4 %
Overall quality of local police protection	72	10.5 %
How well City is planning growth	103	15.0 %
Overall enforcement of local codes & ordinances	62	9.0 %
The process for getting a permit	17	2.5 %
Overall maintenance of City streets, sidewalks, & infrastructure	111	16.2 %
None chosen	161	23.5 %
Total	686	100.0 %

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)

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	24	3.5 %
Overall quality of ambulance/emergency medical services	39	5.7 %
Overall quality of trash collection services	102	14.9 %
Overall quality of parks & recreation programs & facilities	138	20.1 %
Overall quality of water utility services	86	12.5 %
Overall quality of local police protection	336	49.0 %
How well City is planning growth	300	43.7 %
Overall enforcement of local codes & ordinances	201	29.3 %
The process for getting a permit	25	3.6 %
Overall maintenance of City streets, sidewalks, & infrastructure	461	67.2 %
None chosen	77	11.2 %
Total	1789	

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."

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of Downtown revitalization	13.7%	43.1%	24.2%	9.6%	4.7%	4.7%
Q13-2. Overall quality of new development in Downtown	12.8%	38.3%	28.7%	9.9%	4.5%	5.7%
Q13-3. Overall quality of new development in your neighborhood	4.2%	14.4%	37.3%	18.7%	17.2%	8.2%
Q13-4. Housing quality in your neighborhood	8.6%	28.7%	29.4%	16.2%	13.7%	3.4%
Q13-5. Overall appearance of your neighborhood	9.5%	33.5%	21.4%	20.4%	12.4%	2.8%
Q13-6. Communication of plans for development projects	2.2%	10.5%	33.1%	20.7%	14.3%	19.2%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of Downtown revitalization	14.4%	45.3%	25.4%	10.1%	4.9%
Q13-2. Overall quality of new development in Downtown	13.6%	40.6%	30.4%	10.5%	4.8%
Q13-3. Overall quality of new development in your neighborhood	4.6%	15.7%	40.6%	20.3%	18.7%
Q13-4. Housing quality in your neighborhood	8.9%	29.7%	30.5%	16.7%	14.2%
Q13-5. Overall appearance of your neighborhood	9.7%	34.5%	22.0%	21.0%	12.7%
Q13-6. Communication of plans for development projects	2.7%	13.0%	41.0%	25.6%	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?

Q14. Top choice	Number	Percent
Overall quality of Downtown revitalization	79	11.5 %
Overall quality of new development in Downtown	59	8.6 %
Overall quality of new development in your neighborhood	116	16.9 %
Housing quality in your neighborhood	129	18.8 %
Overall appearance of your neighborhood	108	15.7 %
Communication of plans for development projects	97	14.1 %
None chosen	98	14.3 %
Total	686	100.0 %

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?

Q14. 2nd choice	Number	Percent
Overall quality of Downtown revitalization	60	8.7 %
Overall quality of new development in Downtown	78	11.4 %
Overall quality of new development in your neighborhood	84	12.2 %
Housing quality in your neighborhood	110	16.0 %
Overall appearance of your neighborhood	130	19.0 %
Communication of plans for development projects	90	13.1 %
None chosen	134	19.5 %
Total	686	100.0 %

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)

Q14. Sum of top 2 choices	Number	Percent
Overall quality of Downtown revitalization	139	20.3 %
Overall quality of new development in Downtown	137	20.0 %
Overall quality of new development in your neighborhood	200	29.2 %
Housing quality in your neighborhood	239	34.8 %
Overall appearance of your neighborhood	238	34.7 %
Communication of plans for development projects	187	27.3 %
None chosen	98	14.3 %
Total	1238	

Q15. Do you feel that your neighborhood has improved over the past FIVE years?

Q15. Has your neighborhood improved over the past five years	Number	Percent
Yes	196	28.6 %
No	341	49.7 %
Have not lived in my neighborhood for 5 years	128	18.7 %
Not provided	21	3.1 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

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

Q15. Has your neighborhood improved over the past five years	Number	Percent
Yes	196	29.5 %
No	341	51.3 %
Have not lived in my neighborhood for 5 years	128	19.2 %
Total	665	100.0 %

Q16. Do you belong to a neighborhood association?

Q16. Do you belong to a neighborhood association	Number	Percent
Yes	128	18.7 %
No	548	79.9 %
Not provided	10	1.5 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

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

Q16. Do you belong to a neighborhood association	Number	Percent
Yes	128	18.9 %
No	548	81.1 %
Total	676	100.0 %

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

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

	Number	Percent
Very satisfied	8	6.3 %
Satisfied	30	23.4 %
Neutral	54	42.2 %
Dissatisfied	21	16.4 %
Very dissatisfied	12	9.4 %
Not provided	3	2.3 %
Total	128	100.0 %

WITHOUT "NOT PROVIDED"

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

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

	Number	Percent
Very satisfied	8	6.4 %
Satisfied	30	24.0 %
Neutral	54	43.2 %
Dissatisfied	21	16.8 %
Very dissatisfied	12	9.6 %
Total	125	100.0 %

Q17. Are you aware of development plans for your neighborhood?

Q17. Are you aware of development plans for your neighborhood	Number	Percent
Yes	59	8.6 %
No	606	88.3 %
Not provided	21	3.1 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

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

Q17. Are you aware of development plans for your neighborhood	Number	Percent
Yes	59	8.9 %
No	606	91.1 %
Total	665	100.0 %

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Quality of animal control	6.6%	31.6%	26.5%	9.0%	4.7%	21.6%
Q18-2. City efforts to remove abandoned vehicles or inoperative vehicles	4.1%	22.2%	28.3%	16.5%	6.6%	22.4%
Q18-3. Enforcing clean-up of trash & debris on private property	3.2%	15.2%	27.3%	25.9%	14.7%	13.7%
Q18-4. Enforcing mowing & cutting of grass & weeds on private property	4.4%	16.6%	29.9%	22.2%	12.7%	14.3%
Q18-5. Enforcing exterior maintenance of commercial/business property	2.8%	16.3%	30.8%	21.1%	10.5%	18.5%
Q18-6. Enforcing exterior maintenance of residential property	2.9%	15.3%	28.4%	24.5%	10.9%	17.9%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Quality of animal control	8.4%	40.3%	33.8%	11.5%	5.9%
Q18-2. City efforts to remove abandoned vehicles or inoperative vehicles	5.3%	28.6%	36.5%	21.2%	8.5%
Q18-3. Enforcing clean-up of trash & debris on private property	3.7%	17.6%	31.6%	30.1%	17.1%
Q18-4. Enforcing mowing & cutting of grass & weeds on private property	5.1%	19.4%	34.9%	25.9%	14.8%
Q18-5. Enforcing exterior maintenance of commercial/business property	3.4%	20.0%	37.7%	25.9%	12.9%
Q18-6. Enforcing exterior maintenance of residential property	3.6%	18.7%	34.6%	29.8%	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?

