



2024 City of South Bend Community Survey Findings Report

Presented to the City of South Bend,
Indiana

September 2024



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Executive Summary

2024 City of South Bend Community Survey Executive Summary



Purpose

During the summer of 2024, 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 fourth community survey ETC Institute has administered by the City; previous surveys were conducted in 2022, 2020 and 2018.

Methodology

A six-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 follow-up messages to the households that received the survey to encourage participation. The messages 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 628 households completed the survey. The results for the random sample of 628 households have a 95% level of confidence with a precision of at least +/-3.9%.

This report contains the following:

- charts and graphs detailing the overall results of the survey (Section 1)
- trend charts comparing the 2024 results to survey results from 2022, 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 (53.6%), the quality of local government services (41%), and the quality of community health services (38.7%). Respondents were least satisfied with the overall quality of public schools in South Bend (11.2%).

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 (59.7%), as a place to work (55.5%), and as a place to visit (46.8%). Respondents were least satisfied with the City as a place with affordable housing options (31.2%).

Overall Satisfaction with City Services

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (83%), overall quality of ambulance/emergency medical services (81%), overall quality of trash collection services (76.9%), and overall quality of parks and recreation programs and facilities (62.5%). Respondents were least satisfied with overall enforcement of local codes and ordinances (20.8%). The overall maintenance of city streets, sidewalks and infrastructure was 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 appearance of the neighborhood (46.1%), overall quality of new development in Downtown (44.1%), housing quality in the neighborhood (42.7%), and quality of Animal Control (39.9%). The community investment items residents indicated should receive the most emphasis over the next two years were: overall quality of Downtown and enforcing clean-up of trash and debris on private property.

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- 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 (82.9%), City efforts to inform about disruptions to trash service (71.4%), and quality of yard waste collection services (70.7%). 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 (85.7%), the professionalism of City police officers (68%), and how quickly police respond to emergencies (64.5%). 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 (61.9%), the condition of street signs and traffic signals (61.8%), and the adequacy of street lighting in neighborhoods (57.6%). 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 sidewalks/curbs in neighborhoods, and the condition of streets 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: water pressure on a typical day (74.6%), the ease of understanding the utility bill (68.2%), and the smell of tap water (53.8%). The two items residents indicated should receive the most emphasis over the next two years were: what respondents are charged for utilities and taste of tap water.
- Venues, Parks, and Arts.** Seventy-five percent (75%) of respondents have visited a city recreation facility or park in the past year. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: the maintenance of city parks (67.7%), the number of walking and biking trails (63%), and access to parks in neighborhoods (61.4%). The top two parks and recreation services respondents indicated should receive the most emphasis over the next two years were: the condition of restrooms in public parks and the maintenance of city parks.

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Additional Findings

- ▶ More than half (52.1%) of respondents indicated that they do not feel their neighborhood has improved over the past five years, 34.6% indicated their neighborhood has improved, and 13.2% indicated they have not lived in their neighborhood for five years.
- ▶ Most (76%) of the respondents surveyed do not belong to a neighborhood association. Of those who belong to a neighborhood association, 25.9% are "very satisfied" or "satisfied" with the city's engagement with the neighborhood association, while 48.2% of respondents indicated they were neutral, and 25.9% were either "dissatisfied" or "very dissatisfied."
- ▶ More than one-fourth (28.2%) of respondents indicated they have met the current Mayor of South Bend, and 23% 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 (71.3%), social media (50.2%), and the City website (31.8%). The top two *most preferred* sources of information were local news (59.2%) and social media (45.8%).
- ▶ Most respondents (90.3%) indicated they have access to a smartphone in their home, 69.6% have access to a laptop computer, 49.2% have access to a tablet, and 36.3% have access to a desktop computer. Only 1.6% of respondents indicated they did not have access to any of these digital devices.
- ▶ Forty-five percent (44.8%) 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.*" Twenty-seven percent (27.4%) of respondents were "neutral," and 27.8% "disagreed" or "strongly disagreed" with this statement.
- ▶ More than half (59.4%) of respondents indicated they had called or visited the City with a question, problem, or complaint during the past year. More than three-fourths (77.4%) of the respondents contacted the city by phone, and 82.4% contacted 311. Of those who called or visited the City during the past year, 56.1% indicated it was either "very easy" or "easy" to address their issue with the City. More than three-fourths (77.3%) of respondents indicated that the employee they interacted with was "always" or "usually" courteous and polite, and 58.2% 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 (I-S Rating = 0.5497)
- Overall enforcement of local codes and ordinances (I-S Rating = 0.3501)
- How well City is planning growth (I-S Rating = 0.2860)
- Overall quality of local police protection (I-S Rating = 0.1823)

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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2024 Importance-Satisfaction Rating City of South Bend Major Categories of City Services

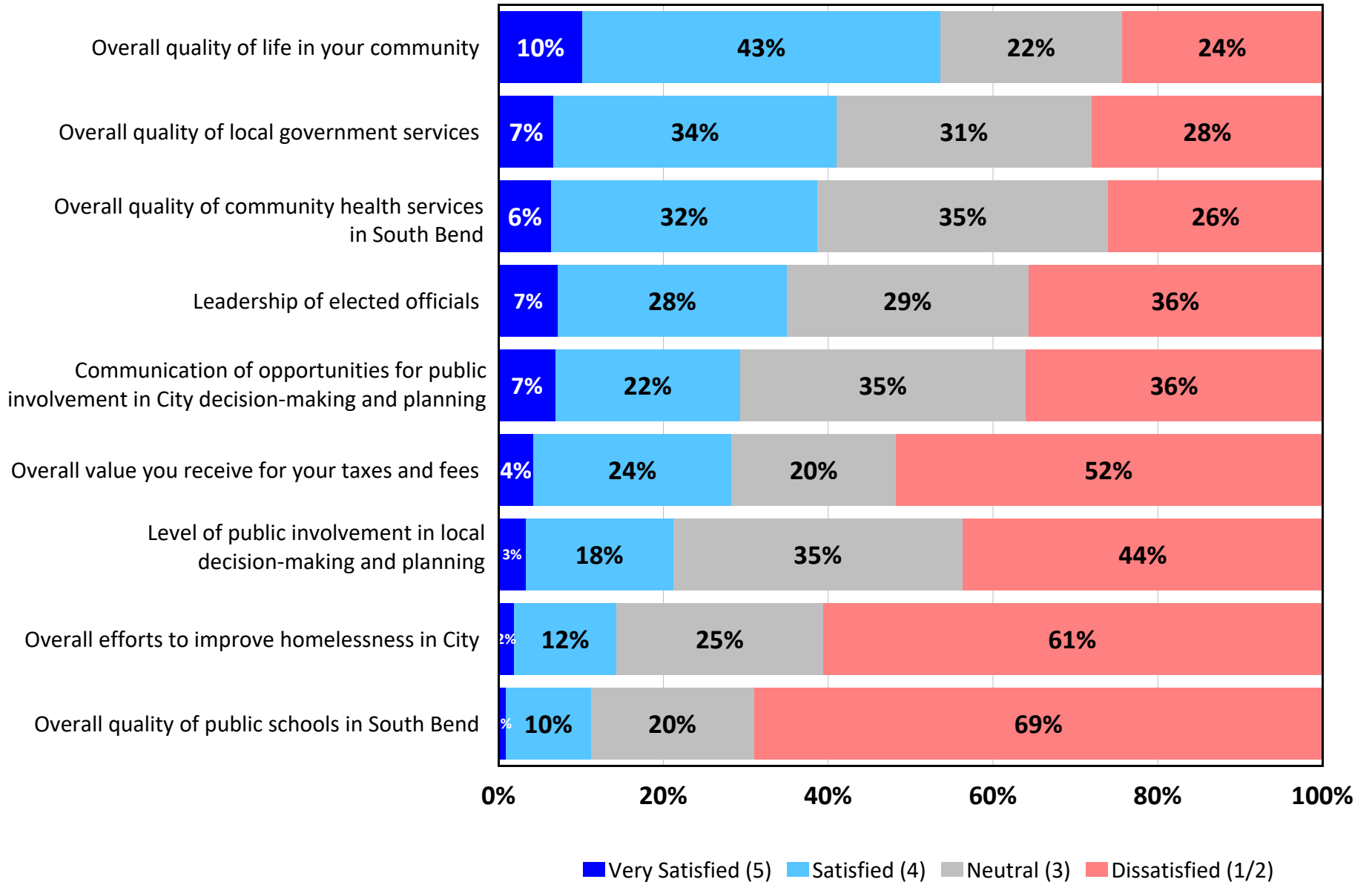
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Overall maintenance of City streets, sidewalks, and infrastructure	71%	1	23%	9	0.5497	1
Overall enforcement of local codes and ordinances by Neighborhood Services and Enforcement (formerly Code Enforcement)	44%	2	21%	10	0.3501	2
How well City is planning growth	44%	3	35%	7	0.2860	3
High Priority (IS .10-.20)						
Overall quality of local police protection	41%	4	55%	6	0.1823	4
Medium Priority (IS < .10)						
Overall quality of parks and recreation programs and facilities	27%	5	63%	4	0.0994	5
Overall quality of water utility services	16%	6	59%	5	0.0643	6
The process for getting a construction and/or renovation permit	5%	10	28%	8	0.0361	7
Overall quality of trash collection services	9%	7	77%	3	0.0206	8
Overall quality of ambulance/emergency medical services	8%	8	81%	2	0.0156	9
Overall quality of fire services	6%	9	83%	1	0.0100	10



Charts and Graphs

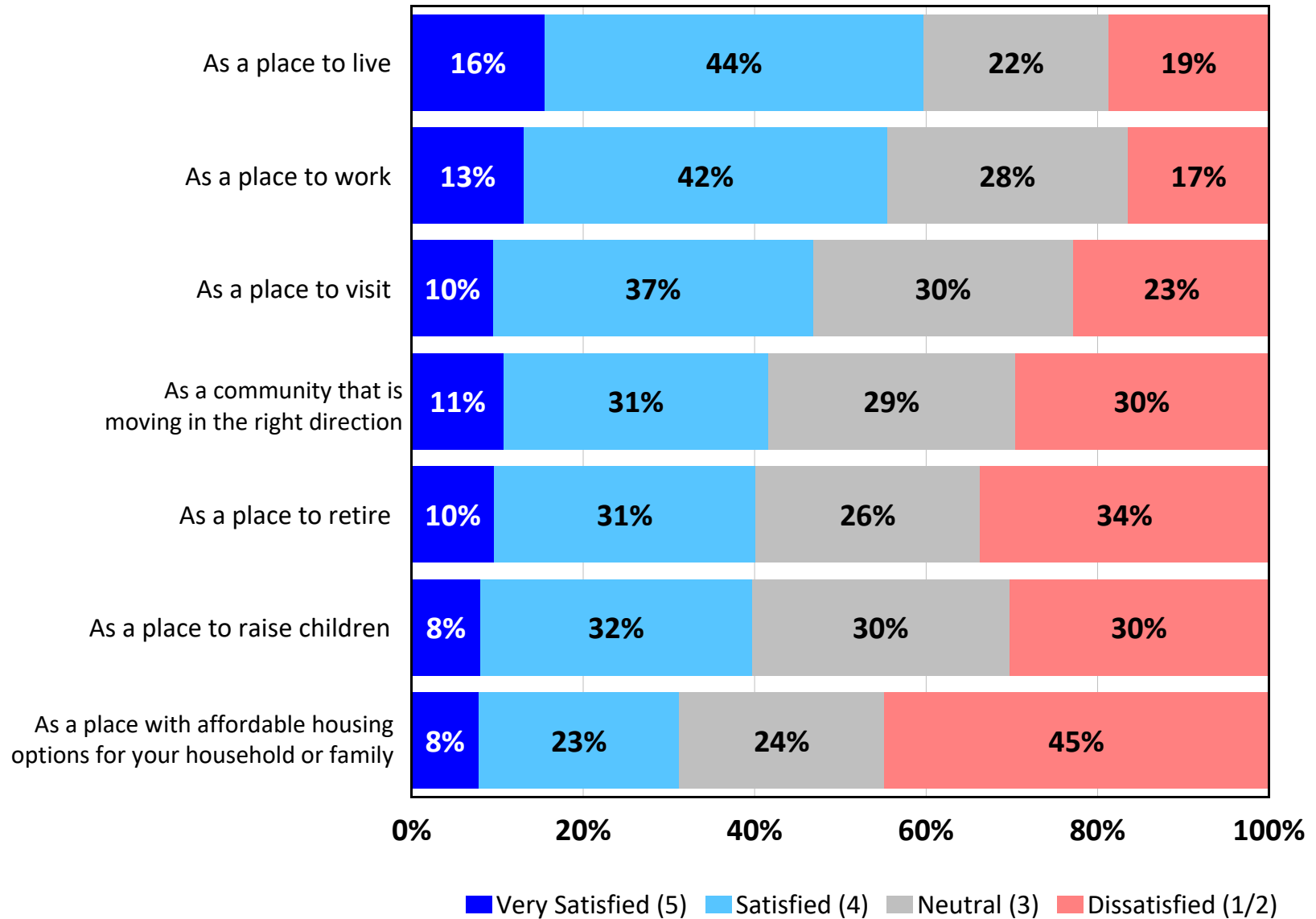
Q1. City Leadership

by percentage of respondents (excluding don't knows)



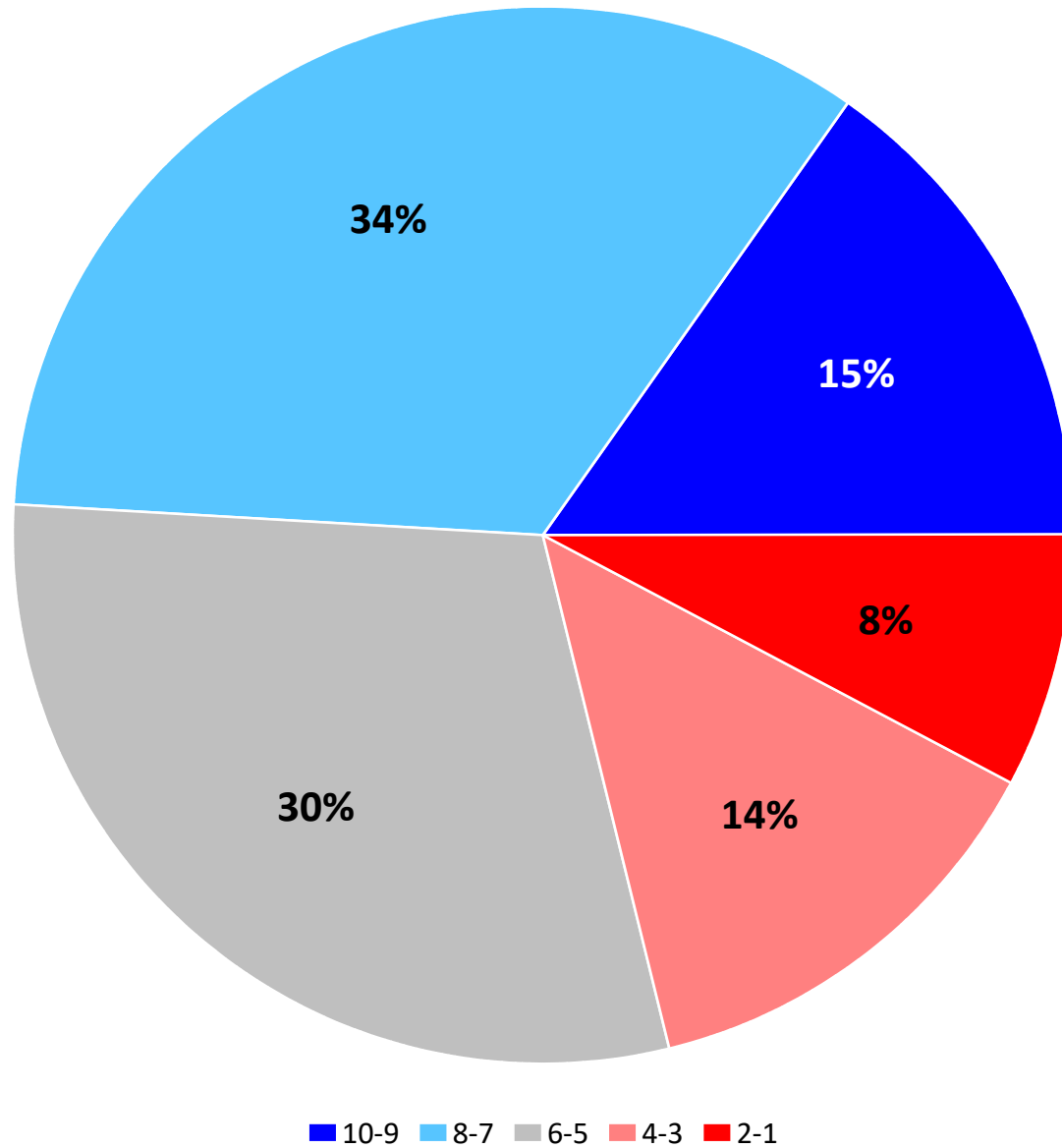
Q2. Overall Ratings of South Bend

by percentage of respondents (excluding don't knows)



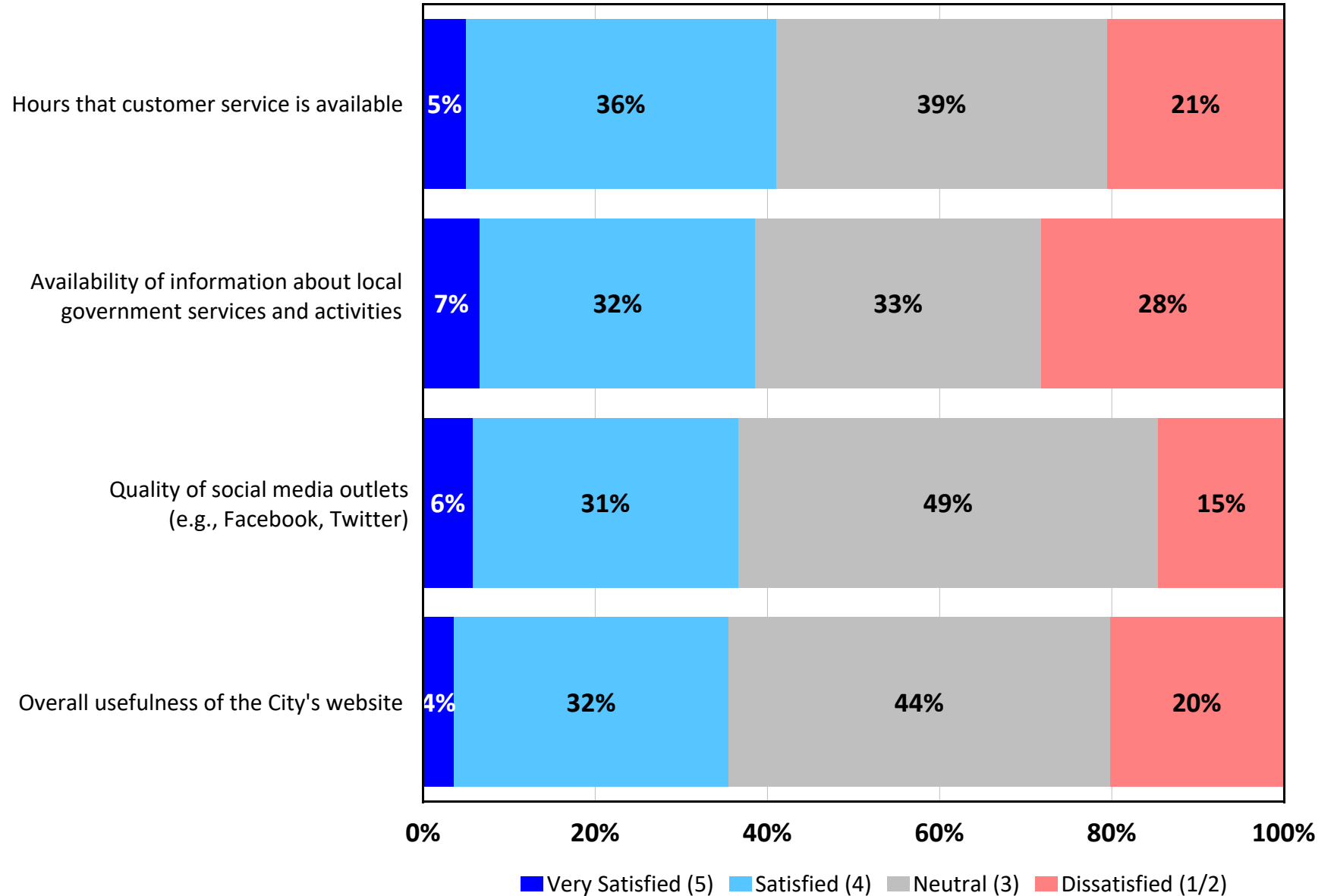
Q3. How do you feel about South Bend?

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



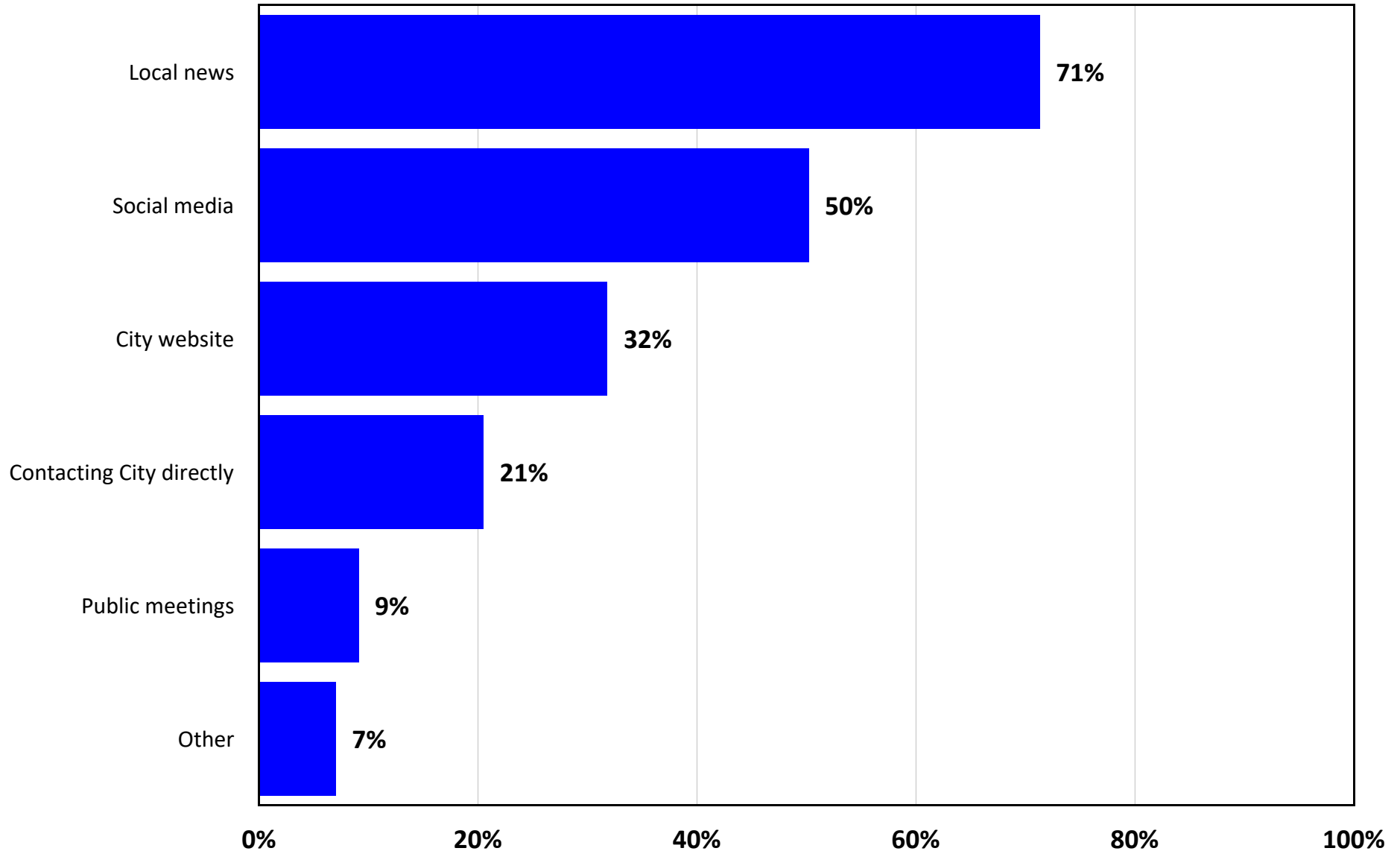
Q4. Customer Service and Communication

by percentage of respondents (excluding don't knows)



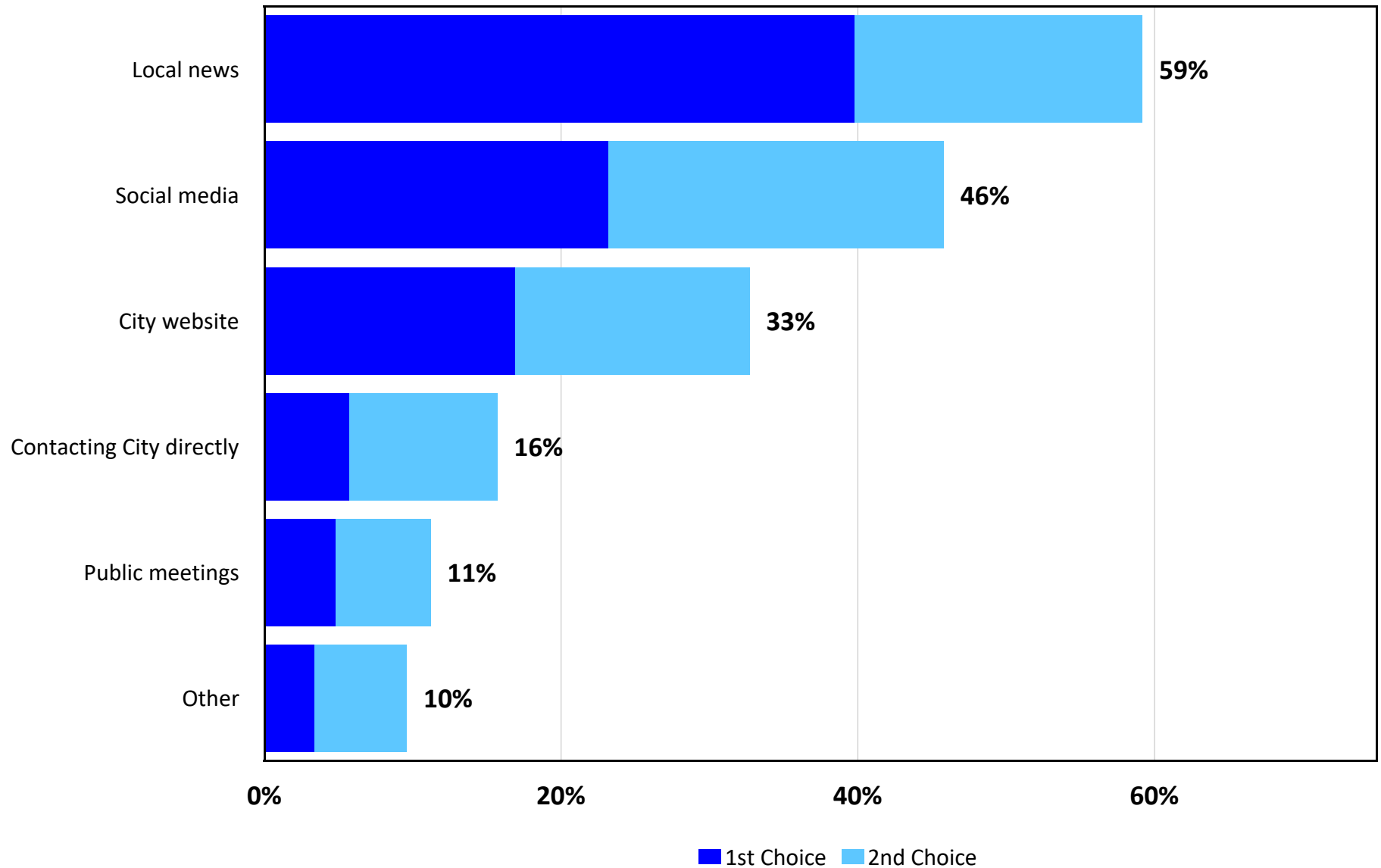
Q5. Which of the following are your primary sources of information about city issues, services, and events?

by percentage of respondents (multiple selections could be made)



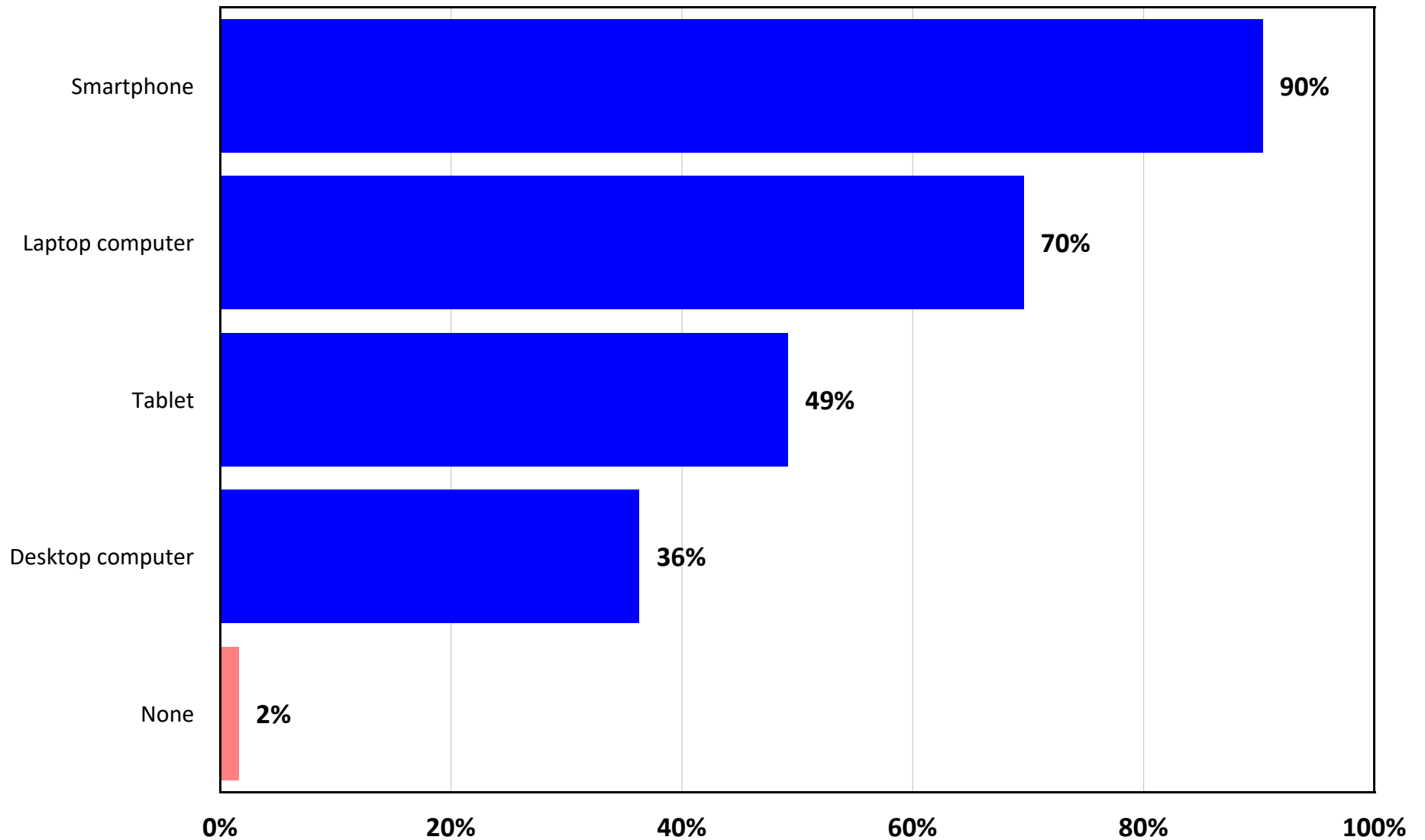
Q6. Which two information sources do you most prefer to learn about city issues, services, and events?

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



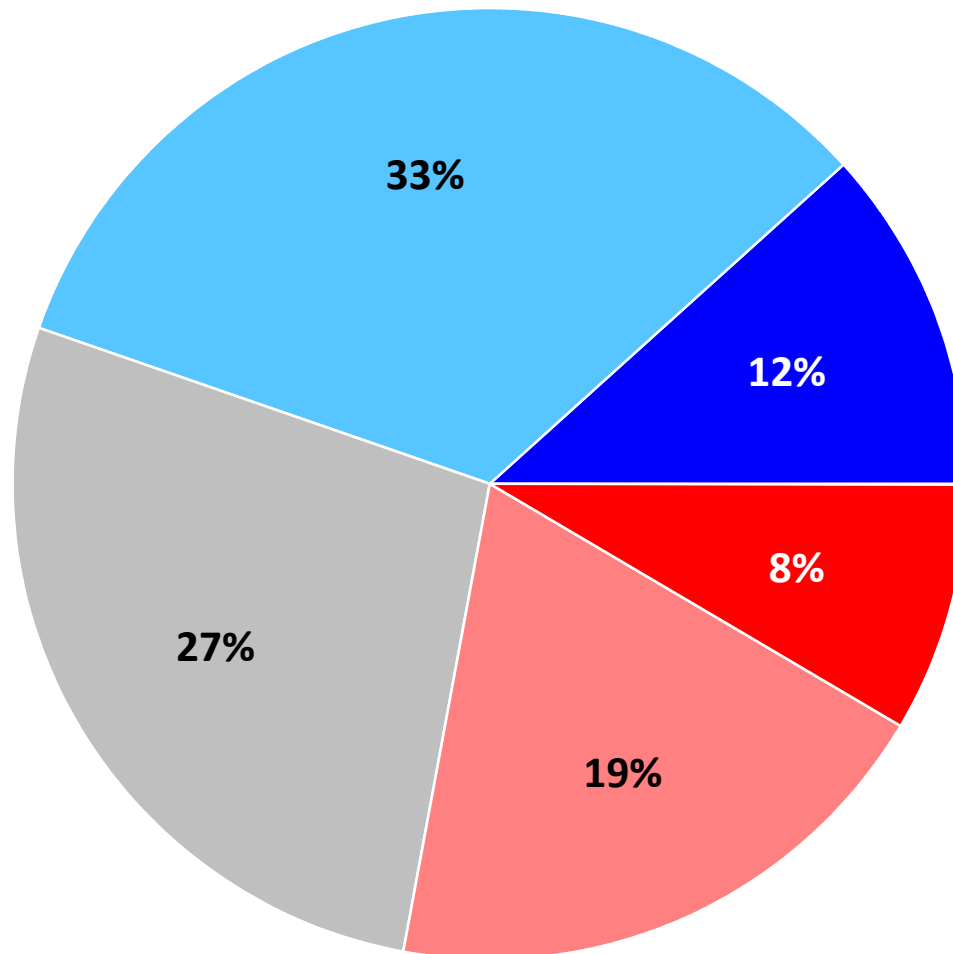
Q7. Which of the following digital devices do you have access to in your home?

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”

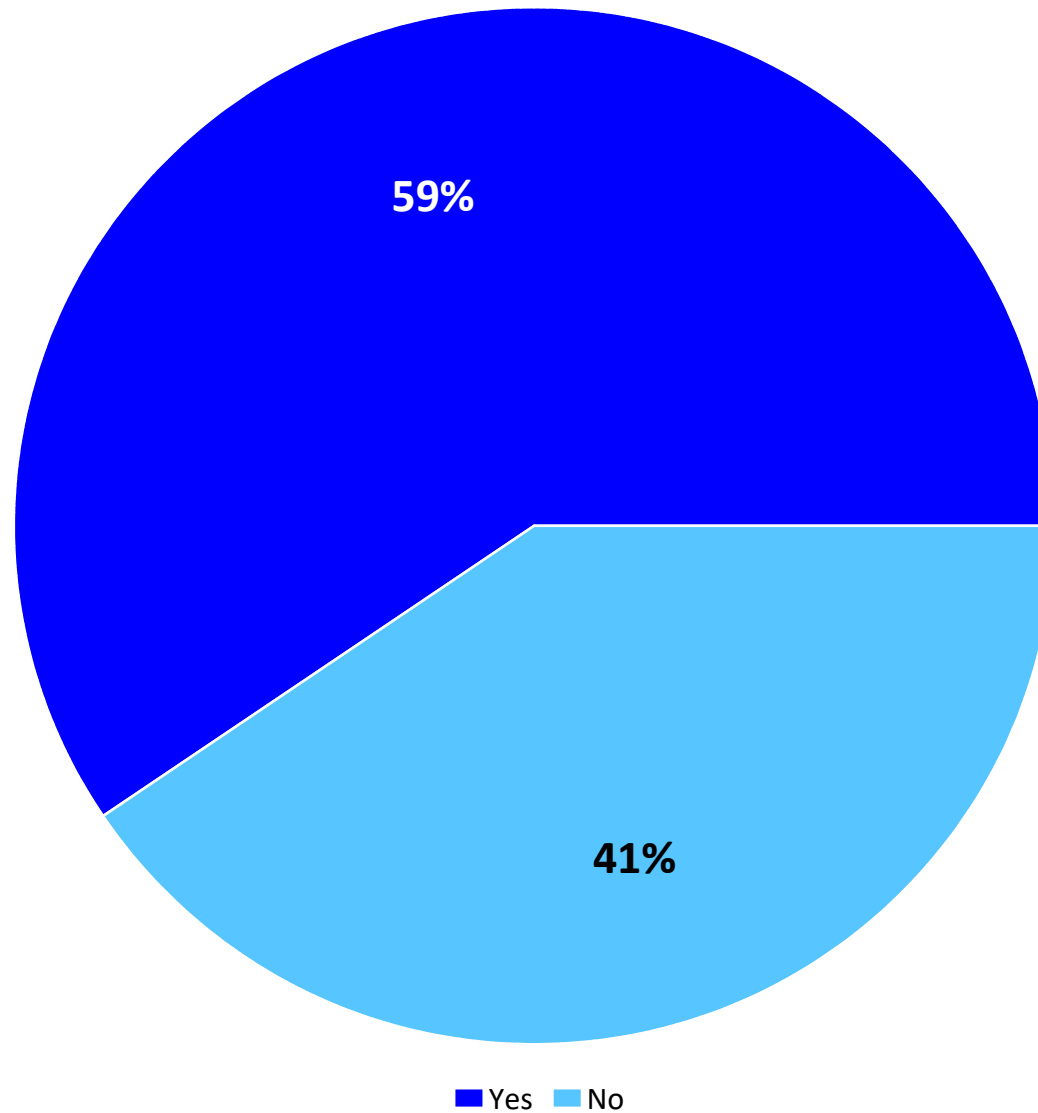
by percentage of respondents (excluding don't knows)



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

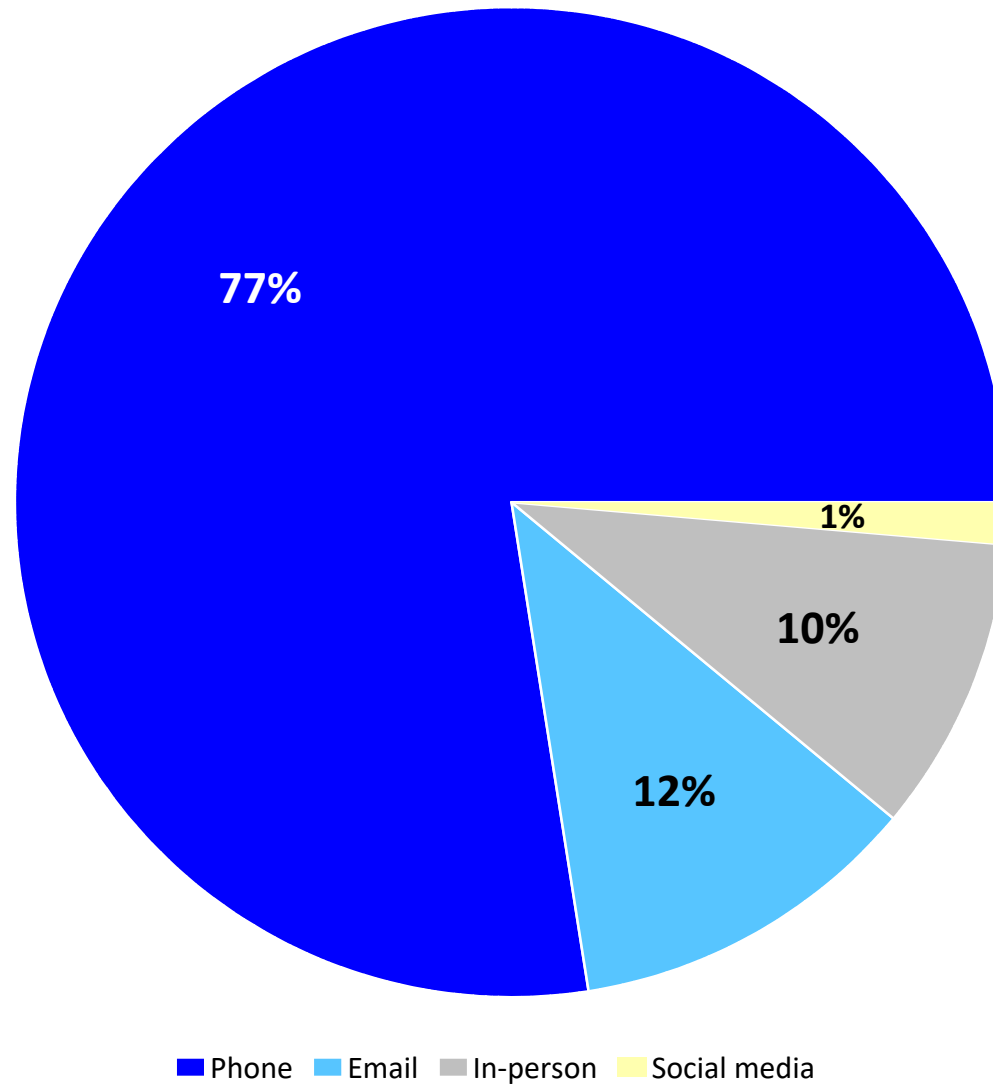
Q9. Have you called or visited the city with a question, problem, or complaint during the past year?

by percentage of respondents



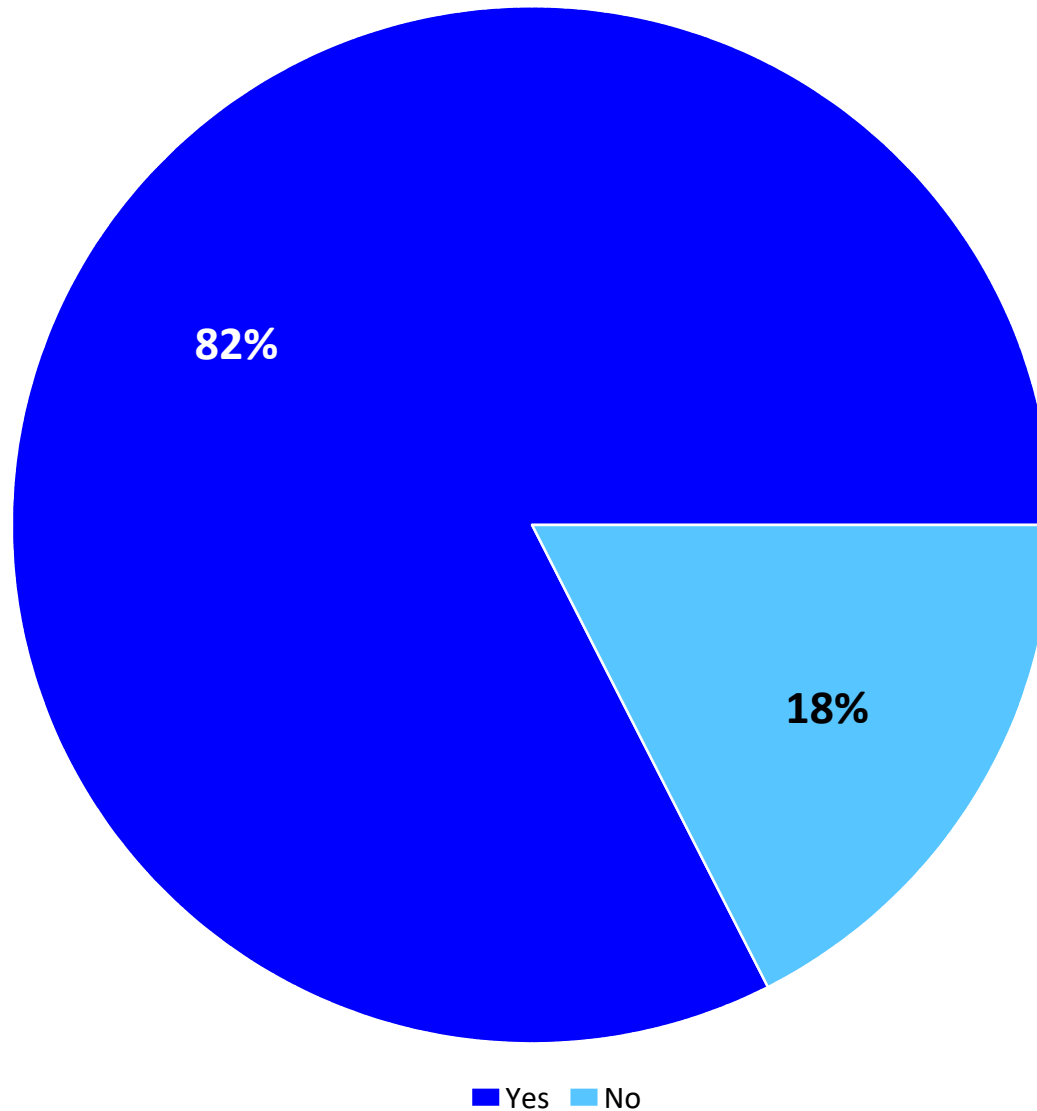
Q9a. How did you contact the city?

