



SBStat | Neighborhoods

2022 Quarter 3 & 4 | 11/15/2022

City of South Bend



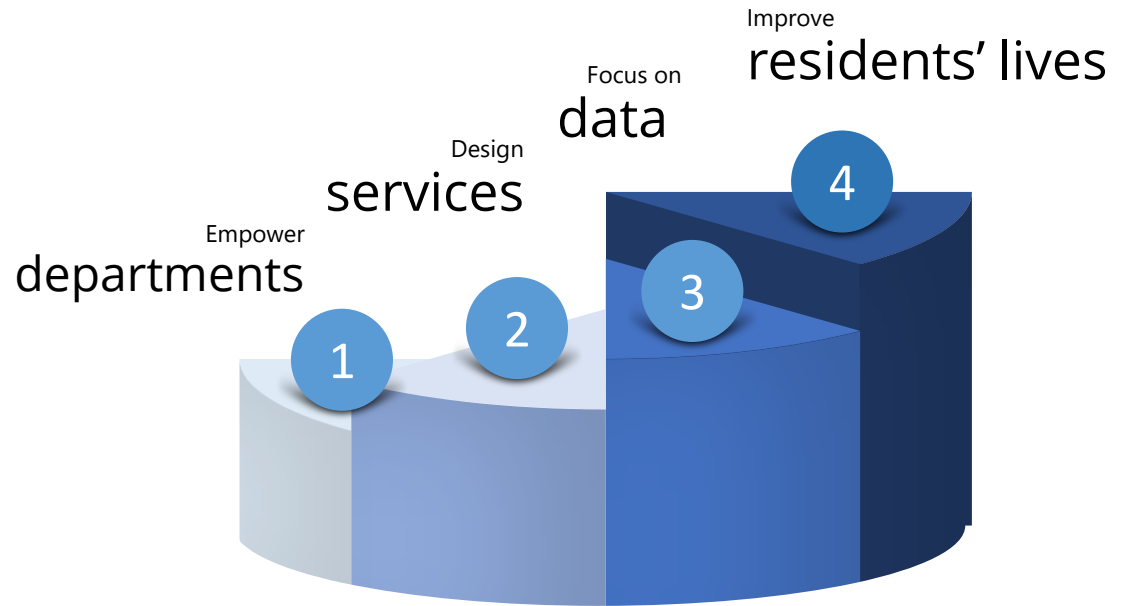
Why we're here

Citywide Performance Management

Our Goals:

1. Make the basics easy
2. Deliver good government
3. Invest in people and places

Our Process:



Today's Agenda

I. Data overview from previous Stat meeting

II. Deep-dive analysis & discussion

- Streetlight Gap Analysis
- 2022 Community Survey Overview

III. Celebrating our values

Neighborhood Stat Portfolio Summary

Status of SBStat projects in the queue for 2022

Project	Brief Description
Develop Climate Action Plan performance management framework	Measure current, establish target activities to get to 2025 identified target numbers
Develop long term plan for electrical vehicle charging station locations	Best practice case research; Resident engagements/surveys; list of proposed locations
Improve the resident experience in Neighborhood Services processes	BI-informed outreach campaign; pre and post surveys
Maintain guidelines on City business incentives and track performance indicators	Dashboard that tracks performance indicators on private partnerships
Optimally and equitably place City lighting	Best practices re: analytical models for equity; final plan for new lighting installations
Leverage delinquency and code data to find best eviction prevention intervention window	Predictive analysis project informing a 311/EEE pilot

2022 Portfolio Projects

Q3 & Q4 review

Project	Brief Description
Develop Climate Action Plan performance management framework	Measure current, establish target activities to get to 2025 identified target numbers
Optimally and equitably place City lighting	Best practices re: analytical models for equity; final plan for new lighting installations

Data overview from previous Stat meeting

Summarizing data points and statistics from the past quarter related to core operations

- Sustainability
- LED Upgrade
- Streets

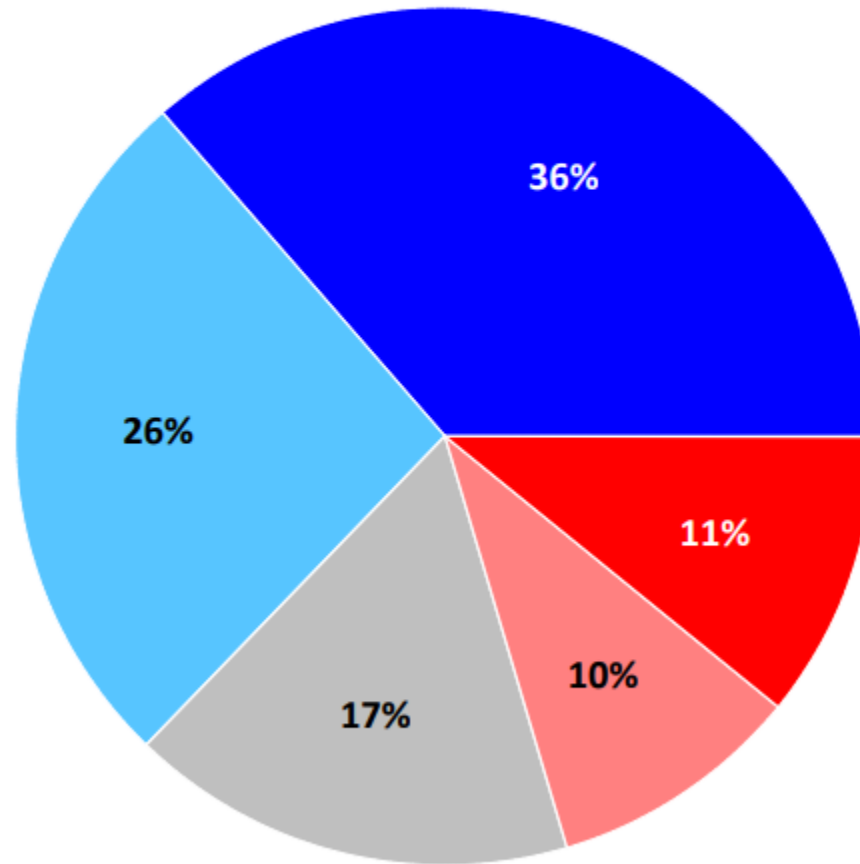
Project Update 1 - Sustainability Performance Management

- Participating cities will receive a six-month acceleration program including executive education and individualized city coaching and consultation.
 - Vision Statement
 - Theory of Change
- Slated for 2023 Strategic Stat



Q14. How important is taking action to reduce or mitigate greenhouse gas emission and adapt to climate change for you?