Q19. Top choice	Number	Percent
Quality of animal control	49	7.1 %
City efforts to remove abandoned vehicles or inoperative vehicles	80	11.7 %
Enforcing clean-up of trash & debris on private property	170	24.8 %
Enforcing mowing & cutting of grass & weeds on private property	72	10.5 %
Enforcing exterior maintenance of commercial/business property	100	14.6 %
Enforcing exterior maintenance of residential property	64	9.3 %
None chosen	151	22.0 %
Total	686	100.0 %

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?

Q19. 2nd choice	Number	Percent
Quality of animal control	35	5.1 %
City efforts to remove abandoned vehicles or inoperative vehicles	55	8.0 %
Enforcing clean-up of trash & debris on private property	110	16.0 %
Enforcing mowing & cutting of grass & weeds on private property	97	14.1 %
Enforcing exterior maintenance of commercial/business property	95	13.8 %
Enforcing exterior maintenance of residential property	98	14.3 %
None chosen	196	28.6 %
Total	686	100.0 %

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)

Q19. Top choice	Number	Percent
Quality of animal control	84	12.2 %
City efforts to remove abandoned vehicles or inoperative vehicles	135	19.7 %
Enforcing clean-up of trash & debris on private property	280	40.8 %
Enforcing mowing & cutting of grass & weeds on private property	169	24.6 %
Enforcing exterior maintenance of commercial/business property	195	28.4 %
Enforcing exterior maintenance of residential property	162	23.6 %
None chosen	151	22.0 %
Total	1176	

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Timeliness of your trash service	27.7%	47.1%	12.0%	4.5%	3.1%	5.7%
Q20-2. City efforts to keep you informed about disruptions to trash service	17.6%	34.4%	19.4%	12.4%	5.5%	10.6%
Q20-3. Bulky item pick-up/removal services (e.g. old furniture, appliances)	17.6%	30.6%	20.1%	10.1%	6.0%	15.6%
Q20-4. Quality of yard waste collection services	15.6%	34.0%	19.5%	11.7%	8.0%	11.2%
Q20-5. Efforts by employees to ensure that all of your trash/yard waste is removed	18.5%	35.0%	21.3%	10.2%	6.6%	8.5%
Q20-6. What you are charged for trash service	10.5%	31.0%	29.4%	11.7%	7.9%	9.5%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Timeliness of your trash service	29.4%	49.9%	12.7%	4.8%	3.2%
Q20-2. City efforts to keep you informed about disruptions to trash service	19.7%	38.5%	21.7%	13.9%	6.2%
Q20-3. Bulky item pick-up/removal services (e.g. old furniture, appliances)	20.9%	36.3%	23.8%	11.9%	7.1%
Q20-4. Quality of yard waste collection services	17.6%	38.3%	22.0%	13.1%	9.0%
Q20-5. Efforts by employees to ensure that all of your trash/yard waste is removed	20.2%	38.2%	23.2%	11.1%	7.2%
Q20-6. What you are charged for trash service	11.6%	34.3%	32.5%	12.9%	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?

Q21. Top choice	Number	Percent
Timeliness of your trash service	58	8.5 %
City efforts to keep you informed about disruptions to trash service	89	13.0 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	97	14.1 %
Quality of yard waste collection services	93	13.6 %
Efforts by employees to ensure that all of your trash/yard waste is removed	69	10.1 %
What you are charged for trash service	84	12.2 %
None chosen	196	28.6 %
Total	686	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
Timeliness of your trash service	33	4.8 %
City efforts to keep you informed about disruptions to trash service	67	9.8 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	64	9.3 %
Quality of yard waste collection services	70	10.2 %
Efforts by employees to ensure that all of your trash/yard waste is removed	80	11.7 %
What you are charged for trash service	93	13.6 %
None chosen	279	40.7 %
Total	686	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
Timeliness of your trash service	91	13.3 %
City efforts to keep you informed about disruptions to trash service	156	22.7 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	161	23.5 %
Quality of yard waste collection services	163	23.8 %
Efforts by employees to ensure that all of your trash/yard waste is removed	149	21.7 %
What you are charged for trash service	177	25.8 %
None chosen	196	28.6 %
Total	1093	

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Professionalism of fire & EMS personnel	34.3%	33.5%	8.7%	1.2%	0.3%	22.0%
Q22-2. Professionalism of City police officers	26.5%	31.0%	17.1%	8.7%	4.7%	12.0%
Q22-3. How quickly police respond to emergencies	21.1%	28.7%	19.5%	8.2%	3.2%	19.2%
Q22-4. Visibility of police in commercial & retail areas	14.0%	30.5%	29.3%	10.5%	5.2%	10.5%
Q22-5. Overall feeling of safety in your neighborhood	12.4%	36.3%	24.9%	14.3%	8.3%	3.8%
Q22-6. Visibility of police in neighborhoods	7.9%	23.5%	31.3%	21.1%	8.0%	8.2%
Q22-7. Enforcement of local traffic laws	8.3%	26.2%	27.4%	14.9%	10.9%	12.2%
Q22-8. Fire education programs in your community	8.3%	16.3%	30.9%	6.0%	2.5%	36.0%
Q22-9. Fire inspection programs in your community	7.9%	16.0%	29.3%	6.4%	2.5%	37.9%
Q22-10. Efforts by local government in your area to prevent crime	4.5%	15.5%	25.2%	22.6%	14.6%	17.6%

