

City of South Bend Community Survey

Cross-Tabular Data

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2018

Submitted to the City of South Bend

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q1-1. All residents are empowered with education, mobility, & technology</u>							
Strongly agree	4.8%	7.7%	4.2%	8.5%	5.3%	8.7%	6.4%
Agree	16.3%	16.5%	27.7%	12.7%	30.5%	19.6%	21.3%
Neutral	30.8%	24.2%	31.1%	27.1%	28.5%	23.9%	27.9%
Disagree	29.8%	37.4%	23.5%	43.2%	26.5%	34.8%	32.0%
Strongly disagree	18.3%	14.3%	13.4%	8.5%	9.3%	13.0%	12.4%
<u>Q1-2. South Bend has a robust & well-planned infrastructure</u>							
Strongly agree	3.8%	4.7%	2.6%	4.4%	1.9%	3.2%	3.3%
Agree	23.6%	16.3%	32.2%	23.7%	25.5%	24.7%	24.7%
Neutral	35.8%	38.4%	32.2%	39.5%	32.5%	32.3%	34.9%
Disagree	29.2%	29.1%	23.5%	25.4%	28.7%	29.0%	27.4%
Strongly disagree	7.5%	11.6%	9.6%	7.0%	11.5%	10.8%	9.7%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q1-3. South Bend is a safe community for everyone</u>							
Strongly agree	0.0%	2.1%	0.8%	2.5%	3.2%	3.1%	2.0%
Agree	11.6%	11.6%	11.5%	10.8%	7.0%	13.3%	10.7%
Neutral	23.2%	23.2%	24.6%	21.7%	24.8%	19.4%	23.0%
Disagree	36.6%	35.8%	39.3%	48.3%	41.4%	44.9%	41.2%
Strongly disagree	28.6%	27.4%	23.8%	16.7%	23.6%	19.4%	23.2%
<u>Q1-4. South Bend has a strong, inclusive economy</u>							
Strongly agree	1.9%	5.4%	1.7%	1.8%	3.3%	4.2%	3.0%
Agree	26.0%	15.2%	32.2%	24.8%	26.3%	29.2%	25.9%
Neutral	36.5%	38.0%	39.1%	39.8%	38.8%	34.4%	37.9%
Disagree	28.8%	26.1%	17.4%	28.3%	22.4%	22.9%	24.1%
Strongly disagree	6.7%	15.2%	9.6%	5.3%	9.2%	9.4%	9.1%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q1-5. South Bend has thriving public spaces & culture</u>							
Strongly agree	9.2%	7.5%	10.0%	8.5%	10.8%	3.2%	8.5%
Agree	41.3%	39.8%	45.0%	52.1%	43.9%	35.8%	43.4%
Neutral	33.9%	34.4%	33.3%	24.8%	24.2%	30.5%	29.7%
Disagree	10.1%	8.6%	5.8%	13.7%	17.2%	25.3%	13.5%
Strongly disagree	5.5%	9.7%	5.8%	0.9%	3.8%	5.3%	4.9%
<u>Q1-6. South Bend has vibrant, welcoming neighborhoods</u>							
Strongly agree	3.6%	4.2%	4.1%	5.0%	8.2%	2.0%	4.8%
Agree	22.5%	22.1%	32.8%	28.9%	23.4%	18.4%	25.0%
Neutral	37.8%	23.2%	37.7%	38.8%	32.3%	30.6%	33.8%
Disagree	27.0%	28.4%	13.9%	19.8%	27.8%	31.6%	24.5%
Strongly disagree	9.0%	22.1%	11.5%	7.4%	8.2%	17.3%	11.9%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q2-1. Overall value you receive for your tax & fees</u>							
Very satisfied	3.7%	4.2%	4.2%	4.4%	4.5%	5.1%	4.3%
Satisfied	32.4%	23.2%	32.5%	28.9%	32.1%	20.4%	28.8%
Neutral	30.6%	29.5%	34.2%	28.9%	30.1%	24.5%	29.8%
Dissatisfied	22.2%	27.4%	20.0%	31.6%	22.4%	33.7%	25.8%
Very dissatisfied	11.1%	15.8%	9.2%	6.1%	10.9%	16.3%	11.3%
<u>Q2-2. Overall quality of local government services</u>							
Very satisfied	5.6%	3.2%	5.0%	5.3%	4.5%	4.0%	4.6%
Satisfied	34.3%	25.5%	45.0%	39.5%	36.8%	31.3%	35.9%
Neutral	39.8%	34.0%	33.3%	36.0%	33.5%	34.3%	35.1%
Dissatisfied	13.9%	22.3%	10.0%	16.7%	19.4%	19.2%	16.8%
Very dissatisfied	6.5%	14.9%	6.7%	2.6%	5.8%	11.1%	7.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q2-3. Overall quality of life in your community</u>							
Very satisfied	11.6%	3.1%	9.1%	7.6%	10.3%	7.2%	8.4%
Satisfied	40.2%	26.0%	41.3%	53.8%	50.0%	28.9%	41.4%
Neutral	30.4%	30.2%	34.7%	25.2%	26.3%	27.8%	29.0%
Dissatisfied	13.4%	25.0%	9.9%	12.6%	9.6%	32.0%	16.0%
Very dissatisfied	4.5%	15.6%	5.0%	0.8%	3.8%	4.1%	5.3%
<u>Q2-4. Leadership of elected officials</u>							
Very satisfied	12.3%	4.3%	13.7%	11.6%	10.6%	8.2%	10.4%
Satisfied	32.1%	23.9%	35.9%	41.1%	31.8%	26.5%	32.2%
Neutral	35.8%	35.9%	31.6%	26.8%	29.1%	32.7%	31.7%
Dissatisfied	11.3%	21.7%	13.7%	12.5%	18.5%	20.4%	16.3%
Very dissatisfied	8.5%	14.1%	5.1%	8.0%	9.9%	12.2%	9.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q2-5. Level of public involvement in local decision-making & planning</u>							
Very satisfied	4.9%	1.1%	3.7%	5.6%	6.0%	4.3%	4.4%
Satisfied	23.5%	18.9%	27.8%	26.2%	23.8%	27.7%	24.7%
Neutral	38.2%	40.0%	45.4%	37.4%	42.4%	27.7%	39.0%
Dissatisfied	24.5%	25.6%	14.8%	20.6%	17.2%	25.5%	20.9%
Very dissatisfied	8.8%	14.4%	8.3%	10.3%	10.6%	14.9%	11.0%
<u>Q2-6. Communication of opportunities for public involvement in City decision-making & planning</u>							
Very satisfied	4.8%	1.1%	3.7%	2.7%	7.2%	6.3%	4.5%
Satisfied	22.9%	23.6%	36.7%	35.5%	29.4%	27.4%	29.5%
Neutral	37.1%	32.6%	34.9%	31.8%	37.9%	23.2%	33.4%
Dissatisfied	21.9%	28.1%	18.3%	21.8%	15.0%	32.6%	22.1%
Very dissatisfied	13.3%	14.6%	6.4%	8.2%	10.5%	10.5%	10.4%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q3. Have you met current Mayor of South Bend</u>							
Yes	49.1%	44.0%	29.0%	44.7%	36.5%	40.6%	40.2%
No	50.9%	56.0%	71.0%	55.3%	63.5%	59.4%	59.8%

Q4. Have you met your current City Council member?

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q4. Have you met your current City Council member</u>							
Yes	21.9%	29.0%	9.7%	13.0%	19.5%	26.7%	19.4%
No	78.1%	71.0%	90.3%	87.0%	80.5%	73.3%	80.6%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q5-1. As a place to live</u>							
Very satisfied	8.9%	7.2%	14.5%	14.9%	11.9%	9.1%	11.4%
Satisfied	44.6%	38.1%	48.4%	56.2%	49.7%	42.4%	47.2%
Neutral	35.7%	37.1%	26.6%	14.0%	22.6%	24.2%	26.1%
Dissatisfied	5.4%	8.2%	8.1%	13.2%	10.7%	19.2%	10.7%
Very dissatisfied	5.4%	9.3%	2.4%	1.7%	5.0%	5.1%	4.6%
<u>Q5-2. As a place to raise children</u>							
Very satisfied	3.9%	7.4%	17.5%	14.3%	11.0%	7.2%	10.6%
Satisfied	30.4%	27.7%	33.3%	36.6%	38.1%	38.1%	34.4%
Neutral	32.4%	31.9%	26.7%	27.7%	24.5%	23.7%	27.5%
Dissatisfied	25.5%	19.1%	17.5%	17.9%	18.1%	17.5%	19.1%
Very dissatisfied	7.8%	13.8%	5.0%	3.6%	8.4%	13.4%	8.4%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q5-3. As a place to work</u>							
Very satisfied	8.0%	7.5%	15.1%	9.4%	9.6%	11.1%	10.2%
Satisfied	40.7%	34.4%	48.7%	54.7%	42.3%	42.4%	44.2%
Neutral	33.6%	30.1%	22.7%	25.6%	33.3%	27.3%	29.0%
Dissatisfied	13.3%	19.4%	10.1%	8.5%	12.2%	12.1%	12.3%
Very dissatisfied	4.4%	8.6%	3.4%	1.7%	2.6%	7.1%	4.3%
<u>Q5-4. As a place to retire</u>							
Very satisfied	5.8%	6.5%	7.5%	7.2%	6.1%	7.2%	6.7%
Satisfied	22.1%	24.7%	29.2%	36.0%	32.4%	24.7%	28.7%
Neutral	37.5%	36.6%	24.2%	24.3%	30.4%	32.0%	30.5%
Dissatisfied	21.2%	16.1%	25.0%	24.3%	17.6%	21.6%	21.0%
Very dissatisfied	13.5%	16.1%	14.2%	8.1%	13.5%	14.4%	13.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q5-5. As a place to visit</u>							
Very satisfied	9.2%	7.2%	10.7%	9.3%	7.1%	9.3%	8.8%
Satisfied	36.7%	28.9%	38.5%	40.7%	37.0%	36.1%	36.6%
Neutral	34.9%	40.2%	35.2%	28.8%	32.5%	27.8%	33.1%
Dissatisfied	13.8%	16.5%	10.7%	17.8%	16.9%	14.4%	15.1%
Very dissatisfied	5.5%	7.2%	4.9%	3.4%	6.5%	12.4%	6.5%
<u>Q5-6. As a community that is moving in right direction</u>							
Very satisfied	12.8%	9.5%	17.4%	17.9%	10.8%	12.0%	13.4%
Satisfied	38.5%	25.3%	40.5%	38.5%	36.9%	33.0%	35.9%
Neutral	35.8%	30.5%	27.3%	29.9%	25.5%	30.0%	29.5%
Dissatisfied	8.3%	22.1%	10.7%	9.4%	17.8%	16.0%	14.0%
Very dissatisfied	4.6%	12.6%	4.1%	4.3%	8.9%	9.0%	7.2%

