

2022 City of South Bend Community Survey Findings Report

Presented to the City of South Bend,
Indiana

August 2022



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Executive Summary

2022 City of South Bend Community Survey Executive Summary



Purpose

During the summer of 2022, ETC Institute administered a Community Survey to residents of the City of South Bend. The purpose of the survey was to gather resident opinions and feedback on City programs and services. The results will be used to improve and expand existing programs and determine future needs of residents in the City of South Bend. This is the third community survey ETC Institute has administered by the City; previous surveys were conducted in 2020 and 2018.

Methodology

A seven-page survey was mailed to a random sample of households in the City. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of the City of South Bend from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

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%.

This report contains the following:

- charts and graphs detailing the overall results of the survey (Section 1)
- trend charts comparing the 2022 results to survey results from 2020 and 2018 (Section 2)
- benchmarking data that show how the survey results for South Bend compare to other cities in North Central Region and nationally (Section 3)
- Importance-Satisfaction analysis that shows investment priorities for the City (Section 4)
- tabular data for all questions on the survey (Section 5)
- a copy of the survey instrument (Section 6)

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Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is 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.*”

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 (50.5%), the quality of community health services (42.4%), and the quality of local government services (38.1%). Respondents were least satisfied with overall efforts to improve homelessness (13.4%).

Overall Ratings of the City

The ratings 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 (53.5%), as a place to work (50.4%), and as a place to visit (43.9%). Respondents were least satisfied with the City as a place with affordable housing options (33%).

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 (84%), overall quality of ambulance/emergency medical services (83.7%), overall quality of trash collection services (74.1%), and overall quality of parks and recreation programs and facilities (64.3%). The overall maintenance of city streets, sidewalks and infrastructure received the lowest level of satisfied ratings (19%) 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: overall quality of Downtown (47.7%), the overall appearance of the neighborhood (46.9%), housing quality in the neighborhood (45.8%), and overall quality of new development in Downtown (42.6%). The community investment items residents indicated should receive the most emphasis over the next two years were: overall satisfaction with economic investment coming into the City and overall appearance of neighborhoods.

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- Neighborhood Services and Enforcement.** The highest levels of satisfaction with neighborhood services and enforcement, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the quality of animal control (45%) and City efforts to remove abandoned or inoperative vehicles (27.8%). 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 (83.1%), City efforts to inform about disruptions to trash service (70.2%), and quality of yard waste collection services (69.4%). The two items respondents indicated should receive the most emphasis over the next two years were: what is being charged for trash service and bulky item pick up/removal 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 (85.6%), the professionalism of City police officers (66.8%), and how quickly police respond to emergencies (60.7%). 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 (63.5%), the condition of street signs and traffic signals (61.4%), and the adequacy of street lighting in neighborhoods (51.9%). The three items residents indicated should receive the most emphasis over the next two years were: the condition of major city streets, the condition of streets in neighborhoods, and the condition of sidewalks/curbs 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 (77.6%), the ease of understanding the utility bill (71%), and the smell of tap water (56%). The two items residents indicated should receive the most emphasis over the next two years were: what respondents are charged for utilities and stormwater management/flood control.
- Venues, Parks, and Arts.** Eighty percent (80.2%) 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

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who had an opinion, were: the maintenance of city parks (67.7%), access to parks in neighborhoods (66%), and the number of walking and biking trails (64.5%). The top two parks and recreation services respondents indicated should receive the most emphasis over the next two years were: the maintenance of city parks and the condition of restrooms in public parks.

Additional Findings

- ▶ Fifty-seven percent (56.8%) of respondents indicated that they do not feel their neighborhood has improved over the past five years, 30.9% indicated their neighborhood has improved, and 12.3% indicated they have not lived in their neighborhood for five years.
- ▶ Most (76.6%) of the respondents surveyed do not belong to a neighborhood association. Of those who belong to a neighborhood association, 22% are "very satisfied" or "satisfied" with the city's engagement with the neighborhood association, while 41.2% of respondents indicated they were neutral, and 36.7% were either "dissatisfied" or "very dissatisfied."
- ▶ Only 16.8% of respondents indicated they have met the current Mayor of South Bend, and 15.6% have met their Council person.
- ▶ When respondents were asked about their primary sources of information about City issues, services, and events, the top responses were local news (74.6%), social media (39.8%), and the City website (30.5%). The top two *most preferred* sources of information were local news (61.9%) and social media (45.5%).
- ▶ Eighty-eight percent (88.4%) of respondents indicated they have access to a smartphone in their home, 68.1% have access to a laptop computer, 53.9% have access to a tablet, and 39.8% have access to a desktop computer. Only 3.1% of respondents indicated they did not have access to any of these digital devices.
- ▶ Forty-four percent (44.1%) of respondents "strongly agreed" or "agreed" with the statement, "*I can find broadband internet providers in a price that I can afford in South Bend.*" One-fourth (25.1%) of respondents were "neutral," and 30.9% "disagreed" or "strongly disagreed" with this statement.
- ▶ More than half (54.9%) of respondents indicated they had called or visited the City with a question, problem, or complaint during the past year. Most (83.7%) of the respondents contacted the city by phone, and 81.2% contacted 311. 57 Of those who called or visited the City during the past year, 60.8% indicated it was either "very easy" or "easy" to address their issue with the City. Seventy-two percent (72.4%) of respondents indicated that the employee they interacted with was "always" or "usually" courteous and polite, and 62% indicated the employee they interacted with "always" or "usually" gave accurate answers to questions.

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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=0.5767)
- Overall enforcement of local codes and ordinances (IS Rating=0.3419)
- How well City is planning growth (IS Rating=0.2809)
- Overall quality of local police protection (IS Rating=0.2202)

The table on the following page shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

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2022 Importance-Satisfaction Rating

City of South Bend

Major Categories of City Services

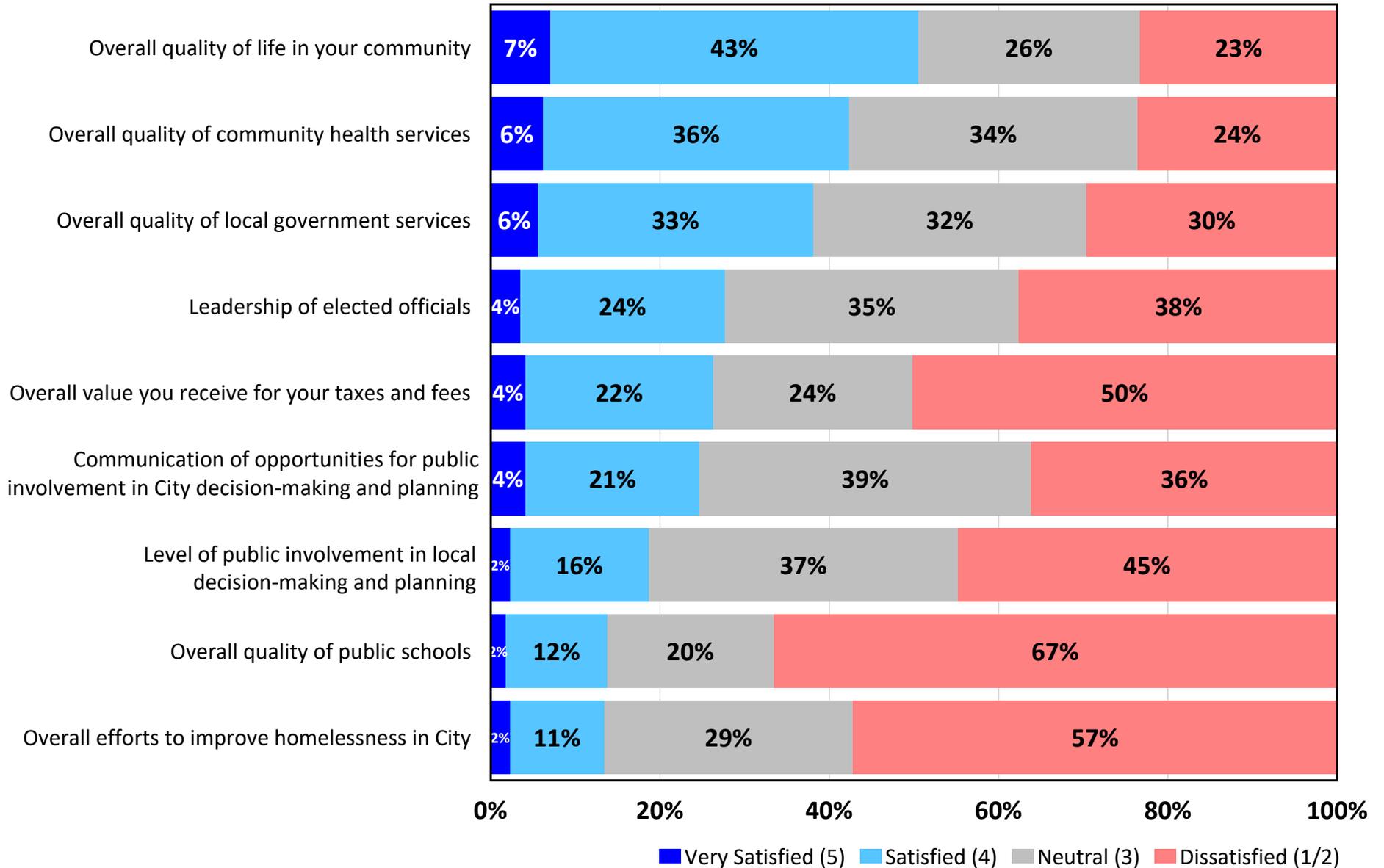
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets, sidewalks, and infrastructure	71%	1	19%	10	0.5767	1
Overall enforcement of local codes and ordinances	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
Medium Priority (IS <.10)						
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



Charts and Graphs

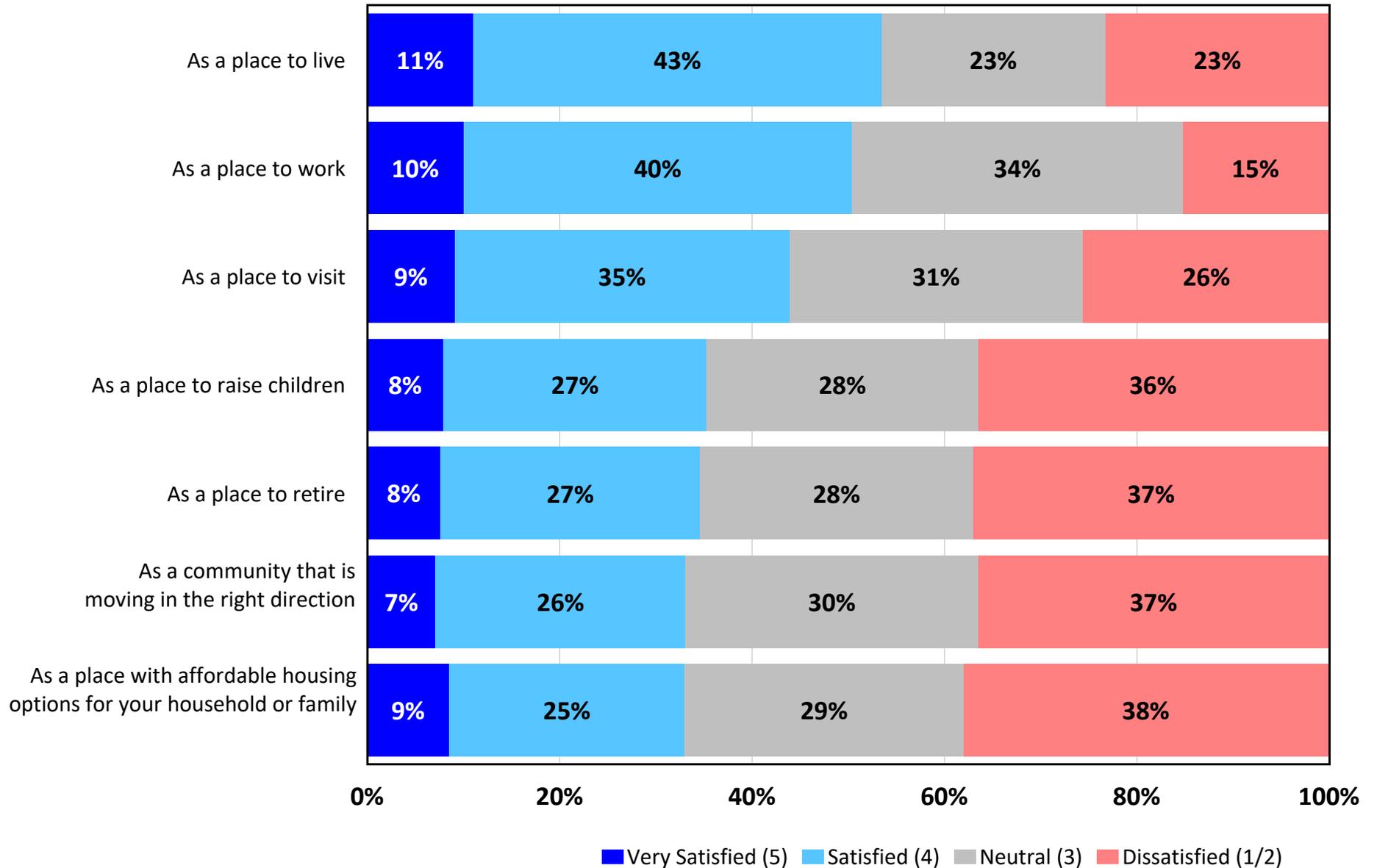
Q1. City Leadership

by percentage of respondents (excluding don't knows)



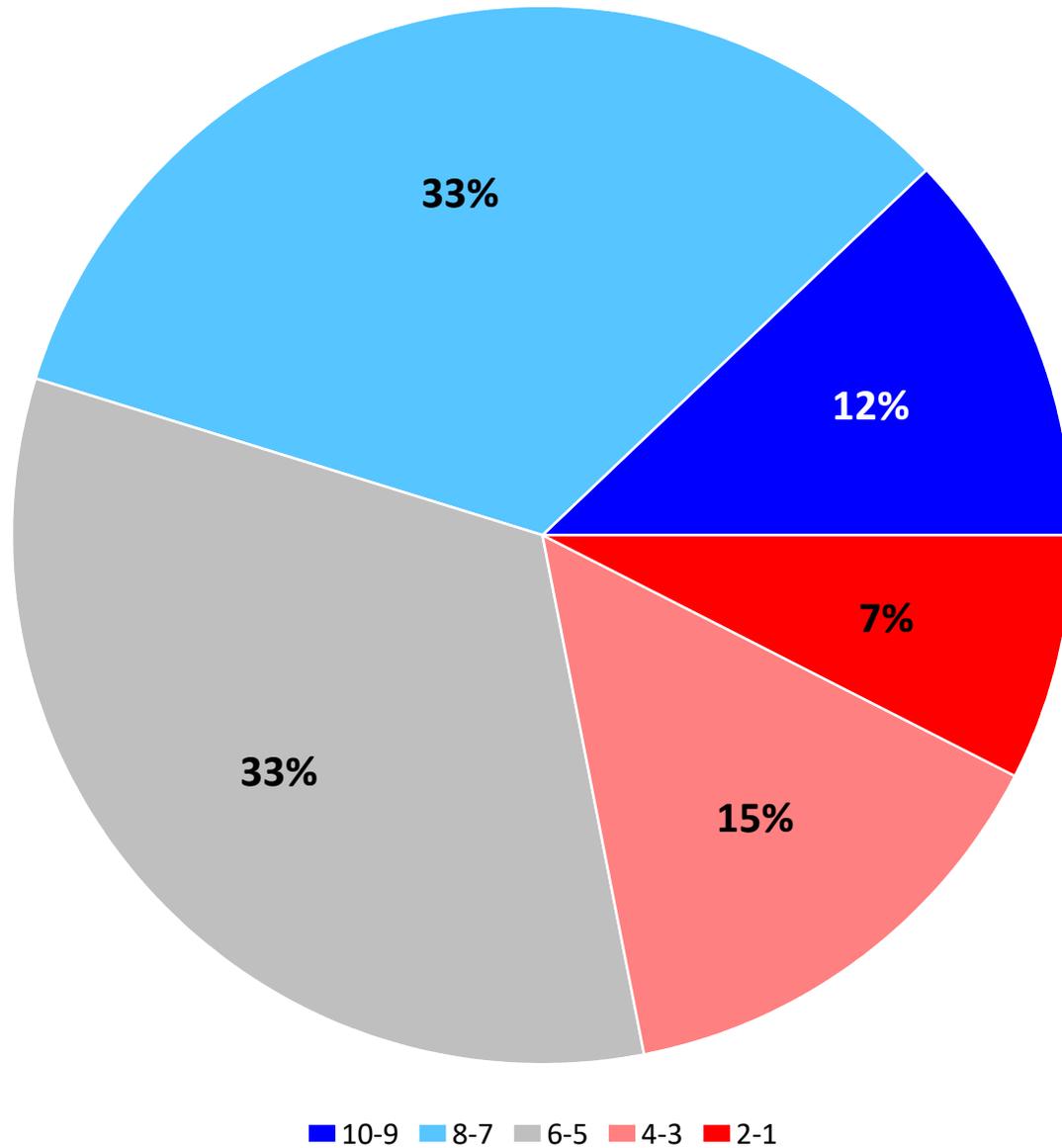
Q2. Overall Ratings of South Bend

by percentage of respondents (excluding don't knows)



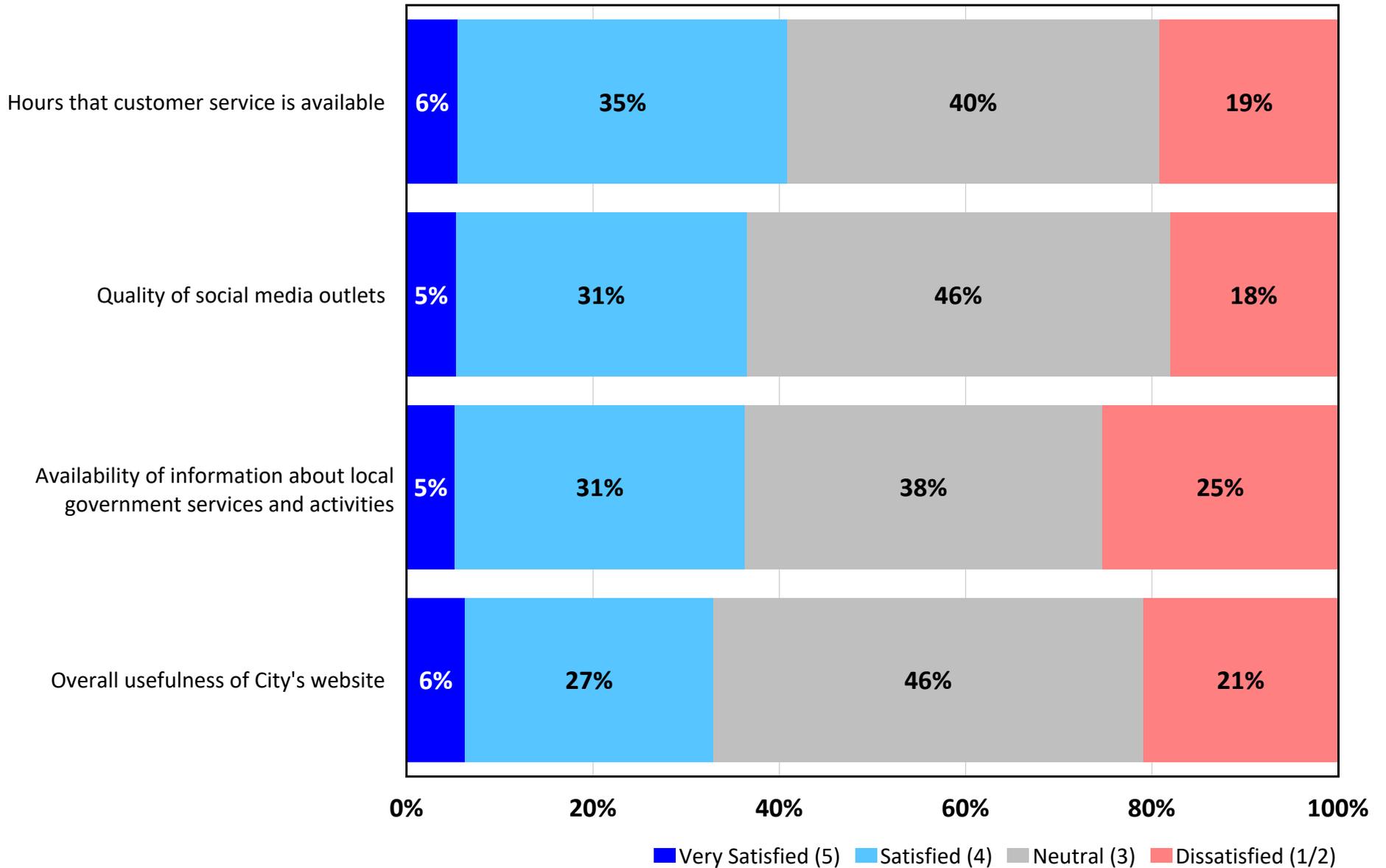
Q3. How do you feel about South Bend?

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



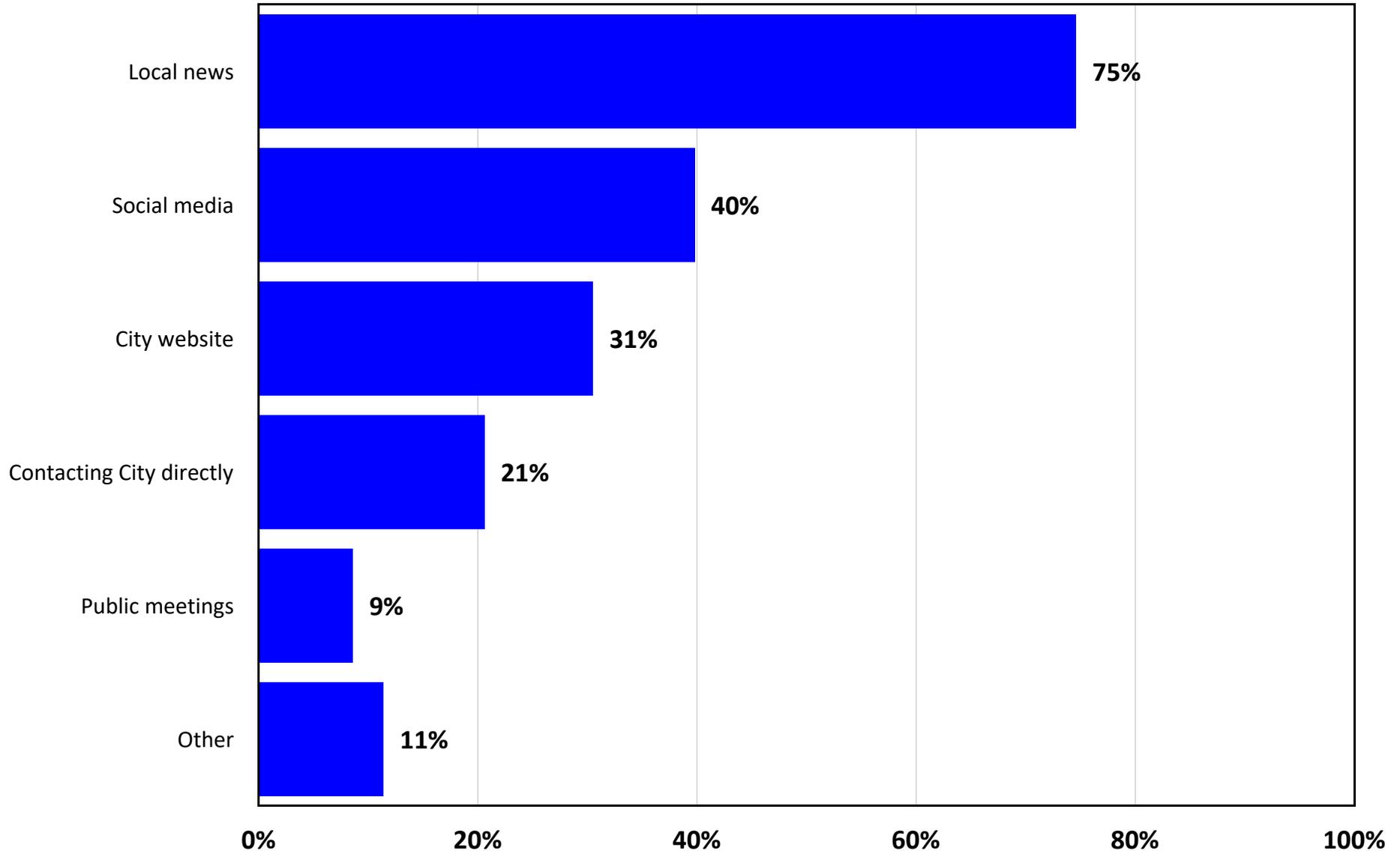
Q4. Customer Service and Communication

by percentage of respondents (excluding don't knows)



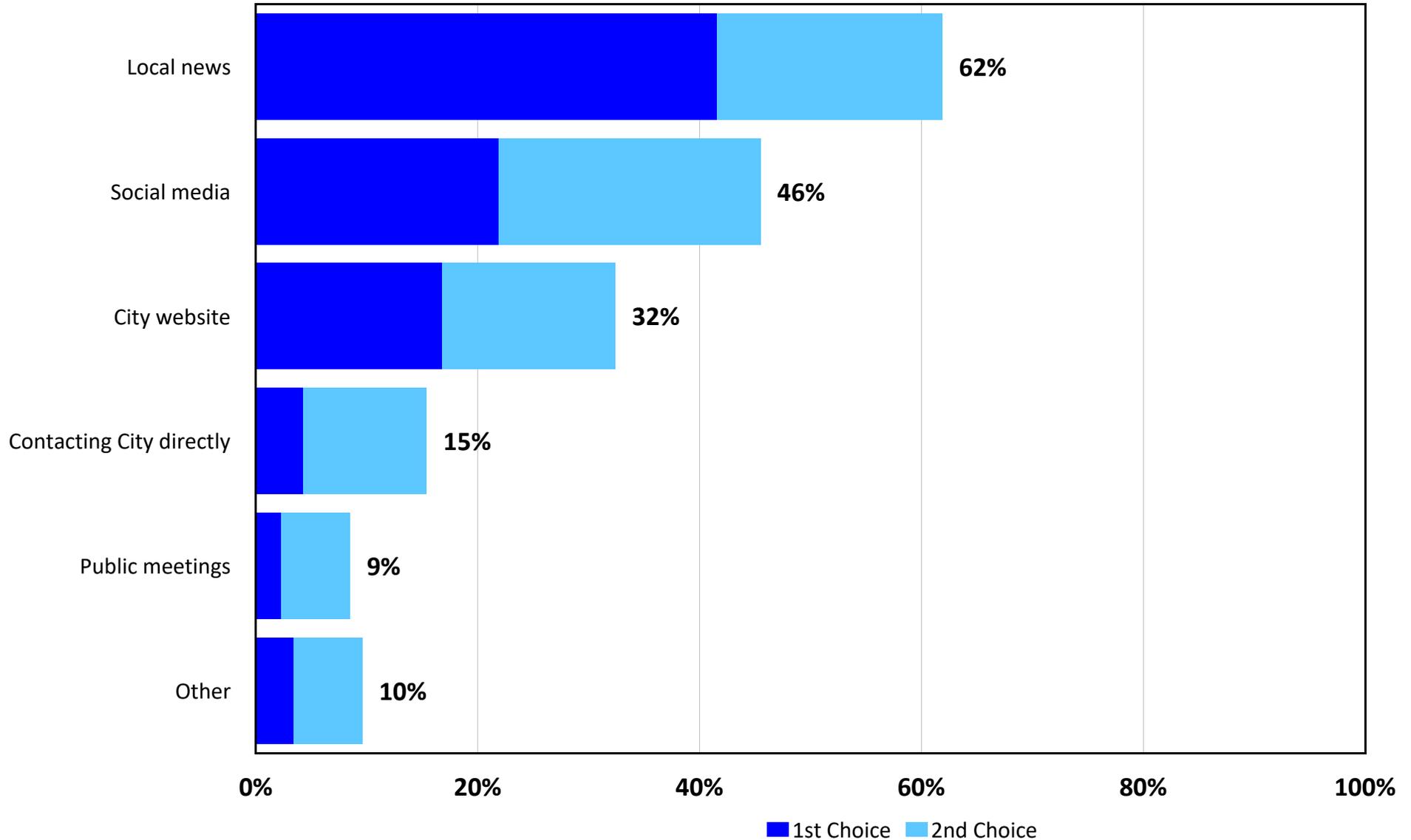
Q5. Which of the following are your primary sources of information about city issues, services, and events?

by percentage of respondents (multiple selections could be made)



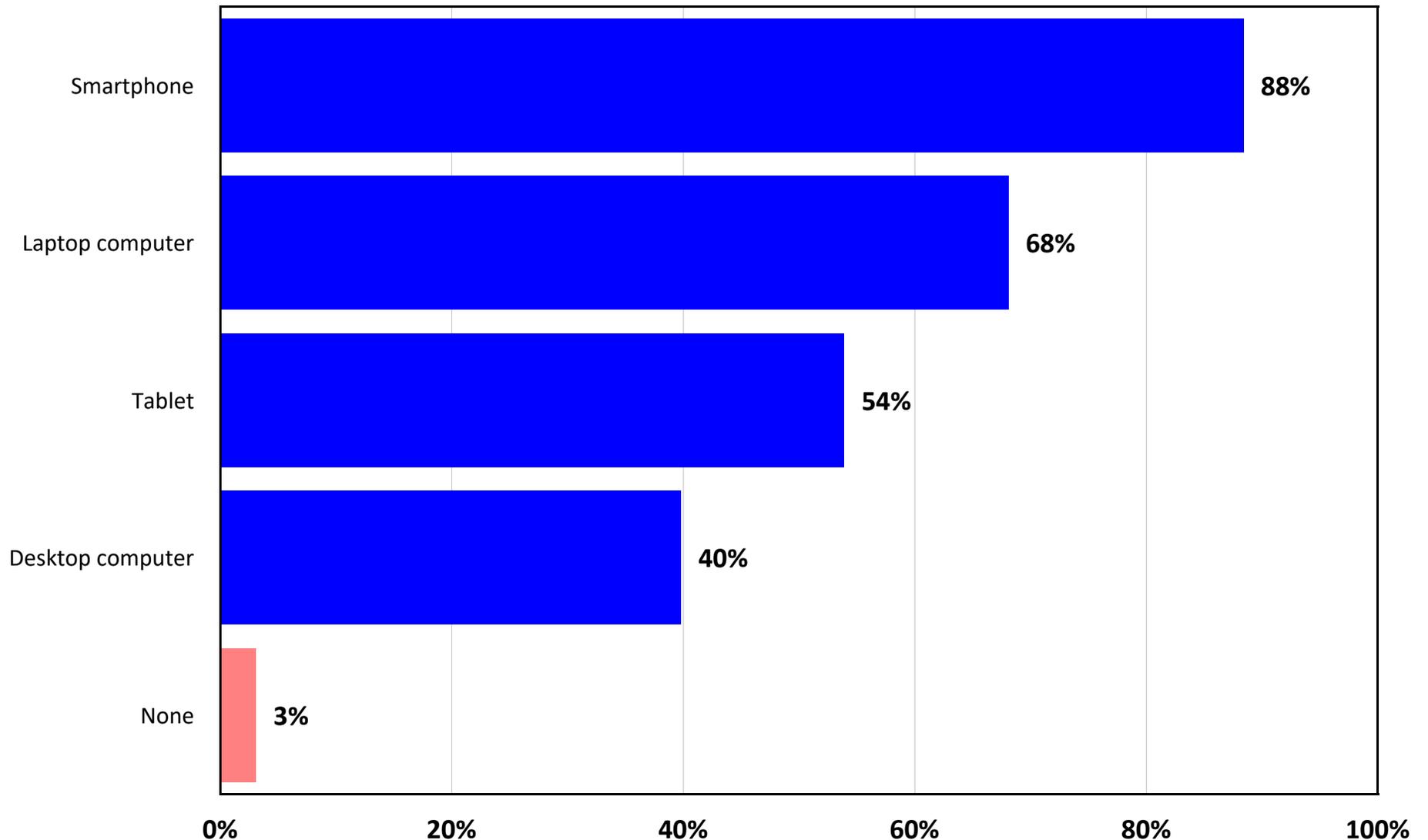
Q6. Which two information sources do you most prefer to learn about city issues, services, and events?

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



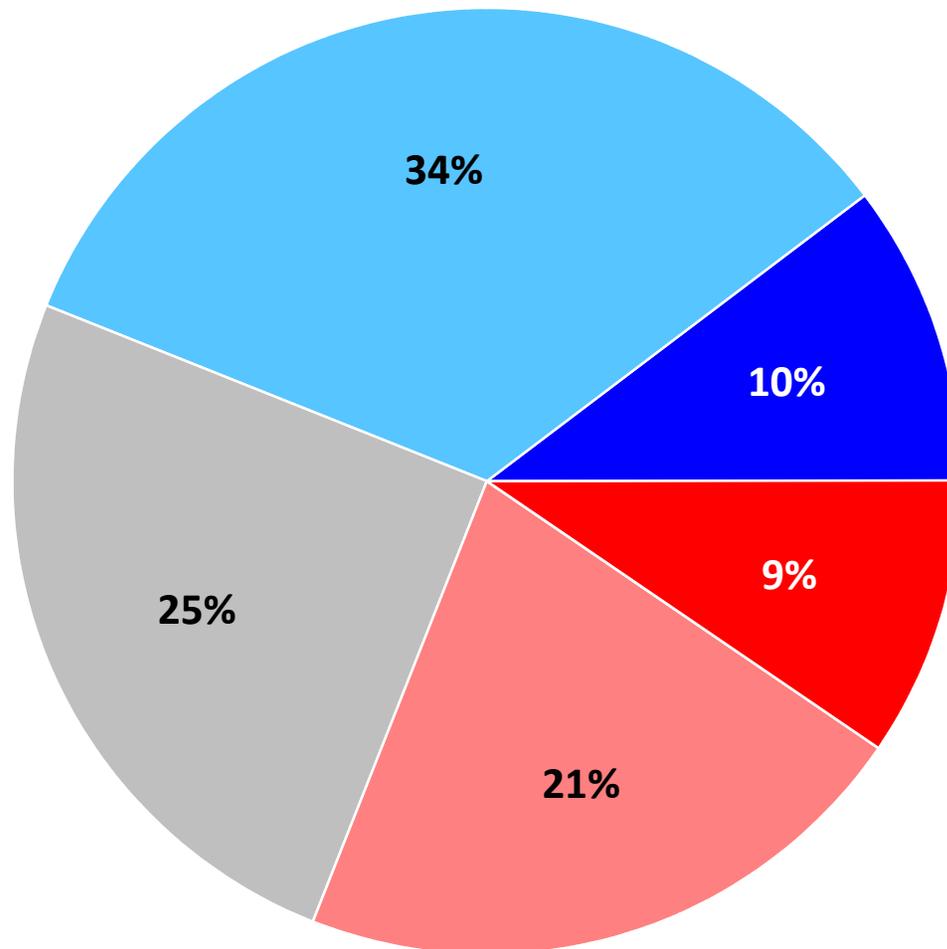
Q7. Which of the following digital devices do you have access to in your home?

by percentage of respondents (multiple selections could be made)



Q8. Rate your level of agreement with the following statement: “I can find broadband internet providers in a price that I can afford in South Bend”

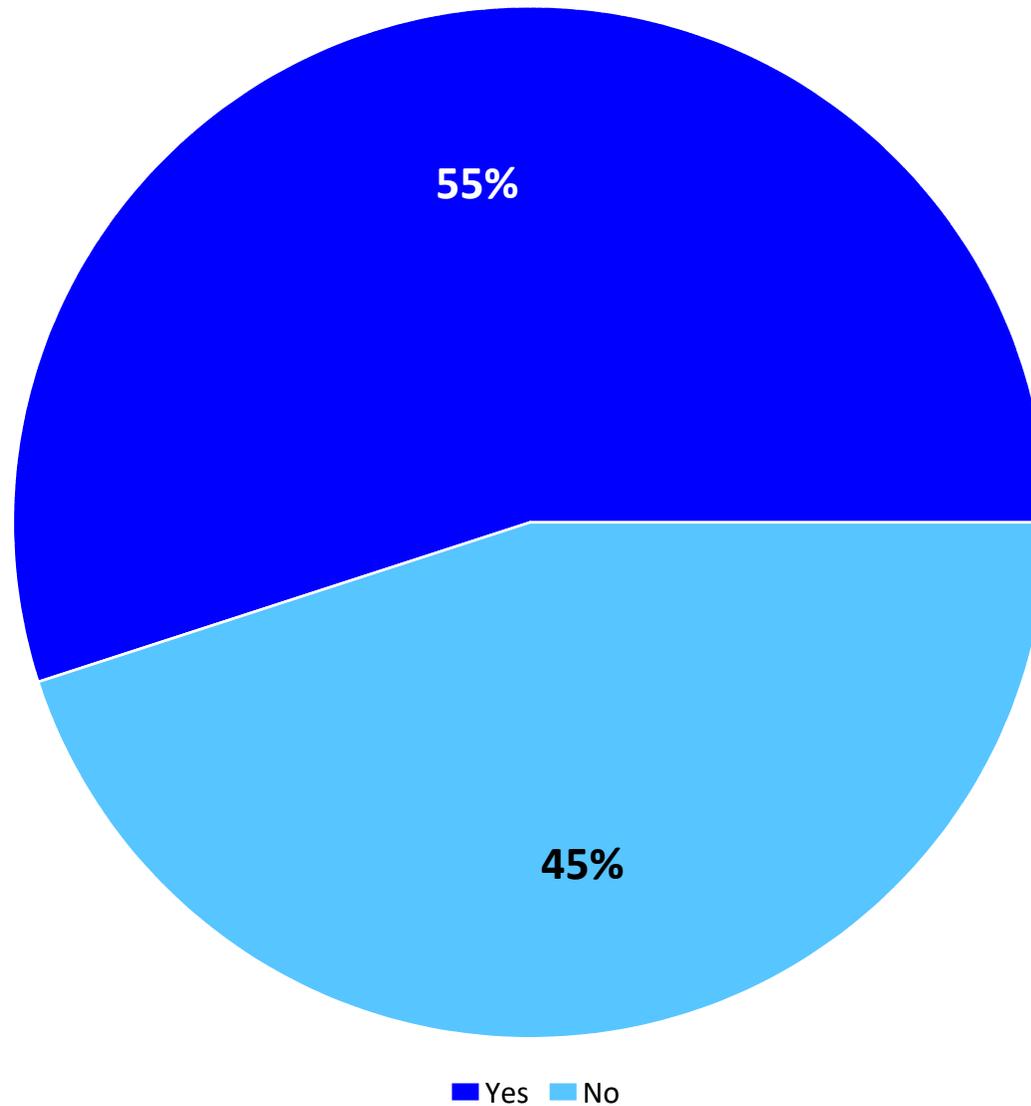
by percentage of respondents (excluding don't knows)



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

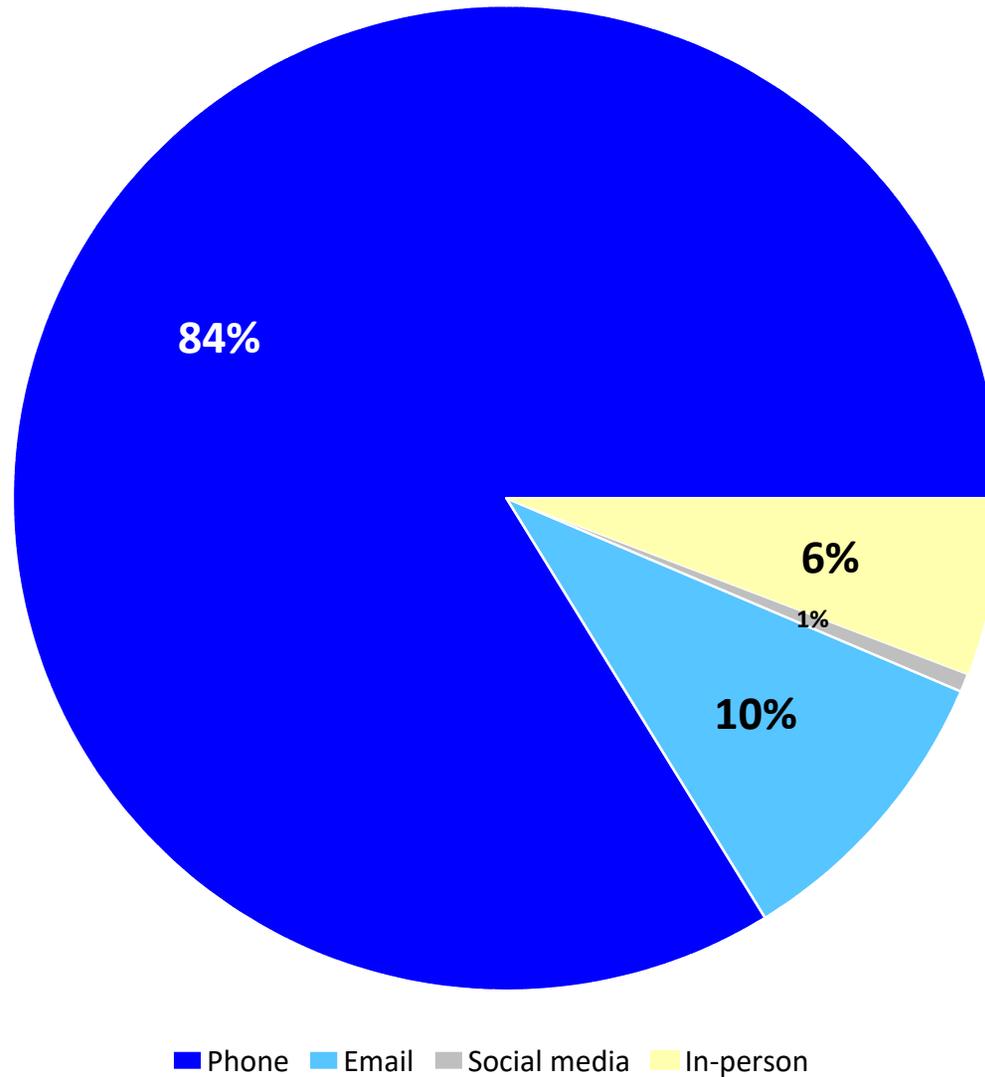
Q9. Have you called or visited the city with a question, problem, or complaint during the past year?

by percentage of respondents



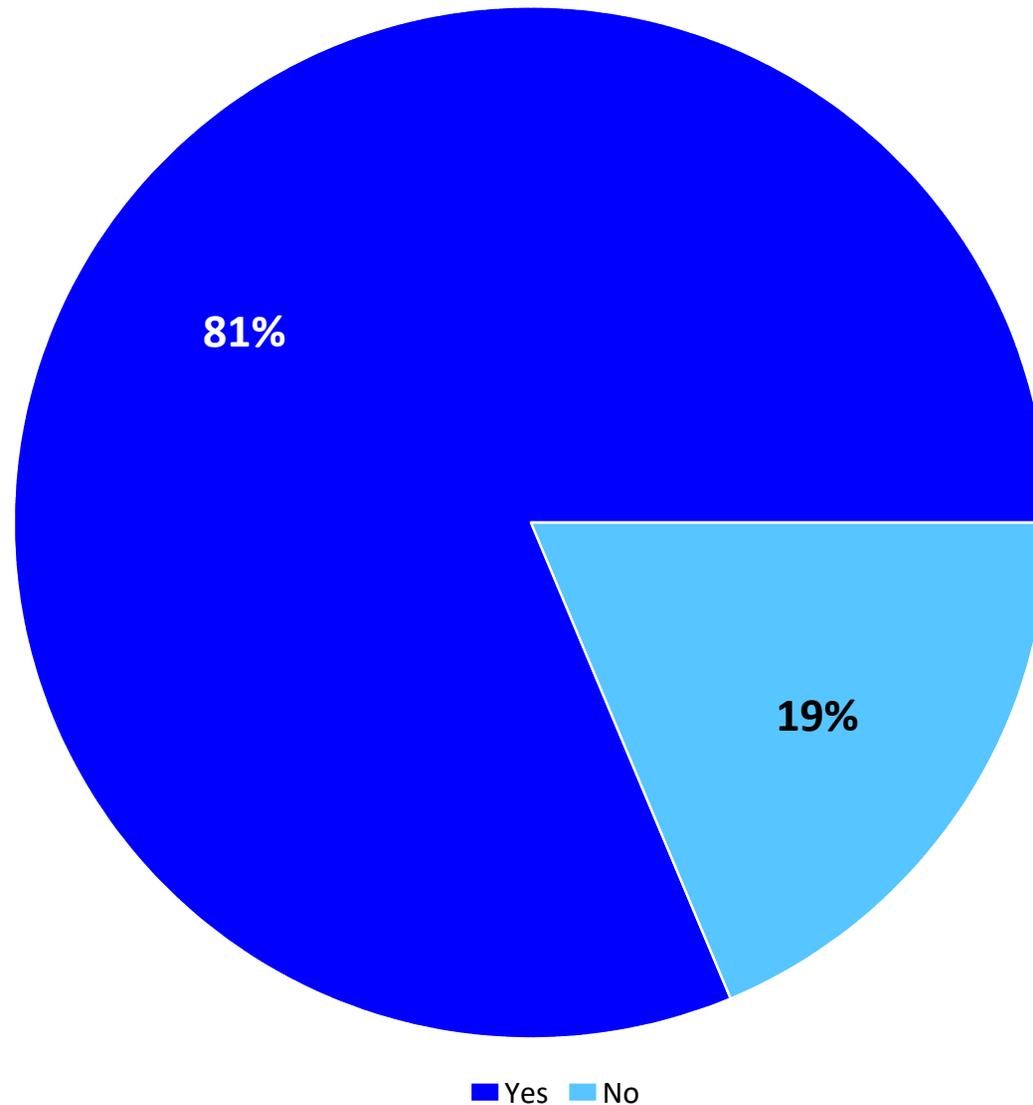
Q9a. How did you contact the city?

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



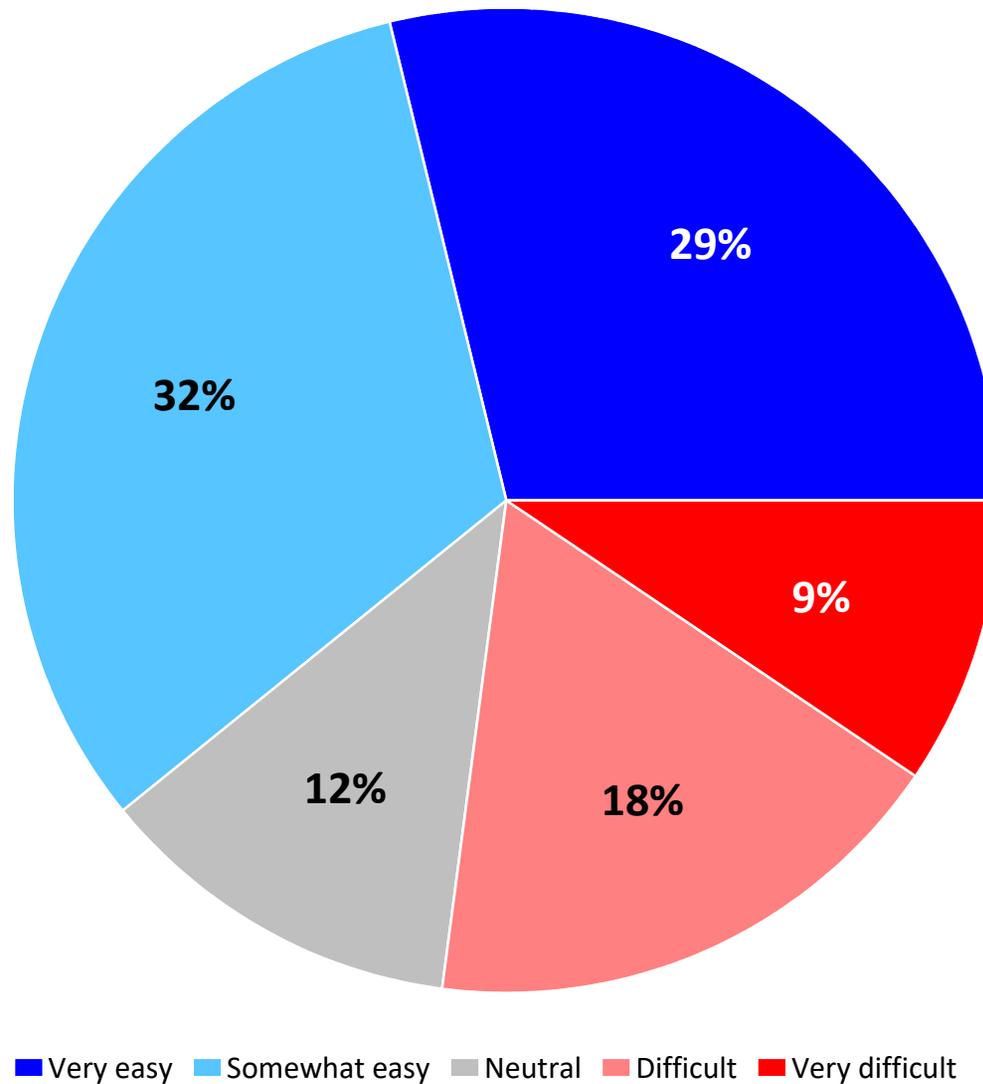
Q9b. Did you contact 311?