WITHOUT "DON'T KNOW"**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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Professionalism of fire & EMS personnel	43.9%	43.0%	11.2%	1.5%	0.4%
Q22-2. Professionalism of City police officers	30.1%	35.3%	19.4%	9.9%	5.3%
Q22-3. How quickly police respond to emergencies	26.2%	35.6%	24.2%	10.1%	4.0%
Q22-4. Visibility of police in commercial & retail areas	15.6%	34.0%	32.7%	11.7%	5.9%
Q22-5. Overall feeling of safety in your neighborhood	12.9%	37.7%	25.9%	14.8%	8.6%
Q22-6. Visibility of police in neighborhoods	8.6%	25.6%	34.1%	23.0%	8.7%
Q22-7. Enforcement of local traffic laws	9.5%	29.9%	31.2%	16.9%	12.5%
Q22-8. Fire education programs in your community	13.0%	25.5%	48.3%	9.3%	3.9%
Q22-9. Fire inspection programs in your community	12.7%	25.8%	47.2%	10.3%	4.0%
Q22-10. Efforts by local government in your area to prevent crime	5.5%	18.8%	30.6%	27.4%	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?

Q23. Top choice	Number	Percent
Professionalism of fire & EMS personnel	9	1.3 %
Professionalism of City police officers	112	16.3 %
How quickly police respond to emergencies	39	5.7 %
Visibility of police in commercial & retail areas	27	3.9 %
Overall feeling of safety in your neighborhood	89	13.0 %
Visibility of police in neighborhoods	69	10.1 %
Enforcement of local traffic laws	51	7.4 %
Fire education programs in your community	13	1.9 %
Fire inspection programs in your community	2	0.3 %
Efforts by local government in your area to prevent crime	157	22.9 %
None chosen	118	17.2 %
Total	686	100.0 %

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?

Q23. 2nd choice	Number	Percent
Professionalism of fire & EMS personnel	10	1.5 %
Professionalism of City police officers	35	5.1 %
How quickly police respond to emergencies	46	6.7 %
Visibility of police in commercial & retail areas	41	6.0 %
Overall feeling of safety in your neighborhood	95	13.8 %
Visibility of police in neighborhoods	108	15.7 %
Enforcement of local traffic laws	63	9.2 %
Fire education programs in your community	15	2.2 %
Fire inspection programs in your community	18	2.6 %
Efforts by local government in your area to prevent crime	93	13.6 %
None chosen	162	23.6 %
Total	686	100.0 %

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?

Q23. 3rd choice	Number	Percent
Professionalism of fire & EMS personnel	5	0.7 %
Professionalism of City police officers	34	5.0 %
How quickly police respond to emergencies	38	5.5 %
Visibility of police in commercial & retail areas	48	7.0 %
Overall feeling of safety in your neighborhood	65	9.5 %
Visibility of police in neighborhoods	79	11.5 %
Enforcement of local traffic laws	40	5.8 %
Fire education programs in your community	14	2.0 %
Fire inspection programs in your community	22	3.2 %
Efforts by local government in your area to prevent crime	99	14.4 %
None chosen	242	35.3 %
Total	686	100.0 %

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)

Q23. Sum of top 3 choices	Number	Percent
Professionalism of fire & EMS personnel	24	3.5 %
Professionalism of City police officers	181	26.4 %
How quickly police respond to emergencies	123	17.9 %
Visibility of police in commercial & retail areas	116	16.9 %
Overall feeling of safety in your neighborhood	249	36.3 %
Visibility of police in neighborhoods	256	37.3 %
Enforcement of local traffic laws	154	22.4 %
Fire education programs in your community	42	6.1 %
Fire inspection programs in your community	42	6.1 %
Efforts by local government in your area to prevent crime	349	50.9 %
None chosen	118	17.2 %
Total	1654	

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Snow removal on major City streets	13.1%	52.6%	13.1%	11.4%	6.0%	3.8%
Q24-2. Condition of street signs & traffic signals	13.6%	50.3%	20.0%	8.2%	4.7%	3.4%
Q24-3. Adequacy of street lighting in your neighborhood	8.9%	41.1%	20.0%	18.5%	7.6%	3.9%
Q24-4. Quality of public transportation services	7.6%	22.9%	25.4%	6.3%	3.8%	34.1%
Q24-5. On-street bicycle infrastructure	6.1%	27.4%	32.4%	9.5%	5.4%	19.2%
Q24-6. Condition of catch basins in your neighborhood	4.1%	18.5%	27.0%	12.0%	5.7%	32.8%
Q24-7. Snow removal on neighborhood streets	6.3%	31.6%	20.6%	21.9%	14.3%	5.4%
Q24-8. Condition of sidewalks in your neighborhood	3.4%	26.2%	21.9%	27.8%	14.9%	5.8%
Q24-9. Flow of traffic in Downtown area	6.6%	33.7%	22.4%	14.6%	15.5%	7.3%
Q24-10. Cleanliness of streets & other public areas	5.1%	34.3%	28.4%	19.2%	9.2%	3.8%
Q24-11. Condition of streets in your neighborhood	4.7%	30.3%	23.2%	24.6%	14.0%	3.2%
Q24-12. Condition of major City streets	4.4%	32.4%	23.2%	24.6%	10.8%	4.7%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Snow removal on major City streets	13.6%	54.7%	13.6%	11.8%	6.2%
Q24-2. Condition of street signs & traffic signals	14.0%	52.0%	20.7%	8.4%	4.8%
Q24-3. Adequacy of street lighting in your neighborhood	9.3%	42.8%	20.8%	19.3%	7.9%
Q24-4. Quality of public transportation services	11.5%	34.7%	38.5%	9.5%	5.8%
Q24-5. On-street bicycle infrastructure	7.6%	33.9%	40.1%	11.7%	6.7%
Q24-6. Condition of catch basins in your neighborhood	6.1%	27.5%	40.1%	17.8%	8.5%
Q24-7. Snow removal on neighborhood streets	6.6%	33.4%	21.7%	23.1%	15.1%
Q24-8. Condition of sidewalks in your neighborhood	3.6%	27.9%	23.2%	29.6%	15.8%
Q24-9. Flow of traffic in Downtown area	7.1%	36.3%	24.2%	15.7%	16.7%
Q24-10. Cleanliness of streets & other public areas	5.3%	35.6%	29.5%	20.0%	9.5%
Q24-11. Condition of streets in your neighborhood	4.8%	31.3%	23.9%	25.5%	14.5%
Q24-12. Condition of major City streets	4.6%	33.9%	24.3%	25.8%	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?

