



2023

City of Cincinnati, OH

Resident Survey

Findings Report



ETC
INSTITUTE

Contents

| | |
|---|------------|
| Section 1: Executive Summary..... | 4 |
| Section 2: Charts and Graphs..... | 17 |
| Section 3: Importance-Satisfaction Rating..... | 82 |
| Section 4: Tabular Data..... | 94 |
| Section 5: Open-Ended Responses..... | 165 |
| Section 6: Survey Instrument..... | 168 |



Executive Summary

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



Purpose & Methodology

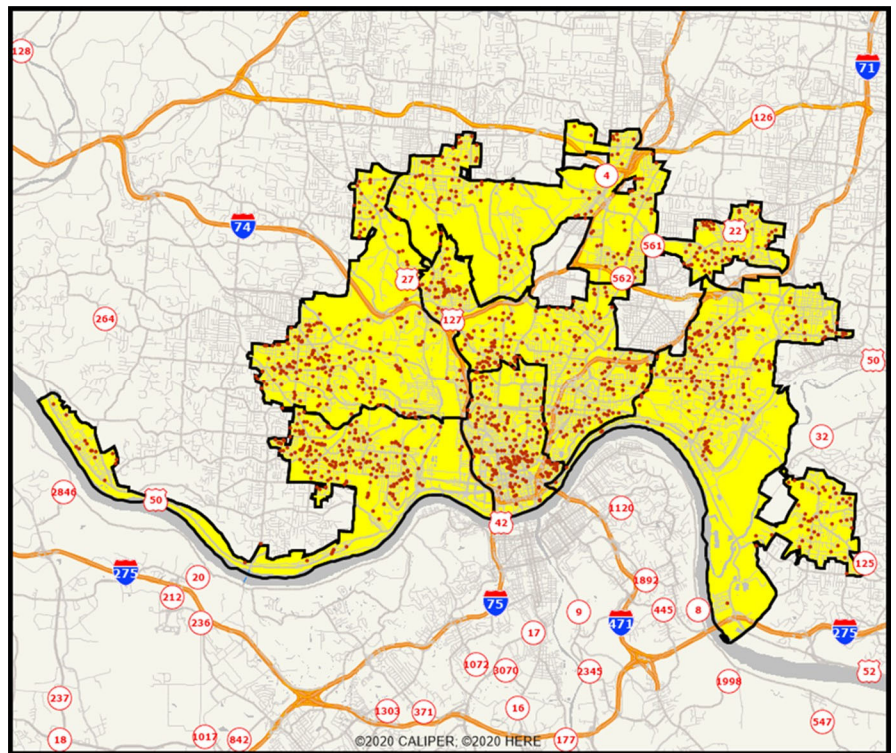
ETC Institute administered a survey to residents of Cincinnati, OH during the winter of 2023. The purpose of this survey was to help the City strategically plan for the future as they continue to grow and meet new challenges. The survey will assist elected officials, as well as the City administrators, in making critical decisions about prioritizing resources and helping guide the direction for the future of the community.

Administration of the Survey

The survey, cover letter, and postage paid return envelope were mailed to a random sample of households in Cincinnati. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online.

The map to the right is a GIS (geographic information system) map showing the location of respondents that completed the survey. To keep survey respondents anonymous, the location of the respondent is represented with a red dot.

Approximately, ten days after the surveys were mailed, ETC Institute sent emails/text messages to the households that received the survey to encourage participation. The emails/texts contained a link to the online version of the survey to make it easy for residents to complete. To prevent people who were not residents of the City 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.



ETC Institute developed a sampling plan, based on the goal of completing a total of 1,200 surveys, by first ensuring all addresses within the City's boundaries had an equal chance of being selected for the random sample. The goal of 1,200 completed surveys was met, with a total of 1,235 residents completing the survey. The overall residents for the sample of 1,235 households have a precision of at least +/-2.8% at the 95% level of confidence.

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



ETC Institute has an ongoing quality control and assurance program in place. The program has been developed and refined through our experience with hundreds of studies that involved the design and administration of surveys, focus groups, and other data collection services. Our quality assurance program is directly monitored by the company CEO. The quality control and assurance methods used by ETC Institute have been reviewed by the United States Office of Management and Budget. ETC Institute monitored the distribution of the sample to ensure that the sample reflected the demographic composition of the City with regard to age, gender, race, and etc.

This report contains:

- Section 1: Executive summary of the survey methodology and major findings
- Section 2: Charts and Graphs
 - This section will include charts and graphs showing the overall results for Cincinnati’s 2023 survey, trends comparing the 2023 results to historical results from 2021 and 2022 where available, and benchmarking that shows the comparison of Cincinnati’s 2023 ratings against national, regional, and like-sized comparisons of cities with 250,000 residents or more. The benchmarking provided comes from ETC Institute’s DirectionFinder® National Survey that was administered during the summer of 2023 to a random sample of more than 10,000 residents living in the United States. In addition to collecting data nationally, ETC Institute collected data regionally. In the national survey recently conducted, 1,500 surveys were collected in the North Central Region.
- Section 3: Importance-Satisfaction Analysis
- Section 4: Tabular Data with the Overall Results from the 2023 Survey
- Section 5: Open-Ended Responses
- Section 6: A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.

Major Findings

Part 1: Overall Ratings, Perceptions of the Community, & Quality of City Services

- **Overall Ratings of Cincinnati.** Respondents were asked to rate five aspects of the City of Cincinnati on a scale from “excellent” to “poor”. Respondents gave the highest ratings (rating “excellent” or “good”) to Cincinnati as a place to live (82%), place to work (77%), and place where they feel welcome (73%).
- **Perceptions of the Community.** Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall image of the city (66%), overall quality of life in the city (65%), and overall quality of services provided by the city (61%).

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



- Overall Quality of City Services.** Respondents were asked to rate their satisfaction with the overall quality of thirteen city services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of fire and ambulance services (85%), city parks and recreation programs/facilities (79%), and trash, recycling, bulky item, leaf, and brush collection (71%) Respondents were then asked to select the three services they think are most important for the city to emphasize over the next two years. Respondents most often chose the maintenance of city streets, sidewalks, and infrastructure (77%), police services (49%), and code enforcement (31%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where the maintenance of city streets, sidewalks, and infrastructure, police services, and code enforcement were given “very high” priority ratings.

Part 2: Public Safety Perceptions

- Public Safety Perceptions.** Respondents were asked to rate their satisfaction with sixteen items regarding their perception of public safety. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of local fire protection and rescue (87%), how quickly fire and rescue personnel respond to emergencies (86%), and how quickly emergency medical personnel respond to emergencies (84%). Respondents were then asked to select the four items they think are most important for the city to emphasize over the next two years. Respondents most often chose the city’s overall efforts to prevent crime (67%), the effectiveness of local police protection (49%), and efforts to collaborate with the public to address concerns (38%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where the city’s overall efforts to prevent crime, effectiveness of local police protection, and efforts to collaborate with the public to address concerns were given a “very high” priority rating.
- Traffic Laws and Police Visibility.** Respondents were asked to rate if there was too much, more needed, or an adequate amount of enforcement of local traffic laws and visibility of police in neighborhoods. Both categories had mostly “more needed” ratings with 56% of respondents feeling there needs to be more enforcement of local traffic laws and 61% wanting more visibility of police in neighborhoods.
- Public Safety Services.** Respondents were asked to rate their agreement with six statements regarding public safety services. Respondents most often agreed (selecting “agree” or “strongly agree”) that the police are held accountable for any misconduct (45%) and police use good judgement in the use of force (43%).

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



Part 3: Water and Wastewater Services & Streets, Sidewalks, and Infrastructure

- Water and Wastewater Services.** Respondents were asked to rate their satisfaction with seven items regarding water and wastewater services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the taste of the water (65%) and quality of Greater Cincinnati Water Works customer service (64%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often chose the fees for water services (50%) and condition of catch basins in their neighborhood (48%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where fees for water services was given a “very high” priority rating.
- Lead Pipe Replacement.** Twenty-nine percent of respondents (29%) were aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the city. Most respondents (91%) said if they had a private lead line, they would sign up for the program. Most respondents (55%) would not hesitate to sign up, but those who would hesitate note hidden costs/fees (21%) or being unsure if they have lead pipes (16%).
- Streets, Sidewalks, and Infrastructure.** Respondents were asked to rate their satisfaction with sixteen items regarding streets, sidewalks, and infrastructure. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with snow removal on major city streets (56%), maintenance of street signs and traffic signals (55%), and mowing/tree trimming along city streets and other public areas (47%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose the condition of city streets (47%) and condition of streets in their neighborhood (29%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where condition of city streets and condition of neighborhood streets were given “very high” priority ratings.

Part 4: Leadership & Neighborhood Cleanliness and Appearance

- Leadership.** Respondents were asked to rate their satisfaction with seven items regarding leadership in Cincinnati. Respondents were most satisfied (rating “Excellent” or “Good”) the city’s efforts to support diversity (49%) and the overall effectiveness of leadership provided by elected officials (40%).
- Neighborhood Cleanliness and Appearance.** Respondents were asked to rate their satisfaction with thirteen items regarding neighborhood cleanliness and appearance. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of trash collection services (78%) and overall quality of curbside recycling services (76%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose enforcing the clean-up of trash and debris on private property (44%), enforcing the exterior maintenance of residential, commercial, and business property (37%), and city efforts to clean-up illegal dumping sites (35%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where enforcing the cleanup of trash and debris on private property, enforcing the exterior maintenance of residential, commercial, and business property, city efforts to clean-up illegal dumping sites, and demolishing vacant structures that are deemed a public nuisance were all given “very high” priority ratings.

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



Part 5: Parks and Recreation & Lead Pipe Replacement

- **Parks and Recreation.** Respondents were asked to rate their satisfaction with thirteen items regarding parks and recreation. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the maintenance of city parks (80%), quality of facilities such as picnic shelters and playgrounds at city parks (73%), and walking and biking trails in the city (68%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose the maintenance of city parks (48%), walking and biking trails (38%), and quality of facilities in city parks (34%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where walking and biking trails in the city and maintenance of city swimming pools were given “high” priority ratings.

Part 6: Public Health Services and Economic Opportunity

- **Public Health Services.** Respondents were asked to rate their satisfaction with six items regarding public health services in Cincinnati. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with vital records services (67%), immunization services (66%), and communicable disease and outbreak response (62%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often chose communicable disease and outbreak response (49%) and food safety programs (35%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where communicable disease and outbreak response, food safety programs, and healthy homes/hazard complaints were given “high” priority ratings.
- **Economic Opportunity.** Respondents were asked to rate their satisfaction with sixteen items regarding economic opportunity. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with job opportunities available within the city limits (45%), the city’s efforts to attract new businesses and tourism (45%), and the city’s efforts to support minority and women-owned businesses (40%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose adequate quantity of affordable housing units (36%), perception of honesty and fair dealings in development (27%), and the city’s efforts to fund affordable housing units (26%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where adequate quantity of affordable housing units, perception of honesty and fair dealings in development, and city’s efforts to fund affordable housing units were given “very high” priority ratings.

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



Part 7: Communication and Community Engagement

- Communication Satisfaction and Priorities.** Respondents were asked to rate their satisfaction with thirteen items regarding communication and community engagement. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall usefulness of the city website (39%), the quality of city video programming (34%), and access to information about city council meetings (34%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose elected officials’ efforts to support a dialogue with city residents (27%), city government efforts to keep you informed about city services, issues, events, and programs (33%), availability of information about city programs and services (31%), and opportunity to engage/provide input into decisions made by elected officials (31%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where elected officials’ efforts to support a dialogue with city residents, opportunity to engage/provide input into decisions made by elected officials, city government efforts to keep you informed about city services, issues, events, and programs and availability of information about city programs and services were given “very high” priority ratings.
- Social Media.** Respondents most often follow the city’s Facebook (41%) account followed by Instagram (19%) and Nextdoor (18%).
- Information Sources.** Respondents most often receive information about the City of Cincinnati via the local TV news station (66%) followed by the city website (42%) or local newspapers (39%). WLWT (64%), Local 12 (60%), and WCPO (58%) are the most often watched local TV news stations. Enquirer (86%) and CityBeat (46%) are the most often read local newspapers. Respondents would most prefer to receive information via the local tv news station (55%), the city website (34%), and local newspapers (33%).

Trends Since 2021

In 2023, the City of Cincinnati **rated at or above the 2021 survey results in 87 of the 125 categories assessed (70%)**. The city rated significantly higher (5% or more above) in 31 of these areas.

The City of Cincinnati rated below the 2021 survey results in 38 of the 125 categories assessed. The city rated significantly below (5% or more below) in 9 of these areas.

The following pages show the table comparing results from 2023 and 2021.

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



| Question | 2023 | 2021 | Difference |
|--|------|------|------------|
| Communication and Community Engagement | | | |
| Elected officials' efforts to support a dialogue with City residents | 30% | 21% | 9% |
| Access to information about Finance and Budget information | 23% | 17% | 6% |
| Quality of the City's Open Data portal | 28% | 22% | 6% |
| Access to information about City Council meetings | 34% | 28% | 5% |
| City Administration's use of social media | 32% | 27% | 5% |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration | 24% | 19% | 5% |
| Opportunity to engage/provide input into decisions made by Elected Officials | 22% | 18% | 4% |
| Access to information about Boards and Commissions meetings | 28% | 24% | 4% |
| Availability of information about City programs and services | 33% | 29% | 4% |
| Quality of City video programming | 34% | 30% | 4% |
| Access to information about Campaign finance and lobbyist disclosures | 15% | 11% | 3% |
| Overall usefulness of City website | 39% | 37% | 2% |
| Economic Opportunity | | | |
| Perception of honesty and fair dealings in development | 19% | 14% | 5% |
| Support for entrepreneurs and small business owners available in the City | 39% | 35% | 4% |
| City's efforts to attract new business and tourism | 45% | 42% | 3% |
| How well your City is managing growth | 39% | 37% | 3% |
| City's efforts to support minority and women-owned businesses | 40% | 38% | 1% |
| Access to job training programs | 33% | 32% | 1% |
| City's use of economic development incentives to support economic opportunity for residents | 29% | 29% | 0% |
| Ability to obtain training opportunities to advance your career | 35% | 36% | -1% |
| City's efforts to fund affordable housing units | 19% | 21% | -2% |
| Job opportunities available within the city limits | 45% | 47% | -2% |
| Access to quality affordable mental health care | 22% | 25% | -3% |
| Adequate quantity of affordable housing units | 15% | 18% | -3% |

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



| Question | 2023 | 2021 | Difference |
|---|------|------|------------|
| Economic Opportunity | | | |
| Access to quality childcare that you can afford | 13% | 16% | -3% |
| Access to quality affordable health care | 34% | 38% | -4% |
| Access to affordable quality housing | 30% | 36% | -6% |
| Access to affordable healthy food | 38% | 45% | -8% |
| Neighborhood Cleanliness and Appearance | | | |
| City efforts to clean-up illegal dumping sites | 26% | 19% | 7% |
| Boarding up vacant structures that are open to entry | 34% | 27% | 7% |
| Overall quality of bulky item pick-up services | 62% | 58% | 5% |
| Overall quality of recycling drop-off centers | 51% | 47% | 4% |
| Enforcing the mowing and cutting of weeds on private property | 31% | 28% | 3% |
| Overall quality of leaf and brush drop-off centers | 43% | 40% | 3% |
| Demolishing vacant structures that are deemed a public nuisance | 25% | 23% | 2% |
| Overall quality of curbside recycling services | 76% | 74% | 2% |
| Enforcing the clean-up of trash and debris on private property | 28% | 26% | 2% |
| Overall quality of leaf and brush pick-up services | 61% | 60% | 1% |
| Enforcing trash, weeds, and exterior maintenance in your neighborhood | 31% | 31% | 1% |
| Overall quality of trash collection services | 78% | 77% | 1% |
| Overall Ratings | | | |
| As a place where I feel welcome | 74% | 67% | 7% |
| As a place to retire | 51% | 47% | 4% |
| As a place to work | 77% | 75% | 2% |
| As a place to raise children | 70% | 67% | 2% |
| As a place to live | 81% | 79% | 2% |
| Parks and Recreation | | | |
| The Parks Department's youth programs and activities | 59% | 52% | 7% |
| The Recreation Department's youth programs and activities | 54% | 50% | 4% |
| Ease of registering for Parks programs | 66% | 62% | 4% |
| Other recreation facilities - tennis courts, golf | 60% | 57% | 3% |
| Walking and biking trails in the City | 68% | 67% | 2% |
| Quality of customer service from Parks employees | 67% | 66% | 1% |
| Quality of City outdoor athletic fields | 57% | 57% | 0% |

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



| Question | 2023 | 2021 | Difference |
|--|------|------|------------|
| Parks and Recreation | | | |
| Ease of registering for recreation programs | 56% | 56% | 0% |
| Quality of customer service from Recreation employees | 64% | 64% | 0% |
| Maintenance of City parks | 80% | 80% | 0% |
| Maintenance of City swimming pools | 54% | 55% | -1% |
| Quality of facilities such as picnic shelters and playgrounds in city parks | 73% | 74% | -1% |
| Maintenance of City recreation centers | 60% | 65% | -5% |
| Perceptions of the Community | | | |
| Perceptions of the community--Overall quality of City's public transportation system | 33% | 24% | 9% |
| Overall image of City | 65% | 57% | 8% |
| Overall value you receive for your City tax dollars & fees | 41% | 38% | 4% |
| Overall quality of services provided by City | 61% | 60% | 1% |
| Overall quality of life in City | 65% | 65% | 0% |
| How safe you feel in your neighborhood | 58% | 59% | -1% |
| Overall feeling of safety in City | 40% | 42% | -3% |
| Physical appearance of your neighborhood | 53% | 57% | -4% |
| Public Health | | | |
| Communicable Disease and Outbreak Response | 62% | 52% | 10% |
| Vital Records Services | 67% | 59% | 8% |
| Healthy Homes/Hazard Complaints | 43% | 35% | 8% |
| Food Safety Programs | 53% | 47% | 6% |
| Immunization Services | 67% | 61% | 5% |
| Epidemiology | 52% | 50% | 3% |
| Public Safety Perceptions | | | |
| Fire education programs | 47% | 41% | 6% |
| Quality of dispatch/911 services | 63% | 57% | 6% |
| Fire inspections | 52% | 49% | 2% |
| Police outreach programs/services | 37% | 35% | 2% |
| How quickly fire & rescue personnel respond to emergencies | 86% | 84% | 2% |
| Overall quality of local fire protection & rescue services | 87% | 85% | 1% |
| How quickly emergency medical personnel respond to emergencies | 82% | 81% | 1% |

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



| Question | 2023 | 2021 | Difference |
|---|------|------|------------|
| Public Safety Perceptions | | | |
| Attitude & behavior of officers towards citizens in your neighborhood | 61% | 61% | 1% |
| Efforts to collaborate with the public to address concerns | 40% | 39% | 0% |
| Public safety services in public parks | 48% | 48% | 0% |
| Overall police performance in your neighborhood | 47% | 47% | 0% |
| How quickly police respond to emergencies | 43% | 45% | -1% |
| City's overall efforts to prevent crime | 28% | 30% | -2% |
| Professionalism of police officers | 63% | 66% | -3% |
| Effectiveness of local police protection | 50% | 52% | -3% |
| Quality of local emergency medical service | 80% | 83% | -3% |
| Quality of City Services | | | |
| City's stormwater runoff/stormwater management system | 47% | 40% | 7% |
| City's 911 Call Center | 67% | 60% | 7% |
| City's Customer Service Call Center (311) | 54% | 47% | 7% |
| City water utilities | 65% | 61% | 4% |
| Overall effectiveness of City communication with the public | 39% | 36% | 3% |
| Customer service you receive from City employees | 60% | 58% | 2% |
| Fire & ambulance services | 84% | 83% | 1% |
| Maintenance of City streets, sidewalks, & infrastructure | 25% | 24% | 1% |
| City parks & recreation programs/facilities | 78% | 79% | -1% |
| Health Department services | 55% | 58% | -3% |
| Police services | 49% | 53% | -4% |
| Streets, Sidewalks, and Infrastructure | | | |
| Maintenance of streets in your neighborhood | 39% | 33% | 6% |
| Maintenance of city streets | 26% | 23% | 3% |
| Mowing and tree trimming along city streets and other public areas | 47% | 45% | 2% |
| Overall cleanliness of City streets and other public areas | 29% | 29% | -1% |
| Accessibility of streets, sidewalks, and buildings for people with disabilities | 35% | 39% | -3% |
| Maintenance of street signs and traffic signals | 54% | 57% | -3% |
| Quality of on-street bicycle infrastructure | 26% | 29% | -3% |

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



| Question | 2023 | 2021 | Difference |
|---|------|------|------------|
| Streets, Sidewalks, and Infrastructure | | | |
| Snow removal on residential streets | 36% | 42% | -5% |
| Adequacy of city street lighting | 43% | 49% | -6% |
| Snow removal on major City streets | 56% | 64% | -8% |
| Congestion management and flow of traffic on City streets in your community | 31% | 40% | -9% |
| Condition of sidewalks in the City | 19% | 29% | -10% |
| Condition of sidewalks in your neighborhood | 26% | 36% | -10% |
| Water and Wastewater Services | | | |
| Timeliness of water line repairs | 56% | 49% | 7% |
| Fees for water services | 36% | 31% | 6% |
| Quality of Metropolitan Sewer District customer service | 54% | 49% | 6% |
| Timeliness of sewer line & sewer main repairs | 52% | 46% | 5% |
| Condition of catch basins in your neighborhood | 55% | 50% | 5% |
| Quality of Greater Cincinnati Water Works customer service | 63% | 58% | 5% |
| Taste of water | 66% | 62% | 3% |
| Leadership | | | |
| Elected officials conduct City business ethically | 27% | 13% | 14% |
| Overall effectiveness of leadership provided by the City's elected officials | 40% | 26% | 14% |
| The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity | 48% | 40% | 8% |
| Access and ability to interact with elected officials | 31% | 23% | 8% |
| City Administration (City Manager, Dept. Directors) conducts City business ethically | 35% | 28% | 7% |
| Overall effectiveness of the City Administration (City Manager, Dept. Directors) in management of City operations | 36% | 31% | 5% |
| Access and ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters and public services | 28% | 23% | 5% |

City of Cincinnati, OH Resident Survey (2023)

Executive Summary



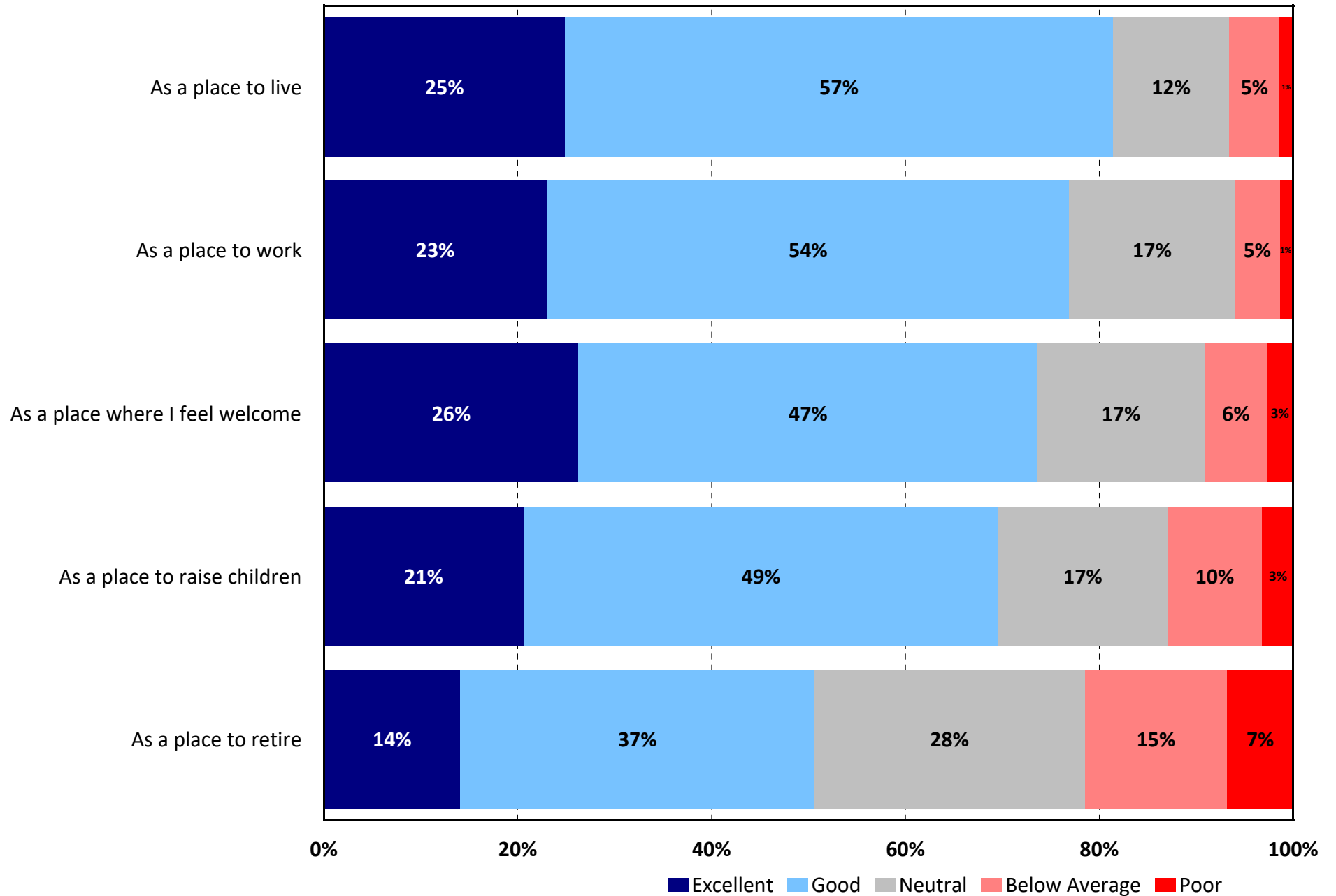
| Question | 2023 | 2021 | Difference |
|--|------|------|------------|
| Public Safety Services | | | |
| Police have appropriate training on how to handle confrontations with civilians | 42% | 39% | 3% |
| Police are held accountable for any misconduct | 45% | 46% | -1% |
| Police use good judgement in the use of force | 42% | 43% | -1% |
| It is easy to file officer complaints with the Citizen Complaint Authority (CCA) | 33% | 34% | -1% |
| Access to information regarding CCA investigation outcomes | 27% | 28% | -1% |
| Police treat residents of different races/ethnicities equally | 38% | 40% | -2% |

2

Charts and Graphs

Q1. Overall Ratings of the City of Cincinnati

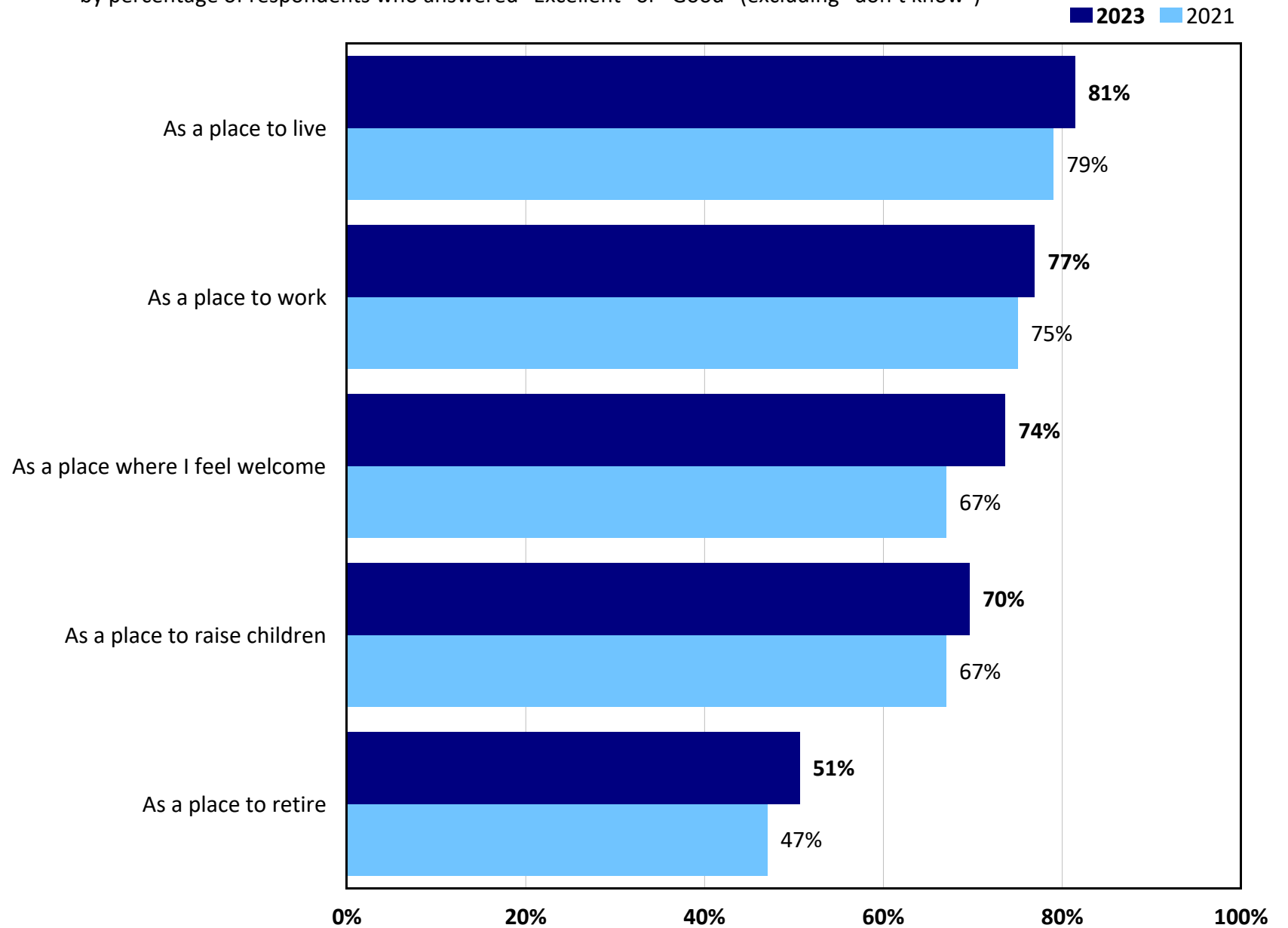
by percentage of respondents (excluding "don't know")



TRENDS

Q1. Overall Ratings of City

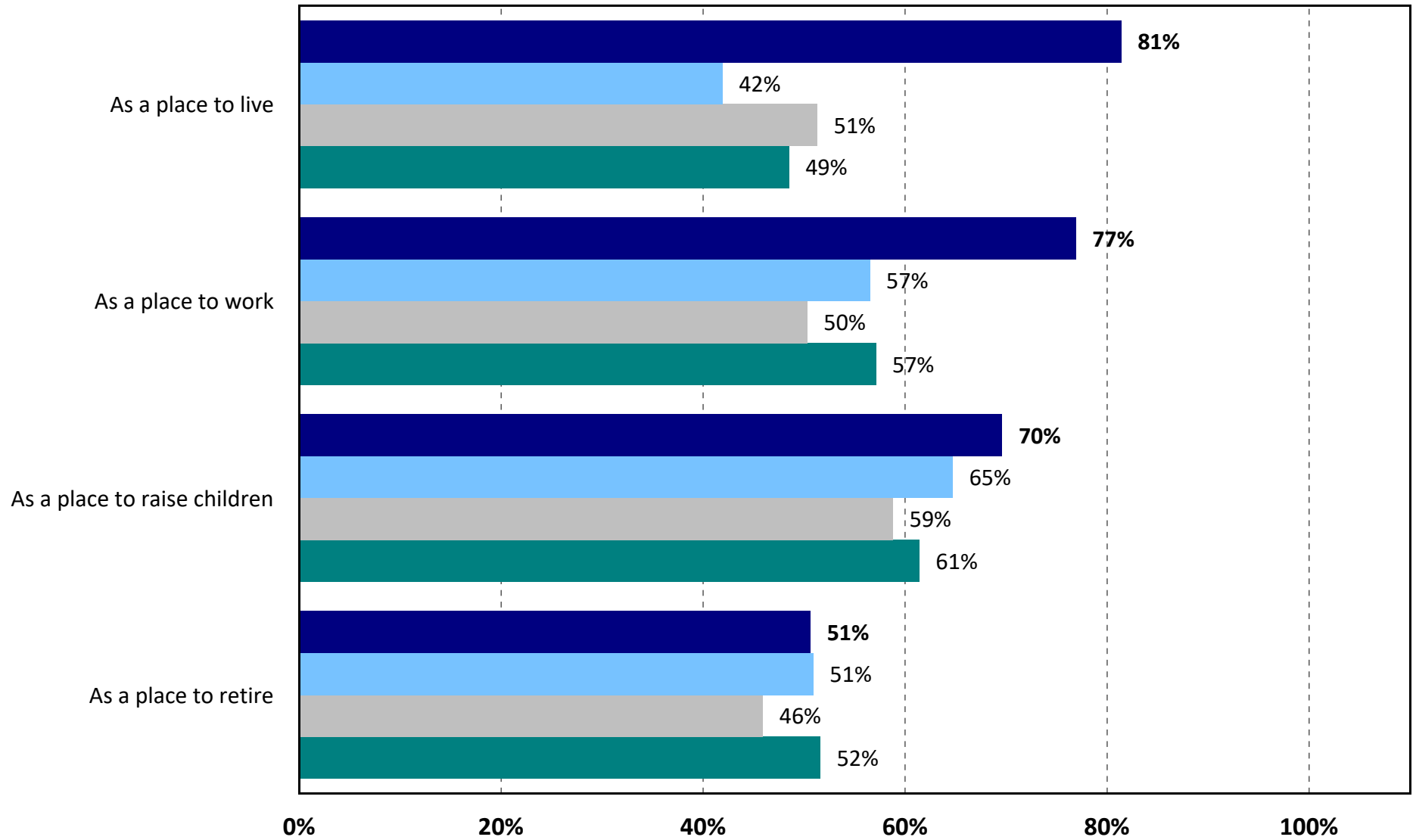
by percentage of respondents who answered "Excellent" or "Good" (excluding "don't know")



Overall Satisfaction with Cincinnati

City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

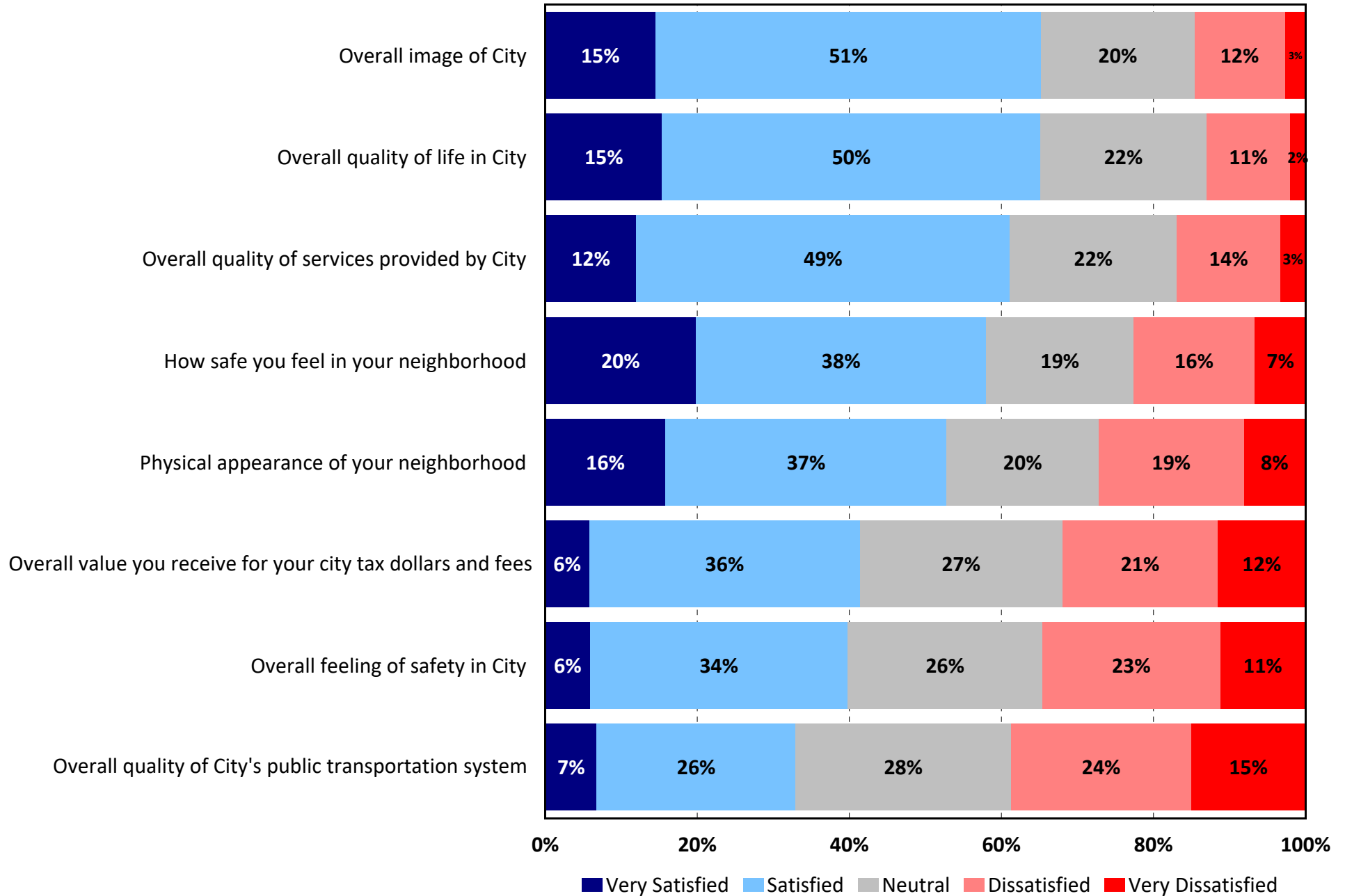


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

Q2. Perceptions of the Community

by percentage of respondents (excluding "don't know")

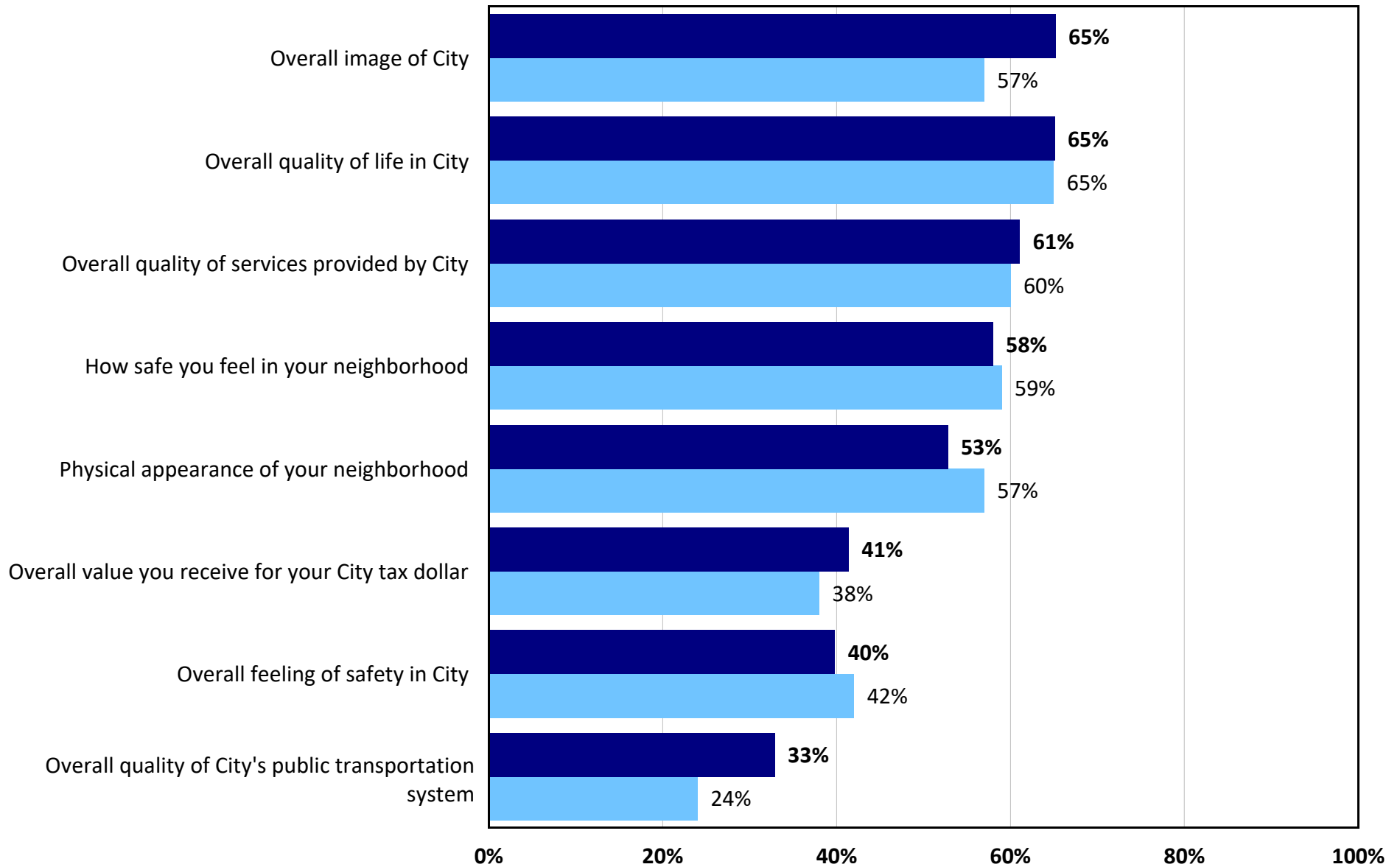


TRENDS

Q2. Perceptions of the Community

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")

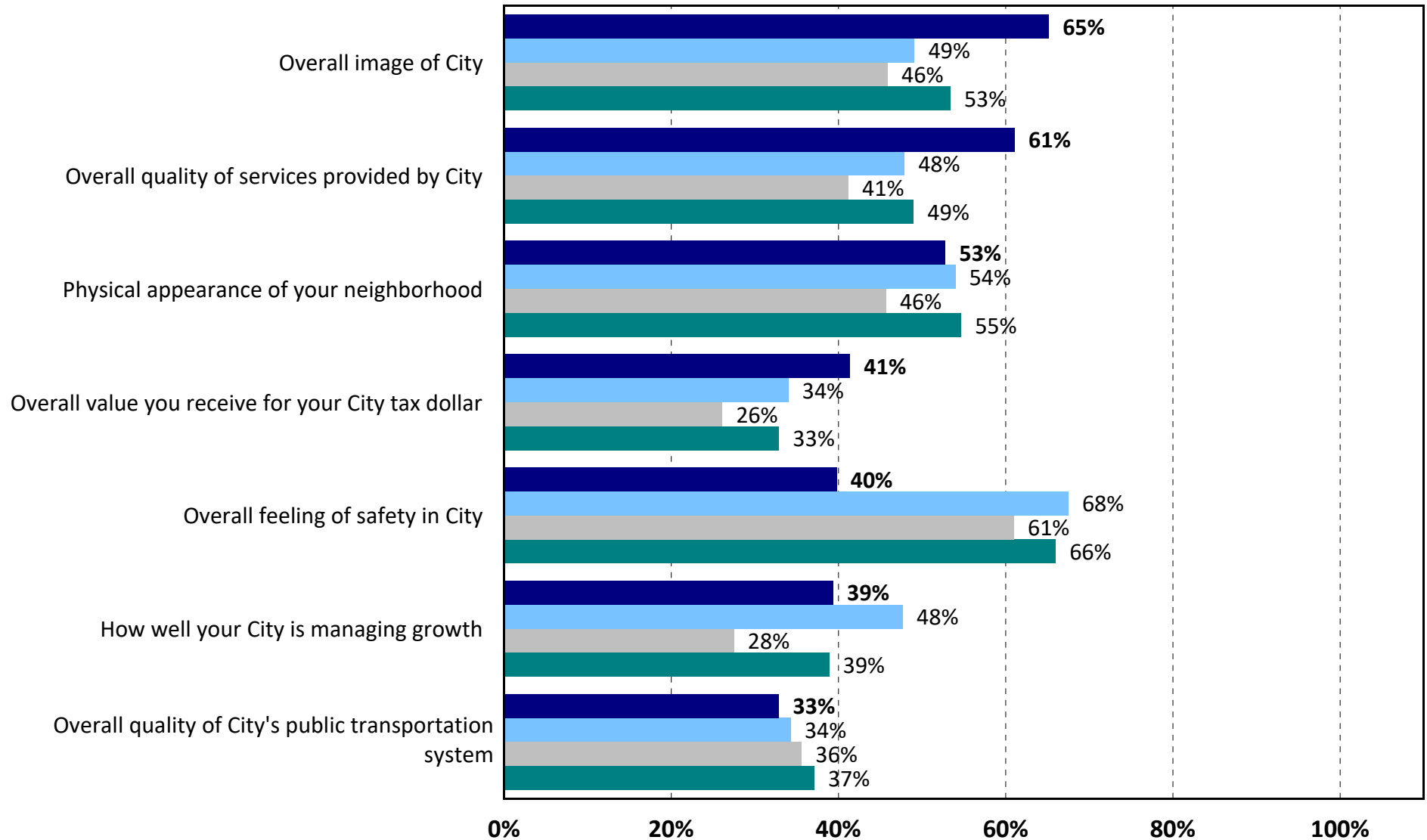
■ 2023 ■ 2021



Overall Satisfaction with Perceptions of the Community

City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

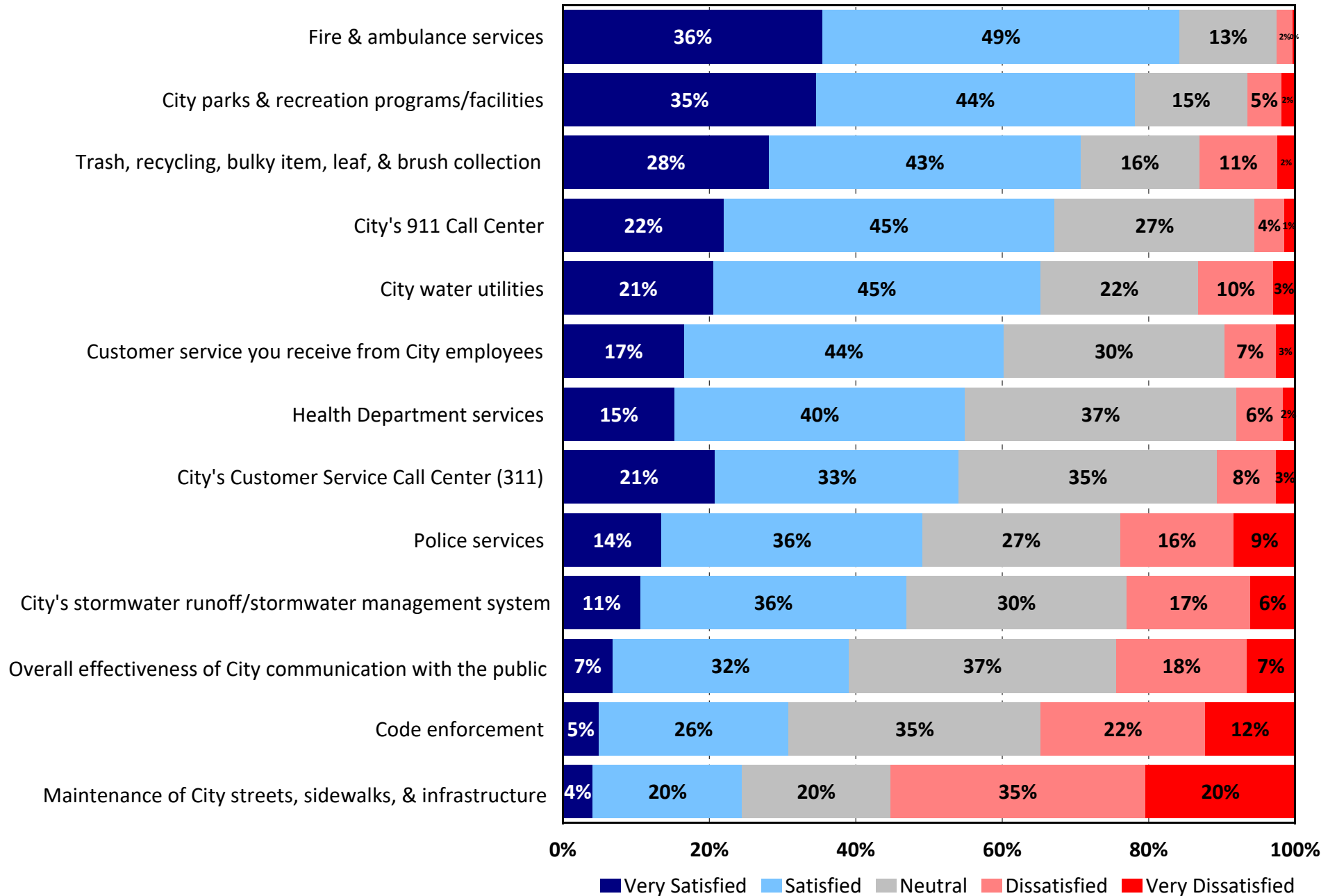


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

Q3. Overall Quality of City Services

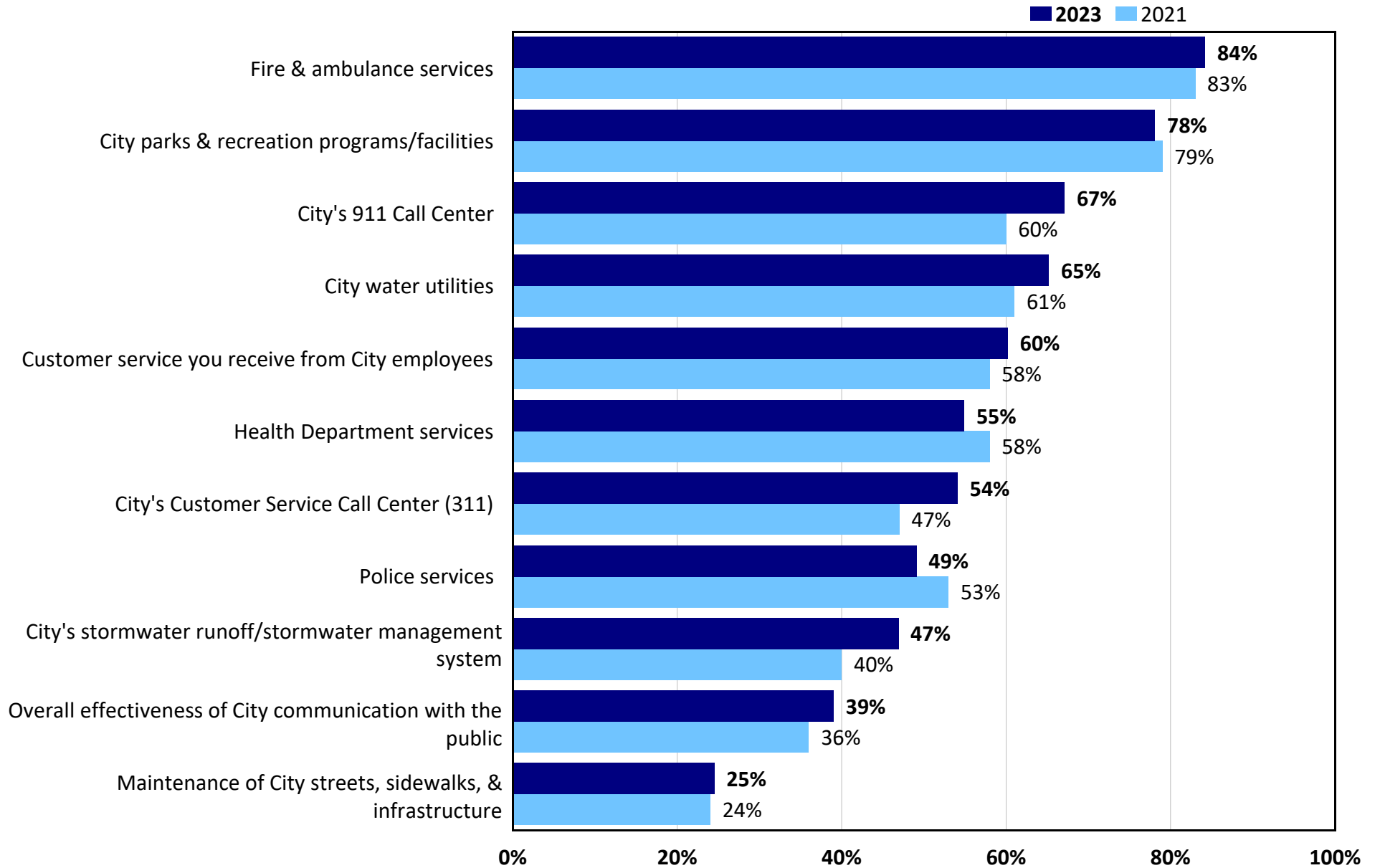
by percentage of respondents (excluding "don't know")