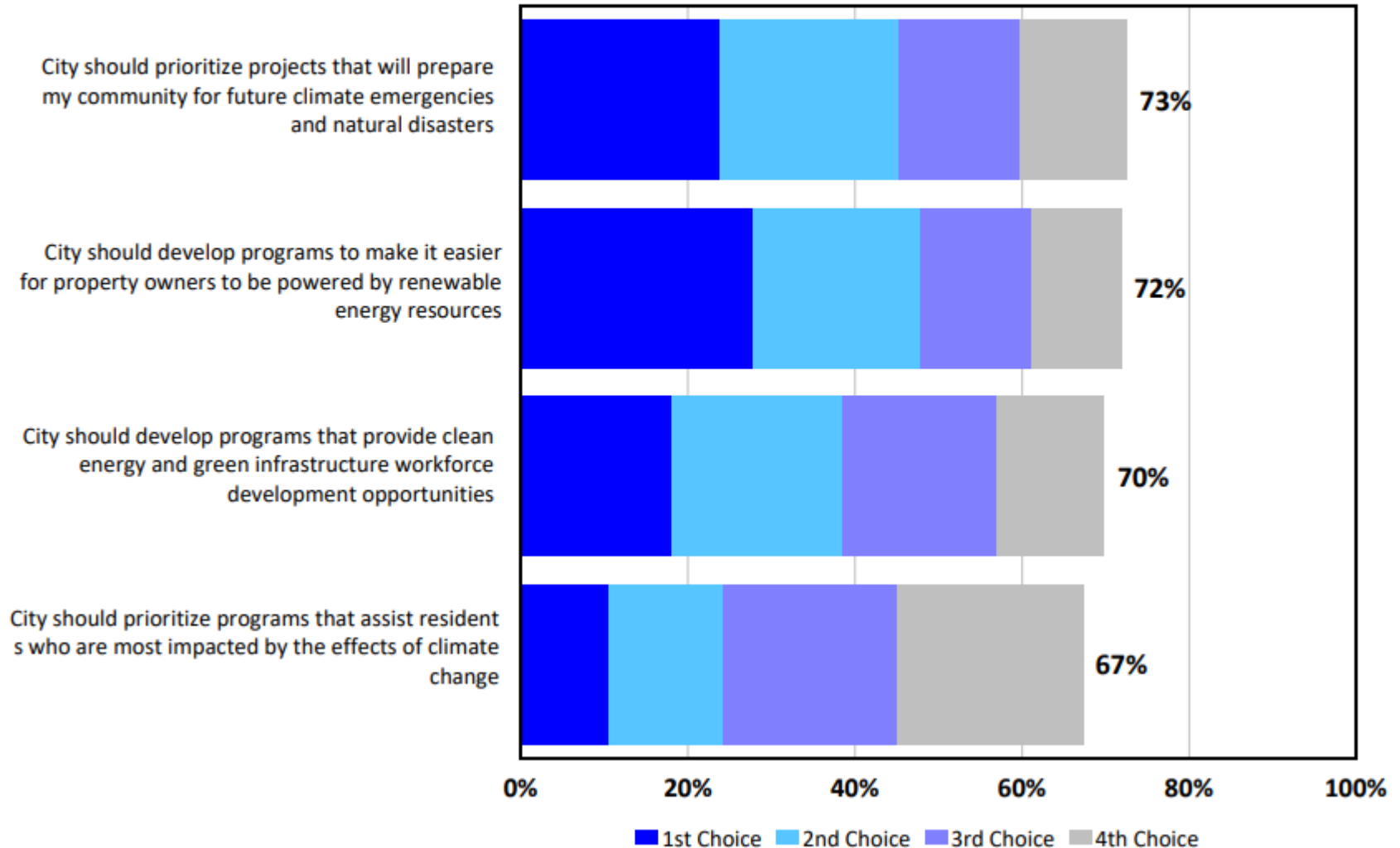
by percentage of respondents (excluding don't knows)



■ Very important ■ Important ■ Neutral ■ Not important ■ Not at all important

Q16. In terms of priority, how would you rank the following sustainability strategies for South Bend?

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



Quarterly Metrics Review

Key Performance Indicators

South Bend Total Install Summary				
LEDS			Post Tops	
Total	% Complete		Total	% Complete
7,821	96.4%		1,004	69.3%
	Total			
	LEDs To Be Installed	8,825		
	Installed To Date	8,235		
	Remaining to Install	590		
	% Complete	93.3%		

Deep-dive analysis & discussion

Diving deep into a few key initiatives being undertaken to improve city performance

- Streetlight Gap Analysis
- 2022 Community Survey Resources + Next Steps



How might we optimally and equitably place City lighting?

Meeting objectives

1

Project Background

Why we're doing the project and what we're aiming to achieve

2

Streetlights Gap Analysis

Assess lighting quality across City to find gaps of inadequate lighting and propose plan to fill all gaps

3

Next Steps

Determine timing for resident engagement tactics in context of ongoing LED upgrade and other resident engagement efforts (cameras, comprehensive plan update, etc.)

+ *Project Background*

-
- Current State Overview
 - Resident Satisfaction
 - Streetlights Geographic Breakdown