Q25. Top choice	Number	Percent
Snow removal on major City streets	49	7.1 %
Condition of street signs & traffic signals	22	3.2 %
Adequacy of street lighting in your neighborhood	55	8.0 %
Quality of public transportation services	28	4.1 %
On-street bicycle infrastructure	19	2.8 %
Condition of catch basins in your neighborhood	15	2.2 %
Snow removal on neighborhood streets	77	11.2 %
Condition of sidewalks in your neighborhood	61	8.9 %
Flow of traffic in Downtown area	53	7.7 %
Cleanliness of streets & other public areas	38	5.5 %
Condition of streets in your neighborhood	76	11.1 %
Condition of major City streets	89	13.0 %
None chosen	104	15.2 %
Total	686	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
Snow removal on major City streets	22	3.2 %
Condition of street signs & traffic signals	17	2.5 %
Adequacy of street lighting in your neighborhood	46	6.7 %
Quality of public transportation services	24	3.5 %
On-street bicycle infrastructure	27	3.9 %
Condition of catch basins in your neighborhood	16	2.3 %
Snow removal on neighborhood streets	69	10.1 %
Condition of sidewalks in your neighborhood	86	12.5 %
Flow of traffic in Downtown area	31	4.5 %
Cleanliness of streets & other public areas	54	7.9 %
Condition of streets in your neighborhood	93	13.6 %
Condition of major City streets	64	9.3 %
None chosen	137	20.0 %
Total	686	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
Snow removal on major City streets	23	3.4 %
Condition of street signs & traffic signals	13	1.9 %
Adequacy of street lighting in your neighborhood	48	7.0 %
Quality of public transportation services	22	3.2 %
On-street bicycle infrastructure	19	2.8 %
Condition of catch basins in your neighborhood	14	2.0 %
Snow removal on neighborhood streets	59	8.6 %
Condition of sidewalks in your neighborhood	60	8.7 %
Flow of traffic in Downtown area	37	5.4 %
Cleanliness of streets & other public areas	66	9.6 %
Condition of streets in your neighborhood	74	10.8 %
Condition of major City streets	59	8.6 %
None chosen	192	28.0 %
Total	686	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
Snow removal on major City streets	94	13.7 %
Condition of street signs & traffic signals	52	7.6 %
Adequacy of street lighting in your neighborhood	149	21.7 %
Quality of public transportation services	74	10.8 %
On-street bicycle infrastructure	65	9.5 %
Condition of catch basins in your neighborhood	45	6.6 %
Snow removal on neighborhood streets	205	29.9 %
Condition of sidewalks in your neighborhood	207	30.2 %
Flow of traffic in Downtown area	121	17.6 %
Cleanliness of streets & other public areas	158	23.0 %
Condition of streets in your neighborhood	243	35.4 %
Condition of major City streets	212	30.9 %
None chosen	104	15.2 %
Total	1729	

Q26. Water Utility. Have you had a sewer backup in your home during the past year?

Q26. Have you had a sewer backup in your home during past year	Number	Percent
Yes	97	14.1 %
No	581	84.7 %
Not provided	8	1.2 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

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

Q26. Have you had a sewer backup in your home during past year	Number	Percent
Yes	97	14.3 %
No	581	85.7 %
Total	678	100.0 %

Q26a. Was the backup caused by problems in the City's system?

Q26a. Was the backup caused by problems in City's system	Number	Percent
Yes	55	56.7 %
No	32	33.0 %
Not provided	10	10.3 %
Total	97	100.0 %

WITHOUT "NOT PROVIDED"

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

Q26a. Was the backup caused by problems in City's system	Number	Percent
Yes	55	63.2 %
No	32	36.8 %
Total	87	100.0 %

Q26b. Was the problem resolved to your satisfaction?

Q26b. Was the problem resolved to your satisfaction	Number	Percent
Yes	42	43.3 %
No	40	41.2 %
Not provided	15	15.5 %
Total	97	100.0 %

WITHOUT "NOT PROVIDED"

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

Q26b. Was the problem resolved to your satisfaction	Number	Percent
Yes	42	51.2 %
No	40	48.8 %
Total	82	100.0 %

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Water pressure on a typical day	21.0%	51.3%	13.7%	6.9%	3.4%	3.8%
Q27-2. How easy your utility bill is to understand	17.8%	50.9%	16.8%	5.4%	2.9%	6.3%
Q27-3. Smell of your tap water	14.4%	41.8%	23.5%	10.5%	5.1%	4.7%
Q27-4. How easy it is to resolve billing problems	8.5%	24.5%	25.1%	4.7%	4.5%	32.8%
Q27-5. Taste of your tap water	10.5%	35.1%	22.2%	17.3%	7.9%	7.0%
Q27-6. How well City keeps you informed about water quality issues	9.8%	28.3%	29.2%	11.7%	7.0%	14.1%
Q27-7. What you are charged for utilities	6.3%	22.9%	27.8%	20.8%	15.7%	6.4%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Water pressure on a typical day	21.8%	53.3%	14.2%	7.1%	3.5%
Q27-2. How easy your utility bill is to understand	19.0%	54.3%	17.9%	5.8%	3.1%
Q27-3. Smell of your tap water	15.1%	43.9%	24.6%	11.0%	5.4%
Q27-4. How easy it is to resolve billing problems	12.6%	36.4%	37.3%	6.9%	6.7%
Q27-5. Taste of your tap water	11.3%	37.8%	23.8%	18.7%	8.5%
Q27-6. How well City keeps you informed about water quality issues	11.4%	32.9%	34.0%	13.6%	8.1%
Q27-7. What you are charged for utilities	6.7%	24.5%	29.8%	22.3%	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?