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



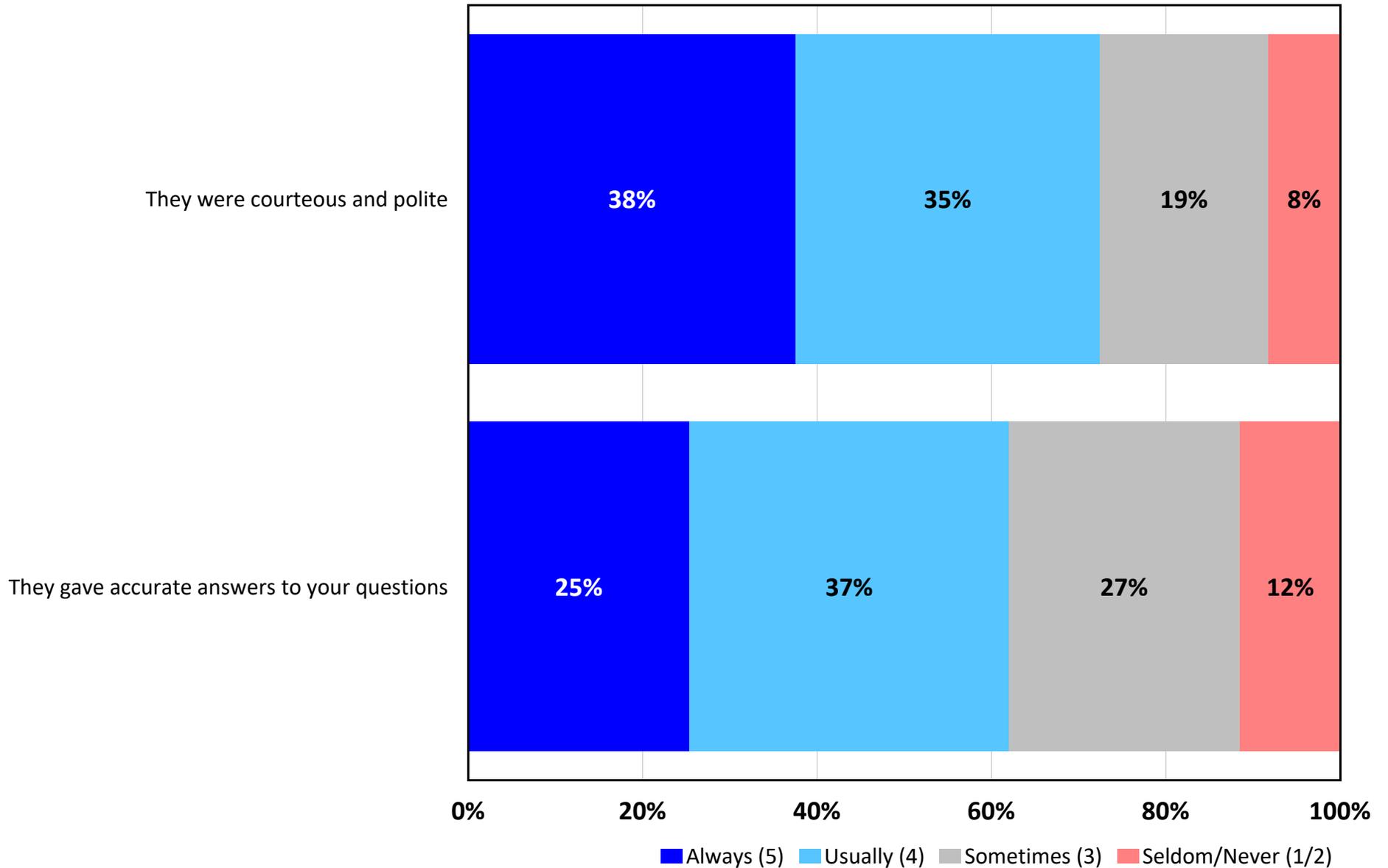
Q9c. How easy was it to address your issue?

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



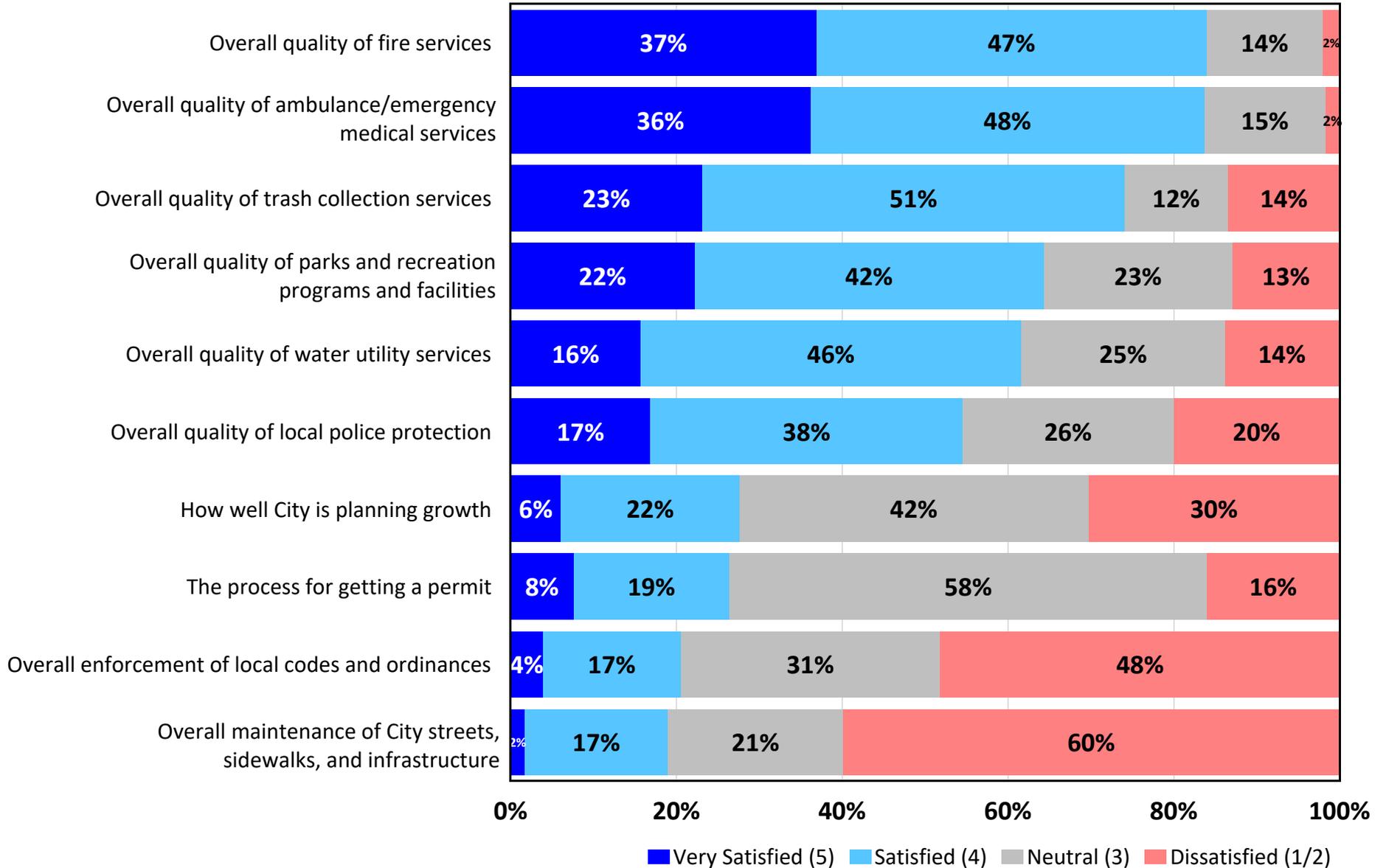
Q9d. Quality of Customer Service

by percentage of respondents who have contacted the city in the last year (excluding don't knows)



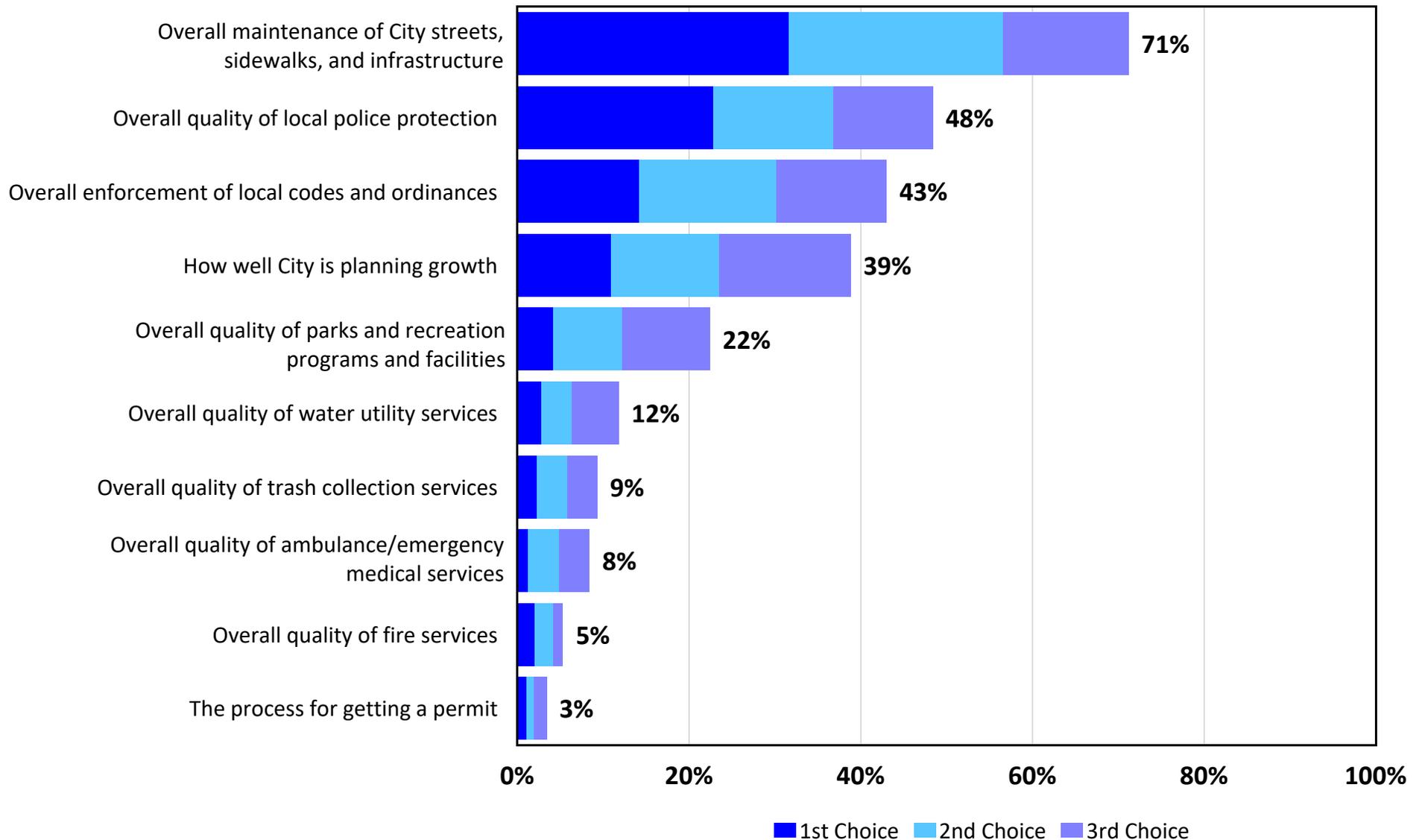
Q10. Major Categories of City Services

by percentage of respondents (excluding don't knows)



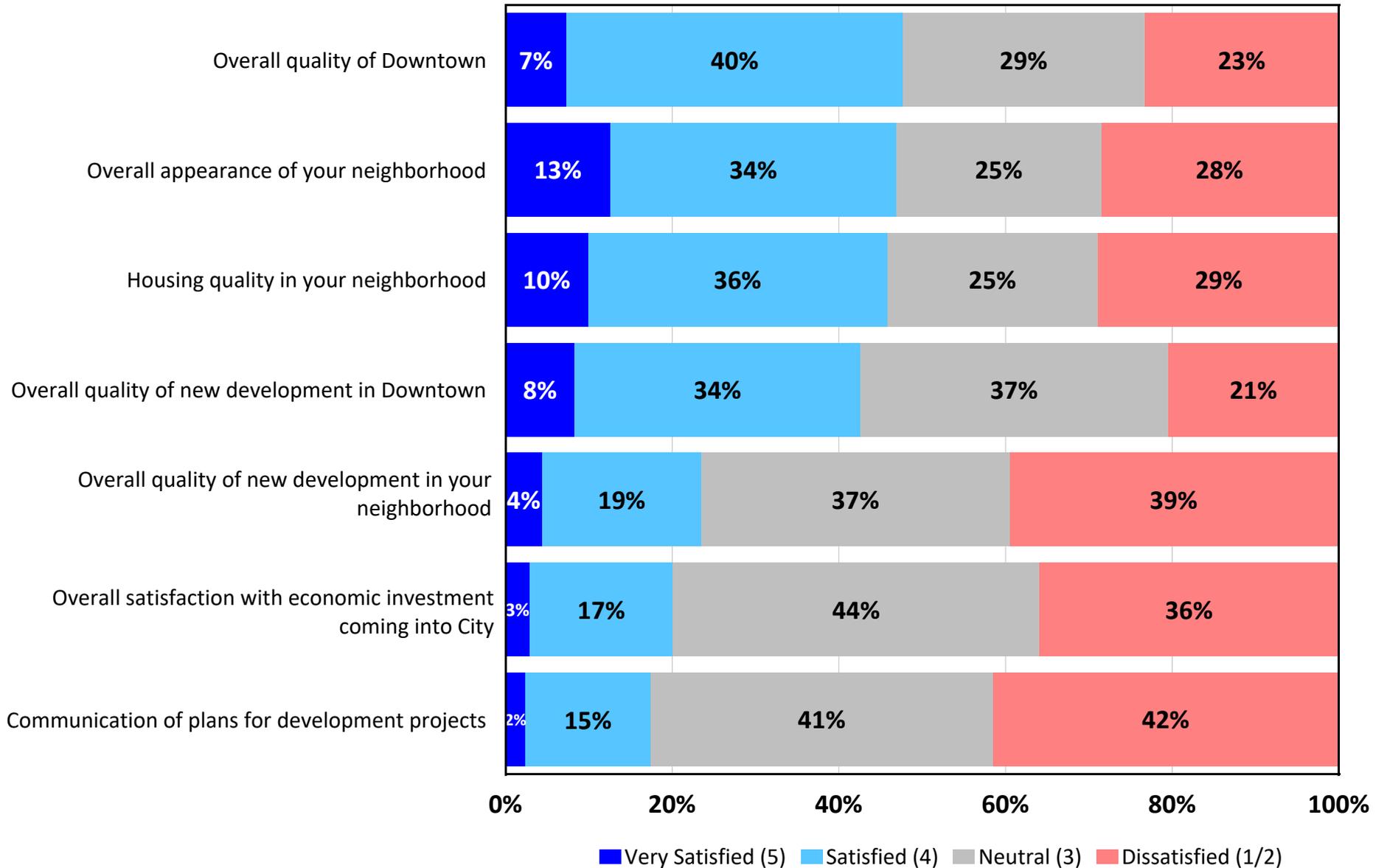
Q11. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

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



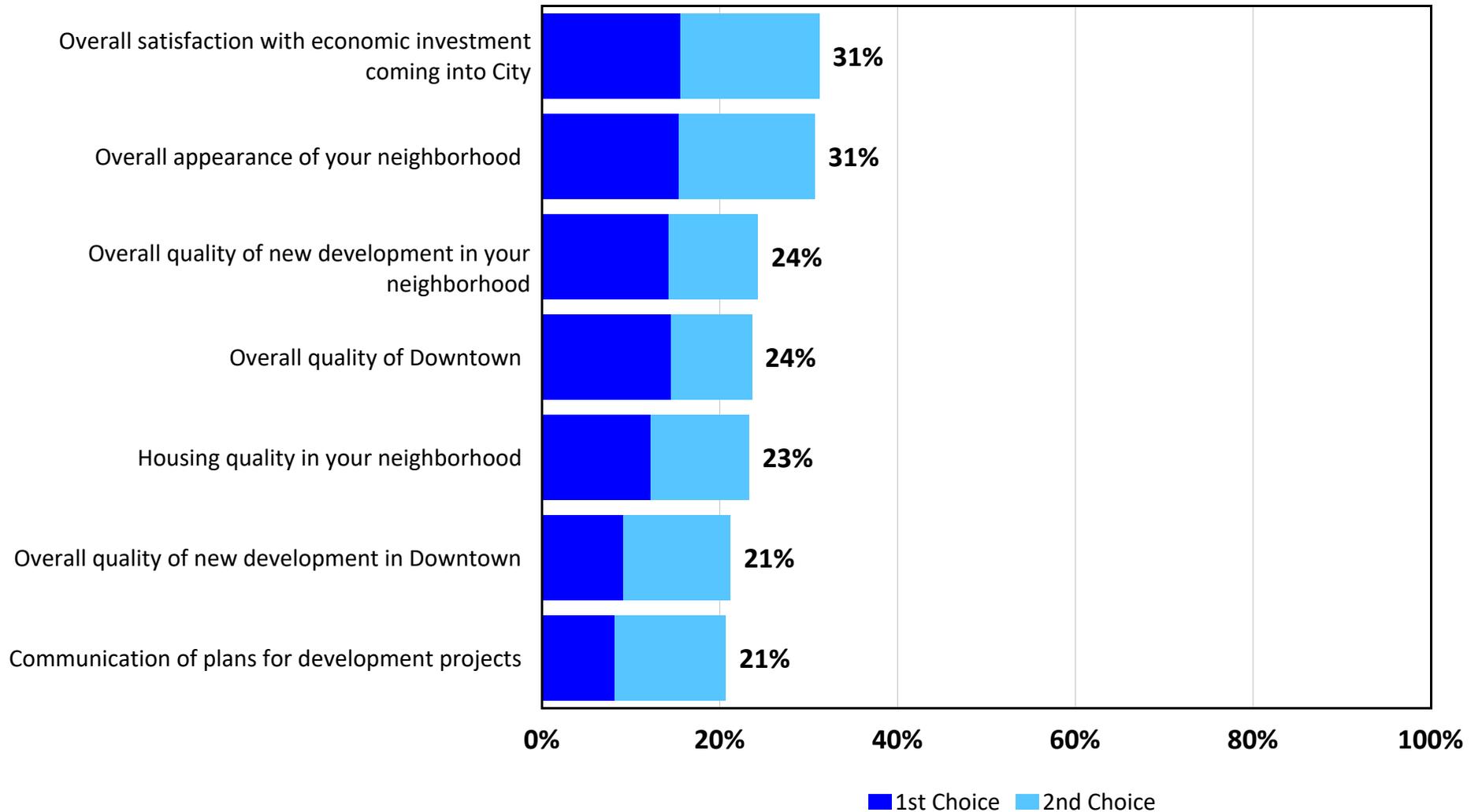
Q12. Community Investment

by percentage of respondents (excluding don't knows)



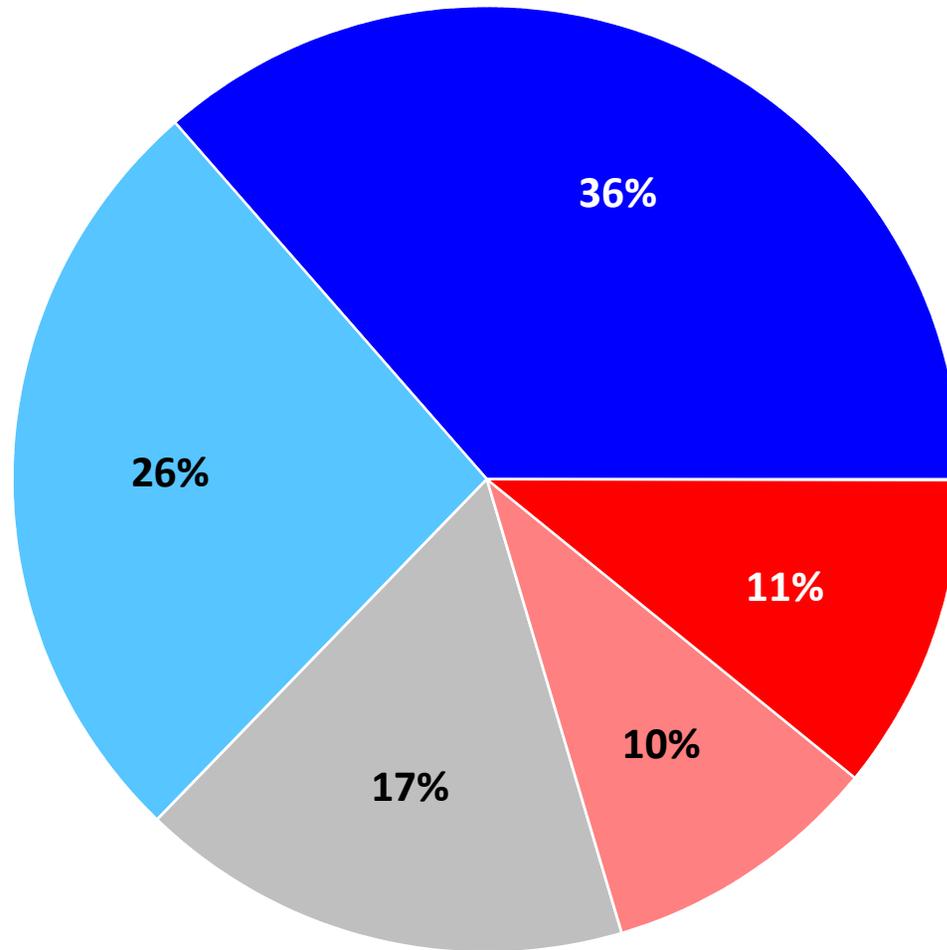
Q13. Community Investments That Should Receive the Most Emphasis Over the Next Two Years

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



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

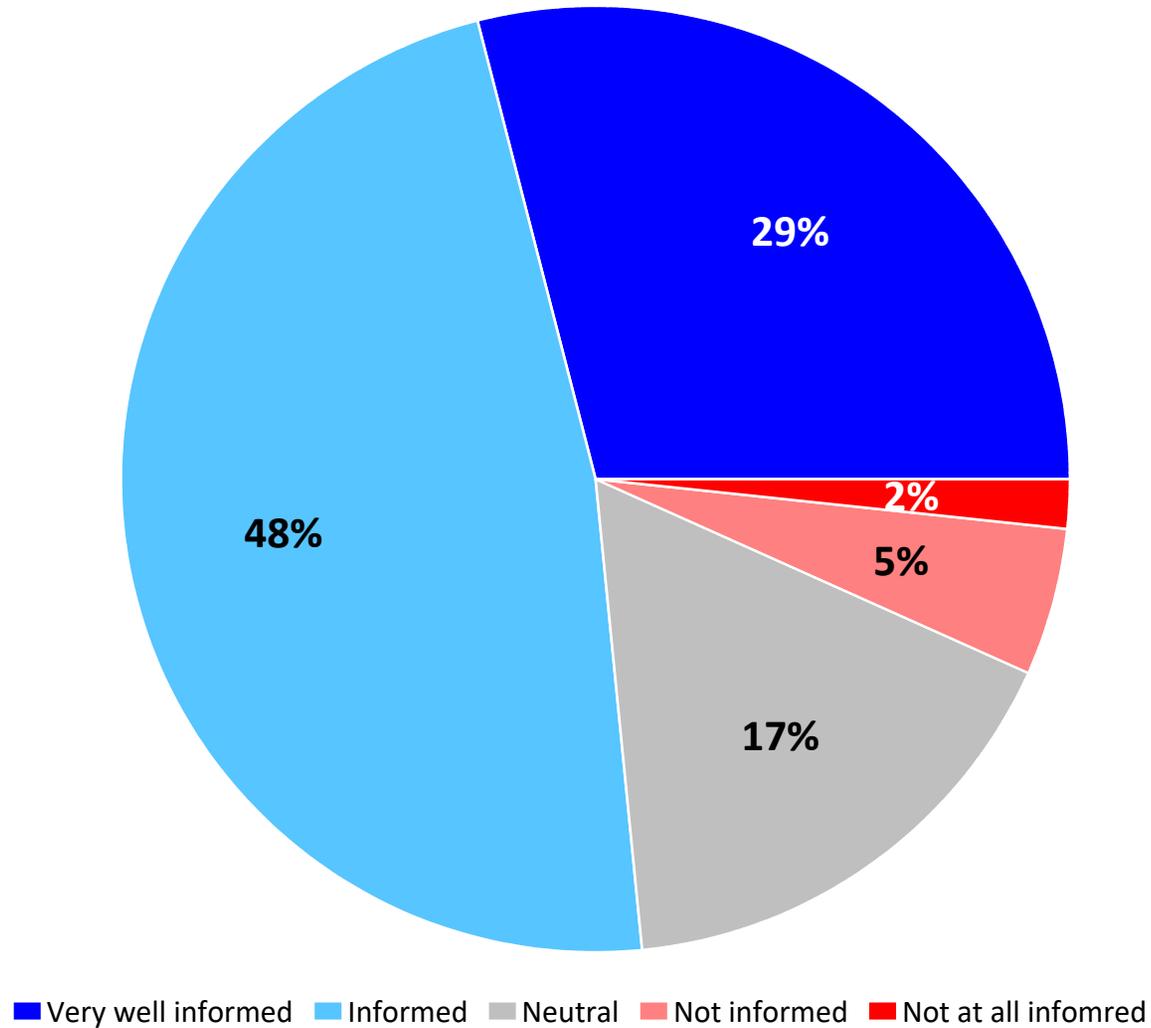
by percentage of respondents (excluding don't knows)



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

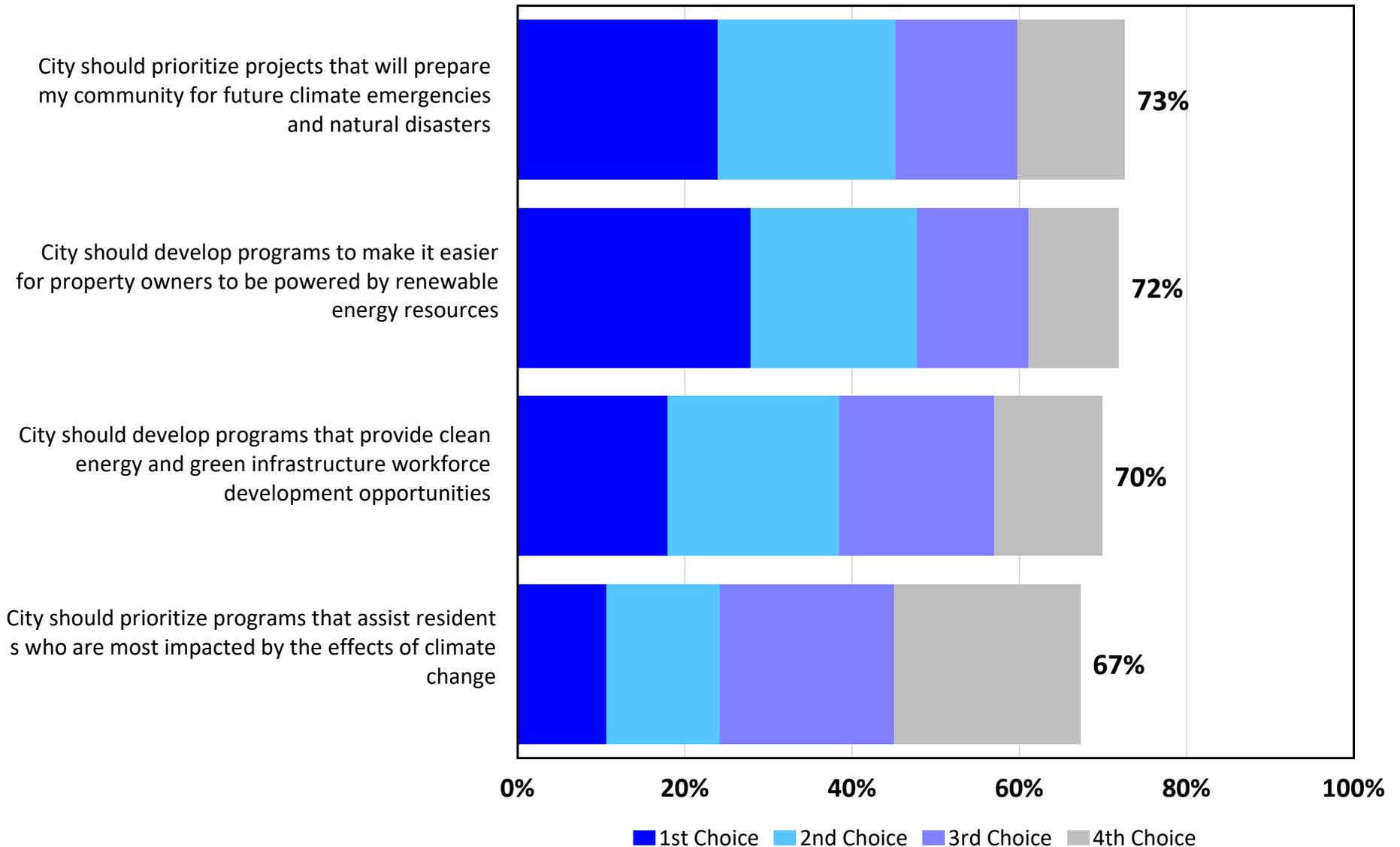
Q15. How well informed do you believe you are on the effects of climate change?

by percentage of respondents (excluding don't knows)



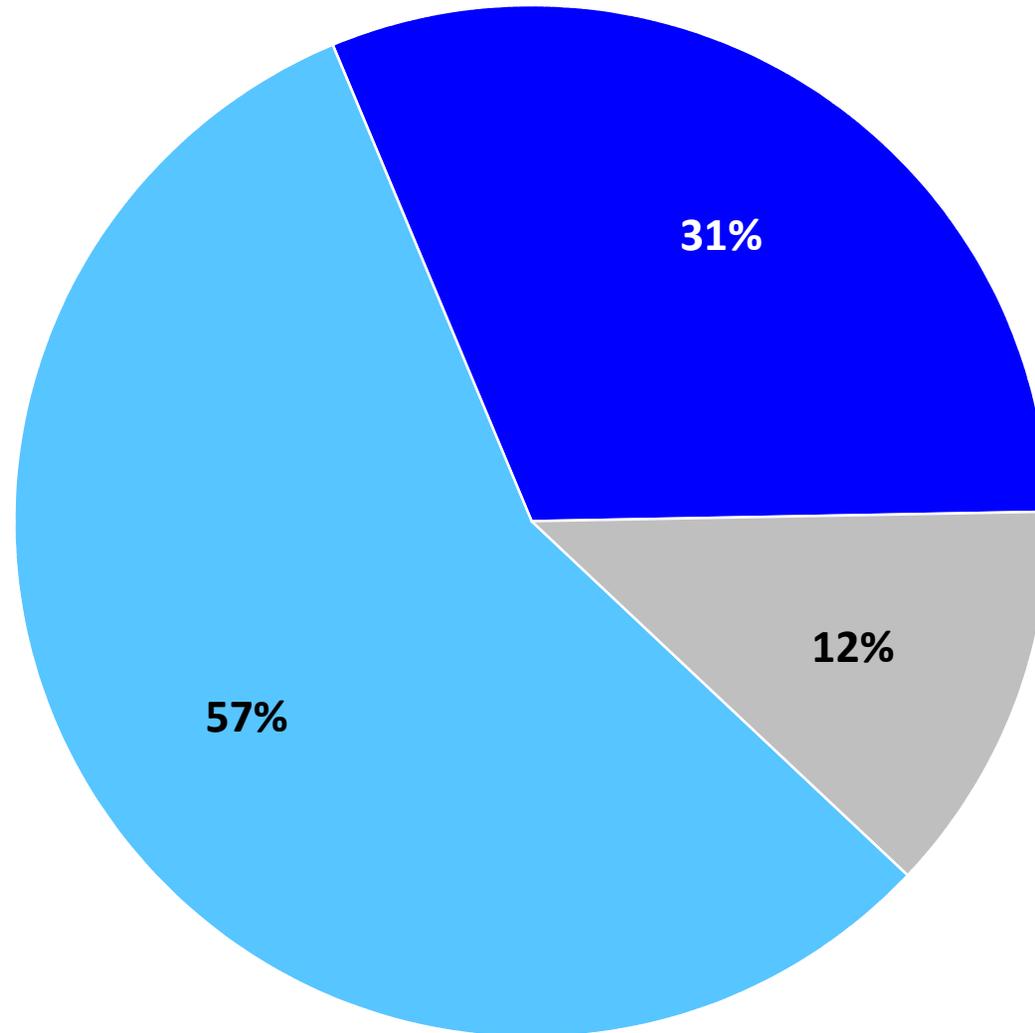
Q16. In terms of priority, how would you rank the following sustainability strategies for South Bend?

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



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

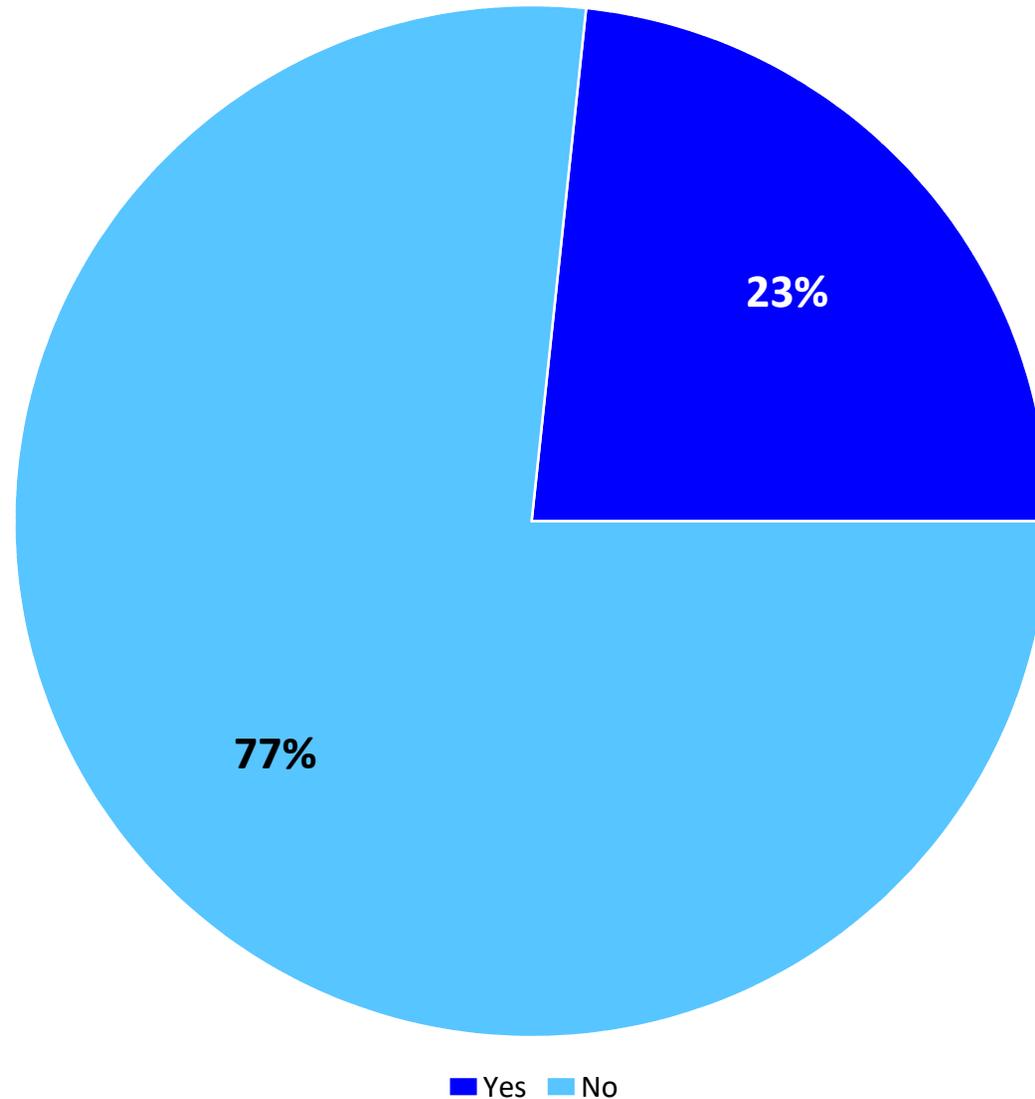
by percentage of respondents (excluding "not provided")



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

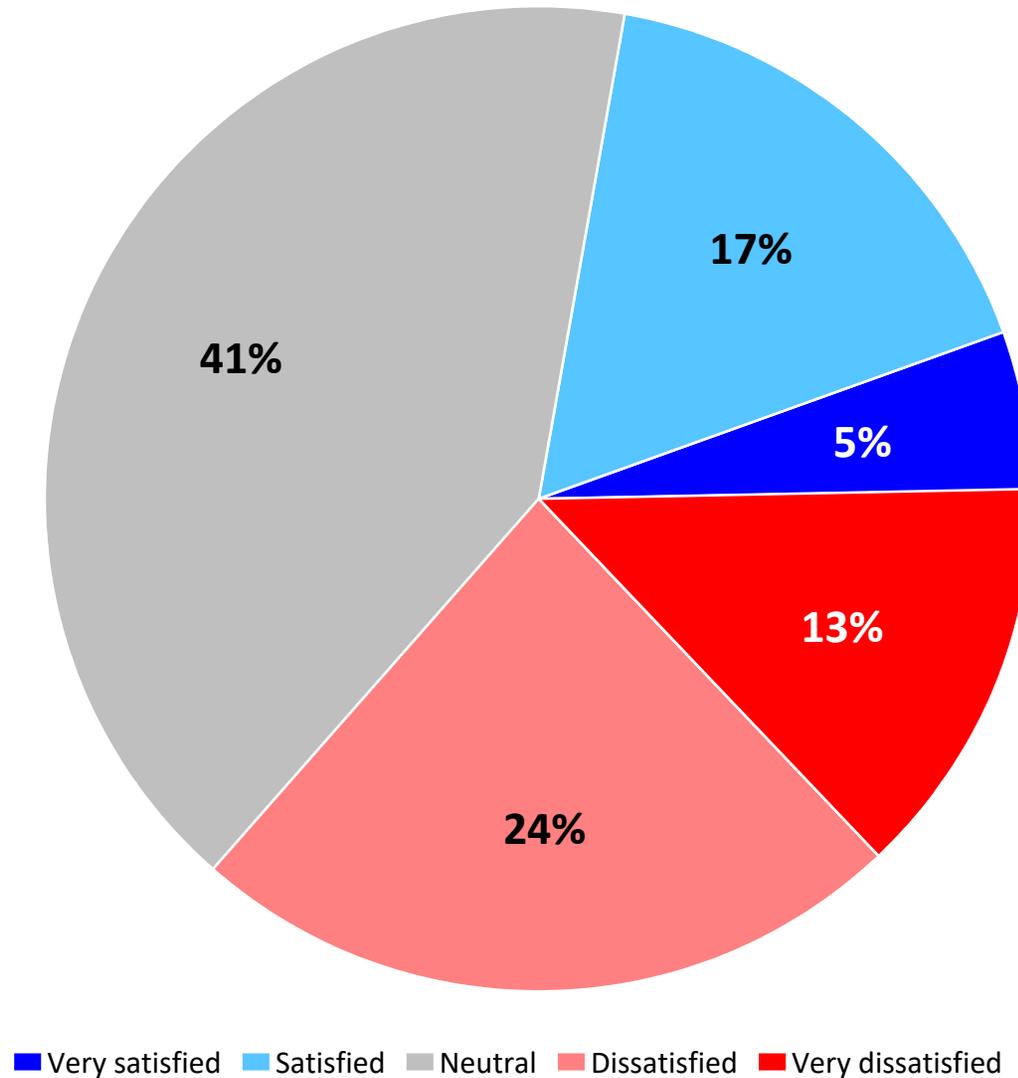
Q18. Do you belong to a neighborhood association?

by percentage of respondents (excluding "not provided")



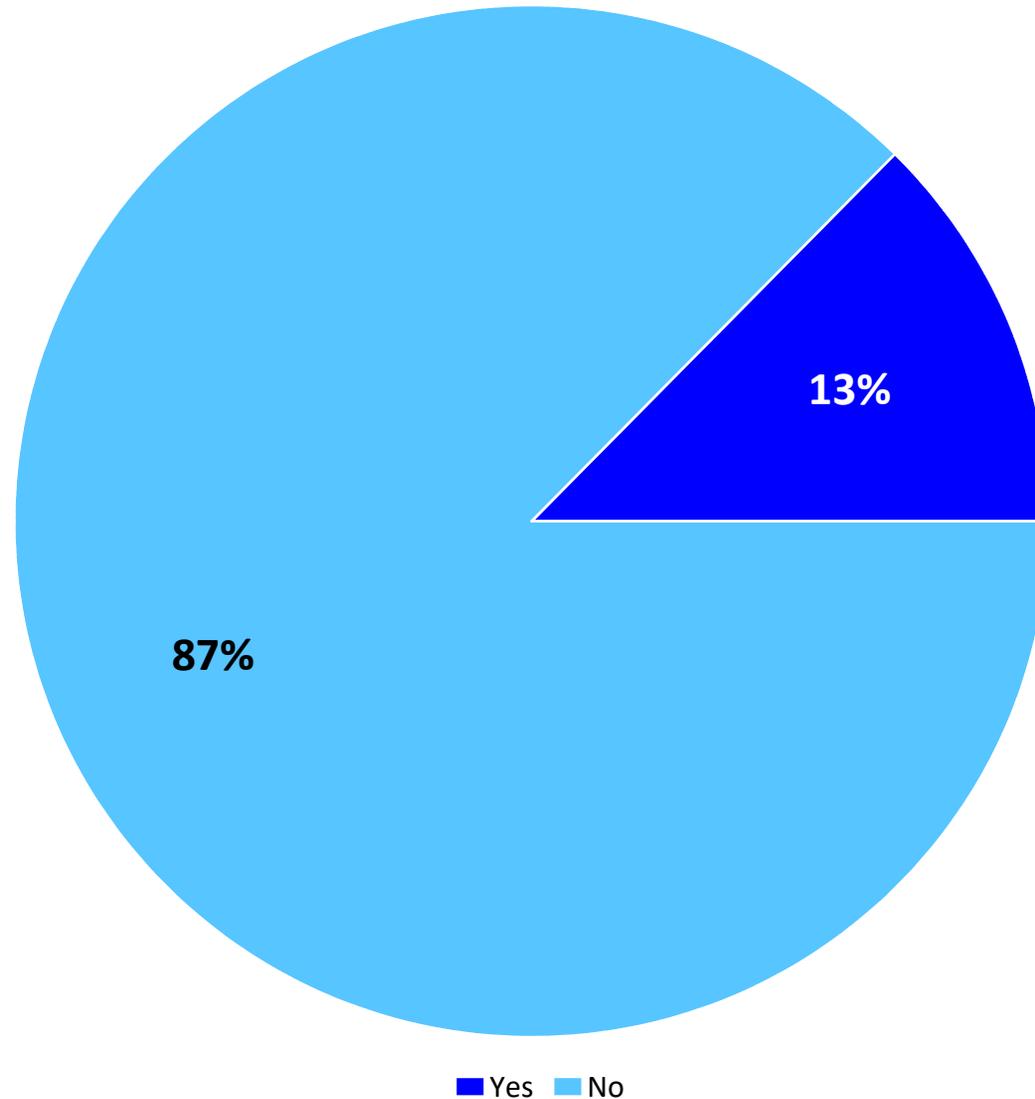
Q18a. How satisfied are you with the City's engagement with your neighborhood association?

by percentage of respondents (excluding "not provided")



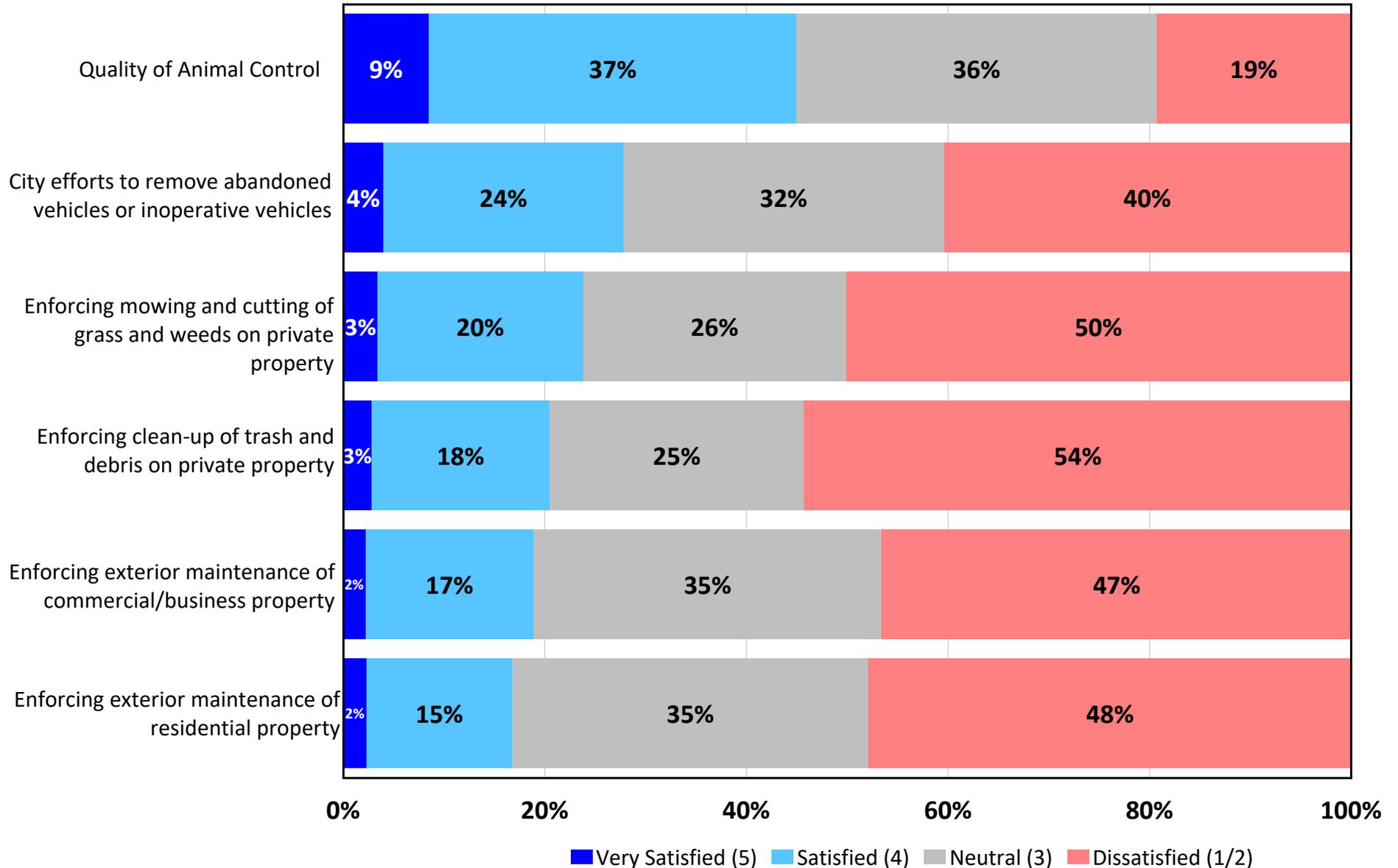
Q19. Are you aware of development plans for your neighborhood?

by percentage of respondents (excluding "not provided")