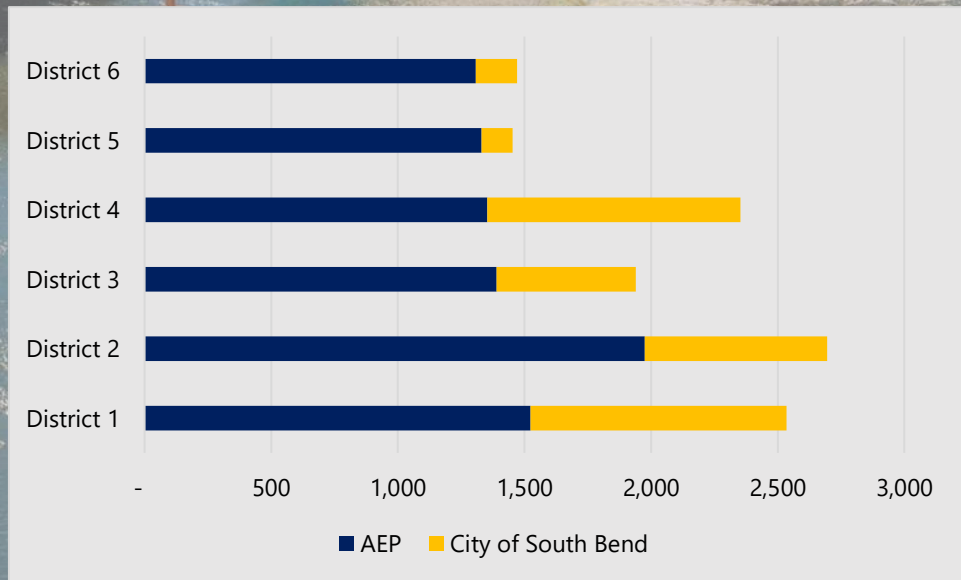
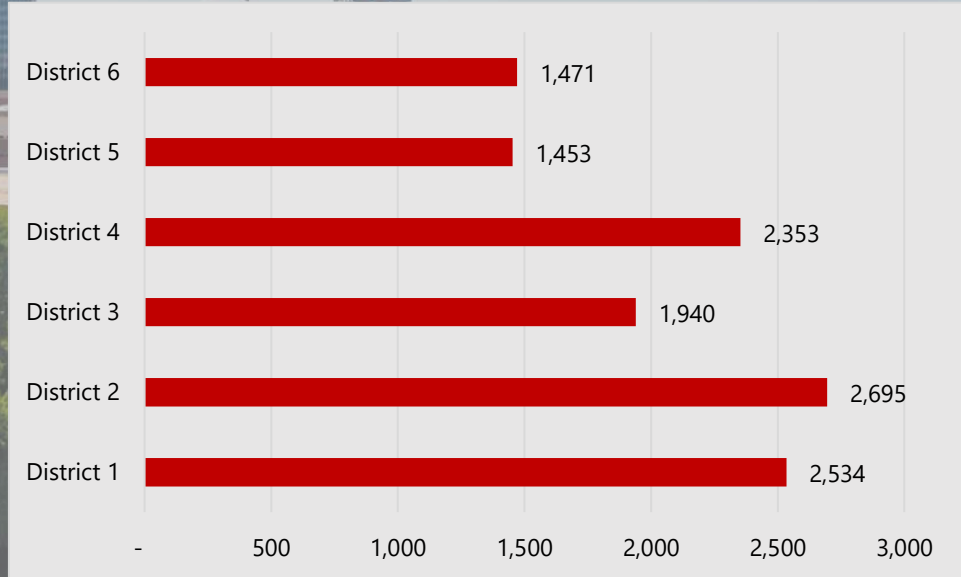
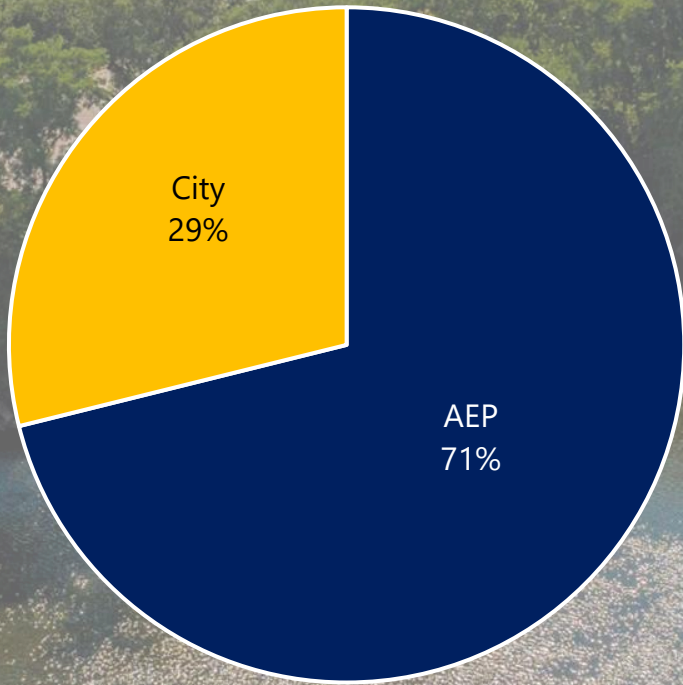
01

Street Lights in South Bend

Current State

Street Lights by Council District

Streetlight Ownership



How satisfied are you with the adequacy of streetlights in your neighborhood?

Select a Survey Question

Adequacy of street lighting in your neighborhood

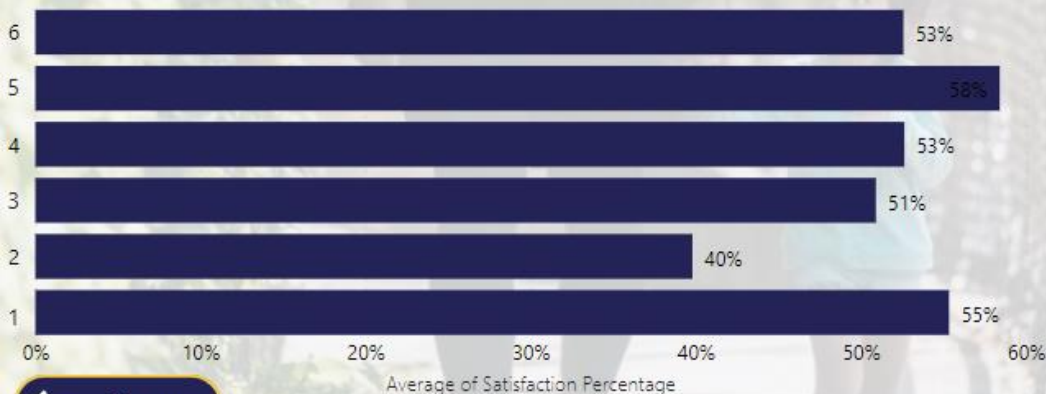
635

Residents Responded

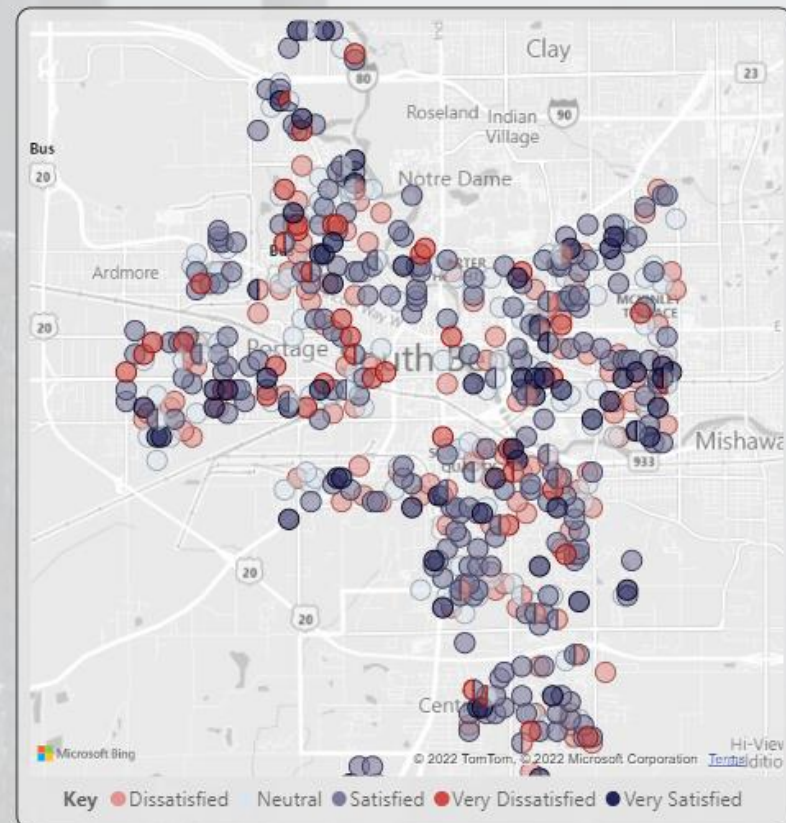
52%

of Residents are Satisfied

Resident Satisfaction by Council District



Survey Respondent Map



← Home

+ *Gap Analysis*

-
- Objectives – what we want the analysis to achieve
 - Methodology and assumptions
 - Walkthrough
 - Key Findings

02

What do we want to achieve?