Q28. Top choice	Number	Percent
Water pressure on a typical day	51	7.4 %
How easy your utility bill is to understand	16	2.3 %
Smell of your tap water	34	5.0 %
How easy it is to resolve billing problems	23	3.4 %
Taste of your tap water	119	17.3 %
How well City keeps you informed about water quality issues	68	9.9 %
What you are charged for utilities	208	30.3 %
None chosen	167	24.3 %
Total	686	100.0 %

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?

Q28. 2nd choice	Number	Percent
Water pressure on a typical day	45	6.6 %
How easy your utility bill is to understand	31	4.5 %
Smell of your tap water	56	8.2 %
How easy it is to resolve billing problems	27	3.9 %
Taste of your tap water	89	13.0 %
How well City keeps you informed about water quality issues	86	12.5 %
What you are charged for utilities	98	14.3 %
None chosen	254	37.0 %
Total	686	100.0 %

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)

Q28. Sum of top 2 choices	Number	Percent
Water pressure on a typical day	96	14.0 %
How easy your utility bill is to understand	47	6.9 %
Smell of your tap water	90	13.1 %
How easy it is to resolve billing problems	50	7.3 %
Taste of your tap water	208	30.3 %
How well City keeps you informed about water quality issues	154	22.4 %
What you are charged for utilities	306	44.6 %
None chosen	167	24.3 %
Total	1118	

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.

(N=686)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q29-1. Maintenance of City parks	17.8%	45.0%	17.6%	5.5%	1.7%	12.2%
Q29-2. Number of walking & biking trails	15.6%	39.4%	17.9%	10.1%	2.9%	14.1%
Q29-3. Access to parks in your neighborhood	16.8%	43.1%	19.4%	6.7%	3.1%	10.9%
Q29-4. Ease of registering for recreation programs such as classes, trips, & special events	7.6%	18.2%	26.5%	5.1%	1.2%	41.4%
Q29-5. Fees charged for recreation programs	6.4%	17.8%	24.6%	6.1%	3.1%	42.0%
Q29-6. Availability of recreation programming in your neighborhood	6.4%	15.2%	25.2%	12.1%	4.4%	36.7%
Q29-7. Condition of restrooms in public parks	4.1%	8.9%	25.8%	13.7%	7.6%	39.9%

WITHOUT "DON'T KNOW"

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)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Maintenance of City parks	20.3%	51.3%	20.1%	6.3%	2.0%
Q29-2. Number of walking & biking trails	18.2%	45.8%	20.9%	11.7%	3.4%
Q29-3. Access to parks in your neighborhood	18.8%	48.4%	21.8%	7.5%	3.4%
Q29-4. Ease of registering for recreation programs such as classes, trips, & special events	12.9%	31.1%	45.3%	8.7%	2.0%
Q29-5. Fees charged for recreation programs	11.1%	30.7%	42.5%	10.6%	5.3%
Q29-6. Availability of recreation programming in your neighborhood	10.1%	24.0%	39.9%	19.1%	6.9%
Q29-7. Condition of restrooms in public parks	6.8%	14.8%	43.0%	22.8%	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?

Q30. Top choice	Number	Percent
Maintenance of City parks	123	17.9 %
Number of walking & biking trails	75	10.9 %
Access to parks in your neighborhood	33	4.8 %
Ease of registering for recreation programs such as classes, trips, & special events	19	2.8 %
Fees charged for recreation programs	36	5.2 %
Availability of recreation programming in your neighborhood	51	7.4 %
Condition of restrooms in public parks	103	15.0 %
None chosen	246	35.9 %
Total	686	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
Maintenance of City parks	57	8.3 %
Number of walking & biking trails	53	7.7 %
Access to parks in your neighborhood	51	7.4 %
Ease of registering for recreation programs such as classes, trips, & special events	24	3.5 %
Fees charged for recreation programs	37	5.4 %
Availability of recreation programming in your neighborhood	79	11.5 %
Condition of restrooms in public parks	80	11.7 %
None chosen	305	44.5 %
Total	686	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 2 choices	Number	Percent
Maintenance of City parks	180	26.2 %
Number of walking & biking trails	128	18.7 %
Access to parks in your neighborhood	84	12.2 %
Ease of registering for recreation programs such as classes, trips, & special events	43	6.3 %
Fees charged for recreation programs	73	10.6 %
Availability of recreation programming in your neighborhood	130	19.0 %
Condition of restrooms in public parks	183	26.7 %
None chosen	246	35.9 %
Total	1067	

Q31. In the past year, have you visited a City recreation facility or park?

Q31. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	479	69.8 %
No	188	27.4 %
Not provided	19	2.8 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

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

Q31. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	479	71.8 %
No	188	28.2 %
Total	667	100.0 %

Q32. Approximately how many years have you lived in South Bend?

Q32. How many years have you lived in South

<u>Bend</u>	<u>Number</u>	<u>Percent</u>
0-5	97	14.1 %
6-10	75	10.9 %
11-15	41	6.0 %
16-20	63	9.2 %
21-30	105	15.3 %
31+	283	41.3 %
Not provided	22	3.2 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Approximately how many years have you lived in South Bend? (without "not provided")

Q32. How many years have you lived in South

<u>Bend</u>	<u>Number</u>	<u>Percent</u>
0-5	97	14.6 %
6-10	75	11.3 %
11-15	41	6.2 %
16-20	63	9.5 %
21-30	105	15.8 %
31+	283	42.6 %
Total	664	100.0 %

Q33. Have you met the current Mayor?