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

N=721

	District						Total
	1	2	3	4	5	6	

Q6. How do you feel about South Bend

Love	5.4%	9.4%	4.2%	6.1%	3.1%	8.4%	5.8%
9	10.9%	5.9%	10.5%	6.1%	4.7%	9.6%	7.7%
8	22.8%	15.3%	18.9%	12.2%	21.7%	14.5%	17.9%
7	14.1%	20.0%	16.8%	28.6%	22.5%	15.7%	19.9%
6	16.3%	11.8%	20.0%	16.3%	14.7%	14.5%	15.6%
5	16.3%	17.6%	16.8%	20.4%	15.5%	22.9%	18.0%
4	6.5%	3.5%	6.3%	6.1%	6.2%	3.6%	5.5%
3	3.3%	4.7%	3.2%	2.0%	4.7%	4.8%	3.8%
2	2.2%	1.2%	0.0%	1.0%	5.4%	3.6%	2.4%
Hostile	2.2%	10.6%	3.2%	1.0%	1.6%	2.4%	3.3%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q7-1. Availability of information about local government services & activities</u>							
Very satisfied	6.4%	6.8%	8.6%	10.5%	11.1%	6.2%	8.6%
Satisfied	34.5%	31.8%	43.1%	52.6%	45.8%	29.9%	40.6%
Neutral	40.0%	27.3%	33.6%	28.1%	27.5%	43.3%	32.9%
Dissatisfied	13.6%	25.0%	9.5%	7.0%	13.7%	17.5%	13.9%
Very dissatisfied	5.5%	9.1%	5.2%	1.8%	2.0%	3.1%	4.1%
<u>Q7-2. Hours that customer service is available</u>							
Very satisfied	4.0%	5.7%	11.4%	10.3%	8.2%	6.2%	7.8%
Satisfied	41.6%	27.3%	36.2%	47.7%	47.6%	34.0%	40.0%
Neutral	36.6%	40.9%	37.1%	30.8%	29.9%	32.0%	34.1%
Dissatisfied	11.9%	18.2%	9.5%	10.3%	11.6%	23.7%	13.8%
Very dissatisfied	5.9%	8.0%	5.7%	0.9%	2.7%	4.1%	4.3%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q7-3. Quality of social media outlets (e.g. Facebook, Twitter)</u>							
Very satisfied	8.0%	11.9%	11.3%	7.1%	8.5%	8.0%	9.1%
Satisfied	33.3%	25.4%	26.8%	43.5%	39.0%	29.9%	33.5%
Neutral	41.4%	41.8%	50.5%	44.7%	45.8%	50.6%	46.0%
Dissatisfied	12.6%	9.0%	7.2%	4.7%	5.1%	8.0%	7.6%
Very dissatisfied	4.6%	11.9%	4.1%	0.0%	1.7%	3.4%	3.9%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q8. What are your primary sources of information about City issues, services, & events</u>							
City website	32.5%	29.0%	32.3%	40.7%	37.7%	24.8%	33.4%
Social media	43.9%	40.0%	48.4%	43.1%	39.6%	48.5%	43.7%
Public meetings	17.5%	15.0%	4.8%	8.9%	5.0%	12.9%	10.1%
Local news	79.8%	81.0%	81.5%	78.0%	87.4%	87.1%	82.7%
Contacting City directly	21.1%	17.0%	16.9%	16.3%	19.5%	21.8%	18.7%
Other	14.0%	15.0%	18.5%	14.6%	17.0%	9.9%	15.1%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q9. Top choice</u>							
City website	30.7%	27.0%	23.4%	35.0%	35.8%	16.8%	28.8%
Social media	34.2%	25.0%	39.5%	35.0%	35.2%	43.6%	35.5%
Public meetings	11.4%	16.0%	5.6%	8.9%	5.7%	8.9%	9.0%
Local news	57.9%	64.0%	62.1%	61.0%	64.2%	69.3%	63.0%
Contacting City directly	14.0%	11.0%	8.1%	11.4%	10.1%	12.9%	11.1%
Other	7.9%	8.0%	8.1%	9.8%	12.6%	6.9%	9.2%
None chosen	19.3%	18.0%	23.4%	14.6%	14.5%	16.8%	17.6%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q10. Have you used City website in last year</u>							
Yes	50.0%	40.0%	51.6%	61.8%	64.2%	43.6%	53.1%
No	50.0%	60.0%	48.4%	38.2%	35.8%	56.4%	46.9%

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

N=383

	District						Total
	1	2	3	4	5	6	
<u>Q10a. How did you access City's website</u>							
Computer	78.9%	77.5%	73.4%	84.2%	79.4%	77.3%	78.9%
Phone	50.9%	52.5%	32.8%	40.8%	35.3%	40.9%	40.7%
Tablet	22.8%	17.5%	12.5%	18.4%	16.7%	9.1%	16.4%

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

N=383

	District						Total
	1	2	3	4	5	6	
<u>Q10b. How would you rate overall usefulness of City's website</u>							
Excellent	11.5%	7.9%	12.9%	6.7%	7.8%	7.0%	8.9%
Good	44.2%	60.5%	48.4%	57.3%	51.0%	51.2%	51.9%
Fair	36.5%	26.3%	30.6%	32.0%	35.3%	32.6%	32.8%
Poor	7.7%	5.3%	8.1%	4.0%	5.9%	9.3%	6.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q11. What digital devices do you have access to in your home</u>							
Desktop computer	48.2%	33.0%	42.7%	49.6%	44.0%	33.7%	42.4%
Laptop	66.7%	47.0%	64.5%	74.8%	65.4%	52.5%	62.7%
Tablet	53.5%	41.0%	50.8%	55.3%	62.3%	43.6%	52.1%
Smartphone	78.9%	69.0%	77.4%	80.5%	83.6%	74.3%	77.9%
None	4.4%	12.0%	5.6%	5.7%	3.8%	9.9%	6.5%

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

N=721	District						Total
	1	2	3	4	5	6	

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

Yes	64.0%	55.0%	55.6%	51.2%	58.5%	46.5%	55.5%
No	36.0%	45.0%	44.4%	48.8%	41.5%	53.5%	44.5%

Q12a. How did you contact the City? (without "not provided")

N=400	District						Total
	1	2	3	4	5	6	

Q12a. How did you contact City

Phone	76.7%	85.5%	87.0%	79.4%	92.2%	89.4%	85.1%
Email	8.2%	5.5%	8.7%	11.1%	4.4%	6.4%	7.3%
Social media	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
In person	13.7%	9.1%	4.3%	9.5%	3.3%	4.3%	7.3%

Q12b. Did you contact 311? (without "not provided")

N=400

	District						Total
	1	2	3	4	5	6	
<u>Q12b. Did you contact 311</u>							
Yes	70.8%	76.4%	80.6%	84.1%	81.7%	82.6%	79.3%
No	29.2%	23.6%	19.4%	15.9%	18.3%	17.4%	20.7%

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

N=400

	District						Total
	1	2	3	4	5	6	
<u>Q12c. How easy was it to address your issue</u>							
Very easy	32.9%	34.5%	40.6%	36.5%	49.5%	32.6%	38.8%
Somewhat easy	28.8%	21.8%	31.9%	34.9%	28.0%	26.1%	28.8%
Neutral	17.8%	18.2%	13.0%	15.9%	6.5%	17.4%	14.0%
Difficult	13.7%	12.7%	4.3%	6.3%	10.8%	13.0%	10.0%
Very difficult	6.8%	12.7%	10.1%	6.3%	5.4%	10.9%	8.3%