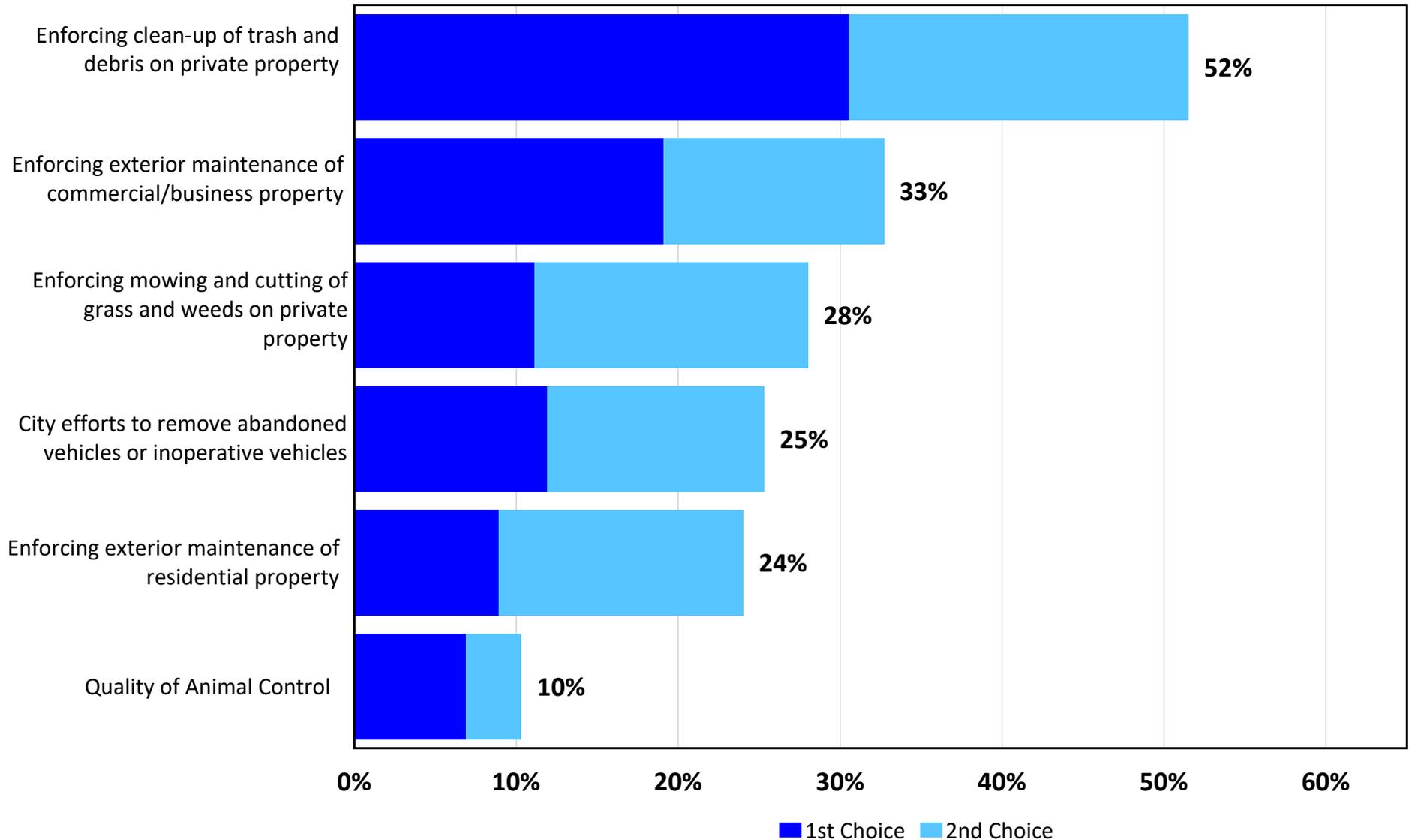
Q20. Neighborhood Services and Enforcement

by percentage of respondents (excluding don't knows)



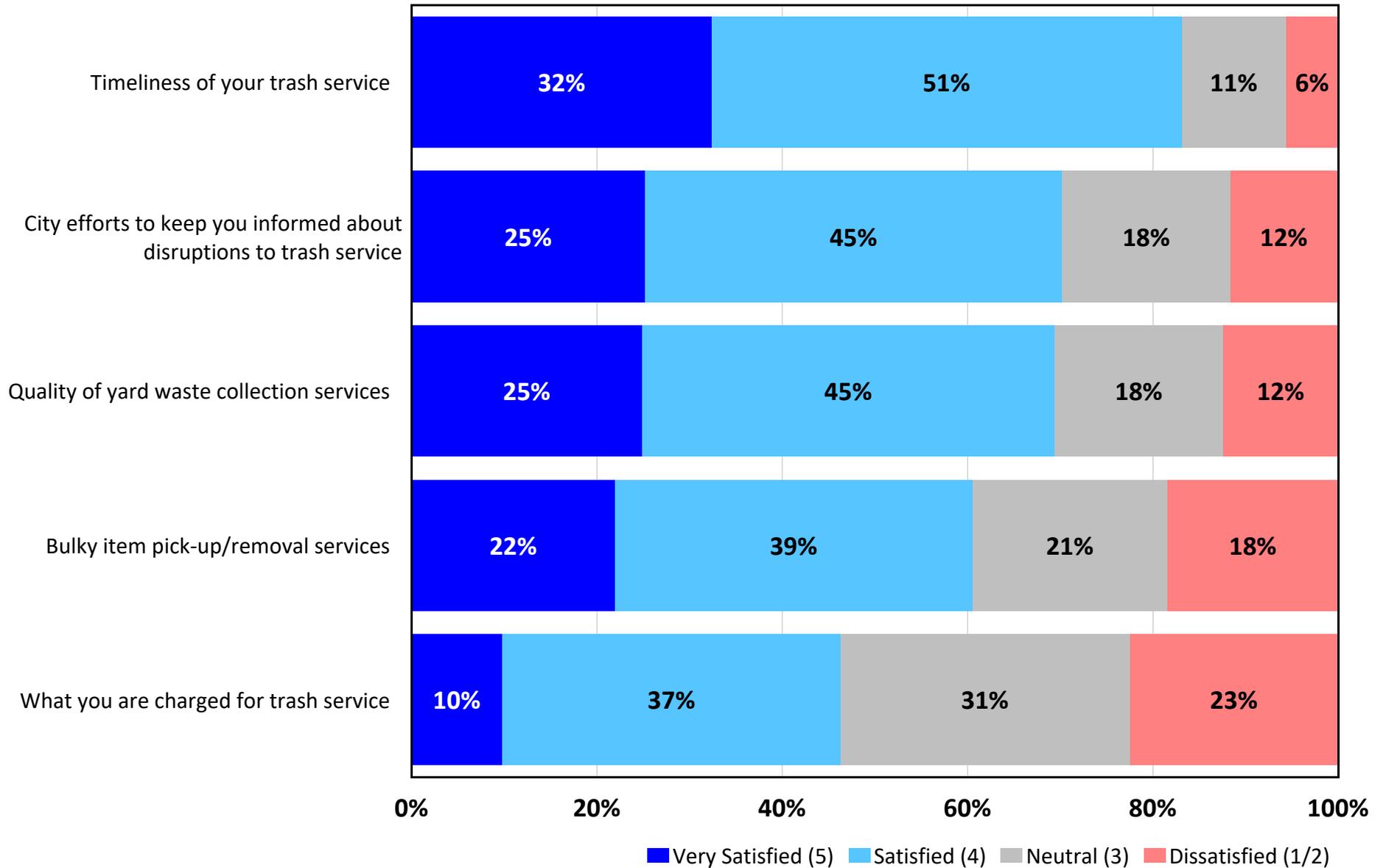
Q21. Neighborhood Services and Enforcement Items That Should Receive the Most Emphasis Over the Next Two Years

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



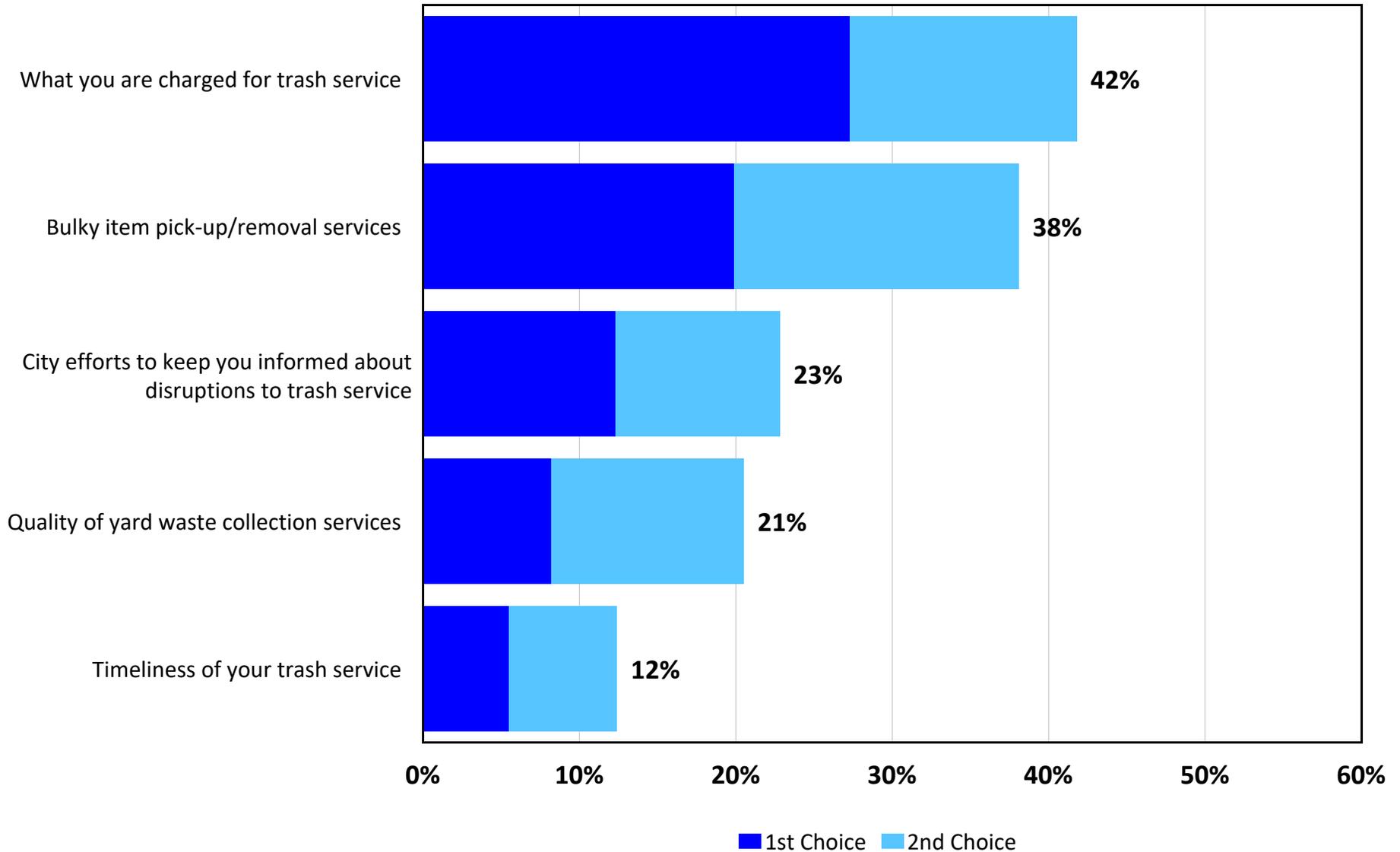
Q22. Solid Waste

by percentage of respondents (excluding don't knows)



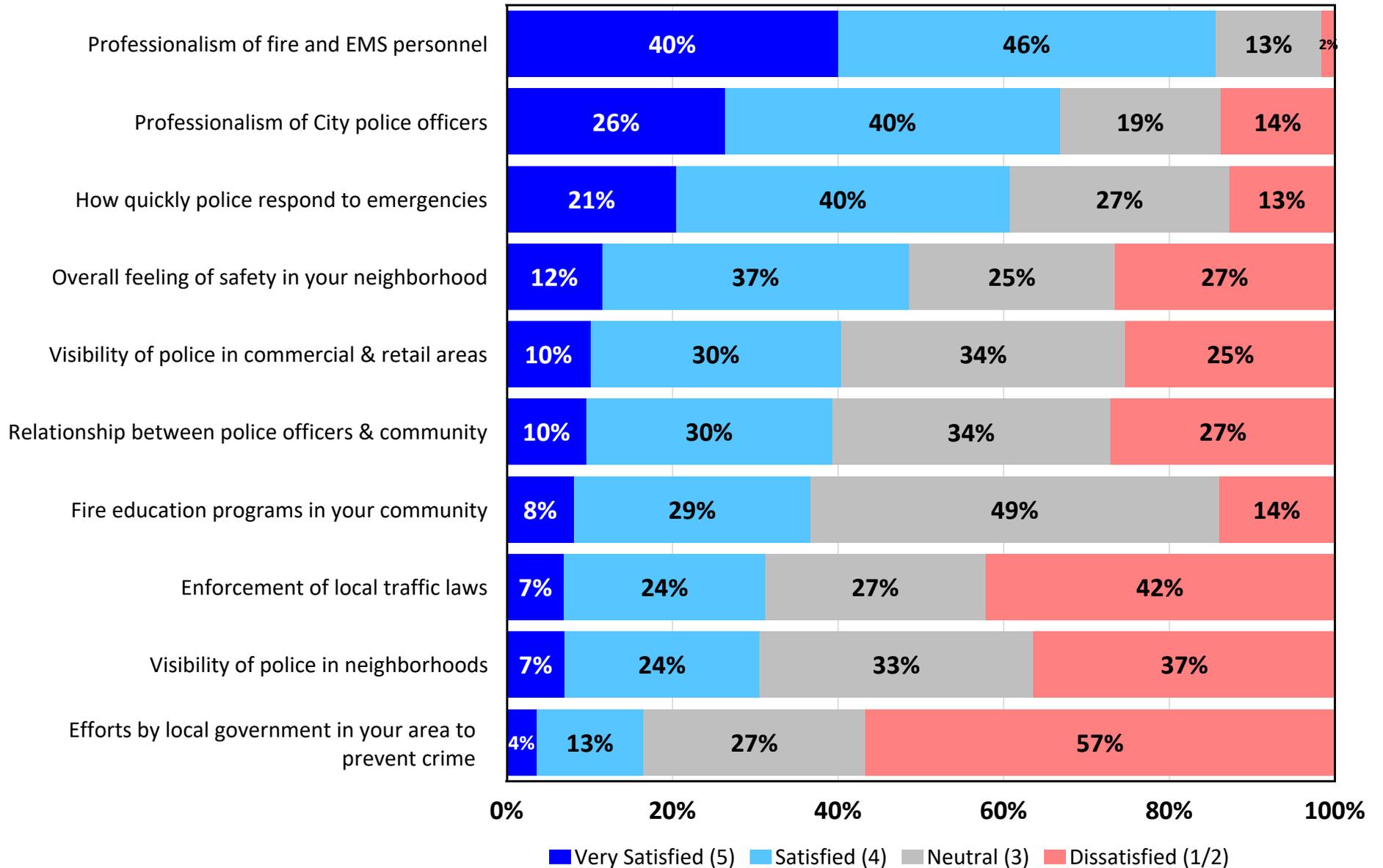
Q23. Solid Waste Services That Should Receive the Most Emphasis Over the Next Two Years

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



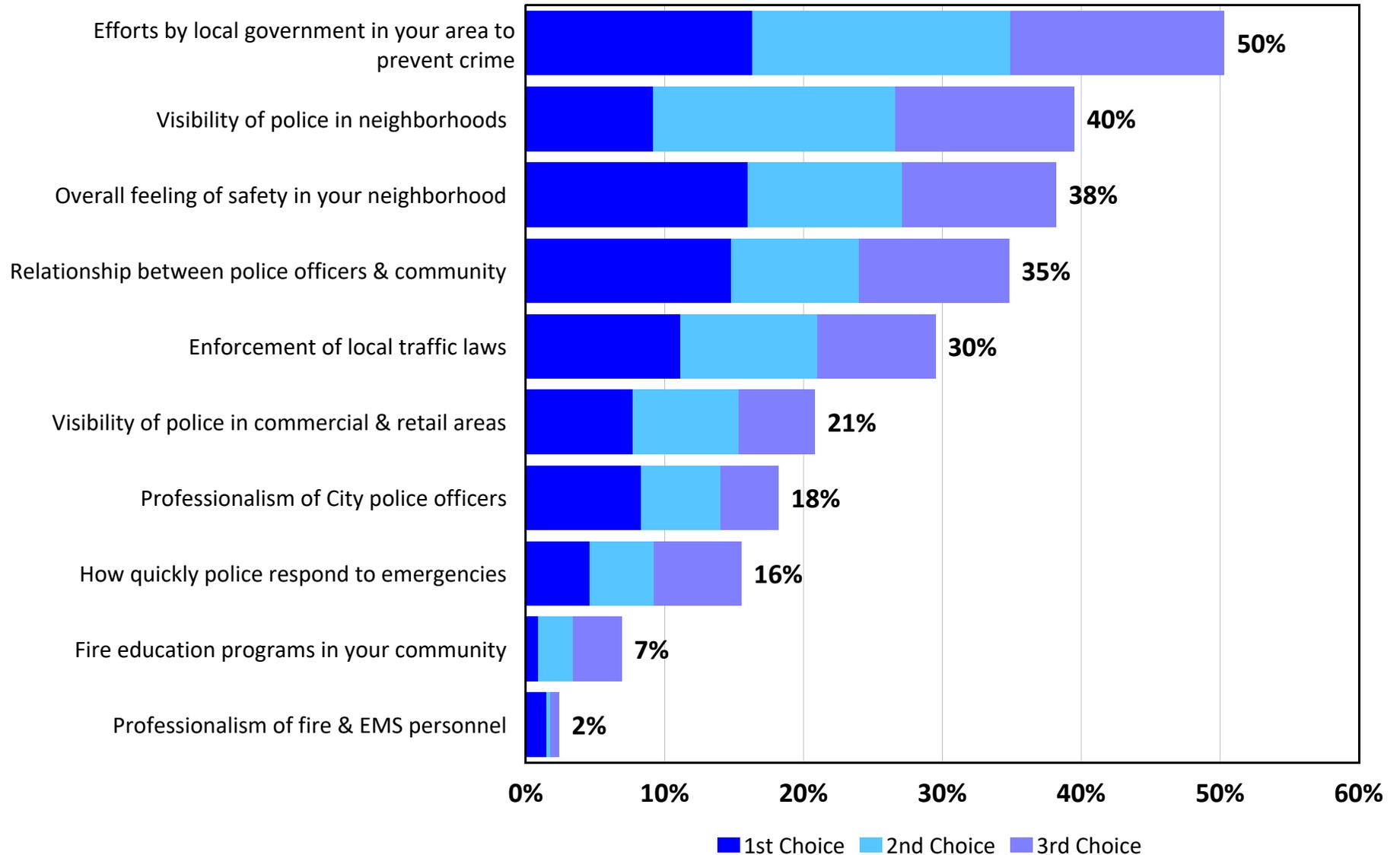
Q24. Public Safety

by percentage of respondents (excluding don't knows)



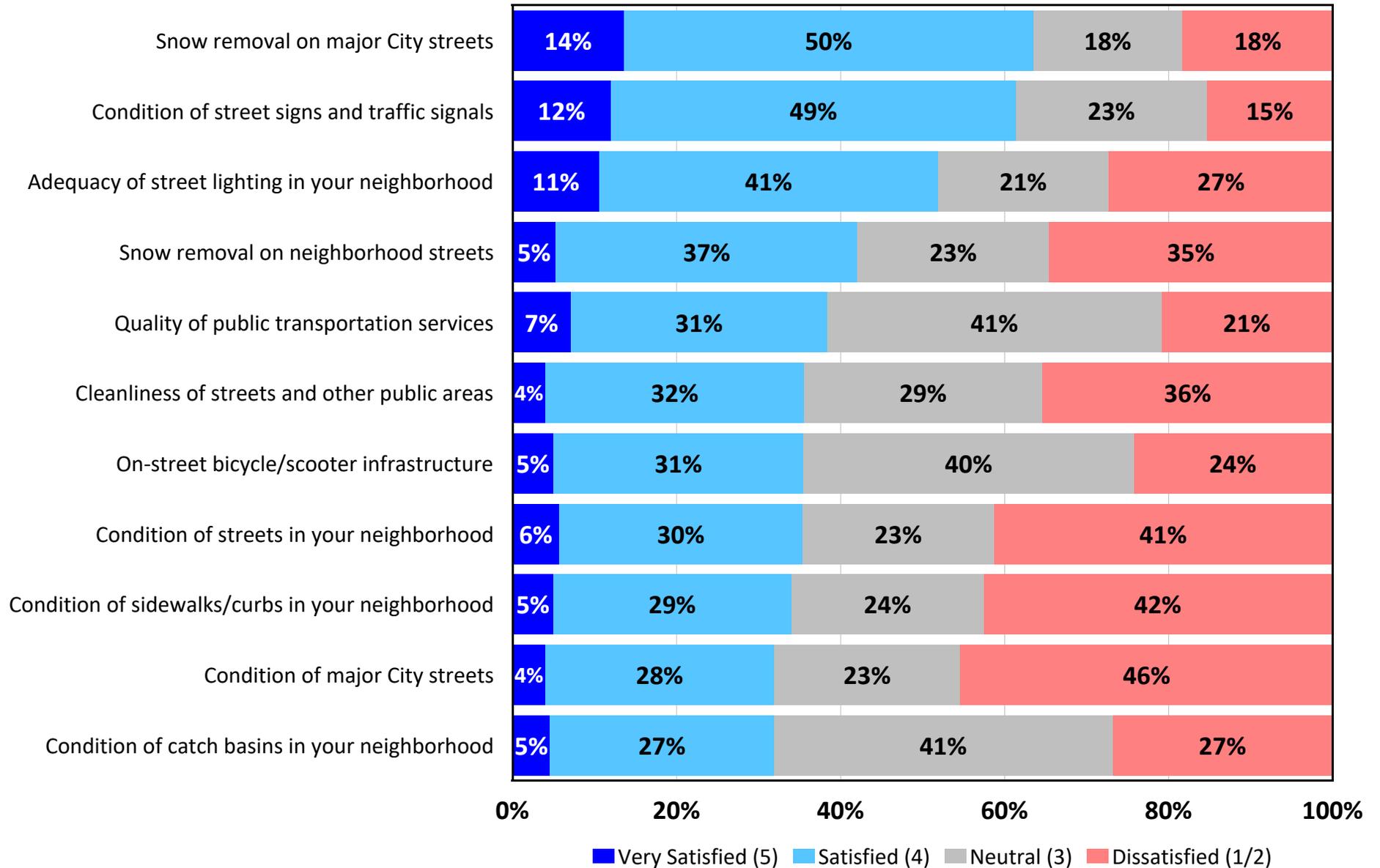
Q25. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



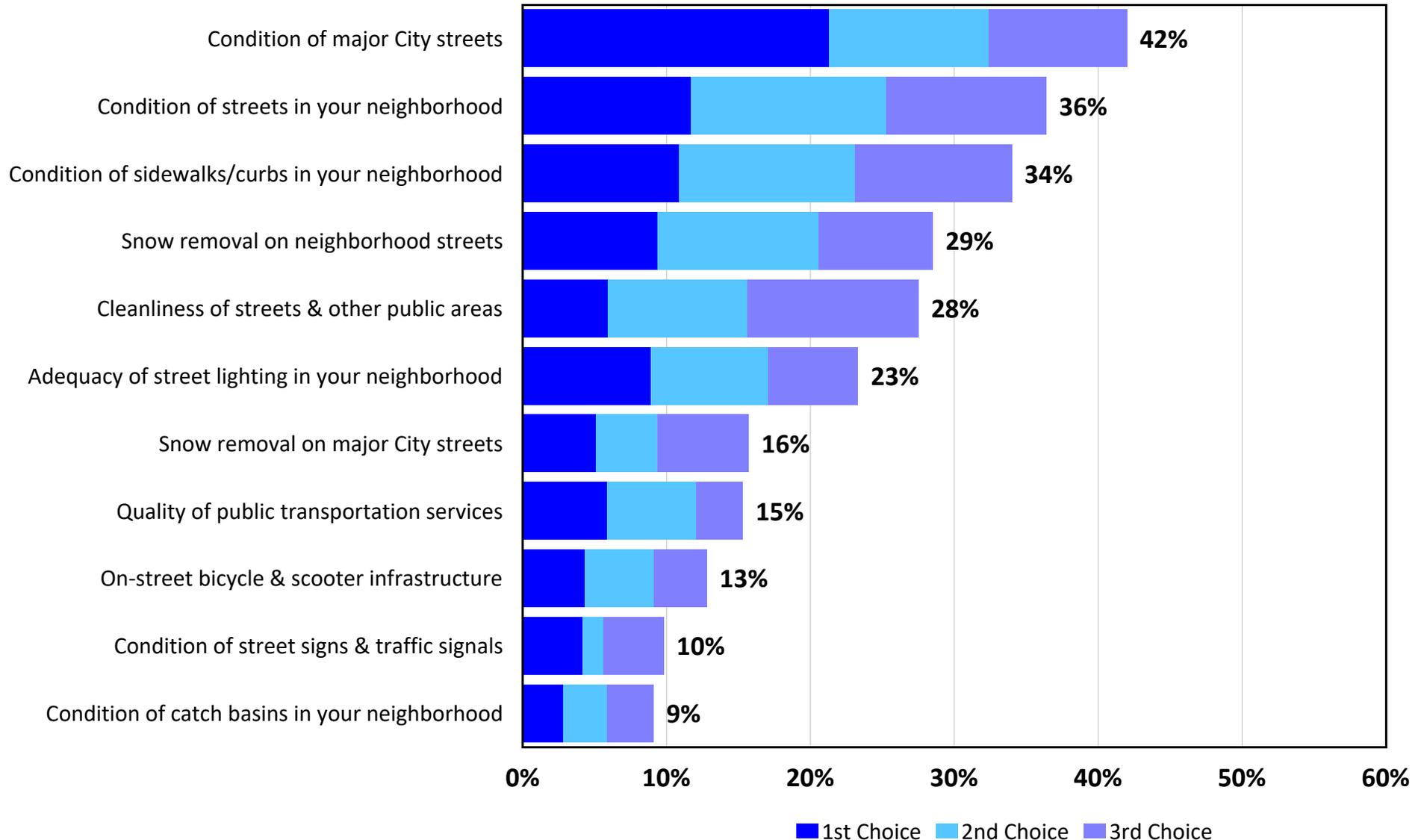
Q26. Traffic and Transportation

by percentage of respondents (excluding don't knows)



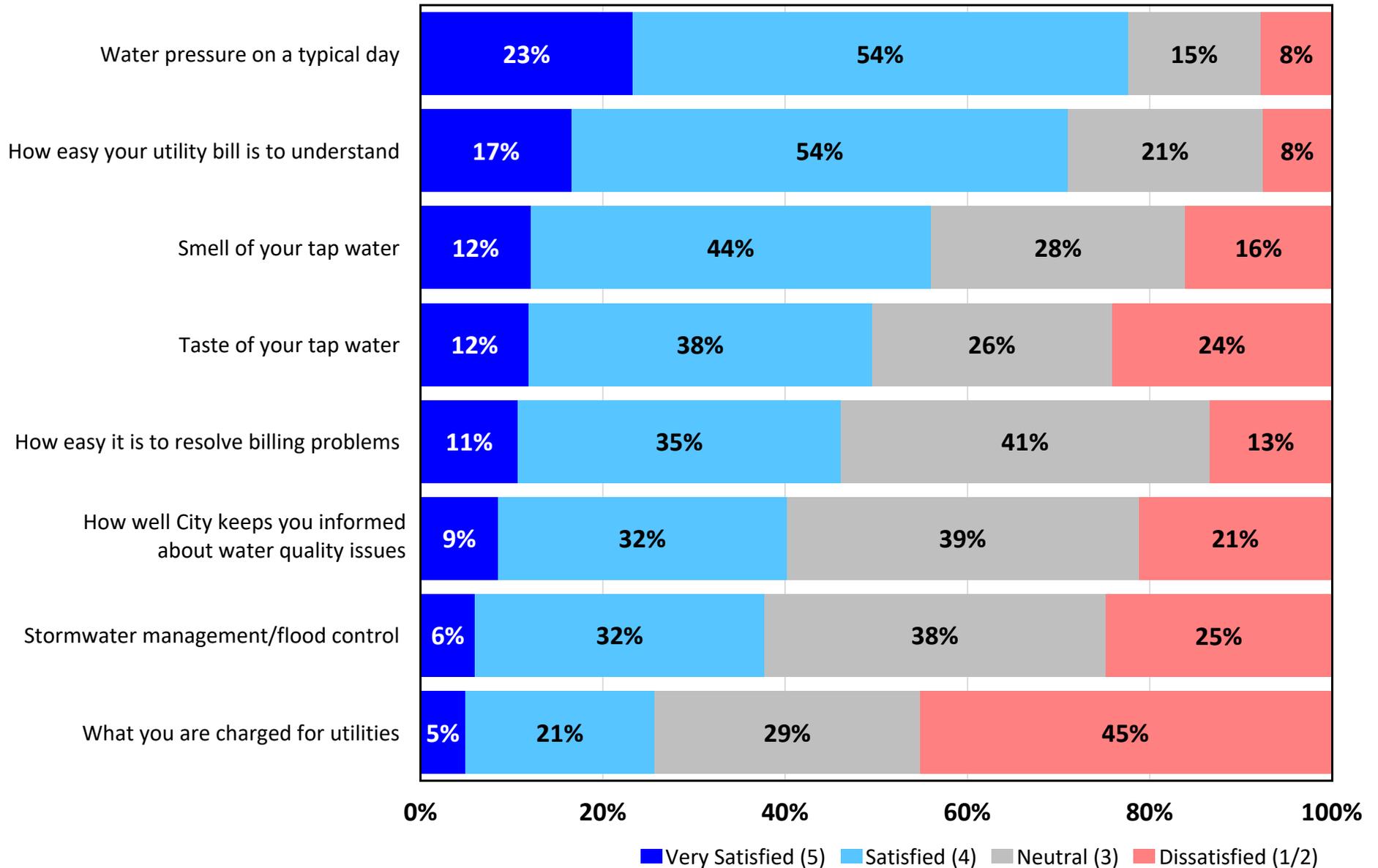
Q27. Traffic and Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

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



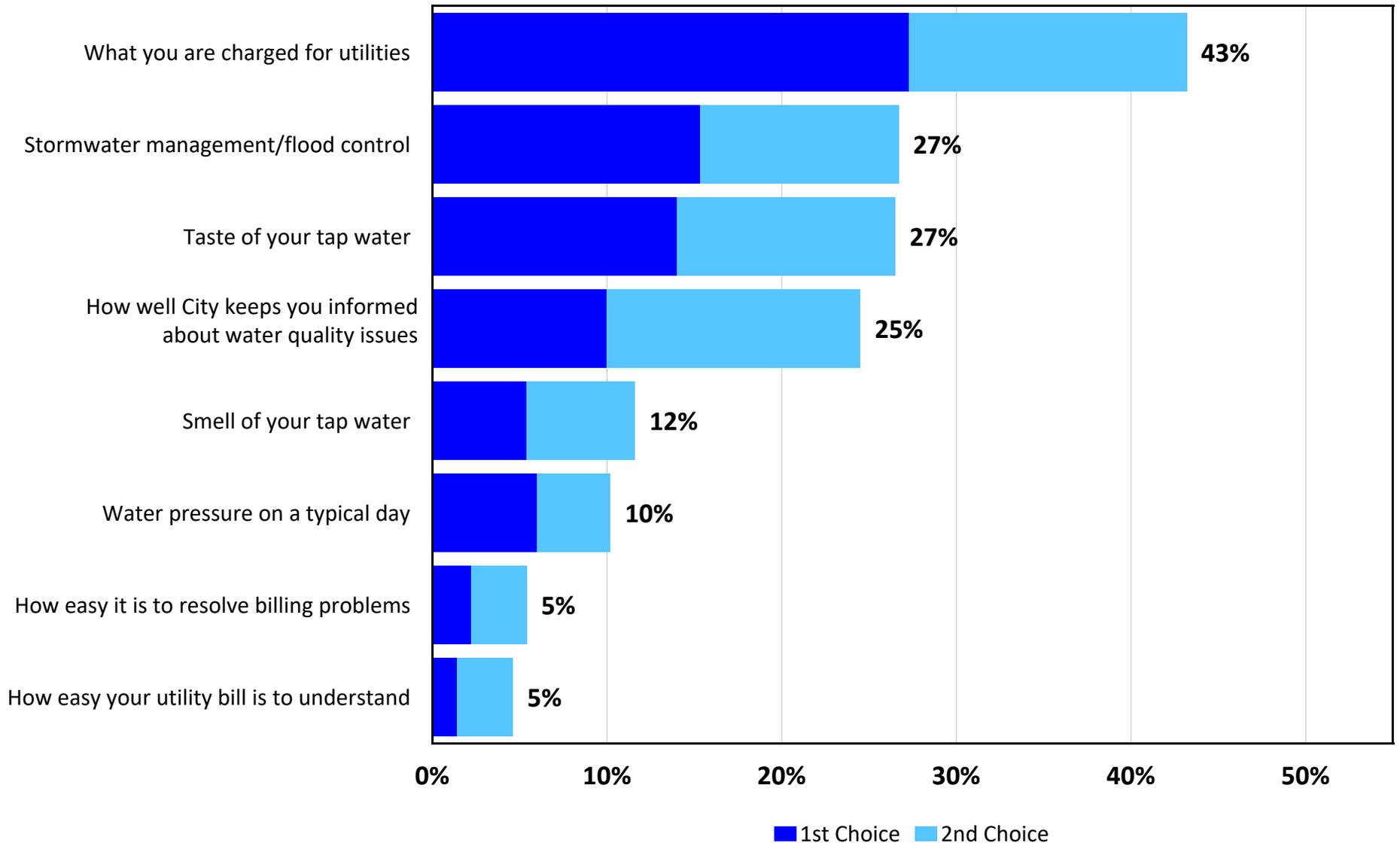
Q28. Water Services

by percentage of respondents (excluding don't knows)



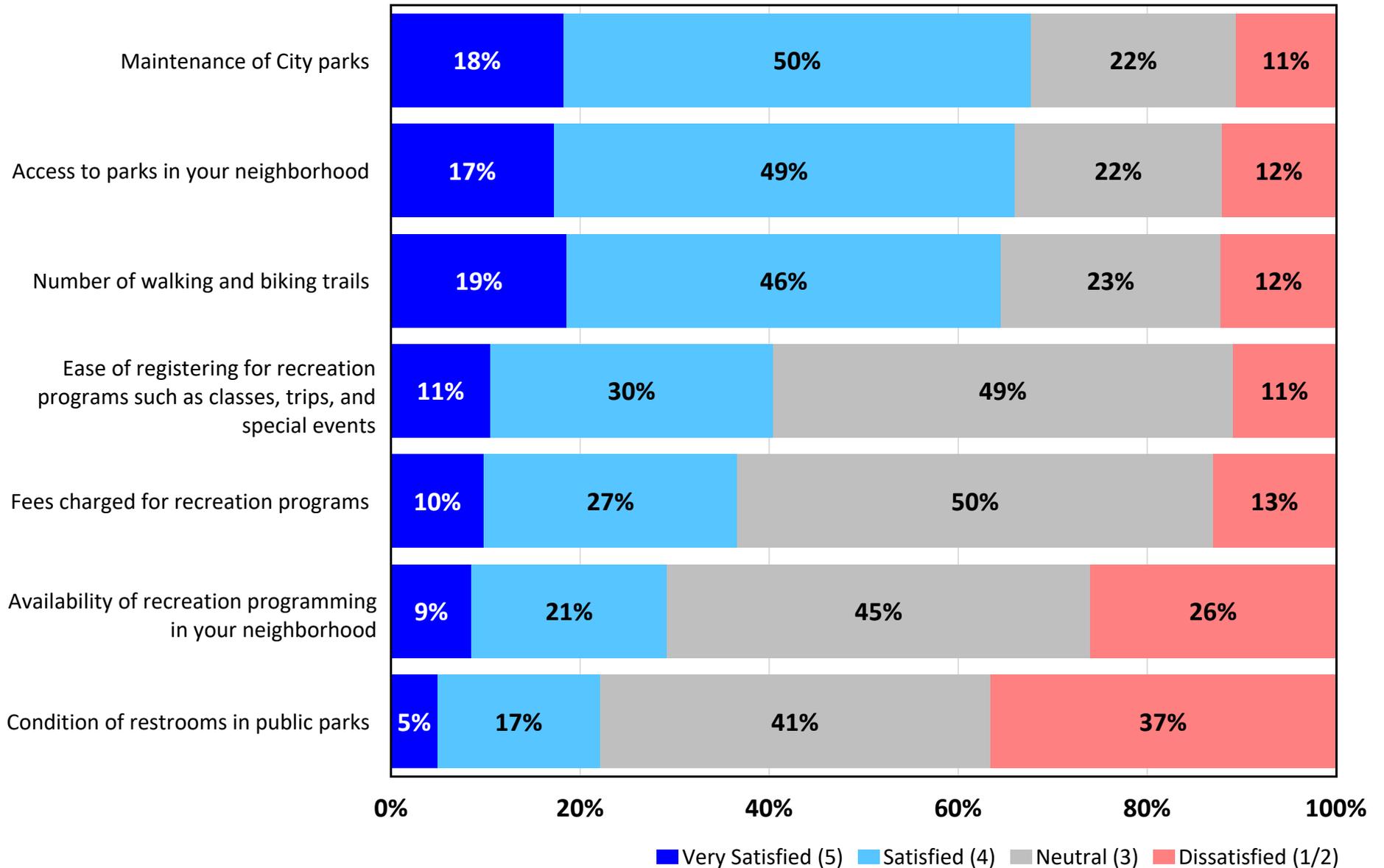
Q29. Water Services That Should Receive the Most Emphasis Over the Next Two Years

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



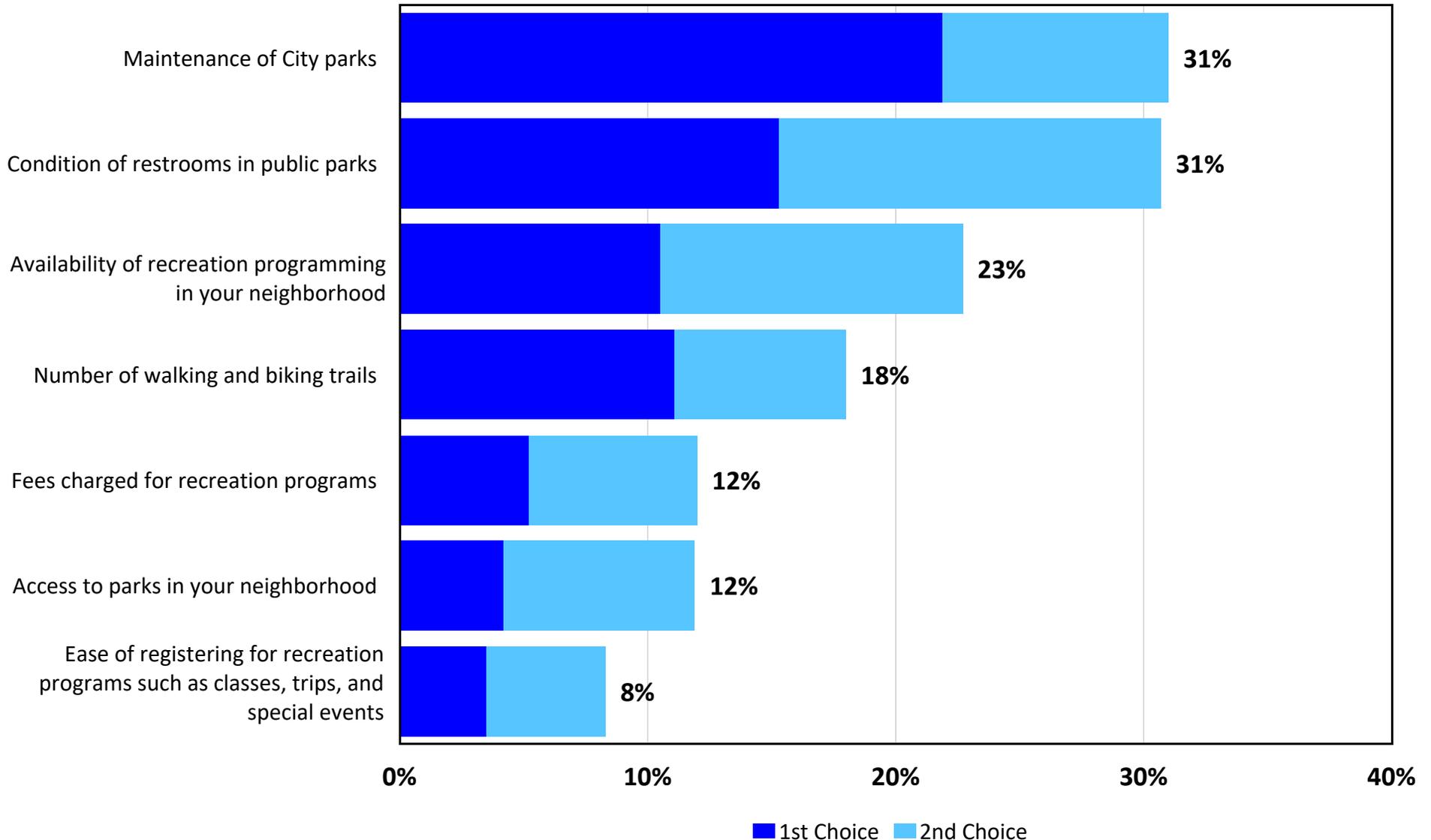
Q30. Venues, Parks, and Arts

by percentage of respondents (excluding don't knows)



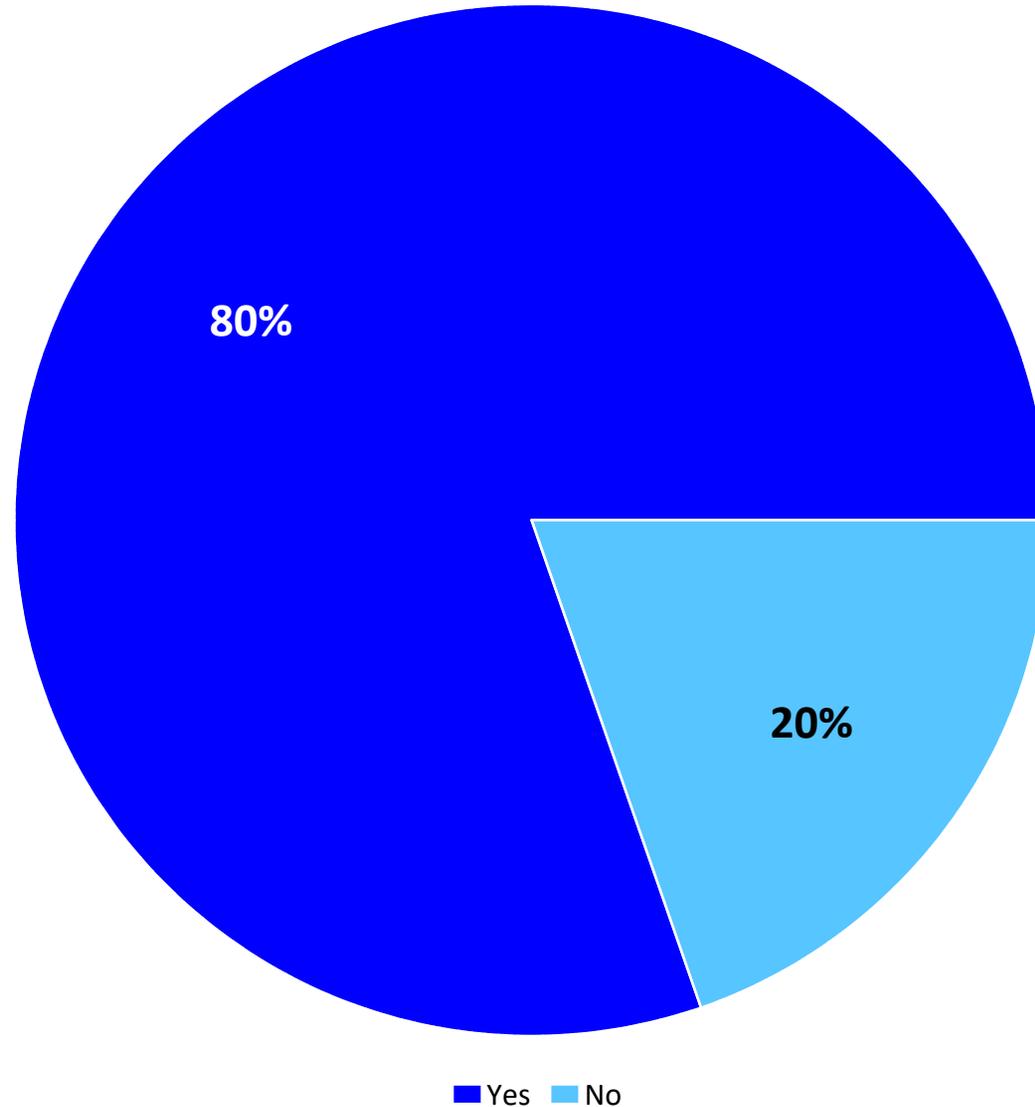
Q31. Venues, Parks, and Arts That Should Receive the Most Emphasis Over the Next Two Years

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



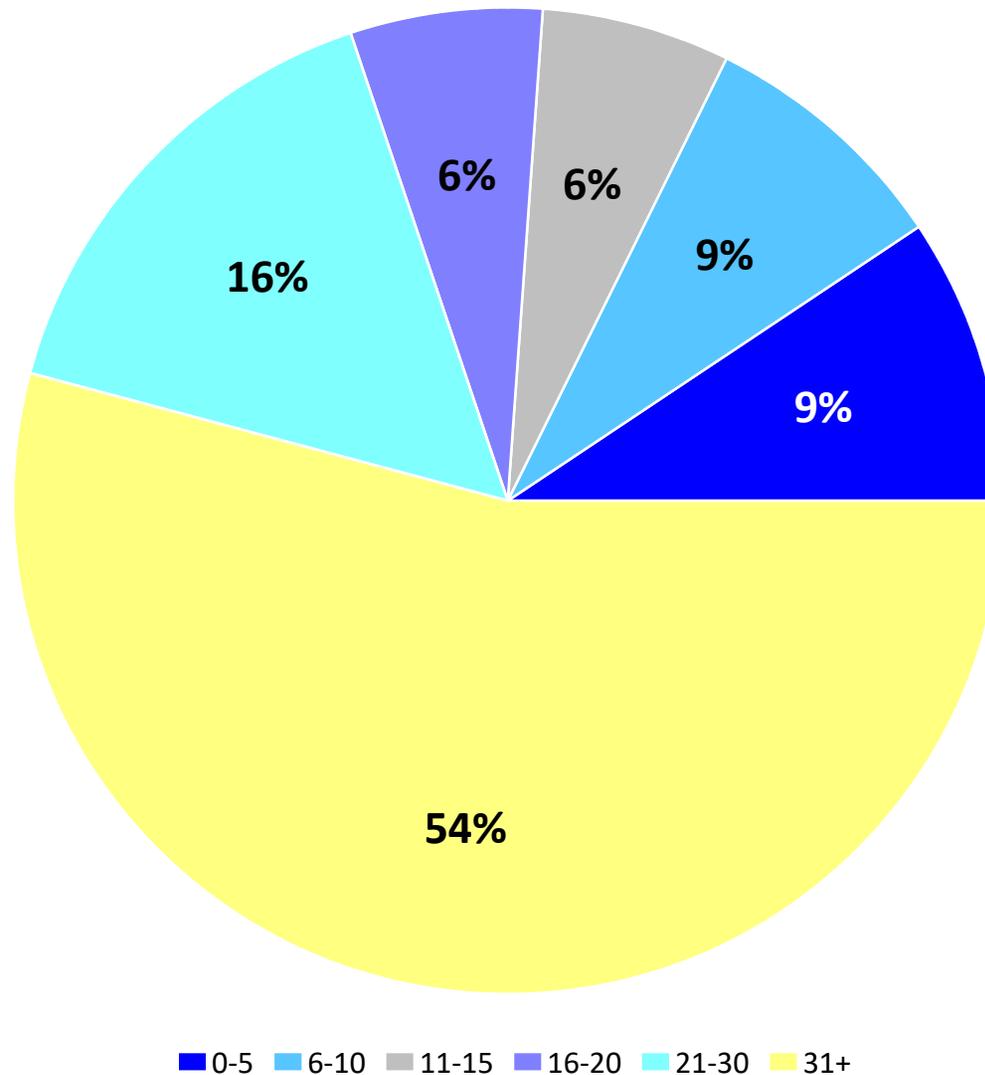
Q32. In the past year, have you visited a city recreation facility or park?

by percentage of respondents (excluding "not provided")