TRENDS

Q3. Quality of City Services

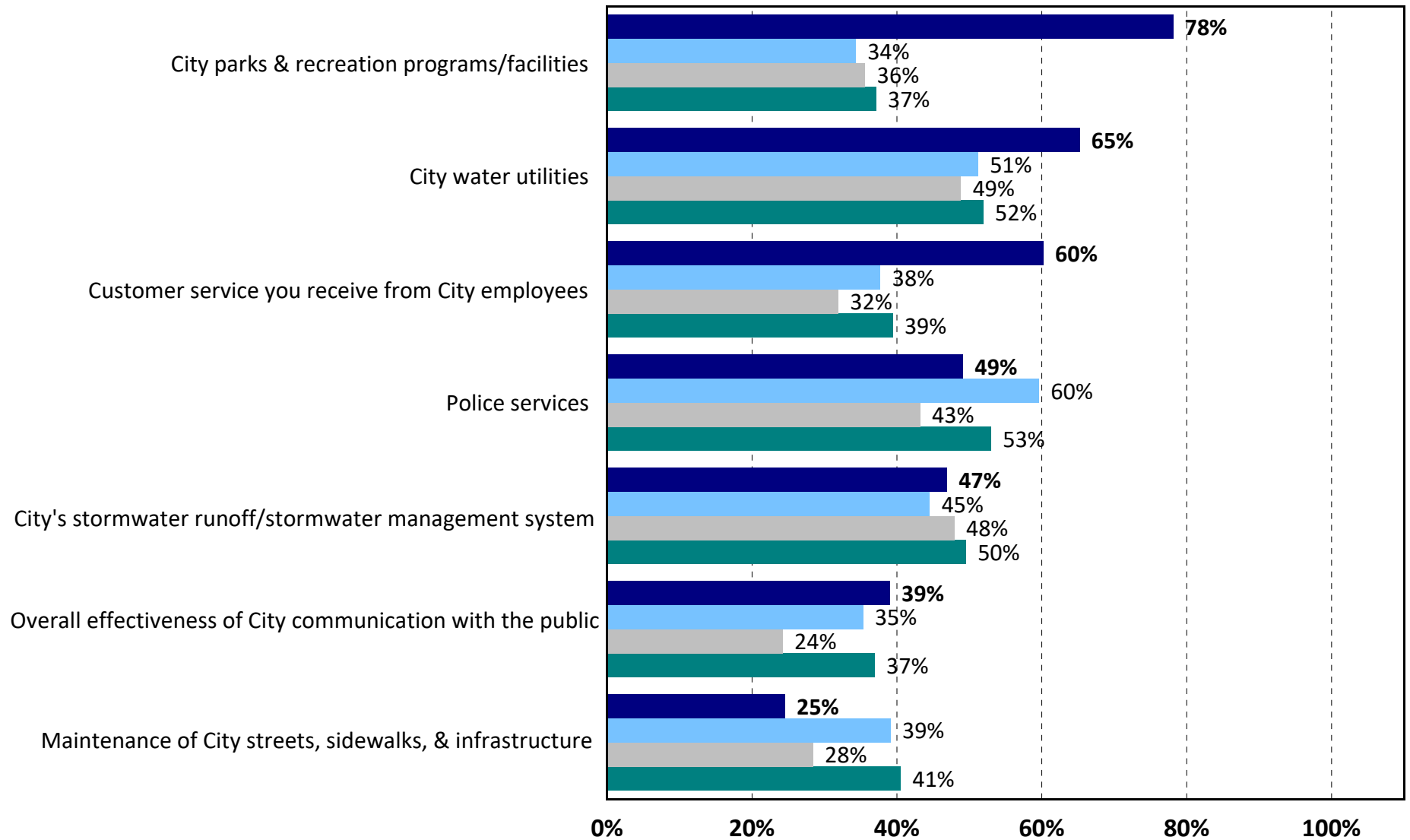
by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



Overall Satisfaction with the Overall Quality of City Services

City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

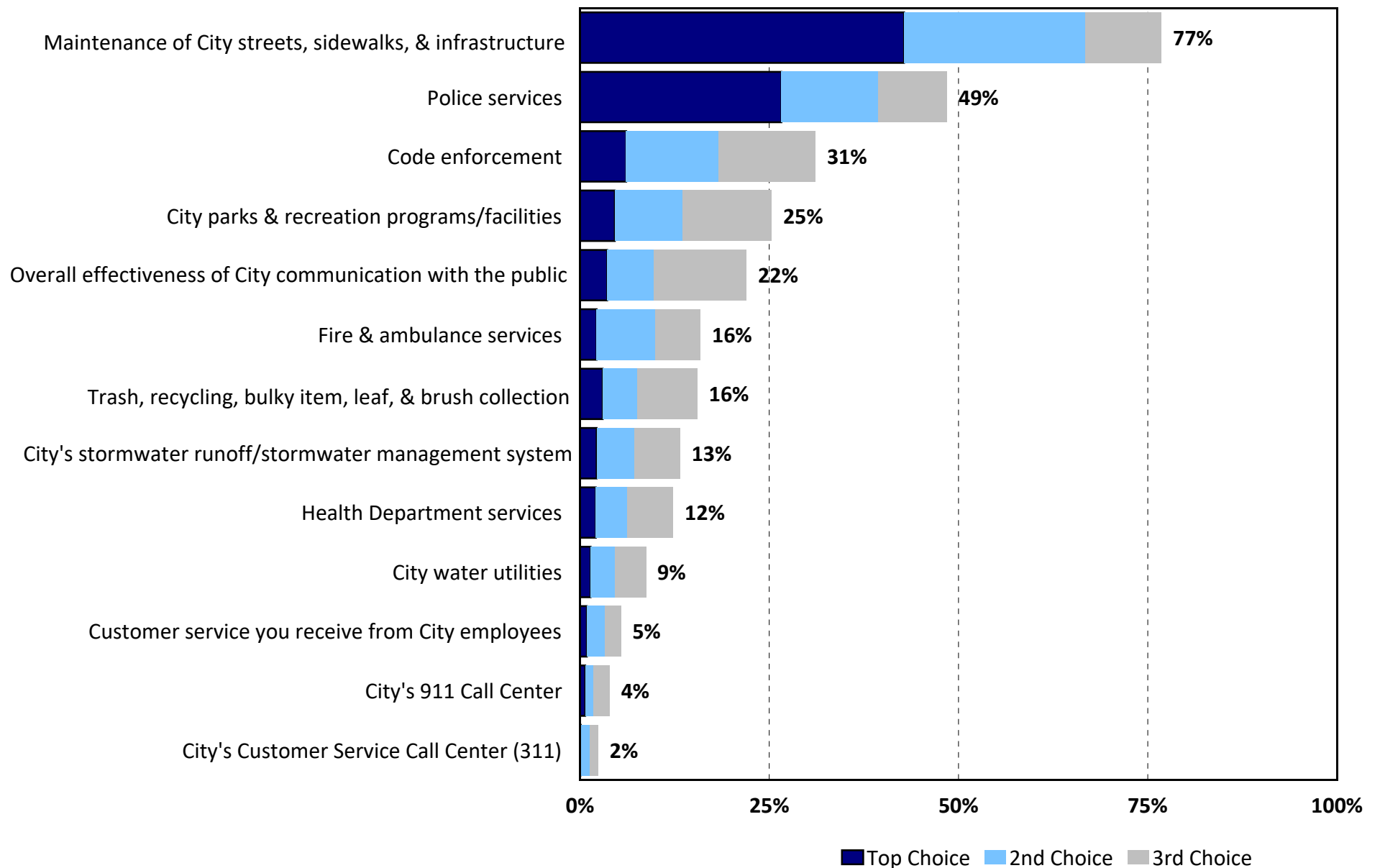


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

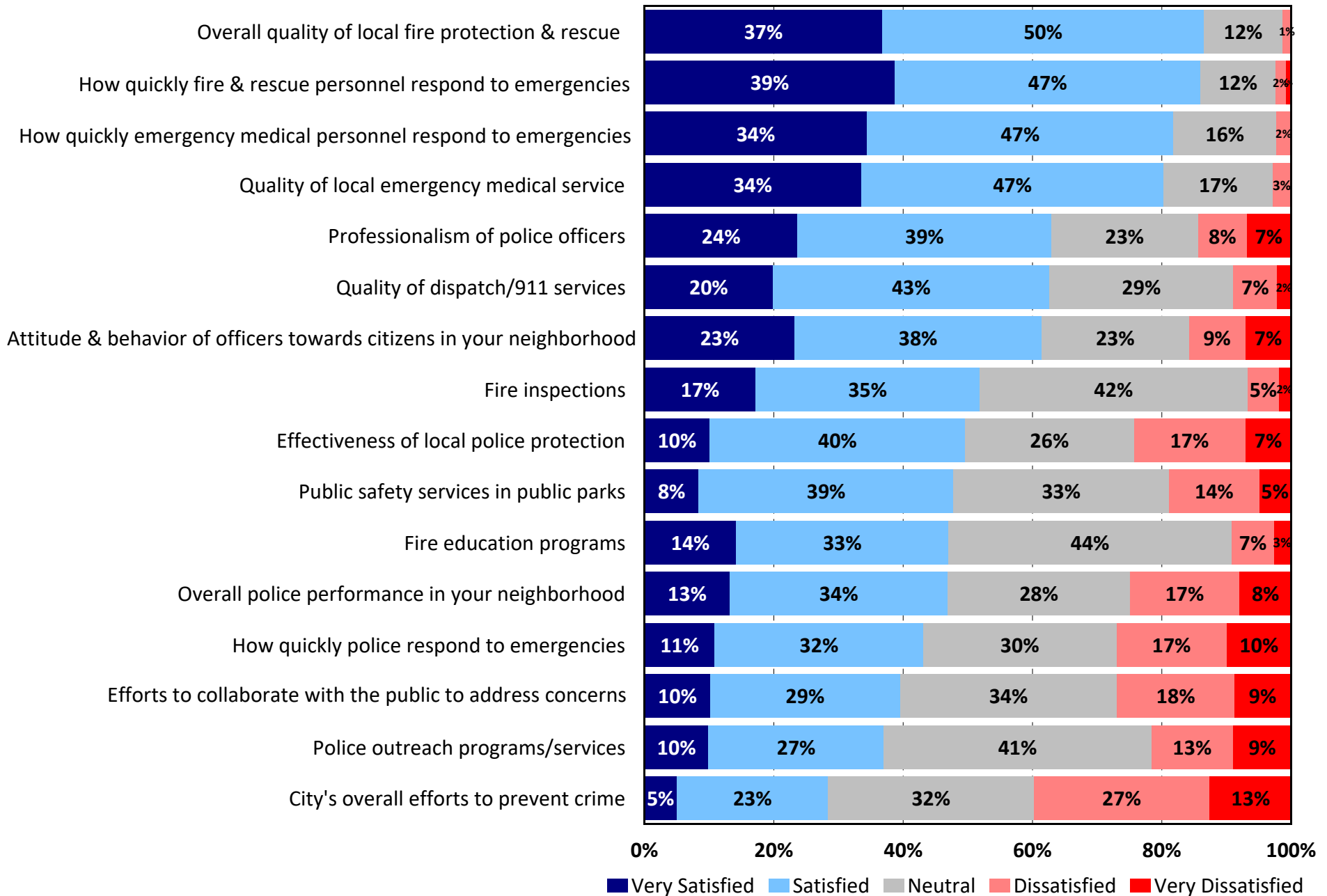
Q4. Which THREE services do you think are MOST IMPORTANT for the city to emphasize over the next two years?

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



Q5. Public Safety Perceptions

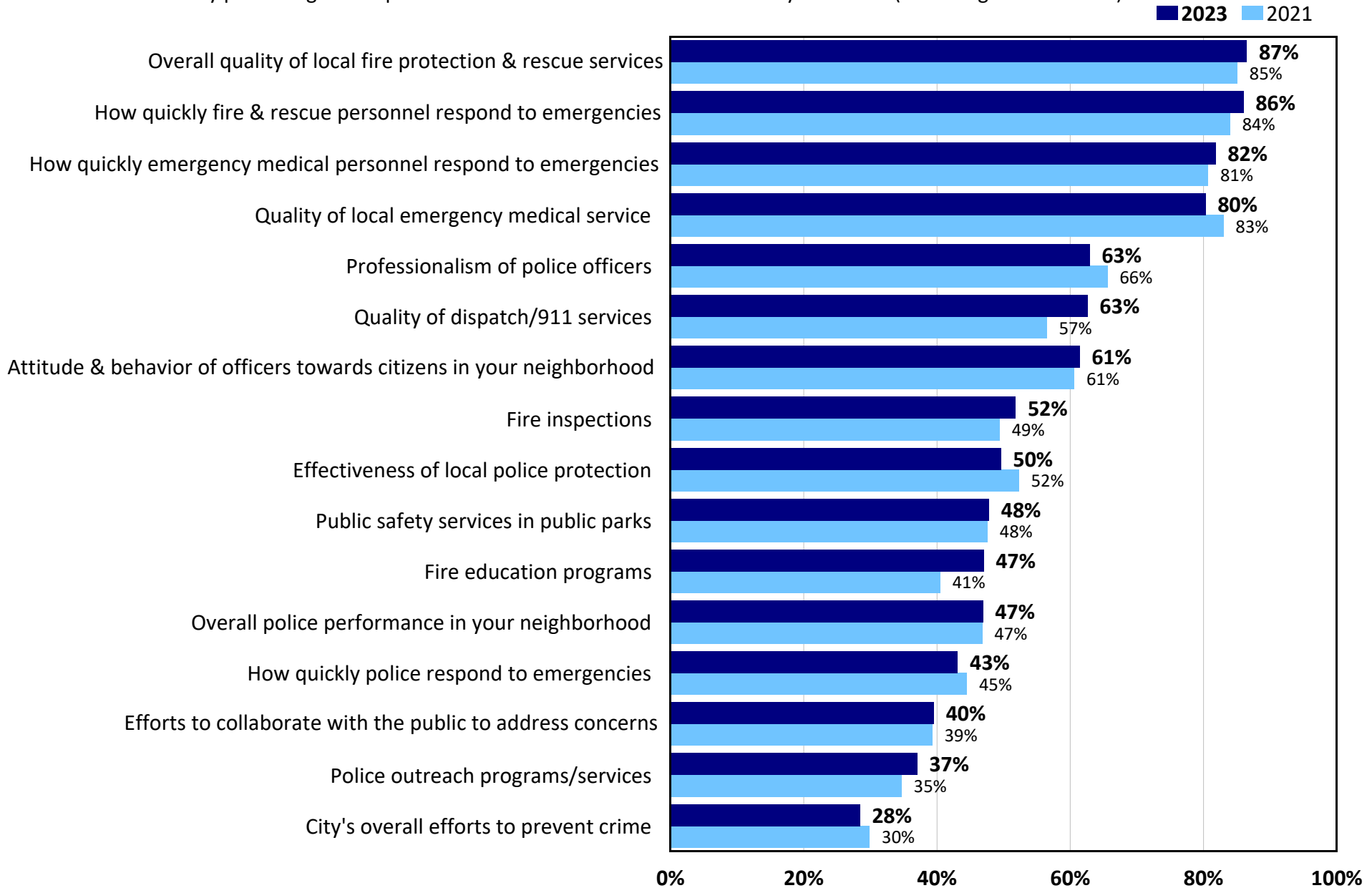
by percentage of respondents (excluding "don't know")



TRENDS

Q5. Public Safety Perceptions

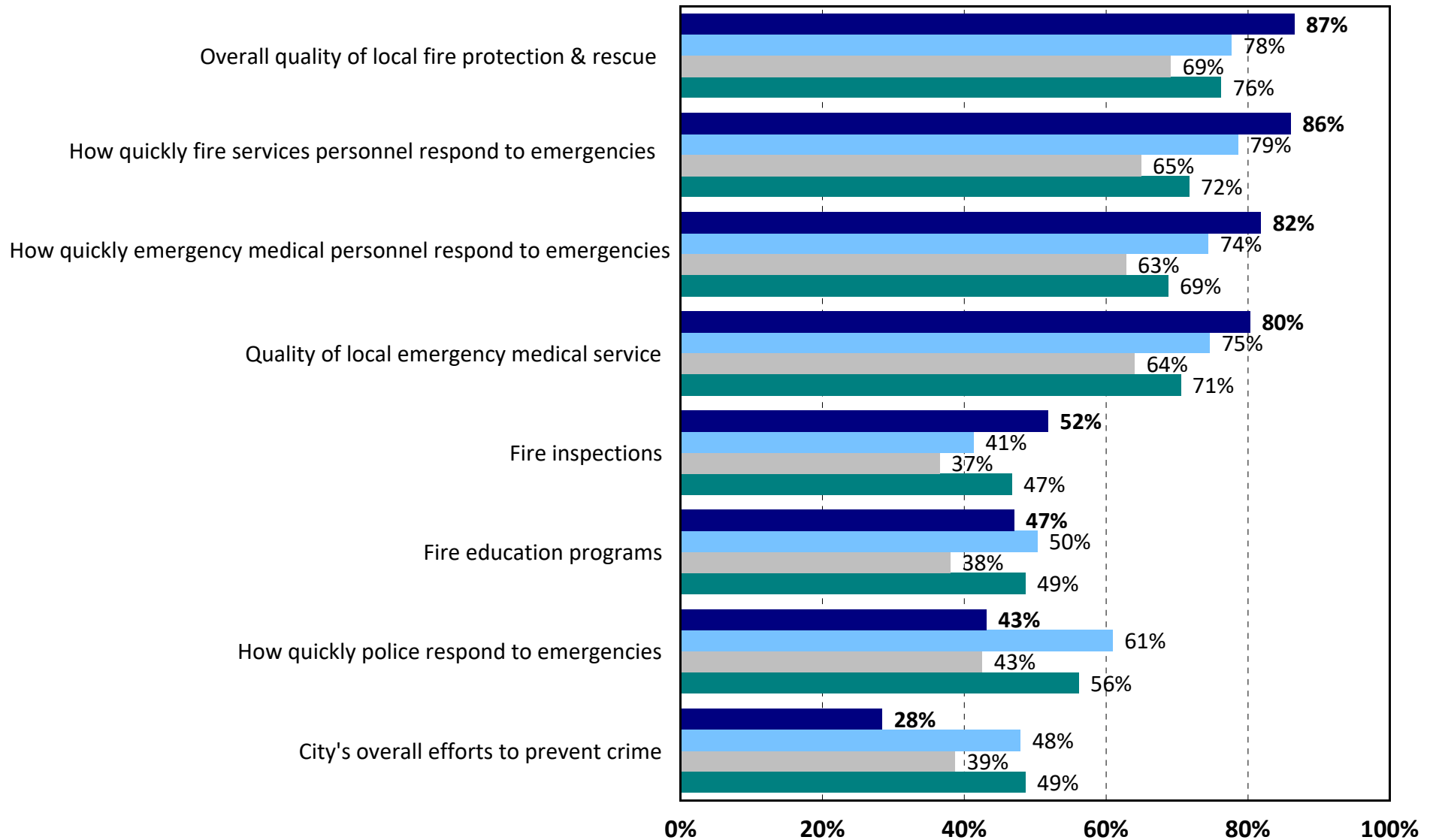
by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



Overall Satisfaction with Public Safety Perceptions

City of Cincinnati vs. North Central Region vs. 250k+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

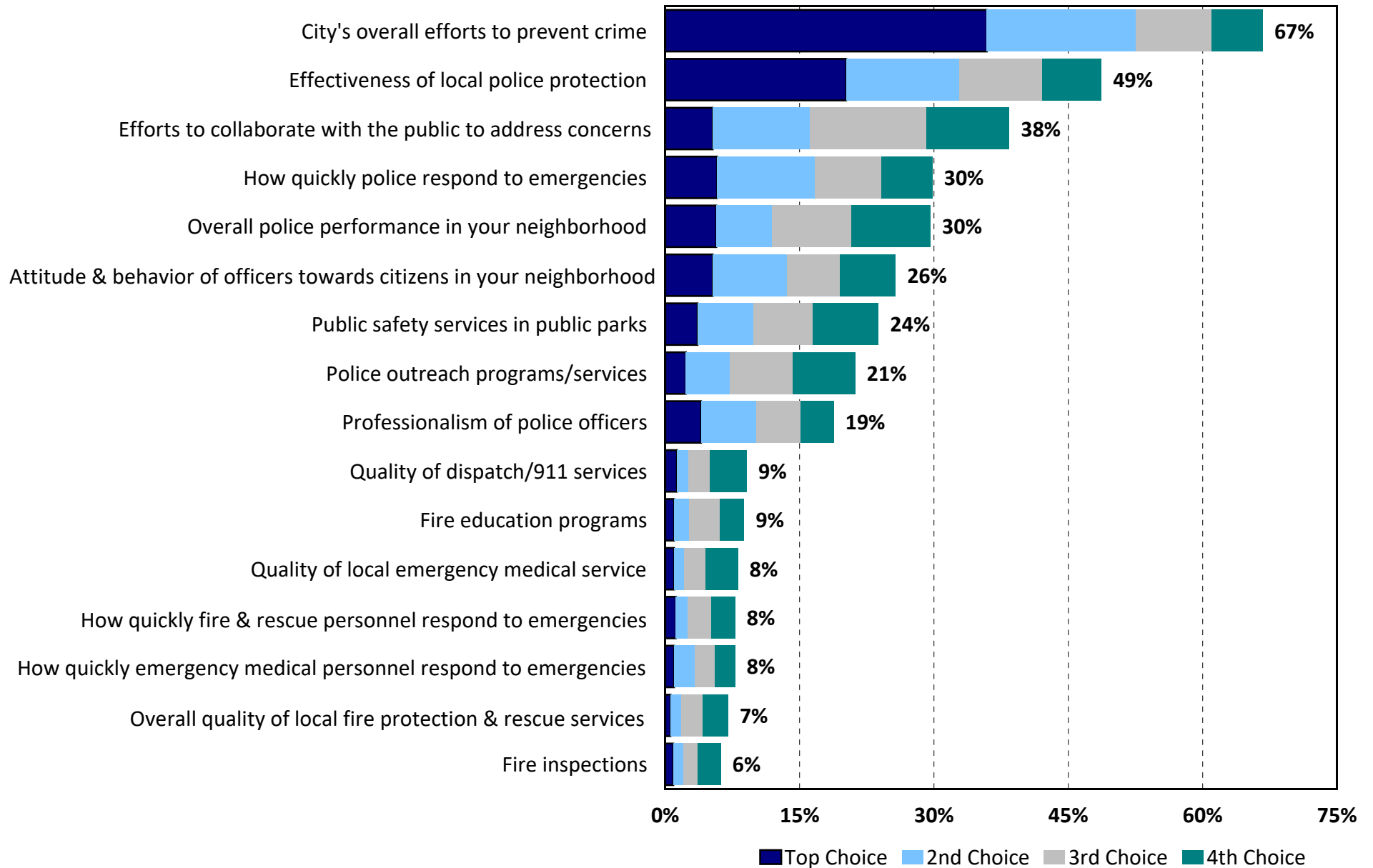


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

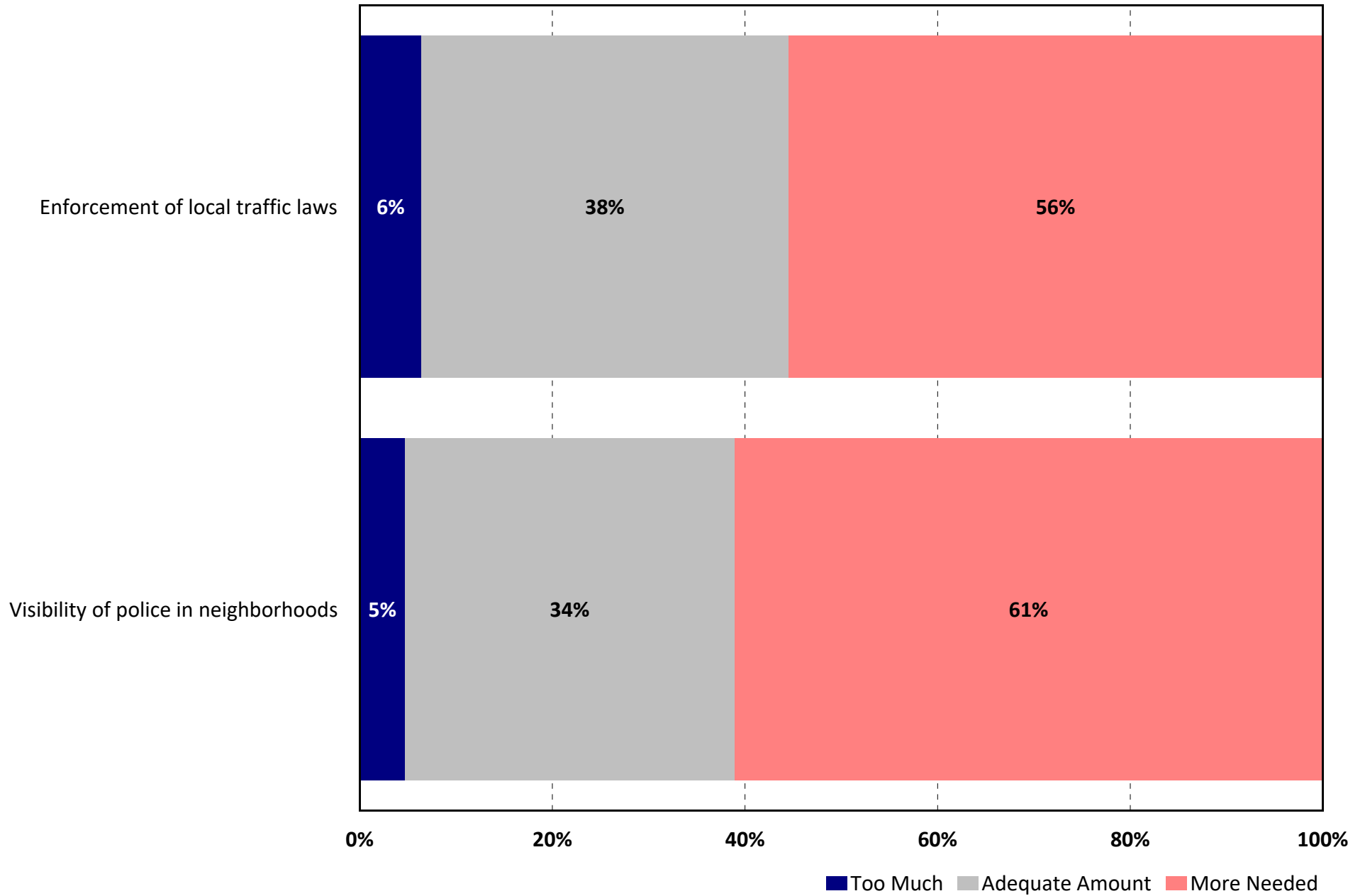
Q6. Which FOUR public safety perceptions do you think are MOST IMPORTANT for the city to emphasize over the next two years?

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



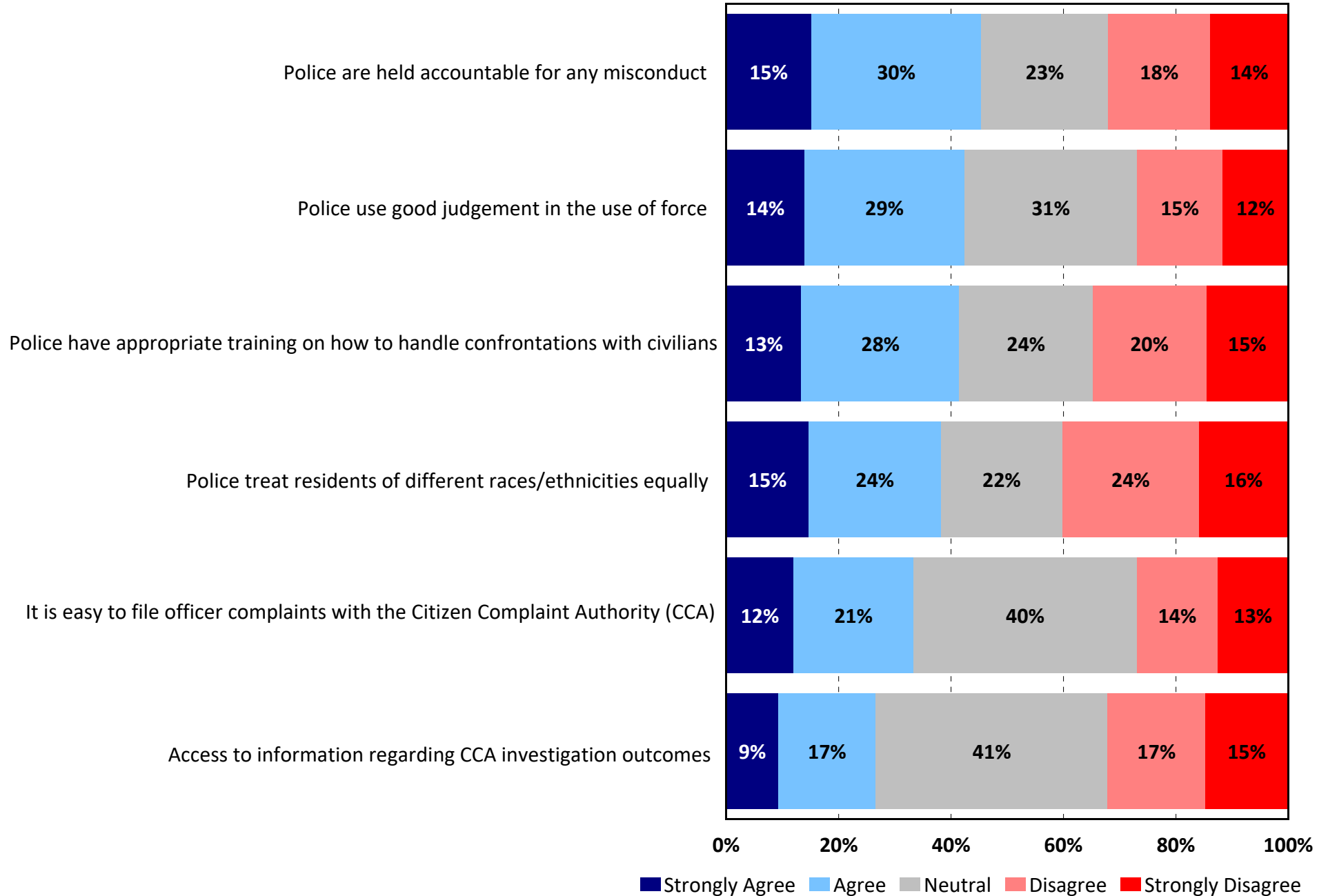
Q7. Please Rate Each of the Following

by percentage of respondents (excluding "don't know")



Q8. Agreement with Statements about Public Safety Services

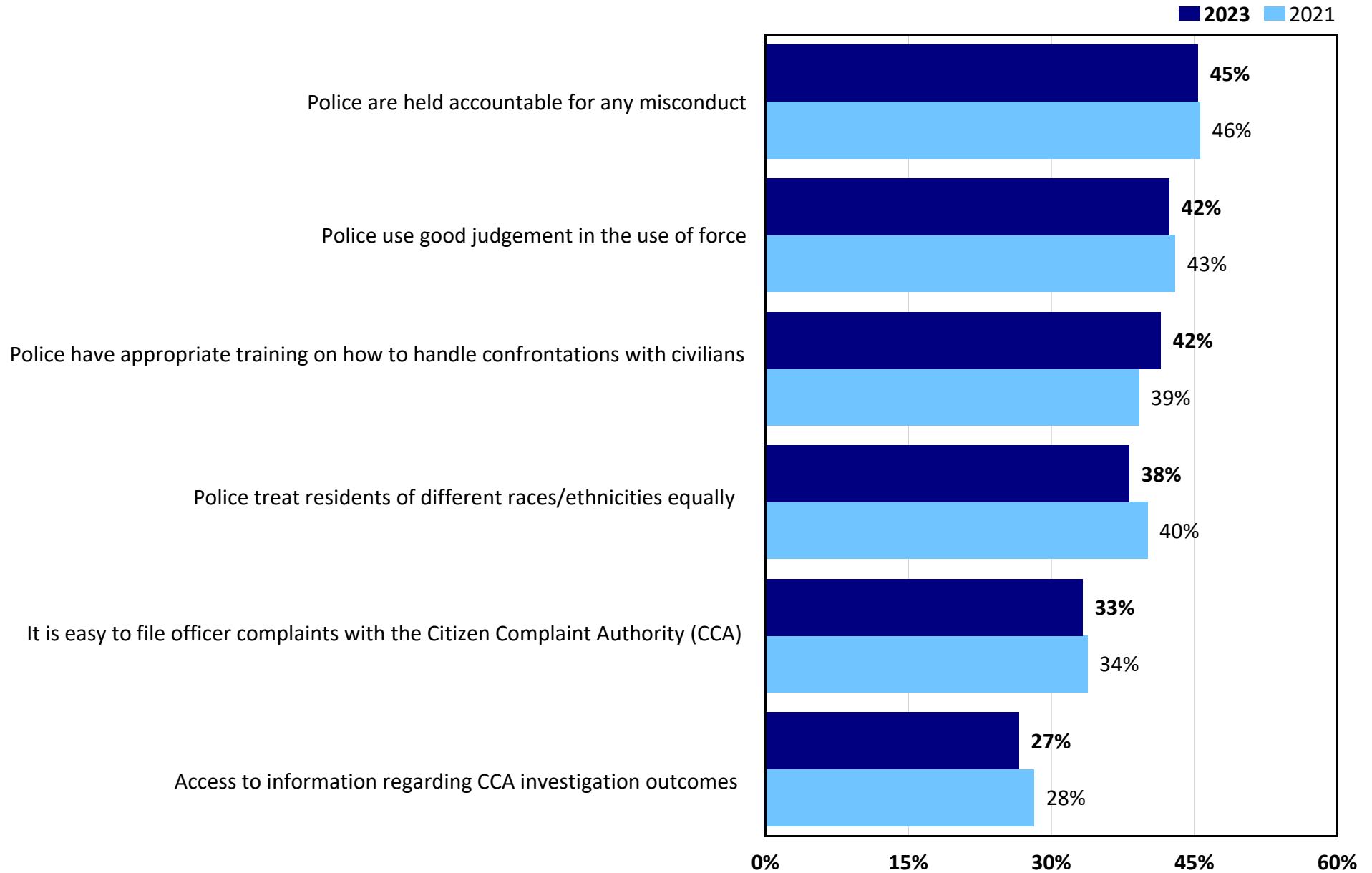
by percentage of respondents (excluding “don’t know”)



TRENDS

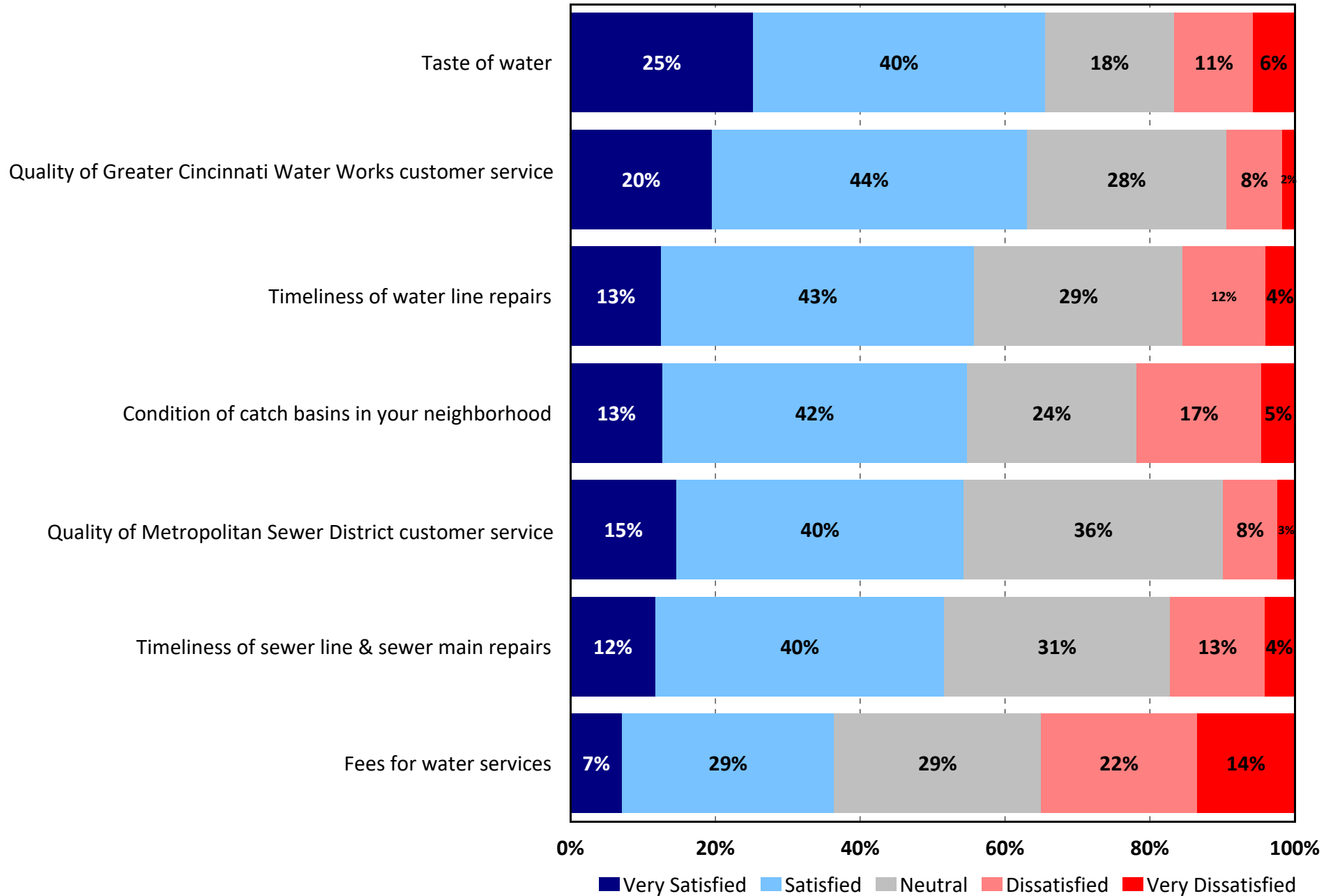
Q8. Agreement with Statements about Public Safety Services

by percentage of respondents who answered "Agree" or "Strongly Agree" (excluding "don't know")



Q9. Water and Wastewater Services

by percentage of respondents (excluding "don't know")

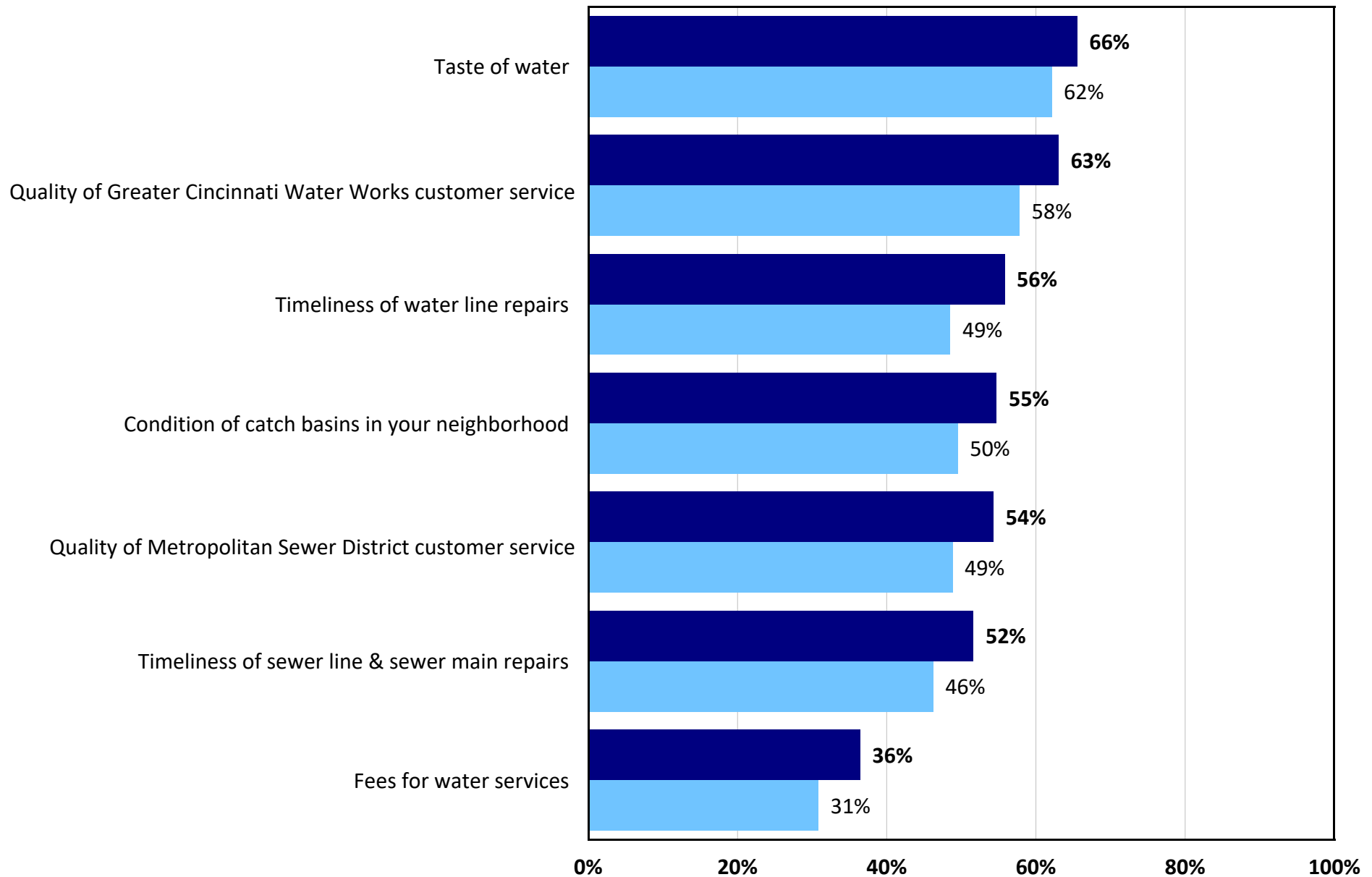


TRENDS

Q9. Water and Wastewater Services

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")