<u>Q33. Have you met current Mayor</u>	<u>Number</u>	<u>Percent</u>
Yes	72	10.5 %
No	614	89.5 %
Total	686	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence	Number	Percent
Own	456	66.5 %
Rent	223	32.5 %
Not provided	7	1.0 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Do you own or rent your current residence? (without "not provided")

Q34. Do you own or rent your current residence	Number	Percent
Own	456	67.2 %
Rent	223	32.8 %
Total	679	100.0 %

Q35. What is your age?

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	142	20.7 %
35-44	131	19.1 %
45-54	135	19.7 %
55-64	118	17.2 %
65+	129	18.8 %
Not provided	31	4.5 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q35. What is your age? (without "not provided")

<u>Q35. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	142	21.7 %
35-44	131	20.0 %
45-54	135	20.6 %
55-64	118	18.0 %
65+	129	19.7 %
Total	655	100.0 %

Q36. What is your gender identity?

<u>Q36. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	336	49.0 %
Female	346	50.4 %
Gender variant/non-conforming	1	0.1 %
Not provided	3	0.4 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q36. What is your gender identity? (without "not provided")

<u>Q36. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	336	49.2 %
Female	346	50.7 %
Gender variant/non-conforming	1	0.1 %
Total	683	100.0 %

Q37. Including yourself, how many people live in your household?

<u>Q37. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	128	18.7 %
2	255	37.2 %
3	151	22.0 %
4	75	10.9 %
5	37	5.4 %
6	13	1.9 %
7+	9	1.3 %
Not provided	18	2.6 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Including yourself, how many people live in your household? (without "not provided")

<u>Q37. How many people live in your household</u>	<u>Number</u>	<u>Percent</u>
1	128	19.2 %
2	255	38.2 %
3	151	22.6 %
4	75	11.2 %
5	37	5.5 %
6	13	1.9 %
7+	9	1.3 %
Total	668	100.0 %

Q38. How many people in your household are employed?

Q38. How many people in your household are employed	Number	Percent
0	126	18.4 %
1	292	42.6 %
2	187	27.3 %
3	37	5.4 %
4+	15	2.2 %
Not provided	29	4.2 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"

Q38. How many people in your household are employed? (without "not provided")

Q38. How many people in your household are employed	Number	Percent
0	126	19.2 %
1	292	44.4 %
2	187	28.5 %
3	37	5.6 %
4+	15	2.3 %
Total	657	100.0 %

Q39. Which of the following best describes your employment status?

<u>Q39. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	337	49.1 %
Employed part time	83	12.1 %
Not employed, looking for work	24	3.5 %
Not employed, not looking for work	17	2.5 %
Retired	159	23.2 %
Student	4	0.6 %
Disabled, not able to work	37	5.4 %
<u>Not provided</u>	<u>25</u>	<u>3.6 %</u>
Total	686	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Which of the following best describes your employment status? (without "not provided")**

<u>Q39. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	337	51.0 %
Employed part time	83	12.6 %
Not employed, looking for work	24	3.6 %
Not employed, not looking for work	17	2.6 %
Retired	159	24.1 %
Student	4	0.6 %
<u>Disabled, not able to work</u>	<u>37</u>	<u>5.6 %</u>
Total	661	100.0 %

Q39a. What is the zip code where you work?

<u>Q39a. What is the zip code where you work</u>	<u>Number</u>	<u>Percent</u>
46601	50	14.1 %
46628	39	11.0 %
46614	32	9.0 %
46615	30	8.5 %
46545	30	8.5 %
46617	25	7.1 %
46619	22	6.2 %
46556	21	5.9 %
46613	16	4.5 %
46544	14	4.0 %
46635	11	3.1 %
46616	10	2.8 %
46530	5	1.4 %
46514	5	1.4 %
46517	5	1.4 %
46637	4	1.1 %
46656	4	1.1 %
46563	4	1.1 %
46526	3	0.8 %
49120	3	0.8 %
46574	2	0.6 %
46516	2	0.6 %
46561	1	0.3 %
46624	1	0.3 %
46554	1	0.3 %
46360	1	0.3 %
46268	1	0.3 %
49112	1	0.3 %
46228	1	0.3 %
49127	1	0.3 %
46205	1	0.3 %
46675	1	0.3 %
46627	1	0.3 %
45344	1	0.3 %
46612	1	0.3 %
46634	1	0.3 %
46609	1	0.3 %
46536	1	0.3 %
46618	1	0.3 %
Total	354	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q40. Would you say your total annual household income is...

Q40. What is your total annual household income	Number	Percent
Under \$15K	68	9.9 %
\$15K to \$29,999	114	16.6 %
\$30K to \$59,999	201	29.3 %
\$60K to \$99,999	131	19.1 %
\$100K to \$124,999	53	7.7 %
\$125K+	35	5.1 %
Not provided	84	12.2 %
Total	686	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Would you say your total annual household income is... (without "not provided")**

Q40. What is your total annual household income	Number	Percent
Under \$15K	68	11.3 %
\$15K to \$29,999	114	18.9 %
\$30K to \$59,999	201	33.4 %
\$60K to \$99,999	131	21.8 %
\$100K to \$124,999	53	8.8 %
\$125K+	35	5.8 %
Total	602	100.0 %

Q41. Which of the following best describes your race/ethnicity?

<u>Q41. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	173	25.2 %
Asian/Pacific Islander	10	1.5 %
Hispanic/Latinx	99	14.4 %
Native American/Eskimo	12	1.7 %
White/Caucasian	435	63.4 %
Other	7	1.0 %
Total	736	

Q41-6. Other

<u>Q41-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	2	28.6 %
West Indian	1	14.3 %
Multi racial	1	14.3 %
More than one	1	14.3 %
European American	1	14.3 %
Multiple	1	14.3 %
Total	7	100.0 %

Q42. How would you describe your overall state of health these days. Would you say...