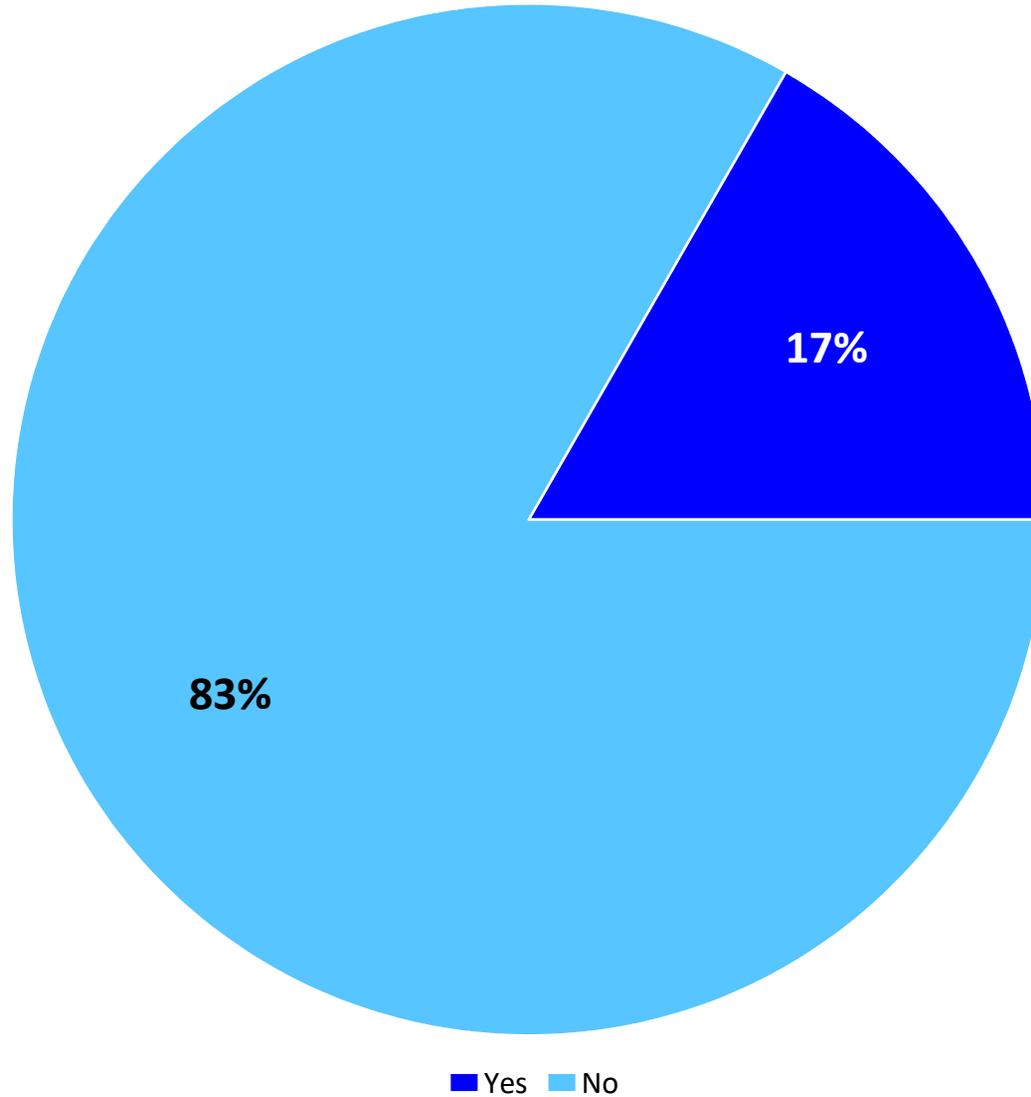
Q33. Approximately, how many years have you lived in South Bend?

by percentage of respondents



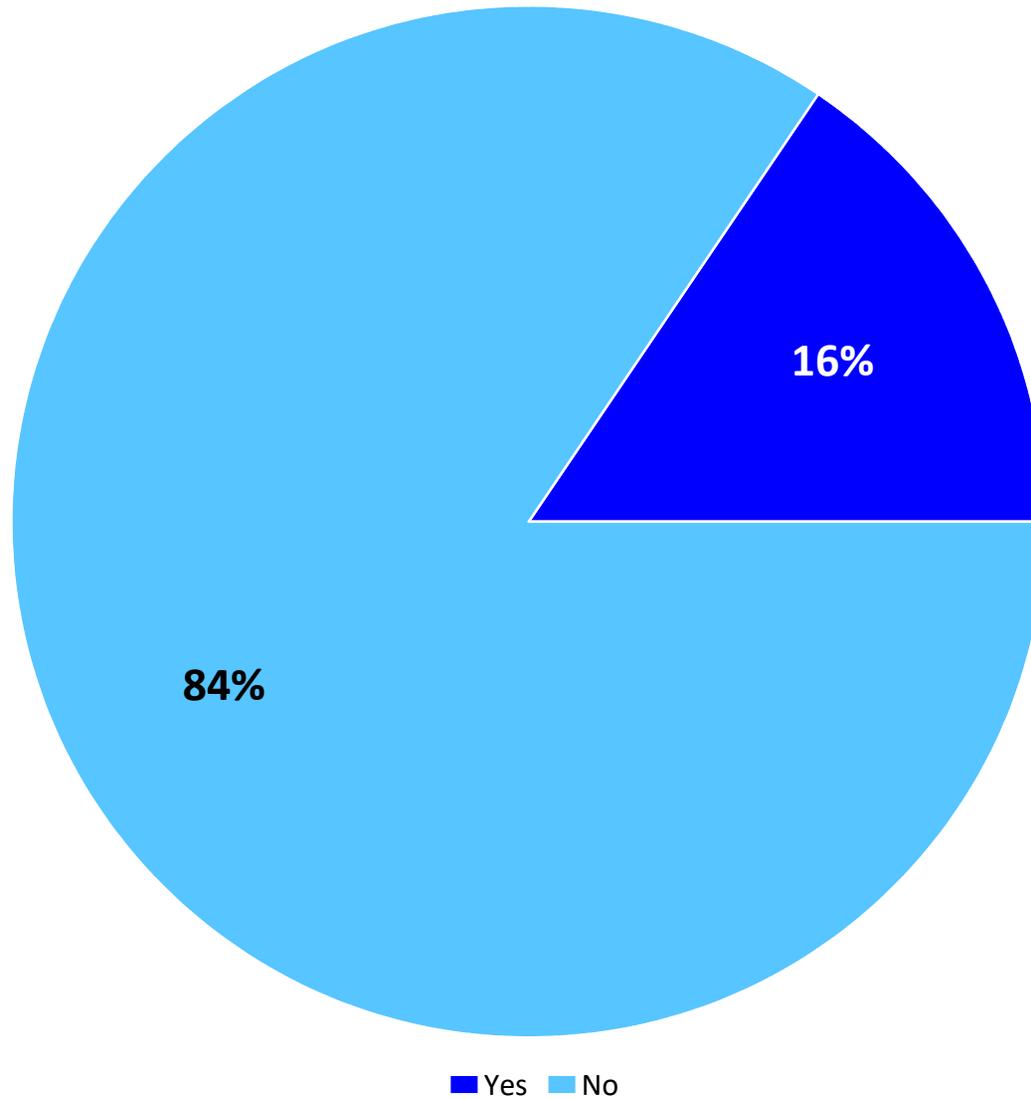
Q34. Have you met the current Mayor?

by percentage of respondents



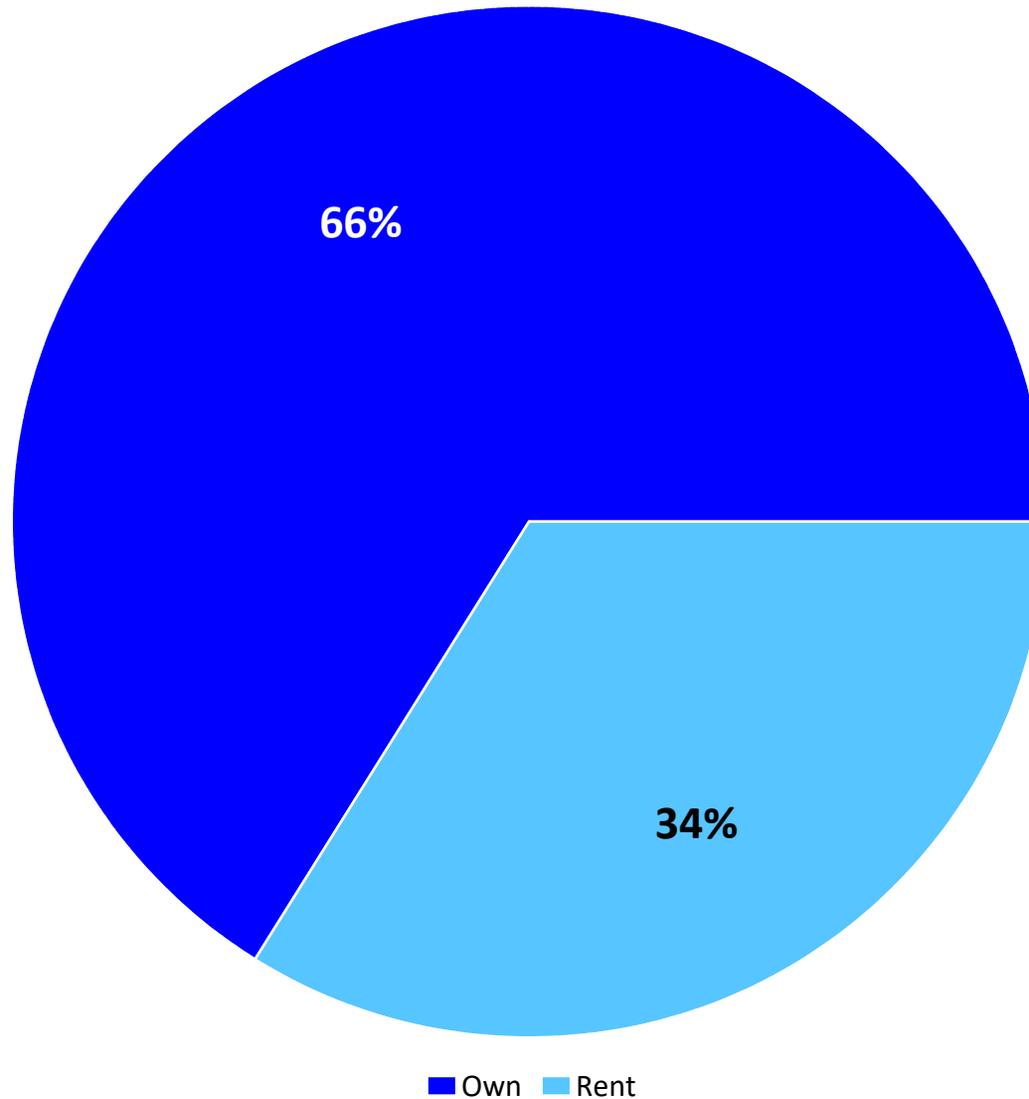
Q35. Have you met your Council person?

by percentage of respondents



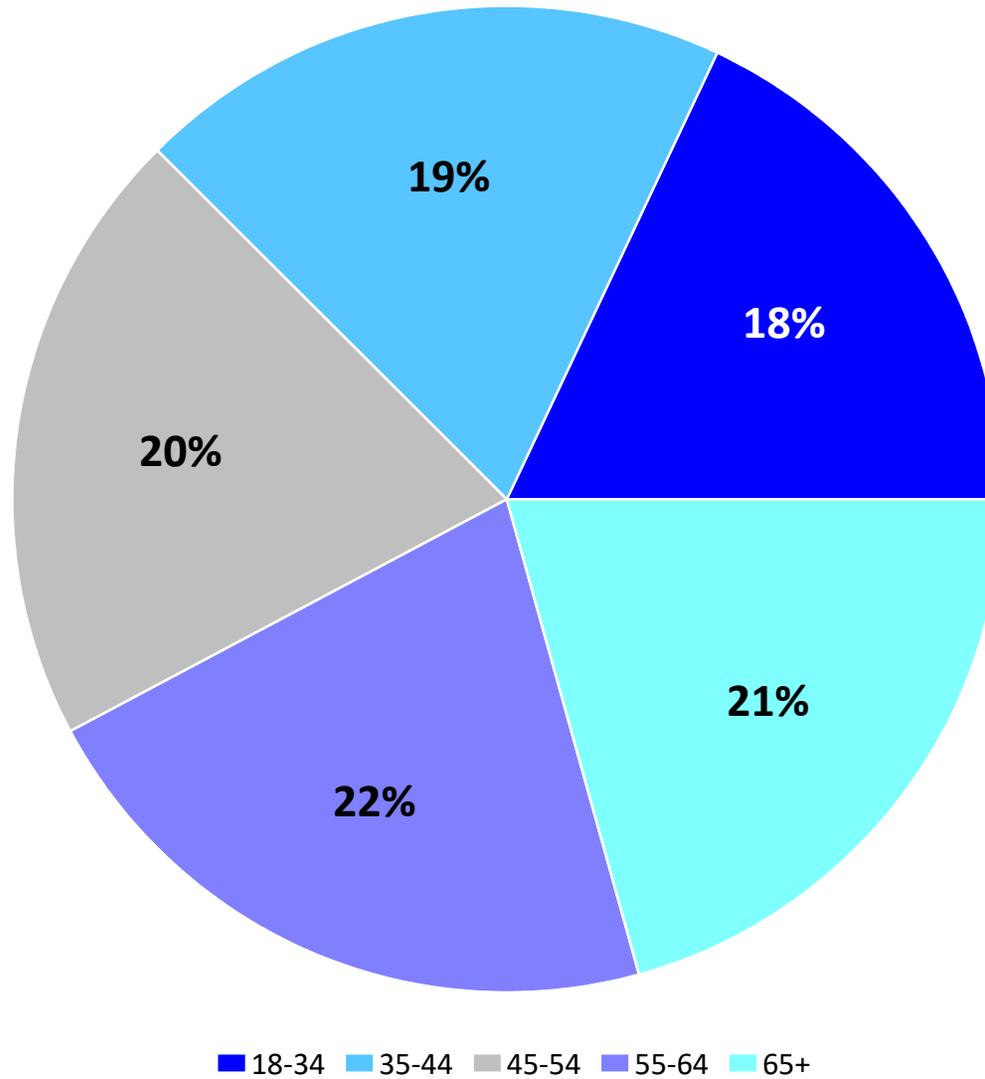
Q36. Do you own or rent your current residence?

by percentage of respondents



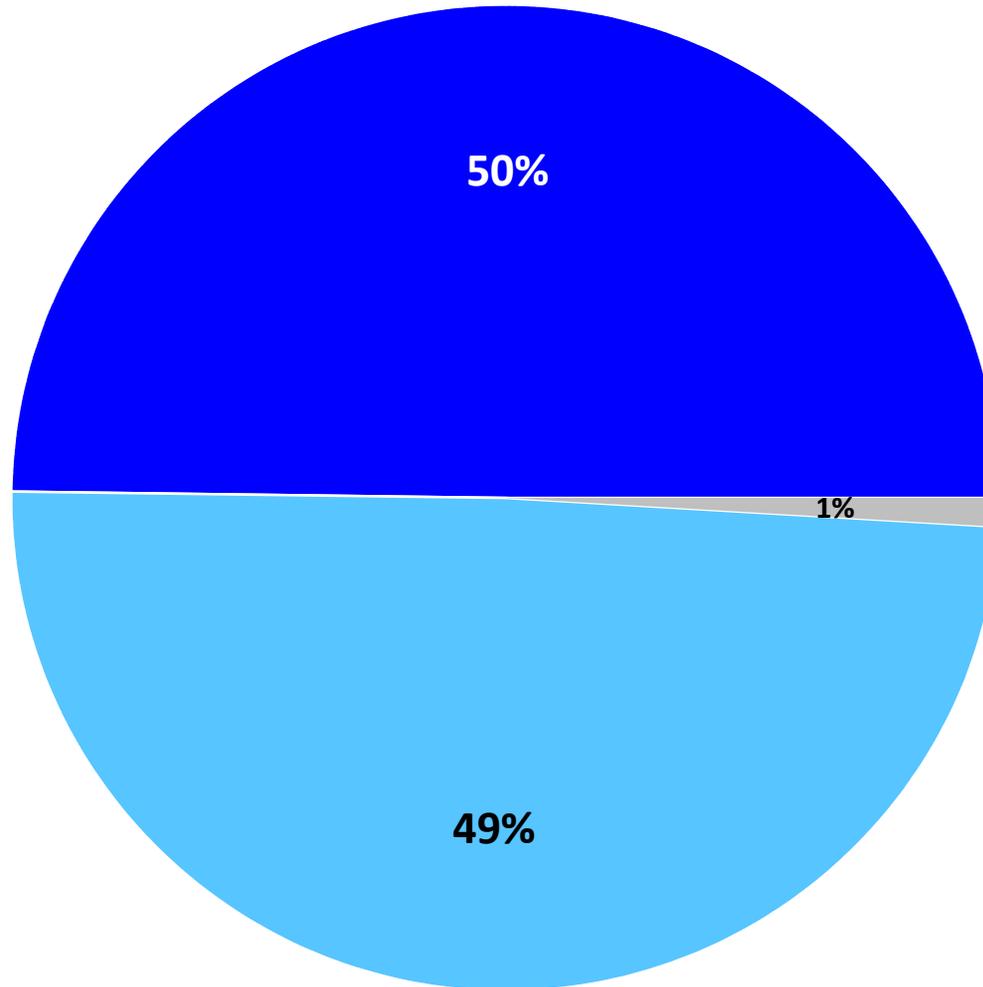
Q37. What is your age?

by percentage of respondents



Q38. What is your gender identity?

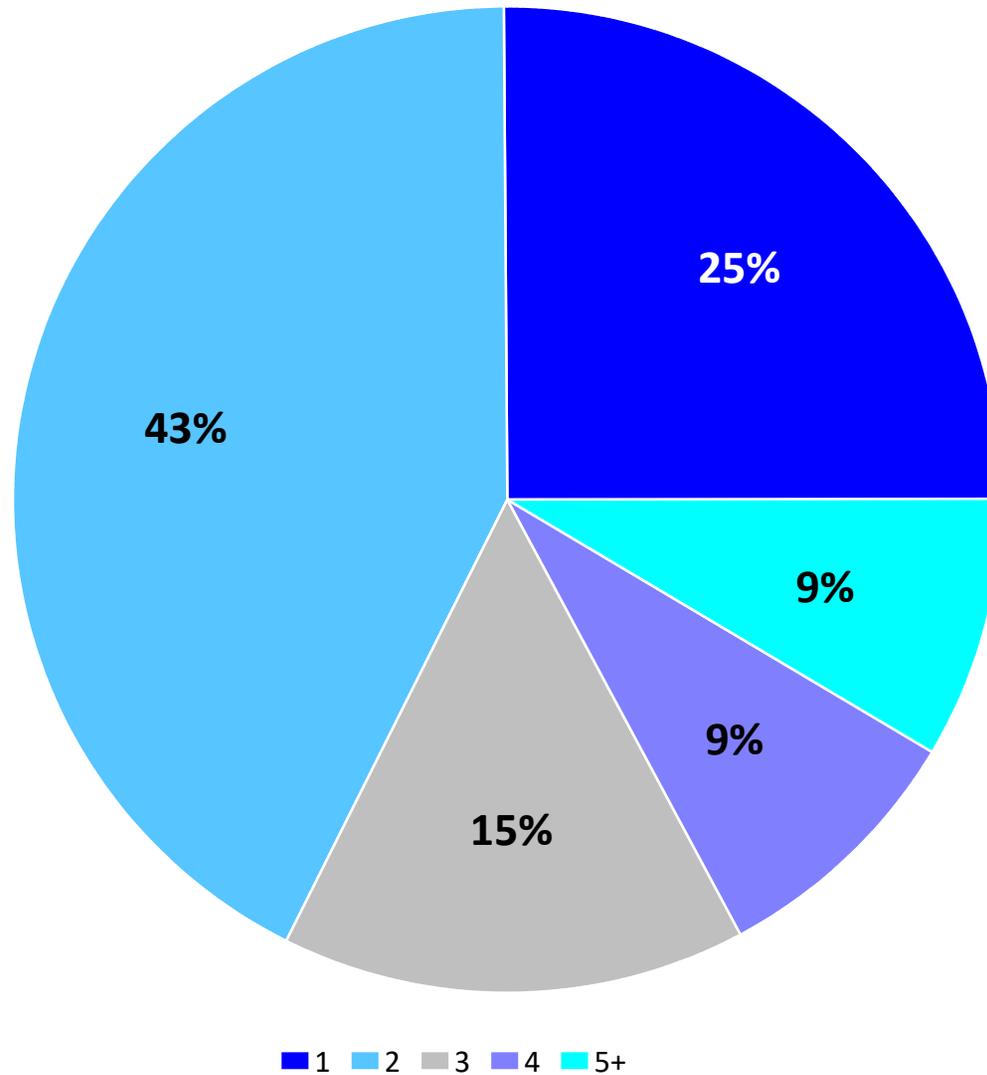
by percentage of respondents



■ Male ■ Female ■ Gender variant/non-conforming

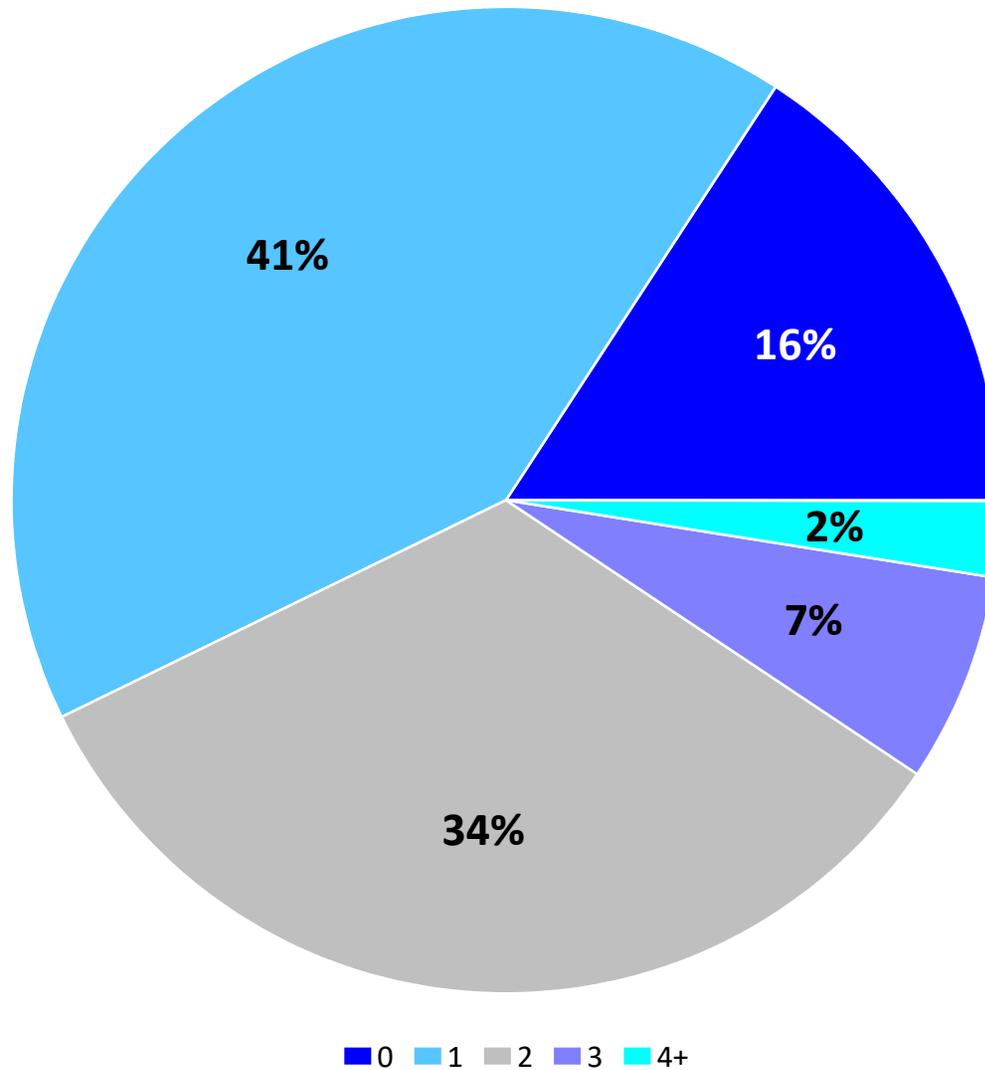
Q39. Including yourself, how many people live in your household?

by percentage of respondents



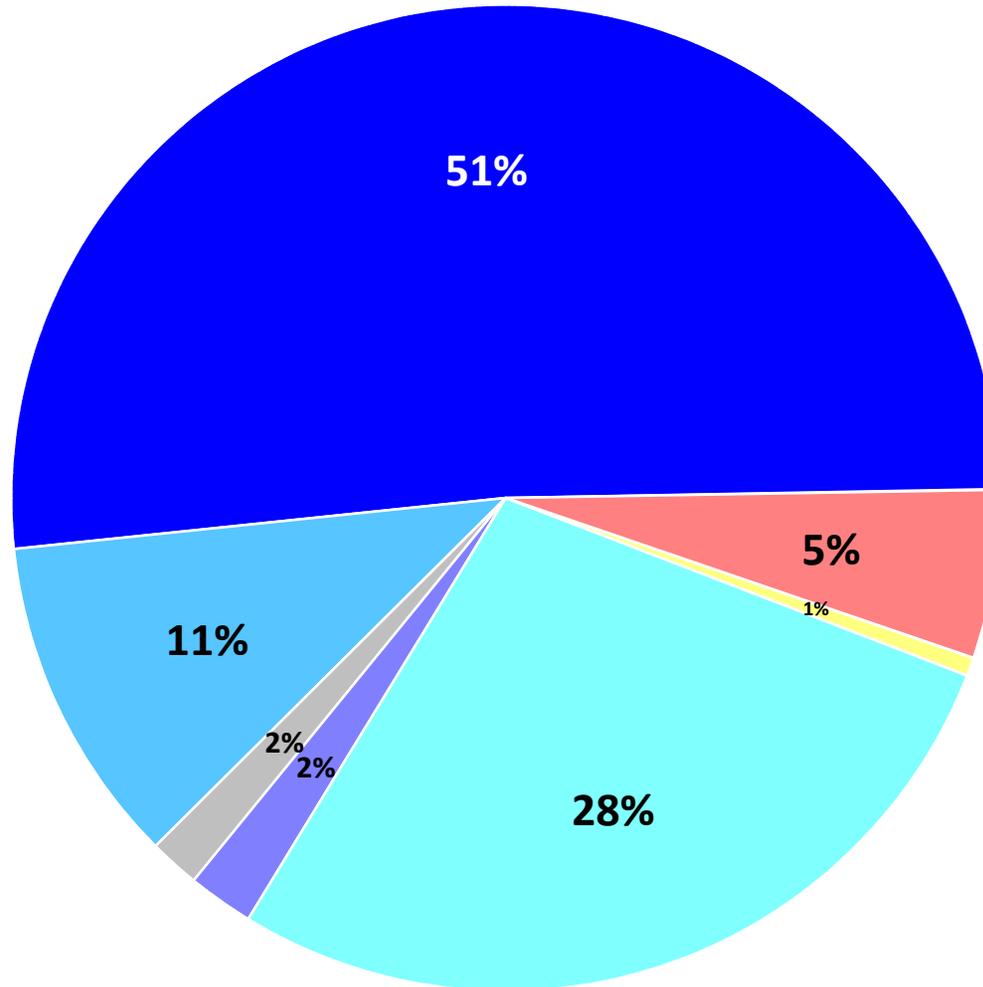
Q40. How many people in your household are employed?

by percentage of respondents



Q41. Which of the following best describes your employment status?

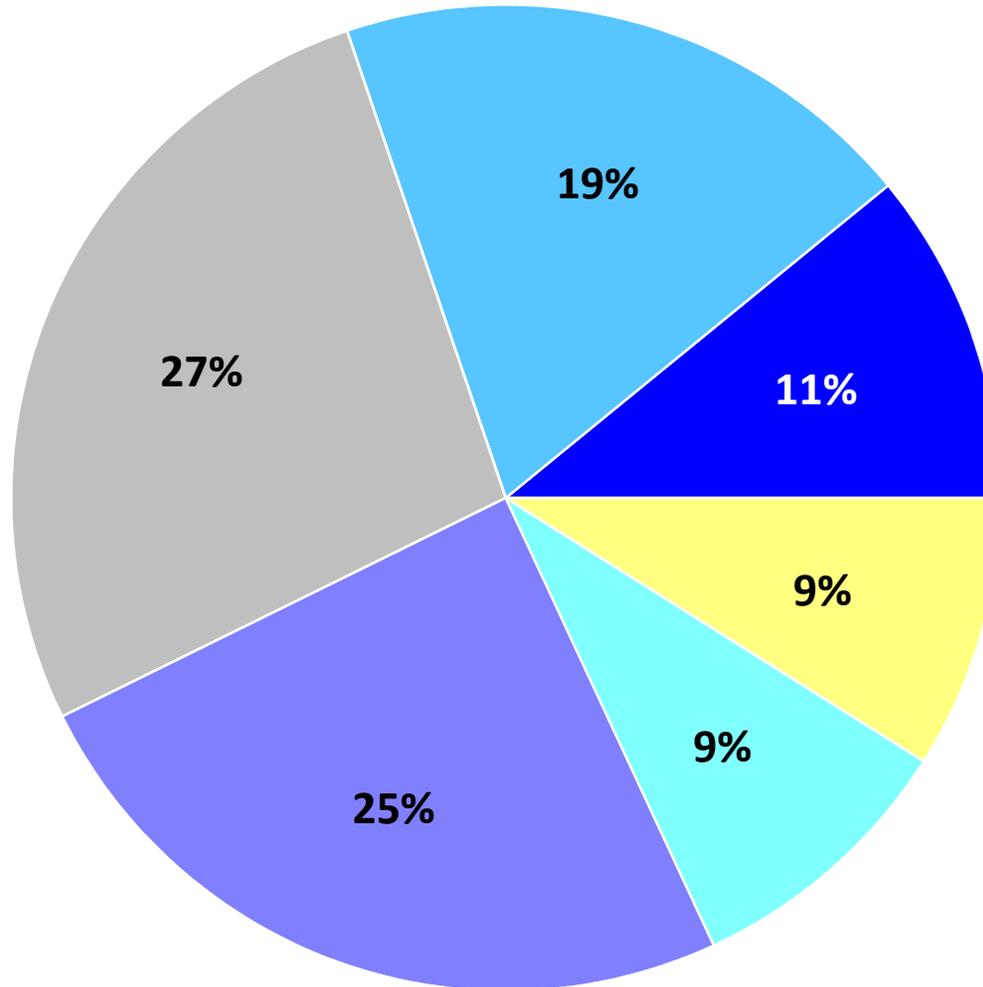
by percentage of respondents



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

Q42. Would you say your total annual household income is...

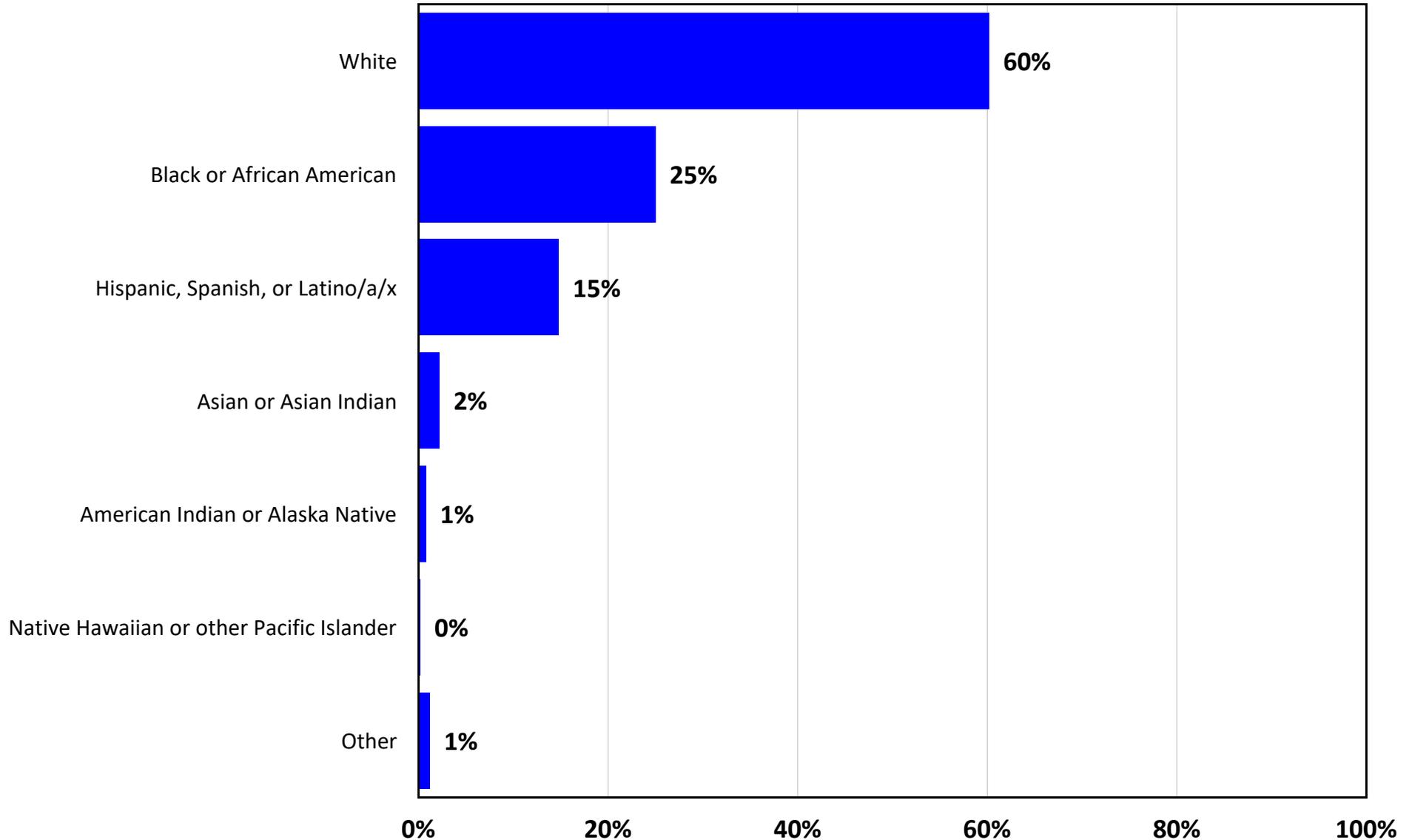
by percentage of respondents



■ Under \$15K ■ \$15K to \$29,999 ■ \$30K to \$59,999
■ \$60K to \$99,999 ■ \$100K to \$124,999 ■ \$125K+

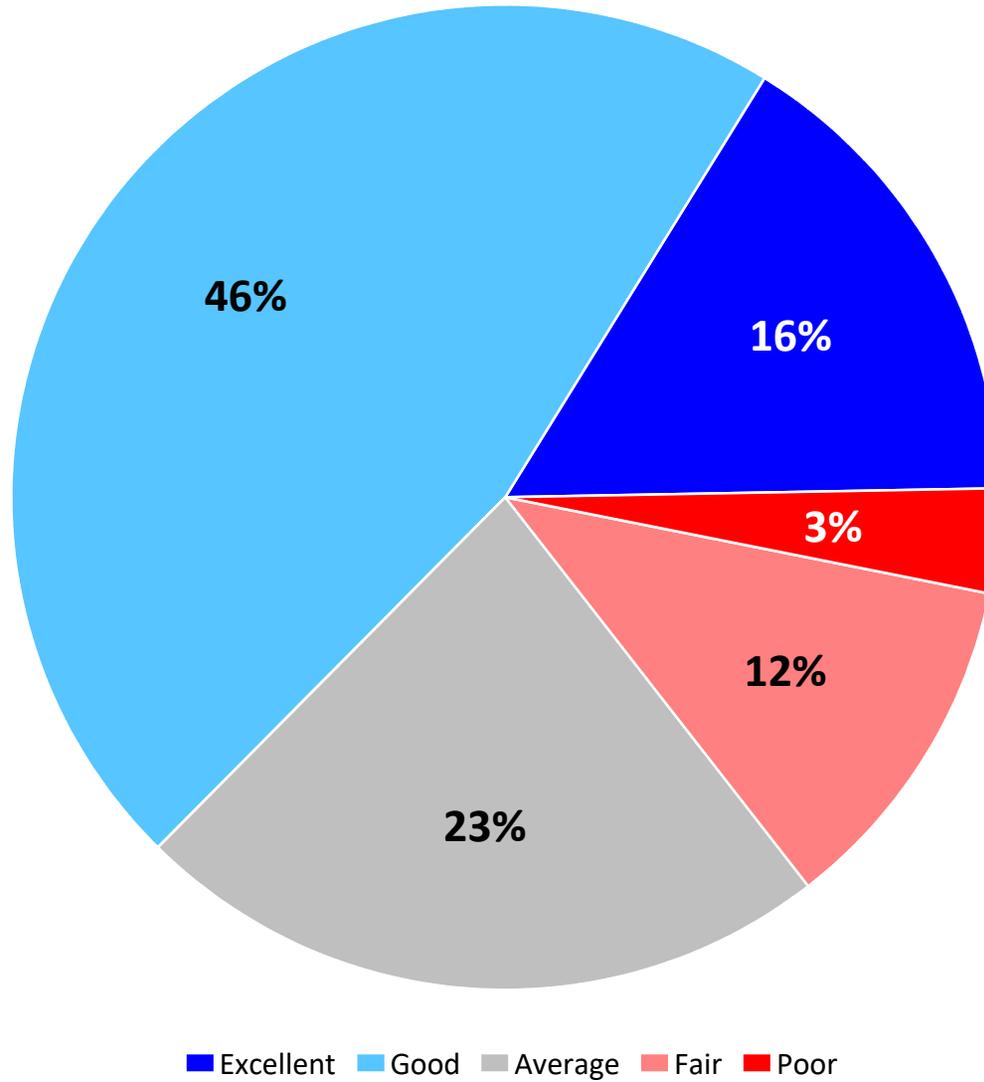
Q43. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



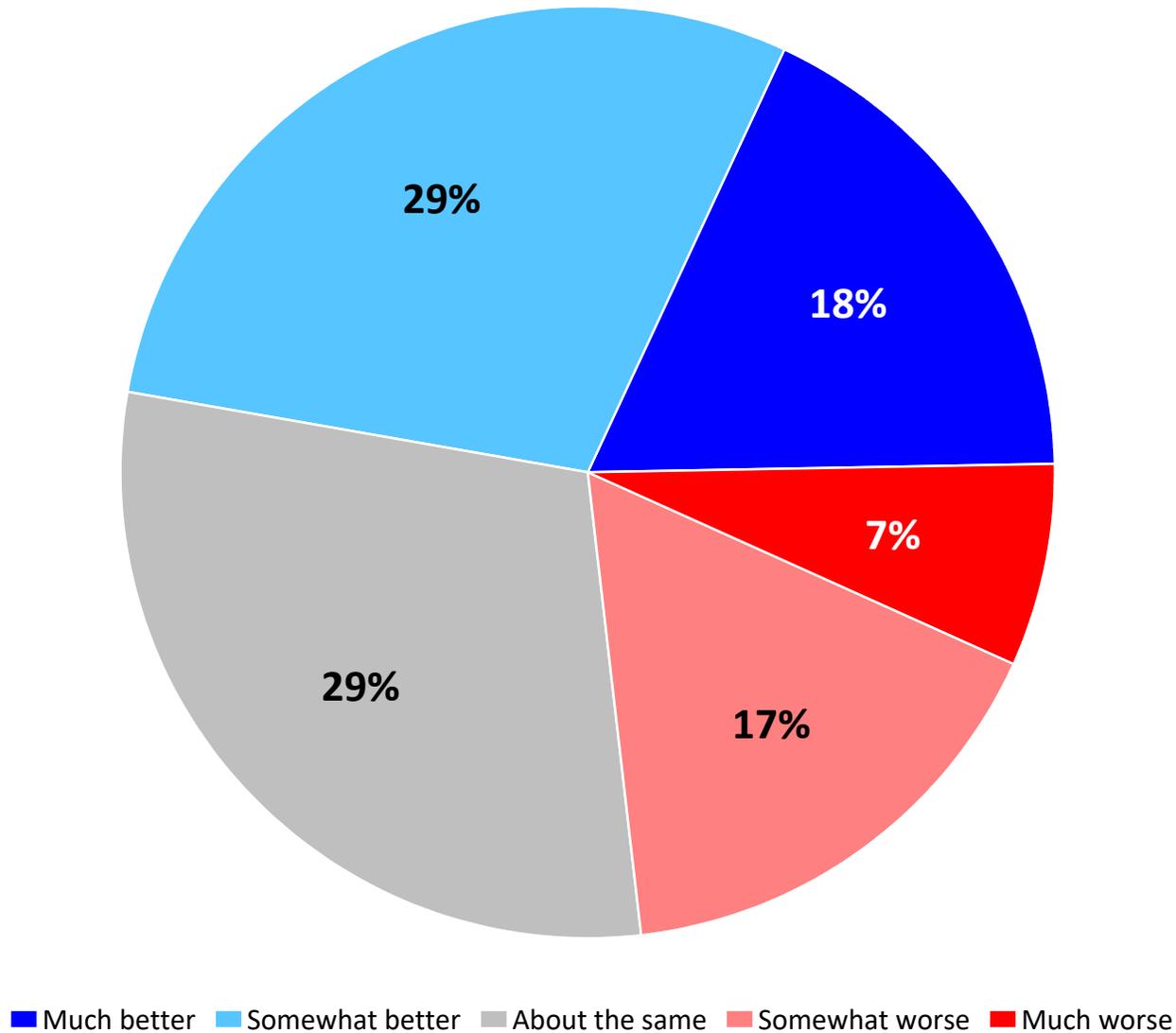
Q44. How would you describe your overall state of health these days?

by percentage of respondents



Q45. How would you compare your standard of living to your parents' when they were your age?

by percentage of respondents

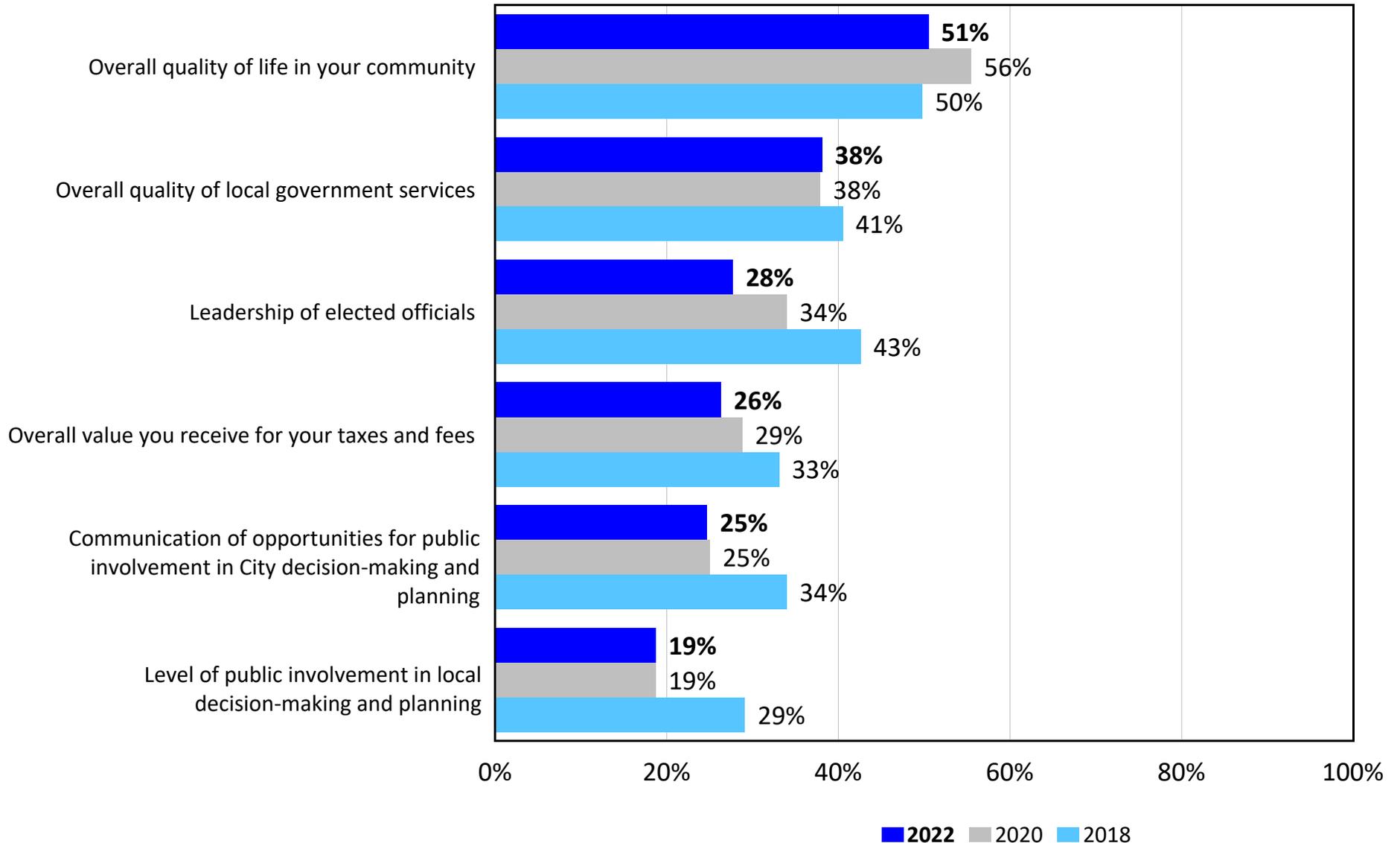




Trend Charts

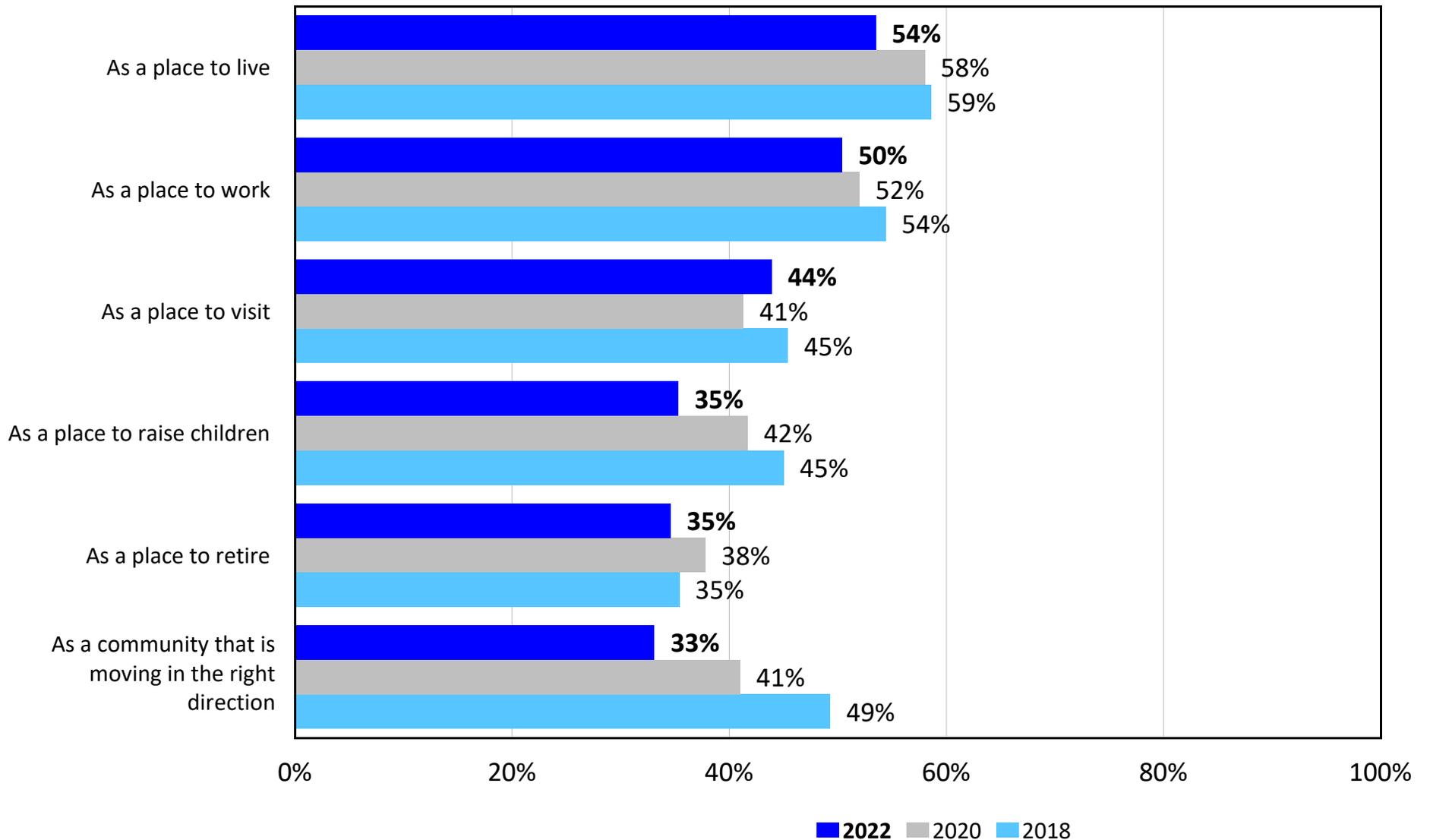
Q1. City Leadership 2018 to 2022

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



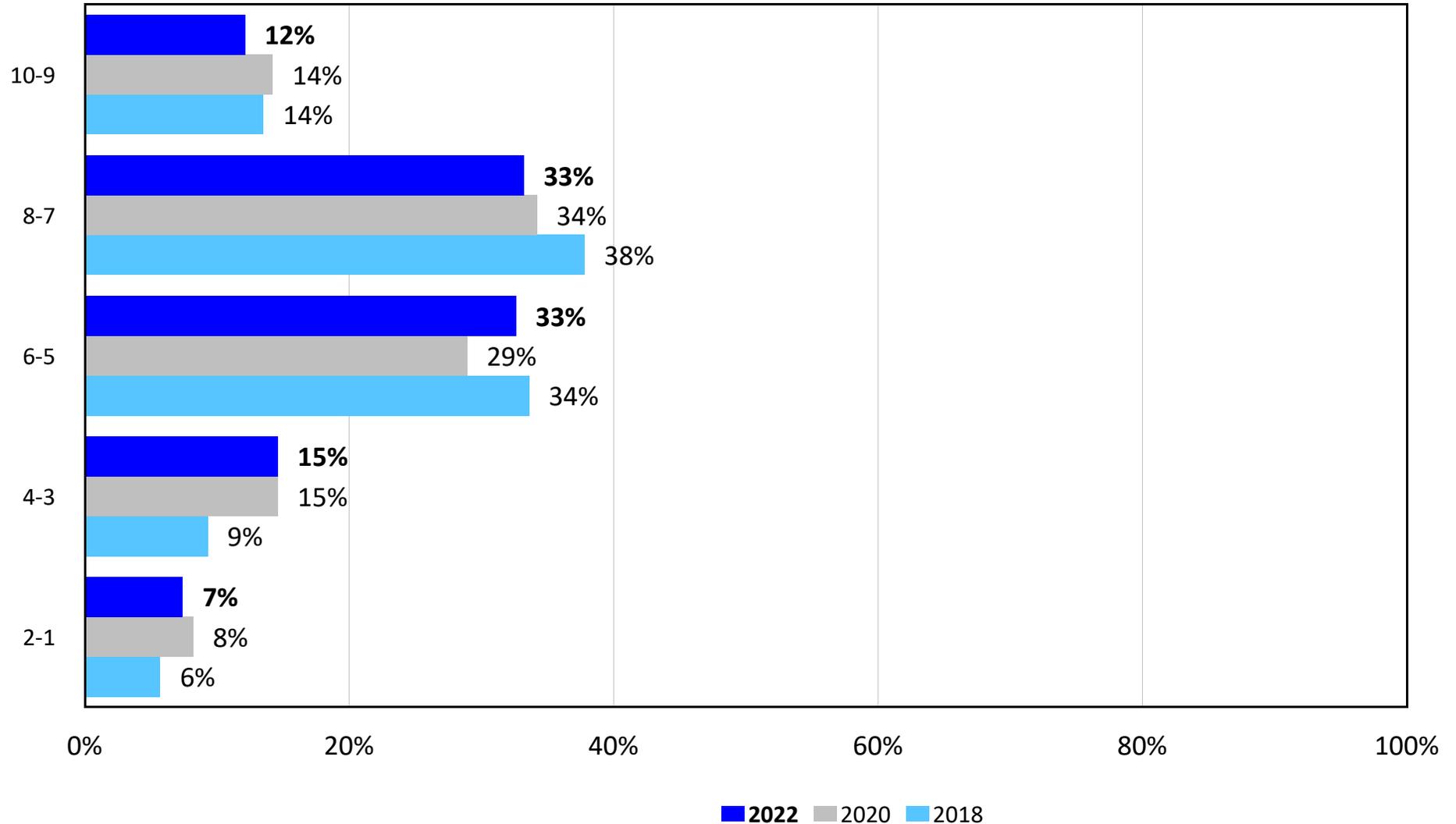
Q2. Overall Ratings of South Bend 2018 to 2022