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

N=400	District						Total
	1	2	3	4	5	6	
<u>Q12e-1. They were courteous & polite</u>							
Always	40.8%	43.4%	35.3%	45.9%	36.3%	32.6%	39.0%
Usually	38.0%	24.5%	47.1%	44.3%	44.0%	45.7%	41.0%
Sometimes	16.9%	28.3%	13.2%	9.8%	14.3%	17.4%	16.2%
Seldom	4.2%	1.9%	2.9%	0.0%	5.5%	2.2%	3.1%
Never	0.0%	1.9%	1.5%	0.0%	0.0%	2.2%	0.8%
<u>Q12e-2. They gave accurate answers to your questions</u>							
Always	36.2%	36.5%	30.9%	47.5%	34.1%	40.9%	37.1%
Usually	34.8%	30.8%	41.2%	31.1%	37.4%	20.5%	33.8%
Sometimes	21.7%	21.2%	20.6%	19.7%	18.7%	18.2%	20.0%
Seldom	5.8%	5.8%	4.4%	1.6%	6.6%	18.2%	6.5%
Never	1.4%	5.8%	2.9%	0.0%	3.3%	2.3%	2.6%

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

N=400

	District						Total
	1	2	3	4	5	6	
<u>Q12e-3. They did what they said they would do in a timely manner</u>							
Always	31.3%	32.7%	29.5%	47.5%	30.7%	34.1%	34.0%
Usually	28.4%	24.5%	27.9%	28.8%	30.7%	25.0%	28.0%
Sometimes	23.9%	24.5%	29.5%	20.3%	19.3%	13.6%	22.0%
Seldom	9.0%	8.2%	4.9%	3.4%	11.4%	18.2%	9.0%
Never	7.5%	10.2%	8.2%	0.0%	8.0%	9.1%	7.1%
<u>Q12e-4. They helped you resolve the issue to your satisfaction</u>							
Always	28.4%	32.1%	26.9%	38.3%	31.9%	24.4%	30.5%
Usually	31.3%	15.1%	38.8%	35.0%	26.4%	24.4%	29.0%
Sometimes	17.9%	28.3%	19.4%	18.3%	20.9%	20.0%	20.6%
Seldom	9.0%	11.3%	3.0%	5.0%	11.0%	15.6%	8.9%
Never	13.4%	13.2%	11.9%	3.3%	9.9%	15.6%	11.0%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-1. Overall enforcement of local codes & ordinances</u>							
Very satisfied	1.0%	6.5%	4.3%	3.6%	2.8%	1.1%	3.2%
Satisfied	30.6%	26.1%	39.1%	43.6%	37.1%	28.7%	34.8%
Neutral	33.7%	31.5%	24.3%	30.0%	30.8%	33.0%	30.4%
Dissatisfied	19.4%	15.2%	21.7%	15.5%	23.1%	30.9%	21.0%
Very dissatisfied	15.3%	20.7%	10.4%	7.3%	6.3%	6.4%	10.6%
<u>Q13-2. How well City is planning growth</u>							
Very satisfied	13.6%	10.0%	11.8%	11.0%	12.0%	10.8%	11.6%
Satisfied	36.9%	30.0%	42.7%	42.2%	37.3%	39.8%	38.3%
Neutral	30.1%	35.6%	33.6%	36.7%	26.7%	31.2%	31.9%
Dissatisfied	15.5%	14.4%	5.5%	8.3%	19.3%	15.1%	13.3%
Very dissatisfied	3.9%	10.0%	6.4%	1.8%	4.7%	3.2%	4.9%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-3. Overall quality of local police protection</u>							
Very satisfied	7.5%	9.8%	11.1%	11.1%	12.7%	11.1%	10.7%
Satisfied	38.7%	39.1%	42.7%	50.4%	49.3%	50.5%	45.5%
Neutral	32.1%	25.0%	28.2%	23.9%	21.3%	24.2%	25.6%
Dissatisfied	15.1%	15.2%	12.8%	10.3%	12.0%	11.1%	12.6%
Very dissatisfied	6.6%	10.9%	5.1%	4.3%	4.7%	3.0%	5.6%
<u>Q13-4. Overall quality of fire services</u>							
Very satisfied	25.8%	29.1%	28.3%	24.8%	28.1%	23.2%	26.6%
Satisfied	59.1%	47.7%	50.4%	61.9%	54.1%	62.6%	55.9%
Neutral	14.0%	20.9%	19.5%	11.4%	17.8%	12.1%	16.0%
Dissatisfied	1.1%	2.3%	0.9%	1.9%	0.0%	2.0%	1.2%
Very dissatisfied	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-5. Overall quality of ambulance/emergency medical services</u>							
Very satisfied	23.3%	33.3%	26.9%	17.7%	28.2%	21.9%	25.3%
Satisfied	58.1%	46.4%	47.2%	62.5%	48.9%	58.3%	53.2%
Neutral	16.3%	17.9%	23.1%	18.8%	19.8%	16.7%	19.0%
Dissatisfied	2.3%	2.4%	0.9%	0.0%	2.3%	3.1%	1.8%
Very dissatisfied	0.0%	0.0%	1.9%	1.0%	0.8%	0.0%	0.7%
<u>Q13-6. Overall quality of trash collection services</u>							
Very satisfied	14.7%	13.5%	20.0%	21.2%	21.3%	14.3%	18.0%
Satisfied	47.7%	52.1%	42.5%	54.2%	47.1%	53.1%	49.1%
Neutral	15.6%	15.6%	14.2%	17.8%	16.1%	14.3%	15.7%
Dissatisfied	12.8%	11.5%	14.2%	5.9%	11.6%	11.2%	11.2%
Very dissatisfied	9.2%	7.3%	9.2%	0.8%	3.9%	7.1%	6.0%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-7. Overall maintenance of City streets, sidewalks, & infrastructure</u>							
Very satisfied	2.7%	5.3%	4.2%	2.6%	3.9%	4.0%	3.7%
Satisfied	21.4%	14.7%	16.0%	20.5%	9.1%	12.0%	15.4%
Neutral	12.5%	10.5%	16.8%	19.7%	18.2%	16.0%	15.9%
Dissatisfied	31.3%	32.6%	31.9%	28.2%	40.3%	32.0%	33.1%
Very dissatisfied	32.1%	36.8%	31.1%	29.1%	28.6%	36.0%	31.9%
<u>Q13-8. The process for getting a permit (for buildings, signs, fences, etc.)</u>							
Very satisfied	4.8%	11.3%	5.8%	9.8%	5.7%	4.7%	7.0%
Satisfied	40.5%	28.3%	23.2%	32.8%	24.3%	32.8%	29.5%
Neutral	35.7%	39.6%	60.9%	45.9%	57.1%	48.4%	49.3%
Dissatisfied	9.5%	15.1%	4.3%	8.2%	7.1%	12.5%	9.2%
Very dissatisfied	9.5%	5.7%	5.8%	3.3%	5.7%	1.6%	5.0%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-9. Overall quality of water utility services</u>							
Very satisfied	10.8%	16.3%	12.0%	9.5%	15.6%	6.5%	12.0%
Satisfied	43.1%	38.0%	44.4%	56.9%	46.8%	46.7%	46.4%
Neutral	24.5%	28.3%	28.2%	23.3%	29.2%	29.3%	27.2%
Dissatisfied	13.7%	7.6%	11.1%	8.6%	5.2%	9.8%	9.1%
Very dissatisfied	7.8%	9.8%	4.3%	1.7%	3.2%	7.6%	5.3%
<u>Q13-10. Overall quality of City's waste water system</u>							
Very satisfied	6.1%	17.6%	11.6%	8.3%	12.3%	6.6%	10.5%
Satisfied	47.5%	37.6%	41.1%	52.8%	49.3%	46.2%	46.2%
Neutral	29.3%	27.1%	33.9%	23.1%	31.5%	29.7%	29.3%
Dissatisfied	8.1%	7.1%	8.9%	9.3%	3.4%	11.0%	7.6%
Very dissatisfied	9.1%	10.6%	4.5%	6.5%	3.4%	6.6%	6.4%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q13-11. Overall quality of parks & recreation programs & facilities</u>							
Very satisfied	14.0%	12.6%	18.1%	11.3%	13.2%	12.4%	13.7%
Satisfied	44.0%	50.6%	48.3%	57.4%	47.7%	50.5%	49.7%
Neutral	32.0%	25.3%	18.1%	22.6%	26.5%	27.8%	25.2%
Dissatisfied	7.0%	5.7%	11.2%	5.2%	9.3%	9.3%	8.1%
Very dissatisfied	3.0%	5.7%	4.3%	3.5%	3.3%	0.0%	3.3%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q14. Top choice</u>							
Overall enforcement of local codes & ordinances	32.5%	31.0%	28.2%	20.3%	23.9%	31.7%	27.5%
How well City is planning growth	36.8%	29.0%	29.0%	35.0%	46.5%	29.7%	35.2%
Overall quality of local police protection	46.5%	46.0%	42.7%	38.2%	42.8%	35.6%	42.0%
Overall quality of fire services	4.4%	4.0%	7.3%	4.1%	4.4%	3.0%	4.6%
Overall quality of ambulance/emergency medical services	3.5%	2.0%	2.4%	4.1%	1.9%	3.0%	2.8%
Overall quality of trash collection services	9.6%	11.0%	12.9%	8.1%	8.2%	12.9%	10.3%
Overall maintenance of City streets, sidewalks, & infrastructure	64.0%	56.0%	71.8%	69.9%	73.6%	72.3%	68.5%
The process for getting a permit (for buildings, signs, fences, etc.)	0.9%	4.0%	1.6%	0.8%	2.5%	5.9%	2.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q14. Top choice (Cont.)</u>							
Overall quality of water utility services	14.0%	11.0%	12.1%	17.9%	11.3%	17.8%	13.9%
Overall quality of City's waste water system	12.3%	10.0%	8.9%	15.4%	10.1%	12.9%	11.5%
Overall quality of parks & recreation programs & facilities	27.2%	21.0%	21.8%	28.5%	27.0%	19.8%	24.5%
None chosen	9.6%	18.0%	12.9%	11.4%	8.8%	10.9%	11.7%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q15-1. Overall quality of new development in City</u>							
Very satisfied	17.5%	13.2%	14.5%	14.8%	12.6%	6.1%	13.2%
Satisfied	38.8%	29.7%	47.9%	44.3%	44.4%	43.9%	42.1%
Neutral	28.2%	36.3%	29.1%	33.9%	24.5%	30.6%	29.9%
Dissatisfied	12.6%	13.2%	6.0%	6.1%	14.6%	13.3%	11.0%
Very dissatisfied	2.9%	7.7%	2.6%	0.9%	4.0%	6.1%	3.9%
<u>Q15-2. Overall quality of redevelopment in City</u>							
Very satisfied	13.5%	10.0%	14.7%	12.2%	8.4%	8.2%	11.1%
Satisfied	40.4%	27.8%	44.0%	42.6%	38.1%	38.8%	38.9%
Neutral	28.8%	36.7%	29.3%	36.5%	28.4%	30.6%	31.4%
Dissatisfied	10.6%	16.7%	8.6%	7.0%	20.0%	14.3%	13.1%
Very dissatisfied	6.7%	8.9%	3.4%	1.7%	5.2%	8.2%	5.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q15-3. Quality of Downtown revitalization</u>							
Very satisfied	14.0%	14.3%	19.7%	24.3%	16.7%	12.4%	17.1%
Satisfied	46.7%	39.6%	43.6%	38.3%	34.0%	44.3%	40.6%
Neutral	24.3%	22.0%	23.1%	26.1%	25.6%	23.7%	24.3%
Dissatisfied	7.5%	14.3%	6.8%	9.6%	16.0%	9.3%	10.8%
Very dissatisfied	7.5%	9.9%	6.8%	1.7%	7.7%	10.3%	7.2%
<u>Q15-4. Overall appearance of your neighborhood</u>							
Very satisfied	8.2%	7.4%	9.2%	11.1%	11.5%	7.1%	9.3%
Satisfied	36.4%	12.8%	29.2%	51.3%	51.6%	28.3%	36.7%
Neutral	21.8%	16.0%	20.0%	23.1%	24.2%	20.2%	21.2%
Dissatisfied	23.6%	35.1%	23.3%	10.3%	7.6%	28.3%	19.9%
Very dissatisfied	10.0%	28.7%	18.3%	4.3%	5.1%	16.2%	12.8%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q15-5. Housing quality in your neighborhood</u>							
Very satisfied	6.3%	8.4%	10.0%	11.9%	14.1%	6.1%	9.9%
Satisfied	38.7%	18.9%	31.7%	50.8%	55.1%	25.5%	38.7%
Neutral	27.0%	20.0%	25.8%	23.7%	20.5%	33.7%	24.8%
Dissatisfied	18.0%	28.4%	19.2%	11.0%	7.1%	23.5%	16.8%
Very dissatisfied	9.9%	24.2%	13.3%	2.5%	3.2%	11.2%	9.9%
<u>Q15-6. Communication of plans for development projects</u>							
Very satisfied	6.6%	5.7%	1.9%	4.6%	4.3%	1.1%	4.0%
Satisfied	25.3%	17.2%	26.9%	32.4%	22.3%	21.7%	24.5%
Neutral	35.2%	25.3%	39.4%	38.9%	46.0%	39.1%	38.2%
Dissatisfied	15.4%	29.9%	13.5%	18.5%	19.4%	26.1%	20.1%
Very dissatisfied	17.6%	21.8%	18.3%	5.6%	7.9%	12.0%	13.2%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q16. Top choice</u>							
Overall quality of new development in City	24.6%	23.0%	19.4%	26.8%	27.7%	17.8%	23.6%
Overall quality of redevelopment in City	29.8%	16.0%	25.8%	40.7%	49.1%	29.7%	33.3%
Quality of Downtown revitalization	23.7%	11.0%	22.6%	25.2%	26.4%	11.9%	20.9%
Overall appearance of your neighborhood	35.1%	51.0%	41.1%	22.0%	21.4%	43.6%	34.3%
Housing quality in your neighborhood	35.1%	34.0%	34.7%	24.4%	18.2%	39.6%	30.0%
Communication of plans for development projects	14.9%	18.0%	12.9%	17.1%	15.7%	15.8%	15.7%
None chosen	15.8%	21.0%	20.2%	19.5%	17.0%	17.8%	18.4%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q17. Do you feel that your neighborhood has improved over past five years</u>							
Yes	23.4%	27.4%	22.5%	41.5%	25.2%	24.0%	27.3%
No	50.5%	61.1%	55.0%	36.4%	53.5%	60.4%	52.4%
Have not lived in my neighborhood for 5 years	26.1%	11.6%	22.5%	22.0%	21.3%	15.6%	20.3%