<u>Q42. Your overall state of health these days</u>	<u>Number</u>	<u>Percent</u>
Excellent	104	15.2 %
Good	300	43.7 %
Average	135	19.7 %
Fair	100	14.6 %
Poor	31	4.5 %
Don't know	16	2.3 %
Total	686	100.0 %

WITHOUT "DON'T KNOW"

Q42. How would you describe your overall state of health these days. Would you say... (without "don't know")

<u>Q42. Your overall state of health these days</u>	<u>Number</u>	<u>Percent</u>
Excellent	104	15.5 %
Good	300	44.8 %
Average	135	20.1 %
Fair	100	14.9 %
Poor	31	4.6 %
Total	670	100.0 %

Q43. How would you compare your standard of living to your parents' when they were your age?

Q43. Compare your standard of living to your parents' when they were your age

	Number	Percent
Much better	112	16.3 %
Somewhat better	182	26.5 %
About the same	222	32.4 %
Somewhat worse	95	13.8 %
Much worse	40	5.8 %
Don't know	35	5.1 %
Total	686	100.0 %

WITHOUT "DON'T KNOW"

Q43. How would you compare your standard of living to your parents' when they were your age? (without "don't know")

Q43. Compare your standard of living to your parents' when they were your age

	Number	Percent
Much better	112	17.2 %
Somewhat better	182	28.0 %
About the same	222	34.1 %
Somewhat worse	95	14.6 %
Much worse	40	6.1 %
Total	651	100.0 %

Q44. Do you think local officials in your community are doing a good job of keeping you informed about the COVID-19 Pandemic?

Q44. Are local officials in your community doing a good job of keeping you informed about COVID-19 pandemic

	Number	Percent
Yes	413	60.2 %
No	157	22.9 %
Don't know	116	16.9 %
Total	686	100.0 %

WITHOUT "DON'T KNOW"

Q44. Do you think local officials in your community are doing a good job of keeping you informed about the COVID-19 Pandemic? (without "don't know")

Q44. Are local officials in your community doing a good job of keeping you informed about COVID-19 pandemic

	Number	Percent
Yes	413	72.5 %
No	157	27.5 %
Total	570	100.0 %

Q45. Please rate your satisfaction with the City's response to COVID-19.

Q45. Your satisfaction with City's response to COVID-19	Number	Percent
Very satisfied	66	9.6 %
Satisfied	259	37.8 %
Neutral	159	23.2 %
Dissatisfied	108	15.7 %
Very Dissatisfied	47	6.9 %
Don't know	47	6.9 %
Total	686	100.0 %

WITHOUT "DON'T KNOW"

Q45. Please rate your satisfaction with the City's response to COVID-19. (without "don't know")

Q45. Your satisfaction with City's response to COVID-19	Number	Percent
Very satisfied	66	10.3 %
Satisfied	259	40.5 %
Neutral	159	24.9 %
Dissatisfied	108	16.9 %
Very Dissatisfied	47	7.4 %
Total	639	100.0 %

Q46. Please rate your satisfaction with the County's response to COVID-19.

Q46. Your satisfaction with County's response to COVID-19	Number	Percent
Very satisfied	62	9.0 %
Satisfied	227	33.1 %
Neutral	162	23.6 %
Dissatisfied	109	15.9 %
Very Dissatisfied	63	9.2 %
Don't know	63	9.2 %
Total	686	100.0 %

WITHOUT "DON'T KNOW"

Q46. Please rate your satisfaction with the County's response to COVID-19. (without "don't know")

Q46. Your satisfaction with County's response to COVID-19	Number	Percent
Very satisfied	62	10.0 %
Satisfied	227	36.4 %
Neutral	162	26.0 %
Dissatisfied	109	17.5 %
Very Dissatisfied	63	10.1 %
Total	623	100.0 %

Section 6:
Survey Instrument



CITY OF SOUTH BEND
JAMES MUELLER, 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, which we realize is valuable. Your answers will help us provide the very best city services possible and help me make better-informed decisions about the city's future. Especially as we continue to respond to the COVID-19 pandemic, your input can help the City develop programs and policies that assist our recovery. 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 David Finley, Director of Business Analytics, at dfinley@southbendin.gov.

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

Sincerely,

A handwritten signature in blue ink that reads "James Mueller".

Mayor James Mueller

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

2020 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 strategic planning process and will be used by city leaders to make planning and investment decisions. If you have questions, please contact David Finley, Director of Business Analytics, at dfinley@southbend.in.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.	The City should reform public safety systems	5	4	3	2	1	9
2.	The City should build reliable infrastructure	5	4	3	2	1	9
3.	The City should support economic recovery	5	4	3	2	1	9
4.	The City should rebuild vibrant neighborhoods	5	4	3	2	1	9
5.	The City should expand access to opportunity	5	4	3	2	1	9
6.	The City should protect the vulnerable	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. Overall quality of life in your community	5	4	3	2	1	9
2. Leadership of elected officials	5	4	3	2	1	9
3. Overall quality of local government services	5	4	3	2	1	9
4. Communication of opportunities for public involvement in City decision-making and planning	5	4	3	2	1	9
5. Overall value you receive for your taxes and fees	5	4	3	2	1	9
6. Level of public involvement in local decision-making and planning	5	4	3	2	1	9

3. **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 work	5	4	3	2	1	9
3. As a community that is moving in the right direction	5	4	3	2	1	9
4. As a place to visit	5	4	3	2	1	9
5. As a place to raise children	5	4	3	2	1	9
6. As a place to retire	5	4	3	2	1	9

4. **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.]*

5. **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

6. 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: _____

7. Which **TWO** of the information sources listed in Question 6 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 6, or circle "NONE".]

1st: ____ 2nd: ____ NONE

8. 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 Q9.]

8a. How did you access the city's website? [Check all that apply.]

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

8b. How would you rate the overall usefulness of the city's website?

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

9. 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

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

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

10a. How did you contact the city?

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

10b. Did you contact 311? (1) Yes (2) No

10c. How easy was it to address your issue?

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

10d. What service did you contact the city about most recently?

10e. 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".