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



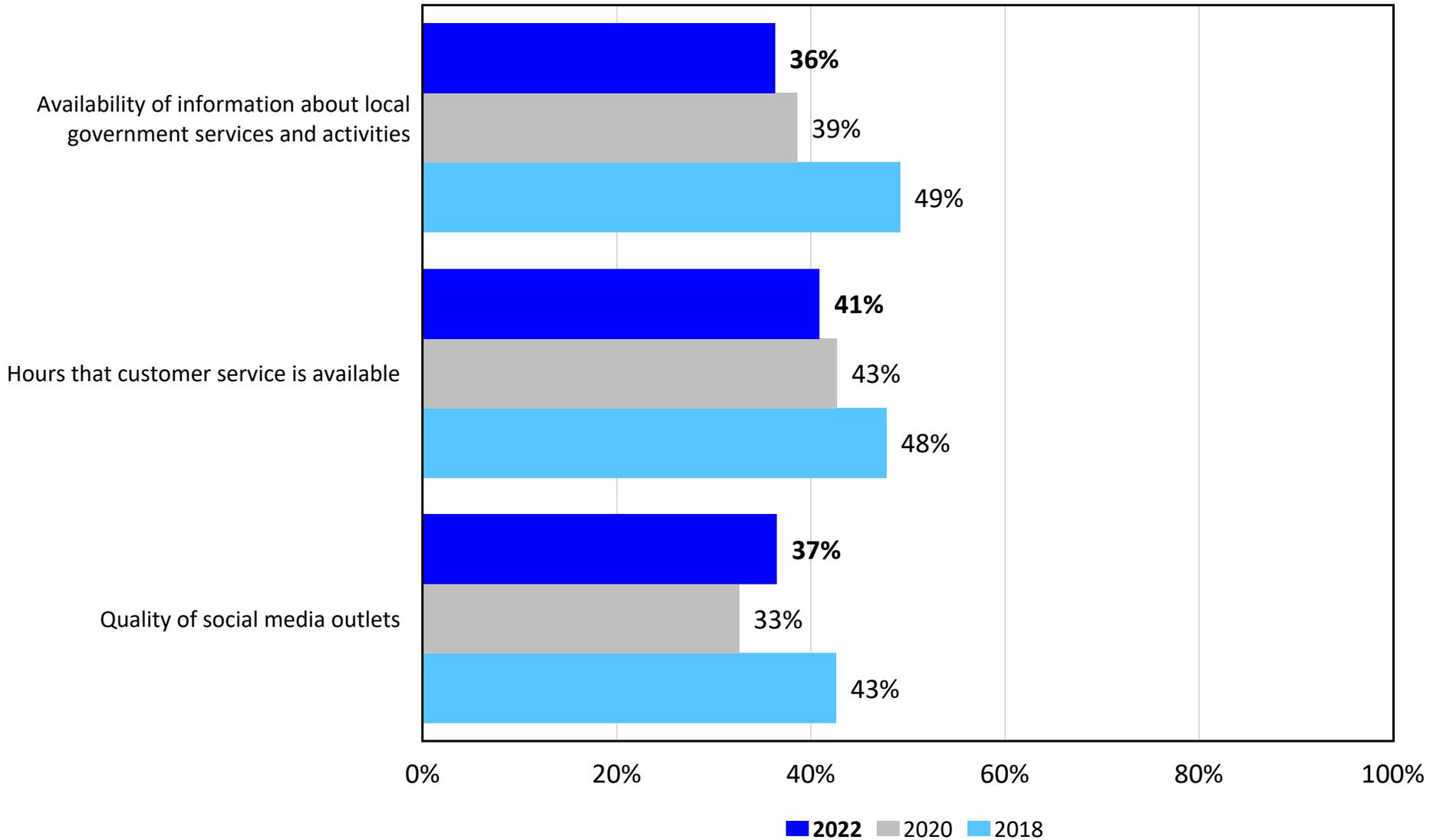
Q3. How do you feel about South Bend? 2018 to 2022

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



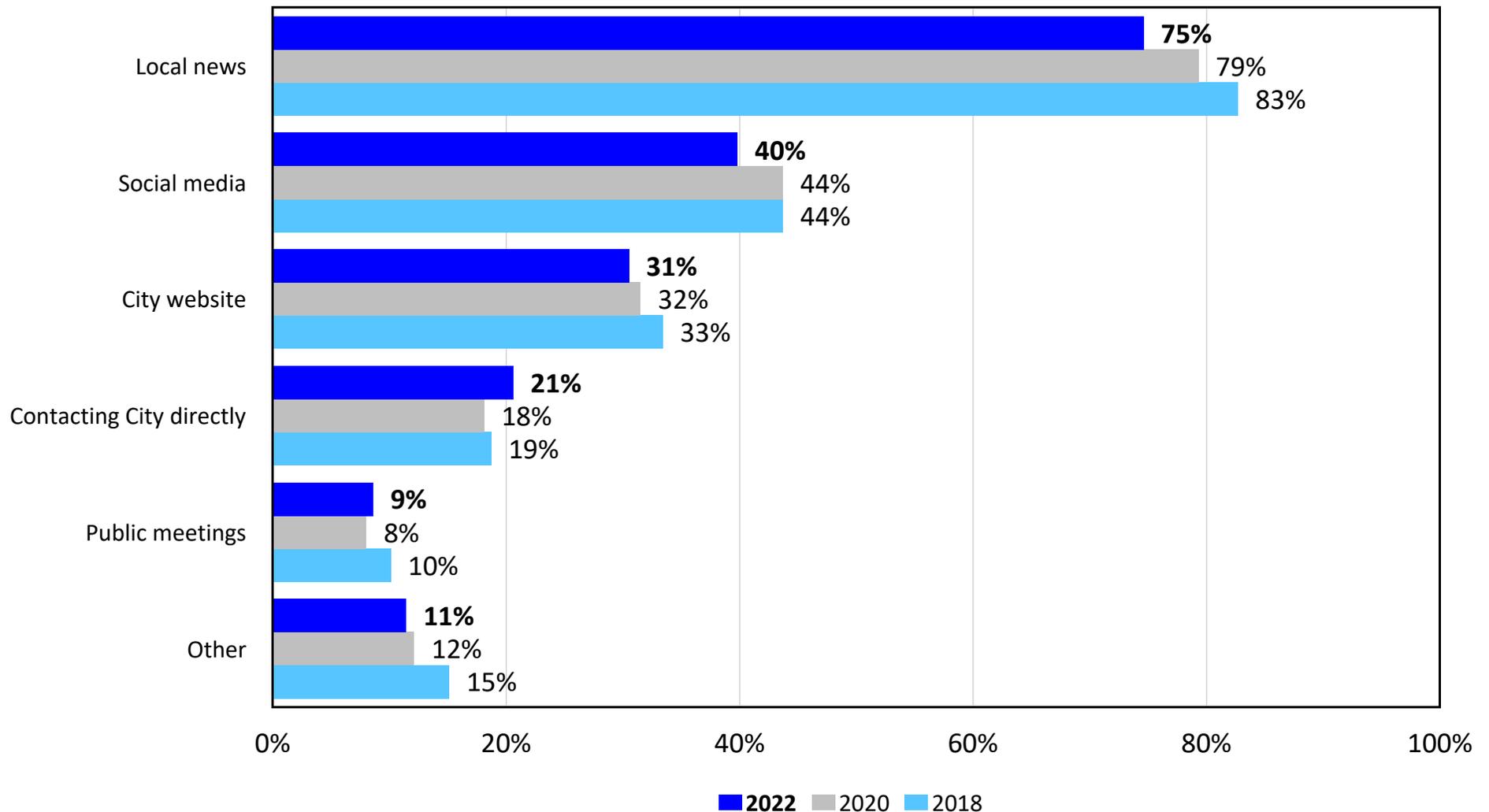
Q4. Customer Service and Communication 2018 to 2022

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



Q5. Which of the following are your PRIMARY SOURCES of information about city issues, services, and events? 2018 to 2022

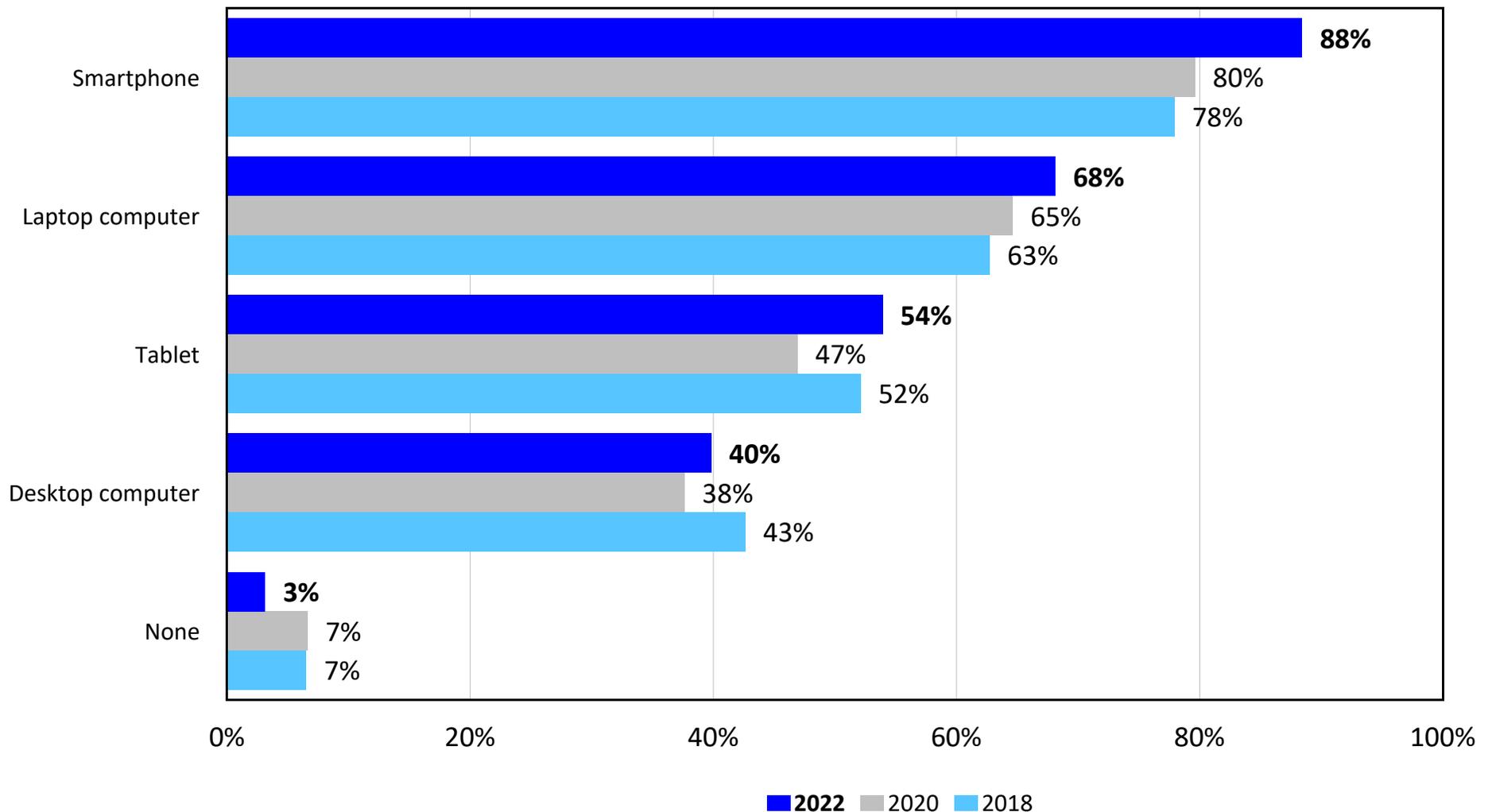
by percentage of respondents



Q7. Which of the following digital devices do you have access to in your home?

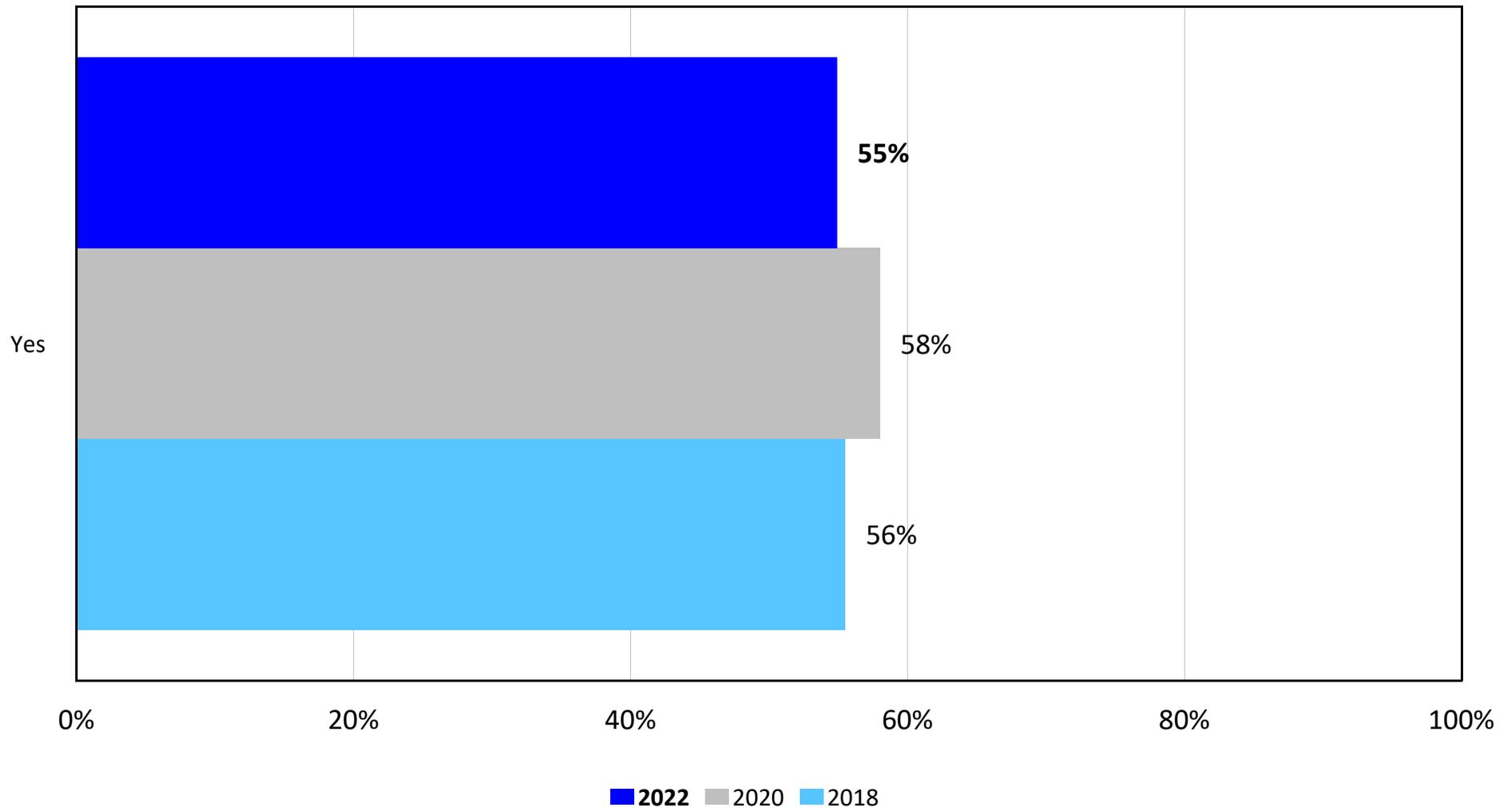
2018 to 2022

by percentage of respondents



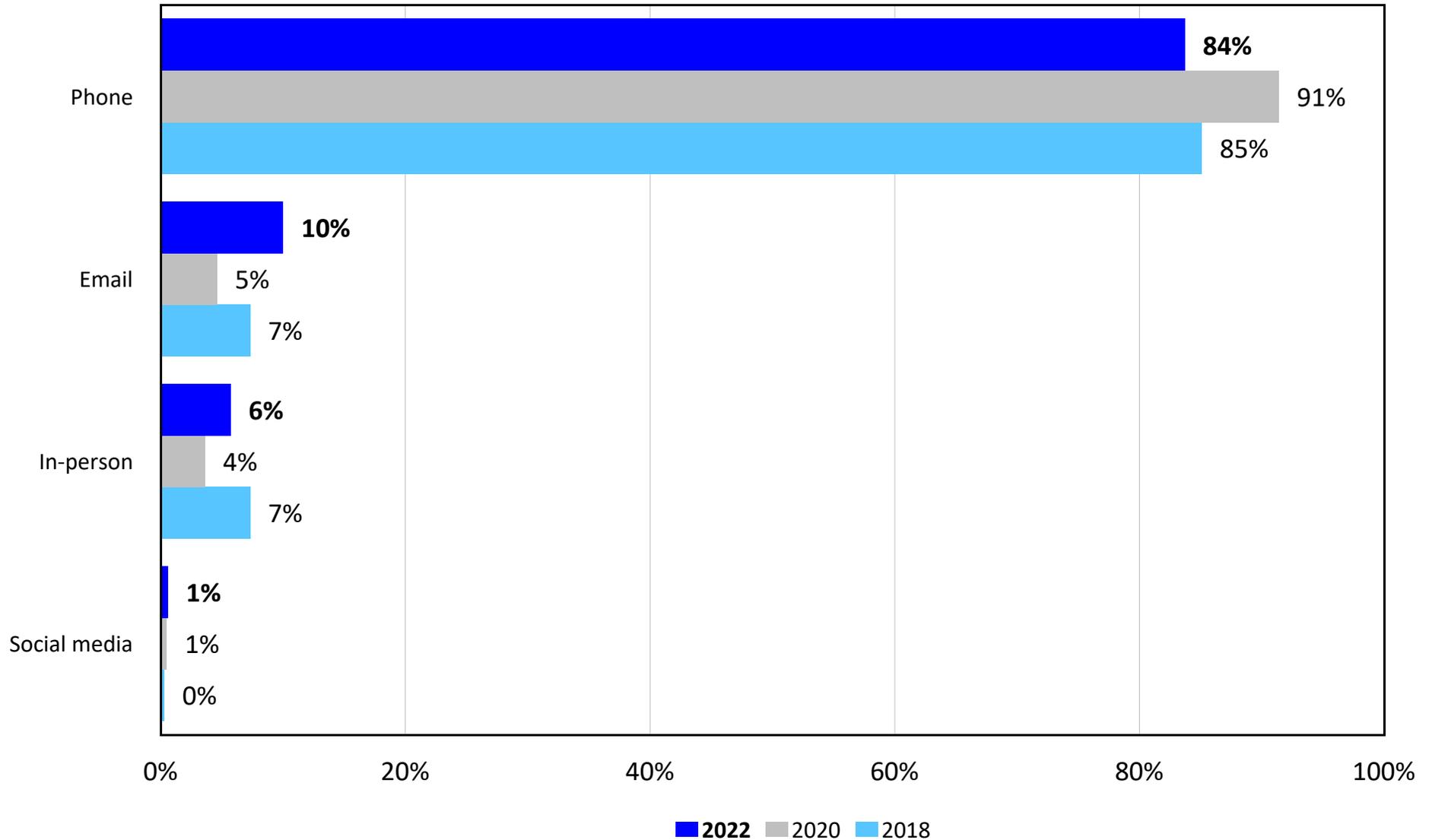
Q9. Have you called or visited the City with a question, problem, or complaint during the past year? 2018 to 2022

by percentage of respondents



Q9a. How did you contact the city? 2018 to 2022

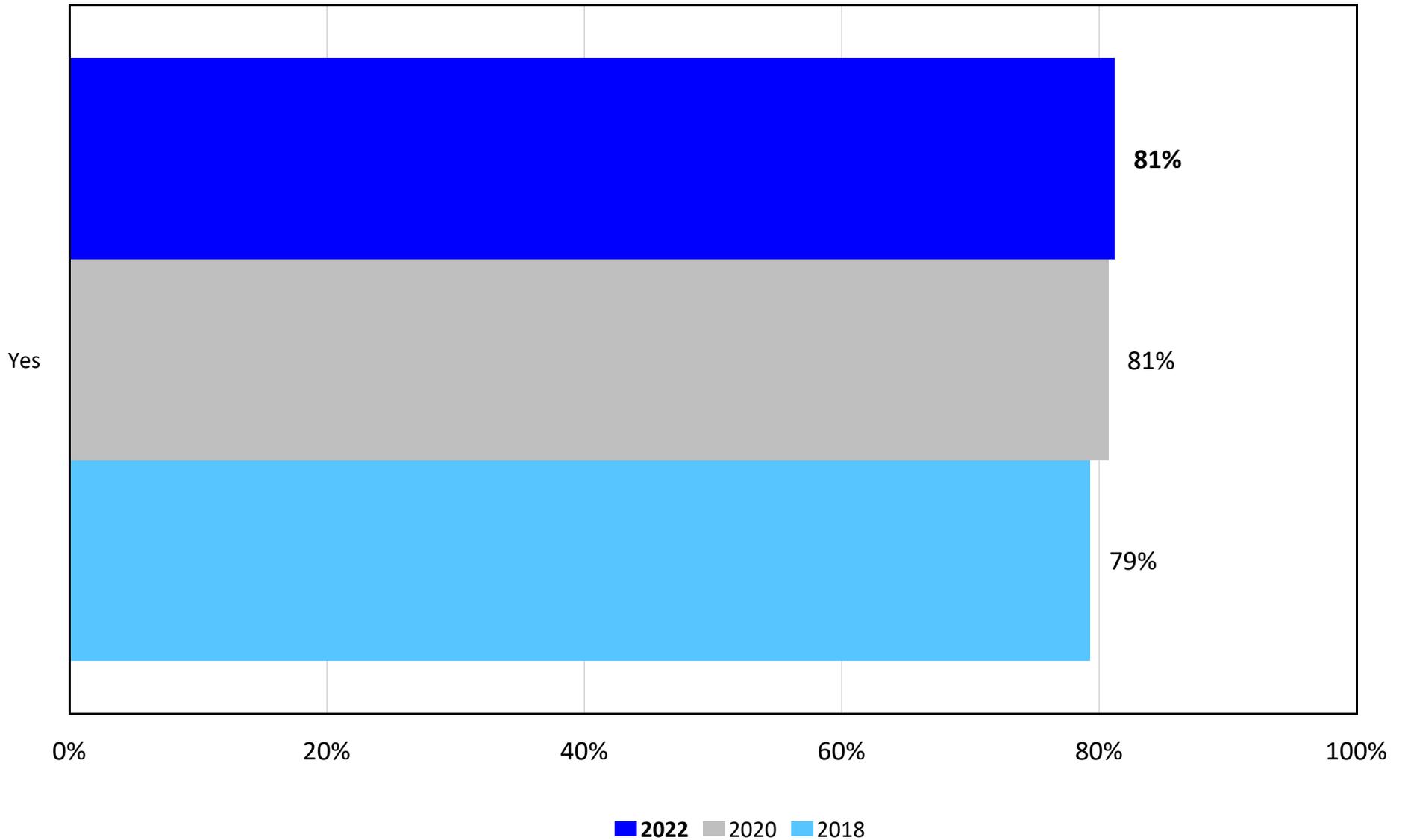
by percentage of respondents



Q9b. Did you contact 311?

2018 to 2022

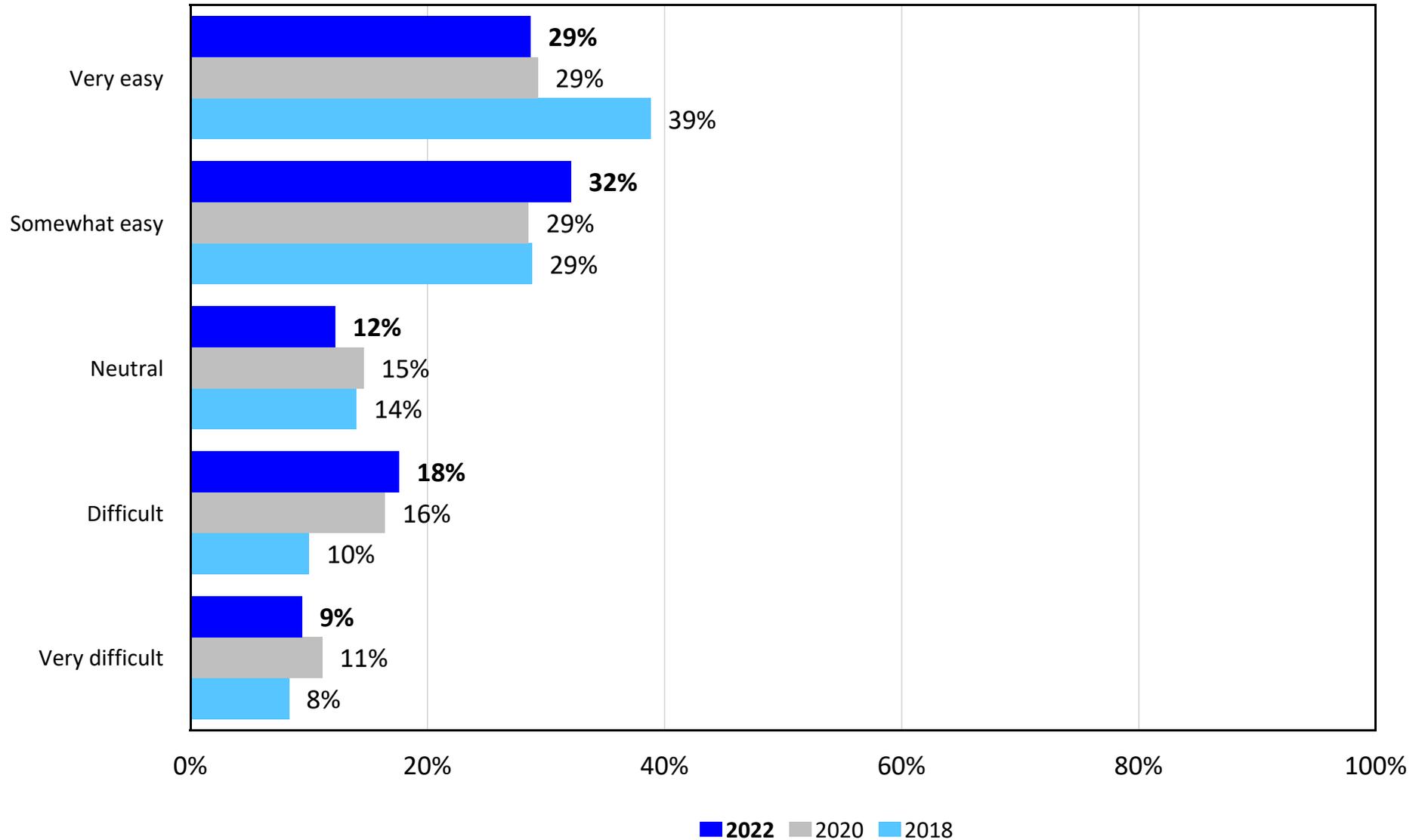
by percentage of respondents



Q9c. How easy was it to address your issue?

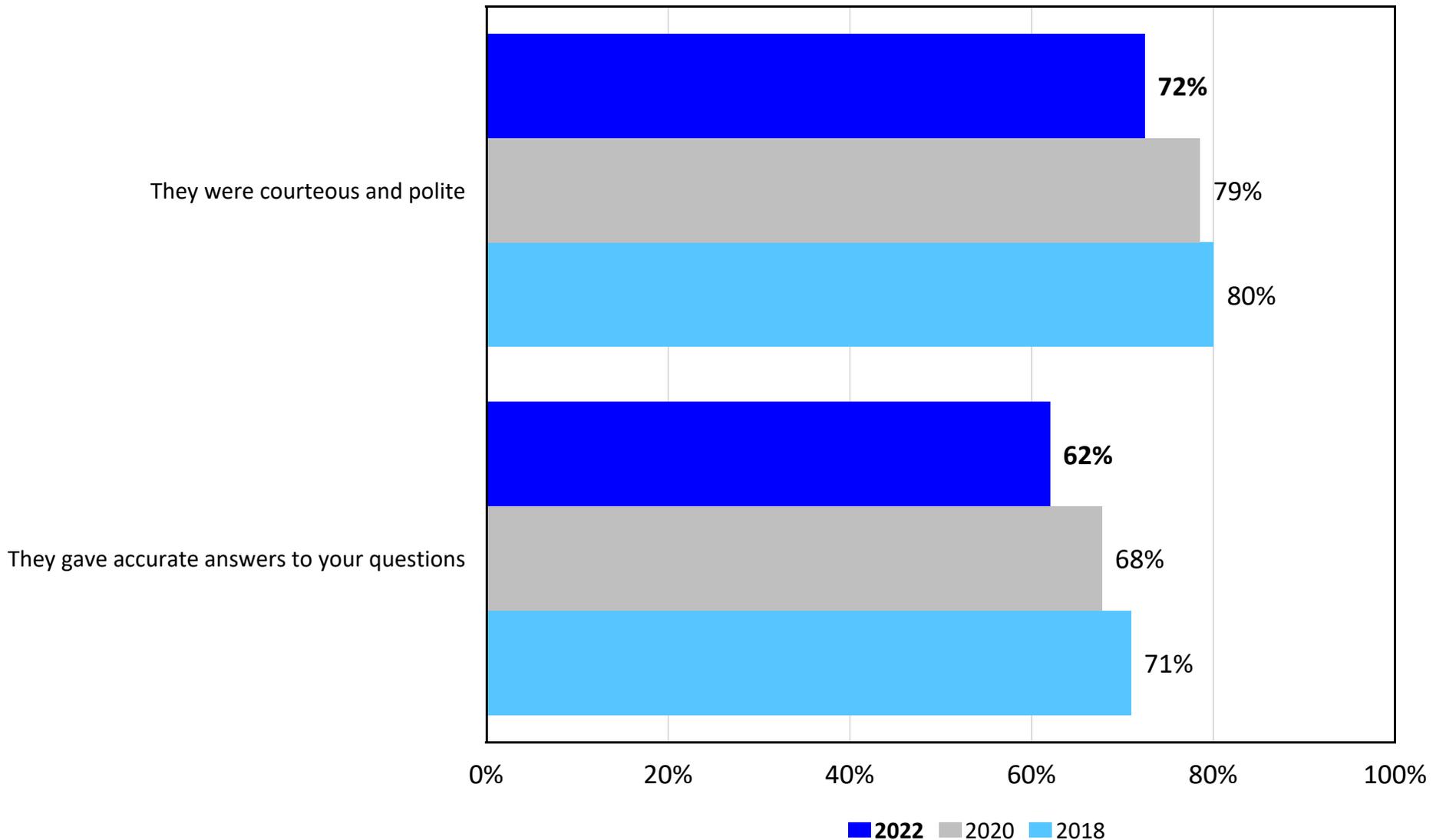
2018 to 2022

by percentage of respondents



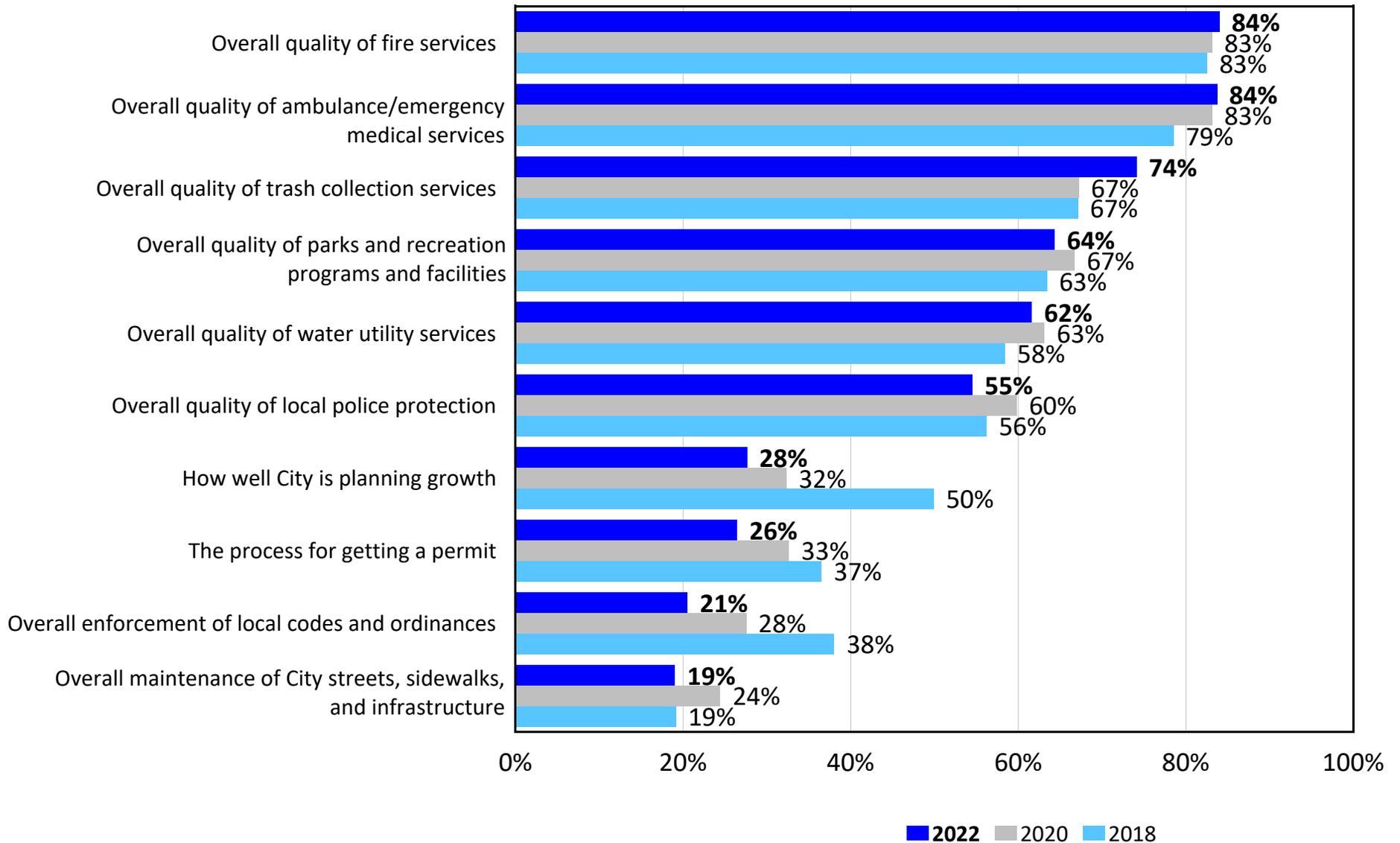
Q9d. Customer Service 2018 to 2022

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



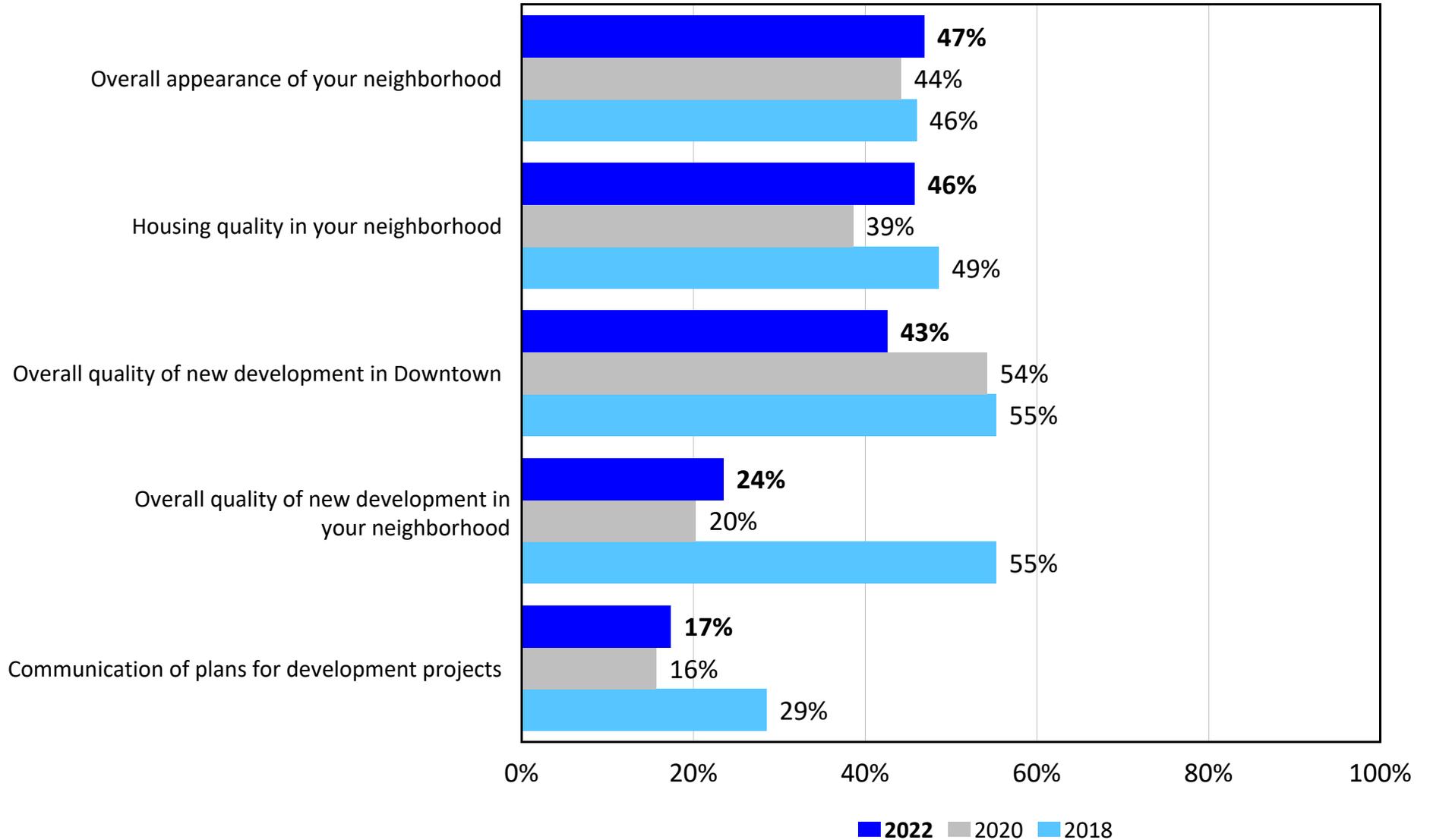
Q10. Major Categories of City Services 2018 to 2022