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



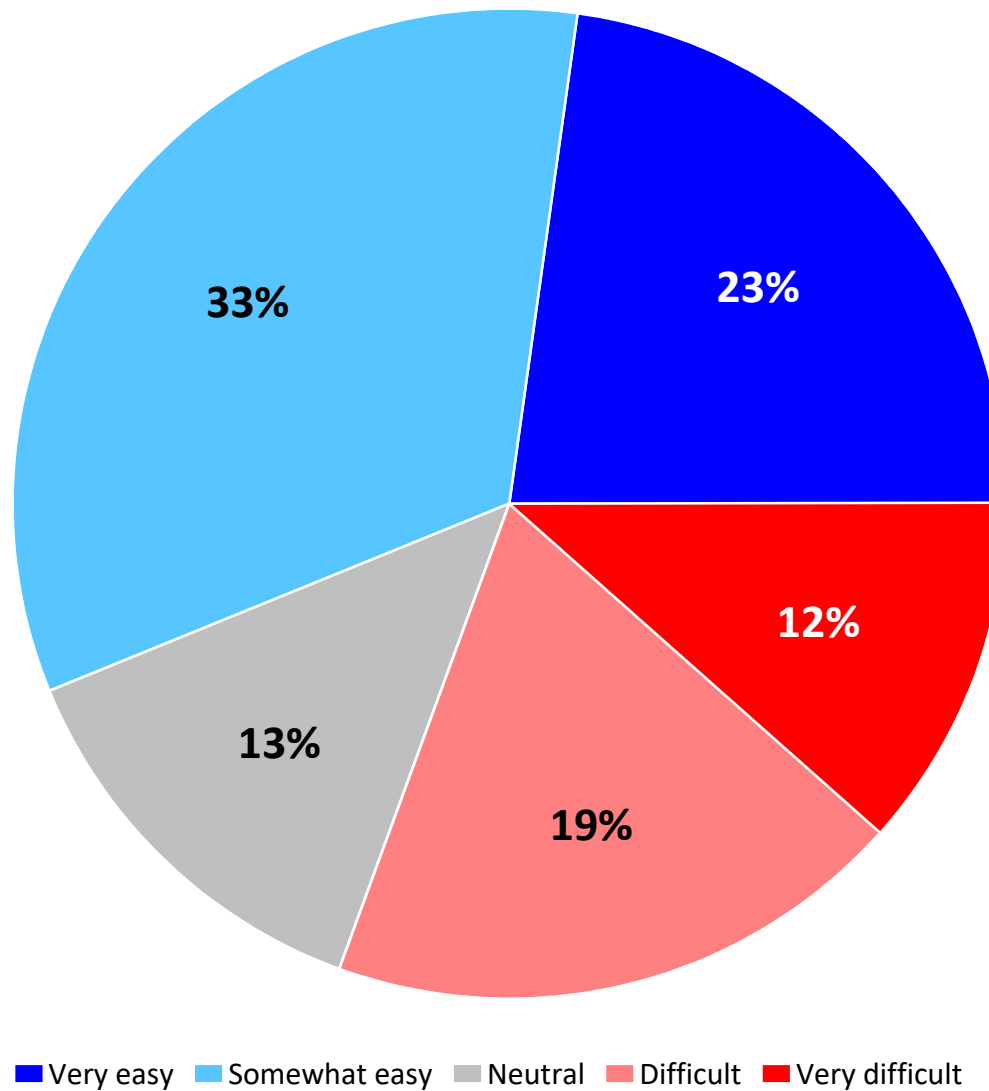
Q9b. Did you contact 311?

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



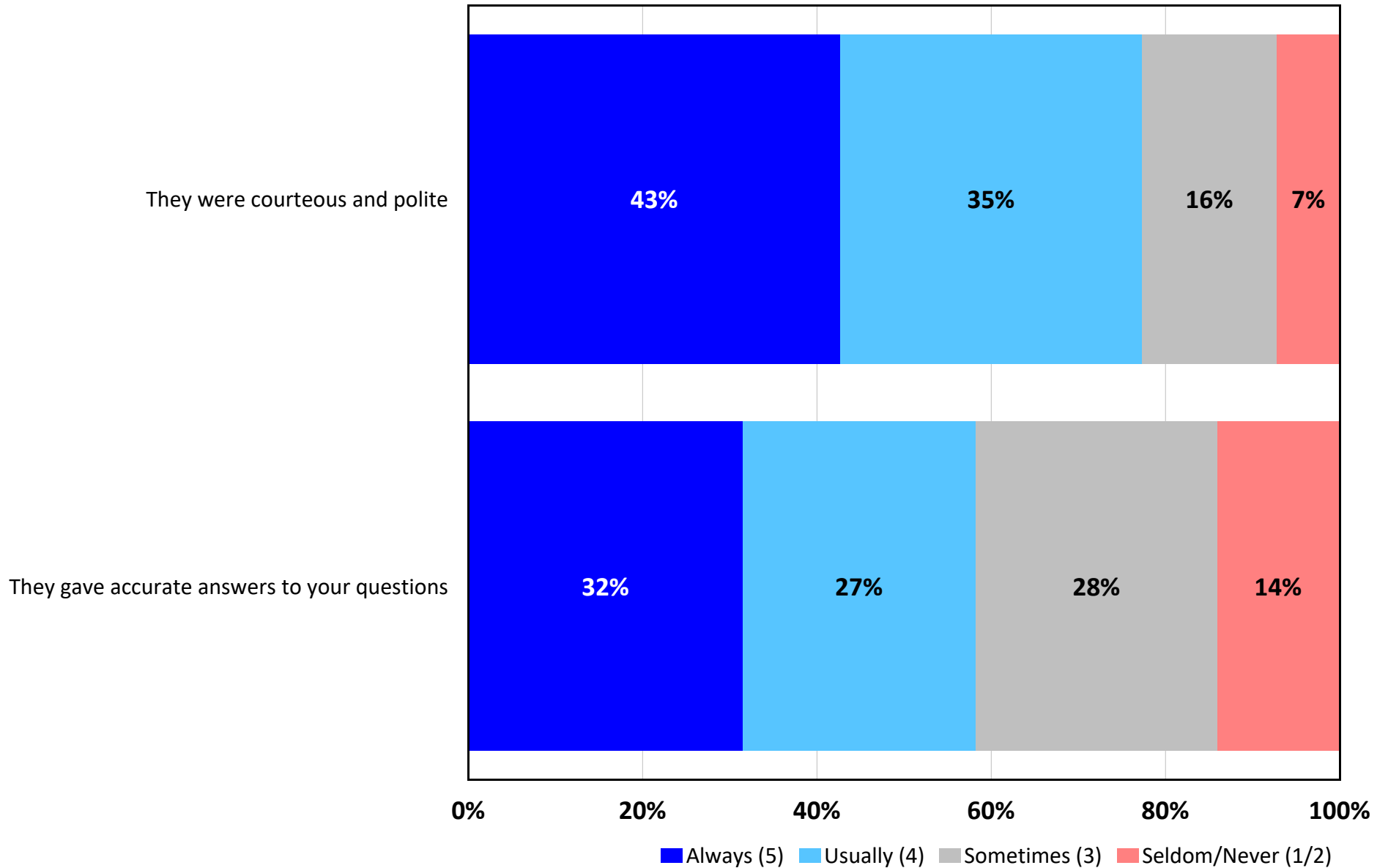
Q9c. How easy was it to address your issue?

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



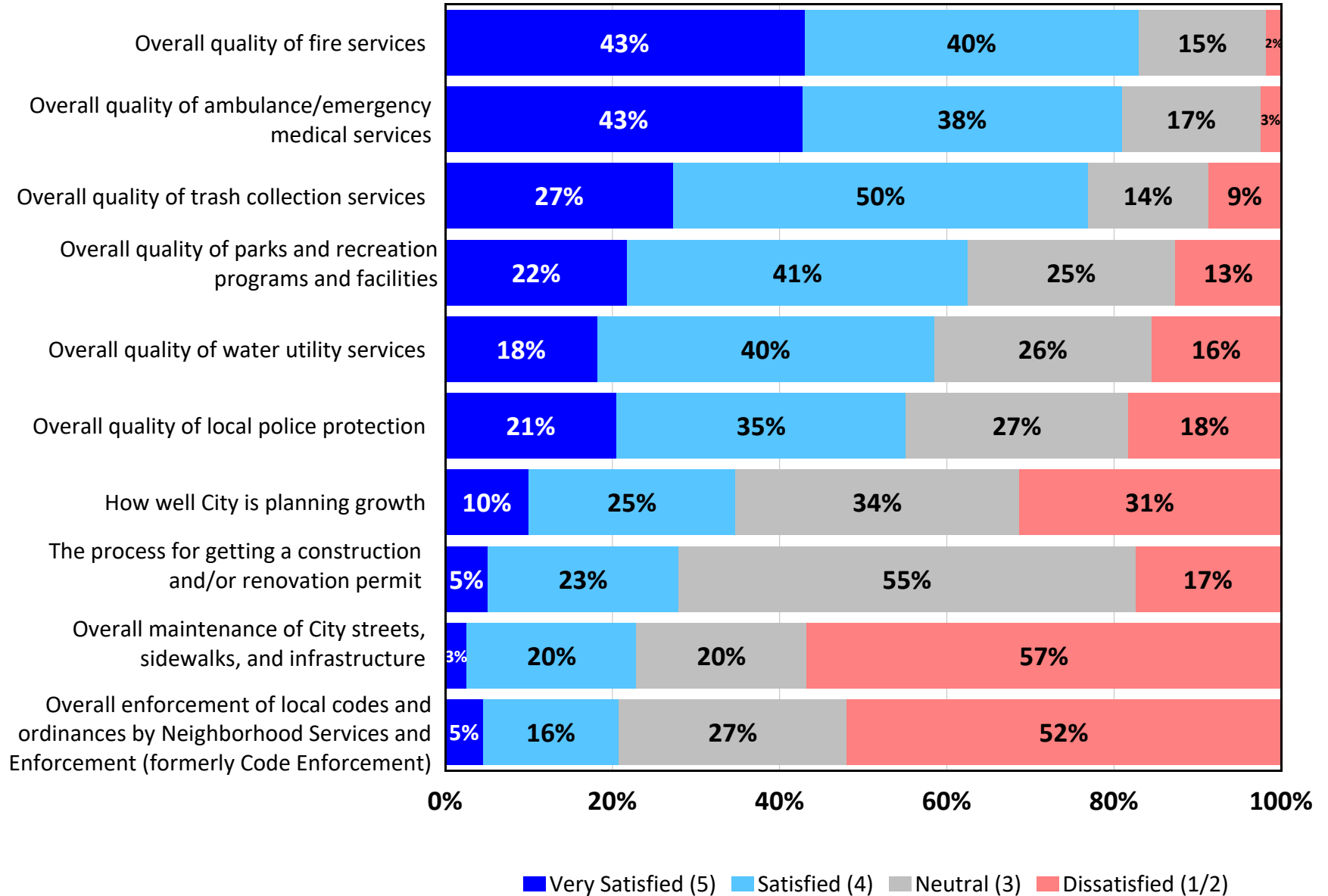
Q9d. Quality of Customer Service

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



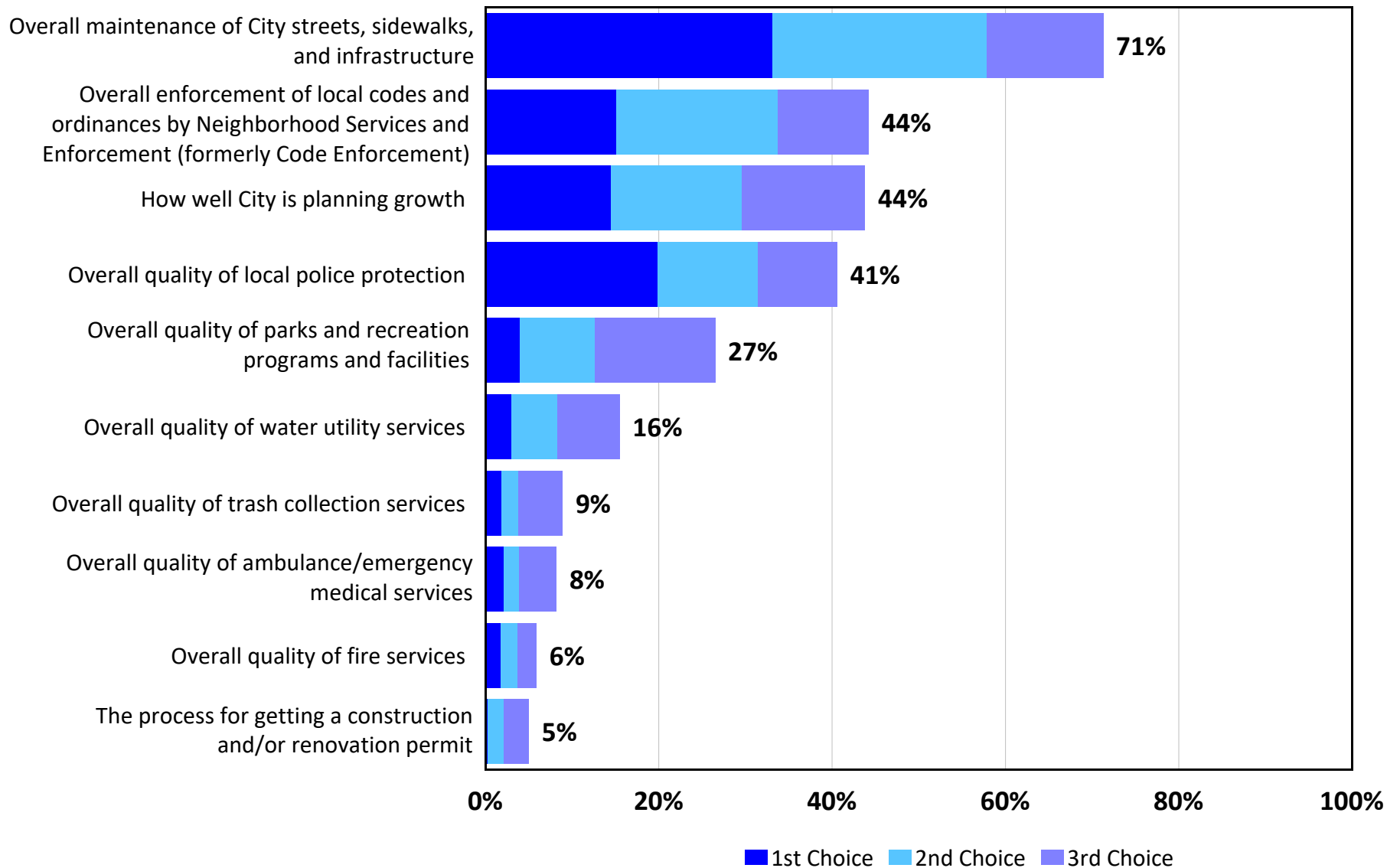
Q10. Major Categories of City Services

by percentage of respondents (excluding don't knows)



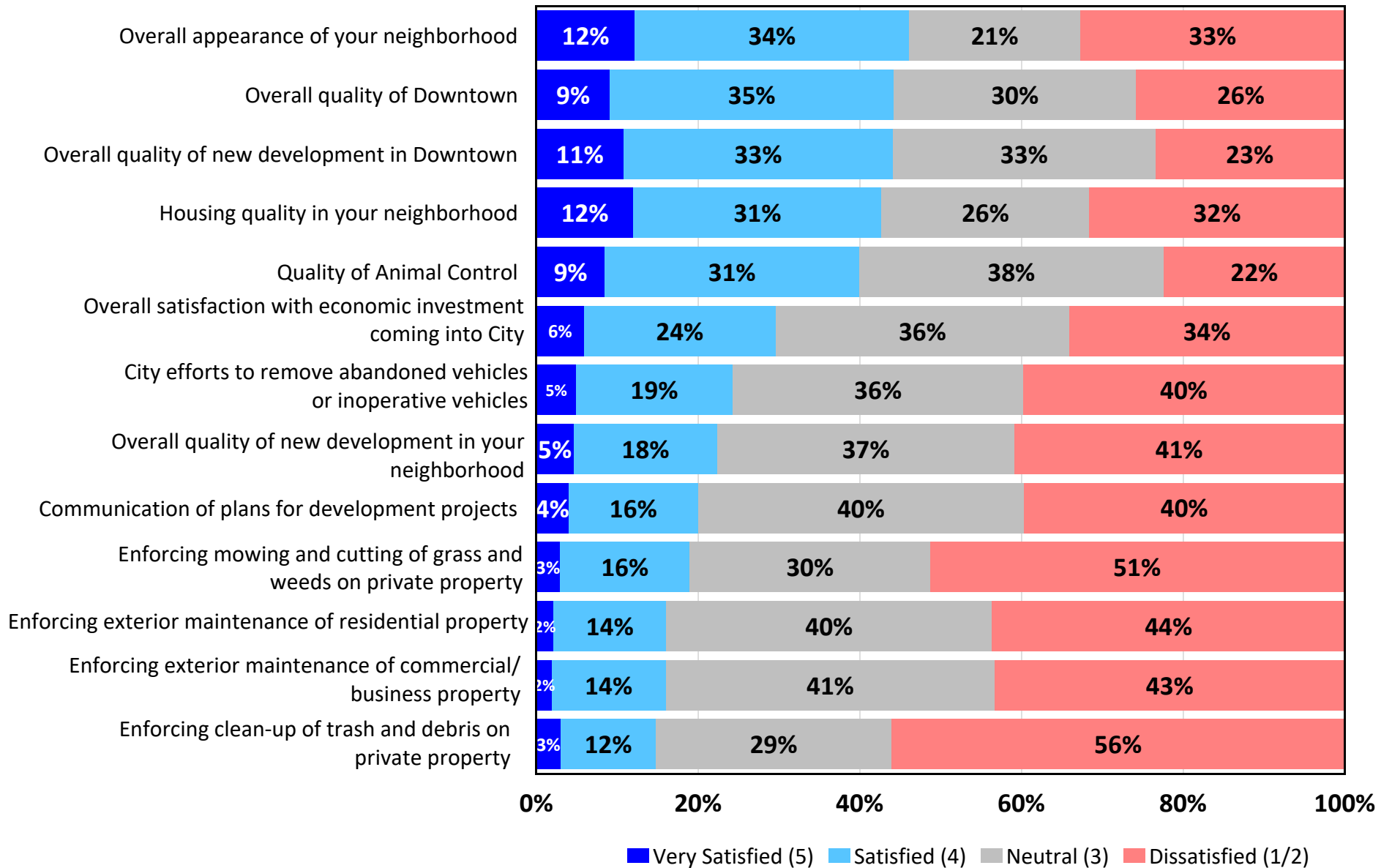
Q11. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

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



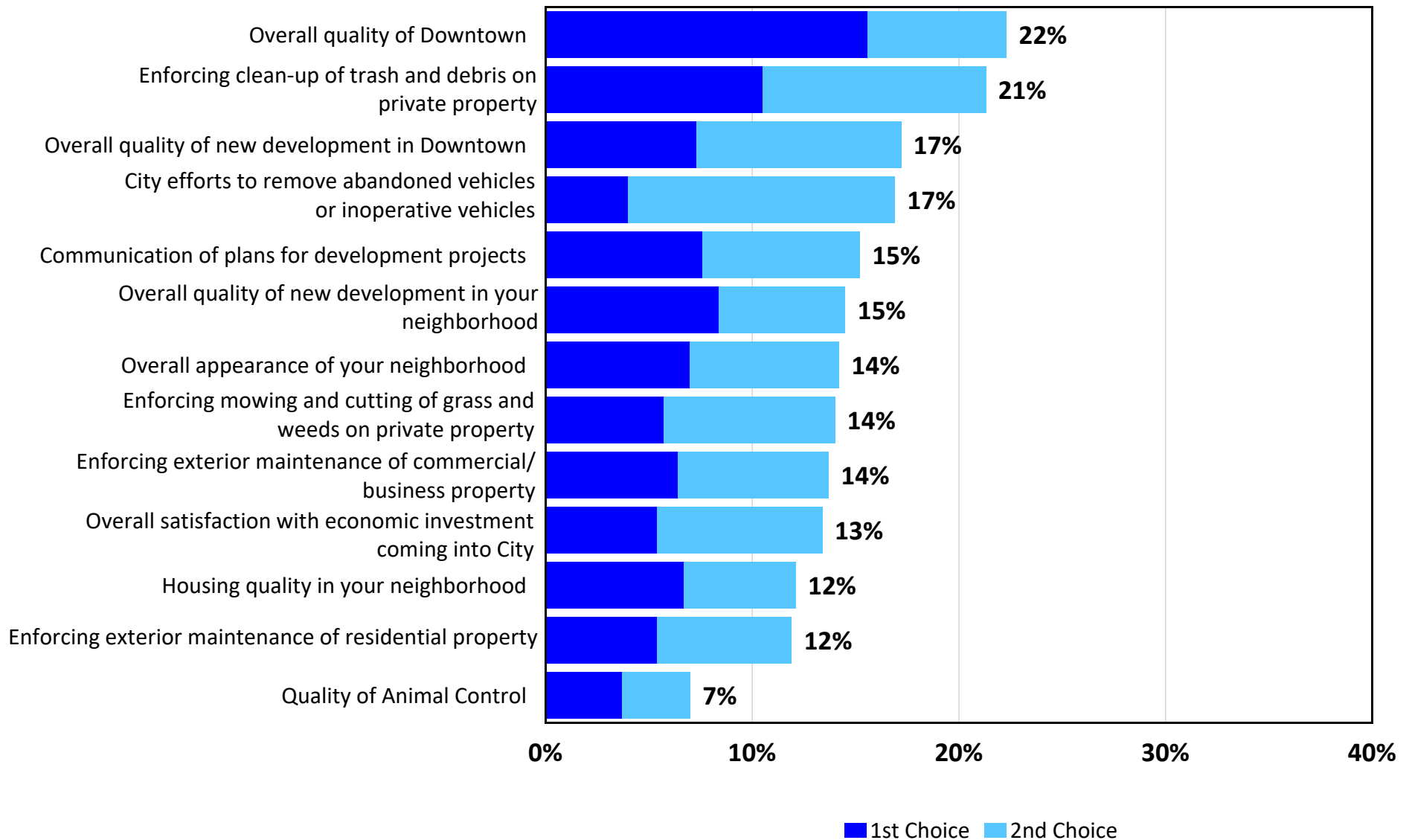
Q12. Community Investment

by percentage of respondents (excluding don't knows)



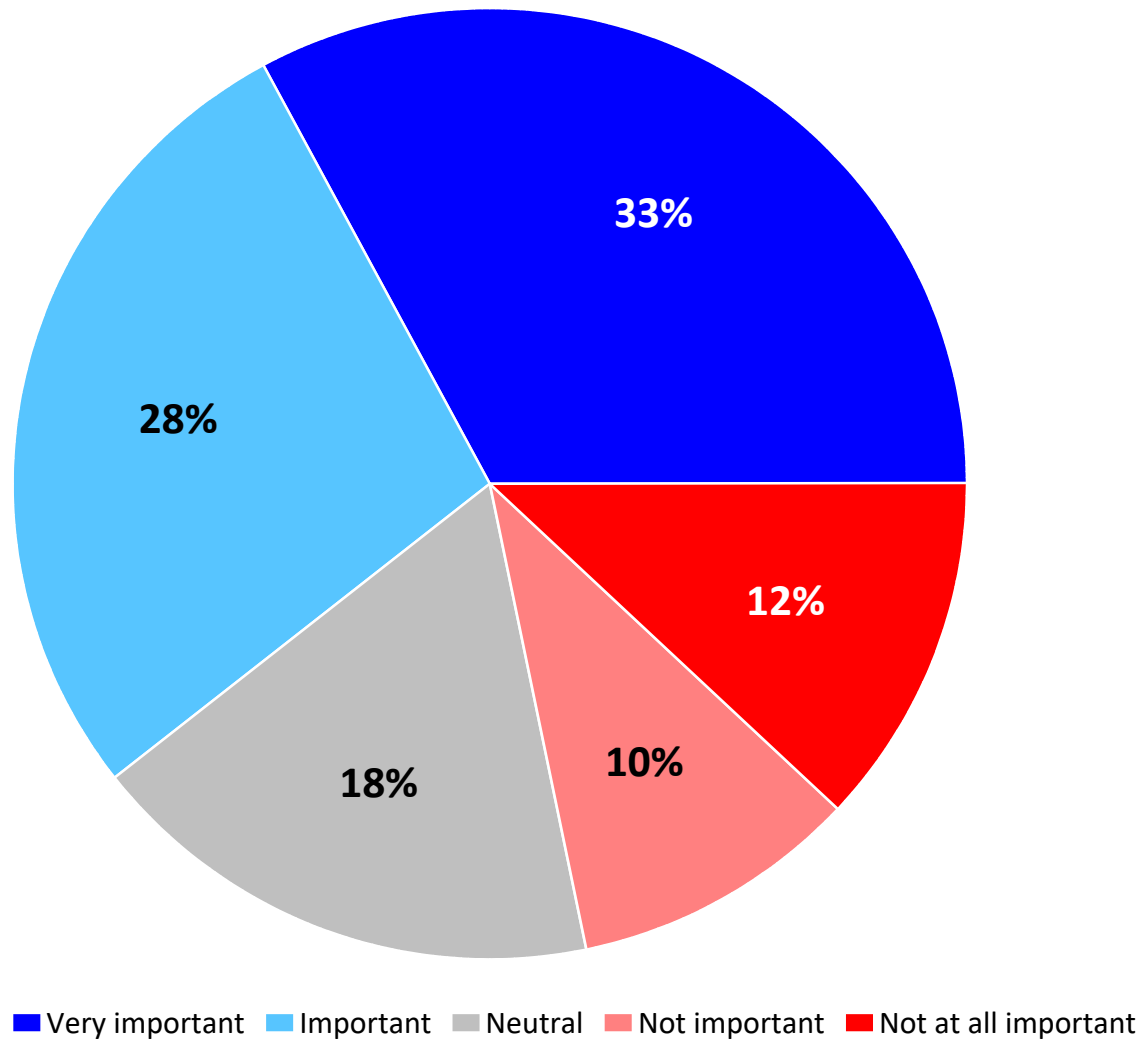
Q13. Community Investments That Should Receive the Most Emphasis Over the Next Two Years

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



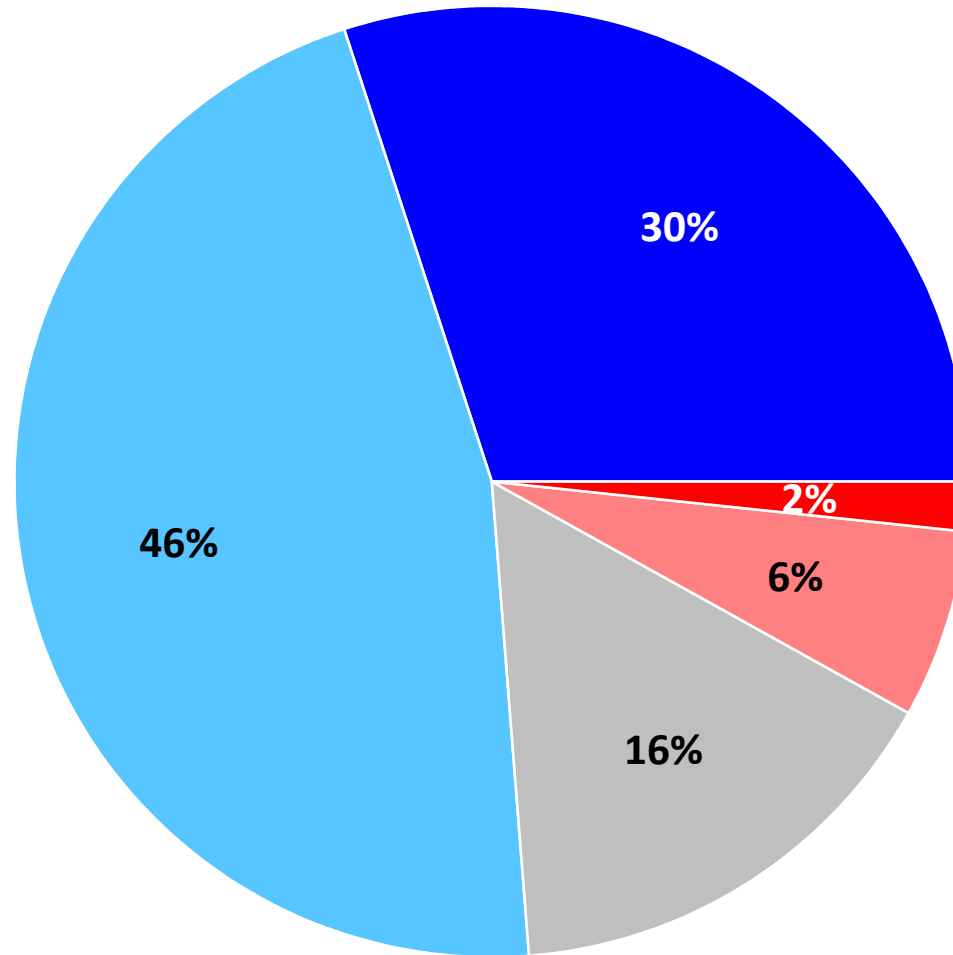
Q14. How important is taking action to reduce or mitigate greenhouse gas emission and adapt to climate change for you?

by percentage of respondents (excluding don't knows)



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

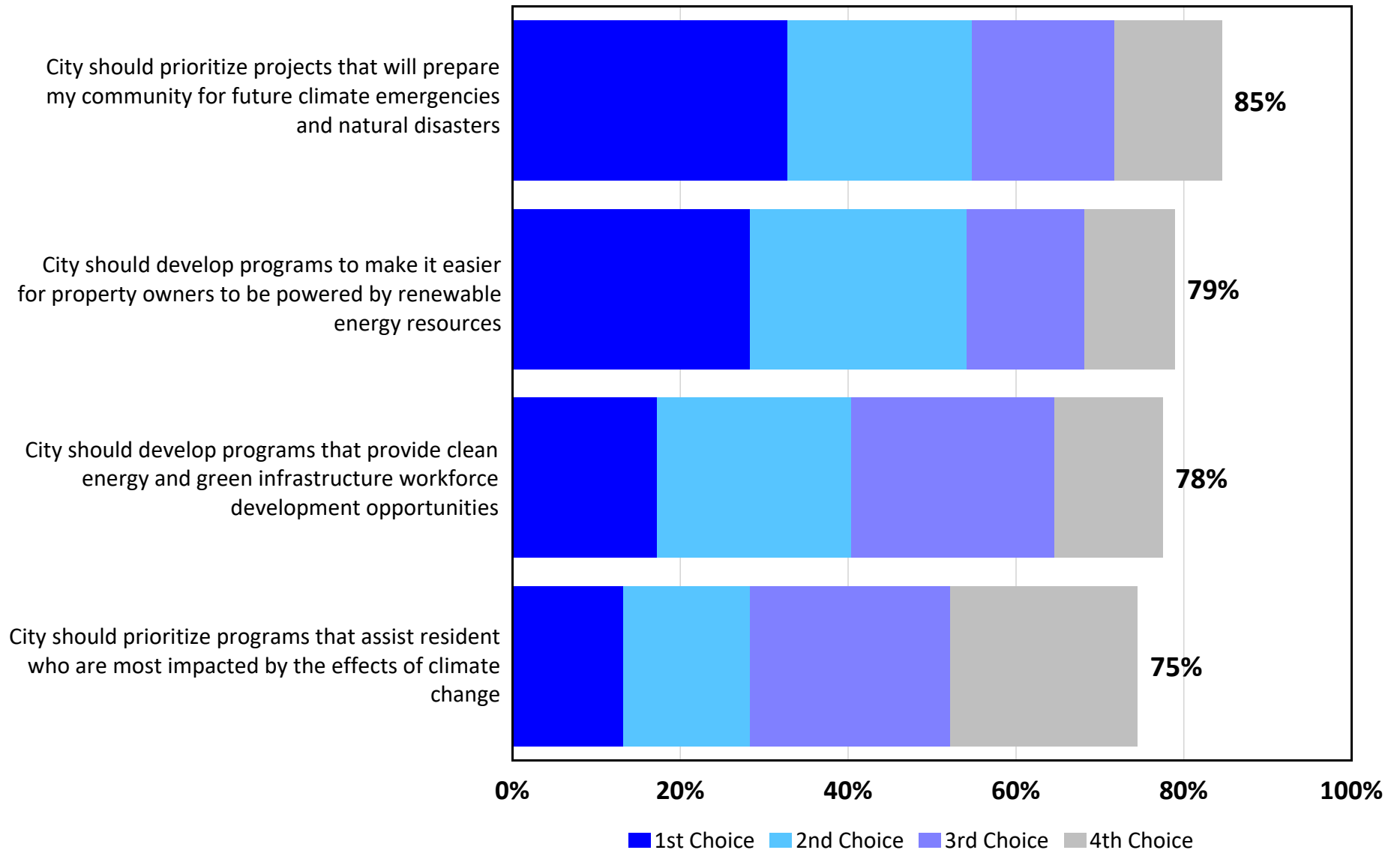
by percentage of respondents (excluding don't knows)



Very well informed Informed Neutral Not informed Not at all informed

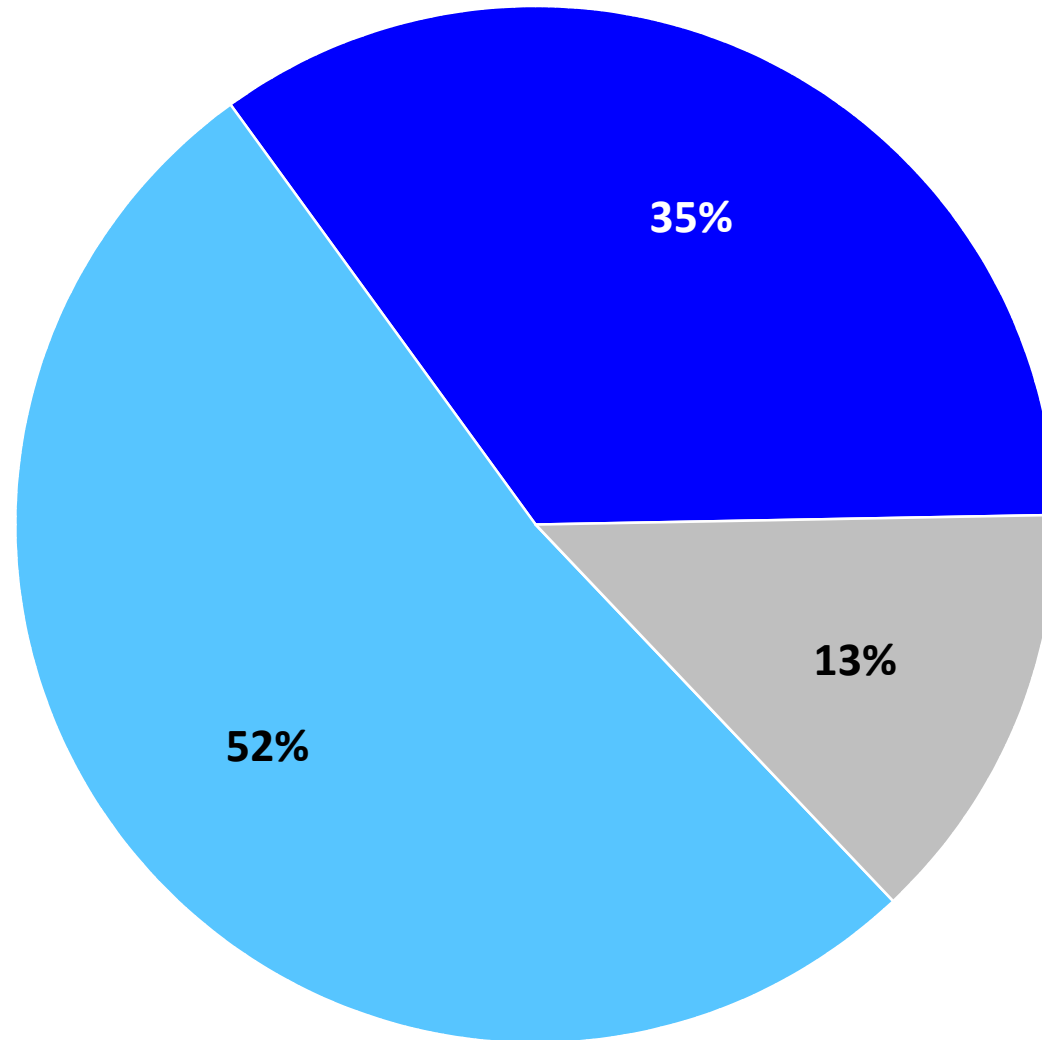
Q16. In terms of priority, how would you rank the following sustainability strategies for South Bend?

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?

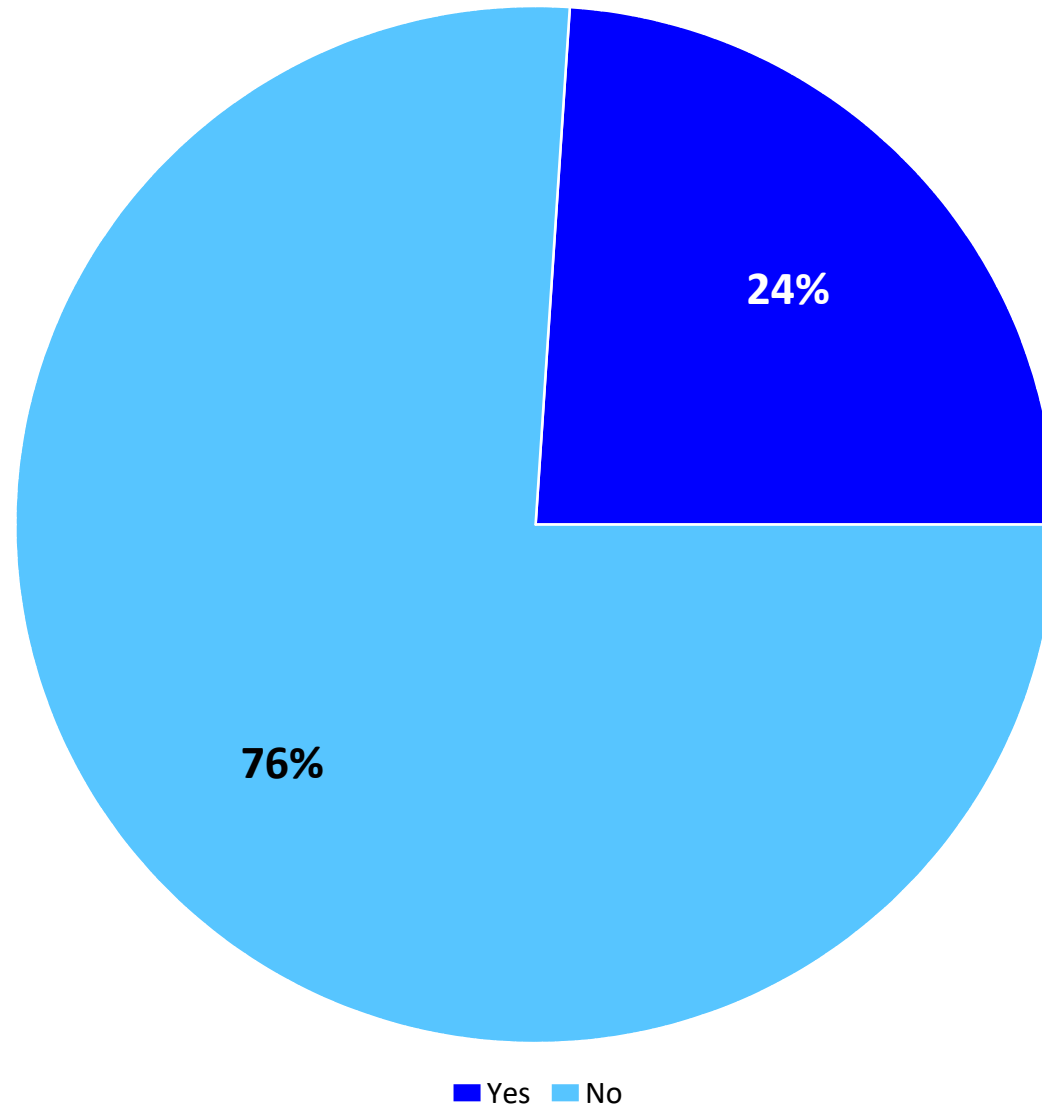
by percentage of respondents (excluding "not provided")



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

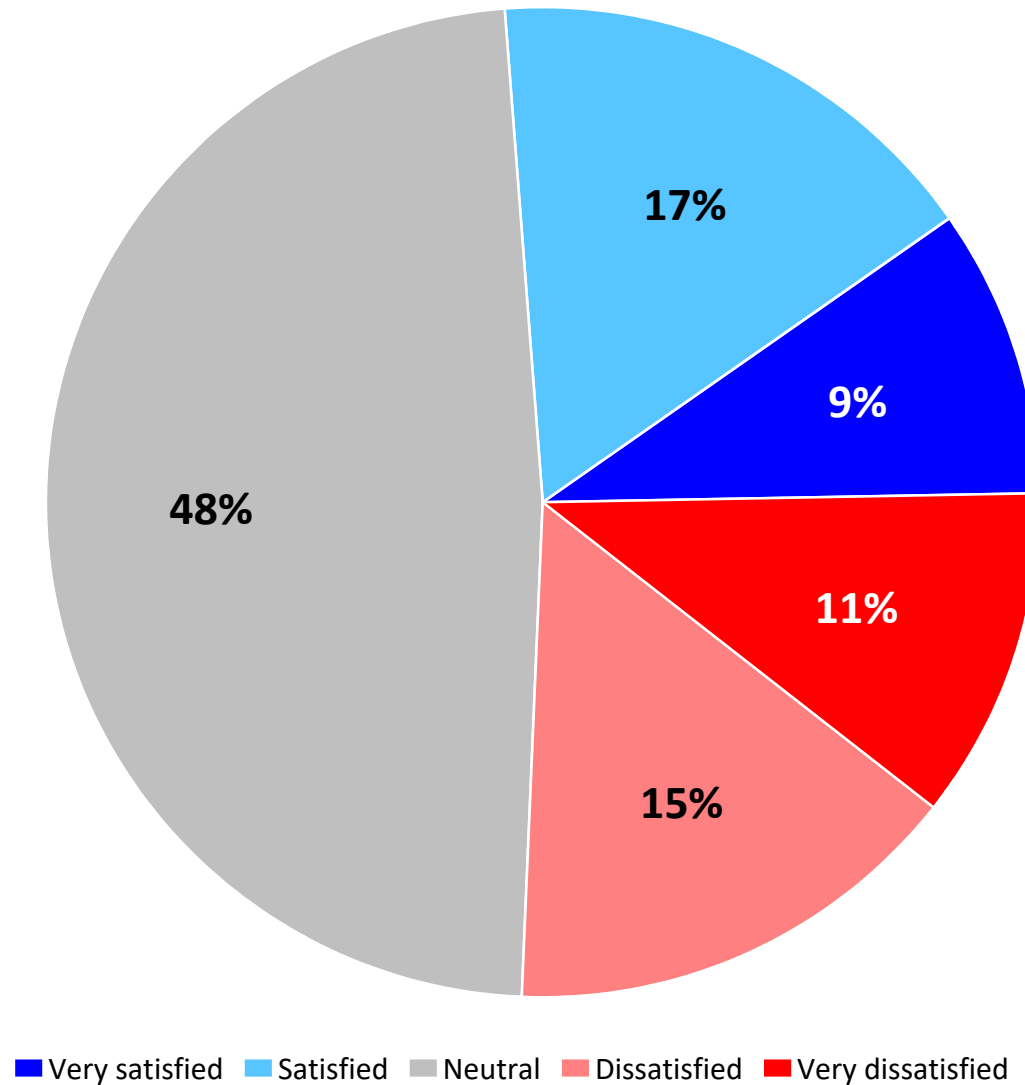
Q18. Do you belong to a neighborhood association?

by percentage of respondents (excluding "not provided")



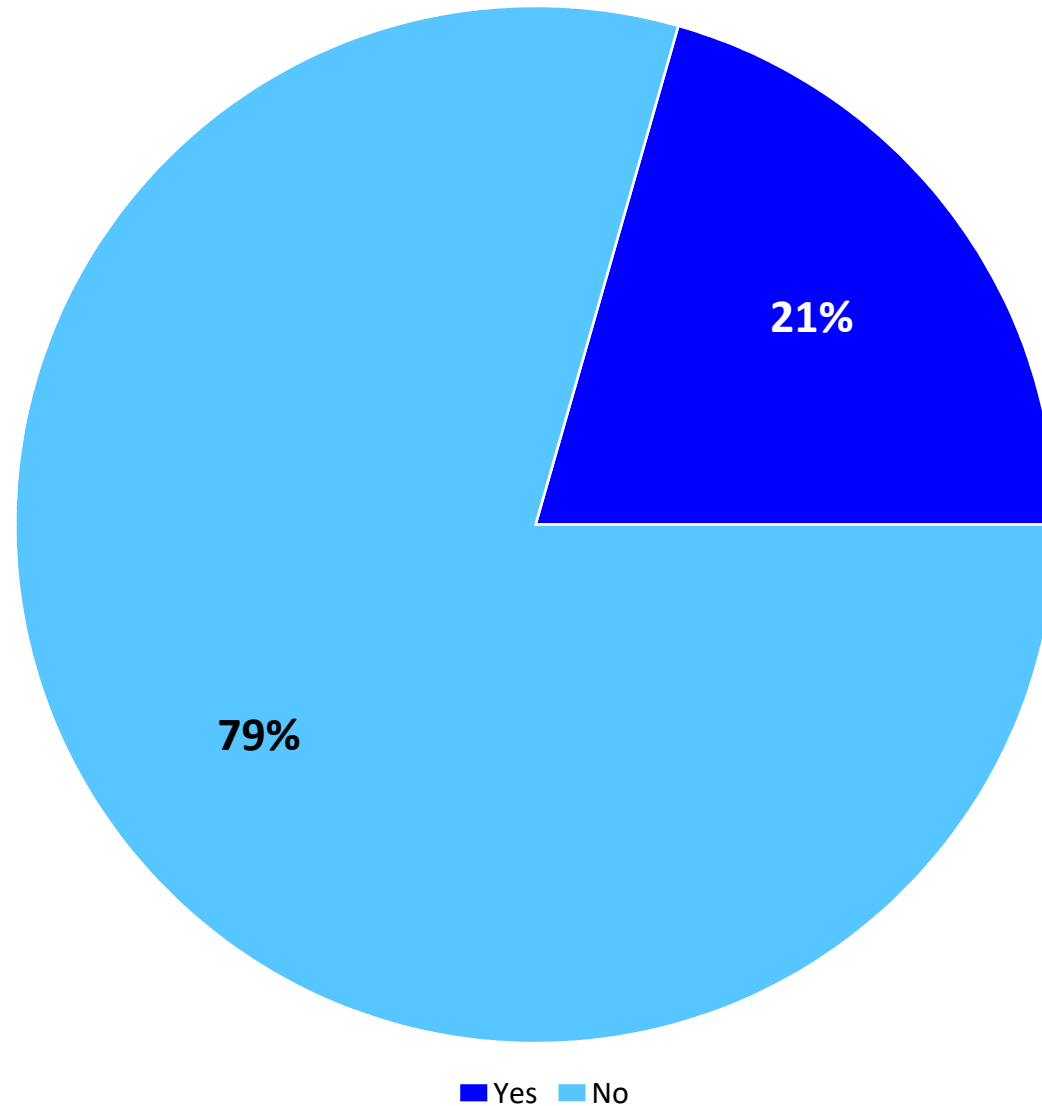
Q18a. How satisfied are you with the City's engagement with your neighborhood association?

by percentage of respondents (excluding "not provided")