Analysis objectives

- Assess lighting quality across City to find gaps of inadequate lighting and propose plan to fill all gaps
- Create a GIS map that features data layers for the following datasets:
 - street light gaps,
 - Equity Index raster math
 - all crimes (violent and nonviolent crimes)
 - point locations of vehicles hitting pedestrians,
 - median income, and
 - polygons of community assets (i.e. parks, commercial corridors, etc.)
- Rank neighborhoods / census tracts based on performance in equity index to prioritize neighborhoods for streetlights investment

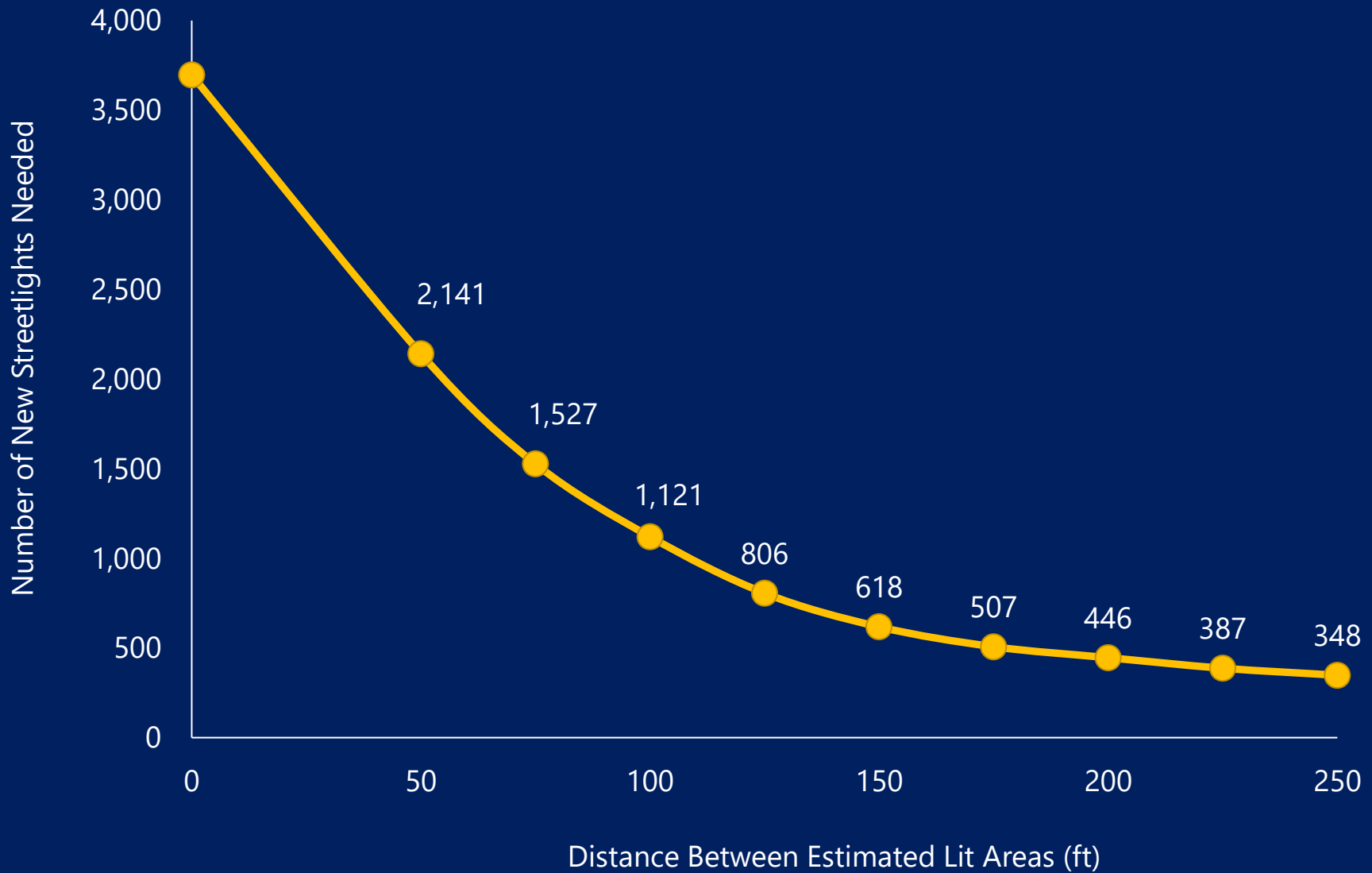
Methodology

- A circular buffer radius is placed around each streetlight as an analog for light coverage
 - Majority of conditions recommend 125' radius (250' spacing)
 - This includes AEP-owned and City-owned streetlights
- Analysis then calculates the number of street lights needed to fill any light coverage gap higher than City-determined target

Notes

1. Analysis does not evaluate streets that are not maintained by the City (i.e. state routes, bridges, etc.) or are outside City limits
2. Analysis focuses on streetlight needs on residential streets and does not evaluate streetlight needs on more rural or industrial streets near City boundary
3. Action threshold can be set to prioritize largest light gaps

Threshold setting based on length of lighting gap



+ *Taking Action*

-
- Resident engagement strategy
 - Next steps

03

Resident Engagement Strategy

Recommendations Level 2 - Consult Residents

Invite public comment
on gap analysis
(web page, dashboard, etc.)

Walking tours with
Council Members,
community
stakeholders

GIS Survey123 Tool

Neighborhood-level
surveys
(too bright, too dark, etc.)