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



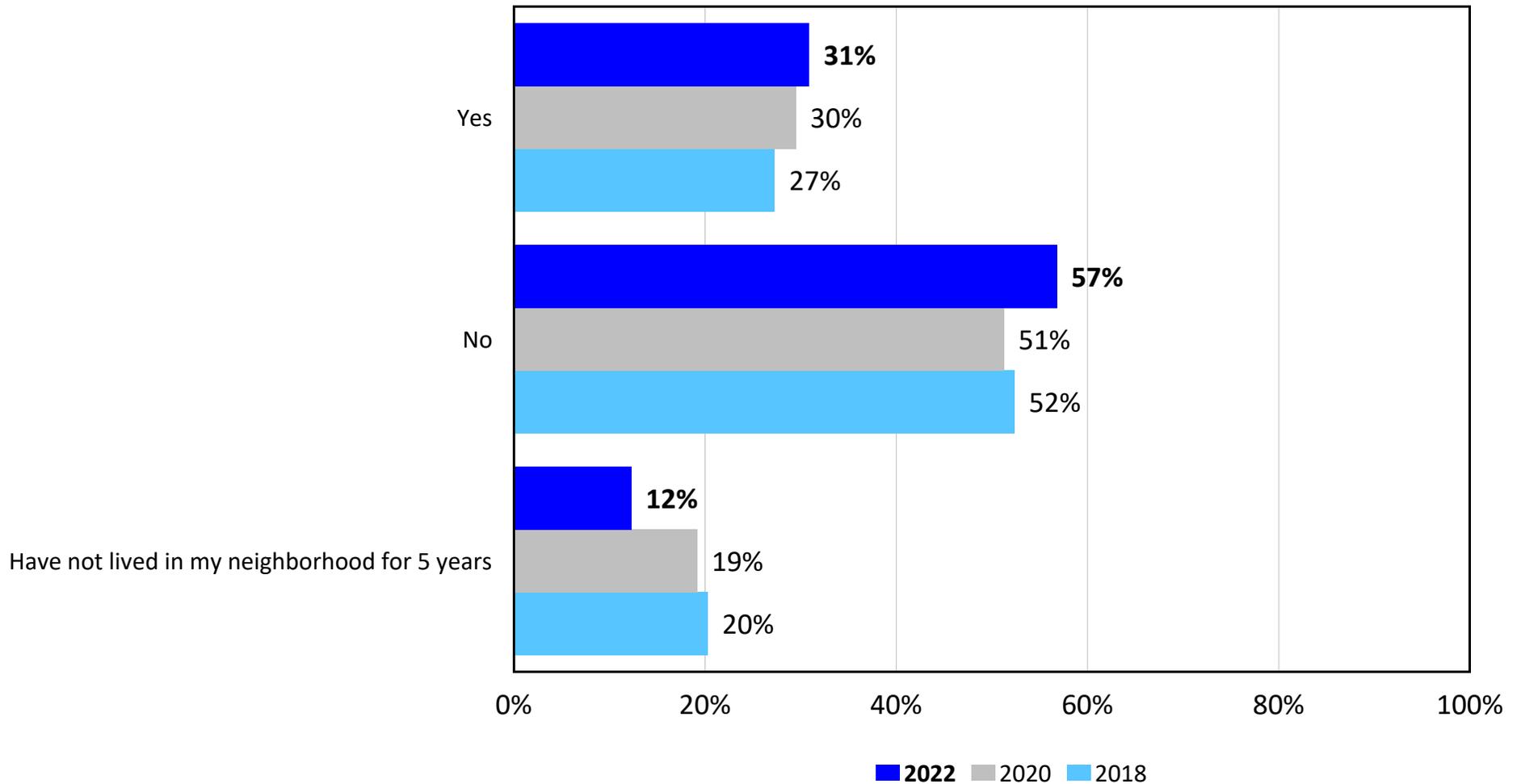
Q12. Community Investment 2018 to 2022

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



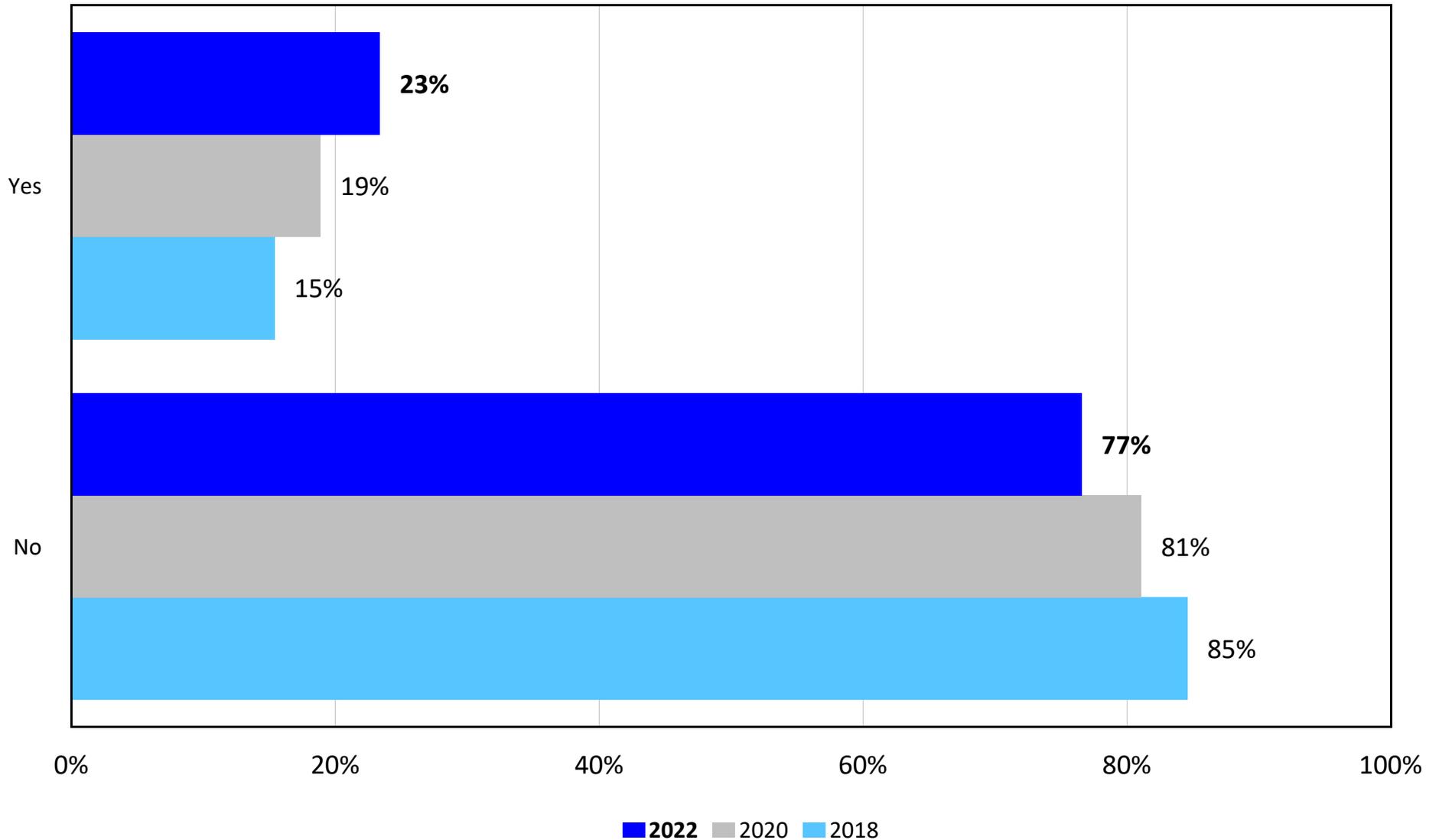
Q17. Do you feel that your neighborhood has improved over the past FIVE years? 2018 to 2022

by percentage of respondents



Q18. Do you belong to a neighborhood association? 2018 to 2022

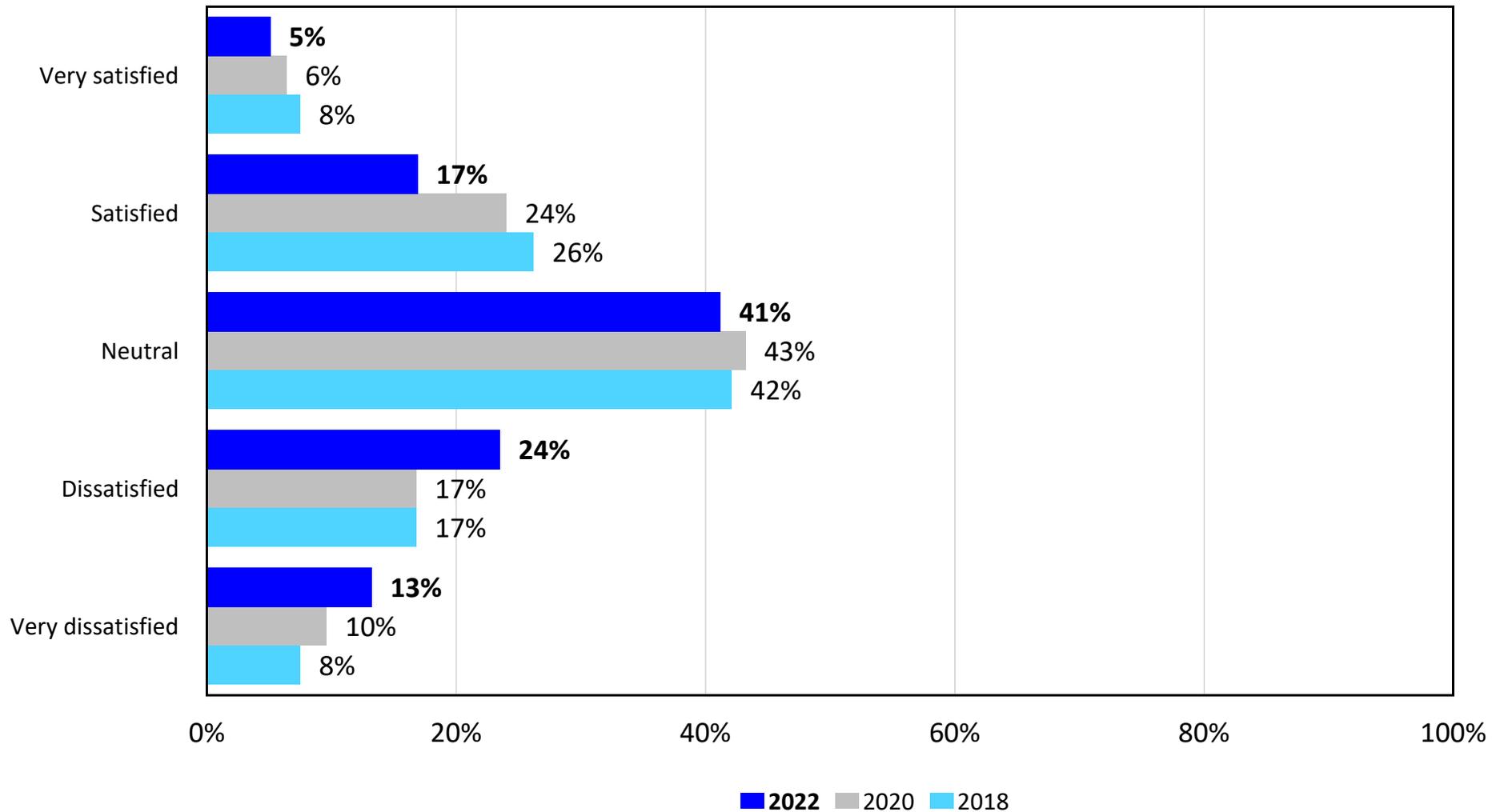
by percentage of respondents



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

2018 to 2022

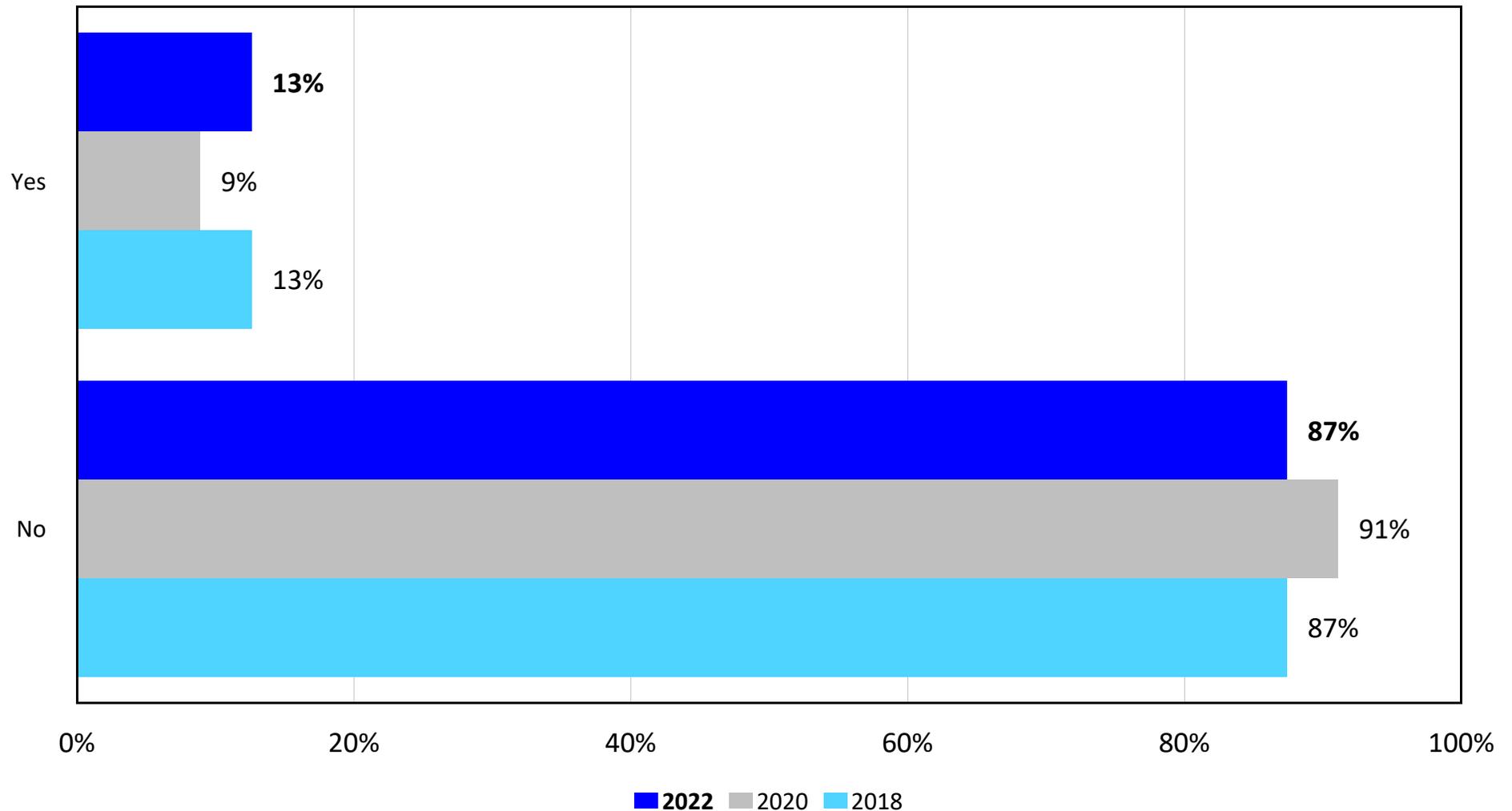
by percentage of respondents



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

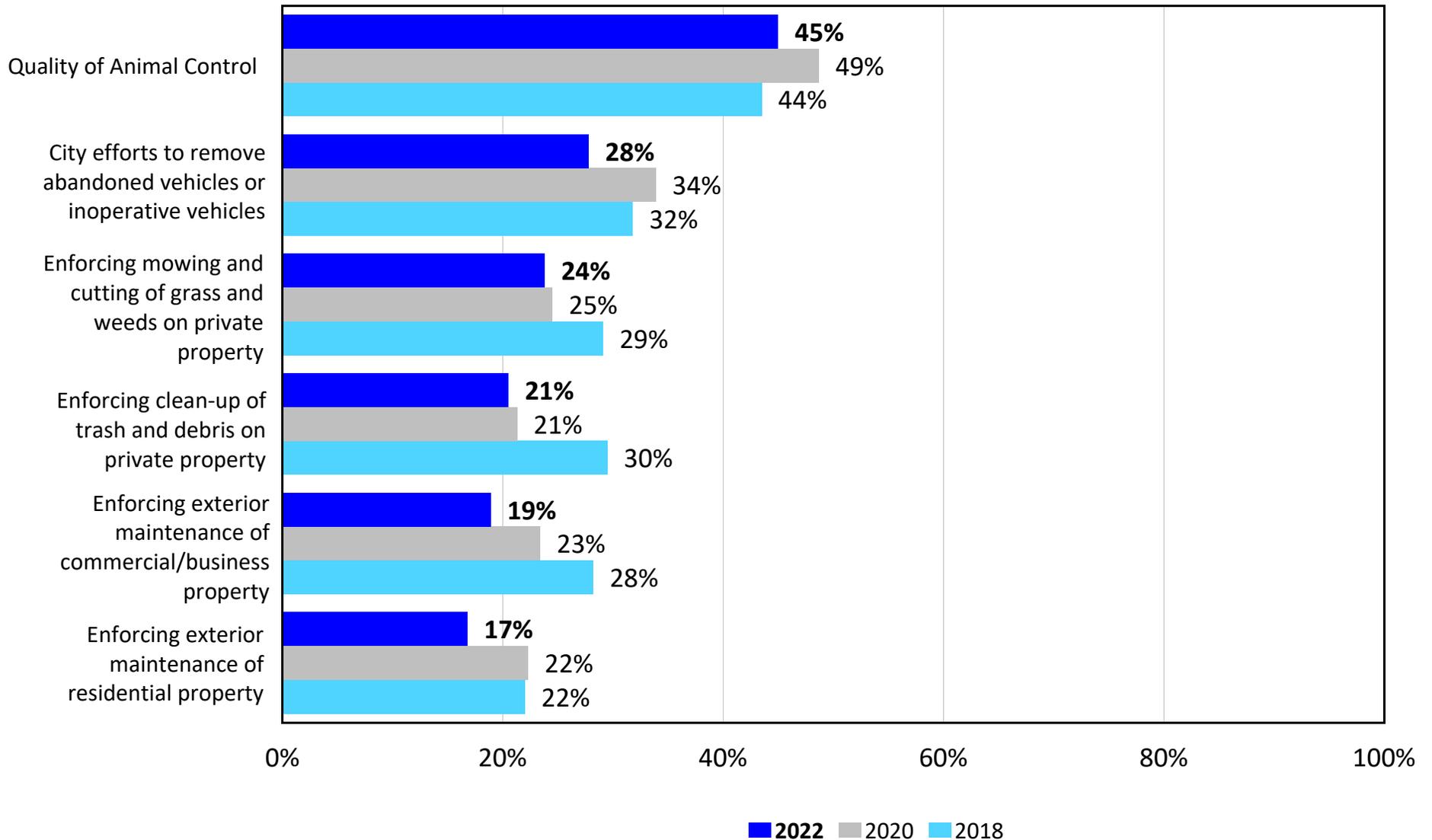
2018 to 2022

by percentage of respondents



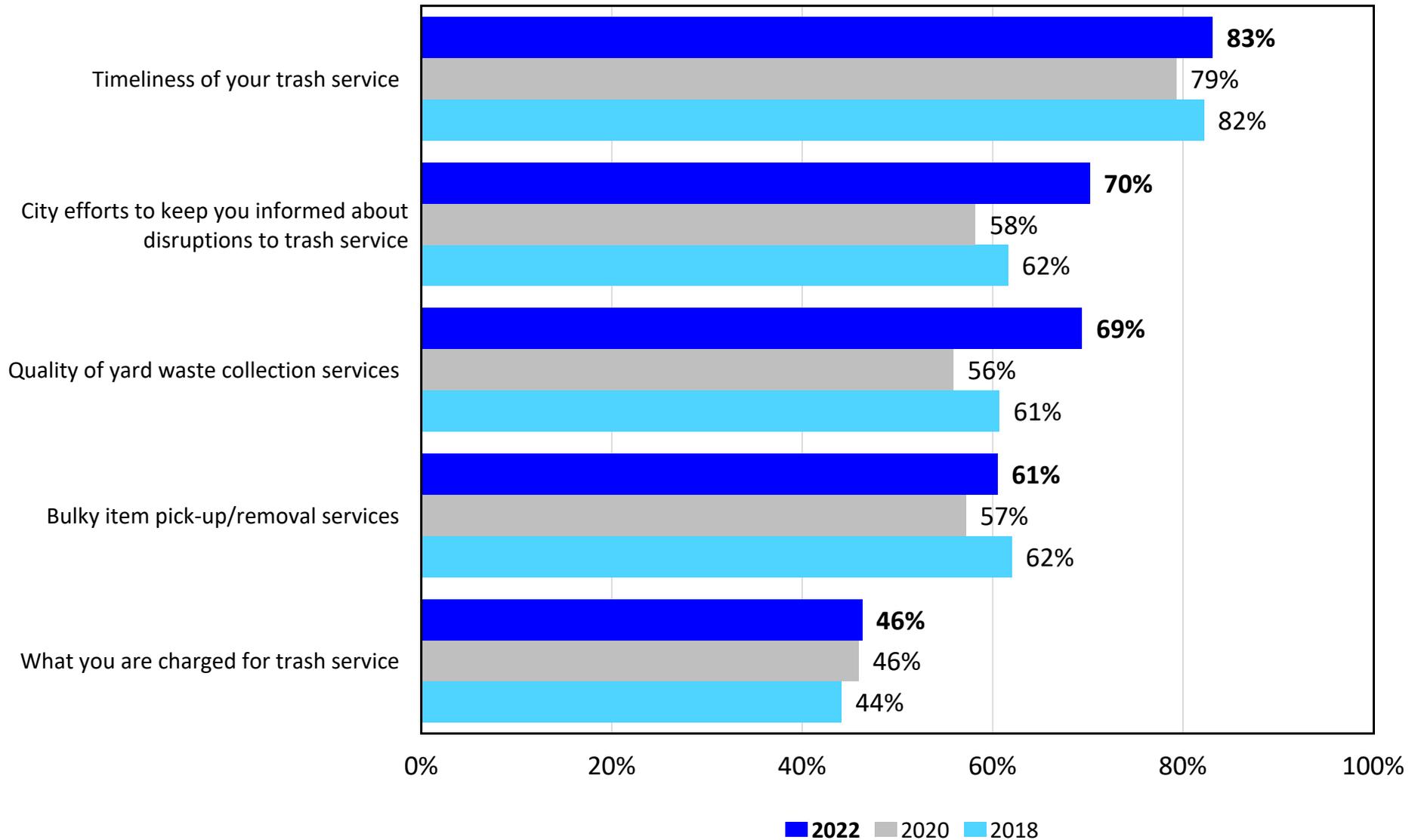
Q20. Neighborhood Services and Enforcement 2018 to 2022

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



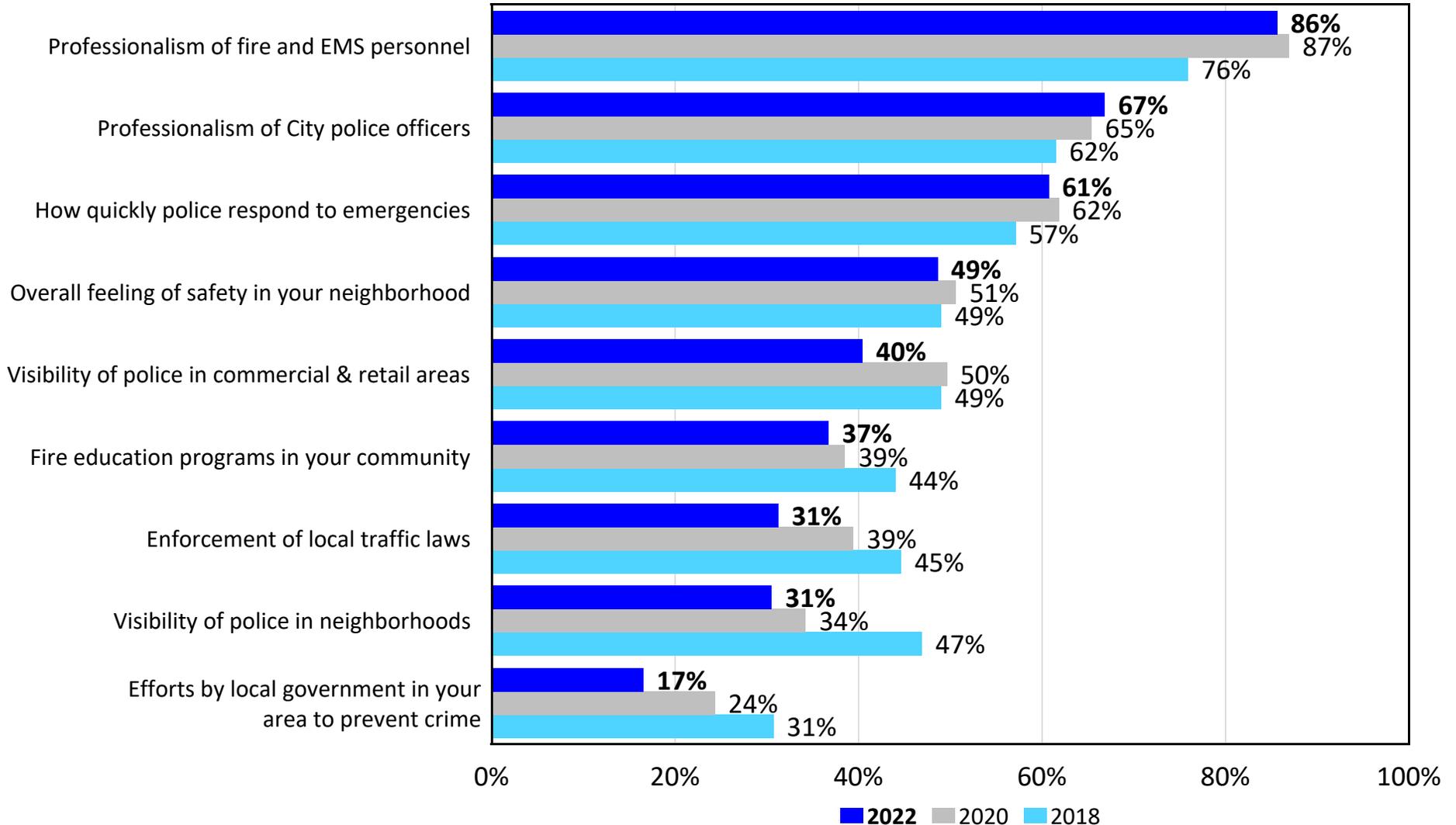
Q22. Solid Waste 2018 to 2022

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



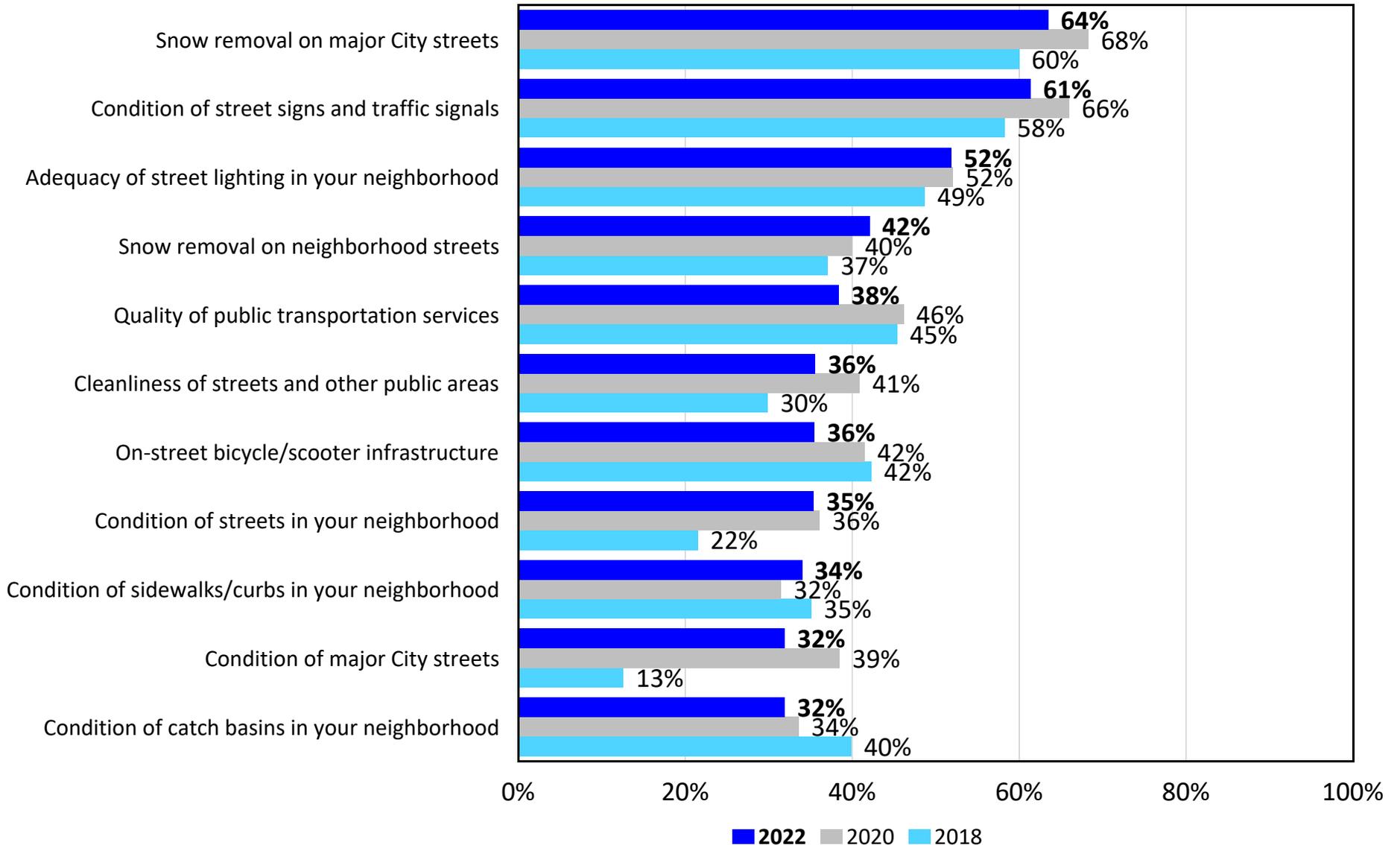
Q24. Public Safety 2018 to 2022

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



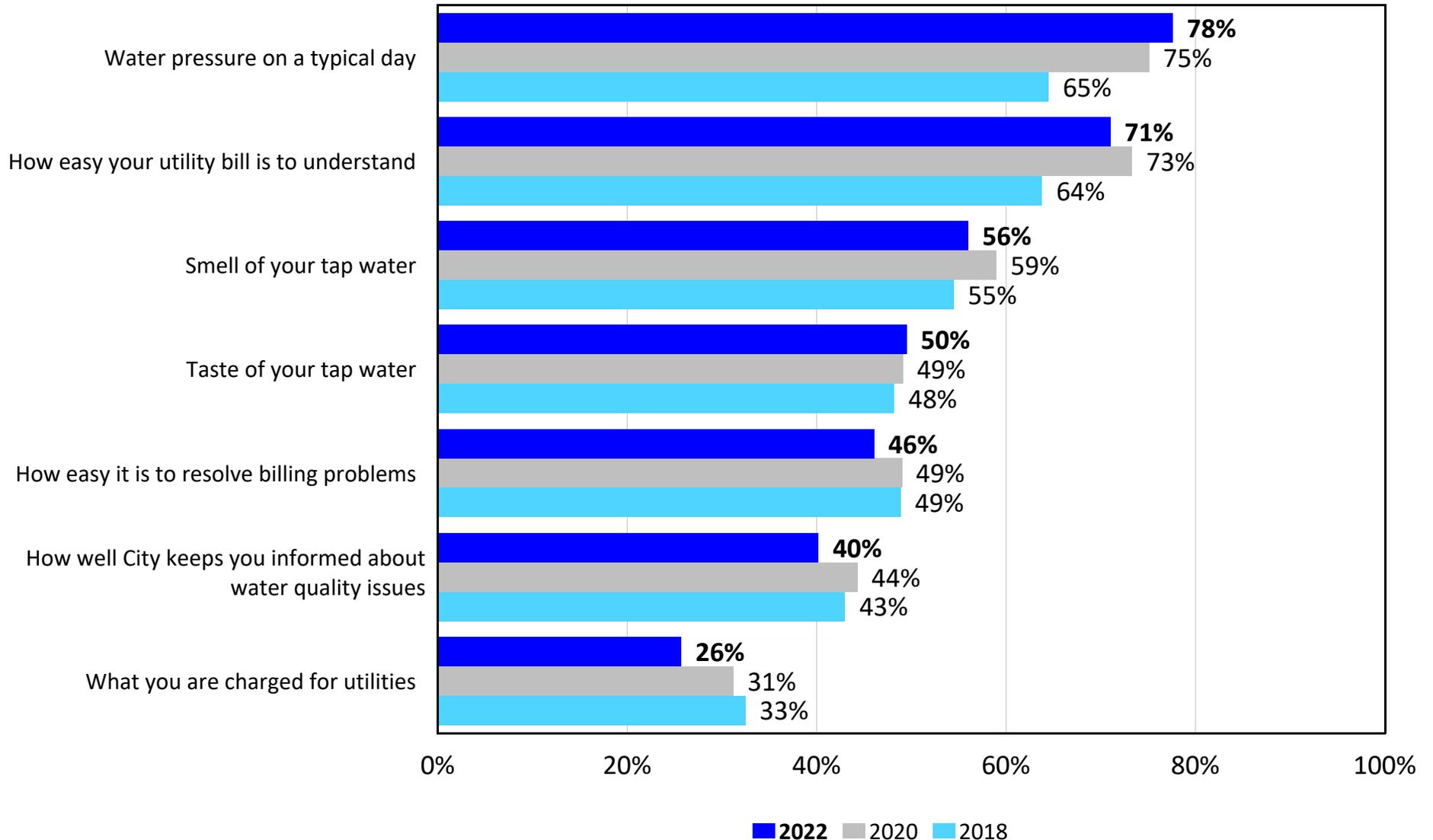
Q26. Traffic and Transportation 2018 to 2022

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



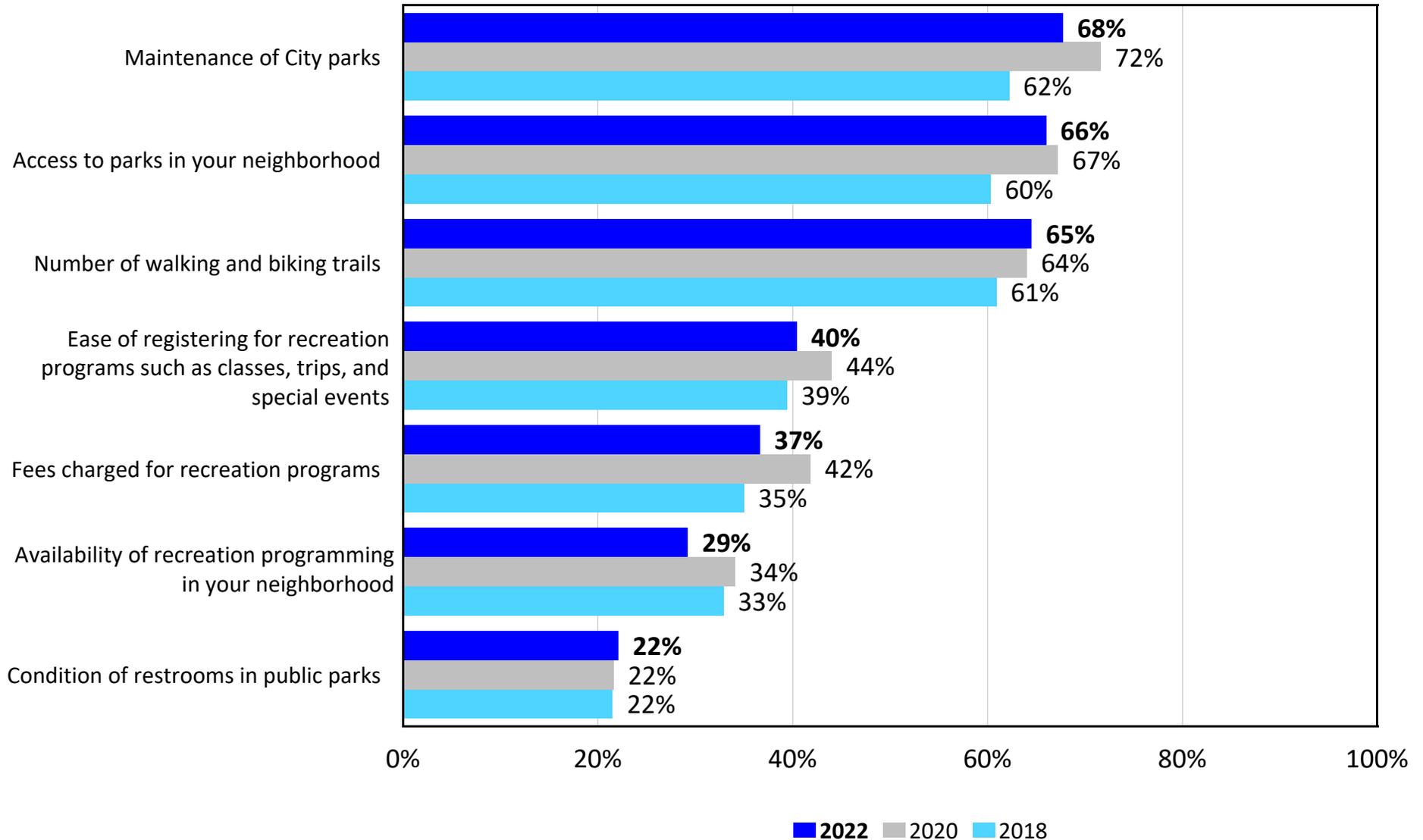
Q28. Water Services 2018 to 2022

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



Q30. Venues, Parks, and Arts 2018 to 2022

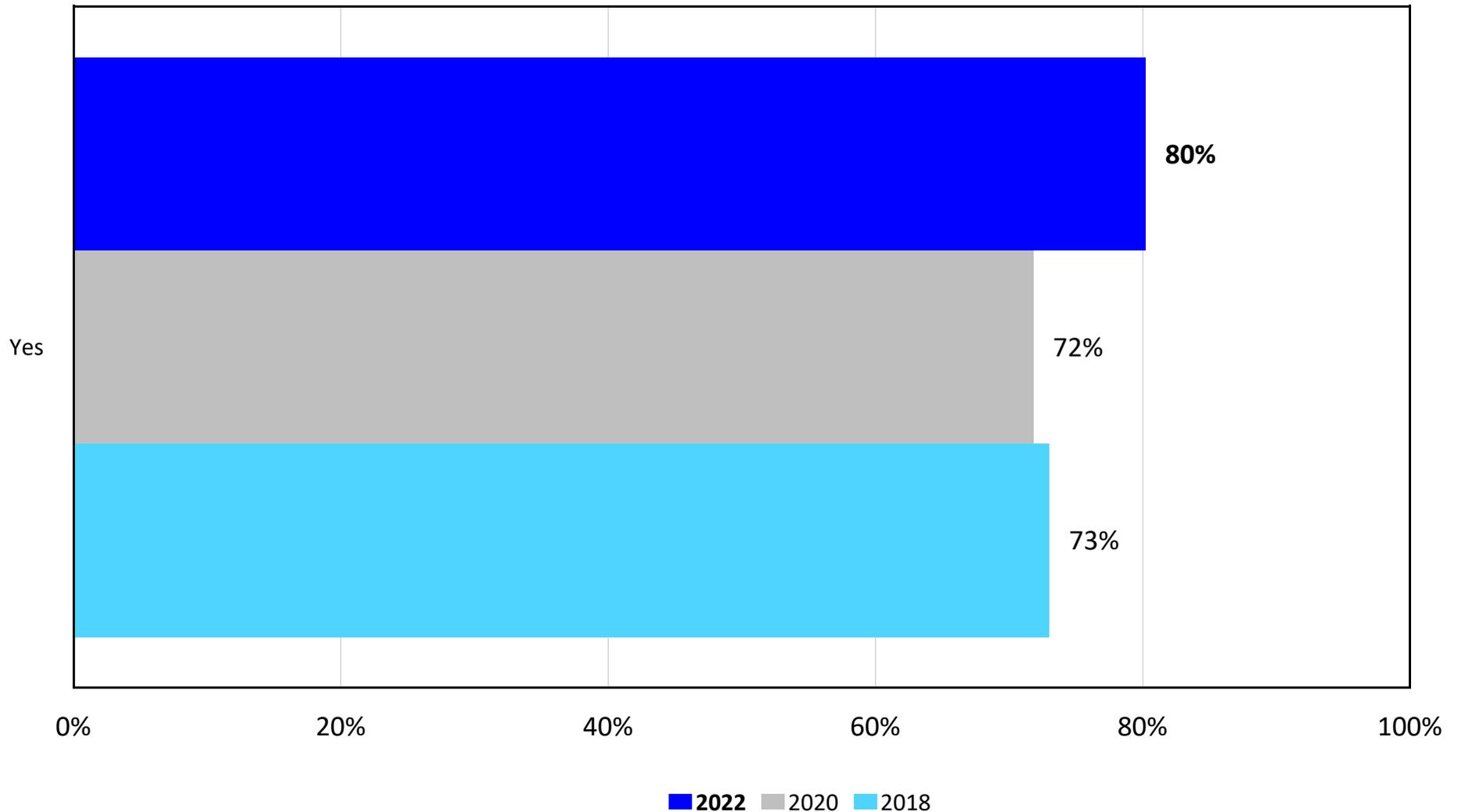
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q32. In the past year have you visited a city recreation facility or park?

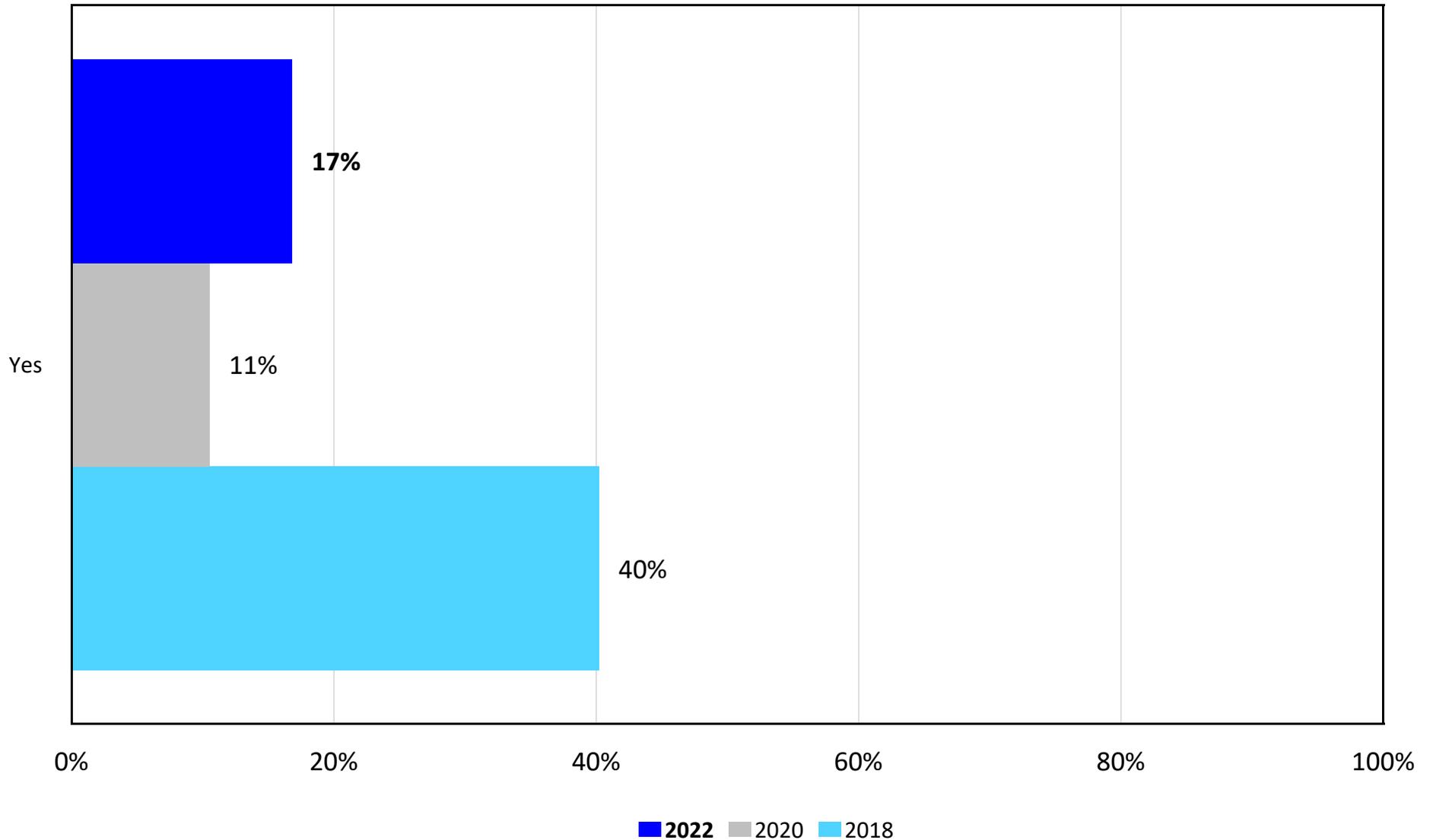
2018 to 2022

by percentage of respondents



Q34. Have you met the current Mayor of South Bend? 2018 to 2022

by percentage of respondents



A graphic consisting of a white circle with a dark blue outline containing the number '3', followed by a dark blue horizontal bar containing the text 'Benchmark Analysis' in white.

3 Benchmark Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 50 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 during the fall of 2021 to a random sample of more than 9,000 residents across the United States, and (2) a regional survey administered during the fall of 2021 to a random sample of residents in the North Central Region of the United States. The North Central Region includes the states of Indiana, Ohio, Michigan, and Pennsylvania.

Interpreting the Charts

The charts on the following pages show how the overall results for South Bend compare to the national and regional averages based on the results survey that was administered by ETC Institute during the fall of 2021. The “National Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 9,000 residents, and the “North Central Region” reflects the results of the survey of residents in the North Central Region of the United States.

Benchmarking Data

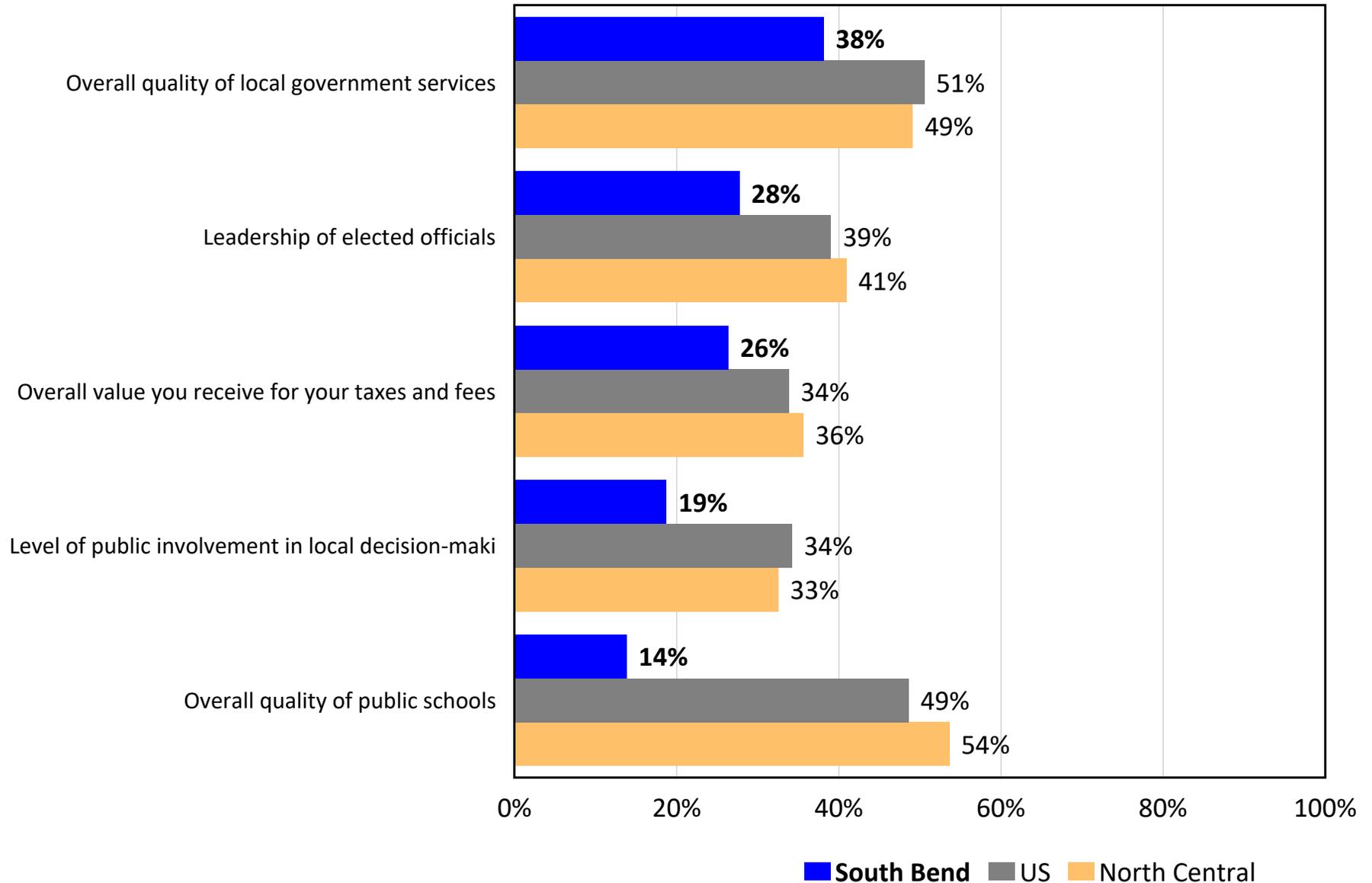
National Comparisons

The charts on the following pages show how the results for the City of South Bend compare to the National Average and the North Central regional average. The blue bar shows the results for the City of South Bend. The gray bar shows the National Average. The gold bar shows the results for the North Central Region.