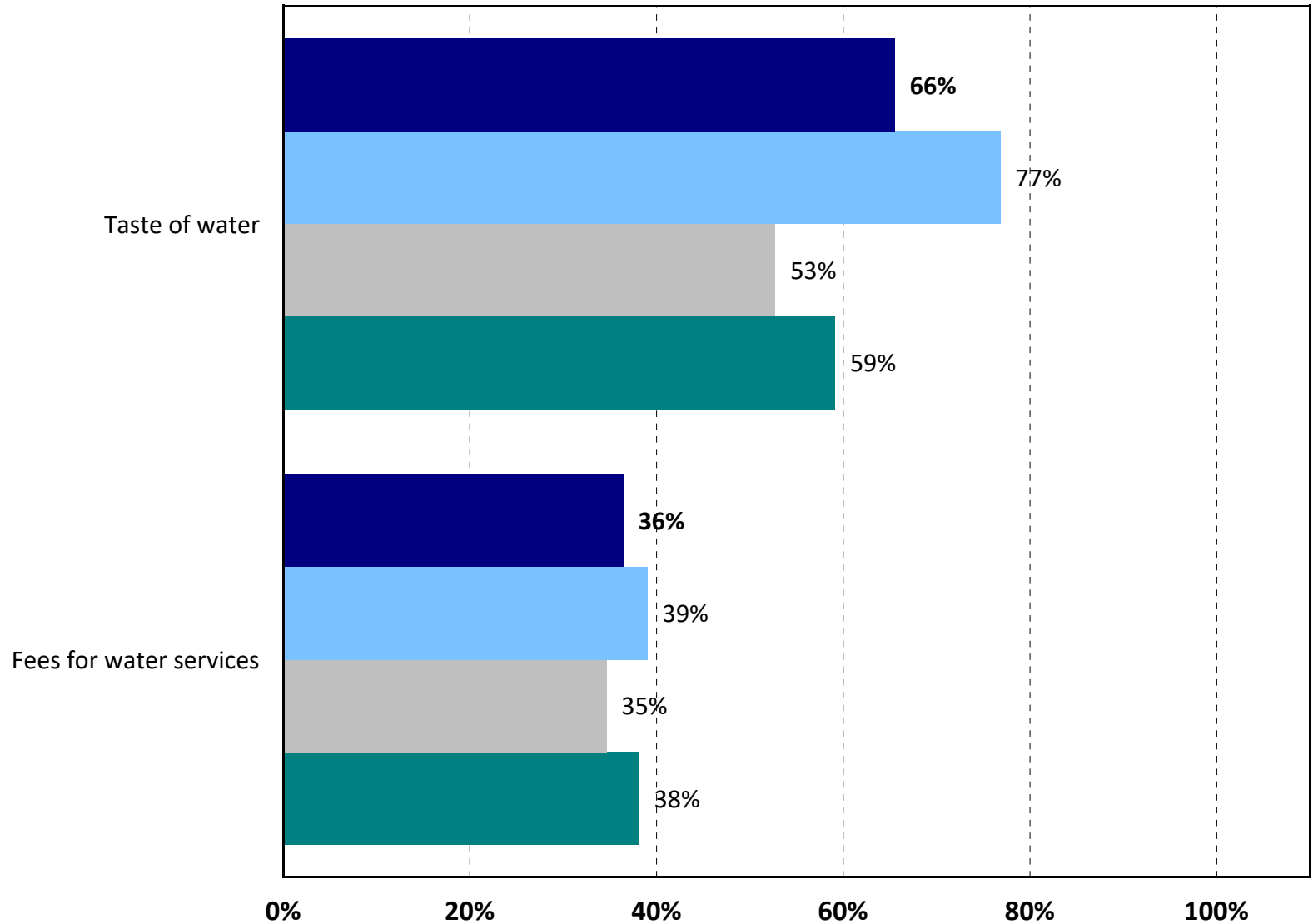
2023 2021



Overall Satisfaction with Water and Wastewater Services

City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

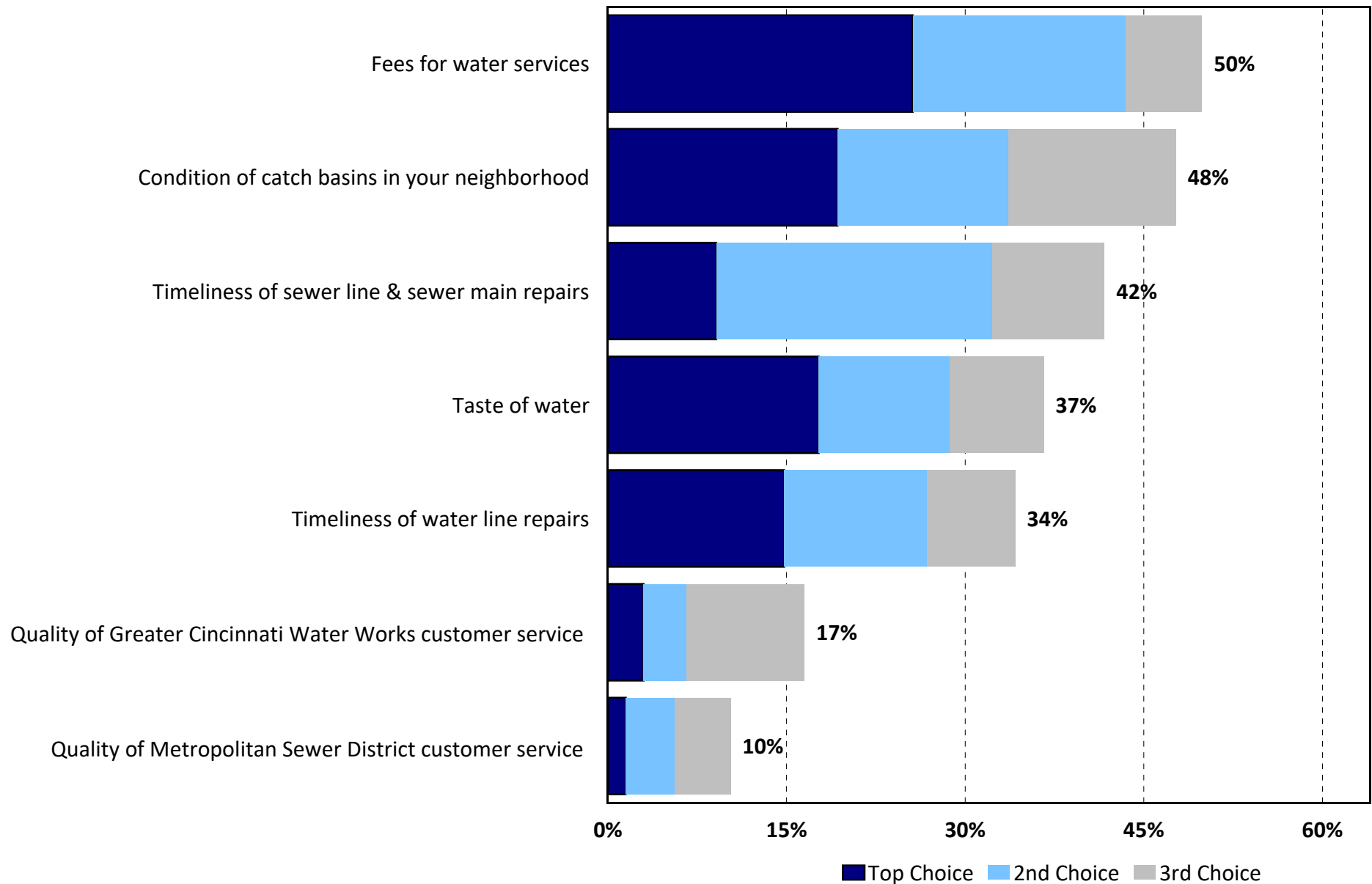


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

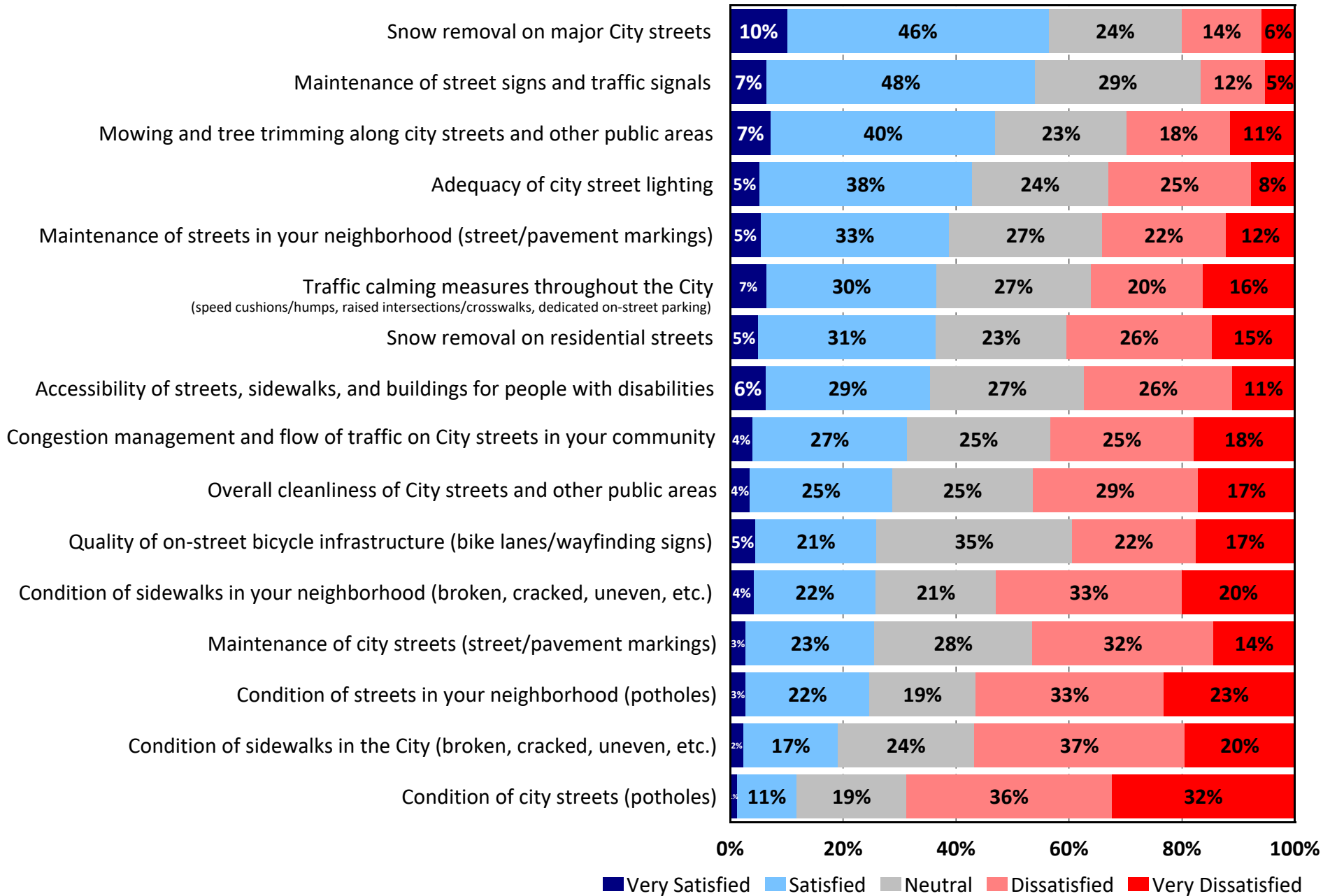
Q10. Which TWO of the water and wastewater services do you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q11. Streets, Sidewalks, and Infrastructure

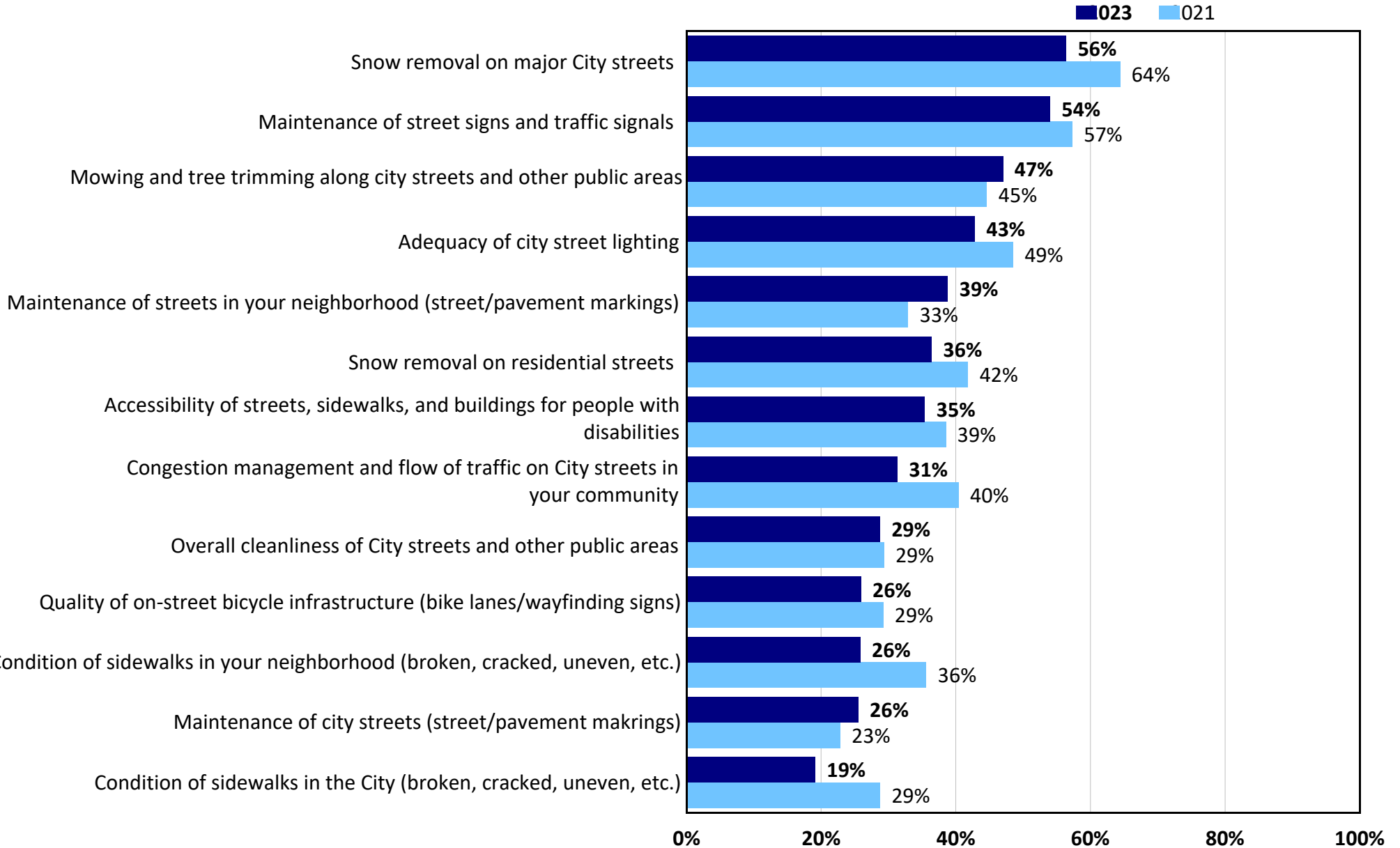
by percentage of respondents (excluding "don't know")



TRENDS

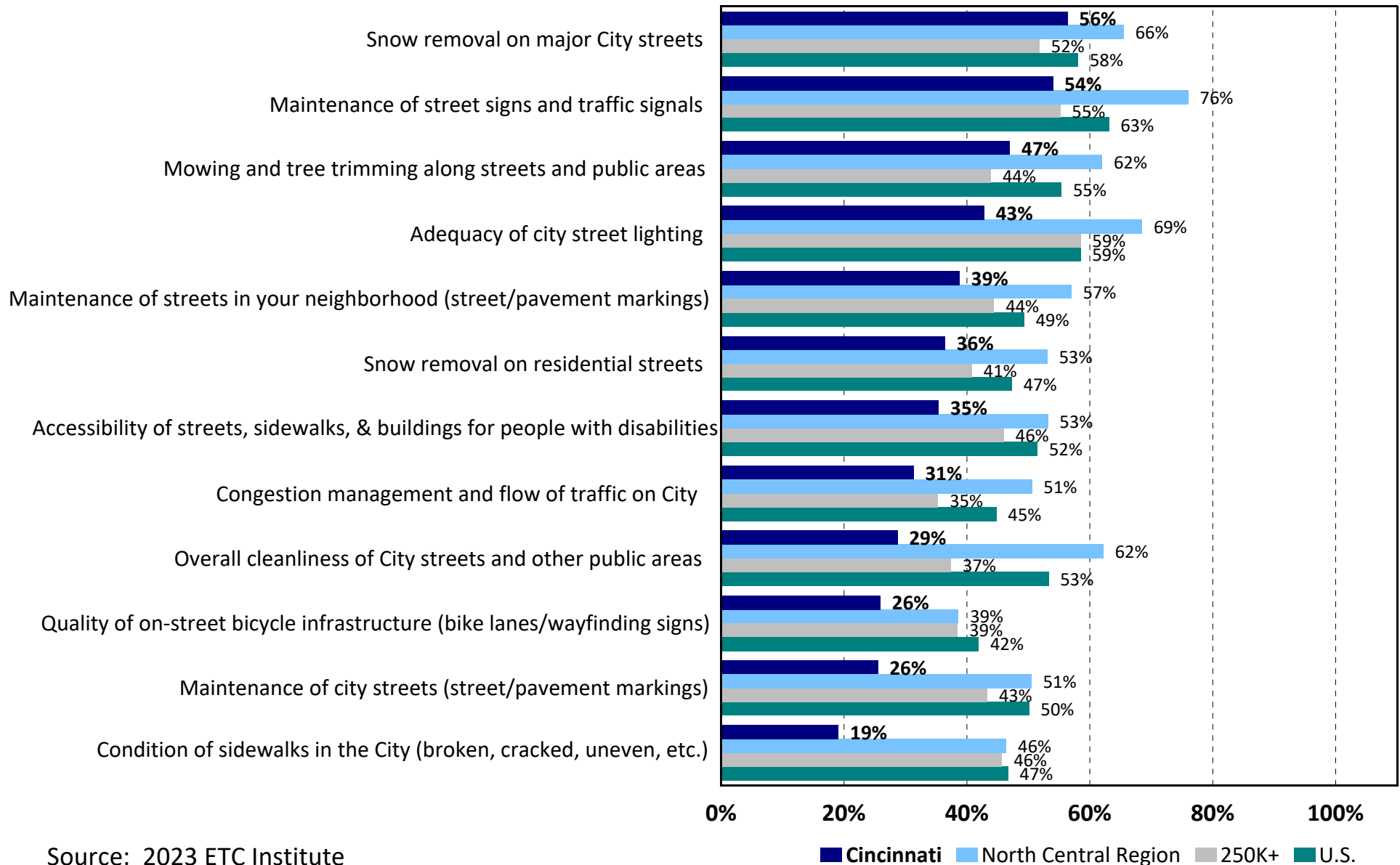
Q11. Streets, Sidewalks, and Infrastructure

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



Overall Satisfaction with Streets, Sidewalks, and Infrastructure City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

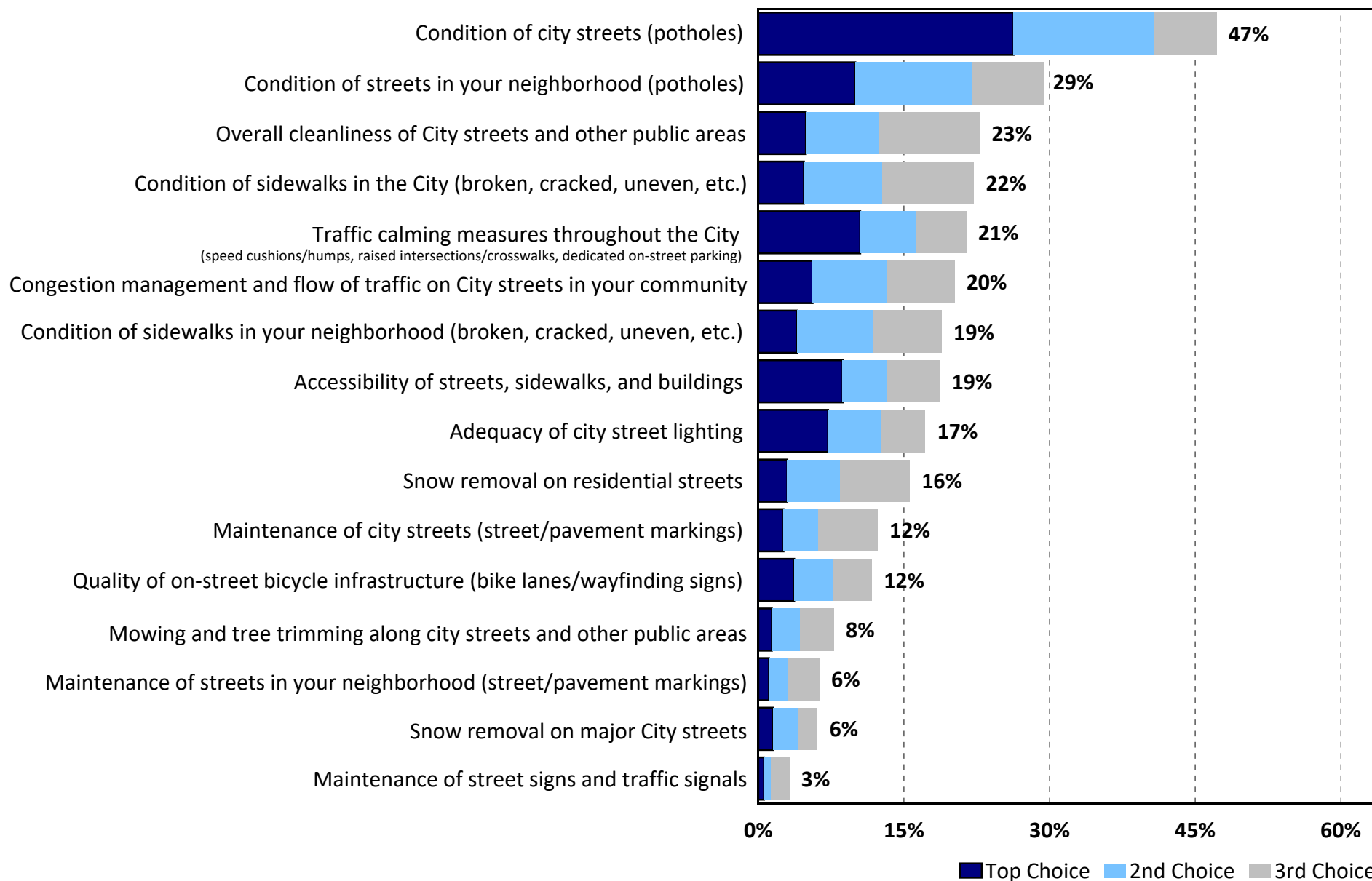
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2023 ETC Institute

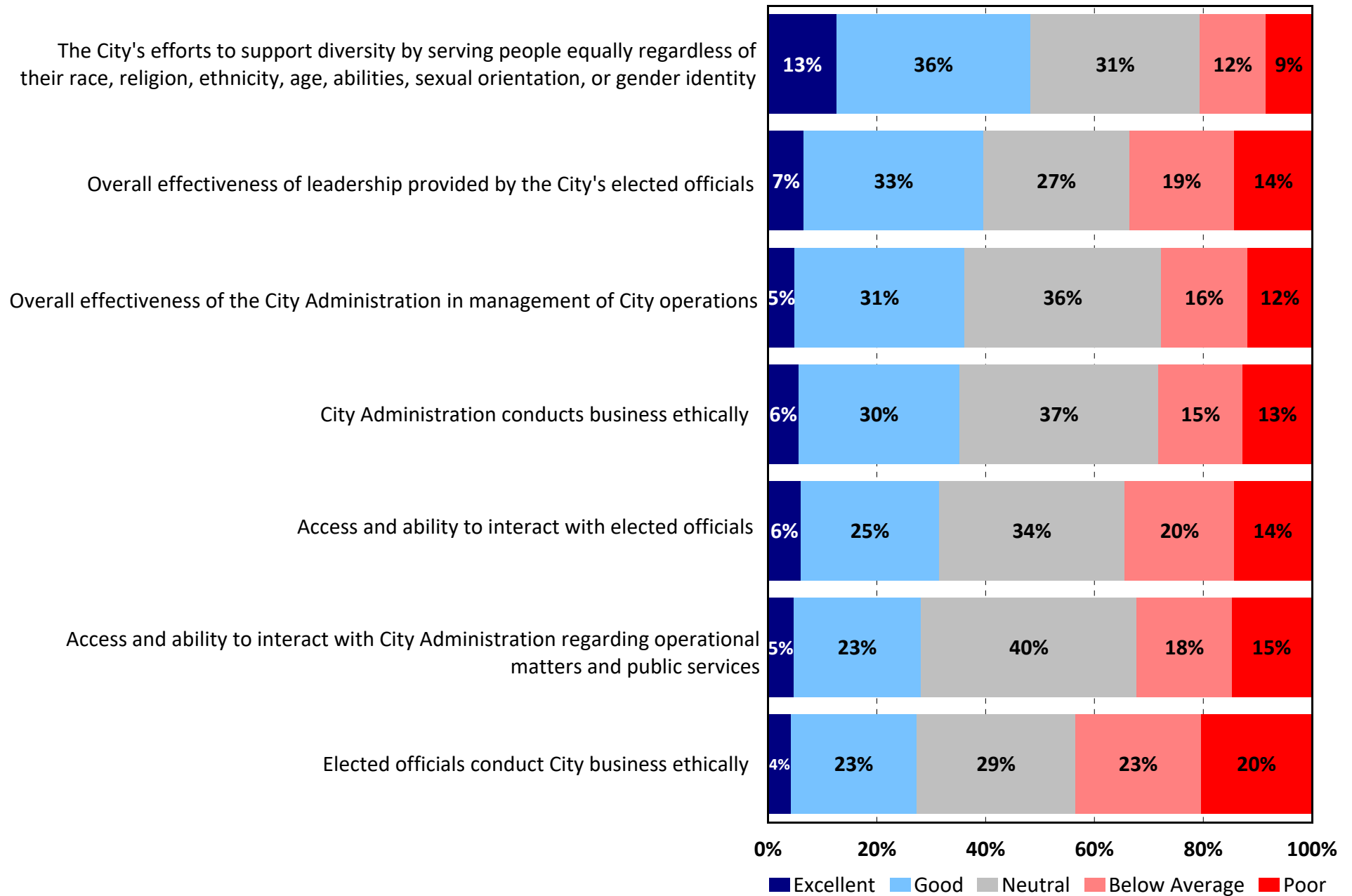
Q12. Which THREE of the street, sidewalk, and infrastructure services do you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q13. Leadership

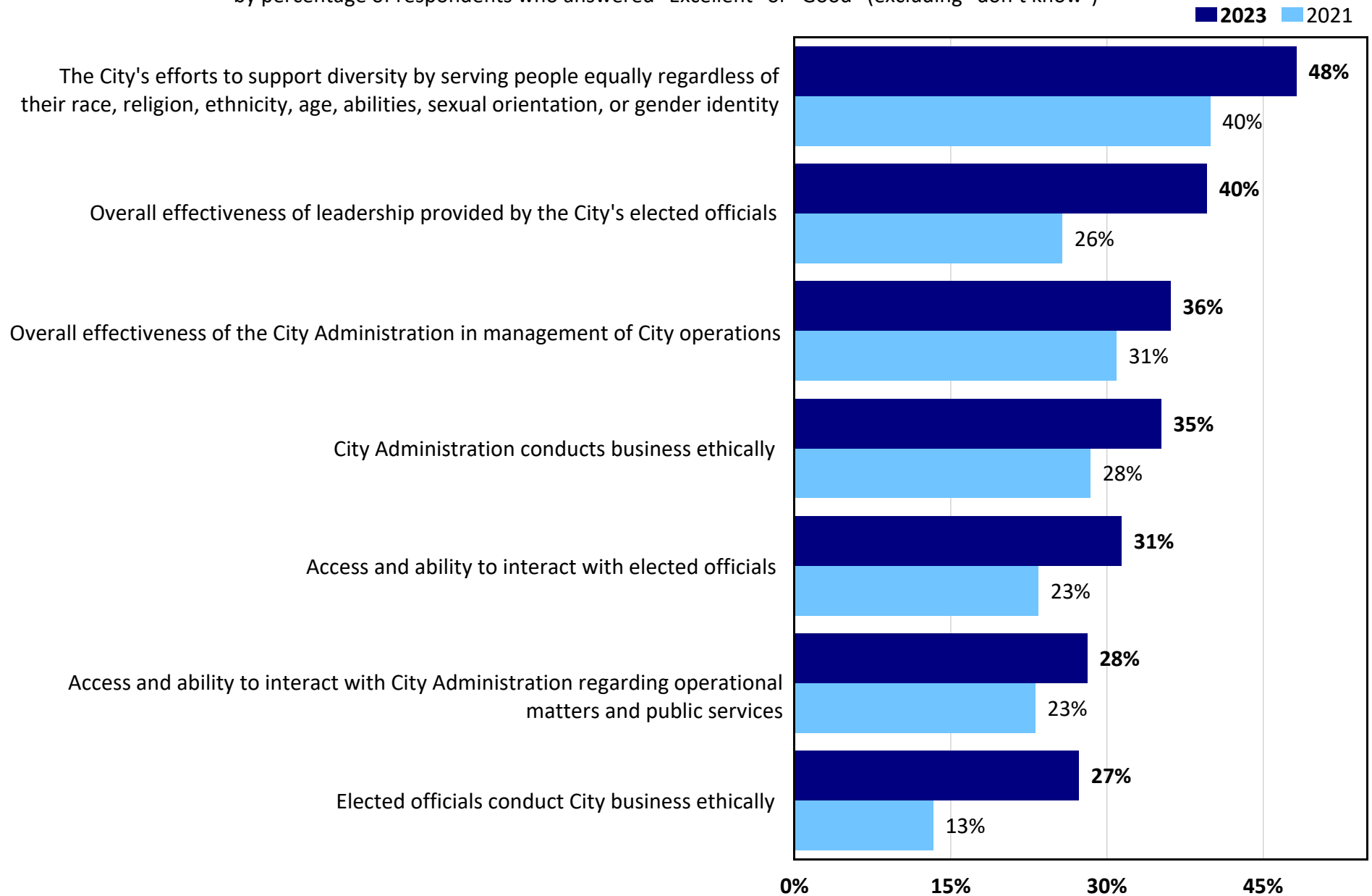
by percentage of respondents (excluding "don't know")



TRENDS

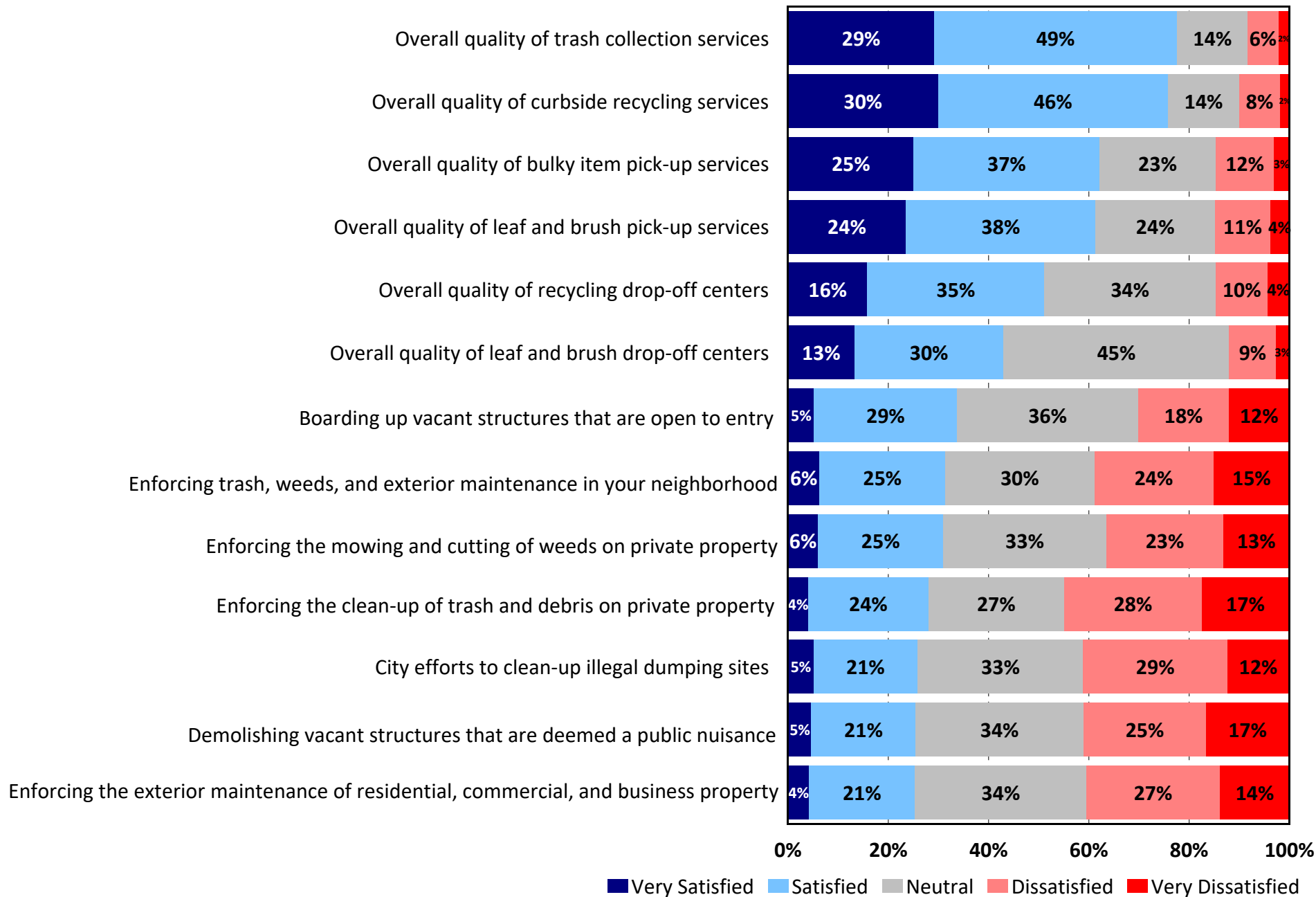
Q13. Leadership

by percentage of respondents who answered "Excellent" or "Good" (excluding "don't know")



Q14. Neighborhood Cleanliness and Appearance

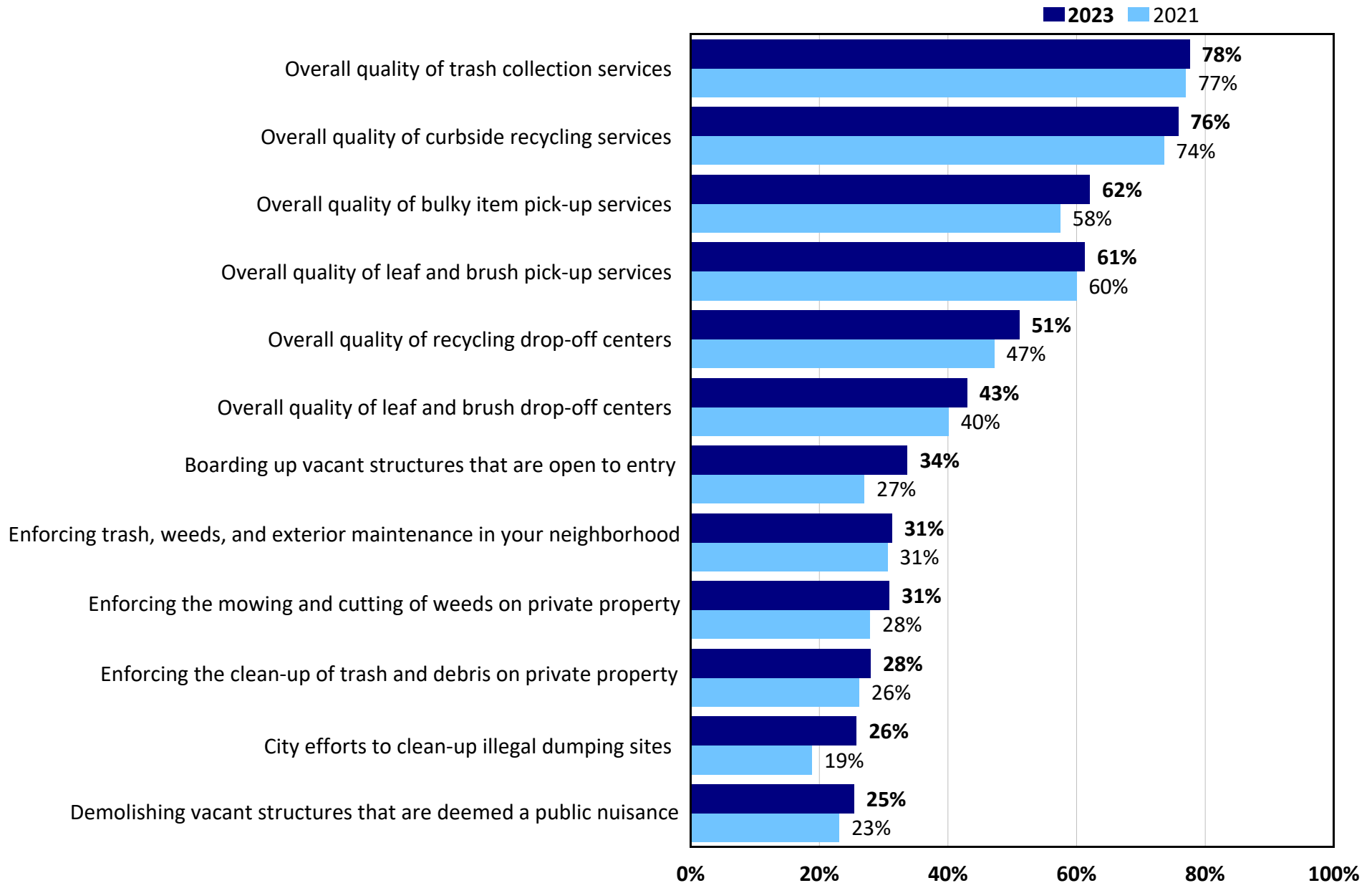
by percentage of respondents (excluding “don’t know”)



TRENDS

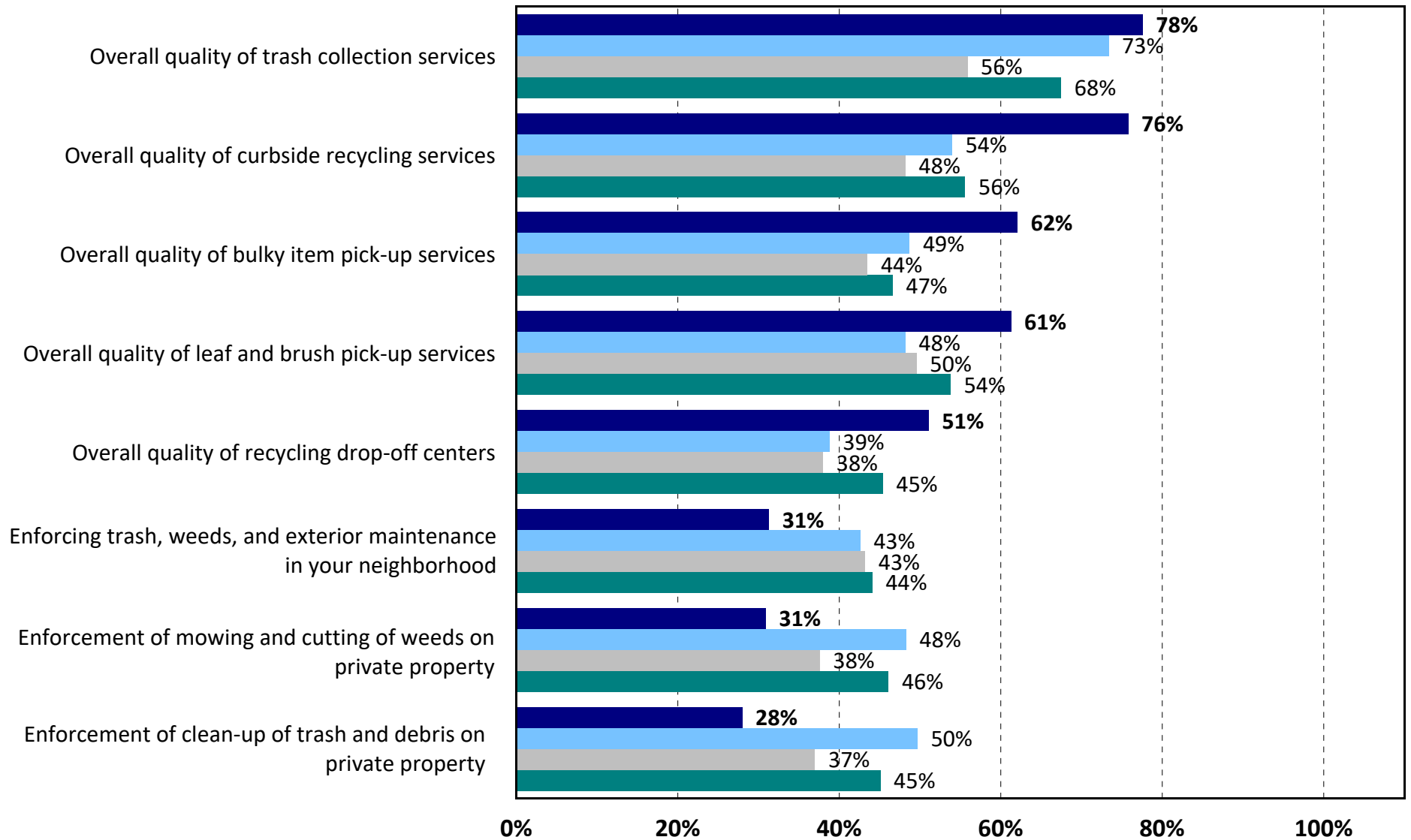
Q14. Neighborhood Cleanliness and Appearance

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



Overall Satisfaction with Neighborhood Cleanliness and Appearance City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

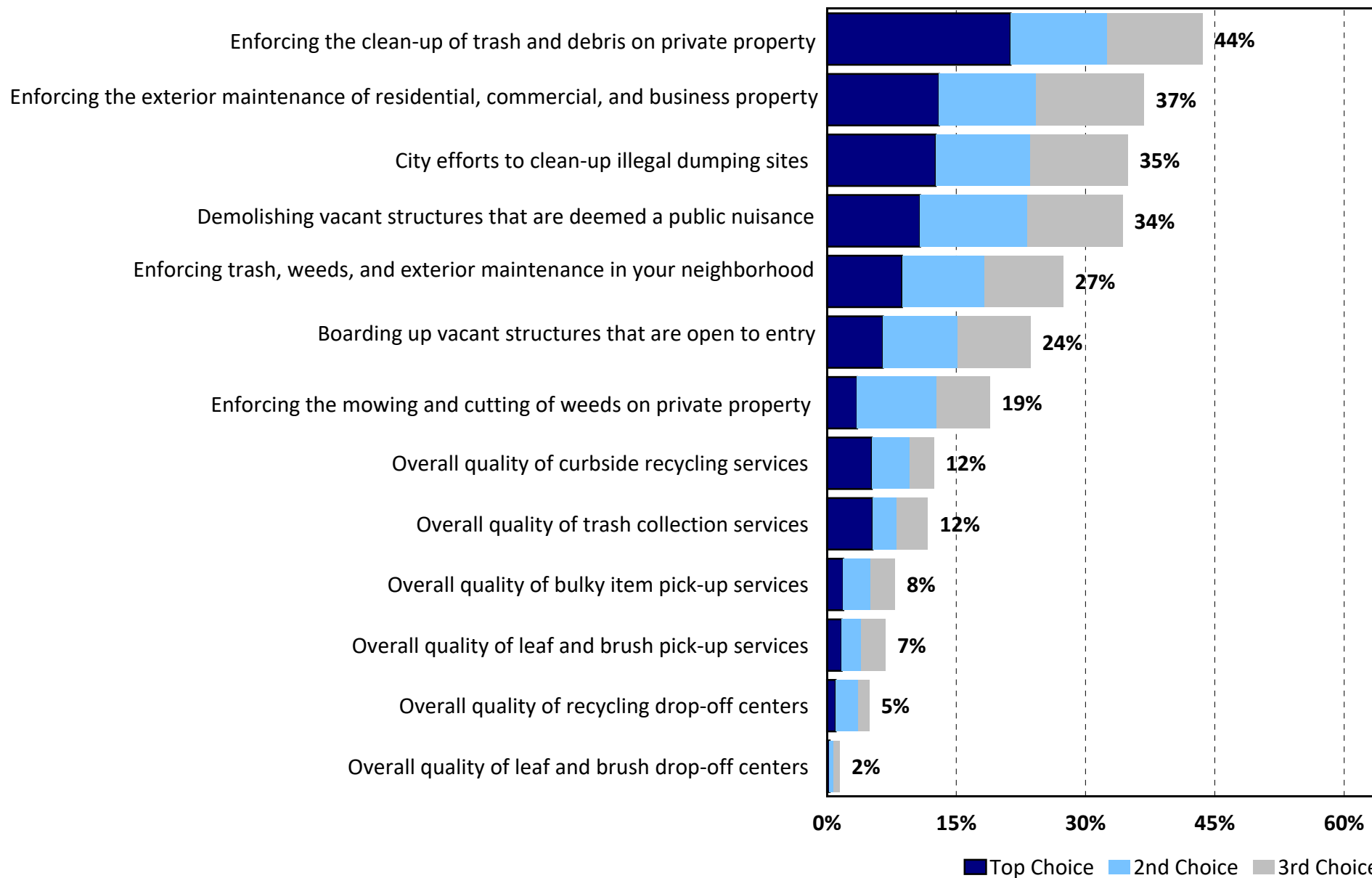


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

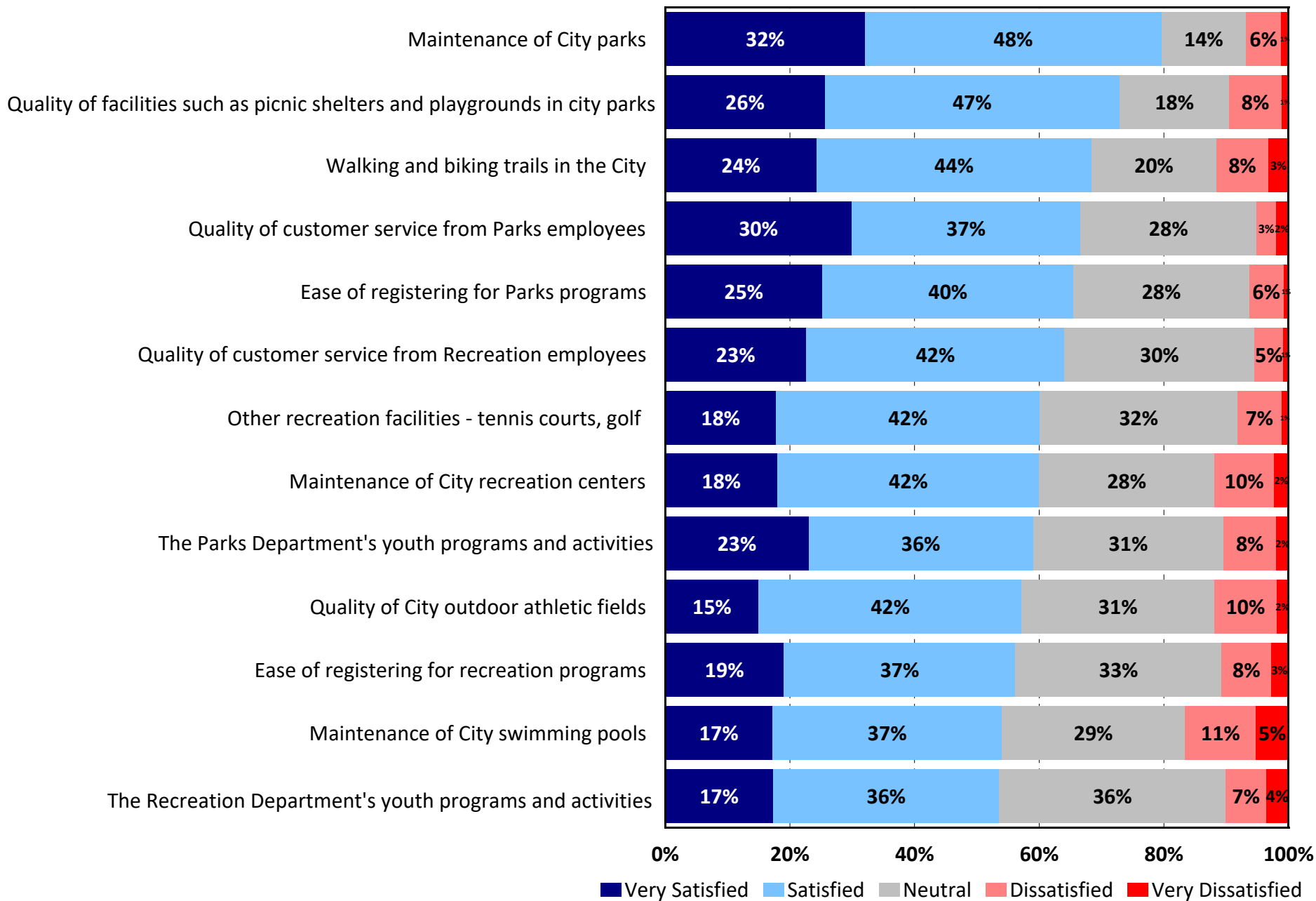
Q15. Which THREE of the neighborhood services you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q16. Parks and Recreation

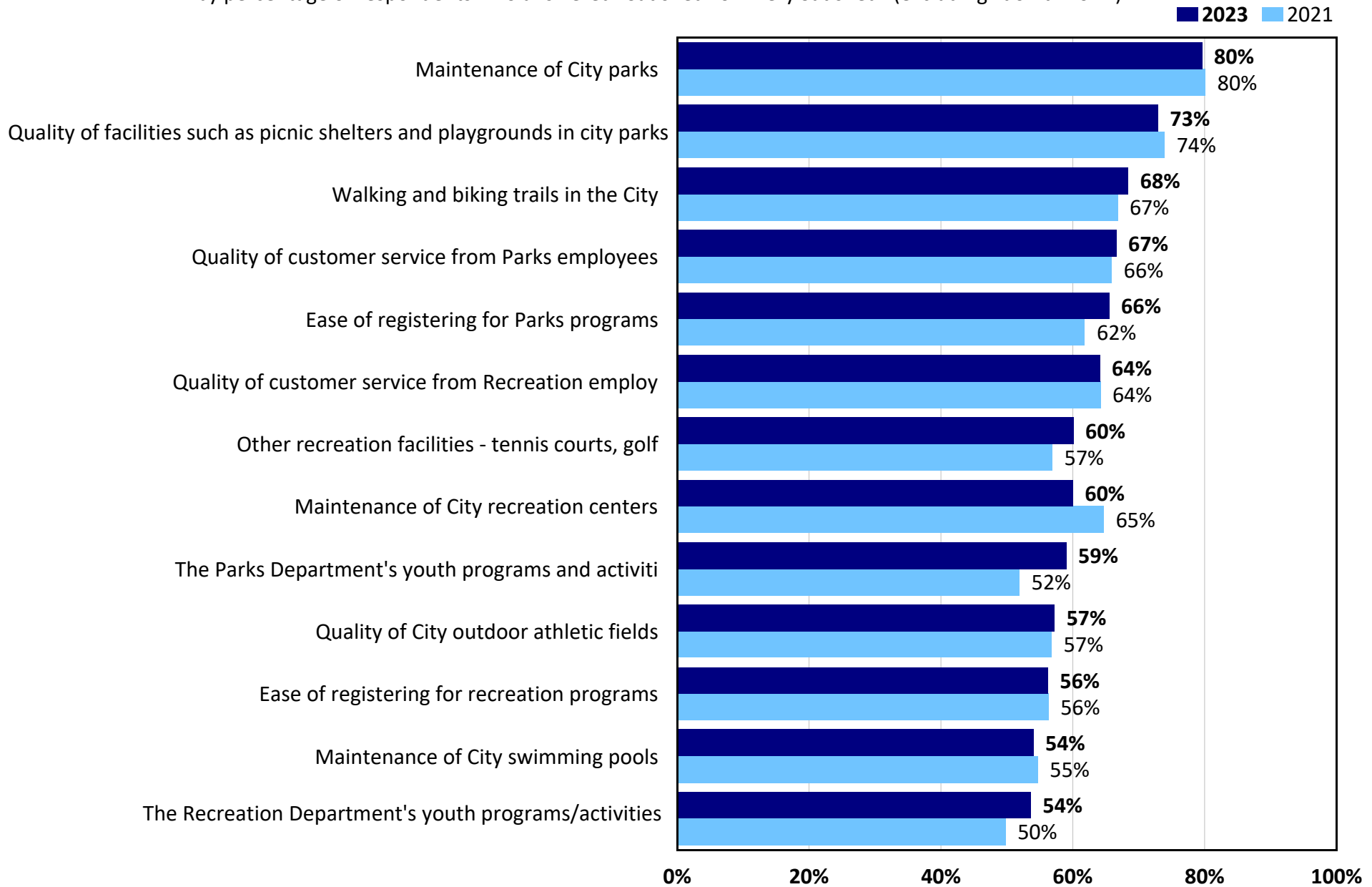
by percentage of respondents (excluding "don't know")