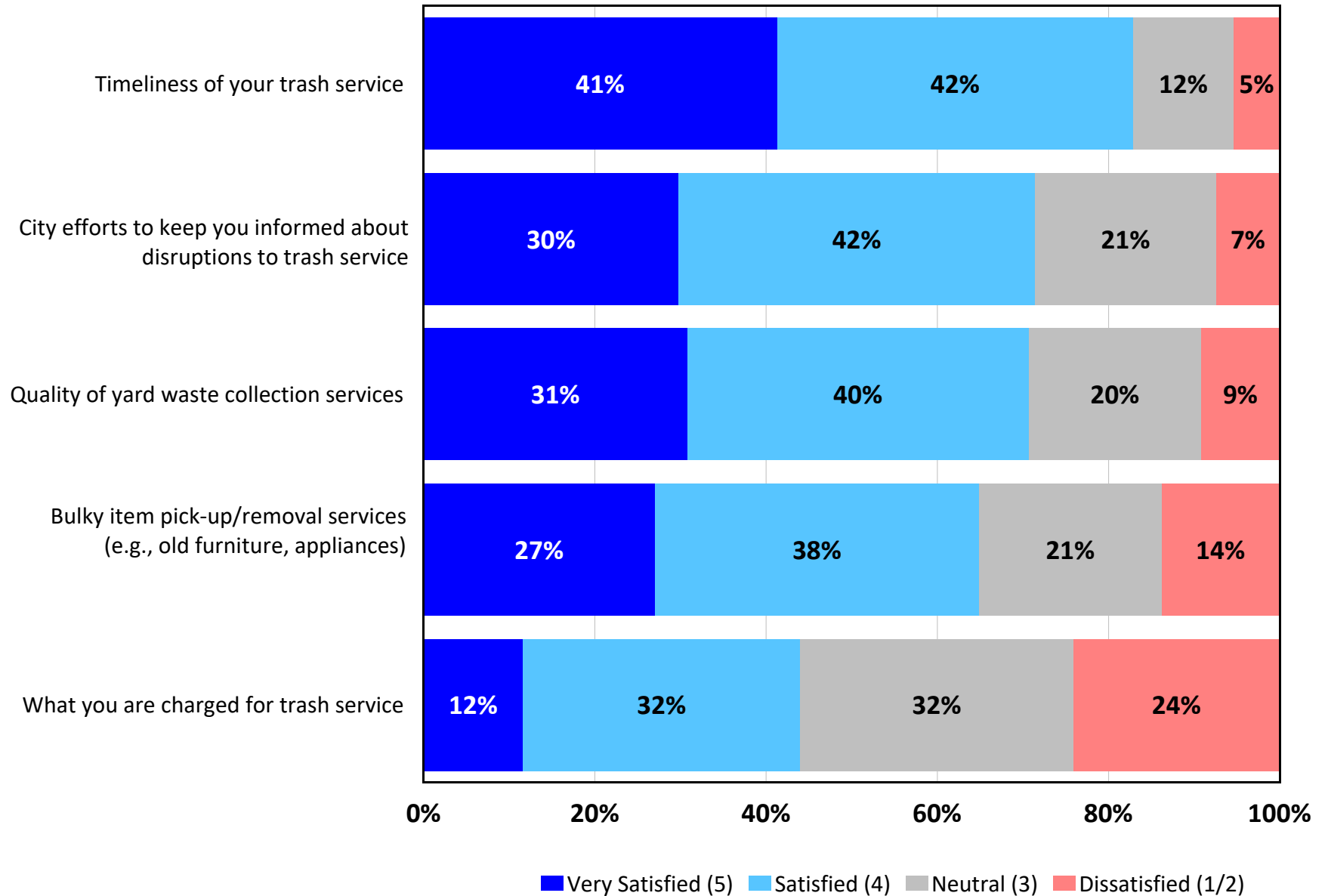
Q19. Are you aware of development plans for your neighborhood?

by percentage of respondents (excluding "not provided")



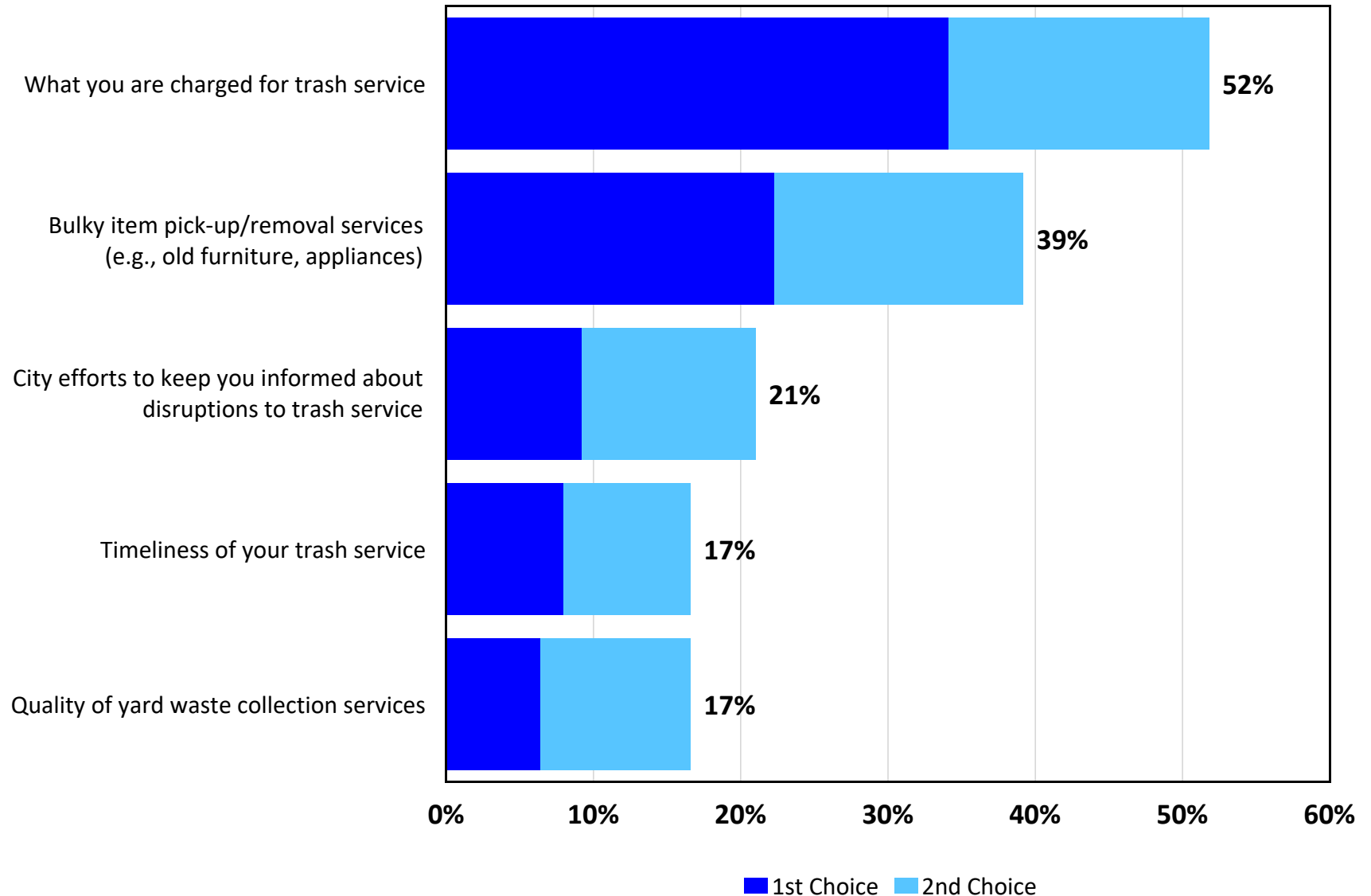
Q20. Solid Waste

by percentage of respondents (excluding don't knows)



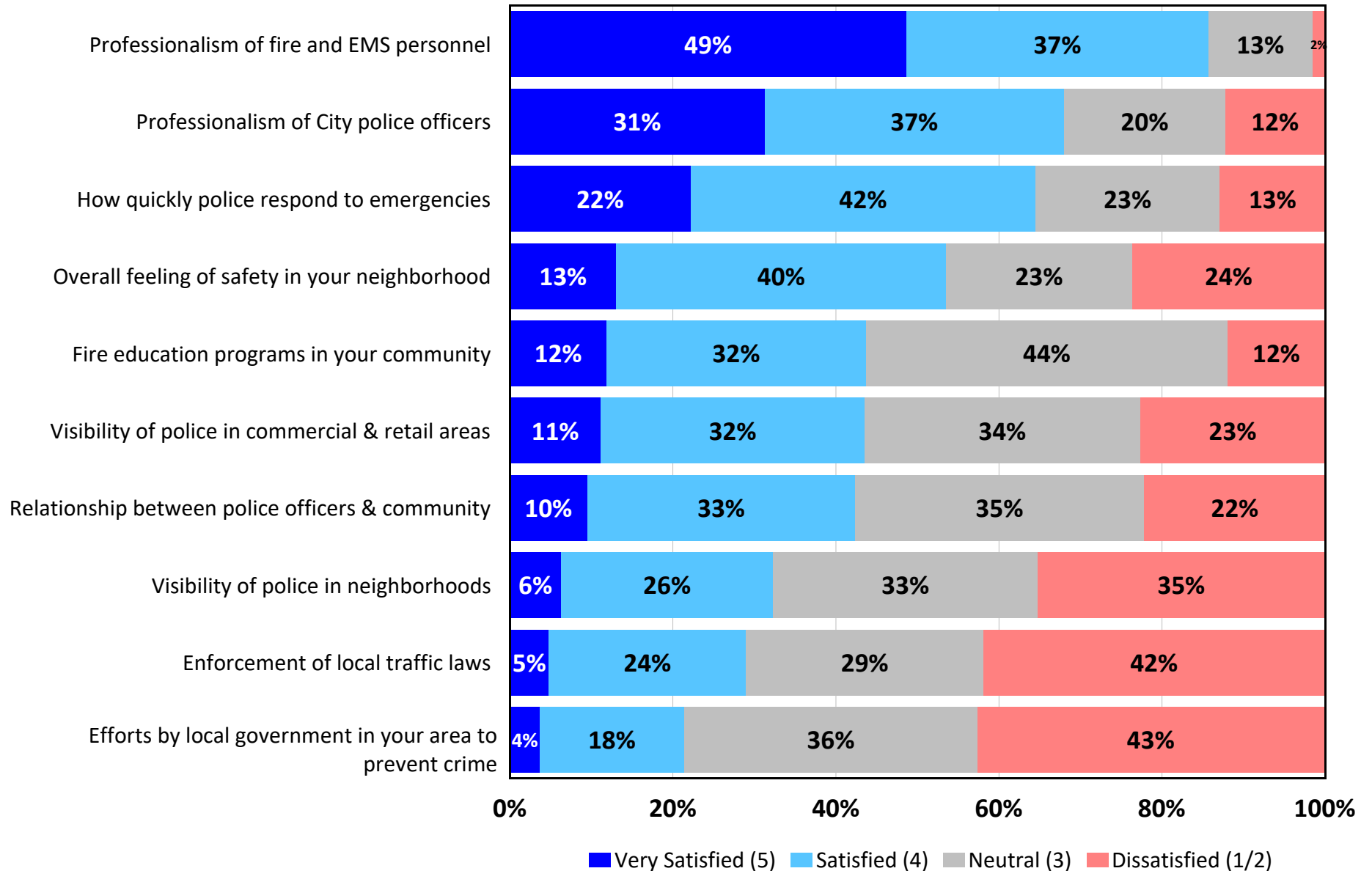
Q21. Solid Waste Services That Should Receive the Most Emphasis Over the Next Two Years

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



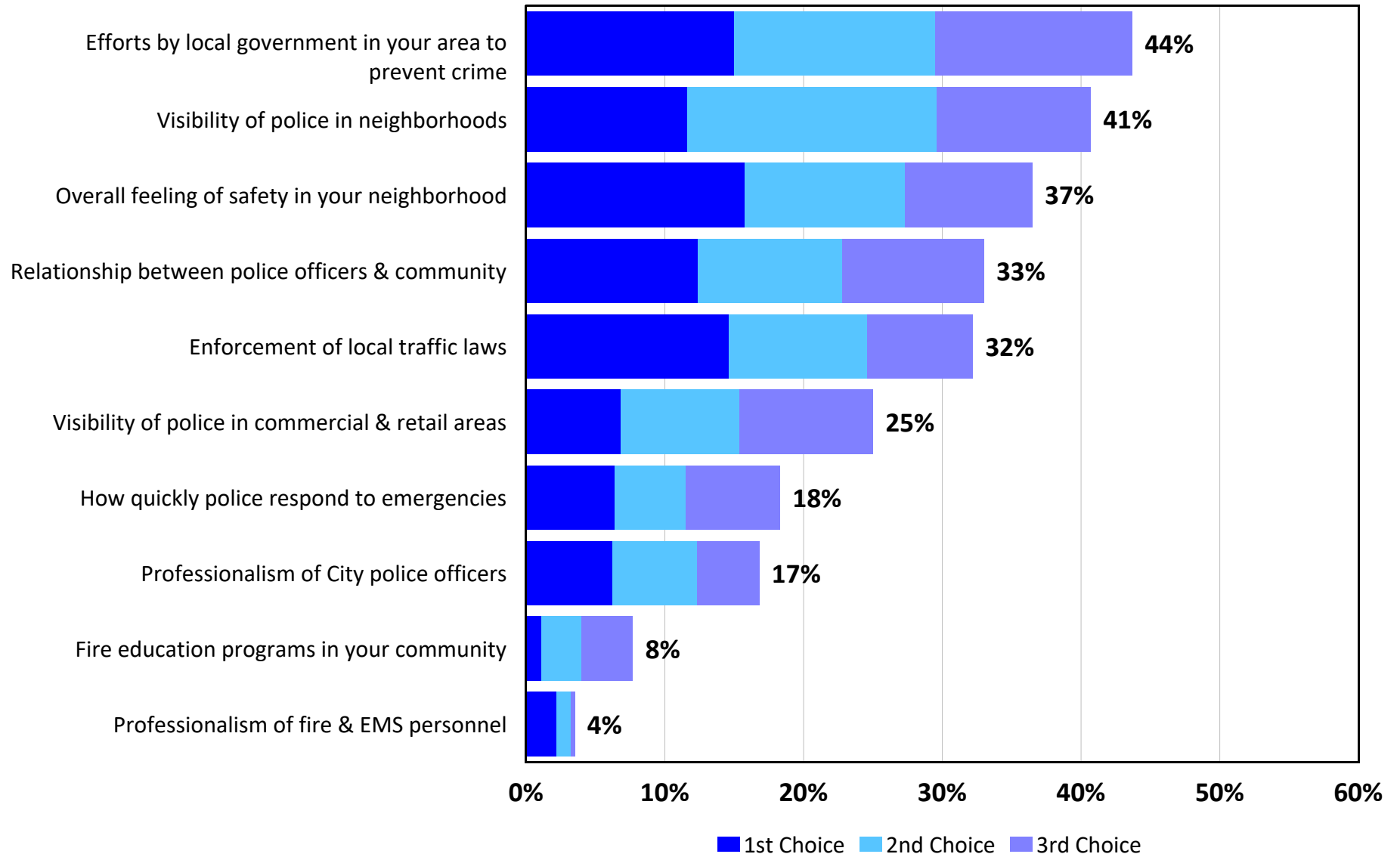
Q22. Public Safety

by percentage of respondents (excluding don't knows)



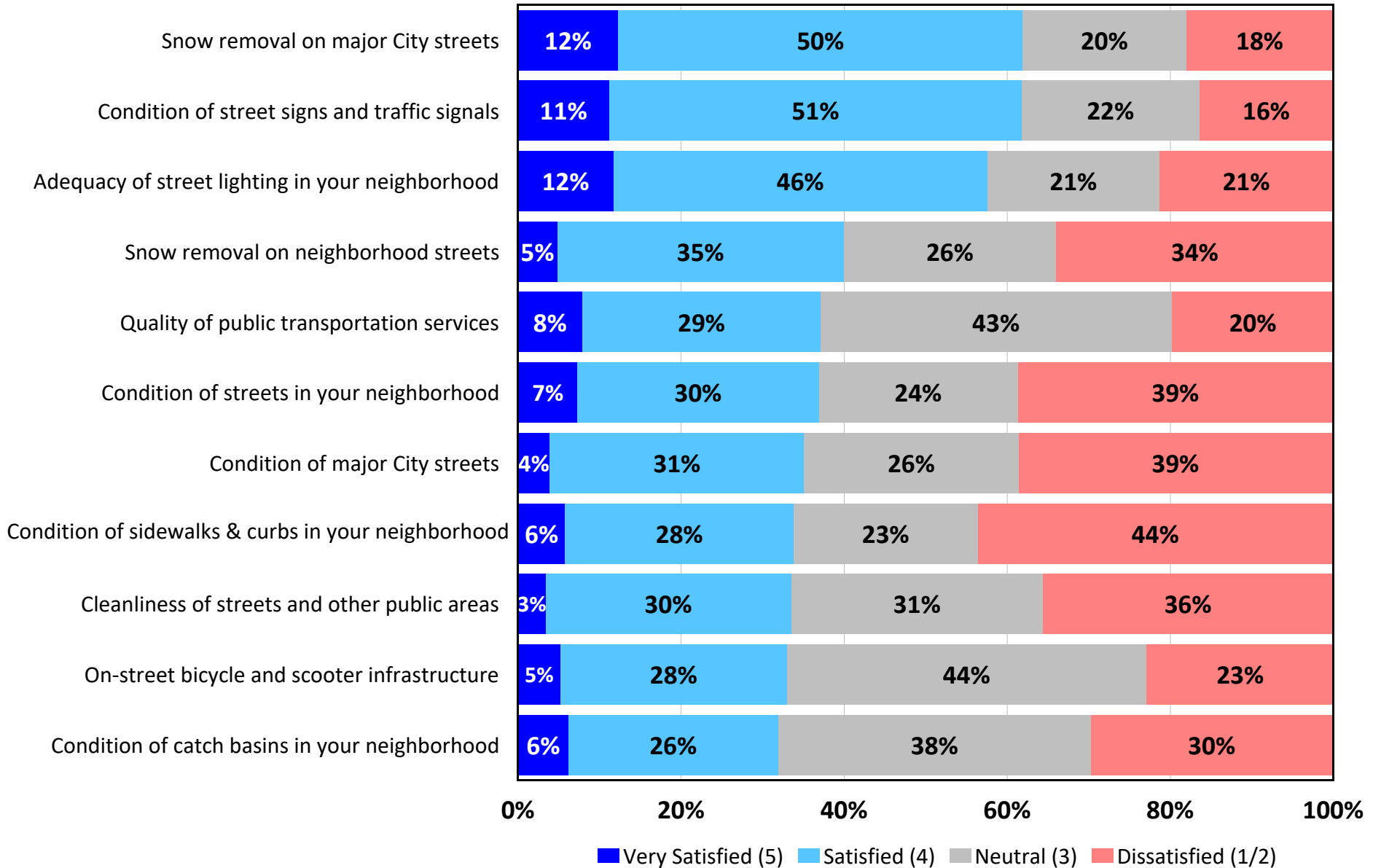
Q23. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



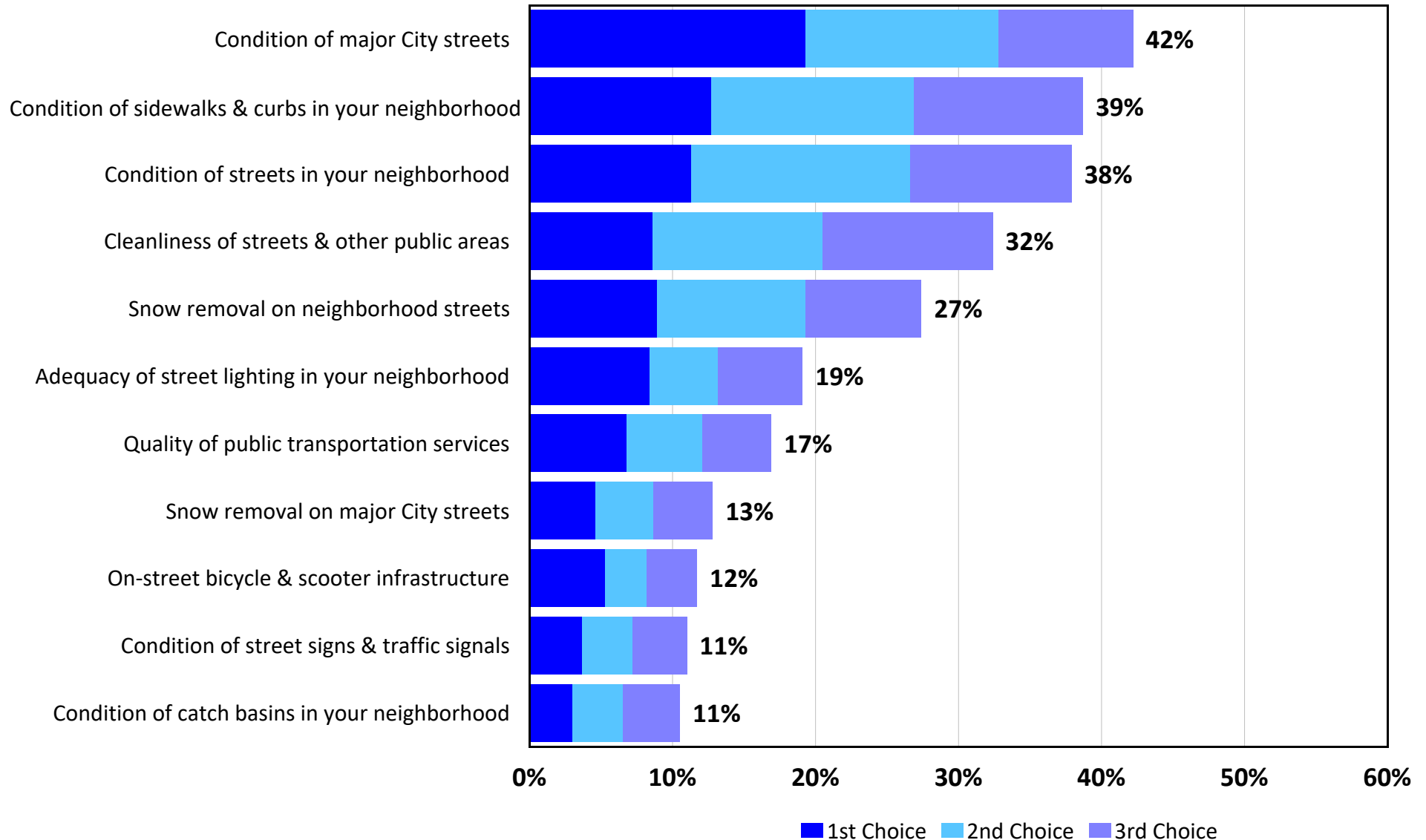
Q24. Traffic and Transportation

by percentage of respondents (excluding don't knows)



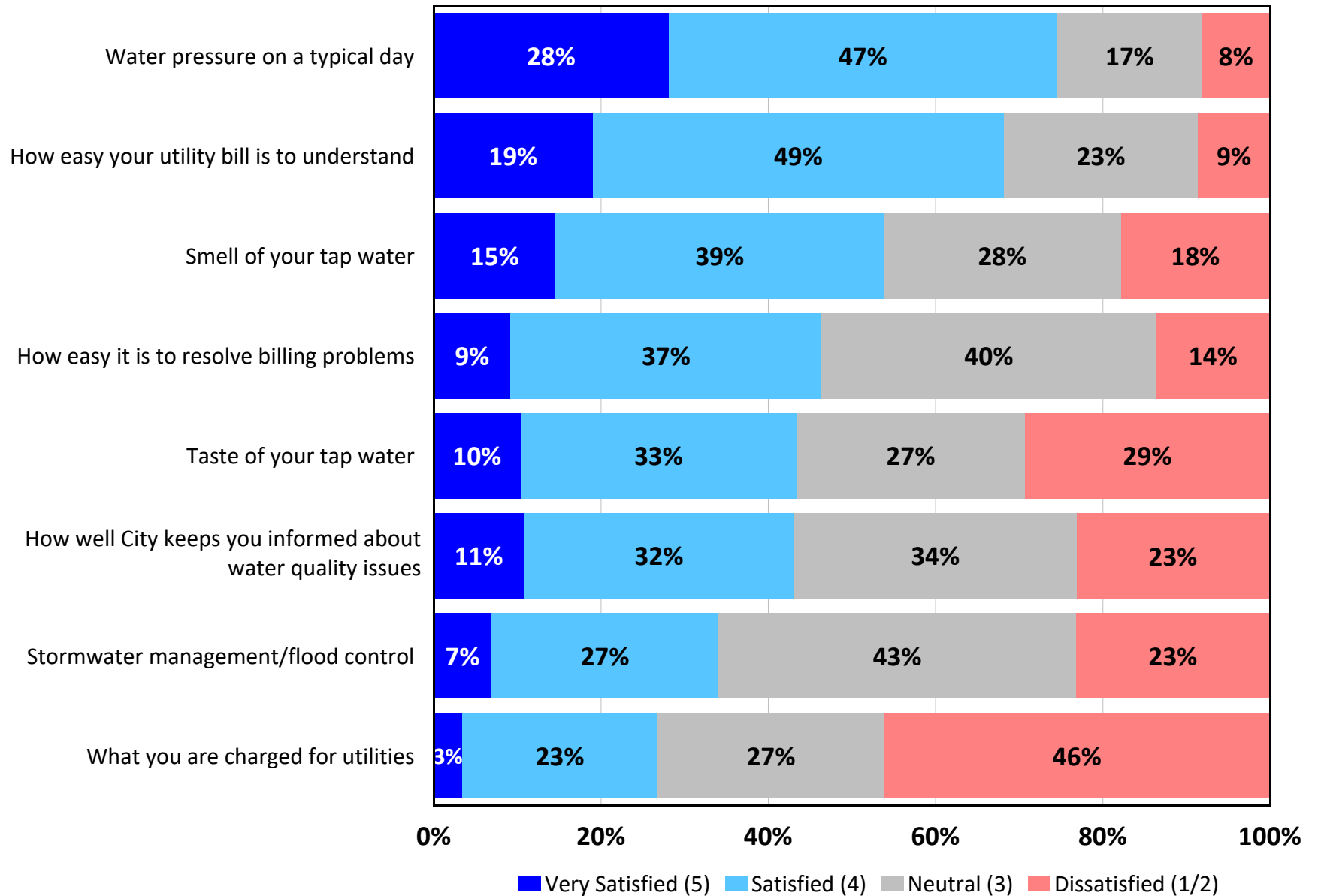
Q25. Traffic and Transportation Services That Should Receive the Most Emphasis Over the Next Two Years

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



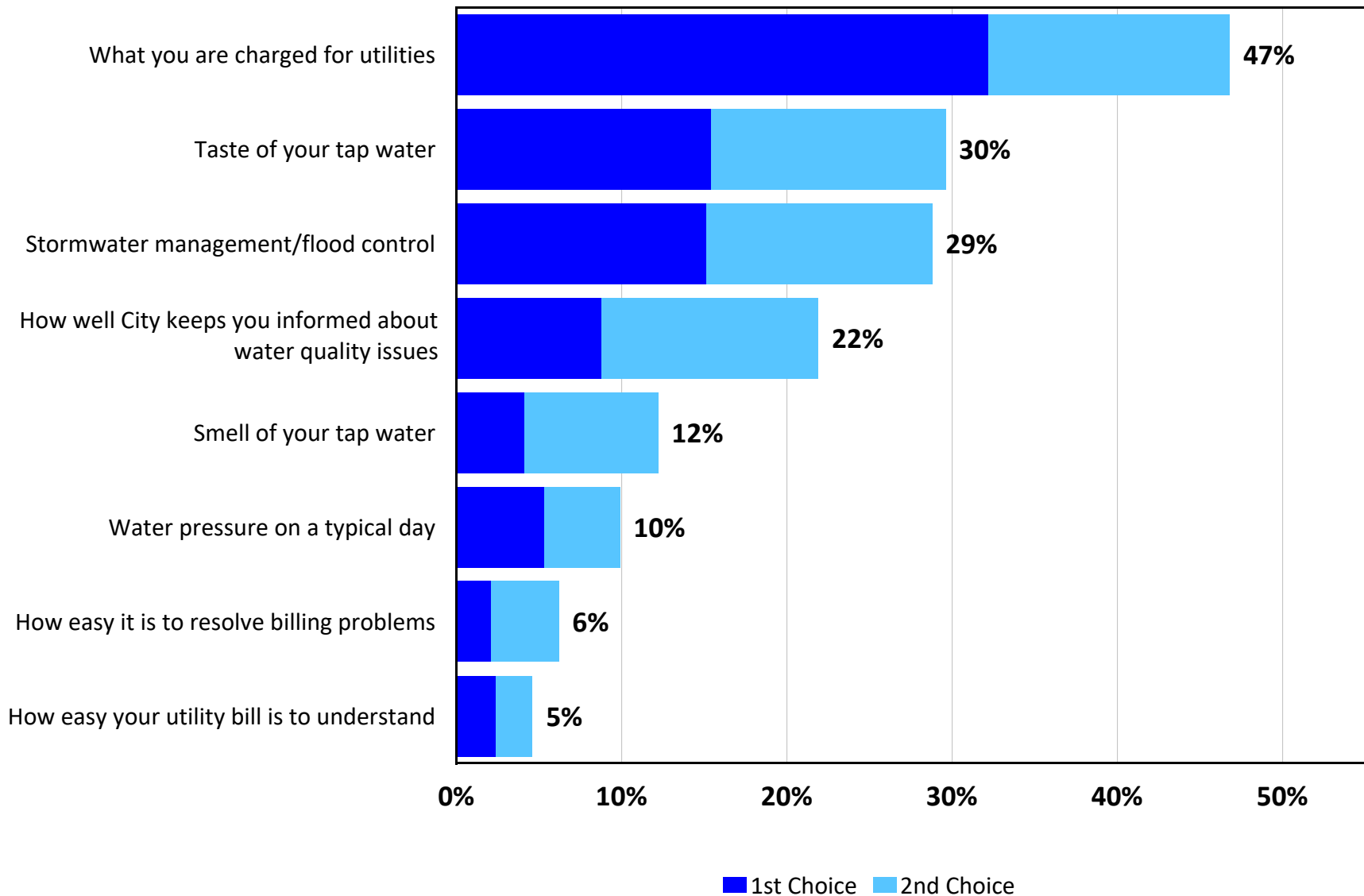
Q26. Water Services

by percentage of respondents (excluding don't knows)



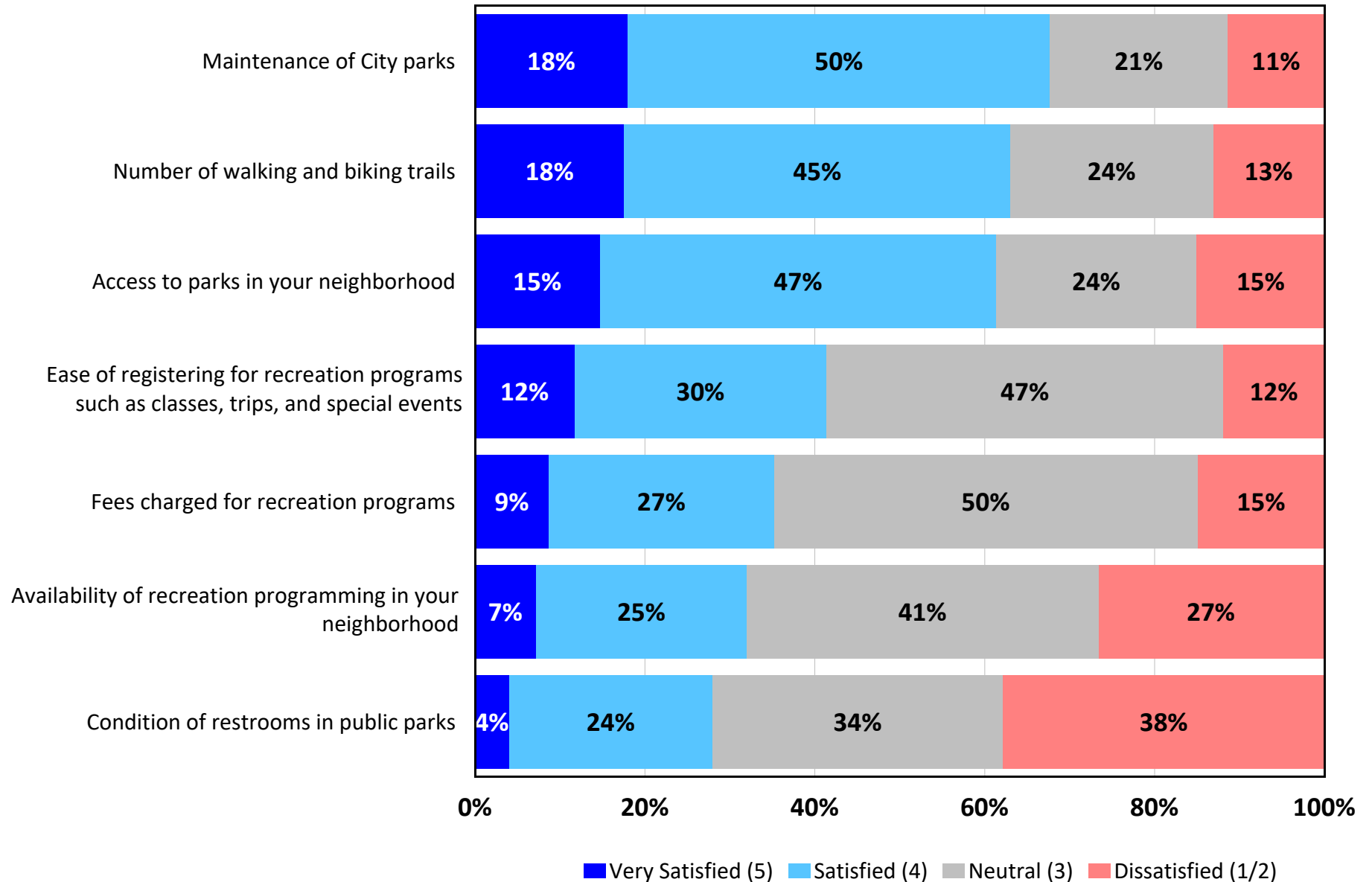
Q27. Water Services That Should Receive the Most Emphasis Over the Next Two Years

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



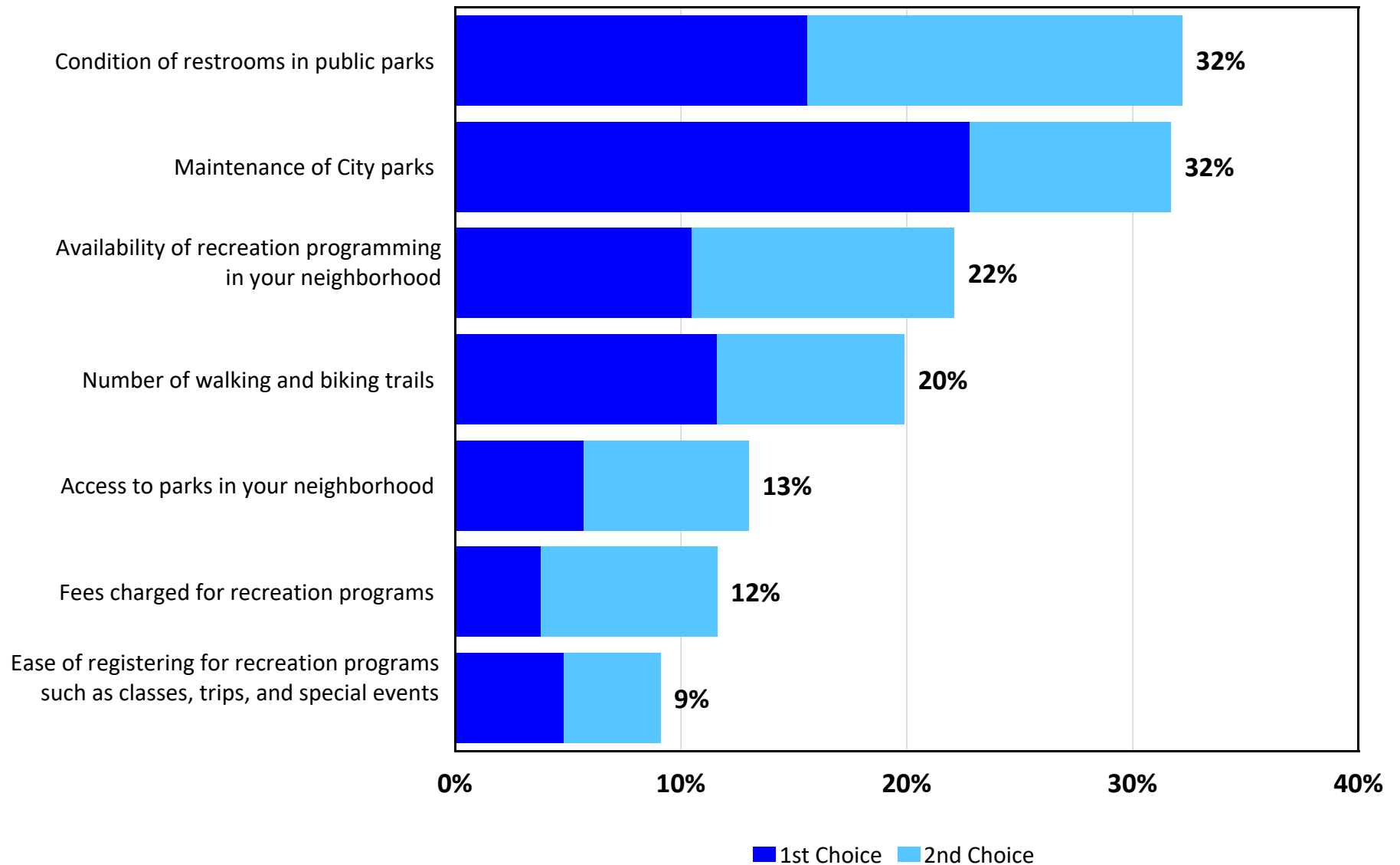
Q28. Venues, Parks, and Arts

by percentage of respondents (excluding don't knows)



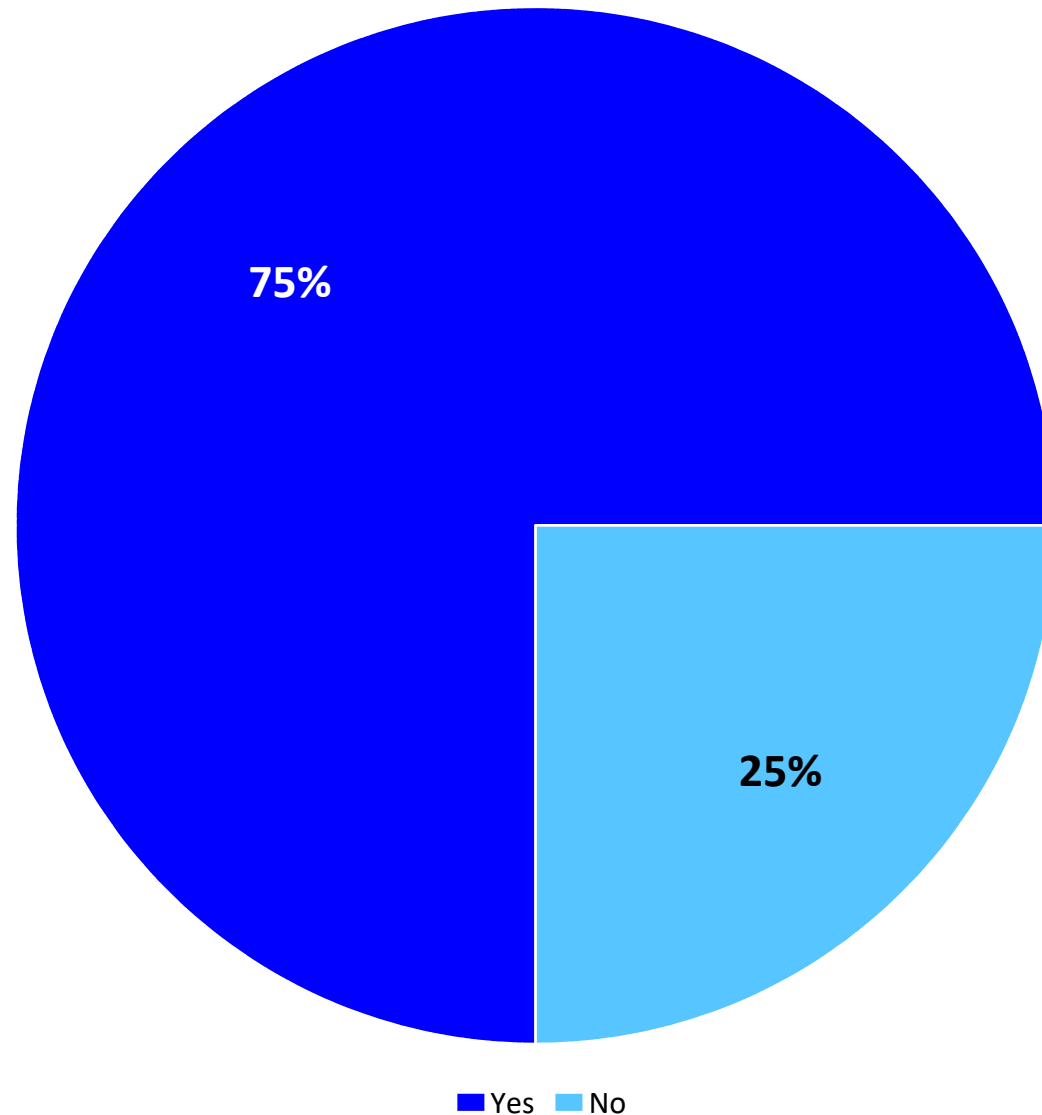
Q29. Venues, Parks, and Arts That Should Receive the Most Emphasis Over the Next Two Years

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



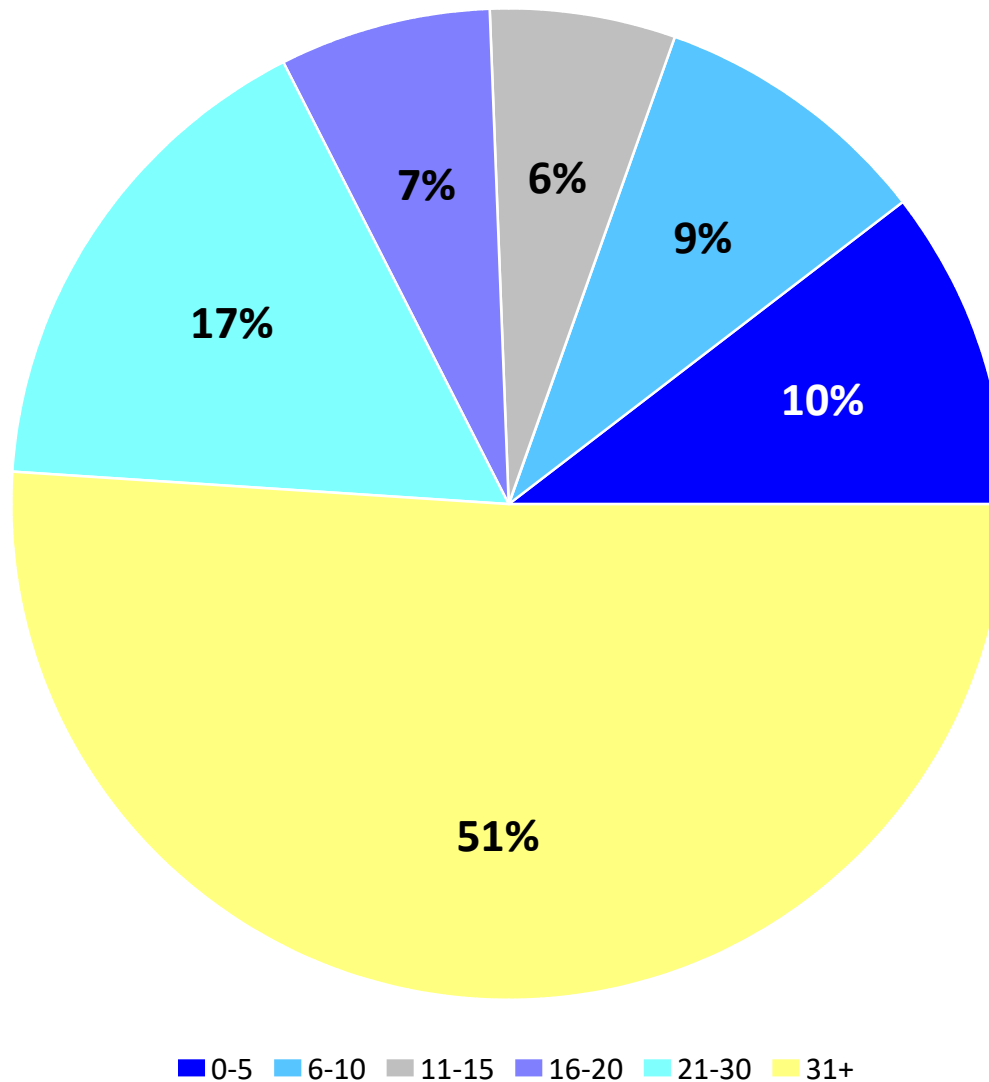
Q30. In the past year, have you visited a city recreation facility or park?

by percentage of respondents (excluding "not provided")



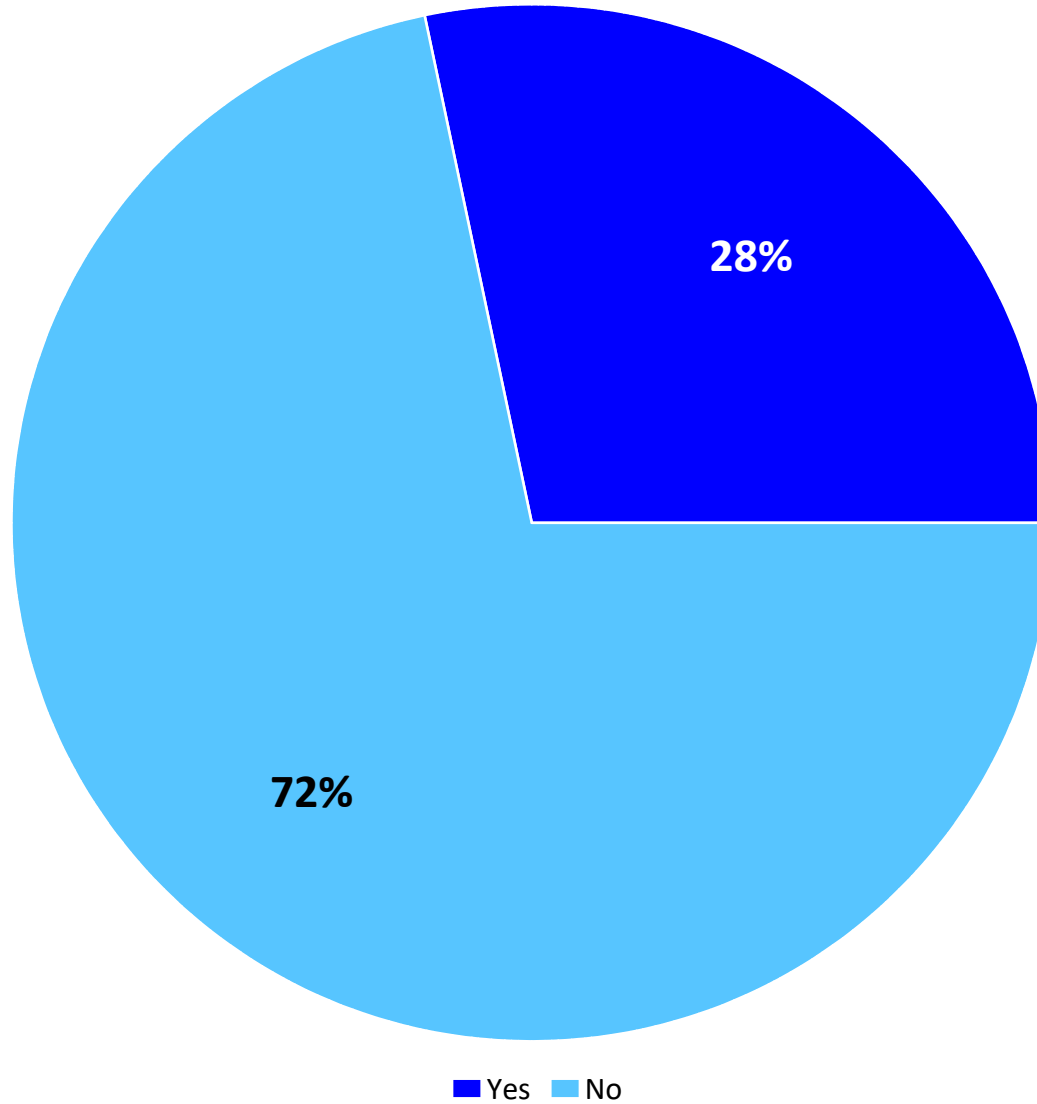
Q31. Approximately, how many years have you lived in South Bend?