Recommendations Level 3 - Involve Residents

Council-Mayor
Taskforce or Steering
Committee

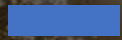
Taking Action

Streetlight Gap Analysis

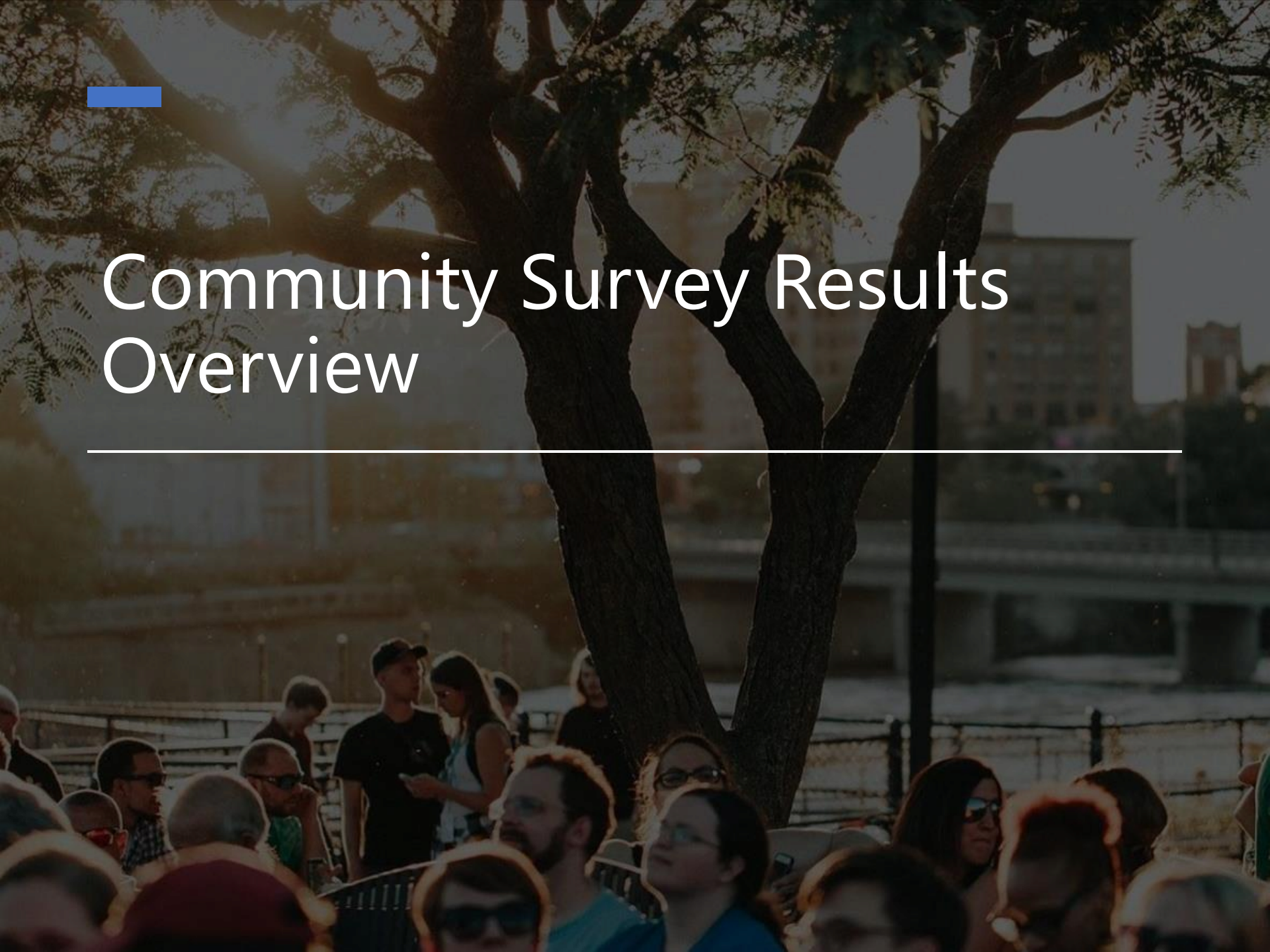
Project Objectives	<ul style="list-style-type: none">• Assess lighting quality across City to find gaps of inadequate lighting and propose plan to fill all gaps
Key Findings	<ul style="list-style-type: none">• Focusing on residential areas, the City has a streetlight gap of:<ul style="list-style-type: none">• 618 (with all gaps filled higher than 150 ft)• 348 (with all gaps filled higher than 250 ft)
Next Steps	<ul style="list-style-type: none">• Rank neighborhoods / census tracts based on performance in equity index to prioritize neighborhoods for streetlights investment• Incorporate existing backlog of street light requests
Decision points for the Mayor	<ul style="list-style-type: none">• Resident and Council engagement – who is taking the lead and when should we start?• Budget impact - what data do we need to understand the budget impact of this need?

Discussion questions before closing out the topic

1. Which team will take the lead on resident and Council engagement? When should they start?
2. What data do we need to understand the budget impact of this need?



Community Survey Results Overview



Agenda

1

2022 Community Survey Background– why it matters and what success looks like

2

Data Summary and Recommendations – who took the survey and what did we learn

3

Civic Engagement & Taking Action – building tools with residents and creating feedback loops



Background on the 2022 Community Survey

- Where you can find information
- The different components that make up this City service
- Relevant awards and benchmarks

01



WE HEAR YOU



As the City grows, City leaders know it is critical to strategically plan for the future. Every other year the City asks residents to complete a community survey to learn their opinions on City services and their priorities to inform decision-making and strategic investment. The survey data is compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. All individual responses to the survey remain confidential.

[Read the 2022 survey report](#)

[View results from past years](#)

[Download the survey data](#)

[Report an issue or concern to 311](#)

See results from the 2022 Community Survey at:

southbendin.gov/communitysurvey/

EXPLORE THE DATA – RESIDENT INSIGHTS DASHBOARD

The Resident Insights Dashboard facilitates easy access to the 2022 community survey results and shares information on resident perceptions and priorities. Learn more about other visualizations on the [Transparency Hub](#).

Learn what South Bend thinks
Explore the resident insights dashboard

Explore the data at a high-level

Dive deep into the data map



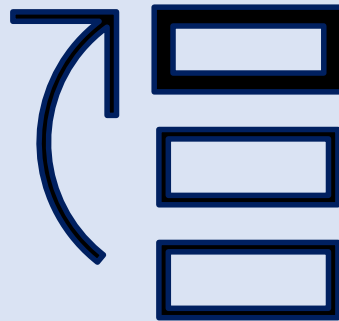
Why the community survey matters

- *Strategic Planning & Investment.* The community survey gathers responses from residents to evaluate performance of City services and resident priorities to inform decision-making and strategic investment.
- *Statistically Significant Data.* The community survey is administered by a third-party vendor to a statistically significant random sample of residents.