TRENDS

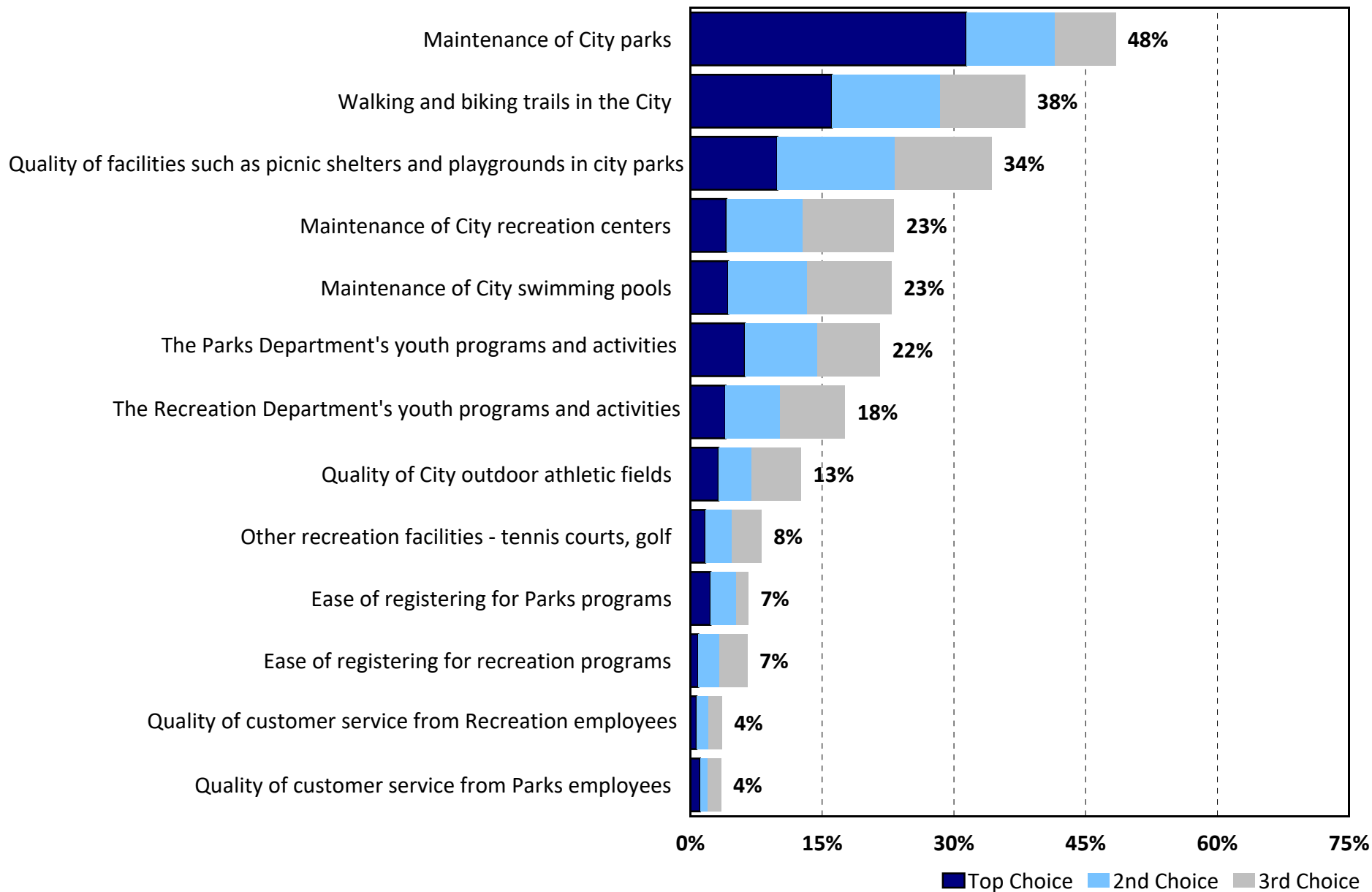
Q16. Parks and Recreation

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



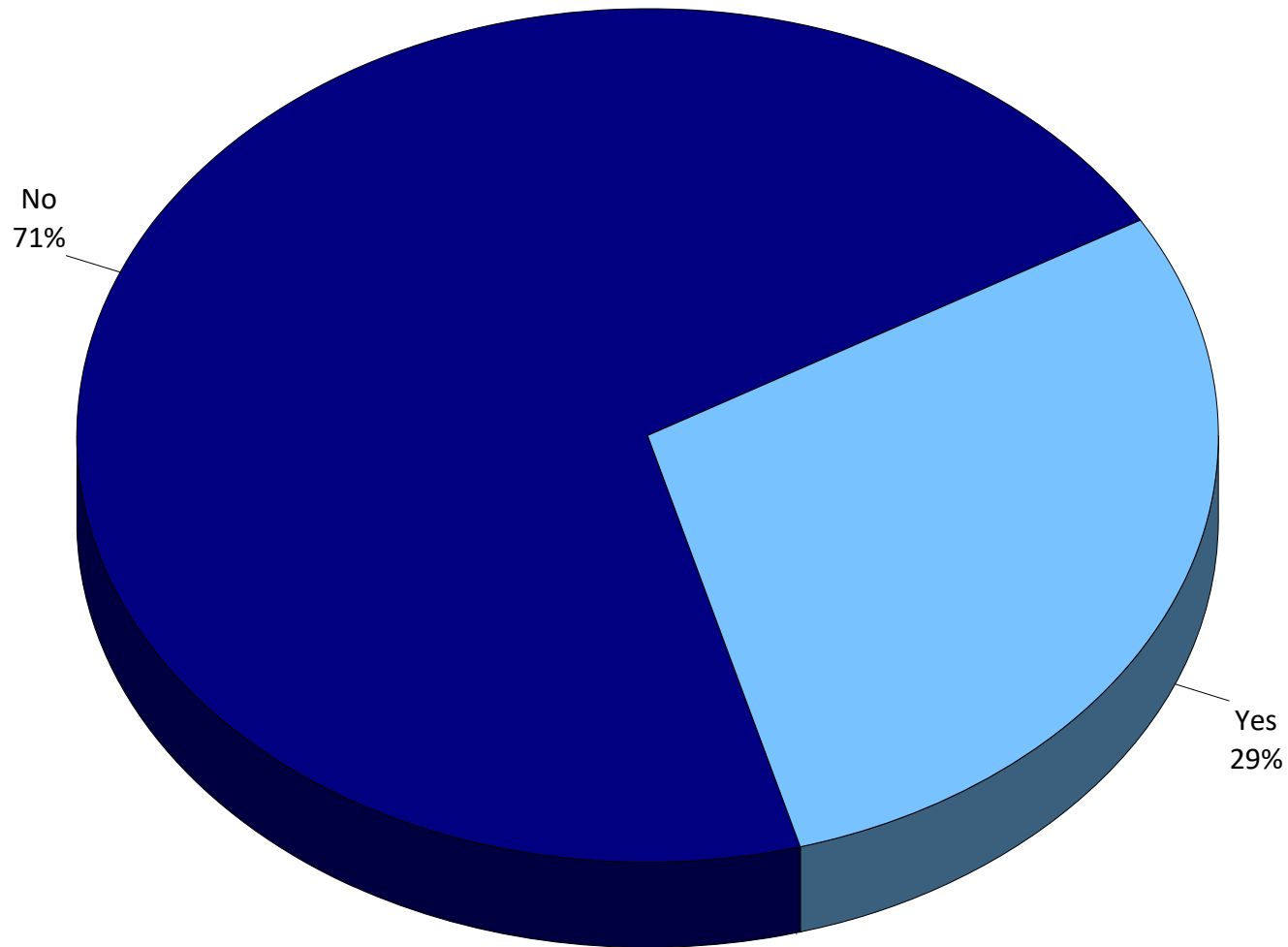
Q17. Which THREE of the parks and recreation services do you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



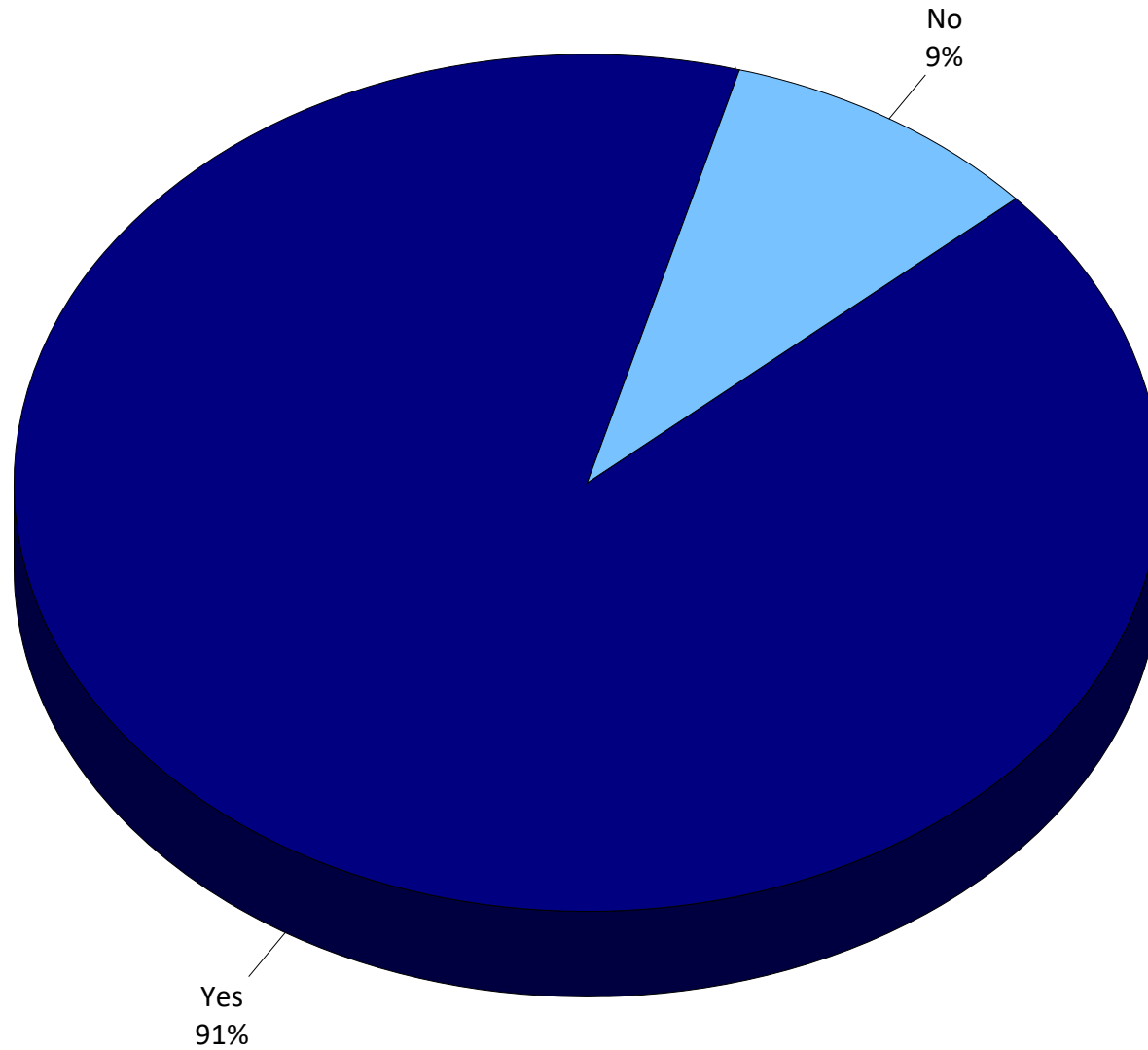
Q18. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the City?

by percentage of respondents



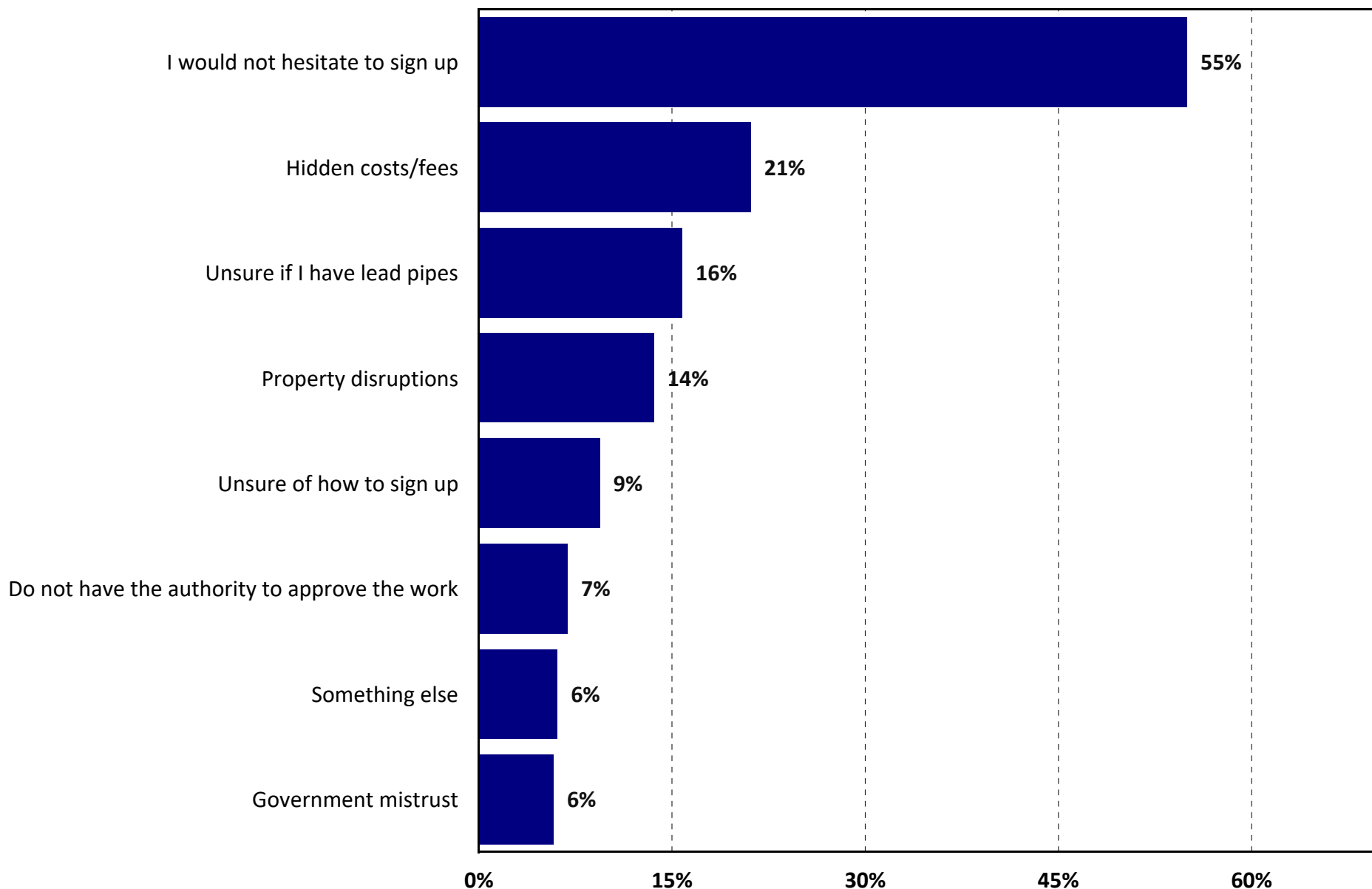
Q18a. If you have a private lead line, would you sign up for the program?

by percentage of respondents (excluding "not provided")



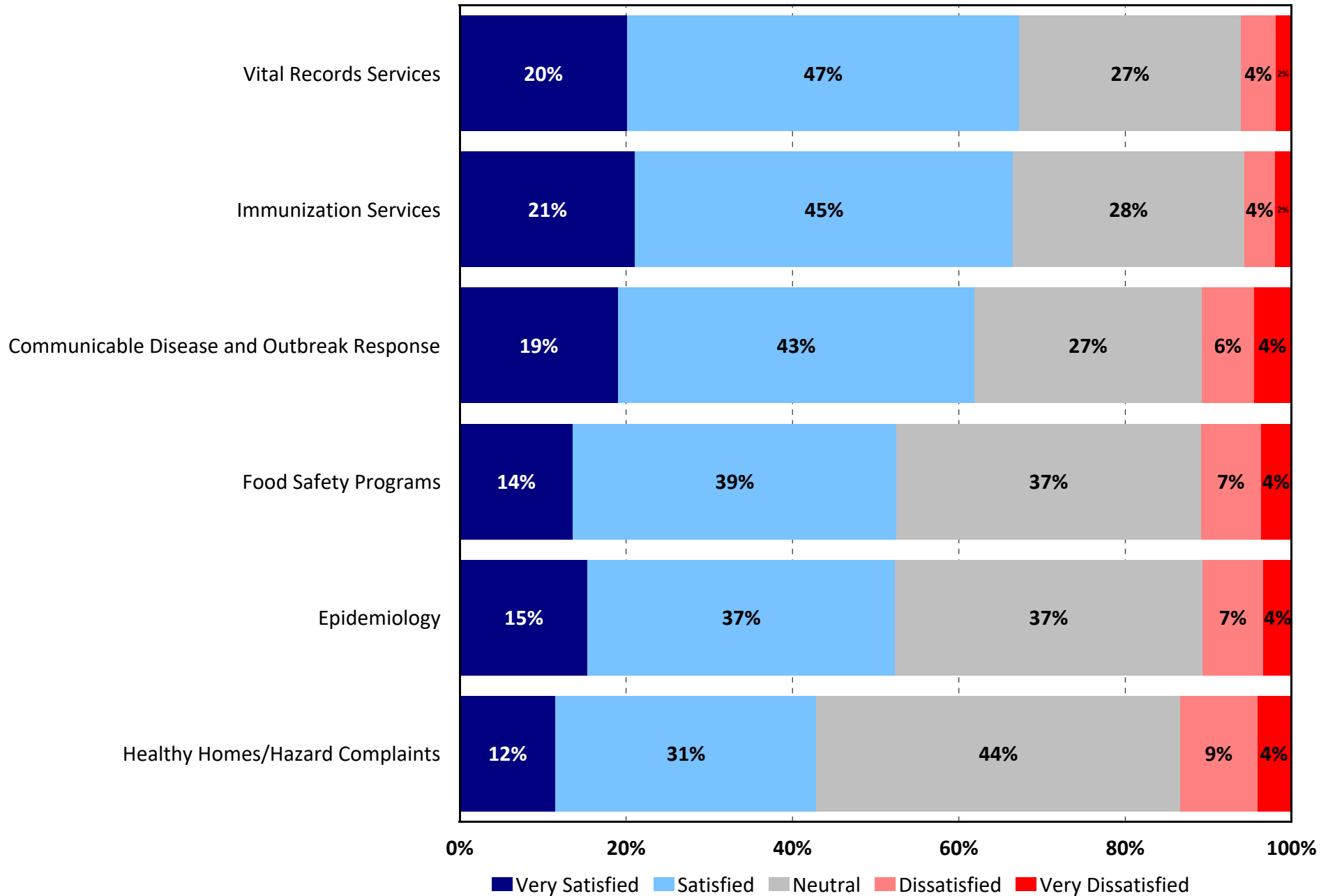
Q18b. Select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service.

by percentage of respondents (multiple selections could be made)



Q19. Public Health Services

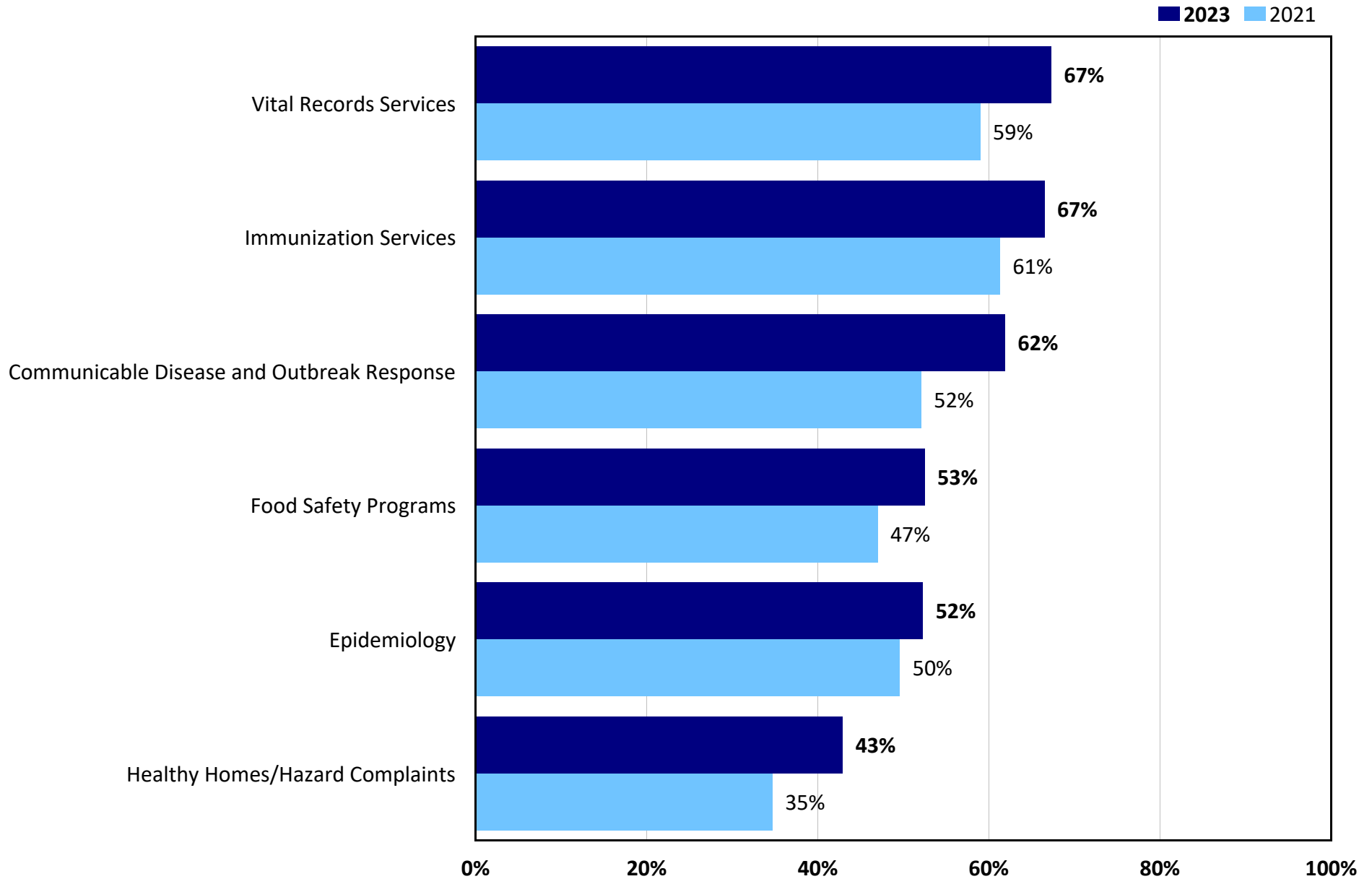
by percentage of respondents (excluding “don’t know”)



TRENDS

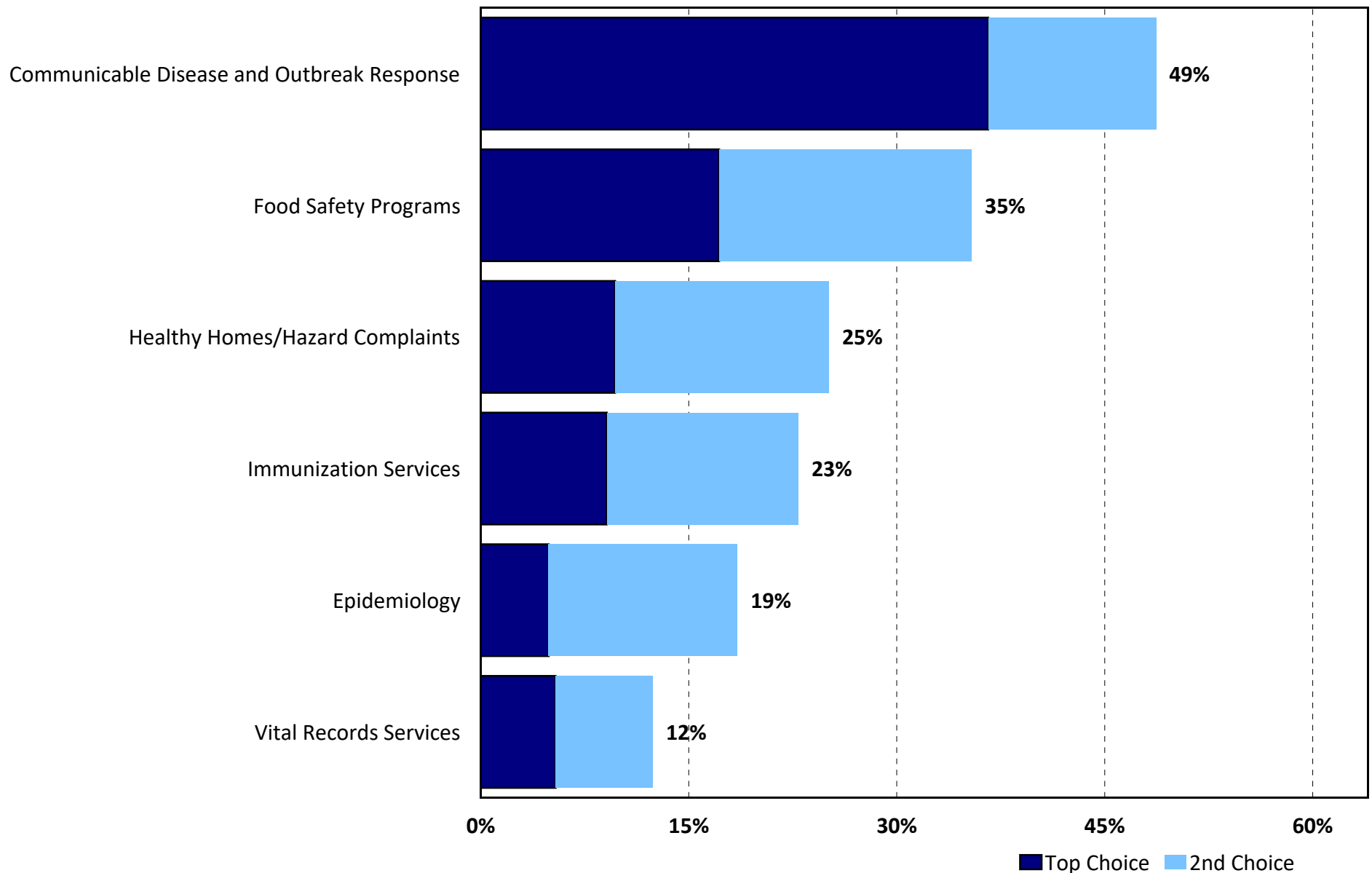
Q19. Public Health

by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")



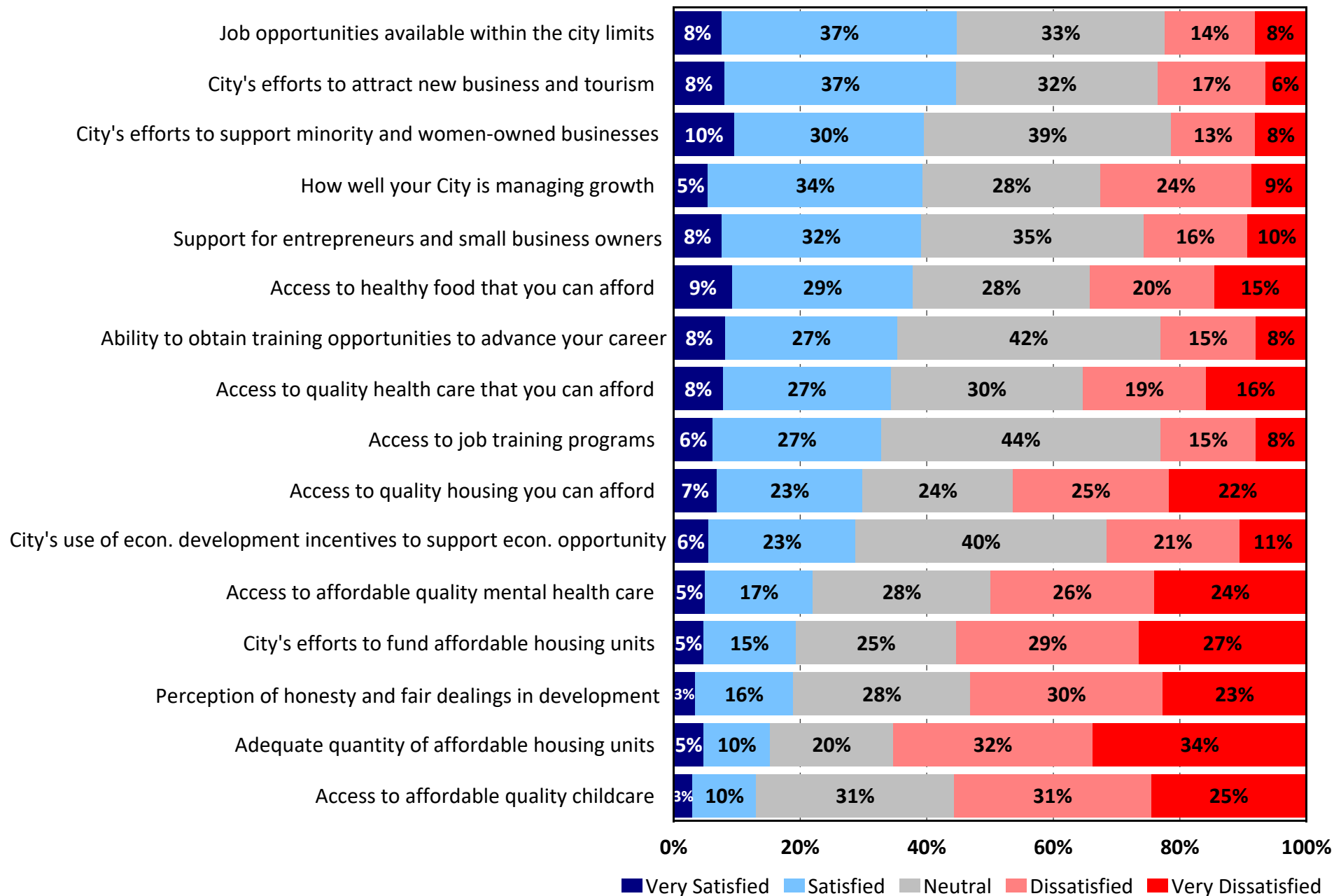
Q20. Which TWO of the public health services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q21. Economic Opportunity

by percentage of respondents (excluding “don’t know”)

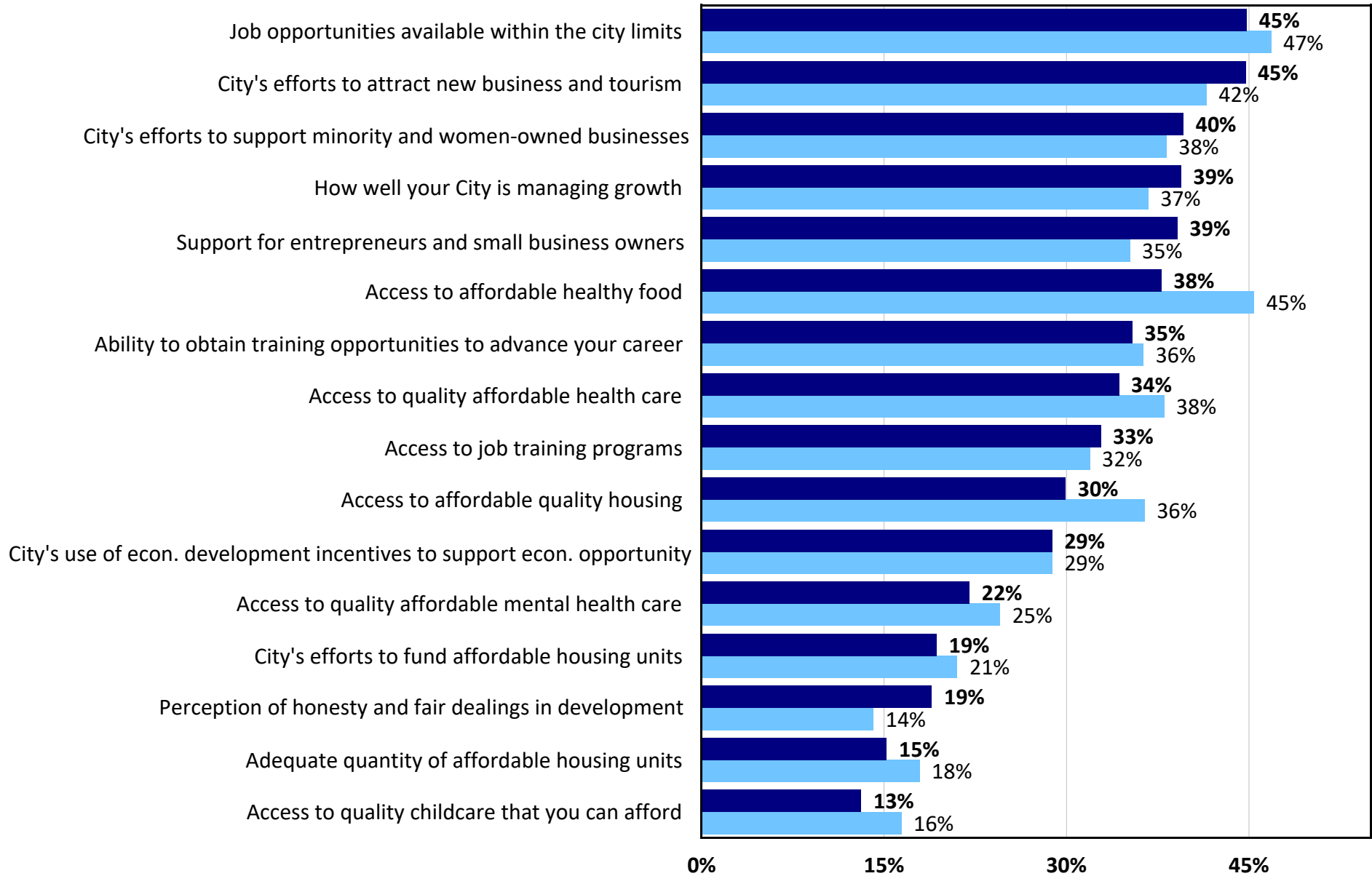


TRENDS

Q21. Economic Opportunity

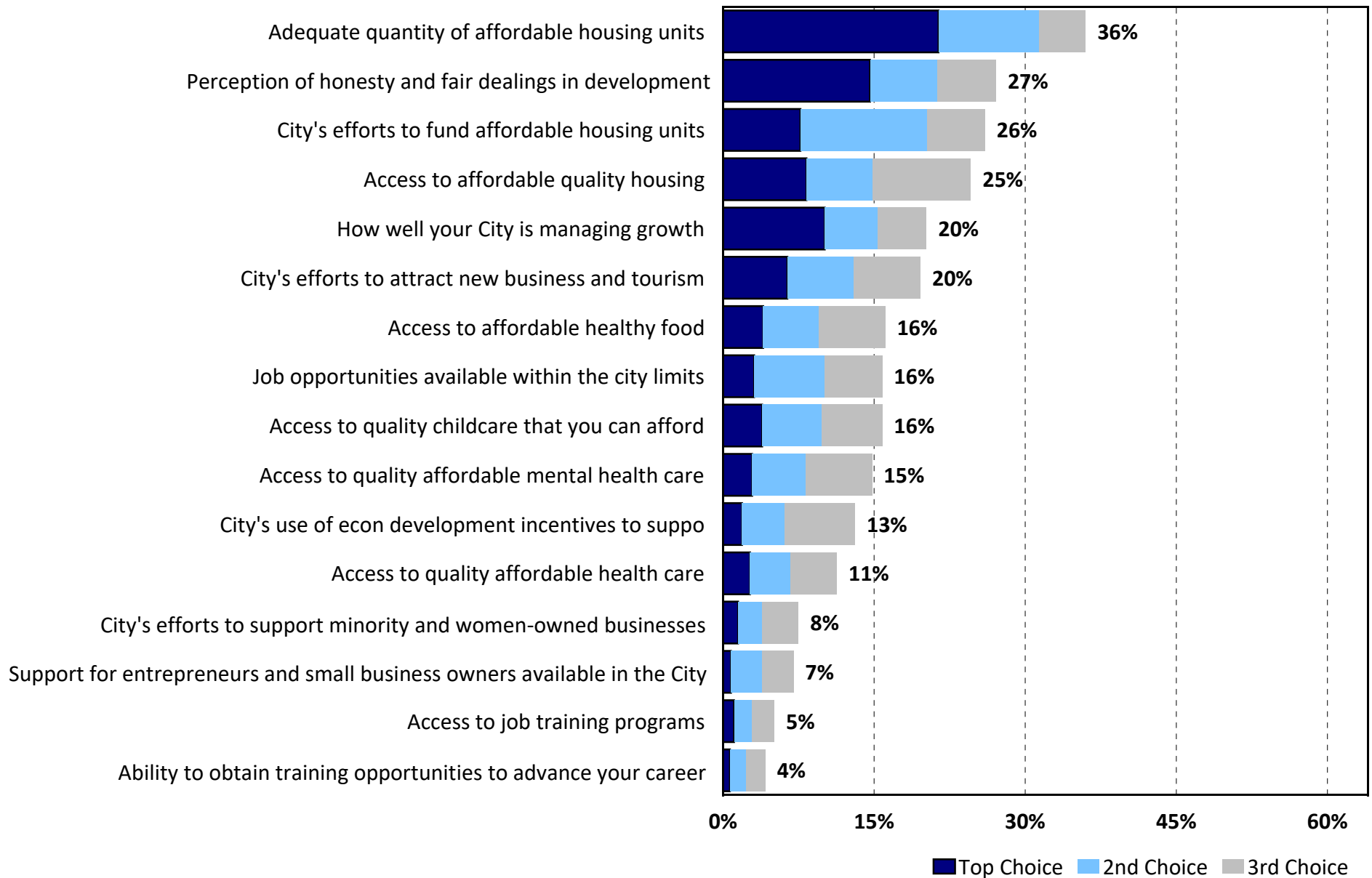
by percentage of respondents who answered "Satisfied" or "Very Satisfied" (excluding "don't know")

2023 2021



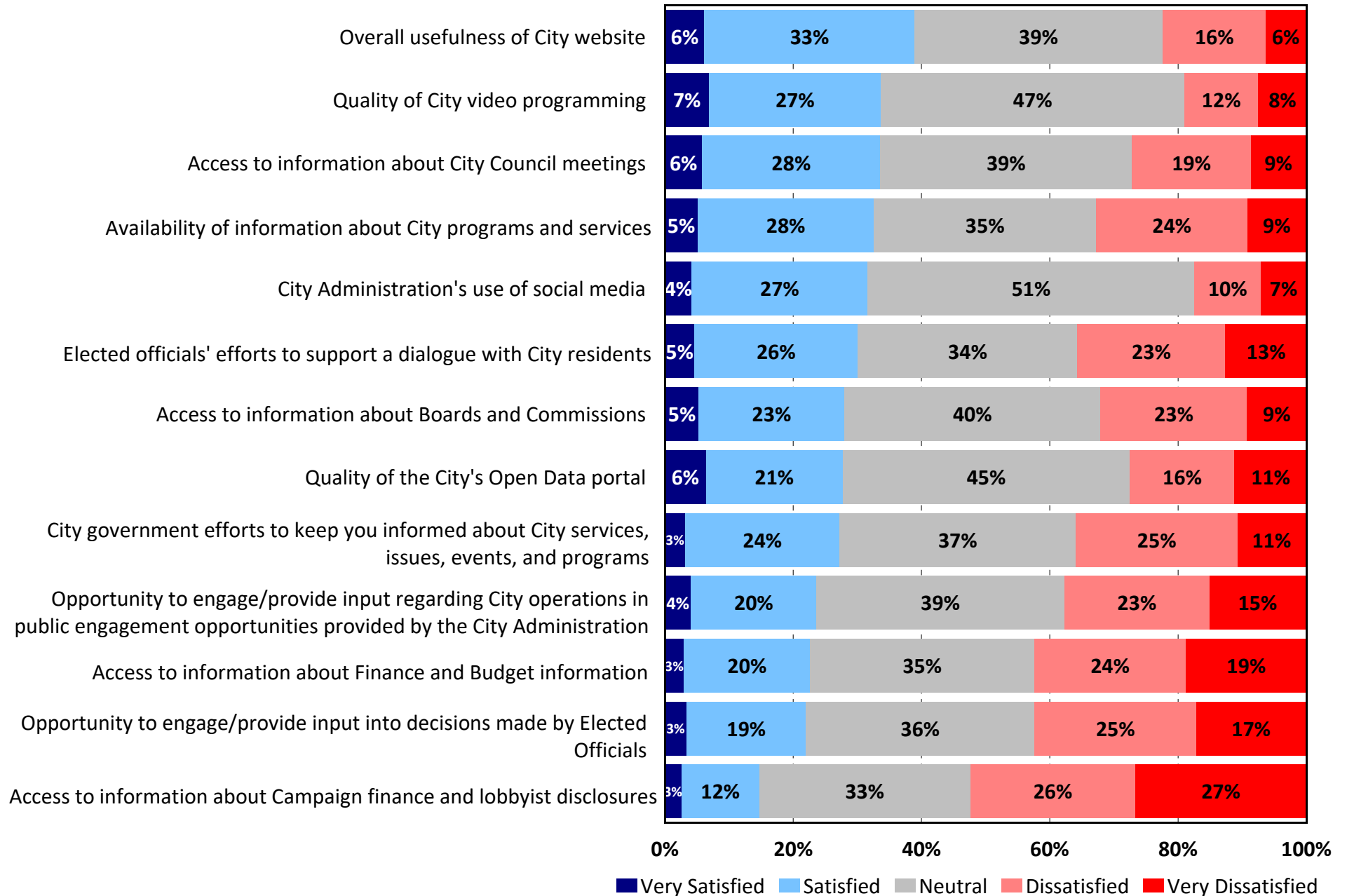
Q22. Which THREE of the jobs and development services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q23. Communication and Community Engagement

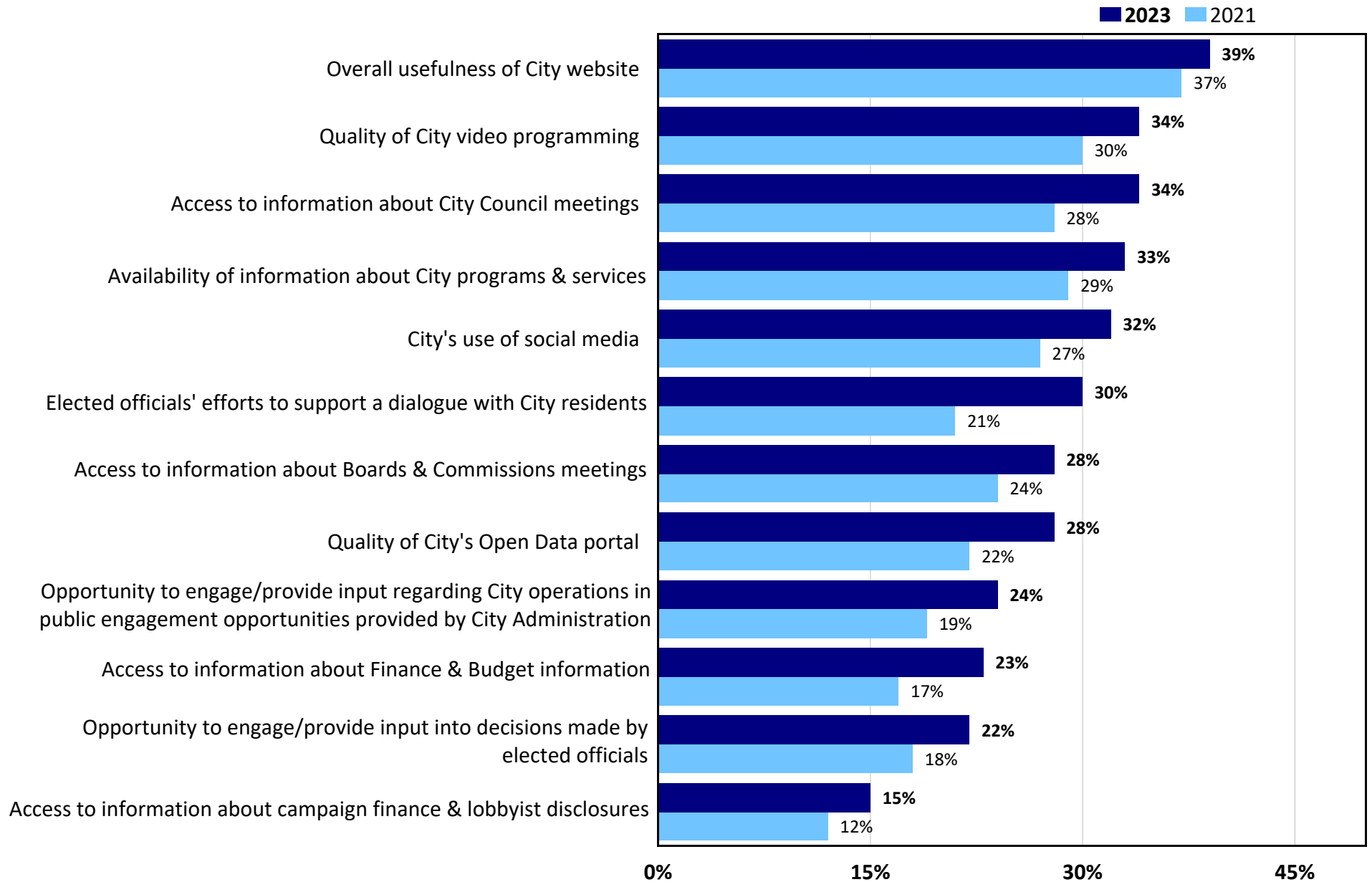
by percentage of respondents (excluding "don't know")



TRENDS

Q23. Communication and Community Engagement

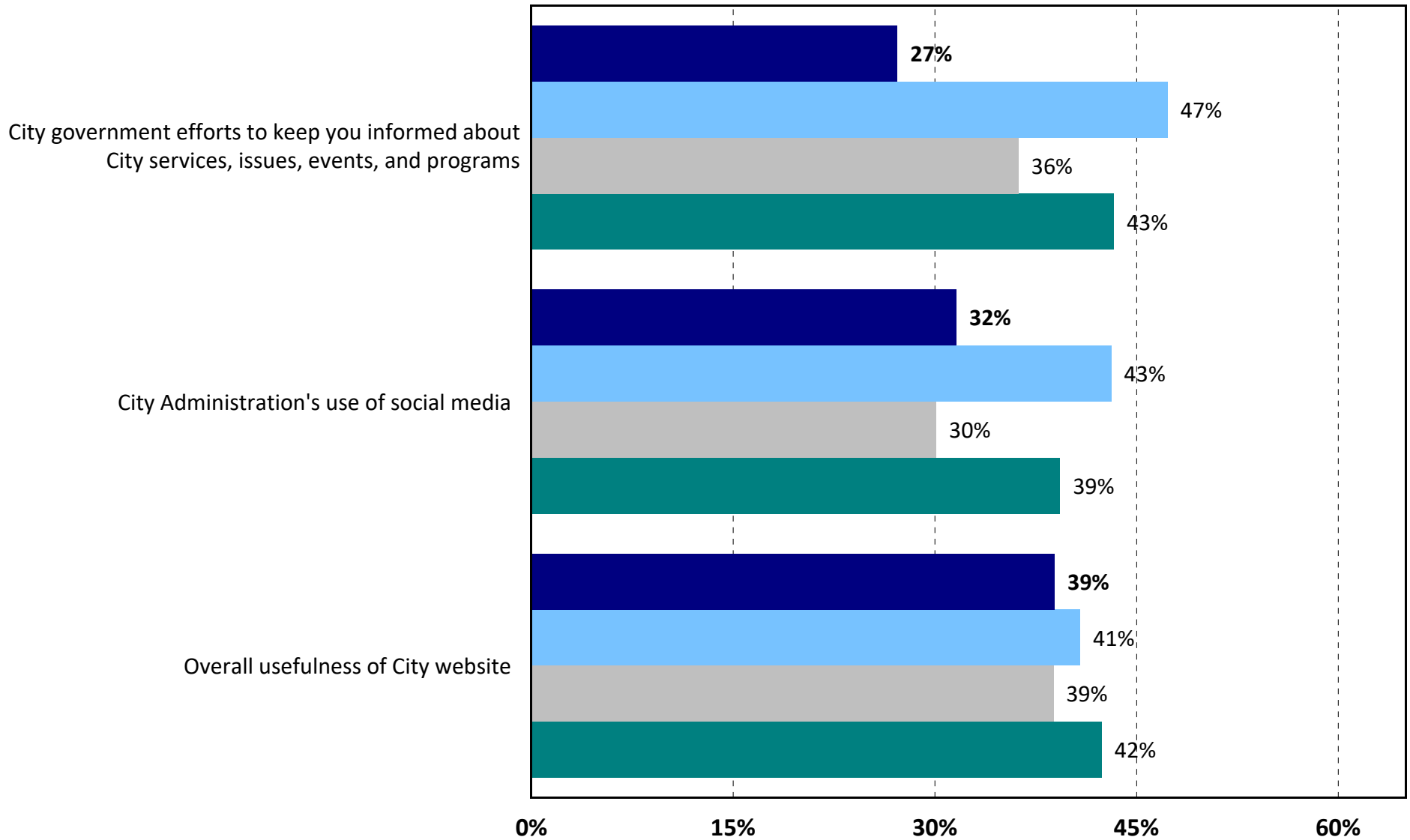
by percentage of respondents who answered "satisfied" or "very satisfied" (excluding "don't know")



Overall Satisfaction with Communication and Community Engagement

City of Cincinnati vs. North Central Region vs. 250K+ Cities vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
 where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

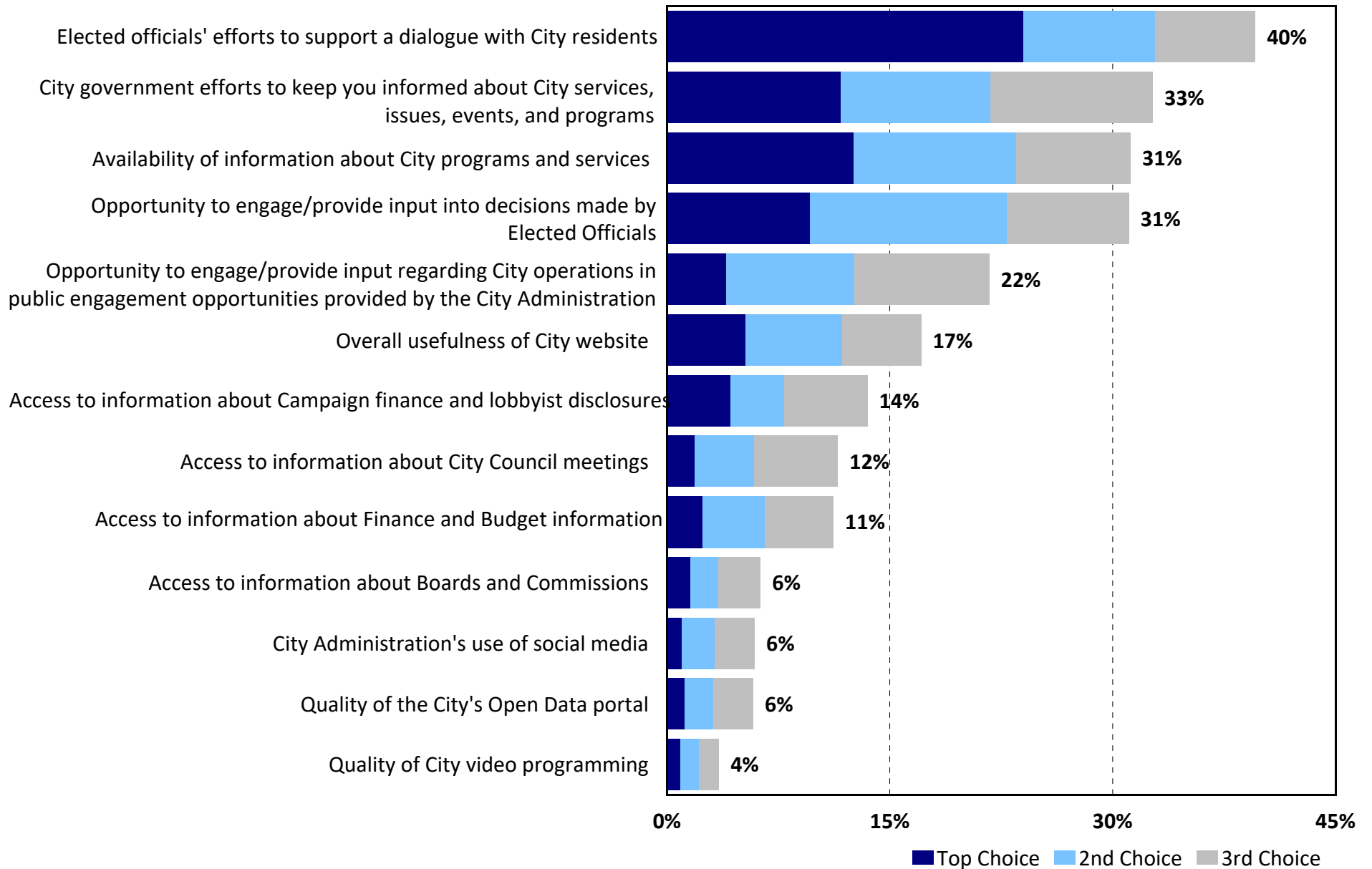


Source: 2023 ETC Institute

■ Cincinnati ■ North Central Region ■ 250K+ ■ U.S.