by percentage of respondents



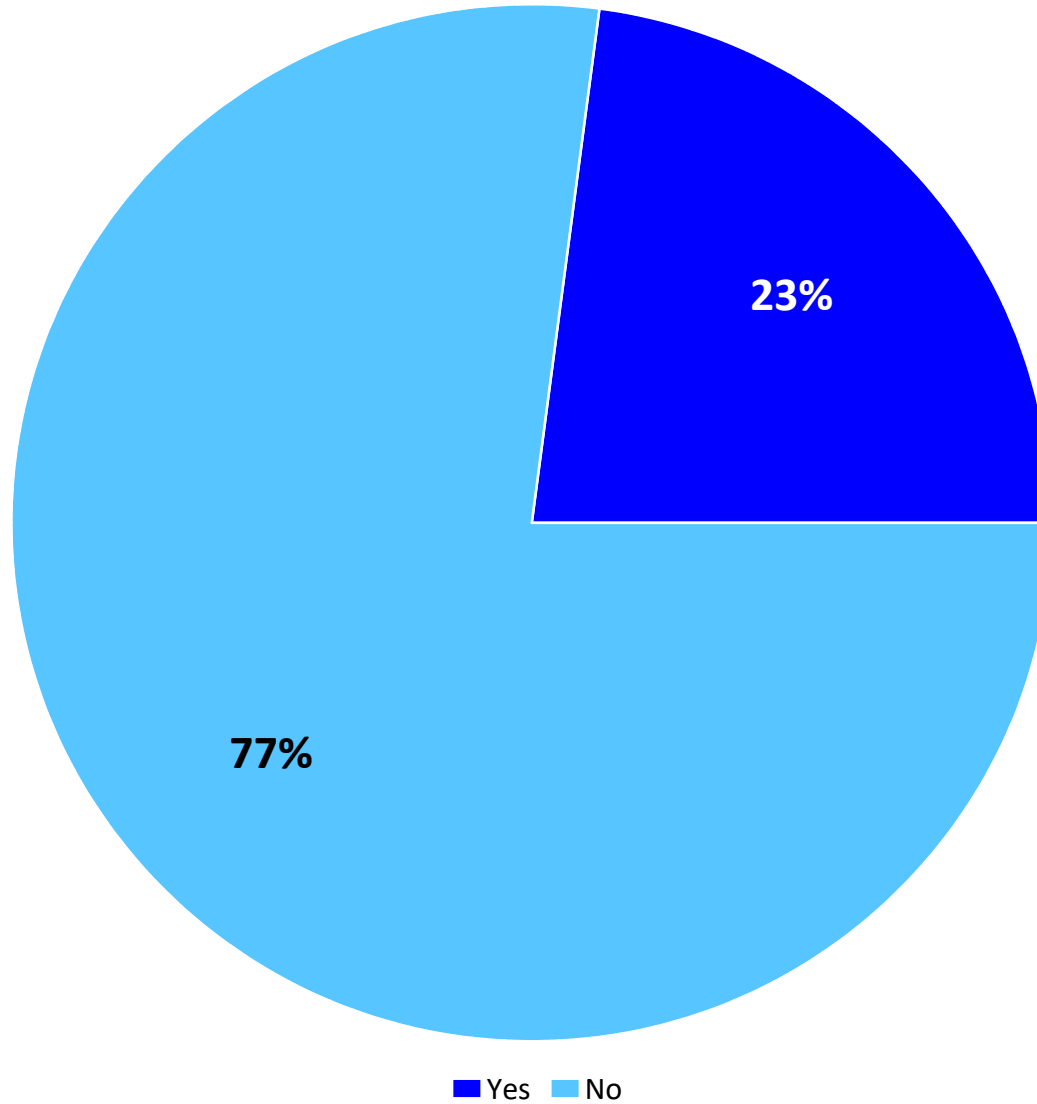
Q32. Have you met the current Mayor?

by percentage of respondents



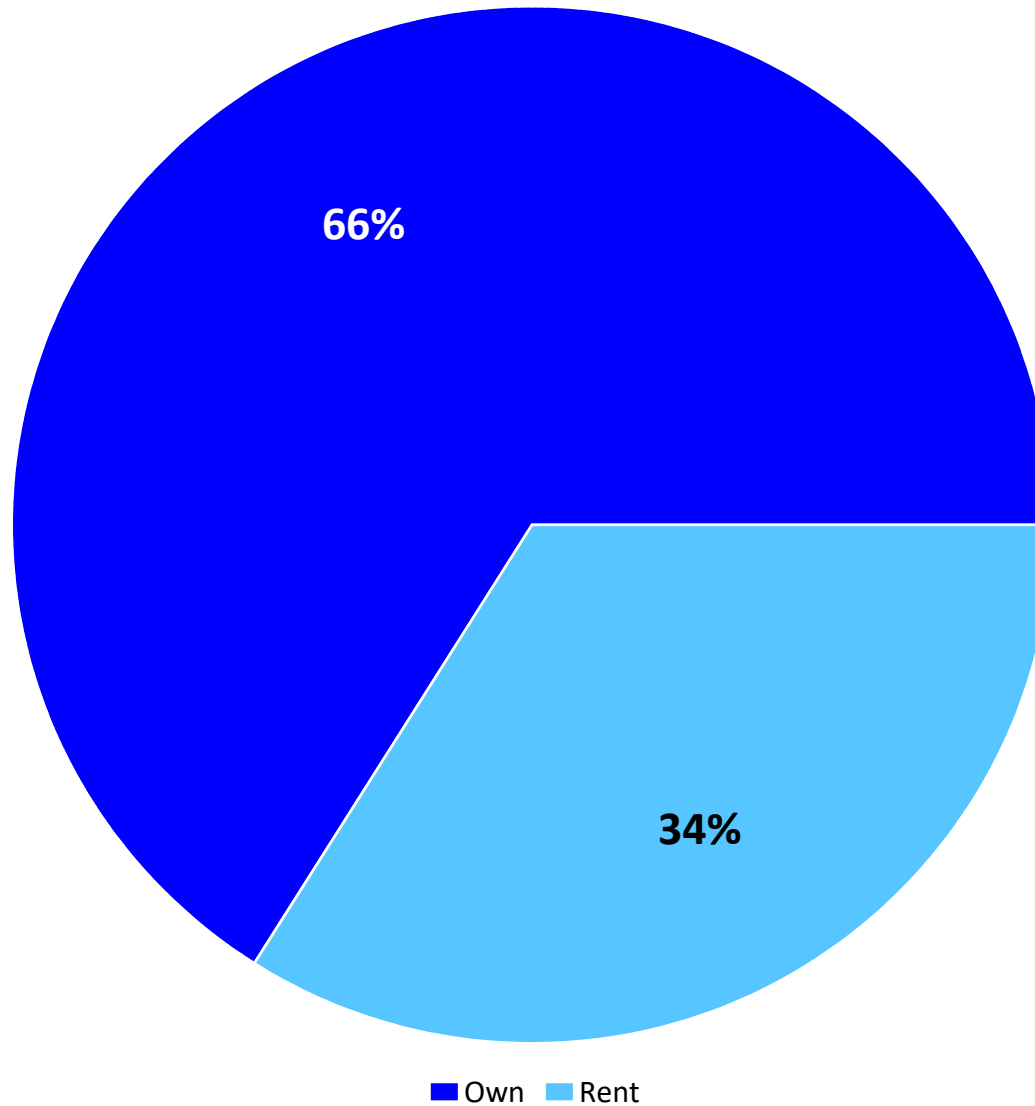
Q33. Have you met your Council person?

by percentage of respondents



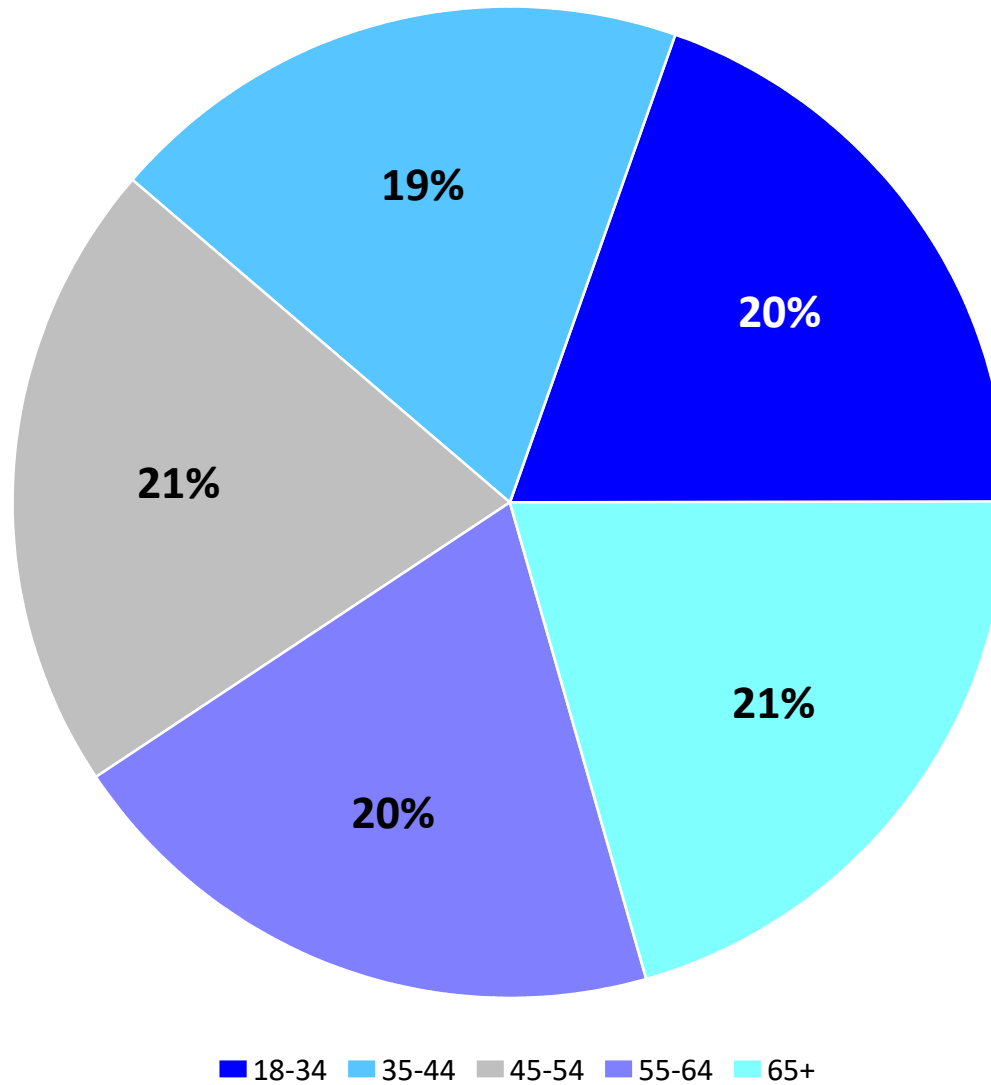
Q34. Do you own or rent your current residence?

by percentage of respondents



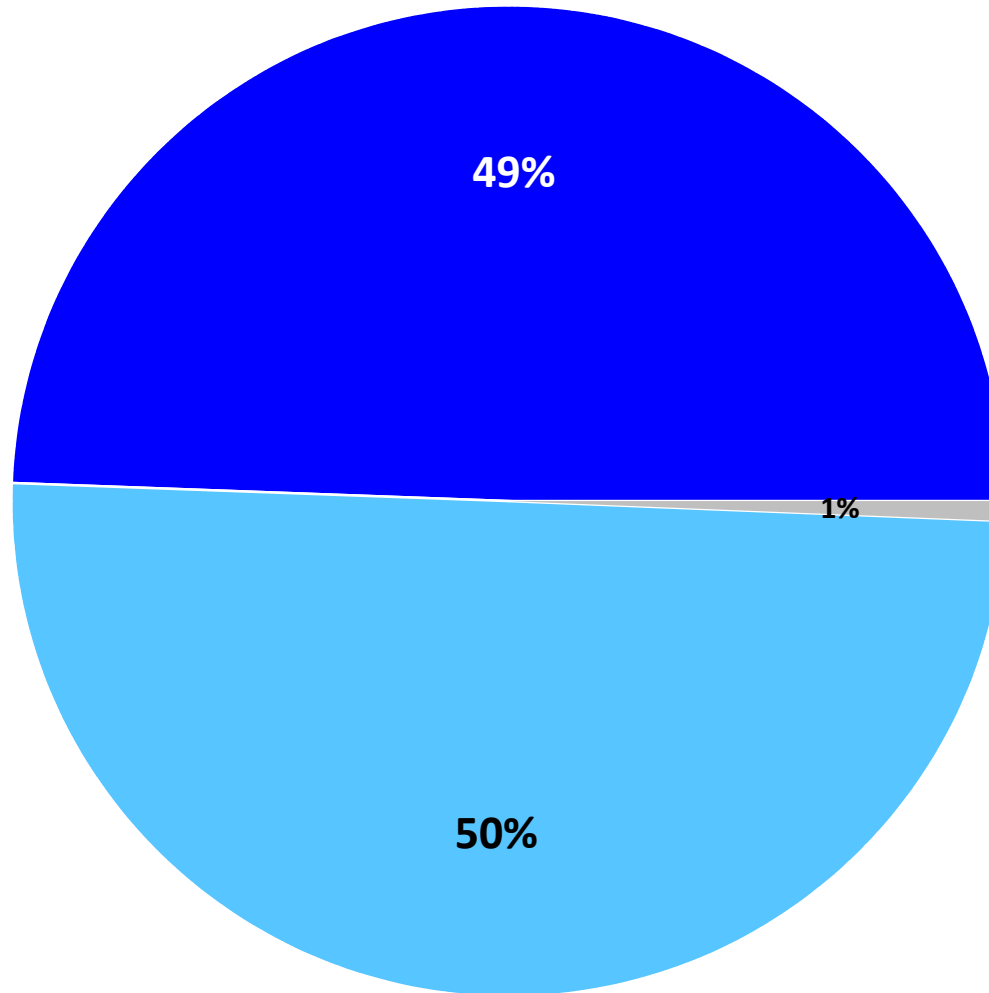
Q35. What is your age?

by percentage of respondents



Q36. What is your gender identity?

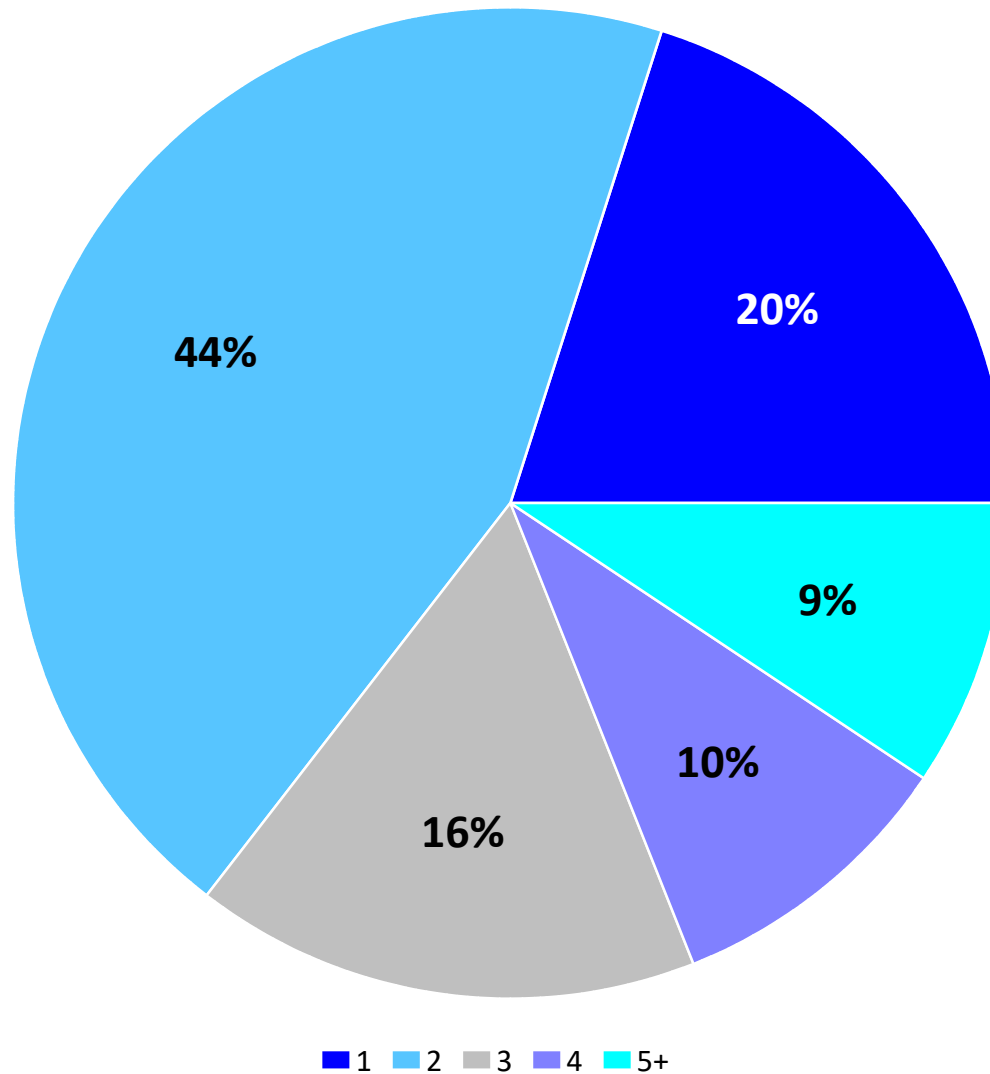
by percentage of respondents



■ Male ■ Female ■ Gender variant/non-conforming

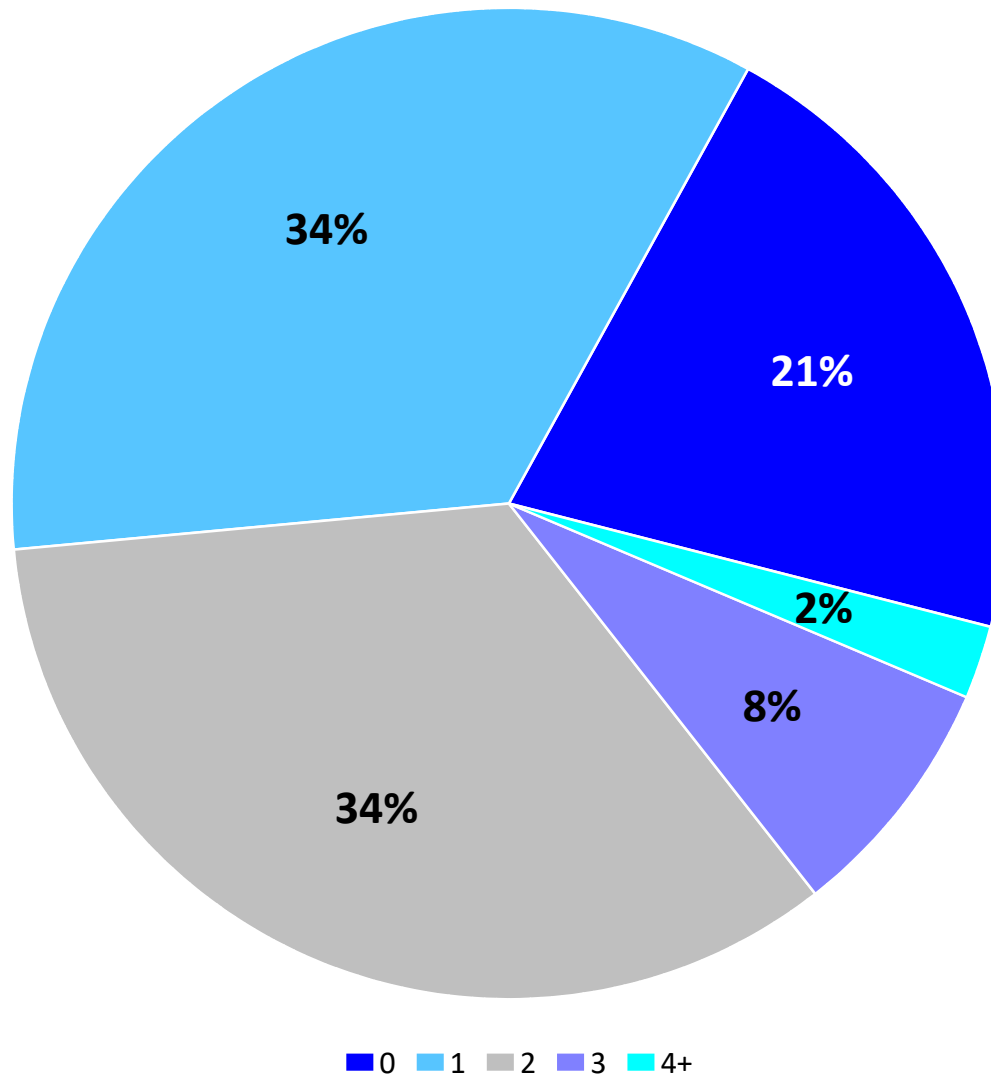
Q37. Including yourself, how many people live in your household?

by percentage of respondents



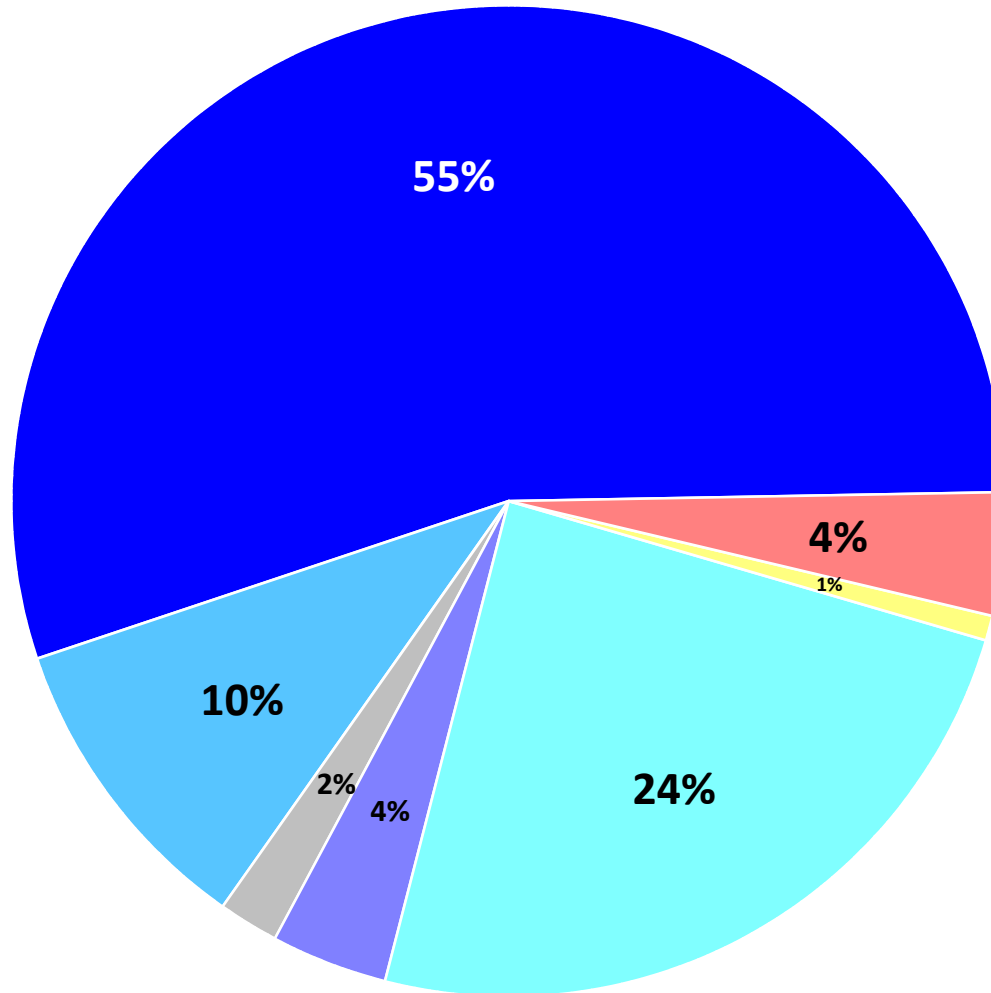
Q38. How many people in your household are employed?

by percentage of respondents



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

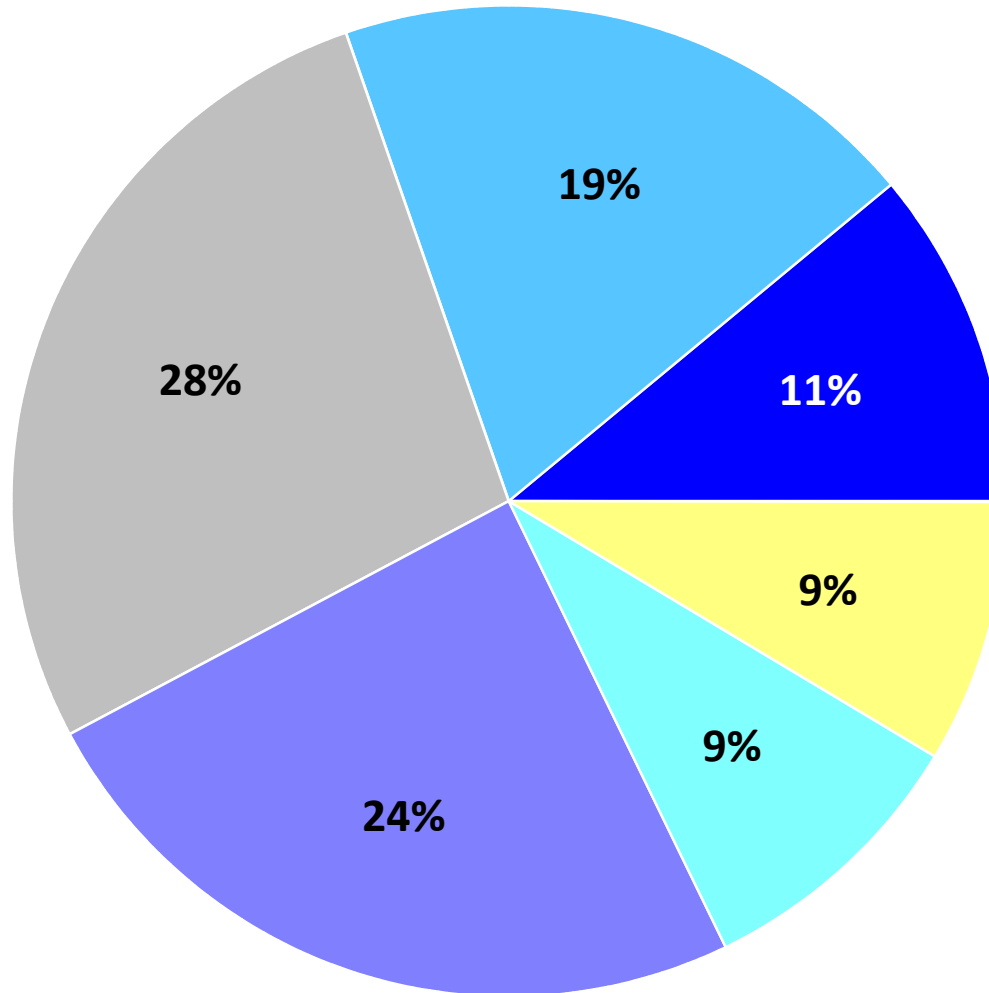
by percentage of respondents



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

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

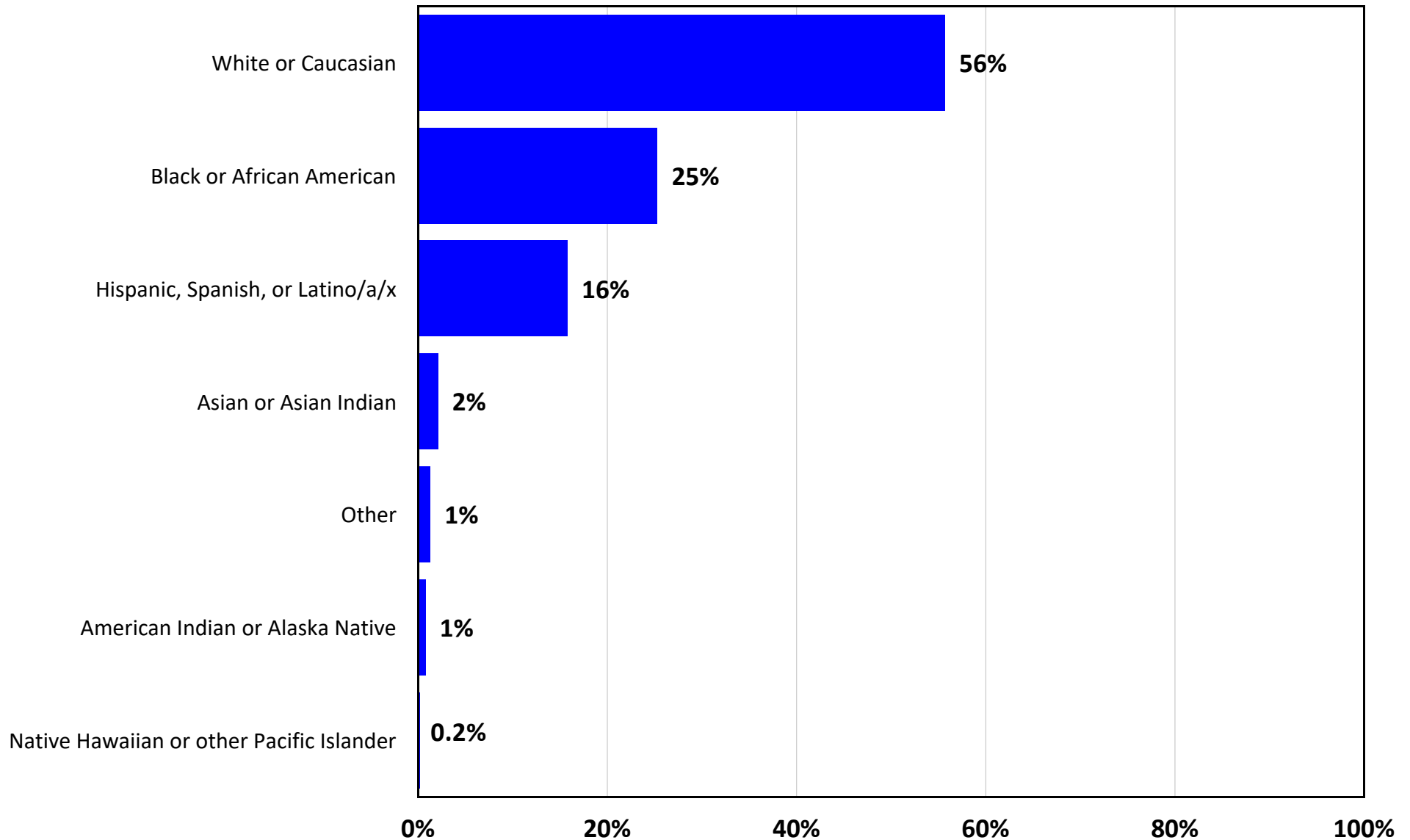
by percentage of respondents



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

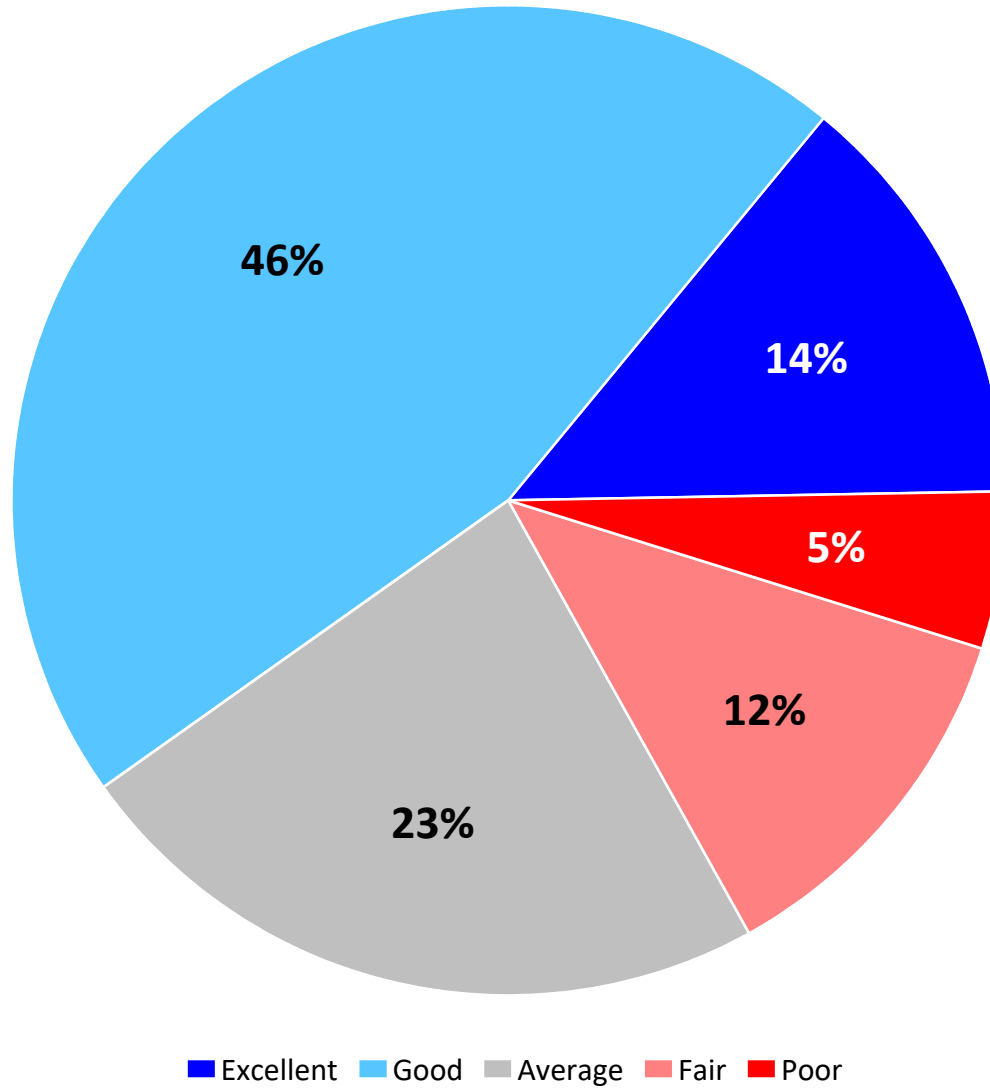
Q41. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



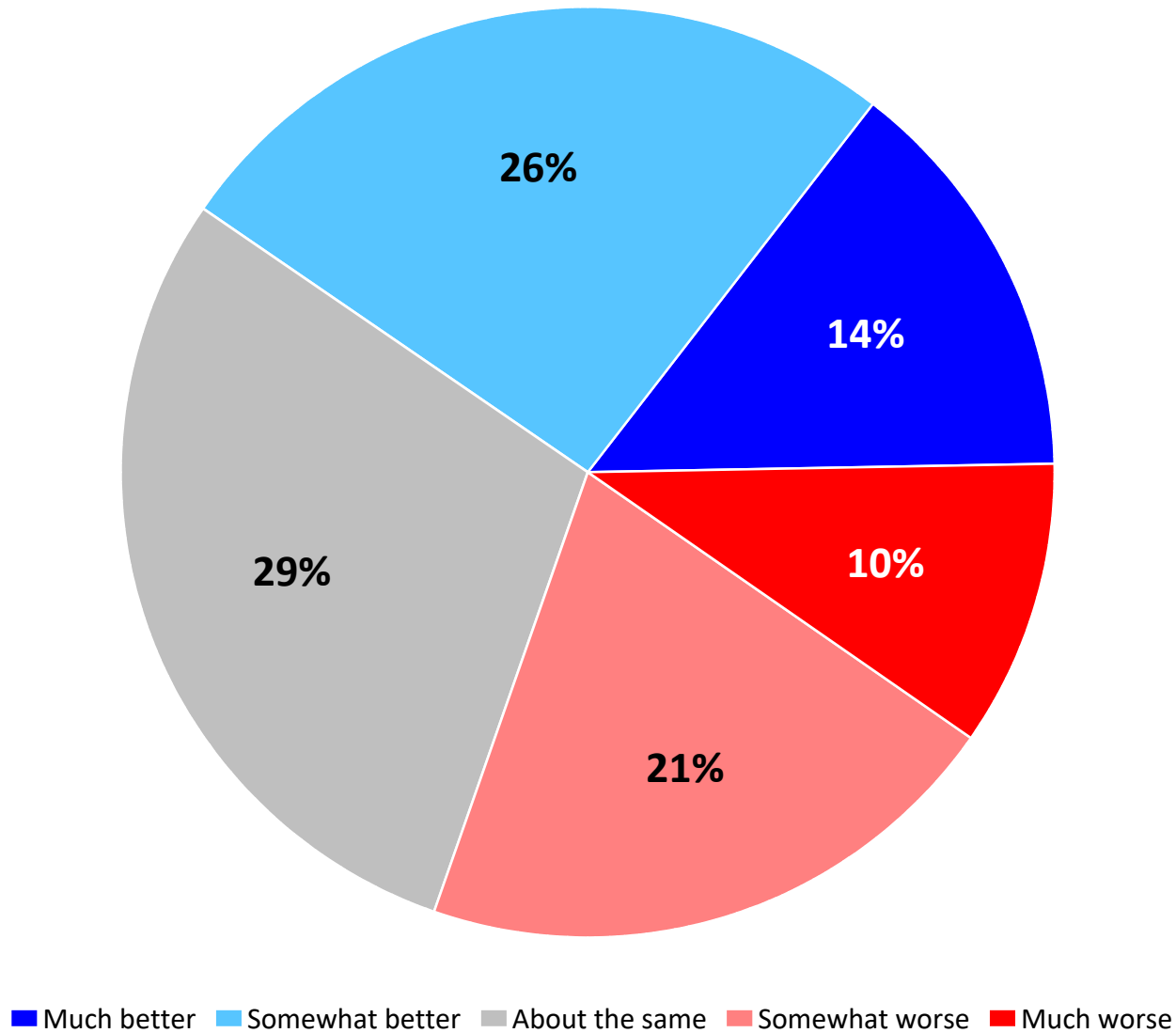
Q42. How would you describe your overall state of health these days?

by percentage of respondents



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

by percentage of respondents





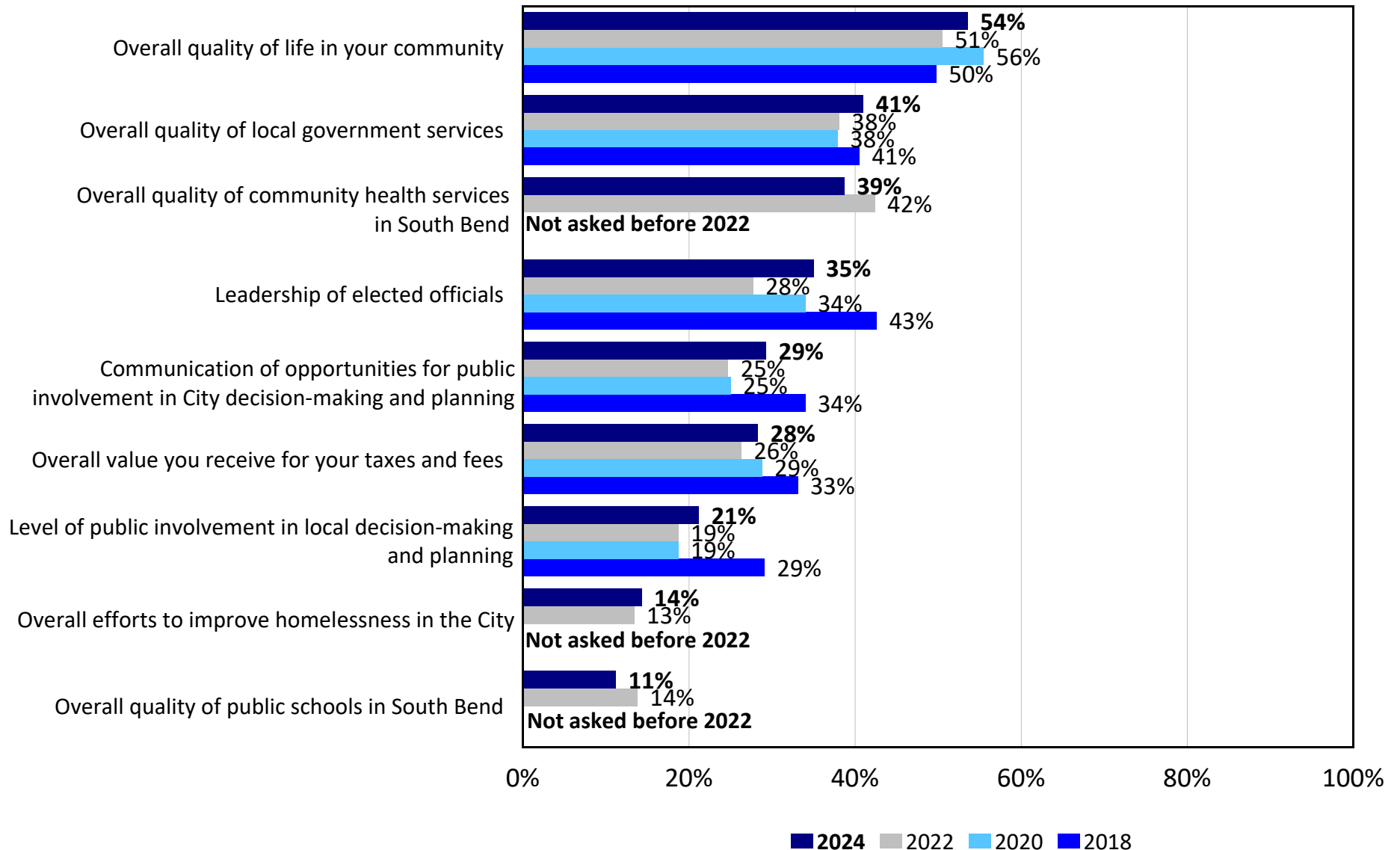
2

Trend Charts

Q1. City Leadership

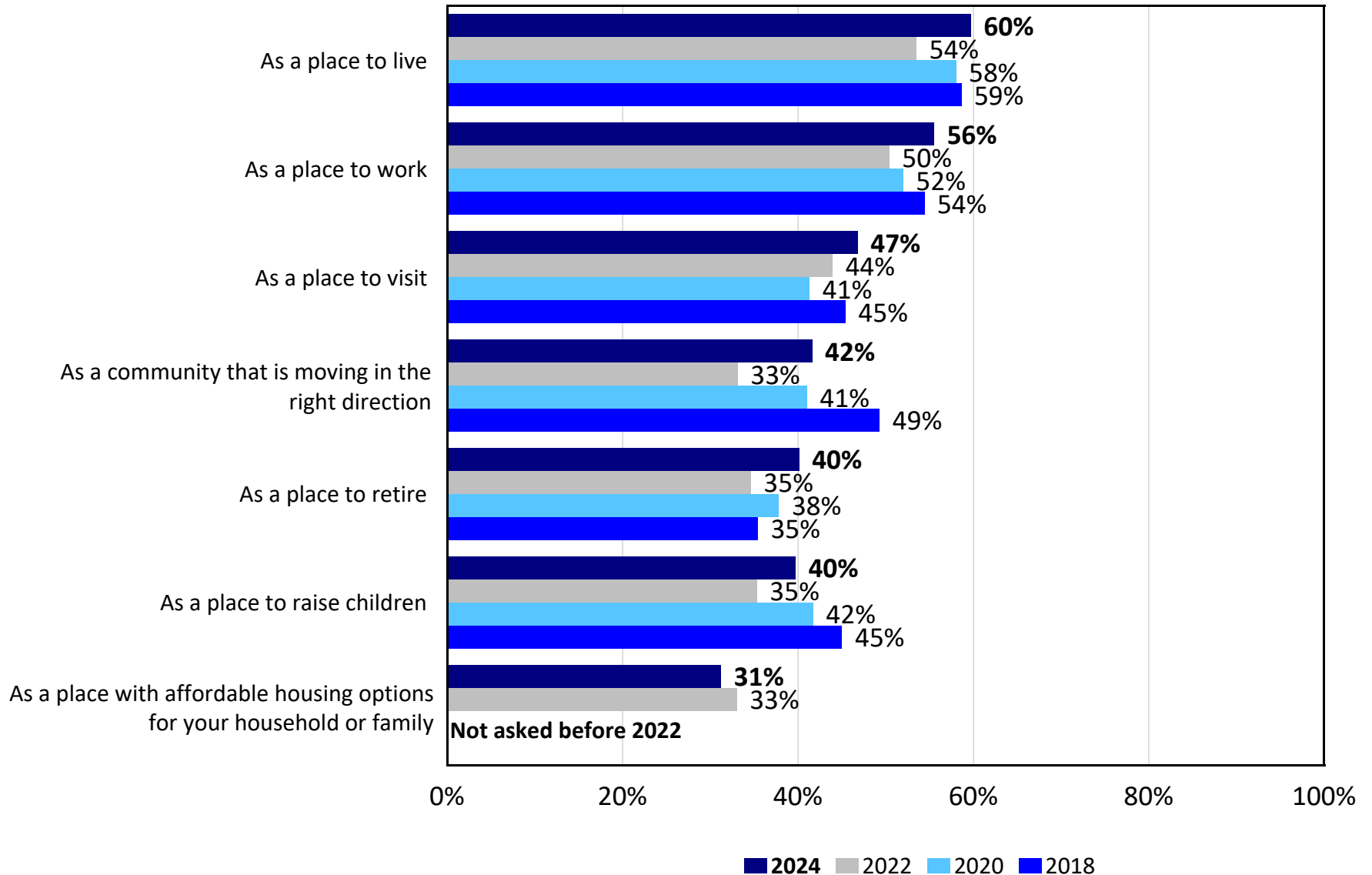
2024, 2022, 2020, and 2018

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



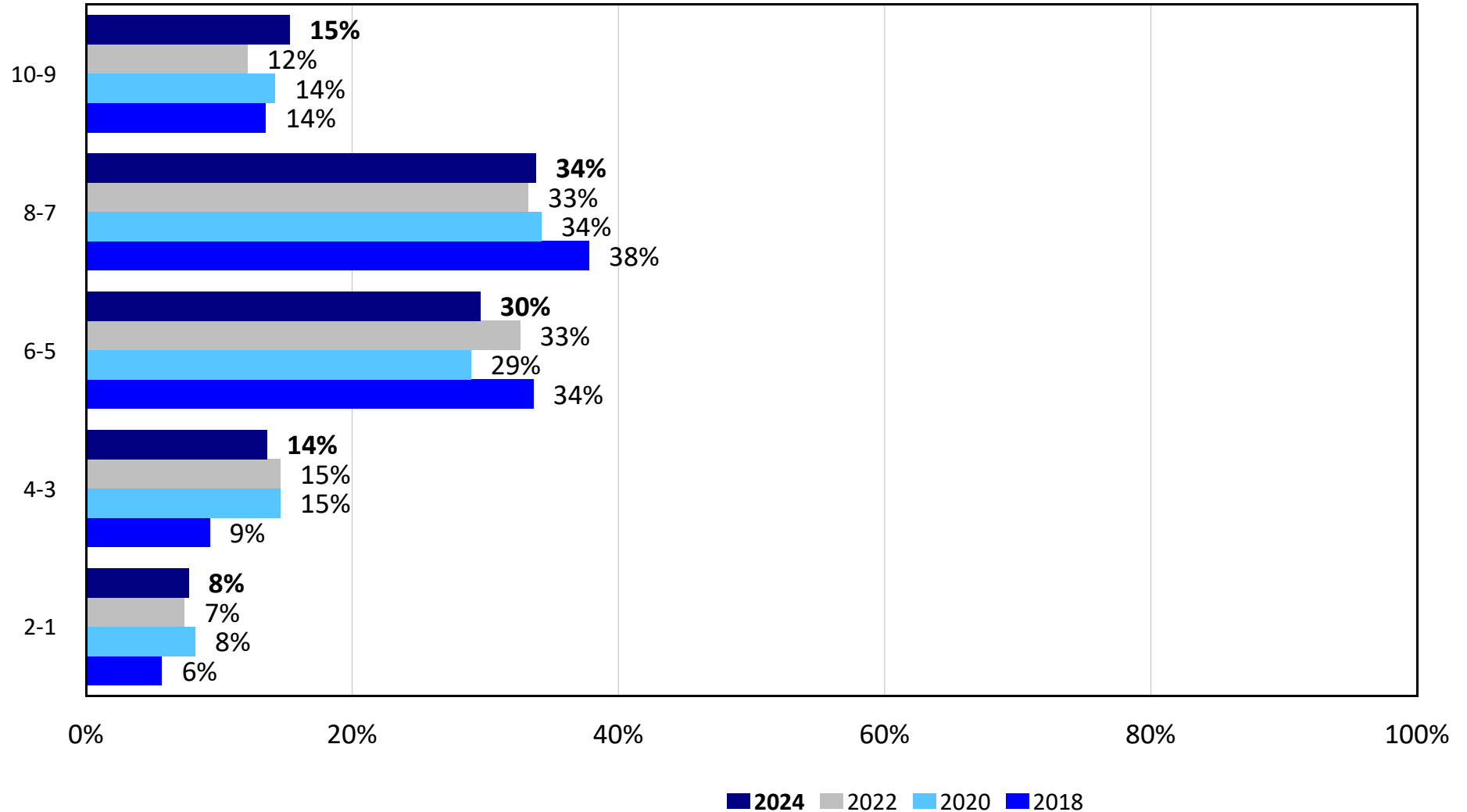
Q2. Overall Ratings of South Bend 2024, 2022, 2020, and 2018