City Leadership

South Bend vs. the United States vs. North Central Region

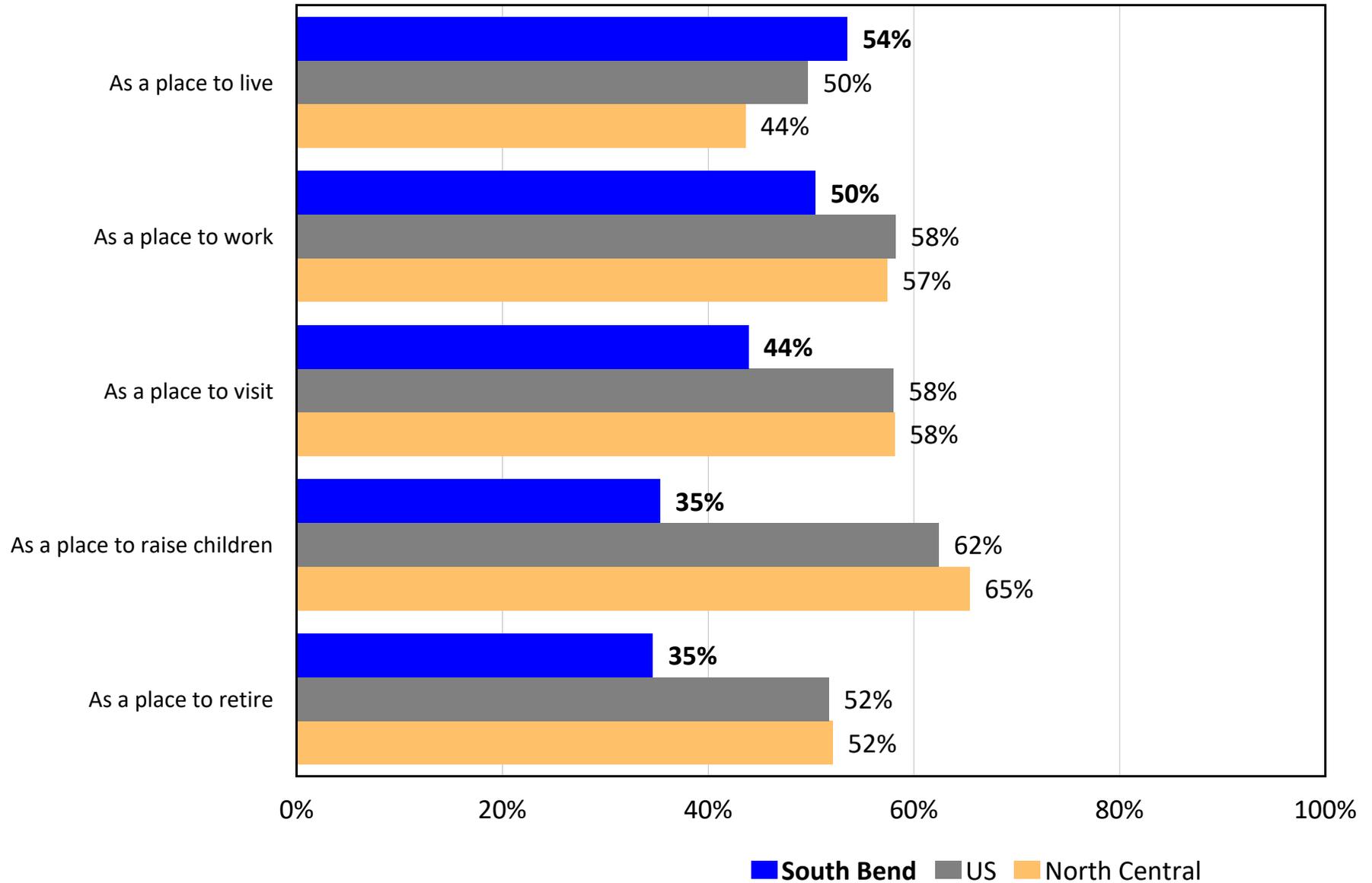
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Overall Ratings

South Bend vs. the United States vs. North Central Region

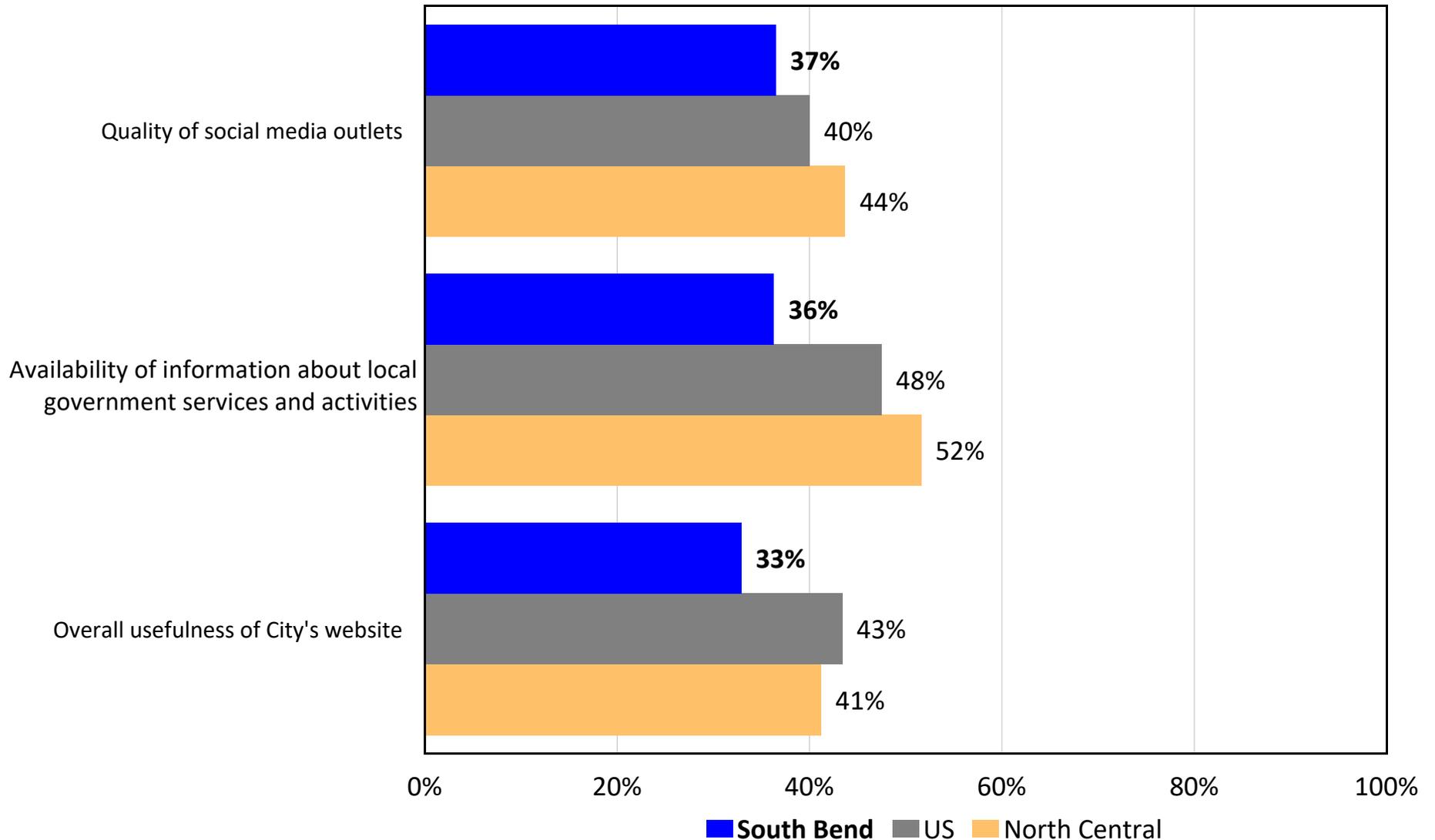
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Customer Service and Communication

South Bend vs. the United States vs. North Central Region

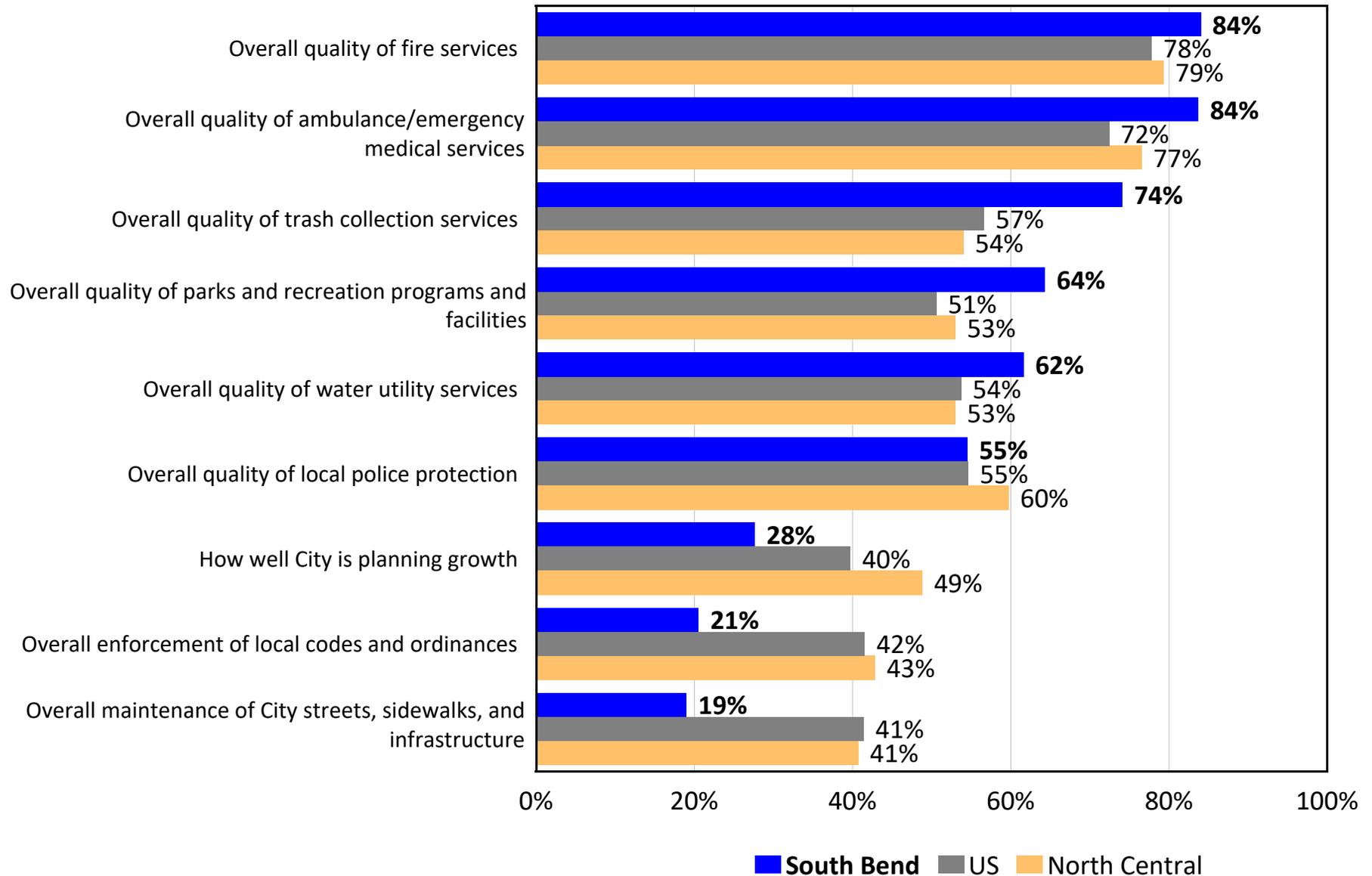
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Major Categories of Services

South Bend vs. the United States vs. North Central Region

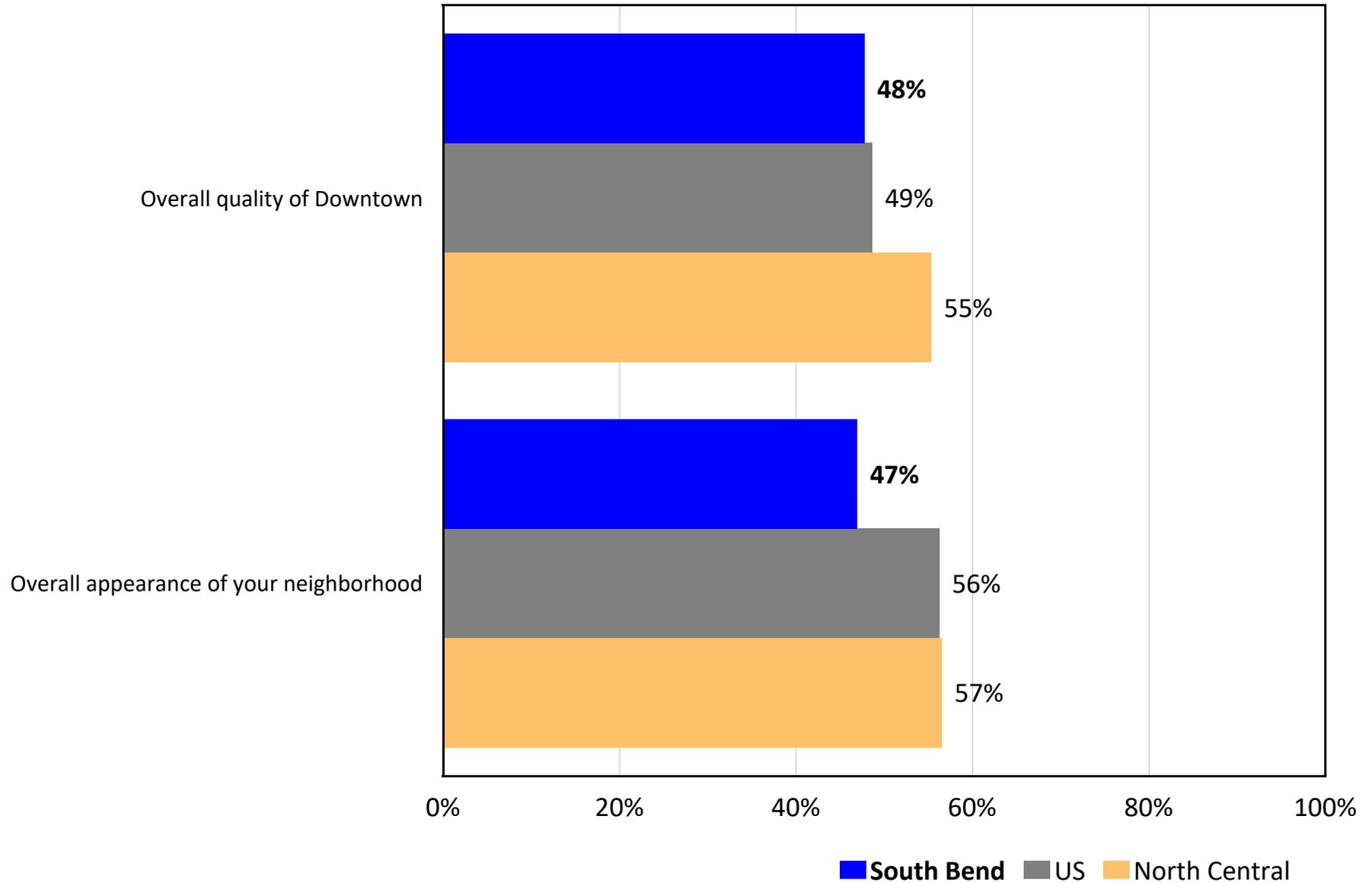
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Community Investment

South Bend vs. the United States vs. North Central Region

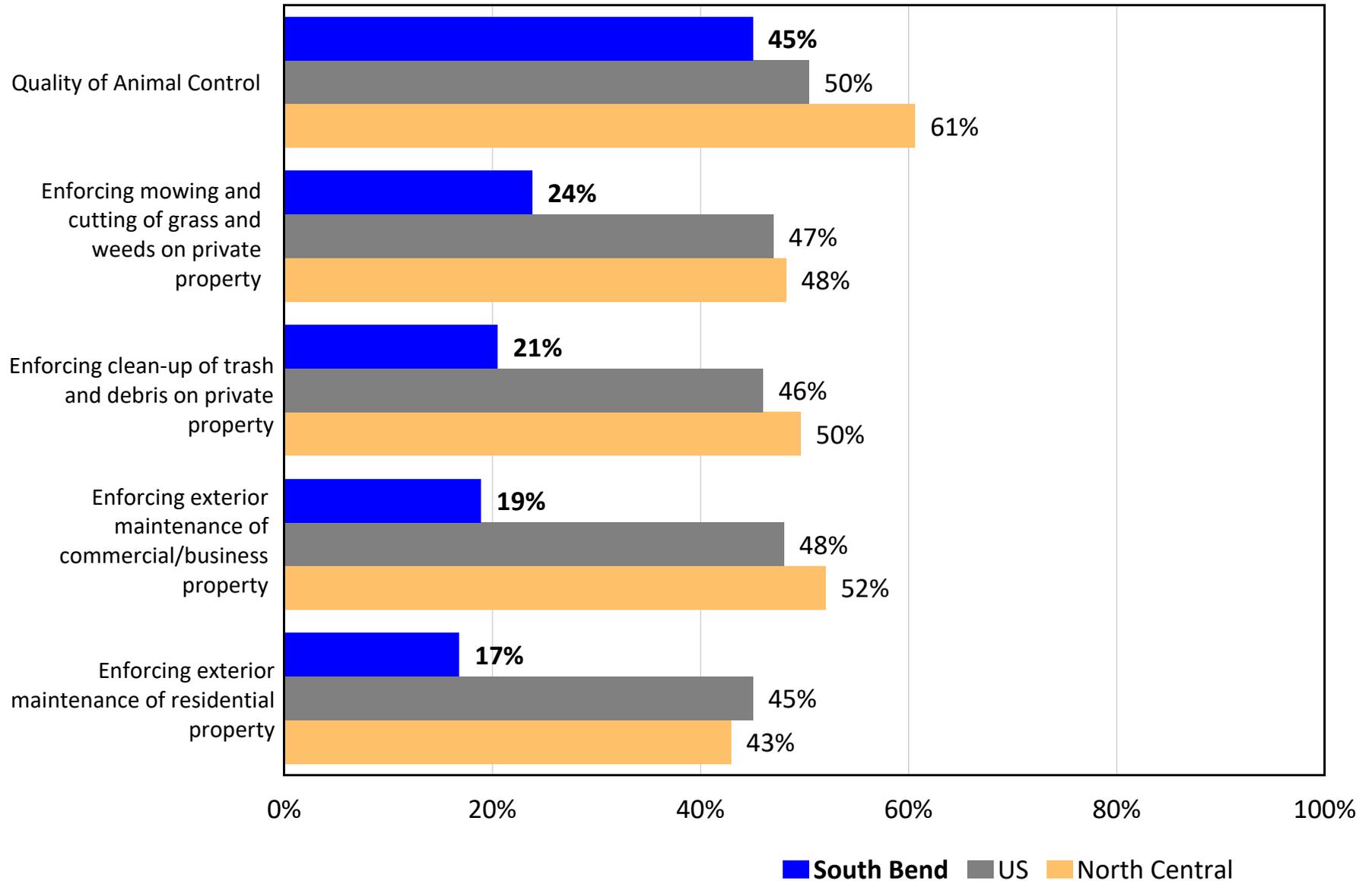
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Neighborhood Services and Enforcement

South Bend vs. the United States vs. North Central Region

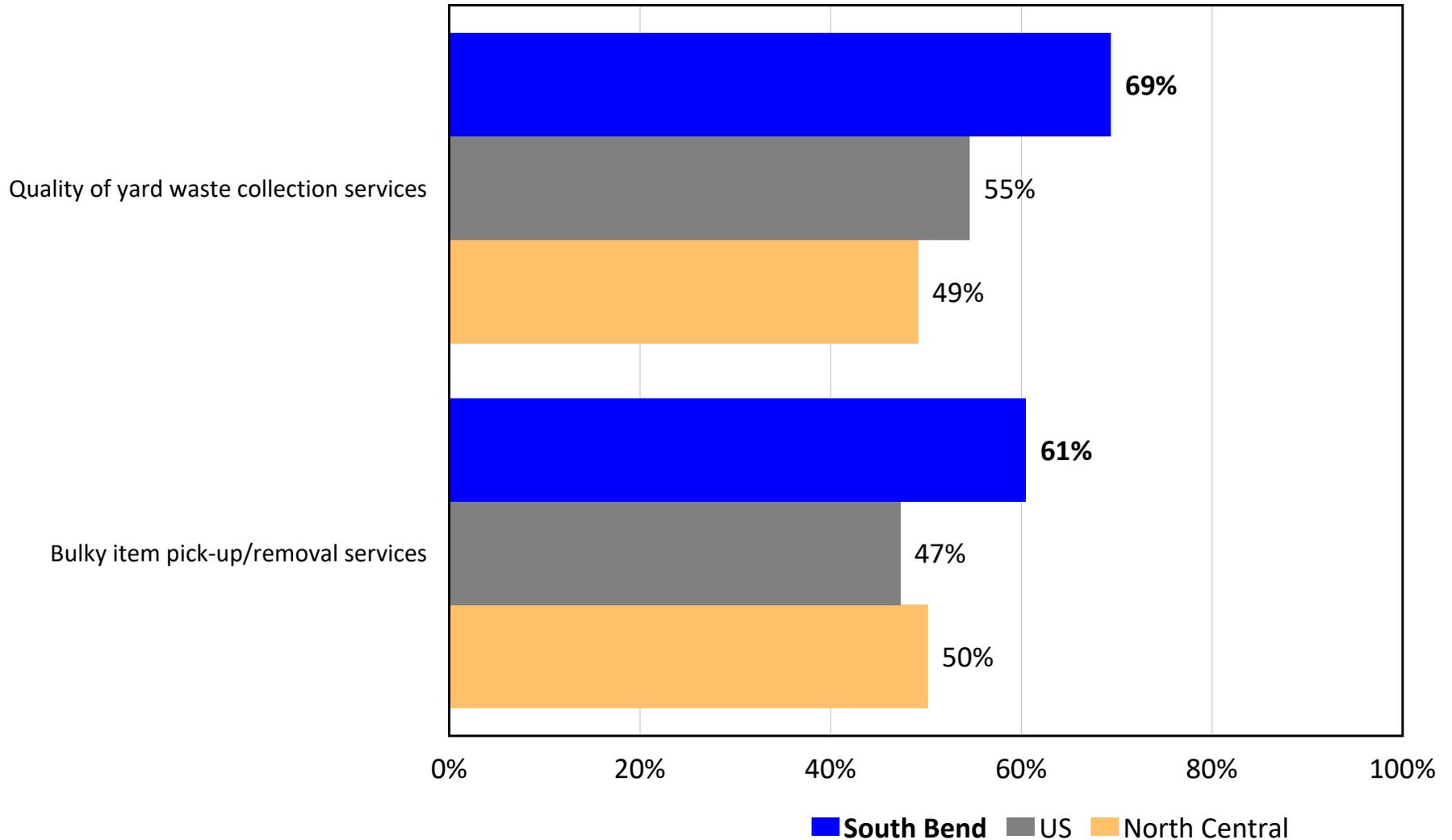
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Solid Waste

South Bend vs. the United States vs. North Central Region

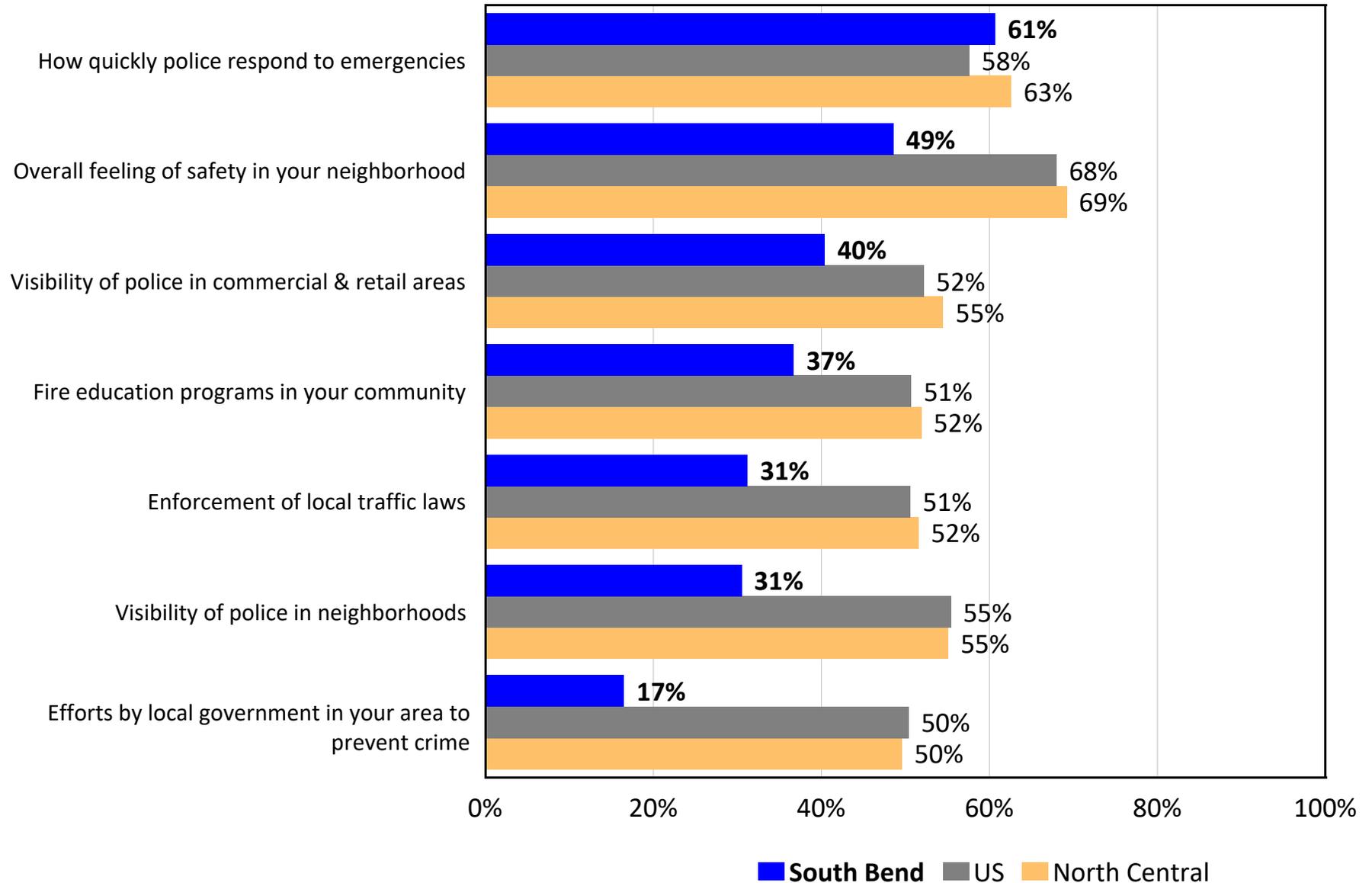
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Public Safety

South Bend vs. the United States vs. North Central Region

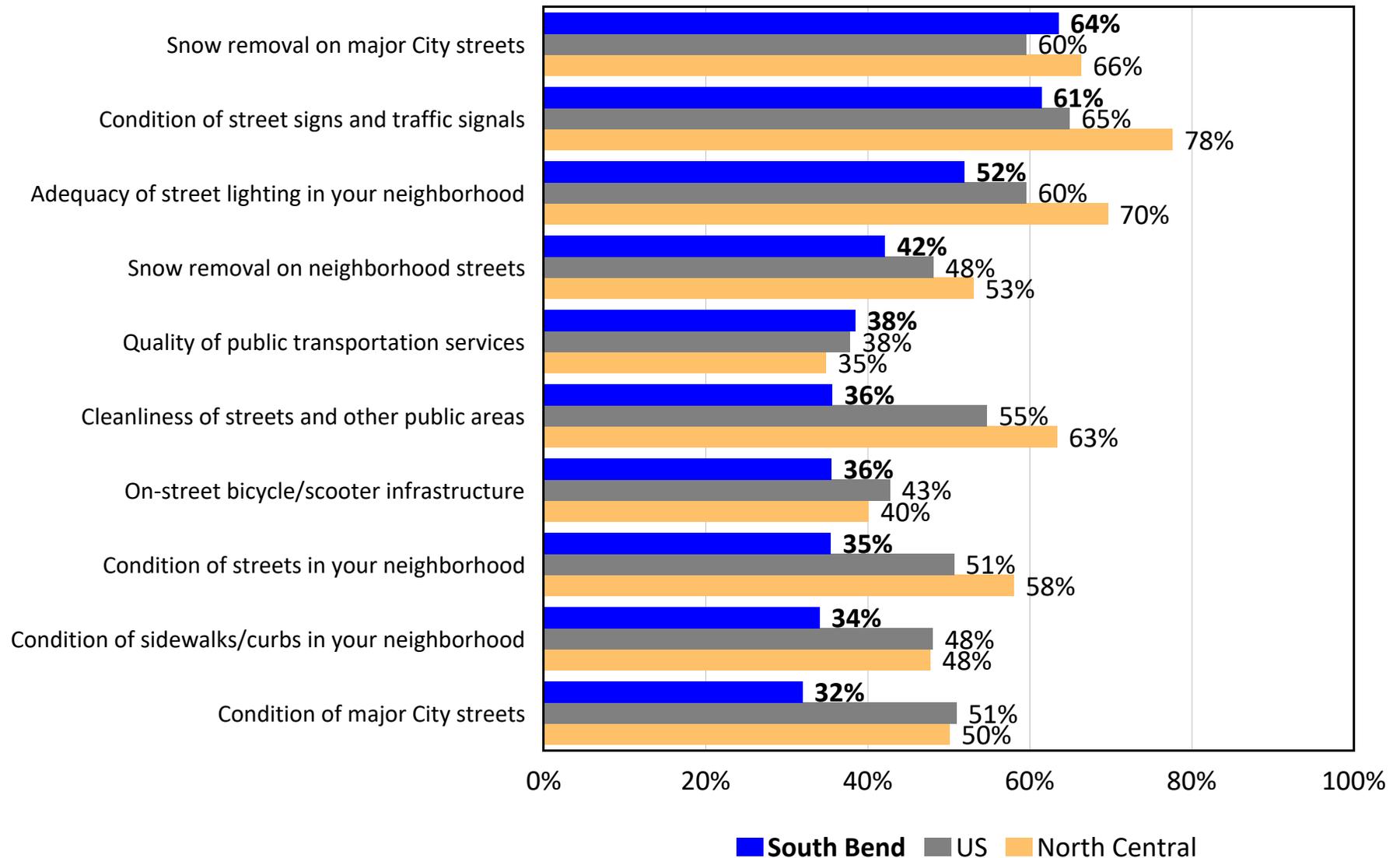
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Traffic and Transportation

South Bend vs. the United States vs. North Central Region

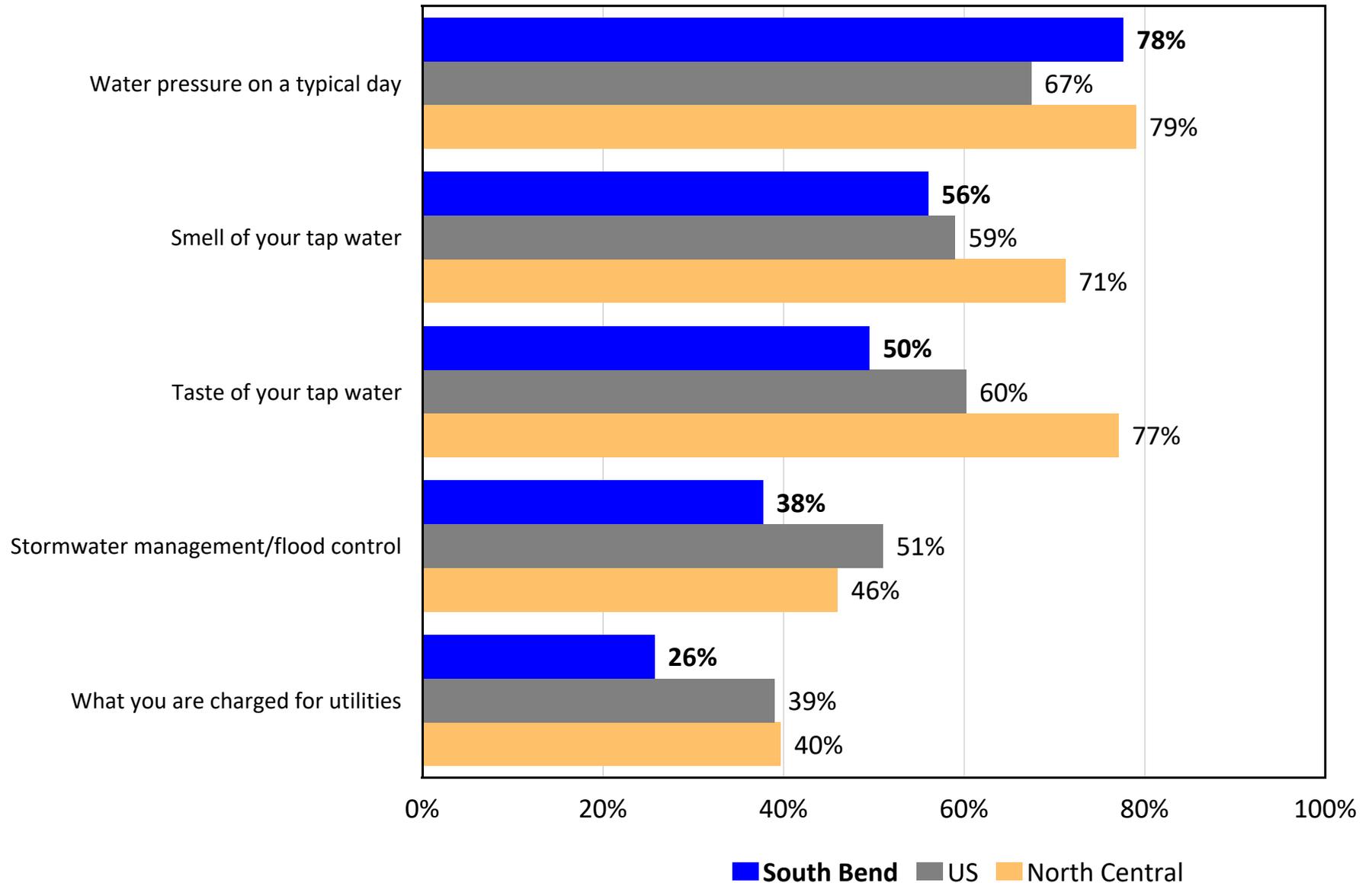
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Water Services

South Bend vs. the United States vs. North Central Region

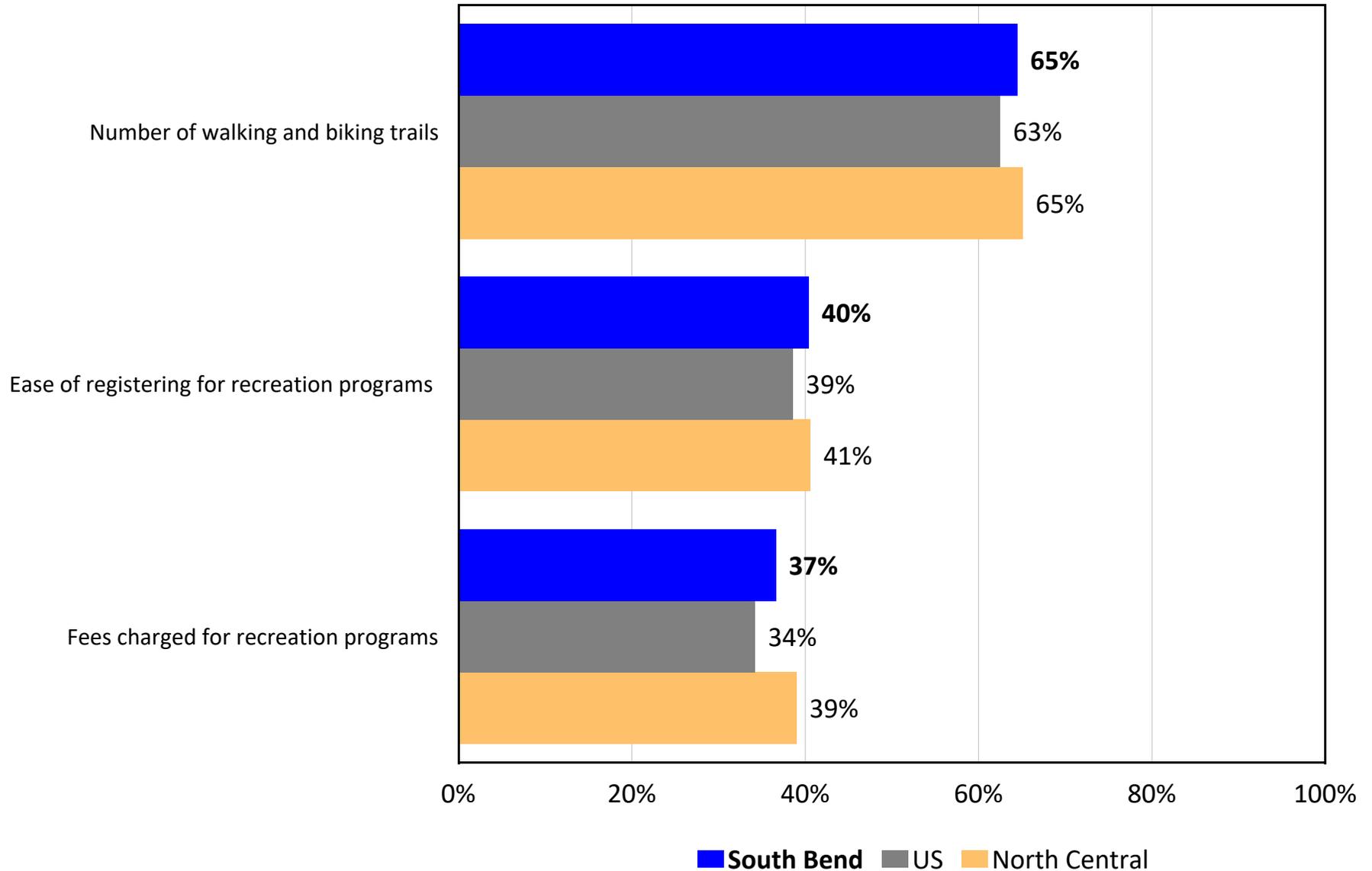
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Venues, Parks, and Arts

South Bend vs. the United States vs. North Central Region

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



A graphic consisting of a white circle with a dark blue outline containing the number '4'. To the right of the circle is a dark blue horizontal bar with the text 'Importance-Satisfaction Analysis' in white.

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

The Importance-Satisfaction (I-S) 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 (I-S) 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.

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 emphasize over the next 2 years. 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.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next 2 years. Nearly three-fourths (71.2%) of the households selected "*overall maintenance of City streets, sidewalks, and infrastructure*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 19% of respondents surveyed rated "*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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 71.2% was multiplied by 81% (1-0.19). This calculation yielded an I-S rating of 0.5767, which ranked first out of ten major categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance 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 of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. 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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

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
Very High Priority (IS >.20)						
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
Medium Priority (IS <.10)						
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

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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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
Very High Priority (IS >.20)						
Overall satisfaction with economic investment coming into City	31%	1	20%	6	0.2493	1
High Priority (IS .10-.20)						
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

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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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
Very High Priority (IS >.20)						
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
High Priority (IS .10-.20)						
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
Medium Priority (IS <.10)						
Quality of Animal Control	10%	6	45%	1	0.0567	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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2022 Importance-Satisfaction Rating

City of South Bend

Solid Waste

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
What you are charged for trash service	42%	1	46%	5	0.2245	1
High Priority (IS .10-.20)						
Bulky item pick-up/removal services	38%	2	61%	4	0.1505	2
Medium Priority (IS <.10)						
City efforts to keep you informed about disruptions to trash service	23%	3	70%	2	0.0679	3
Quality of yard waste collection services	21%	4	69%	3	0.0627	4
Timeliness of your trash service	12%	5	83%	1	0.0210	5

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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2022 Importance-Satisfaction Rating

City of South Bend

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts by local government in your area to prevent crime	50%	1	17%	10	0.4200	1
Visibility of police in neighborhoods	40%	2	31%	9	0.2745	2
Relationship between police officers & community	35%	4	39%	6	0.2112	3
Enforcement of local traffic laws	30%	5	31%	8	0.2030	4
High Priority (IS .10-.20)						
Overall feeling of safety in your neighborhood	38%	3	49%	4	0.1963	5
Visibility of police in commercial & retail areas	21%	6	40%	5	0.1240	6
Medium Priority (IS <.10)						
How quickly police respond to emergencies	16%	8	61%	3	0.0609	7
Professionalism of City police officers	18%	7	67%	2	0.0604	8
Fire education programs in your community	7%	9	37%	7	0.0437	9
Professionalism of fire and EMS personnel	2%	10	86%	1	0.0035	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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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

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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2022 Importance-Satisfaction Rating

City of South Bend

Water Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
What you are charged for utilities	43%	1	26%	8	0.3210	1
High Priority (IS .10-.20)						
Stormwater management/flood control	27%	2	38%	7	0.1663	2
How well City keeps you informed about water quality issues	25%	4	40%	6	0.1465	3
Taste of your tap water	27%	3	50%	4	0.1338	4
Medium Priority (IS <.10)						
Smell of your tap water	12%	5	56%	3	0.0510	5
How easy it is to resolve billing problems	5%	7	46%	5	0.0291	6
Water pressure on a typical day	10%	6	78%	1	0.0228	7
How easy your utility bill is to understand	5%	8	71%	2	0.0133	8

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

Most Important %:

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

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

City of South Bend

Venues, Parks, and Arts

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of restrooms in public parks	31%	2	22%	7	0.2392	1
High Priority (IS .10-.20)						
Availability of recreation programming in your neighborhood	23%	3	29%	6	0.1607	2
Maintenance of City parks	31%	1	68%	1	0.1001	3
Medium Priority (IS <.10)						
Fees charged for recreation programs	12%	5	37%	5	0.0761	4
Number of walking and biking trails	18%	4	65%	3	0.0639	5
Ease of registering for recreation programs such as classes, trips, and special events	8%	7	40%	4	0.0495	6
Access to parks in your neighborhood	12%	6	66%	2	0.0405	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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5

Tabular Data

Q1. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of life in your community	7.1%	43.1%	26.0%	18.5%	4.6%	0.6%
Q1-2. Leadership of elected officials	3.4%	23.4%	33.6%	25.9%	10.6%	3.1%
Q1-3. Overall quality of local government services	5.4%	31.4%	31.3%	23.1%	5.5%	3.2%
Q1-4. Communication of opportunities for public involvement in City decision-making & planning	3.9%	19.6%	37.1%	25.4%	9.1%	4.9%
Q1-5. Overall value you receive for your taxes & fees	4.0%	21.7%	23.0%	31.4%	17.7%	2.2%
Q1-6. Level of public involvement in local decision-making & planning	2.2%	15.3%	33.9%	32.4%	9.1%	7.2%
Q1-7. Overall quality of public schools in South Bend	1.7%	11.1%	18.0%	28.2%	33.1%	7.9%
Q1-8. Overall quality of community health services in South Bend	5.7%	33.4%	31.4%	15.6%	6.3%	7.6%
Q1-9. Overall efforts to improve homelessness in City	2.2%	10.3%	27.3%	29.6%	23.6%	7.1%

WITHOUT "DON'T KNOW"

Q1. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of life in your community	7.1%	43.4%	26.2%	18.6%	4.7%
Q1-2. Leadership of elected officials	3.5%	24.2%	34.7%	26.7%	11.0%
Q1-3. Overall quality of local government services	5.6%	32.5%	32.3%	23.9%	5.7%
Q1-4. Communication of opportunities for public involvement in City decision-making & planning	4.1%	20.6%	39.1%	26.7%	9.6%
Q1-5. Overall value you receive for your taxes & fees	4.1%	22.2%	23.5%	32.1%	18.1%
Q1-6. Level of public involvement in local decision-making & planning	2.3%	16.4%	36.5%	34.9%	9.8%
Q1-7. Overall quality of public schools in South Bend	1.8%	12.0%	19.6%	30.6%	36.0%
Q1-8. Overall quality of community health services in South Bend	6.2%	36.2%	34.0%	16.8%	6.8%
Q1-9. Overall efforts to improve homelessness in City	2.3%	11.1%	29.4%	31.8%	25.4%

Q2. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. As a place to live	10.9%	42.4%	23.1%	17.4%	5.9%	0.3%
Q2-2. As a place to work	9.2%	37.4%	31.9%	11.4%	2.6%	7.4%
Q2-3. As a community that is moving in right direction	6.9%	25.4%	29.7%	25.3%	10.3%	2.3%
Q2-4. As a place to visit	8.8%	33.6%	29.4%	19.6%	5.2%	3.4%
Q2-5. As a place to raise children	7.6%	26.2%	27.0%	24.2%	10.6%	4.5%
Q2-6. As a place to retire	7.2%	25.7%	27.1%	20.8%	14.5%	4.6%
Q2-7. As a place with affordable housing options for your household or family	8.2%	23.4%	27.7%	23.3%	12.9%	4.5%

WITHOUT "DON'T KNOW"

Q2. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. As a place to live	11.0%	42.5%	23.2%	17.5%	5.9%
Q2-2. As a place to work	10.0%	40.4%	34.4%	12.3%	2.8%
Q2-3. As a community that is moving in right direction	7.1%	26.0%	30.4%	25.9%	10.6%
Q2-4. As a place to visit	9.1%	34.8%	30.5%	20.3%	5.4%
Q2-5. As a place to raise children	7.9%	27.4%	28.2%	25.3%	11.1%
Q2-6. As a place to retire	7.6%	27.0%	28.4%	21.8%	15.2%
Q2-7. As a place with affordable housing options for your household or family	8.5%	24.5%	29.0%	24.4%	13.5%

Q3. On a scale of 1 to 10, where 1 means "Hostile" and 10 means "Love," how do you feel about South Bend?

(N=649)

	Love	9	8	7	6	5	4	3	2	Hostile	Not provided
Q3. How do you feel about South Bend	4.9%	6.2%	14.8%	15.7%	10.3%	19.6%	6.6%	6.8%	3.5%	3.2%	8.3%

WITHOUT "NOT PROVIDED"

Q3. 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=649)

	Love	9	8	7	6	5	4	3	2	Hostile
Q3. How do you feel about South Bend	5.4%	6.7%	16.1%	17.1%	11.3%	21.3%	7.2%	7.4%	3.9%	3.5%

Q4. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Availability of information about local government services & activities	4.9%	29.6%	36.5%	20.0%	4.0%	4.9%
Q4-2. Hours that customer service is available	4.9%	31.7%	35.7%	13.7%	3.5%	10.3%
Q4-3. Quality of social media outlets (e.g., Facebook, Twitter)	4.3%	25.3%	36.8%	10.8%	3.7%	19.1%
Q4-4. Overall usefulness of City's website	5.2%	22.2%	38.5%	13.3%	4.2%	16.6%

WITHOUT "DON'T KNOW"

Q4. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Availability of information about local government services & activities	5.2%	31.1%	38.4%	21.1%	4.2%
Q4-2. Hours that customer service is available	5.5%	35.4%	39.9%	15.3%	4.0%
Q4-3. Quality of social media outlets (e.g., Facebook, Twitter)	5.3%	31.2%	45.5%	13.3%	4.6%
Q4-4. Overall usefulness of City's website	6.3%	26.6%	46.2%	15.9%	5.0%

Q5. Which of the following are your PRIMARY SOURCES of information about City issues, services, and events?

Q5. Which following are your primary sources of information about City issues, services, & events	Number	Percent
City website	198	30.5 %
Social media	258	39.8 %
Public meetings	56	8.6 %
Local news	484	74.6 %
Contacting City directly	134	20.6 %
Other	74	11.4 %
Total	1204	

Q5-6. Other

- BILL BOARDS, RADIO
- Bulletin in Water Bill
- Church
- City Employees
- city newsletter
- city staff
- email
- Emails from downtown sb
- Family and social group.
- Flyers/yard signs in the public park near my home
- Mailings
- Friends and colleagues
- friends, family ,co-workers
- From friends
- I have to actually seek out information. Some event information is in the water bill but not everything. I only subscribe to the newspaper to find out about local events
- lack of information from public officials.
- Letter that comes out with water bill
- Letters to Individuals
- Listen to other people
- Live talk about town.
- local news biased, dont watch
- mailings
- mailings
- Mayors letter in utility bill
- My friends and neighbors
- neighbors
- newsletter with utility bill

Q5-6. Other

- NEWSLETTER WITH UTILITY BILL
- Newspaper
- NEWSPAPER-SOUTH BEND TRIBUNE
- Out of the Blue, just sent me stuff
- public library
- send newsletter in water bill
- Sources within local government
- South Bend Tribune
- South Bend Tribune
- South Bend Tribune
- South Bend Tribune
- The letter you send with the water bill. The city newsletter.
- tourist websites, local venues' websites
- TV stations
- Utility/Water Bill Newsletter
- Water bill inserts
- Word of mouth
- Word of mouth, talking to other residents
- written notices-mailed
- You don't hear about anything good

Q6. Which TWO of the information sources listed in Question 5 do you MOST PREFER to learn about City issues, services, and events?

Q6. Top choice	Number	Percent
City website	109	16.8 %
Social media	142	21.9 %
Public meetings	15	2.3 %
Local news	270	41.6 %
Contacting City directly	28	4.3 %
Other	22	3.4 %
None chosen	63	9.7 %
Total	649	100.0 %

Q6. Which TWO of the information sources listed in Question 5 do you MOST PREFER to learn about City issues, services, and events?

Q6. 2nd choice	Number	Percent
City website	101	15.6 %
Social media	153	23.6 %
Public meetings	40	6.2 %
Local news	132	20.3 %
Contacting City directly	72	11.1 %
Other	40	6.2 %
None chosen	111	17.1 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

Q6. Which TWO of the information sources listed in Question 5 do you MOST PREFER to learn about City issues, services, and events? (top 2)

Q6. Sum of top 2 choices	Number	Percent
City website	210	32.4 %
Social media	295	45.5 %
Public meetings	55	8.5 %
Local news	402	61.9 %
Contacting City directly	100	15.4 %
Other	62	9.6 %
None chosen	63	9.7 %
Total	1187	

Q7. Which of the following digital devices do you have access to in your home?

Q7. Which digital devices do you have access to in your home

	Number	Percent
Desktop computer	258	39.8 %
Laptop computer	442	68.1 %
Tablet	350	53.9 %
Smartphone	574	88.4 %
None	20	3.1 %
Total	1644	

WITHOUT "NONE"**Q7. Which of the following digital devices do you have access to in your home? (without "none")**

Q7. Which digital devices do you have access to in your home

	Number	Percent
Smartphone	573	91.1 %
Laptop computer	442	70.3 %
Tablet	350	55.6 %
Desktop computer	258	41.0 %
Total	1623	

Q8. Please rate your level of agreement with the following statement: I can find broadband internet providers in a price that I can afford in South Bend.

Q8. I can find broadband internet providers in a price that I can afford in South Bend	Number	Percent
Strongly agree	64	9.9 %
Agree	210	32.4 %
Neutral	156	24.0 %
Disagree	133	20.5 %
Strongly disagree	59	9.1 %
Don't know	27	4.2 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"

Q8. Please rate your level of agreement with the following statement: I can find broadband internet providers in a price that I can afford in South Bend. (without "don't know")

Q8. I can find broadband internet providers in a price that I can afford in South Bend	Number	Percent
Strongly agree	64	10.3 %
Agree	210	33.8 %
Neutral	156	25.1 %
Disagree	133	21.4 %
Strongly disagree	59	9.5 %
Total	622	100.0 %

Q9. Have you called or visited the City with a question, problem, or complaint during the past year?

Q9. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	356	54.9 %
No	293	45.1 %
Total	649	100.0 %

Q9a. How did you contact the City?

Q9a. How did you contact City	Number	Percent
Phone	293	82.3 %
Email	35	9.8 %
Social media	2	0.6 %
In-person	20	5.6 %
Not provided	6	1.7 %
Total	356	100.0 %

WITHOUT "NOT PROVIDED"**Q9a. How did you contact the City? (without "not provided")**

Q9a. How did you contact City	Number	Percent
Phone	293	83.7 %
Email	35	10.0 %
Social media	2	0.6 %
In-person	20	5.7 %
Total	350	100.0 %

Q9b. Did you contact 311?