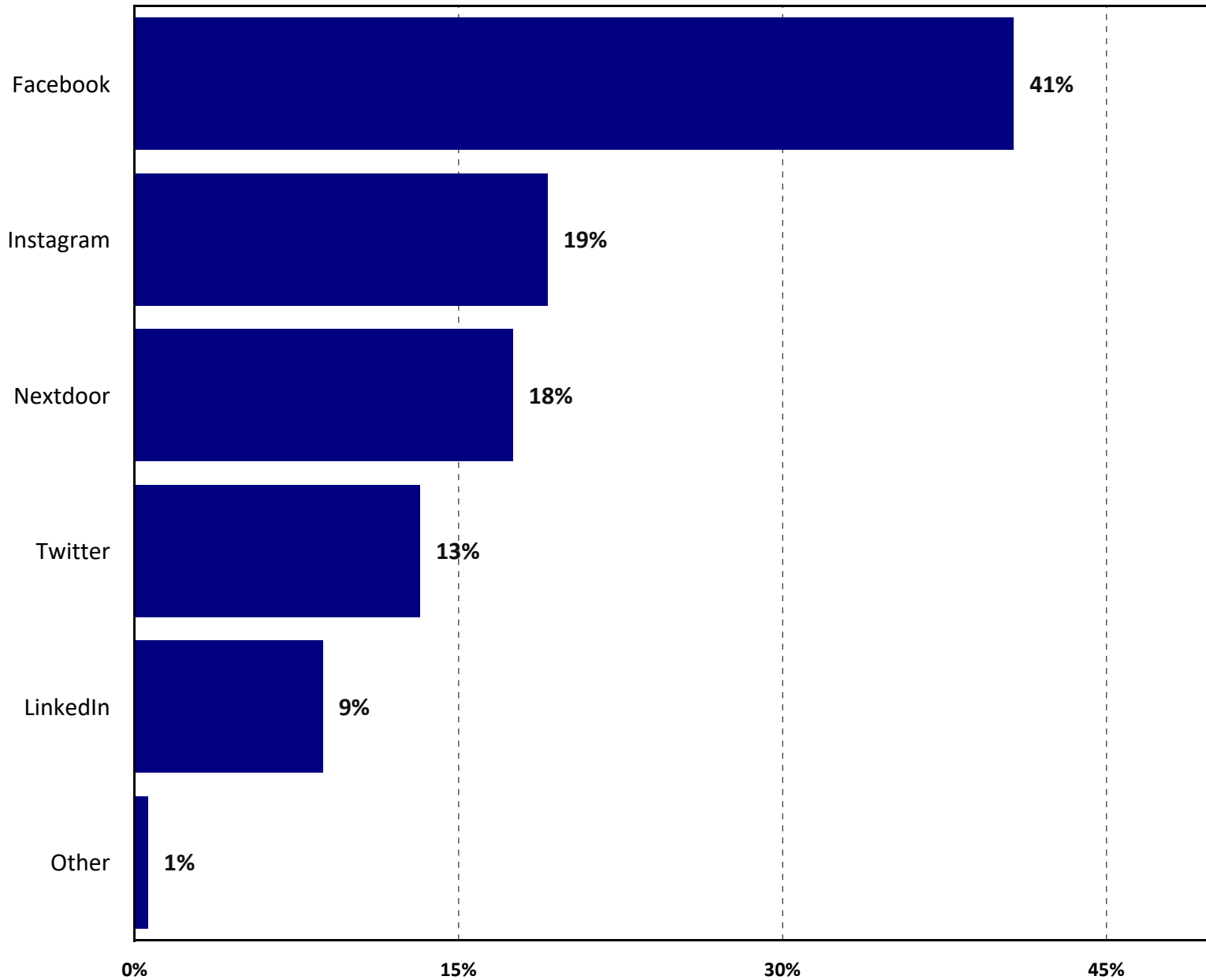
Q24. Which THREE of the communication and community engagement services should receive the MOST EMPHASIS from the City over the next TWO years?

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



Q25. Please CHECK ALL of the City's social media accounts that you follow.

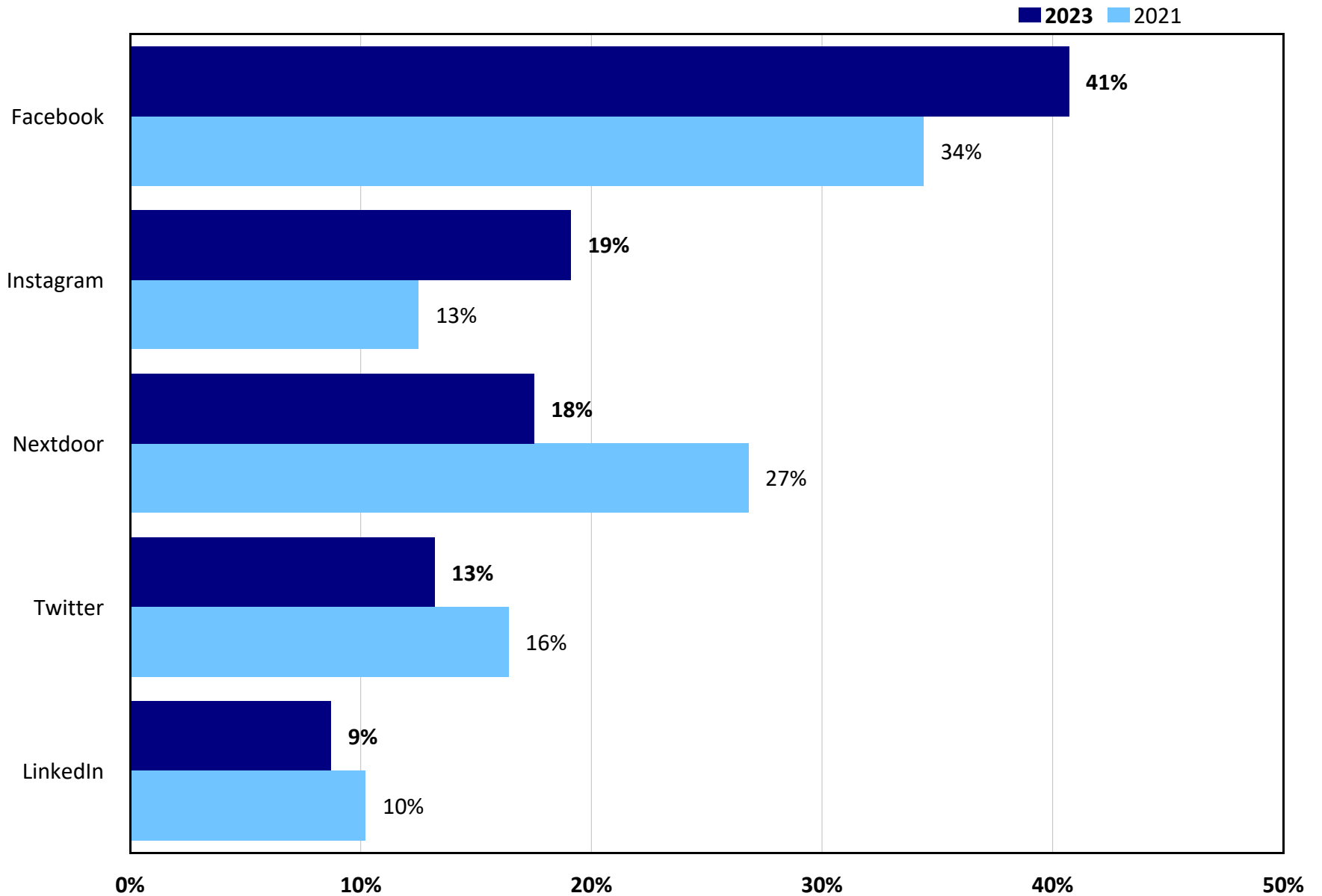
by percentage of respondents (multiple selections could be made)



TRENDS

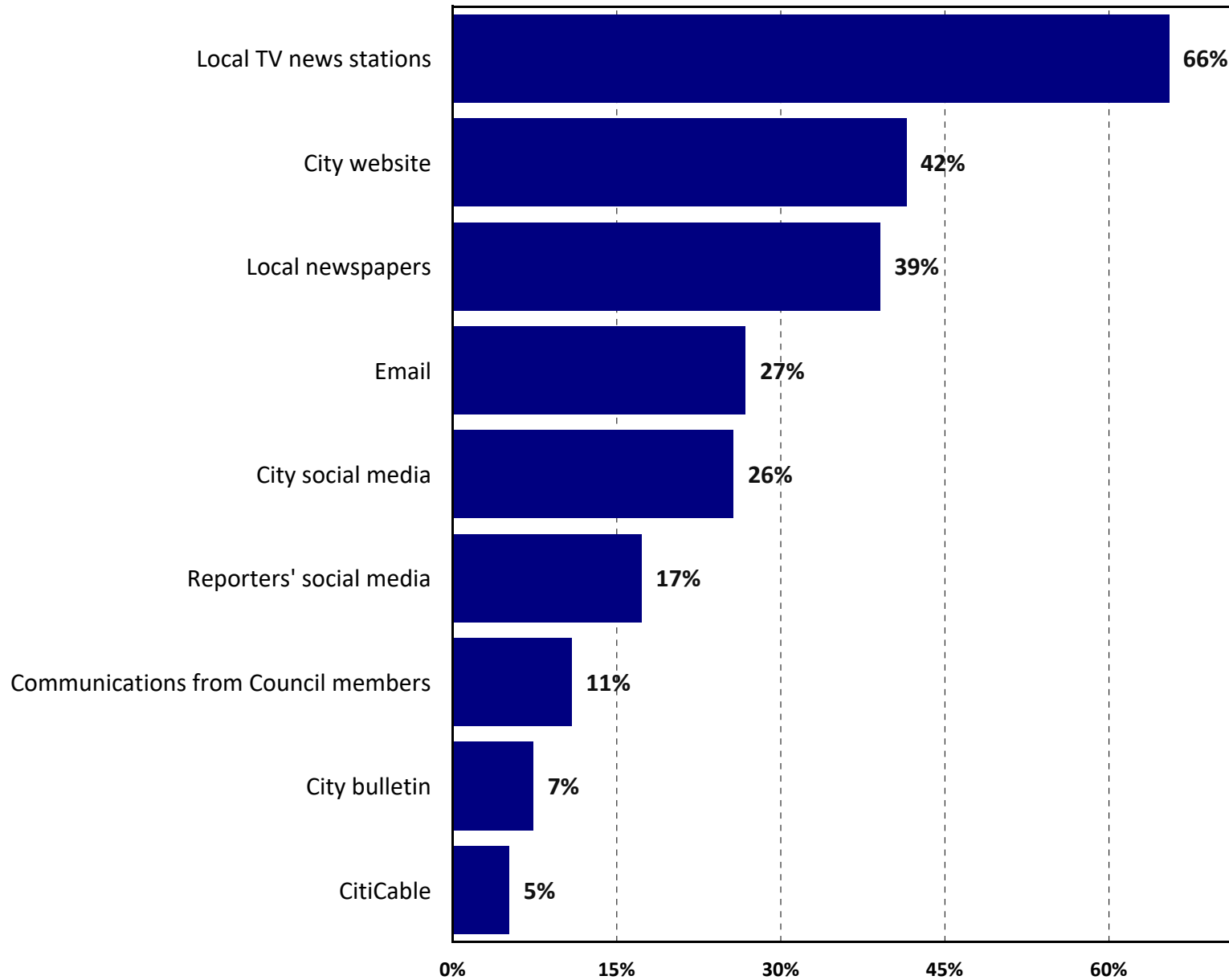
Q25. Please check ALL of the City's social media accounts that you follow.

by percentage of respondents (excluding "not provided")



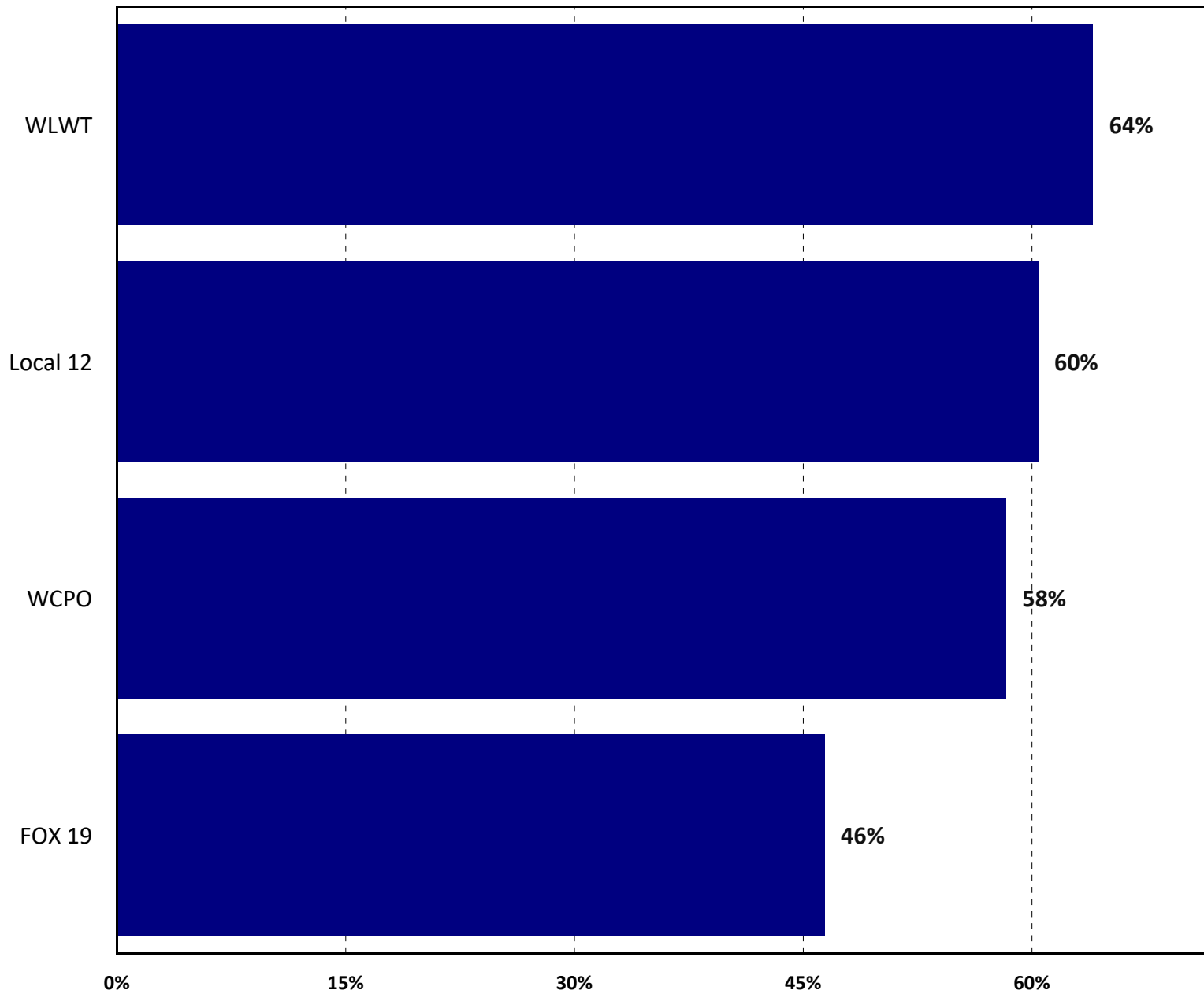
Q26. Please CHECK ALL of the sources you use to get information about the City of Cincinnati.

by percentage of respondents (multiple selections could be made)



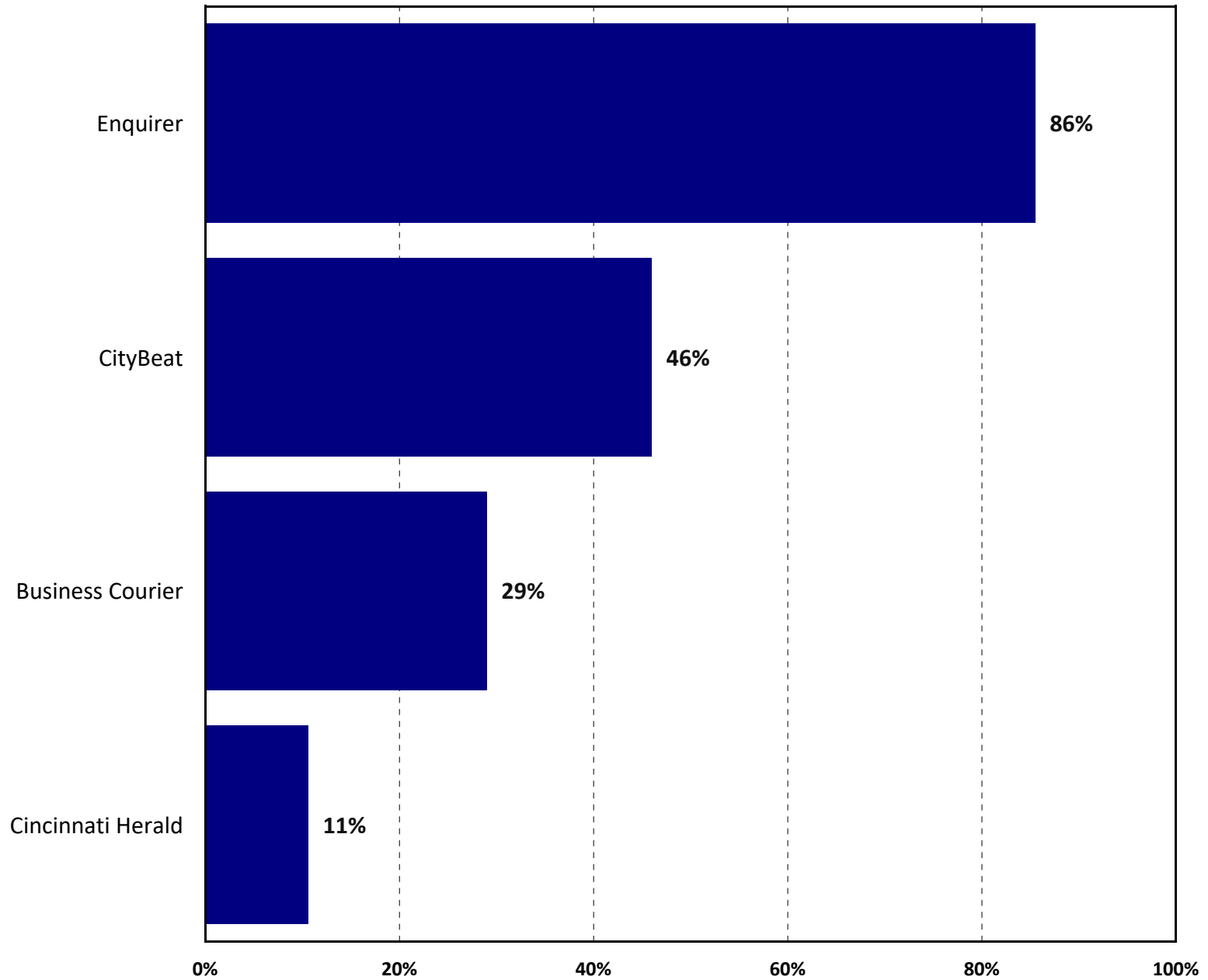
Q26a. Which local TV news station(s)?

by percentage of respondents (multiple selections could be made)



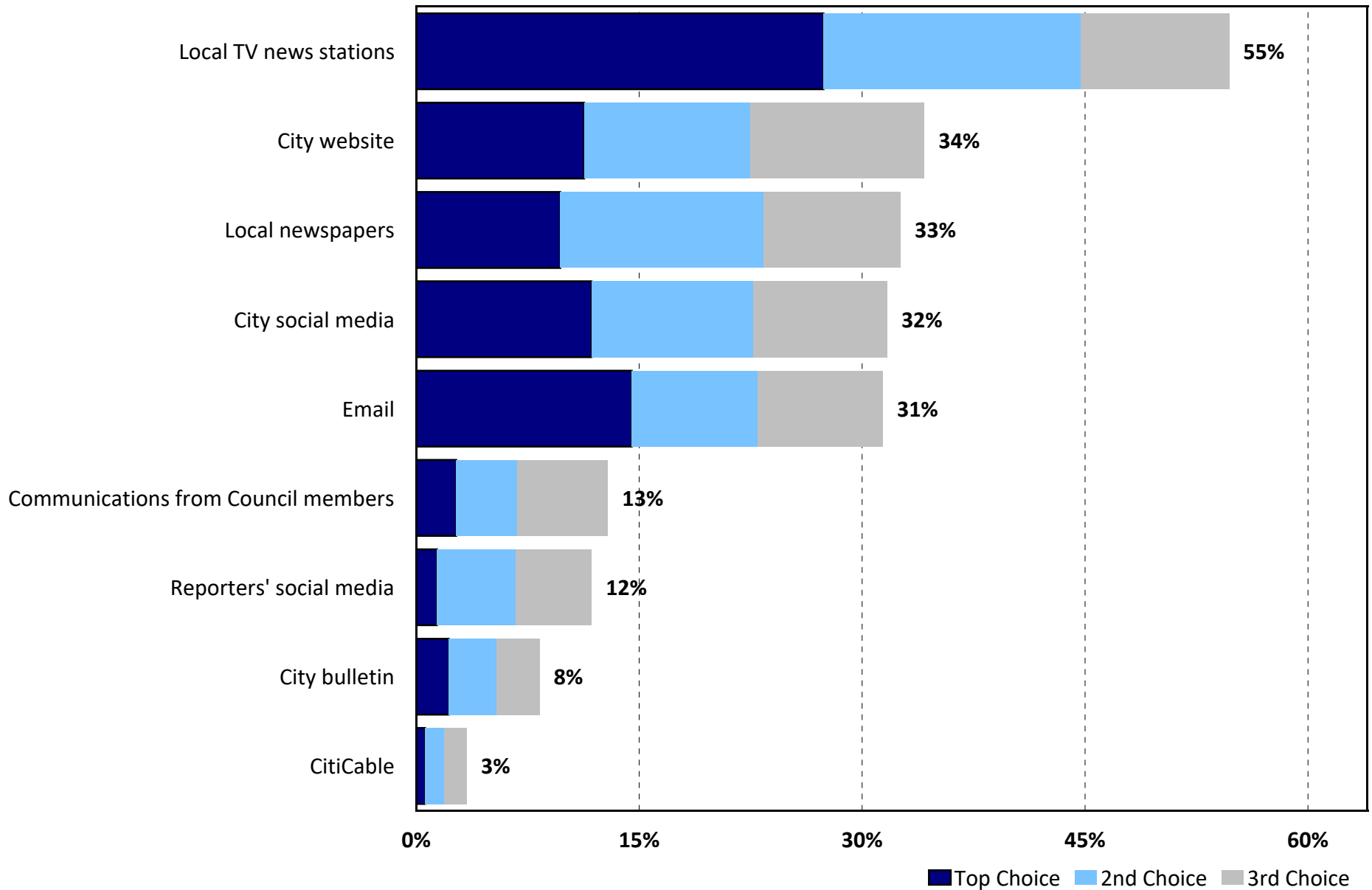
Q26b. Which local newspaper(s)?

by percentage of respondents (multiple selections could be made)



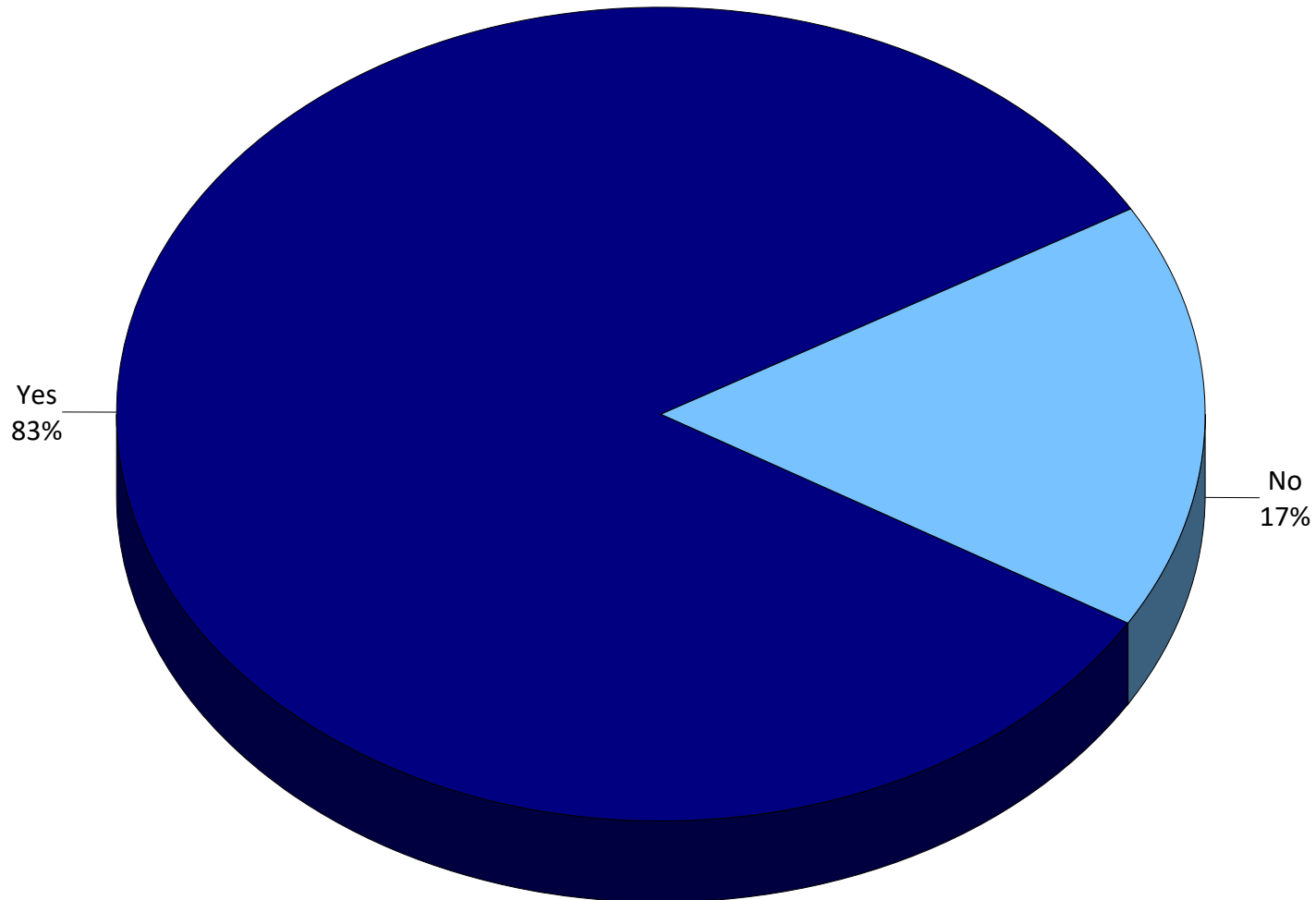
Q27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati?

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



Q28. Do you think you will be living in Cincinnati, Ohio, five years from now?

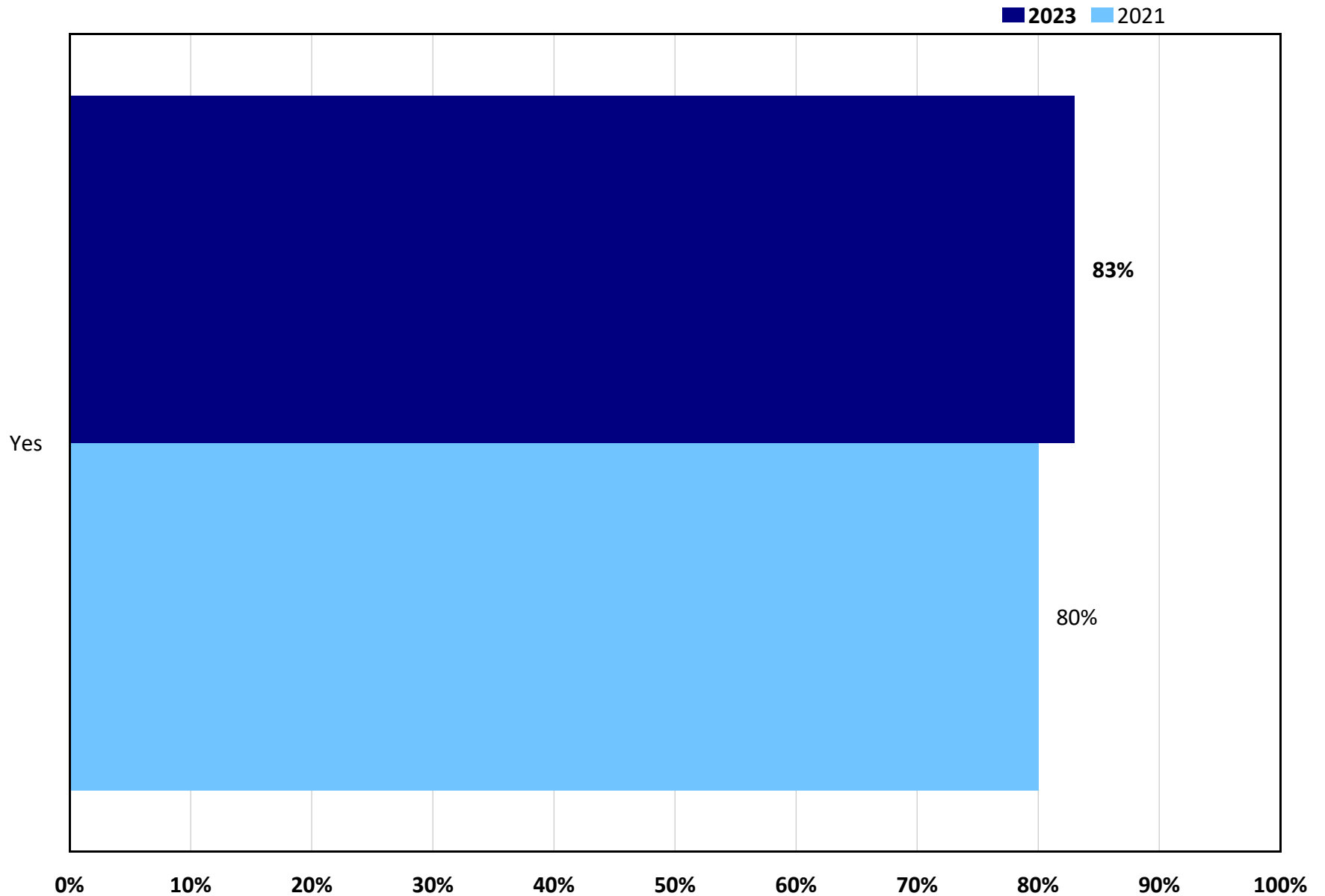
by percentage of respondents (excluding "not provided")



TRENDS

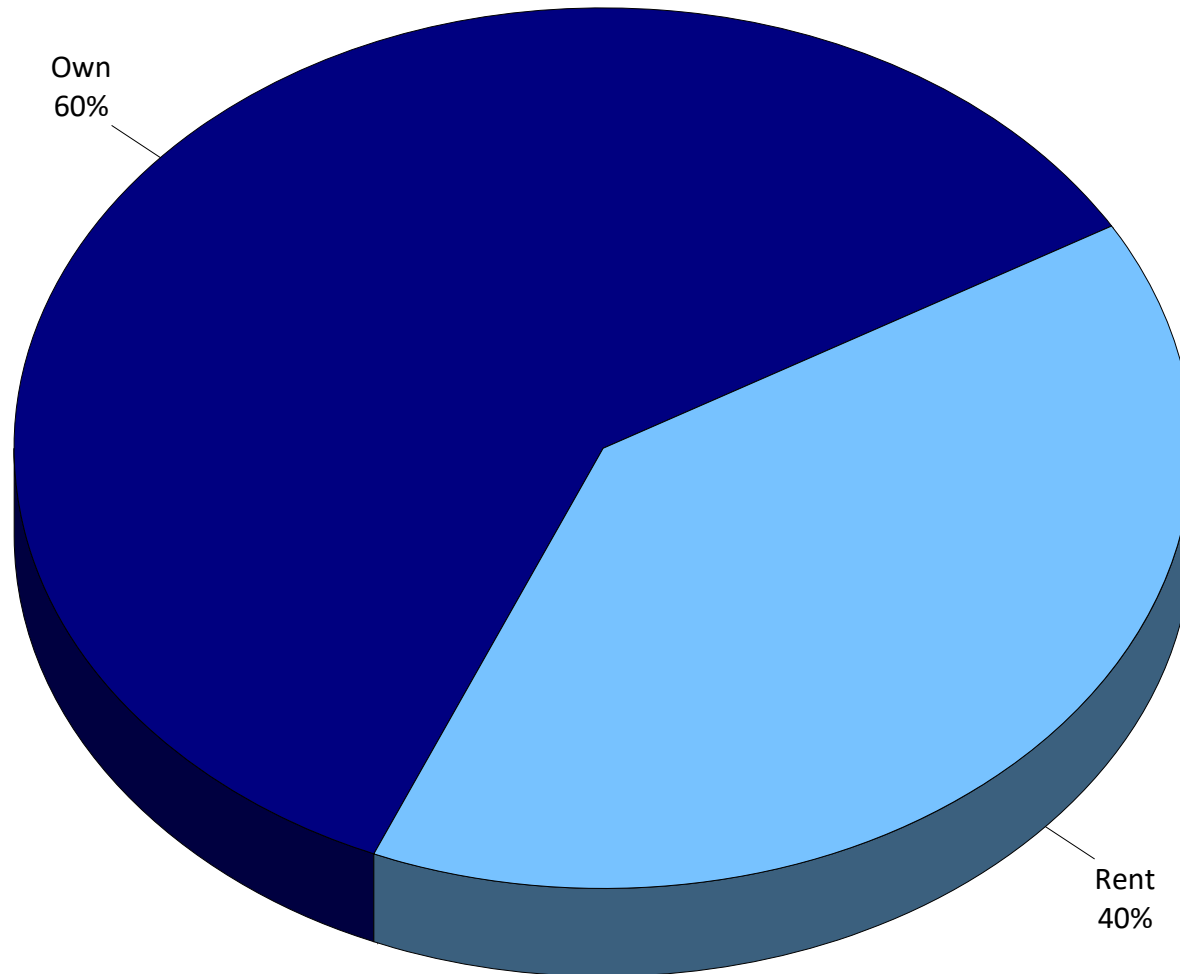
Q28. Do you think you will be living in Cincinnati five years from now?

by percentage of respondents (excluding "not provided")



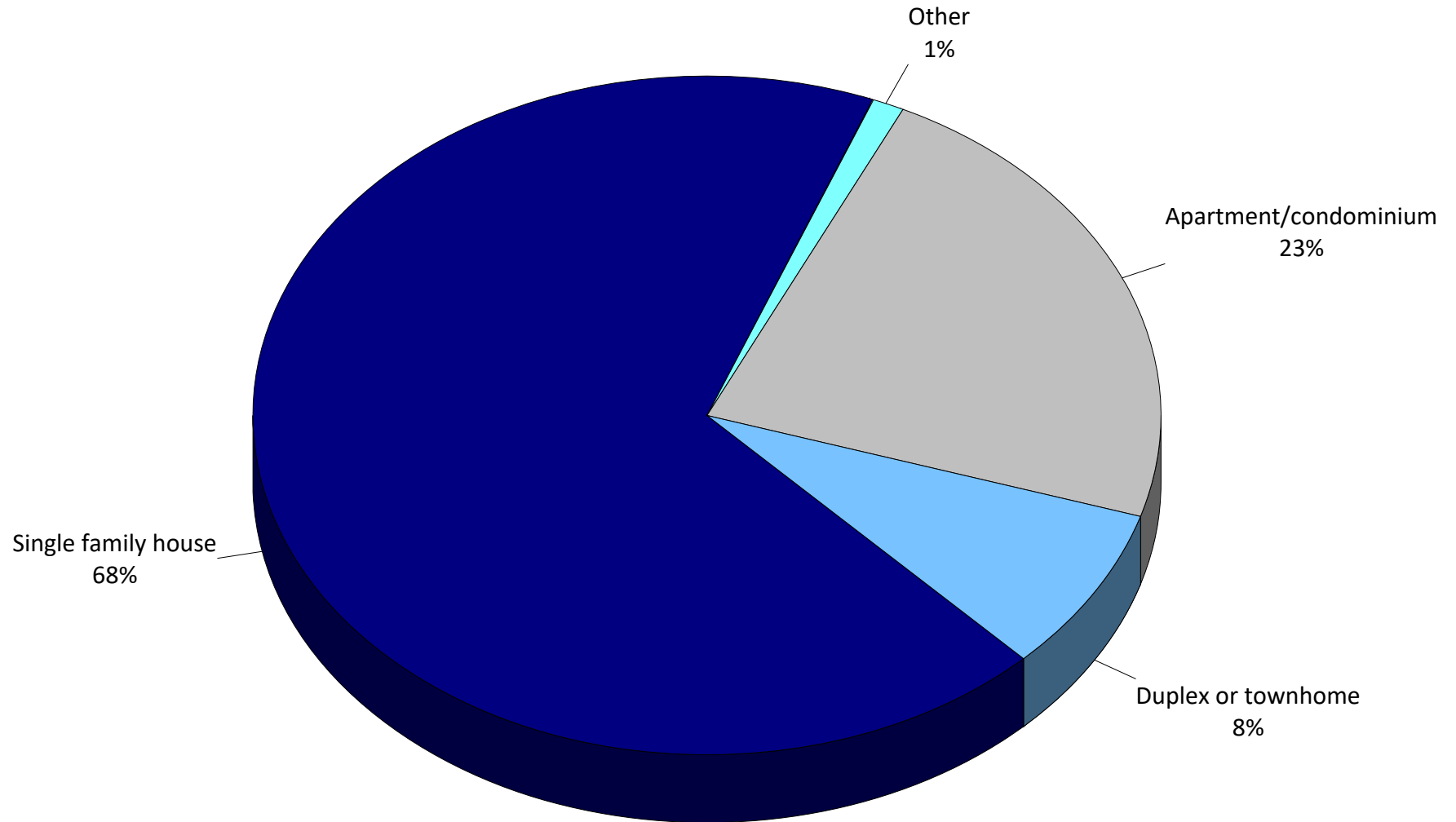
Q29. Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



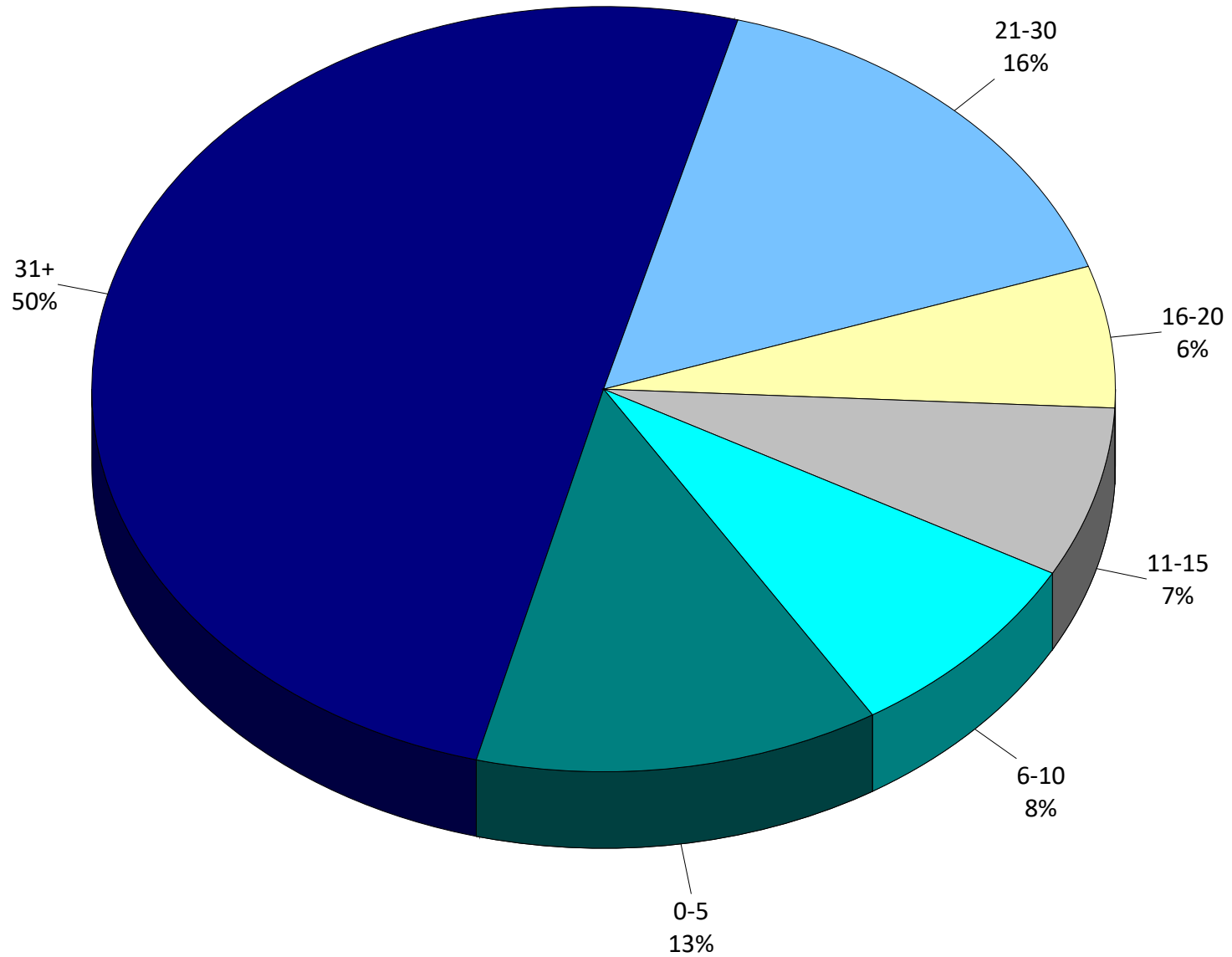
Q30. What type of dwelling do you live in?

by percentage of respondents (excluding "not provided")



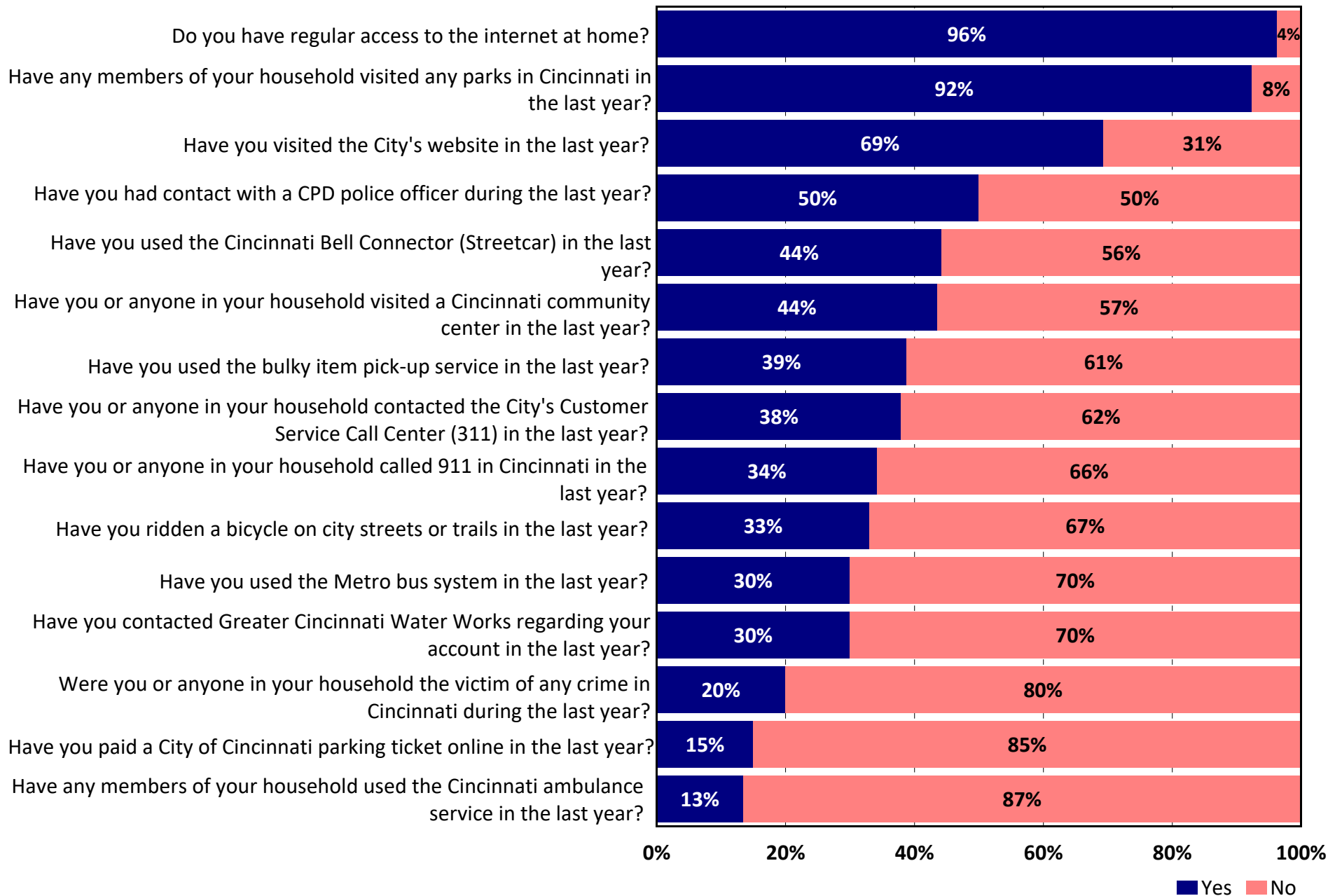
Q31. Approximately how many years have you lived in Cincinnati, Ohio?

by percentage of respondents (excluding "not provided")