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? 2024, 2022, 2020, and 2018

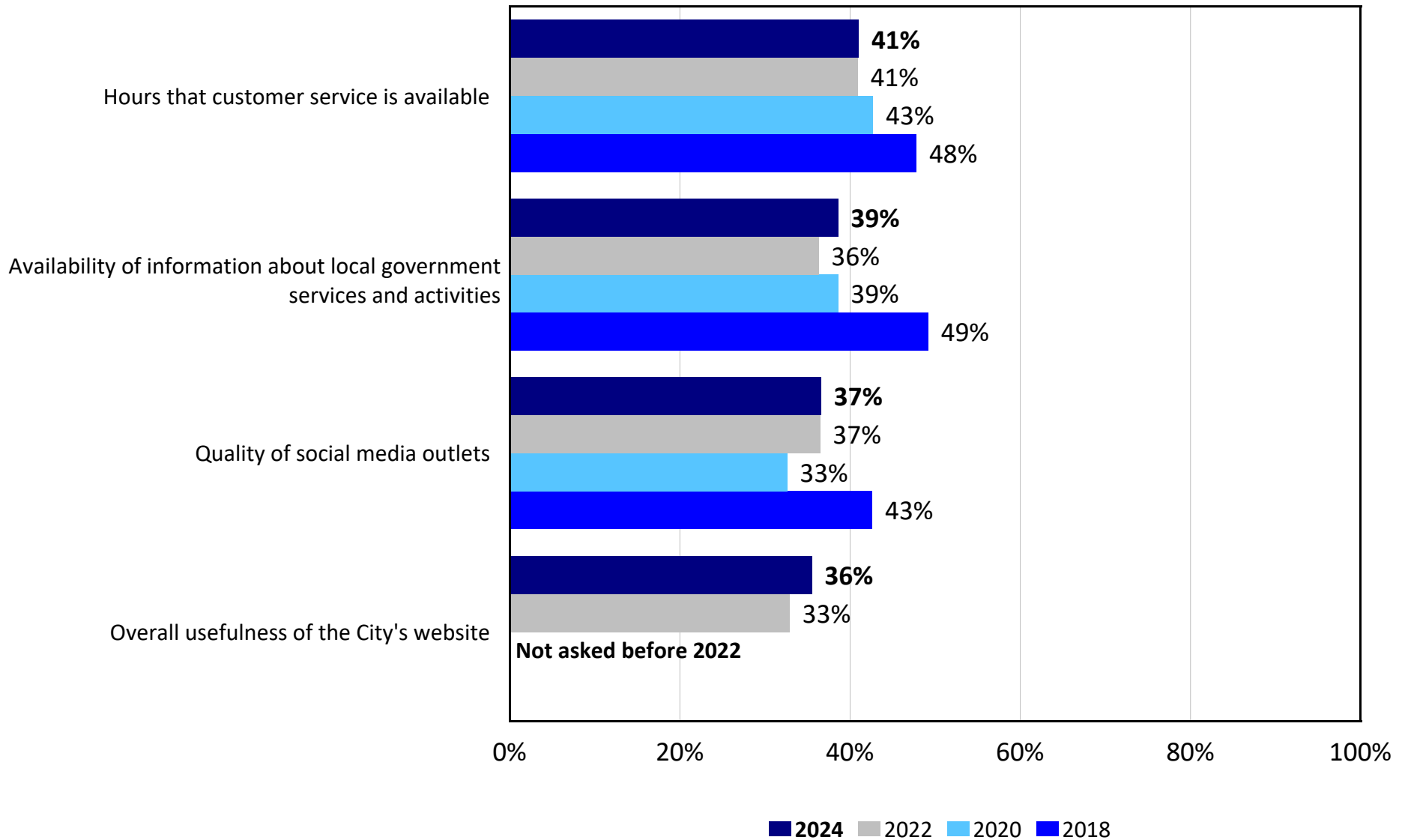
by percentage of respondents who rated the item as a 1 to 10 on a 10-point scale (excluding don't knows)



Q4. Customer Service and Communication

2024, 2022, 2020, and 2018

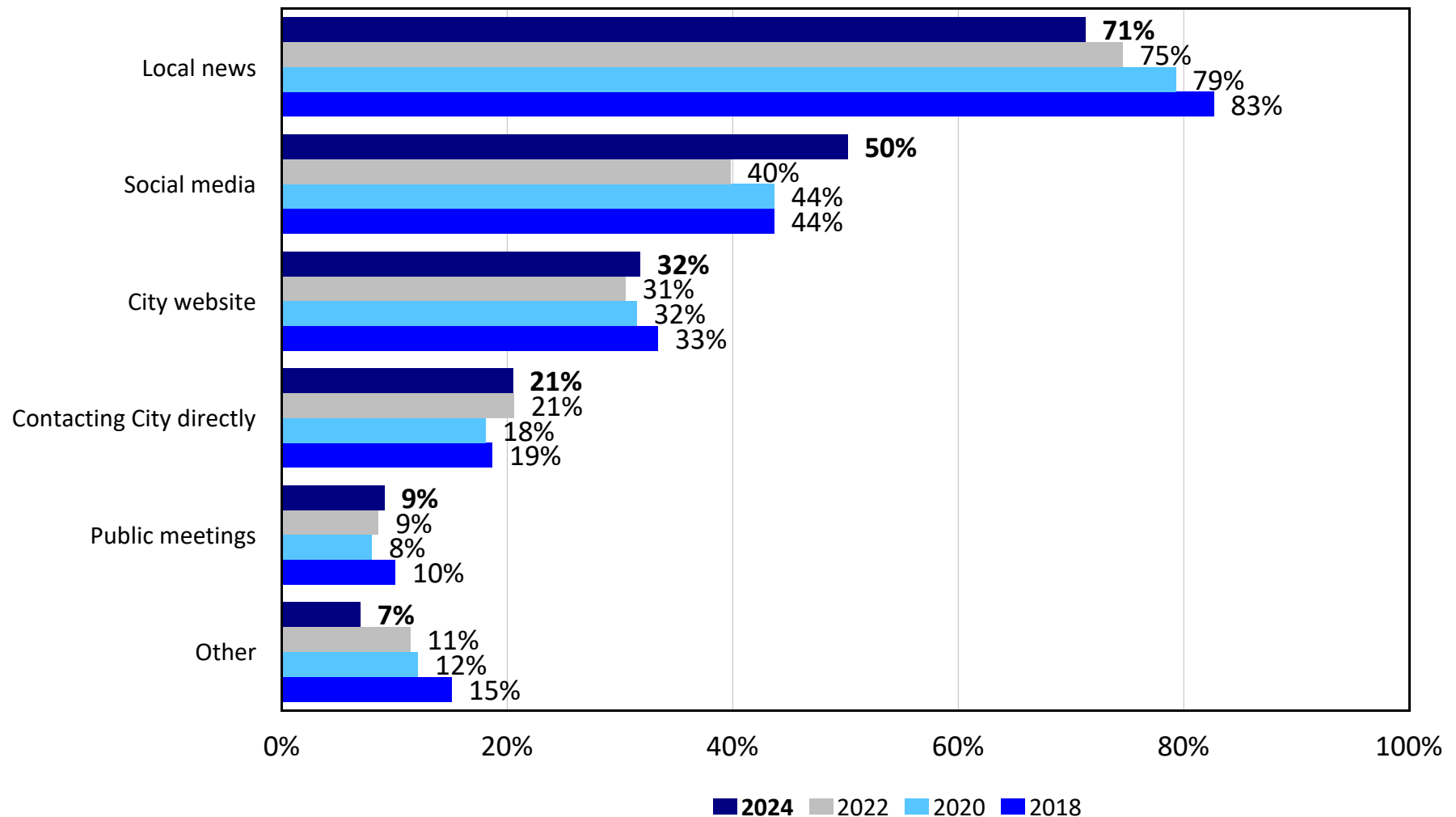
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



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

2024, 2022, 2020, and 2018

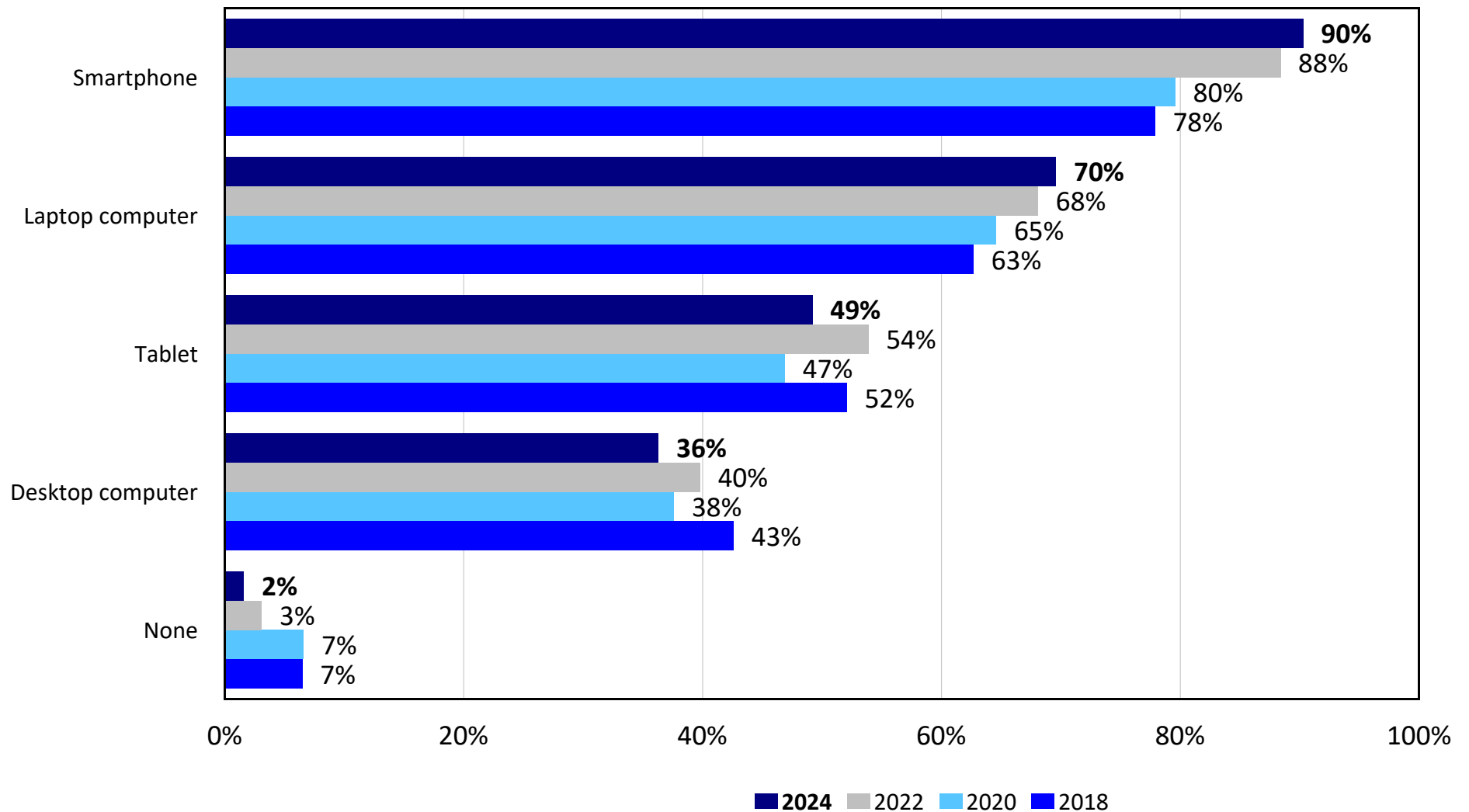
by percentage of respondents



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

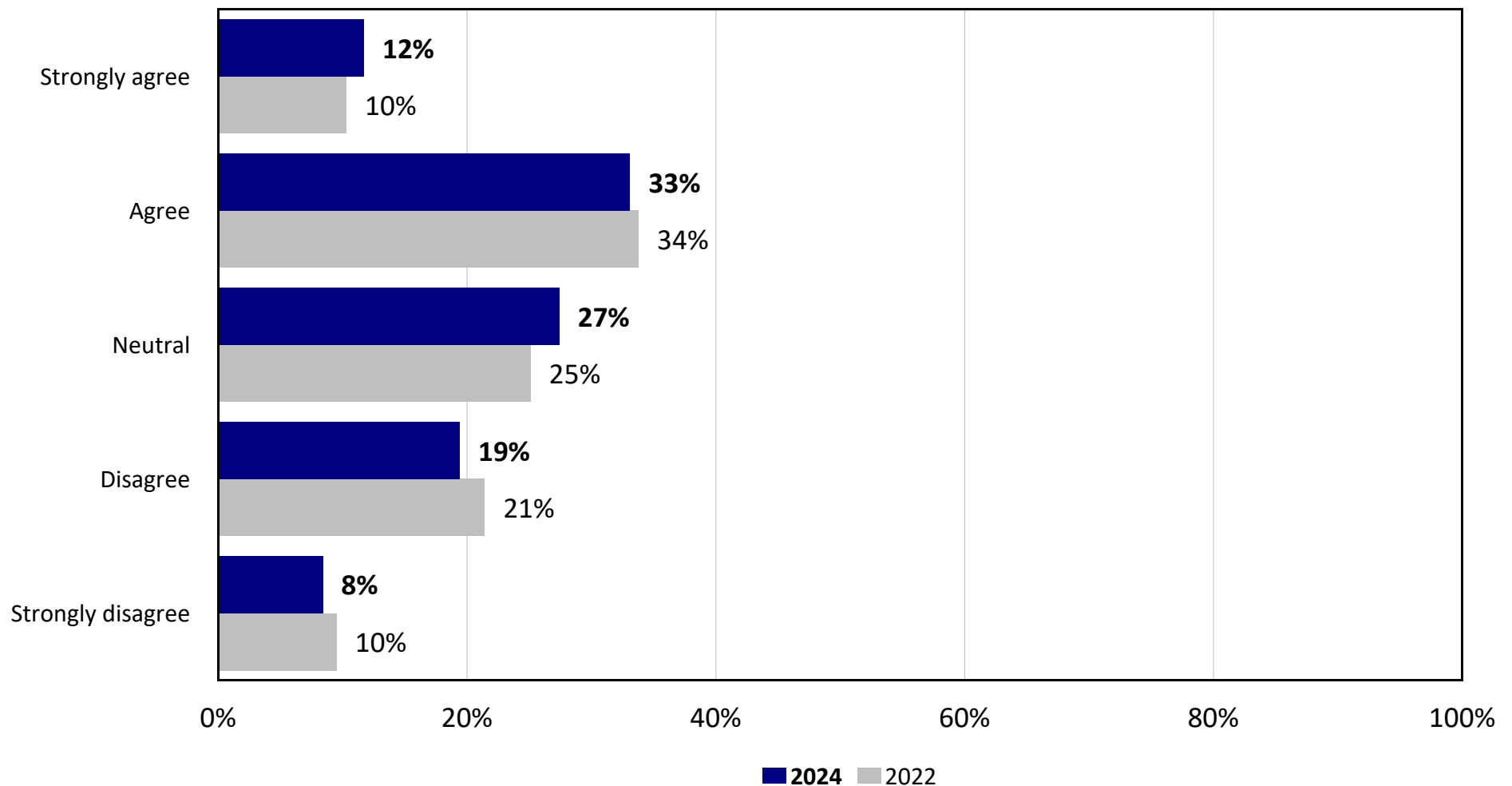
2024, 2022, 2020, and 2018

by percentage of respondents



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”

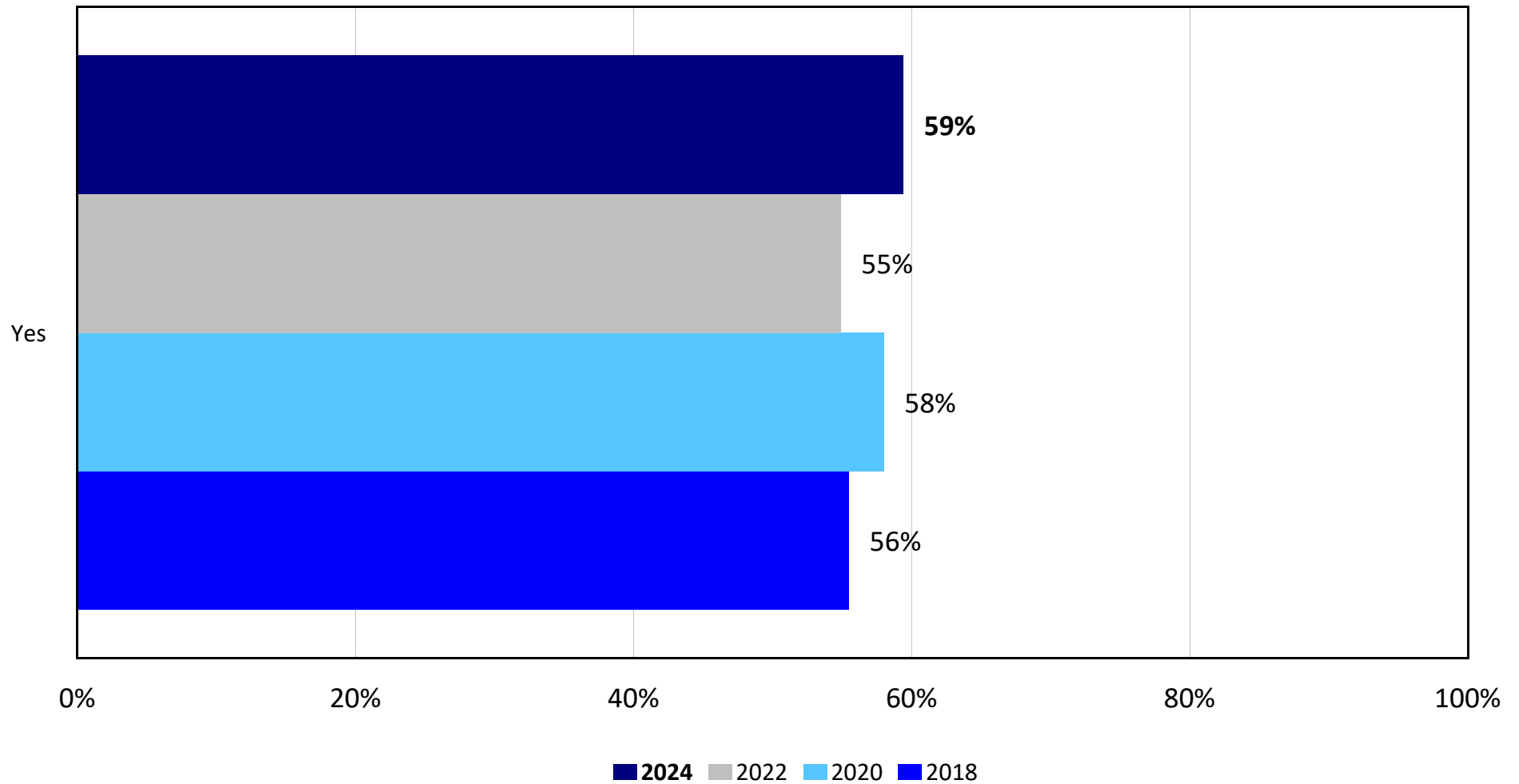
2024 and 2022 by percentage of respondents



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

2024, 2022, 2020, and 2018

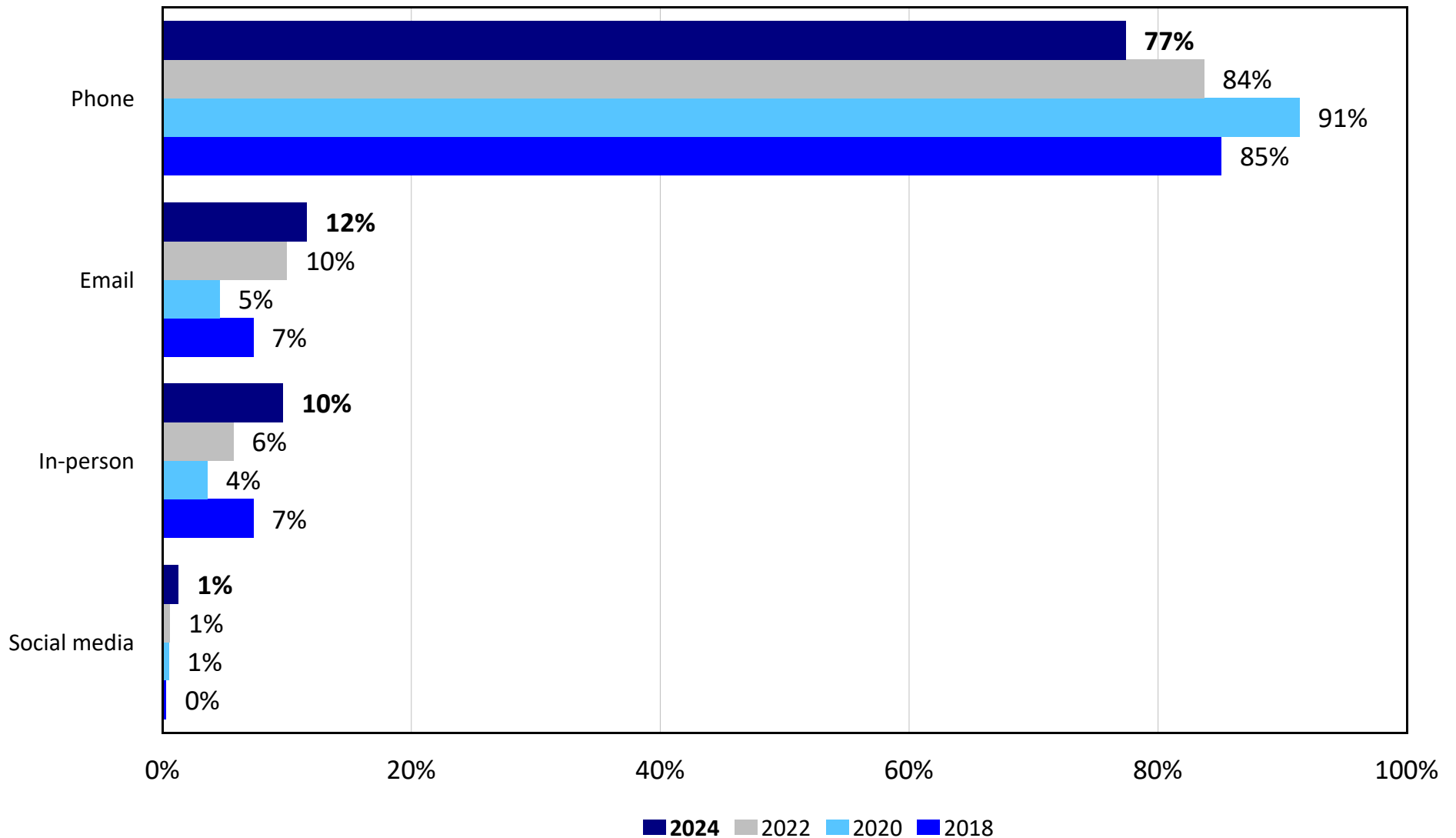
by percentage of respondents



Q9a. How did you contact the city?

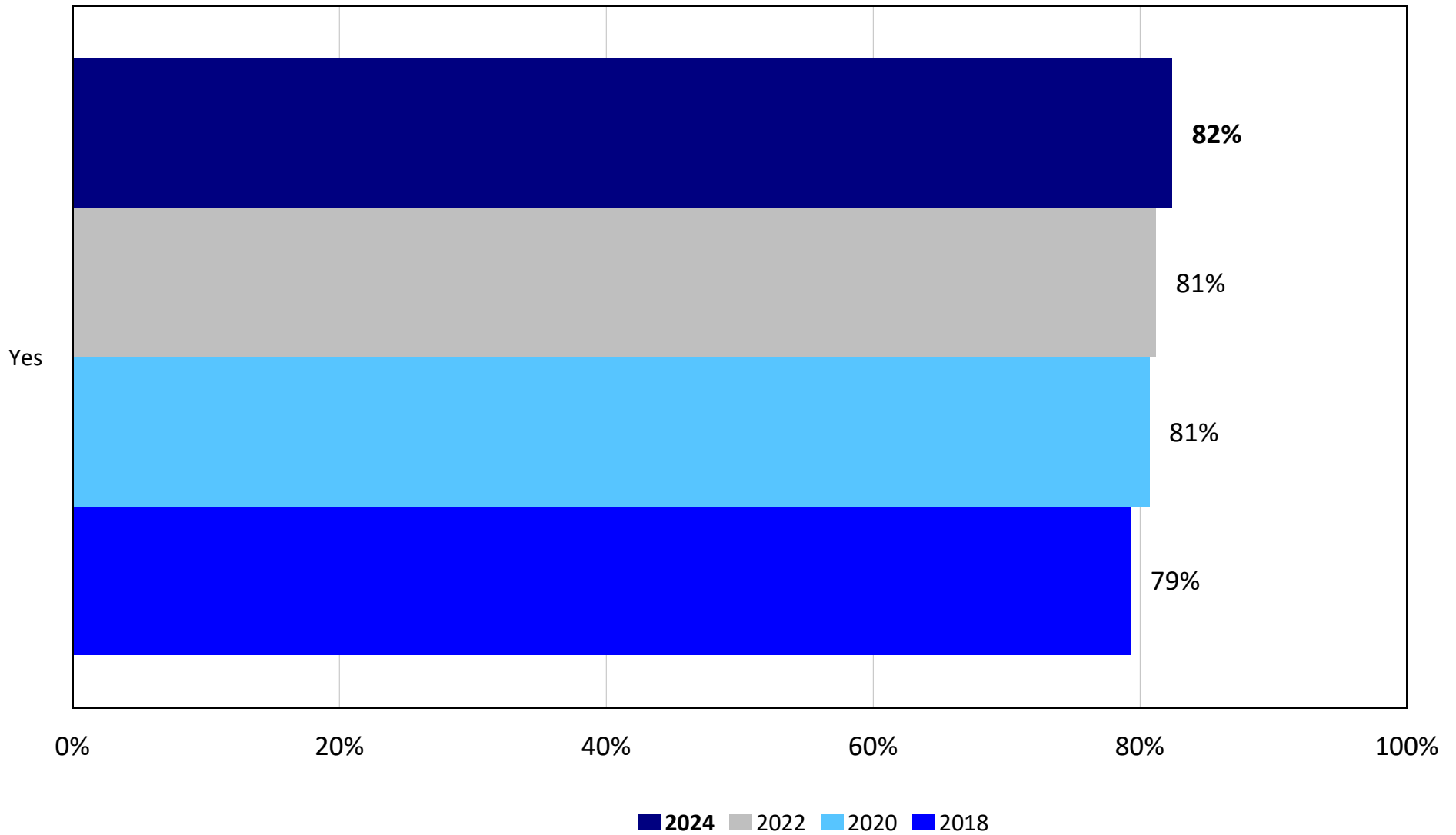
2024, 2022, 2020, and 2018

by percentage of respondents



Q9b. Did you contact 311? 2024, 2022, 2020, and 2018

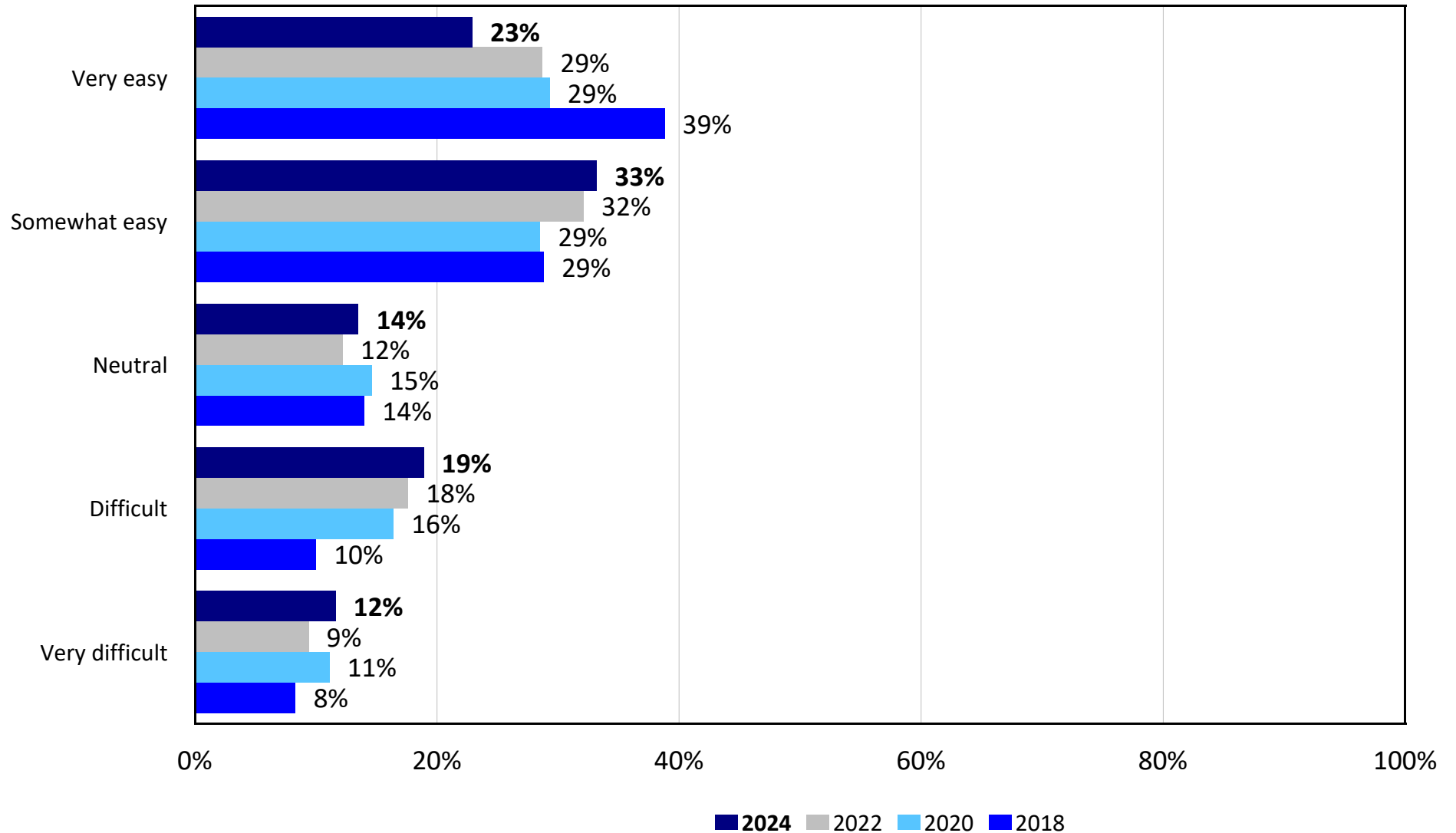
by percentage of respondents



Q9c. How easy was it to address your issue?

2024, 2022, 2020, and 2018

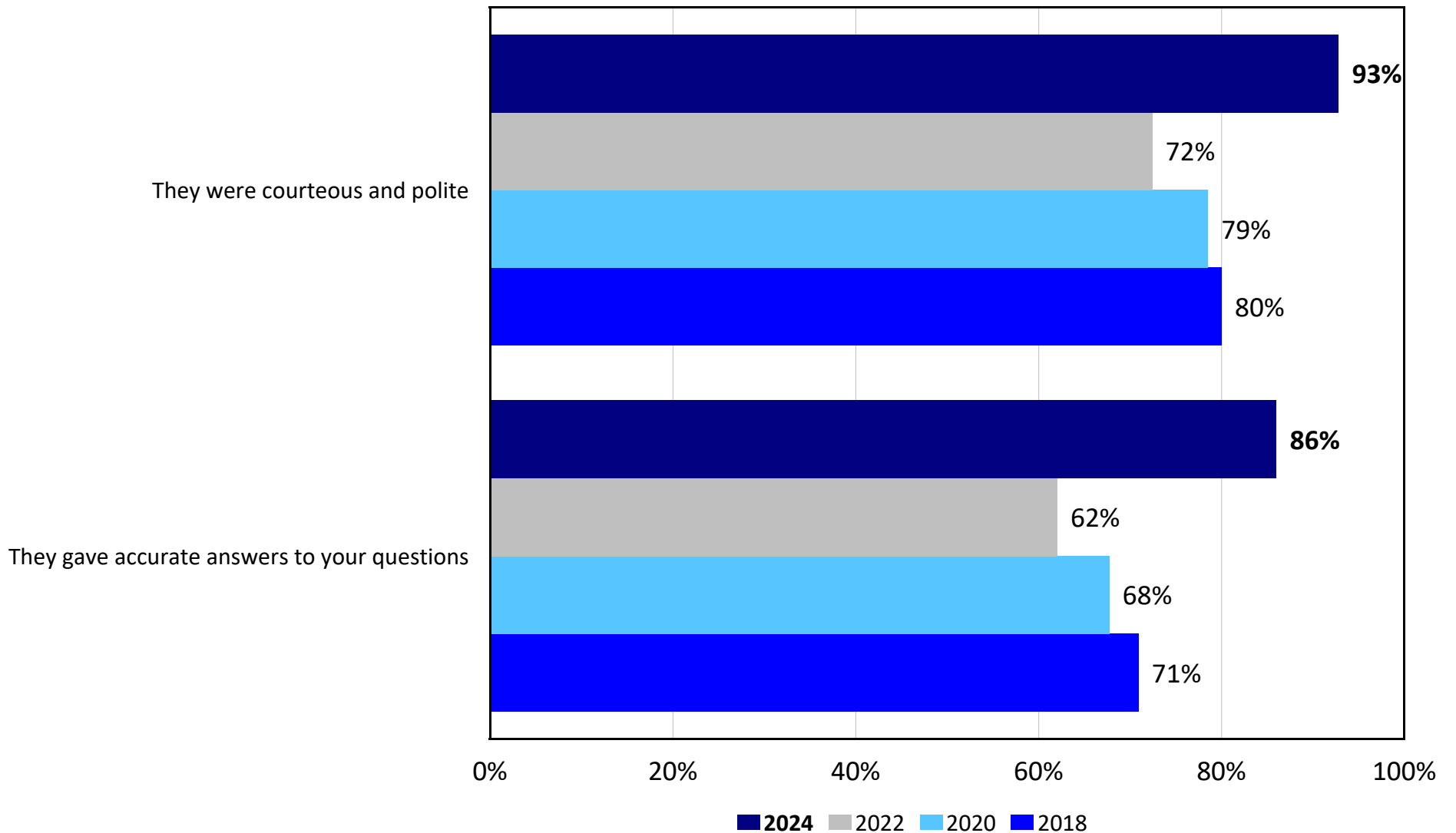
by percentage of respondents



Q9d. Customer Service

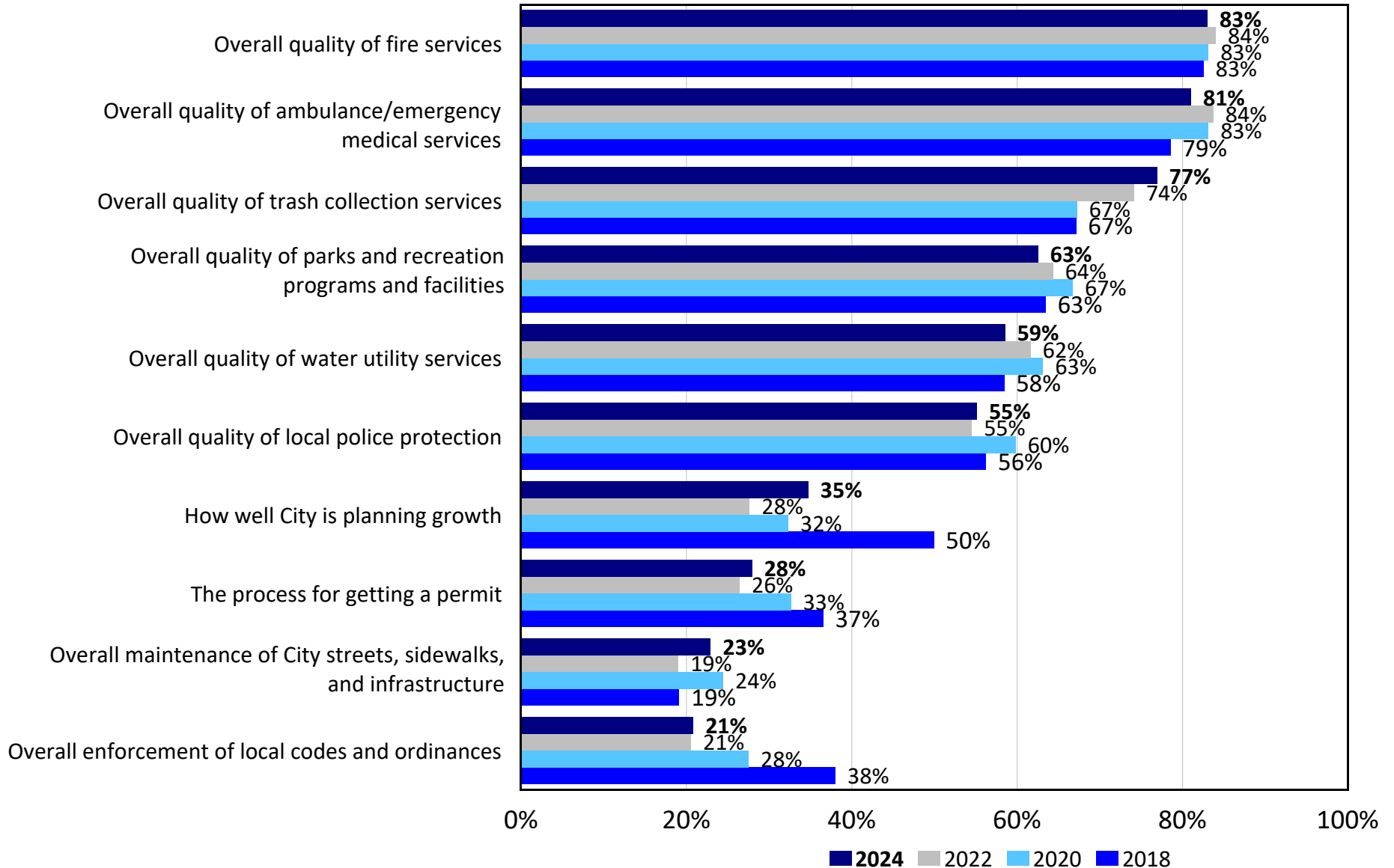
2024, 2022, 2020, and 2018

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



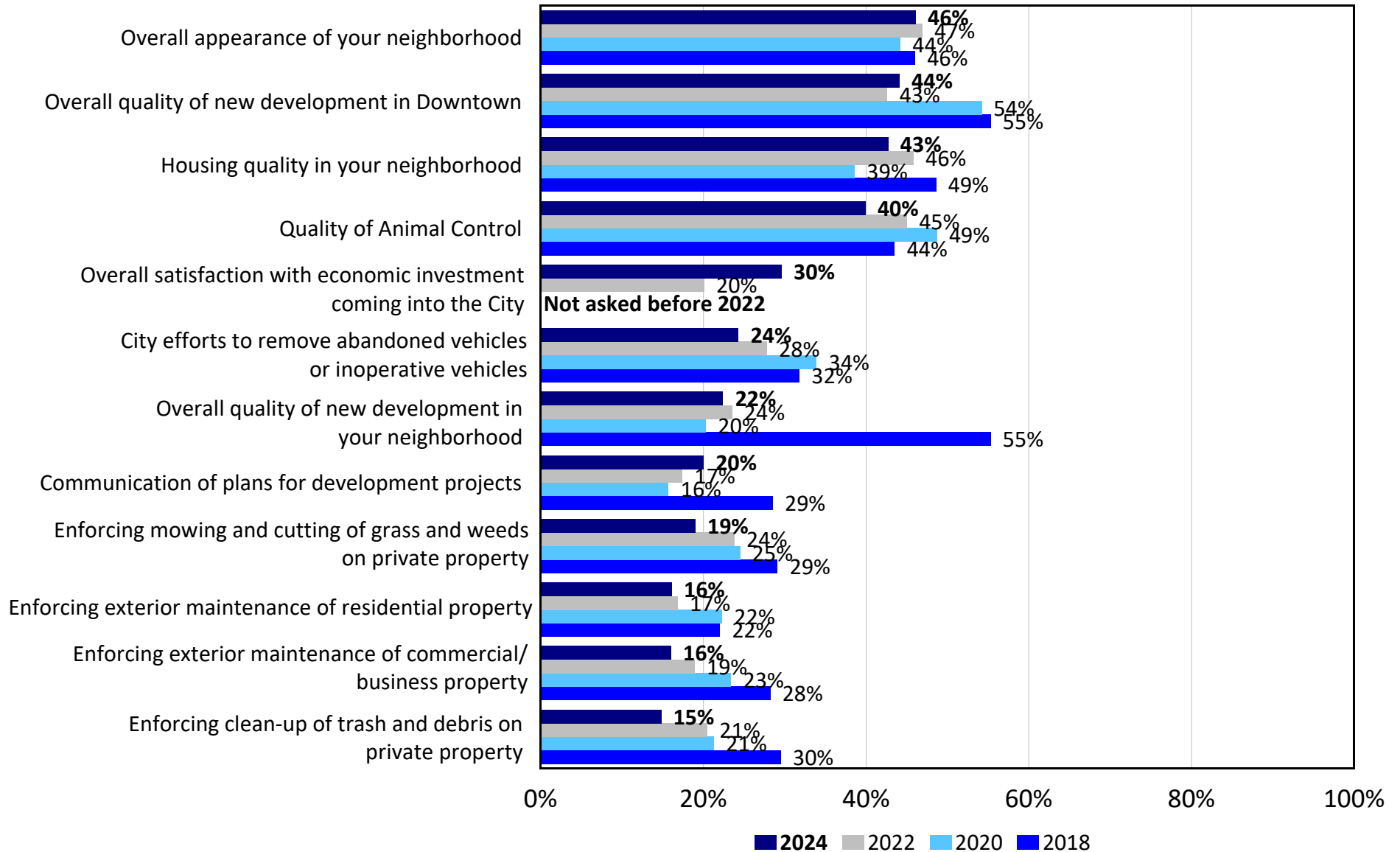
Q10. Major Categories of City Services 2024, 2022, 2020, and 2018

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



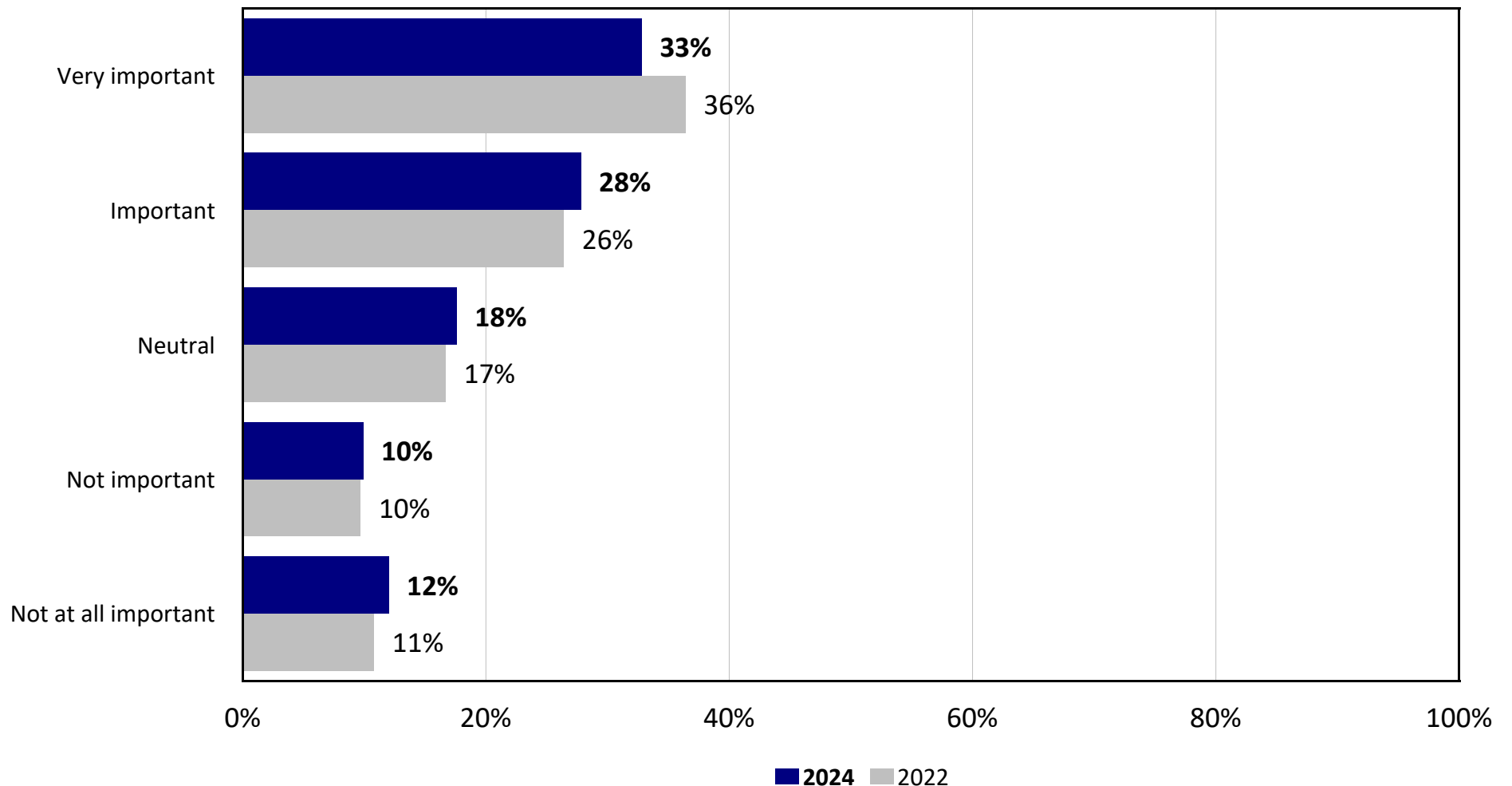
Q12. Community Investment 2024, 2022, 2020, and 2018