Q18. Do you belong to a neighborhood association?

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q18. Do you belong to a neighborhood association</u>							
Yes	21.9%	13.0%	16.9%	11.4%	18.2%	8.9%	15.4%
No	78.1%	87.0%	83.1%	88.6%	81.8%	91.1%	84.6%

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

N=111

	District						Total
	1	2	3	4	5	6	
<u>Q18a. How satisfied are you with City's engagement with your neighborhood association</u>							
Very satisfied	16.7%	0.0%	9.5%	0.0%	7.7%	0.0%	7.5%
Satisfied	16.7%	23.1%	33.3%	35.7%	23.1%	33.3%	26.2%
Neutral	37.5%	38.5%	33.3%	42.9%	53.8%	44.4%	42.1%
Dissatisfied	12.5%	23.1%	19.0%	21.4%	11.5%	22.2%	16.8%
Very dissatisfied	16.7%	15.4%	4.8%	0.0%	3.8%	0.0%	7.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q19. Are you aware of development plans for your neighborhood</u>							
Yes	19.3%	22.0%	8.9%	13.8%	6.9%	7.9%	12.6%
No	80.7%	78.0%	91.1%	86.2%	93.1%	92.1%	87.4%

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

N=91

	District						Total
	1	2	3	4	5	6	
<u>Q19a. How satisfied are you with the quality of your neighborhood development plans</u>							
Very satisfied	13.6%	13.6%	9.1%	23.5%	18.2%	0.0%	14.3%
Satisfied	31.8%	13.6%	45.5%	23.5%	18.2%	12.5%	24.2%
Neutral	36.4%	18.2%	36.4%	23.5%	36.4%	62.5%	31.9%
Dissatisfied	13.6%	36.4%	9.1%	17.6%	18.2%	25.0%	20.9%
Very dissatisfied	4.5%	18.2%	0.0%	11.8%	9.1%	0.0%	8.8%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q20-1. Enforcing clean-up of trash & debris on private property</u>							
Very satisfied	4.0%	4.4%	6.0%	5.8%	2.9%	5.3%	4.7%
Satisfied	16.0%	30.0%	27.6%	32.0%	25.0%	17.9%	24.8%
Neutral	28.0%	21.1%	19.8%	30.1%	41.4%	24.2%	28.3%
Dissatisfied	35.0%	22.2%	29.3%	24.3%	21.4%	36.8%	27.8%
Very dissatisfied	17.0%	22.2%	17.2%	7.8%	9.3%	15.8%	14.4%
<u>Q20-2. Enforcing exterior maintenance of commercial/business property</u>							
Very satisfied	3.2%	5.7%	5.7%	2.1%	2.3%	3.3%	3.6%
Satisfied	18.9%	21.8%	26.4%	29.8%	27.5%	21.7%	24.6%
Neutral	42.1%	34.5%	34.9%	43.6%	39.7%	30.4%	37.7%
Dissatisfied	21.1%	21.8%	19.8%	16.0%	23.7%	35.9%	23.0%
Very dissatisfied	14.7%	16.1%	13.2%	8.5%	6.9%	8.7%	11.1%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q20-3. Enforcing exterior maintenance of residential property (e.g. condition of buildings)</u>							
Very satisfied	4.0%	7.5%	4.5%	2.0%	2.2%	2.2%	3.6%
Satisfied	11.9%	20.4%	21.4%	21.2%	18.1%	17.2%	18.4%
Neutral	34.7%	29.0%	29.5%	51.5%	44.9%	31.2%	37.3%
Dissatisfied	31.7%	20.4%	25.0%	20.2%	25.4%	39.8%	26.9%
Very dissatisfied	17.8%	22.6%	19.6%	5.1%	9.4%	9.7%	13.8%
<u>Q20-4. City efforts to remove abandoned or inoperative vehicles</u>							
Very satisfied	4.8%	9.3%	5.3%	2.4%	4.9%	8.0%	5.7%
Satisfied	21.4%	22.1%	25.3%	36.9%	27.9%	22.7%	26.1%
Neutral	35.7%	24.4%	36.8%	45.2%	41.0%	26.1%	35.2%
Dissatisfied	17.9%	19.8%	17.9%	10.7%	13.9%	31.8%	18.4%
Very dissatisfied	20.2%	24.4%	14.7%	4.8%	12.3%	11.4%	14.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q20-5. Enforcing mowing & cutting of grass & weeds on private property</u>							
Very satisfied	4.2%	5.7%	8.0%	3.0%	3.0%	7.4%	5.1%
Satisfied	25.3%	23.0%	23.9%	32.0%	23.3%	16.0%	24.0%
Neutral	32.6%	23.0%	24.8%	34.0%	36.1%	26.6%	29.9%
Dissatisfied	20.0%	24.1%	22.1%	24.0%	27.8%	33.0%	25.2%
Very dissatisfied	17.9%	24.1%	21.2%	7.0%	9.8%	17.0%	15.8%
<u>Q20-6. Quality of animal control</u>							
Very satisfied	6.5%	10.8%	10.3%	7.8%	3.7%	6.5%	7.3%
Satisfied	38.0%	24.1%	36.4%	45.6%	38.2%	32.6%	36.2%
Neutral	33.7%	32.5%	29.0%	30.0%	39.7%	37.0%	34.0%
Dissatisfied	15.2%	15.7%	15.9%	11.1%	13.2%	14.1%	14.2%
Very dissatisfied	6.5%	16.9%	8.4%	5.6%	5.1%	9.8%	8.3%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q21. Top choice</u>							
Enforcing clean-up of trash & debris on private property	40.4%	39.0%	40.3%	35.8%	32.7%	49.5%	39.0%
Enforcing exterior maintenance of commercial/business property	33.3%	16.0%	23.4%	37.4%	25.2%	13.9%	25.4%
Enforcing exterior maintenance of residential property (e.g. condition of buildings)	37.7%	30.0%	35.5%	29.3%	39.0%	32.7%	34.4%
City efforts to remove abandoned or inoperative vehicles	12.3%	20.0%	11.3%	13.0%	17.6%	20.8%	15.7%
Enforcing mowing & cutting of grass & weeds on private property	20.2%	30.0%	29.8%	14.6%	22.0%	29.7%	24.0%
Quality of animal control	9.6%	15.0%	10.5%	7.3%	9.4%	13.9%	10.7%
None chosen	20.2%	23.0%	23.4%	26.0%	24.5%	18.8%	22.9%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q22-1. Timeliness of your trash service</u>							
Very satisfied	28.7%	29.3%	43.4%	35.6%	38.2%	23.7%	34.0%
Satisfied	50.0%	45.7%	38.5%	46.6%	52.6%	55.7%	48.2%
Neutral	17.6%	15.2%	9.8%	14.4%	5.9%	16.5%	12.6%
Dissatisfied	1.9%	7.6%	6.6%	3.4%	3.3%	3.1%	4.2%
Very dissatisfied	1.9%	2.2%	1.6%	0.0%	0.0%	1.0%	1.0%
<u>Q22-2. Courtesy of employees who pick up your trash</u>							
Very satisfied	27.0%	25.7%	37.3%	33.0%	30.5%	20.5%	29.3%
Satisfied	44.9%	45.9%	25.5%	44.3%	35.9%	44.3%	39.4%
Neutral	16.9%	17.6%	22.5%	18.2%	23.4%	23.9%	20.7%
Dissatisfied	4.5%	5.4%	10.8%	4.5%	8.6%	9.1%	7.4%
Very dissatisfied	6.7%	5.4%	3.9%	0.0%	1.6%	2.3%	3.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q22-3. City efforts to keep you informed about disruptions to trash service</u>							
Very satisfied	20.2%	14.8%	25.9%	23.8%	18.0%	14.7%	19.8%
Satisfied	40.4%	40.9%	38.8%	42.9%	46.8%	38.9%	41.8%
Neutral	26.6%	28.4%	21.6%	26.7%	20.9%	31.6%	25.4%
Dissatisfied	8.5%	11.4%	9.5%	6.7%	12.2%	10.5%	9.9%
Very dissatisfied	4.3%	4.5%	4.3%	0.0%	2.2%	4.2%	3.1%
<u>Q22-4. Bulky item pick-up/removal services (e.g. old furniture, appliances)</u>							
Very satisfied	24.2%	22.9%	23.7%	19.0%	28.3%	17.4%	23.0%
Satisfied	30.8%	30.1%	38.6%	44.8%	34.8%	55.4%	39.0%
Neutral	30.8%	26.5%	23.7%	18.1%	21.7%	15.2%	22.5%
Dissatisfied	9.9%	9.6%	6.1%	14.3%	13.0%	7.6%	10.3%
Very dissatisfied	4.4%	10.8%	7.9%	3.8%	2.2%	4.3%	5.3%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q22-5. Quality of yard waste collection services</u>							
Very satisfied	19.4%	15.7%	25.9%	20.2%	18.6%	18.1%	19.8%
Satisfied	39.8%	39.8%	39.7%	43.0%	40.7%	42.6%	40.9%