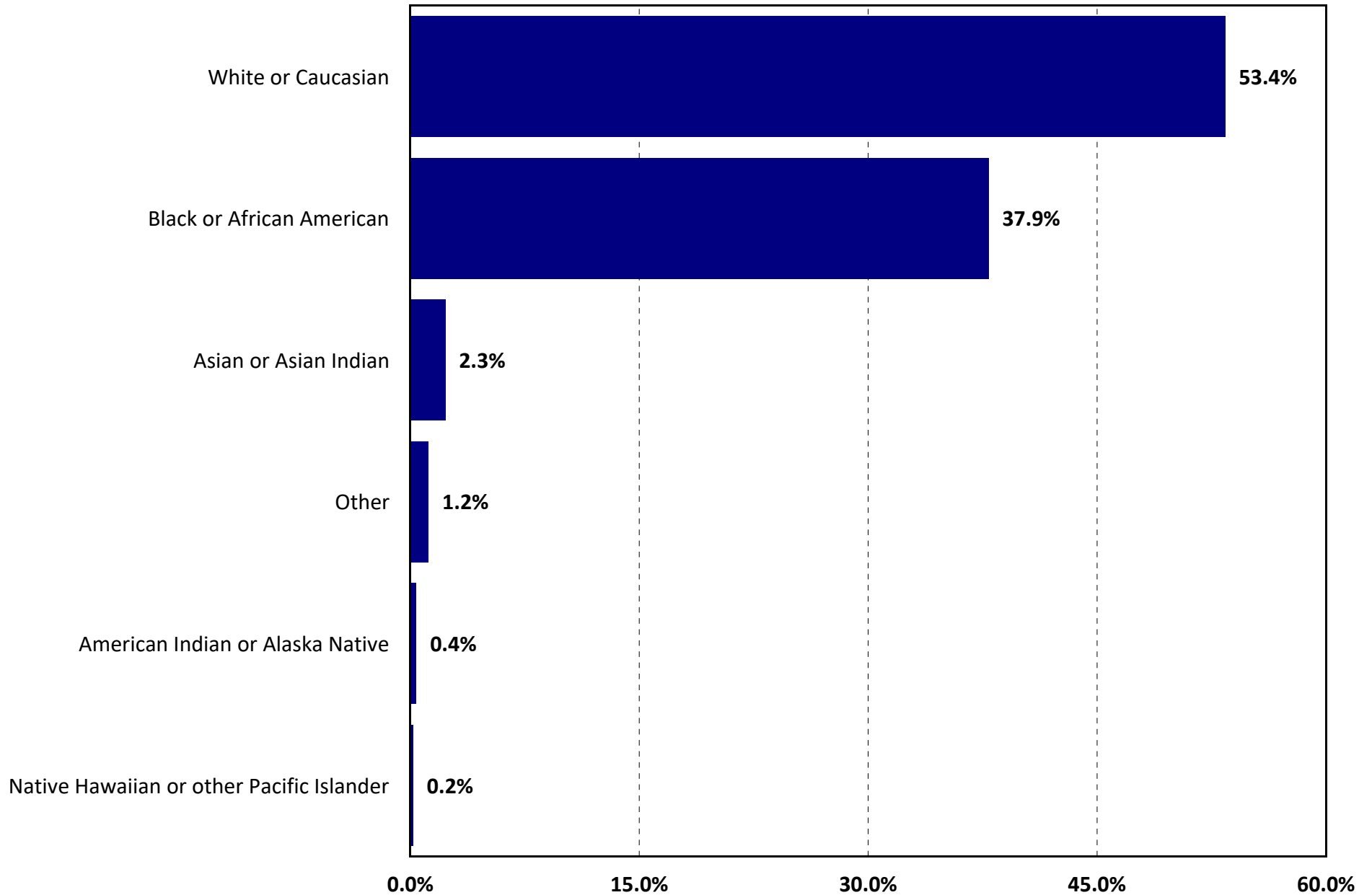
Q32. Please Answer Each of the Following

by percentage of respondents (excluding "not provided")



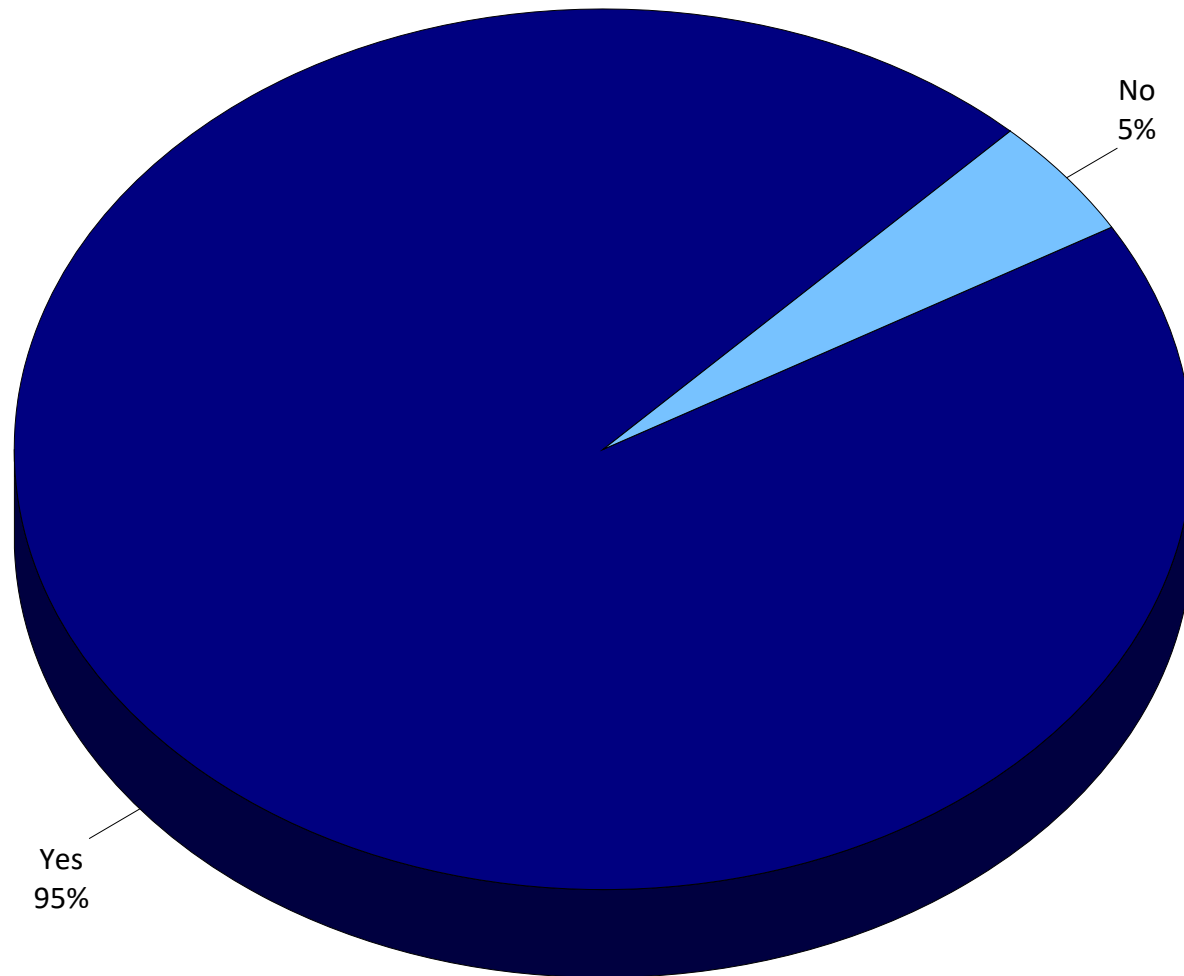
Q33. Which of the following best describes your race/ethnicity?

by percentage of respondents



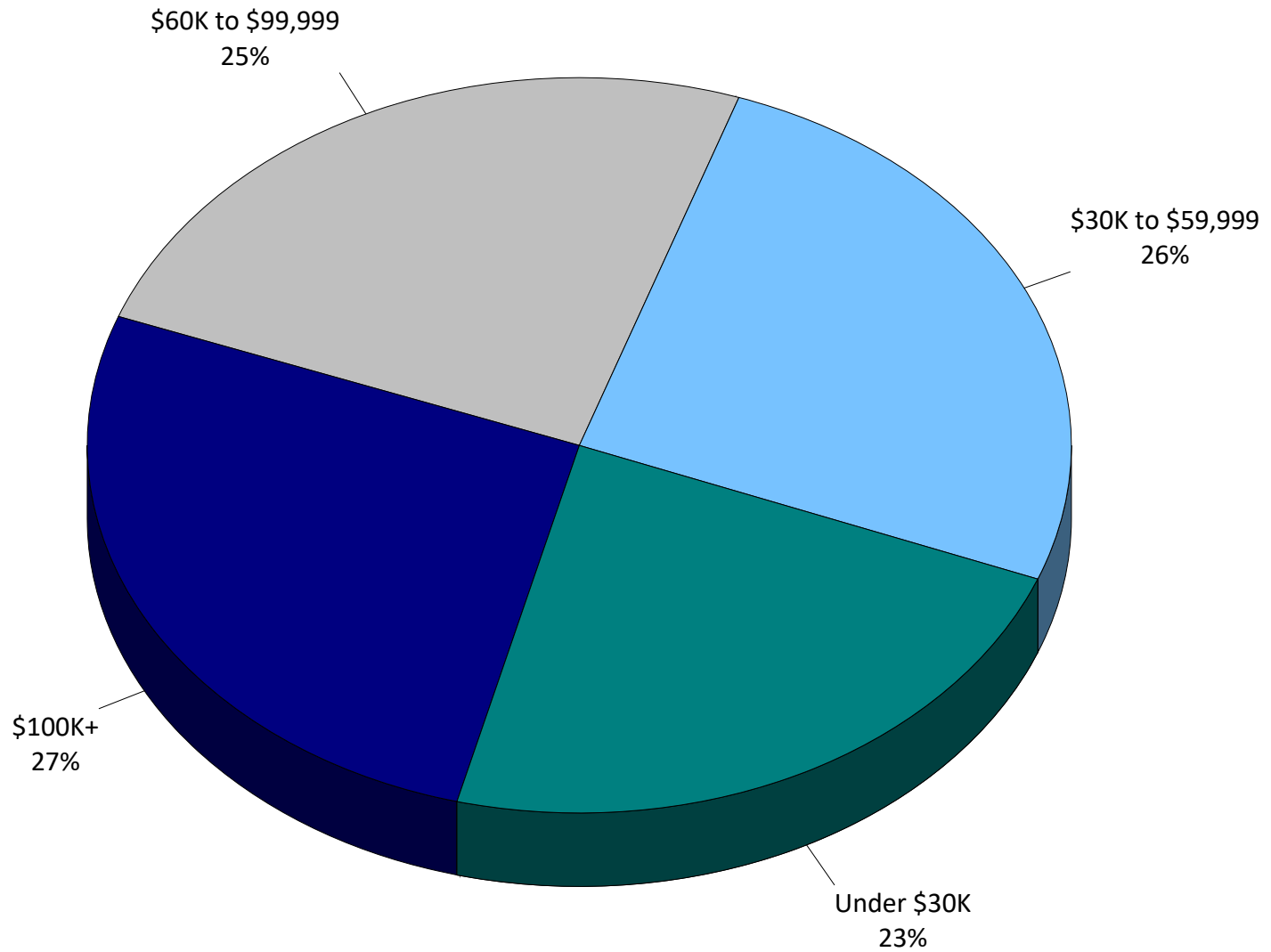
Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents (excluding "not provided")



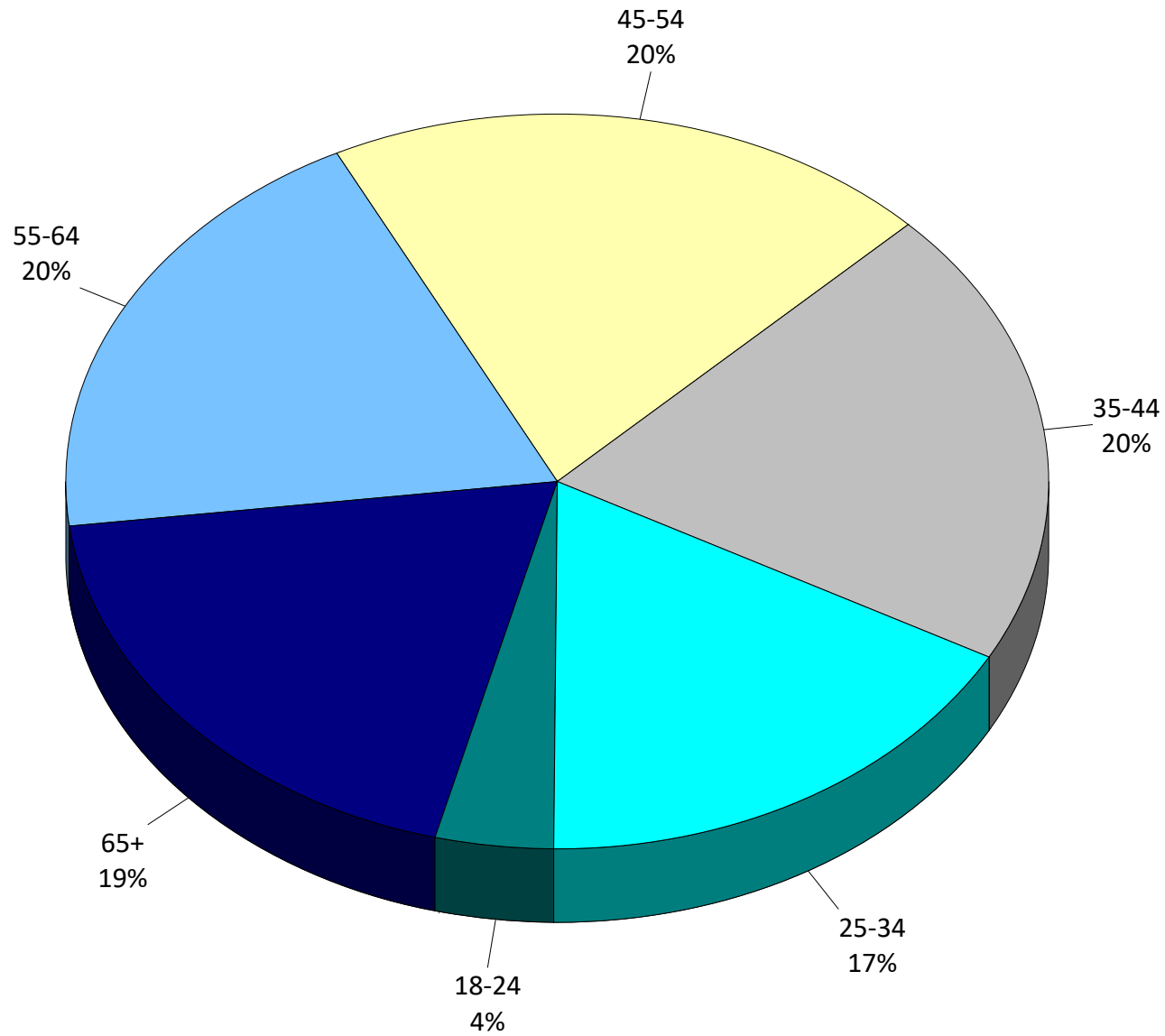
Q35. Would you say your total annual household income is...

by percentage of respondents (excluding "not provided")



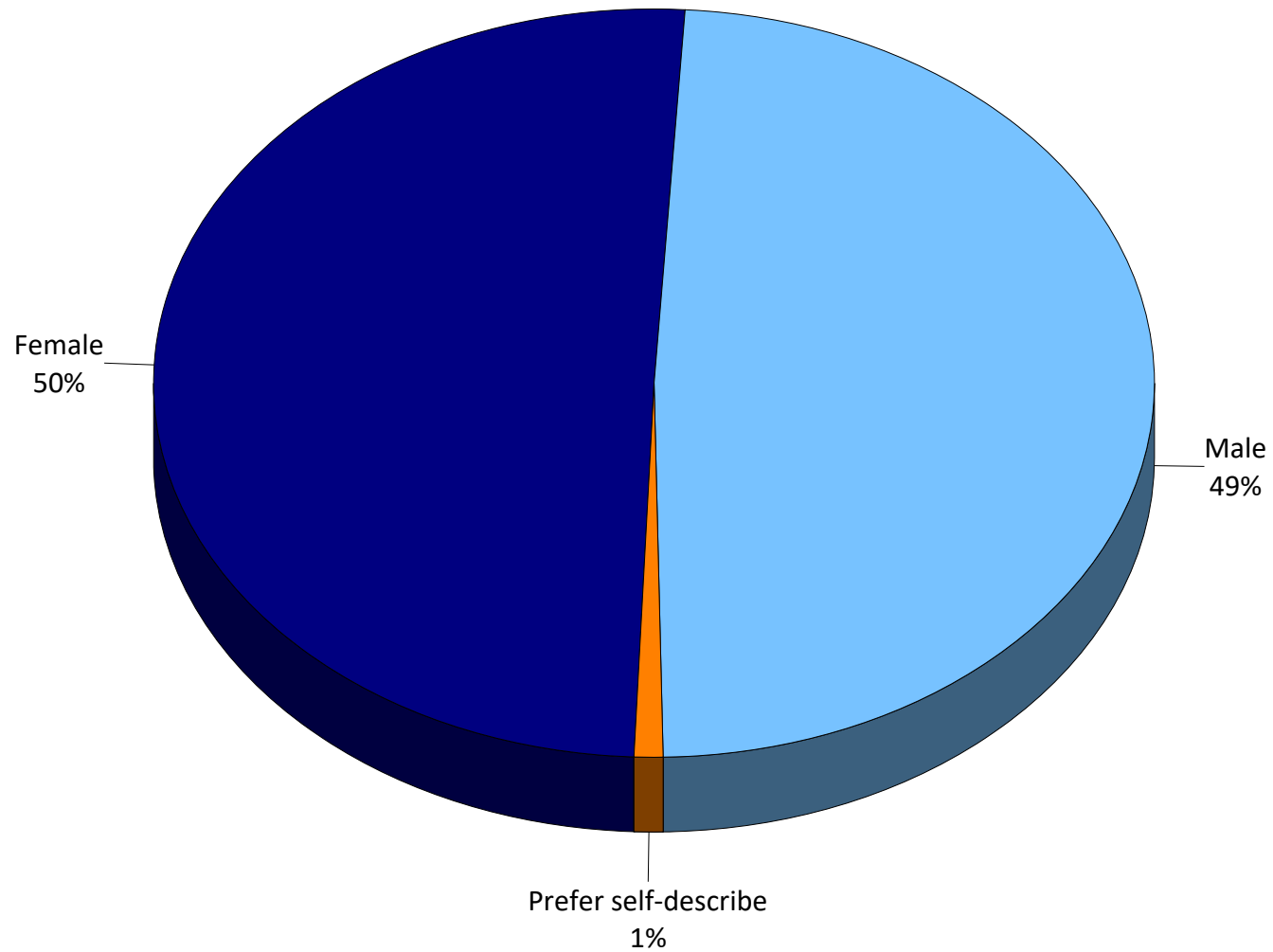
Q36. What is your age?

by percentage of respondents (excluding "not provided")



Q37. What is your gender identity?

by percentage of respondents (excluding "not provided")



3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Cincinnati, OH

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 and second most important growth and development areas for Palm Beach Gardens. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with 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.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the growth and development areas that are most important for the City to emphasize. Over half (52%) of households selected “*streetscapes throughout city*” as one of the most important areas for growth and development.

With regard to satisfaction, 70% of respondents surveyed rated “*streetscapes throughout the city*” 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, 52% was multiplied by 30% (1-0.70). This calculation yielded an I-S rating of 0.1717, which ranked second out of 6 growth and development areas.

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 currently.

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)

A table showing the results for the City of Cincinnati is provided on the following pages.

Importance-Satisfaction Rating

Cincinnati, OH

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) | | | | | | |
| Maintenance of City streets, sidewalks, & infrastructure | 77% | 1 | 25% | 13 | 0.5806 | 1 |
| Police services | 48% | 2 | 49% | 9 | 0.2464 | 2 |
| Code enforcement | 31% | 3 | 31% | 12 | 0.2152 | 3 |
| High Priority (IS .10-.20) | | | | | | |
| Overall effectiveness of City communication with the public | 22% | 5 | 39% | 11 | 0.1348 | 4 |
| Medium Priority (IS < .10) | | | | | | |
| City's stormwater runoff/stormwater management system | 13% | 8 | 47% | 10 | 0.0701 | 5 |
| Health Department services | 12% | 9 | 55% | 7 | 0.0555 | 6 |
| City parks & recreation programs/facilities | 25% | 4 | 78% | 2 | 0.0554 | 7 |
| Trash, recycling, bulky item, leaf, & brush collection | 16% | 7 | 71% | 3 | 0.0454 | 8 |
| City water utilities | 9% | 10 | 65% | 5 | 0.0303 | 9 |
| Fire & ambulance services | 16% | 6 | 84% | 1 | 0.0251 | 10 |
| Customer service you receive from City employees | 5% | 11 | 60% | 6 | 0.0215 | 11 |
| City's 911 Call Center | 4% | 12 | 67% | 4 | 0.0132 | 12 |
| City's Customer Service Call Center (311) | 2% | 13 | 54% | 8 | 0.0110 | 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, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Public Safety Perceptions

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > .20) | | | | | | |
| City's overall efforts to prevent crime | 67% | 1 | 28% | 16 | 0.4769 | 1 |
| Effectiveness of local police protection | 49% | 2 | 50% | 9 | 0.2449 | 2 |
| Efforts to collaborate with the public to address concerns | 38% | 3 | 40% | 14 | 0.2323 | 3 |
| High Priority (IS .10-.20) | | | | | | |
| How quickly police respond to emergencies | 30% | 4 | 43% | 13 | 0.1690 | 4 |
| Overall police performance in your neighborhood | 30% | 5 | 47% | 12 | 0.1572 | 5 |
| Police outreach programs/services | 21% | 8 | 37% | 15 | 0.1336 | 6 |
| Public safety services in public parks | 24% | 7 | 48% | 10 | 0.1237 | 7 |
| Medium Priority (IS < .10) | | | | | | |
| Attitude & behavior of officers towards citizens in your neighborhood | 26% | 6 | 61% | 7 | 0.0992 | 8 |
| Professionalism of police officers | 19% | 9 | 63% | 5 | 0.0697 | 9 |
| Fire education programs | 9% | 11 | 47% | 11 | 0.0461 | 10 |
| Quality of dispatch/911 services | 9% | 10 | 63% | 6 | 0.0340 | 11 |
| Fire inspections | 6% | 16 | 52% | 8 | 0.0299 | 12 |
| Quality of local emergency medical service | 8% | 12 | 80% | 4 | 0.0160 | 13 |
| How quickly emergency medical personnel respond to emergencies | 8% | 14 | 82% | 3 | 0.0142 | 14 |
| How quickly fire & rescue personnel respond to emergencies | 8% | 13 | 86% | 2 | 0.0109 | 15 |
| Overall quality of local fire protection & rescue services | 7% | 15 | 87% | 1 | 0.0095 | 16 |

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, third, and fourth most important responses for each item. Respondents were asked to identify the four items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Water and Wastewater Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > .20) | | | | | | |
| Fees for water services | 44% | 1 | 36% | 7 | 0.2767 | 1 |
| High Priority (IS .10-.20) | | | | | | |
| Timeliness of sewer line & sewer main repairs | 32% | 3 | 52% | 6 | 0.1568 | 2 |
| Condition of catch basins in your neighborhood | 34% | 2 | 55% | 4 | 0.1518 | 3 |
| Timeliness of water line repairs | 27% | 5 | 56% | 3 | 0.1185 | 4 |
| Medium Priority (IS < .10) | | | | | | |
| Taste of water | 29% | 4 | 66% | 1 | 0.0990 | 5 |
| Quality of Metropolitan Sewer District customer service | 6% | 7 | 54% | 5 | 0.0260 | 6 |
| Quality of Greater Cincinnati Water Works customer service | 7% | 6 | 63% | 2 | 0.0244 | 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 two items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating Cincinnati, OH Street, Sidewalk, and Infrastructure

| 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 city streets | 47% | 1 | 12% | 16 | 0.4163 | 1 |
| Condition of streets in your neighborhood | 29% | 2 | 25% | 14 | 0.2217 | 2 |
| High Priority (IS .10-.20) | | | | | | |
| Condition of sidewalks in the City | 22% | 4 | 19% | 15 | 0.1796 | 3 |
| Overall cleanliness of City streets and other public areas | 23% | 3 | 29% | 10 | 0.1626 | 4 |
| Condition of sidewalks in your neighborhood | 19% | 7 | 26% | 12 | 0.1402 | 5 |
| Congestion management and flow of traffic on City streets in your community | 20% | 6 | 31% | 9 | 0.1388 | 6 |
| Traffic calming measures throughout the City | 21% | 5 | 37% | 6 | 0.1359 | 7 |
| Accessibility of streets, sidewalks, and buildings for people with disabilities | 19% | 8 | 35% | 8 | 0.1208 | 8 |
| Medium Priority (IS < .10) | | | | | | |
| Snow removal on residential streets | 16% | 10 | 36% | 7 | 0.0992 | 9 |
| Adequacy of city street lighting | 17% | 9 | 43% | 4 | 0.0984 | 10 |
| Maintenance of city streets | 12% | 11 | 26% | 13 | 0.0916 | 11 |
| Quality of on-street bicycle infrastructure | 12% | 12 | 26% | 11 | 0.0867 | 12 |
| Mowing and tree trimming along city streets and other public areas | 8% | 13 | 47% | 3 | 0.0413 | 13 |
| Maintenance of streets in your neighborhood | 6% | 14 | 39% | 5 | 0.0386 | 14 |
| Snow removal on major City streets | 6% | 15 | 56% | 1 | 0.0266 | 15 |
| Maintenance of street signs and traffic signals | 3% | 16 | 54% | 2 | 0.0147 | 16 |

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 two items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Neighborhood Cleanliness and Appearance

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS > .20)</u> | | | | | | |
| Enforcing the clean-up of trash and debris on private property | 44% | 1 | 28% | 10 | 0.3139 | 1 |
| Enforcing the exterior maintenance of residential, commercial, and business property | 37% | 2 | 25% | 13 | 0.2749 | 2 |
| City efforts to clean-up illegal dumping sites | 35% | 3 | 26% | 11 | 0.2590 | 3 |
| Demolishing vacant structures that are deemed a public nuisance | 34% | 4 | 25% | 12 | 0.2559 | 4 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Enforcing trash, weeds, and exterior maintenance in your neighborhood | 27% | 5 | 31% | 8 | 0.1882 | 5 |
| Boarding up vacant structures that are open to entry | 24% | 6 | 34% | 7 | 0.1565 | 6 |
| Enforcing the mowing and cutting of weeds on private property | 19% | 7 | 31% | 9 | 0.1306 | 7 |
| <u>Medium Priority (IS < .10)</u> | | | | | | |
| Overall quality of curbside recycling services | 12% | 8 | 76% | 2 | 0.0300 | 8 |
| Overall quality of bulky item pick-up services | 8% | 10 | 62% | 3 | 0.0299 | 9 |
| Overall quality of leaf and brush pick-up services | 7% | 11 | 61% | 4 | 0.0263 | 10 |
| Overall quality of trash collection services | 12% | 9 | 78% | 1 | 0.0262 | 11 |
| Overall quality of recycling drop-off centers | 5% | 12 | 51% | 5 | 0.0240 | 12 |
| Overall quality of leaf and brush drop-off centers | 2% | 13 | 43% | 6 | 0.0086 | 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, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Parks and Recreation

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| High Priority (IS .10-.20) | | | | | | |
| Walking and biking trails in the City | 38% | 2 | 68% | 3 | 0.1204 | 1 |
| Maintenance of City swimming pools | 23% | 5 | 54% | 12 | 0.1053 | 2 |
| Medium Priority (IS <.10) | | | | | | |
| Maintenance of City parks | 48% | 1 | 80% | 1 | 0.0987 | 3 |
| Quality of facilities such as picnic shelters and playgrounds in city parks | 34% | 3 | 73% | 2 | 0.0930 | 4 |
| Maintenance of City recreation centers | 23% | 4 | 60% | 8 | 0.0928 | 5 |
| The Parks Department's youth programs and activities | 22% | 6 | 59% | 9 | 0.0882 | 6 |
| The Recreation Department's youth programs and activities | 18% | 7 | 54% | 13 | 0.0821 | 7 |
| Quality of City outdoor athletic fields | 13% | 8 | 57% | 10 | 0.0539 | 8 |
| Other recreation facilities - tennis courts, golf | 8% | 9 | 60% | 7 | 0.0323 | 9 |
| Ease of registering for recreation programs | 7% | 11 | 56% | 11 | 0.0289 | 10 |
| Ease of registering for Parks programs | 7% | 10 | 66% | 5 | 0.0228 | 11 |
| Quality of customer service from Recreation employees | 4% | 12 | 64% | 6 | 0.0129 | 12 |
| Quality of customer service from Parks employees | 4% | 13 | 67% | 4 | 0.0117 | 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, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Public Health Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| High Priority (IS .10-.20) | | | | | | |
| Communicable Disease and Outbreak Response | 49% | 1 | 62% | 3 | 0.1855 | 1 |
| Food Safety Programs | 36% | 2 | 53% | 4 | 0.1686 | 2 |
| Healthy Homes/Hazard Complaints | 25% | 3 | 43% | 6 | 0.1433 | 3 |
| Medium Priority (IS <.10) | | | | | | |
| Epidemiology | 19% | 5 | 52% | 5 | 0.0882 | 4 |
| Immunization Services | 23% | 4 | 67% | 2 | 0.0771 | 5 |
| Vital Records Services | 13% | 6 | 67% | 1 | 0.0409 | 6 |

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the two items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating Cincinnati, OH Jobs and Development Services

| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| Very High Priority (IS > .20) | | | | | | |
| Adequate quantity of affordable housing units | 36% | 1 | 15% | 15 | 0.3053 | 1 |
| Perception of honesty and fair dealings in development | 27% | 2 | 19% | 14 | 0.2198 | 2 |
| City's efforts to fund affordable housing units | 26% | 3 | 19% | 13 | 0.2098 | 3 |
| High Priority (IS .10-.20) | | | | | | |
| Access to affordable quality housing | 25% | 4 | 30% | 10 | 0.1724 | 4 |
| Access to quality childcare that you can afford | 16% | 9 | 13% | 16 | 0.1373 | 5 |
| How well your City is managing growth | 20% | 5 | 39% | 4 | 0.1224 | 6 |
| Access to quality affordable mental health care | 15% | 10 | 22% | 12 | 0.1154 | 7 |
| City's efforts to attract new business and tourism | 20% | 6 | 45% | 2 | 0.1084 | 8 |
| Access to affordable healthy food | 16% | 7 | 38% | 6 | 0.1001 | 9 |
| Medium Priority (IS < .10) | | | | | | |
| City's use of econ development incentives to support econ opportunity for residents | 13% | 11 | 29% | 11 | 0.0933 | 10 |
| Job opportunities available within the city limits | 16% | 8 | 45% | 1 | 0.0872 | 11 |
| Access to quality affordable health care | 11% | 12 | 34% | 8 | 0.0742 | 12 |
| City's efforts to support minority and women-owned businesses | 8% | 13 | 40% | 3 | 0.0453 | 13 |
| Support for entrepreneurs and small business owners available in the City | 7% | 14 | 39% | 5 | 0.0426 | 14 |
| Access to job training programs | 5% | 15 | 33% | 9 | 0.0343 | 15 |
| Ability to obtain training opportunities to advance your career | 4% | 16 | 35% | 7 | 0.0271 | 16 |

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 three items they think are most important for the city to emphasize over the next two years.

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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Importance-Satisfaction Rating

Cincinnati, OH

Communication and Community Engagement

| 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> | | | | | | |
| Elected officials' efforts to support a dialogue with City residents | 40% | 1 | 30% | 6 | 0.2768 | 1 |
| Opportunity to engage/provide input into decisions made by Elected Officials | 31% | 4 | 22% | 12 | 0.2426 | 2 |
| City government efforts to keep you informed about City services, issues, events, and programs | 33% | 2 | 27% | 9 | 0.2381 | 3 |
| Availability of information about City programs and services | 31% | 3 | 33% | 4 | 0.2103 | 4 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration | 22% | 5 | 24% | 10 | 0.1658 | 5 |
| Access to information about Campaign finance and lobbyist disclosures | 14% | 7 | 15% | 13 | 0.1152 | 6 |
| Overall usefulness of City website | 17% | 6 | 39% | 1 | 0.1045 | 7 |
| <u>Medium Priority (IS < .10)</u> | | | | | | |
| Access to information about Finance and Budget information | 11% | 9 | 23% | 11 | 0.0867 | 8 |
| Access to information about City Council meetings | 12% | 8 | 34% | 3 | 0.0764 | 9 |
| Access to information about Boards and Commissions meetings | 6% | 10 | 28% | 7 | 0.0454 | 10 |
| Quality of the City's Open Data portal | 6% | 12 | 28% | 8 | 0.0419 | 11 |
| City Administration's use of social media | 6% | 11 | 32% | 5 | 0.0404 | 12 |
| Quality of City video programming | 4% | 13 | 34% | 2 | 0.0232 | 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, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

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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4

Tabular Data

Neighborhood

| Neighborhood | Number | Percent |
|-----------------|--------|---------|
| West Price Hill | 201 | 16.3 % |
| Camp Washington | 203 | 16.4 % |
| CUF | 200 | 16.2 % |
| Northside | 204 | 16.5 % |
| College Hill | 200 | 16.2 % |
| Hyde Park | 227 | 18.4 % |
| Total | 1235 | 100.0 % |

Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following.

(N=1235)

| | Excellent | Good | Neutral | Below average | Poor | Don't know |
|---------------------------------------|-----------|-------|---------|---------------|------|------------|
| Q1-1. As a place to live | 24.8% | 56.4% | 12.0% | 5.2% | 1.4% | 0.3% |
| Q1-2. As a place to raise children | 17.9% | 42.7% | 15.1% | 8.5% | 2.8% | 13.0% |
| Q1-3. As a place to work | 22.2% | 52.0% | 16.4% | 4.5% | 1.3% | 3.6% |
| Q1-4. As a place to retire | 12.3% | 31.9% | 24.4% | 12.8% | 5.9% | 12.7% |
| Q1-5. As a place where I feel welcome | 26.2% | 47.0% | 17.2% | 6.4% | 2.7% | 0.6% |

(WITHOUT "DON'T KNOW")**Q1. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following. (without "don't know")**

(N=1235)

| | Excellent | Good | Neutral | Below average | Poor |
|---------------------------------------|-----------|-------|---------|---------------|------|
| Q1-1. As a place to live | 24.9% | 56.5% | 12.0% | 5.2% | 1.4% |
| Q1-2. As a place to raise children | 20.6% | 49.0% | 17.4% | 9.8% | 3.3% |
| Q1-3. As a place to work | 23.0% | 53.9% | 17.1% | 4.6% | 1.3% |
| Q1-4. As a place to retire | 14.1% | 36.5% | 27.9% | 14.7% | 6.8% |
| Q1-5. As a place where I feel welcome | 26.3% | 47.3% | 17.3% | 6.4% | 2.7% |

Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q2-1. Overall quality of services provided by City | 11.9% | 48.7% | 21.8% | 13.5% | 3.2% | 0.9% |
| Q2-2. Overall value you receive for your City tax dollars & fees | 5.7% | 34.8% | 26.0% | 20.1% | 11.3% | 2.2% |
| Q2-3. Overall image of City | 14.3% | 50.1% | 20.0% | 11.7% | 2.8% | 1.1% |
| Q2-4. Overall quality of life in City | 15.2% | 49.2% | 21.7% | 10.9% | 1.9% | 1.0% |
| Q2-5. Overall feeling of safety in City | 5.9% | 33.7% | 25.4% | 23.2% | 11.2% | 0.6% |
| Q2-6. How safe you feel in your neighborhood | 19.7% | 38.0% | 19.3% | 15.8% | 6.8% | 0.5% |
| Q2-7. Physical appearance of your neighborhood | 15.7% | 36.8% | 19.9% | 19.0% | 8.0% | 0.5% |
| Q2-8. Overall quality of City's public transportation system | 5.7% | 21.6% | 23.5% | 19.6% | 12.4% | 17.2% |

(WITHOUT "DON'T KNOW")**Q2. Perceptions of the Community. Please rate your satisfaction with each of the following items that may influence your perception of the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q2-1. Overall quality of services provided by City | 12.0% | 49.1% | 22.0% | 13.6% | 3.3% |
| Q2-2. Overall value you receive for your City tax dollars & fees | 5.8% | 35.6% | 26.6% | 20.5% | 11.5% |
| Q2-3. Overall image of City | 14.5% | 50.7% | 20.2% | 11.9% | 2.8% |
| Q2-4. Overall quality of life in City | 15.4% | 49.7% | 21.9% | 11.0% | 2.0% |
| Q2-5. Overall feeling of safety in City | 5.9% | 33.9% | 25.6% | 23.4% | 11.2% |
| Q2-6. How safe you feel in your neighborhood | 19.8% | 38.2% | 19.4% | 15.9% | 6.8% |
| Q2-7. Physical appearance of your neighborhood | 15.8% | 37.0% | 20.0% | 19.1% | 8.1% |
| Q2-8. Overall quality of City's public transportation system | 6.8% | 26.1% | 28.4% | 23.7% | 15.0% |

Q3. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q3-1. Police services | 13.0% | 34.2% | 25.9% | 14.9% | 8.2% | 3.9% |
| Q3-2. Fire & ambulance services | 32.1% | 44.0% | 12.0% | 1.9% | 0.4% | 9.6% |
| Q3-3. Maintenance of City streets, sidewalks, & infrastructure | 4.0% | 20.3% | 20.1% | 34.7% | 20.3% | 0.5% |
| Q3-4. City water utilities | 20.1% | 43.4% | 21.0% | 9.9% | 2.9% | 2.8% |
| Q3-5. Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 4.4% | 23.0% | 30.6% | 19.9% | 10.9% | 11.2% |
| Q3-6. City parks & recreation programs/ facilities | 33.8% | 42.5% | 15.1% | 4.5% | 1.8% | 2.3% |
| Q3-7. Health Department services | 11.0% | 28.4% | 26.6% | 4.5% | 1.1% | 28.3% |
| Q3-8. City's Customer Service Call Center (311) | 12.6% | 20.2% | 21.4% | 4.9% | 1.5% | 39.3% |
| Q3-9. City's 911 Call Center | 14.8% | 30.4% | 18.5% | 2.7% | 1.0% | 32.7% |
| Q3-10. Customer service you receive from City employees | 14.0% | 36.7% | 25.3% | 6.0% | 2.2% | 15.8% |
| Q3-11. Overall effectiveness of City communication with the public | 6.3% | 30.1% | 34.3% | 16.7% | 6.2% | 6.5% |
| Q3-12. City's stormwater runoff/ stormwater management system | 8.8% | 30.4% | 25.2% | 14.2% | 5.1% | 16.4% |
| Q3-13. Trash, recycling, bulky item, leaf, & brush collection | 27.1% | 40.8% | 15.5% | 10.3% | 2.3% | 3.9% |

(WITHOUT "DON'T KNOW")**Q3. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q3-1. Police services | 13.5% | 35.6% | 27.0% | 15.5% | 8.5% |
| Q3-2. Fire & ambulance services | 35.5% | 48.7% | 13.3% | 2.2% | 0.4% |
| Q3-3. Maintenance of City streets, sidewalks, & infrastructure | 4.1% | 20.4% | 20.2% | 34.9% | 20.4% |
| Q3-4. City water utilities | 20.6% | 44.6% | 21.6% | 10.2% | 3.0% |
| Q3-5. Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 4.9% | 25.9% | 34.5% | 22.4% | 12.3% |
| Q3-6. City parks & recreation programs/facilities | 34.6% | 43.5% | 15.4% | 4.6% | 1.8% |
| Q3-7. Health Department services | 15.3% | 39.6% | 37.1% | 6.3% | 1.6% |
| Q3-8. City's Customer Service Call Center (311) | 20.8% | 33.3% | 35.2% | 8.1% | 2.5% |
| Q3-9. City's 911 Call Center | 22.0% | 45.1% | 27.4% | 4.0% | 1.4% |
| Q3-10. Customer service you receive from City employees | 16.6% | 43.6% | 30.1% | 7.1% | 2.6% |

(WITHOUT "DON'T KNOW")**Q3. Quality of City Services. Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q3-11. Overall effectiveness of City communication with the public | 6.8% | 32.2% | 36.6% | 17.8% | 6.6% |
| Q3-12. City's stormwater runoff/stormwater management system | 10.6% | 36.3% | 30.1% | 16.9% | 6.1% |
| Q3-13. Trash, recycling, bulky item, leaf, & brush collection | 28.2% | 42.5% | 16.2% | 10.7% | 2.4% |

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q2. Top choice | Number | Percent |
|--|--------|---------|
| Police services | 328 | 26.6 % |
| Fire & ambulance services | 27 | 2.2 % |
| Maintenance of City streets, sidewalks, & infrastructure | 529 | 42.8 % |
| City water utilities | 17 | 1.4 % |
| Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 75 | 6.1 % |
| City parks & recreation programs/facilities | 57 | 4.6 % |
| Health Department services | 26 | 2.1 % |
| City's Customer Service Call Center (311) | 1 | 0.1 % |
| City's 911 Call Center | 9 | 0.7 % |
| Customer service you receive from City employees | 11 | 0.9 % |
| Overall effectiveness of City communication with the public | 45 | 3.6 % |
| City's stormwater runoff/stormwater management system | 27 | 2.2 % |
| Trash, recycling, bulky item, leaf, & brush collection | 37 | 3.0 % |
| None chosen | 46 | 3.7 % |
| Total | 1235 | 100.0 % |

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q2. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Police services | 158 | 12.8 % |
| Fire & ambulance services | 96 | 7.8 % |
| Maintenance of City streets, sidewalks, & infrastructure | 297 | 24.0 % |
| City water utilities | 40 | 3.2 % |
| Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 151 | 12.2 % |
| City parks & recreation programs/facilities | 111 | 9.0 % |
| Health Department services | 52 | 4.2 % |
| City's Customer Service Call Center (311) | 15 | 1.2 % |
| City's 911 Call Center | 14 | 1.1 % |
| Customer service you receive from City employees | 30 | 2.4 % |
| Overall effectiveness of City communication with the public | 77 | 6.2 % |
| City's stormwater runoff/stormwater management system | 62 | 5.0 % |
| Trash, recycling, bulky item, leaf, & brush collection | 57 | 4.6 % |
| <u>None chosen</u> | <u>75</u> | <u>6.1 %</u> |
| Total | 1235 | 100.0 % |

Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q2. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Police services | 112 | 9.1 % |
| Fire & ambulance services | 73 | 5.9 % |
| Maintenance of City streets, sidewalks, & infrastructure | 124 | 10.0 % |
| City water utilities | 51 | 4.1 % |
| Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 158 | 12.8 % |
| City parks & recreation programs/facilities | 144 | 11.7 % |
| Health Department services | 74 | 6.0 % |
| City's Customer Service Call Center (311) | 14 | 1.1 % |
| City's 911 Call Center | 26 | 2.1 % |
| Customer service you receive from City employees | 26 | 2.1 % |
| Overall effectiveness of City communication with the public | 151 | 12.2 % |
| City's stormwater runoff/stormwater management system | 74 | 6.0 % |
| Trash, recycling, bulky item, leaf, & brush collection | 98 | 7.9 % |
| <u>None chosen</u> | <u>110</u> | <u>8.9 %</u> |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q4. Which THREE of the major categories of City services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

| <u>Q2. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Police services | 598 | 48.4 % |
| Fire & ambulance services | 196 | 15.9 % |
| Maintenance of City streets, sidewalks, & infrastructure | 950 | 76.9 % |
| City water utilities | 108 | 8.7 % |
| Code enforcement (enforcing condition standards of residential, commercial, & business property in City) | 384 | 31.1 % |
| City parks & recreation programs/facilities | 312 | 25.3 % |
| Health Department services | 152 | 12.3 % |
| City's Customer Service Call Center (311) | 30 | 2.4 % |
| City's 911 Call Center | 49 | 4.0 % |
| Customer service you receive from City employees | 67 | 5.4 % |
| Overall effectiveness of City communication with the public | 273 | 22.1 % |
| City's stormwater runoff/stormwater management system | 163 | 13.2 % |
| Trash, recycling, bulky item, leaf, & brush collection | 192 | 15.5 % |
| <u>None chosen</u> | <u>46</u> | <u>3.7 %</u> |
| Total | 3520 | |

Q5. Public Safety Perceptions. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-1. Effectiveness of local police protection | 9.5% | 37.2% | 24.6% | 16.2% | 6.7% | 5.8% |
| Q5-2. City's overall efforts to prevent crime | 4.7% | 21.9% | 29.9% | 25.5% | 11.9% | 6.1% |
| Q5-3. Public safety services in public parks | 7.4% | 34.6% | 29.2% | 12.3% | 4.2% | 12.3% |
| Q5-4. How quickly police respond to emergencies | 8.7% | 25.8% | 24.0% | 13.6% | 8.1% | 19.8% |
| Q5-5. Overall police performance in your neighborhood | 12.3% | 31.5% | 26.3% | 15.8% | 7.5% | 6.6% |
| Q5-6. Professionalism of police officers | 21.5% | 35.5% | 20.5% | 6.9% | 6.1% | 9.6% |
| Q5-7. Attitude & behavior of officers towards citizens in your neighborhood | 20.1% | 33.0% | 19.8% | 7.5% | 6.2% | 13.4% |
| Q5-8. Efforts to collaborate with the public to address concerns | 8.4% | 24.3% | 27.9% | 15.0% | 7.3% | 17.2% |
| Q5-9. Police outreach programs/services | 6.6% | 18.1% | 27.7% | 8.4% | 6.1% | 33.0% |
| Q5-10. Quality of dispatch/911 services | 13.9% | 29.9% | 19.9% | 4.7% | 1.5% | 30.0% |
| Q5-11. Overall quality of local fire protection & rescue services | 30.9% | 41.7% | 10.2% | 0.8% | 0.3% | 16.1% |

Q5. Public Safety Perceptions. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-12. How quickly fire & rescue personnel respond to emergencies | 30.4% | 37.2% | 9.1% | 1.3% | 0.6% | 21.4% |
| Q5-13. Quality of local emergency medical service | 25.3% | 35.5% | 12.8% | 1.8% | 0.3% | 24.3% |
| Q5-14. How quickly emergency medical personnel respond to emergencies | 25.2% | 34.7% | 11.7% | 1.4% | 0.3% | 26.7% |
| Q5-15. Fire inspections | 8.7% | 17.4% | 20.9% | 2.4% | 0.9% | 49.7% |
| Q5-16. Fire education programs | 7.3% | 16.8% | 22.5% | 3.4% | 1.3% | 48.7% |

(WITHOUT "DON'T KNOW")**Q5. Public Safety Perceptions. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q5-1. Effectiveness of local police protection | 10.1% | 39.5% | 26.1% | 17.2% | 7.1% |
| Q5-2. City's overall efforts to prevent crime | 5.0% | 23.4% | 31.8% | 27.2% | 12.7% |
| Q5-3. Public safety services in public parks | 8.4% | 39.4% | 33.3% | 14.0% | 4.8% |
| Q5-4. How quickly police respond to emergencies | 10.9% | 32.2% | 29.9% | 17.0% | 10.1% |
| Q5-5. Overall police performance in your neighborhood | 13.2% | 33.7% | 28.2% | 16.9% | 8.1% |
| Q5-6. Professionalism of police officers | 23.7% | 39.2% | 22.7% | 7.6% | 6.7% |
| Q5-7. Attitude & behavior of officers towards citizens in your neighborhood | 23.2% | 38.2% | 22.8% | 8.7% | 7.1% |
| Q5-8. Efforts to collaborate with the public to address concerns | 10.2% | 29.3% | 33.6% | 18.1% | 8.8% |
| Q5-9. Police outreach programs/ services | 9.9% | 27.1% | 41.4% | 12.6% | 9.1% |
| Q5-10. Quality of dispatch/911 services | 19.9% | 42.7% | 28.5% | 6.7% | 2.2% |

(WITHOUT "DON'T KNOW")**Q5. Public Safety Perceptions. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q5-11. Overall quality of local fire protection & rescue services | 36.8% | 49.7% | 12.2% | 1.0% | 0.4% |
| Q5-12. How quickly fire & rescue personnel respond to emergencies | 38.7% | 47.3% | 11.6% | 1.6% | 0.7% |
| Q5-13. Quality of local emergency medical service | 33.5% | 46.8% | 16.9% | 2.4% | 0.4% |
| Q5-14. How quickly emergency medical personnel respond to emergencies | 34.4% | 47.4% | 15.9% | 1.9% | 0.4% |
| Q5-15. Fire inspections | 17.2% | 34.6% | 41.5% | 4.8% | 1.8% |
| Q5-16. Fire education programs | 14.2% | 32.8% | 43.8% | 6.6% | 2.5% |

Q6. Which FOUR of the public safety services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q6. Top choice | Number | Percent |
|---|--------|---------|
| Effectiveness of local police protection | 249 | 20.2 % |
| City's overall efforts to prevent crime | 443 | 35.9 % |
| Public safety services in public parks | 44 | 3.6 % |
| How quickly police respond to emergencies | 72 | 5.8 % |
| Overall police performance in your neighborhood | 71 | 5.7 % |
| Professionalism of police officers | 50 | 4.0 % |
| Attitude & behavior of officers towards citizens in your neighborhood | 65 | 5.3 % |
| Efforts to collaborate with the public to address concerns | 66 | 5.3 % |
| Police outreach programs/services | 28 | 2.3 % |
| Quality of dispatch/911 services | 16 | 1.3 % |
| Overall quality of local fire protection & rescue services | 7 | 0.6 % |
| How quickly fire & rescue personnel respond to emergencies | 15 | 1.2 % |
| Quality of local emergency medical service | 12 | 1.0 % |
| How quickly emergency medical personnel respond to emergencies | 12 | 1.0 % |
| Fire inspections | 11 | 0.9 % |
| Fire education programs | 12 | 1.0 % |
| None chosen | 62 | 5.0 % |
| Total | 1235 | 100.0 % |

Q6. Which FOUR of the public safety services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q6. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Effectiveness of local police protection | 155 | 12.6 % |
| City's overall efforts to prevent crime | 205 | 16.6 % |
| Public safety services in public parks | 76 | 6.2 % |
| How quickly police respond to emergencies | 134 | 10.9 % |
| Overall police performance in your neighborhood | 76 | 6.2 % |
| Professionalism of police officers | 76 | 6.2 % |
| Attitude & behavior of officers towards citizens in your neighborhood | 102 | 8.3 % |
| Efforts to collaborate with the public to address concerns | 134 | 10.9 % |
| Police outreach programs/services | 61 | 4.9 % |
| Quality of dispatch/911 services | 16 | 1.3 % |
| Overall quality of local fire protection & rescue services | 15 | 1.2 % |
| How quickly fire & rescue personnel respond to emergencies | 16 | 1.3 % |
| Quality of local emergency medical service | 14 | 1.1 % |
| How quickly emergency medical personnel respond to emergencies | 28 | 2.3 % |
| Fire inspections | 14 | 1.1 % |
| Fire education programs | 21 | 1.7 % |
| <u>None chosen</u> | <u>92</u> | <u>7.4 %</u> |
| Total | 1235 | 100.0 % |

Q6. Which FOUR of the public safety services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q6. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Effectiveness of local police protection | 115 | 9.3 % |
| City's overall efforts to prevent crime | 105 | 8.5 % |
| Public safety services in public parks | 83 | 6.7 % |
| How quickly police respond to emergencies | 91 | 7.4 % |
| Overall police performance in your neighborhood | 110 | 8.9 % |
| Professionalism of police officers | 60 | 4.9 % |
| Attitude & behavior of officers towards citizens in your neighborhood | 73 | 5.9 % |
| Efforts to collaborate with the public to address concerns | 160 | 13.0 % |
| Police outreach programs/services | 86 | 7.0 % |
| Quality of dispatch/911 services | 30 | 2.4 % |
| Overall quality of local fire protection & rescue services | 30 | 2.4 % |
| How quickly fire & rescue personnel respond to emergencies | 32 | 2.6 % |
| Quality of local emergency medical service | 30 | 2.4 % |
| How quickly emergency medical personnel respond to emergencies | 27 | 2.2 % |
| Fire inspections | 20 | 1.6 % |
| Fire education programs | 42 | 3.4 % |
| <u>None chosen</u> | <u>141</u> | <u>11.4 %</u> |
| Total | 1235 | 100.0 % |

Q6. Which FOUR of the public safety services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q6. 4th choice | Number | Percent |
|---|--------|---------|
| Effectiveness of local police protection | 81 | 6.6 % |
| City's overall efforts to prevent crime | 70 | 5.7 % |
| Public safety services in public parks | 90 | 7.3 % |
| How quickly police respond to emergencies | 70 | 5.7 % |
| Overall police performance in your neighborhood | 109 | 8.8 % |
| Professionalism of police officers | 46 | 3.7 % |
| Attitude & behavior of officers towards citizens in your neighborhood | 77 | 6.2 % |
| Efforts to collaborate with the public to address concerns | 114 | 9.2 % |
| Police outreach programs/services | 87 | 7.0 % |
| Quality of dispatch/911 services | 51 | 4.1 % |
| Overall quality of local fire protection & rescue services | 35 | 2.8 % |
| How quickly fire & rescue personnel respond to emergencies | 33 | 2.7 % |
| Quality of local emergency medical service | 44 | 3.6 % |
| How quickly emergency medical personnel respond to emergencies | 29 | 2.3 % |
| Fire inspections | 32 | 2.6 % |
| Fire education programs | 33 | 2.7 % |
| None chosen | 234 | 18.9 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 4)

Q6. Which FOUR of the public safety services listed in Question 5 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 4)

| Q6. Top choice | Number | Percent |
|---|--------|---------|
| Effectiveness of local police protection | 600 | 48.6 % |
| City's overall efforts to prevent crime | 823 | 66.6 % |
| Public safety services in public parks | 293 | 23.7 % |
| How quickly police respond to emergencies | 367 | 29.7 % |
| Overall police performance in your neighborhood | 366 | 29.6 % |
| Professionalism of police officers | 232 | 18.8 % |
| Attitude & behavior of officers towards citizens in your neighborhood | 317 | 25.7 % |
| Efforts to collaborate with the public to address concerns | 474 | 38.4 % |
| Police outreach programs/services | 262 | 21.2 % |
| Quality of dispatch/911 services | 113 | 9.1 % |
| Overall quality of local fire protection & rescue services | 87 | 7.0 % |
| How quickly fire & rescue personnel respond to emergencies | 96 | 7.8 % |
| Quality of local emergency medical service | 100 | 8.1 % |
| How quickly emergency medical personnel respond to emergencies | 96 | 7.8 % |
| Fire inspections | 77 | 6.2 % |
| Fire education programs | 108 | 8.7 % |
| None chosen | 62 | 5.0 % |
| Total | 4473 | |

Q7. Please rate each of the following items using a scale of 3 to 1, where 3 means there is "Too Much" of this activity and 1 means there is "More Needed."