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



Q14. How important is taking action to reduce or mitigate greenhouse gas emission and adapt to climate change for you? 2024 and 2022

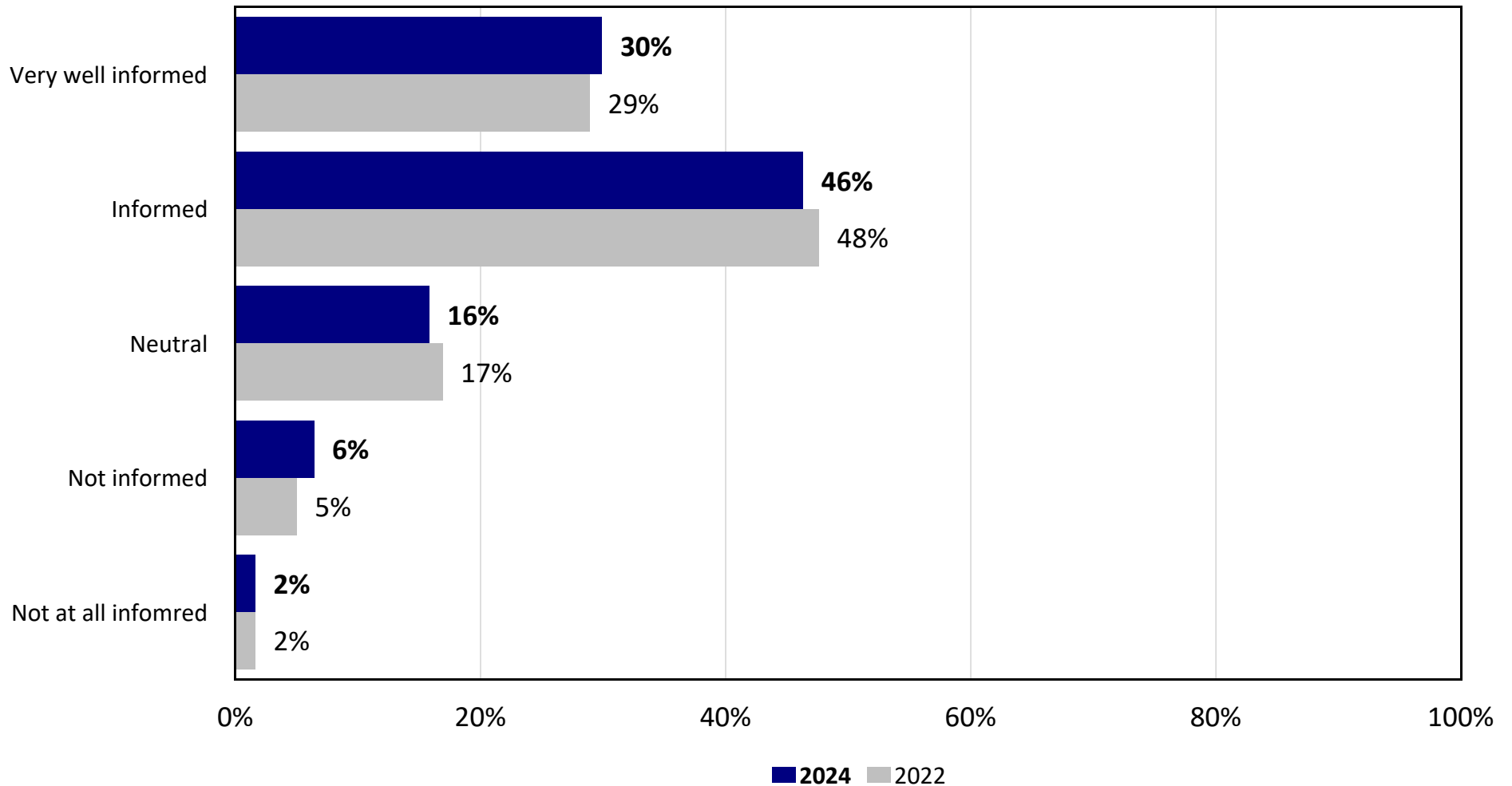
by percentage of respondents



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

2024 and 2022

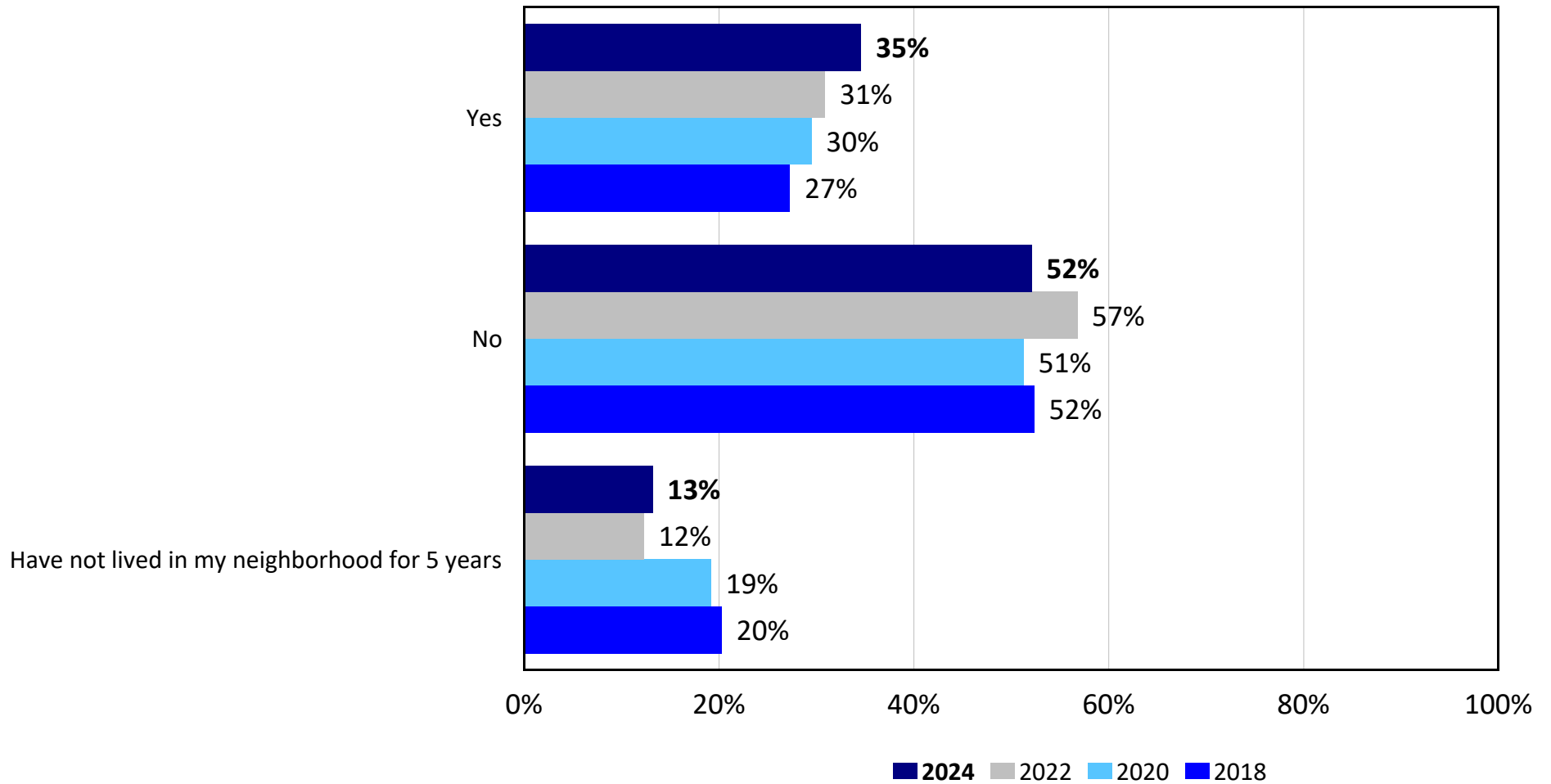
by percentage of respondents



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

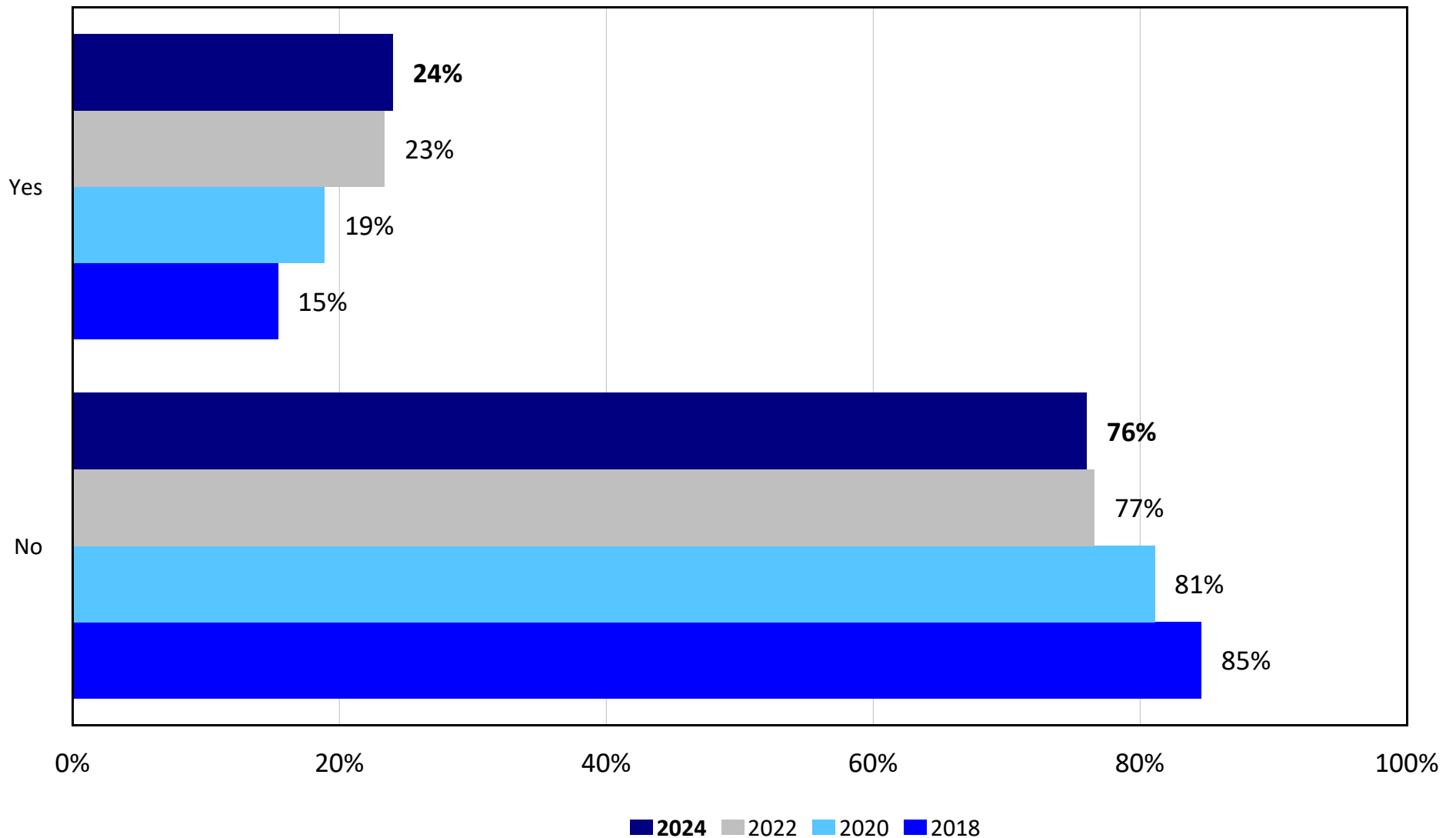
2024, 2022, 2020, and 2018

by percentage of respondents



Q18. Do you belong to a neighborhood association? 2024, 2022, 2020, and 2018

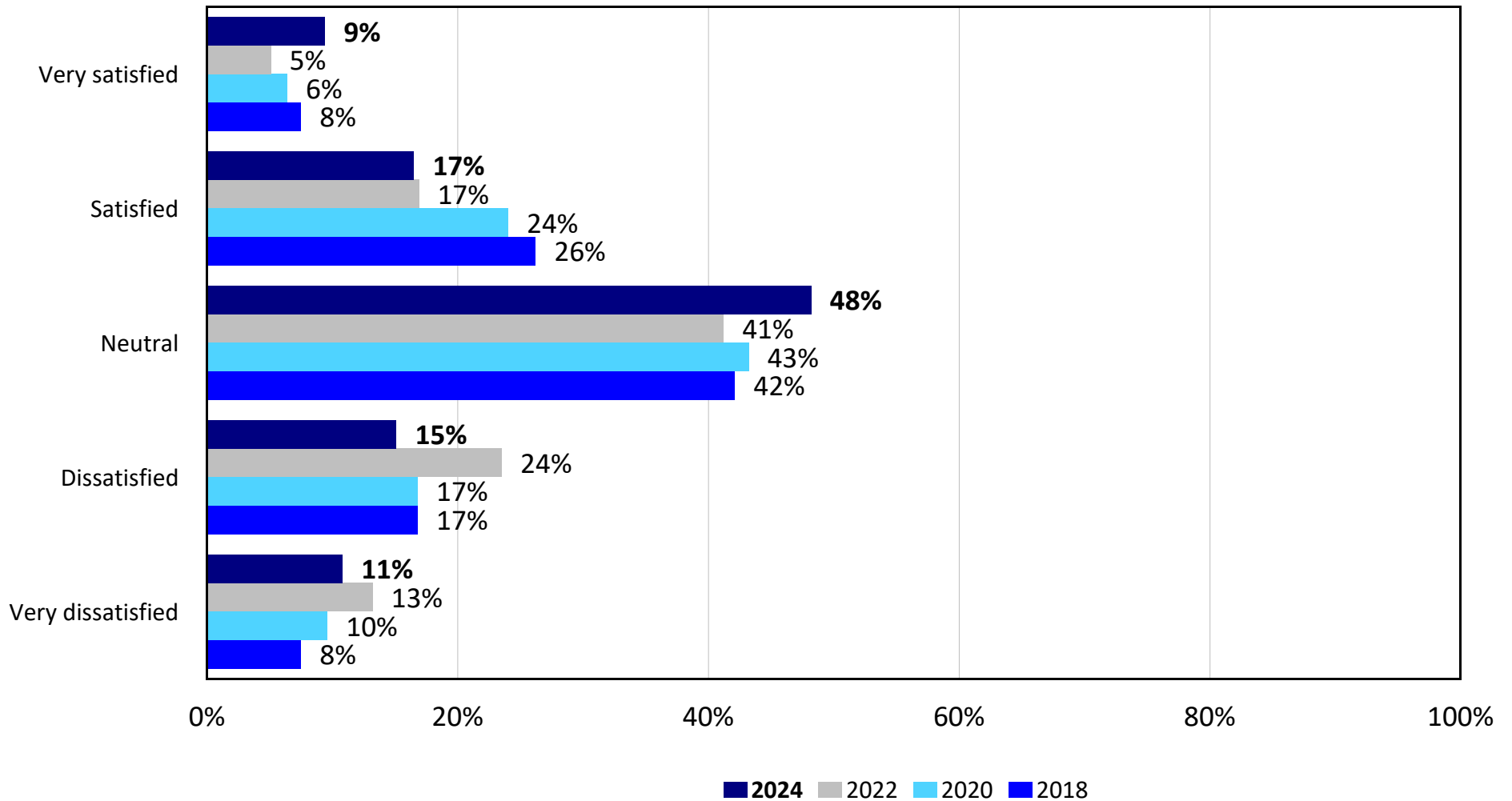
by percentage of respondents



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

2024, 2022, 2020, and 2018

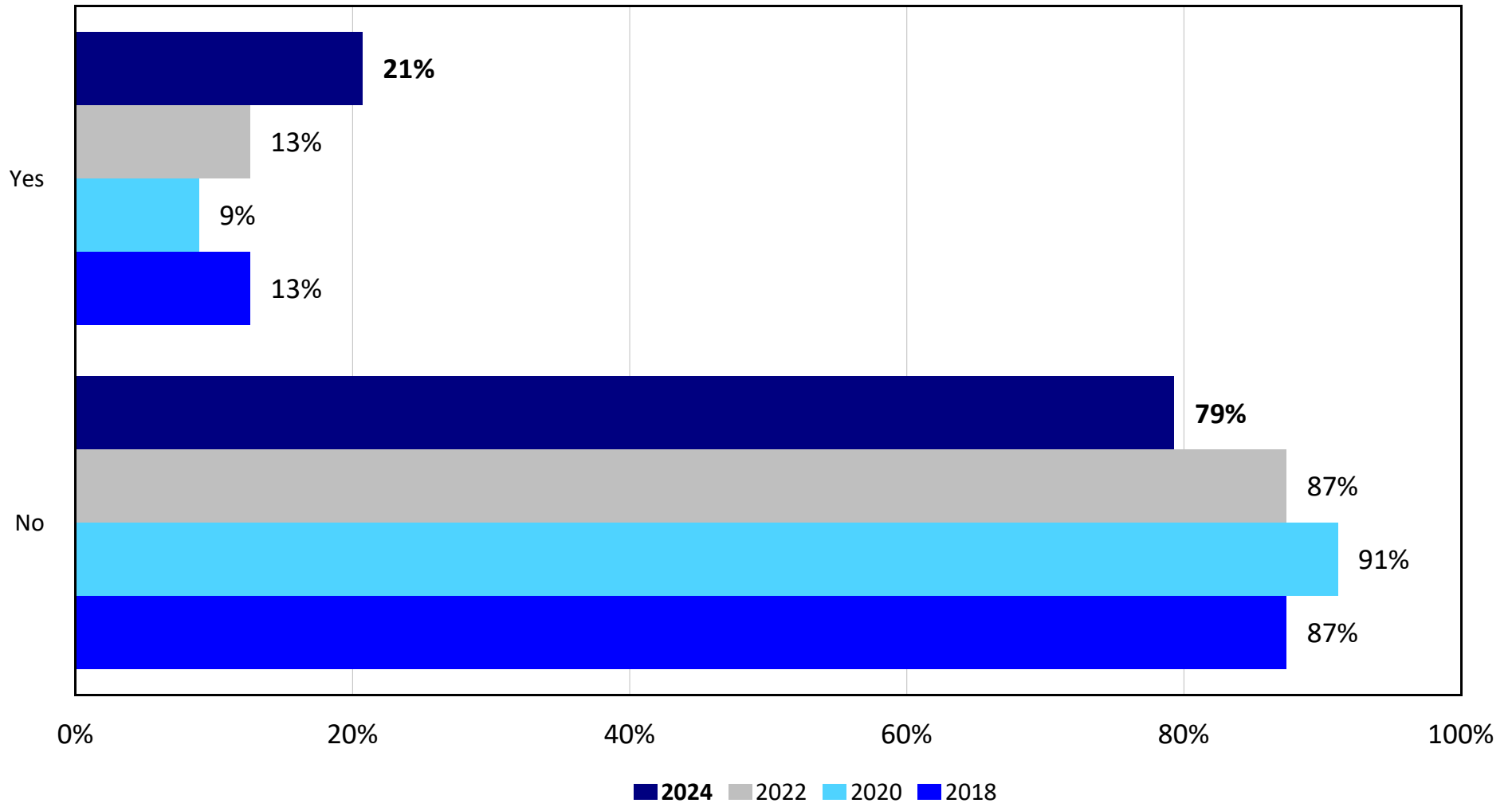
by percentage of respondents



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

2024, 2022, 2020, and 2018

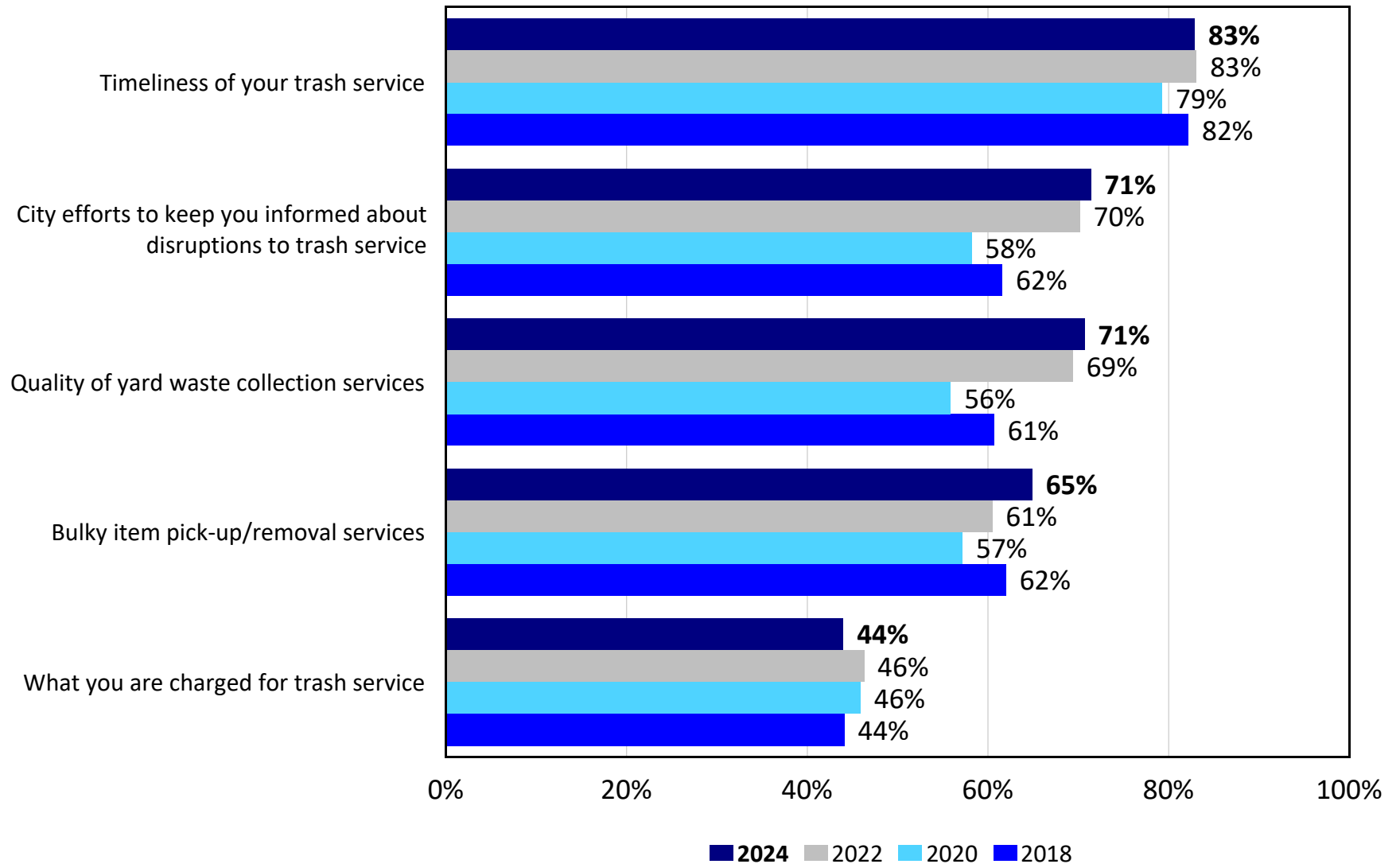
by percentage of respondents



Q20. Solid Waste

2024, 2022, 2020, and 2018

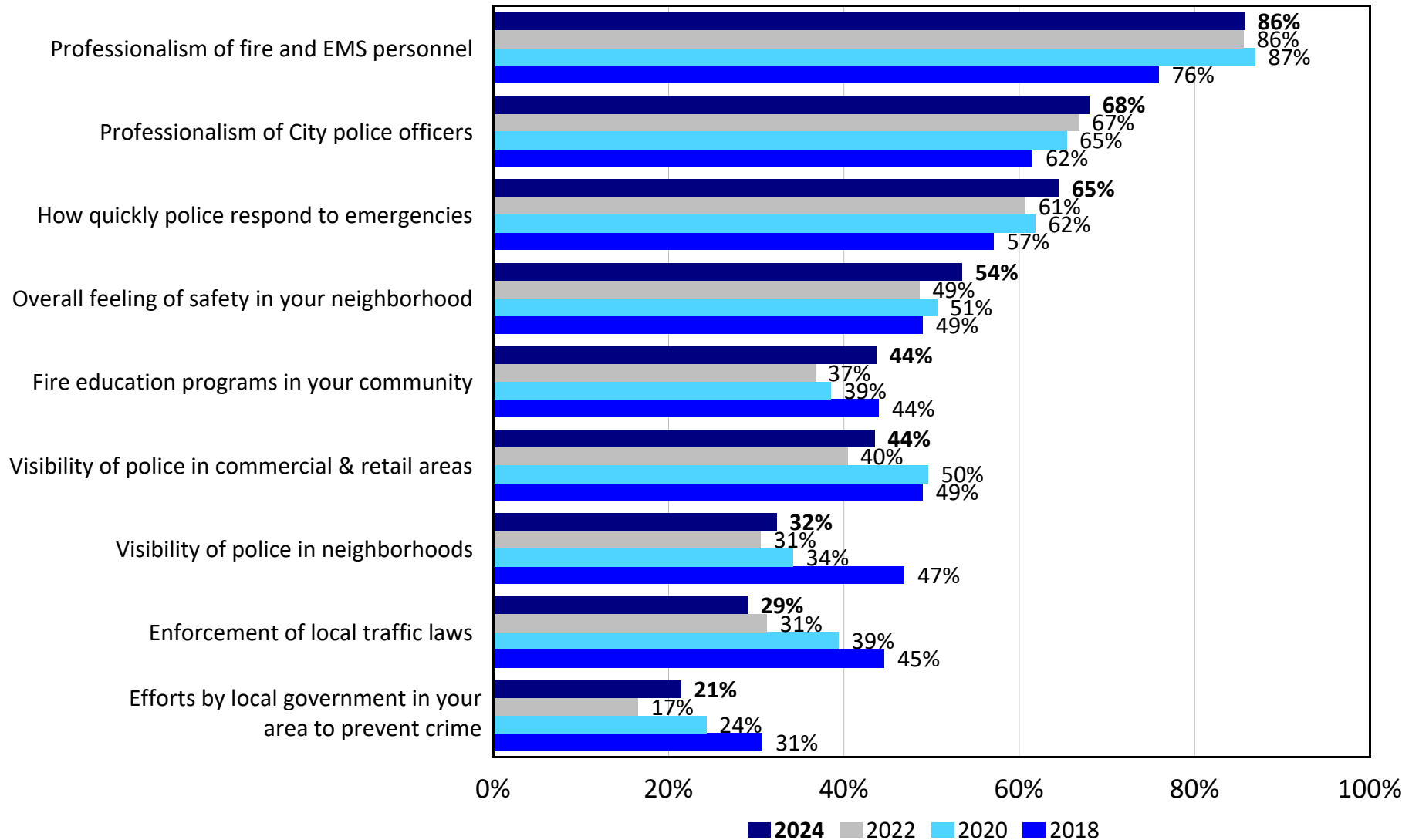
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q22. Public Safety

2024, 2022, 2020, and 2018

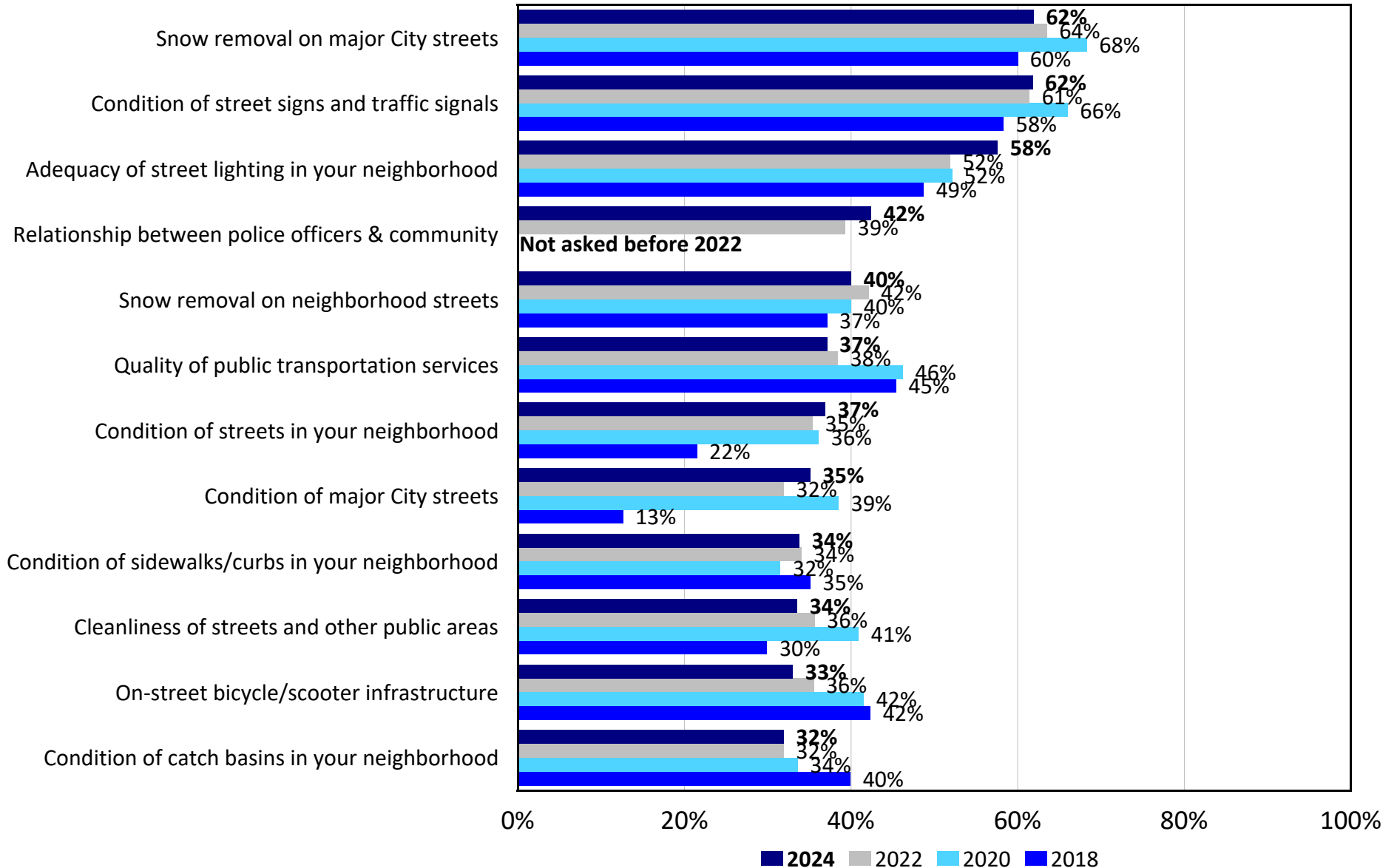
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q24. Traffic and Transportation

2024, 2022, 2020, and 2018

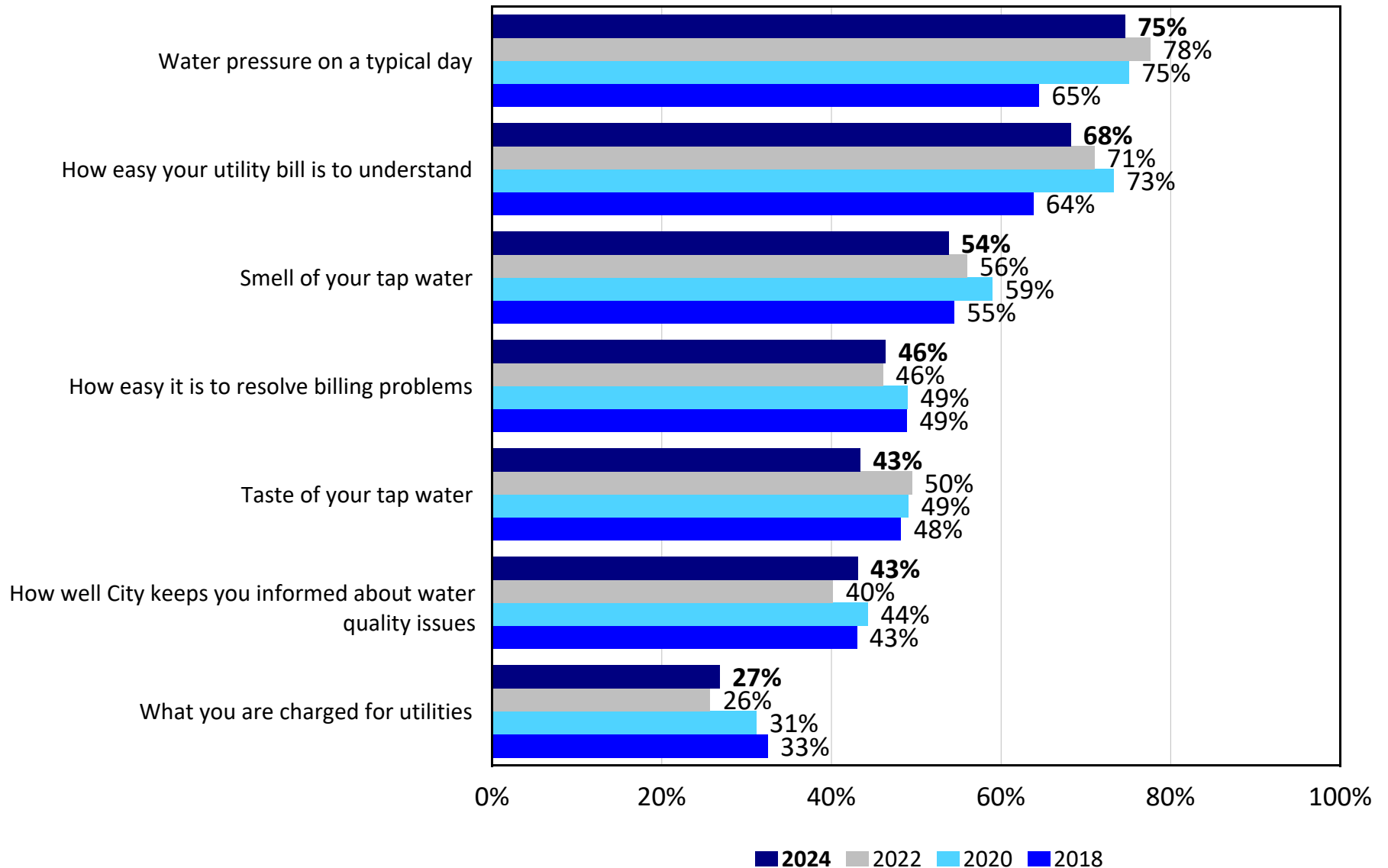
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q26. Water Services

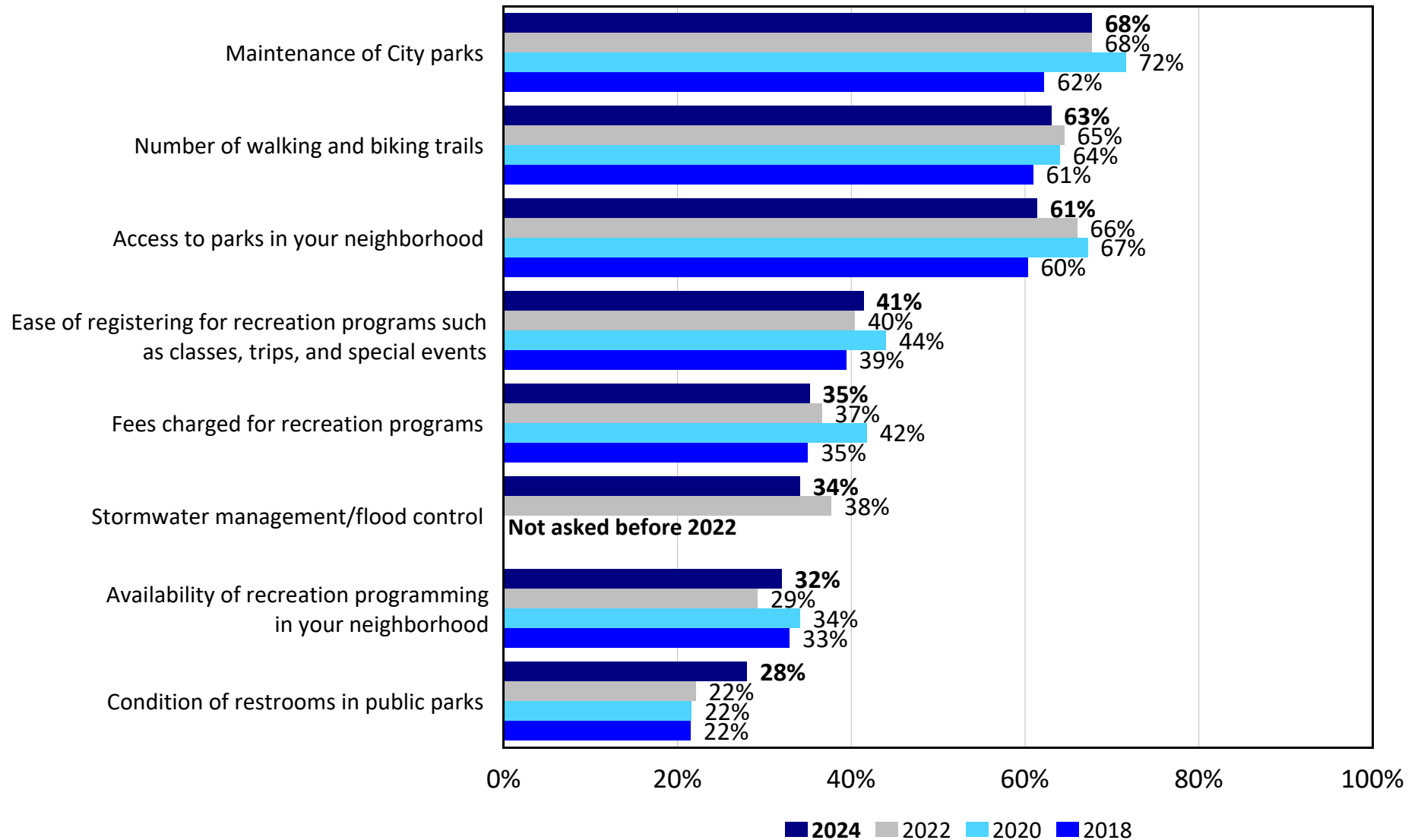
2024, 2022, 2020, and 2018

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



Q28. Venues, Parks, and Arts 2024, 2022, 2020, and 2018

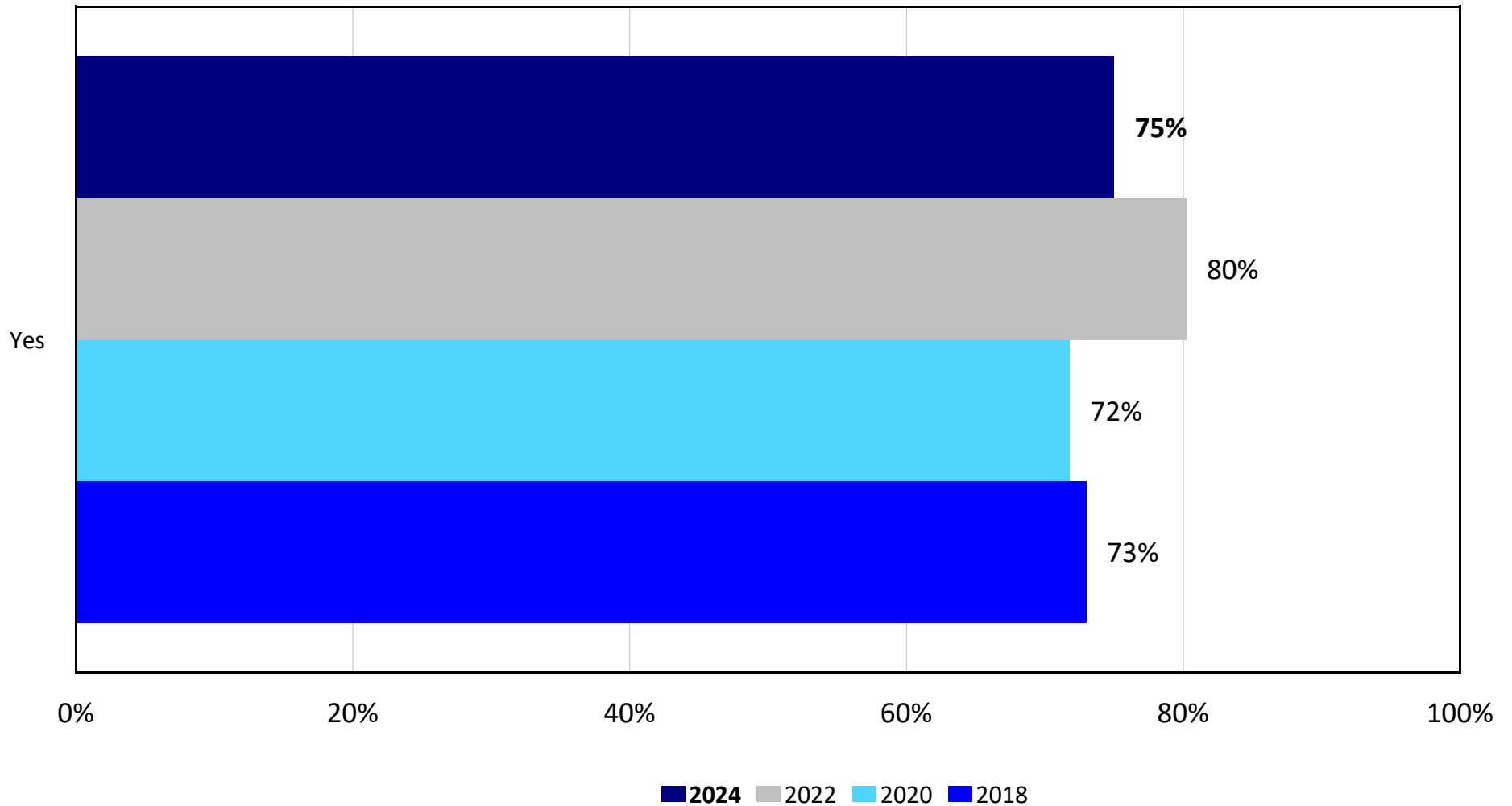
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q30. In the past year have you visited a city recreation facility or park?