Neutral	20.4%	25.3%	13.8%	21.9%	25.0%	24.5%	21.7%
Dissatisfied	12.9%	8.4%	14.7%	11.4%	12.1%	10.6%	11.9%
Very dissatisfied	7.5%	10.8%	6.0%	3.5%	3.6%	4.3%	5.6%
<u>Q22-6. Efforts by employees to ensure that all of your trash/yard waste is removed</u>							
Very satisfied	18.6%	18.6%	26.1%	20.7%	22.8%	12.4%	20.3%
Satisfied	38.2%	39.5%	31.9%	45.0%	34.9%	50.5%	39.5%
Neutral	28.4%	20.9%	24.4%	19.8%	21.5%	17.5%	22.1%
Dissatisfied	8.8%	12.8%	8.4%	12.6%	12.8%	14.4%	11.6%
Very dissatisfied	5.9%	8.1%	9.2%	1.8%	8.1%	5.2%	6.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q22-7. What you are charged for trash service</u>							
Very satisfied	9.8%	5.7%	12.9%	9.6%	8.8%	6.3%	9.1%
Satisfied	35.3%	34.5%	35.3%	36.5%	34.0%	34.7%	35.0%
Neutral	35.3%	36.8%	35.3%	38.3%	33.3%	36.8%	35.8%
Dissatisfied	11.8%	13.8%	7.8%	10.4%	15.0%	8.4%	11.3%
Very dissatisfied	7.8%	9.2%	8.6%	5.2%	8.8%	13.7%	8.8%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q23. Top choice</u>							
Timeliness of your trash service	6.2%	3.3%	9.1%	6.5%	4.1%	4.4%	5.7%
Courtesy of employees who pick up your trash	5.6%	3.3%	8.1%	4.3%	3.3%	5.7%	5.0%
City efforts to keep you informed about disruptions to trash service	10.2%	11.8%	6.6%	9.2%	11.9%	11.4%	10.1%
Bulky item pick-up/removal services (e. g. old furniture, appliances)	15.8%	15.7%	15.7%	13.6%	13.5%	15.8%	14.9%
Quality of yard waste collection services	13.0%	12.4%	12.1%	12.5%	12.3%	9.5%	12.0%
Efforts by employees to ensure that all of your trash/yard waste is removed	14.7%	13.7%	13.6%	15.2%	14.3%	16.5%	14.6%
What you are charged for trash service	13.0%	20.9%	13.1%	12.5%	19.7%	17.7%	16.2%
None chosen	21.5%	19.0%	21.7%	26.1%	20.9%	19.0%	21.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-1. Visibility of police in neighborhoods</u>							
Very satisfied	4.5%	11.5%	13.7%	11.3%	7.8%	5.4%	9.0%
Satisfied	36.9%	25.0%	44.4%	40.9%	40.3%	36.6%	37.9%
Neutral	30.6%	30.2%	17.1%	30.4%	32.5%	36.6%	29.4%
Dissatisfied	18.9%	18.8%	20.5%	13.0%	16.2%	16.1%	17.2%
Very dissatisfied	9.0%	14.6%	4.3%	4.3%	3.2%	5.4%	6.4%
<u>Q24-2. Visibility of police in commercial & retail areas</u>							
Very satisfied	8.5%	14.0%	9.9%	9.3%	6.8%	5.4%	8.8%
Satisfied	36.8%	31.4%	42.3%	43.0%	48.6%	32.6%	40.2%
Neutral	34.0%	37.2%	34.2%	34.6%	27.7%	47.8%	35.1%
Dissatisfied	16.0%	10.5%	10.8%	11.2%	13.5%	10.9%	12.3%
Very dissatisfied	4.7%	7.0%	2.7%	1.9%	3.4%	3.3%	3.7%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-3. Enforcement of local traffic laws</u>							
Very satisfied	6.6%	12.4%	8.5%	6.4%	7.3%	2.1%	7.2%
Satisfied	31.1%	29.2%	44.9%	42.7%	41.7%	29.8%	37.4%
Neutral	34.9%	29.2%	22.0%	30.9%	28.5%	37.2%	30.1%
Dissatisfied	18.9%	21.3%	16.1%	12.7%	17.9%	22.3%	18.0%
Very dissatisfied	8.5%	7.9%	8.5%	7.3%	4.6%	8.5%	7.3%
<u>Q24-4. Professionalism of City police officers</u>							
Very satisfied	15.7%	21.1%	19.8%	18.6%	24.5%	8.8%	18.6%
Satisfied	39.2%	35.6%	44.1%	49.0%	43.4%	45.1%	42.9%
Neutral	25.5%	20.0%	27.0%	21.6%	17.5%	31.9%	23.5%
Dissatisfied	6.9%	10.0%	3.6%	8.8%	11.2%	8.8%	8.3%
Very dissatisfied	12.7%	13.3%	5.4%	2.0%	3.5%	5.5%	6.7%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-5. How quickly police respond to emergencies</u>							
Very satisfied	11.5%	15.7%	20.6%	20.4%	24.0%	10.3%	17.5%
Satisfied	40.6%	34.8%	41.1%	40.9%	38.0%	42.5%	39.6%
Neutral	28.1%	28.1%	28.0%	25.8%	27.3%	32.2%	28.2%
Dissatisfied	10.4%	11.2%	6.5%	9.7%	6.6%	9.2%	8.8%
Very dissatisfied	9.4%	10.1%	3.7%	3.2%	4.1%	5.7%	5.9%
<u>Q24-6. Overall feeling of safety in your neighborhood</u>							
Very satisfied	3.5%	6.3%	11.7%	14.2%	17.9%	5.2%	10.5%
Satisfied	36.3%	27.1%	30.0%	49.6%	46.2%	37.5%	38.5%
Neutral	32.7%	30.2%	22.5%	19.5%	26.9%	40.6%	28.2%
Dissatisfied	19.5%	19.8%	23.3%	13.3%	7.1%	11.5%	15.3%
Very dissatisfied	8.0%	16.7%	12.5%	3.5%	1.9%	5.2%	7.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-7. Efforts by local government in your area to prevent crime</u>							
Very satisfied	3.2%	6.6%	9.3%	8.3%	9.4%	2.2%	6.8%
Satisfied	25.5%	16.5%	18.5%	30.2%	29.7%	20.2%	23.9%
Neutral	30.9%	38.5%	39.8%	38.5%	38.4%	42.7%	38.1%
Dissatisfied	28.7%	16.5%	22.2%	16.7%	17.4%	27.0%	21.1%
Very dissatisfied	11.7%	22.0%	10.2%	6.3%	5.1%	7.9%	10.1%
<u>Q24-8. Fire inspection programs in your community</u>							
Very satisfied	14.9%	18.2%	11.5%	13.4%	9.6%	8.7%	12.5%
Satisfied	37.8%	37.9%	21.8%	29.9%	28.7%	29.0%	30.6%
Neutral	32.4%	27.3%	56.4%	49.3%	55.3%	49.3%	45.8%
Dissatisfied	10.8%	9.1%	7.7%	6.0%	5.3%	8.7%	7.8%
Very dissatisfied	4.1%	7.6%	2.6%	1.5%	1.1%	4.3%	3.3%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-9. Fire education programs in your community</u>							
Very satisfied	9.1%	21.2%	16.9%	14.3%	12.5%	13.3%	14.3%
Satisfied	40.3%	28.8%	22.1%	33.3%	30.2%	24.0%	29.7%
Neutral	32.5%	37.9%	53.2%	47.6%	51.0%	48.0%	45.4%
Dissatisfied	16.9%	7.6%	5.2%	3.2%	5.2%	8.0%	7.7%
Very dissatisfied	1.3%	4.5%	2.6%	1.6%	1.0%	6.7%	2.9%
<u>Q24-10. Professionalism of fire & EMS personnel</u>							
Very satisfied	28.0%	35.1%	30.4%	33.3%	31.6%	28.0%	31.1%
Satisfied	51.2%	36.5%	46.7%	41.7%	49.6%	40.2%	44.8%
Neutral	13.4%	21.6%	19.6%	23.8%	17.1%	26.8%	20.2%
Dissatisfied	4.9%	4.1%	1.1%	0.0%	1.7%	3.7%	2.4%
Very dissatisfied	2.4%	2.7%	2.2%	1.2%	0.0%	1.2%	1.5%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q24-11. How quickly fire services personnel respond to emergencies</u>							
Very satisfied	32.1%	34.2%	34.4%	35.0%	33.3%	27.8%	32.9%
Satisfied	48.8%	42.5%	43.0%	45.0%	46.8%	40.5%	44.6%
Neutral	15.5%	17.8%	21.5%	17.5%	18.0%	27.8%	19.6%
Dissatisfied	3.6%	4.1%	1.1%	0.0%	1.8%	2.5%	2.1%
Very dissatisfied	0.0%	1.4%	0.0%	2.5%	0.0%	1.3%	0.8%
<u>Q24-12. How quickly ambulance/EMS personnel respond to emergencies</u>							
Very satisfied	28.9%	35.6%	31.6%	31.3%	33.3%	25.0%	31.0%
Satisfied	55.4%	42.5%	44.2%	41.3%	48.2%	43.8%	46.1%
Neutral	12.0%	15.1%	22.1%	25.0%	16.7%	30.0%	20.0%
Dissatisfied	2.4%	4.1%	1.1%	0.0%	1.8%	0.0%	1.5%
Very dissatisfied	1.2%	2.7%	1.1%	2.5%	0.0%	1.3%	1.3%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q25. Top choice</u>							