Community Survey Deliverables



175-page report that analyses survey responses and offers trend and benchmarking data



2022 Importance-Satisfaction Rating
Where residents think City leaders need to drive improvement over the next two years



Resident Insights Dashboard, which facilitates easy access to the 2022 community survey results


Data Summary + Recommendations

- Survey Methodology
- Demographics
- High-level takeaways

02

Methodology

- A seven-page survey was mailed to a random sample of households in the City. Responses were collected from June to August 2022.
- A total of 649 households completed the survey. The results for the random sample of 649 households have a 95% level of confidence with a precision of at least +/-3.8%.
- Residents who received the survey were given the option of returning the survey by mail or completing it online.



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 you provide the very best city about the city's future. Es your input can help the C

A postage-paid envelope convenience. If you would SouthBendCommunitySu

The survey data will be ce leading firms in the field survey will remain confid results will also be posted they have been presented

If you have any questions dfinley@southbendin.gov

Thank you for helping the thrive.

Sincerely,

 Mayor James Mueller

Si tiene preguntas acerca de la

1400 COUNTY-CITY PHOS

2022 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 Ryan Murray, Assistant Director of Community research, at ryan.murray@etcinstitute.com.

1. **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
7. Overall quality of public schools in South Bend	5	4	3	2	1	9
8. Overall quality of community health services in South Bend	5	4	3	2	1	9
9. Overall efforts to improve homelessness in the City	5	4	3	2	1	9

2. **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
7. As a place with affordable housing options for your household or family	5	4	3	2	1	9

3. 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.]

4. **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
4. Overall usefulness of the City's website	5	4	3	2	1	9

5. 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: _____

6. Which TWO of the information sources listed in Question 5 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 5, or circle "NONE."]

1st: _____ 2nd: _____ NONE

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Demographics



Survey Respondent Demographics

Breaking down the demographics of the residents that took the 2022 Community Survey

649

Residents took the Survey

Male

322

Female

319

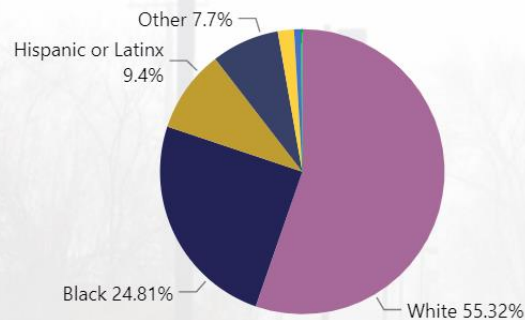
Non-conforming

6

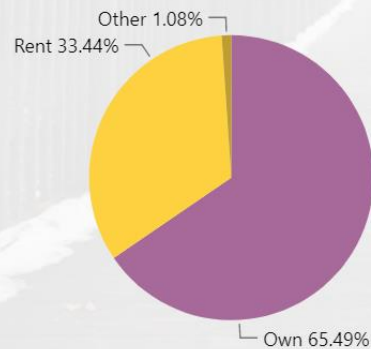
Don't Know

2

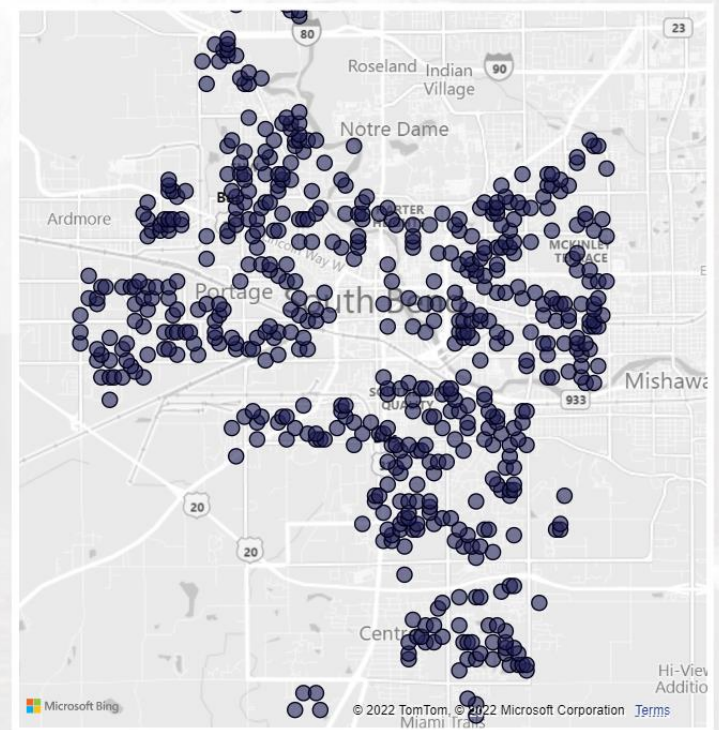
Ethnicity Breakdown



Home Ownership Breakdown



Survey Respondent Map



Residents recommend these priorities for **overall City operations** over the next two years

2022 Importance-Satisfaction Rating City of South Bend Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets, sidewalks, and infrastructure	71%	1	19%	10	0.5767	1
Overall enforcement of local codes and ordinances	43%	3	21%	9	0.3419	2
How well City is planning growth	39%	4	28%	7	0.2809	3
Overall quality of local police protection	48%	2	55%	6	0.2202	4
<u>Medium Priority (IS <.10)</u>						
Overall quality of parks and recreation programs and facilities	22%	5	64%	4	0.0800	5
Overall quality of water utility services	12%	6	62%	5	0.0453	6
The process for getting a permit	3%	10	26%	8	0.0250	7
Overall quality of trash collection services	9%	7	74%	3	0.0241	8
Overall quality of ambulance/emergency medical services	8%	8	84%	2	0.0137	9
Overall quality of fire services	5%	9	84%	1	0.0085	10

Residents recommend these priorities for **Community Investment** over the next two years

2022 Importance-Satisfaction Rating

City of South Bend

Community Investment

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall satisfaction with economic investment coming into City	31%	1	20%	6	0.2493	1
<u>High Priority (IS .10-.20)</u>						
Overall quality of new development in your neighborhood	24%	3	24%	5	0.1859	2
Communication of plans for development projects	21%	7	17%	7	0.1710	3
Overall appearance of your neighborhood	31%	2	47%	2	0.1630	4
Housing quality in your neighborhood	23%	5	46%	3	0.1263	5
Overall quality of Downtown	24%	4	48%	1	0.1234	6
Overall quality of new development in Downtown	21%	6	43%	4	0.1217	7

Residents recommend these priorities for **Neighborhood Services & Enforcement** over the next two years

2022 Importance-Satisfaction Rating City of South Bend Neighborhood Services and Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing clean-up of trash and debris on private property	52%	1	21%	4	0.4094	1
Enforcing exterior maintenance of commercial/business property	33%	2	19%	5	0.2652	2
Enforcing mowing and cutting of grass and weeds on private property	28%	3	24%	3	0.2134	3
<u>High Priority (IS .10-.20)</u>						
Enforcing exterior maintenance of residential property	24%	5	17%	6	0.1997	4
City efforts to remove abandoned vehicles or inoperative vehicles	25%	4	28%	2	0.1827	5
<u>Medium Priority (IS <.10)</u>						
Quality of Animal Control	10%	6	45%	1	0.0567	6