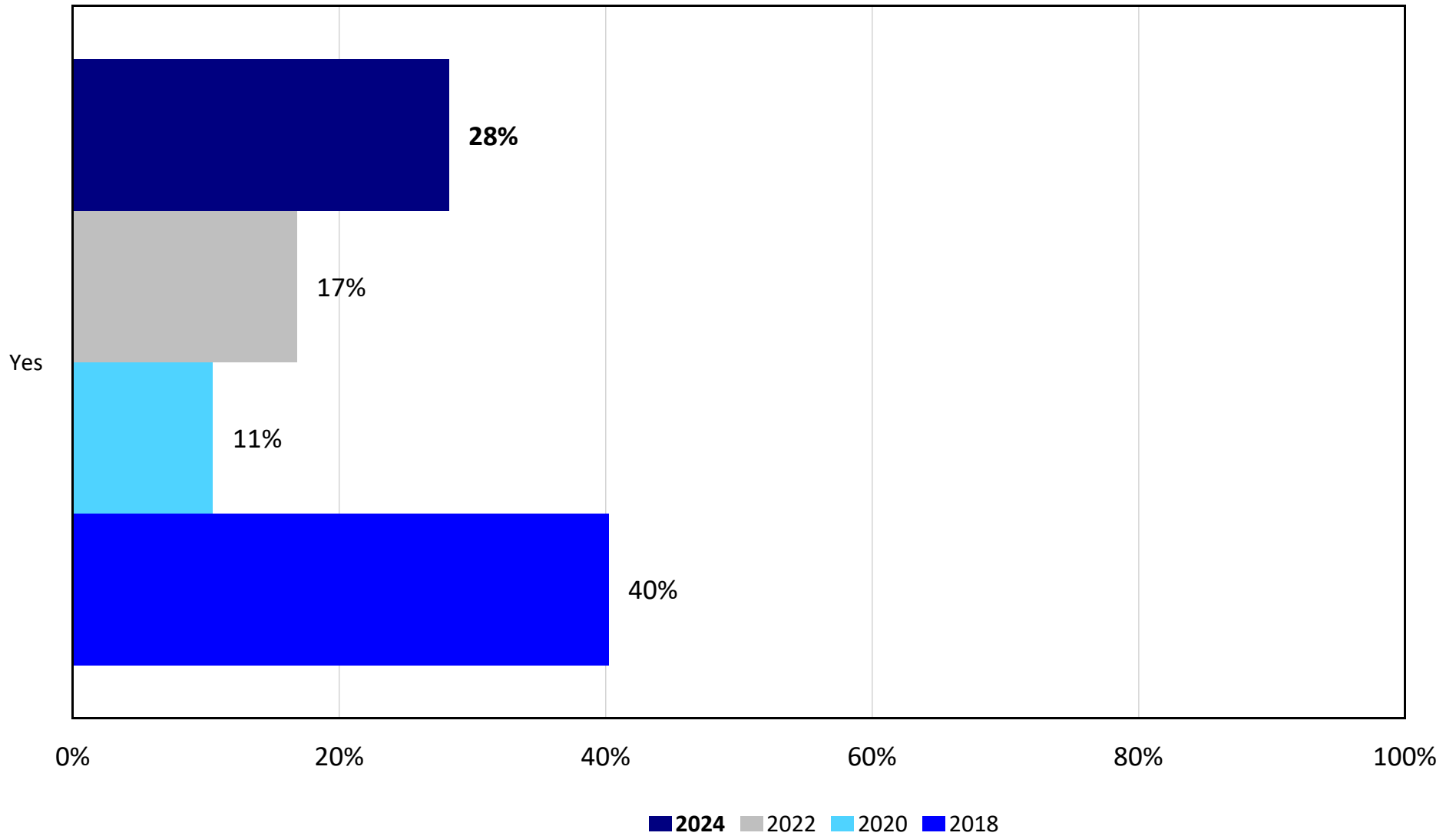
2024, 2022, 2020, and 2018

by percentage of respondents



Q32. Have you met the current Mayor of South Bend? 2024, 2022, 2020, and 2018

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 summer of 2023 to a random sample of more than 10,000 residents across the United States, and (2) a regional survey administered during the summer of 2023 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 summer of 2023. The “National Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 10,000 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

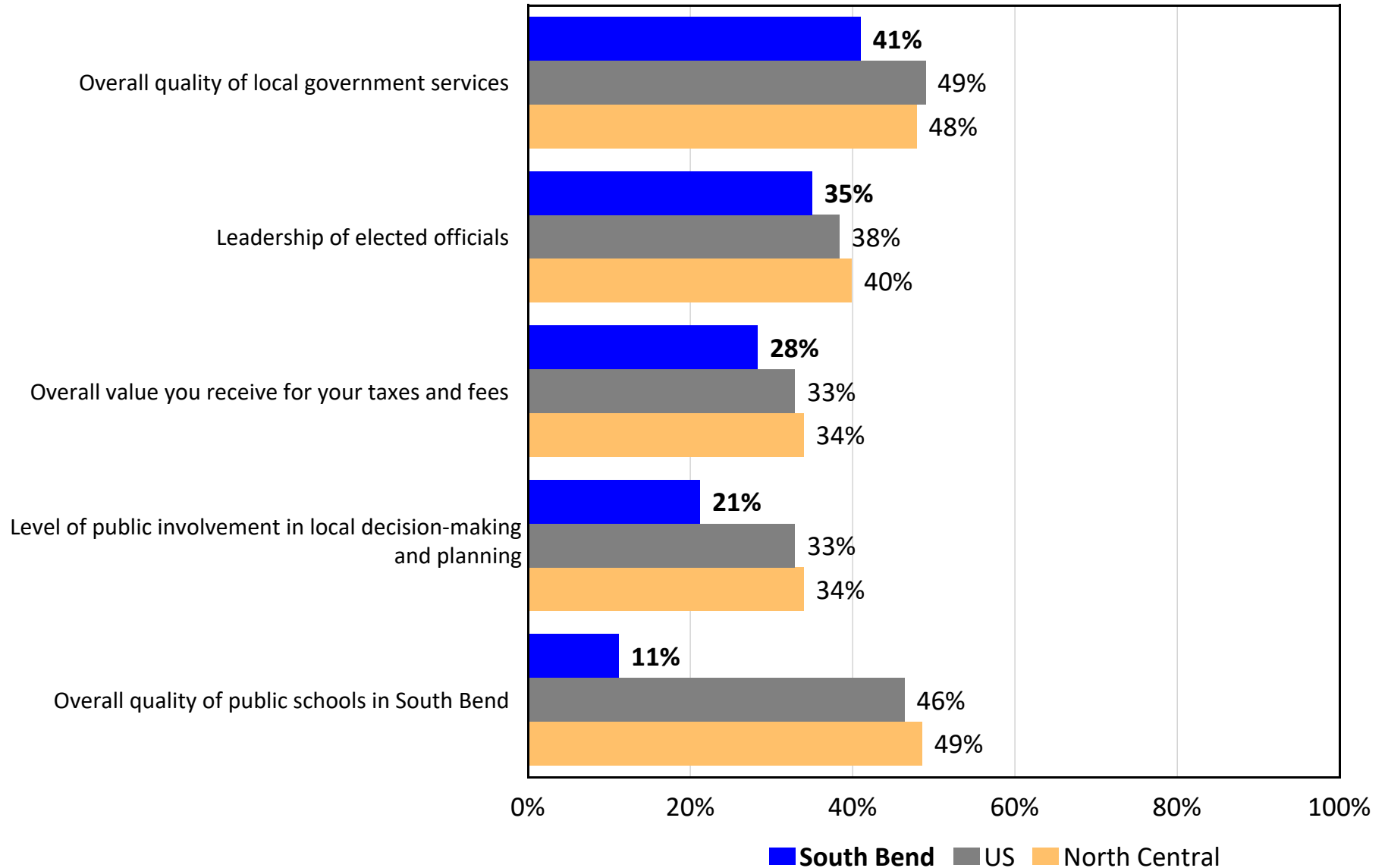
National Comparisons

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

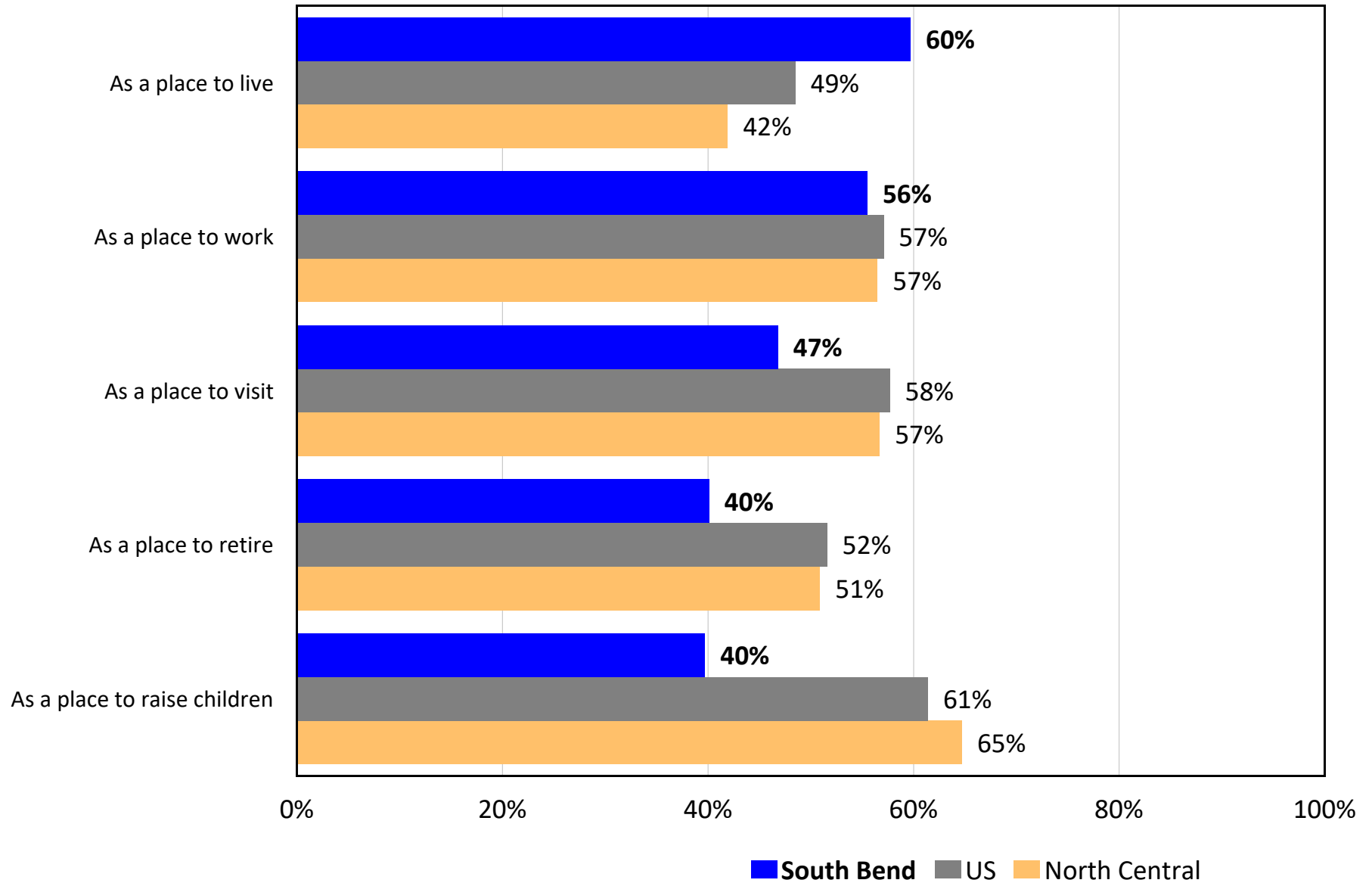
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Overall Ratings

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

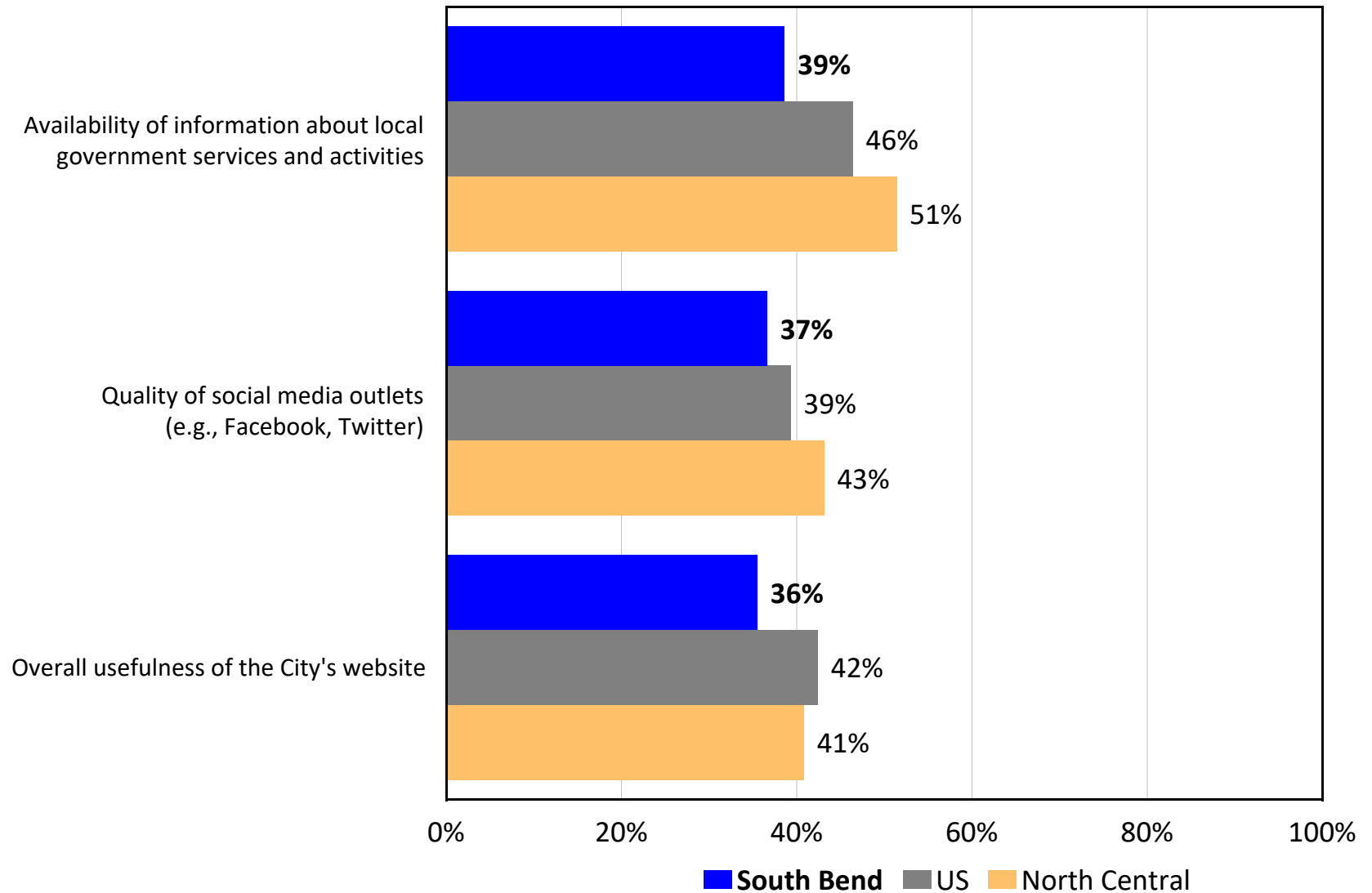
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Customer Service and Communication

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

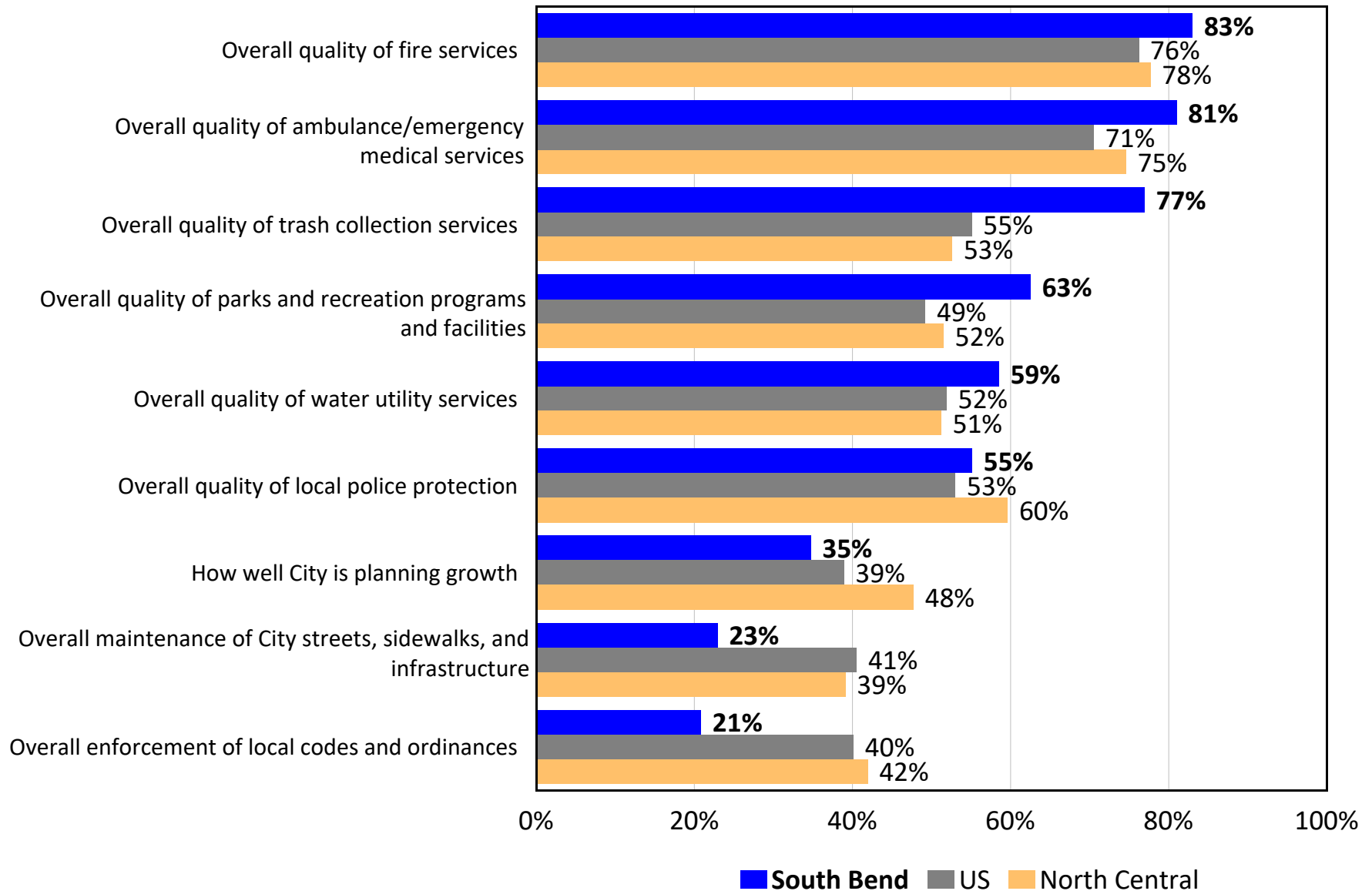
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Major Categories of Services

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

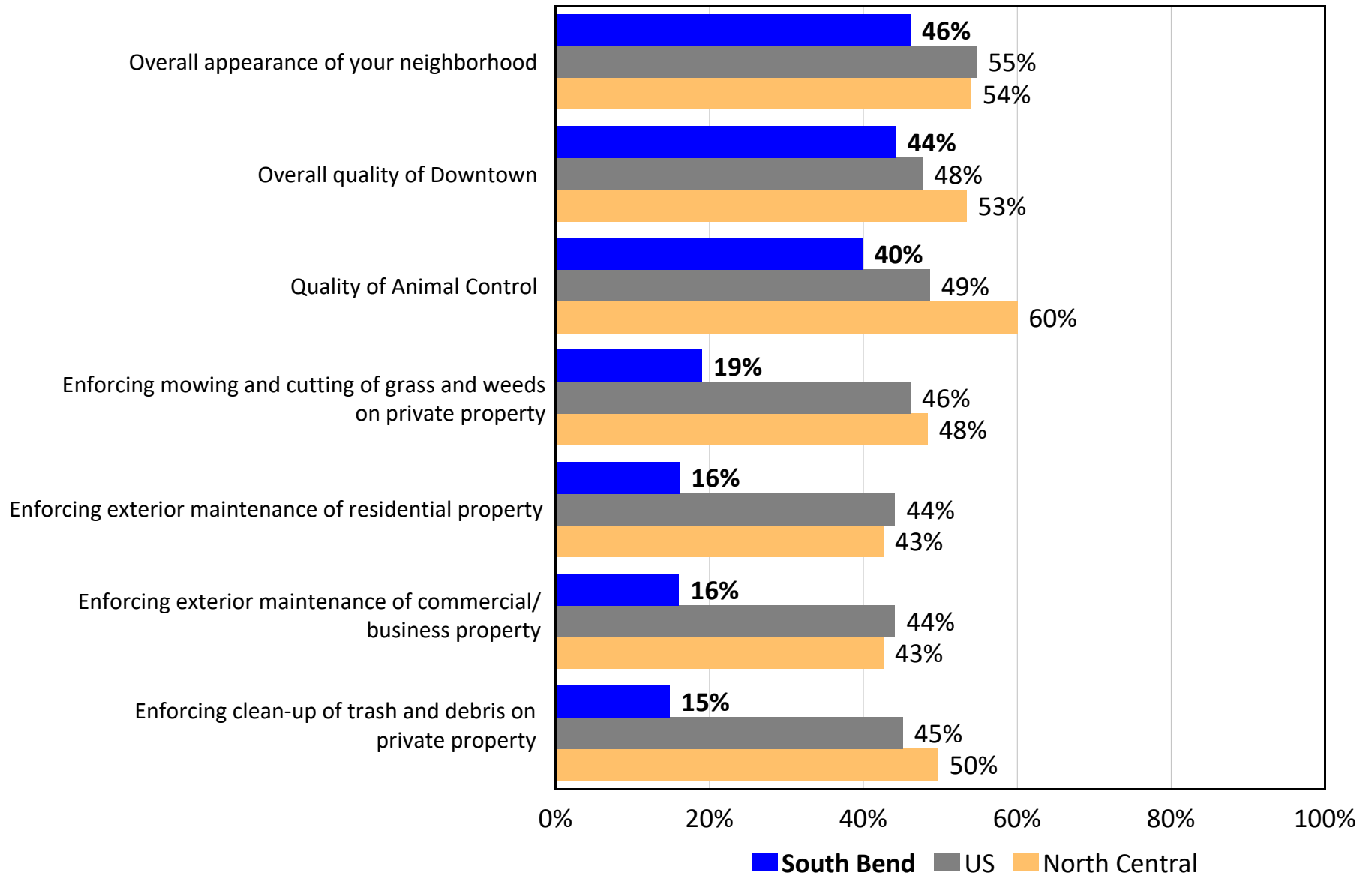
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Community Investment

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

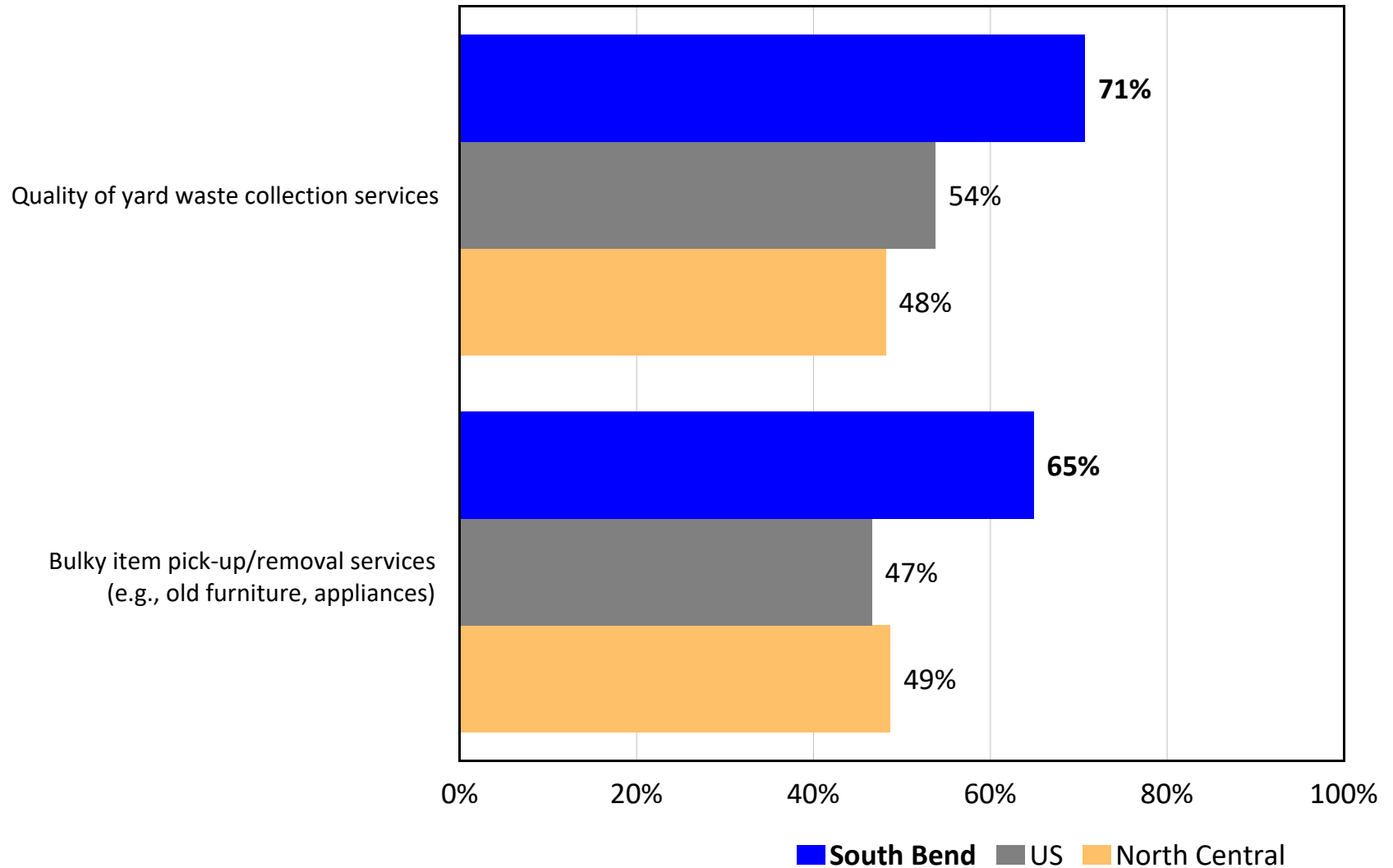
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Solid Waste

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

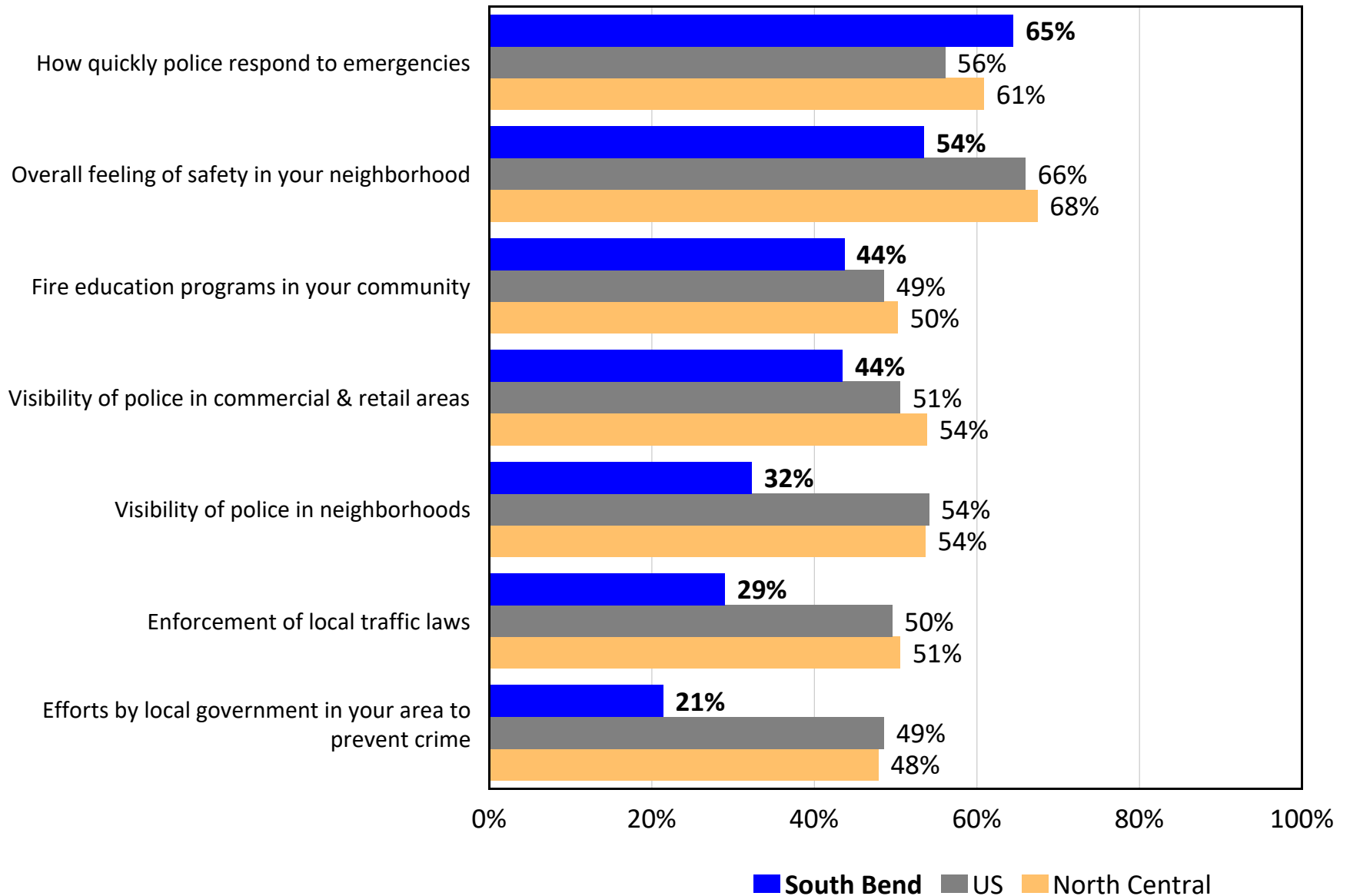
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Public Safety

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

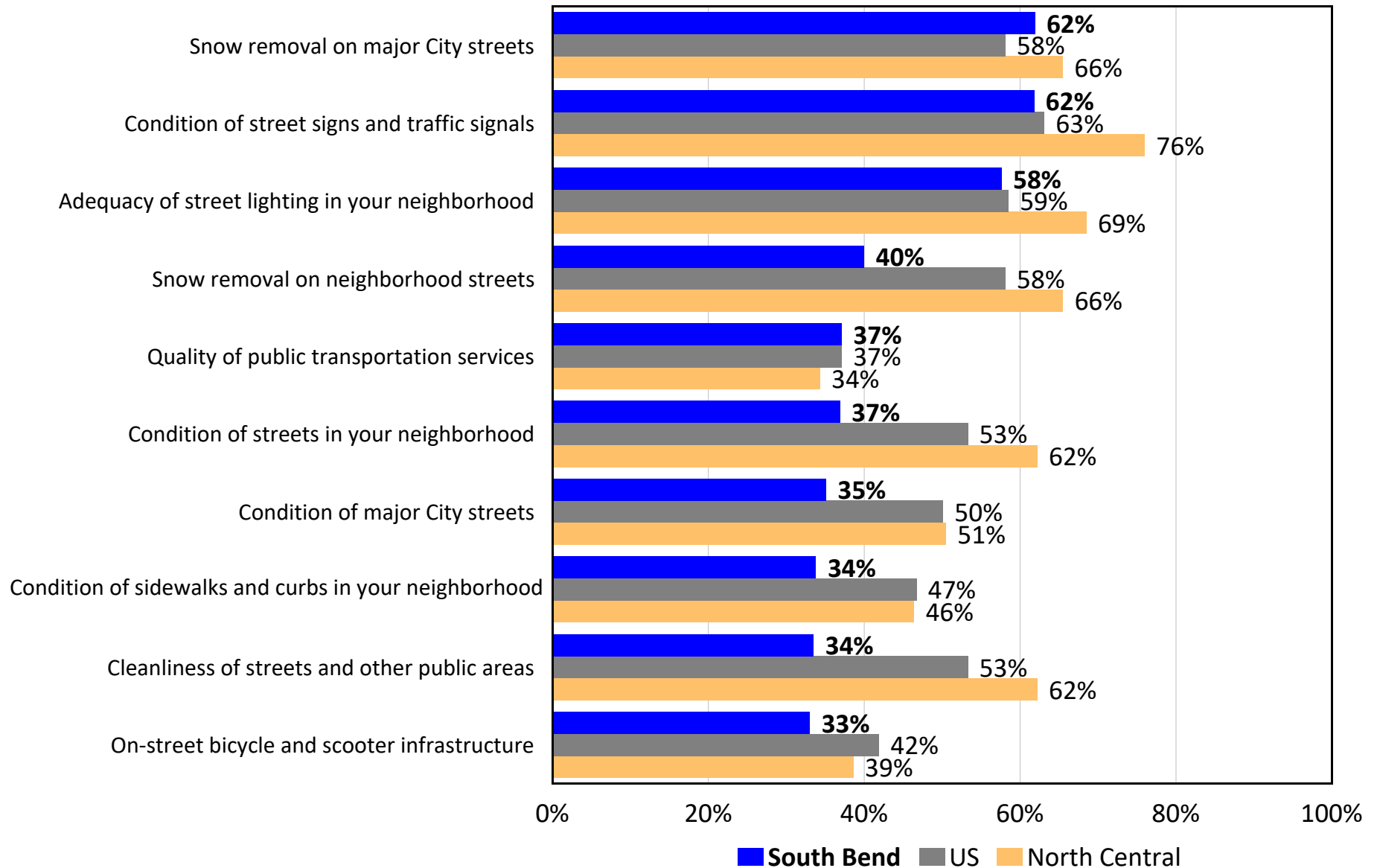
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Traffic and Transportation

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

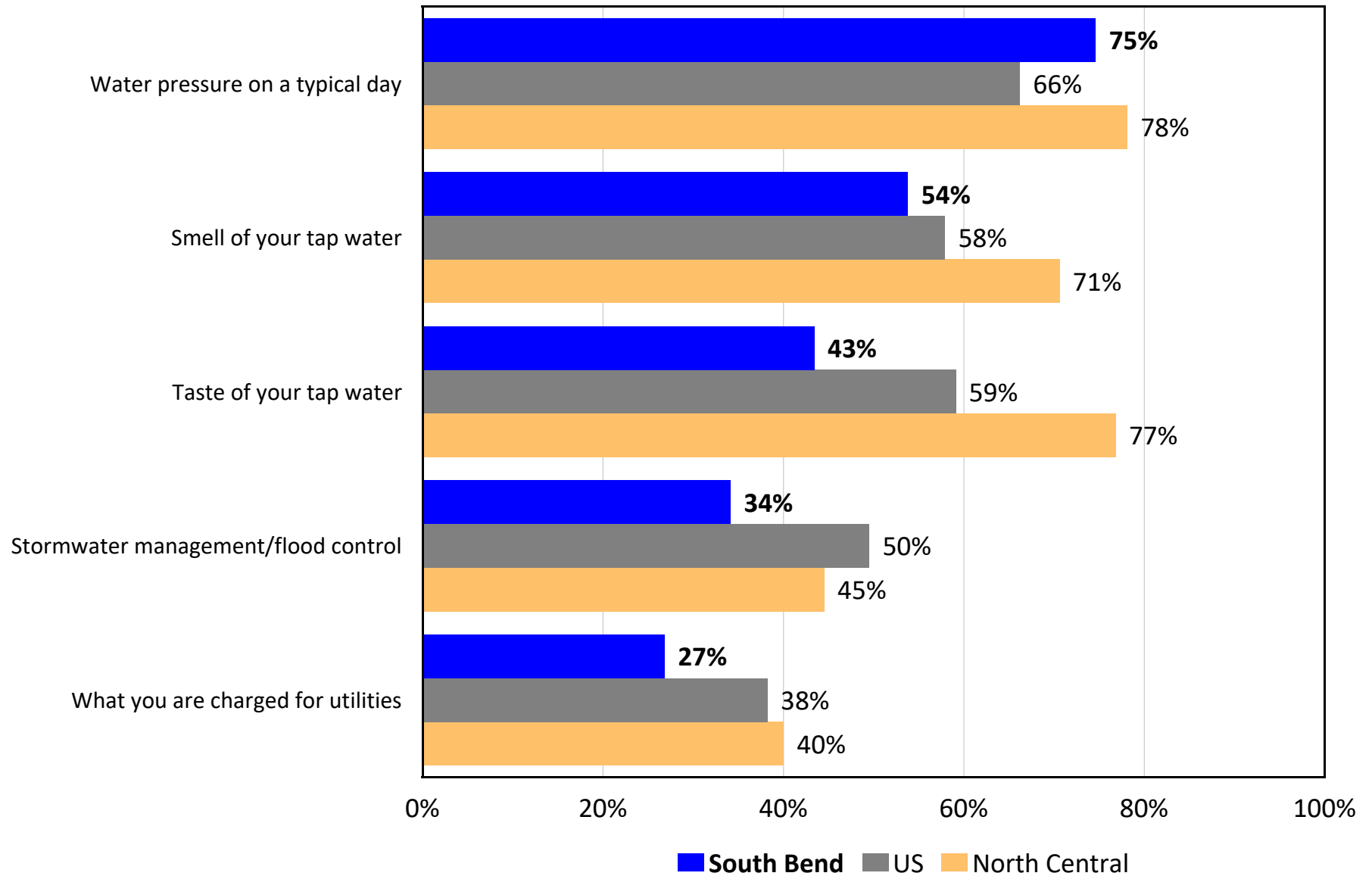
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Water Services

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

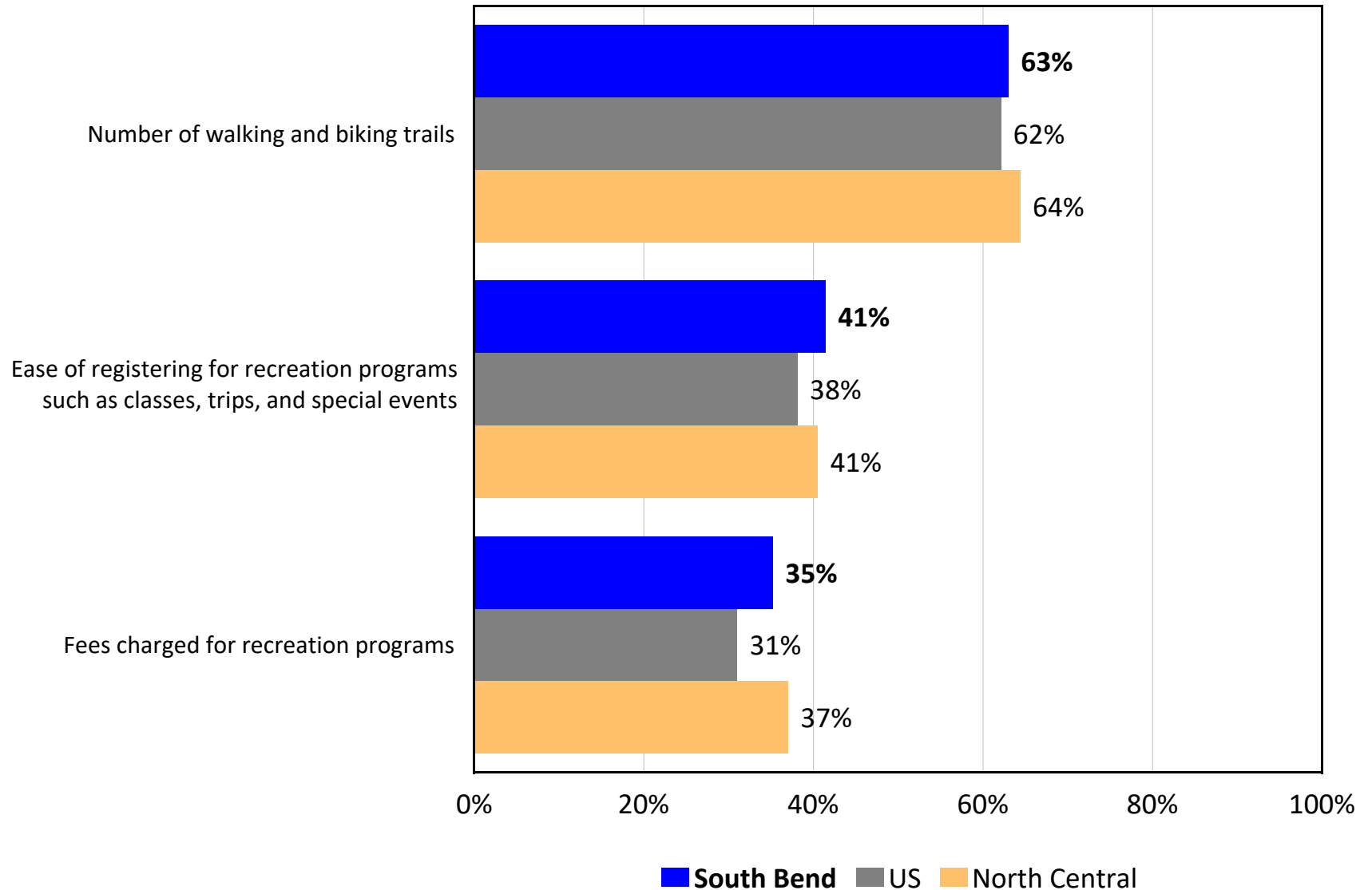
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



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 (71.3%) 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, 22.9% 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, 71.3% was multiplied by 77.1% (1-0.229). This calculation yielded an I-S rating of 0.5497, which ranked first out of 10 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.

2024 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	23%	9	0.5497	1
Overall enforcement of local codes and ordinances by Neighborhood Services and Enforcement (formerly Code Enforcement)	44%	2	21%	10	0.3501	2
How well City is planning growth	44%	3	35%	7	0.2860	3
High Priority (IS .10-.20)						
Overall quality of local police protection	41%	4	55%	6	0.1823	4
Medium Priority (IS <.10)						
Overall quality of parks and recreation programs and facilities	27%	5	63%	4	0.0994	5
Overall quality of water utility services	16%	6	59%	5	0.0643	6
The process for getting a construction and/or renovation permit	5%	10	28%	8	0.0361	7
Overall quality of trash collection services	9%	7	77%	3	0.0206	8
Overall quality of ambulance/emergency medical services	8%	8	81%	2	0.0156	9
Overall quality of fire services	6%	9	83%	1	0.0100	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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2024 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
High Priority (IS .10-.20)						
Enforcing clean-up of trash and debris on private property	21%	2	15%	13	0.1815	1
City efforts to remove abandoned vehicles or inoperative vehicles	17%	4	24%	7	0.1279	2
Overall quality of Downtown	22%	1	44%	2	0.1244	3
Communication of plans for development projects	15%	5	20%	9	0.1216	4
Enforcing exterior maintenance of commercial/business property	14%	9	16%	12	0.1151	5
Enforcing mowing and cutting of grass and weeds on private property	14%	8	19%	10	0.1134	6
Overall quality of new development in your neighborhood	15%	6	22%	8	0.1125	7
Medium Priority (IS <.10)						
Enforcing exterior maintenance of residential property	12%	12	16%	11	0.0998	8
Overall quality of new development in Downtown	17%	3	44%	3	0.0961	9
Overall satisfaction with economic investment coming into the City	13%	10	30%	6	0.0943	10
Overall appearance of your neighborhood	14%	7	46%	1	0.0765	11
Housing quality in your neighborhood	12%	11	43%	4	0.0693	12
Quality of Animal Control	7%	13	40%	5	0.0421	13

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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2024 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
<u>Very High Priority (IS >.20)</u>						
What you are charged for trash service	52%	1	44%	5	0.2901	1
<u>Medium Priority (IS <.10)</u>						
Bulky item pick-up/removal services (e.g., old furniture, appliances)	39%	2	65%	4	0.1376	2
<u>High Priority (IS .10-.20)</u>						
City efforts to keep you informed about disruptions to trash service	21%	3	71%	2	0.0601	3
Quality of yard waste collection services	17%	5	71%	3	0.0486	4
Timeliness of your trash service	17%	4	83%	1	0.0284	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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2024 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	44%	1	21%	10	0.3435	1
Visibility of police in neighborhoods	41%	2	32%	8	0.2755	2
Enforcement of local traffic laws	32%	5	29%	9	0.2286	3
High Priority (IS .10-.20)						
Relationship between police officers and the community	33%	4	42%	7	0.1901	4
Overall feeling of safety in your neighborhood	37%	3	54%	4	0.1697	5
Visibility of police in commercial and retail areas	25%	6	44%	6	0.1413	6
Medium Priority (IS <.10)						
How quickly police respond to emergencies	18%	7	65%	3	0.0650	7
Professionalism of City police officers	17%	8	68%	2	0.0538	8
Fire education programs in your community	8%	9	44%	5	0.0434	9
Professionalism of fire and EMS personnel	4%	10	86%	1	0.0050	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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2024 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	35%	7	0.2739	1
Condition of sidewalks and curbs in your neighborhood	39%	2	34%	8	0.2562	2
Condition of streets in your neighborhood	38%	3	37%	6	0.2391	3
Cleanliness of streets and other public areas	32%	4	34%	9	0.2155	4
<u>High Priority (IS .10-.20)</u>						
Snow removal on neighborhood streets	27%	5	40%	4	0.1644	5
Quality of public transportation services	17%	7	37%	5	0.1063	6
<u>Medium Priority (IS <.10)</u>						
Adequacy of street lighting in your neighborhood	19%	6	58%	3	0.0810	7
On-street bicycle and scooter infrastructure	12%	9	33%	10	0.0784	8
Condition of catch basins in your neighborhood	11%	11	32%	11	0.0715	9
Snow removal on major City streets	13%	8	62%	1	0.0488	10
Condition of street signs and traffic signals	11%	10	62%	2	0.0420	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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2024 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
<u>Very High Priority (IS >.20)</u>						
What you are charged for utilities	47%	1	27%	8	0.3426	1
<u>High Priority (IS .10-.20)</u>						
Stormwater management/flood control	29%	3	34%	7	0.1898	2
Taste of your tap water	30%	2	43%	5	0.1675	3
How well City keeps you informed about water quality issues	22%	4	43%	6	0.1246	4
<u>Medium Priority (IS <.10)</u>						
Smell of your tap water	12%	5	54%	3	0.0564	5
How easy it is to resolve billing problems	6%	7	46%	4	0.0332	6
Water pressure on a typical day	10%	6	75%	1	0.0251	7
How easy your utility bill is to understand	5%	8	68%	2	0.0146	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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2024 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	32%	1	28%	7	0.2318	1
High Priority (IS .10-.20)						
Availability of recreation programming in your neighborhood	22%	3	32%	6	0.1503	2
Maintenance of City parks	32%	2	68%	1	0.1024	3
Medium Priority (IS <.10)						
Fees charged for recreation programs	12%	6	35%	5	0.0752	4
Number of walking and biking trails	20%	4	63%	2	0.0736	5
Ease of registering for recreation programs such as classes, trips, and special events	9%	7	41%	4	0.0533	6
Access to parks in your neighborhood	13%	5	61%	3	0.0502	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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of life in your community	10.2%	43.2%	22.0%	17.4%	6.8%	0.5%
Q1-2. Leadership of elected officials	7.0%	26.9%	28.3%	21.7%	12.9%	3.2%
Q1-3. Overall quality of local government services	6.5%	33.4%	30.3%	20.7%	6.7%	2.4%
Q1-4. Communication of opportunities for public involvement in City decision-making & planning	6.5%	21.3%	33.0%	23.6%	10.7%	4.9%
Q1-5. Overall value you receive for your taxes & fees	4.1%	23.7%	19.6%	28.2%	22.8%	1.6%
Q1-6. Level of public involvement in local decision-making & planning	3.0%	16.6%	32.5%	27.5%	13.1%	7.3%
Q1-7. Overall quality of public schools in South Bend	0.8%	9.1%	17.5%	26.9%	34.1%	11.6%
Q1-8. Overall quality of community health services in South Bend	5.7%	29.0%	31.7%	15.6%	7.8%	10.2%
Q1-9. Overall efforts to improve homelessness in City	1.8%	11.3%	22.9%	26.8%	28.5%	8.8%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of life in your community	10.2%	43.4%	22.1%	17.4%	6.9%
Q1-2. Leadership of elected officials	7.2%	27.8%	29.3%	22.4%	13.3%
Q1-3. Overall quality of local government services	6.7%	34.3%	31.0%	21.2%	6.9%
Q1-4. Communication of opportunities for public involvement in City decision-making & planning	6.9%	22.4%	34.7%	24.8%	11.2%
Q1-5. Overall value you receive for your taxes & fees	4.2%	24.1%	19.9%	28.6%	23.1%
Q1-6. Level of public involvement in local decision-making & planning	3.3%	17.9%	35.1%	29.7%	14.1%
Q1-7. Overall quality of public schools in South Bend	0.9%	10.3%	19.8%	30.5%	38.6%
Q1-8. Overall quality of community health services in South Bend	6.4%	32.3%	35.3%	17.4%	8.7%
Q1-9. Overall efforts to improve homelessness in City	1.9%	12.4%	25.1%	29.3%	31.2%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. As a place to live	15.4%	43.9%	21.5%	11.8%	6.8%	0.5%
Q2-2. As a place to work	12.3%	39.8%	26.3%	10.4%	5.3%	6.1%
Q2-3. As a community that is moving in the right direction	10.5%	30.3%	28.2%	18.6%	10.2%	2.2%
Q2-4. As a place to visit	9.2%	36.3%	29.6%	16.1%	6.2%	2.5%
Q2-5. As a place to raise children	7.5%	29.5%	27.9%	18.8%	9.4%	7.0%
Q2-6. As a place to retire	8.9%	28.2%	24.2%	17.5%	13.7%	7.5%
Q2-7. As a place with affordable housing options for your household or family	7.5%	22.5%	22.9%	26.9%	16.1%	4.1%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. As a place to live	15.5%	44.2%	21.6%	11.8%	6.9%
Q2-2. As a place to work	13.1%	42.4%	28.0%	11.0%	5.6%
Q2-3. As a community that is moving in the right direction	10.7%	30.9%	28.8%	19.1%	10.4%
Q2-4. As a place to visit	9.5%	37.3%	30.4%	16.5%	6.4%
Q2-5. As a place to raise children	8.0%	31.7%	30.0%	20.2%	10.1%
Q2-6. As a place to retire	9.6%	30.5%	26.2%	18.9%	14.8%
Q2-7. As a place with affordable housing options for your household or family	7.8%	23.4%	23.9%	28.1%	16.8%

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

(N=628)

	Love	9	8	7	6	5	4	3	2	Hostile	Not provided
Q3. How do you feel about South Bend	7.3%	7.0%	16.9%	14.8%	11.9%	15.8%	8.6%	4.1%	3.3%	3.8%	6.4%

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=628)

	Love	9	8	7	6	5	4	3	2	Hostile
Q3. How do you feel about South Bend	7.8%	7.5%	18.0%	15.8%	12.8%	16.8%	9.2%	4.4%	3.6%	4.1%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Availability of information about local government services & activities	6.2%	30.1%	31.2%	20.2%	6.4%	5.9%
Q4-2. Hours that customer service is available	4.5%	31.8%	34.1%	14.0%	4.1%	11.5%
Q4-3. Quality of social media outlets (e.g., Facebook, Twitter)	4.6%	24.7%	39.2%	8.8%	3.0%	19.7%
Q4-4. Overall usefulness of City's website	3.0%	26.8%	37.1%	11.9%	4.9%	16.2%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Availability of information about local government services & activities	6.6%	32.0%	33.2%	21.5%	6.8%
Q4-2. Hours that customer service is available	5.0%	36.0%	38.5%	15.8%	4.7%
Q4-3. Quality of social media outlets (e.g., Facebook, Twitter)	5.8%	30.8%	48.8%	10.9%	3.8%
Q4-4. Overall usefulness of City's website	3.6%	31.9%	44.3%	14.3%	5.9%

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

Q5. Your primary sources of information about

<u>City issues, services, & events</u>	<u>Number</u>	<u>Percent</u>
City website	200	31.8 %
Social media	315	50.2 %
Public meetings	57	9.1 %
Local news	448	71.3 %
Contacting City directly	129	20.5 %
Other	44	7.0 %
Total	1193	

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	106	16.9 %
Social media	146	23.2 %
Public meetings	30	4.8 %
Local news	250	39.8 %
Contacting City directly	36	5.7 %
None chosen	60	9.6 %
Total	628	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	99	15.8 %
Social media	142	22.6 %
Public meetings	40	6.4 %
Local news	122	19.4 %
Contacting City directly	63	10.0 %
None chosen	162	25.8 %
Total	628	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. Top choice	Number	Percent
City website	205	32.6 %
Social media	288	45.9 %
Public meetings	70	11.1 %
Local news	372	59.2 %
Contacting City directly	99	15.8 %
None chosen	60	9.6 %
Total	1094	

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

Q7. Digital devices you have access to in your

<u>home</u>	<u>Number</u>	<u>Percent</u>
Desktop computer	228	36.3 %
Laptop computer	437	69.6 %
Tablet	309	49.2 %
Smartphone	567	90.3 %
None	10	1.6 %
Total	1551	

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

Q7. Digital devices you have access to in your

<u>home</u>	<u>Number</u>	<u>Percent</u>
Smartphone	567	91.7 %
Laptop computer	437	70.7 %
Tablet	309	50.0 %
Desktop computer	228	36.9 %
Total	1541	

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 for a price that I can afford in South Bend	Number	Percent
Strongly agree	69	11.0 %
Agree	196	31.2 %
Neutral	162	25.8 %
Disagree	115	18.3 %
Strongly disagree	50	8.0 %
Don't know	36	5.7 %
Total	628	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 for a price that I can afford in South Bend	Number	Percent
Strongly agree	69	11.7 %
Agree	196	33.1 %
Neutral	162	27.4 %
Disagree	115	19.4 %
Strongly disagree	50	8.4 %
Total	592	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	373	59.4 %
No	255	40.6 %
Total	628	100.0 %

Q9a. How did you contact the City?