Visibility of police in neighborhoods	36.8%	37.0%	37.9%	41.5%	35.2%	49.5%	39.3%
Visibility of police in commercial & retail areas	21.9%	12.0%	13.7%	19.5%	18.9%	27.7%	18.9%
Enforcement of local traffic laws	24.6%	17.0%	21.0%	21.1%	22.6%	29.7%	22.6%
Professionalism of City police officers	24.6%	20.0%	20.2%	15.4%	13.8%	18.8%	18.4%
How quickly police respond to emergencies	14.0%	16.0%	16.1%	14.6%	14.5%	18.8%	15.5%
Overall feeling of safety in your neighborhood	34.2%	35.0%	41.9%	24.4%	20.1%	33.7%	30.8%
Efforts by local government in your area to prevent crime	32.5%	31.0%	33.9%	27.6%	27.7%	24.8%	29.5%
Fire inspection programs in your community	6.1%	7.0%	5.6%	5.7%	3.1%	3.0%	5.0%
Fire education programs in your community	7.0%	10.0%	8.1%	6.5%	5.0%	3.0%	6.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q25. Top choice (Cont.)</u>							
Professionalism of fire & EMS personnel	0.0%	0.0%	3.2%	1.6%	0.6%	0.0%	1.0%
How quickly fire services personnel respond to emergencies	1.8%	4.0%	3.2%	6.5%	6.3%	5.0%	4.6%
How quickly ambulance/EMS personnel respond to emergencies	3.5%	2.0%	3.2%	2.4%	6.3%	2.0%	3.5%
None chosen	24.6%	31.0%	25.0%	27.6%	31.4%	24.8%	27.6%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q26-1. Condition of major City streets</u>							
Very satisfied	0.9%	3.1%	0.8%	2.6%	1.3%	1.0%	1.6%
Satisfied	14.4%	9.4%	16.7%	4.3%	11.8%	8.3%	11.0%
Neutral	11.7%	11.5%	5.8%	23.3%	15.1%	11.5%	13.3%
Dissatisfied	40.5%	38.5%	40.0%	37.9%	31.6%	31.3%	36.5%
Very dissatisfied	32.4%	37.5%	36.7%	31.9%	40.1%	47.9%	37.6%
<u>Q26-2. Flow of traffic in Downtown area</u>							
Very satisfied	8.1%	9.5%	6.7%	8.1%	3.3%	1.1%	6.0%
Satisfied	24.3%	15.8%	27.7%	29.7%	22.2%	27.2%	24.5%
Neutral	22.5%	25.3%	27.7%	27.0%	15.7%	23.9%	23.2%
Dissatisfied	17.1%	26.3%	19.3%	19.8%	22.2%	15.2%	20.1%
Very dissatisfied	27.9%	23.2%	18.5%	15.3%	36.6%	32.6%	26.1%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q26-3. Condition of streets in your neighborhood</u>							
Very satisfied	2.7%	3.1%	1.6%	0.9%	4.6%	3.1%	2.7%
Satisfied	21.2%	15.6%	18.9%	18.4%	22.4%	13.5%	18.8%
Neutral	23.9%	18.8%	12.3%	24.6%	23.7%	18.8%	20.5%
Dissatisfied	27.4%	25.0%	33.6%	36.8%	30.3%	31.3%	30.9%
Very dissatisfied	24.8%	37.5%	33.6%	19.3%	19.1%	33.3%	27.1%
<u>Q26-4. Cleanliness of streets & other public areas</u>							
Very satisfied	0.9%	4.3%	0.8%	0.9%	4.6%	3.1%	2.5%
Satisfied	25.0%	17.0%	32.2%	34.5%	32.2%	18.8%	27.4%
Neutral	38.4%	29.8%	23.1%	30.9%	31.6%	34.4%	31.2%
Dissatisfied	24.1%	30.9%	30.6%	26.4%	23.7%	29.2%	27.2%
Very dissatisfied	11.6%	18.1%	13.2%	7.3%	7.9%	14.6%	11.7%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q26-5. Condition of street signs & traffic signals</u>							
Very satisfied	7.1%	10.5%	10.7%	7.1%	8.5%	8.5%	8.7%
Satisfied	48.2%	40.0%	49.2%	56.6%	55.6%	43.6%	49.6%
Neutral	35.7%	28.4%	27.9%	25.7%	28.1%	33.0%	29.6%
Dissatisfied	7.1%	15.8%	9.0%	7.1%	5.2%	8.5%	8.4%
Very dissatisfied	1.8%	5.3%	3.3%	3.5%	2.6%	6.4%	3.6%
<u>Q26-6. Adequacy of street lighting in your neighborhood</u>							
Very satisfied	7.2%	4.3%	11.6%	5.4%	7.9%	4.2%	7.0%
Satisfied	38.7%	33.0%	43.0%	50.0%	45.0%	36.8%	41.7%
Neutral	29.7%	24.5%	23.1%	24.1%	25.8%	28.4%	25.9%
Dissatisfied	14.4%	27.7%	10.7%	14.3%	18.5%	22.1%	17.5%
Very dissatisfied	9.9%	10.6%	11.6%	6.3%	2.6%	8.4%	7.9%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q26-7. Condition of sidewalks in your neighborhood</u>							
Very satisfied	4.6%	4.2%	2.5%	5.3%	8.9%	5.3%	5.3%
Satisfied	34.3%	20.0%	21.0%	34.5%	37.7%	27.7%	29.8%
Neutral	23.1%	25.3%	25.2%	21.2%	24.0%	14.9%	22.5%
Dissatisfied	24.1%	32.6%	28.6%	25.7%	20.5%	30.9%	26.5%
Very dissatisfied	13.9%	17.9%	22.7%	13.3%	8.9%	21.3%	15.9%
<u>Q26-8. Condition of catch basins (storm drains) in your neighborhood</u>							
Very satisfied	5.1%	6.8%	5.4%	1.0%	5.7%	5.5%	4.9%
Satisfied	35.7%	28.4%	36.0%	43.1%	38.3%	25.3%	35.0%
Neutral	30.6%	33.0%	28.8%	25.5%	27.7%	34.1%	29.6%
Dissatisfied	19.4%	20.5%	18.0%	17.6%	18.4%	15.4%	18.2%
Very dissatisfied	9.2%	11.4%	11.7%	12.7%	9.9%	19.8%	12.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q26-9. Snow removal on major City streets</u>							
Very satisfied	11.8%	9.4%	14.9%	8.8%	14.3%	7.4%	11.5%
Satisfied	49.1%	37.5%	49.6%	57.9%	48.1%	46.8%	48.5%
Neutral	19.1%	24.0%	19.8%	19.3%	20.8%	21.3%	20.6%
Dissatisfied	12.7%	15.6%	9.1%	7.0%	11.7%	11.7%	11.2%
Very dissatisfied	7.3%	13.5%	6.6%	7.0%	5.2%	12.8%	8.3%
<u>Q26-10. Snow removal on neighborhood streets</u>							
Very satisfied	4.5%	6.5%	8.3%	4.5%	7.3%	6.4%	6.4%
Satisfied	27.3%	23.7%	28.3%	36.4%	38.0%	26.6%	30.7%
Neutral	20.0%	26.9%	21.7%	22.7%	22.7%	21.3%	22.5%
Dissatisfied	25.5%	18.3%	22.5%	22.7%	21.3%	23.4%	22.3%
Very dissatisfied	22.7%	24.7%	19.2%	13.6%	10.7%	22.3%	18.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q26-11. Quality of public transportation services</u>							
Very satisfied	7.7%	12.3%	10.5%	4.8%	7.4%	11.4%	8.9%
Satisfied	34.6%	33.8%	40.8%	42.9%	33.7%	34.3%	36.5%
Neutral	38.5%	36.9%	32.9%	36.5%	45.3%	34.3%	37.8%
Dissatisfied	7.7%	10.8%	9.2%	11.1%	8.4%	10.0%	9.4%
Very dissatisfied	11.5%	6.2%	6.6%	4.8%	5.3%	10.0%	7.4%
<u>Q26-12. On-street bicycle infrastructure (bike lanes/signs/arrows)</u>							
Very satisfied	11.4%	10.7%	15.9%	8.8%	5.8%	9.4%	10.2%
Satisfied	31.4%	22.6%	29.9%	45.1%	29.9%	32.9%	32.1%
Neutral	38.1%	35.7%	41.1%	26.5%	42.3%	34.1%	36.8%
Dissatisfied	9.5%	11.9%	6.5%	9.8%	11.7%	12.9%	10.3%
Very dissatisfied	9.5%	19.0%	6.5%	9.8%	10.2%	10.6%	10.6%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q27. Top choice</u>							
Condition of major City streets	50.9%	43.0%	54.8%	58.5%	57.2%	58.4%	54.2%
Flow of traffic in Downtown area	31.6%	22.0%	21.8%	25.2%	40.3%	24.8%	28.4%
Condition of streets in your neighborhood	40.4%	37.0%	53.2%	38.2%	38.4%	47.5%	42.3%
Cleanliness of streets & other public areas	22.8%	23.0%	24.2%	21.1%	15.7%	17.8%	20.5%
Condition of street signs & traffic signals	4.4%	4.0%	3.2%	4.1%	3.8%	3.0%	3.7%
Adequacy of street lighting in your neighborhood	10.5%	17.0%	17.7%	8.1%	10.7%	11.9%	12.5%
Condition of sidewalks in your neighborhood	21.1%	22.0%	27.4%	17.9%	11.9%	27.7%	20.7%