Residents recommend these priorities for **Traffic and Transportation** over the next two years

2022 Importance-Satisfaction Rating City of South Bend Traffic and Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of major City streets	42%	1	32%	10	0.2860	1
Condition of streets in your neighborhood	36%	2	35%	8	0.2351	2
Condition of sidewalks/curbs in your neighborhood	34%	3	34%	9	0.2244	3
<u>High Priority (IS .10-.20)</u>						
Cleanliness of streets and other public areas	28%	5	36%	6	0.1771	4
Snow removal on neighborhood streets	29%	4	42%	4	0.1650	5
Adequacy of street lighting in your neighborhood	23%	6	52%	3	0.1121	6
<u>Medium Priority (IS <.10)</u>						
Quality of public transportation services	15%	8	38%	5	0.0942	7
On-street bicycle/scooter infrastructure	13%	9	36%	7	0.0826	8
Condition of catch basins in your neighborhood	9%	11	32%	11	0.0620	9
Snow removal on major City streets	16%	7	64%	1	0.0573	10
Condition of street signs and traffic signals	10%	10	61%	2	0.0378	11

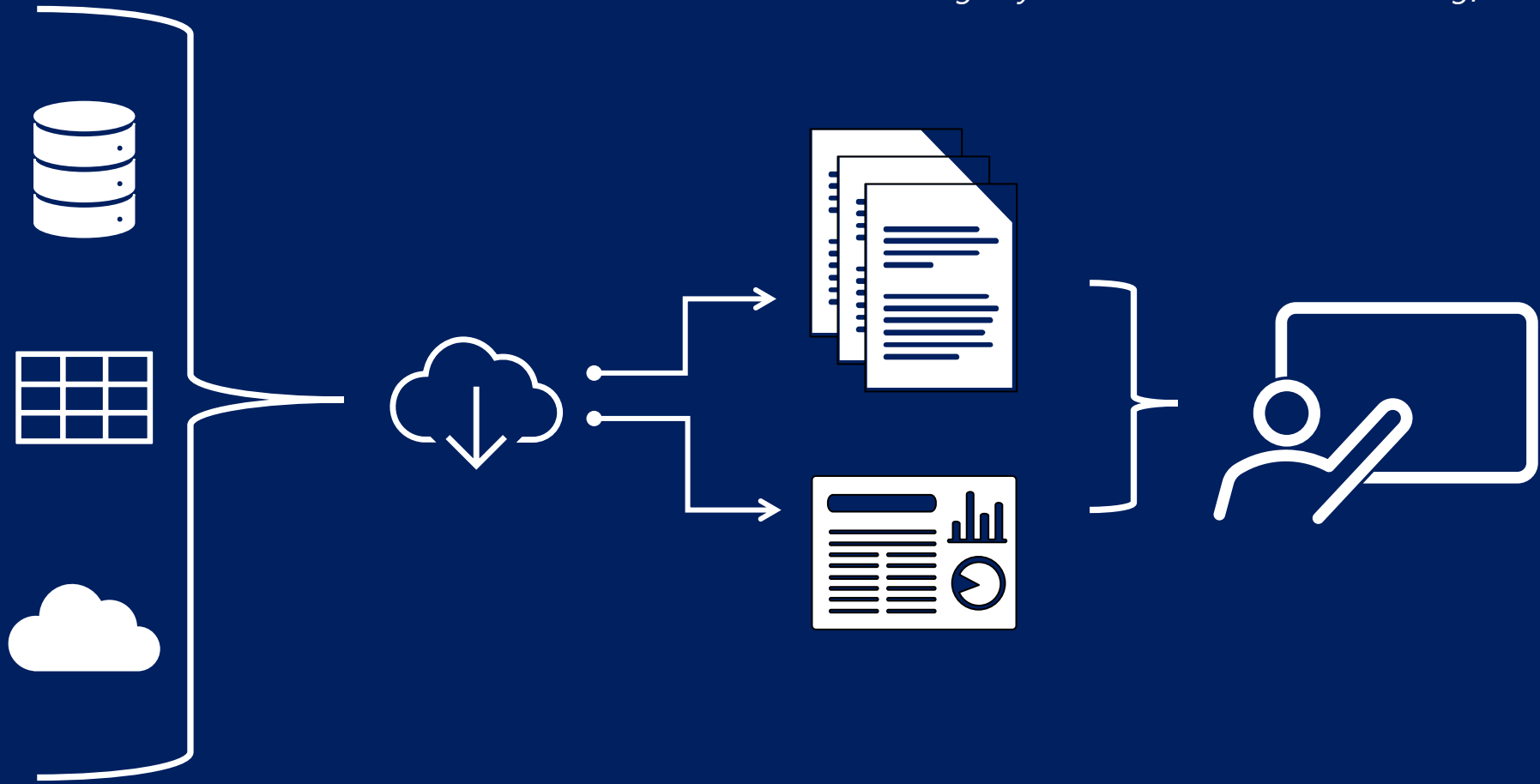
Civic Engagement + Taking Action

- Where you can download data
- Resident Insights Dashboard
- Connection to City performance management program