(N=1235)

| | Too much | Adequate amount | More needed | Don't know |
|---|----------|-----------------|-------------|------------|
| Q7-1. Enforcement of local traffic laws | 5.9% | 35.1% | 51.0% | 8.0% |
| Q7-2. Visibility of police in neighborhoods | 4.4% | 31.9% | 57.1% | 6.6% |

(WITHOUT "DON'T KNOW")

Q7. Please rate each of the following items using a scale of 3 to 1, where 3 means there is "Too Much" of this activity and 1 means there is "More Needed." (without "don't know")

(N=1235)

| | Too much | Adequate amount | More needed |
|---|----------|-----------------|-------------|
| Q7-1. Enforcement of local traffic laws | 6.4% | 38.1% | 55.5% |
| Q7-2. Visibility of police in neighborhoods | 4.7% | 34.2% | 61.1% |

Q8. Please rate your agreement with each of the following statements related to the public safety services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree | Don't know |
|--|----------------|-------|---------|----------|-------------------|------------|
| Q8-1. Police are held accountable for any misconduct | 12.9% | 25.9% | 19.4% | 15.5% | 11.9% | 14.5% |
| Q8-2. Police treat residents of different races/ethnicities equally | 12.4% | 19.8% | 18.2% | 20.5% | 13.4% | 15.7% |
| Q8-3. Police have appropriate training on how to handle confrontations with civilians | 10.4% | 21.9% | 18.5% | 15.8% | 11.4% | 21.9% |
| Q8-4. Police use good judgement in the use of force | 11.3% | 23.3% | 25.1% | 12.4% | 9.6% | 18.3% |
| Q8-5. It is easy to file officer complaints with the Citizen Complaint Authority (CCA) | 4.6% | 8.2% | 15.3% | 5.5% | 4.9% | 61.5% |
| Q8-6. Access to information regarding CCA investigation outcomes | 3.7% | 6.9% | 16.4% | 6.9% | 5.9% | 60.2% |

(WITHOUT "DON'T KNOW")**Q8. Please rate your agreement with each of the following statements related to the public safety services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| Q8-1. Police are held accountable for any misconduct | 15.1% | 30.3% | 22.6% | 18.1% | 13.9% |
| Q8-2. Police treat residents of different races/ethnicities equally | 14.7% | 23.5% | 21.6% | 24.3% | 15.9% |
| Q8-3. Police have appropriate training on how to handle confrontations with civilians | 13.4% | 28.1% | 23.7% | 20.2% | 14.6% |
| Q8-4. Police use good judgement in the use of force | 13.9% | 28.5% | 30.7% | 15.2% | 11.7% |
| Q8-5. It is easy to file officer complaints with the Citizen Complaint Authority (CCA) | 12.0% | 21.3% | 39.8% | 14.3% | 12.6% |
| Q8-6. Access to information regarding CCA investigation outcomes | 9.3% | 17.3% | 41.3% | 17.3% | 14.8% |

Q9. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-1. Condition of catch basins (storm drains) in your neighborhood | 11.0% | 36.4% | 20.4% | 14.9% | 4.0% | 13.2% |
| Q9-2. Timeliness of water line repairs | 9.0% | 31.2% | 20.6% | 8.3% | 2.9% | 28.0% |
| Q9-3. Timeliness of sewer line & sewer main repairs | 8.3% | 28.3% | 22.2% | 9.3% | 2.8% | 29.0% |
| Q9-4. Quality of Greater Cincinnati Water Works customer service | 15.1% | 33.6% | 21.3% | 5.9% | 1.4% | 22.8% |
| Q9-5. Quality of Metropolitan Sewer District customer service | 9.6% | 26.2% | 23.6% | 4.9% | 1.6% | 33.9% |
| Q9-6. Taste of water | 24.5% | 39.1% | 17.4% | 10.6% | 5.4% | 3.0% |
| Q9-7. Fees for water services | 6.3% | 26.1% | 25.5% | 19.1% | 12.1% | 10.9% |

(WITHOUT "DON'T KNOW")**Q9. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9-1. Condition of catch basins (storm drains) in your neighborhood | 12.7% | 42.0% | 23.5% | 17.2% | 4.7% |
| Q9-2. Timeliness of water line repairs | 12.5% | 43.3% | 28.7% | 11.5% | 4.0% |
| Q9-3. Timeliness of sewer line & sewer main repairs | 11.7% | 39.9% | 31.2% | 13.1% | 4.0% |
| Q9-4. Quality of Greater Cincinnati Water Works customer service | 19.5% | 43.5% | 27.6% | 7.7% | 1.8% |
| Q9-5. Quality of Metropolitan Sewer District customer service | 14.6% | 39.7% | 35.8% | 7.5% | 2.5% |
| Q9-6. Taste of water | 25.2% | 40.3% | 17.9% | 10.9% | 5.6% |
| Q9-7. Fees for water services | 7.1% | 29.3% | 28.6% | 21.5% | 13.5% |

Q10. Which TWO of the water and wastewater services listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q10. Top choice | Number | Percent |
|---|--------|---------|
| Condition of catch basins (storm drains) in your neighborhood | 238 | 19.3 % |
| Timeliness of water line repairs | 183 | 14.8 % |
| Timeliness of sewer line & sewer main repairs | 113 | 9.1 % |
| Quality of Greater Cincinnati Water Works customer service | 37 | 3.0 % |
| Quality of Metropolitan Sewer District customer service | 19 | 1.5 % |
| Taste of water | 219 | 17.7 % |
| Fees for water services | 316 | 25.6 % |
| None chosen | 110 | 8.9 % |
| Total | 1235 | 100.0 % |

Q10. Which TWO of the water and wastewater services listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q10. 2nd choice | Number | Percent |
|---|--------|---------|
| Condition of catch basins (storm drains) in your neighborhood | 176 | 14.3 % |
| Timeliness of water line repairs | 148 | 12.0 % |
| Timeliness of sewer line & sewer main repairs | 287 | 23.2 % |
| Quality of Greater Cincinnati Water Works customer service | 45 | 3.6 % |
| Quality of Metropolitan Sewer District customer service | 51 | 4.1 % |
| Taste of water | 136 | 11.0 % |
| Fees for water services | 221 | 17.9 % |
| None chosen | 171 | 13.8 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 2)

Q10. Which TWO of the water and wastewater services listed in Question 9 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

| Q10. Top choice | Number | Percent |
|---|--------|---------|
| Condition of catch basins (storm drains) in your neighborhood | 414 | 33.5 % |
| Timeliness of water line repairs | 331 | 26.8 % |
| Timeliness of sewer line & sewer main repairs | 400 | 32.4 % |
| Quality of Greater Cincinnati Water Works customer service | 82 | 6.6 % |
| Quality of Metropolitan Sewer District customer service | 70 | 5.7 % |
| Taste of water | 355 | 28.7 % |
| Fees for water services | 537 | 43.5 % |
| None chosen | 110 | 8.9 % |
| Total | 2299 | |

Q11. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q11-1. Accessibility of streets, sidewalks, & buildings for people with disabilities | 5.4% | 25.3% | 23.7% | 22.8% | 9.6% | 13.2% |
| Q11-2. Adequacy of City street lighting | 5.1% | 36.8% | 23.7% | 24.7% | 7.5% | 2.1% |
| Q11-3. Condition of City streets (potholes) | 1.1% | 10.4% | 19.0% | 35.6% | 31.7% | 2.1% |
| Q11-4. Condition of streets in your neighborhood (potholes) | 2.8% | 21.4% | 18.5% | 32.6% | 22.7% | 2.1% |
| Q11-5. Condition of sidewalks in City (broken, cracked, uneven, etc.) | 2.3% | 16.1% | 23.3% | 36.1% | 18.9% | 3.2% |
| Q11-6. Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 4.0% | 21.1% | 20.7% | 32.0% | 19.5% | 2.7% |
| Q11-7. Congestion management & flow of traffic on City streets in your community | 3.9% | 26.5% | 24.6% | 24.6% | 17.2% | 3.2% |
| Q11-8. Maintenance of City streets (street/pavement markings) | 2.8% | 22.1% | 27.2% | 31.2% | 14.0% | 2.8% |
| Q11-9. Maintenance of street signs & traffic signals | 6.3% | 45.9% | 28.3% | 11.1% | 4.9% | 3.4% |
| Q11-10. Maintenance of streets in your neighborhood (street/pavement markings) | 5.2% | 32.3% | 26.1% | 21.3% | 11.7% | 3.4% |

Q11. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q11-11. Mowing & tree trimming along City streets & other public areas | 6.9% | 38.0% | 22.1% | 17.6% | 10.8% | 4.7% |
| Q11-12. Overall cleanliness of City streets & other public areas | 3.4% | 24.5% | 24.1% | 28.3% | 16.8% | 2.9% |
| Q11-13. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 3.8% | 18.0% | 29.1% | 18.5% | 14.7% | 15.9% |
| Q11-14. Snow removal on major City streets | 9.5% | 43.5% | 22.2% | 13.3% | 5.5% | 6.1% |
| Q11-15. Snow removal on residential streets | 4.7% | 29.3% | 21.7% | 24.0% | 13.7% | 6.6% |
| Q11-16. Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 6.2% | 28.9% | 26.4% | 19.0% | 15.7% | 3.7% |

(WITHOUT "DON'T KNOW")**Q11. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q11-1. Accessibility of streets, sidewalks, & buildings for people with disabilities | 6.3% | 29.1% | 27.3% | 26.2% | 11.1% |
| Q11-2. Adequacy of City street lighting | 5.2% | 37.6% | 24.2% | 25.2% | 7.7% |
| Q11-3. Condition of City streets (potholes) | 1.2% | 10.6% | 19.4% | 36.4% | 32.4% |
| Q11-4. Condition of streets in your neighborhood (potholes) | 2.8% | 21.8% | 18.9% | 33.3% | 23.2% |
| Q11-5. Condition of sidewalks in City (broken, cracked, uneven, etc.) | 2.4% | 16.7% | 24.1% | 37.3% | 19.5% |
| Q11-6. Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 4.2% | 21.6% | 21.3% | 32.9% | 20.0% |
| Q11-7. Congestion management & flow of traffic on City streets in your community | 4.0% | 27.3% | 25.4% | 25.4% | 17.8% |
| Q11-8. Maintenance of City streets (street/pavement markings) | 2.8% | 22.7% | 28.0% | 32.1% | 14.4% |
| Q11-9. Maintenance of street signs & traffic signals | 6.5% | 47.5% | 29.3% | 11.5% | 5.1% |

(WITHOUT "DON'T KNOW")**Q11. Streets, Sidewalks, and Infrastructure. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q11-10. Maintenance of streets in your neighborhood (street/pavement markings) | 5.4% | 33.4% | 27.0% | 22.0% | 12.2% |
| Q11-11. Mowing & tree trimming along City streets & other public areas | 7.2% | 39.8% | 23.2% | 18.4% | 11.3% |
| Q11-12. Overall cleanliness of City streets & other public areas | 3.5% | 25.2% | 24.9% | 29.2% | 17.3% |
| Q11-13. Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 4.5% | 21.4% | 34.6% | 22.0% | 17.4% |
| Q11-14. Snow removal on major City streets | 10.1% | 46.3% | 23.6% | 14.1% | 5.9% |
| Q11-15. Snow removal on residential streets | 5.0% | 31.4% | 23.2% | 25.7% | 14.6% |
| Q11-16. Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 6.5% | 30.0% | 27.4% | 19.8% | 16.3% |

Q12. Which THREE of the street, sidewalk, and infrastructure services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q12. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Accessibility of streets, sidewalks, & buildings for people with disabilities | 108 | 8.7 % |
| Adequacy of City street lighting | 89 | 7.2 % |
| Condition of City streets (potholes) | 325 | 26.3 % |
| Condition of streets in your neighborhood (potholes) | 124 | 10.0 % |
| Condition of sidewalks in City (broken, cracked, uneven, etc.) | 58 | 4.7 % |
| Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 49 | 4.0 % |
| Congestion management & flow of traffic on City streets in your community | 69 | 5.6 % |
| Maintenance of City streets (street/pavement markings) | 32 | 2.6 % |
| Maintenance of street signs & traffic signals | 7 | 0.6 % |
| Maintenance of streets in your neighborhood (street/pavement markings) | 14 | 1.1 % |
| Mowing & tree trimming along City streets & other public areas | 17 | 1.4 % |
| Overall cleanliness of City streets & other public areas | 61 | 4.9 % |
| Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 46 | 3.7 % |
| Snow removal on major City streets | 18 | 1.5 % |
| Snow removal on residential streets | 37 | 3.0 % |
| Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 130 | 10.5 % |
| <u>None chosen</u> | <u>51</u> | <u>4.1 %</u> |
| Total | 1235 | 100.0 % |

Q12. Which THREE of the street, sidewalk, and infrastructure services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q12. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Accessibility of streets, sidewalks, & buildings for people with disabilities | 56 | 4.5 % |
| Adequacy of City street lighting | 68 | 5.5 % |
| Condition of City streets (potholes) | 178 | 14.4 % |
| Condition of streets in your neighborhood (potholes) | 150 | 12.1 % |
| Condition of sidewalks in City (broken, cracked, uneven, etc.) | 100 | 8.1 % |
| Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 96 | 7.8 % |
| Congestion management & flow of traffic on City streets in your community | 94 | 7.6 % |
| Maintenance of City streets (street/pavement markings) | 45 | 3.6 % |
| Maintenance of street signs & traffic signals | 9 | 0.7 % |
| Maintenance of streets in your neighborhood (street/pavement markings) | 24 | 1.9 % |
| Mowing & tree trimming along City streets & other public areas | 36 | 2.9 % |
| Overall cleanliness of City streets & other public areas | 94 | 7.6 % |
| Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 49 | 4.0 % |
| Snow removal on major City streets | 33 | 2.7 % |
| Snow removal on residential streets | 67 | 5.4 % |
| Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 70 | 5.7 % |
| <u>None chosen</u> | <u>66</u> | <u>5.3 %</u> |
| Total | 1235 | 100.0 % |

Q12. Which THREE of the street, sidewalk, and infrastructure services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q12. 3rd choice | Number | Percent |
|---|------------|--------------|
| Accessibility of streets, sidewalks, & buildings for people with disabilities | 68 | 5.5 % |
| Adequacy of City street lighting | 56 | 4.5 % |
| Condition of City streets (potholes) | 80 | 6.5 % |
| Condition of streets in your neighborhood (potholes) | 90 | 7.3 % |
| Condition of sidewalks in City (broken, cracked, uneven, etc.) | 116 | 9.4 % |
| Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 88 | 7.1 % |
| Congestion management & flow of traffic on City streets in your community | 87 | 7.0 % |
| Maintenance of City streets (street/pavement markings) | 75 | 6.1 % |
| Maintenance of street signs & traffic signals | 23 | 1.9 % |
| Maintenance of streets in your neighborhood (street/pavement markings) | 41 | 3.3 % |
| Mowing & tree trimming along City streets & other public areas | 43 | 3.5 % |
| Overall cleanliness of City streets & other public areas | 127 | 10.3 % |
| Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 50 | 4.0 % |
| Snow removal on major City streets | 24 | 1.9 % |
| Snow removal on residential streets | 89 | 7.2 % |
| Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 64 | 5.2 % |
| <u>None chosen</u> | <u>114</u> | <u>9.2 %</u> |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q12. Which THREE of the street, sidewalk, and infrastructure services listed in Question 11 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

| Q12. Top choice | Number | Percent |
|---|-----------|--------------|
| Accessibility of streets, sidewalks, & buildings for people with disabilities | 232 | 18.8 % |
| Adequacy of City street lighting | 213 | 17.2 % |
| Condition of City streets (potholes) | 583 | 47.2 % |
| Condition of streets in your neighborhood (potholes) | 364 | 29.5 % |
| Condition of sidewalks in City (broken, cracked, uneven, etc.) | 274 | 22.2 % |
| Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 233 | 18.9 % |
| Congestion management & flow of traffic on City streets in your community | 250 | 20.2 % |
| Maintenance of City streets (street/pavement markings) | 152 | 12.3 % |
| Maintenance of street signs & traffic signals | 39 | 3.2 % |
| Maintenance of streets in your neighborhood (street/pavement markings) | 79 | 6.4 % |
| Mowing & tree trimming along City streets & other public areas | 96 | 7.8 % |
| Overall cleanliness of City streets & other public areas | 282 | 22.8 % |
| Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 145 | 11.7 % |
| Snow removal on major City streets | 75 | 6.1 % |
| Snow removal on residential streets | 193 | 15.6 % |
| Traffic calming measures throughout City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 264 | 21.4 % |
| <u>None chosen</u> | <u>51</u> | <u>4.1 %</u> |
| Total | 3525 | |

Q13. Leadership. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following.

(N=1235)

| | Excellent | Good | Neutral | Below average | Poor | Don't know |
|--|-----------|-------|---------|---------------|-------|------------|
| Q13-1. Overall effectiveness of leadership provided by City's elected officials | 6.1% | 30.4% | 24.8% | 17.8% | 13.3% | 7.6% |
| Q13-2. Access & ability to interact with elected officials | 4.7% | 19.8% | 26.7% | 15.7% | 11.1% | 21.9% |
| Q13-3. Elected officials conduct City business ethically | 3.6% | 20.2% | 25.5% | 20.2% | 17.8% | 12.7% |
| Q13-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity | 10.9% | 30.8% | 27.0% | 10.4% | 7.4% | 13.6% |
| Q13-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations | 4.0% | 26.0% | 30.1% | 13.1% | 10.0% | 16.8% |
| Q13-6. City Administration (City Manager, Dept. Directors) conducts City business ethically | 4.4% | 23.2% | 28.7% | 12.1% | 10.1% | 21.5% |
| Q13-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services | 3.2% | 15.8% | 26.8% | 11.8% | 9.9% | 32.6% |

(WITHOUT "DON'T KNOW")**Q13. Leadership. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following. (without "don't know")**

(N=1235)

| | Excellent | Good | Neutral | Below average | Poor |
|--|-----------|-------|---------|---------------|-------|
| Q13-1. Overall effectiveness of leadership provided by City's elected officials | 6.6% | 33.0% | 26.8% | 19.3% | 14.4% |
| Q13-2. Access & ability to interact with elected officials | 6.0% | 25.4% | 34.2% | 20.1% | 14.2% |
| Q13-3. Elected officials conduct City business ethically | 4.2% | 23.1% | 29.2% | 23.1% | 20.4% |
| Q13-4. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity | 12.6% | 35.6% | 31.2% | 12.1% | 8.5% |
| Q13-5. Overall effectiveness of City Administration (City Manager, Dept. Directors) in management of City operations | 4.9% | 31.2% | 36.2% | 15.8% | 12.0% |
| Q13-6. City Administration (City Manager, Dept. Directors) conducts City business ethically | 5.6% | 29.6% | 36.6% | 15.4% | 12.9% |
| Q13-7. Access & ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters & public services | 4.7% | 23.4% | 39.7% | 17.5% | 14.6% |

Q14. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q14-1. Enforcing clean-up of trash & debris on private property | 3.4% | 20.6% | 23.2% | 23.7% | 14.9% | 14.1% |
| Q14-2. Enforcing mowing & cutting of weeds on private property | 5.0% | 20.9% | 27.3% | 19.5% | 11.1% | 16.2% |
| Q14-3. Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings) | 3.6% | 18.0% | 29.1% | 22.7% | 11.9% | 14.7% |
| Q14-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood | 5.5% | 21.9% | 26.1% | 20.7% | 13.4% | 12.5% |
| Q14-5. Boarding up vacant structures that are open to entry | 3.8% | 21.0% | 26.6% | 13.2% | 8.9% | 26.5% |
| Q14-6. Demolishing vacant structures that are deemed a public nuisance | 3.5% | 15.2% | 24.6% | 18.0% | 12.1% | 26.6% |
| Q14-7. Overall quality of trash collection services | 27.9% | 46.6% | 13.5% | 5.8% | 2.1% | 4.0% |
| Q14-8. Overall quality of curbside recycling services | 28.2% | 43.3% | 13.4% | 7.6% | 1.9% | 5.7% |
| Q14-9. Overall quality of recycling drop-off centers | 8.7% | 19.5% | 18.9% | 5.7% | 2.3% | 44.8% |

Q14. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|----------------------|------------|
| Q14-10. Overall quality of bulky item pick-up services | 19.7% | 29.0% | 18.1% | 9.1% | 2.4% | 21.7% |
| Q14-11. Overall quality of leaf & brush pick-up services | 18.1% | 29.1% | 18.5% | 8.5% | 2.9% | 22.8% |
| Q14-12. Overall quality of leaf & brush drop-off centers | 5.8% | 13.2% | 19.9% | 4.1% | 1.2% | 55.7% |
| Q14-13. City efforts to clean-up illegal dumping sites | 3.2% | 13.1% | 21.0% | 18.2% | 7.9% | 36.6% |

(WITHOUT "DON'T KNOW")**Q14. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q14-1. Enforcing clean-up of trash & debris on private property | 4.0% | 24.0% | 27.0% | 27.6% | 17.3% |
| Q14-2. Enforcing mowing & cutting of weeds on private property | 6.0% | 24.9% | 32.6% | 23.3% | 13.2% |
| Q14-3. Enforcing exterior maintenance of residential, commercial, & business property (e. g., condition of buildings) | 4.2% | 21.1% | 34.2% | 26.6% | 14.0% |
| Q14-4. Enforcing trash, weeds, & exterior maintenance in your neighborhood | 6.3% | 25.0% | 29.8% | 23.7% | 15.3% |
| Q14-5. Boarding up vacant structures that are open to entry | 5.2% | 28.5% | 36.2% | 18.0% | 12.1% |
| Q14-6. Demolishing vacant structures that are deemed a public nuisance | 4.7% | 20.7% | 33.5% | 24.5% | 16.5% |
| Q14-7. Overall quality of trash collection services | 29.1% | 48.5% | 14.1% | 6.1% | 2.2% |
| Q14-8. Overall quality of curbside recycling services | 29.9% | 45.9% | 14.2% | 8.1% | 2.0% |
| Q14-9. Overall quality of recycling drop-off centers | 15.8% | 35.3% | 34.2% | 10.4% | 4.3% |

(WITHOUT "DON'T KNOW")**Q14. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q14-10. Overall quality of bulky item pick-up services | 25.1% | 37.0% | 23.2% | 11.6% | 3.1% |
| Q14-11. Overall quality of leaf & brush pick-up services | 23.5% | 37.8% | 23.9% | 11.0% | 3.8% |
| Q14-12. Overall quality of leaf & brush drop-off centers | 13.2% | 29.8% | 45.0% | 9.3% | 2.7% |
| Q14-13. City efforts to clean-up illegal dumping sites | 5.1% | 20.7% | 33.1% | 28.7% | 12.4% |

Q15. Which THREE of the neighborhood services listed in Question 14 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q15. Top choice | Number | Percent |
|--|------------|--------------|
| Enforcing clean-up of trash & debris on private property | 263 | 21.3 % |
| Enforcing mowing & cutting of weeds on private property | 43 | 3.5 % |
| Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)] | 161 | 13.0 % |
| Enforcing trash, weeds, & exterior maintenance in your neighborhood | 107 | 8.7 % |
| Boarding up vacant structures that are open to entry | 80 | 6.5 % |
| Demolishing vacant structures that are deemed a public nuisance | 133 | 10.8 % |
| Overall quality of trash collection services | 66 | 5.3 % |
| Overall quality of curbside recycling services | 64 | 5.2 % |
| Overall quality of recycling drop-off centers | 12 | 1.0 % |
| Overall quality of bulky item pick-up services | 23 | 1.9 % |
| Overall quality of leaf & brush pick-up services | 21 | 1.7 % |
| Overall quality of leaf & brush drop-off centers | 4 | 0.3 % |
| City efforts to clean-up illegal dumping sites | 156 | 12.6 % |
| <u>None chosen</u> | <u>102</u> | <u>8.3 %</u> |
| Total | 1235 | 100.0 % |

Q15. Which THREE of the neighborhood services listed in Question 14 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q15. 2nd choice | Number | Percent |
|--|--------|---------|
| Enforcing clean-up of trash & debris on private property | 138 | 11.2 % |
| Enforcing mowing & cutting of weeds on private property | 114 | 9.2 % |
| Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)] | 139 | 11.3 % |
| Enforcing trash, weeds, & exterior maintenance in your neighborhood | 119 | 9.6 % |
| Boarding up vacant structures that are open to entry | 106 | 8.6 % |
| Demolishing vacant structures that are deemed a public nuisance | 153 | 12.4 % |
| Overall quality of trash collection services | 34 | 2.8 % |
| Overall quality of curbside recycling services | 54 | 4.4 % |
| Overall quality of recycling drop-off centers | 32 | 2.6 % |
| Overall quality of bulky item pick-up services | 39 | 3.2 % |
| Overall quality of leaf & brush pick-up services | 28 | 2.3 % |
| Overall quality of leaf & brush drop-off centers | 6 | 0.5 % |
| City efforts to clean-up illegal dumping sites | 136 | 11.0 % |
| None chosen | 137 | 11.1 % |
| Total | 1235 | 100.0 % |

Q15. Which THREE of the neighborhood services listed in Question 14 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q15. 3rd choice | Number | Percent |
|--|--------|---------|
| Enforcing clean-up of trash & debris on private property | 137 | 11.1 % |
| Enforcing mowing & cutting of weeds on private property | 76 | 6.2 % |
| Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)] | 154 | 12.5 % |
| Enforcing trash, weeds, & exterior maintenance in your neighborhood | 113 | 9.1 % |
| Boarding up vacant structures that are open to entry | 105 | 8.5 % |
| Demolishing vacant structures that are deemed a public nuisance | 137 | 11.1 % |
| Overall quality of trash collection services | 44 | 3.6 % |
| Overall quality of curbside recycling services | 35 | 2.8 % |
| Overall quality of recycling drop-off centers | 16 | 1.3 % |
| Overall quality of bulky item pick-up services | 34 | 2.8 % |
| Overall quality of leaf & brush pick-up services | 35 | 2.8 % |
| Overall quality of leaf & brush drop-off centers | 9 | 0.7 % |
| City efforts to clean-up illegal dumping sites | 140 | 11.3 % |
| None chosen | 200 | 16.2 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q15. Which THREE of the neighborhood services listed in Question 14 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

| <u>Q15. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Enforcing clean-up of trash & debris on private property | 538 | 43.6 % |
| Enforcing mowing & cutting of weeds on private property | 233 | 18.9 % |
| Enforcing exterior maintenance of residential, commercial, & business property (e.g., condition of buildings)] | 454 | 36.8 % |
| Enforcing trash, weeds, & exterior maintenance in your neighborhood | 339 | 27.4 % |
| Boarding up vacant structures that are open to entry | 291 | 23.6 % |
| Demolishing vacant structures that are deemed a public nuisance | 423 | 34.3 % |
| Overall quality of trash collection services | 144 | 11.7 % |
| Overall quality of curbside recycling services | 153 | 12.4 % |
| Overall quality of recycling drop-off centers | 60 | 4.9 % |
| Overall quality of bulky item pick-up services | 96 | 7.8 % |
| Overall quality of leaf & brush pick-up services | 84 | 6.8 % |
| Overall quality of leaf & brush drop-off centers | 19 | 1.5 % |
| City efforts to clean-up illegal dumping sites | 432 | 35.0 % |
| <u>None chosen</u> | <u>102</u> | <u>8.3 %</u> |
| Total | 3368 | |

Q16. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q16-1. Maintenance of City parks | 30.3% | 44.9% | 12.8% | 5.3% | 1.2% | 5.6% |
| Q16-2. Quality of facilities such as picnic shelters & playgrounds in City parks | 23.8% | 43.9% | 16.4% | 7.8% | 1.1% | 7.1% |
| Q16-3. Walking & biking trails in City | 21.8% | 39.6% | 18.0% | 7.5% | 2.8% | 10.3% |
| Q16-4. Ease of registering for Parks programs | 15.6% | 25.0% | 17.5% | 3.4% | 0.6% | 37.9% |
| Q16-5. Parks Department's youth programs & activities | 11.7% | 18.4% | 15.6% | 4.3% | 1.1% | 48.9% |
| Q16-6. Quality of customer service from Parks employees | 18.7% | 23.0% | 17.7% | 1.9% | 1.2% | 37.4% |
| Q16-7. Maintenance of City recreation centers | 12.8% | 29.8% | 19.9% | 6.8% | 1.6% | 29.1% |
| Q16-8. Maintenance of City swimming pools | 10.5% | 22.5% | 18.0% | 7.0% | 3.2% | 38.9% |
| Q16-9. Other recreation facilities- tennis courts, golf courses | 10.6% | 25.2% | 18.9% | 4.2% | 0.6% | 40.5% |
| Q16-10. Ease of registering for recreation programs | 10.1% | 19.8% | 17.7% | 4.2% | 1.5% | 46.7% |
| Q16-11. Recreation Department's youth programs & activities | 8.3% | 17.5% | 17.5% | 3.2% | 1.7% | 51.8% |

Q16. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q16-12. Quality of customer service from Recreation employees | 13.2% | 24.2% | 17.7% | 2.8% | 0.5% | 41.6% |
| Q16-13. Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 9.7% | 27.3% | 20.0% | 6.5% | 1.2% | 35.3% |

(WITHOUT "DON'T KNOW")**Q16. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q16-1. Maintenance of City parks | 32.1% | 47.5% | 13.6% | 5.6% | 1.3% |
| Q16-2. Quality of facilities such as picnic shelters & playgrounds in City parks | 25.6% | 47.3% | 17.6% | 8.4% | 1.1% |
| Q16-3. Walking & biking trails in City | 24.3% | 44.1% | 20.0% | 8.4% | 3.2% |
| Q16-4. Ease of registering for Parks programs | 25.2% | 40.3% | 28.2% | 5.5% | 0.9% |
| Q16-5. Parks Department's youth programs & activities | 23.0% | 36.0% | 30.6% | 8.4% | 2.1% |
| Q16-6. Quality of customer service from Parks employees | 29.9% | 36.7% | 28.3% | 3.1% | 1.9% |
| Q16-7. Maintenance of City recreation centers | 18.0% | 42.0% | 28.1% | 9.6% | 2.3% |
| Q16-8. Maintenance of City swimming pools | 17.2% | 36.8% | 29.4% | 11.4% | 5.2% |
| Q16-9. Other recreation facilities- tennis courts, golf courses | 17.8% | 42.3% | 31.7% | 7.1% | 1.1% |
| Q16-10. Ease of registering for recreation programs | 19.0% | 37.2% | 33.1% | 7.9% | 2.7% |

(WITHOUT "DON'T KNOW")**Q16. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q16-11. Recreation Department's youth programs & activities | 17.3% | 36.3% | 36.3% | 6.6% | 3.5% |
| Q16-12. Quality of customer service from Recreation employees | 22.6% | 41.5% | 30.4% | 4.7% | 0.8% |
| Q16-13. Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 15.0% | 42.2% | 30.9% | 10.0% | 1.9% |

Q17. Which THREE of the parks and recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q17. Top choice | Number | Percent |
|--|--------|---------|
| Maintenance of City parks | 388 | 31.4 % |
| Quality of facilities such as picnic shelters & playgrounds in City parks | 122 | 9.9 % |
| Walking & biking trails in City | 199 | 16.1 % |
| Ease of registering for parks programs | 28 | 2.3 % |
| Parks Department's youth programs & activities | 76 | 6.2 % |
| Quality of customer service from Parks employees | 13 | 1.1 % |
| Maintenance of City recreation centers | 51 | 4.1 % |
| Maintenance of City swimming pools | 53 | 4.3 % |
| Other recreation facilities-tennis courts, golf courses | 21 | 1.7 % |
| Ease of registering for recreation programs | 11 | 0.9 % |
| Recreation Department's youth programs & activities | 49 | 4.0 % |
| Quality of customer service from Recreation employees | 9 | 0.7 % |
| Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 40 | 3.2 % |
| None chosen | 175 | 14.2 % |
| Total | 1235 | 100.0 % |

Q17. Which THREE of the parks and recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q17. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of City parks | 125 | 10.1 % |
| Quality of facilities such as picnic shelters & playgrounds in City parks | 166 | 13.4 % |
| Walking & biking trails in City | 152 | 12.3 % |
| Ease of registering for parks programs | 36 | 2.9 % |
| Parks Department's youth programs & activities | 102 | 8.3 % |
| Quality of customer service from Parks employees | 11 | 0.9 % |
| Maintenance of City recreation centers | 107 | 8.7 % |
| Maintenance of City swimming pools | 111 | 9.0 % |
| Other recreation facilities-tennis courts, golf courses | 37 | 3.0 % |
| Ease of registering for recreation programs | 30 | 2.4 % |
| Recreation Department's youth programs & activities | 77 | 6.2 % |
| Quality of customer service from Recreation employees | 17 | 1.4 % |
| Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 47 | 3.8 % |
| <u>None chosen</u> | <u>217</u> | <u>17.6 %</u> |
| Total | 1235 | 100.0 % |

Q17. Which THREE of the parks and recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q17. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of City parks | 85 | 6.9 % |
| Quality of facilities such as picnic shelters & playgrounds in City parks | 136 | 11.0 % |
| Walking & biking trails in City | 120 | 9.7 % |
| Ease of registering for parks programs | 17 | 1.4 % |
| Parks Department's youth programs & activities | 88 | 7.1 % |
| Quality of customer service from Parks employees | 19 | 1.5 % |
| Maintenance of City recreation centers | 129 | 10.4 % |
| Maintenance of City swimming pools | 119 | 9.6 % |
| Other recreation facilities-tennis courts, golf courses | 42 | 3.4 % |
| Ease of registering for recreation programs | 40 | 3.2 % |
| Recreation Department's youth programs & activities | 92 | 7.4 % |
| Quality of customer service from Recreation employees | 19 | 1.5 % |
| Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 69 | 5.6 % |
| <u>None chosen</u> | <u>260</u> | <u>21.1 %</u> |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q17. Which THREE of the parks and recreation services listed in Question 16 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

| Q17. Top choice | Number | Percent |
|---|--------|---------|
| Maintenance of City parks | 598 | 48.4 % |
| Quality of facilities such as picnic shelters & playgrounds in City parks | 424 | 34.3 % |
| Walking & biking trails in City | 471 | 38.1 % |
| Ease of registering for parks programs | 81 | 6.6 % |
| Parks Department's youth programs & activities | 266 | 21.5 % |
| Quality of customer service from Parks employees | 43 | 3.5 % |
| Maintenance of City recreation centers | 287 | 23.2 % |
| Maintenance of City swimming pools | 283 | 22.9 % |
| Other recreation facilities-tennis courts, golf courses | 100 | 8.1 % |
| Ease of registering for recreation programs | 81 | 6.6 % |
| Recreation Department's youth programs & activities | 218 | 17.7 % |
| Quality of customer service from Recreation employees | 45 | 3.6 % |
| Quality of City outdoor athletic fields (e.g., baseball, soccer, & football) | 156 | 12.6 % |
| None chosen | 175 | 14.2 % |
| Total | 3228 | |

Q18. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the City?

Q18. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within City

| | Number | Percent |
|-------|--------|---------|
| Yes | 360 | 29.1 % |
| No | 875 | 70.9 % |
| Total | 1235 | 100.0 % |

Q18a. If you have a private lead line, would you sign up for the program?

| Q18a. Would you sign up for the program | Number | Percent |
|---|--------|---------|
| Yes | 283 | 78.6 % |
| No | 29 | 8.1 % |
| Not provided | 48 | 13.3 % |
| Total | 360 | 100.0 % |

(WITHOUT "NOT PROVIDED")**Q18a. If you have a private lead line, would you sign up for the program? (without "not provided")**

| Q18a. Would you sign up for the program | Number | Percent |
|---|--------|---------|
| Yes | 283 | 90.7 % |
| No | 29 | 9.3 % |
| Total | 312 | 100.0 % |

Q18b. Select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service.

| Q18b. All the reasons you would be hesitant to take part in private line lead replacement program | Number | Percent |
|---|--------|---------|
| I would not hesitate to sign up | 198 | 55.0 % |
| Hidden costs/fees | 76 | 21.1 % |
| Government mistrust | 21 | 5.8 % |
| Property disruptions | 49 | 13.6 % |
| Unsure if I have lead pipes | 57 | 15.8 % |
| Do not have the authority to approve the work (I do not own the property in question) | 25 | 6.9 % |
| Unsure of how to sign up | 34 | 9.4 % |
| Something else | 22 | 6.1 % |
| Total | 482 | |

Q19. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q19-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 14.6% | 32.9% | 20.9% | 4.9% | 3.4% | 23.4% |
| Q19-2. Epidemiology (e.g., community dashboards, data requests, access to reporting) | 10.0% | 23.9% | 24.0% | 4.7% | 2.3% | 35.2% |
| Q19-3. Vital Records Services (e.g., birth certificate, death certificate) | 13.4% | 31.6% | 17.8% | 2.8% | 1.2% | 33.1% |
| Q19-4. Immunization Services | 14.6% | 31.4% | 19.2% | 2.6% | 1.4% | 30.9% |
| Q19-5. Food Safety Programs (e.g., inspections & investigations) | 7.9% | 22.8% | 21.4% | 4.2% | 2.2% | 41.5% |
| Q19-6. Healthy Homes/Hazard Complaints | 5.6% | 15.2% | 21.2% | 4.5% | 1.9% | 51.5% |

(WITHOUT "DON'T KNOW")**Q19. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q19-1. Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 19.0% | 42.9% | 27.3% | 6.3% | 4.4% |
| Q19-2. Epidemiology (e.g., community dashboards, data requests, access to reporting) | 15.4% | 36.9% | 37.0% | 7.3% | 3.5% |
| Q19-3. Vital Records Services (e.g., birth certificate, death certificate) | 20.1% | 47.2% | 26.6% | 4.2% | 1.8% |
| Q19-4. Immunization Services | 21.1% | 45.4% | 27.8% | 3.7% | 2.0% |
| Q19-5. Food Safety Programs (e.g., inspections & investigations) | 13.6% | 38.9% | 36.6% | 7.2% | 3.7% |
| Q19-6. Healthy Homes/Hazard Complaints | 11.5% | 31.4% | 43.7% | 9.3% | 4.0% |

Q20. Which TWO of the public health services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q20. Top choice | Number | Percent |
|---|--------|---------|
| Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 452 | 36.6 % |
| Epidemiology (e.g., community dashboards, data requests, access to reporting) | 61 | 4.9 % |
| Vital Records Services (e.g., birth certificate, death certificate) | 67 | 5.4 % |
| Immunization Services | 113 | 9.1 % |
| Food Safety Programs (e.g., inspections & investigations) | 213 | 17.2 % |
| Healthy Homes/Hazard Complaints | 120 | 9.7 % |
| None chosen | 209 | 16.9 % |
| Total | 1235 | 100.0 % |

Q20. Which TWO of the public health services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q20. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 149 | 12.1 % |
| Epidemiology (e.g., community dashboards, data requests, access to reporting) | 168 | 13.6 % |
| Vital Records Services (e.g., birth certificate, death certificate) | 87 | 7.0 % |
| Immunization Services | 171 | 13.8 % |
| Food Safety Programs (e.g., inspections & investigations) | 225 | 18.2 % |
| Healthy Homes/Hazard Complaints | 190 | 15.4 % |
| <u>None chosen</u> | <u>245</u> | <u>19.8 %</u> |
| Total | 1235 | 100.0 % |

(SUM OF TOP 2)

Q20. Which TWO of the public health services listed in Question 19 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 2)

| <u>Q20. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Communicable Disease & Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 601 | 48.7 % |
| Epidemiology (e.g., community dashboards, data requests, access to reporting) | 229 | 18.5 % |
| Vital Records Services (e.g., birth certificate, death certificate) | 154 | 12.5 % |
| Immunization Services | 284 | 23.0 % |
| Food Safety Programs (e.g., inspections & investigations) | 438 | 35.5 % |
| Healthy Homes/Hazard Complaints | 310 | 25.1 % |
| <u>None chosen</u> | <u>209</u> | <u>16.9 %</u> |
| Total | 2225 | |

Q21. Economic Opportunity. Please rate your satisfaction with the following areas.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q21-1. How well your City is managing growth | 4.9% | 30.9% | 25.5% | 21.6% | 7.9% | 9.2% |
| Q21-2. Perception of honesty & fair dealings in development | 3.0% | 13.5% | 24.4% | 26.5% | 19.8% | 12.9% |
| Q21-3. Adequate quantity of affordable housing units | 4.3% | 9.2% | 17.3% | 28.0% | 30.2% | 10.9% |
| Q21-4. City's efforts to fund affordable housing units | 4.0% | 12.3% | 21.4% | 24.2% | 22.3% | 15.8% |
| Q21-5. City's efforts to attract new business & tourism | 7.0% | 32.1% | 27.9% | 14.9% | 5.6% | 12.5% |
| Q21-6. City's efforts to support minority & women-owned businesses | 7.3% | 22.8% | 29.7% | 10.1% | 6.2% | 23.8% |
| Q21-7. Job opportunities available within City limits | 6.2% | 30.0% | 26.5% | 11.6% | 6.5% | 19.3% |
| Q21-8. Ability to obtain training opportunities to advance your career | 5.0% | 16.8% | 25.7% | 9.3% | 4.9% | 38.2% |
| Q21-9. City's use of economic development incentives to support economic opportunity for residents | 3.6% | 15.2% | 25.8% | 13.7% | 7.0% | 34.7% |

Q21. Economic Opportunity. Please rate your satisfaction with the following areas.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q21-10. Support for entrepreneurs & small business owners available in City | 4.9% | 20.2% | 22.6% | 10.4% | 6.1% | 35.8% |
| Q21-11. Access to job training programs | 3.5% | 15.1% | 25.0% | 8.5% | 4.5% | 43.4% |
| Q21-12. Access to quality childcare that you can afford | 1.6% | 5.4% | 16.8% | 16.8% | 13.2% | 46.2% |
| Q21-13. Access to quality health care that you can afford | 5.9% | 20.0% | 22.9% | 14.7% | 11.9% | 24.6% |
| Q21-14. Access to quality mental health care that you can afford | 3.5% | 11.9% | 19.8% | 18.1% | 16.9% | 29.8% |
| Q21-15. Access to healthy food that you can afford | 7.9% | 24.4% | 24.0% | 16.8% | 12.5% | 14.5% |
| Q21-16. Access to quality housing you can afford | 5.7% | 19.3% | 19.8% | 20.6% | 18.1% | 16.4% |

(WITHOUT "DON'T KNOW")**Q21. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q21-1. How well your City is managing growth | 5.4% | 34.0% | 28.1% | 23.8% | 8.7% |
| Q21-2. Perception of honesty & fair dealings in development | 3.4% | 15.5% | 28.0% | 30.4% | 22.7% |
| Q21-3. Adequate quantity of affordable housing units | 4.8% | 10.4% | 19.5% | 31.5% | 33.9% |
| Q21-4. City's efforts to fund affordable housing units | 4.7% | 14.6% | 25.4% | 28.8% | 26.5% |
| Q21-5. City's efforts to attract new business & tourism | 8.0% | 36.7% | 31.8% | 17.0% | 6.4% |
| Q21-6. City's efforts to support minority & women-owned businesses | 9.6% | 30.0% | 39.0% | 13.3% | 8.2% |
| Q21-7. Job opportunities available within City limits | 7.6% | 37.2% | 32.8% | 14.3% | 8.0% |
| Q21-8. Ability to obtain training opportunities to advance your career | 8.1% | 27.3% | 41.5% | 15.1% | 8.0% |
| Q21-9. City's use of economic development incentives to support economic opportunity for residents | 5.5% | 23.3% | 39.6% | 21.0% | 10.7% |

(WITHOUT "DON'T KNOW")**Q21. Economic Opportunity. Please rate your satisfaction with the following areas. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q21-10. Support for entrepreneurs & small business owners available in City | 7.6% | 31.5% | 35.2% | 16.3% | 9.5% |
| Q21-11. Access to job training programs | 6.2% | 26.6% | 44.2% | 15.0% | 8.0% |
| Q21-12. Access to quality childcare that you can afford | 3.0% | 10.1% | 31.2% | 31.2% | 24.5% |
| Q21-13. Access to quality health care that you can afford | 7.8% | 26.5% | 30.4% | 19.4% | 15.8% |
| Q21-14. Access to quality mental health care that you can afford | 5.0% | 17.0% | 28.1% | 25.8% | 24.1% |
| Q21-15. Access to healthy food that you can afford | 9.3% | 28.5% | 28.0% | 19.6% | 14.6% |
| Q21-16. Access to quality housing you can afford | 6.8% | 23.1% | 23.7% | 24.7% | 21.7% |