Condition of catch basins (storm drains) in your neighborhood	11.4%	7.0%	10.5%	15.4%	9.4%	9.9%	10.7%
Snow removal on major City streets	8.8%	9.0%	6.5%	11.4%	8.8%	10.9%	9.2%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q27. Top choice (Cont.)</u>							
Snow removal on neighborhood streets	28.1%	16.0%	24.2%	20.3%	22.0%	25.7%	22.7%
Quality of public transportation services	12.3%	4.0%	4.8%	5.7%	3.8%	6.9%	6.1%
On-street bicycle infrastructure (bike lanes/signs/arrows)	4.4%	7.0%	7.3%	8.9%	7.5%	1.0%	6.2%
None chosen	12.3%	23.0%	12.1%	15.4%	15.1%	14.9%	15.3%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q28. Have you had a sewer backup in your home during past year</u>							
Yes	10.5%	10.0%	21.0%	16.3%	8.8%	23.8%	14.7%
No	89.5%	90.0%	79.0%	83.7%	91.2%	76.2%	85.3%
<u>Q28a. Was the backup caused by problems in City's system</u>							
Yes	50.0%	77.8%	60.9%	84.2%	64.3%	83.3%	71.3%
No	50.0%	22.2%	39.1%	15.8%	35.7%	16.7%	28.7%
<u>Q28b. Was the problem resolved to your satisfaction</u>							
Yes	50.0%	55.6%	52.2%	44.4%	42.9%	25.0%	43.0%
No	50.0%	44.4%	47.8%	55.6%	57.1%	75.0%	57.0%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q29-1. Smell of your tap water</u>							
Very satisfied	11.8%	13.0%	13.1%	13.4%	17.3%	7.5%	13.1%
Satisfied	35.5%	34.8%	34.4%	50.9%	44.0%	48.4%	41.4%
Neutral	30.0%	26.1%	32.8%	21.4%	25.3%	25.8%	27.0%
Dissatisfied	19.1%	15.2%	11.5%	9.8%	9.3%	7.5%	11.9%
Very dissatisfied	3.6%	10.9%	8.2%	4.5%	4.0%	10.8%	6.6%
<u>Q29-2. Taste of your tap water</u>							
Very satisfied	11.0%	11.1%	13.3%	11.9%	18.7%	7.6%	12.8%
Satisfied	23.9%	34.4%	36.7%	39.4%	37.3%	40.2%	35.4%
Neutral	31.2%	24.4%	20.8%	22.9%	22.7%	26.1%	24.5%
Dissatisfied	27.5%	14.4%	17.5%	20.2%	14.7%	12.0%	17.8%
Very dissatisfied	6.4%	15.6%	11.7%	5.5%	6.7%	14.1%	9.6%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q29-3. Water pressure on a typical day</u>							
Very satisfied	14.3%	15.8%	19.7%	14.9%	26.3%	9.6%	17.6%
Satisfied	43.8%	44.2%	45.9%	49.1%	48.7%	48.9%	46.9%
Neutral	21.4%	27.4%	24.6%	21.1%	14.5%	24.5%	21.6%
Dissatisfied	14.3%	9.5%	5.7%	8.8%	8.6%	8.5%	9.1%
Very dissatisfied	6.3%	3.2%	4.1%	6.1%	2.0%	8.5%	4.8%
<u>Q29-4. How well City keeps you informed about water quality issues</u>							
Very satisfied	7.5%	6.0%	10.3%	15.5%	10.3%	11.1%	10.2%
Satisfied	40.9%	28.6%	28.4%	29.9%	39.7%	26.7%	32.8%
Neutral	28.0%	44.0%	39.7%	37.1%	32.4%	36.7%	36.0%
Dissatisfied	15.1%	11.9%	14.7%	14.4%	12.5%	14.4%	13.8%
Very dissatisfied	8.6%	9.5%	6.9%	3.1%	5.1%	11.1%	7.1%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q29-5. Accuracy of your utility bill</u>							
Very satisfied	13.7%	11.6%	15.0%	10.7%	15.9%	7.9%	12.8%
Satisfied	43.2%	39.5%	39.8%	42.7%	42.1%	44.9%	42.0%
Neutral	29.5%	31.4%	37.2%	39.8%	35.2%	24.7%	33.4%
Dissatisfied	8.4%	9.3%	4.4%	1.9%	2.8%	12.4%	6.0%
Very dissatisfied	5.3%	8.1%	3.5%	4.9%	4.1%	10.1%	5.7%
<u>Q29-6. How easy your utility bill is to understand</u>							
Very satisfied	16.3%	11.1%	16.8%	14.8%	19.5%	9.8%	15.3%
Satisfied	46.2%	51.1%	43.7%	50.9%	49.7%	50.0%	48.5%
Neutral	28.8%	26.7%	32.8%	25.9%	24.2%	28.3%	27.6%
Dissatisfied	5.8%	6.7%	2.5%	5.6%	4.7%	8.7%	5.4%
Very dissatisfied	2.9%	4.4%	4.2%	2.8%	2.0%	3.3%	3.2%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q29-7. How easy it is to resolve billing problems</u>							
Very satisfied	10.8%	12.1%	17.2%	11.0%	15.5%	5.1%	12.3%
Satisfied	33.8%	36.4%	34.4%	42.5%	32.0%	42.3%	36.6%
Neutral	39.2%	27.3%	39.8%	38.4%	37.1%	25.6%	34.9%
Dissatisfied	9.5%	13.6%	5.4%	2.7%	11.3%	19.2%	10.2%
Very dissatisfied	6.8%	10.6%	3.2%	5.5%	4.1%	7.7%	6.0%
<u>Q29-8. What you are charged for utilities</u>							
Very satisfied	5.7%	6.7%	6.1%	1.9%	6.0%	3.3%	5.0%
Satisfied	31.1%	28.1%	28.7%	29.9%	22.8%	26.4%	27.5%
Neutral	27.4%	29.2%	39.1%	32.7%	33.6%	23.1%	31.4%
Dissatisfied	21.7%	21.3%	20.0%	27.1%	26.2%	28.6%	24.2%
Very dissatisfied	14.2%	14.6%	6.1%	8.4%	11.4%	18.7%	11.9%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q30. Top choice</u>							
Smell of your tap water	14.0%	7.0%	22.6%	13.0%	13.2%	15.8%	14.4%
Taste of your tap water	28.1%	21.0%	34.7%	27.6%	23.9%	24.8%	26.8%
Water pressure on a typical day	14.0%	6.0%	10.5%	19.5%	8.8%	17.8%	12.6%
How well City keeps you informed about water quality issues	20.2%	25.0%	21.0%	19.5%	15.7%	19.8%	19.8%
Accuracy of your utility bill	7.9%	6.0%	7.3%	5.7%	8.2%	11.9%	7.8%
How easy your utility bill is to understand	5.3%	7.0%	4.8%	4.9%	1.9%	4.0%	4.4%
How easy it is to resolve billing problems	4.4%	4.0%	5.6%	4.9%	9.4%	10.9%	6.7%
What you are charged for utilities	27.2%	37.0%	20.2%	33.3%	35.8%	30.7%	30.8%
None chosen	34.2%	40.0%	32.3%	32.5%	36.5%	26.7%	33.8%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q31-1. Maintenance of City parks</u>							
Very satisfied	8.7%	11.0%	12.8%	7.3%	9.3%	12.8%	10.2%
Satisfied	51.9%	41.5%	52.1%	59.6%	54.3%	48.8%	52.0%
Neutral	21.2%	31.7%	21.4%	23.9%	29.3%	26.7%	25.5%
Dissatisfied	16.3%	8.5%	12.0%	6.4%	6.4%	10.5%	9.9%
Very dissatisfied	1.9%	7.3%	1.7%	2.8%	0.7%	1.2%	2.4%
<u>Q31-2. Number of walking & biking trails</u>							
Very satisfied	13.7%	15.6%	19.5%	13.3%	9.5%	14.5%	14.1%
Satisfied	47.1%	40.3%	41.6%	54.3%	51.1%	43.4%	46.8%
Neutral	24.5%	28.6%	24.8%	21.0%	28.5%	30.1%	26.1%
Dissatisfied	10.8%	9.1%	12.4%	9.5%	9.5%	9.6%	10.2%
Very dissatisfied	3.9%	6.5%	1.8%	1.9%	1.5%	2.4%	2.8%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q31-3. Access to parks in your neighborhood</u>							
Very satisfied	15.2%	14.1%	19.3%	14.5%	8.9%	12.9%	14.0%
Satisfied	44.8%	43.5%	45.4%	50.0%	45.9%	48.2%	46.3%
Neutral	23.8%	25.9%	23.5%	28.2%	34.2%	30.6%	28.0%
Dissatisfied	11.4%	7.1%	8.4%	5.5%	8.9%	7.1%	8.2%
Very dissatisfied	4.8%	9.4%	3.4%	1.8%	2.1%	1.2%	3.5%
<u>Q31-4. Condition of restrooms in public parks</u>							
Very satisfied	1.3%	4.5%	3.2%	4.4%	3.1%	4.1%	3.3%
Satisfied	19.0%	14.9%	21.1%	19.1%	19.6%	13.7%	18.2%
Neutral	29.1%	28.4%	38.9%	32.4%	42.3%	35.6%	35.1%
Dissatisfied	34.2%	25.4%	23.2%	30.9%	29.9%	35.6%	29.6%
Very dissatisfied	16.5%	26.9%	13.7%	13.2%	5.2%	11.0%	13.8%