Q9b. Did you contact 311	Number	Percent
Yes	285	80.1 %
No	66	18.5 %
Not provided	5	1.4 %
Total	356	100.0 %

WITHOUT "NOT PROVIDED"**Q9b. Did you contact 311? (without "not provided")**

Q9b. Did you contact 311	Number	Percent
Yes	285	81.2 %
No	66	18.8 %
Total	351	100.0 %

Q9c. How easy was it to address your issue?

<u>Q9c. How easy was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	101	28.4 %
Somewhat easy	113	31.7 %
Neutral	43	12.1 %
Difficult	62	17.4 %
Very difficult	33	9.3 %
Not provided	4	1.1 %
Total	356	100.0 %

WITHOUT "NOT PROVIDED"**Q9c. How easy was it to address your issue? (without "not provided")**

<u>Q9c. How easy was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	101	28.7 %
Somewhat easy	113	32.1 %
Neutral	43	12.2 %
Difficult	62	17.6 %
Very difficult	33	9.4 %
Total	352	100.0 %

Q9d. 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=356)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q9d-1. They were courteous & polite	37.1%	34.3%	19.1%	7.0%	1.1%	1.4%
Q9d-2. They gave accurate answers to your questions	24.7%	35.7%	25.8%	7.9%	3.4%	2.5%

WITHOUT "DON'T KNOW"

Q9d. 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=356)

	Always	Usually	Sometimes	Seldom	Never
Q9d-1. They were courteous & polite	37.6%	34.8%	19.4%	7.1%	1.1%
Q9d-2. They gave accurate answers to your questions	25.4%	36.6%	26.5%	8.1%	3.5%

Q10. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of fire services	31.1%	39.8%	11.7%	1.2%	0.6%	15.6%
Q10-2. Overall quality of ambulance/emergency medical services	29.0%	38.1%	11.7%	1.2%	0.2%	19.9%
Q10-3. Overall quality of trash collection services	22.3%	49.3%	12.0%	10.3%	2.8%	3.2%
Q10-4. Overall quality of parks & recreation programs & facilities	21.0%	39.8%	21.6%	9.1%	3.1%	5.5%
Q10-5. Overall quality of water utility services	14.8%	43.1%	23.1%	9.2%	3.7%	6.0%
Q10-6. Overall quality of local police protection	16.2%	36.1%	24.5%	12.3%	6.9%	4.0%
Q10-7. How well City is planning growth	5.4%	19.1%	37.4%	19.0%	8.0%	11.1%
Q10-8. Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	3.5%	15.1%	28.5%	25.1%	19.0%	8.8%
Q10-9. Process for getting a construction and/or renovation permit	3.7%	9.1%	27.9%	4.8%	2.9%	51.6%
Q10-10. Overall maintenance of City streets, sidewalks, & infrastructure	1.7%	16.8%	20.5%	35.0%	23.3%	2.8%

WITHOUT "DON'T KNOW"

Q10. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of fire services	36.9%	47.1%	13.9%	1.5%	0.7%
Q10-2. Overall quality of ambulance/emergency medical services	36.2%	47.5%	14.6%	1.5%	0.2%
Q10-3. Overall quality of trash collection services	23.1%	51.0%	12.4%	10.7%	2.9%
Q10-4. Overall quality of parks & recreation programs & facilities	22.2%	42.1%	22.8%	9.6%	3.3%
Q10-5. Overall quality of water utility services	15.7%	45.9%	24.6%	9.8%	3.9%
Q10-6. Overall quality of local police protection	16.9%	37.6%	25.5%	12.8%	7.2%
Q10-7. How well City is planning growth	6.1%	21.5%	42.1%	21.3%	9.0%
Q10-8. Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	3.9%	16.6%	31.3%	27.5%	20.8%
Q10-9. Process for getting a construction and/or renovation permit	7.6%	18.8%	57.6%	9.9%	6.1%
Q10-10. Overall maintenance of City streets, sidewalks, & infrastructure	1.7%	17.3%	21.1%	36.0%	23.9%

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	13	2.0 %
Overall quality of ambulance/emergency medical services	8	1.2 %
Overall quality of trash collection services	15	2.3 %
Overall quality of parks & recreation programs & facilities	27	4.2 %
Overall quality of water utility services	18	2.8 %
Overall quality of local police protection	148	22.8 %
How well City is planning growth	71	10.9 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	92	14.2 %
Process for getting a construction and/or renovation permit	7	1.1 %
Overall maintenance of City streets, sidewalks, & infrastructure	205	31.6 %
None chosen	45	6.9 %
Total	649	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	14	2.2 %
Overall quality of ambulance/emergency medical services	24	3.7 %
Overall quality of trash collection services	23	3.5 %
Overall quality of parks & recreation programs & facilities	52	8.0 %
Overall quality of water utility services	23	3.5 %
Overall quality of local police protection	91	14.0 %
How well City is planning growth	82	12.6 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	104	16.0 %
Process for getting a construction and/or renovation permit	5	0.8 %
Overall maintenance of City streets, sidewalks, & infrastructure	162	25.0 %
None chosen	69	10.6 %
Total	649	100.0 %

Q11. Which THREE of the items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	7	1.1 %
Overall quality of ambulance/emergency medical services	23	3.5 %
Overall quality of trash collection services	23	3.5 %
Overall quality of parks & recreation programs & facilities	66	10.2 %
Overall quality of water utility services	36	5.5 %
Overall quality of local police protection	75	11.6 %
How well City is planning growth	99	15.3 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	83	12.8 %
Process for getting a construction and/or renovation permit	10	1.5 %
Overall maintenance of City streets, sidewalks, & infrastructure	95	14.6 %
None chosen	132	20.3 %
Total	649	100.0 %

SUM OF TOP 3 CHOICES

Q11. 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>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire services	34	5.2 %
Overall quality of ambulance/emergency medical services	55	8.5 %
Overall quality of trash collection services	61	9.4 %
Overall quality of parks & recreation programs & facilities	145	22.3 %
Overall quality of water utility services	77	11.9 %
Overall quality of local police protection	314	48.4 %
How well City is planning growth	252	38.8 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	279	43.0 %
Process for getting a construction and/or renovation permit	22	3.4 %
Overall maintenance of City streets, sidewalks, & infrastructure	462	71.2 %
None chosen	45	6.9 %
Total	1746	

Q12. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall quality of Downtown	7.1%	39.2%	28.1%	17.1%	5.4%	3.1%
Q12-2. Overall quality of new development in Downtown	7.9%	32.6%	35.0%	14.0%	5.4%	5.1%
Q12-3. Overall quality of new development in your neighborhood	4.0%	17.3%	33.5%	22.2%	13.4%	9.6%
Q12-4. Housing quality in your neighborhood	9.6%	34.9%	24.5%	19.3%	8.8%	2.9%
Q12-5. Overall appearance of your neighborhood	12.3%	33.5%	24.1%	19.3%	8.5%	2.3%
Q12-6. Communication of plans for development projects	2.0%	12.5%	34.3%	21.3%	13.3%	16.7%
Q12-7. Overall satisfaction with economic investment coming into City	2.5%	14.8%	37.8%	20.5%	10.3%	14.0%

WITHOUT "DON'T KNOW"

Q12. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of Downtown	7.3%	40.4%	29.0%	17.7%	5.6%
Q12-2. Overall quality of new development in Downtown	8.3%	34.3%	36.9%	14.8%	5.7%
Q12-3. Overall quality of new development in your neighborhood	4.4%	19.1%	37.0%	24.6%	14.8%
Q12-4. Housing quality in your neighborhood	9.9%	35.9%	25.3%	19.9%	9.1%
Q12-5. Overall appearance of your neighborhood	12.6%	34.3%	24.6%	19.7%	8.7%
Q12-6. Communication of plans for development projects	2.4%	15.0%	41.1%	25.6%	15.9%
Q12-7. Overall satisfaction with economic investment coming into City	2.9%	17.2%	44.0%	23.9%	12.0%

Q13. Which TWO of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Overall quality of Downtown	94	14.5 %
Overall quality of new development in Downtown	60	9.2 %
Overall quality of new development in your neighborhood	93	14.3 %
Housing quality in your neighborhood	79	12.2 %
Overall appearance of your neighborhood	100	15.4 %
Communication of plans for development projects	53	8.2 %
Overall satisfaction with economic investment coming into City	101	15.6 %
None chosen	69	10.6 %
Total	649	100.0 %

Q13. Which TWO of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Overall quality of Downtown	59	9.1 %
Overall quality of new development in Downtown	78	12.0 %
Overall quality of new development in your neighborhood	65	10.0 %
Housing quality in your neighborhood	72	11.1 %
Overall appearance of your neighborhood	99	15.3 %
Communication of plans for development projects	81	12.5 %
Overall satisfaction with economic investment coming into City	101	15.6 %
None chosen	94	14.5 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

Q13. Which TWO of the items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q13. Sum of top 2 choices	Number	Percent
Overall quality of Downtown	153	23.6 %
Overall quality of new development in Downtown	138	21.3 %
Overall quality of new development in your neighborhood	158	24.3 %
Housing quality in your neighborhood	151	23.3 %
Overall appearance of your neighborhood	199	30.7 %
Communication of plans for development projects	134	20.6 %
Overall satisfaction with economic investment coming into City	202	31.1 %
None chosen	69	10.6 %
Total	1204	

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

Q14. How important is taking action to reduce or mitigate greenhouse gas emissions & adapt to climate change for you

	Number	Percent
Very important	226	34.8 %
Important	164	25.3 %
Neutral	104	16.0 %
Not important	60	9.2 %
Not at all important	67	10.3 %
Don't know	28	4.3 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"

Q14. How important is taking action to reduce or mitigate greenhouse gas emissions and adapt to climate change for you? (without "don't know")

Q14. How important is taking action to reduce or mitigate greenhouse gas emissions & adapt to climate change for you

	Number	Percent
Very important	226	36.4 %
Important	164	26.4 %
Neutral	104	16.7 %
Not important	60	9.7 %
Not at all important	67	10.8 %
Total	621	100.0 %

Q15. How well informed do you believe you are on the effects of climate change?

Q15. How well informed are you on effects of climate change	Number	Percent
Very well informed	183	28.2 %
Informed	302	46.5 %
Neutral	107	16.5 %
Not informed	32	4.9 %
Not at all informed	10	1.5 %
Don't know	15	2.3 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"**Q15. How well informed do you believe you are on the effects of climate change? (without "don't know")**

Q15. How well informed are you on effects of climate change	Number	Percent
Very well informed	183	28.9 %
Informed	302	47.6 %
Neutral	107	16.9 %
Not informed	32	5.0 %
Not at all informed	10	1.6 %
Total	634	100.0 %

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

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
City should prioritize programs that assist residents who are most impacted by effects of climate change	69	10.6 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	117	18.0 %
City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property	181	27.9 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	155	23.9 %
None chosen	127	19.6 %
Total	649	100.0 %

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

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City should prioritize programs that assist residents who are most impacted by effects of climate change	88	13.6 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	133	20.5 %
City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property	129	19.9 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	138	21.3 %
None chosen	161	24.8 %
Total	649	100.0 %

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

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City should prioritize programs that assist residents who are most impacted by effects of climate change	135	20.8 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	120	18.5 %
City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property	86	13.3 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	95	14.6 %
None chosen	213	32.8 %
Total	649	100.0 %

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

<u>Q16. 4th choice</u>	<u>Number</u>	<u>Percent</u>
City should prioritize programs that assist residents who are most impacted by effects of climate change	145	22.3 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	84	12.9 %
City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property	70	10.8 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	83	12.8 %
None chosen	267	41.1 %
Total	649	100.0 %

SUM OF TOP 4 CHOICES**Q16. In terms of priority, how would you rank the following sustainability strategies for South Bend? (top 4)**

<u>Q16. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
City should prioritize programs that assist residents who are most impacted by effects of climate change	437	67.3 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	454	70.0 %
City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property	466	71.8 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	471	72.6 %
None chosen	127	19.6 %
Total	1955	

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

Q17. Has your neighborhood improved over past five years	Number	Percent
Yes	194	29.9 %
No	356	54.9 %
Have not lived in my neighborhood for 5 years	77	11.9 %
Not provided	22	3.4 %
Total	649	100.0 %

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

Q17. Has your neighborhood improved over past five years	Number	Percent
Yes	194	30.9 %
No	356	56.8 %
Have not lived in my neighborhood for 5 years	77	12.3 %
Total	627	100.0 %

Q18. Do you belong to a neighborhood association?

Q18. Do you belong to a neighborhood association	Number	Percent
Yes	149	23.0 %
No	488	75.2 %
Not provided	12	1.8 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Do you belong to a neighborhood association? (without "not provided")**

Q18. Do you belong to a neighborhood association	Number	Percent
Yes	149	23.4 %
No	488	76.6 %
Total	637	100.0 %

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

Q18a. How satisfied are you with City's engagement with your neighborhood association	Number	Percent
Very satisfied	7	4.7 %
Satisfied	23	15.4 %
Neutral	56	37.6 %
Dissatisfied	32	21.5 %
Very dissatisfied	18	12.1 %
Not provided	13	8.7 %
Total	149	100.0 %

WITHOUT "NOT PROVIDED"**Q18a. How satisfied are you with the City's engagement with your neighborhood association? (without "not provided")**

Q18a. How satisfied are you with City's engagement with your neighborhood association	Number	Percent
Very satisfied	7	5.1 %
Satisfied	23	16.9 %
Neutral	56	41.2 %
Dissatisfied	32	23.5 %
Very dissatisfied	18	13.2 %
Total	136	100.0 %

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

Q19. Are you aware of development plans for your neighborhood	Number	Percent
Yes	81	12.5 %
No	563	86.7 %
Not provided	5	0.8 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q19. Are you aware of development plans for your neighborhood? (without "not provided")**

Q19. Are you aware of development plans for your neighborhood	Number	Percent
Yes	81	12.6 %
No	563	87.4 %
Total	644	100.0 %

Q20. Neighborhood Services and Enforcement (formerly 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Quality of animal control	7.1%	30.6%	29.9%	11.6%	4.6%	16.2%
Q20-2. City efforts to remove abandoned vehicles or inoperative vehicles	3.4%	20.1%	26.9%	21.9%	12.2%	15.6%
Q20-3. Enforcing clean-up of trash & debris on private property	2.5%	15.7%	22.4%	28.2%	20.1%	11.1%
Q20-4. Enforcing mowing & cutting of grass & weeds on private property	3.1%	18.5%	23.8%	27.0%	18.5%	9.1%
Q20-5. Enforcing exterior maintenance of commercial/business property	1.9%	14.4%	29.6%	24.2%	15.9%	14.0%
Q20-6. Enforcing exterior maintenance of residential property	2.0%	12.7%	30.9%	26.7%	15.3%	12.5%

WITHOUT "DON'T KNOW"

Q20. Neighborhood Services and Enforcement (formerly 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Quality of animal control	8.5%	36.5%	35.7%	13.8%	5.5%
Q20-2. City efforts to remove abandoned vehicles or inoperative vehicles	4.0%	23.8%	31.8%	26.0%	14.4%
Q20-3. Enforcing clean-up of trash & debris on private property	2.8%	17.7%	25.2%	31.8%	22.6%
Q20-4. Enforcing mowing & cutting of grass & weeds on private property	3.4%	20.4%	26.1%	29.7%	20.4%
Q20-5. Enforcing exterior maintenance of commercial/business property	2.2%	16.7%	34.5%	28.2%	18.5%
Q20-6. Enforcing exterior maintenance of residential property	2.3%	14.5%	35.3%	30.5%	17.5%

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
Quality of animal control	45	6.9 %
City efforts to remove abandoned vehicles or inoperative vehicles	77	11.9 %
Enforcing clean-up of trash & debris on private property	198	30.5 %
Enforcing mowing & cutting of grass & weeds on private property	72	11.1 %
Enforcing exterior maintenance of commercial/business property	124	19.1 %
Enforcing exterior maintenance of residential property	58	8.9 %
None chosen	75	11.6 %
Total	649	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
Quality of animal control	22	3.4 %
City efforts to remove abandoned vehicles or inoperative vehicles	87	13.4 %
Enforcing clean-up of trash & debris on private property	136	21.0 %
Enforcing mowing & cutting of grass & weeds on private property	110	16.9 %
Enforcing exterior maintenance of commercial/business property	88	13.6 %
Enforcing exterior maintenance of residential property	98	15.1 %
None chosen	108	16.6 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

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
Quality of animal control	67	10.3 %
City efforts to remove abandoned vehicles or inoperative vehicles	164	25.3 %
Enforcing clean-up of trash & debris on private property	334	51.5 %
Enforcing mowing & cutting of grass & weeds on private property	182	28.0 %
Enforcing exterior maintenance of commercial/business property	212	32.7 %
Enforcing exterior maintenance of residential property	156	24.0 %
None chosen	75	11.6 %
Total	1190	

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Timeliness of your trash service	31.3%	49.1%	11.0%	4.3%	1.1%	3.2%
Q22-2. City efforts to keep you informed about disruptions to trash service	23.6%	42.1%	17.0%	7.9%	2.9%	6.5%
Q22-3. Bulky item pick-up/removal services (e.g. old furniture, appliances)	19.3%	33.8%	18.5%	10.6%	5.6%	12.2%
Q22-4. Quality of yard waste collection services	22.5%	40.3%	16.5%	7.7%	3.5%	9.4%
Q22-5. What you are charged for trash service	9.1%	33.8%	28.9%	15.1%	5.7%	7.4%

WITHOUT "DON'T KNOW"

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Timeliness of your trash service	32.4%	50.7%	11.3%	4.5%	1.1%
Q22-2. City efforts to keep you informed about disruptions to trash service	25.2%	45.0%	18.2%	8.4%	3.1%
Q22-3. Bulky item pick-up/removal services (e.g. old furniture, appliances)	22.0%	38.5%	21.1%	12.1%	6.3%
Q22-4. Quality of yard waste collection services	24.9%	44.5%	18.2%	8.5%	3.9%
Q22-5. What you are charged for trash service	9.8%	36.5%	31.2%	16.3%	6.2%

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

Q23. Top choice	Number	Percent
Timeliness of your trash service	36	5.5 %
City efforts to keep you informed about disruptions to trash service	80	12.3 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	129	19.9 %
Quality of yard waste collection services	53	8.2 %
What you are charged for trash service	177	27.3 %
None chosen	174	26.8 %
Total	649	100.0 %

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

Q23. 2nd choice	Number	Percent
Timeliness of your trash service	45	6.9 %
City efforts to keep you informed about disruptions to trash service	68	10.5 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	118	18.2 %
Quality of yard waste collection services	80	12.3 %
What you are charged for trash service	94	14.5 %
None chosen	244	37.6 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

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)

Q23. Sum of top 2 choices	Number	Percent
Timeliness of your trash service	81	12.5 %
City efforts to keep you informed about disruptions to trash service	148	22.8 %
Bulky item pick-up/removal services (e.g. old furniture, appliances)	247	38.1 %
Quality of yard waste collection services	133	20.5 %
What you are charged for trash service	271	41.8 %
None chosen	174	26.8 %
Total	1054	

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Professionalism of fire & EMS personnel	34.3%	39.0%	11.0%	1.1%	0.3%	14.4%
Q24-2. Professionalism of City police officers	23.9%	36.6%	17.6%	7.4%	5.1%	9.4%
Q24-3. How quickly police respond to emergencies	16.5%	32.4%	21.5%	6.8%	3.4%	19.4%
Q24-4. Visibility of police in commercial & retail areas	9.3%	27.8%	31.5%	18.1%	5.2%	8.2%
Q24-5. Overall feeling of safety in your neighborhood	11.3%	36.4%	24.4%	17.3%	8.8%	1.9%
Q24-6. Visibility of police in neighborhoods	6.5%	21.8%	30.7%	25.3%	8.5%	7.3%
Q24-7. Enforcement of local traffic laws	6.3%	22.4%	24.5%	22.4%	16.5%	7.9%
Q24-8. Fire education programs in your community	5.4%	19.1%	33.0%	6.6%	2.8%	33.0%
Q24-9. Efforts by local government in your area to prevent crime	3.1%	11.1%	23.0%	28.7%	20.1%	14.0%
Q24-10. Relationship between police officers & community	8.5%	26.4%	29.8%	15.0%	9.1%	11.3%

WITHOUT "DON'T KNOW"

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Professionalism of fire & EMS personnel	40.0%	45.6%	12.8%	1.3%	0.4%
Q24-2. Professionalism of City police officers	26.4%	40.4%	19.4%	8.2%	5.6%
Q24-3. How quickly police respond to emergencies	20.5%	40.2%	26.6%	8.4%	4.2%
Q24-4. Visibility of police in commercial & retail areas	10.1%	30.3%	34.3%	19.7%	5.7%
Q24-5. Overall feeling of safety in your neighborhood	11.5%	37.1%	24.8%	17.6%	9.0%
Q24-6. Visibility of police in neighborhoods	7.0%	23.5%	33.1%	27.3%	9.2%
Q24-7. Enforcement of local traffic laws	6.9%	24.3%	26.6%	24.3%	17.9%
Q24-8. Fire education programs in your community	8.1%	28.6%	49.3%	9.9%	4.1%
Q24-9. Efforts by local government in your area to prevent crime	3.6%	12.9%	26.8%	33.4%	23.3%
Q24-10. Relationship between police officers & community	9.6%	29.7%	33.6%	16.9%	10.3%

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?

<u>Q25. Top choice</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	10	1.5 %
Professionalism of City police officers	54	8.3 %
How quickly police respond to emergencies	30	4.6 %
Visibility of police in commercial & retail areas	50	7.7 %
Overall feeling of safety in your neighborhood	104	16.0 %
Visibility of police in neighborhoods	60	9.2 %
Enforcement of local traffic laws	72	11.1 %
Fire education programs in your community	6	0.9 %
Efforts by local government in your area to prevent crime	106	16.3 %
Relationship between police officers & community	96	14.8 %
None chosen	61	9.4 %
Total	649	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?

<u>Q25. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	2	0.3 %
Professionalism of City police officers	37	5.7 %
How quickly police respond to emergencies	30	4.6 %
Visibility of police in commercial & retail areas	49	7.6 %
Overall feeling of safety in your neighborhood	72	11.1 %
Visibility of police in neighborhoods	113	17.4 %
Enforcement of local traffic laws	64	9.9 %
Fire education programs in your community	16	2.5 %
Efforts by local government in your area to prevent crime	121	18.6 %
Relationship between police officers & community	60	9.2 %
None chosen	85	13.1 %
Total	649	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?

<u>Q25. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	4	0.6 %
Professionalism of City police officers	27	4.2 %
How quickly police respond to emergencies	41	6.3 %
Visibility of police in commercial & retail areas	36	5.5 %
Overall feeling of safety in your neighborhood	72	11.1 %
Visibility of police in neighborhoods	84	12.9 %
Enforcement of local traffic laws	55	8.5 %
Fire education programs in your community	23	3.5 %
Efforts by local government in your area to prevent crime	100	15.4 %
Relationship between police officers & community	70	10.8 %
None chosen	137	21.1 %
Total	649	100.0 %

SUM OF TOP 3 CHOICES

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)

<u>Q25. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	16	2.5 %
Professionalism of City police officers	118	18.2 %
How quickly police respond to emergencies	101	15.6 %
Visibility of police in commercial & retail areas	135	20.8 %
Overall feeling of safety in your neighborhood	248	38.2 %
Visibility of police in neighborhoods	257	39.6 %
Enforcement of local traffic laws	191	29.4 %
Fire education programs in your community	45	6.9 %
Efforts by local government in your area to prevent crime	327	50.4 %
Relationship between police officers & community	226	34.8 %
None chosen	61	9.4 %
Total	1725	

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Snow removal on major City streets	13.3%	48.8%	17.7%	13.7%	4.2%	2.3%
Q26-2. Condition of street signs & traffic signals	11.7%	48.3%	22.8%	11.7%	3.2%	2.2%
Q26-3. Adequacy of street lighting in your neighborhood	10.3%	40.4%	20.4%	20.1%	6.8%	2.0%
Q26-4. Quality of public transportation services	4.9%	21.9%	28.5%	10.6%	3.9%	30.1%
Q26-5. On-street bicycle & scooter infrastructure	4.2%	25.3%	33.5%	12.8%	7.3%	17.0%
Q26-6. Condition of catch basins in your neighborhood	3.2%	19.1%	29.0%	13.4%	5.4%	29.8%
Q26-7. Snow removal on neighborhood streets	5.1%	35.3%	22.4%	21.6%	11.7%	3.9%
Q26-8. Condition of sidewalks & curbs in your neighborhood	4.8%	27.6%	22.4%	25.5%	15.0%	4.8%
Q26-9. Cleanliness of streets & other public areas	3.9%	30.6%	28.1%	25.3%	9.0%	3.2%
Q26-10. Condition of streets in your neighborhood	5.6%	28.9%	22.7%	27.8%	12.3%	2.8%
Q26-11. Condition of major City streets	3.9%	27.2%	22.1%	32.1%	12.2%	2.6%

WITHOUT "DON'T KNOW"

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

(N=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Snow removal on major City streets	13.6%	49.9%	18.2%	14.1%	4.3%
Q26-2. Condition of street signs & traffic signals	12.0%	49.4%	23.3%	12.0%	3.3%
Q26-3. Adequacy of street lighting in your neighborhood	10.6%	41.3%	20.8%	20.5%	6.9%
Q26-4. Quality of public transportation services	7.1%	31.3%	40.8%	15.2%	5.5%
Q26-5. On-street bicycle & scooter infrastructure	5.0%	30.5%	40.3%	15.4%	8.7%
Q26-6. Condition of catch basins in your neighborhood	4.6%	27.3%	41.3%	19.1%	7.7%
Q26-7. Snow removal on neighborhood streets	5.3%	36.8%	23.3%	22.5%	12.2%
Q26-8. Condition of sidewalks & curbs in your neighborhood	5.0%	29.0%	23.5%	26.7%	15.7%
Q26-9. Cleanliness of streets & other public areas	4.0%	31.6%	29.0%	26.2%	9.3%
Q26-10. Condition of streets in your neighborhood	5.7%	29.7%	23.3%	28.6%	12.7%
Q26-11. Condition of major City streets	4.0%	27.9%	22.7%	33.0%	12.5%

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?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Snow removal on major City streets	33	5.1 %
Condition of street signs & traffic signals	27	4.2 %
Adequacy of street lighting in your neighborhood	58	8.9 %
Quality of public transportation services	38	5.9 %
On-street bicycle & scooter infrastructure	28	4.3 %
Condition of catch basins in your neighborhood	18	2.8 %
Snow removal on neighborhood streets	61	9.4 %
Condition of sidewalks & curbs in your neighborhood	71	10.9 %
Cleanliness of streets & other public areas	38	5.9 %
Condition of streets in your neighborhood	76	11.7 %
Condition of major City streets	138	21.3 %
None chosen	63	9.7 %
Total	649	100.0 %

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

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Snow removal on major City streets	28	4.3 %
Condition of street signs & traffic signals	9	1.4 %
Adequacy of street lighting in your neighborhood	53	8.2 %
Quality of public transportation services	40	6.2 %
On-street bicycle & scooter infrastructure	31	4.8 %
Condition of catch basins in your neighborhood	20	3.1 %
Snow removal on neighborhood streets	73	11.2 %
Condition of sidewalks & curbs in your neighborhood	79	12.2 %
Cleanliness of streets & other public areas	63	9.7 %
Condition of streets in your neighborhood	88	13.6 %
Condition of major City streets	72	11.1 %
None chosen	93	14.3 %
Total	649	100.0 %

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

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Snow removal on major City streets	41	6.3 %
Condition of street signs & traffic signals	27	4.2 %
Adequacy of street lighting in your neighborhood	40	6.2 %
Quality of public transportation services	21	3.2 %
On-street bicycle & scooter infrastructure	24	3.7 %
Condition of catch basins in your neighborhood	21	3.2 %
Snow removal on neighborhood streets	51	7.9 %
Condition of sidewalks & curbs in your neighborhood	71	10.9 %
Cleanliness of streets & other public areas	77	11.9 %
Condition of streets in your neighborhood	72	11.1 %
Condition of major City streets	62	9.6 %
None chosen	142	21.9 %
Total	649	100.0 %

SUM OF TOP 3 CHOICES

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)

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Snow removal on major City streets	102	15.7 %
Condition of street signs & traffic signals	63	9.7 %
Adequacy of street lighting in your neighborhood	151	23.3 %
Quality of public transportation services	99	15.3 %
On-street bicycle & scooter infrastructure	83	12.8 %
Condition of catch basins in your neighborhood	59	9.1 %
Snow removal on neighborhood streets	185	28.5 %
Condition of sidewalks & curbs in your neighborhood	221	34.1 %
Cleanliness of streets & other public areas	178	27.4 %
Condition of streets in your neighborhood	236	36.4 %
Condition of major City streets	272	41.9 %
None chosen	63	9.7 %
Total	1712	

Q28. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Water pressure on a typical day	22.1%	51.5%	13.9%	5.9%	1.5%	5.1%
Q28-2. How easy your utility bill is to understand	15.6%	51.1%	20.1%	5.4%	1.7%	6.2%
Q28-3. Smell of your tap water	11.4%	41.5%	26.4%	11.1%	4.2%	5.4%
Q28-4. How easy it is to resolve billing problems	7.4%	24.5%	28.1%	6.5%	2.8%	30.7%
Q28-5. Taste of your tap water	11.0%	34.7%	24.4%	14.4%	7.9%	7.7%
Q28-6. How well City keeps you informed about water quality issues	7.1%	26.4%	32.1%	12.2%	5.4%	16.8%
Q28-7. What you are charged for utilities	4.6%	19.6%	27.5%	28.7%	13.9%	5.7%
Q28-8. Stormwater management/ flood control	4.8%	25.3%	29.9%	14.4%	5.4%	20.2%

WITHOUT "DON'T KNOW"

Q28. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Water pressure on a typical day	23.3%	54.3%	14.6%	6.2%	1.6%
Q28-2. How easy your utility bill is to understand	16.6%	54.4%	21.4%	5.8%	1.8%
Q28-3. Smell of your tap water	12.1%	43.9%	27.9%	11.7%	4.4%
Q28-4. How easy it is to resolve billing problems	10.7%	35.4%	40.5%	9.4%	4.0%
Q28-5. Taste of your tap water	11.9%	37.6%	26.4%	15.6%	8.5%
Q28-6. How well City keeps you informed about water quality issues	8.5%	31.7%	38.6%	14.7%	6.5%
Q28-7. What you are charged for utilities	4.9%	20.8%	29.1%	30.4%	14.7%
Q28-8. Stormwater management/flood control	6.0%	31.7%	37.5%	18.0%	6.8%

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q29. Top choice	Number	Percent
Water pressure on a typical day	39	6.0 %
How easy your utility bill is to understand	9	1.4 %
Smell of your tap water	35	5.4 %
How easy it is to resolve billing problems	14	2.2 %
Taste of your tap water	91	14.0 %
How well City keeps you informed about water quality issues	65	10.0 %
What you are charged for utilities	177	27.3 %
Stormwater management/flood control	99	15.3 %
None chosen	120	18.5 %
Total	649	100.0 %

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q29. 2nd choice	Number	Percent
Water pressure on a typical day	27	4.2 %
How easy your utility bill is to understand	21	3.2 %
Smell of your tap water	40	6.2 %
How easy it is to resolve billing problems	21	3.2 %
Taste of your tap water	81	12.5 %
How well City keeps you informed about water quality issues	94	14.5 %
What you are charged for utilities	103	15.9 %
Stormwater management/flood control	74	11.4 %
None chosen	188	29.0 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

Q29. Which TWO of the items listed in Question 28 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q29. Sum of top 2 choices	Number	Percent
Water pressure on a typical day	66	10.2 %
How easy your utility bill is to understand	30	4.6 %
Smell of your tap water	75	11.6 %
How easy it is to resolve billing problems	35	5.4 %
Taste of your tap water	172	26.5 %
How well City keeps you informed about water quality issues	159	24.5 %
What you are charged for utilities	280	43.1 %
Stormwater management/flood control	173	26.7 %
None chosen	120	18.5 %
Total	1110	

Q30. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Maintenance of City parks	16.8%	45.7%	20.1%	7.7%	2.0%	7.7%
Q30-2. Number of walking & biking trails	16.7%	41.0%	20.8%	9.0%	2.0%	10.5%
Q30-3. Access to parks in your neighborhood	16.0%	45.4%	20.4%	8.2%	3.1%	6.9%
Q30-4. Ease of registering for recreation programs such as classes, trips, & special events	6.8%	19.4%	31.6%	5.9%	1.2%	35.0%
Q30-5. Fees charged for recreation programs	6.2%	16.8%	31.6%	5.6%	2.6%	37.2%
Q30-6. Availability of recreation programming in your neighborhood	5.7%	13.9%	30.1%	13.3%	4.2%	32.9%
Q30-7. Condition of restrooms in public parks	3.4%	11.9%	28.5%	17.7%	7.6%	30.9%

WITHOUT "DON'T KNOW"

Q30. 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=649)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Maintenance of City parks	18.2%	49.5%	21.7%	8.4%	2.2%
Q30-2. Number of walking & biking trails	18.6%	45.9%	23.3%	10.0%	2.2%
Q30-3. Access to parks in your neighborhood	17.2%	48.8%	21.9%	8.8%	3.3%
Q30-4. Ease of registering for recreation programs such as classes, trips, & special events	10.5%	29.9%	48.7%	9.0%	1.9%
Q30-5. Fees charged for recreation programs	9.8%	26.8%	50.4%	8.8%	4.2%
Q30-6. Availability of recreation programming in your neighborhood	8.5%	20.7%	44.8%	19.8%	6.2%
Q30-7. Condition of restrooms in public parks	4.9%	17.2%	41.3%	25.7%	10.9%

Q31. Which TWO of the items listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q31. Top choice	Number	Percent
Maintenance of City parks	142	21.9 %
Number of walking & biking trails	72	11.1 %
Access to parks in your neighborhood	27	4.2 %
Ease of registering for recreation programs such as classes, trips, & special events	23	3.5 %
Fees charged for recreation programs	34	5.2 %
Availability of recreation programming in your neighborhood	68	10.5 %
Condition of restrooms in public parks	99	15.3 %
None chosen	184	28.4 %
Total	649	100.0 %

Q31. Which TWO of the items listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q31. 2nd choice	Number	Percent
Maintenance of City parks	59	9.1 %
Number of walking & biking trails	45	6.9 %
Access to parks in your neighborhood	50	7.7 %
Ease of registering for recreation programs such as classes, trips, & special events	31	4.8 %
Fees charged for recreation programs	44	6.8 %
Availability of recreation programming in your neighborhood	79	12.2 %
Condition of restrooms in public parks	100	15.4 %
None chosen	241	37.1 %
Total	649	100.0 %

SUM OF TOP 2 CHOICES

Q31. Which TWO of the items listed in Question 30 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q31. Sum of top 2 choices	Number	Percent
Maintenance of City parks	201	31.0 %
Number of walking & biking trails	117	18.0 %
Access to parks in your neighborhood	77	11.9 %
Ease of registering for recreation programs such as classes, trips, & special events	54	8.3 %
Fees charged for recreation programs	78	12.0 %
Availability of recreation programming in your neighborhood	147	22.7 %
Condition of restrooms in public parks	199	30.7 %
None chosen	184	28.4 %
Total	1057	

Q32. In the past year, have you visited a City recreation facility or park?

Q32. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	518	79.8 %
No	128	19.7 %
Not provided	3	0.5 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q32. In the past year, have you visited a City recreation facility or park? (without "not provided")**

Q32. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	518	80.2 %
No	128	19.8 %
Total	646	100.0 %

Q33. Approximately how many years have you lived in South Bend?

Q33. Approximately how many years have you lived in South Bend	Number	Percent
0-5	59	9.1 %
6-10	54	8.3 %
11-15	39	6.0 %
16-20	39	6.0 %
21-30	101	15.6 %
31+	343	52.9 %
Not provided	14	2.2 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Approximately how many years have you lived in South Bend? (without "not provided")**

Q33. Approximately how many years have you lived in South Bend	Number	Percent
0-5	59	9.3 %
6-10	54	8.5 %
11-15	39	6.1 %
16-20	39	6.1 %
21-30	101	15.9 %
31+	343	54.0 %
Total	635	100.0 %

Q34. Have you met the current Mayor?

Q34. Have you met current Mayor	Number	Percent
Yes	109	16.8 %
No	538	82.9 %
Not provided	2	0.3 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Have you met the current Mayor? (without "not provided")**

Q34. Have you met current Mayor	Number	Percent
Yes	109	16.8 %
No	538	83.2 %
Total	647	100.0 %

Q35. Have you met your Council person?

Q35. Have you met your Council person	Number	Percent
Yes	101	15.6 %
No	546	84.1 %
Not provided	2	0.3 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Have you met your Council person? (without "not provided")**

Q35. Have you met your Council person	Number	Percent
Yes	101	15.6 %
No	546	84.4 %
Total	647	100.0 %

Q36. Do you own or rent your current residence?

Q36. Do you own or rent your current residence	Number	Percent
Own	425	65.5 %
Rent	217	33.4 %
Not provided	7	1.1 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Do you own or rent your current residence? (without "not provided")**

Q36. Do you own or rent your current residence	Number	Percent
Own	425	66.2 %
Rent	217	33.8 %
Total	642	100.0 %

Q37. What is your age?

Q37. Your age	Number	Percent
18-34	115	17.7 %
35-44	123	19.0 %
45-54	128	19.7 %
55-64	136	21.0 %
65+	132	20.3 %
Not provided	15	2.3 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q37. What is your age? (without "not provided")**

Q37. Your age	Number	Percent
18-34	115	18.1 %
35-44	123	19.4 %
45-54	128	20.2 %
55-64	136	21.5 %
65+	132	20.8 %
Total	634	100.0 %

Q38. What is your gender identity?

Q38. Your gender identity	Number	Percent
Male	322	49.6 %
Female	319	49.2 %
Gender variant/non-conforming	6	0.9 %
Not provided	2	0.3 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your gender identity? (without "not provided")**

Q38. Your gender identity	Number	Percent
Male	322	49.8 %
Female	319	49.3 %
Gender variant/non-conforming	6	0.9 %
Total	647	100.0 %

Q39. Including yourself, how many people live in your household?

Q39. How many people live in your household	Number	Percent
1	160	24.7 %
2	272	41.9 %
3	96	14.8 %
4	56	8.6 %
5+	54	8.3 %
Not provided	11	1.7 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Including yourself, how many people live in your household? (without "not provided")**

Q39. How many people live in your household	Number	Percent
1	160	25.1 %
2	272	42.6 %
3	96	15.0 %
4	56	8.8 %
5+	54	8.5 %
Total	638	100.0 %

Q40. How many people in your household are employed?

<u>Q40. How many people in your household are employed</u>	<u>Number</u>	<u>Percent</u>
0	102	15.7 %
1	265	40.8 %
2	216	33.3 %
3	44	6.8 %
4	10	1.5 %
5+	5	0.8 %
Not provided	7	1.1 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q40. How many people in your household are employed? (without "not provided")**

<u>Q40. How many people in your household are employed</u>	<u>Number</u>	<u>Percent</u>
0	102	15.9 %
1	265	41.3 %
2	216	33.6 %
3	44	6.9 %
4	10	1.6 %
5+	5	0.8 %
Total	642	100.0 %

Q41. Which of the following best describes your employment status?

<u>Q41. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	331	51.0 %
Employed part time	70	10.8 %
Not employed, looking for work	11	1.7 %
Not employed, not looking for work	14	2.2 %
Retired	180	27.7 %
Student	4	0.6 %
Disabled, not able to work	35	5.4 %
Not provided	4	0.6 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Which of the following best describes your employment status? (without "not provided")**

<u>Q41. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full time	331	51.3 %
Employed part time	70	10.9 %
Not employed, looking for work	11	1.7 %
Not employed, not looking for work	14	2.2 %
Retired	180	27.9 %
Student	4	0.6 %
Disabled, not able to work	35	5.4 %
Total	645	100.0 %

Q41a. What is the zip code where you work?

Q41a. Zip code where you work	Number	Percent
46601	54	13.8 %
46614	44	11.3 %
46617	40	10.2 %
46628	39	10.0 %
46545	28	7.2 %
46619	28	7.2 %
46615	26	6.6 %
46556	20	5.1 %
46544	15	3.8 %
46635	13	3.3 %
46616	12	3.1 %
46613	11	2.8 %
46514	9	2.3 %
46637	9	2.3 %
46516	8	2.0 %
46552	6	1.5 %
46530	4	1.0 %
46517	3	0.8 %
46563	2	0.5 %
95008	1	0.3 %
46690	1	0.3 %
46645	1	0.3 %
46526	1	0.3 %
48528	1	0.3 %
46542	1	0.3 %
46535	1	0.3 %
46624	1	0.3 %
46654	1	0.3 %
91711	1	0.3 %
46342	1	0.3 %
46371	1	0.3 %
49047	1	0.3 %
47601	1	0.3 %
46901	1	0.3 %
46360	1	0.3 %
60656	1	0.3 %
49120	1	0.3 %
46523	1	0.3 %
46952	1	0.3 %
Total	391	100.0 %

Q42. Would you say your total annual household income is...

Q42. Your total annual household income	Number	Percent
Under \$15K	65	10.0 %
\$15K to \$29,999	114	17.6 %
\$30K to \$59,999	161	24.8 %
\$60K to \$99,999	146	22.5 %
\$100K to \$124,999	55	8.5 %
\$125K+	53	8.2 %
Not provided	55	8.5 %
Total	649	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Would you say your total annual household income is... (without "not provided")**

Q42. Your total annual household income	Number	Percent
Under \$15K	65	10.9 %
\$15K to \$29,999	114	19.2 %
\$30K to \$59,999	161	27.1 %
\$60K to \$99,999	146	24.6 %
\$100K to \$124,999	55	9.3 %
\$125K+	53	8.9 %
Total	594	100.0 %

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

Q43. What best describes your race/ethnicity	Number	Percent
Asian or Asian Indian	14	2.2 %
Black or African American	162	25.0 %
American Indian or Alaska Native	5	0.8 %
White	391	60.2 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	96	14.8 %
Other	8	1.2 %
Total	677	

Q43-7. Self-describe your race/ethnicity:

Q43-7. Self-describe your race/ethnicity	Number	Percent
Mixed	3	37.5 %
Polish American 3rd generation South Bend settler	1	12.5 %
Polish	1	12.5 %
Multi-race	1	12.5 %
Irish/English/German/Scottish/Native American	1	12.5 %
More than one	1	12.5 %
Total	8	100.0 %

Q44. How would you describe your overall state of health these days. Would you say...

Q44. Your overall state of health these days	Number	Percent
Excellent	103	15.9 %
Good	297	45.8 %
Average	147	22.7 %
Fair	74	11.4 %
Poor	21	3.2 %
Don't know	7	1.1 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"

Q44. How would you describe your overall state of health these days. Would you say... (without "don't know")

Q44. Your overall state of health these days	Number	Percent
Excellent	103	16.0 %
Good	297	46.3 %
Average	147	22.9 %
Fair	74	11.5 %
Poor	21	3.3 %
Total	642	100.0 %

Q45. How would you compare your standard of living to your parents' when they were your age?

Q45. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	112	17.3 %
Somewhat better	182	28.0 %
About the same	184	28.4 %
Somewhat worse	104	16.0 %
Much worse	43	6.6 %
Don't know	24	3.7 %
Total	649	100.0 %

WITHOUT "DON'T KNOW"

Q45. How would you compare your standard of living to your parents' when they were your age? (without "don't know")

Q45. How would you compare your standard of living to your parents' when they were your age	Number	Percent
Much better	112	17.9 %
Somewhat better	182	29.1 %
About the same	184	29.4 %
Somewhat worse	104	16.6 %
Much worse	43	6.9 %
Total	625	100.0 %



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 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 844-811-0411. Gracias.

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

7. 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

8. Please rate your level of agreement with the following statement: I can find broadband internet providers in a price that I can afford in South Bend.

- (5) Strongly agree (3) Neutral (1) Strongly disagree
 (4) Agree (2) Disagree (9) Don't know

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

- (1) Yes [Answer 9a-9d.] (2) No [Skip to Q10.]

9a. How did you contact the City?

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

9b. Did you contact 311? (1) Yes (2) No

9c. How easy was it to address your issue?

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

9d. 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

10. 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 by Neighborhood Services and Enforcement (formerly Code Enforcement)	5	4	3	2	1	9
09. The process for getting a construction and/or renovation permit	5	4	3	2	1	9
10. Overall maintenance of City streets, sidewalks, and infrastructure	5	4	3	2	1	9

11. Which THREE of the items listed in Question 10 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 10, or circle "NONE".]

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

12. **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	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
7. Overall satisfaction with economic investment coming into the City	5	4	3	2	1	9

13. Which TWO of the items listed in Question 12 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 12, or circle "NONE".]

1st: ____ 2nd: ____ NONE

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

____(5) Very important ____ (3) Neutral ____ (1) Not at all important
 ____ (4) Important ____ (2) Not important ____ (9) Don't know

15. How well informed do you believe you are on the effects of climate change?

____(5) Very well informed ____ (3) Neutral ____ (1) Not at all informed
 ____ (4) Informed ____ (2) Not informed ____ (9) Don't know

16. In terms of priority, how would you rank the following sustainability strategies for South Bend? Rank the following items from most important to least important using the spaces below.

- The City should prioritize programs that assist residents who are most impacted by the effects of climate change
- The City should develop programs that provide clean energy and green infrastructure workforce development opportunities
- The City should develop programs to make it easier for property owners to be powered by renewable energy resources, including installing solar panels on their property.
- The City should prioritize projects that will prepare my community for future climate emergencies and natural disasters

Using the spaces below please rank the statements above in order of importance.

[Write in your answers below using the numbers from the list in Question 16, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

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

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

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

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

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

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

20. **Neighborhood Services and Enforcement (formerly 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

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

1st: ____ 2nd: ____ NONE

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Timeliness of your trash service	5	4	3	2	1	9
2. 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. What you are charged for trash service	5	4	3	2	1	9

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

1st: ____ 2nd: ____ NONE

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. 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. Efforts by local government in your area to prevent crime	5	4	3	2	1	9
10. Relationship between police officers and the community	5	4	3	2	1	9

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. 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 and scooter 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 and curbs in your neighborhood	5	4	3	2	1	9
09. Cleanliness of streets and other public areas	5	4	3	2	1	9
10. Condition of streets in your neighborhood	5	4	3	2	1	9
11. Condition of major City streets	5	4	3	2	1	9

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

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

28. 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
8. Stormwater management/flood control	5	4	3	2	1	9

29. Which TWO of the items listed in Question 28 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 28, or circle "NONE".]

1st: ____ 2nd: ____ NONE

30. 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

31. Which TWO of the items listed in Question 32 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 32, or circle "NONE".]

1st: ____ 2nd: ____ NONE

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

Demographics

33. Approximately how many years have you lived in South Bend? _____ years
34. Have you met the current Mayor? ____ (1) Yes ____ (2) No
35. Have you met your Council Person? ____ (1) Yes ____ (2) No
36. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent
37. What is your age? _____ years
38. What is your gender identity? ____ (1) Male ____ (2) Female ____ (3) Gender variant/Non-conforming
39. Including yourself, how many people live in your household? _____ people
40. How many people in your household are employed? _____ people
41. Which of the following best describes your employment status?
____ (1) Employed full time [Answer Q41a.] ____ (5) Retired
____ (2) Employed part time [Answer Q41a.] ____ (6) Student
____ (3) Not employed, looking for work ____ (7) Disabled, not able to work
____ (4) Not employed, NOT looking for work
- 41a. What is the zip code where you work? _____
42. Would you say your total annual household income is...
____ (1) Under \$15,000 ____ (3) \$30,000 to \$59,999 ____ (5) \$100,000 to \$124,999
____ (2) \$15,000 to \$29,999 ____ (4) \$60,000 to \$99,999 ____ (6) \$125,000 or more
43. Which of the following best describes your race/ethnicity? [Check all that apply.]
____ (1) Asian or Asian Indian ____ (5) Native Hawaiian or other Pacific Islander
____ (2) Black or African American ____ (6) Hispanic, Spanish, or Latino/a/x
____ (3) American Indian or Alaska Native ____ (99) Other: _____
____ (4) White
44. How would you describe your overall state of health these days. Would you say...
____ (5) Excellent ____ (3) Average ____ (1) Poor
____ (4) Good ____ (2) Fair ____ (9) Don't know
45. How would you compare your standard of living to your parents' when they were your age?
____ (5) Much better ____ (3) About the same ____ (1) Much worse
____ (4) Somewhat better ____ (2) Somewhat worse ____ (9) Don't know
46. Would you be willing to participate in future surveys sponsored by the City of South Bend?
____ (1) Yes [Answer Q46a.] ____ (2) No
- 46a. Please provide your contact information.
Mobile Phone Number: _____
Email Address: _____

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

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