Q9a. How did you contact City	Number	Percent
Phone	287	76.9 %
Email	43	11.5 %
Social media	5	1.3 %
In-person	36	9.7 %
Not provided	2	0.5 %
Total	373	100.0 %

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

Q9a. How did you contact City	Number	Percent
Phone	287	77.4 %
Email	43	11.6 %
Social media	5	1.3 %
In-person	36	9.7 %
Total	371	100.0 %

Q9b. Did you contact 311?

Q9b. Did you contact 311	Number	Percent
Yes	304	81.5 %
No	65	17.4 %
Not provided	4	1.1 %
Total	373	100.0 %

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

Q9b. Did you contact 311	Number	Percent
Yes	304	82.4 %
No	65	17.6 %
Total	369	100.0 %

Q9c. How easy was it to address your issue?

Q9c. How easy was it to address your issue	Number	Percent
Very easy	85	22.8 %
Somewhat easy	123	33.0 %
Neutral	50	13.4 %
Difficult	70	18.8 %
Very difficult	43	11.5 %
Not provided	2	0.5 %
Total	373	100.0 %

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

Q9c. How easy was it to address your issue	Number	Percent
Very easy	85	22.9 %
Somewhat easy	123	33.2 %
Neutral	50	13.5 %
Difficult	70	18.9 %
Very difficult	43	11.6 %
Total	371	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=373)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q9d-1. They were courteous & polite	41.3%	33.5%	15.0%	5.9%	1.1%	3.2%
Q9d-2. They gave accurate answers to your questions	29.8%	25.2%	26.3%	9.7%	3.5%	5.6%

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=373)

	Always	Usually	Sometimes	Seldom	Never
Q9d-1. They were courteous & polite	42.7%	34.6%	15.5%	6.1%	1.1%
Q9d-2. They gave accurate answers to your questions	31.5%	26.7%	27.8%	10.2%	3.7%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Overall quality of fire services	36.1%	33.6%	12.7%	1.1%	0.5%	15.9%
Q10-2. Overall quality of ambulance/emergency medical services	35.0%	31.4%	13.5%	1.4%	0.6%	18.0%
Q10-3. Overall quality of trash collection services	26.4%	48.1%	14.0%	5.6%	2.9%	3.0%
Q10-4. Overall quality of parks & recreation programs & facilities	20.9%	39.0%	23.7%	9.7%	2.5%	4.1%
Q10-5. Overall quality of water utility services	17.4%	38.5%	24.8%	11.0%	3.8%	4.5%
Q10-6. Overall quality of local police protection	19.6%	33.1%	25.5%	10.4%	7.2%	4.3%
Q10-7. How well City is planning growth	9.1%	22.5%	30.9%	17.8%	10.5%	9.2%
Q10-8. Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	4.0%	14.5%	24.2%	26.3%	19.9%	11.1%
Q10-9. Process for getting a construction and/or renovation permit	2.5%	11.3%	27.1%	6.1%	2.5%	50.5%
Q10-10. Overall maintenance of City streets, sidewalks, & infrastructure	2.5%	19.9%	19.9%	32.3%	23.6%	1.8%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Overall quality of fire services	43.0%	40.0%	15.2%	1.3%	0.6%
Q10-2. Overall quality of ambulance/emergency medical services	42.7%	38.3%	16.5%	1.7%	0.8%
Q10-3. Overall quality of trash collection services	27.3%	49.6%	14.4%	5.7%	3.0%
Q10-4. Overall quality of parks & recreation programs & facilities	21.8%	40.7%	24.8%	10.1%	2.7%
Q10-5. Overall quality of water utility services	18.2%	40.3%	26.0%	11.5%	4.0%
Q10-6. Overall quality of local police protection	20.5%	34.6%	26.6%	10.8%	7.5%
Q10-7. How well City is planning growth	10.0%	24.7%	34.0%	19.6%	11.6%
Q10-8. Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	4.5%	16.3%	27.2%	29.6%	22.4%
Q10-9. Process for getting a construction and/or renovation permit	5.1%	22.8%	54.7%	12.2%	5.1%
Q10-10. Overall maintenance of City streets, sidewalks, & infrastructure	2.6%	20.3%	20.3%	32.9%	24.0%

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?

Q11. Top choice	Number	Percent
Overall quality of fire services	11	1.8 %
Overall quality of ambulance/emergency medical services	13	2.1 %
Overall quality of trash collection services	12	1.9 %
Overall quality of parks & recreation programs & facilities	25	4.0 %
Overall quality of water utility services	19	3.0 %
Overall quality of local police protection	125	19.9 %
How well City is planning growth	91	14.5 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	95	15.1 %
Process for getting a construction and/or renovation permit	2	0.3 %
Overall maintenance of City streets, sidewalks, & infrastructure	208	33.1 %
None chosen	27	4.3 %
Total	628	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?

Q11. 2nd choice	Number	Percent
Overall quality of fire services	12	1.9 %
Overall quality of ambulance/emergency medical services	11	1.8 %
Overall quality of trash collection services	12	1.9 %
Overall quality of parks & recreation programs & facilities	54	8.6 %
Overall quality of water utility services	33	5.3 %
Overall quality of local police protection	73	11.6 %
How well City is planning growth	95	15.1 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	117	18.6 %
Process for getting a construction and/or renovation permit	11	1.8 %
Overall maintenance of City streets, sidewalks, & infrastructure	155	24.7 %
None chosen	55	8.8 %
Total	628	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?

Q11. 3rd choice	Number	Percent
Overall quality of fire services	14	2.2 %
Overall quality of ambulance/emergency medical services	27	4.3 %
Overall quality of trash collection services	32	5.1 %
Overall quality of parks & recreation programs & facilities	87	13.9 %
Overall quality of water utility services	45	7.2 %
Overall quality of local police protection	57	9.1 %
How well City is planning growth	89	14.2 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	66	10.5 %
Process for getting a construction and/or renovation permit	18	2.9 %
Overall maintenance of City streets, sidewalks, & infrastructure	85	13.5 %
None chosen	108	17.2 %
Total	628	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)

Q11. Top choice	Number	Percent
Overall quality of fire services	37	5.9 %
Overall quality of ambulance/emergency medical services	51	8.1 %
Overall quality of trash collection services	56	8.9 %
Overall quality of parks & recreation programs & facilities	166	26.4 %
Overall quality of water utility services	97	15.4 %
Overall quality of local police protection	255	40.6 %
How well City is planning growth	275	43.8 %
Overall enforcement of local codes & ordinances by Neighborhood Services & Enforcement (formerly Code Enforcement)	278	44.3 %
Process for getting a construction and/or renovation permit	31	4.9 %
Overall maintenance of City streets, sidewalks, & infrastructure	448	71.3 %
None chosen	27	4.3 %
Total	1721	

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall quality of Downtown	8.9%	34.4%	29.5%	18.8%	6.5%	1.9%
Q12-2. Overall quality of new development in Downtown	10.4%	31.8%	31.1%	15.8%	6.5%	4.5%
Q12-3. Overall quality of new development in your neighborhood	4.1%	16.1%	33.1%	22.9%	13.9%	9.9%
Q12-4. Housing quality in your neighborhood	11.6%	29.8%	25.0%	20.7%	10.0%	2.9%
Q12-5. Overall appearance of your neighborhood	11.9%	33.3%	20.9%	23.1%	9.1%	1.8%
Q12-6. Communication of plans for development projects	3.3%	13.5%	34.1%	21.7%	11.9%	15.4%
Q12-7. Overall satisfaction with economic investment coming into City	5.1%	20.4%	31.2%	18.3%	11.0%	14.0%
Q12-8. Quality of Animal Control	6.8%	25.3%	30.4%	10.0%	8.0%	19.4%
Q12-9. City efforts to remove abandoned vehicles or inoperative vehicles	3.8%	15.0%	27.7%	17.0%	13.7%	22.8%
Q12-10. Enforcing cleanup of trash & debris on private property	2.5%	10.0%	24.7%	27.9%	19.7%	15.1%
Q12-11. Enforcing mowing & cutting of grass & weeds on private property	2.5%	14.0%	25.8%	25.5%	18.9%	13.2%
Q12-12. Enforcing exterior maintenance of commercial/business property	1.6%	11.9%	34.6%	23.1%	13.7%	15.1%

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."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-13. Enforcing exterior maintenance of residential property	1.8%	11.8%	33.9%	21.5%	15.4%	15.6%

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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of Downtown	9.1%	35.1%	30.0%	19.2%	6.7%
Q12-2. Overall quality of new development in Downtown	10.8%	33.3%	32.5%	16.5%	6.8%
Q12-3. Overall quality of new development in your neighborhood	4.6%	17.8%	36.7%	25.4%	15.4%
Q12-4. Housing quality in your neighborhood	12.0%	30.7%	25.7%	21.3%	10.3%
Q12-5. Overall appearance of your neighborhood	12.2%	33.9%	21.2%	23.5%	9.2%
Q12-6. Communication of plans for development projects	4.0%	16.0%	40.3%	25.6%	14.1%
Q12-7. Overall satisfaction with economic investment coming into City	5.9%	23.7%	36.3%	21.3%	12.8%
Q12-8. Quality of Animal Control	8.5%	31.4%	37.7%	12.5%	9.9%
Q12-9. City efforts to remove abandoned vehicles or inoperative vehicles	4.9%	19.4%	35.9%	22.1%	17.7%
Q12-10. Enforcing cleanup of trash & debris on private property	3.0%	11.8%	29.1%	32.8%	23.3%
Q12-11. Enforcing mowing & cutting of grass & weeds on private property	2.9%	16.1%	29.7%	29.4%	21.8%

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")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-12. Enforcing exterior maintenance of commercial/business property	1.9%	14.1%	40.7%	27.2%	16.1%
Q12-13. Enforcing exterior maintenance of residential property	2.1%	14.0%	40.2%	25.5%	18.3%

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?

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Downtown	98	15.6 %
Overall quality of new development in Downtown	46	7.3 %
Overall quality of new development in your neighborhood	53	8.4 %
Housing quality in your neighborhood	42	6.7 %
Overall appearance of your neighborhood	44	7.0 %
Communication of plans for development projects	48	7.6 %
Overall satisfaction with economic investment coming into City	34	5.4 %
Quality of Animal Control	23	3.7 %
City efforts to remove abandoned vehicles or inoperative vehicles	25	4.0 %
Enforcing cleanup of trash & debris on private property	66	10.5 %
Enforcing mowing & cutting of grass & weeds on private property	36	5.7 %
Enforcing exterior maintenance of commercial/business property	40	6.4 %
Enforcing exterior maintenance of residential property	34	5.4 %
None chosen	39	6.2 %
Total	628	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?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Downtown	42	6.7 %
Overall quality of new development in Downtown	62	9.9 %
Overall quality of new development in your neighborhood	38	6.1 %
Housing quality in your neighborhood	34	5.4 %
Overall appearance of your neighborhood	45	7.2 %
Communication of plans for development projects	48	7.6 %
Overall satisfaction with economic investment coming into City	50	8.0 %
Quality of Animal Control	21	3.3 %
City efforts to remove abandoned vehicles or inoperative vehicles	81	12.9 %
Enforcing cleanup of trash & debris on private property	68	10.8 %
Enforcing mowing & cutting of grass & weeds on private property	52	8.3 %
Enforcing exterior maintenance of commercial/business property	46	7.3 %
Enforcing exterior maintenance of residential property	41	6.5 %
Total	628	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)**

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of Downtown	140	22.3 %
Overall quality of new development in Downtown	108	17.2 %
Overall quality of new development in your neighborhood	91	14.5 %
Housing quality in your neighborhood	76	12.1 %
Overall appearance of your neighborhood	89	14.2 %
Communication of plans for development projects	96	15.3 %
Overall satisfaction with economic investment coming into City	84	13.4 %
Quality of Animal Control	44	7.0 %
City efforts to remove abandoned vehicles or inoperative vehicles	50	8.0 %
Enforcing cleanup of trash & debris on private property	134	21.3 %
Enforcing mowing & cutting of grass & weeds on private property	88	14.0 %
Enforcing exterior maintenance of commercial/business property	86	13.7 %
Enforcing exterior maintenance of residential property	75	11.9 %
None chosen	39	6.2 %
Total	1200	

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	200	31.8 %
Important	169	26.9 %
Neutral	107	17.0 %
Not important	60	9.6 %
Not at all important	73	11.6 %
Don't know	19	3.0 %
Total	628	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	200	32.8 %
Important	169	27.8 %
Neutral	107	17.6 %
Not important	60	9.9 %
Not at all important	73	12.0 %
Total	609	100.0 %

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

Q15. How well informed are you on the effects of climate change	Number	Percent
Very well informed	183	29.1 %
Informed	284	45.2 %
Neutral	97	15.4 %
Not informed	39	6.2 %
Not at all informed	10	1.6 %
Don't know	15	2.4 %
Total	628	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 the effects of climate change	Number	Percent
Very well informed	183	29.9 %
Informed	284	46.3 %
Neutral	97	15.8 %
Not informed	39	6.4 %
Not at all informed	10	1.6 %
Total	613	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 the effects of climate change	83	13.2 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	108	17.2 %
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	178	28.3 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	206	32.8 %
None chosen	53	8.4 %
Total	628	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 the effects of climate change	95	15.1 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	146	23.2 %
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	162	25.8 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	138	22.0 %
None chosen	87	13.9 %
Total	628	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 the effects of climate change	150	23.9 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	152	24.2 %
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	88	14.0 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	106	16.9 %
None chosen	132	21.0 %
Total	628	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 the effects of climate change	166	26.4 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	98	15.6 %
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	92	14.6 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	87	13.9 %
None chosen	185	29.5 %
Total	628	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)**

Q16. Top choice	Number	Percent
City should prioritize programs that assist residents who are most impacted by the effects of climate change	494	78.7 %
City should develop programs that provide clean energy & green infrastructure workforce development opportunities	504	80.3 %
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	520	82.8 %
City should prioritize projects that will prepare my community for future climate emergencies & natural disasters	537	85.5 %
None chosen	53	8.4 %
Total	2108	

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	212	33.8 %
No	319	50.8 %
Have not lived in my neighborhood for 5 years	81	12.9 %
Not provided	16	2.5 %
Total	628	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	212	34.6 %
No	319	52.1 %
Have not lived in my neighborhood for 5 years	81	13.2 %
Total	612	100.0 %

Q18. Do you belong to a neighborhood association?

<u>Q18. Do you belong to a neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	146	23.2 %
No	463	73.7 %
Not provided	19	3.0 %
Total	628	100.0 %

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

<u>Q18. Do you belong to a neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	146	24.0 %
No	463	76.0 %
Total	609	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	13	8.9 %
Satisfied	23	15.8 %
Neutral	67	45.9 %
Dissatisfied	21	14.4 %
Very dissatisfied	15	10.3 %
Not provided	7	4.8 %
Total	146	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	13	9.4 %
Satisfied	23	16.5 %
Neutral	67	48.2 %
Dissatisfied	21	15.1 %
Very dissatisfied	15	10.8 %
Total	139	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	124	19.7 %
No	476	75.8 %
Not provided	28	4.5 %
Total	628	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	124	20.7 %
No	476	79.3 %
Total	600	100.0 %

Q20. Solid Waste. Please rate the City of South Bend using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with regard to each of the following.

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Timeliness of your trash service	40.0%	40.3%	11.3%	4.3%	1.0%	3.2%
Q20-2. City efforts to keep you informed about disruptions to trash service	28.0%	39.2%	19.9%	5.1%	1.9%	5.9%
Q20-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	24.2%	34.1%	19.1%	8.9%	3.5%	10.2%
Q20-4. Quality of yard waste collection services	28.3%	36.6%	18.5%	6.2%	2.2%	8.1%
Q20-5. What you are charged for trash service	11.0%	30.7%	30.3%	16.1%	6.7%	5.3%

WITHOUT "DON'T KNOW"

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

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Timeliness of your trash service	41.3%	41.6%	11.7%	4.4%	1.0%
Q20-2. City efforts to keep you informed about disruptions to trash service	29.8%	41.6%	21.2%	5.4%	2.0%
Q20-3. Bulky item pickup/removal services (e.g., old furniture, appliances)	27.0%	37.9%	21.3%	9.9%	3.9%
Q20-4. Quality of yard waste collection services	30.8%	39.9%	20.1%	6.8%	2.4%
Q20-5. What you are charged for trash service	11.6%	32.4%	31.9%	17.0%	7.1%

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

Q21. Top choice	Number	Percent
Timeliness of your trash service	50	8.0 %
City efforts to keep you informed about disruptions to trash service	58	9.2 %
Bulky item pickup/removal services (e.g., old furniture, appliances)	140	22.3 %
Quality of yard waste collection services	40	6.4 %
What you are charged for trash service	214	34.1 %
None chosen	126	20.1 %
Total	628	100.0 %

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

Q21. 2nd choice	Number	Percent
Timeliness of your trash service	54	8.6 %
City efforts to keep you informed about disruptions to trash service	74	11.8 %
Bulky item pickup/removal services (e.g., old furniture, appliances)	106	16.9 %
Quality of yard waste collection services	64	10.2 %
What you are charged for trash service	111	17.7 %
None chosen	219	34.9 %
Total	628	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. Top choice	Number	Percent
Timeliness of your trash service	104	16.6 %
City efforts to keep you informed about disruptions to trash service	132	21.0 %
Bulky item pickup/removal services (e.g., old furniture, appliances)	246	39.2 %
Quality of yard waste collection services	104	16.6 %
What you are charged for trash service	325	51.8 %
None chosen	126	20.1 %
Total	1037	

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

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Professionalism of fire & EMS personnel	40.4%	30.7%	10.7%	1.1%	0.2%	16.9%
Q22-2. Professionalism of City police officers	28.2%	33.1%	17.8%	7.0%	4.0%	9.9%
Q22-3. How quickly police respond to emergencies	18.5%	35.2%	18.8%	6.8%	4.0%	16.7%
Q22-4. Visibility of police in commercial & retail areas	10.4%	29.8%	31.2%	15.6%	5.3%	7.8%
Q22-5. Overall feeling of safety in your neighborhood	12.9%	39.8%	22.6%	15.6%	7.6%	1.4%
Q22-6. Visibility of police in neighborhoods	5.9%	24.4%	30.4%	22.6%	10.4%	6.4%
Q22-7. Enforcement of local traffic laws	4.5%	22.3%	26.8%	17.2%	21.3%	8.0%
Q22-8. Fire education programs in your community	8.1%	21.7%	30.3%	6.4%	1.8%	31.8%
Q22-9. Efforts by local government in your area to prevent crime	3.2%	15.3%	31.1%	22.8%	13.9%	13.9%
Q22-10. Relationship between police officers & the community	8.4%	29.1%	31.4%	11.6%	8.1%	11.3%

WITHOUT "DON'T KNOW"

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

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Professionalism of fire & EMS personnel	48.7%	37.0%	12.8%	1.3%	0.2%
Q22-2. Professionalism of City police officers	31.3%	36.7%	19.8%	7.8%	4.4%
Q22-3. How quickly police respond to emergencies	22.2%	42.3%	22.6%	8.2%	4.8%
Q22-4. Visibility of police in commercial & retail areas	11.2%	32.3%	33.9%	16.9%	5.7%
Q22-5. Overall feeling of safety in your neighborhood	13.1%	40.4%	22.9%	15.8%	7.8%
Q22-6. Visibility of police in neighborhoods	6.3%	26.0%	32.5%	24.1%	11.1%
Q22-7. Enforcement of local traffic laws	4.8%	24.2%	29.1%	18.7%	23.2%
Q22-8. Fire education programs in your community	11.9%	31.8%	44.4%	9.3%	2.6%
Q22-9. Efforts by local government in your area to prevent crime	3.7%	17.7%	36.0%	26.4%	16.1%
Q22-10. Relationship between police officers & the community	9.5%	32.9%	35.4%	13.1%	9.2%

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

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	14	2.2 %
Professionalism of City police officers	39	6.2 %
How quickly police respond to emergencies	40	6.4 %
Visibility of police in commercial & retail areas	43	6.8 %
Overall feeling of safety in your neighborhood	99	15.8 %
Visibility of police in neighborhoods	73	11.6 %
Enforcement of local traffic laws	92	14.6 %
Fire education programs in your community	7	1.1 %
Efforts by local government in your area to prevent crime	94	15.0 %
Relationship between police officers & the community	78	12.4 %
None chosen	49	7.8 %
Total	628	100.0 %

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

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Professionalism of fire & EMS personnel	6	1.0 %
Professionalism of City police officers	38	6.1 %
How quickly police respond to emergencies	32	5.1 %
Visibility of police in commercial & retail areas	54	8.6 %
Overall feeling of safety in your neighborhood	72	11.5 %
Visibility of police in neighborhoods	113	18.0 %
Enforcement of local traffic laws	63	10.0 %
Fire education programs in your community	18	2.9 %
Efforts by local government in your area to prevent crime	91	14.5 %
Relationship between police officers & the community	65	10.4 %
None chosen	76	12.1 %
Total	628	100.0 %

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

Q23. 3rd choice	Number	Percent
Professionalism of fire & EMS personnel	2	0.3 %
Professionalism of City police officers	28	4.5 %
How quickly police respond to emergencies	43	6.8 %
Visibility of police in commercial & retail areas	60	9.6 %
Overall feeling of safety in your neighborhood	58	9.2 %
Visibility of police in neighborhoods	70	11.1 %
Enforcement of local traffic laws	48	7.6 %
Fire education programs in your community	23	3.7 %
Efforts by local government in your area to prevent crime	89	14.2 %
Relationship between police officers & the community	64	10.2 %
None chosen	143	22.8 %
Total	628	100.0 %

SUM OF TOP 3 CHOICES

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

Q23. Top choice	Number	Percent
Professionalism of fire & EMS personnel	22	3.5 %
Professionalism of City police officers	105	16.7 %
How quickly police respond to emergencies	115	18.3 %
Visibility of police in commercial & retail areas	157	25.0 %
Overall feeling of safety in your neighborhood	229	36.5 %
Visibility of police in neighborhoods	256	40.8 %
Enforcement of local traffic laws	203	32.3 %
Fire education programs in your community	48	7.6 %
Efforts by local government in your area to prevent crime	274	43.6 %
Relationship between police officers & the community	207	33.0 %
None chosen	49	7.8 %
Total	1665	

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

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24-1. Snow removal on major City streets	11.9%	48.2%	19.6%	13.1%	4.5%	2.7%
Q24-2. Condition of street signs & traffic signals	11.0%	49.7%	21.3%	10.8%	5.3%	1.9%
Q24-3. Adequacy of street lighting in your neighborhood	11.5%	45.1%	20.7%	15.6%	5.3%	1.9%
Q24-4. Quality of public transportation services	5.3%	19.4%	28.7%	8.9%	4.3%	33.4%
Q24-5. On-street bicycle & scooter infrastructure	4.3%	23.1%	36.6%	11.8%	7.3%	16.9%
Q24-6. Condition of catch basins in your neighborhood	4.3%	17.8%	26.6%	14.6%	5.9%	30.7%
Q24-7. Snow removal on neighborhood streets	4.6%	34.1%	25.2%	22.5%	10.5%	3.2%
Q24-8. Condition of sidewalks & curbs in your neighborhood	5.6%	26.9%	21.7%	25.5%	16.4%	4.0%
Q24-9. Cleanliness of streets & other public areas	3.3%	29.5%	30.3%	25.0%	9.9%	2.1%
Q24-10. Condition of streets in your neighborhood	7.2%	29.1%	24.0%	25.8%	12.3%	1.6%
Q24-11. Condition of major City streets	3.8%	30.6%	25.8%	28.8%	8.9%	2.1%

WITHOUT "DON'T KNOW"

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

(N=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24-1. Snow removal on major City streets	12.3%	49.6%	20.1%	13.4%	4.6%
Q24-2. Condition of street signs & traffic signals	11.2%	50.6%	21.8%	11.0%	5.4%
Q24-3. Adequacy of street lighting in your neighborhood	11.7%	45.9%	21.1%	15.9%	5.4%
Q24-4. Quality of public transportation services	7.9%	29.2%	43.1%	13.4%	6.5%
Q24-5. On-street bicycle & scooter infrastructure	5.2%	27.8%	44.1%	14.2%	8.8%
Q24-6. Condition of catch basins in your neighborhood	6.2%	25.7%	38.4%	21.1%	8.5%
Q24-7. Snow removal on neighborhood streets	4.8%	35.2%	26.0%	23.2%	10.9%
Q24-8. Condition of sidewalks & curbs in your neighborhood	5.8%	28.0%	22.6%	26.5%	17.1%
Q24-9. Cleanliness of streets & other public areas	3.4%	30.1%	30.9%	25.5%	10.1%
Q24-10. Condition of streets in your neighborhood	7.3%	29.6%	24.4%	26.2%	12.5%
Q24-11. Condition of major City streets	3.9%	31.2%	26.3%	29.4%	9.1%

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

Q25. Top choice	Number	Percent
Snow removal on major City streets	29	4.6 %
Condition of street signs & traffic signals	23	3.7 %
Adequacy of street lighting in your neighborhood	53	8.4 %
Quality of public transportation services	43	6.8 %
On-street bicycle & scooter infrastructure	33	5.3 %
Condition of catch basins in your neighborhood	19	3.0 %
Snow removal on neighborhood streets	56	8.9 %
Condition of sidewalks & curbs in your neighborhood	80	12.7 %
Cleanliness of streets & other public areas	54	8.6 %
Condition of streets in your neighborhood	71	11.3 %
Condition of major City streets	121	19.3 %
None chosen	46	7.3 %
Total	628	100.0 %

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

Q25. 2nd choice	Number	Percent
Snow removal on major City streets	26	4.1 %
Condition of street signs & traffic signals	22	3.5 %
Adequacy of street lighting in your neighborhood	30	4.8 %
Quality of public transportation services	33	5.3 %
On-street bicycle & scooter infrastructure	18	2.9 %
Condition of catch basins in your neighborhood	22	3.5 %
Snow removal on neighborhood streets	65	10.4 %
Condition of sidewalks & curbs in your neighborhood	89	14.2 %
Cleanliness of streets & other public areas	75	11.9 %
Condition of streets in your neighborhood	96	15.3 %
Condition of major City streets	85	13.5 %
None chosen	67	10.7 %
Total	628	100.0 %

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

Q25. 3rd choice	Number	Percent
Snow removal on major City streets	26	4.1 %
Condition of street signs & traffic signals	24	3.8 %
Adequacy of street lighting in your neighborhood	37	5.9 %
Quality of public transportation services	30	4.8 %
On-street bicycle & scooter infrastructure	22	3.5 %
Condition of catch basins in your neighborhood	25	4.0 %
Snow removal on neighborhood streets	51	8.1 %
Condition of sidewalks & curbs in your neighborhood	74	11.8 %
Cleanliness of streets & other public areas	75	11.9 %
Condition of streets in your neighborhood	71	11.3 %
Condition of major City streets	59	9.4 %
None chosen	134	21.3 %
Total	628	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)

Q25. Top choice	Number	Percent
Snow removal on major City streets	81	12.9 %
Condition of street signs & traffic signals	69	11.0 %
Adequacy of street lighting in your neighborhood	120	19.1 %
Quality of public transportation services	106	16.9 %
On-street bicycle & scooter infrastructure	73	11.6 %
Condition of catch basins in your neighborhood	66	10.5 %
Snow removal on neighborhood streets	172	27.4 %
Condition of sidewalks & curbs in your neighborhood	243	38.7 %
Cleanliness of streets & other public areas	204	32.5 %
Condition of streets in your neighborhood	238	37.9 %
Condition of major City streets	265	42.2 %
None chosen	46	7.3 %
Total	1683	

Q26. Water 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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. Water pressure on a typical day	26.9%	44.6%	16.6%	6.5%	1.3%	4.1%
Q26-2. How easy your utility bill is to understand	17.7%	45.7%	21.5%	6.2%	1.8%	7.2%
Q26-3. Smell of your tap water	13.9%	37.1%	26.9%	11.3%	5.6%	5.3%
Q26-4. How easy it is to resolve billing problems	5.9%	23.9%	25.6%	7.3%	1.4%	35.8%
Q26-5. Taste of your tap water	9.6%	30.4%	25.2%	18.0%	9.1%	7.8%
Q26-6. How well City keeps you informed about water quality issues	9.2%	27.7%	29.0%	13.2%	6.5%	14.3%
Q26-7. What you are charged for utilities	3.2%	21.8%	25.3%	27.2%	15.8%	6.7%
Q26-8. Stormwater management/flood control	5.4%	21.5%	33.8%	13.2%	5.1%	21.0%

WITHOUT "DON'T KNOW"

Q26. Water 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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. Water pressure on a typical day	28.1%	46.5%	17.3%	6.8%	1.3%
Q26-2. How easy your utility bill is to understand	19.0%	49.2%	23.2%	6.7%	1.9%
Q26-3. Smell of your tap water	14.6%	39.2%	28.4%	11.9%	5.9%
Q26-4. How easy it is to resolve billing problems	9.2%	37.2%	40.0%	11.4%	2.2%
Q26-5. Taste of your tap water	10.4%	33.0%	27.3%	19.5%	9.8%
Q26-6. How well City keeps you informed about water quality issues	10.8%	32.3%	33.8%	15.4%	7.6%
Q26-7. What you are charged for utilities	3.4%	23.4%	27.1%	29.2%	16.9%
Q26-8. Stormwater management/flood control	6.9%	27.2%	42.7%	16.7%	6.5%

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

Q27. Top choice	Number	Percent
Water pressure on a typical day	33	5.3 %
How easy your utility bill is to understand	15	2.4 %
Smell of your tap water	26	4.1 %
How easy it is to resolve billing problems	13	2.1 %
Taste of your tap water	97	15.4 %
How well City keeps you informed about water quality issues	55	8.8 %
What you are charged for utilities	202	32.2 %
Stormwater management/flood control	95	15.1 %
None chosen	92	14.6 %
Total	628	100.0 %

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

Q27. 2nd choice	Number	Percent
Water pressure on a typical day	29	4.6 %
How easy your utility bill is to understand	14	2.2 %
Smell of your tap water	51	8.1 %
How easy it is to resolve billing problems	26	4.1 %
Taste of your tap water	89	14.2 %
How well City keeps you informed about water quality issues	82	13.1 %
What you are charged for utilities	92	14.6 %
Stormwater management/flood control	86	13.7 %
None chosen	159	25.3 %
Total	628	100.0 %

SUM OF TOP 2 CHOICES

Q27. Which TWO of the items listed in Question 26 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q27. Top choice	Number	Percent
Water pressure on a typical day	62	9.9 %
How easy your utility bill is to understand	29	4.6 %
Smell of your tap water	77	12.3 %
How easy it is to resolve billing problems	39	6.2 %
Taste of your tap water	186	29.6 %
How well City keeps you informed about water quality issues	137	21.8 %
What you are charged for utilities	294	46.8 %
Stormwater management/flood control	181	28.8 %
None chosen	92	14.6 %
Total	1097	

Q28. 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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Maintenance of City parks	16.6%	45.9%	19.3%	8.3%	2.2%	7.8%
Q28-2. Number of walking & biking trails	15.8%	40.8%	21.5%	9.7%	2.1%	10.2%
Q28-3. Access to parks in your neighborhood	13.7%	43.6%	22.0%	10.8%	3.3%	6.5%
Q28-4. Ease of registering for recreation programs such as classes, trips, & special events	7.0%	17.8%	28.0%	4.9%	2.2%	40.0%
Q28-5. Fees charged for recreation programs	5.3%	16.1%	30.3%	7.2%	1.9%	39.3%
Q28-6. Availability of recreation programming in your neighborhood	4.6%	15.9%	26.6%	13.1%	4.0%	35.8%
Q28-7. Condition of restrooms in public parks	2.5%	15.4%	22.0%	16.7%	7.8%	35.5%

WITHOUT "DON'T KNOW"

Q28. 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=628)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Maintenance of City parks	18.0%	49.7%	20.9%	9.0%	2.4%
Q28-2. Number of walking & biking trails	17.6%	45.4%	23.9%	10.8%	2.3%
Q28-3. Access to parks in your neighborhood	14.7%	46.7%	23.5%	11.6%	3.6%
Q28-4. Ease of registering for recreation programs such as classes, trips, & special events	11.7%	29.7%	46.7%	8.2%	3.7%
Q28-5. Fees charged for recreation programs	8.7%	26.5%	49.9%	11.8%	3.1%
Q28-6. Availability of recreation programming in your neighborhood	7.2%	24.8%	41.4%	20.3%	6.2%
Q28-7. Condition of restrooms in public parks	4.0%	24.0%	34.1%	25.9%	12.1%

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
Maintenance of City parks	143	22.8 %
Number of walking & biking trails	73	11.6 %
Access to parks in your neighborhood	36	5.7 %
Ease of registering for recreation programs such as classes, trips, & special events	30	4.8 %
Fees charged for recreation programs	24	3.8 %
Availability of recreation programming in your neighborhood	66	10.5 %
Condition of restrooms in public parks	98	15.6 %
None chosen	158	25.2 %
Total	628	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
Maintenance of City parks	56	8.9 %
Number of walking & biking trails	52	8.3 %
Access to parks in your neighborhood	46	7.3 %
Ease of registering for recreation programs such as classes, trips, & special events	27	4.3 %
Fees charged for recreation programs	49	7.8 %
Availability of recreation programming in your neighborhood	73	11.6 %
Condition of restrooms in public parks	104	16.6 %
None chosen	221	35.2 %
Total	628	100.0 %

SUM OF TOP 2 CHOICES

Q29. 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)

Q29. Top choice	Number	Percent
Maintenance of City parks	199	31.7 %
Number of walking & biking trails	125	19.9 %
Access to parks in your neighborhood	82	13.1 %
Ease of registering for recreation programs such as classes, trips, & special events	57	9.1 %
Fees charged for recreation programs	73	11.6 %
Availability of recreation programming in your neighborhood	139	22.1 %
Condition of restrooms in public parks	202	32.2 %
None chosen	158	25.2 %
Total	1035	

Q30. In the past year, have you visited a City recreation facility or park?

Q30. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	468	74.5 %
No	156	24.8 %
Not provided	4	0.6 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q30. In the past year, have you visited a City recreation facility or park? (without "not provided")**

Q30. Have you visited a City recreation facility or park in past year	Number	Percent
Yes	468	75.0 %
No	156	25.0 %
Total	624	100.0 %

Q31. Approximately how many years have you lived in South Bend?

Q31. How many years have you lived in South Bend	Number	Percent
0-5	64	10.2 %
6-10	57	9.1 %
11-15	36	5.7 %
16-20	42	6.7 %
21-30	102	16.2 %
31+	313	49.8 %
Not provided	14	2.2 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Approximately how many years have you lived in South Bend? (without "not provided")**

Q31. How many years have you lived in South Bend	Number	Percent
0-5	64	10.4 %
6-10	57	9.3 %
11-15	36	5.9 %
16-20	42	6.8 %
21-30	102	16.6 %
31+	313	51.0 %
Total	614	100.0 %

Q32. Have you met the current Mayor?

<u>Q32. Have you met the current Mayor</u>	<u>Number</u>	<u>Percent</u>
Yes	177	28.2 %
No	450	71.7 %
Not provided	1	0.2 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Have you met the current Mayor? (without "not provided")**

<u>Q32. Have you met the current Mayor</u>	<u>Number</u>	<u>Percent</u>
Yes	177	28.2 %
No	450	71.8 %
Total	627	100.0 %

Q33. Have you met your Council Person?

<u>Q33. Have you met your Council Person</u>	<u>Number</u>	<u>Percent</u>
Yes	144	22.9 %
No	481	76.6 %
Not provided	3	0.5 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Have you met your Council Person? (without "not provided")**

<u>Q33. Have you met your Council Person</u>	<u>Number</u>	<u>Percent</u>
Yes	144	23.0 %
No	481	77.0 %
Total	625	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence	Number	Percent
Own	410	65.3 %
Rent	210	33.4 %
Not provided	8	1.3 %
Total	628	100.0 %

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

Q34. Do you own or rent your current residence	Number	Percent
Own	410	66.1 %
Rent	210	33.9 %
Total	620	100.0 %

Q35. What is your age?

Q35. Your age	Number	Percent
18-34	120	19.1 %
35-44	116	18.5 %
45-54	125	19.9 %
55-64	122	19.4 %
65+	126	20.1 %
Not provided	19	3.0 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is your age? (without "not provided")**

Q35. Your age	Number	Percent
18-34	120	19.7 %
35-44	116	19.0 %
45-54	125	20.5 %
55-64	122	20.0 %
65+	126	20.7 %
Total	609	100.0 %

Q36. What is your gender identity?

Q36. Your gender identity	Number	Percent
Male	308	49.0 %
Female	311	49.5 %
Gender variant/non-conforming	4	0.6 %
Not provided	5	0.8 %
Total	628	100.0 %

WITHOUT "NOT PROVIDED"**Q36. What is your gender identity? (without "not provided")**

Q36. Your gender identity	Number	Percent
Male	308	49.4 %
Female	311	49.9 %
Gender variant/non-conforming	4	0.6 %
Total	623	100.0 %

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

Q37. How many people live in your household	Number	Percent
1	124	19.7 %
2	272	43.3 %
3	100	15.9 %
4	60	9.6 %
5+	57	9.1 %
Not provided	15	2.4 %
Total	628	100.0 %

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

Q37. How many people live in your household	Number	Percent
1	124	20.2 %
2	272	44.4 %
3	100	16.3 %
4	60	9.8 %
5+	57	9.3 %
Total	613	100.0 %

Q38. How many people in your household are employed?

Q38. How many people in your household are employed	Number	Percent
0	128	20.4 %
1	209	33.3 %
2	208	33.1 %
3	50	8.0 %
4	13	2.1 %
5+	2	0.3 %
Not provided	18	2.9 %
Total	628	100.0 %

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

Q38. How many people in your household are employed	Number	Percent
0	128	21.0 %
1	209	34.3 %
2	208	34.1 %
3	50	8.2 %
4	13	2.1 %
5+	2	0.3 %
Total	610	100.0 %

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

Q39. Your employment status	Number	Percent
Employed full time	336	53.5 %
Employed part time	63	10.0 %
Not employed, looking for work	12	1.9 %
Not employed, not looking for work	23	3.7 %
Retired	150	23.9 %
Student	5	0.8 %
Disabled, not able to work	24	3.8 %
Not provided	15	2.4 %
Total	628	100.0 %

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

Q39. Your employment status	Number	Percent
Employed full time	336	54.8 %
Employed part time	63	10.3 %
Not employed, looking for work	12	2.0 %
Not employed, not looking for work	23	3.8 %
Retired	150	24.5 %
Student	5	0.8 %
Disabled, not able to work	24	3.9 %
Total	613	100.0 %

Q39a. What is the zip code where you work?

Q39a. Zip code of your workplace	Number	Percent
46601	60	15.5 %
46614	55	14.2 %
46628	41	10.6 %
46617	38	9.8 %
46556	28	7.2 %
46545	25	6.4 %
46615	23	5.9 %
46613	21	5.4 %
46619	19	4.9 %
46544	11	2.8 %
46616	9	2.3 %
46514	7	1.8 %
46516	6	1.5 %
46517	5	1.3 %
46635	4	1.0 %
46552	4	1.0 %
46637	4	1.0 %
46528	3	0.8 %
46530	3	0.8 %
49120	2	0.5 %
46563	2	0.5 %
60606	1	0.3 %
49503	1	0.3 %
46371	1	0.3 %
46638	1	0.3 %
55408	1	0.3 %
49107	1	0.3 %
46506	1	0.3 %
46540	1	0.3 %
46536	1	0.3 %
46645	1	0.3 %
46561	1	0.3 %
49061	1	0.3 %
46526	1	0.3 %
46634	1	0.3 %
46675	1	0.3 %
49117	1	0.3 %
49047	1	0.3 %
46716	1	0.3 %
Total	388	100.0 %

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

Q40. Your total annual household income	Number	Percent
Under \$15K	63	10.0 %
\$15K to \$29,999	110	17.5 %
\$30K to \$59,999	158	25.2 %
\$60K to \$99,999	140	22.3 %
\$100K to \$124,999	54	8.6 %
\$125K+	49	7.8 %
Not provided	54	8.6 %
Total	628	100.0 %

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

Q40. Your total annual household income	Number	Percent
Under \$15K	63	11.0 %
\$15K to \$29,999	110	19.2 %
\$30K to \$59,999	158	27.5 %
\$60K to \$99,999	140	24.4 %
\$100K to \$124,999	54	9.4 %
\$125K+	49	8.5 %
Total	574	100.0 %

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

Q41. Your race/ethnicity	Number	Percent
Asian or Asian Indian	13	2.1 %
Black or African American	159	25.3 %
American Indian or Alaska Native	5	0.8 %
White or Caucasian	350	55.7 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	99	15.8 %
Other	8	1.3 %
Total	635	

Q41-7. Self-describe your race/ethnicity:

Q41-7. Self-describe your race/ethnicity	Number	Percent
Mixed	2	25.0 %
Italian	2	25.0 %
Middle Eastern	1	12.5 %
Eastern Europe, German, Scots, Nigerian	1	12.5 %
White Hungarian American	1	12.5 %
European	1	12.5 %
Total	8	100.0 %

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

Q42. Your overall state of health these days	Number	Percent
Excellent	85	13.5 %
Good	282	44.9 %
Average	143	22.8 %
Fair	76	12.1 %
Poor	31	4.9 %
Don't know	11	1.8 %
Total	628	100.0 %

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

Q42. Your overall state of health these days	Number	Percent
Excellent	85	13.8 %
Good	282	45.7 %
Average	143	23.2 %
Fair	76	12.3 %
Poor	31	5.0 %
Total	617	100.0 %

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

Q43. Your standard of living compared to your parents' when they were your age	Number	Percent
Much better	87	13.9 %
Somewhat better	157	25.0 %
About the same	178	28.3 %
Somewhat worse	125	19.9 %
Much worse	60	9.6 %
Don't know	21	3.3 %
Total	628	100.0 %

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

Q43. Your standard of living compared to your parents' when they were your age	Number	Percent
Much better	87	14.3 %
Somewhat better	157	25.9 %
About the same	178	29.3 %
Somewhat worse	125	20.6 %
Much worse	60	9.9 %
Total	607	100.0 %

District:

<u>District</u>	<u>Number</u>	<u>Percent</u>
1	106	16.9 %
2	101	16.1 %
3	100	15.9 %
4	103	16.4 %
5	117	18.6 %
6	101	16.1 %
Total	628	100.0 %

A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing a dark blue number '6'. To the right of the circle, the text 'Survey Instrument' is written in a white, sans-serif font.

6 Survey Instrument



CITY OF SOUTH BEND
JAMES MUELLER, MAYOR
OFFICE OF THE MAYOR

Dear South Bend Resident,

The City of South Bend is requesting your help and a few minutes of your time. You have been selected to participate in a survey designed to gather feedback on City services and performance. The information you provide in this survey will be used to improve existing services and help us understand the evolving needs of residents of South Bend.

We greatly appreciate your time, which we realize is valuable. Your answers will help us provide the very best city services possible and help me make better-informed decisions about the city's future.

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 Data & Performance, 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.

2024 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 for 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
01. Overall quality of Downtown	5	4	3	2	1	9
02. Overall quality of new development in Downtown	5	4	3	2	1	9
03. Overall quality of new development in your neighborhood	5	4	3	2	1	9
04. Housing quality in your neighborhood	5	4	3	2	1	9
05. Overall appearance of your neighborhood	5	4	3	2	1	9
06. Communication of plans for development projects	5	4	3	2	1	9
07. Overall satisfaction with economic investment coming into the City	5	4	3	2	1	9
08. Quality of Animal Control	5	4	3	2	1	9
09. City efforts to remove abandoned vehicles or inoperative vehicles	5	4	3	2	1	9
10. Enforcing clean-up of trash and debris on private property	5	4	3	2	1	9
11. Enforcing mowing and cutting of grass and weeds on private property	5	4	3	2	1	9
12. Enforcing exterior maintenance of commercial/business property	5	4	3	2	1	9
13. Enforcing exterior maintenance of residential property	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.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

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. **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

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

1st: ____ 2nd: ____ NONE

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Professionalism of fire and EMS personnel	5	4	3	2	1	9
02. Professionalism of City police officers	5	4	3	2	1	9
03. How quickly police respond to emergencies	5	4	3	2	1	9
04. Visibility of police in commercial and retail areas	5	4	3	2	1	9
05. Overall feeling of safety in your neighborhood	5	4	3	2	1	9
06. Visibility of police in neighborhoods	5	4	3	2	1	9
07. Enforcement of local traffic laws	5	4	3	2	1	9
08. Fire education programs in your community	5	4	3	2	1	9
09. 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

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

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

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

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Snow removal on major City streets	5	4	3	2	1	9
02. Condition of street signs and traffic signals	5	4	3	2	1	9
03. Adequacy of street lighting in your neighborhood	5	4	3	2	1	9
04. Quality of public transportation services	5	4	3	2	1	9
05. On-street bicycle 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

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

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

26. **Water 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
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

27. Which TWO 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: ____ NONE

28. **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

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

Demographics

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

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

33. Have you met your Council Person? ____ (1) Yes ____ (2) No

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

35. What is your age? ____ years

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

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

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

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

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

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

40. 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

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

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White or Caucasian

42. 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

43. 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

44. Would you be willing to participate in future surveys sponsored by the City of South Bend?

- (1) Yes [Answer Q44a.] (2) No

44a. 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.