03

Public Transparency in South Bend

Making city data accessible and meaningful



City Data Collection

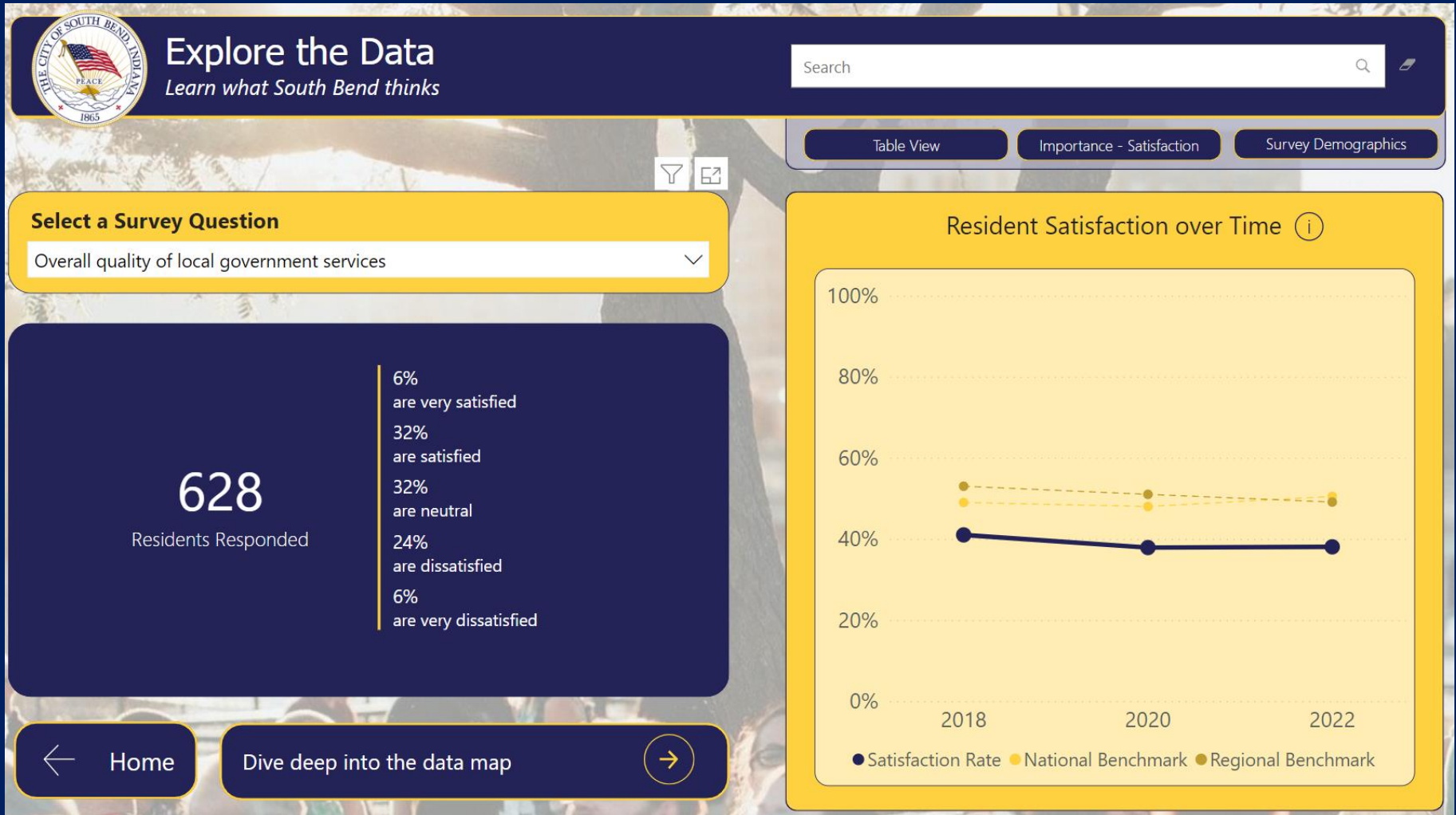
(311, GIS, forms, and government processes)

Open Data Portal

Reports & Dashboards

Resident Engagement & Co-creation

Explore the data at a high-level, including regional and national benchmarks



Or dive-deep into the data map to learn how opinions differ across the City



Explore the Map

Learn how resident opinions differ across the City



Select a Survey Question

Overall quality of local government services



628

Residents Responded

38%

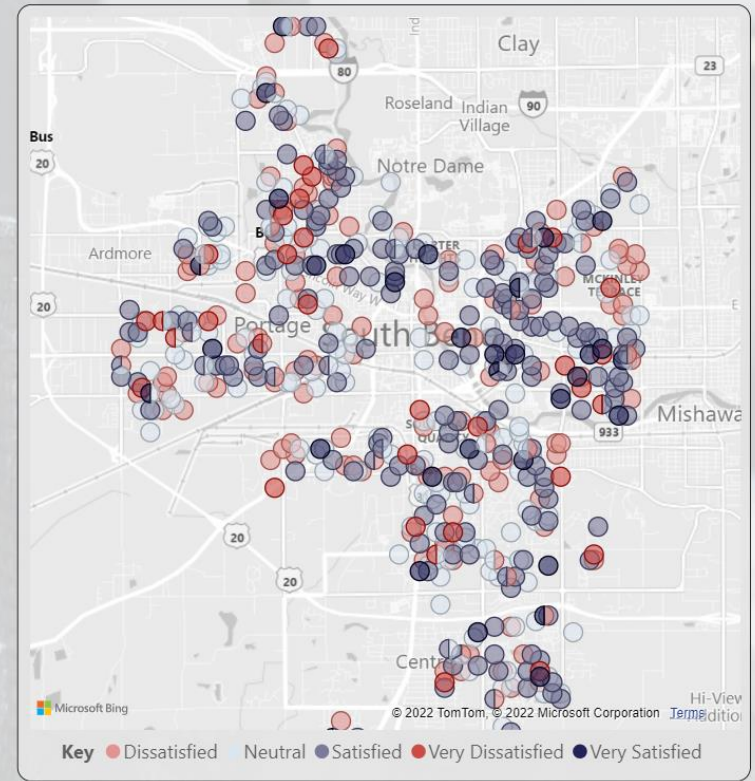
of Residents are Satisfied

Resident Satisfaction by Council District



← Home

Survey Respondent Map



Taking Action

- Based on benchmarks comparing resident satisfaction to peer cities in our region and cities nationwide, we need to improve.

City Performance Management

- Develop methods to identify possible geographic inequities in City service delivery using survey data and resident service request data in the City's CRM
- Assign process improvement projects to 2023 SB Stat focus areas

2022 Performance Management/Piloting Focus Areas



Strategic Objectives & Key Initiatives

- Develop community policing engagement strategy
- Improve internal consistency for aggravated assault numbers
- Track and monitor progress in 21st Century Policing training goals
- Improve diversity in police recruiting pool and workforce
- Evaluate staffing levels and finalize staffing study



Strategic Objectives & Key Initiatives

- Develop baseline metrics and performance management framework for collective opioid response (shared with Fire)
- Evaluate fire station infrastructure needs to improve firefighter health
- Improve diversity and culture of fire recruiting

February 2022



Strategic Objectives & Key Initiatives

- Develop Climate Action Plan performance management framework
- Develop long term plan for electrical vehicle charging station locations
- Improve the resident experience in Neighborhood Services processes
- Maintain guidelines on City business incentives and track performance indicators to ensure taxpayers are receiving clear benefits from every private partnership
- Optimally and equitably place City lighting



Strategic Objectives & Key Initiatives

- Develop more flexible, efficient water shut-off process
- Improve pothole response time
- Improve resident experience with frontline Utility processes
- Improve Solid Waste missed pick-up and EPU policies
- Leverage delinquency and code data to find best eviction prevention intervention window
- Plan for the "One Stop Shop" for Customer Service at new City Hall

Discussion questions before closing out the topic

1. Do any of the results surprise you? What City process or issue do you hear about most from residents where we need to improve?
2. What data gaps or data needs do you experience that make it challenging to understand how we can improve?



SBStat | Neighborhoods

2022 Quarter 3 & 4 | 11/15/2022

City of South Bend

Appendix