Q22. Which THREE of the jobs and development services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q22. Top choice | Number | Percent |
|---|--------|---------|
| How well your City is managing growth | 125 | 10.1 % |
| Perception of honesty & fair dealings in development | 180 | 14.6 % |
| Adequate quantity of affordable housing units | 264 | 21.4 % |
| City's efforts to fund affordable housing units | 95 | 7.7 % |
| City's efforts to attract new business & tourism | 79 | 6.4 % |
| City's efforts to support minority & women-owned businesses | 19 | 1.5 % |
| Job opportunities available within City limits | 38 | 3.1 % |
| Ability to obtain training opportunities to advance your career | 9 | 0.7 % |
| City's use of economic development incentives to support economic opportunity for residents | 23 | 1.9 % |
| Support for entrepreneurs & small business owners available in City | 10 | 0.8 % |
| Access to job training programs | 13 | 1.1 % |
| Access to quality child care that you can afford | 48 | 3.9 % |
| Access to quality health care that you can afford | 33 | 2.7 % |
| Access to quality mental health care that you can afford | 36 | 2.9 % |
| Access to healthy food that you can afford | 50 | 4.0 % |
| Access to quality housing you can afford | 102 | 8.3 % |
| None chosen | 111 | 9.0 % |
| Total | 1235 | 100.0 % |

Q22. Which THREE of the jobs and development services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q22. 2nd choice | Number | Percent |
|---|--------|---------|
| How well your City is managing growth | 65 | 5.3 % |
| Perception of honesty & fair dealings in development | 83 | 6.7 % |
| Adequate quantity of affordable housing units | 124 | 10.0 % |
| City's efforts to fund affordable housing units | 155 | 12.6 % |
| City's efforts to attract new business & tourism | 82 | 6.6 % |
| City's efforts to support minority & women-owned businesses | 30 | 2.4 % |
| Job opportunities available within City limits | 86 | 7.0 % |
| Ability to obtain training opportunities to advance your career | 20 | 1.6 % |
| City's use of economic development incentives to support economic opportunity for residents | 52 | 4.2 % |
| Support for entrepreneurs & small business owners available in City | 38 | 3.1 % |
| Access to job training programs | 22 | 1.8 % |
| Access to quality child care that you can afford | 73 | 5.9 % |
| Access to quality health care that you can afford | 49 | 4.0 % |
| Access to quality mental health care that you can afford | 66 | 5.3 % |
| Access to healthy food that you can afford | 68 | 5.5 % |
| Access to quality housing you can afford | 81 | 6.6 % |
| None chosen | 141 | 11.4 % |
| Total | 1235 | 100.0 % |

Q22. Which THREE of the jobs and development services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q22. 3rd choice | Number | Percent |
|---|--------|---------|
| How well your City is managing growth | 59 | 4.8 % |
| Perception of honesty & fair dealings in development | 72 | 5.8 % |
| Adequate quantity of affordable housing units | 57 | 4.6 % |
| City's efforts to fund affordable housing units | 70 | 5.7 % |
| City's efforts to attract new business & tourism | 81 | 6.6 % |
| City's efforts to support minority & women-owned businesses | 45 | 3.6 % |
| Job opportunities available within City limits | 70 | 5.7 % |
| Ability to obtain training opportunities to advance your career | 23 | 1.9 % |
| City's use of economic development incentives to support economic opportunity for residents | 86 | 7.0 % |
| Support for entrepreneurs & small business owners available in City | 38 | 3.1 % |
| Access to job training programs | 27 | 2.2 % |
| Access to quality child care that you can afford | 74 | 6.0 % |
| Access to quality health care that you can afford | 57 | 4.6 % |
| Access to quality mental health care that you can afford | 81 | 6.6 % |
| Access to healthy food that you can afford | 82 | 6.6 % |
| Access to quality housing you can afford | 120 | 9.7 % |
| None chosen | 193 | 15.6 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)

Q22. Which THREE of the jobs and development services listed in Question 21 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)

| Q22. Top choice | Number | Percent |
|---|--------|---------|
| How well your City is managing growth | 249 | 20.2 % |
| Perception of honesty & fair dealings in development | 335 | 27.1 % |
| Adequate quantity of affordable housing units | 445 | 36.0 % |
| City's efforts to fund affordable housing units | 320 | 25.9 % |
| City's efforts to attract new business & tourism | 242 | 19.6 % |
| City's efforts to support minority & women-owned businesses | 94 | 7.6 % |
| Job opportunities available within City limits | 194 | 15.7 % |
| Ability to obtain training opportunities to advance your career | 52 | 4.2 % |
| City's use of economic development incentives to support economic opportunity for residents | 161 | 13.0 % |
| Support for entrepreneurs & small business owners available in City | 86 | 7.0 % |
| Access to job training programs | 62 | 5.0 % |
| Access to quality child care that you can afford | 195 | 15.8 % |
| Access to quality health care that you can afford | 139 | 11.3 % |
| Access to quality mental health care that you can afford | 183 | 14.8 % |
| Access to healthy food that you can afford | 200 | 16.2 % |
| Access to quality housing you can afford | 303 | 24.5 % |
| None chosen | 111 | 9.0 % |
| Total | 3371 | |

Q23. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q23-1. Elected officials' efforts to support a dialogue with City residents | 3.6% | 20.4% | 27.4% | 18.5% | 10.2% | 19.9% |
| Q23-2. Availability of information about City programs & services | 4.2% | 22.6% | 28.4% | 19.4% | 7.4% | 18.0% |
| Q23-3. Overall usefulness of City website | 4.6% | 24.2% | 28.7% | 11.9% | 4.6% | 26.0% |
| Q23-4. Opportunity to engage/provide input into decisions made by elected officials | 2.5% | 13.6% | 26.0% | 18.5% | 12.4% | 27.0% |
| Q23-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 2.8% | 13.0% | 25.8% | 15.1% | 10.0% | 33.3% |
| Q23-6. Quality of City video programming (television channel & web streaming) | 3.4% | 13.2% | 23.3% | 5.7% | 3.7% | 50.7% |
| Q23-7. City Administration's use of social media | 2.4% | 15.9% | 29.6% | 6.0% | 4.1% | 42.0% |
| Q23-8. Access to information about City Council meetings (schedules, agendas, videos) | 3.9% | 18.5% | 26.1% | 12.4% | 5.7% | 33.5% |

Q23. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q23-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 3.2% | 13.9% | 24.5% | 14.0% | 5.7% | 38.7% |
| Q23-10. Access to information about Campaign finance & lobbyist disclosures | 1.5% | 6.8% | 18.5% | 14.5% | 14.9% | 43.9% |
| Q23-11. Access to information about Finance & Budget information | 1.8% | 11.7% | 21.0% | 14.2% | 11.3% | 40.0% |
| Q23-12. Quality of City's Open Data portal | 2.9% | 9.6% | 20.3% | 7.4% | 5.1% | 54.7% |
| Q23-13. City government efforts to keep you informed about City services, issues, events, & programs | 2.3% | 17.7% | 27.2% | 18.6% | 7.9% | 26.2% |

(WITHOUT "DON'T KNOW")**Q23. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

(N=1235)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q23-1. Elected officials' efforts to support a dialogue with City residents | 4.6% | 25.5% | 34.2% | 23.1% | 12.7% |
| Q23-2. Availability of information about City programs & services | 5.1% | 27.5% | 34.6% | 23.7% | 9.0% |
| Q23-3. Overall usefulness of City website | 6.2% | 32.7% | 38.7% | 16.1% | 6.2% |
| Q23-4. Opportunity to engage/provide input into decisions made by elected officials | 3.4% | 18.6% | 35.6% | 25.3% | 17.0% |
| Q23-5. Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 4.1% | 19.5% | 38.7% | 22.6% | 15.0% |
| Q23-6. Quality of City video programming (television channel & web streaming) | 6.9% | 26.8% | 47.3% | 11.5% | 7.6% |
| Q23-7. City Administration's use of social media | 4.2% | 27.4% | 51.0% | 10.3% | 7.1% |

(WITHOUT "DON'T KNOW")**Q23. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio. (without "don't know")**

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q23-8. Access to information about City Council meetings (schedules, agendas, videos) | 5.8% | 27.8% | 39.2% | 18.6% | 8.5% |
| Q23-9. Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 5.3% | 22.7% | 39.9% | 22.9% | 9.2% |
| Q23-10. Access to information about Campaign finance & lobbyist disclosures | 2.6% | 12.1% | 32.9% | 25.8% | 26.6% |
| Q23-11. Access to information about Finance & Budget information | 3.0% | 19.6% | 35.0% | 23.6% | 18.9% |
| Q23-12. Quality of City's Open Data portal | 6.4% | 21.3% | 44.8% | 16.3% | 11.3% |
| Q23-13. City government efforts to keep you informed about City services, issues, events, & programs | 3.2% | 24.0% | 36.9% | 25.2% | 10.6% |

Q24. Which THREE of the communication and community engagement services listed in Question 23 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q24. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Elected officials' efforts to support a dialogue with City residents | 296 | 24.0 % |
| Availability of information about City programs & services | 155 | 12.6 % |
| Overall usefulness of City website | 66 | 5.3 % |
| Opportunity to engage/provide input into decisions made by elected officials | 118 | 9.6 % |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 49 | 4.0 % |
| Quality of City video programming (television channel & web streaming) | 11 | 0.9 % |
| City Administration's use of social media | 12 | 1.0 % |
| Access to information about City Council meetings (schedules, agendas, videos) | 23 | 1.9 % |
| Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 20 | 1.6 % |
| Access to information about campaign finance & lobbyist disclosures | 53 | 4.3 % |
| Access to information about Finance & Budget information | 30 | 2.4 % |
| Quality of City's Open Data portal | 15 | 1.2 % |
| City government efforts to keep you informed about City services, issues, events, & programs | 144 | 11.7 % |
| <u>None chosen</u> | <u>243</u> | <u>19.7 %</u> |
| Total | 1235 | 100.0 % |

Q24. Which THREE of the communication and community engagement services listed in Question 23 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| <u>Q24. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Elected officials' efforts to support a dialogue with City residents | 110 | 8.9 % |
| Availability of information about City programs & services | 135 | 10.9 % |
| Overall usefulness of City website | 80 | 6.5 % |
| Opportunity to engage/provide input into decisions made by elected officials | 164 | 13.3 % |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 106 | 8.6 % |
| Quality of City video programming (television channel & web streaming) | 16 | 1.3 % |
| City Administration's use of social media | 27 | 2.2 % |
| Access to information about City Council meetings (schedules, agendas, videos) | 49 | 4.0 % |
| Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 23 | 1.9 % |
| Access to information about campaign finance & lobbyist disclosures | 44 | 3.6 % |
| Access to information about Finance & Budget information | 52 | 4.2 % |
| Quality of City's Open Data portal | 23 | 1.9 % |
| City government efforts to keep you informed about City services, issues, events, & programs | 125 | 10.1 % |
| <u>None chosen</u> | <u>281</u> | <u>22.8 %</u> |
| Total | 1235 | 100.0 % |

Q24. Which THREE of the communication and community engagement services listed in Question 23 do you think should receive the MOST EMPHASIS from the City over the next TWO years?

| Q24. 3rd choice | Number | Percent |
|--|--------|---------|
| Elected officials' efforts to support a dialogue with City residents | 83 | 6.7 % |
| Availability of information about City programs & services | 95 | 7.7 % |
| Overall usefulness of City website | 65 | 5.3 % |
| Opportunity to engage/provide input into decisions made by elected officials | 101 | 8.2 % |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 113 | 9.1 % |
| Quality of City video programming (television channel & web streaming) | 16 | 1.3 % |
| City Administration's use of social media | 33 | 2.7 % |
| Access to information about City Council meetings (schedules, agendas, videos) | 69 | 5.6 % |
| Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 34 | 2.8 % |
| Access to information about campaign finance & lobbyist disclosures | 69 | 5.6 % |
| Access to information about Finance & Budget information | 57 | 4.6 % |
| Quality of City's Open Data portal | 33 | 2.7 % |
| City government efforts to keep you informed about City services, issues, events, & programs | 134 | 10.9 % |
| None chosen | 333 | 27.0 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q24. Which THREE of the communication and community engagement services listed in Question 23 do you think should receive the MOST EMPHASIS from the City over the next TWO years? (top 3)**

| <u>Q24. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Elected officials' efforts to support a dialogue with City residents | 489 | 39.6 % |
| Availability of information about City programs & services | 385 | 31.2 % |
| Overall usefulness of City website | 211 | 17.1 % |
| Opportunity to engage/provide input into decisions made by elected officials | 383 | 31.0 % |
| Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by City Administration | 268 | 21.7 % |
| Quality of City video programming (television channel & web streaming) | 43 | 3.5 % |
| City Administration's use of social media | 72 | 5.8 % |
| Access to information about City Council meetings (schedules, agendas, videos) | 141 | 11.4 % |
| Access to information about Boards & Commissions meetings (schedules, agendas, videos) | 77 | 6.2 % |
| Access to information about campaign finance & lobbyist disclosures | 166 | 13.4 % |
| Access to information about Finance & Budget information | 139 | 11.3 % |
| Quality of City's Open Data portal | 71 | 5.7 % |
| City government efforts to keep you informed about City services, issues, events, & programs | 403 | 32.6 % |
| <u>None chosen</u> | <u>243</u> | <u>19.7 %</u> |
| Total | 3091 | |

Q25. Please CHECK ALL of the City's social media accounts that you follow.

| <u>Q25. All the City's social media accounts that you follow</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Twitter | 163 | 13.2 % |
| Facebook | 503 | 40.7 % |
| Instagram | 236 | 19.1 % |
| LinkedIn | 108 | 8.7 % |
| Nextdoor | 216 | 17.5 % |
| Other | 8 | 0.6 % |
| Total | 1234 | |

Q25-6. Other:

| <u>Q25-6. Other</u> | <u>Number</u> | <u>Percent</u> |
|---------------------|---------------|----------------|
| Local news | 2 | 25.0 % |
| ENQUIRER | 1 | 12.5 % |
| Blue Sky | 1 | 12.5 % |
| TikTok, SnapChat | 1 | 12.5 % |
| Local TV | 1 | 12.5 % |
| INDEED WEBSITE | 1 | 12.5 % |
| Threads | 1 | 12.5 % |
| Total | 8 | 100.0 % |

Q26. Please CHECK ALL of the sources you use to get information about the City of Cincinnati.

Q26. All the sources you use to get information
about City of Cincinnati

| | Number | Percent |
|-------------------------------------|--------|---------|
| Email | 331 | 26.8 % |
| City bulletin | 91 | 7.4 % |
| CitiCable | 64 | 5.2 % |
| City social media | 318 | 25.7 % |
| City website | 512 | 41.5 % |
| Communications from Council members | 134 | 10.9 % |
| Local TV news stations | 809 | 65.5 % |
| Local newspapers | 483 | 39.1 % |
| Reporters' social media | 214 | 17.3 % |
| Other | 78 | 6.3 % |
| Total | 3034 | |

Number of Cases = 1235

Number of Responses = 3034

Average Number Of Responses Per Case = 2.5

Number Of Cases With At Least One Response = 1095

Response Percent = 88.7 %

Q26-10. Other:

| Q26-10. Other | Number | Percent |
|--|--------|---------|
| WVXU | 20 | 25.6 % |
| Reddit | 4 | 5.1 % |
| Word of mouth | 3 | 3.8 % |
| Mail | 2 | 2.6 % |
| Google | 2 | 2.6 % |
| Friends | 2 | 2.6 % |
| News & Community pages on Facebook | 1 | 1.3 % |
| Social media of agencies that interact with local government | 1 | 1.3 % |
| Neighborhood Facebook pages | 1 | 1.3 % |
| NPR | 1 | 1.3 % |
| WVXU, Reddit | 1 | 1.3 % |
| Local podcasts | 1 | 1.3 % |
| City Beat | 1 | 1.3 % |
| Citybeat, Reddit | 1 | 1.3 % |
| Neighborhood meetings | 1 | 1.3 % |
| Local public radio | 1 | 1.3 % |
| Employees | 1 | 1.3 % |
| Radio station WBLZ | 1 | 1.3 % |
| Iris Roley | 1 | 1.3 % |
| Citybeat, Enquirer | 1 | 1.3 % |
| Citybeat | 1 | 1.3 % |
| Invest in Neighborhoods, community council | 1 | 1.3 % |
| Business Courier | 1 | 1.3 % |
| Posters | 1 | 1.3 % |
| Family member who attends council meetings | 1 | 1.3 % |
| Local radio | 1 | 1.3 % |
| Social media | 1 | 1.3 % |
| Co-workers/friends | 1 | 1.3 % |
| Call City Hall | 1 | 1.3 % |
| Local PBS station | 1 | 1.3 % |
| Political associations | 1 | 1.3 % |
| WVXU news programs, CUF neighborhood council | 1 | 1.3 % |
| Mail and word of mouth | 1 | 1.3 % |
| Text | 1 | 1.3 % |
| Other people's IG posts | 1 | 1.3 % |
| Radio | 1 | 1.3 % |
| Reddit, WVXU | 1 | 1.3 % |
| local Community Councils and their out-reach mechanisms | 1 | 1.3 % |
| Twitter | 1 | 1.3 % |
| Council meetings | 1 | 1.3 % |
| Elected officials | 1 | 1.3 % |
| Podcasts | 1 | 1.3 % |
| 311 Cincy app | 1 | 1.3 % |
| City beat | 1 | 1.3 % |
| Local Public Radio Station(s) | 1 | 1.3 % |
| Communication on Neighborhood and with city workers | 1 | 1.3 % |
| Neighbors | 1 | 1.3 % |
| Neighborhood Council | 1 | 1.3 % |
| Word of mouth, NPR radio | 1 | 1.3 % |
| NextDoor | 1 | 1.3 % |
| News magazines | 1 | 1.3 % |
| Total | 78 | 100.0 % |

Q26a. Which local TV news station(s)?

| <u>Q26a. Which local TV news station(s)</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| WCPO | 472 | 58.3 % |
| Local 12 | 489 | 60.4 % |
| FOX 19 | 375 | 46.4 % |
| WLWT | 518 | 64.0 % |
| Total | 1854 | |

Q26b. Which local newspaper(s)?

| <u>Q26b. Which local newspaper(s)</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Enquirer | 413 | 85.5 % |
| Business Courier | 140 | 29.0 % |
| Cincinnati Herald | 51 | 10.6 % |
| CityBeat | 222 | 46.0 % |
| Total | 826 | |

Q27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati?

| <u>Q27. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------------------|---------------|----------------|
| Email | 179 | 14.5 % |
| City bulletin | 27 | 2.2 % |
| CitiCable | 8 | 0.6 % |
| City social media | 146 | 11.8 % |
| City website | 140 | 11.3 % |
| Communications from Council members | 33 | 2.7 % |
| Local TV news stations | 339 | 27.4 % |
| Local newspapers | 120 | 9.7 % |
| Reporters' social media | 17 | 1.4 % |
| Other | 48 | 3.9 % |
| None chosen | 178 | 14.4 % |
| Total | 1235 | 100.0 % |

Q27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati?

| <u>Q27. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------------------|---------------|----------------|
| Email | 105 | 8.5 % |
| City bulletin | 39 | 3.2 % |
| CitiCable | 16 | 1.3 % |
| City social media | 134 | 10.9 % |
| City website | 138 | 11.2 % |
| Communications from Council members | 51 | 4.1 % |
| Local TV news stations | 214 | 17.3 % |
| Local newspapers | 169 | 13.7 % |
| Reporters' social media | 65 | 5.3 % |
| Other | 34 | 2.8 % |
| None chosen | 270 | 21.9 % |
| Total | 1235 | 100.0 % |

Q27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati?

| Q27. 3rd choice | Number | Percent |
|-------------------------------------|--------|---------|
| Email | 104 | 8.4 % |
| City bulletin | 36 | 2.9 % |
| CitiCable | 19 | 1.5 % |
| City social media | 111 | 9.0 % |
| City website | 145 | 11.7 % |
| Communications from Council members | 75 | 6.1 % |
| Local TV news stations | 124 | 10.0 % |
| Local newspapers | 114 | 9.2 % |
| Reporters' social media | 63 | 5.1 % |
| Other | 56 | 4.5 % |
| None chosen | 388 | 31.4 % |
| Total | 1235 | 100.0 % |

(SUM OF TOP 3)**Q27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati? (top 3)**

| Q27. Top choice | Number | Percent |
|-------------------------------------|--------|---------|
| Email | 388 | 31.4 % |
| City bulletin | 102 | 8.3 % |
| CitiCable | 43 | 3.5 % |
| City social media | 391 | 31.7 % |
| City website | 423 | 34.3 % |
| Communications from Council members | 159 | 12.9 % |
| Local TV news stations | 677 | 54.8 % |
| Local newspapers | 403 | 32.6 % |
| Reporters' social media | 145 | 11.7 % |
| Other | 138 | 11.2 % |
| None chosen | 178 | 14.4 % |
| Total | 3047 | |

Q28. Do you think you will be living in Cincinnati, Ohio, five years from now?

| Q28. Will you be living in Cincinnati, Ohio, five years from now | Number | Percent |
|--|--------|---------|
| Yes | 924 | 74.8 % |
| No | 187 | 15.1 % |
| Not provided | 124 | 10.0 % |
| Total | 1235 | 100.0 % |

Q28. Do you think you will be living in Cincinnati, Ohio, five years from now? (without "not provided")

| Q28. Will you be living in Cincinnati, Ohio, five years from now | Number | Percent |
|--|--------|---------|
| Yes | 924 | 83.2 % |
| No | 187 | 16.8 % |
| Total | 1111 | 100.0 % |

Q29. Do you own or rent your current residence?

| Q29. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 733 | 59.4 % |
| Rent | 480 | 38.9 % |
| Not provided | 22 | 1.8 % |
| Total | 1235 | 100.0 % |

(WITHOUT "NOT PROVIDED")**Q29. Do you own or rent your current residence? (without "not provided")**

| Q29. Do you own or rent your current residence | Number | Percent |
|--|--------|---------|
| Own | 733 | 60.4 % |
| Rent | 480 | 39.6 % |
| Total | 1213 | 100.0 % |

Q30. What type of dwelling do you live in?

| Q30. What type of dwelling do you live in | Number | Percent |
|--|--------|---------|
| Single family house (detached from other houses) | 780 | 63.2 % |
| Duplex or townhome | 92 | 7.4 % |
| Apartment or condominium building | 260 | 21.1 % |
| Other | 13 | 1.1 % |
| Not provided | 90 | 7.3 % |
| Total | 1235 | 100.0 % |

(WITHOUT "NOT PROVIDED")**Q30. What type of dwelling do you live in? (without "not provided")**

| Q30. What type of dwelling do you live in | Number | Percent |
|--|--------|---------|
| Single family house (detached from other houses) | 780 | 68.1 % |
| Duplex or townhome | 92 | 8.0 % |
| Apartment or condominium building | 260 | 22.7 % |
| Other | 13 | 1.1 % |
| Total | 1145 | 100.0 % |

Q30-4. Other:

| Q30-4. Other | Number | Percent |
|---------------------------------|--------|---------|
| 2-family house | 2 | 18.2 % |
| Multi-family complex | 2 | 18.2 % |
| 3-unit | 1 | 9.1 % |
| I live in a 3-family house | 1 | 9.1 % |
| Two family | 1 | 9.1 % |
| First level of a 2-family house | 1 | 9.1 % |
| It's 4 of us in a 1-bedroom | 1 | 9.1 % |
| House | 1 | 9.1 % |
| Multi-family house | 1 | 9.1 % |
| Total | 11 | 100.0 % |

Q31. Approximately how many years have you lived in Cincinnati, Ohio?

Q31. How many years have you lived in Cincinnati, Ohio

| | Number | Percent |
|--------------|--------|---------|
| 0-5 | 143 | 11.6 % |
| 6-10 | 95 | 7.7 % |
| 11-15 | 81 | 6.6 % |
| 16-20 | 66 | 5.3 % |
| 21-30 | 179 | 14.5 % |
| 31+ | 569 | 46.1 % |
| Not provided | 102 | 8.3 % |
| Total | 1235 | 100.0 % |

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

Q31. How many years have you lived in Cincinnati, Ohio

| | Number | Percent |
|-------|--------|---------|
| 0-5 | 143 | 12.6 % |
| 6-10 | 95 | 8.4 % |
| 11-15 | 81 | 7.1 % |
| 16-20 | 66 | 5.8 % |
| 21-30 | 179 | 15.8 % |
| 31+ | 569 | 50.2 % |
| Total | 1133 | 100.0 % |

Q32. Please answer the following questions by circling "Yes" or "No."

(N=1235)

| | Yes | No | Not provided |
|--|-------|-------|--------------|
| Q32-1. Were you or anyone in your household the victim of any crime in Cincinnati, OH during last year | 18.6% | 74.9% | 6.5% |
| Q32-2. Have you had contact with a CPD police officer during last year | 46.6% | 46.8% | 6.6% |
| Q32-3. Have any members of your household used Cincinnati, OH, ambulance service in last year | 12.6% | 81.1% | 6.3% |
| Q32-4. Have you or anyone in your household contacted City's Customer Service Call Center (311) in last year | 35.3% | 57.8% | 6.9% |
| Q32-5. Have you visited City's website (cincinnati-oh.gov) in last year | 64.3% | 28.5% | 7.2% |
| Q32-6. Have you used bulky item pick-up service in last year | 36.0% | 57.1% | 6.9% |
| Q32-7. Have you or anyone in your household visited a Cincinnati, Ohio community center in last year | 40.4% | 52.4% | 7.2% |
| Q32-8. Have any members of your household visited any parks in Cincinnati, OH in last year | 86.1% | 7.2% | 6.7% |
| Q32-9. Have you used Metro bus system in last year | 27.9% | 65.4% | 6.7% |
| Q32-10. Have you used Cincinnati Bell Connector (Streetcar) in last year | 41.2% | 52.0% | 6.8% |
| Q32-11. Do you have regular access to internet at home | 90.0% | 3.6% | 6.5% |
| Q32-12. Have you paid a City of Cincinnati parking ticket online in last year | 13.9% | 78.9% | 7.2% |
| Q32-13. Have you contacted Greater Cincinnati Water Works regarding your account in last year | 27.7% | 64.8% | 7.5% |
| Q32-14. Have you ridden a bicycle on City streets or trails in last year | 30.6% | 62.3% | 7.1% |
| Q32-15. Have you or anyone in your household called 911 while in Cincinnati, OH in last year | 31.7% | 61.0% | 7.3% |

(WITHOUT "NOT PROVIDED")**Q32. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

(N=1235)

| | Yes | No |
|--|-------|-------|
| Q32-1. Were you or anyone in your household the victim of any crime in Cincinnati, OH during last year | 19.9% | 80.1% |
| Q32-2. Have you had contact with a CPD police officer during last year | 49.9% | 50.1% |
| Q32-3. Have any members of your household used Cincinnati, OH, ambulance service in last year | 13.4% | 86.6% |
| Q32-4. Have you or anyone in your household contacted City's Customer Service Call Center (311) in last year | 37.9% | 62.1% |
| Q32-5. Have you visited City's website (cincinnati-oh.gov) in last year | 69.3% | 30.7% |
| Q32-6. Have you used bulky item pick-up service in last year | 38.7% | 61.3% |
| Q32-7. Have you or anyone in your household visited a Cincinnati, Ohio community center in last year | 43.5% | 56.5% |
| Q32-8. Have any members of your household visited any parks in Cincinnati, OH in last year | 92.3% | 7.7% |
| Q32-9. Have you used Metro bus system in last year | 29.9% | 70.1% |
| Q32-10. Have you used Cincinnati Bell Connector (Streetcar) in last year | 44.2% | 55.8% |
| Q32-11. Do you have regular access to internet at home | 96.2% | 3.8% |
| Q32-12. Have you paid a City of Cincinnati parking ticket online in last year | 15.0% | 85.0% |

(WITHOUT "NOT PROVIDED")**Q32. Please answer the following questions by circling "Yes" or "No." (without "not provided")**

| | Yes | No |
|---|-------|-------|
| Q32-13. Have you contacted Greater Cincinnati Water Works regarding your account in last year | 29.9% | 70.1% |
| Q32-14. Have you ridden a bicycle on City streets or trails in last year | 33.0% | 67.0% |
| Q32-15. Have you or anyone in your household called 911 while in Cincinnati, OH in last year | 34.2% | 65.8% |

Q33. Which of the following best describes your race/ethnicity?

| Q33. Your race/ethnicity | Number | Percent |
|---|--------|---------|
| Asian or Asian Indian | 29 | 2.3 % |
| Black or African American | 468 | 37.9 % |
| American Indian or Alaska Native | 5 | 0.4 % |
| White or Caucasian | 659 | 53.4 % |
| Native Hawaiian or other Pacific Islander | 2 | 0.2 % |
| Other | 15 | 1.2 % |
| Total | 1178 | |

Q33-6. Self-describe your race/ethnicity:

| Q33-6. Self-describe your race/ethnicity | Number | Percent |
|--|--------|---------|
| Hispanic | 3 | 20.0 % |
| Latino | 2 | 13.3 % |
| White Hispanic | 2 | 13.3 % |
| Mixed | 2 | 13.3 % |
| Ashkenazi Jewish | 1 | 6.7 % |
| Western European | 1 | 6.7 % |
| Italian, German, Irish | 1 | 6.7 % |
| Mexican | 1 | 6.7 % |
| Scots Irish | 1 | 6.7 % |
| White Latina | 1 | 6.7 % |
| Total | 15 | 100.0 % |

Q34. Are you of Hispanic, Latino, or other Spanish ancestry?

| Q34. Are you of Hispanic, Latino, or other Spanish ancestry | Number | Percent |
|---|--------|---------|
| Yes | 53 | 4.3 % |
| No | 1120 | 90.7 % |
| Not provided | 62 | 5.0 % |
| Total | 1235 | 100.0 % |

(WITHOUT "NOT PROVIDED")**Q34. Are you of Hispanic, Latino, or other Spanish ancestry? (without "not provided")**

Q34. Are you of Hispanic, Latino, or other

| Spanish ancestry | Number | Percent |
|------------------|--------|---------|
| Yes | 53 | 4.5 % |
| No | 1120 | 95.5 % |
| Total | 1173 | 100.0 % |

Q35. Would you say your total annual household income is...

| Q35. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K | 250 | 20.2 % |
| \$30K to \$59,999 | 278 | 22.5 % |
| \$60K to \$99,999 | 266 | 21.5 % |
| \$100K+ | 289 | 23.4 % |
| Not provided | 152 | 12.3 % |
| Total | 1235 | 100.0 % |

(WITHOUT "NOT PROVIDED")**Q35. Would you say your total annual household income is... (without "not provided")**

| Q35. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K | 250 | 23.1 % |
| \$30K to \$59,999 | 278 | 25.7 % |
| \$60K to \$99,999 | 266 | 24.6 % |
| \$100K+ | 289 | 26.7 % |
| Total | 1083 | 100.0 % |

Q36. What is your age?

| Q36. Your age | Number | Percent |
|---------------|--------|---------|
| 18-24 | 43 | 3.5 % |
| 25-34 | 197 | 16.0 % |
| 35-44 | 230 | 18.6 % |
| 45-54 | 228 | 18.5 % |
| 55-64 | 223 | 18.1 % |
| 65+ | 220 | 17.8 % |
| Not provided | 94 | 7.6 % |
| Total | 1235 | 100.0 % |

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

| Q36. Your age | Number | Percent |
|---------------|--------|---------|
| 18-24 | 43 | 3.8 % |
| 25-34 | 197 | 17.3 % |
| 35-44 | 230 | 20.2 % |
| 45-54 | 228 | 20.0 % |
| 55-64 | 223 | 19.5 % |
| 65+ | 220 | 19.3 % |
| Total | 1141 | 100.0 % |

Q37. What is your gender identity?

| <u>Q37. Your gender identity</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------|---------------|----------------|
| Male | 597 | 48.3 % |
| Female | 616 | 49.9 % |
| Prefer to self-describe | 11 | 0.9 % |
| Not provided | 11 | 0.9 % |
| Total | 1235 | 100.0 % |

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

| <u>Q37. Your gender identity</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------|---------------|----------------|
| Male | 597 | 48.8 % |
| Female | 616 | 50.3 % |
| Prefer to self-describe | 11 | 0.9 % |
| Total | 1224 | 100.0 % |

Q37-3. Self-describe your gender identity:

| <u>Q37-3. Self-describe your gender identity</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Non-binary | 6 | 54.5 % |
| Trans woman | 1 | 9.1 % |
| Transgender man | 1 | 9.1 % |
| Gender fluid | 1 | 9.1 % |
| Gender Queer | 1 | 9.1 % |
| Trans man | 1 | 9.1 % |
| Total | 11 | 100.0 % |

5

Open-Ended Responses

Open-Ended Question Responses

Q18b—“Something else”: Q18b. Select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service.

Neighborhood: College Hill

- already used
- I rent
- I was mandated by the city to replace my lead pipe lines; my lines now do not have lead. At the time I was not offered a cost-free option, rather I was offered a "reduced cost" using a preferred vendor; but my share was more expensive than outside vendor. I went with the non-city preferred option, paying the full replacement was less costly than the city "assisted" option.
- Mistrust in plumbers/contractors on approved list.
- Need more information on the program.
- We already replaced our lead pipes years ago. Paid out of our pocket.

Neighborhood: CUF

- Already had it done by the city
- I wouldn't mind getting back the money we spent on getting our lead pipes replaced at the demand of the city, now that it's free. I imagine I'm not the only one who feels they've been taken for a ride on that account.
- No need
- SIDEWALK REPAIRS-DOWNTOWN- CAUSED BY WORK/ADDED MAJOR COSTS
- This doesn't apply to me

Neighborhood: Hyde Park

- complicated, poor outcome
- Don't have any.
- Don't have lead pipes
- I know that I don't have lead pipes.
- I rent
- Live in condo
- not needed
- scheduling
- we have no lead.
- We live in a condo building. Don't know whether we have lead pipes but I doubt it.
- we participated in 2021

Neighborhood: Northside

- As a result of my infant testing positive for lead at his one year check up, I have already checked my residence for lead pipes and was advised that I do not have them.
- done
- Don't have a need for.
- Has already been inspected on my property
- I already had this done.
- I already participated in the program and did not have lead pipes.
- I am a student at Xavier University
- I don't know what a line lead is.
- I know I don't have lead lines
- I live in a condo and do not know if we have lead pipes.
- It's currently happening in my neighborhood...for the last two months they have had our yards and street torn up. Longest street project ever!
- I've already tested my internal line and the city's been working on the external lines I assume? Not sure though.
- length of time required to replace
- No lead lines present
- Paying for private lead abatement before fees were ended. And then not being reimbursed for that service that was subsequently provided for free to everyone else
- We were forced two years ago to replace our line at a significant financial burden. Now it is free. We feel it is unfair and that anyone who was forced to replace their line at their own expense be reimbursed.

Neighborhood: West Price Hill

- Disruption of water use while the lead pipes were being changed out
- Do not have lead pipes
- never heard about it.
- not applicable
- Signed up, had the service done, very satisfied.



Survey Instrument



City of Cincinnati

Dear Resident:

The City of Cincinnati strives to make our community the best place possible to live, work, and play for everyone. In pursuit of this goal, we are partnering with a vendor to conduct a survey to gather information about the quality of City services and your priorities for the City. The feedback we receive from your participation will be an important part of budgeting decisions and service delivery improvements.

We hope you will share your thoughts and perspectives to aid the City Administration in continuing to improve public services in all 52 neighborhoods.

Please complete and return the survey in the enclosed postage-paid envelope. If you prefer to complete the survey online, you can do so at the following web address: **CincinnatiSurvey.org**.

A summary report of survey results will be published and made publicly available on our website.

Thank you in advance for providing us with your feedback. If you have any questions, please contact our survey vendor, ETC Institute, Project Manager Ryan Murray at (913) 254-4598 or Ryan.Murray@etcinstitute.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sheryl M. Long'.

Sheryl M. M. Long
City Manager



2023 City of Cincinnati, Ohio Resident Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident concerns. You may complete the survey by returning it in the postage-paid envelope that has been provided, or online at CincinnatiSurvey.org.

1. **Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following.**

| How would you rate Cincinnati, Ohio... | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|--|-----------|------|---------|---------------|------|------------|
| 1. As a place to live | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. As a place to raise children | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. As a place to work | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. As a place to retire | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. As a place where I feel welcome | 5 | 4 | 3 | 2 | 1 | 9 |

2. **Perceptions of the Community.** Please rate your satisfaction with each of the following items that may influence your perception of the City of Cincinnati, Ohio.

| How satisfied are you with... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall quality of services provided by the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall value you receive for your City tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Overall image of the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Overall quality of life in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Overall feeling of safety in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. How safe you feel in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Physical appearance of your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. Overall quality of the City's public transportation system | 5 | 4 | 3 | 2 | 1 | 9 |

3. **Quality of City Services.** Please rate your satisfaction with the overall quality of the following major categories of services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Fire and ambulance services | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. The maintenance of city streets, sidewalks, and infrastructure | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. City water utilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Code enforcement (enforcing condition standards of residential, commercial, and business property in the City) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. City parks and recreation programs/facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Health Department services | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. The City's Customer Service Call Center (311) | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. The City's 911 Call Center | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Customer service you receive from city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall effectiveness of city communication with the public | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. The City's stormwater runoff/stormwater management system | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Trash, recycling, bulky item, leaf, and brush collection | 5 | 4 | 3 | 2 | 1 | 9 |

4. **Which THREE of the major categories of city services listed in Question 3 do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers using the numbers from the list in Question 3.]**

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

5. Public Safety Perceptions. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Effectiveness of local police protection | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. The City's overall efforts to prevent crime | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Public safety services in public parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. How quickly police respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Overall police performance in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Professionalism of police officers | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Attitude and behavior of officers towards citizens in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Efforts to collaborate with the public to address concerns | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Police outreach programs/services | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Quality of dispatch/911 services | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Overall quality of local fire protection and rescue services | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. How quickly fire and rescue personnel respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Quality of local emergency medical service | 5 | 4 | 3 | 2 | 1 | 9 |
| 14. How quickly emergency medical personnel respond to emergencies | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. Fire inspections | 5 | 4 | 3 | 2 | 1 | 9 |
| 16. Fire education programs | 5 | 4 | 3 | 2 | 1 | 9 |

6. Which FOUR of the public safety services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 5.]

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

7. Please rate each of the following items using a scale of 3 to 1, where 3 means there is "Too Much" of this activity and 1 means there is "More Needed."

| Rate each of the following. | Too Much | Adequate Amount | More Needed | Don't Know |
|--|----------|-----------------|-------------|------------|
| 1. Enforcement of local traffic laws | 3 | 2 | 1 | 9 |
| 2. Visibility of police in neighborhoods | 3 | 2 | 1 | 9 |

8. Please rate your agreement with each of the following statements related to the public safety services provided by the City of Cincinnati, Ohio.

| Rate your level of agreement with each of the following. | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|---|----------------|-------|---------|----------|-------------------|------------|
| 1. Police are held accountable for any misconduct | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Police treat residents of different races/ethnicities equally | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Police have appropriate training on how to handle confrontations with civilians | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Police use good judgement in the use of force | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. It is easy to file officer complaints with the Citizen Complaint Authority (CCA) | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Access to information regarding CCA investigation outcomes | 5 | 4 | 3 | 2 | 1 | 9 |

9. Water and Wastewater Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Condition of catch basins (storm drains) in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Timeliness of water line repairs | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Timeliness of sewer line and sewer main repairs | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Quality of Greater Cincinnati Water Works customer service | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Quality of Metropolitan Sewer District customer service | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Taste of water | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Fees for water services | 5 | 4 | 3 | 2 | 1 | 9 |

10. Which TWO of the water and wastewater services listed in Question 9 on the previous page do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. **Streets, Sidewalks, and Infrastructure.** Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Accessibility of streets, sidewalks, and buildings for people with disabilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Adequacy of city street lighting | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Condition of city streets (potholes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Condition of streets in your neighborhood (potholes) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Condition of sidewalks in the City (broken, cracked, uneven, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Condition of sidewalks in your neighborhood (broken, cracked, uneven, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Congestion management and flow of traffic on City streets in your community | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Maintenance of city streets (street/pavement markings) | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Maintenance of street signs and traffic signals | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Maintenance of streets in your neighborhood (street/pavement markings) | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Mowing and tree trimming along city streets and other public areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Overall cleanliness of City streets and other public areas | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | Quality of on-street bicycle infrastructure (bike lanes/wayfinding signs) | 5 | 4 | 3 | 2 | 1 | 9 |
| 14. | Snow removal on major City streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. | Snow removal on residential streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 16. | Traffic calming measures throughout the City (speed cushions/humps, raised intersections/crosswalks, dedicated on-street parking, etc.) | 5 | 4 | 3 | 2 | 1 | 9 |

12. Which THREE of the street, sidewalk, and infrastructure services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

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

13. **Leadership.** Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Cincinnati, Ohio with regard to each of the following.

| How would you rate the... | | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|---------------------------|---|-----------|------|---------|---------------|------|------------|
| 1. | Overall effectiveness of leadership provided by the City's elected officials | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Access and ability to interact with elected officials | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Elected officials conduct City business ethically | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, abilities, sexual orientation, or gender identity | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Overall effectiveness of the City Administration (City Manager, Dept. Directors) in management of City operations | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | City Administration (City Manager, Dept. Directors) conducts City business ethically | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | Access and ability to interact with City Administration (City Manager, Dept. Directors) regarding operational matters and public services | 5 | 4 | 3 | 2 | 1 | 9 |

14. Neighborhood Cleanliness and Appearance. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Enforcing the clean-up of trash and debris on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Enforcing the mowing and cutting of weeds on private property | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Enforcing the exterior maintenance of residential, commercial, and business property (e.g., condition of buildings) | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Enforcing trash, weeds, and exterior maintenance in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Boarding up vacant structures that are open to entry | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Demolishing vacant structures that are deemed a public nuisance | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Overall quality of trash collection services | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Overall quality of curbside recycling services | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Overall quality of recycling drop-off centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Overall quality of bulky item pick-up services | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Overall quality of leaf and brush pick-up services | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Overall quality of leaf and brush drop-off centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | City efforts to clean-up illegal dumping sites | 5 | 4 | 3 | 2 | 1 | 9 |

15. Which THREE of the neighborhood services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 14.]

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

16. Parks and Recreation. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Maintenance of City parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Quality of facilities such as picnic shelters and playgrounds in city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Walking and biking trails in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Ease of registering for Parks programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | The Parks Department's youth programs and activities | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Quality of customer service from Parks employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Maintenance of City recreation centers | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Maintenance of City swimming pools | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Other recreation facilities - tennis courts, golf courses | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Ease of registering for recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | The Recreation Department's youth programs and activities | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Quality of customer service from Recreation employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | Quality of City outdoor athletic fields (e.g., baseball, soccer, and football) | 5 | 4 | 3 | 2 | 1 | 9 |

17. Which THREE of the parks and recreation services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 16.]

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

18. Are you aware that GCWW provides a cost-free program to replace existing lead pipes on private property within the City?

____(1) Yes ____ (2) No

18a. If you have a private lead line, would you sign up for the program?

____(1) Yes ____ (2) No

18b. Select ALL the reasons you would be hesitant to take part in the private line lead replacement program, assuming you have the need for the service. [Check ALL that apply.]

- (1) I would not hesitate to sign up (6) Do not have the authority to approve the work (I do not own the property in question)
 (2) Hidden costs/fees
 (3) Government mistrust (7) Unsure of how to sign up
 (4) Property disruptions (8) Something else: _____
 (5) Unsure if I have lead pipes

19. Public Health Services. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Communicable Disease and Outbreak Response (e.g., general education, public hotline, vaccination scheduling, contact tracing) | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Epidemiology (e.g., community dashboards, data requests, access to reporting) | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Vital Records Services (e.g., birth certificate, death certificate) | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Immunization Services | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Food Safety Programs (e.g., inspections and investigations) | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Healthy Homes/Hazard Complaints | 5 | 4 | 3 | 2 | 1 | 9 |

20. Which TWO of the public health services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____

21. Economic Opportunity. Please rate your satisfaction with the following areas.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | How well your City is managing growth | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Perception of honesty and fair dealings in development | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Adequate quantity of affordable housing units | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | City's efforts to fund affordable housing units | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | City's efforts to attract new business and tourism | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | City's efforts to support minority and women-owned businesses | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Job opportunities available within the city limits | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Ability to obtain training opportunities to advance your career | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | City's use of economic development incentives to support economic opportunity for residents | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Support for entrepreneurs and small business owners available in the City | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Access to job training programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Access to quality childcare that you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | Access to quality health care that you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 14. | Access to quality mental health care that you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. | Access to healthy food that you can afford | 5 | 4 | 3 | 2 | 1 | 9 |
| 16. | Access to quality housing you can afford | 5 | 4 | 3 | 2 | 1 | 9 |

22. Which THREE of the jobs and development services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 21.]

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

23. Communication and Community Engagement. Please rate your satisfaction with the following services provided by the City of Cincinnati, Ohio.

| How satisfied are you with the overall quality of... | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Elected officials' efforts to support a dialogue with City residents | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Availability of information about City programs and services | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Overall usefulness of City website | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Opportunity to engage/provide input into decisions made by Elected Officials | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Opportunity to engage/provide input regarding City operations in public engagement opportunities provided by the City Administration | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Quality of City video programming (television channel and web streaming) | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | City Administration's use of social media | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Access to information about City Council meetings (schedules, agendas, videos) | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Access to information about Boards and Commissions meetings (schedules, agendas, videos) | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Access to information about Campaign finance and lobbyist disclosures | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Access to information about Finance and Budget information | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Quality of the City's Open Data portal | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. | City government efforts to keep you informed about City services, issues, events, and programs | 5 | 4 | 3 | 2 | 1 | 9 |

24. Which THREE of the communication and community engagement services listed above do you think should receive the MOST EMPHASIS from the City over the next TWO years? [Write in your answers below using the numbers from the list in Question 23.]

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

25. Please CHECK ALL of the City's social media accounts that you follow.

____(1) Twitter ____ (3) Instagram ____ (5) Nextdoor
 ____ (2) Facebook ____ (4) LinkedIn ____ (6) Other: _____

26. Please CHECK ALL of the sources you use to get information about the City of Cincinnati.

____ (01) Email ____ (06) Communications from Council Members
 ____ (02) City Bulletin ____ (07) Local TV News Stations [Answer Q26a.]
 ____ (03) CitiCable ____ (08) Local Newspapers [Answer Q26b.]
 ____ (04) City Social Media ____ (09) Reporters' Social Media
 ____ (05) City Website ____ (10) Other: _____

26a. Which local TV news station(s)?

____ (1) WCPO ____ (2) Local 12 ____ (3) Fox 19 ____ (4) WLWT

26b. Which local newspaper(s)?

____ (1) Enquirer ____ (2) Business Courier ____ (3) Cincinnati Herald ____ (4) CityBeat

27. Which THREE of the sources from Question 26 do you MOST PREFER to use to get information about the City of Cincinnati? [Write in your answers below using the numbers from the list in Question 26.]

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

28. Do you think you will be living in Cincinnati, Ohio, five years from now? ____ (1) Yes ____ (2) No

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

30. What type of dwelling do you live in?

____ (1) Single family house (detached from other houses)

____ (3) Apartment or condominium building

____ (2) Duplex or townhome

____ (4) Other: _____

31. Approximately how many years have you lived in Cincinnati, Ohio? _____ years

32. Please answer the following questions by circling "Yes" or "No."

| | | | |
|-----|--|-----|----|
| 01. | Were you or anyone in your household the victim of any crime in Cincinnati, OH during the last year? | Yes | No |
| 02. | Have you had contact with a CPD police officer during the last year? | Yes | No |
| 03. | Have any members of your household used the Cincinnati, OH, ambulance service in the last year? | Yes | No |
| 04. | Have you or anyone in your household contacted the City's Customer Service Call Center (311) in the last year? | Yes | No |
| 05. | Have you visited the City's website (cincinnati-oh.gov) in the last year? | Yes | No |
| 06. | Have you used the bulky item pick-up service in the last year? | Yes | No |
| 07. | Have you or anyone in your household visited a Cincinnati, Ohio community center in the last year? | Yes | No |
| 08. | Have any members of your household visited any parks in Cincinnati, OH in the last year? | Yes | No |
| 09. | Have you used the Metro bus system in the last year? | Yes | No |
| 10. | Have you used the Cincinnati Bell Connector (Streetcar) in the last year? | Yes | No |
| 11. | Do you have regular access to the internet at home? | Yes | No |
| 12. | Have you paid a City of Cincinnati parking ticket online in the last year? | Yes | No |
| 13. | Have you contacted Greater Cincinnati Water Works regarding your account in the last year? | Yes | No |
| 14. | Have you ridden a bicycle on city streets or trails in the last year? | Yes | No |
| 15. | Have you or anyone in your household called 911 while in Cincinnati, OH in the last year? | Yes | No |

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

____ (01) Asian or Asian Indian

____ (04) White or Caucasian

____ (02) Black or African American

____ (05) Native Hawaiian or other Pacific Islander

____ (03) American Indian or Alaska Native

____ (99) Other: _____

34. Are you of Hispanic, Latino, or other Spanish ancestry? ____ (1) Yes ____ (2) No

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

____ (1) Under \$30,000

____ (2) \$30,000 to \$59,999

____ (3) \$60,000 to \$99,999

____ (4) \$100,000 or more

36. What is your age?

____ (1) 18-24

____ (2) 25-34

____ (3) 35-44

____ (4) 45-54

____ (5) 55-64

____ (6) 65+

37. What is your gender identity?

____ (1) Male

____ (2) Female

____ (3) Prefer to self-describe: _____

38. Would you be interested in participating in future surveys, focus groups, or other discussions on some of the topics covered in this survey?

____ (1) Yes [Answer Q38a.]

____ (2) No

38a. Please provide your contact information.

Name: _____

Phone: _____

Email: _____

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