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

N=721	District						Total
	1	2	3	4	5	6	
<u>Q31-5. Availability of recreation programming in your neighborhood</u>							
Very satisfied	9.8%	7.1%	9.1%	7.5%	7.8%	4.1%	7.7%
Satisfied	20.7%	22.9%	29.3%	28.8%	21.7%	28.4%	25.2%
Neutral	35.4%	30.0%	41.4%	45.0%	48.7%	40.5%	41.0%
Dissatisfied	18.3%	25.7%	13.1%	15.0%	16.5%	21.6%	17.9%
Very dissatisfied	15.9%	14.3%	7.1%	3.8%	5.2%	5.4%	8.3%
<u>Q31-6. Fees charged for recreation programs</u>							
Very satisfied	7.9%	6.0%	9.1%	4.7%	6.1%	4.6%	6.5%
Satisfied	27.0%	25.4%	26.1%	35.9%	29.6%	27.7%	28.5%
Neutral	39.7%	41.8%	46.6%	46.9%	55.1%	41.5%	46.1%
Dissatisfied	12.7%	16.4%	8.0%	9.4%	6.1%	15.4%	10.8%
Very dissatisfied	12.7%	10.4%	10.2%	3.1%	3.1%	10.8%	8.1%

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

N=721

	District						Total
	1	2	3	4	5	6	

Q31-7. Ease of registering for recreation programs such as classes, trips, & special events

Very satisfied	8.1%	5.0%	8.5%	6.7%	6.7%	6.3%	6.9%
Satisfied	29.0%	31.7%	25.6%	38.3%	36.7%	34.4%	32.5%
Neutral	46.8%	38.3%	56.1%	46.7%	48.9%	42.2%	47.1%
Dissatisfied	9.7%	13.3%	3.7%	6.7%	6.7%	9.4%	7.9%
Very dissatisfied	6.5%	11.7%	6.1%	1.7%	1.1%	7.8%	5.5%

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

N=721

	District						Total
	1	2	3	4	5	6	
<u>Q32. Top choice</u>							
Maintenance of City parks	24.6%	22.0%	29.8%	30.9%	23.3%	23.8%	25.8%
Number of walking & biking trails	18.4%	11.0%	12.1%	13.8%	16.4%	6.9%	13.5%
Access to parks in your neighborhood	15.8%	12.0%	12.1%	4.9%	10.7%	5.0%	10.1%
Condition of restrooms in public parks	26.3%	28.0%	31.5%	26.8%	21.4%	27.7%	26.6%
Availability of recreation programming in your neighborhood	14.9%	16.0%	11.3%	9.8%	13.8%	16.8%	13.6%
Fees charged for recreation programs	10.5%	13.0%	8.9%	4.9%	5.0%	12.9%	8.7%
Ease of registering for recreation programs such as classes, trips, & special events	7.0%	5.0%	5.6%	6.5%	3.1%	16.8%	6.9%
None chosen	36.8%	43.0%	42.7%	47.2%	51.6%	42.6%	44.5%

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

N=721

	District						Total
	1	2	3	4	5	6	

Q33. Have you visited a City recreation facility or park in past year

Yes	78.1%	66.0%	79.0%	77.2%	72.3%	62.4%	73.0%
No	21.9%	34.0%	21.0%	22.8%	27.7%	37.6%	27.0%