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

11. **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 quality of fire services	5	4	3	2	1	9
02. Overall quality of ambulance/emergency medical services	5	4	3	2	1	9
03. Overall quality of trash collection services	5	4	3	2	1	9
04. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
05. Overall quality of water utility services	5	4	3	2	1	9
06. Overall quality of local police protection	5	4	3	2	1	9
07. How well City is planning growth	5	4	3	2	1	9
08. Overall enforcement of local codes and ordinances	5	4	3	2	1	9
09. The process for getting a permit	5	4	3	2	1	9
10. Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9

12. 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? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE".]

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

13. **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 Downtown revitalization	5	4	3	2	1	9
2. Overall quality of new development in Downtown	5	4	3	2	1	9
3. Overall quality of new development in your neighborhood	5	4	3	2	1	9
4. Housing quality in your neighborhood	5	4	3	2	1	9
5. Overall appearance of your neighborhood	5	4	3	2	1	9
6. Communication of plans for development projects	5	4	3	2	1	9

14. 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? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE".]

1st: ____ 2nd: ____ NONE

15. 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

16. Do you belong to a neighborhood association? ____ (1) Yes ____ (2) No [Skip to Q17.]

16a. 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

17. Are you aware of development plans for your neighborhood? ____ (1) Yes ____ (2) No

18. **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. Quality of Animal Control	5	4	3	2	1	9
2. City efforts to remove abandoned vehicles or inoperative vehicles	5	4	3	2	1	9
3. Enforcing clean-up of trash and debris on private property	5	4	3	2	1	9
4. Enforcing mowing and cutting of grass and weeds on private property	5	4	3	2	1	9
5. Enforcing exterior maintenance of commercial/business property	5	4	3	2	1	9
6. Enforcing exterior maintenance of residential property	5	4	3	2	1	9

19. 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? [Write in your answers below using the numbers from the list in Question 18, or circle "NONE".]

1st: ____ 2nd: ____ NONE

20. **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. City efforts to keep you informed about disruptions to trash service	5	4	3	2	1	9
3. Bulky item pick-up/removal services (e.g. old furniture, appliances)	5	4	3	2	1	9
4. Quality of yard waste collection services	5	4	3	2	1	9
5. Efforts by employees to ensure that all of your trash/yard waste is removed	5	4	3	2	1	9
6. What you are charged for trash service	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. **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. Professionalism of fire and EMS personnel	5	4	3	2	1	9
02. Professionalism of City police officers	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Visibility of police in commercial and retail areas	5	4	3	2	1	9
05. Overall feeling of safety in your neighborhood	5	4	3	2	1	9
06. Visibility of police in neighborhoods	5	4	3	2	1	9
07. Enforcement of local traffic laws	5	4	3	2	1	9
08. Fire education programs in your community	5	4	3	2	1	9
09. Fire inspection programs in your community	5	4	3	2	1	9
10. Efforts by local government in your area to prevent crime	5	4	3	2	1	9

23. 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? [Write in your answers below using the numbers from the list in Question 22, or circle "NONE".]

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

24. **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. Snow removal on major City streets	5	4	3	2	1	9
02. Condition of street signs and traffic signals	5	4	3	2	1	9
03. Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
04. Quality of public transportation services	5	4	3	2	1	9
05. On-street bicycle infrastructure	5	4	3	2	1	9
06. Condition of catch basins in your neighborhood	5	4	3	2	1	9
07. Snow removal on neighborhood streets	5	4	3	2	1	9
08. Condition of sidewalks in your neighborhood	5	4	3	2	1	9
09. Flow of traffic in Downtown area	5	4	3	2	1	9
10. Cleanliness of streets and other public areas	5	4	3	2	1	9
11. Condition of streets in your neighborhood	5	4	3	2	1	9
12. Condition of major City streets	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. **Water Utility.** Have you had a sewer backup in your home during the past year?

____(1) Yes ____ (2) No [Skip to Q27.]

26a. Was the backup caused by problems in the City's system? ____ (1) Yes ____ (2) No

26b. Was the problem resolved to your satisfaction? ____ (1) Yes ____ (2) No

27. 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. Water pressure on a typical day	5	4	3	2	1	9
2. How easy your utility bill is to understand	5	4	3	2	1	9
3. Smell of your tap water	5	4	3	2	1	9
4. How easy it is to resolve billing problems	5	4	3	2	1	9
5. Taste of your tap water	5	4	3	2	1	9
6. How well City keeps you informed about water quality issues	5	4	3	2	1	9
7. What you are charged for utilities	5	4	3	2	1	9

28. 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? [Write in your answers below using the numbers from the list in Question 27, or circle "NONE".]

1st: ____ 2nd: ____ NONE

29. **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. Ease of registering for recreation programs such as classes, trips, and special events	5	4	3	2	1	9
5. Fees charged for recreation programs	5	4	3	2	1	9
6. Availability of recreation programming in your neighborhood	5	4	3	2	1	9
7. Condition of restrooms in public parks	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. In the past year, have you visited a city recreation facility or park? ____ (1) Yes ____ (2) No

Demographics

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

33. Have you met the current Mayor? ____ (1) Yes ____ (2) No

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

35. What is your age? ____ years

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

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

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

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

- ____ (1) Employed full time [Answer Q39a.]
- ____ (2) Employed part time [Answer Q39a.]
- ____ (3) Not employed, looking for work
- ____ (4) Not employed, NOT looking for work
- ____ (5) Retired
- ____ (6) Student
- ____ (7) Disabled, not able to work

39a. What is the zip code where you work? _____

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

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

41. Which of the following best describes your race/ethnicity? [Check all that apply.]

- ____ (1) African American/Black
- ____ (2) Asian/Pacific Islander
- ____ (3) Hispanic/Latinx
- ____ (4) Native American/Eskimo
- ____ (5) White/Caucasian
- ____ (6) Other: _____

42. How would you describe your overall state of health these days. Would you say...

- ____ (1) Excellent
- ____ (2) Good
- ____ (3) Average
- ____ (4) Fair
- ____ (5) Poor
- ____ (9) Don't know

43. How would you compare your standard of living to your parents' when they were your age?

- ____ (1) Much better
- ____ (2) Somewhat better
- ____ (3) About the same
- ____ (4) Somewhat worse
- ____ (5) Much worse
- ____ (9) Don't know

